

JumpStart 2.0

User Manual

020-101155-03

CHRISTIE®

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Introduction

JumpStart software manages tiled displays with up to four video inputs. You can display multiple media files, Microsoft Windows applications, and live video on a 5-10 megapixel digital canvas.

JumpStart software is designed to work with Christie MicroTiles, but it can also be used with Christie rear-projection and flat panel solutions.

This document provides information and procedures for using the JumpStart client software and assumes a familiarity with Christie tiled displays and with Microsoft Windows functionality.

Related Documents

For information about setting up a JumpStart Server, see the JumpStart Operation Manual (020-101018-xx). For information about using JumpStart with Christie MicroTiles, see the JumpStart Quick-Start Guide (020-100918-xx)

Technical Support

If you are unable to resolve your issue, contact Christie support:

- North and South America: +1-800-221-8025 or tech-support@christiedigital.com
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or techsupport-emea@christiedigital.com
- Asia Pacific: tech-asia@christiedigital.com

Installation and Setup

This section provides information and procedures for installing and configuring JumpStart.

Server Prerequisites

- Windows 7 (64-bit)
- .NET 4.0 Full
- 6GB of RAM or higher
- 1GB of available disk space
- 2.4GHz 64-bit processor (minimum)
- DirectX 9 graphics device with WDDM 1.0 or higher drivers
- Datapath VisionRGB-E2S

Client Prerequisites

- Windows XP (32-bit), Windows 7 (32-bit or 64-bit)
- .NET 4.0 Client
- 2GB of RAM or higher
- 500MB of available disk space
- Pentium 4 2.8GHz single core (minimum)

Install JumpStart

There is no limitation on the number of computers on which the JumpStart client software can be installed. However, a maximum of 5 users can use the JumpStart client software concurrently to connect to a single JumpStart server.

1. Insert the installation CD into the computer on which you want to run JumpStart.
2. Click **Install Products**.

3. Click **Install JumpStart Client**.
4. If a Microsoft Windows security warning appears, click **Run**.
5. If you want to continue the installation, read the license agreement and then select **I accept the terms in the license agreement**.
6. Click **Install**.
7. When the installation is complete, click **Finish**.

Start JumpStart

1. Log on to the computer on which JumpStart is installed.
2. Click **Start > All Programs > Christie > JumpStart**.
3. Connect to a server. See [Connect to a Server](#) on page 13.
- or -
Add a server. See [Add a Server](#) on page 12.

Close JumpStart

Click the close button in the upper right corner of the JumpStart window.

Uninstall JumpStart

1. Click **Start > Control Panel**.
2. Click **Programs and Features**.
3. Right-click **JumpStart** and select **Uninstall**.
4. Click **Yes**.

Reinstall the LAV Filters

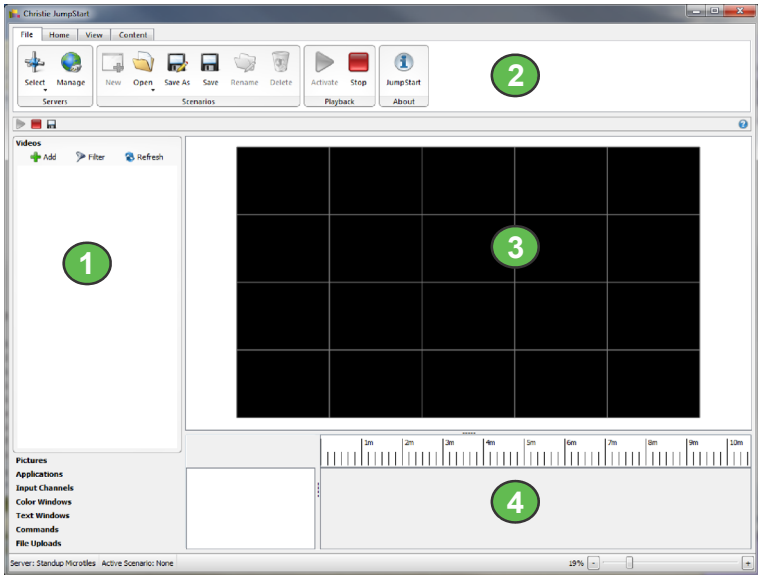
The JumpStart server uses the LAV Filter (version 0.54.1) Microsoft® DirectShow® media splitter and decoder to play video files. If you remove or alter the software, some video file types may not play correctly.

1. Insert the JumpStart CD-ROM into the DVD drive of the JumpStart server.
2. Browse to the following location and launch the following executable:
`\Prerequisites\LAV Filter\LAVFilters-0.54.1.exe.`
3. On the Introduction page, click **Next**.
4. On the Select Destination Location page, click **Next**.
5. On the Select Components page, click **Next**.
6. On the Select Start Menu Folder page, click **Next**.
7. On the Select Additional Tasks page, under the **Use LAV Splitter for these file formats** section, select the **WMV** check box. Click **Next**.
8. On the Ready to Install page, click **Install**.
9. On the completion page, click **Finish**.
10. Click **Start > Programs > LAV Filters > LAV Filter Configuration**.
11. On the Video Settings tab, select **1** in the **Threads for Multi-Threading** list.
12. Click **Apply**. Click **OK**.

Using JumpStart

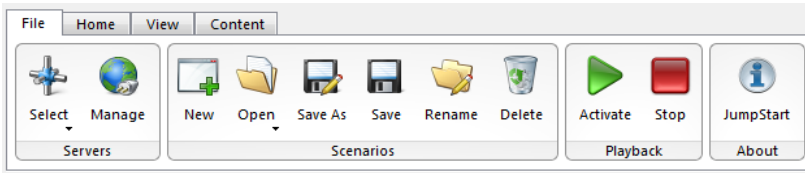
This section provides information and procedures for using JumpStart.









JumpStart Desktop






Item	Name	Description
1	Content Pane	Contains the content that you can add to your JumpStart display.
2	Toolbar	Contains buttons for commonly used tasks.
3	Canvas	Provides a visual representation of your JumpStart display. On the canvas, you can add, stretch, and remove windows.
4	Schedule	Schedules the sequence and playback duration of windows.

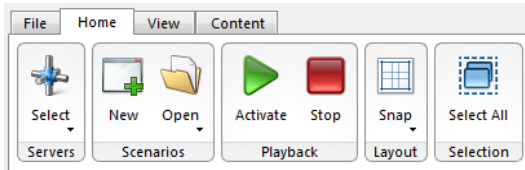
The File Toolbar










Icon	Description
 Select	Selects a JumpStart server.
 Manage	Manages the list of JumpStart servers associated with the JumpStart client software.
 New	Creates a new JumpStart scenario.
 Open	Opens an existing JumpStart scenario.
 Save As	Saves a JumpStart scenario with a new name, leaving the existing scenario in place.
 Save	Saves a JumpStart scenario.
 Rename	Renames a JumpStart scenario.
 Delete	Deletes a JumpStart scenario.

Icon	Description
 Activate	Activates the scenario displayed on the canvas.
 Stop	Stops the active scenario.
 JumpStart	Opens the About dialog, showing JumpStart version and third-party licensing information.

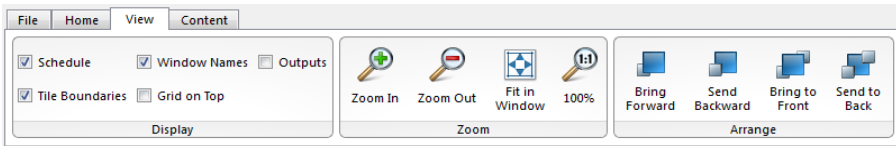
The Home Toolbar











Icon	Description
 Select	Selects a JumpStart server.
 New	Creates a new JumpStart scenario.
 Open	Opens an existing JumpStart scenario.
 Activate	Activates the scenario displayed on the canvas.
 Stop	Stops the active scenario.

Icon	Description
 Snap	Changes the increments of the grid to which you can snap windows for alignment.
 Select All	Selects all of the windows on the JumpStart canvas, so that you can move them together or delete all of them.

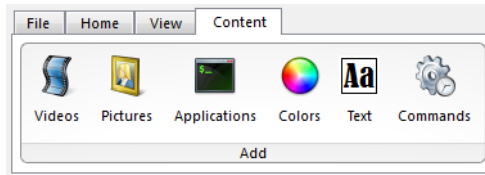
The View Toolbar









Icon	Description
<input type="checkbox"/> Schedule	Shows or hides the schedule.
<input type="checkbox"/> Window Names	Shows or hides the name of each window on the canvas.
<input type="checkbox"/> Outputs	Shows or hides the grid lines between virtual output devices (ECUs for MicroTiles) or actual output devices (for other displays).
<input checked="" type="checkbox"/> Tile Boundaries	Shows or hides the grid lines between actual output devices. NOTE: For non-MicroTiles displays, the Outputs and Tile Boundaries check boxes have the same effect.
<input type="checkbox"/> Grid on Top	Shows a grid representing the screens or MicroTiles connected to the JumpStart server on top of the content windows or behind the content windows.
 Zoom In	Zooms in to the canvas in 5% increments.
 Zoom Out	Zooms away from the canvas in 5% increments.

Icon	Description
 <p>Fit in Window</p>	Fits the canvas to the current window.
 <p>100%</p>	Zooms the canvas 100%.
 <p>Bring Forward</p>	Moves the selected window forward one level.
 <p>Send Backward</p>	Moves the selected window backward one level.
 <p>Bring to Front</p>	Moves the selected window to the front of the canvas.
 <p>Send to Back</p>	Moves the selected window to the back of the canvas.

The Content Toolbar



Icon	Description
 <p>Videos</p>	Adds a video file to the content panel.
 <p>Pictures</p>	Adds a picture file to the content panel.

Icon	Description
 Applications	Adds or removes an application on the content panel.
 Colors	Adds a color box to the content panel.
 Text	Adds a text box to the content panel.
 Commands	Adds a command to the content panel.

Work with Servers

To display content, your display wall must be connected to a JumpStart server. The JumpStart server hosts all media content and it is managed by your JumpStart administrator.

Add a Server



To add a server quickly, click the **File** or **Home** tab, click **Select**, and then click **Add & Connect**.

1. On the **File** tab, click **Manage**.
2. Click **Add**.
3. Enter a name for the server in the **Name** field. Choose a meaningful name so that you can distinguish this JumpStart server from any others you might have.
4. Enter the IP address or host name of the server in the **Address** field.
5. Click **OK**.

Connect to a Server

On the **File** or **Home** tab, click **Select** and select a server from the list.

Edit a Server Name or IP Address

1. Click **File > Manage**.
2. Select a server.
3. Click **Edit**.
4. Edit the server name in the **Name** field.
- or -
Edit the server IP address in the **Address** field.
5. Click **OK**.

Delete a Server

1. Click **File > Manage**.
2. Select a server.
3. Click **Delete**.
4. Click **Yes**.
5. Click **OK**.

Work with the Canvas

The canvas is a graphical representation of your JumpStart display wall. You add windows to the canvas. A scenario includes a group of windows and the schedule.

Change Viewing Options

1. Click the **View** tab.
2. Select these options:

Option	Description
Schedule	Displays the Schedule pane in the lower right corner of the JumpStart application window. When the Schedule pane is visible, you can change the size of the canvas relative to the schedule pane. Move your pointer over the split bar between the canvas and the schedule pane until a double-headed arrow appears, and then drag the split bar up or down.
Window Names	Displays the window names on top of each window.
Outputs	Displays lines separating the ECU outputs that are connected to your JumpStart server.
Tile Boundaries	Displays a grid around each of the Christie MicroTiles connected to your JumpStart server.
Grid on Top	Displays grid lines on top of the windows.

Change the Canvas Zoom Level

Select one of these options to change the canvas zoom level:

- Move the slider at the bottom of the JumpStart window to the right or left.
- Click the plus or minus symbols near the slider at the bottom of the JumpStart window.
- Click the **View** tab and then click **Zoom In** or **Zoom Out**.
- Use the wheel button on your mouse to zoom in and out.
- To fit the canvas to the window, click the **View** tab and then click **Fit in Window**.
- To view the canvas at 100% of its size, click the **View** tab and then click **100%**.

Work with Scenarios

A scenario is a collection of windows that you want to appear on your display wall, along with the order and timing of when and for how long they appear. You start and stop a scenario, much like you would with a play list in a media player.

You cannot schedule scenarios to begin at a specific time. The scenario automatically restarts if the JumpStart server restarts due to an event such as a power outage.

You must activate a scenario to view it on your display wall. You can create as many scenarios as you want, but can only have one active at a time.

Create a Scenario

1. On the **File** tab, click **New**.
2. Expand one of these lists in the left pane:
 - Videos
 - Pictures
 - Applications
 - Input Channels
 - Color Windows
 - Text Windows
3. Click and drag content windows from the left pane to the canvas in the right pane. You can have more than 60 windows on your canvas, but you cannot exceed 60 when you save or activate the scenario.
4. Repeat Step 3 to add additional windows to the canvas.
5. Click **Save**.
6. Enter a name for the scenario in the **Scenario Name** field.
7. Click **OK**.

Save a Scenario



If you save a scenario and specify the name of an existing scenario, the existing scenario is overwritten. Scenarios are stored on the JumpStart server and not on the computer on which the JumpStart client software is installed.

A scenario can contain a maximum of 60 windows. If you exceed this number you cannot save the scenario.

1. Click **Save** on the **File** ribbon or the quick-launch toolbar.
2. Enter a name for the scenario in the **Scenario Name** field.
3. Click **OK**.

Activate a Scenario

Click **Activate** on the **Home** or **File** ribbons, or on the quick-launch toolbar.

Stop a Scenario



The user account on the JumpStart server does not use Microsoft Windows administrative permissions. Applications that require administrative permissions to close cannot be closed when a JumpStart scenario ends.

Click **Stop** on the **Home** or **File** ribbons, or on the quick-launch toolbar, or press **Ctrl-Shift-T** on the keyboard connected to the JumpStart server.

Rename a Scenario

1. Click **File > Rename**.
2. Enter a name in the **Scenario Name** field.
3. Click **OK**.

Delete a Scenario

1. Click **File > Delete**.
2. Click **OK**.

Work with Content

JumpStart can display windows with videos, pictures, applications, input channels, and color and text content. For videos, pictures, applications, and input channels, you need to add the source content to JumpStart before you can add them to a scenario.

The items you can add to a scenario are shown in the panels to the left of the canvas.

Add Media Files to the JumpStart Server

When you add videos and pictures to JumpStart, the content must be located on the JumpStart server hard drive or on another mounted drive (such as a USB drive or network drive). If you are using the JumpStart client software on another computer, you cannot add content directly from that computer using JumpStart.

When you add content to the JumpStart server, the JumpStart software opens the default media folder on the JumpStart server hard drive. For example, the Pictures folder is selected when you add pictures. However, you can store media files anywhere on the hard drive. You can also store content on another mounted drive, as long as you can ensure connectivity when playing scenarios.

Add Files with the JumpStart Client

When you use a JumpStart client to add files, the content is automatically transferred to C:\JumpStartContent. If a file with the same name already exists, it is overwritten. Exports that have failed or been cancelled must be manually removed or overwritten.

1. Install the JumpStart client on the computer from which you want to export content. See [Install JumpStart](#) on page 3.
2. Click **Start > All Programs > Christie > JumpStart**.
3. Add video or pictures files to the Content pane.

See [Add Videos to the Content Pane](#) on page 18 or [Add a Picture to the Content Pane](#) on page 19.

Add Files With USB

1. Store the files you want to add on a USB flash drive or portable hard drive.
2. Connect the flash or portable drive to the USB port on the JumpStart server.
3. When the drive is mounted, copy the files to a location on the JumpStart server hard drive.

Add Files Over a Network

If the computer where your media files are stored is on the same network as the JumpStart server, you can share those folders with the JumpStart server and copy the files over your network. For more information, see your Microsoft Windows help.

Add Videos to the Content Pane

1. Click the **Videos** panel and then click **Add**.
- or -
Click the **Content** tab and then click **Videos**.
2. Select a drive in the **Drive** list and browse to the location of your video files. Only files stored on the JumpStart server are displayed.
3. Select the video files that you want to add.
4. Click **OK**.

Add Videos to the Content Pane from a Client Computer

1. Click **Start** > **All Programs** > **Christie** > **JumpStart** on the client computer.
2. On the **File** or **Home** tab, click **Select** and select a server from the list.
3. Click the **Videos** panel.

4. Drag a video to the **Content** pane.

The video is automatically sent to the JumpStart server and added to the content list.

Add a Picture to the Content Pane

1. Click the **Pictures** panel and then click **Add**.

- or -

Click the **Content** tab and then click **Pictures**.

2. Select a drive in the **Drive** list and browse to the location of your pictures. Only files stored on the JumpStart server are displayed.
3. Select the image file.
4. Click **OK**.

Add a Picture to the Content Pane from a Client Computer

1. Click **Start > All Programs > Christie > JumpStart** on the client computer.
2. On the **File** or **Home** tab, click **Select** and select a server from the list.
3. Click the **Pictures** panel.
4. Drag an image to the **Content** pane.

The content is automatically sent to the JumpStart server and added to the content list.

Add an Existing Application to the Content Pane

If you want to add a software application to a scenario, you must install the application on the JumpStart server. When you activate a scenario with an application, the application is started on the JumpStart server and it appears on the display wall.

The user account on the JumpStart server does not use Microsoft Windows administrative permissions. Applications that require administrative permissions to close cannot be closed when a JumpStart scenario ends.

The location and size of applications with preset desktop locations or window sizes, cannot be modified.

1. Click the **Applications** panel and then click **Add**.

- or -

Click the **Content** tab and then click **Applications**.

2. To display an application on the Applications panel, select it in the Removed pane and then click **Add**.

To remove an application from the display, select the application in the Added pane and then click **Remove**. When you remove an application from the Applications pane, it is not removed from the JumpStart server.

Add a New Application to the JumpStart Server

1. Click the **Applications** panel and then click **Add**.

- or -

Click the **Content** tab and then click **Applications**.

2. Click **Add New Application**.
3. Select a drive in the **Drive** list and browse to the location of your application. Only applications installed on the JumpStart server are displayed.
4. Click **Add**.
5. Enter a name for the application in the **Name** field

6. Enter parameters to pass to the application when it runs in the **Parameters** field.

Enclose individual parameters with spaces in double quotes (for example, path or file names that contains spaces). Test launching the application with the parameters before you add it to JumpStart. For more information about parameters, see the documentation included with the application.

7. Click **OK**.

Add an Input Channel to the Content Pane

The Input Channel panel shows the input channels that are installed on the JumpStart server. This panel is empty if your server does not have DVI inputs.

If your server has 4 DVI inputs, the list of channels is dynamically updated based upon what channels are connected. Click **Refresh** to refresh the list.

Add a Color Window to the Content Pane

1. Click the **Color Windows** panel and then click **Add**.
- or -
Click the **Content** tab and click **Colors**.
2. Enter a name for the color window in the **Name** field.
3. In the **Color Type** area, select one of these options:

Option	Description
Solid	Applies a solid color to the window. 1. Click Color 1 and select a color. 2. Click OK .

Option	Description
Gradient	<p>Applies a color gradient to the window.</p> <ol style="list-style-type: none"> 1. Click Color 1 and select a color for the left or top of the window. 2. Click OK. 3. Click Color 2 and select a color for the right or bottom of the window. 4. Click OK. <p>To have the gradient transition from top to bottom, select the Rotate check box.</p>

5. Click **OK**.

Add a Text Window to the Content Pane

1. Click the **Text Windows** panel and then click **Add**.
- or -
Click the **Content** tab and then click **Text**.
2. Enter a name for the text window in the **Name** field.
3. Enter the text you want to appear in the text window in the **Text** box.
4. Select one of these options to define the appearance of the text box:

Option	Description
Font Color	Defines the color of the text.
Text Outline Color	Defines the color of the border around the text.
Background Color	Defines the color of the window background.

5. Click **OK**.
6. Click the left, center, or right alignment buttons to change the horizontal alignment of the text.
7. Click the top, center, or bottom buttons to change the vertical alignment of the text.
8. Click **Change Font** to change the font used in the text box.
The font you select must be installed on the JumpStart server.

9. Click **OK**.
10. Select these options:

Option	Description
Outline Text	Applies a different color to the text outline.
Fit to Window	Makes the text appear larger or smaller when you resize the window on the canvas.
No Background	Makes the text box background transparent.

11. Click **OK**.

Remove Content

When you remove content such as videos or pictures from the JumpStart client software, they remain on the JumpStart server hard drive. However, when you remove color or text boxes, they are permanently deleted.

1. Expand one of these lists in the left pane:
 - Videos
 - Pictures
 - Applications
 - Input Channels
 - Color Windows
 - Text Windows
2. Right-click an item and select **Remove**.
3. Click **Yes**.

Work with Windows

You use windows to organize content in JumpStart. Each window is associated with an individual media file, input channel, or application. Windows can also contain text or color. A scenario includes a group of windows and the schedule.

Resize a Window

To resize a window with your mouse:

1. Click a window on the canvas.
2. Click, hold, and drag a handle to resize the window.

Press **Shift** and click, hold, and drag a handle to maintain the aspect ratio of the window.

To enter specific height and width values for a window:

1. Right-click a window on the canvas and select **Settings**.
2. Increase or decrease the **Width** value.
3. Increase or decrease the **Height** value.
4. Click **OK**.

Move a Window

To move a window with your mouse, click and drag a window on the canvas.

To enter specific values for the location of a window:

1. Right-click a window on the canvas and select **Settings**.
2. Increase or decrease the **Top** value.
3. Increase or decrease the **Left** value.
4. Click **OK**.

To quickly align windows with the Snap option:

1. Click the **Home** tab.
2. Click **Snap**, and select one of these options:

Option	Description
Off	Turns the snap feature off.
Small	Sets the snap increment to 8 pixels.
Medium	Sets the snap increment to 24 pixels.
Large	Sets the snap increment to 48 pixels.

Rename a Window

1. Right-click a window on the canvas and select **Settings**.
2. Enter a name in the **Name** field.
3. Click **OK**.

You can also double-click the window name in the schedule, or right-click the window name and click **Rename**.

Change the Window Order

By default, JumpStart displays the windows in a scenario in the order in which they are added. For example, if you drag a blue window onto the canvas and then add a red window in front of it, the red window appears in front of the blue window because the red window was added after the blue window.

To have a window display in front of other windows, drag the window up in the list of windows in the schedule pane. To have a window display behind other windows, drag it down in the list of windows in the schedule pane. You can also use this procedure to change the position of windows:

1. Click a window on the canvas.
2. On the **View** tab, select one of these options:

Option	Description
Bring Forward	Moves the window one position forward in the window order.
Send Backward	Moves the window one position backward in the window order.
Bring to Front	Moves the window to the top of the window order.
Send to Back	Moves the window to the bottom of the window order.

Show or Hide Window Names

1. Click **View**.

2. Select **Window Names** to show window names.
 - or -Clear **Window Names** to hide window names.

Enable or Disable Window Sound

Enabling sound on a window disables sound on all other windows in the scenario.

1. Connect your speakers or audio playback device to the audio connector on the rear of the JumpStart server.
2. Left-click the red speaker icon on the upper left corner of the window to enable sound.
 - or -Left-click the green speaker icon on the upper left corner of the window to disable sound.
3. Save the scenario to preserve the audio settings. See [Save a Scenario](#) on page 16.

Delete a Window

1. Right-click a window on the canvas and select **Delete Window**, or click a window on the canvas and press the **Delete** key.
2. Click **Yes**.

Work with Commands

To send commands from another device to the JumpStart server, the server must be connected to the device with an Ethernet or serial connection. These are the two types of commands you can run:

- Serial commands sent to the JumpStart server to start or stop a scenario.
- Serial commands sent to other devices, such as projectors.

A JumpStart server cannot run more than one scenario at a time. When you start a scenario, the scenario that is currently running is stopped.

When a command is sent to the JumpStart server to start a scenario, an acknowledgement message indicating success or failure is returned to the client software.

If you run a scenario that starts another scenario immediately, an error message is returned because the first scenario was stopped before the acknowledgement of its starting could be returned.

If you are starting one scenario from another, use a schedule to space the commands apart instead of placing the commands at time zero.

JumpStart Commands

The JumpStart server supports two serial commands; one for starting a scenario and one for stopping a scenario. Typically you invoke these commands on one JumpStart server. However, if your installation has more than one JumpStart server, you can send these commands from one server to another. You can also send commands to a JumpStart server from any device capable of sending a serial command. This is the command syntax:

Syntax	Description
(SCN+START <i>scenarioname</i>)	Starts a scenario. <i>scenarioname</i> is the name of a scenario on the JumpStart server to which the command is being sent.
(SCN+STOP <i>scenarioname</i>)	Stops a scenario. <i>scenarioname</i> is the name of a scenario on the JumpStart server to which the command is being sent.

Send Serial Commands to Other Devices

To send commands to other devices, the JumpStart server must be connected to the device with an Ethernet or serial connection. When defining the command you must use the correct syntax for the device, and you must know the IP address and port number of the device.

For example, you send the (PWR1) command to turn a Christie M Series projector on. To display a grid test pattern, you send the (ITP 1) command.

Create a Command

After you create a command it appears in the Commands panel. To view the properties of a command, hover your mouse pointer over it.

1. Click the **Commands** panel and then click **Add**.
- or -
Click the **Content** tab and then click **Commands**.
2. Enter a name for the command in the **Command Name** field.
3. Enter the command syntax in the **Command** field. See *JumpStart Commands* on page 27. For information on serial command syntax, see the documentation for the device that you want to send the command to.
4. Enter the IP address of the JumpStart server or the device to which the command will be sent in the **IP** field.
5. Enter the port number of the JumpStart server or the device to which the command will be sent in the **Port Number** field. Typically, the port number for the JumpStart server is 3002.
6. Enter a description of the command in the **Description** field.
7. Click **OK**.

Rename a Command

1. Right-click a command in the Commands panel and click **Rename**.
2. Enter a new name for the command and press **Enter**.

Edit a Command

1. Right-click a command in the Commands panel and click **Edit**.
2. Edit the command information and then click **OK**.

Delete a Command

Right-click a command in the Commands panel and click **Remove**.

Add a Command to a Scenario

To add a command to a scenario, drag a command from the Commands panel to the canvas. It appears on the timeline.

You can also add a command to a scenario by right-clicking in a command row under the timeline, clicking **Add**, and then selecting a command. Only the first 5 commands in the Commands panel are listed.

Change the Command Execution Time

After you add a command to a scenario, you can change the execution time of the command by dragging it back and forth on the timeline. You can also use this procedure:

1. Right-click a command in the timeline and select **Settings**.
2. Enter a launch time in the **Launch Time** field
3. Click **Apply**.
4. Click **Exit**

Remove a Command from a Scenario

1. Right-click a command in the timeline.
2. Click **Delete**.
3. Click **Exit**.

Work with the Schedule

You use the schedule to define when and how frequently content appears in a scenario. You can also use the schedule pane to change the order in which content is displayed (which windows are on top and which are underneath). For more information, see [Change the Window Order](#) on page 25.

Show or Hide the Schedule Pane

1. Click the **View** tab.

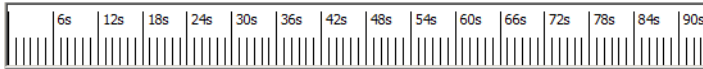
2. Select **Schedule** to show the schedule pane.
- or -
Clear **Schedule** to hide the schedule pane.

Resize the Schedule Pane

Move your pointer over the split bar between the canvas and the schedule pane until a double-headed arrow appears, and then drag the split bar up or down.

Change the Schedule Time Interval

1. Right-click the time ruler in the schedule.



2. Select **Auto**, **Seconds**, **Minutes**, or **Hours**. Auto (selected by default) changes the units to match the longest duration you have added to the canvas.

Change the Time Duration of a Window

1. Right-click a time line in the schedule pane and select **Settings**.
2. Click in a segment and type a number or use the arrows to increase or decrease the value. The format of the time field is HH:MM:SS:TT (hours: minutes:seconds:ten-thousandths of a second).
3. Click **OK**.

Move Schedule Content

You can have a maximum of 3,000 pieces of content displayed within a window in the schedule. To add additional content to existing windows on the canvas, drag the content from the Content pane into the window in the schedule.

You can also rearrange content in the Schedule pane by dragging the content forward or back within one window, or by dragging the content from one window to another.

Change the Color Properties of a Window on the Canvas

When you add a window to a scenario, any changes you make are only applied to the window that appears within the selected scenario.

See *Add a Color Window to the Content Pane* on page 21.

Change the Properties of a Text Window on the Canvas

When you add a text window to a scenario, any changes you make are only applied to the window that appears within the selected scenario.

See *Add a Text Window to the Content Pane* on page 22.

Add Color or Text Windows as New Channels

If you have made changes to color or text windows in a scenario and want to re-use them as channels in other scenarios, you can add them to your list of available channels.

1. Right-click a color or text window time line in the schedule and select **Add as Channel**.
2. Enter a new name in the **Name** field.
3. Adjust the other settings as required.
4. Click **OK**.

Automate a MediaServer Restart

MediaServer is an application installed on the JumpStart server that manages and serves content.

Synchronized videos within a scenario can become asynchronous over time. To prevent this issue, do not run scenarios with synchronized content for longer than 24 hours.

If MediaServer is running a scenario when it restarts, the scenario is restarted. MediaServer will not automatically restart a running scenario more than 3 times within 30 minutes. Schedule MediaServer restarts at 30 minute intervals or greater.

1. Click **Start > Control Panel > Administrative Tools**.
2. Double-click **Task Scheduler**.
3. Select **Action > Create Task**.
4. Click the **General** tab.
5. In the **Name** field enter a name for the task.
6. In the **Description** enter a description for the task.
7. Create a new trigger:
 - a. Click the **Triggers** tab.
 - b. Click **New**.
 - c. Select **On a schedule** in the **Begin the task** list.
 - d. In the **Settings** area, click **Daily**.
 - e. Specify the date when you want the task to be run for the first time, and the time of day when you want the task to be run.
 - f. Enter the frequency of the task, in days, in the **Recur every** box.
 - g. Click **OK**.
8. Create two actions:
 - a. Click the **Actions** tab.
 - b. Click **New**.
 - c. In the **Action** list, select **Start a program**.
 - d. In the **Program/script** box, enter `TASKKILL`.
 - e. In the **Add arguments** box, enter `/F /IM Mediaserver.exe`.
 - f. Click **OK**.
 - g. Click **New**.
 - h. In the **Action** list, select **Start a program**.

- i. Click **Browse** and browse to the location of the mediaserver.exe file (for example, C:\Program Files (x86)\Christie Digital Systems\Mastersuite\Christie\Jetty\mediaserver.exe).
 - j. Click **Open**.
 - k. Click **OK**.
9. Specify the task settings:
- a. Click the **Settings** tab.
 - b. Select the **If the running task does not end when requested, force it to stop** check box.
 - c. Select the **Allow task to be run on demand** check box.
 - d. Clear the remaining check boxes.
 - e. In the **If the task is already running, then the following rule applies** list, select **Stop the existing instance**.
10. Click **OK**.
11. To test the task, right-click it and select **Run**.

Troubleshooting

This table lists information for correcting common JumpStart issues.

Issue	Resolution
<p>I cannot set up JumpStart with 1 MicroTile and 1 ECU</p>	<p>You cannot use the JumpStart connection wizard to configure a display wall with a subarray with 1 MicroTile driven by 1 ECU. The DVI output requires a minimum bandwidth of 25 MHz, which is not achievable using 1 MicroTile at native resolution with a refresh rate of 60 Hz, which is what the MicroTiles Setup Wizard uses.</p> <p>To configure this setup manually, use the WebUI for your Master ECU.</p>
<p>The images on my 1-tile subarray are cropped</p>	<p>The EDID resolution might be set so that the incoming signal is larger than the native resolution of the MicroTile (720x540 pixels). As a result, images and videos might be cropped.</p> <p>Set the EDID values manually so that the entire incoming signal can be displayed. To configure this setup manually, use the WebUI for your Master ECU.</p>
<p>I am experiencing performance problems when playing multiple videos simultaneously</p>	<p>You can play a maximum of 4 HD or 16 SD videos simultaneously on your display wall. Use the AMD Catalyst Control Center to configure the monitors as a single desktop.</p> <p>To access the AMD Catalyst Control Center, right-click on the JumpStart server desktop and select Catalyst Pro Control Center.</p>
<p>The JumpStart server is not restarting properly after configuring my display wall</p>	<p>The bandwidth assigned to each ECU is restricted to 150 MHz. If the display wall mapped to an ECU exceeds this value, the JumpStart server may not interact properly with the display wall.</p> <p>Use the WebUI for your Master ECU to manually change your EDID values to lower the bandwidth below 150 MHz.</p>

Issue	Resolution
<p>An application in my scenario is not closing automatically</p>	<p>Some applications do not close automatically when the scenario that launched them is stopped. Here are possible reasons why this might occur:</p> <ul style="list-style-type: none"> • The JumpStart client software does not have Microsoft Windows administrative permissions on the JumpStart server. Any applications that require administrative permissions to close them cannot be closed when a JumpStart scenario ends. This is true regardless of whether you are running the JumpStart client software on the JumpStart server or on another computer. • Some applications with splash-screen dialogs cannot be closed. • Some applications that launch multiple windows or processes (for example, Adobe Acrobat) cannot be closed.
<p>My desktop appears cropped</p>	<p>Christie ECUs default to a WUXGA (1920x1200) resolution. If the native resolution of your MicroTiles configuration is smaller than this, your desktop is cropped on the right or the bottom.</p> <p>Use the WebUI to manually configure the correct EDID settings on the ECU.</p>
<p>A thumbnail image does not appear after I add an image or video to JumpStart</p>	<p>JumpStart cannot create a thumbnails for some large files. However, the files should work properly in a scenario.</p>
<p>Image quality is poor when I use interlaced video</p>	<p>Use of interlaced video signals connected as an external source to the JumpStart server is not recommended. This could produce visible image artifacts, such as missing lines, especially when viewed up close or if the video is upscaled significantly.</p>
<p>My videos do not stay synchronized</p>	<p>Restart MediaServer (the application on the JumpStart server that manages and serves content) at an off-peak time, such as overnight, using the Windows Task Scheduler. See Automate a MediaServer Restart on page 31.</p>

Issue	Resolution
<p>My Blu-Ray discs do not play</p>	<p>JumpStart uses the Corel® WinDVD® player to play Blu-ray discs. If you uninstall or modify this application, you cannot play Blu-ray discs. Do not uninstall or modify this application.</p> <p>To play Blu-Ray discs with the JumpStart Blu-Ray player, you must turn AMD Eyefinity mode on:</p> <ol style="list-style-type: none"> 1. Right-click on the JumpStart server desktop and select Catalyst Pro Control Center. 2. Click AMD Eyefinity Multi-Display > Create Eyefinity Group. 3. Select a display in the list. 4. Click Continue. 5. Select a layout for the display group and then click Continue. 6. Click Arrange and then select the screens in the order that they should appear. 7. Click Done.
<p>My synchronized content is becoming asynchronous</p>	<p>If you have a scenario with synchronized content that is becoming asynchronous, restart MediaServer at an off-peak time, such as overnight, using the Windows Task Scheduler.</p>
<p>The MicroTiles Connection Wizard does not appear</p>	<p>If you are doing initial setup using more than one ECU with JumpStart, Microsoft Windows chooses one of the ECUs as the one driving the primary display. This may not be the ECU you have designated as the Master ECU. As a result, the display wall attached to your Master ECU may be black.</p> <p>To avoid this issue, perform initial setup with just the Master ECU connected to the JumpStart server using the DVI video cable.</p>

Issue	Resolution
<p>Some of my windows are black or white when I play a scenario</p>	<p>If the JumpStart server is not displaying content correctly, it may be running low on memory, especially if you are displaying several video or image windows at the same time. Adjust your scenario so that it has fewer windows being displayed simultaneously.</p>
<p>JumpStart displayed an out-of-memory error, and isn't working</p>	<p>If the JumpStart server displays an out-of-memory exception error, the JumpStart server software should restart automatically. If it has not restarted (for example, if there are no JumpStart windows open), then you can manually launch the JumpStart server software by double-clicking the JumpStart Server shortcut on the server desktop.</p>
<p>JumpStart stopped playing a scenario and I cannot see the Windows task bar on my display wall</p>	<p>If JumpStart suddenly stops playing a scenario, the media server software may have stopped unexpectedly. If this happens and you cannot see the Windows task bar to restart the server:</p> <ul style="list-style-type: none"> • Connect to the server using the JumpStart client software on another computer. • Start another scenario in JumpStart. • Stop the scenario. The Windows task bar should reappear.
<p>I started a scenario that includes a command to start another scenario, but got an error message</p>	<p>If you start a scenario that contains a command to start another scenario, the JumpStart server might return an error message because the command was located at time zero. When starting one scenario from another, place the command a few seconds into the scenario timeline. The command cannot start at zero.</p>

Issue	Resolution
<p>I cannot connect to the JumpStart server or I cannot see any scenarios</p>	<p>If you cannot open or save a scenario or connect to the JumpStart server using the JumpStart client software, confirm the following items:</p> <ul style="list-style-type: none"> • The server is turned on and is connected to the display wall. • If you are using the JumpStart client software on another computer, you are connected to the server. • The server has sufficient hard disk space to operate properly. <p>If this issue persists, restart the JumpStart server. If this issue recurs after restarting the server, then the Java installation on the JumpStart server may have been upgraded to a more recent version while the Christie Web Server was running. The Christie Web Server requires Java; upgrading Java while the Web Server is running causes the Java installation process to fail.</p> <p>To upgrade Java safely, or to correct this issue:</p> <ol style="list-style-type: none"> 1. On the JumpStart server desktop, right-click Computer, and click Manage. 2. In the Computer Management window, double-click Services and Applications, and then double-click Services. 3. In the list of services, right-click Christie Web Server and then click Stop. 4. From the Start menu, click Control Panel. Double-click Java (32-bit). 5. On the Java Control Panel, click the Update tab. Click Update Now. 6. When the Java update is complete, return to the Services list, right-click Christie Web Server and then click Start.

Issue	Resolution
<p>A warning message appears indicating that the font specified in the text channel is not installed on the JumpStart server</p>	<p>Click Yes to use the default font in the scenario.</p> <p>Click No and select a different font. The font you select must be installed on the JumpStart server.</p> <p>To view a list of the fonts that are included with Microsoft Windows 7, see http://www.microsoft.com/typography/fonts/product.aspx?pid=161.</p>
<p>A font warning message appears in the Text Settings dialog</p>	<p>This warning message appears when you edit a text box on a JumpStart client computer and you select a font that is not installed on the JumpStart server.</p> <p>Make sure the font you select is installed on the JumpStart server.</p> <p>To view a list of the fonts that are included with Microsoft Windows 7, see http://www.microsoft.com/typography/fonts/product.aspx?pid=161.</p>
<p>A yellow warning icon appears on a channel</p>	<p>A yellow warning icon appears on a channel when the media assigned to the channel cannot be located. You cannot drag a channel with a warning icon onto the canvas to include it in a scenario.</p> <p>An error message appears if you activate or save a scenario with a channel that is missing content.</p> <p>Click Yes to convert the channel to a text box that appears on the canvas with the error message details.</p> <p>Click No to recover the deleted channel or file. If the channel was deleted, add the channel again with the same name as the deleted channel. If the channel appears in the content list, specify a content file.</p> <p>The warning icon is removed when you recover the channel. Save or reopen the scenario and specify the location of the content.</p>

Issue	Resolution
My text flashes when I apply a transparent background	<p>To display text with a transparent background you must activate Windows Aero on the JumpStart server:</p> <ol style="list-style-type: none"> 1. On the JumpStart server desktop, right-click and select Personalize. 2. Select a theme in the Aero Themes area. 3. Close the Personalization window. 4. Restart the JumpStart server. 5. Turn the JumpStart client computer on and then restart the scenario.
I cannot hear sound after enabling audio in the window and scenario	<ul style="list-style-type: none"> • Make sure the speakers or audio playback device is turned on and the volume is up. • Make sure the sound volume on the JumpStart server is on and has not been muted. A red X appears over the speaker icon in the task bar if sound is muted. • Make sure the default playback device is set to Speakers/Headphones.
I cannot enable sound in a window and the speaker icon is not visible	<ul style="list-style-type: none"> • Make sure an audio track is included with the window content. The speaker icon only appears when audio is included with the content.
My file upload was unsuccessful and my content will not play	<ul style="list-style-type: none"> • Upload the file and add it to the scenario again. The existing file is overwritten when the file names are identical.
My uploads to the JumpStart server time out or fail	<ul style="list-style-type: none"> • Make sure port 1701 on the JumpStart server and client computer are not assigned to another application or service. • Make sure the JumpStart server and client computer are on the same network. • Make sure the FTP server icon appears in the JumpStart server task bar. If the icon does not appear in the task bar, restart the JumpStart server.

Specifications

This section provides detailed JumpStart specifications. Specifications are subject to change without notice.

Supported Video Formats

Video Format	File Extension
QuickTime	.MOV
Windows Media	.AVI, .WMV (NOTE: Digital Video (.DV) and Motion JPEG (MJPEG) are not supported.)
MPEG	.MP4, .MPG, .MPEG

Supported Image Formats

Image Format	File Extension
Portable Network Graphics	.PNG
Graphics Interchange Format	.GIF
Animated Graphics Interchange Format	.GIF
Joint Photographic Experts Group	.JPEG, .JPG
Tagged Image File Format	.TIFF, .TIF
Microsoft Bitmap	.BMP

Interlaced Video

Use of interlaced video signals connected as an external source to the JumpStart server is not recommended. This could produce visible image artifacts, such as missing lines, especially when viewed up close or if the video is upscaled significantly.

Simultaneous Playback



Although limitations are provided using standard VESA resolutions, a wide range of non-standard resolutions — common with MicroTiles — are also supported within the equivalent bandwidth.

JumpStart can play back many different kinds of content in a schedule: pictures, videos, color or text boxes, software applications, and live input. A single scenario can contain up to 60 media windows, and each media window can have up to 3,000 media objects scheduled at different times within it. However, the amount of content which may be played back simultaneously is limited by the JumpStart server hardware.

Limits apply to displaying each type of content alone: video or images. If you want to display several videos and image content simultaneously, or run additional applications, performance may degrade before you reach these limits.

Video Resolution	Number of Videos in Simultaneous Playback	Number of Videos per Output
1920 x 1200 (WUXGA) @ 60Hz	4	3
720 x 480 (Standard Definition) @ 60Hz	16	12

Images and Color Boxes

When displaying images and color boxes before or after other content in a scenario, JumpStart can display a combined 25 million pixels of images or color boxes simultaneously.

In this instance, individual static images or color boxes should not be larger than 6.25 million pixels. If you exceed this value in a scenario, images, color boxes, or videos may not be displayed correctly.

These are examples of image combinations that would exceed the maximum recommended capacity when displaying with other content in a scenario:

- 4 images that are each 2500 by 2500 pixels

- 8 images that are each 1750 by 1750 pixels
- 12 images that are each 1920 by 1080 pixels

Static Content

If the images and color boxes remain static throughout the scenario, and are not preceded or succeeded by any other content, JumpStart can display up to a combined 50 million pixels of images or color boxes simultaneously.

In this instance, individual static images or color boxes should not be larger than 50 million pixels. If you exceed this value in a scenario, images, color boxes, or videos may not be displayed correctly.

Here are examples of image combinations that would reach JumpStart's maximum recommended capacity when they are being shown alone:

- 1 image that is 7000 by 7000 pixels
- 16 images that are each 1750 by 1750 pixels
- 24 images that are each 1920 by 1080 pixels.

Capture Card Limitations



High-bandwidth Digital Content Protection (HDCP) is not supported in JumpStart.

The JumpStart server D2R2-E DVI capture cards support the following resolutions:

- Digital: 640x480 (VGA), 800x600, 1024x768, 1280x1024, 1600x1200, 1920x1080, 1920x1200 (WUXGA)
- Analog: 640x480 (VGA), 800x600, 1024x768, 1280x1024, 1600x1200, 1920x1080, 2048x1536 (QXGA)
- HD Modes: 1080p, 720p, 576p, 480p using a Component HD-DVI connector (HDCP not supported).
- Supported Frequency: Resolution frequency supported up to 60Hz

Resolutions outside of the list may still be captured by the D2R2-E capture card; however, quality is not guaranteed.

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