Enjoy Smart Signage

Manual

Menuboards

SKIPPIFY®

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01 Introduction

This document provides solutions for common issues with the digital menu board system. This covers problems with both the screens and the media player.

Can't find the solution? Feel free to contact our customer service.

High-end and professional quality
Skippify hardware has been extensively tested and optimally tuned for application in a hospitality environment. Professional quality hardware ensures that you can trust the presentation to always be visible. Skippify media players form an excellent platform for high-quality presentations.

> ## Important!
> Do not manually switch off the screens and media players!

1.1 Screens
We recommend connecting the system to a power outlet that can be switched , for example, on the lighting circuit. If the system cannot be equipped with a switch, leave the screens on day and night. We ensure remotely that the presentation starts and ends at the correct times

1.2 Media Player
To implement changes on the digital menu boards, the media player must be switched on and connected to the internet.

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02 Troubleshooting

2.1 The screens are showing a completely black image

There are a few possibilities:

A. The screen is in standby mode
1. Check if the screens are turned on. If they are off, a red standby light will be illuminated.

ⓘ The light is located at the bottom right (on the bottom or on the side, depending on the screen type). If the screens are rotated 90 degrees, the light may be at the bottom left or top right.
Do you not see a light? Some screens have a slider on the bottom right side that can be pushed down; this is the standby light Stand-by light as a slider.
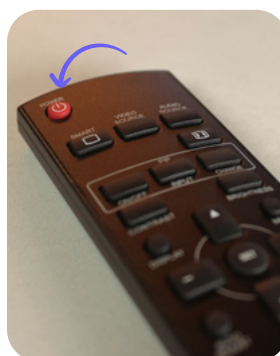
2. Turn on the screen with the remote control (point at the light) or via the button on the back of the screen. The power button has a tactile dot.

B. The screen has no power supply
1. Check if the power cable is properly connected and press it firmly.
2. Turn on the screen (see A.2.) once the red light has started glowing.

C. The power switch is turned off
1. There is a switch on the back to turn the screen completely on or off. Make sure the dash is pressed down on the switch. (If the circle is pressed, the screen is not receiving power.)
2. Turn on the screen (see A.2.) once the red light has started glowing.

Standby light

Standby light as a slider

Remote control

Power button on the back
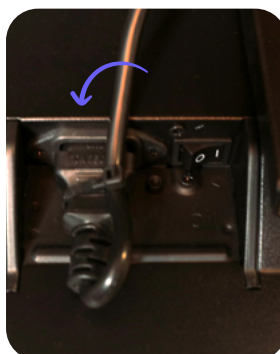
Power cable

Power button

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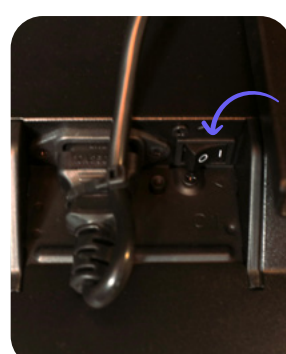
02 Troubleshooting

2.2 'No signal' is displayed on the screen

There are a few possibilities:

A. The screen is set to the wrong channel
1. Press the 'Source' button on the remote control.
2. Depending on the connection, choose DisplayPort or HDMI1.

B. The screens and media player are not properly connected to each other
1. Check if the HDMI cable or DisplayPort cable is properly connected. Press it firmly or, if necessary, reconnect it.
2. After this, the media player must be restarted, see 'Restarting the media player'.
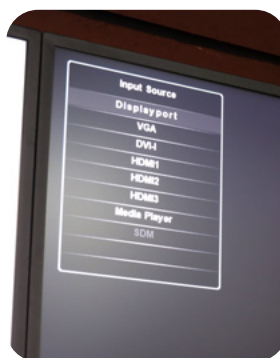

Source button

Video source button
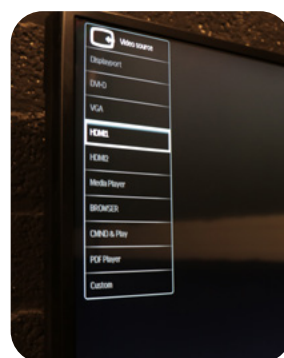
2.3 The screen occasionally goes black

This can have several causes. Please contact our support department for this, see Customer Service > Technical questions

Input source 'Displayport'

Input source 'HDMI1'

2.4 An exclamation mark with a code is displayed

Please contact our studio, see Customer Service > Studio.

Example exclamation mark with code

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02 Troubleshooting

2.5 Restarting the media player

In a few cases, it is necessary to restart the media player.

> **Tip!**
> The media player is located behind a screen or on top of the system ceiling.

1. Press and hold the blue button until the blue light goes out.
2. After 10 seconds, press the same button to turn the media player back on.
3. If the light does not turn on, remove the power cable (see photo Power cable) from the media player and then put it back in.

Blue button

Player behind a screen

Power cable

2.6 Changes are not visible

If the media player is offline, it cannot retrieve the changes.

1. Check if the media player is connected to the internet. Look at the back to see if both lights next to the network input are illuminated. Check if the network cable is properly connected and press it firmly if necessary.
2. If the lights are not on, the media player is offline. If the network cable is correctly connected to the media player, also check if the other end of the cable is properly connected.

No internet connection

Internet connection

> If the above solutions have not helped or if your problem is not listed, please contact our customer service. Provide a detailed description of the problem and include photos or videos if possible.

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03 Cleaning & Changes

3.1 Cleaning

Clean the screens regularly as needed, taking the following instructions into account:

1. Use a mild, non-abrasive screen cleaner for cleaning the screen.
2. Apply the cleaner to a soft and lint-free microfibre cloth.
3. Dampen the cloth slightly (certainly not too wet) and gently wipe the screen.

> **Important!**
>
> Do not apply cleaning products directly to the screen. Do not use hard objects or abrasive or corrosive cleaning agents. These agents can damage the screen or the sides of the screen.

3.2 Ordering Screen Cleaner

We use screen cleaner from Go4Wipe for cleaning screens. Go4Wipe screen cleaner is a high-quality, fast, and safe cleaning product specially designed to clean all types of screens.

Our selected screen cleaner: Go4Wipe 500ml Regular - Professional Cleaner

> **Order with a 30% discount at go4wipe.com**
>
> **As a Skippify customer, you receive a 30% discount* when placing an order on go4wipe.com. Use the discount code: SKIPPIFY.**
>
> **30% discount on all orders with a minimum order amount of €75.00 (incl. VAT).*

3.3 Changes

Do you have changes for your presentation? Send them to us by email, and we will ensure they are implemented within three working days. Email studio@skippify.com and state your company name.

Photos and other visual material can be sent via WeTransfer.

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04 Customer Service

Our team is ready to assist you. Choose the department below that best suits your question, and we'll be happy to help you further.

Technical Questions

Do you have a technical question? Our support staff are happy to help you further.

@ E-mail: **support@skippify.com**

📞 Phone: **+31 (0)85 773 1843** (option 2: technical questions)
Phone availability: Monday to Friday from 8:30 AM to 5:00 PM

🌐 **Frequently Asked Questions**
Take a look at our **website** for answers to frequently asked questions.

Content Studio

Do you want to make an adjustment to the assortment? Our studio is happy to help you further.

@ E-mail: **studio@skippify.com**

📞 Phone: **+31 (0)85 773 1843** (option 1: studio)
Phone availability: Monday to Friday from 8:30 AM to 5:00 PM

📖 **Manuals**
Also check out the **manuals** for support with daily use, solutions for problems, and tips for maintenance and cleaning.

Administration

If you have an administrative question, please contact our administration department.

@ Email: **finance@skippify.com**

📞 Phone: **+31 (0)85 773 1843** (option 3: administration)
Phone availability: Monday to Friday from 8:30 AM to 5:00 PM