VENUS X7 Quick Start

- Seamless switching 32 x 32 matrix / router
- Up to 64 mega pixels output splicing
- Display up to 128 layers
- DSK and Chroma Key features
- OSD text overlay feature for subtitling and messaging
- Wide range of SmartSlot™ modules for input and output
- Redundant Hot Swap Power Supply option
- Auto Temperature Control
- Genlock built-in
- Support scheduled power off/on and remote activation
- Windows® and Apple OS X® native software applications
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VENUS X7 is an HDCP compliant, scalable and extendable routing and video wall processor configurable to support a variety of inputs and outputs and windowing capabilities. VENUS X7 features RGBlink 3rd generation high performance video scaling technology for excellent image reproduction. VENUS X7 has a modular design, the card frame style, SmartSlot system allowing installation of up to 32 inputs and 32 outputs. Signals supported include SDI, HDMI and DVI, as well as DisplayPort, VGA, and USB direct input. Any input can be scaled, positioned, routed, transcoded to any output or be assembled as layers across outputs. Output capacity is a massive 64 mega pixels. Built for intensive switching and routing applications, the modular design extends to all aspects of the VENUS X7 for reliable and durable service.

System Connection

RGBlink offers solutions to demanding technical problems. Any application questions, or required further information, please contact with our customer Support Engineers.
Packing Configuration

AC Power Cord
DVI Cable
Network Cable
HDMI to DVI Cable

Warranty Card & USB Files
Screw Driver
Antistatic Bag
QC Declaration

Note:
AC Power Cable supplied as standard according to destination market.
USB is contained on the Warranty/Registration Card. Please keep.
Hardware Orientation

Front Panel

TFT-LCD Display

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<tr>
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<th>TFT-LCD Display</th>
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<tr>
<td>1</td>
<td>Displays the input slot and output slot information, device status, COM. Version, IP address and serial number.</td>
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## Back Panel

### Input Option Slots

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<tr>
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<th>VENUS X7 provides 8 input option slots, range of inputs are available for user fitting, including DVI, HDMI, VGA, CVBS, USB, SDI, VGA&amp;CVBS and 4K. Each DVI module supports 4 DVI-I inputs. Each HDMI module supports 4 HDMI-A inputs. Each VGA module supports 4 DB15 inputs. Each CVBS module supports 8 BNC inputs. Each USB module supports 4 USB-A inputs. Each SDI module supports 4 SDI inputs and 4 SDI loop out. Each VGA&amp;CVBS module supports 2 CVBS inputs (or 1 CVBS input with loop out), and 2 VGA inputs with loop out. Each 4K module supports 2 DUAL-DVI inputs, 1 HDMI input with loop out, and 1 DP input with loop out.</th>
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### Output Option Slots

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<th>VENUS X7 provides 8 output option slots, DVI output is available for user fitting. Each DVI module supports 4 DVI-I outputs.</th>
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### Control Connectors

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<th>The control connectors include 1 Genlock input with loop out, 1 USB, 1 RS-232, 1 RJ45 interface, 1 WIFI option and power switch.</th>
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### Power Connection

|   | IEC – Power Input  
Main power input AC 100-240V Max 400W. |
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Using Your Product

Installing XPOSE Software

**Environment Requirements:**
Processor: 1 GHz or above 32 bit or 64 bit processor
Memory: 2 GB or more
Graphics: Support DirectX 9 128M or above (open AERO effect)
Hard disk space: Above 16G (primary partitions, NTFS format)
Monitor: Resolution must be 1280 x720 pixel or above (it can not display normally if the resolution is lower than 1280 x720)
Operating system: Windows 7 or above (full version, not Ghost version or compact version)

Double click icon, it will pop-up the installer language box, select the language, for example, select “English”, and click “OK” to confirm.

Click “Next” to install:

Select “Browse...” to select the XPOSE software install location:
Note

User should get the rights in “Roles Management” when install the software to disk C if the system is Windows 7 or above.

Click “Install”:

During installation, it will pop up the window of InstallShield Wizard for Virtual Com port:
(1) If user install the XPOSE software for the first time, click “Next”:

Then click “Install”, as shown in the figure below:

Click “Finish” and complete the installation, as shown in the figure below:
Then it will pop up the window of installation wizard for device driver, click “Next” to complete the installation.

(2) If user have installed the XPOSE software before, click “Cancel”, and it will pop up the window as below:

Click “Yes” to cancel installation.

Click “Finish” to exit installation.

Then it will pop up the window of installation wizard for device driver, click “Cancel” to exit the installation.

Click “Finish” and is ready to run the XPOSE management software:
XPOSE Control VENUS X7

Log in the Software

Double click the icon on the desktop. Log in interface will be enter after opening, the user name is Admin, and there is no password, select “VENUS X7”, and enter into the software by clicking “Login”.

![Log in interface](image)

If user want to change the language to Chinese, click the drop down arrow after “Language” and select “Chinese”, as shown in the figure below, then click “Login” to enter into the software.

![Language selection](image)

XPOSE management software interface is shown as follows.
XPOSE management software contains the functions including: web links, search, output settings, operation mode, input settings, role management, system settings and logout. In the following parts, we will introduce these in detail.

**Web Links**

XPOSE management software sets up the web links. Click the web links icon on the top left corner, and enter the company’s website, as shown in the figure below:

![Image of a computer interface with a web link example]

**Connect the Device**

First, set up the device IP, and ensure the IP of the computer and device is on the same network segment. Connect the XPOSE management software to the computer with the network cable and power up the device. Then, click the shortcut “Search” on the operation interface.
Then it will search the device, and show the device name, device number and connection information after search, as shown in the figure below:

![Device Search](image1)

Finally, click the device to connect, as shown in the figure below:

![Device Connect](image2)

Note: Right click the device, user can set tag name, it will display the device name when connect one more devices. If select “Clean Tag Name”, the modified tag name will be cleared.
The software will automatically synchronize after connection, as shown in the figure below:

Output Settings

Click the “Output Settings”, and enter to the interface as follows:

Output Setting, DE Setting, Test pattern and OSD are included in output settings, specific as follows:

Output Setting
Click the “Output Setting”, and pop-up window as follows:

**Output**: Click the drop down arrow after the format, and select the output resolution in the pull-down menus according to actual need.

**Custom**: The width, height and frequency can be set if select “Custom” in “Format”. Click “Setting” to confirm.

**Genlock**: Enable or disable the genlock function by sliding the genlock switch. If select “ON”, the output resolution will be same with the resolution that selected. HDMI or BNC can be selected in “Input Source” by sliding the switch.

**DE Setting**

Click the “DE Setting”, and pop-up window as follows:

**Output Port**: Select one port or all ports.

**Output Type**: Select DVI or HDMI.

**Color Range**: Select image or video.

**Bits**: 8 bits can be selected if the output type is DVI. 8 bits, 10 bits and 12 bits can be selected if the output type is HDMI.

**Brightness**: The brightness adjustment range is between 0~128. Click “Set” to confirm.

**De Switch**: Enable or disable the De function by sliding the De Switch.

**De Setting**: The settings for De include X, Y, width, height, line polarity and scene polarity.

**Test Pattern**
Click the “Test Pattern”, and pop-up window as follows:

Output: User can select any board among the four boards.
Color Choose: Signal source, color bar and pure color can be selected.
#FFFFFF: Preview the corresponding RGB values and the color.

OSD

Click the “OSD”, and pop-up window as follows:

Output Mode: One output mode or more output mode can be selected. In one output mode, user need to enable the OSD function and select the output first. The operations are as follows:
Size and Position Adjustment: The size and position can be adjusted by setting X, Y, W and H.
Font Setting: The font, font size, font type and font color can be set. Use can also select font alpha.
BG Alpha: Can set the background color or background alpha.
Input Information: Input the information that will display in the box.
Alignment: Select left, right, H Center, etc.
Scrolling Speed: The scrolling speed can be set, and the adjustment range is between 1~16.
OSD Scroll: Can select no scroll, left scroll and right scroll.
Click “Save” and “Apply” after setting.
Operation Mode

Click the “Operation Mode”, and enter to the interface as follows:

Videowall Mode, Matrix Mode, Preview Mode and 3D-Mode are included in operation mode, specific as follows:

Videowall Mode

Click the “Videowall Mode”, and enter to the interface as follows:

Signal List

The signal list is shown as follows:
It displays the input module type, the quantity of inputs and input format. Right click the input for the following settings:

**LOGO:** Right click HDMI/DVI input, and select “LOGO”, it will enter to the LOGO menu items.

LOGO capture: Select the LOGO, there are 10 groups of LOGO. The image is frozen when capture LOGO.

Hide LOGO: Select “Hide LOGO”, the LOGO will be hidden.

Display LOGO: Select the number of “Display LOGO”.

Live/Freeze: Select “Live/Freeze”, the image is frozen. Cancel it, the image is live.

**Change Name:** Select “New Name”, and input the new name, click “OK” after setting.

**Set Input Property:** Right click the input and select “Set Input Property”, it will enter to the interface as follows:
Scale: Set the X, Y, width and height.
Crop: Crop the left, top, width and height.
Display Mode: Select “Live” or “Freeze”.
Mirror: Enable or disable the mirror function, default “OFF”.
Bypass Mode: Enable or disable the bypass mode. When select “ON”, the output format will be the same with the input format.
Alpha: Set the alpha, the adjustment range is 0~128.
Sharpness: Set the sharpness, the adjustment range is 0~100.
Brightness: Set the brightness, the adjustment range is 0~100.
Contrast: Set the contrast, the adjustment range is 0~100.
Saturation: Set the saturation, the adjustment range is 0~100.
Color Term: Set the color temp (red, green and blue), the adjustment range is 0~100.
Reset: Select “Reset”, the input property will be recover to factory setting.
Refresh Signals: Right click the input and select “Refresh Signals”. If there is signal, it will show the input format, or it will show “No Input”.
USB Player: Right click the USB input, and select “USB Player”, it will enter to the USB Player interface, including movie and picture, default play the USB movie.
USB movie player setting: Can select play in order, random, single cycle and all cycle, switch to pre or next, pause or play, and read the movie name, progress bar and time.

USB picture play time: Click the picture, it will display the setting interface, default the time is 0s. Set the switch time, and click “Set”.

USB picture player setting: Can select play in order, random, single cycle and all cycle, and switch to pre or next, pause or play.

**USB Upgrade:** Put the file in the form of MERGE.bin to the USB disk root directory, and connect to the USB input. Right click the USB input, and select “USB Upgrade” to begin to upgrade USB. (Note: upgrade is only for the USB port that connected, user need to upgrade the four USB ports respectively.

**Reset Name:** Reset the changed name.

**Output Setting**

Click “Monitor” shortcut, it will enter the interface as follows:

In videowall mode, there are max 32 image in the output interface, group of two outputs, one output module can display 8 images.

**Split Mode:** Default quick split “OFF”. User can enable the quick split function by sliding the switch to “ON”. LED type and LCD type can also be selected by sliding the monitor type switch, specific as follows:

LED Type: Default LED type. In LED type, user can select equal type and unequal split type.

Equal Type: User can custom the H total, V total, row and column, for example, set H total as 15360, V total as 4320, Row as 4 and Column as 8, as shown in the figure below:

The layout is shown in the figure below:
Unequal Split Type: User can custom the H total, V total, row and column, for example, set H total as 6720, V total as 3960, Row and Column as 4, as shown in the figure below:

Click “OK”, it will pop up windows as below:

Set H1, H2, H3, V1, V2 and V3. For example, set H1 as 960, H2 as 1920, H3 as 960, V1 as 800, V2 as 1080, and V3 as 1000, the layout is shown in the figure below:
LCD Type: Slide the monitor type switch, and select “LCD Type”. Besides H total, V total, row and column, user can custom the top border, bottom border, left border and right border in LCD type, as shown in the figure below:

![LCD Type Settings](image)

**Note**

Top border and bottom border, left border and right border are changed equivalently. For example, if set top border as 100, bottom border will be changed to 100 automatically, and if set left border as 200, right border will be changed to 200 automatically.

For example, set the top border, bottom border, left border and right border as 100, as shown in the figure below:
Close monitor: Click the icon on the top right corner of the monitor to close one monitor, or click the shortcut on the right side of the interface to close all monitors.

Reset monitor: User can reset the monitor by clicking the shortcut on the right side of the interface.

Swap monitor: User can swap the monitor by clicking the shortcut on the right side of the interface, as shown in the figure below.

Auto tile: User can enable or disable the auto tile function by clicking the auto tile shortcut on the right side of the interface. If select auto tile “ON”, the layer will automatically snap to the output grid when move the layer to the position within the threshold value.

Monitor Size and Position Setting: Move the mouse to the lower right brink of the monitor, and press the left key of the mouse. Move the mouse to the suitable position and release the mouse. But this method can only adjust the size and location roughly, if an accurate adjustment is needed, select the monitor, and set the X, Y, width and height in the bottom of the interface.

Monitor Size changed equivalently: Select any monitor, for example, select monitor 1, and adjust the size. Click this monitor, then press button C and don’t let go, select the monitor that will set, the size of the selected monitor will be changed to the same size of monitor 1, as shown in the figure below:
**Rotation:** Select the monitor, and set the rotation as 0°, 90°, 180° and 270° in the bottom of the interface. Click “OK” to confirm. As shown in the figure below:

Right click the monitor can also rotate the monitor, and each output module can only swap one output.

**Output Area Size Setting:** Move the mouse to the output area and slide the mouse wheel, the output area size can be zoom in and out. When zoom out the output area, press the wheel of the mouse will drag the whole operation area.

**Layer Setting**

**New Layer:** In output screen zone of controlling software, press the left mouse key and drag on the intended output screen to cover the whole current screen. And the below interface will be displayed. A layer can also be opened by double clicking the left signal source to be shown on the window.

**Adjust Layer:** Two ways can change the size and location of the opened layer:

a. Drag the opened layer by mouse. The details are: move the mouse to the brink of the opened layer, when the mouse shows“<—>”, press the left key of the mouse and drag the window to a suitable size and then release the mouse. Or move the mouse to the lower right of the opened layer, press the left key of the mouse and drag the window to a suitable size and then release the mouse. Move the mouse to the opened layer and press the left key of the mouse and move the mouse, then the layer will be moved, release the mouse when moved to the suitable location. But this method can only adjust the size and location roughly, if an accurate adjustment is needed, the second method can be used.

b. Select the layer to be adjusted, and set the X, Y, width and height in the bottom of the interface.

**Hierarchical relations between layers:** After creating the layers, the hierarchical relations can be changed by the following: click the shortcut key bring layer to top “↑”, bring layer to bottom “↓”, layer forward “→” or layer backward “←”. The layer can be set as background by click “” and click “” to remove the layer background.

**Close one layer or all layers:** Click the icon on the top right corner of the layer to close one layer, or click the shortcut key “” to close all layers.
Lock the layer: Click the icon on the top right corner of the layer to lock the layer, the layer can’t be moved or adjusted if be locked.

Layers Group: If user need to move two or more layers at the same time, long press the button G, and click the layers that to operate, then release the button G, the selected layers will be grouped, which can be moved or scaled easily.

Full the layer: Click the icon on the top right corner of the layer to full cell, and click the icon to full screen.

Copy and paste bank: Select the bank that to copy, and click the copy bank shortcut "" on the right side of the interface, then select the bank that to paste, and click the paste bank shortcut "". The selected layer will pasted to the bank.

Adaptive: If scale the output area to a large area, click the adaptive shortcut "" on the right side of the interface, the output area will be return to the best position.

Layer Property Setting: Select the layer to be adjusted, click the More shortcut "" in the bottom of the interface, and enter the interface as follows:

Scale: Set the X, Y, width and height.
Crop: Crop the left, top, width and height.
Display Mode: Select “Live” or “Freeze”.
Mirror: Enable or disable the mirror function, default “OFF”.
Alpha: Set the alpha, the adjustment range is 0~128.
Sharpness: Set the sharpness, the adjustment range is 0~100.
Brightness: Set the brightness, the adjustment range is 0~100.
Contrast: Set the contrast, the adjustment range is 0~100.
Saturation: Set the saturation, the adjustment range is 0~100.
Color Term: Set the color temp (red, green and blue), the adjustment range is 0~100.
Reset: Select “Reset”, the input property will be recover to factory setting.
Scene Preview
Except the Matrix Mode, stay the mouse on the scene in Videowall Mode, Preview Mode or 3D-Mode, it will pop up the preview window for the layer layout, as shown in the figure below:

User can preview the layer layout more directly, and switch it to the program output.

EDID
Click the EDID shortcut "Edid", and pop-up window as follows:

The special display project or LED display application would like to require special resolution settings to meet the requirement. Select the input or output board to read and write the EDID. As shown in the figure below:
If select the 4K input card, as shown in the figure below:

Click the input port, and set the width, height and frequency. Click “Set” after setting. Select “Reset”, all the setting will be recover to factory setting.

Loop

Click the loop shortcut “Loop”, and pop-up window as follows:

Slide the loop switch to enable or disable the loop function for the bank. If select “ON”, the bank play time can be set.
Sync

Click the sync shortcut “Sync” to synchronize the current data.

Load Script

Click the load script shortcut “Load Script”, user can load the data from the computer.

Save Script

Click the save script shortcut “Save Script”, user can save the data to the computer.

Factory Reset

Click the factory reset shortcut “Factory Reset” to reset to factory settings.

Out Card Set

Click the out card set shortcut “Out Card Set”, and pop-up window as follows:

Click any output, and pop-up window as follows:

X, Y, width, height, rotate can be set.
Click “Advanced Setting”, pop-up window as follow:
If user need to connect to the LED display, or there is deviation in splitting, enter to the advanced setting, and scale or crop the image.

**Page Set**

Click the shortcut "Page Set", and pop-up window as follows:

Save Page: Click any one of page 1~page 16. The button light will be on and then turn to gray if save the scene successfully.
Load Page: The button light on is the saved scene, and can be loaded.

**Short Key**

Click the shortcut "Short Key", and pop-up window as follows:
Use shortcut key to operate fast and easily.

**Take**

Default display the Take window. Click the shortcut “” or “”, it will hide the Take window, and click the shortcut again, it will pop-up the window. The Take window is shown as the figure below:

Set the alpha time, and the adjustment range is 0~10S. Slide the black scene switch to enable or disable the black function. Auto take on is the default state. If select black scene and auto take on, the preview image will black or seamless switch to LED display instantaneously. Click “Cut” or “Take”, the preview will be cut or seamless switch to LED display.

**Matrix Mode**

Click the “Matrix Mode”, and pop-up window as follows:

Click “OK”, and the system will synchronize the data, about 5 seconds later, it will enter the interface as follows:
In matrix mode, any operations are unavailable except signal selection, bank selection, alpha time and black scene setting.

Default source 1 to monitor 1, source 2 to monitor 2, and so on. Select the signal, and drag it to the source that will set. For example, set signal 8 for source 5, as shown in the figure below:

**Note:** Click the monitor (the border of the monitor will turn to red), then double click the signal (the border of the monitor will turn to yellow), the signal will be switched to the monitor.

Source 5 will be switched to signal 8, click source 1, then click “Take” icon, the signal will be switched to the corresponding monitor. Connect the signal to the corresponding output after setting.

**Preview Mode**

Click the “Preview Mode”, and pop-up window as follows:

Click “OK”, the system will synchronize the data, and it will finish about 5 seconds later, click “OK”, it will enter the interface as follows:
In preview mode, all the settings are displayed in the PST monitor, click “Take” or “Cut” in “Take” box to seamless switch the signal to LED display. If select “Auto Take ON” or “Black Scene ON”, the preview image will seamless switch or black to LED display instantaneously.

Default outputs 2.4.6.8.10.12.14.16.18.20.22.24.26.28.30.32 as preview channel and outputs 1.3.5.7.9.11.13.15.17.19.21.23.25.27.29.31 as program channel.

3D-Mode

Click the “3D-Mode”, and pop-up window as follows:

Click “OK”, the system will synchronize the data, and it will finish about 5 seconds later, click “OK”, it will enter the interface as follows:

Default 2D-Mode, right click the signal, and select “Set Input 3D Type”, it will enter the interface as follows:
User can select “3D-Mode One InputSource” or “3D-Mode Two InputSource”. If select “3D-Mode One InputSource”, it will show “3D” on the signal, as shown in the figure below:

If select “3D-Mode Two InputSource”, it will show “3D-1” and “3D-2” on the signal, as shown in the figure below:

The other operations are same with “Videowall Mode”.

**Input Settings**

Click the “Input Settings”, and enter the interface as follows:

DSK settings, source backup, source merge and 4K input set are included in input settings, specific as follows:

**DSK Settings**

Click the “DSK Settings”, and pop-up window as follows:
Select DSK ON, as shown in figure 1, then set the input ports, including preset selection, custom mode, alpha and color setting. Click “Set” to confirm.

**Source Backup**

Click the “Source Backup”, and pop-up window as follows:

Enable the hot backup function, as shown in figure 2, and set the backup signal for Hot Backup 1 to Hot Backup 8. It will switch to the backup signal if the signal is interrupted.

**Source Merge**

Click the “Source Merge”, and pop-up window as follows:
The DVI and S-HDMI input optional module support signal merger. Click any valid input board, for example, select Board1, then select the merger mode, for example, select [merger], as shown in the figure below:

User can also scale or crop the layer.

**4K Input Set**

Click the “4K Input Set”, and pop-up window as follows:
Input Module: Click the pull down arrow to select the 4K input module.

Source:
1. If select 4Kx2K, user can only select one source from source 1 (select one among DVI, HDMI and DP).
2. If select 4Kx1K, user need to select each one source from source 1 and source 2 (the two sources can be same or different, for example, DVI and DVI, DVI and HDMI).
3. If select 2Kx1K, user need to select each one source from source 1 and source 2 (the two sources can be same or different, for example, DVI and DVI, DVI and HDMI).
4. Click “Set” after select the working mode.

4K Group
1. Connect the 4K input board, and select the working mode, for example, select 4K×1K, then select the source, for example, select HDMI for source 1, and select HDMI for source 2, shown as follows:

2. Open the videowall mode, it will display the combined HDMI signals in the signal list, shown as follows:
3. Drag any signal to the monitor, the two outputs will combine to a picture with 3840x1080 automatically, shown as follows:

![Signal combining example]

**Role Management**

Click the “Role Management”, and enter the interface as follows:

![Role Management interface]

Role management and rights management are included in access control, specific as follows:

**Role Management**

Click the “Role Management”, and pop-up window as follows:

![Role Management pop-up]

**Add**: Input the user name and password, and select the user type as “Admin’ or “Users”, click “Add” after setting.

**Edit**: Select the admin or users in user’s list, then edit the password or user type, click “Edit” after setting.
**Del:** Select the admin or users in user’s list, then click **“Del”**, the selected user will be deleted.

**Rights Management**

Click the “Rights Management”, and pop-up window as follows:

![Rights Management](image)

Select the admin or users in user’s list, then click the rights in “Managements Detail”. Click **“OK”** after setting. User can operate the rights that selected.

**User Info:** Display all the Admin or Users list, double click it will unfold or fold the list.

**Management Details:**

The admin can manage all the admin users and users user.

Admin users can manage all the users user, except the admin users.

Users can not mange all the users, including admin user and users user.

**System Settings**

Click the “System Settings”, and enter the interface as follows:

![System Settings](image)

Connect setting, IP settings, system information, factory reset, power on setting and help document are included in system settings, specific as follows:

**Connect Setting**

Click the “Connect Setting”, and pop-up window as follows:
Select the serial connect and net connect, the software will search all the devices if not select “Search by this configuration”.
If select “Serial Connect” and “Search by this configuration”, the software will search all the devices with corresponding serial port.
If select “Net Connect” and “Search by this configuration”, the software will search all the devices with corresponding IP.

**IP Settings**

Click the “IP Settings”, and pop-up window as follows:

Default “Auto get ip address”. Users can also set IP address, mask and gateway manually. This is usually used if one computer control some devices or remote control. It takes effect after reboot the software if change IP through network.

**System Information**

Click the “System Information”, and pop-up window as follows:
Display the software version information. Including device type, serial number, IP address, firmware version, etc.

**Factory Reset**

Click the “Factory Reset”, and pop-up window as follows:

Select “Remove the LOGO”, and click “OK”, the LOGO will be removed.
Select “Remove EDID”, and click “OK”, the EDID will be removed.

**Power On Setting**

Click the “Power On Setting”, and pop-up window as follows:

**Time-Lapse Power On:** The adjustment range is 0~255, click “Set” after setting.

**Help Document**

Click “Help Document”, it will connect to the user manual, which is much convenient for users.
Logout

Click the “Logout”, and enter the interface as follows:

Click “OK” will logout the software.
Contact Information

Warranty:
All video products are designed and tested to the highest quality standard and backed by full 3 years parts and labor warranty. Warranties are effective upon delivery date to customer and are non-transferable. RGBlink warranties are only valid to the original purchase/owner. Warranty related repairs include parts and labor, but do not include faults resulting from user negligence, special modification, lighting strikes, abuse(drop/crush), and/or other unusual damages. The customer shall pay shipping charges when unit is returned for repair.

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