

WHO WE ARE

Tech Forward, Inc. is an innovative, veteran and woman owned, U.S.-based technology company specializing in cloud-based digital signage that is affordable without hidden or recurring costs. Our reliable, easy-to-use products have revolutionized the digital signage industry, requiring no special training and no mandatory memberships or accounts. Once you purchase our products, you own them and can use them without restrictions.

FAQ'S

What browser should be used:

Chrome is recommended, others may work.

What is the maximum size video:

Do not exceed 30 MB per MP4.

Video is not showing up in drop-down list:

Ensure the **MP4** video is uploaded to the **signs** folder; it must appear in the list in the **Files** tab on the **Monitor** sheet (push **Refresh File List** button).

Video changed on **Monitor sheet, but is stuck, sign doesn't change:**

Ensure the DSP-30 is communicating with the **Monitor** sheet, by checking **Last Ping**.

DSP-30 is not reporting into the **Monitor sheet:**

Ensure Wi-Fi is working and password has not changed. Troubleshoot by plugging DSP-30 into Ethernet jack. Try rebooting DSP-30 (pull power).

DSP-30 took the **Switch Video To, but has not reported back to sheet since:**

Once a switch video request is issued, the DSP-30 will download the file requested; during this time, the DSP-30 will not report back to the **Monitor** sheet. Once the download is complete, the DSP-30 will begin reporting. Download times are determined by network speed, **allow up to 8 minutes** before attempting remediation.

USER MANUAL DSP-30



Tech Forward, Inc.
Solutions for the Future

Revision .40

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DSP-30

The DSP-30 device is a Wi-Fi enabled, cloud controlled, high definition, seamlessly looping multimedia player. Each player is assigned to a free Google Drive account with 15 GB of file storage.

DSP-30 Specs

Video Output	1080p
Output Connector	HDMI
Audio Out	Stereo PCM
File Size Capacity	30 MB
Wi-Fi	802.11n
Ethernet	10/100

Contact Us

Tech Forward, Inc. is located inside the Times Union Center at 51 South Pearl Street Albany, NY 12207
Email: Info@TechForwardInc.com



TFI PRODUCTS AND SERVICES

DSP-30 Digital Sign Player



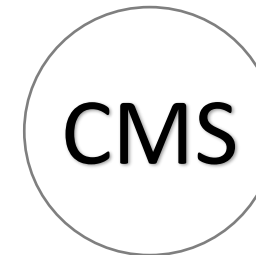
Designed specifically for Digital Signage, the DSP-30 plays any MP4 video file (up to 30 MB) stored on a free cloud-based account. The DSP-30 comes with free online storage and management software with a scheduling feature that allows precise control of content displayed.

DSP-200 Video Wall Player



The DSP-200 is a high-definition Video Wall player, with no file size limit and no run-time limit. Simply drag video files (any size) into the designated online folder, and the DSP-200 will play them in order, in a continuously seamless loop. The DSP-200 comes with a free online storage account linked securely to the player.

Content Management Services



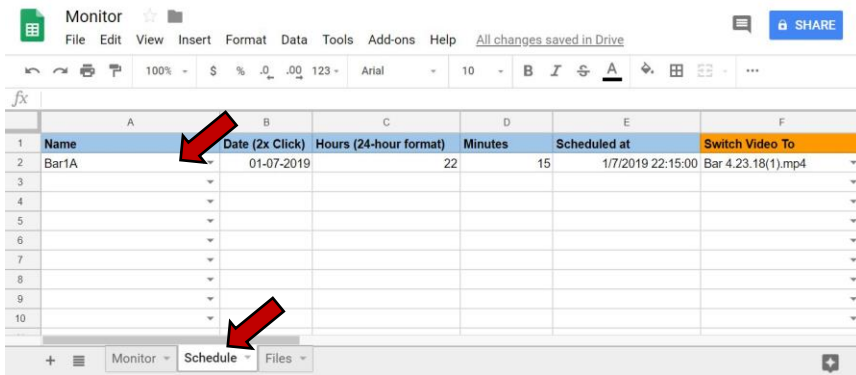
Clients' digital signage requirements vary greatly depending upon their business needs. Some signs are changed once a week, other signs are changed multiple times a day. Regardless of clients' needs, TFI has a team of professionals ready to help with content creation and delivery, ensuring signs are always up to date with the best-looking messages.

USING THE SCHEDULER

Scheduler Tab

Locate the tab at the bottom left of your **Monitor** sheet called **Schedule**. Select the **Schedule** tab, and you will find any existing schedules along with blank rows to create a new scheduled change.

To create a scheduled change, click on the pull-down under **Name** and select the new DSP-30 from the list. Once the name is populated, double click inside the **Date** box and select the date of the change. Now, single click inside the **Hours** box and enter the hour for the change to happen (If 11 PM was desired, enter the number 23). Next, enter the second half of the time under **Minutes**. Once the date, hour, and minutes are entered, the sheet will show the time and date the selection was made under **Scheduled at**. Once the scheduled time is set, simply select the desired video under **Switch Video To**. A completed scheduled event should look similar to the below example:



Once the date and time are reached, the scheduler will kick-off the change, and will then disappear from the scheduler. It will then take 1 to 5 minutes for the video to download and begin playing.

GETTING STARTED

Log On to Your Free Account

1. Open a web browser (*Chrome is recommended*) and go to Google.com, then click on **Account**. (You may need to sign out of an existing account first.)

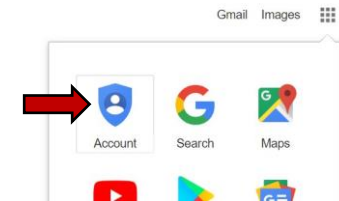
2. Click the **Sign In** button, and then click on **Use Another Account**.

3. Enter your unique username and password created just for you:

User: NewClient1234@gmail.com

Password: NewPassword1234

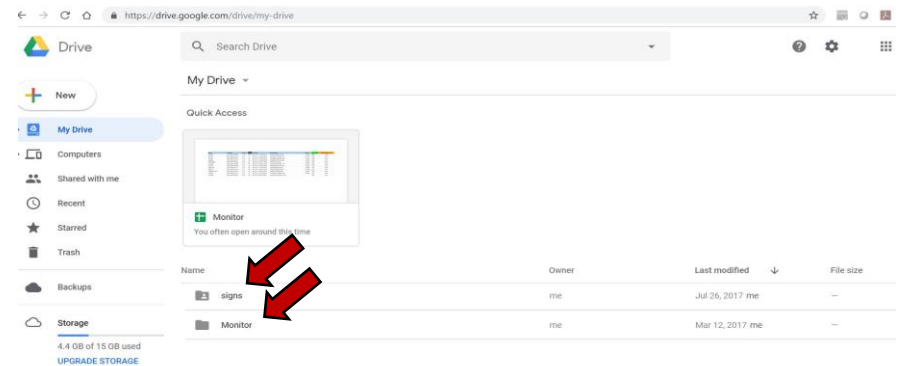
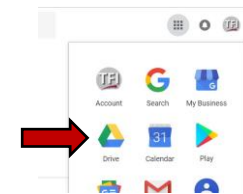
(Your DSP-30 is linked securely to this account, and this account only.)



Open Your Monitor Sheet

1. Once you've logged into your account click on **Drive** to open your storage.

2. Once your **Drive** is open, you will see two folders, **signs** and **Monitor**.



The **Monitor** sheet is located inside the **Monitor** folder. Do not modify it yet; this is where your new DSP-30 will report when it is active.

UPLOADING VIDEOS

Drag and Drop Files

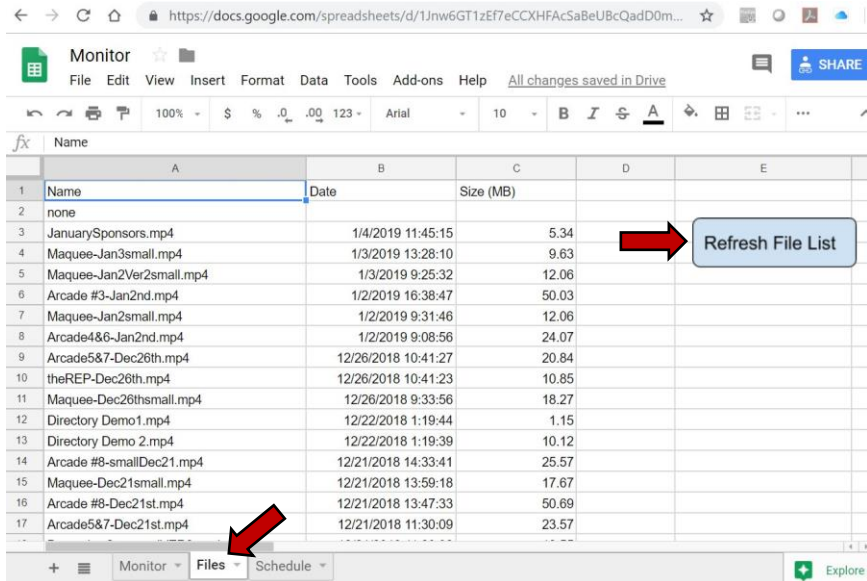
All video files will be stored in the folder called **signs**. Simply drag and drop a 30 MB or smaller MP4 video into the **signs** folder.

IMPORTANT: To avoid potential issues, please observe these guidelines:

1. Video files must be MP4 only.
2. Video files cannot be larger than 30 MB.
3. No special characters can be used in file names.
4. Do not exceed 100 files in **signs** folder.

Registering New Videos on the Monitor Sheet

Once the video files are uploaded, return to the **Monitor** folder, open the **Monitor** sheet and click on the **Files** tab at the bottom of the sheet. Hit the **Refresh File List** button, and the new files will populate.



USING THE MONITOR SHEET

Monitor Sheet

There is a Google sheet in the **Monitor** folder called **Monitor**. A Google sheet is a special spreadsheet that has imbedded scripts designed to work exclusively with the DSP-30 device.

On the **Monitor** sheet, there will be an entry automatically generated by the new DSP-30, provided it is connected to the Internet.

Change the video playing by using the drop-down menu under **Switch Video To** and a list of videos will appear to select from. This is the list previously populated after uploading videos. Select a video to play, wait approximately 30 seconds for the DSP-30 to read the command. Once the DSP-30 accepts the command, the **Switch Video To** will go back to **none**. Once the command has been accepted, no further updates to the **Monitor** sheet will occur until the video is downloaded (this may take from 1 to 5 minutes). Once the new video is downloaded and is playing, the name of the file will appear under **Now Playing**.

