VPlayer

V3.6.0

User Manual

Change History

Version	Release Date	Description
V3.6.0	2020-05-18	**Improved 1 function:** Improved the data in the communication layer. **Fixed 7 problems:** • The screen goes green when playing a cut-to-display video. • The streaming media page overlaps other media pages during playback. • Text and image media on pages flicker during playback. • In the solutions for ultra-long screens, cut-to-display text, image and colorful text cannot be played. • When the text on an analog clock has multiple lines, the text only in the first line is displayed during playback. • When a page contains no media, it cannot switch to another page. • The software crashes when playing a 4K video on a computer with 4G RAM.
V3.5.0	2020-04-09	**Added 3 functions:** • File tamper-proofing. • Supports 32-bit operating system. • Supports audio playback. **Fixed 2 problems:** • Playback of text in cut-to-display media gets stuck. • When synchronous playback is turned off and there are too many media items in a window media, not all the media items are played.
V3.3.0	2019-10-30	**Added 1 function:** Emergency insertion **Improved 2 functions:** • Reconstructed the scheduling mechanism to improve preview and playback speed. • Reconstructed the communication mechanism to reduce resource consumption.
V3.2.5	2019-10-25	**Fixed 1 problem:** When a solution containing an image overlaid with weather media is being played, the display of the

Version	Release Date	Description
		weather media is delayed.
V3.2.2	2019-10-10	**Fixed 2 problems:** • The screen goes black during switching of solutions which contain images overlaid with text. • Disk space usage increases continually during the running of VPlayer.
V3.2.1	2019-09-27	**Fixed 1 problem:** Scrolling text is not centered.
V3.2.0	2019-09-20	**Added 3 functions:** • Cut-to-display media • Dynamic borders • Background audio of text and images **Improved 1 function:** Method to binding to cloud platform
V3.1.0	2019-08-23	**Added 3 functions:** • Can detect Xiaoniao wallpapers. • UI Language is mutually in sync with that of ViPlex Express. • Can encrypt the passwords recorded in the local database. **Optimized 1 function:** Reconstruct the scheduling module.
V2.5.3	2019-08-16	**Fixed 1 problem:** The screen goes black after a multi-window text solution is played for more than two days.
V2.5.2	2019-05-31	**Added 1 function:** Software language supports Japanese, Korean, French and Spanish.
V2.5.1	2019-05-22	**Added 2 functions:** • Turning on/off video volume • Turning on/off hardware acceleration **This document has 3 updates:** • Added the "Configuration Options Checking" and "FAQ" chapters. • Updated the cover and added a back cover. • Updated the description related to VNNOX. **Fixed 3 problems:** • The screen goes black while switching image to video. • When all the media items in an inserted playlist have expired, a black screen is displayed during the insertion period.

Version	Release Date	Description
		• After streaming media is switched to other media, the sound of the streaming media does not disappear.

Contents

1 **Introduction**

VPlayer is an application from NovaStar. It works as a terminal player which can be used for devices installed with Windows.

On public networks, VPlayer can work with the cloud-based publishing system of VNNOX. After binding VPlayer and a synchronous player in the cloud-based publishing system, users can remotely manage content and control terminals via VPlayer.

On LANs, VPlayer can work with ViPlex Express LAN-Based Screen Management Software. ViPlex Express can search for and connect to VPlayer automatically. After logging in to VPlayer in ViPlex Express, users can publish solutions to VPlayer and upgrade the version of VPlayer.

After VPlayer downloads solutions to the specified location, the solutions will be played according to the playback plan set by users.

2 **Installation**

Preparation

- Visit www.en.vnnox.com/#downloadSyn to download VPlayer installer.
- Make sure your antivirus software is stopped.
- Make sure your operating system is 64-bit Windows 7 SP1 or later.
- Make sure Microsoft .NET Framework 4.6.1 is installed.
- Make sure Microsoft Visual C++ 2017 Redistributable is installed.

Requirements

To ensure normal communication between ViPlex Express and VPlayer, install these two applications on:

- The same PC.
- Different PCs on the same LAN.
- PCs on different network segments which can be pinged successfully.

The cloud-based publishing system of VNNOX has no specific requirements for VPlayer.

Installation

Double click the installer and complete the installation according to the wizard.

3 Player Binding

When working with the cloud-based publishing system of VNNOX, VPlayer must be bound to a synchronous player and then can communicate with the cloud-based publishing system.

Only one synchronous player can be bound to VPlayer.

Checking Authentication Information

Step 1   Visit www.en.vnnox.com and click **Login** at the top right of the page.

Step 2   Select a server node and click **OK**.

Step 3   Enter the account name and password, and click **Log In**.

If email verification or SMS verification is enabled, email verification or SMS verification will be required when you log in to VNNOX. If you have not bound an email or phone, you will be required to bind an email or phone when you log in to VNNOX.

Step 4   On the homepage of cloud platform, choose ⌾ > **Player Authentication**.

Step 5   In the **VNNOX Standard/AD Authentication Information** area, view **Server Address**, **Authentication User Name**, and **Authentication Password**.

Binding Players

Step 1   Open VPlayer, as shown in Figure 3-1.

Figure 3-1 The **Config** page
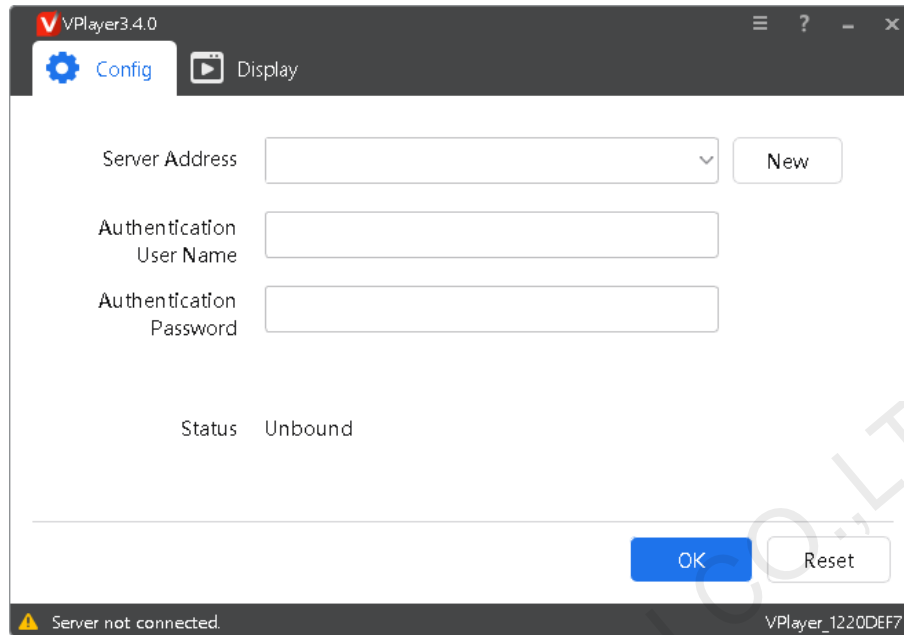
Note: The string at the bottom right of the page is the unique ID of VPlayer. The ID consists of "VPlayer_*hard disk serial number*" which is used to distinguish VPlayers in the terminal list of ViPlex Express. If the hard disk serial number is longer than 8 characters, the ID will use the last 8 characters.

Step 2　On the **Config** tab page, select a server from the drop-down options, or click **New** to add a server.

When you add a server, make sure that the server address must be the same as the address in VNNOX.

Step 3　Enter the authentication user name and password which must be the same as those in VNNOX.

Figure 3-2 Authentication information
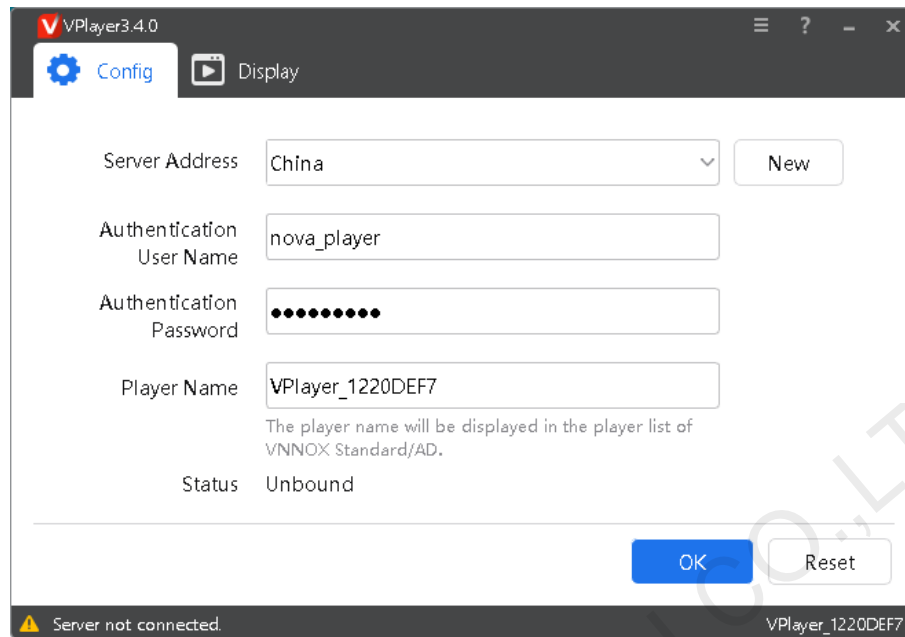
Step 4 Click **OK**.

Step 5 In the prompt box which says the player was bound successfully, click **OK**.

After the player is bound successfully, the page shown in Figure 3-3 is displayed.

Figure 3-3 Binding successful
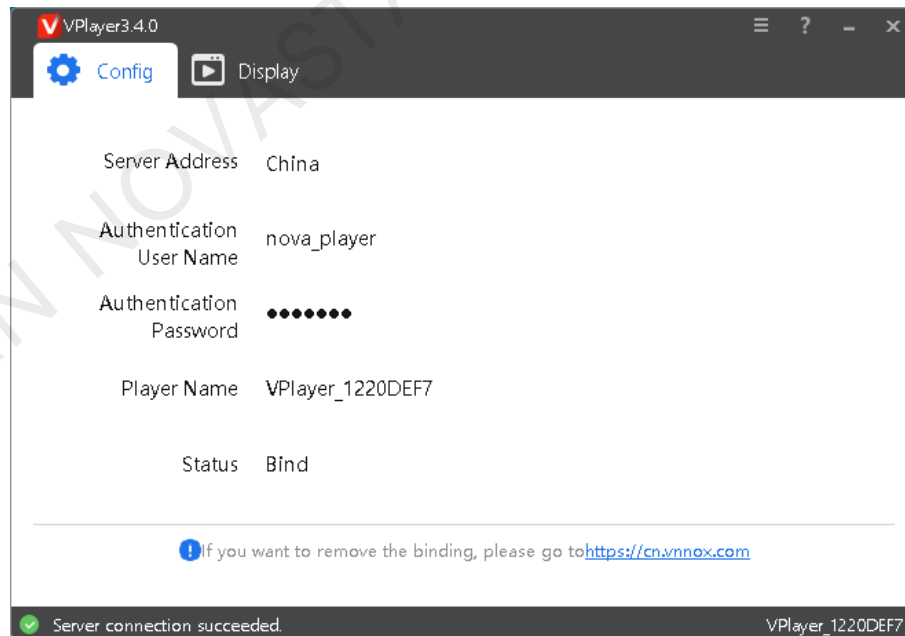
Related Operations

If you want to reset parameters, click **Reset**.

If you want to remove binding, log in to VNNOX and perform the following operations according to the actual situation:

- VNNOX Standard: On the **Players** page, click 🗑 .
- VNNOX AD: Choose ▦ > **Players Management** > **Players**, select the player and click **Delete**.

4 Configuration Options Checking

To ensure stable playback of VPlayer, please check the Windows configuration options shown in Table 4-1. If a configuration option does not conform to the target status, please change it. This chapter takes Windows 10 as an example.

Table 4-1 Configuration options

Configuration Options	Target Status
Windows automatic update	Off
Firewall	• Off • Allow program connection Conforms to any of the above statuses. When VPlayer works with the cloud-based publishing system of VNNOX. Users do not need to check the firewall.
Turn off screen	Never
Sleep	Never
Scaling size	100%
Multiple displays	Duplicate these displays
UAC	Never notify
Antimalware Service Executable	Disabled
Superfetch	Manual

4.1 Windows Automatic Update

Step 1   Click 🔧 in 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 4-2 Windows automatic update
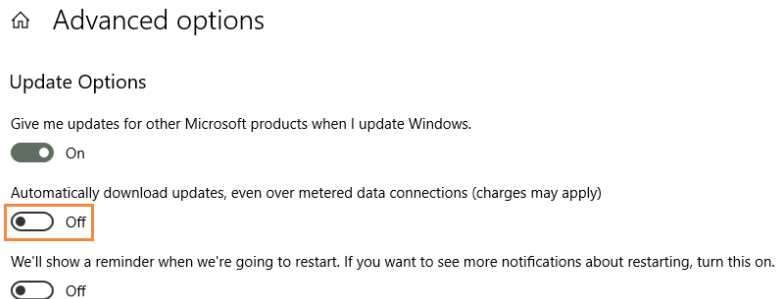
4.2 Firewall

When VPlayer and ViPlex Express work together, users are advised to turn off the Windows firewall or allow program connection so as to ensure normal communication. When VPlayer works with the cloud-based publishing system of VNNOX, users do not need to check Windows firewall.

Step 1 Click ⚙ in the Windows Start menu.

Step 2 Choose **Update & Security**.

Step 3 **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 6.2 How to set the inbound firewall rules?

Figure 4-3 Firewall
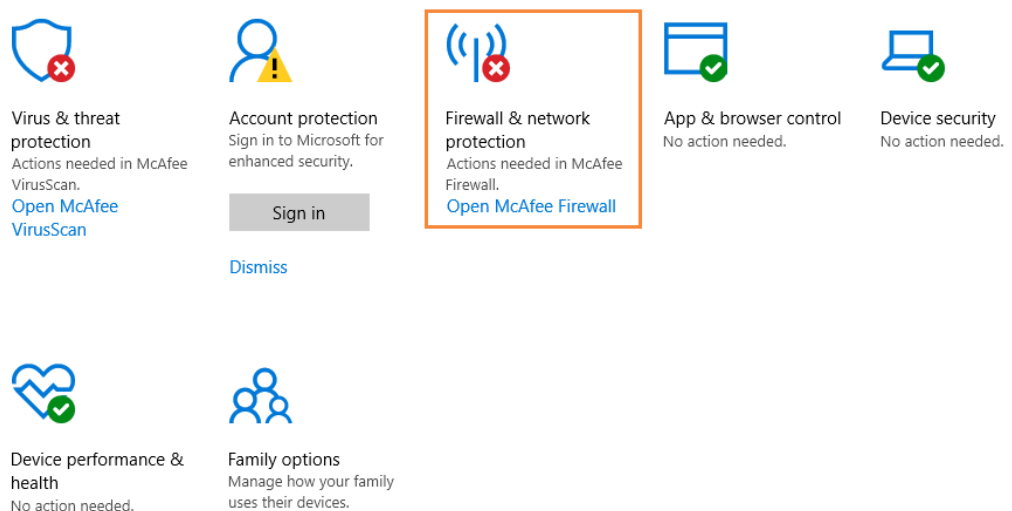
4.3 Screen off and Sleep

Step 1 Click ⚙ in 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 4-4 Screen off and sleep

Power & sleep

Screen

On battery power, turn off after

Never

When plugged in, turn off after

Never

Sleep

On battery power, PC goes to sleep after

Never

When plugged in, PC goes to sleep after

Never
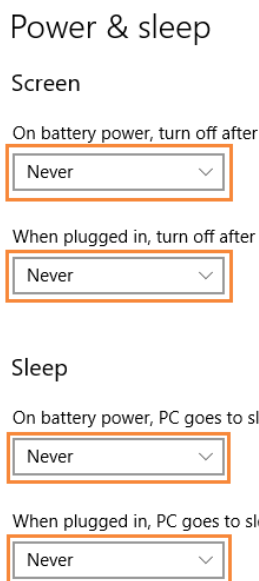
4.4 Scaling Size and Multiple Displays

Step 1 Click ⚙ in 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.

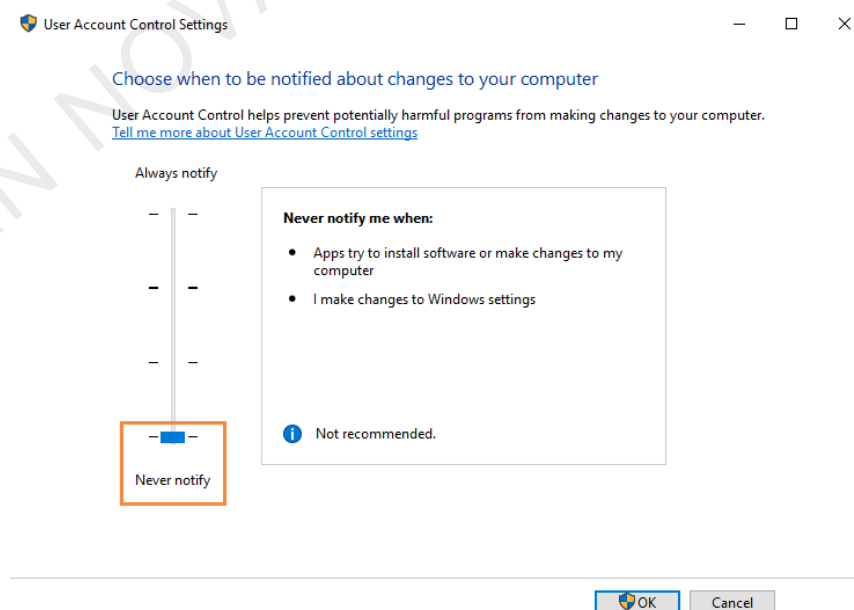Figure 4-5 Scaling size and multiple displays

4.5 UAC

Step 1   Click in 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 4-6 UAC

4.6 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 4-7 Antimalware service executable
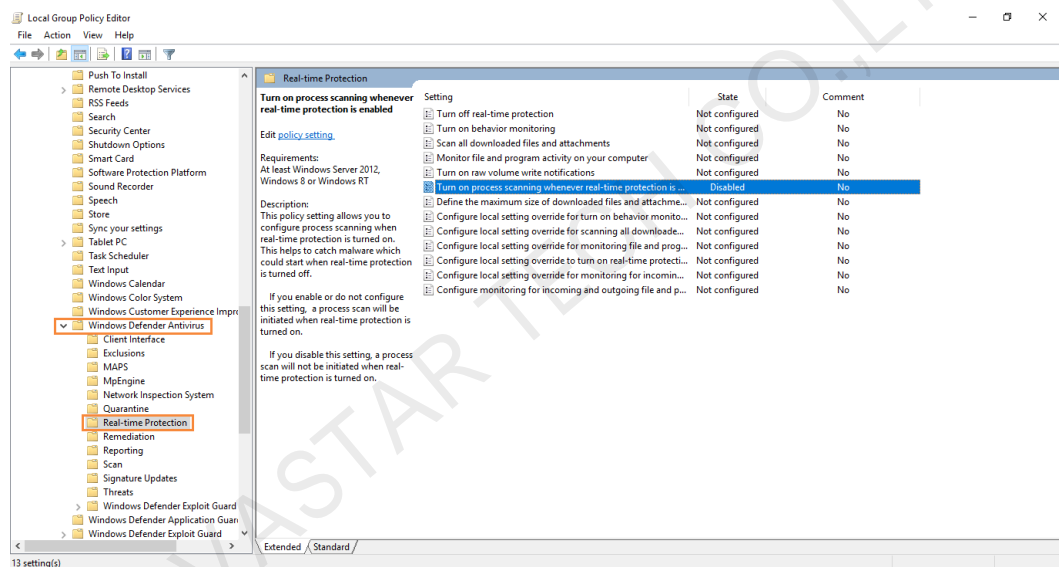
4.7 Superfetch

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.

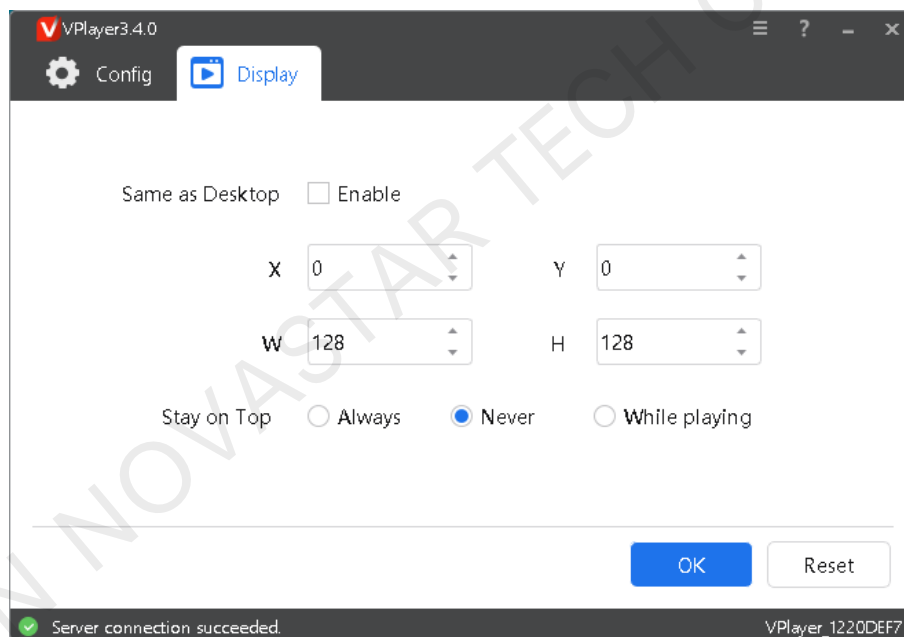Step 3 Check whether the startup type of Superfetch is **Manual**.

Figure 4-8 Superfetch
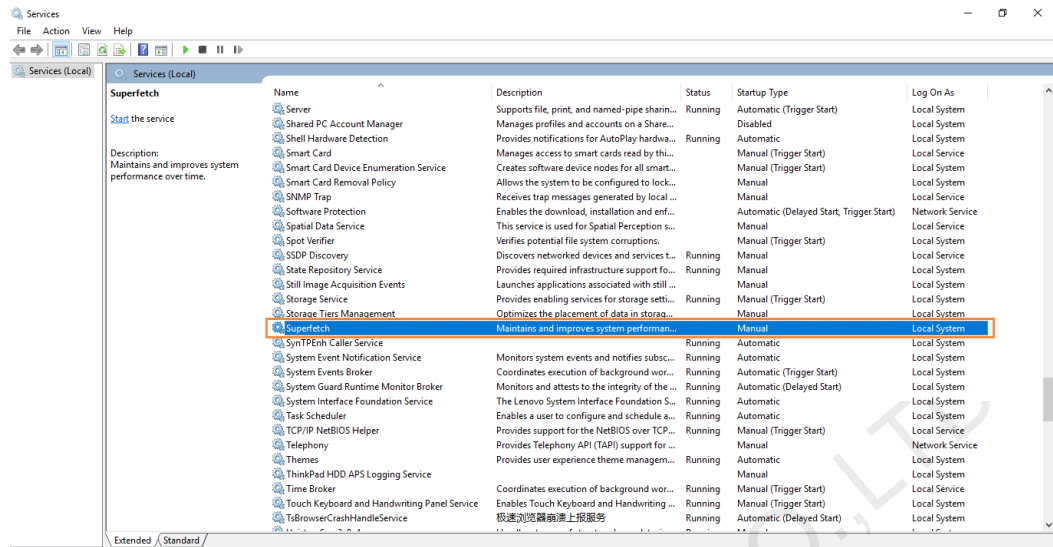
5 General Functions

5.1 Setting Display Window

Step 1   Open VPlayer.

Step 2   Choose **Display**.

Figure 5-1 The **Display** page

Step 3   Set the position and size of the display window and select an option of keeping the window on top.

If **Same as Desktop** is enabled, the size of the display window will be the same as the size of desktop.

The default shortcut to show or hide display window is **Ctrl+H**.

5.2 Locking Screen

You can use the locking function to make the screen stay in the current status.

Step 1   Open VPlayer.

Step 2 In the top right corner of the page, click ▤ and select **Lock**.

- If you have not set an unlocking password, the password setting page will appear.

- If you have set an unlocking password, go to Step 3.

Step 3 Click **OK**.

To unlock the screen, press **Esc**, enter the password and press **Enter**. If you forgot the unlocking password, please send the random code in the dialog box to the technical engineer staff to deal with.

5.3 Setting System Information

Step 1 Open VPlayer.

Step 2 In the top right corner of the page, click ▤ and select **Settings**.

Table 5-1 System information

Item	Description
General	Change the language of VPlayer, sync time, configure VPlayer to start up automatically, choose to exit or minimize the program when clicking the close button, set video volume and hardware acceleration. • Select **Enable network time**, and the PC will sync time based on the network time. • Select **Turn off video volume**, and the next video and subsequent videos will be muted. • Select **Use GPU of native operating system for acceleration** to enable hardware acceleration. When the graphics card of the PC does not support hardware acceleration and the playback gets stuck, you are advised to deselect this option.
Download	Set the directory to save files received by VPlayer.
Hot Keys	Set keyboard shortcuts to show/hide the display window.
Lock	Set a password to unlock the screen. The screen can be locked when the password is set successfully.

Step 3 Click **OK** after the configuration is done.

5.4 Checking Software Information

Step 1 Open VPlayer.

Step 2 In the top right corner of the page, click ▤ and select **About**.

View information such as the version and copyright of VPlayer.

6 FAQ

6.1 How to deal with the problem that a video cannot be played normally?

Question

How to deal with the problem that VPlayer cannot play a video normally?

Answer

Step 1 Use a third-party driver tool to check whether the video card driver, sound card driver and Inter bus driver are normal.

- Yes: Go to Step 2.
- No: Update the driver.

Step 2 Check whether other players can play the video normally.

- Yes: Contact NovaStar.

- No: There is a problem with the video file.

6.2 How to set the inbound firewall rules?

Step 1 Click ⚙ in 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 6-1 Advanced settings
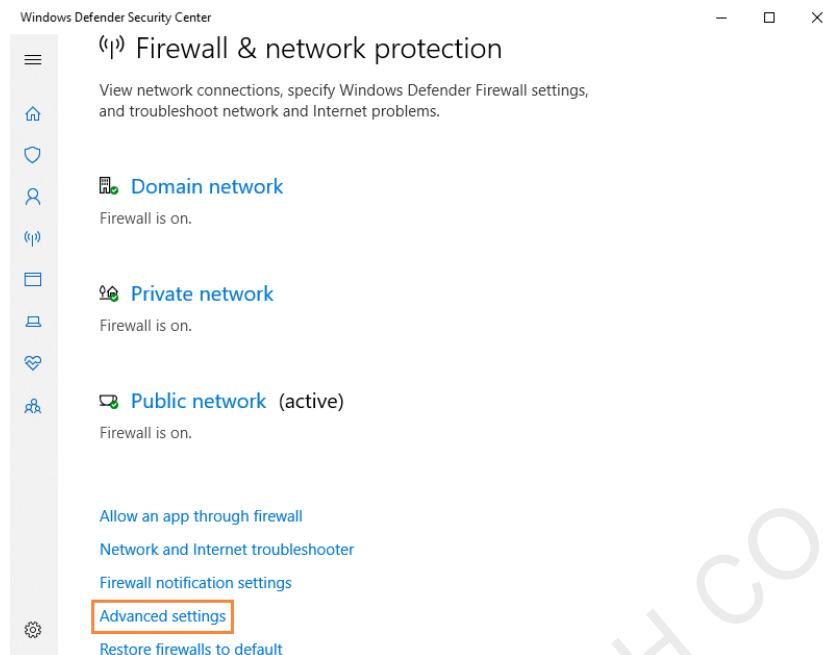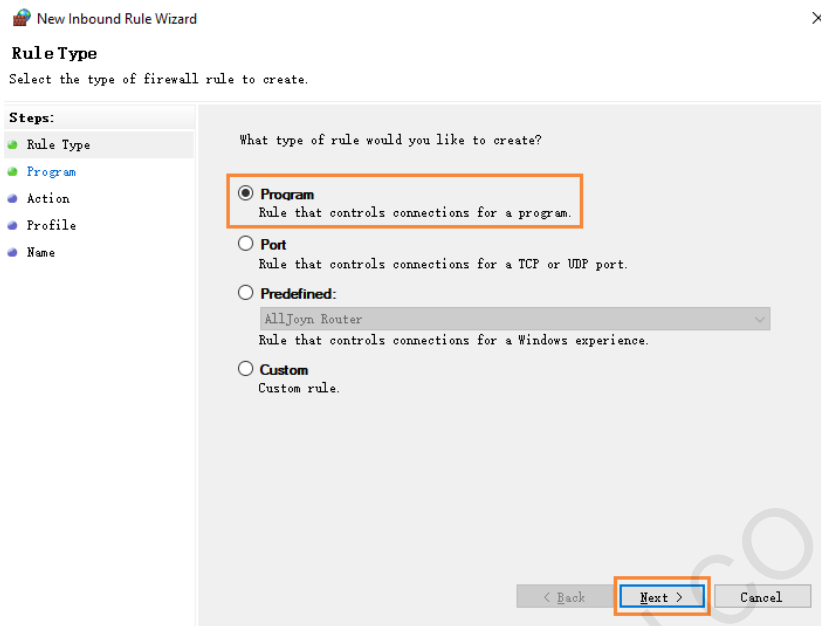

Step 7 Click **Inbound Rules**.

Figure 6-2 Inbound rules
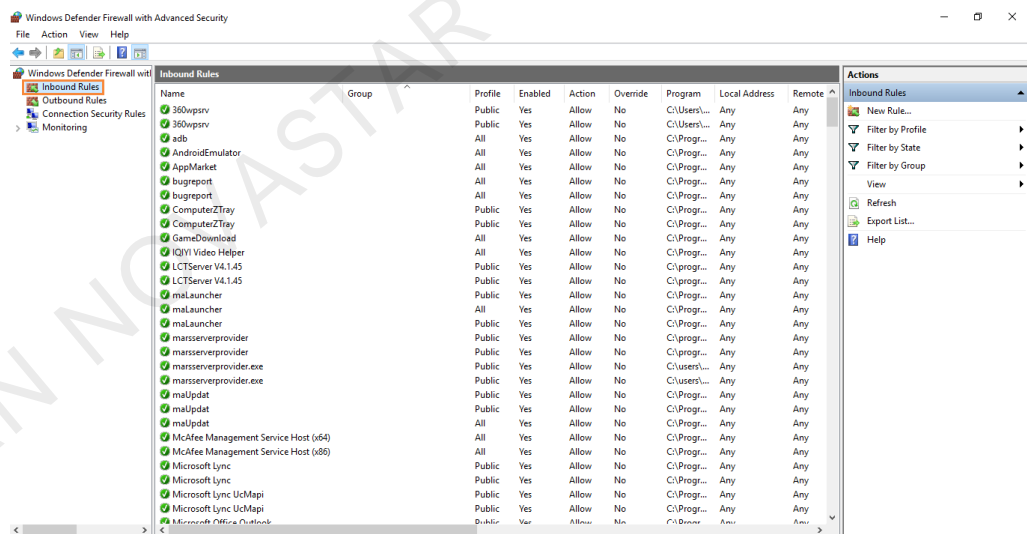
Step 8 On the right of the page, click **New Rule** to open the **New Inbound Rule Wizard** dialog box.
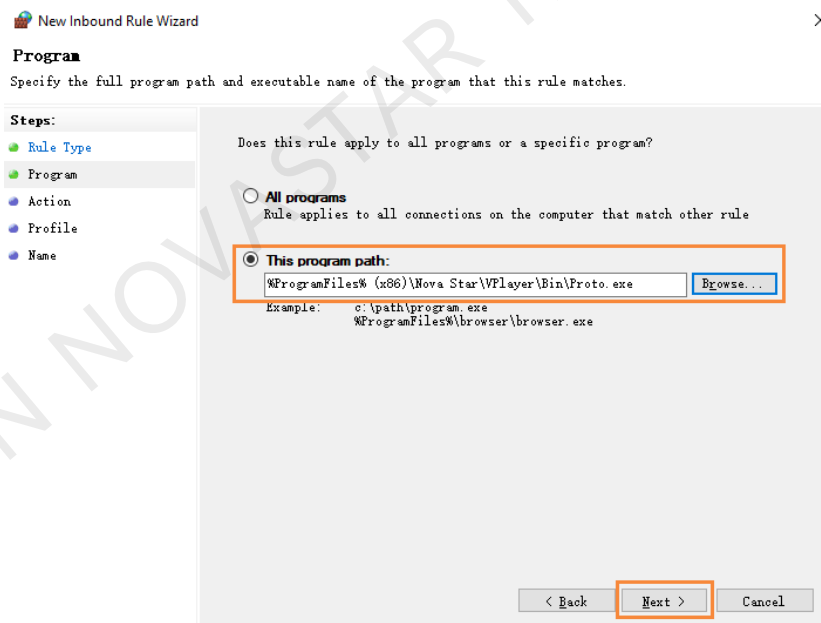
Step 9 Select **Program** and click **Next**.

Figure 6-3 Rule type

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

Figure 6-4 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**.

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