



# **LED Batch Controller Client**

**User Manual**

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The symbols that may be found in this document are defined as follows.

| Symbol                                                                                           | Description                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Danger</b>  | Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.                                                         |
|  <b>Caution</b> | Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results. |
|  <b>Note</b>    | Provides additional information to emphasize or supplement important points of the main text.                                                                   |

# Contents

|                                                   |           |
|---------------------------------------------------|-----------|
| <b>Chapter 1 Introduction .....</b>               | <b>1</b>  |
| 1.1 Product Introduction .....                    | 1         |
| 1.2 Key Features .....                            | 1         |
| <b>Chapter 2 Configuration Wizard .....</b>       | <b>3</b>  |
| <b>Chapter 3 Device Management .....</b>          | <b>6</b>  |
| 3.1 Activate Device .....                         | 6         |
| 3.2 Add Device .....                              | 9         |
| 3.2.1 Add Single or Multiple Online Devices ..... | 10        |
| 3.2.2 Add Device by IP Address .....              | 12        |
| 3.2.3 Add Device by IP Segment .....              | 14        |
| 3.2.4 Import Devices in Batch .....               | 16        |
| 3.3 Reset Device Password .....                   | 17        |
| 3.4 Manage Added Devices .....                    | 18        |
| 3.5 Upgrade Device .....                          | 20        |
| 3.5.1 Upgrade Added Device .....                  | 21        |
| 3.5.2 Upgrade Activated Device .....              | 22        |
| <b>Chapter 4 LED Settings .....</b>               | <b>25</b> |
| 4.1 Screen Control .....                          | 25        |
| 4.1.1 Set Signal Connection .....                 | 25        |
| 4.1.2 Quickly Maintain Receiving Card .....       | 34        |
| 4.1.3 Set Signal Input .....                      | 35        |
| 4.1.4 Set Scene .....                             | 38        |
| 4.1.5 Set Image Splicing .....                    | 39        |
| 4.1.6 Set Multi-Input Image .....                 | 43        |
| 4.1.7 Device Backup .....                         | 50        |
| 4.2 Display Effect .....                          | 51        |

|                                              |    |
|----------------------------------------------|----|
| 4.2.1 Set Basic Image Parameters .....       | 51 |
| 4.2.2 Import Color File .....                | 53 |
| 4.2.3 Set Advanced Image Parameters .....    | 54 |
| 4.2.4 Set Receiving Card .....               | 56 |
| 4.3 System Settings .....                    | 59 |
| 4.3.1 Set Screen Saver .....                 | 59 |
| 4.3.2 Set Startup Logo .....                 | 60 |
| 4.3.3 Set OSD .....                          | 62 |
| 4.3.4 Set Dehumidification Mode .....        | 62 |
| 4.3.5 Set Sending Card Network Cascade ..... | 66 |
| 4.4 Device Maintenance .....                 | 67 |
| 4.4.1 Correct Defective Pixel .....          | 67 |
| 4.4.2 Detect Screen Color .....              | 73 |
| 4.4.3 View Device Information .....          | 74 |
| 4.5 System Maintenance .....                 | 74 |
| 4.5.1 Smart Maintenance .....                | 74 |
| 4.5.2 Search and Export Log .....            | 81 |
| 4.5.3 Edit Password .....                    | 81 |
| 4.5.4 Synchronize Time .....                 | 82 |
| 4.5.5 Set Network .....                      | 82 |
| 4.5.6 Detect Screen Status .....             | 83 |
| 4.5.7 Export Configuration File .....        | 85 |
| 4.5.8 Import Configuration File .....        | 85 |
| 4.5.9 Import Font Library .....              | 86 |
| 4.5.10 Reboot Remotely .....                 | 86 |
| 4.5.11 Restore Parameters .....              | 86 |
| 4.5.12 Add Power Distribution Cabinet .....  | 87 |
| 4.5.13 Start/Shut down Device Remotely ..... | 87 |

|                                                                         |           |
|-------------------------------------------------------------------------|-----------|
| 4.5.14 Enable Dual Power Supply .....                                   | 88        |
| <b>Chapter 5 Shortcut Key Functions .....</b>                           | <b>89</b> |
| 5.1 Report Device Exception Event .....                                 | 89        |
| 5.1.1 View Real-time Event Information .....                            | 89        |
| 5.1.2 Search Event Information .....                                    | 90        |
| 5.2 Search Cloud File .....                                             | 91        |
| 5.3 View Video Cloud Classroom .....                                    | 92        |
| 5.4 View Troubleshooting Method .....                                   | 93        |
| 5.5 Switch Language .....                                               | 94        |
| <b>Chapter 6 FAQ .....</b>                                              | <b>95</b> |
| 6.1 Full screen is unlit. ....                                          | 95        |
| 6.2 Image displays incompletely or in wrong position. ....              | 95        |
| 6.3 Full-screen image flashes or vibrates. ....                         | 96        |
| 6.4 Spots/Strips exist in full-screen image. ....                       | 96        |
| 6.5 Image on certain display unit flashes or has spots. ....            | 96        |
| 6.6 Certain display unit screen is unlit. ....                          | 96        |
| 6.7 Certain module or row of modules are unlit in display unit. ....    | 97        |
| 6.8 Display error occurs when setting screen attributes. ....           | 97        |
| 6.9 Searching online device failed. ....                                | 97        |
| 6.10 Color differences exist for sending cards. ....                    | 98        |
| 6.11 Screen color is inconsistent with LCD. ....                        | 99        |
| 6.12 Color exception occurs for the screen loaded by sending card. .... | 99        |

# Chapter 1 Introduction

## 1.1 Product Introduction

The LED batch controller client (hereinafter referred to as the client or software) is used with the LED controller (hereinafter referred to as the sending card or device) to control the full-color LED display (hereinafter referred to as the display or screen). You can add LED controllers to the client to manage, set the display parameters, and set the display correction, detection, and maintenance.

The full-color LED display is a dot matrix module using the light-emitting diodes or a large display consisting of pixel units. The display has a wide color gamut, stable performance, long service life, strong environmental adaption, cost effectiveness, and low cost of use. The display can be widely used in radio and television broadcasting, video security, conference display, information display and other fields.

The LED controller can be used together with the full-color LED display to provide seamless splicing display of LED screens. The LED controller can be used in the meeting rooms, studios, gyms, airports, banks, advertisements, family cinemas, etc.

## 1.2 Key Features

### Full-Color LED Display Unit

- Supports seamless screen splicing of any size at any direction with uniform images and without black lines.
- Provides high brightness and high contrast ratio.
- Provides broadcast level greyscale processing to display more image details.
- Provides a complete image by controlling the brightness and color temperature of every pixel to a certain limitation.
- Provides ultra high refresh rate to make the image more smooth and delicate.
- Provides images that are more realistic.
- Provides nanosecond response time to avoid trailing or ghosting phenomenon.
- Provides long service life.
- Provides wide viewing angle to achieve high-quality visual effects in every angle.
- Provides wide color gamut coverage with range larger than NTSC.
- Provides low heat generation, good heat dissipation and super quiet feature.
- Provides energy saving and environmental protection features.
- Provides small screen footprint.
- Provides low defect rate and low maintenance cost.

### **LED Controller**

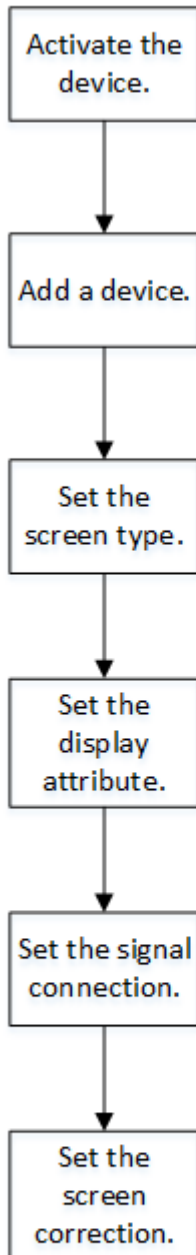
- Provides strong loading capacity, up to 0.65 MP loading per network port, and the output of multiple Gigabit Ethernet network ports.
- Some LED controllers provide a USB extension port to allow the connection of the mouse, keyboard, or USB flash drive, support one channel or two channels of HDMI input, and support one channel of HDMI output.
- Some LED controllers support audio input and output, light sensor access, Wi-Fi and Bluetooth connection, infrared remote control access, and remote control UI menu on the screen.
- The V series LED controllers support the scene customization and scene changing.
- Some LED controllers support window division to display the custom contents and slogans.
- Some controllers support splicing via multiple cascaded devices for device synchronization.

## Chapter 2 Configuration Wizard

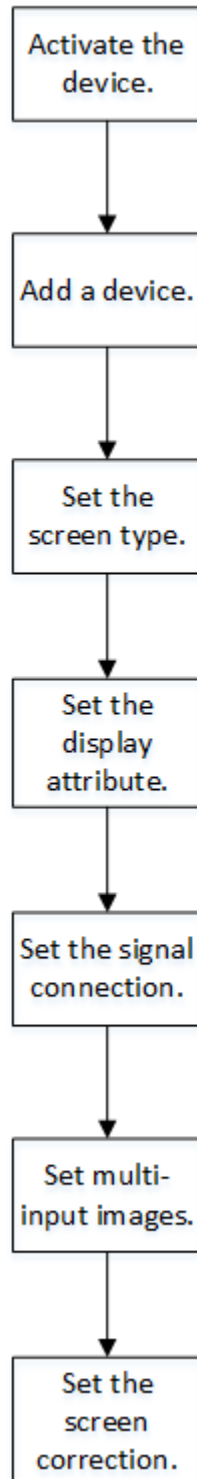
After you start the client, you will enter the **Configuration Wizard** page automatically. You can click **Normal Sending Card**, **Multi-Input Device**, or **54-Inch Splicing Screen** tab and follow the wizard to complete the device basic configuration according to the actual added device type.

Refer to the figure and table below for the basic configuration flow and detailed configuration description of normal sending cards, multi-input devices, and 54-inch splicing screen.

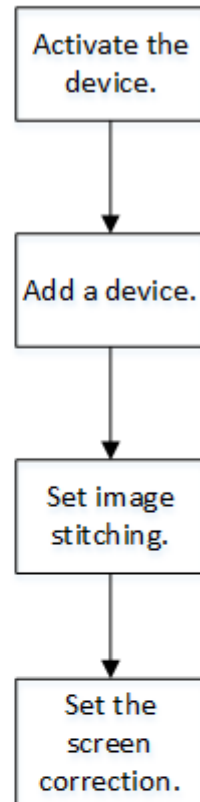
**Normal Sending Card  
Settings**



**Multi-Input Device  
Settings**



**54-Inch Splicing  
Screen Settings**



**Figure 2-1 Configuration Wizard Flow**

Table 2-1 Configuration Wizard Description

| Device Type             | Configuration Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Normal Sending Card     | <ol style="list-style-type: none"> <li>1. Activate the device. Refer to <b><u>Activate Device</u></b> .</li> <li>2. Add a device. Refer to <b><u>Add Device</u></b> .</li> <li>3. Lighten the screen. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>4. Set the screen. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>5. Set the signal connection. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>6. Set the screen correction. Refer to <b><u>Correct Defective Pixel</u></b> .</li> </ol>                                                                                    |
| Multi-Input Device      | <ol style="list-style-type: none"> <li>1. Activate the device. Refer to <b><u>Activate Device</u></b> .</li> <li>2. Add a device. Refer to <b><u>Add Device</u></b> .</li> <li>3. Lighten the screen. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>4. Set the screen. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>5. Set the signal connection. Refer to <b><u>Set Signal Connection</u></b> .</li> <li>6. Set multi-input images. Refer to <b><u>Set Multi-Input Image</u></b> .</li> <li>7. Set the screen correction. Refer to <b><u>Correct Defective Pixel</u></b> .</li> </ol> |
| 54-Inch Splicing Screen | <ol style="list-style-type: none"> <li>1. Activate the device. Refer to <b><u>Activate Device</u></b> .</li> <li>2. Add a device. Refer to <b><u>Add Device</u></b> .</li> <li>3. Set image stitching. Refer to <b><u>Set Image Splicing</u></b> .</li> <li>4. Set the screen correction. Refer to <b><u>Correct Defective Pixel</u></b> .</li> </ol>                                                                                                                                                                                                                                                       |

 **Note**

You can check **Do not prompt again next time.**, **Configuration Wizard** interface will not prompt again next time you start the client. If you want to enter **Configuration Wizard** interface, click  on the upper-right corner of the client interface, and select **Configuration Wizard**.

## Chapter 3 Device Management



Only the devices supporting OTAP (Over-the-Air Programming) protocol can be accessed and managed via the client.

---

The password is required in the device management. Passwords are divided into 4 types: digits, lowercase letters, uppercase letters, and special symbols. Passwords are classified into 3 levels:

- Level 0 (risky password): the password length is less than 8 characters or the password contains only one type of character.
- Level 1 (normal password): the password length is equal to or more than 8 characters and the password contains two types of characters.
- Level 3 (strong password): the password length is equal to or more than 8 characters and the password contains three or more types of characters.

Set the password by obeying the following rules:

- The password cannot contain the user name, 123, admin (case insensitive), a string of at least four consecutive digits (such as 1234, 12345, 4321, etc.), a string of at least four repeating characters (such as 1111, 8888, aaaa, etc.).
- Do not use the common risky passwords.

### 3.1 Activate Device

The client should be used with the sending cards to control the displays. Activate the corresponding sending card via the client when using it for the first time.

#### Before You Start

- The client has been installed correctly.
- Ensure the PC running the client and the sending card are in the same LAN. You can use the network cable to connect the LED controller to the on-site network, and connect the PC running the client to the on-site network through network cable or Wi-Fi. Some LED controllers support connection to the network via Wi-Fi.

#### Steps

1. Run the client.

**Online Device** list will display all the online devices in the current network segment. You can click **Refresh** to refresh the online devices.

Device Group(4)

+ Add

✕ Delete

↺ Refresh

⬆ Upgrade

Search

| <input type="checkbox"/> | Index | Device Name | Device Type | IP Address | Port | Software Version | Serial No. | Network Status | Operation                              |
|--------------------------|-------|-------------|-------------|------------|------|------------------|------------|----------------|----------------------------------------|
| <input type="checkbox"/> | 1     |             |             |            |      |                  |            | Online         | <div>✎</div> <div>⌄</div> <div>⌵</div> |
| <input type="checkbox"/> | 2     |             |             |            |      |                  |            | Online         | <div>✎</div> <div>⌄</div> <div>⌵</div> |
| <input type="checkbox"/> | 3     |             |             |            |      |                  |            | Online         | <div>✎</div> <div>⌄</div> <div>⌵</div> |
| <input type="checkbox"/> | 4     |             |             |            |      |                  |            | Online         | <div>✎</div> <div>⌄</div> <div>⌵</div> |

Online Device(2)

+ Add to

↺ Refresh

⚙ Activate

🌐 Set Network Parameters

⬆ Upgrade

↺ Reset Password

Search

| <input type="checkbox"/> | Index | Device Type | IP Address | Software Version | Serial No. | MAC Address | Add via OT# | Activation Status |
|--------------------------|-------|-------------|------------|------------------|------------|-------------|-------------|-------------------|
| <input type="checkbox"/> | 1     |             |            |                  |            |             | Support     | Active            |
| <input type="checkbox"/> | 2     |             |            |                  |            |             | Support     | Inactive          |

Figure 3-1 LED Batch Controller Client

2. Select the inactive device from the list, and click **Activate**.
3. Enter the password and confirm it. Click **OK**.

**Activate** [X]

User Name admin

Password Password [eye icon]

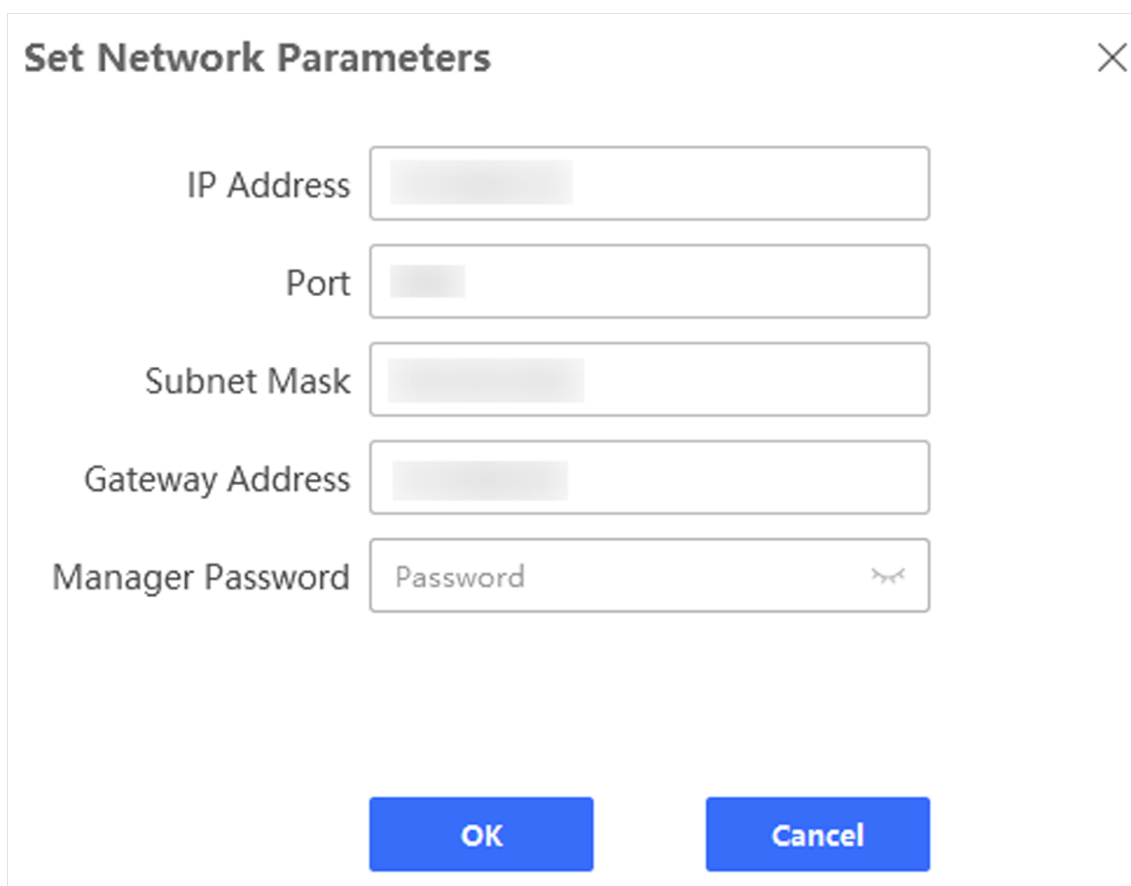
8 to 16 digits. The combination should contain at least two of the following types: numbers, upper case letters, lower case letters, special characters (!"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~ and space).

Confirm Password Password [eye icon]

OK Cancel

**Figure 3-2 Activation**

- 4. Optional:** Edit network parameters of the activated device.
- 1) Select the activated device from **Online Device** list.
  - 2) Click **Set Network Parameters**.
  - 3) Edit the network parameters of the device, such as the IP address, subnet mask, gateway, etc.
  - 4) Enter **Admin Password**, and click **OK**.

A screenshot of a 'Set Network Parameters' dialog box. The dialog has a title bar with a close button (X) in the top right corner. Inside, there are five input fields: 'IP Address', 'Port', 'Subnet Mask', 'Gateway Address', and 'Manager Password'. The 'Manager Password' field has a placeholder text 'Password' and a small eye icon to toggle visibility. At the bottom, there are two blue buttons: 'OK' and 'Cancel'.

**Figure 3-3 Set Network Parameters**

---

 **Note**

If the device connected network has DHCP function, the IP address of the device will be allocated automatically. You can skip step 4.

---

## 3.2 Add Device

The client provides multiple device adding modes including by IP address and IP segment. You can also import multiple devices in batch when there are large amount of devices to be added. After the devices are added to the client, you can realize remote configuration and management of the added devices.

---

 **Note**

If you want to add the 54-inch splicing screen, after adding, a message will prompt on top of **Device Group** list: The current configuration is only available for the 54-inch LED splicing display

unit. If you need to set the normal LED display, delete the added 54-inch LED splicing display unit(s) first.

---

### 3.2.1 Add Single or Multiple Online Devices

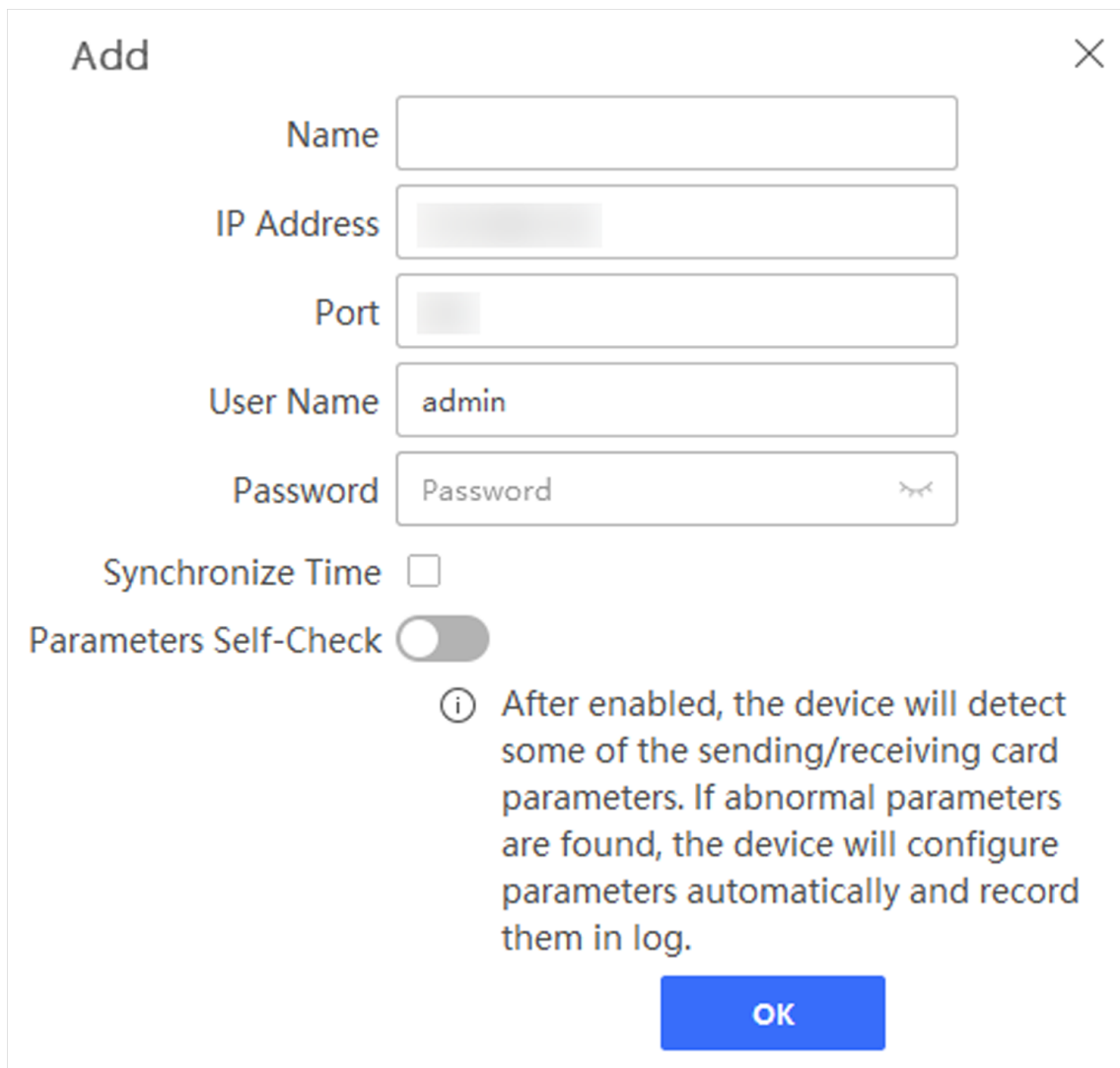
The client can detect online devices which are in the same network with the PC running the client. You can select a detected online device displayed in the online device list and add it to the client. For detected online devices sharing the same user name and password, you can add them to the client in batch.

#### Before You Start

- The device(s) to be added are in the same network with the PC running the client.
- The device(s) to be added have been activated.

#### Steps

1. Click **Device Management**.
2. Check one or more online device(s) from **Online Device** list, and click **Add to**.



**Add** [Close]

Name

IP Address

Port

User Name

Password

Synchronize Time ☐

Parameters Self-Check ☒

*i* After enabled, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

**OK**

**Figure 3-4 Add Online Device**

---

 **Note**

You can judge whether the device(s) can be added to **Device Group** list via the status shown under **Add via OTAP** item. Only the supported device(s) can be added to **Device Group** list.

---

**3.** Enter the required information.

**Name**

Enter a descriptive name for the device.

**IP Address**

The IP address of the device is obtained automatically in this adding mode.

**Port**

The port No. of the device is obtained automatically in this adding mode. You can also customize the port No.

### **User Name**

By default, the user name is ***admin***.

### **Password**

Enter the device password.

### **Synchronize Time**

Check **Synchronize Time** to synchronize the device time with the PC running the client after adding the device to the client.

4. Click **OK**.

### **3.2.2 Add Device by IP Address**

If you know the IP address or domain name of the device to be added, you can add devices to the client by specifying the IP address, user name, password, etc.

#### **Steps**

1. Click **Device Management**.
2. Click **Add** in **Device Group** list.
3. Select **Adding Mode** as **IP Address**.

### Add Device ×

Adding Mode: ☒ IP Address ☐ IP Segment ☐ Batch Import

Add Offline ☐

\* Device Name

\* IP Address

\* Port

\* User Name

\* Password  👁

Synchronize Time ☐

Parameters Self-Check ☐

① After enabled, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

Figure 3-5 Add Device by IP Address

4. Enter the required information.

5. **Optional:** Other operations.

#### Add Offline

You can check **Add Offline** if you want to add offline device(s). After adding succeeded, the **Network Status** of the device shows **Offline**. When the device is online, the **Network Status** will switch to **Online** automatically, and the client will connect it automatically.



### Note

If you do not check **Add Offline**, you cannot add the offline device(s).

#### **Synchronize Time**

Check **Synchronize Time** to synchronize the device time with the PC running the client after adding the device to the client.

#### **Parameters Self-Check**

If you enable **Parameters Self-Check**, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

6. Click **Add** to add the device and exit from the interface. Or click **Add and New** to save the settings and continue to add other devices.

### 3.2.3 Add Device by IP Segment

If the devices share the same port No., user name, and password, and their IP addresses range in the same IP segment, you can add them to the client by specifying the start IP address and the end IP address, port No., user name, password, etc of the devices.

#### **Steps**

1. Click **Device Management**.
2. Click **Add** in **Device Group** list.
3. Select **Adding Mode** as **IP Segment**.

Add Device

Adding Mode:

☐ IP Address

☒ IP Segment

☐ Batch Import

Add Offline

☐

\* Start IP

\* End IP

\* Port

\* User Name

admin

\* Password

●●●●●●●●

Synchronize Time

☐

Parameters Self-Check

☐

After enabled, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

Add

Add and New

Figure 3-6 Add Device by IP Segment

#### 4. Enter the required information.

##### Note

The top three segments of the start and end IP addresses should be same. Up to 255 devices in the same IP segment can be added.

#### 5. Optional: Other operations.

##### Add Offline

You can check **Add Offline** if you want to add offline device(s). After adding succeeded, the **Network Status** of the device shows **Offline**. When the

device is online, the **Network Status** will switch to **Online** automatically, and the client will connect it automatically.



### Note

If you do not check **Add Offline**, you cannot add the offline device(s).

#### Synchronize Time

Check **Synchronize Time** to synchronize the device time with the PC running the client after adding the device to the client.

#### Parameters Self-Check

If you enable **Parameters Self-Check**, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

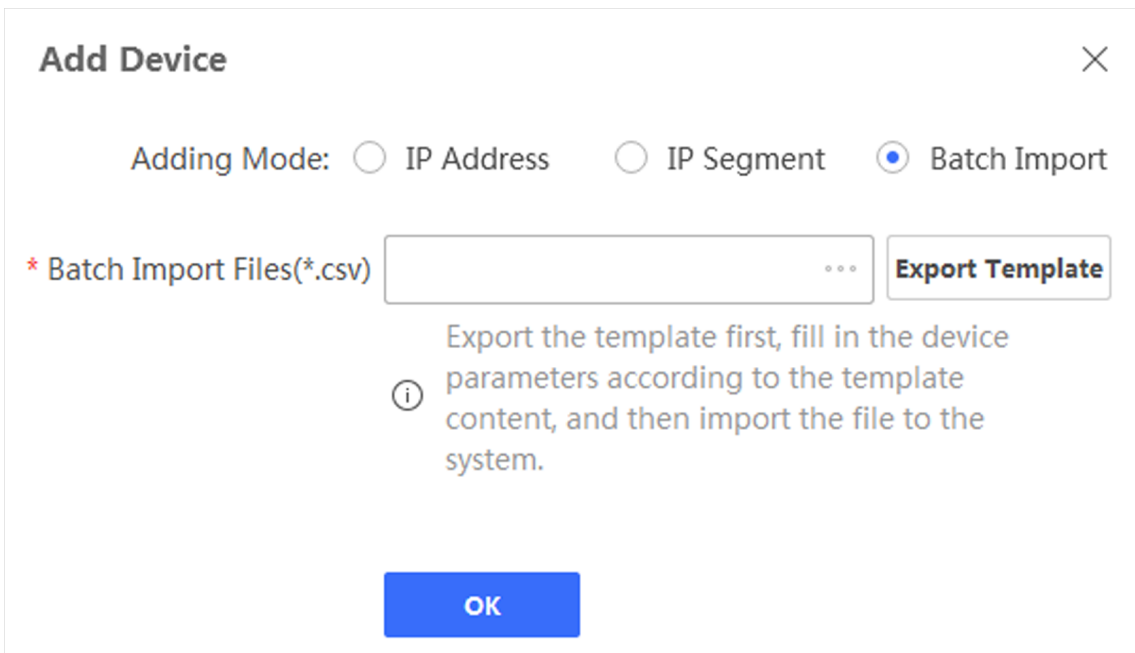
6. Click **Add** to add the device and exit from the interface. Or click **Add and New** to save the settings and continue to add other devices.

### 3.2.4 Import Devices in Batch

You can add multiple devices to the client in batch by entering the device parameters in a pre-defined CSV file.

#### Steps

1. Click **Device Management**.
2. Click **Add** in **Device Group** list.
3. Select **Adding Mode** as **Batch Import**.



The screenshot shows a dialog box titled "Add Device" with a close button (X) in the top right corner. Below the title, there are three radio buttons for "Adding Mode": "IP Address", "IP Segment", and "Batch Import". The "Batch Import" radio button is selected. Below the radio buttons, there is a text input field with a red asterisk and the label "\* Batch Import Files(\*.csv)". To the right of the input field is a button labeled "Export Template". Below the input field, there is an information icon (i) and a text block that reads: "Export the template first, fill in the device parameters according to the template content, and then import the file to the system." At the bottom of the dialog box is a blue button labeled "OK".

Figure 3-7 Import Devices in Batch

4. Click **Export Template** and save the pre-defined template (CSV file) to your PC.
5. Open the exported template file and enter the required information of the devices to be added on the corresponding column.
6. On **Add Device** interface, click ... and select the edited template file.
7. Click **OK**.

### 3.3 Reset Device Password

If you forgot the password of the detected online device, you can reset the device password via the client.

#### Steps

---

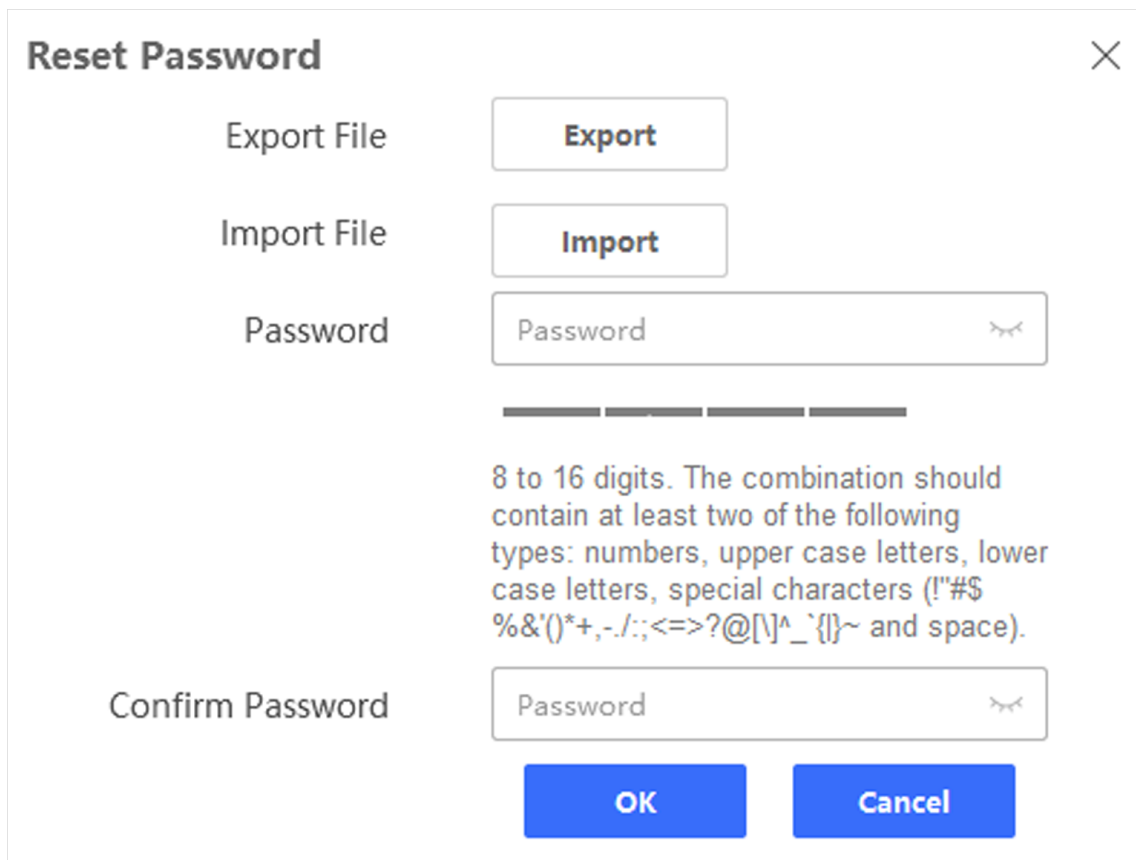


#### Note

The function should be supported by the device. The interface only shows the resetting mode supported by the device.

---

1. Click **Device Management**.
2. Select the device needed to reset password from **Online Device** list, and click **Reset Password**.



The image shows a 'Reset Password' dialog box with a close button (X) in the top right corner. It contains three input fields: 'Export File' with an 'Export' button, 'Import File' with an 'Import' button, and 'Password' with a password input field. Below the password field is a horizontal line and a text block stating: '8 to 16 digits. The combination should contain at least two of the following types: numbers, upper case letters, lower case letters, special characters (!"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~ and space)'. Below this is a 'Confirm Password' field with another password input field. At the bottom are 'OK' and 'Cancel' buttons.

|                                                                                                                                                                                                         |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| Export File                                                                                                                                                                                             | <b>Export</b> |
| Import File                                                                                                                                                                                             | <b>Import</b> |
| Password                                                                                                                                                                                                | Password      |
| 8 to 16 digits. The combination should contain at least two of the following types: numbers, upper case letters, lower case letters, special characters (!"#\$%&'()*+,-./:;<=>?@[\\]^_`{ }~ and space). |               |
| Confirm Password                                                                                                                                                                                        | Password      |
| <b>OK</b> <b>Cancel</b>                                                                                                                                                                                 |               |

**Figure 3-8 Reset Password**

3. Click **Export** to save the XML file on your PC and send the file to our technical support to get the Encryp.xml file.
4. Click **Import** to import the gotten Encryp.xml file.
5. Enter the new password and confirm the password.
6. Click **OK**.

### 3.4 Manage Added Devices

After adding devices to the client, you can manage the added devices including editing device parameters, deleting devices, applying debug configuration, and viewing device details.

- Select an added online device from **Device Group** list. Click [✎](#) to edit the device name.

**Edit**×

\*

Device Name

\*

IP Address

\*

Port

\*

User Name

admin

\*

Password

●●●●●●●●

Synchronize Time ☐Parameters Self-Check ☒

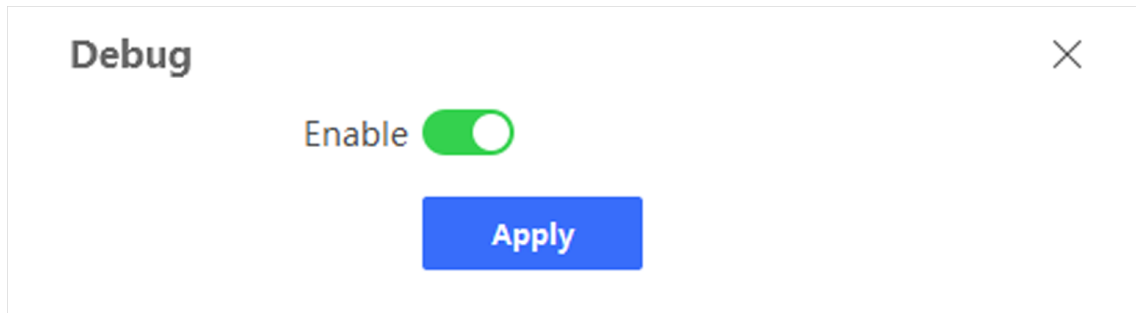
ⓘ

After enabled, the device will detect some of the sending/receiving card parameters. If abnormal parameters are found, the device will configure parameters automatically and record them in log.

Edit

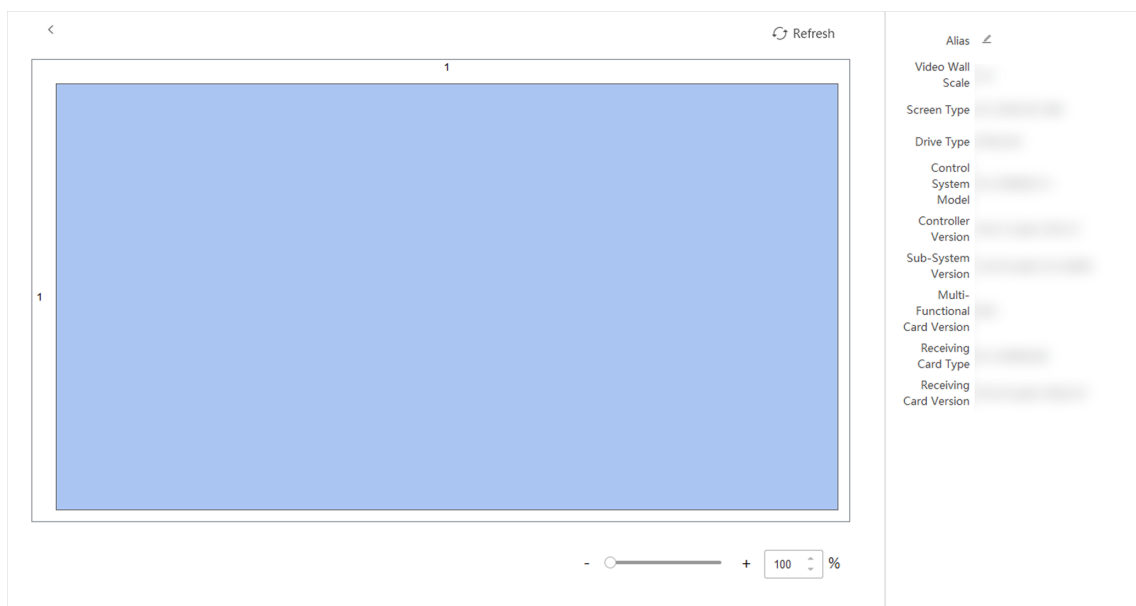
**Figure 3-9 Edit Device Login Information**

- Check one or more devices from **Device Group** list. Click **Delete** to delete the selected device(s) from the list.
- Select an added online device from **Device Group** list. Click  to enable the debug, and click **Apply** to apply the debug configuration to the device.



**Figure 3-10 Apply Debug Configuration**

- Select an added online device from **Device Group** list. Click  to view the device detailed information such as screen type, controller version, receiving card type, etc. You can click  to edit **Alias** of the device.



**Figure 3-11 View Device Detailed Information**

- In **Device Group** list, click **Refresh** to get the latest device information.
- Check one or more upgradable devices from **Device Group** list. Click **Upgrade** to upgrade the sending card or receiving card/multi-functional card. Refer to **Upgrade Added Device** for details.

### 3.5 Upgrade Device



#### Caution

Do not disconnect the power supply during upgrade.

## 3.5.1 Upgrade Added Device

You can upgrade the added device online or offline.

### Steps

1. Click **Device Management**.
2. Select an added device that is online, and click **Upgrade**.

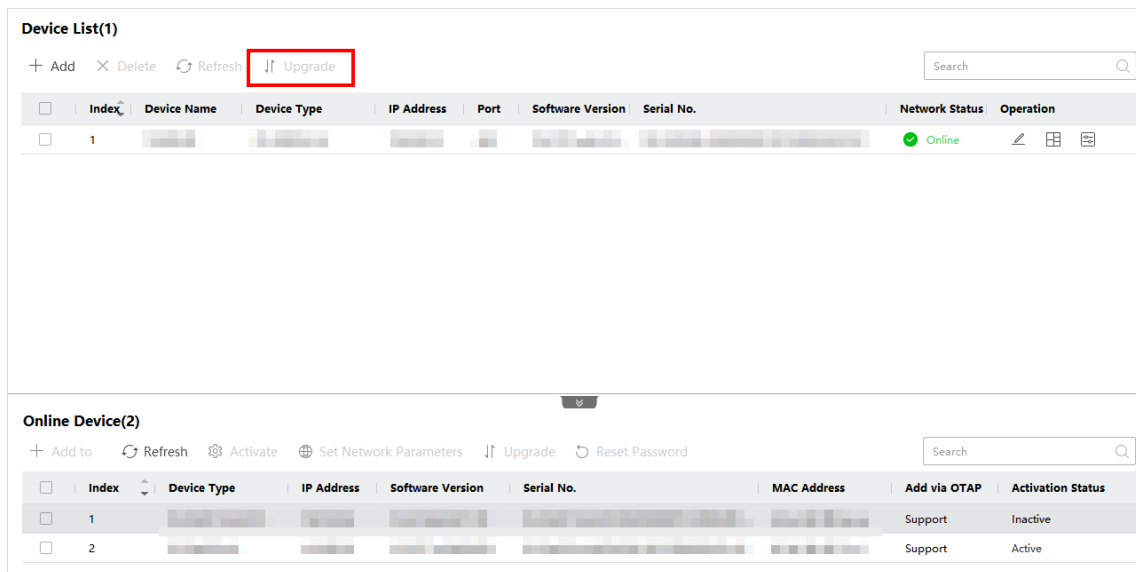


Figure 3-12 Select Added Device

3. Select **Upgrade Content** as **Sending Card** or **Receiving/Multi-Functional Card**.
4. Select **Upgrade Mode** from the following options.
  - Select **Online** to get the latest upgrade package from the cloud. Click **Upgrade**.

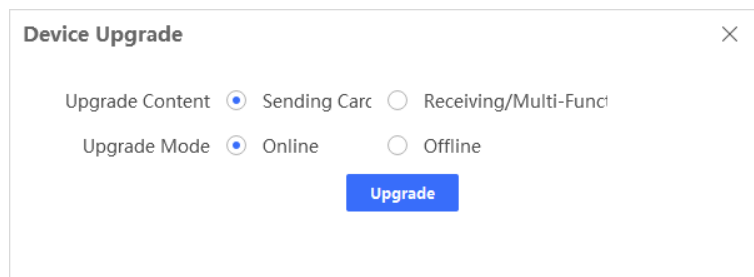
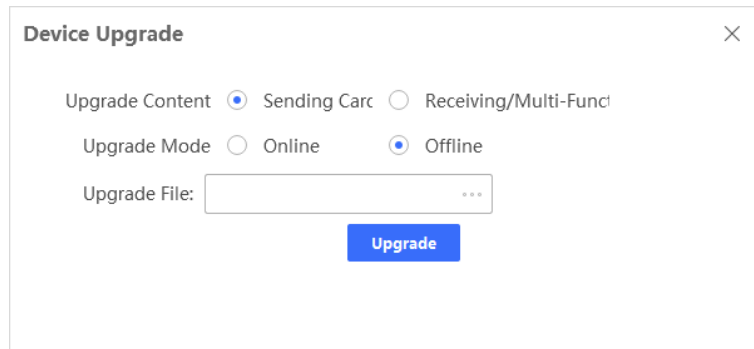


Figure 3-13 Upgrade Added Device Online

- Select **Offline**. Click ... to select the upgrade package from the PC. Click **Upgrade**.



**Figure 3-14 Upgrade Added Device Offline**



### Note

If upgrading failed and the device cannot function correctly, contact the supplier in time.

---

### Result

The device will restart automatically when upgrading succeeded.

### 3.5.2 Upgrade Activated Device

Only the devices supporting OTAP (Over-the-Air Programming) protocol can be accessed and managed via the client. For the devices which do not support OTAP protocol, they can be managed by the client via online upgrade.

#### Before You Start

The device has been activated.

#### Steps

1. Click **Device Management**.
2. Select the device from **Online Device** list, and click **Upgrade**.

| Device List(1)                                                                  |       |             |             |            |      |                  |            |                |           |
|---------------------------------------------------------------------------------|-------|-------------|-------------|------------|------|------------------|------------|----------------|-----------|
| + Add   X Delete   ↻ Refresh   ⬆️⬆️ Upgrade <input type="text" value="Search"/> |       |             |             |            |      |                  |            |                |           |
| <input type="checkbox"/>                                                        | Index | Device Name | Device Type | IP Address | Port | Software Version | Serial No. | Network Status | Operation |
| <input type="checkbox"/>                                                        | 1     |             |             |            |      |                  |            | Online         |           |

| Online Device(2)                                                                                                                       |       |             |            |                  |            |             |              |                   |  |
|----------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|------------|------------------|------------|-------------|--------------|-------------------|--|
| + Add to   ↻ Refresh   ⚙️ Activate   🌐 Set Network Parameters <b>⬆️⬆️ Upgrade</b> ⌛ Reset Password <input type="text" value="Search"/> |       |             |            |                  |            |             |              |                   |  |
| <input type="checkbox"/>                                                                                                               | Index | Device Type | IP Address | Software Version | Serial No. | MAC Address | Add via OTAP | Activation Status |  |
| <input type="checkbox"/>                                                                                                               | 1     |             |            |                  |            |             | Support      | Inactive          |  |
| <input type="checkbox"/>                                                                                                               | 2     |             |            |                  |            |             | Support      | Active            |  |

**Figure 3-15 Select Activated Device**

3. Select **Upgrade Mode** from the following options.

- Select **Online** to get the latest version of the upgrade package from the cloud to upgrade the sending card. Enter **User Name** and **Password**. Click **Upgrade**.

### Upgrade Sending Card

Upgrade Mode ☒ Online ☐ Offline

User Name

Password

**Upgrade**

**Figure 3-16 Upgrade Activated Device Online**

- Select **Offline** to upload the upgrade package to upgrade the sending card. Select **File Path**, and enter **User Name**, **Password**, and **Port**. Click **Upgrade**.

### Upgrade Sending Card

×

Upgrade Mode ☐ Online ☒ Offline

File Path

User Name

Password

Port

Upgrade

**Figure 3-17 Upgrade Activated Device Offline**

## Chapter 4 LED Settings

---

### Note

When you set device parameters via the client, if you select a device but not check it, you can only get the selected device parameters. You can only set and save the parameters to the device by checking one or more devices. When you check multiple devices to set parameters in batch, if the actual device does not support a certain function, the client will prompt when you save the settings.

---

### 4.1 Screen Control

#### 4.1.1 Set Signal Connection

When the loading resolutions of multiple receiving cards controlled by a single sending card are consistent, select general settings. When the loading resolutions of multiple receiving cards controlled by a single sending card are inconsistent, select complex settings.

#### General Settings

When the loading resolutions of multiple receiving cards controlled by a single sending card are consistent, select general settings.

##### Steps

1. Go to **LED Settings** → **Screen Control** → **Signal Connection** .
2. Check the device(s) to be set from the device list.
3. Select **General**.

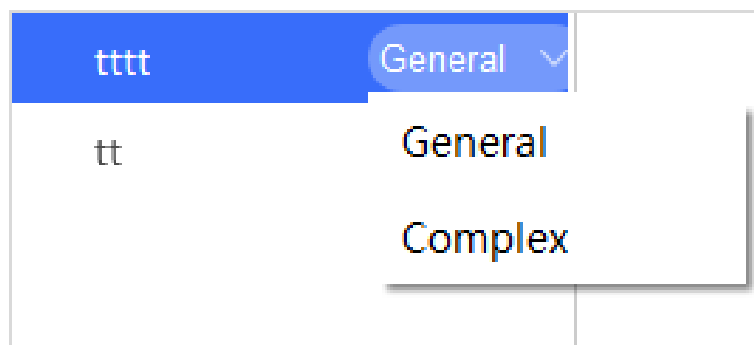
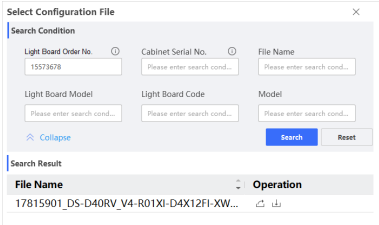
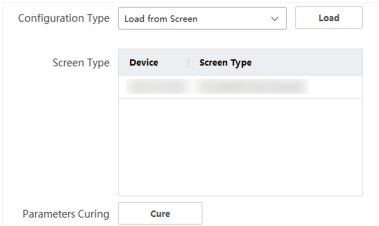
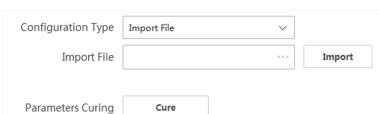


Figure 4-1 Set General Screen

4. Lighten the screen.
  - 1) Set the device screen.

Table 4-1 Select Device Screen

| Configuration Type                                                                                                                                                                                                                                                                                                                                     | Image                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Select <b>Load from Cloud</b> . Enter the keyword, click <b>Search</b> . Click  to apply the searched configuration file to the device or click  to download the configuration file. |  |
| Select <b>Load from Screen</b> . Click <b>Load</b> . The system will load the screen type automatically.                                                                                                                                                                                                                                               |  |
| Select <b>Import File</b> . Click  to select the configuration file. Click <b>Import</b> to import the configuration file.                                                                                                                                            |  |

- 2) Click **Cure** to save the parameters to the receiving card to ensure the screen can display normally after next restart.
- 3) Click **Save**.
- 5. Set the screen.
  - 1) Click **Screen Settings**.
  - 2) Set the screen attribute.

Video Wall Scale

2

\*

2

Enable Zooming

☒

Screen Resolution

Custom Resolution

▼

Custom Screen Resolution

1280

\*

720

Figure 4-2 Set Screen Attribute

Video Wall Scale

Set the row(s) and column(s) of the screen according to the receiving card quantity. Each cabinet contains 1 or 2 receiving cards.

### Enable Zooming

Check it to enable the signal source zooming. Uncheck it in splicing scenes.

### Screen Resolution

Select the appropriate resolution. If there is no appropriate resolution, you can select **Custom Resolution**.

#### Note

The width of the custom resolution should be a multiple of 4.

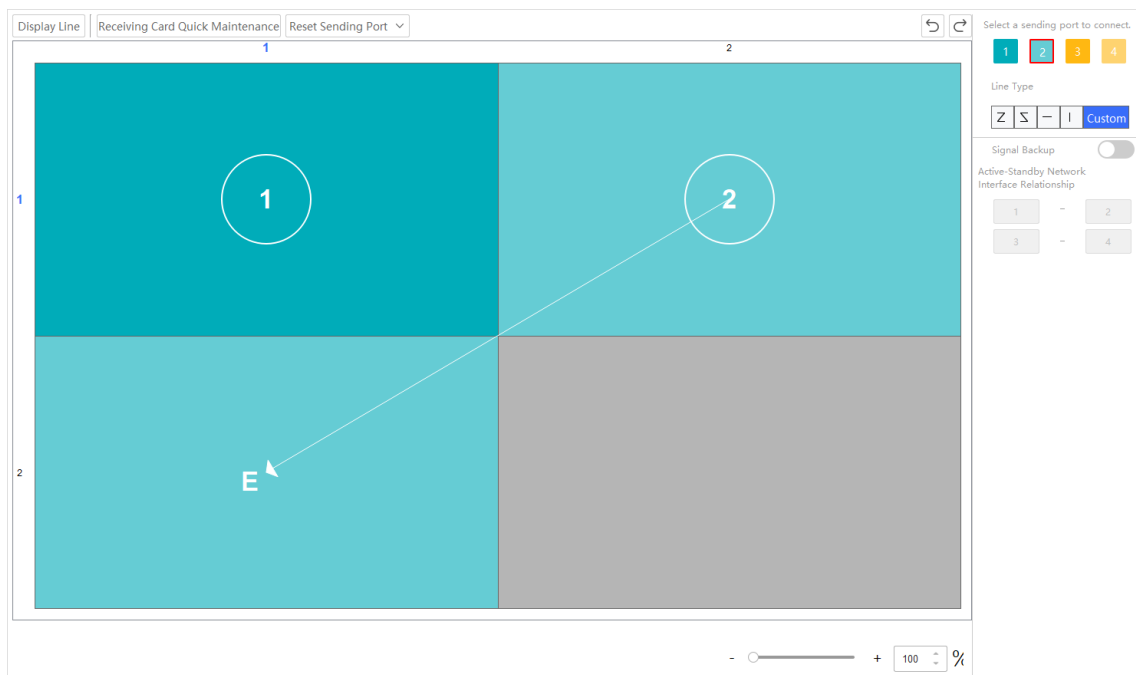
3) Click **Save**.

6. Set signal line connection according to the actual receiving card connection between LED cabinets.

1) Click **Signal Connection**.

#### Note

After setting the video wall scale, the LED screen will show the signal line connection. The signal connection via the client must match with the actual screen connection.



**Figure 4-3 Set Signal Connection**

2) Click **Display Line**. The location prompt of each screen will show on the screen.

3) Select a sending port to connect.



## Note

- Connect the signal line according to the location prompt on each screen. If the prompt is 2-1, the screen is the first screen to connect to No. 2 sending port.
- Signal line connection should be the same as the actual screen connection.

### 4) Connect signal cables.

- Click the screen on the right side of the interface to connect signal lines.
- Select **Line Type**, and select the start port and end port.

### 5) **Optional:** Other operations.

| Related Operations               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Display or hide line.            | Click the button to display/hide the connection lines shown on the screen.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Quickly maintain receiving card. | <p>Click the button to enter <b>Receiving Card Quick Maintenance</b> interface.</p> <ul style="list-style-type: none"> <li>• Copy the configuration of the referenced receiving card to the new receiving card.</li> <li>• Export the program or configuration file of the referenced receiving card and import it to the other receiving cards of the current screen or to the receiving cards in other projects.</li> </ul> <p>Refer to <b><u>Quickly Maintain Receiving Card</u></b> .</p> |
| Reset the sending port.          | <p>Click <b>Reset Sending Port</b>, and select the operation.</p> <ul style="list-style-type: none"> <li>• Click <b>Reset Current Sending Port</b> to clear all the configuration of the current signal sending port.</li> <li>• Click <b>Reset All Sending Ports</b> to clear all the configuration of all the signal sending ports.</li> </ul>                                                                                                                                              |
| Cancel.                          | Click  to cancel the last operation.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Restore.                         | Click  to restore the last operation.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Backup the signal.               | Enable <b>Signal Backup</b> to enable dual-channel signal inputs to ensure signal stability.                                                                                                                                                                                                                                                                                                                                                                                                  |

| Related Operations | Description                                                                                                                                                                                                                                                                                     |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    |  <b>Note</b><br>If the function is enabled, the relationship between the active and standby network interfaces should be the same as <b>Active-Standby Network Interface Relationship</b> shown on the client. |

6) Click **Save**.

## Complex Settings

When the loading resolutions of multiple receiving cards controlled by a single sending card are inconsistent, select complex settings.

### Before You Start

The large-scale normal cabinet LED has been lightened by using the normal setting method.

### Steps

1. Go to **LED Settings** → **Screen Control** → **Signal Connection**.
2. Check the device(s) to be set from the device list.
3. Select **Complex**.

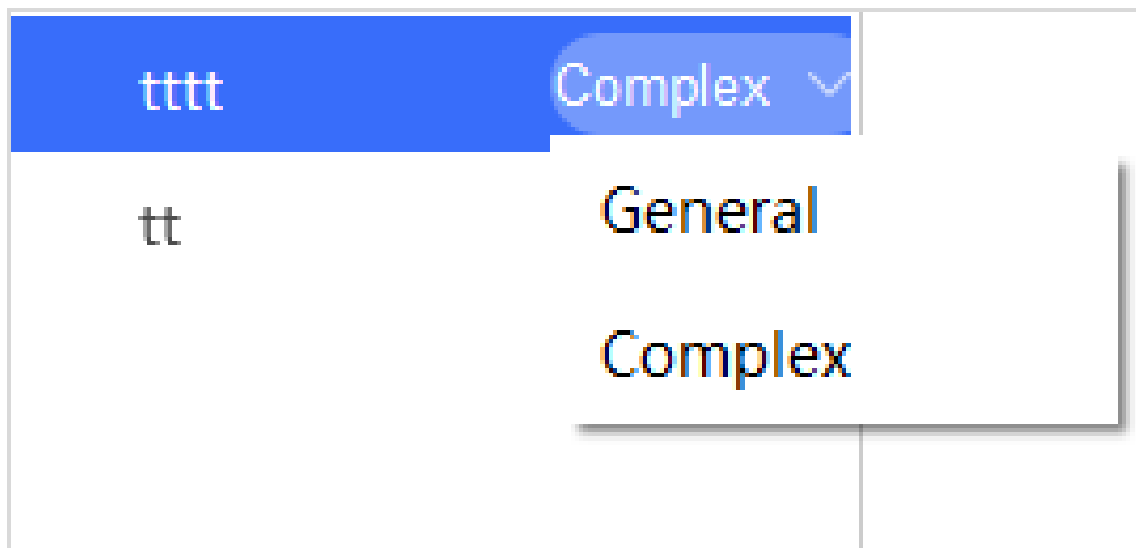
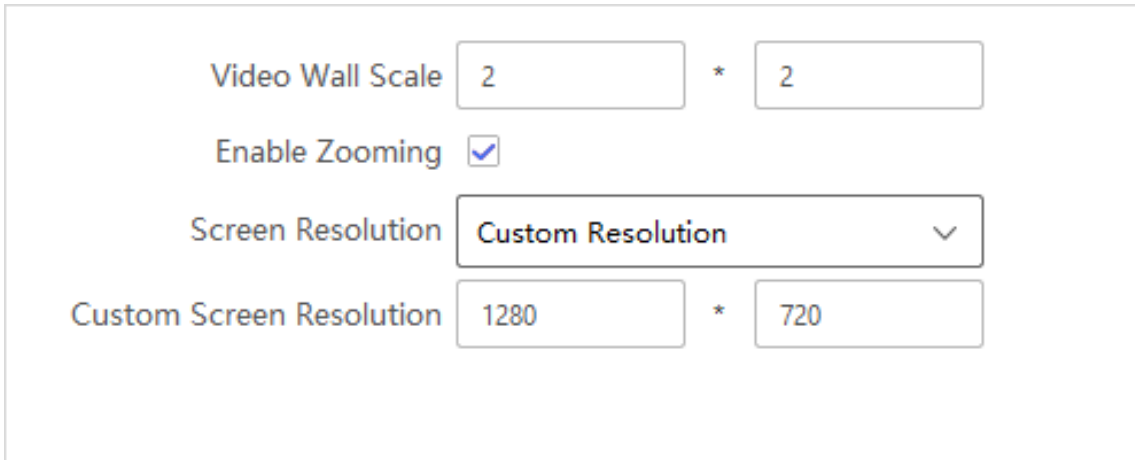


Figure 4-4 Select Complex Screen

- 1) Click **Screen Settings**.
- 2) Set the screen attribute.



**Figure 4-5 Set Screen Attribute**

### **Video Wall Scale**

Set the row(s) and column(s) of the screen according to the receiving card quantity. Each cabinet contains 1 or 2 receiving cards.

### **Enable Zooming**

Check it to enable the signal source zooming. Uncheck it in splicing scenes.

### **Screen Resolution**

Select the appropriate resolution. If there is no appropriate resolution, you can select **Custom Resolution**.



#### **Note**

The width of the custom resolution should be a multiple of 4.

3) Click **Save**.

4. Set signal line connection according to the actual receiving card connection between LED cabinets.

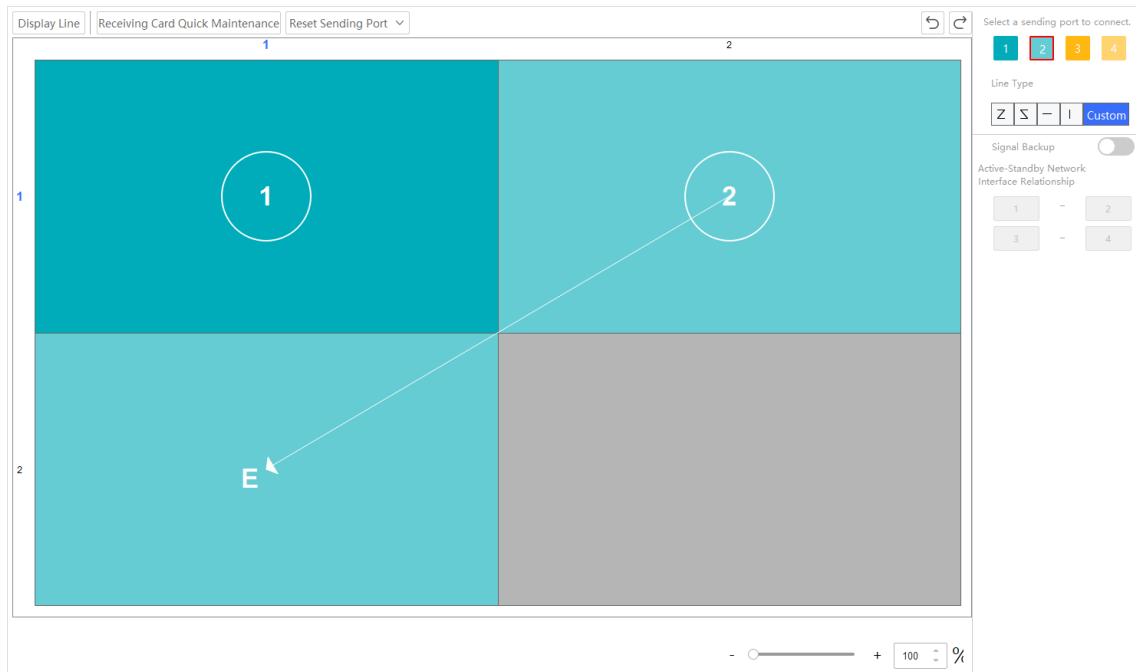
1) Click **Signal Connection**.



#### **Note**

After setting the video wall scale, the LED screen will show the signal line connection. The signal connection via the client must match with the actual screen connection.

---



**Figure 4-6 Set Signal Connection**

2) Select a sending port to connect.



**Note**

- Connect the signal line according to the location prompt on each screen. If the prompt is 2-1, the screen is the first screen to connect to No. 2 sending port.
- Signal line connection should be the same as the actual screen connection.

3) Connect signal cables.

- Click the screen on the right side of the interface to connect signal lines.
- Select **Line Type**, and select the start port and end port.

4) **Optional:** Other operations.

| Related Operations               | Description                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Display or hide line.            | Click the button to display/hide the connection lines shown on the screen.                                                                                                                                                                                                                                                                                                |
| Quickly maintain receiving card. | <p>Click the button to enter <b>Receiving Card Quick Maintenance</b> interface.</p> <ul style="list-style-type: none"> <li>• Copy the configuration of the referenced receiving card to the new receiving card.</li> <li>• Export the program or configuration file of the referenced receiving card and import it to the other receiving cards of the current</li> </ul> |

| Related Operations      | Description                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | screen or to the receiving cards in other projects.<br>Refer to <b><i>Quickly Maintain Receiving Card</i></b> .                                                                                                                                                                                                                                                                                      |
| Reset the sending port. | Click <b>Reset Sending Port</b> , and select the operation. <ul style="list-style-type: none"> <li>Click <b>Reset Current Sending Port</b> to clear all the configuration of the current signal sending port.</li> <li>Click <b>Reset All Sending Ports</b> to clear all the configuration of all the signal sending ports.</li> </ul>                                                               |
| Cancel.                 | Click  to cancel the last operation.                                                                                                                                                                                                                                                                                |
| Restore.                | Click  to restore the last operation.                                                                                                                                                                                                                                                                               |
| Backup the signal.      | Enable <b>Signal Backup</b> to enable dual-channel signal inputs to ensure signal stability.<br><br> <b>Note</b><br>If the function is enabled, the relationship between the active and standby network interfaces should be the same as <b>Active-Standby Network Interface Relationship</b> shown on the client. |

5) Click **Save**.

5. Split and lighten the screen.

1) Click **Split and Lighten Screen**.

2) Click a screen and drag to select multiple screens, and then right click the mouse or click **Edit**.

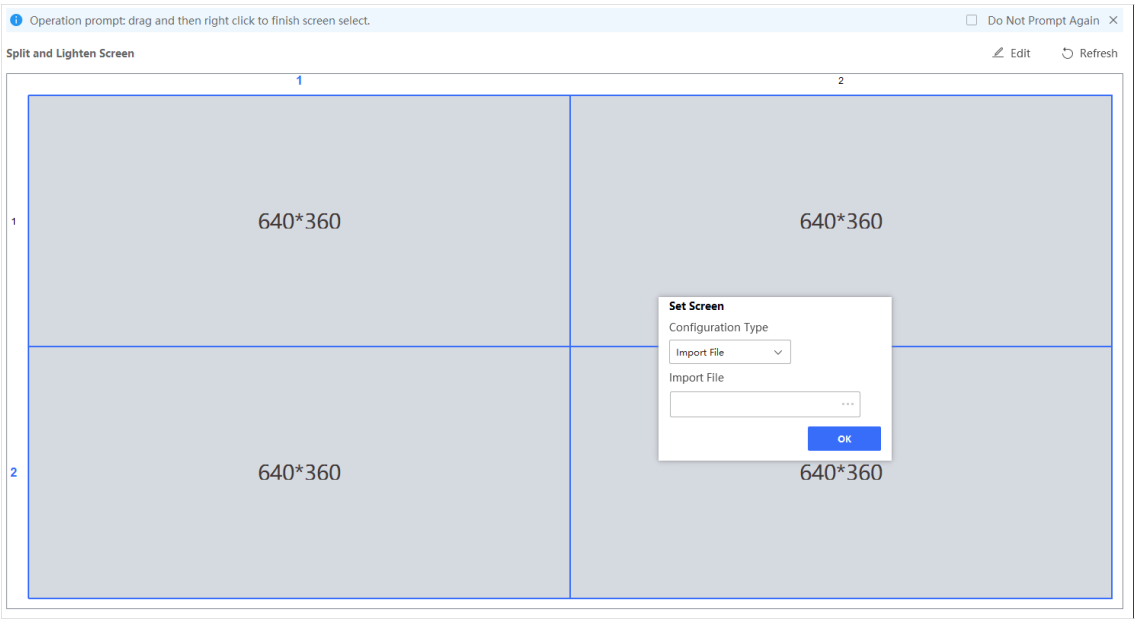
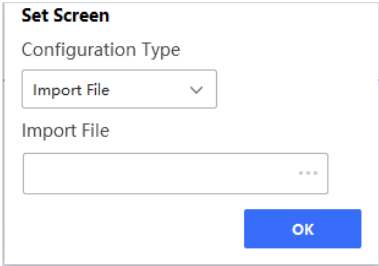
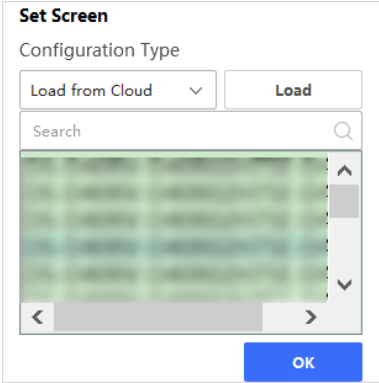
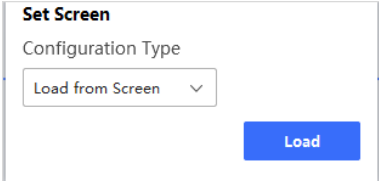


Figure 4-7 Split and Lighten Screen

3) Select **Configuration Type**.

Table 4-2 Select Configuration Type

| Configuration Type                                                                                                                       | Image                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Recommended) Import File:<br>a. Click ... to select the configuration file.<br>b. Click <b>Import</b> to import the configuration file. |  The image shows the "Set Screen" dialog box with the "Configuration Type" dropdown set to "Import File". The "Import File" text field is empty, and the file selection icon (three dots) is visible. The blue "OK" button is at the bottom right. |

| Configuration Type                                                                                                                                    | Image                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                       |  <b>Note</b><br>This software supports a maximum of 10 types of configuration files. |
| Load from Cloud:<br>a. Click <b>Load</b> . The system automatically obtains the screen type.<br>b. Select a screen type or enter a keyword to select. |                                                                                     |
| Load from Screen: Click <b>Load</b> . The system automatically obtains the screen type.                                                               |                                                                                    |

4) Click **Save**.

### 4.1.2 Quickly Maintain Receiving Card

You can copy the configuration of the referenced receiving card to the new receiving card, or export the program or configuration file of the referenced receiving card and import it to the other receiving cards of the current screen or to the receiving cards in other projects.

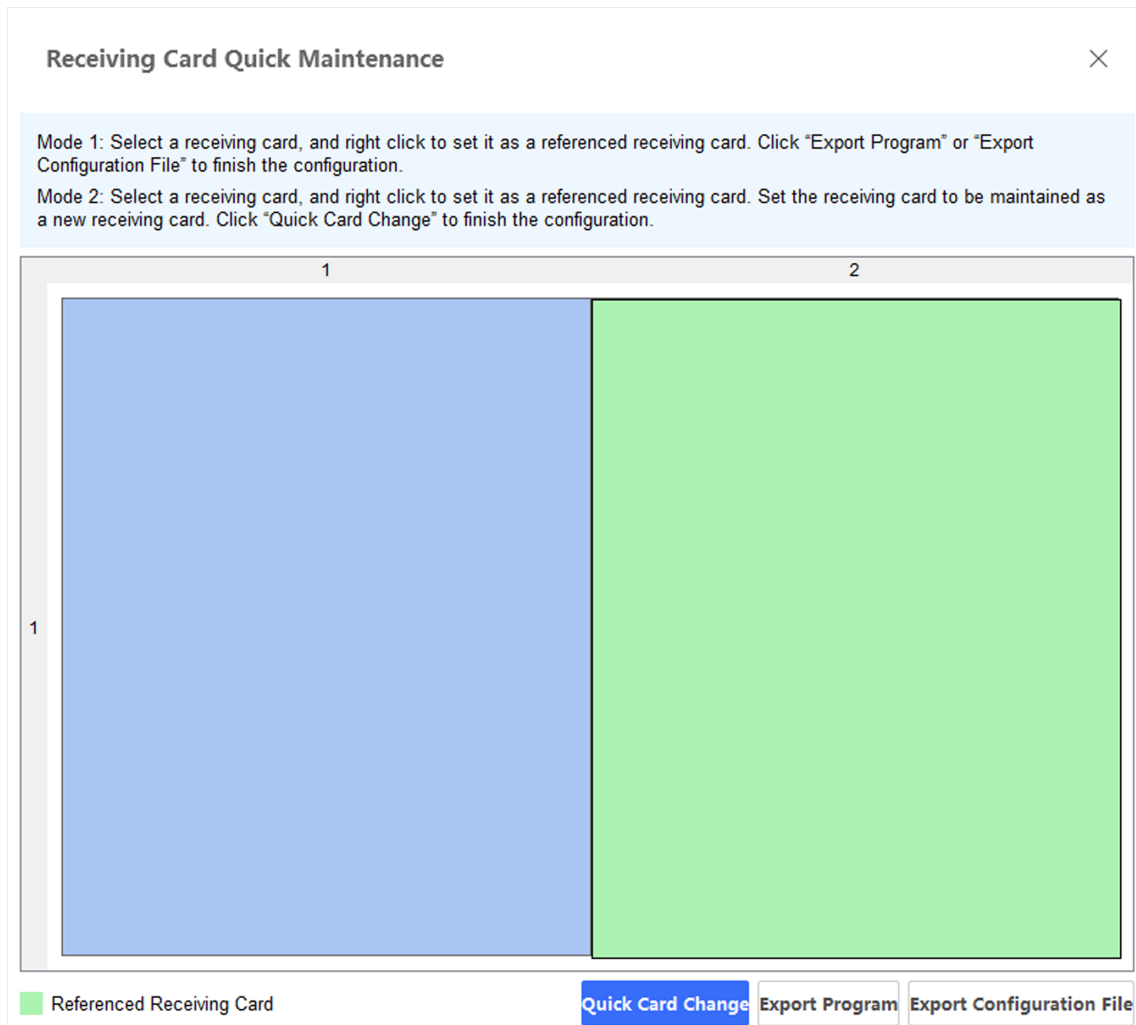
Go to **LED Settings → Screen Control → Signal Connection → Signal Connection**, and click **Receiving Card Quick Maintenance**. You can maintain the receiving card by the following 2 methods quickly.

#### Method 1

1. Select a receiving card, and right click to select **Referenced Receiving Card**.
2. Click **Export Program** or **Export Configuration File** to save the program or configuration file to the PC.
3. Import the program or configuration file of the referenced receiving card to the other receiving cards of the current screen or to the receiving cards in other projects.

## Method 2

1. Select a receiving card, and right click to select **Referenced Receiving Card**.
2. Click **Quick Card Change** to copy the configuration of the referenced receiving card to the new receiving card.



**Figure 4-8 Receiving Card Quick Maintenance**

### 4.1.3 Set Signal Input

You can set input signal type, 3D video processing, input signal auto detection, custom resolution, audio configuration, etc.

#### Steps

1. Go to **LED Settings → Screen Control → Signal Source Management**.
2. Check the device(s) to be set from the device list.

Input Signal Type Android

Input Resolution 1920x1080@60@8bit

**3D Configuration**

3D Video Processing ☒

3D Delay 850000

3D Mode Upper and Lower Images Merge

Left and Right Images Alternation ☐

**Input Signal Configuration**

Input Signal Auto Detection ☒

Signal Source Status Accessed

Input Format ☒ Force RGB

Resolution Self-adaption ☒

Reserve Last Frame for No-Signal Sending Card ☒

**Audio Configuration**

Volume 64

Audio ☒

**OK**

**Figure 4-9 Signal Input Management**



**Note**

The shown functions vary with the device models. The unsupported functions will not be shown. The actual device prevails.

**3. Set parameters.**

**Input Signal Type**

Select the correct input signal type according to the actual connection condition of the sending card.

### 3D Configuration

#### 3D Video Processing

Enable the function if you need to process 3D video.



#### Note

- Before enabling the function, you need to install multi-functional card first.
  - Enable this function only when 3D parameters are configured into screens before leaving the factory.
- 

#### 3D Delay

Keep the default value 850000.

#### 3D Mode

- Select **Upper and Lower Images Merge** for video sources in upper and lower format.
- Select **Left and Right Eyes Alternate Output** for video sources in left and right format.

#### Left and Right Images Alternation

When the left image is opposite to the right image, you can enable the function.

### Input Signal Configuration

#### Input Signal Auto Detection

Enable the function, and the system will detect and recognize the input signal automatically.

#### Input Format

The input standard is RGB by default. Select **Auto Recog** when the signal standard is not RGB.

#### Resolution Self-adaption

Enable the function, and the input resolution will not change with the output resolution. Disable the function, and you can set **Custom Resolution** which will not change with the output resolution.

#### Reserve Last Frame for Non-Signal Sending Card

Enable the function, and then when the sending card has no signal input, the screen will reserve the last frame. After the signal input is restored, the screen will restore to normal display.

#### Audio Configuration

Enable **Audio**, and then set the volume.

4. Click **OK**.

#### 4.1.4 Set Scene

You can save the configurations of, for example, input signal type, 3D video processing, or video opening window, as a scene to call for convenience.

##### Steps

1. Go to **LED Settings** → **Screen Control** → **Signal Source Management/Multi-Screen** .
2. Check the device(s) to be set from the device list.
3. Click **Scene** on the right of the interface.

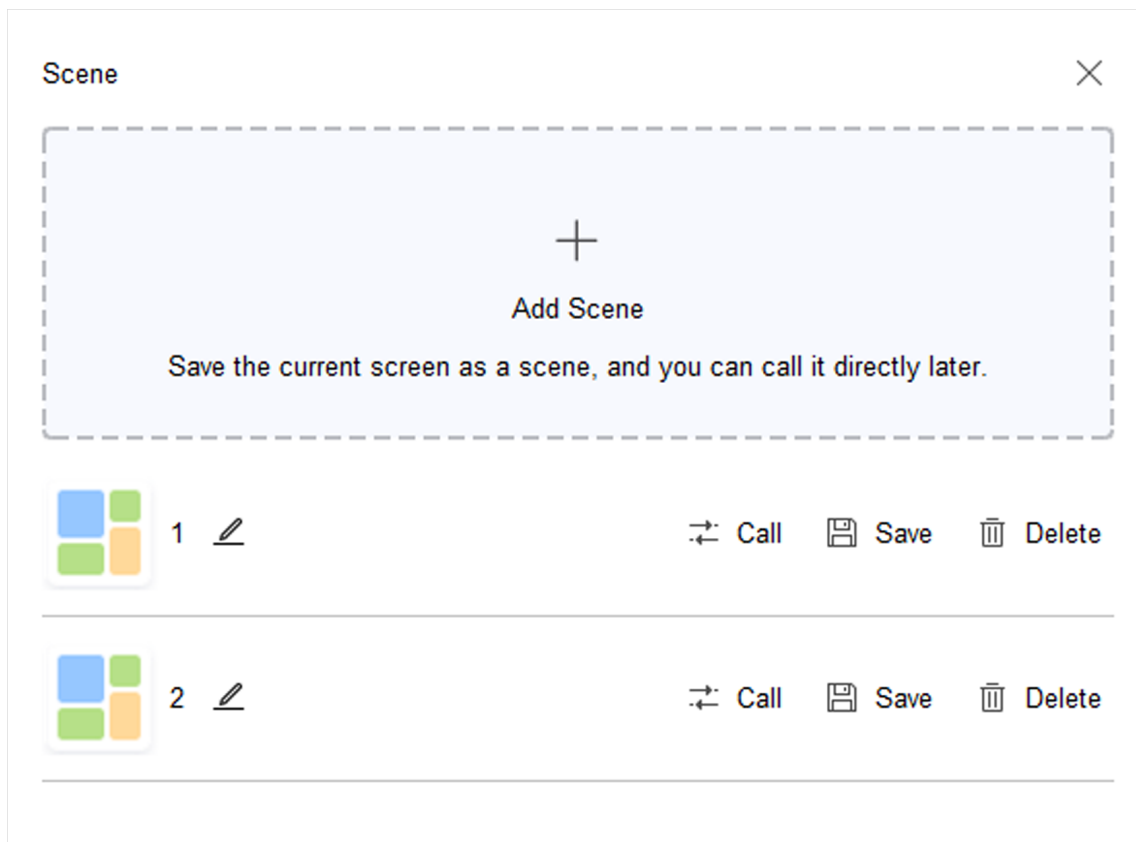


Figure 4-10 Set Scene

4. Click **+** .
5. Enter the scene name.
6. Click **Save** to save the scene to the scene list.
7. **Optional:** Other operations.

- Edit** Click to edit the scene name.
- Call** Call the scene.
- Save** Apply the scene.
- Delete** Delete the scene.

### 4.1.5 Set Image Splicing

You can set the image splicing of the normal screens and 54-inch splicing screens.

#### Set Normal Screen Splicing

You can splice multiple LED screens into one to display a complete picture. 3D screen splicing is available. If you use a decoding device to splice normal screens, select splicing by other device. If you use the LED controller to splice normal screens, select splice by LED controller.

##### Steps

1. Go to **LED Settings → Screen Control → Image Stitching** .
2. Add the screen.
  - 1) Click **Add Screen**.
  - 2) Enter **Screen Name**.
  - 3) Select **By LED Controller** or **By Other Device** as the image stitching mode.



##### Note

If you use a decoding device to splice normal screens, select splicing by other device. If you use the LED controller to splice normal screens, select splice by LED controller.

---

- 4) Click **OK**.
  3. Set **Sending Card Scale**.
- 

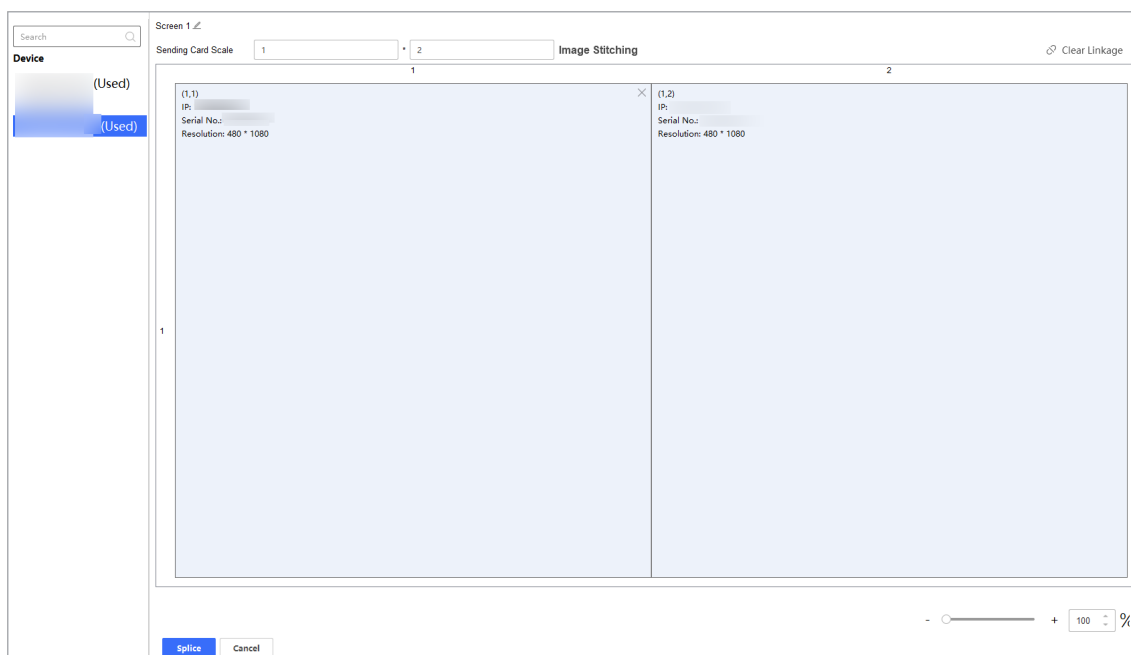


##### Note

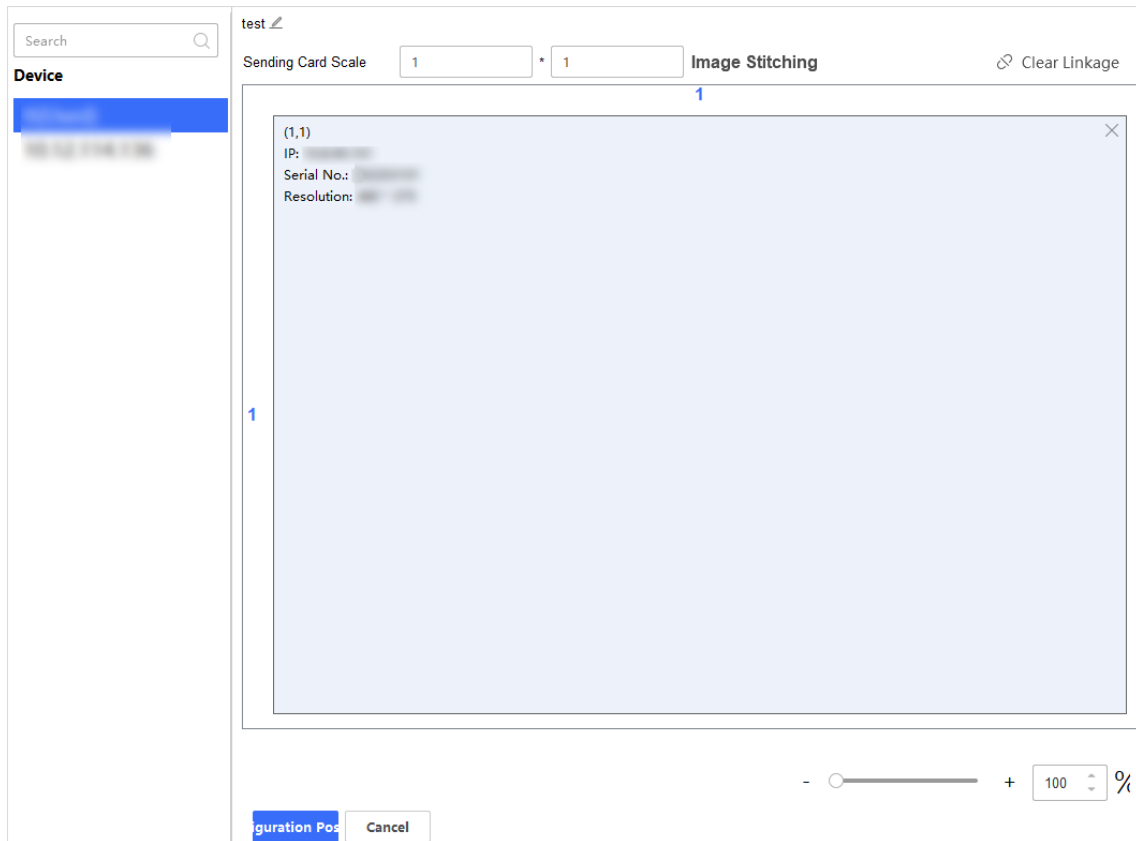
Up to 4 × 4 sending card scale is supported.

---

4. Select the online device(s) from the device list and drag to the area(s) on the right window.



**Figure 4-11 Splice Normal Screens by LED Controller**



**Figure 4-12 Splice Normal Screens by Other Device**

---

### Note

- Enter the user name and password for the first-time login of the device.
- If the linked device is offline, the splicing area will turn grey.

---

### 5. Optional: Other operations.

**Clear linkage** Click the button to clear all the linked devices.

**Edit** Click  to edit the screen name.

6. Click **Splice** to save the settings for splicing by LED controller and click **Configuration Position** to save the settings for splicing by other device.

## Set Splicing of 54-Inch Splicing Screen

You can use the LED batch controller client or remote control to set the splicing of the 54-inch splicing screen.

### Steps

1. Go to **LED Settings** → **Screen Control** → **Image Stitching**.
2. Click **Display Device Information**.

The device IP address and physical wiring No. will be displayed on the screen.

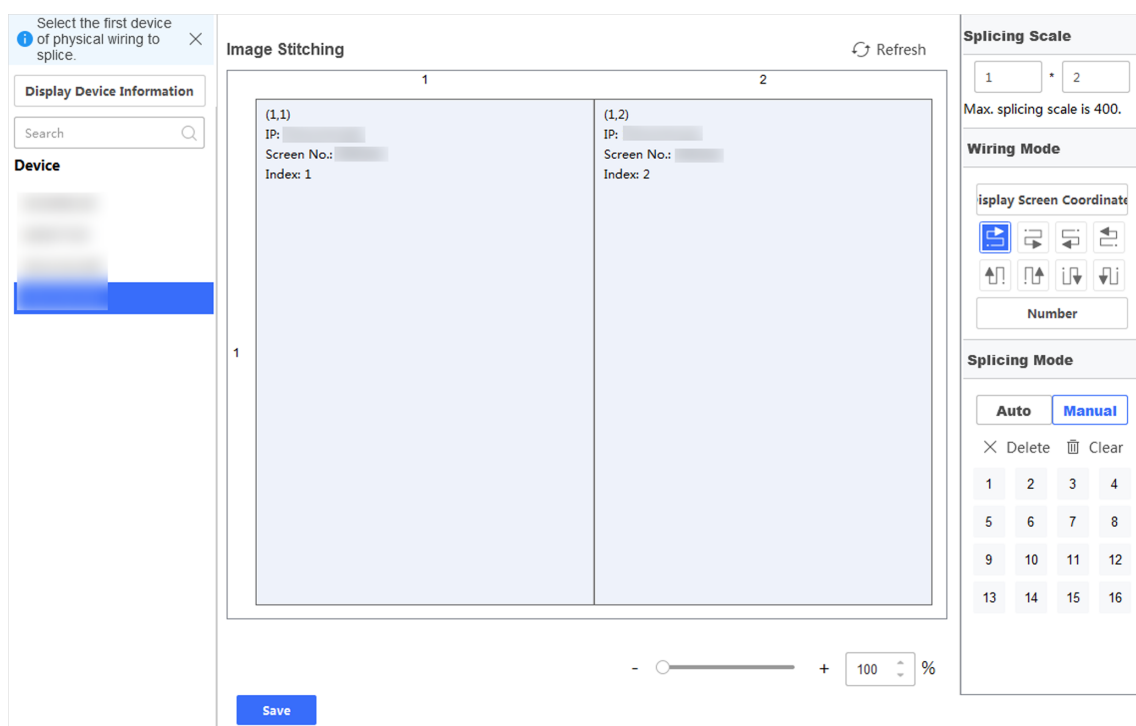
3. Select the first device of physical wiring from the left device list, or enter the first device name of physical wiring in the text filed to search.
4. Enter **Splicing Scale** according to the actual condition.

## Note

The splicing scale is the video wall scale.

5. Click **Display Screen Coordinate**, and select **Wiring Mode** according to the coordinates shown on the screen. Click **Number**.

The splicing window will show the corresponding device information according to the selected wiring mode and No.



**Figure 4-13 Splice 54-Inch Splicing Screen**

6. Select **Splicing Mode**.
  - Auto splicing: Click **Auto** and set the splicing module scale. It is recommended to set as 2 × 2. You can click **Clear** to clear the set auto splicing module scale.
  - Manual splicing: Click **Manual**, and select the number of the splicing module. Drag the mouse to select the screens to be spliced, and click **Confirmed**. Up to 16 splicing modules are supported for each splicing window, and up to 25 splicing units are supported for each splicing module. Select the set number of splicing module and click **Delete** to delete the selected settings. Click **Clear** to clear all the settings.
7. Click **Save**.

### 4.1.6 Set Multi-Input Image

Multi-input screens are virtual split screens on the LED display. It supports the display of HDMI signal source, DVI signal source, subtitles, graphic clock, and other contents.



#### Note

Only the multi-input devices support the function.

Go to **LED Settings → Screen Control → Multi-Screen**. Click ▼ to select the device. The interface is divided into 3 areas. In left area, you can select the layout template or signal source. In middle area, you can edit the windows. In right area, you can set window parameters.

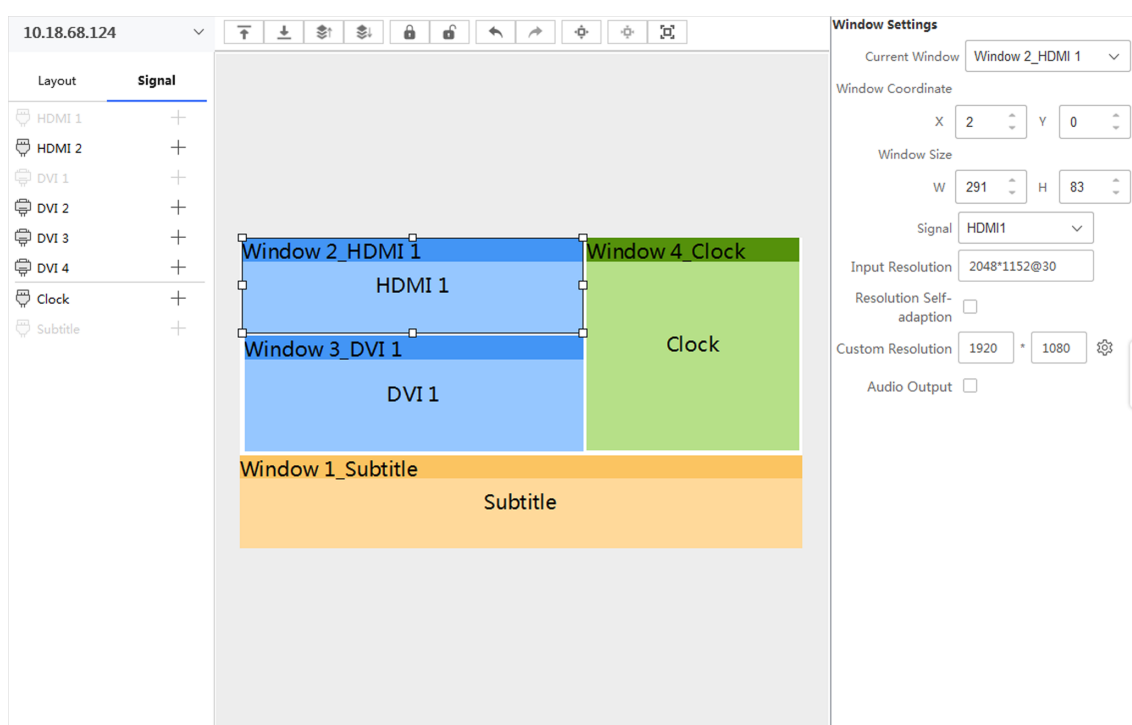


Figure 4-14 Set Multi-Input Image

Table 4-3 Multi-Input Image Interface Description

| Configuration Item/Icon | Description                                                                                                                                                                                                        |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Layout                  | You can select multiple layout templates to edit the windows, including the signal source template, subtitle template, clock template, and composite template. Drag the corresponding template to the window area. |

| Configuration Item/Icon                                                                                                                                               | Description                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                       |  <b>Note</b><br>Applying the new template will clear the original template data. |
| <b>Signal</b>                                                                                                                                                         | You can select multiple signal sources, including HDMI signal, DVI signal, clock, and subtitle. Click + to add the signal source to the window area.              |
|  /  | Stick the selected signal source on top/at bottom.                                                                                                                |
|  /  | Move the selected signal source up/down.                                                                                                                          |
|  /  | Lock/Unlock the selected signal source.                                                                                                                           |
|  /  | Cancel/Restore the last operation.                                                                                                                                |
|                                                                                      | Display the selected signal source in full screen.                                                                                                                |
|                                                                                      | Display the window size.                                                                                                                                          |
|                                                                                      | Display the actual size.                                                                                                                                          |
| <b>Window Settings</b>                                                                                                                                                | Set the window parameters.                                                                                                                                        |

## Note

- Up to 9 windows can be added in one screen.
- The same HDMI or DVI source can only be added once.
- One subtitle source can only be added once.
- One clock source can be added twice.

## Set HDMI/DVI Signal Source Image

### Steps

1. Add the signal source.
  - Click **Layout**. Drag the needed template to the window area.
  - Click **Signal**. Click + to add the signal source to the window area.
2. Select the HDMI/DVI window.
  - Click the HDMI/DVI window from the window area.
  - In the right **Window Settings** area, select **Current Window** as HDMI or DVI window.

**Window Settings**

Current Window Window 1\_HDMI 1 ▼

Window Coordinate

X 0 ▲▼ Y 0 ▲▼

Window Size

W 648 ▲▼ H 397 ▲▼

Signal HDMI1 ▼

Input Resolution 1080\*1080@30

Resolution Self-adaption ☐

Custom Resolution 1920 \* 1080 ⚙️

Audio Output ☐

Scene

Figure 4-15 Set HDMI/DVI Signal Source Image

3. Adjust the window position and size.

- In the middle window area, select and drag the window to adjust position. Select and drag the borders or vertexes of the window to adjust size.
- In the middle window area, select the window. In the right **Window Settings** area, set **Window Coordinate** and **Window Size**.

4. Select **Signal**.

5. Set the resolution.

- Check **Resolution Self-adaption**.
- Uncheck **Resolution Self-adaption**. Enter **Custom Resolution**, and click ⚙ to save.

6. **Optional:** For HDMI signal source, if you want to output audio, check **Audio Output**.

### Set Graphic Image

#### Steps

1. Add the signal source.
  - Click **Layout**. Drag the needed template to the window area.
  - Click **Signal**. Click + to add the signal source to the window area.
2. Select the clock window.
  - Click the clock window from the window area.
  - On the right **Window Settings** area, select **Current Window** as the clock window.

The screenshot shows the 'Window Settings' panel with the following configuration:

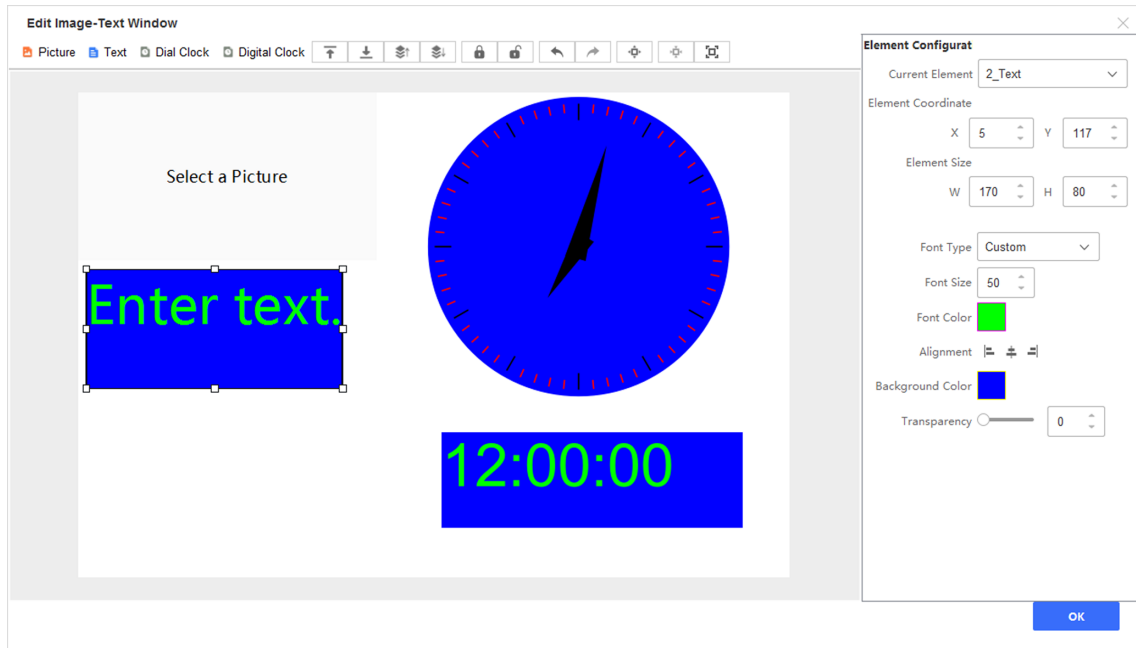
- Current Window:** A dropdown menu set to 'Window 5\_Clock'.
- Window Coordinate:**
  - X:** A numeric input field set to 1396.
  - Y:** A numeric input field set to 29.
- Window Size:**
  - W:** A numeric input field set to 472.
  - H:** A numeric input field set to 324.

Figure 4-16 Set Graphic Image

3. Adjust the window position and size.

- In the middle window area, select and drag the window to adjust position. Select and drag the borders or vertexes of the window to adjust size.
- In the middle window area, select the window. In the right **Window Settings** area, set **Window Coordinate** and **Window Size**.

4. Double click the clock window to edit it.



**Figure 4-17 Edit Graphic Window**

5. Select **Picture**, **Text**, **Dial Clock**, or **Digital Clock** in the element bar on the upper left corner to add different elements.



## Note

Up to 3 picture elements, 2 clock elements, and 5 text elements can be added.

6. Select the element to be edited, and set the parameters in **Element Configuration** area.

**Table 4-4 Graphic Element and Parameters Description**

| Element Type | Description                                                                                                                             |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Picture      | Add a picture. You can adjust the picture position and size, and upload the local pictures.                                             |
| Text         | Add the text. You can adjust the text position and size, the font type, size, and color, alignment, background color, and transparency. |

| Element Type  | Description                                                                                                                                            |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dial Clock    | Add a dial clock. You can adjust the clock position and size, the clock style, font color, background color, dial plate scale color, and transparency. |
| Digital Clock | Add a digital clock. You can adjust the clock position and size, the clock style, font size and color, alignment, background color, and transparency.  |

7. Click **OK** to apply the current window contents.

## Set Subtitle Image

### Steps

1. Add the signal source.
  - Click **Layout**. Drag the needed template to the window area.
  - Click **Signal**. Click **+** to add the signal source to the window area.
2. Select the clock window.
  - Click the clock window from the window area.
  - On the right **Window Settings** area, select **Current Window** as the subtitle window.

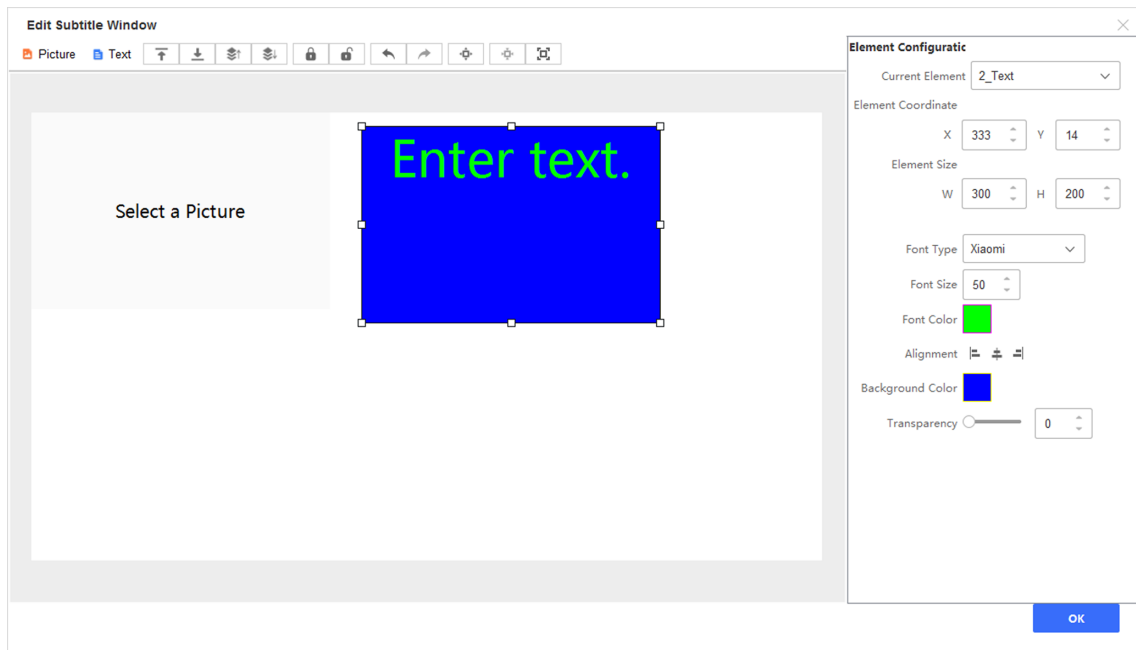
The screenshot shows the 'Window Settings' panel with the following configurations:

- Current Window:** Window 4\_Subtitle (selected from a dropdown menu)
- Window Coordinate:**
  - X: 560
  - Y: 564
- Window Size:**
  - W: 796
  - H: 456
- Scrolling Direction:** Leftward (selected from a dropdown menu)
- Scrolling Speed:** Static (selected from a dropdown menu)

**Figure 4-18 Set Subtitle Image**

3. Adjust the window position and size.
  - In the middle window area, select and drag the window to adjust position. Select and drag the borders or vertexes of the window to adjust size.

- In the middle window area, select the window. In the right **Window Settings** area, set **Window Coordinate** and **Window Size**.
- 4. Set **Scrolling Direction** and **Scrolling Speed**.
- 5. Double click the subtitle window to edit it.



**Figure 4-19 Edit Subtitle Window**

- 6. Select **Picture** or **Text** in the element bar on the upper left corner to add different elements.

## **Note**

Up to 3 picture elements and 5 text elements can be added.

- 7. Select the element to be edited, and set the parameters in **Element Configuration** area.

**Table 4-5 Graphic Element and Parameters Description**

| Element Type | Description                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Picture      | Add a picture. You can adjust the picture position and size, and upload the local pictures.                                                                                                                                                                                                                                                                                                                      |
| Text         | <p>Add the text. You can adjust the text position and size, the font type, size, and color, alignment, background color, and transparency.</p> <p> <b>Note</b></p> <p>If you want to set <b>Font Type</b> as <b>Custom</b>, import the custom font library first. Refer to <b><u>Import Font Library</u></b> for details.</p> |

- 8. Click **OK** to apply the current window contents.

## 4.1.7 Device Backup

For the device supporting dual backup, you can add main card and backup card, and switch them.

### Steps

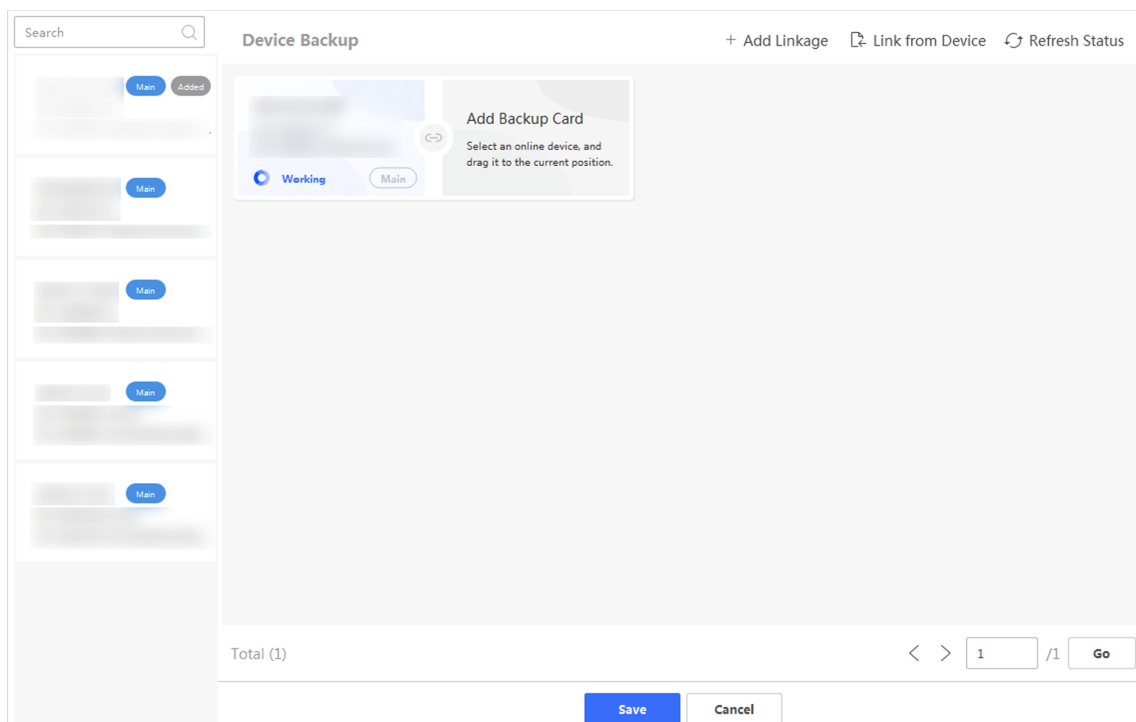
1. Go to **LED Settings → Screen Control → Device Backup**.
2. Add linkage.

#### Add linkage manually

- a. Click **Add Linkage**.
- b. Drag the devices from the device list to the main card and backup card areas on the right.
- c. Repeat the steps above to add more linkages.

#### Get linkage automatically

Click **Link from Device** to get the device linkage automatically.



**Figure 4-20 Device Backup**

### 3. Optional: Other operations.

#### Delete the linked devices

Move the cursor to the linkage area, and click the trash can icon on the upper right corner of the tab to delete the linked device.

#### Cancel the linkage

Move the cursor to the linkage area, and click the deleting icon on the upper right corner of the area to cancel the linkage between the main device and backup device.

## Switch main device and backup device

Click  to switch the main device and backup device.

## Refresh linkage status

Click **Refresh Status** to refresh the linkage status.

4. Click **Save**.

## 4.2 Display Effect

### 4.2.1 Set Basic Image Parameters

According to the different scenarios, set the basic image parameters. Before leaving the factory, the screen color has been adjusted and the color data is stored on the screen. If the default color data is missing, import the color file. When you select the original color standard and refined adjustment, you need to import the color file.

#### Steps

1. Go to **LED Settings → Display Effect → Basic Display Effect → Basic Parameter**.
2. Check the device(s) to be set from the device list.
3. Select **Display Mode**.

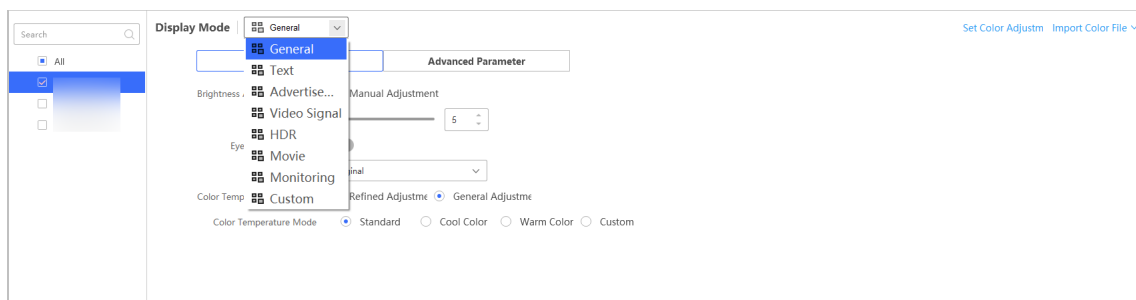


Figure 4-21 Select Display Mode

4. Adjust the brightness value.

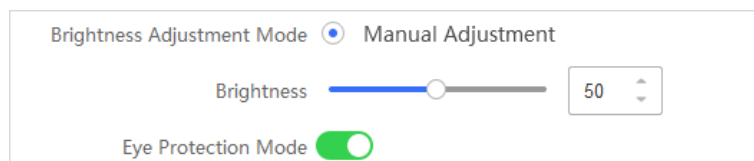


Figure 4-22 Adjust Screen Brightness

5. **Optional:** Enable **Eye Protection Mode** as needed.

6. Select **Color Standard**.

#### Wide Color Gamut

Applicable to UHD (Ultra High Definition) devices.

### Digital Cinema

Applicable to digital cinemas and high-end displays.

### HDTV

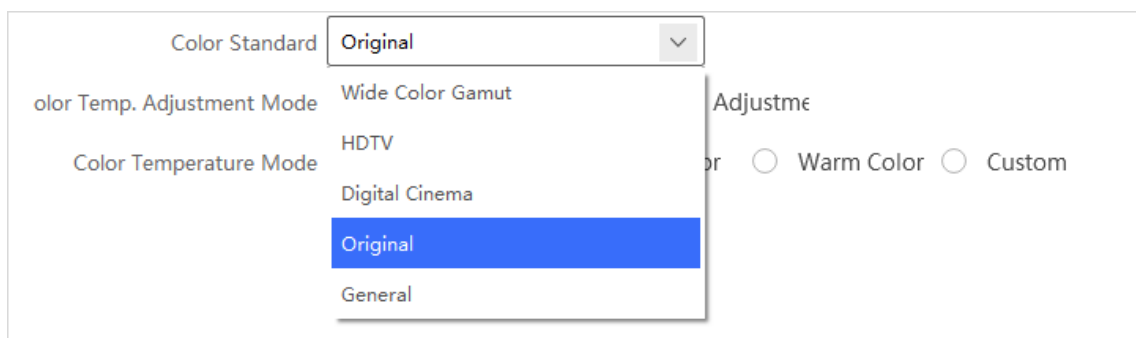
Applicable to general displays, HDTV (High Definition Television), and other common video devices.

### General

Applicable to the user defined color adjustment via the remote controls.

### Original

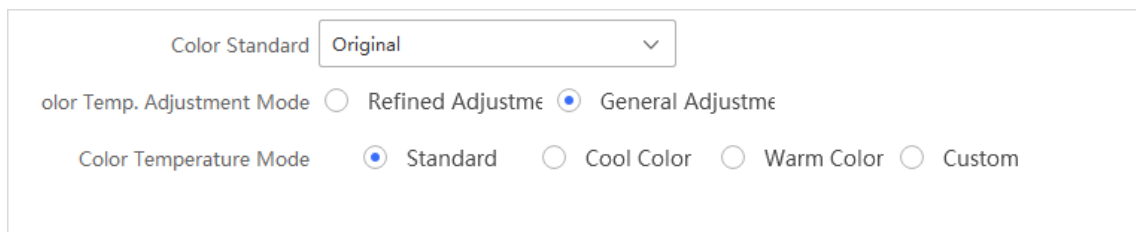
Restore to the original color.



**Figure 4-23 Select Color Standard**

## 7. Adjust the color temperature.

- 1) Select **Color Temp. Adjustment Mode**.
- 2) Select **Color Temperature Mode**.



**Figure 4-24 Select Color Temperature Adjustment Mode**

## 8. Optional: If you find the color of the spliced screens is inconsistent, adjust the color of some screen areas.

- 1) Select a device from the device list.
- 2) Click **Set Color Adjustment Area**.
- 3) Drag and hold the left mouse button to draw a box around multiple screen areas and then adjust the RGB values.
- 4) Select another device to adjust the color of screen areas.

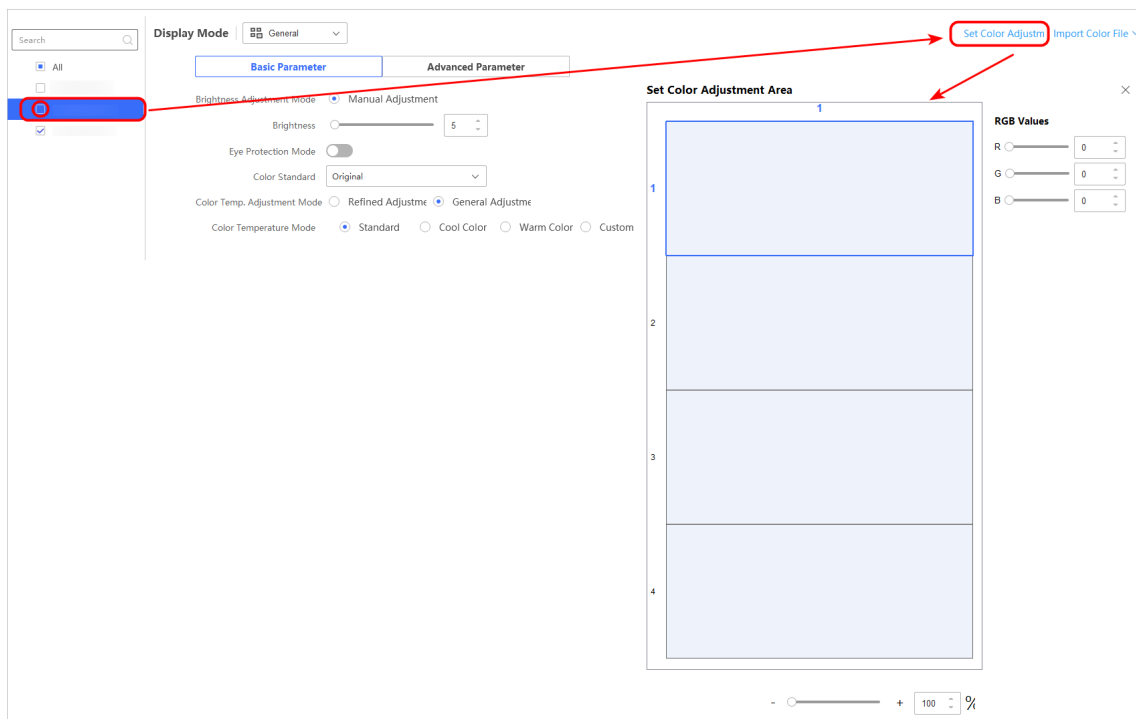


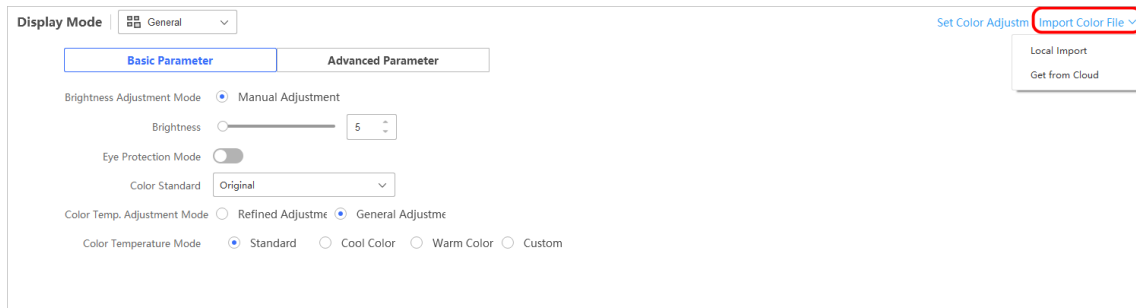
Figure 4-25 Adjust Color of Some Screen Areas

## 4.2.2 Import Color File

Before leaving the factory, the screen color has been adjusted and the color data is stored on the screen. If the default color data is missing, import the color file. When you select the original color standard and refined adjustment, you need to import the color file. The color file must be in .bin format and its size cannot exceed 20 KB.

### Steps

1. Go to **LED Settings → Display Effect → Basic Display Effect**.
2. Check the device(s) to be set from the device list.
3. Import the color file:
  - Local Import: Click **Import Color File**, select **Local Import**, and then select a local color file to import.
  - Load from Cloud: Click **Import Color File**, select **Get from Cloud**, enter the keyword to search, and then select a color file from the search result list.



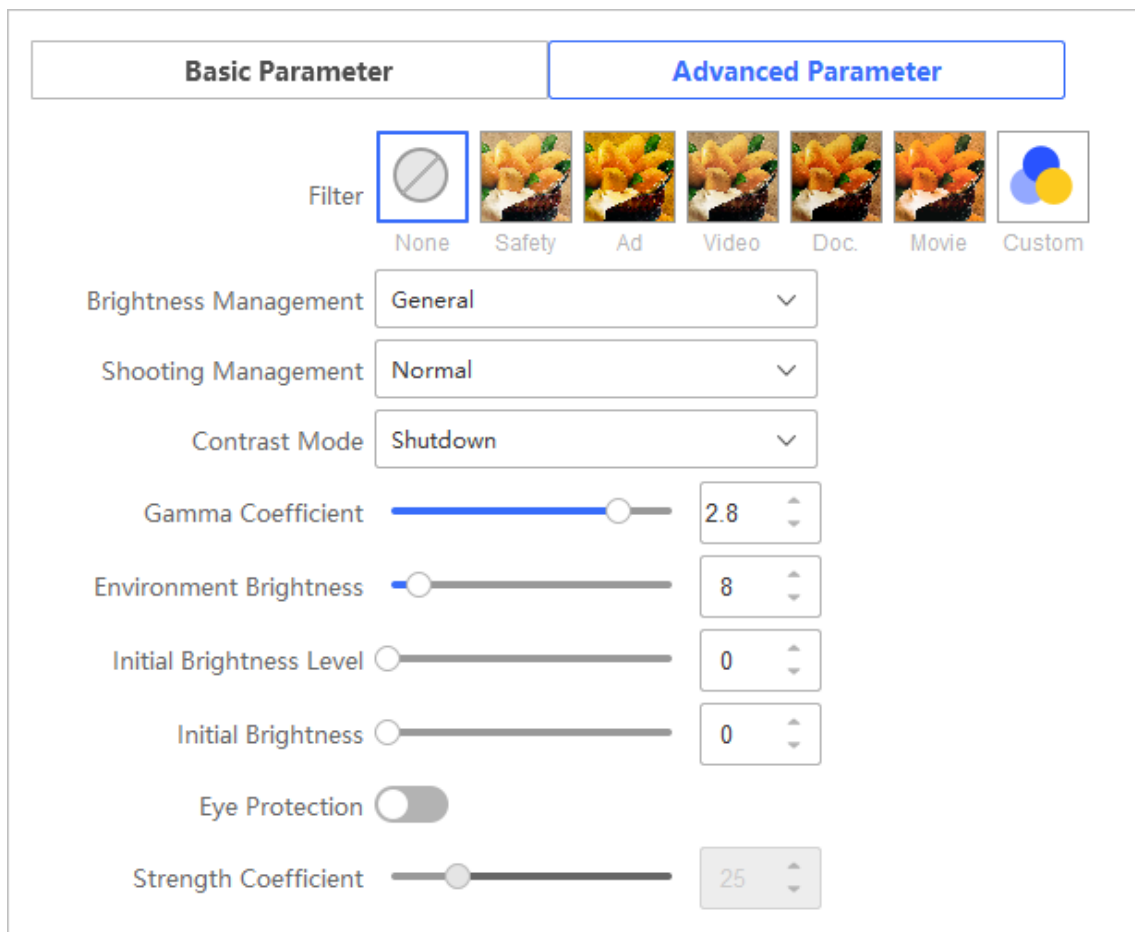
**Figure 4-26 Import Color File**

## 4.2.3 Set Advanced Image Parameters

You can set contrast mode, initial brightness level, brightness management, shooting management, ultra-low gray, etc.

### Steps

1. Go to **LED Settings → Display Effect → Basic Display Effect → Advanced Parameter**.
2. Check the device(s) to be set from the device list.



**Figure 4-27 Set Advanced Image Parameters**

3. Select a filter according to the scene. The filter function is available only on some devices.
4. Select a brightness management mode. The brightness of the screen under different modes:  
**General > Low Light.**
5. Select a shooting management mode. The professional mode has a higher refresh rate than the normal mode, which can avoid the moire pattern better.
6. Select a contrast mode.
7. Set the Gamma coefficient. Lower gamma coefficient makes shadows look brighter and higher gamma coefficient makes shadows look darker.
8. Set the environment brightness according to the actual scene.
9. Set the initial brightness level and initial brightness of the screen.
10. Enable **Eye Protection** to reduce the brightness in high gray scale condition and power consumption and to make the screen light softer.
11. Set the strength coefficient.
12. **Optional:** Other operations.
  - 1) Click **Cure Scene Parameters** to save the set parameters and load the cured parameters next startup.

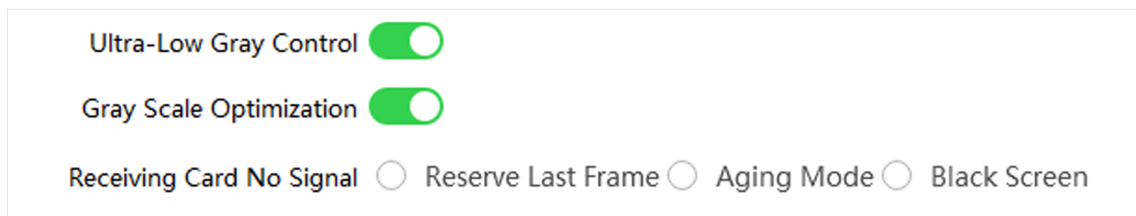
- 2) Click **Restore Scene Parameters** to restore the scene parameters to the default.
- 3) Click **Export Parameters** to export the parameters.
13. Set the gray parameters.
  - 1) Go to **LED Settings → Display Effect → Advanced Display Effect → Image Parameters**.
  - 2) Check the device(s) to be set from the device list.
  - 3) Enable **Ultra-Low Gray Control** or **Gray Scale Optimization**.

### Ultra-Low Gray Control

Enable the function to avoid the low gray halo phenomenon.

### Gray Scale Optimization

Enable the function to make the screen gray display more uniformly.



**Figure 4-28 Set Gray Parameters**

14. **Optional:** Select the image when the receiving card has no signal.



The function varies with different models. The actual device prevails.

---

### Reserve Last Frame

When the receiving card has no source input, the screen will keep the last frame display, and continue to display normally when the signal is restored.

### Aging Mode

The screen will flash in a random pure color.

### Black Screen

When the receiving card has no source input, the screen will display in black.

## 4.2.4 Set Receiving Card

View or edit the configuration information related to the receiving card. It is generally used by technical support personnel to debug the device.

Go to **LED Settings → Display Effect → Advanced Display Effect**. Check the device(s) to be set from the device list. Click **Receiving Card Parameters** or **Gamma Table** to view the related information.

### Receiving Card Parameters

View or edit the basic parameters of the receiving card.

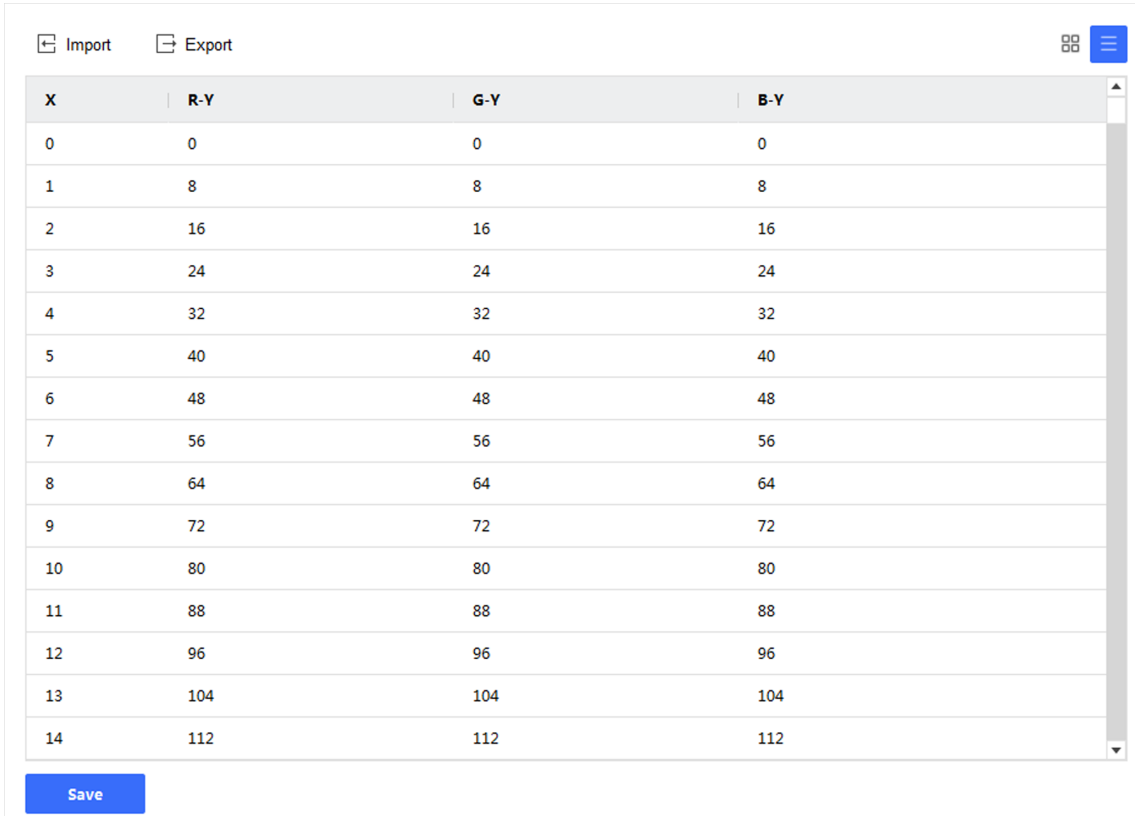
|                           |                                     |           |
|---------------------------|-------------------------------------|-----------|
| Gray Level                | <input type="text" value="0"/>      |           |
| Dclk Clock Cycle          | <input type="text" value="0"/>      | 8ns       |
| Gclk Clock Cycle          | <input type="text" value="0"/>      | 8ns       |
| Dclk Duty Ratio           | <input type="text" value="0"/>      | (1~100)   |
| Dclk Phase                | <input type="text" value="0"/>      | (1~65535) |
| Refresh Rate              | <input type="text" value="0"/>      | (1~128)   |
| Line Blanking Time        | <input type="text" value="0"/>      | (1~65535) |
| fterglow Control End Time | <input type="text" value="0"/>      | (1~65535) |
| Line Feed Time            | <input type="text" value="0"/>      | (1~65535) |
| Line Scan Number          | <input type="text" value="0"/>      | (0~255)   |
| fresh Complete Gray Level | <input type="text" value="0"/>      | (0~255)   |
| Number of Gclk            | <input type="text" value="0"/>      | (0~255)   |
| Gclk Count Value          | <input type="text" value="0"/>      | (1~65535) |
| Refresh Rate              | <input type="text" value="0"/>      | (1~65535) |
| Open Circuit Detection    | <input type="checkbox"/>            |           |
| Parameters Curing         | <input type="button" value="Cure"/> |           |

**Figure 4-29 Basic Parameters of Receiving Card**

| Related Operation | Description                                                      |
|-------------------|------------------------------------------------------------------|
| Cure              | Save the set parameters. Load the cured parameters next startup. |

## Gamma Table

View the Gamma table information, import, or export the table.



| X  | R-Y | G-Y | B-Y |
|----|-----|-----|-----|
| 0  | 0   | 0   | 0   |
| 1  | 8   | 8   | 8   |
| 2  | 16  | 16  | 16  |
| 3  | 24  | 24  | 24  |
| 4  | 32  | 32  | 32  |
| 5  | 40  | 40  | 40  |
| 6  | 48  | 48  | 48  |
| 7  | 56  | 56  | 56  |
| 8  | 64  | 64  | 64  |
| 9  | 72  | 72  | 72  |
| 10 | 80  | 80  | 80  |
| 11 | 88  | 88  | 88  |
| 12 | 96  | 96  | 96  |
| 13 | 104 | 104 | 104 |
| 14 | 112 | 112 | 112 |

Figure 4-30 Gamma Table

| Related Operation | Description                                                                                                                                                                                                                             |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Switch view modes | Click  or  to switch the viewing modes of the Gamma table.    |
| Save              | Apply the current parameters.                                                                                                                                                                                                           |
| Import            | In list view, click <b>Import</b> to import the Gamma table from the PC.<br> <b>Note</b><br>The Gamma table saved in the PC should be in CSV format. |
| Export            | In list view, click <b>Export</b> to export the current Gamma table to the PC.                                                                                                                                                          |

## 4.3 System Settings

### 4.3.1 Set Screen Saver

When the connected signal input is weak or there is no signal input, the screen will display the screen saver automatically.

#### Steps

1. Go to **LED Settings → System Configuration → Screen Saver** .
2. Check the device(s) to be set from the device list.

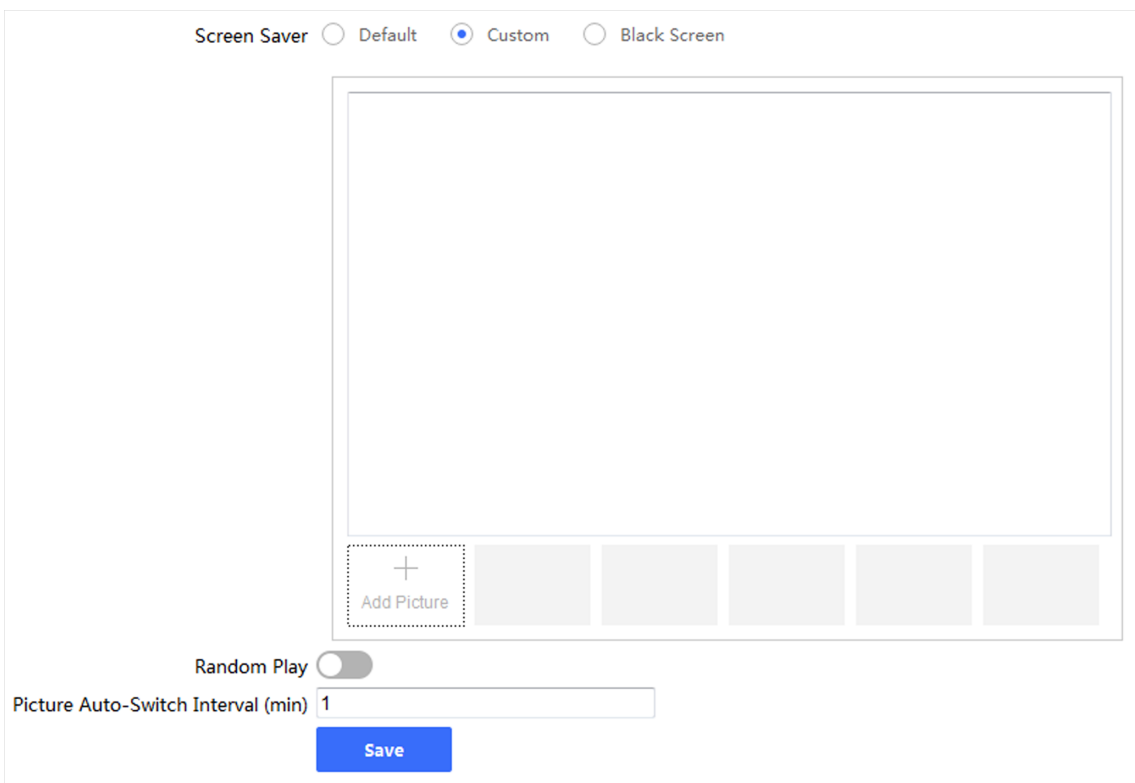
The screenshot shows a web-based configuration interface for the Screen Saver. At the top, there are three radio buttons: 'Default', 'Custom' (which is selected), and 'Black Screen'. Below these is a large rectangular area for displaying the selected screen saver. Underneath this area is a button with a plus sign and the text 'Add Picture'. To the right of this button are five small, empty square thumbnails. Below the thumbnails is a 'Random Play' toggle switch, which is currently turned off. Below the toggle is a text input field labeled 'Picture Auto-Switch Interval (min)' with the value '1' entered. At the bottom center is a blue 'Save' button.

Figure 4-31 Set Screen Saver

#### 3. Select **Screen Saver**.

##### **Default**

System default screen saver.

##### **Custom**

You can upload custom screen saver. Click **Add Picture** to select picture(s) as the screen saver(s).



### Note

- Up to six pictures can be added.
  - Only the pictures in JPG format are supported. The picture size and resolution varies by the sending card. For example, one 2K sending card supports a picture with a maximum size of 2 MB and a maximum resolution of 1080p.
  - If you add multiple pictures, the pictures will switch automatically. You can enable **Random Play** and set **Picture Auto-Switch Interval**. When there is no signal input, the screen will play the added pictures randomly according to the set interval.
- 

### Black Screen

When there is no signal input, the screen will show black.

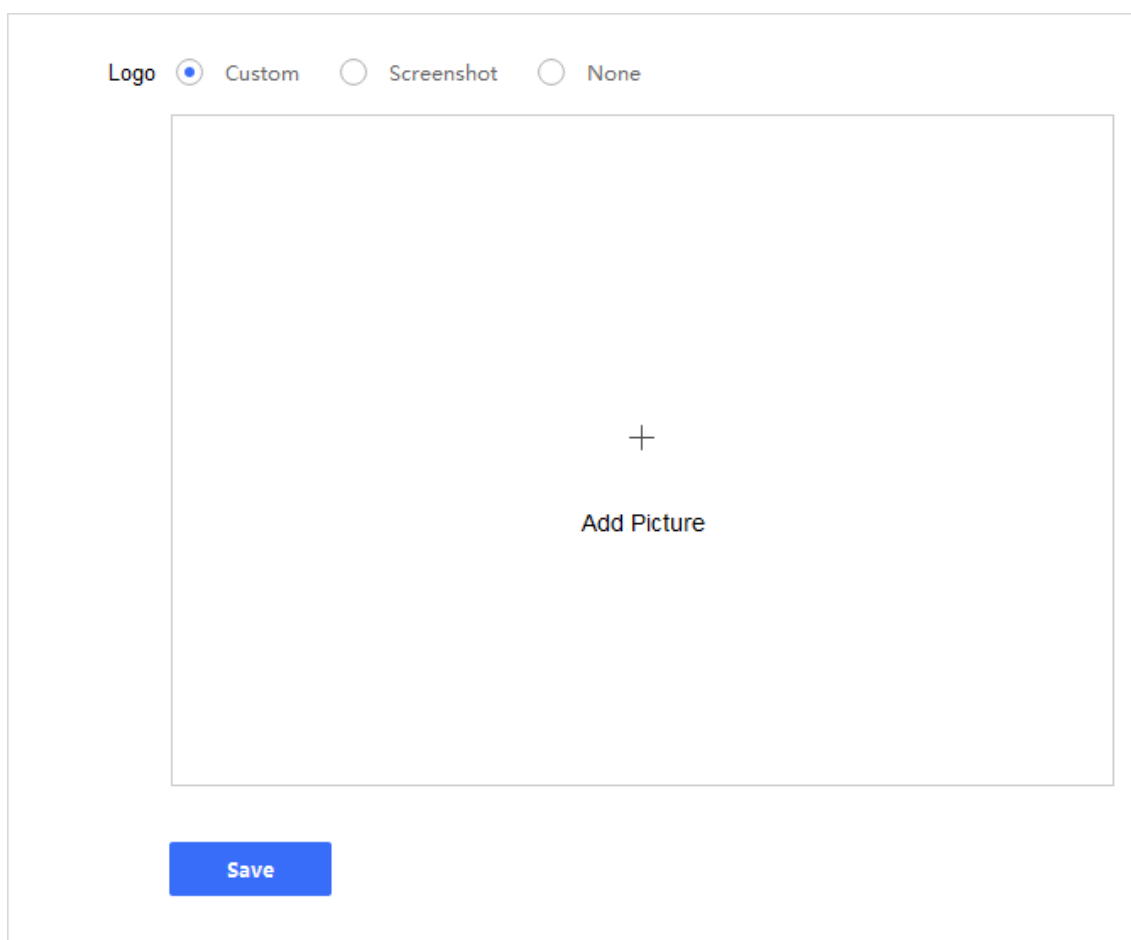
4. Click **Save**.

### 4.3.2 Set Startup Logo

Set the logo displayed on the screen when the device starts up.

#### Steps

1. Go to **LED Settings → System Configuration → Startup Logo** .
2. Check the device(s) to be set from the device list.
3. Select **Logo**.



**Figure 4-32 Set Startup Logo**

---

### **Note**

The supported logos vary with different models. The actual device prevails.

---

### **Custom**

You can upload the custom pictures as the logo. Click **Add Picture** to select the pictures from the PC.

---

### **Note**

Only the pictures in JPG format are supported. The picture width should be in the range of 640 to 1920, the picture height should be in the range of 480 to 1080. The picture size cannot exceed 7 MB. The 4K pictures can be supported according to the sending card.

---

### **Screenshot**

Snipe the current display image as the startup logo.

### **None**

No startup logo.

4. Click **Save**.

### 4.3.3 Set OSD

You can set the OSD (On-Screen Display) of the display.

#### Steps

1. Go to **LED Settings → System Configuration → OSD**.
2. Check the device(s) to be set from the device list.

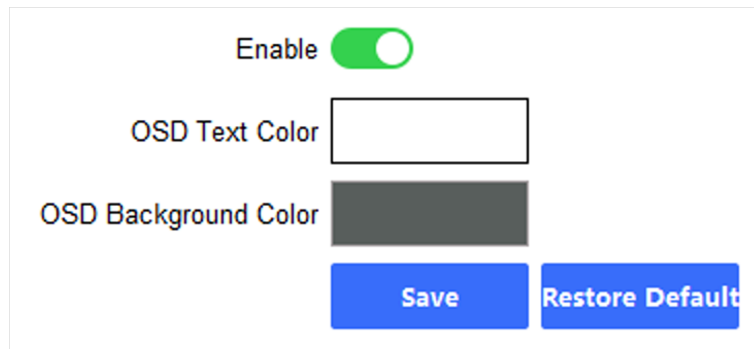


Figure 4-33 Set OSD

3. Enable the function.
4. Set **OSD Text Color** and **OSD Background Color**.
5. Click **Save**.
6. **Optional:** Click **Restore Default** to restore to the default settings.

### 4.3.4 Set Dehumidification Mode

After the display is turned on, the dehumidification function automatically adjusts the brightness and preheats the lamp beads to evaporate the water vapor in the lamp beads, thereby improves the service life of the LED display. You can set the dehumidification mode of the following two triggering methods via the client.

#### Triggered by Shutdown Time

In this method, when the device is turned off for more than 24 hours, it will automatically match the dehumidification mode parameters according to the humidity type in the current area and enable the dehumidification function immediately when it is restarted.

#### Before You Start

When there are multiple sending cards in the same project, use a switch to set the sending cards that need dehumidification in the same network segment.

### Steps

1. Enable simultaneous dehumidification mode.
    - 1) Add a sending card, and go to **LED Settings → System Configuration → Sending Card Network Cascade**.
    - 2) Enable the function.
    - 3) Check **Simultaneous Dehumidification Mode**.
    - 4) Check all the device(s) that need to be dehumidified, including the added sending card.
    - 5) Click **Save**.
- 

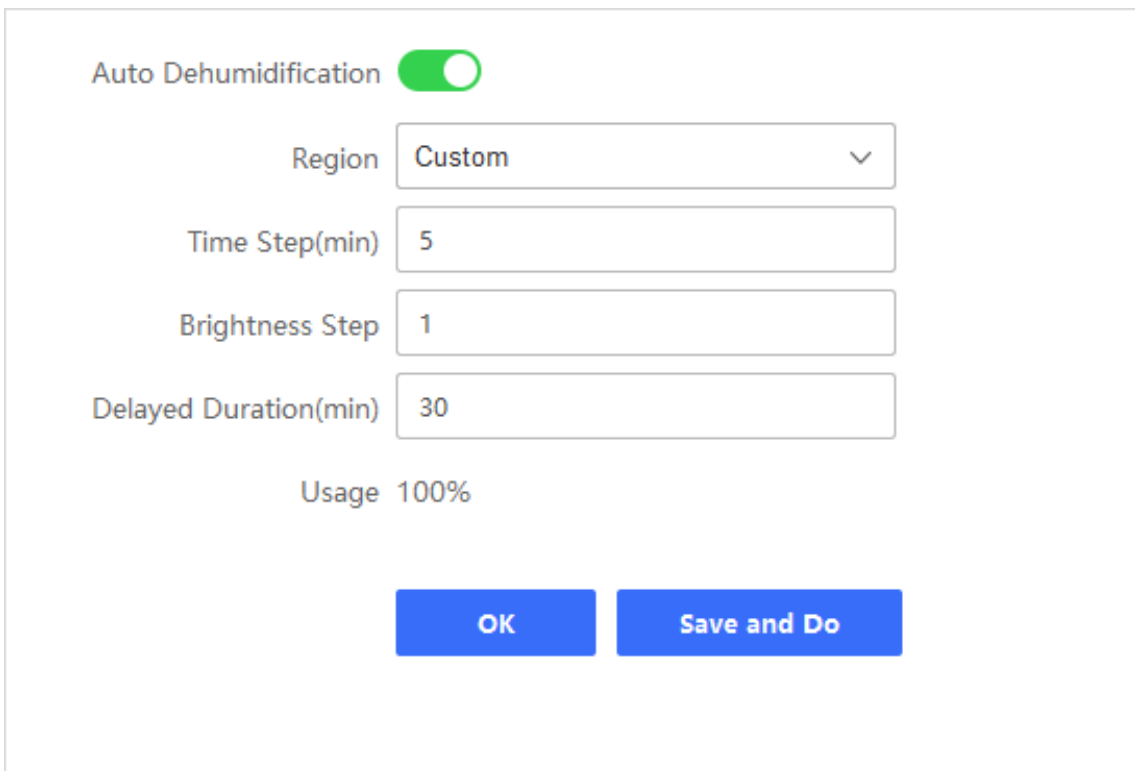
### Note

If there is only one sending card in the project, you only need to log in to the sending card via the client, and the operations above are not required.

---

The sending card enabling the simultaneous dehumidification mode is the primary dehumidification card by default, and other checked devices will synchronize the dehumidification configuration of the primary card.

2. Synchronize time. Refer to **Synchronize Time** for details.
3. Set dehumidification.
  - 1) Go to **LED Settings → System Configuration → Dehumidification**.
  - 2) Check the device(s) to be set from the device list.



Auto Dehumidification ☒

Region

Time Step(min)

Brightness Step

Delayed Duration(min)

Usage 100%

Figure 4-34 Dehumidification

- 3) Enable **Auto Dehumidification**.

4) Select **Region** according to the actual humidity condition of the device location.

5) **Optional:** If you select **Custom**, set the parameters below.

### **Time Step**

The time interval the brightness increases in the total working time within single dehumidification.

### **Brightness Step**

The brightness interval the brightness increases in the total working time within single dehumidification.

### **Delayed Duration**

The total working time within single dehumidification.

6) Click **OK**.

7) **Optional:** Click **Save and Do** to start dehumidification immediately.

8) **Optional:** Disable **Auto Dehumidification** to disable dehumidification function manually.



### **Note**

Disabling dehumidification function manually is only valid once. The next time you start the device, the dehumidification will be enabled automatically.

---

## **Triggered by External Sensor**

In this method, the device will obtain the current surrounding humidity via an external temperature and humidity sensor, and compare it with the humidity threshold set by the system. If the current humidity exceeds the threshold, it will automatically match the dehumidification parameters and enable the dehumidification function immediately.

### **Before You Start**

The sensor has been connected to the multi-functional card via RS-485 interface. When there are multiple sending cards in the same project, use a switch to set the sending cards that need dehumidification in the same network segment.

### **Steps**

1. Enable simultaneous dehumidification mode.

1) Add a sending card, and go to **LED Settings → System Configuration → Sending Card Network Cascade**.

2) Enable the function.

3) Check **Simultaneous Dehumidification Mode**.

4) Check all the device(s) that need to be dehumidified, including the added sending card.

5) Click **Save**.



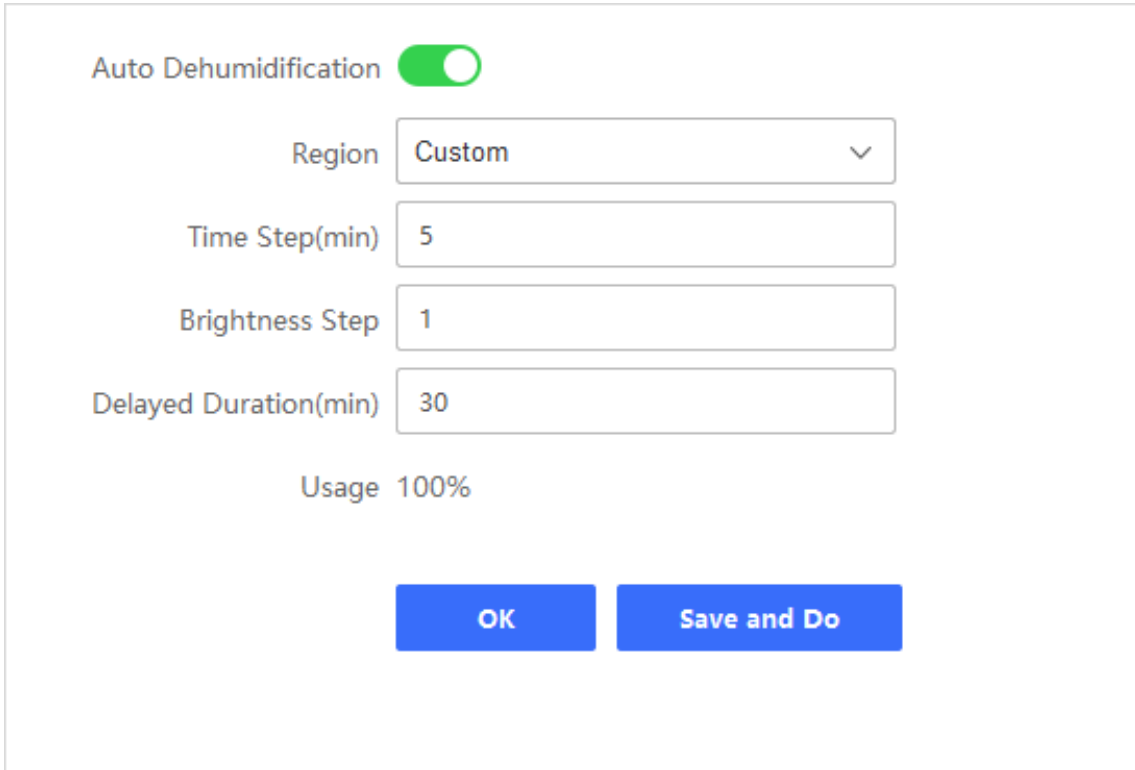
### **Note**

If there is only one sending card in the project, you only need to log in to the sending card via the client, and the operations above are not required.

---

The sending card enabling the simultaneous dehumidification mode is the primary dehumidification card by default, and other checked devices will synchronize the dehumidification configuration of the primary card.

2. Enable the sending card temperature detection, environment temperature detection, and environment humidity detection. Refer to **Detect Screen Status** for details.
3. Set dehumidification.
  - 1) Go to **LED Settings → System Configuration → Dehumidification**.
  - 2) Check the device(s) to be set from the device list.



Auto Dehumidification ☒

Region

Time Step(min)

Brightness Step

Delayed Duration(min)

Usage 100%

**Figure 4-35 Dehumidification**

- 3) Enable **Auto Dehumidification**.
- 4) Select **Region** according to the actual humidity condition of the device location.
- 5) **Optional:** If you select **Custom**, set the parameters below.

#### **Time Step**

The time interval the brightness increases in the total working time within single dehumidification.

#### **Brightness Step**

The brightness interval the brightness increases in the total working time within single dehumidification.

#### **Delayed Duration**

The total working time within single dehumidification.

- 6) Click **OK**.
- 7) **Optional:** Click **Save and Do** to start dehumidification immediately.
- 8) **Optional:** Disable **Auto Dehumidification** to disable dehumidification function manually.



### Note

Disabling dehumidification function manually is only valid once. The next time you start the device, the dehumidification will be enabled automatically.

---

### 4.3.5 Set Sending Card Network Cascade

You can set the sending card parameters simultaneously in batch.

#### Before You Start

The multiple sending cards to be configured simultaneously must be in the same LAN.

#### Steps

1. Go to **LED Settings → System Configuration → Sending Card Network Cascade**.
2. Enable the function.

Enable ☒

Cascade Control Parameters

- ☐ Adjust Brightness/White Balance Simultaneously
- ☐ Advanced Function
- ☐ Simultaneous Dehumidification Mode
- ☐ Attribute Configuration
- ☐ System Configuration
- ☐ Basic Settings
- ☐ Switch Input Signals Simultaneously

Save

Figure 4-36 Set Sending Card Network Cascade

3. Select **Cascade Control Parameters**.
4. Check the device(s) to add to the multicast.
5. Check any device added to the client to realize simultaneous control.
6. Click **Save**.

## 4.4 Device Maintenance

### 4.4.1 Correct Defective Pixel

If you enable defective pixel correction for the first time, load the original correction data to make the data on the lamp board consistent with the data on the receiving card. If the data on the lamp board is missing, select file correction. Otherwise, select manual correction. If there is a color difference, light seam line, or dark seam line, adjust the RGB permillage of the screen or seam. Clicking start correction is only the first step to configure the defective pixel correction and then you need to configure the correction parameters.

### Manual Correction

Correct single or multiple modules or screens manually.

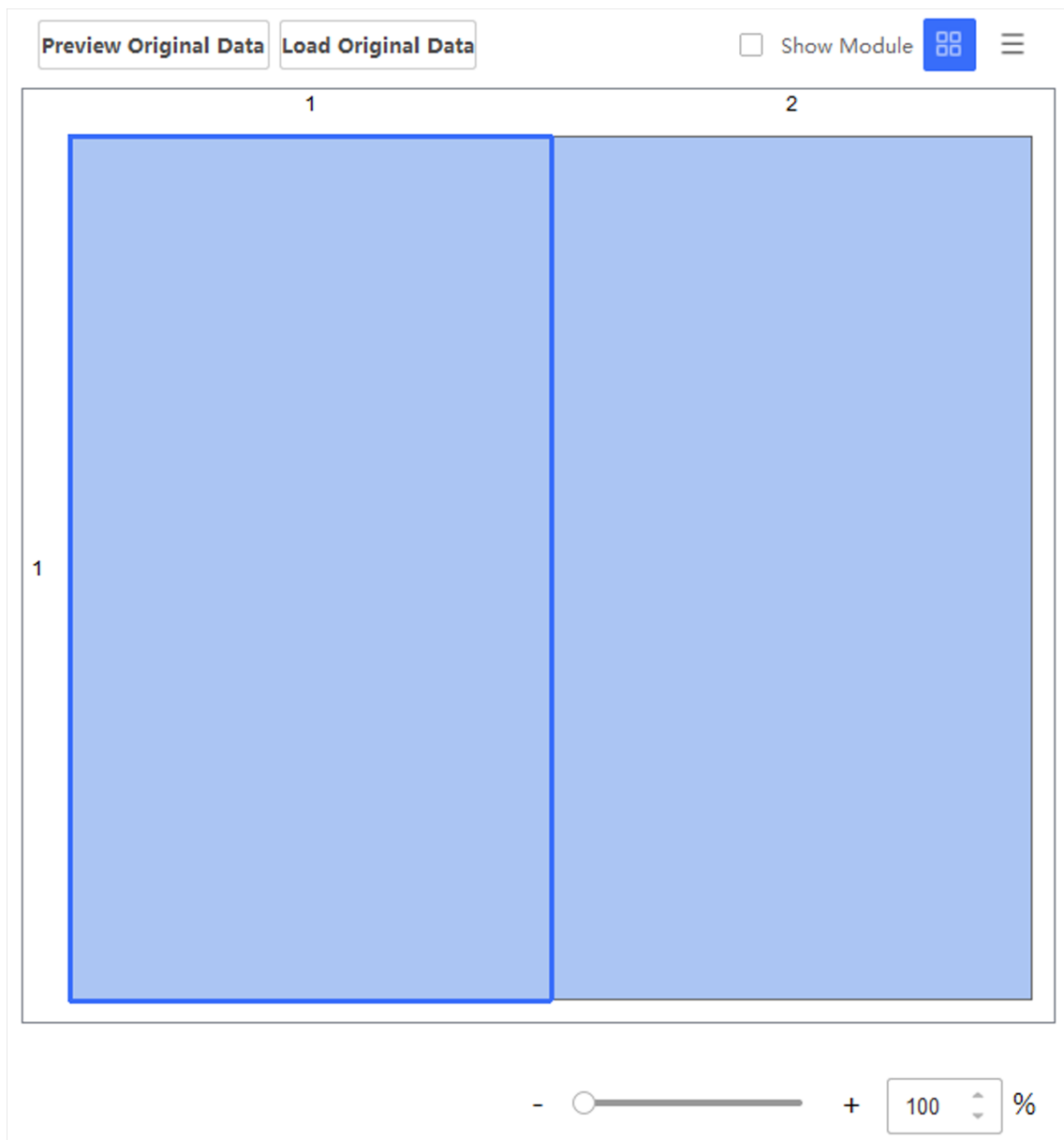
#### Steps

1. Go to **LED Settings → Maintenance → Defective Pixel Correction** .
2. Click **Start Correction** to start configuring the correction.
3. Select the device to be corrected:
  - Select the device to be corrected from the device list.
  - Click **Batch Configuration**, select the devices, enable correction and check the correction content.
4. Set the correction area.
  - Click  , and select the area to be corrected.



#### Note

- If single or multiple modules need to be corrected, check **Show Module**. If single or multiple screens need to be corrected, uncheck **Show Module**.
  - If you select seam correction, you cannot check **Show Module**.
-



**Figure 4-37 Select Correction Area**

- Click ≡ , and enter **Start Coordinate** and **End Coordinate**.

Preview Original Data

Load Original Data

| <input checked="" type="checkbox"/> | Index | Start Coordinate | End Coordinate |
|-------------------------------------|-------|------------------|----------------|
| <input checked="" type="checkbox"/> | 1     | 1,1              | 240,270        |

**Figure 4-38 Set Correction Area Coordinate**

- Click **Original Corr. Data**, and select **Load Original Corr. Data** to load the default correction data stored on the lamp board.



### Note

If you enable defective pixel correction for the first time, load the original correction data to make the data on the lamp board consistent with the data on the receiving card.

- If the desired display effect is not reached, click **Defective Pixel Correction**.
- Select **Correction Mode** as **Manual Correction**.
- Select **Correction Type**.
  - Select **Screen Correction**.

Defective Pixel Correction

Download

Correction Mode

☐ File Correction
 ☒ Manual Correction

Correction Type

☒ Screen Correction
 ☐ Seam Correction

Sync Adjustment (RGB)

☐

Red

1000

Green

1000

Blue

1000

Clear Correction Data

Clear

Apply

Preview

**Figure 4-39 Screen Manual Correction**

- Select **Seam Correction**.
  - Set **Calibration Bar**.

### All

Correct all the seams.

### Horizontal

Correct all the horizontal seams.

### Vertical

Correct all the vertical seams.

- b. Set **Seam Width**. Adjust the seam width ranging from 1 to 50.

The screenshot shows the 'Defective Pixel Correction' window with a 'Download' link. The 'Correction Mode' is set to 'Manual Correction'. The 'Correction Type' is set to 'Seam Correction'. The 'Calibration Bar' is set to 'All'. The 'Seam Width' is set to 1. The 'Sync Adjustment (RGB)' toggle is turned off. The 'Red', 'Green', and 'Blue' sliders are all set to 1000. There is a 'Clear Correction Data' button with a 'Clear' label, and 'Apply' and 'Preview' buttons at the bottom.

**Figure 4-40 Seam Manual Correction**

9. Adjust the RGB value.



### Note

- The RGB permillage ranges from 800 to 1200, and the default value is 1000.
- Enable **Sync Adjustment (RGB)**, and you can adjust the RGB permillage simultaneously. The values will be the same.

10. Click **Live View** to preview the display effect.



### Note

If the display effect is not appropriate, you can adjust the RGB permillage again.

---

11. Click **Apply** when the desired display effect is reached.
12. **Optional:** Other operations.
  - Click **Original Corr. Data**, and select **Preview Original Corr. Data** to preview the display effect by using the original correction data.
  - Click **Manual Corr. History**, and select **Reuse Manual Corr History** to reuse the stored seam correction data.
  - Click **Manual Corr. History**, and select **Clear Manual Corr History** to clear the stored seam correction data.
  - Click **Clear** to clear the data on the receiving card when the correction data is completely misaligned and loading the original correction data has no effect.
13. Click **Disable** to exit from the correction configuration.

## File Correction

If the data on the lamp board is missing, you can import a correction file to batch correct the screens/seams. The correction file size cannot exceed 1 GB.

### Steps

1. Go to **LED Settings → Maintenance → Defective Pixel Correction**.
2. Click **Start Correction** to start configuring the correction.
3. Select the device to be corrected:
  - Select the device to be corrected from the device list.
  - Click **Batch Configuration**, select the devices, enable correction and check the correction content.
4. Click , and select an area as the start area of the batch correction.
5. Click **Defective Pixel Correction**.
6. Select **File Correction** as **Correction Mode**.

**Defective Pixel Correction** [Download](#)

Correction Mode

☒ File Correction

☐ Manual Correction

File Access Mode

☒ Local Upload

☐ Load from Cloud [Select File](#)

 No file.

**Apply**

**Figure 4-41 File Correction**

7. Select the file access mode:

- **Local Upload:** Click ... to select the local correction file.
- **Load from Cloud:** Click **Select File**, enter the keyword, click **Search**, and then select a correction file.

8. Click **Apply**.

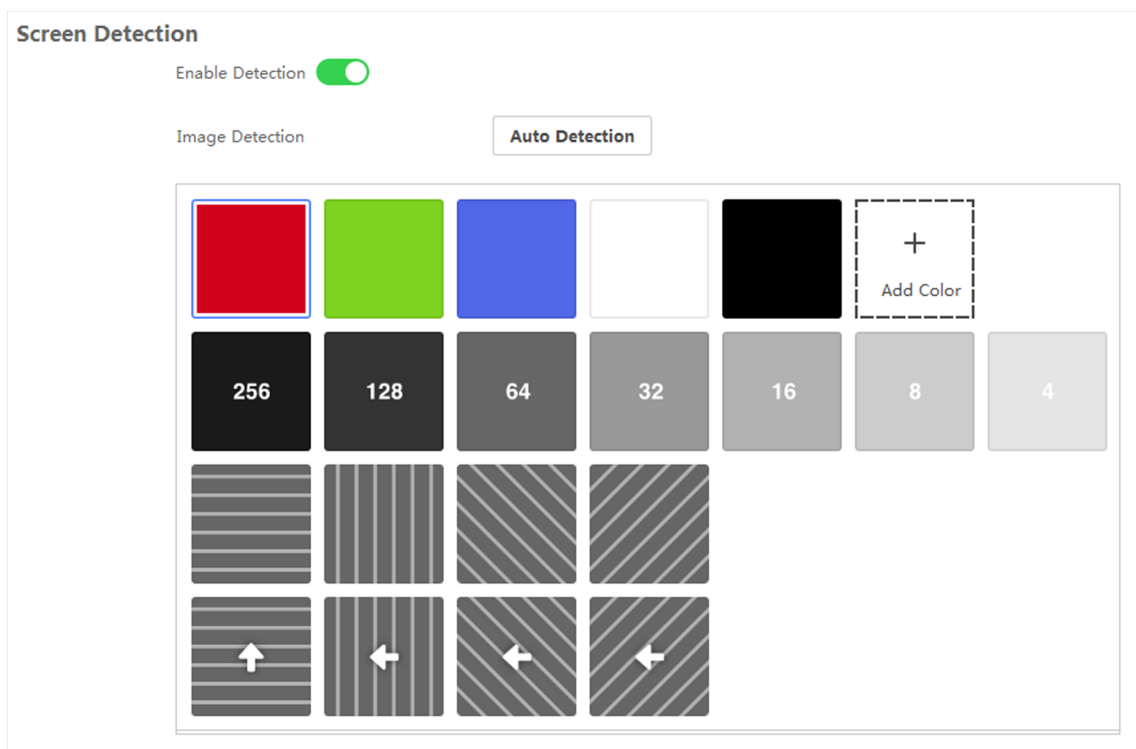
9. **Optional**: Click **Download** and select the saving path to download the correction file for backup.

### 4.4.2 Detect Screen Color

You can select different images to test if the screen can display normally.

#### Steps

1. Go to **LED Settings → Maintenance → Screen Detection**.
2. Check the device(s) to be set from the device list.
3. Enable detection.



**Figure 4-42 Detect Screen Color**

4. Detect the screen color.
  - Manual detection.
    - Click the color bars and ripples to detect the corresponding screen colors.
    - Click **Add Color**, select the color to be detected, and click **OK** to complete the custom color detection.
  - Auto detection. Click **Auto Detection**, and the system will display the detection images one by one automatically.

### 4.4.3 View Device Information

Click **Device Management**. Select an online device, and click  to view the device information. You can click  to edit the device name.

## 4.5 System Maintenance

### 4.5.1 Smart Maintenance

Go to **LED Settings → Maintenance → Smart Maintenance** to synchronize parameters, monitor device status, export device information, compare parameters, etc.

### Synchronize Parameters

You can synchronize the parameters of the sending cards in the same device group.

#### Steps

1. Go to **LED Settings → Maintenance → Smart Maintenance**.
2. Select the device group from the dropdown list.
3. Click **Sync Parameters**.

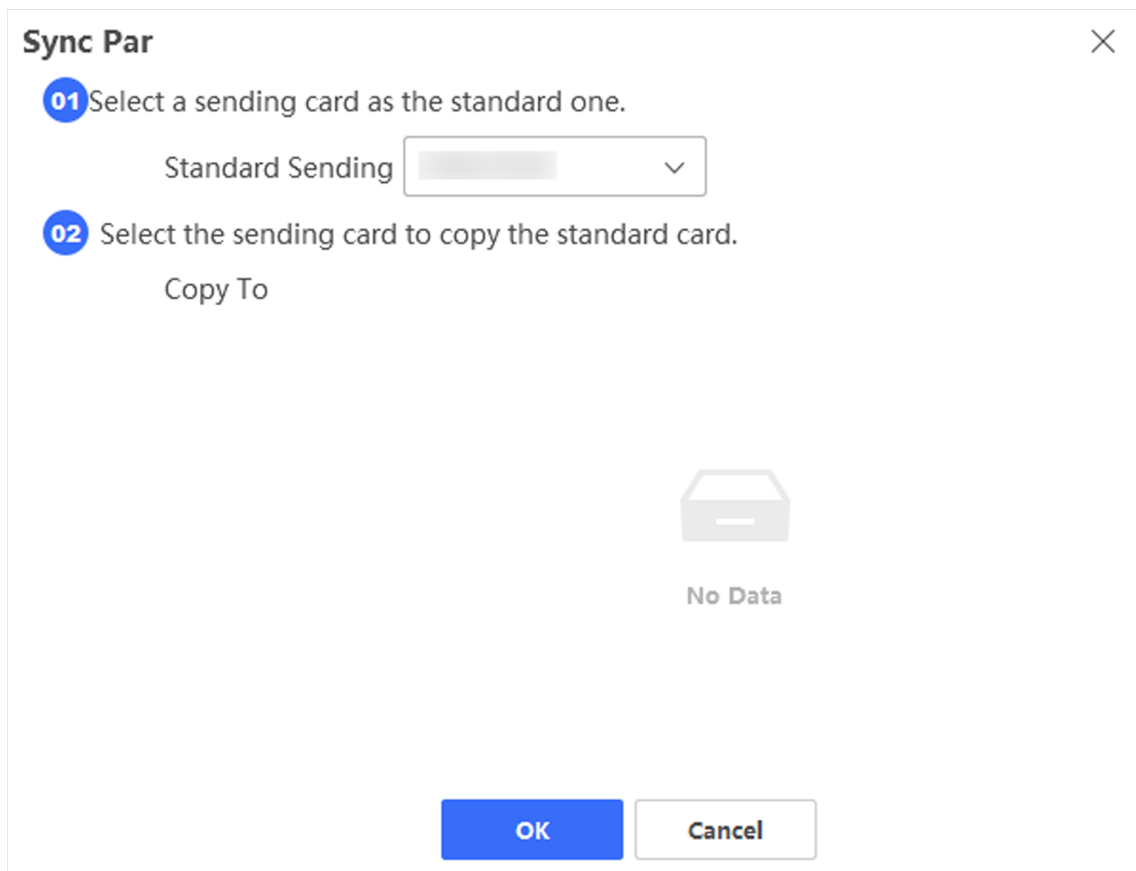


Figure 4-43 Synchronize Parameters

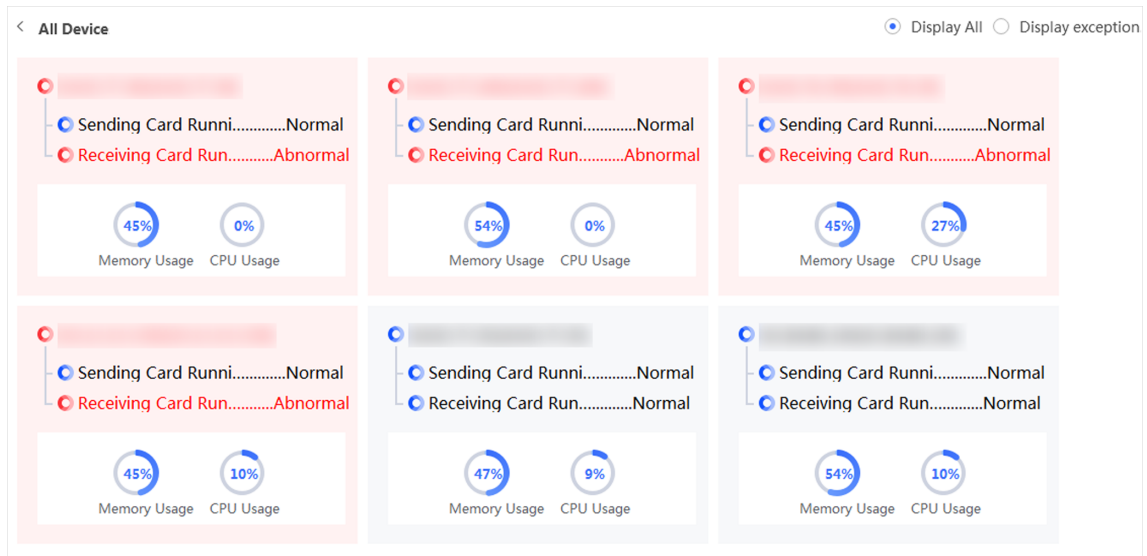
4. Select **Standard Sending Card**.
5. Select the sending card to copy the standard card.
6. Click **OK**.

## Monitor Device Status

You can monitor the added device status.

### Steps

1. Go to **LED Settings → Maintenance → Smart Maintenance → Status Monitoring**.
2. Select the device group from the dropdown list to view the device status.
3. Click **Show All Devices**, and select **Display All** or **Display Exception** to view the status of all the added devices, including the sending card status, receiving card status, memory usage, and CPU usage.



**Figure 4-44 Monitor Device Status**

4. Click the specific device status tab to view the device status details or export the status information.
  - 1) Click **Sending Card**, **Receiving Card**, or **Register** to view the status details.

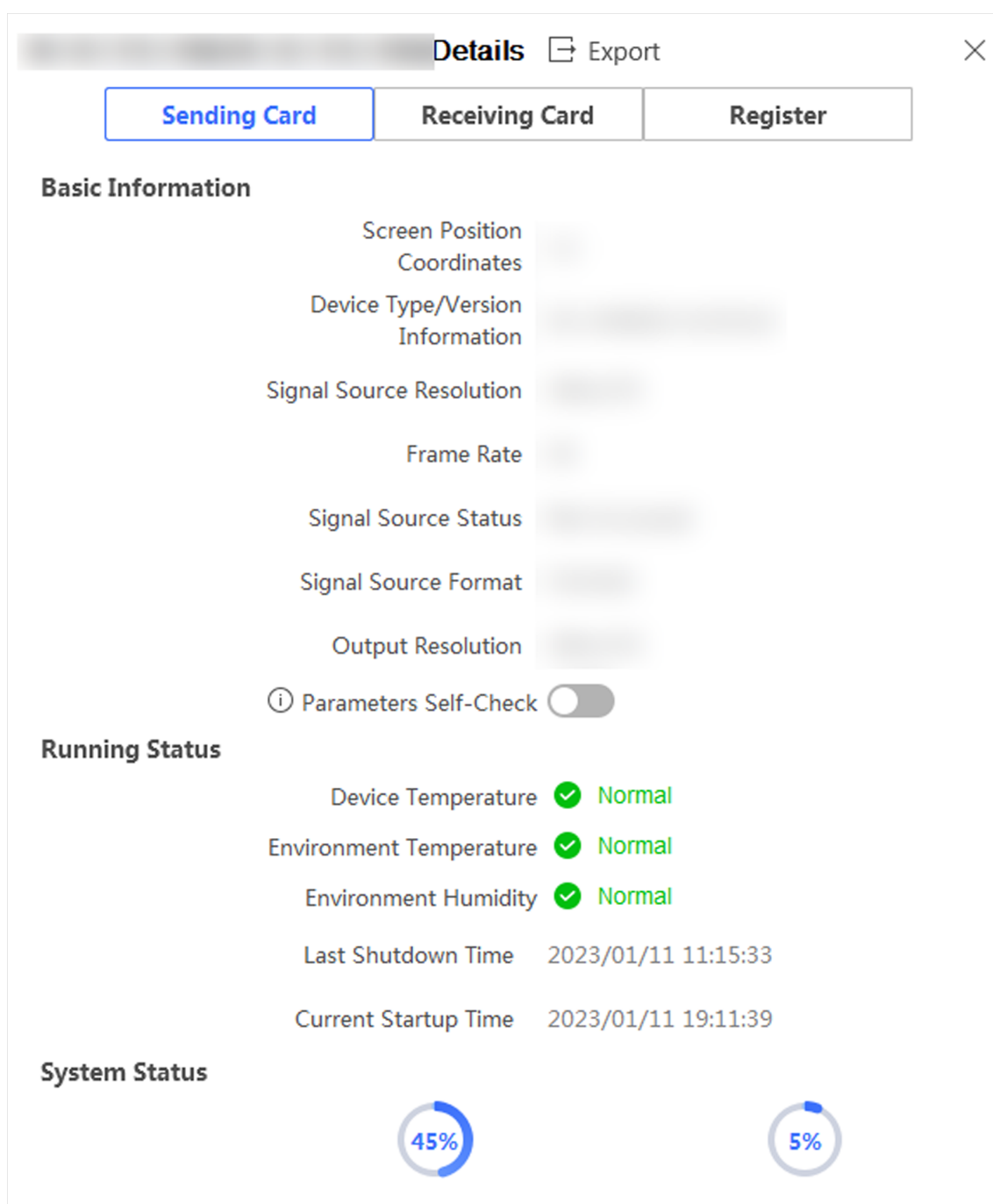


Figure 4-45 Sending Card Status Details

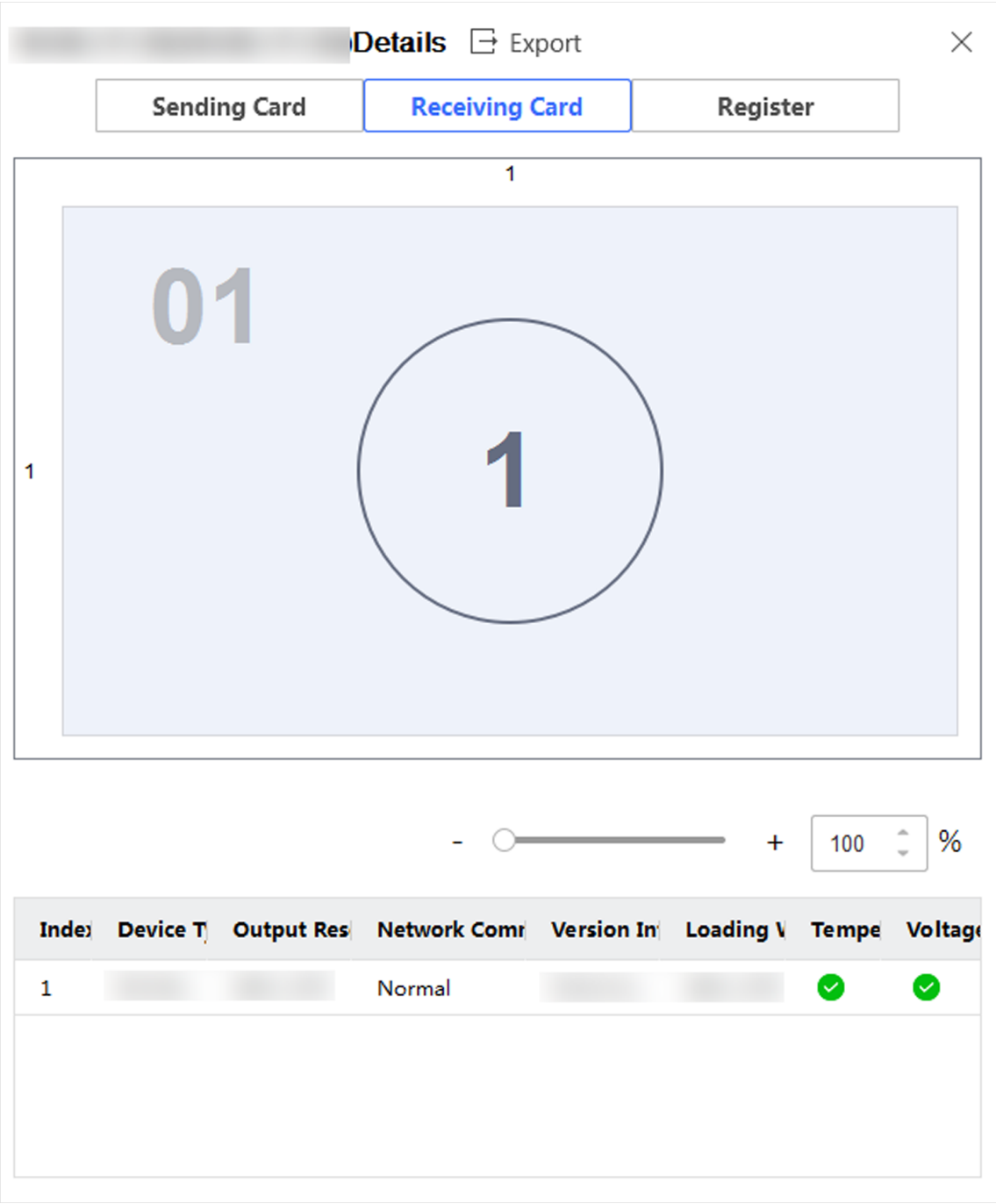


Figure 4-46 Receiving Card Status Details

**Details** Export

**Sending Card** **Receiving Card** **Register**

Data Type ☒ Sending Card ☐ Receiving Card

Start Location

Data Length

**Search**

**Search Result**

|            |                    |
|------------|--------------------|
| 0x40010198 | .....0000ca80..... |
| 0x4001019c | .....00000000..... |
| 0x400101a0 | .....00ff001e..... |
| 0x400101a4 | .....00004040..... |
| 0x400101a8 | .....00000000..... |
| 0x400101ac | .....00ff0000..... |
| 0x400101b0 | .....0180010e..... |
| 0x400101b4 | .....00000180..... |
| 0x400101b8 | .....0000010e..... |
| 0x400101bc | .....0000003c..... |
| 0x400101c0 | .....ffffff.....   |
| 0x400101c4 | .....00000000..... |
| 0x400101c8 | .....ffffff.....   |
| 0x400101cc | .....00000000..... |
| 0x400101d0 | .....00000000..... |
| 0x400101d4 | .....000097e0..... |
| 0x400101d8 | .....00004bf0..... |
| 0x400101dc | .....1e000100..... |
| 0x400101e0 | .....00004bf1..... |
| 0x400101e4 | .....00000000..... |
| 0x400101e8 | .....00000000..... |
| 0x400101ec | .....000097e2..... |
| 0x400101f0 | .....00000000..... |
| 0x400101f4 | .....00000000..... |
| 0x400101f8 | .....00000000..... |
| 0x400101fc | .....00000000..... |

**Figure 4-47 Register Status Details**

- 2) **Optional:** For register status, you can select **Data Type**, and click **Search** to search the details of the sending card or receiving card register.
- 3) **Optional:** Click **Export**, and select the content(s) to export. Click **Export**, and select the saving path to save the exported files.

The CSV file named with the device IP address and the picture named as "Topological\_graph.jpg" will be exported. Open the CSV file, and you can view the detailed information such as device type, display effect, sending card status, etc.

- 5. Optional:** On **Smart Maintenance** interface, click **Export** and select the device group to export the detailed status information of the device group.

The CSV file named with the device IP address and the picture named as "map.jpg" will be exported. Open the CSV file, and you can view the detailed information such as device type, display effect, sending card status, etc.

### Compare Parameters

You can compare the added device parameters for troubleshooting.

#### Steps

1. Go to **LED Settings** → **Maintenance** → **Smart Maintenance** → **Parameters Comparison**.
2. Select the parameters types which need to be compared from **Content** dropdown list, and select the devices which need to be compared from **Device** dropdown list.

The parameters comparison table will display. Click **View All Parameters** to fill the table in full display mode.

| Parameter                        | Device 1 | Device 2 | Device 3 | Device 4 |
|----------------------------------|----------|----------|----------|----------|
| Sending Card Version Information | Red      | Red      | Red      | Red      |
| Receiving Card Software Version  | Red      | Red      | Red      | Red      |
| Receiving Card Type              | Red      | Red      | Red      | Red      |
| Color Temperature Mode           | Red      | Red      | Red      | Red      |
| R/G/B                            | Red      | Red      | Red      | Red      |
| Environment Brightness           | Red      | Red      | Red      | Red      |
| Enhanced                         | Red      | Red      | Red      | Red      |
| Gamma Coefficient                | Red      | Red      | Red      | Red      |
| Ultra-Low Gray Control           | Red      | Red      | Red      | Red      |
| Receiving Card Flash Checksum    | Red      | Red      | Red      | Red      |
| Receiving Card Gamma Checksum    | Red      | Red      | Red      | Red      |
| Receiving Card Basic Checksum    | Red      | Red      | Red      | Red      |
| Brightness Flash Checksum        | Red      | Red      | Red      | Red      |
| Color Gamut Flash Checksum       | Red      | Red      | Red      | Red      |
| Gray Scale Optimization          | Red      | Red      | Red      | Red      |
| Brightness                       | Red      | Red      | Red      | Red      |
| Screen Type                      | Red      | Red      | Red      | Red      |

Figure 4-48 Compare Parameters

3. Click < to return to **Smart Maintenance** interface.

## 4.5.2 Search and Export Log

You can search for and export device operation and exception logs, or view the client operation and exception logs.

### Steps

1. Go to **LED Settings → Maintenance → Log**.
2. View the device logs:
  - 1) Select **Search Mode**.
  - 2) Click the device to search.
  - 3) Click **Search**. The log information will display on the right.

| ID | Operation Time      | Major Type | Minor Type      | Remote Host Address | Description               |
|----|---------------------|------------|-----------------|---------------------|---------------------------|
| 1  | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 2  | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 3  | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 4  | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 5  | 2023-11-07 11:00:00 | Operation  | Display Effect  |                     | Client Request Remote Log |
| 6  | 2023-11-07 11:00:00 | Operation  | Display Effect  |                     | Client Request Remote Log |
| 7  | 2023-11-07 11:00:00 | Operation  | Display Effect  |                     | Client Request Remote Log |
| 8  | 2023-11-07 11:00:00 | Operation  | Display Effect  |                     | Client Request Remote Log |
| 9  | 2023-11-07 11:00:00 | Operation  | Display Effect  |                     | Client Request Remote Log |
| 10 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 11 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 12 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 13 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 14 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 15 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 16 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 17 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 18 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 19 | 2023-11-07 11:00:00 | Operation  | Display Mode    |                     | Client Request Remote Log |
| 20 | 2023-11-07 11:00:00 | Operation  | Advanced Cfg.   |                     | Client Request Remote Log |
| 21 | 2023-11-07 11:00:00 | Operation  | Advanced Cfg.   |                     | Client Request Remote Log |
| 22 | 2023-11-07 11:00:00 | Operation  | LED Recalling   |                     | Client Request Remote Log |
| 23 | 2023-11-07 11:00:00 | Operation  | LED Recalling   |                     | Client Request Remote Log |
| 24 | 2023-11-07 11:00:00 | Operation  | Basic Operation |                     | Client Request Remote Log |
| 25 | 2023-11-07 11:00:00 | Operation  | Display Mode    |                     | Client Request Remote Log |
| 26 | 2023-11-07 11:00:00 | Operation  | Display Mode    |                     | Client Request Remote Log |
| 27 | 2023-11-07 11:00:00 | Operation  | Display Mode    |                     | Client Request Remote Log |

Figure 4-49 Search Log

3. Click **Client Log** to view the client logs.
4. **Optional:** Click **Export** and select the saving path to export device logs as a CSV file.

## 4.5.3 Edit Password

You can edit the device password.

### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Password**.
2. Check the device(s) to be set from the device list.
3. Enter **Old Password**, **New Password**, and confirm the new password.

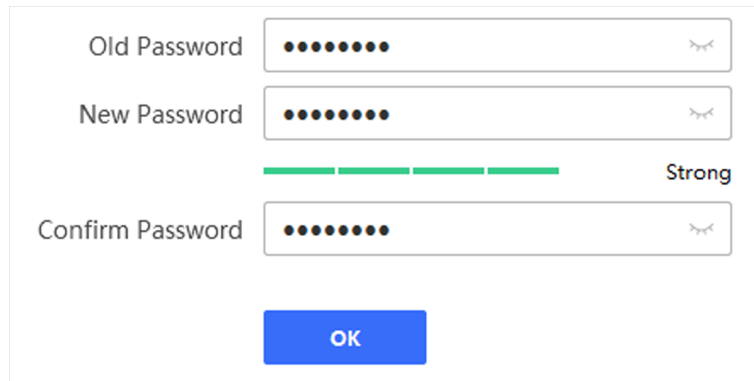


Figure 4-50 Edit Password

4. Click **OK**.

### 4.5.4 Synchronize Time

Select the time zone and synchronize the system time.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Time**.
2. Check the device(s) to be set from the device list.
3. Select **Time Zone**, and click **OK**.
4. Select the time synchronization Mode.
  - Enable **Local Time** to synchronize the device time with that of the PC running the client. Click **Sync**.
  - Set **Time** manually from the calendar and click **OK**. Click **Sync**.

### 4.5.5 Set Network

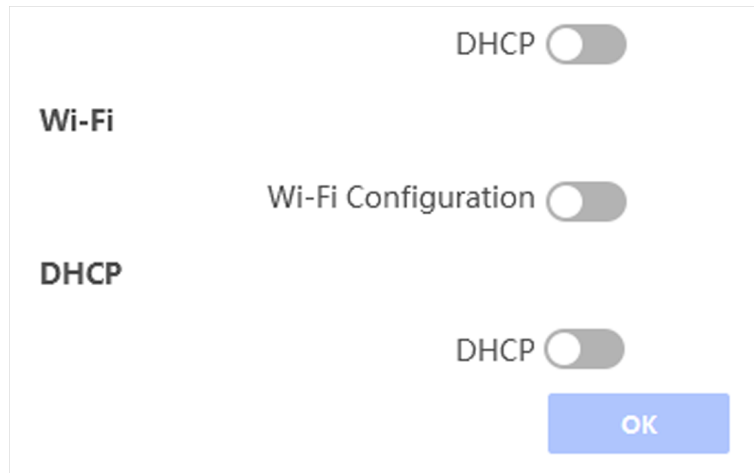
The device will obtain IP address automatically when the network segment of the device has changed. If the device supports Wi-Fi, you can set the Wi-Fi name and password.

#### Before You Start

The network segment connected by the device has DHCP (Dynamic Host Configuration Protocol) function.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Network**.
2. Check the device(s) to be set from the device list.



**Figure 4-51 Set Network**

3. Enable or disable **DHCP**.

---

 **Note**

The function is enabled by default.

4. **Optional:** If the device has been connected with a Wi-Fi device, the interface will display the Wi-Fi settings.
  - 1) Enable **Wi-Fi Configuration**.
  - 2) Enter the default **Wi-Fi Name** and set the **Wi-Fi Password**.
5. **Optional:** The IP address will be allocated automatically when activating the online device. When the number of devices is larger than 200, you can enable **DHCP**.

---

 **Note**

When the number of devices is larger than 200, if you have enabled **DHCP** after activating one device and activate the other device(s) in batch, the IP address(es) of other device(s) will be allocated with the DHCP service.

6. Click **OK**.
- 

### 4.5.6 Detect Screen Status

After enabling screen status detection, alarm information will be shown on the screen if the cabinet temperature, cabinet voltage, sending card temperature, and environment temperature and humidity are out of range.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Alarm Threshold**.
2. Check the device(s) to be set from the device list.
3. Enable the corresponding detection according to the actual needs.

|                                   |                                     |
|-----------------------------------|-------------------------------------|
| Cabinet Voltage                   | <input checked="" type="checkbox"/> |
| Max. Voltage Threshold (V)        | <input type="text" value="4.6"/>    |
| Min. Voltage Threshold (V)        | <input type="text" value="3.6"/>    |
| Cabinet Temperature               | <input checked="" type="checkbox"/> |
| Temperature Alarm Threshold (°C)  | <input type="text" value="60"/>     |
| Sending Card Temperature          | <input checked="" type="checkbox"/> |
| Temperature Alarm Threshold (°C)  | <input type="text" value="70"/>     |
| Environment Temperature           | <input checked="" type="checkbox"/> |
| Temperature Alarm Threshold (°C)  | <input type="text" value="50.2"/>   |
| Environment Humidity              | <input checked="" type="checkbox"/> |
| Humidity Alarm Threshold (%)      | <input type="text" value="40"/>     |
| <input type="button" value="OK"/> |                                     |

Figure 4-52 Detect Screen Status

#### Cabinet Voltage

Enable cabinet voltage detection, and enter **Max. Voltage Threshold** and **Min. Voltage Threshold**. When the cabinet voltage is larger than the set max. threshold or lower than the set min. threshold, the current voltage alarm information will be display on the screen.

#### Cabinet/Sending Card Temperature

Enable cabinet/sending card temperature detection, and enter **Temperature Alarm Threshold**. When the cabinet/sending card temperature is larger than the set threshold, the current cabinet/sending card temperature alarm information will be display on the screen.

### Environment Temperature

Enable environment temperature detection, and enter **Temperature Alarm Threshold**. When the environment temperature is larger than the set threshold, the current environment temperature alarm information will be display on the screen.

### Environment Humidity

Enable environment humidity detection, and enter **Humidity Alarm Threshold**. When the environment humidity is larger than the set threshold, the current environment humidity alarm information will be display on the screen.

4. Click **OK**.

## 4.5.7 Export Configuration File

You can export the device configuration file for backup. When the other devices need the same parameters, you can import the configuration file to the other devices.

### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Import/Export → Export** .
2. Check the device(s) to be set from the device list.
3. Select **Exported Type**.
4. Click ... to select the saving path.
5. Click **Export**.
6. Enter **Password**, and click **OK**.

## 4.5.8 Import Configuration File

After exporting the configuration file, when the other devices need the same parameters, you can import the configuration file to the other devices.

### Before You Start

Export the configuration file of the device from which the parameters of the imported device are copied. Refer to **Export Configuration File** .

### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Import/Export → Import** .
2. Check the device(s) to be set from the device list.
3. Click ... after **Import Configuration File** to select the configuration file saved in the PC.
4. Click **Import**.
5. Enter **Password**, and click **OK**.



### Note

The password is the set password when exporting the configuration file.

---

### 4.5.9 Import Font Library

For the multi-input sending card, if you want to display the subtitle with the custom font type, import the custom font library first.

#### Before You Start

Download the custom font library. The font library file should be in .ttf format, and the file size cannot be larger than 10 MB.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Import/Export → Import**.
2. Check the device(s) to be set from the device list.
3. Click **...** after **Import Font Library** to select the font library file saved in the PC.
4. Click **Import**.

#### What to do next

When setting the subtitle, you can select the custom font type. Refer to [\*\*Set Subtitle Image\*\*](#) for details.

### 4.5.10 Reboot Remotely

You can reboot the sending card or receiving card remotely.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Device Control → Reboot/Restore**.
2. Check the device(s) to be set from the device list.
3. Select the type of **Remote Reboot**.
4. Click **Reboot**.

### 4.5.11 Restore Parameters

You can restore the device settings to the factory parameters or default parameters if the device parameters are abnormal.

#### Steps

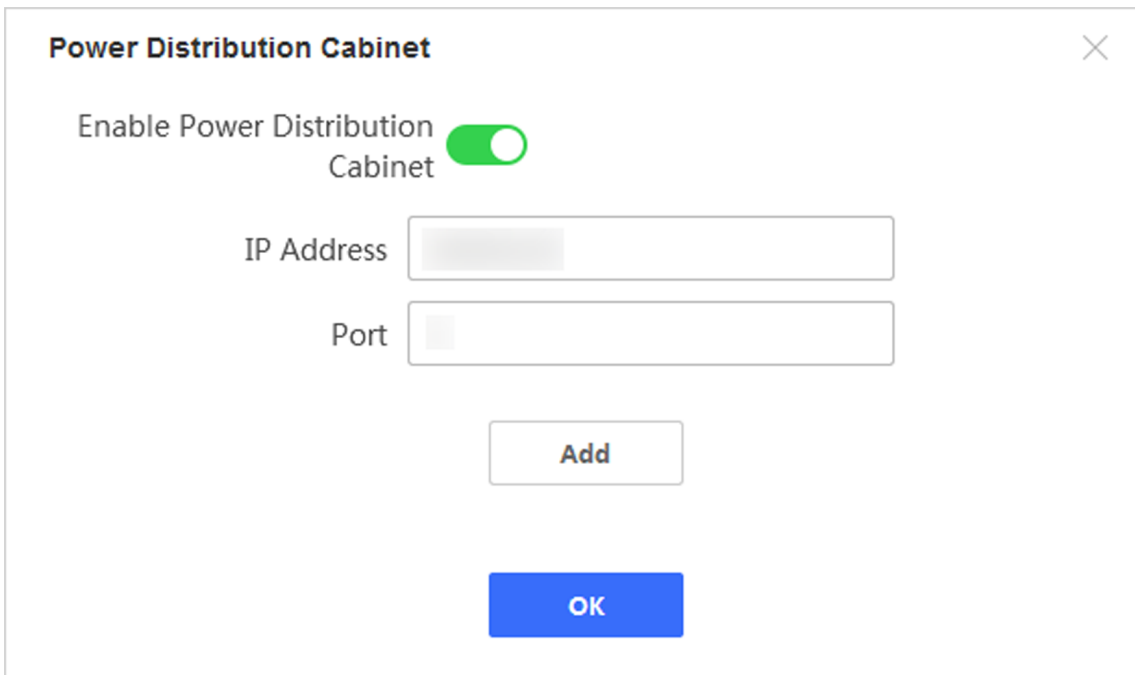
1. Go to **LED Settings → Maintenance → System Maintenance → Device Control → Reboot/Restore**.
2. Check the device(s) to be set from the device list.
3. Restore device parameters.
  - Click **Factory Settings** to restore the device parameters to the factory settings.
  - Click **Restore Default** to restore the device parameters to the default settings.
4. Click **OK**.

#### 4.5.12 Add Power Distribution Cabinet

You can add a power distribution cabinet as needed. Then you can turn on/off the screen remotely.

##### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Device Control → Power Distribution Cabinet**.
2. Check the device(s) to be set from the device list.
3. Click **Configure**.
4. Enable power distribution cabinet.



**Power Distribution Cabinet** [X]

Enable Power Distribution Cabinet ☒

IP Address

Port

**Add**

**OK**

**Figure 4-53 Add Power Distribution Cabinet**

5. Enter **IP Address** and **Port**.
6. **Optional:** Click **Add** to continue to add the other power distribution cabinet.
7. Click **OK**.

#### 4.5.13 Start/Shut down Device Remotely

You can start or shut down the sending card remotely via the client.

##### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Device Control → Startup/Shutdown**.
2. Check the device(s) to be set from the device list.
3. Click **Shutdown** or **Startup**.

4. Click **OK**.

### 4.5.14 Enable Dual Power Supply

If the device supports dual power supply and the dual power supply has been installed, you can enable dual power supply. When one power supply fails, there will be prompt on the screen.

#### Steps

1. Go to **LED Settings → Maintenance → System Maintenance → Device Control → Dual Power Supply**.
2. Check the device(s) to be set from the device list.
3. Click **Startup**.

## Chapter 5 Shortcut Key Functions

Click the icons on the upper right corner of the client to use the functions quickly.

### 5.1 Report Device Exception Event

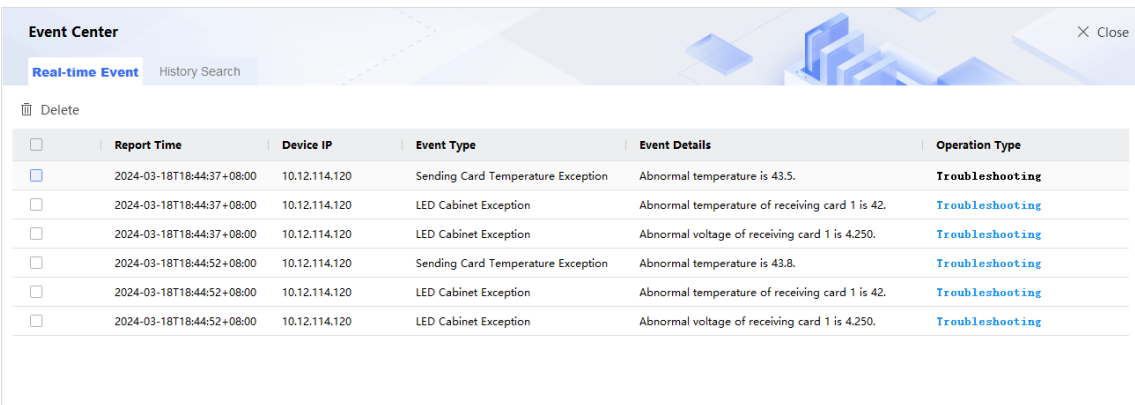
When exception occurs to the device(s) added to the client, the exception event information will be reported to the client. After the client receives the information, you can view the real-time prompt on the client. For further checking, you can view the details of real-time exception events or historical exception events.

#### 5.1.1 View Real-time Event Information

When exceptions occurs to the device(s) added to the client, you can view the details of the real-time exception events.

##### Steps

1. Enter **Real-time Event**.
  - When the exception event information prompts on the screen, click **View Details** to enter **Real-time Event**.
  - Click  on the upper right corner of the client interface. Click **Real-time Event**.



The screenshot shows the 'Event Center' window with a 'Real-time Event' tab selected. It contains a table with columns: Report Time, Device IP, Event Type, Event Details, and Operation Type. There are six rows of event data, each with a checkbox in the first column and a 'Troubleshooting' link in the last column.

| <input type="checkbox"/> | Report Time               | Device IP     | Event Type                         | Event Details                                   | Operation Type                  |
|--------------------------|---------------------------|---------------|------------------------------------|-------------------------------------------------|---------------------------------|
| <input type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.5.                   | <b>Troubleshooting</b>          |
| <input type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | <a href="#">Troubleshooting</a> |
| <input type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | <a href="#">Troubleshooting</a> |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.8.                   | <a href="#">Troubleshooting</a> |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | <a href="#">Troubleshooting</a> |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | <a href="#">Troubleshooting</a> |

Figure 5-1 View Real-time Event Information

2. View the exception event information, including **Report Time**, **Device IP**, **Event Type**, **Event Details**, and **Operation Type**.



##### Note

You can click **Troubleshooting** to view the troubleshooting methods for common questions.

3. **Optional:** Select the item(s), and click **Delete** to delete the event information.
4. Click **Close** to exit from **Real-time Event** interface.

5.1.2 Search Event Information

When exceptions occurs to the device(s) added to the client, you can search the historical device exception event information.

Steps

- 1. Click  on the upper right corner of the client interface.
- 2. Click **History Search**.
- 3. Set **Event Type**, **Start Time**, and **End Time**.
- 4. Click **Search** to view the exception event information, including **Report Time**, **Device IP**, **Event Type**, **Event Details**, and **Operation Type**.

Event Center

Real-time Event

History Search

Search Condition

Event Type

All

Start Time

2024-03-18 00:00:00

End Time

2024-03-18 23:59:59

Search

Reset

Delete

|                          | Report Time               | Device IP     | Event Type                         | Event Details                                   | Operation Type  |
|--------------------------|---------------------------|---------------|------------------------------------|-------------------------------------------------|-----------------|
| <input type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.8.                   | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:07+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.8.                   | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:07+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:07+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:22+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.8.                   | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:22+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:22+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:37+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.0.                   | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/> | 2024-03-18T18:45:38+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |

Figure 5-2 Search Event Information

 Note

You can click **Troubleshooting** to view the troubleshooting methods for common questions.

5. Optional: Other operations.

- Reset search condition

Click **Reset** to reset the search condition.
- Delete event information

Select the item(s), and click **Delete** to delete the event information.

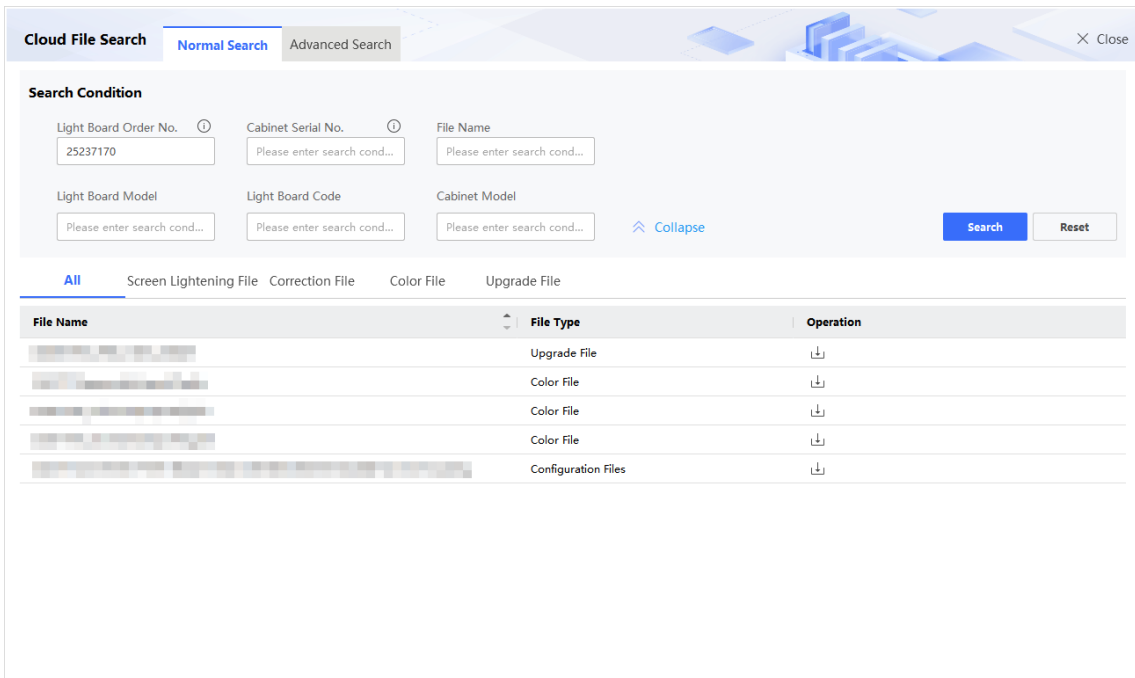
6. Click **Close** to exit.

## 5.2 Search Cloud File

To lighten the screen, you need to use the upgrade file to upgrade the receiving card and then import the configuration files to the sending card. After the screen is lightened, if the screen display effect does not meet the requirements, you can import the color file or correction file to adjust. The upgrade file, configuration files, color file and correction file are stored on the cloud, you can search them from cloud and download the required files to the local computer. Thus, you can import those files to the device when the network is not available.

### Steps

1. Click  on the upper right corner of the client.
2. Select a method to search the upgrade file according to the obtained device information.
  - If you know light board order number, cabinet serial number or other information, click **Normal Search**, enter the search condition, and click **Search**.



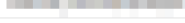
**Cloud File Search** **Normal Search** Advanced Search Close

**Search Condition**

Light Board Order No.  Cabinet Serial No.  File Name

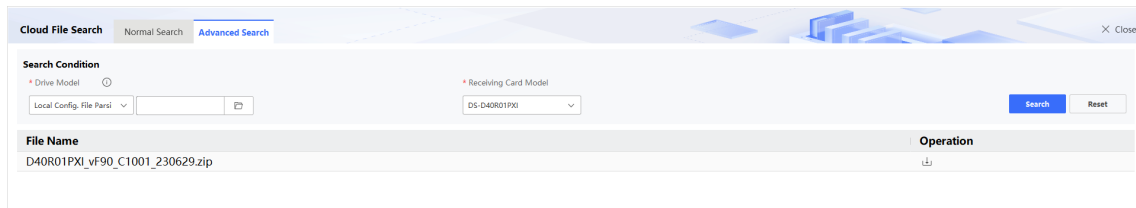
Light Board Model  Light Board Code  Cabinet Model  [Collapse](#) **Search** **Reset**

**All** Screen Lightening File Correction File Color File Upgrade File

| File Name                                                                           | File Type           | Operation                                                                             |
|-------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------|
|  | Upgrade File        |  |
|  | Color File          |  |
|  | Color File          |  |
|  | Color File          |  |
|  | Configuration Files |  |

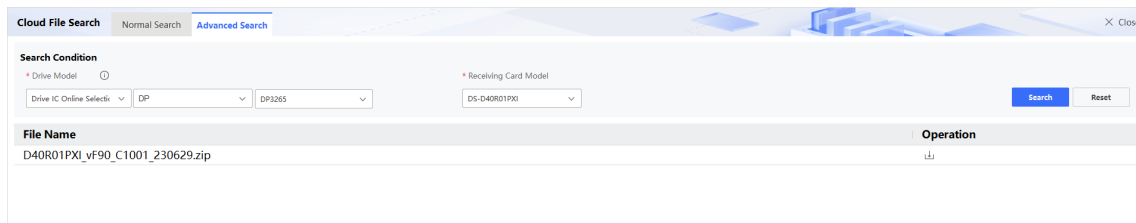
**Figure 5-3 Normal Upgrade File Search**

- If you have the configuration file saved locally and know the receiving card model, click **Advanced Search**, select **Local Config. File Parsing**, click  to upload the local configuration file, and then click **Search**.



**Figure 5-4 Parsing Local Configuration File to Search Upgrade File**

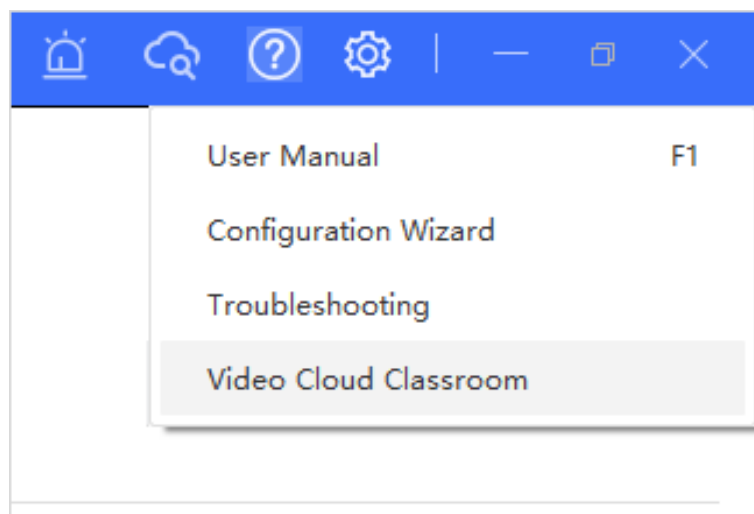
- If you know the drive model and receiving card model, click **Advanced Search**, select **Drive IC Online Selection**, select the related search condition, and then click **Search**.



**Figure 5-5 Advanced Upgrade File Search**

## 5.3 View Video Cloud Classroom

Click  on the upper right corner of the client and then select **Video Cloud Classroom** to enter the video cloud classroom. You can view the device installation and configuration instruction videos.



**Figure 5-6 View Video Cloud Classroom**

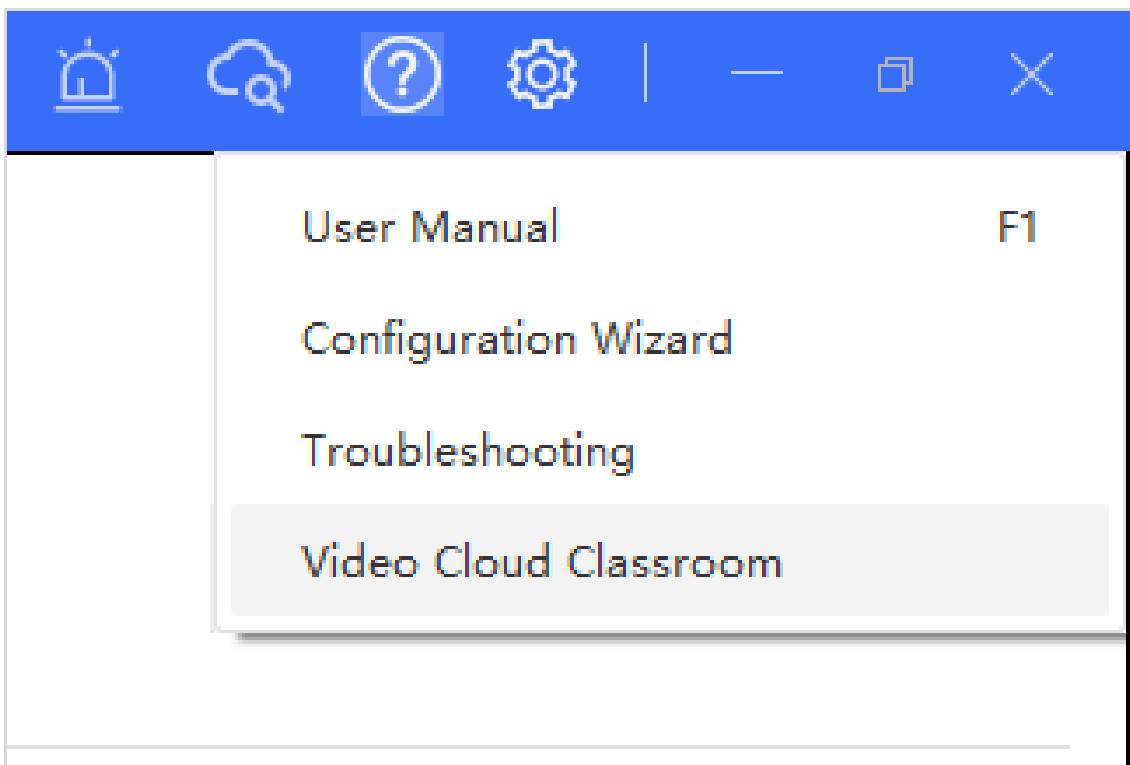
### Note

- Only when the PC running the client has been connected to the Internet, can you view the videos.
  - You can also click  on the upper right corner of the client to view user manual and configuration wizard.
- 

## 5.4 View Troubleshooting Method

### Steps

1. You can view the troubleshooting methods for common questions in the client. Use either of the following methods to enter the troubleshooting interface.
  - Click  on the upper right corner of the client and then select **Troubleshooting**.



**Figure 5-7 Select Troubleshooting**

- Click **Troubleshooting** in the **Event Center**.

Event Center

Real-time Event

History Search

Close

Delete

|                                     | Report Time               | Device IP     | Event Type                         | Event Details                                   | Operation Type  |
|-------------------------------------|---------------------------|---------------|------------------------------------|-------------------------------------------------|-----------------|
| <input checked="" type="checkbox"/> | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.5.                   | Troubleshooting |
| <input type="checkbox"/>            | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/>            | 2024-03-18T18:44:37+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |
| <input type="checkbox"/>            | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | Sending Card Temperature Exception | Abnormal temperature is 43.8.                   | Troubleshooting |
| <input type="checkbox"/>            | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal temperature of receiving card 1 is 42. | Troubleshooting |
| <input type="checkbox"/>            | 2024-03-18T18:44:52+08:00 | 10.12.114.120 | LED Cabinet Exception              | Abnormal voltage of receiving card 1 is 4.250.  | Troubleshooting |

Figure 5-8 Click Troubleshooting

2. View the troubleshooting methods.

5.5 Switch Language

Click  on the upper right corner of the client to switch the language.

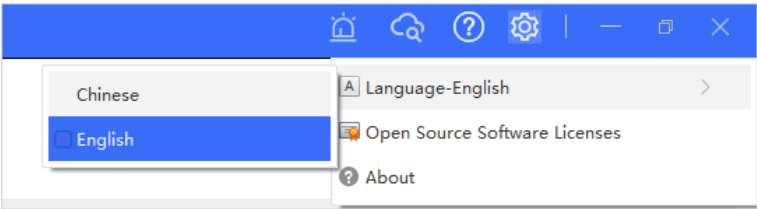


Figure 5-9 Switch Language

 Note

You can also click  on the upper right corner of the client to view the open source software licenses and the related client information.

## Chapter 6 FAQ

### 6.1 Full screen is unlit.

#### Reason

- No power supply for screen or control device.
- No input signal.
- The controlling computer is sleeping or the graphics card settings are incorrect.
- Incorrect receiving card configuration.

#### Solution

- Check if the computer is in sleep or screensaver mode. If yes, start the computer, go to **Control Panel → Power Options → Change Plan Settings** , and set the sleep time to **Never**. If not, check the connection of the DVI cable between computer and control card.
- Check the graphics card settings.
- Check the connection between receiving card and sending card, and the connection between receiving cards.
- Restore to default settings.

### 6.2 Image displays incompletely or in wrong position.

#### Reason

- Incorrect screen configuration file.
- Incorrect signal cable connection.
- Incorrect screen size configuration.

#### Solution

- For incomplete image, check if the configured screen scale and the actual screen scale are the same.
- For image in wrong position, check if the configured display position and screen scale are the same as the actual. If not, adjust the parameters based on the difference until they are the same.
- Check if the signal cable connection and the receiving card connection among screen cabinets are the same.
- Check if the configured sending card output resolution and the actual receiving card input resolution are the same.

### **6.3 Full-screen image flashes or vibrates.**

#### **Reason**

- Signal output of graphics card or other device fails.
- The number of the receiving card loaded by single network interface is larger than its load capacity.
- Signal cable is too long.

#### **Solution**

- Check system connection to see if the signal cable or the network cable is loose, if the signal cable length exceeds the allowable transmission distance, etc.
- Reduce receiving card loading capacity of each network interface. Configure signal cable again via the client after changing connection mode.
- Check the resolution configurations of the graphics card, sending card, and video processor.

### **6.4 Spots/Strips exist in full-screen image.**

#### **Reason**

Incorrect screen type configuration.

#### **Solution**

Check screen type configuration.

### **6.5 Image on certain display unit flashes or has spots.**

#### **Reason**

- Loose connection of receiving card or HUB card.
- Incorrect receiving card program.

#### **Solution**

- Check the receiving card, HUB card, and data cable connection in the unit.
- Check if the receiving card program of the unit is correct, or if the receiving card functions well.

### **6.6 Certain display unit screen is unlit.**

### Reason

- The power supply or the receiving card of the unit fails.
- The signal output of the previous unit fails.

### Solution

- Check if the power supply output of the unit is 5 VDC.
- Check if power supply indicator of the receiving card in the unit is solid red, or if the receiving card is operating normally.
- Check the receiving card, HUB card, and data cable connection in the unit.
- Check if the receiving card signal output of the previous unit is normal.

## 6.7 Certain module or row of modules are unlit in display unit.

### Reason

- The switching power output controlling the modules fails.
- The signal output controlling the modules fails.

### Solution

- Check if the power supply output of the modules is 5 VDC.
- Check the connection of the data cable and the HUB card controlling the modules.

## 6.8 Display error occurs when setting screen attributes.

### Reason

Incorrect screen parameters.

### Solution

- Check if the resolution of receiving card and output resolution of graphics card is the same. If not, set them as the same.
- If the resolution of receiving card and output resolution of graphics card is the same, check if the screen attributes parameters are correct.

## 6.9 Searching online device failed.

### Reason

- The network cable of the sending card is not connected.
- Incorrect client installation (the WinPcap plugin is not installed well or its version is incorrect).

## Solution

- Check network cable connection.
- Reinstall the client, or update WinPcap plugin directly.

## 6.10 Color differences exist for sending cards.

### Reason

1. Go to **LED Settings** → **Maintenance** → **Smart Maintenance** → **Parameters Comparison**.
2. Select the parameters types which need to be compared from **Content** dropdown list, and select the devices which need to be compared from **Device** dropdown list.
3. Click **View All Parameters** to compare the display parameters of the devices. The red marked parameters are the differences, which causes the color differences.

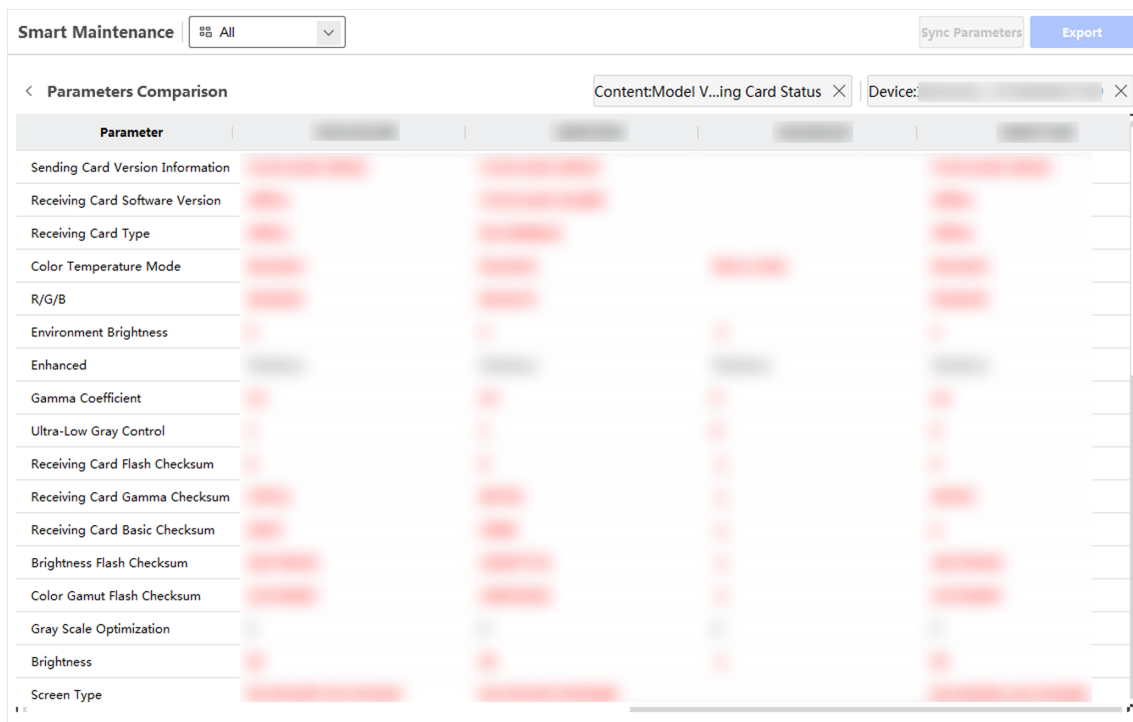


Figure 6-1 Compare Parameters

## Solution

According to the parameters differences, you can solve the problems in two ways.

- If **Receiving Card Flash Checksum**, **Brightness Flash Checksum**, and **Color Gamut Flash Checksum** are different, export the configuration file of the receiving card with the normal display, and import it to the receiving card with color differences. Then compare other

parameters and adjust. Refer to **Export Configuration File** and **Import Configuration File** for details.

- If the other parameters are different, edit the settings until the parameters are the same to remove the color differences. Or restore to the factory settings. Refer to **Restore Parameters** for details.

### 6.11 Screen color is inconsistent with LCD.

#### Reason

The screen display capability depends on the color gamut. The color gamut of LED is larger than that of LCD, which results in that the LED screen color is inconsistent with that of LCD.

#### Solution

1. Go to **LED Settings → Display Effect → Basic Display Effect → Basic Scene** . Select **Color Standard** as **HDTV**.
2. Go to **LED Settings → Display Effect → Basic Display Effect → User Configuration** . Select **Color Temperature Mode** as **Custom**, and adjust the RGB value according to the actual display effect.

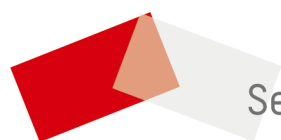
### 6.12 Color exception occurs for the screen loaded by sending card.

#### Reason

- Incorrect receiving card settings.
- The sending card signal source has problems.

#### Solution

- Go to **LED Settings → Maintenance → Screen Detection** . Enable detection, and check if the displayed colors are normal. If abnormal, the receiving card settings are incorrect, and you need to set again. If normal, the sending card signal source has problems, and you need to check the sending card signal source.
- Connect to the sending card directly with the PC signal source, or with other signal sources in the site crosswise. Check if the screen signal source display is normal. If abnormal, the signal source processing has problems, and you need to contact to the technical support. If normal, the signal source, signal source lines, and the interconnecting device have problems, and you need to change a new device.



See Far, Go Further