X-Sign
Broadcast Mode
User Manual

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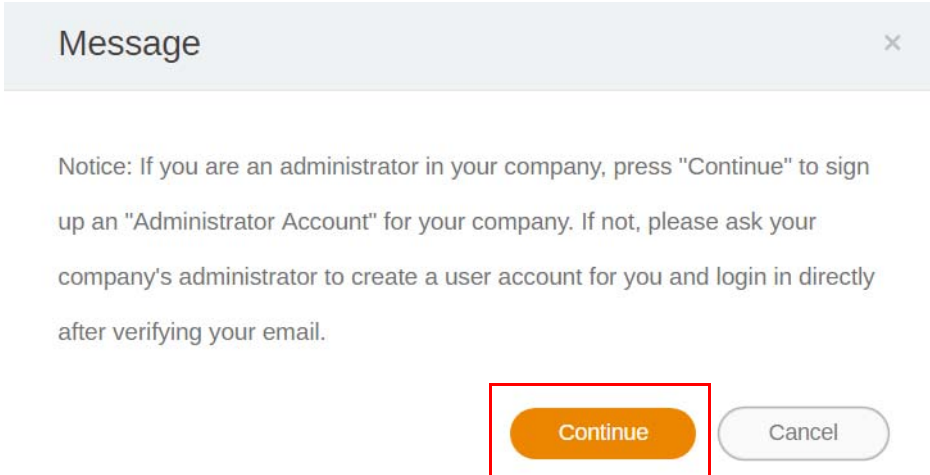
Table of contents
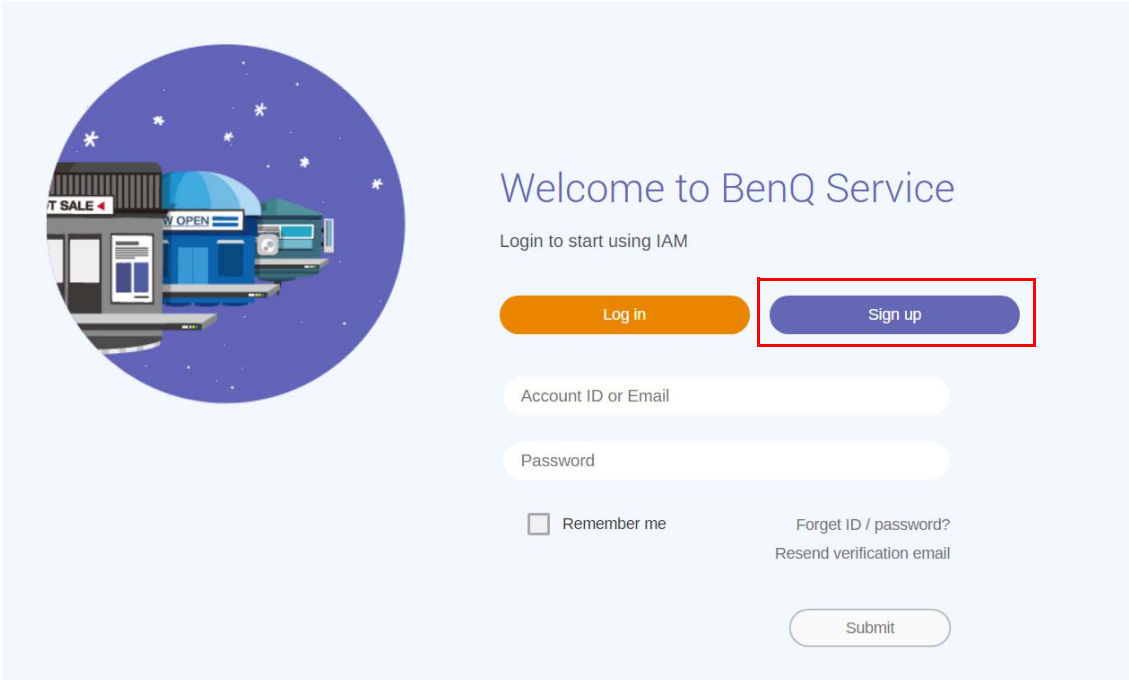
First Establishment

Registering a new account as an administrator

With BenQ IAM (Identify and Access Management), you can manage all of your BenQ services (including X-Sign Manager) in one account. Follow the steps below to register an account and connect to X-Sign Manager.
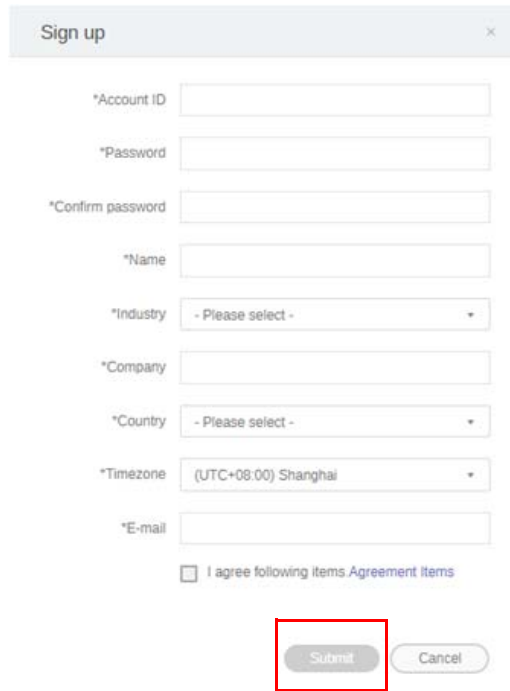
1. Go to BenQ Service website: https://service-portal.benq.com/login. Suggested browsers are Chrome, Firefox.

2. If you are an administrator, click **Sign up** to register an Administrator account for the company. If you are a regular user, ask your company's administrator (IT personnel) to create a user account for you. After you receive the account, click **Log in** directly after verifying your email.

3. After you click **Sign up**, you will see the following message. As an administrator, click **Continue**.

4. Fill in the following fields and click **Submit** to create a new Administrator account.
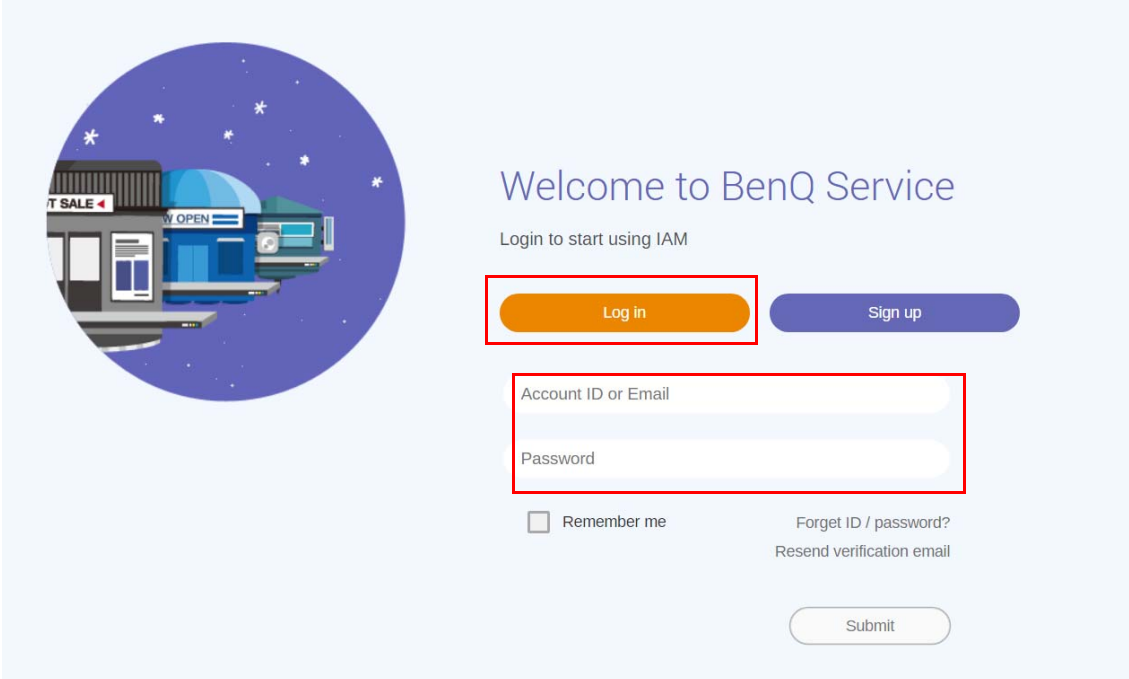

- For the account ID, enter a value between 4 and 20 characters long. Only numbers (0-9), upper and lowercase alphabets (A-Z, a-z), and the following special characters (-)(.)(_) are allowed in the account ID and name.
- The password must be a combination of alphanumeric and must be between 6-12 characters. Passwords like "2945678" (all numbers), "eduabsc" (all alphabets), "12ab" (less than 6 characters), and "12abcd345678efg" (more than 12 characters) are unacceptable.
- Uppercase and lowercase letters don't need to be typed the same way every time you key in the password.
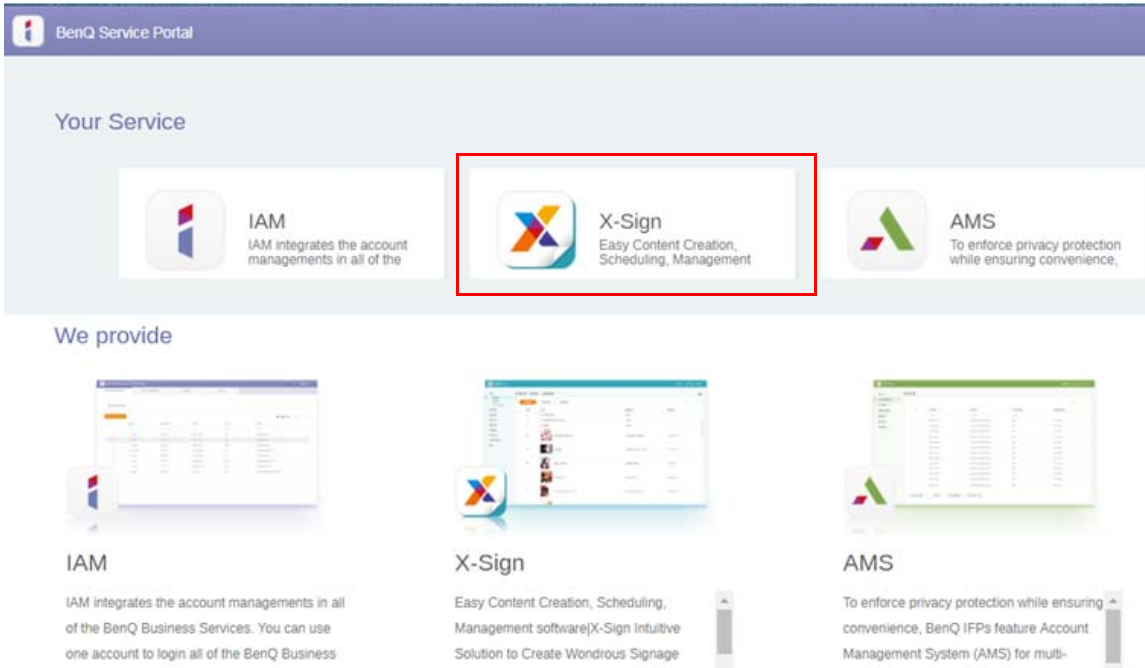
Accessing X-Sign Manager

Before you begin, make sure that you have a valid account that has been registered.

1. Go to BenQ Service website: https://service-portal.benq.com/login. Log in and choose **X-Sign**.

2. Click **Login** to go to the X-Sign Manager page.

Creating a new account for regular users

1. As an administrator to create a new account for regular users, go to BenQ Service website: https://ams.benq.com. Suggested browsers are Chrome, Firefox.

2. Log in and choose **IAM**.
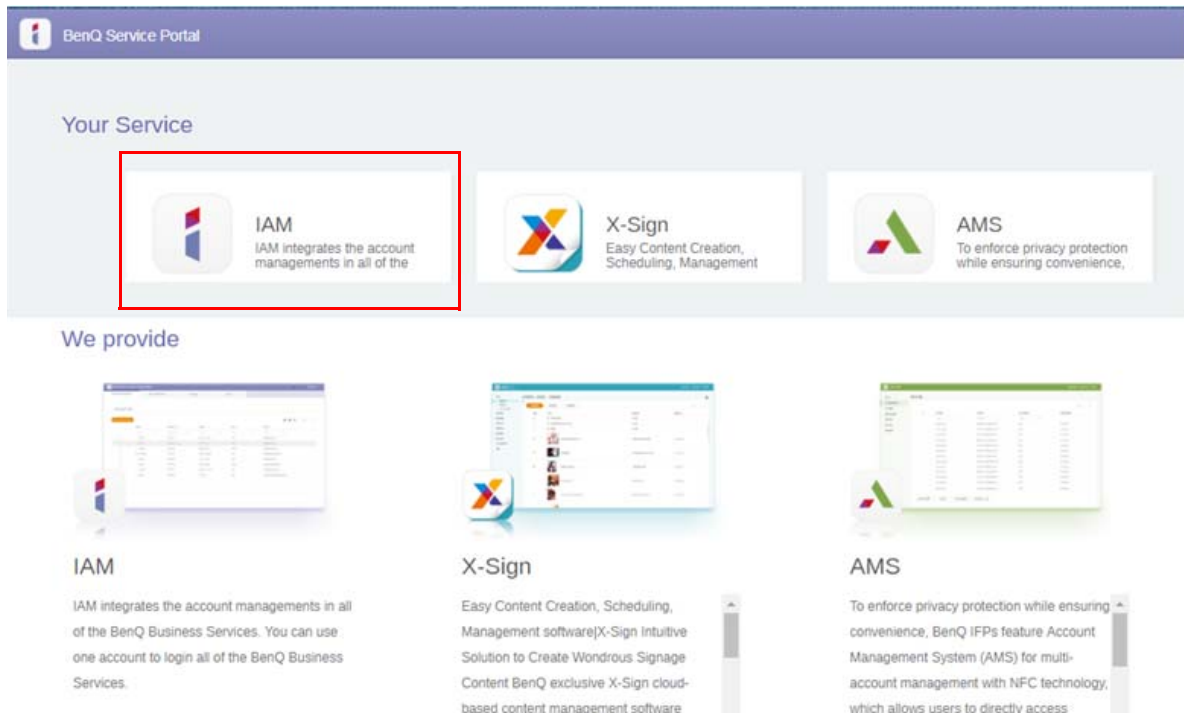
3. Click **Create New Account** to continue.
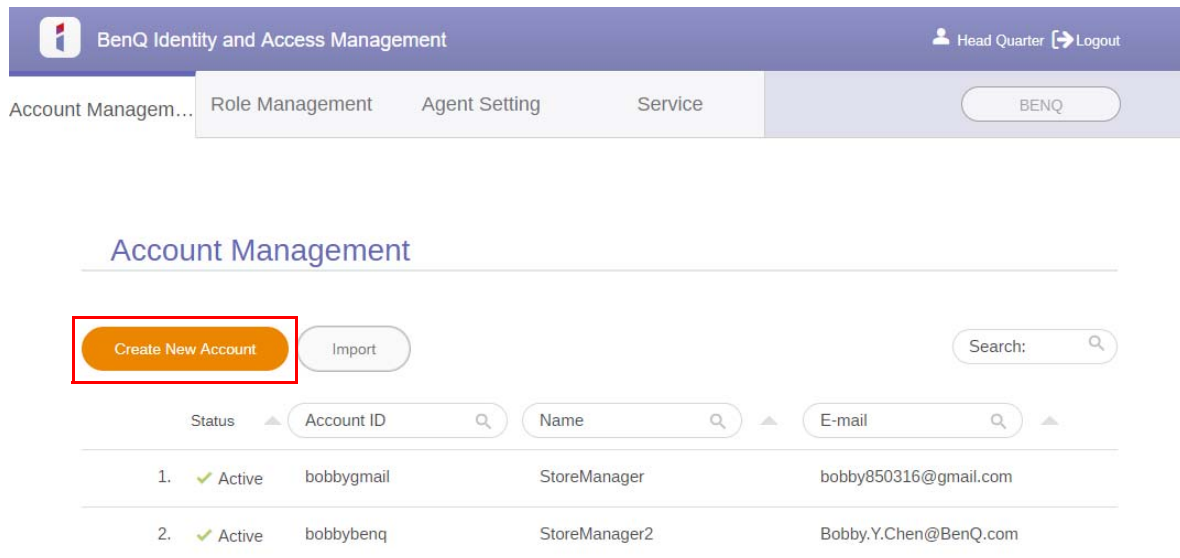
4. Fill in the following fields. Be sure to enter the correct email address and activate the X-Sign service. Click **Submit** to create a new account.

5. The account has been created and a verifying email is sent to the new account owner.

Account verification

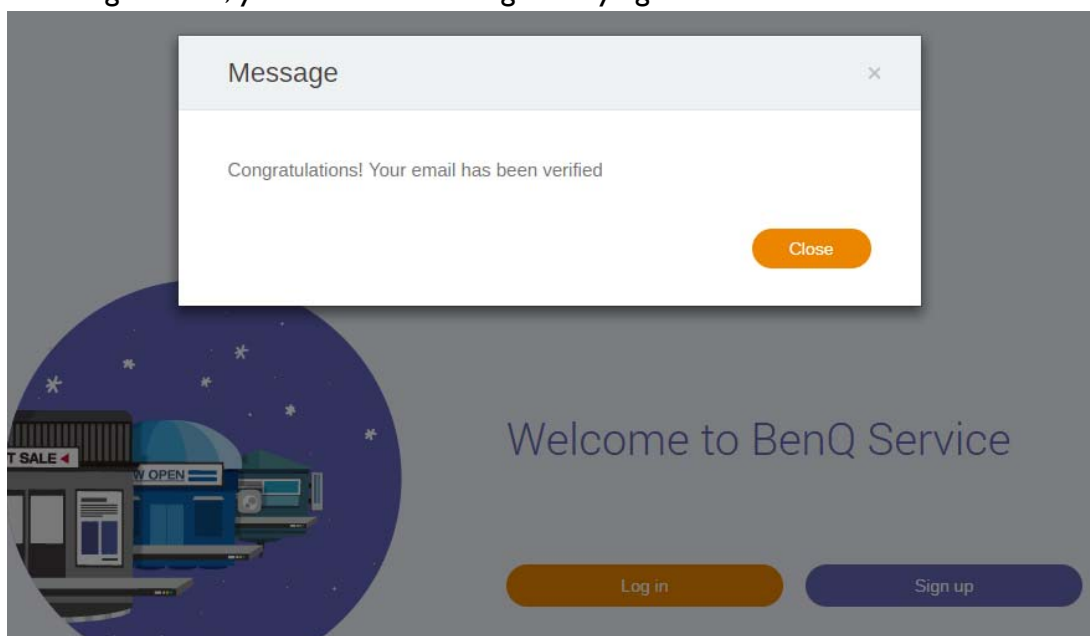1. Users receiving verifying emails should click the verification link in the email within 72 hours.
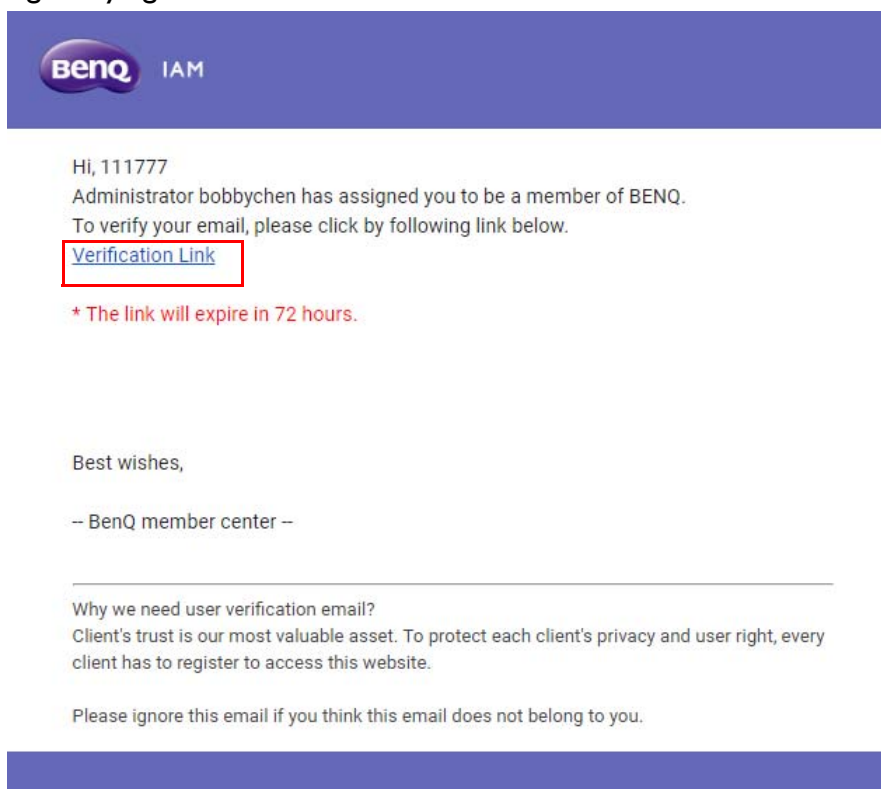
> The account can be created only by the administrator (IT personnel) on BenQ IAM. Users cannot create an account by themselves.

2. After clicking the link, you will see a message notifying that the email has been verified.
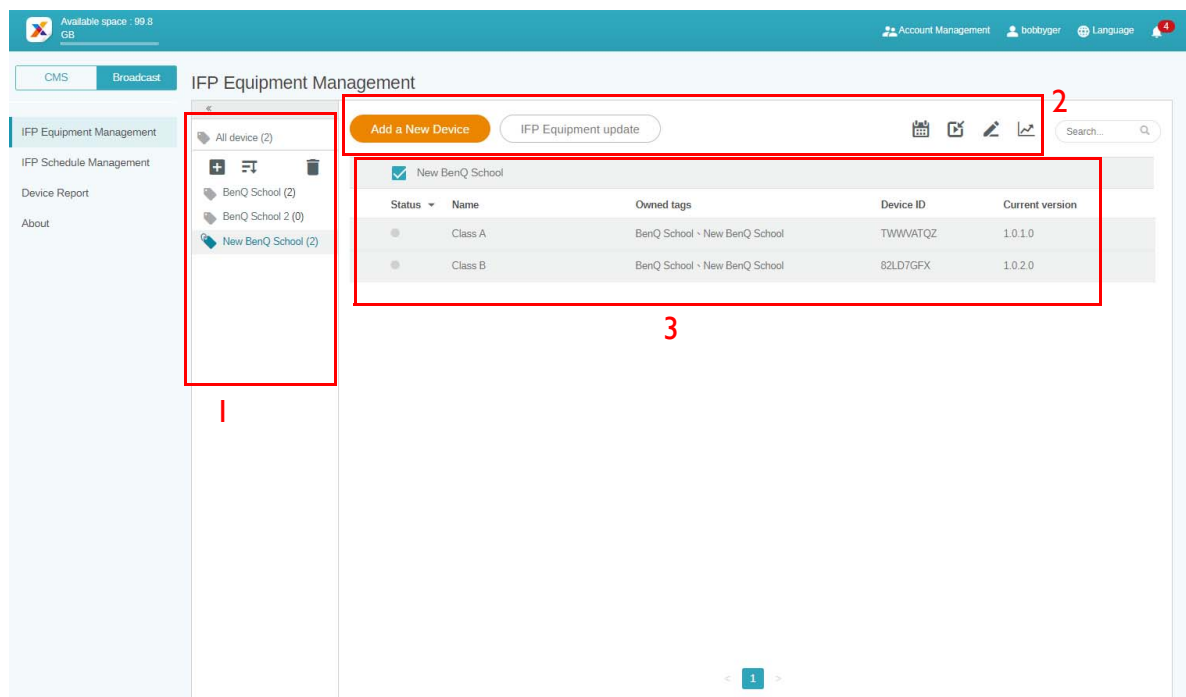

3. Click **Log in** to access X-Sign Manager. For more information about how to log in, refer to Accessing X-Sign Manager on page 6.

Broadcast Mode in X-Sign Manager

With X-Sign Manager, you can set the Broadcast mode on BenQ IFPs remotely.

Broadcast overview

While logging in, select **Broadcast > IFP Equipment Management**. You will see three main parts, as described in the table below:


|	Item	Description
1.	Device Tab	You can check the devices/tags here and see the details in the operation tab. ![+]: Create a tag ![sort]: Sort Descending ![trash]: Delete a tag
2.	Editing Tab	You can edit the devices/tags by choosing the buttons in this area. ![calendar]: Set Schedule ![interrupt]: Add interrupt ![edit]: Edit device ![report]: Inspect report
3.	Operating Tab	You can see the corresponding content while switching the devices/tags on the device tab.

Binding devices

1. To bind a new device with X-Sign Manager, select **Broadcast** > **IFP Equipment Management**.
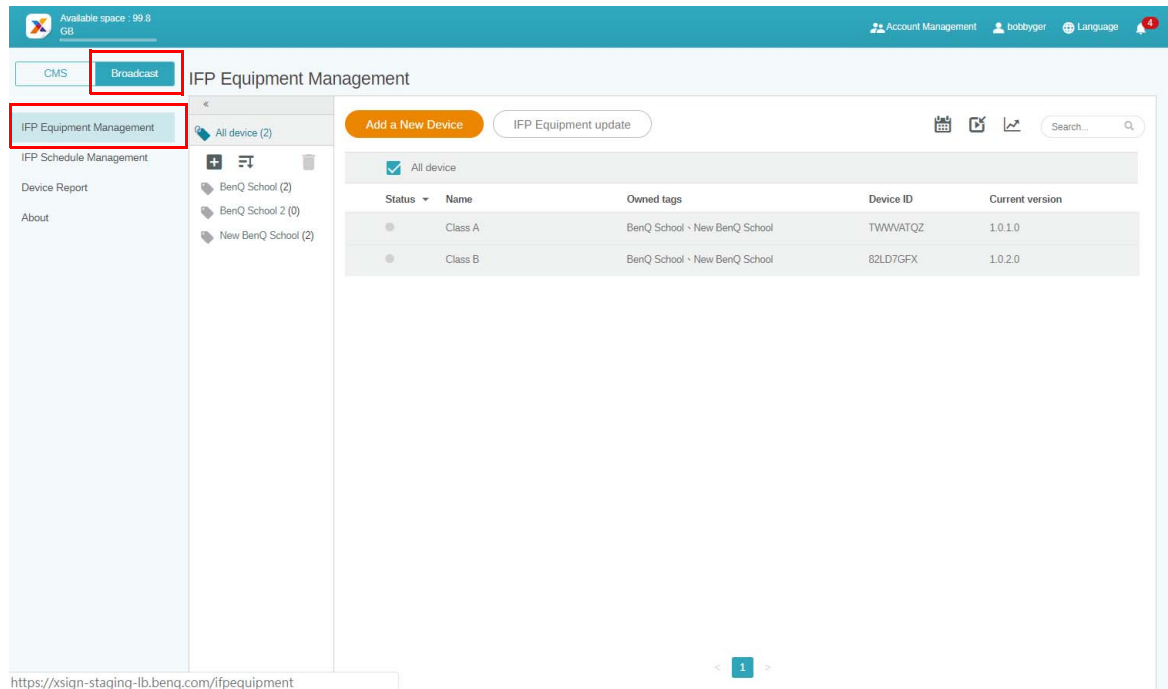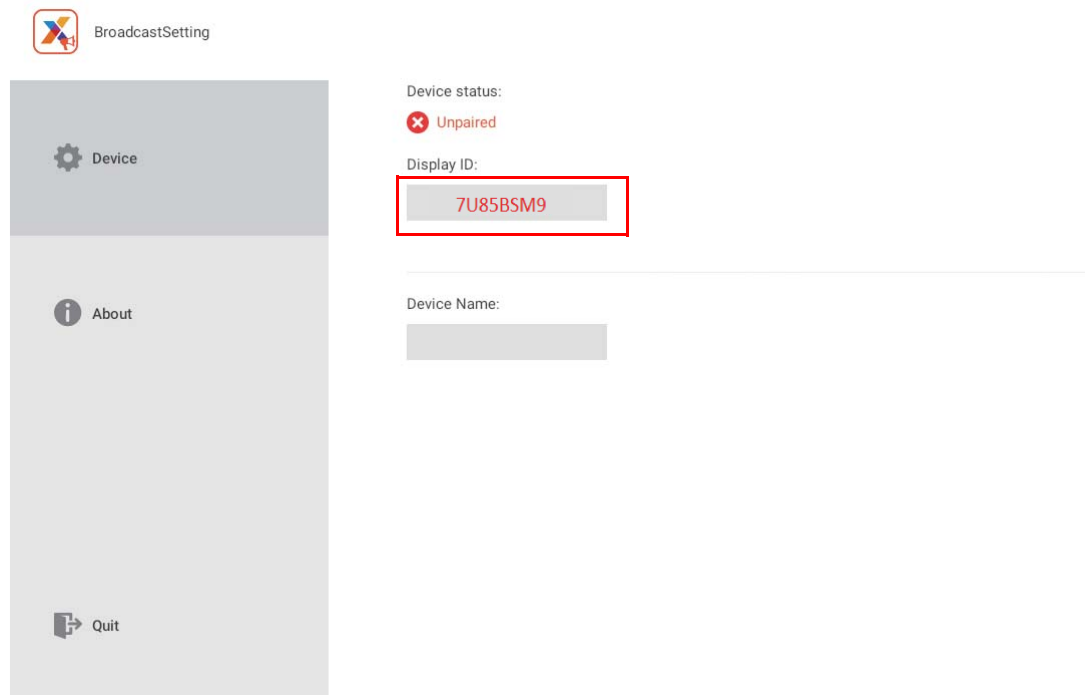

2. Select **Add a New Device**.
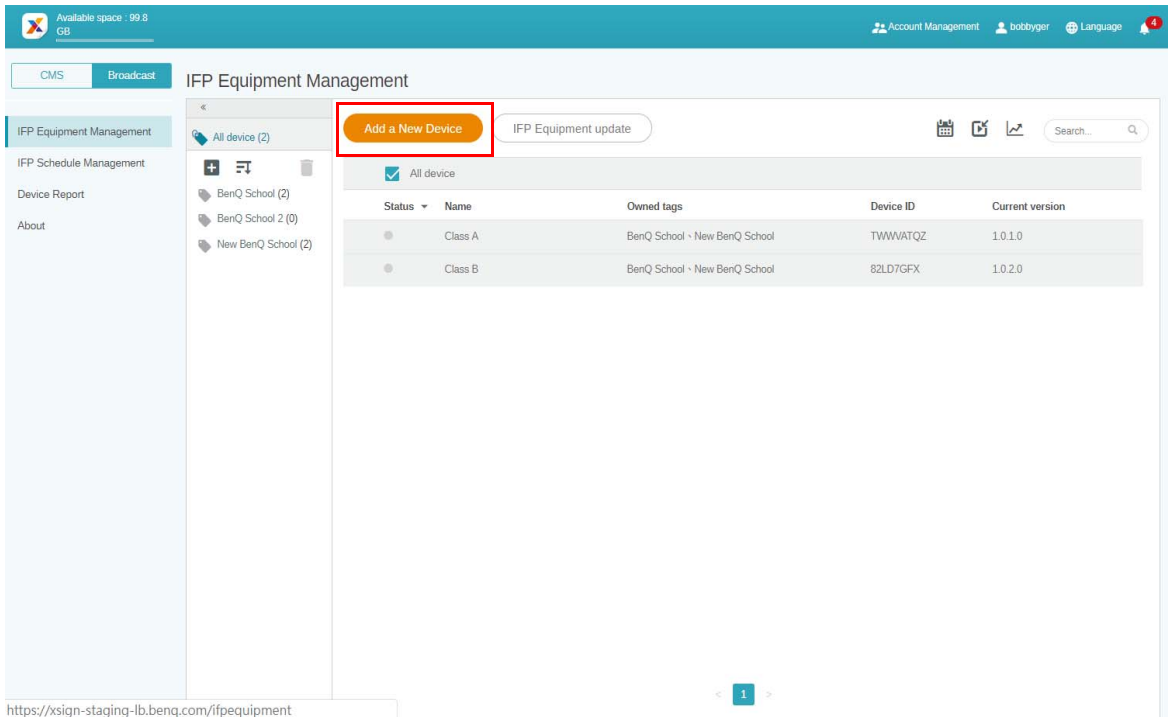
3. On the IFP, click **BroadcastSetting** to start the APP.
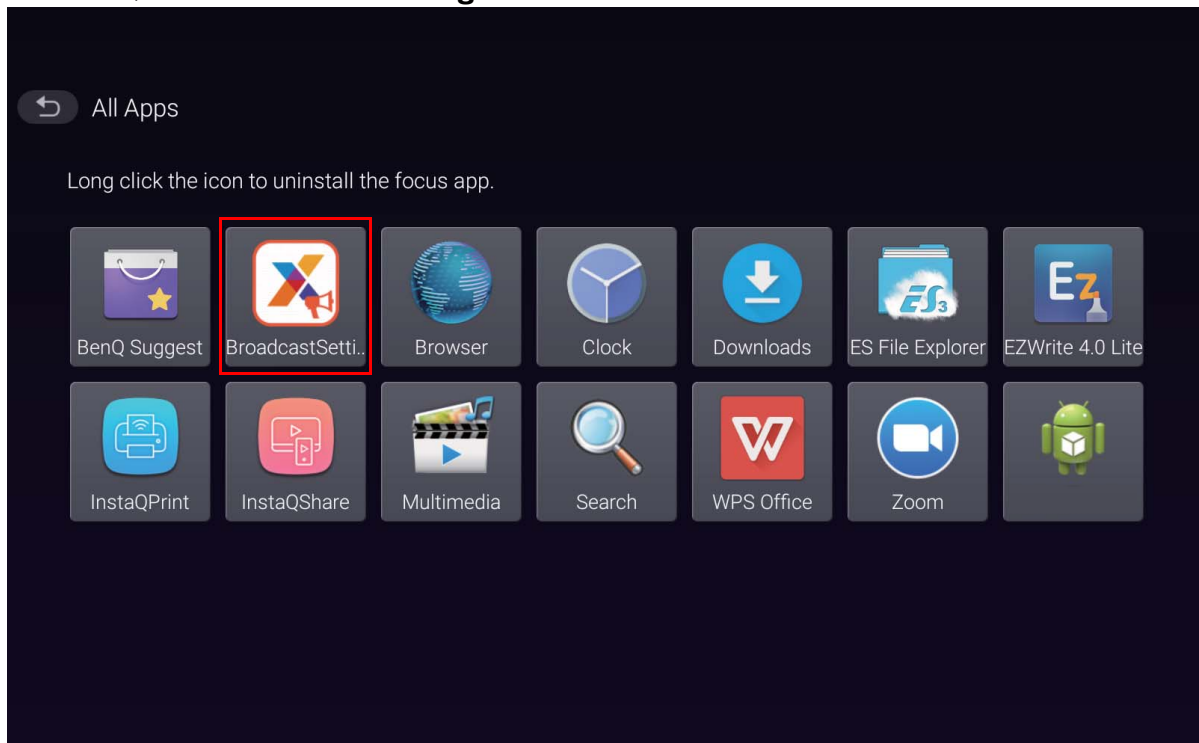
4. Enter the display ID shown on the IFP to the device ID on the Manager page. Then enter the device name.

> Be sure that the IFP is connected to the Internet and is set to the correct time zone.

5. The IFP is successfully paired with X-Sign Manager when the device status shows "Pairing success" and the device name is correctly displayed.

Tag management

You can create tags to group devices.

Creating a tag **after** device binding

1. Create a tag by clicking ➕ .
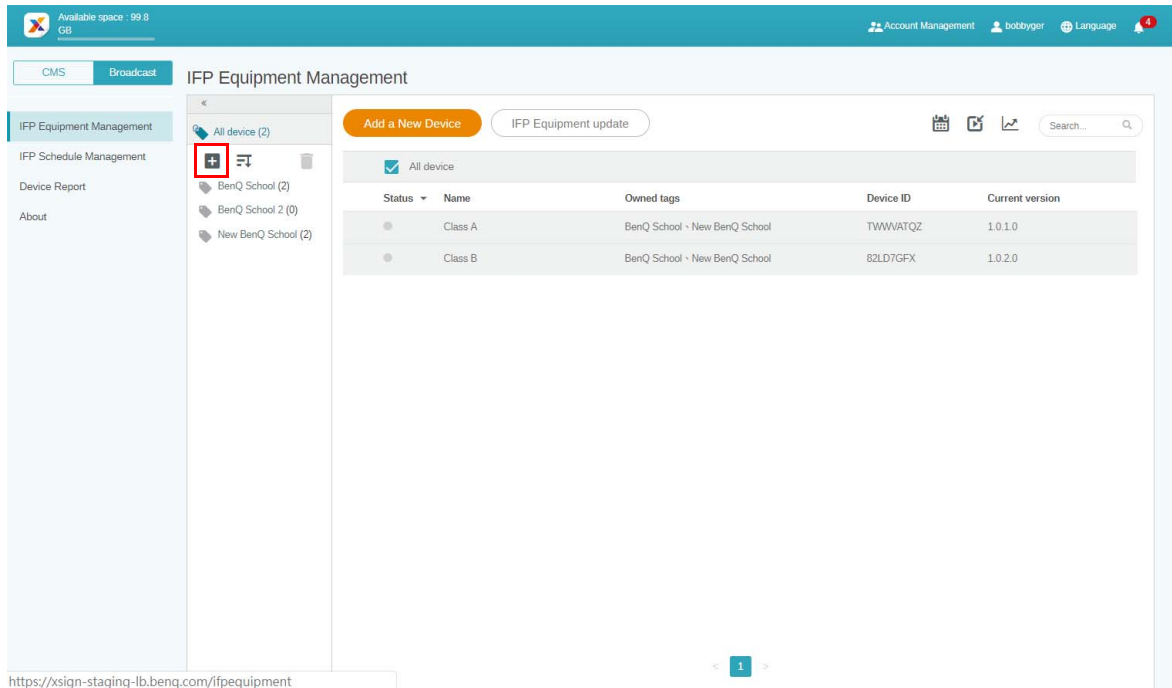
2. Enter the tag name, select the corresponding device(s), and click **Confirm**.
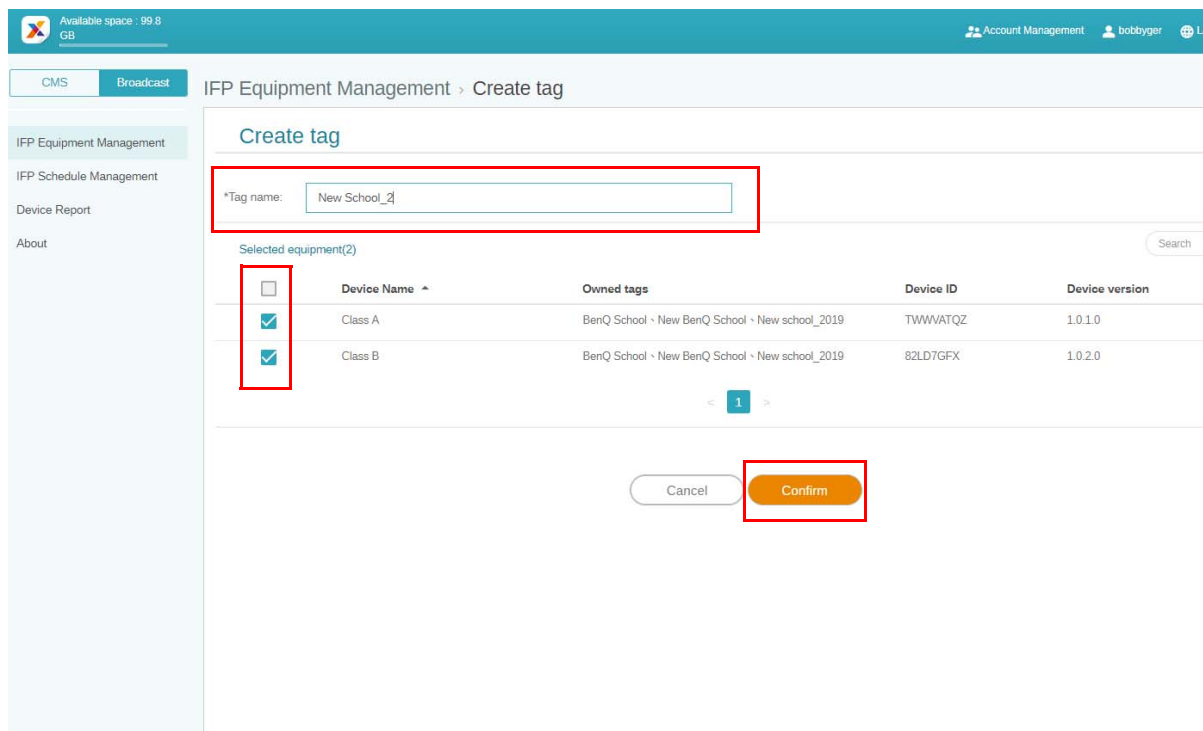
3. The tag, "New School_2", is successfully created.

Creating a tag **before** device binding

1. You can also create a new tag before a device is paired with X-Sign Manager.

2. Select **Add a New Device**. Fill in the device ID shown on the IFP and enter the device name. Click **Edit** to choose a tag.
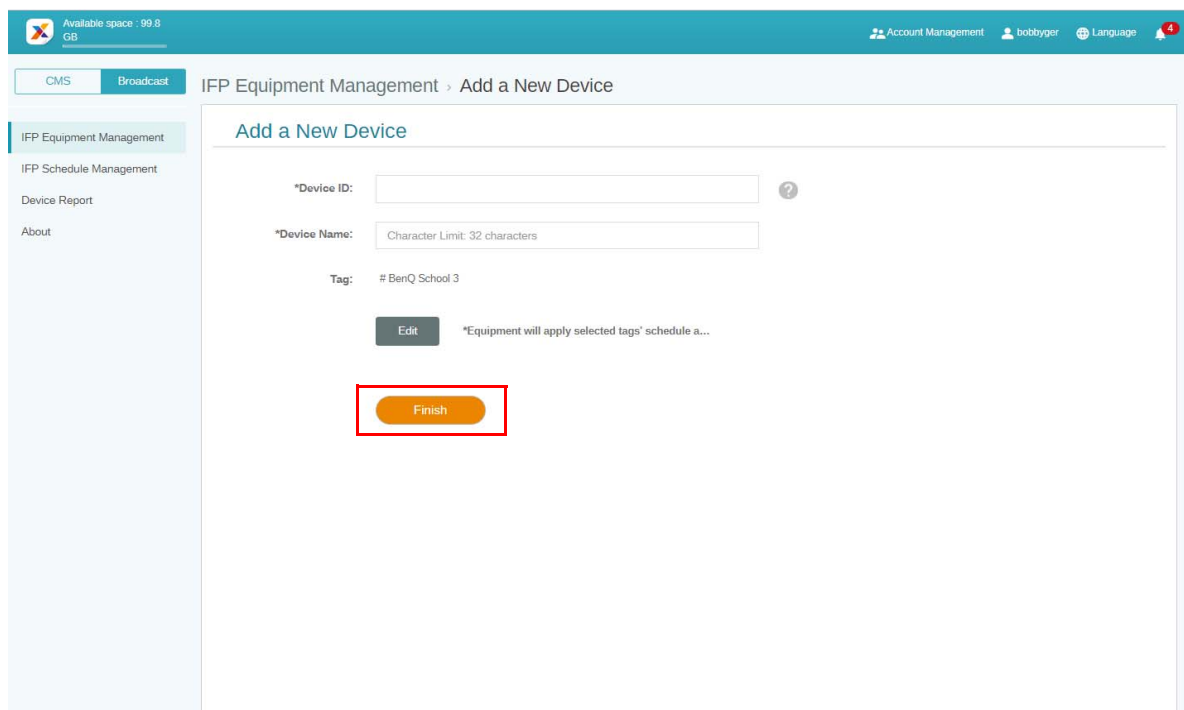

3. Click **OK** to confirm.

A device can be put into multiple tags.
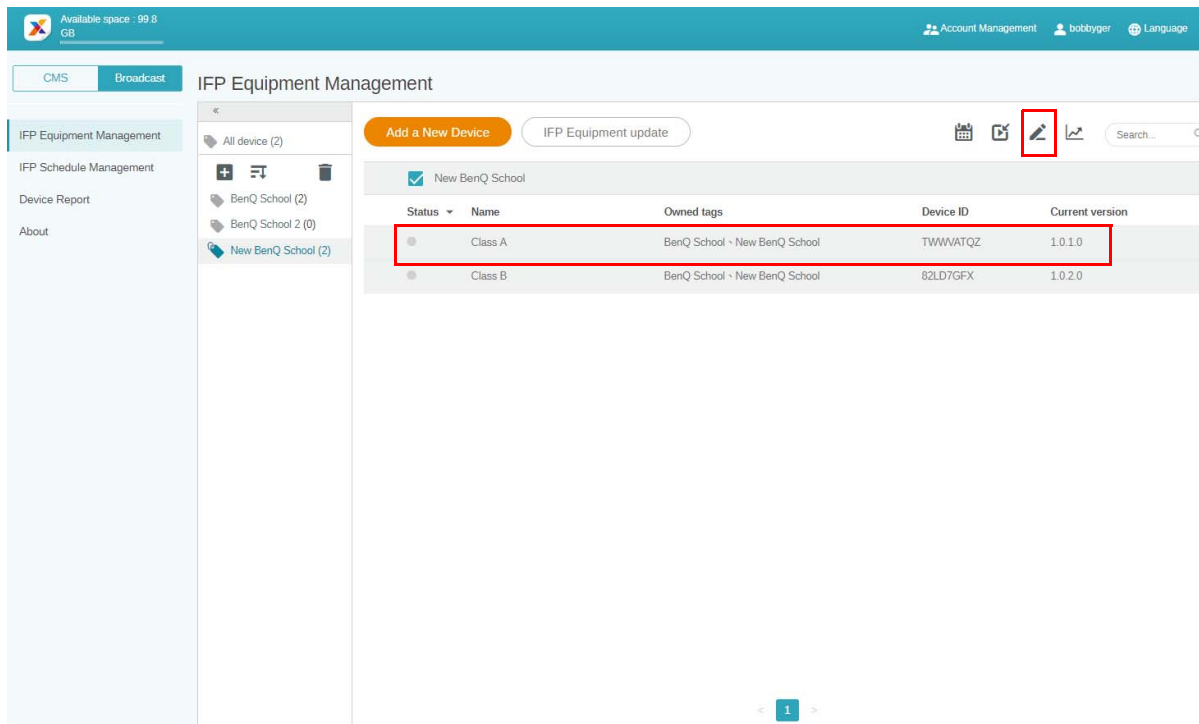
4. A warning message will pop up. Click **Confirm** to proceed.
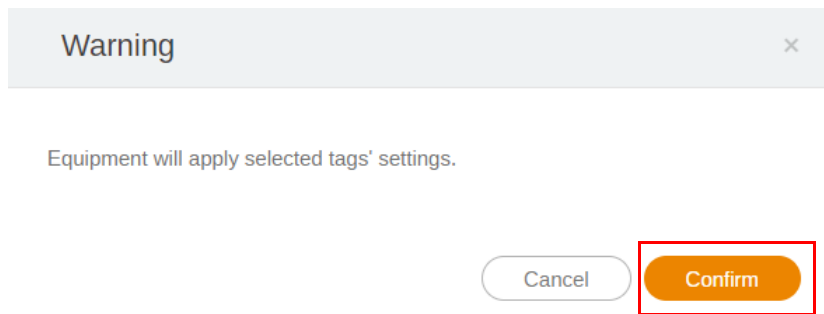
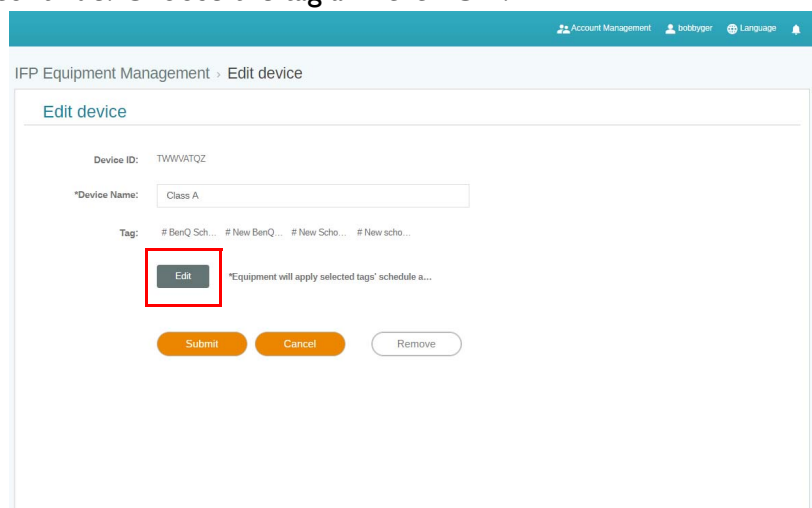5. Click **Finish** to complete the action.

Editing tags

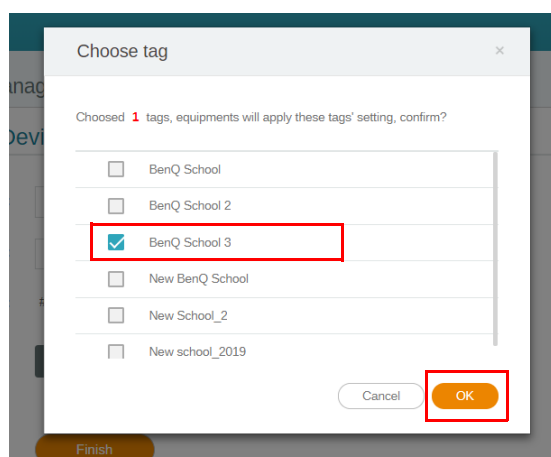1. You can edit tags by selecting the device name and clicking ✏️.

2. Click **Edit** to continue. Choose the tag and click **OK**.

3. A warning message will pop up. Click **Confirm** to proceed.

4. Click **Submit** to complete the action.
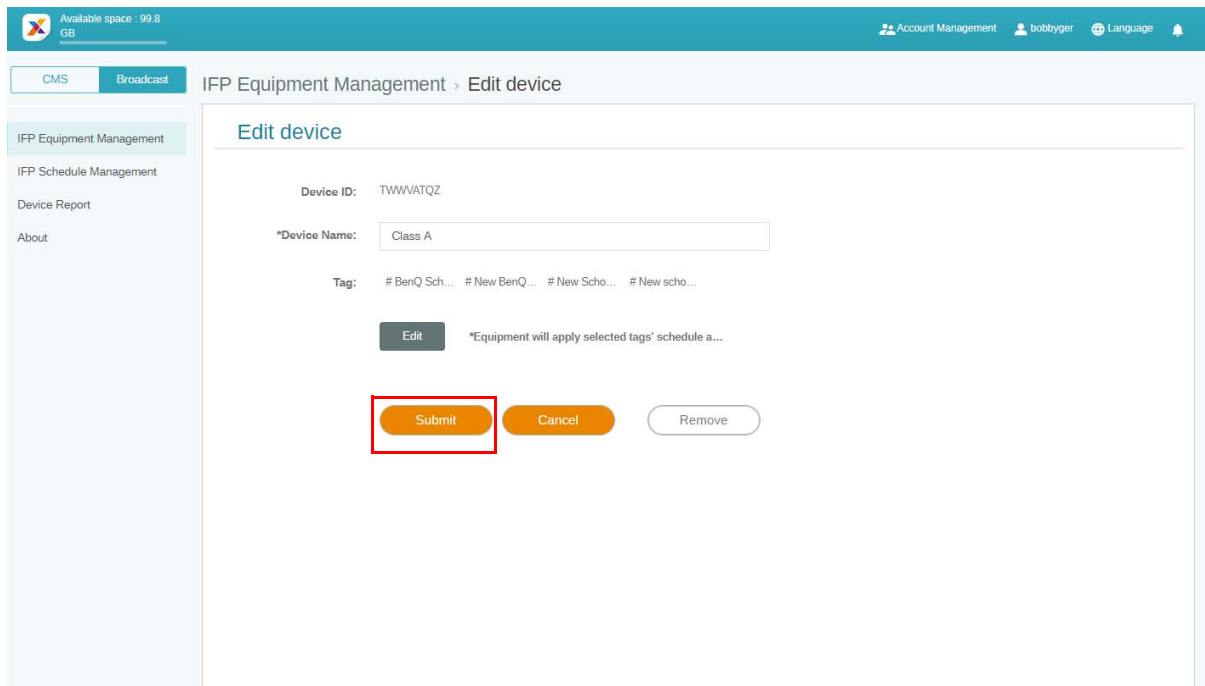
IFP equipment update

1. To update the device, click **IFP Equipment update**.

2. Select the device you want to update, then click **Update**.

Update the device software to the latest version before pairing with X-Sign Manager.
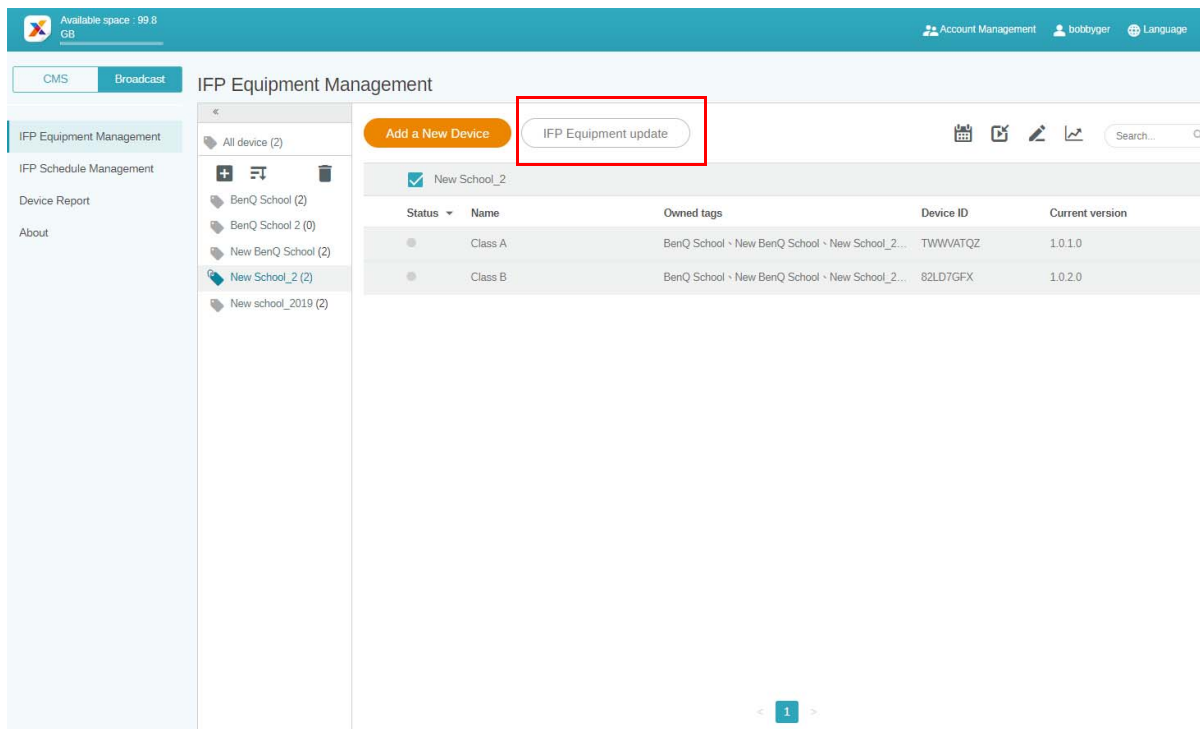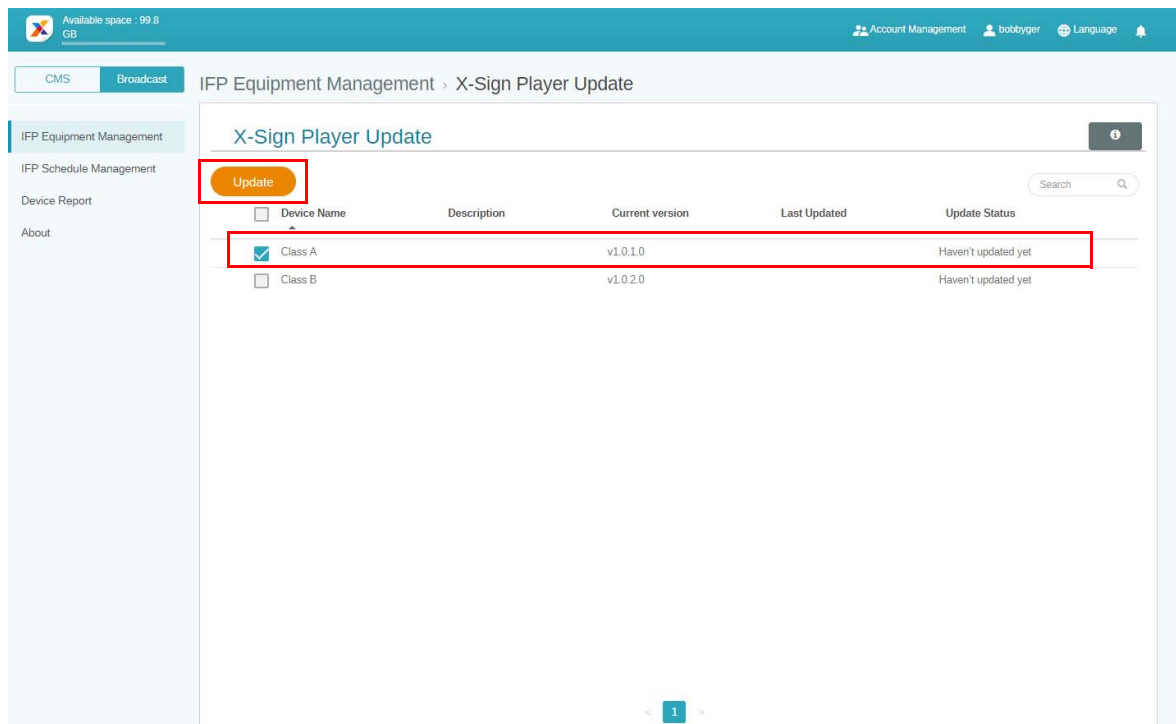
Publishing messages

You can publish messages using **Set Schedule** 📅 or **Add interrupt** to suit your needs.

Add interrupt can do a quick publish, delivering your message immediately. It is used when you need to deliver emergent messages.

Set Schedule employs a calendar structure, delivering your message at a designated date or at a specific time.
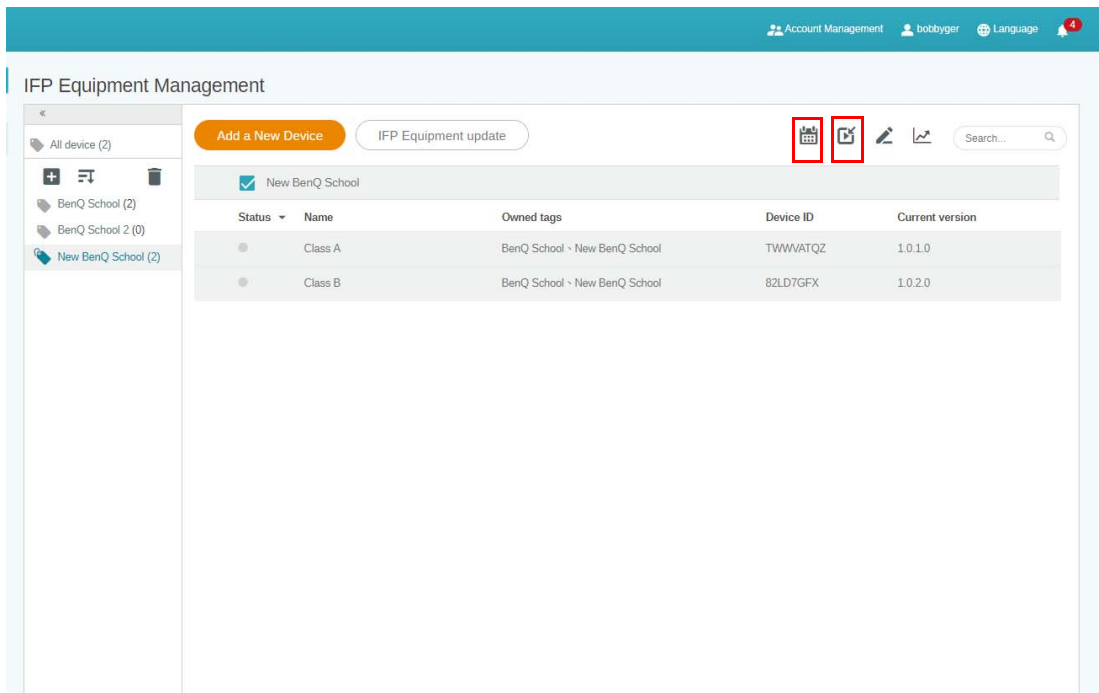
Using Set Schedule

1. Choose the tag or device you want to set schedule and click 📅 to go to the schedule management page. You can publish your message to all devices or specific tags.
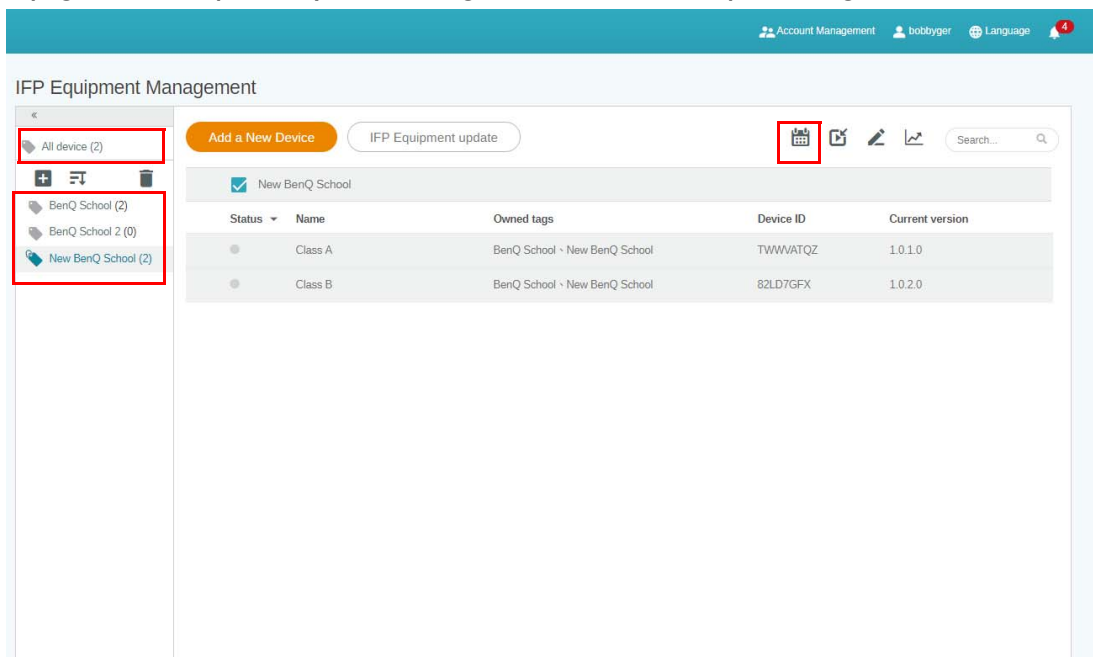
2. You can set schedule by selecting the date and time period. The **Set Schedule** window will pop up.

3. You can edit the content by completing the following fields.

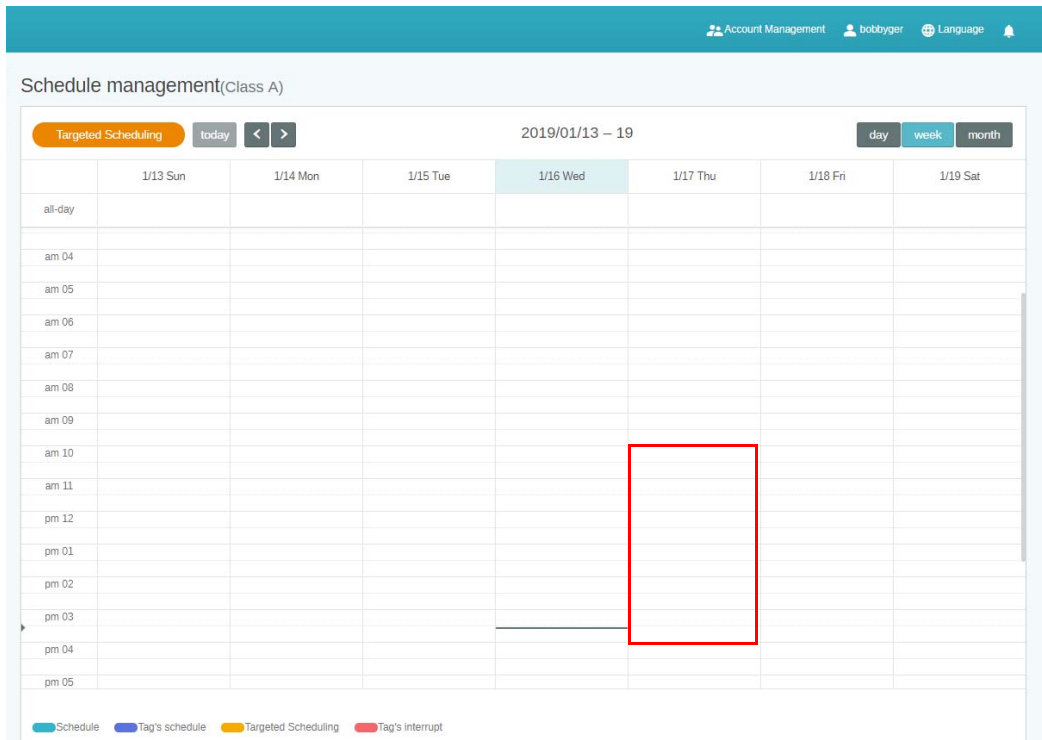| Item		Description
1.	Text content	Type the message you want to share.
2.	Style	Customize the style by creating your own module. You can add more styles by choosing the rightmost one.
3.	Duration	• Set the date and time you want to share the message. • You can set the end date and choose to repeat by day or week.

4. After all configuration is set, click **Confirm**.

5. You will see the schedule on the schedule management page.
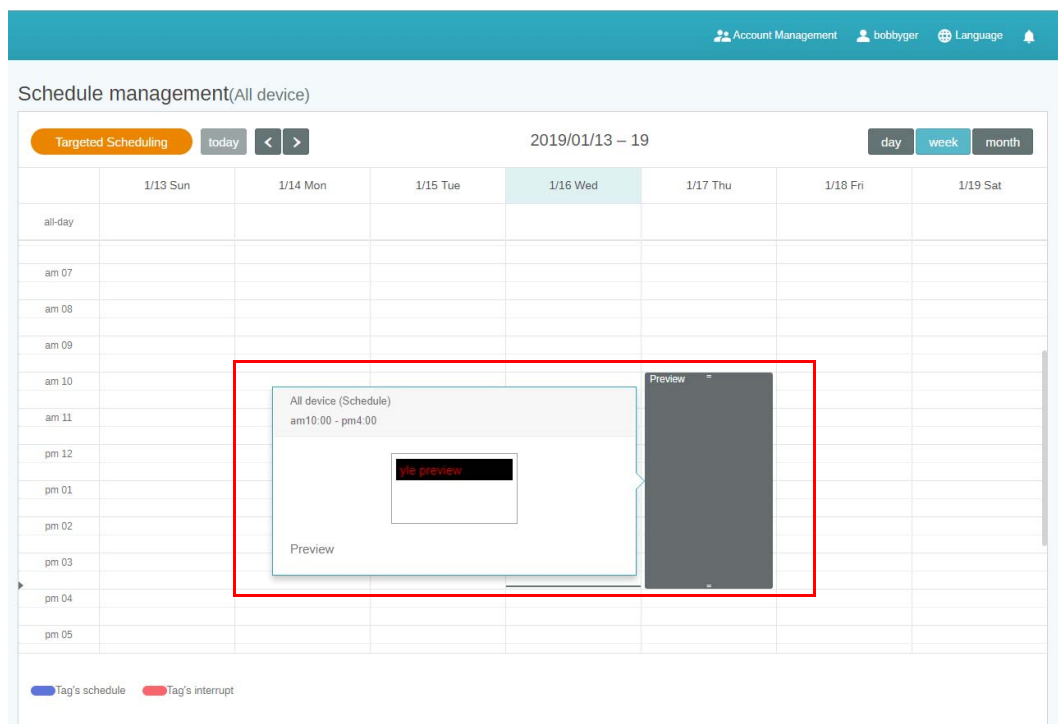
Using Add interrupt

1. Choose the tag or device you want to add interrupt and click ![icon] . You can publish your message to all devices or specific tags.

2. You can edit the content by completing the following fields.
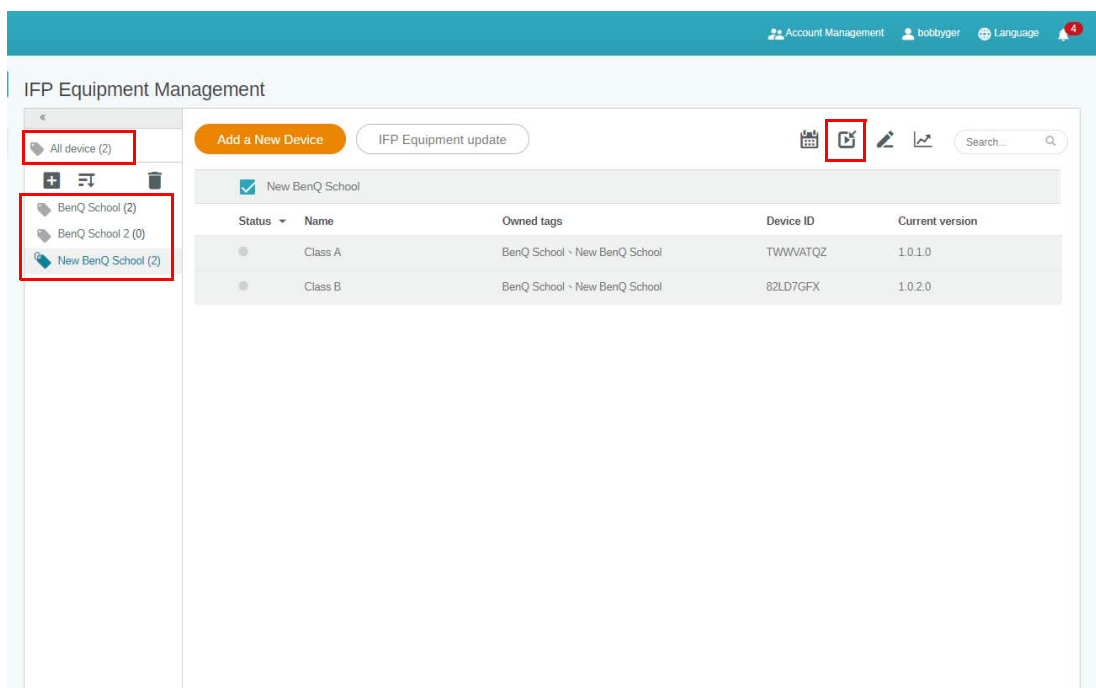

Item		Description
1.	Text content	Type the message you want to share.
2.	Style	Customize the style by creating your own module. You can add more styles by choosing the rightmost one.
3.	Play length	Select the display time.

3. You can create your own module by choosing the type and select style setting. Click **Save** to proceed.
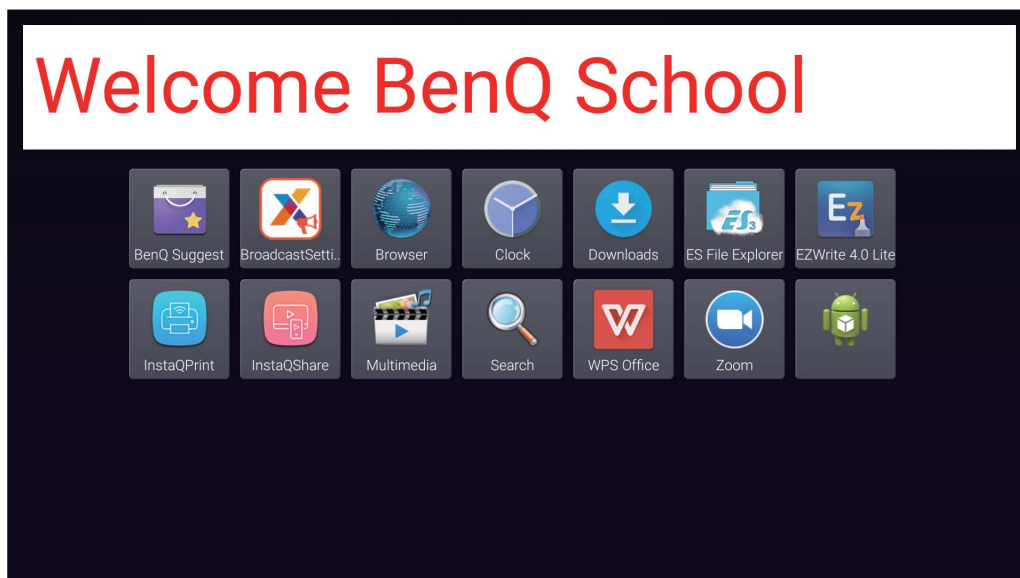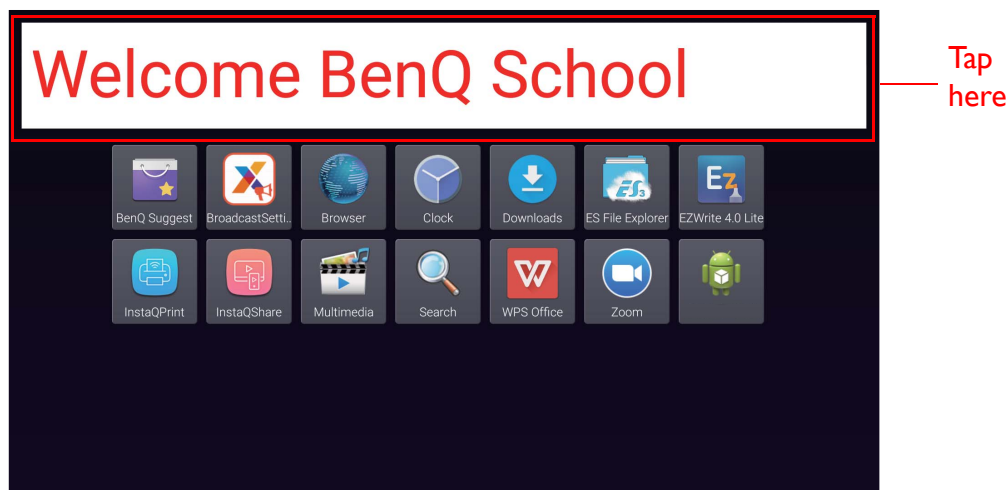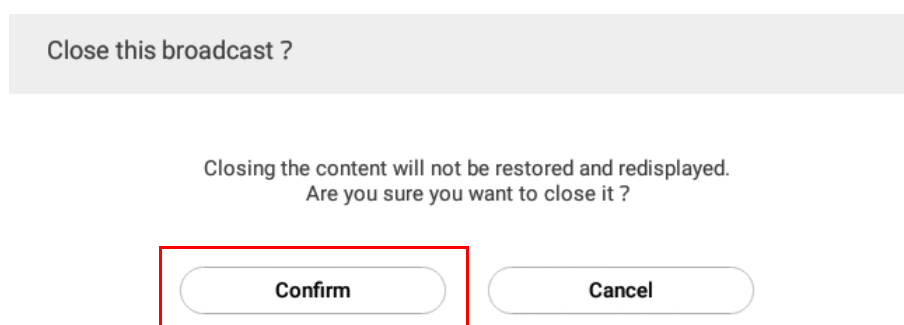
4. After all configuration is set, click **Confirm**. You will find the interrupted message on the IFP.

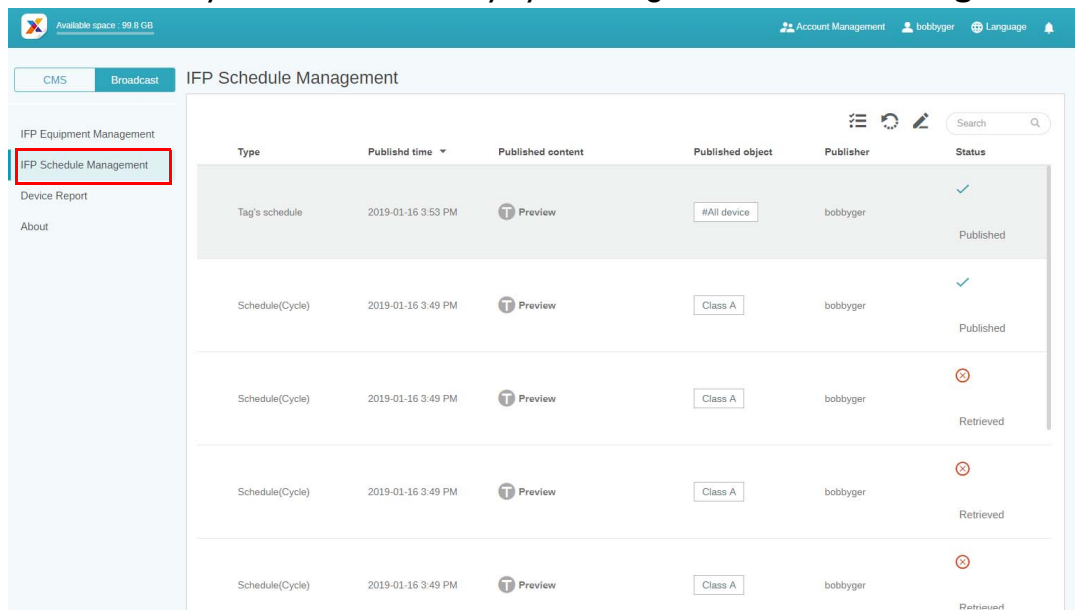5. You can close the broadcast by tapping the interrupted message area.

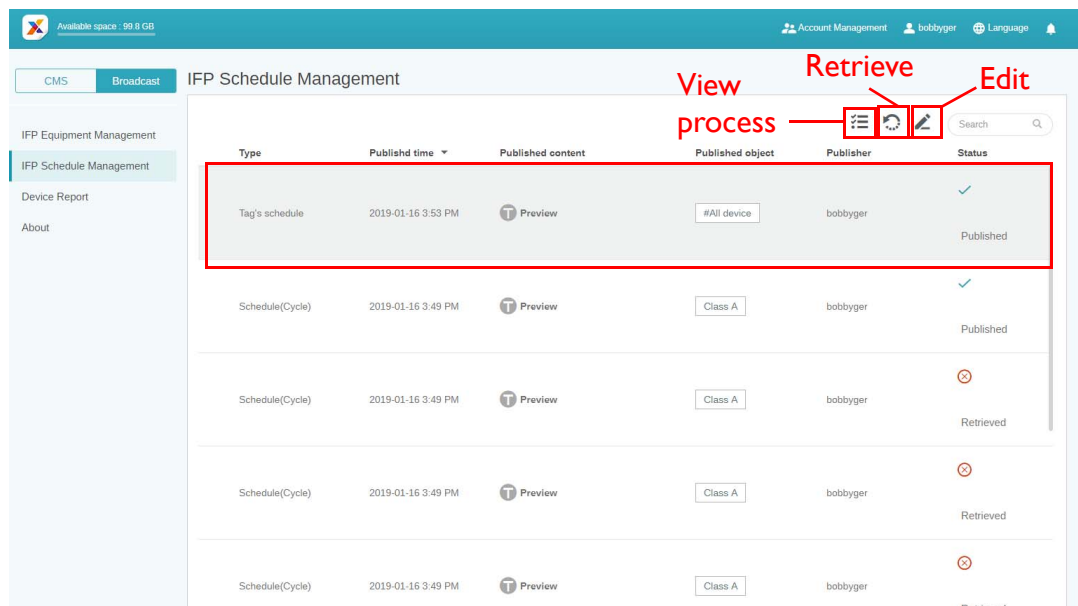6. A message will pop up. Click **Confirm** to close the broadcast.

Newly created interrupt will overwrite the previous one.
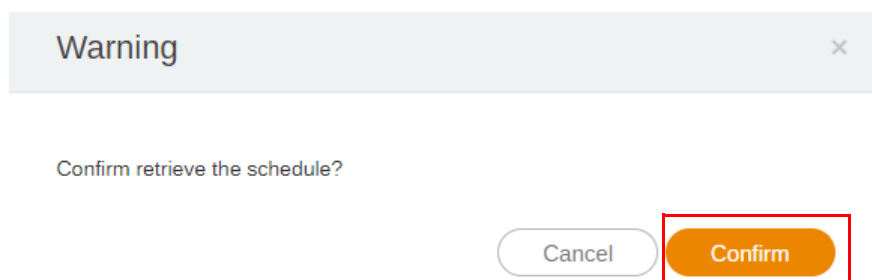
IFP Schedule Management (History)

You can check and edit your broadcast history by selecting **IFP Schedule Management**.
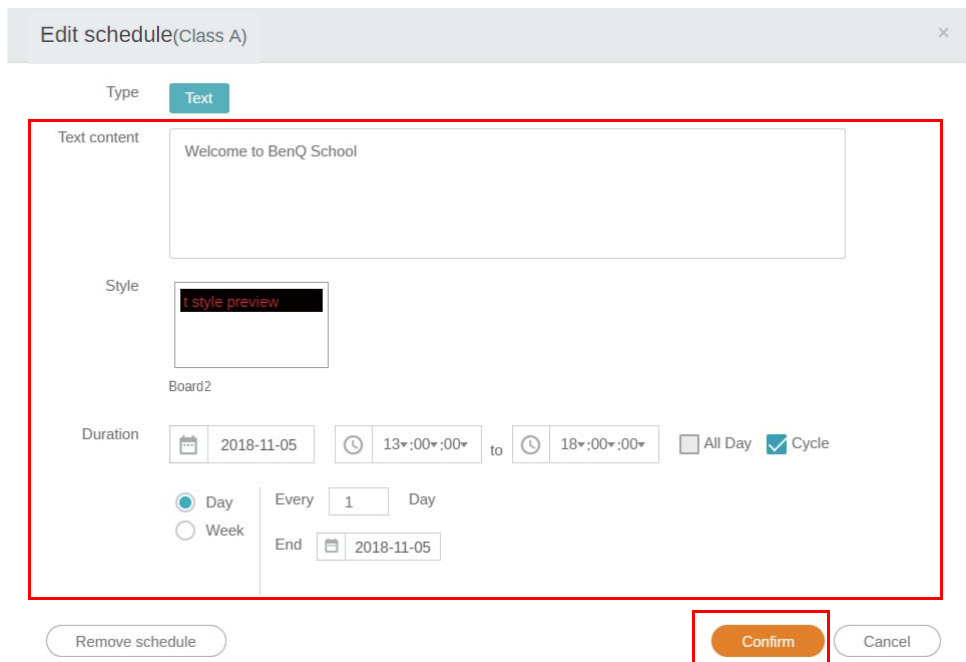

1. Select the type (schedule or interrupt) you want to check. You can retrieve or edit the selected item.
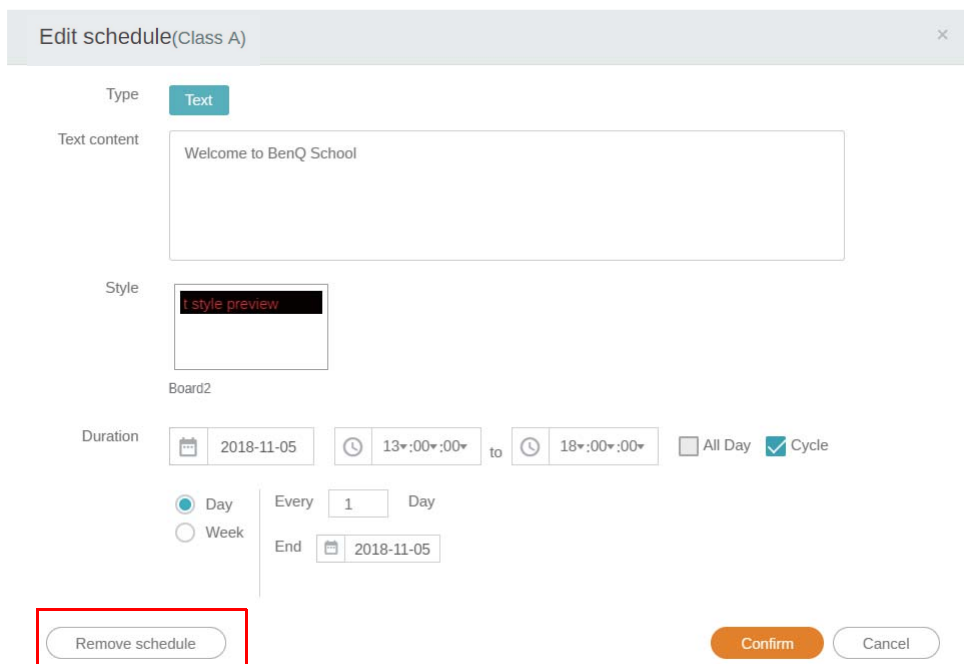

2. After clicking , you will see a warning in a popup window. Click **Confirm** if you want to retrieve the schedule or interrupt.
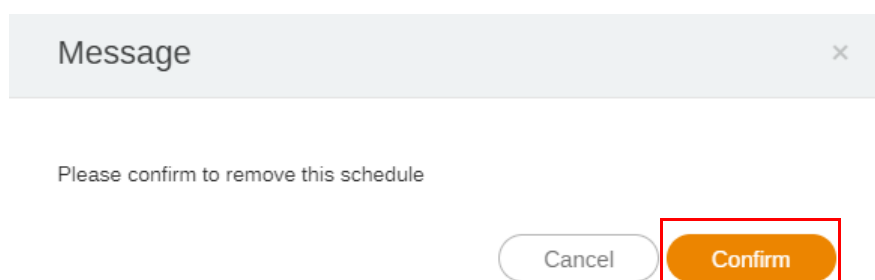
3. After clicking , you will see an editing window. Click **Confirm** after all editing is set.

4. If you want to delete a schedule or interrupt, you can also click the remove button.

5. You will see a message in a popup window. Click **Confirm** if you want to remove the schedule or interrupt.

Device Report

1. To access the activity report of the devices, click **Device Report**.
2. Choose **Tag / Equipment** and **Date range**, then click **Export Report**.

3. The report is exported as a csv file. You can open it with Microsoft Excel.

4. You can also export the report by clicking .