



# DREAMOC XXL3 - USER MANUAL

VERSION 1.2 - ORIGINAL USER MANUAL



It is important to read this manual before using the Dreamoc, and to follow advices and instructions on safety, operation and general use to get the best possible experience with your Dreamoc.

The Dreamoc is designed to showcase products and other objects in combination with free floating 3D video animations. The Dreamoc is design protected in shape and form. Realfiction and Dreamoc are registered trademarks owned by Realfiction ApS.

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## Security precautions

- Installation of the Dreamoc must be done according to this manual, and must be performed by an adult (Over 21 years).
- The Dreamoc must be placed on a horizontal, stable and plane surface.
- Do not install the Dreamoc in narrow passageways or other places where a lot of people and equipment has to pass close by, thereby risking collisions that might cause the Dreamoc to tip over causing human injuries and damage to property.
- The Dreamoc must be connected to a power outlet with current and voltage as described in the product factsheet
- During service and cleaning the Dreamoc must be turned off, and the power plug removed from the outlet. To disconnect the apparatus from the mains, the plug must be pulled out from the mains socket, therefore the mains plug shall be readily operable.
- Handle the liquid crystal display (LCD) with care. The LCD is a very delicate display device: Do not press its surface with excessive force, hit it or prick it with a sharp object.
- No sand or dust! Fine sand or dust entering the system could cause malfunctions or defects.
- No water or oil! Water or oil entering the system could cause electric shock, malfunctions or defects.
- The surface of the system will be slightly warm when using, but this does not indicate a fault.
- Environmental conditions: Operating Temperature 0 °C to 35 °C , Operating Humidity 10 % to 80 %, Storage Temperature -20 °C to 60 °C, Storage Humidity 5 % to 80 %
- Do not place the Dreamoc in direct sunlight or near magnetism, corrosive gas or ultrasonic humidifier. This could cause malfunction.
- Do not expose the Dreamoc to soot or steam. Thick soot or steam could damage the electrical components and cause malfunctions.
- Keep the SD-card out of reach of children to prevent swallowing.
- Always remember to secure ground the metal chassis to appropriate electrical installation ground.

## Product guarantee

The manufacturer's guarantee includes production, materials and function of the supplied equipment. The guarantee is valid only if the supplied material is used as described in this manual, and to the purpose to which it has been designed.

The guarantee includes repair or replacement of malfunctioning components.

The guarantee is no longer valid if any unauthorized repairs or replacement of parts have been performed on the product.

The LCD screen is a product of high precision technology. Out of the total pixels 0.01% or less pixels may be out (black dots) or may remain lit as coloured dots (red, blue, and green). This shows the limitations of the current technology, and does not indicate a fault.

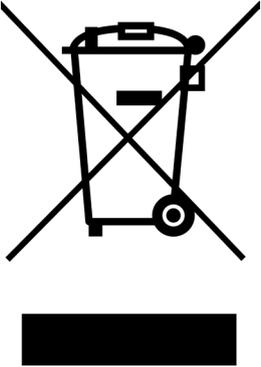
Please note that we cannot be held liable for any damage or failure that has occurred due to the use of third party constructed flight case or packaging. This limitation shall also apply if the original packaging has been altered in any way.

In the event of claims the item must be sent back to us in its original packaging.

### Correct Disposal of This Product

(Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

	<p>This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.</p> <p>Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.</p>
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## When receiving the Dreamoc

The Dreamoc XXL3 comes in sturdy transport cases (plywood) that holds all the different parts.

## Package content



## Additional items

1. Umbraco key set
2. Umbraco screwdriver
3. Keys for the display
4. Remote control / 2 x AAA batteries
5. Cleaning cloth
6. 4 x corner profile extensions
7. 12 x brushed steel profiles (three different lengths)
8. 8 x screen brackets
9. Top lid with ventilation holes
10. 4 x safety laminated Crystalline™ Optics
11. 4 x 43" LCD screens
12. Grounding cable
13. Assorted screws for assembling the display
14. White center stage plate
15. 4 x top side plates
16. 4 x bottom side plates
17. 4 x adjustable feet

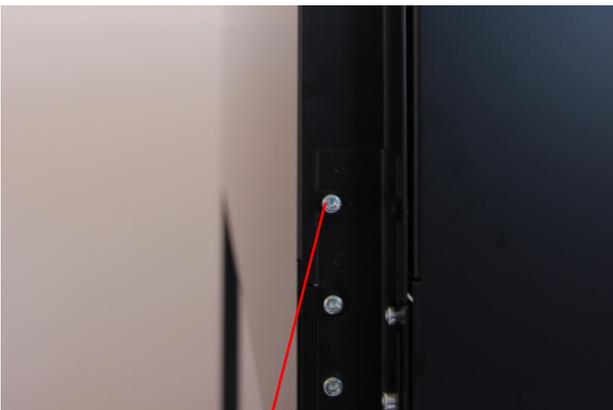
# How to operate the display

## Opening and locking the top back door

1. First, test whether the display's top door is already locked. This can be done by inserting an umbraco key or small screwdriver into the hole on the angled top – if it's not possible to flip the door, it means that it's locked.



2. If the display's top door is locked, slide up the brushed steel profile and remove the screws in each side that locks it.



If locked, remove this screw

3. Now flip the top back door to access, by gently pushing with your hands or by using a small umbraco key or screwdriver.



## Powering on the display

1. Turn on or switch off the display by flipping the power switch, located inside the compartment in the top back door.



## Opening and locking the bottom back door

1. Locate the key for the display and insert it into the lock. Turn to open.



2. Gently pull the bottom back door towards you, hinging it off to fully remove it. Make sure to use your foot to stabilize the plate while removing it.



## Placing an object inside the display

Placing a physical object inside the display can be done in 2 ways:

### Using the center stage

1. Open the bottom back door and remove it as described previously.
2. Open the center stage arms one by one, to access the center stage



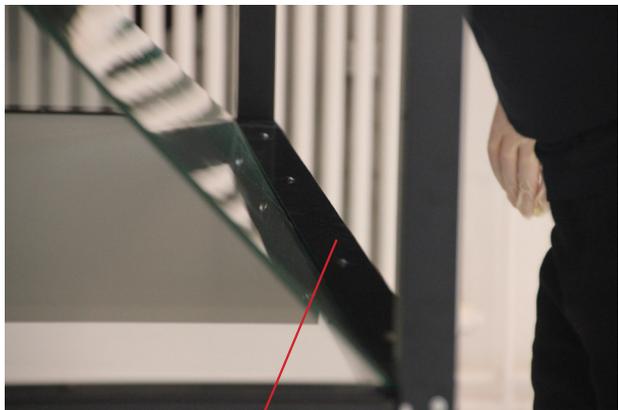
Stage arm



3. Place your physical object on the center stage and gently mount it back in place. Finish by locking the center stage arms and closing the bottom back door. **We recommend being 2 persons for this, and safely securing your physical object to the center stage to avoid damaging the display and optics.**

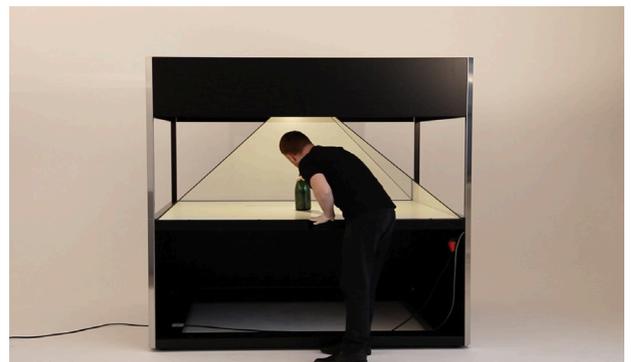
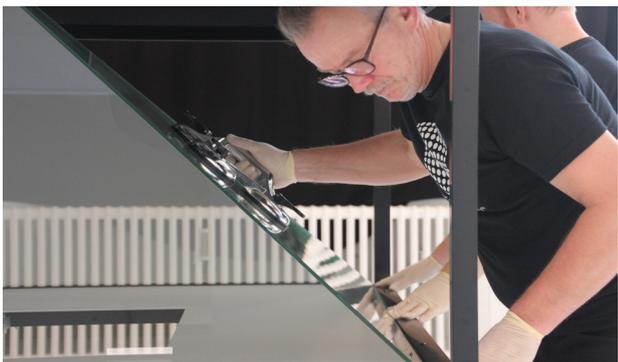
### Removing one of the optics

1. Open the bottom back door and remove it as described previously.
2. Gently loosen the 4 screws on the support rail (**Warning! beware not to loosen the screws too much, as the optics support rail will then slip off and not hold the glass optics in place.**)



Support rail

3. Gently remove one of the optics. **We recommend using appropriate gloves and suction cups for handling glass. Important! Make sure to protect each corner of the optics when removing it from the support rail, to avoid damaging the optics.**



4. Place your physical object and test that the video content looks correct.
5. Place the optics back again and fasten the screws on the support rail to fully secure it.
6. Finish by attaching the bottom back door again and locking it.

## Changing video content

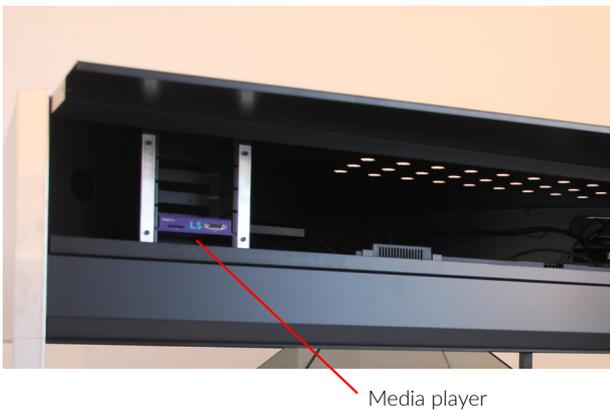
Please note that your video content will keep playing, even after the SD card has been removed. Always remember to turn off the power first, then change the SD card with your new video content and turn the power on again.

**NOTE:** We recommend keeping a backup copy of your content either on a computer or a backup SD card. Your SD card should be formatted with FAT32.

1. Turn off the power switch located inside the compartment behind the top back door.



2. Change the SD card on the media player



3. Turn on the power again and wait a few seconds as your new content loads.

## Supported file formats and use of file names

The following movie codecs and file types are supported:

Video: MPEG-1, MPEG-2, H.264, WMV, AVCHD, ASF, MP4, MOV

Audio: MP2, MP3, AAC, and WAV (AC3 is passed through)

Still images: BNP, JPG, PNG

To avoid problems with file naming, generally avoid file names longer than 20 characters and avoid using special characters including non roman letters.

## How to solve playback issues using Mac

It appears there can be a playback issue when copying movies from Mac to an SD/CF card.

With the introduction of OSX 10.5, Mac changed the behavior of their hidden file structure. This is causing some compatibility problems across platforms in general. More information can be found here: [http://en.wikipedia.org/wiki/.DS\\_Store](http://en.wikipedia.org/wiki/.DS_Store)

There is no such issue when copying movies from PC.

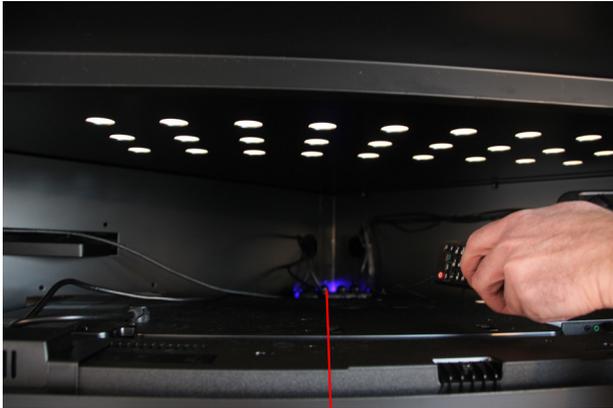
Watch the How to solve playback issues using Mac tutorial video (<https://vimeo.com/108581691>)

This tutorial shows you how to delete the hidden files and make your movie work on Dreamoc XXL3 when copied from Mac.

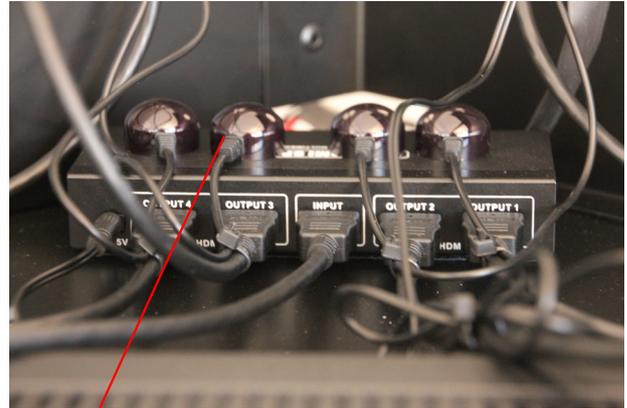
Download Delete Hidden Files program on Realfiction's support page: [support.realfiction.com/hd3](http://support.realfiction.com/hd3)

## Adjusting the audio volume

1. Open the top back door
2. Use the remote control and point it directly towards the IR-receivers, located in the back.



IR-recievers



IR-recievers

3. Press the volume up/down buttons on the remote control to adjust the volume setting.

## Adjusting the spotlight settings inside the display

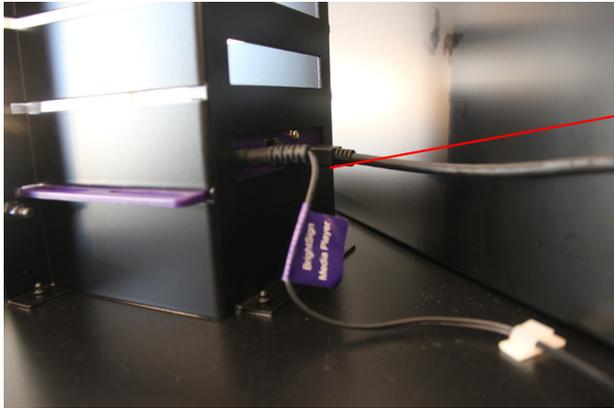
1. Open the top back door
2. Locate the grey LED driver that controls the spotlight inside the display



3. Use a flat screwdriver to manually adjust the light setting

## Connecting an external device via HDMI

1. Open the top back door.
2. Locate the media player
3. Unplug the HDMI cable that connects the LCD screens
4. Plug in the HDMI cable for your external device



Back of media player

## Connecting the display to an external audio system

1. Open the top back door.
2. Locate the media player
3. Unplug the audio cable that connects the LCD screens
4. Plug in the audio cable for your external audio system

## Cleaning the Dreamoc

- The transparent optic is made of glass and should normally only be cleaned with a dry soft fine fiber cloth supplied with the product.
- The optics surface is hard coded, but still it needs to be handled with care, and do not use general glass cleaner liquid and the coded side (outside) of the optics, this can cause damage to the coded layer on the optics.
- If the optics have dirt on the coded side (outside) that is difficult to remove, wipe carefully with a moistened fine fiber cloth with pure water or alcohol to wipe and remove the surface dirt slowly.
- If the optics have dirt on the non-coded side (inside) it can be cleaned with general glass cleaner liquid.
- Never use sharp objects to remove dirt from the optic.

**NOTE: Do not use chemicals, cleaning substances, sponges etc. Only use the cloth that comes with your Dreamoc**

## Placement

**NOTE: Make sure not to cover the ventilation holes on the display!**

## Trouble shooting

Problem	Action
1	<p>No power</p> <ul style="list-style-type: none"> <li>• Make sure the AC outlet has power.</li> <li>• Make sure that the power cable is properly inserted.</li> <li>• Check that the on/off (I/O) button is at I.</li> <li>• Open the bottom chamber and check connections.</li> </ul>
2	<p>LED lamp is off or blinking.</p> <ul style="list-style-type: none"> <li>• Check power - see above.</li> <li>• Check wire connections from chamber through LED driver to LED lamp.</li> <li>• Replace driver.</li> </ul>
3	<p>Film is lacking or not playing at all.</p> <ul style="list-style-type: none"> <li>• Boot the Dreamoc XXL3 by turning the power switch off and on again.</li> <li>• If the movies have been copied to the SD-card with a Mac computer, you need to read: "How to solve the playback issue when using Mac." Check for incorrect use of file names or file type. Check that the screen has power and is turned on.</li> <li>• Take out, format and reload the SD card as described under "Changing video content."</li> <li>• Replace the SD card with a new one.</li> </ul>
4	<p>The video images is out of scale/alignment.</p> <ul style="list-style-type: none"> <li>• Boot the Dreamoc XXL3 by turning the power switch off and on again.</li> <li>• Ensure that Screen Adjustment, Picture Size is set-up for Original ratio.</li> </ul>

Problem		Action
5	Error message: "No signal"	<ul style="list-style-type: none"><li>• Boot the Dreamoc XXL3 by turning the power switch off and on again.</li></ul>
6	The remote control does not work properly	<ul style="list-style-type: none"><li>• Check if the remote has batteries inserted.</li><li>• Ensure the batteries in the remote control are not exhausted. Replace the batteries with new ones.</li><li>• Ensure that you are pointing the remote correctly towards the IR-receivers.</li></ul>

# *Magic Matters*



For further information and pricing please contact Realfiction  
Phone: +45 70 20 64 90  
email: [contact@realfiction.com](mailto:contact@realfiction.com)

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Realfiction ApS | Øster Alle 42, 7th floor | DK-2100 Copenhagen Ø Denmark | Phone: +45 70 20 64 90