Manuals+ — User Manuals Simplified.

SyncSign D42C-LE 4.2 Inch E Ink Display User Manual

Home » SyncSign » SyncSign D42C-LE 4.2 Inch E Ink Display User Manual

Contents

SyncSign D42C-LE 4.2 Inch E Ink Display

Introduction

The SyncSign E-ink Display is a digital signage with the features of:

- Sync with existing calendar system: Office 365, G-Suite (Google Workspace), MS Exchange, or customized in-house system.
- Battery-powered: with low battery consumption energy.
- Long battery autonomy time: more than one year.
- Truly wire-free installation: like a sticky note can be attached to the wall.
- Supported API calling: enables the possibility of a 3rd party integration.
- Works well as room signage, hot desk tag, electronic shelf label, exhibition signage, etc.
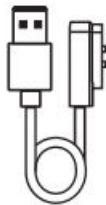
What's in the box

4.2-Inch Display x 1
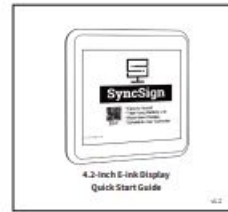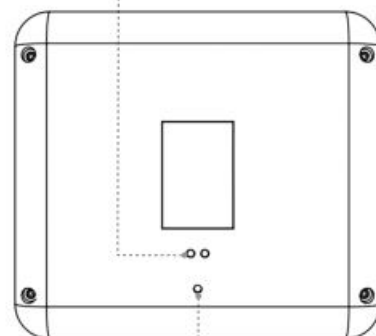

Quick Start Guide x 1

5V 1A Charging Cable x 1

Pin clip x 1

Overview

Serial Number   E-ink Screen

Charging Contact

Indicator Light & Setup Button

Indicator light

- When the Display is being charged, the light will be red, and will be off when fully charged.
- When in setup mode (refer to page 9), the blue light will flash, and the light will stop flashing when exiting setup mode.

Specification

| Model	D42C-LE
Dimensions	105 x 10 x 95mm
Weight	72g
Screen Color	Red, Black, White
Resolution	400(H) x 300(V) Pixel
Operating Temperature	0 ~ 50°C
Battery	1000mAh Li Polymer Battery; Rechargeable
Battery Life	2.5 years (10 refreshes per day
Communication Distance	40m/131ft (No Obstacles)
Charge	Magnetic Charging DC 5V 1A
PAN Wireless Communication	Bluetooth Low Energy

Setup

Connect the Hub to the Internet

1. Download the SyncSign App (Search [SyncSign] on Google Play / App Store, or scan this QR Code);
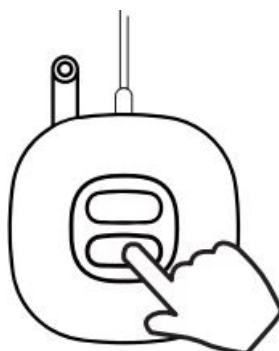

sync-sign.com/app

2. Create an administrator account and log in to the App;
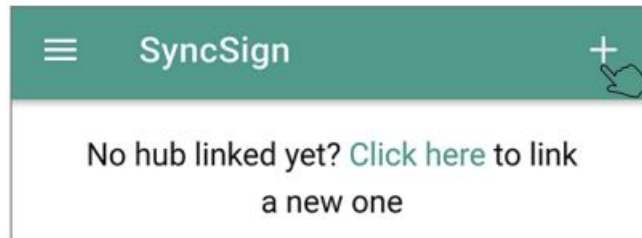3. Power up the Hub with adapter and cable in the package;
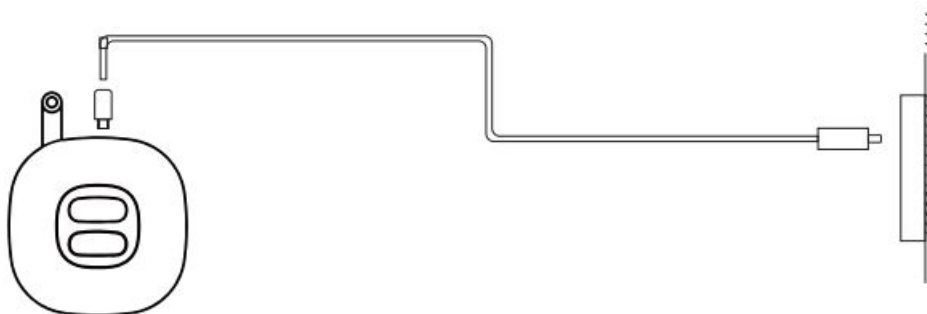
4. Press and hold the setup button of the Hub for 5s until the Hub LED light turns blue;

5. Turn on the Bluetooth option of the phone;

6. On the App home page, tap the [+] button and select [Add a Hub];


7. Follow the instruction on the App to continue these operations:
   - Select the Hub icon and network connection type;
   - Select one of the 2.4GHz Wi-Fi hotspots which the Hub should connect to;
   - Input the Wi-Fi credentials;
   - Link the Hub with your account.

     Note: Make sure the Location Permission enabled for SyncSign App, as it's required for Bluetooth scanning to work.

Setup the Display to the Hub

1. Select Product: On the home page, tap the [+] button in the upper-right corner, select the 4.2-Inch Display and then choose D42C-LE;
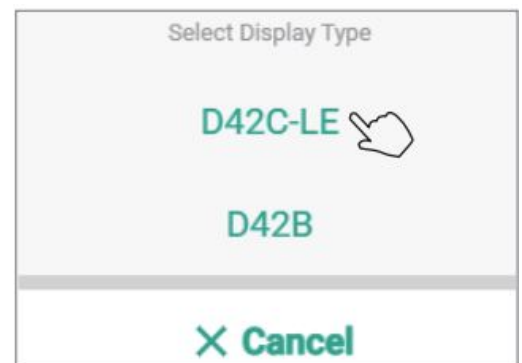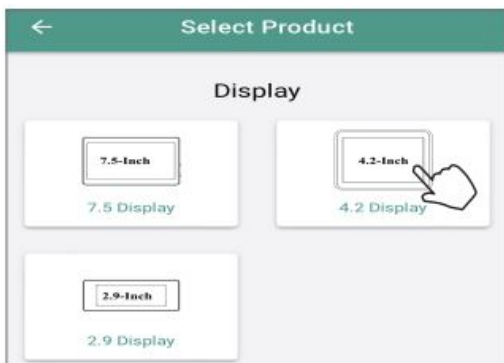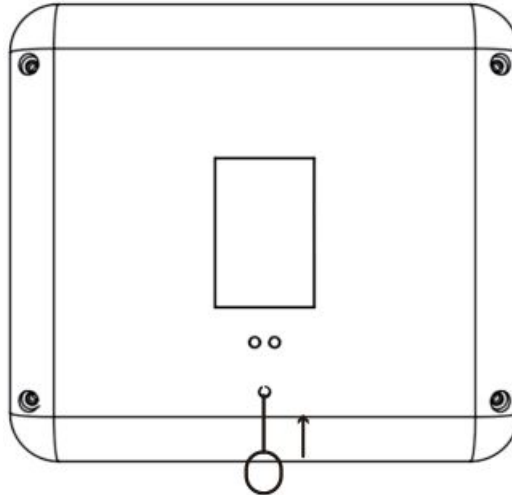

Note:

Please make sure the Bluetooth of your mobile device (smart phone/ tablet) is enabled during the whole setup process.

The Bluetooth and GPS can be turned off after the Display setup is complete

2. Select the Hub: Select the Hub that you are going to setup the Display with;

← Select the Hub

Unnamed
MC90380C629088

3. Poke the Display: After selecting the Hub, use a pin clip to poke the pin-hole on the Display for 1s, and then release. The Display will enter the setup mode. The indicator light will keep flashing (If you have multiple Displays, you may poke all of them);

Note: The setup mode will only last for 60s.

4. Add the Display: Select the Display you are going to add and click the "Add" Button (Up to 10 devices can be added at a time). When the appears on the Display card, it means the Display has been successfully added;
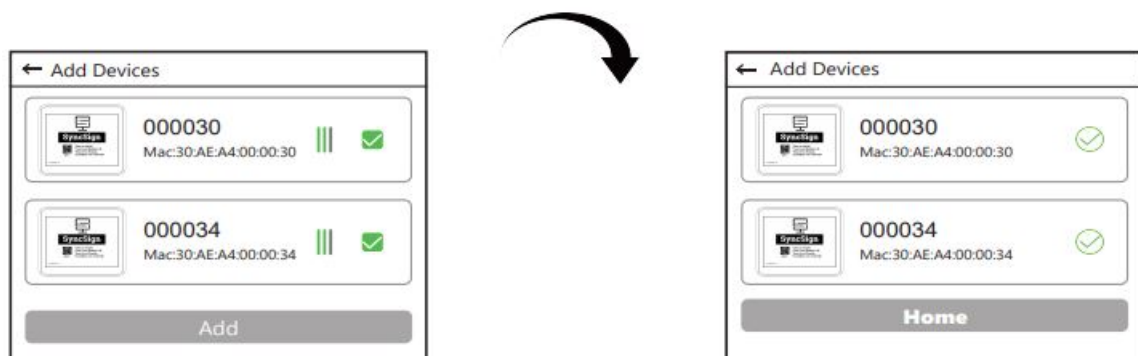
After the above steps, you can click "Home" to return to the home page and will see the cards of all the Displays.

Authorize the Calendar Access

1. To synchronize a Display with a calendar, click [ ] on the Display card;
2. Select one of the calendar software providers, click [Add Calendar] and then you need to log in your calendar account;
3. Select one of the room resources that you are going to synchronize the Display with, click [Done].
   Note: A SyncSign Display can only bind to one room resource at a time. One room resource can be bound to multiple SyncSign Displays.

About the Hub Connecting via Ethernet

- The Hub will give priority to Ethernet if both Ethernet and Wi-Fi are available.
- It is a backup way for the Hub to connect to the network via Wi-Fi in this scenario.

Features

Upload company's logo:
On the Home page of the SyncSign Web Portal/App, click "Settings > Organization > Logo > Upload an image file"
.

Note: The logo needs to be in

- Monochrome bitmap format (*.bmp,*dib)
- A square image of up to 96px by 96px
- Size under 100KB

Customized template:
SyncSign uses the "Render Document" created from the "Layout Template" to render the content of the screen.

Here is an example of a layout template:
https://dev.sync-sign.com/hubsdk/guides/render_layout.html

Change the default language on the Display:
On the Home page of the SyncSign Web Portal/App, click "Settings > General > Locale" .

Draw on Screens:
The "Draw on Screens" feature allows users to type something through the SyncSign App or SyncSign Web Portal, and then the content will be shown on the screen of the E-ink Display. This feature can be used to create custom events, names, notes,
or other contents.
On the Home page of the SyncSign Web Portal/App, click
"Draw on Screens > Select Display Mode > Select Template" > Type something and click"Send to Screen" .

API callings:

- For the draft API, please check: **http://dev.sync-sign.com/webapi**
- For the API tutorial, please check: **https://dev.sync-sign.com/hubsdk/getstarted/webapi_sample.html**

Troubleshooting

Here are some common troubleshooting steps that can be taken to resolve issues with an E-ink Display:

- **Check the connectivity:** If your display is not showing the correct information, make sure it is connected properly to the SyncSign App or Web Portal (check if the card on the display is green), and that it has a stable power source and signal connection.
  On the Home page of the SyncSign Web Portal/App, click "Home" > click the Display card > Battery Level or Signal Level.

- **Check the signal value of the Display :** If the Display fails to work or refresh properly, please check if the Hub is online and the Display's signal value is ≥ 20%.
- **Check for updates:** Make sure that the Display's software is up- to-date by checking for and installing any available updates.
- **Check for interference:** If the Display has the problem with connectivity or performance, please check to see if there is any other obstruction that block the signal, like wall, stairs, tall cabinet, etc.

FAQ

- **Q: How to charge the Display?**
  A: Please make the magnetic charging cable touch the charging contact on the back of the Display and then connect to the power supply.
- **Q: How long does it take to charge the Display?**
  A: Generally, a Display will be fully charged within 1.5 hours. When it is being charged, the indicator light will be red, and will be off when the Display is fully charged.

Warranty

SyncSign provides a limited 12-month warranty for original owners of the product beginning from the date of purchase from SyncSign.

This warranty covers all manufacturing defects and craftsmanship for the duration of this period.

Support

- Knowledge base:
  https://sync-sign.com/knowledge-base/
- Developer documentation:
  https://dev.sync-sign.com/hubsdk/
- Submit a ticket: **https://help.sync-sign.com/**
- Tel: +1 (626) 269-9019

Documents / Resources

SyncSign D42C-LE 4.2 Inch E Ink Display [pdf] User Manual
D42C-LE, 4.2 Inch E Ink Display, D42C-LE 4.2 Inch E Ink Display, E Ink Display

References

- 🌐 **SyncSign**
- 🖥 **SyncSign - APP**
- 🌐 **SyncSign · Developers**
- 🌐 **SyncSign Developer Documentation — SyncSign 1.0.0**
- 🌐 **Render Layout Template — SyncSign 1.0.0**
- ✉ **SyncSign**
- 🖥 **Knowledge Base – SyncSign**