



# Media Player User Guide



## Introduction to the Control4 Media Player V2

A key component of the Control4 vision to automate, control, and provide entertainment throughout the home is the Control4® Media Player—a device that plays back video files from your home network.

Using the Control4 Media Player with the Control4 system allows you to view video files on your TV, and eliminates the need to watch them on your computer. The Control4 system already allows you to browse cover art and play back your DVD and Blu-ray™ discs from any Control4 Navigator. With the addition of the Control4 Media Player, now you can also navigate and play your video files from the same user interface.

## Using the Media Player

Before you start to use the Control4 Media Player (C4-MP2-E), ensure that it is installed, and both the Power and Link lights on the front of the unit are lit.

Also ensure that you or your Installer has used the Composer Media view to scan the network-attached storage for videos to use with this player.

See *Media Player Installation and Setup Guide* and *Composer User Guide* or online Help for more information.

## Scanning the Media in Composer

1. Use the Composer software (Media Edition or Home Edition, Media View) to identify videos that you want the Media Player to be able to play. Videos can be added manually, or Composer can scan network-attached storage locations to add video files automatically.
2. In Composer click the **Media** view.
3. Select the network-attached storage where the videos are located, and then click the **Scan** or **New** button. Scan will automatically identify some types of video files (normally ISO and IFO/VOBS files in a videoTS folder). Other types of video files can be added using the **New** button. This action automatically updates the Navigators and provides cover art (if available) for easy video recognition.
4. For videos that haven't been identified in the scan process, use the **New** function to add the videos manually.

Additional details for advanced functions, such as adding your own cover art, are available in the *Composer User Guide* online Help.

## Special Features

The following sections show you how to do the following tasks from your Navigator. Use the System Remote Control to:

- Change video playback resolution
- Move through the video by percentages
- Use the Fast Forward, Rewind, Pause/Play, Stop and Skip Fwd/Skip Back functions

## System Remote Control (SR-250) Buttons

The buttons below show the controls for your Media Player.

**Pg Up/Pg Dn:** Use to adjust the video playback resolution (1080p, 780p, 480p, etc.). You can use this to change the video resolution if you want to view a video in a specific resolution.

**Skip Forward/Skip Back:** Skips through video approximately 5% with each press of the button.

**Play:** Resumes playback after **Pause**.

**Fast Forward/Rewind:** Advance or rewind. Press 1 time to advance or rewind video 4 times play rate; press 2 times to advance or rewind video 16 times play rate; press 3 times to advance or rewind video 64 times play rate, etc.

**Pause:** Pauses video. Press **Play** to start video where it left off when you paused it.

**Stop:** Stops video. When you press **Play**, video starts at the beginning.

**Numeric Keypad:** Use with **Go To**. See "Go To."



## 'Go To'

Press numbers **1** through **9** on the keypad to jump to a specific point in the video.

## Examples:

Press **1** to jump to 10% into the movie. Press **5** to jump to the middle of the movie (50%). If you are at the end of the movie, pressing **2** will take you back to 20% into the movie.

## Troubleshooting

The table below provides troubleshooting information that may be useful to you.

Problem	Possible Cause	Possible Solution
<b>Error: could not play video.</b>	Unsupported video file.	Make sure the video file is in a format supported by the Media Player. Try converting the video file into a format known to be compatible with the Media Player.
	Corrupt file.	If possible create a new version of the video from the original. Playing the video file on a computer can help you determine if the file is corrupted. This can help you confirm that the video file is in a format that the Media Player supports also.
<b>Error: cannot find video file.</b>	NAS drive offline.	Ensure that your NAS drive is powered ON, properly connected to the network, and Enabled in Composer.
	A video file has been deleted from the NAS drive.	Add the video file to the NAS drive (scanning the video again in Composer is required also).
<b>Video playback is not smooth or has pauses or skips.</b>	Problem with the video file.	If possible, create a new version of the video from the original. If this is a high-definition video file, try reducing the video resolution.
	Network bandwidth issues.	Ensure that there is sufficient bandwidth available for video playback. Playback of multiple video files over the network or large internet downloads during video playback can limit network availability and impact video playback quality. The Media Player buffers approximately 10 seconds of video to help alleviate these problems, but if network issues persist then video playback issues may arise. If needed work with a networking professional to ensure your network has sufficient available bandwidth for video playback.
	Network Attached Storage issues.	Ensure that the NAS where your video files are stored is functioning properly
<b>Poor Video Quality.</b>	The video file is encoded in a low resolution.	If possible, create a new version of the video from the original using higher resolution settings.
<b>Wrong language is playing.</b>	The video may have multiple language tracks.	Provide the video file with only the desired language track
<b>Video plays, but there is no audio.</b>	The Audio track is encoded in DTS surround sound.	The Media Player supports DTS pass through only – meaning that it will pass the DTS signal through the digital optical (S/PDIF) and HDMI connections to a Receiver or TV, which must then decode the DTS signal. A DTS-compatible Receiver or TV is required for DTS audio to work. When playing a video file that has DTS encoded audio, the Media Player will not output any audio over the Left/Right RCA audio outputs.
	Unsupported audio codec.	If possible, create a new version of the video from the original.

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