JTECH®

User Manual
ViPlex Handy

Contents

1 Introduction

ViPlex Handy is a screen management app for Android and iOS phones, allowing for management of various devices such as the Taurus series multimedia players, TU series LED playback and control processors and NS series LCD multimedia players.

Key Features:

- User-friendly interface: UI design takes user experience into full consideration.

- Exceptionally easy to use: Devices are connected via wireless networks.

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

- Smart brightness adjustment: Supports automatic and scheduled brightness adjustment.

- Dual Wi-Fi modes: Wi-Fi AP and Wi-Fi Sta

- 4G connection: Allows users to set the mobile data of the devices with 4G modules.

- Dual working modes (synchronous and asynchronous): Allows users to set the video output mode.

- Auto fit to screen: Allows content to be scaled automatically to fit the screen.

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

- Real-time playback and control: Supports real-time content playback and control.

- Screen interactive: Supports wireless mirroring and control.

2 Installation

Downloading ViPlex Handy

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

Installing ViPlex Handy

Install the app by following the on-screen instructions.

3 Local Device Connection

When a device is connected via Wi-Fi AP or LAN, the device control method is local control, allowing users to control the device, create and publish solutions, and more.

3.1 Adding Devices

Scenarios

Add a device by connecting to its Wi-Fi AP.

Operating Procedure

Step 1   On the homepage of ViPlex Handy, tap **Add Device**.

Figure 3-1 Adding a device
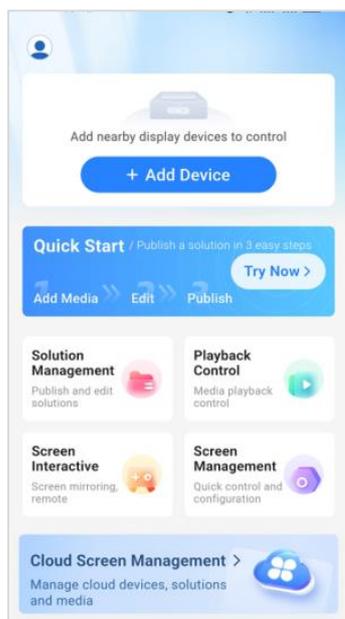
Step 2   Connect to the Wi-Fi AP of a device.

- Enter the password for the Wi-Fi AP. (For the default password, see SSID label or the Quick Start Guide of the device.

- Tap Hotspot ⊟ and scan the hotspot QR code. (Only available for the TU series)

    – Android: The hotspot password is displayed after you scan the QR code and you can copy the password to connect to the hotspot.

    – iOS: The hotspot is connected automatically after you scan the QR code.

Step 3   From the device list, find the device and tap **Connect**.

Figure 3-2 Device connection
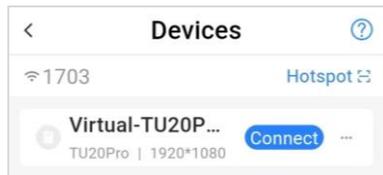
Step 4   Enter the password for the "admin" user and then tap **OK**.

For the default password, see SSID label or the Quick Start Guide of the device.

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

3.2 Managing Devices

Scenarios

When there are added devices, continue adding devices or switch between devices.

Operating Procedure

Step 1   On the homepage, tap **Devices**.

Figure 3-3 Homepage

Step 2   From the device list, find the target device and tap **Connect**.

Step 3   Enter the password for the "admin" user and then tap **OK**.

For the default password, see SSID label or the Quick Start Guide of the device.

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

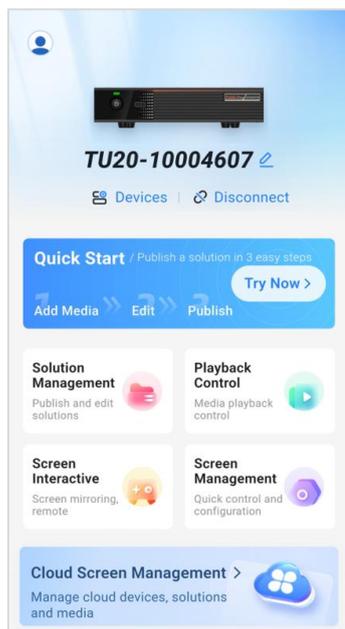Step 4   Tap to select a connected device switch to the device.

Related Operations

- When a device is online and not connected, tap ⋯ to do the following as required.

  Delete: Remove the device from **Devices**.

- When a device is connected, tap ⋯ to do the following as required.

  - Disconnect: Disconnect the device.

  - Rename: Set the device name.

  - Delete: Remove the device from **Devices**.

3.3 Solution Management

Notes

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

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

3.3.1 Quick Start

Operating Procedure

Step 1   On the homepage, tap **Try Now**.

Step 2   Check whether there is a local device connected.
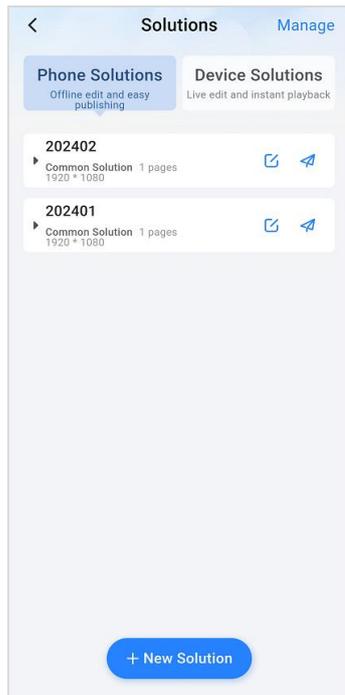
- Yes: Follow the steps in 3.3.2 Step 3 to 3.3.2 Step 11 to create, save and publish solutions.

  The solution resolution is 128*128 pixels by default.

- No: Follow the steps in 3.3.2 Step 2 to 3.3.2 Step 11 to create, save and publish solutions.

3.3.2 Creating Solutions

Operating Procedure

Step 1   On the homepage, tap **Solution Management**.

Figure 3-4 Solution types

Step 2   Tap **New Solution**.

Step 3   Select a solution type, edit the solution information, and tap **OK**.

- If **Common Solution** is selected, enter the solution resolution.

- If **Splicing Solution** is selected, set the **Splicing Layout** and **Resolution per Screen**.

Figure 3-5 Editing solution information
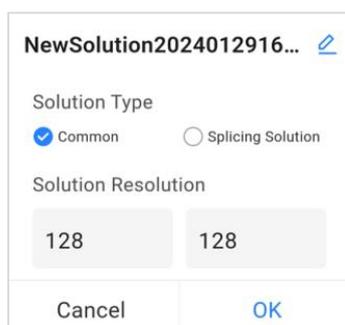
Step 4   View the on-screen instructions if you create a solution for the first time.

Step 5   Tap a media type icon at the bottom of the page that appears to add media. For the media types supported by ViPlex Handy, see Table 3-1.

Figure 3-6 Adding media
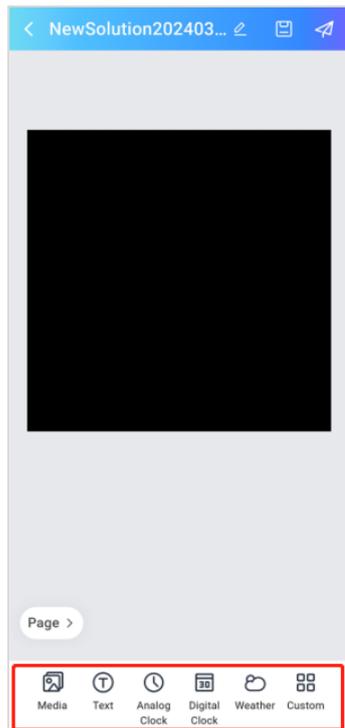
Step 6   Tap an icon at the top of the window to set the properties.

⬚ :

- ⬚ : Scale to fit the entire screen
- ⬚ : Scale to fit the screen horizontally
- ⬚ : Scale to fit the screen vertically

▱ :

- ▱ : Bring to front
- ▱ : Bring forward
- ▱ : Send backward
- ▱ : Send to back

🗑 : Delete the window

Step 7   Set the media properties.

The properties of different media vary. Figure 3-7 shows the properties of an analog clock.

Figure 3-7 Media properties
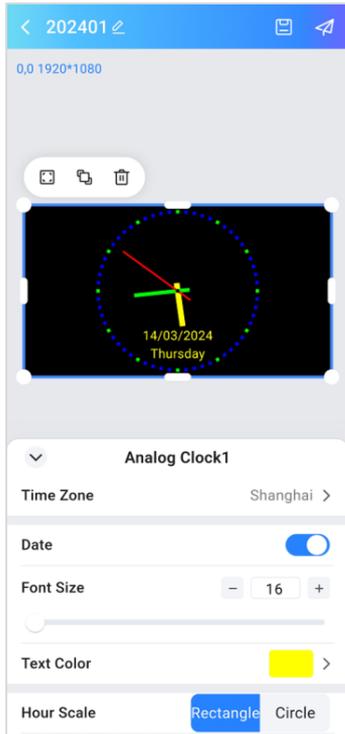
Step 8 (Optional) Set playlist playback. Tap **Custom** to add media items to the window and set media properties such as playback duration.

After the settings are done, the media items in the solution will be played in sequence.

Figure 3-8 Setting playlist playback
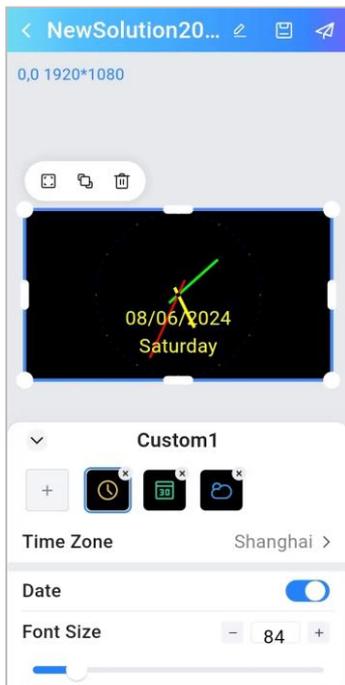
Step 9 (Optional) Tap **Page** and **+** to add a solution pages.

Hold and drag a page to adjust its order. Tap a page to edit its name or delete the page.

Figure 3-9 Adding solution pages

Step 10   Check whether the solution contains multiple windows.

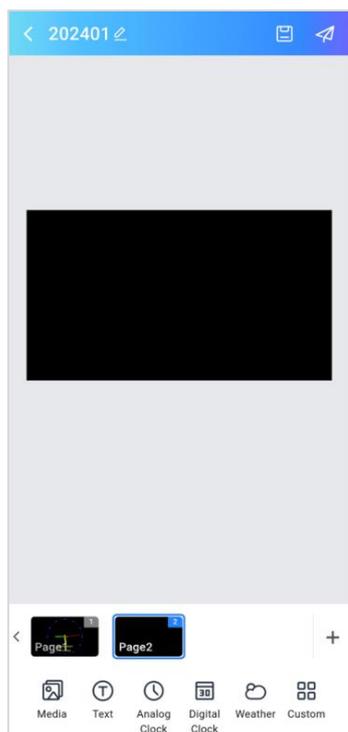- Yes: Repeat Step 4 to Step 7 to edit all the windows in the solution.

- No: Go to Step 11.

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

- Tap 🖫 to save the solution.

- Tap ⊿, select one or more devices and then tap **Publish** to publish the solution.

Table 3-1 Media type description

Menu		Description
Media	Image	Add images and set properties, playback duration and animation. Supported formats: JPEG, BMP, GIF, PNG, WEBP
	Video	Add videos and set playback effects. Supported formats: MPEG-1/2, MPEG-4, H.264/AVC, MVC, Google VP8, H.263, VC-1, Motion JPEG
	GIF	Add GIFs.
Text		Add single-line text or multi-line text (without limitations on the number of characters), set text properties, playback duration and animation, and preview

	text. More fonts can be downloaded from the cloud. For details, see 5.7 How to obtain more fonts?
Analog Clock	Add analog clock widgets and set the style, text and playback duration.
Digital Clock	Add digital clock widgets and set the style, text and playback duration.
Weather	Add weather widgets and set the style, text and playback duration.
Custom	Add a combination of the above types of media.

3.3.3 Editing Solutions

Scenarios

Edit saved solutions.

Operating Procedure

Step 1   On the homepage, tap **Solution Management**.

Step 2   Select a solution type, tap **Phone Solution** or **Device Solution**.

Step 3   Tap ✎ to access the editing page.

Step 4   Follow the steps in 3.3.2 Step 3 to 3.3.2 Step 9 to edit the solution.

You can tap **Add** to add more solution pages.

> **Note:**
>
> Solutions only created and saved on the phone, published from the phone and created and saved with TU series can be edited.

3.3.4 Publishing Solutions

Scenarios

Publish saved solutions.

Operating Procedure

Step 1   On the homepage, tap **Solution Management**.

Step 2   Choose the **Phone Solution** tab or **Device Solutions** tab.

Step 3   Select the solution(s) to be published from the phone or to be played on the device.

Publish a phone solution(s).

- Publish a single solution:

  - Tap ⌁ next to the solution.

  - Select connected devices and tap **Publish**.

- Publish multiple solutions:

  - Tap **Manage** at the top right of the **Solution Management** page, select solutions and tap **Publish**.

  - Select connected devices and tap **Publish**.

Play a device solution: Tap ▷ next to a solution.

Notes

- When common solutions and splicing solutions are selected at the same time, the solutions can be deleted only and cannot be published.

- Multiple splicing solutions cannot be published at the same time.

- Multiple device solutions cannot be published at the same time.
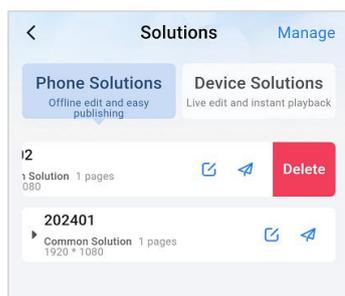
3.3.5 Deleting Solutions

Operating Procedure

Step 1   On the homepage, tap **Solution Management**.

Step 2   Delete a solution(s).

- Delete a single solution: Slide a solution to the left and Tap **Delete** > **OK**.

- Delete multiple solutions: Tap **Manage** at the top right of the **Solution Management** page, select solutions and tap **Delete** > **OK**.

Figure 3-10 Deleting solutions

Note:

The built-in solutions of the TU series cannot be deleted.

3.4 Playback Control

3.4.1 Solution Playabck

Scenarios

Read solutions stored on the device and control solution playback in real time.

Prerequisites

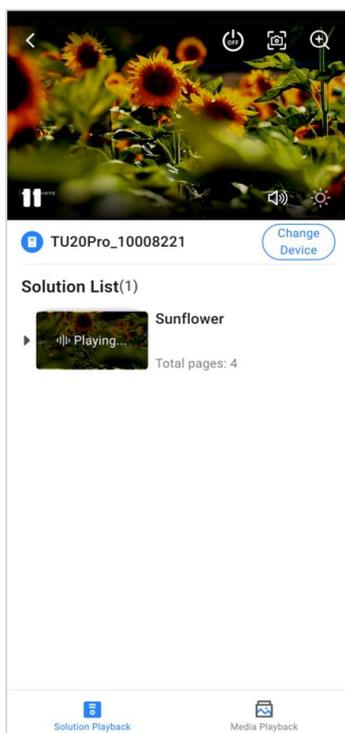Local devices are connected.

Operating Procedure

Step 1　On the homepage, tap **Playback Control** and select **Solution Playback**.

Step 2　(Optional) Tap **Change Device** to switch between devices.

Step 3　Tap the solution to be played.

The solution is playing on the screen in real time.

Figure 3-11 Playing a solution

Step 4　Tap the following icons as required.

- : Tap to make the screen goes black and tap again to return to normal. (When a black screen is displayed, other control options are disabled.)

- : Tap to capture a screenshot.

- : Tap to zoom in the screenshot.

- ![pause]: Tap to pause the playback.
- ![volume]: Tap to adjust the volume.
- ![brightness]: Tap to adjust the brightness.

3.4.2 Media Playabck

Scenarios

Read media files stored on the device and control media playback in real time.
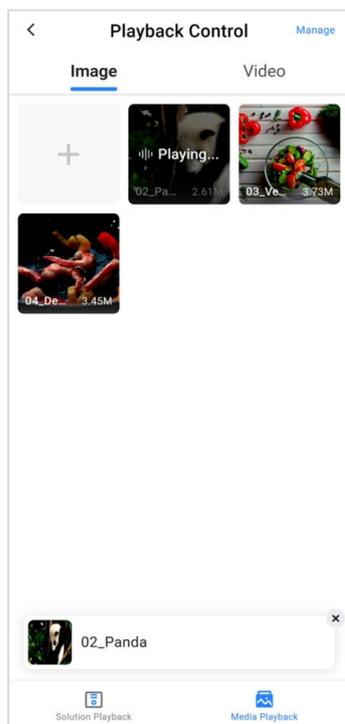
Prerequisites

Local devices are connected and the devices are TU series (V1.4 and later).

Operating Procedure

Step 1 On the homepage, tap **Playback Control** and select **Media Playback**.

Step 2 Tap **+** and select **Choose from Album** or **Import from USB Drive**.

Step 3 Select **Image** or **Video** and tap the media you want to play.

The media is being played on the screen in real time.

Figure 3-12 Media playback

Step 4 Tap **x** to exit playback.

Note:

The built-in media of the TU series cannot be deleted.

3.5 Screen Interactive

Scenarios

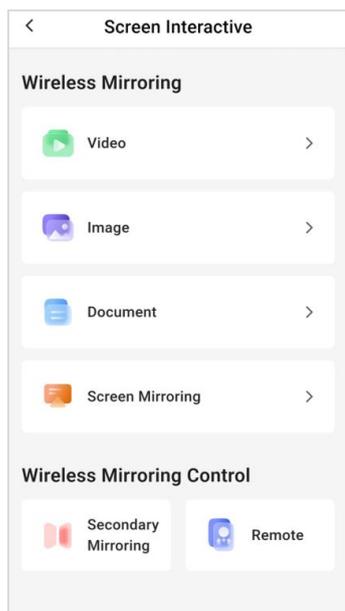Supports wireless mirroring and control from phone.

Prerequisites

A TU series device is connected.

Operating Procedure

Step 1   On the homepage, tap **Screen Interactive**.

Figure 3-13 Screen mirroring and control

Step 2   Do the following as required.

- Video: Tap **Video** and choose a video from the albums of the phone to mirror the video to the LED display. You can control the playback progress, adjust the volume and brightness of the video, and switch between videos.

- Image: Tap **Image** and choose a photo from the albums of the phone to mirror the photo to the LED display. You can flick left or right to move between photos.

- Document: Tap **Document** and choose a local document to mirror it to the LED display. You can slide the pages and zoom in/out. Only WORD, PDF, EXCEL and PPT (support for full screen playback and exit) documents can be mirrored to the LED display. Only ViPlex Handy for Android supports document mirroring.

- Screen Mirroring: Tap **Screen Mirroring** to mirror the screen from a phone/tablet to the LED display. Tap **Stop Mirroring** to stop screen mirroring.
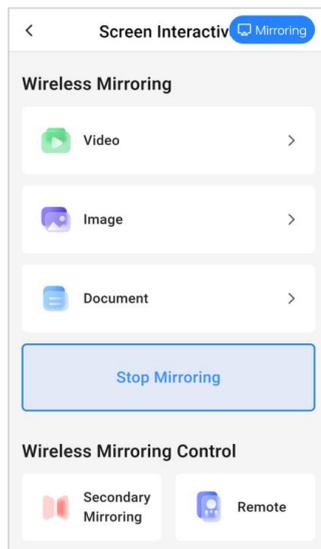
Notes:

- Tap [🖥 Mirroring] at the top pf the page to stop mirroring.
- Before screen mirroring, allow the floating window permission for ViPlex Handy.
- Before screen mirroring, turn on **Screen Mirroring** in the control center of iOS devices. Turn off **Screen Mirroring** to stop mirroring.
- Other mirroring fucntions are not allowed during screen mirroring.

- Secondary Mirroring: Tap **Secondary Mirroring** to control the LED display with your phone/tablet in real time.

- Remote: On the **Devices** page or mirroring page, tap **Remote** to control the LED display by moving the cursor, sliding the page, return to the main menu, back to the previous menu, pinch to zoom in/out an image or document, etc.

Figure 3-14 Remote
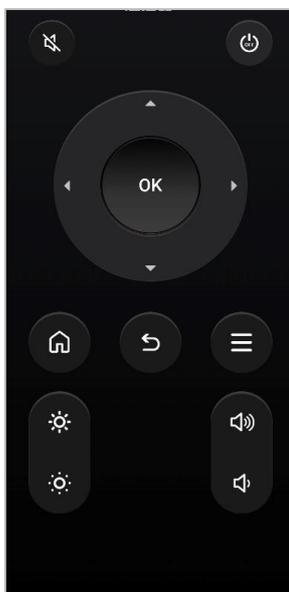
3.6 Screen Management

Scenarios

Remotely control screens in real time or as scheduled, sync time, set multi-screen mosaic and more.

Prerequisites

The corresponding local device is connected.

Operating Procedure

Step 1   On the homepage, tap **Screen Management**.

> **Note:**
>
> The functions supported by different models of devices may vary. The screen management page may be different when different models of devices are connected.

Step 2   Complete the settings of the functions as required.

The description of each function is shown in Table 3-2.

Table 3-2 Function description

Menu	Submenu	Description	Supported Devices
Brightness	–	Manually adjust screen brightness or set rules for smart or scheduled brightness adjustment.	Taurus/TU/NS
Color Temperature	–	Set the color temperature of the screen. Color temperatures include standard, cool and warm.	Taurus/TU
Screen Status	–	Make the screen go black or back to normal.	Taurus/TU
Volume	–	Drag the slider or tap the volume up and down buttons to adjust the volume.	Taurus/TU/NS
Video Source	–	Switch between the internal source and HDMI.	Taurus/TU
Video Control	Control Mode	Set the video source switching mode. • Manual: Switch between the video sources manually. • Scheduled: Switch between the video sources as scheduled. • HDMI preferred: The HDMI source is preferred.	Taurus
	Video Source	Select a video source type. When the video source is HDMI, the settings of different devices vary.	Taurus/TU

Menu	Submenu	Description	Supported Devices
		TU series • Refresh Rate: Select a refresh rate for the video source. • Scaling: Turn on or off scaling. Other devices Full Screen Zoom: Turn on or off full screen zoom.	
	Resolution	Display the video source resolution.	Taurus
	Output Position	Set the start position of the video output. (This can be set only in manual control mode.)	Taurus
Date & Time	Mode	Set time synchronization. If you want to enable different devices to play the same content synchronously, time synchronization is required.	Taurus/TU/NS
	Time Zone	Set the UTC time zone.	Taurus/TU/NS
	Time	Display the corresponding time of the time zone you set.	Taurus/TU/NS
Network Settings	Wireless Network	Set the Wi-Fi AP and Wi-Fi Sta of the device. • Hotspot: When the phone is connected to the device 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 the device and ViPlex Handy to the WLAN of the same 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 between Wi-Fi modes 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 Taurus devices such as T1-4G/TB1-4G/TB2-4G/TB4/TB4A must be V3.7.0 or later.	Taurus/TU/NS
	Wired Network	Turn on or off DHCP. When the device is connected via Ethernet cable, turn off DHCP and set a static IP address	Taurus/TU/NS

Menu	Submenu	Description	Supported Devices
		and other relevant information.	
	Mobile Network	Turn on or off mobile data. If the device is installed with a 4G module, turn on the mobile network when the device is connected to the Internet via mobile data. The carrier is displayed on the page.	Taurus/NS
Synchronous Playback	-	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.	Taurus/NS
Standalone Playback	-	Create standalone solutions after standalone playback is turned on. You can set the playback duration, scaling and effect. This feature allows the device to play video and image files without requiring the device password.	Taurus NS
Screen Rotation	-	Set the screen rotation angle to 0° (Default), 90°, 180°, or 270°.	Taurus NS
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 5.6 How to set multi-screen mosaic?	Taurus
Soft Splicing	-	Create splicing screens for playing splicing	NS

| Menu	Submenu	Description	Supported Devices
		solutions.	
Power Control	–	Turn on or off power control.	TU
Restart	Restart Now	Restart the device immediately. (The device password is required.)	Taurus/TU/NS
	Schedule Restart	Restart the device as scheduled. You can set rules for scheduled restart.	Taurus/TU/NS
Power On/Off	–	Schedule power on/off and specify the repetition frequency. The interval between power on and off cannot be less than 2 minutes. The device will be powered on/off as scheduled.	NS
Restore	Clear Unused Media	Clear the media that is not played. (The device password is required.)	Taurus/TU/NS
	Clear All Media	Clear all the media stored in the device. (The device password is required.)	Taurus/TU/NS
	Restore Factory Settings	Reset the device to factory settings. (The device password is required.)	Taurus/TU/NS
Bind to Cloud	–	Bind devices to VNNOX Standard/AD. **Notes:** • Before binding a device, connect the device to the Internet, otherwise, it cannot be bound successfully. • Bind devices to VNNOX Standard/AD requires authentication information. Log in to VNNOX (www.vnnox.com) and choose 😀 > **Player Authentication** from the top right to view **VNNOX Standard/AD Authentication Information**.	Taurus/TU/NS
Device Password	–	Change device connection password.	Taurus/TU/NS
Monitoring Information	Ambient Brightness	Display the ambient brightness. This is available only when a light sensor is connected to the device.	Taurus/TU/NS
	CPU	Displays the CPU usage.	Taurus/TU/NS
	Available Memory	Display the memory usage of the device.	Taurus/TU/NS

Menu	Submenu	Description	Supported Devices
	Internal Storage	Display the internal storage usage.	Taurus/TU/NS
	External Storage	Display the external storage usage.	Taurus/TU/NS
	Time Zone	Display the time zone of the device.	Taurus/TU/NS
	Date & Time	Display the date and time of the device.	Taurus/TU/NS
Device Information	–	• Set the device name and registration address, and display the device SN, Android version, system version, FPGA version, system release time, MAC addresses and sub-software version. • Obtain the logs related to the screen.	Taurus/TU/NS
Device Diagnostics	–	Test the hardware, working status, display and network of the device. Users can view and share the diagnostics report.	TU
Device Upgrade	–	One tap to upgrade the device to the latest version. The device restarts and is disconnected after upgrade.	TU

Step 3   Do the following as required.

Step 4   Set smart brightness adjustment.

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

Figure 3-15 Automatic brightness adjustment rules
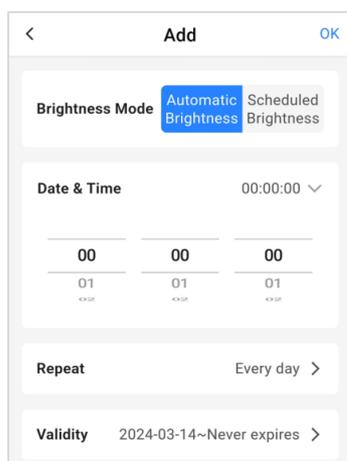
> **Note:**
> - To make the smart brightness adjustment parameters take effect, a light sensor must be connected to the device.

Step 5   Set time synchronization.

Go to **Date & Time** > **Mode**. Select a time synchronization mode and configure the relevant parameters, then tap **OK**.

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

Figure 3-16 NTP time synchronization
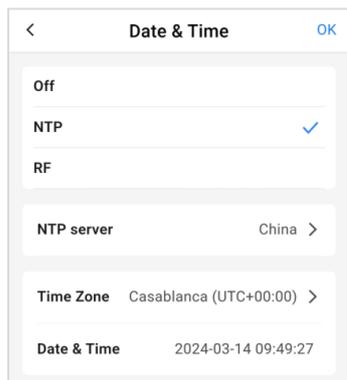
- RF time synchronization: Set a group ID and set the current device as the master device or a slave device. To synchronize the time of the master device with an NTP server, enable **Auto Time Synchronization** and set an NTP server.

Figure 3-17 RF time synchronization
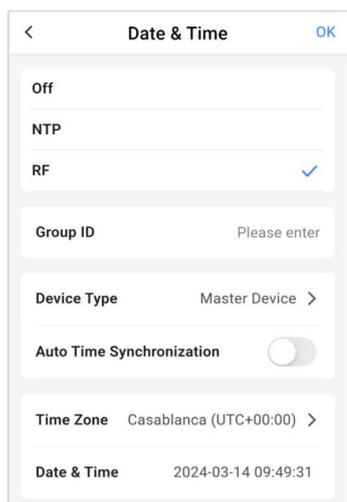
Step 6   Create a splicing screen (the devices that support splicing screens must be connected).

1. Select Soft Splicing to access the Create Splicing Screen page.
2. Specify a screen name and splicing layout.
3. Do any of the following to create a splicing screen:

- Take a photo: Tap 📷 and upload a Mapping photo.

  Tap **Camera** to take a Mapping photo. Make sure the Mapping on the photo is complete and clear.

  Tap **Choose from Album** to choose and upload a complete and clear Mapping photo.

- Manually create a splicing screen

  a. Tap **Please add devices**, select the required devices from the list that appears, and then tap **OK**. (Make sure the resolutions of the selected devices are the same.)

  b. Drag the devices in the **Devices for selection** area to the corresponding windows of the splicing screen.

Figure 3–18 Manual splicing
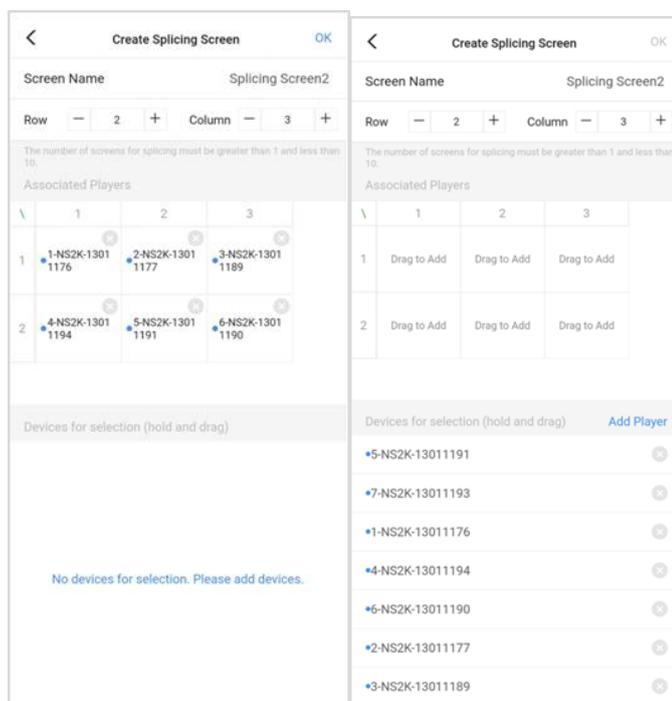
4. At the top right of the page, tap **OK** to create a splicing screen.

Step 7   Set standalone playback.

1. Choose **Standalone Playback**.

2. Turn on **Standalone Playback** (🟢).

3. Set the playback duration, scaling and effect.

4. Tap **OK** to enable standalone playback.

Figure 3-19 Standalone playback

5. Insert a USB drive into the computer, create a playback directory, and place the required files to the root directory of the USB drive.

    Rules for solution file names: 3-digit numbers in ascending order (example: 001-XXX, 002-XXX...999-XXX)

6. Insert the USB drive into the device.

    The copying progress is displayed on the screen. After the files are copied to the device, the solutions will be played on the screen.

3.7 Personal Settings

Menu	Description
Log In/Register	Log in to the cloud platform or register an account. If you are logged in, your account and node are displayed.
Help	Display the software version, copyright information, email address and provides access to the user manual. You can also give your feedback here.
Language	Change the language of the app. Simplified Chinese, English, Japanese, and Spanish are currently available.
Firmware Management	Upgrade the firmware version of the device.
Demo	Turn on/off demo mode. Turning on demo mode allows users to try the features without connecting to real devices.
Log Out	Log out of the cloud platform.

4 **Cloud Screen Management**

4.1 Cloud Devices

Scenarios

View and control the devices on the VNNOX cloud platform with ViPlex Handy and bind the connected local devices to cloud.

Prerequisites

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

Operating Procedure

Step 1   On the homepage, tap **Cloud Screen Management**.

Step 2   Tap **Total Players** to view the cloud devices.

You can tap **Device Status** to filter the devices by 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   Tap **Add Device** at the top right of the page to bind local devices to cloud.
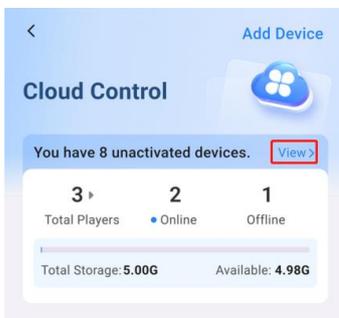
Figure 4-1 Adding local devices
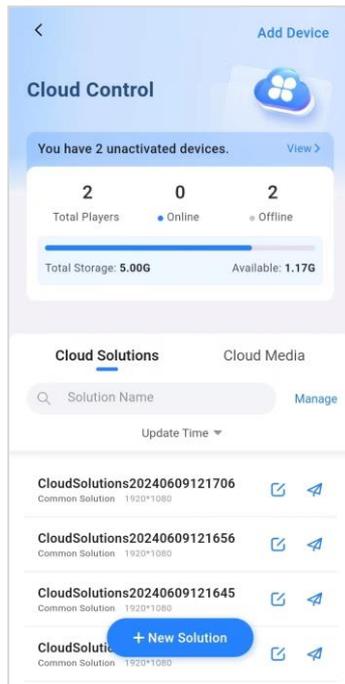
Step 4   Tap **View** next to **You have x unactivated devices** to view the devices that are not bound to the cloud platform yet after you complete the operation of binding.

For troubleshooting, see 5.5 How to bind a device to the cloud?

Figure 4-2 Unactivated devices

Step 5   Tap **Total Players** and click a player to set the screen brightness, volume and status of the screen in real time.

4.2 Cloud Solutions

Scenarios

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

Prerequisites

- Your phone is connected to the Internet.

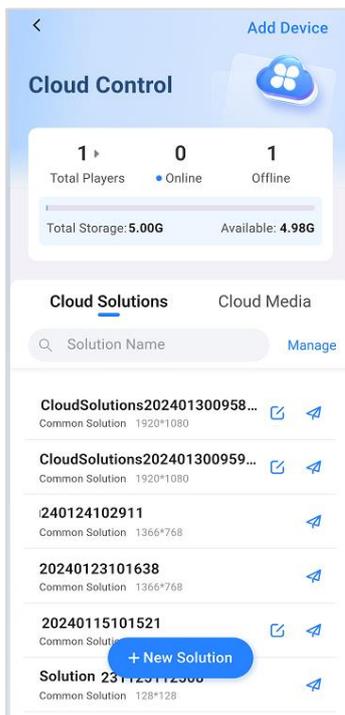- Your VNNOX account has access to **Cloud Solutions**.

Operating Procedure

Step 1 On the homepage, choose **Cloud Screen Management** > **Cloud Solutions** to view cloud solutions from ViPlex Handy.

Step 2 Create solutions.

1. Tap **+New Solution**.

Figure 4‑3 Creating a solution

2. Specify a solution name and resolution, then tap **OK**.

3. From the bottom of the editing page, tap to add **Media** or **Text**.

4. Set properties. The properties of different media types vary.

5. Tap a media item. The following icons appear:

　⊡:

　　− ⊡: Scale to fit the entire screen

　　− ⊡: Scale to fit the screen horizontally

　　− ⊡: Scale to fit the screen vertically

　⧉:

　　− ⧉: Bring to front

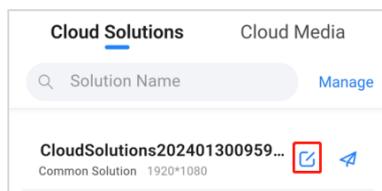　　− ⧉: Bring forward

　　− ⧉: Send backward

– ⬚: Send to back

🗑 : Delete the window

6. Tap 💾 to save the solution.

Step 3   Edit solutions.

1. Tap ✒ next to a solution to edit the solution.

Solutions only created with ViPlex Handy are editable and ✒ is displayed next to each editable solution.
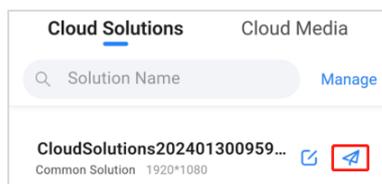
Figure 4-4 Editing a solution

2. Add media, change media properties, or delete media.

3. Tap 💾 to save the solution.

Step 4   Publish solutions.

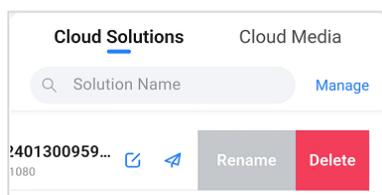1. On the editing page or cloud solution list, tap ◁.

Figure 4-5 Publish a solution

2. Select one or more devices and tap **Publish**.

Step 5   Delete solutions.

1. On the cloud solution list, slide a solution to left.

2. Tap **Delete** > **OK**.

Figure 4-6 Deleting solutions

4.3 Cloud 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.

Prerequisites

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

Operating Procedure

Step 1　On the homepage, choose **Cloud Screen Management** > **Cloud Media** to view the images and videos in the media library.

Step 2　Do the following as required.

- Upload local media to the media library: Select the **Image** or **Video** tab and tap **Add Media** (when the media library is empty) or **+** (when there are media in the media library) to upload local images and videos to the media library.

Figure 4-7 Uploading media
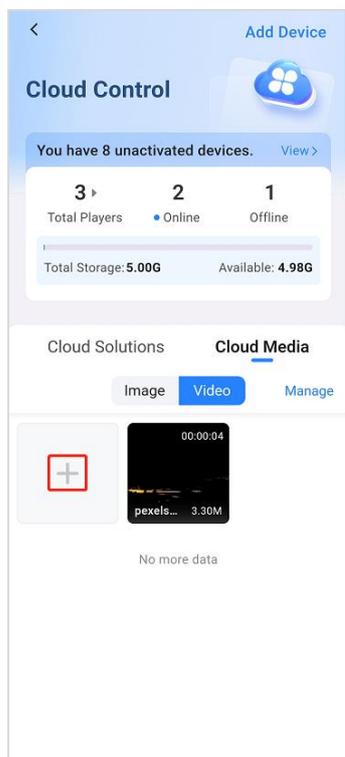
- Delete media in the media library: Tap **Manage**, select media and tap **Delete** > **OK**.
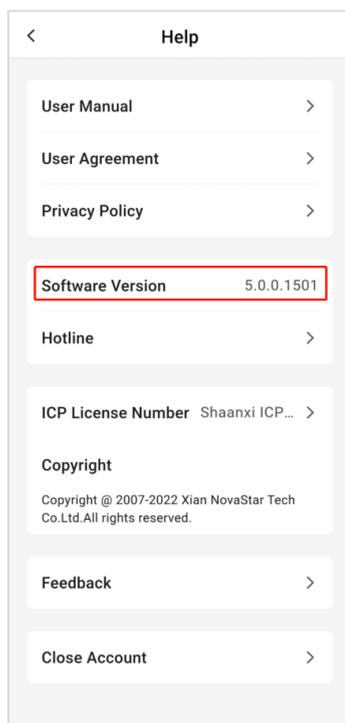
5 **FAQ**

5.1 How to check the version of ViPlex Handy?

Step 1   On the homepage, tap 👤 at the top left.

Step 2   Tap **Help** to view the version of ViPlex Handy.
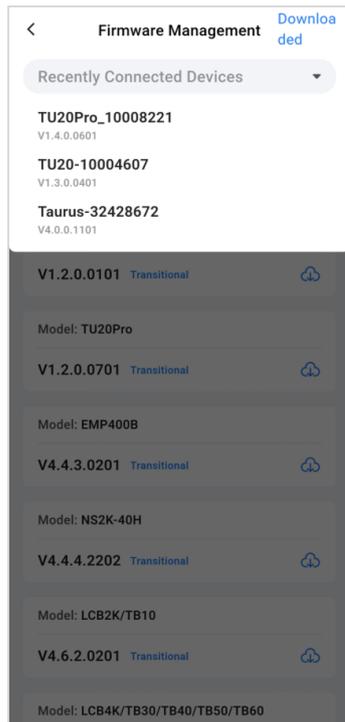
Figure 5-1 Version of ViPlex Handy

5.2 How to check the firmware version of a device?

Step 1   On the homepage, tap 👤.

Step 2   Tap **Firmware Management** > **Recently Connected Devices**.

Step 3   On the drop-down list, view the firmware versions of the recently connected devices.

Figure 5-2 Firmware versions

5.3 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   On the homepage, tap 👤 .

Step 2   Tap **Firmware Management** to access the firmware package list.

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 5-3.

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

Figure 5-3 Firmware management
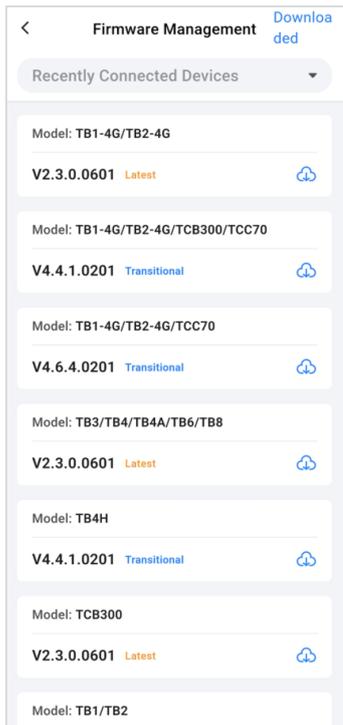
Step 4   Do any of the following to download the required firmware upgrade package.

- Tap the download button ☁ next to the required upgrade package.
- Tap **Recently Connected Devices**, 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 an **Upgrade** button. You can tap **Downloaded** at the top right of the page to delete downloaded upgrade packages.

Step 5   Tap **Upgrade** 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 **Upgrade**.
- If you have not filtered the upgrade packages, the recently connected devices will be displayed after you tap **Upgrade**. Select the target device and tap **OK**.
- 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 **Upgrade**.

After the firmware package is sent successfully, the device will be upgraded and restarted automatically (This can be done in 15 minutes). Then, reconnect to the device on the homepage.

5.4 How to view the system version of a device?

Step 1   On the homepage, tap **Screen Management**.

Step 2   Tap **Device Information**. The system version is displayed on the page that appears.
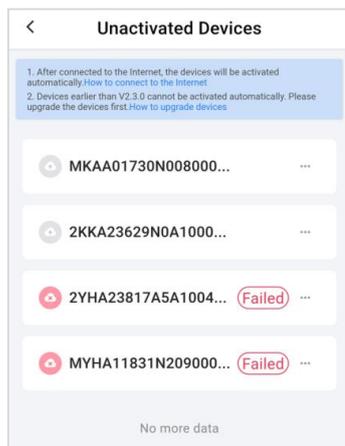
Figure 5-4 Firmware versions
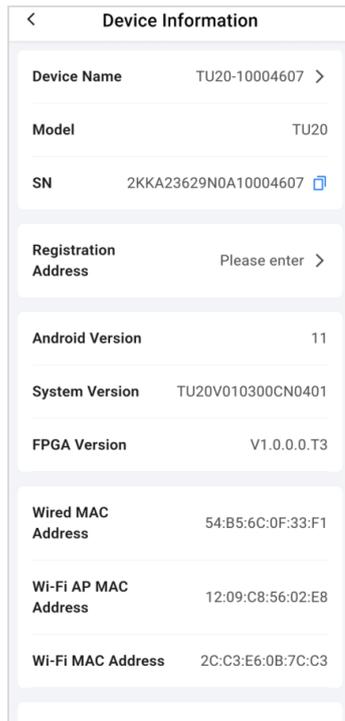
5.5 How to bind a device to the cloud?

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 **Unactivated Devices** page, as shown in Figure 5-5.

Figure 5-5 Unactivated devices

Possible Causes and Remedies

Status	Possible Cause	Remedy
☁	The device is not connected to the Internet.	On the **Unactivated Devices** page, tap **How to connect to the Internet** and

Status	Possible Cause	Remedy
		following the on-screen instructions to connected the device to the Internet.
	The device and phone are not on the same LAN. (This is required when the device firmware is earlier than V2.3.0.)	Upgrade the device firmware to the latest version with ViPlex Express and then try again.
	The device is already bound to the cloud.	Remove the device from the account where the device is bound.

5.6 How to set multi-screen mosaic?

Scenarios

Quickly mosaic multiple screens with the same resolution.

Prerequisites

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

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

- Screens must be connected in order via HDMI. Users need to configure the starting screen and publish a solution to it.

Operating Procedure

Step 1   On the homepage, tap **Screen Management**.

Step 2   Choose **Multi-Screen Mosaic**.

Step 3   Turn on **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.

5.7 How to obtain more fonts?

Step 1   On the homepage, choose **Solution Management** > **New Solution**.

Step 2   Select a solution type, edit the solution information, and then tap **OK**..
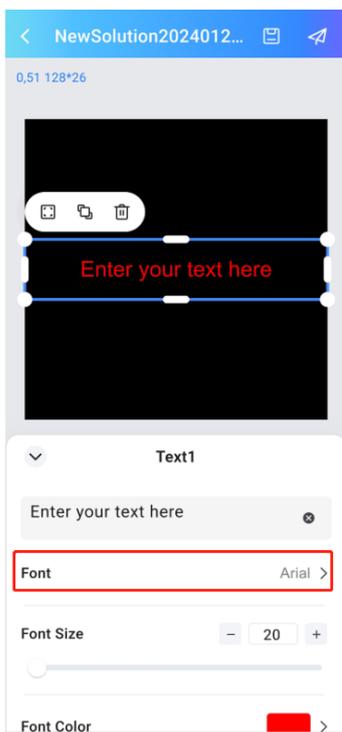
Step 3   Tap **Text** at the bottom of the editing page.

Figure 5-6 Solution editing

Step 4   On the text properties page, select **Font**.
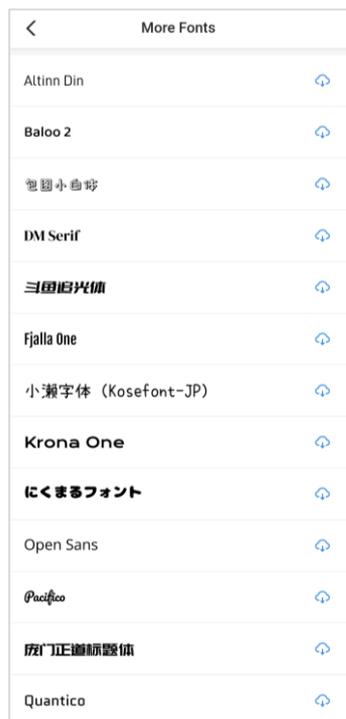
Figure 5-7 Font

Step 5   Tap **More Fonts**.

Figure 5-8 Font selection

All the fonts on the cloud are displayed by default.

Figure 5-9 More fonts

Step 6   Tap next to a font to access the login page of VNNOX.

Make sure your phone is connected to the Internet.

Step 7   Log in to VNNOX.

If you have already logged in to VNNOX, the font download starts. After the download is complete, **Downloaded** is displayed next to the font.

Figure 5-10 Downloading fonts

Step 8   At the top left, tap ‹ to go back to the font page.

The downloaded fonts are displayed on the font list.

Step 9   Select a font to apply it to the text.

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