NovoDS
Quick Start Guide

May 2017
Outline

Understand The Hardware

Plan Your Deployment

Understand The Software

Try Your First Playlist

Troubleshoot Connection Issues
Understand NovoDS Hardware

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

- Ethernet port
- Built-in WiFi

• Please use the enclosed power adaptor in the product package

Understand NovoDS4K Hardware

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

- RS232
- 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

Home Screen

• Configuration Buttons

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

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.

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

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

Home Screen configuration starts from here.

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

<table>
<thead>
<tr>
<th>Software</th>
<th>OS</th>
<th>Where to Download</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>NovoDS Studio</td>
<td>Windows &amp; MAC</td>
<td>novods.vivitekusa.com</td>
<td>Playlist creation, schedule and device management</td>
</tr>
<tr>
<td>NovoDS Simulator</td>
<td>Android</td>
<td></td>
<td>This full-feature NovoDS simulation App is typically used to preview your playlist before publishing it to an actual NovoDS/NovoDS4K device.</td>
</tr>
<tr>
<td>NovoDS Remote</td>
<td>Android, iOS</td>
<td></td>
<td>This mobile App is designed for you to control your NovoDS/NovoDS4K devices, including changing playlists, and showing overlay messages, etc.</td>
</tr>
</tbody>
</table>
Build Your First Playlist

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

Enter the IP address of your NovoDS/NovoDS4K device
Click to connect to your NovoDS/NovoDS4K device
Click to upload your playlist and play it

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

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