J-TECH DIGITAL

USER MANUAL

4K 30Hz 3x3 Video Wall Controller
JTD-658 | JTECH-VW09
Dear Customer
Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or adjusting this product. Please keep this manual for future reference.

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1. FEATURES

- Supports USB TYPE-C /VGA /DP / HDMI input
- Supports 4K 3x3 Video Wall; Cascade Multiple Units to Create 3x4, 4x5, 5X6 and max 10x10 Video Wall
- Supports 180° Output Image Rotation
- Supports Resolutions up to 4K30HZ 4:4:4
- Supports EDID Management: 4K30Hz & 1080P 60Hz Default EDID
- HDCP 2.2 | 1.4 Complaint
- Control via Front Panel Buttons, IR remote, RS232 and/or Web GUI
- Supports SPDF and Analog Audio Extraction
- Supports Third-Party Control System Integration via RS232 or LAN Ports
- 1U Rack Design for Easy Installation
- DC 24V 2A Power Supply

2. NOTICE

*J-Tech Digital Inc reserves the right to make changes in the hardware, packaging and any accompanying documentation without prior written notice.*

3. SPECIFICATIONS

<table>
<thead>
<tr>
<th>Operating Temperature Range</th>
<th>32°F to +104°F (0 to +40°C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Humidity Range</td>
<td>5 to 90 % RH (no condensation)</td>
</tr>
<tr>
<td>Input Video Signal</td>
<td>0.5-1.0 volts p-p</td>
</tr>
<tr>
<td>Input DDC Signal</td>
<td>5 volts p-p (TTL)</td>
</tr>
<tr>
<td>Video Format Supported</td>
<td>Resolutions up to 4K@30Hz</td>
</tr>
<tr>
<td>Audio Format Supported</td>
<td>LPCM 16-bit, 24bit</td>
</tr>
<tr>
<td>Input Ports</td>
<td>1 x USB TYPE-C</td>
</tr>
<tr>
<td>Output Ports</td>
<td>9 x HDMI</td>
</tr>
<tr>
<td>Splitter Mode</td>
<td>1 x 9 HDMI Splitter</td>
</tr>
<tr>
<td>Video Wall Configurations</td>
<td>1x1; 1x3; 1x4; 2x2; 2x3; 2x4; 3x1; 3x2; 3x3; 4x1; 4x2; 4x3-1; 4x3-2; 3x4-1; 3x4-2; 4x4-1; 4x4-2</td>
</tr>
<tr>
<td>Cascade Video Wall Configurations</td>
<td>4x3; 4x4; 5x5; 6x6; etc. Max10x10</td>
</tr>
<tr>
<td>Control</td>
<td>Front Panel Buttons</td>
</tr>
<tr>
<td>Power Consumption</td>
<td>33 Watts (Maximum)</td>
</tr>
<tr>
<td>Dimensions (L x W x H)</td>
<td>17.2 in x 10.78 in x 1.73 in</td>
</tr>
</tbody>
</table>
4. PACKING CONTENTS

1) 1 x JTECH-VW09 Video Wall Controller
2) 1 x Power Supply (24V 2A)
3) 6 x Screws, 2 x Mounting Brackets
4) 1 x CD (Includes User manual, RS232 Command List)
5) 1 x IR Remote Control
6) 1x USB cable (for firmware upgrade)

5. PANEL DESCRIPTIONS

Front Panel

1. **Input Status LED**: The selected source will be illuminated
2. **Source**: Short press to cycle through input sources (Type-C → VGA → DP → HDMI)
3. **Up**: Long press to choose device setting in the OSD menu
4. **Down**: Long press to choose device setting in the OSD menu
5. **Menu/Left**: Long press to return to the main menu; short press to return to previous menu
6. **Enter/Right**: Short press to enter the sub-menu. If there is no sub menu, short press to confirm the setting selection
7. **Firmware Port**: Use USB cable to upgrade firmware
8. **IR Sensors**: Receives IR signals from the included remote to control the device
9. **Power Toggle Switch**: Turn on or turn off power

Note:

1. **Modify Output Resolution** - Press & hold the "Up" and "Down" buttons together for 5 seconds to modify the output resolution. The current input status LEDs will flash quickly and cycle through the input status LEDs. Each input status represents a different output resolution (Type-C = 4K30Hz | VGA = 1080p | DP = 720p | HDMI = Auto). Release the “Up” and “Down” buttons when your desired resolution’s status LED is flashing.

2. **Factory Reset** – Press & hold the "Menu" and "Enter" buttons together for 5 seconds. The input status LEDs will begin to blink. After the blinking stops, the device is reset successfully.
6. CONNECTING AND OPERATING

1) Connect the source devices to the JTECH-VW09’s HDMI Input ports via HDMI cable. Press the red, green, yellow & blue buttons on the remote to select your source signal (USB TYPE-C | VGA | DP | HDMI).

2) Connect an HDMI cable from the JTECH-VW09’s HDMI OUT Ports 1-9 to the HDMI Input ports of your video wall displays.

3) Power on the JTECH-VW09 Video Wall Controller.

4) Control the JTECH-VW09 via Front Panel Buttons, Remote or RS232 Command.

✧ **3x3 Video Wall Display**
ظهور 6x4 Video Wall Display (Cascading)
7. CONTROL DESCRIPTIONS

7.1 Remote Control

1. Power On | Power Off
2. Mute
3. Source Switching - Cycle
4. Switch to Source IN1 (TYPE C)
5. Switch to Source IN2 (VGA)
6. Switch to Source IN3 (DP)
7. Switch to Source IN4 (HDMI)
8. Menu
9. ▲:UP ▼:Down ◀:Left/Menu ◄:Right/Enter OK:Enter
10. OSD Menu Toggle
11. Return to Menu Interface | Back
12. 1-4: Select Input Source IN1- IN4
7.2 Video Setting via Front Panel Buttons

Press the "Source" button to select the input from (Type-C→VGA→DP→HDMI).

Note:
1. The video switching OSD interface shows nine output ports and the current input port signal routed to them.
2. After no setting changes for 20 seconds, the OSD interface will turn off. (press any button to restore)

![OSD Video Menu]

7.2.1 Video Switching

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “Switching” sub menus.
Press the "Up", "Down", "Enter" buttons to select and confirm the input source.
The active selected input port is identified with "@" ampersand icon.

In1→Type-C | In2→VGA | In3→DP | In4→HDMI (default)
7.2.2 Video Wall Setting

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “VideoWall” sub menu.

"Preset": Includes 17 common Video Wall formats, including 2x2, 1x4, 4x1 & 4x2. The active video wall configuration is identified with the “@” ampersand icon.

"Set Up": Press the "Right/Enter" button to enter the "Set Up" submenu. Press the "Up" or "Down" buttons to navigate & "Enter" button to confirm changes. The active setting is indicated by the "@" ampersand icon.

"H_NUM " represents the total number of displays on the horizontal axis.
"V_NUM" represents the total numbers of display on the vertical axis.
"Cascade" represents which cascade layer the device is set to. (Supports 12 cascade layers in total. In cascade mode, the input port of the second device should be connected to the HDMI loop out of the first device.)

"Port Map" indicates which routing/map the HDMI output follows.
7.2.3 Mirror

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “Mirror” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm.
The active setting is indicated by the "@" ampersand icon.

"Normal" represents default mode (no mirror function enabled)
"Only X" mirrors the image over the x axis
"Only Y" mirrors the image over the y axis
"X and Y" represents a 180° rotation
7.2.4 Rotate

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “Rotate” sub menu. The active setting is indicated by the "@" ampersand icon.

Each output image supports 180° rotation. Select "Yes" or "No" to apply rotation.
7.2.5 Edge

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “Edge” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm.
The active setting is indicated by the "@" ampersand icon.

"X" represents the bezel setting between the horizontal displays, each image is divided into 302 units.
"Y" represents the bezel setting between the vertical displays, each image is divided into 302 units.
The default bezel setting of both horizontal and vertical displays is 3.5mm.

![Edge Set Interface](image)
7.2.6 Format

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “Format” sub menu.
Output formats include 4K30 | 1080P@60 | 720P@60 | 2560x1440 | 1920x1200 | 1366x768 | Auto for each output or all outputs by pressing the "Up" or "Down" buttons & "Enter" to confirm the selection. *(Default Output Format is Auto)*
The active setting is indicated by the "@" ampersand icon.

![Format Interface]

7.2.7 EDID

Press the "Left/Menu" button to enter menu. Press “Enter” to select “Video” > “EDID” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm.
The active setting is indicated by the "@" ampersand icon.
EDID options include 4K30Hz & 1080p60Hz *(default is 4K30Hz).*
7.3 Audio Setting via Front Panel Buttons

7.3.1 Audio Input Setting
Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “Audio” > “In” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm.
The active setting is indicated by the "@" ampersand icon.
For HDMI input, 2 audio formats are available CH2.0 | CH5.1. Default is PCM2.0.

7.3.2 Audio Output Setting
Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “Audio” > “Out” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm. The active setting is indicated by the "@" ampersand icon.
For each output or all outputs, there are "Mute" and "Delay" functions.
(The default setting is Unmute and Delay 30ms)

Audio Output Setting Interface

7.4 System Setting via Front Panel Buttons

7.4.1 Baud Rate

Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “System” > “Setup” > “Baud” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm. The active setting is indicated by the "@" ampersand icon.
Baud – Includes 4 baud rate settings to choose from 115200 | 57600 | 19200 | 9600
7.4.2 TCP/IP Setting

Press the "Left/Menu" button to enter menu. Press "Down" & "Enter" to select "System" > "Setup" > "TCP/IP" sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm.
The active setting is indicated by the "@" ampersand icon.
Adjustable settings include DHCP ON/OFF | IP Address | Mask(subnet) | GW (gateway) | DNS

IP Address Setting:
1. To modify the IP to 192.168.1.110, press the "up" and "down" buttons to select IP [0], IP [1], IP [2], and IP [3] to enter each octet of the IP address (each octet can be set from 0 to 255).
After selection the IP section (0-3) press the "up" and "down" buttons again to select "192", "168", "1", and "110" respectively, and click "ENTER" to confirm.
2. After confirming the IP address, press the "up" and "down" keys to select "Apply", and press the "ENTER" button to review setting changes.
Note: 1. The operation steps of IP / MASK / GW / DNS follow the same concept.
2. The above parameters cannot be modified manually when using DHCP.
3. The modified parameters need to conform to the network protocol, otherwise it cannot be modified and it will only display "Setting IP error" in the interface.
### IP Address

<table>
<thead>
<tr>
<th>System</th>
<th>&gt;</th>
<th>Setup</th>
<th>&gt;</th>
<th>TCP/IP</th>
<th>&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/6</td>
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<td>0/4</td>
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<tr>
<td>DHCP</td>
<td>&gt;</td>
<td>IP[ 0]</td>
<td>&gt;</td>
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<td></td>
</tr>
<tr>
<td>IP</td>
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<td>IP[ 1]</td>
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</tr>
<tr>
<td>Mask</td>
<td>&gt;</td>
<td>IP[ 2]</td>
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<td></td>
</tr>
<tr>
<td>GW</td>
<td>&gt;</td>
<td>IP[ 3]</td>
<td>&gt;</td>
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<td></td>
</tr>
<tr>
<td>DNS</td>
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### Mask Address

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<tbody>
<tr>
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<td>DHCP</td>
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<td>IP</td>
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<tr>
<td>Mask</td>
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<td>Mask[ 2]</td>
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<td>GW</td>
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<td>Mask[ 3]</td>
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### Gateway Address

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<td>IP</td>
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<tr>
<td>Mask</td>
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</tr>
<tr>
<td>GW</td>
<td>&gt;</td>
<td>GW[ 3]</td>
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</tr>
<tr>
<td>DNS</td>
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### DNS Interface

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<th>TCP/IP</th>
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<tr>
<td>DHCP</td>
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<td>DNS[ 0]</td>
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<td>IP</td>
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<td>Mask</td>
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<tr>
<td>GW</td>
<td>&gt;</td>
<td>DNS[ 3]</td>
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</tr>
<tr>
<td>DNS</td>
<td>&gt;</td>
<td></td>
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</tbody>
</table>

### 7.4.3 Reboot

Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “System” > “Setup” > “Reboot” sub menu.
Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm. The active setting is indicated by the "@" ampersand icon.

**Reboot Interface**

### 7.4.4 Factory Reset

Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “System” > “Setup” > “Factory” sub menu. Press the "Up" or "Down" buttons to select desired setting & press "Enter" to confirm. The active setting is indicated by the "@" ampersand icon.

**Factory Reset Interface**

### 7.4.5 System Information

Press the "Left/Menu" button to enter menu. Press “Down” & “Enter” to select “System” > “Info” sub menu. Press "Enter " to check the current state of the device. The menu contains "System" and "IP" specific information.

**Info Interface**
7.5. Web Control

Web control of the JTECH-VW09 is performed through the TCP/IP port located on the back of the device. Control is accomplished via two methods: Direct connection from PC to JTECH-VW09 (no LAN) or PC & JTECH-VW09 connected to the same LAN.

**Control Without Network:**
When the control computer is directly connected to the JTECH-VW09 without a network through the TCP/IP port, the control computer’s network card settings must match the JTECH-VW09’s default network settings.

Default IP address: 192.168.1.168
Default MASK: 255.255.255.0
Default GW: 192.168.1.1
MAC: 4658-4Exx-xxxx
When connecting to the JTECH-VW09 over a LAN, it is necessary to ensure that the network settings of the control computer and JTECH-VW09 is consistent with that of the connected LAN.
7.5.1 Interface Introduction

Status Display Instructions:
1. Click the navigation bar above, then enter the corresponding operation interface.
2. Do not click continuously. Click again after the setting is successful. If the setting is invalid, please click the button again.

Browser Compatibility
1. Recommended Browsers – Google Chrome & Mozilla Firefox with the latest browser version for best compatibility.
2. If you use Internet Explorer, please use version IE10 or higher.
3. The Web GUI may look different on each web browser.

Login Method
Default Login Credentials – User – admin | Password - admin

Note: a. This webpage has cookies. If a user logs in to the web GUI and does not close the browser, if the user refreshes the page again, they will be logged in automatically.
b. After changing the IP address or username & password, please use the new IP, username and password to login again.
7.5.2 Video Wall Setting

**Note:** This interface is used to set up video walls or cascading controllers.

**Interface Introduction:**

1. **Video Map:** To identify the location of the output port mapping/routing, you can change the output port position through the drop-down menu. The position of output port mapping “Map1” to “Map9” in the same cascading layer is consistent no matter how the HDMI Out ports are assigned. The rule for the "Port Map" position is from left to right, from top to bottom as shown.

2. **Output:** # of screens in horizontal and vertical position & # of cascading video wall controllers

3. **Input:** Source selection for the video wall. *(USB Type-C, VGA, DP, HDMI)*

4. Default 3x3 Video Wall Configuration: JTECH-VW09 can also accomplish 4x3 5x4 5x5 6x6 7x7 8x8 and max 10x10 video walls through cascading units.

5. The max # of displays in the horizontal direction is 10.

6. The max # of displays in the vertical direction is 10.

7. The max cascade layer amount is 12 layers *(12 Cascading JTECH-VW09)*

8. **Note:** The parameters can be set up by clicking the "+" or "+" button in the ‘Output’ section. When a source illuminates blue in the ‘Input’ section, it indicates that current source input is selected.

**Operating Instructions**

*Ex 1: Select DP port as input source to make a 3x3 video wall via 1 JTECH-VW09.*

1. In the Output section, set both the "Horizon" and "Vertical" settings to “3” and the "Equipment Cascade" to “1”.

2. Then click "DP" in the Input section.

In the Video Map section, set the output ports according to TV 1-9. For example: In the Video Map section, assign the output ports as designated in the picture below:

- Map 1 – Out 8; Map 2 – Out 6; Map 3 – Out 3; Map 4 – Out 2, Map 5 – Out 1; Map 6 – Out 9; Map 7 – Out 5; Map 8 – Out 4; Map 9 – Out 7
**Note:** 1. Screens under the same cascade layer can be connected to any output port in this layer.
2. The positions of Map1 to Map9 are fixed as in the example, while there are no limitations for the HDMI output ports order.

![Video Map of Video Wall Mode](image)

*Ex 2: Select HDMI port as input source to make a 4x3 video wall by 2 devices.*

**Operation Steps of Device1:**
1. In the Output section of the first device, set the "Horizontal" setting to “4”, "Vertical" setting to “3” and the "Equipment Cascade" setting to “1”, which represents that the current JTECH-VW09 is in the first cascading layer position (1 of 2).
2. Then click "HDMI" in the Input section.

**Operation Steps of Device2:**
1. In the Output section of the second device, set the "Horizontal" setting to “4”, "Vertical" setting to “3” and the "Equipment Cascade" setting to “2”, which represents that the current JTECH-VW09 is in the second cascading layer position (2 of 2).
2. Then click “HDMI” in the Input section *(connected to HDMI Output of Device 1).*
7.5.3 Mirror

**Interface Introduction:**
Click "Mirror" in the navigation bar on the left. The interface has only one section to adjust the following settings – Horizontal | Vertical | Horizontal and Vertical | Default.

*Note: You can only choose one option at each time.*

**Operating Instructions**
Click on the corresponding button to send Mirror command.

7.5.4 Rotate

**Interface Introduction:**
The JTECH-VW09 supports each output image to be rotated 180°, rotate a single image at a time or rotate all output images at once.
The output port blue bold border indicates that there is TV connected to the JTECH-VW09.

**Operating Instructions**
Click on the "ON/OFF" button to adjust.
7.5.5 Edge

Interface Introduction:
The default edge of both horizontal and vertical display screens is 3.5mm frame size, with each image being divided into 302 units of measurement.

Operating Instructions
Click on the "+/-" button on both Horizontal and Vertical to adjust.

7.5.6 Format

Interface Introduction:
The interface is used to adjust the output resolution and format. The ‘Output’ section includes HDMI Outputs 1 thru 9 and an ALL option (all HDMI outputs). The ‘Format’ section includes the following output format settings - 4K@30Hz | 1080P@60Hz | 720P@6Hz | 2560x1440 | 1920x1200 | 1366x768 | AUTO.

Operating Instructions
*Ex: Select all outputs to format as 4K@30HZ*
Click on the "ALL" button in the output section first, then select the "4K30" button in the format section, click "Apply" to confirm.
7.5.7 EDID

**Interface Introduction:**
The interface is used to set up the EDID for each input port or all input ports at once.

**Input Section:** Format Example – “1080P >> Type-C” Where 1080P designates the EDID selected for the input and Type-C designates the input port the EDID information is applied to. Assign EDID to each input independently or to all inputs.

**EDID Section:** There are two built-in EDID options; 4K@30Hz and 1080P.

**Operating Instructions**
Select the input port that needs customized EDID in the INPUT section ("ALL" = all input sources), actively selected input ports will turn blue.
Select the desired EDID (4K30 or 1080P) to be used in the EDID section, and click "Apply" to complete the setting.

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7.5.8 Audio Output Setting

**Interface Introduction:**
The interface is used to mute or delay the audio of one output or all outputs.

![Mute icon] indicates the audio is muted. ![Enable icon] indicates the audio is enabled. Default mute and delay settings are “audio enabled” and the “delay = 30ms”.

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Operating Instructions

Click on the "+/-" button to adjust delay time. Range is from 0 – 250 ms in increments of 10ms.

Click on the or button to choose mute or unmute.

7.5.9 Audio Input Setting

**Interface Introduction:**
This interface allows you to set HDMI Input Audio EDID setting (2.0 CH or 5.1 CH Audio). *Default is PCM 2.0 setting.*

**Operating Instructions**
Click on the "2.0" or "5.1" buttons separately to select the audio EDID format for the HDMI input port.

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7.5.10 Network Interface

**Interface Description:**
This interface is used to assign and display network information including IP/ MAC address, Net Mask address, Gateway address and DHCP (enable/disable).

**Operating Instructions**
**MAC Address:** can only be displayed, cannot be modified.
**Static IP:** Default (192.168.1.168) DHCP OFF
**Dynamic IP:** Click the "DHCP" button to enable DHCP. The following IP address
and other information can no longer be modified, but current IP address information can be displayed.

7.5.11 Reset

**Interface Introduction:**
This interface is used to restart the device and restore factory settings.

**Operating Instructions**
Click on each button (reboot or factory) to achieve the desired function.

7.5.12 Password

**Interface Description:**
This interface is used to customize the WEB GUI login credentials. *Default user name & password is ‘admin’*

**Operating Instructions**
User Name and Passwords can be customized but must be 5-15 digits & alphanumeric.

*Note* - You cannot add additional login accounts & can only customize one account.

8. RS232 CONTROL

**Function Description:** Plug in the USB port to RS232 adapter, double-click to open the provided software , and enter the main interface of the software, as shown below:
Instructions:
1. All instructions begin with ".#".
Instruction header c% : d---operation parameter, I---operation lock,
2. "_" means underline, indispensable.
Primary parameter d% : 0---all outputs, 1-x---indicates outputs (1-9), secondary
parameters are the same as the first.
3. A space should be added between the instruction header, first-level parameters
and attribute parameters. Please check the instruction sheet for property parameters.
Note: "/" indicates that this parameter is not used.

➢ For RS232 command details, please refer to the document found on the CD.

9 FIRMWARE UPDATE

9.1 MCU update

Open the software UART_ISP.exe on the PC, select the correct port and baud rate
(115200), enter A1_01 (_ represents space) in the port, then select the program
(xxx.bin) in the path, and click update to complete the upgrade.
9.2 GUI Update

Open the software UART_ISP.exe on PC, select the correct port and baud rate (115200), enter F0_01 ( _ represents space) in the port, then select the program (xxxx.bin) in the path, and click update to complete the upgrade.

Note: Please reboot the device after GUI Update.
MAINTENANCE

Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner or benzine to clean this unit.

PRODUCT SERVICE

1) **Damaged Requiring Service:**
The unit should be serviced by qualified service personnel if:
(a) The DC power supply cord or AC adaptor has been damaged;
(b) Objects or liquids have gotten into the unit;
(c) The unit has been exposed to rain;
(d) The unit does not operate normally or exhibits a marked change in performance;
(e) The unit has been dropped or the cabinet damaged.

1) **Servicing Personnel:** Do not attempt to service the unit beyond that described in these operating instructions. Refer all other servicing to authorized servicing personnel.

3) **Replacement Parts:** When parts need replacing, ensure the servicer uses parts specified by the manufacturer or parts that have the same characteristics as the original parts. Unauthorized substitutes may result in fire, electric shock, or other hazards.

4) **Safety Check:** After repairs or service, ask the servicer to perform safety checks to confirm that the unit is in proper working condition.

WARRANTY

If your product does not work properly because of a defect in materials or workmanship, J-Tech Digital Inc (referred to as "the warrantor") will, for the length of the period indicated as below, **(3 Years Replacement)** which starts with the date of original purchase ("Limited Warranty period"), at its option either(a) repair your product with new or refurbished parts, or (b) replace it with a new of a refurbished product. The decision to repair or replace will be made by the warrantor.

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. You must mail-in your product during the warranty period. This Limited Warranty is extended only to the original purchaser and only covers product purchased as new. A purchase receipt or other proof of original purchase date is required for Limited Warranty service.

MAIL-IN SERVICE

When shipping the unit carefully pack and send it prepaid, adequately insured and preferably in the original carton. Include a letter detailing the complaint and provide a day time phone and/or email address where you can be reached.
LIMITED WARRANTY LIMITS AND EXCLUSIONS

1) This Limited Warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited Warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misuse of consumer controls, improper maintenance, power line surge, lightning damage, modification, or service by anyone other than a Factory Service center or other Authorized Servicer, or damage that is attributable to acts of God.

2) THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. (As examples, this excludes damages for lost time, cost of having someone remove or re-install an installed unit if applicable, travel to and from the service, loss of or damage to media or images, data or other recorded content. The items listed are not exclusive, but are for illustration only.)

3) PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.