User manual

DIGIUP USB 3.0 Software

**Important note: Your display is already configured. Therefore, only change settings as described in the instructions.**

## You will need the following for operation:

1) These instructions
2) USB stick with a digiup folder (see page 3)
3) A computer mouse with a USB connection
4) Your DIGIUP display
5) Power connection
6) Your content in the following resolution:

**Portrait format: Full HD, 1080 × 1920 / 9:16 Landscape format: Full HD, 1920 × 1080 / 16:9**

## Supported file formats

Please ensure that videos have a frame rate of approximately 20 fps. The video resolution must not exceed Full HD. Videos with excessively high resolution will not play.

**Photos:**
**Recommended: JPEG (.jpg, .jpeg) Other: PNG (.png), WebP (.webp)**

**Videos:**
**Empfohlen: MP4 (.mp4) Weitere: MPEG (.mpeg, .mpg), WebM (.webm), QuickTime (.mov), Matroska (.mkv), Windows Media (.wmv), AVI (.avi)**

**Files:**
PDF (.pdf) – Attention: PDFs are not in 9:16 format and are therefore not displayed in full screen.

**Digital signage made easy**

This guide explains step by step how to display your images, videos, and PDF files on the screen. No prior knowledge required!

**Table of contents**

1. What does this app do?
2. Transfer media to the display
3. Open the menu
4. Adjust settings
5. Extended Features
6. Operation during playback
7. Supported file formats
8. Troubleshooting

## 1. What does this app do?

The DIGIUP USB app transforms your Android display into a digital billboard or information display. The app automatically displays your images, videos, and PDF files one after the other – like a slideshow, but more modern.

**Your advantages:**

- Easy operation via USB stick
- Protection against unauthorized content uploading
- Automatic playback around the clock
- No internet connection required
- Time-controlled switching on and off possible

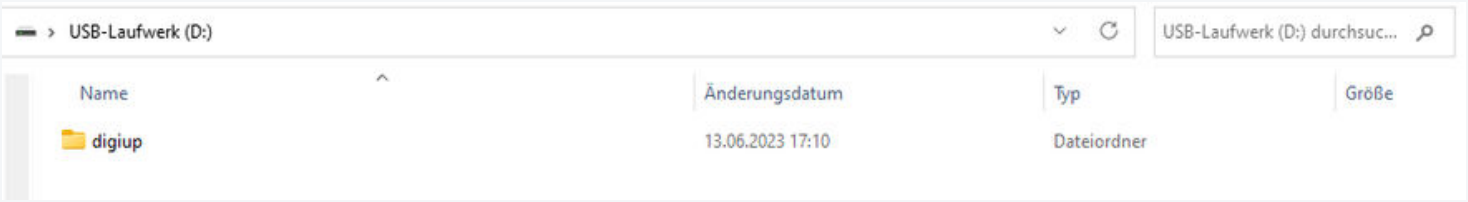
## 2. Transfer media to the display

What you will need:

- A USB stick
- Your images, videos and/or PDF files
- A computer mouse with a USB connection
- The display with the DIGIUP USB app

Transferring data to the display using a USB stick:

**Use only USB 2.0 or 3.0 flash drives.**
**Create a folder named digiup on a USB stick.**




**Next, copy the desired files (e.g., JPG, MP4, or PDF) in portrait format (9:16) into**
**Copy the Full HD (1080 × 1920) file to the USB stick in the digiup folder.**
Make sure that videos have a frame rate of approximately 20 fps. Resolutions higher than Full HD may cause playback problems.
You can easily determine the playback order using the file names (e.g. 1.jpg, 2.mp4, 3.jpg or A.mp4, B.jpg, C.mp4 etc.).

Connect your display to the power supply and then turn on the red switch.
Note: Table displays and media players do not have a switch.



**Change display settings:**

If you wish, you can adjust the following basic settings on the display:

- Wi-Fi connection
- Language
- Display time of the images
- Crossfade time
- Zoom animation for images
- Fill mode for images/videos/PDFs
- Volume control
- On and off times

Connect a USB mouse to the back of your display or media player. You do not need a mouse for touch displays.
Move the mouse to the outer left edge of the screen.
Hold down the left mouse button and drag the mouse to the right edge of the screen.
The menu will open as shown below.



**Change language:**

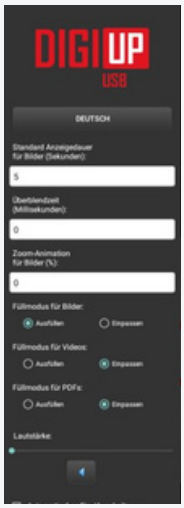
Click/touch on the language setting and then click on the desired language.







**Display duration/fade time/zoom animation/fill mode:**




Here you can set the display duration for all images and PDFs.
(Videos will play in their entirety.)

Here you can set the transitions in milliseconds, e.g. 3000 for 3 seconds.
Here you can add more animation to your images. Set the zoom level (in percent) for all images here.

Fill mode: If you have images, videos or PDFs that do not meet our specifications (e.g. landscape images on portrait screens), you can make adjustments here.
Volume: You can change the volume by sliding the volume control.
Press the Mute button to mute the volume with one click.

**WARNING! All changes shown here will affect all files in this setting or the entire content.**

For example, if you select 25% zoom for images, all images will be displayed with 25% zoom.
For example, if you would like to display each image for a different length of time, ask about the upgrade **DIGIUP SMART**

**Set automatic on/off switching:**

Use your mouse to check the box next to "Automatic On/Off". The menu will open automatically, allowing you to set the days and times. Then click Save.




**Close menu bar:**

Clicking the left mouse button outside the menu bar closes it.



**Content transfer:**

Now insert the USB stick into the designated USB port on the back of your DIGIUP display.



Once the new content has been completely transferred, you can unplug the USB stick.

The content remains stored on the display until new content is uploaded via USB stick.

**Add new or change content:**

Copy the new content into the digiup folder on your USB stick.

Delete all files from the USB drive that you no longer want to be displayed.

Next, insert the USB stick into the USB port of your display.

The new content is transferred automatically and the old content on the display is deleted.

**Delete content:**

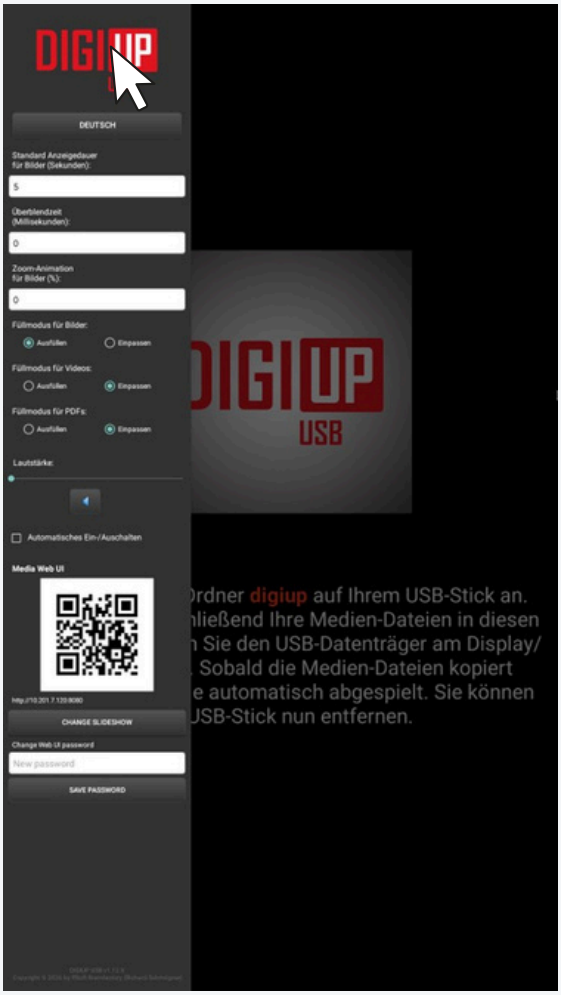
Delete all files from the digiup folder on the USB stick.
Plug the USB stick with an empty digiup folder into the display or media player and the contents will be automatically deleted.

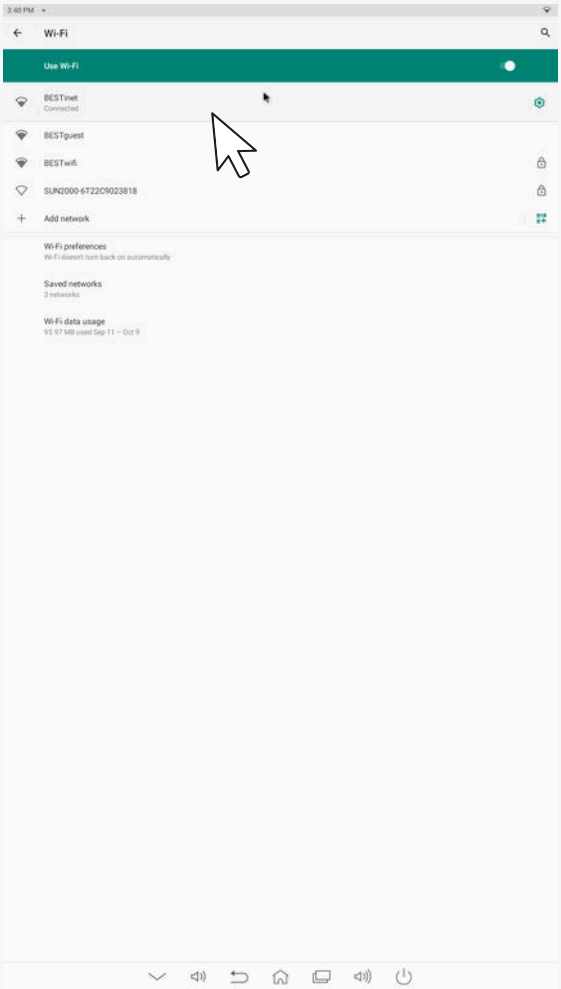
# Connect DIGIUP USB to WIFI

For example, if you want to upgrade to our DIGIUP USB PLUS software, switch to our DIGIUP Content Management, or require technical support from our service team via remote maintenance, the display must first be connected to the WLAN.

- Click the DIGIUP USB logo 8 times in quick succession with the left mouse button.
- The Wi-Fi settings will open automatically.
- Select your desired Wi-Fi network and enter your password using the virtual keyboard.
- **Requirements for your Wi-Fi:**

- Supports 2.4GHz and 5GHz networks. Encryption: WPA2.
- WARNING: The display cannot connect to Wi-Fi networks that require additional confirmation, e.g., guest Wi-Fi networks where terms and conditions must be accepted.



**Troubleshooting**

**No media is displayed.**

**Problem: The screen only displays instructions for the USB stick:**

**Solution:**
1. Check that the folder on the USB stick is named exactly digiup (lowercase).
2. Make sure the files are in the folder (not in subfolders)
3. Check the file formats for the correct resolution.
4. Plug the USB stick back in.

**USB stick is not recognized**

**Problem: No message appears when the USB stick is plugged in.**

**Solution:**
1. Check that the folder on the USB stick is named exactly digiup (lowercase).
2. Wait a few seconds and plug the USB stick back in.
3. Use a different USB port on the display.
4. Test the USB stick on a computer
5. Use a different USB drive.

**Video will not play**

**Problem: A video is skipped or an error message appears.**
**Possible causes:**
• The video resolution is too high for the display
• This video format is not supported
• The video file is corrupted

**Solution:**
1. Convert the video to a supported format (e.g., MP4)
2. Reduce the resolution to a maximum of 1920×1080 pixels.
3. Test the video on a computer.

**Images are displayed distorted. Problem: Images appear stretched or compressed.**

Solution: Use images with the same aspect ratio as the display:
• For 9:16 displays (portrait format): e.g. 1080×1920, 720×1280 pixels
• For 16:9 displays (landscape format): e.g. 1920×1080, 1280×720 pixels

**Files are not displayed. Problem: Certain files on the USB stick are being ignored.**
Possible cause: File names that begin with a dot (.) are automatically treated as hidden files and ignored by the app (e.g., .bild.jpg, .DS_Store).
Solution: Make sure your file names do not begin with a period.

If you have any questions, please contact your DIGIUP dealer or our support team: service@DIGIUP.systems