

User manual

Guide for clients (using the dashboard) and installers (setting up the players).

Last updated: 2026-07-30 · Support: hola@matrixign.com

This manual has two parts. **Part A** is for whoever uses the dashboard (upload content, build campaigns, monitor). **Part B** is for whoever installs the screens on site (FAN, TV and Windows).

Part A · Using the dashboard

A1. Sign in

- Open matrixign.com/login and sign in with your email and password.
- The left menu has: Content, Campaigns, Devices and (depending on your role) more options.

A2. Upload content

1. Go to **Content** -> **Upload**.
2. Pick your images or videos (mp4 recommended). Give each piece a clear name.
3. Content becomes **approved** and ready. With the portal on, some pieces may stay **pending** approval (see A7).

A3. Create a campaign

1. Go to **Campaigns** -> **+ New campaign**.
2. Name it, pick the client and the **screen type** (TV/Windows with scenes, or FAN).
3. **Scheduling (optional)**: dates, days of the week and a daily time window (e.g. 8:00 -> 22:00, even crossing midnight). No days checked = every day. To stop a campaign, set it to **paused**.
4. Save: you enter the editor.
5. Drag your content into the **playlist**. Adjust image durations.

A4. Multi-zone scenes (TV / Windows)

On TV/Windows campaigns you can split the screen into **zones**: video, menu, clock, weather, ticker or live TV, each in its place.

1. Inside the campaign, open **Scene**.
2. Start from a template or blank; drag and resize each zone.
3. Assign each zone its content (video/image, text, web, weather...).
4. Choose landscape or portrait and save. You can save your design as a template.

A5. Assign the campaign to screens

1. Go to **Devices** and open the screen.
2. Pick the **campaign** to play (or assign to several at once from the campaign).
3. The screen picks it up next cycle (or send it **Sync** to do it instantly).

A6. Monitor and control remotely

- In **Devices** you see the status: **online** (green) or **offline** (after ~3 min with no signal, to avoid false alarms).
- From each page: **Reload**, request a **Screenshot**, **Sync** or **Restart** the player.

A7. Client portal

If you enable the portal, your clients get their own login to **approve or reject** pieces before they go live, and to see their screens and plays — only their own.

Part B · Installing the screens

Rule for ALL: first create the **device** in the dashboard (Devices -> + New device), assign it a campaign and copy its **pairing code**.

B1. Holographic FAN

Use the **install fans tools** package (with [adb.exe](#), the APK and the .bat files). You need Node.js installed on the PC.

1. **Strong WiFi signal:** move the FAN close to the router. With a weak signal the connection drops mid-install (the #1 issue).
2. Connect the FAN to the same WiFi as the PC and note its IP.
3. **Step 1:** double-click [quitar-reinicio-5min-fan.bat](#) -> enter the IP (removes the factory ~5-min reboot).
4. **Step 2:** double-click [configurar-fan-matrixign.bat](#) -> IP and code. Installs, pairs (with its token), sets autostart and reboots. It should say **OK - emparejado**.
5. In ~1-2 min it shows the loop and appears **online** in the dashboard.

B2. TV stick / TV box (Android)

1. Install the TV APK ([matrixign.com/descargas](#)).
2. Open it: it shows the pairing screen.
3. Type the **code** from the dashboard. It pairs and starts playing.

B3. Windows (mini-PC / screens)

1. Download the app ([matrixign.com/descargas](#)) and unzip it.
2. Double-click [instalar-player-matrixign.bat](#) (auto-starts with Windows).
3. Pair: type the code, or put `code=XXXXXX` in [matrixign.ini](#) next to the .exe.

Options in the [matrixign.ini](#) file (a notepad file next to the .exe):

- `code=XXXXXX` — pairs on its own with that code.
- `monitor=N` — shows on monitor N (1 = primary, 2 = second...).
- **Multi-monitor** (each monitor a campaign): one `screen=` line per screen with its code.

```
screen=1,ABC123
screen=2,DEF456
```

- **Turn off on schedule:** automatic — outside the campaign hours the monitor turns itself off (power saving); it powers back on when hours resume.

- **Exit for maintenance:** Ctrl + Alt + Q (asks for confirmation).
- **Auto-update:** each machine updates itself (keeps its pairing).

Troubleshooting

- **"Offline" right after installing:** wait ~3 min or check it has internet.
- **"device offline" installing a FAN / it drops:** weak WiFi. Move it closer to the router and retry.
- **Pairing not confirmed:** create a new code and run the configurator again.
- **Black outside hours:** that's expected. Check the campaign schedule.
- **A Windows monitor doesn't show:** check the number in `screen=/monitor=` is correct.