

Taurus Series Multimedia Players

V1.5.0 NS120100626



Common Problems & Remedies

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1 Unable to Get Server Address

Description

Unable to get the VNNOX server address when binding asynchronous players of the VNNOX.

Causes

The Taurus is not connected to the Internet.

Remedies

Step 1 Check to see if the Internet connection indicator is always on or flashes. As shown in [Figure 1-1](#), The T6 of the Taurus series is taken as an example.

- Yes. Please contact NovaStar.
- No. Go to [Step 2](#).

Figure 1-1 Internet connection indicator on the T6



Table 1-1 Description of the Internet connection indicator on the T6

Status	Description
Always on	The T6 is connected to the Internet and the connection is available.
On for 2s and off for 2s	The T6 is connected to the VNNOX and the connection is available.

Step 2 Connect the Taurus to the Internet via Ethernet cable, external router or mobile data network.

2 Wrong Authentication Information

Description

Authentication information is wrong when binding asynchronous players of the VNNOX.



Causes

The authentication information is incorrect.

Remedies

Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard or VNNOX AD.

Step 2 Perform the following operations to view the correct authentication information.

- VNNOX Standard: Choose  > **Account**.
- VNNOX AD: Choose  > **Organization Management** > **System Management** and click the **Player Authentication** tab.

3 No Available Players

Description

No available players are found when binding asynchronous players of the VNNOX.

Causes

- No asynchronous players are created on the VNNOX.
- All the asynchronous players have been bound to other terminal players.

Remedies

Step 1 Visit www.en.vnnox.com and log in to VNNOX AD.

Step 2 Choose  > **Players Management** > **Players**.

Step 3 Click **New**.

Step 4 Select **Asynchronous player** and click **Next**.

Step 5 Enter a name for the player, associate a license with the player and set the distribution type, then click **OK**.

4 Unable to Play Solutions

Description

The Taurus does not play solutions and the LED display shows a black screen.

Causes

- For Taurus that support both synchronous mode and asynchronous mode, HDMI signal is not available while in synchronous mode.
- Screen off.
- Screen brightness is 0%.
- The time of the Taurus is incorrect.

If the solution is distributed by VNNOX, the possible causes may also include:

- Taurus has not downloaded the solution.
- There are no valid media items in the solution.

Remedies

Step 1 Check to see if the model of the Taurus supports both synchronous mode and asynchronous mode.

- Yes. Go to [Step 2](#).
- No. Go to [Step 3](#).

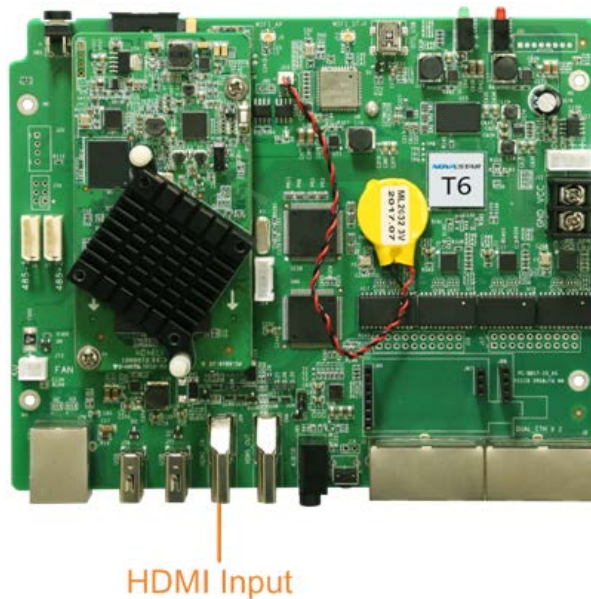
Step 2 Check the Taurus to see if the HDMI signal is available while in synchronous mode. HDMI input interface is shown in [Figure 4-1](#).

ViPlex Handy: Select **Video Control** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Video source**.

- Yes. Go to [Step 3](#).
- No. Make sure the HDMI signal is available or switch to asynchronous mode. No further action is required.

Figure 4-1 HDMI input interface



Step 3 Check to see if the screen is switched off.

ViPlex Handy: Choose **Screen Settings** > **Screen status control** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Screen status control**.

- Yes. Switch on the screen, and no further action is required.
- No. Go to [Step 4](#).

Step 4 Check to see if the screen brightness is 0%.

ViPlex Handy: Choose **Screen Settings** > **Brightness Control** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Brightness adjustment**.

- Yes. Set a proper value for the screen brightness, and no further action is required.
- No. Go to [Step 5](#).

Step 5 Check to see if the time of the Taurus is correct.

ViPlex Handy: Choose **Monitoring** > **Time Parameter** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Monitor**.

- Yes. Go to [Step 6](#).
- No. Set rules for correcting time, and no further action is required.

Step 6 Check to see if the solution is published by the VNNOX.

- Yes. Visit www.en.vnnox.com and go to [Step 7](#).
- No. Please contact NovaStar.

Step 7 Check to see if the solution is downloaded.

- Yes. Go to [Step 8](#).
- No. Publish the solution again.

Step 8 Check to see if the solution contains valid media.

- Yes. Please contact NovaStar.
- No. Edit and publish the solution again.

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5 Unable to Play One of the Media Items in a Solution

Description

One of the media items in a solution cannot be played.

Causes

- The format of the media is not supported.
- The play time is beyond the valid date range of the media item.

Remedies

Step 1 Check to see if the format of the media is one of the formats supported by Taurus.

- Yes. Go to [Step 2](#).
- No. Add a media item that meets the format requirement, and no further action is required.

Step 2 Check to see if the solution is published by the VNNOX.

- Yes. Visit www.en.vnnox.com and go to [Step 3](#).
- No. Please contact NovaStar.

Step 3 Check to see if the validity period of the media satisfies the playback period.

- Yes. Please contact NovaStar.
- No. Modify the valid start and end dates of the media. No further action is required.

6 Unable to Play Synchronously

Description

Unable to play the same content on multiple screens synchronously.

Causes

- Synchronous playing is not enabled.
- The time zones of multiple Taurus products are different.
- The time of multiple Taurus products is not synchronized.

Remedies

Step 1 Check to see if synchronous playing is enabled.

ViPlex Handy: Choose **Advanced Settings** > **Advanced Function** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Play management**.

- Yes. Go to [Step 2](#).
- No. Enable synchronous playing, and no further action is required.

Step 2 Check to see if the time zones of all the Taurus products are the same.

ViPlex Handy: Choose **Quick Control** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Time synchronization management**.

- Yes. Go to [Step 3](#).
- No. Set the same time zone for all the Taurus products requiring synchronous playing. No further action is required.

Step 3 Check to see if the rules for correcting time have been set for the Taurus.

ViPlex Handy: Choose **Advanced Settings** > **Time Synchronization** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Time synchronization management**.

VNNOX Standard: Choose **Player Control** > **Time Synchronization**.

VNNOX AD: Choose  > **Players Management** > **Time Synchronization**.

- Yes. Go to [Step 4](#).
- No. Set NTP or RF time synchronization. No further action is required.

Step 4 Check to see if the time synchronization type is RF.

- Yes. Go to [Step 5](#).
- No. Please contact NovaStar.

Step 5 Check to see if the connection between the RF device and the Taurus is normal and the relevant configurations are proper.

ViPlex Handy: Choose **Advanced Settings** > **Time Synchronization** in the **Screens** page.

ViPlex Express: Choose **Screen Control** > **Time synchronization management**.

VNNOX Standard: Choose **Player Control** > **Time Synchronization**.

VNNOX AD: Choose  > **Players Management** > **Time Synchronization**.

- Yes. Please contact NovaStar.
- No. Make sure the RF device is connected normally and configured properly. No further action is required.

7 Unstable Wi-Fi AP Connection

Description

The mobile device frequently joins other Wi-Fi APs after connecting to the Wi-Fi AP of Taurus.

Causes

- The signals of other Wi-Fi APs are stronger.
- Other Wi-Fi APs are connected to the Internet.

Remedies

- Step 1 Disconnect the mobile device from other Wi-Fi APs.
- Step 2 On the mobile device, choose to forget other Wi-Fi APs.

8 How to Check the Versions of Terminal Software

Description

Users do not know how to check the versions of Android operating system software, Android application software and FPGA program of Taurus.

Causes

N/A

Remedies

Check software versions through any of the following ways.

8.1 ViPlex Handy

- Step 1 Start ViPlex Handy.
- Step 2 Log in to Taurus.
- Step 3 Click the screen name to enter the **Screens** page.
- Step 4 Select **Screen Information**.
- Step 5 Check the versions of Android operating system software, Android application software and child software, and FPGA program of Taurus.

8.2 ViPlex Express

- Step 1 Start ViPlex Express.
- Step 2 Choose **Screen Control > Screen information**.
- Step 3 Check the versions of Android operating system software, Android application software and child software, and FPGA program of Taurus.

8.3 VNNOX

Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard or VNNOX AD.

Step 2 Check the software version of Taurus.

VNNOX Standard: Choose **Players** and view the **Details** column.

VNNOX AD: Choose  > **Players Management** > **Players** and view the **Status** column.

- **Software:** Display the version of Android application software and FPGA program
- **System:** Display the version of Android operating system software

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9 How to Upgrade Terminal Software

Description

Users do not know how to upgrade the Android operating system software, Android application software and FPGA program of Taurus.

Causes

N/A

Remedies

Upgrade the software of Taurus through any of the following ways.

9.1 ViPlex Handy

ViPlex Handy for Android allows terminal players to be upgraded.

Step 1 Make sure that the upgrade package is saved on the mobile device.

Step 2 Start ViPlex Handy.

Step 3 Log in to Taurus.

Step 4 Click the screen name to enter the **Screens** page.

Step 5 Choose **Advanced Settings > Upgrade**.

- **Terminal software upgrade:** Display the upgrade package information of Android application software.
- **Terminal system upgrade:** Display the upgrade package information of Android operating system software and FPGA program.

Step 6 Click **Upgrade** next to the upgrade package information.

9.2 Upgrading via ViPlex Express

Step 1 Start ViPlex Express.

Step 2 Choose **Screen Control > Screen upgrade**.

Step 3 Select an upgrade method.

- **Online upgrade:** Make sure that PC can access the Internet normally in order to obtain upgrade package from the server.
- **Local upgrade:** Users need to save the upgrade package on the local PC and select the upgrade package path manually.

Step 4 In the terminal information list, select one or more terminals and click **Upgrade**.


- **Software:** Displays the versions of the Android application and FPGA program.
- **System:** Displays the version of the Android OS.

9.3 Upgrading via VNNOX

VNNOX Standard

Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard.

Step 2 On the **Players** page, click the corresponding  of an asynchronous player.

 is displayed when the software is the latest or is being upgraded.

Step 3 Click **OK**.

Step 4 In the **Details** column, view the upgrade progress.

Step 5 View the software version after the upgrade is done.

- **Software:** Displays the versions of the Android application and FPGA program.
- **System:** Displays the version of the Android OS.

VNNOX AD

Step 1 Visit www.en.vnnox.com and log in to VNNOX AD.

Step 2 Choose  > **Players Management** > **Players**.

Step 3 Perform any of the following operations to upgrade terminal software.

- Select asynchronous players and click **Upgrade**.
 - **T-App upgrade:** Upgrade Android application software and FPGA program.
 - **T-OS upgrade:** Upgrade Android operating system software.
- In the **Status** column of the asynchronous players, click the **Please upgrade** link.
 - **Software:** Upgrade Android application software and FPGA program.
 - **System:** Upgrade Android operating system software.

9.4 Upgrading via USB

- Taurus V1.3.2 and V1.3.3
System upgrade and software upgrade use two packages. The packages must be installed together and their versions must be later than the current versions.

- System upgrade package: For Android operating system software
- Software upgrade package: For Android apps and FPGA program
- Taurus V1.3.4 or later
System upgrade and software upgrade use one package and the version of the package must be later than the current version.

Step 1 Copy upgrade packages to the root directory of the USB drive.

If there are solutions that support plug-and-play in the root directory, Taurus will perform the upgrade first.

Step 2 Insert the USB drive into the USB port on Taurus.

Step 3 Taurus copies the upgrade package automatically.

During copying, the **SYS** indicator flashes every 0.5 second and the page shown in [Figure 9-1](#) appears on the screen.

Figure 9-1 Copying upgrade package

Copying...



If an error occurs during copying, remove the USB drive to close the error window.

Step 4 Taurus installs the upgrade package automatically.

During installation, the **SYS** indicator flashes every second, Taurus restarts once, and the page shown in [Figure 9-2](#) appears on the screen.

Figure 9-2 Installing upgrade package

Upgrading...



If an error occurs during upgrade, remove the USB drive to close the error window.

Step 5 After the upgrade is successful, remove the USB drive.

Error Code Description

Error Code	Description
19	No upgrade package in Cache
20	Not enough space on the terminal
23	The terminal is being upgraded.
24	MD5 check on upgrade package failed.
25	Invalid or wrong upgrade package

Error Code	Description
32	The digital signature does not match.
55	Copying upgrade package was aborted.
56	Copying upgrade package failed.
57	The USB drive was removed while copying upgrade package.
58	Copying upgrade package was interrupted or timed out.
59	Upgrade timed out.
60	The USB drive was removed after the operating system is upgraded.

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