
FOR NOVASTAR LED SIGNS

VNNOX

Quick Guide

Run your sign from any web browser



VNNOX is NovaStar's website for updating your LED sign from anywhere. Upload your pictures and videos, put them in a **solution** (the program your sign plays) and publish it.

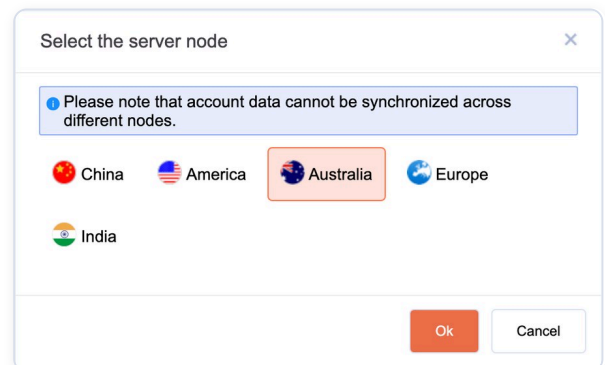


BEFORE YOU START

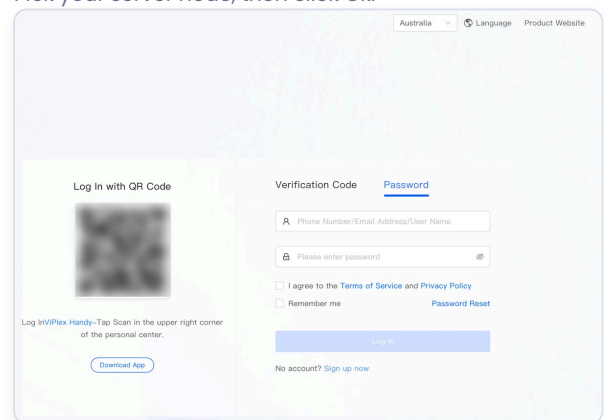
- ✓ Your VNNOX user name and password (from iCatcher).
- ✓ Access to the email or phone on your account, for login codes.
- ✓ Your sign connected to the internet and linked to your VNNOX account. iCatcher sets this up.
- ✓ Your **server node**. Most iCatcher accounts are on Australia.
- ✓ Your sign's **resolution**: its width and height in pixels.

1 Log in

- 1 Go to **en.vnnnox.com**. On the VNNOX Media card, click **LOGIN**.
- 2 Select your server node, such as **Australia**, and click **Ok**. China is picked by default, so check this. The login page opens in a new tab.
- 3 Click the **Password** tab. Enter your user name, email or phone number and your password.
- 4 Tick **I agree to the Terms of Service and Privacy Policy** and click **Log In**.
- 5 Complete the puzzle check. If asked, enter the code sent to your email or phone.
- 6 The first time, choose **VNNOX Standard** as your default system.



Pick your server node, then click Ok.



The login page, with the Password tab open.

TIP Bookmark **au.vnnnox.com** to go straight to the Australian login page. Don't use Sign up now: your account comes from iCatcher.

2 Upload your media

- 1 Click **Content** in the menu bar.
- 2 Click **Upload Media**, select your files and click **Open**.
- 3 When the upload finishes, your files appear in the media library.

VIDEO

MP4, AVI, FLV, WMV, MOV. H.264 plays best.

DOCUMENTS

Word, Excel, PowerPoint, PDF

IMAGES

JPG, JPEG, PNG, BMP, GIF, ICO

AUDIO

MP3, as background sound for text and images

Keep videos under 3 GB and images under 100 MB. The library holds 5 GB. Files under 48 × 48 pixels can't be uploaded, and files over 4096 × 2304 are converted on upload. If media approval is on for your account, new files must be approved before you can use them. If you delete a file that a solution uses, that solution can't be published until you take the file out or replace it.

3 Build a solution

A solution is made of pages, and each page holds items such as pictures, videos or text. Pages play in order from top to bottom.

- 1 Click **Solutions** in the menu bar, then **New Solution**, and choose a regular solution.
- 2 Enter a name and your sign's exact resolution, then click **OK**. The editor opens.
- 3 Click a media icon, such as image, video or text, to add it to the page. Pick the file from your media library.
- 4 Move and resize each item. Click an item to change its properties.
- 5 For a slideshow, add more pages and set their order in the page list.
- 6 Click **Preview** to check it, then click **Save**.

SET WHEN A PAGE PLAYS

Select a page and use its properties:

- **Validity Range:** a start and end date. After the end date the page is skipped, which is handy for events and seasonal notices.
- **Times to Play:** how many times in a row the page plays.
- **Schedule:** when the page plays. If pages overlap, they play in page order.

4 Publish to your sign

- 1 Click **Solutions** in the menu bar.
- 2 Click **Publish** on your solution.
- 3 Tick your sign and click **OK**.
- 4 To check progress, click the progress icon at the top right.

If your sign is offline, it gets the solution as soon as it's back online.

HANDY CONTROLS

- See what's playing** Go to **Screens** › **Screen List** and click **Capture** next to your sign.
- Brightness** Go to **Control** › **Brightness Control**, select your sign, set the level and click **Apply**. You can also schedule it.
- Black out the screen** Go to **Control** › **Screen Status Control**, select your sign, choose **Blackout** and click **Apply**. The power stays on. Choose **Normal** to undo it.

5 Schedule your solutions

Page settings cover simple timing. To play different solutions at different times, make a schedule:

- 1 Click **Schedule** in the menu bar, then **Create** at the bottom left.
 - 2 Choose a regular-screen schedule, enter a name and the resolution, then click **OK**.
 - 3 Click **Add Solution** and select your solutions.
 - 4 Open the **Calendar View** tab and click **New**, or click a time slot and then **+**.
 - 5 Choose a solution, set how it repeats, its start and end times and its start date, then click **OK**.
 - 6 In the list view, click **Publish**, tick your sign and click **OK**.
- If Repeat is set to **Never**, the date must be today or within the next seven days.
 - Drag the top or bottom edge of a block to change its times. Where blocks overlap, the one furthest left plays.

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Quick fixes

IF THIS HAPPENS

TRY THIS

I can't log in

Check the server node (Australia for most iCatcher accounts), use the Password tab and tick the Terms box. Forgotten it? Click Password Reset on the login page, or ask iCatcher.

The login code doesn't arrive

Check your junk mail, then ask iCatcher to confirm the email or phone on your account.

My sign shows as offline

Check the sign has power and an internet connection. It gets anything you publish once it's back online.

The picture looks stretched

The solution's resolution doesn't match the sign. Correct it in the solution and publish again.

A video won't play

Look for a warning next to the file in the media library. Re-save the video as H.264 MP4 and upload it again.

The sign is black but online

It may be blacked out. Go to **Control** , **Screen Status Control** , choose **Normal** and click **Apply** .



Prefer an app? NovaStar's **ViPlex Handy** and the **ViPlex Express** program for Windows also update NovaStar signs. Links and our other guides are at icatcher.com.au/downloads.

Need help?

Stuck on a step or forgotten a password?
Get in touch and we'll help.



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VISIT
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Tell us which sign it is, what you were trying to do and what you saw on screen.