



PixelPipe Signage is an advanced, high quality digital signage system that enables you to communicate with both your clients and your staff clearly and professionally in an affordable way without the need for specialist IT support.

## Frequently Asked Questions

### 1. How do I install PixelPipe Signage?

Your reseller will supply the player with the software pre-installed. All you need to do is switch it on. You will be provided with a unique member login and instructions on how to get started.

### 2. Can I use my own screen?

You can use any HD or HD-ready landscape screen with an HDMI input. Your reseller can also supply and install a suitable screen and bracket.

### 3. How do I add a content item?

Just add a file to one of your playlists. You can create as many playlists as you want.

### 4. Can I show different content at different times?

Each item in the playlist can have its own schedule. You can choose a start and end date and times during the day as well as particular days of the week.

### 5. I don't have any videos. How do I create them quickly and inexpensively?

You can create your own content using our extensive library of 500 pre-designed animated templates. PixelPipe Signage provides you with step-by-step instructions on how to insert your text, images and video clips. Each template allows a different combination, so you have lots of choice.

### 6. Can I display content created using PowerPoint?

Yes. You can save your PowerPoint presentation as a video and add that to your playlist.



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Digital signage captures customers' attention and gets messages across far more effectively than static posters.

All you need is an internet connection and a screen...

**PixelPipe**  
SIGNAGE

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### 7. How do I add additional screens to my network?

You will need a separate player behind each screen. When you switch the player on it will display a unique code on your screen. Just claim your screen in the PixelPipe Signage app and you'll be able to send content to it seconds later.

### 8. Can I show different content on each screen?

Yes, you can. It's easy to schedule the same playlist or a different playlist to each screen.

### 9. How much will I pay to create my own content?

Different content types use different numbers of Content Credits. You can purchase packs of 50 Content Credits for £25 from your reseller.

### 10. Do I have to pay extra to play my own content?

There are no charges to upload as many of your own images and videos as you want.

### 11. How much will I pay for external information feeds such as news and weather?

You can use external RSS feeds at no extra cost.

### 12. How does my player connect to the cloud?

The player uses standard secure web technology to download content and report its status. It requires a wired network connection (wifi is too unreliable in most buildings) with internet access. We recommend not using a proxy server.

### 13. Does the player stream the content? Will this use up all my internet bandwidth?

No. The player downloads the files it needs once and plays them from its local USB storage.

### 14. I have a slow internet connection. Will I see buffering messages?

No. The player downloads files in full before playing them. If a file isn't downloaded it will be skipped and the player will play the next item in the playlist instead.

### 15. If a hacker replaces the USB storage with their own USB stick, can they get content onto my screen?

No. If the player detects that a new USB stick has been plugged in, it first formats the new USB by deleting all data on it, before downloading your content securely from the cloud. Therefore only your content will ever be on the USB stick.

### 16. Do I need an IT expert to upgrade the software regularly?

No. Every night the player checks for a new version of software and downloads it automatically if there is one available.

### 17. What video and image formats does the player support?

Your content is automatically transcoded in the cloud into exactly the format the player needs, before it is sent to the player. The system supports around 1500 different video formats, in any resolution up to 4K. The only format we do not support is Apple ProRes.

### 18. Do I need to open incoming ports on my network?

No. The player only makes an outgoing connections to web servers. It receives push notifications over a secure outgoing web socket.