

# **Manual**

## ViewStream 500

Version 2.3

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### Revision History

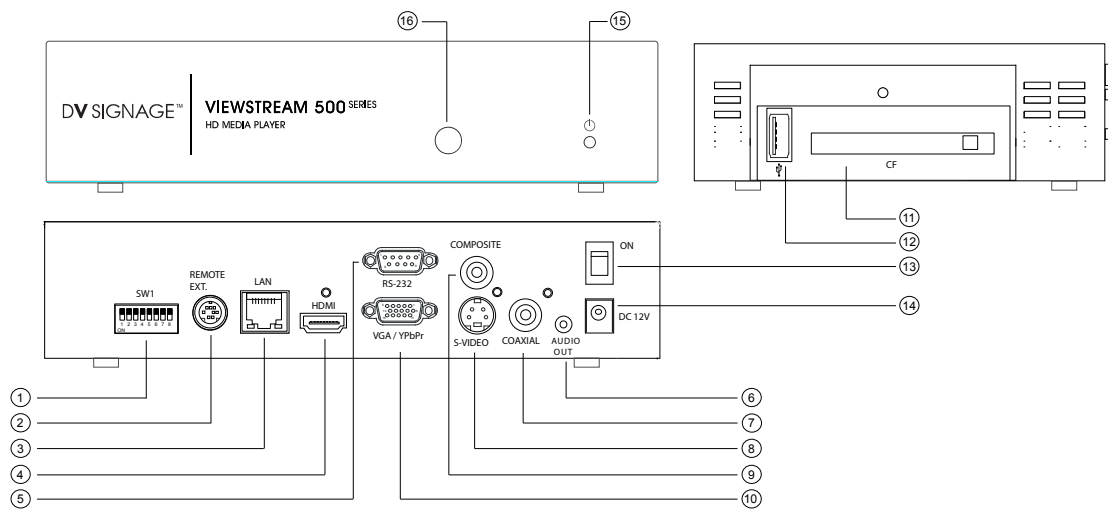
<b>Amendment Date</b>	<b>Version</b>
June 2010	V1.0
August 2010	V2.0
June 2011	V2.1
August 2011	V2.2
July 2012	V2.3

## 1 Introduction

The ViewStream 500 (VS-500) is a powerful yet easy to use commercial HD (High Definition) digital media player designed for retail point of purchase (POP) product promotions, product demonstration videos and similar applications such as museum information displays.

### 1.1 Guide to the ViewStream 500

Diagram 1 – ViewStream 500



Item	Description	Type / Use
1	DIP switch (8-pos)	Display output selection
2	Remote Ext.	8-pin mini DIN socket (for external button)
3	RJ-45 LAN	Network connection
4	HDMI / DVI out	HDMI connector
5	RS-232 port	DB-9-M connector
6	Audio output – Speaker out	Stereo jack (3.5mm)
7	Coaxial audio out	RCA jack (orange)
8	S-Video output	Mini DIN 5-pin connector
9	Composite video output	RCA jack (yellow)
10	VGA / YPbPr output	VGA DB-15-F connector
11	Compact Flash Card socket & ejector	Type I & II compatible
12	USB connector	Standard USB (type A)
13	Power on/off switch	Rocket switch
14	12V DC power input jack	DC power jack. Center positive, 2.5mm dia.
15	Power LED	On (green) / Off (clear)
16	IR sensor	For use with DV remote control

## 2 Setup

When powered on the ViewStream 500 will automatically start to play video or still images found in the media folder of an installed Compact Flash (CF) card. Files will be played in alphanumeric order. (if no playlist file (.pl)) is present)

Basic setup involves 4 main steps:

1. Installing a CF card with suitable media
2. Setting DIP switches appropriately for desired resolution output
3. Connecting to a display and power
4. Switching on

The ViewStream 500 also offers a range of **Features**. For details of these see the [Additional Functions section below](#).

### 2.1 Basic Setup Notes

The following provides a short introduction to the basic setup:

- CF cards (Compact Flash):** The recommended brand is SanDisk, all capacities and speeds should be suitable. Other brands may also be acceptable.
- CF cards should be formatted using FAT32 before first use.
- All media files on the CF card must be in a folder name “media”.
- All media filenames must be an alphanumeric character only, not space, “~”, “\_”, “-”, “!”, “@”, “^”, etc. **The media filename must not exceed 16.3 format.**  
  
Note: The DV Studio software will truncate the filename to 8.3 format, so a file with the name “ABCDEFGHIJKL.MPG” is shortened to “ABCDEFG~K.MPG”. Therefore avoid using longer than 8.3 format when use with DV Studio software.
- It is recommended to use at least 15MB/sec (sometimes referred to as 100x or faster) CF cards for HD video. (e.g. 1080p)**

A Playlist is optional, for details as to preparation see the Additional Functions section below. Without a playlist, media files will play in alpha-numeric order according to the filename.

- **Video:** Many popular video editing programs have a “HD Video” setting however it is important that the file produced is a compatible format supported by ViewStream 500 (see the Specification in this manual).

HD resolution: 1920x1080, 1280x720

Bit Rate: 12-15Mbit/s

Audio Bit Rate: 224 Kbit/s, 48 kHz at 16 bits sample rate

Frame Rate: 25 Hz / 29.97 Hz

Codec: MPEG-4 (H.264/AVC)

Typical filename extension: .ts

The ViewStream 500 is also MPEG-2 compatible. For further details of video format and codec compatibility see the **Specifications** section below.

- **JPEG still images:** A compression setting of medium to good is recommended.

Resolution settings:

- For output to a widescreen display : 1920x1080
- For output to a standard 4:3 display: 1600x1200

- **DIP Switch settings**

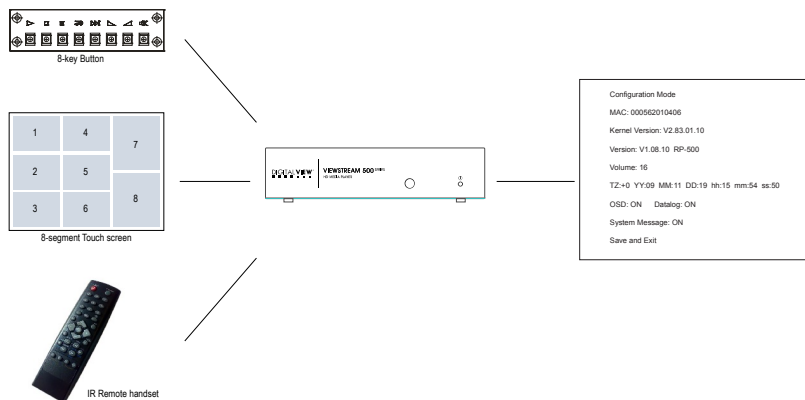
SW1 	HDMI / DVI 1920x1080p @60Hz	SW1 	Component (YPbPr) 1920x1080i @60Hz
SW1 	HDMI / DVI 1280x720p @60Hz	SW1 	Component (YPbPr) 1280x720p @60Hz
SW1 	HDMI / DVI 1600x1200p @60Hz	SW1 	Component (YPbPr) NTSC
SW1 	HDMI / DVI 1024x768p @60Hz	SW1 	Component (YPbPr) PAL
SW1 	ARGB 1920x1080i @60Hz	SW1 	S-Video / Composite Reserved
SW1 	ARGB 1280x720p @60Hz	SW1 	S-Video / Composite Reserved
SW1 	ARGB 1600x1200p @60Hz	SW1 	S-Video / Composite NTSC
SW1 	ARGB 1024x768p @60Hz	SW1 	S-Video / Composite PAL

UP (OFF)  
1

DOWN (ON)  
1

- **Display:** There is a wide selection of displays in the marketplace that are suitable for use with the ViewStream 500. Users are however recommended to consider the following:
  - Video resolution: As a general rule it is recommended to use a display of the same resolution as the media to be played. If this is not possible although the media player supports scaling choosing a display with a good scaling engine will provide flexibility and optimal results.
  - Aspect ratio: Many displays are widescreen with an aspect ratio of 16:9. However PAL/NTSC is 4:3. Consequently video output to widescreen displays may be stretched or shown with black bars. If possible this is best corrected during the video production and encoding process.

**OSD Configuration menu:** In Configuration mode, you can read MAC address/Firmware version of the unit. And setup master volume, system clock, time zone and options for Datalog and OSD message, etc. To configure, you may need a 8-button keypad or touch screen or IR remote handset.



To enter configuration mode, holding Button 8 (or “Display” key on IR handset) for 30 seconds while power on the unit.

### Change the Volume

Press Button 8 (or “Display” key on IR handset) to select **Volume**.

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to change the volume level (range from 1 to 32)

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

### Change the Time Zone

Press Button 8 (or “Display” key on IR handset) to select **TZ**.

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to change the time zone value.

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

## **Set the GMT time**

Press Button 8 (or “Display” key on IR handset) to select **YY, MM, DD, hh, mm and ss.**

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to set the date and time.

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

**Important Note:** The player was set to GMT=0 by default. If you have already set your local time zone in previous section (Change the Time Zone). Please skip this section or leave the clock to GMT setting.

## **Set the OSD**

Press Button 8 (or “Display” key on IR handset) to select **OSD.**

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to set “ON” or “OFF”.

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

## **Set the Datalog**

Press Button 8 (or “Display” key on IR handset) to select **Datalog.**

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to set “ON” or “OFF”.

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

## **Set the System Message**

Press Button 8 (or “Display” key on IR handset) to select **System Message.**

Press Button 6 / 7 (or “+” / “-“ key on IR handset) to set “ON” or “OFF”.

Press Button 8 (or “Display” key on IR handset) to select **Save and Exit**

Press Button 6 (or “-“ key on IR handset) to exit without save.

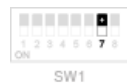
Press Button 7 (or “+” key on IR handset) to save and exit.

Reboot the unit.

## 2.2 Content update

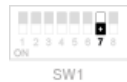
Content on the VS-500 can be updated by:

- Copying new media onto the CF card, this can be done using DV Studio if a playlist is required or by direct copy using a PC or MAC. Note: Before you update any content on CF card, please make sure the VS-500 is not connecting to any network. Otherwise, the content on CF card may be synchronized (overwrite) with the server.
- Using the USB update process, in this case new media and playlist (if required) is copied to a USB flash drive. This can then be updated to the ViewStream 500's CF card using the USB update process, refer to the application note. Note: Before you update any content on CF card, please make sure the VS-500 is not connecting to any network. Otherwise, the content on CF card may be synchronized (overwrite) with the server.
- Using network to transfer content and files from network server (FTP Pull mode). The server can be a CMS (Content Management Software) server authorized by Digital View or any FTP based server. If you already registered an A/C through the CMS service provider. Please refer to the procedure given by your CMS service provider. To use with FTP Pull mode, the pos-7 on DIP Switch must set to OFF(up).



UP (OFF) - FTP Pull mode

- Using DV Studio to deploy content and files directly on to media player (FTP push mode) over a LAN. To use with FTP Push mode, the pos-7 on DIP Switch must set to ON(down).



DOWN (ON) - FTP Push mode

## 2.3 Network Setup

Each VS-500 is ship with DHCP settings (IP=0.0.0.0). In some network environment, fix IP could be used and you may need to change the VS-500 with the fix IP settings. All IP settings are set in a configuration file called "netcfg.ini". To change the IP settings on VS-500 media player, copy the netcfg.ini file with your setting on to MEDIA folder on CF card and restart the player then you will see a boot up message with your IP information changed.

The following is an example of fix IP settings and set Time Zone value (e.g. +8) in netcfg.ini file.

```
:  
IP_OVERWRITE=1
```



```

IP=192.168.1.60
NETMASK=255.255.255.0
GATEWAY=192.168.1.1
DNS1=205.252.177.77
DNS2=208.167.231.55
TIME_ZONE=8
DVSYNC_SHOW_DOWNLOAD_FILENAME=1
    
```

:

**Important note:** If you intent to change the new IP address (whatever DHCP (0.0.0.0) or Static IP), make sure to add “**IP\_OVERWRITE=1**” in netcfg.ini. Otherwise, your new value of IP address will not overwrite the old value.

In addition to IP information, the NETCFG.INI file contains some system settings for VS-500 media player. Below is a table to show the settings in the NETCFG.INI

ITEM	DESCRIPTION
IO_OUTPUT_MESSAGE_THROUGH_232_ENABLE	Enable message output on RS-232 port 0 = Disable message output 1 = Enable message output [Default]
IP_OVERWRITE	Change IP settings on player 0 = Keep the old IP settings on player [Default] 1 = Overwrite with new IP settings on player
IP	IP address 0.0.0.0 = DHCP mode [Default: 0.0.0.0]
NETMASK	Subnet mask (Ignore if set to DHCP) [Default: 0.0.0.0]
GATEWAY	Gateway value (Ignore if set to DHCP) [Default: 0.0.0.0]
DNS1	DNS table [ Default: 0.0.0.0]
DNS2	
TIME_ZONE	GMT time zone setting Format: +/- hh [Default: 0]
DVSYNC_SHOW_DOWNLOAD_FILENAME	Display filename on screen while downloading 0 = Do not show filename while content updating 1 = Show filename while content updating [Default]
USB_UPDATE_ENABLE	Enable USB update 0 – Disable 1 – Enable USB update [Default]
TIME_SERVER	Set time server address pool.ntp.org [Default]
DATALOG_DURATION_IN_DAY	Max. day(s) to keep data log [Default: 31]

CLEANUP_INTERVAL_IN_MINUTE	Interval to clean up data log [Default: 1440]																						
DAILY_END_TIME_ENABLE	Stop playing End of Day 0 = disable 1 = enable [Default]																						
USB_POLLING_TIME_FOR_MOUNT_IN_SECON	The polling time to check USB device [Default: 30]																						
TELNET_ENABLE	Open Telnet port 0 = disable [Default] 1 = enable																						
IO_SERIAL_PORT_BARCODE_BAUDRATE	Baud rate on RS-232 communication (2400/9600) [Default: 9600]																						
VOLUME	Master volume set, Range (0-32) [Default: 16]																						
X_SCREEN_MODE	This is a <u>READ ONLY</u> value in netcfg.ini. The mode value is reported by player. <table border="1"> <tr><td>1 (1280x720p60 – VGA)</td><td>12 (1920x1080i60 – VGA)</td></tr> <tr><td>2 (1280x768p60 – VGA)</td><td>113 (NTSC – S-Video)</td></tr> <tr><td>3 (1280x1024p60 – VGA)</td><td>114 (PAL – S-Video)</td></tr> <tr><td>4 (1920x1080p60 – VGA)</td><td>201 (1280x720p60 – YUV)</td></tr> <tr><td>5 (1024x768p60 – VGA)</td><td>212 (1920x1080i60 – YUV)</td></tr> <tr><td>6 (800x600p60 – VGA)</td><td>213 (NTSC – YUV)</td></tr> <tr><td>7 (640x480p60 – VGA)</td><td>214 (PAL – YUV)</td></tr> <tr><td>8 (1920x1200p60 – VGA)</td><td>401 (1280x720p60 – HDMI)</td></tr> <tr><td>9 (1600x900p60 – VGA)</td><td>404 (1920x1080p60 – HDMI)</td></tr> <tr><td>10 (1600x900p60 – VGA)</td><td>405 (1024x768p60 – HDMI)</td></tr> <tr><td>11 (1600x1200p60 – VGA)</td><td>411 (1600x1200p60 – HDMI)</td></tr> </table>	1 (1280x720p60 – VGA)	12 (1920x1080i60 – VGA)	2 (1280x768p60 – VGA)	113 (NTSC – S-Video)	3 (1280x1024p60 – VGA)	114 (PAL – S-Video)	4 (1920x1080p60 – VGA)	201 (1280x720p60 – YUV)	5 (1024x768p60 – VGA)	212 (1920x1080i60 – YUV)	6 (800x600p60 – VGA)	213 (NTSC – YUV)	7 (640x480p60 – VGA)	214 (PAL – YUV)	8 (1920x1200p60 – VGA)	401 (1280x720p60 – HDMI)	9 (1600x900p60 – VGA)	404 (1920x1080p60 – HDMI)	10 (1600x900p60 – VGA)	405 (1024x768p60 – HDMI)	11 (1600x1200p60 – VGA)	411 (1600x1200p60 – HDMI)
1 (1280x720p60 – VGA)	12 (1920x1080i60 – VGA)																						
2 (1280x768p60 – VGA)	113 (NTSC – S-Video)																						
3 (1280x1024p60 – VGA)	114 (PAL – S-Video)																						
4 (1920x1080p60 – VGA)	201 (1280x720p60 – YUV)																						
5 (1024x768p60 – VGA)	212 (1920x1080i60 – YUV)																						
6 (800x600p60 – VGA)	213 (NTSC – YUV)																						
7 (640x480p60 – VGA)	214 (PAL – YUV)																						
8 (1920x1200p60 – VGA)	401 (1280x720p60 – HDMI)																						
9 (1600x900p60 – VGA)	404 (1920x1080p60 – HDMI)																						
10 (1600x900p60 – VGA)	405 (1024x768p60 – HDMI)																						
11 (1600x1200p60 – VGA)	411 (1600x1200p60 – HDMI)																						
NETWORK_NO	Network type 0 – RJ-45 cable [Default] 1 – Wi-Fi <i>[ For E1.10.10h only ]</i>																						
WIRELESS_SSID	SSID key <i>[ For E1.10.10h only ]</i>																						
WIRELESS_AUTHMODE	Security modes <u>WEP mode</u> WIRELESS_AUTHMODE=SHARED WIRELESS_ENCRYPTYPE=WEP																						
WIRELESS_ENCRYPTYPE	<u>WPA mode</u> WIRELESS_AUTHMODE=WPAPSK WIRELESS_ENCRYPTYPE=TKIP  <u>WPA2 mode</u> WIRELESS_AUTHMODE=WPA2PSK WIRELESS_ENCRYPTYPE=TKIP <i>[ For E1.10.10h only ]</i>																						
WIRELESS_KEY	Password key <i>[ For E1.10.10h only ]</i>																						
TRACKTOTRACK_ENABLE	Function of Track to Track Gap removal 0 – Disable 1 – Enable [Default]																						

DAILY_REBOOT_ENABLE	Auto reboot by daily 0 – Disable 1 – Enable [Default]
DAILY_REBOOT_TIME	Auto reboot schedule [Default: 030000] Mid-night 03:00:00
DATALOG_ENABLE	Datalog enable 0 – Disable 1 – Enable [Default]
FTP_UPDATE_ENABLE	Enable DV Connect mode 0 = Content pull mode [Default] 1 = Content push mode
DISPLAY_MARK_ENABLE	Display Mark Control 0 – Disable [Default] 1 – Enable
232LIVE_CMD_ENABLE	RS-232 Command Control 0 – Disable [Default] 1 – Enable
DIP_SW_OVERRIDE	Override DIP Switch (SW-7) settings 0 = Use DIP switch setting (SW-7) [Default] 1 = Use “FTP_UPDATE_ENABLE” setting

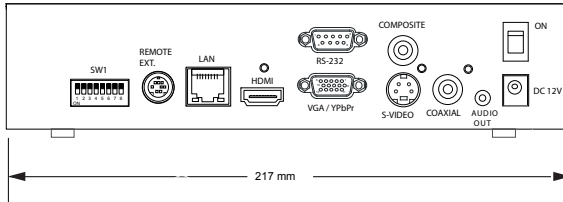
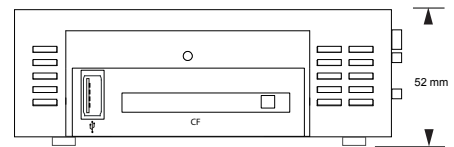
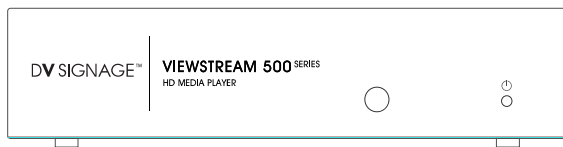
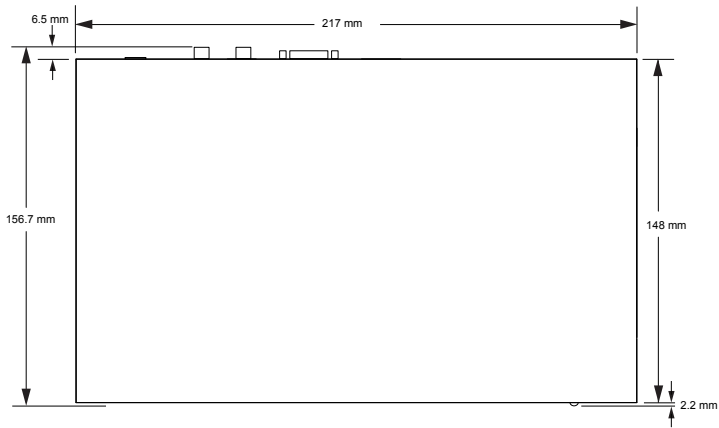
## 2.4 Additional functions

The ViewStream 500 offers a wide selection of options as briefly introduced below. For more information on each of these please refer to detailed application notes that may be added from time to time at [www.dvsignage.com/support-home](http://www.dvsignage.com/support-home)

- **Playlist:** By default, videos and still images play in alphanumeric order by filename. Using DV Studio to create a playlist - files can be played in a specified order.
- **USB update:** The CF card content can be updated from a USB memory stick.
- **Scheduling:** Multiple playlists can be loaded and scheduled to play at specified times.
- **Motion sensor:** Motion sensors can be used to trigger playback of particular files or as people counters (see data logging).
- **Touch screen:** Up to 16 touch hotspots can be programmed using either a segment touch panel or analog touch panel.
- **External buttons:** External buttons can be added for track selection.
- **Barcode scanner:** A product barcode scanner can be supported with up to 1,000 referenced images or videos.
- **Data capture:** Details of all interactions with the player such as via the motion sensor, touch screen, buttons or barcode scanner can be recorded and stored on the CF card for later retrieval and analysis.
- **RS-232 protocol:** The ViewStream RS-232 port is complemented by a complete set of protocols allowing for both external device control and control by external devices.
- **Manual control:** For manual operation of playback functions a remote control handset is available as well as a selection of button options.
- **Firmware upgrade:** From time to time the operating system of the ViewStream 500 may be upgraded providing new features and /or bug fixes – these upgrades can be easily installed using the firmware upgrade process. Please check the above website links for possible updates.

- **DVSYNC:** A proprietary files sync protocol developed by Digital View. This is a protocol easy to use and setup on your FTP based server with the VS-500 media player. An application note of media player to FTP server sync setup is available for download from [www.dvsignage.com/support-home](http://www.dvsignage.com/support-home)
- **Customization:** DV Signage provides customization services. Please contact your local office for enquires.

## 3 Dimensions



Unit in mm

## 4 Specifications

Playable formats	MPEG-2 (.mpg) MPEG-4 H.264/AVC (.ts) JPEG (.jpg) up to 1920x1080 pixels  <small>*Note: Depending on the features desired, customer/purchaser may be required to obtain a video codec license with the relevant organizations.</small>
Storage media	Compact Flash card (high speed type)
Video output	HDMI (v1.2) / DVI* (720p / 1080p) VGA / YPbPr* (720p / 1080i) Composite / S-Video (480i / 576i)  <small>*Adapter is required.</small>
Audio out	Phone jack (Stereo) Digital coaxial (SPDIF) HDMI (Stereo)
External I/O ports	RS-232 (9600, N-8-1) USB (Data upload) Infra-red (use with DV IR handset, P/N:559000104-3) Remote Ext. (External button connection) RJ-45 port
LEDs	Power LED (Green) Network LED (Green)
Real time clock	Battery-backup RTC
Power requirement	DC 12V input
Power consumption	500mA @ 12V
Environmental	Operating temperature : 0°C to 50°C Relative humidity : 5%-95% relative humidity (Non-condensing)
Dimensions	217mm (W) x 156.7mm (D) x 52mm (H) 8.5 in (W) x 6.2 in (D) x 2 in (H)
Weight (net)	556g / 1.2 lbs

The following are the recommended encoding specifications for video content on the RM-DN5 and ViewStream 500

MPEG-4 H.264 specifications	Screen size (recommended)	16:9 screen (e.g. 1280x720, 1920x1080)
	Resolution	1920x1080
	Encoding bit rate	12-15Mbit/s
	Audio bit rate	224Kbit/s, 48kHz at 16bits sample rate
	Frame rate	25Hz / 29.97Hz
	Codec	MPEG-4 H.264
	Typical filename extension	.ts
MPEG-2 specifications	Screen size (recommended)	16:9 screen (e.g. 1280x720, 1920x1080)
	Resolution	1920x1080
	Encoding bit rate	12-15Mbit/s
	Audio bit rate	224Kbit/s, 48kHz at 16bits sample rate
	Frame rate	25Hz / 29.97Hz
	Codec	MPEG-2 (PS/TS)
	Typical filename extension	.ts

Optimal JPG resolution on selected output			
JPEG specifications	16:9	Composite/S-video output	720x576(PAL) 720x480 (NTSC)
		HDMI/DVI/VGA/YPbPr output	1920x1080
	4:3	Composite/S-video output	720x576(PAL) 720x480 (NTSC)
		HDMI/DVI/VGA/YPbPr output	1600x1200



## 5 FAQ (Frequently Asked Questions)

<p><b>Q: What USB memory sticks are suitable?</b></p> <p>A: SanDisk/Transcend USB memory sticks are recommended however many other brands are suitable. If the USB stick comes with some security files or bootable files, please remove them before use on the ViewStream 500.</p>
<p><b>Q: How do I prepare a media file on the USB stick for a USB update ?</b></p> <p>A: All media files on the USB memory stick must be in a folder name "Media". Please refer to the detailed "USB update" application notes at <a href="http://www.digitalview.com/viewstream/documentation.php#notes">http://www.digitalview.com/viewstream/documentation.php#notes</a>.</p>
<p><b>Q: How do I encode or prepare suitable video?</b></p> <p>A: Settings equivalent to those used for making a HD Video are recommended and many popular video editors (e.g. ImTOO MPEG Encoder) have a HD Video setting preset.</p>
<p><b>Q: How do I get video and still images to play in a particular order?</b></p> <p>A: Create a playlist to specify the playback order by using DV Studio which can be downloaded from <a href="http://www.digitalview.com/viewstream/software.php">http://www.digitalview.com/viewstream/software.php</a>.</p>
<p><b>Q: What is DV Studio?</b></p> <p>A: An authoring tool from Digital View for the creation of playlists and additional functions with the ViewStream 500.</p>
<p><b>Q: How do I get the most out of the advanced features?</b></p> <p>A: A good place to start is with the Application Notes on the website as these will explain how the various features work. In addition Digital View's sales support team can provide assistance and ideas.</p>
<p><b>Q: What customization is possible?</b></p> <p>A: Digital View provides both software and hardware customization services – please contact Digital View's sales support team for assistance.</p>

<p><b>Q: How to remove blank gaps between video tracks ?</b></p> <p>A: To display without blank gap between videos. All video files must be .ts (MPEG-4, H.264).</p>
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An easy way to ensure this is to use the free Digital View software utility DV Media Converter available or DV Studio Play for download from:

<http://www.digitalview.com/dv-media-converter>

Note: When doing this gapless playback, any button, touch screen or RS-232 command interactivity must not be applied in the playlist. Otherwise, the blank gap will be seen.

**Q: What/Where the user related files should be located on VS-500 media players ?**

A: The following shows what and where certain user related files should be located on 500 Series media players. Note, not all files are required, the point is that if these files are used this is where they should be located.

<b>ON THE CF CARD</b>	
<b>Inside the MEDIA folder</b>	<b>Outside the MEDIA folder (“/” directory)</b>
All content (.ts / .jpg, etc)	Data log files
Playlist file (.pl)	Firmware file (e.g. app.dn5)
Project file (.prj)	rsfactorydefault
Schedule.ini	
Barcode.ini	
Netcfg.ini	
Dvsync.ini	
Httpsinc.ini	

# 6 Troubleshooting

<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>Nothing is displayed on the screen:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> First check that all parts of the system are connected and powered on.</li> <li><input type="checkbox"/> Check that the display is getting a signal from the ViewStream 500.</li> <li><input type="checkbox"/> Ensure that all media content are placed inside a "MEDIA" folder on the CF card.</li> <li><input type="checkbox"/> Ensure the media is compatible, see specifications.</li> <li><input type="checkbox"/> Ensure that files are in a compatible format.</li> </ul>
<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>The display cannot fit the whole screen:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The output resolution currently set on ViewStream 500 may not be supported by the monitor being used. (For example, display a 4:3 content on a wide screen.) This may be compensated for using monitor settings to scale the image or by reworking the media.</li> </ul>
<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>Video is jerky:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> It is likely that the video is encoded at a data rate too high for the player or the CF card. It is to recommend not using greater than 40Mb/s bit rate (CBR – Constant Bit Rate) on the ViewStream 500. A high speed CF card (100x or above) is recommend if playback HD video</li> <li><input type="checkbox"/> If the video was encoded with VBR (Variable Bit Rate), make sure the peak of bit rate should not exceed 40Mb/s.</li> </ul>
<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>Video is very blocky:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The SD video encoding settings are for a lower resolution. DVD settings are recommended.</li> <li><input type="checkbox"/> Original content source was low resolution</li> </ul>
<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>Audio playback is intermittent:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> It is likely that the video is encoded at a data rate too high for the player. It is to recommend not using greater than 40Mb/s CBR (Constant Bit rate) on ViewStream 500. If the video was encoded with VBR (Variable Bit Rate), make sure the peak of bit rate should not exceed 40Mb/s.</li> </ul>
<p><b>Problem:</b></p> <p>Check &amp; Correction:</p>	<p><b>Video in the playlist does not play in accordance with the play sequence.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Make sure both the project (.prj) and playlist (.pll) files have been uploaded on the player. Check if these two files were present in the USB memory stick before activating a content update procedure.</li> </ul>

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## WARRANTY

The products are warranted against defects in workmanship and material for a period of three (3) year from the date of purchase provided no modifications are made to it and it is operated under normal conditions and in compliance with the instruction manual.

The warranty does not apply to:

- Product that has been installed incorrectly, this specifically includes but is not limited to cases where electrical short circuit is caused.
- Product that has been altered or repaired except by the manufacturer (or with the manufacturer's consent).
- Product that has subjected to misuse, accidents, abuse, negligence or unusual stress whether physical or electrical.
- Ordinary wear and tear.

Except for the above express warranties, the manufacturer disclaims all warranties on products furnished hereunder, including all implied warranties of merchantability and fitness for a particular application or purpose. The stated express warranties are in lieu of all obligations or liabilities on the part of the manufacturer for damages, including but not limited to special, indirect consequential damages arising out of or in connection with the use of or performance of the products.

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## CAUTION

Whilst care has been taken to provide as much detail as possible for use of this product it cannot be relied upon as an exhaustive source of information. This product is for use by suitably qualified persons who understand the nature of the work they are doing and are able to take suitable precautions and design and produce a product that is safe and meets regulatory requirements.

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## SAFETY INSTRUCTION

Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.

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## LIMITATION OF LIABILITY

The manufacturer's liability for damages to customer or others resulting from the use of any product supplied hereunder shall in no event exceed the purchase price of said product.

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## LICENSING REQUIREMENTS

Depending on the features desired, customer/purchaser may be required to obtain a license with the relevant organizations.

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## TRADEMARKS

The following are trademarks of Digital View Ltd:  
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