

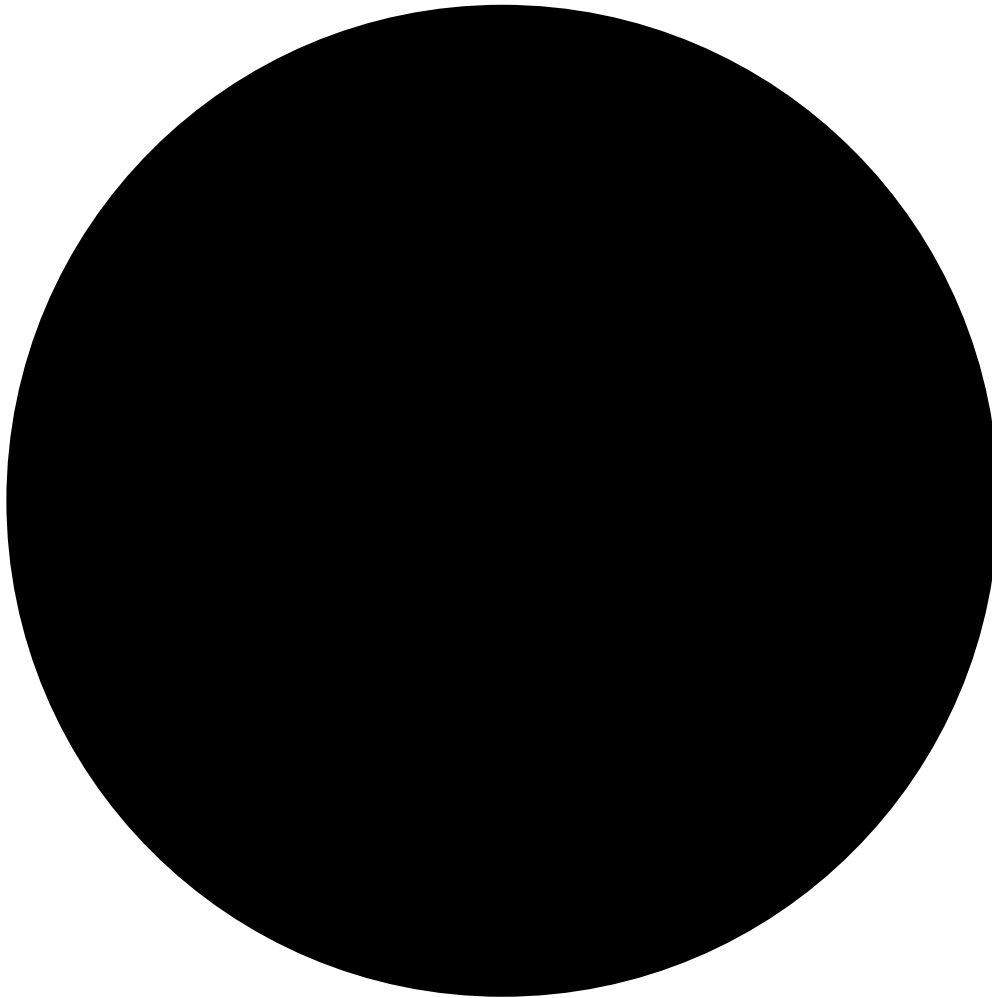
Media Player Setup

Media Player Setup

This document provides a basic guideline for connecting the media player to your local network and monitoring it.

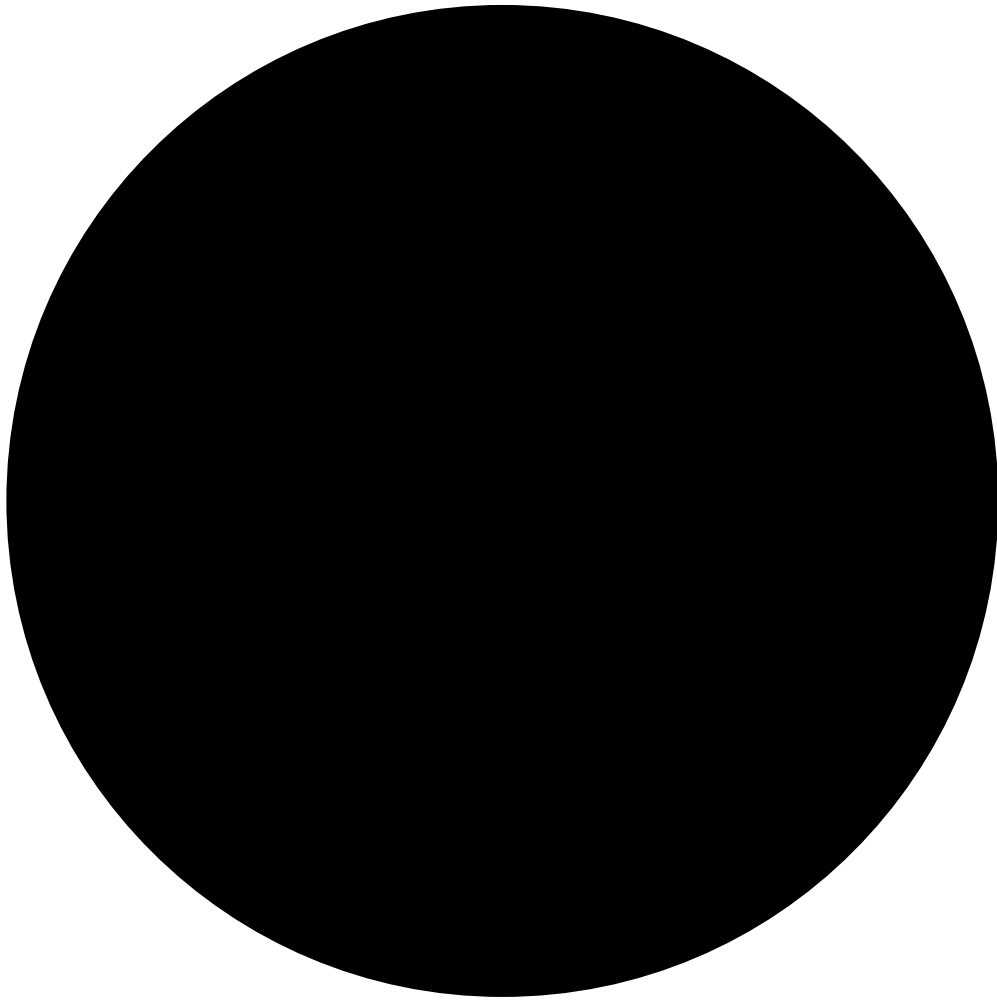
While configurations can vary, this document provides general information.

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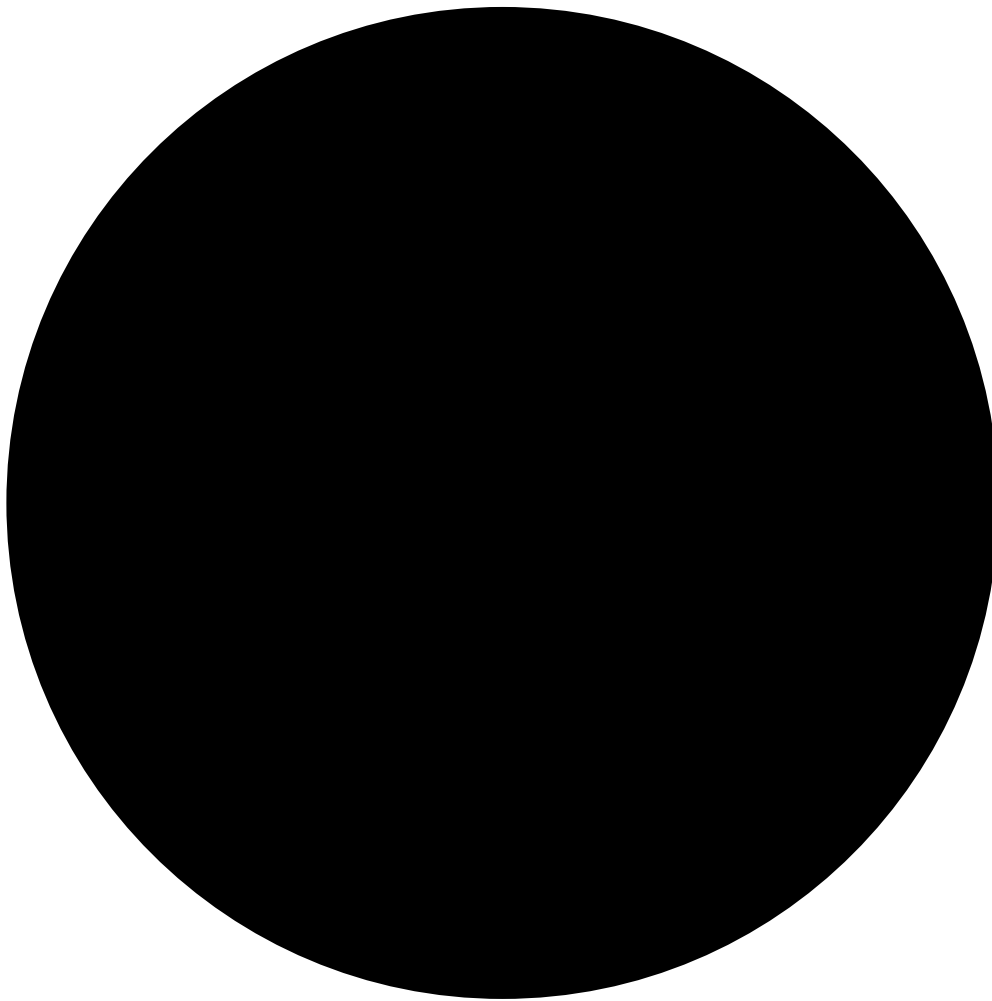
[Before You Start](#)

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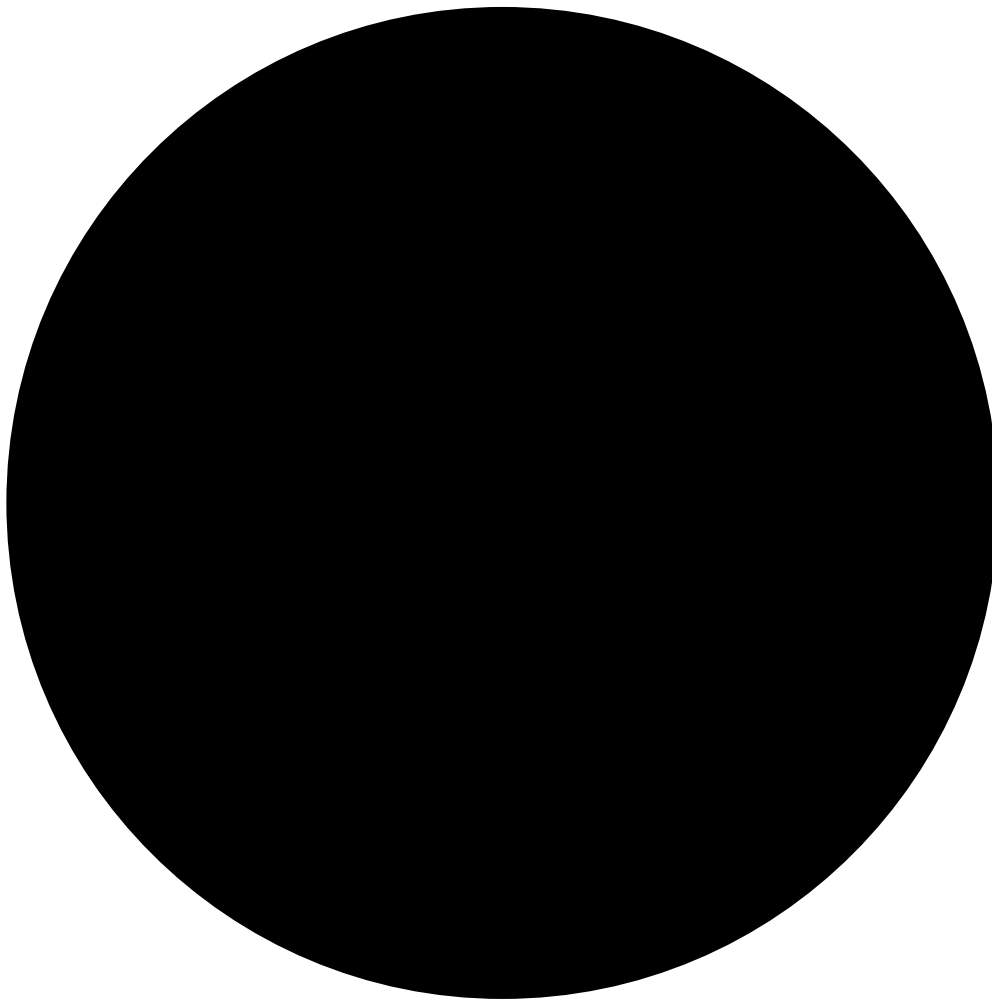
[Quick Start Checklist](#)

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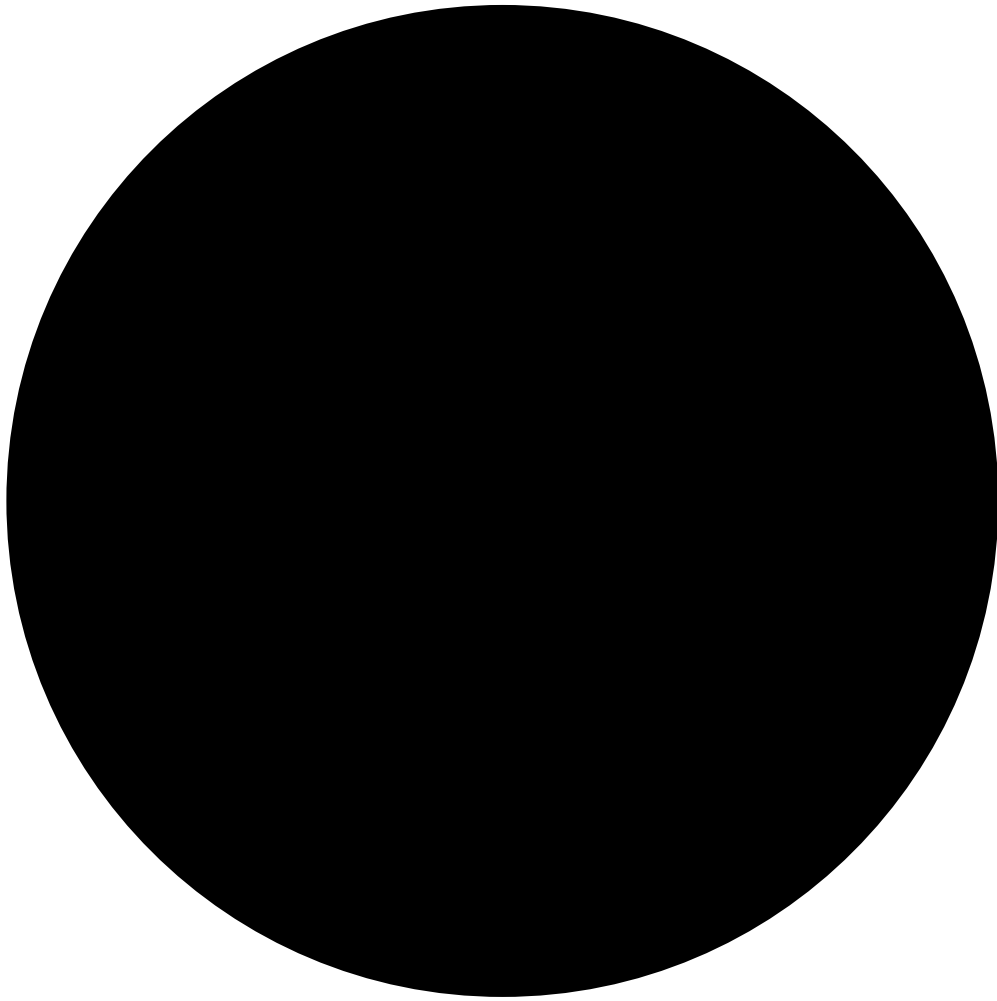
What's Included

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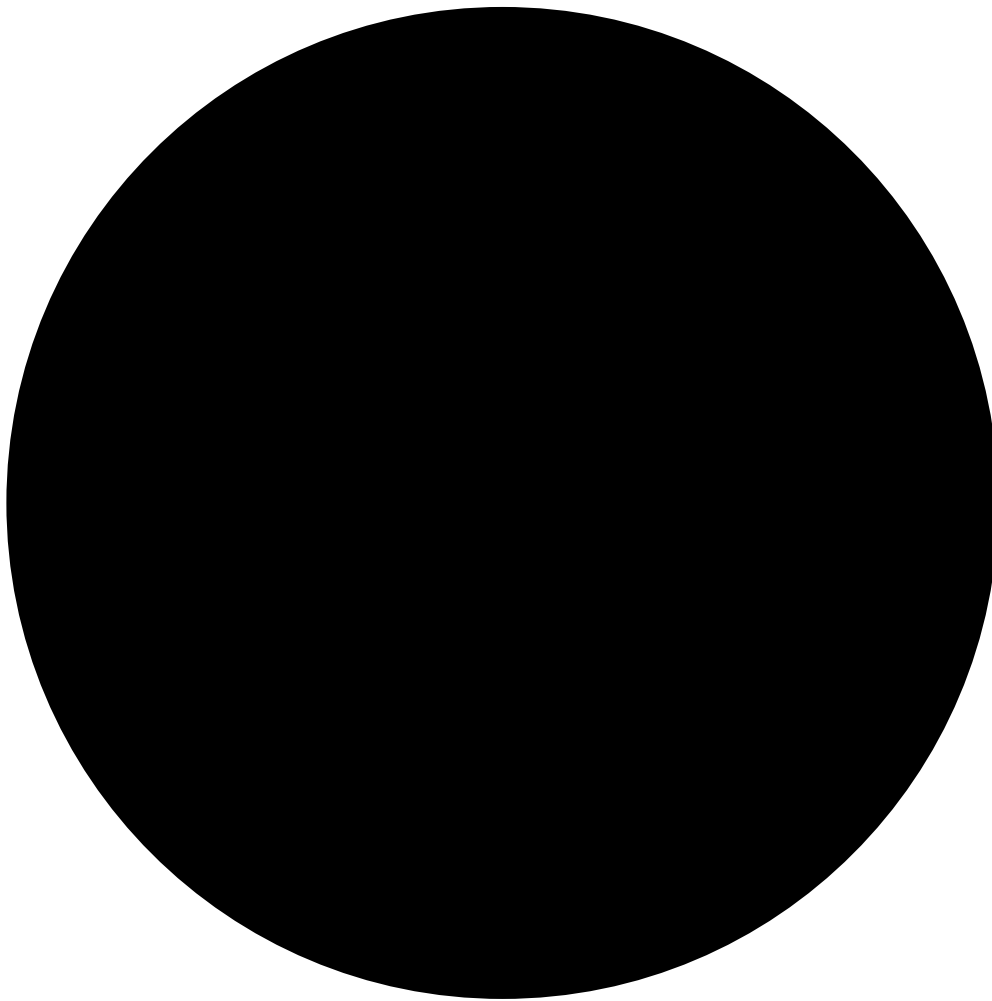
Internet Connectivity

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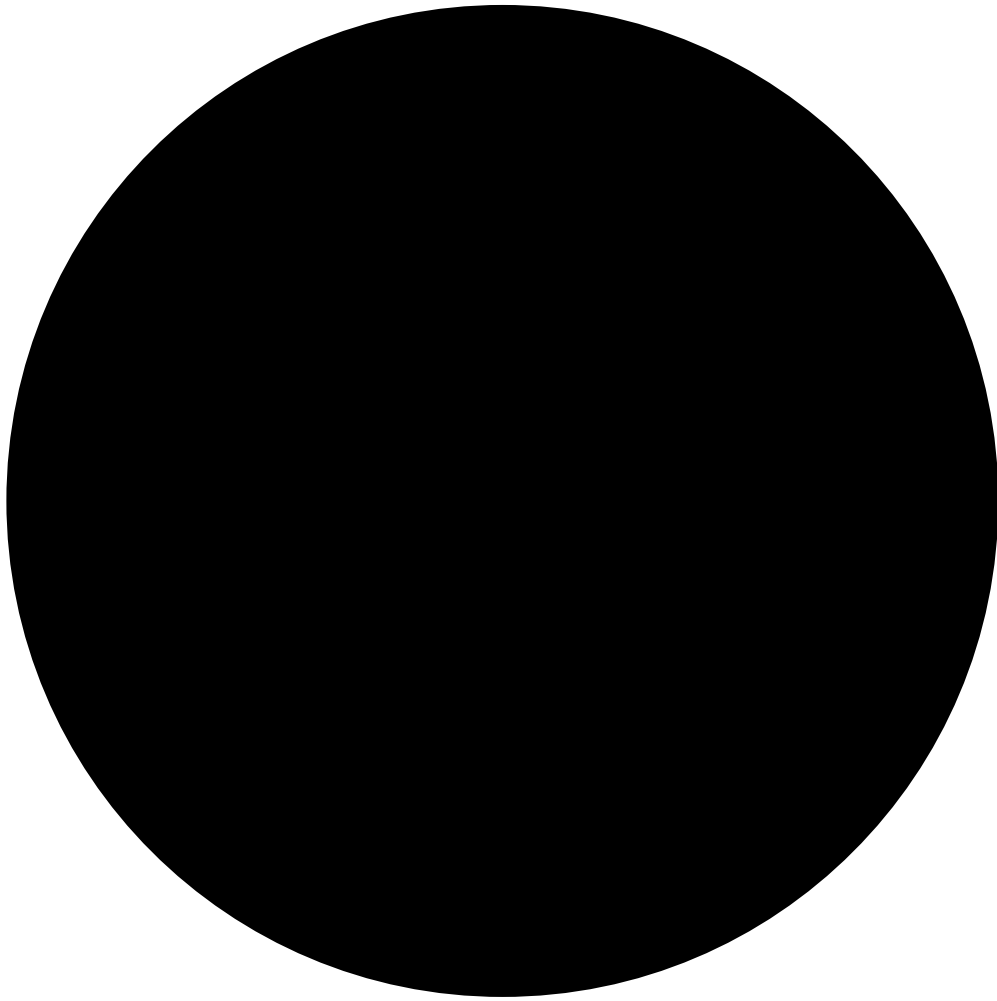
[Video Output & Multi-Screen](#)

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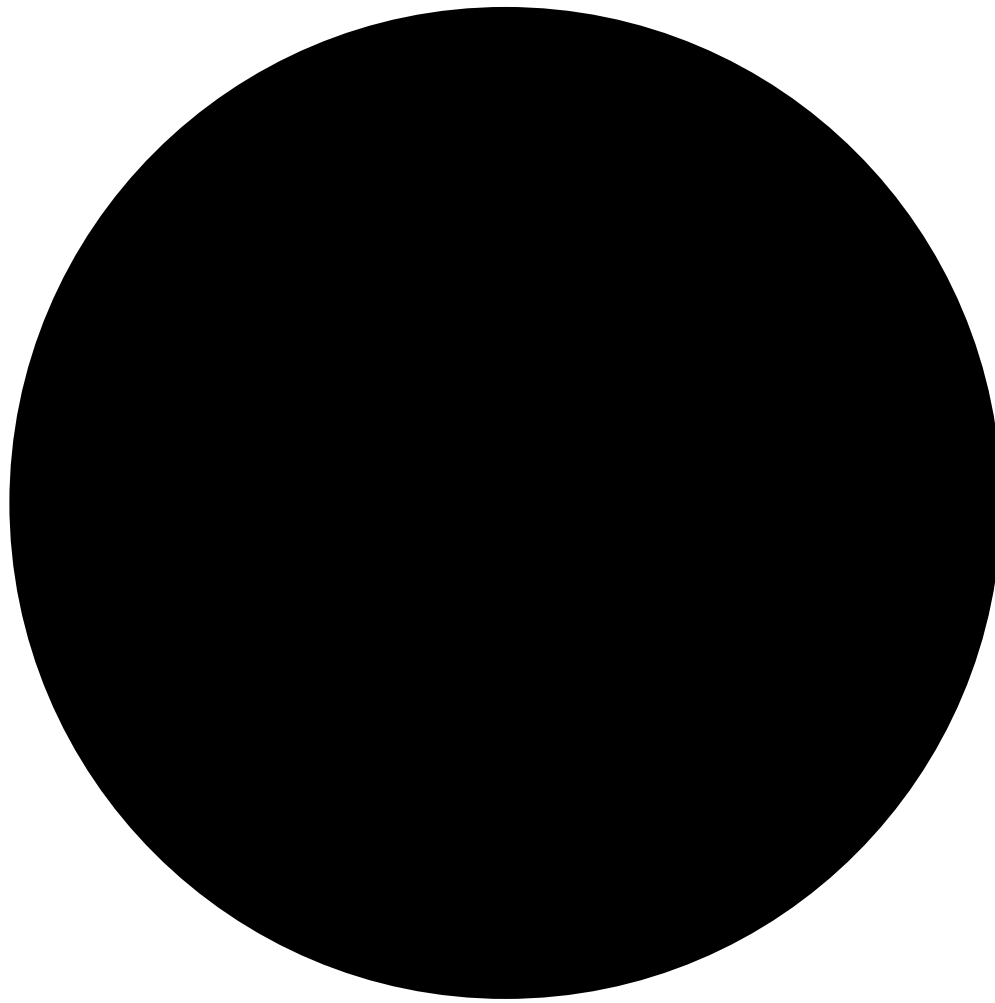
[Advanced Network Setup \(Static IP / Firewall\)](#)

■



Installation & Ventilation

■



[Notes & Quick Fixes](#)

Before You Start

What This Page Covers

- □ Quick-Start Checklist
- □ What's in the Box
- □ Wired vs. Wireless Network Setup
- □ Video Output & Multi-Screen Distribution
- □ Advanced Setup (Static IP / Firewall)
- □ Installation & Ventilation Best Practices
- □□ Common Issues & Fixes



DMS Updates 4x/Hour



Multi Device Reporting

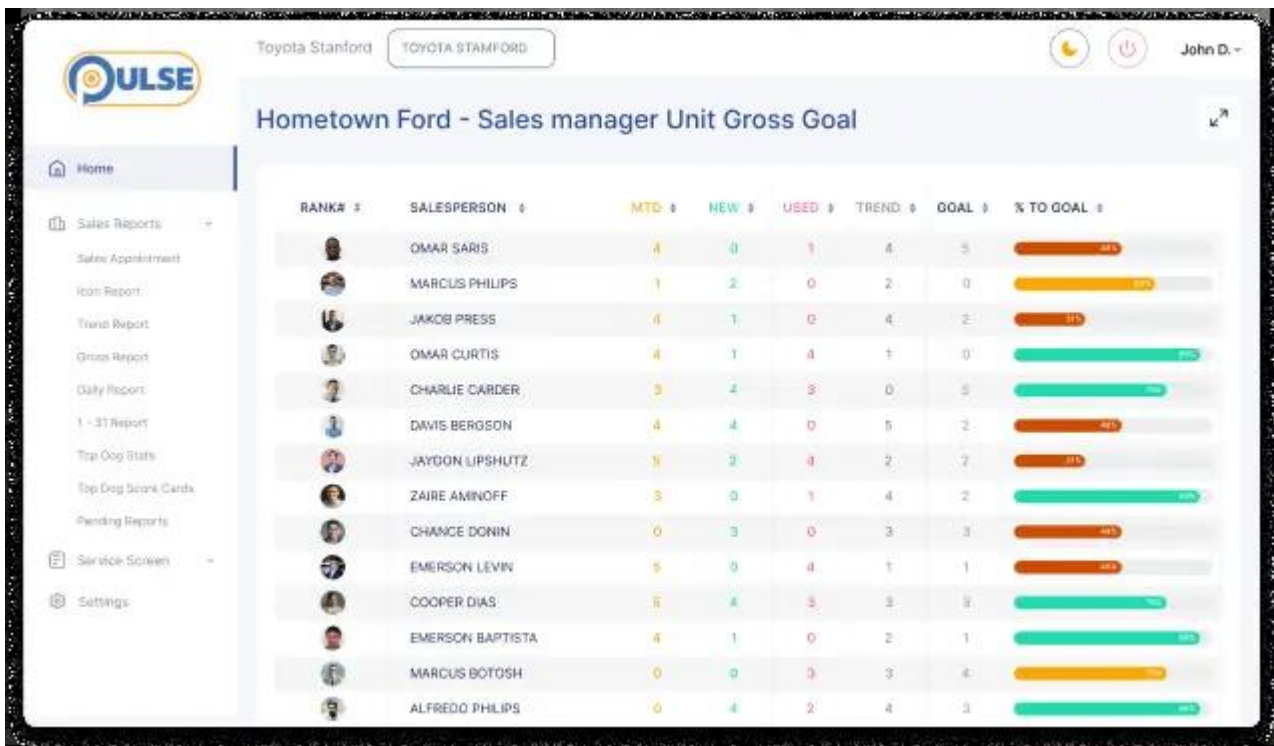


Track Units & Gross



Tailored & Secure Reports

Quick Start Checklist



PULSE gives you powerful tools to track, motivate, and retain your sales team—all in real time. With smart reporting and staff performance tracking, you'll always know where your team stands.

- □ Sales Units, Trends, Gross (MTD & YTD)
- □ Interactive DMS-connected Reports
- □ Updates 4x/hour



DMS Updates 4x/Hour



Multi Device Reporting

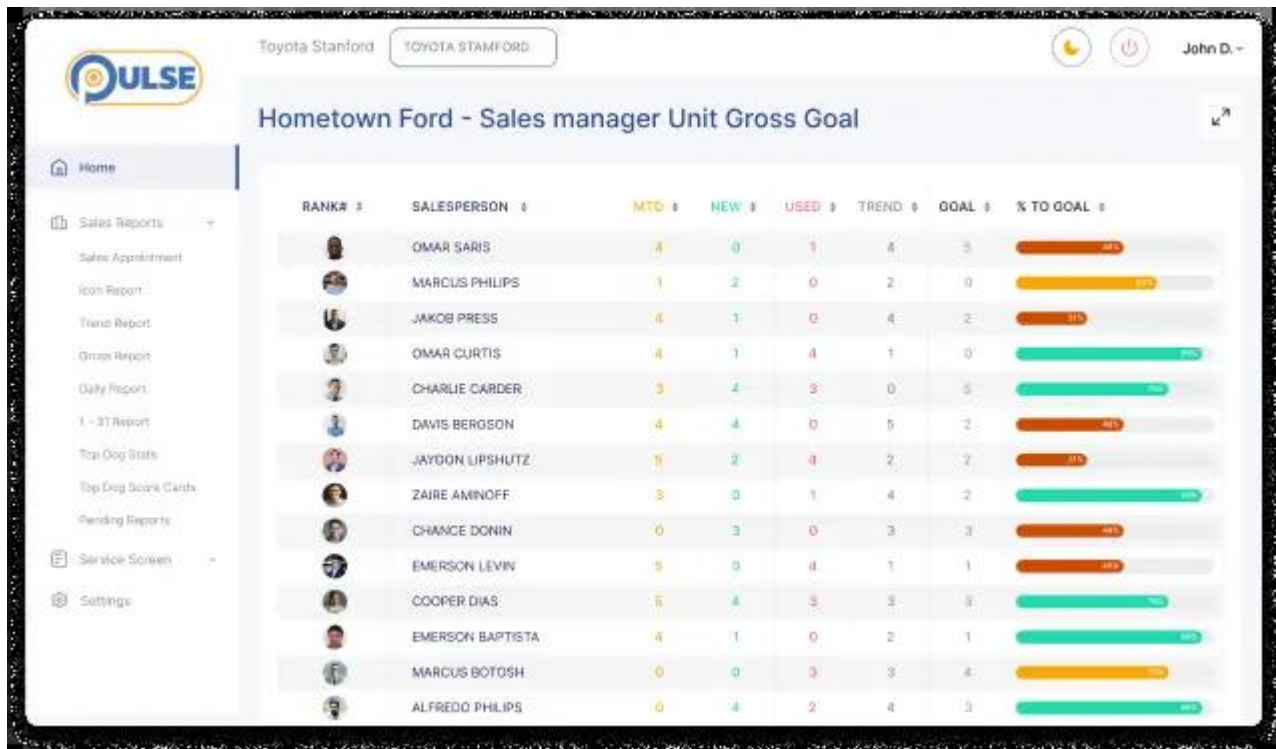


Track Units & Gross



Tailored & Secure Reports

Digital Sales Leaderboard Basic



PULSE gives you powerful tools to track, motivate, and retain your sales team—all in real time. With smart reporting and staff performance tracking, you'll always know where your team stands.

- CRM & Lead Tracking Automation
- Communication & Scheduling Tools
- Integration & Access Management



DMS Updates 4x/Hour



Multi Device Reporting



Track Units & Gross



Tailored & Secure Reports

Skylar Says...

Still powering on before cables?

Guest Wi-Fi timing out on you.

Use wired CAT5/6, one HDMI out, split to many TVs, and verify the player is online for updates and support.

Set the TV to the correct HDMI, keep vents clear, and email support@ddsmail.co – content plays locally, but we make sure it stays connected.



Please consult a professional IT company if needed.

INTERNET

The system can connect to the Internet by WIRED-CAT5/6 or WIRELESS access.

VIDEO

Each system has a single HDMI output that sends a single profile. Each media player has one subscription for one layout, design, and service. By using HDMI Splitters and Advanced Video Distribution technologies, such as Video over IP, each HDMI output can send the same video signal to multiple screens without the need for additional subscriptions. For more advanced configurations, we suggest hiring a professional with experience in video distribution and networking.

CONTENTS

Each media player is shipped with a power cord/adaptor, HDMI cable, and ethernet cable. If you need longer wires or cabling, the dealer must acquire this on their own. Please notify us immediately if anything is missing or broken.

STANDARD MEDIA PLAYER

While the configuration of the media player may vary, all systems will have WIFI, CAT5/6, HDMI, and USB for keyboard and mouse. The dealer is required to provide a keyboard and mouse to connect the system to the internet.

WIRED INTERNET SETUP

DO NOT PLUG IN POWER UNTIL ALL WIRES ARE INSTALLED

WIRED SETUP

1. Connect the HDMI cable to your monitor. Ensure proper HDMI1/2 settings are set.
2. Connect CAT5 or CAT6 Cable
3. Plug-in Power – The system will automatically start once there is power

The system technology will play content, even if there is no live internet. Please email support@ddsmail.co to ensure that we can see the system online. Just because there is content does not mean the system is online.

WIRELESS INTERNET SETUP

1. Connect a keyboard and mouse using USB ports
2. Connect the HDMI cable to your monitor. Ensure proper HDMI1/2 settings are in place.
3. Connect CAT5 or CAT6 Cable
4. Plug-in Power – The system will automatically start once

there is power

5. Access wifi settings on the PC
6. Using a keyboard, hold down the WINDOWS KEY and Press the letter "r" b. Type in "control panel"
7. Click Network and Internet
8. Connect to a network
9. Select your wireless name, make sure "Connect Automatically" is checked, and click on "Connect"
10. Type in the wireless password if required.

The system technology will play content even if there is no live internet. Please email support@ddsmail.co to ensure that we are able to see the system online. Just because there is content does not mean the system is online. Alternatively, you can try opening an internet browser and verifying that you can access the internet.

WIRELESS CAVEATS

1. Connecting to a customer's WIFI is not recommended, as they often have time and/or IP restrictions that can cause issues with updates and support.
2. It's preferred to connect to a Vendor WIFI that is not associated with dealership operations

SECURITY NOTE

The dealer is responsible for the network security of adding a new device to their store.

ADVANCED SETUP – Configuring a Static IP

If your store uses strict security protocols, such as firewall permissions and authorizations, we strongly advise configuring a static IP in our system and creating specific rules to allow our system to run correctly. If you are unfamiliar with these settings, we strongly suggest hiring a professional with

networking experience.

1. Follow either of the settings above for Wired or Wireless Setup
2. Access Network Settings on the PC
3. Using a keyboard, hold down the WINDOWS KEY and Press the letter "r" b. Type in "control panel"
4. Click Network and Internet
5. Network and Sharing Center
6. Change Adapter Settings
7. Right Click on the Wired or Wireless Adapter
8. Properties
9. Select Internet Protocol Version 4
10. Click Properties
11. Type in your Network Settings

The system technology will play content even if there is no live internet. Please email support@ddsmail.co to ensure that we can see the system online. Just because there is content does not mean the system is online.

INSTALLATION

The media player must be installed in a location that is well-ventilated and does not block the air circulation to the vents on the sides of the system. Do not stack any other devices on top of the media player. Doing so will overheat the system and void any warranties.

It is advised that the system is mounted where easily accessible should maintenance be needed.

NOTES

- If the screen is cut off, please use your TV remote control to set the TV resolution to "just". This is usually in the Video Settings. If the image is zoomed in

and the system is online, please email us to check the configuration: support@ddsmail.co

- DO NOT POWER CYCLE the system if there is an issue. Contact us. Power Cycling, pulling the power and plugging it back in, may not resolve the issue, damage the computer, or void your warranty. Please contact us with any errors on the screen.
- If the system is online, we can log in and fix 99% of problems. Just contact us, and we can take care of it for you.

CONTENT

Please use these forms for the initial setup of the Menus, Dare to Compare or Lounge systems.
<https://digitaldealershipsystem.com/support/content-setup/>.

After the initial setup, please email any price changes or content in the proper size, and we will update your system for you.

If you're onboarding a Leaderboard, please schedule training to go through using the system beyond the included help videos.

SUPPORT

We are here to help. It can be frustrating when things aren't working as planned. Please do not hesitate to reach out to us with any issues.

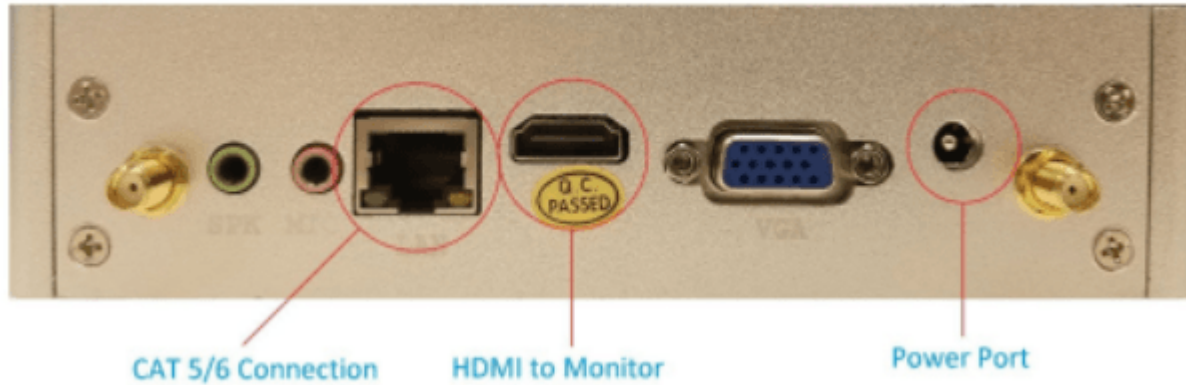
You can contact us by email (support@ddsmail.co) or online (support.digitaldealershipsystem.com).

Either way, you will automatically generate a ticket to track support.

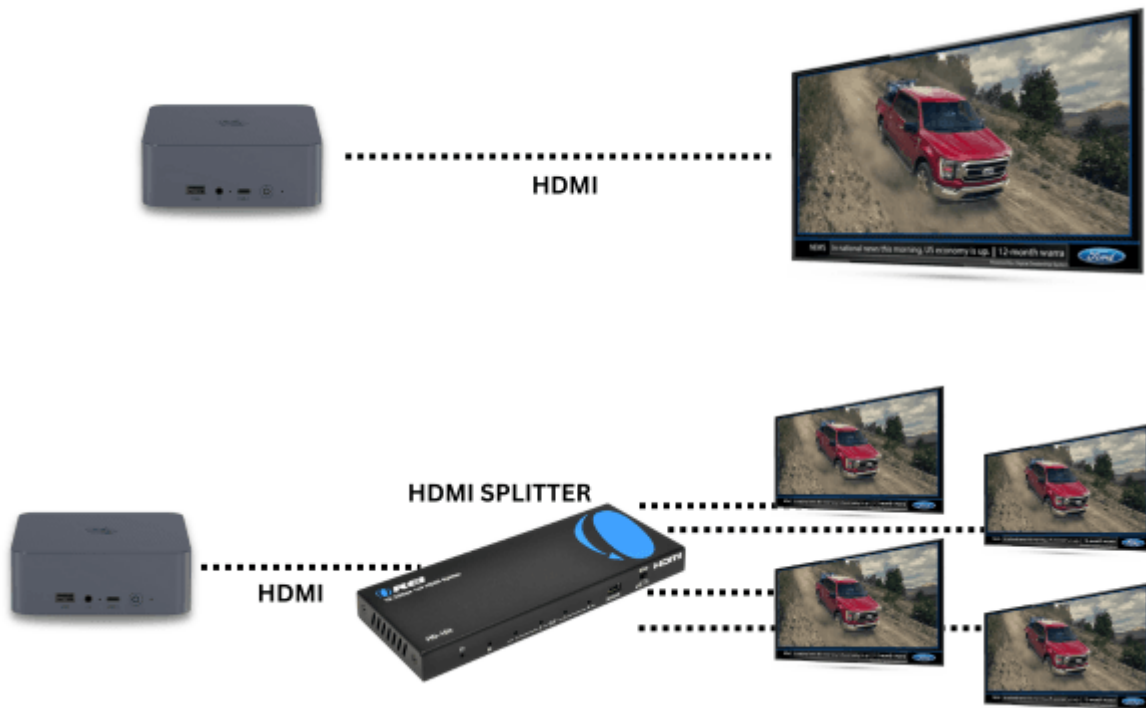
These graphics are for representation only.

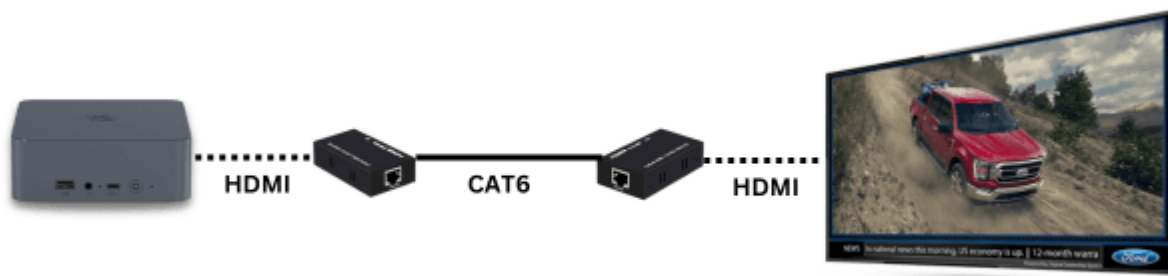
We will support a single connection from the Media Player to a single TV. If you add any hardware between them, the customer must maintain that hardware.

Standard Media Player



Product images for reference only. Configurations may vary. Each media player has at least one HDMI output, CAT6 and Wireless Internet, and 2 USB Connectors.





Product images for reference only. Not endorsement or suggestion of brand. Each installation has unique requirements based on distance, cabling, and environmental factors. Each media player displays one profile. Depending on the technology used, each media player can be distributed to unlimited TVs.