

# YMCS Digital Signage

## YMCS Digital Signage FAQ

### 1. What is the purpose of a digital signage license? How can I obtain and assign it?

- Only devices with an assigned digital signage license can push and update digital signage content on YMCS. Otherwise, they can only play local content.
- Please go to the *Order Platform Link* to place an order, select **Digital Signage License**, and set the required license quantity as needed.  
Each license can be assigned to one device at a time during its validity period.

To assign a license:

**YMCS → Workspace Management → System Management → Order Management**

For more details about ordering or other inquiries, please contact the **Yealink Technical Support** team.

### 2. The device is online after reporting, but it cannot be found when publishing. How to fix this?

The system displays device data based on whether the device has the Information Release app installed (*RoomCast devices are displayed by default*).

If the device is not found in the list, try the following:

- Check **System Management → Security Settings** to ensure the device data level is set to at least **Moderate** or higher. (*Not applicable to YMCS China region*)
- If the Information Release app is not installed, contact **Yealink Technical Support** for installation assistance.

If the device still cannot be found after the above steps, please report it to **Yealink Technical Support**.

**Tip:** You can also try publishing via a **Space** if the device is not listed.

### 3. After publishing a task, the device does not enter screensaver mode or play the expected content. How to fix this?

1. Ensure the device is online and bound to a YMCS corporate meeting room.
2. Ensure the screensaver switch is turned on in the device's **Settings** and **Information Release** is selected.
3. Manually launch the **Information Release** app:
  - If the task content plays successfully: Toggle the screensaver off and on again, ensuring **Information**

**Release** is selected.

◦ If not:

- Publish the digital signage task in YMCS and ensure the device or its associated space is selected.
- Rebind the device (**YMCS** → **Device List** → **More** → **Unbind**) to push meeting room info to the app.

If the issue persists, contact **Yealink Technical Support**.

## 4. The content played on the device does not match the published task. How to fix this?

- **Minor differences:** Check the YDS app version. Outdated versions may cause display issues.

Recommended version: **V49.23.x or above**.

Upgrade via firmware update or contact **Yealink Technical Support**.

- **Completely different content:**

- Publish the digital signage task in YMCS and ensure the correct device or space is selected.
- Rebind the device (**YMCS** → **Device List** → **More** → **Unbind**) to update meeting room info.

If the problem remains, contact **Yealink Technical Support**.

## 5. When should video materials be transcoded?

4K videos may experience frame drops on lower-performance models (e.g., **RoomPanel** series).

If playback is smooth but drops frames, try transcoding to **H.264** format before playback.

## 6. In publishing monitoring, what do “Device Busy” and “Offline” mean? How to restore playback?

### Device Busy

The device is running other processes (e.g., meeting, whiteboard, screen casting) and cannot play signage.

- Solution: Ask the on-site user to return the device to the home screen and wait for screensaver mode.

### Offline

The device is powered off or disconnected from the network, causing the app's data to be outdated.

- Solution: Check the device status on-site.
- If powered on and connected but still offline, ensure the screensaver and Information Release app are enabled.

If the problem persists, contact **Yealink Technical Support**.

## 7. How to make digital signage content play permanently on-screen without screensaver mode?

Launch the **Information Release** app manually so it runs in the foreground. It will continuously play local content or YMCS-pushed tasks. To return to the home screen, press the **Home** button.