MASTERSuite Lite

USER MANUAL

020-100566-01

CHKISTIE®

MASTERSuite Lite

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1 MASTERSuite™ Lite Introduction

2 Software Setup and Administration

3 Showing Media on the Display Wall

5 Remote Operation – Client PC

6 Setting Wall Display Properties

7 Troubleshooting

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1 MASTERSuite™ Lite Introduction

1.1 About MASTERSuite Lite

MASTERSuite is a collection of integrated software modules that allows for flexibility when working with the TVC™ 500 display wall.

1.2 In This Document

Chapter 1 Introduction: The current chapter.

Chapter 2 Software Setup and Administration: MediaManager™ and WallManager™ can be configured to best suit your environment.

Chapter 3 Showing Media on the Display Wall: MediaManager allows you to specify and configure media to be shown on the display wall.

Chapter 4 Managing the Display Wall: WallManager allows you to control the display walls remotely, and it allows you to create scenarios that include multiple windows.

Chapter 5 Remote Operation – Client PC: A variety of small applications are provided that extend remote operation functionality.

Chapter 6 Setting Wall Display Properties: Advanced display property settings.

Chapter 7 Troubleshooting: Information about common issues.

1.3 Documentation Conventions

- Fields, buttons, panel names, and other elements that you need to interact with on the screen are formatted like this in stepped procedures. For example, in the **MediaManager** window, click **Profile>Create Shortcut…**
- Screen elements in introductory paragraphs, descriptive text and notes are formatted the same as the surrounding text.
- Text that must be entered as specified in the guide is `monospaced`. For example, in the Run dialog, type `D:\autorun\autorun.exe`.

- An arrow ">" indicates movement through menu options. For example, File > Save indicates select Save from the File menu.
- Operational states are CAPITALIZED. For example, turn device ON.
- Listed items, where order is of no significance, are preceded by bullets.
- Numbered items are to be performed in the order in which they appear.

1.4 Related Documents

Software setup and operation information is included in the on-line help.

The TVC 500 Operation Manual includes information about the controller, the input modules, and system configurations.

The MASTERSuite Installation Guide includes information required in the event that the controller software must be re-installed.

2 Software Setup and Administration

MASTERSuite™ is a suite of programs used to configure (MediaManager™) and display (WallManager™) media content on a TVC™ display wall. The controller comes with MASTERSuite installed. If for any reason you need to re-install the MASTERSuite software on the controller, see the *MASTERSuite Installation Manual.*

This section includes:

2.1 MediaManager Setup

Once you have set up channels and profiles in MediaManager, you can include MediaManager content in WallManager scenarios.

2.1.1 Start MediaManager

The first time you start MediaManager, the License window appears. Read and accept the License to continue.

1. Log into the controller with an administration level user account.

2. At the display wall, click **Start > All Programs > Christie > MASTERSuite > Christie MediaManager**. The default window appears.
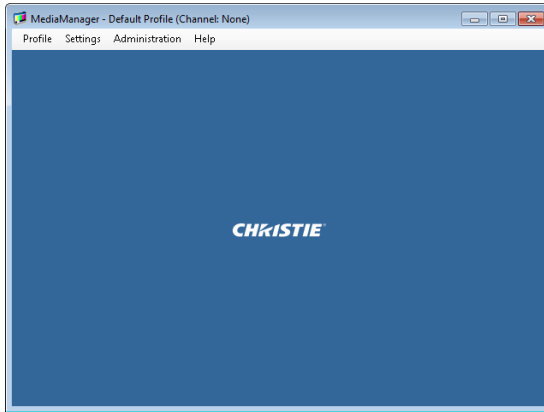
Figure 2-1 Default MediaManager Window

The default window can be changed for future start-up by changing the default profile.

2.1.2 Configure Language

1. In the **MediaManager** window, click **Administration > Languages**. The submenu lists the supported languages.
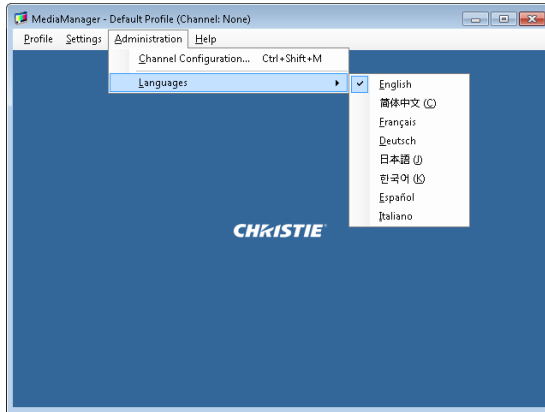
Figure 2-2 Language Selection

2. Select a language.

   The change is immediate. All MediaManager dialogs and windows are converted to the selected language.

   NOTE: *Text fields such as Name and Descriptions are not affected. These fields can be entered in any language regardless of the language selected for MediaManager.*

2.1.3 Manage Channels

The first time you start the MediaManager software, it creates a default set of input source channels. The channels are based on the input modules detected in the system. You can rename channels to make the channel contents clearer to users. You can also change properties, such as brightness. For detailed descriptions of the settings you can change, see *Channel Properties Dialog* on page 2-6.

This section includes the following:

* *Rename Channels*
* *Create New Channel*
* *Edit Channel Properties*
* *Delete a Channel*
* *Restore Default Channels*
* *Select Device Dialog*
* *Channel Properties Dialog*

Rename Channels

MediaManager channels are named for their respective input modules. Renaming channels to reflect content makes it easier to identify the correct input source when you set up media windows on the display wall.

IMPORTANT! Profiles refer to channel names. If you change a channel name after it has been included in a profile, change the profile to refer to the new name.

1. In the **MediaManager** window, click **Administration > Channel Configuration**. The *Channel Configuration* dialog appears.

Figure 2-3 Channel Configuration

2. Select the channel you want to rename.

3. Click **Rename**. The **Name** cell for the selected channel is activated.

4. Modify the name and press **Enter**.

Create New Channel

1. In the **MediaManager** window, click **Administration > Channel Configuration**. The **Channel Configuration** dialog appears.

2. Click **Add**. The **Select Device** dialog appears.
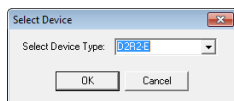
Figure 2-4 Select Device Dialog

3. Select the appropriate device from the **Select Device Type** list. For example, for a remote desktop channel pick **RemoteDesktop**.

4. Click **OK**. The new channel is added to the list.

5. With the new channel selected click **Edit**. The Channel Properties dialog for the specified device type appears. See *Channel Properties Dialog* on page 2-6.

6. Change the channel settings until you are satisfied with the effect and click **Save**.

NOTE: *Alternatively, select an existing channel and click Copy. The new channel has the same properties.*

Edit Channel Properties

1. In the **Channel Configuration** dialog, select the channel you want to change, and click **Edit**.

2. Adjust the channel properties. See *Channel Properties Dialog* on page 2-6.

3. Click **Save**.

Delete a Channel

1. In the **Channel Configuration** dialog, select the channel you want to delete, and click **Delete**.

2. Click **Yes** to confirm.

Restore Default Channels

Restores all channels to their default settings.

Notes: 1) You cannot restore a single default channel. 2) The action of restoring default channels is final – you cannot regain the channels once they are deleted.

1. In the MediaManager window, click **Administration > Channel Configuration**. The **Channel Configuration** dialog appears.

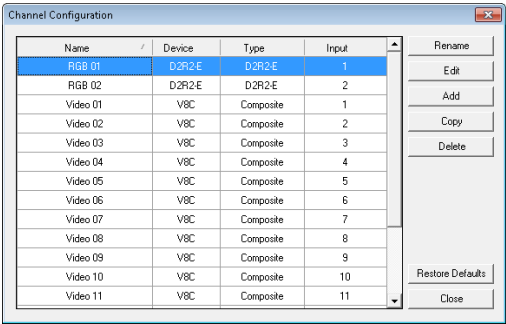2. In the **Channel Configuration** dialog, click **Restore Defaults**.

3. Click **Yes** to confirm the deletion of existing information and the restoration of the channel defaults.

Select Device Dialog

Select Device Type – The device type identifies the channel's input module from which the MediaManager window receives a signal. Devices are:

> **V8C –** Select this device type when you want to display the video sources connected to the V8C module. This device supports multiple videos per display device.

> **D2R2-E –** Select this device type when you want to display an analog or digital RGB source connected to any D2R2-E module.

> **RemoteDesktop –** Select this device when you want to display the desktop of some other computer on the network other than the controller.

> **NOTE:** *RDClient must be installed on the other PC for the remote desktop feature to work.*

Channel Properties Dialog

The Channel Properties dialog allows you to review and change the properties associated with a channel.

The options available from the Channel Properties dialog depend on whether the signal source is from a video, an RGB device, or a RemoteDesktop.
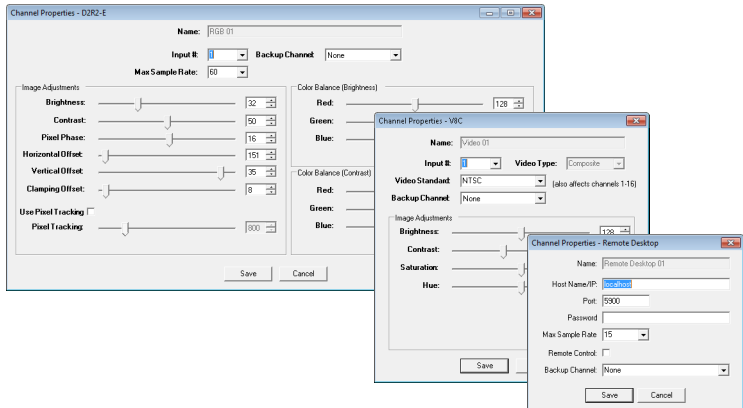
Figure 2-5 Channel Properties Dialog

Name (All) – The default name for a channel is based on the channel's device type, for example *RGB 03*. You can rename channels so that users can identify the contents from the name, but if you have already created profiles that refer to the old name, those profiles need to be updated. Profile references to names that no longer exist result in a **Channel: None Selected** message in the MediaManager window.

Input # (RGB, Video) – The Input **#** specifies which input port on the device to use. When you try to open a window to an input that is already being used, the window displays a "device in use" image in the MediaManager window.

The range of Input #'s available depends on the number of modules installed on the specified device type.

NOTE: *D2R2E modules cannot have more than 4 windows displaying the same input channel.*

Remote Control – Indicates whether the user at the controller can take control of the displayed remote desktop using the controller's keyboard and mouse. When Remote Control is checked, MediaManager right-click menus are not available in the MediaManager window displaying the remote desktop. Mouse and keyboard actions in the remote desktop window are sent to the remote desktop.

Backup channel – Identifies the channel Media Manager will switch to if the current channel is selected but not available.

Video Type (Video) – Identifies the type of video signal.

Video Standard (Video) – Select the proper video standard from the Video Standard drop-down menu. This specifies which video standard the signal has been encoded in.

Host Name/IP (RemoteDesktop) – Host Name/IP specifies the IP address or full name of the remote computer.

Port (RemoteDesktop) – Port specifies the port number of the remote computer.

Maximum Sample Rate (RGB, RemoteDesktop) – The Maximum Sample Rate specifies how quickly the window updates (refreshes) in frames per second. The maximum attainable refresh rate is dependent on how much bandwidth is available on the PCI bus. Setting a high sample rate reduces bandwidth availability for other applications and other RGB windows. It can also cause irregular updates when one or more windows are open.

If you notice irregular updates or ghosting, decrease the Maximum Sample Rate value until the updates occur more smoothly.

Password (RemoteDesktop) – A password is only required to connect to a remote desktop if authentication has been enabled (with a password) in the RDClient application on the remote desktop. Specify the password that was set up on the remote desktop's RDClient.

If a password is not provided when the channel is set up and authentication is enabled, you will be prompted for the password when the channel is selected for display.

Image Adjustments (RGB, Video) – The bottom half of the Channel Properties window is dedicated to image adjustment settings. The options that appear in this section change depending on whether you are working with Video or RGB signals. Most options have an adjustable slide bar. Moving it toward the right increases the value of the setting and moving to the left decreases it. The exact value appears to the right of the slide bar.

Brightness (RGB, Video) – Adjust the slide bar until the desired image brightness is achieved. A high brightness setting could turn the black areas of an image to dark gray. This could create an overall "washed-out" appearance of the image. If the brightness setting is set too low, the dark areas of an image appear black ("crushed").

Contrast (RGB, Video) – Adjust the slide bar until the desired image contrast is achieved. A high-contrast setting can cause the light areas of the image to appear white and distorted. If the contrast setting is too low, the image could appear dim.

Brightness Color Balancing (RGB) – Adjust the slide bar until the desired color balance is achieved for brightness. This adjustment is made separately for each color channel.

Contrast Color Balancing (RGB) – Adjust the slide bar until the desired color balance is achieved for contrast. This adjustment is made separately for each color channel.

Saturation (Video) – Adjust the slide bar until the desired color saturation is achieved.

Hue (Video) – Adjust the slide bar until the image displays the desired hue. Applies only to NTSC video output.

Use Pixel Tracking (RGB) – Check to enable pixel tracking. Adjust the slide bar to increase or decrease the frequency of the pixel sampling clock to correct the consistency of the image.

Pixel Phase (RGB) – Adjust the slide bar so that any evident shimmer in the displayed image disappears and the image remains stable.

Horizontal Offset (RGB) – Adjust the slide bar to shift the image from left to right.

Vertical Offset (RGB) – Adjust the slide bar to shift the image up or down.

Clamping Offset (RGB) – Adjust the slide bar when the image displays strong horizontal streaks or appears dim. In these cases, the clamp position requires adjustment to match the frequency of the incoming signal.

2.2 WallManager Setup

WallManager is a client application used to set up TVC display walls. WallManager is pre-installed on the TVC controller.

Use WallManager to:

* Set up applications for use on the display wall
* Set up scenarios (display wall layouts)

This setup section includes the following:

* *2.2.1 Initialize WallManager on the Controller*
* *2.2.2 Manage Applications in WallManager*
* *2.2.2 Manage Applications in WallManager*
* *2.2.3 QuickLaunch*

2.2.1 Initialize WallManager on the Controller

1. Click **Start > All Programs > Christie > MASTERSuite > WallManager**.

2. To add a controller to the Controller tab, click the **Add Controller** button. WallManager detects available network computers automatically.
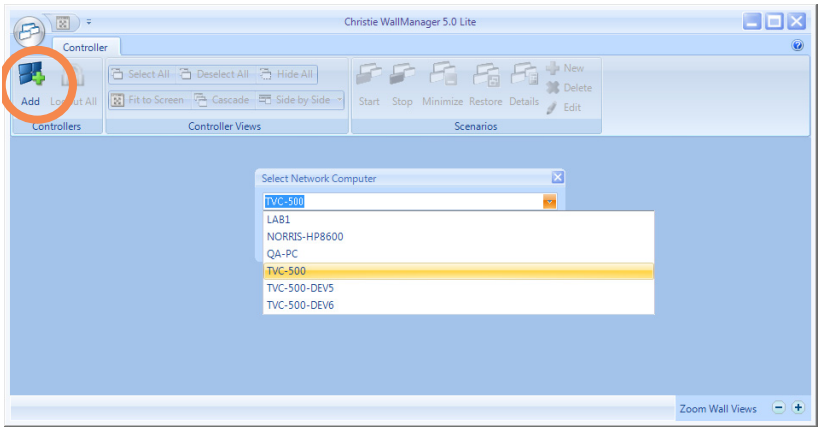
Figure 2-6 Add a TVC Controller

3. Select the controller from the list and click **OK**. The controller is added to the Controller gallery.
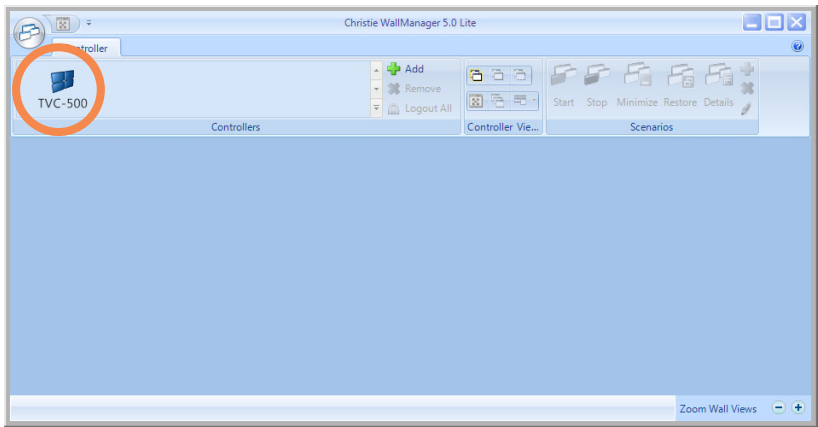
Figure 2-7 Controller Added to WallManager

NOTE: *If the controller is not in the list, you can type the name or IP address in the* ***Select Network Computer*** *field.*

4. To connect to the controller and add the display wall to the workspace, click the controller icon.
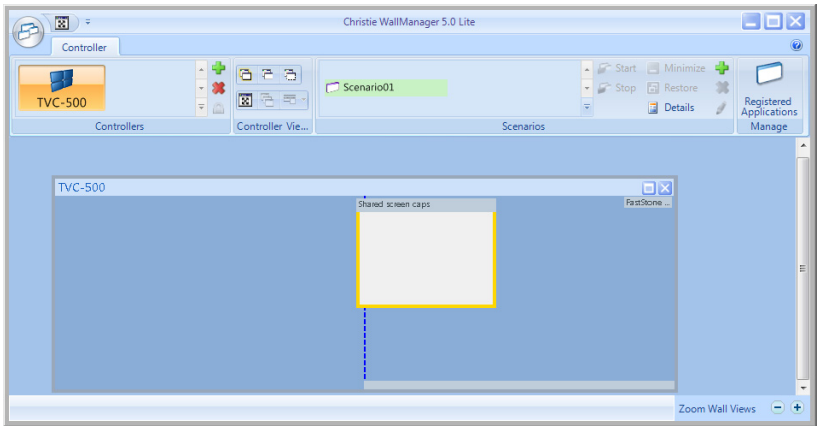
Figure 2-8 Connected Controller, Wire-Frame View

Language Selection

1. Click the **WallManager** button and choose **WallManager Options**.
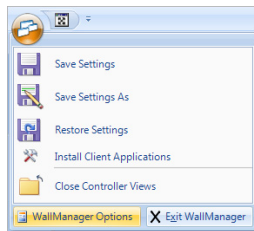
Figure 2-9 WallManager Options

The **WallManager Options** dialog opens at the **Popular** options panel.
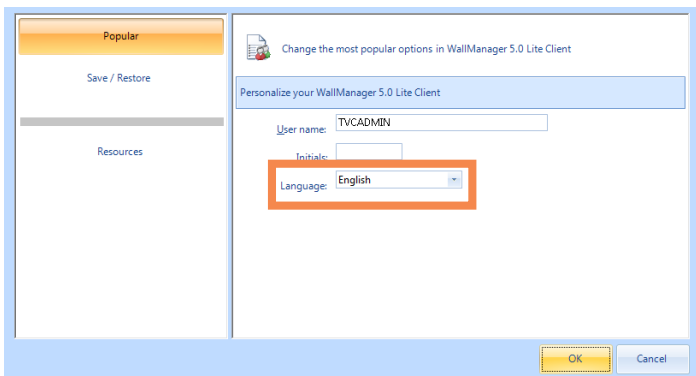
Figure 2-10 WallManager Language Selection

2. Select the language you want to use with your installation of WallManager.

3. Click **OK** to close the options dialog.

2.2.2 Manage Applications in WallManager

WallManager allows you to start applications on the display wall including MediaManager windows. Initially, WallManager scans the controller's Start Menu program list to identify applications that can be run. Review the preliminary list and remove from the list the applications that are not suitable for wall display.

Edit the List of Registered Applications

1. If you have enabled security, sign on with an account that has Registered Application permissions.
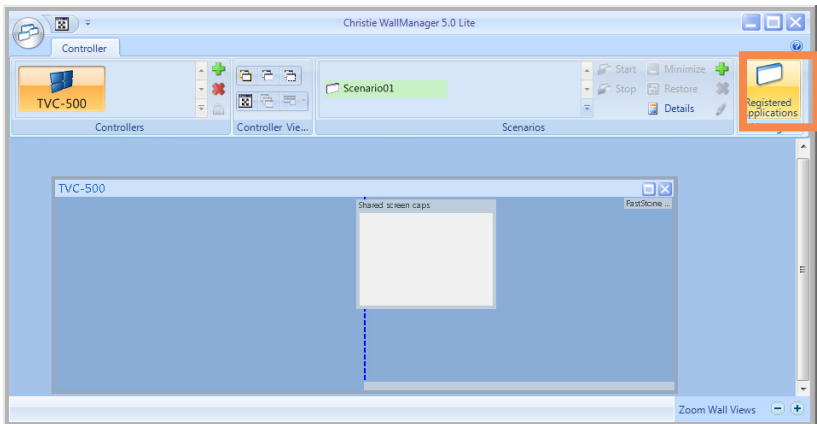
Figure 2-11 Registered Applications Button

2. To access the Manage Registered Applications dialog, click the **Registered Application** button.
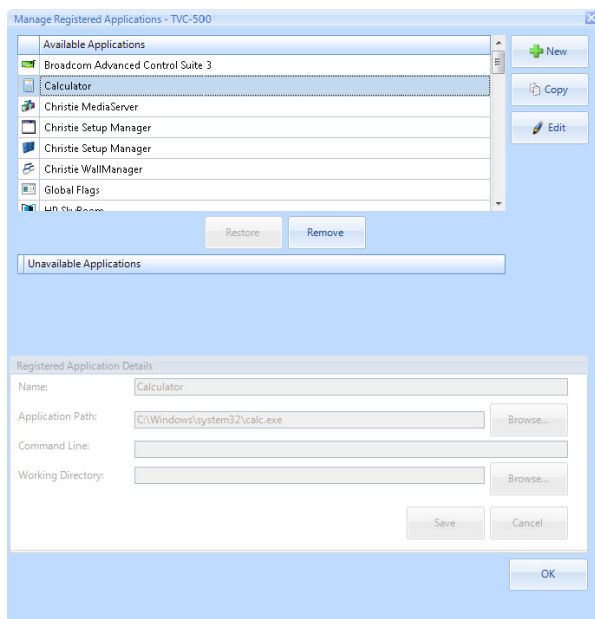
Figure 2-12 Manage Registered Applications Dialog

3. Complete tasks as required:

- *To remove an application from the list of available applications* on page 2-14

- *To change application properties* on page 2-16

- *To register an application* on page 2-15

- *To change application properties* on page 2-16

NOTE: *For information about the controls, see Application Details on page 2-16*

To remove an application from the list of available applications

1. Select the application and click **Remove**. The application moves to the **Unavailable Applications** list and cannot be included in scenarios.
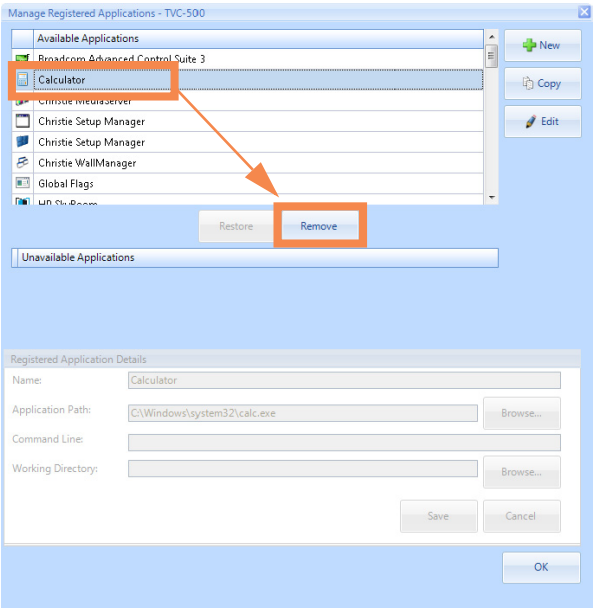
Figure 2-13 Remove Registered Application

NOTE: *To move an application back to the* **Available Applications** *list, select the application and click* **Restore***.*

To register an application

1. In the **Manage Registered Applications** window, click **New**. The **Details** panel becomes active as the **New Registered Application** panel.
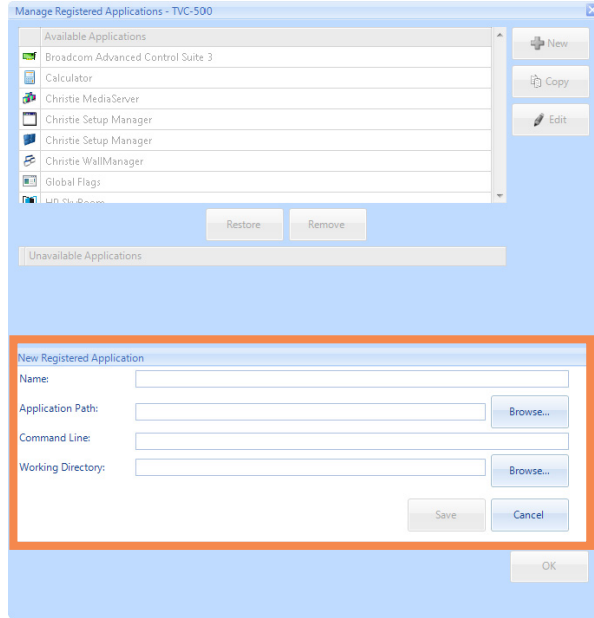
Figure 2-14 New Registered Application Panel

2. Complete the **New Registered Application** panel. For more information, see *Application Details* on page 2-16. Registered applications are run on the controller, therefore application path and working directory must be on the controller.

    NOTE: *The Browse button only appears if you are working directly on the controller.*

3. Click **Save**.

To change application properties

1. Select the application and click **Edit**. The **Details** panel becomes active as the **Editing** panel.
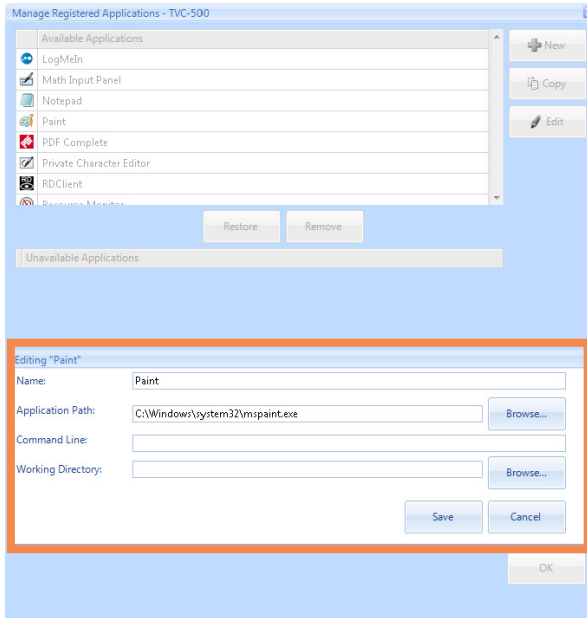
Figure 2-15 Edit Registered Application Panel

2. Change the information as required and click **Save** to save the changes. For more information, see *Application Details* on page 2-16.

   NOTE: *The **Browse** button only appears if you are working directly on the controller.*

Application Details

This panel lets you specify files and switches required to run an application on the display wall. This detail information appears on the **New Registered Application** dialog and the **Edit <application>** dialog.

Name – Name identifies the application.

Application Path – Identifies the location of the application on the controller, for example C:\Program Files\Adobe\Acrobat\Acrobat.exe.

Command Line – Identify switches (for example, /s with .ppt files), start-up files (for example, initialization, configuration, images, etc.), and data files (for example, .PDF, .xls, etc.) required to run the application the way you want.

Working Directory – The default working directory is the application directory. The working directory updates automatically if a data file in a different folder is specified in the **Command Line** field.

2.2.3 QuickLaunch

QuickLaunch can be installed on the desktop for quick and easy access to WallManager, RemoteControl, and WallManager scenarios.

Figure 2-16 QuickLaunch Button Bar

Install QuickLaunch

1. To install QuickLaunch from WallManager, click the **WallManager** button and select **Client Applications**. The **Client Application** dialog appears.
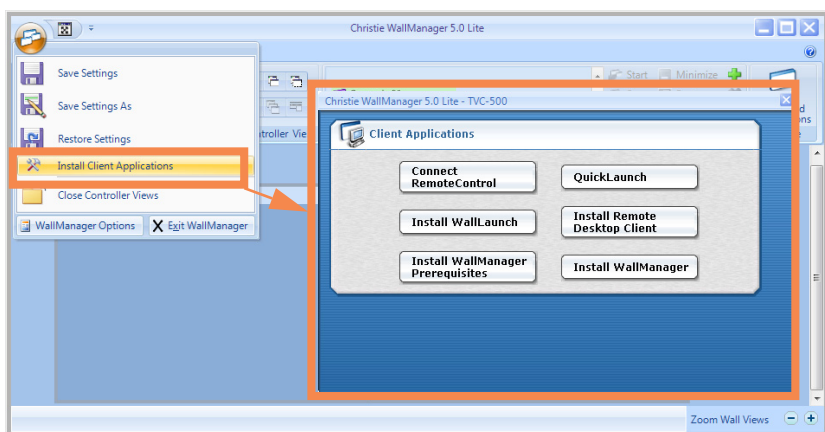
Figure 2-17 Client Applications Window

2. Click **QuickLaunch**.

3. If security is enabled, log in using a valid user account on the controller. The **QuickLaunch** bar and QuickLaunch shortcut are on your desktop.

Figure 2-18 Initial QuickLaunch bar and
QuickLaunch shortcut

Configure QuickLaunch

1. Right-click on QuickLaunch and select **Configure**. The **QuickLaunch Configuration** dialog appears.
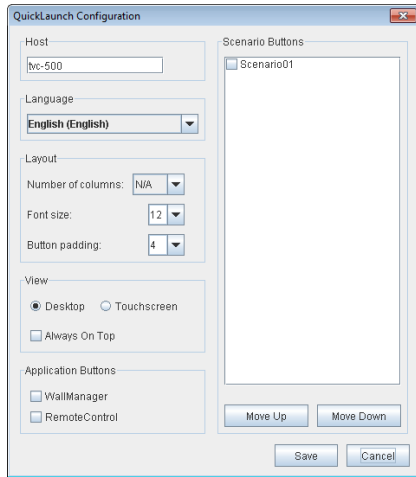
Figure 2-19 QuickLaunch Configuration

2. Specify how you want QuickLaunch to look.

3. Check the items you want to appear on QuickLaunch.

    NOTES: *1) The scenario list is retrieved automatically from the controller when you open QuickLaunch. 2) The Touchscreen option in the View panel makes the buttons larger so they are easier to work with on a touchscreen.*

4. Click **Save**.

    NOTE: *The Host field allows you to change your server if you have more than one controller set up.*

3 Showing Media on the Display Wall

MediaManager™ is a software application viewing video, RGB and remote desktop sources on a multi-display wall.

3.1 About MediaManager

MediaManager is an interactive application. Changes made to the settings in MediaManager are seen immediately on the display wall. You can use MediaManager on its own or with WallManager™, which adds the ability to layout scenarios with multiple MediaManager and application windows.

3.1.1 Profile vs. Channel

A Channel represents a specific signal source, such as a camera, DVD player, PC on the network, etc. It stores all the optimized input settings for the source, such as its specific hardware connection, brightness, contrast, hue, etc. Channels can be uniquely named to make selection easier, eliminating the need to remember how the signal is connected and what input settings are associated with it.

Channels can be created, copied, deleted, and edited. See *2.1.3 Manage Channels*.

A Profile is a group of settings that describes what is shown in the window and how it is displayed. Such settings include window size, position, and style. Profiles allow you to quickly set up a display wall or change a display wall layout without having to reset window properties. A Profile can specify one channel to be displayed, or more than one channel to be cycled.

Profiles are saved on the system's hard drive as .xml files. The number of Profiles that can be created and stored is limited to the memory available on the hard drive. See *3.1.3 Profile Menu* and *3.1.4 Settings Menu*.

3.1.2 MediaManager Layout

MediaManager is installed on the controller. It is accessed from the display wall desktop and opens on the display wall. You can access MediaManager functions through the menus.
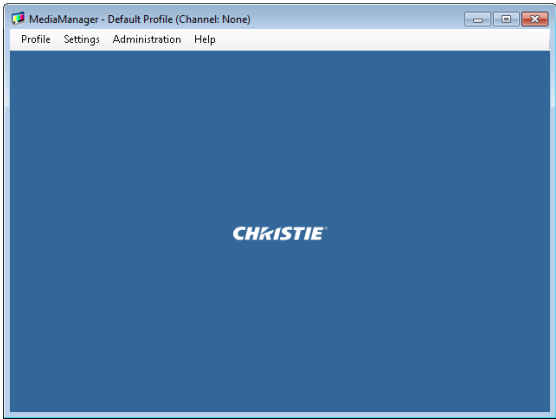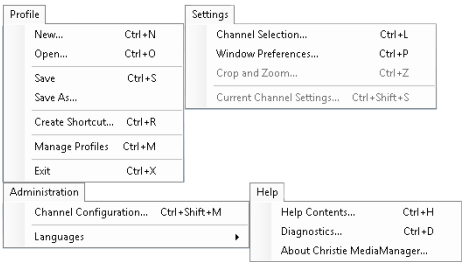

Figure 3-1 MediaManager

Figure 3-2 MediaManager Menus

You can optionally hide a MediaManager window's menu bar by clicking **Settings > Windows Preferences** and selecting **Borders Only** or **None** on the **Windows Preferences** dialog. You can access the menu options by clicking the right mouse button anywhere in the **MediaManager** window.
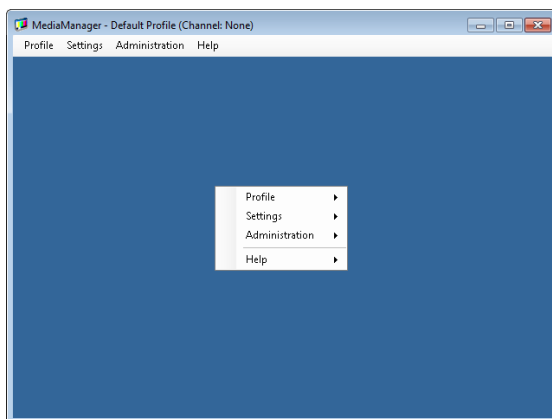
Figure 3-3 Context Sensitive Menu (Right-Click)

3.1.3 Profile Menu

The **Profile** menu allows you to work with profiles.

New – Creates a new profile. MediaManager assists you by stepping through the most commonly used dialogs.

Open – Loads a saved profile. The Open dialog allows you to open the profile into the current window or into a new window.

Save – Saves changes to an existing profile using the **Save** dialog. If you are not working with an existing profile, this option automatically opens the Save As dialog.

Save As – Saves the profile with the option to specify a filename.

Create Shortcut – Creates a shortcut to the current profile.

Manage Profiles – Opens the **Profiles** dialog where you can manage your profiles.

Exit – Closes down the **MediaManager** window.

3.1.4 Settings Menu

The **Settings** menu allows you to work with Channel options.

Channel Selection – The **Channel Selection** dialog allows you to select a channel to be loaded in the current window, or into a new window.

Window Preferences – The **Window Preferences** dialog allows you to specify the window size, position and style of the current **MediaManager** window. See *Window Preferences Dialog* on page 3-8 for more information.

Crop and Zoom – The **Crop and Zoom** dialog allows you to focus on a specific part of the window's content. See *Crop or Zoom the Image* on page 3-6.

Current Channel Settings – Opens the **Channel Properties** dialog where you can change channel settings of the currently displayed channel. The settings that can be changed depend on the channel's device. See *Channel Properties Dialog* on page 2-6.

3.1.5 Administration Menu

Channel Configuration – Select this option to work with the channel list. The **Channel Configuration** dialog allows you to add, delete, and rename channels. It also allows you to open the Channel Properties dialog for the selected channel. See *Channel Properties Dialog* on page 2-6.

Language – Select this option to change the language of the MediaManager displays.

3.1.6 Help Menu

Help Contents – Select this option to access the online help for MediaManager.

Diagnostics – Select this option to review information about the system.

3.2 Working with MediaManager

MediaManager works behind the scenes with a virtual copy of a profile. You can manipulate the look and feel of the window through the interactive dialogs and then save the changes.

Clicking **OK** on MediaManager dialogs generally saves the changes to the virtual copy. To save the changes to file, click **Profile > Save As** or **Profile > Save**.

3.2.1 Start MediaManager

On the wall display desktop, double-click on the Christie **MediaManager** icon located on the desktop OR navigate through the **Start** menu to start using MediaManager. (**Start > All Programs > Christie > MASTERSuite > Christie MediaManager.**)

When you start MediaManager the default window appears. MediaManager is configured to display a blank **MediaManager** window.

3.2.2 Quick Start with Profiles

MediaManager provides some assistance for creating profiles for single-channel display. It walks you through the dialogs most commonly used to set up a basic profile.

To start, click **Profile > New**. The dialogs in the quick start are modified to include **Next** and **Previous** buttons, and prompt you to save the profile at the end. The **Cancel** button cancels the quick start.

• Channel Selection: See *Select a Single Source* on page 3-5.

• Window Preferences: See *Change the Style, Size, Position, or Aspect Ratio* on page 3-7.

For a complete list of setup tasks and options, see the introduction to *3.2 Working with MediaManager*.

Select an Input Source for Display

MediaManager organizes input sources as channels. Each **MediaManager** window can display one input source, that is, one channel at a time. You can select multiple channels to be displayed in sequence.

• *Select a Single Source* on page 3-5

NOTE: *You can also load channels by loading a profile.*

Select a Single Source

1. In the **MediaManager** window click **Settings > Channel Selection**. The **Channel Selection** dialog appears.
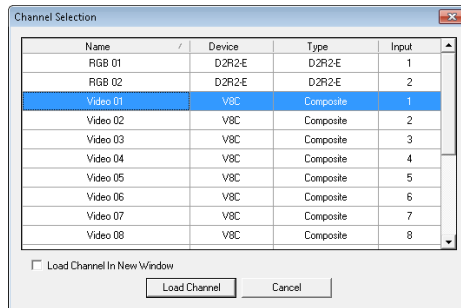

Figure 3-4 Channel Selection

2. Select a channel and click **Load Channel**. The channel content appears in the MediaManager window.

3. To save the changes, click **Profile > Save**.

NOTE: *You can refresh a channel by pressing CTRL-F5.*

3.2.3 Change the Appearance of the Displayed Source

The **Channel Properties** window allows you to control the appearance of the source. For example, you can change the brightness, or the sample rate.

Change Channel Properties

The Channel Properties window contains different properties for each of the device types. Changing a channel affects all profiles that refer to that channel.

1. Once you have selected a channel in the **MediaManager** window click **Settings > Current Channel Settings**. The **Channel Properties** dialog appears.
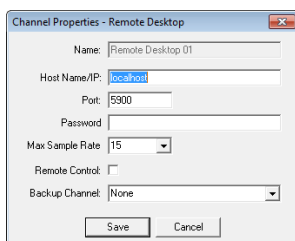

Figure 3-5 Channel Properties

> **NOTE:** *The contents of the **Channel Properties** dialog are different depending on the device type associated with the channel. See Channel Properties Dialog on page 2-6.*

2. Adjust the channel properties. As you adjust channel settings, you can see the effect on the display wall.

> **NOTE:** *Profiles refer to channel names. Changing a channel name causes existing profiles that refer to the old name to display an "Invalid Input" message instead of the content. Rename channels with caution and remember to update your profiles.*

3. Click **Save** to save the settings to a channel configuration file (.XML file).

> **NOTE:** *Click **Cancel** to return the settings to the most recently saved state.*

Crop or Zoom the Image

Crop and Zoom settings allow you to trim or trim and zoom in on a portion of the window. These settings are saved for specific channels in a profile. The same channel can have different crop or zoom settings in different profiles, but each profile can have only one crop setting or one zoom setting.

1. Once you have selected a channel in the **MediaManager** window:

   - **CTRL + left-click**, hold and drag the cursor to select the area to crop. When you release the mouse button, the window automatically resizes to the selected area. This key and mouse combination can be used without opening the **Crop and Zoom** dialog.

   - **ALT + left-click**, hold and drag the cursor to select the area to zoom. When you release the mouse button, the contents automatically zoom in on the selected area. The window remains the same size. This key and mouse combination can be used without opening the **Crop and Zoom** dialog.

2. To save the changes, click **Profile > Save.**

   NOTES: *1) Alternatively, you can access the **Crop and Zoom** dialog by clicking **Settings > Crop/Zoom**. In the **Crop and Zoom** dialog, enter the number of horizontal and vertical pixels you don't want to see in the image by entering the values in the **Top, Bottom, Right, Left** text boxes or use the Up/Down arrow keys to incrementally increase the value. 2) You can reset to the original size by clicking the **Reset** button.*

3.2.4 Change the Appearance of the MediaManager Window

You can change the MediaManager window properties, for example by removing the title bar. Window properties remain effective for the window regardless of the channel (input source) being displayed.

Change the Style, Size, Position, or Aspect Ratio

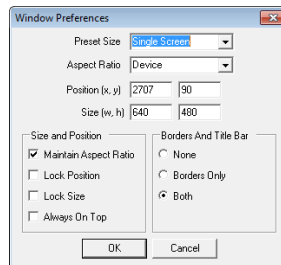1. Click **Settings > Window Preferences**. The **Window Preferences** dialog appears.

Figure 3-6 MediaManager Window Preferences

2. Adjust the window settings to the desired size and position. You can see the changes immediately.

   NOTE: *You can optionally lock any of the settings that you adjust by checking the appropriate checkbox so that they cannot be changed accidentally.*

3. In the **Borders and Title Bar** panel, select the desired window style.

   NOTE: *Removing the title bar also removes the menu bar. If you remove the title bar, you can still access all menu options by right-clicking the cursor anywhere in the MediaManager window.*

4. Click **OK** to accept the changes and close the dialog box.

5. To save the changes in the profile click **Profile > Save**.

Window Preferences Dialog

The **Window Preferences** dialog allows you to change the appearance of the **MediaManager** window.

Preset Size – Use the drop-down menu to adjust the size of the MediaManager window to best suit your installation. Select the option Native Source (default) if you want to display the window based on the resolution of the input signal. **Custom** is automatically selected if the window size is scaled to another size not available from the option list. Select ¼ Source, ½ Source, 2x Source or 4x Source to resize the window based on the size of the input signal.

When you select $\frac{1}{3}$ Screen, ½ Screen, Single Screen or 2x2 Screen the incoming signal is resized based on screen size. For example, select 2x2 Screen if you want to display any source signal across a 2x2 display wall, or if you have a single screen and four incoming signals, you can select ½ Screen to display all four signals on one screen.

Aspect Ratio – Use the **Aspect Ratio** drop-down menu to select the aspect ratio of the MediaManager window. The size of the MediaManager window automatically changes when a different aspect ratio is selected. The default aspect ratio setting is **Device**.

Check the **Maintain Aspect Ratio** check box to keep the window at the specified aspect ratio when scaling.

Position – Use the text boxes, labeled **X** and **Y**, to enter coordinates that specify where the MediaManager window displays on the display wall. (The coordinates entered specify where the top left corner of the **MediaManager** window is located.) The default coordinates are 0,0.

Check the **Lock Position** check box to prevent moving the window to another position.

Size – Use the text boxes labeled **Width** and **Height** to specify the exact pixel size of the MediaManager window (content only) – some consideration should be given to the thin borders (4 pixels each side), title bar (depends on size of font) and caption bar. By default, the size is the native size of the window content.

Check the **Lock Size** check box to prevent resizing the window.

Always on Top – Check this option to keep the current MediaManager window on top.

None – Select this option when you want to display the current contents of the window without borders. If you choose this window style, use the "right-click" menu to access window options.

Borders Only – Select this option to display the window with a thin border only, and without menu and title bar. If you choose this window style, use the "right-click" menu to access menu options.

Both (default) – Select this option when you want the MediaManager window menu and title bar to display.

3.2.5 Save Current MediaManager Window Settings as a Profile

When you are satisfied with the way the MediaManager window looks, you can save your settings to a MediaManager profile.

- To save a new profile, click **Profile > Save As** and specify a name for the new profile in the space provided. Click **OK**.
- To save over the current profile, click **Profile > Save**. The settings are automatically saved to the current profile. If the MediaManager window has not been saved, the **Save As** dialog appears.

3.2.6 Create a Shortcut to Open a MediaManager Window

Once you have saved a MediaManager profile, you can create a desktop shortcut to launch a MediaManager window using the saved profile.

1. In the **MediaManager** window, click **Profile > Create Shortcut**. The **Save Shortcut** dialog opens.
2. Browse to the location you want to save the shortcut to, and click **Save**.

3.2.7 Open an Existing Profile
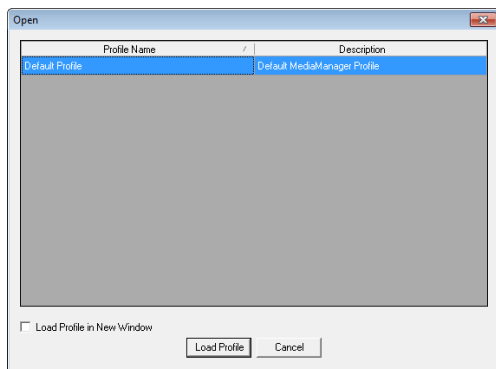
1. Click **Profile > Open**. The **Open** dialog appears.

Figure 3-7 Open Profile

2. Select a profile and click **Load Profile**. The MediaManager window changes to reflect the settings specified in the profile, and the contents of the first channel in the profile automatically displays.

3.2.8 Modify an Existing Profile

1. Open a **MediaManager** window with the profile you want to change.

2. Modify the profile settings. You can change channel and window settings.

3. Once you have configured the current **MediaManager** window to your satisfaction, click **Profile > Save** to overwrite the current profile.

3.2.9 Manage Channels

The **Channel Configuration** dialog is accessed from the **Administration** menu. It allows you to quickly edit an existing channel; add, copy, or delete channels; or restore all default channels. For more information, see *2.1.3 Manage Channels*.

4 Managing the Display Wall

Once media channel and profiles (MediaManager™), and scenarios (WallManager™) are set up you can access and control the display wall in a number of ways.

Table 4.1 Remote Operation Functions

Application	Functionality	Remote Views
WallManager	• Installation required on remote PC • Full scenario management including create, edit, start, stop • Manage registered applications • Install client applications • Backup/restore settings	• Wire outline of display elements
WallViewer	• Install client applications • Web-based, no installation required	No
WallLaunch	• Start/stop existing scenarios	No
QuickLaunch	• Start existing scenarios • Start WallManager, and RemoteControl	No
Remote Control	• Control the TVC controller with a remote PC's mouse and keyboard. Assumes a direct view of the display wall.	No
RS232 Control Server	• Start/stop existing scenarios • Switch channels in running MediaManager windows	No

Table 4.2 Remote Desktop Display

Application	Functionality	Remote Views
Remote Desktop (VNC)	• Configure communication so that the remote PC desktop can be mirrored in real time in a MediaManager window on the display wall • Can share control of remote desktop with controller's mouse and keyboard	No

4.1 About WallManager

WallManager is a client-server software package providing powerful and flexible remote management of tiled multiple display walls. Use WallManager to manage remote access, launch and control applications on the display wall, and perform other related functions.

WallManager includes the following functionality:

•   Monitors and handles communication between the TVC controller and client NT/2000/XP/Windows 7 workstations

•   Launches applications on the display wall as requested from clients

The WallManager software comes installed on your controller. It stores controller and scenario information as XML files on the controller. Christie services must be running on the controller for the WallManager client software to work. See *7.1.1 Scenarios*.

4.2 WallManager Layout

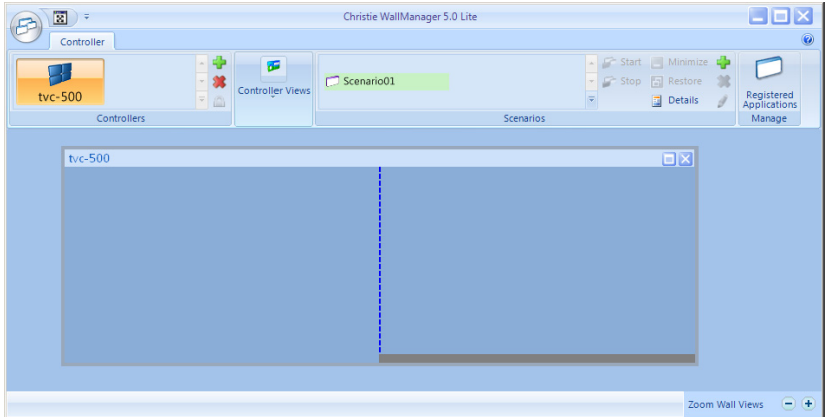WallManager's ribbon interface provides easy access to display wall controls and scenario management controls.

Figure 4-1 New Installation of WallManager

Right-Click Menus

Context sensitive right-click menus provides access to functionality based on mode and window content.

- Right-click on an item in the controller workspace to quickly access a subset of window controls. See *Controllers Views* on page 4-5 for information about individual options.

4.2.1 WallManager Button Menu

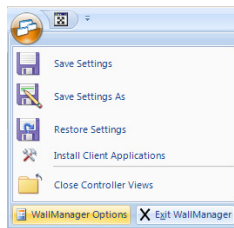Click the WallManager button to access the menu.

Figure 4-2 WallManager Button Menu

Save Settings/Save Settings As – Use these options to back up WallManager preferences and settings for the selected controllers. The default file name includes the system date.

Restore Settings – Opens the **Restore Controller Settings** dialog where you can specify the restores files for the selected controllers.

Install Client Applications – Opens the **Client Applications** window where you can install client applets, such as the Christie QuickLaunch bar and RemoteControl. See *Client Applications Dialog* on page 4-4.

Close Controller Views – Closes all active controller views. It does not affect the operational state of the controllers.

WallManager Options – Opens the options dialog.

> **Popular > User Name/Initials** – Identifies the primary user of the WallManager software.
>
> **Popular > Language** – Identifies the language WallManager uses.
>
> **Save > Restore** – Identifies the default storage location for backup files.

Exit WallManager – Closes WallManager. Closing WallManager does not shut down the display wall.

Client Applications Dialog

Figure 4-3 Installing Client Applications

Connect RemoteControl – Installs RemoteControl which allows you to control the display wall with your remote mouse and keyboard.

QuickLaunch – Installs QuickLaunch bar on your desktop for easy access to the WallManager functions you need most. The QuickLaunch bar is configurable.

Install WallLaunch – Installs WallLaunch on your desktop for easy access to the Scenarios on the controller.

Install RemoteDesktop Client – Installs RemoteDesktop Client and use your desktop as a source for MediaManager on the display wall.

Install WallManager Prerequisites – Installs the supporting software for WallManager.

Install WallManager – Installs WallManager for remote access and control of the display wall. Ensure that the supporting software is installed before starting this installation.

4.2.2 Controller Tab

WallManager opens automatically at the Controller tab. The CONTROLLER tab provides a real-time, live representation of the display wall.The Controller ribbon includes controls for connecting to and managing multiple display walls.
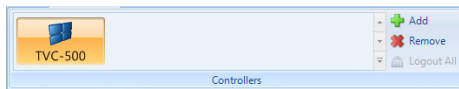
Controllers

Figure 4-4 Expanded Controllers Panel

Controller Gallery – Identifies the TVC controller that has been added to the WallManager application. Click an icon to open a view for the controller on the WallManager workspace.

Add – Opens the Select Network Computer list. The list contains all the networked computers in your domain.

Remove – Removes the selected controller from the panel.

Logout All – *Supported in full version only.*
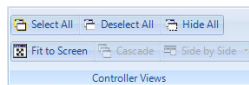
Controllers Views

Figure 4-5 Expanded Controller Views Panel

Select All – Opens a view of each connected controller in the Controllers panel and selects the views for further action.

Select None – Deselects all the controller views.

Hide All – Closes all the controller views. Does not log out or disconnect from the controllers.

Fit to Screen – Fits the selected view to the workspace area. When multiple views are selected, the layout of the group is fit to the space without altering proportions or layout.

Cascade – *Supported in full version only.*

Side by Side – *Supported in full version only.*

Scenarios

Figure 4-6 Expanded Scenarios Panel

Scenario Gallery – Identifies the scenarios you have access to. The list contains all scenarios on the selected controller.

Start – Starts the selected scenario immediately. If multiple controllers are selected, the selected scenario will start on all the controllers that have the scenario.

Stop – Stops the selected scenario immediately. If multiple controllers are selected, the selected scenario will stop on all the controllers that are running the scenario.

Minimize – Minimizes the windows associated with the selected scenario to the controller task bar.

Restore – Restores the minimized windows associated with the selected scenario.

Details – Opens the **Scenario Details** dialog which contains information about the scenario including a list of tasks and scheduling information.

New Scenario – Opens the scenario editor at a blank layout for the selected controller.

Delete Scenario – Deletes the selected scenario from the selected controllers.

Edit Scenario – Opens the scenario editor for the selected scenario.

Manage

Figure 4-7 Manage Panel

Register Applications – Opens the **Manage Registered Applications** dialog which lists the applications that can be run on the display wall. You can edit the existing list, or an individual application's properties. The list is compiled automatically based on the contents of the controller's Program Files directory. MediaManager is automatically registered. See *2.2.2 Manage Applications in WallManager*.

WallManager Workspace

The controller views in the workspace display wire frame outlines and layout of active windows in real time.
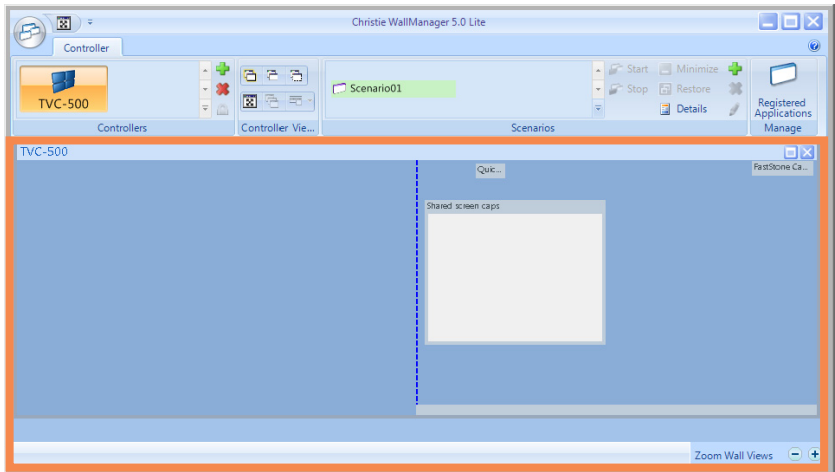

Figure 4-8 Workspace Zoomed In on One Controller View

Local Alias – Highlight the controller name in the controller view title bar and type a new name. The local alias is used to identify the controller for the current PC only. To view the server name, open the Controllers gallery and hover the mouse cursor over the controller button. A popup briefly displays available information about the controller including the server name.

Mouse Functions

> **Move Window** – Click and drag a window to its new location.
>
> **Resize Window** – Click and drag a window border or corner to resize a window.
>
> **Scroll** – Use the mouse wheel to scroll up or down, or use the scroll bars to reposition the part you want to see.
>
> **Zoom** – Hold down the CTRL key and use the mouse wheel to zoom in or out. Use the scroll bars to reposition the part you want to see. See also *Zoom Buttons*.

Zoom Buttons – Use the zoom in (+) and zoom out (-) buttons at the bottom right of the WallManager window to adjust the size of the image of the display wall in order to see details and work with applications. Use the scroll bars to reposition the part you want to see.
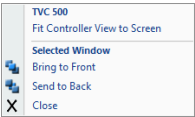
View Context Menu

Figure 4-9 Controller View Context Menu

Fit Controller View to Screen – Fits the controller view to the workspace.

Bring to Front – Brings the selected window on top of other windows.

Send to Back – Sends the selected window behind other windows.

Close – Closes the selected window.

4.2.3 Edit Scenario Tab

The Edit Scenario tab allows you to create and edit collections of applications, media windows, and tasks that can be saved and run again. When you create a scenario, you can add existing scenarios, applications and media windows and lay them out in the workspace.
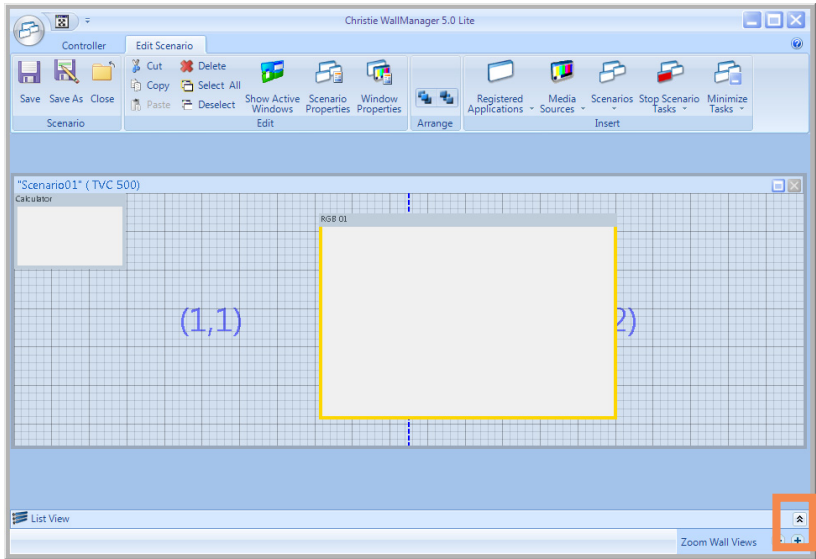
Figure 4-10 Scenario Editor

Stop Scenario and **Minimize** tasks do not display in the graphical workspace. To view a list of elements in the scenario including element not displayed in the workspace, click the **List View** button at the lower right of the workspace.
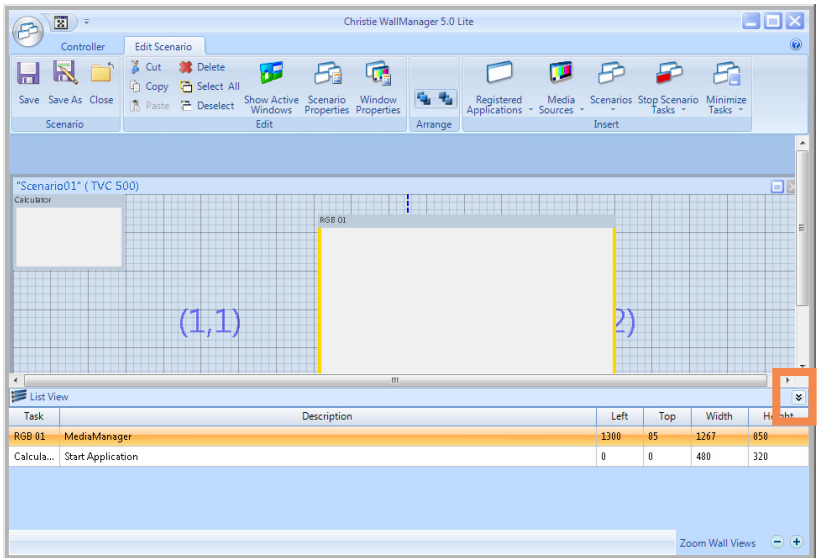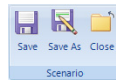
Figure 4-11 Scenario Editor, List View

Scenario

Figure 4-12 Scenario Panel, Expanded

Save – Saves changes to an existing scenario.

Save As – Opens the **Save As** dialog where you can specify a name for the scenario.

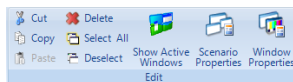**Close** – Closes the **Edit Scenario** tab.

Edit

Figure 4-13 Edit Panel

Cut/Copy/Paste – Cut and paste items in the scenario using these standard commands.

Delete – Deletes the selected window(s).

Select All – Selects all items in the Scenario.

Deselect – Deselects items in the Scenario.

Show Active Windows – Shows what is currently displayed on the display wall. It allows you to build a scenario that fits with the media currently displayed on the wall.

Snapshot – Captures the windows currently showing on the display wall and adds them to the scenario. Adds the captured applications to the registered application list if they are not already there.

Scenario Properties – Opens the **Properties** dialog for the scenario. To view properties for a new scenario, save the scenario.

> **Name** – Identifies the scenario.
>
> **Date Created** – Indicates when the scenario was created.
>
> **Date Modified** – Indicates when the scenario was last edited.
>
> **Modified By** – Identifies who edited the scenario.
>
> **Description** – Displays the short description provided when the scenario was created.
>
> **Task List** – Shows the tasks that comprise the scenario.

Window Properties – Opens the **Application Properties** dialog for the selected window.

> **Name** – Identifies the application.
>
> **Command Line** – Identifies command line arguments such as the file to load.
>
> **Working Directory** – Identifies the working directory for the application.
>
> **Window Preferences** – Identifies the size and position of the application window.

NOTE: *If the selected window is a MediaManager window, this option opens the* **Window Profile Settings** *dialog. For information about individual settings, see* <u>*Working with MediaManager*</u> *on page 3-4.*

Arrange

Figure 4-14 Arrange Panel, Expanded

Bring to Front – Moves the selected windows on top of other windows.

Send to Back – Moves the selected windows behind other windows.

Insert

The Insert panel provides access to the elements that can be included in a scenario.
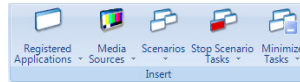

Figure 4-15 Insert Panel, Expanded

Registered Applications – Lists the applications that are available to be included in scenarios. Also provides access to application management, see *Manage Applications in WallManager* on page 2-12.

Media Sources – Lists the channels and profiles that have been defined in MediaManager for the current controller. See *2.1.3 Manage Channels*.

Scenarios – Lists the existing scenarios on the current controller.

Stop Scenarios – Lists a Stop task for each scenario on the controller and includes a **Stop All Scenarios** option. Use this list to identify the scenarios that should be stopped before the current scenario is run.

Minimize Tasks – Lists a Minimize task for each scenario on the controller and includes a **Minimize All Scenarios** option.

Edit Context Menu

The Editing workspace includes a context sensitive menu that provides quick access to the commands in the ribbon. Right-click in the workspace to view available commands.

4.3 Working With WallManager

This section provides information about getting content displayed on the display wall.

NOTES: *1) See 2.2 WallManager Setup for information about administrative tasks such as registering applications. 2) See 5 Remote Operation – Client PC for information about interacting with the wall from a remote workstation.*

4.3.1 Start WallManager

WallManager can be run on the controller or on a client workstation.

1. Ensure that the TVC controller(s) and the display wall(s) are powered on.

2. Start WallManager:

    •   To start WallManager on the controller, click on the **Christie WallManager** shortcut from the desktop.

    •   To start WallManager on a client workstation, click **Start > Programs > Christie > MASTERSuite > WallManager**.
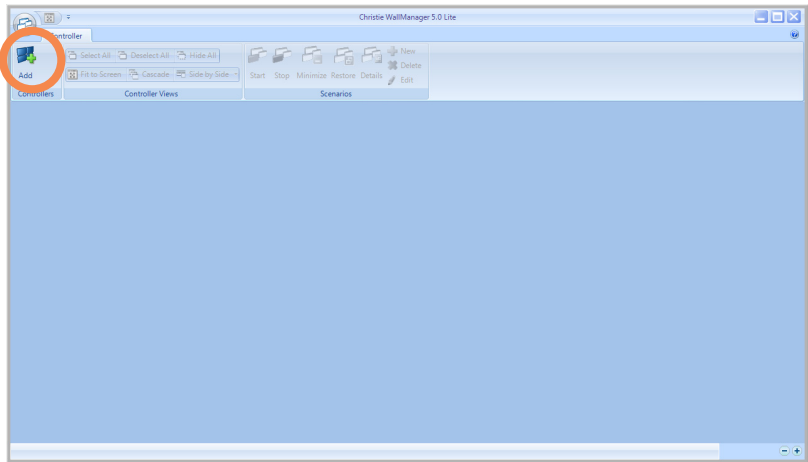
    On initial startup, the **Controllers** panel will be empty.

Figure 4-16 Add Controller to WallManager

NOTE: *If WallManager fails to run, ensure that .NET Framework is up-to-date. If not, click the* **WallManager** *button* **> Client Applications > WallManager Prerequisites** *to install it.*

3. To add a controller to WallManager desktop click the Add controller button. WallManager detects visible networked computers.
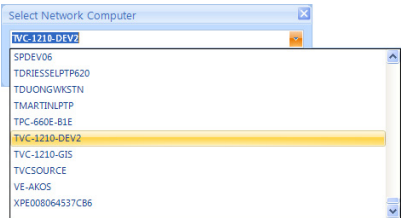
Figure 4-17 List of Networked Computers

4. Select the controller from the list and click **OK**. The controller is added to the Controller gallery. Complete this step even if you are working on the controller.
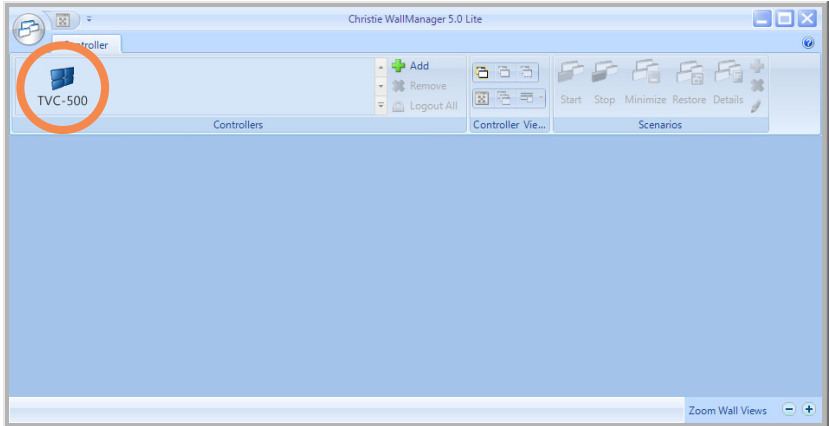

Figure 4-18 Controller Added to WallManager

NOTE: *If your controller does not appear in the list, enter the controller name or IP address manually. If you still cannot connect, contact your system administrator.*

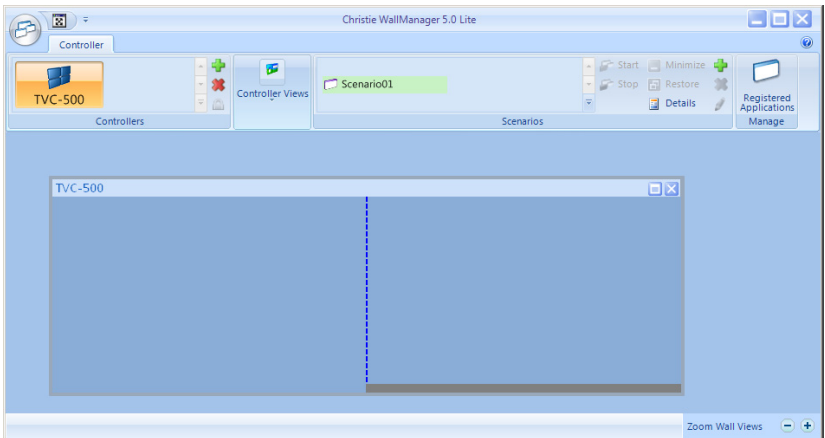5. To connect to the controller and display an outline of the associated display wall, click the controller icon.

Figure 4-19 Connected Controller

NOTES: *1) To install QuickLaunch, see 2.2.3 QuickLaunch. 2) For information about starting scenarios and tasks, see 4.3.6 Start a Scenario.*

4.3.2 Create a New Scenario

You can build a scenario from scratch or you can capture the current wall display layout.

The scenario editor makes a temporary record of the scenario as you build it. If you leave the editor to view other information in WallManager you are prompted to save the scenario.

Build a New Scenario

1. In WallManager, click to select the controller you want to work with.
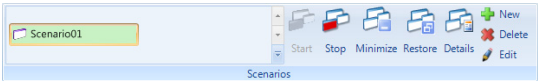
2. In the **Scenarios** panel, click **Add**.

Figure 4-20 Expanded Scenarios Panel

The scenario editing window appears.
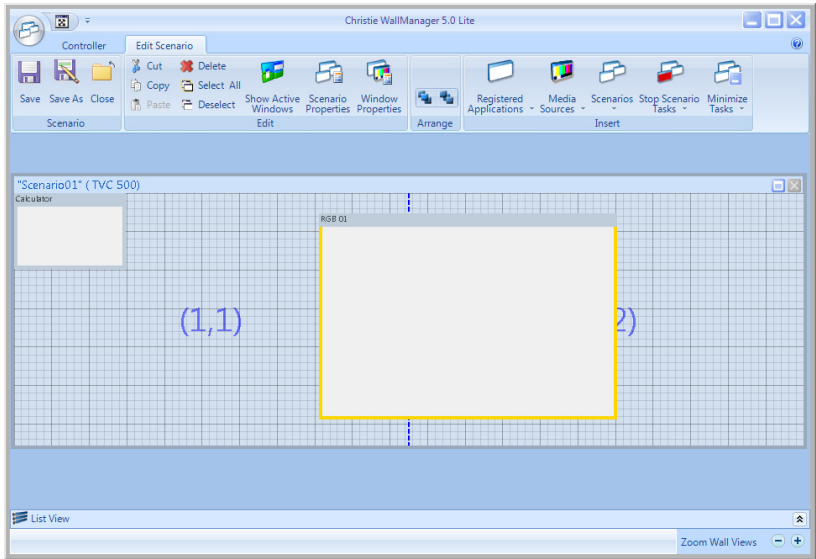
Figure 4-21 Scenario Editor

3. To add a media or application window to the scenario, click the **Registered Applications**, **Media Sources**, or **Scenarios** button in the **Insert** panel and select the element to add.

4. Click and drag windows to position them for the scenario.

   NOTE: *You can display wireframes for the applications currently running on the display wall to help you position additional applications around them. Click* **Edit Panel > Show Active Windows**.

5. Click and drag window edges and corners to size the windows or use the Arrange panel to control your layout. See *Arrange* on page 4-10.

6. Right-click the application or media window and select **Properties**. The appropriate **Properties** dialog appears. Configure the application or media window as required:

   • Application settings, see *Application Details* on page 4-15.

   • MediaManager settings, see *MediaManager Details* on page 4-15.

7. When you are satisfied with the layout, click **Scenario panel > Save As**.

8. Enter a name for the scenario and click **OK** to confirm.

Application Details

Specify a working directory and command line parameters in the **Working Directory** and **Command Line** fields as required, and click **OK**.

Command Line parameters can include start up files (for example, initialization, configuration, images, etc.) and data files (for example, .pdf, .xls, etc.).

MediaManager Details

Media sources include configured profiles, as well as default profiles for each available channel.

For each MediaManager window you want to include in the scenario, WallManager automatically applies any channel and profiles settings you have set up in MediaManager. You can review and change them using the **Windows Profile Settings** dialog.
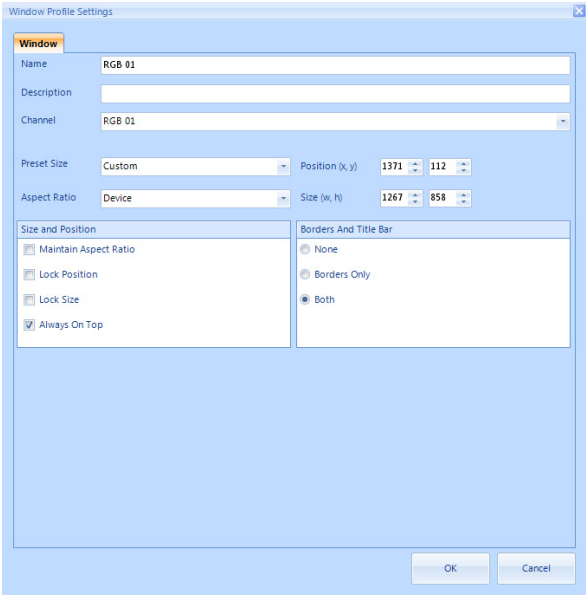
Figure 4-22 Window Profile Settings

See *3.2 Working with MediaManager* for information about the individual settings.

NOTE: *Changes implemented using this dialog are saved with the scenario only. To change a profile permanently, you will need to work with the full version of MediaManager on the controller.*

Scenario Details

You can add an existing scenario to a new scenario in the same way that you add applications and media sources, by clicking a scenario in the list. When you add a scenario, the windows and tasks are added to the current scenario. No connection to the selected scenario is maintained, that is, the scenario that was included can be changed or deleted without affecting the current scenario.

Create a New Scenario From a Snapshot

When creating a scenario from a snapshot, WallManager ignores windows associated with the operating system. For example, it does not capture Explorer folders. To include an Explorer window in your scenario, add it manually.

1. In the **Controller** tab, lay out the display wall the way you want it to look:
   - Start applications and media windows on the controller desktop directly as you would applications on your remote PC.
   - Start scenarios and work with the scenario windows. See *4.3.7 Arrange the Display Wall in Real Time*.

2. In the **Scenarios** panel, click **New Scenario**.

3. In the **Edit Scenario** tab, click **Edit Panel > Snapshot**. WallManager captures the applications and media windows running on the display wall. Each window is automatically configured with its proper program name, working directory, and current position and size.

4.3.3 Add a Stop Scenario Task to the Scenario

Scenarios can include Stop Scenario tasks. These tasks specify scenarios that will be shut down before the new scenario is started.
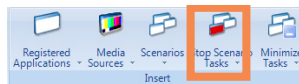

Figure 4-23 Stop Scenario Tasks Button

1. To include a Stop Scenario task, open the scenario for editing.

2. Click **Insert > Stop Scenarios** and select a scenario from the list.

4.3.4 Add a Minimize Task to the Scenario

Scenarios can include Minimize tasks. These tasks specify scenarios that will be minimized to the task bar when the new scenario is started.

Figure 4-24 Minimize Scenarios Button

1. To include a Minimize task, open the scenario for editing.

2. Click **Insert > Minimize Tasks** and select a scenario from the list.

4.3.5 Open a Scenario for Editing

You can edit an existing scenario to add or remove windows, change position or sizing. If security is enabled, you must login with Edit Scenario permission in order to access the scenario editor.

1. In WallManager, click the **Controller** tab.

2. On the **Scenarios** panel, click the scenario you want to edit.

3. In the right panel, click **Edit**. The **Edit Scenario** tab appears with the scenario loaded.

4. Edit the scenario:

    • Remove windows

    • Add windows

    • Resize and reposition windows

5. When you are satisfied with your changes, click **Scenario panel > Save** or **Save As**.

6. Restart the scenario to see the changes.

4.3.6 Start a Scenario

Start a Scenario in WallView

The Controller tab lists all available scenarios on the selected controllers.

1. On the **Controller** tab, select a scenario in the **Scenarios** panel.

    NOTE: *To view scenario details, click* **Scenarios** *panel* **> Scenario Details**. *The scenarios for the selected controller are listed. Click a scenario to view the details.*

2. Click **Start**.

4.3.7 Arrange the Display Wall in Real Time

The Controller tab provides a real-time, live representation of the display wall. You can interact with the display wall by manipulating the windows in the controller view in the workspace.

Moving an Application

Click to select the application window and then use the left mouse button to drag to a new location. This re-location is temporary—upon re-launch, the application returns to the location specified in the scenario.

Resizing an Application

Click to select the application window and then use the left mouse button to drag the borders of the application. This resizing is temporary—upon re-launch, the application returns to the size specified in the scenario. When resizing, certain applications will crop at some point.

Closing an Application

Click to select the application window and right-click to access the menu. Select **Window > Close**.

4.3.8 Stop a Scenario

If security is enabled, you must log in with Stop Scenario permissions in order to be able to stop scenarios.

Stop a Scenario Manually

The **Scenarios gallery** shows a list of available scenarios. Select the scenario you want to stop and click **Stop**. The applications that belong to the scenario are removed from the display wall.

Figure 4-25 Scenario Gallery

NOTE: *You can stop any window on the display. Click the window and right-click to access the Close option.*

Stop a Scenario with another Scenario

Scenarios can include Stop Scenario tasks. These tasks specify scenarios that will be shut down automatically before the new scenario is started.

4.3.9 Shutting Down WallManager

Close the WallManager application at any time. Shutting down the WallManager application does not shut down the display wall. Scenarios and remote access are controlled by Christie Web Server (WallServer.exe) running on the controller, and continue to run until the service is stopped.

To shut down the WallManager application, access the **WallManager** button menu and click **Exit WallManager**.

4.4 About WallViewer

WallViewer is a browser-based application that lets you access
MASTERSuite Lite Application Installs remotely, for example if you want
to install WallManager on laptop in addition to the controller.

The WallViewer application is hosted by Christie Web Server which runs on
the controller. You can access WallViewer from client NT/2000/XP/
Windows 7 workstations from a browser.

To access the controller, open a browser and type the controller name or IP
address in the address bar.

4.5 Browser Setup for WallViewer

Browser setup affects how WallViewer looks and functions. Internet
Explorer and Firefox are supported.

4.5.1 Internet Explorer

To check your Internet Explorer settings:

1. In Internet Explorer, click **Tools > Internet Options**. The **Internet Properties** dialog appears.

2. Click the **Advanced** tab.

3. In the **Browsing** section, make sure the **Reuse windows for launching shortcuts** option is unchecked.

4. In the **Java (Sun)** section, make sure the **Use JRE #.#.#_## for <applet >** option is checked, where the version number is 1.6.0_16 or later.
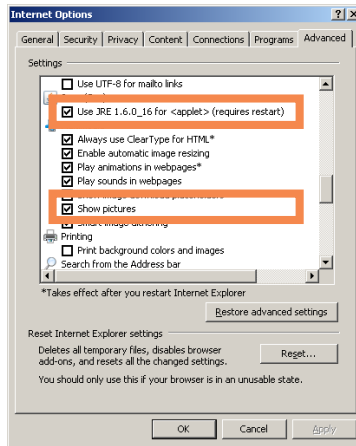
Figure 4-26 Internet Explorer Advanced Settings

5.   In the **Multimedia** section, make sure **Show Pictures** is checked.

6.   Click ⌧ to close the **Internet Properties** dialog.

4.5.2 Firefox

To check your Firefox settings:

1.   In Firefox click **Tools > Options**. The **Options** dialog appears.
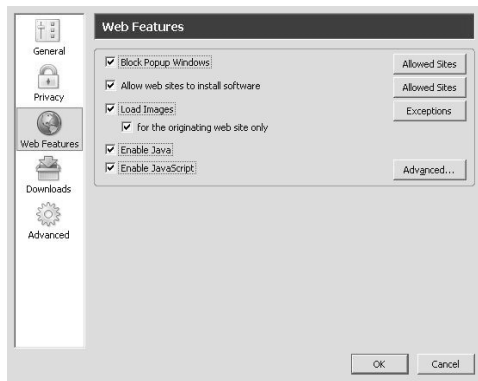
Figure 4-27 Firefox Options-Web Features

2.   Click **Web Features** in the navigation panel at the left.

3. In the **Web Features** panel, if the **Block Popup Windows** option is checked, click the **Allowed Sites** button. The **Allowed Sites** dialog appears.

Figure 4-28 Allowed Sites

4. Add the controller host name to the list of sites that can display pop-ups and click **OK**.

5. Make sure the **Load Images, Enable Java**, and **Enable JavaScript** options are checked in the **Web Features** panel.

6. Click **Advanced** in the navigation panel at the left.
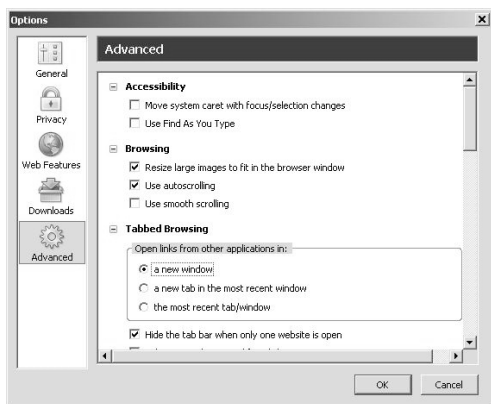
Figure 4-29 Firefox Options, Advanced Settings

7. In the **Advanced** tab, make sure the **Open links from other application in** option is set to **a new window**.

8. Click **OK** to close the **Options** dialog.

5 Remote Operation – Client PC

MASTERSuite™ includes the following client applications for remote operation of, and remote interaction with, the display wall.

- WallManager™ allows you to view and control the controller desktop from a remote PC. For installation, see *5.1 WallManager on a Remote PC*. Interactions with applications such as moving and sizing in WallManager are duplicated in real time on the wall display. For more information, see *4.3.8 Stop a Scenario*.

- RemoteControl allows you to control the display wall using the mouse and keyboard at a remote PC. See *5.2 RemoteControl*.

- RemoteDesktop allows you to set up a client PC as a source for MediaManager. You can control the display of the desktop through MediaManager. See *5.3 RemoteDesktop*.

- WallLaunch allows you to start existing scenarios on the display wall without starting WallManager. WallLaunch can be run on the controller or on a remote PC desktop. See *5.4 WallLaunch*.

- Christie RS-232 Control Server allows you to start and stop scenarios using a serial control device like Crestron or AMX. See *5.5 Christie RS-232 Control Server*.

- QuickLaunch allows you to start existing scenarios on the display wall without starting WallManager. QuickLaunch can be run on the controller or on a remote PC desktop. For more information, see *QuickLaunch* on page 2-17.

Client applications can be installed from WallManager (WallManager button > Client Applications) or from WallViewer (Administration tab > Client Applications). Once located, client application installs are identical.

5.1 WallManager on a Remote PC

Recommended specification for remote installation:

- 1.7GHz or faster processor
- 1GB or greater RAM
- 200MB available hard disk space (Dot Net Framework and WallManager)

To install WallManager

1. Start an internet browser.

2. Enter the name or IP address of the controller, for example http://controller, and press **Enter**.

CHKISTIE

TVC-500

Language: English
☐ Remember Language
[Select]

Figure 5-1 WallViewer Initial Screen

NOTE: *If you cannot connect to WallViewer, make sure that the Christie Web Server is running on the controller.*

3. Select the language you want to work in and click **Select**. The **Client Applications** page opens.
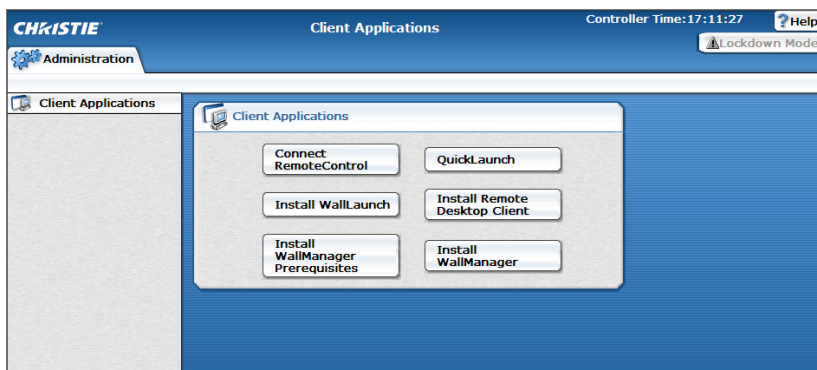
Figure 5-2 Client Applications Panel

4. To install required supporting software, click **Install WallManager Prerequisites**.

   NOTE: *For first time installations, you may be prompted with an Internet download dialog before the InstallShield Wizard appears. Make sure the* **Run** *option is selected and click* **OK**. *You may also be prompted with a security warning. Click* **Run** *to install the software.*

5. Follow the directions in the installation wizard.

6. To install WallManager, click **Install WallManager**.

   NOTE: *For first-time installations, you may be prompted with an Internet download dialog before the InstallShield Wizard appears. Make sure the* **Run** *option is selected and click* **OK**. *You may also be prompted with a security warning. Click* **Run** *to install the software.*

7. Follow the directions in the installation wizard.

8. Close the browser running the **WallViewer** application, and access WallMananger using **Start > All Programs > Christie > MASTERSuite > Christie WallManager**.

NOTE: *For information about installing and using the other client applications, refer to the list on page 5-1.*

5.2 RemoteControl

MASTERSuite includes the ability to take control of the wall display cursor using a remote workstation's mouse and keyboard. Depending on how RemoteControl has been configured, a user with a higher security level may be able to take control from a user with a lower security level. The system will notify you if someone else gains control.

RemoteControl involves the following two components:

- *5.2.1 RemoteControl Server*
  - *RemoteControl Server Setup* on page 5-4
  - *RemoteControl Server Dialog* on page 5-6
  - *RemoteControl Server Settings Dialog* on page 5-6
  - *Troubleshooting RemoteControl Client* on page 5-7
- *5.2.2 RemoteControl Client*
  - *Taking Control* on page 5-7
  - *Releasing Control* on page 5-9

5.2.1 RemoteControl Server

RemoteControl Server Setup

The controller comes installed with RemoteControl software. RemoteControl allows you to control the controller keyboard and mouse using IP protocol from a remote networked workstation. The remote workstation must be running Windows NT 4.0, Windows 2000, Windows XP, or Windows 7.

RemoteControl runs as a service on the controller and displays an icon in the controller's system tray.

Figure 5-3 System Tray

1. On the controller, double-click the **RemoteControl Server** icon in the system tray. The **RemoteControl Server** dialog appears.
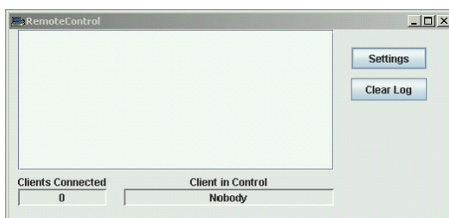
Figure 5-4 RemoteControl Server

2. Click **Settings**. The **Settings** dialog appears with the **Configuration** tab displayed.
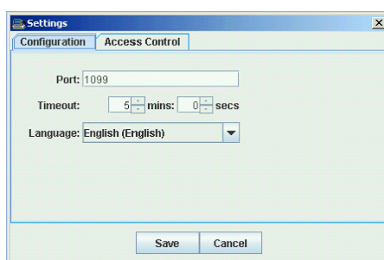
Figure 5-5 Configuration

3. Accept the default values for **Port** and **Timeout**. If you need to change the values, contact your system administrator for appropriate settings.

4. Select the language option and **Save.**

5. To restrict access to the display wall to a list of specific IP addresses, click the **Access Control** tab. The **Access Control** dialog appears.
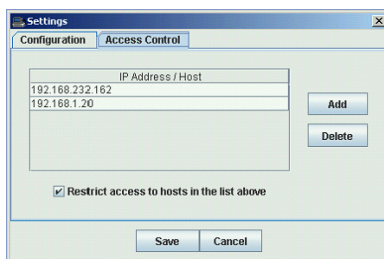
Figure 5-6 Authentication

6. Check the **Restrict Access to hosts in the list above** option.

7. Click **Add**, enter the IP address of the computer that can access the display wall, and click **OK**.

8. Repeat for each IP address you want to be able to access.

9. Click **Save** to save the setup information.

NOTE: *You can also use WallManager's security to restrict users by name. Make sure WallManager security is enabled. Enable RemoteControl permission only for those users who should have access to this function. Only users with valid WallManager accounts and with RemoteControl permission will be able to use RemoteControl.*

RemoteControl Server Dialog

The RemoteControl Server dialog provides status information about the RemoteControl function.

Status Log – Shows the status of RemoteControl.

Settings – Opens the **Settings** dialog and allows you to specify connection information and to control access to specified IP addresses.

Clear Log – Select this option to clear the Status Log.

Exit – Select this option to exit the **RemoteControl** dialog.

Clients Connected – This field identifies the number of computers that have an open RemoteControl connection.

Client in Control – This field identifies the WallManager user who is currently in control of the display wall cursor.

RemoteControl Server Settings Dialog

Use the **Settings** dialog to change connection parameters and to limit access to specific IP addresses.

Port – Identifies the port that the server listens to for requests from the RemoteControl client. Use the default value. If you need to change the port number, contact your network administrator.

Timeout – Identifies the length of time that a connection can be idle before it is disconnected. Use the default value. If you need to change this value, contact your network administrator.

IP Address/Host – This list identifies the computers that can access the display wall through the RemoteControl function.

Add – Use this button to add an IP address or host name.

Delete – Use this button to delete the selected IP address or host name from the list.

Restrict Access to Hosts in the List Above – Enable this option to restrict access to RemoteControl functionality to the list shown. No other computers will be allowed access.

Save – Use this button to save the RemoteControl settings.

Troubleshooting RemoteControl Client

Message: "Failed to connect to server" – Possible Solution:

•   Make sure RemoteControl service is running on the controller.

•   Check that the Host Address specified on the RemoteControl Client window correctly points to your controller.

Message: "A required privilege is not held by the client" –

Possible Solution:

•   Make sure RemoteControl service is running on the controller with Administrative permissions with "act as part of the operating system" enabled.

•   Consult your RS-232 controller documentation for further details.

5.2.2 RemoteControl Client

Taking Control

1.   In WallManager, click the **WallManager** button and select **Install Client Applications**.

Figure 5-7 Client Applications

2.   Click **Connect RemoteControl**.
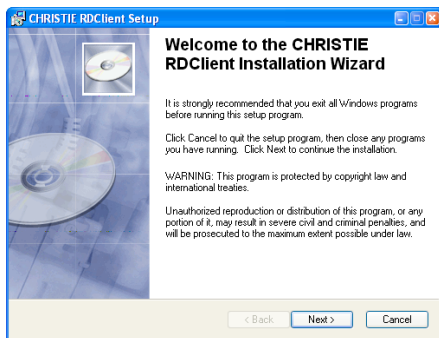
3. Close the **Client Applications** window.
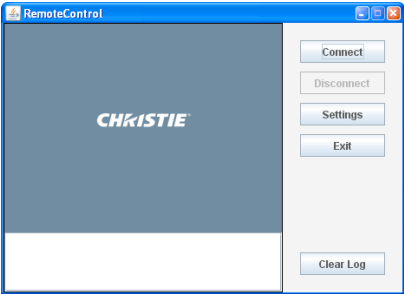
Figure 5-8 RemoteControl Client

NOTE: *For first time installations, you may be prompted with an internet download dialog before the InstallShield Wizard appears. Make sure the **Run** option is selected and click **OK**. You may also be prompted with a security warning. Click **Run** to install the software.*

4. To identify the controller, click **Settings**.
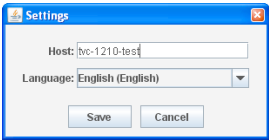
Figure 5-9 Settings

5. Enter the controller host name or IP address in the **Host** field.

6. Select the language for RemoteControl to work with and click **Save**.

7. On the **RemoteControl Client** dialog (Figure 5-8), click **Connect**.

8. If security is enabled, log in with valid user and password.

    When you are connected to the controller, the **RemoteControl Client** window shows the status of the connection in the lower left panel and the **Disconnect** button is enabled.
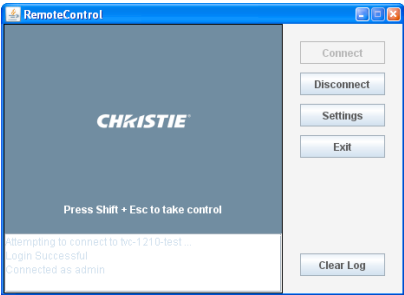
Figure 5-10 Connection Status

9. Press SHIFT+ESC to take control.

Releasing Control

1. To release control of the controller press SHIFT+ESC again.

5.3 RemoteDesktop

RemoteDesktop lets you display and interact with Windows and Linux desktops by setting up the client PCs as sources for MediaManager windows. The controller comes installed with the server portion of RemoteDesktop. The remote workstation needs to be set up to allow MediaManager to connect.

- *RDClient*
- *Set up a Linux Desktop for Display*

5.3.1 RDClient

- *Installing RDClient*
- *Starting RDClient*
- *Configuring RDClient*
- *Closing RDClient*

Installing RDClient

1. In WallManager, click the **WallManager** button and select **Install Client Applications**.
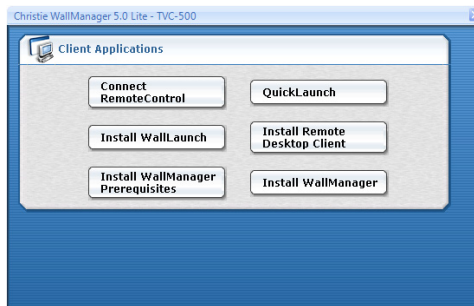
Figure 5-11 Client Applications

2. Click **Install Remote Desktop Client** to start the installation wizard.

Figure 5-12 RDClient Installation Wizard

NOTE: *For first time installations, you may be prompted with an internet download dialog before the InstallShield Wizard appears. Make sure the* **Run** *option is selected and click* **OK**. *You may also be prompted with a security warning. Click* **Run** *to install the software.*

3. Click **Next** and type the user information.
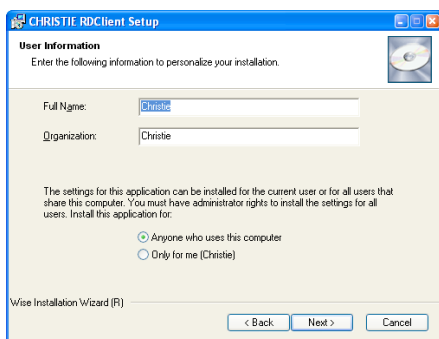
Figure 5-13 User Information

4. Click **Next** and specify where the program files are stored.
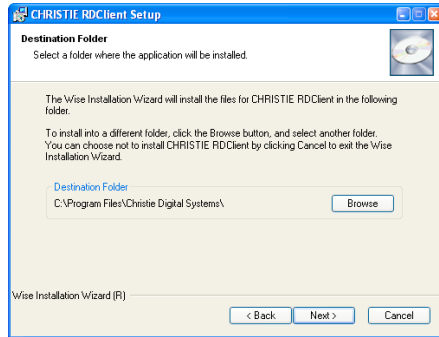
Figure 5-14 Destination Folder

5. Click **Next** and **Next** again to confirm the installation.

6. When the installation is complete, click **Finish** to dismiss the wizard.

7. Close the **Client Applications** window.

Starting RDClient

Start RDClient by double-clicking on the icon located on the desktop or by navigating through the Start Menu: **Start > Programs > Christie > MASTERSuite > RDClient**.

When RDClient is running, its icon is visible in the system tray.

When a user is connected to RDClient, the RDClient icon background changes from black to white to show that there is an active connection.

Closing RDClient

To close the RDClient application, right-click the **RDClient tray icon** and select **Close RDClient** from the menu.

Configuring RDClient

1. To open RDClient Properties double-click the **RDClient icon** in the system tray.

2. On the Authentication tab, make sure the **VNC Password Authentication** option is selected and click the **Configure** button.
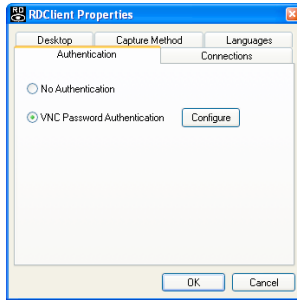
Figure 5-15 RDClient Properties - Authentication Tab

NOTE: *If you want MediaManager to connect to RDClient without password security, contact your system administrator to determine if you are operating in a secure environment, such as a secure LAN or firewall-protected network. If you are not working in a secure environment, the No Authentication option is not recommended.*

3. On the **VNC Server Password** dialog, specify and confirm the password that MediaManager will use to connect to RDClient. The password can be up to 8 alphanumeric characters. Click **OK** to close the dialog.

Figure 5-16 Password Authentication

4. Click **OK** to close the dialog.

5. On the **Connections** tab, make sure the option **Accept connections on port:** is checked and specify the port MediaManager will use to connect to RDClient.

6. On the **Desktop** tab, specify the background information that will be sent to the display wall.

    Unless the information is required, performance can be improved by selecting all options. Not sending the wallpaper and interface effects decreases processor usage and network bandwidth.

    *   **Remove desktop wallpaper** turns OFF the wallpaper on the client PC and also disables Active Desktop components.

    *   **Disable user interface effects** disables desktop enhancements; such as font smoothing, window title bar shading, menu animation and so on.

    NOTE: *Update performance depends on the general performance of the remote workstation, the graphics drawing activity of the information being sent to the display wall, network performance, and the frame rate setting specified in the MediaManager channel setup. If the workstation is running very sluggishly while there is an active RDClient connection, it is possible to improve the workstation performance by decreasing the RemoteDesktop frame rate in MediaManager.*

7. On the **Capture Method** tab, you can specify how the information sent to the display will be updated.
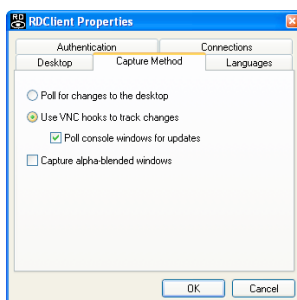
Figure 5-17 RD Client Properties - Capture Method

*   **Poll for changes to the desktop** – choose this option when the client PC is running video. VNC server polls strips of the screen for changes. The polling mechanism attempts to minimize the load on the server computer while delivering a reasonable level of responsiveness. The upgrading may visibly degrade if you have a slow connection.

- **Use VNC hooks to track changes –** choose this option unless you want to send video from the client PC to the display wall. This update mechanism is more efficient than continuous polling, but relies on certain properties of Windows applications and so can miss updates in some situations. It polls the screen infrequently to catch any missed updates.
  VNC Hooks cannot track console windows because of limitations in the operating system. Check **Poll console windows for updates**, to poll console windows for changes; then VNC Server will track the visible parts of console windows.

- **Capture alpha-blended windows** – choose this option when you need to display an application with tool tips. This option increases the load on the server and may cause the cursor to flicker.

8. On the **Languages** tab, select the language MediaManager will use to display the **RDClient Properties** dialog.

9. Click **OK** to confirm your changes and close the dialog. Changes take effect as soon as you click **OK**.

Note the IP address, the port number, and password. You will need this information to set up a Remote Desktop channel in MediaManager, see *Create New Channel* on page 2-5.

5.3.2 Set up a Linux Desktop for Display

To mirror the desktop of a Linux machine, you need a program like KDE Desktop Sharing or x11vnc. These programs allow you to view and interact with the Linux desktop using the RD Client on the display wall. The KDE Desktop Sharing program is installed with the KDE Network package on KDE Linux systems. x11vnc and similar VNC programs are available free for download on the Internet. Follow the installation and setup instructions for your VNC program.

- Ensure that your VNC program allows the connection, for example in the KDE Desktop Sharing application, check **Allow uninvited connections**. x11VNC allows connections by default.

- Ensure that your firewall does not block the connection.

- Note the Linux system IP address, and the port number and password used by the Linux VNC program. You will need this information to set up a Remote Desktop channel in MediaManager, see *Create New Channel* on page 2-5.

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5.4 WallLaunch

WallLaunch allows you to start scenarios from a remote PC without opening WallManager. By passing parameters to the WallLaunch program, users are able to create multiple desktop shortcuts for launching frequently used scenarios. Direct calls to WallLaunch can be incorporated into end-user software to allow for specified tasks and events to be launched for example when alarm conditions are encountered.

Install WallLaunch

1. In WallManager, click the **WallManager** button and select **Install Client Applications**.
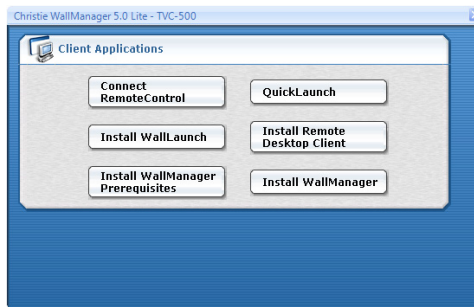
Figure 5-18 Client Applications

2. Click **Install WallLaunch** to start the installation wizard.
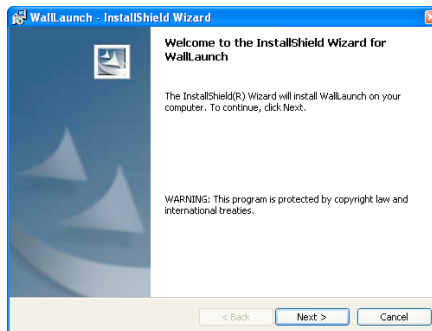
Figure 5-19 WallLaunch Installation Wizard

NOTE: *For first-time installations, you may be prompted with an Internet download dialog before the InstallShield Wizard appears. Make sure the **Run** option is selected and click **OK**. You may also be prompted with a security warning. Click **Run** to install the software.*

3. Click **Next** and type the user information.

4. Click **Next** and the Server Name window appears.
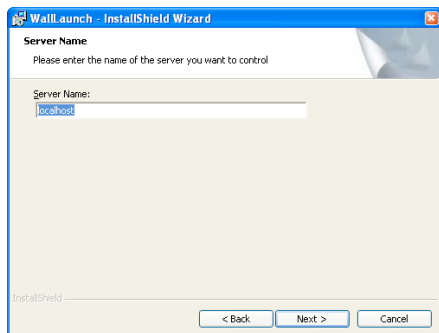
Figure 5-20 Server Name

5. Identify the controller, and click **Next**. The Custom Setup window appears.
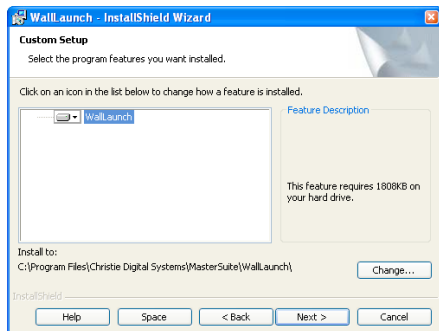
Figure 5-21 Custom Setup

6. Click **Next** and the Ready to Install the Program window appears.
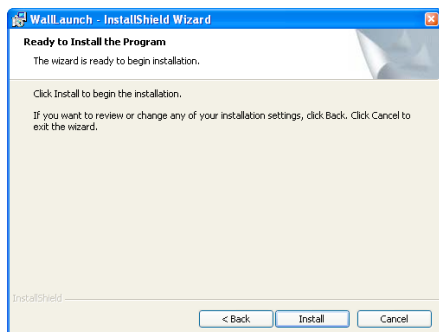
Figure 5-22 Ready to Install the Program

7. Click **Install**. The wizard displays progress information and then the InstallShield Wizard Completed window.
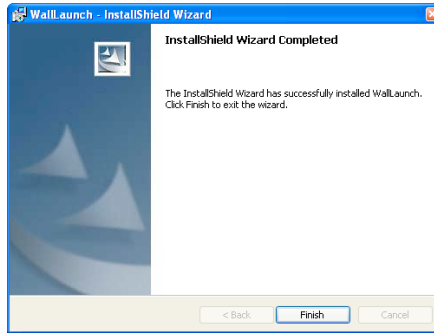
Figure 5-23 Installation Complete Notification

8. Click **Finish** to dismiss the wizard.

9. Close the Client Applications window.

Select Language for WallLaunch

You can specify the language to use in WallLaunch.

1. Start WallLaunch by navigating through the Start Menu – **Start > Programs > Christie > MASTERSuite > WallLaunch**. The WallLaunch window appears.
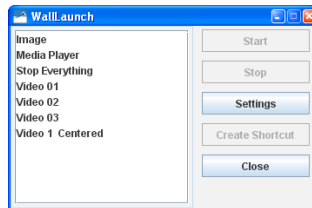
Figure 5-24 WallLaunch

2. Click the **Settings** button. The Settings dialog appears.
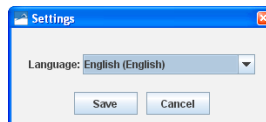
Figure 5-25 WallLaunch Settings

3. Select the language you want to use with WallLaunch, and click **Save**.

Start a Scenario Using WallLaunch

WallLaunch automatically lists all the scenarios that are available when you start WallLaunch. If WallManager security is enabled, you will only see the scenarios available for your security level.

1. Start WallLaunch by navigating through the Start Menu – **Start > Programs > Christie > MASTERSuite > WallLaunch**. The WallLaunch window appears.
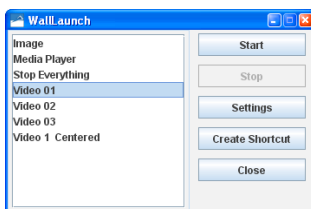
Figure 5-26 WallLaunch

2. Select a scenario and click **Start**. The scenario is started on the display wall.

Create a Scenario Shortcut

WallLaunch allows you to create shortcuts for scenarios, for example on a remote desktop.

1. Start WallLaunch by navigating through the Start Menu – **Start > Programs > Christie > MASTERSuite > WallLaunch**. The WallLaunch window appears.

2. Select a scenario and click **Create Shortcut**. A dialog window opens, prompting you to select where to create the shortcut.

Edit a WallLaunch Shortcut

WallLaunch allows you to create shortcuts to start a scenario. You can edit such a shortcut to change what the shortcut does.

1. Right-click the shortcut, and click **Properties**.

2. In the **Target** field, move the cursor to the end of the command. You should see the following: **-hhostname "-lscenario"**
where hostname identifies the system that the scenario will be run on.

3. You can make the following changes:

   - To change the shortcut to stop a scenario, change the **–l** to a **–k** in the **–l scenario** parameter.

   - To specify a different host, change the hostname in the **–hhostname** parameter.

5.5 Christie RS-232 Control Server

The RS-232 Control Server allows you to start and stop scenarios on the display wall using a serial device (e.g. Crestron or AMX). The controller comes installed with the RS-232 Control Server and the service runs automatically when the controller is turned ON.

1. On the controller, open the RS-232 Control Server window by double-clicking on the **RS-232 icon** in the system tray. The Christie RS-232 Control Server dialog appears.
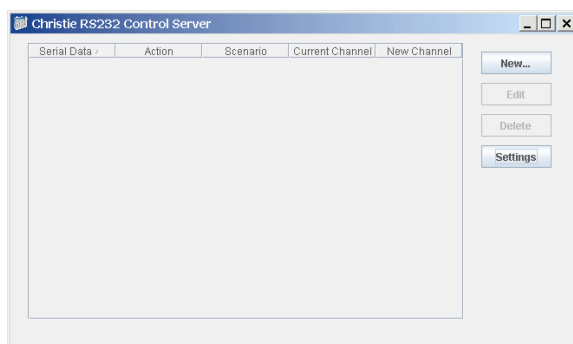
Figure 5-27 RS232 Control Server

2. Click the **Settings** button. The Settings dialog appears.
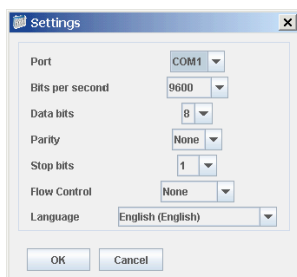
Figure 5-28 Settings

3. Adjust the communication settings to match your device and click **OK** to save the settings and dismiss the Settings dialog.

4. Click **New** to setup the controller. The Serial Event Properties dialog appears.
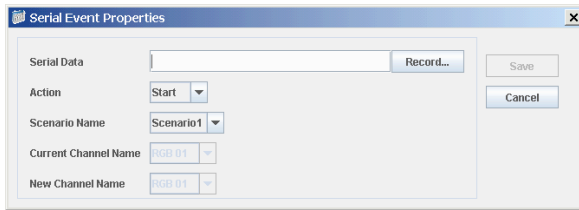
Figure 5-29 Serial Event Properties

5. Record the serial data associated with a button or action on the serial control device by clicking the **Record** button. The RS-232 controller listens and records the next action at the serial control device.

   NOTE: *You can specify the serial data string associated with a button or action on the serial control device by hand. For more information see the documentation that came with your serial control device.*

6. Select an action to be associated with the serial data string.

   • Start the scenario specified in the **Scenario Name** field.

   • Stop the scenario specified in the **Scenario Name** field.

   • Switch the video source. All video sources playing the Current Channel Name are switched to play the New Channel Name independent of scenario settings.

7. Click **Save** to save the data and close the dialog.

CHRISTIE

6   Setting Wall Display Properties

MediaManager™ on the TVC™ 500 supports the D4C module, see *6.1 Configuring TVC500 Display Properties*

NOTE: *For technical information about the graphics cards, see the Specifications section of the TVC Hardware Manual.*

6.1 Configuring TVC500 Display Properties

The Christie Setup Manager lets you customize the number, placement, and resolution of the screens.

Important! Close all MediaManager windows (RGB and/or Video) before changing the display properties. If these settings are modified while MediaManager windows are open, the system will exhibit artifacts or unpredictable behavior until the system is re-booted.

6.1.1 Change Display Settings

Adjust the display layout

1. Ensure that all of your display devices are plugged in.

   NOTE: *Sequential numbering is assigned dynamically to connected displays based on the connector position. Until you finish and lock the layout, the numbering is subject to change each time a display is plugged in or unplugged.*

2. Click **Start>All Programs > Christie > Christie Setup Manager**.

   The Christie Setup Manager automatically detects the displays connected to the controller and lays them out in a default configuration.
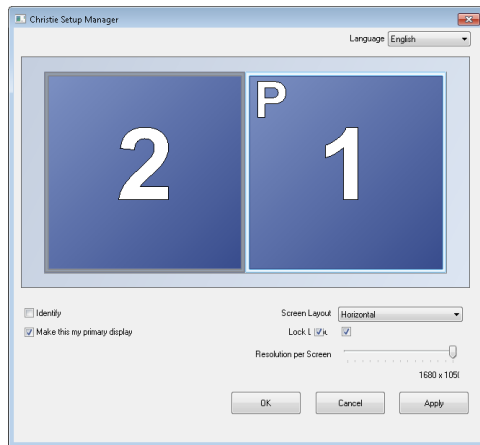
Figure 6-1 Setup Manager

3. To change the position of individual projectors in the layout grid

   a. Check the **Identify** option to display the numbering on the displays

   b. Click a projector icon and drag it to a new position in the layout grid.

4. To change the layout grid, select an option from the **Screen Layout** list. The numbered screen icons display in the selected layout.

5. To change the resolution adjust the **Resolution Per Screen** slider.

6. When you have made your changes, check the **Lock** option to lock the display numbering. Locking disables dynamic numbering.

7. Click **OK** to exit.

Change Primary Display

A small **P** in the top left corner of a display icon indicates that the display is the primary display. The Windows task bar is shown on this display only.

To change the primary display:

1. Click **Start>All Programs > Christie > Christie Setup Manager**.

   The Christie Setup Manager automatically detects the displays connected to the controller.

2. Click to select a display in the layout.

3. Check the **Make this my primary display** checkbox (or press Ctrl-P).

4. Click **OK** to exit.

7 Troubleshooting

7.1 WallManager™

7.1.1 Scenarios

Whenever I try to start MediaManager™ I get a message saying "Could not start scenario.", what does this mean?

• MediaManager requires the following Services to be running.

  a. On the TVC controller access **Start > Control Panel > Administrative Tools > Services**.

  b. In the services window, scroll down the list to the Christie entries. All Christie services should have a status of "Started".

  c. For Christie services that are not running, right-click the service and choose **Start**.

• MediaServer is a background application that should be running in order to launch MediaManager windows. Check your Task Manager to ensure this program is running. If MediaServer is not running:

  a. Navigate to **Start > All Programs > Christie > MASTERSuite > Christie MediaServer**.

• Rebooting the TVC controller will generally resolve any issues relating to required applications not running.

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