

PXLLLED

Professional LED Display Systems

Lumex

Interactive Kiosks

OPERATING MANUAL

Model: Lumex Interactive Kiosk



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CHAPTER 1

Welcome

Introduction

Thank you for choosing the **Lumex Interactive Kiosk**, powered by **PXLED**. Your new digital signage display is a powerful, easy-to-use communication tool designed for churches, schools, government offices, visitor centers, retail stores, and offices of all sizes. With Lumex, you can share announcements, images, videos, and schedules — all from a simple software application on your computer.

This manual will walk you through everything you need to know, from setting up your display for the first time to scheduling content weeks in advance. You do not need any technical background to use your Lumex kiosk. Just follow the steps in this guide and you will be up and running quickly.

■ NOTE

If you ever need help, contact PXLED Support at support@pxled.com or call **1-844-479-5533**. Support hours are Monday through Friday, 8:00 AM to 5:00 PM Central Time.

Safety Information

Please read all safety information carefully before installing or operating your LUMEN display. Following these guidelines will protect you, others, and your equipment.

Electrical Safety

■ WARNING

This display operates on standard 120V AC power. Do not use extension cords rated below the display's power requirements. Always plug the display directly into a grounded (three-prong) wall outlet.

- Qualified personnel should only open the rear panel of the display.
- Keep the display away from water, moisture, and extreme humidity.
- Do **not** block the ventilation slots on the back or sides of the display.
- Unplug the display during lightning storms or when not in use for extended periods.
- If the power cord is damaged in any way, stop using the display immediately and contact PXLED Support.
- Do **not** place objects on top of the display or lean anything against the screen.

Installation Safety

- Keep the display out of direct sunlight to prevent overheating and screen damage.
- Maintain at least 4 inches of clearance around all sides of the display for airflow.
- Route all cables to avoid tripping hazards.

General Use

- Only use the software and accessories recommended by PXLED.
- Do not attempt to modify the hardware or software in any way not described in this manual.
- Keep children away from exposed cables and power connections.
- If the display emits smoke, unusual odors, or makes unusual noises, unplug it immediately and call PXLED Support.

What's Included

Your Lumex Interactive Kiosk package includes the following items. Please check that all items are present before you begin setup. If anything is missing or damaged, contact PXLED Support before proceeding.

Item	Qty	Notes
Lumex Display Panel	1	Main display unit
Power Cable	1	Standard 3-prong, 6 ft
Miscellaneous Spare Parts	1	Assorted spare components

✓ TIP

Take a photo of your display's serial number label (located on the back of the unit) and save it to your phone or computer. You will need this number if you ever contact PXLED Support.

CHAPTER 2

Hardware Overview

Before setting up your display, take a moment to get familiar with its physical parts. Knowing where things are will make setup faster and help you troubleshoot any issues later.

Display Components



The Lumex display has the following main parts visible from the front:

- **Screen Panel** — The main LED display area where your content is shown.
- **Bezel** — The frame around the screen. Thin and designed for minimal distraction.
- **Ambient Light Sensor** — A small sensor near the top-center. It helps the display adjust brightness automatically when that feature is enabled.



From the rear of the display, you will find:

- **Venting Slots** — Keep these unobstructed at all times for proper airflow.
- **Status Indicator Light** — A small LED located at the bottom of the rear panel. Blue means the display is on and working. Red means there is an error or the display is in standby.
- **Serial Number / Model Label** — Record these numbers for warranty and support.

Ports and Connections



All ports are located on the back of the display, typically grouped in a recessed panel. The following ports are available on your Lumex display:

Port	Icon / Label	Purpose
Power Input	AC IN	Connect the included power cable here.
Ethernet (LAN)	LAN or Network symbol	For wired network connection (recommended)
USB-A (x2)	USB symbol	Used for USB drives, firmware updates, or peripheral devices.
RS-232	RS-232 or COM	Used by IT professionals for serial control.

NOTE

For the most stable and reliable performance, PXLLED strongly recommends using a wired Ethernet connection rather than Wi-Fi. If Wi-Fi is your only option, place the display within clear line-of-sight of your wireless router.

Power Requirements

Your Lumex display requires a standard electrical outlet to operate. Review the specifications below to make sure your installation site meets these requirements.

Specification	Value
Input Voltage	100–240V AC, 50/60Hz
Power Consumption (typical)	120W
Power Consumption (max)	160W
Standby Power	< 0.5W
Outlet Type Required	Standard 3-prong grounded outlet (NEMA 5-15)
Recommended Circuit Breaker	15A dedicated circuit

WARNING

Do not use a power strip or unprotected outlet for your display. Use a quality surge protector to protect the display from electrical surges and power fluctuations.

CHAPTER 3

First Time Setup

This chapter walks you through the complete process of setting up your Lumex display for the first time. Complete these steps in order. The entire process typically takes 15 to 30 minutes.

■ NOTE

Before you begin, make sure you have access to your Wi-Fi network name (SSID) and password, or that an Ethernet cable is ready to connect. You will need this information during setup.

Powering On

Follow these steps to power on your Lumex display for the first time.

1. **Remove all packaging materials** including foam inserts, protective film on the screen, and any zip ties holding cables.
2. **Position the display** in its permanent location on a flat, stable surface. The Lumex display is freestanding on four wheels — no mounting hardware is required.
3. **Connect the power cable** by plugging one end into the **AC IN** port on the back of the display and the other end into a surge-protected outlet.
4. **Wait for the startup screen** A Novastar startup screen will appear, confirming the display is operating correctly. Startup takes approximately 30 to 60 seconds. Allow startup to complete without interruption.

✓ **TIP**

If the screen remains black after 60 seconds, check that the power switch on the back is in the ON position and that the outlet has power. Try a different outlet if needed.

Connecting to Network

Your Lumex display connects to your local network so that you can send content to it from the ViPlex software on your computer. You can connect using a wired Ethernet cable (recommended) or via Wi-Fi.

Option A: Wired Ethernet Connection (Recommended — Cable Not Included)

1. **Locate the LAN port** on the back of the display.
2. **Plug one end of your Ethernet cable** into the LAN port on the back of the display. A CAT5e or CAT6 cable is recommended and can be purchased at any electronics store.
3. **Plug the other end** into an open port on your network router or switch.
4. **The display will connect automatically** within about 30 seconds. You do not need to enter any passwords for a wired connection.
5. **Confirm the connection** by opening ViPlex on your computer (Chapter 4). Once the display appears in ViPlex's Screen Control list, the IP address will be shown there. Write this number down — you will need it in Chapter 4.

Option B: Wi-Fi Connection

■ NOTE

Wi-Fi credentials are configured through ViPlex software on your computer. Make sure you know your Wi-Fi network name (SSID) and password before starting. The display must be reachable by ViPlex — connect via Ethernet first (Option A) to push the Wi-Fi credentials, then you can remove the cable.

1. **Connect the display via Ethernet** using Option A above, so that ViPlex can communicate with it.
2. **Open ViPlex** on your computer and confirm the display appears in Screen Control.
3. **Go to Screen Control > Network Settings** in ViPlex.
4. **Select Wi-Fi** and toggle it on.
5. **Enter your network name (SSID) and password** then click **Apply**. ViPlex will push the settings to the display.
6. **Wait about 30 seconds** for the display to connect to Wi-Fi. The display will obtain a new IP address once connected.
7. **Disconnect the Ethernet cable** once the display appears online in ViPlex via Wi-Fi. Update the IP address in ViPlex if it changed.

■ WARNING

Do not use a guest Wi-Fi network for your Lumex display. Guest networks often block devices from communicating with each other, which will prevent the ViPlex software from connecting. Use your main office or building Wi-Fi network.

Initial Configuration

After connecting to the network, complete these final configuration steps before moving on.

- 1. Set the correct time zone** in ViPlex, go to **Screen Control > Time Settings** and select your time zone. Accurate time is important for scheduled content to play correctly.
- 2. Set the current date and time** in the same **Time Settings** panel. Confirm and apply the settings.
- 3. Set display name (optional)** In ViPlex, go to **Screen Control > Screen Settings > Device Name**. Give your display a recognizable name like "Main Lobby" or "Front Door Screen."
- 4. Adjust initial brightness** In ViPlex, go to **Screen Control > Brightness Settings**. Set brightness to a comfortable level for your environment. Detailed brightness controls are covered in Chapter 7.

■ NOTE

Your display is now ready for content. In Chapter 4, you will install the ViPlex software on your computer and connect it to the display so you can start publishing content.

CHAPTER 4

ViPlex Setup

ViPlex is the free software you use to create, manage, and send content to your Lumex display. It runs on your Windows or Mac computer and communicates with the display over your local network. This chapter walks you through installing ViPlex and connecting it to your display for the first time.

■ NOTE

System Requirements for ViPlex:

- Windows 7 or later (Windows 10/11 recommended), or macOS 10.13 or later
- At least 4 GB of RAM and 2 GB of free hard drive space
- Internet connection for the initial software download
- Both your computer and your display must be on the same network

Installing Software

Follow these steps to download and install ViPlex on your computer.

1. **Open a web browser** on your computer (Chrome, Edge, Firefox, or Safari).
2. **Go to the download page** at <https://www.novastar.tech/downloads/>. (Some ISP will require a VPN for the download. Proton VPN is a very good free one.)
3. **Click the Nova Cloud Button. Scroll Down to Nova Cloud Software Section and Click the download button** for the most current version that matches your operating system — Windows or Mac.(Viplex Express 4.0)
4. **Wait for the download to finish** The file will typically be around 100–200 MB
5. Open the Installer
6. Follow the on screen instructions.
7. Wait for installation to complete This usually takes 1 to 3 minutes.
8. Click Finish to close the installer. ViPlex is now installed.
9. Launch ViPlex by double-clicking the ViPlex icon on your desktop or finding it in your Start Menu. Viplex is sometimes slow to start, give it time to open.

✓ **TIP**

If Windows shows a security warning asking if you want to allow the app to make changes, click **Yes**. This is normal for software installers and is safe to approve.

Connecting to the Display — No Account Needed

ViPlex Express does **not** require an online account or registration. It connects directly to your Lumex display over your local network using the display's built-in admin password. Follow these steps to find and connect to your display.

■ **NOTE**

Your display's admin password is **SN2008@+** unless you have been told otherwise by your PXLLED technician. Keep this password in a safe place.

1. **Open ViPlex Express** after installation. Make sure your computer and display are on the same network.
2. **Click Refresh** in the terminal list. ViPlex will scan the network and display any Lumex displays it finds.
3. **Click Connect** next to your display in the list.
4. **Enter the login credentials** when prompted. Username: **admin** | Password: **SN2008@+**
5. **Click OK** ViPlex will log in to the display. On success, the display name will show a green connected indicator.
6. **Watch for the green status indicator** in ViPlex next to the display name. Green means the display is connected and ready. If the status is red or shows "Offline," refer to the Troubleshooting chapter.

- 7. Rename the display (recommended)** by right-clicking the display name in ViPlex and selecting **Rename**. Give it a name like "Main Lobby" so it is easy to identify.

✓ TIP

ViPlex remembers your login automatically after the first connection. The next time you open ViPlex, your display will reconnect without needing to enter the password again.

CHAPTER 5

Publishing Content

This chapter covers how to upload images and videos to ViPlex, organize them into playlists, and send them to your Lumex display. Publishing content is the core of what you will do on a day-to-day basis.

■ NOTE

Content Format Guidelines:

Images: JPG or PNG format, recommended resolution [INSERT RESOLUTION, e.g., 1920x1080 px]

Videos: MP4 format (H.264 encoding), recommended resolution [INSERT RESOLUTION]

File sizes: Images up to 10 MB, Videos up to 500 MB per file

Avoid using files with special characters in their names (e.g., %, #, &)

Uploading Images

1. **Open ViPlex** and make sure your display shows as connected (green status).
2. **Click the Media tab** in the left navigation menu.
3. **Click Upload** or the cloud/upload icon. A file browser window will open.
4. **Navigate to the folder** on your computer where your images are saved.
5. **Select one or more image files** by clicking them. To select multiple files, hold the **Ctrl** key (Windows) or **Command** key (Mac) while clicking.
6. **Click Open** The files will begin uploading. A progress bar will appear for each file.
7. **Wait for all uploads to finish** You will see a green checkmark next to each file when it is done. Do not close ViPlex during the upload.

✓ TIP

Design your images at the exact resolution of your display for the best quality. If you are not sure of your display's resolution, check the product specs on your product label or contact PXLLLED Support.

Uploading Videos

The process for uploading videos is the same as for images. Keep in mind that video files are much larger and may take several minutes to upload depending on your network speed.

1. **Click the Media tab** in ViPlex.
2. **Click Upload** and select your video files (MP4 format recommended).
3. **Wait for the upload to complete** Large video files may take 5 to 15 minutes. A progress bar will show the status.
4. **Verify the video thumbnail appears** in the media library. If a thumbnail does not appear, the file may be in an unsupported format.

■ **WARNING**

Videos encoded in formats other than H.264 MP4 may not play correctly or may not upload at all. Use a free tool like **HandBrake** (handbrake.fr) to convert videos to the correct format if needed.

Creating Playlists

A **playlist** is a list of images and videos that plays in a set order on your display. You can create multiple playlists and schedule them to play at different times.

1. **Click the Programs or Playlists tab** in the left navigation menu.
2. **Click New Program or Create Playlist** A new playlist editor will open.
3. **Enter a name for your playlist** (e.g., "Morning Announcements" or "Weekly Specials") and click **OK**.
4. **Click Add Media** to add content. A window will show your uploaded files.
5. **Select the files you want to include** and click **Add** or **OK**.
6. **Set the display duration for each image** by clicking on the item in your playlist and changing the **Duration** field. (Example: show each image for 10 seconds.)
7. **Rearrange the order of items** by clicking and dragging them up or down in the playlist list.
8. **Click Save** to save your playlist.

■ **NOTE**

Videos will play for their full duration automatically. You only need to set a manual duration for images and other static content.

Sending Content to the Display

Once your playlist is created, follow these steps to send it to your display.

1. **Make sure your display** is connected (green status in ViPlex).
2. **Select the playlist** you want to send by clicking on it in the Programs list.
3. **Click Publish or Send to Screen** A dialog will appear asking you to confirm.
4. **Select the target display** if you have more than one. Check the box next to your display name.
5. **Click Publish or Send** ViPlex will transfer the content to the display. A progress bar will appear.
6. **Wait for the transfer to complete** This may take 30 seconds to several minutes depending on the file sizes.
7. **Look at your display** The new content should begin playing automatically. If it does not appear within 2 minutes, see the Troubleshooting chapter.

✓ **TIP**

If you send new content while the display is already playing something, the display will finish its current item and then switch to the new playlist. There is no interruption to viewers.

CHAPTER 6

Scheduling Content

Scheduling lets you tell your Lumex display exactly when to play each playlist — by time of day, day of the week, or specific dates. This means your content can change automatically without you having to be there to manage it.

✓ TIP

Before scheduling, make sure the date and time on your display are set correctly (Chapter 3, Initial Configuration). If the display's clock is wrong, scheduled content will play at the wrong times.

Daily Schedules

A daily schedule tells the display what to play at certain times each day. For example, you might want one playlist in the morning and a different one in the afternoon.

1. **Open ViPlex** and click the **Schedule** tab in the left navigation menu.
2. **Click New Schedule** or the **+** button.
3. **Enter a name for your schedule** (e.g., "Daily Rotation").
4. **Click Add Time Slot** A form will appear for setting up a time block.
5. **Set the Start Time** using the time picker (e.g., 8:00 AM).
6. **Set the End Time** (e.g., 12:00 PM).
7. **Select the playlist** you want to play during this time from the dropdown menu.
8. **Click Save or Add** to save this time slot.
9. **Repeat Steps 4–8** to add more time slots for the rest of the day.
10. **Click Publish Schedule** and select your display. The schedule will be applied immediately.

■ NOTE

Any time that is not covered by a scheduled time slot will play the last content that was sent to the display, or the display may show a blank/black screen. Cover the full operating hours of your facility to avoid gaps.

Weekly Schedules

A weekly schedule lets you assign different playlists to different days of the week. This is useful if your content varies by day — for example, showing a church bulletin on Sundays and general announcements on weekdays.

1. **Create a new schedule** in ViPlex as described in the Daily Schedules section above.
2. **When adding a time slot** look for a **Days of Week** or **Repeat** option.
3. **Check the days** you want this time slot to be active (e.g., Monday through Friday).
4. **Set the start and end times** and select the appropriate playlist.
5. **Add additional time slots** for any days that need different content (e.g., Saturday and Sunday).
6. **Review the schedule grid** to make sure every day and time is covered correctly.
7. **Publish the schedule** to your display.

Holiday Schedules

Holiday schedules let you set up special content for specific dates — like a holiday greeting, a school closure notice, or a special event announcement. Holiday schedules override your normal weekly schedule on those dates.

1. **Open the Schedule section** in ViPlex.
2. **Click New Schedule** and give it a name like "Christmas Greeting."
3. **Select the Date Range option** instead of Daily or Weekly.
4. **Enter the start date and end date** for your holiday (e.g., December 24 through December 26).
5. **Set the time range** for when the holiday content should play (e.g., all day, 7:00 AM to 10:00 PM).
6. **Select the holiday playlist** from the dropdown.
7. **Set the priority level to High** so this schedule takes precedence over your regular schedule.
8. **Click Save** and then **Publish** the schedule to your display.

✓ TIP

Set up your holiday schedules weeks in advance. Once saved and published, they will run automatically — no action needed on the day itself.

CHAPTER 7

Display Management

This chapter covers the day-to-day management of your LUMEN display, including adjusting brightness and volume, accessing the display remotely, and monitoring its status.

Brightness Settings

Your Lumex display allows you to control brightness either manually or automatically. Proper brightness levels ensure your content is easy to read without being too bright or wasting energy.

Manual Brightness Control

1. **Open ViPlex** on your computer.
2. **Click the Screen Control tab** and select your display.
3. **Click Brightness** or find it under the **Settings** panel on the right side.
4. **Use the slider or enter a value** between 0% (off) and 100% (maximum brightness). A value of 60–80% is typical for indoor use.
5. **Click Apply or Send** to update the display. The change takes effect within a few seconds.

Automatic Brightness (Scheduled)

You can also schedule brightness levels to change at certain times of day — for example, brighter during business hours and dimmer in the evening.

1. **In ViPlex go to Screen Control > Brightness Settings.**
2. **Enable Brightness Schedule** by toggling it on.
3. **Add brightness time slots** specifying the time and brightness level for each period.
4. **Click Save and Apply** to publish the brightness schedule.

✓ TIP

For outdoor or high-ambient-light environments, set brightness to 80–100%. For a dim lobby or indoor space, 40–60% is usually sufficient and extends the life of your display.

Volume Settings

If your Lumex display model has built-in speakers or audio output, you can control the volume through ViPlex.

- 1. Using ViPlex:** Go to **Screen Control > Volume** and use the slider to set the desired level.
- 2. To mute the display:** Set the volume slider to 0 in ViPlex.

■ NOTE

If your display is in a public space, consider setting a maximum volume limit. Contact PXLED Support for information about locking the maximum volume level.

Remote Access

ViPlex allows you to manage your display from any computer — even one that is not in the same building — as long as both devices are connected to the internet and you are logged in to your ViPlex account. This feature is called **Cloud Management**.

- 1. Enable Cloud Management** on your display by going to **System Settings > Cloud** on the display's on-screen menu, or through ViPlex > Screen Control > Cloud Settings.

2. **Log in to ViPlex** on any computer using your account credentials.
3. **Your display should appear** in the Screen Control list with its current online/offline status.
4. **Make changes as normal** — publish content, adjust brightness, check status — all from the remote computer.

■ **WARNING**

Cloud Management requires your display to have a reliable internet connection. Do not rely on remote access as your only way to manage the display in time-sensitive situations. Always have a backup plan for on-site access.

Monitoring

ViPlex provides real-time monitoring so you can check the health and status of your display at any time.

- **Online/Offline Status** — A green dot means the display is connected and working. Red means it is offline.
- **Current Content Playing** — Shows the name of the playlist currently on screen.
- **Uptime** — How long the display has been running since its last restart.
- **Storage Used** — Shows how much of the display's internal storage is in use.

✓ **TIP**

Set up email alerts in ViPlex (under Account Settings > Notifications) to receive an email if your display goes offline. This way you will know right away if something needs attention.

CHAPTER 8

Troubleshooting

This chapter covers the most common issues users experience with their LUMEN display and provides step-by-step instructions for resolving them. If you are unable to resolve an issue using this guide, contact PXLLED Support at support@pxlled.com or **1-844-479-5533**.

Issue: Display Shows as Offline in ViPlex

If ViPlex shows your display as offline (red dot or "Offline" status), the software cannot communicate with the display. Try the following steps in order.

1. **Check the display's power** Make sure it is turned on and the status indicator light is blue (not red or off).
2. **Check network cables** If using a wired connection, make sure the Ethernet cable is plugged in firmly at both the display and the router/switch.
3. **Verify the IP address** On the display, go to **System Settings > Network** and confirm the IP address. Make sure it matches what is entered in ViPlex (Screen Control > Edit Screen).
4. **Check that both devices are on the same network** Your computer and display must be connected to the same router. If your building has separate guest and internal networks, make sure both are on the internal/main network.
5. **Restart the display** Flip the main power switch on the back of the display to the OFF position. Wait 10 seconds, then flip it back ON. Allow 60 seconds for the display to restart and reconnect.
6. **Restart ViPlex** Close and reopen ViPlex on your computer.
7. **Restart your router** If other devices are also having network issues, restart your router by unplugging it for 30 seconds, then plugging it back in.
8. **Contact Support** If the display is still offline, contact PXLLED Support with the IP address, MAC address (found in System Settings > Network), and a description of what you have tried.

Issue: Cannot Upload Content to ViPlex

- 1. Check your internet connection** ViPlex requires an active internet connection to upload media. Open a website in your browser to confirm you are connected.
- 2. Check the file format** Images must be JPG or PNG. Videos must be MP4 (H.264). Other formats are not supported.
- 3. Check the file size** Individual files larger than 500 MB may fail to upload. Try compressing the file or breaking a long video into shorter segments.
- 4. Check for special characters in the file name** Rename the file to remove any symbols such as %, #, &, @ and try uploading again.
- 5. Clear ViPlex cache** Go to ViPlex > Settings > Clear Cache, then restart ViPlex and try uploading again.
- 6. Check available storage** In ViPlex, view your account's storage quota. If it is full, delete unused media files before uploading new ones.
- 7. Try a different computer or browser** If using the web version of ViPlex, try a different browser or use the desktop application.

Issue: Blank or Black Screen

If the display is powered on but showing only a black or blank screen:

- 1. Check that content has been published** Open ViPlex and confirm that a playlist has been sent to the display. A display with no content will show a blank screen.
- 2. Check the schedule** If you have a schedule active, verify that the current time falls within a scheduled time slot. A gap in the schedule can cause a blank screen.
- 3. Check that content has been published and the playlist is active** Open ViPlex and confirm a playlist is assigned to the display and currently scheduled to play.
- 4. Resend the content** In ViPlex, select your playlist and click Publish again to resend it to the display.
- 5. Restart the display** Power the display off, wait 10 seconds, and power it back on.
- 6. Check for error messages** When the display restarts, look for any error messages on screen and note them for Support.

Issue: Network / Wi-Fi Connection Problems

- 1. Move the display closer to the router** or access point if using Wi-Fi. Walls, metal objects, and distance all weaken the signal.
- 2. Check the Wi-Fi password** Go to **System Settings > Network > Wi-Fi** on the display and re-enter the password in case it was entered incorrectly.
- 3. Consider switching to a wired Ethernet connection** if Wi-Fi continues to be unreliable. A wired connection is always more stable. You will need to purchase a CAT5e or CAT6 cable separately.
- 4. Check for IP address conflicts** If another device on your network has the same IP address as the display, both will have connection problems. Contact your IT department if you suspect this issue.
- 5. Forget and re-join the network** On the display, go to **Wi-Fi Settings**, forget the current network, and reconnect from scratch.
- 6. Consult your IT team** Corporate and school networks may have firewalls or device restrictions that block the display. Ask your IT team to allow the display's MAC address on the network.

Issue: ViPlex Software Errors

If ViPlex crashes, freezes, or shows an error message:

- 1. Note the exact error message** Take a screenshot or write down the message. This information is important for Support.
- 2. Restart ViPlex** Close the program completely and reopen it.

3. **Restart your computer** Many software errors are resolved by a simple restart.
4. **Check for ViPlex updates** Go to **Help > Check for Updates** in ViPlex. Install any available updates.
5. **Reinstall ViPlex** If the issue persists, uninstall ViPlex, download the latest version from **[INSERT DOWNLOAD URL]**, and reinstall it. Your content and settings are stored in the cloud and will not be lost.
6. **Contact Support** If the error continues after reinstalling, contact PXLED Support with the error message and a description of what you were doing when it occurred.

Quick Troubleshooting Reference

Symptom	Most Likely Cause	First Step
Display shows "Offline" in ViPlex	Network connection issue	Check network cable or Wi-Fi
Blank black screen	No content published or schedule gap	Publish a playlist in ViPlex
Wrong content is playing	Old content still loaded	Re-publish the correct playlist
Display won't turn on	Power issue	Check power cable and outlet
Poor image quality	Low-resolution source file	Use images at the correct display resolution
ViPlex won't connect to display	Wrong IP address entered	Verify IP in display Network Settings
Upload fails	Wrong file format or file too large	Check format (JPG/PNG/MP4) and file size
Schedule not running correctly	Display clock is wrong	Correct Date & Time in System Settings

CHAPTER 9

Maintenance

Regular maintenance keeps your Lumex display running reliably and looking its best. Most maintenance tasks are simple and require no technical expertise.

Cleaning

Your display screen will occasionally accumulate dust, fingerprints, or smudges. Clean it regularly to maintain image quality.

■ WARNING

Never spray any liquid directly onto the screen. Do not use paper towels, rough cloths, abrasive cleaners, alcohol-based cleaners, or window cleaning sprays. These can permanently damage the screen coating.

1. **Turn off the display** and allow it to cool for at least 5 minutes.
2. **Use a clean, dry microfiber cloth** to gently wipe the screen in circular motions. This removes most dust and light smudges.
3. **For stubborn smudges** lightly dampen a microfiber cloth with distilled water (not tap water). Wring it out thoroughly so it is barely damp, then gently wipe the affected area.
4. **Dry the screen immediately** with a second dry microfiber cloth.
5. **Clean the bezel and back panel** with a dry microfiber cloth. Remove dust from ventilation slots using a can of compressed air, holding the can upright.
6. **Allow the display to dry completely** before turning it back on.

✓ TIP

Clean the screen once a month under normal conditions, or more frequently in dusty environments or high-traffic areas where fingerprints accumulate.

Software and Firmware Updates

Keeping your ViPlex software and display firmware up to date ensures you have the latest features, security improvements, and bug fixes.

Updating ViPlex Software

1. **Open ViPlex** on your computer.

2. Click **Help** in the top menu bar, then select **Check for Updates**.
3. If an update is available click **Download and Install**.
4. **ViPlex will close, install the update, and reopen automatically** This takes 1 to 3 minutes.
5. **Log back in** with your account credentials if prompted.

Updating Display Firmware

■ NOTE

Firmware is the software built into the display itself. PXLLED will notify you when a firmware update is available. Do not install firmware updates unless you have received notification or instruction from PXLLED Support.

1. **Download the firmware file** from the link provided by PXLLED Support. Save it to a USB drive.
2. **Insert the USB drive** into one of the USB-A ports on the back of the display.
3. **On the display** go to **System Settings > Firmware Update**.
4. **Select the firmware file** from the USB drive when prompted.
5. **Confirm the update** The display will begin the update process. **Do not turn off the display during the update.** It will restart automatically when complete.
6. **Verify the firmware version** by going to **System Settings > About** after the restart. The new version number should be displayed.

■ WARNING

Never turn off or unplug the display while a firmware update is in progress. Interrupting the update can permanently damage the display and void your warranty.

Backup Procedures

Backing up your content and settings protects you against accidental data loss, hardware failure, or the need to set up a replacement display quickly.

Backing Up Media Files

1. **Keep copies of all source files** (images and videos) on your computer or a shared drive, not just in ViPlex. ViPlex is not a permanent backup solution.
2. **Organize your files by date or event** in clearly labeled folders on your computer.
3. **Back up your computer regularly** using an external hard drive or cloud backup service such as Microsoft OneDrive or Google Drive.

Backing Up ViPlex Settings

1. In ViPlex go to **Settings > Export Settings** (if available in your version).
2. **Save the settings file** to your computer and label it with the date (e.g., "ViPlex_Settings_2024-12-01").
3. **Record your display settings separately** including the IP address, device name, login credentials, and any custom configurations. Keep this in a secure document.

✓ TIP

Perform a full backup once a month and any time you make major changes to your content or settings. Store at least one copy of backups off-site or in the cloud.

CHAPTER 10

Frequently Asked Questions

Below are answers to the most common questions from Lumex display users. If your question is not answered here, visit our support website at WWW.PXLLLED.COM or contact PXLLLED Support directly.

How many displays can I manage from one ViPlex account?

You can manage multiple displays from a single ViPlex account. The exact number depends on your subscription plan. Contact PXLLLED Sales at sales@pxlled.com for information about multi-display pricing.

Can I control my display from home or when I am away from the office?

Yes. As long as your display has an active internet connection and Cloud Management is enabled (see Chapter 7), you can manage it from any computer with ViPlex installed and an internet connection.

What happens to my display if the internet goes down?

Your display will continue playing the last content that was sent to it, following any schedule that was already published. The display does not need an internet connection to play content — the internet is only needed to send new content and settings.

Can I play live TV or a live feed on my display?

Live streaming is not supported natively by ViPlex. Contact PXLLLED for information about advanced live streaming options available for your model.

How do I add a second user to manage the display?

Log in to your ViPlex account, go to Account Settings > User Management, and invite additional users by email. You can assign different permission levels so some users can only view status while others can publish content.

My display is in a window and it is hard to see during the day. What can I do?

Increase the display brightness to 80-100% for window-facing installations. Contact PXLLLED if you need a higher-brightness model.

Can I show a website on my display?

Displaying a website requires a specific app or plugin in ViPlex. Contact PXLLLED Support at support@pxlled.com for guidance on your specific model.

What is the warranty on my Lumex display?

Lumex displays come with a 1 YEAR limited warranty covering defects in materials and workmanship. See the Warranty Card in your package.

How do I reset my display to factory settings?

Go to System Settings > Factory Reset on the display. Contact PXLLLED Support before performing a factory reset, as this process cannot be undone.

Can I use my own content creation software?

Yes. Design content in PowerPoint, Canva, Adobe Illustrator, or any software and export as JPG, PNG, or MP4. Upload those files to ViPlex and publish to your display.

The display shows the correct content but the colors look off. What should I do?

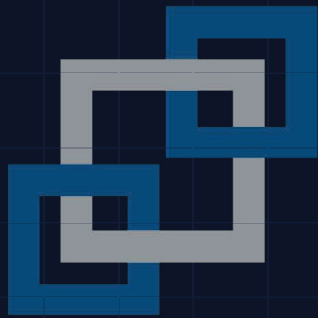
Go to Display Settings > Color/Image Settings on the display menu and adjust brightness, contrast, and color temperature. If the issue persists, contact PXLLLED Support — it may be a panel calibration issue covered under warranty.

How do I completely turn off the display at night?

Use ViPlex Schedule feature to set a time slot with no content, or use the Power Schedule feature to turn the display on and off automatically each day.

Have a question not answered here? Contact PXLLLED Support:

- **Email:** support@pxlled.com
- **Phone:** 1-844-479-5533 (Mon-Fri, 8 AM - 5 PM CT)
- **Web:** WWW.PXLLLED.COM



PXLLLED

Professional LED Display Systems

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Support Hours: Monday - Friday, 8:00 AM to 5:00 PM Central Time