

VIEWSTREAM 500

MANUAL

Version 1.0

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Revision History

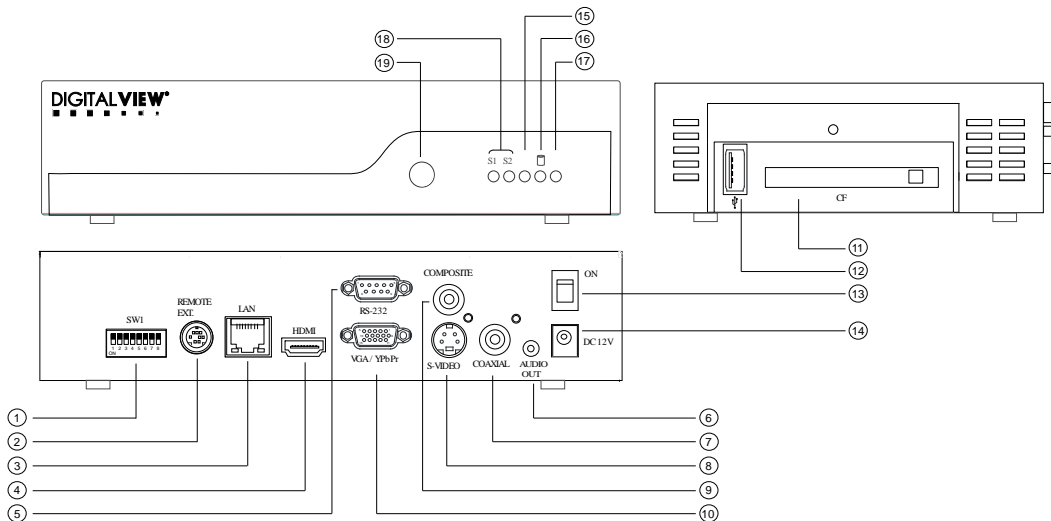
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January 2009	V1.0

1 Introduction

The ViewStream 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)	Output selection
2	Remote Ext.	8-pin mini DIN socket
3	RJ-45 LAN	N/A
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	Network LED	N/A
16	Status LED	Read / Write status of storage device
17	Power LED	On (green) / Off (clear)
18	S1 and S2 LEDs	N/A
19	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.

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 **Additional Functions**. 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.

 **It is recommended to use at least 15MB/sec (or greater) CF cards for HD video.**

A Playlist is optional, for details as to preparation see the Additional Functions section below. Without a playlist, media files will play in alphanumeric 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).

- **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**

	<p>HDMI / DVI 1920x1080p @60Hz</p>		<p>Component (YPbPr) 1920x1080i @60Hz</p>
	<p>HDMI / DVI 1280x720p @60Hz</p>		<p>Component (YPbPr) 1280x720p @60Hz</p>
	<p>HDMI / DVI 1600x1200 @60Hz</p>		<p>Component (YPbPr) NTSC</p>
	<p>HDMI / DVI 1024x768 @60Hz</p>		<p>Component (YPbPr) PAL</p>
	<p>ARGB 1920x1080i @60Hz</p>		<p>S-Video / Composite Reserved</p>
	<p>ARGB 1600x1200p @60Hz</p>		<p>S-Video / Composite Reserved</p>
	<p>ARGB 1280x720p @60Hz</p>		<p>S-Video / Composite NTSC</p>
	<p>ARGB 1024x768p @60Hz</p>		<p>S-Video / Composite PAL</p>

- **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: The ViewStream 500 supports playback of high definition video, i.e. 1080i/p, 720p. Consequently a display with good scaling will produce optimal results.
 - Aspect ratio: Many displays are of the widescreen type with an aspect ratio of 16:9. However PAL/NTSC is 4:3. Consequently video output to widescreen displays will be slightly stretched. In most cases this is not very noticeable but if it is a concern it can be compensated for during the video production and encoding process.

2.2 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.digitalview.com/viewstream/documentation.php.

- **Playlist:** By default, videos and still images play in alphanumeric order by filename. Using DV Studio, available for download from www.digitalview.com/viewstream/software.php, files can be played in a specified order.
- **Data Logging:** Create log files containing a cumulative log of events that lists the date, time and track that was played.
- **Scheduling:** Multiple playlists can be loaded and scheduled to play at specified times.
- **Firmware upgrade:** From time to time the operating system of the ViewStream 500 may be upgraded providing new features and /or bug fixes. Please check the above website links for possible updates.
- **Customization:** Digital View provides customization services. Please contact your local office for enquires.

3 FAQ

Q: What USB memory sticks are suitable?

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.

Q: How do I prepare a media file on the USB stick for a USB update ?

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 <http://www.digitalview.com/viewstream/documentation.php#notes>.

Q: How do I encode or prepare suitable video?

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.

Q: How do I get video and still images to play in a particular order?

A: It is possible to create a playlist to specify the playback order by using DV Studio which can be downloaded from <http://www.digitalview.com/viewstream/software.php>.

Q: What is DV Studio?

A: An authoring tool from Digital View for the creation of playlists and additional functions with the ViewStream 500.

Q: How do I get the most out of the advanced features?

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.

Q: What customization is possible?

A: Digital View provides both software and hardware customization services – please contact Digital View's sales support team for assistance.

4 Troubleshooting

<p>Problem:</p> <p>Check & Correction:</p>	<p>Nothing is displayed on the screen:</p> <ul style="list-style-type: none"> • First check that all parts of the system are connected and powered on. • Check that the display is getting a signal from the ViewStream 500. • Ensure that all media content are placed inside a "MEDIA" folder on the CF card. • Ensure the media is compatible, see specifications. • Ensure that files are in a compatible format.
<p>Problem:</p> <p>Check & Correction:</p>	<p>The display cannot fit the whole screen:</p> <ul style="list-style-type: none"> • The output resolution currently set on ViewStream 500 may not be supported by your monitors. Sometimes you have to do an auto adjust function through the monitor to fit the image on the screen.
<p>Problem:</p> <p>Check & Correction:</p>	<p>Video is jerky:</p> <ul style="list-style-type: none"> • It is likely that the video is encoded at a data rate too high for the player. It is recommend not to use greater than 40Mb/s on the ViewStream 500.
<p>Problem:</p> <p>Check & Correction:</p>	<p>Video is very blocky:</p> <ul style="list-style-type: none"> • The SD video encoding settings are for a lower resolution. DVD settings are recommended. • Original content source was low resolution
<p>Problem:</p> <p>Check & Correction:</p>	<p>Audio playback is intermittent:</p> <ul style="list-style-type: none"> • It is likely that the video is encoded at a data rate too high for the player. It is recommend not to use greater than 40Mb/s on ViewStream 500.
<p>Problem:</p> <p>Check & Correction:</p>	<p>Video in the playlist does not play in accordance with the play sequence.</p> <ul style="list-style-type: none"> • 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.

5 Specifications

Playable formats	MPEG-1 / MPEG-2 (.mpg) JPEG (.jpg), Bitmap (.bmp), GIF (.gif) MPEG-4 DivX (.avi), AVC/H.264 (.mov)
Storage media	Compact Flash card
Video output	HDMI / DVI* VGA / YPbPr* Composite / S-Video *Adapter is required.
Audio out	Phone jack (Stereo) Digital coaxial
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 (N/A)
LEDs	Power LED (Green) Read/Write status 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

WARRANTY

The products are warranted against defects in workmanship and material for a period of one (1) 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.

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.

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.

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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VIEWSTREAM

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