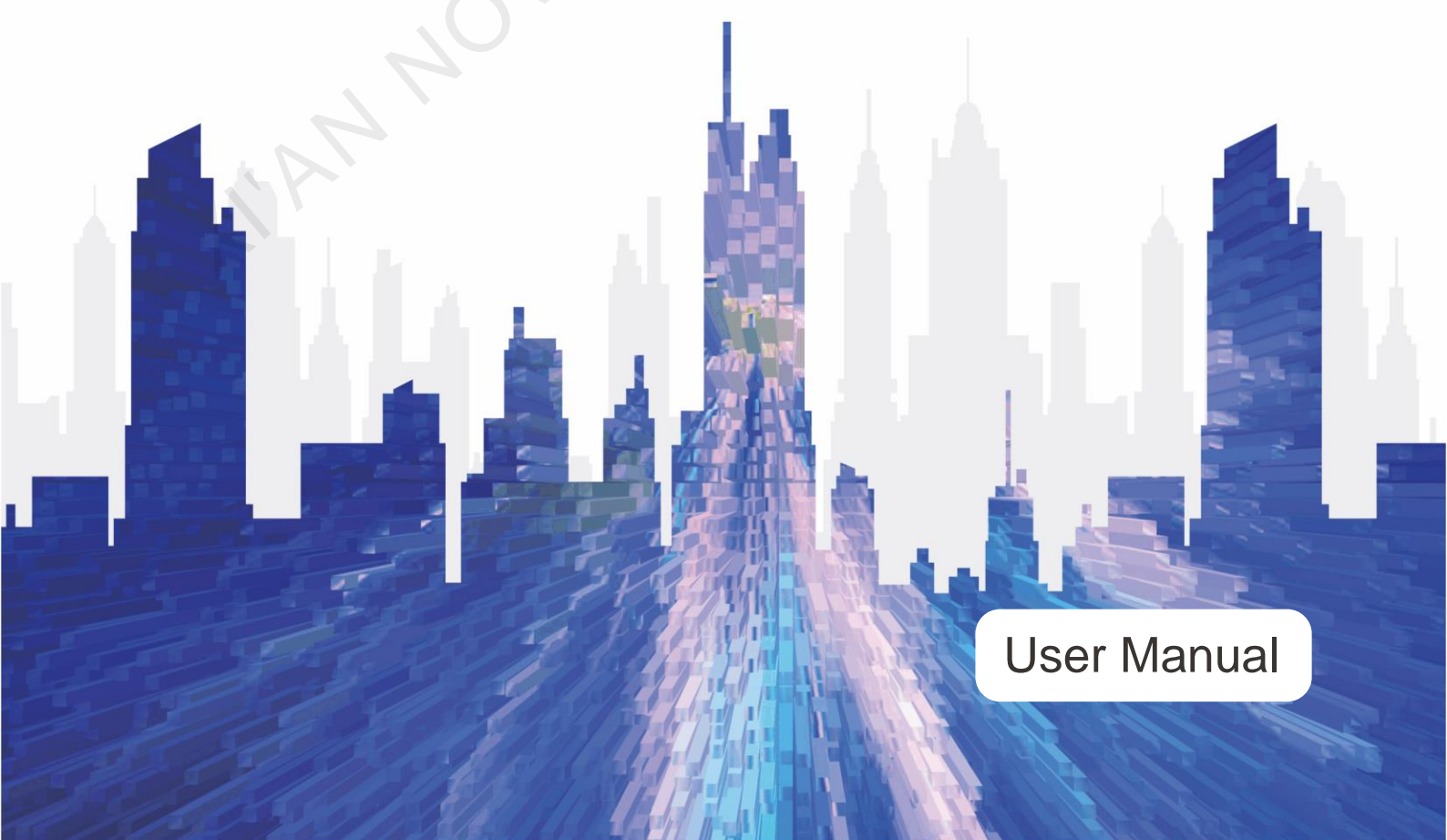


ViPlex Handy

Media Player Control App

V3.2.1



User Manual

Contents

Contents	i
1 Introduction	1
2 Installation.....	2
3 Device Login	3
3.1 Local Devices	3
3.2 Cloud Devices	6
4 Solution Management	9
4.1 Cloud Media Library	9
4.2 Solution Editing	10
4.3 Solution Publishing.....	14
5 Local Device Management	16
5.1 Screen Configuration.....	16
5.2 Multi-Screen Mosaic.....	19
5.3 Device Control.....	21
6 Personal Center.....	26
7 FAQ	27
7.1 How to check the version of ViPlex Handy?	27
7.2 How to check the version of a device?	27
7.3 How to upgrade a device?.....	27
7.4 How to bind a device to the cloud?.....	31

1 Introduction

ViPlex Handy is a screen management app for Android and iOS phones, which allows you to manage various devices such as the Taurus series multimedia players and the JT100 traffic multimedia player.

Features:

- Friendly user interface: UI design fully focuses on user habits.
- Ease of use: Devices can be connected and easily accessed via wireless networks.
- Synchronous playback: Allows the same content to be played on different screens synchronously.
- Smart brightness adjustment: Allows for automatic and scheduled brightness adjustment.
- Dual Wi-Fi functionality: Supports Wi-Fi AP and Wi-Fi Sta.
- 4G connection: Devices with 4G modules support mobile networks.
- Dual-mode (synchronous and asynchronous): Allows you to set video output mode.
- Auto fit to screen: Capable of scaling content to fit the screen automatically.

XI'AN NOVASTAR TECH CO.,LTD

2 Installation

Downloading ViPlex Handy

Scan the QR code below to download ViPlex Handy for Android or iOS.



Installing ViPlex handy

Run the installation file and complete the installation by following the on-screen instructions.

XI'AN NOVASTAR TECH CO.,LTD

3 Device Login

3.1 Local Devices

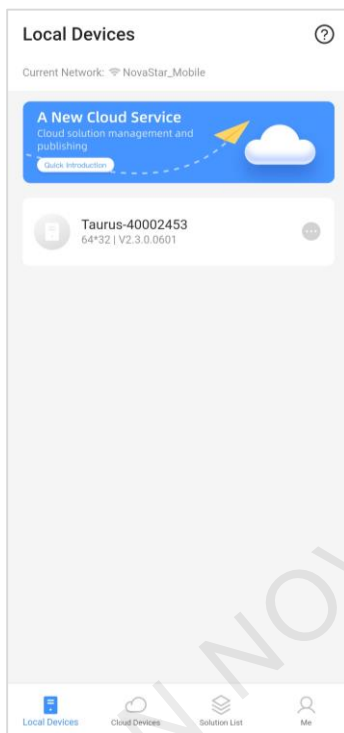
Scenarios


This chapter takes the Taurus as an example to introduce how to connect to the Taurus by connecting to its Wi-Fi AP with ViPlex Handy.

Operating Procedure

Step 1 Open ViPlex Handy.

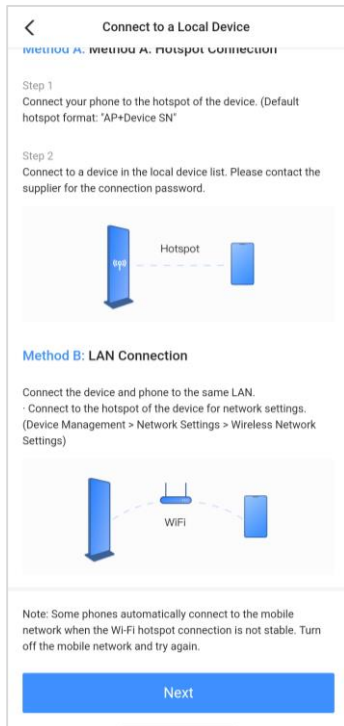
Figure 3-1 Device list



Step 2 At the top right, tap . Read the on-screen instructions and then tap **Next**.

The **WLAN** screen is displayed.

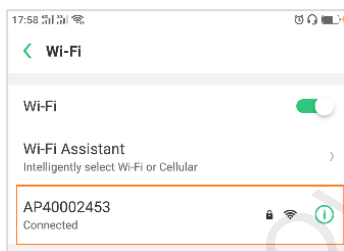
Figure 3-2 Local device connection



Step 3 Connect to the Wi-Fi AP of the Taurus.

The default SSID is "AP+Last 8 digits of SN" and the default password is "12345678".

Figure 3-3 Wi-Fi connection



Step 4 Go back to ViPlex Handy. Refresh the device list and do the following according to the status of the Taurus.

ViPlex Handy automatically detects the Taurus and refreshes the device list. You can also swipe down to refresh the device list manually.



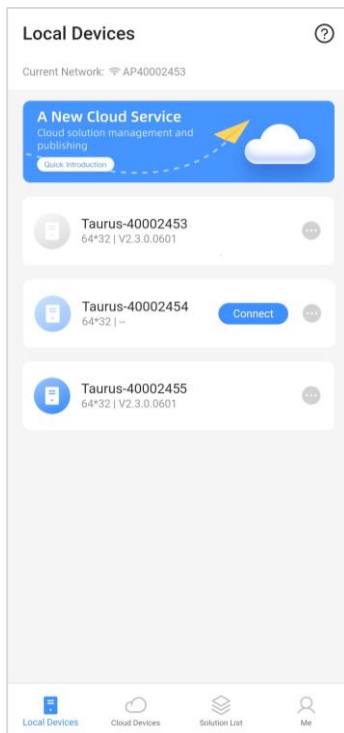
-  : Denotes that the Taurus is offline and cannot be connected.
-  : Denotes that the Taurus is online and can be connected. Go to [Step 5](#).

Figure 3-4 Local device list





Step 5 Tap **Connect** next to a screen name.

Step 6 Enter the password (defaults to "123456") for the "admin" user and then tap **OK**.

Upon successful connection,  is displayed. ViPlex Handy saves the account information automatically.

Related Operations

- After successful connection, if the password is verified as a weak password, a prompt will be displayed, reminding you to change the password. Do any of the following:
 - Tap **Ignore Once** if you do not want to change the password.
 - Tap **Change Password** to change the device password and hotspot password.
- When the Taurus is online, tap  to do the following:
 - Bind to Cloud: Tap to quickly bind the local device to the VNNOX cloud platform. (This option is displayed only after the device has been successfully connected.)
 - Connect: Tap to connect to the Taurus.
 - Forget Password: Clear the device login password automatically saved by ViPlex Handy. (This option is displayed only after the device has been successfully connected.)
- After the Taurus is connected, tap  to do the following:
 - Control: Tap to access the **Device Management** page. For details, see [5 Local Device Management](#).
 - Bind to Cloud: Tap to quickly bind the local device to the VNNOX cloud platform.
 - Disconnect: Tap to disconnect the Taurus.
 - Rename: Tap to change the device name.
 - Delete: Tap to remove the device from the local device list.

Notes:

All the offline, online (successfully connected before) and connected devices on the **Local Devices** page can be bound to the cloud.

Before binding a device to the cloud, connect your phone to the Internet and then follow the on-screen instructions to register an account or log in to the VNNOX cloud platform.

3.2 Cloud Devices

Scenarios

View cloud devices and quickly bind local devices to the cloud with ViPlex Handy.

Prerequisites

The phone is connected to the Internet

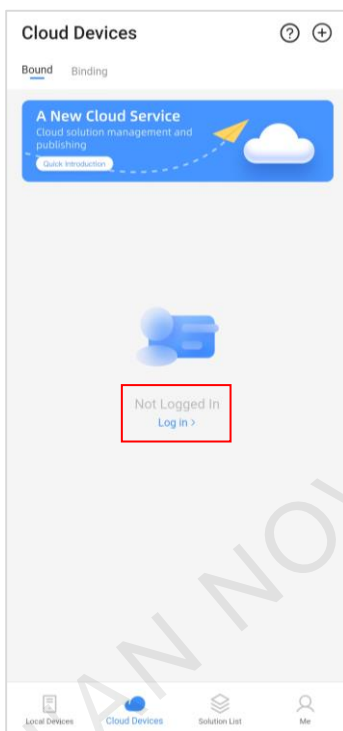
Operating Procedure

Step 1 Open ViPlex Handy

Step 2 Tap **Cloud Devices**.

- If you have not logged in to the VNNOX cloud platform. Go to [Step 3](#).
- If you have logged in to the VNNOX cloud platform. Go to [Step 4](#).

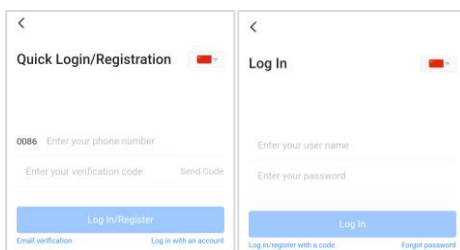
Figure 3-5 Cloud devices (not logged in)



Step 3 Follow the on-screen instructions to log in to the VNNOX cloud platform.

You can register an account or log in to VNNOX via your phone number or email address, or use your user name and password for authentication and login.

Figure 3-6 Registration/login



Step 4 At the top right, tap  and select a device.

The **Bind to Cloud** page only displays the local devices that are connected successfully before and you can select multiple devices simultaneously.

Figure 3-7 Logged in to VNNOX

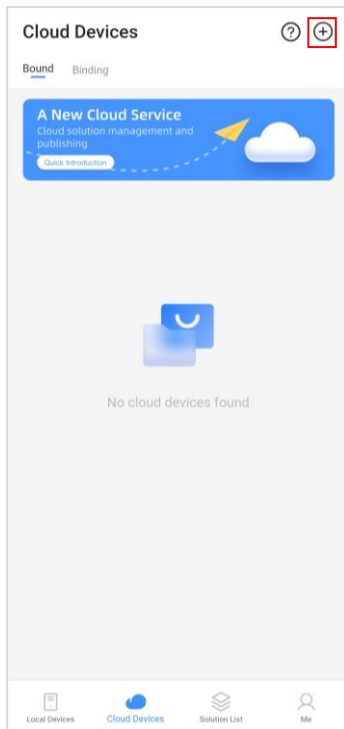
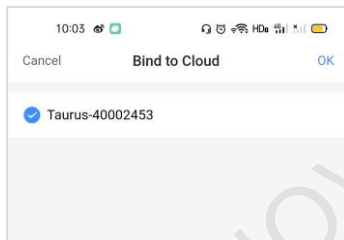


Figure 3-8 Binding the device to cloud



Step 5 Tap **OK** to bind the device to the cloud.

The local device is quickly bound to the VNNOX cloud platform.

Step 6 View cloud devices.

- Bound: Devices that are bound to the cloud
- Binding: Devices that are not bound to the cloud yet after you complete the operations of binding devices to the cloud.

For troubleshooting, see [7.4 How to bind a device to the cloud?](#)

Figure 3-9 Cloud devices (bound to the cloud)

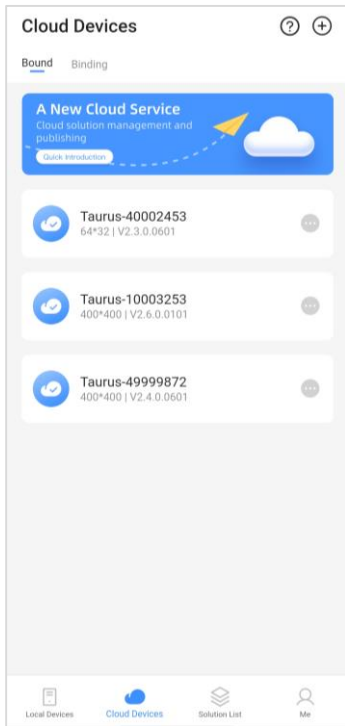
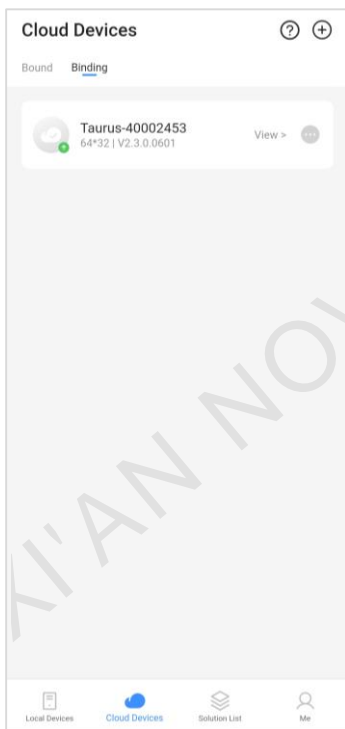


Figure 3-10 Cloud devices (being bound to the cloud)



4 Solution Management

4.1 Cloud Media Library

Scenarios

Upload images and videos to the cloud media library, and view and delete the images and videos. The cloud media library refers to the media contents in VNNOX Standard.

Prerequisites

- The phone is connected to the Internet.
- You have logged in to the VNNOX cloud platform with ViPlex Handy.

Operating Procedure

Step 1 On the **Solution List** page, tap **Cloud Media** at the top right.

The **Cloud Media Library** page is displayed.

Figure 4-1 Solution list



Step 2 Do the following as required.



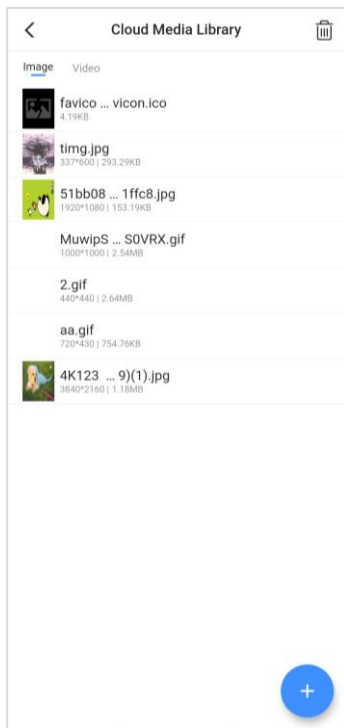
- View the images and videos in the cloud media library.
- Tap  to upload local images and videos to the cloud media library.
- Tap  to delete the images and videos in the cloud media library.

Figure 4-2 Cloud media library



4.2 Solution Editing

Notice

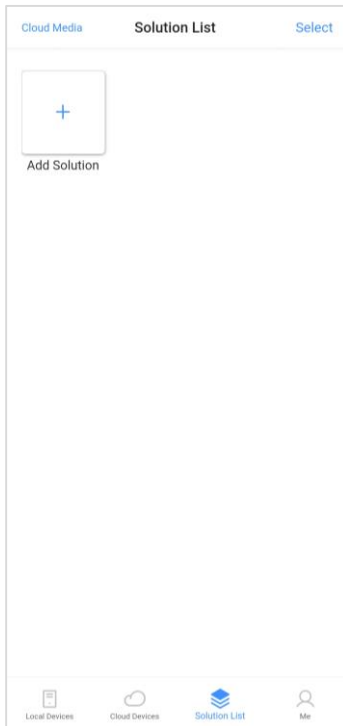
To edit, publish and play solutions normally, complete the following settings on iOS 11.0 or later in advance.

- Photos: **Settings > Photos > Download and Keep Originals**
- Camera: **Settings > Camera > Formats > Most Compatible**

Operating Procedure

Step 1 On the **Solution List** page, tap **+** to add a solution.

Figure 4-3 Solution list



- Step 2 Set a name and resolution for the solution. Choose a template and tap **OK**.
You can select a default window layout or customize a window layout.

Figure 4-4 Adding a solution



- Step 3 (Optional) Tap **Window Settings** to adjust the window layout.

Figure 4-5 Solution editing

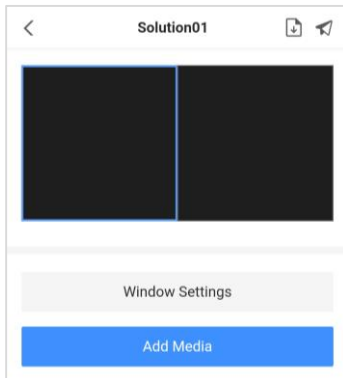
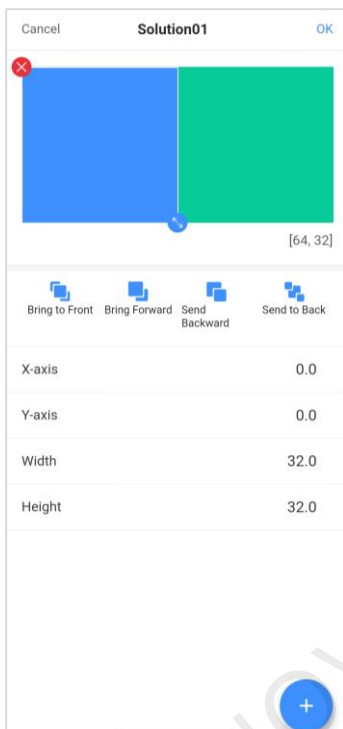


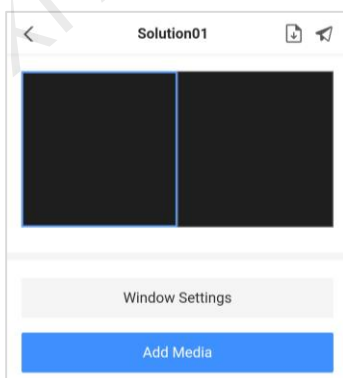
Figure 4-6 Solution layout



Step 4 Tap anywhere in an area of the solution layout to edit the area.

As shown in [Figure 4-7](#), the solution has two windows. If you want to edit the left one, tap anywhere in the left area.

Figure 4-7 Solution editing



Step 5 Tap **Add Media** to add media. The media types supported by ViPlex Handy are shown in [Table 4-1](#).

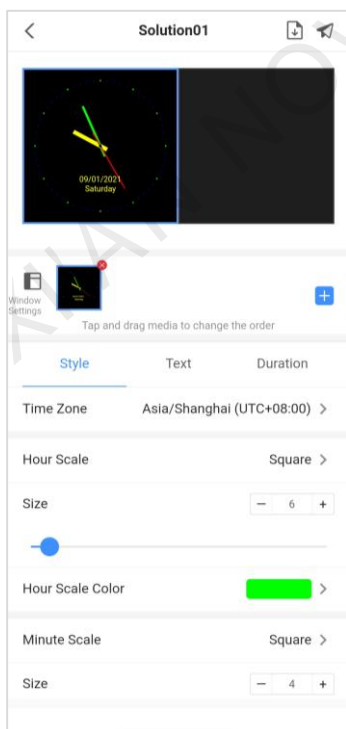
Table 4-1 Media types

Menu	Description
Cloud media	Allows you to add images and videos from the cloud media library. Prerequisites: <ul style="list-style-type: none"> • The phone is connected to the Internet. • You have logged in to the VNNOX cloud platform with ViPlex Handy.
Image	Allows you to add images and set their properties, playback durations and transition effects. Add images by <ul style="list-style-type: none"> • Taking photos • Choosing from your phone album Supported formats: JPEG, BMP, GIF, PNG, WEBP
Video	Allows you to add videos and set their playback effects. Supported formats: MPEG-1/2, MPEG-4, H.264/AVC, MVC, Google VP8, H.263, VC-1, Motion JPEG
GIF	Allows you to add animated GIF images.
Text	Allows you to add single-line or multi-line text and set the text properties, playback duration and effect.
Analog Clock	Allows you to add analog clock widgets and set their styles, text and playback durations.
Digital Clock	Allows you to add digital clock widgets and set their styles, text and playback durations.
Weather	Allows you to add weather widgets and set their styles, text and playback durations.

Step 6 Set media properties.

The properties of different types of media vary. Figure 4-8 shows the properties of an analog clock.

Figure 4-8 Properties of an analog clock



Step 7 (Optional) Tap **+** to continue adding media to the selected area.


Multiple media items can be added simultaneously. Media items are played in order from front to back. You can drag a media item to change its playback order.

Step 8 (Optional) Tap **x** at the top right of a media icon to delete the media.


Step 9 If the solution contains:

- Multiple areas, repeat [Step 4](#) to [Step 8](#) to edit all the areas in the solution.
- One area, go to [Step 10](#).

Step 10 After the solution editing is done, do the following as required.

- Tap  to save the solution.

If the solution contains cloud media, saving the solution will download the cloud media to the local storage. (The media downloaded before will not be downloaded again and the phone must be connected to the Internet.)

- Tap , select one or more devices and then tap **Publish**.


The devices refers to the connected local devices only.

4.3 Solution Publishing

Prerequisites

The corresponding device is connected.

Related Information

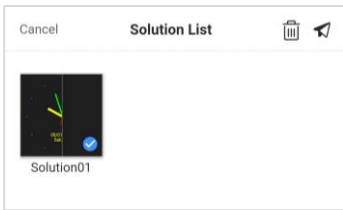
After the solution editing is done, tap  to publish the solution. For details, see [4.2 Solution Editing](#).
In other situations, do the following to publish a solution.


Operating Procedure

Step 1 On the **Solution List** page, tap **Select**.

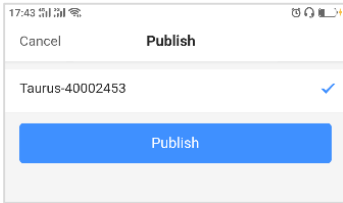


Step 2 Select the solution to be published.



Step 3 Tap , select one or more local devices and then tap **Publish**.

If there is not enough disk space in the device, the software will remind the user of insufficient disk space and instruct the user to clear all the media in the disk. Solutions cannot be published if the media is not cleared.



XI'AN NOVASTAR TECH CO.,LTD

5 Local Device Management

5.1 Screen Configuration

Scenarios

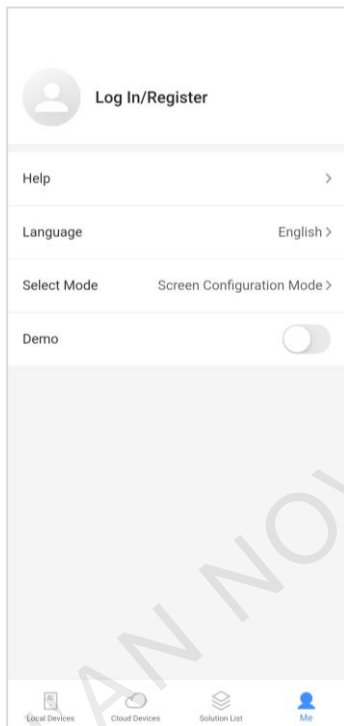
To make a screen display content correctly, after setting up the LED display control system, you need to configure the screen to connect receiving cards logically.

Prerequisites

- The corresponding local device is connected.
- This function is available when the system is in screen configuration mode.

As shown in [Figure 5-1](#), on the **Me** page, select **Screen Configuration Mode** next to **Select Mode**.

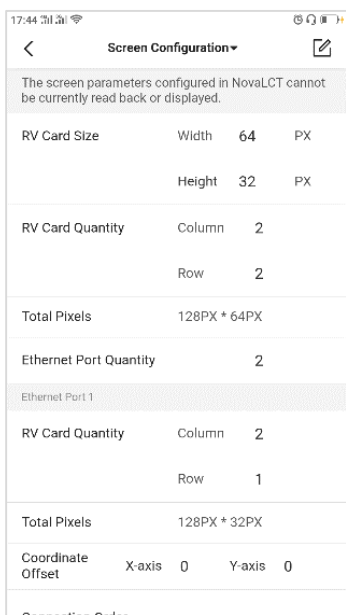
Figure 5-1 Screen configuration mode




Operating Procedure

- Step 1 On the **Local Devices** page, tap a device name.
- Step 2 On the **Device Management** page, choose **Screen Configuration**.

Figure 5-2 Screen configuration

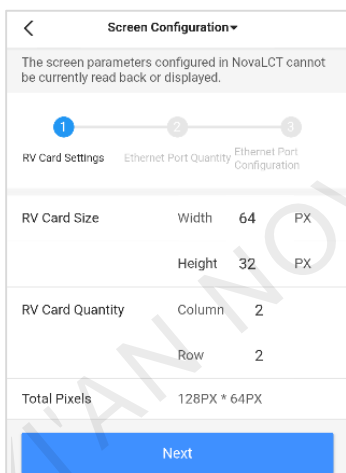


Step 3 Tap .

Step 4 During receiving card settings, set the loading capacity per receiving card and the columns and rows of receiving cards, then tap **Next**.

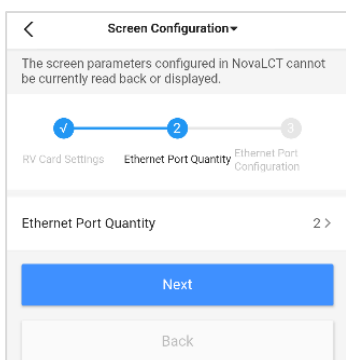
As shown in Figure 5-3, the loading capacity per receiving card is 64x32 pixels and there are two rows and two columns of receiving cards.

Figure 5-3 Receiving card settings



Step 5 During Ethernet port quantity settings, set the number of Ethernet ports used for loading the screen, then tap **Next**.

Figure 5-4 Ethernet port quantity



Step 6 During Ethernet port configuration, set the number of receiving cards loaded by each Ethernet port, image offset and the connection order of receiving cards.

As shown in Figure 5-5 and Figure 5-6, Ethernet port 1 and 2 each load two columns and one row of receiving cards, the image output by Ethernet port 1 has no offset and the vertical offset of the image output by Ethernet port 2 is 32 pixels.

Figure 5-5 Ethernet port 1 configuration

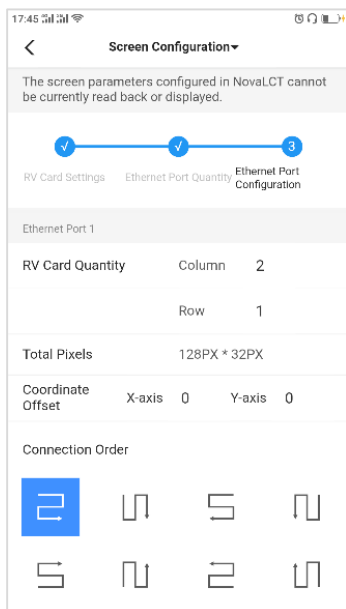
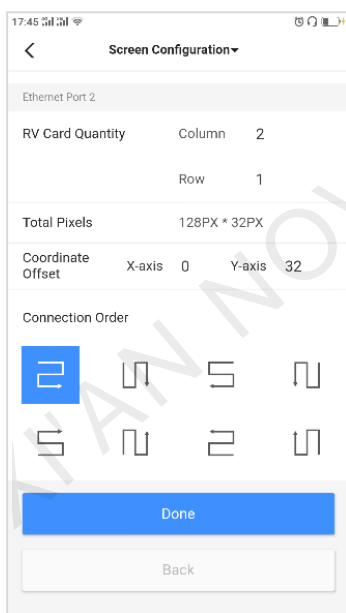


Figure 5-6 Ethernet port 2 configuration



Step 7 Tap **Done** to complete the screen configuration.

5.2 Multi-Screen Mosaic

Scenarios

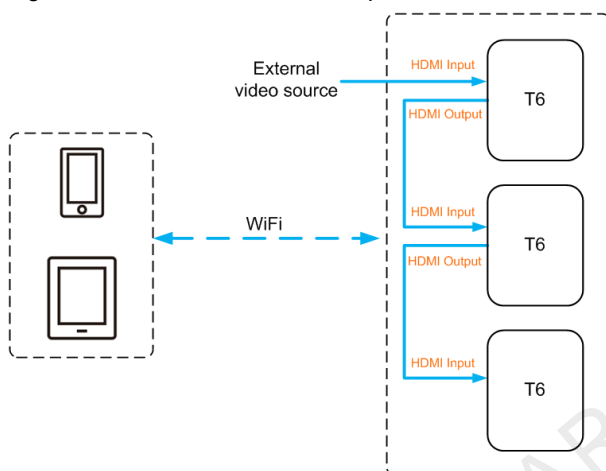
Multi-screen mosaic is available in screen configuration mode.

This function allows multiple screens with the same specification to be spliced for image mosaic. Screens can be spliced horizontally from the left to right only.

Prerequisites

- The hardware connection is done. For example, splice three T6 units and use an external video source, as shown in [Figure 5-7](#).

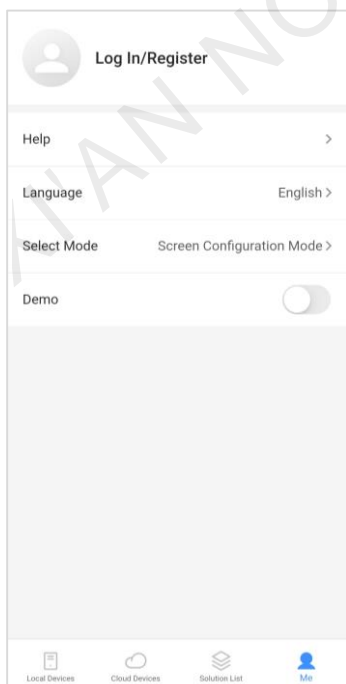
Figure 5-7 Device connection example



- The corresponding local devices are connected.
- This function is available when the system is in screen configuration mode.

As shown in [Figure 5-8](#), on the **Me** page, select **Screen Configuration Mode** next to **Select Mode**.

Figure 5-8 Screen configuration mode



Operating Procedure


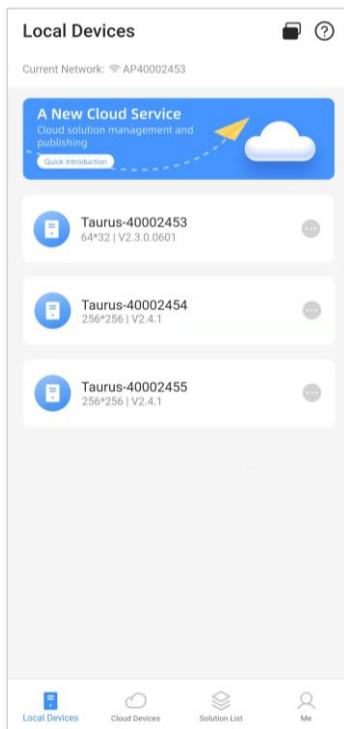
Step 1 On the **Local Devices** page, tap  at the top right.

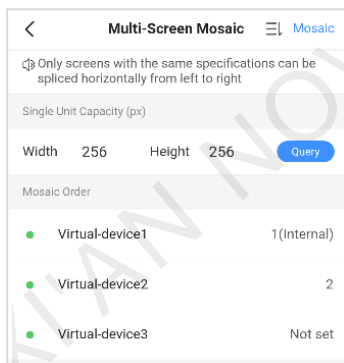
Figure 5-9 Local devices




Step 2 Enter a resolution loaded by a unit and tap **Query** to search for screens.

The online devices and offline devices with mosaic orders that match your query will be displayed.

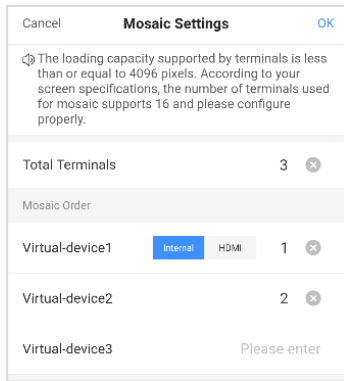
Figure 5-10 Multi-screen mosaic



Step 3 (Optional) Tap  to sort the devices with mosaic order by ascending mosaic order.

Step 4 Tap **Mosaic** to access the **Mosaic Settings** page.

Figure 5-11 Mosaic settings




Step 5 Set the number of screens used for mosaic.

The number of screens cannot be greater than the ceiling integer of the value of "video source width / loading capacity width of a device".

Step 6 Set mosaic order.

Step 7 Set the video source of the first screen to the internal source or HDMI.

Step 8 (Optional) Tap  to delete the sequence number of a screen, and this screen will not be used for the mosaic.

Step 9 Tap **OK**.

5.3 Device Control

Scenarios

Users can remotely control screens in real time or as scheduled and configure time synchronization for devices.

Prerequisites

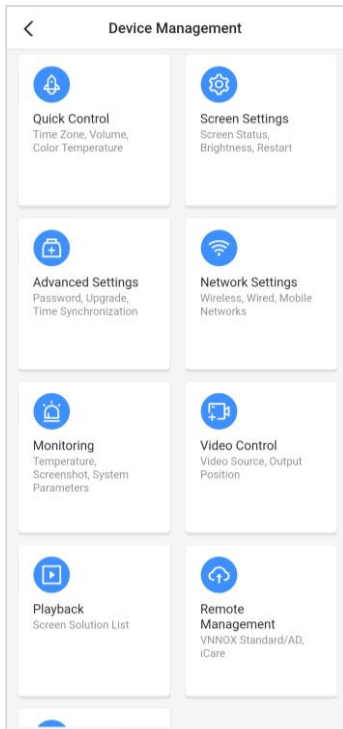
The corresponding device is connected.

Operating Procedure

Step 1 On the **Local Devices** page, tap the device name to access the **Device management** page, as shown in [Figure 5-12](#).

You can drag a function module to change its position.

Figure 5-12 Device management



Step 2 Tap a function icon to access its function page.

The description of each function is shown in [Table 5-1](#).

Table 5-1 Function description

Menu	Submenu	Description
Quick Control	Time Zone	Allows you to set the UTC time zone.
	Time	Displays the corresponding time of the time zone you set.
	Adjust Volume	Allows you to drag the slider or tap the volume up and down buttons to adjust the volume.
	Color Temperature	Allows you to set the color temperature of the screen. Color temperatures include cool white, standard white and neutral white.
Screen Settings	Screen Status Control	Allows you to manually set the screen status and rules for screen status control.
	Brightness Control	Allows you to manually set the screen brightness and rules for smart brightness adjustment.
	RV Card Configuration (Android only)	Allows you to send the receiving card configuration file (.rcfgx) to the device. You need to store the configuration file on your phone before loading it.
	Scheduled Restart	Allows you to schedule device restarts.
Advanced Settings	Password	Allows you to change the connection password of the local device. The default user name is "admin" and the default password is "123456". You are advised to change the default password.
	Upgrade	Allows you to upgrade the local device software and local device system. The local device software includes the device application software and FPGA program. For details, see 7.3 How to upgrade a device? <ul style="list-style-type: none"> ViPlex Handy for Android can download the latest upgrade package from cloud and detect the upgrade

Menu	Submenu	Description
		<p>package stored on the phone.</p> <ul style="list-style-type: none"> • ViPlex Handy for iOS can download the upgrade package from the cloud only.
	Time Synchronization	Allows you to set rules for device time synchronization. To enable different devices to play the same content synchronously, time synchronization is required.
	Advanced Functions	<ul style="list-style-type: none"> • Synchronous Playback: Allows you to turn on or off the synchronous playback function. When the function is turned on, synchronous playback can be enabled if the time of different devices is synchronized and all the devices play the same content. • Resolution: Allows you to set device resolution. • Restart: Allows you to restart the device. • Clear All Media: Allows you to clear all the media stored in the device. • Restore Factory Settings: Allows you to reset the device to factory settings.
Network Settings	Wireless Network Settings	Allows you to set the SSID and password for the Wi-Fi AP and set the Wi-Fi Sta mode of the device. When the device is connected via external router, turn on Wi-Fi Sta mode, tap the Wi-Fi network name of the external router and then enter the password of the Wi-Fi network.
	Wired Network Settings	Allows you to turn on or off DHCP. When the device is connected via Ethernet cable, turn off DHCP and set a static IP address and other relevant information.
	Mobile Data Settings	Allows you to turn on or off the mobile data network. If the device is installed with a 4G module, turn on the mobile network when the device is connected via mobile data. Then the information of the carrier is displayed on the page.
Monitoring	Ambient Brightness	Displays the ambient brightness. This is available only when a light sensor is connected to the device.
	Temperature	Displays the receiving card temperature.
	Playback Screenshot	Allows you to capture a screenshot during the playback.
	System Parameters	Displays the CPU usage, available memory and external storage.
	Time Parameters	Displays the time zone and time of the device.
Video Control	-	<p>Allows you to control the video input mode, video source, full screen zoom and offset position. (In the models of the Taurus, only the T6, TB4, TB6 and TB8 are supported.)</p> <p>Meanings of the values of Mode:</p> <ul style="list-style-type: none"> • Manual: Allows you to instantly switch between the synchronous mode and asynchronous mode. • Timed: Allows you to switch between the synchronous mode and asynchronous mode as scheduled. • HDMI preferred: The HDMI source is preferred for playing videos in synchronous mode.
Playback	-	Allows you to start or pause solution playback and delete solutions.
Remote Management	VNNOX Standard/AD	Allows you to bind the device to VNNOX Standard/AD.
	iCare	Allows you to bind the device to iCare.

Menu	Submenu	Description
Device Information	-	<ul style="list-style-type: none"> Set the device name and registration address, as well as the system version, FPGA version and sub-software version information of the device. Obtain the play log, running log and 4G running log of the device.

Step 3 Do the following as required.

- Go to **Screen Settings > Brightness Control**. During smart brightness adjustment settings, set automatic brightness adjustment parameters if **Auto Brightness Adjustment** is selected. Within the time range you set, the screen brightness changes automatically according to the auto brightness adjustment parameter table.

Figure 5-13 Automatic brightness adjustment rules

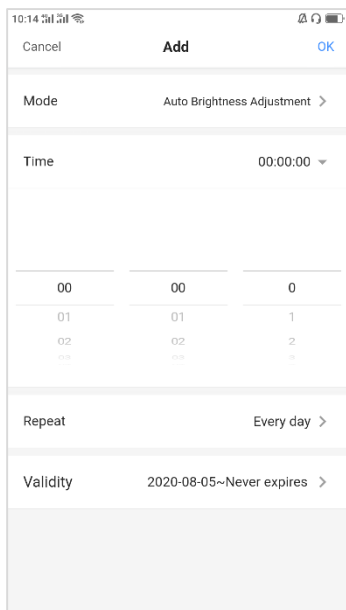
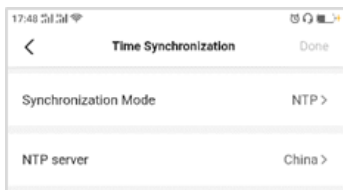


Figure 5-14 Automatic brightness adjustment table

ID	Lux	Percentage
01	2000	30.0 %
02	2300	35.0 %
03	2600	40.0 %
04	2900	45.0 %
05	3200	50.0 %
06	3500	55.0 %
07	3800	60.0 %
08	4100	65.0 %
09	4400	70.0 %
10	4700	75.0 %
11	5000	80.0 %

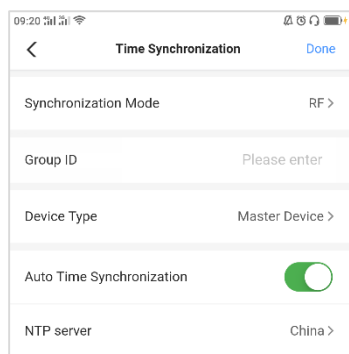
- Go to **Advanced Settings > Time Synchronization**. Select a time synchronization mode and configure the relevant parameters, then tap **Done**.
 - NTP time synchronization: Select an NTP server as the time reference. You can add custom servers.

Figure 5-15 NTP time synchronization



- RF time synchronization: Set a group ID and set the current device as the master device or a slave device. To synchronize the time of the master device with an NTP server, enable **Auto Time Synchronization** and set an NTP server.

Figure 5-16 RF time synchronization



- Remote Management: Connect to VNNOX Standard/AD and iCare. The authentication information is required during the configuration, as shown in Figure 5-17 and Figure 5-18.

To view the authentication information, log in to VNNOX (www.vnnox.com) and choose  > **Player Authentication** on the home page of the cloud platform.

Figure 5-17 Binding to VNNOX Standard/AD

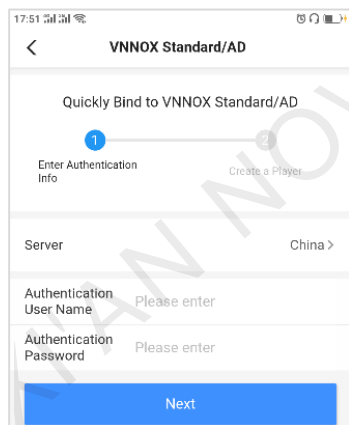
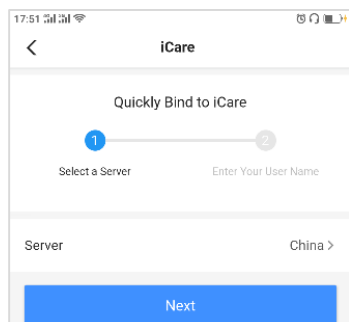


Figure 5-18 Binding to iCare



6 Personal Center

Menu	Description
Log In/Register	Allows you to log in to the VNNOX cloud platform. <ul style="list-style-type: none">• Register an account or log in to VNNOX via your phone number or email address.• Use your user name and password for authentication and login.
Help	Displays the software version, copyright information, email address and provides access to the user manual. You can also give your feedback here.
Language	Allows you to change the language of the app.
Select Mode	Allows you to set the mode of the app. It defaults to user mode. <ul style="list-style-type: none">• User Mode: Mainly designed for common users.• Screen Configuration Mode: Mainly designed for technical support engineers. In addition to the functions supported in user mode, screen configuration mode also supports the Screen Configuration and Mosaic functions that require professional knowledge and experience.
Demo	Allows you to turn on or off the demo mode. Turning on demo mode allows you to access all the functions without connecting to a device.

7 FAQ

7.1 How to check the version of ViPlex Handy?

Step 1 Go to **Me > Help**.

Step 2 View the version of ViPlex Handy.

7.2 How to check the version of a device?

Step 1 Connect to a local device.

For detailed operations, see [3.1 Local Devices](#).

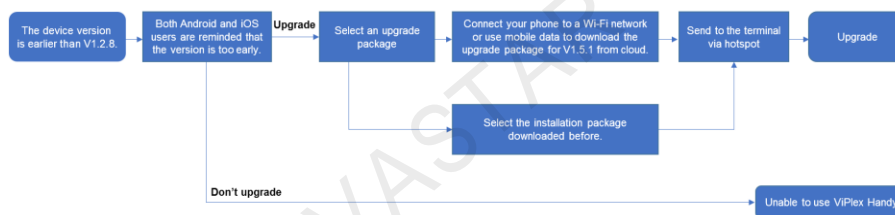
Step 2 On the **Local Devices** page, tap the device name to access the **Device Management** page.

Step 3 Tap **Device Information**.

Step 4 View the software version and sub-software version of the device.

7.3 How to upgrade a device?

Strategy

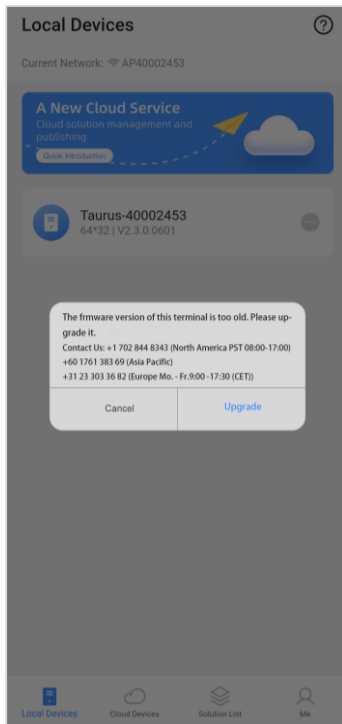


- When the device version is earlier than V1.2.8, after opening ViPlex Handy, you will be reminded that the version is too early and then you can go to the upgrade page by following the on-screen instructions. If you do not upgrade the device, you will not be able to use ViPlex Handy.
- When the device version is V1.2.8 or later, you can choose to upgrade it or not as required.

Operating Procedure (Device Version Earlier than V1.2.8)

Step 1 Open ViPlex Handy and connect to the local device.

Figure 7-1 On-screen instructions



Step 2 In the prompt box that appears, tap **Upgrade** to access the **Upgrade** page.

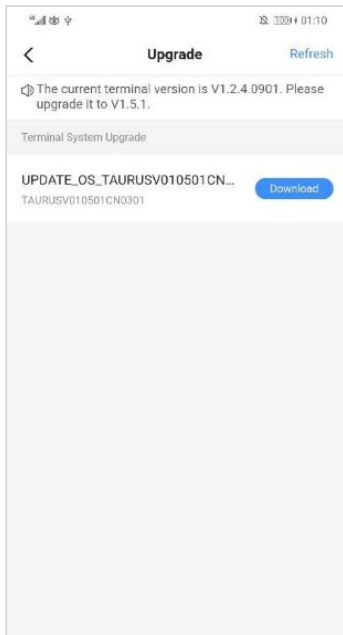
- ViPlex Handy for Android can download the latest upgrade package from the cloud and detect the upgrade package stored on the phone.
If you store the upgrade package to your phone before the upgrade, ViPlex Handy will detect the upgrade package automatically and display it on the **Upgrade** page. Tap **Upgrade** to upgrade the device.
- ViPlex Handy for iOS can download the upgrade package from the cloud only.

Figure 7-2 Upgrade



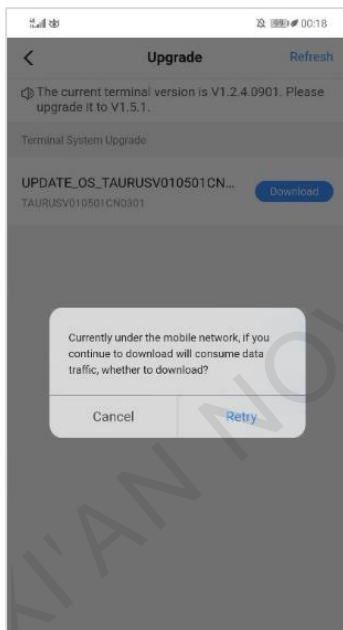
Step 3 Connect your phone to a Wi-Fi network with Internet access or a mobile network. Tap **Refresh** to get the upgrade package for V1.5.1 from the cloud.

Figure 7-3 Getting the upgrade package via the Internet



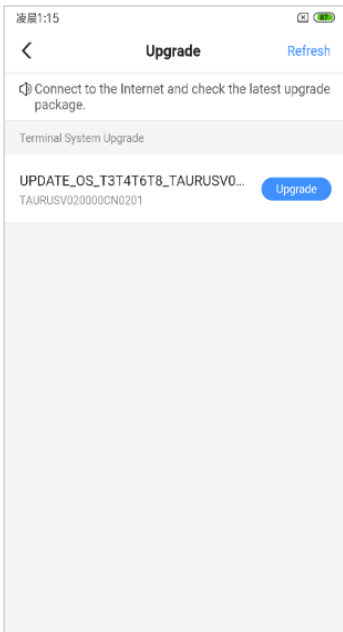
Step 4 Tap **Download** next to the upgrade package. In the mobile data prompt box, tap **Download**.

Figure 7-4 Mobile data prompt



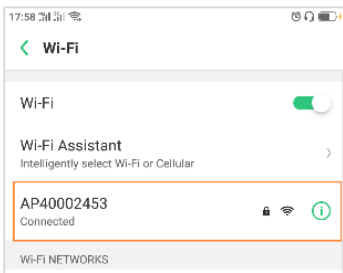
After the package is downloaded, the **Download** button turns to an **Upgrade** button.

Figure 7-5 Package downloaded successfully



Step 5 Reconnect your phone to the Wi-Fi AP of the device.

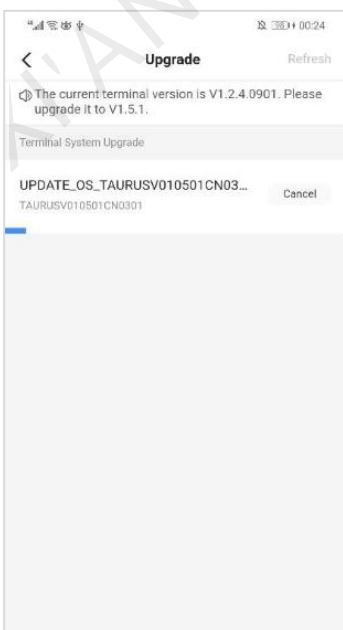
Figure 7-6 Device Wi-Fi AP



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

A moment later, the device version will be upgraded to V1.5.1

Figure 7-7 Upgrading



Operating Procedure (Device Version: V1.2.8 or Later)

Step 1 Open ViPlex Handy and connect to a local device.

For detailed operations, see [3.1 Local Devices](#).

Step 2 Tap the device name to access the **Device Management** page.

Step 3 Choose **Advanced Settings > Upgrade**.

- ViPlex Handy for Android can download the latest upgrade package from the cloud and detect the upgrade package stored on the phone.

If you store the upgrade package on your phone before the upgrade, ViPlex Handy will detect the upgrade package automatically and display it on the **Upgrade** page. Tap **Upgrade** to upgrade the device.

- ViPlex Handy for iOS can download the upgrade package from the cloud only.

Step 4 Connect your phone to a Wi-Fi network with Internet access or a mobile network. Tap **Refresh** to get the latest upgrade package from the cloud.

Step 5 Tap **Download** next to the upgrade package. In the mobile data prompt box, tap **Retry**.

After the package is downloaded, the **Download** button turns to an **Upgrade** button.

Step 6 Reconnect your phone to the Wi-Fi AP of the device.

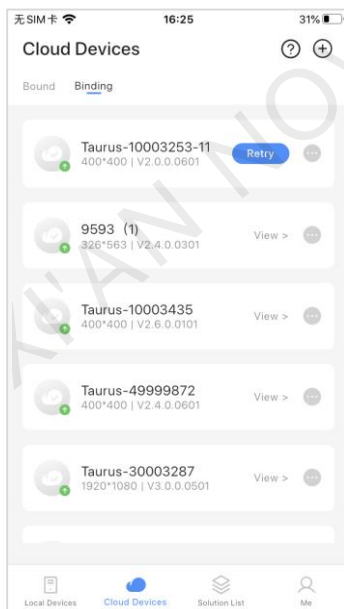
Tap the **Upgrade** button next to the upgrade package.

7.4 How to bind a device to the cloud?

Problem Description

After you complete the operation of binding a device to the cloud, it is not bound to the cloud and displayed on the **Binding** page, as shown in [Figure 7-8](#).

Figure 7-8 Binding



Possible Causes

- The device is not connected to the Internet.
- The device and phone are not on the same LAN. (This is required when the device system version is earlier than V2.3.0.)
- The device is already bound to the cloud.

Remedies

Scenario 1: The device system version is earlier than V2.3.0 and a **Retry** button appears next to the device name on the **Binding** page.

Notes:

Method A: See [7.3 How to upgrade a device?](#) to upgrade the device system to the latest version and try again.

Method B: See [Step 1](#) to [Step 2](#).

Step 1 Check whether the device is connected to the Internet.

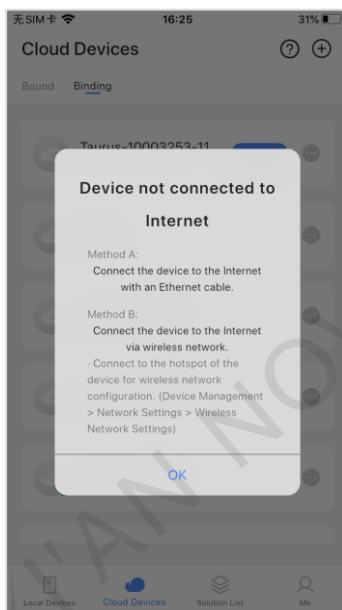
- If the device has Internet access, go to [Step 2](#).
- If the device has no Internet access, connect it to the Internet and then check whether it is bound to the cloud.
 - If the device is successfully bound to the cloud, no further action will be required.
 - If the device is not bound to the cloud, go to [Step 2](#).

Step 2 Check whether the device and phone are on the same LAN.

- If they are on the same LAN, tap **Retry**.
- If they are not on the same LAN, connect the device and phone to the same Internet and tap **Retry**.

Scenario 2: The device system version is V2.3.0 or later and a **Retry** button appears next to the device name on the **Binding** page.

Step 1 Tap **View**.



Step 2 Follow the on-screen instructions to connect the device to the Internet.

Scenario 3: **Failed to bind to cloud** is displayed under the device name on the **Binding** page.

Step 1 Check whether the device is already bound to the cloud.

- If the device is already bound to the cloud, no further action will be required.
- If the device is not bound to the cloud, go to [Step 2](#).

Step 2 On the **Binding** page, delete the device.

Step 3 Repeat the operations of binding a device to the cloud.

For the operations of binding a device to the cloud, see the relevant steps in [3.1 Local Devices](#) and [3.2 Cloud Devices](#).

Copyright © 2021 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

Thank you for choosing NovaStar's product. 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 the contact information given in this 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