vivitek

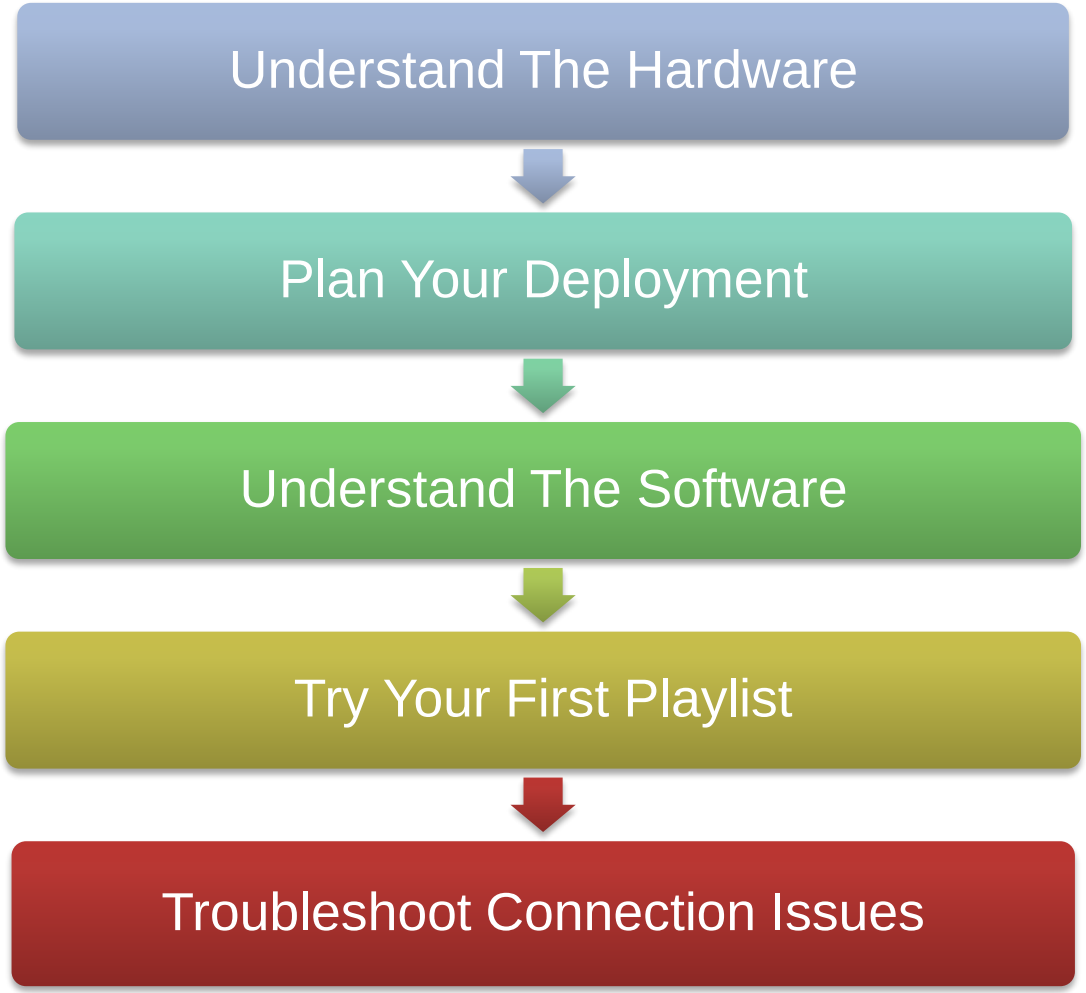
NovoDS

Quick Start Guide

May 2017

A brand of DELTA

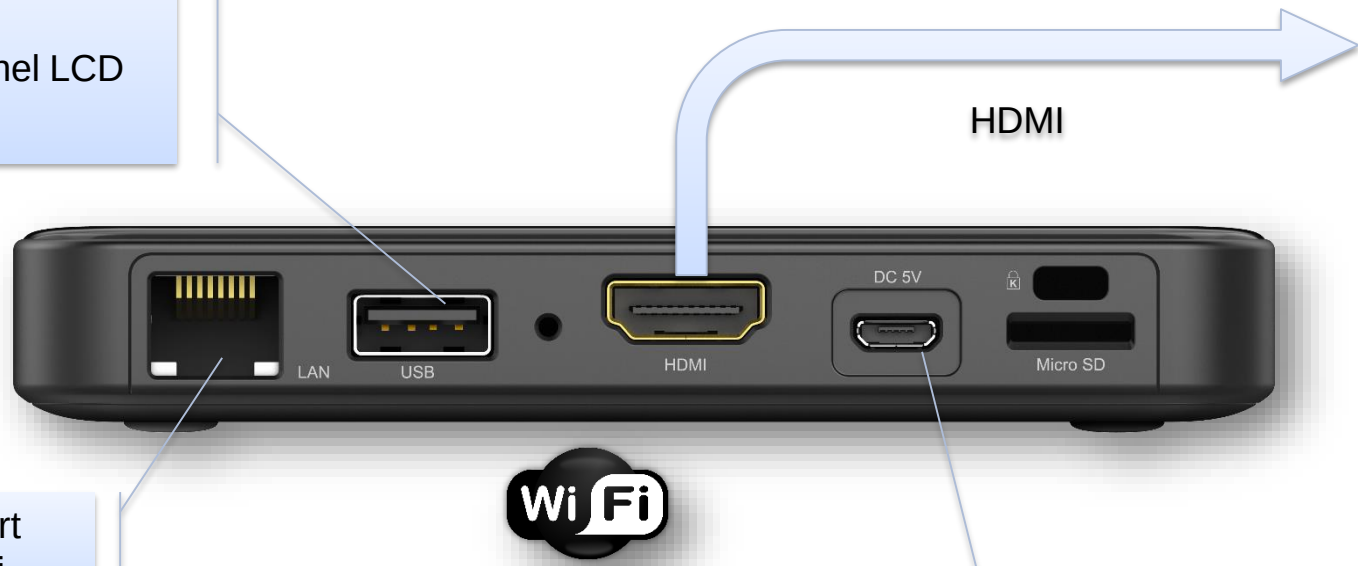
Outline


Understand The Hardware
Plan Your Deployment
Understand The Software
Try Your First Playlist
Troubleshoot Connection Issues

Understand NovoDS Hardware

Signage Display

- Connect to a USB mouse for configuration, or,
- Connect to a touch-panel LCD screen for a Kiosk



- Ethernet port
- Built-in WiFi

attention

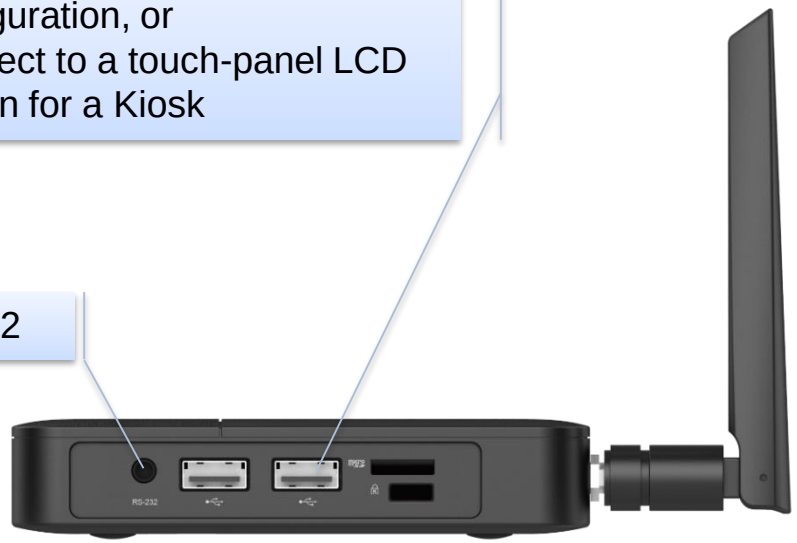
- Please use the enclosed power adaptor in the product package

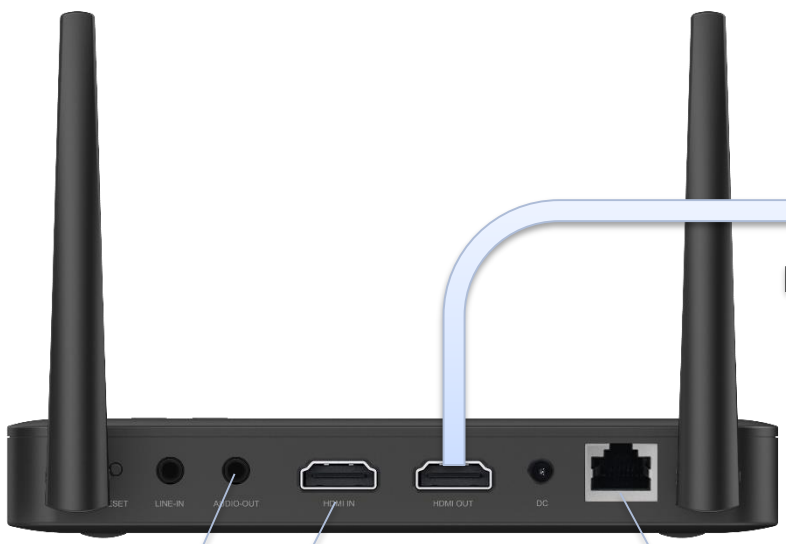
How-to Video: “Device Installation & Setup” at https://youtu.be/jZM9kRSY5RQ

Understand NovoDS4K Hardware

- Connect to a USB mouse for configuration, or
- Connect to a touch-panel LCD screen for a Kiosk

- RS232





Signage Display

HDMI

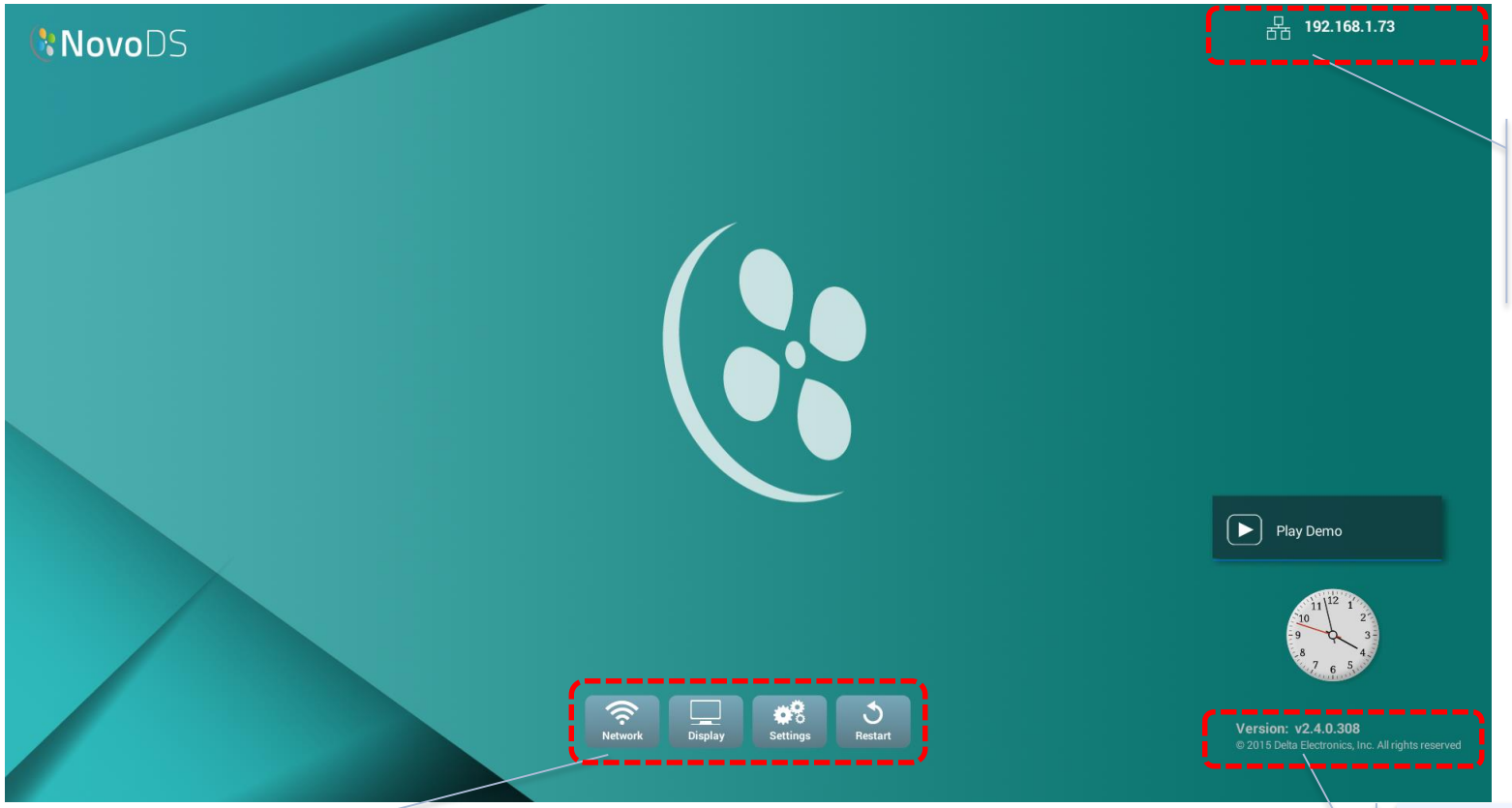
- Audio Out: connect to external sound systems

- HDMI IN: connect to video sources such as cable TV, DVD players, etc.

- Ethernet port (the preferred network connection)
- Built-in WiFi

How-to Video: “Device Installation & Setup” at https://youtu.be/jZM9kRSY5RQ

Home Screen



Network IP address

(After being unboxed, the device is running in WiFi hotspot mode.)

- Configuration Buttons

Device firmware version

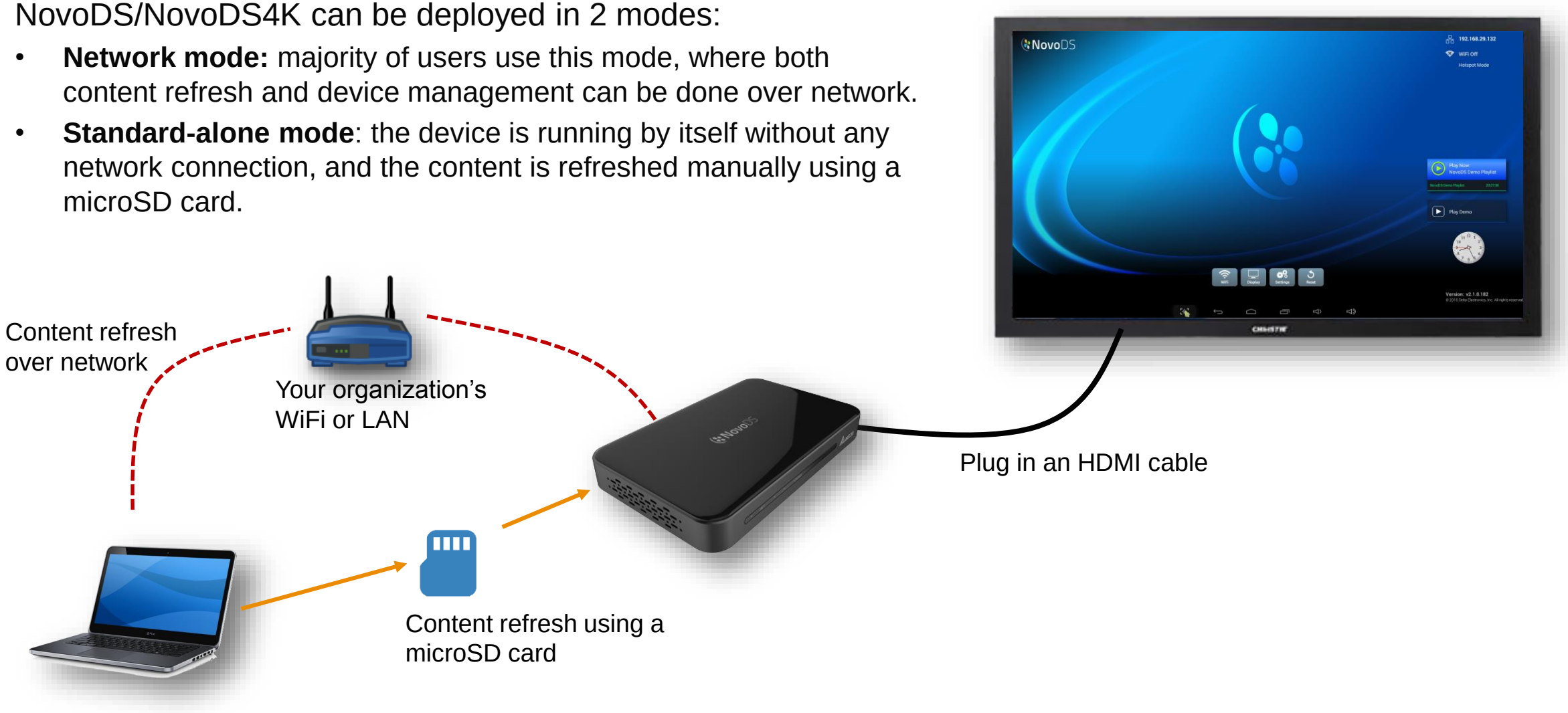
(You may upgrade to the latest version for new features and improved performance.)

How-to Video: “Device Settings” at https://youtu.be/eEf377m6Ock

Plan Your Deployment

NovoDS/NovoDS4K can be deployed in 2 modes:

- **Network mode:** majority of users use this mode, where both content refresh and device management can be done over network.
- **Standard-alone mode**: the device is running by itself without any network connection, and the content is refreshed manually using a microSD card.

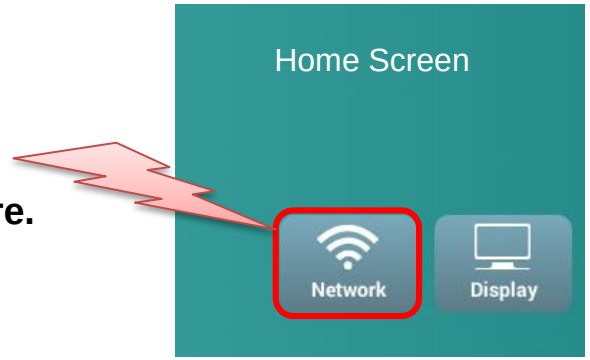


Connect to Your Network

If you decide to deploy NovoDS/NovoDS4k in network mode, you can connect it to your network via WiFi or Ethernet.

- Only one network connection is allowed at one time, which means that if you connect it to your wired network, its WiFi connection is automatically disabled.
- Its WiFi Hotspot mode is only for product demo and evaluation purpose, and is not recommended in actual deployment as it by default is an open network without any security.

Network configuration starts from here.



To enable successful operations of a NovoDS/NovoDS4K device, the following ports should NOT be blocked by your network's firewall.

Port Number	Type	Description
20110	TCP	Port for command and control
20111	TCP	Port for file transfer (ftp command)
20112	UDP	Port for status reporting, real-time message show/hide, screenshot start/stop
20113	TCP	Port for upgrade
20114	TCP	Port for screenshot
20116	UDP	Port for device auto discovery
20117	TCP	Port for uploading files
20118	UDP	Port for device synchronization using broadcast
20119	TCP	Port for synchronized playback among devices
20120		Reserved for future use
20121	TCP	Port for file transfer in ftp passive mode

How-to Video: "Device Settings" at https://youtu.be/eEf377m6Ock

Understand the Software

One-time hardware purchase

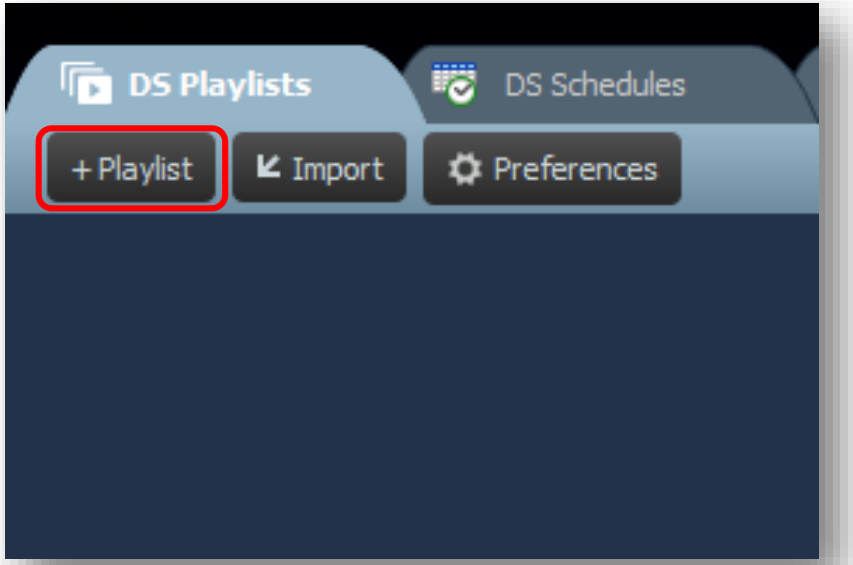
Life-time software usage and FREE upgrade

Design | Publish | Manage all-in-one solution

Software	OS	Where to Download	Application
NovoDS Studio	Windows & MAC	novods.vivitekusa.com	Playlist creation, schedule and device management
NovoDS Simulator	Android	ANDROID APP ON Google play	This full-feature NovoDS simulation App is typically used to preview your playlist before publishing it to an actual NovoDS/NovoDS4K device.
NovoDS Remote	Android, iOS	ANDROID APP ON Google play; Download on the App Store	This mobile App is designed for you to control your NovoDS/NovoDS4K devices, including changing playlists, and showing overlay messages, etc.

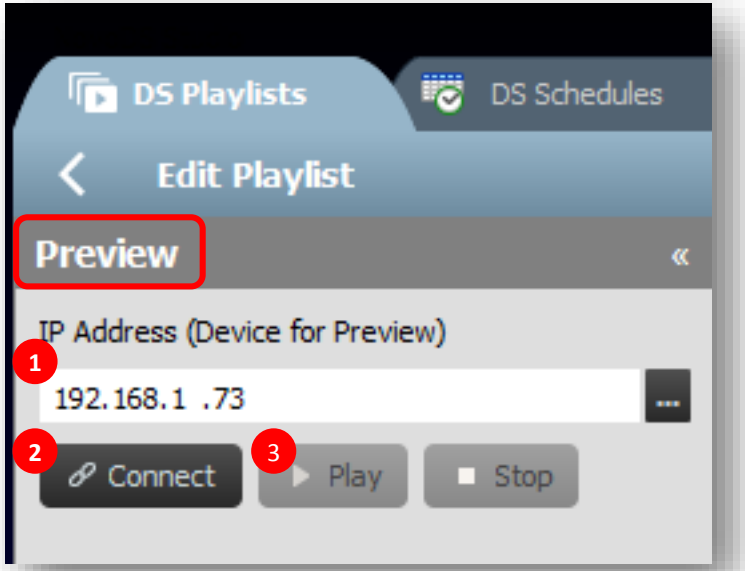
Build Your First Playlist

Create



Under “DS Playlists” tab, click “+ Playlist” button to create a new playlist

Preview



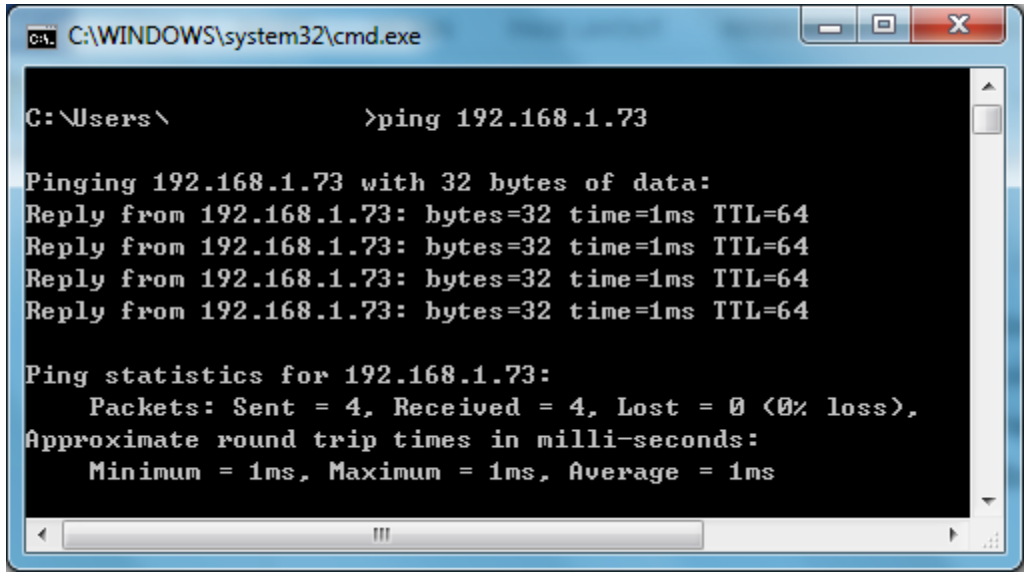
1. **Enter the IP address of your NovoDS/NovoDS4K device**
2. **Click to connect to your NovoDS/NovoDS4K device**
3. **Click to upload your playlist and play it**

How-to Video: “How to create a playlist using NovoDS software” at https://youtu.be/RcKbqJ3tut0

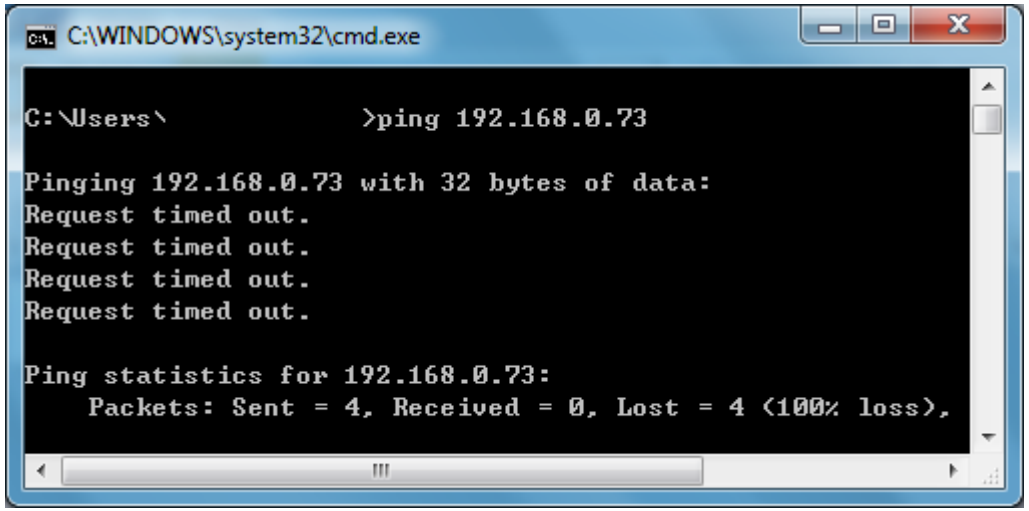
Troubleshoot Connection Issues (1)

Symptom 1: I can not connect “NovoDS Studio” software to my NovoDS/NovoDS4K device.

Suggestion: The first step is run “ping” command to test the network connection between your PC/MAC and your NovoDS/NovoDS4K device.



Ping succeeds!



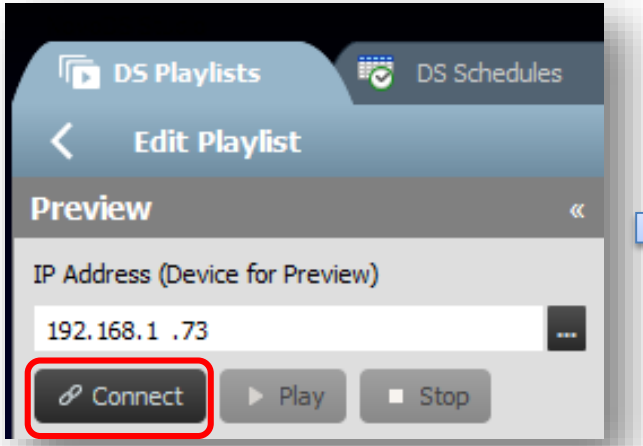
Ping fails!

The next step is to make sure your NovoDS/NovoDS4K device and the PC/MAC are on the same network.

Troubleshoot Connection Issues (2)

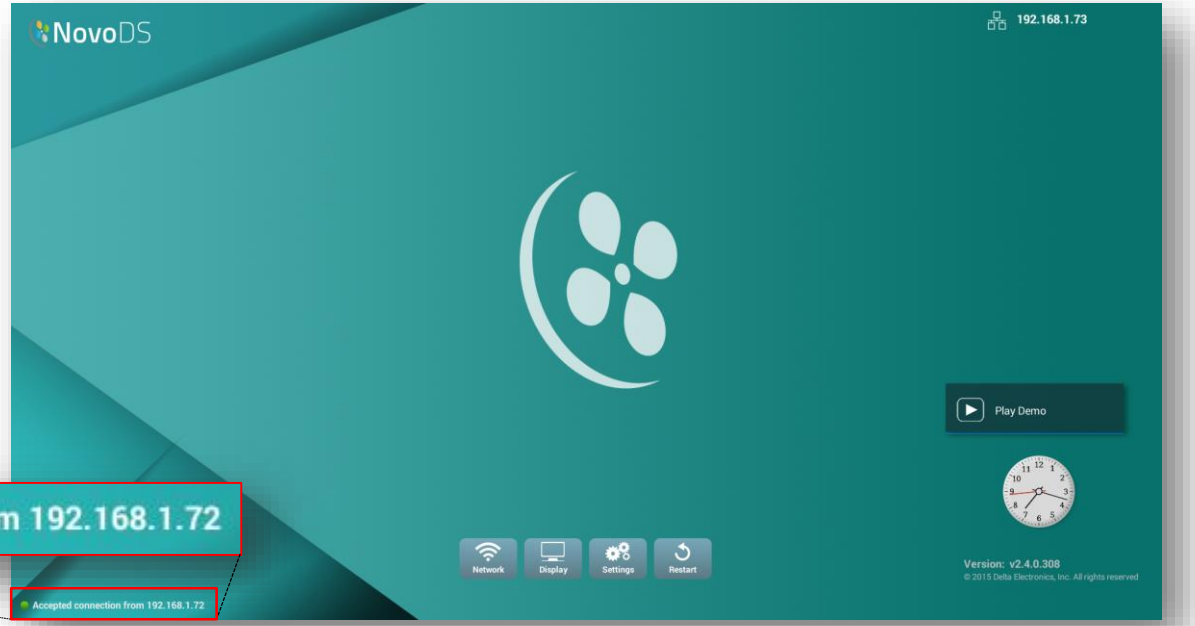
Symptom 2: “Ping” works, but when I click “Connect” button from NovoDS Studio software, there is no response (like nothing happens.)

Suggestion: This is likely caused by your network firewall policy, which blocks the communication between your NovoDS/NovoDS4K device and the PC/MAC running NovoDS Studio. You may ask your IT team to verify the port numbers listed on page 6 are not blocked.



NovoDS Studio software, and this PC is running at 192.168.1.72

Connect



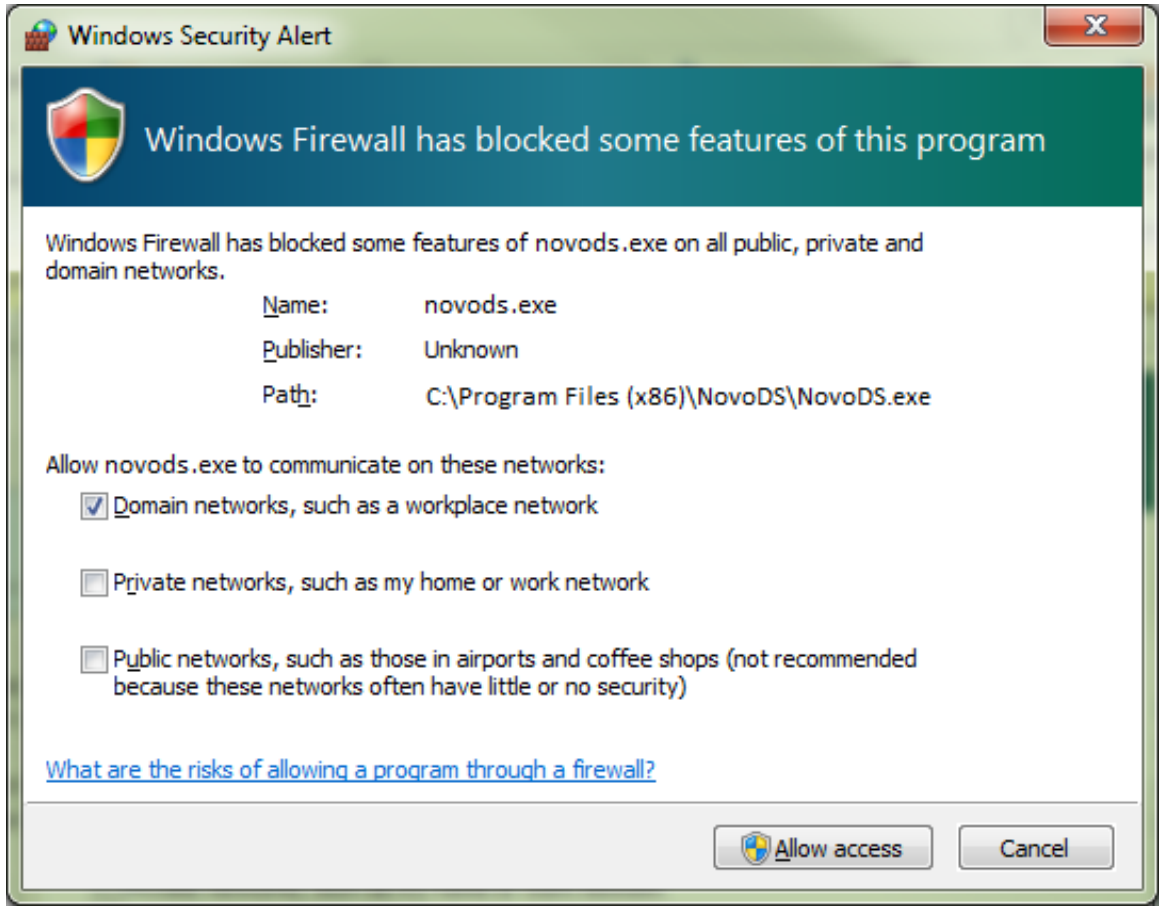
NovoDS/NovoDS4K Home Screen, and this device is running at 192.168.1.73

Once the connection is successful, “Play” button above turns to green, and NovoDS/NovoDS4K device home screen shows the “connection” message.

Troubleshoot Connection Issues (3)

Symptom 3: My NovoDS Studio Software can connect to the device, but when I click “Play” button to upload a playlist, the playlist is not uploaded or “played” properly.

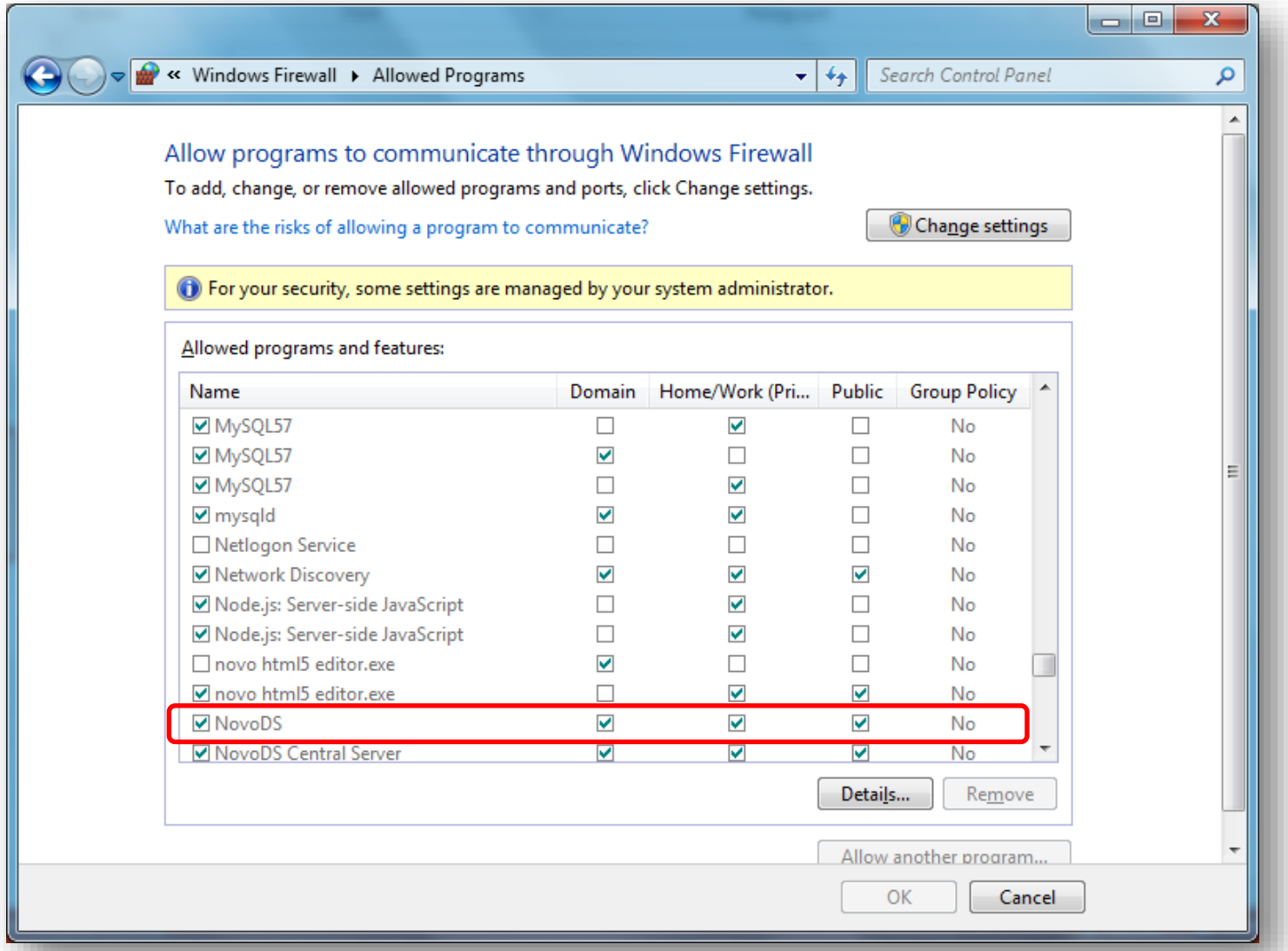
Suggestion: When you launch NovoDS Studio software the very first time, Windows sometimes prompts a “Security Alert” as shown on the right. In this case, please allow novods.exe to communicate on all these networks (Domain, Private, Public). Click “Allow access” to close this window.



Note: MAC OS pops up similar “Security Alert” message.

Troubleshoot Connection Issues (3)

If you don’t see the alert message in the previous page or somehow miss it, it does not matter. You can go to “**Control panel -> System security -> Windows Firewall -> Allow a program through Windows Firewall**” to change this setting. Find “NovoDS” application from the list, and allow it to communicate on all these networks (Domain, Private, Public).



Our Support

Online resource

- User Manual and Software Download http://novods.vivitekusa.com/
- Product Video Clips in YouTube https://www.youtube.com/user/VivitekUSA

Contact us

- Customer Service Team Support **1-855-VVK-BEST** (1-855-885-2378)
- Email to info.us@vivitekcorp.com

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