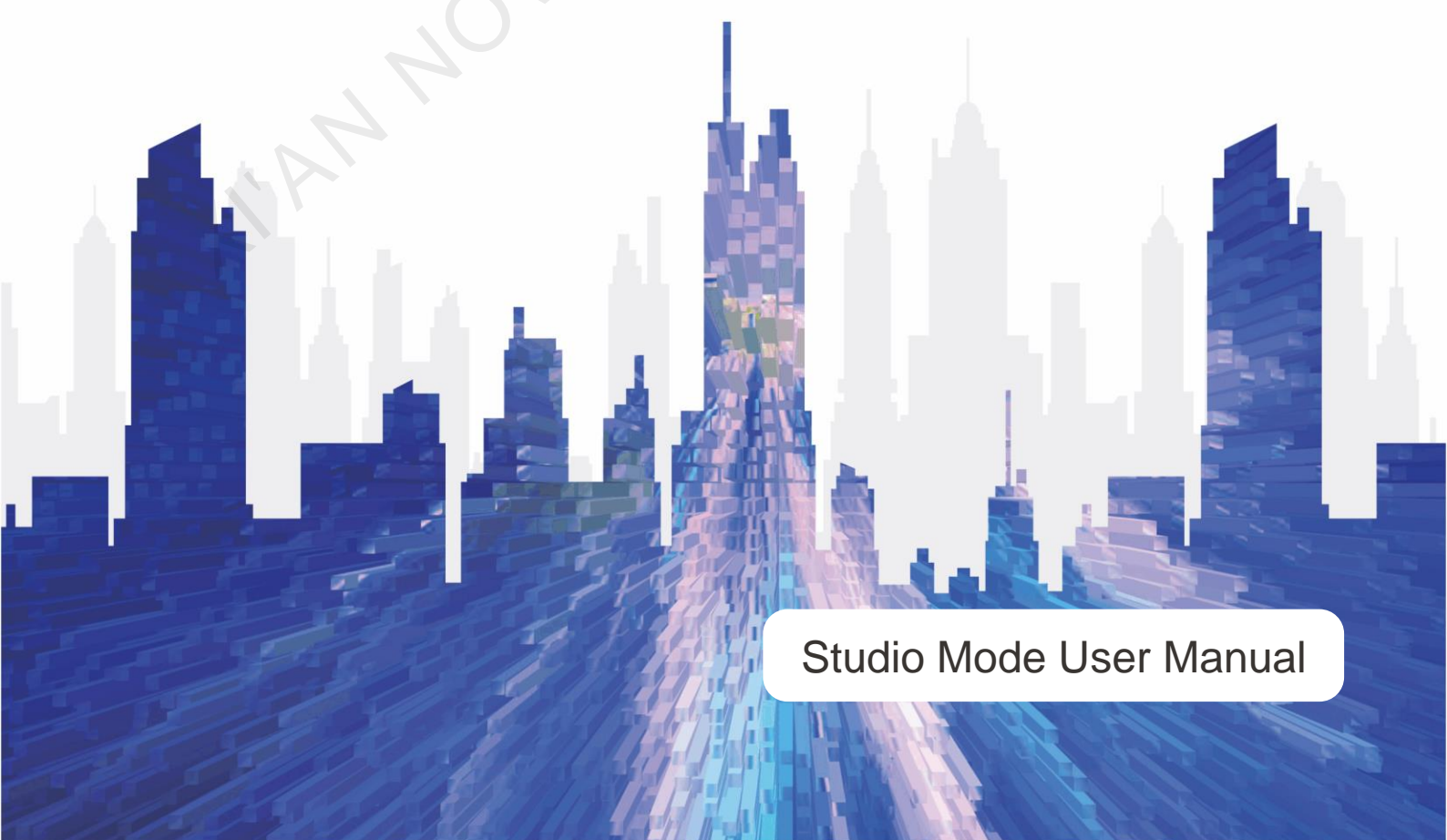


# ViPlex Express

Display Content Publishing Management System for PC

V2.0.3



Studio Mode User Manual

# Contents

CONTENTS .....	I
1 SOFTWARE INTRODUCTION .....	1
2 GETTING STARTED.....	2
2.1 PREPARING A PC .....	2
2.2 INSTALLING SOFTWARE .....	2
2.3 CHECKING PC CONFIGURATION OPTIONS .....	2
2.3.1 Windows Automatic Update .....	2
2.3.2 Firewall.....	3
2.3.3 Screen off and Sleep.....	3
2.3.4 Scaling Size and Multiple Displays .....	4
2.3.5 UAC .....	4
2.3.6 Antimalware Service Executable.....	5
2.3.7 Superfetch.....	5
2.4 CONNECTING TO DISPLAYS .....	6
2.5 SELECTING WORKING MODE .....	6
2.6 CREATING SOLUTIONS .....	7
2.7 SETTING PLAYBACK WINDOW .....	8
2.8 EDITING SOLUTIONS.....	8
2.9 PREVIEWING SOLUTIONS .....	8
2.10 PLAYING SOLUTIONS.....	8
2.11 QUERYING PLAY LOGS.....	8
3 SOLUTION MANAGEMENT.....	9
3.1 MANAGING SOLUTIONS ON STARTUP PAGE.....	9
3.1.1 Creating Solutions .....	9
3.1.2 Opening Recent Solutions .....	9
3.1.3 Deleting Solutions .....	9
3.2 MANAGING SOLUTIONS ON SOLUTION EDITING PAGE .....	9
3.2.1 Renaming Solutions.....	10
4 SOLUTION EDITING .....	11
4.1 EDITING SOLUTIONS.....	11
4.1.1 Adding Pages .....	11
4.1.2 Adding Media .....	12
4.1.3 Adjusting Media .....	14
4.2 CUSTOMIZING TEMPLATES .....	15
4.3 SWITCHING VIEW .....	16
4.4 PREVIEWING SOLUTIONS .....	16
4.5 VIEWING SCHEDULE.....	17
4.6 PLAYING SOLUTIONS.....	17
4.7 SCREEN MONITORING.....	17
5 PLAYBACK MANAGEMENT .....	18
5.1 SETTING PLAYBACK WINDOW .....	18
5.2 SHOWING AND HIDING PLAYBACK WINDOW .....	18
6 PLAY LOGS.....	19
6.1 QUERYING PLAY LOGS .....	19
6.2 EXPORTING PLAY LOGS .....	19
7 SYSTEM SETTINGS.....	21
7.1 SWITCHING LANGUAGE .....	21
7.2 SWITCHING WORKING MODE .....	21
7.3 SETTING PREFERENCES .....	21
7.3.1 Starting Playback.....	21
7.3.2 Setting Shortcut of Showing and Hiding Playback Window .....	21
7.4 VIEWING USER MANUAL .....	21

7.5 CHECKING FOR UPDATES .....	22
7.6 SUBMITTING FEEDBACK .....	22
7.7 VIEWING SOFTWARE INFORMATION .....	23
8 FAQ .....	24
8.1 HOW TO SET THE INBOUND FIREWALL RULES? .....	24
8.2 WHAT VIDEO FORMATS ARE SUPPORTED IN STUDIO MODE? .....	25

XI'AN NOVASTAR TECH CO.,LTD

# 1 Software Introduction

ViPlex Express is a display content publishing management system for PC, which is installed in Windows operating system and allows you to edit solutions and play the solutions on LCD or LED displays. In async mode, ViPlex Express is also used to control multimedia players. This document introduces you the functions and operations in studio mode.

ViPlex Express is part of NovaStar cloud solution. On the startup page of studio mode, clicking **Cloud Platform** on the left menu allows you to view the related information.

## Two Working Modes

ViPlex Express has two working modes and you can switch to your desired mode based on the application scenario.

### + **Studio Mode**

When a solution is being played in ViPlex Express, the solution is also played synchronously on the display. This mode is applicable to synchronous playback.

The playback window is on the extended display. You can use the screen monitoring function to view the playback on your primary monitor.

### + **Async Mode**

ViPlex Express sends solutions to multimedia players. The solutions will be stored in the multimedia players and played according to their playback plans. This mode is applicable to the scenario when multimedia players load displays.

## Professional Solution Editing

ViPlex Express is designed with a professional solution editing function allowing you to edit solutions with various contents and complex schedules as required.

### + **Multiple pages**

A solution can be added with multiple pages which are played in order from top to bottom.

### + **Flexible layout**

You can use a system template or customize a template when adding a page. In a template, you can set the number, coordinates, width and height of windows based on your needs.

### + **A variety of media**

On a page, you can add general windows, cut-to-display window, Office documents, images, videos, GIF, text, colorful text, digital clocks, analog clocks, timers, weather, RSS, streaming media and web pages.

### + **Multiple properties**

Every type of media has multiple properties which can satisfy your needs and present a variety of solutions.

### + **Scheduling as you wish**

You can set a time period and cycle for each page to play. The schedules of a page can be batch applied to other pages. If the time periods of several pages overlap, the pages will be played in order from top to bottom.

### + **Quick preview**

Clicking the preview button allows you to preview the current page. The preview window refreshes immediately when you move on to another page.

## All-round Terminal Control

In async mode, ViPlex Express enables you to fully control multimedia players, such as brightness adjustment, time synchronization, font management, terminal upgrade, video source switching, screen status control, play log query, network configuration and RF management.

## 2 Getting Started

### 2.1 Preparing a PC

Minimum requirements:

- OS: Windows 7 SP1 64-bit
- CPU: i5
- RAM: 4 GB
- HDD: 60 GB

### 2.2 Installing Software

#### Prerequisites

- Framework 4.6.x is installed.
- The official version of Visual C++ 2017 runtime components are installed.
- The installation package of ViPlex Express is obtained.

#### Where to Obtain

<http://www.en.vnnox.com/download>

#### Installing Software

Double click the installer to install ViPlex Express by following the wizard.


### 2.3 Checking PC Configuration Options

To ensure stable playback, please check the Windows configuration options shown in [Table 2-1](#). If a configuration option does not conform to the target status, please change it. This chapter takes Windows 10 as an example.

Table 2-1 Configuration options

Configuration Options	Target Status
Windows automatic update	Off
Firewall	<ul style="list-style-type: none"> <li>• Off</li> <li>• Allow program connection</li> </ul> Conforms to any of the above statuses.
Turn off screen	Never
Sleep	Never
Scaling size	100%
Multiple displays	Duplicate these displays
UAC	Never notify
Antimalware Service Executable	Disabled
Superfetch	Manual

#### 2.3.1 Windows Automatic Update

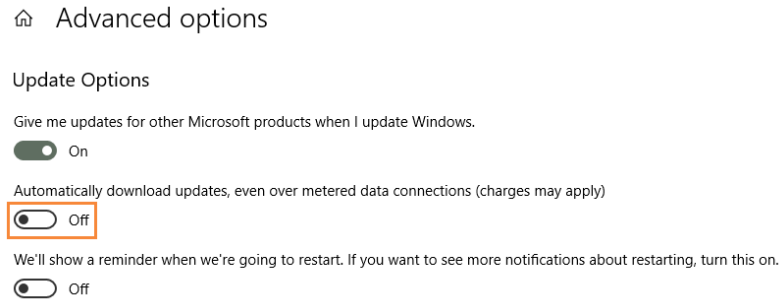
Step 1 Click  on the Windows Start menu.

Step 2 Choose **Update & Security**.


Step 3 On the **Windows Update** page, click **Advanced options**.

Step 4 Check whether Windows automatic update is turned off.

Figure 2-1 Windows automatic update



### 2.3.2 Firewall

Step 1 Click  on the Windows Start menu.

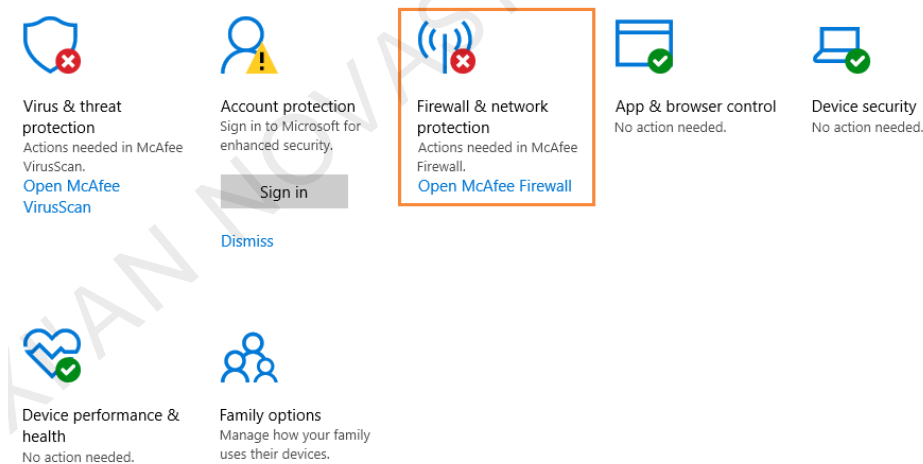
Step 2 Choose **Update & Security**.

Step 3 Select **Windows Security**.


Step 4 Click **Open Windows Defender Security Center**.

Step 5 Check whether the firewall is turned off. If the firewall needs to be turned on, check whether the connection is allowed. For the method to allow program connection, see [8.1 How to set the inbound firewall rules?](#)

Figure 2-2 Firewall



### 2.3.3 Screen off and Sleep

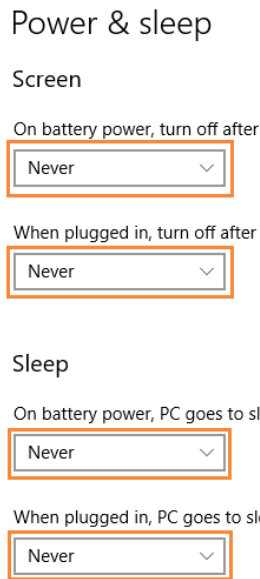
Step 1 Click  on the Windows Start menu.

Step 2 Choose **System**.

Step 3 Choose **Power & sleep**.

Step 4 Check whether all the four configuration options are set to **Never**.

Figure 2-3 Screen off and sleep



### 2.3.4 Scaling Size and Multiple Displays


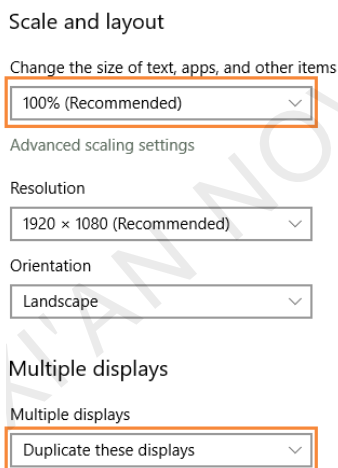
- Step 1 Click  on the Windows Start menu.
- Step 2 Choose **System**.
- Step 3 Check whether the scaling size is 100% and the option of multiple displays is set to **Duplicate these displays**.
- Note: When multiple monitors are connected, the configuration option for multiple displays will appear.

Figure 2-4 Scaling size and multiple displays



### 2.3.5 UAC


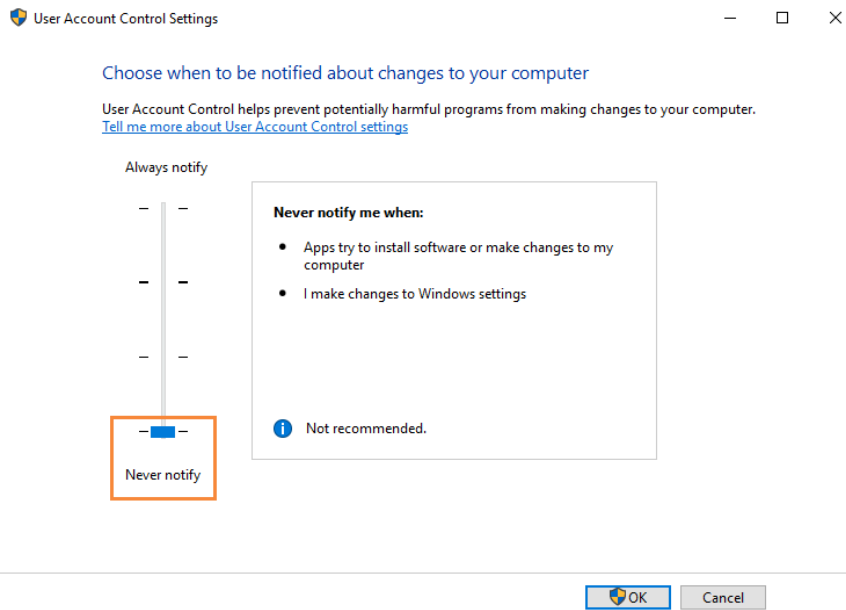
- Step 1 Click  on the Windows Start menu.
- Step 2 Type "User Accounts" in the search box and select **Change User Account Control Settings**.
- Step 3 Check whether UAC is set to **Never notify**.

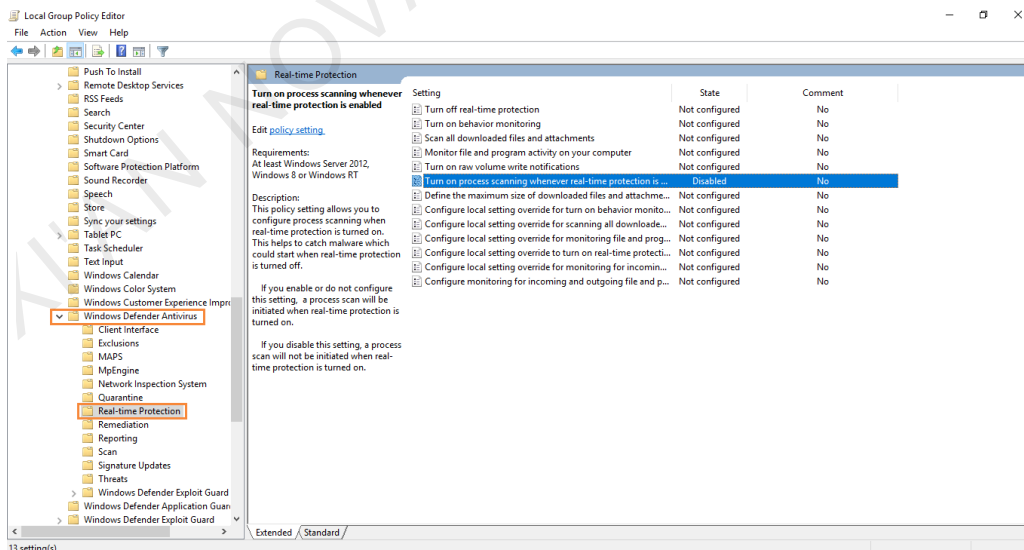
Figure 2-5 UAC



### 2.3.6 Antimalware Service Executable

- Step 1 Press **Win+R** buttons to open the **Run** window.
- Step 2 Type **gpedit.msc** command and press **Enter** to open the **Local Group Policy Editor** dialog box.
- Step 3 Expand **Computer Configuration > Administrative Templates > Windows Components > Windows Defender Antivirus**.
- Step 4 Click **Real-time Protection**.
- Step 5 Check whether the status of **Turn on process scanning whenever real-time protection is enabled** is **Disabled**.

Figure 2-6 Antimalware service executable

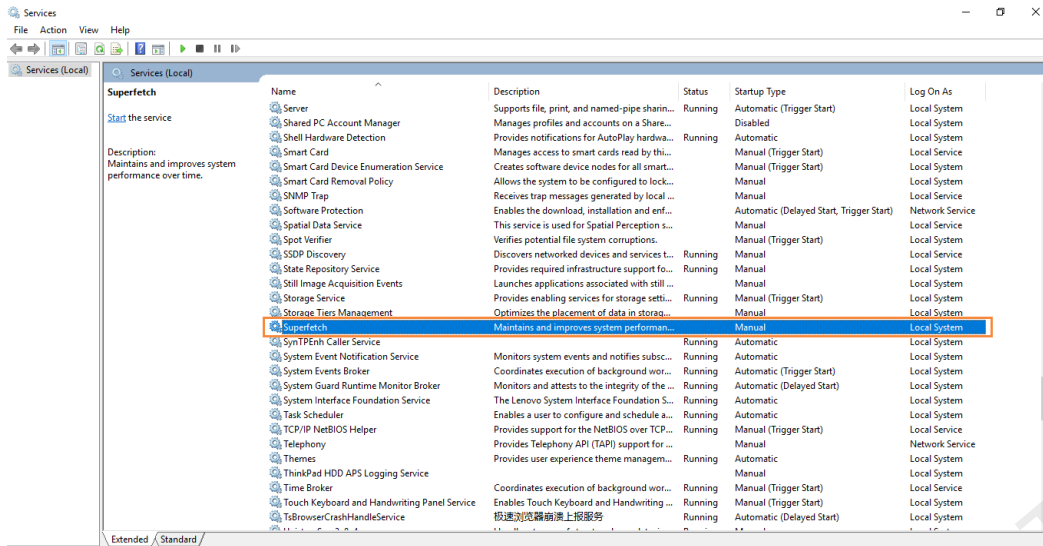


### 2.3.7 Superfetch

- Step 1 Press **Win+R** buttons to open the **Run** window
- Step 2 Type **services.msc** command and press **Enter** to open the **Services** dialog box.
- Step 3 Check whether the startup type of Superfetch is **Manual**.

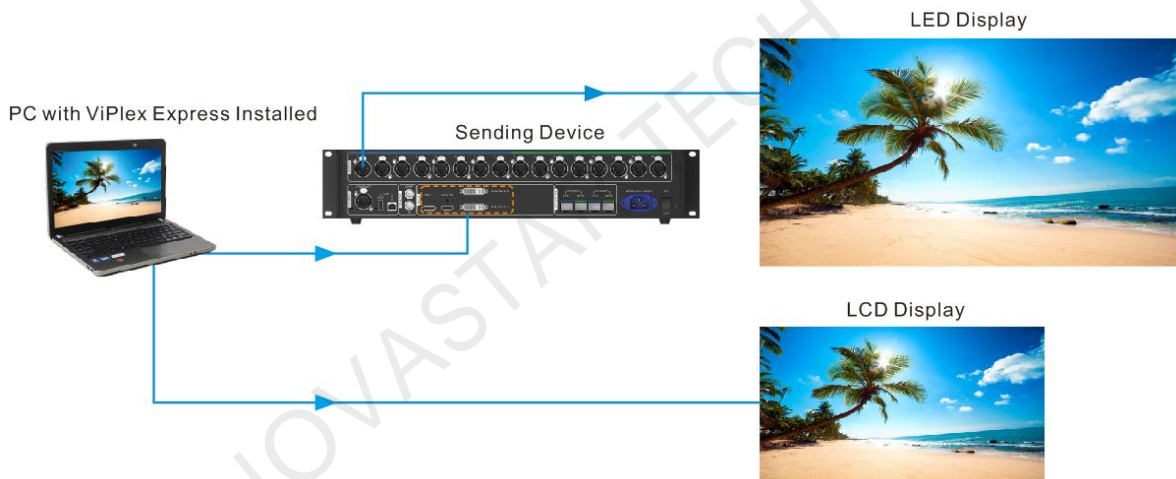


Figure 2-7 Superfetch



## 2.4 Connecting to Displays

Figure 2-8 Connecting to displays



### + Connection 1

The PC with ViPlex Express installed is connected to a sending card and serves as a video source for the LED display. Figure 2-8 uses the MCTRK4K sending device as an example.

### + Connection 2

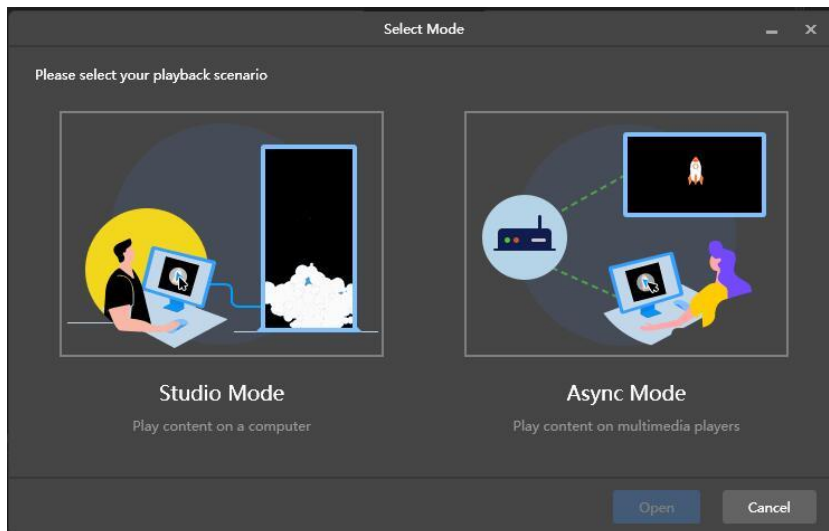
The PC with ViPlex Express installed is connected to an LCD and serves as a video source for the LCD.

## 2.5 Selecting Working Mode

### First Installation


After ViPlex Express is first installed, a **Select Mode** dialog box appears when you open ViPlex Express. Select **Studio Mode** and click **Open**.

Figure 2-9 Selecting working mode



## Other Situations

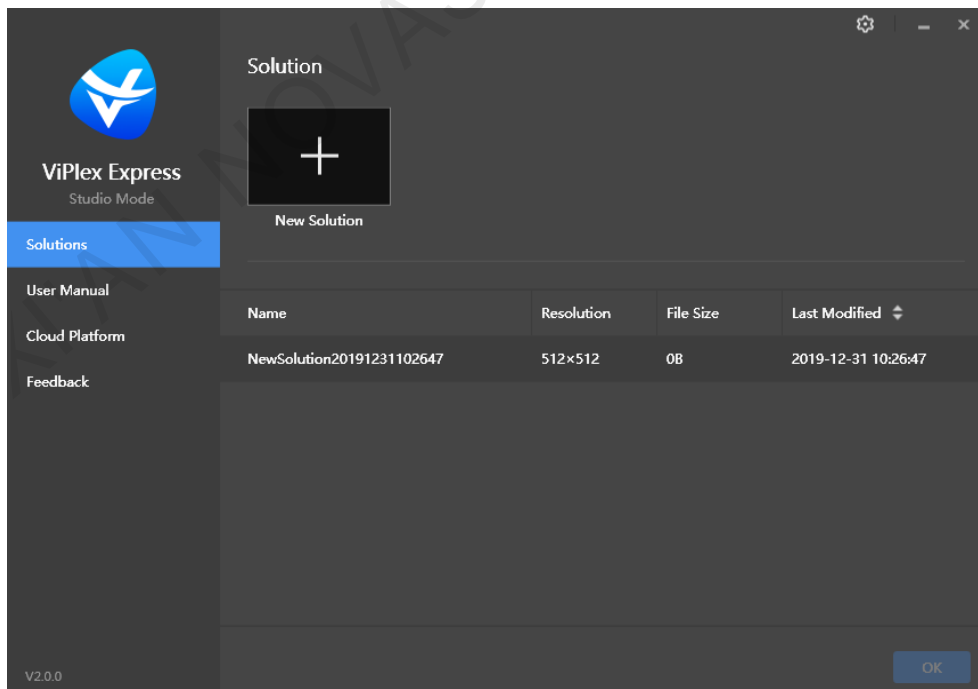
If you have installed ViPlex Express or selected a working mode before, the dialog box shown in Figure 2-9 will not appear. If ViPlex Express is in async mode by default after opened, switch to studio mode by following the steps below:

In the top-right corner, choose  > **Working Mode** > **Studio Mode** and click **OK**. ViPlex Express will be in studio mode after restarted.

## 2.6 Creating Solutions

After you select studio mode, the startup page of studio mode will be displayed. After updated, the solution data in studio mode will be synchronized with that in async mode.


Figure 2-10 Startup page of studio mode



**Get the screen size before creating a solution.**

You can create a solution by using the following two methods:

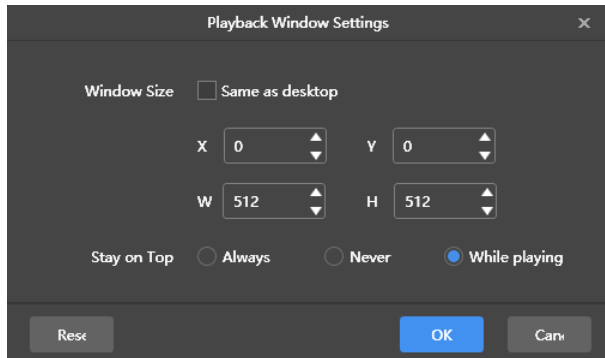
- Click  and **OK**.

- Double click .

## 2.7 Setting Playback Window

On the menu bar of solution editing page, choose **Playback Window > Playback Window Settings**. Set the coordinates, width and height of the playback window and select an option of keeping the window on top. If **Same as desktop** is selected, the size of the playback window will be the same as the size of your desktop.

Figure 2-11 Playback window settings




## 2.8 Editing Solutions

For details, see [4.1 Editing Solutions](#).

## 2.9 Previewing Solutions

On the top right of the page, click  to preview the current page.

When the preview window is opened, you can also select and preview other pages. If the current page is modified, click  to refresh the preview window.

## 2.10 Playing Solutions


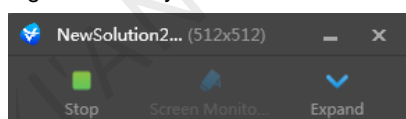



On the top right of the page, click  to play a solution. The solution editing page is not displayed and a playback control bar is displayed.

Figure 2-12 Playback control bar



- : Stop playback and display the solution editing page.
- : Expand the solution editing page.
- : Collapse the solution editing page.

## 2.11 Querying Play Logs

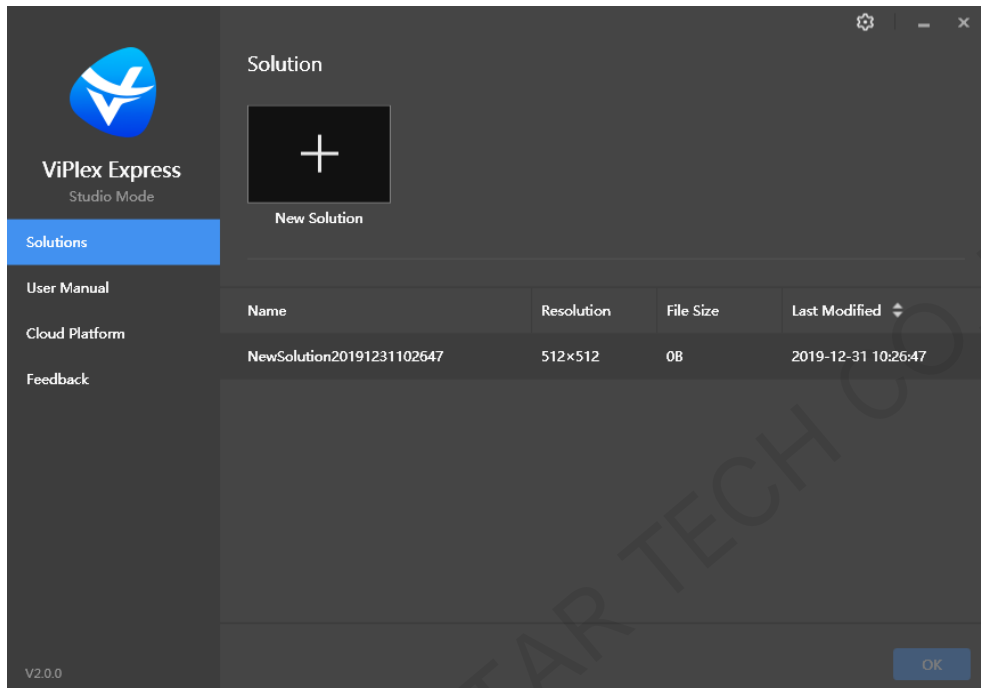
For details, see [6.1 Querying Play Logs](#).

## 3 Solution Management

### 3.1 Managing Solutions on Startup Page

After you select studio mode, the startup page of studio mode will be displayed. After updated, the solution data in studio mode will be synchronized with that in async mode.



Figure 3-1 Startup page of studio mode



#### 3.1.1 Creating Solutions

**Get the screen size before creating a solution.**

You can create a solution by using the following two methods:


- Click  and **OK**.
- Double click .

#### 3.1.2 Opening Recent Solutions

You can open a recently opened solution by using the following two methods:

- In the solution list, click a solution and then click **OK**.
- In the solution list, double click a solution.

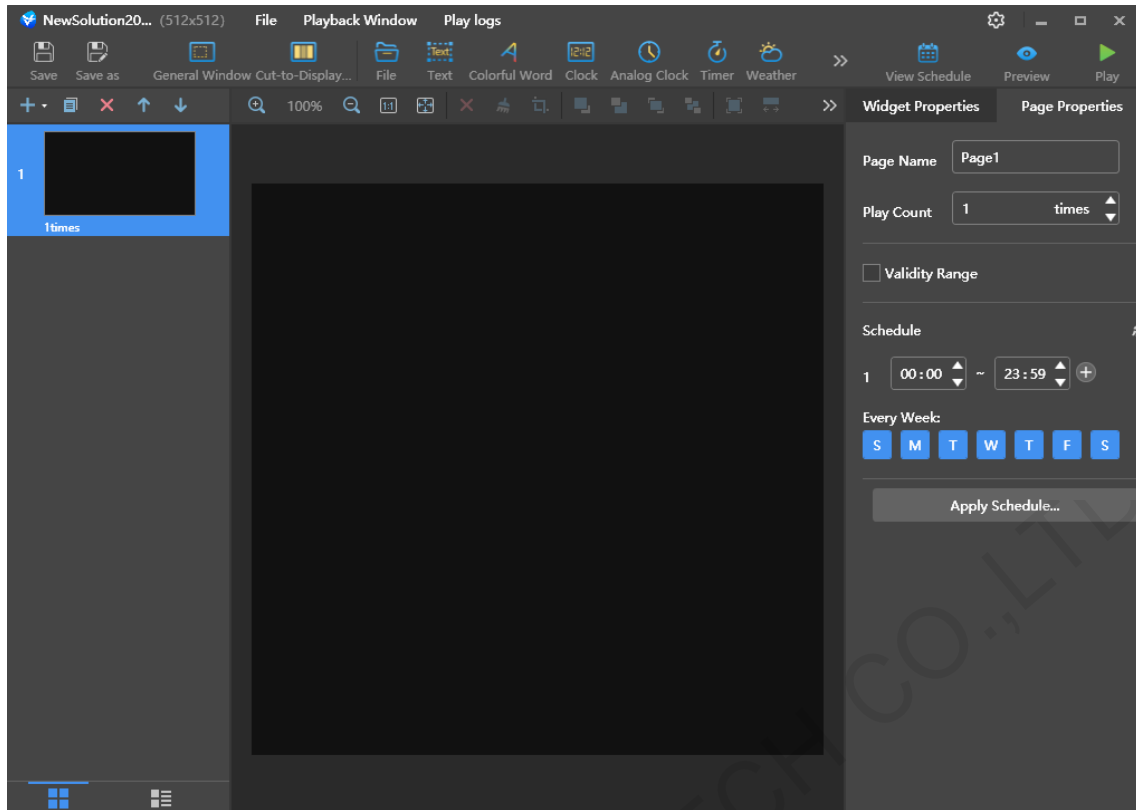
#### 3.1.3 Deleting Solutions

In the solution list, move your mouse to the solution you want to delete and then click .

### 3.2 Managing Solutions on Solution Editing Page

Create a solution or open a recent solution to enter the solution editing page.

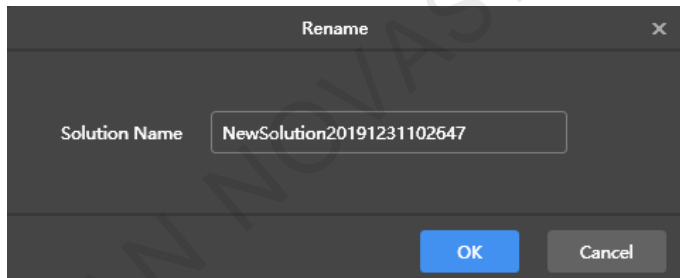
Figure 3-2 Solution editing page



### 3.2.1 Renaming Solutions

From the menu bar, choose **File > Rename**. Enter a new name for the solution and click **OK**.

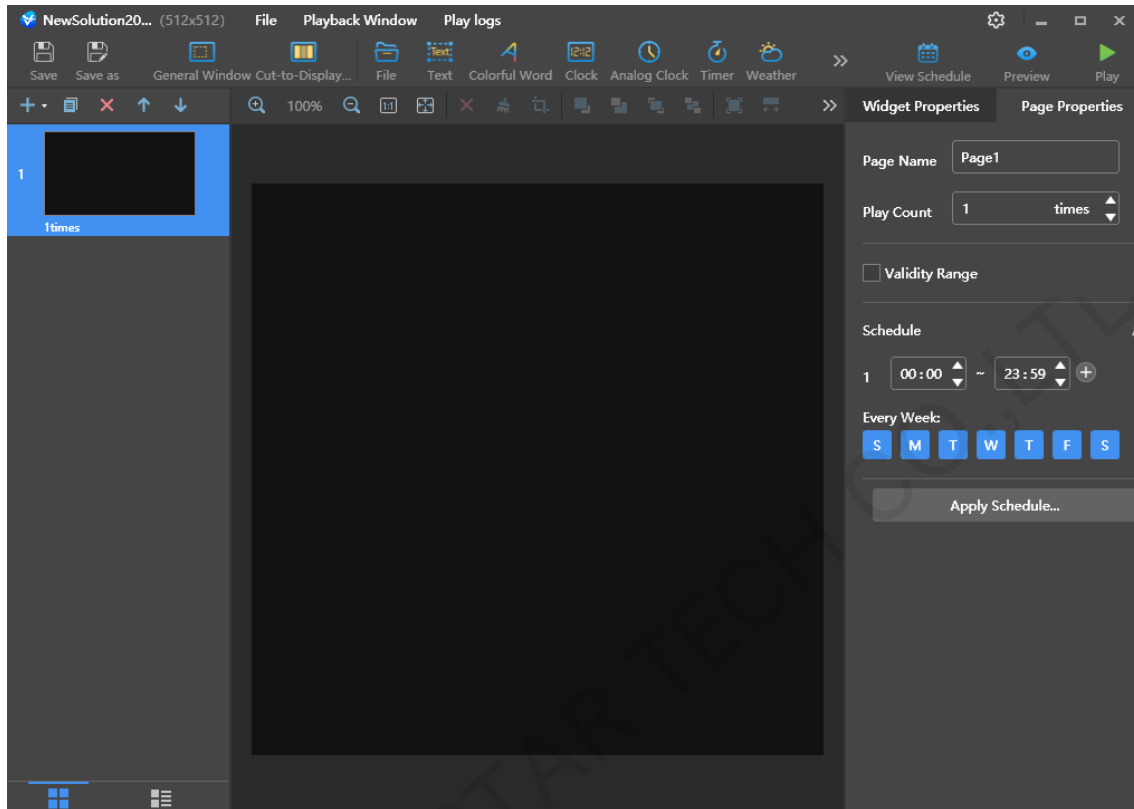
Figure 3-3 Renaming a solution



## 4 Solution Editing

Create a solution or open a recent solution to enter the solution editing page.

Figure 4-1 Solution editing page



### 4.1 Editing Solutions

#### 4.1.1 Adding Pages





Pages are played in order from top to bottom.

#### How to Add Pages

- Click  to add a blank page.
- Click  next to  to open the **Page Template** dialog box. Select a custom template or system template and click **Apply**.

For the detailed information of custom template, see [4.2 Customizing Templates](#).

#### Other Operations

- : Copy the selected page.
- : Delete the selected page.
- : Move a page up.
- : Move a page down.

## Properties

Figure 4-2 Page properties

- **Page Name:** Name of the current page
- **Play Count:** Number of times that a page will be played
- **Validity Range:** Page validity. After this option is selected, **Start Date** and **End Date** are displayed. Expired pages will be skipped during solution playback.
- **Schedule:** Playback period and cycle of a page. If time periods in a playback plan overlap, pages will be played in order from top to bottom.

For instance, the configuration in [Figure 4-2](#) denotes that the current page is played during 18:00–21:00 every Saturday and Sunday.

- : Add a schedule.
- : Delete a schedule. This button is displayed when there are more than one schedule.
- : Clear schedules. A default schedule is kept.
- **Apply Schedule:** Apply schedules to other pages. You can select multiple pages to batch apply the schedules.





### 4.1.2 Adding Media

Click a media icon to add the media and edit its properties.









The supported media types are listed in [Table 4-1](#). Environment monitoring media is not supported. The properties of each type of media contain **Area** where you can set the coordinates, width and height of media except cut-to-display window. See the description of other properties in the table below.

Table 4-1 Media types

Icon	Media Description	Property Description
	<p>General window</p> <p>You can set background audio.</p> <p>You can add other types of media to a general window. If multiple media items are added, they will be played in order from top to bottom.</p>	<ul style="list-style-type: none"> <li>• <b>Border:</b> Set the border style of a window. After you select a style, you can set the border width, scrolling speed and direction.</li> <li>• <b>Add audio widget:</b> Set background audio for the window.</li> <li>• <b>Window:</b> Add other types of media to the window.</li> </ul> <p>After you add other types of media to a general window, you can set the basic and playback properties of the media. For more details, see</p>

Icon	Media Description	Property Description
	<p>Cut-to-display window Cut-to-display window allows for the display of extra-wide content.</p> <p>Please make sure that the solution resolution is consistent with the configured screen width and height and set <b>Actual Screen Width and Height</b> according to the actual configuration. The number of parts to cut is calculated according to the actual screen width and height and the configured screen width and height.</p>	<p>the property description of other types of media.</p> <ul style="list-style-type: none"> <li>• <b>Area:</b> Display the coordinates, width and height which cannot be modified and are consistent with the playback window size.</li> <li>• <b>Window:</b> Set the direction to cut the content. You can select horizontal or vertical.</li> <li>• <b>Actual Screen Width and Height:</b> Set the physical width and height of the screen which must be based on the actual situation.</li> <li>• <b>First row offset/First column offset:</b> Set the offset of the first row/column after cutting.</li> </ul> <p>You can add text, images, videos and colorful text to cut-to-display window. If multiple media items are added, they will be played in order from top to bottom. Videos in cut-to-display window cannot be played by multimedia players.</p> <p>After you add other types of media to cut-to-display window, you can set the basic and playback properties of the media. For more details, see the property description of other types of media.</p> 
	<p>Office document, image, video and GIF.</p> <p>You can set background audio for images.</p> <p>For video format requirements, see <a href="#">8.2 What video formats are supported in studio mode?</a></p>	<p><b>Office document properties</b></p> <ul style="list-style-type: none"> <li>• <b>Basic properties:</b> View media name and set the display mode. For a Word document, you can also set the layout.</li> <li>• <b>Playback properties:</b> Set page duration, entrance effect, effect duration and the total playback duration of the document.</li> <li>• <b>Operation:</b> View the previous or next page.</li> </ul> <p><b>Layout</b></p> <ul style="list-style-type: none"> <li>• <b>Automatic:</b> The text in a Word document is played after the pages of the Word document are adjusted according to the width and height of the Word document media.</li> <li>• <b>Original:</b> The text in the Word document is played by keeping the original page size and fitting the width and height of the playback window.</li> <li>• <b>Keep margins:</b> When <b>Original</b> is selected, <b>Keep margins</b> can be selected to keep margins of the original Word document.</li> </ul> <p><b>Image properties</b></p> <ul style="list-style-type: none"> <li>• <b>Basic properties:</b> View media name and set the file path.</li> <li>• <b>Add audio widget:</b> Set background audio for the image.</li> <li>• <b>Playback properties:</b> Set playback duration, play count, entrance effect and effect duration.</li> </ul> <p><b>Videos properties</b></p> <ul style="list-style-type: none"> <li>• <b>Basic properties:</b> View media name, and set file path and media volume.</li> <li>• <b>Playback properties:</b> View playback duration, and set play count.</li> </ul> <p><b>GIF Properties</b></p> <p><b>Basic properties:</b> View media name and set the file path, playback duration and play count.</p>
	<p>Text</p> <p>Double click the media to open the <b>Text Edit</b> dialog box to edit the text and style. You can also</p>	<ul style="list-style-type: none"> <li>• <b>Basic properties:</b> View media name and set text style, kerning, line spacing, top/bottom offset and background color. The top/bottom offset refers to the offset from the Y coordinate.</li> <li>• <b>Add audio widget:</b> Set background audio for the text.</li> </ul>























Icon	Media Description	Property Description
	edit text style in basic properties. Background audio is supported.	<ul style="list-style-type: none"> <li>• <b>Playback properties:</b> The properties you can set vary according to the playback method. Playback method can be scrolling, flip or static.</li> </ul>
	Colorful text Edit text and text style in the basic properties of the media.	<b>Basic properties:</b> View media name and set text, text style, kerning, colorful text effect, head to tail, spacing between head and tail, scrolling direction, scrolling speed, playback duration and media background color.
	Digital clock	<b>Basic properties:</b> View media name and set time zone, content to display, date format, time format, items to display, text style and playback duration.
	Analog clock	<b>Basic properties:</b> View media name and set time zone, hour scale, minute scale, hour hand color, minute hand color, second hand color, text to be displayed on the clock, text style and playback duration and choose whether the date will be displayed.  Hour scale is to set the display style of the hours on a dial plate and minute scale is to set the display style of the minutes on a dial plate.
	Timer Countdown and count-up timers are supported.	<b>Basic properties:</b> View media name and set timer, end date, end time, items to display, fixed text, display style, text style, playback duration and media background color.
	Weather	<b>Basic properties:</b> View media name and set city, items to display, temperature unit, temperature unit symbol, display style, text style, data refresh cycle and playback duration.  Click <b>Customize</b> to change the label names.  Weather data will be refreshed according to the refresh cycle you set.
	RSS	<b>Basic properties:</b> View media name and set the address, refresh cycle, playback method, page duration, entrance effect, effect duration, total playback duration, optional items and style, and text.  RSS content will be refreshed according to the refresh cycle you set.  Optional items include the title and publishing date and time.
	Streaming media	<b>Basic properties:</b> View media name and set the address and playback duration.
	Web page	<ul style="list-style-type: none"> <li>• <b>Basic properties:</b> View media name and set the web address.  The web address must be the same as the actual address, for instance, if the actual address is https://www.xxx.com, you cannot set the address to http://www.xxx.com.</li> <li>• <b>Playback properties:</b> Set playback duration.</li> </ul>

### 4.1.3 Adjusting Media

After adding media, use the buttons above the editing area to adjust the media.

Table 4-2 Function button description

Icon	Description	Icon	Description
	Zoom in the editing area		Zoom out the editing area
	Show the editing area in the original size		Automatically fit the editing area to the software interface
	Deleted selected media		Clear all media
	Crop image		Bring layer forward
	Send layer backward		Bring layer to front
	Send layer to back		Fill the entire screen

Icon	Description	Icon	Description
	Fit the screen horizontally		Fit the screen vertically
	Align top		Center vertically
	Bottom align		Align left
	Center horizontally		Align right

## 4.2 Customizing Templates



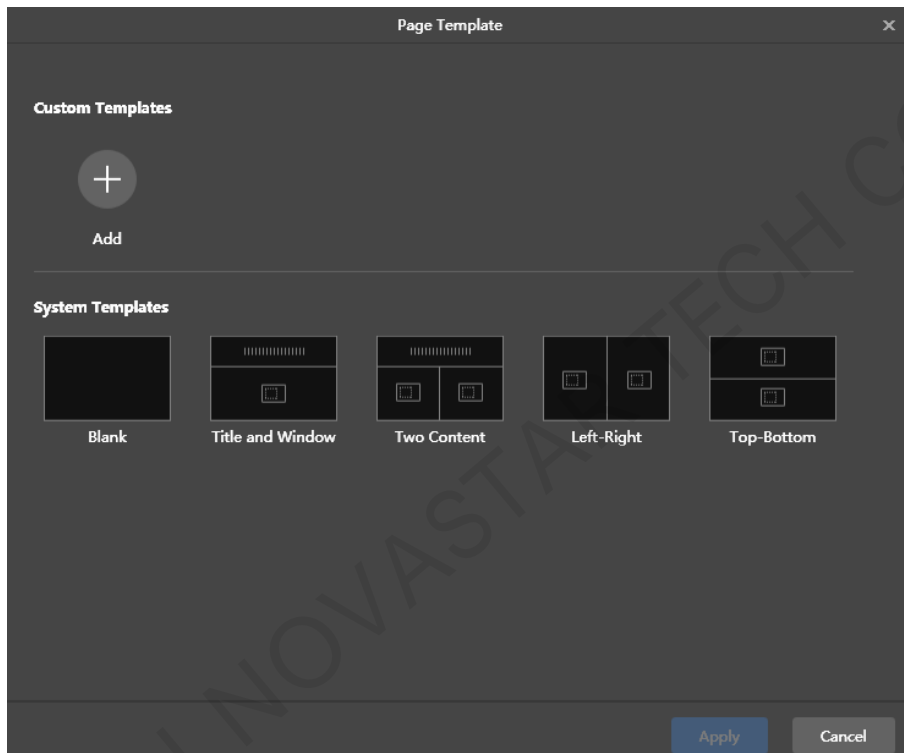
Step 1 Click  next to  to open the **Page Template** dialog box.

Figure 4-3 Page template




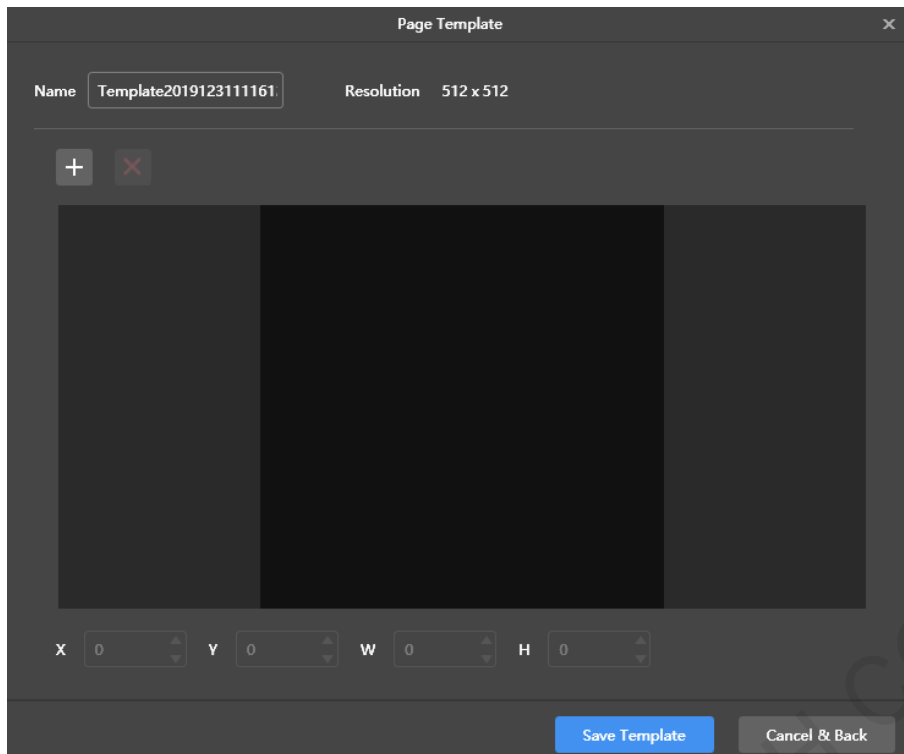

Step 2 Click  to open the template editing page.


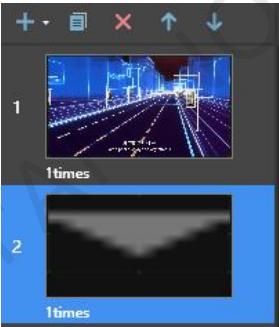
Figure 4-4 Adding a custom template



- Step 3 Set the template name and click  to add one or more windows.
- Step 4 Click a window and set its coordinates, width and height.
- Step 5 After the settings are done, click **Save Template**.


### 4.3 Switching View

Click the buttons below the page list to switch the page list view.

- : The list shows page thumbnails only.
- : The list shows page thumbnails and the names of media items in the selected page.

### 4.4 Previewing Solutions

On the top right of the page, click  to preview the current page.

When the preview window is opened, you can also select and preview other pages. If the current page is modified, click  to refresh the preview window.

## 4.5 Viewing Schedule

On the top right of the page, click  to view the solution schedule.

## 4.6 Playing Solutions


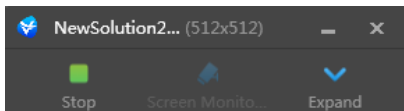



On the top right of the page, click  to play a solution. The solution editing page is not displayed and a playback control bar is displayed.

Figure 4-5 Playback control bar



- : Stop playback and display the solution editing page.
- : Expand the solution editing page.
- : Collapse the solution editing page.

## 4.7 Screen Monitoring


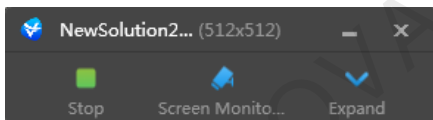
If you have an extended display connected and the solution is played on that display, click  on the playback control bar to monitor on the main display the image currently being played.

Figure 4-6 Screen monitoring

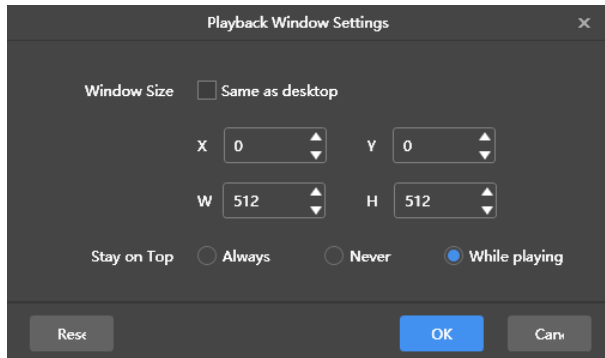


## 5 Playback Management

### 5.1 Setting Playback Window

On the menu bar of solution editing page, choose **Playback Window > Playback Window Settings**. Set the coordinates, width and height of the playback window and select an option of keeping the window on top. If **Same as desktop** is selected, the size of the playback window will be the same as the size of your desktop.

Figure 5-1 Playback window settings



### 5.2 Showing and Hiding Playback Window

- When the playback window is shown, choose **Playback Window > Hide Playback Window** on the menu bar to hide the playback window.
- When the playback window is hidden, choose **Playback Window > Show Playback Window** on the menu bar to show the playback window.

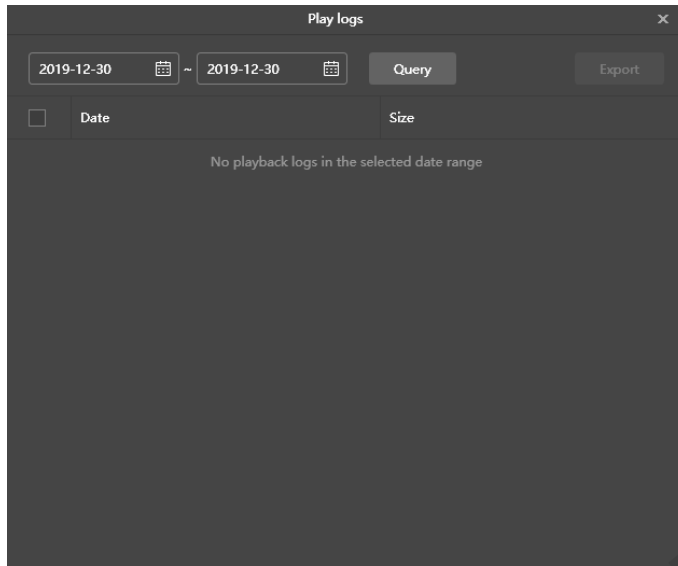
The default shortcut of showing and hiding playback window is **Ctrl+H**. You can change it in  **> Preferences**.

## 6 Play Logs

### 6.1 Querying Play Logs

Step 1 On the solution editing page, select **Play logs** on the menu bar.

Figure 6-1 Play logs



Step 2 Set the date range and click **Query**.

Querying play logs of the current day is not supported.

Step 3 In the displayed query result list, click the date to view the general information and details of the play logs.

Step 4 (Optional) Click **Back** to go back to the query result list.

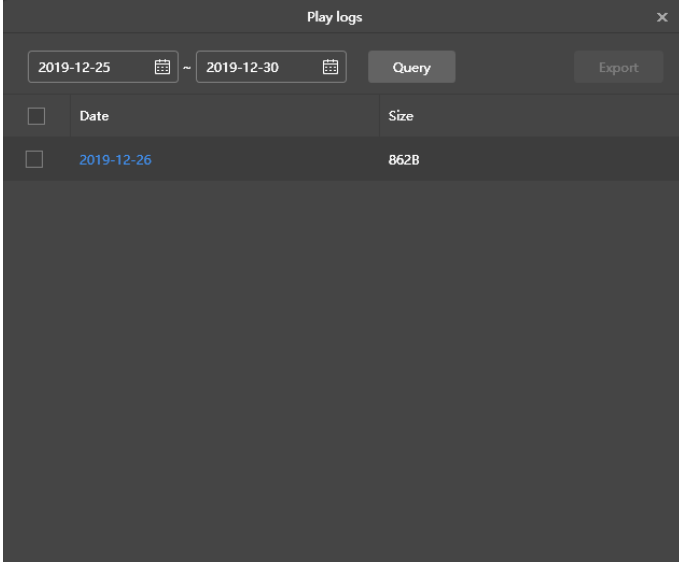
### 6.2 Exporting Play Logs

Step 1 On the solution editing page, select **Play logs** on the menu bar.

Step 2 Set the date range and click **Query**.

Querying play logs of the current day is not supported.


Figure 6-2 Query result




<input type="checkbox"/>	Date	Size
<input type="checkbox"/>	2019-12-26	862B

- Step 3 Select the logs you want to export and click **Export**.
- Step 4 In the displayed dialog box, set the export path and format.
- Step 5 Click **OK**.

## 7 System Settings

To enter system settings, click  in the top-right corner of the startup page or solution editing page in studio mode.

### 7.1 Switching Language

Choose  > **Language** and select the target language from the submenu.

### 7.2 Switching Working Mode

Choose  > **Working Mode** > **Async Mode** to switch to the async mode.

### 7.3 Setting Preferences


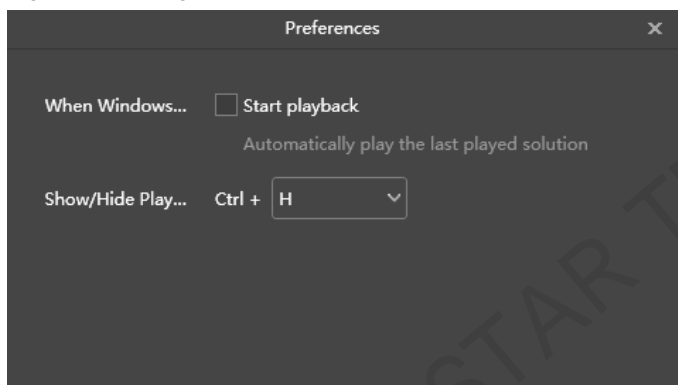
Choose  > **Preferences** to open the **Preferences** dialog box.

Figure 7-1 Setting preferences




#### 7.3.1 Starting Playback

Select **Start playback** and the software will automatically play the last played solution when Windows starts.

#### 7.3.2 Setting Shortcut of Showing and Hiding Playback Window

Select a letter from the drop-down list. The selected letter and **Ctrl** constitute the shortcut of showing and hiding the playback window.

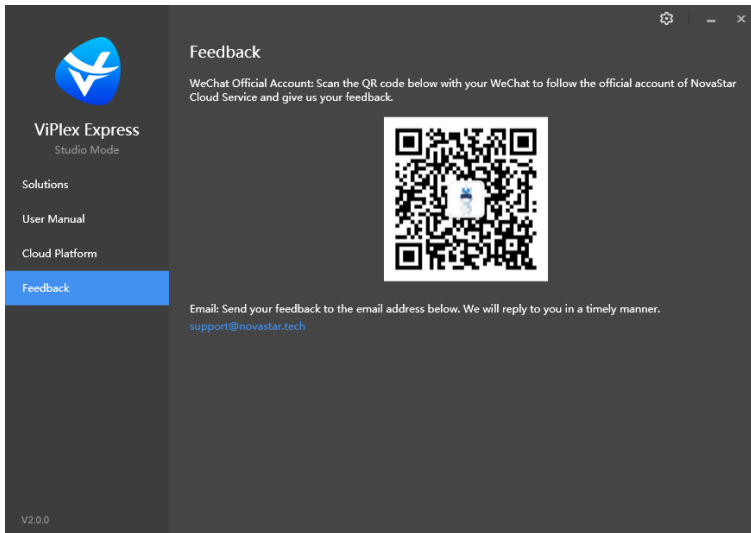
### 7.4 Viewing User Manual

Choose  > **User Manual** to view the user manual of this software.


You can also click **User Manual** on the left menu on the startup page in studio mode, as shown in [Figure 7-2](#).



Figure 7-2 Menu on startup page



## 7.5 Checking for Updates

Choose  > **Check for Updates**. In the displayed dialog box, check whether a software update is available. If there is an update available, click **Download** to start online update.

## 7.6 Submitting Feedback


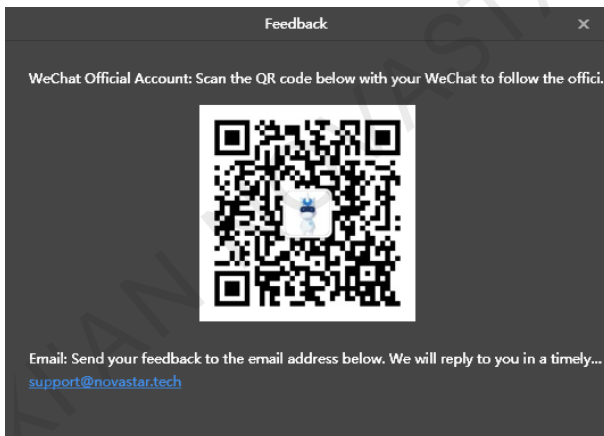
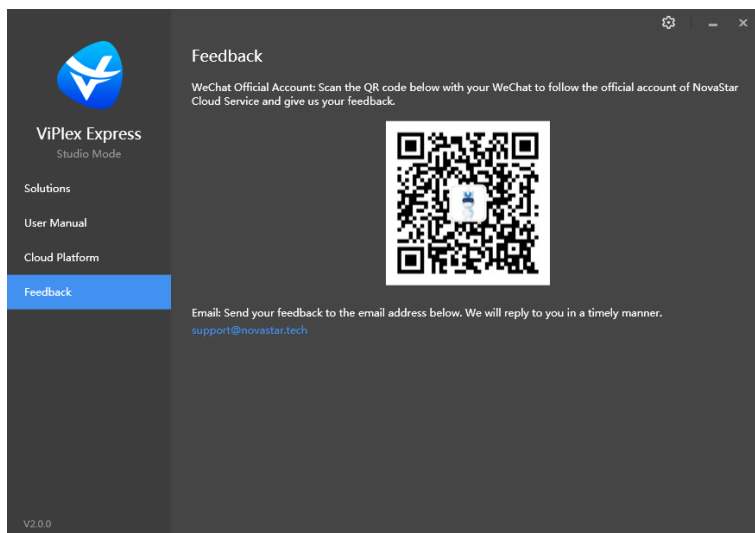
Choose  > **Feedback**. In the displayed dialog box, scan the QR code with your WeChat to follow the official account and submit feedback, or send the feedback to the service email address.

Figure 7-3 Submitting feedback



You can also click **Feedback** on the left menu on the startup page in studio mode, as shown in [Figure 7-4](#).

Figure 7-4 Menu on startup page



## 7.7 Viewing Software Information

Choose  > **About**. In the displayed dialog box, view the software related information.

# 8 FAQ

## 8.1 How to set the inbound firewall rules?


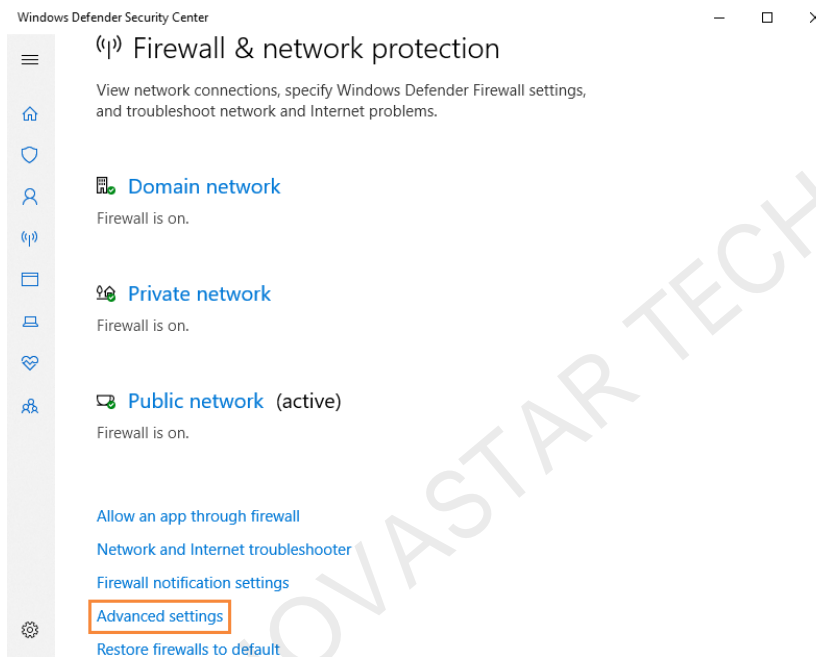
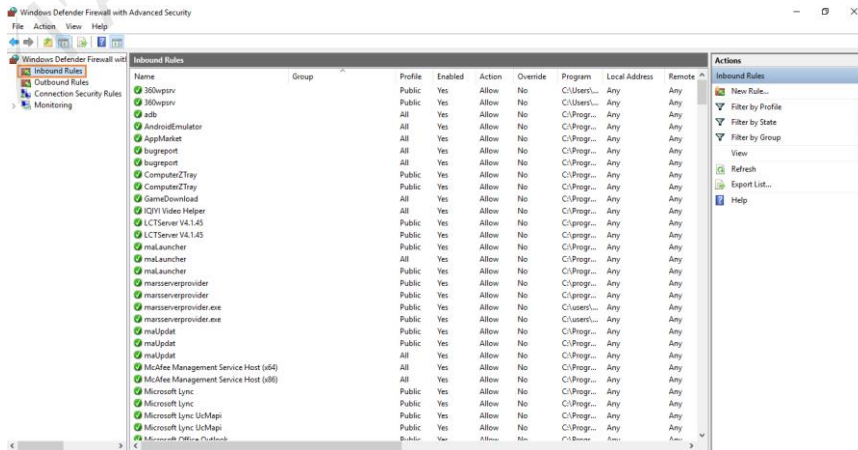
- Step 1 Click  on the Windows Start menu.
- Step 2 Choose **Update & Security**.
- Step 3 Choose **Windows Security**.
- Step 4 Click **Open Windows Defender Security Center**.
- Step 5 Click **Firewall & network protection**.
- Step 6 Click **Advanced Settings** and then click **Yes** to open the **Windows Defender Firewall with Advanced Security** dialog box.

Figure 8-1 Advanced settings



- Step 7 Click **Inbound Rules**.

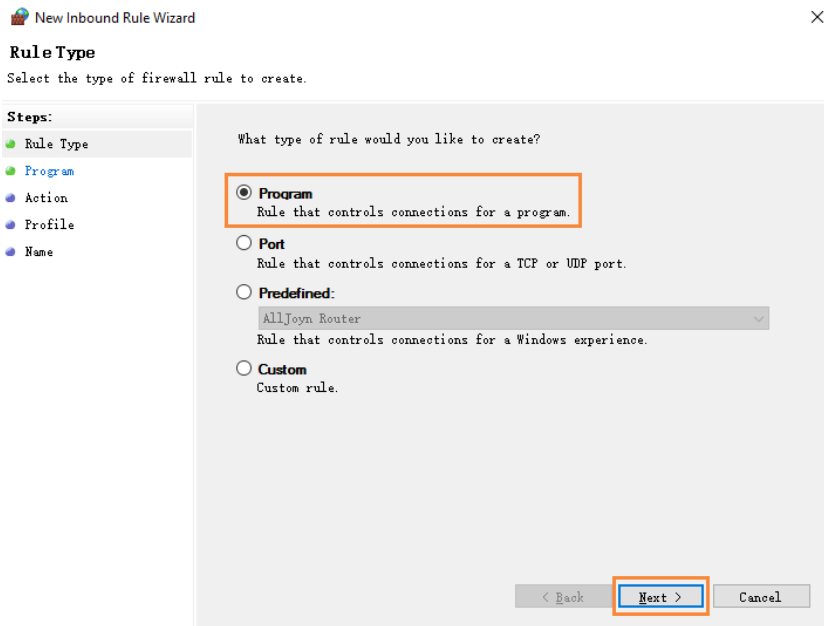
Figure 8-2 Inbound rules



- Step 8 On the right of the page, click **New Rule** to open the **New Inbound Rule Wizard** dialog box.

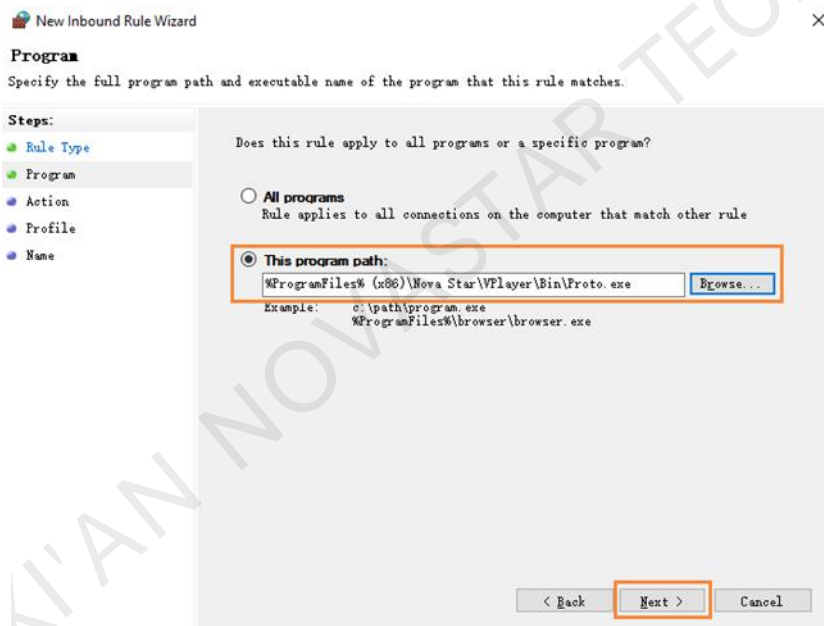
- Step 9 Select **Program** and click **Next**.

Figure 8-3 Rule type



Step 10 Click **Browse**, select **Proto.exe** from the local PC and then click **Next**.

Figure 8-4 Program selection



Step 11 Select **Allow the connection** and click **Next**.

Step 12 Select **Domain**, **Private** and **Public** and click **Next**.

Step 13 Enter a name and click **Finish**.

## 8.2 What video formats are supported in studio mode?

The following video formats are supported in studio mode:

\*.3g2, \*.3gp, \*.3gp2, \*.3gpp, \*.amv, \*.asf, \*.avi, \*.bik, \*.bin, \*.divx, \*.drc, \*.dv, \*.f4v, \*.flv, \*.gvi, \*.gxf, \*.iso, \*.m1v, \*.m2v, \*.m2t, \*.m2ts, \*.m4v, \*.mkv, \*.mov, \*.mp2, \*.mp4, \*.mp4v, \*.mpe, \*.mpeg, \*.mpeg1, \*.mpeg2, \*.mpeg4, \*.mpg, \*.mpv2, \*.mts, \*.mxf, \*.mxg, \*.nsv, \*.nuv, \*.ogg, \*.ogm, \*.ogv, \*.ps, \*.rec, \*.rm, \*.rmvb, \*.rpl, \*.thp, \*.tod, \*.ts, \*.tts, \*.txd, \*.vob, \*.vro, \*.webm, \*.wm, \*.wmv, \*.wtv, \*.xesc

AVI only supports the following video coding formats: MPEG-2, MPEG-4, MPEG-4 ASP, H.264, DivX 4/5/6, XviD, SV1, 3ivX D4, H.264/MPEG-4 AVC MKV, AMR, WebM, WMV, MP3. For instance, AVI videos in DX50 and MP4V formats cannot be played.

When a video format is not supported, you are advised to convert the video to MP4 format with a professional video format conversion software.

XI'AN NOVASTAR TECH CO.,LTD

**Copyright © 2020 Xi'an NovaStar Tech Co., Ltd. All Rights Reserved.**

No part of this document may be copied, reproduced, extracted or transmitted in any form or by any means without the prior written consent of Xi'an NovaStar Tech Co., Ltd.

**Trademark**

**NOVA STAR** is a trademark of Xi'an NovaStar Tech Co., Ltd.

**Statement**

You are welcome to use the product of Xi'an NovaStar Tech Co., Ltd. (hereinafter referred to as NovaStar). This document is intended to help you understand and use the product. For accuracy and reliability, NovaStar may make improvements and/or changes to this document at any time and without notice. If you experience any problems in use or have any suggestions, please contact us via contact info given in document. We will do our best to solve any issues, as well as evaluate and implement any suggestions.

[Official website](http://www.novastar.tech)  
www.novastar.tech

[Technical support](mailto:support@novastar.tech)  
support@novastar.tech