

ViPlex Handy

Media Player Control App



User Manual

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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 takes user habits into full consideration.
- 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 automatically scaling content to fit the screen.
- A new remote publishing mode: Allows solutions to be published to cloud devices via the Internet.

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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.

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3 Local Devices

3.1 Device Connection

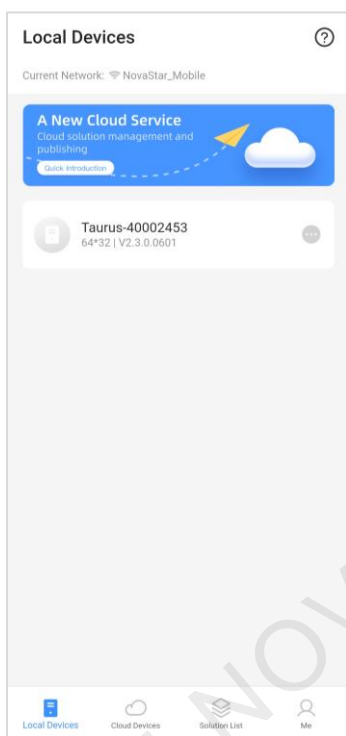
Scenarios


This chapter introduces how to connect ViPlex Handy to the Taurus via the Wi-Fi AP of the Taurus.

Operating Procedure

Step 1 Open ViPlex Handy.

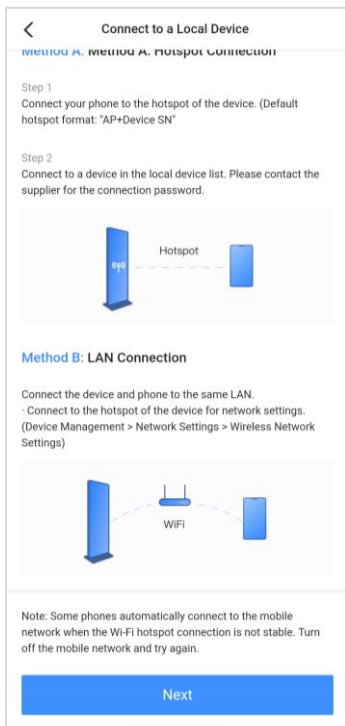
Figure 3-1 Device list



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

The **WLAN** screen is displayed.

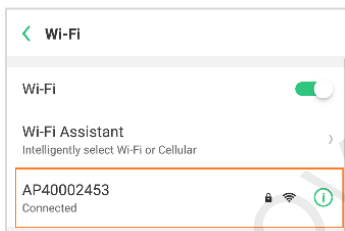
Figure 3-2 Local device connection



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.



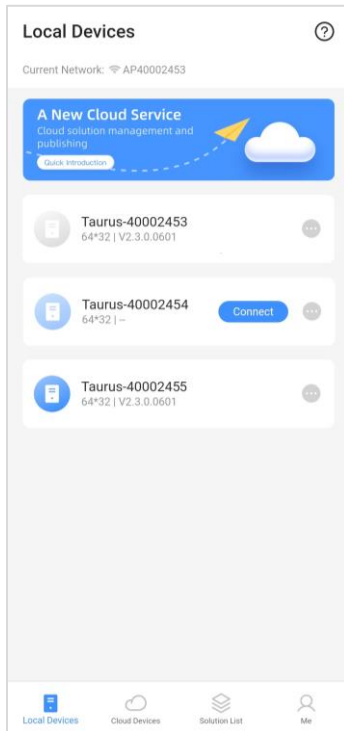
- : Denotes that the Taurus is offline and cannot be connected.
- : Denotes that the Taurus is online and can be connected. Go to [Step 5](#).

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 [3.2 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 Device Management

3.2.1 Screen Configuration

Scenarios

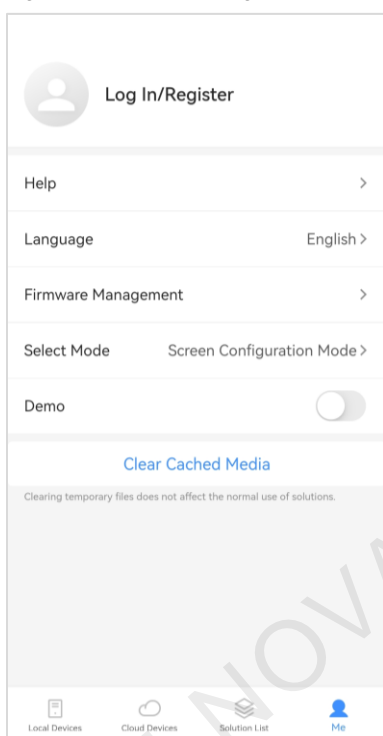
To make a screen display content correctly, you need to configure the screen to connect receiving cards logically after setting up the LED display control system.

Prerequisites


- The corresponding local device is connected. For details, see [3 Local Devices](#).
- This function is available when the system is in screen configuration mode.

As shown in [Figure 3-5](#), select **Screen Configuration Mode** next to **Select Mode** on the **Me** page.

Figure 3-5 Screen configuration mode

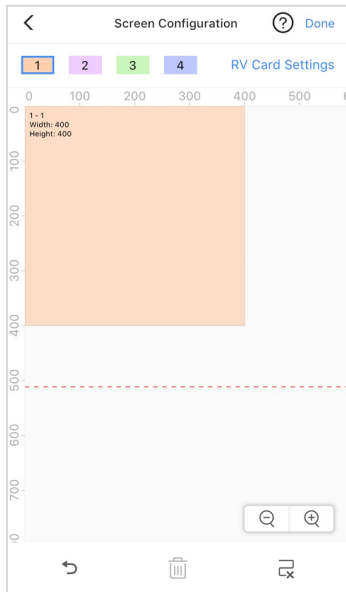


Operating Procedure

- Step 1 On the **Local Devices** page, tap a device name, or tap  next to the device name and choose **Control** to access the device management page.
- Step 2 Choose **Screen Configuration** to access the screen configuration page.

If it is the first time to do screen configuration for the current device, as shown in [Figure 3-6](#), a 400×400-px receiving card will be displayed by default. If screen configuration has been done for the device before, the configured receiving cards and connection will be displayed.

Figure 3-6 Screen configuration page



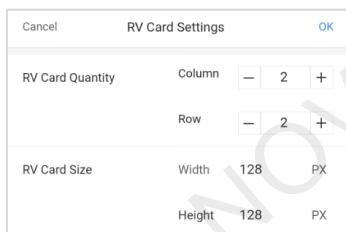
ViPlex Handy automatically obtains and displays all the Ethernet ports of the current device, including the backup ports. As shown in Figure 3-6, 1 2 3 4 represent the four Ethernet ports of the current device.

Step 3 Tap **RV Card Settings** at the upper right of the page.

Step 4 On the **RV Card Settings** page, set the columns and rows of receiving cards and the loading capacity per receiving card according to the actual conditions.

As shown in Figure 3-7, there are two rows and columns of receiving cards, and the loading capacity per receiving card is 128x128 px.

Figure 3-7 Receiving card settings

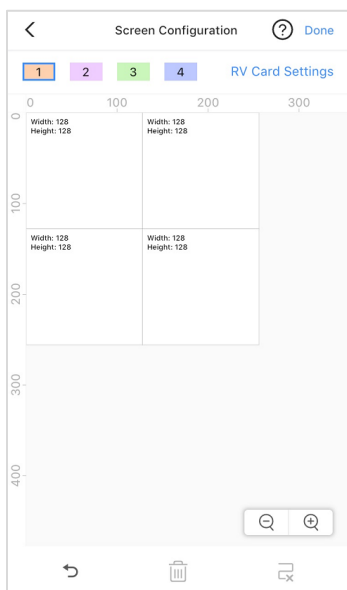


Notes:

- The columns or rows of receiving cards must be an integer ranging from 1 to 600, and the width or height must be an integer ranging from 16 to 1024.
- The total loading capacity of all the receiving cards cannot exceed the maximum loading capacity of the current device.

Step 5 After the settings, tap **OK** at the top right to go back to the screen configuration page. As shown in Figure 3-8, the four squares represent the four receiving cards set in the previous step.

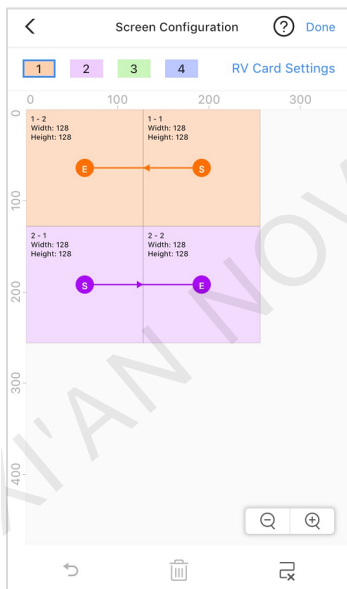
Figure 3-8 Screen configuration



Step 6 Select an Ethernet port, then use your finger to slide across the centers of the receiving cards to be loaded by the Ethernet port to connect the receiving cards. Ethernet ports 3 and 4 are backup ports and receiving card connection is not allowed.

As shown in Figure 3-9, after receiving card connection is completed, the color of the receiving cards loaded by each Ethernet port is the same as the color of the Ethernet port. The corresponding Ethernet port number is displayed at the top left of each receiving card, for example, "1-2" denotes the second receiving card loaded by Ethernet port 1.



Figure 3-9 Receiving card connection




On the **Screen Configuration** page, you can also do the following if needed.

- Select receiving cards
Tap a receiving card to select it. Tap and slide on any border of the selected receiving card to select more receiving cards.
- Change receiving card position and loading capacity
Select one or more receiving cards and tap to change the position coordinates and the width and height of the loading capacity. You can also change the position by dragging the selected receiving card(s).
 - The width or height of the loading capacity of the receiving card(s) must be an integer ranging from 16 to 1024.
 - Receiving cards cannot be placed outside the canvas.



- Zoom

Tap  or  to zoom out or in on the canvas, or pinch to zoom.

- Undo actions

At the bottom of the page, tap  to undo an action.

- Delete receiving cards

Select one or more receiving cards and tap  at the bottom of the page to delete the selected receiving card(s). If the system version of the current device is earlier than V3.5.0, receiving cards cannot be deleted and the  icon will not be displayed.

- Delete connection lines

At the bottom of the page, tap  to delete the receiving card connection lines.

Notes:

- Receiving card connection is not allowed for backup Ethernet ports.
 - If the system version of the device is earlier than V3.5.0, the receiving cards cannot be selected, dragged and deleted, and receiving card position and loading capacity cannot be edited on the **Screen Configuration** page.
-

Step 7 After the screen configuration is completed, tap **Done**.

3.2.2 Multi-Screen Mosaic

Scenarios

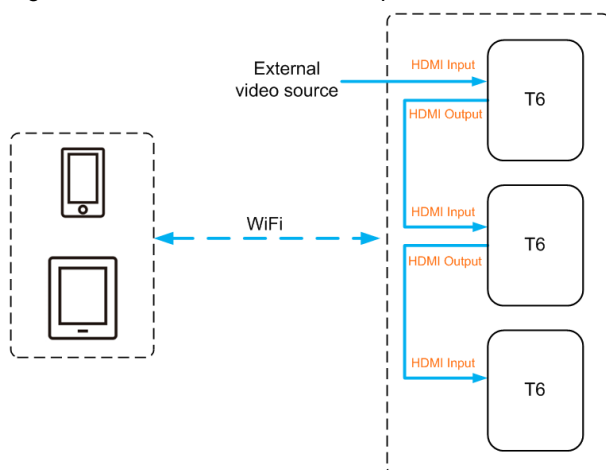
Multi-screen mosaic is available in screen configuration mode.

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 3-10](#).

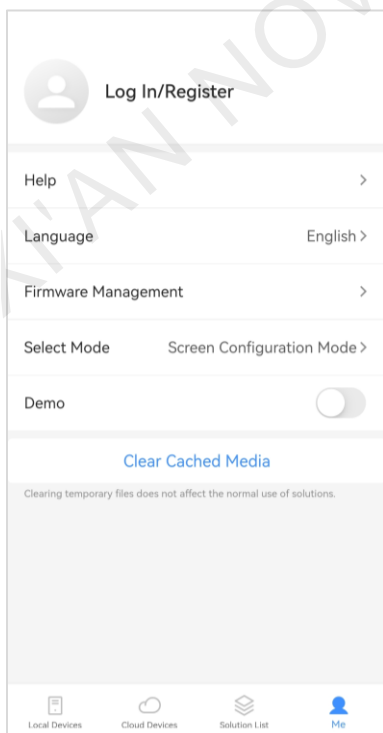
Figure 3-10 Device connection example



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

As shown in [Figure 3-11](#), select **Screen Configuration Mode** next to **Select Mode** on the **Me** page.

Figure 3-11 Screen configuration mode



Operating Procedure


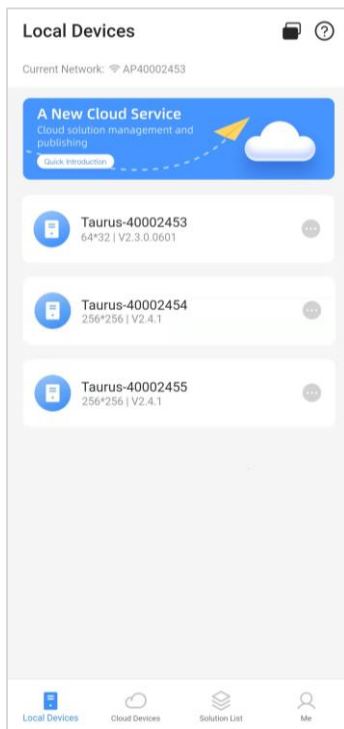
Step 1 On the **Local Devices** page, tap  at the top right.

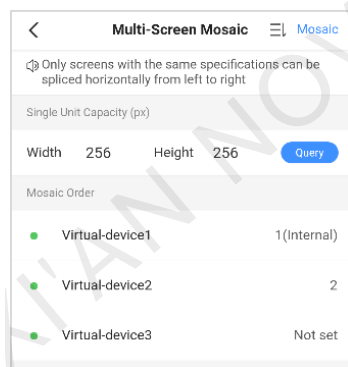
Figure 3-12 Local devices




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.

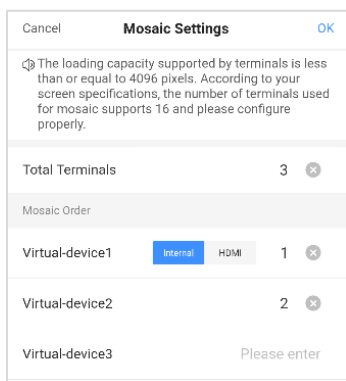
Figure 3-13 Multi-screen mosaic



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 3-14 Mosaic settings




Step 5 Set the number of screens used for the 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**.

3.2.3 Device Control

Scenarios

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

Prerequisites

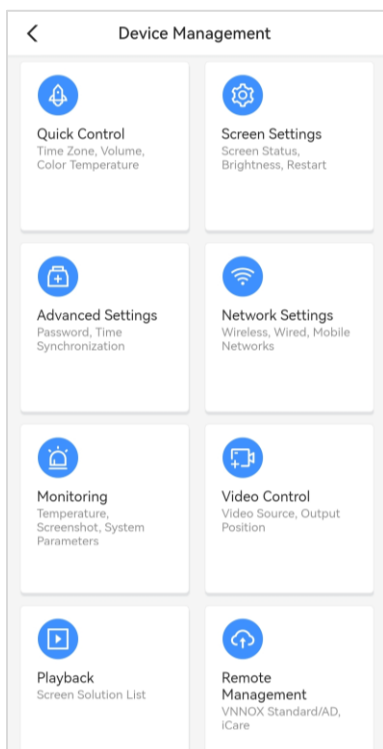
The corresponding device is connected.

Operating Procedure

Step 1 On the **Local Devices** page, tap the device name to access the **Device management** page, as shown in [Figure 3-15](#).

You can drag a function module to change its position.

Figure 3-15 Device management



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

The description of each function is shown in [Table 3-1](#).

Table 3-1 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.
	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.

Menu	Submenu	Description
	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	-	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.) Meanings of the values of Mode : <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.
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 3-16 Automatic brightness adjustment rules

Figure 3-17 Automatic brightness adjustment table

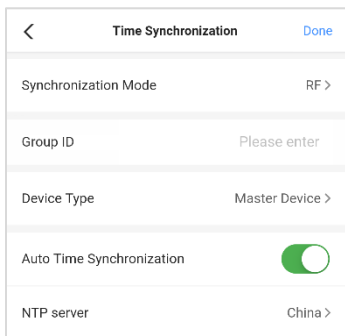
Auto Brightness Adjustment				
01	2000	Lux	30.0	%
02	2300	Lux	35.0	%
03	2600	Lux	40.0	%
04	2900	Lux	45.0	%
05	3200	Lux	50.0	%
06	3500	Lux	55.0	%
07	3800	Lux	60.0	%
08	4100	Lux	65.0	%
09	4400	Lux	70.0	%
10	4700	Lux	75.0	%
11	5000	Lux	80.0	%

- 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 3-18 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 3-19 RF time synchronization

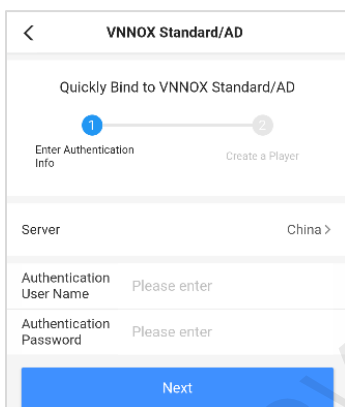


Time Synchronization	
Synchronization Mode	RF >
Group ID	Please enter
Device Type	Master Device >
Auto Time Synchronization	<input checked="" type="checkbox"/>
NTP server	China >

- Remote Management: Connect to VVNOX Standard/AD and iCare. The authentication information is required during the configuration, as shown in Figure 3-20 and Figure 3-21.

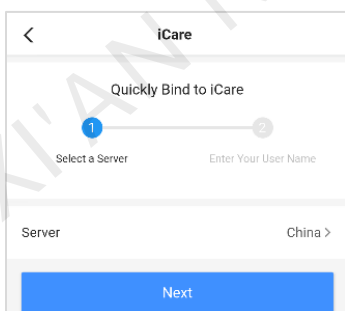
To view the authentication information, log in to VVNOX (www.vvnox.com) and choose  > **Player Authentication** at the top right of the page.

Figure 3-20 Binding to VVNOX Standard/AD



VVNOX Standard/AD	
Quickly Bind to VVNOX Standard/AD	
<div style="display: flex; justify-content: space-around;"> 1 2 </div>	
Enter Authentication Info	Create a Player
Server	China >
Authentication User Name	Please enter
Authentication Password	Please enter
<div style="background-color: #007bff; color: white; padding: 5px; display: inline-block;">Next</div>	

Figure 3-21 Binding to iCare



iCare	
Quickly Bind to iCare	
<div style="display: flex; justify-content: space-around;"> 1 2 </div>	
Select a Server	Enter Your User Name
Server	China >
<div style="background-color: #007bff; color: white; padding: 5px; display: inline-block;">Next</div>	

4 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

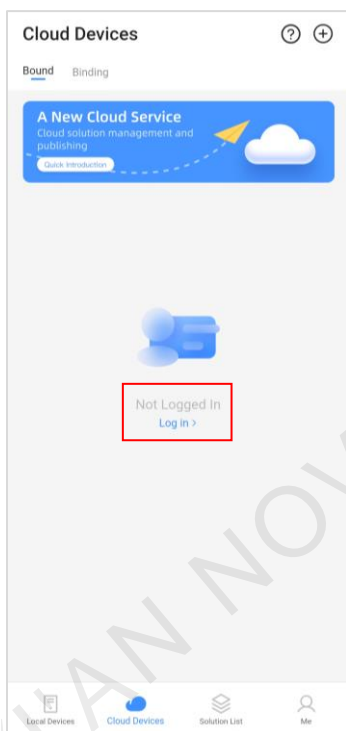
Operating Procedure

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](#).

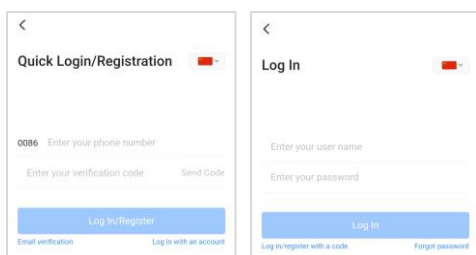
Figure 4-1 Cloud devices (not logged in)



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 4-2 Registration/login



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

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

Figure 4-3 Logged in to VNNOX

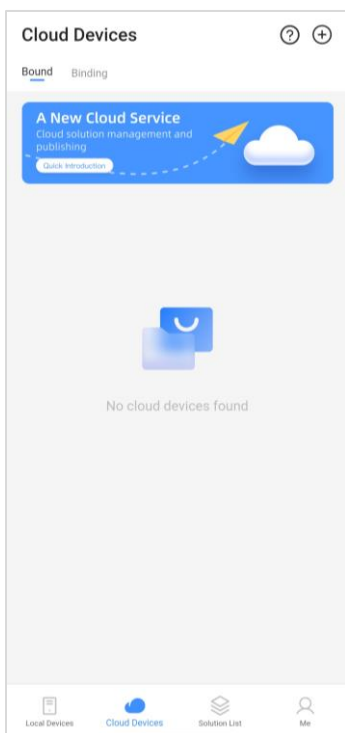
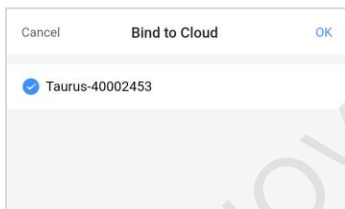


Figure 4-4 Binding the device to cloud



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 4-5 Cloud devices (bound to the cloud)

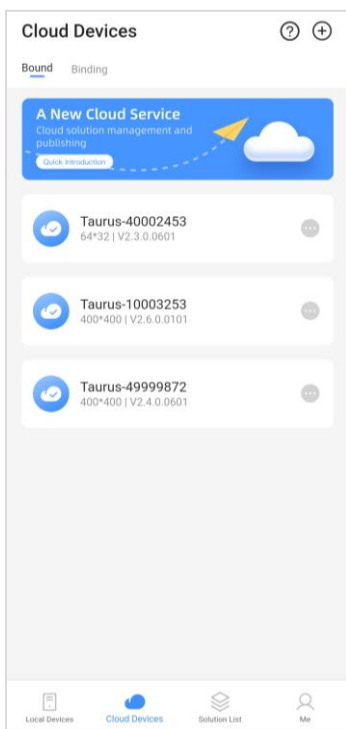
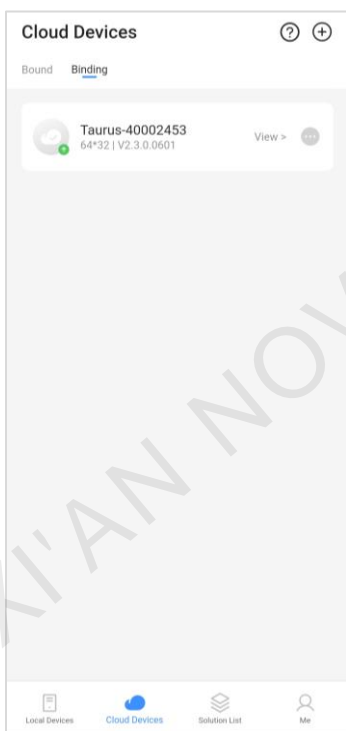


Figure 4-6 Cloud devices (being bound to the cloud)



5 Solution Management

5.1 Local Solutions

5.1.1 Editing Solutions

Notice

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

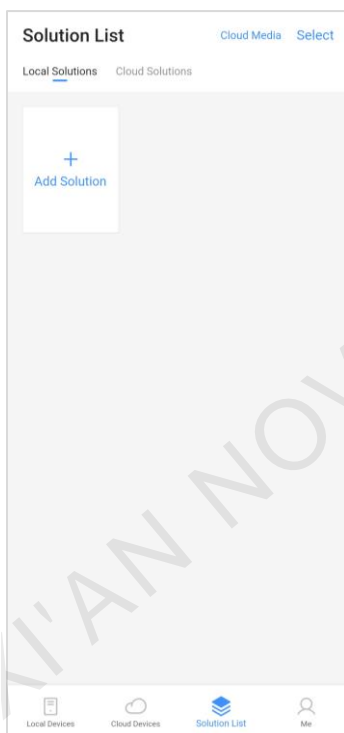
- Photos: **Settings** > **Photos** > **Download and Keep Originals**
- Camera: **Settings** > **Camera** > **Formats** > **Most Compatible**

Operating Procedure

Step 1 On the **Solution List** page, select the **Local Solutions** tab.

Step 2 Tap **+** to add a solution.

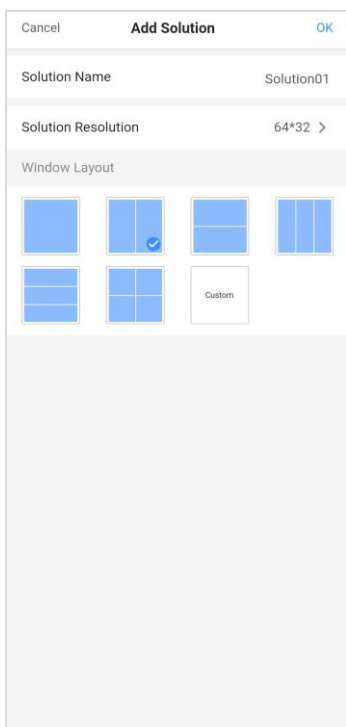
Figure 5-1 Local solutions



Step 3 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 5-2 Adding a solution



Step 4 (Optional) Tap **Window Settings** to adjust the window layout.

Figure 5-3 Solution editing

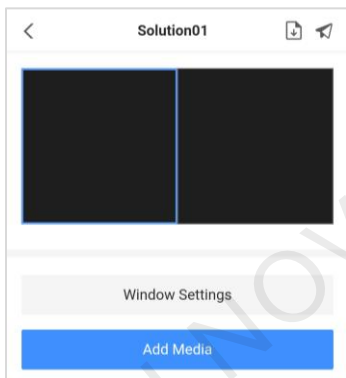
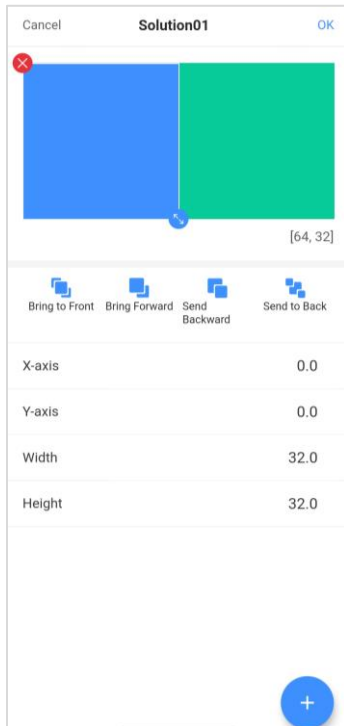


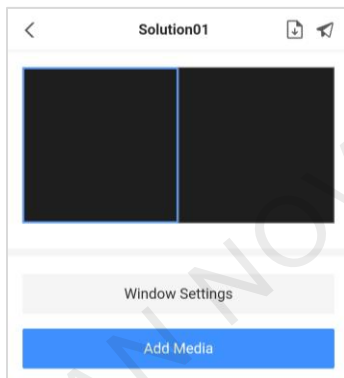
Figure 5-4 Solution layout



Step 5 Tap anywhere in an area of the solution layout to edit the area.

As shown in [Figure 5-5](#), the solution has two windows. If you want to edit the left one, tap anywhere in the left area.

Figure 5-5 Solution editing



Step 6 Tap **Add Media** to add media. The media types supported by ViPlex Handy are shown in [Table 5-1](#).

Table 5-1 Media types

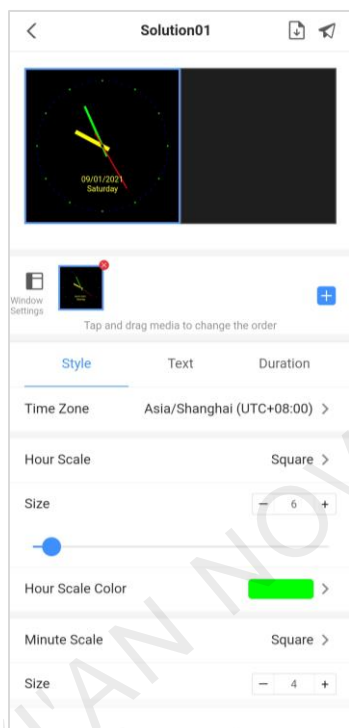
Menu	Description
Cloud media	Allows you to add images and videos from the cloud media library. Prerequisites: <ul style="list-style-type: none"> The phone is connected to the Internet. You have logged in to the VNNOX cloud platform with ViPlex Handy.
Image	Allows you to add images and set their properties, playback durations and transition effects. Add images by <ul style="list-style-type: none"> Taking photos Choosing from your phone album Supported formats:


Menu	Description
	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 7 Set media properties.

The properties of different types of media vary. [Figure 5-6](#) shows the properties of an analog clock.

Figure 5-6 Properties of an analog clock



Step 8 (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 9 (Optional) Tap  at the top right of a media icon to delete the media.


Step 10 If the solution contains:

- Multiple areas, repeat [Step 5](#) to [Step 9](#) to edit all the areas in the solution.
- One area, go to [Step 11](#).

Step 11 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.

5.1.2 Publishing Solutions

Prerequisites

The corresponding device is connected.

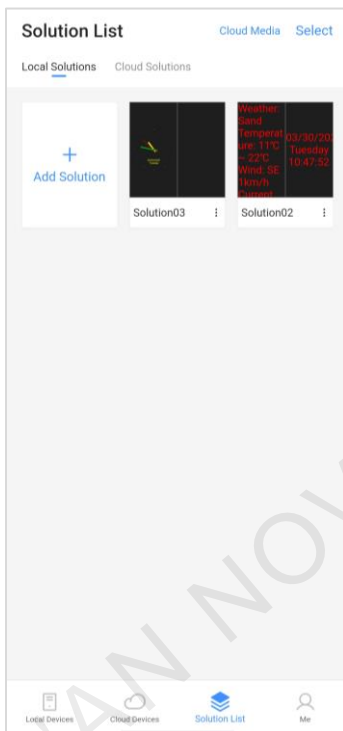
Related Information

After the solution editing is done, tap  to publish the solution. For details, see [5.1.1 Editing Solutions](#).
In other situations, do the following to publish a solution.

Operating Procedure

Step 1 On the **Solution List** page, select the **Local Solutions** tab.

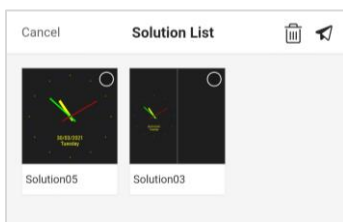
Figure 5-7 Local solutions




Step 2 Tap **Select**.

Step 3 Select the solution to be published.

Figure 5-8 Solution list



Step 4 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 you of insufficient disk space and instruct you to clear all the media in the disk. Solutions cannot be published if the media is not cleared.

Figure 5-9 Solution publishing



5.1.3 Uploading Solutions to Cloud


Scenarios

Upload local solutions to the cloud to meet a variety of application requirements.

Prerequisites

- Your phone is connected to the Internet.
- You have logged in to the VNNOX cloud platform in ViPlex Handy.
- Your VNNOX account has permission to create/edit solutions.

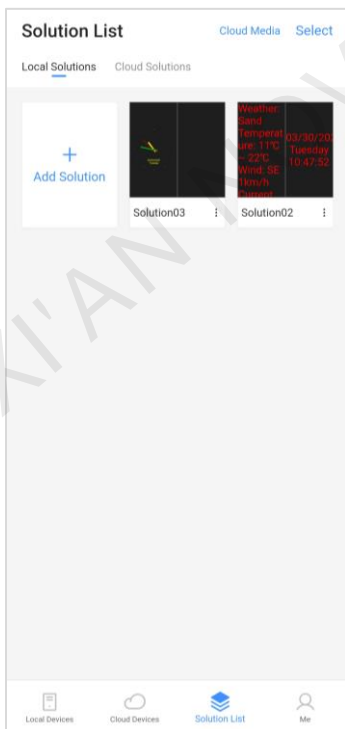
Related Information


After a solution is edited, you can tap  and select **Save & Upload to Cloud** to directly upload the solution to the cloud. For details, see [5.1.1 Editing Solutions](#). For other situations, do the following to upload solutions to the cloud.

Operating Procedure

Step 1 On the **Solution List** page, select the **Local Solutions** tab.

Figure 5-10 Local Solutions



Step 2 At the bottom right of a solution, tap  and select **Upload to Cloud**.

you have not logged in to the VNNOX cloud platform, follow the on-screen instructions for login.

Step 3 View the solution upload progress according to the progress bar.

When **Done** is displayed, the solution is uploaded successfully and is displayed in **Cloud Solutions**.

5.2 Cloud Solutions

Scenarios

View, delete and publish cloud solutions. Cloud solutions refer to the solutions in VNNOX Standard.

Prerequisites

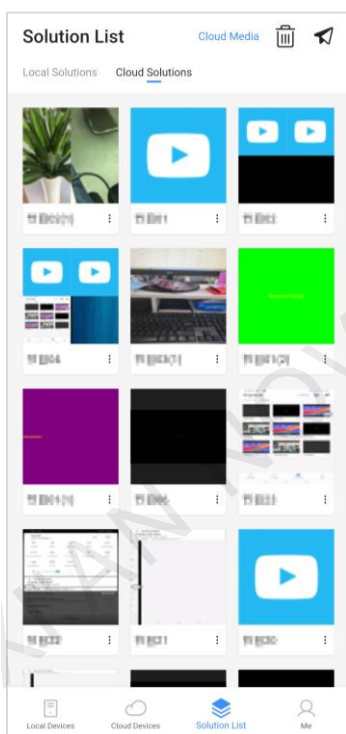
- Your phone is connected to the Internet.
- You have logged in to the VNNOX cloud platform in ViPlex Handy.
- Your VNNOX account has permission to manage solutions.

Operating Procedure



Step 1 On the **Solution List** page, select the **Cloud Solutions** tab.

Step 2 View cloud solutions


Figure 5-11 Solution list



Step 3 Publish solutions.

1. At the bottom right of a solution, tap  and select **Publish**.
2. Select one or more cloud devices and tap **Publish**.
3. Tap  to view the publishing status of the cloud solution.

Step 4 Delete solutions.

1. Tap  and select solution(s) to delete.
2. Tap **Delete**.
3. Tap **OK**.

5.3 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

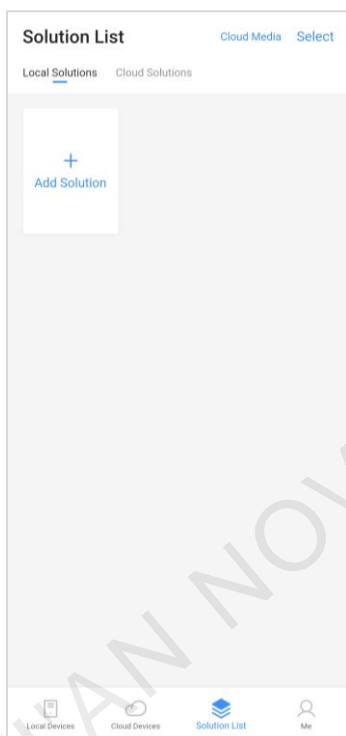
- Your phone is connected to the Internet.
- You have logged in to the VNNOX cloud platform in ViPlex Handy.
- Your VNNOX account has permission related to the media library.

Operating Procedure

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

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

Figure 5-12 Solution list



Step 2 Do the following as required.



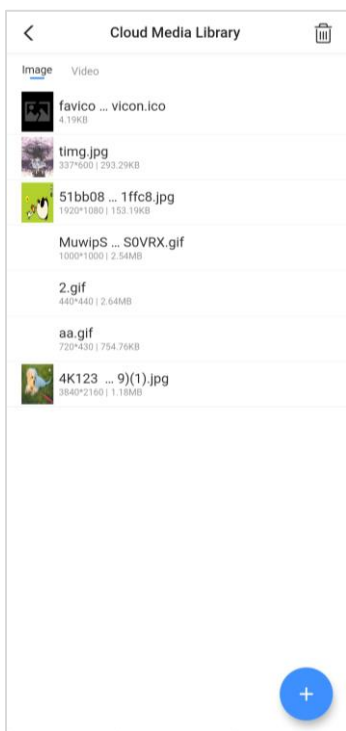
- View the images and videos in the cloud media library.
- Tap  to upload local images and videos to the cloud media library.
- Tap  to delete the images and videos in the cloud media library.

Figure 5-13 Cloud media library



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6 Me

Menu	Description
Log In/Register	<p>Allows you to log in to the VNNOX cloud platform.</p> <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. <p>Note: Japan and Australia nodes do not allow sub-users to log in to the VNNOX cloud platform. As a result, the sub-users of the two nodes cannot access cloud devices, cloud solutions and cloud media library and cannot upload solutions to the cloud.</p>
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.
Firmware Management	Allows you to download firmware upgrade packages to upgrade the firmware of local devices. For details, see 7.3 How to upgrade the firmware version of a device?
Select Mode	<p>Allows you to set the mode of the app. It defaults to user mode.</p> <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	<p>Allows you to turn on or off the demo mode.</p> <p>Turning on demo mode allows you to access all the functions without connecting to a device.</p>

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 firmware version of a device?

- Step 1 Connect to a local device.
For detailed operations, see [3 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 the firmware version of a device?

Strategy

- If the firmware version of a device is earlier than V2.3.0, it must be upgraded to V2.3.0 before upgraded to the latest version.
- If the firmware version of a device is V2.3.0 or later, it can be upgraded directly to the latest version.

Note:

- If a device earlier than V1.2.8 is connected to ViPlex Handy, a prompt saying the firmware version is too old will be displayed and instruct you to upgrade the firmware of the device. If you choose not to upgrade the firmware, you cannot continue using ViPlex Handy.
-



Operating Procedure

- Step 1 Open ViPlex Handy.
- Step 2 Choose **Me > Firmware Management** to access the **Firmware Management** page.
- Step 3 Connect your phone to a Wi-Fi network with Internet access or turn on mobile data. ViPlex Handy automatically displays the firmware upgrade packages of different models of devices, as shown in [Figure 7-1](#).
If the required firmware upgrade package has been downloaded before, go to [Step 5](#).

Figure 7-1 Firmware management



Step 4 Do any of the following to download the required firmware upgrade package.

- Tap the download button  next to the required upgrade package.
- Tap **Search by device**, select the target device, and tap **OK** to filter out the upgrade packages of the device quickly, then tap  next to an upgrade package.


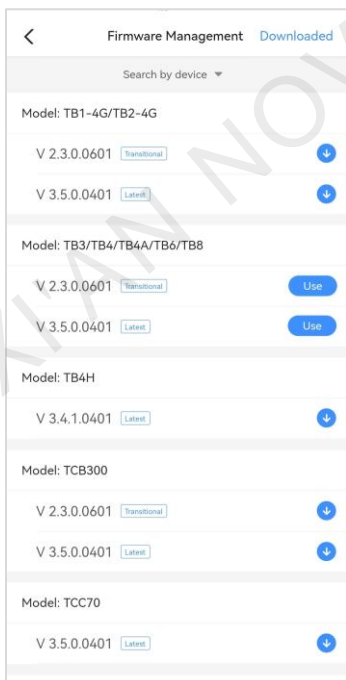
After the download is completed,  turns into a **Use** button, as shown in [Figure 7-2](#). You can tap **Downloaded** at the top right of the page to delete downloaded upgrade packages.

Figure 7-2 Download completed



Step 5 Tap **Use** next to the upgrade package of the target version to send the package to the target device.

- If you have filtered out the required upgrade package, the target device will be connected automatically after you tap **Use**.

- If you have not filtered the upgrade packages, the recently connected devices will be displayed after you tap **Use**. Select the target device and tap **Upgrade**.
- If device connection fails or no devices are found, manually connect your phone to the Wi-Fi AP of the target device and then tap **Use**.

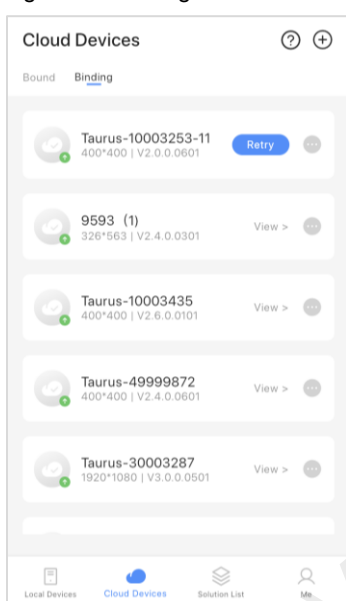
After the firmware package is sent successfully, the device will be upgraded and restarted automatically. Then, reconnect to the device in **Local Devices**.

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 7-3](#).

Figure 7-3 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 the firmware version of 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.

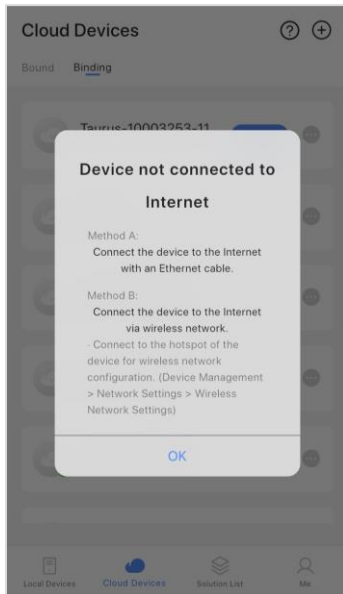
- If the device is not bound to the cloud, go to [Step 2](#).

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 Local Devices](#) and [4 Cloud Devices](#).

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