

# KU20

## LED Display Controller



User Manual

## Change History

Document Version	Release Date	Description
V1.4.2	2024-10-31	Deleted the Sync Lock related operations from the device's LCD interface.
V1.4.1	2024-08-13	Updated the descriptions for internal source operations.
V1.4.0	2024-04-26	The "Layer Setting" in the LCD interface of the device has been renamed to "Layer Parameters". Now, it only shows the parameters without allowing any modifications.
V1.1.0	2023-04-28	<ul style="list-style-type: none"> <li>• Added the All-In-One Controller working mode.</li> <li>• Added the image scaling function.</li> <li>• Added the temperature scale switching function.</li> <li>• Support the SNMP and Art-Net protocols.</li> <li>• Support 8-bit output bit depth only (10-bit supported by customized program).</li> </ul>
V1.0.2	2022-11-22	<ul style="list-style-type: none"> <li>• Updated the description of the USB port on the front panel.</li> <li>• Added a table of load capacity per Ethernet port.</li> <li>• Added the limitations of some functions.</li> </ul>
V1.0.1	2022-10-24	Updated the appearance diagram.
V1.0.0	2022-10-11	First release

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# 1 Overview

The KU20 is an LED display controller with 6 Ethernet ports in the brand-new control system COEX series of Xi'an NovaStar Tech Co., Ltd. (hereinafter referred to as NovaStar). This controller offers 1x HDMI input, 6x Ethernet outputs and 1x optical output. It can also work with the brand-new software VMP (Vision Management Platform) to provide a better operation and control experience.

This document mainly describes the menu operations on the LCD screen of the controller. For more function operations, see the *VMP Vision Management Platform User Manual*.

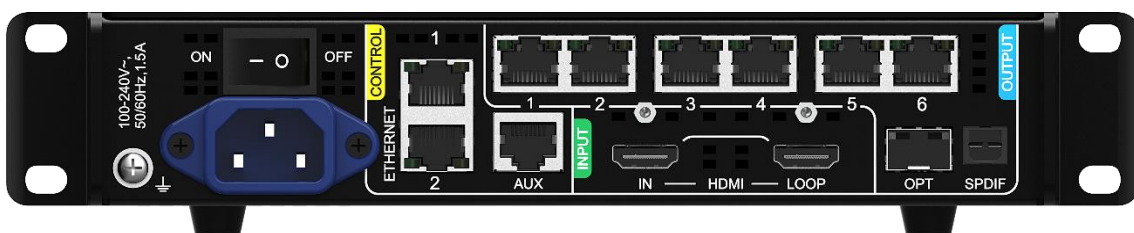
## 2 Appearance


### 2.1 Front Panel



Name	Description
Running Indicator	<ul style="list-style-type: none"> <li>• Solid red: Standby</li> <li>• Solid blue: The device is being started.</li> <li>• Solid green: The device is running normally.</li> <li>• Flashing red: The device is running abnormally.</li> </ul>
Standby Button	<ul style="list-style-type: none"> <li>• Press the button to power on or power off the device.</li> <li>• Hold down the button for 5s or longer to restart the device.</li> </ul>
USB 2.0	<ul style="list-style-type: none"> <li>• Connect to a USB drive only to export the device diagnostic result and send the cabinet configuration file.</li> <li>• Only the NTFS and FAT32 file systems are supported. Others are not supported.</li> </ul>
LCD Screen	A 2.0-inch screen to display the device status, menus, submenus and messages for parameter settings
Knob	<ul style="list-style-type: none"> <li>• On the home screen, press the knob to enter the main menu screen.</li> <li>• On the main menu screen, rotate the knob to select a menu item or adjust the parameter value. Press the knob to confirm the operation.</li> <li>• Hold down the knob and <b>BACK</b> button simultaneously for 5s or longer to lock or unlock the buttons.</li> </ul>
BACK	Go back to the previous menu or cancel the current operation.

### 2.2 Rear Panel

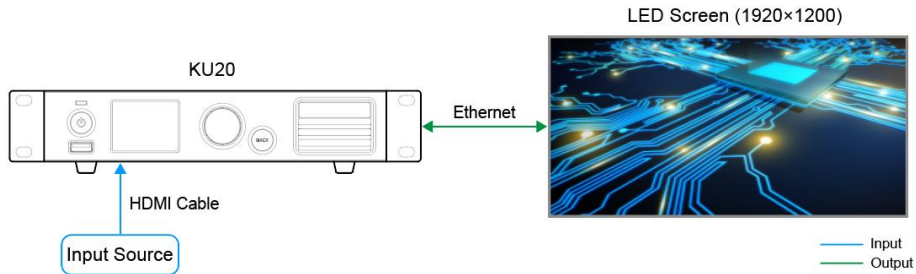


Inputs			
Type	Qty	Description	
HDMI IN	1	Resolutions	Max resolution: 1920×1200@60Hz Min resolution: 800×600@60Hz
		Max width/height	Max width: 3840 (3840×600@60Hz) Max height: 2560 (800×2560@60Hz)
		Frame rates	23.98 / 24 / 25 / 29.97 / 30 / 47.95 / 48 / 50 / 59.94 / 60 / 71.93 / 72 / 75 / 100 / 119.88 / 120 Hz
		EDID management	Support standard resolutions, up to 1920×1080@60Hz. Support custom input resolutions.
		HDCP	HDCP 1.4 compliant, backwards compatible with HDCP 1.3.
		Interlaced signal inputs	Not supported
Outputs			
Type	Qty	Description	
1–6	6	Gigabit Ethernet output ports. Support hot backup between Ethernet ports. <ul style="list-style-type: none"> <li>• Max device load capacity: 3.9 million pixels</li> <li>• The maximum load capacity per Ethernet port is 659,722 pixels (8bit@60Hz). For details, see <a href="#">11 Ethernet Port Load Capacity</a>.</li> </ul>  Note: <ul style="list-style-type: none"> <li>• The maximum load capacity is only achieved when the load width of a single port is 128 pixels or more. If the load width is less than that, the load capacity will be reduced accordingly, calculated as (128 - load width) × load height.</li> <li>• The customized KU20 program supports 10-bit output when it works with the A10s Pro receiving card. If needed, please contact NovaStar for customization.</li> </ul>	
OPT	1	10G optical output port	
HDMI LOOP	1	HDMI loop through. Up to 8 devices can be cabled in one loop.	
SPDIF	1	A digital audio output (Reserved)	
Controls			
Type	Qty	Description	
ETHERNET	2	Gigabit Ethernet control ports. Support TCP/IP protocol and star topology. They have the same functions without priority and order, and can be connected to VMP software. No switch or router is needed to deploy multiple devices on the same LAN via device cascading as the network switching function is already built in. Up to 20 KU20 devices can be cascaded.	
AUX	1	An auxiliary port that connects to the central control device (RS232) (Reserved)	
Power			
100-240V~, 50/60Hz, 1.5A	1	An AC power input connector and switch	

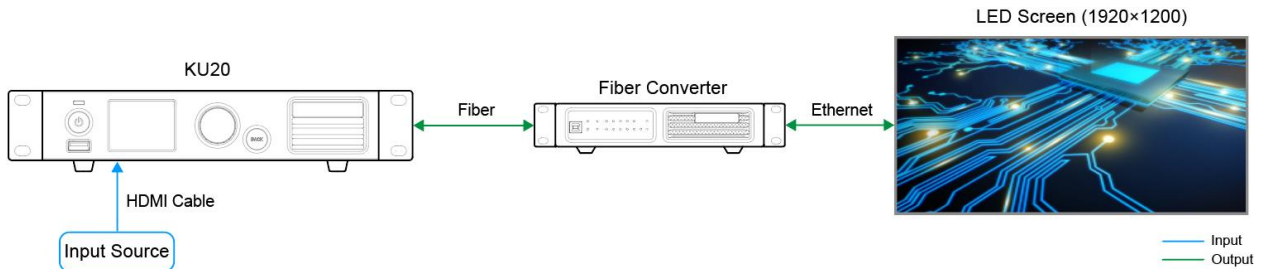
### 3 Applications

The KU20 has two typical application scenarios as shown below. In those application examples, the LED screen size is 1920x1200.

#### Application 1: Output via Ethernet Ports



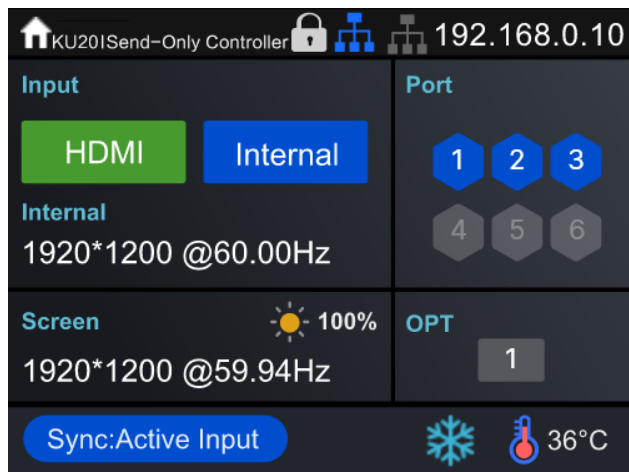
#### Application 2: Long-Distance Transmission via OPT Ports



## 4 Home Screen

After the device is powered on, the home screen is displayed as follows. On the home screen, press the knob to enter the main menu screen.

Figure 4-1 Home screen







The home screen is shown in [Figure 4-1](#) and the home screen descriptions are shown in [Table 4-1](#).

Table 4-1 Home screen descriptions

Area	Content	Description
Top line	KU20 I Send-Only Controller	The device name and working mode
		The device buttons are locked. This icon is not displayed when the buttons are unlocked.  The buttons will be locked only in the following situations: <ul style="list-style-type: none"> <li>• Hold down the knob and <b>BACK</b> button simultaneously for 5s or longer.</li> <li>• Operate and control the device in VMP software.</li> </ul>
		The connection status of the Ethernet ports <ul style="list-style-type: none"> <li>• Blue: Connected</li> <li>• Gray: Disconnected</li> </ul>
	192.168.0.10	The device IP address  For related operations, please refer to <a href="#">7.2 Configure Communication Settings</a> .
Input	HDMI, Internal	The device input source type and status <ul style="list-style-type: none"> <li>• Green: The signal is accessed normally.</li> <li>• Blue: The signal is accessed normally, but not used.</li> <li>• Red: The signal is abnormal.</li> <li>• Gray: The signal is abnormal and not used.</li> </ul> For the input source settings, please refer to <a href="#">5.1.1 Set Input Source</a> .
	Internal 1920*1080@60.00Hz	The resolution and frame rate of the currently available input source  For the resolution and frame rate settings, please refer to <a href="#">6.1.2 Set Resolution and Frame Rate</a> .

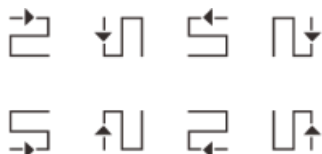


Area	Content	Description
Screen	1920x1080@59.94Hz	The screen resolution and frame rate
		The screen brightness For the screen brightness settings, please refer to <a href="#">6.4.1 Adjust Screen Brightness</a> .
Port	1–6	The statuses of the Ethernet ports <ul style="list-style-type: none"> <li>• Blue: Connected</li> <li>• Gray: Disconnected</li> </ul>
OPT	1	The status of OPT port <ul style="list-style-type: none"> <li>• Blue: Connected</li> <li>• Gray: Disconnected</li> </ul>
Bottom line	Sync: Active Input	The sync signal currently used and the signal status <ul style="list-style-type: none"> <li>• Sync: Active Input: Sync with the frame rate of the current input source</li> <li>• Sync: Internal: Sync with the frame rate of the internal clock of the device</li> </ul> Color code: <ul style="list-style-type: none"> <li>• Blue: The signal is normal.</li> <li>• Red: The signal is abnormal.</li> </ul>
		The output display is frozen. After the screen is blacked out, this icon is not displayed and  is displayed. For the display control settings, please refer to <a href="#">7.4 Control Display Status</a> .
		The temperature inside the chassis

## 5 Screen Configuration

If the LED screen, cabinets, data flow and the number of cabinets loaded by Ethernet ports can meet the following requirements, you can configure the screen via the device front panel menu; otherwise, screen configuration in VMP will be your ideal choice.

- Screen: The LED screen must be a regular screen.
- Cabinet: The cabinets must be regular ones of the same size, and function well.
- Data flow: The data must run in the same way for all Ethernet ports and the data flow must be one of the followings. The starting position of the data flow is the first cabinet of Ethernet port 1, and the connections are made in sequence according to the serial number of the Ethernet port.



- Number of cabinets loaded by Ethernet ports: If  $n$  ports are used to load the cabinets, the number of cabinets loaded by each of the first  $(n-1)$  ports must be the same and the integral multiple of the number of cabinet rows or columns, and it must be greater than or equal to the number of cabinets loaded by the last port.

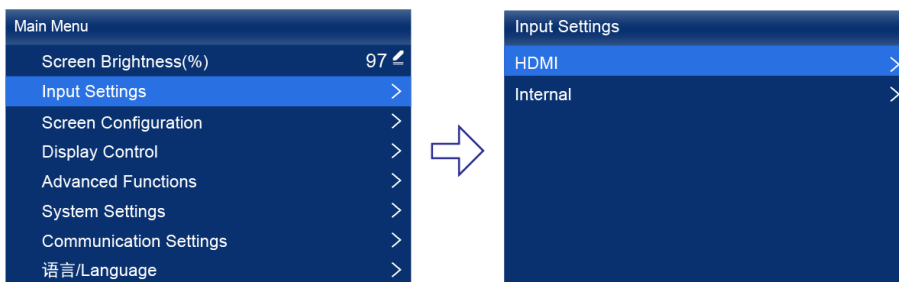
### 5.1 Quick Screen Configuration via Front Panel Screen

#### 5.1.1 Set Input Source

Select the desired input source and complete the related settings, such as resolution and frame rate. If the resolutions of the input source and screen are the same, the image can be displayed pixel to pixel. A lower frame rate may result in image flickering, while a higher frame rate helps stabilize the display image.

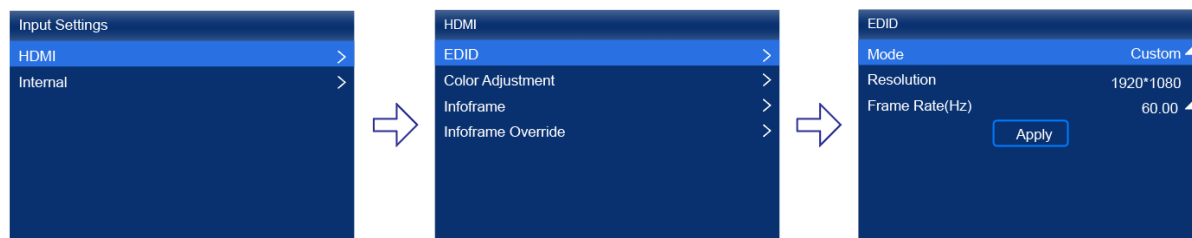
Step 1 On the main menu screen, choose **Input Settings** and select a video source.

Figure 5-1 Select input source (Taking the Send-Only Controller mode as an example)



Step 2 Perform the corresponding operations for the input source according to the input source type.

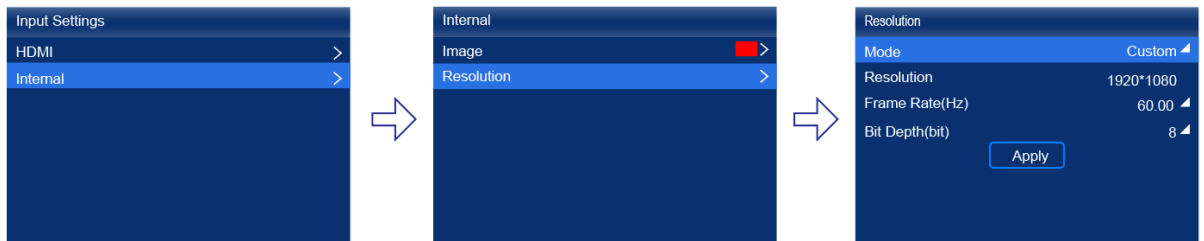
- HDMI



- Choose **HDMI > EDID**.
- Set **Mode** to **Custom** or **Standard**, and then set the resolution and frame rate.  
 Custom: Set the resolution manually.  
 Standard: Select the desired resolution from the drop-down options.

c. After the settings are done, select **Apply** and press the knob.

- Internal sources



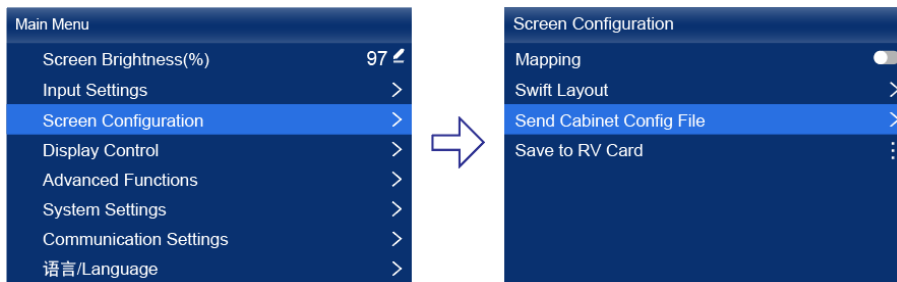
- Choose **Internal** > **Image**, and navigate to the sub-menu. Then, select a picture.
- When the relevant parameters of the image are displayed, set the parameters according to your actual needs; otherwise, please skip this step.
- Press the **BACK** button to go back to the upper-level menu and select **Resolution**.
- Set **Mode** to **Custom** or **Standard**, and then set the resolution, frame rate and bit depth.
- After the settings are done, select **Apply** and press the knob.

### 5.1.2 (Optional) Send Cabinet Config File

Send the cabinet configuration file (.rcfgx) to the cabinet and save it to display the image normally.

Step 1 On the main menu screen, choose Screen Configuration > Send Cabinet Config File.

Figure 5-2 Send cabinet config file (Taking the Send-Only Controller mode as an example)



Step 2 Select the target configuration file.

Step 3 Select **Yes** in the displayed dialog box.

After the configuration file is successfully sent, a message appears on the menu screen and then then you will automatically return to configuration file screen.

Step 4 Press the **BACK** button to go back to the upper-level menu.

Step 5 Select Save to RV Card.

Step 6 Select **Yes** in the displayed dialog box.

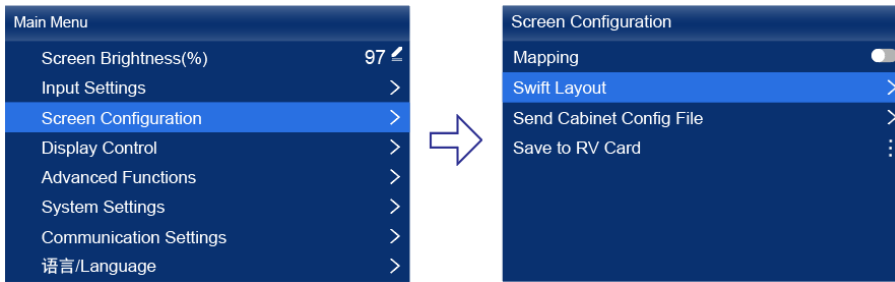
After the configuration file is successfully saved, a message appears on the menu screen.

### 5.1.3 Swift Layout

Set the screen configuration parameters to quickly complete the cabinet connection, so that the LED screen can display the input source image normally.

Step 1 On the main menu screen, choose **Screen Configuration** > **Swift Layout**.

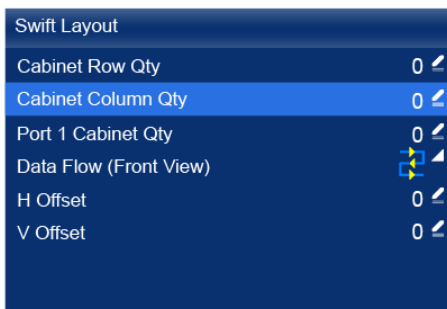
Figure 5-3 Swift layout (Taking the Send-Only Controller mode as an example)



Step 2 Select **Yes** in the displayed dialog box.

Step 3 Set the following parameters as required.

Figure 5-4 Screen configuration parameters



- Cabinet Row Qty: Set the quantity of cabinet rows.
- Cabinet Column Qty: Set the quantity of cabinet columns.
- Port 1 Cabinet Qty: Set the quantity of the cabinets loaded by Ethernet port 1.
- Data Flow (Front View): Select the data flow for the cabinets loaded by Ethernet port 1.
- H Offset: Set the horizontal offset of the displayed image.
- V Offset: Set the vertical offset of the displayed image.

## 5.2 Free Screen Configuration via VMP

The VMP software can be used to configure either the regular screens or complex screens, and supports free wiring of the cabinets, plus the ability of calculating the used load capacity according to the cabinets that are actually loaded. For the details of performing the free screen configuration, please refer to *VMP Vision Management Platform User Manual*.

## 6 Display Effect Adjustment

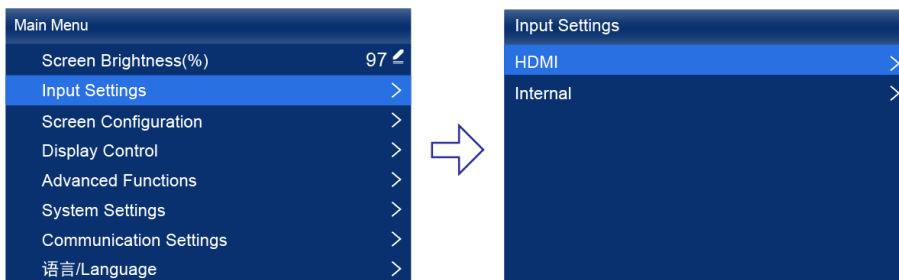
### 6.1 Set External Input Sources

#### 6.1.1 View Input Source Information

View the attribute values of the input source, including the resolution, frame rate, bit depth, color gamut, etc.

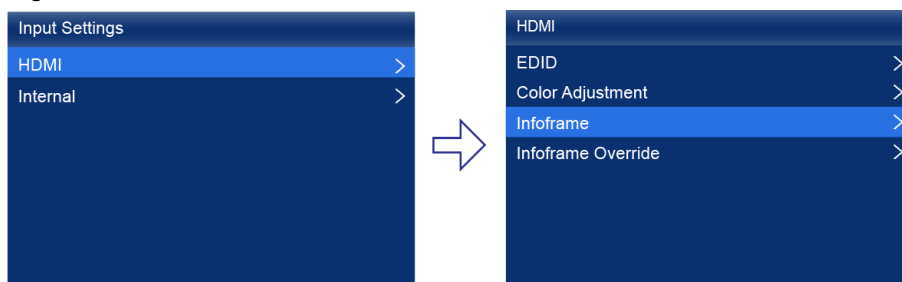
Step 1 On the main menu screen, choose **Input Settings** and select **HDMI**.

Figure 6-1 Select Input (Taking the Send-Only Controller mode as an example)



Step 2 Select **Infotune**, and view the input source information.

Figure 6-2 Infotune

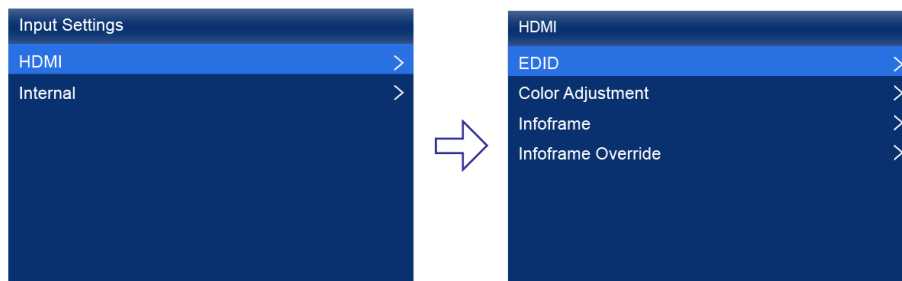


#### 6.1.2 Set Resolution and Frame Rate

Set the resolution and frame rate of the input source. If the resolutions of the input source and screen are the same, the image can be displayed pixel to pixel. A lower frame rate may result in image flickering, while a higher frame rate helps stabilize the display image.

Step 1 On the main menu screen, choose **Input Settings >HDMI > EDID**.

Figure 6-3 EDID



Step 2 Set **Mode** to **Custom** or **Standard**, and then set the resolution and frame rate.

Figure 6-4 EDID parameters



- Custom: Set the resolution manually.
- Standard: Select the desired resolution from the drop-down options.

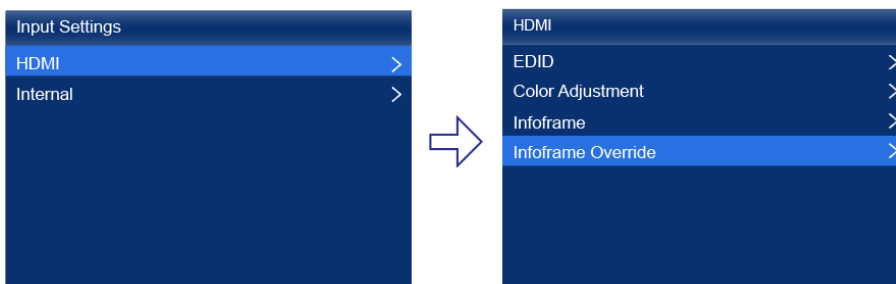
Step 3 After the settings are done, select **Apply** and press the knob.

### 6.1.3 Adjust Color

Set the input source override parameters and adjust the color. The override parameters will be used in the calculation of color adjustment. If the values of these parameters are not set manually, the values that come with the input source can be used.

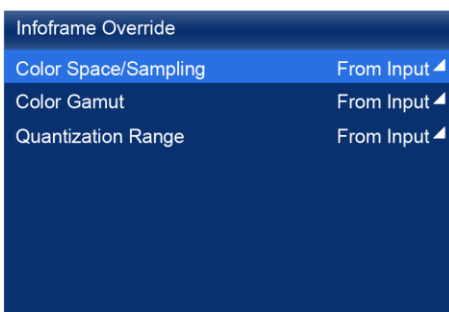
Step 1 On the main menu screen, choose **Input Settings > HDMI > Inframe Override**.

Figure 6-5 Inframe override



Step 2 Set the following override parameters as required.

Figure 6-6 Override parameters



Select **From Input** and the device will read the attribute value that comes with the input source.

Step 3 Press the **BACK** button to go back to the upper-level menu.

Step 4 Select Color Adjustment.

Step 5 Set the related parameters.

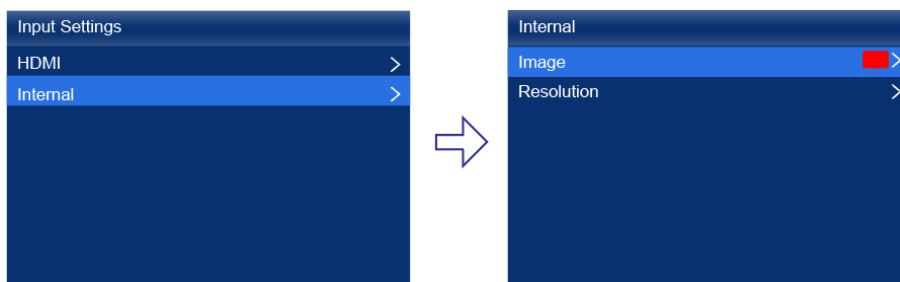
Parameter	Description
Black Level	It is used to adjust the brightness of the dark areas of the image. The smaller the value, the darker the dark part of the screen.
Contrast	It is used to adjust the brightness of the highlight areas of the image. The greater the value, the brighter the highlight part of the screen. Contrast and black level together affect the overall contrast of the image.
Saturation	It is used to adjust the color purity of the image. The greater the value, the more vivid the color.
Hue	It is used to adjust the color effect of the displayed image color.
Red Shadow/Green Shadow/Blue Shadow	It is used to adjust the brightness of the dark areas of the image. The principle is the same as that of black level, but only the RGB components are adjusted.
Red Highlight/Green Highlight/Blue Highlight	It is used to adjust the brightness of the highlight areas of the image. The principle is the same as that of contrast, but only the RGB components are adjusted.

## 6.2 Set Internal Input Sources

Select the internal source stored in the device and set the related parameters for screen testing and troubleshooting.

Step 1 On the main menu screen, choose **Input Settings** > **Internal**.

Figure 6-7 Internal source



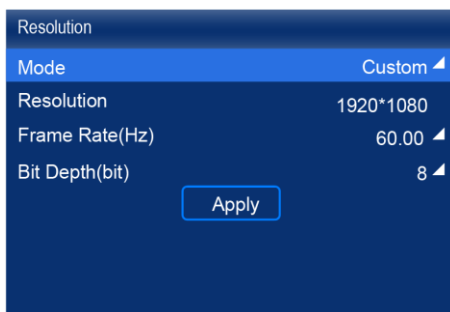
Step 2 Select **Image** to navigate to the sub-menu and select a picture.

Step 3 When the relevant parameters of the image are displayed, set the parameters according to your actual needs; otherwise, please skip this step.

Step 4 Press the **BACK** button to go back to the upper-level menu and select **Resolution**.

Step 5 Set **Mode** to **Custom** or **Standard**, and then set the resolution, frame rate and bit depth.

Figure 6-8 Resolution parameters



- Custom: Set the resolution manually.
- Standard: Select the desired resolution from the drop-down options.

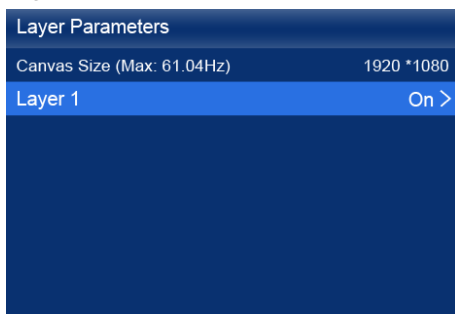
Step 6 After the settings are done, select **Apply** and press the knob.

## 6.3 View Layer Parameters (All-In-One Controller Mode only)

The LCD screen of the controller is designed to only display layer parameters. To create or configure layers, please connect to VMP for these operations. For detailed instructions, please refer to *VMP Vision Management Platform User Manual*.

Step 1 On the main menu screen, select **Layer Parameters**.

Figure 6-9 Layer parameters



Step 2 View the **Canvas Size** and the max frame rate.

Step 3 Select **Layer 1** and view the related parameters.

- Input Source: The number of the layer that is using this input source is displayed in the input source information area.
- Scaling Mode: The scaling mode currently being applied.
  - Custom: Customized width and height.
  - Pixel to Pixel: Same as the width and height of the input source
- Width: The layer width.
- Height: The layer height.

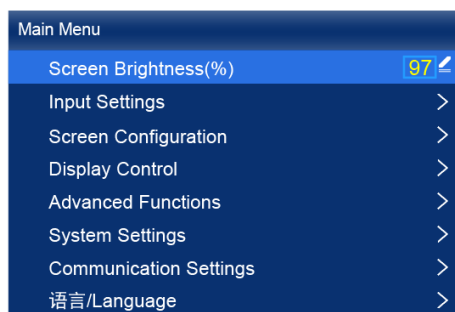
## 6.4 Set Output Parameters

### 6.4.1 Adjust Screen Brightness

Adjust and save the screen brightness.

Step 1 On the main menu screen, select **Screen Brightness** and press the knob to let the brightness value become editable.

Figure 6-10 Screen brightness (Taking the Send-Only Controller mode as an example)

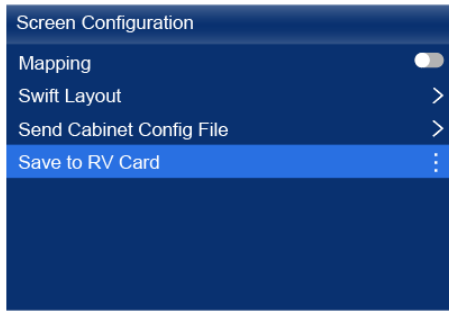


Step 2 Rotate the knob to adjust the brightness to the target value, and then press the knob to confirm.

Step 3 Choose Screen Configuration > Save to RV Card.



Figure 6-11 Save to RV card



Step 4 Select **Yes** in the displayed dialog box.

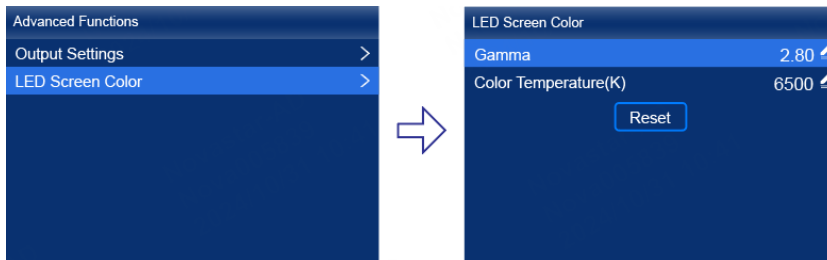
After the brightness value is successfully saved, a message appears on the menu screen.

### 6.4.2 Adjust Gamma and Color Temperature

Adjust and save the Gamma and color temperature.

Step 1 On the main menu screen, choose **Advanced Functions > LED Screen Color**.

Figure 6-12 LED screen color



Step 2 Adjust the Gamma value.

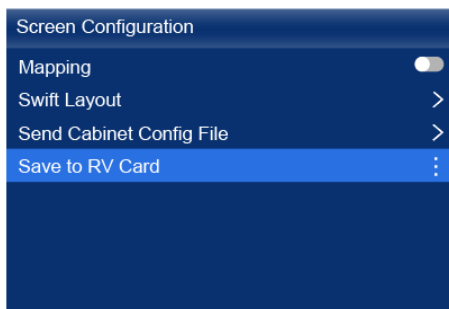
1. Select **Gamma** and press the knob to let the value become editable.
2. Rotate the knob to adjust the Gamma to the target value, and then press the knob to confirm.

Step 3 Adjust the color temperature value.

1. Select **Color Temperature** and press the knob to let the value become editable.
  2. Rotate the knob to adjust the temperature to the target value, and then press the knob to confirm.
- If you want to restore the parameters to the defaults, select **Reset**.

Step 4 Press the **BACK** button to go back to the main menu, and then choose **Screen Configuration > Save to RV Card**.

Figure 6-13 Save to RV card



Step 5 Select **Yes** in the displayed dialog box.

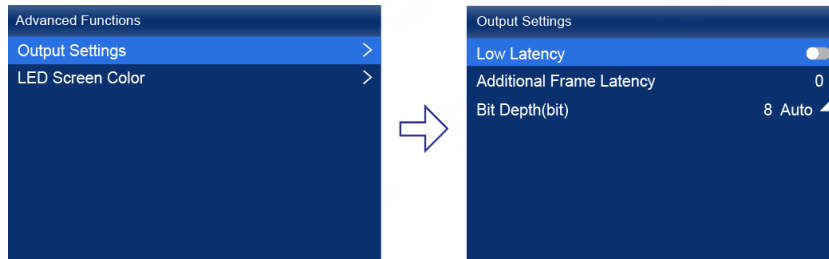
After the values are successfully saved, a message appears on the menu screen.

### 6.4.3 Set Low Latency


The low latency function is used to reduce the delay at the controller, or increase the latency when the device works with high-latency equipment.

Step 1 On the main menu screen, choose **Advanced Functions > Output Settings**.

Figure 6-14 Low latency



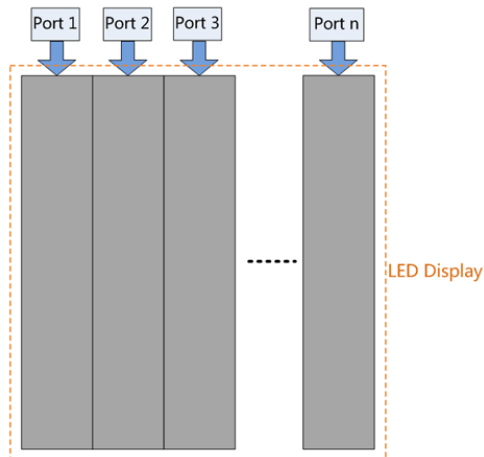
Step 2 Perform any of the following operations as required.

- Enable low latency  
Set the **Low Latency** switch to  to enable the low latency function.
- Set additional video delay
  - a. Select **Additional Frame Latency** and press the knob to let the value become editable.
  - b. Rotate the knob to adjust the parameter to the target value, and then press the knob to confirm.

 **Note**

The latency at the controller is 0 frame (less than 1 ms) in Send-Only Controller working mode and 1 frame in All-In-One Controller working mode.

To enable low latency, please make sure all Ethernet ports load the cabinets vertically and share the same Y coordinate. Free screen configuration (for example, Ethernet port 2 loads cabinets horizontally, or its Y coordinate is different from that of Ethernet port 1 ) will reduce the load capacity.

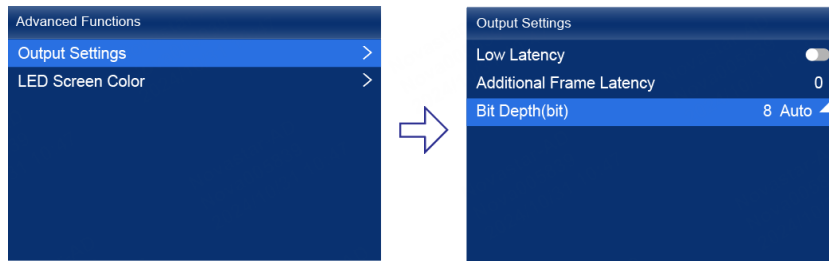


### 6.4.4 Set Output Bit Depth

Set the output bit depth of the input source.

Step 1 On the main menu screen, choose **Advanced Functions > Output Settings**.

Figure 6-15 Bit depth



Step 2 Select **Bit Depth**, press the knob, and select the desired bit depth value from the drop-down options. (Currently, only 8bit is supported. For customized program, 10bit is supported.)

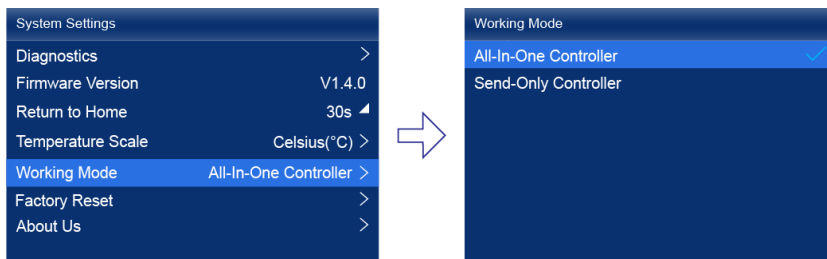
# 7 Device Management

## 7.1 Switch Working Mode

Set the device working mode to All-In-One Controller or Send-Only Controller.

Step 1 On the main menu screen, choose **System Settings > Working Mode**.

Figure 7-1 Working mode



Step 2 Select All-In-One Controller or Send-Only Controller.

Step 3 Select **Yes** in the displayed dialog box.

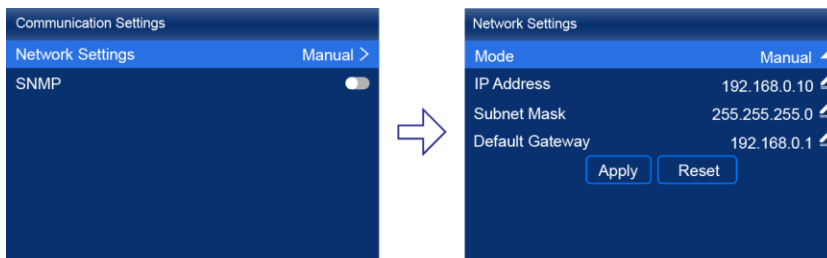
## 7.2 Configure Communication Settings

### Set an IP Address

Manually set a static IP address for the device or set up the device to automatically obtain an IP address.

Step 1 On the main menu screen, choose Communication Settings > Network Settings.

Figure 7-2 Network settings



Step 2 Choose **Mode** and then select a mode from the drop-down options.

- Manual: Manually set a static IP address for the device.
- Auto: The device automatically obtains an IP address.

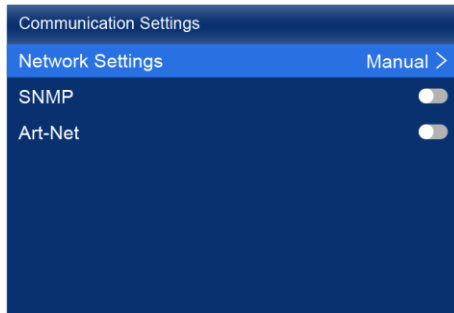
Step 3 If the manual mode is selected, set an **IP Address**, **Subnet Mask** and **Default Gateway** and select **Apply**. If the automatic mode is selected, this step is not required.

If you want to reset the network parameters to the defaults, select **Reset**.

### Set the Protocol Switch

Set the SNMP and Art-Net protocol switch status.

Figure 7-3 Protocol



**Note**

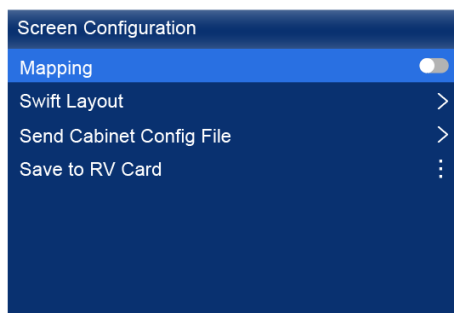
For details, see the *SNMP Protocol Instructions* and *Art-Net Protocol Instructions*.


## 7.3 Enable Mapping

After the Mapping function is enabled, cabinets can display the controller number, Ethernet port number and receiving card number, allowing users to easily obtain the locations and connection topology of receiving cards.

Step 1 On the main menu screen, choose **Screen Configuration > Mapping**.

Figure 7-4 Mapping



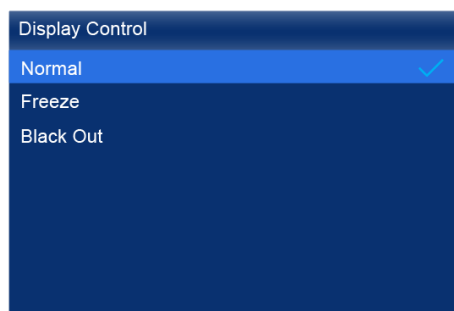
Step 2 Enable the Mapping function by toggling on this switch .

## 7.4 Control Display Status

Set the display loaded by the controller to a black screen or frozen status.

Step 1 On the main menu screen, choose **Display Control**.

Figure 7-5 Display control



Step 2 Select a display status as required.

- Normal: Display the normal output screen.

- Freeze: Make the output screen always display the current frame. The input source is played normally.
- Blackout: Make the output screen go black. The input source is played normally.

## 7.5 Diagnostics

### 7.5.1 Upon Powering Up

When the device is powered on, it automatically conducts a diagnostic process:

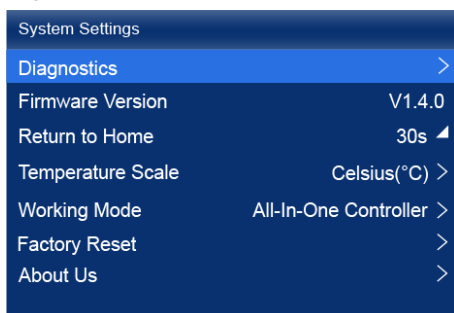
- Normal startup: All functions of the KU20 are available for use.
- Abnormal Startup: Based on the error message displayed, select **Export Log** to obtain the diagnostic results. If there are only warning messages (in orange), you can choose **Continue** to proceed in a limited functionality mode. However, if there are error messages (in red), usage cannot be continued.

### 7.5.2 Maintenance

Perform device diagnostics, then view and export the result.

Step 1 On the main menu screen, choose **System Settings > Diagnostics**.

Figure 7-6 Diagnostics



Step 2 Select **Yes** in the displayed dialog box.

Step 3 After successful diagnostics, do any of the following as required.

- View the diagnostic result
  - a. Select **View Results** to enter the report page.
  - b. View the information of MCU, FPGA, motherboard voltage, temperature inside the device, and more.
- Export the diagnostic result to a USB drive
  - a. Insert the USB drive to the USB port on the front panel of the device.
  - b. Select **Export to USB Drive**.

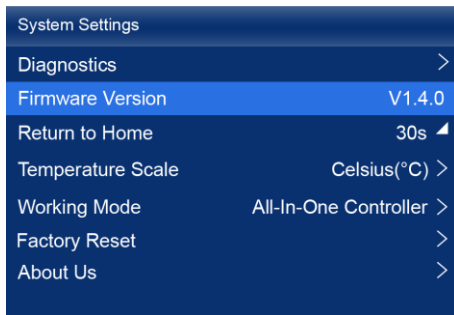
A prompt will be displayed after the operation is successful.

## 7.6 View the Firmware Version

View the current firmware program version of the device.

Step 1 On the main menu screen, choose **System Settings**.

Figure 7-7 Firmware version



Step 2 View the current firmware program version next to **Firmware Version**.

## 7.7 Reset to Factory Settings

Reset part or all of the device data to the factory settings.

Step 1 On the main menu screen, choose **System Settings > Factory Reset**.

Figure 7-8 Factory reset



Step 2 Do any of the following according to the data you want to reset.

- Reset part of the data
 

Reset all the data except the imported files, network parameters, language settings, and device name.

  - a. Select **Keep User Data**.
  - b. Select **Yes** in the displayed dialog box.
 

The device restarts automatically while the data is being reset.
- Reset all the data (This action cannot be undone.)
 

Reset all the data to factory settings.

  - a. Select **Reset All**.
  - b. Select **Yes** in the displayed dialog box.
 

The device restarts automatically while the data is being reset.

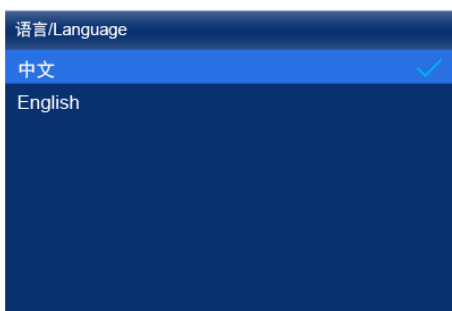
## 8 Basic System Settings

### 8.1 Set Language

Change the system language of the device.

Step 1 On the main menu screen, choose **语言/Language**.

Figure 8-1 Language



Step 2 Choose **English** or **中文** as required.

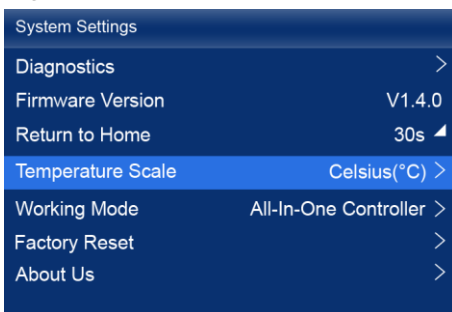
### 8.2 Set Temperature Scale

Change the system temperature scale of the device.

Step 1 On the main menu screen, choose **System Settings > Temperature Scale**.

Step 2 Select Celsius(°C) or Fahrenheit(°F) as needed.

Figure 8-2 Temperature scale

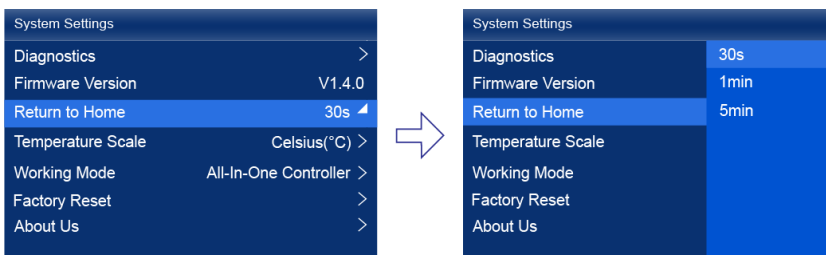


### 8.3 Set Session Timeout

Specify a certain amount of time for session timeout. The LCD will return to the home screen automatically after the specified amount of time if no action is performed during the time specified.

Step 1 On the main menu screen, choose **System Settings > Return to Home**.

Figure 8-3 Session timeout value





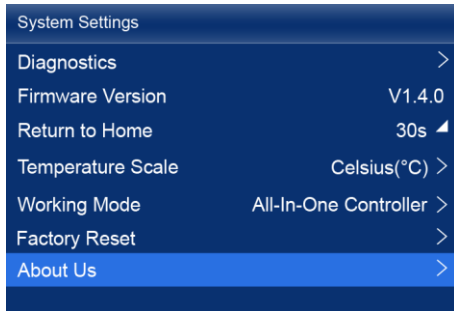
Step 2 Select **30s**, **1min** or **5min** from the drop-down options as required.

## 8.4 View Service Information

View the service information of NovaStar, allowing users to ask questions and give feedback.

Step 1 On the main menu screen, choose **System Settings > About Us**.

Figure 8-4 About us



Step 2 View the official website, technical support email address and service hotline of NovaStar.

## 9 Product Specifications

Electrical Specifications	Power input	100-240V~, 50/60Hz, 1.5A
	Max power consumption	25 W
Operating Environment	Temperature	-20°C to +50°C
	Humidity	0% RH to 80% RH, non-condensing
Storage Environment	Temperature	-30°C to +80°C
	Humidity	0% RH to 95% RH, non-condensing
Physical Specifications	Dimensions	254.3 mm × 50.6 mm × 290.0 mm
	Net weight	2.1 kg
	Gross weight	3.1 kg Note: It is the total weight of the product, accessories, and packing materials packed according to the packing specifications.
Packing Information	Outer box	387.0 mm × 173.0 mm × 359.0 mm, kraft paper box
	Packing box	362.0 mm × 141.0 mm × 331.0 mm, white cardboard box
	Accessories	<ul style="list-style-type: none"> <li>• 1x Power cord</li> <li>• 1x Ethernet cable</li> <li>• 1x HDMI cable</li> <li>• 1x Supporting bracket A (with nuts), 1x Supporting bracket B (without nuts)</li> <li>• 1x Connecting piece</li> <li>• 12x M3*8 screws</li> <li>• 1x Certificate of Approval</li> </ul>
IP Rating	IP20 Please prevent the product from water intrusion and do not wet or wash the product.	

The amount of power consumption may vary depending on various factors such as product settings, usage, and environment.

# 10 Video Source Specifications

Input	Resolution		Color Space	Sampling	Bit Depth	Integer Frame Rate (Hz)
HDMI 1.3	2K1K	2560×1440 (Forced)	RGB / YCbCr	4:4:4	10bit	24/25/30
					8bit	
			YCbCr	4:2:2	8/10bit	
	1920×1080		RGB / YCbCr	4:4:4	10bit	24/25/30/48/50
					8bit	24/25/30/48/50/60
			YCbCr	4:2:2	8/10bit	

 **Note:**

The table above only displays a selection of common resolutions and integer frame rates. Decimal frame rates are also supported, allowing for automatic frame rate adaptation from the highest frame rate of each resolution down to 23.98/29.97/47.95/59.94/71.93/119.88 Hz.

# 11 Ethernet Port Load Capacity

The formula of calculating the load capacity per Ethernet port and the detailed parameters are as follows.

Load capacity  $\times 24 \times$  Frame rate  $< 1000 \times 1000 \times 1000 \times 0.95$

Max Load Capacity per Ethernet Port (Pixels)	
Frame Rate / Bit Depth	8bit
24 Hz	1,649,305
25 Hz	1,583,333
30 Hz	1,319,444
50 Hz	791,667
60 Hz	659,722
120 Hz	329,861

## Note:

- The maximum load capacity is only achieved when the load width of a single port is 128 pixels or more. If the load width is less than that, the load capacity will be reduced accordingly, calculated as  $(128 - \text{load width}) \times \text{load height}$ .
- The customized KU20 program, when used with the A10s Pro receiving card, can support 10-bit output. For more details, please contact NovaStar.

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