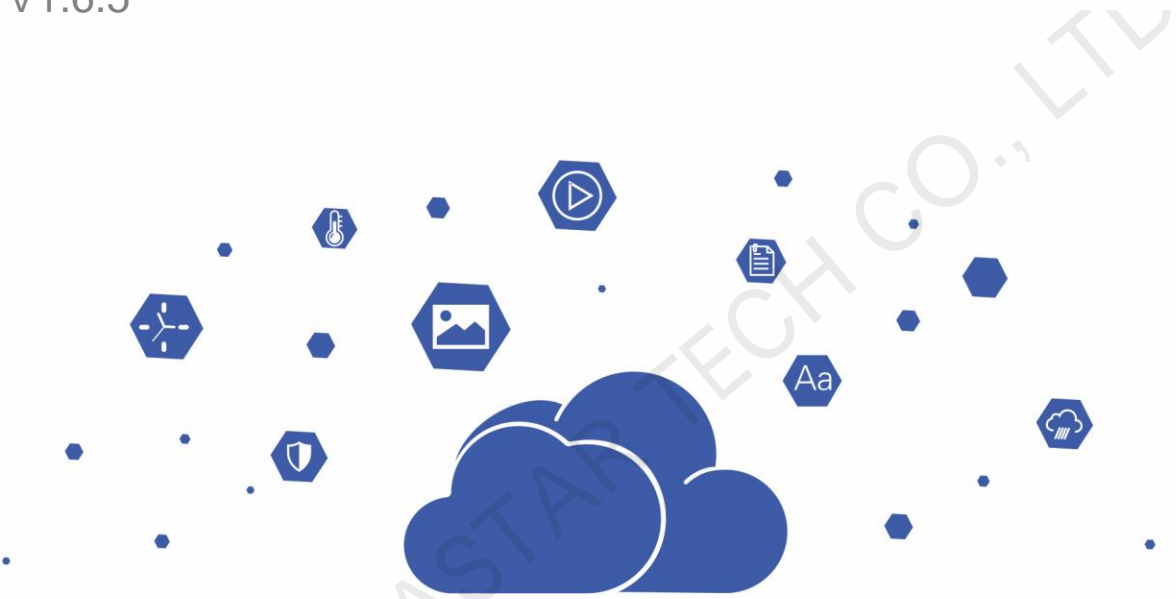


Taurus Series Multimedia Players

V1.6.5



Common Problems & Remedies

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1 Unable to Get Server Address

Description

Unable to get the VNNOX server address when binding VNNOX.

Causes

The Taurus is not connected to the Internet.

Remedies

Step 1 Check to see if the Internet connection indicator stays on or flashes. As shown in [Figure 1-1](#), The T6 of the Taurus series is taken as an example.

- The indicator stays on or flashes. Please contact NovaStar.
- The indicator does not stay on or flash. Go to [Step 2](#).

Figure 1-1 Internet connection indicator on the T6



Table 1-1 Description of the Internet connection indicator on the T6

Status	Description
Stays on	The T6 is connected to the Internet and the connection is available.
On for 2s and off for 2s	The T6 is connected to VNNOX and the connection is available.

Step 2 Connect the Taurus to the Internet via Ethernet cable, external router, or mobile data network.

2 Wrong Authentication Information

Description

Authentication information is wrong when binding VNNOX.

Causes

The authentication information is incorrect.

Remedies

Step 1 Visit www.en.vnnox.com and log in to VNNOX.

Step 2 On the homepage of the cloud platform, choose  > **Player Authentication**.

Step 3 In the **VNNOX Standard/AD Authentication Information** area, view **Server Address**, **Authentication User Name**, and **Authentication Password**.

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3 Unable to Play Solutions

Description

The Taurus does not play solutions and a black screen is displayed.

Causes

- For the Taurus devices that support both synchronous and asynchronous modes, the HDMI signal is not available while in synchronous mode.
- The screen is turned off.
- The screen brightness is 0%.
- The time of the Taurus is incorrect.

If the solution is distributed from VNNOX, the possible causes may also include the following:

- Taurus has not downloaded the solution.
- There are no valid media items in the solution.

Remedies

Step 1 Check to see if the model of the Taurus supports both synchronous mode and asynchronous mode.

- Yes. Go to [Step 2](#).
- No. Go to [Step 3](#).

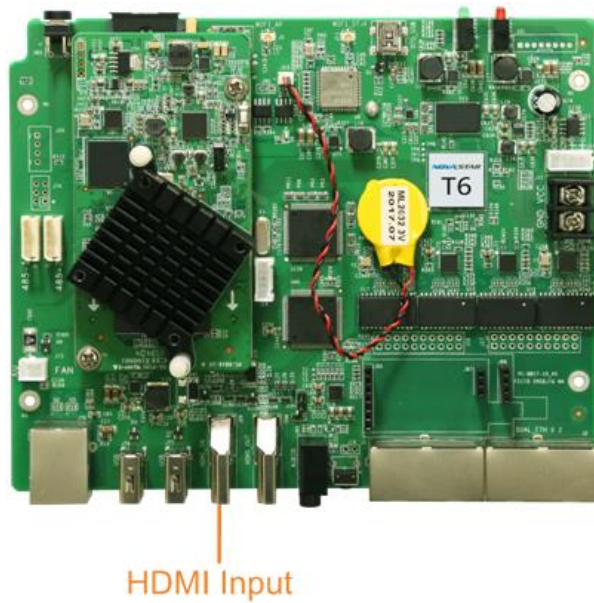
Step 2 Check the Taurus to see if the HDMI signal is available in synchronous mode. The HDMI input connector is shown in [Figure 3-1](#).

ViPlex Handy: Select **Video Control** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control > Video source**.

- Yes. Go to [Step 3](#).
- No. Make sure the HDMI signal is available or switch to asynchronous mode. No further action is required.

Figure 3-1 HDMI input connector



Step 3 Check to see if the screen is switched off.

ViPlex Handy: Choose **Screen Settings > Screen Status Control** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control > Screen Status Control**.

- Yes. Switch on the screen, and no further action is required.
- No. Go to [Step 4](#).

Step 4 Check to see if the screen brightness is 0%.

ViPlex Handy: Choose **Screen Settings > Brightness Control** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control > Brightness adjustment**.

- Yes. Set a proper value for the screen brightness, and no further action is required.
- No. Go to [Step 5](#).

Step 5 Check to see if the time of the Taurus is correct.

ViPlex Handy: Choose **Monitoring > Time Parameters** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control > Monitoring**.

- Yes. Go to [Step 6](#).
- No. Set rules for correcting time, and no further action is required.

Step 6 Check to see if the solution is published by the VNNOX.

- Yes. Visit www.en.vnnox.com and go to [Step 7](#).
- No. Please contact NovaStar.

Step 7 Check to see if the solution is downloaded.

- Yes. Go to [Step 8](#).
- No. Publish the solution again.

Step 8 Check to see if the solution contains valid media.

- Yes. Please contact NovaStar.
- No. Edit and publish the solution again.

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4 Unable to Play One of the Media Items in a Solution

Description

One of the media items in a solution cannot be played.

Causes

- The format of the media is not supported.
- The playback time is beyond the validity range of the media item.

Remedies

Step 1 Check to see if the format of the media is one of the formats supported by the Taurus.

- Yes. Go to [Step 2](#).
- No. Add a media item that meets the format requirement, and no further action is required.

Step 2 Check to see if the solution is published from VNNOX.

- Yes. Visit www.en.vnnox.com and go to [Step 3](#).
- No. Please contact NovaStar.

Step 3 Check to see if the playback time is within the validity range of the media item.

- Yes. Please contact NovaStar.
- No. Modify the valid start and end dates of the media. No further action is required.

5 Unable to Play Content Synchronously on Multiple Screens

Description

Unable to play the same content on multiple screens synchronously.

Causes

- Synchronous playback is not enabled.
- The time zones of multiple Taurus products are different.
- The time of multiple Taurus products is not synchronized.

Remedies

Step 1 Check to see if synchronous playback is enabled.

ViPlex Handy: Choose **Advanced Settings** > **Advanced Functions** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control** > **Playback Management**.

- Yes. Go to [Step 2](#).
- No. Enable synchronous playing, and no further action is required.

Step 2 Check to see if the time zones of all the Taurus products are the same.

ViPlex Handy: Choose **Quick Control** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control** > **Time synchronization management**.

- Yes. Go to [Step 3](#).
- No. Set the same time zone for all the Taurus products requiring synchronous playback. No further action is required.

Step 3 Check to see if time synchronization rules have been set for the Taurus.

ViPlex Handy: Choose **Advanced Settings** > **Time Synchronization** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control** > **Time synchronization management**.

VNNOX Standard: Choose **Player Control** > **Time Synchronization**.

VNNOX AD: Choose  > **Players Management** > **Time Synchronization**.

- Yes. Go to [Step 4](#).
- No. Set NTP or RF time synchronization. No further action is required.

Step 4 Check to see if the time synchronization type is RF.

- Yes. Go to [Step 5](#).
- No. Please contact NovaStar.

Step 5 Check to see if the connection between the RF device and the Taurus is normal and the relevant configurations are proper.

ViPlex Handy: Choose **Advanced Settings** > **Time Synchronization** on the **Device Management** page.

ViPlex Express: Choose **Terminal Control > Time synchronization management**.

VNNOX Standard: Choose **Player Control > Time Synchronization**.

VNNOX AD: Choose  > **Players Management > Time Synchronization**.

- Yes. Please contact NovaStar.
- No. Make sure the RF device is connected normally and configured properly. No further action is required.

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6 Unstable Wi-Fi AP Connection

Description

After connecting to the Wi-Fi AP of Taurus, the mobile device frequently joins other Wi-Fi APs.

Causes

- The signals of other Wi-Fi APs are stronger.
- Other Wi-Fi APs are connected to the Internet.

Remedies

Step 1 Disconnect the mobile device from other Wi-Fi APs.

Step 2 On the mobile device, choose to forget other Wi-Fi APs.

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7 How to Check the Versions of Terminal Software

Description

Users do not know how to check the versions of Android operating system software, Android application software and FPGA program of the Taurus.

Causes

N/A

Remedies

Do any of the following to check software versions.

7.1 ViPlex Handy

- Step 1 Open ViPlex Handy.
- Step 2 Connect to a local Taurus device.
- Step 3 Tap the device name to access the **Device Management** page.
- Step 4 Select **Device Information**.
- Step 5 Check the versions of Android operating system software, Android application software and child software, and the FPGA program of Taurus.

7.2 ViPlex Express

- Step 1 Open ViPlex Express.
- Step 2 Choose **Terminal Control** > **Screen information**.
- Step 3 Check the versions of Android operating system software, Android application software and sub-software, and the FPGA program of the Taurus.

7.3 VNNOX

- Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard or VNNOX AD.
- Step 2 Check the software versions of the Taurus.

VNNOX Standard: Choose **Players** and view the **Details** column.

VNNOX AD: Choose  > **Players Management** > **Players** and view the **Status** column.

- **Software:** Displays the versions of Android application software and FPGA program
- **System:** Displays the version of Android operating system software

8 How to Upgrade Terminal Software

Description

Users do not know how to upgrade the Android operating system software, Android application software and FPGA program of Taurus.

Causes

N/A

Remedies

Do any of the following to upgrade the software of Taurus.

8.1 Upgrading with ViPlex Handy

ViPlex Handy for Android allows terminal players to be upgraded.

Step 1 Make sure that the upgrade package is saved on the mobile device.

Step 2 Open ViPlex Handy.

Step 3 Connect to a local Taurus device.

Step 4 Tap the device name to access the **Device Management** page.

Step 5 Choose **Advanced Settings > Upgrade**.

- **Terminal Software Upgrade:** Display the upgrade package information of Android application software.
- **Terminal System Upgrade:** Display the upgrade package information of Android operating system software and FPGA program.

Step 6 Tap **Upgrade** next to the upgrade package information.

8.2 Upgrading with ViPlex Express

Step 1 Open ViPlex Express.

Step 2 Choose **Terminal Control > Terminal Upgrade**.

Step 3 Select an upgrade method.



- **Online upgrade:** Make sure that the PC can access the Internet normally in order to obtain an upgrade package from the server.
- **Local upgrade:** Users need to save the upgrade package on the local PC and select the upgrade package path manually.

Step 4 In the terminal information list, select one or more terminals and click **Upgrade**.


- **Software:** Displays the versions of the Android application and FPGA program.
- **System:** Displays the version of the Android OS.

8.3 Upgrading with VNNOX

VNNOX Standard

- Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard.
- Step 2 On the **Players** page, click the corresponding  of an asynchronous player.
-  is displayed when the software is the latest or is being upgraded.
- Step 3 Click **OK**.
- Step 4 In the **Details** column, view the upgrade progress.
- Step 5 View the software version after the upgrade is done.
- **Software:** Displays the versions of the Android application and FPGA program.
 - **System:** Displays the version of the Android OS.

VNNOX AD

- Step 1 Visit www.en.vnnox.com and log in to VNNOX AD.
- Step 2 Choose  > **Players Management** > **Players**.
- Step 3 Do any of the following operations to upgrade terminal software.
- Select asynchronous players and click **Upgrade**.
 - **T-App upgrade:** Upgrade Android application software and FPGA program.
 - **T-OS upgrade:** Upgrade Android operating system software.
 - In the **Status** column of the asynchronous players, click the **Please upgrade** link.
 - **Software:** Upgrade Android application software and FPGA program.
 - **System:** Upgrade Android operating system software.

8.4 Upgrading via USB

- Taurus V1.3.2 and V1.3.3

System upgrade and software upgrade use two packages. The packages must be installed together and their versions must be later than the current versions.

- System upgrade package: For Android operating system software
- Software upgrade package: For Android apps and FPGA program

- Taurus V1.3.4 or later

System upgrade and software upgrade use one package and the version of the package must be later than the current version.

- Step 1 Copy upgrade packages to the root directory of the USB drive.

If there are solutions that support plug-and-play in the root directory, Taurus will perform the upgrade first.

- Step 2 Insert the USB drive into the USB port on the Taurus.
- Step 3 Taurus copies the upgrade package automatically.

During copying, the **SYS** indicator flashes once every 0.5 second and the page shown in [Figure 8-1](#) appears on the screen.

Figure 8-1 Copying upgrade package

Copying...



If an error occurs during copying, remove the USB drive to close the error window.

Step 4 The Taurus installs the upgrade package automatically.

During installation, the **SYS** indicator flashes once every second, Taurus restarts once, and the page shown in [Figure 8-2](#) appears on the screen.

Figure 8-2 Installing upgrade package

Upgrading...



If an error occurs during the upgrade, remove the USB drive to close the error window.

Step 5 After the upgrade is successful, remove the USB drive.

Error Codes

Error Code	Description
19	No upgrade package in Cache
20	Not enough storage on the terminal
23	The terminal is being upgraded.
24	MD5 check on upgrade package failed.
25	Invalid or wrong upgrade package
32	The digital signatures do not match.
55	Upgrade package copying was aborted.
56	Failed to copy the upgrade package.
57	The USB drive was removed while copying the upgrade package.
58	Upgrade package copying was interrupted or timed out.
59	Upgrade timed out.
60	The USB drive was removed after the operating system is upgraded.

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