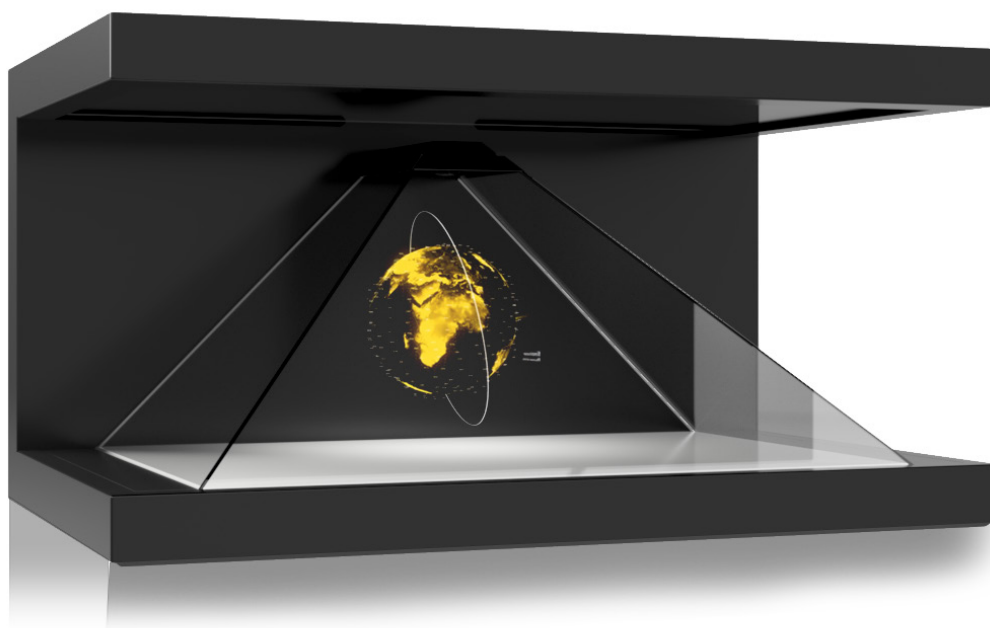




# DREAMOC XL3 - USER MANUAL

VERSION 1.4 - 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	
Realfiction ApS Øster Alle 42, 7 th DK-2100 Copenhagen Ø	
Hereby declares that the DREAMOC meets in Council Directive 2014/30/EU of February 26, 2014 on the approximation of Member States relating to electromagnetic compatibility.	
Dreamoc 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.	
Furthermore, the product is in accordance with Council Directive 2014/35/EU of February 26, 2014 (low voltage).	
DK-2100 Copenhagen, date 27/6-2016   Clas Dyrholm CEO, Realfiction ApS	

## 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. To disconnect the apparatus from the mains, the plug must be pulled out from the mains socket, therefore the mains plug shall be readily operable.
- 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.

# Product guarantee

The manufacturers 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.

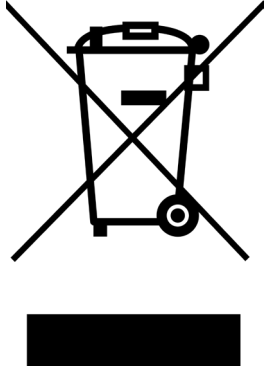
The LCD screen is a product of high precision technology. Out of the total pixels 0.01% or less pixels may be out (black dots) or may remain lit as coloured dots (red, blue, and green). This shows the limitations of the current technology, and does not indicate a fault.

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 unwrapping the Dreamoc. Especially the optic is a highly precise component.

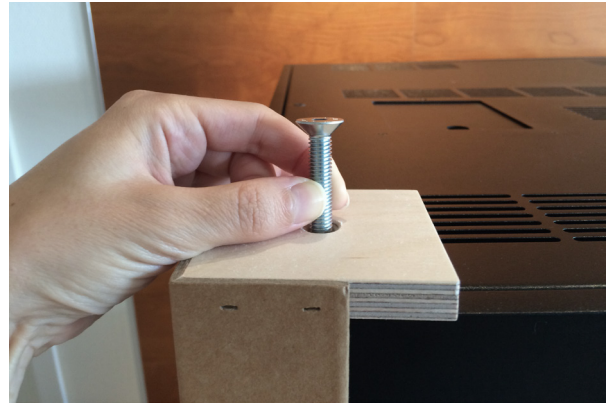
### Package contents



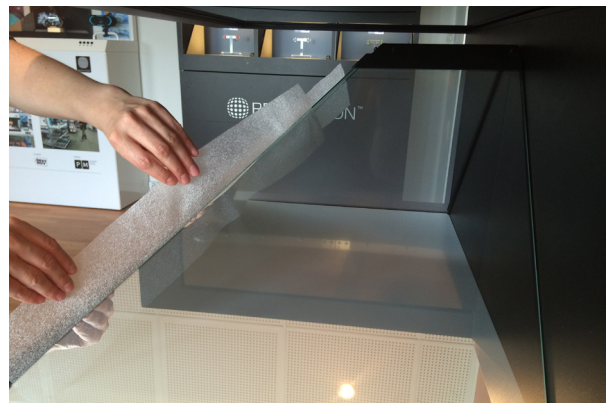
1. Dreamoc XL3 display with European Schuko plug (C13 PC type cable)
2. Transport brackets
3. User manual
4. Remote control / 2 pcs AAA battery
5. Cleaning cloth
6. 1 pcs 4 mm umbraco key (for the screws in the top cover) 2 screws for top cover
7. 1pcs 2 mm umbraco key (for optic and for top panel)

## How to start using the Dreamoc XL3

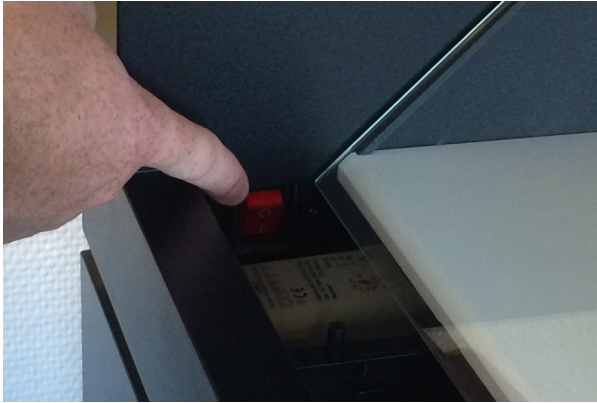
1. Start by removing the two transport brackets by removing the transportation screws on the top of the Dreamoc, where the brackets are attached to the display. After the screws are removed, gently remove the brackets. Instead of the 2 silver transport screws, use the 2 black screws supplied in the package to fasten the top lid.



2. Loosen the screws in the metal part in the top of the front optic. Remove the foam between the glass optics, and tighten the screws again.



3. Connect the power cable to a power outlet. AC 100-240V, 50-60 Hz, 240W. Check that the I/O switch is set to I (on/off: I = ON, O = OFF).



4. Wait about 30 seconds. The Dreamoc is delivered with a pre-installed movie which will start automatically. The Dreamoc can operate 24/7, but if you would like to turn off the power, you can either use the on/off switch or simply cut power to the Dreamoc. The system is not damaged in any way, and as soon as the unit gets power again, it will start automatically.

## How to place an object in the Dreamoc

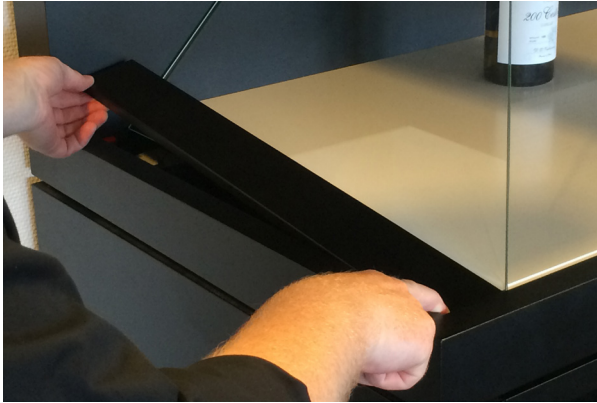
When you would like to place a physical object inside the pyramided shaped optic, you do the following:

1. Start by pressing the hidden switch on the lower left side of the display. This switch releases the left side hatch – next to the glass optic.





2. Press the front part of the hatch, and the back part lifts so you can easy grab it. Remove the hatch entirely.



3. With the hatch removed you can now lift the glass and enter the chamber inside. The glass is hinged in the top, and secured with screws.



4. If you wish to use both hands, you can use the graphite stick, found below the white bottom plate, to hold the glass. Simply mount it in the small hole furthest to the back, so it will support the glass.



## How to change the film content on the Dreamoc

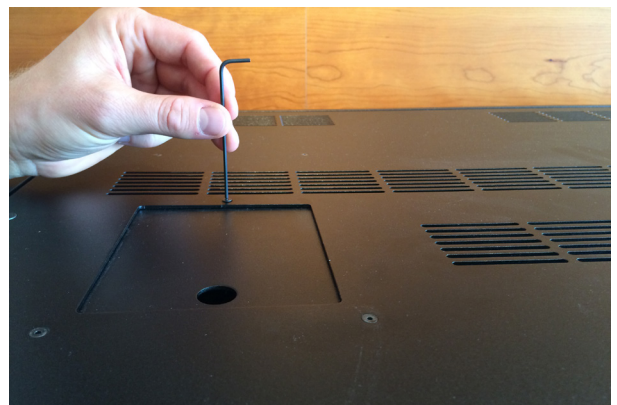
The movies are stored on a USB stick located in the top of the display. To make access easier, it is located below a small sliding hatch (top-panel) on the top plate. Simply use your finger to slide the top-panel backwards, to reveal the USB stick below.

To exchange the USB memory stick, take out the first USB memory stick and insert the new USB memory stick. 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:** We recommend keeping a backup copy of your Dreamoc content, either on a computer or on a backup USB memory stick.

We recommend to use USB 2.0 storage device, formatted with FAT 32.

**TIP:** If needed the top-panel can be secured with a small screw.



## 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](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 XL3 when copied from Mac.

Download Delete Hidden Files program on Realfiction ' s Support page: [support.realfiction.com/hd3](http://support.realfiction.com/hd3)

## 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 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 light

The intensity of the light can be adjusted very precisely: Start by opening the side hatch next to the glass optic as previously shown.

Inside the bottom of the Dreamoc you will find a light grey LED driver with the name "LUMOtech". By operating the red dial with a small flat screwdriver, it is possible to freely adjust the level of intensity.



## 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.
- The optics surface is hard coded, but still it need to be handled with care, and do not use general glass cleaner liquid and the coded side (outside) of the optics, this can cause damage to the coded layer on the optics.
- 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 wooden 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 XL3 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 XL3 is together with any of the Dreamoc XL3 stand versions. These are designed specifically for this display, has the perfect viewing height, matches the display perfectly in material, color and design, 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.

### Wall mounting – version 2

If you wish to mount the display onto any vertical surface, which you can access from the opposing side, you can mount the display by fastening bolts through the surface and into the 4 nuts in the back of the display.

## Before transporting the Dreamoc

If you need to transport the Dreamoc XL3, it is important to follow these safety precautions. Failing to do so, may cause irreparable damage to the display.

1. Loosen the screws in the metal part in the top of the front optic. Insert foam between the glass optics, and tighten the screws again.
2. Reattach the transport brackets by first removing the 2 front screws from the top cover. Place the transport brackets as shown in below picture, and then fasten it to the Dreamoc with the silver transport screws.



In case the Dreamoc XL3 is being transported via a third-party constructed flight case or packaging, please take note of the following precautions:

- Always use the thick foam corners we supply in our packaging as part of the protection during transportation.
- Make sure to re-insert the protective foam sheets between the glass optics before transport. This allows for cushioning and slight separation between the optic parts.
- Remember to fully secure the display with the supplied transportation-brackets.

## Trouble shooting

Problem		Action
1	No power	<ul style="list-style-type: none"> <li>• Make sure the AC outlet has power.</li> <li>• Make sure that the power cable is properly inserted.</li> <li>• Check that the on/off (I/O) button is at I.</li> <li>• Open the bottom chamber and check connections.</li> </ul>
2	LED lamp is off or blinking.	<ul style="list-style-type: none"> <li>• Check power - see above.</li> <li>• Check wire connections from chamber through LED driver to LED lamp.</li> <li>• Replace driver.</li> </ul>
3	Film is lacking or not playing at all.	<ul style="list-style-type: none"> <li>• Boot the Dreamoc XL3 by turning the power switch off and on again.</li> <li>• 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.</li> <li>• Check for incorrect use of file names or file type. See page 11.</li> <li>• Check that the screen has power and is turned on.</li> <li>• Take out, format and reload the USB memory stick as described under "How to change the film content on the Dreamoc"</li> <li>• Replace the USB memory stick with a new one.</li> </ul>
4	The video images is out of scale/alignment.	<ul style="list-style-type: none"> <li>• Boot the Dreamoc XL3 by turning the power switch off and on again.</li> <li>• Ensure that the movie has been produced according to the Dreamoc XL3 content template.</li> <li>• Ensure that Screen Adjustment, Picture Size is set-up for Original ratio.</li> </ul>

Problem		Action
5	Error message: "No signal"	<ul style="list-style-type: none"> <li>• Boot the Dreamoc XL3 by turning the power switch off and on again.</li> </ul>
6	The remote control does not work properly	<ul style="list-style-type: none"> <li>• Check if the remote has batteries inserted.</li> <li>• Ensure the batteries in the remote control are not exhausted. Replace the batteries with new ones.</li> <li>• 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.</li> </ul>



# *Magic Matters*



For further information and pricing please contact Realfiction  
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