SuperMonitor5

Professional Digital Signage Management Software

User Manual

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MMSM50/EN/160802

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SuperMonitor5 is the advanced management software dedicated for CAYIN digital signage networks. As the Window® based package software, SuperMonitor5 assists administrators in monitoring and managing multiple CMS servers and SMP players simultaneously by simply clicking, selecting, and drag-n-drop.

1. System Requirements

IMPORTANT

Please DO NOT use SuperMonitor with incompatible versions of servers and players. It will cause the instability of CMS and also malfunction of some functions.

Operating System: Windows® 7, Windows® 8, Windows® 10, and Windows® Server 2012

Display resolution: 1024 x 768 or above is recommended

Processor: Intel® Pentium® 4 compatible CPU or above

Memory: 1024 MB minimum. 2048 MB or more is recommended

Hard Disk: 200 MB for program and configurations

Compatible Firmware Version

CMS: Version 7.5, 8.0, 8.5, 9.0, and 10.0

SMP-WEB4, SMP-PRO4: Version 1.0, 1.5, 2.0

SMP-WEBDUO: Version 1.5, 2.0, 2.5, 3.0

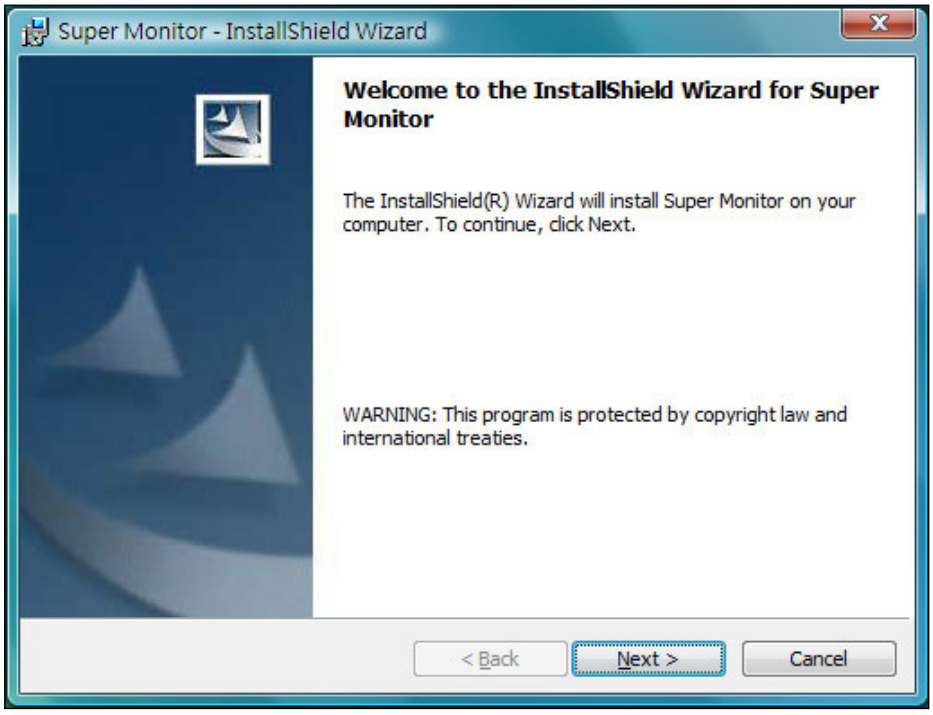
SMP-200, SMP-300, SMP-1000, SMP-2000, SMP-2100, SMP-4000, SMP-6000, SMP-8000: Version 1.0, 2.0

2. Software Installation

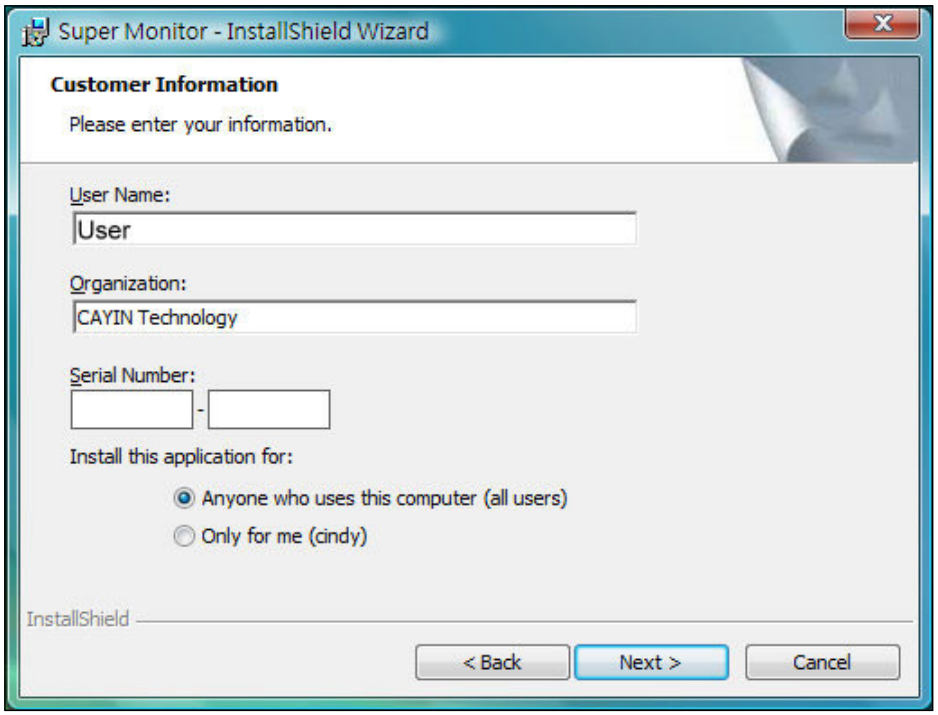
Follow the steps below to install SuperMonitor5 on a PC. Make sure the PC meets the system requirements beforehand.

1. Double click on setup executable file.

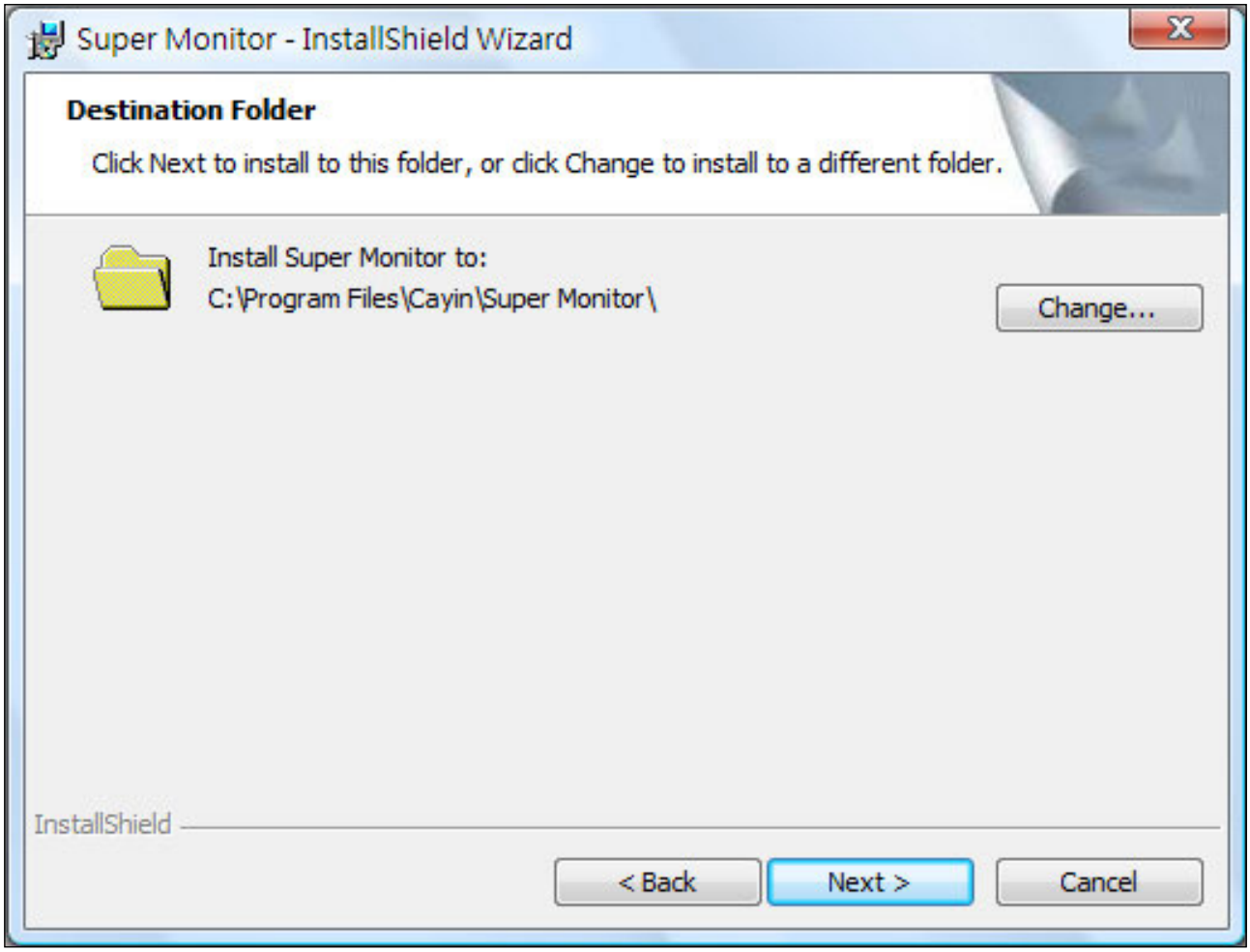
2. Click [**Next**] at the welcome page to continue the installation process.



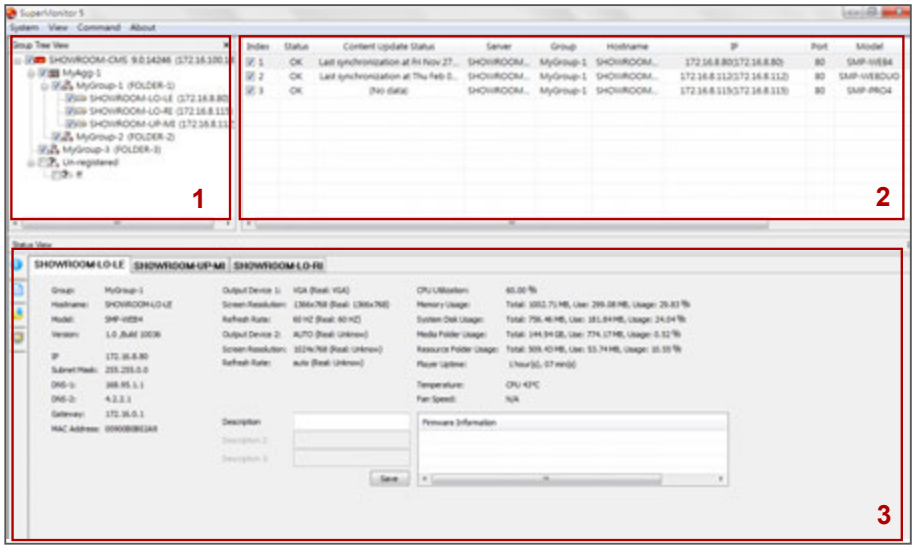
3. Enter Username, Organization, Serial Number and click [**Next**].



4. Give the installation folder path of SuperMonitor. Click [**Next**] and wait a few seconds until the program finishes the installation.



3. User Interface



NOTE

SuperMonitor5 trial version can display SMP players connected to only one CMS server.

1. Window of “Group Tree View”

Display all groups and SMP players connected to CMS server.

2. Window of “Player View”

In the "**Player View**" window, all selected players in "**Group Tree View**" will be shown here. You can check the following information, such as group name, connection status, hostname, IP address, service port number, firmware version, and your own added description for each player.

NOTE

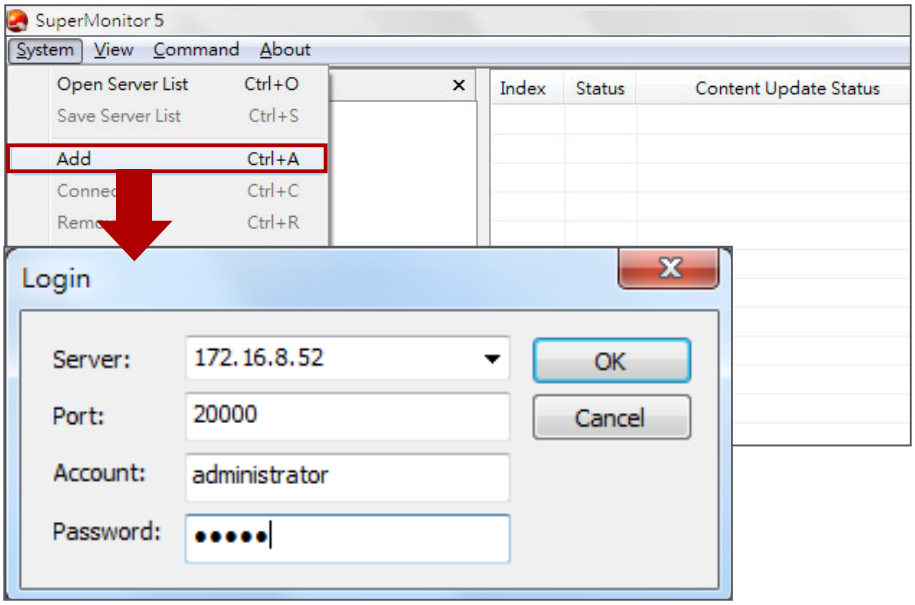
The trial version for SuperMonitor5 will expire in 60 days.

3. Window of “Status View”

In the "**Status View**" window, SuperMonitor5 will show the detailed information about selected players.

4. Start and Add CMS Server

Choose "**Start > All Programs > Cayin > SuperMonitor**" to start SuperMonitor. Click on "**System > Add**" to connect to your selected CMS server. Please enter account name, password, and CMS's IP address in the login window. Please note the username here must already be created in the section "**Access Control > Account**" of the CMS server with "**Allow SuperMonitor to Monitor this CMS**" enabled.



Server: Enter CMS's IP address or FQDN (e.g. cms.cayintech.com).

Port: Enter SuperMonitor5 service port number. Default service port is 20000. You can change this port number at CMS Web Manager.

Account/Password: Enter the account and password of CMS. Please enter an account that is allowed to access functions, such as "**Access Control-Group**" and "**Allow SuperMonitor to monitor this CMS**".

After Logging in, you can see all groups in CMS server's window "**Group Tree View**".

NOTE

SuperMonitor5 uses service port 20000 to connect CMS server. Configure the NAT firewall, if the CMS locates behind it. Please refer to CMS User's Manual about CMS' service and port number for details.

NOTE

Please check if SMP players are configured to connect to this CMS in section "**Media Folder**" under SMP Web Manager.

NOTE

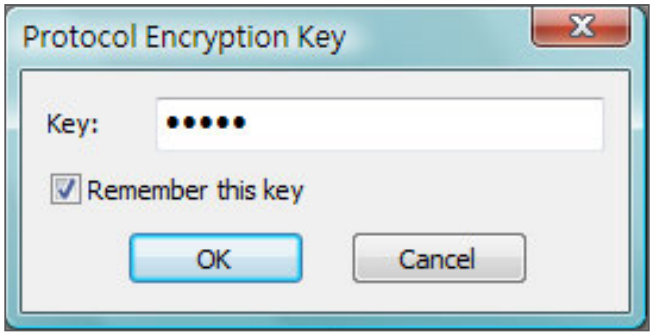
This function is only available for SuperMonitor 3/4/5 and CMS v. 10.0, 9.0, 8.0, 7.5, 7.0, 6.5.

Change SuperMonitor Encryption key in CMS server

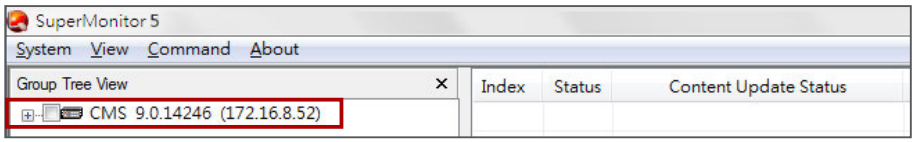
You can change SuperMonitor5 encryption key to avoid other SuperMonitor5 users accessing your CMS server. The default key will be the same as all shipped CMS server. Please refer to CMS's users manual for further information.

After you reset the password in your CMS server, you will find a pop-up window when you try to log into SuperMonitor5.

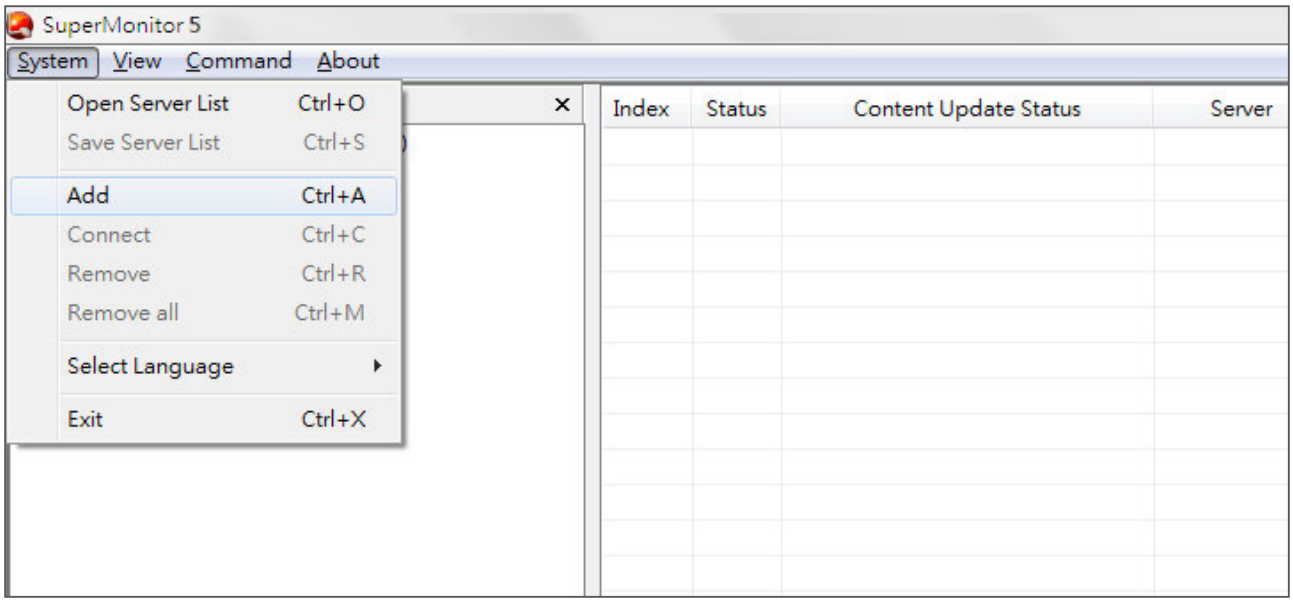
Enter your new encryption key and click [**OK**].



Now you can see your CMS server in "**Group Tree View**".



4-1 System Menu



Open/Save Server List: While you add servers in the "**Group Tree View**", you can save these servers as Server List file (.csl). Then you can add these servers later again by "**Open Server List**" command.

Add: Add a new CMS server into "**Group Tree View**".

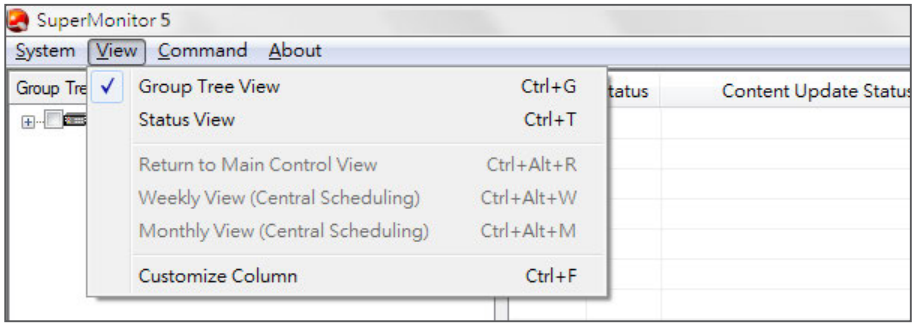
Connect: If a CMS server is disconnected, you can use "**Connect**" command to re-connect the server.

Remove/Remove All: Remove (disconnect) a selected server or all servers from "**Group Tree View**".

Select Language: Select the system language for SuperMonitor5. Currently SuperMonitor5 supports English and Traditional Chinese. Please remove all servers from "**Group Tree View**" before you change the system language.

Exit: Quit SuperMonitor5 program.

4-2 View Menu



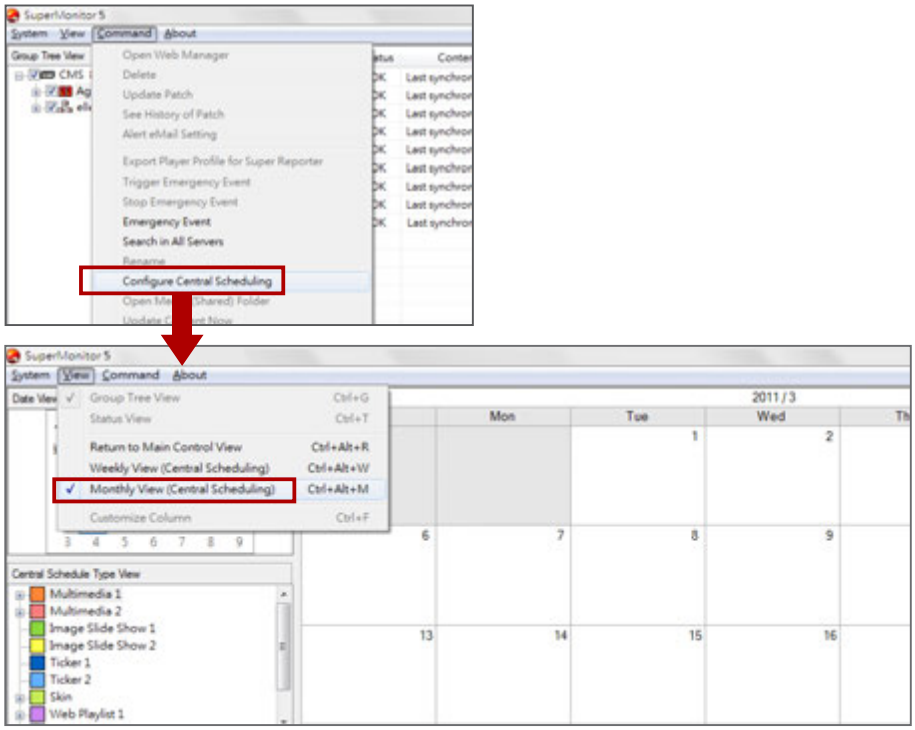
"Group Tree View": Show/Hide "**Group Tree View**" window. With this option checked, you can easily see the group tree view of your selected CMS server and the aggregations and groups that belong to it.

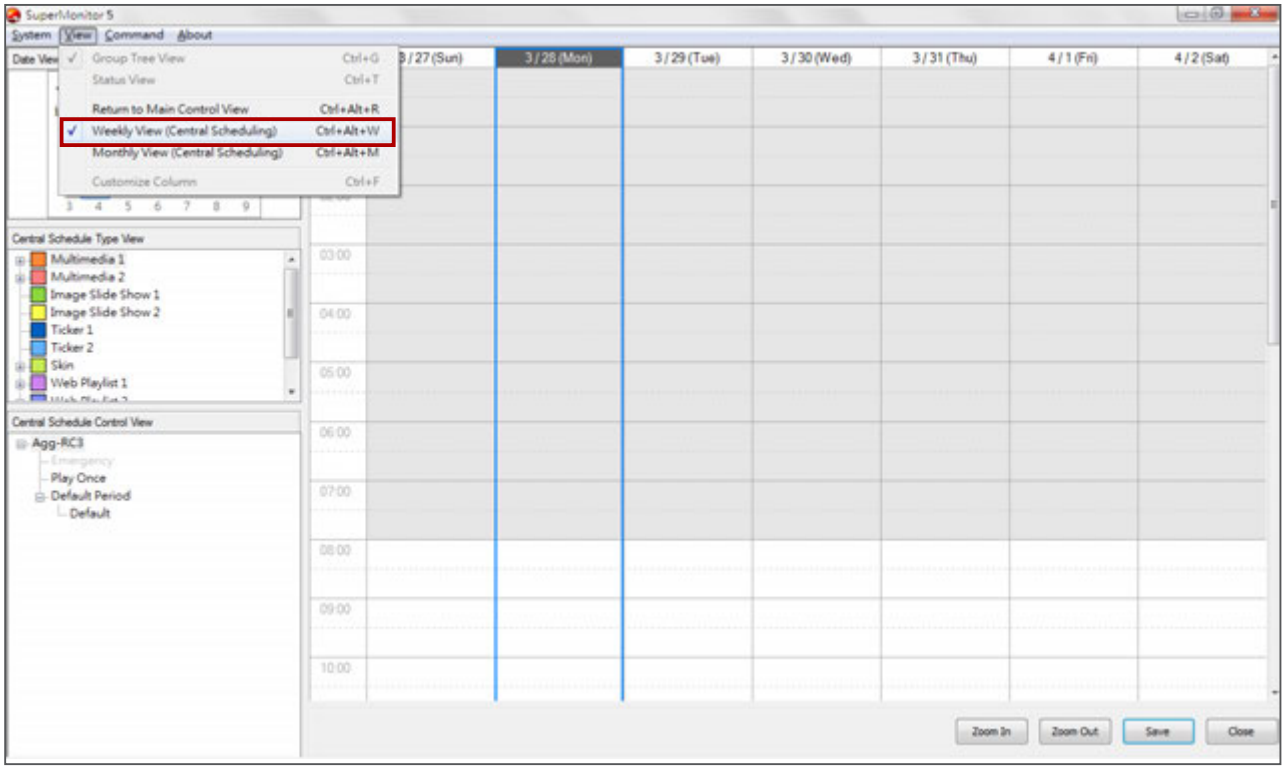
"Status View": Show/Hide "**Status View**" window. With this option checked, you can easily see the status for those players connected to your selected CMS server.

"Return to Main Control View", "Weekly View (Central Scheduling)", "Monthly View (Central Scheduling)": When you use "**Configure Central Scheduling**" function for a specific group, you can switch between weekly and monthly view here, or select "**Return to Main Control View**" to stop using central scheduling function and go back to the main control panel.

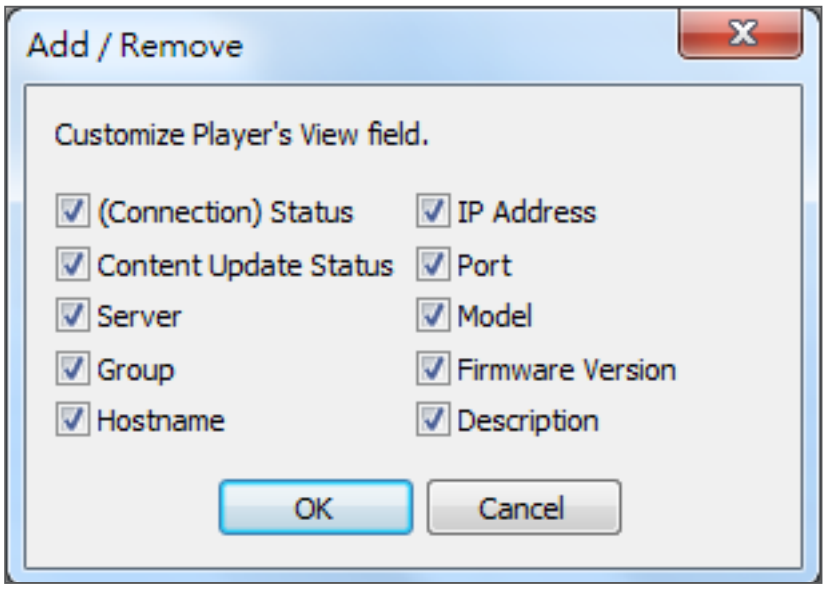
NOTE

"Configure Central Scheduling", Monthly View, and Weekly View can only be supported by CMS 8.2 or earlier versions. For CMS 9.0 and later versions, please use Web Manager's interface directly.





Customize Column: You can choose the columns you want to be shown in the "**Player View**" field.

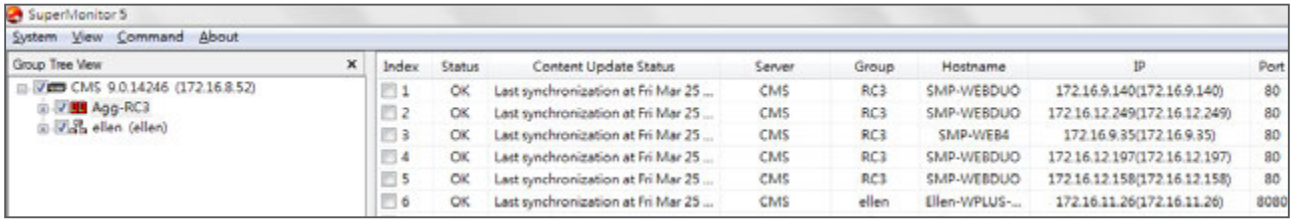


5. "Group Tree View" and "Player View"

5-1 Introduction to User Interface

You can monitor all SMP players connected to CMS server via SuperMonitor5. After you login SuperMonitor5, it will display the tree structure of the CMS server, aggregation and groups/ players details under the "**Group Tree View**" window.

By clicking on check-box nodes in "**Group Tree View**", you can unfold the tree table and see the hierarchical structure of the server, aggregation (for CMS 8.2 and earlier versions), groups, and players. Here you can select SMP players for showing in the "**Player View**" window. Click on nodes [**+**] to unfold or fold the tree structure.



Index: After clicking on the checkbox of Index, you can open the player in the "**Status View**".

Status: "**OK**" means the player connection is normal. "**Fail**" means the player is disconnected. SuperMonitor5 will wait for about 2 to 20 minutes before the status switches to "**Fail**".

Content Update: Display the content update (synchronization) status.

Server: Display the name of the CMS server to which this player connects.

Group: Display the group name that this player belongs to.

Hostname: Display the hostname of the SMP player.

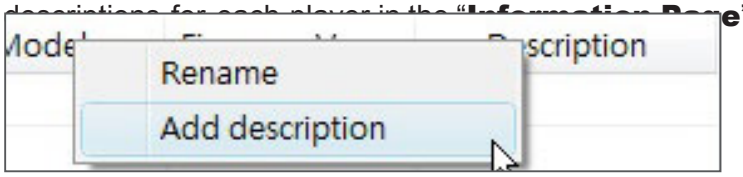
IP: SMP player's IP address

Port: SMP player's port number

Model: Product model

Firmware Version: Firmware version

Description: Customized description field. You can have maximum 3 customized description fields. Right click on the header and choose [**Add description**] to add new description field. You can also choose [**Rename**] to enter your own field name. Please enter descriptions for each player in the "**Information Page**" of "**Status View**".

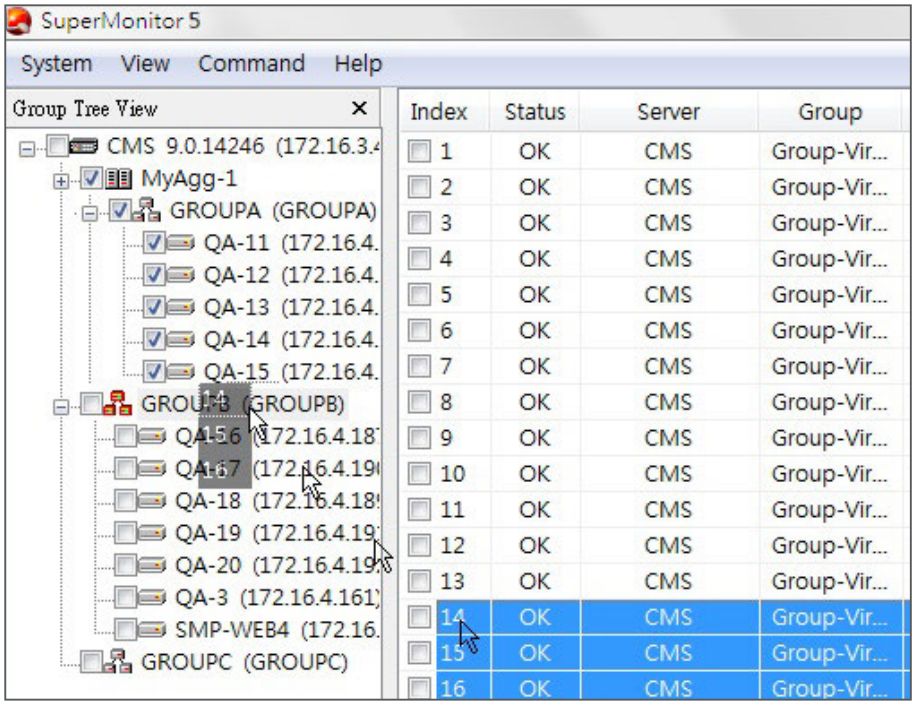


NOTE

Before you drag players, please uncheck the index box for the players and remove them from "**Status View**". You **CANNOT** drag-n-drop players if these players are updating and synchronizing content.

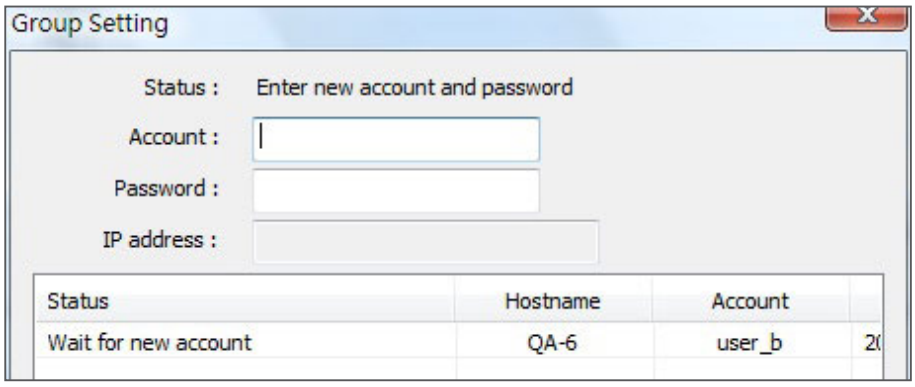
5-2 Move Player between Groups and Servers

You can drag-n-drop players between different groups and servers to change player's settings.



Once you drop player(s) to a new group, the SMP's settings regarding "**Media Folder**" will be changed accordingly.

If you drag-n-drop players to a different group or CMS server, a pop-up window will be prompted for you to change the username, password, or other settings if it's necessary.



You can enter a new account, password and server's IP address (if it's necessary) here.

6. "Status View" - Check System Information

With the help of SuperMonitor5, you can remotely check the information of the system, network and CPU usage of each SMP player without logging in the Web Manager of each player to check those information. SuperMonitor5 can receive the real-time information for SMP player through network in a quick and safe manner. Only a few seconds you can see the player's data appear on the screen.

NOTE

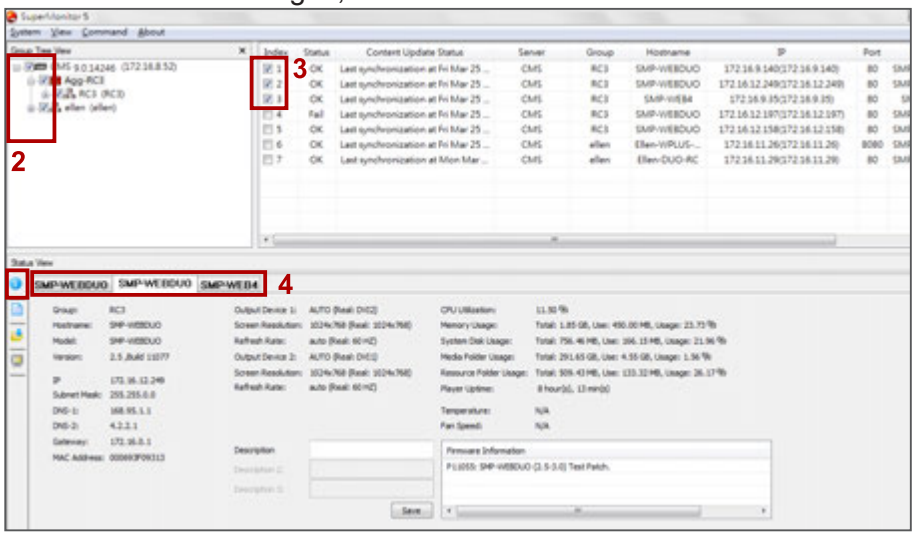
The maximum number of player in "**Status View**" is 16.

NOTE

To reduce the network and system loads and accelerate the system response, we recommend that users do not open more than 8 players in SuperMonitor5 at the same time.

6-1 Information Page

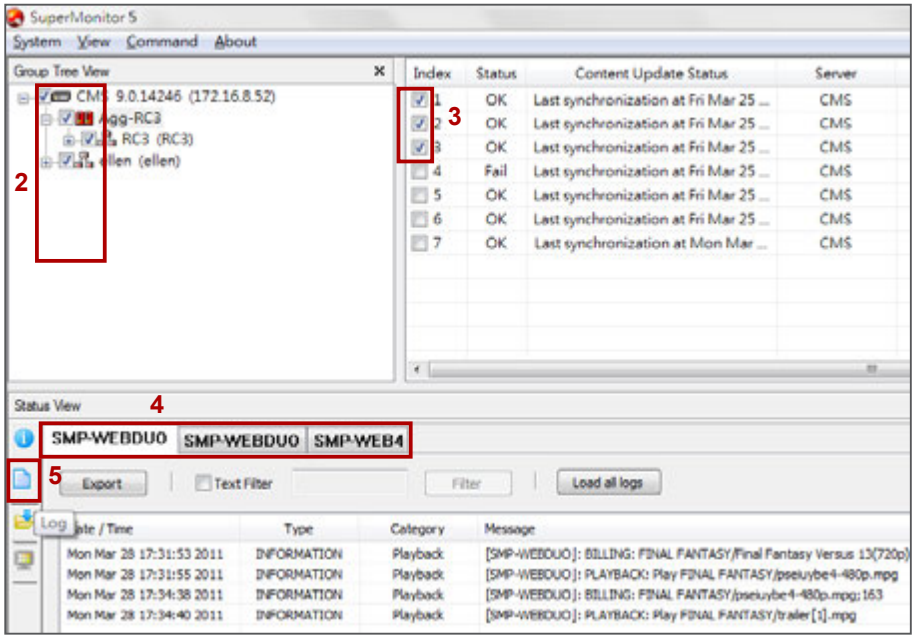
1. Start SuperMonitor5 and login.
2. Tick checkbox in "**Group Tree View**" to display player basic information and status in "**Player View**".
3. Tick checkboxes of players in "**Player View**". The information pages of the players will be displayed in the "**Status View**" window.
4. Click on the page title of an SMP player in "**Status View**" window to check its information regarding system, group, network, CPU and RAM usages, etc.



6-2 Log page

You can retrieve SMP player's Log records and view them in SuperMonitor5.

1. Start SuperMonitor5 and login.
2. Tick the check-box in "**Group Tree View**".
3. Tick the checkbox in "**Player View**" to select SMP players. The information pages of the players will be displayed in the "**Status View**" window.
4. Select an SMP player in "**Status View**" window.
5. Click on the [**Log**] icon on the left to check the log record of that player.



Export: Export log records to a text file.

Load all logs: SuperMonitor5 will only receive logs after you enable "**Status View**" function. If you want to see all logs of your players, please click [**Load all logs**] and SuperMonitor5 will retrieve all logs and display them in the log page of "**Status View**".

Text Filter: Search keyword in log records. Enter a keyword in the edit box (e.g. BILLING) and click [**Filter**].

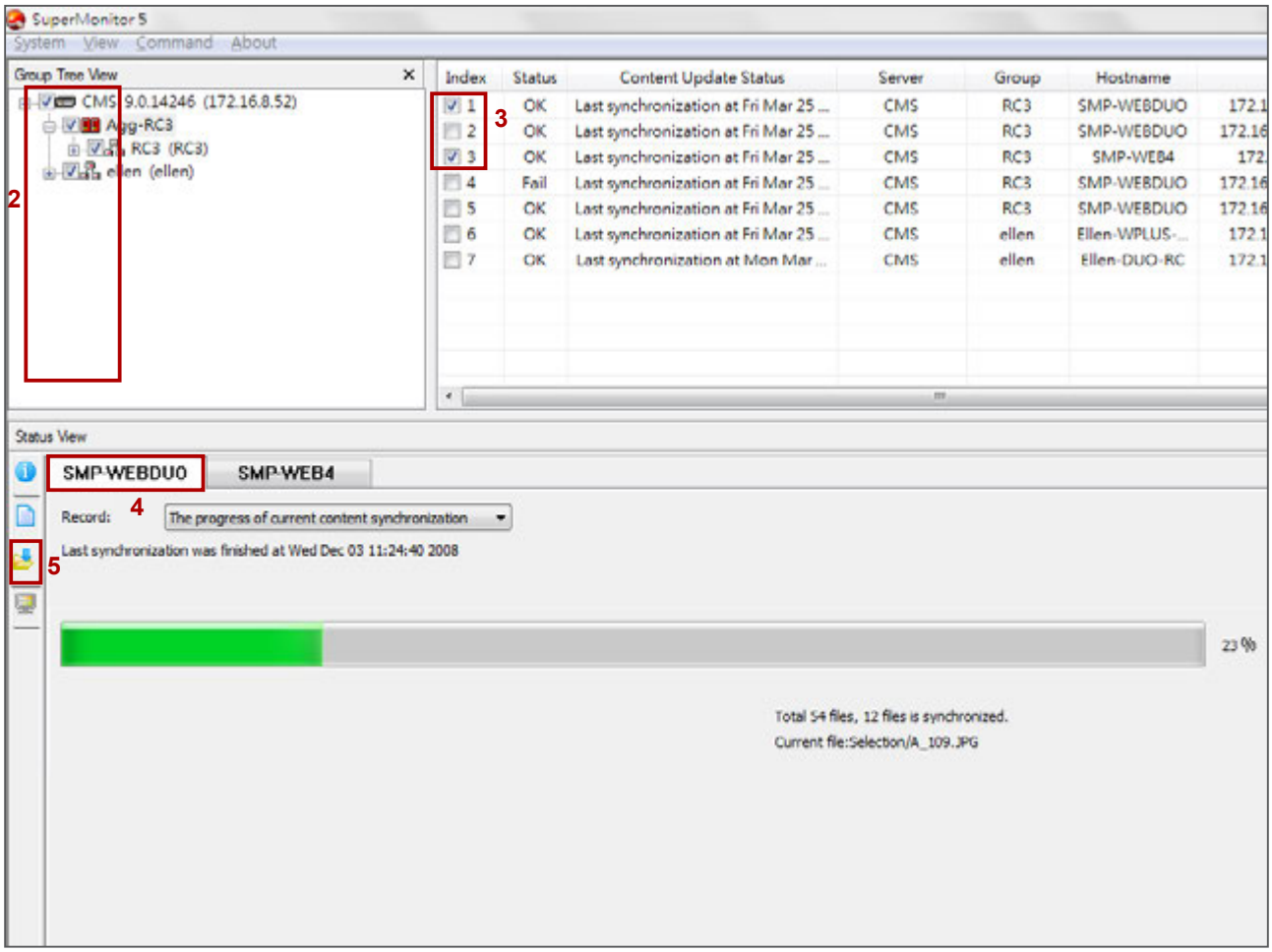
NOTE

The keyword is case sensitive.

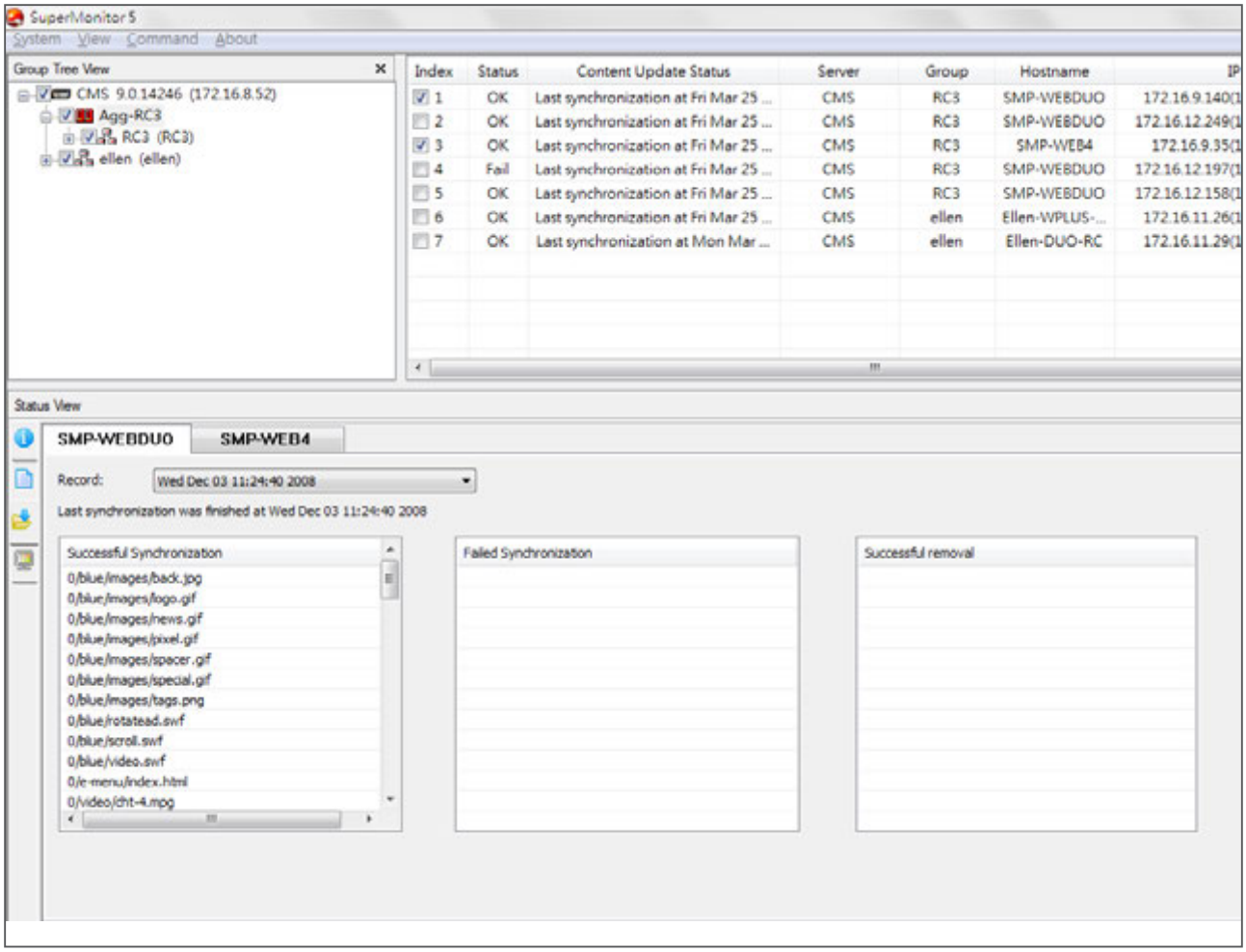
6-3 Content Update Status Page

SMP players will update their content from a CMS server according to the settings. To check the status of content update for a specific SMP player on real-time basis, you can follow the steps below.

1. Start SuperMonitor5 and login
2. Tick the checkbox in "**Group Tree View**".
3. Tick the checkbox in "**Player View**" to select SMP players. The information pages of players will be displayed in the window of "**Status View**".
4. Select an SMP player in "**Status View**" window.
5. Click on the [**Content Update Status**] icon on the left to check the content download status of that player.



Picture: While content is updating (Synchronizing)



Picture: Check historical records of content update (synchronizing).

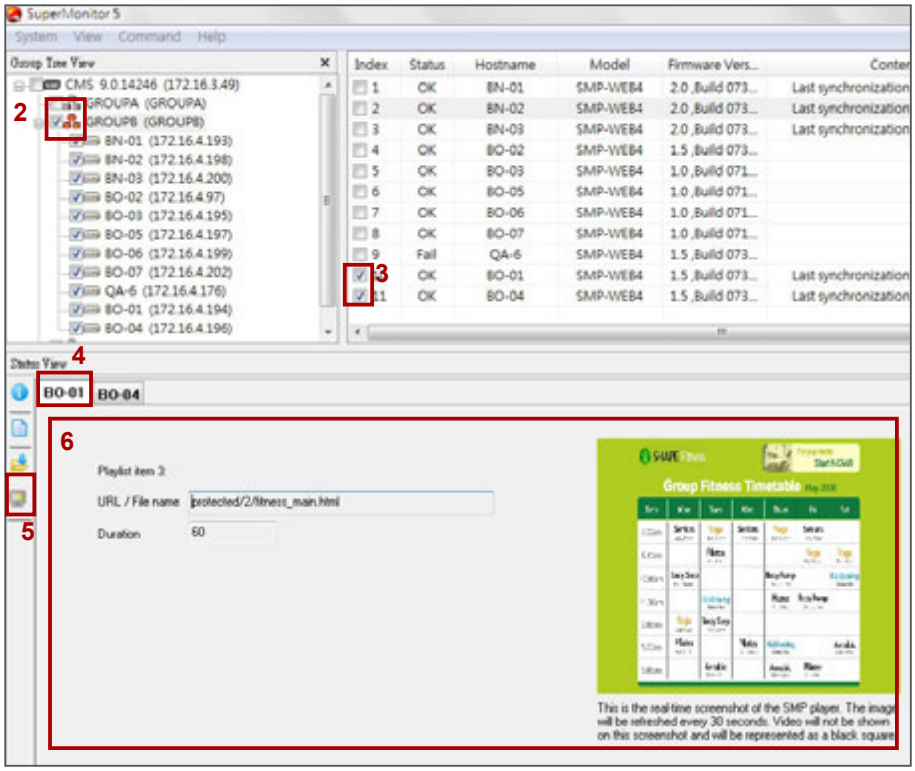
6-4 Playback Information

SMP players will playback media content files according to your scheduled playlist. To check the playing information for a specific SMP player on real-time basis, you can follow the steps below.

1. Start SuperMonitor5 and login.
2. Tick the checkbox in "**Group Tree View**".
3. Tick the checkbox in "**Player View**" to select SMP players. The information pages of the players will be displayed in the "**Status View**" window.
4. Select an SMP player in "**Status View**" window.
5. Click on the [**Current Playlist**] icon on the left to check the content playback status of that player.
6. You can see SMP's current playlist on the left and a preview of screen on the right. The information refreshes every 30 seconds. When you move your mouse over the preview image, you can see a bigger preview image. Just click on the image, and you can close

IMPORTANT

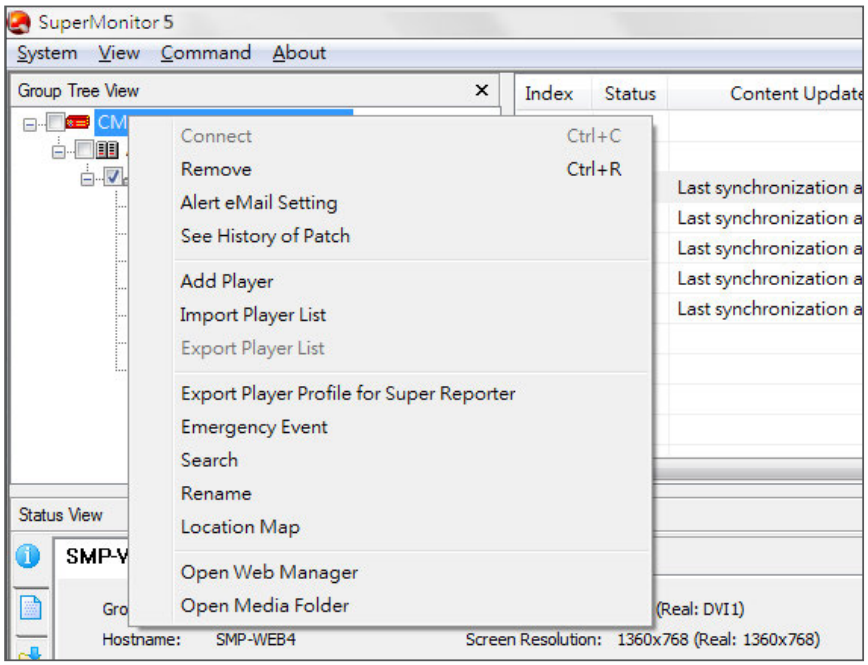
You cannot preview video files in the preview window. It is normal if you see a black area on the video playback area. If you play video in full screen, then this preview feature won't work for you.



7 . Operation and Commands

7-1 Commands about Server

You can execute some commands for SMP or CMS by command menu or right click on CMS or SMP.

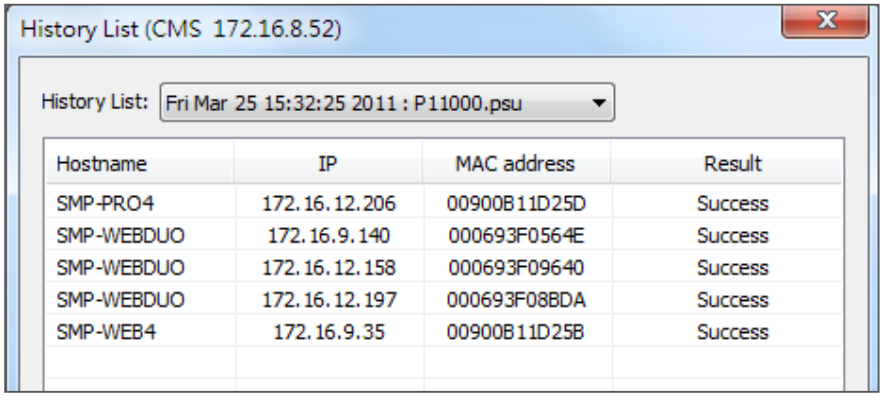


Connect: If a CMS server is disconnected, you can use "**Connect**" command to re-connect the server.

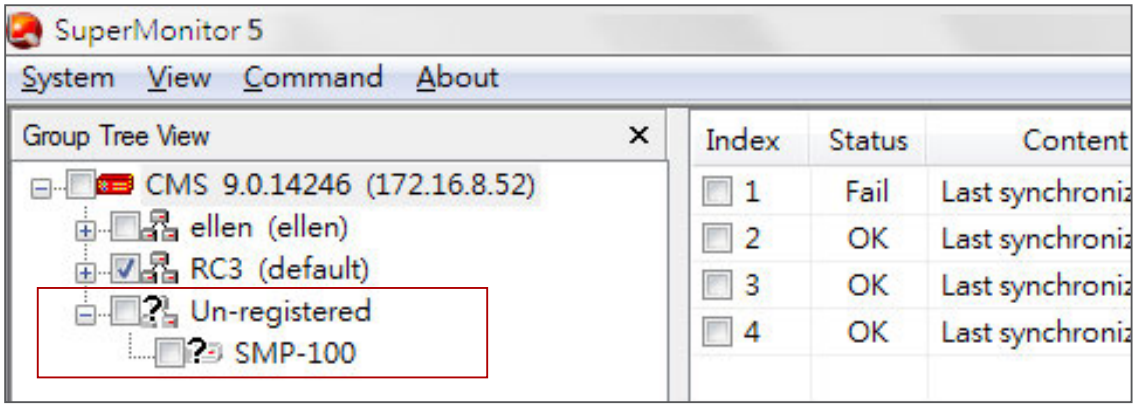
Remove: Remove disconnected CMS from SuperMonitor5.

Alert eMail Setting: You can configure mail recipients here. When SMP players disconnect or the connection is resumed, the alert email will be sent to those receipients. Please refer to section **7-6** for detailed configurations.

See History of Patch: You can check the historical records of patch update for all SMP players in the selected CMS server.



Add Player: If you add an un-registered player to a CMS server, you can see a temporary group named "**Un-registered**" in "**Group Tree View**" and you can find your un-registered player there. After the player is registered, the item will be removed from the "**Un-registered**" folder and move to its real group.



Import Player List: After you use the "**Export Player List**" function to export the player list, you can import the list to other CMS servers by using "**Import Player List**".

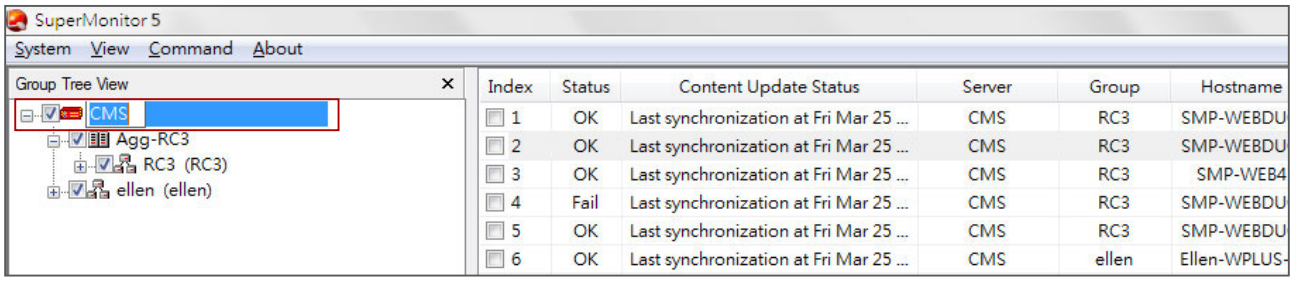
Export Player List: After you use "**Add Player**" function to add the players to SuperMonitor5, those players which haven't registered will be stored in the "**Un-registered**" folder. Via "**Export Player List**", you can only export those players that are still in the "**Un-registered**" folder for backup and future use.

Export Player Profile for SuperReporter: You can export player information to a SuperReporter's player profile and import it to SuperReporter later so that you do not need to enter the information again. Please refer to section **7-7** for detailed configuration.

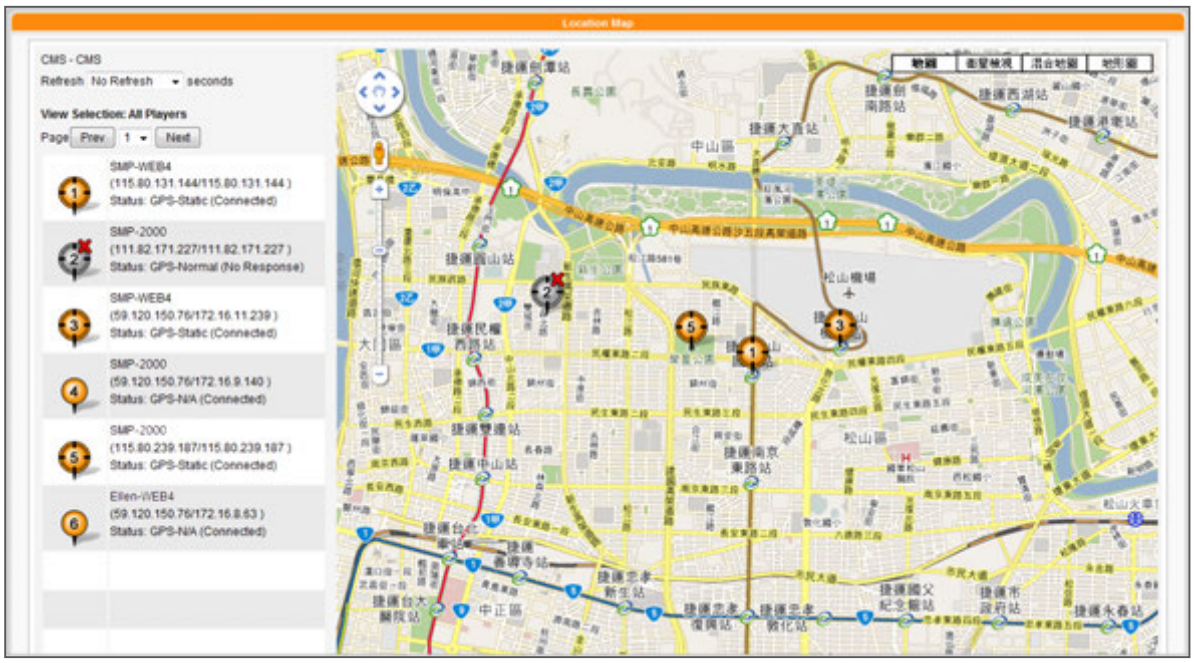
Emergency Event: You can trigger an emergency event on a CMS server from here.

Search: You can search players by entering a keyword here, and the system will search for the matches in all fields in the "**Player View**". The search result will be displayed in "**Player View**".

Rename: Rename CMS's hostname.



Location Map: Click [**Location Map**] and you will see those SMP players which connect to this CMS server on Google Maps.



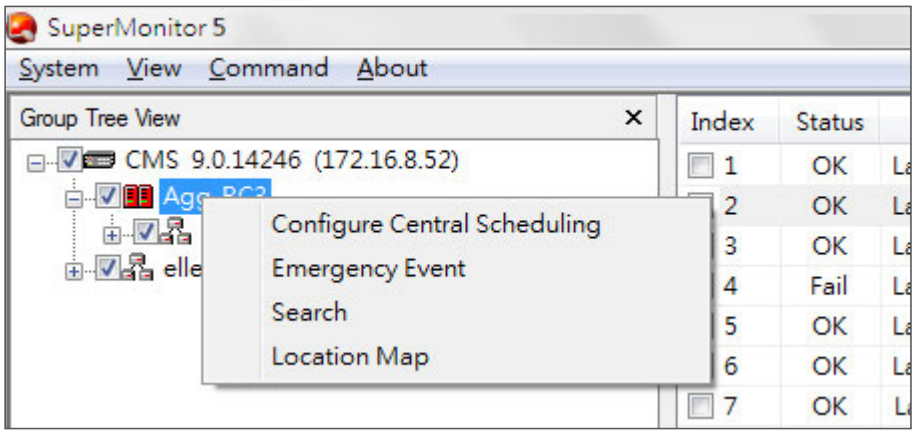
The status and IP address of all connected SMP players are listed on the left-hand side. One page will show up to 10 SMP players. If you want to see more other players, please click [**Prev**], [**Next**], or select the page number directly. Now, we explain the meaning of each icon as follows:

	• The player is configured to support either GPS or a static location. • It is connecting to this CMS server right now.
	• The player is configured to support either GPS or a static location. • It is NOT connecting to this CMS server right now. • The map will indicate the position where the player was connected to the CMS server for the last time.
	• The player is NOT configured to support GPS or a static location. • It is connecting to this CMS server right now. • This player will not be shown on the map.
	• The player is NOT configured to support GPS or a static location. • It is NOT connecting to this CMS server right now. • This player will not be shown on the map.

Open Web Manager: When you click on a CMS server, you can open the Web Manager of that selected CMS server by clicking on [**Open Web Manager**] Command.

Open Media Folder: Open CMS's Media Folder by Windows® File Explorer.

7-2 Commands about Aggregation



NOTE

"Configure Central Scheduling" can only be supported by CMS 8.2 or earlier versions. For CMS 9.0 and later versions, please use Web Manager's interface directly.

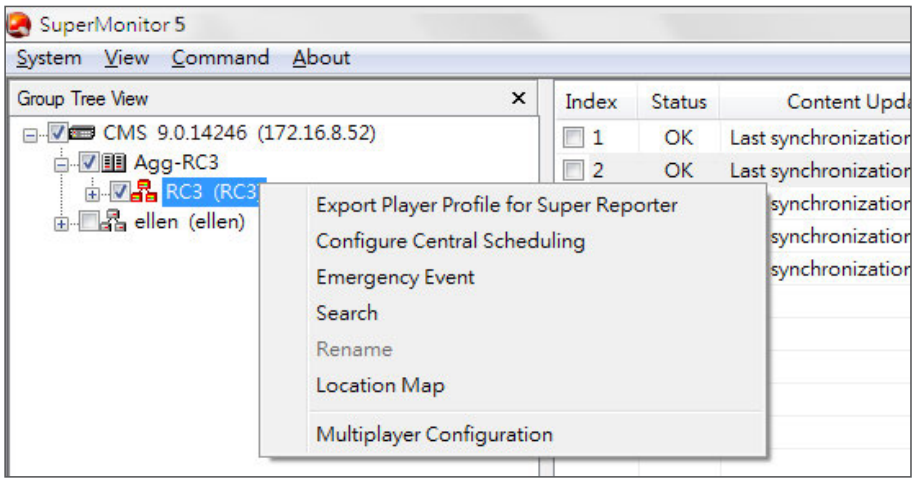
Configure Central Scheduling: Configure the settings of CMS's Central Scheduling function and manage players by Aggregation. Please refer to chapter **8** for detailed configuration.

Emergency Event: You can trigger an emergency event on a CMS server from here.

Search: You can search players by entering a keyword here and the system will search for the matches in all fields in the "**Player View**". The search result will be displayed in "**Player View**"

Location Map: You can see those SMP players which belong to this selected aggregation on Google Maps.

7-3 Commands about Group



Export Player Profile for SuperReporter: You can export

player information to a SuperReporter's player profile and import it to SuperReporter later so that you do not need to enter the information again. Please refer to section **7-7** for detailed configuration.

NOTE

"Configure Central Scheduling" can only be supported by CMS 8.2 or earlier versions. For CMS 9.0 and later versions, please use Web Manager's interface directly.

Configure Central Scheduling: Configure the settings of CMS's Central Scheduling function and manage players by Group. Please refer to chapter **8** for detailed configuration.

Emergency Event: You can trigger an emergency event on a CMS server from here.

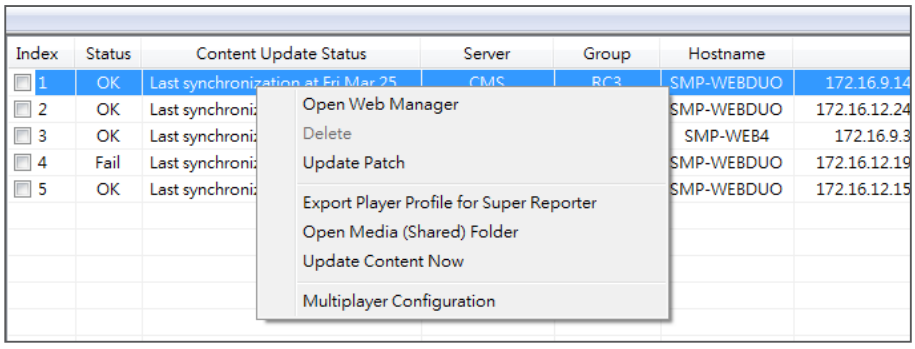
Search: You can search players by entering a keyword here, and the system will search for the matches in all fields in the **"Player View"**. The search result will be displayed in **"Player View"**.

Rename: Rename the name of the group.

Location Map: You can see those SMP players which belong to this selected group on Google Maps.

Multiplayer Configuration: You can configure several players at one time by this command. Please refer to section **7-8** for detailed configuration.

7-4 Commands about Player



Open Web Manager: When you click on a SMP player, you can open the Web Manager of that selected SMP player by clicking on "**Open Web Manager**".

Delete: Remove disconnected SMP from SuperMonitor.

Upload Patch: You can upload SMP patches via SuperMonitor5. Please refer to section **7-5** for detailed configurations.

Export Player Profile for SuperReporter: You can export player information to a SuperReporter's player profile and import it to SuperReporter later, so that you don't need to enter the information

again. Please refer to section **7-7** for detailed configuration.

Open Media (Shared) Folder: Open SMP's Media Folder by Windows® File Explorer.

Update Content Now: You can update selected SMP players' content immediately.

Multiplayer Configuration: You can configure several players at one time by this command. Please refer to section **7-8** for detailed configurations.

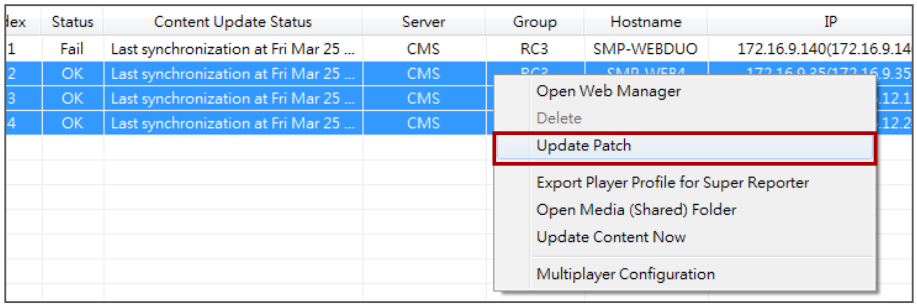
7-5 Patch Management

IMPORTANT

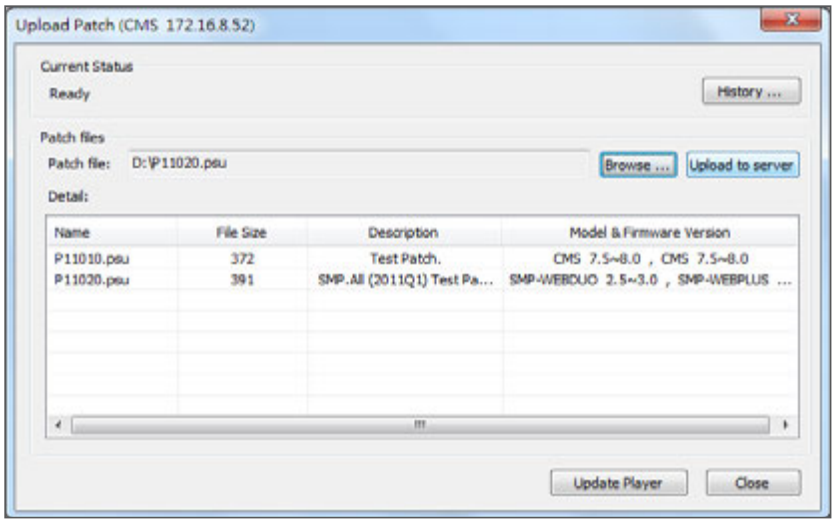
Do not apply this function to incompatible players and versions.

By using SuperMonitor5, you can upload patches to SMP player through CMS server. Please store patch files in CMS first; then select the stored patch files in CMS and update them to players.

1. Select one or more players at Player's View. Right click the mouse at the selected player(s) and choose **"Update Patch"**



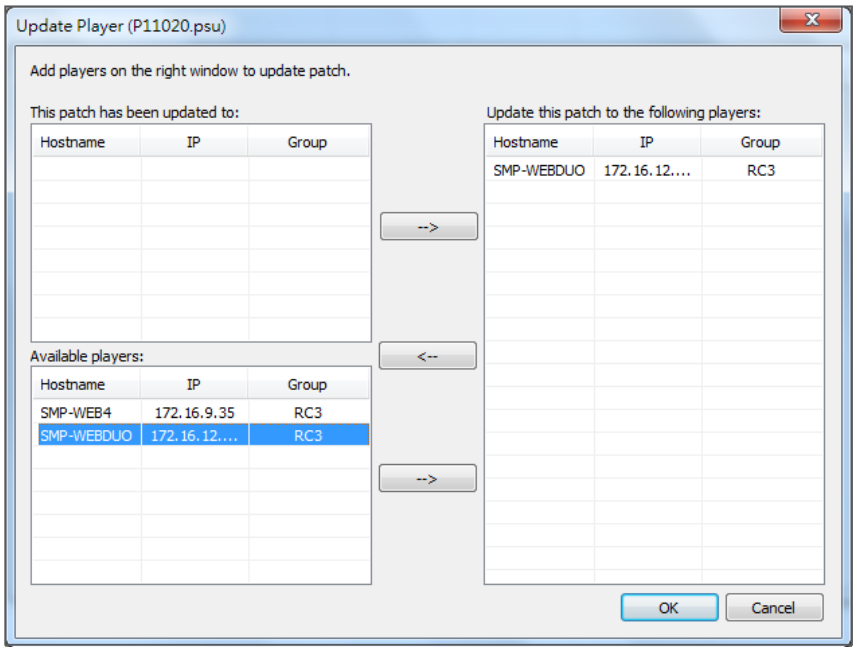
2. Click on [**Browse...**] and select a patch file (.psu) from your PC, and click [**Upload to Server**]. Then, the patch file will be stored in the server for later use. You can check the uploaded patch files in the list box.



IMPORTANT

For security and safety, you can only upload the patch file one by one.

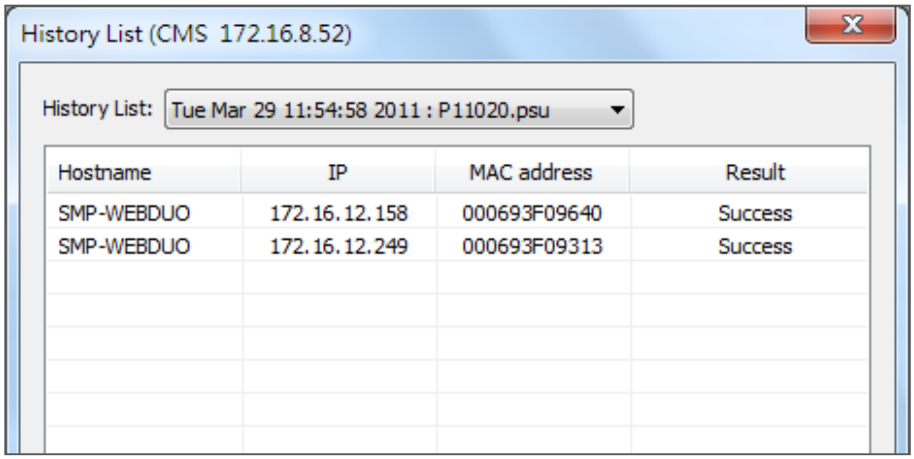
3. Select the patch file you want to update to the player, and click [**Update Player**].
4. SuperMonitor5 will show all SMP players that are controlled by the same CMS and are able to apply this selected patch. The system will automatically distinguish updated players and non-updated ones in two separated lists: "**Patch has been updated to**" and "**Available players**". You can select the players that you want to apply this patch on the left-hand side and click [**-->**] button to add them to the right-hand column, "**Update this patch to the following players:**"



NOTE

Players that are incompatible with this patch will be filtered automatically.

5. All the players added to the right column will apply this patch after you click [**OK**].
6. After the patch is applied to the players, you can click on [**History**] button later to check the results of patch update.

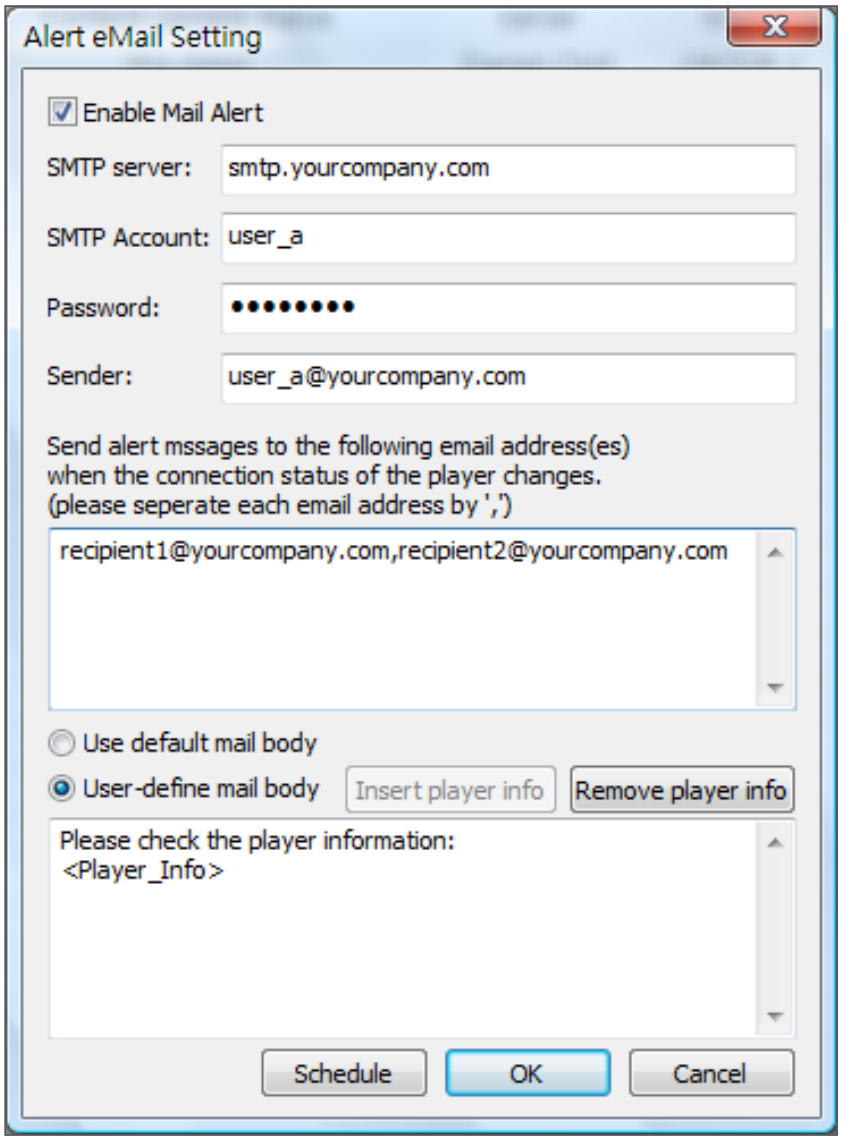


IMPORTANT

We only support SMTP authentication server. You must enter a valid Account and Password for your SMTP server.

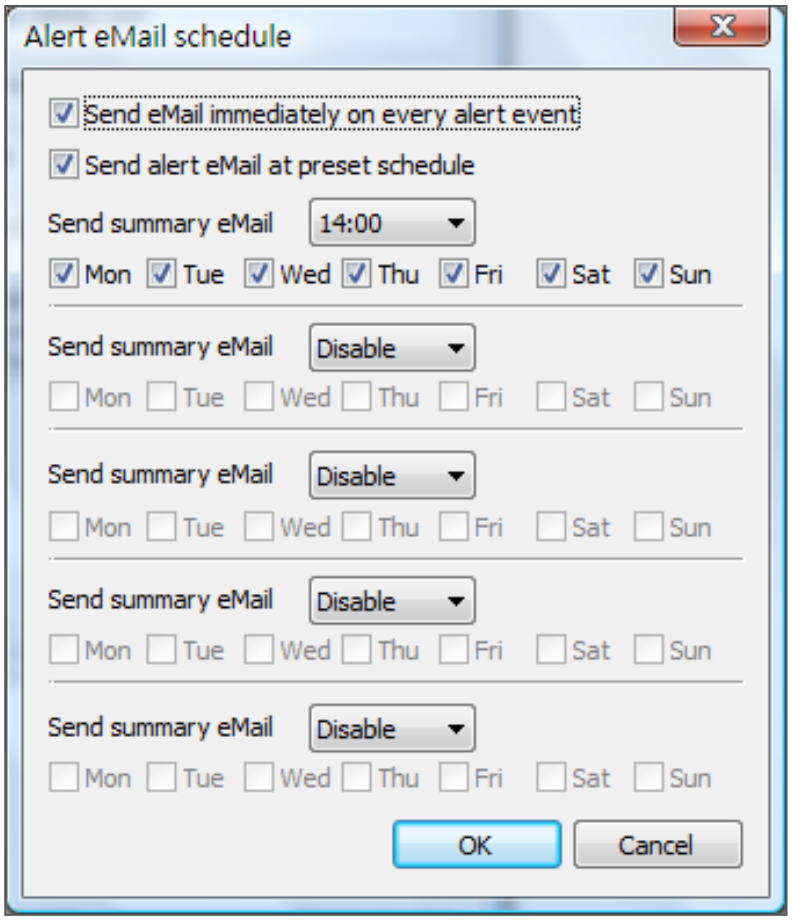
7-6 Alert eMail Setting

After you enable mail alert, users assigned here will receive notification by email whenever the player status is changed, e.g. from online to offline and vice versa.



You can either choose user default mail body or custom mail body. If you choose custom mail body, you can enter any email body text by yourself and click [**Insert Player Info**] to add the player information in the email body.

Alert eMail schedule:

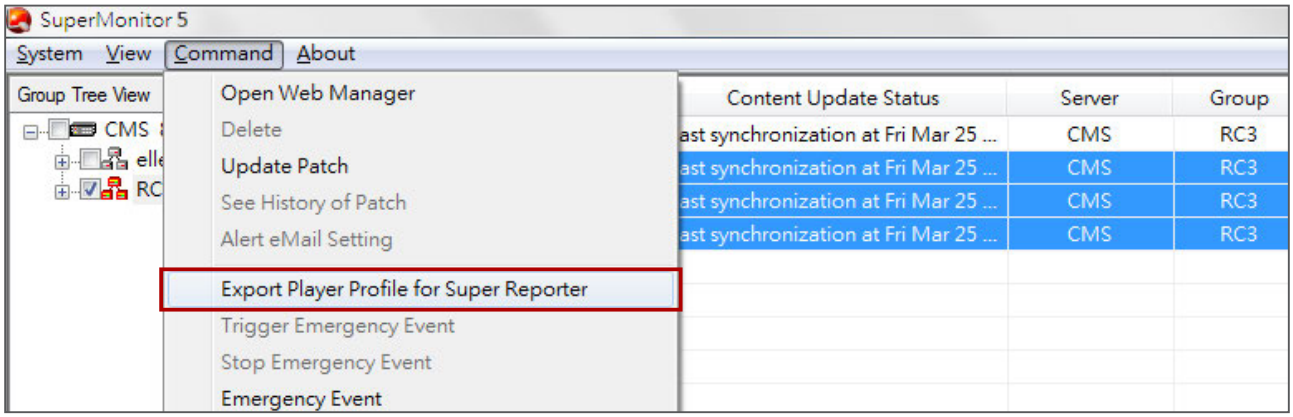


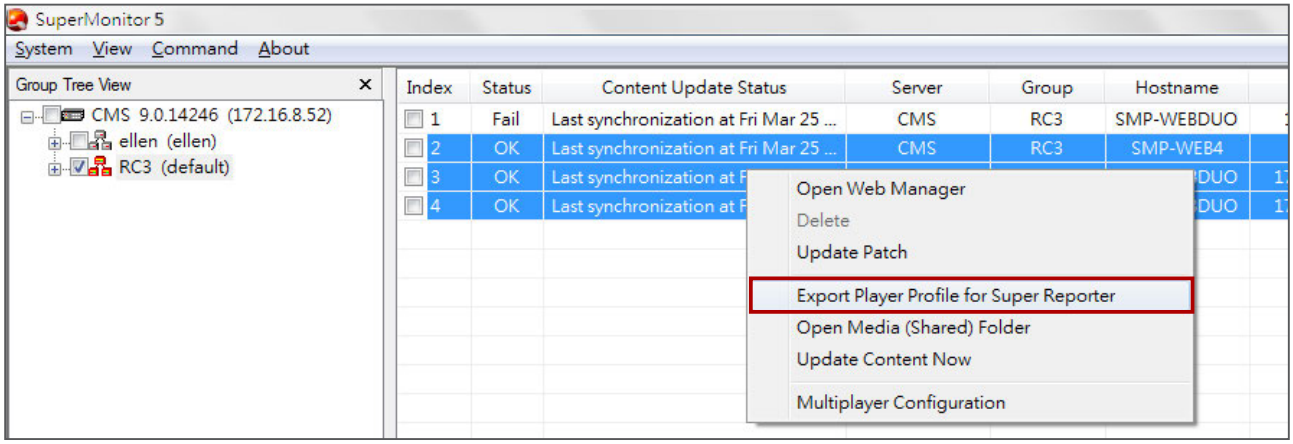
If you want to receive player's status at specific time, you can click [**Schedule**] to configure **"Alert eMail Schedule**". Choose "**Send alert eMail at preset schedule**" and enter at most 5 time and days to send summary eMail.

7-7 Export SMP Player's Profile (To SuperReporter)

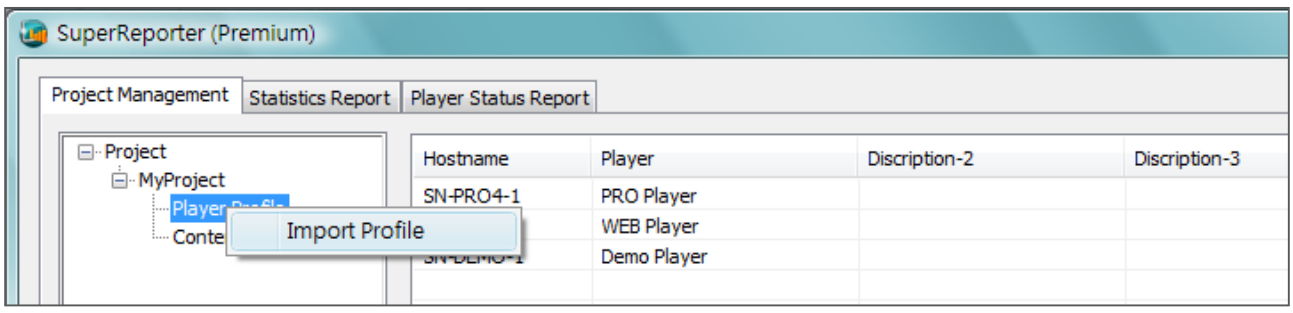
If SuperReporter2 is also deployed in the project, you can export SMP player profiles established in SuperMonitor5 and import it later in SuperReporter2. Select SMP players in the "**Player View**" window and click on the drop-down menu: "**Command**

> Export Player Profile for SuperReporter". Or, you can also use this function by right clicking the selected SMP players. Then, you will see the same option. Give the file path and name, and you can save the Profile (.ini).





In SuperReporter2, you can import the SMP player profile by moving the mouse to "**Player Profile**", clicking right button, and selecting "**Import Profile**".



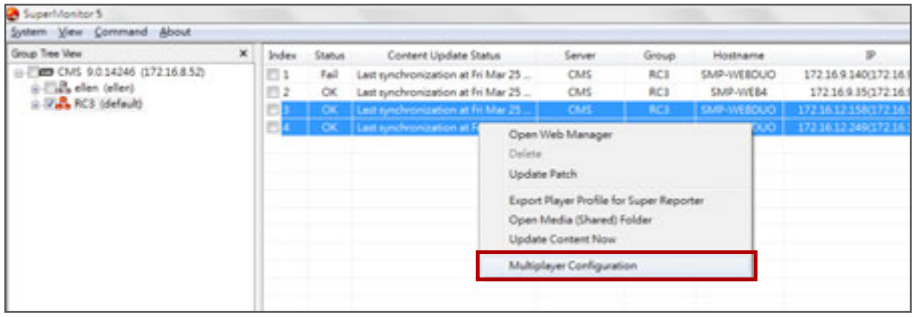
IMPORTANT

To use Multiplayer Configuration, you must turn on CMS's FTP service.

7-8 Multiplayer Configuration

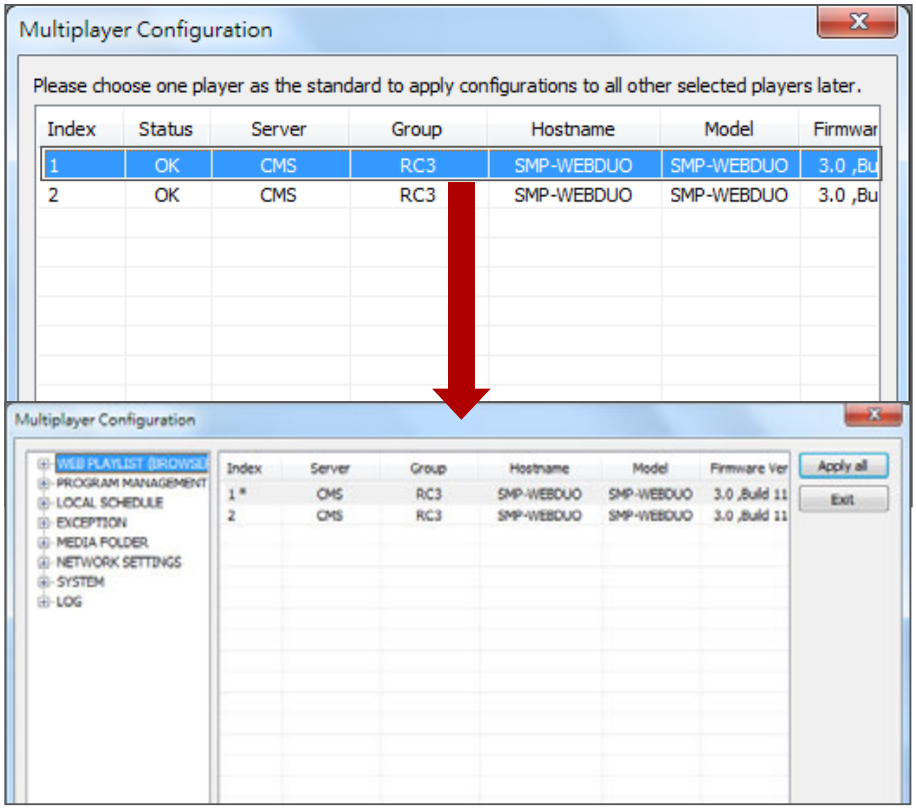
If you want to configure several players altogether, you can use Multiplayer Configuration to configure most settings of SMP players.

1. At Player's view, choose players with the same model and version. Then, right click the mouse and select "**Multiplayer Configuration**".

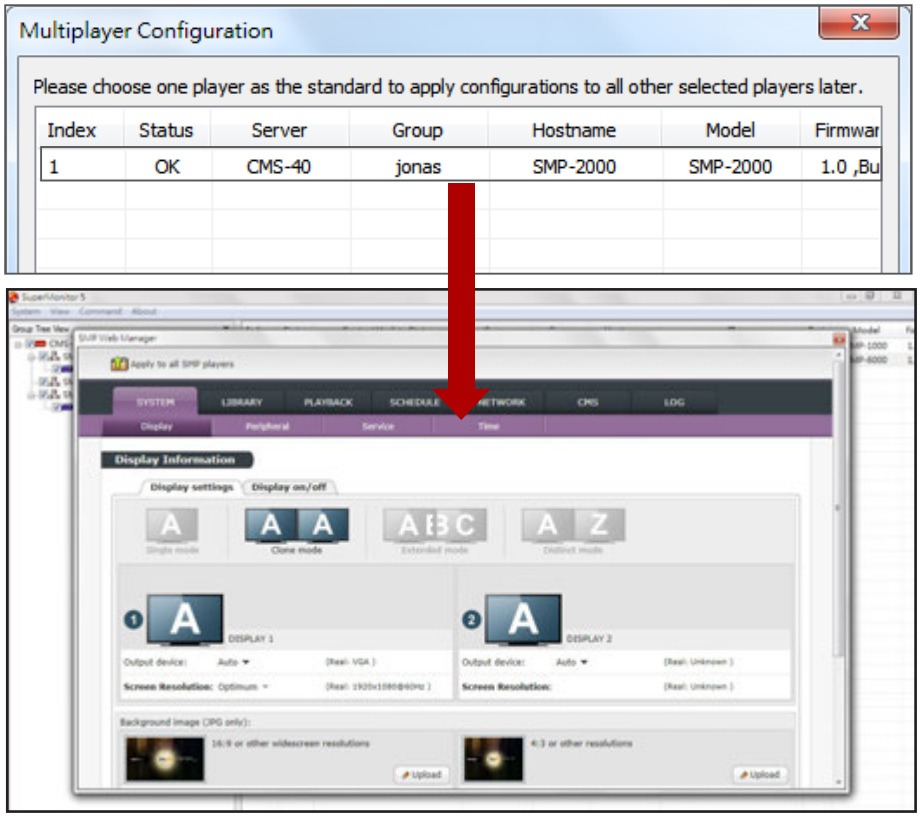


2. Choose one of the selected players as initial (default) configuration.

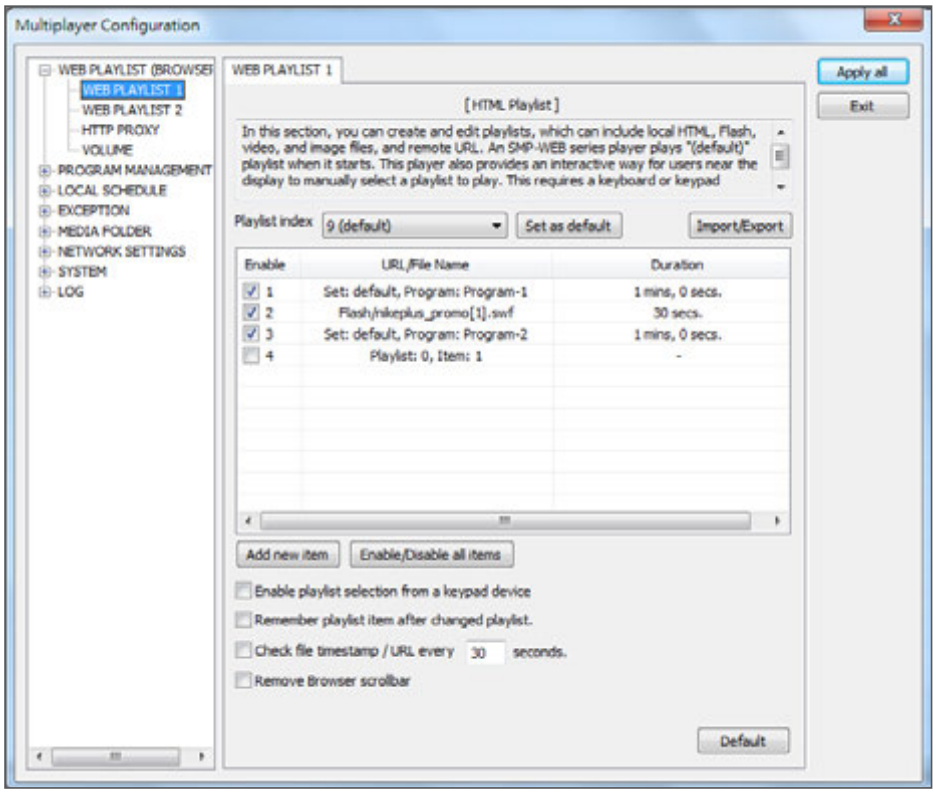
Non-SMP-NEO players:



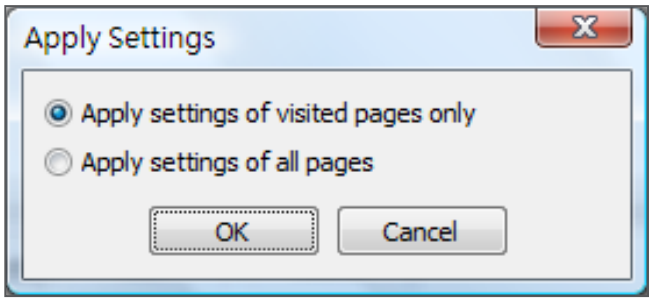
SMP-NEO player:



3. (For non SMP-NEO players only) Choose the function you want to configure at tree view and change the settings. Those settings are similar to the ones in SMP's Web Manager. If you have any question about these functions, please refer to SMP's user manual for details.



4. After all settings are made, click [**Apply All**] to synchronize settings to all selected players.
5. (For non SMP-NEO players only) You can either choose "**Apply settings of visited pages only**" or "**Apply settings of all pages**". If you choose "**Apply settings of all pages**", all settings of the benchmark player will be synchronized to all other players. For "**Apply settings of visited pages only**", every item in the above Multiplayer Configuration window you ever click, no matter with or without changes, will be synchronized to all other players.



IMPORTANT

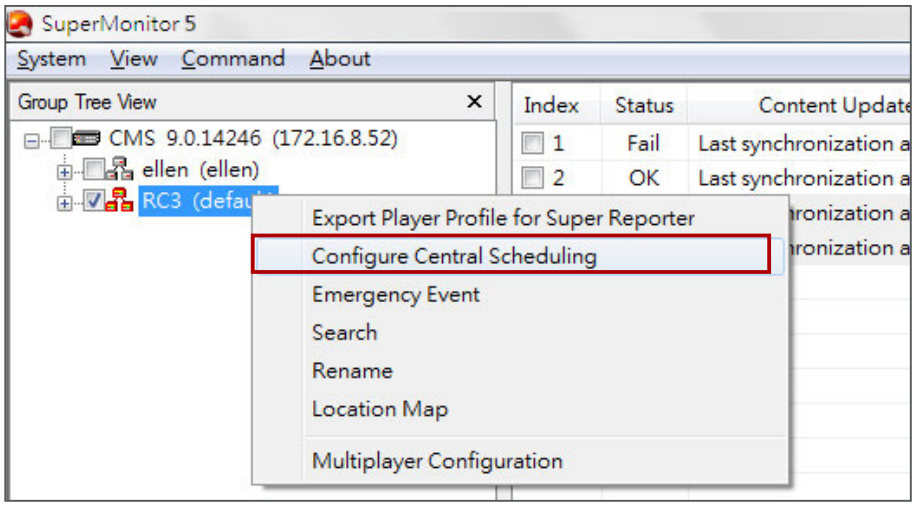
To use Central Scheduling, you must turn on CMS's FTP service.

8. Central Scheduling (for CMS 8.2 or earlier versions)

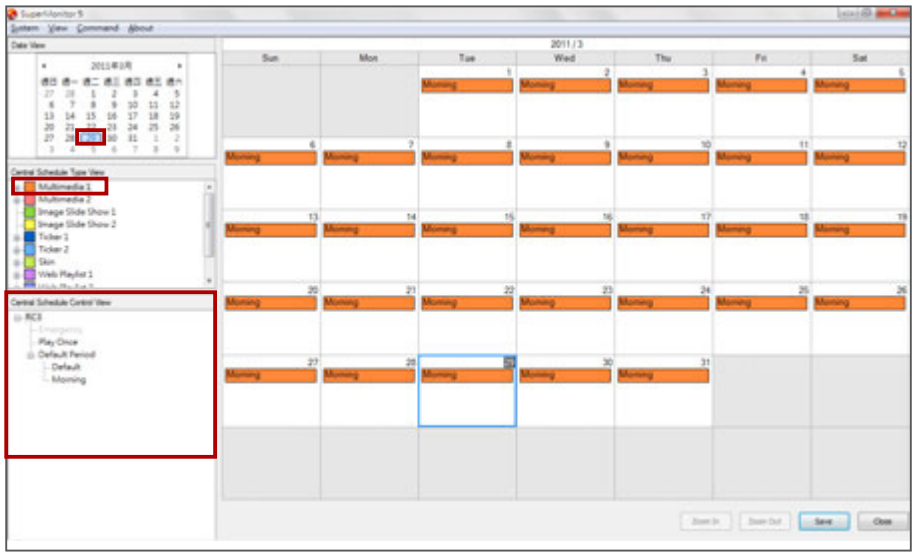
You can configure Central Scheduling from SuperMonitor5 by weekly or monthly view on the calendar.

8-1 Edit Schedule

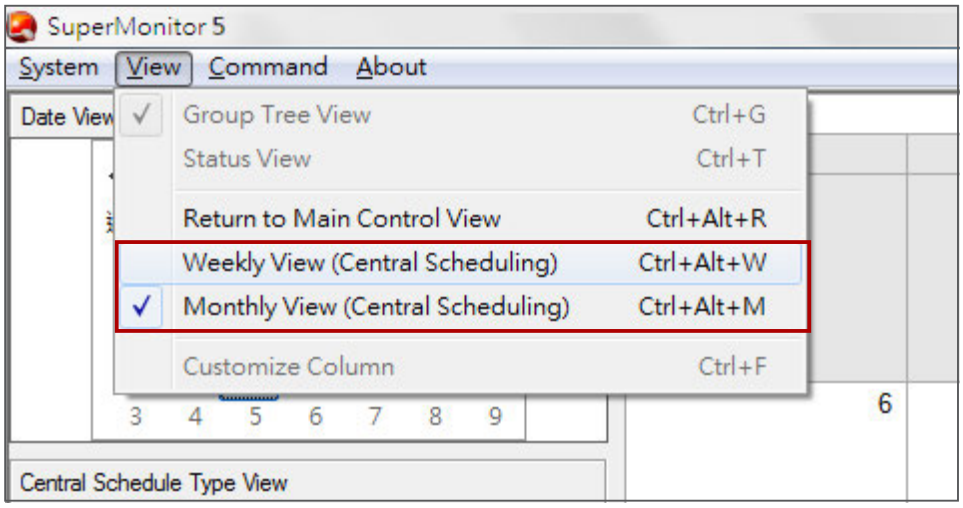
1. Select an aggregation or group from "**Group Tree View**" and click the right mouse button. Choose "**Configure Central Scheduling**".



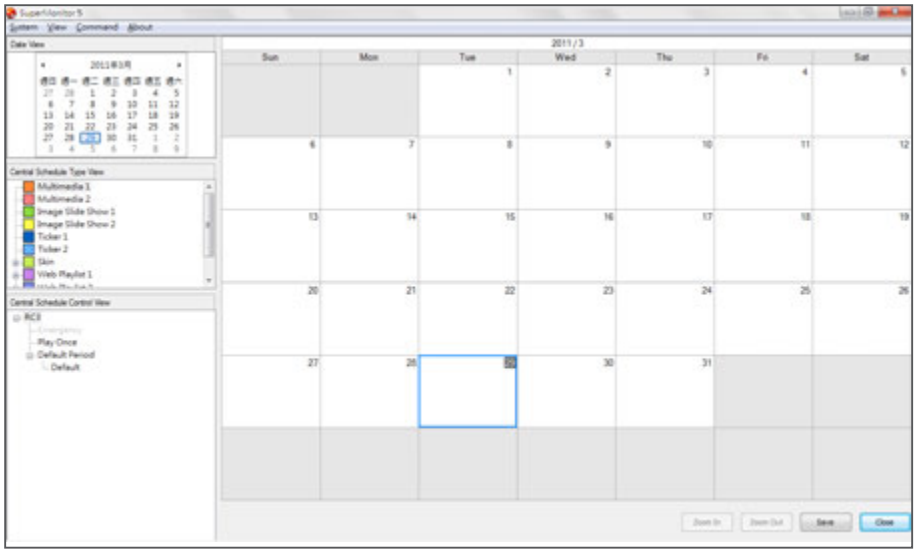
2. Choose a date from "**Date View**", and choose a schedule type from "**Central Schedule Type View**" (e.g. Multimedia 1). Then you can see the schedule in "**Central Schedule Control View**".



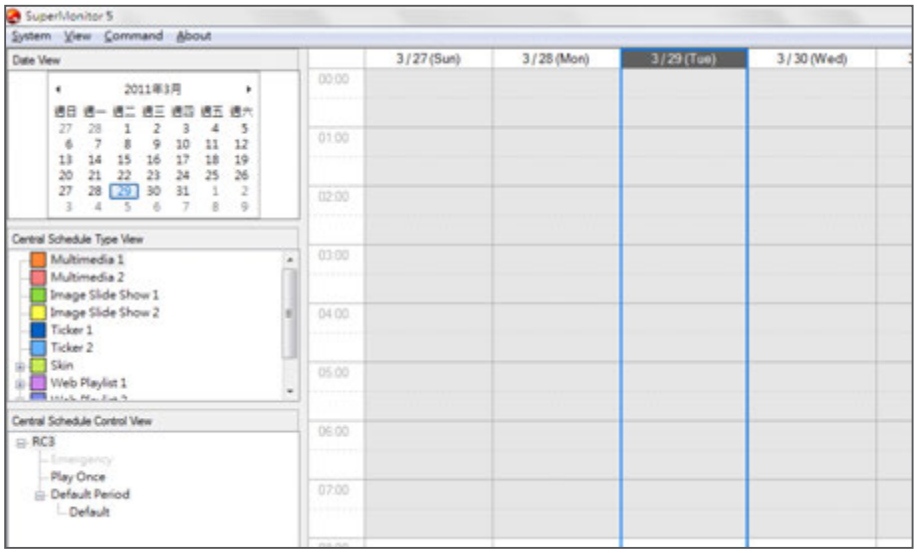
3. You can switch Monthly/Weekly View via the menu “**View**”.



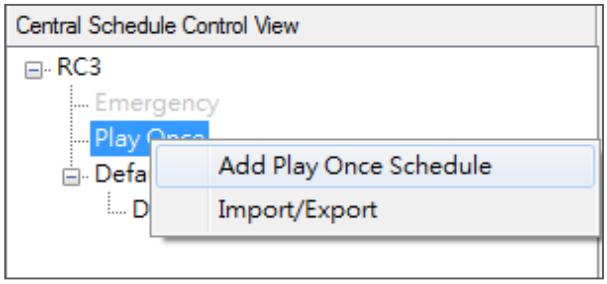
Monthly View

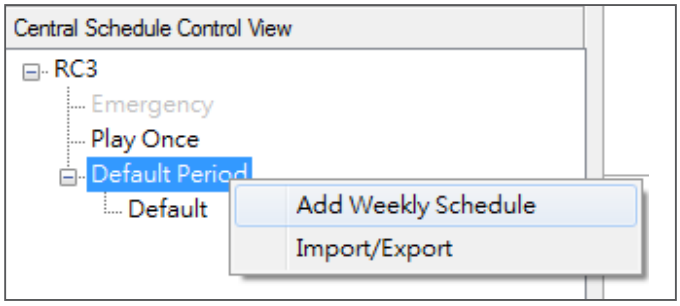


Weekly View

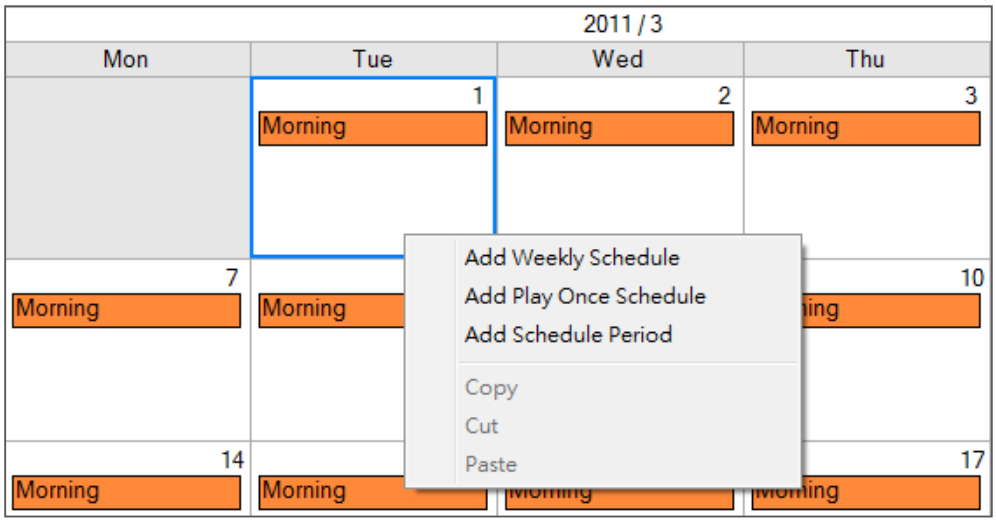


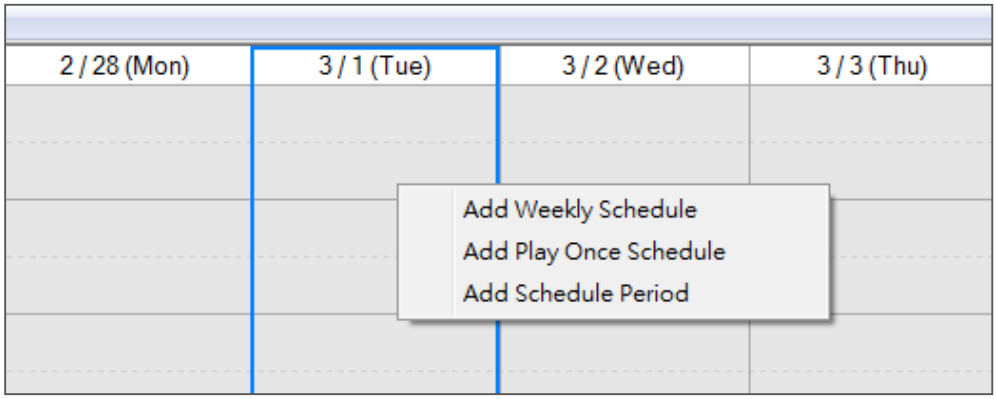
4. There are two ways to create a schedule item. You can create a Schedule item by right click on the node of "**Central Schedule Control View**".





5. Or, you can just right/double click on a date on the calendar in either Monthly or Weekly view.





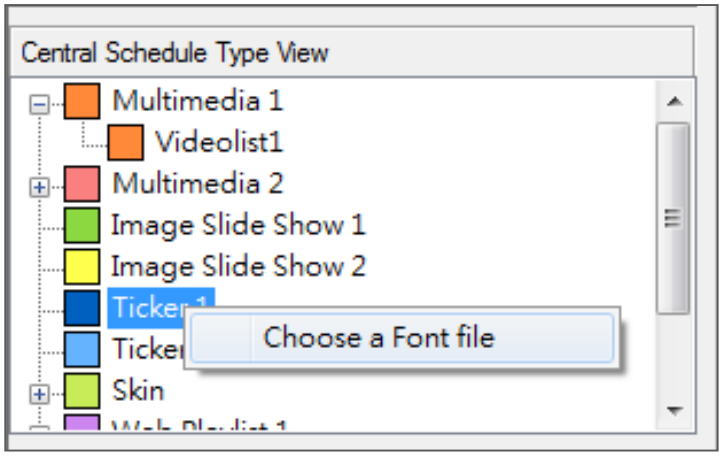
6. Click [**Save**], and all settings here will be synchronized to the CMS server. If you don't want to save these changes, just click [**Close**] to leave "**Central Schedule View**".

8-2 Edit Resource: Font

You can also manage resources like skin, web playlist, and fonts in Central Scheduling View.

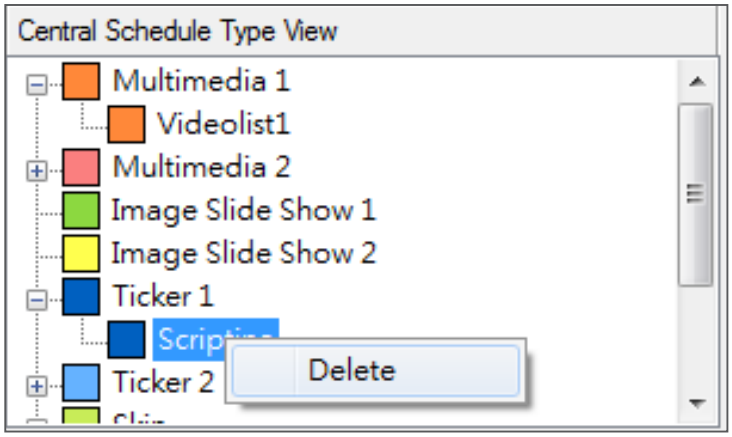
Add Font

In "**Central Schedule Type View**", right click on "**Ticker**", and select "**Choose a Font File**". Then, you can upload font files to CMS server, just as you upload fonts directly on CMS server. (**CMS Web Manager > RESOURCE MANAGEMENT > FONT MANAGER**).



Delete Font

After you add a font to the CMS server, you can see all uploaded font files in the "**Central Schedule Type View**". If you want to delete a font, please right click on that font and click "**delete**".



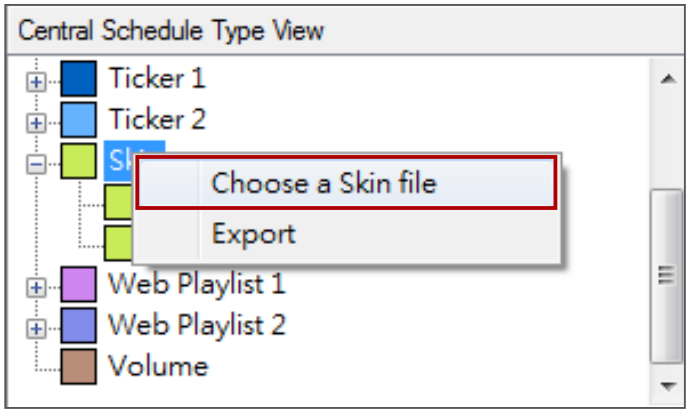
NOTE

You cannot delete the font which is currently used in a schedule. You must remove this font from that schedule before you delete it.

8-3 Edit Resource: Skin

Add Skin

In "**Central Schedule Type View**", right click on "**Skin**", and select "**Choose a Skin file**". Then, you can upload skin files to CMS server, just as you upload skins directly on CMS server. (**CMS Web Manager > RESOURCE MANAGEMENT > SKIN MANAGER**).

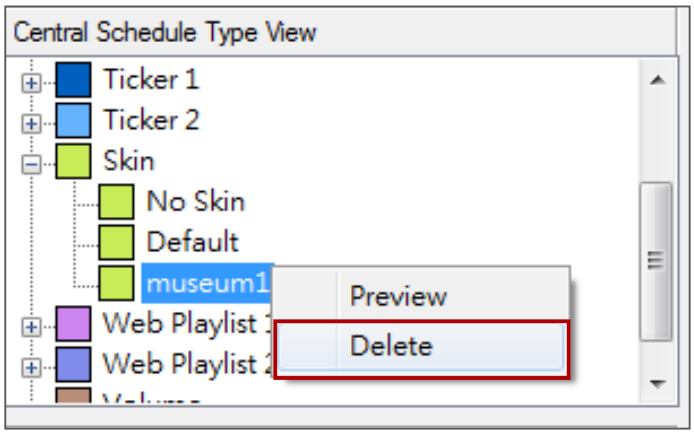


NOTE

You cannot delete the skin which is currently used in a schedule. You must remove this skin from that schedule before you delete it.

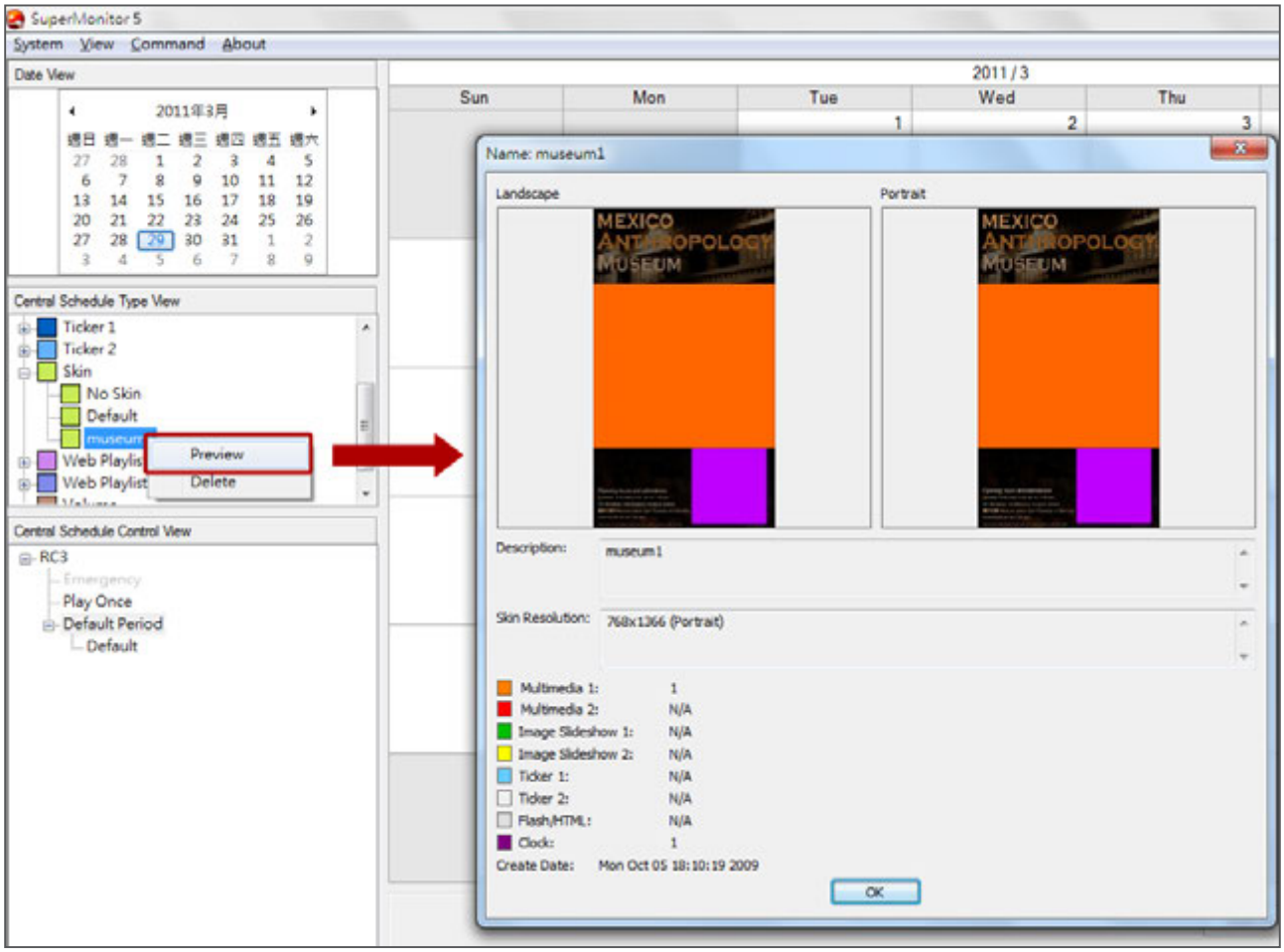
Delete Skin

After you add a skin to the CMS server, you can see all uploaded skin files in the "**Central Schedule Type View**". If you want to delete a skin, please right click on that skin and click "**delete**".



Preview

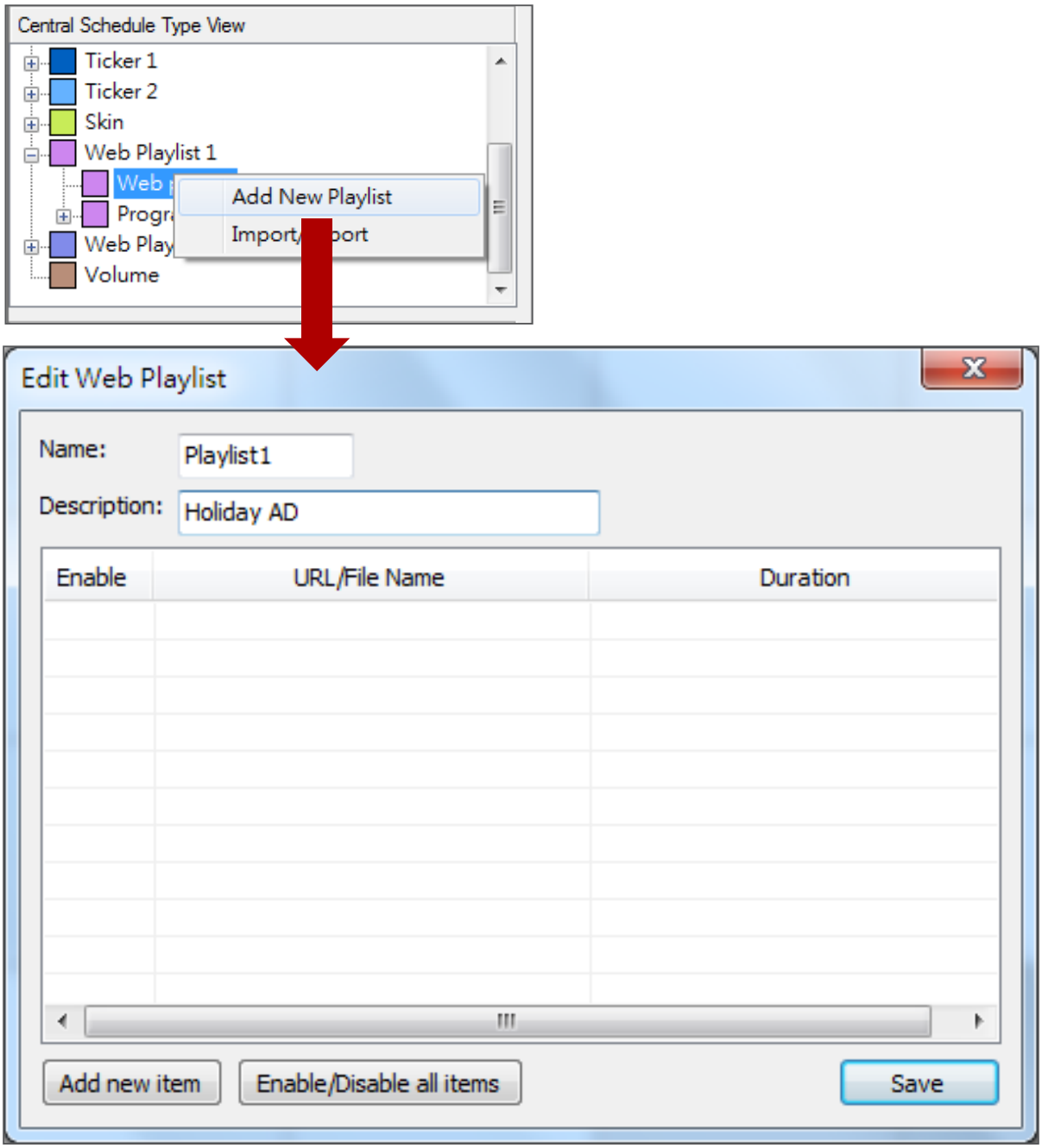
You can also preview the skin here.



8-4 Edit Resource: Web playlist

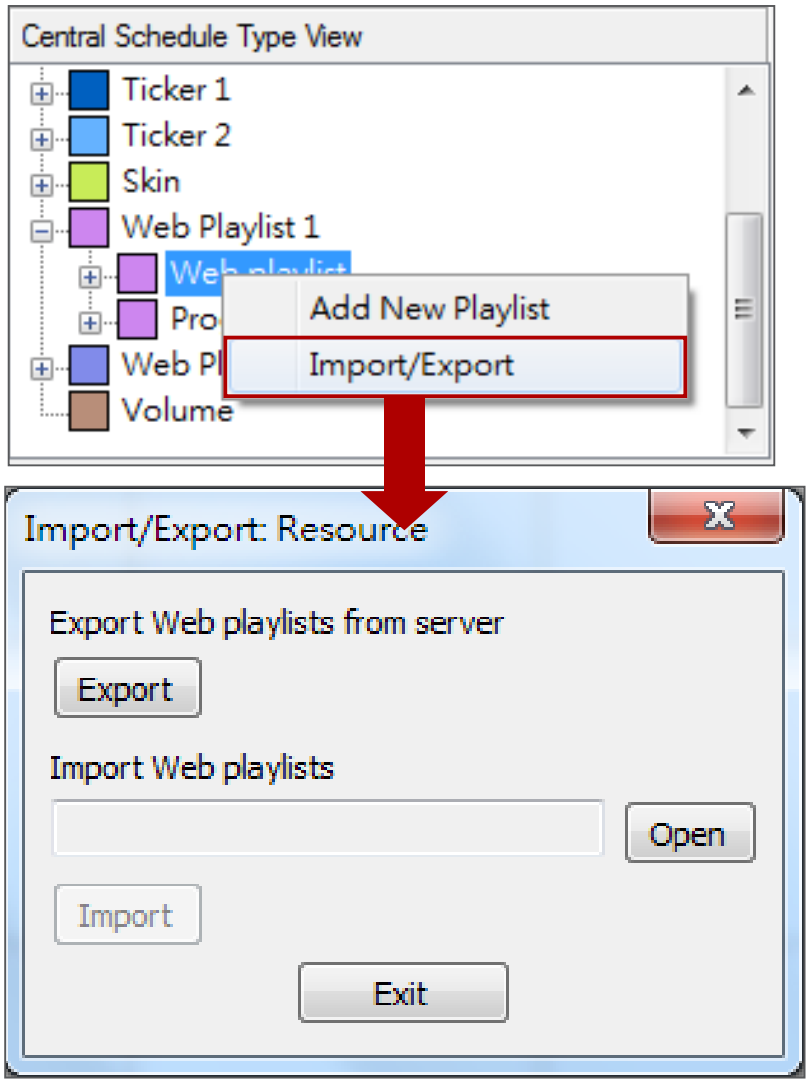
Add New Web Playlist

In **“Central Schedule Type View**”, right click on “**Web Playlist**”, and select “**Add New Playlist**”. Then, you can edit a new playlist and add items in that playlist on the pop-up window, just as you add a new web playlist directly on CMS server. (**CMS Web Manager > RESOURCE MANAGEMENT > WEB PLAYLIST**).



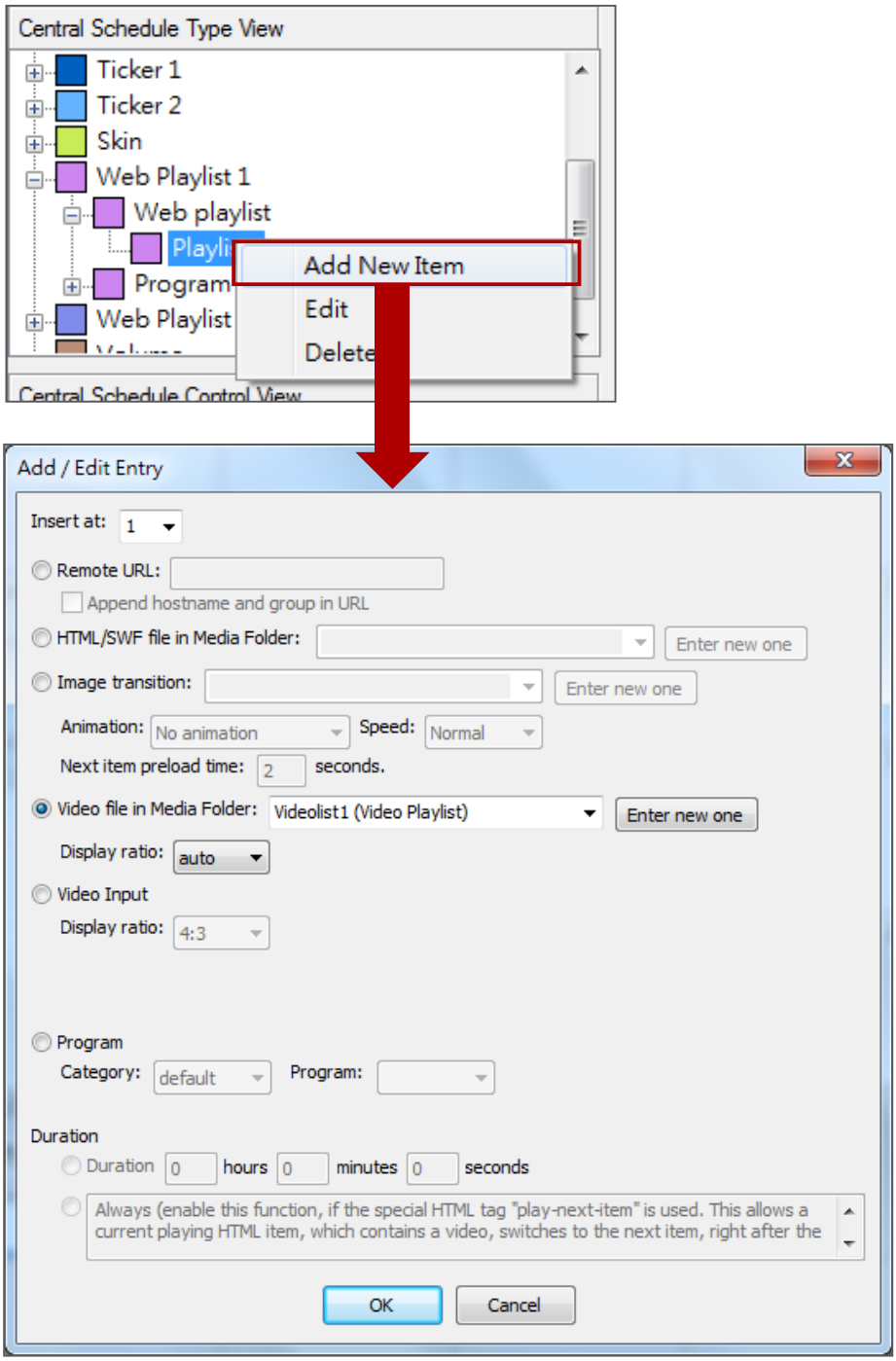
Import/Export Web Playlist

In "**Central Schedule Type View**", right click on "**Web Playlist**", and select "**Import/Export**". Then, you can import web playlist file and also export playlists for future use without editing them one by one again.



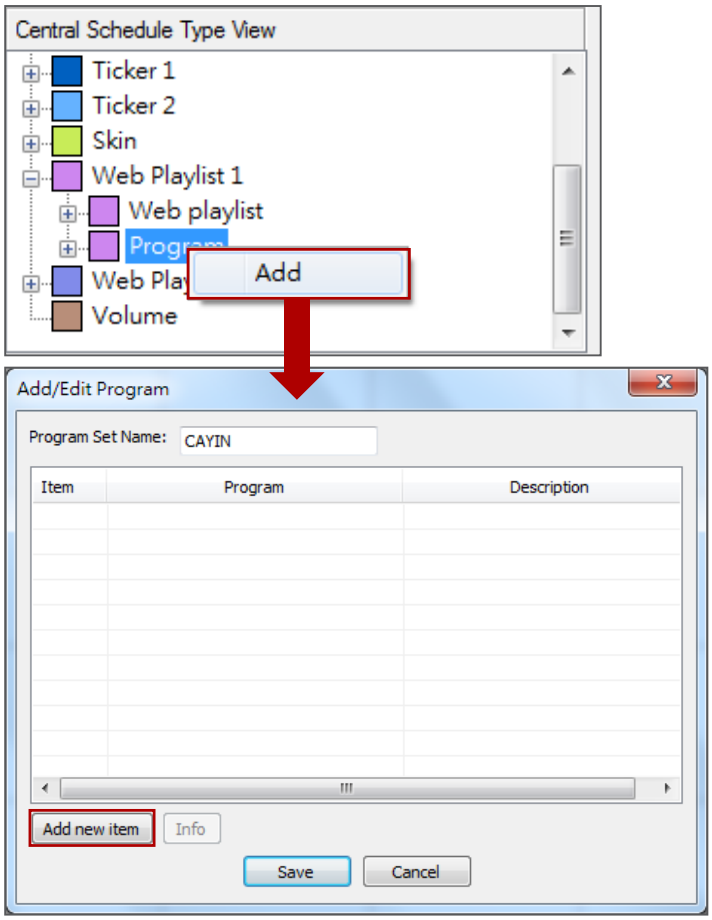
Add New Item in a Web Playlist

In "**Central Schedule Type View**", right click on the playlist that you want to modify, and select "**Add New Item**". Then, you can edit the content source and settings in the pop-up window.

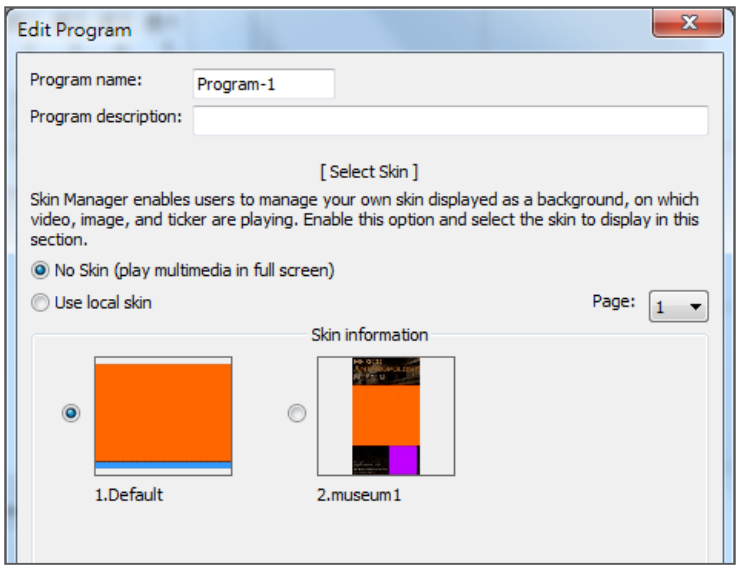


Add Program in Web Playlist

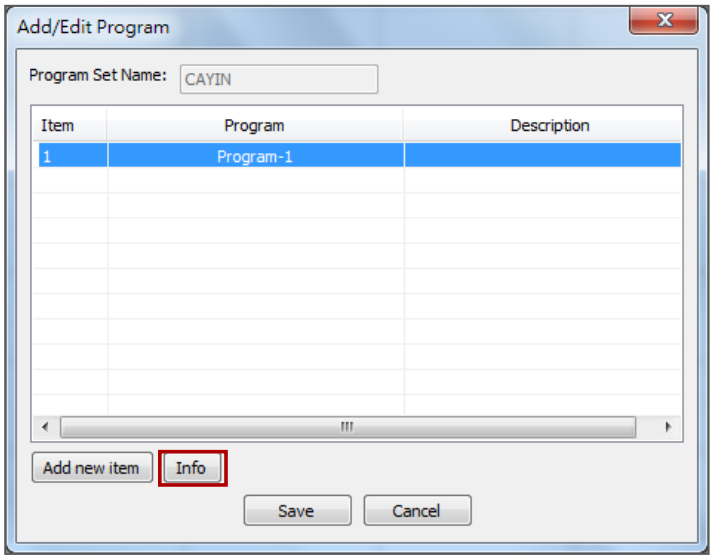
In "**Central Schedule Type View**", right click on the "**Program**" and select "**Add**". Then, you can create a program set for you to categorize your programs easily.



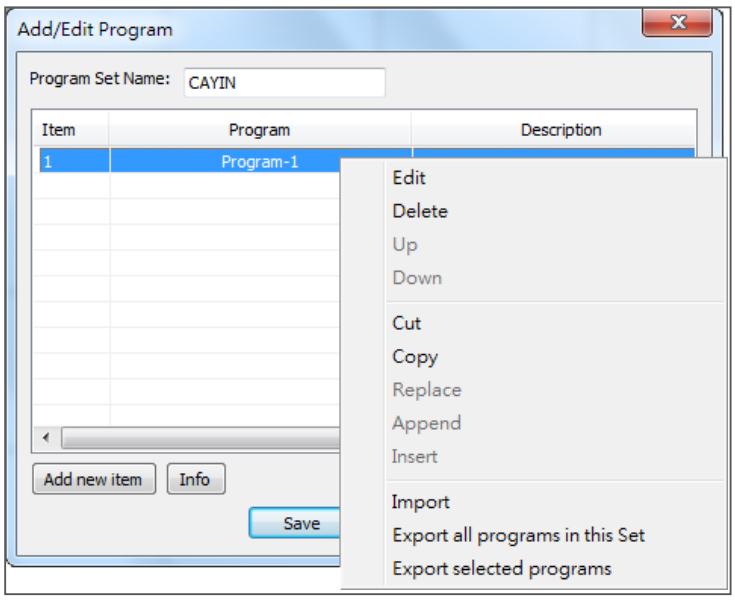
Click [**Add new item**], and you can start to add programs under this program set. Please follow the steps to finish settings of skin, multimedia, image slide show, ticker, HTML/Flash, and clock in your program.



Now you can see the new added program. Click [**Info**] to check the detailed information.



In the Add/Edit Program window, SuperMonitor5 provides more functions for you to edit programs easily. Please refer to the table below for more when you right click on the selected



Edit	Edit the selected program. You can adjust settings of this program.
Delete	Delete the selected program
Up/Down	Change the sequence for the items in this program set
Cut	Cut the selected items. You can paste it to another program set later by using "**Replace**", "**Append**", and "**Insert**".
Copy	Duplicate the selected items to the same or different program set
Replace	Replace all programs in one program set with duplicated ones
Append	Paste the duplicated items into the same or different program set
Insert	Insert the duplicated items to the next line as new items
Import	Import an existing program to a program set
Export all programs in this Set	Export all programs in the program set to a .prg file.
Export selected programs	Export selected programs in the program set to a .prg file.

NOTE

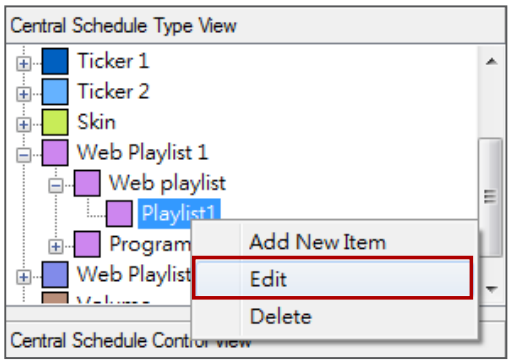
You have to add the newly added program to a Web Playlist as well to make it effective.

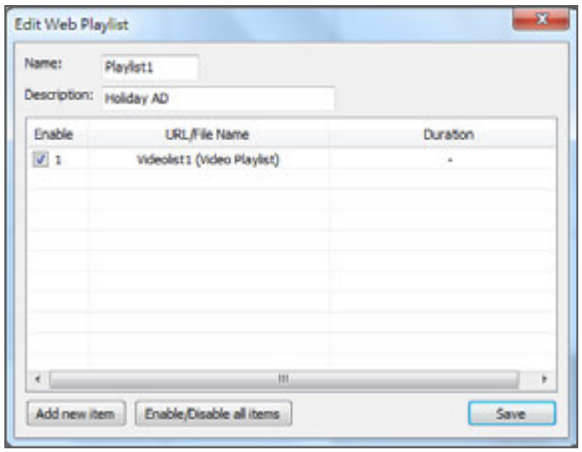
After finishing all the settings, click [**Save**] to adopt all settings.

Now you can see the new added program set in the "**Central Schedule Type View**". Right click on the selected program set to [**Edit**] programs or [**Add**]/[**Import**]/[**Export**] program sets.

Edit Web Playlist

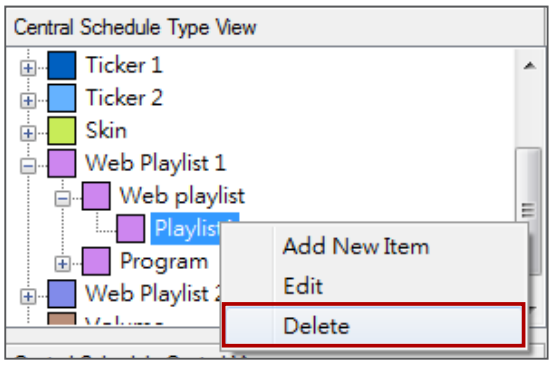
In "**Central Schedule Type View**", right click on the playlist that you want to modify, and select "**Edit**". Then, you can add, delete, and edit the items in that playlist.





NOTE

You cannot delete the Web playlist or Program that is currently used in a schedule. Please remove this Web playlist or Program from that schedule before you delete it.

Delete Web Playlist

In "**Central Schedule Type View**", right click on the playlist that you want to delete, and select "**Delete**".