Checking the connection status of your Sedao LAN Player.

Once you've added your Sedao Lan player to your network you'll need to ensure that you can connect to it from another computer on the same network. To do this you'll need either the network name of the player or it's IP address, the default network name will usually appear as a sticker on the player. This name can have been changed however, when the player was added to the network, so if the default isn't working you'll need to ask your local IT department for either the IP address of the player or its new network name.

Once you have the address or name of your player, then the checks to make sure you're completely connected are fairly straight forward:

<u>Check 2 – Connection to the Sedao Lan Players web login.</u>

For this check you simple need to open up the web browser you use and in the address bar type 'http://' followed by the address or network name of the player, ie:

http://192.168.1.1

or

http://SWEP1

If you have the correct address you'll be presented with the web login for the player, if the address is incorrect you'll see something similar to the following in your browser:

This site can't be reached

192.168.16.56 took too long to respond.

Try:

- Checking the connection
- Checking the proxy and the firewall

ERR_CONNECTION_TIMED_OUT

If you are presented with a screen saying that the 'site cannot be reached' then it's usually a sign that either the Sedao Player isn't connected to your network or that you have the incorrect network address for your player, both of which would need the intervention of IT staff to resolve.

Check 3 – Connection to the shared folders on the Sedao Lan Player

To copy screen presentations, that you create in the ImageFlyer software, to the Sedao Lan Player, you need to make sure that the shared folders on the player are accessible across the network. To do this you simply need to open any windows file browser window and type '\\' followed by the address or network name for the player, ie:
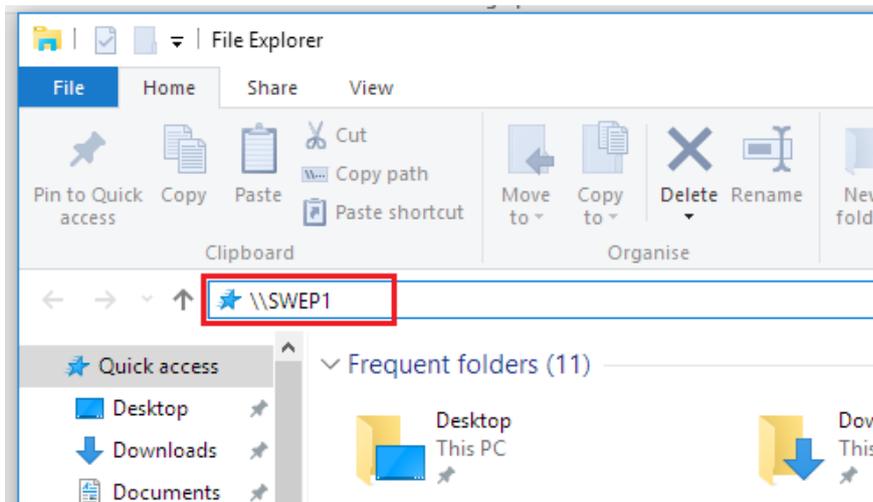
The address or name you use to access the player will be the same as the one you used in the web login check, with the only difference being that you're preceding the address with '\\' rather than 'http://'.

After you type in the address you'll be presented with a windows login for the player, which you can fill out with the following details:

Username: SWEP User

Password: admin

On successful login you should see the following:
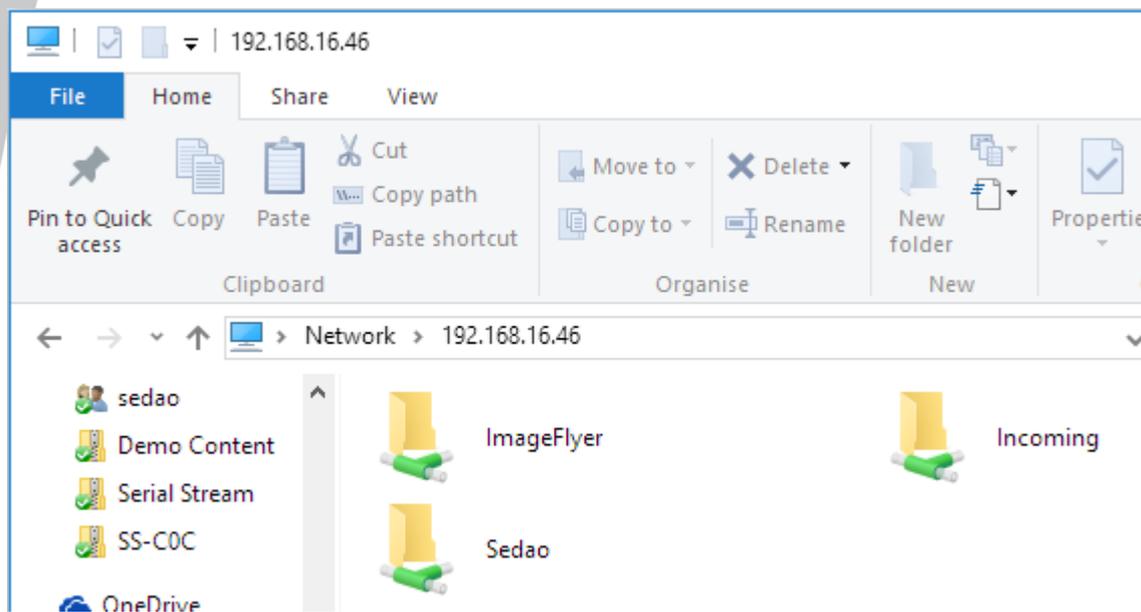
The Sedao folder is the destination for ImageFlyer presentations you'll copy to the player, the other two folders are used by technical staff to copy other files to the players.

There are two main ways that the check above can fail, firstly if you're presented with the following:
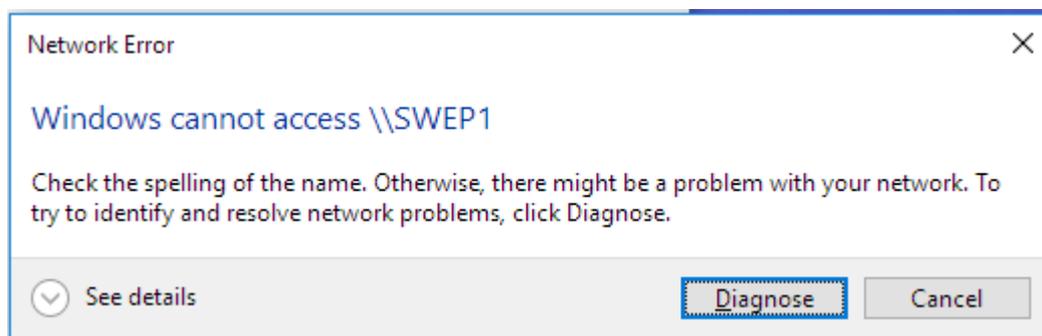
It means that the address you have for the player is either incorrect, the player is not on the network, or there is a configuration issue with the way the player has been connected. If you couldn't access the web interface either it's one of the first two, if you could access the web interface but can't access the folder shares then it's an issue with the way the player's been connected to the network (see the network discoverability section below). All of the above would require the invention of technical staff to resolve.

The second issue that you may have is when trying to login to the shared folder. If you enter the windows login specified above and get the following message:

❌ The username or password is incorrect.

It's either because the username or password was miss-typed or because the windows account details on the Sedao Lan Player were changed by local IT staff when the player was installed. IF you're unable to login you should check with your local technical staff, to see if they have the updated details.

Network Discoverability

Occasionally when a player has been added to a new network, the discoverability settings weren't turned on. To do this you simply need to:

1. Plug a mouse and keyboard into the player
2. Hit the 'esc' key, to exit out of any running presentations
3. Move the mouse down to the bottom of the screen, to reveal the task bar, click on the start menu and then click on the settings cog:

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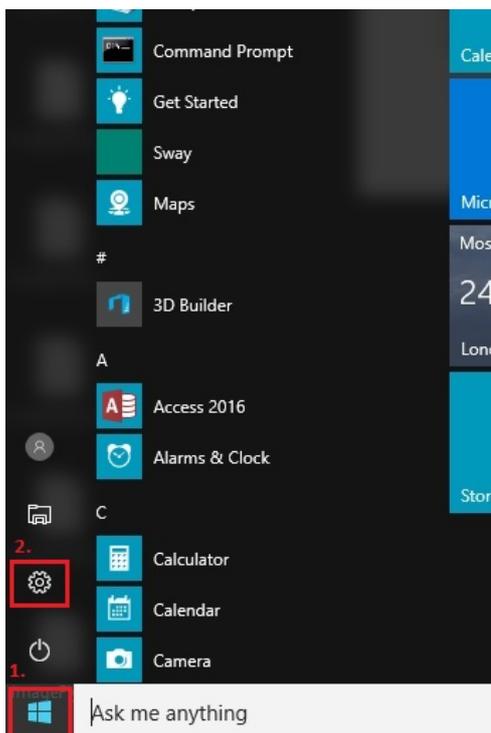
4. In the new window that appears, select the 'Ethernet' option:
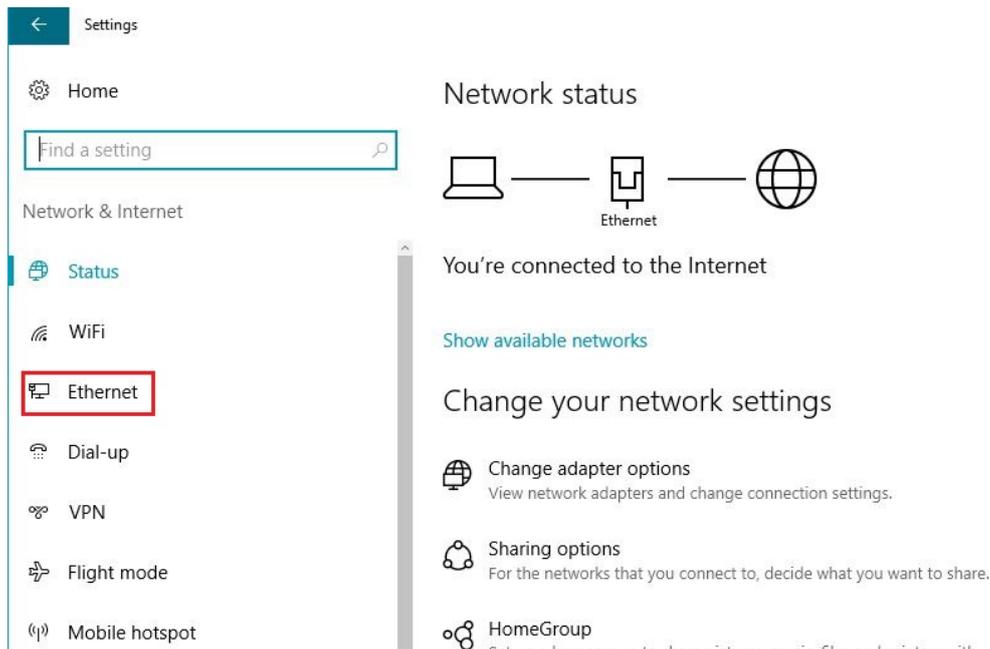
5. Select the network the player is connected to on the right (in our example it's called 'sedao.local' but you may need to consult technical staff if you're unsure as to that name of your network):

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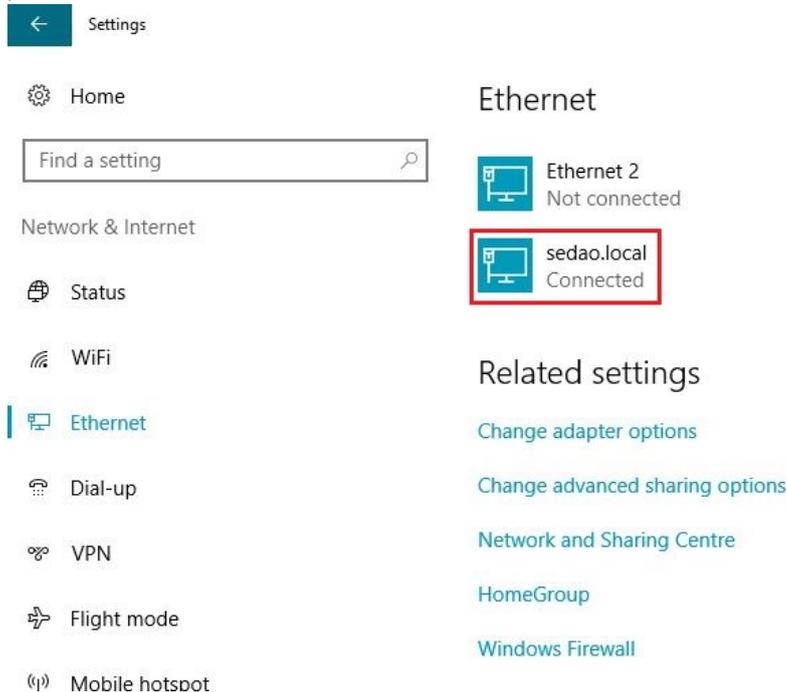
6. Under the "Make this PC discoverable' section, make sure that the settings slider is blue and shows as 'On'. If currently marked as off, left click to set to on position:

← Settings

⚙ sedao.local

Make this PC discoverable

Allow your PC to be discoverable by other PCs and devices on this network. We recommend turning this on for private networks at home or work, but turning it off for public networks to help keep your stuff safe.

🔵 On

Properties

IPv4 address:	192.168.16.47
Manufacturer:	Intel
Description:	Intel(R) I211 Gigabit Network Connection

7. Once the above setting has been changed, restart the digital signage player and repeat check 2 from your own PC, to see if the issue is resolved.

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