

VPlayer

V3.7.0



Change History

	Version	Release Date	Description
	V3.7.0	2020-07-10	Added 1 function:
			Provides VPlayer helper allowing users to download logs, clear cache, and detect system information and playback environment.
			Improved 1 function:
			Reconstructed modules such as scheduling, digital clock and timer to improve the playback effect.
			Fixed 2 problems:
			 Scrolling text and colorful text flutter.
			 The user interface resolution of VPlayer is not adaptive to that of the 4K monitor.
	Improved 1 function:		
			Improved the data in the communication layer.
			Fixed 7 problems:
		S	 The screen goes green when playing a cut-to-display video.
		Jr	 The streaming media page overlaps other media pages during playback.
	~	\mathcal{O}	 Text and image media on pages flicker during playback.
7	7		 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

Version	Release Date	Description
		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 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 of binding to the 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

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

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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.



Preparation

- Visit www.en.vnnox.com/#downloadSyn to download the 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.



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 the cloud platform, choose 2 > 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
------------	------------------------

	VPlayer3.4.0	isplay	≡ ?	- ×	
	Server Address	~	New		
	Authentication User Name Authentication Password				
	Status	Unbound	Re	set	
▲	Server not connected.		VPlayer_	1220DEF7	

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 VPlayer 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

Server Address	China ~	New
Authentication User Name	nova_player	
Authentication Password	•••••	
Player Name	VPlayer_1220DEF7	
	The player name will be displayed in the player list of VNNOX Standard/AD.	
Status	Unbound	

- 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.

	VPlayer3.4.0	isplay	≡ ?	-	x
	Server Address	China			
	Authentication User Name	nova_player			
	Authentication Password	•••••			
	Player Name	VPlayer_1220DEF7			
	Status	Bind			
		want to remove the binding, please go to <u>https://cn.vnnox.com</u>			
	Server connection succee	:ded.	VPlaye	_12200	DEF7

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 ¹/₁.
- VNNOX AD: Choose -> Players Management > Players, select the player and click Delete.

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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.

Configuration Options	Target Status
Windows automatic update	Off
Firewall	• Off
	 Allow program connection
	Conforms to any of the above statuses.
ST	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

Table 4-1 Configuration options

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

Update Options

Give me updates for other Microsoft products when I update Windows.

On On

Automatically download updates, even over metered data connections (charges may apply)

Off

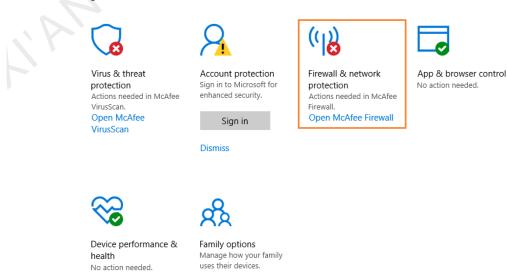
We'll show a reminder when we're going to restart. If you want to see more notifications about restarting, turn this on.
Off

4.2 Firewall

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



Device security

No action needed.

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

Screen On battery power, to Never When plugged in, tu	urn off after		
Never	urn off after		
When plugged in, tu			
Never	Irn off after		
Sleep	C		
Never	C goes to sleep after		
When plugged in, P	C goes to sleep after		

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

Scale and layout

Change the size of text, apps, and other items

100% (Recommended) Advanced scaling settings

Resolution

1920 × 1080 (Recommended) \sim

Orientation

Landscape

Multiple displays

Multiple displays

Dunucate these displays	Development of the second second
	Duplicate these 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		
Vser Account Control Settings	-	
User Account Control	be notified about changes to your computer helps prevent potentially harmful programs from making changes to your computer. ser Account Control settings	
	Never notify me when:	
	 Apps try to install software or make changes to my computer I make changes to Windows settings 	
	1 Not recommended.	
Never notify		
	OK Cancel	

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**.

Local Group Policy Editor ٥ File Action View Help Push To Install Remote Desktop Services RSS Feeds 🗧 Real-time Prot State Not configured Not configured Not configured Not configured Service Vession Vessio Turn on process scanning when real-time protection is enabled Setting Turn on behavior monitoring Scan all downloaded files and attachment Monitor file and program activity on your Turn on raw volume write notifications No No No Edit policy setting At least Windows Server 2012, Windows 8 or Windows RT Not configured Not configured Not configured Not configured The the maximum trig override for turn on behavior monito... onfigure local setting override for scanning all downloade... onfigure local setting override for monitoring file and prog... onfigure local setting override to turn on real-time protecti... onfigure local setting override for monitoring for incomin... No No No No No rocess scanning whe otection is turned on Not configured Not configured onitoring for incoming and outgoing file and p... Not configured If you enable or do not configure is setting, a process scan will be Windows Customer Exp Windows Customer Experience Windows Defender Antivirus Client Interface Exclusions MAPS MpEngine Network Inspection System If you disable this setting, a pro Quarantine Real-time Protection Real-time Protection Remediation Reporting Scan Signature Updates Threats Windows Defender Exploit Guard lows Defender Application Guar lows Defender Exploit Guard ded Standar

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

	Services						_	σ	×
	File Action View	Help							
	Services (Local)	Services (Local)							
		Superfetch	Name Server	Description Supports file, print, and named-pipe sharin	Status Running	Startup Type Automatic (Trigger Start)	Log On As Local System		^
		Start the service	🧠 Shared PC Account Manager	Manages profiles and accounts on a Share		Disabled	Local System		
		Description: Maintains and improves system	Shell Hardware Detection	Provides notifications for AutoPlay hardwa Manages access to smart cards read by thi		Automatic Manual (Trigger Start)	Local System Local Service		
		Maintains and improves system performance over time.	Smart Card Device Enumeration Service	Creates software device nodes for all smart		Manual (Trigger Start) Manual	Local System		
			SNMP Trap	Allows the system to be configured to lock Receives trap messages generated by local		Manual	Local System Local Service		
			Software Protection Spatial Data Service	Enables the download, installation and enf This service is used for Spatial Perception s		Automatic (Delayed Start, Trigger Start) Manual	Network Service Local Service		
			🖏 Spot Verifier	Verifies potential file system corruptions.		Manual (Trigger Start)	Local System		
			SSDP Discovery	Discovers networked devices and services t Provides required infrastructure support fo	Running	Manual Manual	Local Service Local System		
			Still Image Acquisition Events Storage Service	Launches applications associated with still Provides enabling services for storage setti		Manual Manual (Trigger Start)	Local System Local System		
			Storage Tiers Management	Optimizes the placement of data in storaq Maintains and improves system performan	-	Manual Manual	Local System Local System		
		I	SynTPEnh Caller Service		Running	Automatic	Local System		
			System Event Notification Service System Events Broker	Monitors system events and notifies subsc Coordinates execution of background wor	Running	Automatic Automatic (Trigger Start)	Local System Local System		
			System Guard Runtime Monitor Broker System Interface Foundation Service	Monitors and attests to the integrity of the The Lenovo System Interface Foundation S		Automatic (Delayed Start) Automatic	Local System Local System		
			🖏 Task Scheduler	Enables a user to configure and schedule a	Running	Automatic	Local System		
			TCP/IP NetBIOS Helper Telephony	Provides support for the NetBIOS over TCP Provides Telephony API (TAPI) support for		Manual (Trigger Start) Manual	Local Service Network Service		
			Themes ThinkPad HDD APS Logging Service	Provides user experience theme managem	Running	Automatic Manual	Local System Local System		
			Time Broker Touch Keyboard and Handwriting Panel Service	Coordinates execution of background wor Enables Touch Keyboard and Handwriting		Manual (Trigger Start) Manual (Trigger Start)	Local Service Local System		
			TsBrowserCrashHandleService	极速浏览龗崩溃上报服务	Running	Automatic (Delayed Start)	Local System		~
-		Extended Standard							



5.1 Setting Display Window

Step 1	Open VPlayer.						
Step 2	Choose Display .						
	Figure 5-1 The Display	page					
	VPlayer3.4.0	/					? – ×
	Same as Desktop	🗌 Enable					
	x	0	\$	γ	0	* *	
	W	128	▲ ▼	Н	128	* *	
	Stay on Top	Always	Never		⊖ While p	laying	
					0	K	Reset
	Server connection succeeded.					١	/Player_1220DEF7

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 the 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.

www.novastar.tech

Step 2 In the top right corner of the page, click E 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 whe clicking the close button, set video volume and hardware acceleration.						
	• Select Enable network time , and the PC will sync time based o the network time.						
	 Select Turn off video volume, and the next video 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 Using VPlayer Helper

Step 1 Open VPlayer.

Step 2 At the top right, click 🔳 and select **Helper**.

Figure 5-2 VPlayer Helper

		VPlayer Helper	×
Config	Clear C	ache System Information Playback Environment	
Logs			
	Player Log	C:\Users\HiWin10\AppData\Roaming\NovaStar\VPIa	
	Cache Log	C:\Users\HiWin10\AppData\Roaming\NovaStar\VPIa	
	Dump File	C:\Users\HiWin10\AppData\Roaming\NovaStar\VPIa	
		Download	
App L	ocation —		
	Database	C:\Users\HiWin10\AppData\Roaming\NovaStar\VPIa	
	Playlist	C:\Users\HiWin10\Documents\NovaStar\VPlayer\sdc	
	Media	C:\Users\HiWin10\Documents\NovaStar\VPlayer\sdc	
		Download	

Step 3 Use the functions in Table 5-2 as required.

Function	Description
Logs	Download and save running logs and play logs to a specified location.
Clear Cache	Delete the temporary files created during system running (which can free up disk space).
System Information	Detect PC information and export the detailed information to a specified location.
Playback Environment	Optimize the playback environment with one click to ensure stable playback for VPlayer.

5.5 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

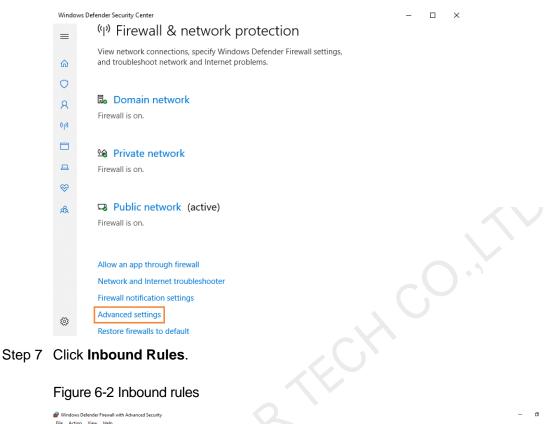


Figure 6-2 Inbound rules

•									
Windows Defender Firewall with Advanced Security								-	0
File Action View Help									
← → 2 □ → 2 □									
Windows Defender Firewall with Inbound Rules								Actions	
Inbound Rules Name Group	Profile	Enabled	Action	Override	Program	Local Address	Remote ^	Inbound Rules	
Cutbound Rules	Public	Yes	Allow	No		Any	Any	2 New Rule	
connection security rules	Public	Yes	Allow	No	C:\Users\	Any	Any		
> Nonitoring	All	Yes	Allow	No	C:\Progr	Any	Any	Filter by Profile	
AndroidEmulator	All	Yes	Allow	No		Any	Any	Filter by State	
AppMarket	All	Yes	Allow	No	C:\Progr	Any	Any	Filter by Group	
Ø bugreport	All	Yes	Allow	No	C:\Progr	Any	Any	View	
Ø bugreport	All	Yes	Allow	No	C:\Progr	Any	Any		
ComputerZTray	Public	Yes	Allow	No	C:\Progr	Any	Any	Refresh	
ComputerZTray	Public	Yes	Allow	No	C:\Progr	Any	Any	🔒 Export List	
GameDownload	All	Yes	Allow	No	C:\Progr	Any	Any	Help	
IQIYI Video Helper	All	Yes	Allow	No	C:\Progr	Any	Any	- Help	
LCTServer V4.1.45	Public	Yes	Allow	No	C:\progr	Any	Any		
LCTServer V4.1.45	Public	Yes	Allow	No	C:\progr	Any	Any		
🖉 maLauncher	Public	Yes	Allow	No	C:\Progr	Any	Any		
Ø maLauncher	All	Yes	Allow	No	C:\Progr	Any	Any		
🖉 maLauncher	Public	Yes	Allow	No		Any	Any		
C marsserverprovider	Public	Yes	Allow	No	C:\progr	Any	Any		
🔮 marsserverprovider	Public	Yes	Allow	No	C:\progr	Any	Any		
S marsserverprovider.exe	Public	Yes	Allow	No	C:\users\	Any	Any		
🔮 marsserverprovider.exe	Public	Yes	Allow	No	C:\users\	Any	Any		
🔮 maUpdat	Public	Yes	Allow	No	C:\Progr	Any	Any		
🔮 maUpdat	Public	Yes	Allow	No	C:\Progr	Any	Any		
🔮 maUpdat	All	Yes	Allow	No	C:\Progr	Any	Any		
McAfee Management Service Host (x64)	All	Yes	Allow	No	C:\Progr	Any	Any		
McAfee Management Service Host (x86)	All	Yes	Allow	No	C:\Progr	Any	Any		
🔮 Microsoft Lync	Public	Yes	Allow	No	C:\Progr	Any	Any		
🔮 Microsoft Lync	Public	Yes	Allow	No	C:\Progr	Any	Any		
🔮 Microsoft Lync UcMapi	Public	Yes	Allow	No	C:\Progr	Any	Any		
🔮 Microsoft Lync UcMapi	Public	Yes	Allow	No	C:\Progr	Any	Any		
Microsoft Office Outlook S	Dublic	Ver	Allow	No	C\Droor	Anu	Am/ >		

- 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

🔗 New Inbound Rule Wizard	×
RuleType Select the type of firewall :	rule to create.
Steps: Mule Type Program	What type of rule would you like to create?
 Action Profile Name 	 Program Rule that controls connections for a program. Pott Rule that controls connections for a TCP or WDP port. Predefined: All_Joyn Router Rule that controls connections for a Windows experience. Custom Custom rule.
	< Back Next > Cancel

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

Figure 6-4 Program selection

💣 New Inbound Rule Wiza	rd	×
- Program		
Specify the full program :	path and executable name of the program that this rule matches.	
Steps:		
a Rule Type	Does this rule apply to all programs or a specific program?	
Program		
 Action 	O All programs Rule applies to all connections on the computer that match other rule	
Profile	Kule applies to all connections on the computer that match other rule	
 Name 	This program path: [MProgramFiles% (x86)\Nova Star\VFlayer\Bin\Proto.exe [Browse]	
	Kxample: c:\path\program.exe WFrogramFiles%\browser\browser.exe	
	< Back Next > Cancel	

- 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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