DISxRSE
CAR PARK DISPLAY

USER MANUAL

Mar. ’20

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Updated version

Content subject to change.
Download the updated version: www.productselection.net

Important notes

This section contains important safety-related information to be followed when installing, operating and maintaining the equipment. We strictly recommend respecting these recommendations to avoid damages to devices or machinery and injury or death to people. Please read this manual carefully before beginning any installation, maintenance or operational activity.

- **Electrical components constantly under high voltage**

- **Important information for safety and to prevent physical damage**

- **Important information for a proper use of the system**

Introduction

This manual describes the DISxRSE display installation and configuration procedures.

The installation procedure is divided into two parts:

• Mechanical installation.

• Electrical installation.

The configuration procedure, carried out by the integrated web-based configuration software, is divided into three parts:

• Network connection.

• Settings configuration.

• Display settings in the CPY server.

See **“UWP 3.0 Car Park manual”** for further information about the UWP 3.0 car parking system integration

See **“CPY Server manual”** for further information about the display integration and the configuration in a car park system.

General description

The DISxRSE displays are part of the Dupline® Carpark system, which contains other types of sensors, controllers and displays. It is used for driving in car park facilities.

There are three different models:

Model	Main features
DISARSE	16 x 32 pixels with up to four digits or two symbols
DISBRSE	16 x 64 pixels with up to four digits and two symbols
DISCRSE	32 x 64 pixels with up to four digits, two symbols and scrolling text

System overview

The displays are compatible with the Carpark systems based on the UWP 3.0/SBP2CPY24 controller. Moreover, the displays must be connected to the display interface SBP2DI48524.

The displays are configurable by the integrated web-based configuration software that automatically recognises the model and shows all the relevant settings.

Each model has its own available features and procedures.

Main features

The DISxRSE car park display

- includes mounting brackets for wall and ceiling installation;
- is configurable by the integrated web-based configuration software;
- includes a library of symbols such as arrows, category indicator that guide the drivers to specific areas;

After the configuration, it can be integrated into the Car Park system and controlled by UWP 3.0/SBP2CPY modules. It can work as an informative panel to show the available bays of a parking facility.

Requirements

Browser

The web-based configuration software is accessible through standard browsers such as Google Chrome, Mozilla Firefox or Microsoft Edge, from Mobile or Desktop devices.

Ethernet connection

An Ethernet connection is required to set up the display.

SBP2DI48524 interface

A display interface (SBP2DI48524) is required for each DISxRSE.

Mechanical installation

Installation warning

⚠ WARNING

- **Installation must ONLY be carried out by a qualified installer.**
- Wear appropriate protective clothing / equipment during any maintenance activity.

Things to know

This chapter describes the mounting installation. The displays are equipped with brackets that can be suitable for

- Ceiling mounting
- Wall mounting.

The method to install the display changes according to the model and the location. / The installation of the display depends on the model and the location.

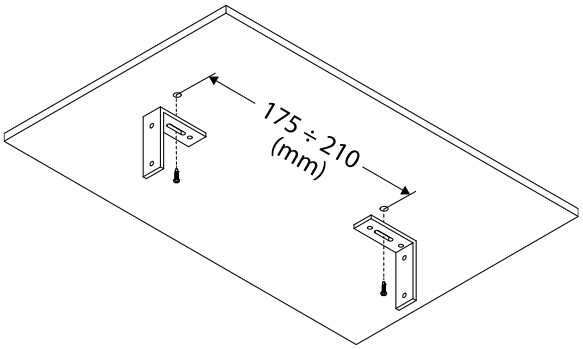
Further readings

The installer can refer to the installation manuals for the different models:

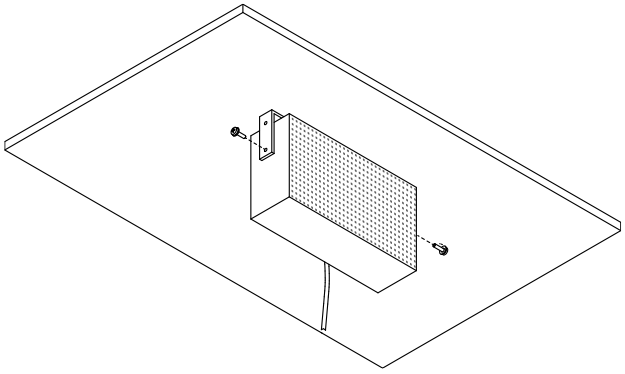
Models	Installation manual
DISARSE	www.productselection.net/MANUALS/UK/IM_DISARSE.pdf
DISBRSE	www.productselection.net/MANUALS/UK/IM_DISBRSE.pdf
DISCRSE	www.productselection.net/MANUALS/UK/IM_DISCRSE.pdf

Procedures

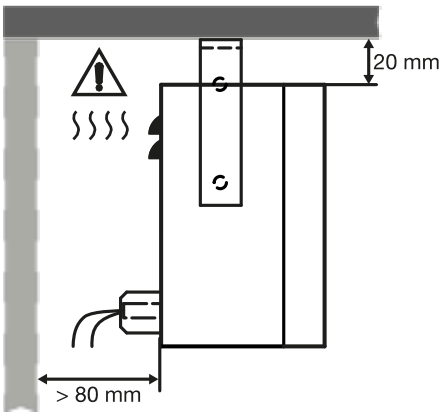
DISARSE ceiling mounting



1. Distance between the mounting brackets



2. **Fix the display to the mounting brackets by using a 10-mm spanner**

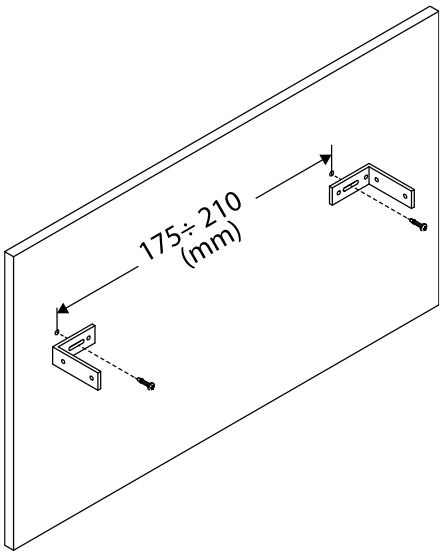


3. Overall dimensions

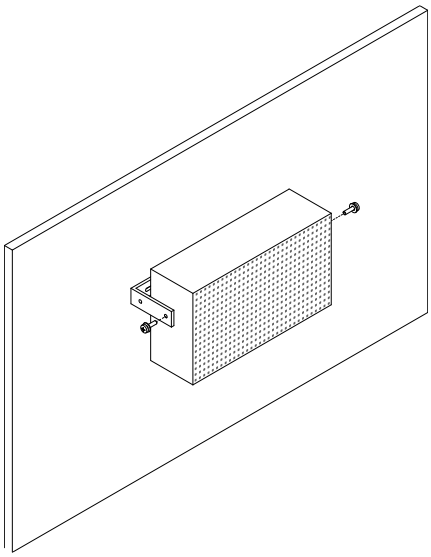
Safety information

- **Displays require obstruction-free space for adequate air ventilation between solid mounting surfaces and top / bottom surfaces.**
- **In outdoor applications, the display must be installed at a deviation angle of maximum ± 5° from the ceiling surface: this prevent water infiltration.**

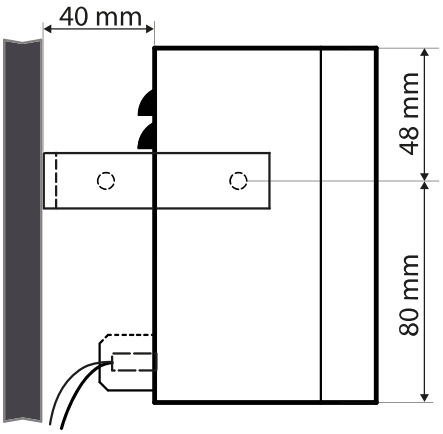
DISARSE wall mounting



1. Distance between the mounting brackets

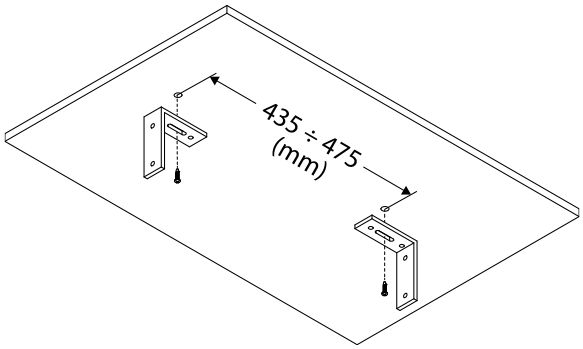


2. Fix the display to the mounting brackets by using a 10-mm spanner

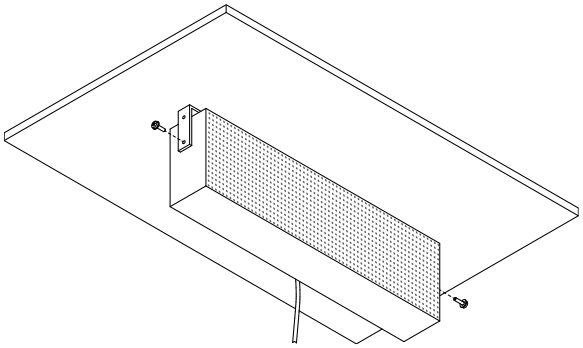


3. Overall dimensions

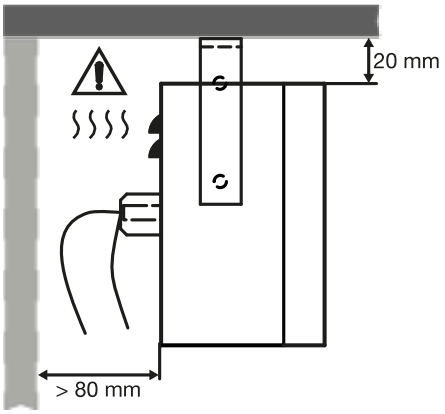
DISBRSE ceiling mounting



1. Distance between the mounting brackets



2. Fix the display to the mounting brackets by using a 10-mm spanner

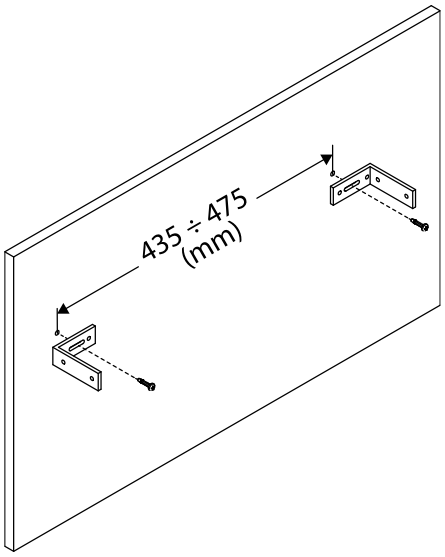


3. Overall dimensions

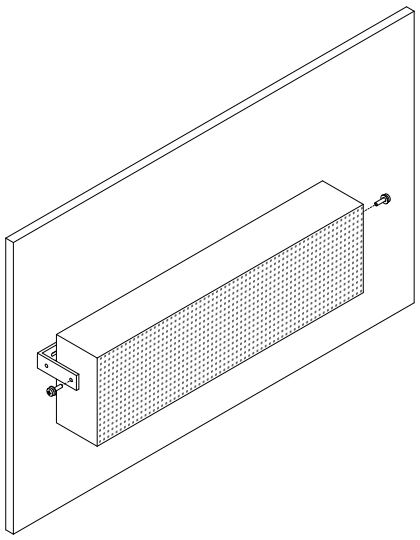
Safety information

- **Displays require obstruction-free space for adequate air ventilation between solid mounting surfaces and top / bottom surfaces.**
- **In outdoor applications, the display must be installed at a deviation angle of maximum ± 5° from the ceiling surface: this prevent water infiltration.**

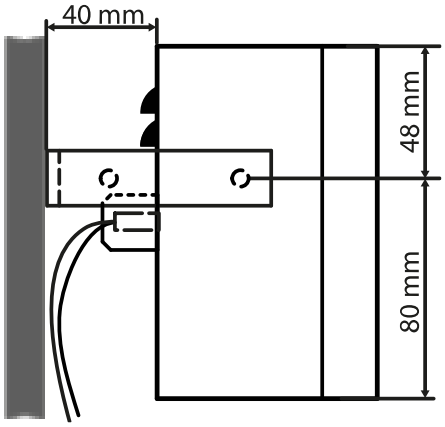
DISBRSE wall mounting



1. Distance between the mounting brackets

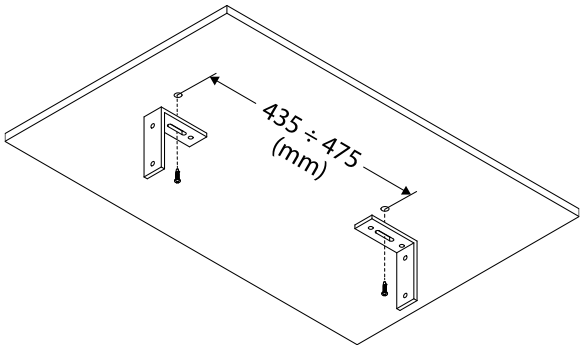


2. Fix the display to the mounting brackets by using a 10-mm spanner

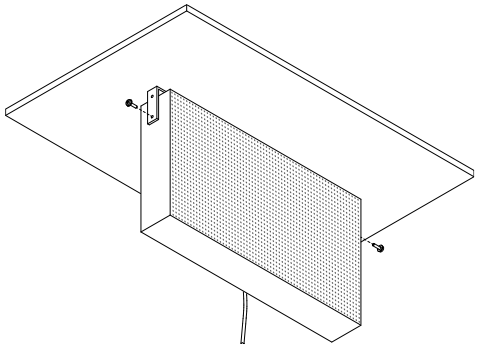


3. Overall dimensions

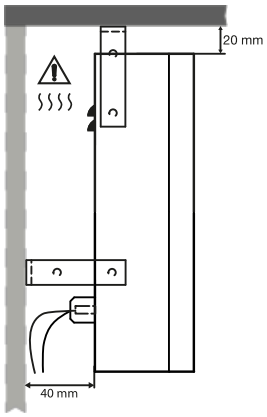
DISCRSE ceiling mounting



1. Distance between the mounting brackets



2. Fix the display to the mounting brackets by using a 10-mm spanner

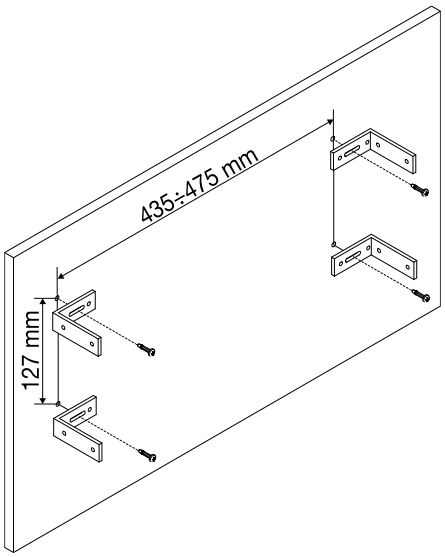


3. Overall dimensions

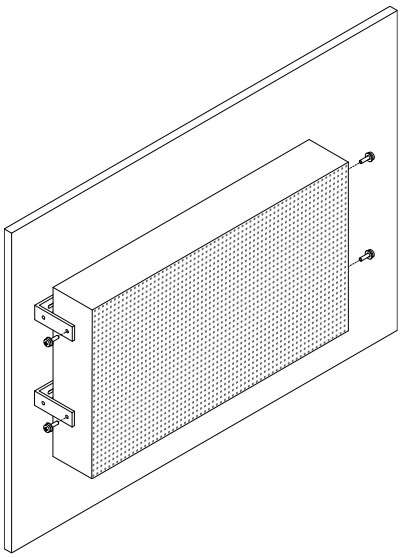
Safety information

- **Displays require obstruction-free space for adequate air ventilation between solid mounting surfaces and the top and bottom surfaces.**
- **In outdoor applications, the display must be installed at a deviation angle of maximum ± 5° from the ceiling surface: this prevent water infiltration.**

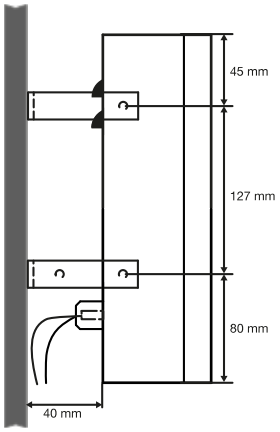
DISCRSE wall mounting



1. Distance between the mounting brackets



2. Fix the display to the mounting brackets by using a 10-mm spanner



3. Overall dimensions

Electrical installation

Risk of electrocution

- **Electrical installation must ONLY be performed by a qualified electrician.**
- Wear appropriate protective clothing / equipment during any maintenance activity.

Things to know

In this chapter, you can find information about the electrical wiring related to the SBP2DI4854 interface and the power supply installation.

Size the power supply unit

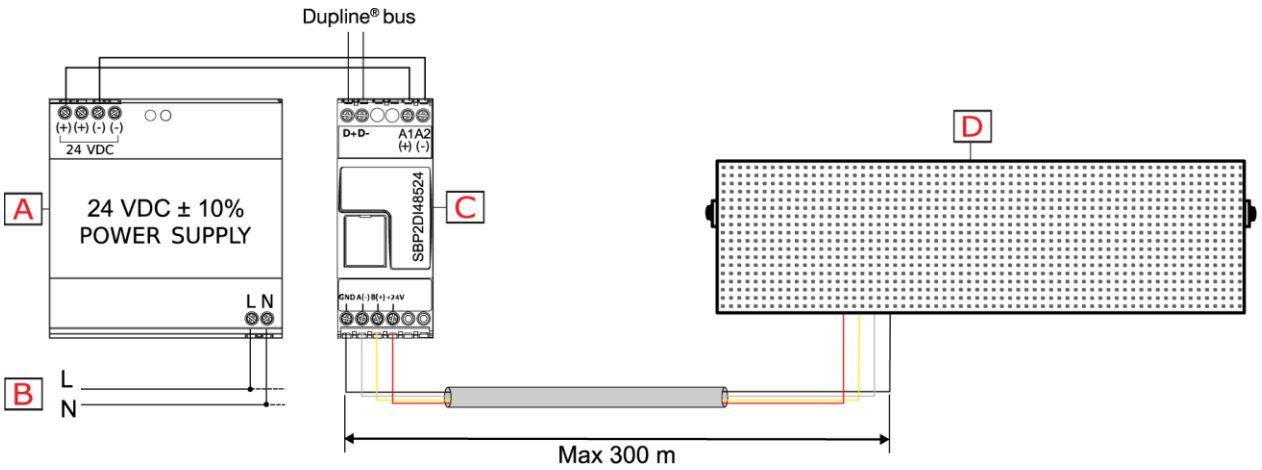
The display must be connected to a SBP2DI48524 display interface that is powered by 24 V dc nominal.

- **The power consumption depends on the model.**
- **An SBP2DI48524 interface can be connected to one display only**

The table below shows the devices with the relevant power consumption that has to be considered to sizing the power supply unit:

Part number	Max. rated operational power
DISARSE	32 W
DISBRSE	53 W
DISCRSE	95 W

Overview



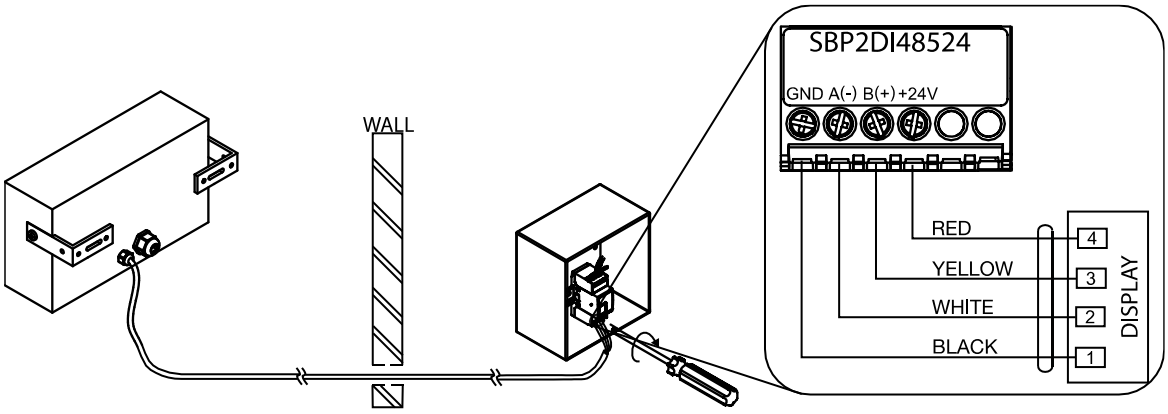
4. Wiring diagram

Element	Description
A	24 V dc power supply unit
B	95 to 260 V ac
C	SBP2DI48524 display interface
D	DISxRSE display

The maximum distance between the display and the SBP2DI48524 module must be of 300 meters.

Procedures

Connect the display to the SBP2DI48524 interface



5. Connection diagram

Follow this procedure to connect the 4-wire cable between the display and the interface:

Step	Action
1	Connect the 24V dc power supply unit to the A1(+) A2(-) terminals on the SBP2DI48524 display interface.
2	Connect the display to the SBP2DI48524 module by using the 4-wire cable:

Wire colour	SBP2DI48524 terminal
Black	GND
White	A (-)
Yellow	B (+)
Red	+24 V

Make sure the connection is correct!
The device will be damaged if the Voltage supply is connected to the A(-) or (B+) terminals.

3	Connect the Dupline wires to the Dupline Master channel of the system.
4	Power the system ON.

- **Displays require obstruction-free space for adequate air ventilation between solid mounting surfaces and the top and bottom surfaces.**
- **In outdoor applications, the display must be installed at a deviation angle of maximum ± 5° from the ceiling surface: this prevent water infiltration.**

Network connection

Things to know

To configure the display via the integrated web server, the user needs to establish a network connection between the PC and the DISxRSE.

There are two types of connections with the PC:

Connection type	Description
DIRECT CONNECTION	Display and PC are directly connected with an Ethernet cable. A static IP address must be assigned to the PC. Display and PC must have the same IP class and the same subnet mask.
LAN CONNECTION	Display and PC are connected to the same LAN via a router/switch device. Display and PC are configured with a dynamic or a static IP address according to the network parameters.

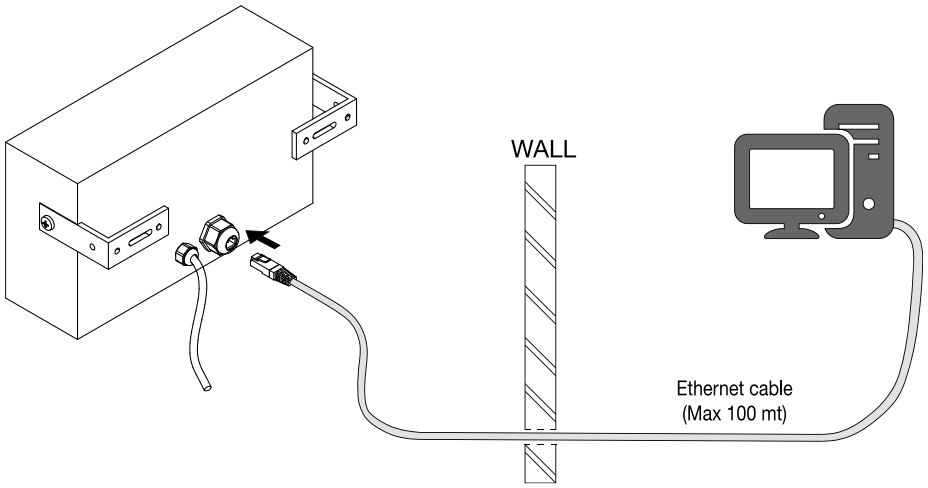
- **The user / installer must know network technologies.**
- **In case of communication issues, contact your network administrator.**

Procedures

This part describes how to connect to the display through an Ethernet connection

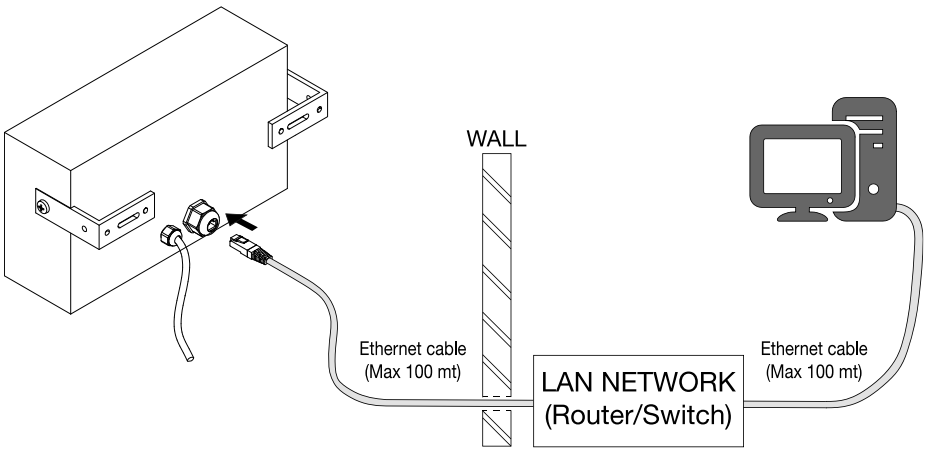
Connect display and PC with an Ethernet cable

If the devices you want to connect do not have access to a LAN or if the router does not have the DHCP server enabled, use an Ethernet cable to make a direct connection between the display and the PC.



Step	Action
1	Connect an **Ethernet cable** to the DISxRSE Ethernet port.
2	Connect the other plug to the PC Ethernet port.
3	Once they are connected, **power** the DISxRSE **on**.
4	The **display IP address** will be shown on the screen. **Take note of this number.**
5	Set a static IP address to the PC with the **same IP class** and **subnet mask** of the display. See the relevant procedure in this manual

Connect display and PC to a local area network (LAN)



The display and PC can be connected to a LAN via a network device such as a **router** or a **switch.** The display IP address must be set according to the network parameters.

Step	Action
1	Connect the DISxRSE to the local network.
2	Connect the PC to the local network.
3	Once they are connected, **power on** the DISxRSE.
4	The **display IP address** will be shown on the screen. **Take note of this number.**
5	Set a static/dynamic IP address to the PC with the **same IP class** and **subnet mask** of the display. See the procedures in this manual.

Network configuration

The following chapter describes the procedures to change the network parameters and set the display with a static or a dynamic IP address.

In case of problems, please refer to Troubleshooting chapter of this manual.

The display and the computer / network that will communicate with the display must have IP addresses in the same range.

Procedures

Set a static IP address to the display

Follow this procedure to set the display with a static IP address.

Step	Action
1	Click on the **Network configuration** tab.
2	In the **IP address** field, type the **new** IP address you want to assign.
3	In the **Gateway** field, select the gateway server.
4	In the **Subnet Mask** field, select the subnet mask of the network.
5	In the **Primary** and **Secondary DNS** fields, set the DNS servers.
6	Click on the **Save Configuration** to store the changes.

Note:

*When you change the network parameters, the display is restarted, and you are redirected to the **Reboot** page.*

The new IP address appears on the DISxRSE display during the start-up.

Set a dynamic IP address to the display

❗ This procedure should be followed ONLY if the display is connected to a LAN network and at least one DHCP server is available on the network.

ⓘ To set the display in DHCP mode, you must be able to access the display before changing the network settings.

Follow this procedure to set the display with a dynamic IP address.

STEP	ACTION
1	Click on the **Network Configuration** tab.
2	Check the **Enable DHCP** checkbox.
3	Click on the **Save Configuration** button to save the changes. *Note: You are redirected to the **Reboot** page.*
4	The display is rebooted and shows the ***Wait DHCP…*** message until a valid IP address is assigned. The new IP address is displayed on it.
5	See to connect to the new IP address

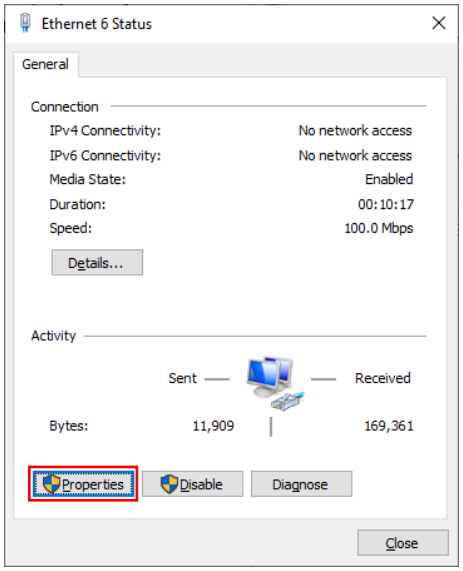
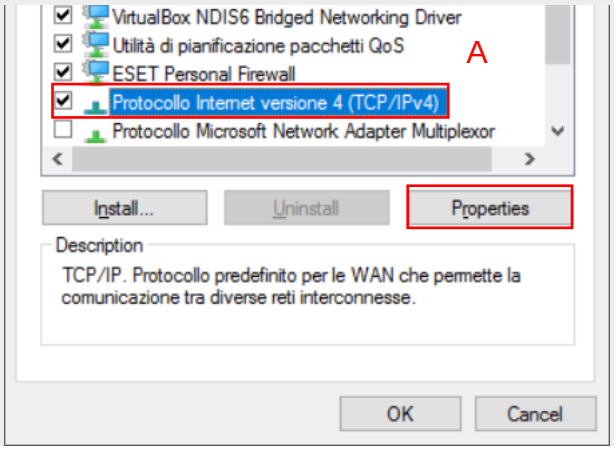
Note: *When you change the network parameters, the display is rebooted. The process may take about one minute.*

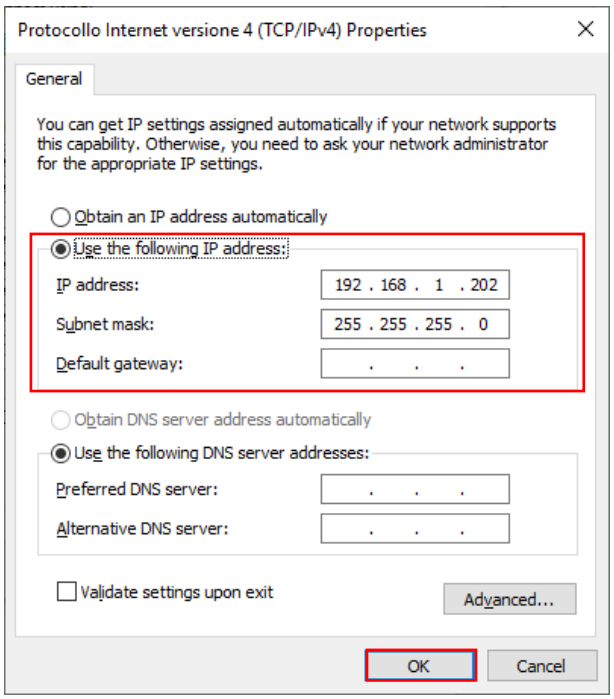
The new IP address appears on the DISxRSE display during the start-up.

Set a static IP address to the PC

This procedure describes how to configure a static IP address for the PC:

Please contact the network administrator who can attend you during the network configuration.

Step	Action
1	Open **Windows Control Panel** by right-clicking on the **Start** button ; then click on the **Network and Sharing Centre** icon.
2	Locate the wired **network interface** that is physically connected to the DISxRSE via the Ethernet cable. Click on the **Properties** button**.** 
3	Open the **network settings** (A), then select **TCP/IPVv4** (B).  B

4	Check **Use the following IP address**, then type a Static IP (see the example below)**.** 
5	Click on the **OK** button to close the panel and save the changes.

Access the web server

To access the web server, the display and PC must be connected, directly or in a LAN, and the network parameters must be set properly.

Things to know

Default parameters

The device is configured in the factory as follows.

If you access the *Settings page* for the first time, use these parameters.

Parameter	Default value
Display IP address	192.168.1.201
Username	admin
Password	admin

Note: The username and password are case-sensitive.

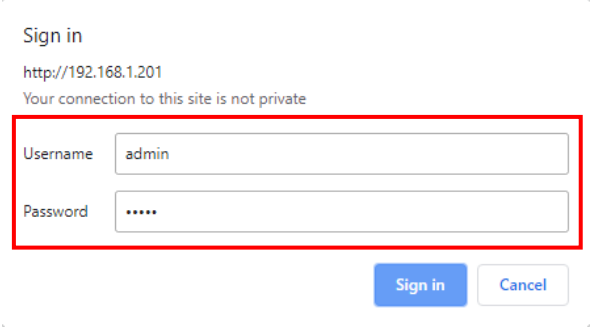
If you access the web server for the first time, the PC must be configured with an IP address with the same network parameters.

See the procedures in this manual.

Procedures

How to access the web server/First access

The following chapter describes the procedure to access the web server.

Step	Action
1	From any standard web browser, access by typing the display IP address. *Note: type **192.168.1.201** if this is the first access.*
2	**Preview** page is presented as Welcome page.
3	Click on the **Settings** tab.
4	In the **Sign in** popup, type the **username** and **password.**  *Note: type **admin/admin** if this is the first access.*
5	Click on the **Sign in** button to access.

Notes:

- To prevent any undesired access, we recommend **changing the default password** during the first configuration.
- Once you have granted the access, you can change the IP settings (see the **Network configuration** chapter of this manual).

Change the language

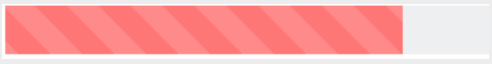
The default language is **English**.

To change the language, follow this procedure:

Step	Action
1	Open a web browser from a PC that is connected to the network.
2	Enter the **display IP address** *(for example http://192.168.1.201).* The **Preview** page opens.
3	In the upper-right corner, select a language by clicking the rounded flag.
4	The page refreshes with the language that you selected.

Change the username and password

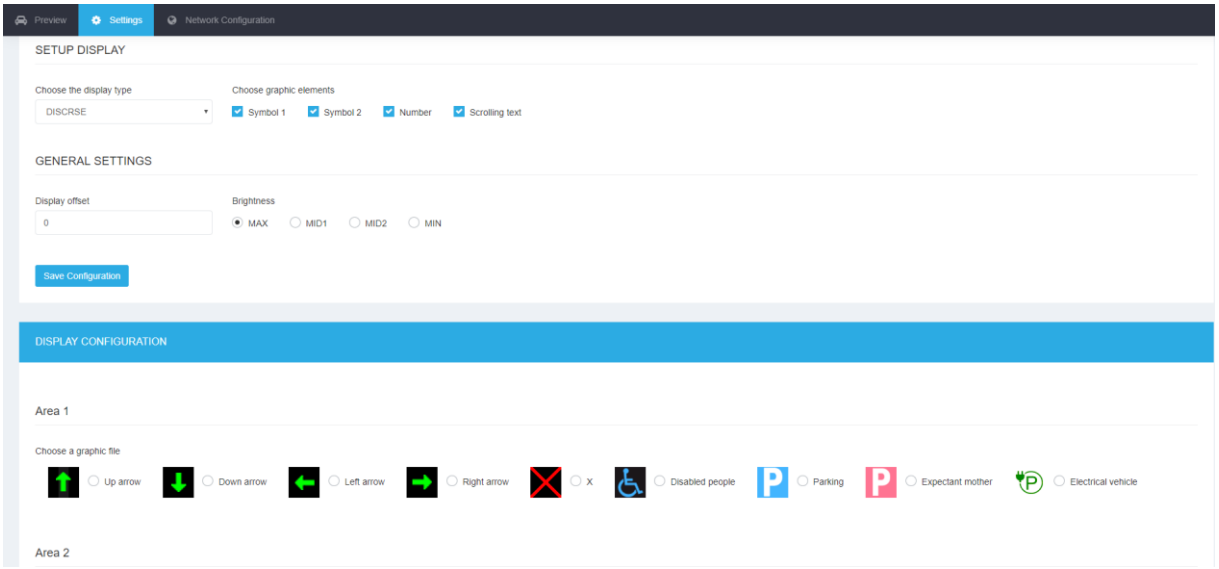
To change the default credentials, you must be logged in. Follow the procedure below to change the username / password:

Step	Action
1	Click on the **Settings** tab from the menu.
2	In the **Username*** field, type the **new username.**
3	In the **Password*** field, type the **new password.** *Note: The Password strength indicator shows how strong a password is.* *Password strength* 
4	Click on the **SAVE** button to save the changes.

Configuration software

User interface

This chapter describes the Web server interface.



6. Web-based configuration software

Tab	Description	
Preview	Shows a preview of the configured display.	
Settings	The Settings page is divided into these parts:	
	COMMUNICATION SETTINGS	▪ Sets the connection mode (bus or API) ▪ Set CPY Server Login and Password
	SETUP DISPLAY	▪ Indicates the model you are configuring ▪ Enables/disables the display areas
	GENERAL SETTINGS	▪ Sets the offset number ▪ Sets the display brightness
	DISPLAY CONFIGURATION	Sets the options for normal parking condition
	DISPLAY CONFIGURATION WITH FULL PARKING	Sets the options for full parking condition
	CUSTOM MESSAGES	Sets up to 5 custom messages
	AUTHENTICATION	Changes the username and password
Network configuration	Sets the network parameters: ▪ Fixed ▪ Dynamic (DHCP)	

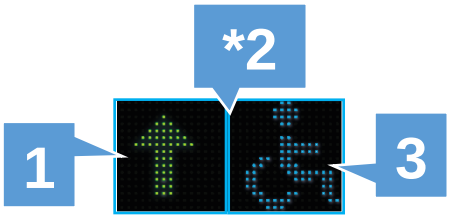
Things to know

Display areas

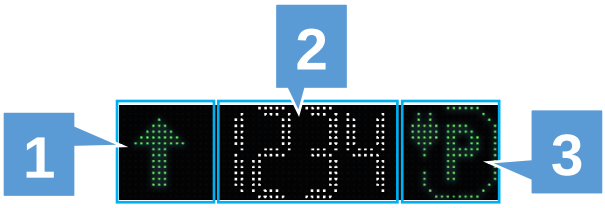
The following table describes each area as an element of the software:

Area	Element	Note
1	**Symbol1**	
2	**Number**	*For the DISARSE display, the maximum number of digits depends on the selected combination (see Combinations for details).*
3	**Symbol2**	
4	**Scrolling text**	*This area is available only for the DISCRSE part number.*

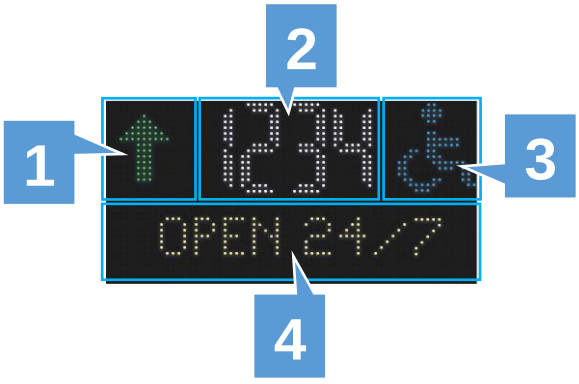
DISARSE



DISBRSE



DISCRSE



Combinations

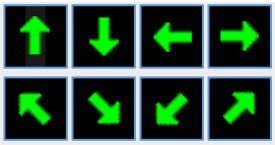
You can select the combinations of digits and symbols that better inform about the available bays in a parking area.

The available combinations for the different display models are the following:

Model	Configurations	Note
DISARSE	**Two symbols**	One symbol on the left and one symbol on the right, no digits.
	One symbol, up to two digits	One symbol on the left or one symbol on the right, up to two digits.
	Four digits	No symbols, up to four digits.
DISBRSE	**Two symbols, up to four digits**	One symbol on the left and one symbol on the right, up to four digits.
	One symbol, up to four digits	One symbol on the left or one symbol on the right, up to four digits.
	Four digits	No symbols, up to four digits.
DISCRSE	**Two symbols, up to four digits**	One symbol on the left and one symbol on the right, up to four digits.
	One symbol, up to four digits	One symbol on the left or one symbol on the right, up to four digits.
	Four digits	No symbols, up to four digits.
	Scrolling text	▪ An alphanumeric text can be shown in addition to any of the above-mentioned combinations. ▪ Scrolling text being after 10 characters.
	Big digits	▪ One symbol on the left or one symbol on the right, up to three big digits. ▪ No symbols, up to four big digits.

Digits and symbols

The table below shows the available digits and symbols and the relevant properties:

Element	Symbols	Colour	Note
Digits/characters		Tunable	Seven colours available. For Full condition there are 2 options: ▪ show “0”; ▪ up to 4 characters (i.e. “FULL”)
Scrolling text		Tunable	Seven colours available, up to 100 characters. Scrolling text after 10 characters.
Direction arrow		Green	The arrow can be running or steady.
Red cross		Red	The symbols can be displayed on both areas (symbol1 and symbol2). The arrow/cross can be selected in combination with another symbol.
Disable people		Blue	
Electric vehicle		Light green	
P (Parking)		Blue and white	
Pregnant woman		Magenta and white	

Procedures

Communication settings

In the **Communication settings,** you have to select the type of connection the DISxRSE displays will use to connect to the Car Park controller. There are two types of connection:

- **LAN:** the DISxRSE is connected to a LAN network and the data is updated via SOAP-API protocol.
- **RS-485:** the DISxRSE is connected to a SBP2DI48524 display interface

Set the SOAP-API protocol

To set the CPY Server parameters, follow this procedure:

STEP	ACTION
1	In the **Connection mode** radio box, choose the **LAN** option.
2	In the **IP address** field, type the IP address or the DynDNS of the **CPY Server** you are connecting.
3	In the **Communication port**, type the port that is used for SOAP-API protocol *(default port 80)*
4	In the **Username** and **Password** fields, enter the user credentials N.B: In the CPY Server, please check that in the **Settings** tab > **Account,** the **Web Service permission** options are enabled for the selected user.
5	Click on the **Connection test** button to perform a connection test, then in the **Group** combo-box the available groups will be displayed.
6	Select the group value among those available.
7	In the **Request time(s)** field, set the update data refresh time. *(default 30 seconds)*
8	Click on the **Save Configuration** button to save the changes.

Enable the display elements

In the **Display configuration** menu, you can configure the appearance and behaviour of the display elements, for **normal** and **full** parking conditions. See the procedure below:

STEP	ACTION
1	Check the display part number in the **Choose the display type** field. *Note: the available options/combinations depend on the model you are connected to.*
2	In the **Choose graphic element**, click on the checkbox to enable/disable. When an option is selected, the checkbox turns blue.
3	Click on the **Save Configuration** button to save the changes.

Set the display brightness

In the **Settings** tab > **General Settings** menu, you can set the LEDs brightness. See the procedure below:

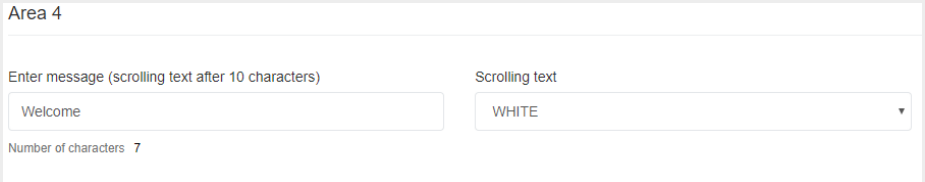
Step	Action
1	In the **Brightness** field, select one of the following brightness values: **MAX** – Sets the brightness to maximum **MID2** – Sets the brightness to middle level 2 **MID1** – Sets the brightness to middle level 1 **MIN** – Sets the brightness to minimum
2	Click on the **Save Configuration** button to save the changes.

Display configuration for normal parking condition

In the **Display configuration** section, you can configure the appearance and behaviour of the display elements representing vacant bays.

For example, you can select an arrow indicator to give the direction and set the number of available bays for disabled people.

The following chapter describes the procedures to configure the elements:

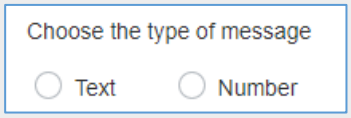
Step	Action
1	Select the **elements** you want to **enable** on the display.
2	In the Display configuration > **Area 1,** select the graphic file for **Symbol 1.**
3	In the Display configuration > **Area 2,** choose the colour.
4	In the Display configuration > **Area 3,** select the graphical file for **Symbol 2.**
5	In the Display configuration > **Area 4** section, type the text: ▪ In **Enter message** field enter the text (scrolling text after 14 characters) ▪ From the **Scrolling text** field set the colour 
6	Click on the **Save configuration** button to save the changes.

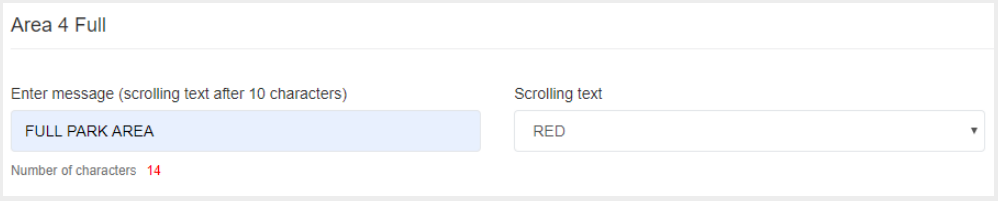
Note: the available fields change according to the display model

Tips. Click on the Preview tab to get a virtual preview of the display setting.

Display configuration for full parking condition

The display can be configured to inform the drivers when the parking area is full.
Example: «FULL» condition with two red cross symbols. To set the *full* condition, see the procedure below:

STEP	ACTION
1	Select the **elements** you want to **enable** on the display. In the **Display configuration with full parking** > **Area 1 Full** section, select the graphical file for **Symbol 1**
2	
3	In the **Display configuration with full parking** > **Area 2 Full,** select an option from the **Choose the type of message** field:  In the **Text to display** field, type the text message and select the colour:
4	In the **Display configuration with full parking** > **Area 3 Full,** select an option from the **Choose the type of message** field:

5	In the **Display configuration with full parking** > **Area 4 Full** section, type the text: ▪ In **Enter message** field, type the text (scrolling text after 14 characters) ▪ From the **Scrolling text** field, set the colour 
6	Click on the **Save configuration** button to save the changes.

Note: the available fields change according to the display model.

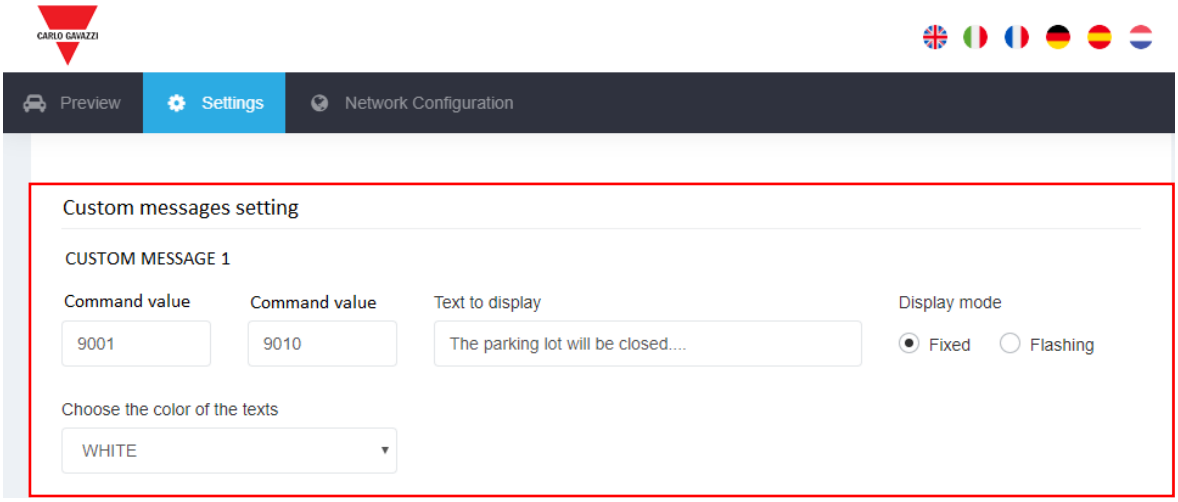
Configure the DISxRSE in the CPY server

To configure the DISxRSE in the CPY Server, follow this procedure:

STEP	ACTION
1	Enter Drawing in **edit mode.**
2	Select a **DISxRSE** display module from the **Displays** tab. *Note: The selected display will be highlighted in light blue*
3	Click on the **Display settings** button from the bar.
4	In the **Max value to show** field set the maximum value you want to show. *For example, 99 for DISARSE or 9999 for DISBRSE and DISCRSE*
5	Click on the **Submit** button to save the changes.
6	Click on the **Save configuration** button to save the changes.

Custom messages

The DISxRSE displays can be turned into an informative panel to display warnings or information messages instead of the available parking bays number. For instance, the displays can be used to inform the drivers if a parking area is not accessible.



7. Custom messages setting

Field	Description
Command value	Defines the Command value for each custom message
Text to display	Defines the text message to be shown
Display mode	Sets the text behaviour: ▪ Fixed ▪ Flashing
Choose the color of the texts	Sets the text colour among those available

Things to know

Up to five custom messages can be programmed to show warnings or information instead of the available parking bays number. The custom message will be displayed according to the command that is sent by UWP 3.0:

Custom message	Default command value (range)	Notes
1	9001 ÷ 9010	▪ *The symbols cannot be shown* ▪ *Up to 7 colours available* ▪ *Scrolling text only on the DISBRSE / DISCRSE models* ▪ *The text message can be set steady or flashing*
2	9011 ÷ 9020	
3	9021 ÷ 9030	
4	9031 ÷ 9040	
5	9041 ÷ 9050	

Procedures

To program the custom messages, follow the procedures below:

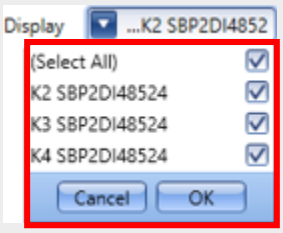
Part 1. Set the custom messages in the web server

Access the integrated web-server of the DISxRSE display, then follow the procedure below:

STEP	ACTION
1	Access the **Settings** tab > **Custom messages settings** menu
2	In the **Custom message *n*** set the **Command value** fields according to the *Switch function* > *Command display properties.* *Note: a Switch function must be set for each Custom message. See the Part2 procedure*
3	In the **Text to display** field enter the text message *Note: scrolling text after 8 characters on DISBRSE/DISCRSE models.*
4	In the **Choose the color of the texts** combo-box, select the colour of the text message
5	In the **Display mode** field set if the text must be *fixed* or *flashing*
6	Click on the **Save Configuration** button to store the changes

Part 2. Set the Switch function in the UWP 3.0 Tool

By using the UWP 3.0 Tool, you have to add a **Switch function** for each custom message that has to be shown. See the procedure below to program the Switch function:

STEP	ACTION
1	To set a Switch function, select the *Switch* function from the *Add* menu in the UWP 3.0 Tool.
2	In the *Input signals* window, add the signals that will be used to activate the Switch function.
3	In the ***Advanced*** menu, click on the ***Command display*** option then in the ***Display*** list**,** select the SBP2DI48524 display interface that is connected to the display to be managed.  *N.B. Choose multiple displays among those available to send the same command value.*
4	In the ***Command*** field, insert the command value that will be sent to the display. ⚠**This value must match the value defined in the <u>Command value (range)</u> on the DISxRSE web server.**
5	Click on the ***Confirm*** button.
6	Click on the ***Send to Controlle****r* button in the UWP 3.0 Tool to save the changes.

As soon as the Switch function is activated, the display will show the custom message according to the command value that is sent by the UWP 3.0 controller.

Troubleshooting

In this part we propose solutions to common configuration problems.

Problem	Solution
DISxRSE is unreachable	Unplug and restart DISxRSE / Computer Check cable connection Check network configuration DHCP configuration
You cannot login to the web server	Check username and password Check if the Caps Lock is active
Communication error with UWP3.0 controller /SBP2CPY server	Check 4-wire cable connection to the SBP2DI48524 interface

Troubleshooting procedures

Unplug and restart DISxRSE

Sometimes, rebooting the DISxRSE can be the solution.

STEP	ACTION
1	Turn off the DISxRSE
2	Unplug it
3	Wait 30 seconds
4	Turn the display back on

Check the cables connection

If the connection is…	The Ethernet cable…
Direct	➢ has to be properly connected from the DISxRSE to your Computer
Via Switch/Router	➢ is between the DISxRSE and the switch/router and ➢ is between the Computer and the switch/router

Check network configuration

If those check out and you are still having problems, make sure you are connected to the DISxRSE network for your PC.

<table>
<tr><th>If the connection is</th><th>The network parameters…</th></tr>
<tr><td>Direct</td><td>of your Computer and DISxRSE have to be set properly and they must be on the same subnet. The table below shows some examples:
<table>
<tr><th>DISxRSE</th><th>Computer</th><th></th></tr>
<tr><td>192.168.1.201</td><td>192.168.1.110</td><td>V</td></tr>
<tr><td>192.168.1.201</td><td>192.168.2.10</td><td>X</td></tr>
<tr><td>192.168.2.201</td><td>192.168.2.10</td><td>X</td></tr>
</table></td></tr>
<tr><td>Via Switch/Router</td><td>the network parameters of the DISxRSE and the computer must be set according to the network infrastructure. If the devices are connected to different subnets, the router must be configured to manage the routing between the different subnets.</td></tr>
</table>

How to check the IP address

If you are not able to access the DISPLAY web server, follow this procedure to check the DISxRSE IP address:

1. Turn off the DISxRSE and unplug it
2. Wait 30 seconds,
3. Turn the display back on
4. Check the IP address that is shown on the display at the start-up.

If the DISxRSE works properly with a valid dynamic IP address but you are not able to access the web server with a computer, the problem might be the computer network parameters.

To see the computer IP address, check the following indication:

1. Click on the **Start** button and find **Command Prompt** option.

2. Type **ipconfig** and press **Enter**.

3. If the Computer is properly configured with a dynamic IP address according to the DISxRSE IP address, check the connection from the Computer to the switch/router.

4. **Reboot** your computer.

DHCP error

If your Computer IP address is 169.254.x.x, the device is unable to obtain an IP address from the DHCP server or a dynamic IP address cannot be assigned. The problem might be one of the following ones:

- **Errors in configuration:** Computer is set up with a static IP address
- **Network connection:** Computer are connected to different networks

To solve these problems out, follow these steps:

1. Reboot your DISxRSE/Computer and verify the address.
2. Check the connection from the DISxRSE/Computer to the switch/router.
3. Set the display to obtain a dynamic IP address (see the procedure)

If those check out and you are still having problems, **ask your network administrator for support**.

Login issues

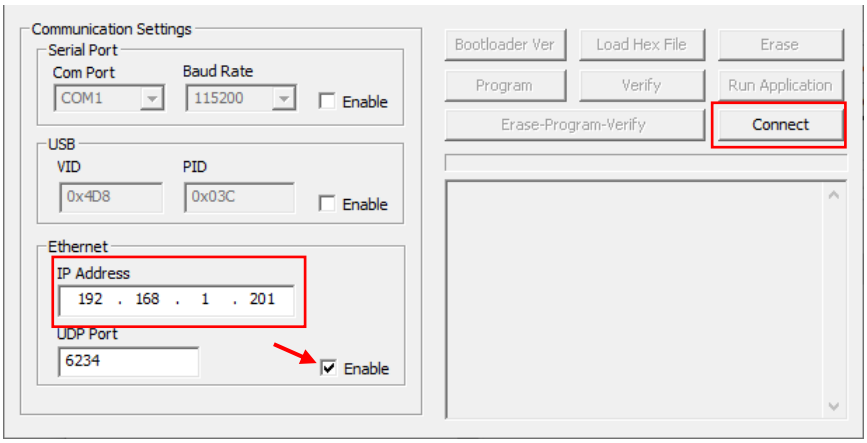
If you are unable to access the DISxRSE web server, the problem might be one of the following ones:

- Make sure that Caps Lock is off when you type the username and password.
- The username and password are not correct (see Default parameters)

Appendix

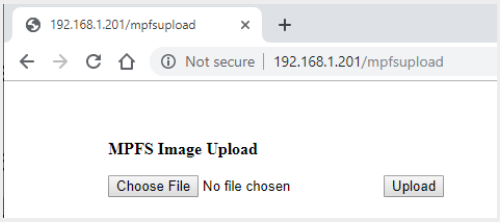
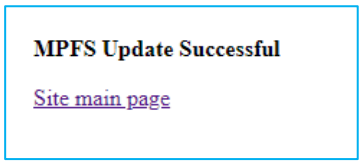
Firmware upgrade

To upgrade the DISxRSE firmware, follow the procedure below:

Step	Action
1	Execute the **BootLoaderApp.exe**
2	Tick the **Enable** box in the **Ethernet** section. Enter the DISxRSE IP address and click on the **Connect** button. Note: the default IP address is **192.168.1.201** 
3	Click on the **Load Hex File** button and select the file **Firmware.hex**
4	Click on the **Erase-Program-Verify** button to start the upgrade: it takes less than 30 seconds. ⚠ When uploading firmware, do not interrupt the application by closing the window.
5	Click on the **Run Application** button, then click on the Disconnect button.

Web-Server upgrade

To update the DISxRSE WebServer, follow this procedure:

Step	Action
1	Access the DISxRSE WebServer by typing the Url **http://<display IP address>/mpfsupload**  ***Example:*** http://192.168.1.201/mpfsupload
2	Click on the **Choose File** button and select the file **WebServer.bin**
3	Click on the **Upload** button to starts the process: it usually takes less than one minute. ⚠ *When upgrade process is running, do not interrupt the web browser by closing the window, or loading a new page. If the browser is interrupted, it could corrupt the firmware.*
4	The following message will be shown to confirm that the firmware has been updated correctly. 
5	Click on the **Site main page** link to finish the procedure.

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