ViPlex Handy

Media Player Control App

User Manual

Contents

1 **Introduction**

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

Features:

- Friendly user interface: UI design takes user habits into full consideration.

- Two device control methods: Supports LAN control and Internet control.

- Ease of use: Devices can be connected and easily accessed via wireless networks.

- Synchronous playback: Allows the same content to be played on different screens synchronously.

- Smart brightness adjustment: Allows for automatic and scheduled brightness adjustment.

- Dual Wi-Fi functionality: Supports Wi-Fi AP and Wi-Fi Sta.

- 4G connection: Devices with 4G modules support mobile networks.

- Dual-mode (synchronous and asynchronous): Allows you to set video output mode.

- Auto fit to screen: Capable of automatically scaling content to fit the screen.

- A new remote publishing mode: Allows solutions to be created and published to cloud devices over the Internet.

2 **Installation**

Downloading ViPlex Handy

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

Installing ViPlex handy

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

3 **Device Control Methods**

ViPlex Handy comes with two device control methods: LAN control and Internet control.

- LAN Control: Suitable for controlling devices that are connected to ViPlex Handy via Wi-Fi AP or LAN. For details, see 4 LAN Control.

- Internet Control: Suitable for controlling devices that are connected to the Internet. For details, see 5 Internet Control.

When you open ViPlex Handy for the first time, you will be prompted to choose a device control method. You can choose a suitable device control method according to the network environment of you devices. The device control method can be switched later in **Me** > **Device Control Method**.

4 **LAN Control**

When ViPlex Handy connects to devices via Wi-Fi AP or LAN, set the device control method to **LAN Control**, allowing you to control devices, create and publish solutions.

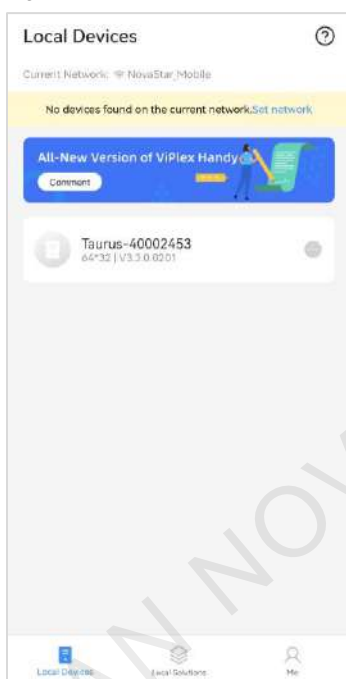## 4.1 Local Devices

4.1.1 Device Connection

Scenarios

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

Operating Procedure

Step 1   Open ViPlex Handy.
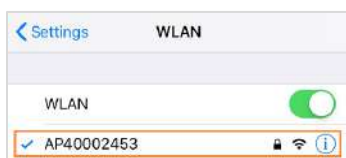
Figure 4-1 Device list

Step 2   Tap **Set network** to access the WLAN connection screen of your phone.

At the top right, tap ⑦ to learn more about local device connection.

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

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

Figure 4-2 Wi-Fi connection

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

ViPlex Handy automatically detects the Taurus and refreshes the device list. You can also swipe down to refresh the device list manually.
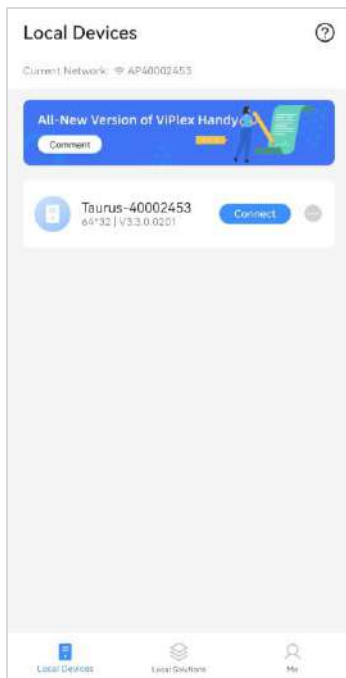
- 　: Denotes that the Taurus is offline and cannot be connected.

- 　: Denotes that the Taurus is online and can be connected. Go to Step 5.

Figure 4-3 Local device list

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

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

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

<u>Related Operations</u>

- After successful connection, if the password is verified as a weak password, a prompt will be displayed, reminding you to change the password. Do any of the following:

  - Tap **Ignore Once** if you do not want to change the password.

  - Tap **Change Password** to change the device password and hotspot password.

- When the Taurus is online, tap 　 to do the following:

  - Bind to Cloud: Tap to quickly bind the local device to the VNNOX cloud platform. (This option is displayed only after the device has been successfully connected.)

  - Connect: Tap to connect to the Taurus.

  - Forget Password: Clear the device login password automatically saved by ViPlex Handy. (This option is displayed only after the device has been successfully connected.)

- After the Taurus is connected, tap 　 to do the following:

  - Control: Tap to access the **Device Management** page. For details, see 4.1.3 Device Control.

  - Bind to Cloud: Tap to quickly bind the local device to the VNNOX cloud platform.

  - Disconnect: Tap to disconnect the Taurus.

  - Rename: Tap to change the device name.

  - Delete: Tap to remove the device from the local device list.

Notes:

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

- Before binding a device to the cloud, make sure your phone has Internet access and then follow the on-screen instructions to register an account or log in to the VNNOX cloud platform.
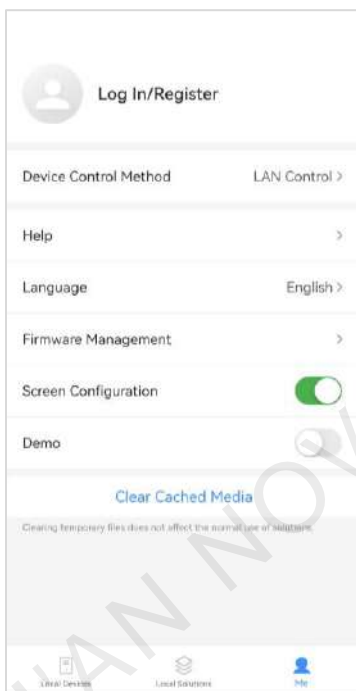
4.1.2 Screen Configuration

Scenarios

Set screen connection, send receiving card configuration files to devices (which is only available for Android), and bind screens to VNNOX Care.

Prerequisites

- The corresponding local device is connected. For details, see 4.1.1 Device Connection.

- **Screen Configuration** is turned on.

    As shown in Figure 4-4, turn on **Screen Configuration** on the **Me** page.

Figure 4-4 Turning on screen configuration

Screen Connection

Connect receiving cards logically to make the screen display content correctly.

Step 1   On the **Local Devices** page, tap a device name to access the device management page.

Step 2   Choose **Screen Configuration**.

Step 3   On the screen configuration page, tap **Screen Connection**.

If it is the first time to do screen connection for the current device, as shown in Figure 4-5, a 400×400 px receiving card will be displayed by default. If screen configuration has been done for the device before, the configured receiving cards and connection will be displayed.

Figure 4-5 Screen connection page

ViPlex Handy automatically obtains and displays all the Ethernet ports of the current device, including the backup ports. As shown in Figure 4-5, [1] [2] [3] [4] represent the four Ethernet ports of the current device.

Step 4 Tap **RV Card Settings** at the upper right of the page.

Step 5 On the **RV Card Settings** page, set the columns and rows of receiving cards and the loading capacity per receiving card according to the actual conditions.

As shown in Figure 4-6, there are two rows and columns of receiving cards, and the loading capacity per receiving card is 128×128 px.

Figure 4-6 Receiving card settings
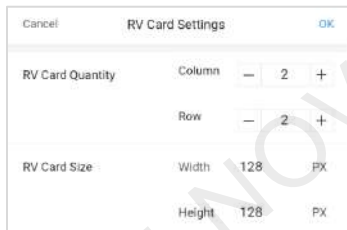
Notes:

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

Step 6 After the settings, tap **OK** at the top right to go back to the screen connection page. As shown in Figure 4-7, the four squares represent the four receiving cards set in the previous step.
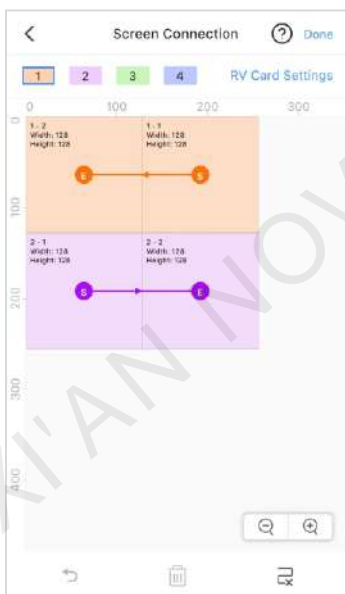
Figure 4-7 Screen connection

Step 7 Select an Ethernet port, then use your finger to slide across the centers of the receiving cards to be loaded by the Ethernet port to connect the receiving cards. Ethernet ports 3 and 4 are backup ports and receiving card connection is not allowed.

As shown in Figure 4-8, after receiving card connection is completed, the color of the receiving cards loaded by each Ethernet port is the same as the color of the Ethernet port. The corresponding Ethernet port number is displayed at the top left of each receiving card, for example, "1-2" denotes the second receiving card loaded by Ethernet port 1.

Figure 4-8 Receiving card connection

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

● Select receiving cards

Tap a receiving card to select it. Tap and slide on any border of the selected receiving card to select more receiving cards.

● Change receiving card position and loading capacity

Select one or more receiving cards and tap to change the position coordinates and the width and height of the loading capacity. You can also change the position by dragging the selected receiving card(s).

− The width or height of the loading capacity of the receiving card(s) must be an integer ranging from 16 to 1024.

> – Receiving cards cannot be placed outside the canvas.

- Zoom

  Tap $\ominus$ or $\oplus$ to zoom out or in on the canvas, or pinch to zoom.

- Undo actions

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

- Delete receiving cards

  Select one or more receiving cards and tap $\boxed{\unicode{x1F5D1}}$ at the bottom of the page to delete the selected receiving card(s). If the firmware version of the current device is earlier than V3.5.0, receiving cards cannot be deleted and the $\boxed{\unicode{x1F5D1}}$ icon will not be displayed.

- Delete connection lines

  At the bottom of the page, tap $\overline{\underline{\mathsf{x}}}$ to delete the receiving card connection lines.

Notes:

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

Step 8 After the screen connection is completed, tap **Done**.

Receiving Card Configuration (Only Available for Android)

Send receiving card configuration files with an .rcfgx extension to devices. Before sending a configuration file, store it to the local storage of your phone.
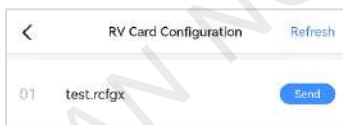
Step 1 On the **Local Devices** page, tap a device name to access the device management page.

Step 2 Choose **Screen Configuration**.

Step 3 On the screen configuration page, tap **RV Card Configuration**.

Step 4 Tap **Refresh** at the top right of the page that appears. The receiving card configuration file you have stored to the phone is displayed, as shown in Figure 4-9.

Figure 4-9 Receiving card configuration file

Step 5 Tap **Send** next to the configuration file to send it to the currently connected device.
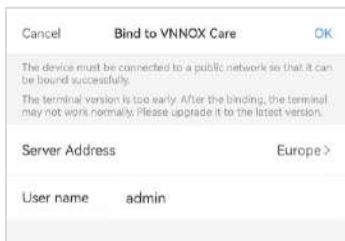
Binding to VNNOX Care

Bind screens to VNNOX Care to enable remote monitoring of screen conditions. Before binding a screen, make sure the device connected to the screen has Internet access. Otherwise, it cannot be successfully bound to VNNOX Care.

Step 1 On the **Local Devices** page, tap a device name to access the device management page.

Step 2 Choose **Screen Configuration**.

Step 3 On the screen configuration page, tap **Bind to VNNOX Care** to access the page shown in Figure 4-10.

Figure 4-10 Binding to VNNOX Care

Step 4   Select a server address, enter the VNNOX Care user name to be bound, and then tap **OK** at the top right of the page.

As shown in Figure 4-11, **Bound** is displayed on the page after the screen is successfully bound to VNNOX Care.

If you want to bind the screen to another VNNOX Care user, tap **Change User** to complete the binding. To remove the binding, go to VNNOX Care and delete the screen.

Figure 4-11 Binding successful
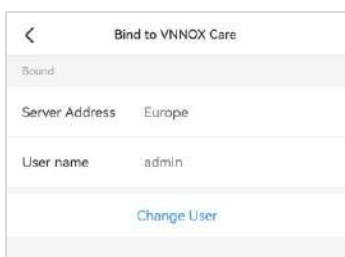
4.1.3 Device Control

Scenarios

Remotely control screens in real time or as scheduled, configure time synchronization for devices, set multi-screen mosaic, etc.
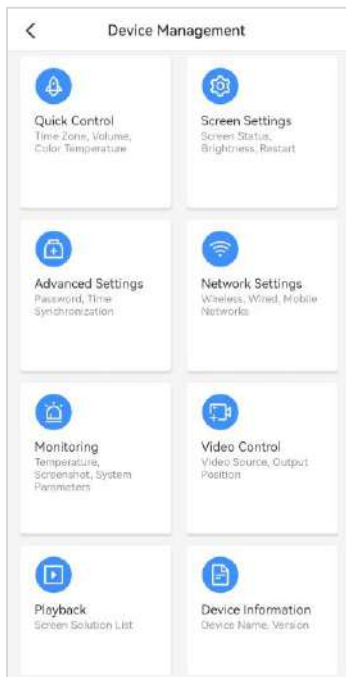
Prerequisites

The corresponding device is connected.

Operating Procedure

Step 1   On the **Local Devices** page, tap the device name to access the **Device management** page, as shown in Figure 4-12.

You can drag a function module to change its position.

Figure 4-12 Device management

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

The description of each function is shown in Table 4-1.

Table 4-1 Function description

Menu	Submenu	Description
Quick Control	Time Zone	Allows you to set the UTC time zone.
	Time	Displays the corresponding time of the time zone you set.
	Adjust Volume	Allows you to drag the slider or tap the volume up and down buttons to adjust the volume.
	Color Temperature	Allows you to set the color temperature of the screen. Color temperatures include cool white, standard white and neutral white.
Screen Settings	Screen Status Control	Allows you to manually set the screen status and rules for screen status control.
	Brightness Control	Allows you to manually set the screen brightness and rules for smart brightness adjustment.
	Scheduled Restart	Allows you to schedule device restarts.
Advanced Settings	Password	Allows you to change the connection password of the local device. The default user name is "admin" and the default password is "123456". You are advised to change the default password.
	Time Synchronization	Allows you to set rules for device time synchronization. If you want to enable different devices to play the same content synchronously, time synchronization is required.
	Advanced Functions	• Synchronous Playback: Allows you to turn on or off the synchronous playback function. When the function is turned on, synchronous playback can be enabled if the time of different devices is synchronized and all the devices play the same content. • Resolution: Allows you to set device resolution. • Restart: Allows you to restart the device.

Menu	Submenu	Description
		• Clear All Media: Allows you to clear all the media stored in the device. • Restore Factory Settings: Allows you to reset the device to factory settings.
Network Settings	Wireless Network Settings	Allows you to set the Wi-Fi AP and Wi-Fi Sta of the device. • Hotspot: When the device is connected via Wi-Fi AP, you can set the hotspot name and password. • Wi-Fi: When the device supports dual Wi-Fi modes, such as T3/T6/TB3/TB6/TB8, you can also set Wi-Fi Sta which allows the device and ViPlex Handy to be connected by connecting them to the same WLAN of a router. Notes: For the devices that support only one Wi-Fi mode, you can switch its built-in Wi-Fi AP to Wi-Fi Sta with ViPlex Handy so as to connect the devices to a WLAN. Switching Wi-Fi mode has the following requirements for the firmware versions of the devices: • T30/T50/TB30/TB40/TB50/TB60 must be V3.6.2 or later. • Other devices such as T1-4G/TB1-4G/TB2-4G/TB4/TB4A must be V3.7.0 or later.
	Wired Network Settings	Allows you to turn on or off DHCP. When the device is connected via Ethernet cable, turn off DHCP and set a static IP address and other relevant information.
	Mobile Data Settings	Allows you to turn on or off the mobile data network. If the device is installed with a 4G module, turn on the mobile network when the device is connected via mobile data. Then the information of the carrier is displayed on the page.
Monitoring	Ambient Brightness	Displays the ambient brightness. This is available only when a light sensor is connected to the device.
	Temperature	Displays the receiving card temperature.
	Playback Screenshot	Allows you to capture a screenshot during the playback.
	System Parameters	Displays the CPU usage, available memory and external storage.
	Time Parameters	Displays the time zone and time of the device.
Video Control	-	Allows you to control the video input mode, video source, full screen zoom and offset position. (In the models of the Taurus, only the T6, TB4, TB6 and TB8 are supported.) Meanings of the values of **Mode**: • Manual: Allows you to instantly switch between the synchronous mode and asynchronous mode. • Timed: Allows you to switch between the synchronous mode and asynchronous mode as scheduled. • HDMI preferred: The HDMI source is preferred for playing videos in synchronous mode.
Playback	-	Allows you to start or pause solution playback and delete solutions.

Menu	Submenu	Description
Device Information	-	• Set the device name and registration address, as well as the firmware version, FPGA version and sub-software version information of the device. • Obtain the play log, running log and 4G running log of the device.
Multi-Screen Mosaic	-	Allows you to quickly mosaic multiple screens with the same resolution. • T50/TB40/TB50/TB60 Only horizontal mosaic of screens is supported. You can choose to mosaic screens by quantity or width. The screens are connected with HDMI cables. You only need to configure the starting screen and publish solutions to this screen. • Other devices that support multi-screen mosaic (such as T6/TB4/TB6/TB8) Only horizontal mosaic of screens from left to right is supported. The screens are connected with HDMI cables. You need to configure the order of each screen used for mosaic and publish solutions to the starting screen. For the detailed settings of multi-screen mosaic, see 6.5 How to set multi-screen mosaic?

Step 3 Do the following as required.

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

Figure 4-13 Automatic brightness adjustment rules

Figure 4-14 Automatic brightness adjustment table

- Go to **Advanced Settings** > **Time Synchronization**. Select a time synchronization mode and configure the relevant parameters, then tap **Done**.

  − NTP time synchronization: Select an NTP server as the time reference. You can add custom servers.

Figure 4-15 NTP time synchronization

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

Figure 4-16 RF time synchronization
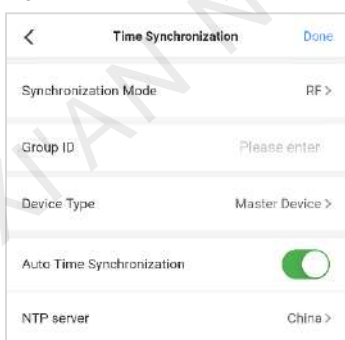
4.2 Local Solutions

4.2.1 Editing Solutions

Notice

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

- Photos: **Settings** > **Photos** > **Download and Keep Originals**

- Camera: **Settings** > **Camera** > **Formats** > **Most Compatible**

Operating Procedure

Step 1　Tap **Local Solutions** to access the **Solutions List** page, as shown in Figure 4-17.

Figure 4-17 Local solutions
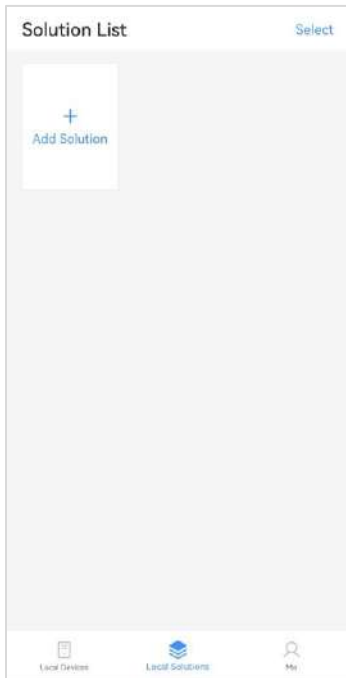
Step 2　Tap ＋ to add a solution.

Step 3　Set a name and resolution for the solution. Choose a template and tap **OK**.

You can select a default window layout or customize a window layout.

Figure 4-18 Adding a solution
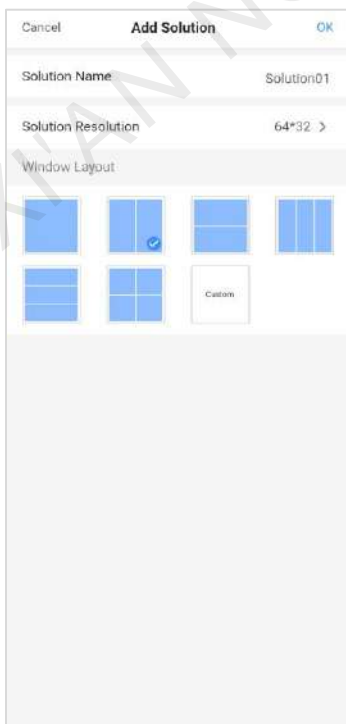
Step 4   (Optional) Tap **Window Settings** to adjust the window layout.

Figure 4-19 Solution editing
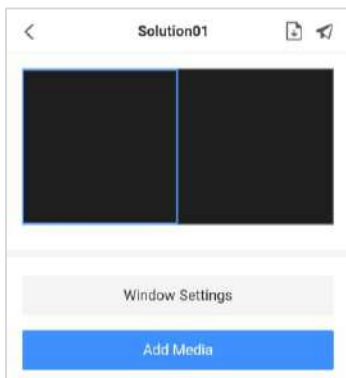
Figure 4-20 Solution layout
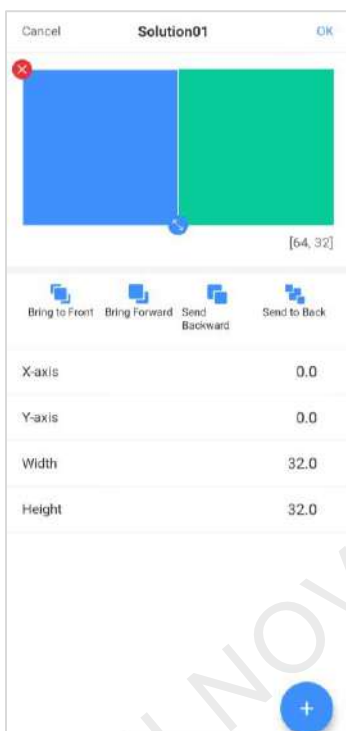
Step 5   Tap anywhere in an area of the solution layout to edit the area.

As shown in Figure 4-21, the solution has two windows. If you want to edit the left one, tap anywhere in the left area.

Figure 4-21 Solution editing
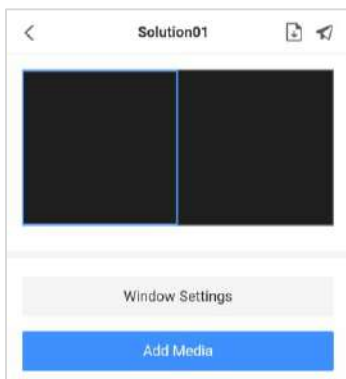
Step 6 Tap **Add Media** to add media. The media types supported by ViPlex Handy are shown in Table 4-2.

Table 4-2 Media types

Menu	Description
Cloud media	Allows you to add images and videos from the cloud media library. **Prerequisites:** ● The phone is connected to the Internet. ● You have logged in to the VNNOX cloud platform with ViPlex Handy.
Image	Allows you to add images and set their properties, playback durations and transition effects. Add images by ● Taking photos ● Choosing from your phone album Supported formats: JPEG, BMP, GIF, PNG, WEBP
Video	Allows you to add videos and set their playback effects. Supported formats: MPEG-1/2, MPEG-4, H.264/AVC, MVC, Google VP8, H.263, VC-1, Motion JPEG
GIF	Allows you to add animated GIF images.
Text	Allows you to add single-line or multi-line text, set the text properties, playback duration and effect, and preview the text.
Analog Clock	Allows you to add analog clock widgets and set their styles, text and playback durations.
Digital Clock	Allows you to add digital clock widgets and set their styles, text and playback durations.
Weather	Allows you to add weather widgets and set their styles, text and playback durations.

Step 7 Set media properties.

The properties of different types of media vary. Figure 4-22 shows the properties of an analog clock.

Figure 4-22 Properties of an analog clock
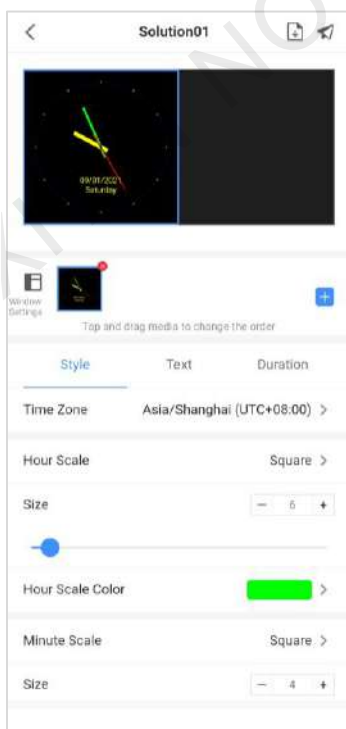
Step 8   (Optional) Tap ➕ to continue adding media to the selected area.

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

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

Step 10   If the solution contains:

- Multiple areas, repeat Step 5 through Step 9 to edit all the areas in the solution.
- One area, go to Step 11.

Step 11   After the solution editing is done, do the following as required.

- Tap 🔽 to save the solution.

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

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

  The devices refers to the connected local devices only.

4.2.2 Publishing Solutions

Prerequisites

The corresponding device is connected.

Related Information

After the solution editing is done, tap 🛫 to publish the solution. For details, see 4.2.1 Editing Solutions.
In other situations, do the following to publish a solution.
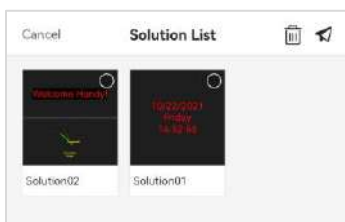
Operating Procedure

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

Figure 4-23 Local solutions
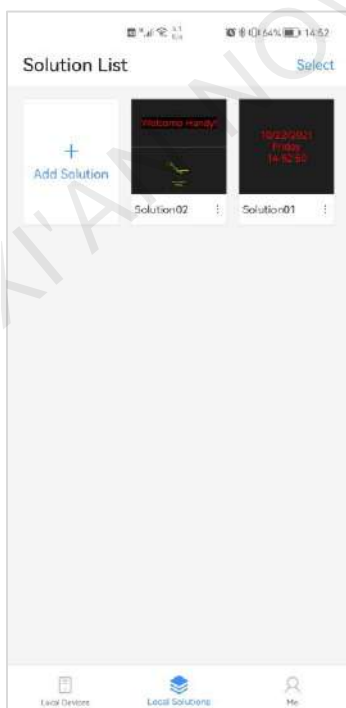
Step 2   Select the solution(s) to be published.

Figure 4-24 Solution list

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

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

Figure 4-25 Solution publishing

4.3 Me

Menu	Description
Log In/Register	Allows you to log in to the VNNOX cloud platform. • Register an account or log in to VNNOX via your phone number or email address. • Use your user name and password for authentication and login. Note: Japan node does not allow sub-users to log in to the VNNOX cloud platform.
Device Control Method	Switches the device control method.
Help	Displays the software version, copyright information, email address and provides access to the user manual. You can also give your feedback here.
Language	Allows you to change the language of the app. Chinese, English, Japanese, and Spanish are currently available.
Firmware Management	Allows you to download firmware upgrade packages to upgrade the firmware of local devices. For details, see 6.3 How to upgrade the firmware version of a device?
Screen Configuration	Allows you to turn on/off the screen configuration function. Turning on this function allows for screen configuration which is mainly designed for technical support engineers who have professional knowledge and experience.
Demo	Allows you to turn on or off the demo mode. Turning on demo mode allows you to access all the functions without connecting to a device.
Clear Cached Media	Clear temporary files downloaded to you phone, which does not affect the normal use of solutions.

5 **Internet Control**

When devices are connected to the Internet, set the device control method to **Internet Control** and follow the on-screen instructions to log in to the VNNOX cloud platform to remotely control devices, create and publish solutions over the Internet.

Note:

Japan node does not allow sub-users to log in to the VNNOX cloud platform.

Figure 5-1 Registration/Login

When the device control method is Internet control, only the function modules to which the current user has access are displayed.

5.1 Player

Scenarios

View and control the devices on the VNNOX cloud platform with ViPlex Handy.

Prerequisites

- Your phone is connected to the Internet.
- Your VNNOX account has access to **Player**.

Operating Procedure

Step 1　Open ViPlex Handy to access the **Player** page, as shown in Figure 5-2.

Figure 5-2 Player
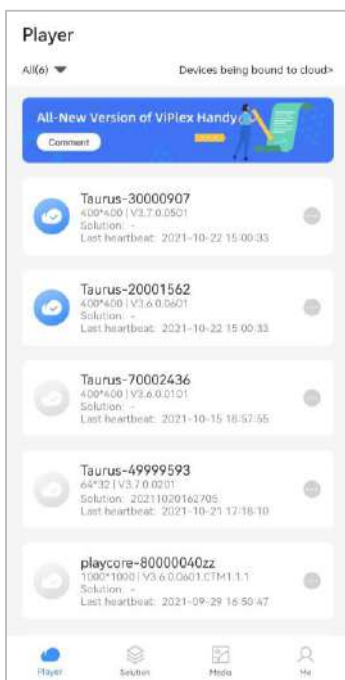
Step 2   View devices on the cloud platform.

You can tap ▼ to filter the devices by online status.

- ● denotes that the device is online. You can tap ⋯ to do the following.
  - Control: Set the screen status to **Black** or **Normal**. (You can also tap the device name to set the screen status.)
  - Rename: Set the device name.
  - Delete: Remove the device from the device list of the cloud platform, namely, unbind the device from the cloud platform.

- ● denotes that the device is offline. You can tap ⋯ to do the following.
  - Rename: Set the device name.
  - Delete: Remove the device from the device list of the cloud platform, namely, unbind the device from the cloud platform.

Step 3   At the top right, tap **Devices being bound to cloud** to view the devices that are not bound to the cloud platform yet after you complete the operation of binding.

For troubleshooting, see 6.4 How to bind a device to the cloud?

5.2 Solution

Scenarios

View, create, publish, and delete the solutions on the VNNOX cloud platform with ViPlex Handy.
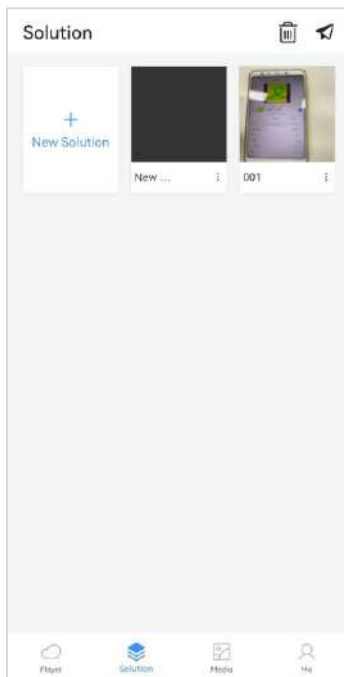
Prerequisites

- Your phone is connected to the Internet.
- Your VNNOX account has access to **Solution**.

Operating Procedure

Step 1 Tap **Solution** to view solutions on the cloud platform.

Figure 5-3 Solution list

Step 2 Create solutions.

1. Tap ＋.
2. Specify a name and resolution for the solution, then tap **OK**.
3. Tap **Image** or **Video** to select the required images or videos and then tap **Done**.
4. Tap ＋ to continue adding images or videos if needed.
5. Tap 💾 to save the solution.

Step 3 Publish solutions.

1. On the solution editing page, tap 🖅 at the top right of the solution, or on the **Solution** page, tap ⋮ at the bottom right of a solution and choose **Publish**.
2. Select one or more devices and tap **Publish**.
3. On the **Solution** page, tap 🖅 at the top right to view the publishing status of the solution.

Step 4 Delete solutions.

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

5.3 Media

Scenarios

Upload images and videos to the media library, and view and delete the images and videos in the media library. The media library refers to the media contents in VNNOX Standard.
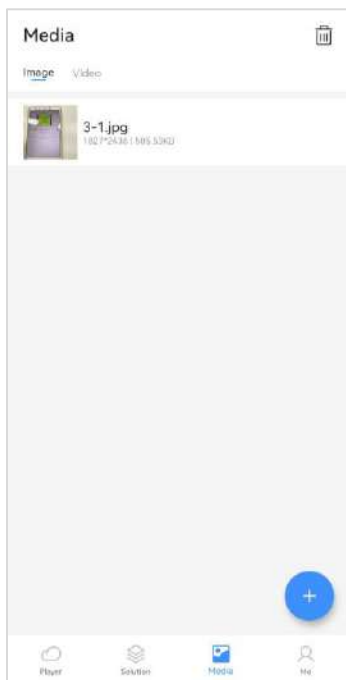
<u>**Prerequisites**</u>

- Your phone is connected to the Internet.
- Your VNNOX account has access to **Media**.

<u>**Operating Procedure**</u>

Step 1 Tap **Media** to view the images and videos in the media library.

Figure 5-4 Media

Step 2 Do the following as required.

- Tap to upload local images and videos to the media library.

- Tap 🗑 to delete the images and videos in the media library.

5.4 Me

Menu	Description
Device Control Method	Switches the device control method.
Help	Displays the software version, copyright information, email address and provides access to the user manual. You can also give your feedback here.
Language	Allows you to change the language of the app. Chinese, English, Japanese, and Spanish are currently available.
Clear Cached Media	Clear temporary files downloaded to your phone, which does not affect the normal use of solutions.
Log Out	Log out of the VNNOX cloud platform.

6 **FAQ**

6.1 How to check the version of ViPlex Handy?

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

Step 2   View the version of ViPlex Handy.

6.2 How to check the firmware version of a device?

Step 1   Connect to a local device.

For detailed operations, see 4.1.1 Device Connection.

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

Step 3   Tap **Device Information**.

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

6.3 How to upgrade the firmware version of a device?

Strategy

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

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

Note:

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

Operating Procedure

Step 1   Open ViPlex Handy.

Step 2   Choose **Me** > **Firmware Management** to access the **Firmware Management** page.

Step 3   Connect your phone to a Wi-Fi network with Internet access or turn on mobile data. ViPlex Handy automatically displays the firmware upgrade packages of different models of devices, as shown in Figure 6-1.

If the required firmware upgrade package has been downloaded before, go to Step 5.

Figure 6-1 Firmware management
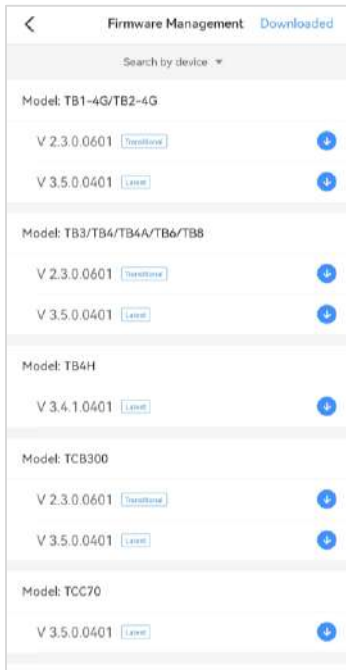
Step 4　Do any of the following to download the required firmware upgrade package.

- Tap the download button ⬇ next to the required upgrade package.
- Tap **Search by device**, select the target device, and tap **OK** to filter out the upgrade packages of the device quickly, then tap ⬇ next to an upgrade package.
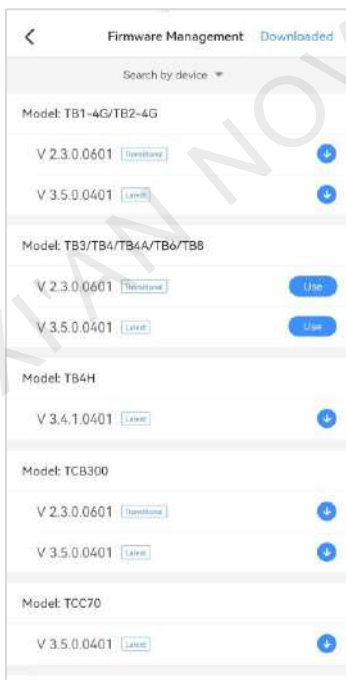
After the download is completed, ⬇ turns into a **Use** button, as shown in Figure 6-2. You can tap **Downloaded** at the top right of the page to delete downloaded upgrade packages.

Figure 6-2 Download completed

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

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

- If you have not filtered the upgrade packages, the recently connected devices will be displayed after you tap **Use**. Select the target device and tap **Upgrade**.

- If device connection fails or no devices are found, manually connect your phone to the Wi-Fi AP of the target device and then tap **Use**.

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

6.4 How to bind a device to the cloud?

Problem Description

After you complete the operation of binding a device to the cloud, it is not bound to the cloud yet and displayed on the **Binding** page, as shown in Figure 6-3.

Figure 6-3 Binding
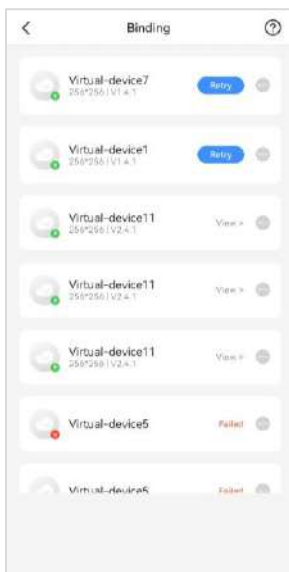
Possible Causes

- The device is not connected to the Internet.

- The device and phone are not on the same LAN. (This is required when the device firmware version is earlier than V2.3.0.)

- The device is already bound to the cloud.

Remedies

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

Notes:

- Method A: See 6.3 How to upgrade the firmware version of a device? to upgrade the device system to the latest version and try again.

- Method B: See Step 1 to Step 2.

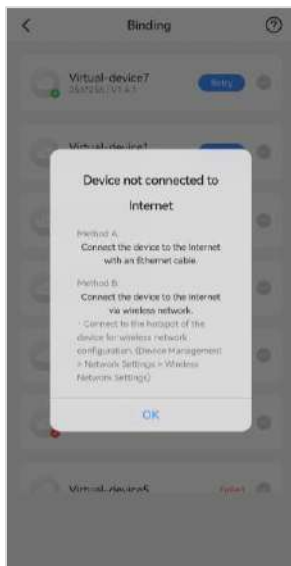Step 1 Check whether the device is connected to the Internet.

- If the device has Internet access, go to Step 2.

- If the device has no Internet access, connect it to the Internet and then check whether it is bound to the cloud.

  – If the device is successfully bound to the cloud, no further action will be required.

  – If the device is not bound to the cloud, go to Step 2.

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

- If they are on the same LAN, tap **Retry**.

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

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

Step 1   Tap **View**.

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

✚   **Scenario 3: Failed is displayed next to the device name on the Binding page.**

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

- If the device is already bound to the cloud, no further action will be required.

- If the device is not bound to the cloud, go to Step 2.

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

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

For the operations of binding a device to the cloud, see the relevant steps in 4.1.1 Device Connection.

6.5 How to set multi-screen mosaic?

Scenarios

Quickly mosaic multiple screens with the same resolution.

Prerequisites

- The device control method is set to LAN control.

- The hardware devices support multi-screen mosaic and are connected to ViPlex Handy.

- The screens used for mosaic are of the same resolution.

Operating Procedure

The settings and operations on the **Multi-Screen Mosaic** page can be divided into the following two scenarios according to the hardware device models.

✚   **Scenario 1: T50/TB40/TB50/TB60**

Notes:

- Only horizontal mosaic of screens with the same resolution is supported.
- Screens are connected with HDMI cables. You only need to configure the starting screen and publish solutions to it.

Step 1   On the **Local Devices** page, tap a device name to access the device management page.
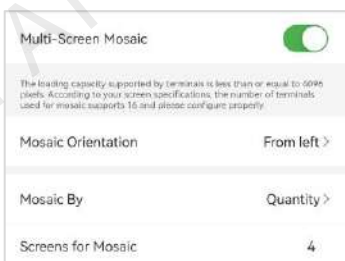
Step 2   Choose **Multi-Screen Mosaic**.

Step 3   Turn on **Multi-Screen Mosaic** to access the page shown in Figure 6-4.

Figure 6-4 Multi-screen mosaic
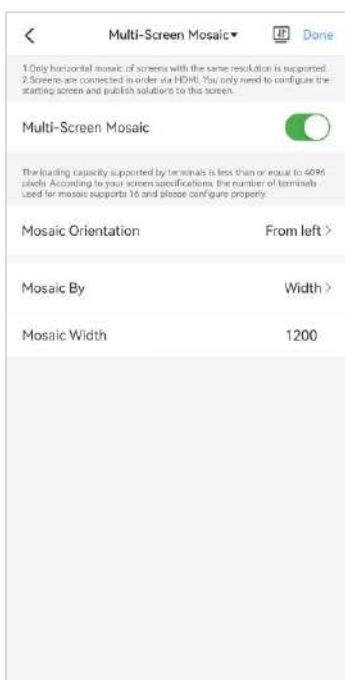

Step 4   Complete the parameter settings as required.

- Mosaic Orientation: Set the mosaic orientation of the screens to **From left** (default) or **From right**.
- Mosaic By: Choose to mosaic screens by quantity (default) or width.
- Screens for Mosaic: When you choose to **Mosaic By Quantity**, set **Screens for Mosaic**, namely the number of screens used for mosaic.

- Mosaic Width: When you choose to **Mosaic By Width**, set **Mosaic Width**, namely the total pixel width of all the screens used for mosaic.
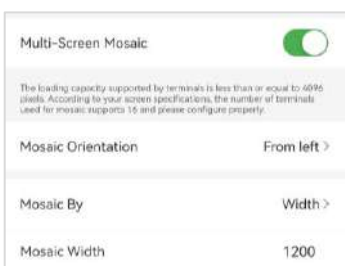
Step 5   After the settings are completed, tap **Done** at the top right.

✦   **Scenario 2: Other devices that support multi-screen mosaic (such as T6/TB4/TB6/TB8)**

Notes:

- Only horizontal mosaic of screens from left to right is supported.
- The screens are connected with HDMI cables. You need to configure the order of each screen used for mosaic and publish solutions to the starting screen.

Step 1   On the **Local Devices** page, tap a device name to access the device management page.

Step 2   Choose **Multi-Screen Mosaic** to access the page shown in Figure 6-5.
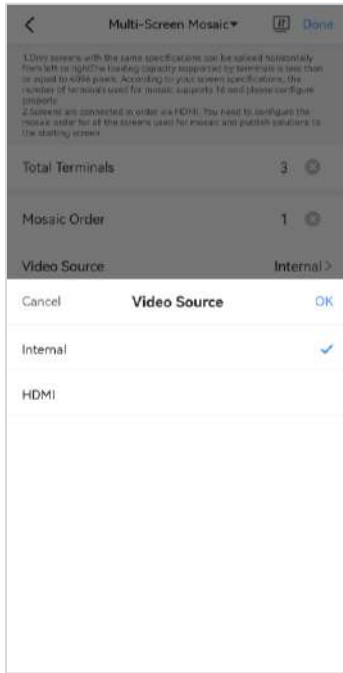
Figure 6-5 Multi-screen mosaic
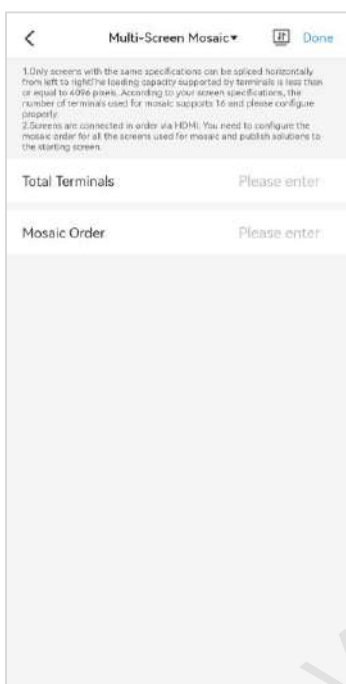
Step 3   Complete the parameter settings as required.

- Total Terminals: The number of screens used for mosaic.
- Mosaic Order: The mosaic order of the current screen.

If the mosaic order of the current screen is "1", you also need to select a video source and then tap **OK**, as shown in Figure 6-6.

Figure 6-6 Selecting a video source

Step 4   After the settings are completed, tap **Done** at the top right.

Step 5   Repeat Step 1 through Step 4 to set the mosaic order of each of the other screens used for mosaic.

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