



# DREAMOC XL5 - USER MANUAL

VERSION 1.1 - ORIGINAL USER MANUAL - REVISION 1 (EARLY 2023)



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. If the Dreamoc is used for purposes other than described, the CE marking and guarantee will only be valid after a written approval from Realfiction.

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

EU-declaration of conformity	
Realfiction ApS, Antonigade 11, 1 DK-1106 Copenhagen K	
Hereby declares that the Dreamoc XL5 meets in Council Directive 2014/30/EU of February 26, 2014 on the approximation of Member States relating to electromagnetic compatibility.	
Dreamoc XL5 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 consists of a display unit that is mounted on a floor stand. Display unit can also be mounted on the wall without using a stand, or placed on other stable surfaces.	
Furthermore, the product is in accordance with Council Directive 2014/35/EU of February 26, 2014 (low voltage).	
DK-1106 Copenhagen, date 03/01-2022   Clas Dyrholm CEO, Realfiction ApS	

## 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 marking.
- During service and cleaning the Dreamoc must be turned off, and the power plug removed from the outlet.
- For safety reasons it is advised not to leave the Dreamoc with the optic open, and for longer than 15 minutes.
- 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 USB stick out of reach of children to prevent swallowing.
- Do not look directly into the LED as this can lead to eye damage.

## 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.

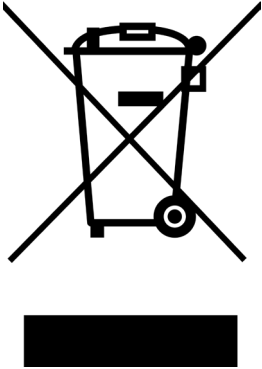
The LCD screen is a product of high precision technology. Out of the total pixels 0.01% or less pixels may be out (black dots) or may remain lit as coloured dots (red, blue, and green). This shows the limitations of the current technology, and does not indicate a fault.

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)

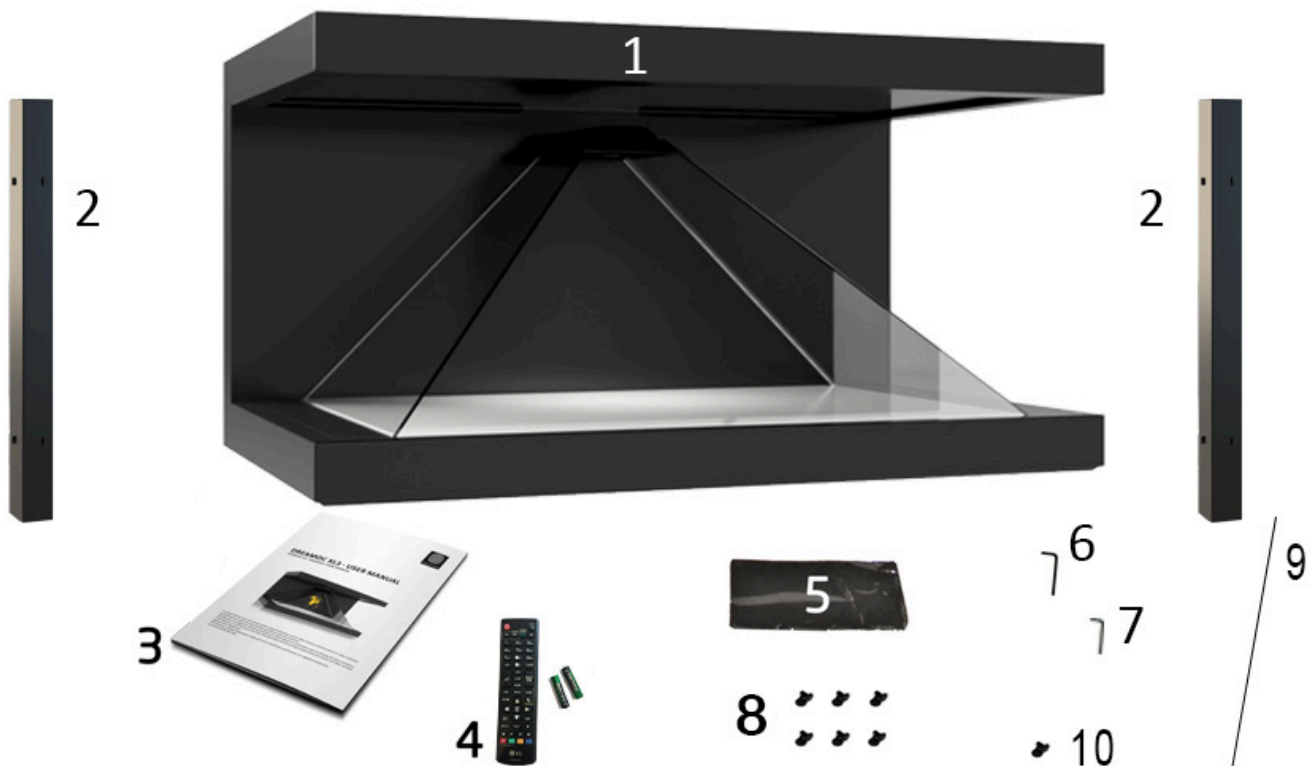
(Applicable in the European Union and other European countries with separate collection systems)

	<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

Please be careful when unwrapping the Dreamoc. Especially the optic is a highly precise component.

### Package contents



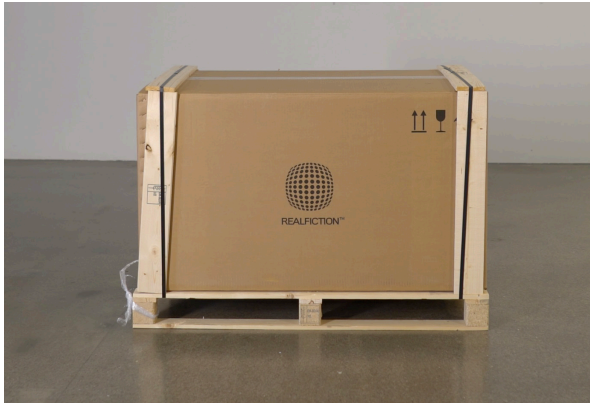
1. Dreamoc XL5 display with European Schuko plug (C13 PC type cable)
2. Transport brackets
3. User manual
4. Remote control / 2 pcs AAA battery
5. Cleaning cloth
6. 1 pcs 4 mm umbraco key
7. 1pcs 3 mm umbraco key (top lid, back door)
8. 12 fingerscrews for the optics
9. Graphite stick for the optics
10. 2 screws for the USB lid and the Brightsign player lid.
11. Boxes + plastic wrap for the optics (not pictured.)

The umbrako keys can be found in the hidden compartment in the left side of the display. Press the hidden button to remove the hatch and locate the two umbrako screws.

## How to start using the Dreamoc XL5

The Dreamoc XL5 comes in a sturdy box or a flightcase if this has been bought with the display

1. Start by cutting the strips and remove the wood around the box to unpack the Dreamoc XL5.



2. Place the brown cardboard box holding the optics, and place it on a secure and flat surface.

**NOTE:** Make sure to gently open the cardboard boxes and plastic covers, as these will be reused to prevent scratches when transporting your display.

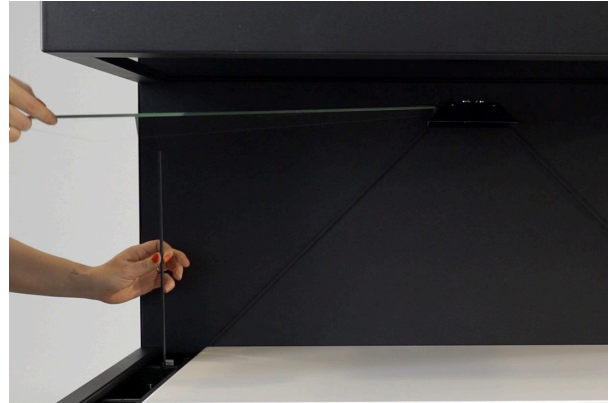
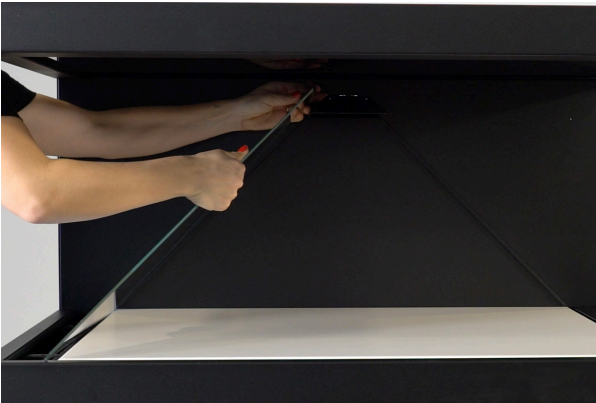


3. Lift the display to a solid surface. Remove the two transport brackets by lightly loosening the feet of the XL5. Gently remove the brackets.

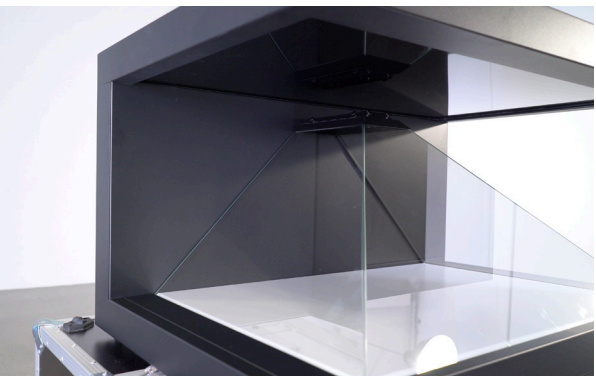
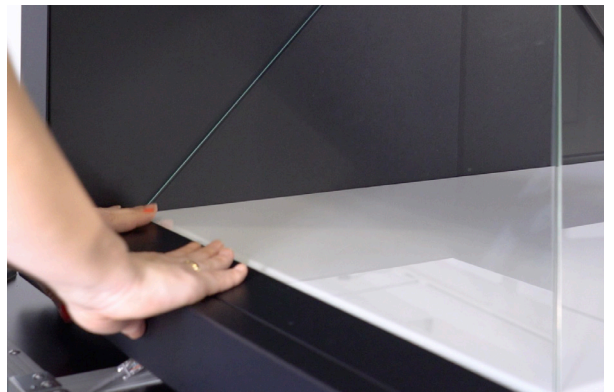
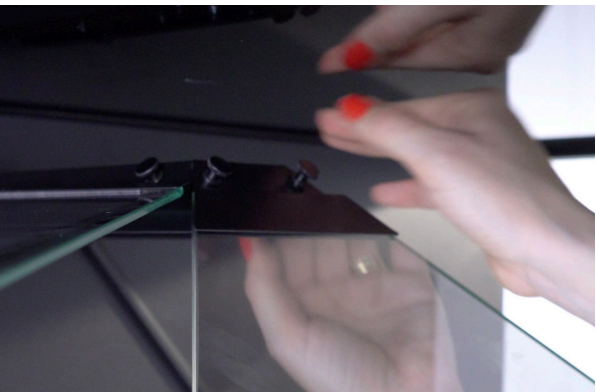
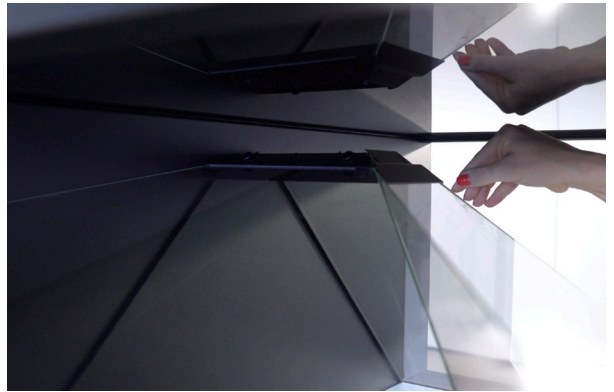
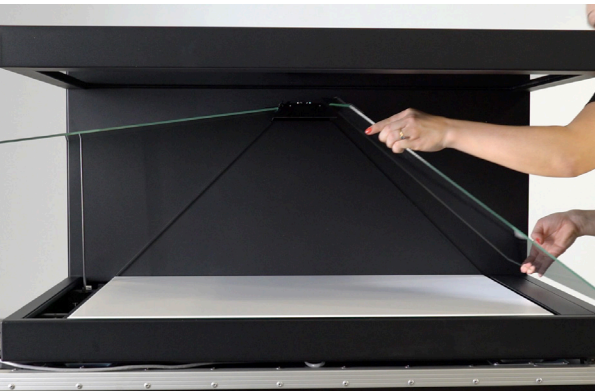


4. Open the hatch and place the graphite stick and finger screws on top of the display

5. Starting with the left optic, place it on the optic holder and lock it with two fingerscrews. Lift the glass and hold it with the graphite stick.



6. Mount the other side optic the same way. Then mount the front optic. Remove the graphite stick and gently lower the optic in place. Place the hatch next to the left optics to lock the optics.





## How to place an object in the Dreamoc

Placing an object inside the XL5 is easy and gives a second dimension to the story being told inside the display.

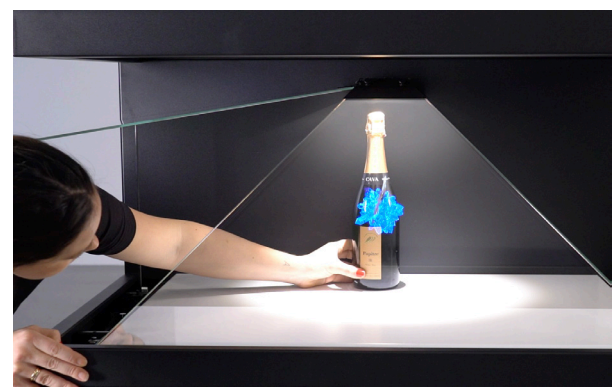
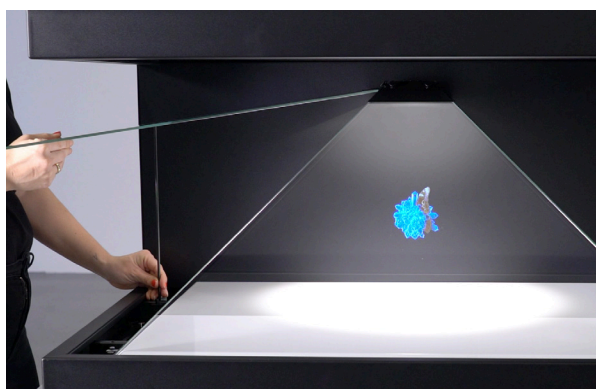
1. Start by pressing the hidden button on the lower left side of the display. This button releases the left side hatch – next to the glass optic.



2. Press the front part of the hatch, and the back part lifts so you can easily grab it. Remove the hatch entirely.



3. With the hatch removed you can now lift the glass and enter the chamber inside. The glass is hinged in the top, and secured with screws.



## How to change the film content on the Dreamoc

The movies are stored on a micro SD card inserted into a mediaplayer, that is accessible through the small sliding hatch furthest towards the back on the top plate. Simply use your finger to slide the top-panel backwards, to reveal the SD card below.

To remove the card press it gently inwards to allow it to click-release. It will then pop up a little more, allowing you to grab it and take it out.

Likewise, when inserting the SD card make sure to press it until it click-locks again and stay in place. The movies on the card will start playing shortly after having inserted the stick.

**NOTE:** We strongly recommend keeping a backup copy of your Dreamoc content, either on a computer or on a backup SD card.

**NOTE:** Please note that high-speed (minimum class 10) SD cards are required for trouble-free playback.



## Supported file formats and use of file names

The following movie codecs and file types are supported:

Video: MPEG1 / MPEG2, MPEG4 , H.264

Audio: MP3, AC3, MPEG, AAC, HEAAC

Still Image: JPEG, PNG, BMP

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 \(https://vimeo.com/108581691\)](https://vimeo.com/108581691)

This tutorial shows you how to delete the hidden files and make your movie work on Dreamoc XL5 when copied from Mac.

Download Delete Hidden Files program on Realfiction's Support page: <https://www.realfiction.com/support/dreamoc-hd3.2-support>

## How to connect via HDMI

It is possible to connect any kind of media player system or computer to the display via HDMI. To do this remove the screws in the top plate. Lift the top plate, and you have access to the HDMI input on the back side of the LCD display.



## How to access the brightsign media player

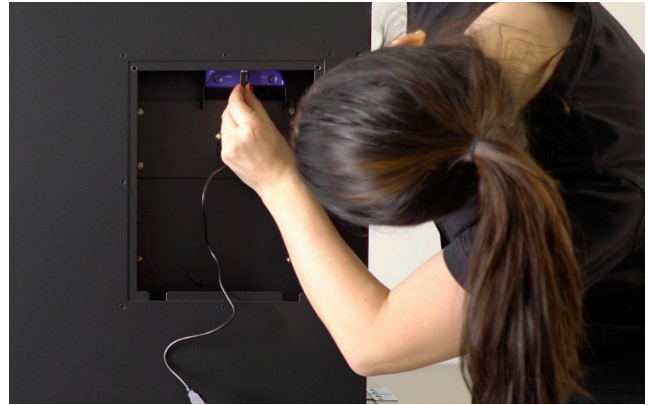
The Dreamoc XL5 comes with a pre-mounted 4K brightsign media player. If you want to access the player, this is done from the back and the top of the display. This is best done before mounting the optics. Accessing the player can be needed if you want to add further functionality like; wifi access, ethernet access, touch-screen interactivity, multi-unit synchronization (Fusion) etc.

1. Place the Dreamoc XL5 on a table/ XL5 smart frame stand.
2. Remove the backplate.



3. At the backside of the display, remove the mount for the Brightsign player. Do this by loosening the 4 bolts.

4. The Brightsign player is fixed to the mount with 4 screws. Make sure that the slot for the SD card is facing upwards.



## How to adjust the sound volume

The sound volume of the product can be adjusted up and down by using the remote control delivered together with the product. Make sure that there are batteries in the remote control, and then point it towards the center of front glass.



## How to adjust the light

The light intensity inside the display can be adjusted to fit your 3D content or physical item. Opening the panel hatch next to the glass optic as previously shown. Inside the bottom of the display, you will find an LED driver. Turn the knob to adjust the light inside the display chamber.



# Attaching a touchscreen to the XL5 with the vesa mount

NOTE: We advise you to be two people doing this.

Adding a touchscreen to the XL5 to enable interactive experiences, involves 3 easy steps:

- 1) Attach, by using the vesa mount, the touchscreen to either:
  - a) The XL5 smartframe stand, or
  - b) The bottom of the XL5 display
- 2) Connect the touchscreen to the XL5's built-in Brightsign media player with an ethernet cable
- 3) Connect the touchscreens powersupply to a power outlet

In the following, we will go through each of these 3 steps in detail.

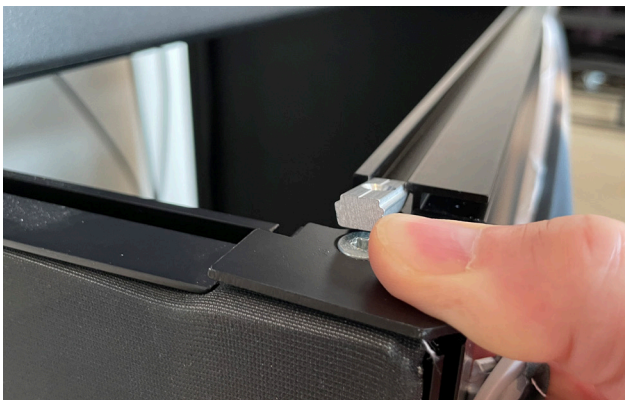
## 1.a - Attach the touchscreen to the XL5 smartframe stand



In this example we will position the touchscreen centered on the front of the smartframe stand like this. In our example the smartframe stand is already assembled.



Start by loosening one side of the front topbar on the stand using a 5 mm unbraco key. The screw is hidden behind the cloth. Be careful only to loosen the screw. Do not remove it!



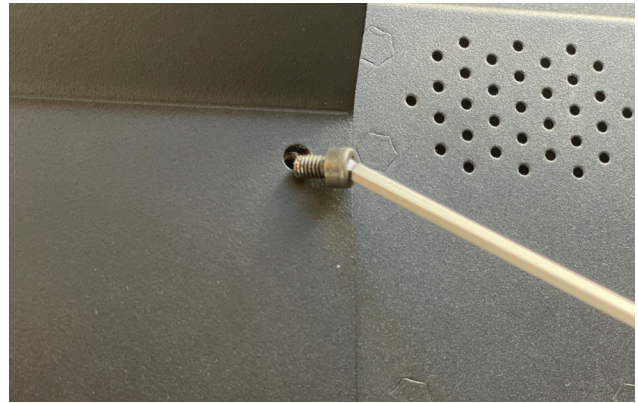
With one side loose, you can push the bar up just enough to slide the two silver brackets that comes with the vesa mount into the groove on the bar.



Position the brackets where you want to have the touchscreen. Remember to tighten the screw on the bar again!



Now attach the vesa mount to the backside of the touchscreen.



This is done with 4 cap hexagon socket screws that come with the vesa mount and a 2 mm unbraco key. Do not overtighten the screws!



Attach the vesa mount to the silver brackets, using two countersunk hexagon socket screws and a 2 mm unbraco key.



Before firmly tightening the two screws, you can adjust the exact position of the touchscreen.

### 1.b - (alternative) Attaching the touchscreen to the XL5 display



In case you are not using the smartframe stand, the vesa mount can also be attached to the bottom side of the XL5 display.



Start by placing the XL5 on a flat surface, but with the front of the display accesible from underneath. The vesa mount is attached with 4 screws to these holes on the bottom side of the actual XL5 display.

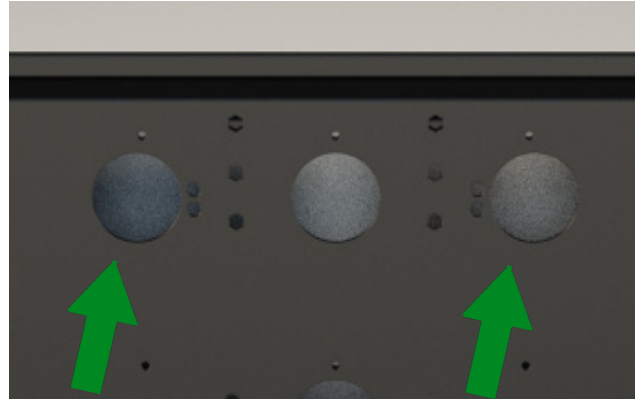


## 2 - Connect the ethernet cable

**NOTE:** This is a revised description which is relevant only for XL5 displays from serial number SC2302-0001 (early 2023) and later. For earlier models, please refer to the original XL5 user manual v. 1.0



Start by placing the XL5 on a flat surface, but with the front of the display accessible from underneath.



You should be able to access these holes on the front of the bottom side of the display. Through one of these two holes you should find an ethernet cable.



Pull the cable out.



Insert the cable in the slot on the right side of the touchscreen.

## 3 - Connect the powersupply



Connect the cable from the power supply to the right side of the touchscreen.

Connect the powersupply to a power outlet.

## **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.

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.  
The housing can easily be cleaned with a damp cloth.

NOTE: Do not use chemicals, cleaning substances, sponges etc. Only use the cloth which comes with your new product.

## **Placement**

The Dreamoc XL5 can be placed in several different ways. Common for all should be, that the viewing height is correct. A correct viewing height is achieved when the majority of the people watching, are looking slightly downwards, and do not look up at the LCD screen in the top of the display.

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

### **Stand**

An ideal way to use the Dreamoc XL5 is together with any of the Dreamoc XL5 stand versions. These are designed specifically for this display, has the perfect viewing height, matches the display perfectly in material, and offers different functions as well.

### **Wall mounting**

On the back of the display are a couple of holes. The 2 “keyhole” shaped holes, can be used to mount the display on a wall. Securely fasten 2 heavy duty bolts in the wall, and lift the display in place, allowing the head of the bolts to slide into place in these holes.

## Before transporting the Dreamoc

**IMPORTANT:** If you intend to transport the display, it must be packed in the same original way as when you received it. It is important to follow the following safety precautions and methods, as failing to do so may cause irreparable damage to the display. If the display has not been packed in the same way as you received it, Realfiction cannot be held accountable for any damages that might occur.

First, remove the optics by opening the panel hatch on the left side and remove the first side optic by loosening the finger screws. Place the finger screws in a little plastic bag. Place the glass optic in the triangle plastic bag, and then in the brown cardboard box. Afterwards, remove the front optic and other side optic, and place them in the plastic bag and cardboard boxes as well. Doing so will prevent the optics from getting scratched or damaged during transport.



Loosen the feet on the front of the display and attach the metal transport brackets to the display by fastening them from the top.



- Place the 4 foam corners (without indentations) in each bottom corner of the transport case or flightcase. Then, lift the display in place.
- Place a sheet of foam on top of the display and place the remaining 4 foam corners (with indentations facing upwards). Place the box with the optics on top of the display, so it fits with the indentations on the foam corners.
- Finish by closing the transport case or attaching the lid of the flightcase.

## 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 XL5 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." See page 11.</li> <li>• Check for incorrect use of file names or file type. See page 11.</li> <li>• Check that the screen has power and is turned on.</li> <li>• Take out, format and reload the SD card as described under "How to change the film content on the Dreamoc"</li> <li>• Make sure you are using a minimum class 10 SD card.</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 XL5 by turning the power switch off and on again.</li> <li>• Ensure that the movie has been produced according to the Dreamoc XL5 content template.</li> <li>• Ensure that Screen Adjustment, Picture Size is set-up for Original ratio.</li> </ul>
5	<p>Error message: "No signal"</p> <ul style="list-style-type: none"> <li>• Boot the Dreamoc XL5 by turning the power switch off and on again.</li> <li>• Make sure "HDMI 1" is selected, and that the HDMI cable from the mediaplayer is inserted into the HDMI 1 slot.</li> </ul>
6	<p>The remote control does not work properly</p> <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 you are pointing the remote at the front glass, in a direction towards the lamp, not holding the remote too far from the glass.</li> </ul>

# *Magic Matters*



For further information and pricing please contact Realfiction

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