



DREAMOC XL4 - USER MANUAL

VERSION 1.1 - 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. 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	
<p>Realfiction ApS Øster Alle 42, 7 th DK-2100 Copenhagen Ø</p>	
<p>Hereby declares that the Dreamoc XL4 meets in Council Directive 2014/30/EU of February 26, 2014 on the approximation of Member States relating to electromagnetic compatibility.</p>	
<p>Dreamoc XL4 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.</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 06/03-2020</p> <div style="text-align: center;"> Clas Dyrholm CEO, Realfiction ApS</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 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 spotlight 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)

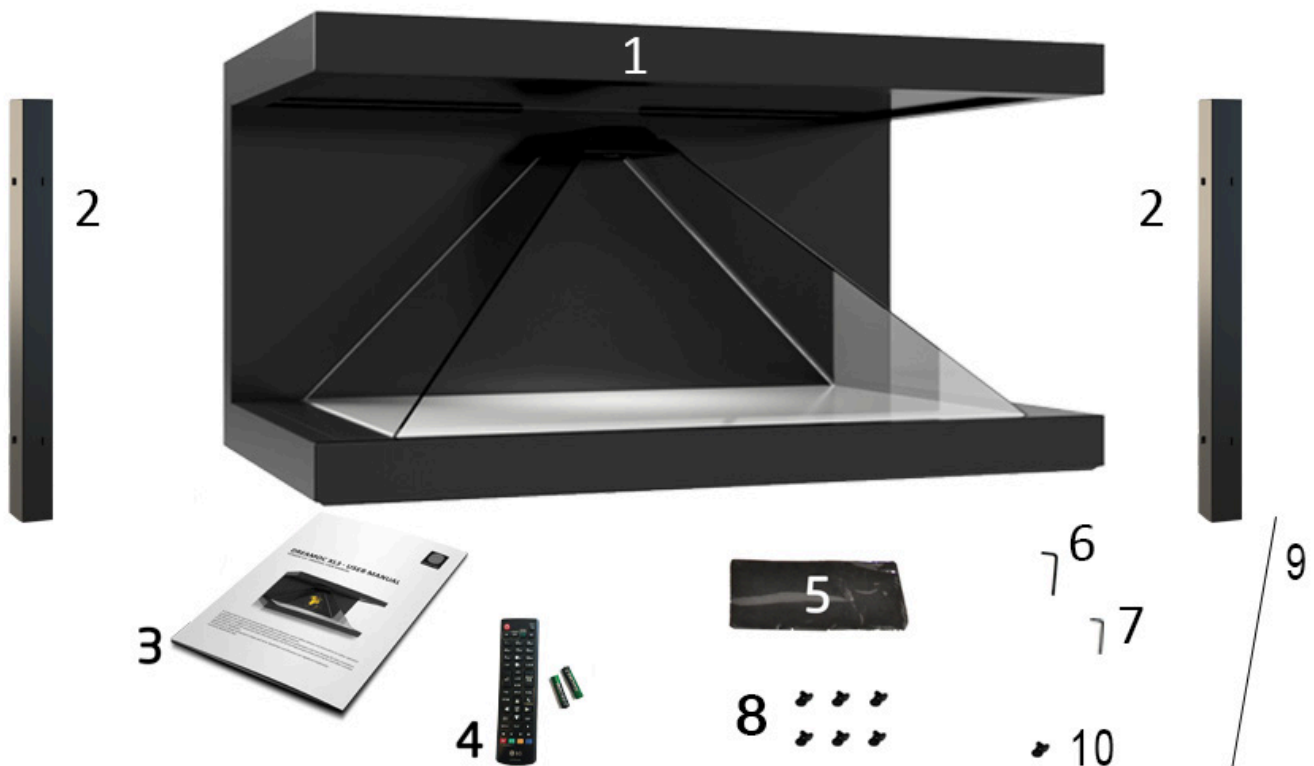
(Applicable in the European Union and other European countries with separate collection systems)

	<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 unpacking the Dreamoc. Especially the optic is a highly precise component.

Package contents



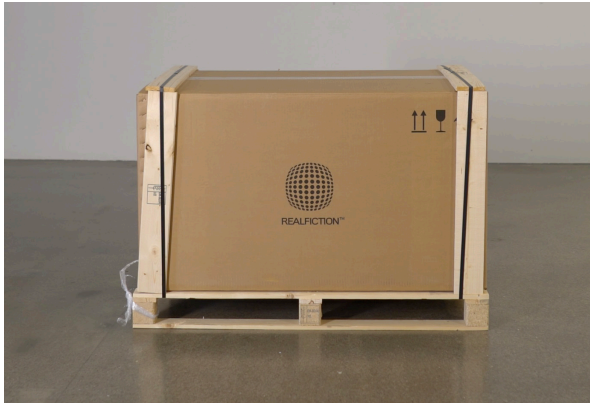
1. Dreamoc XL4 display with European Schuko plug (C13 PC type cable)
2. Transport brackets
3. User manual
4. Remote control / 2 pcs AAA battery
5. Cleaning cloth
6. 1 pcs 4 mm unbrako key
7. 1pcs 3 mm unbrako key (top lid, back door)
8. 12 fingerscrews for the optics
9. Graphite stick for the optics
10. 2 screws for the option of locking the two sliding doors in the top plate
11. Boxes + plastic wrap for the optics (not pictured.)

The unbrako keys can be found in the hidden compartment in the left side of the display. Press the hidden button (as shown on page 8) to remove the hatch and locate the two unbrako keys.

How to start using the Dreamoc XL4

The Dreamoc XL4 comes in a sturdy box or a flightcase if this has been purchased with the display.

1. Start by cutting the strips and remove the wood around the box to unpack the Dreamoc XL4.



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

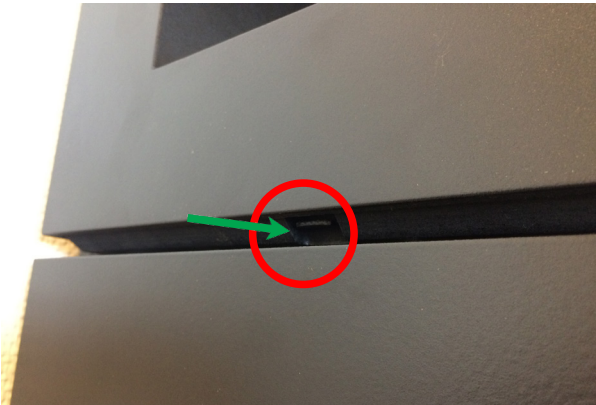
NOTE: Make sure to gently open the cardboard boxes and plastic covers, as these will be reused to prevent scratches when transporting your display.



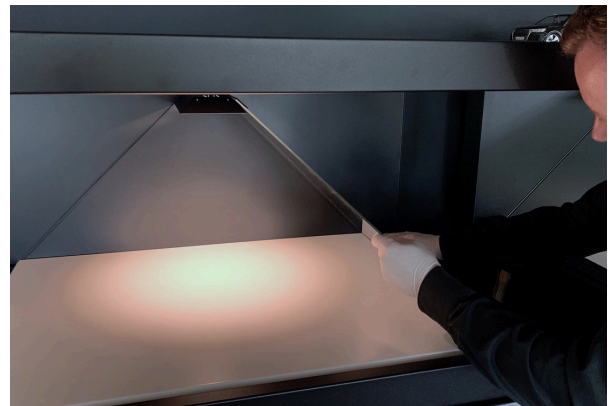
3. Lift the display and place it on a solid and plane surface. Remove the two transport brackets by lightly loosening the feet of the XL4. Gently remove the brackets.



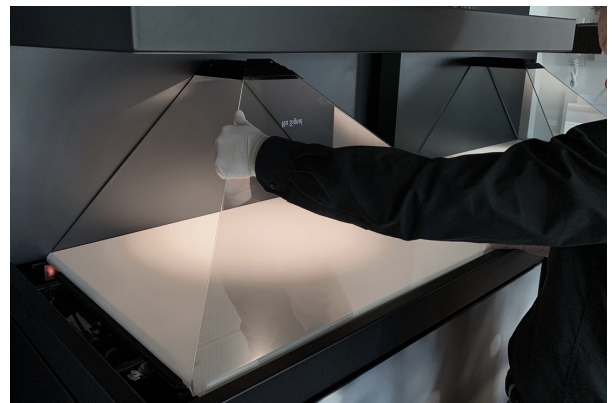
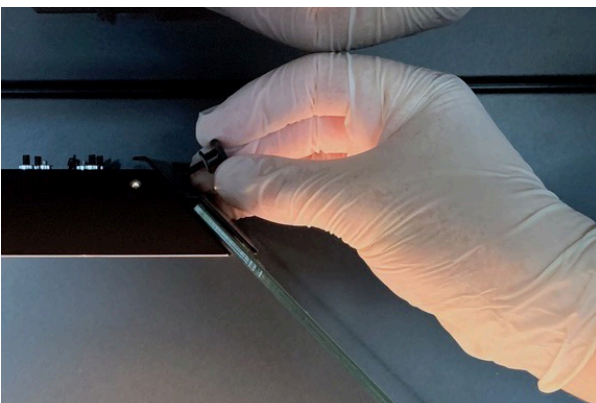
4. Open the hidden compartment in the left side of the display. Locate the hidden button as shown, and push the button with a finger from the outside and in (NOT up).



5. The hatch will release. Press the front part of the hatch, and the back part lifts so you can grab it. Remove the hatch completely by gently lifting it up. Then from the flat cardboard box take the right side optic. That is the one WITHOUT the piano hinge. Place it safely down into the grove.



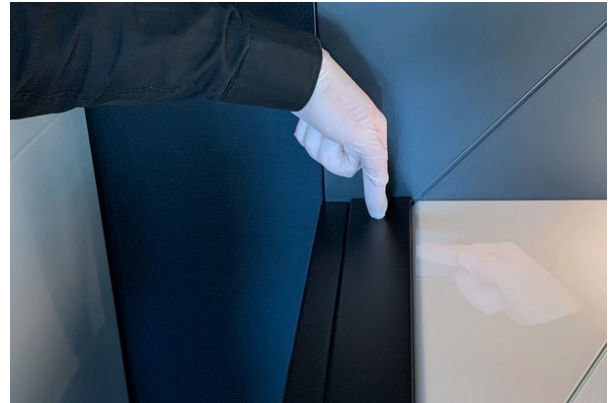
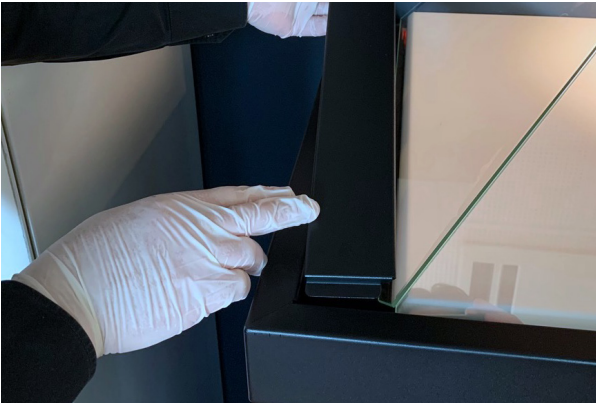
6. Secure the optic with 2 fingerscrews in the top. Next place the center optic and secure it with 2 fingerscrews as well. Make sure not to scratch the LCD screen surface above the optics.



7. Finally mount the left side optic. This is the one with the piano hinge as shown. Again carefully secure it with 2 fingerscrews in the top.



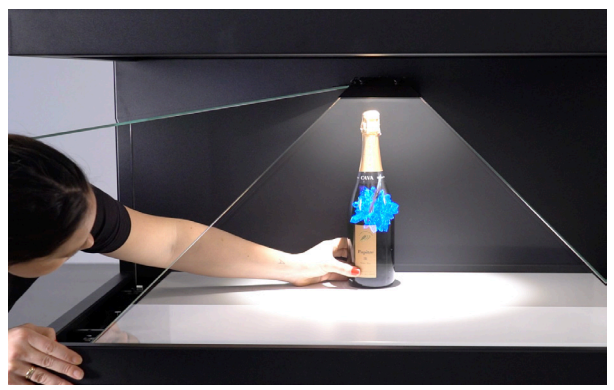
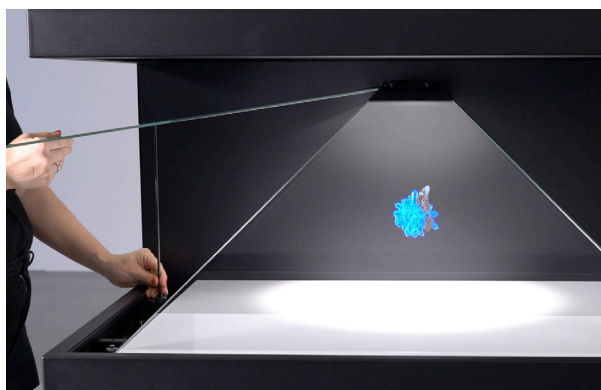
8. With the optics mounted you can reposition the hatch, by inserting the front part first, and close the hidden compartment by pressing down on the back to lock it. The Dreamoc is now ready for use.



How to place an object in the Dreamoc

Placing an object inside the XL4 is easy and gives an extra dimension to the story being told inside the display.

Open the hidden compartment in the left side of the display (as shown on page 8) and remove the hatch. You can now lift the left glass optic and enter the chamber inside. The glass is hinged in the top, and secured with screws. Inside the hidden compartment is a graphite stick. This can be used to hold the optic open while you position the object.



How to change the film content on the Dreamoc

The movies are stored on a USB stick located in the top of the display. For easier access, it is located below a small sliding hatch (top-panel) on the top plate. Simply use your finger to slide the top-panel backwards, to reveal the USB stick below.

Do not use excessive force when inserting the USB memory stick. The movies on the stick will start playing shortly after having inserted the stick.

NOTE: Please note that your content should be placed inside a folder with the exact name: "FAIL_OVER" in the root of your USB stick. If your movies are not inside a folder with this name, they will start playing automatically.

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

We recommend using USB 3.0 storage device, formatted with FAT 32.



If FAIL_OVER mode is not activated, do the following:

1. Click the EXIT button on the remote. "No signal" should appear on screen
2. Click the Settings button (gear icon)
3. Choose EZ Settings
4. Choose the "Fail Over" icon and click OK
5. In the Fail Over menu make the following settings:

Mode = Auto

USB = Movie

6. Choose back. The content in the FAIL_OVER folder will now be played.

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

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 XL4 when copied from Mac.

Download Delete Hidden Files program on Realfiction's Support page: support.realfiction.com/hd3

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 LED spotlight

The light intensity inside the display can be adjusted to fit your 3D content or physical item. Open the left side hatch (as described on page 8) next to the left glass optic. When you have removed the left side hatch, you can see a turning knob. Turn the knob to adjust the LED spotlight inside the display chamber.



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 add graphics and custom colors

Since the entire chassis of the Dreamoc XL4 is made in steel, it is easy to add custom graphics and colouring using magnetic foils. The advantage of magnetic foils is that they are super fast and easy to apply and change, and that they can be reused.

Adding graphics is a great way to enhance your brand communication and make the display blend nicely into your booth design.



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 XL4 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 XL4 is together with any of the Dreamoc XL4 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.

OPTIONAL ACCESSORIES FOR THE DREAMOC XL4

A range of accessories are available for the Dreamoc XL4 to enhance the ease of use and value of your Dreamoc XL4, providing elegant placement options, transport safety and even interactivity.

Basic stand

The Basic Stand is a great choice if you have the need to display products or samples at your event or tradeshow space. A shelf for products can be purchased as an extra.



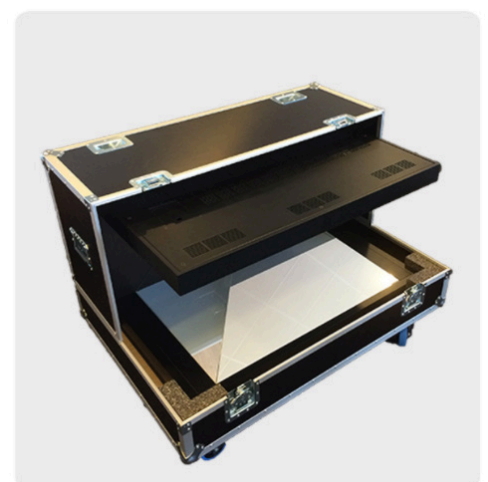
SmartFrame stand

With the SmartFrame Stand, you can create a branded focal point at your event in just minutes. It positions your XL4 display at the perfect height, and the fabric branding is easy to apply and change for each event you attend. The Smart-Frame Stand fits perfectly in the top compartment of the optional XL4 flight case.



Flightcase

Flightcases makes repeated transportation and storage easy. Rest assured that your holographic display will always arrive ready to wow.



Interactive Touchscreen

Have an entire portfolio of products to show? The touchscreen allows your audience to explore your entire range of solutions at their fingertips. With a fully customizable interface, the touchscreen makes a great add-on for driving engagement.



Why interactivity?

By adding a touchscreen to your Dreamoc XL4 you can give your audience and sales staff the power to explore your entire product portfolio and select more info on specific details, parts or functions. You can also choose to create a series of interesting stories and chapters about your company that visitors can explore and learn about.

It is a proven fact that interactive solutions successfully increases the engagement, dwell-time and understanding of the advertised products even more. And for sales staff on an exhibition booth, a Dreamoc with touchscreen is a powerful tool that will not only attract visitors to the booth but also enable the staff to deliver a precise and tailor-made presentation that targets the visitors specific needs and interest.

Adding interactivity

The optional interactive touchscreen solution we offer consists of a professional, plug-and-play and reliable touchscreen combined with a digital signage player from industry leaders "Brightsign". This configuration has been carefully chosen and thoroughly tested by Realfiction, and it provides high quality and almost endless customization possibilities.

In this section we will show how to mount the solution to your XL4.

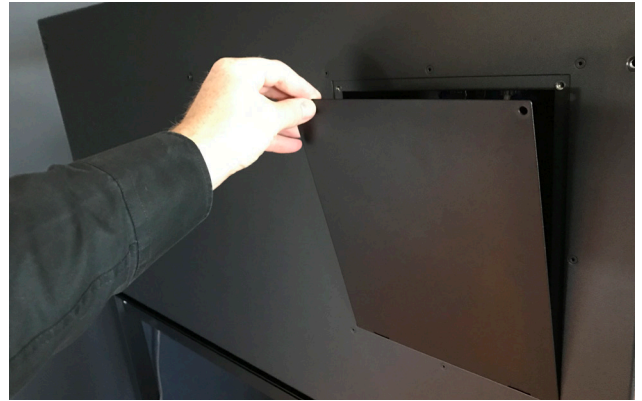
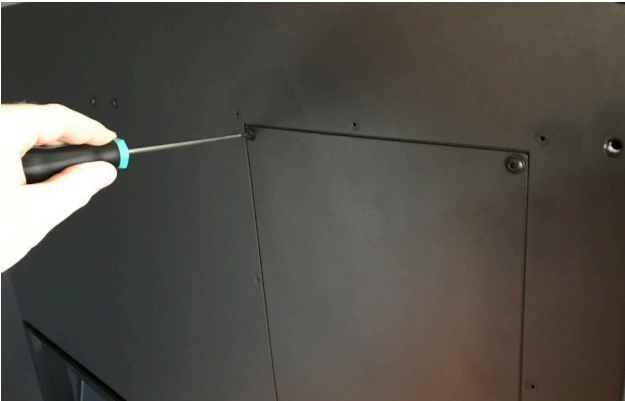
When purchasing this interactive solution you will receive the following:

- Touchscreen
- Brightsign mediaplayer
- Vesa mount for the touchscreen
- All needed cables, screws and Micro SD cards
- Strips to secure the cables

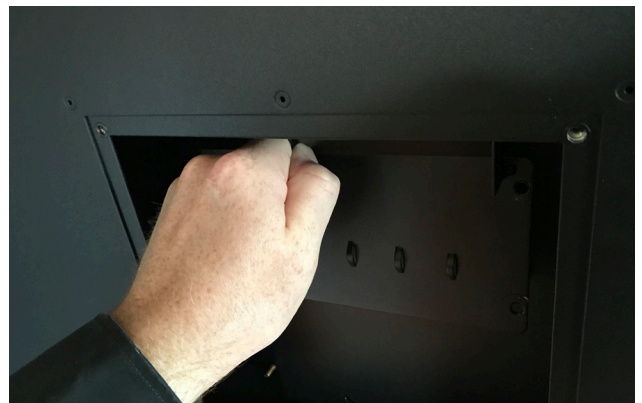
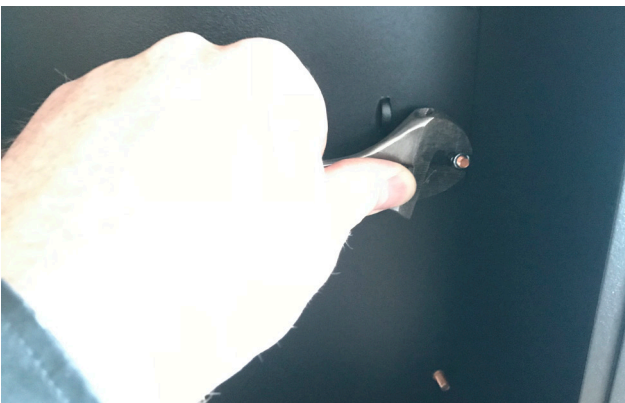
1. First make sure all optic glasses are removed and stoved safely away.
2. Then remove the hatch for the hidden compartment on the left side of the display (as shown on page 8).
3. Now remove the white center stage by loosening the fingerscrew in the left side and gently pulling the center stage to the left to remove it completely.



4. On the backside of the display you will find a door to the backside compartment. Remove the two screws and the door.



5. Remove the 4 bolts holding the mediaplayer bracket, and take out the bracket.



6. Mount the Brightsign player to the bracket making sure that it is mounted upside down as shown. Mount the bracket back into the compartment with the 4 bolts.



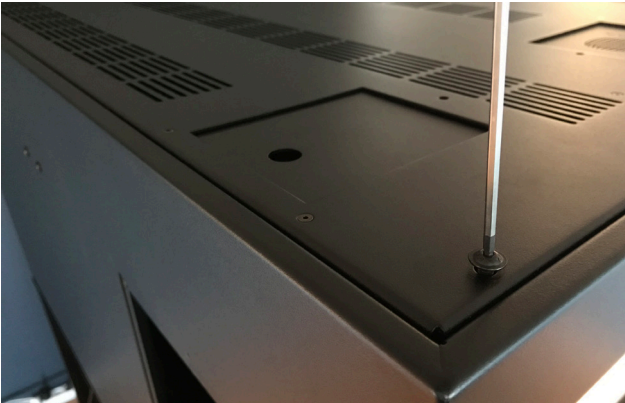
7. The mediaplayer can now be accessed through the second sliding door on the top lid, making it easy to change content by replacing the Micro SD card.



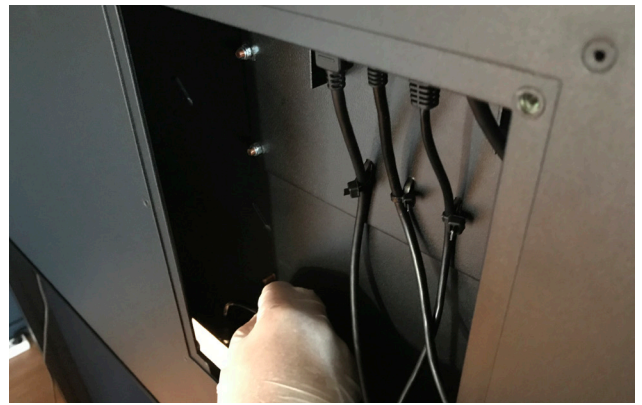
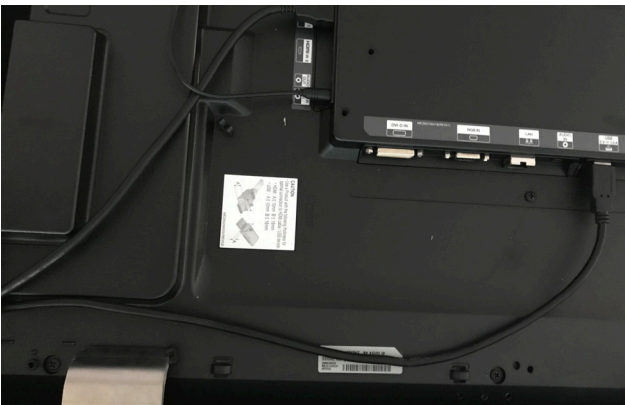
8. Connect the supplied cables (HDMI, USB power and ethernet) to the mediaplayer as shown and secure them with the supplied strips to make sure they stay connected during use and transportation.



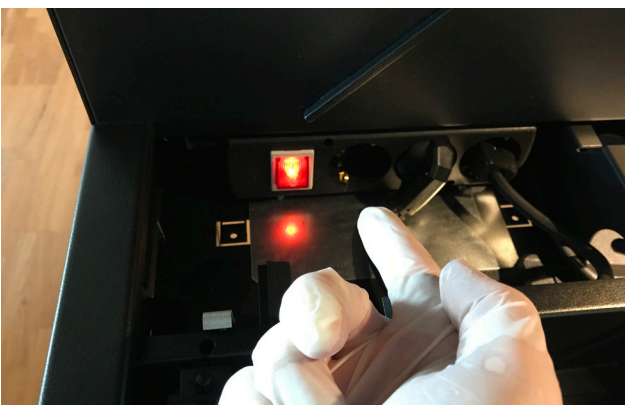
9. Remove the screws holding the top lid and remove the top lid completely. Now guide the HDMI and the USB power cable up through the hole next to the player.



10. Connect the HDMI cable to the screen's HDMI input 1 and the USB power cable into the screen's USB input as shown. The ethernet cable should be guided down into the display's bottom compartment.



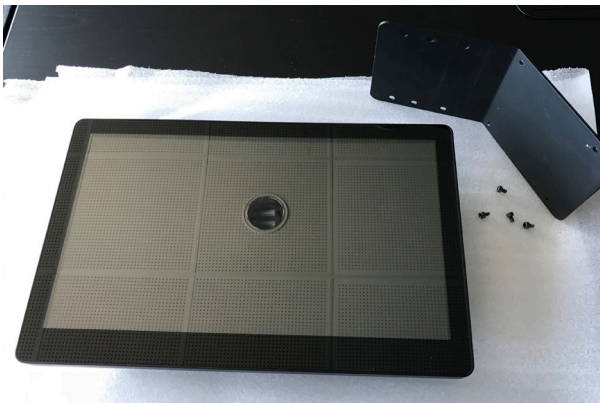
11. Inside the display's bottom compartment you will find an extra power outlet. Connect the supplied power-extension cable to this outlet. Locate the ethernet cable coming from the player.



12. Connect the power supply for the touchscreen to the power-extension cable where space is convenient. Guide the cables through the holes in the chasis. Now guide both the power cable from the powersupply and the ethernet cable out through the hole to the right of the three holes in the front part of the bottom chasis.



13. Locate the touchscreen and place it facedown on a piece of cloth or carpet to avoid scratching the screen. Make sure the ethernet input is now facing left. Mount the Vesa mount to the back of the touchscreen with the supplied unbrako screws as shown..

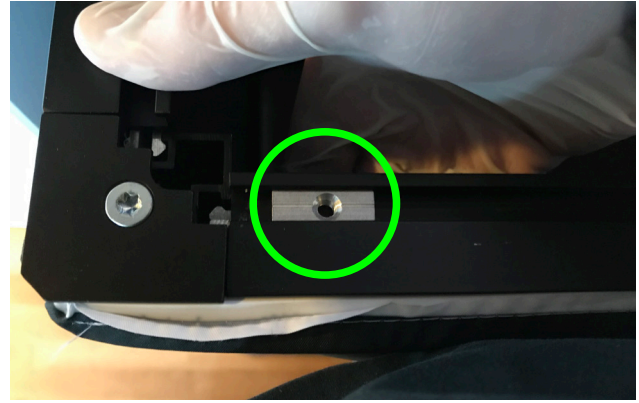


OPTION: If the display is to be mounted freely hanging on a wall, then the Vesa mount for the touchscreen should be mounted on the bottom chasis as shown here.

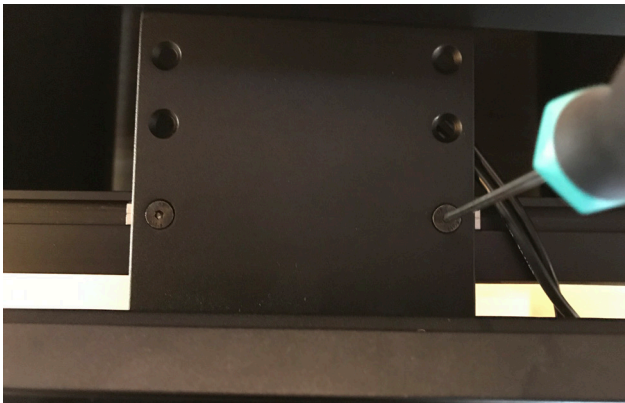


14. In this case we will place the Dreamoc XL4 on the optional SmartFrame Stand. In such a case it is more convenient to mount the touchscreen onto the stand.

Loosen the top bar of the SmartFrame in one side only. Lift the top bar just enough so you can slide the two silver metal brackets supplied into the groove of the top bar.



15. Mount the Vesa mount with the touchscreen by fastening it tightly to the two silver brackets as shown. Position the XL4 onto the stand and connect the ethernet cable and the power cable to the touchscreen.



You are done and have now successfully upgraded your Dreamoc XL4.



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. Fasten the feet again.



- 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"> • 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 XL4 by turning the power switch off and on again. • If the movies have been copied to the USB stick with a Mac computer, you need to read: "How to solve the playback issue when using Mac." See page 11. • Check for incorrect use of file names or file type. See page 11. • Check that the screen has power and is turned on. • Take out, format and reload the USB memory stick as described under "How to change the film content on the Dreamoc" • Make sure you have a FAIL_OVER folder on your USB stick. • Replace the USB memory stick with a new one.
4	<p>The video images is out of scale/alignment.</p> <ul style="list-style-type: none"> • Boot the Dreamoc XL4 by turning the power switch off and on again. • Ensure that the movie has been produced according to the Dreamoc XL4 content template. • Ensure that Screen Adjustment, Picture Size is set-up for Original ratio.
5	<p>Error message: "No signal"</p> <ul style="list-style-type: none"> • Reboot the Dreamoc XL4 by turning the power switch off and on again.
6	<p>The remote control does not work properly</p> <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 you are pointing the remote at the front glass, in a direction towards the lamp, not holding the remote too far from the glass.

Magic Matters



For further information and pricing please contact Realfiction

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