Install the SignageLab Player on Windows

For Windows PCs, mini PCs and media players connected to a screen. It takes about ten minutes.

SYSTEM	MEMORY AND STORAGE	NETWORK
Windows 10 or 11, 64-bit	**4 GB RAM, 10 GB free**	**Wired Ethernet is best**

1 Prepare the PC

- Connect the PC to the screen and the network. Set the right **time zone** and turn on **Set time automatically** (Settings › Time & language).
- Stop the screen switching off: Settings › System › Power › **Screen and sleep**, set both to **Never**.
- For a dedicated screen, let Windows sign in by itself so the player starts after a restart. Ask your IT person if you are not sure how.

2 Download and install

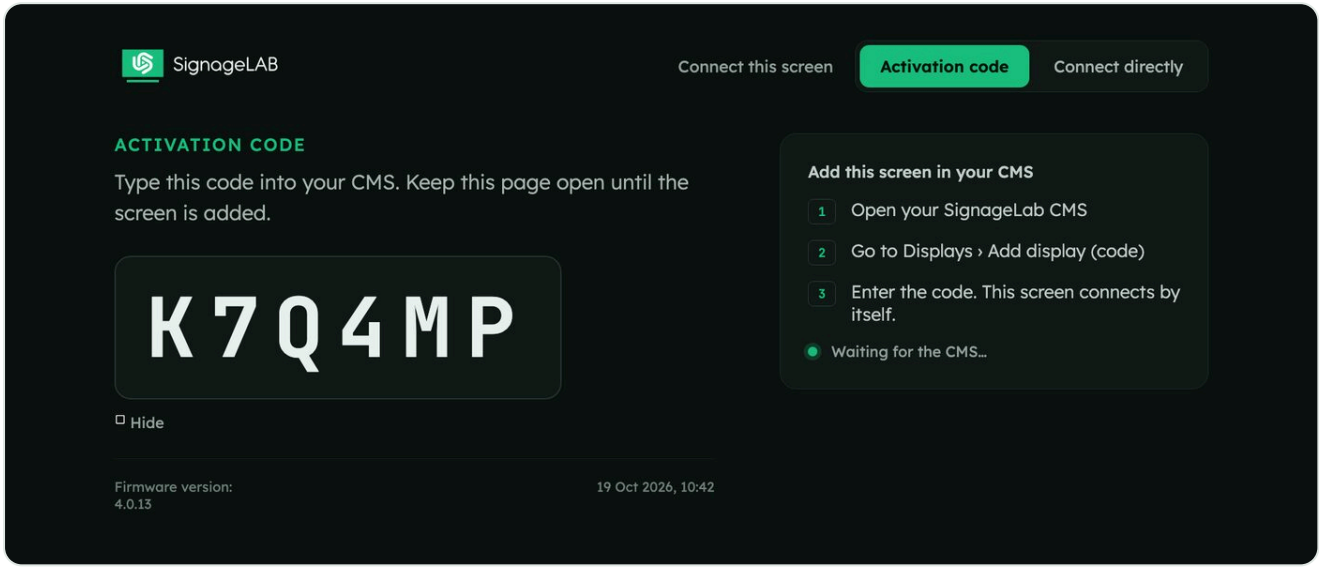
1. On the PC, go to **signage-lab.com/downloads** and choose **Download for Windows** under the Windows player. You get a `.msi` installer.
2. Open the downloaded file.
3. If Windows shows **"Windows protected your PC"**, choose **More info**, then **Run anyway**.
4. Follow the installer and allow it to make changes when Windows asks. It installs **SignageLab Player** for all users of the PC.

> **Windows Security Alert about the firewall?**
> When the player starts the first time, Windows may ask whether SignageLab Player may use the network. Tick **Private networks** and choose **Allow access**.

3 Connect the screen to SignageLab

The player starts full screen. A new installation **connects to SignageLab by itself**, named after the computer. You don't need to type anything: go to step 4.

To connect it another way, move the mouse and choose **Settings** on the bar at the bottom of the screen:



Settings › Activation code: the screen shows a code to enter in the portal.

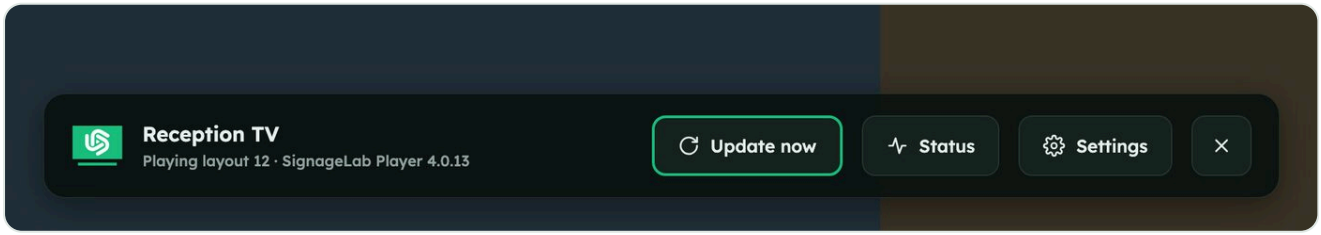
- **Activation code**: the screen shows a short code. Enter it in the portal under Displays.
- **Connect directly**: type a display name, the CMS address and the CMS key, then choose **Connect**.

4 Authorise the screen in the portal

1. Sign in to the **SignageLab portal** (portal.signage-lab.com) and open **Displays**.
2. Find the new screen by the computer's name (or the activation code).
3. Authorise it and give it a layout or a schedule. The screen downloads its content and starts playing.

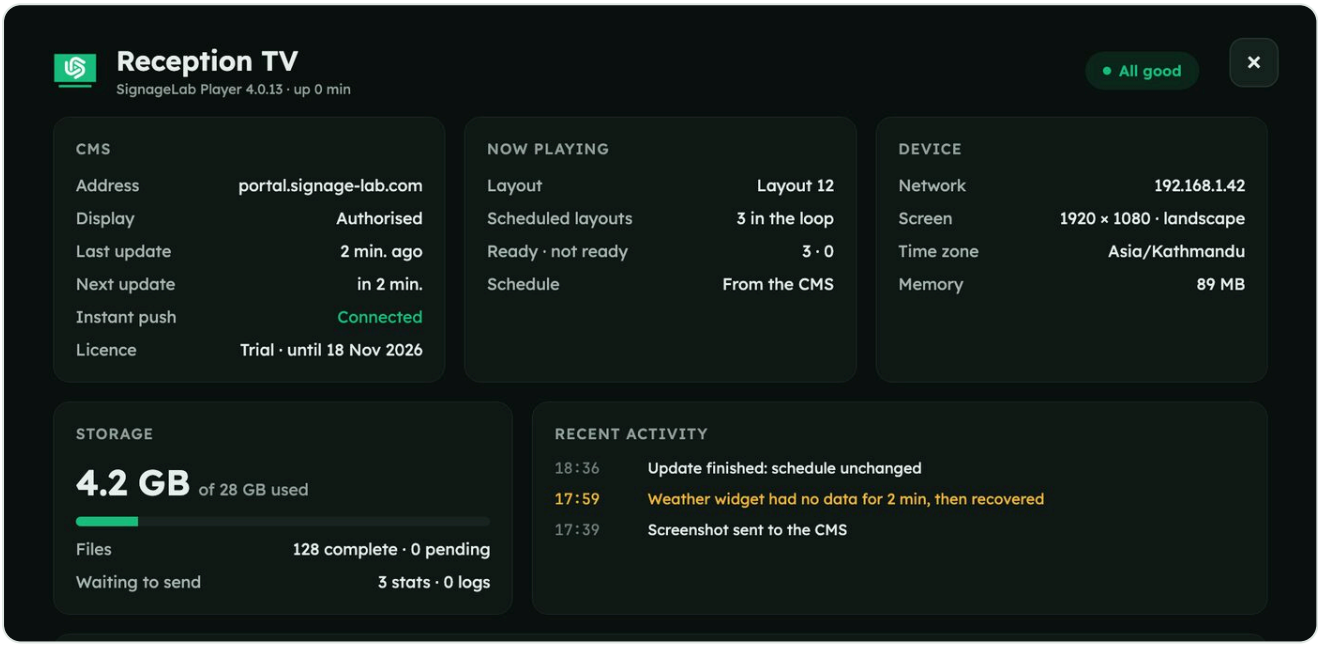
> **Not your account?**
> If SignageLab manages your screens, send us the computer's name and we authorise it for you.

5 Using the player



Move the mouse to show the bar: what is playing, Update now, Status and Settings. It hides itself after a few seconds.

TO	DO THIS
Show the bar	Move the mouse.
Fetch new content now	Choose **Update now** on the bar.
See the screen's health	Choose **Status**, or press `i`. Close it with `Esc`; press `U` in it to update now.
Change the connection	Choose **Settings**.



The Status window: connection, what is playing, the device, storage and recent activity.

The player starts by itself whenever someone signs in to Windows, and keeps its content, so it plays even without internet.

6 Updating and removing

- **Update:** download the new installer and run it. It replaces the old version and keeps the connection and content.
- **Remove:** Settings › Apps › Installed apps › **SignageLab Player** › Uninstall.

7 Troubleshooting

YOU SEE	TRY THIS
Status shows *Waiting for authorisation*	Authorise the screen under Displays in the portal (step 4).
The SignageLab splash stays on screen	The screen has nothing to play yet, or is still downloading. Give it a layout in the portal; open Status to watch the downloads.
Status shows *Licence expired*	The trial or subscription for this screen has ended. Contact SignageLab to renew; the screen resumes by itself.
Player doesn't start after a restart	Windows must sign in for the player to start. Turn on automatic sign-in for this PC.

Need help?
We set up screens every day. Get in touch.

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