DREAMOC POP3 - USER MANUAL
VERSION 1.3

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 POP3 is a 1 sided holographic display - 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 Compliance markings and guarantee will only be valid after a written approval from Realfiction.

CONTENTS

CHAPTER 1: Eu-declaration of conformity

EU-declaration of conformity	$C\epsilon$
Realfiction ApS Øster Alle 42, 7th floor DK-2100 Copenhagen Ø	
Hereby declares that the Dreamoc POP3 meets in Council Directive 2014/30/EU of February 26, 2014 on the approximation of Member States relating to electromagnetic compatibility.	
Dreamoc POP3 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-2100 Copenhagen, date 17/01-2017 Clas Dyrholm CEO, Realfiction ApS	

CHAPTER 2: Important Safety Instructions

Before getting started

- Read this user manual and follow the instructions.

- Installation of the Dreamoc must be done according to this user manual, and must be performed by an adult (Over 21 years).

Placement

- The Dreamoc must be placed on a horizontal, stable and plane surface. The floor stand must be fitted with sufficient ballast.

- 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.

- 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.

- Be careful of unusual ambient temperature. Using the system in a place where the temperature is over 40°C (140°F) or lower than 0°C (32°F) may result in malfunction.

- Do not place the Dreamoc in direct sunlight or near magnetism, corrosive gas or ultrasonic humidifier. This could cause malfunction.

Operation

- The Dreamoc must be connected to a power outlet with current and voltage as described in the product marking.

- Turn off the power to the Dreamoc before opening the top lid or changing the SD card.

- Unplug this unit when unused for long periods of time.

- Do not block any ventilation openings. Install the unit in accordance with the instructions.

- 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.

- The surface of the system will be slightly warm when using, but this does not indicate a fault.

- Do not expose the Dreamoc to soot or steam. Thick soot or steam could damage the electrical components and cause malfunctions.

- Keep the memory card, keys, screws and all accessories out of reach of children to prevent swallowing.

- Only use attachments/accessories specified by the Realfiction

- Refer all servicing to qualified service personnel. Servicing is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.

Cleaning

- 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 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.

- The wooden 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.

Transportation

- During transport of the Dreamoc it is recommended to use the standard packing material that the product was received in and packed exactly the same way as when the product was received. If the product are packed in a different way during transport, it might cause damages to the product during transport.

Storages

- Room temperature 25 deg Celsius, humidity 60% ventilated

CHAPTER 3: Product guarantee

The manufacturers 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 colored 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)
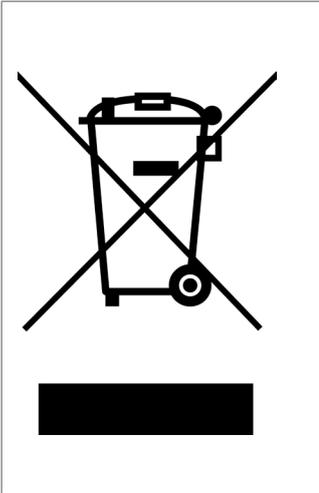
This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. 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.

CHAPTER 4: Dreamoc POP3 Factsheet

Product features

- 1 sided viewing

- Combine physical objects with holographic content

- Automatic and manually control spotlight

- Remote Up/Download of content via FTP / http

- Bright and sharp picture quality

- Easy change of content

- Key protected door

- Seven push button for easy operation

- Built-in loudspeakers

- HDMI input for interactivity

- Programmable on/off timer

Specifications

- Power Consumption: 50W (Max) < 1W (Deep st.by.) < 5W (St.by.)

- Power input: 90~264 Vac, 50/60Hz

- Screen size: 23", 16:9

- Resolution: Full HD 1920 x 1080p

- Content: WMV, MP4, AVI, MPEG1/2/4, H.264, VC-1 are supported

- Sound out: 2 x 10W

- Spotlight: adjustable from 0 to 8W or automatic control by movie

- Input: 1 x HDMI , 1 x SD slot

- SD card: Minimum class 4 - maximum 32Gbyte

- Network: RJ45

Package content

- Dreamoc POP3

- SD card (with demo movie)

- Power adapter (LITEON / Adapter 65W/19V / PA-1650-64 / Power DC Jack19V)

- Euro power cable 1,5 m

- Set with two keys for the Dreamoc POP3 (same code for all Dreamoc POP3 locks)

- Cleaning cloth

Measurements

- WxHxD: 548 x 370 x 500 mm

- WxHxD (Measurements inside display) 525 x 285 x 435 mm

- Weight: 13 kg

The Blue color on the drawing shows the approximate hologram size on Dreamoc POP3
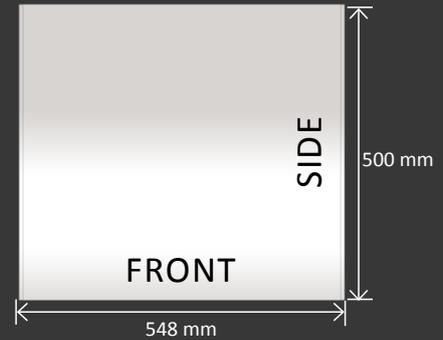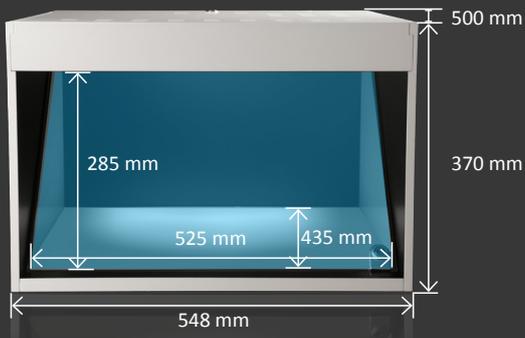
Dreamoc POP3 - bottom view
Recommended stand height: 1200 mm

Optional Accessories

Stand

If you wish to build your own stand use the "Dreamoc POP3 - bottom view" drawing dimensions (above). The Dreamoc POP3 bottom surface is flat with no indentations.

Dreamoc Play App

With the Dreamoc Play App your Dreamoc easily becomes an interactive selling or presentation tool. Browse and play Dreamoc content easily through a customizable interface. Available free on App Store.

SCAN THIS QR-CODE
AND GET DREAMOC PLAY APP
FOR FREE

CHAPTER 5: How to start using the Dreamoc POP3

1. Remove the top
Open the top door using one of the keys.

NOTE: Once opened the top door should be taken completely off to avoid damage!

2. How to connect the power supply?
Dreamoc POP3 uses a separate power supply making it easy to change it to different country variations. The power adapter is packed and sticked to the LCD screen as shown. Remove the foil and assemble the power supply and power cable.
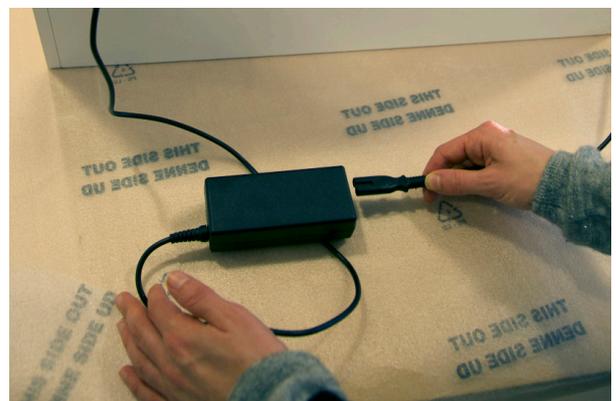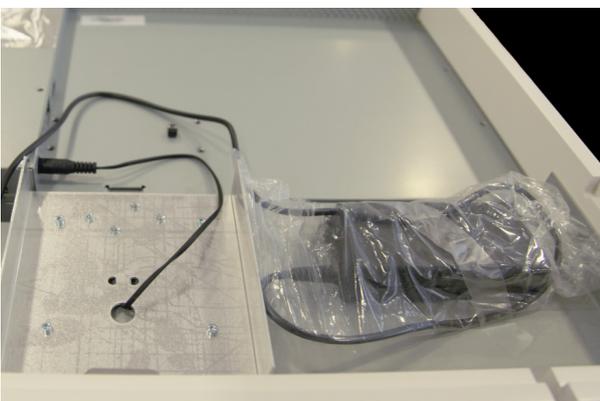
The LCD screen power input is located next to the I/O switch. Insert the power cable and connect it to a main outlet. AC 100-240V, 50 - 60 Hz, 240W. Make sure the cable is positioned like this.

3. Switch on power

Check that the I/O switch is set to I (on/off: I = ON, O = OFF). The Dreamoc is delivered with a pre installed demo movie which will start automatically. The Dreamoc can operate 24/7, but if you would like to turn off the power, you can either use the on/off switch or simply cut power to the Dreamoc. The system is not damaged in any way, and as soon as the unit gets power again, it will start automatically.

4. Put back the top door

5. How to place an object in the Dreamoc?

To place a physical object inside the display you need to do the following:

To access the chamber open the lock with the included key. Lift up the optic a few cm. by holding the key. Make sure to not turn the key to 180° when you lift up the optic. The key has to turned 90° as the key can slide out and the optic can break if it falls back.

Lift up the optic by hand with the cleaning cloth and with your other hand place the object inside the display. When you are done gently slide back the optic and secure the lock.
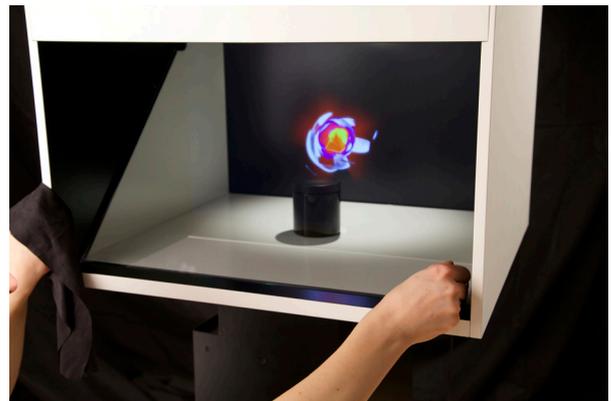
6. Internet - (optional)

A. Connecting the Dreamoc to the internet

The Dreamoc POP3 can be connected to the Internet via a RJ45 cable - see RJ45 input below the picture. (The internet input is placed on the top of the Dreamoc POP3 - to get access you need to remove the top lid of the Dreamoc.)

B. Download content from FTP server / http

By connecting your Dreamoc to the internet it is also possible to download remote update video content from an FTP /http server.
Find more information on Dreamoc HD3 Support page: support.realfiction.com/hd3
Related manual:
Quick guide to setup FTP Download

C. Automated content updating

The Dreamoc can be connected to the internet, for automated content updating features. The Dreamoc can be configured to find its own way home to a specific server and self-update. So if you make an agreement about content updates with your local Realfiction reseller or distributor, you can get the updates automatically over the internet.

NOTE: The product will not stop working if there are no internet connection or if there are drop outs in the internet connection. System would keep working - except auto video download/auto on/off by time setting and setting config by server file features.

D. Dreamoc CMS

DreamocCMS is a content management system, that you can use to manage all your Dreamocs across the world from one place. In the CMS you have options to upload as many files as you want to your cloud. The files are automaticly pusched out to all of your Dreamocs at a specific time a day, that you choose. Now you can run big campaigns on many different location stores and update content in seconds.
Learn more on Realfiction website: http://www.realfiction.com/features/dreamoc-cms/

7. HDMI input - (optional)

Connect the HDMI cable to the Dreamoc and make sure the cable leaves the housing as shown. (The HDMI input is placed on the top of the Dreamoc POP3 - to get access you need to remove the top lid of the Dreamoc.)
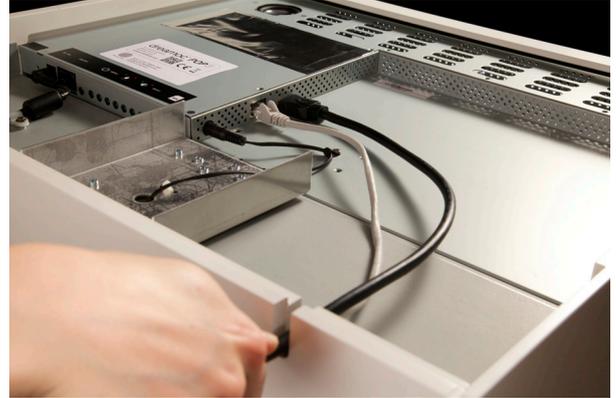
With an HDMI cable you can connect any external device which has an HDMI output: the external device can be an iPad, Tablet – any kind of media player which has an HDMI output.
Find more information on Dreamoc HD3 Support page: support.realfiction.com/hd3
Related tutorial:
How to connect an external media player to Dreamoc HD3
iPad Vesa Mount Manual

8. How to operate the Dreamoc POP3 - Buttons

The buttons are placed next to the power input. The buttons have been slightly retracted to avoid hitting them by mistake. This means you need to use a slim device to operate the buttons (it can be an umbraco key, a pencil etc.)

ON/OFF   POWER ON/OFF

⏻   STANDBY

MENU   MENU

▲▼   SPOTLIGHT UP / DOWN

▲▼   VOLUME UP / DOWN

SD   SD CARD IN / OUT

Shown Dreamoc POP3 top lid removed

Find more information on Dreamoc HD3 Support page: support.realfiction.com/hd3
Related tutorial
How to operate the Dreamoc HD3
How to use the service menu

9. Lightcontrol

One of the features in the Dreamoc POP3, is the ability to control and synchronize the light inside the chamber with a 1kHz sound. We call this feature Lightcontrol.

To activate the Lightcontrol press both up and down light buttons in the same time.

The Dreamoc will show the icon below.

Normally the Dreamoc will play your soundtrack in Stereo, but with the lightcontrol activated it will play the left channel in both speaker and then right channel used to control the light. Put a 1kHz tone in the right audio channel (in a standard editing software) , by turning the 1khz sound up and down you can adjust the light brightness inside the dreamoc.

Find more information on Dreamoc HD3 Support page: support.realfiction.com/hd3
Related tutorial:
Dreamoc HD3 – lightcontrol feature

10. Content

A. Dreamoc POP3 content Manual and Template

Dreamoc POP3 Content Manual and template are created for those who want to make their own computer animated content for the Dreamoc system.

Our template is created for Adobe After Effects software, but your Dreamoc POP3 content can be created in standard editing software. A Dreamoc POP3 movie is basically a mirrored 1920x1080 video.

Download Dreamoc POP3 Content Manual and Template
http://realfiction.com/assets/DreamocPOP2_ContentManual&Template.zip

B. How to insert/change the content on the Dreamoc

The SD card input is placed on the top of the Dreamoc POP3 (next to the I/O button) - to get access you need to remove the top lid of the Dreamoc.

If you want to change the content in the Dreamoc POP3, you simply do that by swapping the SD card. Alternatively you can overwrite the content or add extra files to the memory card already supplied with the Dreamoc POP3.

NOTE: We recommend always keeping a backup copy of your Dreamoc content, either on a computer or on a backup memory card.

C. 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
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 POP3 when copied from Mac.

Download Delete Hidden Files program on Dreamoc HD3 Support page: support.realfiction.com/hd3

D. File formats

Supported codecs: H264, MP4, WMV, AVI, MPEG1/2/4, VC-1.
Resolution: 1920x1080
Pixel Aspect Ratio: Square Pixels (1,000)

Read more about supported file formats on Dreamoc POP3 Content Manual and template
http://realfiction.com/assets/DreamocPOP2_ContentManual&Template.zip

E. Looping

The Dreamoc will play all supported movies on the card in numerical and alphabetical order (read more about numerical and alphabetical order above at FILE NAMES - PLAYING ORDER section)
Once the last movie has finished playing, it will start playing from the top again.

F. File names - Playing order

The Dreamoc will play all supported movies on the card in numerical and alphabetical order - Number order first and after that alphabetical order (See Below the order table)
Once the last movie has finished playing, it will start playing from the top again.

Order	Char	Order	Char	Order	Char	Order	Char	Order	Char
1st		31st	7	61st	O	81st	e	101st	y
2nd	!	32nd	8	62nd	P	82nd	f	102nd	z
3rd	#	33rd	9	63rd	Q	83rd	g	103rd	{
4th	$	34th	;	64th	R	84th	h	104th	}
5th	%	35th	=	65th	T	85th	i	105th	~
6th	&	36th	@	66th	U	86th	j		
7th	'	37th	A	67th	V	87th	k		
8th	(	38th	B	68th	W	88th	l		
9th	)	39th	C	69th	X	89th	m		
10th	+	40th	D	70th	Y	90th	n		
11th	,	41st	E	71st	Z	91st	o		
12th	-	42nd	F	72nd	[	92nd	p		
13th	.	43rd	G	73rd	]	93rd	q		
14th	0	44th	H	74th	^	94th	r		
15th	1	45th	I	75th	_	95th	s		
16th	2	46th	J	76th	`	96th	t		
17th	3	47th	K	77th	a	97th	u		
18th	4	48th	L	78th	b	98th	v		
19th	5	49th	M	79th	c	99th	w		
20th	6	50th	N	80th	d	100th	x		

A filename cannot contain any of the following characters:

< (less than)

> (greater than)

: (colon)

" (double quote)

/ (forward slash)

\ (backslash)

| (vertical bar or pipe)

? (question mark)

* (asterisk)

Naming files include any combination of letters (A-Z) and numbers (0-9), plus the following special characters

^	Accent circumflex (caret)	!	Exclamation point
&	Ampersand	-	Hyphen
'	Apostrophe (single quotation mark)	#	Number sign
@	At sign	(	Parenthesis opening
{	Brace left	)	Parenthesis closing
}	Brace right	%	Percent
[	Bracket opening	.	Period
]	Bracket closing	+	Plus
,	Comma	~	Tilde
$	Dollar sign	_	Underscore
=	Equal sign		

CHAPTER 6: Trouble shooting

	PROBLEM	POSSIBLE CAUSE	ACTION
1	No power	a. AC outlet has power. b. Power cord defect or not assembled correctly. c. Power supply defect.	a. Check AC outlet with other device. b. Check if the power cord are assembled correctly or try another power cord. c. Check that the power switch on the Dreamoc POP3 are ON, check if the green LED is on, if green LED light change the power supply.
2	No LED spotlight	a. LED spotlight have been adjusted to 0 b. LED spotlight are in auto mode. c. Wire to LED spotlight not connected.	a. Try to adjust LED spotlight to 75 b. Put the Dreamoc POP3 in manual spotlight mode by pushing both spotlight buttons at the same time, then adjust the spotlight to 75. c. Remove the top lid and check if the LED spotlight mini jack are assembled correctly. If the LED wire are assembled correctly the LED spotlight are defect.
3	No picture	a. Defect LED monitor	a. Boot the Dreamoc POP3 by turning the power switch off for 1 minute, the power on again and check if a Realfiction logo comes on the screen for some seconds when booting. If not the LCD monitor are defect.
4	No picture from SD card	a. Incorrect file name or file type. b. The movies have been loaded to the SD card from a Mac PC.	a. Check that the file name and type are OK. See……. b. How to solve the playback issue when using Mac

	PROBLEM	POSSIBLE CAUSE	ACTION
5	No picture from HDMI input	a. SD card are not removed. b. Defect HDMI source or HDMI cable. c. Defect LCD monitor.	a. Remove SD card and boot the Dreamoc POP3. b. Try to correct the HDMI source to another LCD monitor. c. If the SD card are removed and the HDMI source are OK, but no picture from the HDMI source, then the LCD monitor are defect.
6	No sound	a. Volume have been adjusted to 0. b. No sound on signal source. c. Defect LCD monitor.	a. Adjust volume to 75. b. Check sound on signal source. c. If there is no sound when volume = 75 and signal source are OK then the LCD monitor are defect

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