

# 982 Full Matrix

## Process Control Board User Manual

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May 17, 2011

Document # 982\_USER\_MANUAL

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## 1.0 Purpose

This manual is intended as a guide for the setup and use of 982 DVI Series signs, manufactured by Static Controls Corporation.

## **2.0 Revision History**

Document	Date	Notes
982DVI-MAN	10/15/2004	Preliminary release.
982DVI-MAN-1A	05/17/2011	Modified to Support New PC and P.S
982_USER_MANUAL_1B	03/15/2012	Added 9.0, and App B, and C
982_USER_MANUAL_2C	07/31/2012	Added Items to Troubleshooting Guide
982_USER_MANUAL_2D	08/13/2012	Added App D, and E
982_USER_MANUAL_2E	09/17/2012	Added App F
982_USER_MANUAL_2F	02/06/2013	Added Pictures and Detail to Troubleshooting Guide
982 USER MANUAL 2G	04/24/2013	Added Pictures and Detail to Troubleshooting Guide



## 3.0 Getting Started

This page covers important setup issues and provides general notes about this manual and the 9802DVI Series product.

## **IMPORTANT: Voltage Switch Setting of PC and Power Supplies**

Before connecting a power source to the sign, ensure that input voltage switches are set correctly on the power supplies and the PC inside the sign (either 115 V ac or 230 V ac). Figure 1 below indicates the location of these switches. The number of power supplies varies by model number. Each has its own input voltage switch. All must be set to the appropriate position.



Power Switch for PC Power Supply



Power Switch on Power Supply

Figure 1 – Power Supply and PC Input Voltage Switch

**IMPORTANT:** Before connecting a monitor, keyboard or mouse directly to the PC in a running sign, it is necessary to perform a proper shutdown of the sign first (see Proper Shutdown Sequence section of this manual).

**NOTE:** The resolution of the sign in many of the images in this manual is 320 pixels wide by 96 pixels high. The resolution of signs in the 982 DVI Series varies by model number. The resolution of a particular sign will dictate the amount of the Windows desktop that it is capable of displaying.

**NOTE:** The recommended Windows desktop setting is 1024 pixels wide by 768 pixels high (factory-default setting). Changing this setting may have an undesirable effect, such as panning of the LED display image in response to cursor movement on the desktop.

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#### 4.0 Setting An IP Address

## **4.1 Factory Setting**

In order to change the IP address of a sign, the sign must have an IP address, and you must know what it is. All 982 DVI Series signs leave the SCC manufacturing facility set to the temporary IP address of 192.0.1.230, with a subnet mask of 255.255.255.0. In order to connect to this IP remotely to set its permanent IP address, it is necessary to connect from a PC with an IP address of 192.0.1.xxx, where 'xxx' is a number from 001 to 255, other than 230 (i.e. other than 230 because that is the value of the last byte of the sign address). For specific information regarding your network configuration, contact your network administrator.

Note: If the Enhanced Write Filter and Firewall is enabled please see Appendix C for procedure.

## **4.2 Physical Connection**

The physical Ethernet connection is made using a CAT5 cable with a RJ-45 connector to a external connector on the side of the enclosure. If there is not a remote connector on the side of the enclosure you will need to connect to port 1 of the PC shown in Figure 2.

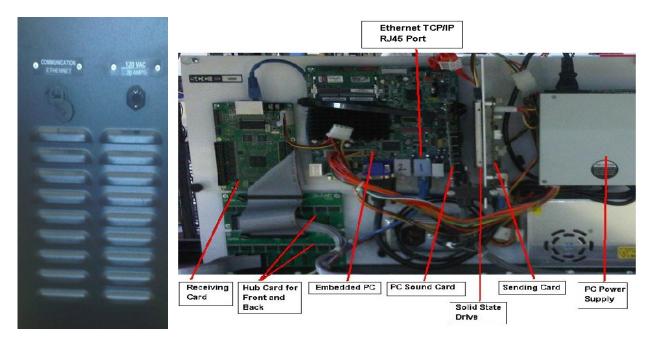


Figure 2 – Physical Connection, Side of Enclosure and Back of PC, CAT5 Cable, RJ-45 Connector

## **4.3 Install VNC Viewer Software On Your Computer**

VNC Viewer is a software application that allows you to view and control the computer running in the 982 DVI Series sign. VNC Viewer runs on your Windows PC, and connects to the VNC Server pre-installed in the sign. You may obtain a free copy of VNC Viewer at http://www.realvnc.com.

After installing and running VNC Viewer, you are prompted for the target IP address as illustrated in Figure 3.

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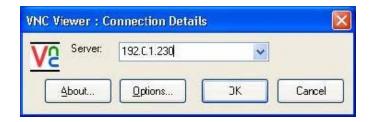


Figure 3 – VNC Viewer Software Application, Prompt For Sign IP Address

After entering the sign IP address, you will be prompted for a password as illustrated in Figure 4 below. The default password is vnc .

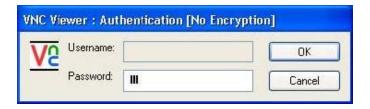
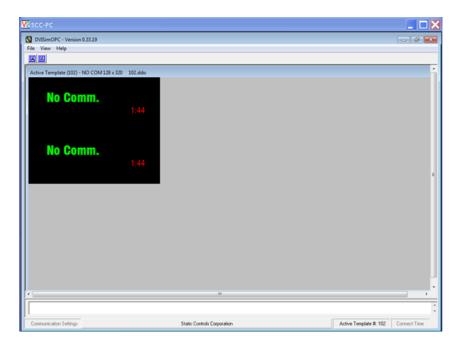


Figure 4 – VNC Viewer Software Application, Prompt For Password

## 4.4 Using VNC Remote Connection to Set the IP Address

**4.4.1** Once connected to the sign using VNC Viewer, you have remote control access of the Windows desktop running on the computer in the sign. You operate it just as you would any PC. The first time you establish this connection, you will see the program DVISimOPC running, as illustrated in Figure 5 below.



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**4.4.2** Leaving VNC Viewer running, minimize DVISimOPC. Then in the VNC Viewer window, open Control Panels and double-click the Network Connections icon. Right-click the Local Area Connection icon and choose Properties. You will see the Local Area Connection Status window as illustrated in Figure 6 below.

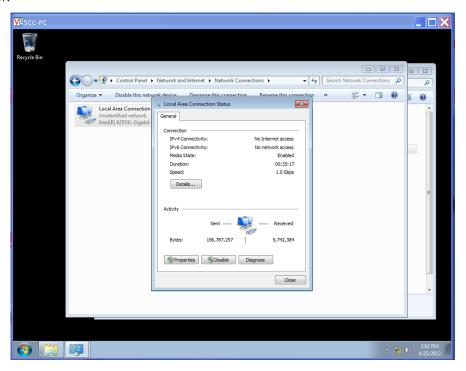


Figure 6 – VNC Viewer Software App, Local Area Connection Status Window

**4.4.3** Click the Properties button as illustrated above and you will be prompted to enter a user account password for User:SCC Password: scc, illustrated in Figure 7 below.

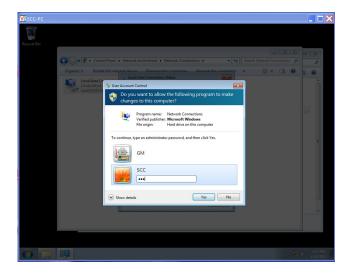


Figure 7 – VNC Viewer Software App, User Account Password

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**4.4.4** Select the Internet Protocol icon then click the Properties button, as illustrated above. This will open the Internet Protocol (TCP/IP) Properties window, as illustrated in Figure 8 below.

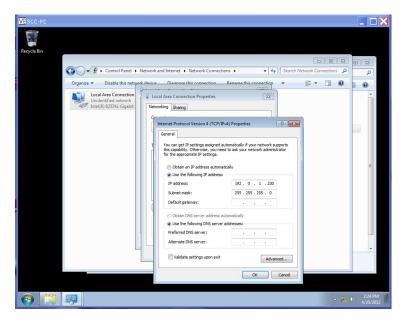


Figure 8 – VNC Viewer Software App, Internet Protocol (TCP/IP) Properties

**4.4.5** Enter the desired IP address, Subnet mask and Default gateway. Then click OK.

**NOTE:** Changing the IP address during a VNC session will end the VNC connection. You will need to re-connect to the NEW IP address.

## 4.5 Setting the IP Address - Alternative Method # 1

An alternative to using VNC Viewer is to use Internet Explorer. The PC running Internet Explorer must support the JVM (Java Virtual Machine). Enter http://192.0.1.230:5800 in the address field.

## 4.6 Setting the IP Address - Alternative Method # 2

Another way of setting an IP address is to connect directly to the PC in the sign, using a monitor, key-board and mouse (refer to the Connecting an External Monitor, Keyboard and Mouse section of this manual). After connecting directly to the PC in the sign using this method, follow the steps described in sections 4.4.2 thru 4.4.5 to change the IP address.

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#### 5.0 Copying Files To The Sign

Using Microsoft Internet Explorer connect to the signs IP address as shown in Figure 9. This allows you to make a remote connection the share folder "SCC" of the computer in the sign for transferring files to it and from it. As with the VNC connection previously described, the sign must have an IP address and you must know what it is. All 982 DVI Series signs leave the SCC manufacturing facility set to the temporary IP address of 192.0.1.230, with a subnet mask of 255.255.255.0. In order to connect to this IP remotely, it is necessary to connect from a PC with an IP address of 192.0.1.xxx, where 'xxx' is a number from 001 to 255, other than 230 (i.e. other than 230 because that is the value of the last byte of the sign address). For specific information regarding your network configuration, contact your network administrator.

When you connect to the signs IP you will be prompted to enter a User Name:, and password. Both are lower case "scc".

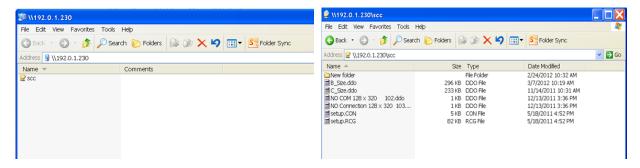


Figure 9 – Connection to the Sign Using Internet Explorer

The FTP server is configured to provide access the file share directory at C:\scc on the sign. This is useful for copying sign template files and .wav audio files for use with DVISimOPC, or for copying any files required by other applications. For example, the files in the illustration above – B\_Size.ddo, C\_Size.ddo, etc. – are located in C:\scc. They may be copied from this location and pasted to your PC. They are also available for copying to other directories on the sign by controlling the sign computer using the VNC connection, as previously described in this manual.

## 6.0 Controlling DVISimOPC Remotely From A Network Connection

## **6.1 Displaying Various Windows Applications**

DVISimOPC is the primary software application that runs on 982 DVI Series signs. The sign is configured to run DVISimOPC at boot up and display the currently loaded sign template on the LED display. The factory-installed template displays the message Blank Template. The Windows desktop upon initial boot up (as viewed using a VNC connection) is shown in Figure 10 below. The corresponding LED display is shown in Figure 11 below.

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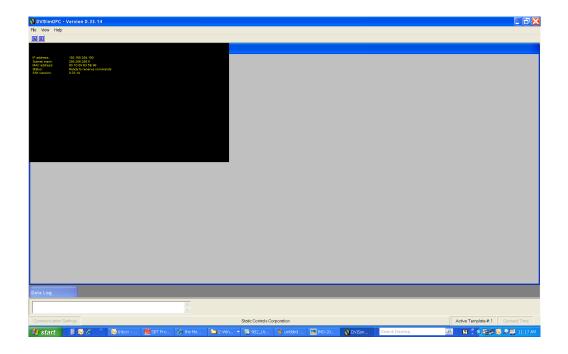


Figure 10 – The Sign's Windows Desktop Upon First Boot Up



Figure 11 – The Sign's LED Display Upon First Boot Up

Notice that the size of the active sign template is only a fraction of the overall Windows desktop.



## 6.2 Basic Operation of DVISimOPC and DVIDrawOPC

DVISimOPC uses template files created in DVIDrawOPC. You may use DVISimOPC to assign template numbers 1 thru 999 to these files. You may then command DVISimOPC to display any defined template (refer to SDM command examples in Appendix A), effectively changing the entire appearance of the sign with a single command.

A template file is an image of a sign that is created using the available display objects (i.e. a numeric display, a clock, a message marquee, a cell array, a backlit cell array, a line-matrix array, a music system and a label). You start with a blank template in DVIDrawOPC then arrange objects as required to create the image you want. DVIDrawOPC is also used to set the GROUP and UNIT address of each of the objects, so that they may be controlled independently once running in DVISimOPC. After completing the sign image, you may then save it to a file for use with DVISimOPC or other select SCC display products.

In order to use a DVIDrawOPC template file in DVISimOPC, you may copy the template file to the sign using the FTP server (refer to the Copying Files To the Sign section in this manual for additional information). Alternatively, you may install DVIDrawOPC on the sign and create the template files there using a remote control VNC connection.

Once a template file is located on the computer running DVISimOPC, it is available for you to define for use in DVISimOPC, as illustrated in Figure 12 below.

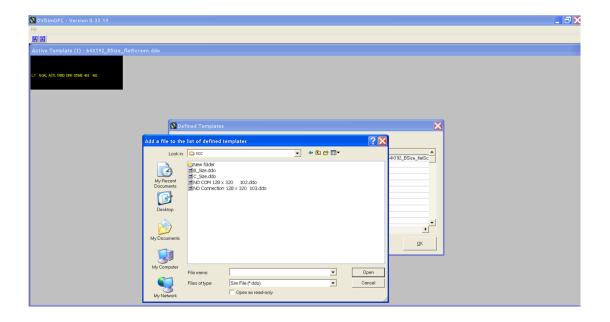


Figure 12 – DVISimOPC, Add a Template File To the List of Defined Templates

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## 7.0 Connecting An External Monitor, Keyboard and Mouse

The computer in the sign may be controlled directly instead of remotely. In order to do so, a monitor, keyboard and mouse must be directly connected. Figure 13 below indicates where to connect them.

**WARNING:** Before connecting a monitor, keyboard or mouse directly to the PC in a running sign, it is necessary to perform a proper shutdown of the sign first (see Proper Shutdown Sequence section of this manual).

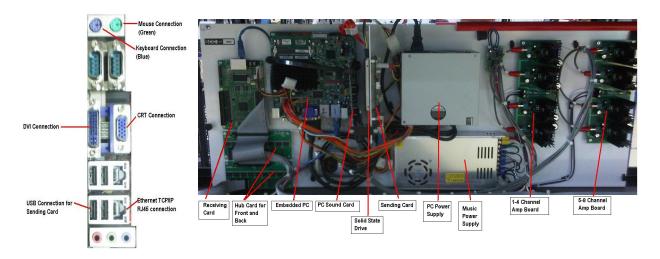


Figure 13 - Monitor, Keyboard and Mouse Direct Connection

Before restarting the sign, ensure that the CRT is connected, NOT the DVI (Digital Video Interface, which drives the LED display). Only one is supported at a time. After the monitor, keyboard and mouse are no longer needed, perform a proper shutdown again, disconnect the monitor, keyboard and mouse, reconnect the DVI cable, and restart the sign.

## **8.0 Proper Shutdown Sequence**

It is necessary to shutdown Windows before turning off power to the sign. If the proper shutdown sequence is not followed, it is possible that the sign will lose power while Windows is writing data to a drive, which can result in corrupting the drive and making it unusable. To properly shutdown Windows:

- 1. First establish a remote connection to the sign using VNC (as described in a previous section of this manual).
- 2. Select the Start button at the bottom left corner of the sign's Windows desktop.
- 3. Choose Shut Down and follow the on-screen instructions to turn off the computer.
- 4. When the Windows shutdown begins, the VNC session will be interrupted. Allow about 30 seconds for Windows to finish shutting down.
- 5. Turn off power to the sign.



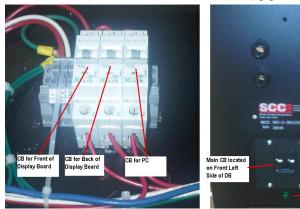
## 9.0 Trouble Shooting Guide

The following trouble shooting guide can be used to diagnose issues with the 982 full matrix boards.

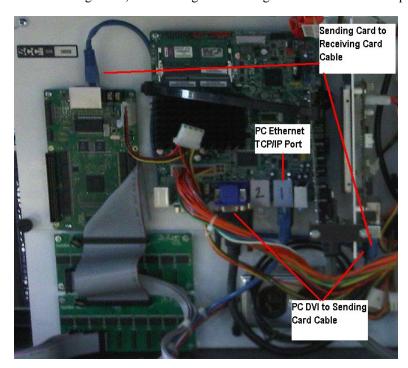
A. Symptom: Blank Screen with all LED's off.

#### Recommended Solution:

1. Check that circuit breaker on side of enclosure is turned ON (up position).



2. Check that PC to Sending board, and Sending to Receiving board cables are seated properly.



3. Check ribbon cable connection from receiving card to hub cards (front and back).

B. Symptom: One side of sign is displaying fine and the other side is blank.

## Recommended Solution:

- Check that circuit breaker for side that is dark is in the ON position.
   Check receiving card to hub ribbon cable connection.
   Check that red status LED is on.



Ribbon Cable from Receiving Card to HUB















## Recommended Steps:

- 1. Check ribbon cable from adjacent tile to make sure seated properly.
- 2. Replace ribbon cable with known good cable.
- Use long ribbon test cable to jumper around suspect LED display board to see if data continues down the row
- 4. Replace 32x64 tile.

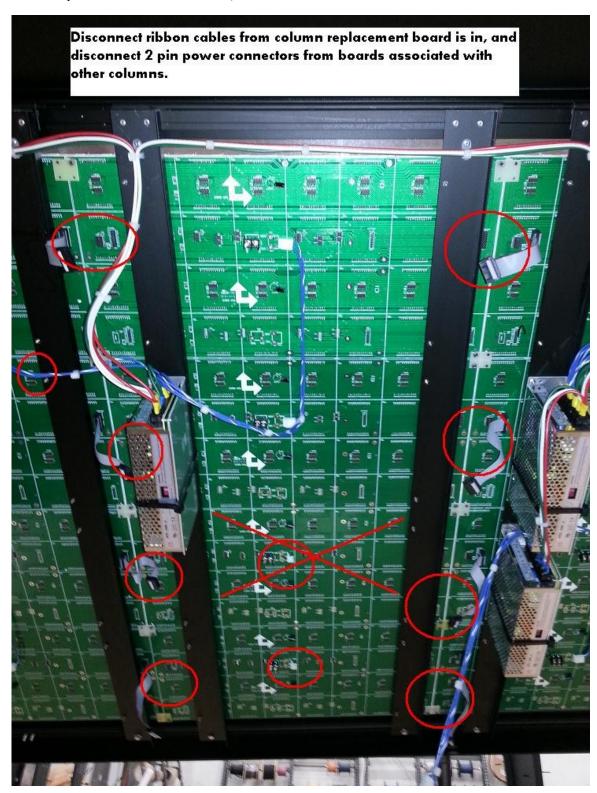
Remove nuts on bottom 2 slats of the suspect column along with the board to board connections.

You will now be able to remove the 32x64 LED (procedure listed on next page).





Recommended procedure for removing LED tile: (for this example it is the board with the "X")





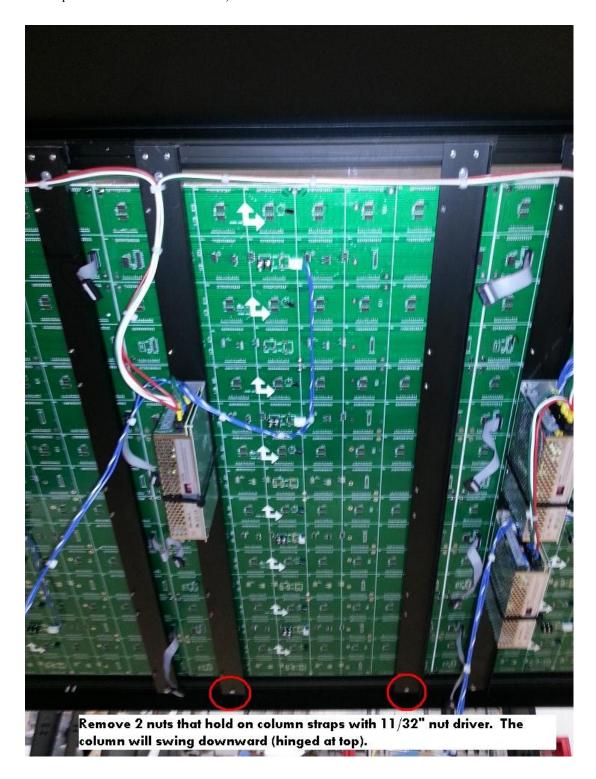
Recommended procedure for removing LED tile: (for this example it is the board with the "X")

Remove all allignment wafers associated with the specific column using 7/32" nut

18

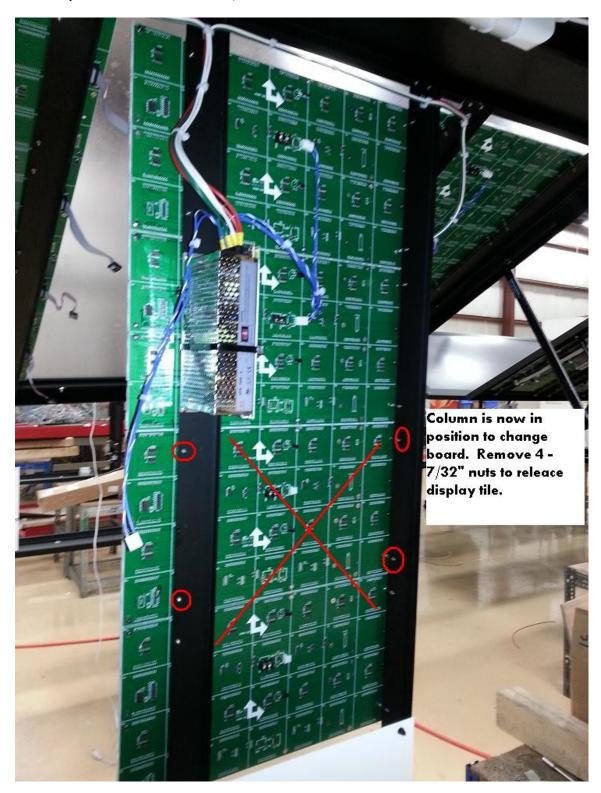


Recommended procedure for removing LED tile: (for this example it is the board with the "X")





Recommended procedure for removing LED tile: (for this example it is the board with the "X")





Recommended procedure for removing LED tile: (for this example it is the board with the "X")



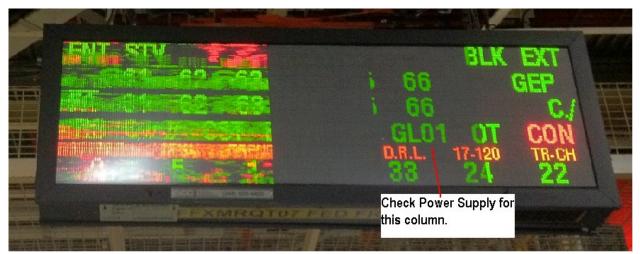
Replace LED tile with known good tile and reverse the removal process to complete job.

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D. Symptom: LED Power Supply Issue. The B-Size boards will show a dim column of display boards with the column to it left being dark. The dim area is where the low or bad power supply is located. The A-Size will look similar but the power supplies are distributed differently (see electrical drawings for Power Supply layout).









D. Symptom: LED Power Supply Issue.

## Recommended Solution:

- 1. Check voltage input for 120VAC, and output for 5VDC on the power supply located behind the dimly lit column of LED boards.
- 2. Replace power supply if power output is under 5 VDC.



E. Symptom: No Comm. failover screen will appear when the display boards PC does receive data from the host for 60 seconds. The 60 seconds is the default setting and is configurable in OPCDVI.



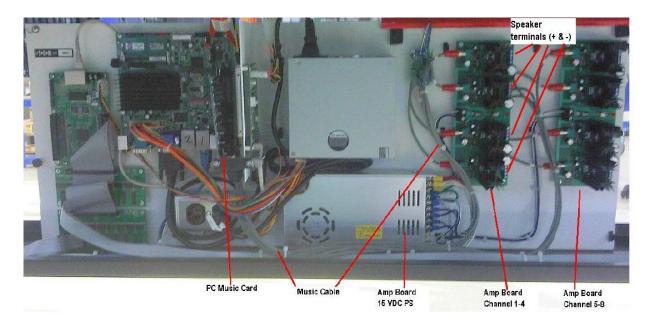
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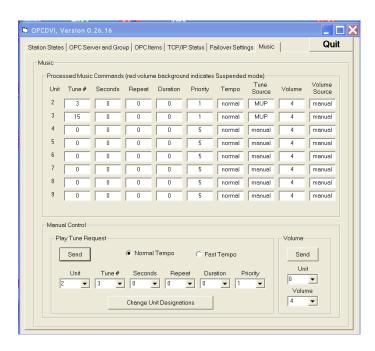
F. Symptom: Music sound issue

## Recommended Solution:

- 1. Check speaker.
- 2. Check connections from PC Music card to amp board.
- 3. Check amp board 15 VDC power supply.
- 4. Check 2 wire speaker cable termination (two + & per chan.).



5. VNC into boards PC to check OPCDVI program for volume settings, and that tune is active for suspect music channel (Unit 2 = Chan 1).

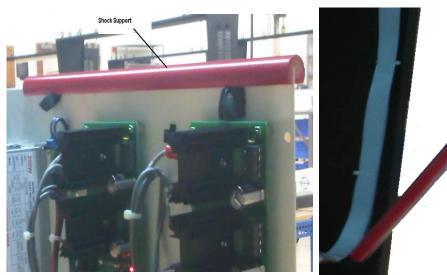


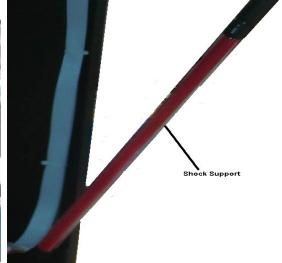


G. Symptom: Doors sag down when open.

## Recommended Solution:

- Replace shock if worn out.
- Locate and remove shock support on top of sub-plate.
   Snap shock support onto shock rod to hold in open position.

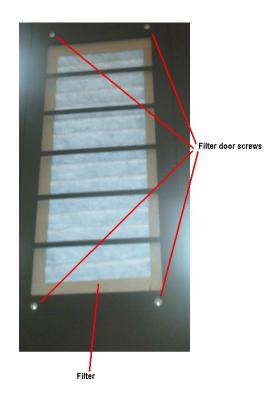




H. Symptom: Maintenance dirty air filter.

## Recommended Solution:

- 1. Remove filter door by removing 4 screws.
- 2. Replace filter.
- 3. Reattach filter door.





I. Symptom: Front and Back of LED display has a dark screen but you can VNC into the PC and everything looks fine.

#### Recommended Solution:

- 1. Check that front and back circuit breakers are ON.
- 2. Check connectivity and power to Sending, Receiving, and Hub Cards.
- 3. Check Green Data LED on sending card (it should be on or flashing to show video activity). If not and red LED is on the video drivers need to be updated.
- 4. Video drivers may have become corrupt so you will have to load new drivers by running the following executable file after copying to the file share folder. "GFX\_Vista\_Win7\_32\_8.14.8.1077\_PV.exe" Please contact SCC, or GM/HP representative for file.

## Procedure to Update Video Drivers.

- A. After copying file to SCC file share folder on signs PC run the executable.
- B. Click "Install" when prompted.
- C. Click "Yes to All".
- D. Enter "scc" password.
- E. Deselect both boxes when prompted.
- F. Click "Next"
- G. Select "yes" to license agreement
- H. Click "Next"
- I. Click "Next to continue
- J. Click "Finish" to restart PC.

After PC restarts you should see LEDs light on both sided of display board.

- J. Symptom: PC Motherboard fails to boot completely after power up and is waiting for a keyboard response to continue.
- 1. Cannot VNC into signs PC.
- 2. Diagnostic LEDs are lit on motherboard, sending, and receiving card but the green data LEDs are not flashing.
- 3. The LED tiles do not display and image on either side of the display board.
- 4. If you connect a keyboard, monitor, and mouse to the signs PC the PC is waiting for a response "yes" to continue. If you click yes the PC will finish its start up and work fine but if you want to prevent this from happening in the future please follow this procedure for modifying the PC's BIOS.

SEE APPENDIX D IN THIS DOCUMENT FOR A STEP BY STEP PROCEDURE



If your problem cannot be solved using this troubleshooting guide please call SCC tech support at (248) 926-4400 ext 225 for additional assistance. Please have the information listed on the tag, on the bottom of your display board to assist our tech support team.

PN =

SN=





## **Appendix A** – SDM Command Syntax and Examples

SDM Command Overview

The SDM (Set Display Mode) command is used to specify which template (a.k.a. mode) is displayed, from the list of defined templates 1-999.

SDM Command Syntax

STX '0' '0' '0' ESC 'SDM' mmm 'M' EOT

#### where:

STX ASCII control code Start Of Text (0x02)

'0' ASCII character '0' (0x30)
ESC ASCII control code Escape (0x1B)
'SDM' ASCII string 'SDM' (0x53, 0x44, 0x4D)

mmm 3-digit template #, made of ASCII characters '0' to '9' (0x30 to 0x39) e.g. 001 = template 1

(1, 01, 001 are all acceptable)

'M' (optional) mode field terminator, ASCII character 'M' (0x4D)

EOT ASCII control code End of Transmission (0x04)

#### Example 1:

#### STX 0000 ESC SDM 001 EOT

This will cause DVISimOPC to display template number 1 from the list of defined templates (1-999). Note that the optional 'M' (mode field terminator) is not included in this case.

The same command, written with the ASCII hex value for each character, is: 0x02 0x30 0x30 0x30 0x30 0x1B 0x53 0x44 0x4D 0x30 0x30 0x31 0x04

#### Example 2:

#### STX 0000 ESC SDM 1 EOT

This will also cause DVISimOPC to display template number 1 from the list of defined templates (1-999).

The same command, written with the ASCII hex value for each character, is:  $0x02\ 0x30\ 0x30\ 0x30\ 0x30\ 0x1B$   $0x53\ 0x44\ 0x4D\ 0x31\ 0x04$ 

#### Example 3:

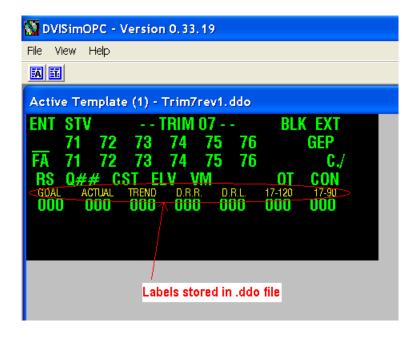
#### STX 0000 ESC SDM 125 M EOT

This will cause DVISimOPC to display template number 125 from the list of defined templates (1-999). Note that the optional 'M' (mode field terminator) is included in this case.

The same command, written with the ASCII hex value for each character, is: 0x02 0x30 0x30 0x30 0x30 0x1B 0x53 0x44 0x4D 0x31 0x32 0x35 0x4D 0x04



**Appendix B** – Procedure for Modifying Template Labels

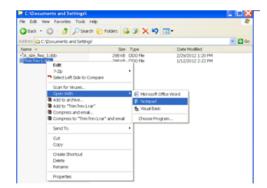


The SCC full matrix boards are shipped with a standard A, B, C, and F size template located in the SCC directory C:\SCC\

Before making changes to the preloaded templates it is suggested that you copy the file to another name (one that represents the boards ID). Working with the copied file will ensure you always have a known good file if for some reason the file became unworkable. Remember to only modify the text for the labels changing other characteristics of the ddo, file will make it unusable.

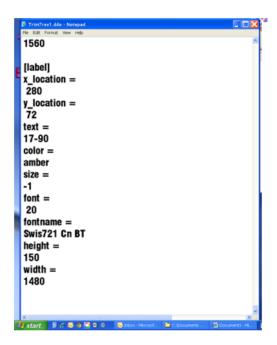
To change the preset labels to your desired labels you will need to modify the existing .ddo file by following the procedure below:

- 1. After you have a VNC connection to the signs PC, locate the .ddo file in the C:\SCC\ folder.
- 2. Open the file using Microsoft Notepad.

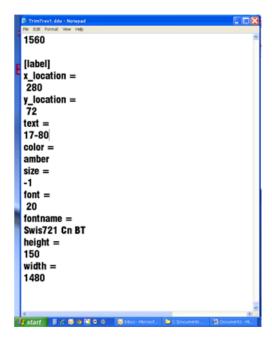


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- 2. With the file open scroll down to the bottom of the template. Here you will see the values of the current templates labels.
- 3. Locate the line that contain the label you want to change.



4. Change the text to your desired label.

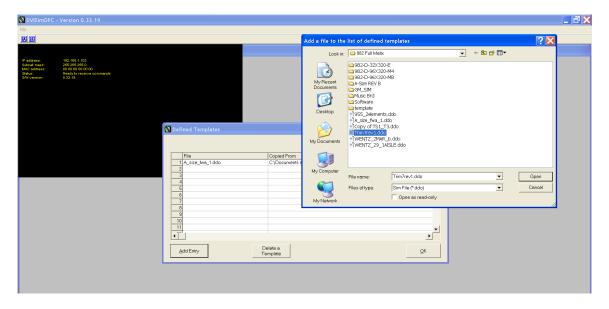


5. When finished with all of your changes save the file and exit Notepad.

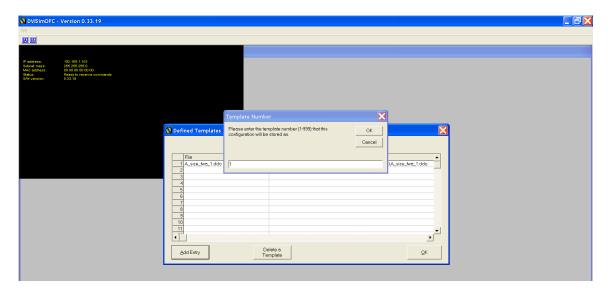


You are now ready to go back to DVISimOPC and initiate the changed template.

In DVISimOPC select the "T" for template in upper left section. You will see the defined template box appear. Select the "Add Entry" box where you will now be able to select the new file you edited.



Define this as template number 1 (default template).



Your template will activate and show your changes.



If your label requirements are more involved than just changing the text labels or if you would like to modify your template objects, please contact SCC tech support for further assistance (248) 926-4400 ext.225.



**Appendix C** – Enhanced Write Filter, and Firewall Enabled. All display board PC's are shipped with EWF and Firewall disabled. User can enable these features after the display boards IP is set, the template labels are modified and the configuration file is downloaded. This will ensure your files are saved and the display board recovers from a power cycle as expected.

## **Enhanced Write Filter**

If the enhanced write filter is enabled you will not be able to make permanent changes to the Embedded Windows 7 system without following the procedure below:

- 1. Sign on as Administrator with PW: sec
- 2. Disable enhanced write filter.
- 3. Make changes needed to files in designated folder.
- 4. Enable enhanced write filter.

#### **Firewall**

If the firewall is enabled and you would like to change the PC's IP address you will need to:

- 1. Sign in as Administrator with PW: sec
- 2. Turn firewall off.
- 3. Change PC IP settings to your desired values.
- 4. Turn firewall on.



## Appendix D

# Procedure to Disable PC's "Fast Boot" Option in BIOS

Follow procedure below to disable the "Fast Boot" option:

Turn PC power off.

Connect a monitor and keyboard to PC.

With power off to PC move jumper from pins 1 and 2 to pins 2 and 3.

Turn PC power back on to boot to BIOS screen.

Normal PC Operation: jumper connecting pins 1 and 2.

BIOS Screen: jumper connecting pins 2 and 3.



Photo showing PC motherboard jumper.

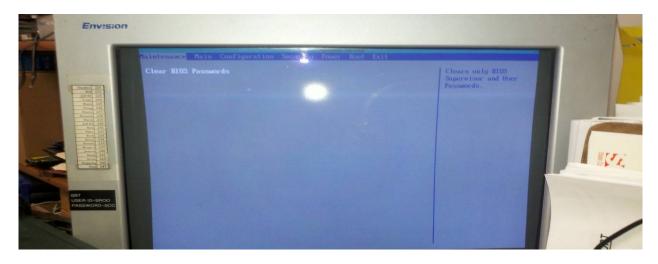


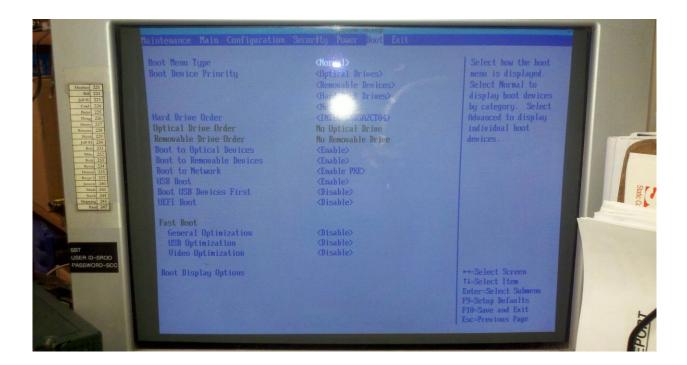
Photo of BIOS screen

Phone: 248-926-4400 Web: scccontrols.com



## Appendix D (continue)

When in the BIOS screen, use the keyboard arrow keys to navigate to the TAB labeled "Boot" and press enter.



Using the keyboard arrow keys move down to the "Fast Boot" options, disable all 3 items under this feature by pressing enter on each one.

Press F10 to Exit and Save new BIOS settings

The PC will prompt you to: Turn Off Power and Reinstall Jumper to pins 1 and 2.

After you Reinstall Jumper to pins 1 and 2 turn on power to PC, PC motherboard LED light should turn on.



## Appendix D (continue)

Next you will need to reset the PC by taking a small flat head screw driver and short the two red pins together for ONE SECOND, (the red pins are located below the SATA cable and above the BIOS battery) you should see the sending and receiving card data LEDs turn on.



Photo of PC Motherboard's Reset Pins

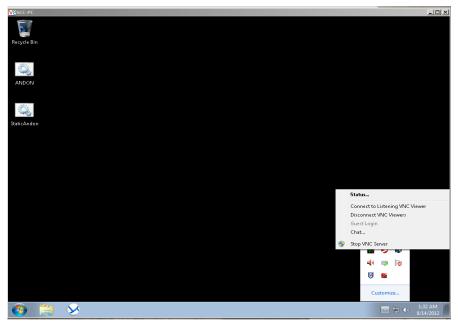
Your system is now ready to operate and will no longer be in the "Fast Boot" mode.



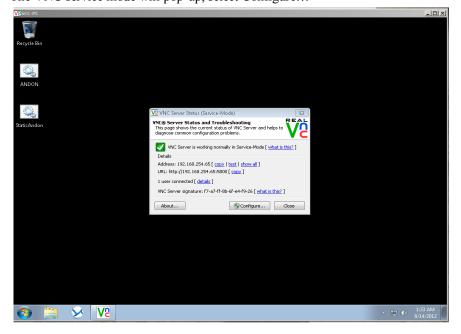
## Appendix E

Procedure to Disable Display Board Screen shift when using VNC.

Left click on the up arrow in the bottom right corner near the time. Right click on the VNC icon and select **Status...** 



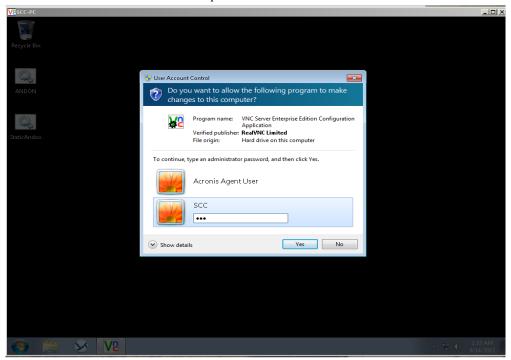
The VNC service mode will pop-up, select Configure...



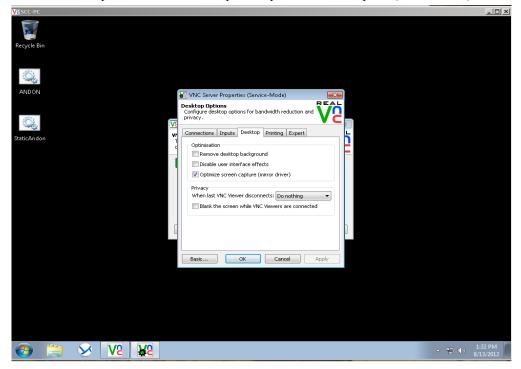


## Appendix E (continue)

Select the SCC user and enter "scc" as password.



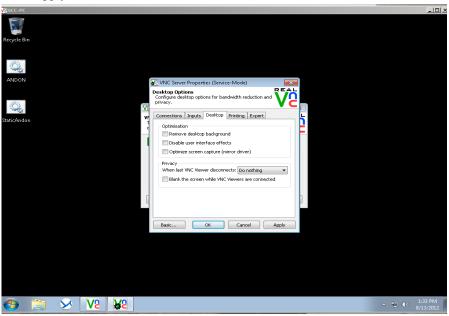
Select the Desktop tab and deselect the option: Optimize screen capture (mirror driver).



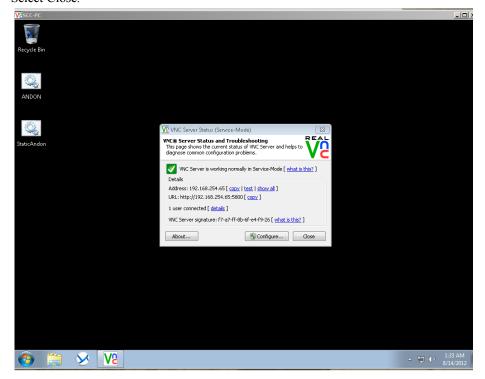


## Appendix E (continue)

Select Apply and then select OK.



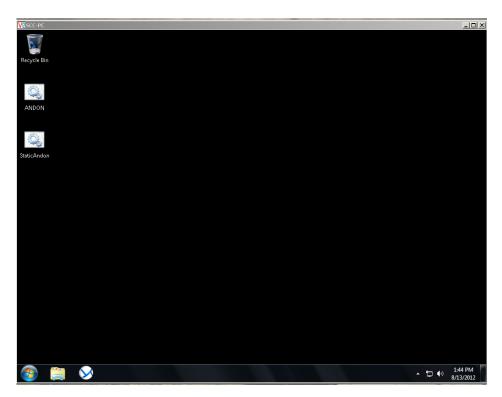
## Select Close.





## Appendix E (continue)

Screen should now look like this after you log in using VNC.





## Appendix F

## OPCDVI Music - Configuring Unit Numbers for Music Outputs 1 through 8.

To configure the SCC music outputs to their unit numbers you will need to VNC into the display boards PC and navigate to the OPCDVI program. This program should be running and auto starts when the display board powers on. Select the Music tab and verify the unit numbers do not duplicate the units used in your signs ddo template (example shown for 8 outputs).

A-Size: Top Andon area (group 01, unit 01), Bottom two row marquee (group 01, unit 02), Music (group 01, unit 03 through 10)

B-Size: Top Andon area (group 01, unit 01), Music (group 01, unit 02 through 09)

C-Size: Two row marquee (group 01, unit 01), Music (group 01, unit 02 through 09)

D-Size: Two row marquee (group 01, unit 01), Music (group 01, unit 02 through 09)

F-Size: Top Andon area (group 01, unit 01), Music (group 01, unit 02 through 09)

If you need to modify the unit numbers select the "Change Unit Designations" box and modify the desired unit numbers. Please do not duplicate music unit numbers with the unit numbers used in your .ddo template.

## Example Shown:

Group 01 Unit 03 = Music Output 1 Group 01 Unit 04 = Music Output 2 Group 01 Unit 05 = Music Output 3 Group 01 Unit 06 = Music Output 4 Group 01 Unit 07 = Music Output 5 Group 01 Unit 08 = Music Output 6 Group 01 Unit 09 = Music Output 7 Group 01 Unit 10 = Music Output 8

