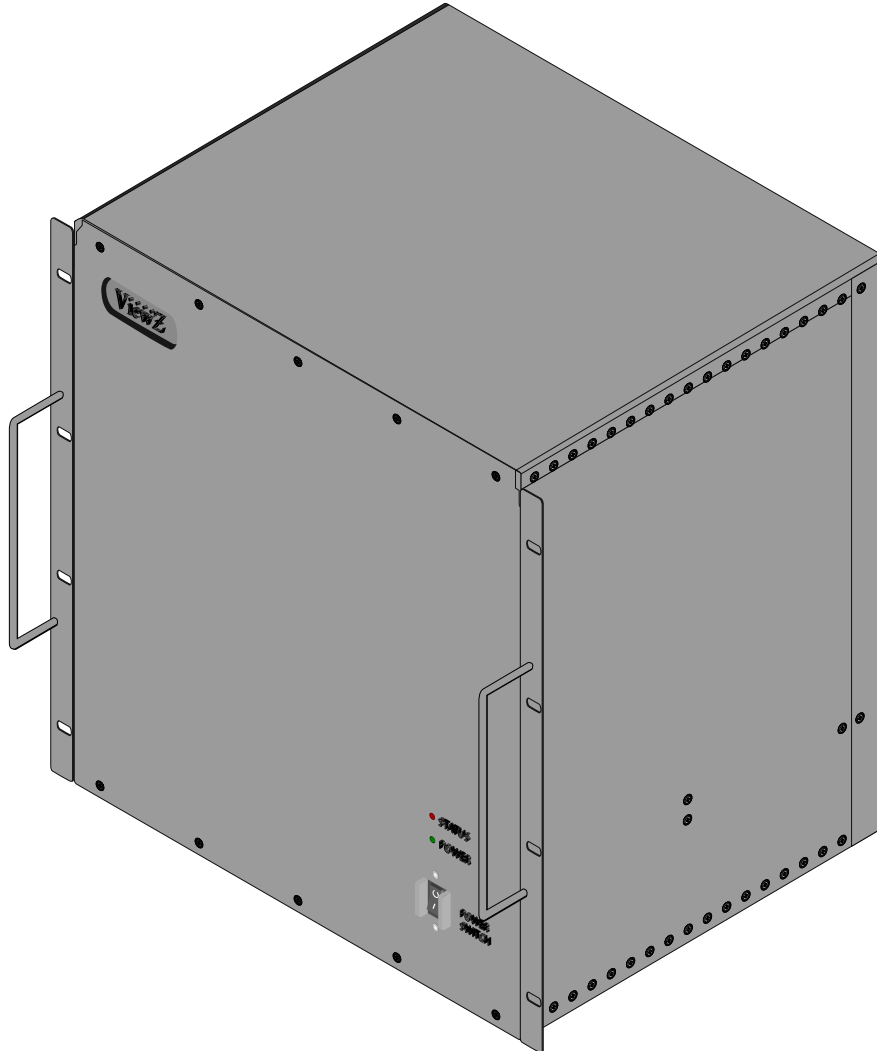# VZ-PRO-MX SERIES

# VIDEO WALL CONTROLLER SETUP & OPERATION

**USER MANUAL**



## ViewZ®
**www.viewzusa.com**

Please read this manual thoroughly before use, and keep it handy for future reference.

# CONTENTS

# SAFETY INSTRUCTION

## Important Safety Instruction

1. Read all warnings and manuals before operation.
2. Follow all instructions to ensure longevity of product.
3. Do not place the VZ-PRO Controller near water.
4. Clean only with non-static electronic dry cloth.
5. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other heat generating devices.
7. Do not override the safety purpose of the polarized or grounding-type plug.
8. A polarized plug has two blades with one wider than the other.
9. A grounding type plug has two blades and a third grounding prong.
10. The wide blade and the third prong are provided for your safety.
11. If the provided plug does not fit into your outlet, consult with electrician for replacement of the outlet.
12. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles and the point where it connects to the monitor.
13. Only use attachment/accessories specified by the manufacturer.
14. Use only with the cart, stand, tripod, bracket or table specified by the manufacturer or sold with the monitor. When a cart is used, use caution when moving the cart & monitor in combination to avoid injuries.
15. Unplug the VZ-PRO Controller during lightning storms or when unused for long periods of time.
16. Refer all servicing to qualified service personnel. Servicing is required when the VZ-PRO Controller has been damaged in any way.

The monitor shall not be exposed to dripping or splashing and objects containing liquids, such as vases shall not be placed near the monitor.

The VZ-PRO Controller should be installed with enough distance (e.g. 10cm) from the wall for sufficient ventilation.

# SAFETY INSTRUCTION

## Important Safety Instruction

### Mark Indication and Substance

CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION : TO REDUCE THE RISK OF ELECTRICAL SHOCK,
DO NOT REMOVE COVER (OR BACK). NO USER
SERVICEABLE PARTS INSIDE. REFER SERVICING TO
QUALIFIED SERVICE PERSONNEL

This symbol is intended to alert the user to the presence of uninsulated & dangerous voltage within the monitor's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the monitor.

### ⚠ Warning

- Do not use damaged or loose cables and plug.
- Do not pull the plug out by the wire nor touch the plug with wet hands.
- Use only a properly grounded plug and receptacle.
- Do not connect too many extension cords or plugs to one outlet.
- Do not excessively bend the plug and wire.
- Do not disconnect the power cord while it's still plugged into the monitor.
- Do not place any heavy objects on the power cord. Damage to the cord may cause shock or fire.
- Never open the monitor. There are no user-serviceable parts inside and opening will void warranty.
- Removing covers may expose you to dangerous shock hazards or other risks.
- Keep any heating devices away from the power cable and VZ-PRO Controller.
- Do not place the VZ-PRO controller near water.
- Do not insert objects of any kind into the monitor's open slots, as they may touch dangerous voltage points.
- Please follow the laws and regulations of your municipality to dispose the VZ-PRO Controller properly.
- Do not use the monitor in high temperature, humid, dusty or oily areas.
- Do not install the monitor where it will be exposed to continual vibration.
- Keep the plastic packaging out of children's reach.
- If any damage is detected upon first opening the box, contact agency from which you bought the VZ-PRO Controller directly.
- If the VZ-PRO Controller does not operate normally – in particular, if there is any unusual sound or smell coming from the VZ-PRO Controller – unplug it immediately and contact an authorized dealer or the service center.

# SAFETY INSTRUCTION

## Important Safety Instruction

### ⚠ Caution

- If the connector between the plug and the pin is dusty or dirty, clean it properly using a dry cloth.
- Make sure to unplug the power cord before cleaning the VZ-PRO Controller.
- Do not drop the VZ-PRO Controller when moving it.
- Place the VZ-PRO Controller in a location with low humidity and minimum dust.
- Do not place the monitor on an unstable or small surface area.
- Disconnect the plug from the outlet during storms or lightning or if it has not been used for a long time.
- Do not try to move the VZ-PRO Controller by pulling on the power cord.
- Do not cover the vents on the VZ-PRO controller.
- When moving the VZ-PRO Controller, turn off and unplug the power cord. Make sure that all cables, including HDMI cable and cables connected to other devices, are disconnected before moving it.
- Place the VZ-PRO Controller out of children's reach, as they could damage it by hanging onto it.

### ⚠ Caution - Equipment Grounding Requirements

- Make sure that the power supply and chassis of the spliced processor (here in after, referred to as the equipment) are well grounded.
- Make sure the power supply and housing of the large screen connected to the device are well grounded.
- Port damage due to the Non-grounded or improper grounded equipment, the videowall monitor (or large screen) and videowall controller will not be covered by warranty.
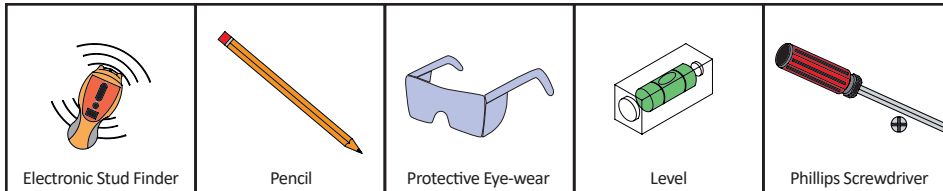
### ⚠ Available Temperature & Humidity

- Operating Temperature : 32°F ∼ 158°F / 0°C ∼ 70°C
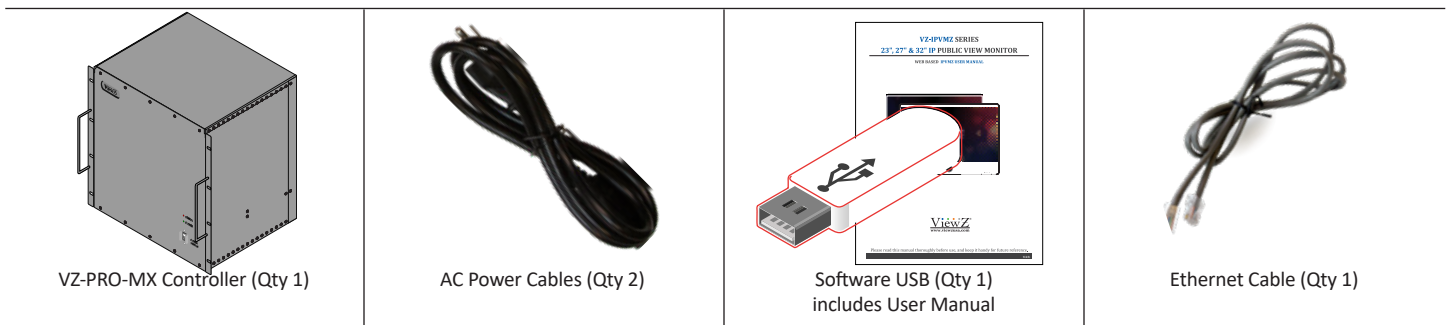- Operating Humidity : 15 ~ 85% RH

# INSTALLATION

## Installation Tools

The following tools may be required depending on your installation.

| | | | | |
|---|---|---|---|---|
| Electronic Stud Finder | Pencil | Protective Eye-wear | Level | Phillips Screwdriver |

## Assembly Components - provided

Your ViewZ PRO series is shipped with all proper installation hardware and components. If there are parts missing and/or damaged, please stop the installation and contact ViewZ USA at (888)-998-4399.

| | | | |
|---|---|---|---|
| VZ-PRO-MX Controller (Qty 1) | AC Power Cables (Qty 2) | Software USB (Qty 1) includes User Manual | Ethernet Cable (Qty 1) |

# SYSTEM REQUIREMENTS

## Local Videowall Control PC H/W Requirement

1. Hardware Specification on local videowall control PC

2. Processor: Intel i3 7th Gen. or Higher | RAM: DDR4 8G or Higher
   HDD: SSD 128/256GB or Higher
   Network: General TCP/IP network with Gigabit LAN

3. OS Specification
   - OS: Windows 7 or later
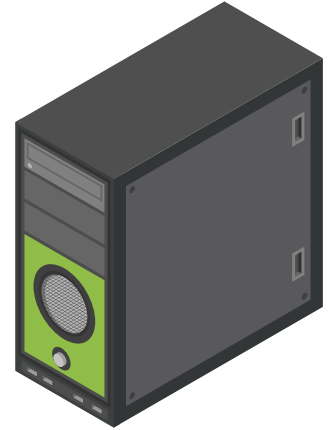
⚠️ **Caution**

The media contents (images & videos) will not be saved into VZ-PRO-MX Controller.

---

# BASIC FEATURES

## VZ-PRO Architecture

1. The designed FPGA system provides stable image processing capabilities for 24/7 operation.

2. The VZ-PRO Controller adopts a modular design, which can be flexibly matched with a variety of input and output cards, which can be upgraded, expanded, and maintained;
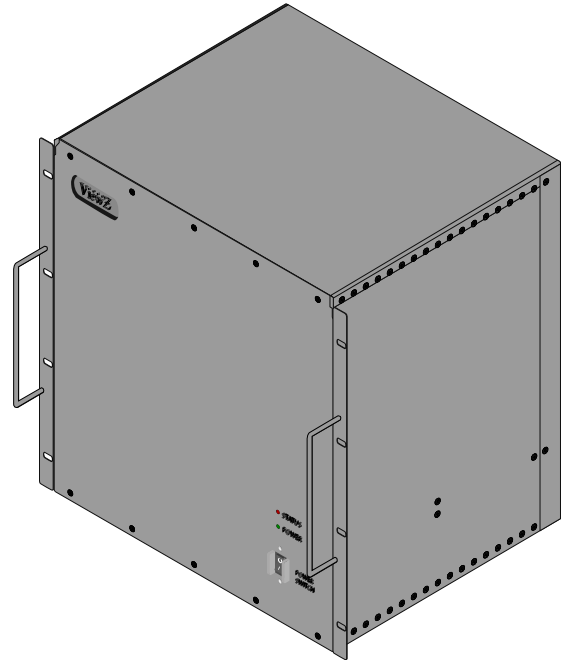
## Video Interface Signals

1. The standard VZ-PRO Controller comes with HDMI input & HDMI output cards to accept upto 1080p resolution. 4K HDMI, DVI and IP decoder cards are also available as option. Please contact us to get more information.

# BASIC FEATURES

## Video Wall Functions

1. Achieve display functions of multiple signal sources on the wall, splicing, roaming, cross-screen, zoom-in, picture-in-picture, pictureout-picture, screen overlay, etc.
2. Support all signals in the full screen range to open window roaming, superimposing, zooming, no window position, size, scale restriction.
3. Support single-screen with multi-window.
4. Support ultra-high-resolution static pictures, pictures support multiple picture formats, support multi-window static layouts, quick and easy replacement, and make the big screen pictures more colorful
5. Support the presets (scene/layout) in advance & switching scene/layout based on the specific internval time.
6. Support multi-level user management, so each user can set different operation permissions

## Other Functions

1. Intelligent fan speed adjustment function, which can automatically adjust the fan speed according to equipment configuration and temperature conditions in various areas to achieve green energy saving and environmental protection
2. Support output port mapping technology. There is no need for one-to-one correspondence between the connection cables between the VZ-PRO-MX Controller and ViewZ videowall monitors. It is only necessary to ensure a valid connection. Port mapping settings are completed in the control software, which greatly simplifies the installation process and shortens the installation time.
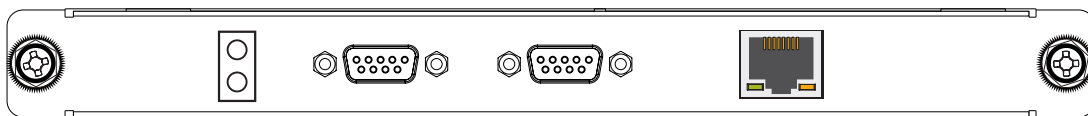
# CONNECT EXTERNAL EQUIPMENTS

## Interface Input & Output Ports - PRO-MX
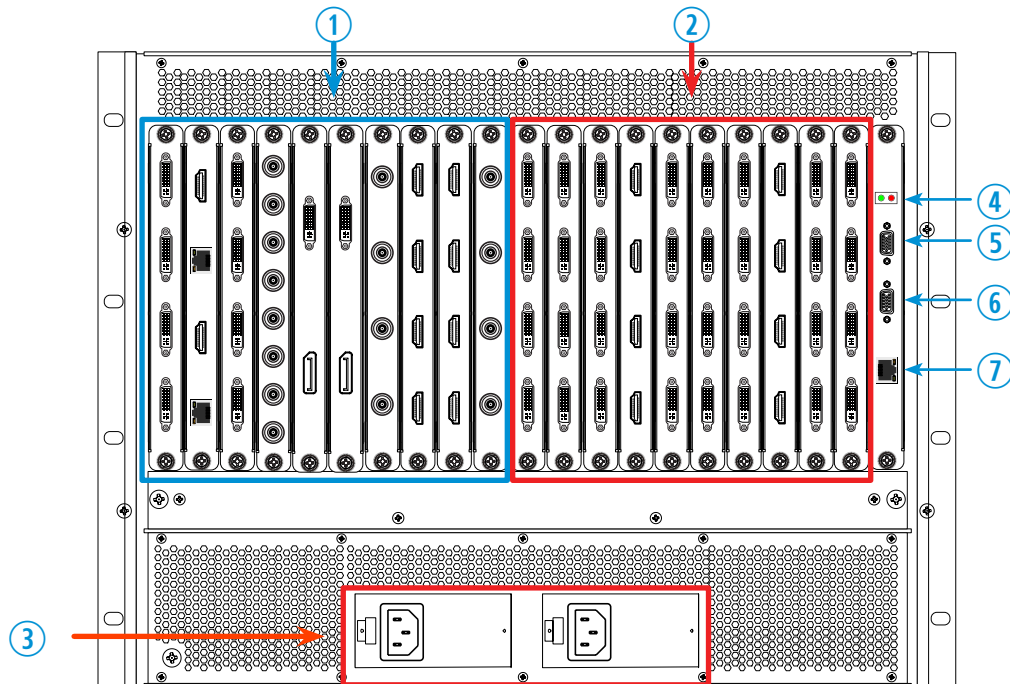


1. HDMI, DVI, VGA, YPbPr, CVBS, SDI, DP, IP IN
   - External Input Sources
2. HDMI, DVI, Fiber Optic OUT
   - Output for Videowall Monitors
3. Redundant AC 100 - 240V IN

4. Status LED
5. RS232 OUT
6. RS232 IN - Serial Control
7. ETHERNET 10/100 (RJ 45)

## Communication Interface



1. IP - IP network port, connect to switch/router, or directly connect to computer
2. RS 232 OUT - Optional, RS232 loop out, control large screen, RS485 loop out port(reserved)
   The video wall controller default IP: 192.168.1.200;
   The video wall controller default serial port (RS232), baud rate: 115200bps;
3. RS 232 IN - RS232 port, connect to the computer serial port

The splicing processor default serial port (RS232), baud rate: 115200bps; RJ45 line sequence of RS232 OUT

| 2 | 3 | 5 |
|---|---|---|
| TX | RX | GND |

# CONNECT EXTERNAL EQUIPMENTS

## Available Input Cards

| P/N | INTERFACE | PORT | MAX RESOLUTION / SUPPORTED FRAME RATE |
|---|---|---|---|
| VZ-H4KM-IN1 | HDMI | 1 | 3840x2160p@ 60 |
| VZ-H4KM-IN2 | HDMI | 2 | 3840x2160p@ 30 |
| VZ-H2KM-IN4 | HDMI | 4 | 1920x1080p@ 60 |
| VZ-D2KM-IN4 | DVI | 4 | 1920x1080p@ 60 |
| VZ-S2KM-IN4 | SDI | 2 | 1920x1080p@ 60 |
| VZ-IPM-IN2 | IP | 2 | H.265 IP Decorder - Decode up to 4-4K or 16-1080p |
| VZ-B1KM-IN8 | BNC | 8 | CVBS |

## Available Output Cards

| P/N | INTERFACE | PORT | MAX RESOLUTION / SUPPORTED FRAME RATE |
|---|---|---|---|
| VZ-H4KM-OUT2 | HDMI | 2 | 3840x2160p@ 30 |
| VZ-H4KM-OUT1 | HDMI | 1 | 3840x2160p@ 60 |
| VZ-H2KM-OUT4 | HDMI | 4 | 1920x1080p@ 60 |
| VZ-D2KM-OUT4 | DVI | 4 | 1920x1080p@ 60 |

## Power On - Connect All Cables

1. Connect a power from the Controller to the AC outlet.
2. Connect all of input source cables to the Controller.
3. Connect all of output cables to the videowall monitors.
4. Turn on the power of Controller.

# SYSTEM DIAGRAM

## Connection Diagram

### Basic Concept

- VZ-PRO-MX can get external input sources and display on the videowall. ViewZ's control software (MultiView Controller) provides lots of function to control the videowall.



**Main Video Wall**

**External Input**
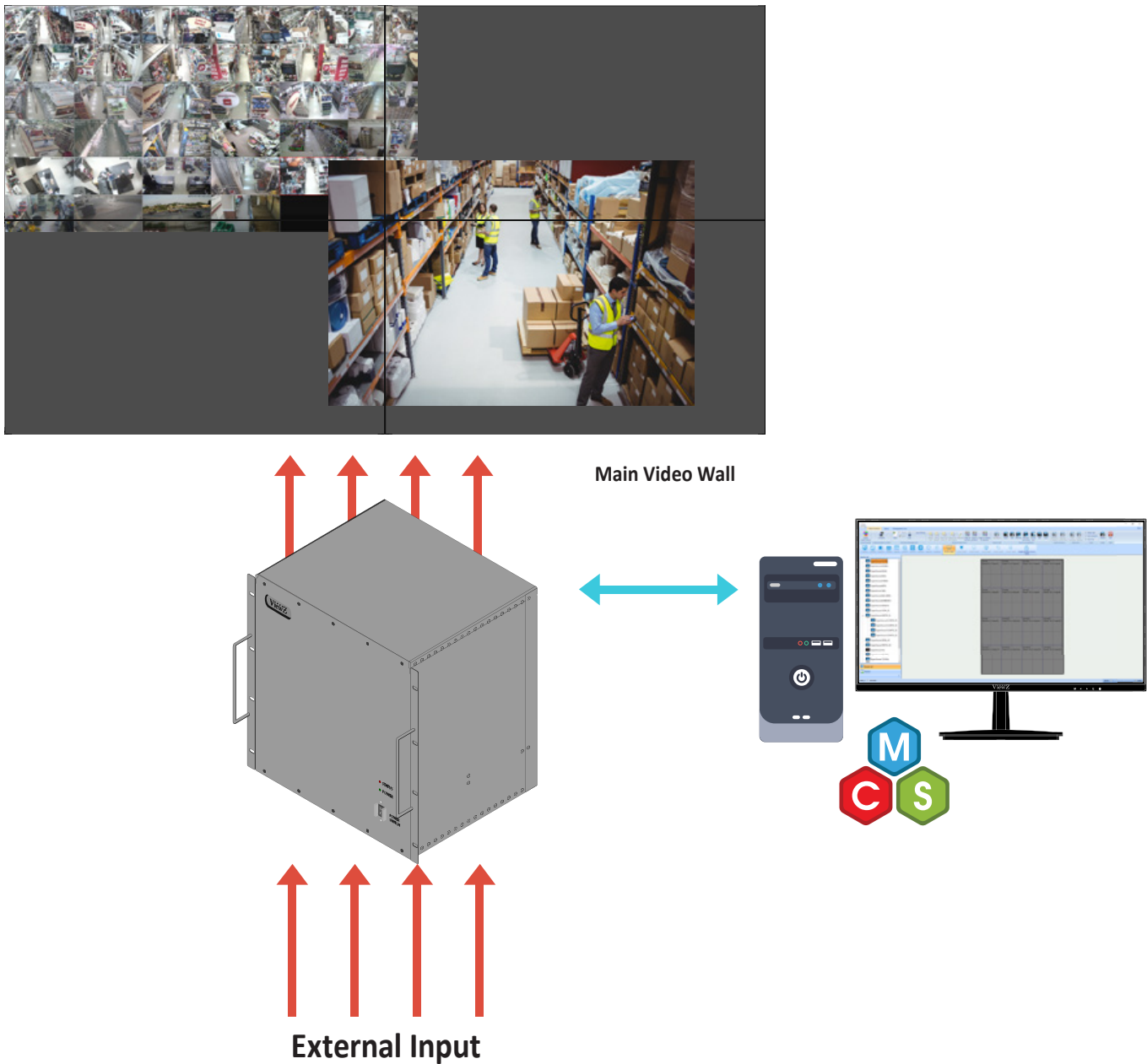
# INSTALL CONTROL SOFTWARE

## Setup MultiView Controller Software

### 1. Prepare the Local-Control PC with Window OS

- Before installation or running, ViewZ recommends using a clean PC. If you are using lots of program on the computer (which will be using for Local-Control PC), there might be an issue.

### 1.1. Install or Run MultiView Controller Videowall Controller Software

- When you have the VZ-PRO-MX product package, use a USB to install the SW into the computer. Please run the "**MultiView Controller.exe**" program or install it.
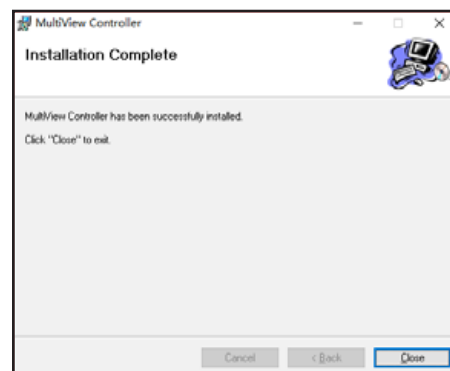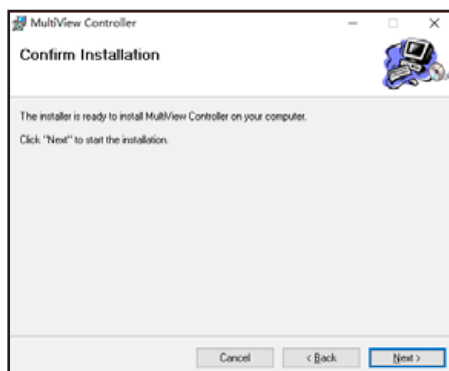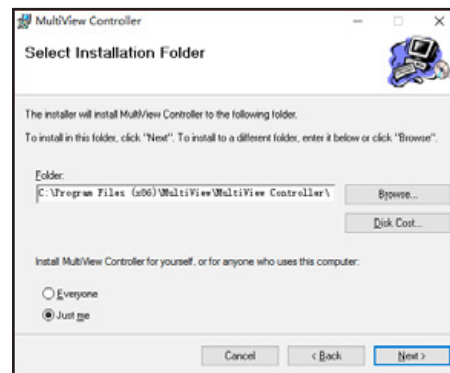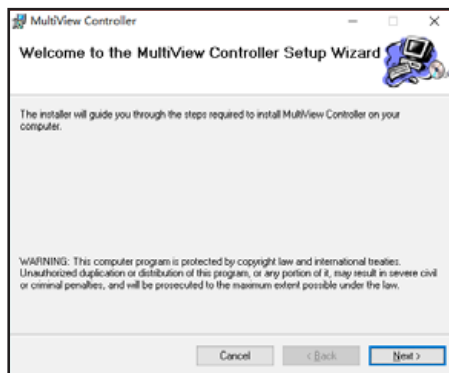


### ⚠ Caution

- Before login, you should also check the IP address of your PC (which **MultiView Controller** program will be installed). The VZ-PRO-MX's default IP address is '192.168.1.200'. So, please check your IP address of PC and do not let conflict each other. No DHCP connection is allowed.

# LAUNCH CLIENT SOFTWARE

## Setup the Connection between VZ-PRO Controller and Control Software

### 1.2. Launch the Vdeo Wall Controller Software

- If you installed, then you can launch the program - run '**MultiView Controller.exe**' icon on desktop. Or you can just run the program without installation.
- After launching the program, you will see the below interface.
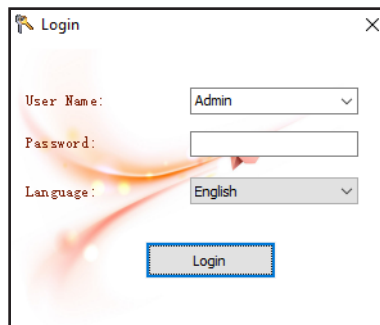
- Select 'language' as your desire and the default password is none (leave it as empty) and thenn click 'Login' to launch the program.
- If **MultiView Controller** program cannot connect with VZ-PRO-MX controller, you can see the below popup window. You can launch 'Demo' mode or setup the connection setup.
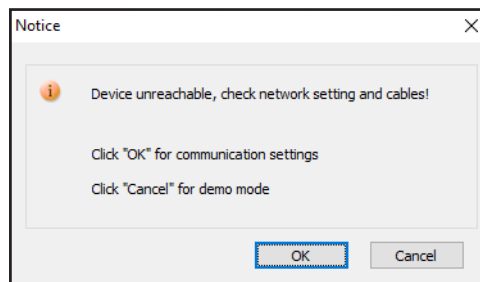
## ⚠ Caution

- The **default IP address** of VZ-PRO controller is '**192.168.1.200**'
- The **default Username & Password** is '**admin**' & **None(Empty)**.
- If you need to change or add username & password, go to '**Management Tool/User**'.

# CONTROLLER IP ADDRESS

## Setup Communication Control / IP Address

### 1.3. IP Setting

- If you click OK, you can configure the IP address of VZ-PRO-MX Controller. The '**Communication configuration**' window will pop up.
  If you click Cancel, you can still configure the connection. On **Main Function,** click '**Connect**' button, then '**Communication configuration**' window will pop up.
- On the network system, you shuold use the proper IP address, subnet mask and gate way for connection.
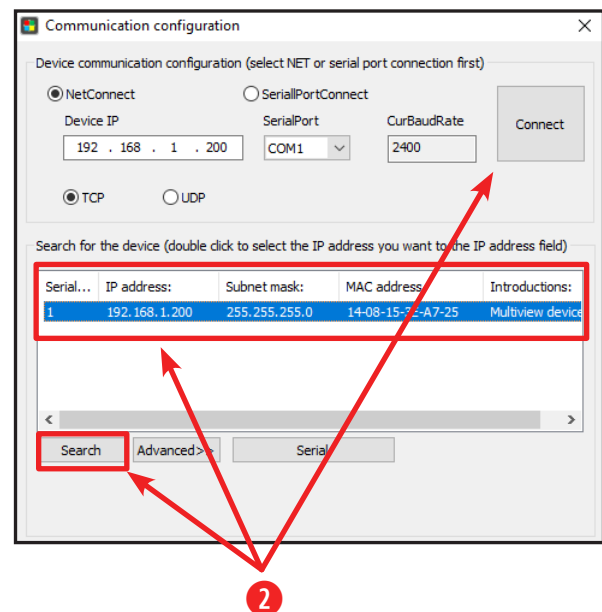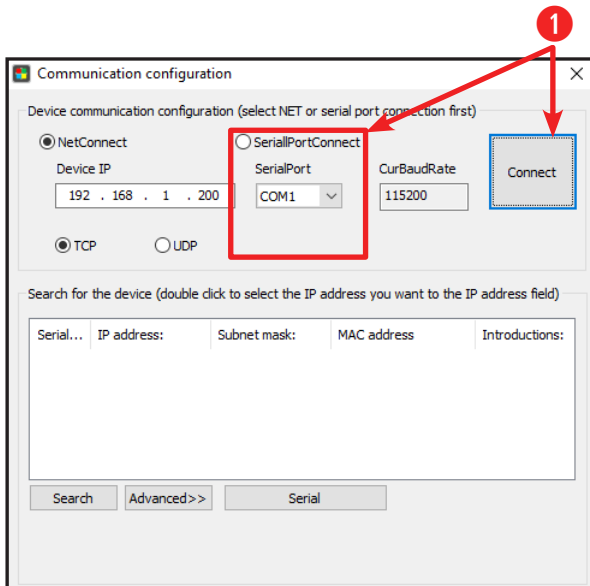


1. On **Communication configuration** window, check the **'NetConnect'** and follow the next step;
   - Type the deafult or desired **'IP'** address - Default IP address: 192.168.1.200
   - Click the '**Connect**' button

2. User can find the connected VZ-PRO-MX controller or multiple VZ-PRO-MX controllers on the network after click 'Search' button.
   - Select the listed **VZ-PRO-MX controllers** and then, click the '**Connect**' button

### ⚠️ Caution

- Before updating IP address, please make sure about connecting to the same network. If the computer (which installed the MultiView Controller SW) is not under the same network, the software cannot find the PRO-MX.

# LAUNCH CLIENT SOFTWARE

## Setup Communication Control / IP Address

### 1.3. IP Setting

3. After connection, you can change the IP address.
   - Click the '**Advanced**' button. Then, the **Communication configuration** window will be expanded
   - Change the IP address, subnet mask and gate way info;
     Default IP address: 192.168.1.200
     Default Subnet Mask: 255.255.255.0
     Default Gateway: 192.168.1.1
   - **Detect**: Update the connected PRO-MX controller
   - **Update**: Apply the changed IP address, subnet mask and gateway
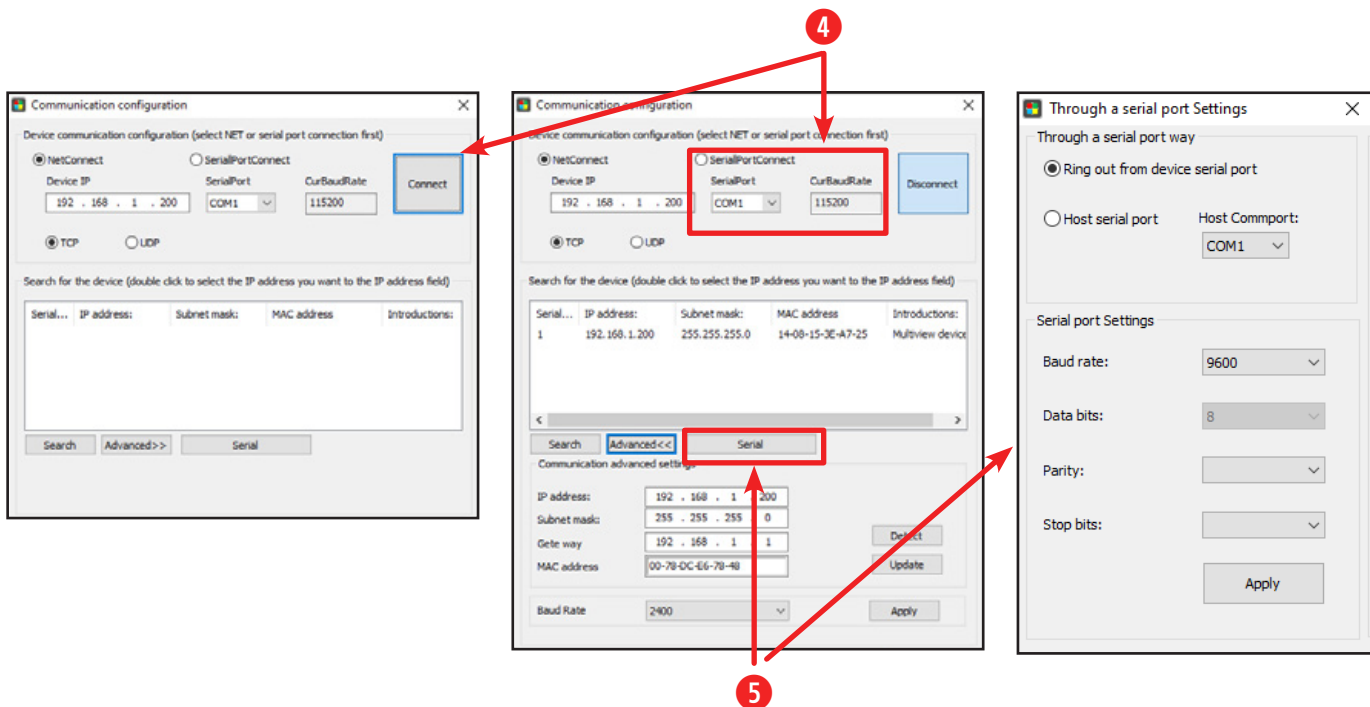   - **Baud Rate**: Select the baud rates if need to change and click '**Apply**'.
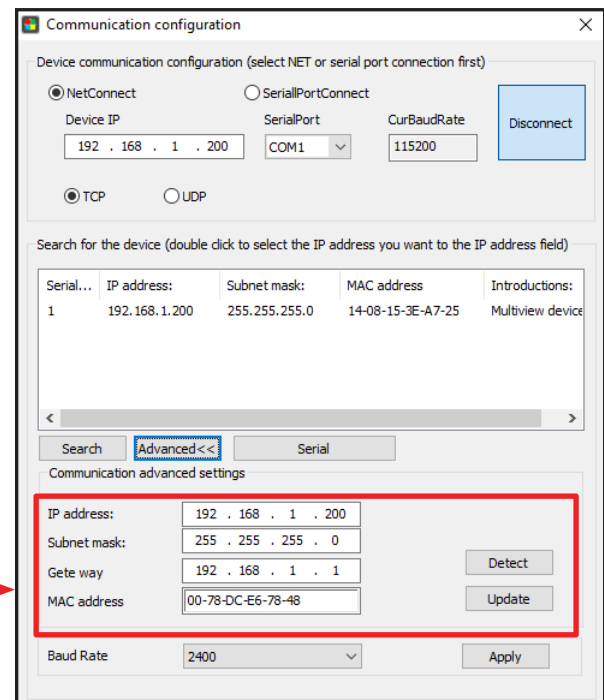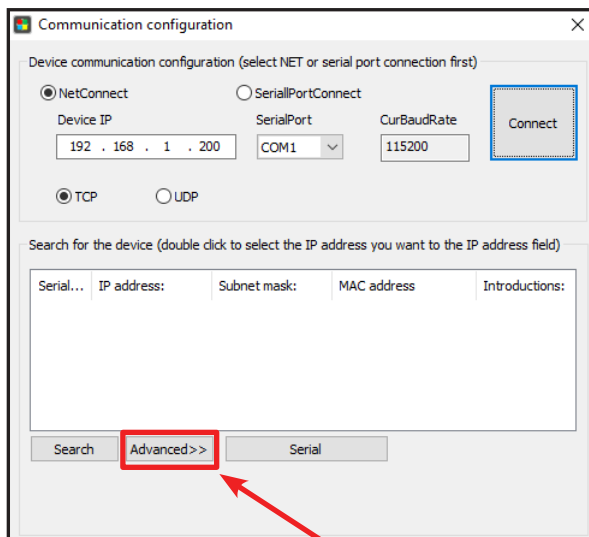


## ⚠ Caution

- Before updating serial port settings, please make sure about RS232 cable connection and pin map.

# CONTROLLER IP ADDRESS

## Setup Communication Control / Serial Port

### 1.4. Serial Port

4.  User can connect between **VZ-PRO-MX** and **MultiView Controller** software via serial port connection.
    - On **Communication configuration**, check '**Serial Port Connect**' radio box and select 'Serial Port' number.
    - Click the '**Connect**' button.

5.  User can use this function to modify the serial port connection.
    - On '**Communication configuration**' window, click the **'Serial'** button and then, '**Through a serial port Settings**' window will popup.
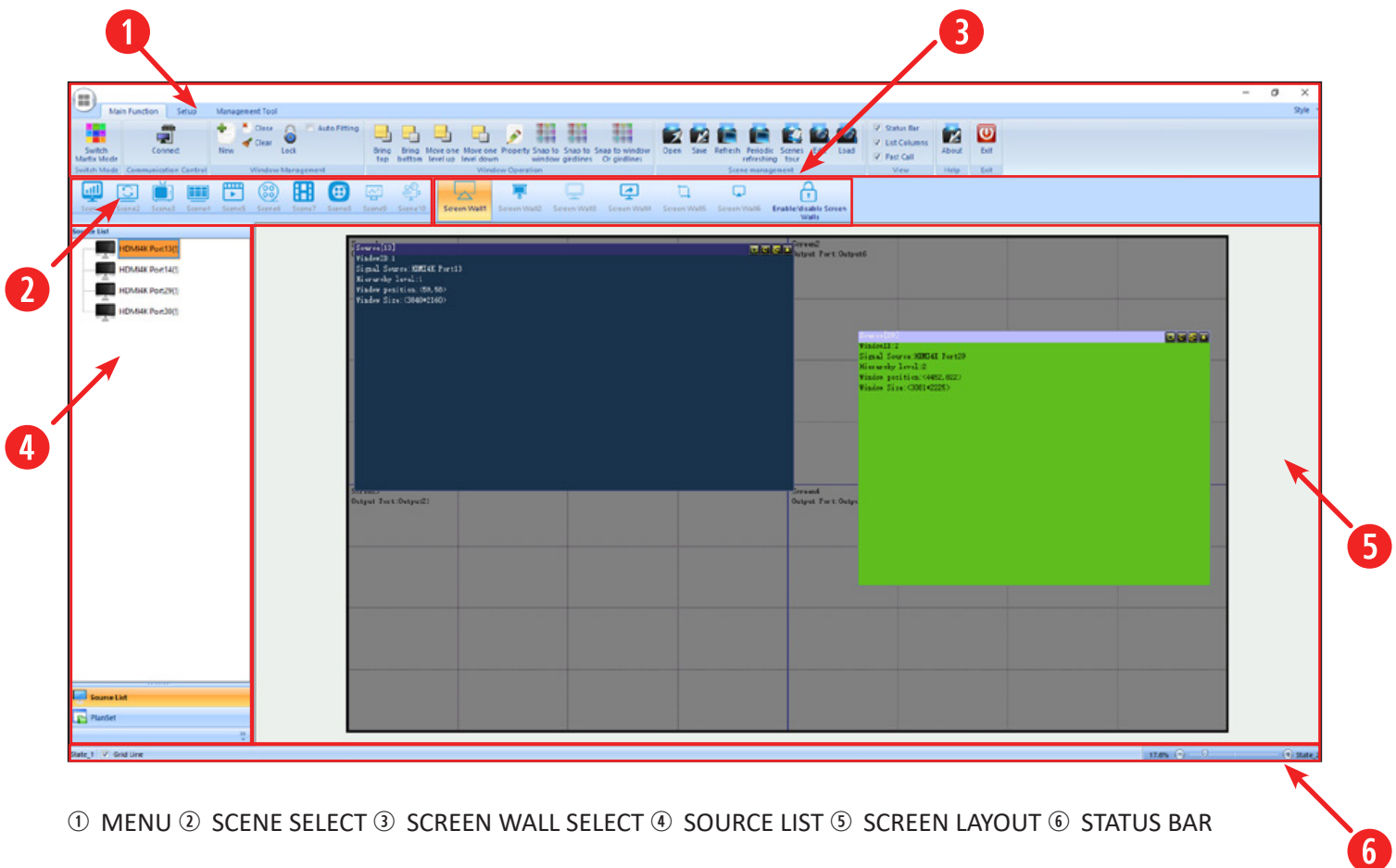    - Edit the serial port settings.



### ⚠ Caution

- Before updating serial port settings, please make sure about RS232 cable connection and pin map.
- Control command list available upon request.

# INTERFACE

## Interface of MultiView Controller Software

### 1.5.  Interface

• On **MultiView Controller** software window, you need to figure it out about the functional area.



① MENU ② SCENE SELECT ③ SCREEN WALL SELECT ④ SOURCE LIST ⑤ SCREEN LAYOUT ⑥ STATUS BAR

• The software has 3 main areas - Menu, Source List (Input) and Screen Layout areas.

1. **MENU** (top area) has "**Main Function**", "**Setup**", "**Connection**", "**Management Tool**", "**Window Operation**", "**Scene Management**", "**Signal Setup**", "**Output Resolution**", "**Image Test**", "**Reset**", "**IP Card Setup**", "**Sync**", "**License**", "**System Backup**", "**User Account Setup**", "**Screen On & Off**", and "**Batch Processing**".
2. **SCENE** (**fast call**) has the quick launch icons to load saved scene on a video wall (screen wall).
3. **SCREEN WALL** has the quick launch icons to load saved screen wall setup.
4. **SOURCE LIST** (**list columns**) has "**Signal (Input)**" and "**Plan Set**".
5. **SCREEN LAYOUT** display current screen setup on monitors.
6. **STATUS BAR** display the connection status, the zoom of screen layout and grid line

---

# INTERFACE

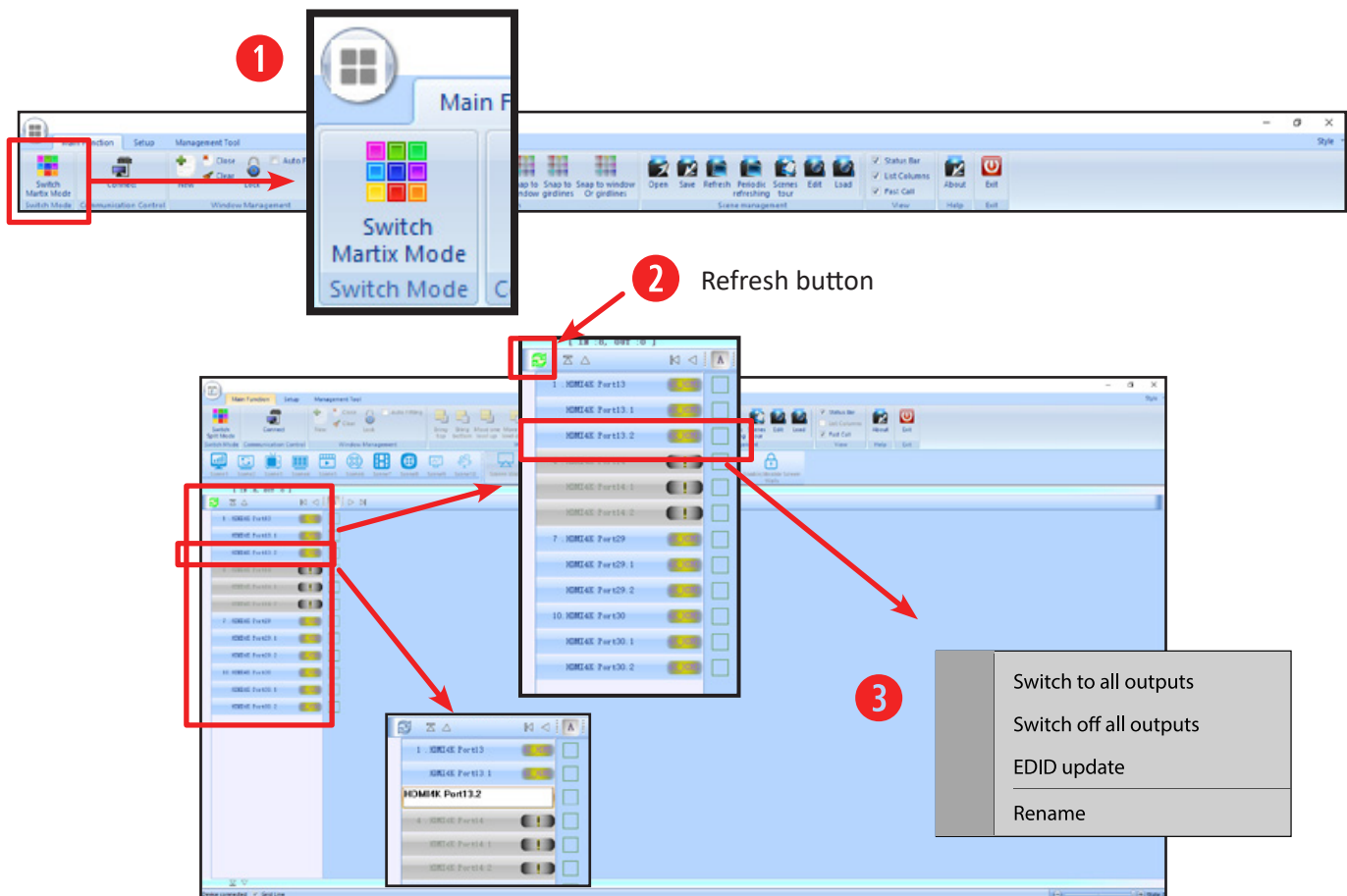## Interface of MultiView Controller Software

### 1.6.  Main Function - Switch Mode & Communication Control

- **Swithc Mode**
  This operation requires optional matrix output cards.
  User can assign the input source to a screen or multiple screens.

  1.  Click "Main Function/**Switch Matrix Mode"**, then user can setup the matrix mode.
  2.  Click "Refresh" button on the left signal source bar. Then, the software will automatically refresh the current input source.



3.  If user right-click one of the signal source, user can select a menu;
    1) **Switch to all outputs**: Switch the current input source(signal) to all output ports
    2) **Switch off all outputs**: Cancel the '**1)**' command
    3) **EDID update**: Change the EDID of the current input port
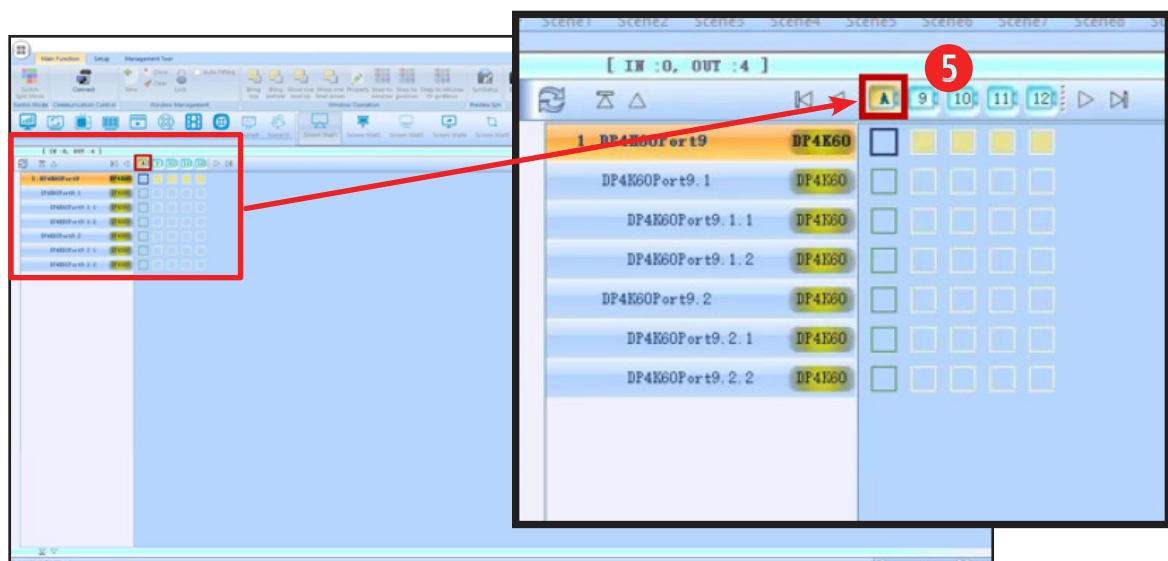    4) **Rename**: Change the name of current input source or double click the title area

# INTERFACE

## Interface of MultiView Controller Software

### 1.6. Main Function - Switch Mode & Communication Control

4. You can also slide in the right operation area to select the corresponding input signal or output port.
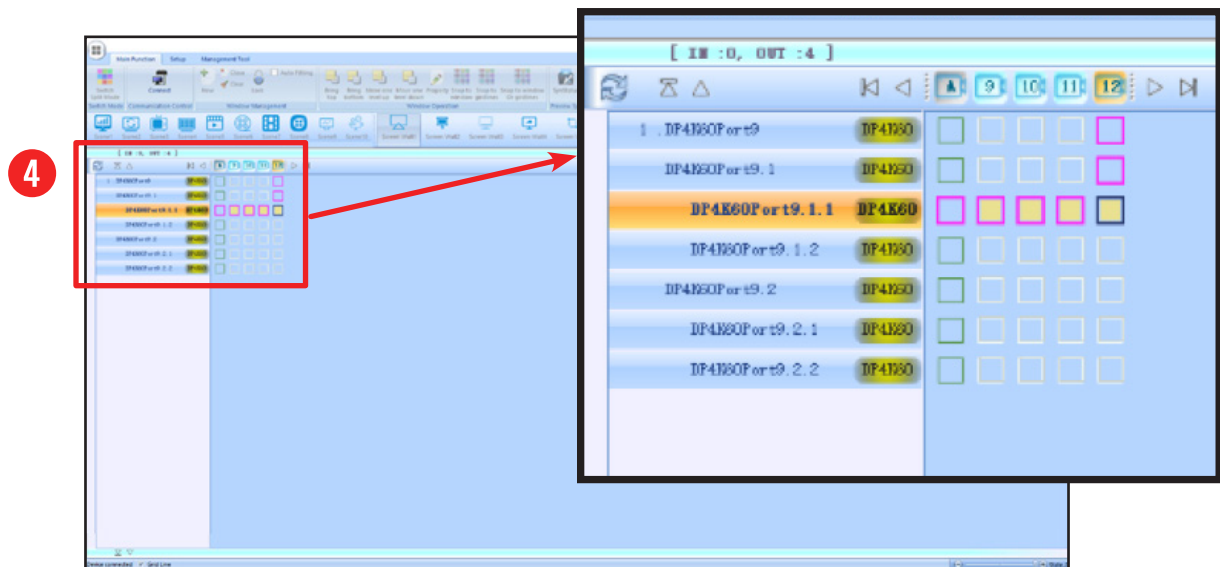


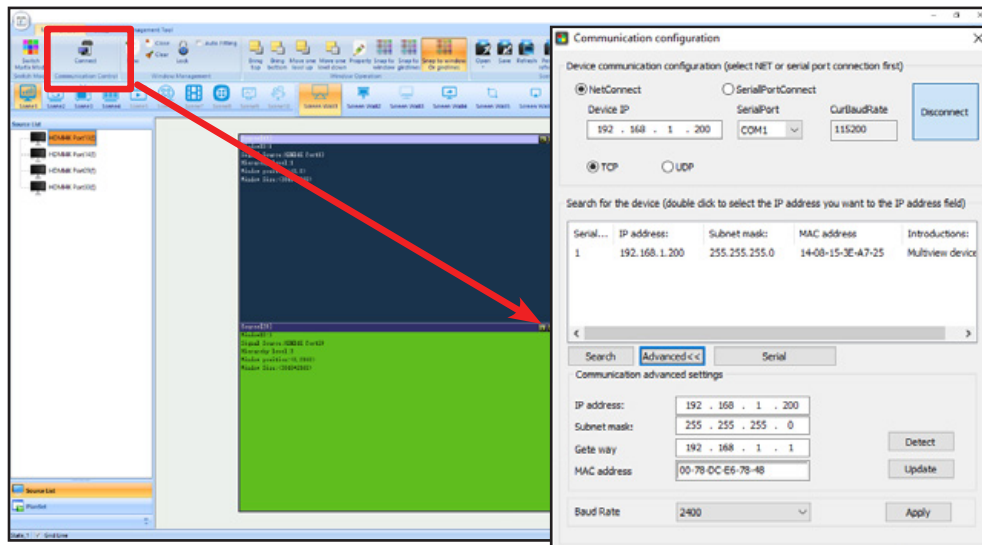5. Click '**A**' - the current signal to switch to all output ports.

# INTERFACE

## Interface of MultiView Controller Software

### 1.6. Main Function - Switch Mode & Communication Control

- **Communication Control/Connect**: User can connect or disconnect between **PRO-MX controller** and **MultiView Controller software** - refer to page 16

# INTERFACE

## Interface of MultiView Controller Software

### 1.6.  Main Function - Window Management

- **New**: Create a window of selected input on the **screen layout** area.
- **Close**: Close the selected window on the **screen layout** area.
- **Clear**: Remove the entire windows on the **screen layout** area.
- **Lock**: Lock the selected window on the **screen layout** area.
- **Auto Fitting**: Fit the window into the grid line of **screen layout** area.
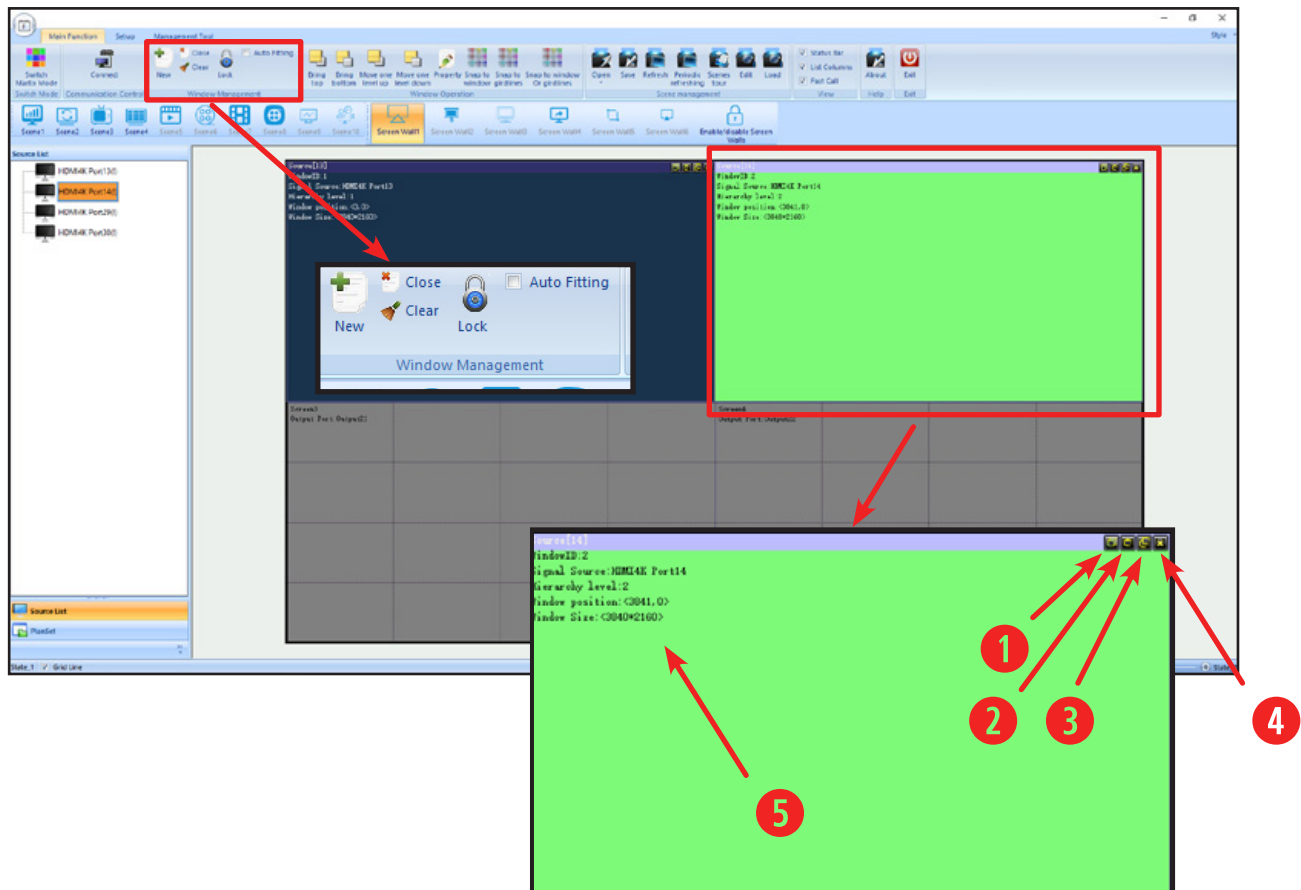


1. **Fit the window**: Fit the window into the empty area of screen layout area.
2. **Enlarge the window**: Make the selected window to cover whole screen area.
3. **Undo:** Reverts back to the last change you made to your current action.
4. **Close:** Close the selected window.
5. **Info**: The input window show the window ID, Singal source info, Hierarchy level number, position and size info.

# INTERFACE

## Interface of MultiView Controller Software

### 1.6.  Main Function - Window Operation

- **Bring top**: The selected window will be located on the most top of windows.
- **Bring bottom**: The selected window will be located on the most bottom of windows.
- **Move one level up**: The selected window will move one level up.
- **Move one level down**: The selected window will move one level down.
- **Property**: Display the property windows. User can set the position, size and source image cut.
- **Snap to window**: User can align the selected window to another window.
- **Snap to gridlines**: User can align the selected window to the gridlines.
- **Snap to window or gridlines**: User can align the selected window to another window or the gridlines.
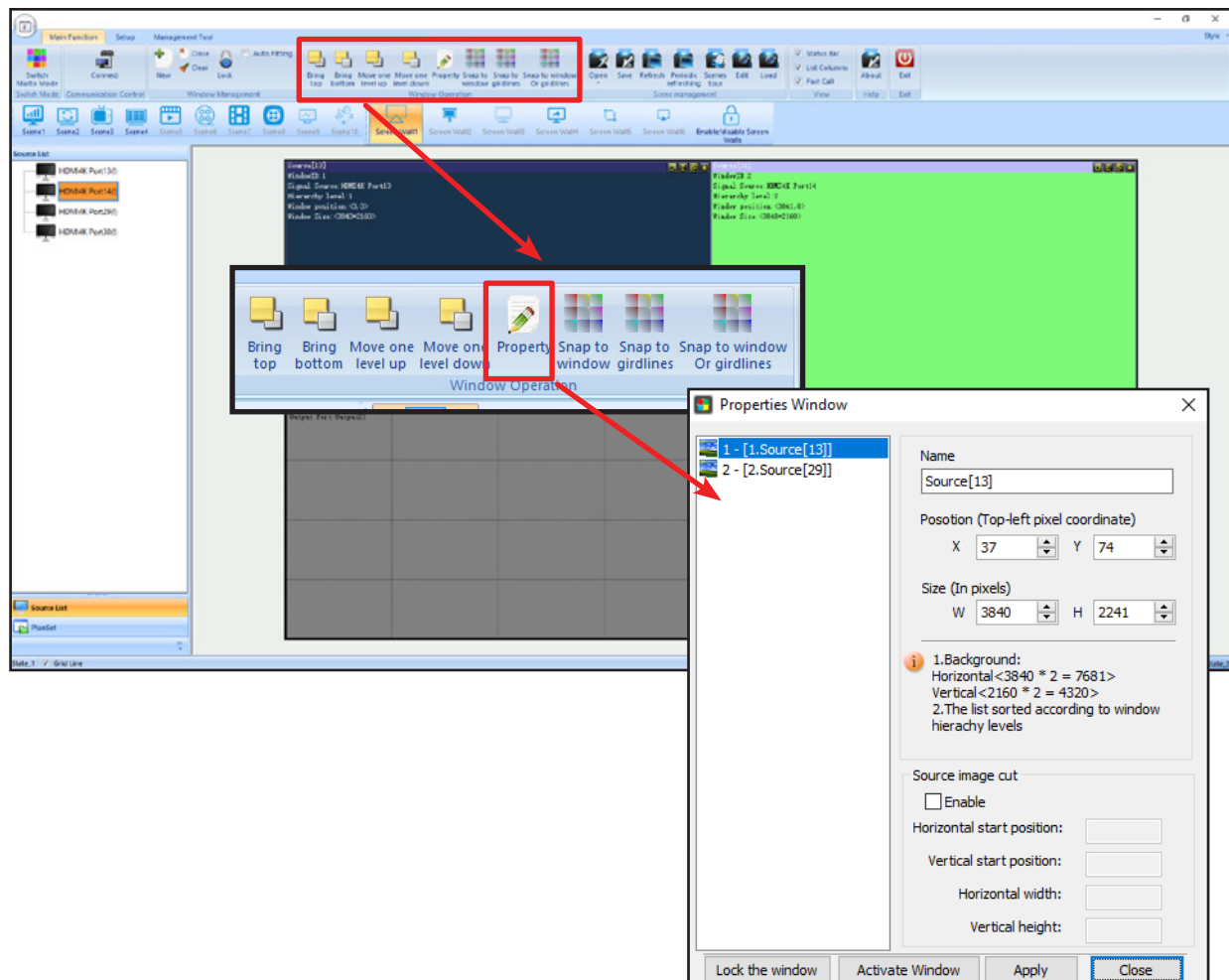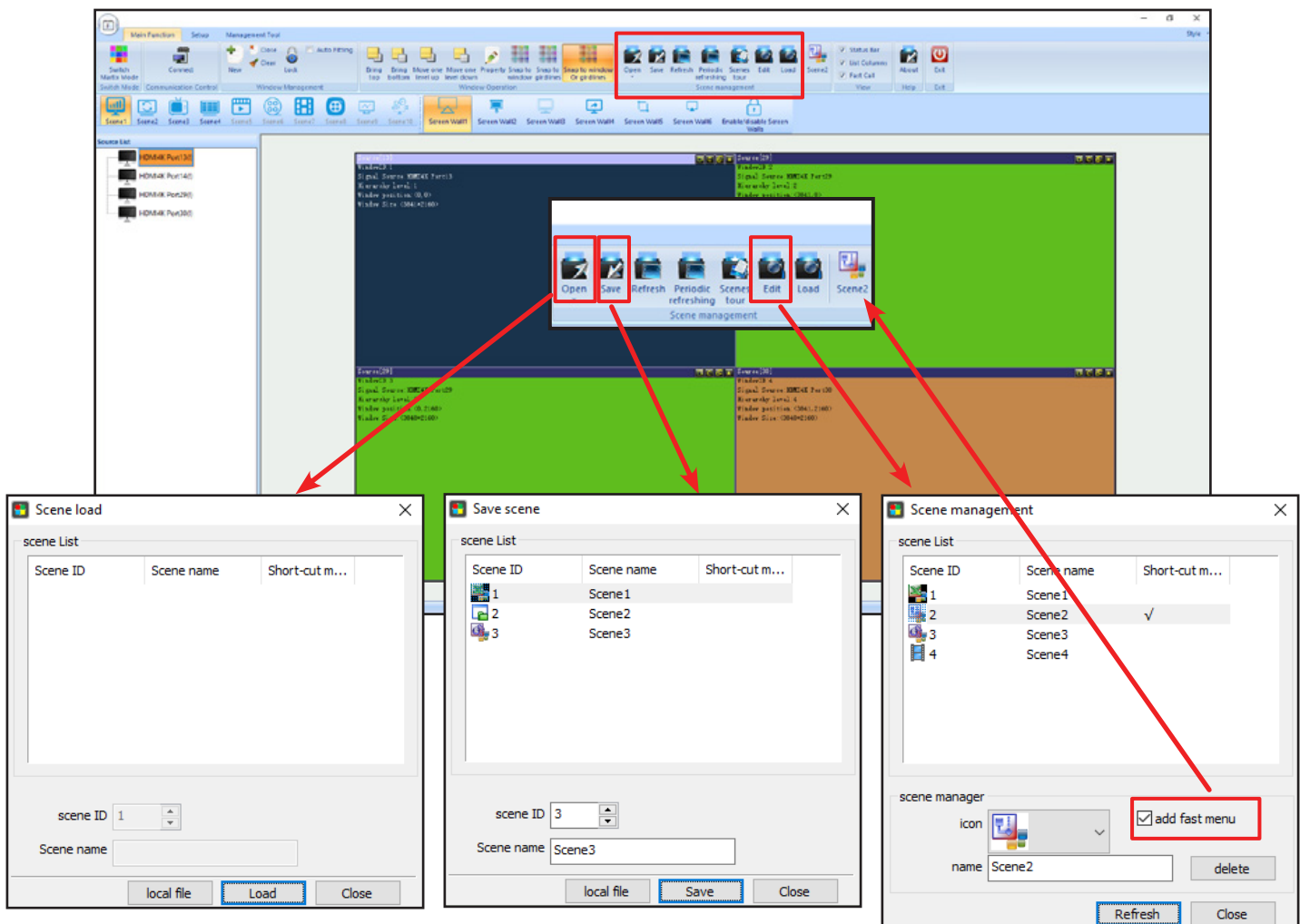
# INTERFACE

## Interface of MultiView Controller Software

### 1.6.  Main Function - Scene Management

- **Open**: Load the saved scene.
- **Save**: Save the current screen layout as a scene.
- **Refresh**: Refresh the device, screen layout and input/output port.
- **Periodic Refreshing**: Set the periodic refresh by seconds.
- **Scenes tour**: Display the saved scenes by setup time (seconds).
- **Edit**: Edit the saved scene. When user check '**add fast menu**'
  on **Scene management window**, the shortcut icon will displayed on the **Scene management area**.
- **Load**: Load the last saved scene.



| Open the scene | Save the scene | Scene Management |

# INTERFACE

## Interface of MultiView Controller Software

### 1.6.  Main Function - Scene Management

- On **Scene Tour,** user can setup the scheduled scene display.
- User can setup the screen tour on each videowall (Screen Wall).
- User can modify the order of displaying schedule and setup the time interval.
    1. Select 'Screen Wall'
    2. Select the scenes which needs to be shown in a scheduled displaying
    3. Check All: Select all listed scenes | UnCheck All: Un-select all listed scenes |
       Reverse Check: Select non-selected scenes
    4. UpMove: Move one upper level | DownMove: Move one lower level |
       First: Move the most upper level | Last: Move the most lower level
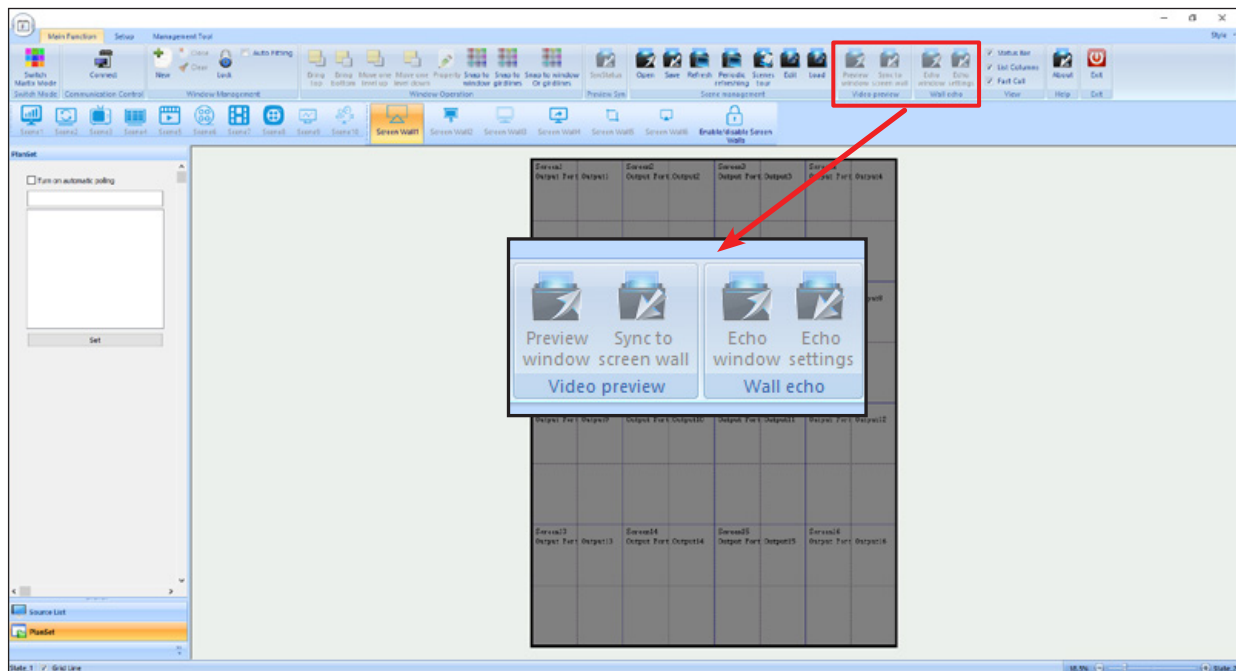    5. Hour/Minute/Second: Set the time interval
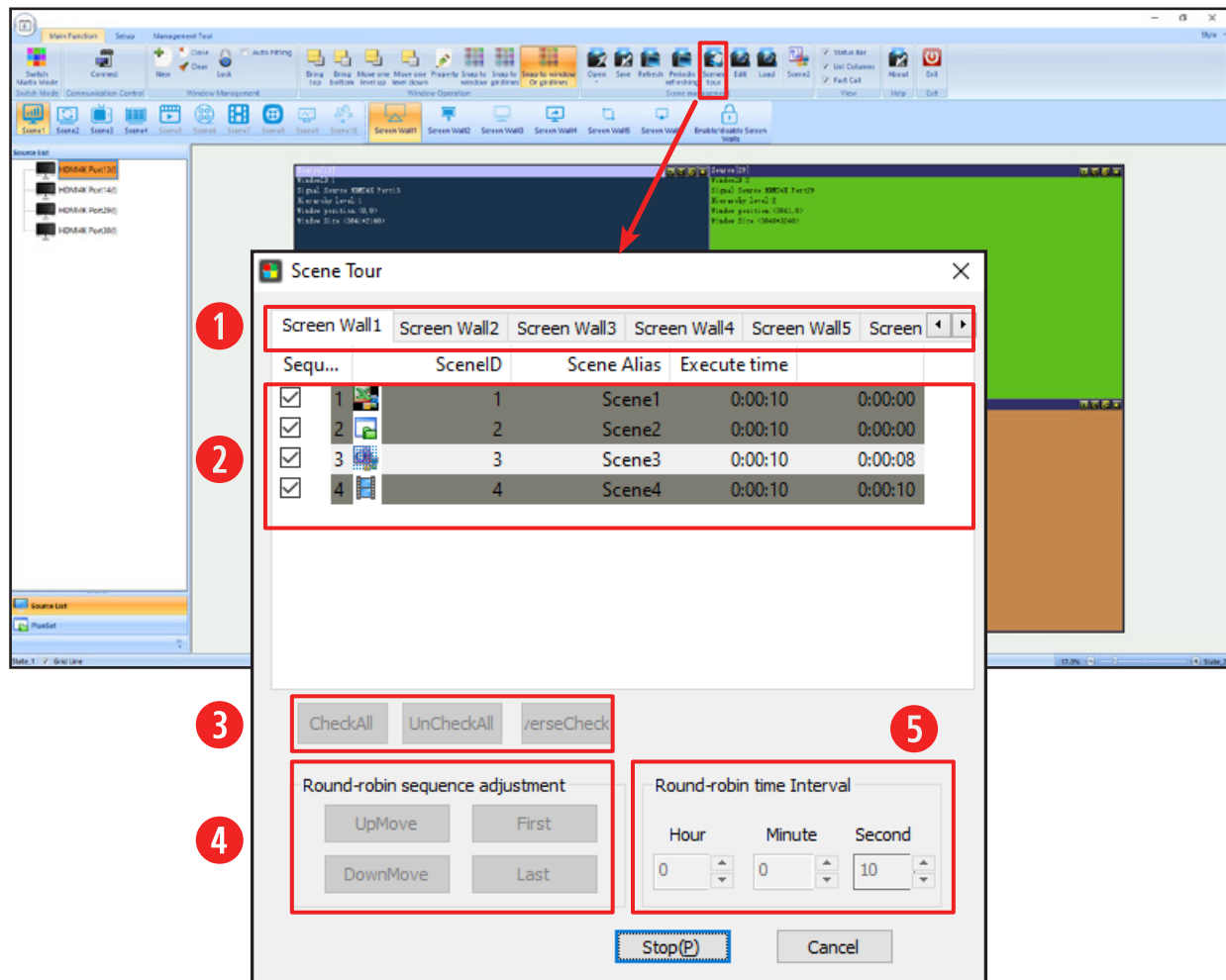
# INTERFACE

## 1.6.  Main Function - Video Preview & Wall Echo

- **Video Preview**: User can see the preview of videowall - optional preview card need to be installed.
- **Wall Echo**: User can set the echo window and settings.

# INTERFACE

## Interface of MultiView Controller Software

### 1.6. Main Function - View, Help & Exit

- **View** - **Status Bar**: Display on & off the status bar.
  **View** - **List Columns**: Display on & off the left column (source list and plan set).
  **View** - **Fast Call**: Display on & off quick icons for saved scenes.
- **Help** - **Device Info**: Display the information of system card, input card and output card.
  **Help** - **Open Config File**: Open the system configuration file.
  **Help** - **Update Log**: Updated the log file.
- **Exit**: Exit the **MultiView Controller** program.
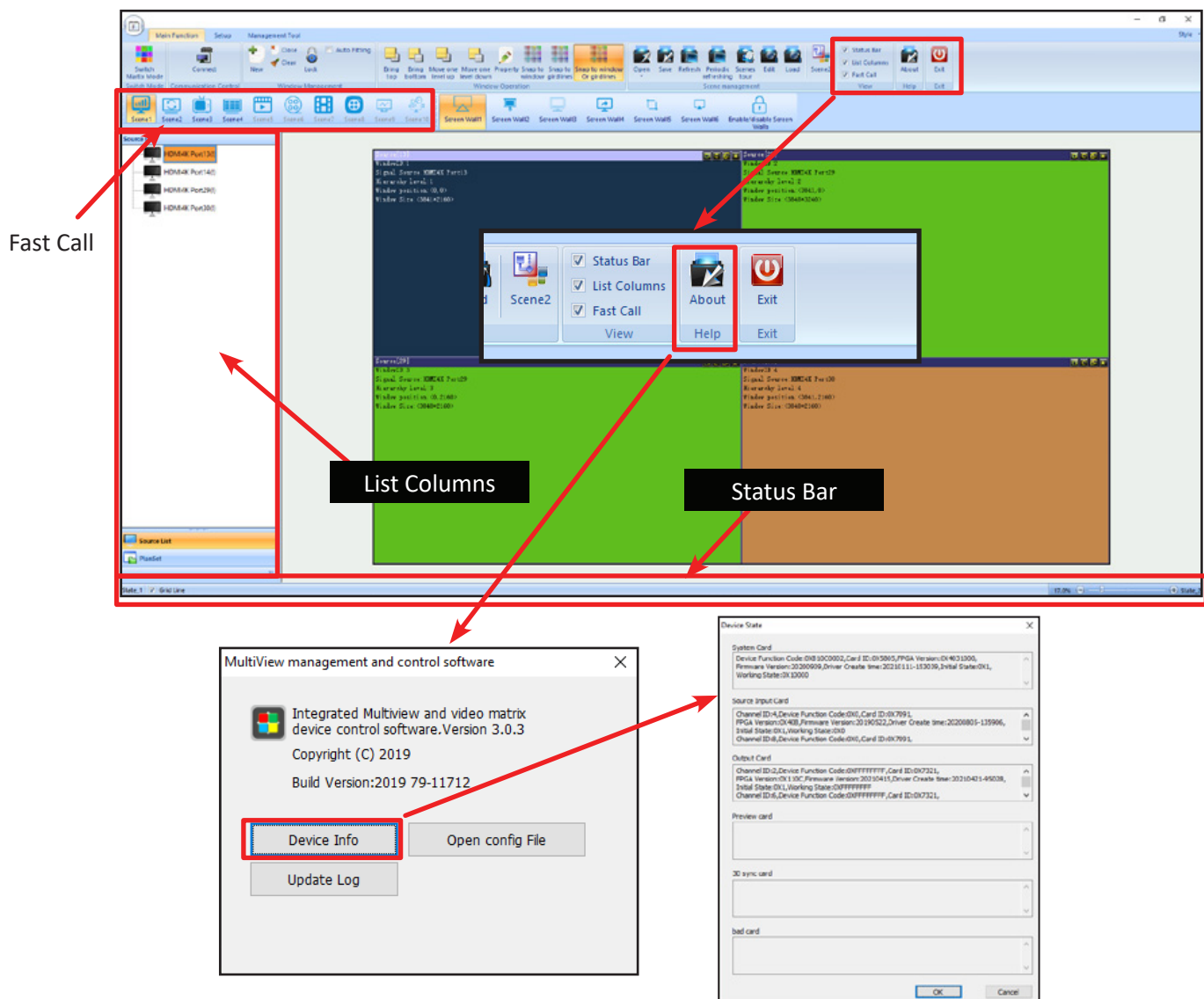
# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Signal Set

- **Input Resolution**: User can add / delete / modify the input source resolution
- **Input Splitting**: User can set the crop area of any input and it will be noticed that if this feature is applied.
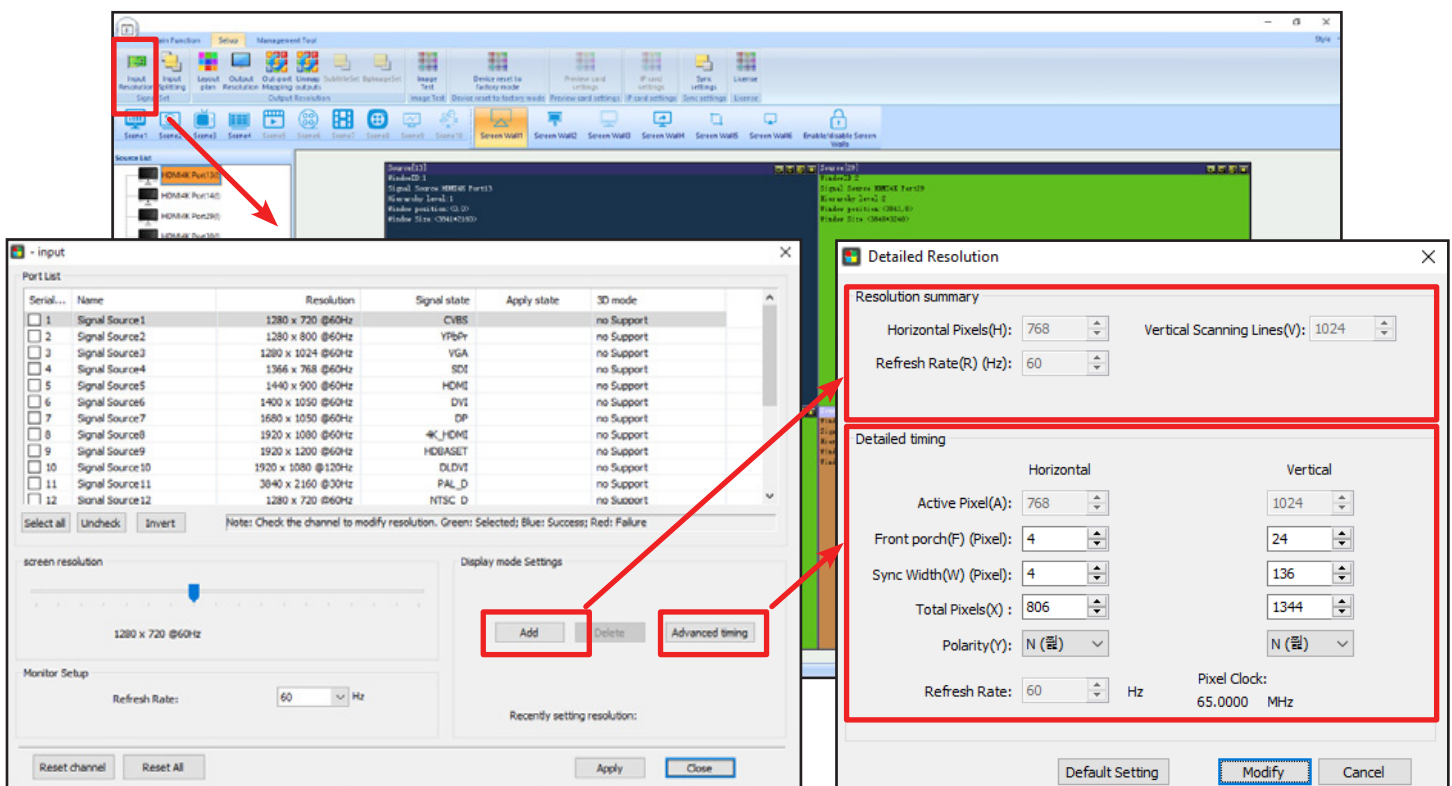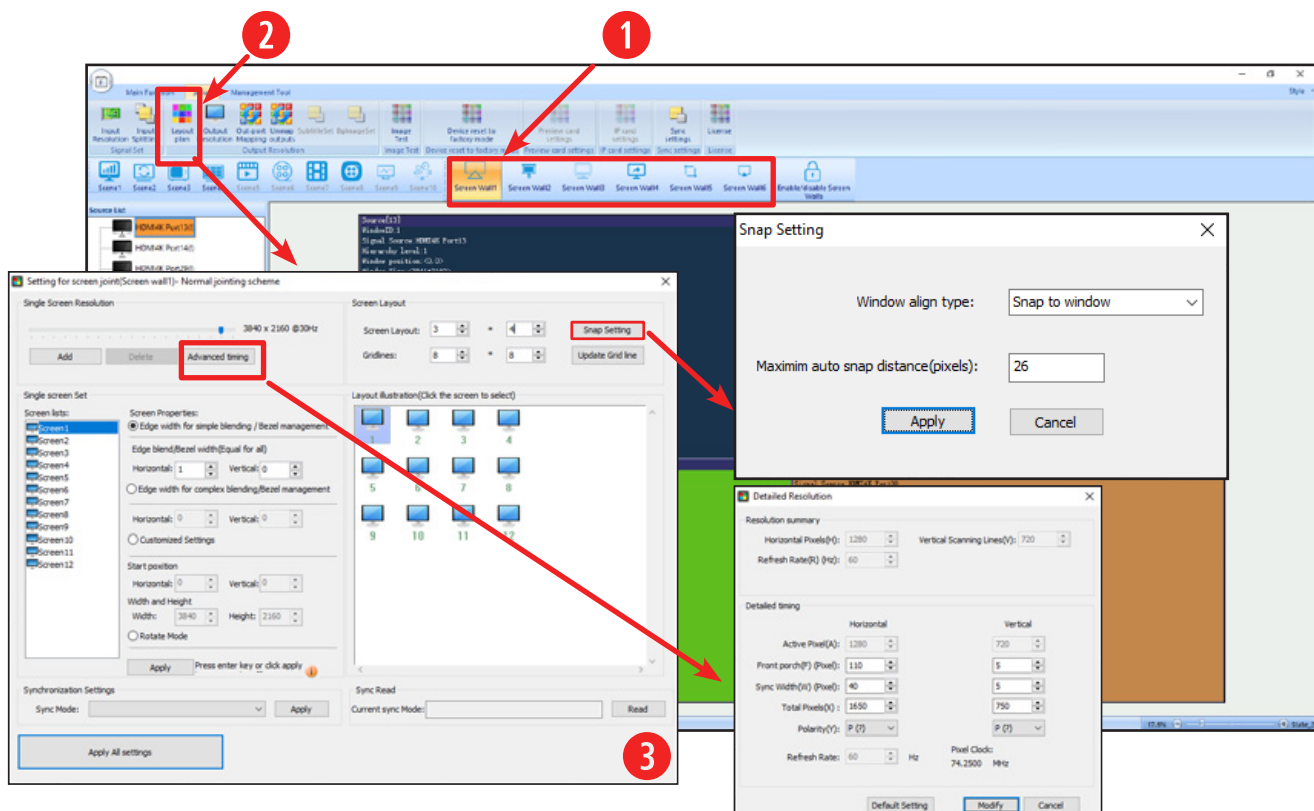
# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Output Resolution

- **Layout Plan;**
  - **Add/Delete**: User can add/delete the single screen resolution and frame rate on entire video wall. Pull the slide bar of the "Single Screen Resolution" to the resolution of your screen. You can add an customized non-standard resolution by Add and Advanced timing. For most of the LCD/DLP video wall, just use the standard resolution in the list is enough.
  - **Advanced Timing**: Modify the signal timing.
  - **Snap Setting**: Select the number of your "Screen layout" in the "Screen layout" area, for example, the 3x4 setup means your 12 screens if setup as 3 rows 4 columns, and it is shown on the "layout illustration area".
  - **Gridline**: Setup the gridline of each monitor on the layout screen area.
  - **Single Screen Set**: For projector edge blending or screen bezel management or complex LED application, the software can set the edge blend and Bezel width of the screen. To do Bezel management, an positive value is used for Horizontal & Vertical width, for projector edge blend negative value is used for Horizontal & Vertical width. The value is in pixel unit.
  - **Synchronization Settings**: Select the sync mode between '**Asynchronous output**' and '**Sync to Backplane**'.



  - When all the layout plan setting is done, please click "**Apply All Settings**" button to save the setting. The device outputs and the actual screen can do remap, the software will do an automatic port assign, if it is already OK, user do not need to do this step. Click "Out-port mapping", the output port list is shown like below;

# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Output Resolution

- **Output Resolution;**
  - User can modify the output resolution for each output port.
    ❶ Select the screen wall ❷ Click the Output resolution ❸ Edit or reset the output resolution
  - **Port List**: Display the current output port list.
  - **Screen Resolution**: Modify the selected monitor's resolution.
  - **Monitor Setup**: Select the refresh rate of selected monitor's output.
  - **Display Mode Settings/Add**: Edit the horizontal pixel, vertical pixel and refresh rate.
    **Display Mode Settings/Delete**: Delete the selected output port.
    **Display Mode Settings/Advanced Timing**: Edit  the detailed timing.
  - **Reset Channel/Reset All**: Reset the selected output port or all output port.
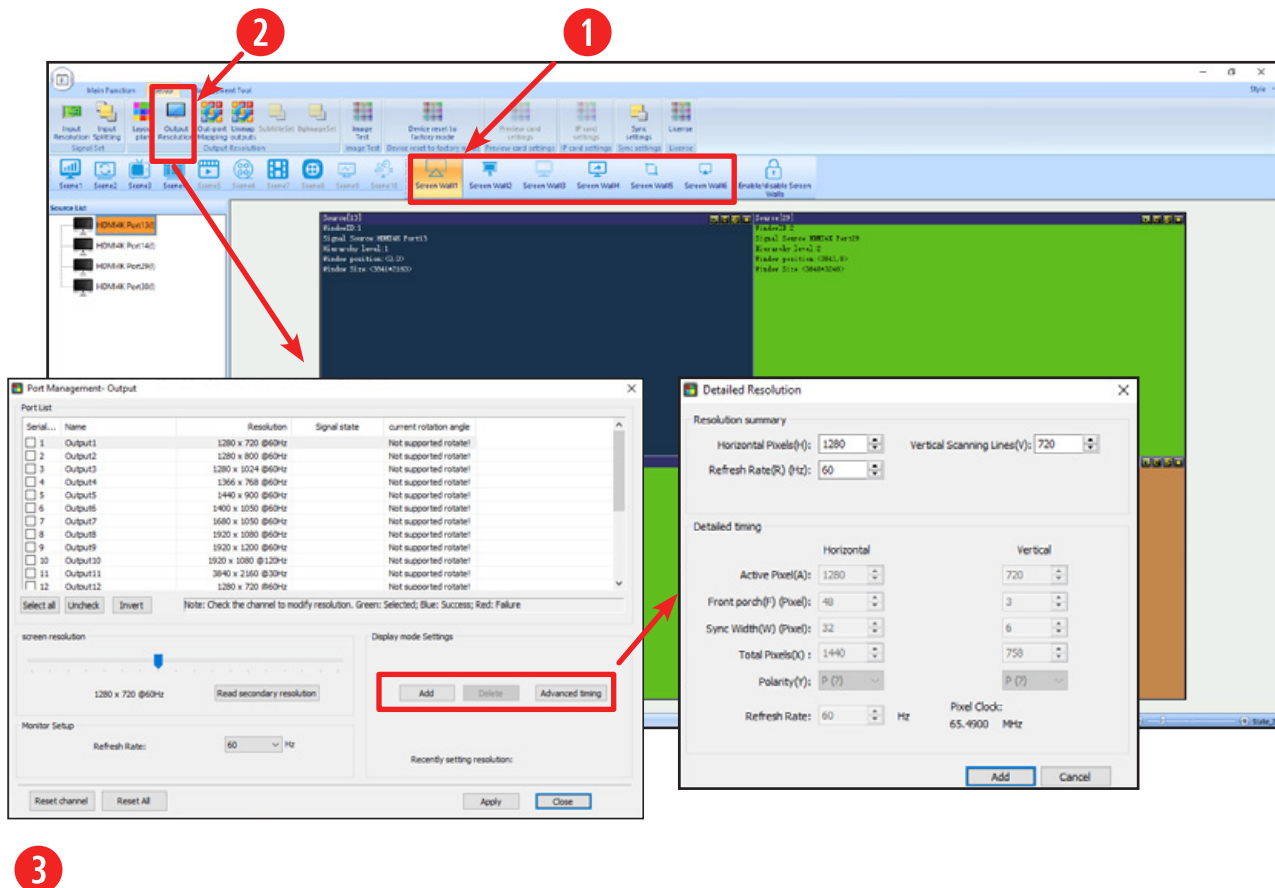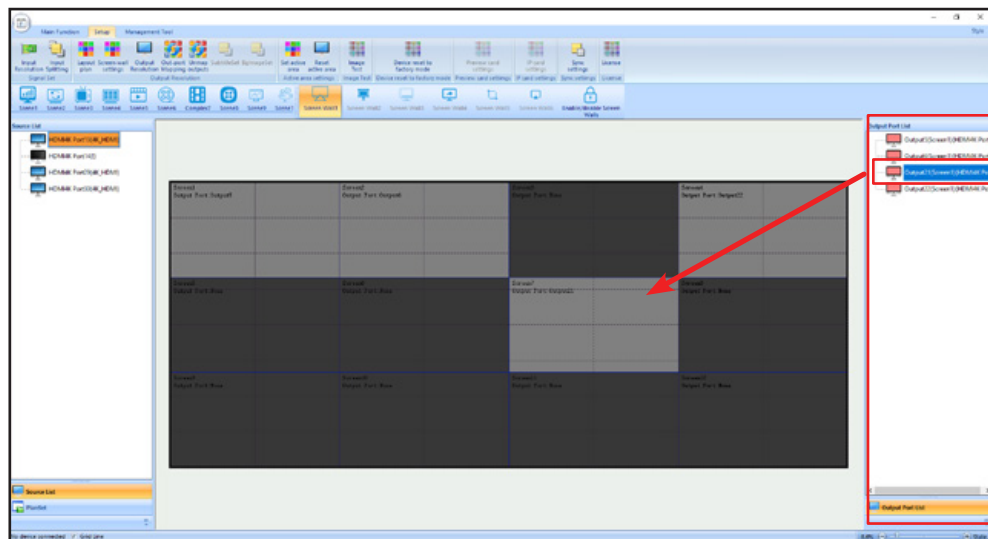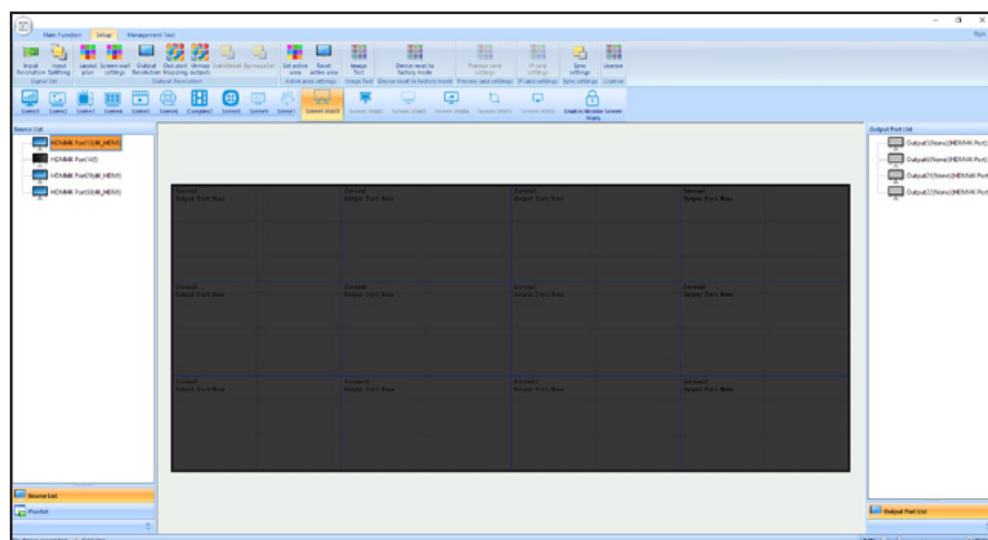
# INTERFACE

## Interface of MultiView Controller Software

### 1.7.  Setup - Output Resolution

- **Out-port Mapping;**
  - MultiView controller software will automatically assign the output port to the monitor. But, if necessary, user can assign output port to the specific layout.
  - When user click '**Out-port Mapping**' button, the output port list sidebar will popup in the left side.
- **Unmap outputs**;
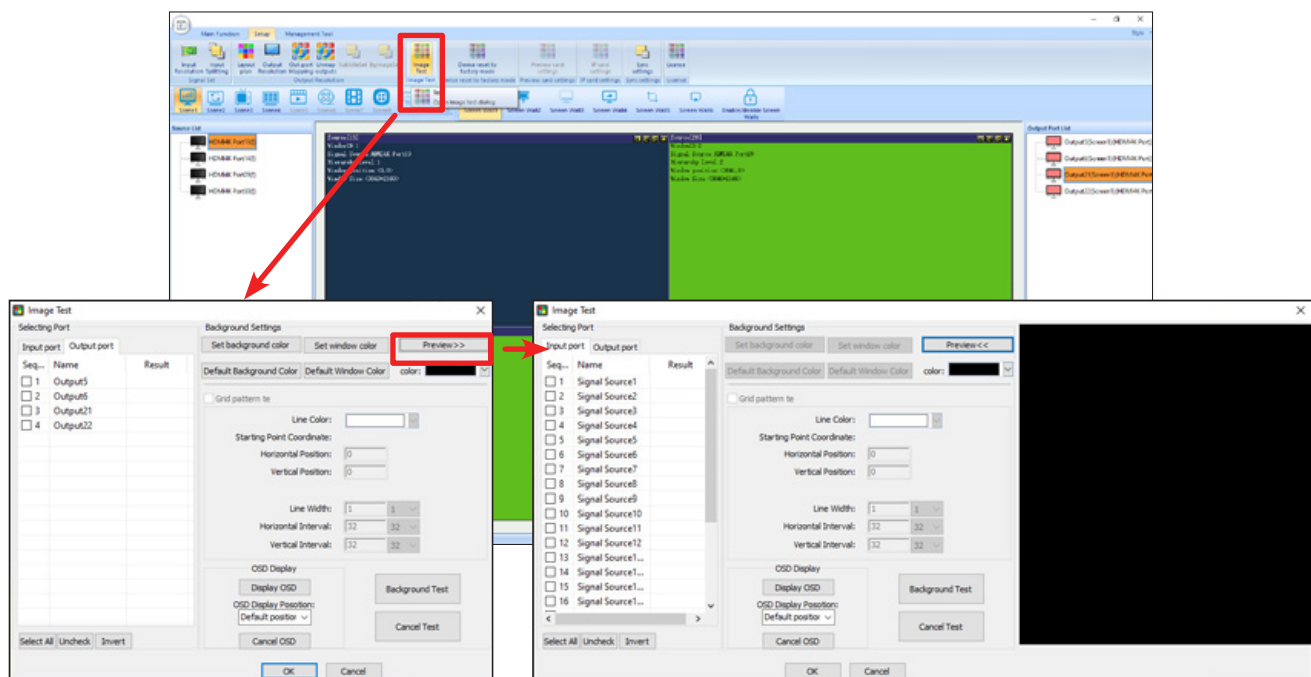  - Clear the out-port mapping on the screen layout.



Out-port mapping



Unmap outputs

# INTERFACE

## Interface of MultiView Controller Software

### 1.7.  Setup - Image Test

- **Image Test;**
  - User can test background color for each or all monitor.
  - **Display/Cancel OSD**: Turn on & off the OSD.
  - **Input/Output Port**: Select Input or Output screen for background color image test.
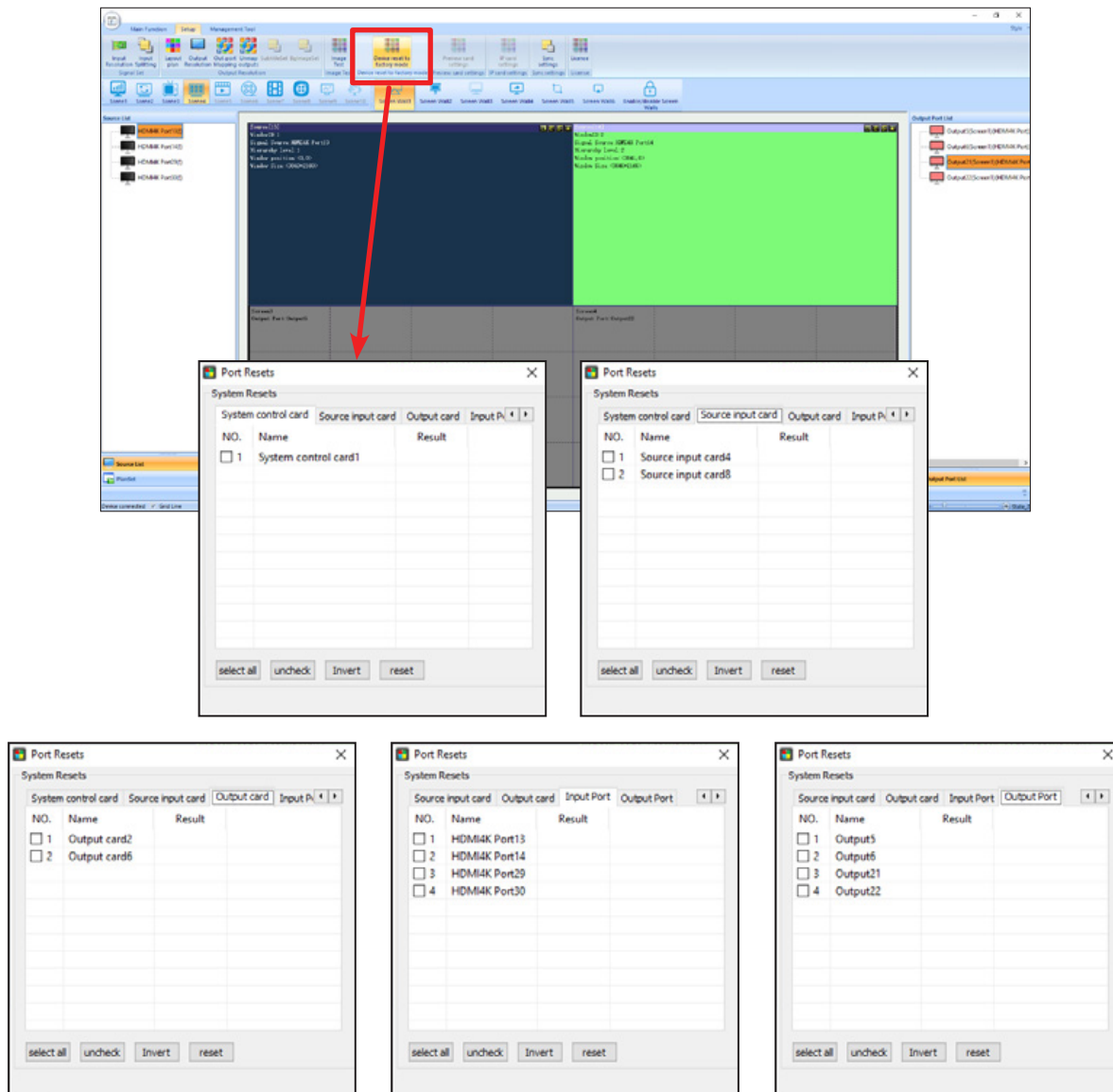
# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Device Reset to Factory Mode

- **Device Reset to Factory Mode;**
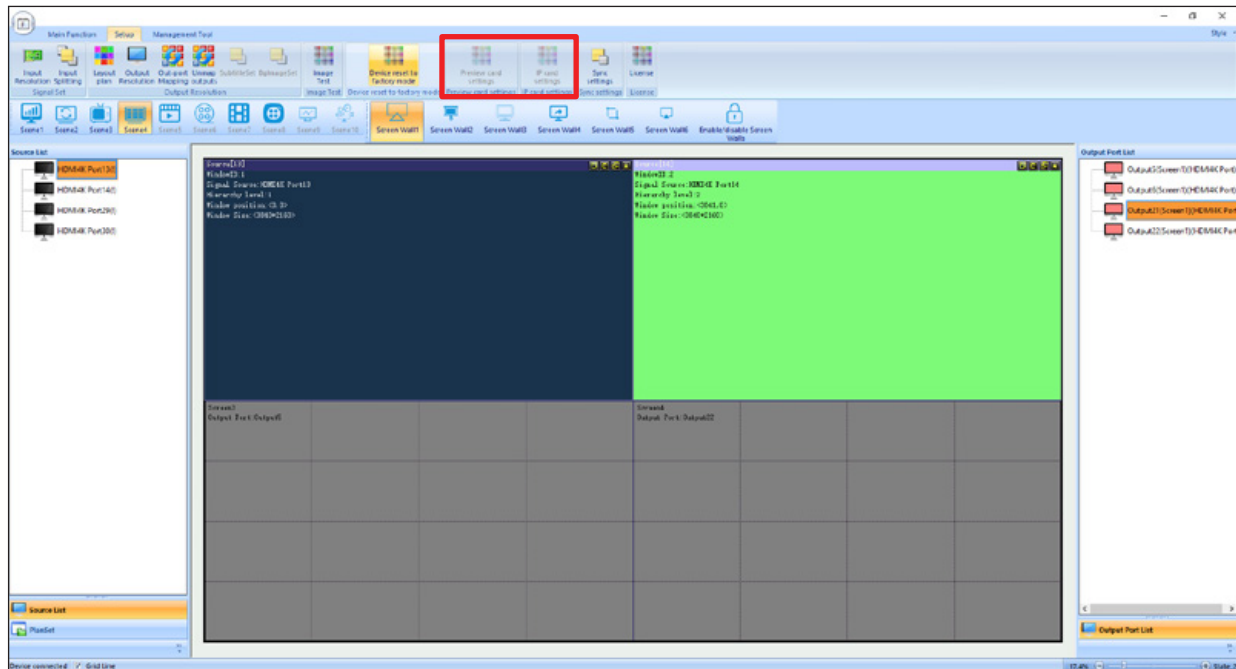  - User can reset the system control card, source input card, output card, input port and output port.

# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Preview Card Settings / IP Card Settings

- **Preview Card Settings & IP Card Settings;**
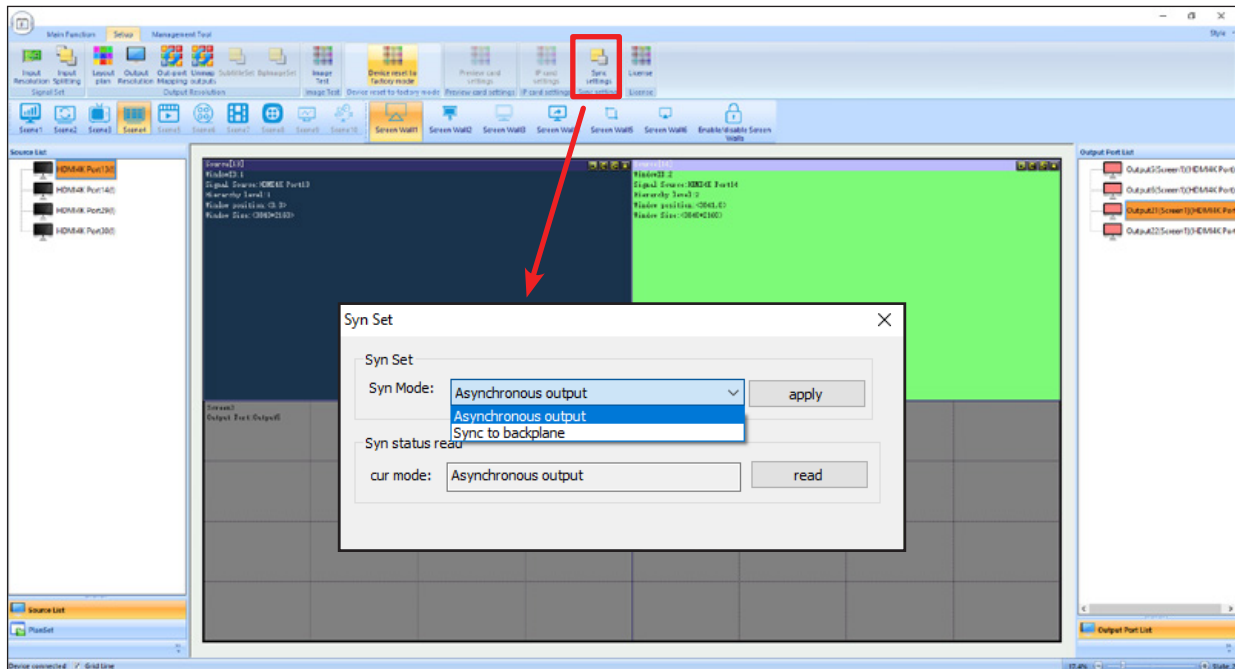  - User can setup the preview card and IP card - option.

# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - Sync Settings

- **Sync Settings;**
  - User can select sync mode - **Asynchronous output** or **Sync to backplane**.
    The default value is '**Asynchronous output**'.
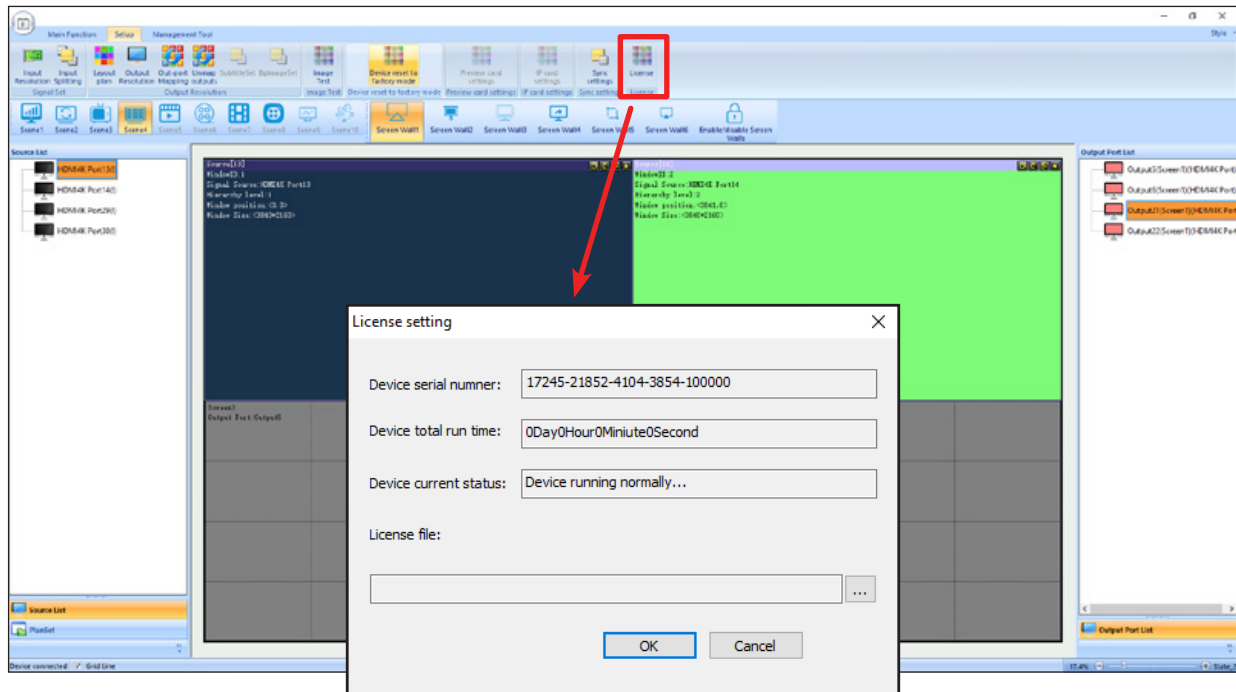  - '**Sync status read**' can show what is the current sync mode.

# INTERFACE

## Interface of MultiView Controller Software

### 1.7. Setup - License

- **License;**
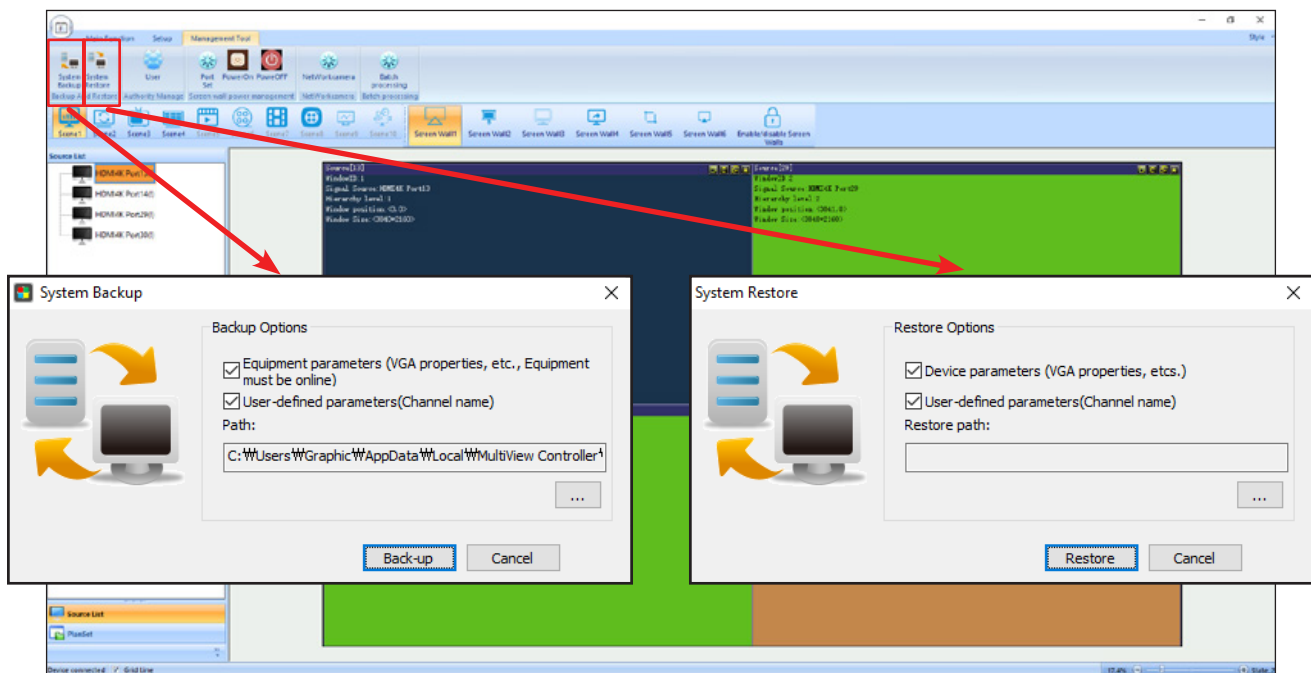  - Display the PRO-MX serial number, total running time and current status.

# INTERFACE

## Interface of MultiView Controller Software

### 1.8.  Management Tool - Backup and Restore

- **System Backup & System Restore;**
  - User can backup the current parameter of MultiView Controller software.
  - User can restore the saved parameter of MultiView Controller software.
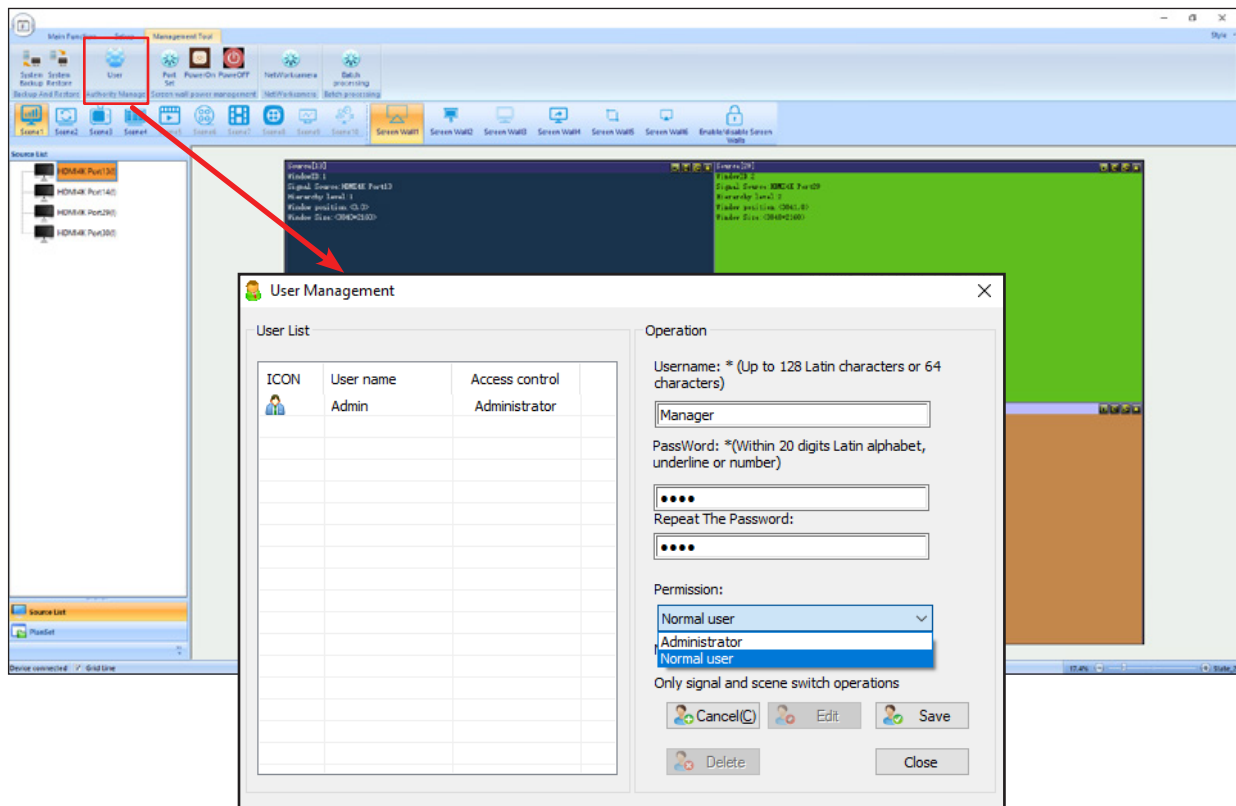
# INTERFACE

## Interface of MultiView Controller Software

### 1.8. Management Tool - Authority Manage

- **User;**
  - User can add or delete an user account (as normal or administrator permission).

# INTERFACE

## Interface of MultiView Controller Software

### 1.8. Management Tool - Screen Wall Power Management

- **Port Set;**
  - User can setup the serial port setting.
  - **Baud Rate**: Select one of 4800, 9600, 19200, 38400, 57600 or 115200
  - **Data Bits**: Select one of 5, 6, 7 or 8
  - **Paraity**: Select one of Odd, Even or None
  - **Stop Bits**: Select 1 or 2

- **Power ON and OFF;**
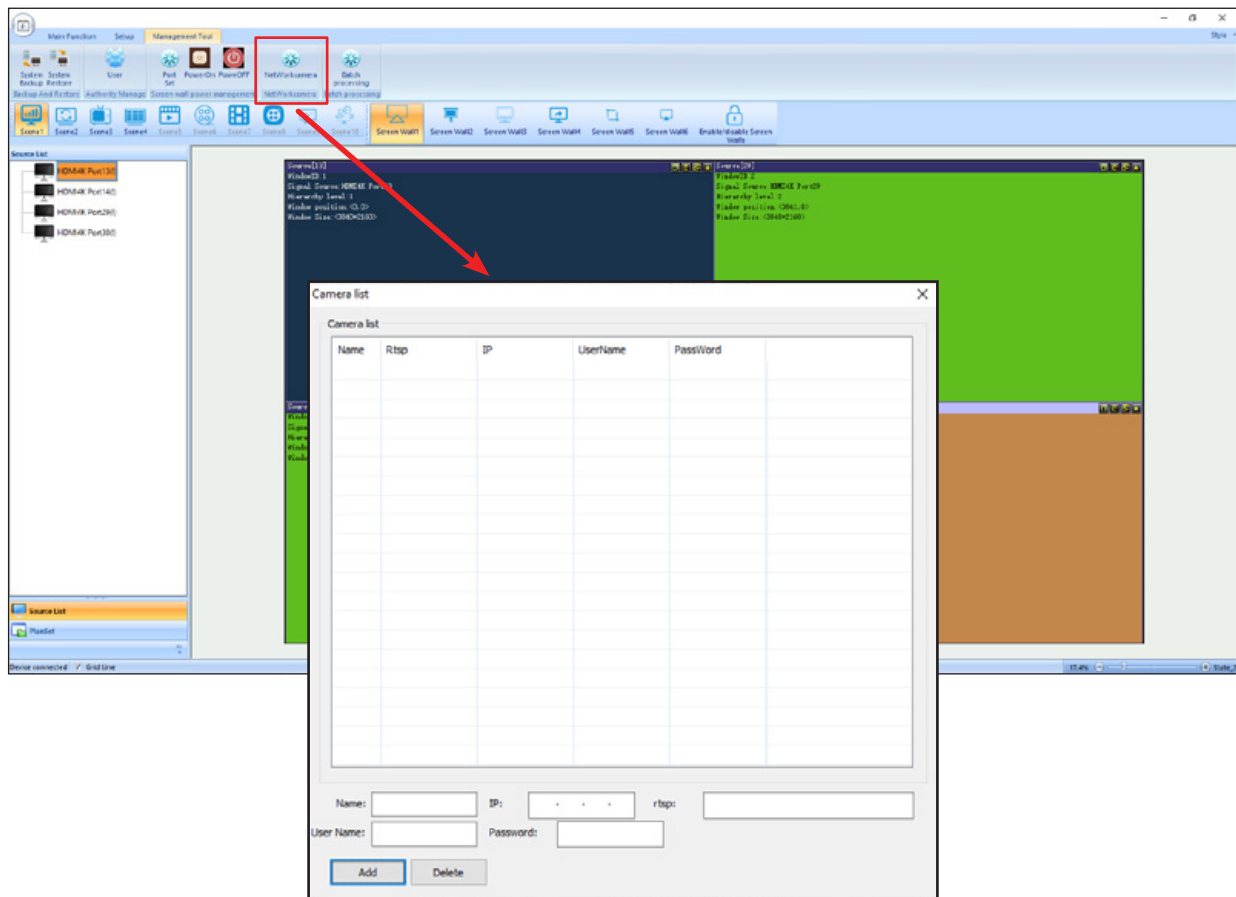  - User can turn on or off the monitor via software.
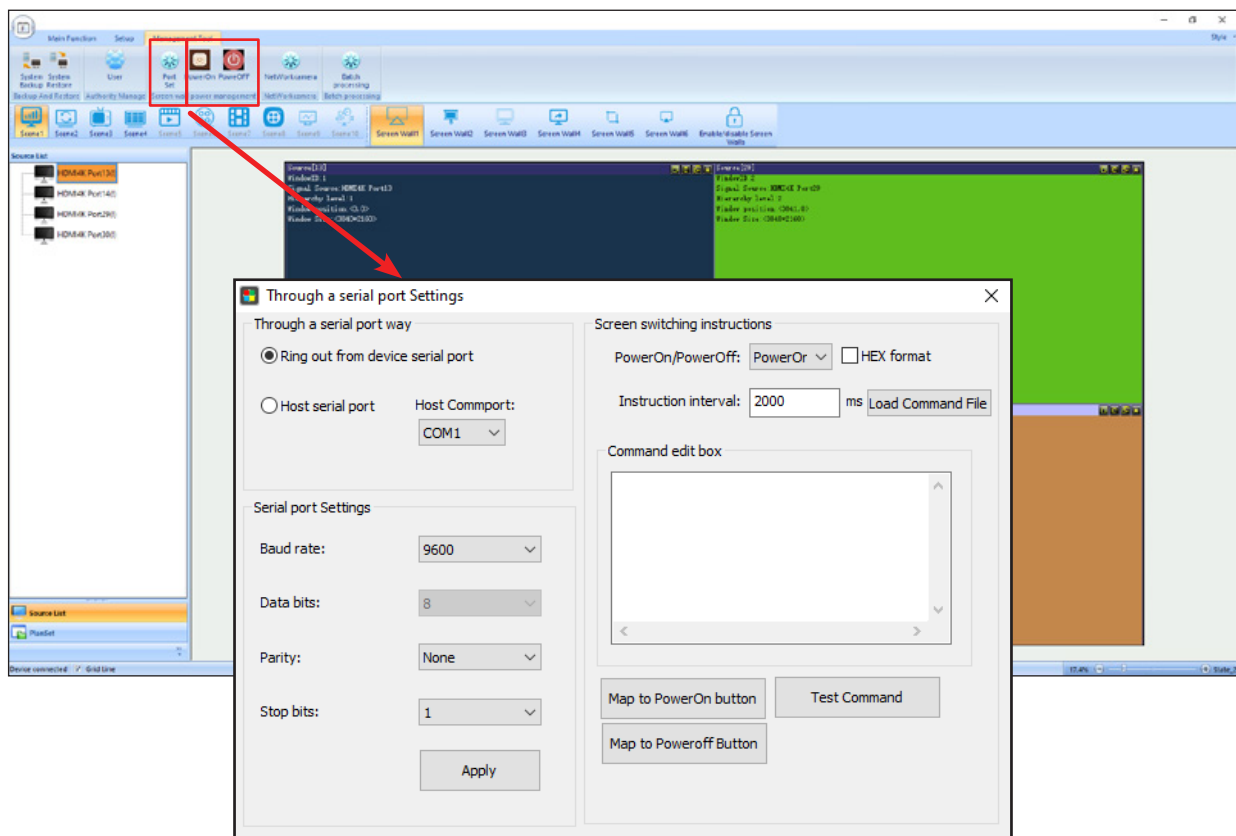
# INTERFACE

## Interface of MultiView Controller Software

### 1.8.  Management Tool - Network Camera

- **Network Camera;**
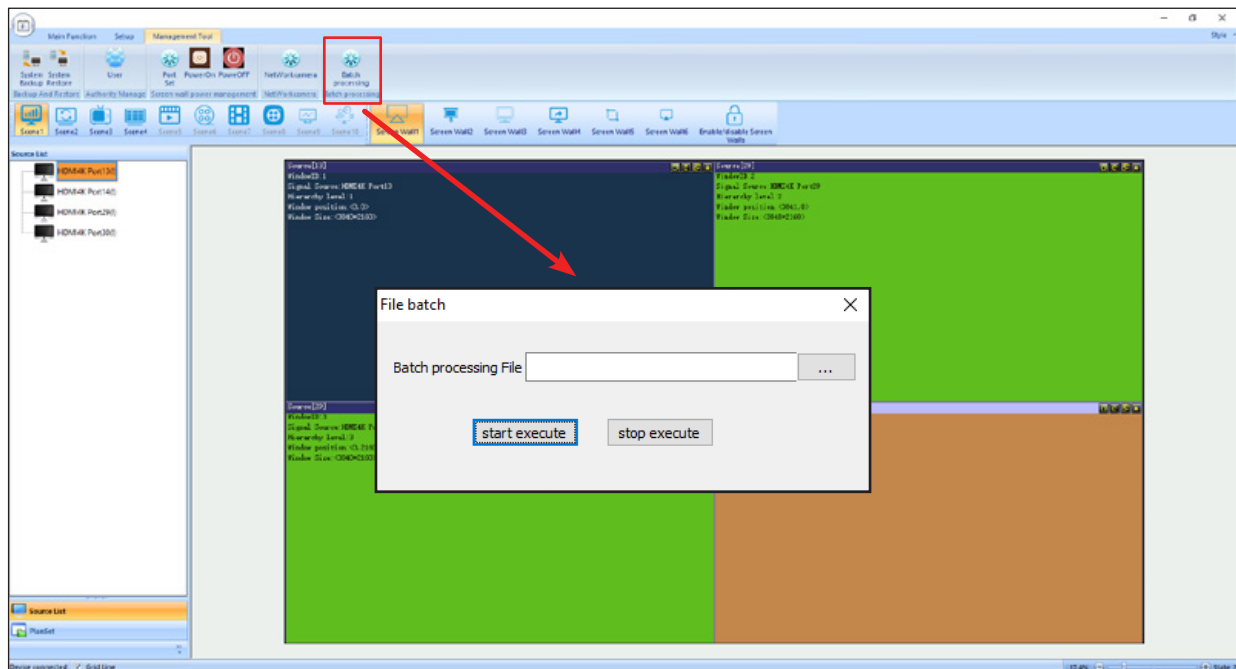  - User can add or delete the IP camera via network.

# INTERFACE

## Interface of MultiView Controller Software

### 1.8. Management Tool - Batch Processing

- **Batch Processing;**
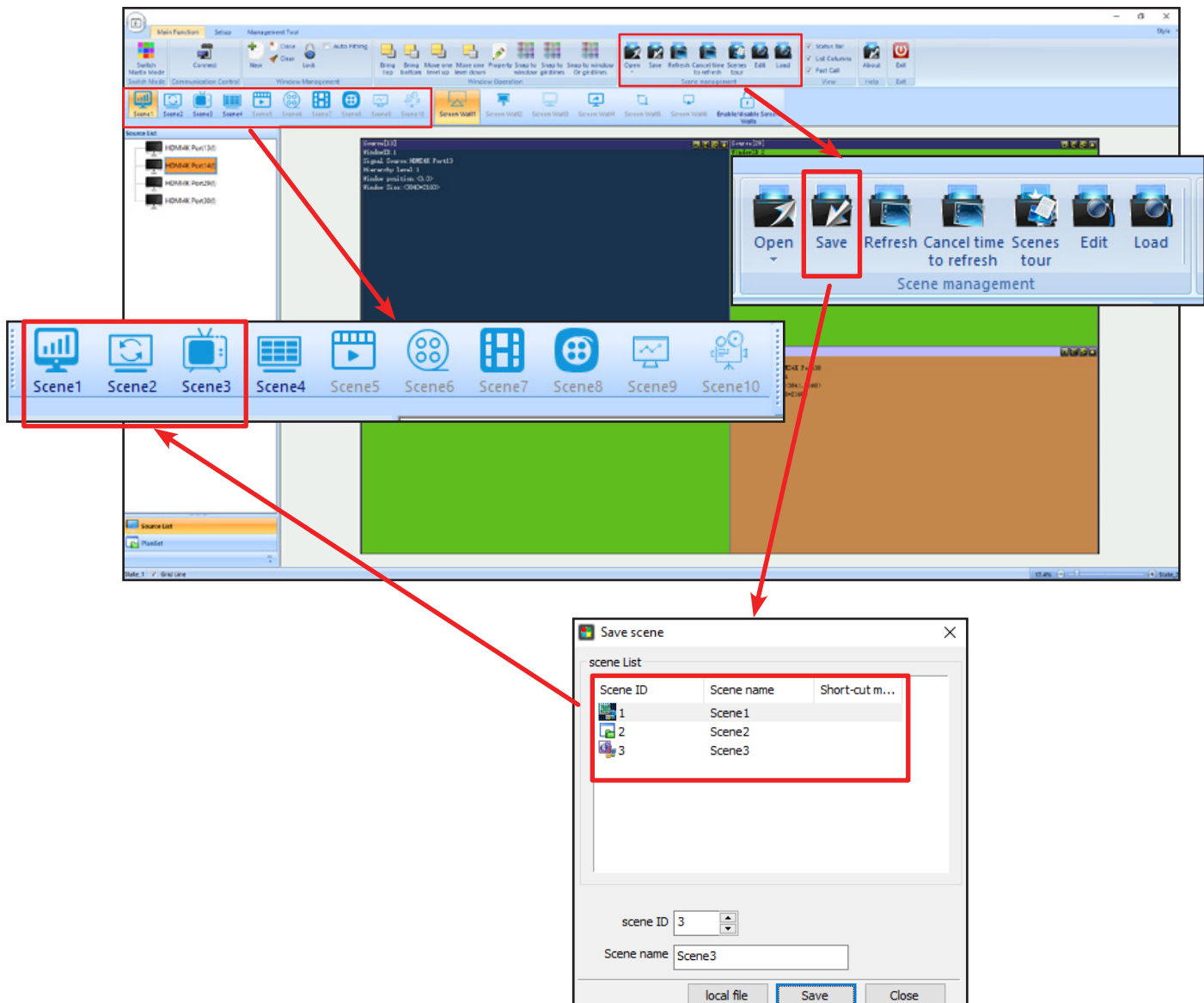  - User can load and execute batch file.

# INTERFACE

## Interface of MultiView Controller Software

### 1.8.  Shortcut - Scene

- **Scene;**
  - User can add or delete the layout structure as scenes and when user save a scene,
    user can see the shortcut icon is active to be clickable.

# INTERFACE

## Interface of MultiView Controller Software

### 1.8. Shortcut - Screen Wall

- **Screen Wall;**
  - Screen Wall 1 is the default and lived screen wall set.
  - User can enable or disable a screen wall (video wall set).
  - Click '**Enable/disable Screen Walls**' and then 'Switch the Screen Wall' window popup.
  - Check up the 'Screen Wall 2' & 'Screen Wall 3' boxes, then 'Screen Wall 2 & 3' shortcut icon will be clickable.
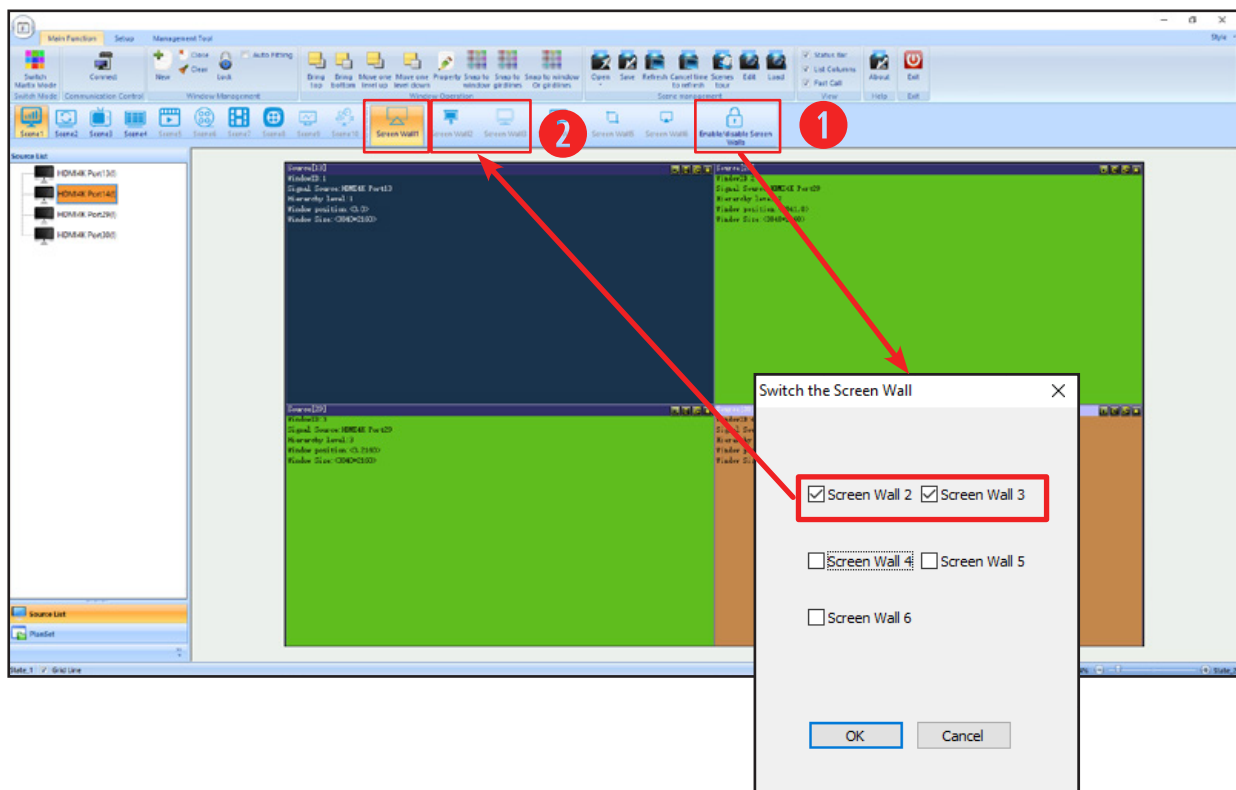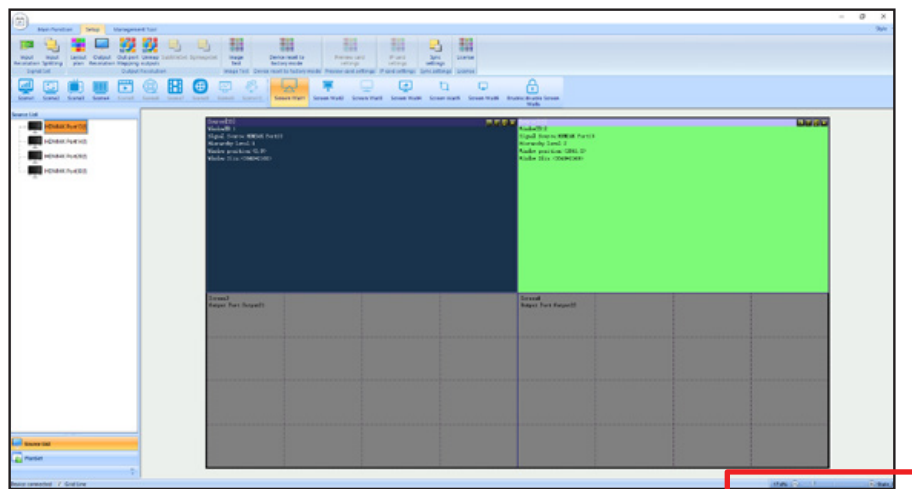
# VIEWING WINDOW SETUP

## Zoom the Screen Layout
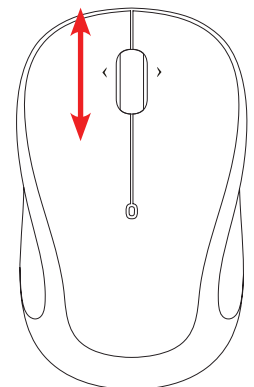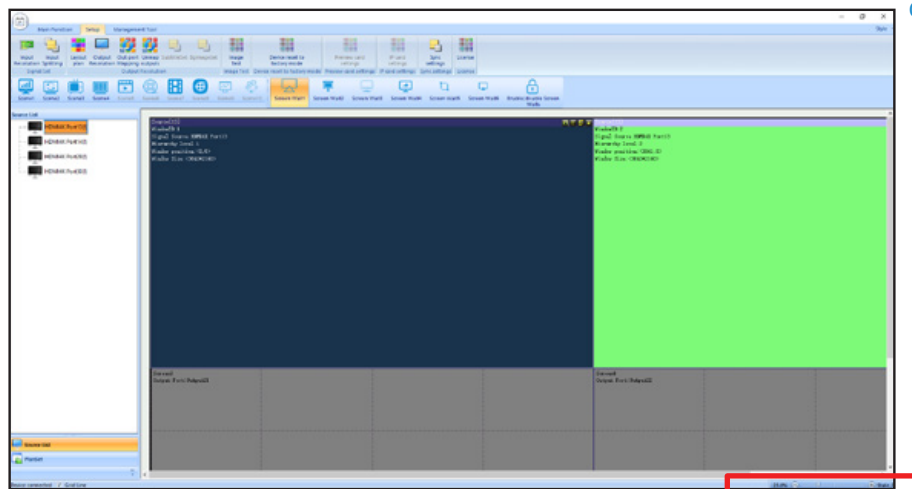
### 1.9. Zoom In and Out the Screen Layout

- User can control zoom-in & out by moving the bar on zoom status bar.
- User can also control the zoom by Ctrl + mouse scroll.



Zoom status bar

Ctrl+Scroll Up: Zoom in
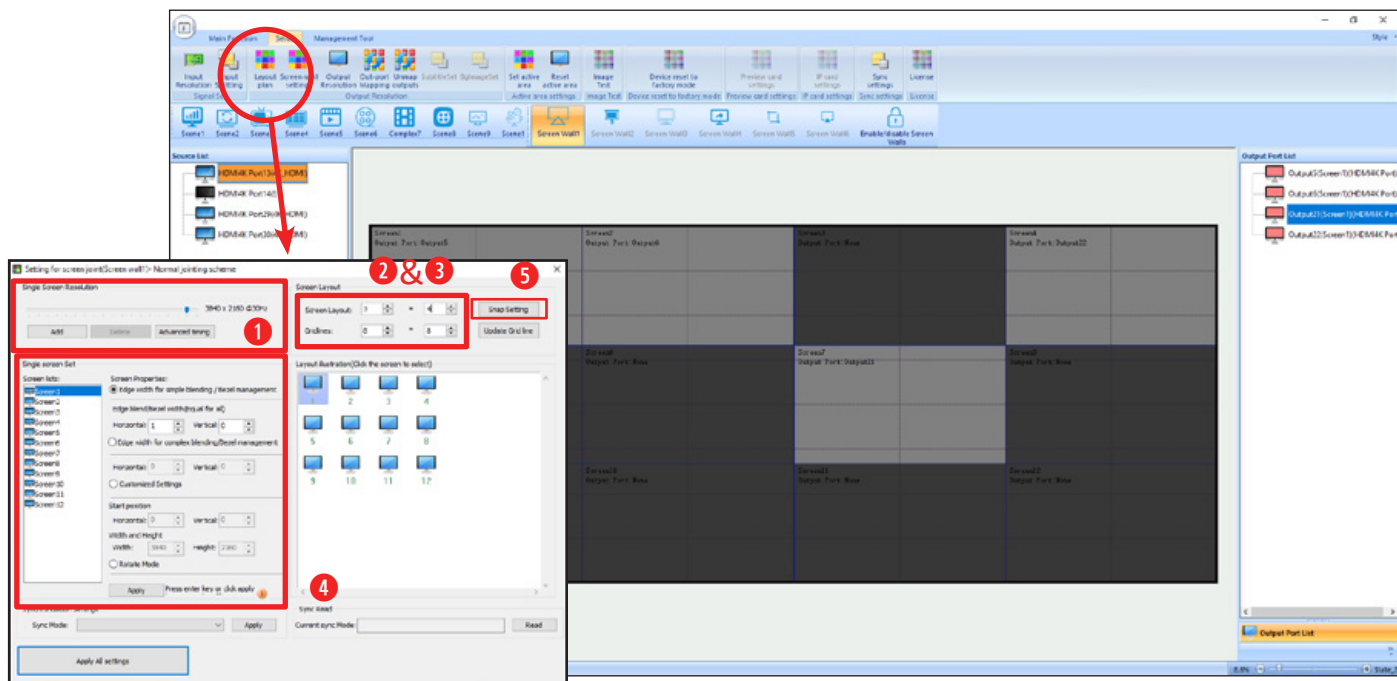
Ctrl+ Scroll Down: Zoom out

# CONTROL OPERATION

## Videowall Monitor Setup

### 2.1.  Synchronize Monitors with Control Software - Physical Setup

- After successful connection between SW and PRO-MX, you need to setup the physical & logical screen number via '**MultiView Controller**' software.
- On **Setup**, click '**Layout Plan**' button, then '**Setting for screen joint(Screen wall #)**' window will popup.
- On **Setting for screen joint**, setup '**Screen Layout**' number and follow the next step to finish the videowall screen setup;

1. **Single Screen Resolution:** Based on the monitor resolution, add/delete/set advanced timing.
2. **Screen Layout:** Type the number of desired videowall layout. This means user should type the '**physical (actual) screen**' number. '**Screen Layout**' ROW/COL(Line) number - actual horizontal (ROW) and vertical (COL or Line) monitor number. For example, if you have 3 x 2 video wall, you need to type '2' Line & '3' Row. And if you want to display 4 inputs in each monitor, you need to type '2' Line & '2' Row. If you want to display only 1 input in each monitor, you need to type '1' Line & '1' Row.
3. **Gridline:** Set the gridline in a monitor. This helps user to set detailed display area.
4. **Single Screen Set:** Set the edge of monitor bezel. Set the position and rotate mode.
5. **Snap Setting:** Set the alignment of window or gridline or both.
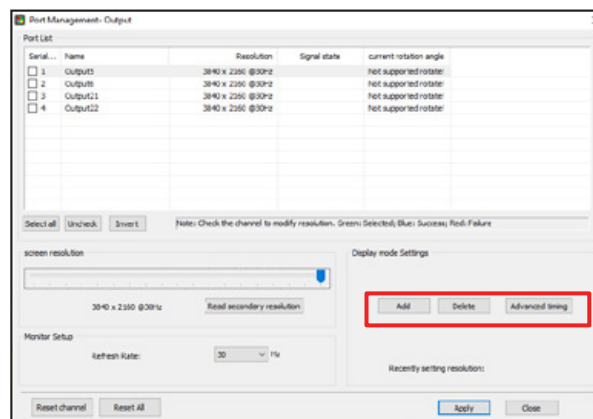


## ⚠ Caution

- **PRO-MX input card currently support max 2x2 layers per each monitor.**

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# CONTROL OPERATION
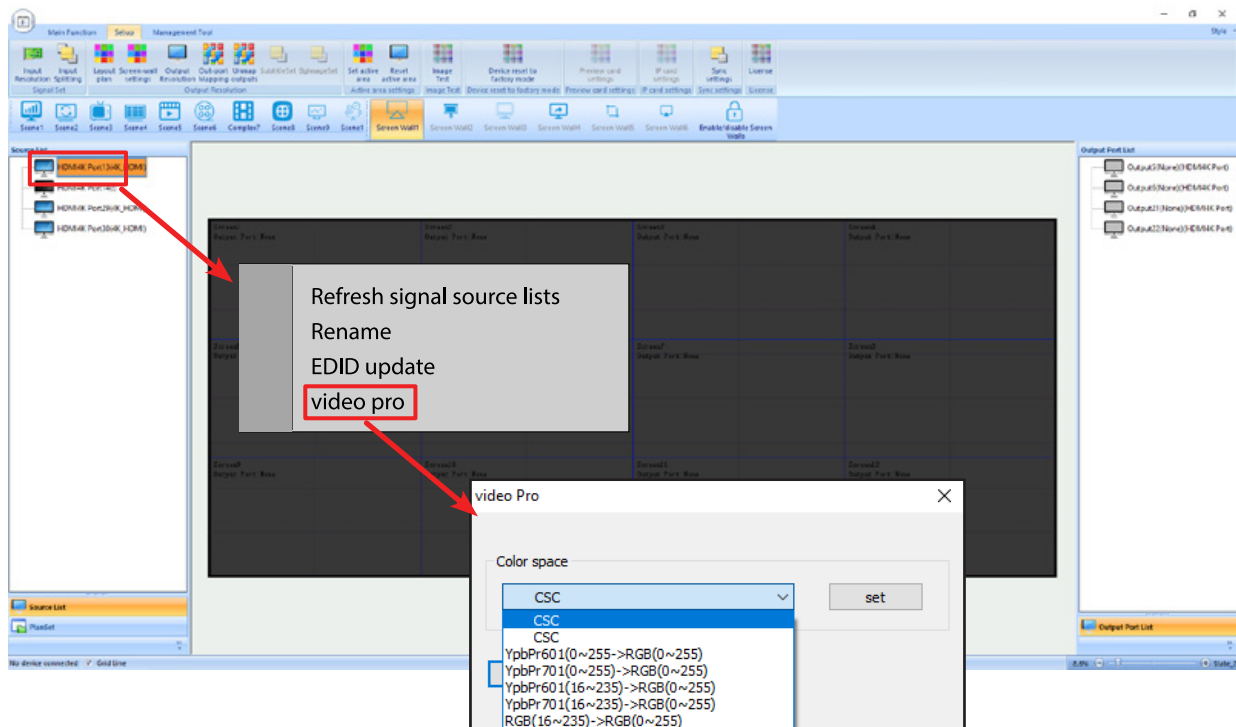
## Videowall Monitor Setup

### 2.1. Synchronize Monitors with Control Software - Physical Setup

6. **Port Management Output:** Add or setup the resolution & timing.



7. **Video Pro :** User can change the color space of input source.
   - Right-click the input source and click '**Video Pro**'.
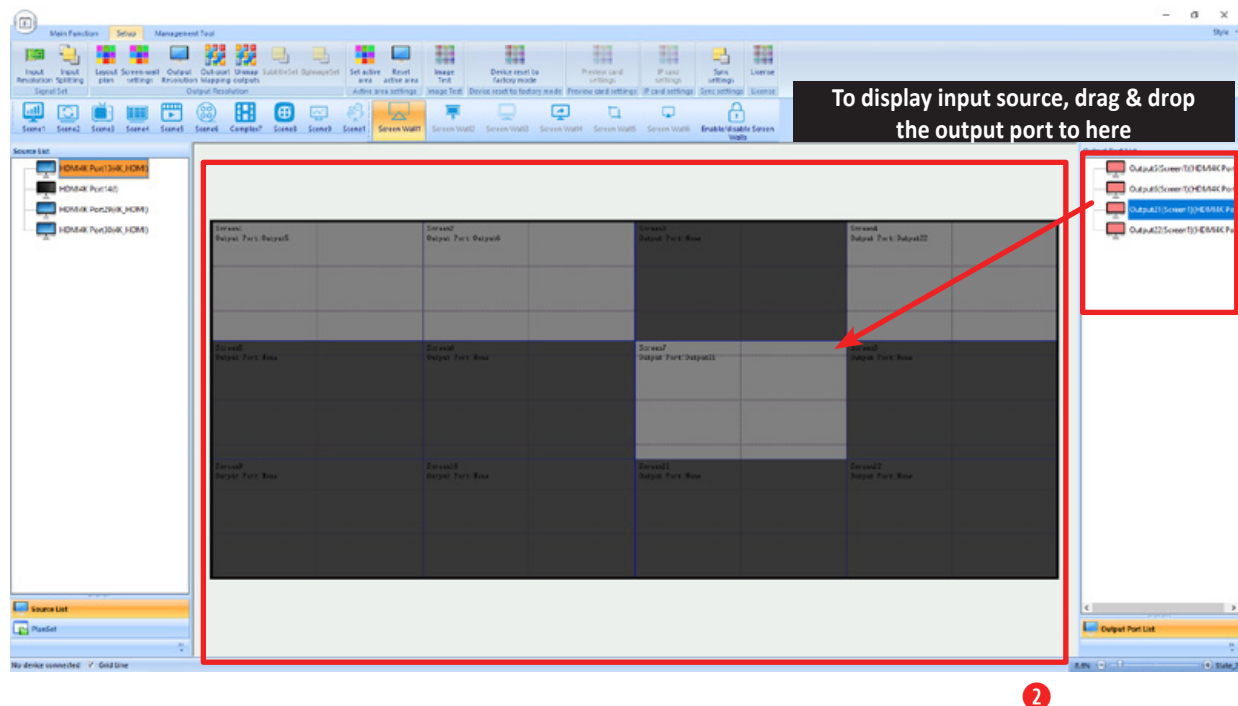   - Select the desired color type.

# CONTROL OPERATION

## Videowall Monitor Setup

### 2.2. Assign Output to Monitor - Output Source Mapping

- Normally, **MultiView Controller software** automatically assign the output port to the monitor. But, if user need to assign the specific layout to the monitor, user needs to control this feature.
- On **Setup**, click **'Out-port Mapping'** button, then **'Output Port List'** sidebar will be displayed.
- On **Output Port List**, select one of output port and drag & drop into the layout screen area (center). This screen row & colum is made by thephysical monitor setup on page 40 & 41;

1. **Output Port List:** PRO-MX controller will show the current output interface on the output channel ❶. The selected (or used) output interface will be displayed like this; 🖥️ . The unselected output interface will be displayed like this; 🖥️
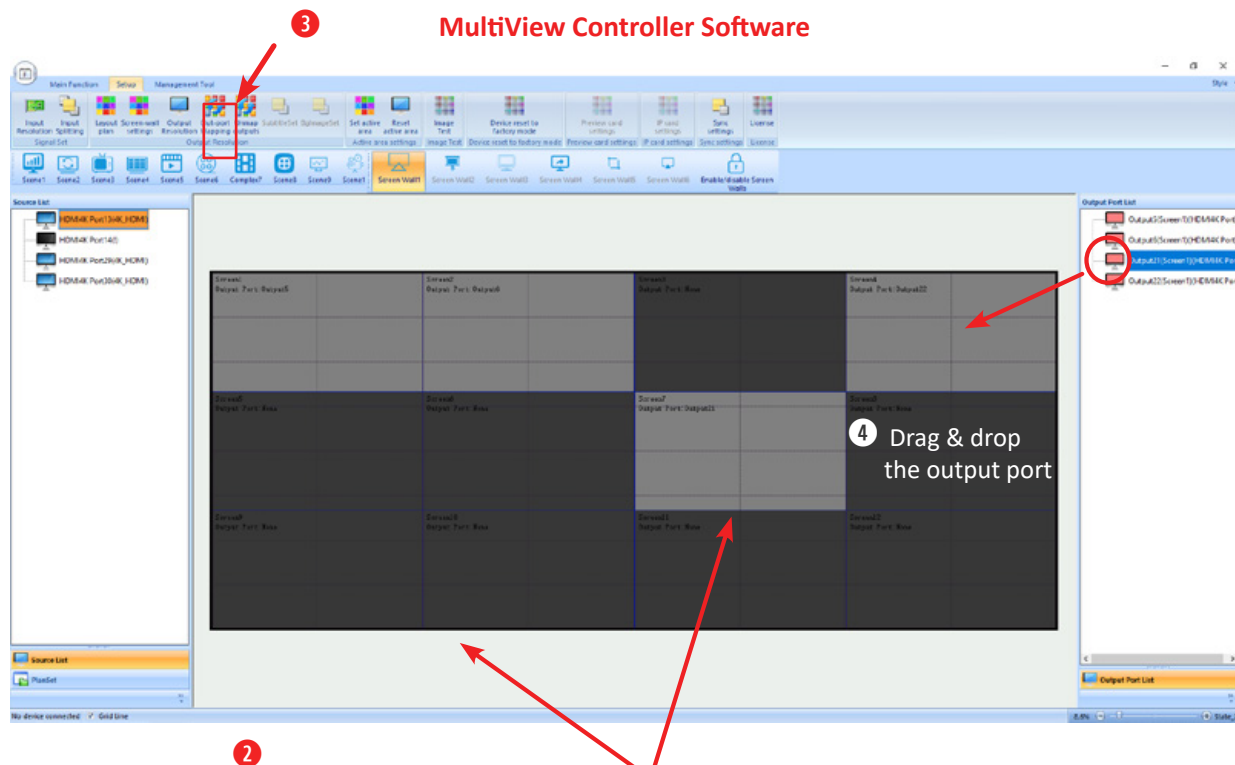


### ⚠️ Caution

- If you use only 1 videowall set and have only 4 input / output. It is okay to use automatic assignment of output port mapping. But, if you have more inputs / outputs than monitor number or more than 2 video wall sets, you need to assign output port to the screen layout.

# CONTROL OPERATION

## Videowall Monitor Setup

### 2.2. Assign Output to Monitor - Output Source Mapping

2. **Videowall Monitor Layout:** Based on the setup of screen, this layout will show the physical screen. You can put the output by drag & drop.

**3.Unmap outputs** is to reset output layout.

4. Drag and drop the output source to the screen layout.



**MultiView Controller Software**

④ Drag & drop the output port

The assigned area color is different with unassigned area

## ⚠️ Caution

• **PRO-MX input card currently support max 2x2 layers per each monitor.**

# CONTROL OPERATION

## Videowall Monitor Setup

### 2.3. Assign Input Source to Monitor

After locating output port, user need to assign input source on the screen layout. Without this step, you cannot see the input source on the actual monitor. When user drag & drop the input source to the monitor area, you will see the actual image on the videowall.

① Drag & drop
   the input source
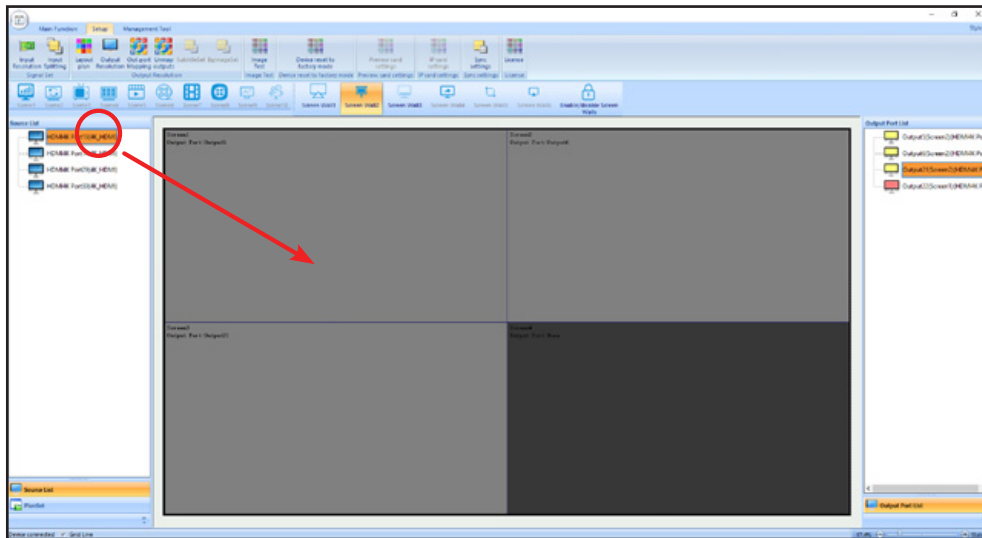


**MultiView Controller Software**

② The actual
monitor will show
the input source

③ Repeat this process
for all monitor



**Actual Monitor**

# CONTROL OPERATION

## Videowall Monitor Setup

### 2.3. Assign Input Source to Monitor

- Use can create multiple scene layouts and control more detailed position by opening '**Properties Window**' (refer to page 20).
- User can make a schedule with multiple scenes - Scenes Tour (refer to page 23).



To delete input source, click the close button
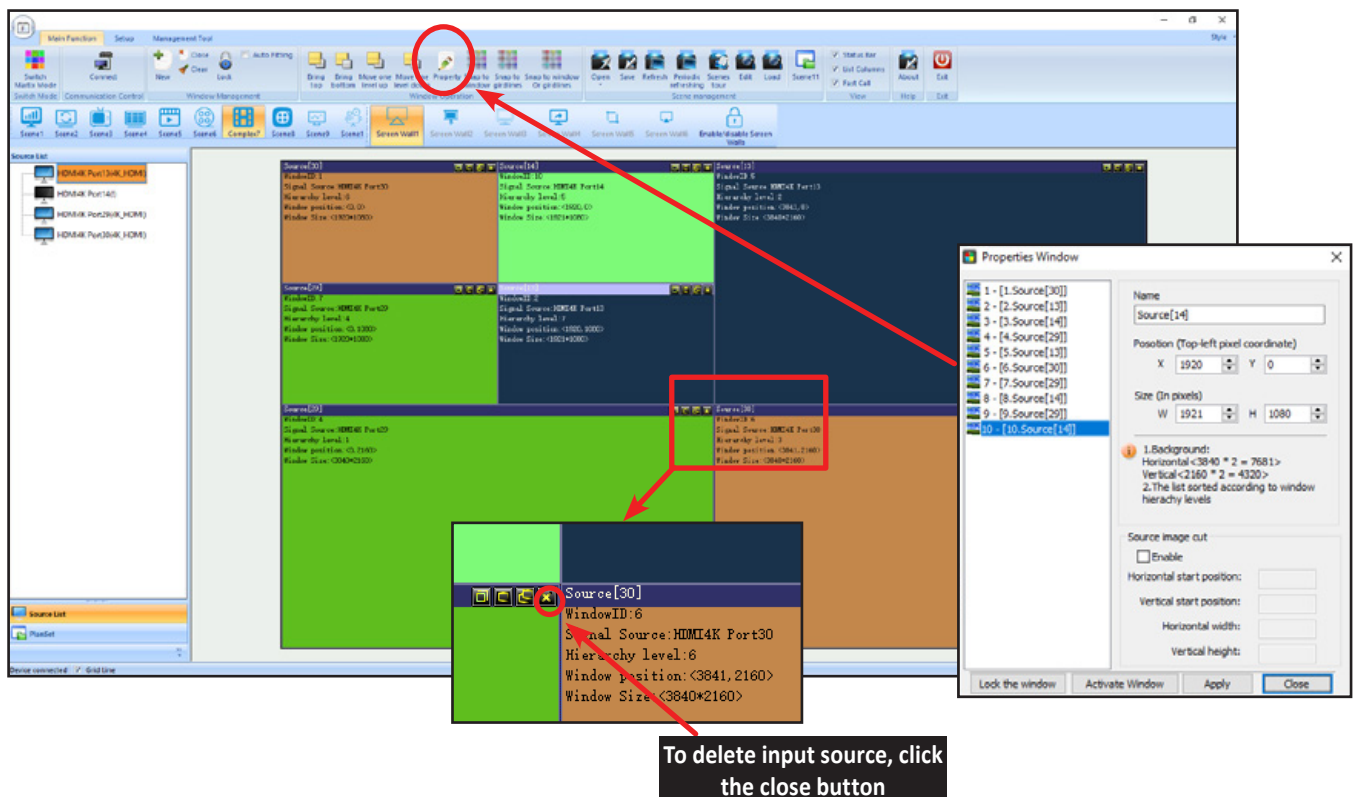
## ⚠ Caution

- **PRO-MX input card currently support max 2x2 layers per each monitor.**

# TROUBLESHOOTING GUIDE

- Check the following before calling for service.
- If the same problems continue after checking, contact the reseller you purchased the controller  from.

| At start | Use this troubleshooting guide to help fix issues you have. If symptom persists, follow the instructions below. After following the instructions below, please contact your reseller or call us at 1-888-99-VIEWZ. |
| --- | --- |
| The source layer creation fails in a simple scenario, and nothing is displayed on the screen | Click the reset button (on the back of controller) or check the input souce |
| Power light is off | Check if the power cable is plugged in firmly |
| Big screen black | Check if the corresponding video connection of the device is reliable |
| Board stuck abnormally | Power off and restart, if you can't solve the problem, please contact your supplier |
| Video input source detection is invalid | Check the video input card is securely installed or the video input format is supported |
| Unable to start | Please reset the power and check it. If the controller is still not recovered, please contact your supplier. |
| Videowall Control SW cannot connect VZ-PRO Controller | Please check the network address, both VZ-PRO-MX Controller and Local Videowall Control PC, is located in the same network. Ex. both devices should have like 192.168.0.XXX & 192.168.0.XX<br><br>Please check the cable connection. |

## ⓘ Caution

• Before contacting us, please find out the product name/model and serial number.

# NOTE

# WARRANTY

## ViewZ USA
## LIMITED 3 YEAR WARRANTY

**What and Who is Covered by this Limited Warranty and for How Long**
ViewZ USA warrants this product to be free from defects in material and workmanship for 3 years to the original owner of this product. The limited warranty is valid only for the original purchaser of the product.

**What ViewZ USA Will Do**
At the sole discretion of ViewZ USA, ViewZ USA will repair or replace any product or product part that is defective. If ViewZ USA chooses to replace a defective product or part, a replacement product or part will be shipped to you at no charge, but you must pay any labor costs.

**What is Not Covered; Limitations**
ViewZ USA disclaims any liability for damage to mounts, adapters, displays, projectors, other property, or personal injury resulting, in whole or in part, from improper installation, modification, use or misuse of its products.

ViewZ USA disclaims all other warranties, express or implied, including warranties of merchantability and fitness for a particular purpose. ViewZ USA is not responsible for incidental or consequential damages, including but not limited to, inability to use its products or labor costs for removing and replacing defective products or parts. Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion many not apply to you.

**What Customers Must Do for Limited Warranty Service**
If you discover a problem that you think may be covered by the warranty you MUST REPORT it in writing to the address below within thirty (30) days. Proof of purchase (an original sales receipt) from the original consumer purchaser must accompany all warranty claims. Warranty claims must also include a description of the problem, the purchaser's name, address, and telephone number. General inquiries can be addressed to ViewZ USA Customer Service at 1-888-998-4399. Warranty claims will not be accepted over the phone or by fax.

ViewZ USA
Attn: Warranty Claim
177 W. Orangethorpe Ave.
Placentia, CA 92870

**How State Law Applies**
This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## Disclaimer

ViewZ USA intends to make this manual accurate and complete. However, ViewZ USA makes no claim that the information contained herein covers all details, conditions or variations, nor does it provide for every possible contingency in connection with the installation or use of this monitor. The information contained in this document is subject to change without notice or obligation of any kind. ViewZ USA makes no representation of warranty, expressed or implied, regarding the information contained herein. ViewZ USA assumes no responsibility for accuracy, completeness or sufficiency of the information contained in this document.

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