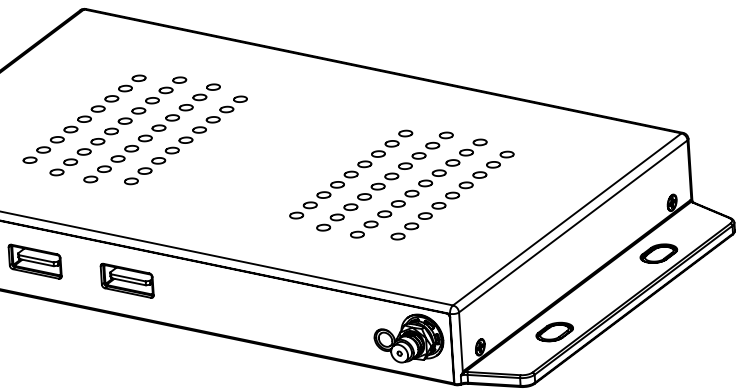


# CE420

## QUICK START GUIDE



# Thank You!

Thank you for your purchase. CE Labs manufactures a full line of commercial-grade products. For more information about our products and services please visit [www.celabs.com](http://www.celabs.com).

We strive to provide superior support throughout the product lifecycle. For technical assistance please call 1-800-767-6189 or scan the QR code.

CE Labs



[www.celabs.com/contact](http://www.celabs.com/contact)

## After-Sales Service Care

We provide limited warranty for the product for three years.

# CE420

## Product Introduction:

Thank you for choosing the CE420. It is a high-performance digital signage media player with dual Wi-Fi for better connectivity and streaming. The CE420 delivers industry-leading HTML5 rendering and full 4K resolution graphics for true enterprise performance. CE420 includes our Pro I/O package with gigabit Ethernet, dual USB ports, Dual Wi-Fi, and large capacity internal memory.

## Packing List:

- 1x 4K Media Player
- 1x HDMI 4K Cable
- 2x Antenna
- 1x Power Adapter (12V DC 1A)
- 1x Remote Control
- 2x AAA Batteries
- 1x Quick Start Guide

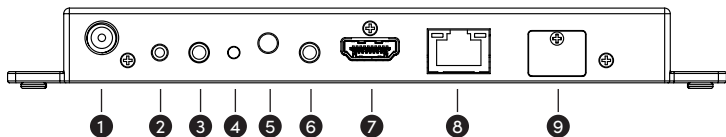


## Features:

Performance:	OCTA Core Processor w/Dual GPU 2GB DDR4 RAM
Storage:	32GB Internal Storage, w/Expandable Micro SD
Video Output:	HDMI 2.0, 4Kx2K@60fps, HDR10 & HLG
Networking:	802.11.AC Wi-Fi w/Dual Antennas, Gigabit Ethernet
I/O Parts:	USB 3.0/2.0, RS-232, External Reset Jack
Media Codecs:	H.265 HEVC, VP9 Profile 2, AVS2, AVS-P16
Control:	CESync, Android APK
Rating:	24/7 Operation
Resolution:	3840 x 2160
Operating System:	Android 9

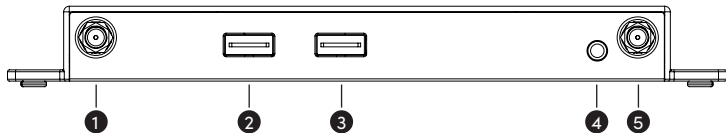
## Panel Description:

### Front Panel



- |                       |                      |
|-----------------------|----------------------|
| ① Power DC 12V        | ⑥ RS232 3.5mm Jack   |
| ② RESET               | ⑦ HDMI 2.0           |
| ③ SPDIF(TOSLINK ONLY) | ⑧ Gigabit Ethernet   |
| ④ Power Indicator LED | ⑨ Micro SD Card Slot |
| ⑤ IR Receiver         |                      |

### Back Panel



- |                 |
|-----------------|
| ① Wi-Fi Antenna |
| ② USB 3.0       |
| ③ USB 2.0       |
| ④ A/V 3.5mm     |
| ⑤ Wi-Fi Antenna |

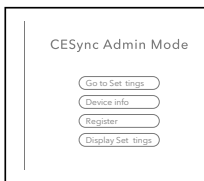
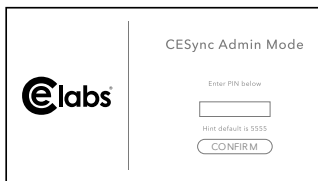
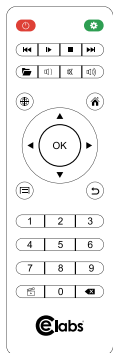
## Activating Your Device:

After attaching the needed connections, follow the Out of the Box on-screen instructions to complete the setup process. Scan the QR code at the end to activate your warranty.

1. Connect device to power outlet.
2. Connect device to a screen using HDMI.
3. Configure Language & Time.
4. Configure Network Connection Parameters.
5. Activate the player.
6. Register your product.

Your CMS Partner application will be downloaded in the background and automatically startup ready for you to use your new device.

## Advanced Settings:



Enter Advanced setting using a mouse or remote.  
Mouse: left click button 5 times. Remote: select OK five times.  
Access code (5555)

\* If the application is running, it will be necessary to press RETURN on the remote or right click the mouse to exit the app.

## Network Setup:

The CE440 is shipped with DHCP enabled. You can change to a fixed IP address via the Player Settings menu. You will need a USB mouse or IR remote in order to access the Settings page which is available on the CE Sync Admin page.

## FAQ / Troubleshooting Tips:

How do I set up Wi-Fi access for the player?

Connect the player to a monitor and plug into power. Follow the on screen instructions.

If the player has already completed the Out of Box experience one time, you may right click one time, then left click an attached USB mouse 5 times to bring up an ADMIN page. Enter the code 5555. Click on Go to Settings and you will have access to the Wi-Fi menu.

There is no video or audio on the monitor.

Make certain the unit's Green Power LED is on.

Check video cable connections and input settings on monitor.

Use your partner control application to determine the player status. Does it have content assigned and scheduled?

The player does not appear in my partner application device list or shows off-line.

Check the Ethernet LEDs to see if they are active. Verify network cable is securely inserted.

Make certain the player has a valid IP address.

If using Wi-Fi, verify antennas are securely attached. Check the signal strength and verify unit has valid IP address.

If installed in a secure location, verify control software domain has been whitelisted by the company IT department.

How do I change video resolution?

The CE440 will generally be shipped with the Display Resolution setting in the AUTO mode. This will negotiate the proper resolution for your monitor. If you need a different resolution, it may be changed.

Open the CE Sync Admin panel (see instructions above).

Click on Display Settings, Droid SETTINGS, and then Display. Click on Screen Resolution, then Display Mode to see a list of available resolutions.

Select the desired resolution and say KEEP. Right click the mouse to get to exit.

*CE labs can support many areas of your video playback and distribution needs. We manufacture UHD media players, Digital Signage Solutions, HDTV compatible Video Scalers, UHD distribution amplifiers, and cables of all types.*

**See our full product line at [www.celabs.com](http://www.celabs.com).**

## IMPORTANT SAFETY INSTRUCTIONS:

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that product heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where the exit from the apparatus.
10. Only use the attachments/accessories specified by the manufacturer.
11. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way such as power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

CE labs LLC warrants this product to be free from defects in material and workmanship, under normal use and service, for a period of three years from the purchase by the original purchaser. If this product is defective or malfunctions, CE labs will replace or repair this unit (at our option) within a reasonable time. No expressed or implied warranty is made for any defects or damage caused by immersion or exposure to liquids, abuse, neglect, improper operation of unit, acts of nature (including but not limited to flood, wind, and lightning), excess wear and tear and or defects resulting from unauthorized disassembly and or modification.

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