



DREAMOC DIAMOND - USER GUIDE

VERSION 1.3 - ORIGINAL USER GUIDE



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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Eu-declaration of conformity

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<p>Realfiction ApS Oster Allé 42, 7 th DK-2100 Copenhagen Ø</p>	
<p>Hereby declares that the Dreamoc Diamond meets in Council Directive 2014/30/EU of February 26, 2014 on the approximation of Member States relating to electromagnetic compatibility.</p>	
<p>Dreamoc Diamond is designed to display and promote products along with an electronic produced and animated colour show. Content and scope of the colour show is designed in an interchangeable memory card, and worked with the client's wishes. Dreamoc Diamond consists of a big display unit that is placed directly on the floor.</p>	
<p>Furthermore, the product is in accordance with Council Directive 2014/35/EU of February 26, 2014 (low voltage).</p>	
<p>DK-2100 Copenhagen, date 18/6-2018</p> <div data-bbox="683 1301 938 1496"><p>Clas Dyrholm CEO, Realfiction ApS</p></div>	

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 OLED/LCD display with care. The OLED/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.
- Important: When you have mounted the 2 picture engine modules make sure to attach the rubber protectors on each corner to prevent an injury when further assembling the display. See video
- Always remember to secure ground the metal chassis to appropriate electrical installation ground.

Product warranty

The manufacturers warranty includes production, materials and function of the supplied equipment. The warranty 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 warranty includes repair or replacement of malfunctioning components.

The warranty is no longer valid if any unauthorized repairs or replacement of parts have been performed on the product.

The OLED/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.

LG OLED screens may get burn-in problems if the same image is displayed on the screen for a long time. To reduce this problem, LG recommends the following:

- Avoid displaying static images on the screen for more than a couple of minutes at a time.
- Never have the screen turned on more than an absolute maximum of 16 hours a day.
- When the OLED screen has been turned on for 4 hours or more, the OLED screen must be powered down the following way:

Power off the OLED screen or screens (there are two OLED screens in a Diamond) with the remote control.

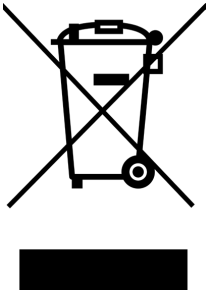
Wait 20 minutes after powering the OLED screens down with the remote control, before removing the power from the OLED screen.

Failure to follow these recommendations will result in any active warranty to become void.

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 DIAMOND

The Dreamoc Diamond comes in a sturdy transport case (plywood) that holds all the different parts.

Package content



1. 1 x bottom frame
2. 1 x Installation & Service Toolbox
3. 1 x Assembly Parts Toolbox
4. 4 x light bars
5. 1 x magnetic cable cover
6. 4 x corner profiles
7. 1 x spirit level
8. 2 x picture engine modules
9. 1 x light bar holder
10. 1 x low-level center stage platform
11. 2 x plywood cross sections
12. 4 x high-level center stage platform pieces
13. 4 x lower side plates
14. 4 x left-side plates
15. 4 x right-side plates
16. 2 x suction cups
17. 4 x glass optics
18. 4 x plastic corners for the optics

How to operate the display

Opening and locking the top door

1. Remove the lid on top of the display to access the compartment.



2. When receiving the display, the top lid might be locked and you then need to remove the screws locking it in place first.



3. To lock the top lid again, simply fasten the screws.



Powering on the display

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



Placing an object inside the display

Removing one of the optics

1. Remove the plastic corner from the optics.



2. 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.**



3. Place your physical object and test that the video content looks correct.
4. Place the optics back again and mount the plastic corner to lock it in place.

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.



Power switch

2. Change the SD card on the media player



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:

When creating your video content please note that there are differences in the setup i.e. framerate and video codec depending on whether your display have the standard HD screens or if you have chosen the 4K screen upgrade.

Codec: MPEG1, MPEG2, MPEG4 or H.264 (recommended)

Resolution: 1920:2160 (960x960 pixels pr side)

Image aspect ratio: 16:9

Frame rate: MPEG1/2/4 = maximum 30fps, H.264 = maximum 60fps.

For 4K OLED screen upgrade

Video Codec: 4K video must be encoded as a H.265 (HEVC) file; it cannot be encoded as H.264.

Resolution: The maximum supported resolution is 3840x2160x60p or 4096x2160x60p.

Image aspect ratio: 16:9

Color Depth: 4K video can be encoded at 4:2:0 subsampling with 8 bits (Main Profile) or 10 bits (Main 10 Profile) of depth.

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

There can be a playback issue when copying movies from Mac to an SD 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

There is no such issue when copying movies from PC.

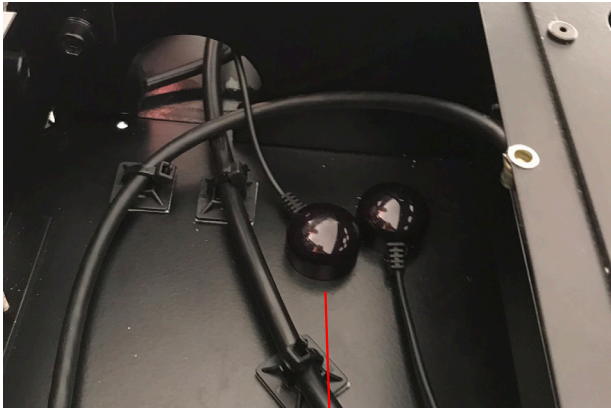
Watch the How to solve playback issues using Mac tutorial video (<https://vimeo.com/108581691>)

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

Download Delete Hidden Files program on Realfiction's support page: [Realfiction.com/support/dreamoc-diamond](https://realfiction.com/support/dreamoc-diamond)

Adjusting the audio volume

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



IR-recievers

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

Adjusting the volume with a 4k screen

If you have ordered a Dreamoc Diamond with 4K screens, please note that it doesn't have IR but RF (Radio Frequency). You can only control volume at one screen at a time and by pointing directly at the RF.



Adjusting the spotlight settings inside the display

1. Open the top door
2. Locate the white LED driver that controls the light bars inside the display



Connecting the display to an external audio system

1. Open the top 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 Diamond

- The transparent optics 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 need 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 stump objects to remove dirt from the optic.

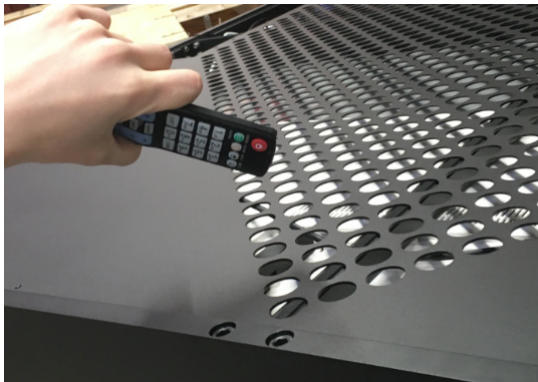
NOTE: Do not use chemicals, cleaning substances, sponges etc. Only use the cloth that comes with your Dreamoc Diamond

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"> • Make sure the AC outlet has power. • Make sure that the power cable is properly inserted. • Check that the on/off (I/O) button is at I. • Open the bottom chamber and check connections.
2	<p>LED lamp is off or blinking.</p> <ul style="list-style-type: none"> • Check power - see above. • Check wire connections from chamber through LED driver to LED lamp. • Replace driver.
3	<p>Film is lacking or not playing at all.</p> <ul style="list-style-type: none"> • Boot the Dreamoc Diamond by turning the power switch off and on again. • 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. • Take out, format and reload the SD card as described under "Changing video content." • Replace the SD card with a new one.
4	<p>The video images is out of scale/alignment.</p> <ul style="list-style-type: none"> • Boot the Dreamoc Diamond by turning the power switch off and on again. • Ensure that Screen adjustment, picture size is set-up for original ratio.

Problem		Action
5	Error message: "No signal"	<ul style="list-style-type: none"> • Boot the Dreamoc Diamond by turning the power switch off and on again.
6	The remote control does not work properly	<ul style="list-style-type: none"> • Check if the remote has batteries inserted. • Ensure the batteries in the remote control are not exhausted. Replace the batteries with new ones. • Ensure that you are pointing the remote correctly towards the IR-receivers.
7	I can't turn the volume up/down	<ul style="list-style-type: none"> • If you have ordered a Dreamoc Diamond with 4K screens, please note that it doesn't have IR but RF (Radio Frequency). You can only control volume at one screen at a time and by pointing directly at the RF. See image below. 

Magic Matters



For further information and pricing please contact Realfiction
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