

BroadVisual User Manual

Revision 1.0.4

Revision History

Rev.	Date	Revision Descriptions	Name
1.0.0	2018-8-1	New version	
1.0.1	2018-12-26	Revision upon v8.1.1	
1.0.1	2018-12-28	Revision upon review list and add Chapter 2.2.4.1 Player upgrade	
1.0.2	2019-1-14	Revision upon v8.1.2, including: Add Chapter 2.2.4 Add Chapter 3 – Server Monitor Chapter 5 - Appendix	
1.0.4	2019-3-7	Revision upon v8.1.4. Add OSD display delay settings in Chapter 4 Add IP conflict condition in Chapter 5	

Category

1.	QUICK START GUIDE	5
1.1.	PREPARATION BEFORE INSTALLATION.....	5
1.2.	SERVER ACTIVATION.....	5
1.3.	LOG-IN SERVER	5
1.4.	PLAYER REGISTRATION	6
1.5.	VIDEOWALL LAYOUT	9
1.6.	DESIGN AND PUBLISH SCENES.....	9
2.	ADVANCED TUTORIAL	12
2.1.	SCENE DESIGNER	12
2.1.1.	Template.....	12
2.1.2.	Media	12
2.1.3.	Functional button description	18
2.2.	ADVANCED MENU	21
2.2.1.	Schedule.....	21
2.2.2.	By Spots	23
2.2.3.	Offline schedule publish	23
2.2.4.	Client.....	24
2.2.5.	Library	28
2.2.6.	Program.....	29
2.2.7.	Log Report	30
2.2.8.	Setting	31
3.	SERVER MONITOR	33
4.	OSD MENU ON PLAYER	38
4.1.	NETWORK CONFIGURE	38
4.2.	REGISTER PLAYER.....	39
4.3.	SETTINGS	39
5.	APPENDIX	43
5.1.	SET VIDEOWALL LAYOUT BY MAGIC TILE UTILITY	43
5.2.	SUPPORTED MEDIA FORMAT	45
5.3.	FAQ.....	46
5.3.1.	Player is not able to be searched or Registered Player is not searchable.	46
5.3.2.	Player shows offline when searching and registering.....	47
5.3.3.	Warning of “Check Server’s storage” when publishing.....	47
5.3.4.	Warning of “Check Server’s storage” when transcoding fail	47
5.3.5.	Warning of “Current media is occupied” when deleting but this media is not found	47

5.3.6.	Warning of “Check Player’s storage” when publishing	47
5.3.7.	When publishing a 4K program, it shows an error message for a long time and no update progress. Player is also in 4K preview status	47
5.3.8.	Player IP conflict.....	48

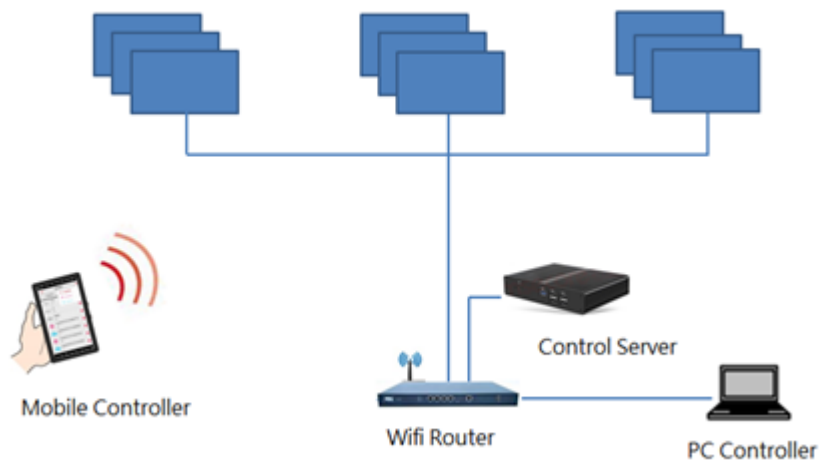
1. QUICK START GUIDE

This chapter demonstrates how to register a player, create a playlist and publish it through fast steps. User may get an overall knowledge about the basic procedure.

1.1. Preparation before installation

1. Confirm all devices including display device, Server, Player, router and even phone or windows PC are connected properly.
2. All devices must be connected in the same Intranet network while phone connects through its WiFi setting.
3. Confirm Network works normally

Configuration as below:

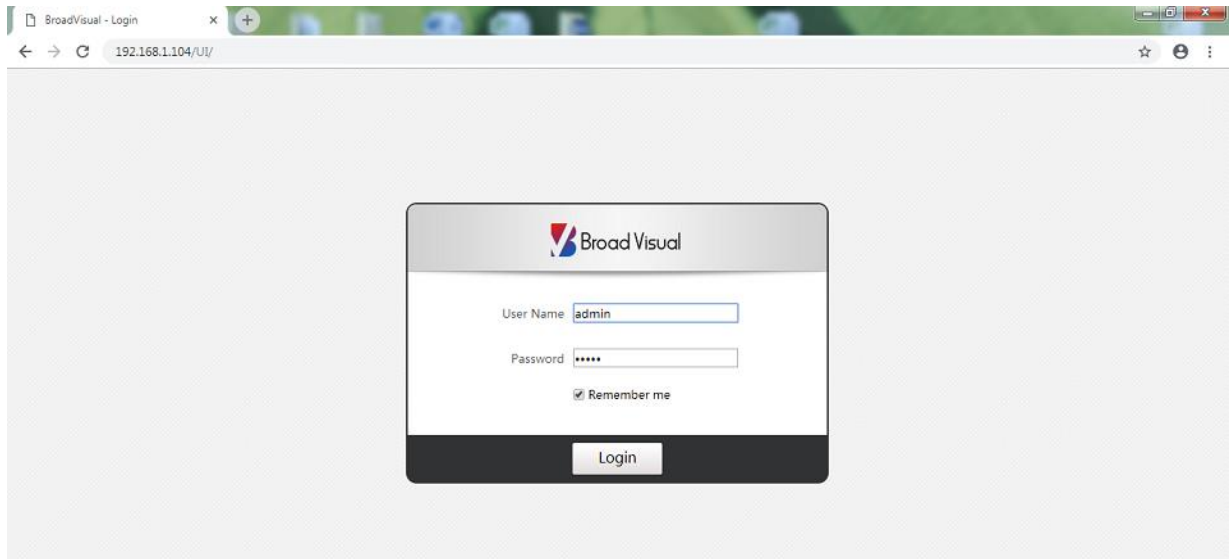


1.2. Server Activation

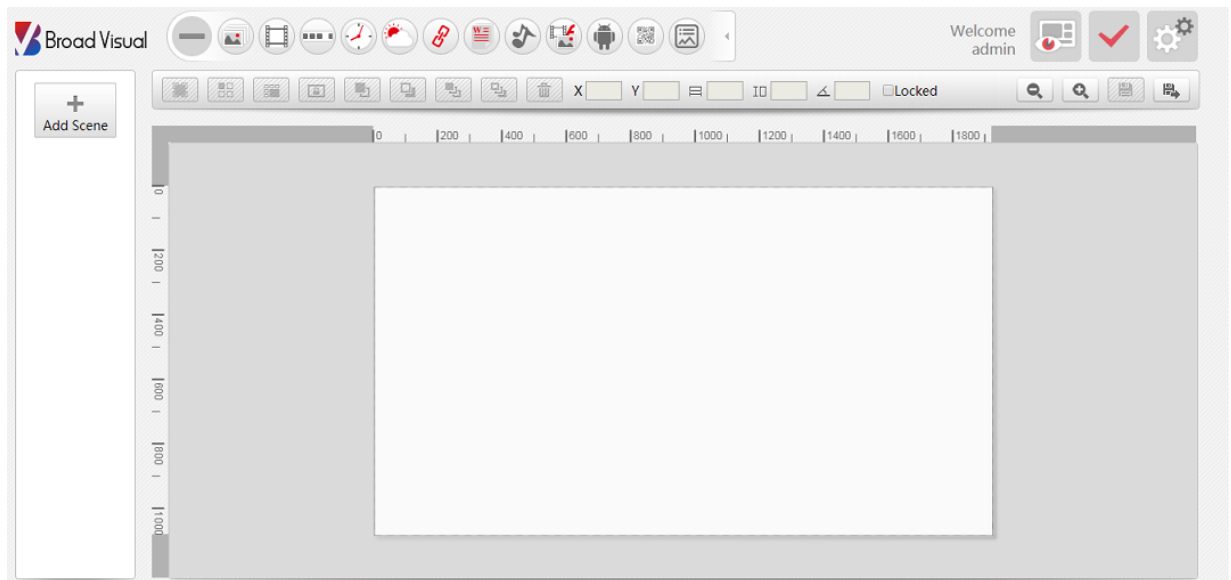
Using phone APP to activate Server. Please refer to Mobile User Manual for more detail.

1.3. Log-in Server

Open Chrome browser in Windows PC and input server URL, ie.: <http://10.3.36.41/UI>. Fill in account name and password to log-in server. Default account and password is admin/admin.



When logging-in WebUI for the first time, a quick demonstration will show up. You may skip it and go to the main page as below:




1.4. Player registration

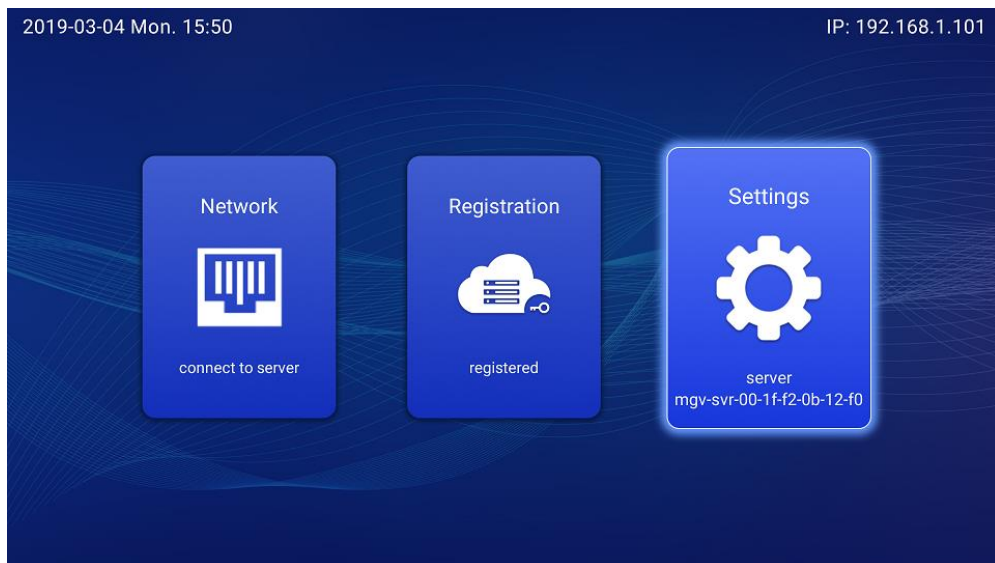
We suggest you to register a player through mobile APP on your phone. Please refer to Mobile User Manual for more detail.

On the other hand, you may also register a player through WebUI. Please refer to below steps:


Step 1: Player shows on the display after powering-on:




Connect keyboard and mouse to Player. Click  button on the keyboard, OSD will show up on Player's screen as below. Then go to "Settings" page to update Control server IP address.

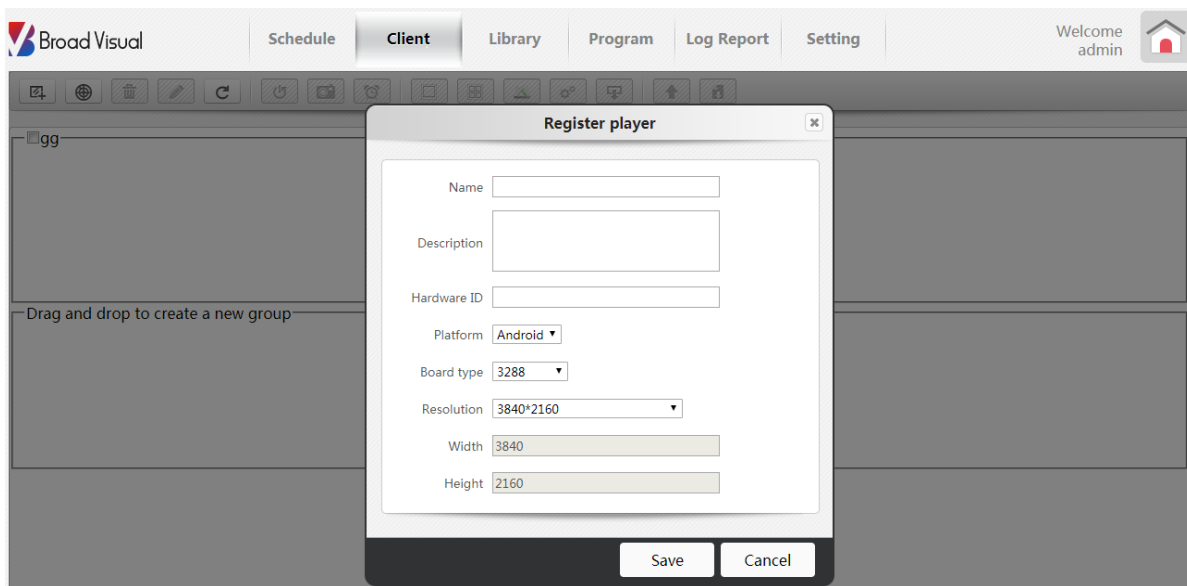




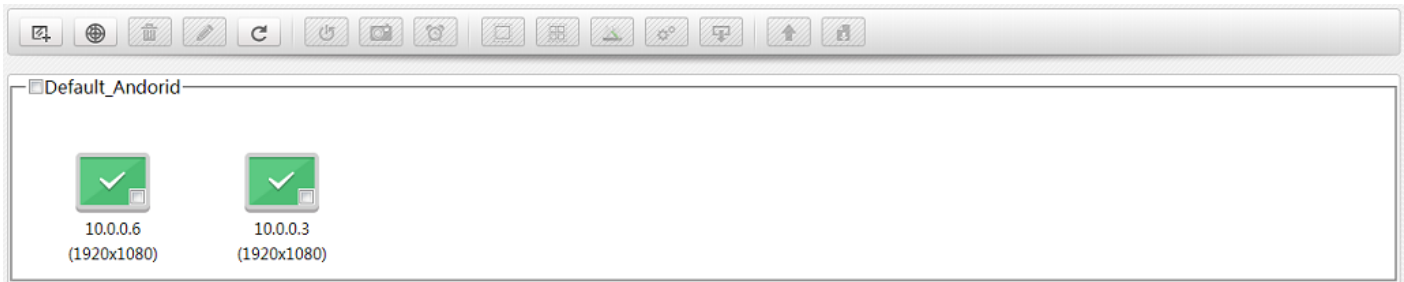
Step 2: Go back to WebUI and click  button on the right of main page to Advance Settings.



Choose “Client” tag and click  “Register player” button and fill in hardware ID of Player as below figure.




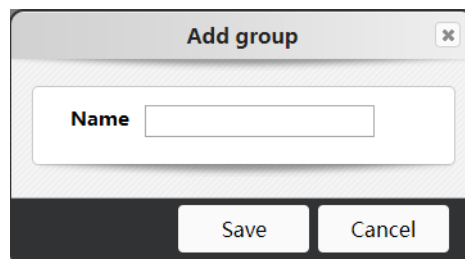
Registered players will be listed under “Default Android” group. Online player shows in green; offline player shows in grey.



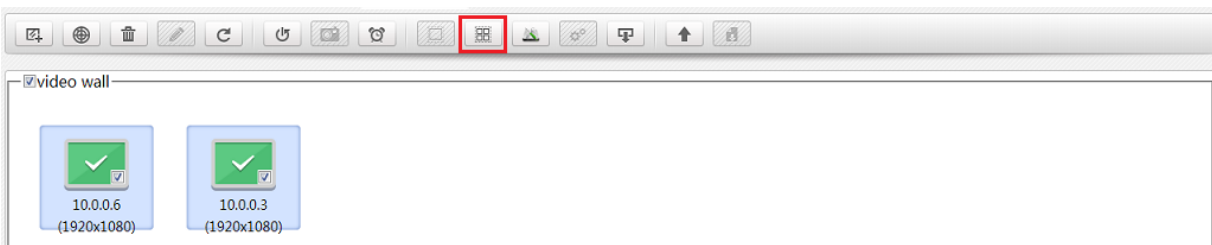
1.5. Videowall layout

Follow below steps to combine multiple players into a videowall layout:

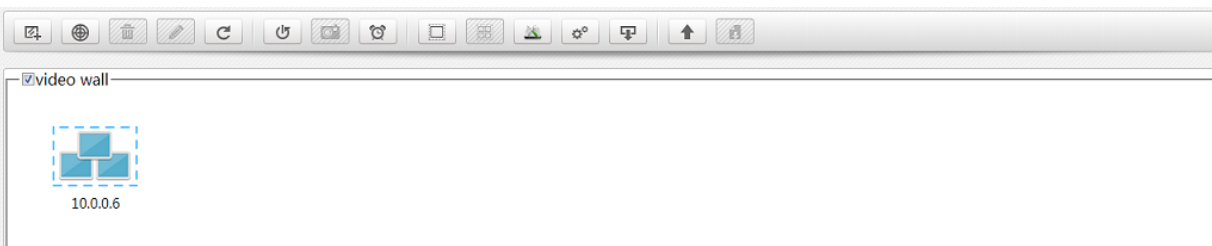
Step 1: Click the icon  on the top-right corner to go into “Client” tag. Drag the players to the same group to form a videowall layout. For example, move players in “Default Android” group to a new group and name this group as “Videowall.”



Step 2: Tick videowall group and click  button to combine all players.



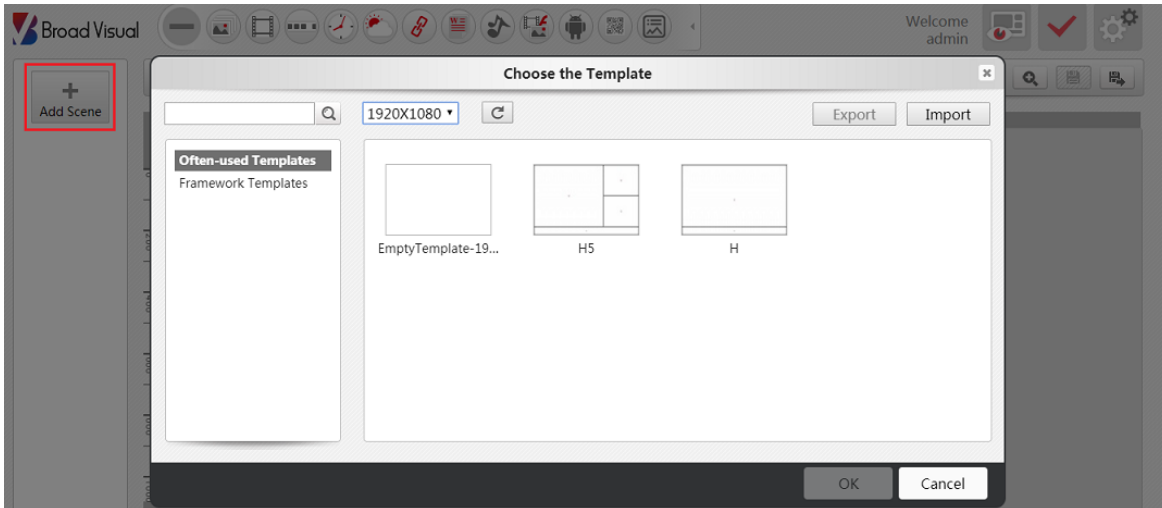
A Master Client is seen and shows a master IP address after combined.



For more information about videowall layout, please refer to [Set up videowall layout by MagicTile Utility](#) or contact with local service center.


1.6. Design and Publish scenes

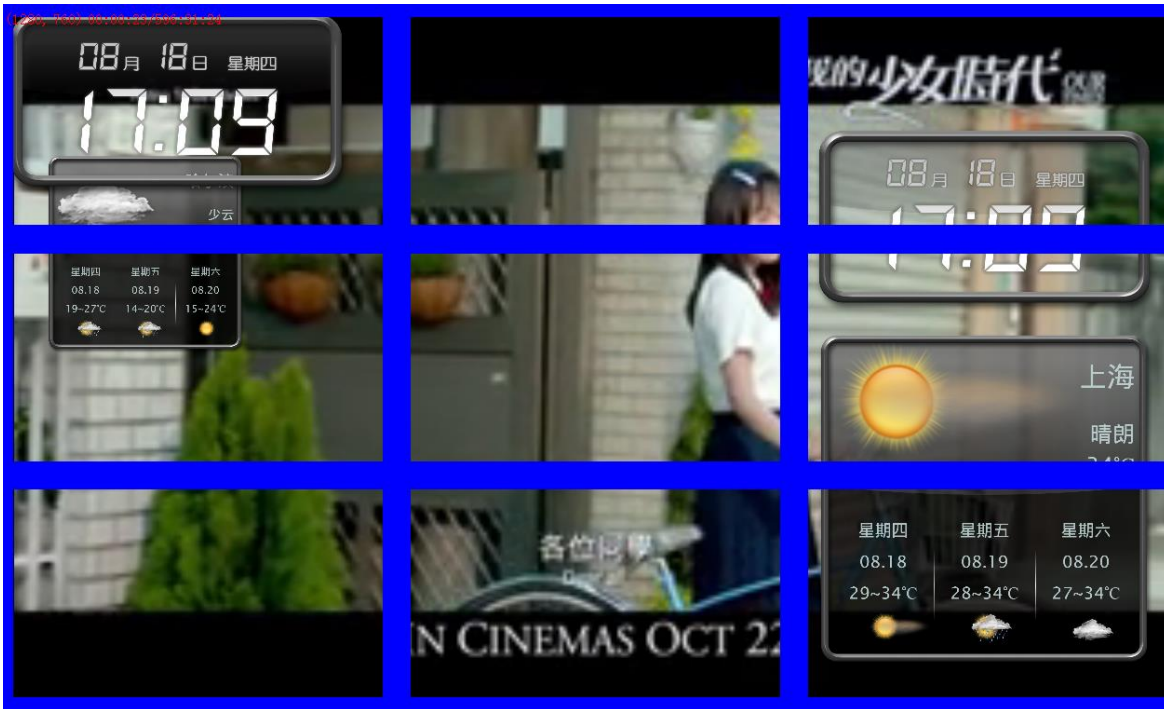
Step 1: Click “Add scene” to create new scene in the main page. Select template and resolution. The resolution of videowall group is also included.




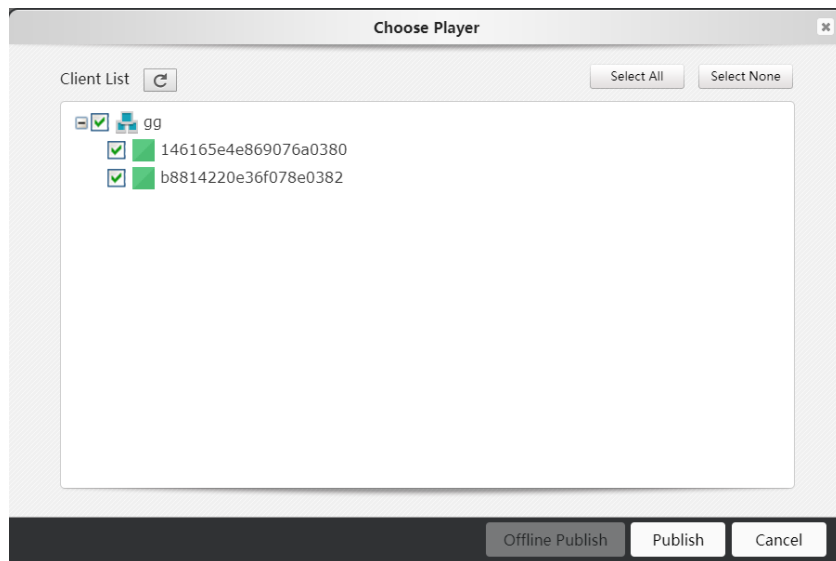
Step 2: Add any kind of media files, edit the files in editing area. For more detail, please refer to Scene Designer from advanced tutorial chapter.



Step 3: Click "Preview"  button on the top-right corner to preview the current scene.



Step 4: Click “Publish”  button and choose a client group from the pop-up dialog to publish the scene.



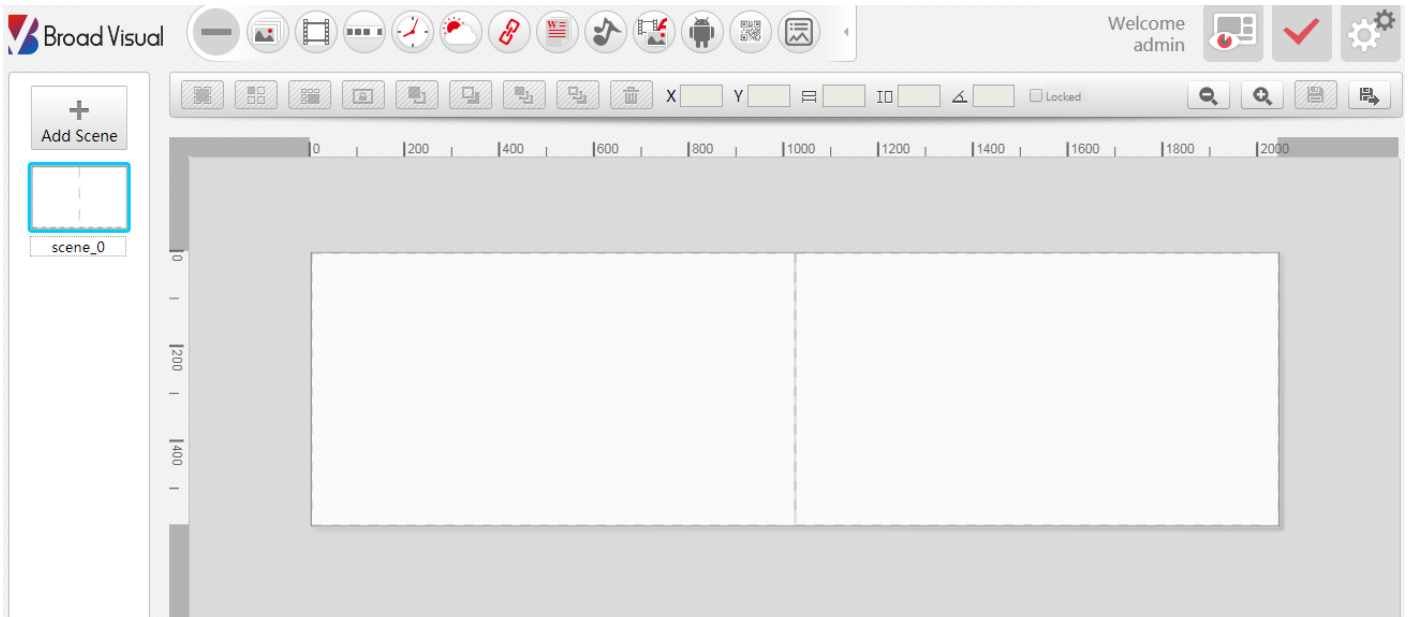
Players will start to download the scene and play it when Network works normally.

For more function details, please refer to advanced tutorial.


2. ADVANCED TUTORIAL

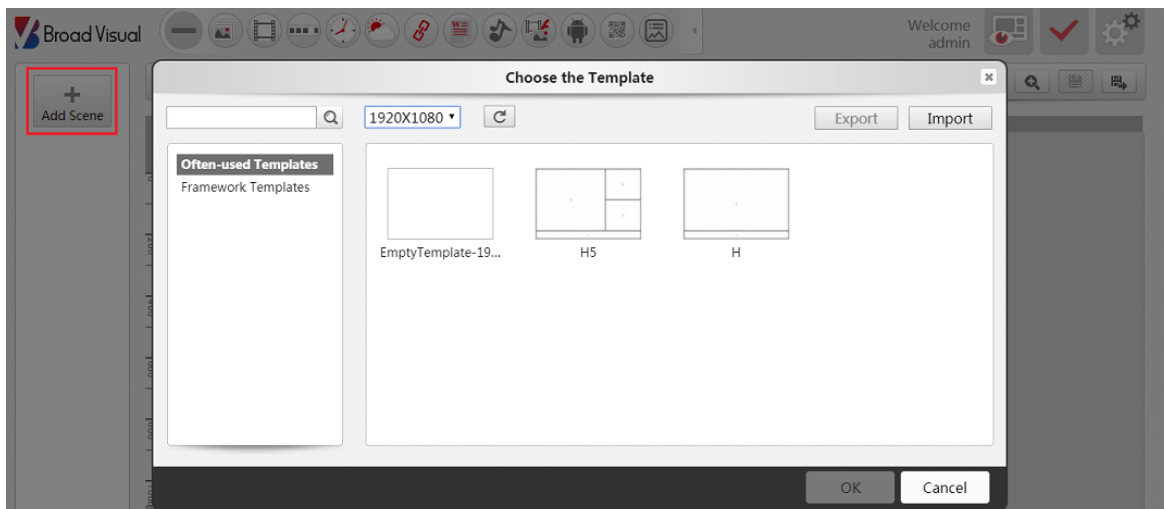
2.1. Scene Designer

Scene designer includes scenes, media, toolbar and editing area.



2.1.1. Template













Click “Add scene”  to select a template from pop-up dialog. You may design a playlist quickly in this way. Templates contain different kinds of resolution. You may choose a suitable template according to its resolution.



Templates are allowed to be exported or imported.


2.1.2. Media

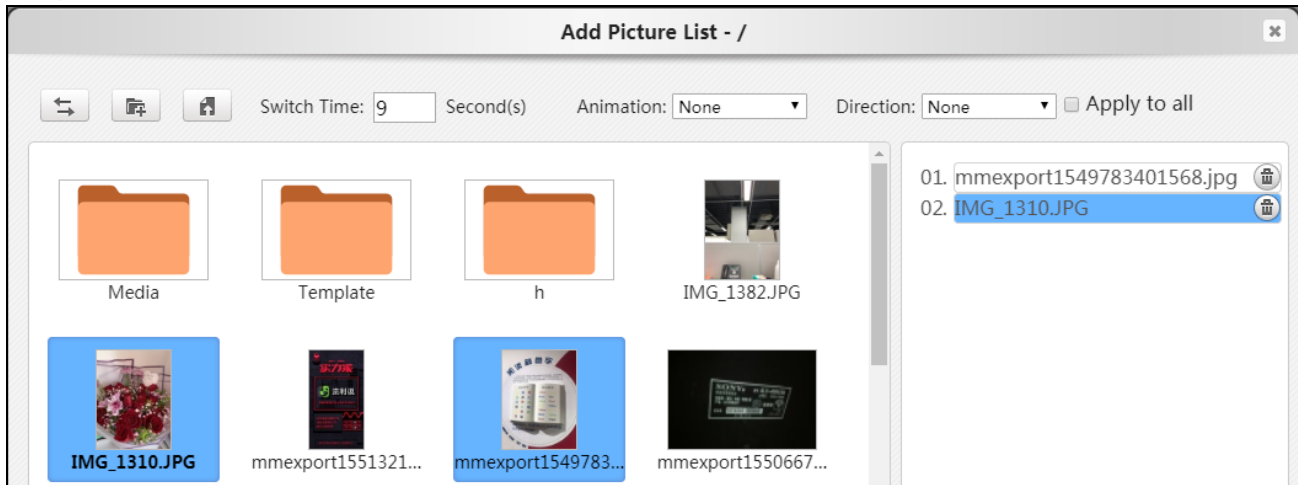


Button	Function	Description
	Picture list	Support JPG, PNG, BMP format, able to loop multi-images
	Video	Video decode : H264 Video format: .mkv、.mp4、.avi Windows support .wmv ,
	Text and RSS	Support message, scrolling text and RSS.
	Clock	Support clock widget
	Weather	Support worldwide weather display and forecast
	URL	Support streaming media and webpage
	document	Support PPT /PDF file
	Background music	Support audio format of WAV, PCM, WMA. (WMA only support in Windows)
	Multi Media	Support all kinds of media format listing above
	APK	APK only support in Android player
	QR code	
	Billboard	Billboard information and support countdown function

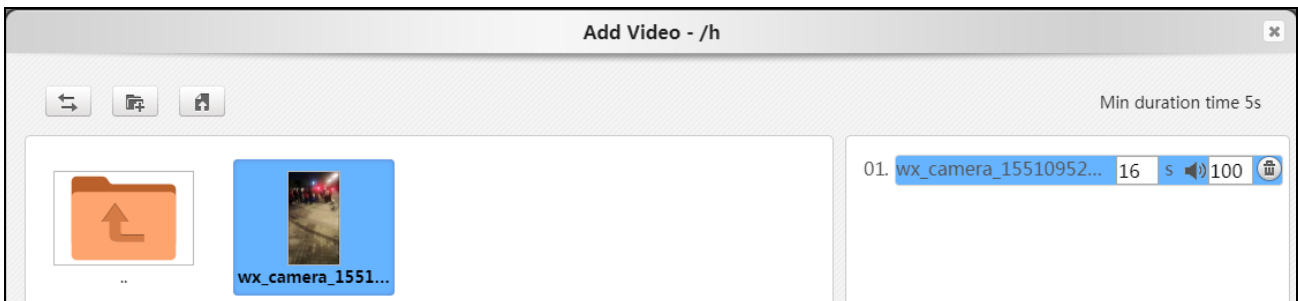
Please refer to [Media Format](#) chapter for more details.


 **Picture List:** it allows user to add or delete images and also set up duration as well as animation type.

Click  to upload images.

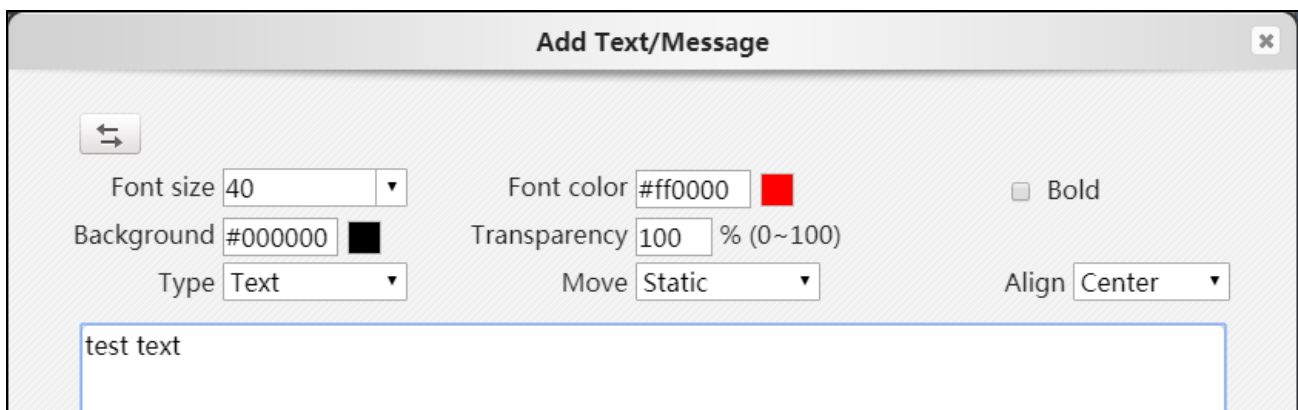


 **Video:** it allows to play video files.



 **Scrolling Text and Message:** it allows to set up text type, including scrolling text/ message and RSS. User may choose its font size, font color, background color, transparency...etc.

Text type: :

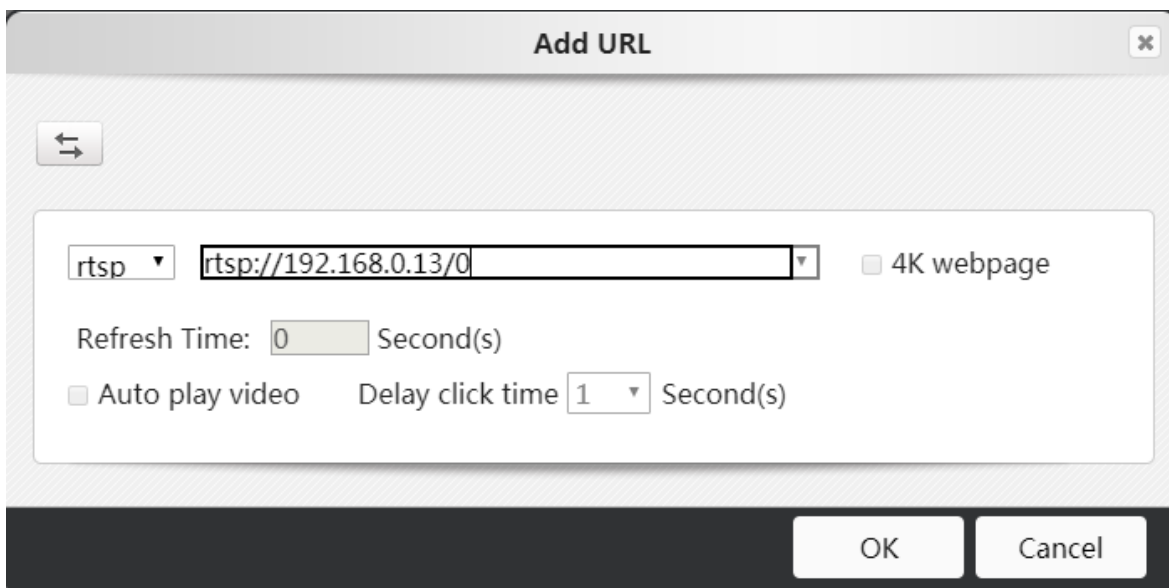


RSS:

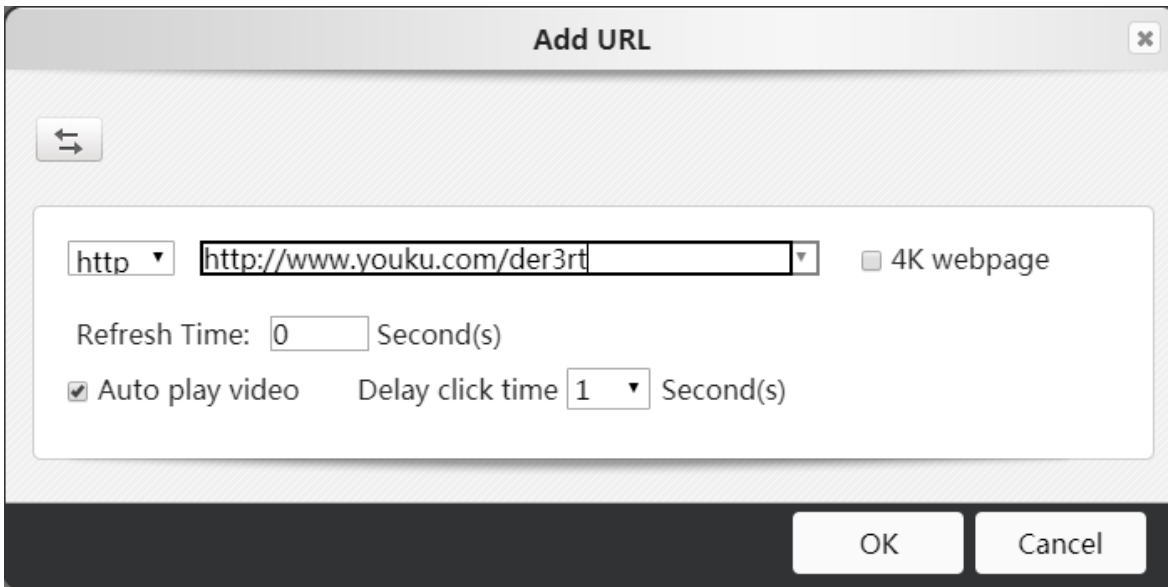


✚ **URL:** support webpage and streaming media file.

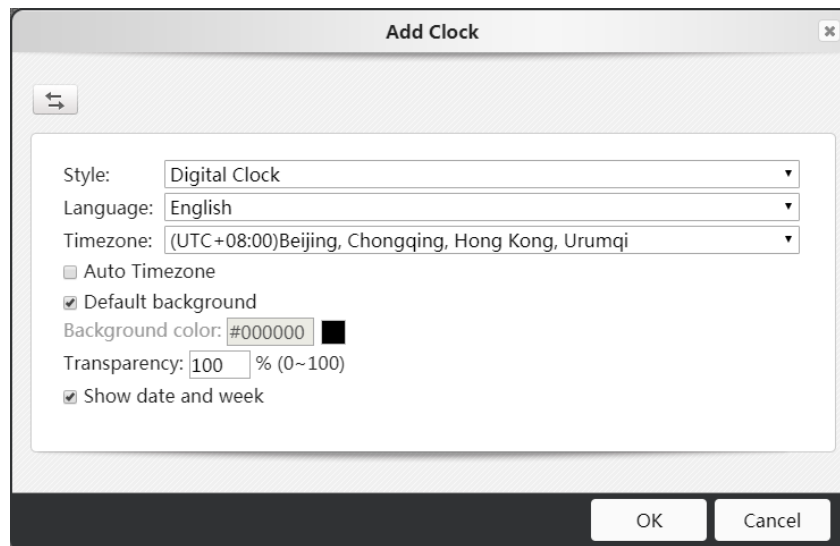
Streaming media standard: rtsp



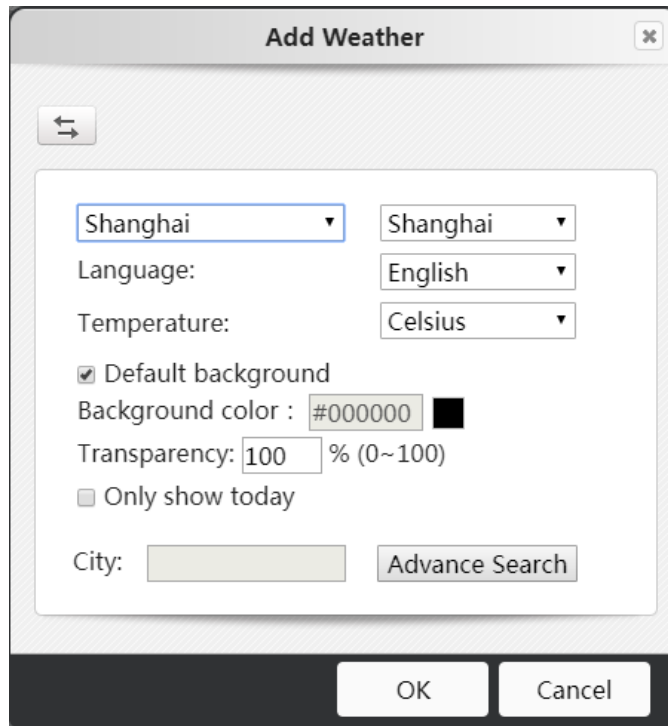
Webpage: http or https, support 4K webpage.



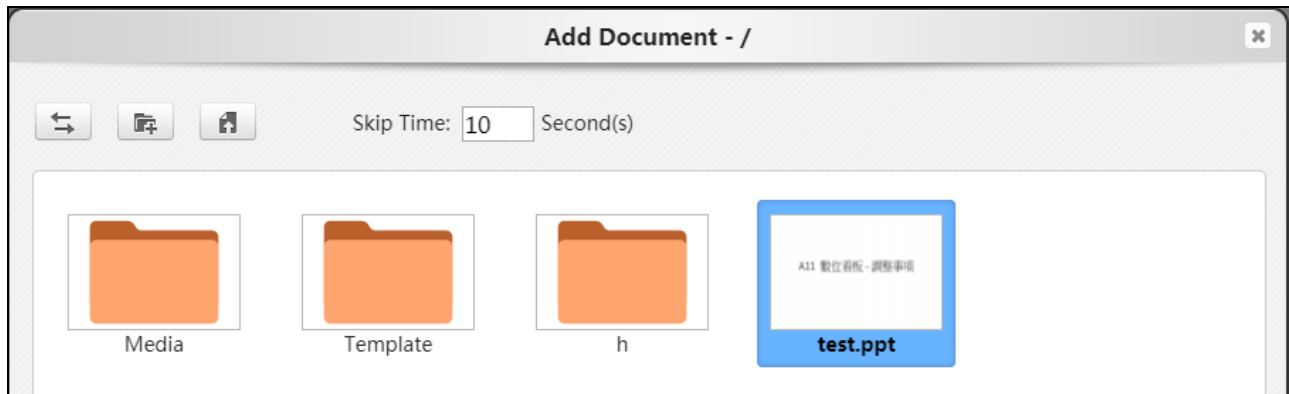
- + **Clock:** it is able to add and edit clock widget. You may choose clock settings such as digital/analog clock, language, time zone, background color or transparency.




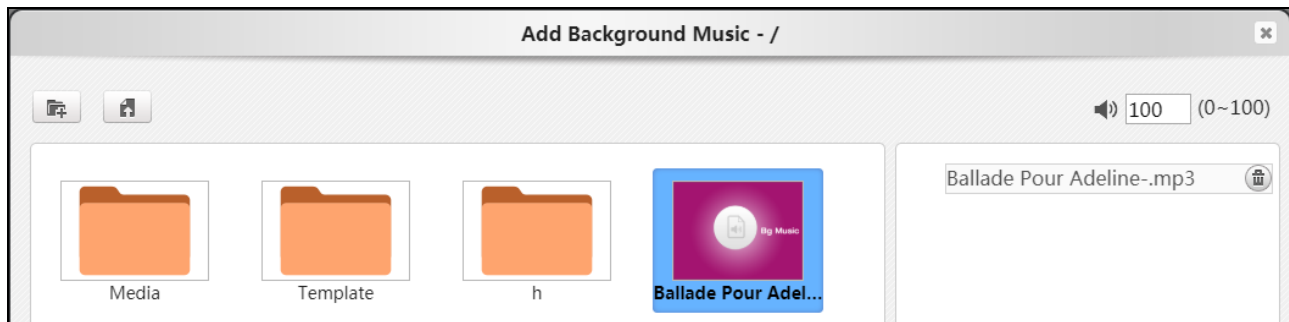
- + **Weather:** it is able to add and edit weather widget. Worldwide information including current weather or forecast is supported. You may choose language, background color and transparency.



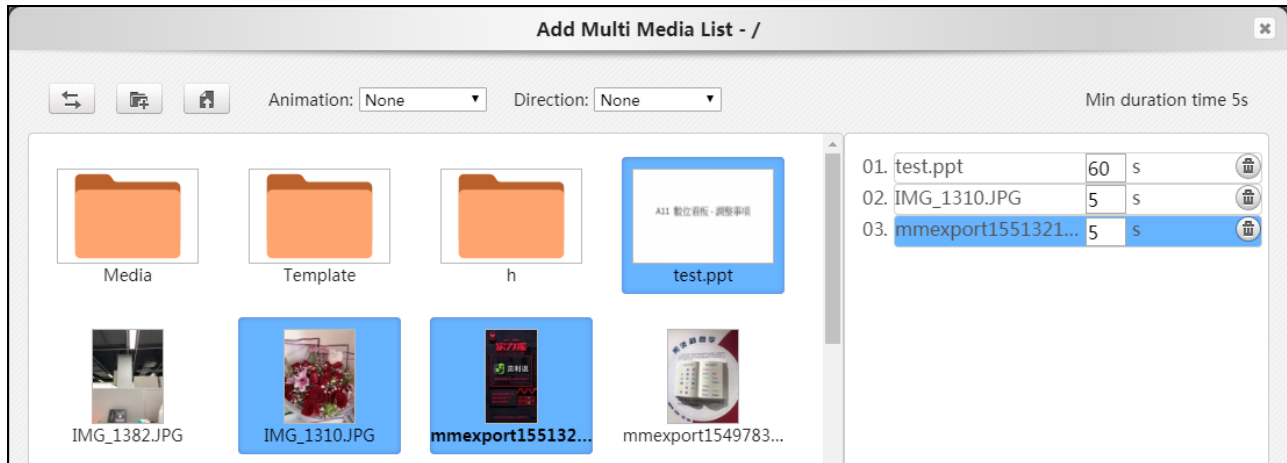
 **Documents:** PDF/PTT file is supported.



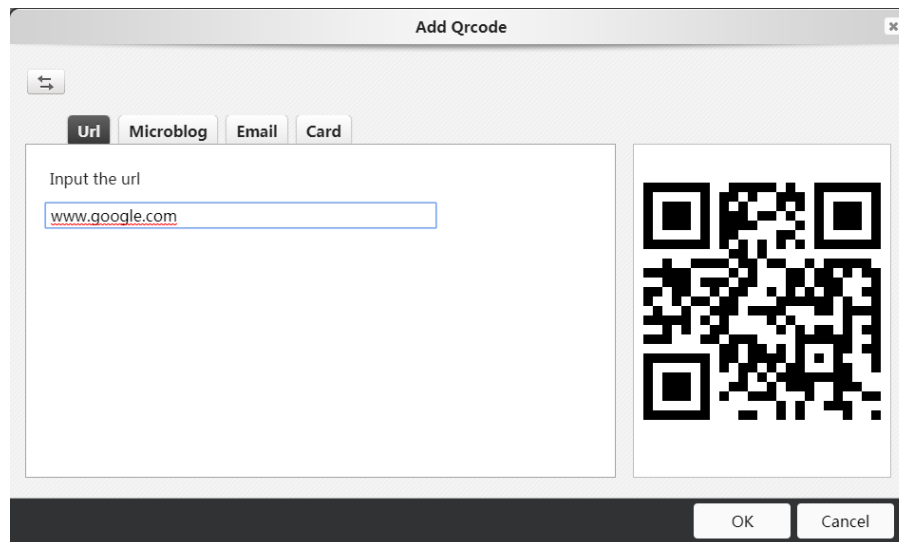
 **Background music:** background music is supported.



 **Multi media:** it supports with several media formats.


















 **QR Code:**



2.1.3. Functional button description




Button	Description
	To fullscreen the display by selected media file
	To fit the single display. It only allows in videowall layout
	To fit a specific display. It only allows in videowall layout
	To keep the selected media file in original value. (Only for image and video)
	To move up the selected media

	To move down the selected media
	To move the selected media to the top
	To move the selected media to the bottom
	To delete a selected media
	To zoom out editing area
	To zoom in editing area
	To save a playlist
	To save as a template
	To preview the playlist
	To publish the playlist to client group

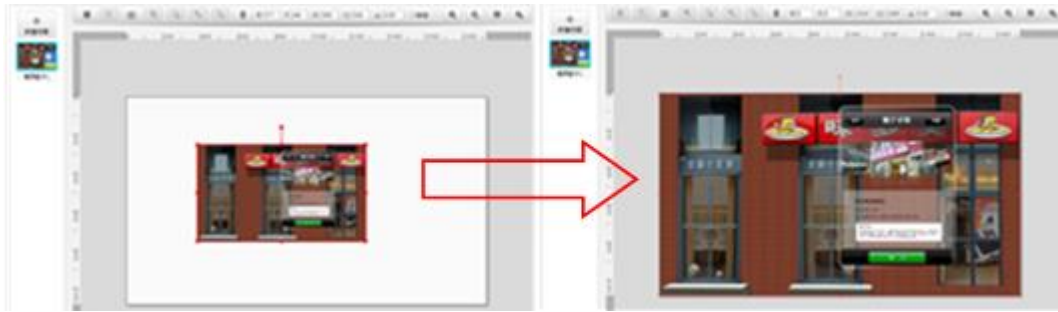



This function allows user to adjust media's position, size and rotation degree. (Note: Android player with single display is not supported rotation function.) User may move the selected media by mouse to change its position and drag the corner to adjust its size. In another way, user may also revise the value directly. When "Locked" is chosen, it is not allowed to change media's position and size.

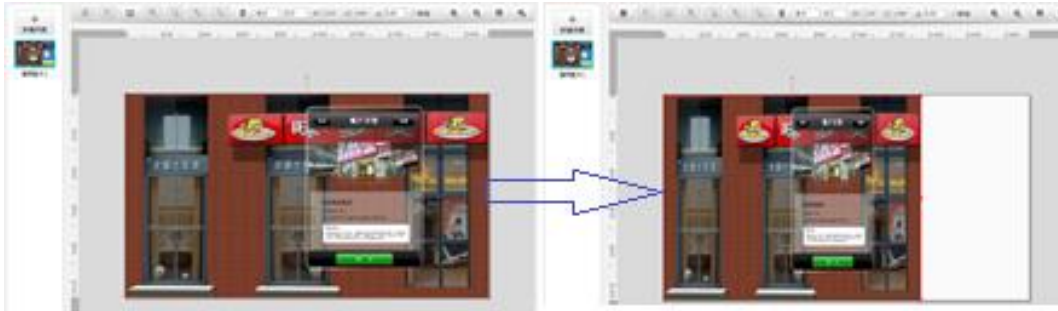
 **Fit the single display.** It only works in videowall group. Click this button and the selected media will be enlarged to fit the display.




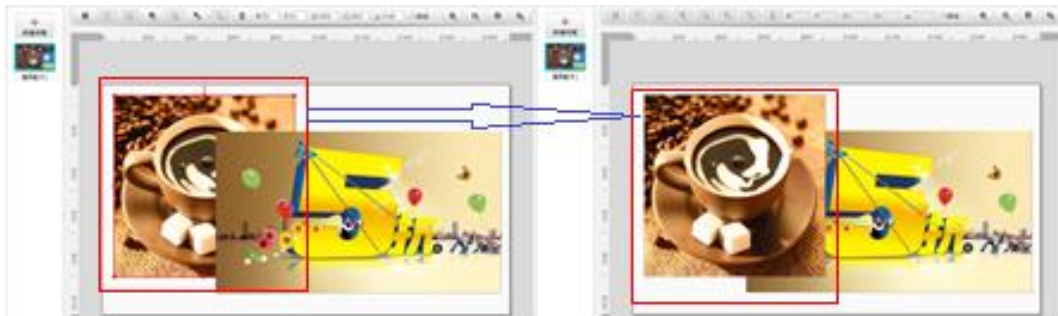
 **Fullscreen.** Click this button to enlarge the file to fullscreen display.





-  **Locked.** Keep the selected media in the original size and position.





-  **Move up.** When more than one media files are in the scene, use this button to move up a selected file.



-  **Move down.** When more than one media files are in the scene, use this button to move down a selected file.


-  **Move to the top.** When more than one media files are in the scene, use this button to move a selected file to the top.

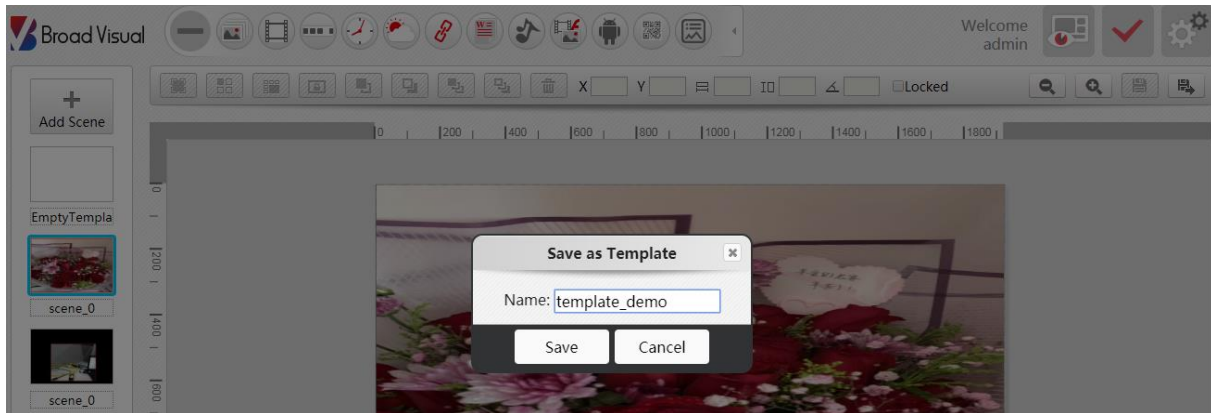
-  **Move to the bottom.** When more than one media files are in the scene, use this button to move a selected to the bottom.

-  **Preview.** Click this button to preview the playlist.

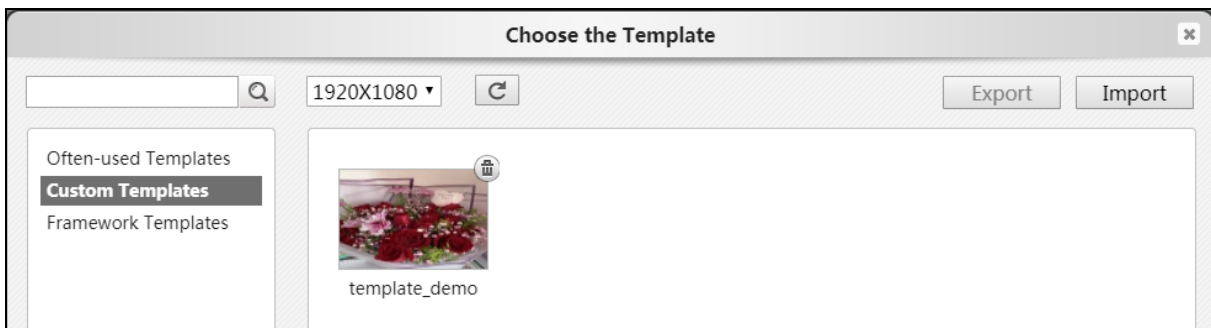


 **Save as a template.**


Click this button  to save and name a designed playlist as a template.



During the steps of creating a playlist, the template saved above is seen in “Often-used Templates” or “Custom Templates.”



2.2. Advanced Menu

Click  the button on the top-right corner to access to advance menu page.

2.2.1. Schedule

It is able to publish several playlists in Schedule page.

Step 1: Choose a client group on the left side.

Step 2: Drag the mouse in calendar area to pop-up dialog. Drop a playlist to the right (multiple playlists are acceptable) and choose start/end time and loop mode. Click “OK” to complete a schedule.

Name	Resolution	Duration	Delete
scene_0	1920x1080	00:00:15	
scene_0	1920x1080	00:00:30	

Start Time End time All-day

Start date End date

Loop mode

OK Cancel

Loop Mode:

- ◆ Every Day: The playlist will be looped everyday during the appointed period. Take below figure as example, the playlist starts from 8:00-11:00 everyday since 2019/2/25 to 2019/3/25.



Start Time End time All-day


Start date End date

Loop mode

- ◆ Every Week: The playlist will be looped by the appointed weekdays during the period. Belows example shows the playlist's schedule is every Monday/Wednesday/Friday during the period.

Start Time End time All-day


Start date  End date 


Loop mode 

Sun Mon Tue Wed Thur Fri Sat


✚ Every Month: The playlist will be looped by the appointed days. Below example shows the playlist's schedule is every 4th, 11th and 18th day during the period.


Start Time All-day

Start date 

Loop mode 

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Step 3: Click  "Publish" button to upload the schedule to client group.

You may click  button to edit the schedule again.

2.2.2. By Spots

The priority of spot schedules is higher than common ones. When there're both common and spot schedules in the same period, spot schedule is played on the display.

Step 1: Go into "By Spots" tag as shown below. There are two divisions in the calendar. On the left side list down common schedules; whereas on the right list down spot schedules.

Step 2: Drag the mouse to pop-up setting dialog. Drop one or more playlists and edit the schedule.

Step 3: Click  the button to complete publishing.

2019.03.02		By Day	By Week	By Spots
Common		Spots		
05:00				
06:00				
07:00				
08:00	08:00 - 11:00 scene_0+scene_0			
09:00				09:00 - 10:00 scene_0
10:00				
11:00				

2.2.3. Offline schedule publish

When player is not in the Network, user may download schedule in a USB drive and publish it through USB drive.

Note: Offline schedule publish is not supported in videowall.

Step 1: Go to Schedule page in Advance menu. Export the schedule. The schedule will be saved to "Download" folder in local Windows PC.

demo_group

2019.02.24 - 2019.03.02

By Day By Week By Spots

	24 Sunday	25 Monday	26 Tuesday	27 Wednesday	28 Thursday	1 Friday	2 Saturday
08:00		08:00 - 11:00 scene_0+scene_0	08:00 - 11:00 scene_0+scene_0	08:00 - 11:00 scene_0+scene_0	08:00 - 11:00 scene_0+scene_0	08:00 - 11:00 scene_0+scene_0	08:00 - 11:00 scene_0+scene_0
09:00							
10:00							
11:00							

Step 2: Copy the zip file to the root category in USB drive.

Step 3: Connect USB drive to offline player. At this time, player will load the schedule automatically (shows message "Prepare to import schedule zip, please not remove U disk!"), and schedule will be played after loading process completed.



2.2.4. Client

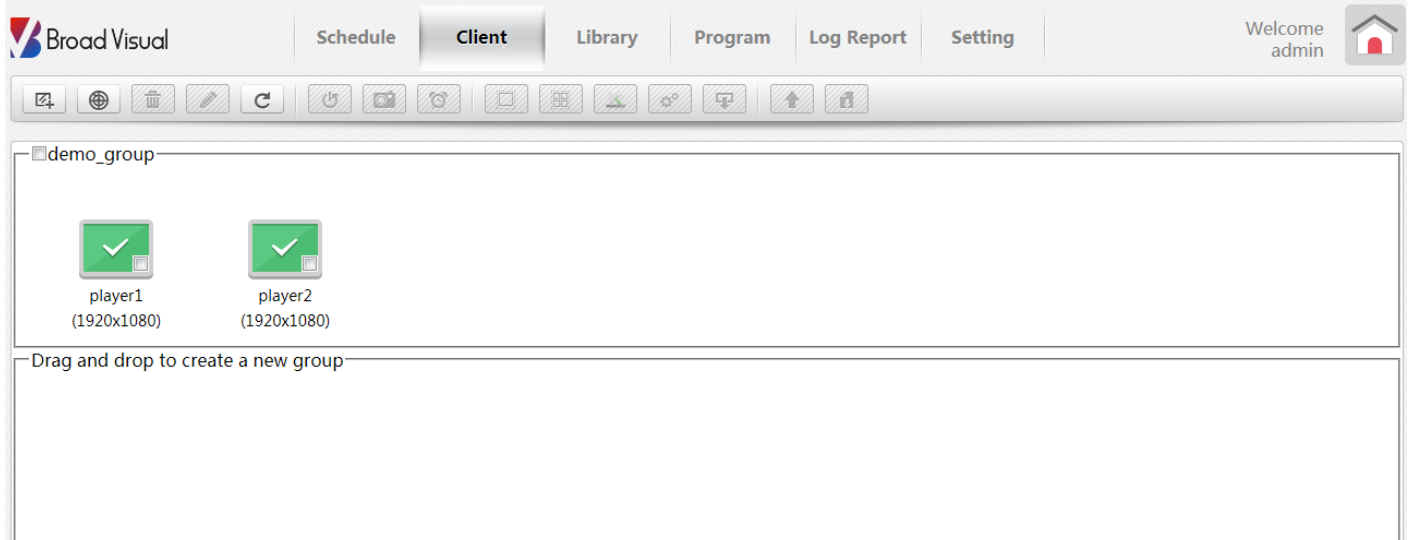
This page provides functions to manage players, such as to register players, to group players or delete it.

It also allows user to assemble players into videowall layout or disassemble it.















Select a player or a client group to reboot, screenshot the display or even set up power management.

Upgrade player or client group through APK upgrade or OTA upgrade.

Pre-upload schedule to player or client group.

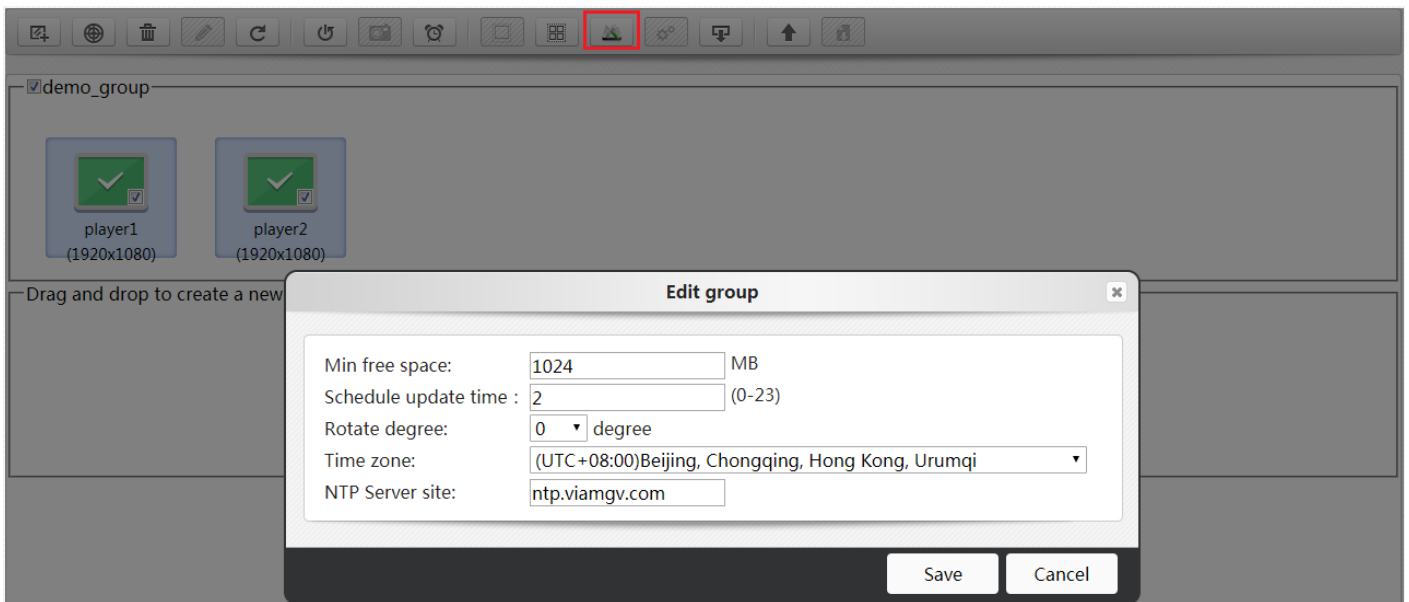


Functional buttons list as below:

Button	Description
	Register a player manually
	Auto-register players. Click it to auto-search players in the Intranet network and register it
	Delete a selected player or client group
	Re-name a selected player
	Re-fresh the page to obtain update status
	Reboot a selected player or client group
	Screenshot the current display of a selected player and save the image
	Combine all players in a client group into videowall layout
	Disassemble videowall layout
	Edit free space or schedule update frequency
	Set up transcode parameter
	Pre-download scenes to client group
	Upgrade a selected player / client group / videowall
	Obtain log history of a player. The log is located in "Download" folder.

2.2.4.1. Edit Group

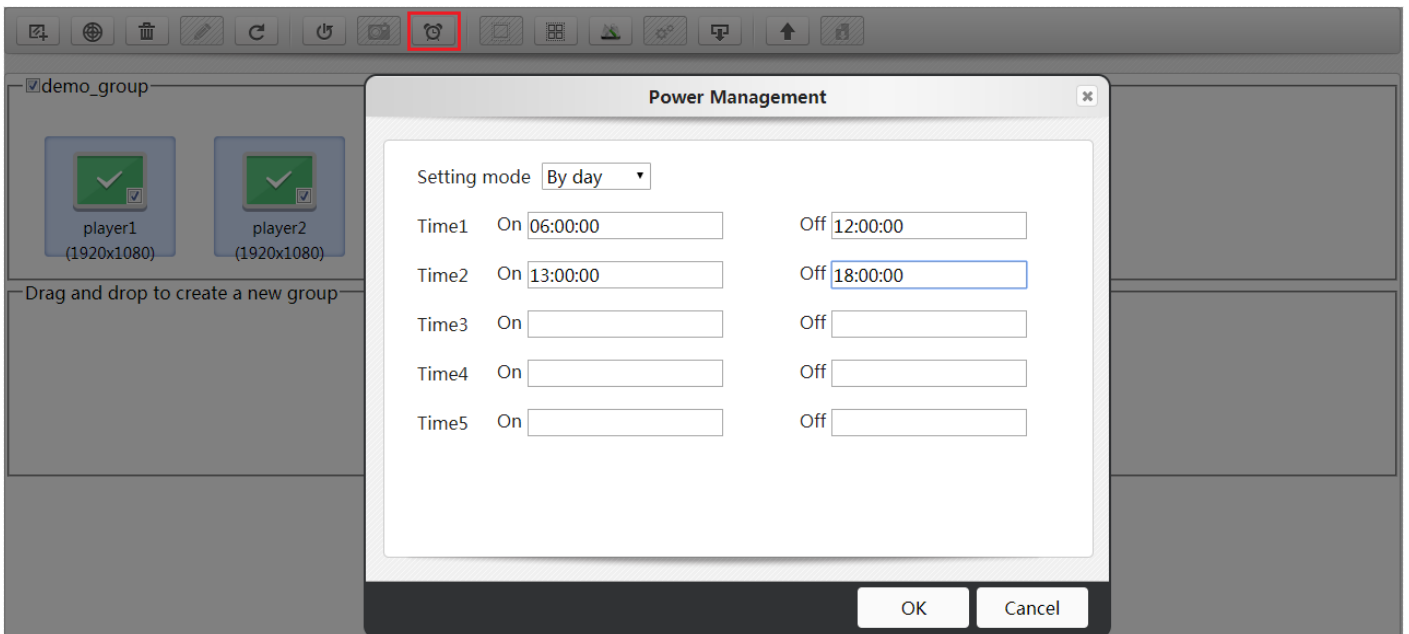
In this pop-up dialog window, you may edit group property such as the minimum free space, schedule update frequency, rotation degree of a player, time zone and NTP server address. When the remaining space is less than its setting, a warning will pop-up to remind user.



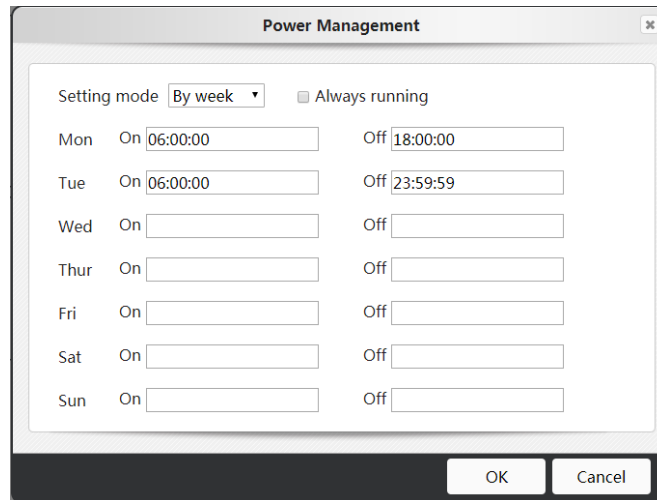
2.2.4.2. Power management

It allows user to edit power-on/off time of client group.

✚ By day: To edit power management by day, including multiple time periods.

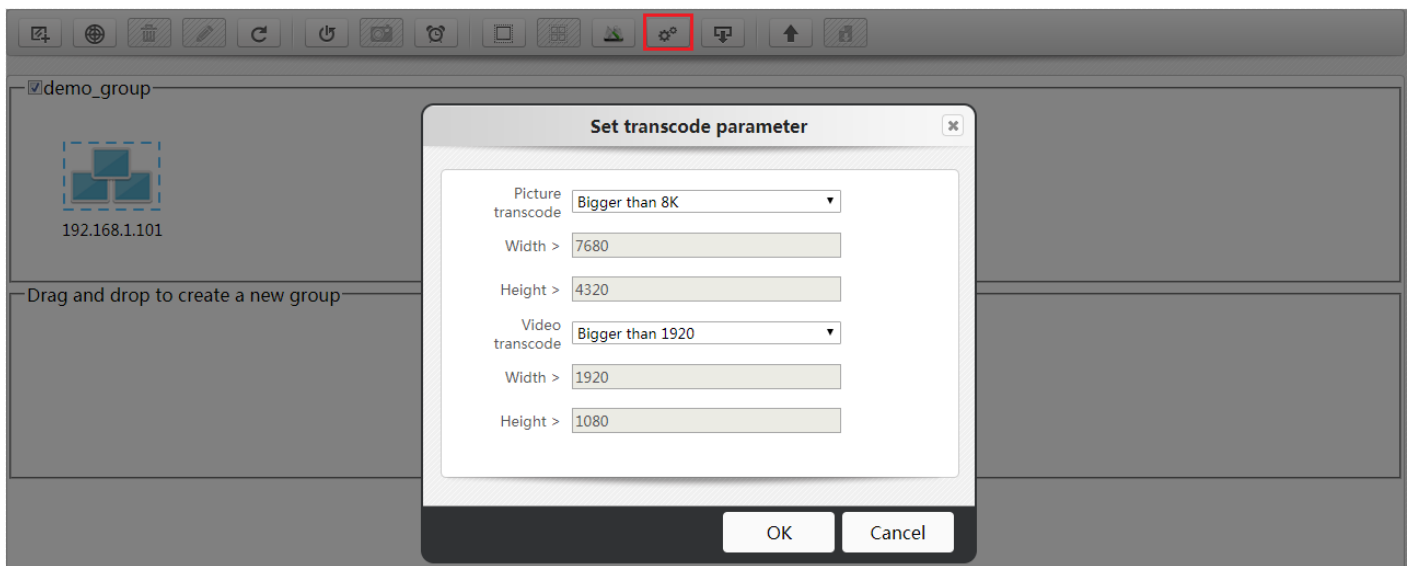


✚ By week: To edit power management by week, for example: power on at 10:00 and off at 20:00 every Monday and Tuesday.



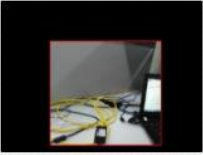

2.2.4.3. Transcode Parameter

You may edit transcode parameter based upon player's performance. The size of video/image more than the parameter will be converted. System default parameter: image >8K; video >1080p.



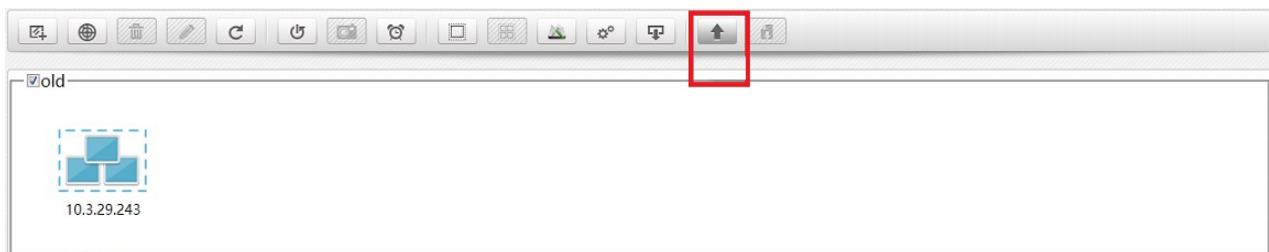
2.2.4.4. Pre-download scenes

It allows to pre-download scenes to client group, especially in the situation of playing interactive scene, inserting spot schedule or upload a scene which will be adopted in presentation mode.

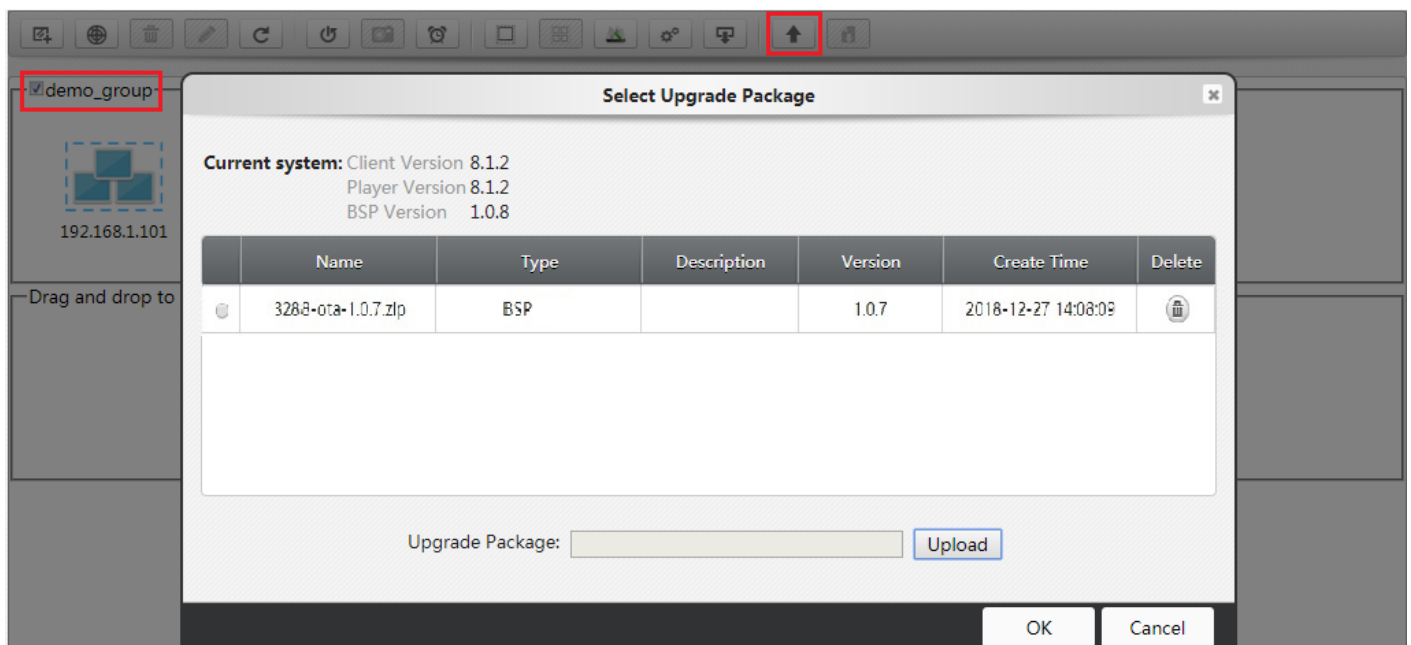
Predownload				
ID	Scene	Thumbnail	Resolution	标签
6	scene_...		1920x1080	
8	scene_...		1920x1080	

2.2.4.5. Remote Upgrade

Choose a player / client group / videowall group, click  this button to upgrade APK or OTA upgrade:

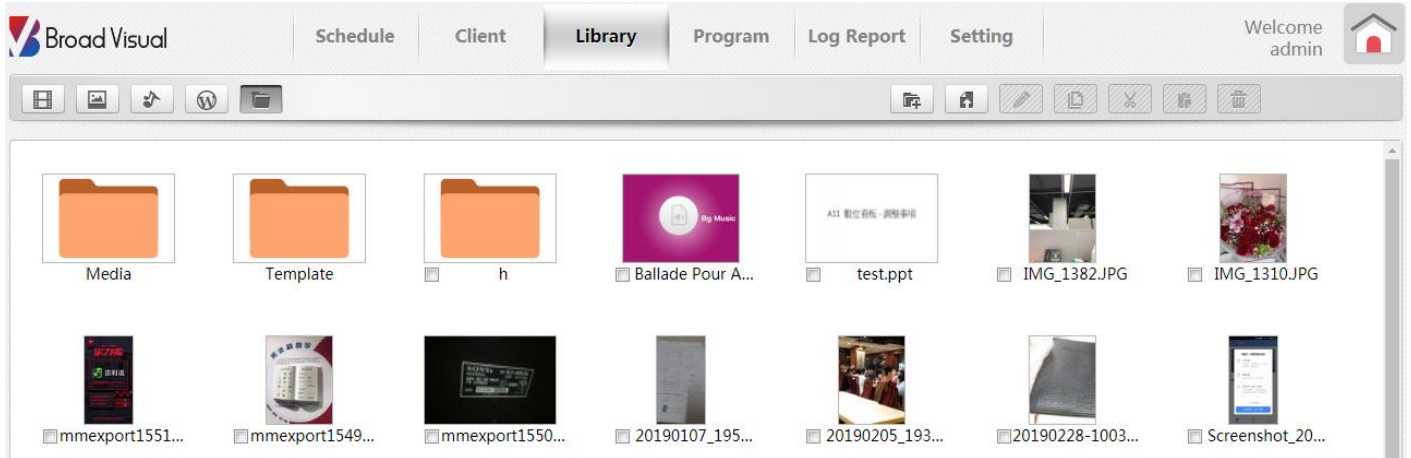


Select upgrade package through pop-up dialog window. If there's no correct package, you may upload it. You may delete useless package file as well.















2.2.5. Library

This page allows to manage media files on Server.





Functional buttons are described as below:

Button	Description
	Video list
	Picture list
	Music list
	Document list including PPT file and PDF file
	All media list
	Add folder
	Upload media file
	Edit a selected file
	Copy a selected file
	Cut a selected file
	Paste file
	Delete a selected file

2.2.6. Program

This page allows to check client group's schedule list and download status. It also allows to delete schedule in this page.

Name	Thumbnail	Resolution	Duration	Play time	Play at	Status	Delete
scene_...		1920x1080	Always	Always	demo_group	<div style="width: 100%; background-color: green; text-align: center;">100%</div> Download Finished	

When player's space is not enough, a warning shows below.

Name	Thumbnail	Resolution	Duration	Play time	Play at	Status	Delete
scene_...		2744x1941	Always	Always	demo_group	<div style="width: 0%; background-color: gray; text-align: center;">0%</div> Handling error, please check server space	

2.2.7. Log Report

2.2.7.1. Play Log

It lists down all media play history in client group.

SeqID	Media name	Client	Play period	Play duration	Play times
1	explore_btn_6.png	player1	2019/02/28~2019/03/01	20415	1361
2	explore_btn_6.png	player1	2019/03/01~2019/03/02	28050	1870
3	explore_btn_6.png	player2	2019/02/28~2019/03/01	20419	1362
4	explore_btn_6.png	player2	2019/03/01~2019/03/02	27930	1862
Statistic				96814	6455

2.2.7.2. Operation Log

It lists down all administration record.

SeqID	User	Login IP	Operate time	Operation	Parameter
1	admin	192.168.1.105	2019/02/26 13:49:24	New Media	"20190206_121415.jpg", "desc": "", "..."
2	admin	192.168.1.105	2019/02/26 13:49:46	New Media	"20190224_130817.jpg", "desc": "", "..."
3	admin	192.168.1.105	2019/02/26 13:50:05	New Media	"20190216_105858.jpg", "desc": "", "..."
4	admin	192.168.1.105	2019/02/26 13:50:14	Delete media	{"media_id":7,"name":"20190216_105858.jp..."
5	admin	192.168.1.105	2019/02/26 13:50:17	Delete media	{"media_id":6,"name":"20190224_130817.jp..."
6	admin	192.168.1.105	2019/02/26 13:50:19	Delete media	{"media_id":5,"name":"20190206_121415.jp..."
7	admin	192.168.1.105	2019/02/26 13:50:41	New Media	"20190206_121646.jpg", "desc": "", "..."

2.2.8. Setting

This page provides settings for password update, publish setting, proxy server, language, rotation, invalid record clear as well as server and version information.

The screenshot shows the 'Broad Visual' web interface with the 'Setting' tab selected. The 'Change Password' section contains the following fields:

- Current Account: admin
- Current Password: [masked]
- New Password: [masked]
- Confirm new password: [masked]

✚ Change password:

The close-up screenshot shows the 'Change Password' form with the following fields:

- Current Account: admin
- Current Password: [masked]
- New Password: [masked]
- Confirm new password: [masked]

✚ Publish setting: When this setting is ticked, the scene is published to all client groups.

The close-up screenshot shows the 'Publish setting' form with the following field:

- Select all clients automatically when publishing

✚ Proxy server setting: It allows to set up a proxy server IP address for weather widget.

The close-up screenshot shows the 'Proxy server setting' form with the following fields:

- Enable Proxy
- Server IP address: [text input]
- Server Port: [text input]


✚ Language setting: Language choices contain Simplified / Traditional Chinese and English.

✚ Rotate setting: When ticked in the box, media file is able to be rotated in scene designer.


✚ Clear User record: Click the button to erase all user record from WebUI.

Clear invalid data: Click the button to erase all outdated system data.

Clear User Record



Clear invalid data

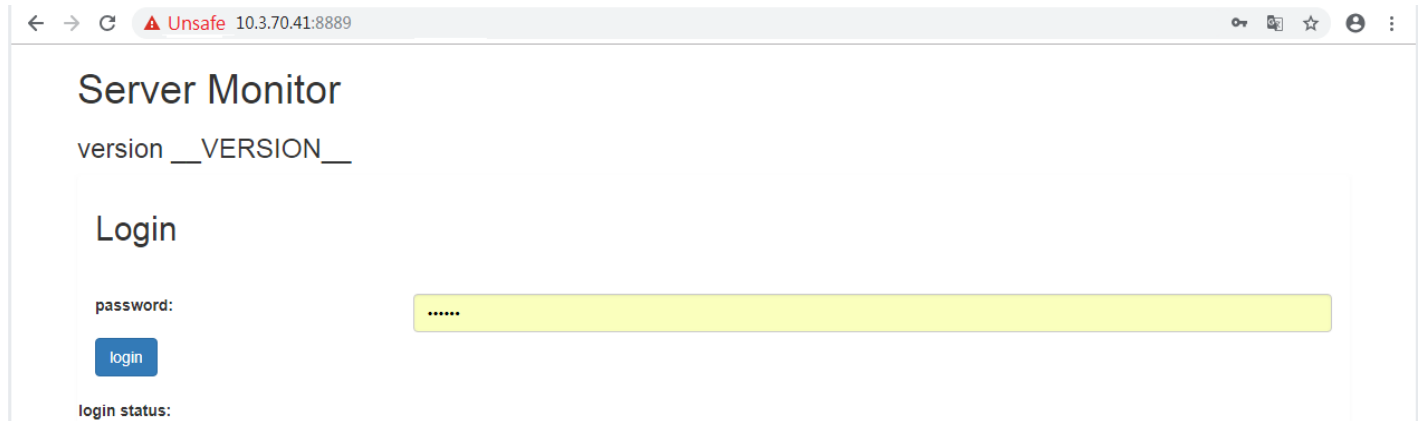


✚ Server information: Information listing including version, hardware ID, license expire date, player number limits, player space,...etc..

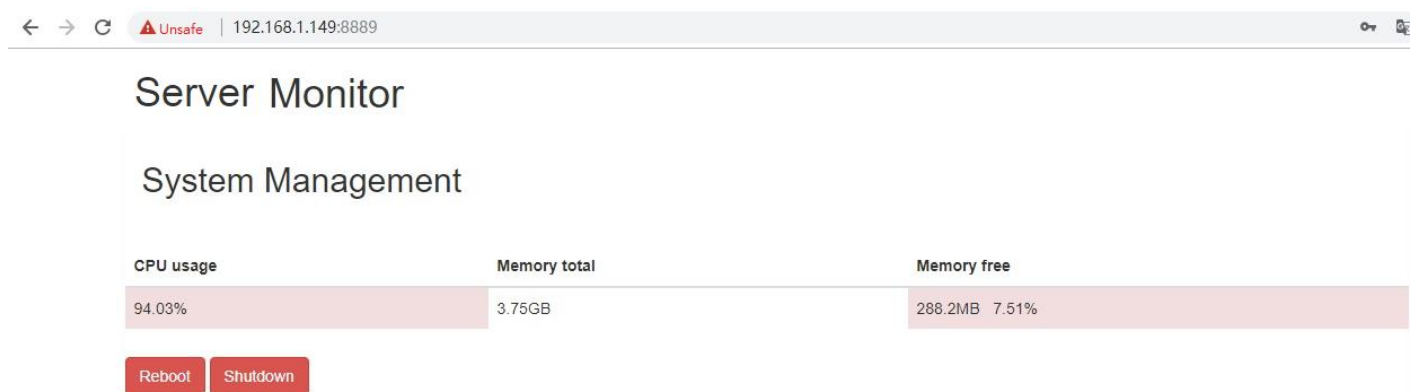
Server info	
Server name	mgv-svr-00-1f-f2-0b-12-f0
Version	8.1.2
Hardware ID	gDmKtHHygMxOOAKv
Expire date	2019/12/25
Player number limit	4
Registered player number	2
Total space	16318 MBytes
Free space	15188 MBytes

3. SERVER MONITOR

Input server IP in browser as http://server_ip:8889:



Fill in log-in password (Default as 123456) to access the page.



Server Monitor page provide functions listing below:

- System Management: it allows to check CPU and memory usage of Control Server as well as rebooting or shutting down Server.



- Change password:

old password:	<input type="text" value="password"/>
new password:	<input type="text" value="password"/>
repeat password:	<input type="text" value="password"/>
<input type="button" value="Change Login Password"/>	

- Database Management: It allows to clear play history. When system works abnormally, user may use “Export Database” to check the problem.

Database Management

- Network Configure: it allows to change IP mode.

Network Configure

DHCP:

Static IP:

IP:

Netmask:

Gateway:


When static IP is required, please select its radio button and then input static IP address, NetMask and Gateway. Click “Submit.” And Server will reboot automatically. If not, please reboot the Server manually. For example, above picture shows the static IP is set to 192.168.1.149. Check whether Server’s IP is updated and you may visit Server Monitor page by new IP address.

- Service Management: it allows to restart/stop services listing below. This function is strongly suggested to be operated by IT staff.

Service Management


name	status	detail	control
Server123	RUNNING	uptime 0:56:46	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
SpaceRecycle	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
TranscodeEngine	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
mgv:mongodb	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
mgv:mysql	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
nginx	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>
rssproxy	RUNNING	uptime 0:59:43	<input type="button" value="start"/> <input type="button" value="stop"/> <input type="button" value="restart"/>

Note: All services are related to each other. If restart the services of mgv:mysql or mgv:mongodb, please also restart the services of TranscodeEngine and Server123 as well to ensure the system works normally.

 Disk Usage: it allows to check disk usage status.

Disk Usage			
name	total	free	free %
app	5.78GB	2.66GB	45.95%
recovery	2.89GB	2.24GB	77.5%
play log	975.9MB	909.39MB	93.18%
log	975.9MB	965.11MB	98.89%
media	15.94GB	10.24GB	64.23%

Note: if “app” is out of space, the only way to free space is restored to factory settings.

 Upgrade Management: it allows to upgrade Server software version.

Package Type Value description as below:

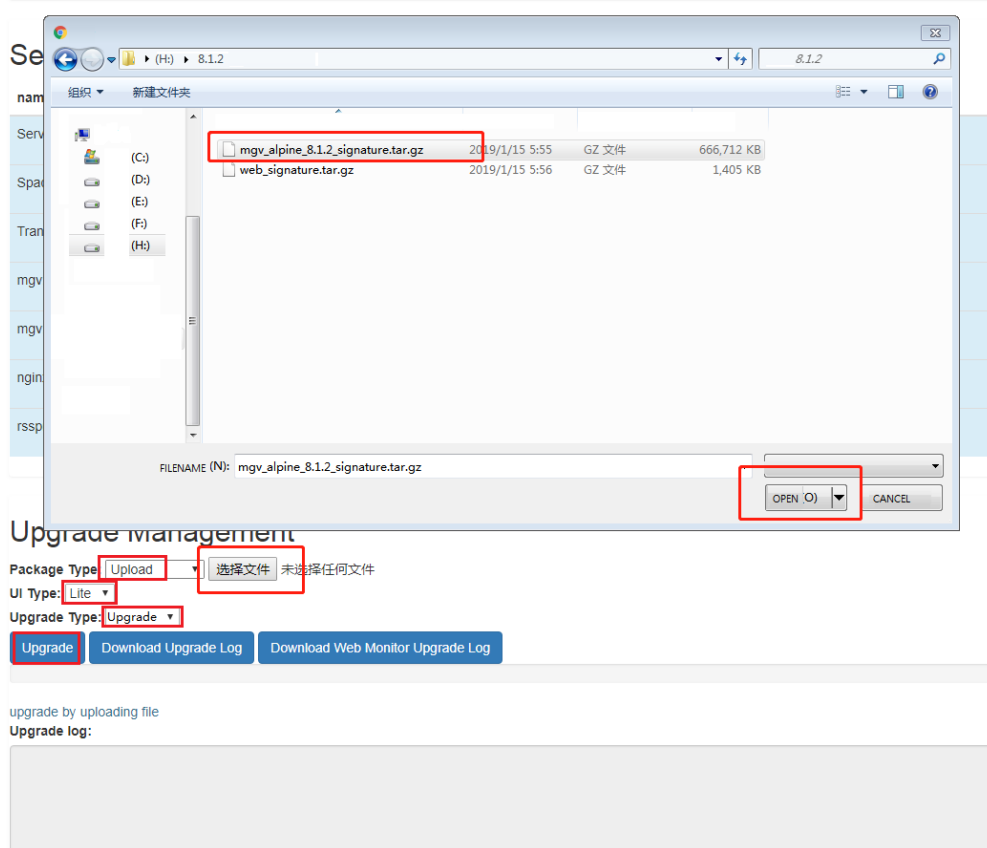
Value	Description
Reset	Upgrade Type must be “Init.” This will restore Server back to Factory settings.
Upload	Upload a Server upgrade package
Web monitor	Upload a Web monitor package to upgrade Server Monitor page

UI Type Value description as below. Please refer to your purchasing version:

Value	Description
Lite	Starter version
Plus	Premium version

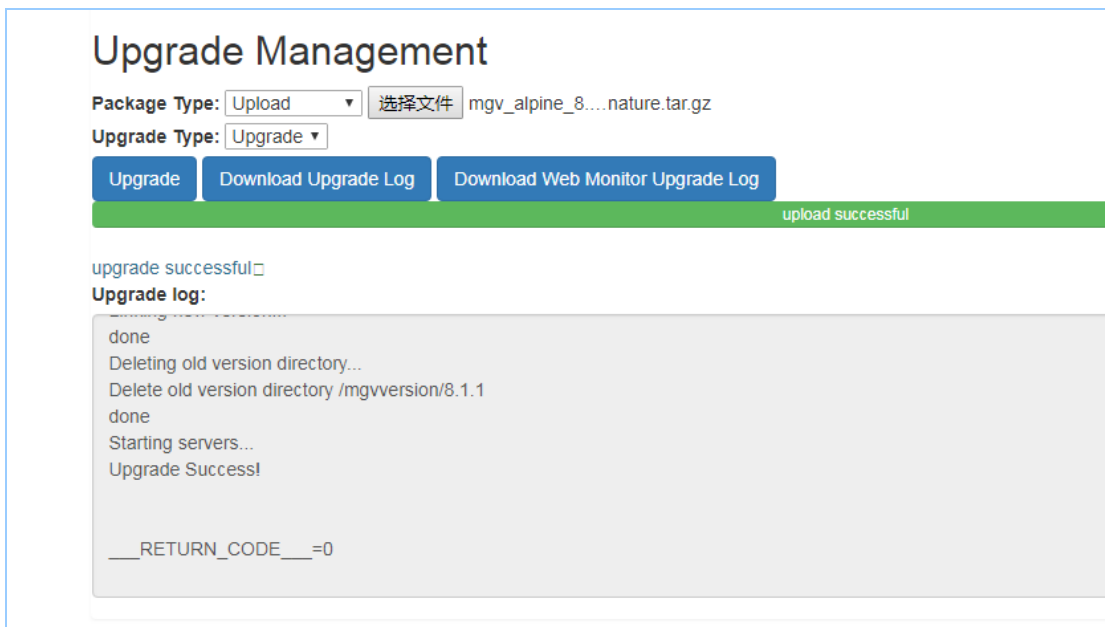
Upgrade Type Value description as below:

Value	Description
Upgrade	Upgrading
Init	Restoring to Factory settings



Due to uploading and verifying package, it may need a while during the process. Please be patient and wait! When “upgrade successful” shown, Server is completed version upgrading.

Note: It's not allowed to upgrade by the same version or by lower version.



✚ Upgrade Management: it allows to restore back to factory settings.

Please choose the value as below figure shown:

- ✓ “Package type” - “Reset” restore to factory settings.

- ✓ “UI type” – refer to your purchasing version. Please choose “Lite” for starter version; “Plus” for premiere version..
- ✓ “Upgrade Type” - “Init” restore to factory settings.

Click “upgrade” to back to factory settings until the log shows “Upgrade Success!”

Upgrade Management

Package Type:

UI Type:

Upgrade Type:


upgrade done

Upgrade log:

```
Checking version file...
done
Removing old version
done
Moveing to target directory...
done
use default port 33307!
Linking new version...
Upgrade Success!
```

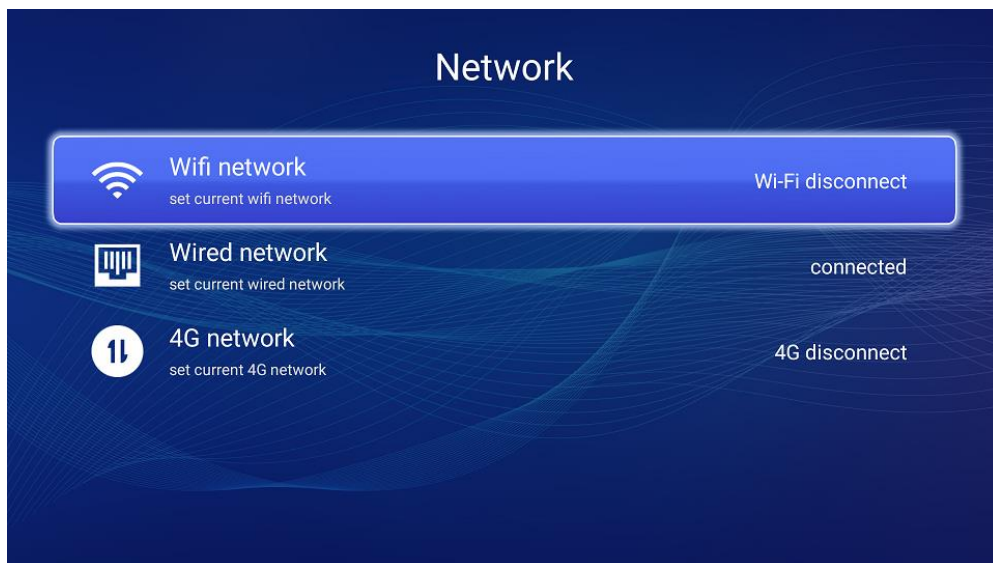
Warning: Restore factory settings will clear all data and media file in Control Server.

4. OSD MENU ON PLAYER

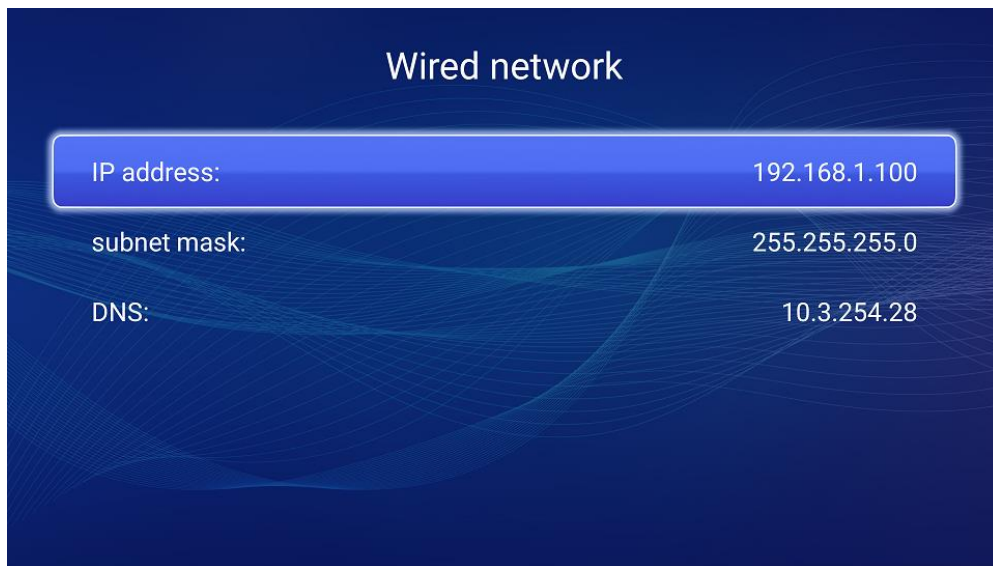
Go to player's OSD menu by clicking  this button on keyboard or through mobile APP remote control function.



4.1. Network Configure

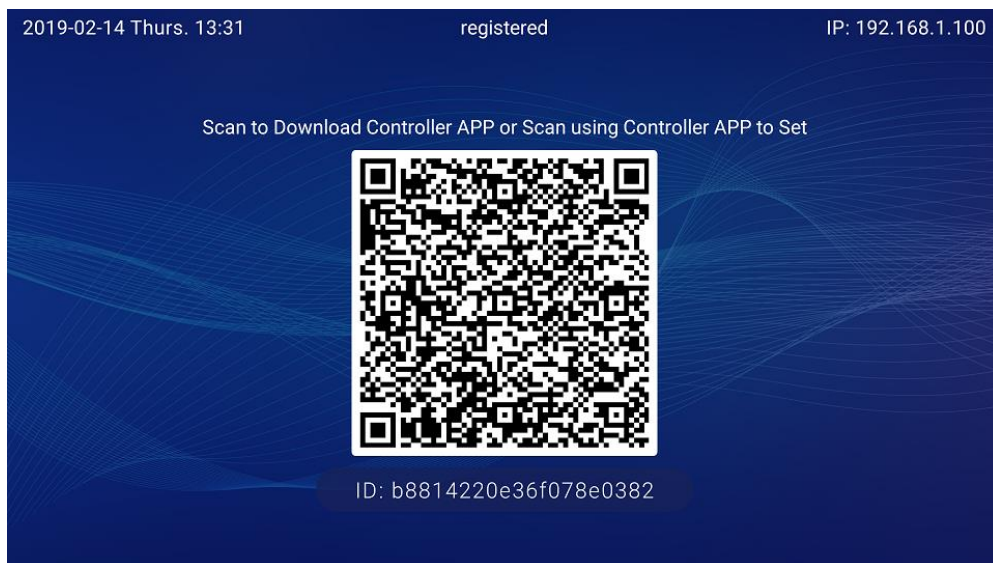


Wired network settings:



4.2. Register Player

Player display shows a QR code, registration and connection status. If Player is not registered, please scan the QR code to register.




4.3. Settings

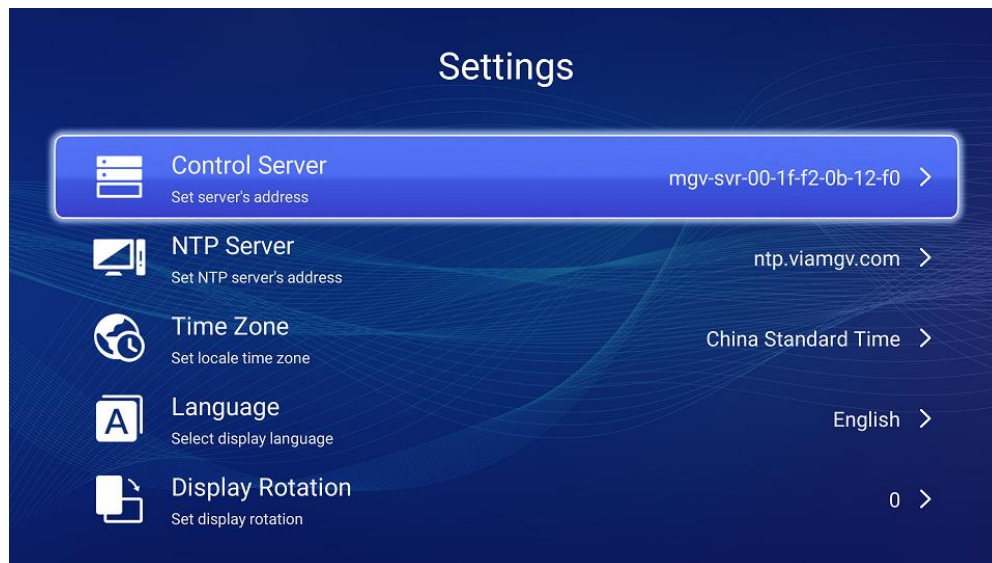
Functions in settings page include below:

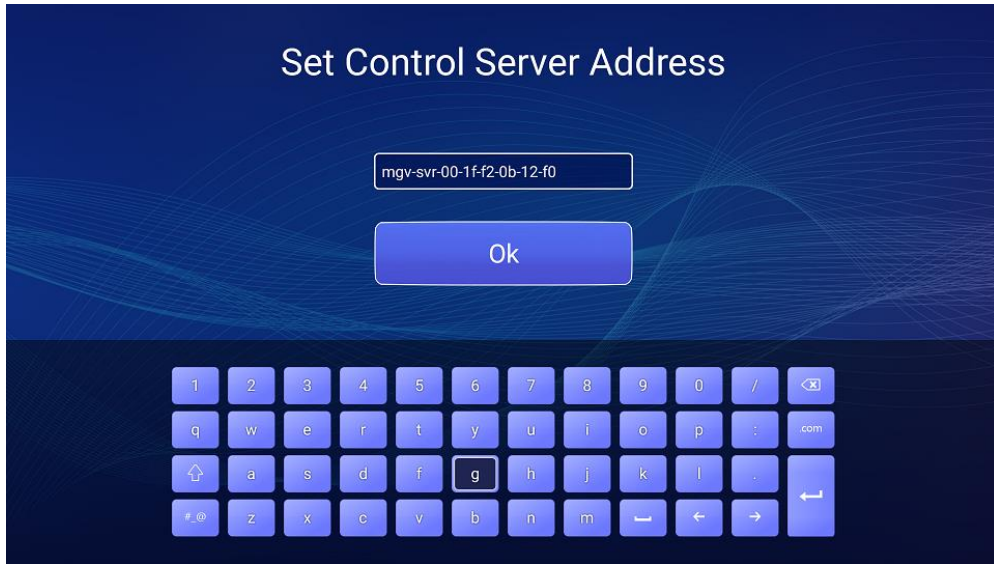
Function	Default	Note
Control Server	www.viamgv.com	
NTP Server	Ntp.viamgv.com	Some version default as "ntp1.aliyun.com"
Language	Simplified Chinese	
Time zone	China Standard Time	UT +8:00
Display Rotation	0 degree	Horizontal display

Password	No password	It allows to set up access password in order to avoid any un-authorized staff to change OSD settings.
Plug USB and Play	On	Play immediately when plug in USB disk
Picture Display Duration	Middle	Set picture display interval in USB disk
Store media in SD Card	Off	Settings for the priority storage selection: ON: Files will be saved in external storage. Off: Files will be saved in internal storage.
Delete media files		It helps to clear all download media files
LAN Sync	Off	ON: All players in the intranet network will be synced, including different client groups. Off: Players will be synced only in its client group.
Time Sync		It executes a time-sync operation in the intranet network.
Factory Reset		Reset to factory default settings
Display Delay	0	Settings to delay the display by millisecond(ms)

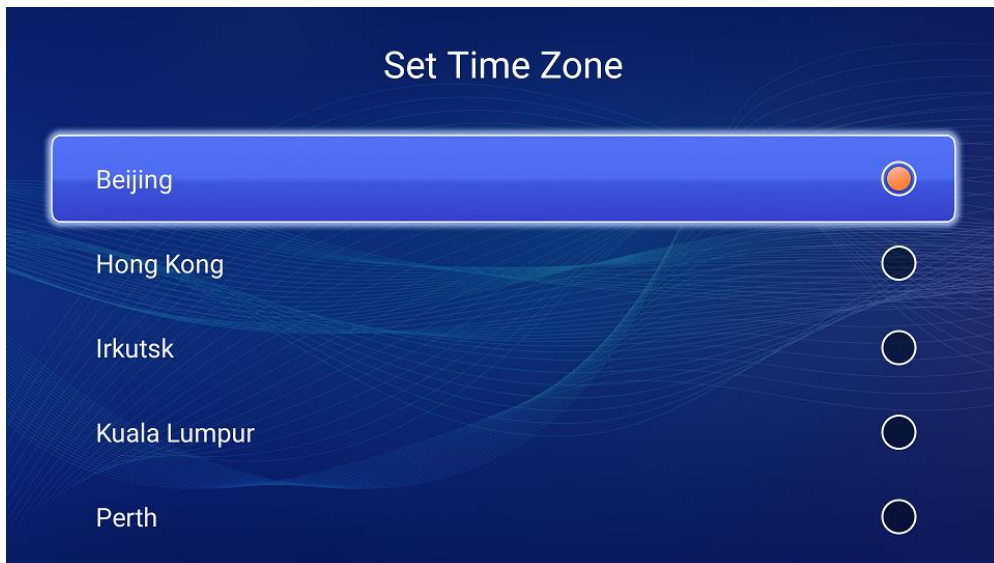
Below shows OSD examples:

 Control Server:

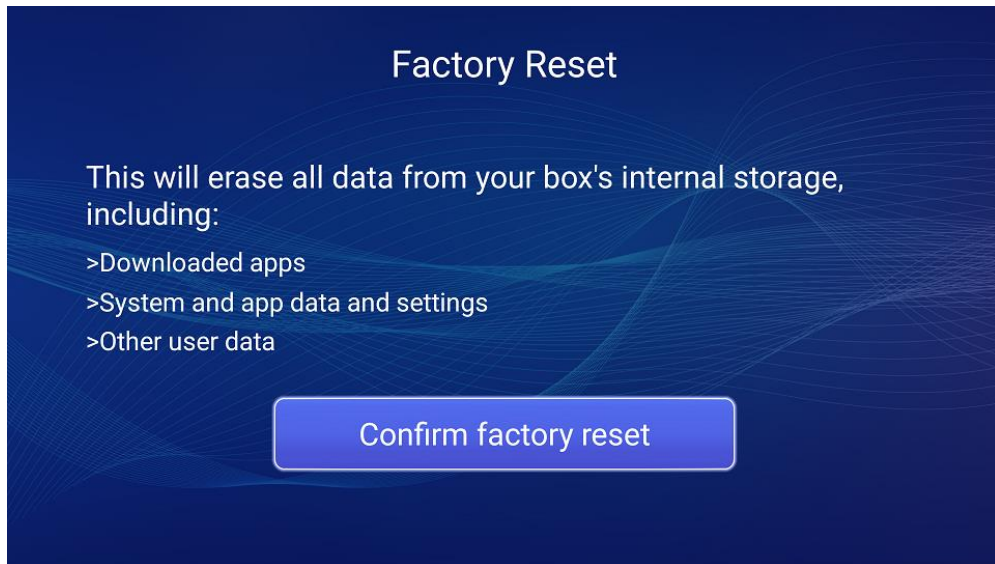




✚ Time Sync: Default is China Standard Time.



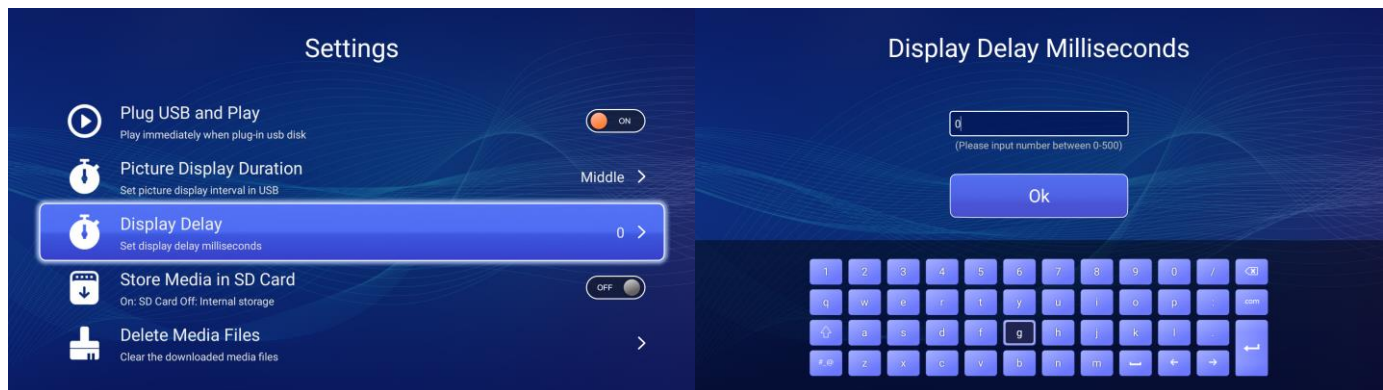
✚ Factory Reset:



Software Version: It shows Player's software version. For examples: android OS_BSP version -Player version



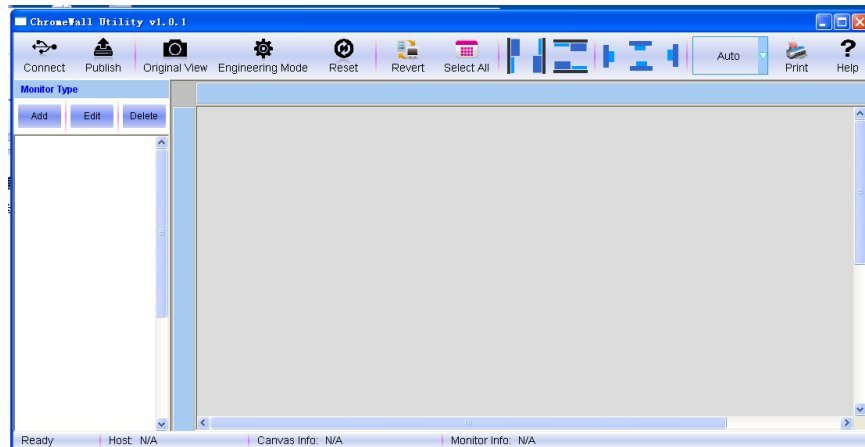
Display delay:



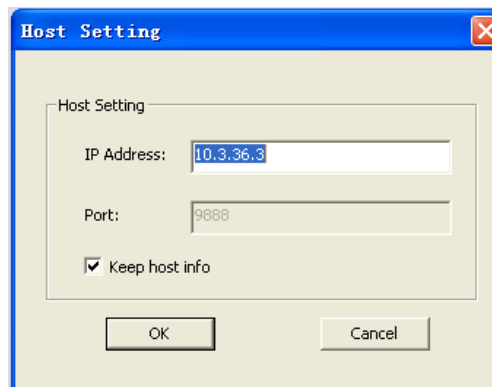
5. APPENDIX

5.1. Set Videowall layout by MagicTile Utility

Step 1: Combine the players in client group and run MagicTile Utility after installation in Windows PC. Run MagicTile Utility and click “Connect” button.

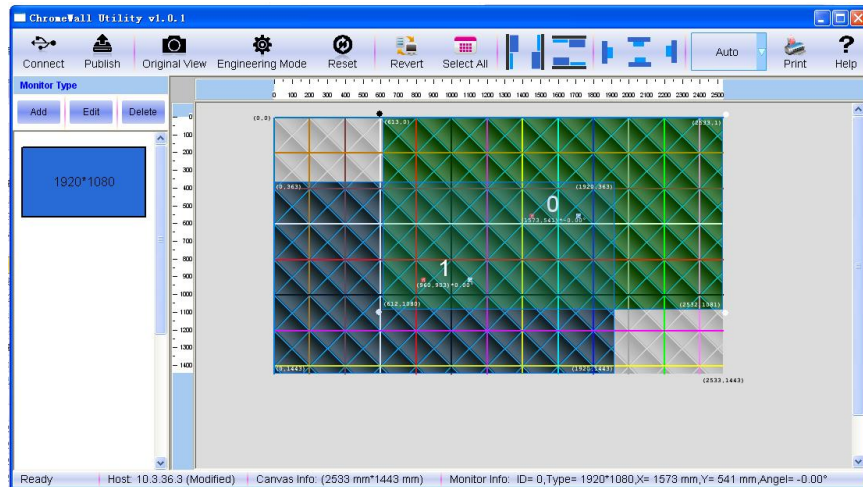


Step 2: Fill in the IP address of Master Client, ie.: 10.3.36.3. Port remains as default. Click “OK” to process.



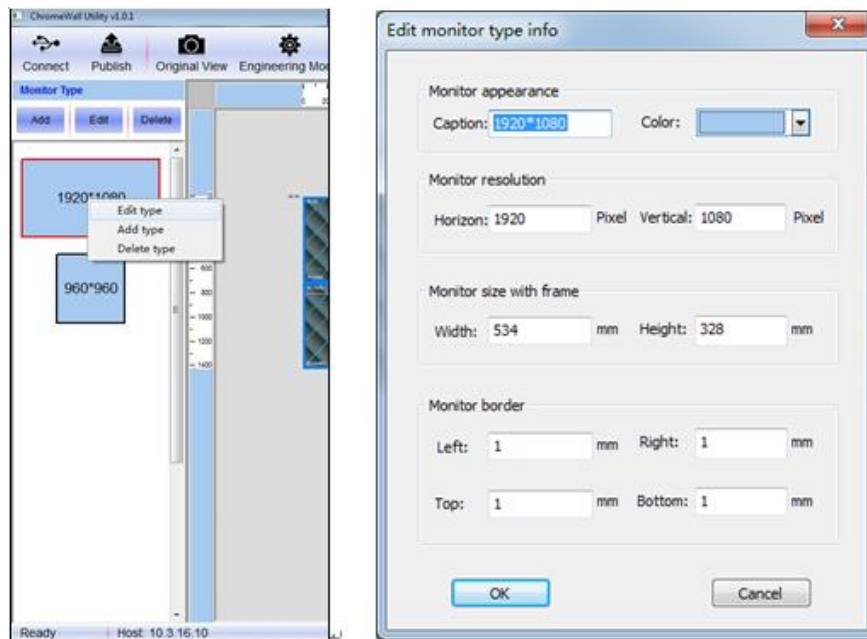
Note: Master client IP address is readable on Client page.

Step 3: When Utility connecting to Master Client successfully, it shows all displays numbers and their resolution, like below figure:

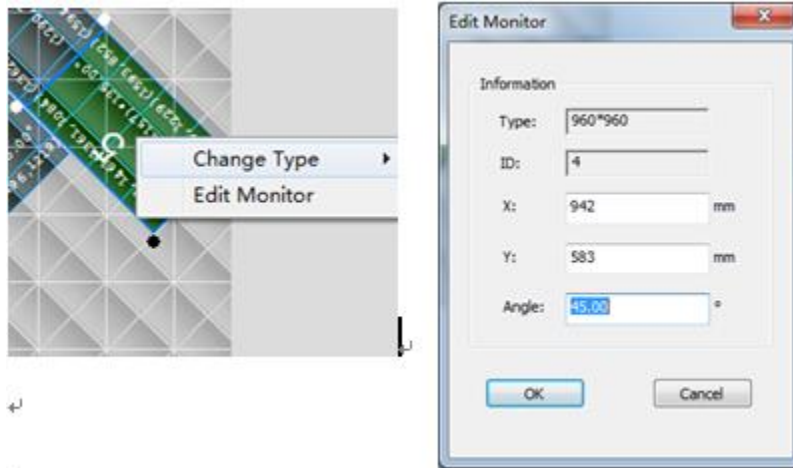


Step 4: Choose a display from “MonitorType” area on the left side. Right-click the mouse and select “Edit type” from pop-up window. It shows “Edit monitor type info” dialog. Please change the information accordingly.

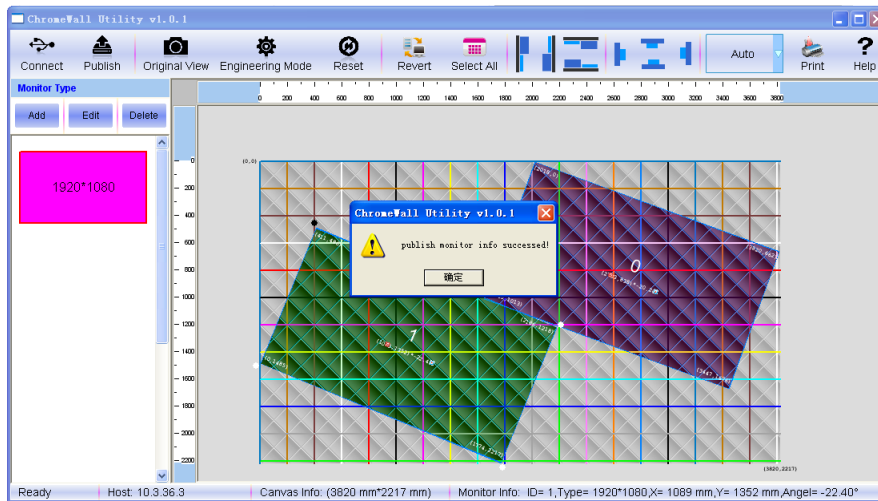
- ✚ Caption: User may define its name. Normally, default settings is display resolution.
- ✚ Color: Background color
- ✚ Monitor resolution: Display resolution (it is acceptable not to change the default value)
- ✚ Monitor Size With Frame: Fill in the actual frame size, including bezel
- ✚ Monitor Border: Fill in the boarder values



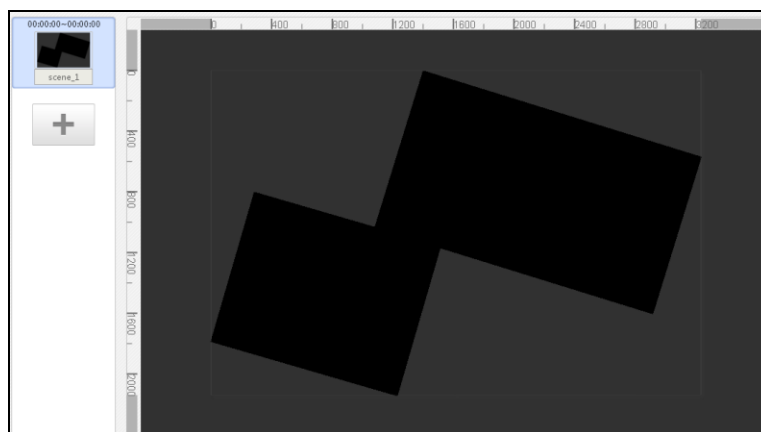
Step 5: Right-click any display from the editing area, choose “Edit monitor” and it will pop-up dialog for adjusting display rotation degree and position.



Step 6: Locate all monitors according by the actual videowall and then click “Publish.” The settings will be saved and transmitted to Master Client and Control Server.



Go back to WebUI, new videowall layout will be checked in Client page as well as in scene designer



5.2. Supported media format

Please refer to all supported media formats below:

Type	Encode	format	Specification (based upon DSP-A44)
Video	H.264	.mp4, .mkv	1080p: 30fps, less than 40Mbps; 4K: 30fps, less than 20Mbps; 1 x 1080p or 4K video playback for 1 Player; Videowall layout support 8K video playback
	VC1	.avi	1080p: 30fps, less than 40Mbps; 4K: 30fps, less than 20Mbps; 1 x 1080p or 4K video playback for 1 Player; Videowall layout support 8K video playback
Audio	MP3	.mp3	
	WAV	.wav	
	WMA	.wma	<i>Only in Windows OS</i>
Image	JPG	.jpg	Less than 16Kx8K Less than 16Kx16K in videowall layout
	BMP	.bmp	Less than 16Kx8K Less than 16Kx16K in videowall layout
	PNG	.png	Less than 16Kx8K Less than 16Kx16K in videowall layout
	GIF	.gif	Less than 640x480, max. 10 frame/sec
Streaming			Support with RTSP
Document	PPT	.ppt	
	PDF	.pdf	
Text and RSS			Support with RSS and Text including scrolling text and message
Widget			Support with Widgets like Clock, Weather and APK *APK: Only in Android OS
WEB			Support with http/https webpage

5.3. FAQ

Here we list down some frequent questions and its solution for reference:

5.3.1. Player is not able to be searched or Registered Player is not searchable.

Possible causes and solution suggestion:

1. The version of Player is old or not matched with the version of current Server or current mobile APP. Please try to update Player's version or scan QR code on Player's screen to re-register.
2. Player has problem connecting to the network. Please try to reboot Player or scan QR code on Player's screen to re-register. If the message of "network disconnect" shows on Player's screen, it is confirmed network connecting problem.
3. Player is registered by other Server. Please scan the QR cord to re-register.

5.3.2. Player shows offline when searching and registering.

Player is registered through auto-searching but still shows disconnected.

1. Sometimes when heartbeat package is delayed, Player will show disconnecting message. Please hold on a second or exit mobile APP and re-log in the current Server. The other solution is to reboot Player.
2. After trying above step and Player still shows network disconnect message, please use "Remote Control" button on mobile APP to connect Player. If succeeded, it means Network function of Player is working normally. Then go to Player's "Settings" page to check Server's IP address. If Server's IP address is different, user may reset Server's IP in "Control Server" setting or update Server's IP as static IP in case that Player connects to incorrect Server. Please refer to section of "[Server static IP setting.](#)"

5.3.3. Warning of "Check Server's storage" when publishing

Delete outdated media files, programs or upgraded packages. Check disk usage either from WebUI or mobile APP 10 minutes later.

5.3.4. Warning of "Check Server's storage" when transcoding fail

Name	Thumbnail	Resolution	Duration	Play time	Play at	Status	Delete
scene_...		2744x1941	Always	Always	demo_group	<div style="text-align: center;"> <div style="width: 100px; height: 10px; background-color: #ccc; margin: 0 auto;"></div> <div style="text-align: center;">0%</div> <div style="color: red; font-size: small;">Handling error, please check server space</div> </div>	

Delete current program and delete outdated media files, programs or upgraded packages, too. Check disk usage from WebUI or mobile APP 10 minutes later.

5.3.5. Warning of "Current media is occupied" when deleting but this media is not found

Possible causes and solution suggestion:

1. This media file might be saved as template. Search the program consisting of this media file and delete the program or delete this media by editing the program, re-save the template.
2. This media file might be included in a hidden program. Please go to WebUI, choose "Advance/Setting" page, then "Delete invalid data" to delete all hidden programs.

5.3.6. Warning of "Check Player's storage" when publishing

Player is able to clear outdated media files. When current storage including preserved storage is not sufficient to play current program and publish new program, Player will show warning of "Check Player's storage." User may delete current program in order to restore storage or access Player's settings page through mobile APP to clear Player's media files. Please reference chapter 4.3 "Settings" > "Delete media files".

5.3.7. When publishing a 4K program, it shows an error message for a long time and no update progress. Player is also in 4K preview status

1. Server might encounter some problems such as rebooting, and it will cause data transmission fail. We suggest to delete the uploading program and media files. Then re-upload the 4K video.

2. The other possible cause might be the 4K video format is not qualified and it might cause transcoding service fail. We suggest to transcode the 4K video in other video converter in Windows OS and re-save it. Then upload the new saving 4K video to Server.
3. Server's HD has not enough space for transcoding, you need delete outdated media files and playlist to free space.

5.3.8. Player IP conflict

Due to different Network environment or strategy, Player's IP might conflict with other device. At this situation, Player will display abnormally. For instance, Player might works fine but after a while, player shows black screen or in videowall layout, display is not synchronized between each screen. Check through WebUI or Mobile APP, the problem player shows online but is not able to be connected by "Remote Control" button from the APP. Shut down the problem player but it is able to ping its IP address. In this situation, Player occurs IP conflict with other devices.