



DEEPFRAME ONE - USER GUIDE

VERSION 1.1 - ORIGINAL USER GUIDE



It is important to read this manual before using the DeepFrame One, and to follow advices and instructions on safety, operation and general use to get the best possible experience with your DeepFrame One.

The DeepFrame One is designed to showcase products and other objects in combination with free floating 3D video animations. The DeepFrame One is design protected in shape and form. Realfiction and DeepFrame One are registered trademarks owned by Realfiction ApS.

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Security precautions

- Installation of the DeepFrame One must be done according to this manual, and must be performed by an adult (Over 21 years).
- The DeepFrame One must be placed on a horizontal, stable and plane surface.
- Do not install the DeepFrame One 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 DeepFrame One must be connected to a power outlet with current and voltage as described in the product factsheet
- During service and cleaning the DeepFrame One 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 OLED screen with care. The OLED 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 DeepFrame One in direct sunlight or near magnetism, corrosive gas or ultrasonic humidifier. This could cause malfunction.
- Do not expose the DeepFrame One to soot or steam. Thick soot or steam could damage the electrical components and cause malfunctions.
- Always remember to secure ground the metal chassis to appropriate electrical installation ground.

Product guarantee

The manufacturer's 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 DeepFrame consists of a high-precision glass optic technology. Due to the very large size of the glass optic, small lines, bubbles or dots can be seen, and some tolerance in color temperature for the transparency can be found from batch to batch. Horizontal and vertical lines can have some distortion, but only minor in mean area, meaning 150 mm from the edges. This shows the limitations of the current technology, and does not indicate a faulty product.

The OLED 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.

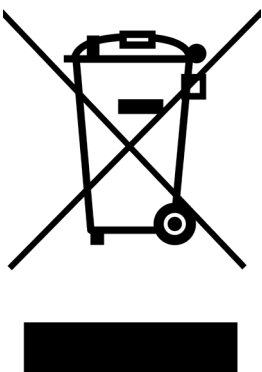
Please note that we cannot be held liable for any damage or failure that has occurred due to the use of third party constructed flight case or packaging. This limitation shall also apply if the original packaging has been altered in any way. In the event of claims the item must be sent back to us in its original packaging.

The OLED screen is a 16/7, meaning that the OLED screen should only be powered on for 16 hours a day.

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 DEEPFRAME ONE

The DeepFrame One comes in two flightcases that holds all the different parts.

Please note that we cannot be hold responsible 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.

Package content



1. 1 x Glass optic
2. 1 x Installation & Service Toolbox
3. 2 x Leg Frames
4. 1 x 4K curved OLED 65" TV
5. 1 x Optic Safety Bracket
6. 1 x Speaker module
7. 1 x Spirit level
8. 1 x OLED housing
9. 1 x Brightsign Media Player
10. 1 x Top protector
11. 2 x Extension rods
12. 2 x Corner protectors

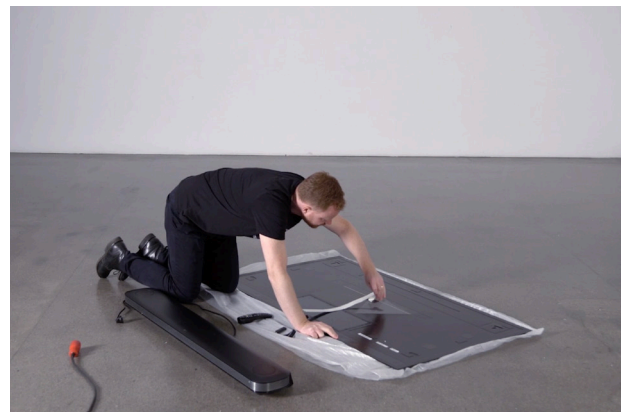
How to operate the display

Unpacking and preparing your OLED screen for first time use

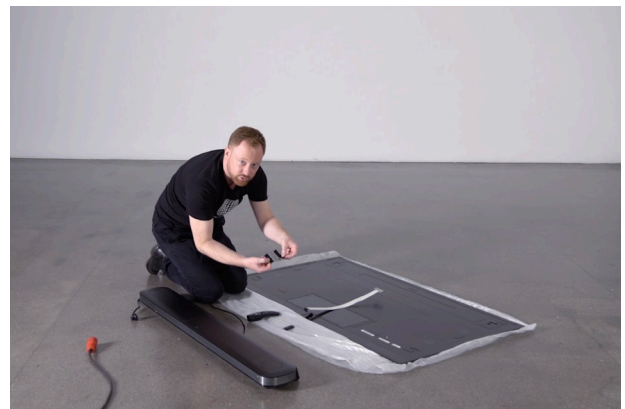
1. Take out your OLED Screen from the box and gently place it on a sheet of protective foam on the floor with the backside up.



2. Remove all the protective foil from the backside of the OLED Screen. Also take off the white cuff that protects the Connection Cable in order to remove the protective foil in that area as well.



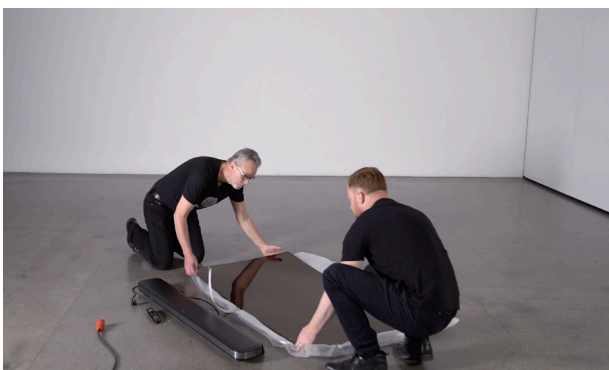
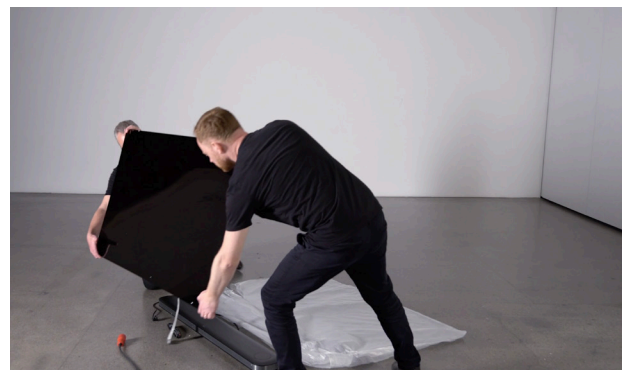
3. Attach 2 pieces of Velcro on both sides of the Connection Cable so you can re-attach the white cuff again for protecting the cable later.



4. Insert the USB stick to the sound bar, holding the specific configurator file for either DeepFrame One or DeepFrame Basic Kit. This is needed to setup your OLED Screen's picture, sound and power settings settings. If you have a DeepFrame One, your toolbox already has a USB stick with the correct configurator file on it. If you have a DeepFrame Basic Kit, you can download the correct configurator file from the support page on our website.



5. Flip the OLED Screen around and gently place it on the protective foam again, front side up. **Important: Always make sure to handle the connection cable with care. Never pull or apply force to it, as this might damage the part where the cable is attached to the screen.**



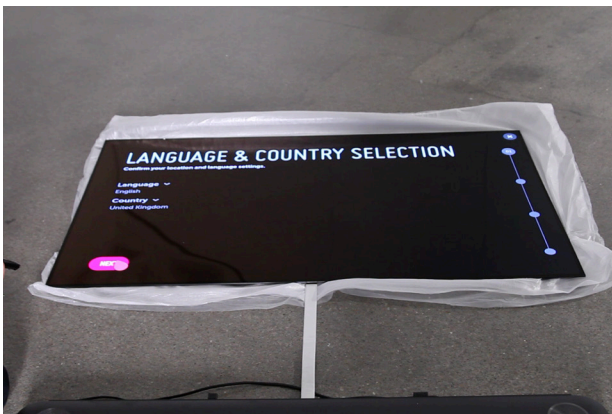
6. Insert the Connection Cable to the Sound Bar and then connect it to a power outlet.



7. Take the remote control and turn on the OLED Screen by pointing it towards the sound bar.



8. Select 'English' as your language and your country. Then click 'Next'.



9. Click 'USB configuration', then 'Import clone file' and select the file on the USB stick. Finish by clicking 'Update'.
IMPORTANT: Beware not to cut the power or remove the USB stick while the OLED Screen is updating the settings.



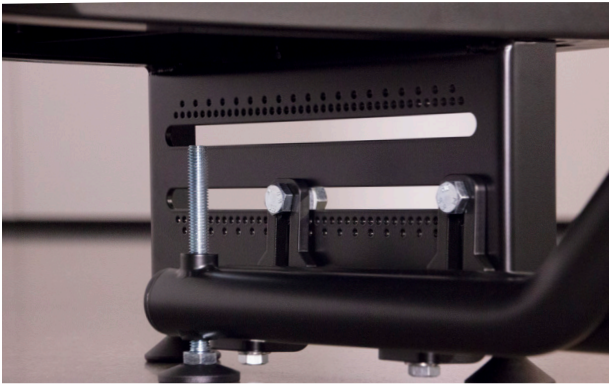


11. When the settings are correctly installed, the message 'Import completed' will appear and the OLED Screen will turn off.

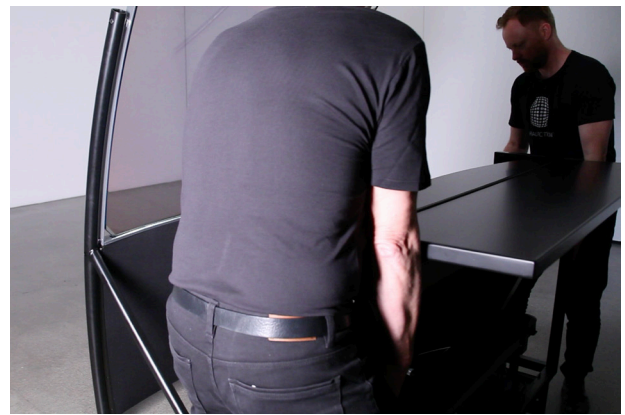
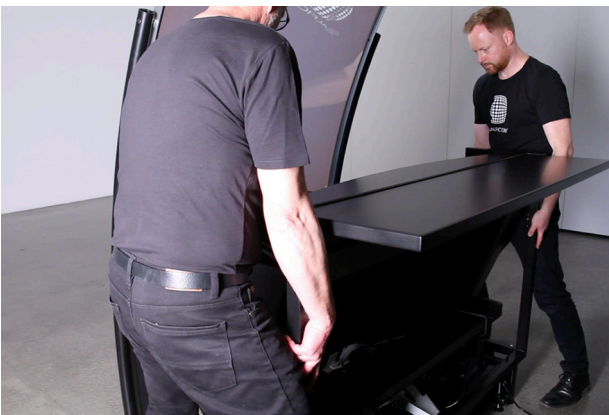


Adjusting the hologram

1. Loosen the bolts in the groove underneath the OLED Housing.



2. Gently move the OLED Housing back and forth to adjust the distance your hologram appears in, and also the size of it.

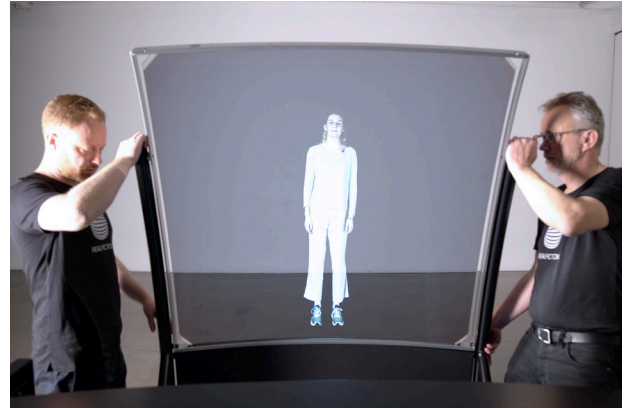
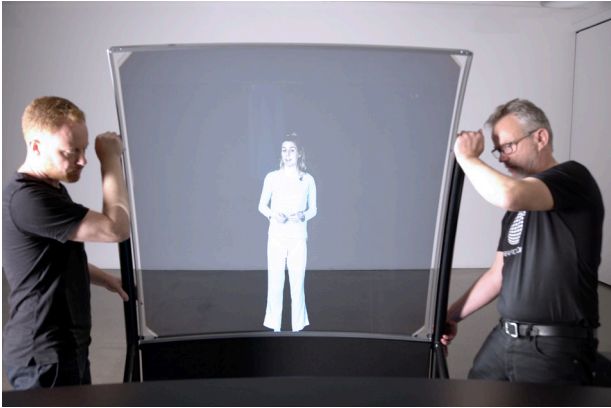


Screen closest to the Optical lens = the hologram is small

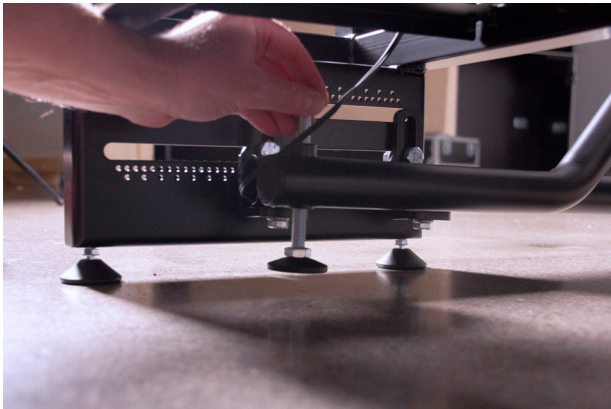


Screen furthest away from the Optical lens = the hologram is big

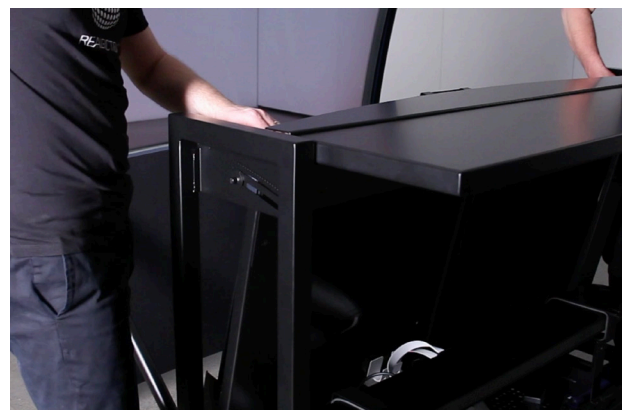
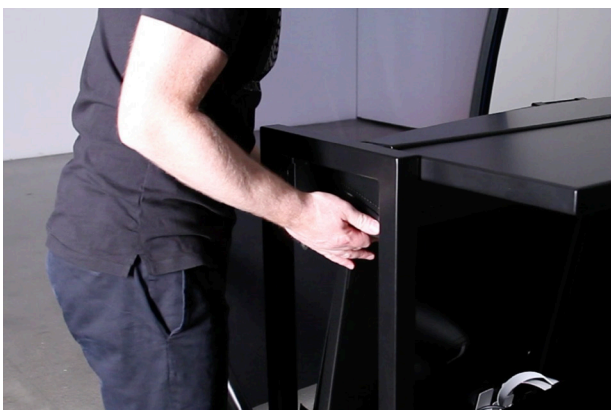
3. Then gently tilt both the Leg Frames back and forth to adjust the height position of the hologram.



4. When you are satisfied, adjust the feet to maintain the height positioning and tighten the bolts again underneath the OLED Housing



5. Loosen the screws for the Screen Adjuster located in each side, and tilt the OLED Screen to obtain the same angle as the DeepFrame Optical Lens. This step is to eliminate distortions in the hologram.

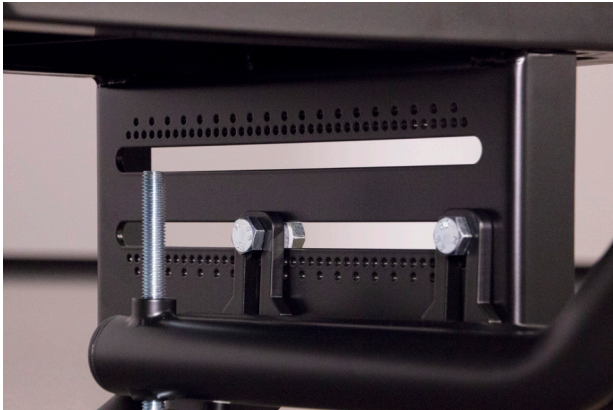


6. When done, tighten the screws on the Screen Adjuster again, making sure that the position is the same for each side.

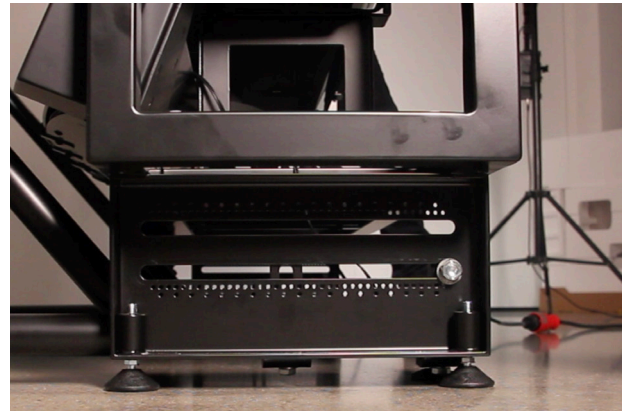
Adjusting the hologram

If you wish to create a hologram that appears further out in the distance, you can attach the Extension Rods to the Leg Frames.

1. Loosen the bolts in the groove underneath the OLED Housing.



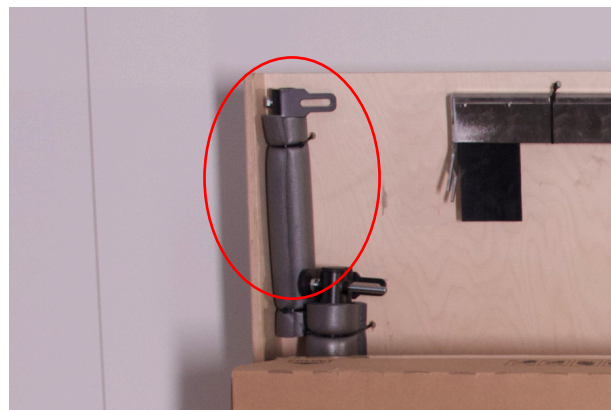
2. Gently slide the Leg Frames forward so the first bracket slides past the OLED Housing. Then remove it.



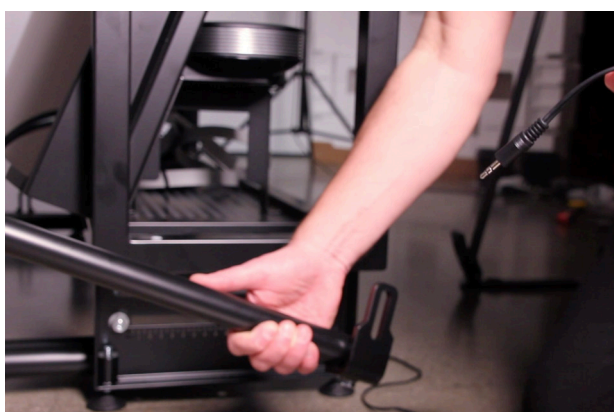
3. Then loosen the remaining screw underneath each Leg Frame, as this will allow you to slide in the Extension Rods.



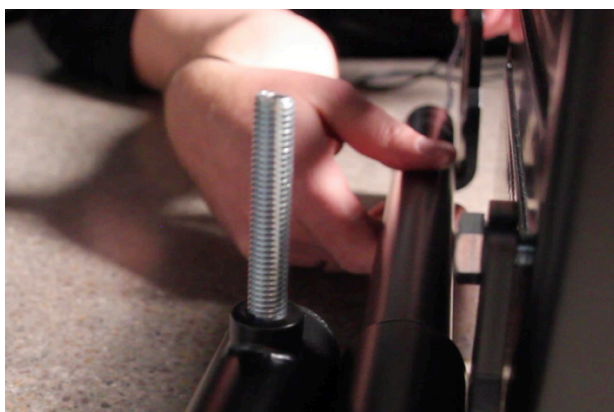
4. Take out the Extension Rods from the flight case.



5. Take the speaker cable and guide it through the Extension Rod.



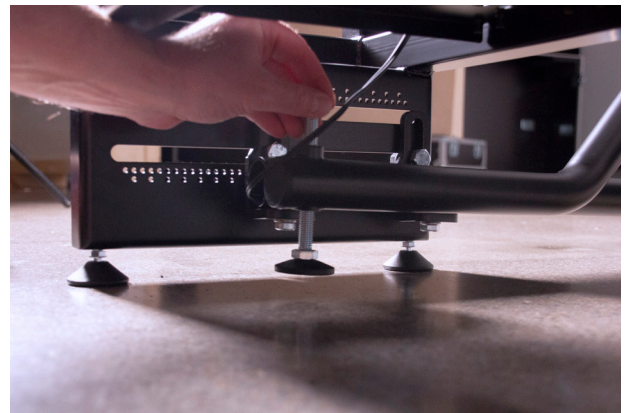
6. Slide on both Extension Rods and tighten the screws underneath each Leg Frame again.



7. Attach the brackets on the Extension Rods to the groove in the OLED Housing.

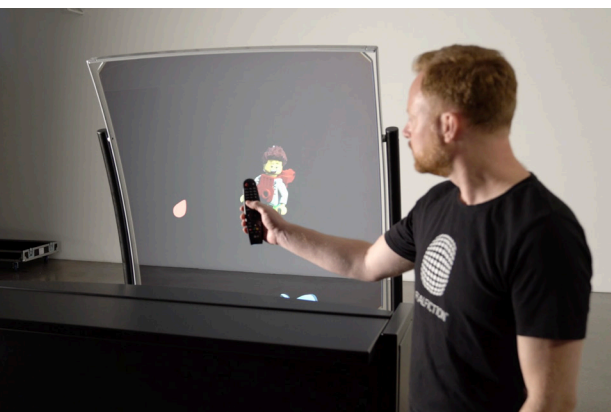


8. Adjust the display and finish by tightening the bolts underneath again to secure the positioning.



Adjusting the volume

1. Take the remote control and point it towards the DeepFrame Optical Lens. Use the volume up/down buttons to adjust the volume.

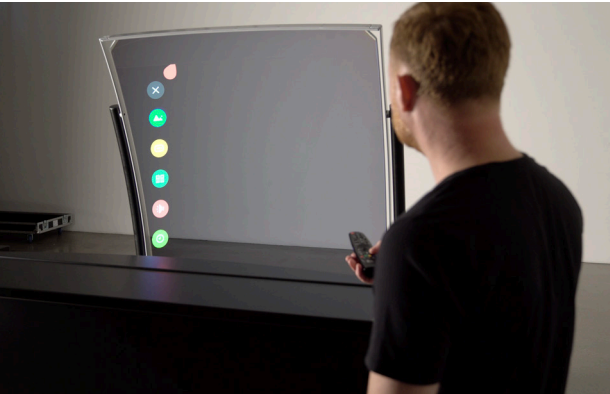


Changing the sound to include the external speakers

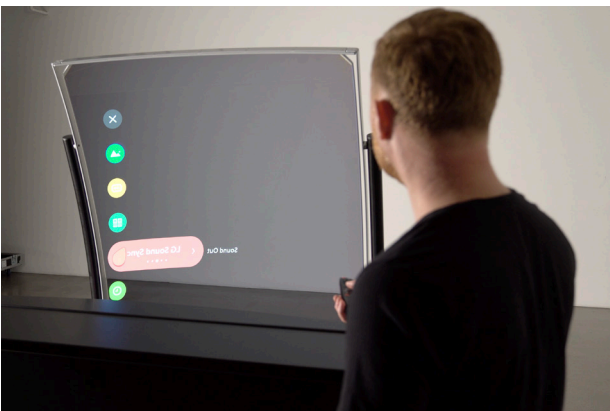
1. Take the remote control and point it towards the DeepFrame Optical Lens.



2. Press the Gear button for the settings menu – look towards the extreme left side of the picture and go the icon 'Sound Settings'.



3. Then choose the 'Speaker Out' setting and change the setting to 'Internal Speaker'.



Supported file formats and use of file names

The following movie codecs and file types are supported:

4K OLED screen

Video Codec: 4K video must be encoded as a H.265 (HEVC) file; it cannot be encoded as H.264.

Resolution: The maximum supported resolution is 3840x2160x60p or 4096x2160x60p.

Image aspect ratio: 16:9

Color Depth: 4K video can be encoded at 4:2:0 subsampling with 8 bits (Main Profile) or 10 bits (Main 10 Profile) of depth.

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

There can be a playback issue when copying movies from Mac to an SD 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

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>)

This tutorial shows you how to delete the hidden files and make your movie work on Dreamoc Diamond when copied from Mac.

Download Delete Hidden Files program on Realfiction's support page: Realfiction.com/support/deepframe-one

Trouble shooting

Problem		Action
1	No power	<ul style="list-style-type: none">• Make sure the AC outlet has power.• Make sure that the power cable is properly inserted.
2	Film is lacking or not playing at all.	<ul style="list-style-type: none">• If the movies have been copied to the SD-card with a Mac computer, you need to read: "How to solve the playback issue when using Mac." Check for incorrect use of file names or file type. Check that the screen has power and is turned on.• Take out, format and reload the SD card as described under "Changing video content."• Replace the SD card with a new one.• If the movie doesn't play, make sure that the video is in HEVC H265, as a 4K film in H264 can't be played on the media player.
3	The video images is out of scale/alignment.	<ul style="list-style-type: none">• Boot the Dreamoc Diamond by turning the power switch off and on again.• Ensure that Screen adjustment, picture size is set-up for original ratio.
4	The remote control does not work properly	<ul style="list-style-type: none">• Check if the remote has batteries inserted.• Ensure the batteries in the remote control are not exhausted. Replace the batteries with new ones.• Ensure that you are pointing the remote correctly towards the IR-receivers.
5	Cannot turn on/off the OLED screen	<ul style="list-style-type: none">• Point the remote control directly towards the sound bar.

Magic Matters



For further information and pricing please contact Realfiction
Phone: +45 70 20 64 90
email: contact@realfiction.com

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Realfiction ApS | Øster Alle 42, 7th floor | DK-2100 Copenhagen Ø Denmark | Phone: +45 70 20 64 90