Mooncell Ledmagic Software User's Manual(PC Version)

Version 2.0

（(Suitable for Mooncell MB1/2/4/6 Network Media Players)

（Requires MediaPlayer v3.0 or later）

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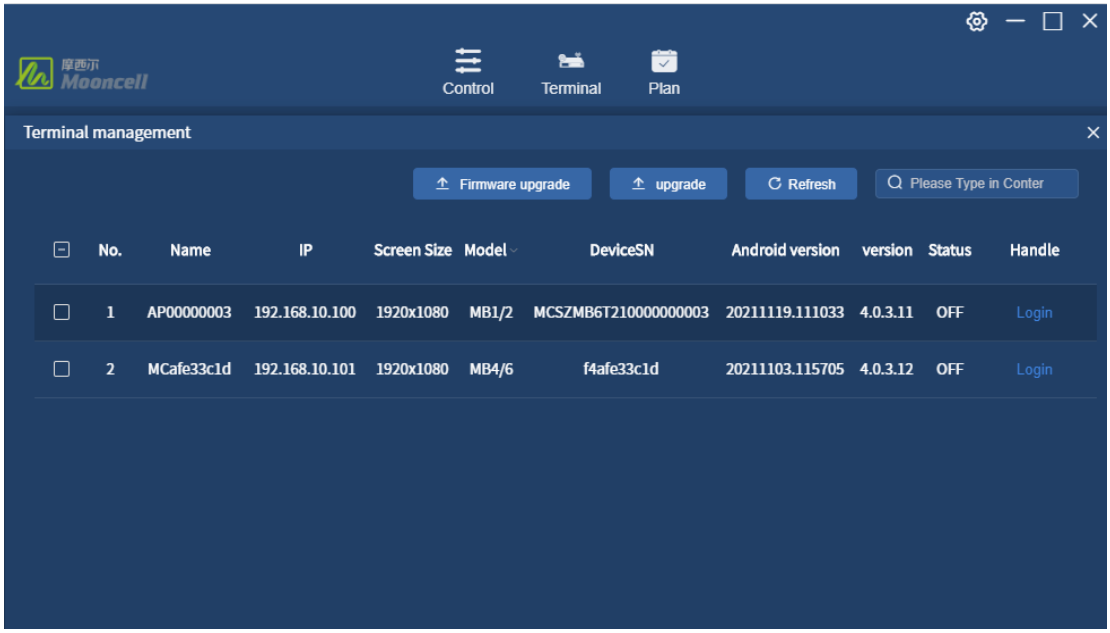
一、Terminal

（一）Device Communication

At present, MB series media players support three communication connection methods：

1．LAN Connection

Connect the computer and the MB Media player in the same local area network (for example, the computer and the device are connected to the same router), set to automatically obtain an IP address or manually set a fixed IP; the software will automatically identify all devices in the same local area network as the computer, Click "Login" on the device.



2．Ethernet Cable Connection

DHCP direct connection, that is to use a network cable to directly connect the computer to the network port of the device, click on the lower right corner of the ledmagic software to turn on the DHCP switch, confirm that the "execution is successful" is turned on, wait for the software to refresh the device connected to the computer, and then click "login".

[Note: If the network cable is directly connected, you must first set the IP address of the fixed computer, then turn on ledmagic, turn on the DHCP function, and then search for the media player 】

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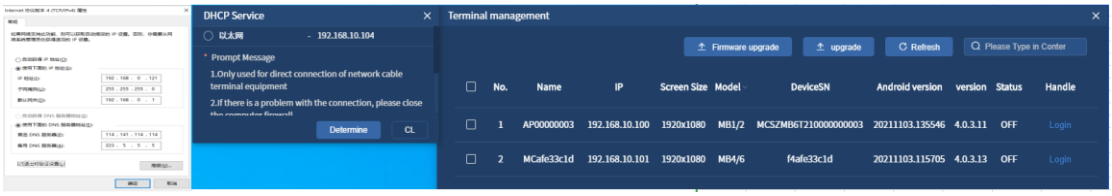
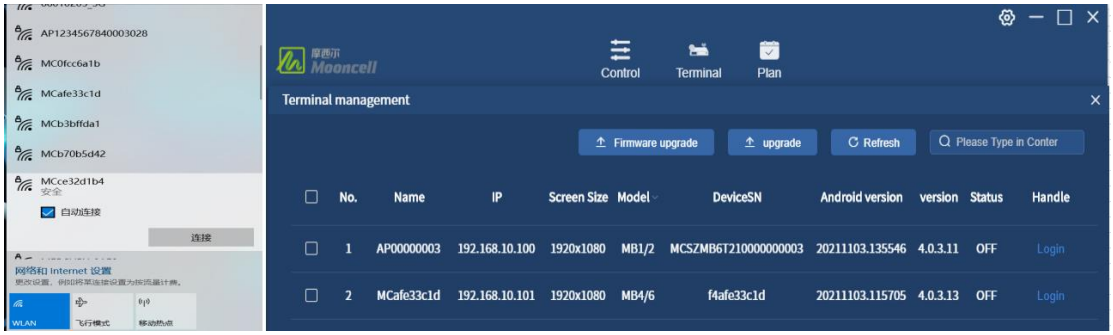


3．*Hot spot Connection*

（1）Connect the laptop to the hot spot of the device, and then open the software on the laptop, the software will automatically recognize the device, and then click "Login"..



The laptop is connected to the router WIFI, the media player is manually set to connect to the router WIFI, and then open the software on the laptop, the software will automatically recognize the device, and then click "Login". (This connection method is not recommended!)

[Tip: The (2) connection method is not recommended for MB1/2 devices, because each time the MB1/2 device starts the player "Media Player", it will automatically turn on the hot spot and turn off the WIFI function. If the MB4/6 uses this connection method, you must manually turn on the WLAN function of the media player to connect to the router WIFI, and it may be necessary to connect an external monitor to modify the WLAN, which is more troublesome to operate.]

（二）Login

*(1) The computer and the media player are connected to the same local area network, the computer and the media player are directly connected through a network cable, and the computer is connected to the media player hot spot, open the ledmagic software, click the [Terminal] ,and the searched device will be displayed in the pop-up box list.(when no device is displayed, click the [Refresh] button), click the [Login] button on the right side of the device, enter the account password: "***admin***" in the pop-up box, and click the [Login] button in the pop-up box again to successfully login and connect to the media player. The operation is as follows:*

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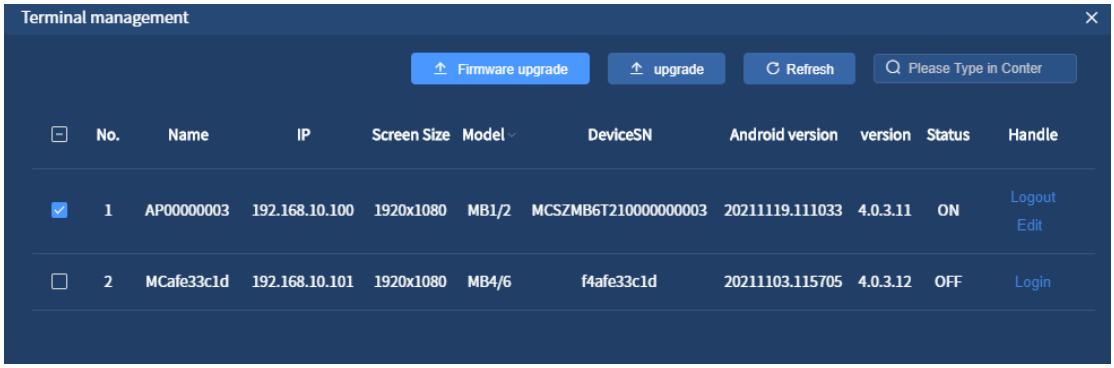
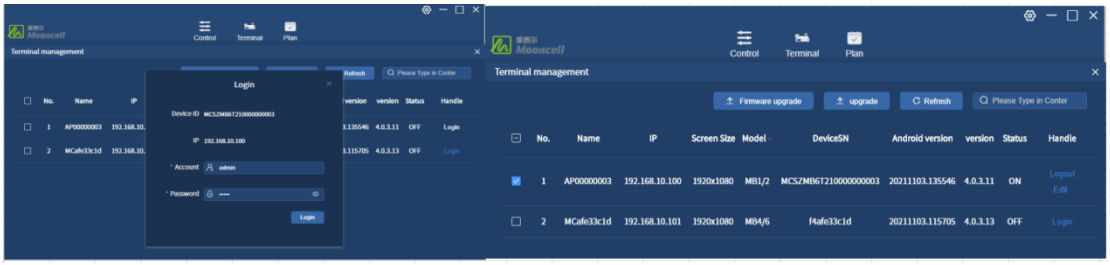
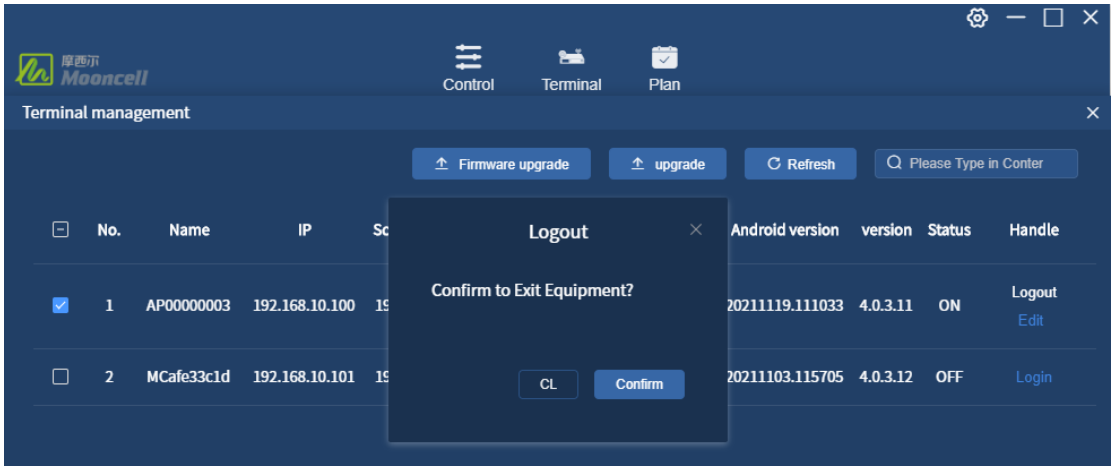




（三）Logout

Select the logged-in device from the device list, click the [Logout] button on the right, and click [Confirm] to log out after the box pops up. Once logged out, you cannot control the media player any longer.



（四）Edit(edit login password)

Select the logged-in device from the device list, click the [Edit] on the right, enter the new password , and click [Confirm] to successfully modify the login password.

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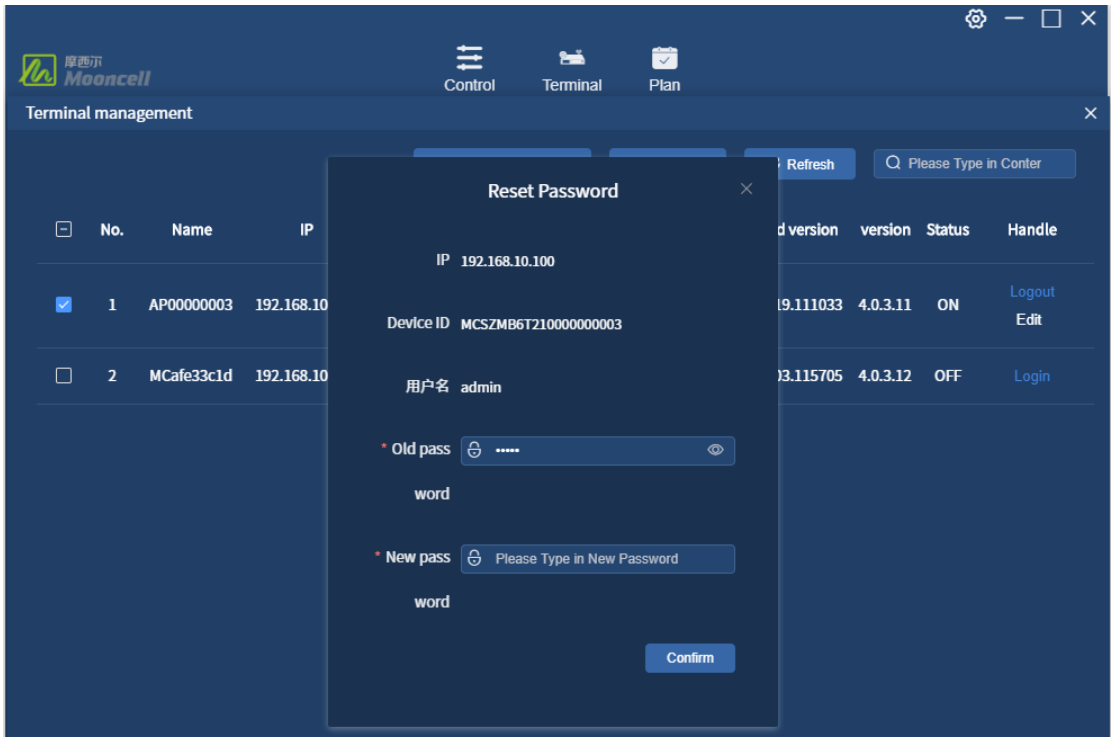
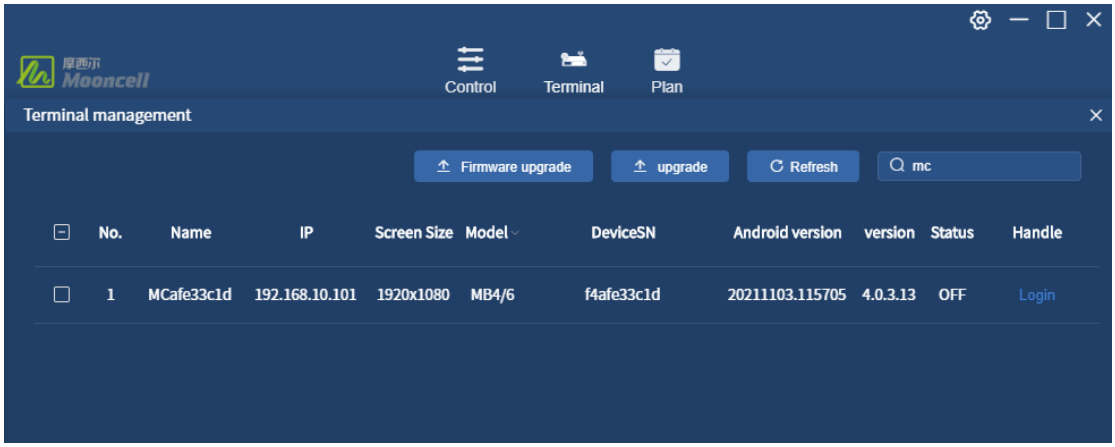


（五）Searching the device

In the search box , enter the full name or keyword of the device name, you can quickly find the player that needs to be operated.



（六）Upgrading the firmware and player

Select the device to be upgraded in the device list , log into the device, confirm the device version, click the [Firmware Upgrade] or [Player Upgrade] , find the U disk upgrade package/player apk that been stored in local drive, and after clicking the "Confirm", upload the system firmware/player apk program, and it will be automatically upgraded after the upload is complete. Remember not to cut off the power during the upgrade process.

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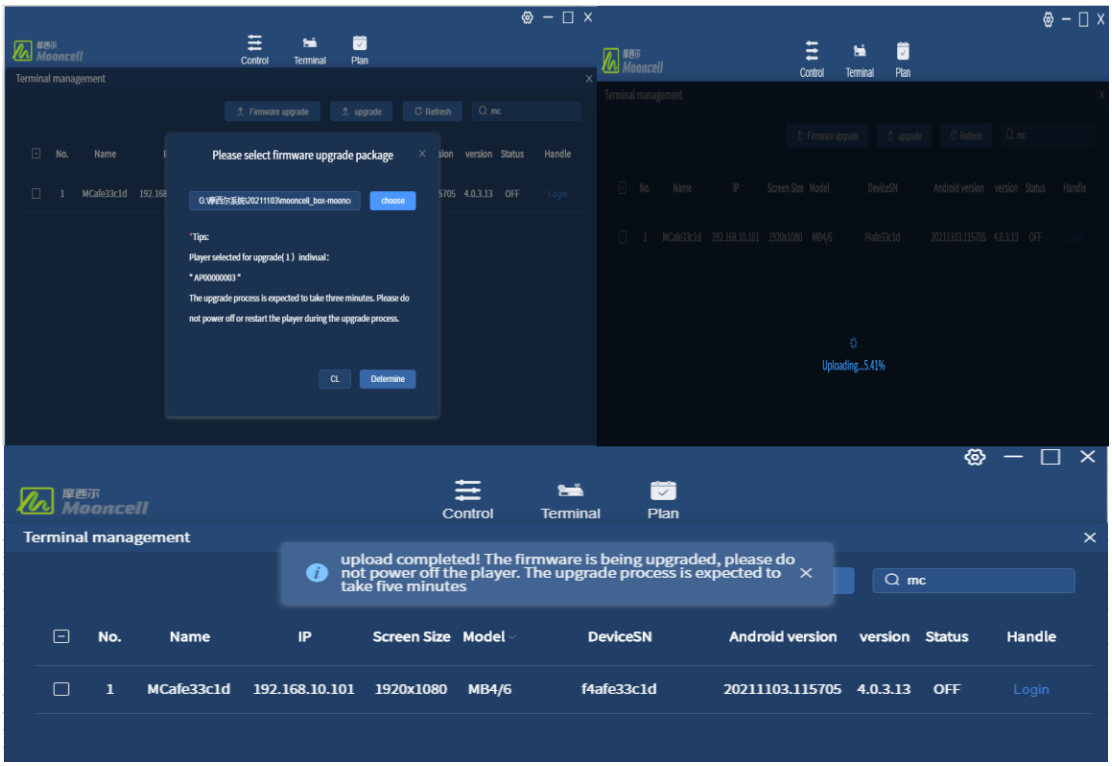

Note: Android system version is earlier than 20210908 cannot upgrade system firmware through this operation software,like： mooncell_mid-mooncell_mid-ota-2021-09-08 ***,If the player apk is earlier than version 4.0, the player cannot be upgraded through this operation software,like：*** mooncell-app-v3.0.22.apk 。

二、Control

（一）Play Settings

The playback setting is to send commands to the device through the software, and the device makes corresponding adjustments after receiving the commands

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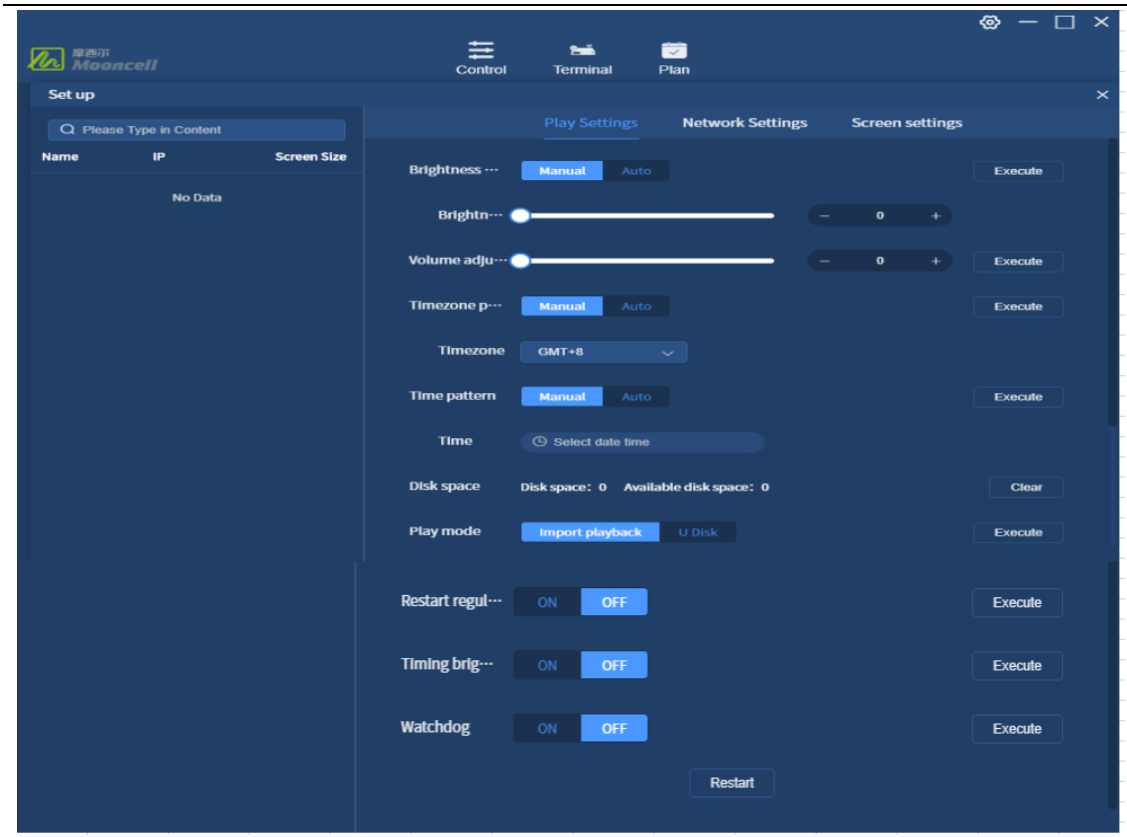

1． *Brightness Mode*

For the operation of LED screen brightness adjustment, the operating software can perform manual/automatic brightness adjustment selection, and the default is to manually adjust the brightness.

（1）Manually Adjust Brightness

To manually adjust the brightness of the Led Screen，You can either drag the "Brightness" scroll bar to the left and right or to increase or decrease the value, and then click [Execute], it will prompt "Execute successfully", that is, the operation is successful

（2）Automatic Mode

Automatic Brightness Adjustment，The operating software cannot adjust the brightness of the LED screen; the device will automatically adjust the brightness according to the environment brightness that obtained by the light sensor.

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2． Volume Adjustment

Adjust the volume of the program played by the media player, pull the "Volume" scroll bar or increase or decrease the value, and then click "Execute". (Note: The volume of the sync signal cannot be adjusted by this operation.)

3．Timezone Pattern

Set the time zone in which the media player runs, and you can set two modes: automatic time zone and manual time zone. The default is automatic mode.

（1）Automatic Mode

In automatic mode, after the media player is installed with 4G module and 4G card, the system will automatically recognize the 4G card and synchronize the time zone (default time zone GMT+8 Beijing time)

（2）Manual Mode

In manual mode, after setting the time zone, click [Execute], and it will take effect when it prompts "Execute successfully".

4．Time Pattern

To operate and set the running time,date of the media player, 2 modes can be set up: automatic mode and manual mode, the default is automatic mode.

4.1 Automatic Mode

In the automatic mode, the media player is connected to the external network, the operating software sets the automatic time mode, and the date and time of the media player are synchronized with the corresponding time zone (GMT+8 : Default Beijing Time).

4.2 Manual Mode

In manual mode, set the corresponding date and time, click [Execute], it will take effect when it prompts "Execute successfully".

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5．Disk Space

Disk space displays the total storage space and remaining storage space of the device. Select the media player and click "Clear" to confirm and delete the files in the disk of the media player.

6．Play Mode

The play mode is the path of material playback, which is divided into import playback and U disk playback. By default, import playback is displayed.

6.1 Import Playback

In the import playback mode, put the exported program zip package and the decompressed mb_play folder in the root directory of the U disk, and insert the U disk into any USB port of the media player to play the program.

[Note: Import and play is to copy the program folder into the MB box, unplug the U disk the program can be continue played normally.]

6.2 U Disk Playback

In U disk playback mode, click [Execute], copy the material to the root directory of the U disk, insert the U disk into any USB port of the media player, and the pictures and videos in the root directory of the U disk will be automatically played. .

[Note: The U disk play mode will play all files with suffixes in the root directory of the U disk, and an error will be reported when a file that cannot be opened is played, so the root directory of the U disk can only store folders, videos, and pictures.]

7．Restart Regularly

Restart Regularly (Scheduled restart) is to set the media player to restart automatically at a specified time. The default is off state. Click [Open] to enable the function, and you can set the time that needs to be restarted. And then click "execute" and it will take effect when it prompts the "Execute successfully", and the media player will automatically restart at the set time every day.

8．Timing Brightness

Timing brightness is to set the media player to automatically adjust the brightness at a specified time. The default is off state. Click [Open] to set the timing brightness function. You can set the time to adjust the brightness regularly to increase or decrease the brightness. After

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selecting the time and brightness, Click [Execute], and it will take effect when it prompts "execute successful", and the media player will automatically adjust the brightness at the set time.

[Note: When setting the timing brightness, you need to set the manual brightness adjustment first, and the timing brightness will not take effect under the automatic brightness adjustment mode.]

9. Watch Dog

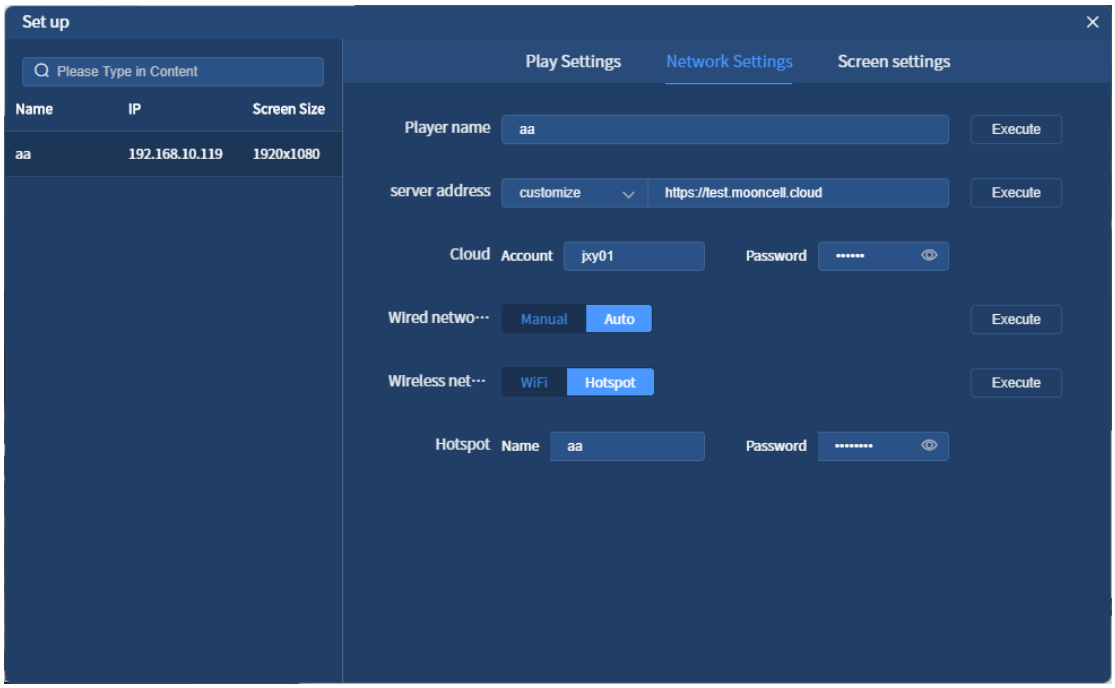
The watchdog function is to set the media player to automatically restart the player after the player crashes. The watchdog is turned off by default. And click [Execute], it will take effect when it prompts "execute successful". When the player crashes and after returning to the Android interface for 30 seconds, the watchdog will automatically restart the player.

10、Restart

Select the connected device to restart the system, click [Restart] to confirm the operation.

（二）Network Settings

Set network-related parameters for the media player



1. Player Name

After entering the device name, click [Execute], and it will take effect when it prompts

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"Execute successfully".

2. Server Address

The server address defaults to https://cn.mooncell.cloud, which is the address of the cloud platform and does not need to be modified, just keep the default

3. Cloud Account

A setting of cloud platform authentication (note: the MediaPlayer version of the player box needs to be 4.0.0.1 or later to support the new version of the V2 cloud platform), the following describes the operation steps:

(1) Open the software to get the device connected , open [Control]-[Network Settings] interface;

(2) Open the cloud platform website https://cn.mooncell.cloud and enter the account and password to login;

(3) Click the [Player Authentication], and copy the [Authentication User Name] and [Authentication Password] and paste it into the "Account" and "Password" boxes in the cloud of the software;

(4) Then to click the [Execute], and it prompts "Execute successfully" to complete the binding between the device and the cloud platform;

(5) After the media player restarts, it displays online in the cloud platform.

[Note: The media player must be connected to the network!]

4. Wired network configuration

The wired network configuration is divided into manual and automatic modes, and the operating software defaults to the automatic mode.

4.1 Manual Mode

Manual mode is to set the IP address of the fixed media player. After inputting the IP address, sub-net mask, and default gateway, click [Execute], and it will take effect when it prompts "execute is successful".

[Note: When multiple devices are connected to the same router, it is necessary to confirm that other devices or the media player occupy the same IP address, and it is best to enter the IP address that automatically obtained by the media player]

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4.1 Automatic Mode

In automatic mode, the media player automatically obtains an IP address under the router device. In automatic mode, the IP address is random and may change.

[Note: Multiple devices/media players are connected to the same router, and it is best to input a fixed IP for the media player]

5. Wireless network configuration

The wireless network configuration is divided into WiFi and hot spot, and the operating software defaults to hot spot mode.

5.1 WiFi Mode

Select WiFi mode to obtain nearby WiFi signals, click [Refresh] to refresh the WiFi list, select WiFi to enter WiFi password, and it will take effect after the connection is successful.

[Note: The computer is connected to WiFi, when the software opens WiFi, WiFi is automatically connected. **J**

5.2 Hotspot Mode

The hotspot mode is the function of reading the hotspot name, password and modifying the hotspot password. After entering the hotspot name and password, click [Execute], and it prompts the "execute successfully" and it take effects when the device is restarted (The one that recognized by the software after the player is restarted s the newly changed hotspot password.)

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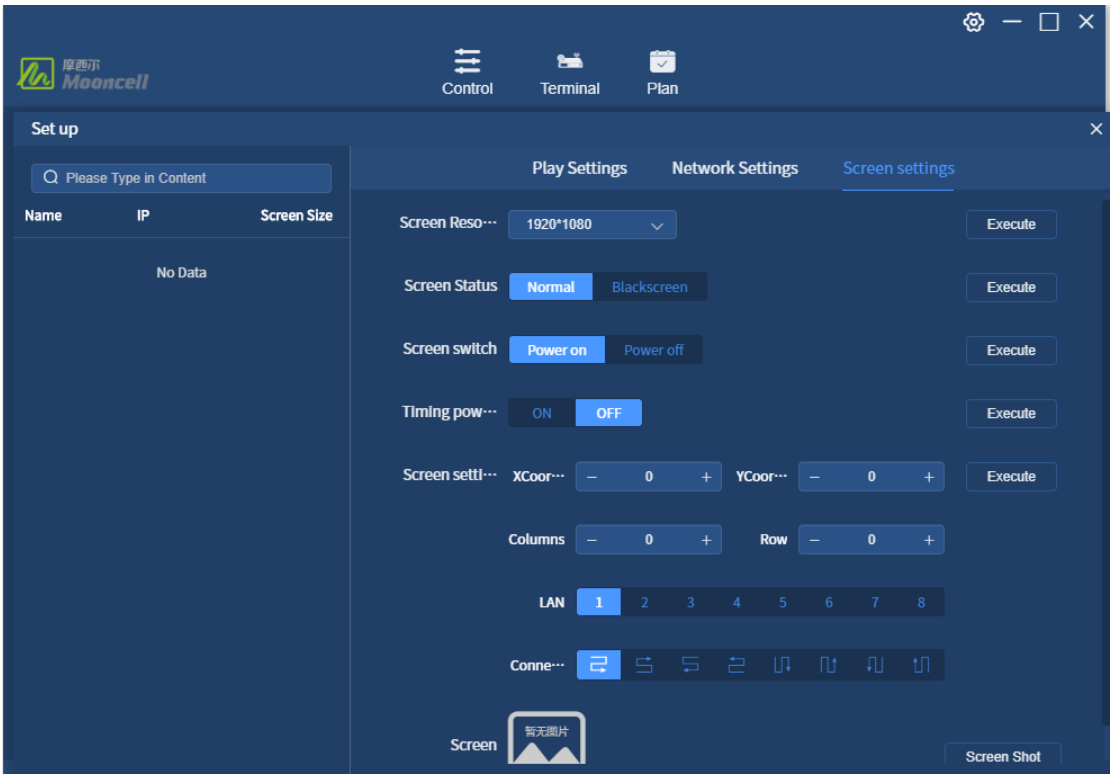
（三）Screen Settings



1. Screen Resolution

Click the drop-down box of the screen resolution, you can select the fixed resolution on the software to set, after selecting the screen resolution, click [Execute], and it prompts "execute successfully" and restart the device it will then take effect.

2. Screen Status

Switch on and off the status of the LED screen in real time. There are two switch states: normal screen and black screen. Select the "normal screen" or "black screen" state, click [Execute], and it will take effect when it prompts "Execute successfully".and the LED screen will display a black screen or normal(bright) screen.

[Note: 1. When the device is playing the program, after executing the "black screen" command, the LED screen enters the standby state, the power indicator lights up, the screen is completely black and there is no sound output; after executing the "normal screen" command again, the LED screen displays normal image, the program will be played from its beginning, instead of from where it paused when the screen goes black. 2. At present, this command is only valid for the control of the program that output by the publishing system, and is invalid for the synchronization signal]

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3. Screen Switch

Turn on and off the power supply in real time for the LED screen, which is divided into two states: power-on and power-off. Select the "power-on" or "power-off" state, click [Execute], and it will take effect when "execute successfully"appears . The LED screen is powered on or off.

[Note: 1. The command is sent by the operating software to media player to control the multi-functional card, and the media player needs to be connected to the multi-functional card to realize this function; 2. When the media player is playing a program, after executing the "power off" command , the LED screen is powered off, and the power indicator is off; after executing the "power on"command again, the LED screen then will be displayed normally, and the power indicator lights up, the program will be played from its beginning, instead of from where it paused when the screen goes black. 3. At present, this command is only valid for the control of the program that output by the publishing system, and is invalid for the synchronization signal]

4. Timing Power Control

Timing power control is to set the LED screen to power off or power on at the specified time, the default is"off"state; click to set the time for power off or power on , click [Execute], it will take effect when it prompts" Execute Successfully", the led screen will be powered off or powered on at the same time every day, and multiple power off or power-on timings can be set.

[Note: 1. The command is sent by the operating software to media player to control the multi-functional card, and the media player needs to be connected to the multi-functional card to realize this function; 2. When the media player is playing a program, after executing the "power off" command , the LED screen is powered off, and the power indicator is off; after executing the "power on"command again, the LED screen then will be displayed normally, and the power indicator lights up, the program will be played from its beginning, instead of from where it paused when the screen goes black. 3. At present, this command is only valid for the control of the program that output by the publishing system, and is invalid for the synchronization signal]

5. Screen Settings

The operating software sends the command to connect the LED display. First to fill in the values, select the network port, and the connection method, and click "Execute" to send the screen connection parameters; the following sub-items are explained:

***X Coordinate**、**Y Coordinate**，That is, the coordinates of the starting position of the image captured by the network port.*

***Columns**、**Rows**，That is, the number of receiving cards of the LED screen connected to the current network port of the device.*

***LAN**，That is, the serial number of the current network port of the device；*

***Connection**，That is, the wiring mode of the receiving card of the LED screen connected to*

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the current network port of the device.

Operation steps:

(1) Fill in the starting coordinate value of image interception;

(2) Fill in the number of card rows and card columns carried by the network port.

(3) Select the serial number of the network port;

(4) Select the connection sequence(wiring mode);

(5) Click [Execute], and when it prompts "execute successfully" it takes effect and send the configuration parameters of the led screen and then save it, the LED screen display will change accordingly.

6. Screen

Monitor the screen of the program being played on the LED screen in real time, click the "Screenshot" button, and later capture the screen that the device is currently playing.

[Tip: Do not repeat the operation in a short period of time. If the program is playing pictures, the waiting time for screenshots is about 9 seconds; if the program is playing text, weather, digital clock, and analog clock, the waiting time for screenshots is about 6 seconds; if the program is playing videos, the waiting time for screenshots is about 15 seconds.]

三、*Program List*

（一）*New Program*

Click the [+New] button at the upper left of the software to jump to the new program list window. After adding the playback material, click the [Save] and [Back] buttons in the upper left corner, and the newly added program will be displayed in the program list. The default program name is: program list + date and time, the user can modify the program name, click the pen button to input the program name.

For programs that have added material, you can see the program preview effect, program name, and program save time. As shown below:

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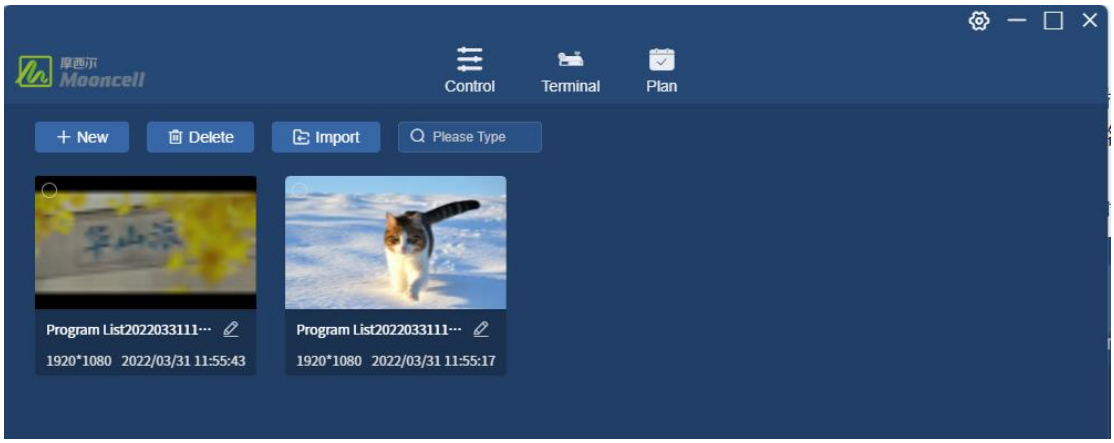

（二）Search Program

Enter the full name or keyword of the program name in the search input box, click the magnifying glass icon or click the [Enter] button on the computer keyboard, you can quickly filter and locate the program you want to play.

（三）Delete Program

After clicking to select a program, click the [Delete] button to confirm, the program will be deleted, and multiple programs can be deleted at the same time.

（四）Import Program

After clicking the [Import] button, obtain the locally stored video compression package file (zip format), and then import the video and publish it.

（五）Create Programs

For the newly created program, perform the basic operations of adding materials and setting playback effects, which are described in detail below.

1．Upload Materials

Click "File" in the navigation bar at the top of the window, the pop-up box will jump to the local storage disk, and you can upload videos, audios, pictures, and Office files to make programs for playback.

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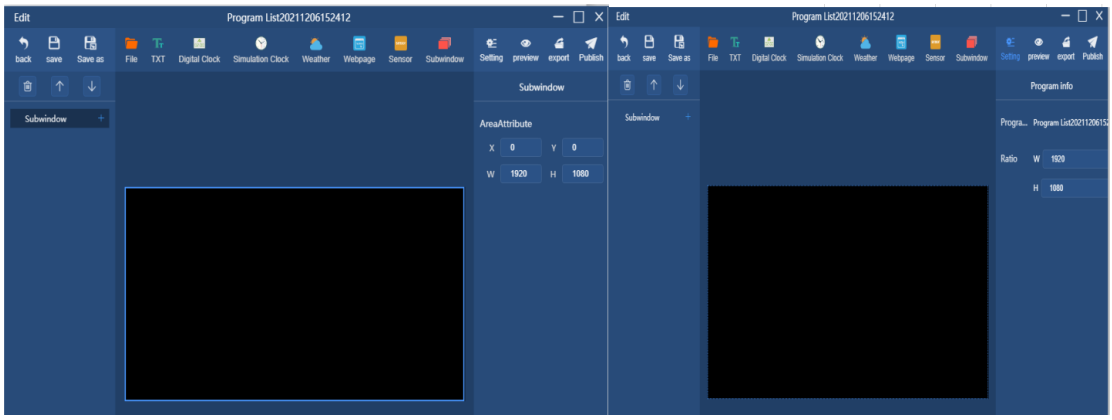
2. Delete Materials

There are three ways to delete a material: ①. From the material list on the left, select the uploaded material, and click the delete icon at the top of the list. After confirming, the material is successfully deleted; ②. Select the material to be deleted, and click the [backspace] button on the computer keyboard to confirm. After that, the material is successfully deleted; ③. Select the material to be deleted, click the [delete] button on the computer keyboard, and the material will be successfully deleted after confirmation.

3. Create Single Window Program

Enter the New Program List window, click the sub-window at the upper right of the window to add a program window.



*The default resolution of the sub-window area is 1920*1080, and the resolution in the sub-window (program window) area can be set according to the width and height parameters of the actual LED screen.*

*①How to modify the size of the LED screen: Click [Settings] at the upper right of the window, and input the width and height parameters of the actual LED screen in the input box. (Hint: You can also leave it unmodified here. If you don't modify it, the default value is 1920*1080.)*

② How to modify the size of the program window: Click to select a sub-window, and enter the coordinate values in the X, Y, W, and H boxes of the area properties to modify the window size.

[Note: When the width and height of the LED screen exceed 1920 and 1080, you need to set the resolution of the program list first, and then set the resolution of the sub-window.]

③Click the [+] on the right side of the sub-window, and select the file or other components after the pop-up box appeared. After confirming that the material is successfully added in the sub-window, click to select the material to modify the playback properties of the material, as shown in the following figure:

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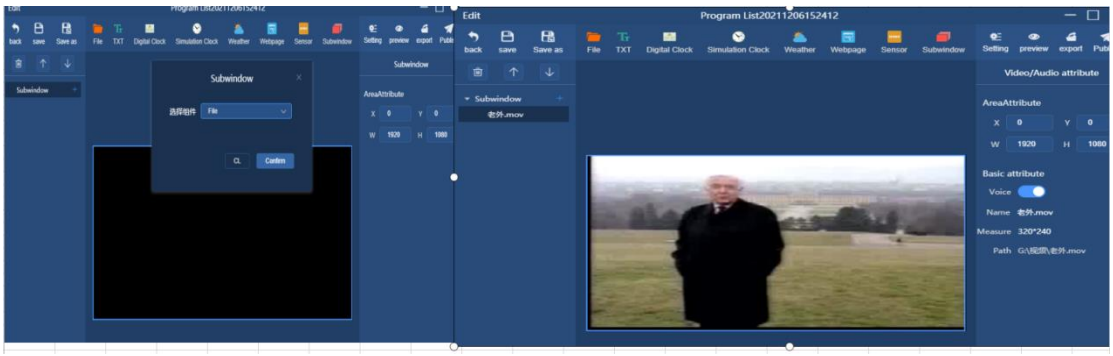
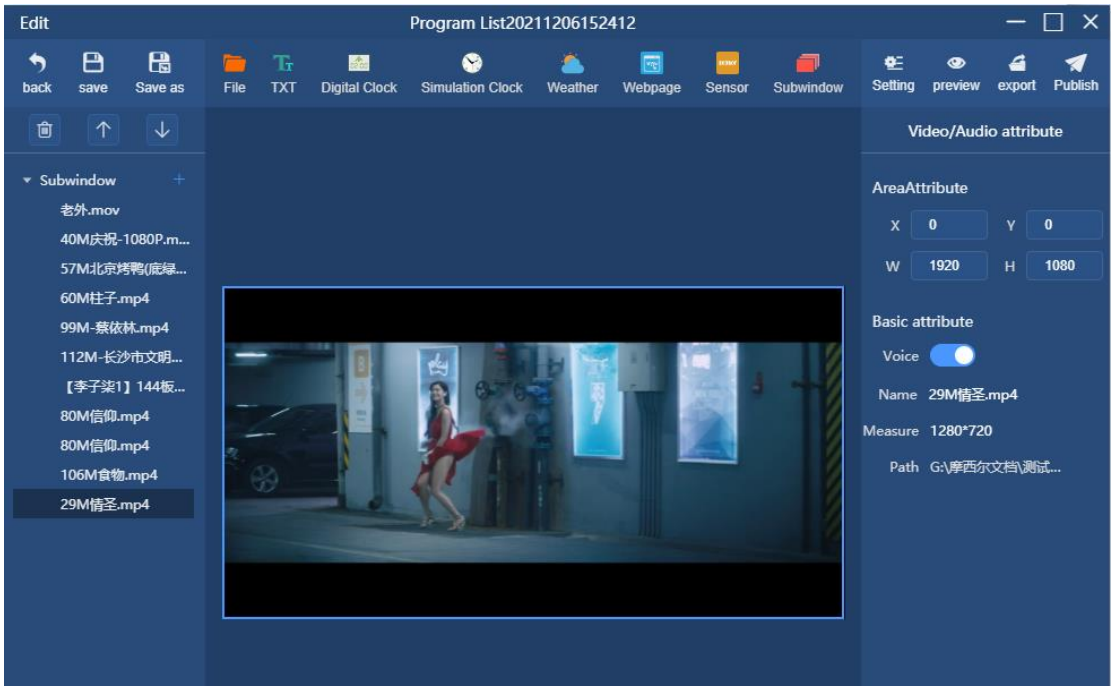


④*After adding multiple materials in the sub-window and modifying the playback properties of the materials, a multi-material looping program can be created, as shown in the following figure:*



Drag the material in the sub-window up or down, or click to select the material in the sub-window, and click the up icon and the down icon to modify the playback order of the material.

4．Edit Window

Enter the new program list interface, select the added sub-window, enter the X and Y of the area attribute to set the window playback position, and enter the W and H of the area attribute to set the size of the window to play.

[Note: When there is material in the window, the size of the material synchronization window changes; when the width and height of the LED screen exceed 1920 and 1080, you need to set the resolution of the program first, and then set the resolution of the sub-window.]

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5．Delete Window

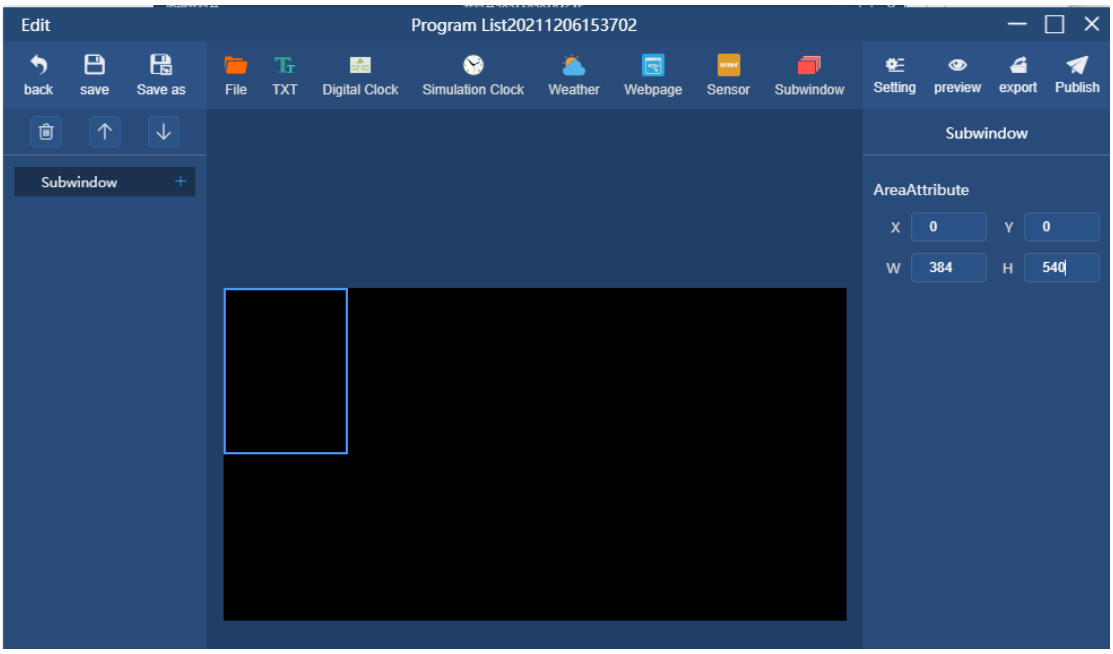
There are three ways to delete a window: ①. From the material list on the left, select the added window, and click the delete icon at the top of the list. After confirming, the window will be deleted successfully; ②. Select the window to be deleted, and click the [backspace] button on the computer keyboard to confirm. After that, the window will be deleted successfully; ③. Select the window to be deleted, click the [delete] button on the computer keyboard, and the window will be deleted successfully after confirmation.

6．Create Multiple Windows with Multiple Materials

The operation method of making multi-window program:
①. Click the sub-window at the top right of the window, add multiple sub-windows, and set the regional properties of each sub-window according to the playback requirements;
②. After setting the area properties of the sub-window, click the add icon on the right side of the sub-window to add the playback material to the sub-window and set the playback properties.

（1）Add the first sub-window

First modify the area properties of the first sub-window. For example, place the first sub-window on the upper left to display, and set it to (X0, Y0, W384, H540). After setting, the following figure is shown:



Add material (image) to the first sub-window:

Click the add icon on the right side of the sub-window, click the drop-down box to select the file, and select the picture to confirm; enter the playback time of the picture and select the entry

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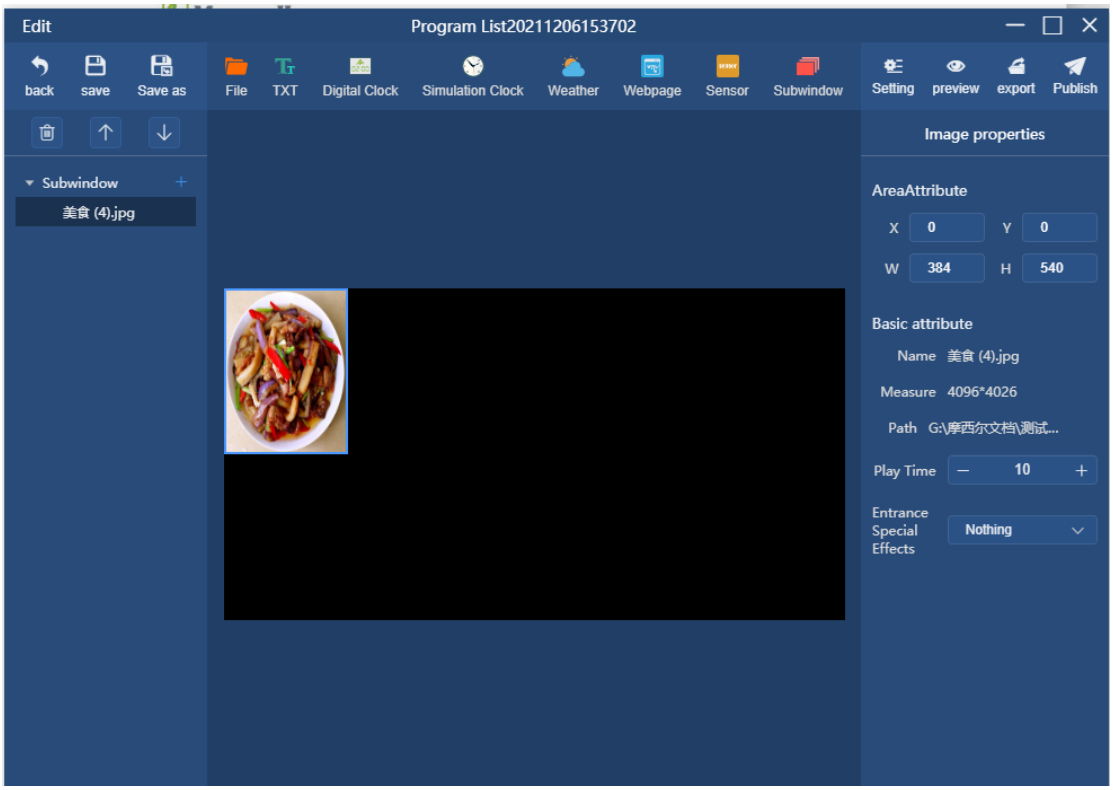
effect in the basic properties on the right.



（2）Add a second sub-window

Click the sub-window at the top right of the window to add a second sub-window of the program. For example, set the position of the second sub-window to (X384, Y0, W384, H540), and the result after setting is as follows:

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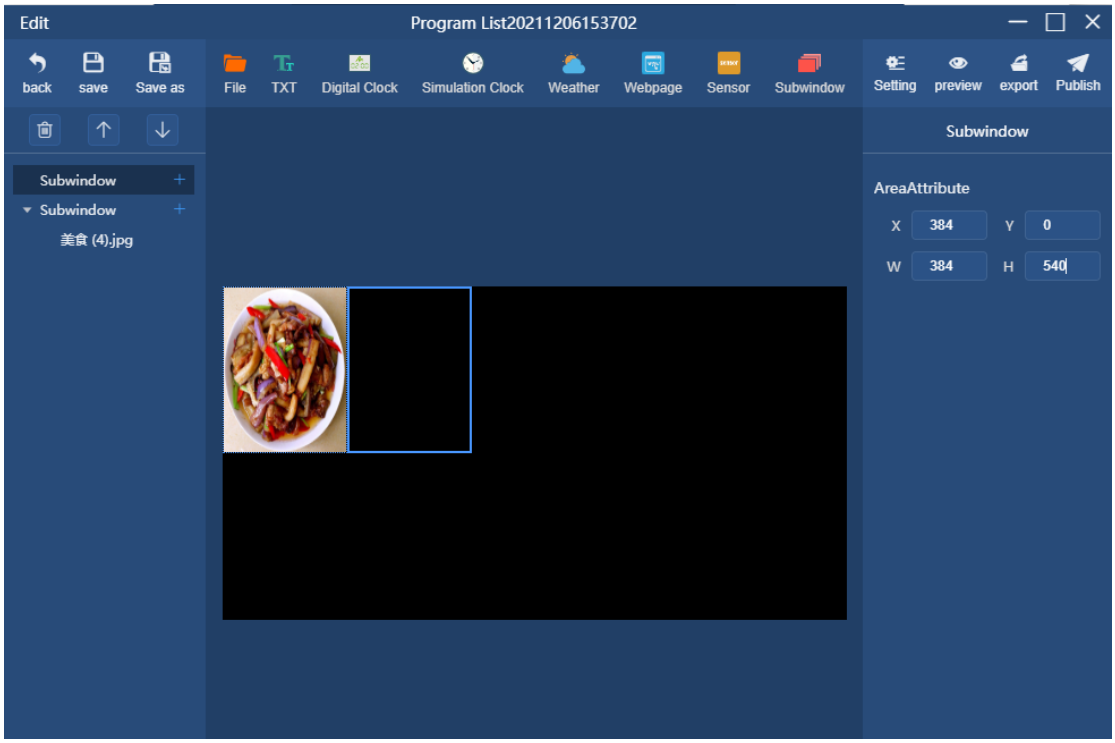
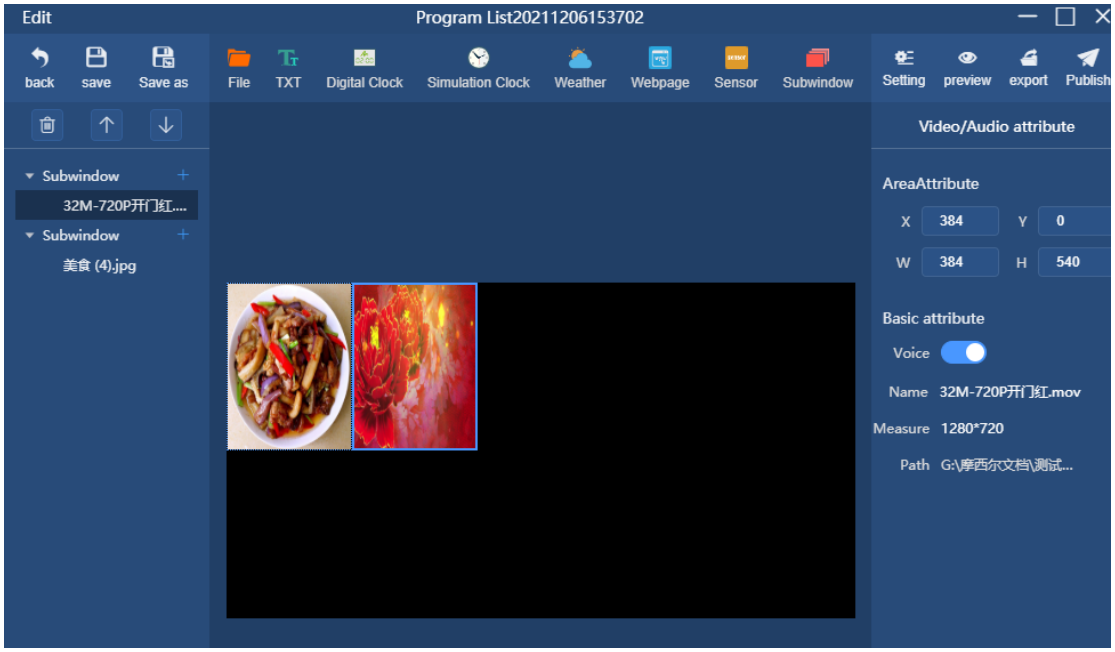


Add material (video) to the second sub window

Click the add icon on the right side of the sub-window, click the drop-down box to select the file, and select the video to confirm; in the basic properties on the right, set the video to enable or disable the sound, and the default sound of the video is on.



（3）Add a third sub window

Click the sub-window at the top right of the window to add a third sub-window of the

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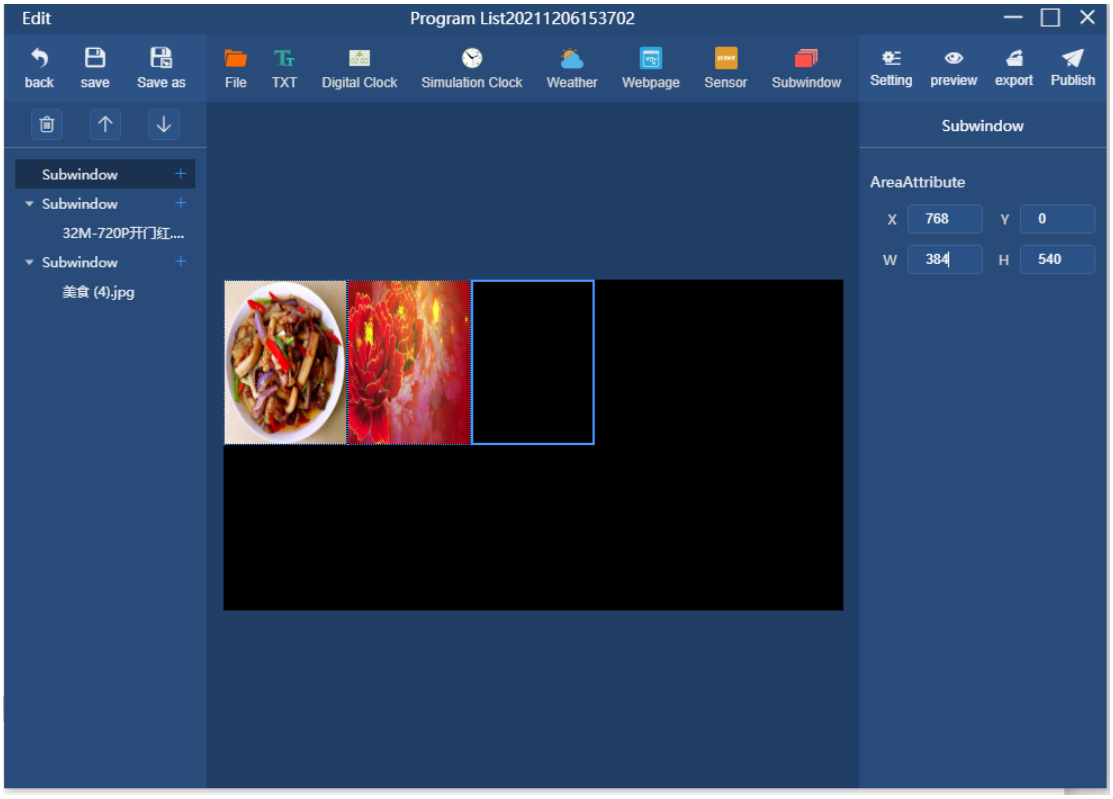
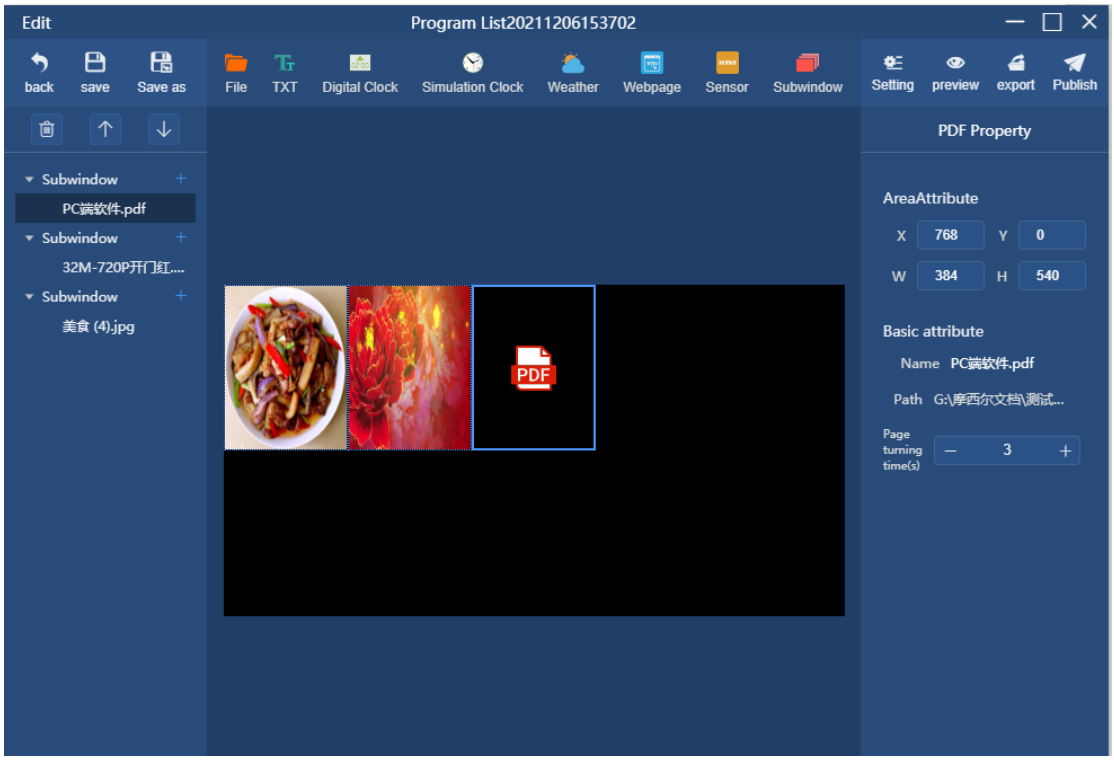
program. For example, set the position of the third sub-window to (X768, Y0, W384, H540), and the result after setting is as follows:



Add material to the third sub-window (Office)

Click the add icon on the right side of the sub-window, click the drop-down box to select the file, and select Office to confirm; the page-turning duration is set in the basic properties on the right, and the default page-turning duration is 3 seconds.



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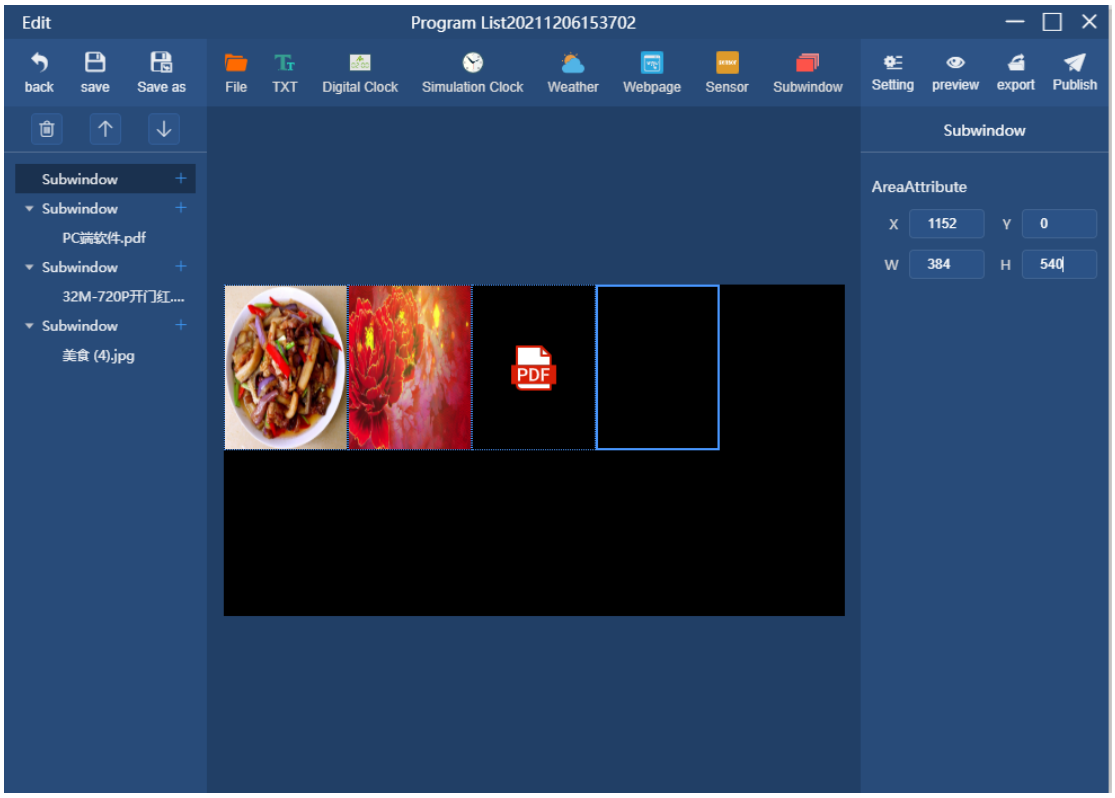
（4）Add a fourth sub window

Click the sub-window at the top right of the window to add the fourth sub-window of the program. For example, set the position of the fourth sub-window to (X1152, Y0, W384, H540), and the result after setting is as follows:



Add material (audio) to the fourth sub-window

Click the Add icon on the right side of the sub-window, click the drop-down box to select the file from the pop-up box, and select Audio to confirm in the basic properties on the right, set the sound of the audio material to be turned on or off, and the sound of the audio material is turned on by default.

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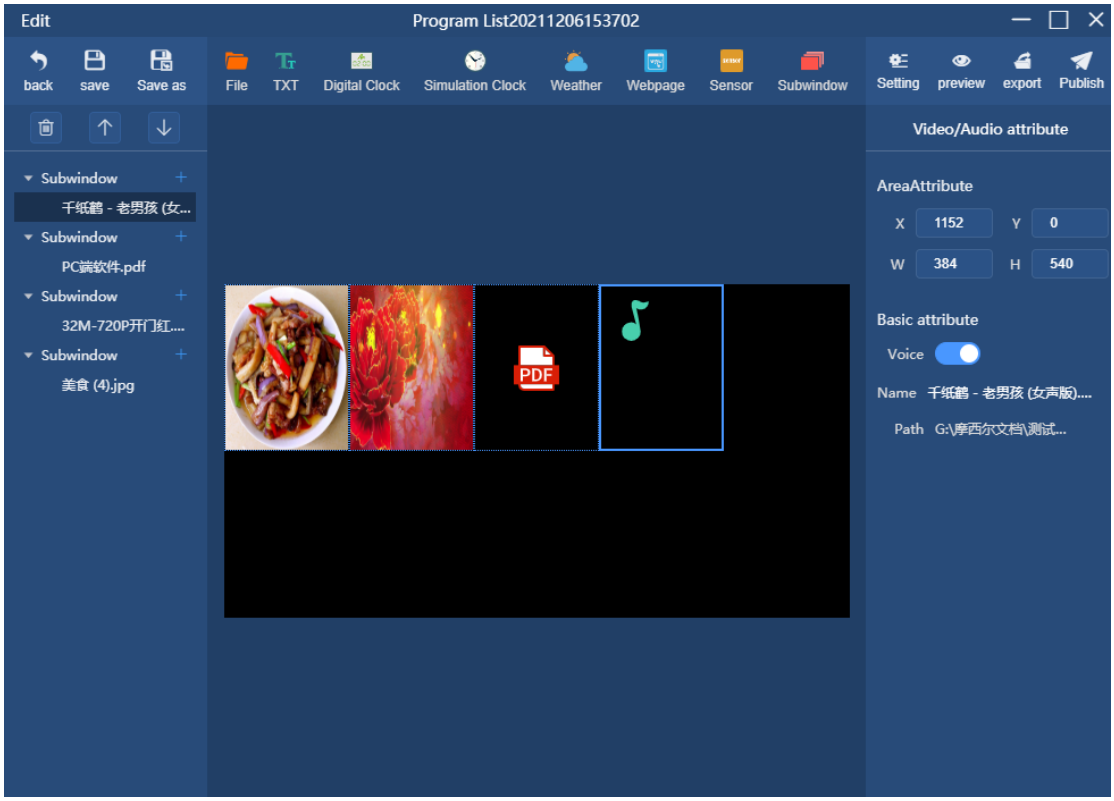

（5）Add a fifth sub window

Click the sub-window at the top right of the window to add the fifth sub-window of the program. For example, set the position of the fifth sub-window to (X1536, Y0, W384, H540), and the result after setting is as follows:

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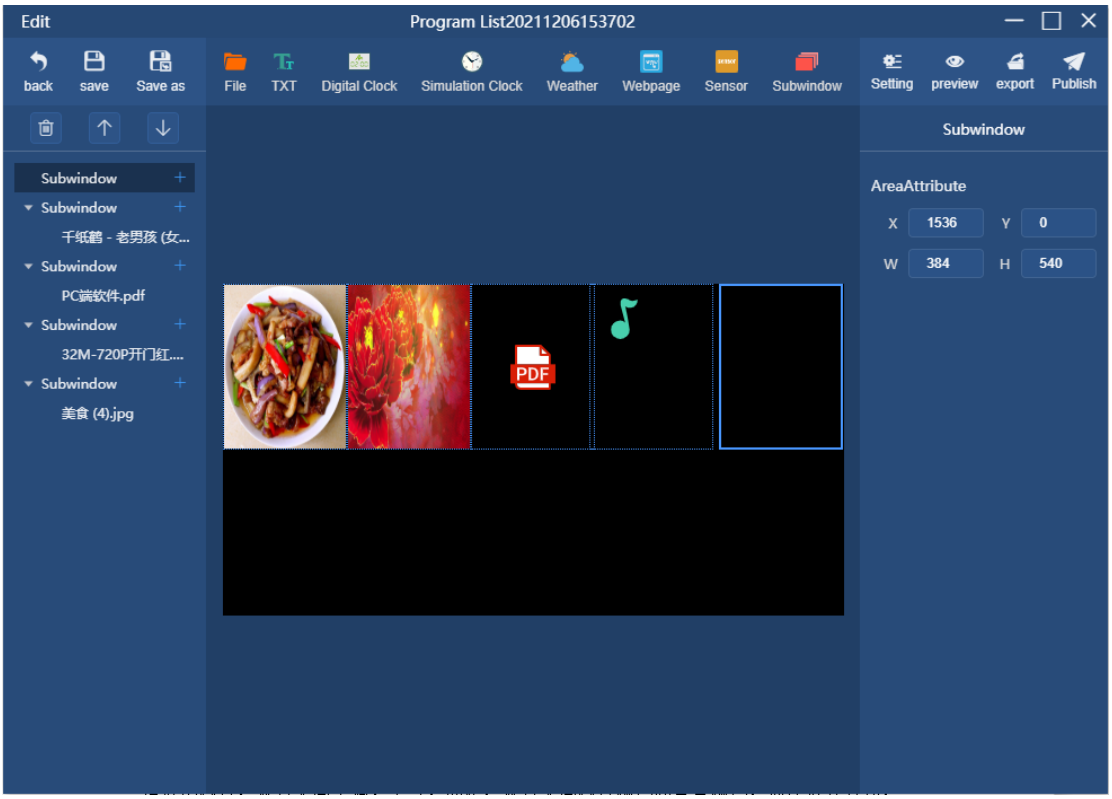

Add material (text) to the fifth sub-window

Click the add icon on the right side of the sub-window, click the drop-down box to select the text to confirm; enter the content of the text playback in the basic properties on the right, set the text font, font size, spacing, set the text content color and background color, and select the alignment, bold, Tilt, underline, set the scrolling direction, turn text content wrapping on or off, and enter the duration of the text content playback.

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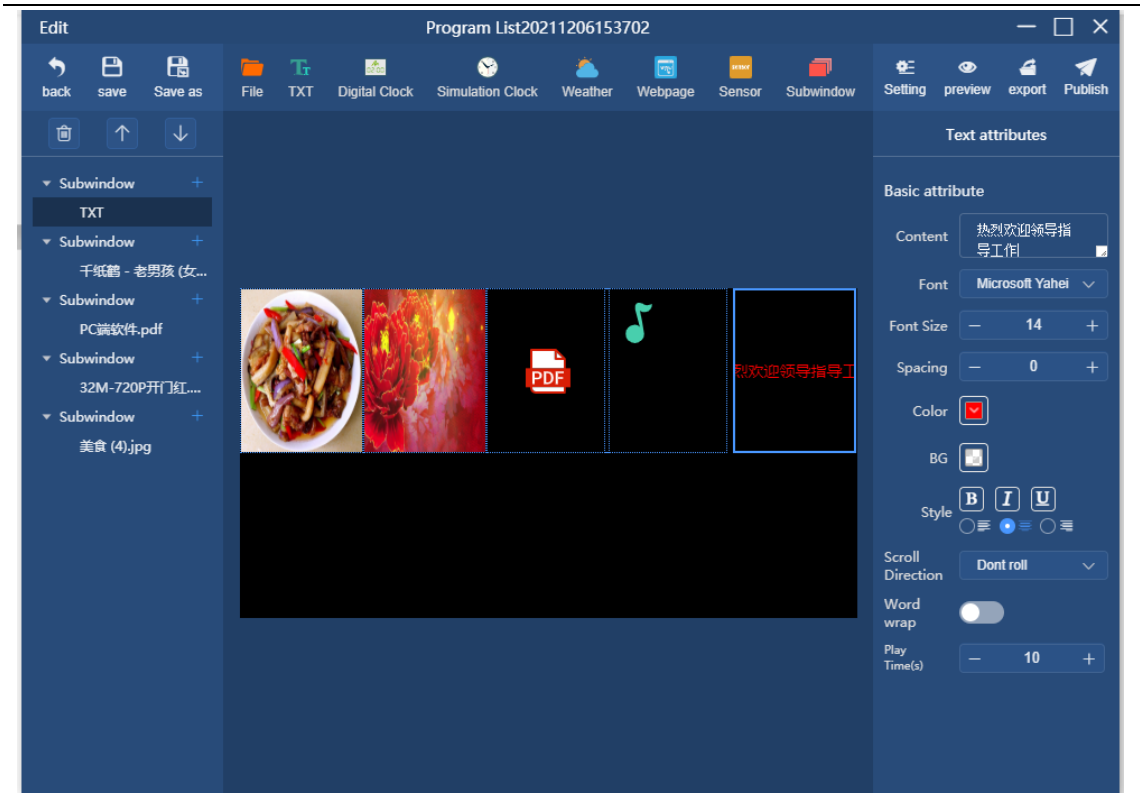

（6）Add a sixth sub window

Click the sub-window at the top right of the window to add the sixth sub-window of the program. For example, set the position of the sixth sub-window to (X0, Y540, W384, H540), and the result after setting is as follows:

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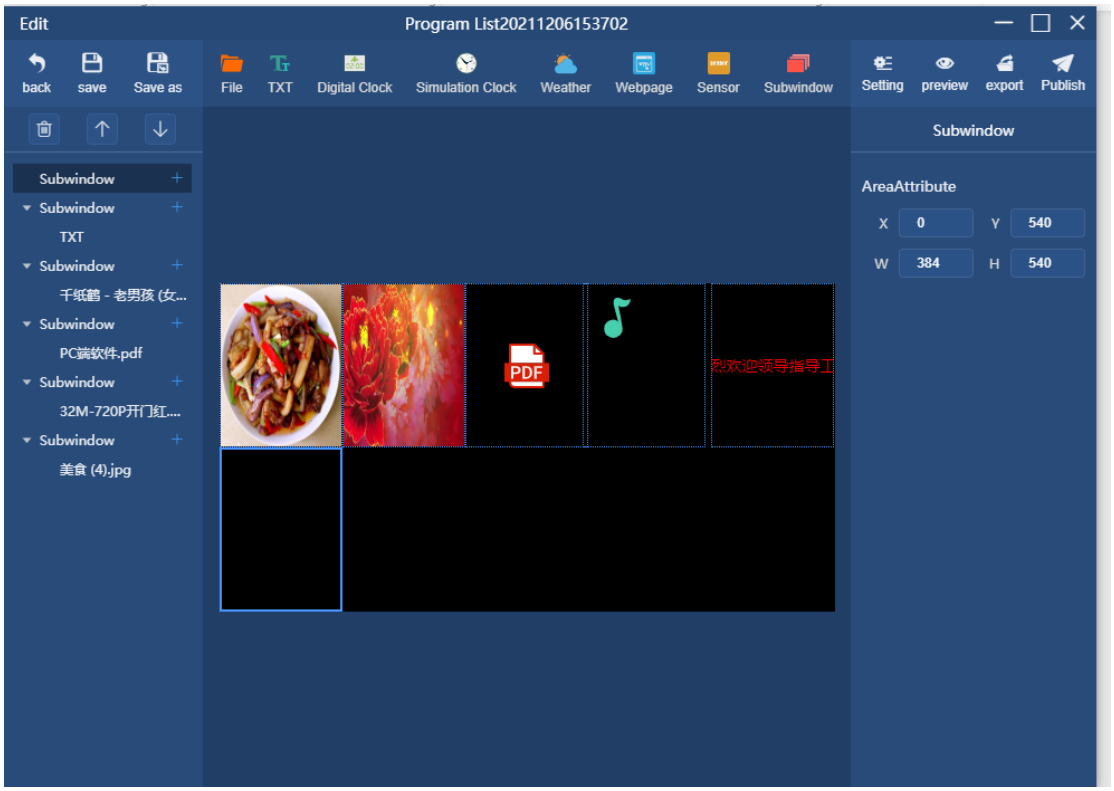
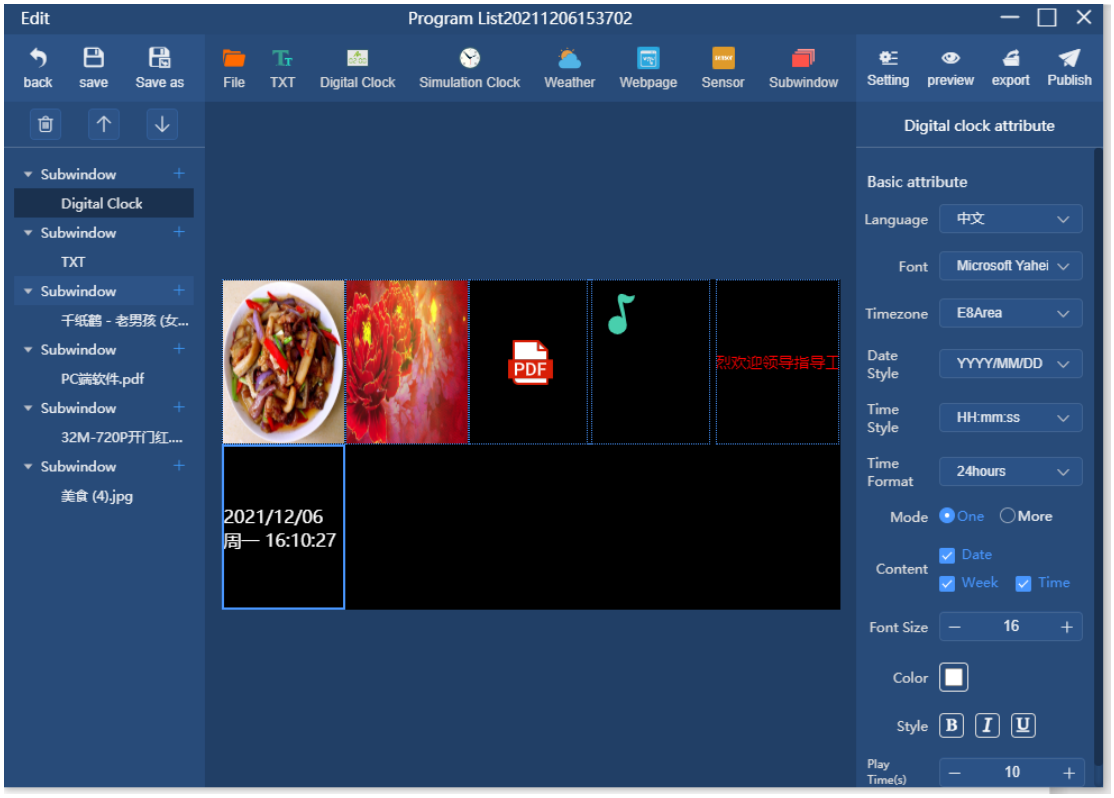


Add material to the sixth sub-window (digital clock)

Click the add icon on the right side of the sub-window, click the drop-down box to select the digital clock to confirm; set the language, font, time zone, date format, time style, time format, display method and content, input font size, color and style in the basic properties on the right , enter the playback duration.



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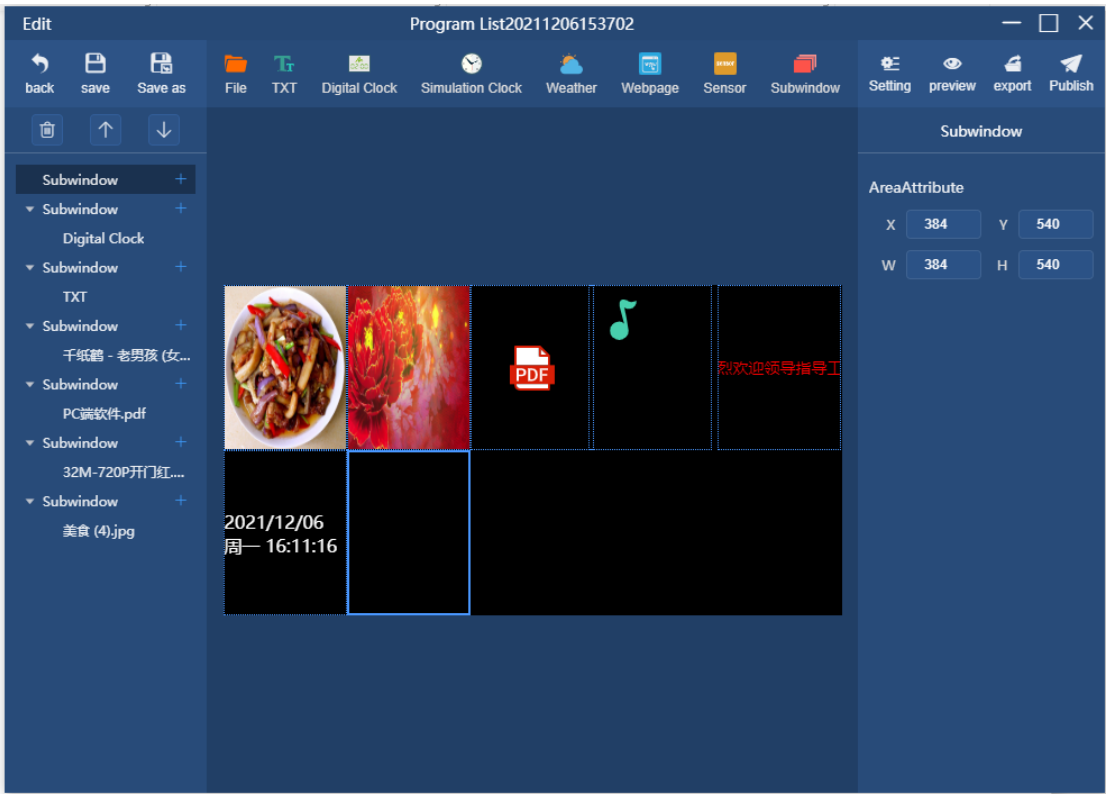
（7）Add a seventh sub window

Click the sub-window at the top right of the window to add the seventh sub-window of the program. For example, set the position of the seventh sub-window to (X384, Y540, W384, H540), and the result after setting is as follows:



Add material to the seventh sub-window (analog clock)

Click the Add icon on the right side of the sub window, click the drop-down box to select the analog clock to confirm; set the time zone in the basic properties on the right, select the second hand, minute hand, hour hand, dial color, and set the playback duration.

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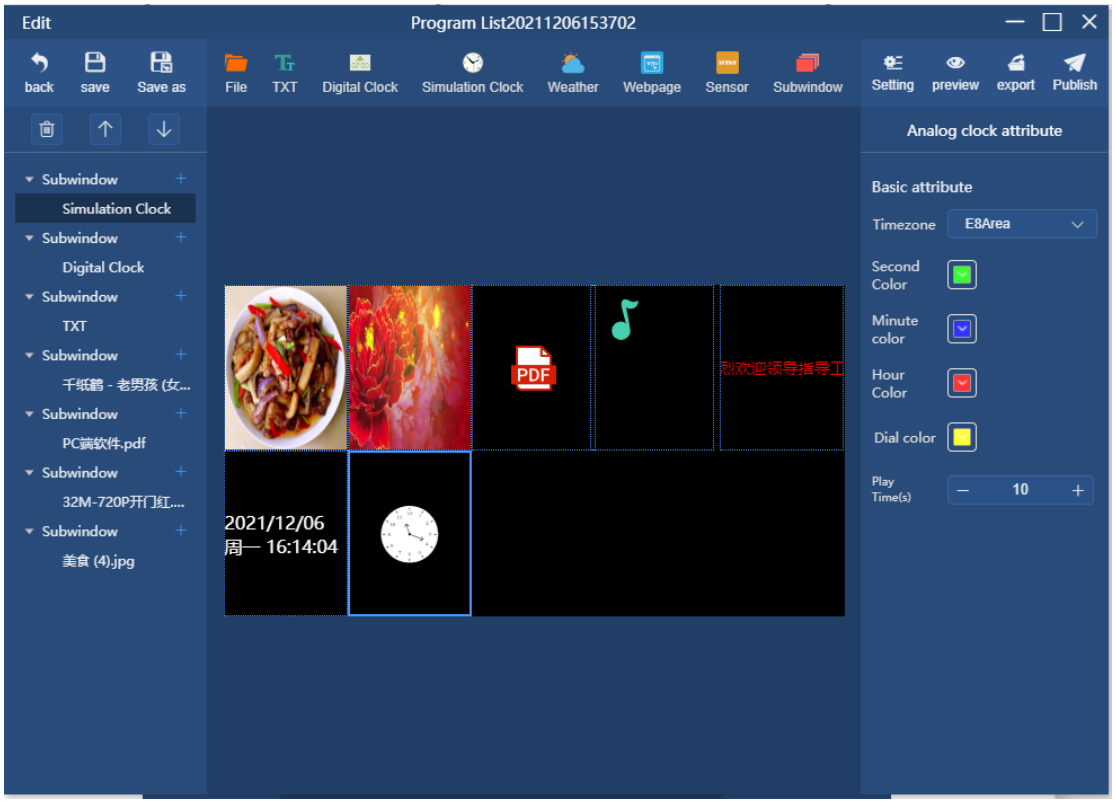

（8）Add the eighth 8th window

Click the sub-window at the top right of the window to add the eighth sub-window of the program. For example, set the position of the eighth sub-window to (X768, Y540, W384, H540), and the result after setting is as follows:

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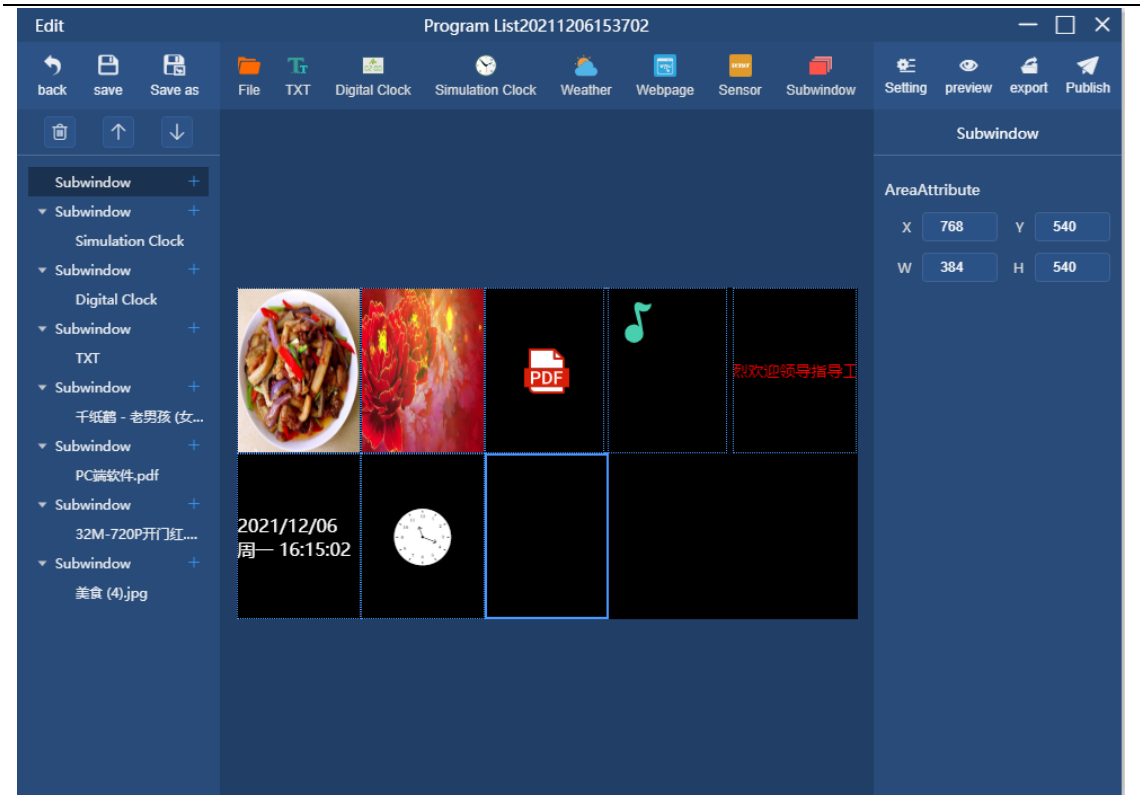
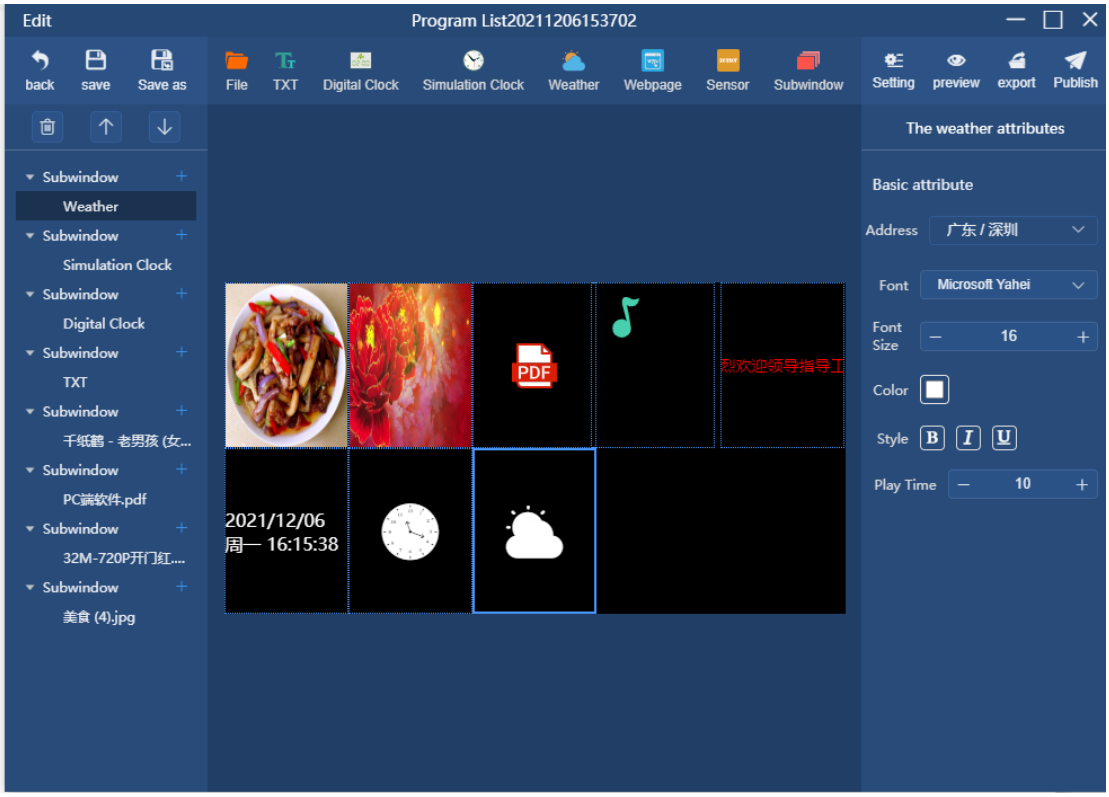


Add material to the eighth sub-window (analog clock)

Click the add icon on the right side of the sub-window, click the drop-down box to select the weather to confirm; select the address in the basic properties on the right, select the font, enter the font size, select the display color and style, and enter the playback time.



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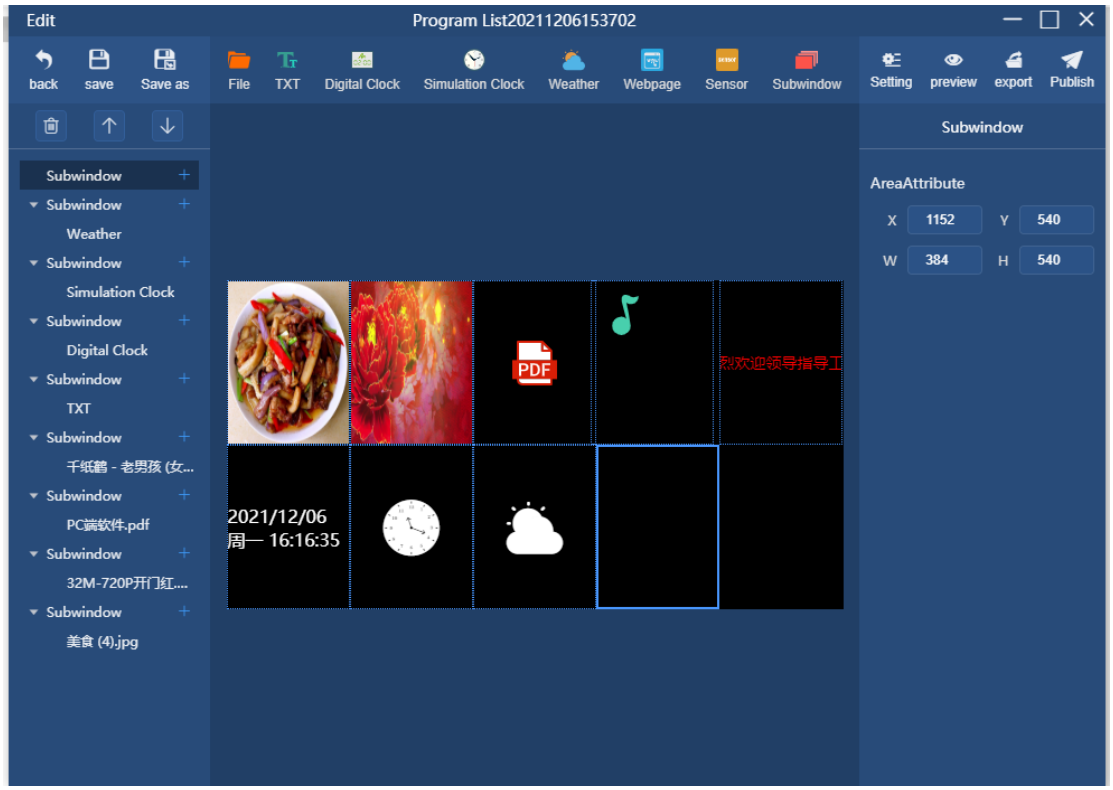
（9）Add a ninth sub window

Click the sub-window at the top right of the window to add the ninth sub-window of the program. For example, set the position of the ninth sub-window to (X1152, Y540, W384, H540), and the result after setting is as follows:



Add material to the ninth sub-window (web page)

Click the add icon on the right side of the sub-window, and then click the drop-down box to select the web page to confirm; enter the URL to be played in the basic properties on the right, and enter the playback time.

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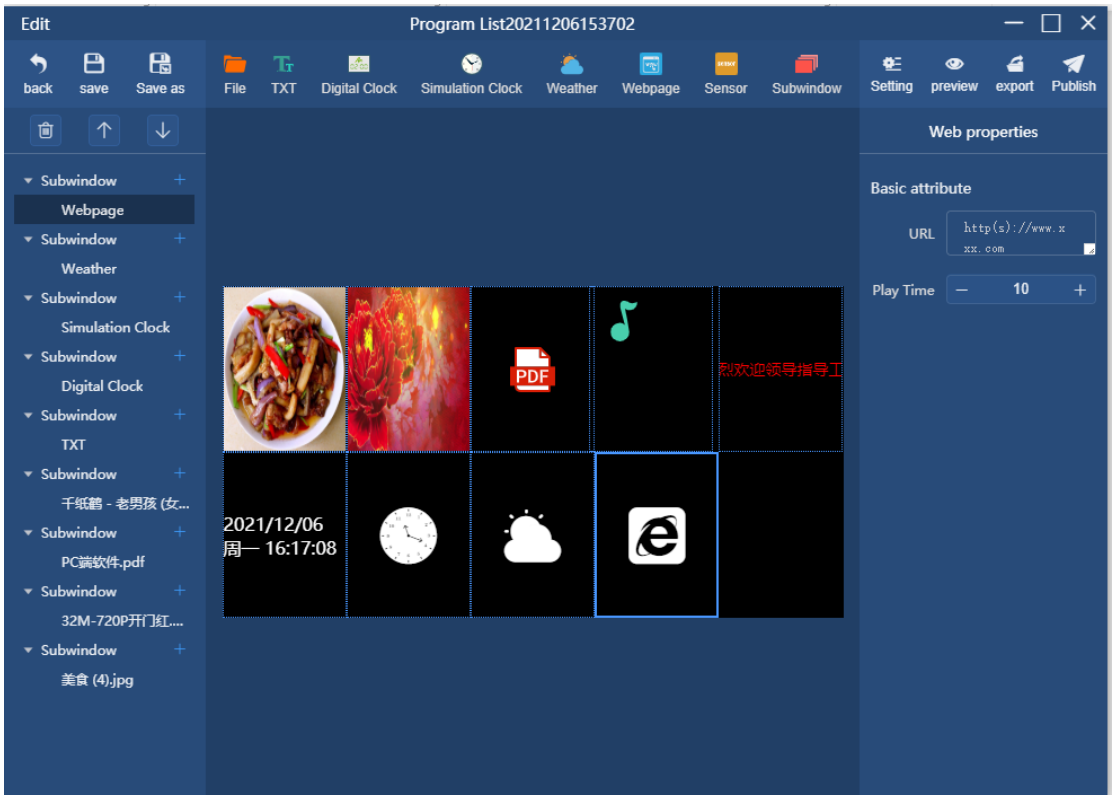

（10）Add a tenth sub window

Click the sub-window at the top right of the window to add the tenth sub-window of the program. For example, set the position of the tenth sub-window to (X1536, Y540, W384, H540), and the result after setting is as follows:

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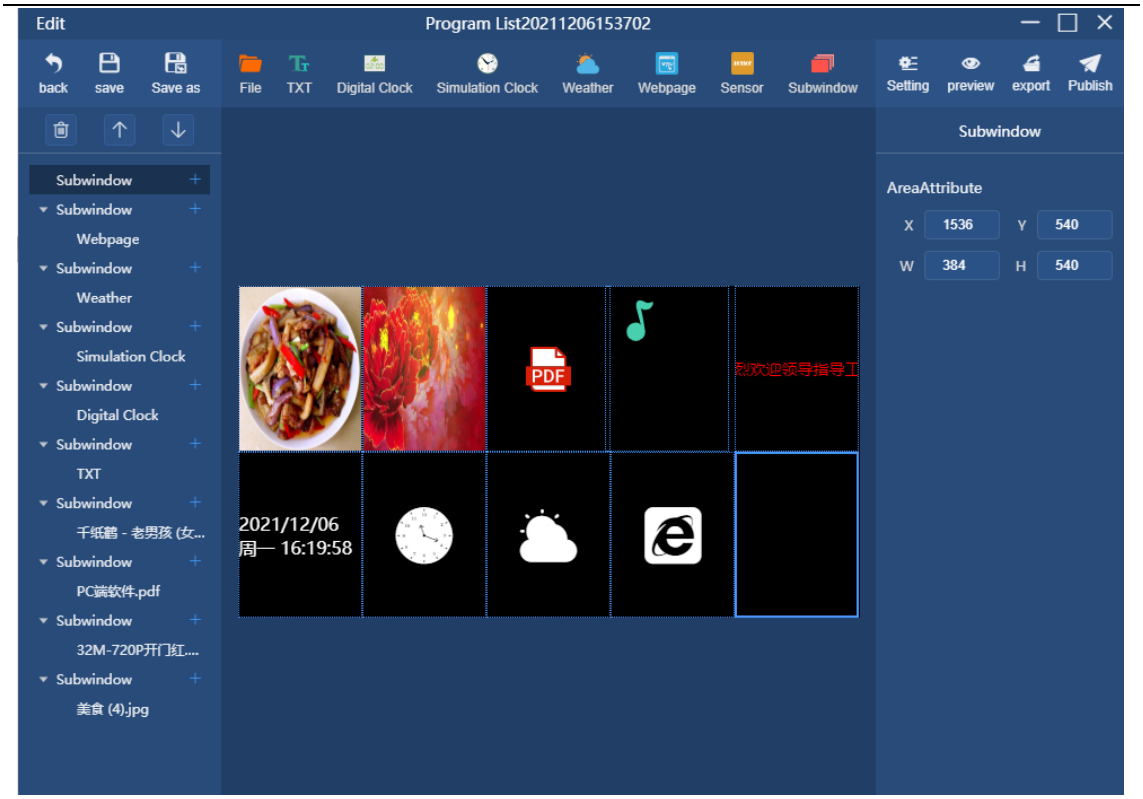

Add material (sensor) to the tenth sub-window

Click the add icon on the right side of the sub-window, click the drop-down box to select the sensor to confirm; select the font in the basic properties on the right, enter the font size and spacing, select the font color and background color displayed by the sensor, and enter the playback time.

The overall a ten-window program is completed. After clicking Save and Publish, a ten-window program can be played.

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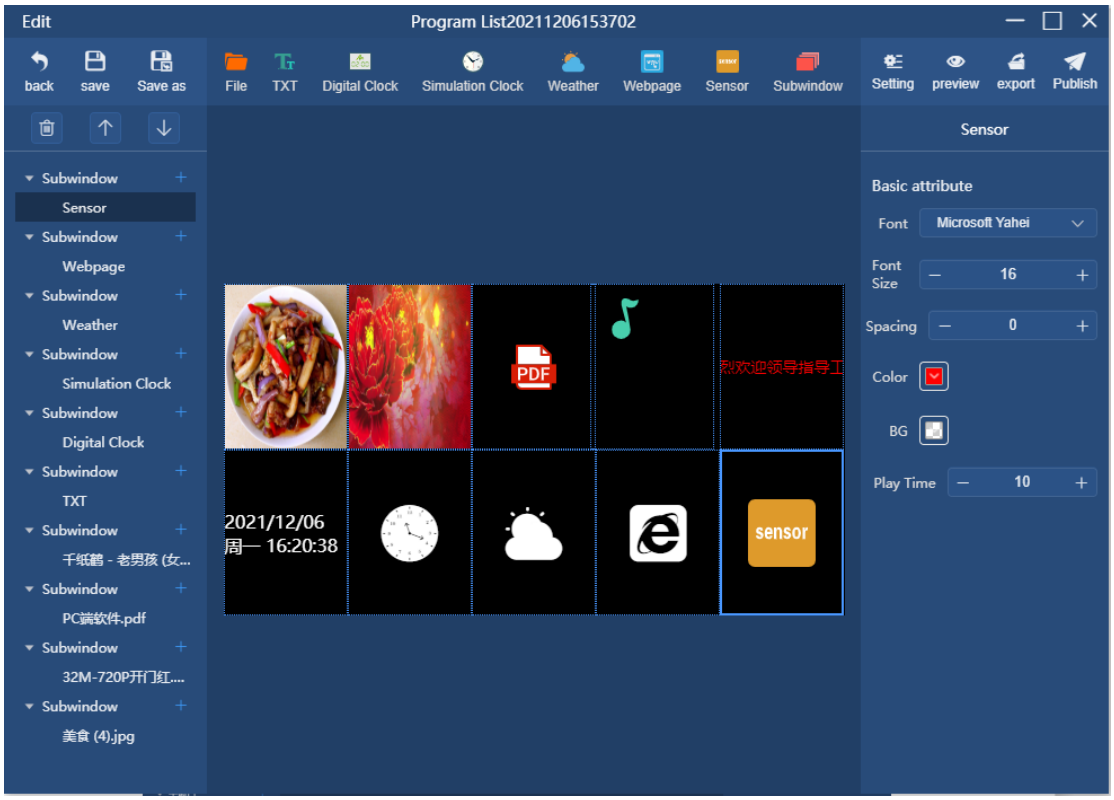

[Note: The MB1/2/4/6 media player does not have a port for connecting other sensors, so the value cannot be collected after this function is set.]

[Note: Due to the performance of the hardware itself, the MB1/2 media player should not be set to play video programs more than two windows; the MB4/6 media player should not be set to play video programs more than three windows.]

四、Plan

（一）Create Plan

Click [PLAN] at the top of the program list, and the program play plan list window will pop up. After clicking the [+New] button in the upper right corner of the schedule list, a play plan will be created after the schedule is saved, and the effect is shown in the following figure:

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Enter the new plan page (with added schedule) or click edit plan in the plan list to display the programs that have been scheduled to be played. Left-click the program to edit the schedule function, and right-click the program to delete the schedule function.

[Note: When making a multi-program plan, the time of the plans overlaps, and the next plan will be played at the intersection time, not the next plan after the first plan is played.]

（二）Edit Plan

Click the edit icon in the schedule list to jump to the edit page of the play schedule, and then re-edit the schedule and save it.

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（三）Publish Plan

There are two ways to publish the play plan. After scheduling the plan, click "Publish"directly, or after the schedule is saved, click the icon of the aircraft on the right side of the plan list to publish.

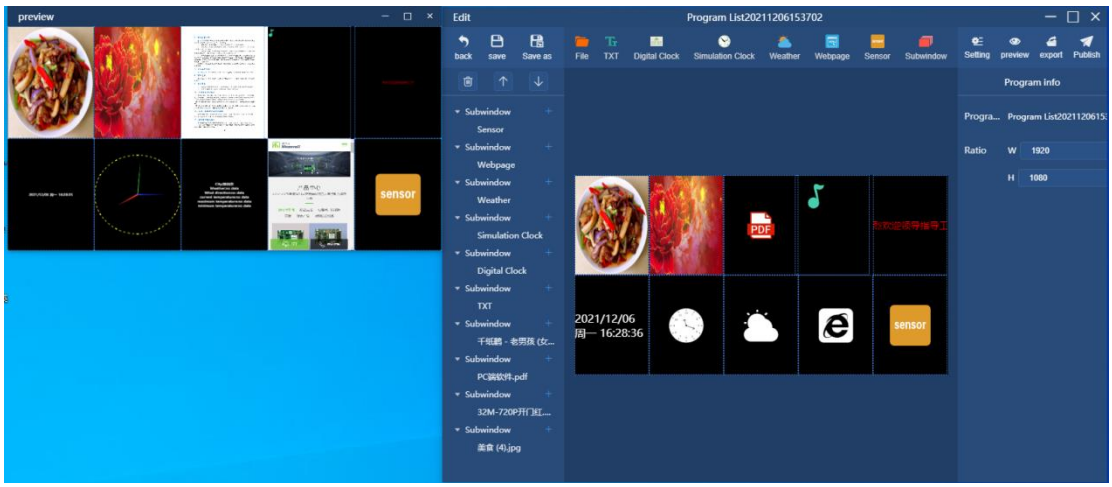
（四）Delete Plan

Check the small box on the left of the plan list window, click the [Delete] button in the upper right corner of the plan list, and confirm to delete the play plan.

五、Other Operation Instructions

（一）Preview the overall playback effect of the program

In the program creation or editing interface, click the [Preview] button, and the pop-up box on the left will display the program production effect, as shown below:



（二）Program Export

There are two operation methods for program export:

1. After creating a new program or in the program editing interface, you can directly click the [Export] button in the upper right corner of the program window, and the export progress bar will be displayed at the bottom of the window. When the program export is completed, the path where the program export is stored will pop up.

2. In the program list, select the program to be exported, and click the [Export] button. After confirming, the export progress bar will be displayed in the lower right corner. When the program export is completed, the path where the program is exported will pop up.

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（三）Program Import

Copy the exported program zip package and the decompressed mb_play folder to the root directory of the U disk; then insert the U disk into the USB port of the device, and the media player will recognize the program in the U disk and play it automatically.

（四）Save as

After creating a new program or in the program editing interface, click the [Save] button in the upper left corner of the program window, and click [Back], the program list will display two identical programs.

（五）Material Default Duration

Picture, the default playback time is 10 seconds;
Video/Audio, the default playback time is the video itself;
Office, the default page turning time is 3 seconds;
Text, digital clock, analog clock, weather, web page, sensor, the default playback time is 10 seconds;
[Tip: Especially in multi-program production, you need to pay attention to modifying the playback duration. If you do not modify the playback duration, it may not be played after a period of time.]

（六）Picture(Image) and video format supported

1．Picture(Image)

The image formats that can be uploaded and played are JPG, JPEG, PNG

2．Video

The video formats that can be uploaded and played are: MP4, AVI, MOV
[Note: The video program is related to the encoding format, video format, frame rate, bit rate, and resolution.]

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（七）Notes on Communication Settings

1．Cloud Authentication

The media player can only be authenticated under one account of the cloud platform, and the last authentication time shall prevail.

2．Hot spot Settings

After filling in the hot spot name and password, click "Execute" and the device will restart automatically.

3．DHCP Connection

First connect the computer and the device directly with a network cable, and then turn on the "DHCP". After confirming that it is turned on, the software waits for about 1 minute, and the software will automatically recognize the device.

[Note: Turning on this switch is only used when the computer and device is directly connected to the network cable ! When you no longer use the computer directly connected to the device to publish the project, please remember to turn off this switch, otherwise there may be a phenomenon that the computer cannot be connected to the wired network and cannot access the Internet.(When the computer is connected to the cable and cannot access the Internet, the solution: open the software, set - network settings - turn off the DHCP switch.)]

六、FAQs and Solutions

（一）The software cannot find the device

Possible reasons:

(1) The communication between the computer and the device is not well connected, (such as a router or a network cable directly connected to the DHCP);

(2) The Media Player is not started and does not enter the three-color ball or playback interface;

(3) The Media Player of the device does not match the software version of the PC;

(4) There is an error in the hot spot of the device and it is not running normally, restart the MB device once;

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（二）After the device plays for a period of time, it will automatically black out (power off)

Possible reasons:

(1) The adapter current is too small, replace the power adapter. (Standard 5V/2A for MB1 and MB2 devices; 12V/2A for MB4 and MB6 devices)

(2) If the resolution of the pictures in the program is too large (far more larger than 3840×2160), modify the picture resolution.

（三）Failed to upgrade sending card program of the device

Possible reasons:

（1）Check the voltage and current of the power adapter. (standard 5V/2A for MB1 and MB2 devices; 12V/2A for MB4 and MB6 devices)

（2）The PCB board does not match the version of the program.

（四）The screen will go black after the device is switched to the HDMI sync input signal

Possible reasons:

(1) The program EDID of the sending card has not upgraded , use Auto LED software to upgrade the EDID;

(2) If there is a problem with the HDMI cable, it is recommended to use a double-ended HDMI cable instead of a signal-converted HDMI cable;

(3) Computer is on "extend mode" and also the screen is locked, it will be a black screen when switching to the sync signal.

（五）U disk upgrade package cannot be upgraded successfully

Possible reasons:

(1) When upgrading, it prompts that there is a problem with the U disk. Replace the U disk

(2) When upgrading, it prompts that there is a problem with the file name. It is recommended not to modify the original file name.

(3) The mooncell Service application has stopped running, open "Calculator" and input "111.111=", exit to the main interface, and re-plug the U disk to try to upgrade;

(4) The mooncell Service application has stopped running , delete the Media folder, reopen the Media Player, restart the device, and then insert the U disk to try to upgrade.

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（六）The problem of delivering a single program but it can not be played

Possible reasons:

(1) The playback time attribute is set in the program plan;

(2) The resolution of the picture file is too large, which causes the Media Player to return to the main interface of the Android system;

(3) The video file is a bit too large and currently it does not support videos over 1G . It will not play after the first sending and the device will be disconnected from the software. Log in the device again and send it again. The program will be played.

（七）The LED display screen does not respond when sending the configurations

Possible reasons:

(1) When sending the connection configurations of the screen , the network port is wrong;

(2) When sending the connection configurations, the number of X rows and Y columns is 0;

(3) There is a problem with the program version of the Android system running in the device;

(4) MB device mcu program file is not supported, upgrade mcu program;

(5) Note: MB1 and MB2 devices without infrared sensor do not support screen-connected operation.

（八）The LED display screen is incorrect when sending the configurations

Possible reasons:

(1) The number of X rows and Y columns on the screen is wrong (or reversed);

(2) The wiring direction of the screen receiving card is set incorrectly;

(3) The sending card mcu program file of the MB device is not supported, upgrade the mcu program .

（九）The device is still not found on the cloud platform after cloud authentication

Possible reasons:

(1) The cloud account or password is entered incorrectly;

(2) The MB device has not been restarted once (it is recommended to restart);

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(3) The MB device is not connected to the network;

(4) The player version is not compatible with the new V2 cloud platform .

（十）The media player is directly connected to the computer and the device is still not found after DHCP is turned on

Possible reasons:

(1) There is a problem with the network cable, it is recommended to replace the network cable;

(2) The computer is connected to the Wi-Fi network;

(3) The media player does not start the player to enter the three-color ball or playback interface.

（十一）The LED screen is black after the media player is turned on

Possible reasons:

(1) The image capture of the sending card is abnormal, repair the sending card.

(2) The device switches to the synchronous HDMI signal, but the HDMI input signal is not actually connected;

(3) Although the software can find the sending card, but the FPGA program does not start (or the program is missing);

(4) If there is a problem with the Android system, ref lashing the system program of the android device.

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