# X-Sign
# Broadcast
# User Manual

# Copyright

# Disclaimer

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# First Establishment

## Registering a new account as an administrator

With BenQ IAM (Identify and Access Management), you can manage all of your BenQ services (including X-Sign Manager) in one account. Follow the steps below to register an account and connect to X-Sign Manager.

With BenQ IAM (Identify and Access Management), you can manage all of your BenQ services (including X-Sign Manager) in one account. Follow the steps below to register an account and connect to X-Sign Manager.

1. Go to BenQ Service website https://service-portal.benq.com/login. Suggested browsers are Chrome, Firefox.
2. If you are an administrator, click **Register BenQ Account** to register an Administrator account for the company.
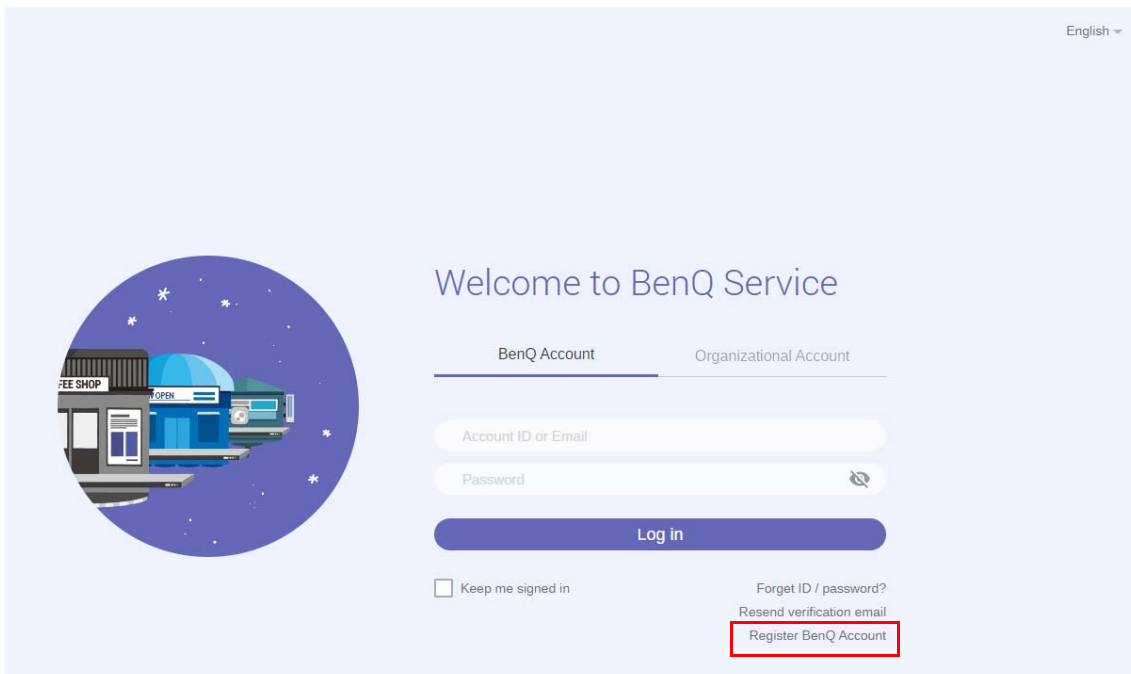
3. After you click **Register BenQ Account**, you will see the following message. Go to **Click here** to proceed.

Message      ✕

To create an administrator account, click here.

To create a user account, contact your administrator.

Exit

4. Fill in the following fields and click **Submit** to create a new Administrator account.

Sign up      ✕

*E-mail

☐ Use email as account ID

*Account ID

REMIND: Please do NOT using your personal data to fill the account name. It may increase the risk to reveal you privacy.
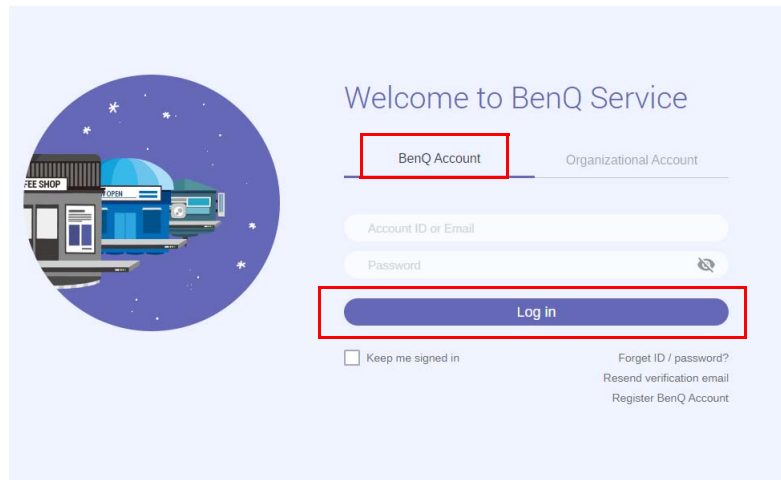
*Password

Submit     Cancel

- For the account ID, enter a value between 4 and 20 characters long. Only numbers (0-9), upper and lowercase alphabets (A-Z, a-z), and the following special characters (-)(.)(_) are allowed in the account ID and name.
- The password must be a combination of alphanumeric and must be between 6-12 characters. Passwords like "2945678" (all numbers), "eduabsc" (all alphabets), "12ab" (less than 6 characters), and "12abcd345678efg" (more than 12 characters) are unacceptable.
- Uppercase and lowercase letters don't need to be typed the same way every time you key in the password.

5. If you are a regular user, ask your company's administrator to create a user account for you. After you receive the account, click **Log in** under **BenQ Account** directly after verifying your email.
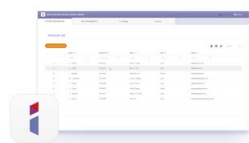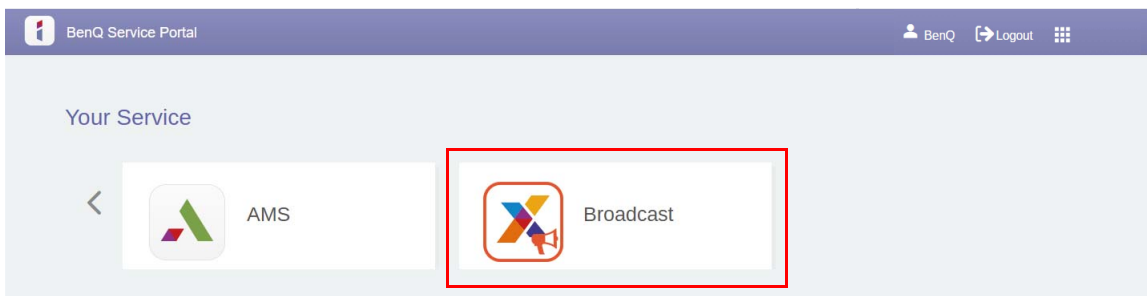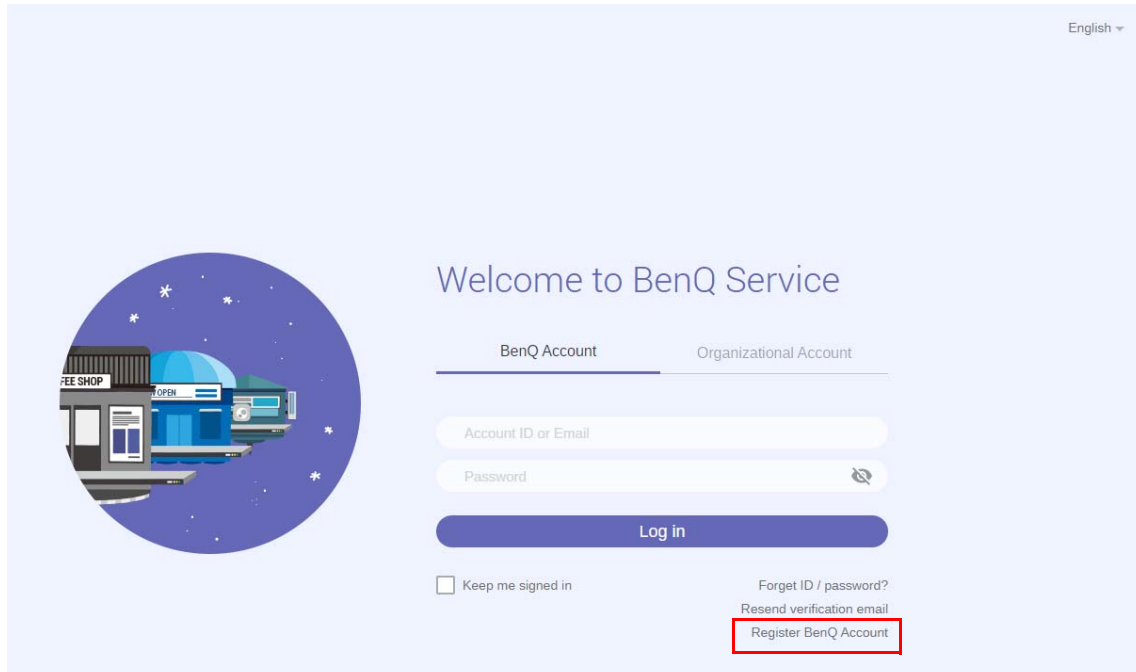


6. If your organization has authenticated AD (Active Directory) server, you can use your own organizational email and password to login.
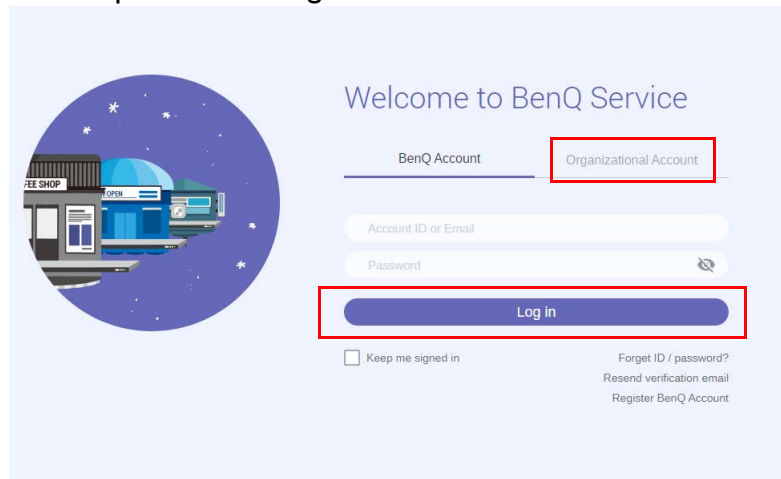
# Accessing X-Sign Broadcast

Before you begin, make sure that you have a valid account that has been registered. Two ways are provided to access your account:

1. Go to BenQ Service website https://service-portal.benq.com/login. Log in and choose **Broadcast**.

2. Go to X-Sign Broadcast website https://www.benq.com/en-us/business/ifp/x-sign-broadcast.html. Click **Get Started** to go to the Broadcast page.
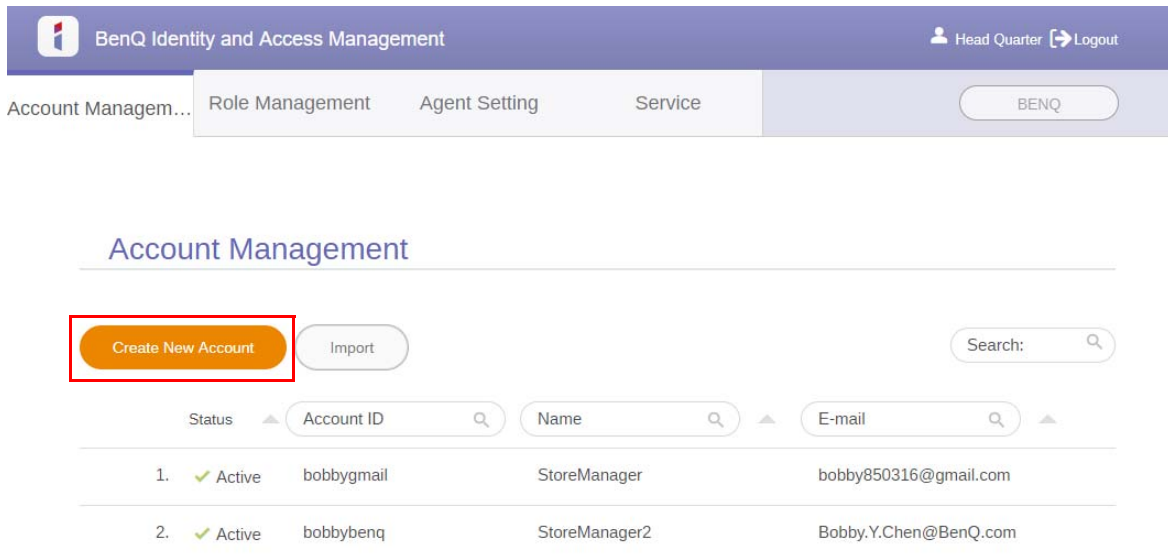
# Creating a new account for regular users

1. As an administrator to create a new account for regular users, go to BenQ Service website: https://ams.benq.com. Suggested browsers are Chrome, Firefox.

2. Log in and choose **IAM**.
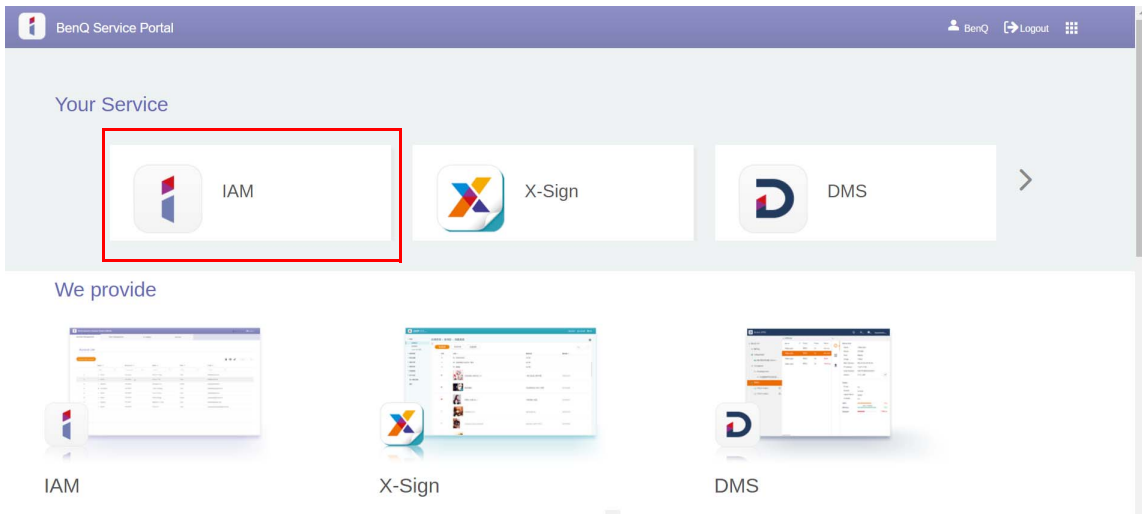


3. Click **Create New Account** to continue.

4. Fill in the following fields. Be sure to enter the correct email address and activate the X-Sign and Broadcast service. Click **Submit** to create a new account.



You can easily switch to different services, **X-Sign**, **DMS**, **AMS**, **Broadcast**, by clicking the icon on the upper right corner.

5. The account has been created and a verifying email is sent to the new account owner.
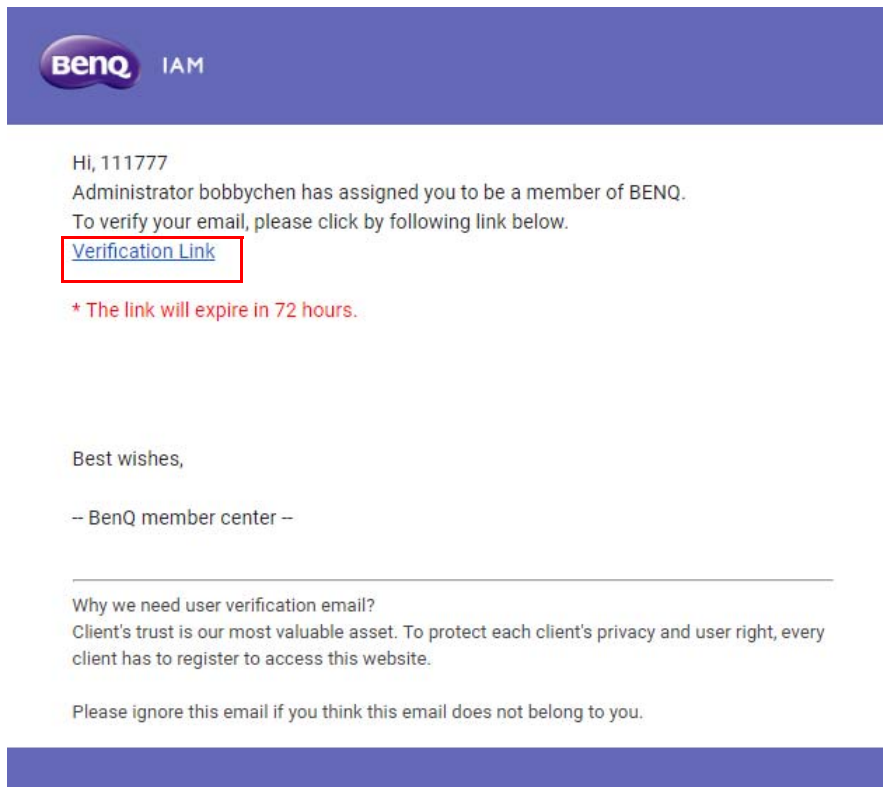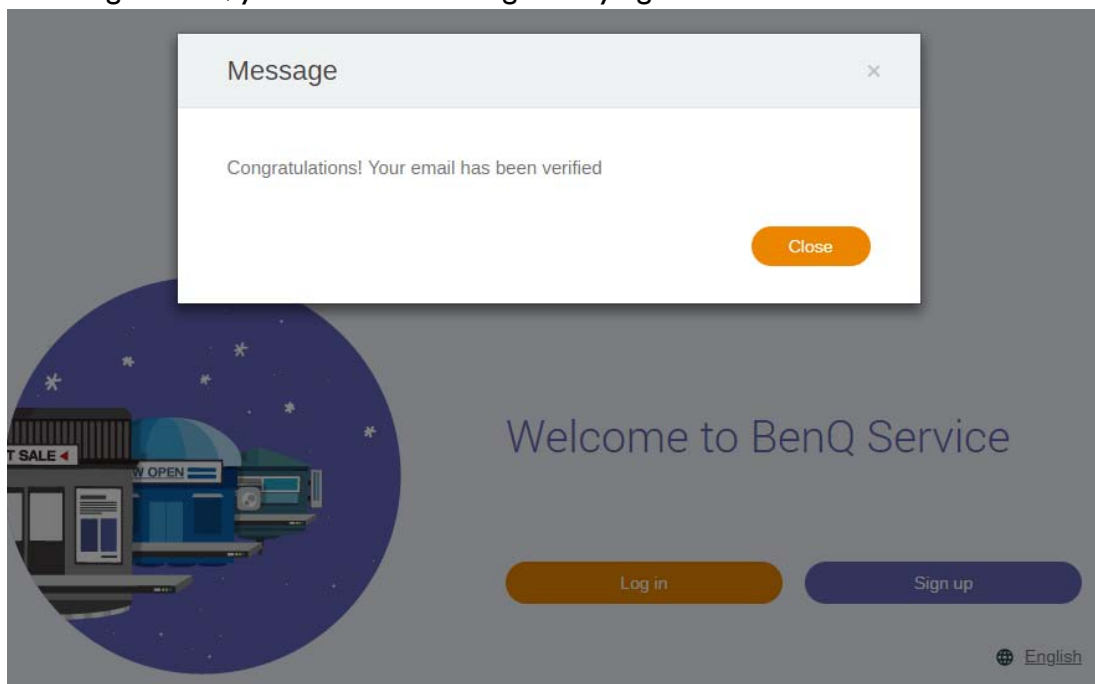
# Account verification

1. Users receiving verifying emails should click the verification link in the email within 72 hours.



> The account can be created only by the administrator (IT personnel) on BenQ IAM. Users cannot create an account by themselves.

2. After clicking the link, you will see a message notifying that the email has been verified.



3. Click **Log in** to access X-Sign Manager. For more information about how to log in, refer to Accessing X-Sign Broadcast on page 7.

# X-Sign Broadcast

X-Sign Broadcast delivers all kinds of customized messages, including evacuation and emergency alerts. There are two modes of message delivery: Interrupt and Schedule. Interrupt messages are delivered to the class immediately, appearing on the display's screen during class. Schedule messages can be scheduled beforehand to appear on the display at a certain date and time. And because the client is connected to the web, it is possible to schedule messages using any computer, Android smart device, or X-Sign-compatible display.

## Broadcast overview

While logging in, select **Broadcast** > **Equipment Management**. You will see three main parts, as described in the table below:
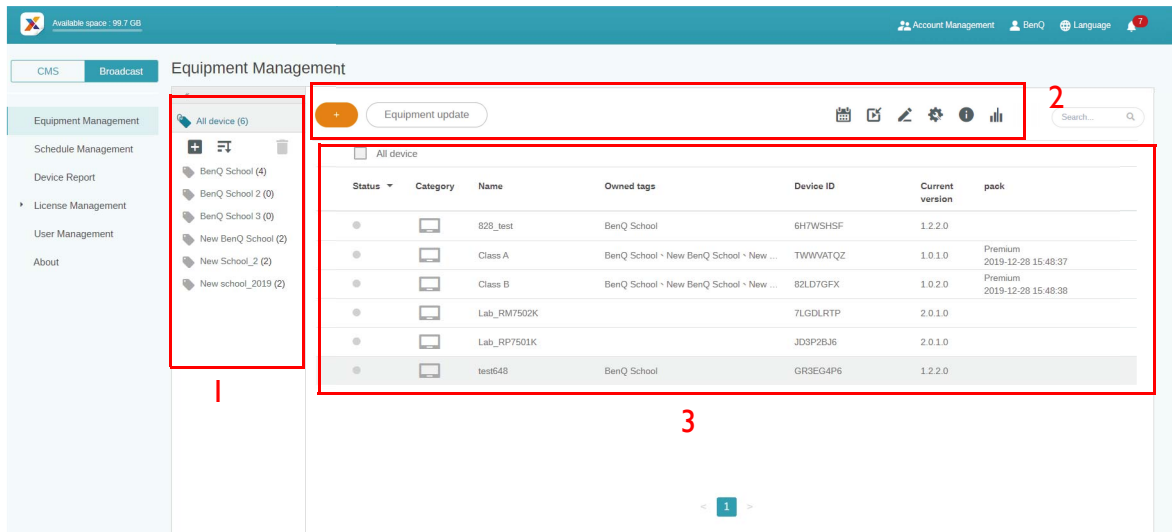


| Item | | Description |
|---|---|---|
| 1. | Device Tab | You can check the devices/tags here and see the details in the operation tab. <br><br> ![+]: Create a tag    ![sort]: Sort Descending    ![delete]: Delete a tag |

| 2. | Editing Tab | You can edit the devices/tags by choosing the buttons in this area. |
|---|---|---|
| | | • 📅 Create Schedule: Read Using Create Schedule on page 28 for more information. |
| | | • Create interrupt: Read Using Create interrupt on page 35 for more information. |
| | | • ✏️ Edit tag/ Edit device: Read Editing tags on page 22 and Editing devices on page 24 for more information. |
| | | • ⚙️ Screen Settings/ Device Control |
| | | • ℹ️ Device info |
| | | • 📊 Inspect report: Read Device Report on page 43 for more information. |
| 3. | Operating Tab | You can see the corresponding content while switching the devices/tags on the device tab. |

# Adding devices

We recommend using DMS to add new devices so you can manage multiple devices more easily.

If your devices have been enrolled via DMS, skip this step as the device list in X-Sign Broadcast will be synced automatically.
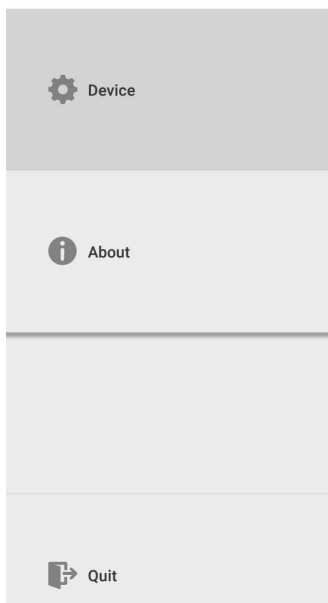
• To manually add more devices, refer to Adding devices through QR code.

• For version < 2.3.0.0, refer to Adding devices for version below 2.3.0.0.

## Adding devices through QR code

1. Open **BroadcastSetting**. Install the DMS app on your mobile device and scan the QR code.

BroadcastSetting

Device

About

Quit

Device status:

❌ Not bound

Steps to bind device are as follows:

1.Install DMS app on mobile device

Android                                    IOS

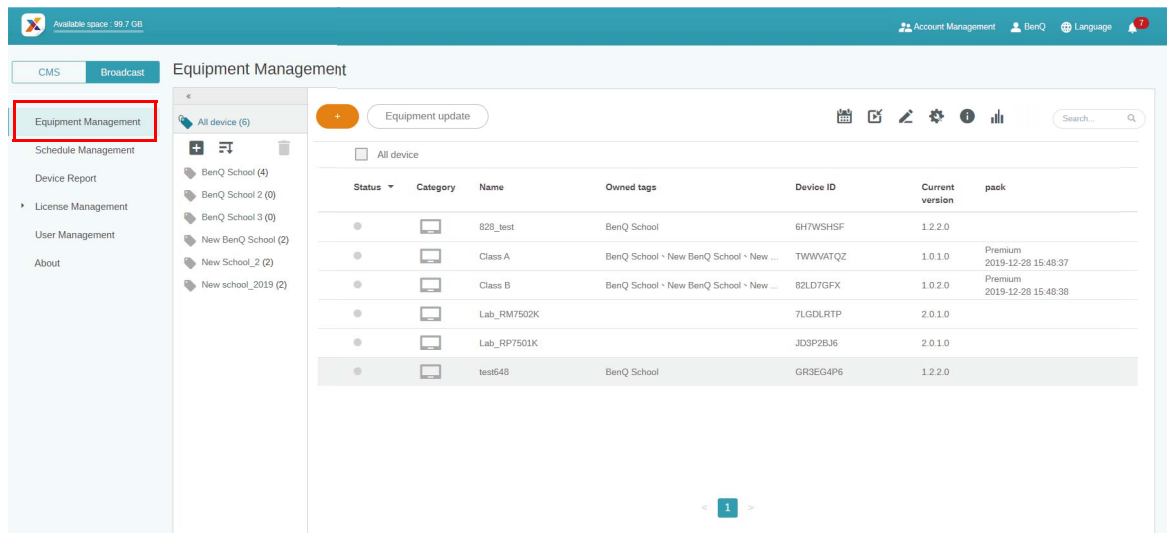2.Open DMS app to add device

Unique Id:OUM6RjY6REQ6QkY6QzM6MjU=

3.Broadcast service will be automatically enabled when operation is done

2. After filling in the setting in DMS app on your mobile device, the Broadcast will be activated successfully.
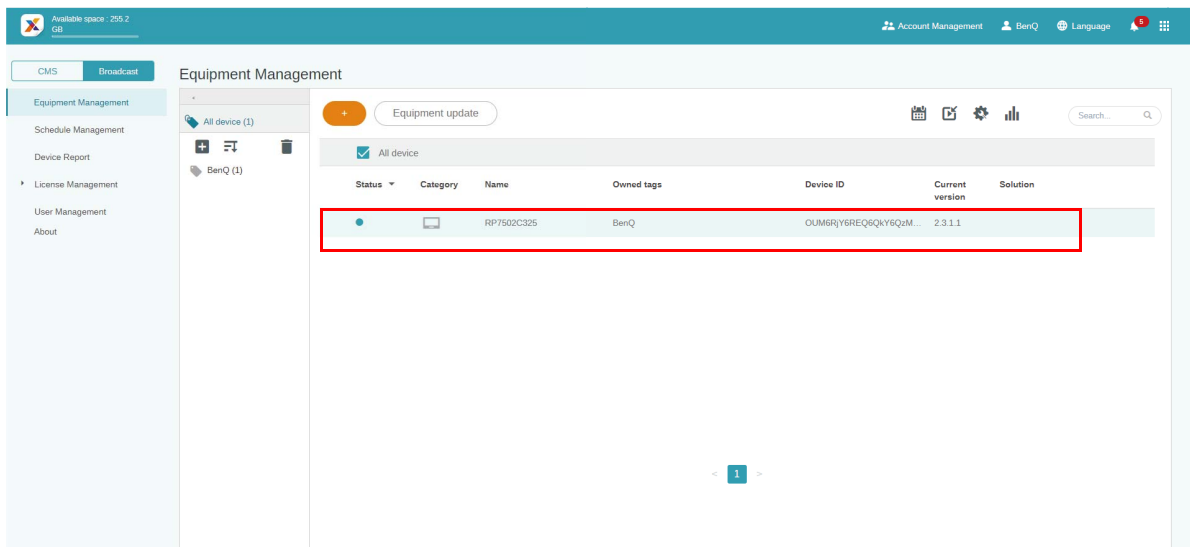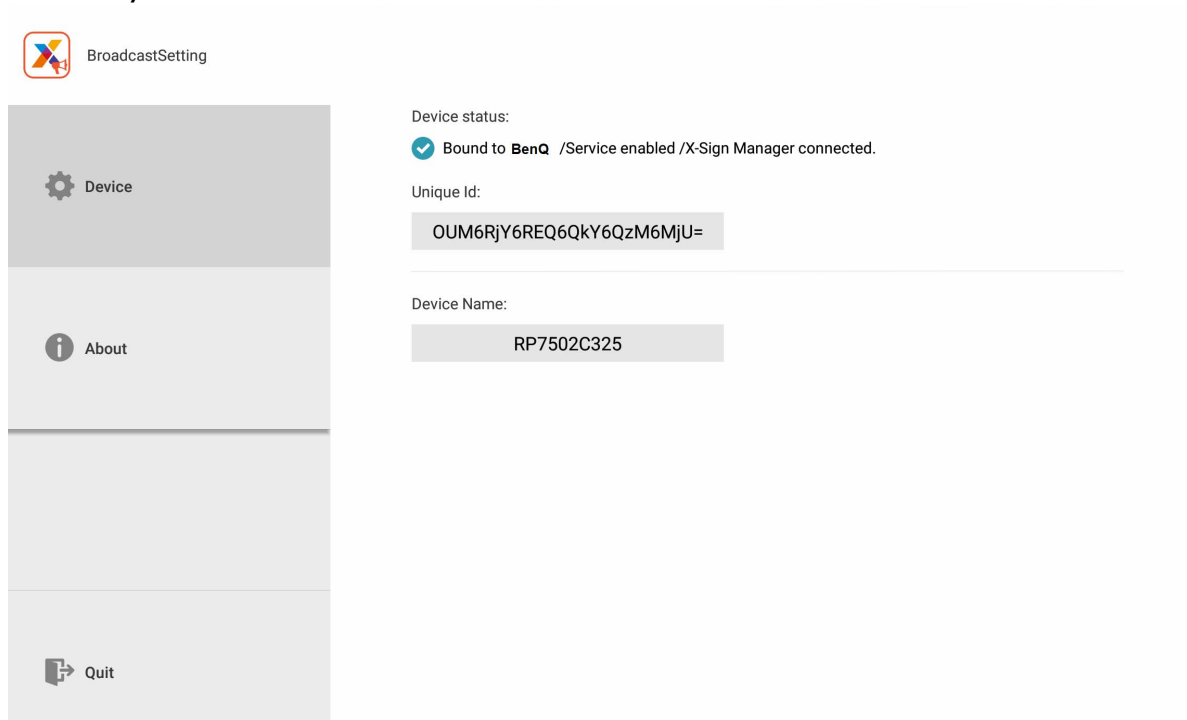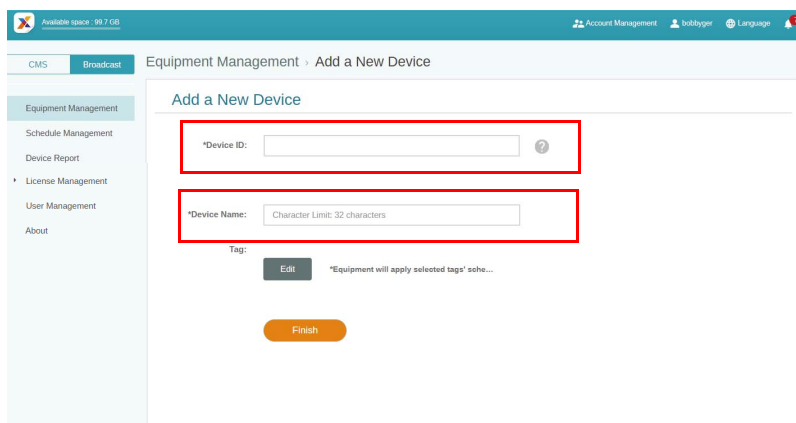


## Adding devices for version below 2.3.0.0

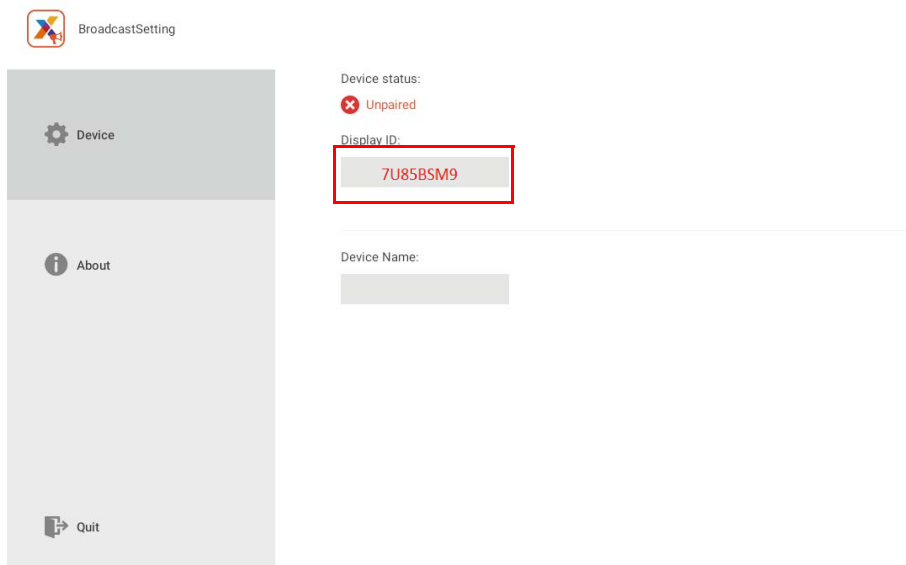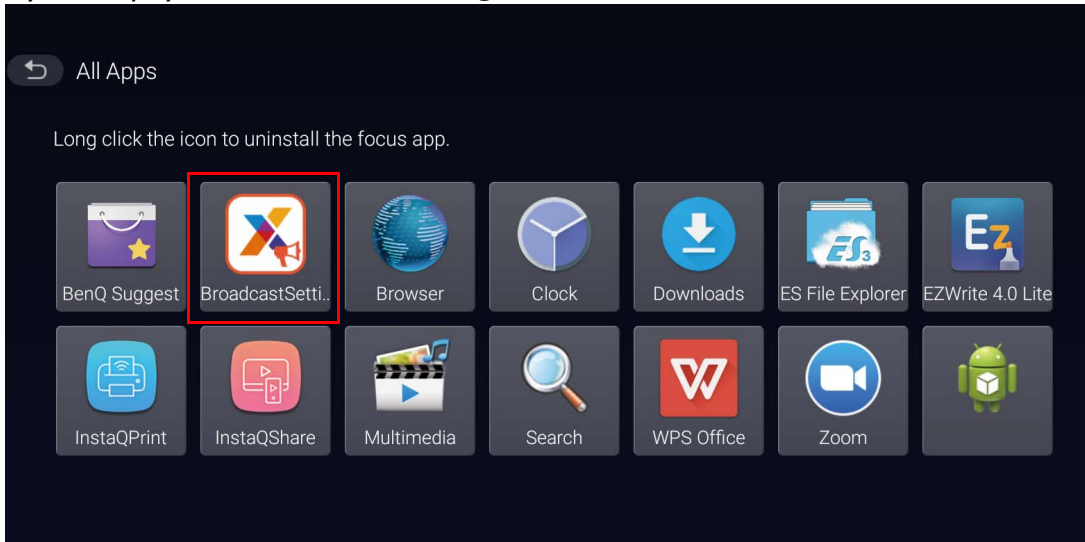1. To add a new device, go to **Broadcast** > **Equipment Management**.



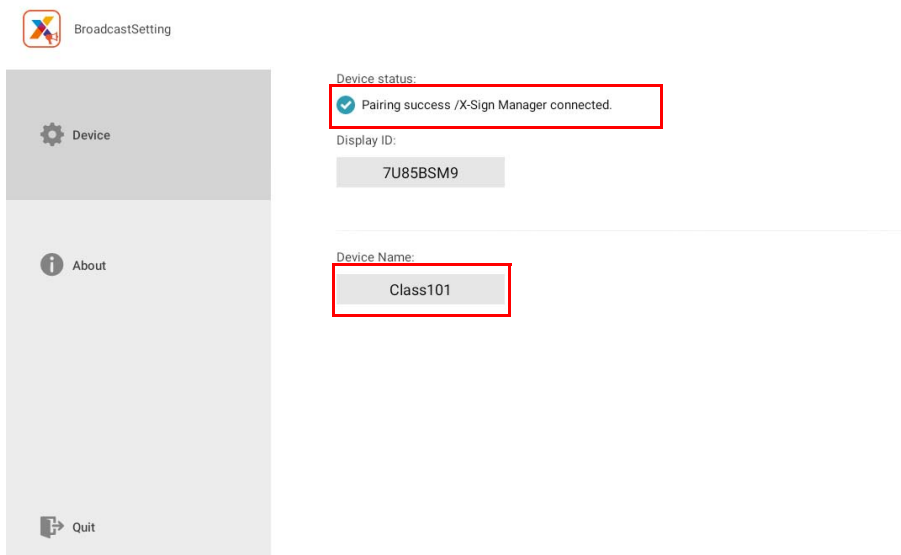2. Click ![+] to **Add a New Device**.
3. Enter your device ID and device name.

• Find your display ID in **BroadcastSetting** > Device.



Be sure that the display is connected to the Internet and is set to the correct time zone.

• The display is successfully paired with X-Sign Manager when the device status shows "Pairing success" and the device name is correctly displayed.

# Tag management

You can create tags to group devices.

## Creating a tag **after** device binding

1. Create a tag by clicking [+].
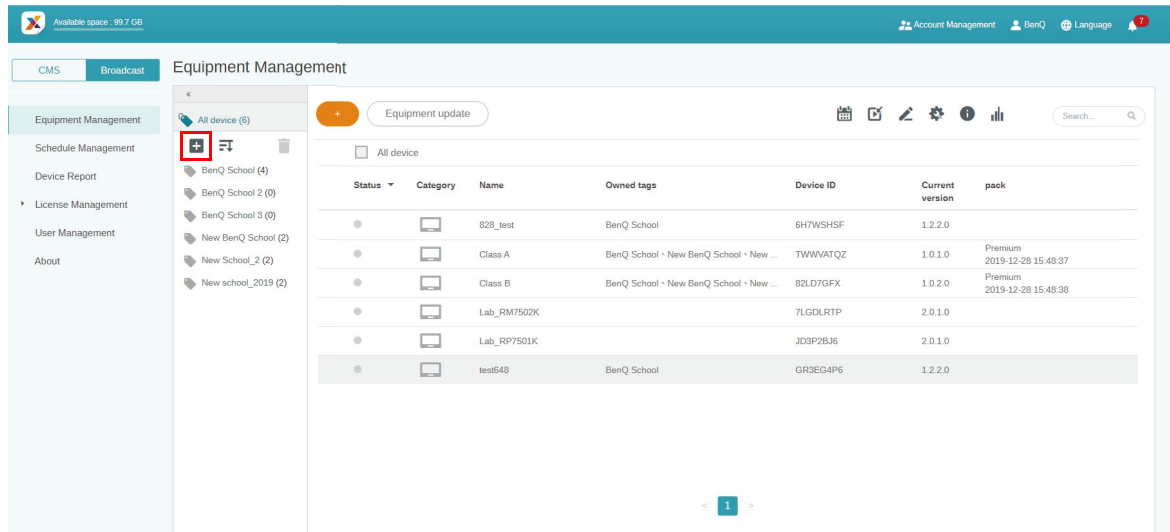


2. Enter the tag name, select the corresponding device(s), and click **Confirm**.
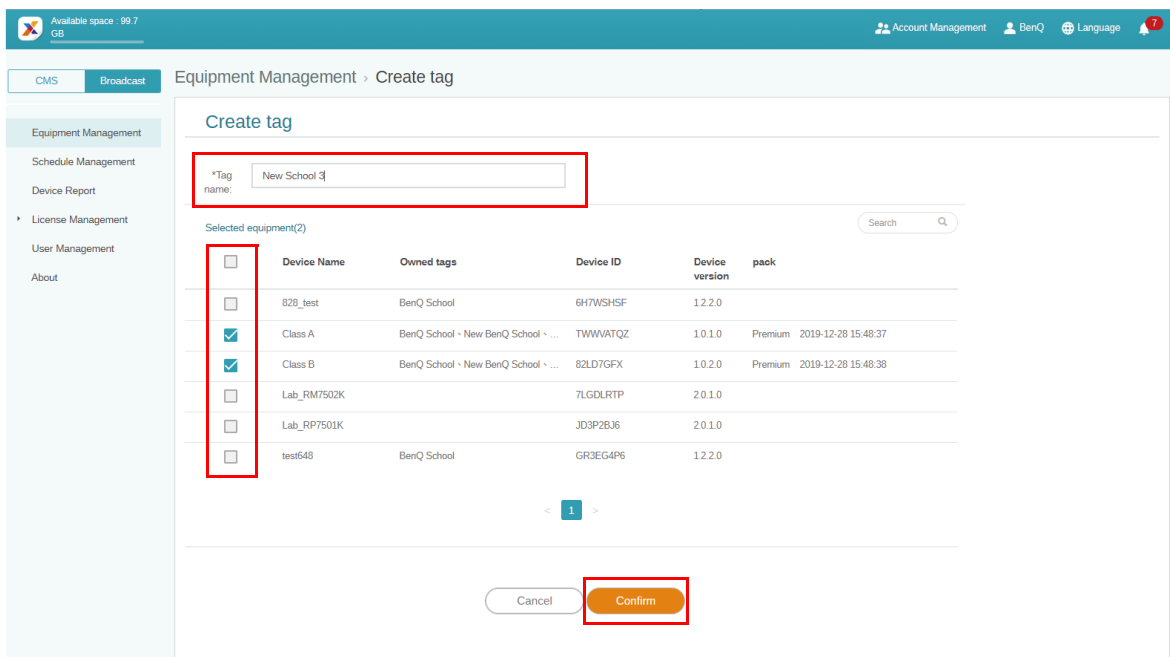
3. The tag, "New School 3", is successfully created.
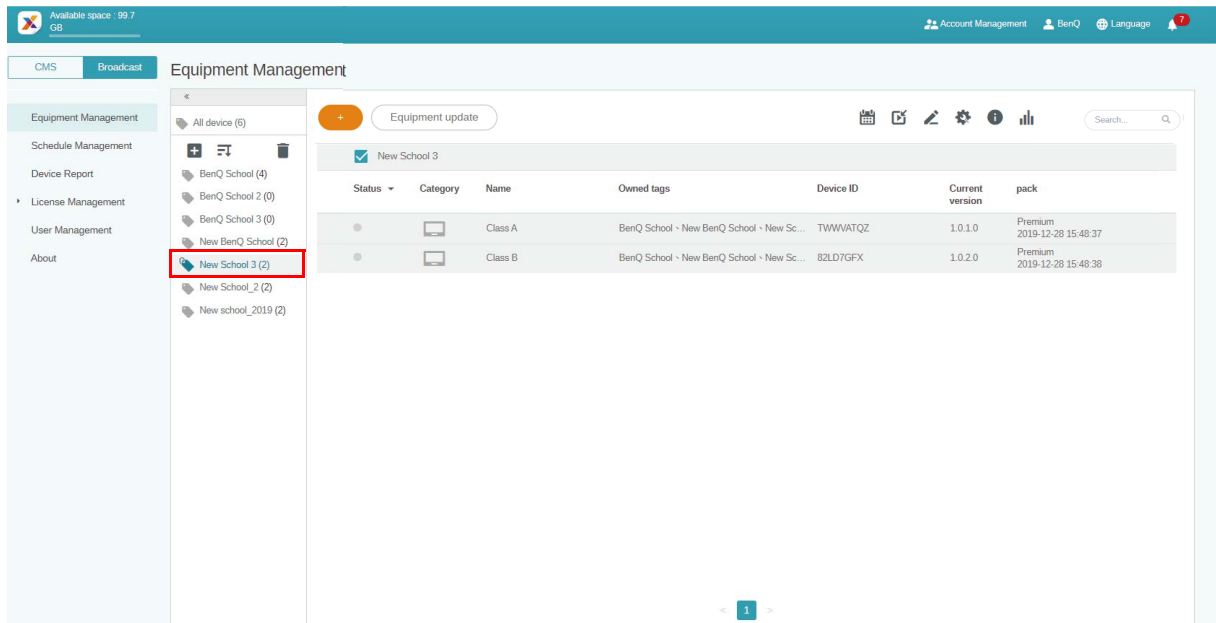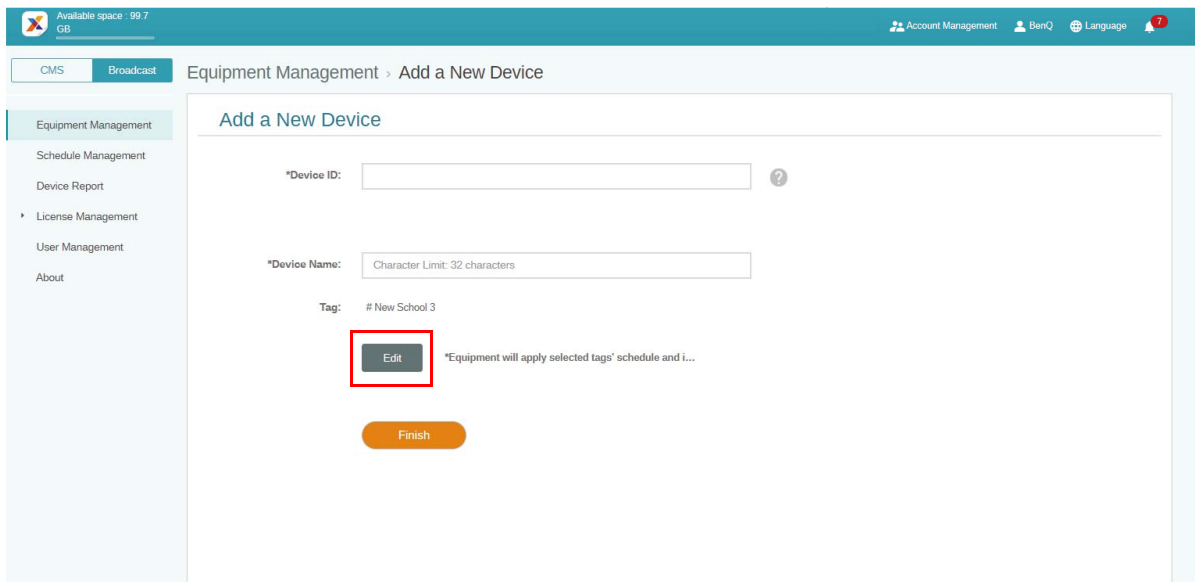


## Creating a tag **before** device binding

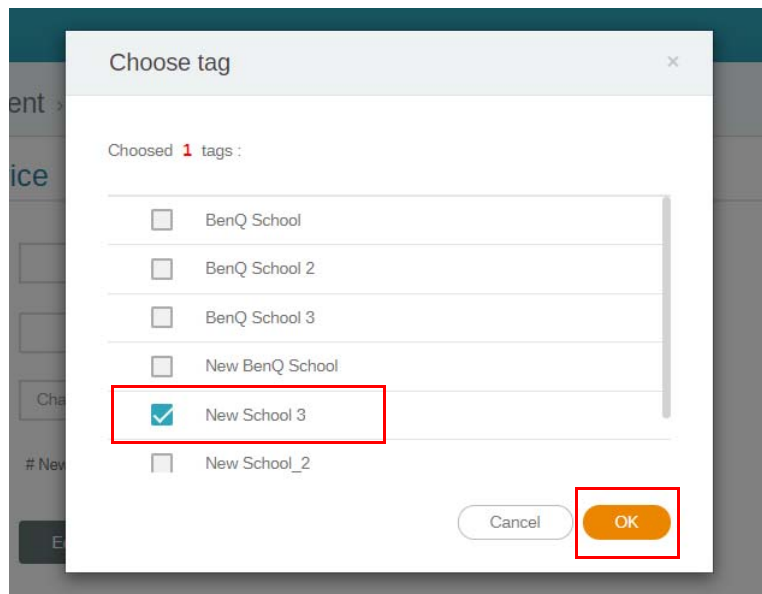You can also create a new tag before a device is paired with X-Sign Manager.
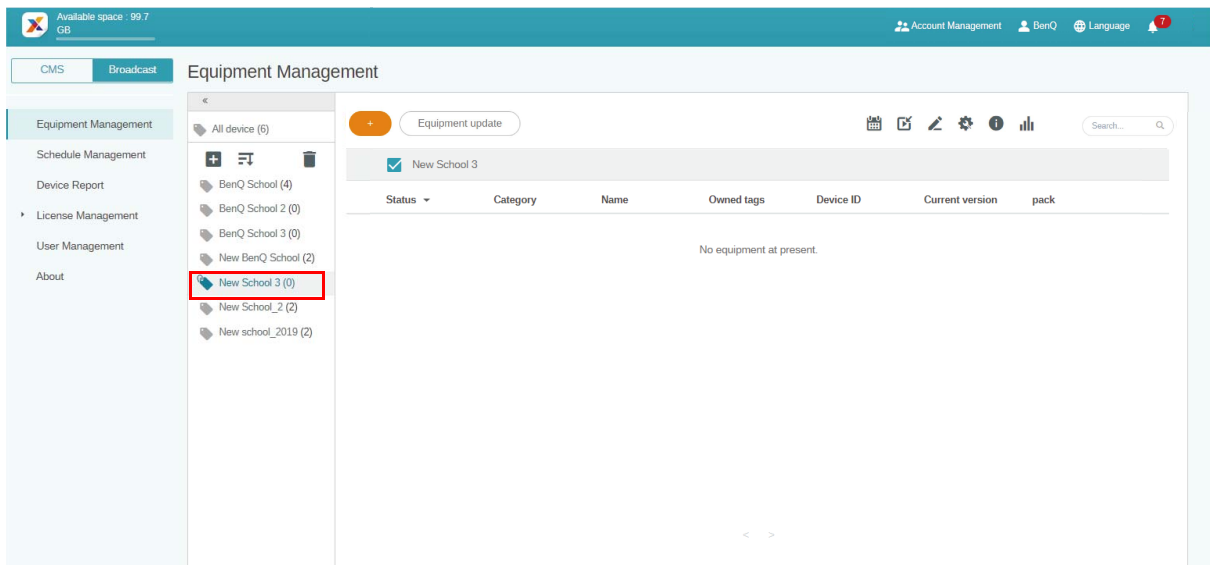


• When selecting **Add a New Device**:

1. Fill in the device ID shown on the display and enter the device name. Click **Edit** to choose a tag.
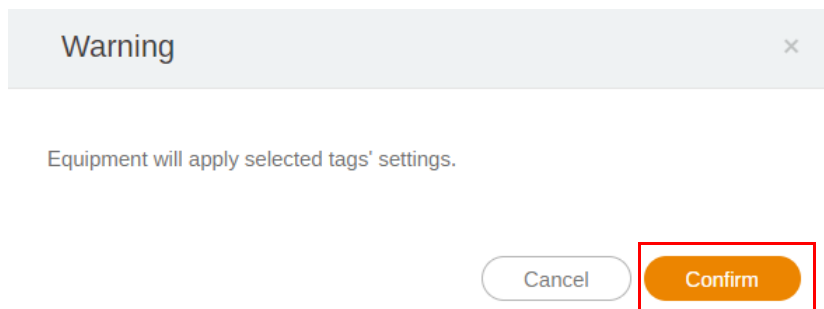


2. Click **OK** to confirm.



A device can be put into multiple tags.

3. A warning message will pop up. Click **Confirm** to proceed.

4. Click **Finish** to complete the action.



• When selecting **Join the service** (for version v2.3.0.0):

1. Select the tag that you want to apply for the equipment. Click **Join** to confirm.



2. You can see the tag on the main page.
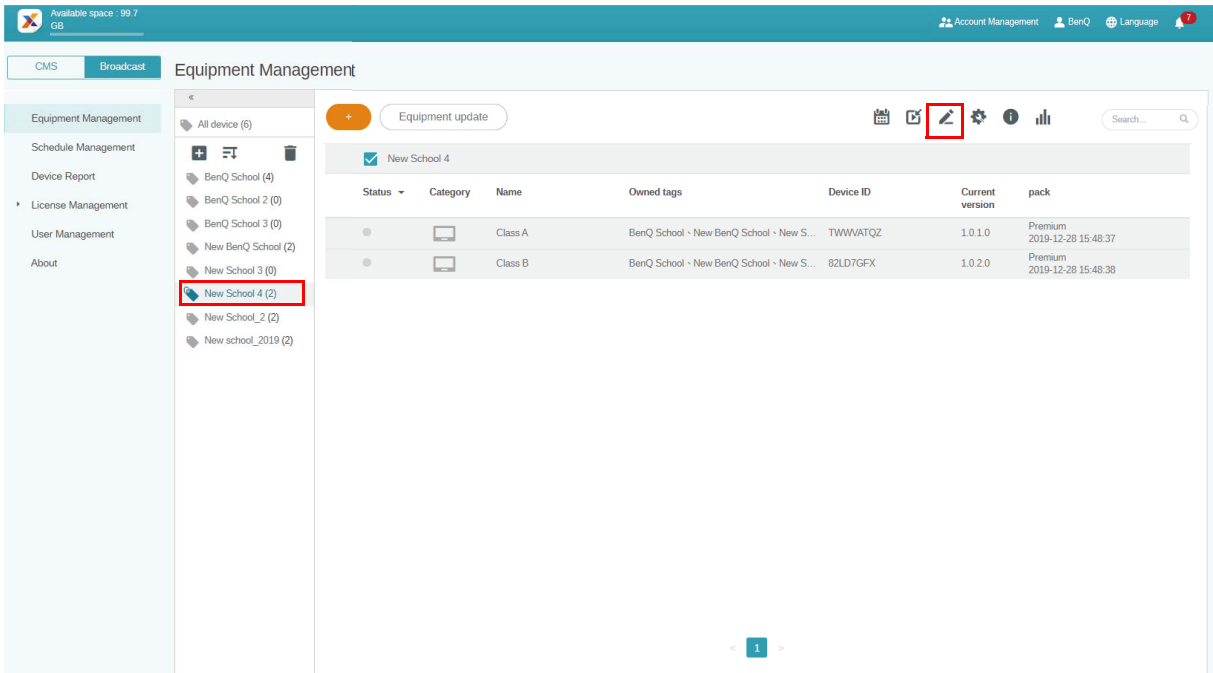
# Editing tags
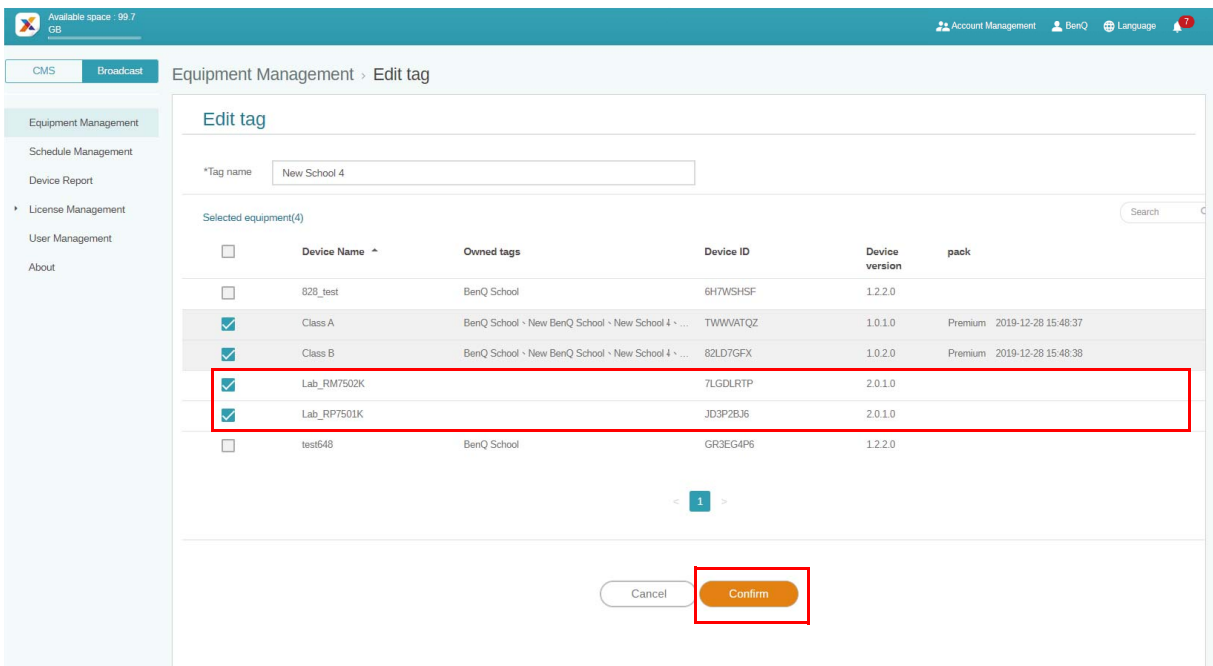
1. You can edit tags by selecting the tag and clicking ✎ .



2. Select new devices to be added to the tag and click **Confirm**.

3. New devices are added to the tag.

# Editing devices

1. You can edit the device by selecting the device name and clicking ✎ .
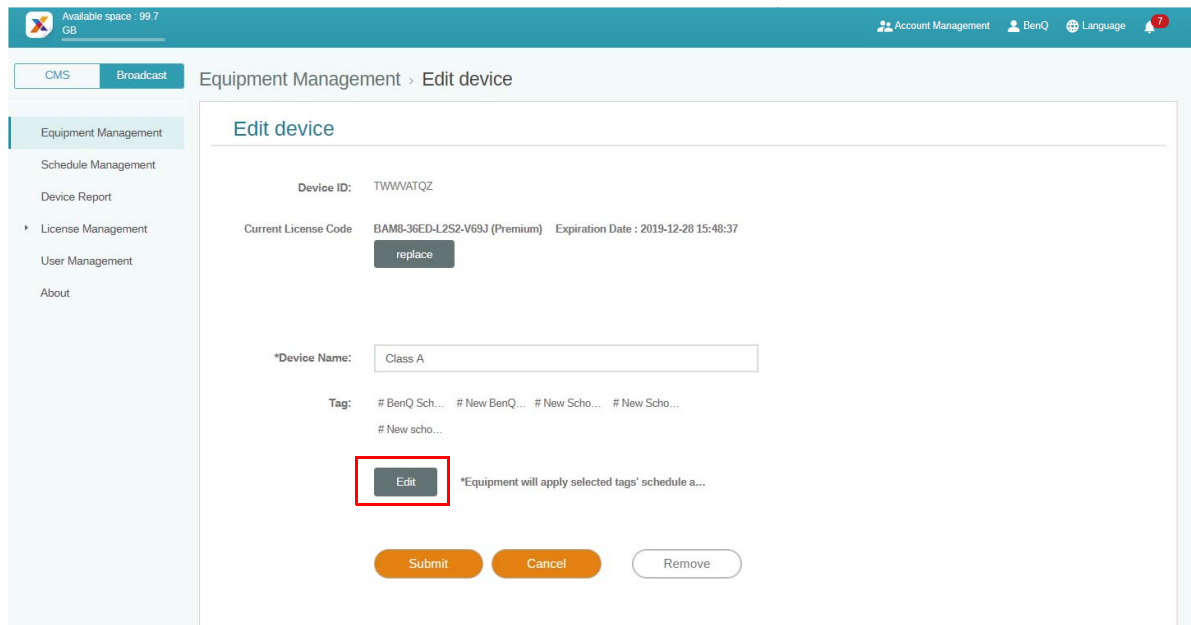


2. Click **Edit** to continue. Choose the tag and click **OK**.
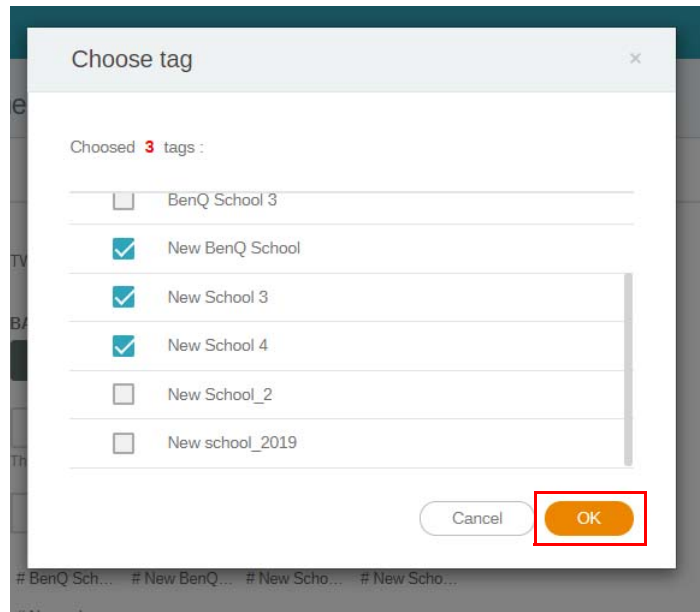
3. Click **Submit** to complete the action.
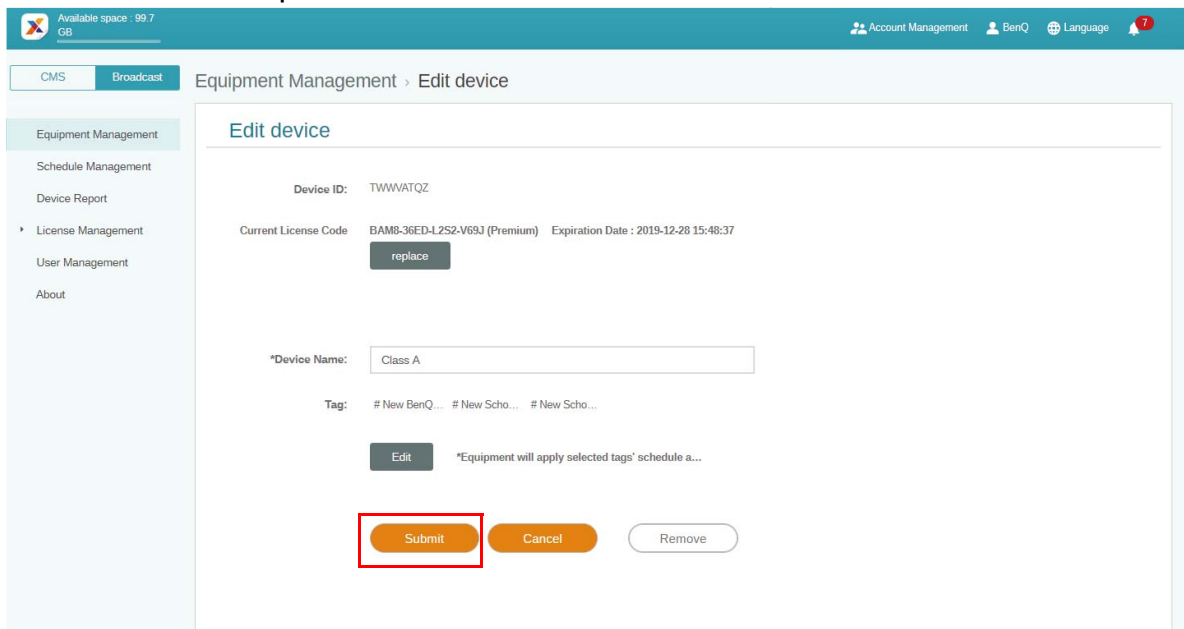
# Equipment update

1. To update the device, click **Equipment update**.



2. Select the device you want to update, then click **Update**.



Update the device software to the latest version before pairing with X-Sign Manager.
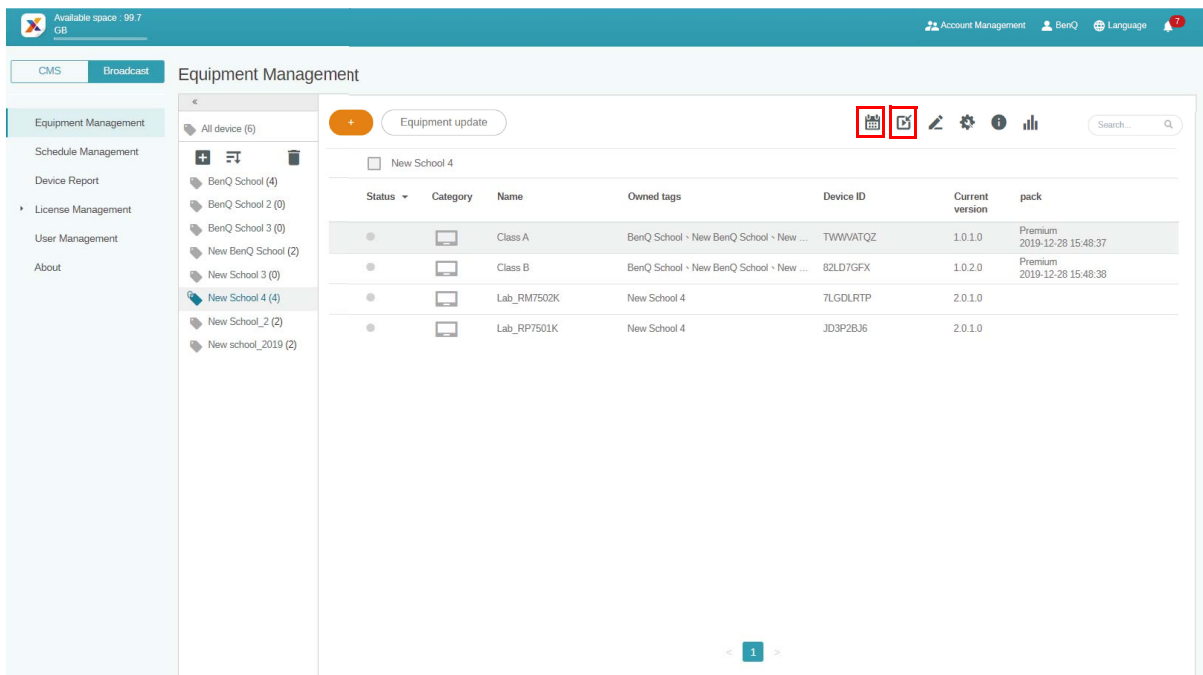
# Publishing messages

X-Sign Broadcast makes it easy to share content that is stored either locally or in the cloud, with support for texts, images, videos, office files, YouTube and more.

You can publish messages using **Create Schedule** 📅 or **Create interrupt** 📤 to suit your needs.

**Create Schedule** employs a calendar structure, delivering your message at a designated date or at a specific time.

**Create interrupt** can do a quick publish, delivering your message immediately. It is used when you need to deliver emergent messages.

# Using Create Schedule

1. Choose the tag or device you want to set schedule and click [calendar icon] to go to the schedule management page. You can publish your message to all devices or specific tags.
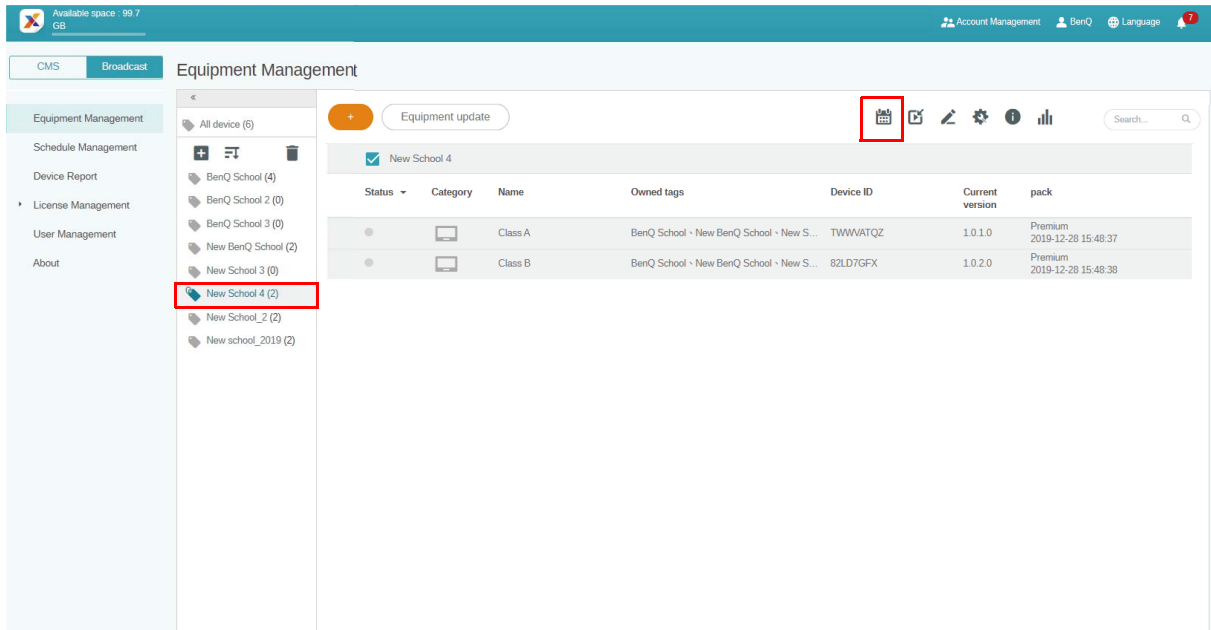
2. You can set schedule by selecting the date and time period. The **Create Schedule** window will pop up.
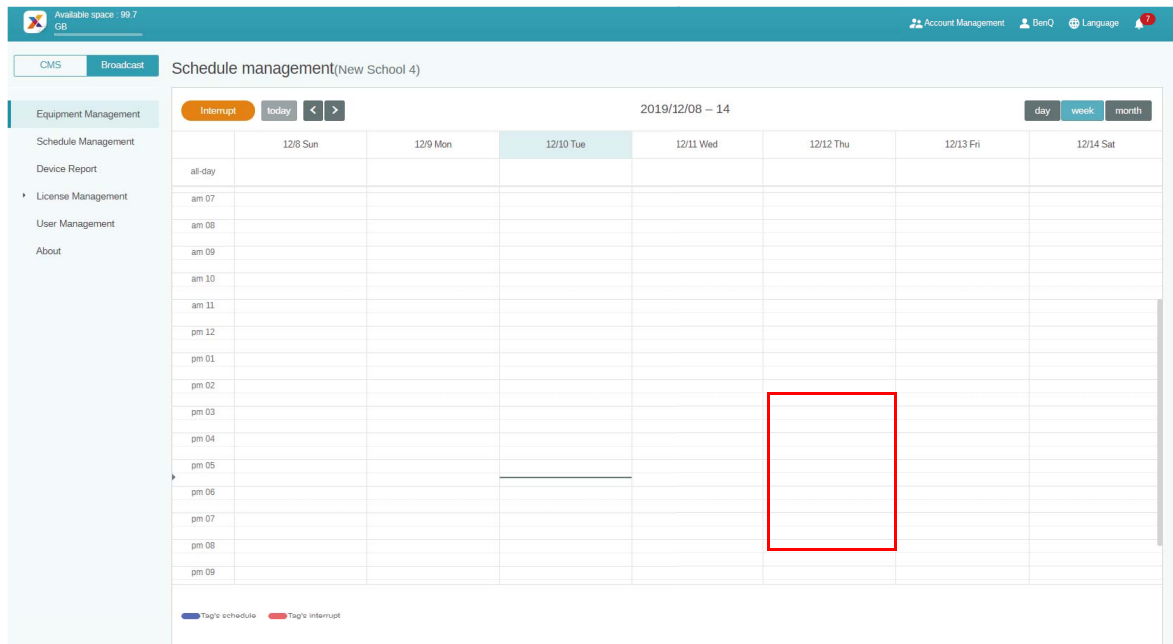
Four schedule creation types are provided: Text, Image, Video, File.

## Text (Create Schedule)

Click **Text**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Text content | Type the message you want to share. |
| 2. | Style | Customize the style by creating your own module. You can add more styles by choosing the rightmost one. |
| 3. | Duration | • Set the date and time you want to share the message.<br>• You can enable **Important message** and **Repeat playback**.<br>• You can set the end date and choose to repeat by day or week. |

## Image (Create Schedule)

Click **Image**. You can edit the content by completing the following fields.



| Item | | Description |
|------|------|-------------|
| 1. | File choose | Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your image to be shown. |
| 2. | Play speed | Select the play speed. Options are 3 seconds, 5 seconds, 10 seconds. |
| 3. | Duration | • Set the date and time you want to share the image.<br>• You can enable **Important message** and **Repeat playback**.<br>• You can set the end date and choose to repeat by day or week. |

## Video (Create Schedule)

You can edit the content by completing the following fields.



| Item | | Description |
|------|------|------|
| 1. | Choose file | • You can upload videos from your computer. Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your video to be played.<br>• You can also enter a YouTube video link to import the video. |
| 2. | Duration | • Set the date and time you want to share the video.<br>• You can enable **Important message** and **Repeat playback**.<br>• You can set the end date and choose to repeat by day or week. |

## File (Create Schedule)

The basic license cannot use this advanced function. Only the premium license can edit content for files like PowerPoint, PDF, Microsoft Word, Google Slides on Google Drive, Microsoft PowerPoint on Google Drive. Please contact the BenQ Administrator and get the license to publish.

Click **File**. You can edit the content by completing the following fields.



| Item | | Description |
|------|------|-------------|
| 1. | File choose | • You can upload files from your computer. The file formats can be Microsoft Word, Microsoft PowerPoint, PDF. Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your file to be played.<br>• You can also enter a file link from Google Drive to import the file. |
| 2 | Play speed | Select the play speed. Options are 10 seconds, 20 seconds, 30 seconds. |
| 3. | Duration | • Set the date and time you want to share the file.<br>• You can enable **Important message** and **Repeat playback**.<br>• You can set the end date and choose to repeat by day or week. |

## Template (Create Schedule)

Click **Template**. Edit the content by completing the following fields.

| Item | | Description |
|---|---|---|
| 1. | Template content | • You can use the constructed template to create the schedule. The default texts and images are for coronavirus prevention. You can change the texts and images by simply clicking them.<br>• By clicking the texts, you can edit the text style to change the default ones.<br>• By clicking the image, you can upload a new image to replace the default one. The image can be changed one by one. |
| 2. | Duration | • Set the date and time you want to share the template.<br>• You can enable **Important message** and **Repeat playback**.<br>• You can set the end date and choose to repeat by day or week. |

3. After all configuration is set, click **Confirm**. You will see the schedule on the schedule management page.

# Using Create interrupt

1. Choose the tag or device you want to add interrupt and click  . You can publish your message to all devices or specific tags.
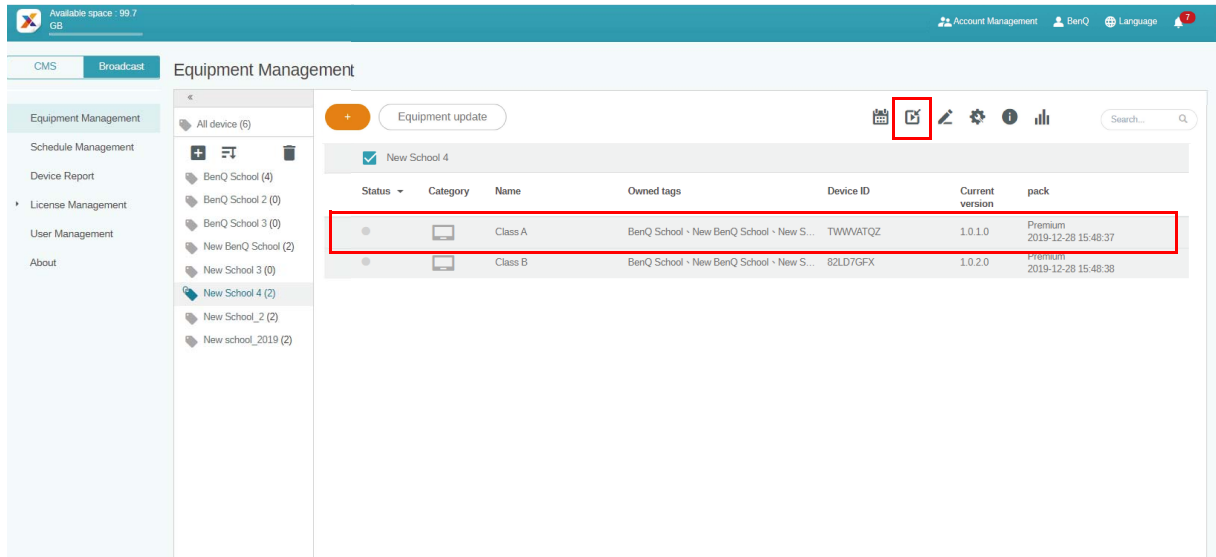


Four interrupt creation types are provided: Text, Image, Video, File.

## Text (Create interrupt)

Click **Text**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Text content | Type the message you want to interrupt. |
| 2. | Style | Customize the style by creating your own module. You can add more styles by choosing the rightmost one. |
| 3. | Play length | • You can enable **Important message**.<br>• Select the play length. Options are 5/10/15/20/25/30/35/40/45/50/55 minutes or 1, 2, 3,..., 23 hours. |

# Image (Create interrupt)

Click **Image**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Choose file | Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your image to be played. |
| 2. | Play speed | Select the play speed. Options are 3 seconds, 5 seconds, 10 seconds. |
| 3. | Play length | • You can enable **Important message**.<br>• You can set to play once or customize the play time. |

# Video (Create interrupt)

Click **Video**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Choose file | • You can upload videos from your computer. Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your image to be played.<br>• You can also enter a YouTube video link to import the video. |
| 2. | Play length | • You can enable **Important message**.<br>• You can set to play once or customize the play time. |

# File (Create interrupt)

The basic license cannot use this advanced function. Only the premium license can edit content for files like PowerPoint, PDF, Microsoft Word, Google Slides on Google Drive, Microsoft PowerPoint on Google Drive. Please contact the BenQ Administrator and get the license to publish.

Click **File**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Choose file | • You can upload files from your computer. The file formats can be Microsoft Word, Microsoft PowerPoint, PDF. Click **Choose** to enter the file uploading page. Then follow the instructions on screen to upload your file to be played.<br>• You can also enter a file link from Google Drive to import the file. |
| 2 | Play speed | Select the play speed. Options are 10 seconds, 20 seconds, 30 seconds. |
| 3. | Play length | • You can enable **Important message**.<br>• You can set to play once or customize the play time. |

# Template (Create interrupt)

Click **Template**. You can edit the content by completing the following fields.



| Item | | Description |
|---|---|---|
| 1. | Template content | You can change texts and images to create interrupt. To change the texts and images, read Template (Create Schedule) on page 33 for more information. |
| 3. | Play length | • You can enable **Important message**.<br>• You can set to play once or customize the play time. |

2. After all configuration is set, click **Confirm**. You will find the interrupted message/image/video/ file on the display.

3. You can close the broadcast by tapping the interrupted message area.
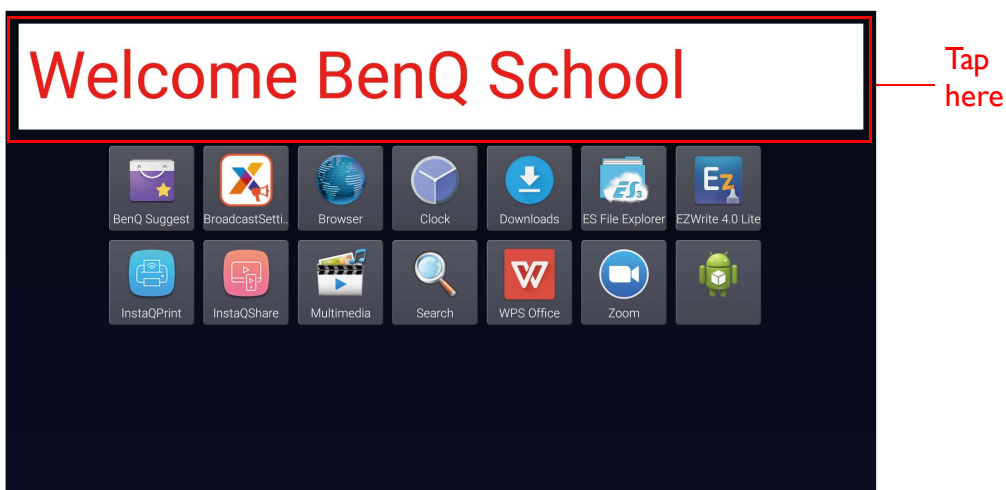
4. A message will pop up. Click **Confirm** to close the broadcast.

Close this broadcast ?

Closing the content will not be restored and redisplayed.
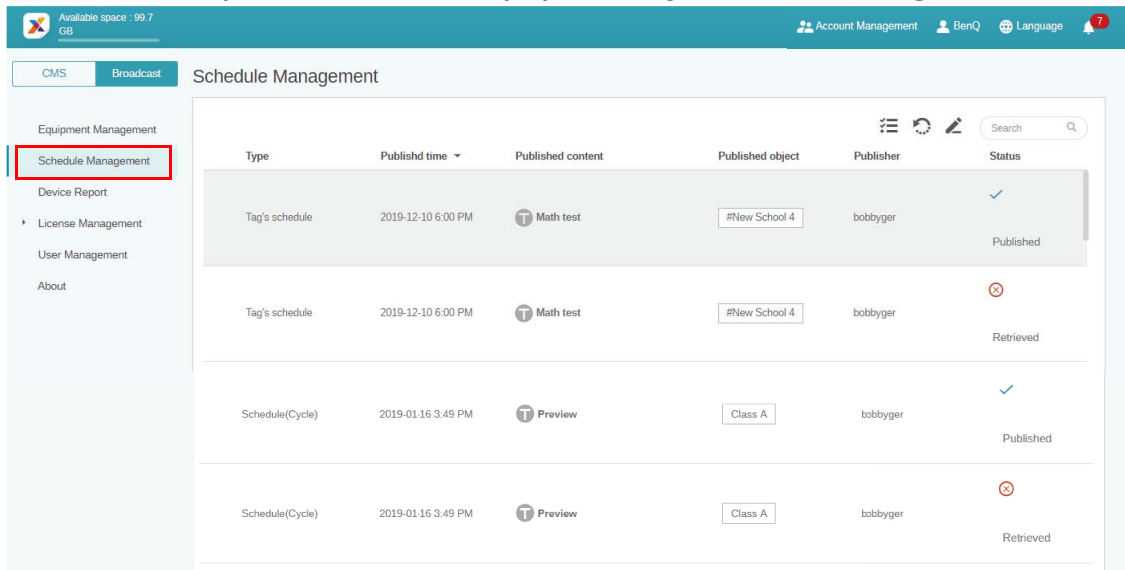Are you sure you want to close it ?
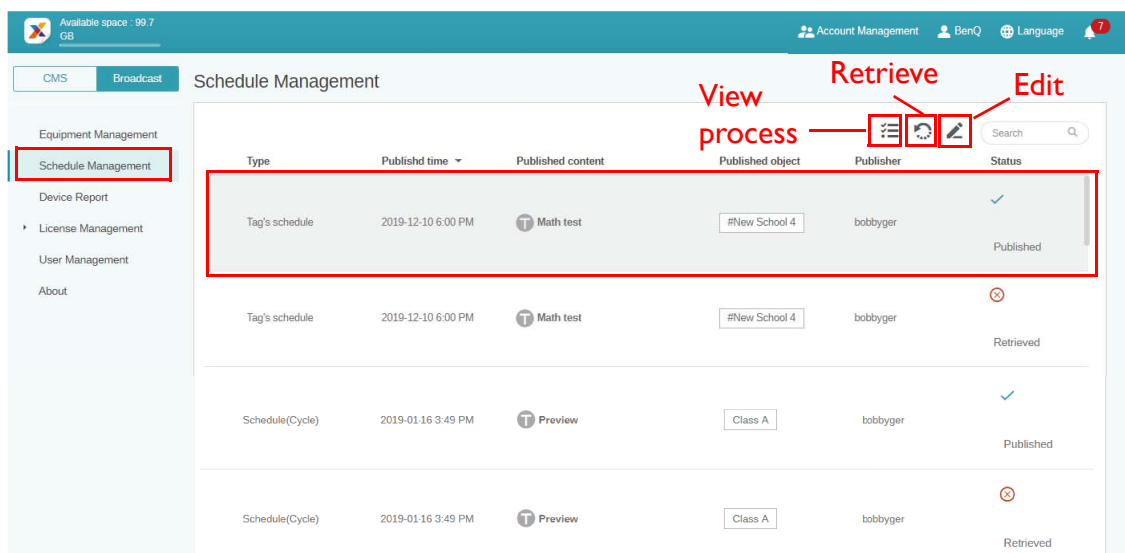
Confirm    Cancel

Newly created interrupt will overwrite the previous one.

# Schedule Management (History)

You can check and edit your broadcast history by selecting **Schedule Management**.



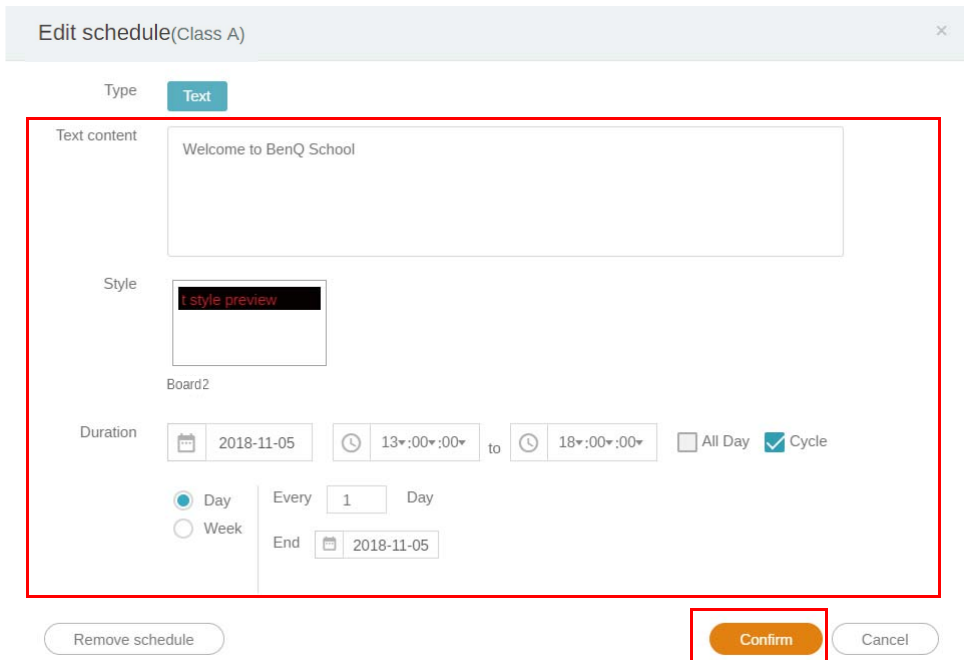1. Select the type (schedule or interrupt) you want to check. You can retrieve or edit the selected item.



2. After clicking , you will see a warning in a popup window. Click **Confirm** if you want to retrieve the schedule or interrupt.
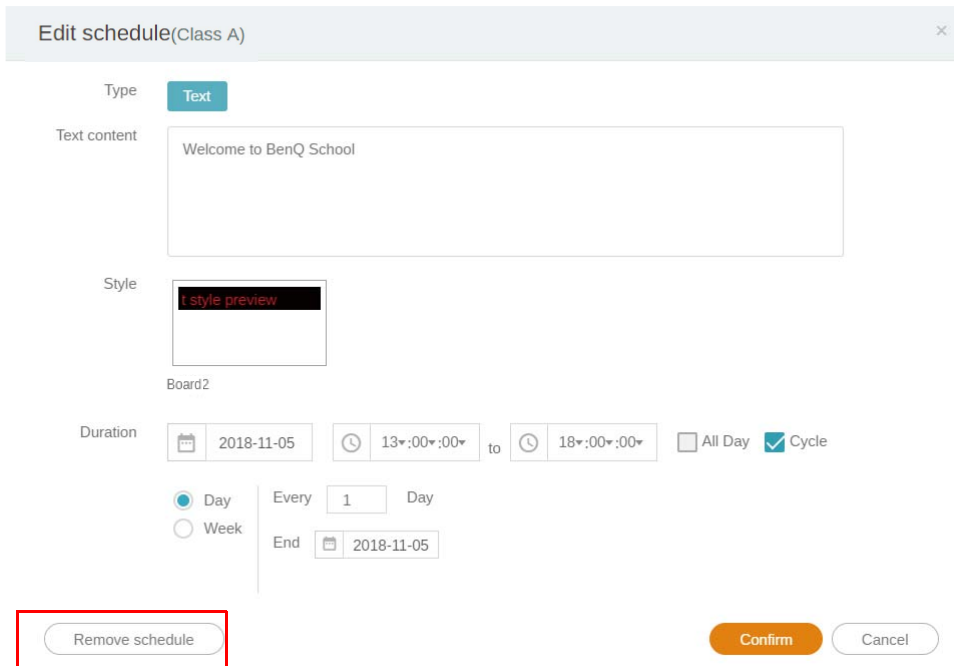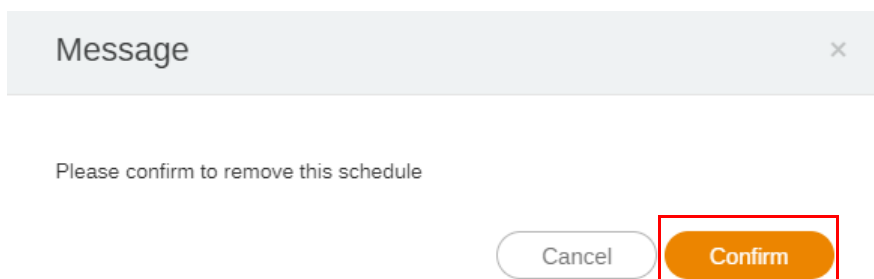
3. After clicking ✎ , you will see an editing window. Click **Confirm** after all editing is set.



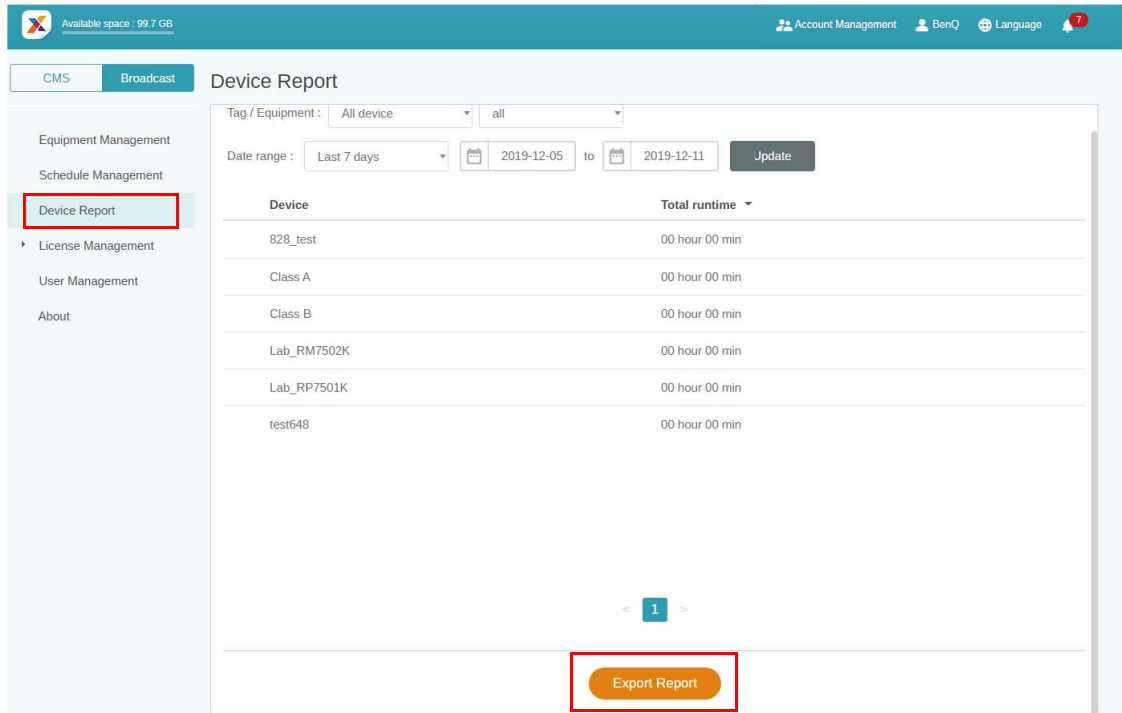4. If you want to delete a schedule or interrupt, you can also click the remove button.



5. You will see a message in a popup window. Click **Confirm** if you want to remove the schedule or interrupt.
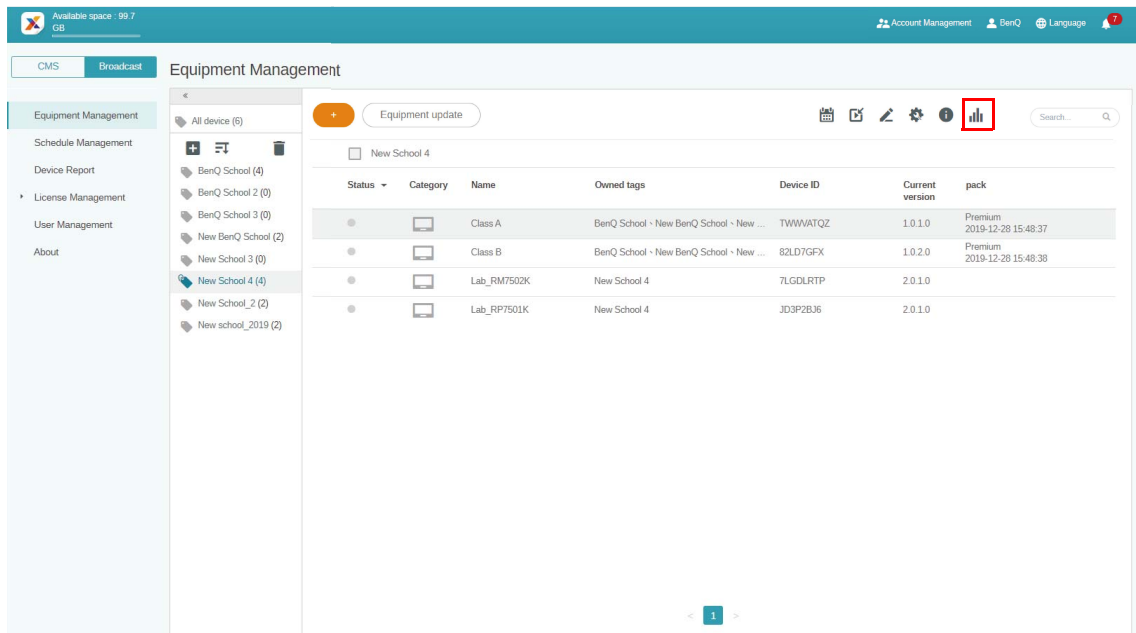
# Device Report

1. To access the activity report of the devices, click **Device Report**.
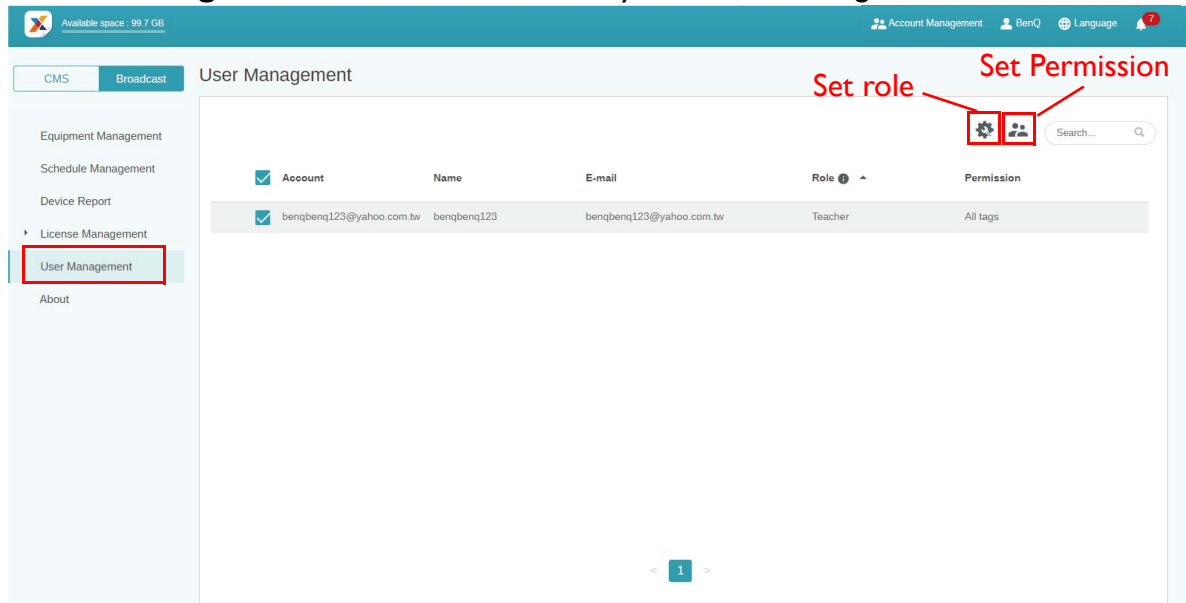2. Choose **Tag/Equipment** and **Date range**, then click **Export Report**.



3. The report is exported as a csv file. You can open it with Microsoft Excel.

4. You can also export the report by clicking .

# User management

Go to **User Management** and select the account you want to manage.



- As the administrator, you can set the role for the account by clicking 🔧 . You can set the account to be Administrator or Teacher.



- As the administrator, you can also set permission for the account by clicking 👥 . You can assign the account to edit broadcasts on devices in specific display groups.