



CORIOview™ Multi-window Processor  
Dynamic mode  
CORIOgrapher™ V2.9 and above

User Guide V1.20

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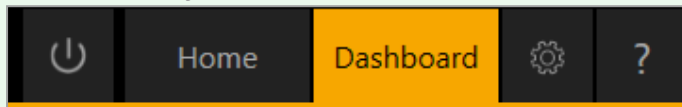
# Welcome

Welcome to tvONE Help, the place to get help with your:

- CORIOview™
- CORIOgrapher™
- CORIOdiscover
- Dynamic mode

## Get more help

You can read more online. To open the online help, select **?** in CORIOgrapher, or visit [help.tvone.com/products/mwp-series/coriovew/dynamic](http://help.tvone.com/products/mwp-series/coriovew/dynamic).



## Meet CORIOview

Thanks for buying this CORIOview multi-window processor. CORIOview works with CORIOgrapher software to support your needs with an easy-to-use interface and front panel buttons.

CORIOview now runs in two modes. This Quick Start Guide covers setting up your CORIOview in either mode.

About modes:

- Classic mode

Classic mode gives you more control over features like audio, transitions, borders, and rotating your output. You can more fully customize your layout, choose your output resolution, and even rotate your displays into portrait mode. Use classic mode for more sophisticated activities, such as broadcast management and medical applications.

If you've had a CORIOview for a while running a firmware version below 409, you're already using classic mode.

- Dynamic mode

Dynamic mode automates more of the features of your CORIOview. It has a simplified interface, automatic layouts, and is easier to use, even if you're not very experienced. As a result, dynamic mode is better for activities like running meetings and lectures, and security monitoring.

- »» Dual mode multi-processor
- »» Manage meetings with ease
- »» Stay sharp in security settings
- »» Keep on top in your control room
- »» 4K Processor with pixel-perfect scaling
- »» Crystal-clear images with 4K output
- »» Window labeling
- »» Auto-layout function shows only what you need
- »» Intuitive front panel
- »» Wide range of inputs, including DVI, SDI, HDBaseT, 4K, and streaming media
- »» Up-down-cross conversion
- »» Embedded and S/PDIF audio outputs
- »» Audio embedding and de-embedding
- »» Clone your output to a second display
- »» Supports secure communication
- »» Multiple control methods using CORIOgrapher, API, or Crestron/AMX controllers
- »» RESTful API
- »» Ultra-compact, ½ RU size with up to eight inputs

## Meet CORIOgrapher

CORIOgrapher V2.9 is packed with features to help you create and manage your visual space.

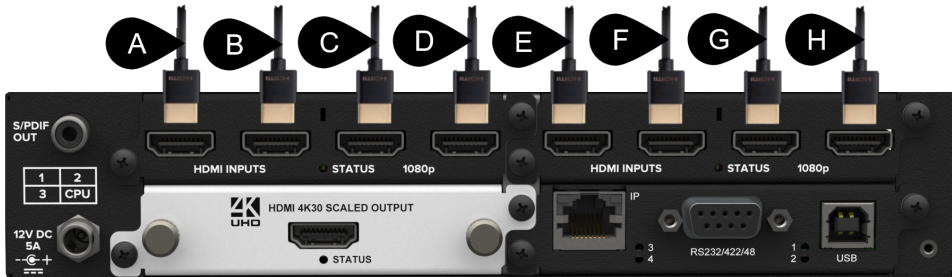
- » Intuitive software interface
- » Add custom window labels
- » Choose which presenters appear in which windows
- » Mute and unmute audio and video
- » Manage streaming media

## Quick start


This Quick Start Guide gives you an overview of the steps involved in setting up your CORIOview™ hardware and CORIOgrapher™ software.

1. Install your hardware.
  - a. Connect your display or displays to your output module.

Connect a source to each port of your input modules. If you intend to use classic mode, we recommend you label your cables 1 up to 8. If you intend to use dynamic mode, we recommend you label your cables A up to H, from left to right.



Connect the LAN port of the CPU module to your network.

 **Video tearing**  
Using a mixture of frame rates and/or resolutions can cause video tearing. For best results, make sure your display and sources use the same frame rate.

- b. **OPTIONAL:** Connect a digital audio device to the S/PDIF audio output.
- c. Power on your CORIOview.

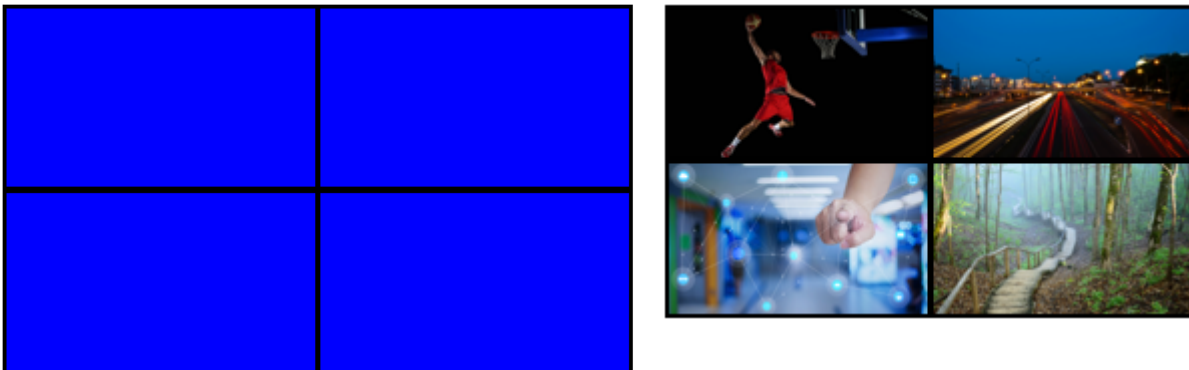


Read more about installing hardware on page 23.

2. Check your display looks correct for each source.

Press PRESET, and then select the highest number button that is lit. For example, if buttons 1-4 are dimly lit, press button 4.

Make sure your sources are playing, check that each picture looks correct.





- ✗ Not the source you were expecting
- ✗ Blue screen
- ✗ Display keeps dropping signal
- ✗ No image

✓ Sources and display connected correctly

Possible causes:

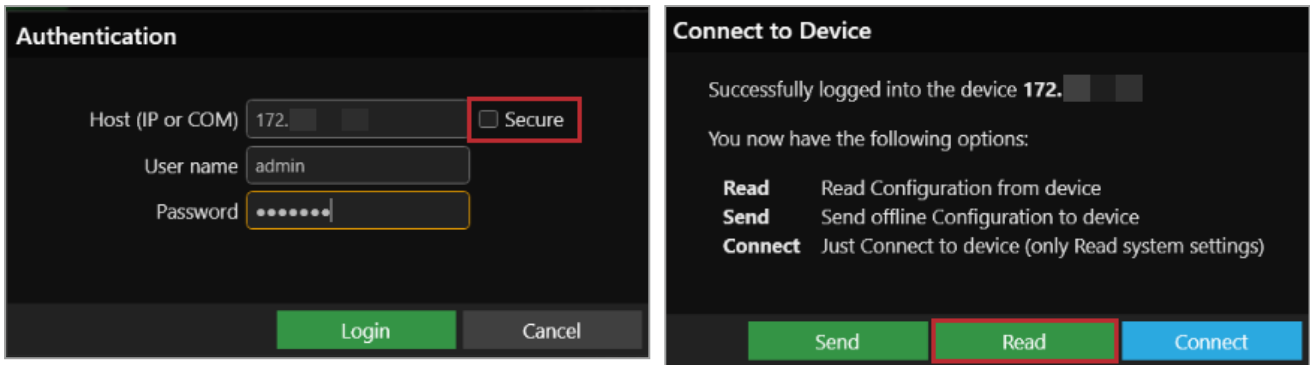
- Source connected incorrectly
  - Input ports named incorrectly
  - Source not playing
  - Source resolution not supported
  - Display does not support HDCP
  - Source does not support the required number of HDCP keys
  - Poor quality or damaged cables
3. **Optional:** test the audio from each source.
- a. Press AUDIO, then press button 1 and check you can hear your source.
  - b. If you can hear your source, repeat this step for buttons 2-8.
  - c. If you can't hear your source, check it's not muted, at the source device or in CORIOgrapher.

✓ Read more about controlling audio with CORIOgrapher in tvONE Help. In CORIOgrapher, select **?** and search, or ask a question.

4. Install CORIODiscover and CORIOgrapher.  
 Download the latest version of CORIODiscover and CORIOgrapher from [tvone.com/softwares](http://tvone.com/softwares).
5. Open CORIOgrapher and select your CORIOview.



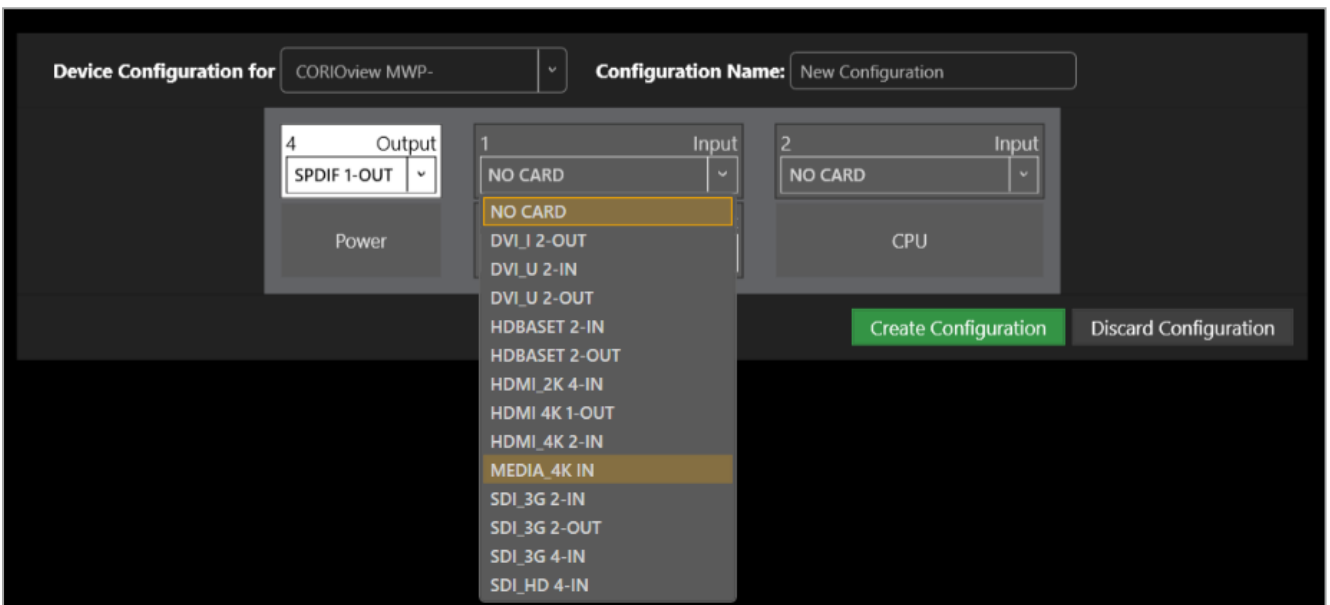
Enter your username and password to log in, and select Read to load your configuration.



- The first time you log in, make sure the Secure option is cleared.
- The default username is admin, and the default password is adminpw.

Read about what to do if you can't find your CORIOview in the list on page 1.

If you aren't connected to a CORIOview, you can create an offline configuration for your device.



**!** The media player of the Streaming media and 4K playback input module is not available when you work in an offline configuration.

Read more about your first steps with CORIOgrapher on page 1.

## 6. Choose your operating mode.

You can use your CORIOview in two modes. Classic mode gives you more control. Dynamic mode has a simplified interface, and some functions are automated. Classic mode is better for more sophisticated activities like broadcast management and medical applications, dynamic mode is better for running meetings and lectures, and for security monitoring.


You can change the operating mode later.

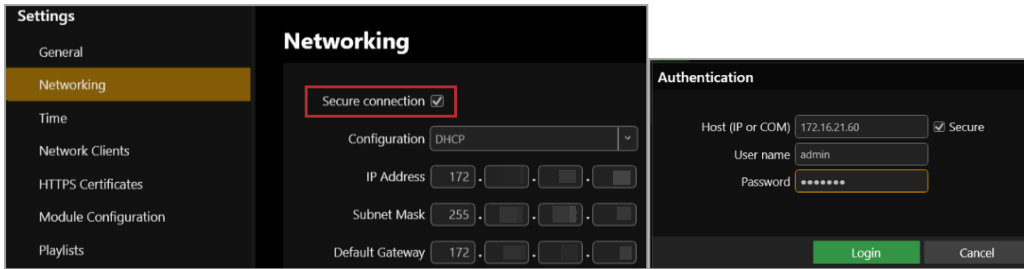
Read about changing your operating mode on page 37.

If you selected classic mode, continue on page 6.

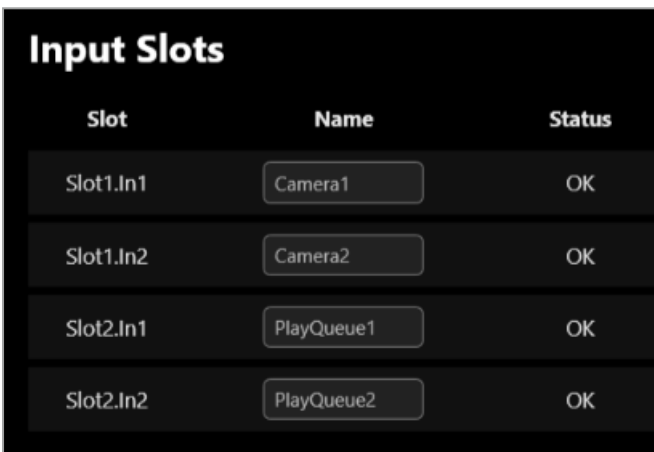
If you selected dynamic mode, continue on page 7.

## If you selected classic mode

1. **Optional:** enable secure mode.
  - a. Select  > Networking.
  - b. Select Secure connection.




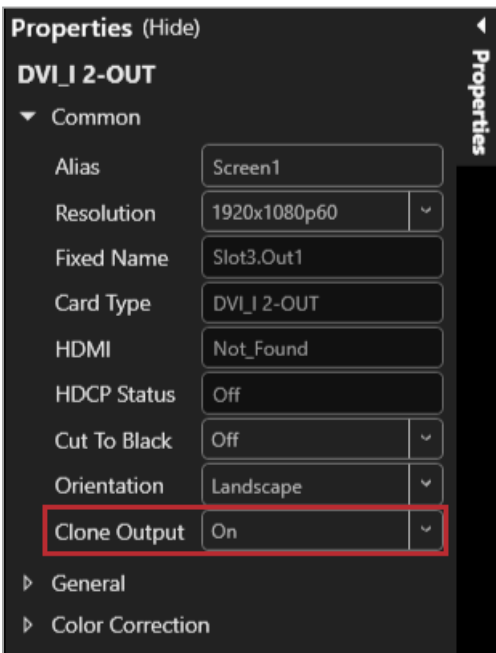
- c. Select Save > Save.  
CORIOview restarts.
  - d. Select Secure and log in.
2. **Optional, but recommended:** name your input and output ports.




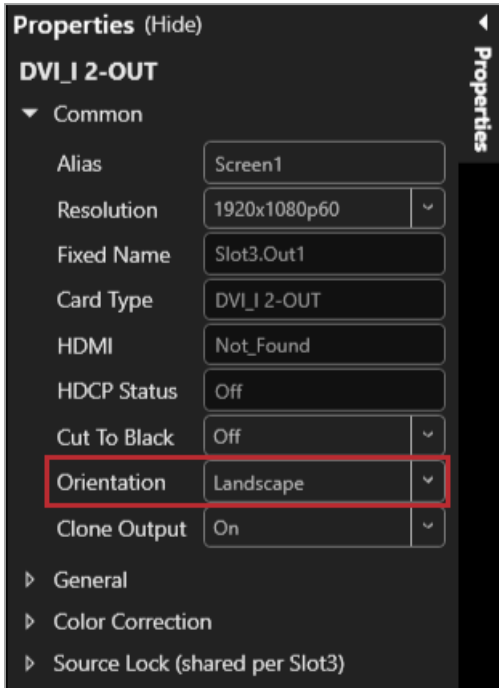
The screenshot shows the 'Input Slots' configuration screen with a table of slots and their names.

Slot	Name	Status
Slot1.In1	Camera1	OK
Slot1.In2	Camera2	OK
Slot2.In1	PlayQueue1	OK
Slot2.In2	PlayQueue2	OK

- Select  > Slot Status. Give each port a name that describes the device connected to it.  
Read more about naming input and output ports on page 1.
3. **Optional:** If you want to use more than one display, enable output cloning.



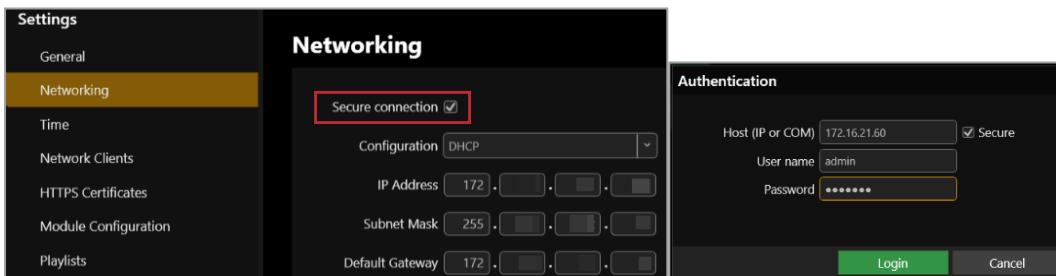
- a. From Dashboard, select .
  - b. From Properties < (Clone Output) select On.
4. **Optional:** If you want your displays in portrait orientation, enable output rotation.




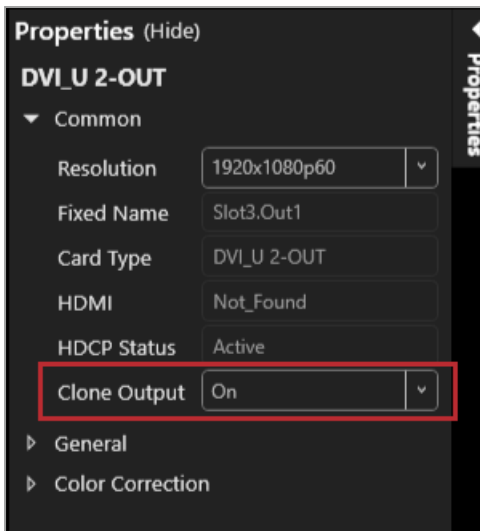
- a. From Dashboard, select .
- b. Select an option from Properties > Orientation.



### If you selected dynamic mode

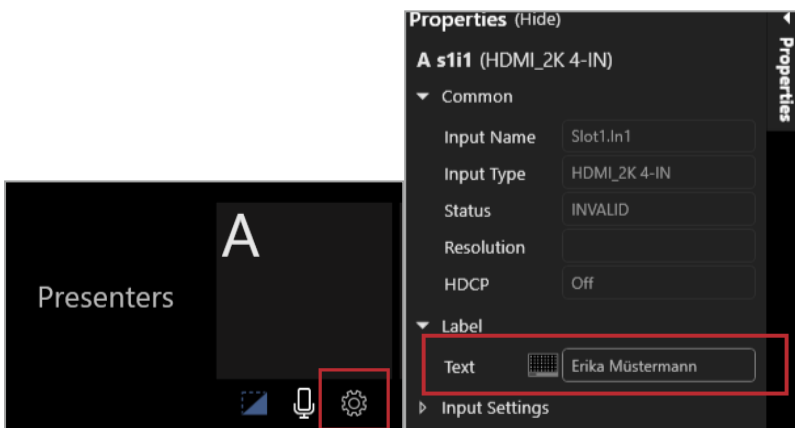
1. **Optional:** enable secure mode.






- a. Select  > Networking.
  - b. Select Secure connection.
  - c. Select Save > Save.  
CORIOview restarts.
  - d. Select Secure and log in.
2. **Optional:** If you want to use more than one display, enable output cloning.



- a. From Dashboard, select  .
  - b. From Properties > (Clone Output) select On.
3. **Optional:** customize your window labels.  
You can choose the label text that appears on each window on your display.



- a. From Dashboard, select  underneath a presenter.  
For example, to add a custom label for presenter A, select  underneath presenter A.
- b. From Properties, customize your label. Labels can be up to 20 characters long. For special characters, select .

## Troubleshooting problems setting up

Read troubleshooting advice on page 1.

## Next steps

Congratulations, your CORIOview is set up!

If your CORIOview contains one or more Streaming media and 4K playback input modules, you need to set those up too.

Read about setting up Streaming media and 4K playback input modules on page 1.

You can now start a simple meeting.

Read about starting a quick meeting on page 46.

# Get to know your products

Learn about the features and functions of your hardware.

## In this section

- About your CORIOview™ ..... 9
- Using the buttons of the front panel .....10
- About modules .....13
  - About your Streaming media and 4K playback input module .....14
  - Streaming media and 4K playback input module - quick start guide ..... 15
- Hardware recommendations ..... 20

## About your CORIOview™

CORIOview is a multi-window processor that works with tvONE™ modules for a customizable experience. You can use your CORIOview in two different ways; as a presentation system with dynamic mode, and as a multiviewer with classic mode.

You can buy a preconfigured CORIOview, or a made-to-order CORIOview.

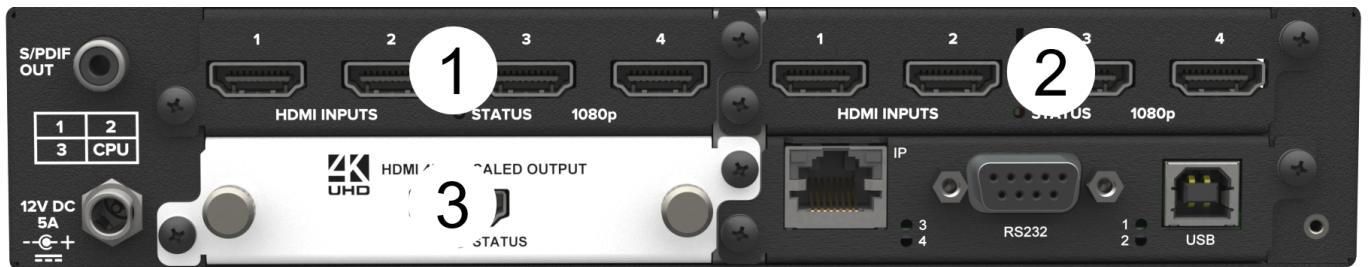
See a list of modules you can choose from to create a made-to-order CORIOview on page 13.

### Modes

CORIOview has two operating modes.

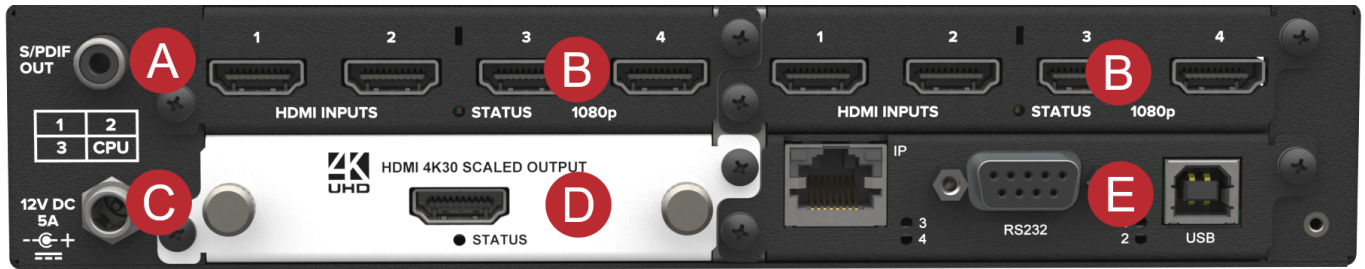
- In dynamic mode, use your CORIOview to present and share screens in a meeting or huddle room. You can connect up to eight presenters at once. Dynamic mode is also great for security monitoring.
- In classic mode, use your CORIOview to show up to eight video sources on a single display.

### Slots



Your CORIOview has three slots that can contain input or output modules. You can have up to two input modules and one output module.

## CORIOview rear panel



- |          |                       |   |
|----------|-----------------------|---|
| <b>A</b> | S/PDIF audio output   | Connect to audio device with RCA  |
| <b>B</b> | Input module (black)  | Connect to sources  |
| <b>C</b> | Power supply input    | Connect to the power supply that came with your CORIOview   |
| <b>D</b> | Output module (white) | Connect to displays<br><b>Note:</b> if you have more than one output port and connect two displays, they both show the same output.                       |
| <b>E</b> | CPU module            | Connect to your network with Ethernet<br>Optional: connect to serial controller with RS-232<br>Optional: connect directly to a PC with Ethernet or RS-232 |

## CORIOview mounting accessories

You can mount your CORIOview to a surface, rack, or ONERack system with our mounting accessories, sold separately. Ask your distributor about:

- RM-CV-1RU-SINGLE: ONERack mounting module for CORIOview
- RM-CV-1RU-DUAL: rack mounting kit for one or two CORIOview units
- RM-CV-1RU-HANDLES: handles for your rack mount unit
- RM-503-SRF: surface mounting kit for CORIOview

## Using the buttons of the front panel

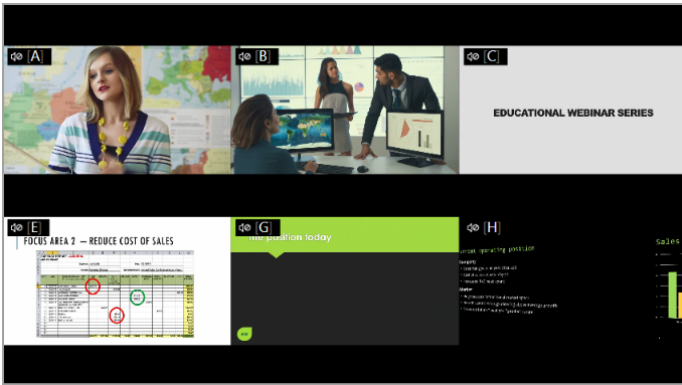
In dynamic mode, you can use the buttons of the front panel to choose an active presenter, choose how many presenters appear on your display, and choose which presenters appear. You can also cut all video to black, mute audio, lock the buttons, enter and exit standby mode, and turn on and off labels.

Presenters are sources. A presenter could be a person with a laptop, or could be a video source, for example, a camera feed.

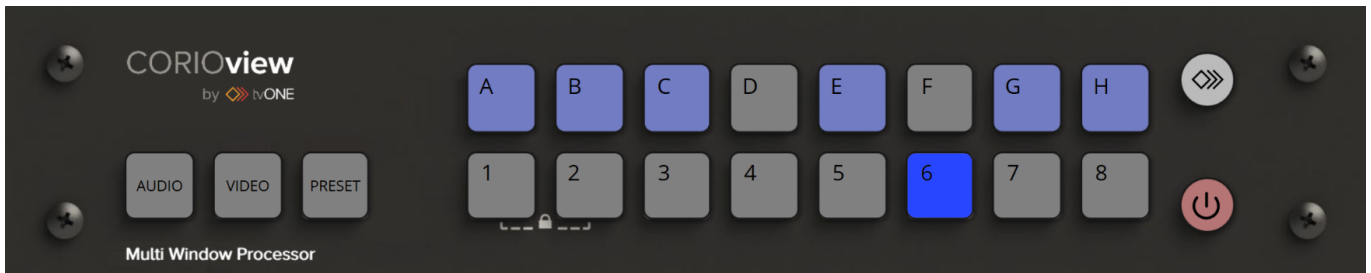
You can show multiple presenters on the same display by using either the lobby or presets. You can choose a presenter to be the active presenter. Active presenters appear in larger windows and can share audio.

### Using the lobby

When the PRESET buttons is unlit, all connected presenters appear in the lobby. The lobby changes dynamically to show all connected presenters together.



- To enter the lobby, if the PRESET button is lit, press the PRESET button, and then press 1.



In the lobby:

- The PRESET button is unlit.
- A button from 1-8 is lit to tell you how many presenters are connected.
- Buttons from A-H are lit dimly to tell you which presenters are connected.
- Your display shows all connected presenters.

## Using preset window layouts

If you want to show only specific presenters on your display, enable presets. When presets are enabled, the PRESET button is lit, and buttons 1-8 select presets.

Presets are layouts that show a specific number of windows, and specific presenters or sources.

- To enable presets, press PRESET.
- To select a preset, press a lit button from 1-8.



When PRESET is lit:

- Buttons from 1-8 are lit dimly to tell you which presets are available.  
The number of connections available depends on the number of input ports you have.
- A button from 1-8 is lit more brightly to tell you how many windows appear on your display.
- Buttons from A-H are lit dimly to tell you which presenters are connected.
- Your display shows the number of windows you selected.



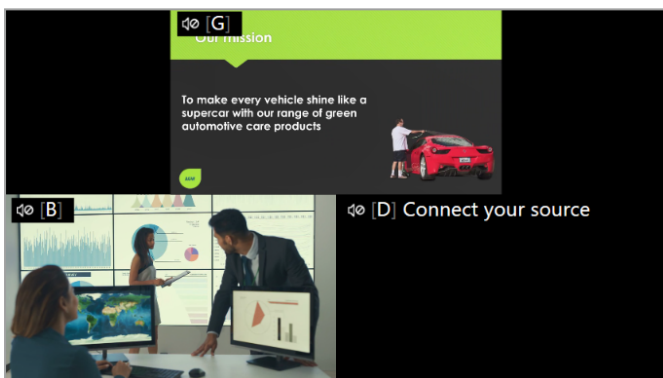
If you haven't customized your presets, the windows fill up in alphabetical order.



## Customizing presets

You can choose which presenters appear in which windows when you use presets. Customized presets save on your device, so they're there next time you choose that preset.

1. Press and hold the button for the preset you want to customize.  
For example, if you want to customize which presenters appear in the three windows of preset 3, press and hold button 3.
2. For each window, press a button from A-H.  
The presenters you chose now appear in the windows you chose, even if they're not connected.



3. To cancel during customization, press PRESET.

## Choosing an active presenter

The active presenter appears in a larger window and can share audio.

- Press a lit button from A-H to choose the active presenter. All other connected presenters appear as thumbnails below the active presenter.
- Press the button again to switch between showing the chosen presenter full screen and with thumbnails.
- If you're using the lobby, press any number button to return to the lobby.
- If you enabled presets, press the number button for the preset you want to return to.

## Locking the buttons of the front panel

- To lock or unlock the buttons of the front panel, press and hold buttons 1 and 2.  
When the front panel is locked, only buttons 1 and 2 are lit dimly.

## Window labels

You can show or hide labels that tell you which presenter appears in which window. If someone is presenting full screen, the label shows for three seconds and then hides.

- To show or hide labels, press .

## Cutting video to black and muting audio

You can cut all video to black and mute all audio.

- Press VIDEO. When VIDEO is lit, all presenters are cut to black and muted.



## Muting audio

You mute and unmute audio. Only the active presenter can share audio.

- Press AUDIO. When AUDIO is lit, all presenters are muted.

## Entering and exiting standby mode

In standby mode, your CORIOview reduces power and does not display content.

- To enter and exit standby mode, press and hold .  
When your CORIOview is in standby mode, the  button is lit red and other buttons are not lit.

## About modules

CORIOview™ supports the following modules. You can have one output module, and up to two input modules. Each module supports specific connections, but our range of adapters means you can connect almost any type of source or display to your CORIOview.

Output modules with more than one port support up to two displays, both showing the same cloned output.

### Input modules

Module	Product number	Connections
4K 30 HDMI input module, two inputs	CV-HDMI-4K-2IN-FF	2 x HDMI up to 4096x2160 @30 HDMI compatible and HDCP compliant
HDMI input module, four inputs	CV-HDMI-4IN-FF	4 x HDMI up to 1920x1080 @60 HDMI compatible and HDCP compliant
Universal DVI input module	CV-DVIU-2IN-FF	2 x DVI-U (HDCP compliant, and HDMI compatible with an adapter)
HD/SD-SDI input module	CV-HDSDI-4IN-FF	4 x HD/SD-SDI using BNC For co-axial cables
HDBaseT input module	CV-HDBT-2IN-1 ETH-FF	2 x HDBaseT For CATx cables Supports up to 2 x 4K @30Hz, or 1 x 4K @60 Hz
3G-SDI input module, two inputs	CV-3GSDI-2IN-FF	2 x 3G/HD/SD-SDI using BNC For co-axial cables
3G-SDI input module, four inputs	CV-3GSDI-4IN-FF	4 x 3G/HD/SD-SDI using BNC For co-axial cables
Streaming media and 4K playback input module Read more about the Streaming media and 4K playback input module on page 14.	CV-AVIP-IN-1 USB-1 ETH-FF CV-AVIP-IN-1 USB-1 ETH-128-FF	1 x USB 2.0/3.0 1 x Ethernet

## Output modules

Module	Product number	Connections
3G-SDI scaled output module	CV-3GSDI-SC-2OUT-FF	2 x 3G/HD/SD-SDI using BNC, with scaling For co-axial cables
4K30 scaling output module	CV-HDMI-4K-SC-1OUT-FF	1 x HDMI up to 4K @30 Hz (UHD)
DVI-I scaled output module	CV-DVI-I-SC-2OUT-FF	2 x DVI-I (HDCP compliant)
HDBaseT™ scaled output module	CV-HDBT-SC-2OUT-1ETH-FF	2 x HDBaseT For CATx cables

## Adapters

You can use our adapters to connect any of the following formats to the DVI modules. Unless stated, you can use all of these adapters with both DVI-I and DVI-U modules.

Adapter	Product number	Male connector	Female connector
HDMI adapter	CMD1941	DVI	HDMI
Analog PC adapter	ZDH2040	DVI	VGA
Analog RGBHV adapter	ZDB-2038	DVI	Analog RGBHV
YPbPr/YUV adapter	ZDR2042	DVI	YPbPr/YUV
YPbPr/YUV adapter cable	ZDB2044	DVI	YPbPr/YUV
YC (S-Video) adapter	ZDB2048	DVI-U only	2 x composite video
YC (S-Video) adapter	ZDS2046	DVI-U only	4-pin mini-DIN
Composite video adapter	ZDC2050	DVI	BNC

## About your Streaming media and 4K playback input module

The Streaming media and 4K playback input module allows you to decode and play:

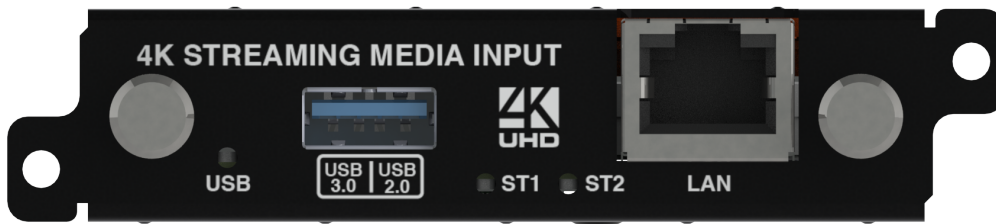
- Media and images from a USB drive
- Media and images from internal storage
- Video streams from IP sources.

Sources include streaming server, and any device used with an IP encoder, for example, the Magenta™ Encoder-100.

## Features

- Play two simultaneous channels of media, including IP streams
- Play video clips from USB drive up to 4K @30 Hz
- Play single IP streams up to 100 Mb/s
- Play dual IP streams up to 40 Mb/s
- Play still images up to 8K
- Play streams with low latency
- Play media from streaming server
- Create and save up to 20 playlists
- Primary channel supports up to 4K @30 Hz

- Secondary channel supports 1080p @60 Hz
- IP streams up to 4K @30 Hz
- Full resolution and frame rate scaling
- Start playing media when your CORIOview™ starts
- Supports USB 3.0
- 16 or 128 GB internal storage



**USB (LED)** Indicates the status of the USB drive. Green means that the USB drive is working correctly. Red means that the USB drive is over current.

**USB 3.0** Connect a USB drive to play media directly.

**USB 2.0** For best results, we recommend using quality USB drives compatible with USB 3.0.

**ST1 (LED)** Indicates the status of the card. Green means that the card is working correctly. Red means that the card is starting, or that there is a problem.

**ST2 (LED)** Indicates the status of the module. Green means that the module is working correctly. Red means that the module is starting, or that there is a problem.

**LAN** Connect an Ethernet cable to play media over IP.

If any status indicator stays red, restart your CORIOview. If that doesn't work, contact tvONE support. Contact details are at the back of this guide.

Read more about your Streaming media and 4K playback input module in the Streaming media and 4K playback input module Quick Start Guide QSG-CM-AVIP-IN, or in tvONEhelp.

## Streaming media and 4K playback input module - quick start guide

### Setting up the Streaming media and 4K playback input module

1. Connect your cables and power on your CORIOview™.

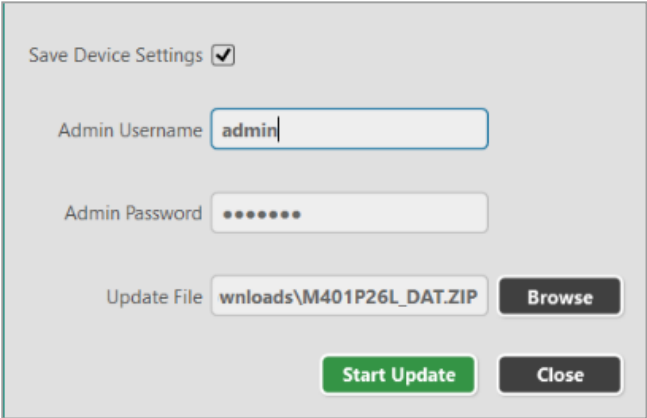
To stream media, connect an Ethernet cable to the Streaming media and 4K playback input module, or connect a USB drive to play media directly.

✔ For 4K media, use a good quality, high-speed 3.0 USB drive.



Make sure your CORIOview is connected to your display devices and to an AC power outlet.

2. Download the latest firmware for your CORIOview from [tvone.com/firmware-updates](http://tvone.com/firmware-updates).
3. Download the latest version of CORIODiscover and CORIOgrapher from [tvone.com/software](http://tvone.com/software).
4. Use CORIODiscover to update your firmware.

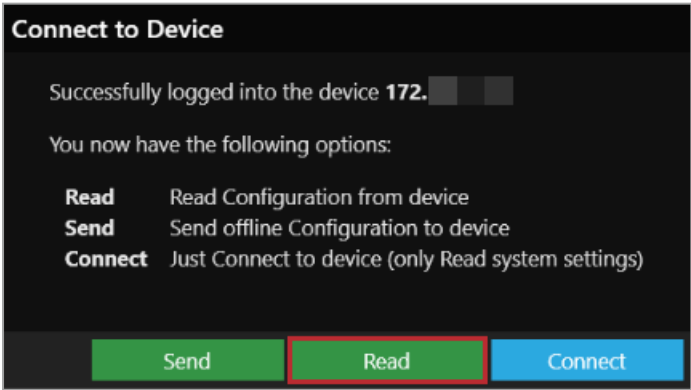


Read more about updating firmware on page 89.

✔ If you need help with any of the following steps, select ? in CORIOgrapher and search, or ask a question.


### Connecting to CORIOgrapher™ and choosing network settings

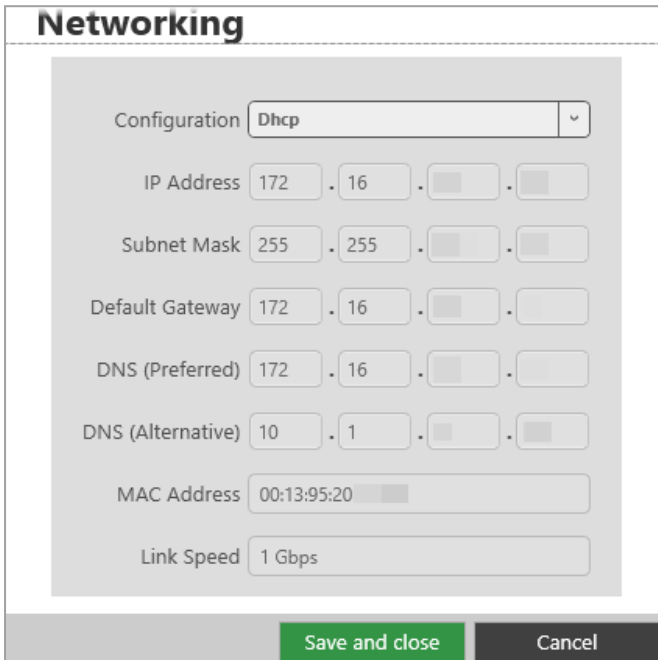
1. Open CORIOgrapher, connect to your CORIOview, and read the configuration from your device.



2. **OPTIONAL:** if you only want to play media from a USB drive, you don't need to do this step. If you want to stream media over IP, choose network settings for your Streaming media and 4K playback input module.

Select  > Module Configuration.

Find the Streaming media and 4K playback module that you want to set up, and select  > Configure.

The screenshot shows a 'Networking' configuration dialog. It has a 'Configuration' dropdown menu set to 'Dhcp'. Below are input fields for 'IP Address' (172.16.0.0), 'Subnet Mask' (255.255.0.0), 'Default Gateway' (172.16.0.0), 'DNS (Preferred)' (172.16.0.0), and 'DNS (Alternative)' (10.1.0.0). There are also fields for 'MAC Address' (00:13:95:20) and 'Link Speed' (1 Gbps). At the bottom are 'Save and close' and 'Cancel' buttons.

If you choose DHCP, the network assigns you an IP address.

If you choose a static IP address:

- Enter a value for your IP address and subnet mask.
- If you want to stream from the internet, enter a value for your gateway.
- If you want to refer to a source by name, enter a value for DNS.




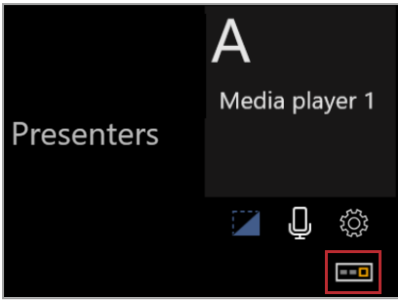
**Static IP address**

If you choose a static IP address, make sure you enter a unique value for your IP address. Using the same IP address for multiple devices can cause your devices to disconnect.

If you need help with network settings, contact your network administrator.

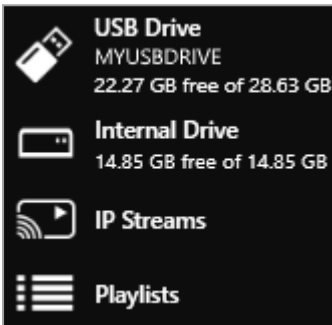
## Playing media and streams

1. From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



From Properties, select (Media Player) Manage.

2. Select your media source.



Your media items appear as icons.



Still image



Saved stream



Video clip



Found encoder

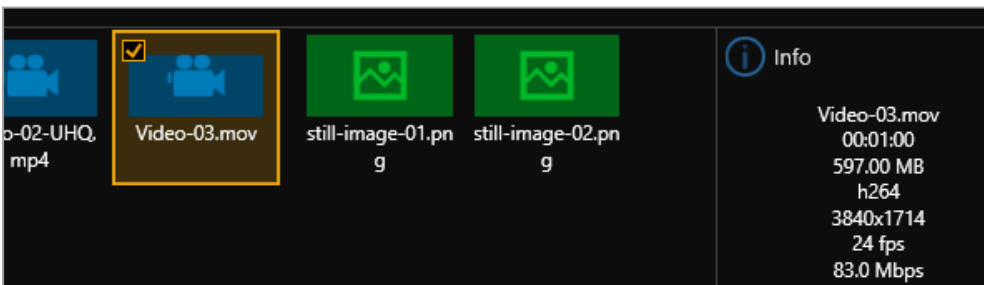


Playlist

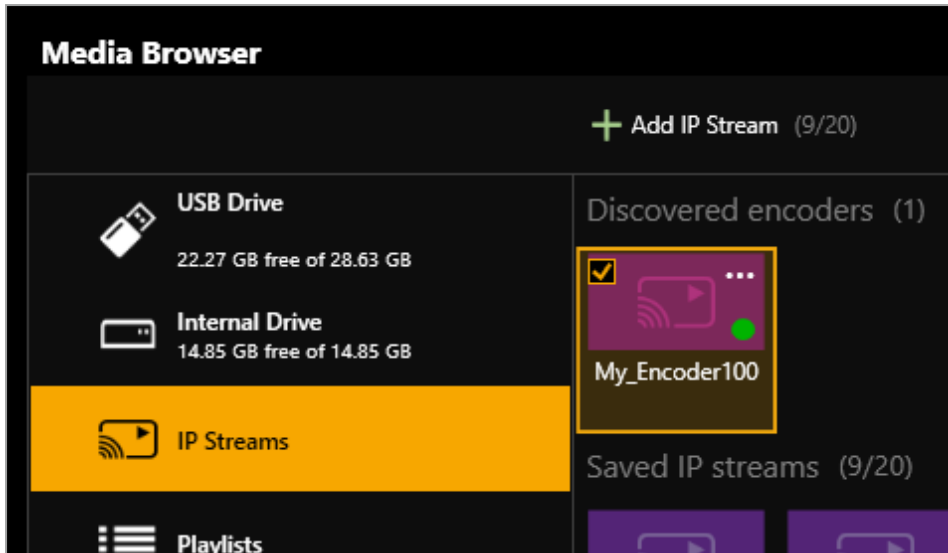


Found encoder, streaming

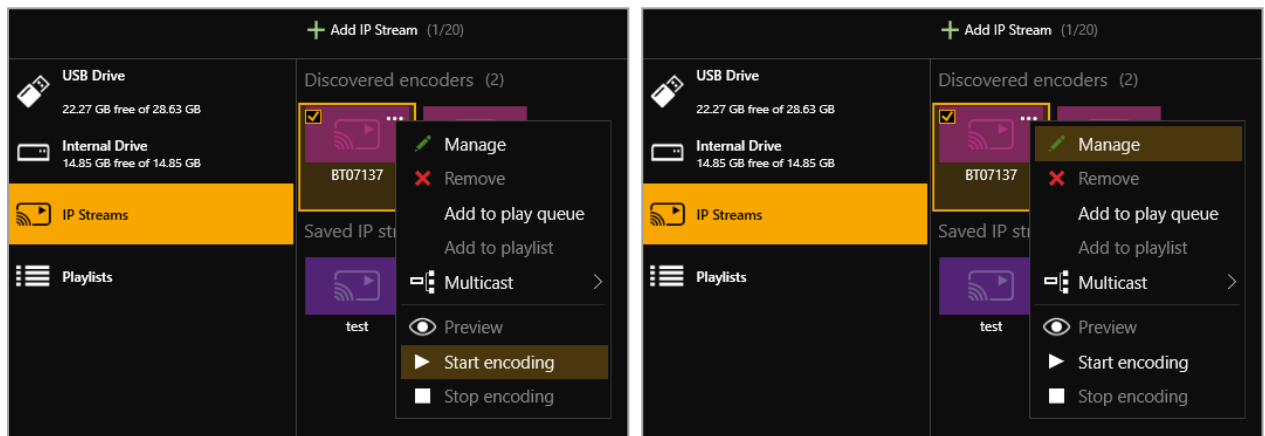
Information about the media item appears on the right.



3. **OPTIONAL:** if you want to stream media, add your streams.
  - If you want to stream from an Encoder-100, check that it is encoding. Look for the green spot.

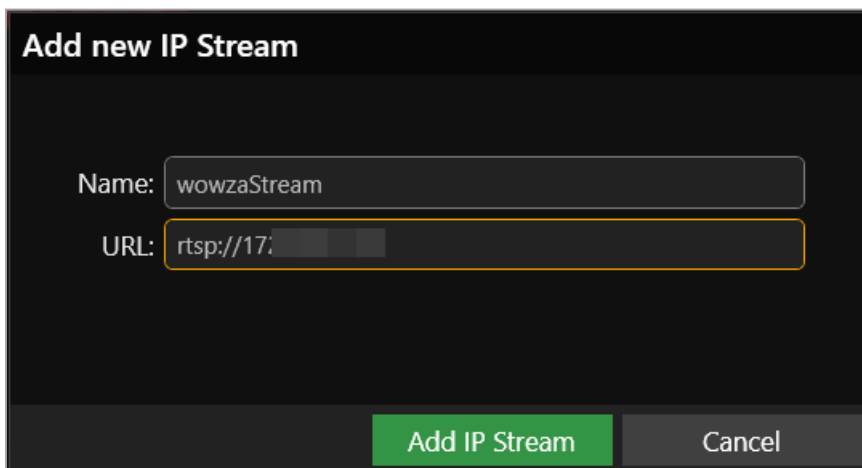


If the encoder is not encoding, you might need to start or configure it.



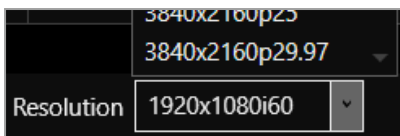
Read about the Encoder-100 at [help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-about-E100.htm](http://help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-about-E100.htm)

- If you want to stream from the internet, or from an encoder that does not appear in Discovered encoders, add the stream. Select IP Streams > Add IP Stream and enter a useful name and the URL of the media stream.



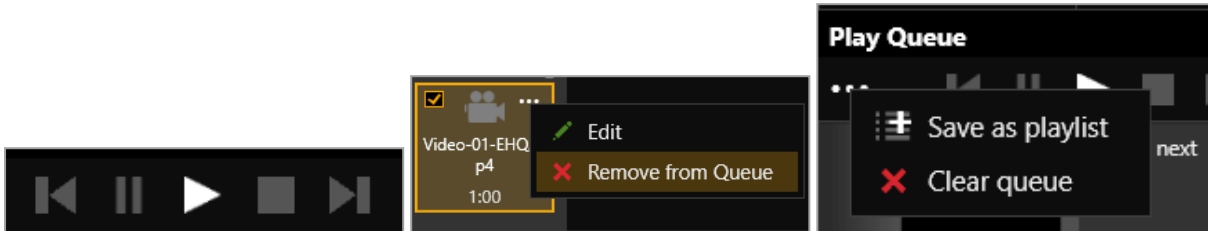
4. Choose a resolution for your media stream.





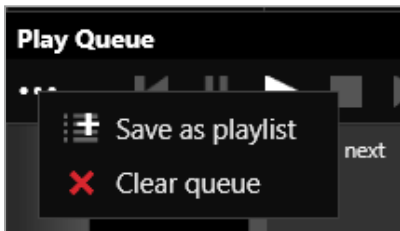
Read tips and recommendations for choosing the best resolution on page 77.

5. Drag media items and streams into the play queue and use the playback controls to play your media. Check that the media is playing on your video wall.
6. Use the playback controls to start, stop, pause, skip to the next item, and return to the previous item. You can select and delete media items, or clear the entire play queue.



To loop the play queue, first stop playback, and then select

7. **OPTIONAL:** you can save your play queue as a playlist.



You can also create playlists in the playlist editor.

Read about creating and managing playlists on page 66.

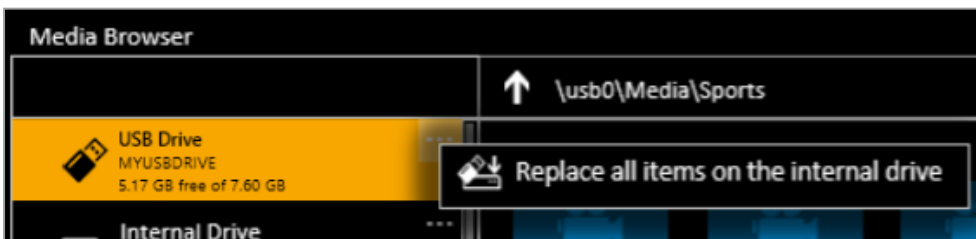
## Setting up the internal drive

You can save media items from your USB drive to the internal drive.

When you first set up your internal drive, it is useful to copy the entire contents of your USB drive to the internal drive. All your media items and folders are copied to the internal drive for pathways up to 480 characters, or fewer, depending on the language you use.

- ! Unsupported items are also copied to the internal drive. You can't see these items but they still take up space. Check that your USB drive contains only supported items before you start. See a list of supported items on page 14.

- Select (USB Drive)•••> Replace all items on the internal drive.



Read about creating and managing playlists on page 74.

## Hardware recommendations

At tvONE, we design our products to the highest quality standards. To get the best results from our products, we recommend that you use the best quality connectors, cables, and adapters. Consider the points below when you choose accessories and position equipment.

- For best results with HDMI/DVI, use cables under 15 m long, or shorter if you use connection adapters. If you need to place your products more than 15 m apart, use a signal extender.  
See our range of signal extenders at [tvone.com/signal-extension-systems](http://tvone.com/signal-extension-systems).
- For best results with HDMI, use High Speed or Premium High Speed HDMI cables.
- In industrial environments, use shielded Ethernet cables.  
Shielded Ethernet cables are often marked F/UTP or FTP. Use shielded Cat 6 cables with HDBaseT input and output modules and Streaming media and 4K playback input modules.
- Use good quality USB 3.0 drives.

## Set it up

This section contains everything you need to know about installing and setting up your CORIOview™.

### In this section

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# Planning and installing hardware

## Video tearing



Using a mixture of frame rates and/or resolutions can cause video tearing. For best results, make sure your display and sources use the same frame rate.

## Planning your installation

For best results, consider these questions before you start installing your hardware, and write a plan.

Display:

- What size is the display?
- What is the native resolution of the display?
- Do you need a display that supports HDCP (High-bandwidth Digital Content Protection)?
- Do you need a projector?

Sources or inputs:

- What types of source do you need?
- What is the native resolution of each source?
- What is the frame rate of each source?
- Will the sources be available at all times that the CORIOview is operating?
- Is there any switching or processing before the source reaches your CORIOview?

Positioning and location:

- Availability of electrical outlets
- Distance from CORIOview to sources and display

For best results, use cables under 15 m long, or shorter if you use connection adapters. If you need to place your CORIOview more than 15 m away from your sources or displays, use a signal extender.

Read about our adapters on page 14.

See our range of signal extenders at [tvone.com](http://tvone.com).

- Installation environment  
In industrial environments, use shielded Ethernet cables.

## Installing hardware

Once you have planned and collected your hardware, you can set it up. First, install your displays and place any static sources. Connect your displays to your output modules and your sources to your input modules, and connect cables to your input modules for any dynamic sources, for example, laptops belonging to presenters.

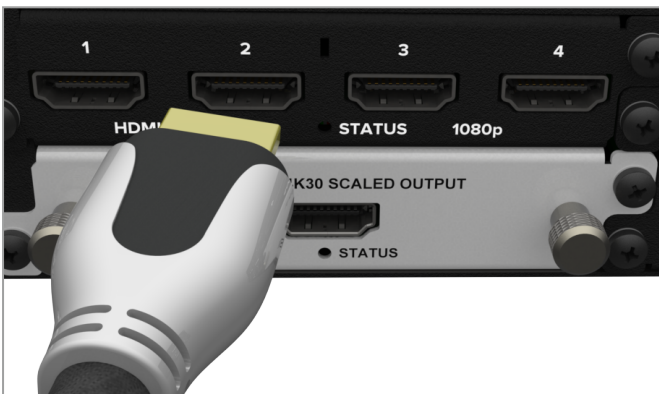
## Who can do this?

Anyone can do this task, but we recommend that you consult a qualified AV installer.

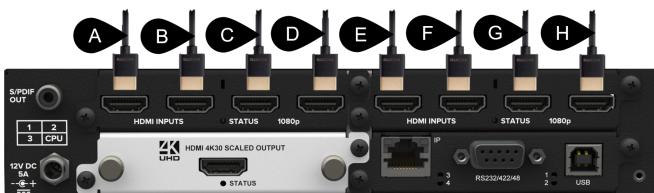
1. Position your sources. Follow the advice above when you choose where to put your sources.
2. Connect your display or projector to the output module of your CORIOview.



3. Connect your sources to the input modules of your CORIOview. Connect cables for any dynamic sources.



For best results, make a note of which source is connected to which port. If you want to use your CORIOview in classic mode, label your cables from 1 up to 8. If you want to use your CORIOview in dynamic mode, label your cables from A up to H.



4. Connect your CORIOview to your network. If you want to control your CORIOview with a serial controller, connect a serial controller.



5. Connect your CORIOview to an electrical outlet and power on.



You can now set up your inputs and output in CORIOgrapher.

## Setting up a CORIOview™ in CORIOgrapher™

When you've finished installing your hardware and connected everything to your CORIOview, you can set up your CORIOview in CORIOgrapher.

### In this section

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## CORIOgrapher™ system requirements

CORIOgrapher:




- Works with PCs running Windows® 7 and 10
- Works with Microsoft Surface Pros and similar touch screen devices  
Full support for touch screen devices is under development
- Installs Windows .NET 4.6, if you don't have it
- Needs 600 MB of disk space during installation
- Is approximately 60 MB in size once installed

## About CORIOgrapher™

CORIOgrapher is the software that controls your CORIOview™. Depending on your operating mode, you can choose presenters and sources, customize layouts, add and edit label text, and configure system settings.

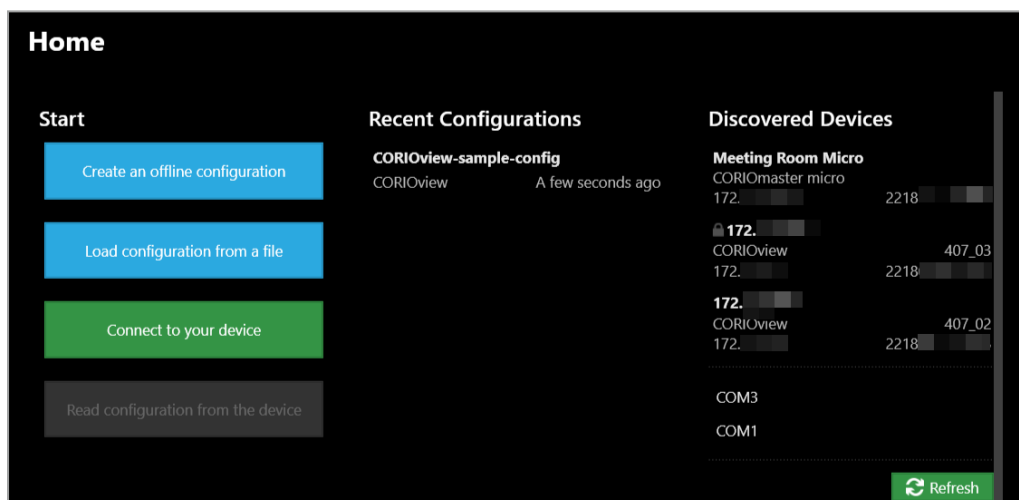
### CORIOgrapher main areas



	Enter standby mode.
Home	Home is where you connect to a CORIOview, load a configuration from a file, or create an offline configuration.
Dashboard	Dashboard is where you control the actions of your CORIOview.
	Settings is where you configure your system, network, modules, and more.
	? opens tvONE help.

## Getting started with CORIOgrapher™

When you first open CORIOgrapher, you see the Home window.



- If you've set up your hardware already, you can connect to your CORIOview™ and get information about its configuration of modules.
- If you haven't set up your hardware yet, you can create a configuration offline. Or, if you have one, you can load a configuration from a file. You can save your configuration, and send the configuration to your CORIOview later. You can also use saved configurations to configure other CORIOview units.

Read about setting up hardware on page 23.

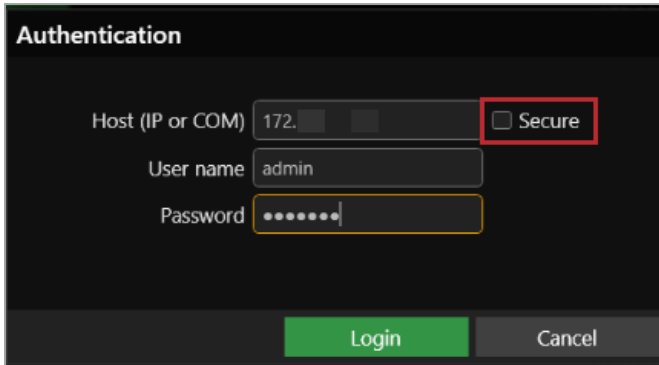
### To connect to your CORIOview and get its configuration

The easiest way to get started using CORIOgrapher is to get the configuration of inputs and outputs directly from your CORIOview.

1. From Home, select your CORIOview from Discovered Devices.  
If your CORIOview isn't in the list, select Refresh.  
If you can't see your CORIOview, read troubleshooting advice on page 91.

2. Enter your administrator login details.

When you first log in as an administrator, enter the username `admin` and password `adminpw`. Leave the Secure option clear.



If Host (IP or COM) doesn't contain an IP address, read troubleshooting advice on page 91.

3. When you have logged in to your CORIOview, select Read to get its configuration.
4. Choose your operating mode.

Read more about choosing an operating mode on page 37.

If you chose classic mode, you can now name your input and output ports.

Read about naming input and output ports on page 1.


If you chose dynamic mode, you can now customize your window labels.

Read about customizing window labels on page 51.

## To log in with secure mode

You can communicate securely with your CORIOview. To use secure mode, enable secure mode.

Read about enabling secure mode on page 30.

When secure mode is active, on Home you can see  next to the name of the CORIOview.

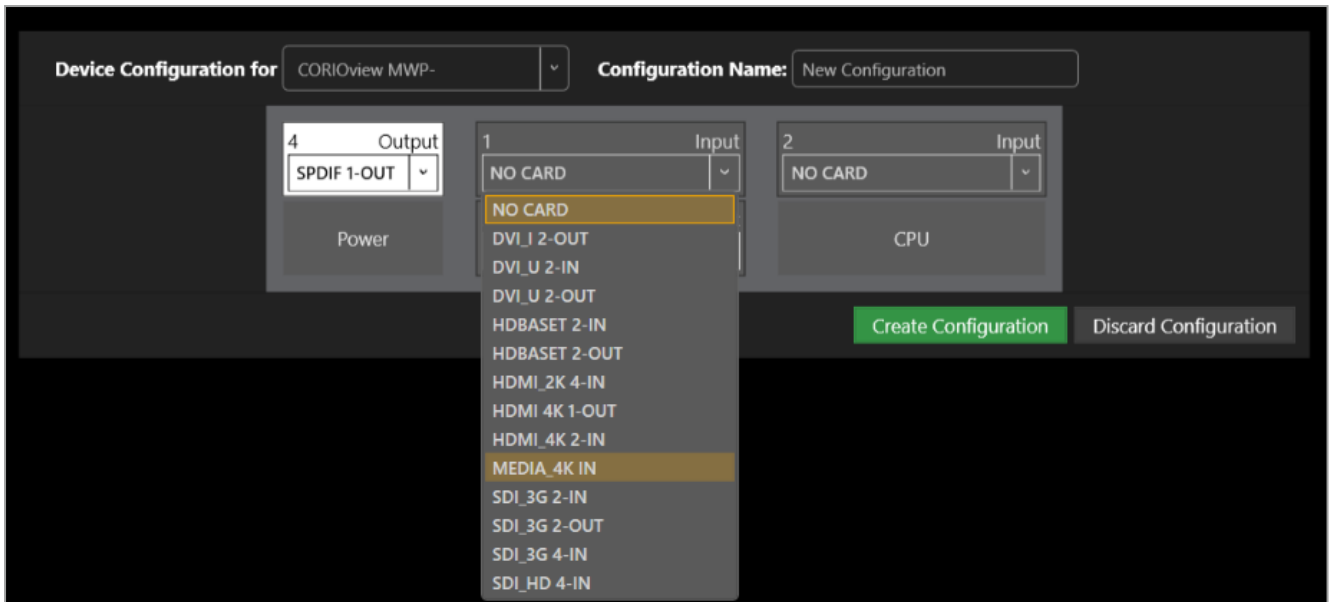
## To create a configuration offline

You don't need to be connected to a CORIOview to create a display, but you do need to recreate the configuration of your CORIOview so that you're using the correct inputs, outputs, and devices.

You can also create offline configurations to help you decide what hardware you need.

1. From Home, select Create an Offline Configuration.
2. On the Configuration Editor window, choose a device, and give your configuration a name.
3. For each slot, choose an input or output module from the list.





- The number of slots available depends on your device.
- You don't have to use all the slots.
- If you are creating a configuration for an existing CORIOview, match your configuration to the modules of your CORIOview.
- If you are creating a configuration to help you decide what modules you need, there are some guidelines on where to put your modules.

Read about the configuration of a CORIOview on page 9.

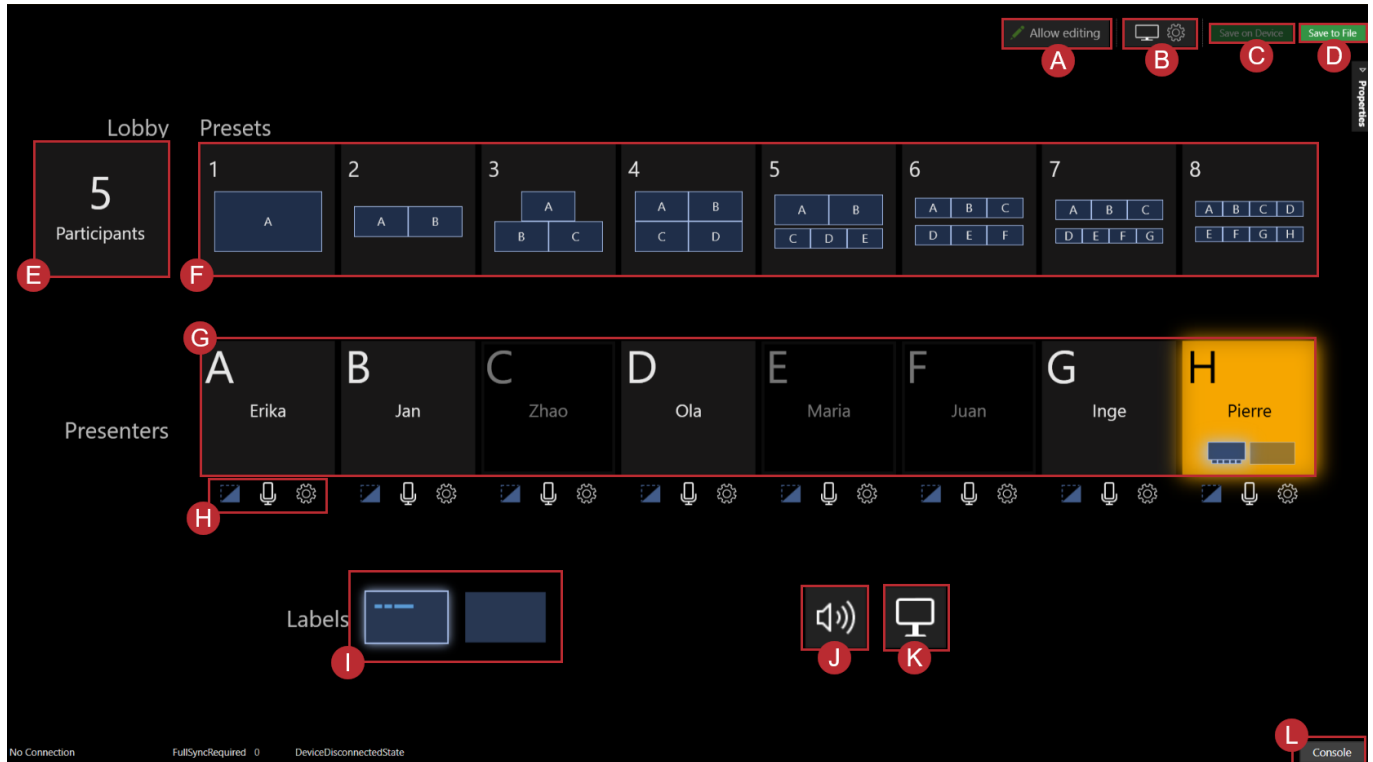
## To send a configuration to your CORIOview

You can send a configuration to your CORIOview from Home. You can either create a configuration offline, or load a saved configuration.

1. Create or load a configuration.
2. Select **Connect to your device** and enter your administrator login details.  
When you first log in as an administrator, enter the username `admin` and password `adminpw`.
3. Select **Send**.

## The dashboard

Use CORIOgrapher™ > Dashboard to enter the lobby, choose and customize presets, create window labels, select an active presenter, and more.



- |  |   |
|--|---|
| <p><b>A</b> Enable customizing of presets.</p>                         | <p><b>G</b> Select a presenter to be the active presenter. Select again to make the presenter full screen.</p>  |
| <p><b>B</b> Open display settings.</p>                                 | <p><b>H</b> For this presenter:</p> <ul style="list-style-type: none"> <li>▪  Cut video to black</li> <li>▪  Mute audio</li> <li>▪  Open settings, including window labels</li> </ul> <p>If you have a Streaming media and 4K playback input module:</p> <ul style="list-style-type: none"> <li>▪  Open media player</li> </ul> |
| <p><b>C</b> Save your current settings on your CORIOview™.</p>         | <p><b>I</b> Show or hide window labels.</p>   |
| <p><b>D</b> Save your current settings to a file on your computer.</p> | <p><b>J</b> Mute all audio.</p>   |
| <p><b>E</b> Show the lobby.</p>  | <p><b>K</b> Cut all video to black and mute.</p>  |
| <p><b>F</b> Select a preset layout.</p>                                | <p><b>L</b> View all commands sent to and received from your CORIOview.</p>   |

## Enabling secure mode

You can use secure mode to encrypt information you send and receive from your CORIOview™.

### About secure mode

Secure mode uses HTTPS to encrypt all communication between CORIOgrapher™, or another secure controller, and your CORIOview. HTTPS encryption uses TCP port 443.

Secure mode only works on CORIOview units with a real time clock installed in the CPU module.

When secure mode is active, in Home you can see  next to the name of the CORIOview.

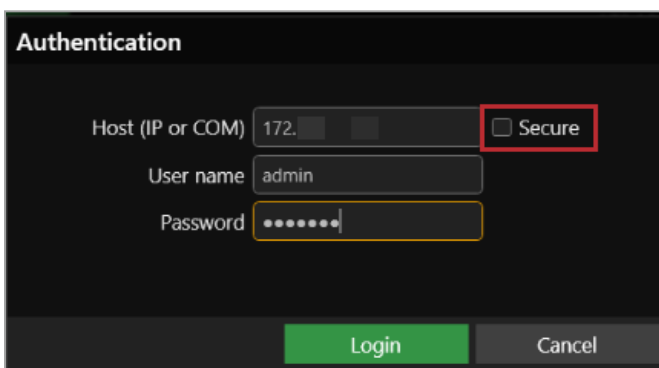


Secure mode disables unsecured connections over Ethernet. Unencrypted third-party controllers do not work over Ethernet when you use secure mode. You can still use unsecured controllers that are connected directly to your CORIOview, using the serial port of the CPU module.

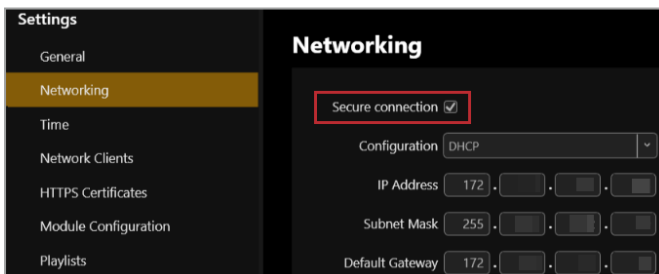
Read troubleshooting advice on page 93.

### Enabling secure mode

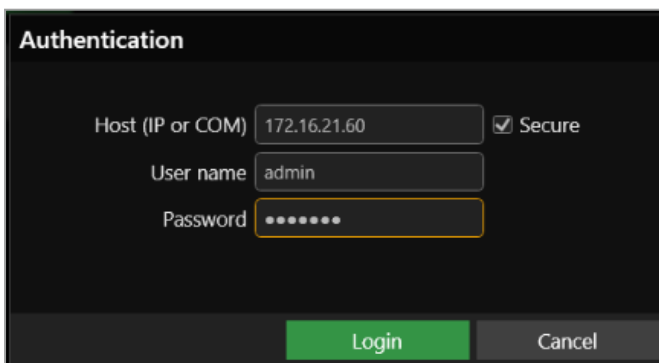
1. Clear the Secure option and log in to CORIOgrapher.



2. Select  > Networking.
3. Select Secure connection.



4. Select Save > Save.  
CORIOview restarts.
5. Select Secure and log in.




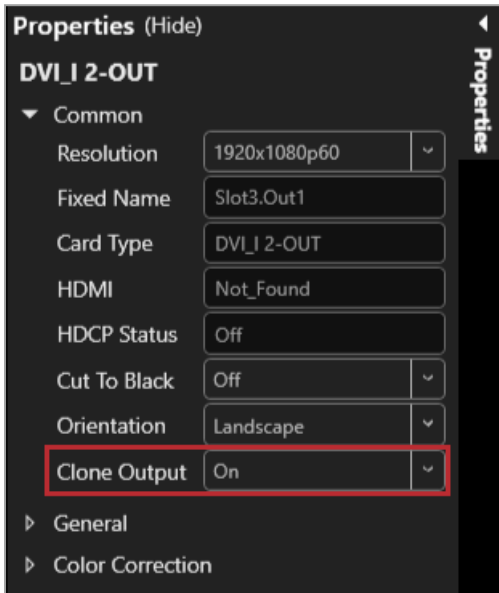
## Setting up a second display

If your output module has more than one output port, you can add a second display. CORIOview™ clones your output onto your second display. Both displays show the same output at the same resolution.

Read more about output resolution on page 31.

### To clone your output to a second display

1. From Dashboard, select .
2. From Properties > Clone Output select On.



## Setting an output resolution for your display


**!** If you have more than one display, your output is cloned onto the second display. Both outputs have the same resolution.

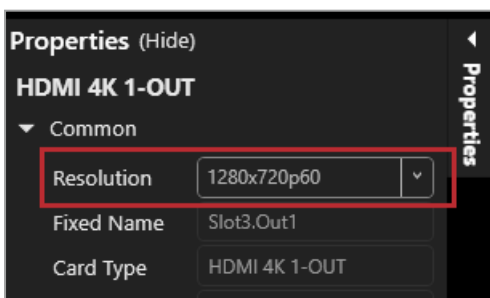
Before you set an output resolution for your display, make sure you have either loaded the configuration from your CORIOview™, or created an offline configuration.

Read about getting the configuration from your CORIOview on page 26.

Read about creating an offline configuration on page 27.

### To set the output resolution of your display

1. From Dashboard, select .
2. From Properties, select a resolution for your display.



If you have more than one display, select a resolution appropriate for your primary display.

## Testing your installation

You can test the picture and audio of your presenters, displays, and audio outputs.

This article assumes you have connected to your device in CORIOgrapher™, and are running dynamic mode. If you haven't yet connected to CORIOgrapher, see the testing instructions included in the quick start guide.

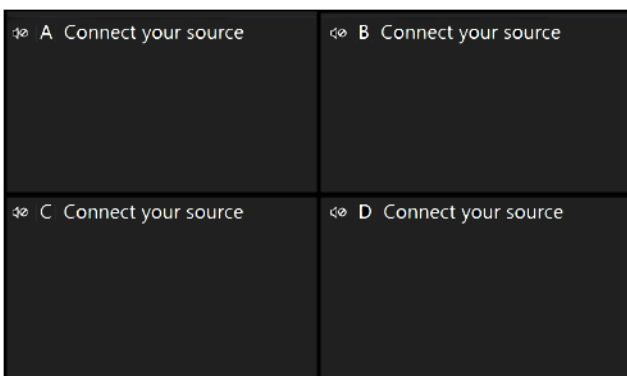
Read the quick start guide on page 3.

If you have more than one display, your output is cloned, or duplicated, on the second display. If your second display doesn't show any video, you might need to enable cloning.

Read more about cloning your display on page 31.

### To test your picture

1. Connect a source to every input, or connect a source to each input in turn and repeat this procedure for each input.  
If you have a Streaming media and 4K playback input module, in CORIOgrapher, make sure both channels of the media player are playing.
2. On the front panel, make sure AUDIO, VIDEO, and PRESET are all unlit. If any button is lit, press it.
3. Press any number button.  
You are now in the lobby.
4. Check that the number of presenters showing on your display matches the number of sources you connected. For example, if you have six inputs, you should see six windows playing content.
5. Make sure your sources are playing, check that each picture looks correct.



- ✘ Not the source you were expecting
- ✘ Black screen
- ✘ Display keeps dropping signal
- ✘ No image

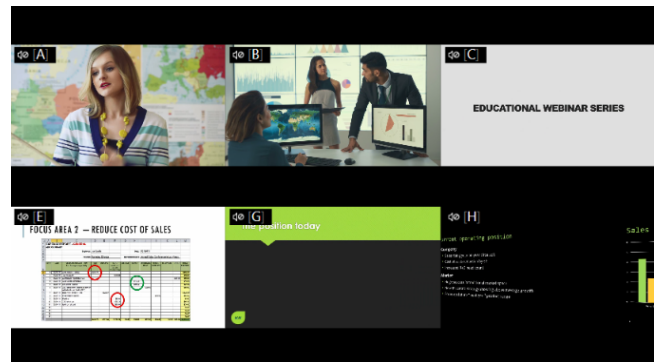
Possible causes:

- Source connected incorrectly
- Source not playing
- Source resolution not supported
- Display does not support HDCP
- Source does not support the required number of HDCP keys
- Poor quality or damaged cables
- You have an invalid or unsupported custom EDID file

You can now test audio.

If your test was not successful, you might need to contact tvONE support.


See contact details on page 106.



- ✔ Sources and display connected correctly

## To test audio for each presenter

Only the active presenter can share audio. To test audio for each presenter, make that presenter the active presenter.

1. Show labels on your display. To show labels, on the front panel, press .
2. On the front panel, make sure AUDIO, VIDEO, and PRESET are all unlit. If any button is lit, press it.
3. Make sure each connected source is playing audio.  
Read about supported audio file types on page 52.
4. Press a lit button from A-H. Check that you can hear audio.  
If you can't hear audio, the presenter might be muted in CORIOgrapher.  
Read more about muting and unmuting individual presenters on page 53.
5. If your test is successful, repeat for each presenter. Press the next lit button from A-H.

Read more about problems with audio on page 99.

## Settings

You can manage device settings, network settings, and user settings. You can also get information about your CORIOview™, and name your input and output ports.

### In this section

Device settings .....	34
Naming your CORIOview™ .....	34
Resetting your CORIOview™ to factory default settings .....	34
Backing up and restoring your settings .....	35
Changing the mode of your CORIOview™ .....	37
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Configuring network settings for your CORIOview™ .....	39
Configuring network settings for streaming media .....	41
Playlist settings .....	42
Renaming playlists and moving playlists between modules .....	43
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## Device settings

Administrators can configure settings for your CORIOview™, including creating and changing its name, and resetting the CORIOview to its factory default settings.

### In this section

Naming your CORIOview™ .....	34
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## Naming your CORIOview™

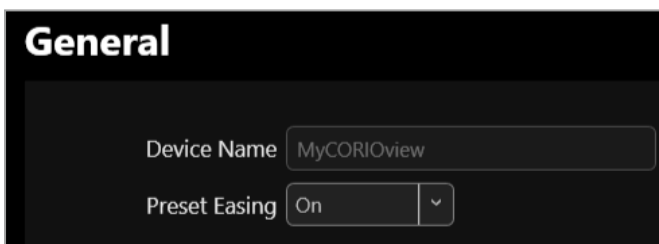
You can give your CORIOview a unique name.

### Why should I name my CORIOview?

If you have more than one CORIOview unit on your network, giving each unit a unique name can make it easier to find and log in to that unit quickly.

### To name your CORIOview

1. Select  > General.
2. Enter a name for your CORIOview.



## Resetting your CORIOview™ to factory default settings

### Why restore factory default settings?

If your CORIOview has become unstable, you have repeated errors that you can't fix, or you need to remove all settings and presets, you can reset your CORIOview to its factory default settings.

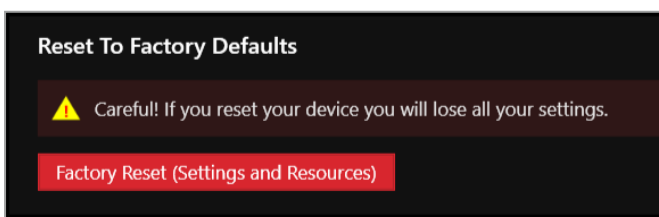
 When you reset your CORIOview to factory default settings, all of your settings and configurations are deleted.

Before you reset your CORIOview, you might want to back up your configuration. When you set up your CORIOview, you can restore your configuration.

Read about backing up and restoring your configuration on page 35.

### To reset your CORIOview to factory default settings

1. Select  > General.
2. Select Factory Reset.



## Backing up and restoring your settings

You can save your settings to a file on your CORIOview™, or to a file on your computer. You can restore your settings from either file. You can share a file saved on a computer between several CORIOview units that have the same configuration of modules.

### Backing up your settings on your CORIOview

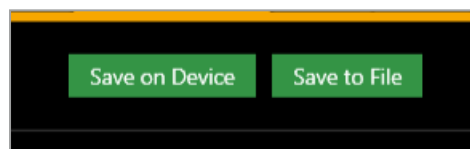
#### Settings that are saved on your CORIOview

All settings are saved to a backup file on your CORIOview, including:

- Presets
- Configuration, including custom names
- The play queue of a Streaming media and 4K playback input module
- Network settings
- Manually added streams

#### What isn't saved to your CORIOview

Work that you haven't saved to file, or saved to your CORIOview using Save on Device, isn't saved to a backup file on your CORIOview.



### To back up your settings on your CORIOview

1. Select ⚙️ > Backup and Restore > Backup.

### Restoring your settings from your CORIOview

1. Select ⚙️ > Backup and Restore.
2. Select Restore.

### Backing up your settings to a file on your computer

#### Settings that are saved on your computer

Most settings are saved to a backup file on your computer, including:

- Presets
- Configuration, including custom names
- Network settings
- Manually added streams
- Custom resolutions

**Note:** device name and network settings are saved as part of the backup file, but are not included when you restore settings to your device. This allows you to share the backup file between devices without causing conflicts with names and network settings.

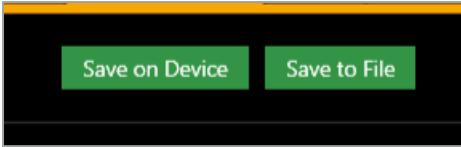
#### What isn't saved to your computer

The play queue and playlists of a Streaming media and 4K playback input module aren't saved to your computer.



## To back up your settings to a file on your computer

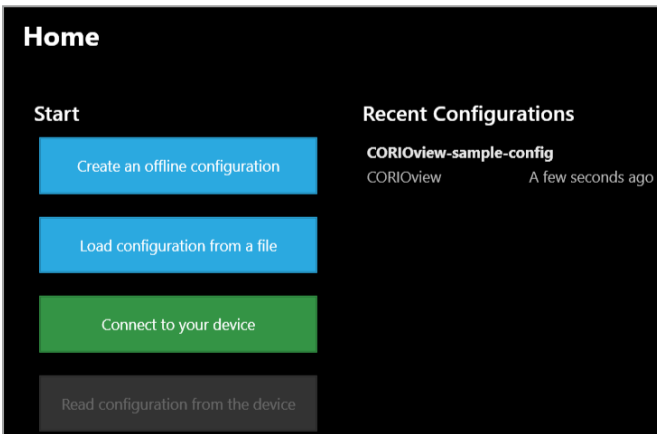
1. Select Dashboard > Save to File.



2. Choose a location for the file, and save.

## Restoring or copying settings from a file on your computer

1. Connect to the CORIOview that you want to update with saved settings.
2. Select Home.
3. Under Recent Configurations, select a saved file.



If you can't see your file in the list, select Load Configuration from a file and browse to your file.


## Problems sharing settings between CORIOview units

You can't share saved settings between devices with different configurations of modules.

You might not be able to copy settings from one CORIOview to another if they have very different firmware versions, or you might lose some data in the process.

## Changing the mode of your CORIOview™

Your CORIOview can run in two modes, classic mode and dynamic mode.

If you find that the mode you're using is too complex, or doesn't have the feature set you need, you can switch modes in  > General.

### Risk of losing settings



When you switch modes, CORIOview only keeps your network settings. Consider making a backup copy before you switch, in case you want to switch back again.

Read more about making a backup on page 35.

### I don't know which mode I'm using

Look at the front panel buttons.

On the front panel, press the PRESET button four times.

- If the PRESET button stays lit after multiple presses, your CORIOview is in classic mode.
- If the PRESET button alternates between lit and unlit with each press, your CORIOview is in dynamic mode.

Or, if you're using CORIOgrapher, connect to your CORIOview and take a look at the dashboard. If you see circles, your CORIOview is in classic mode. If you see squares, your CORIOview is in dynamic mode.

### Which mode do I want?

#### Classic mode

Classic mode gives you more control over features like audio, transitions, borders, and rotating your output. You can more fully customize your layout, choose your output resolution, and even rotate your displays into portrait mode. Use classic mode for more sophisticated activities, such as broadcast management and medical applications.

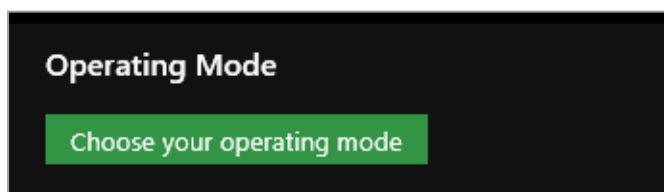
If you've had a CORIOview for a while running a firmware version below 409, you're already using classic mode.

#### Dynamic mode

Dynamic mode automates more of the features of your CORIOview. It has a simplified interface, automatic layouts, and is easier to use, even if you're not very experienced. As a result, dynamic mode is better for activities like running meetings and lectures, and security monitoring.

## To change the mode of your CORIOview

1. From  > General, select Choose your operating mode.



2. Select a mode.  
CORIOgrapher restarts.

# User settings

Administrators can create and edit users, change user roles, and enable specific timeout times. Users and power users can change their own passwords.

## In this section

- Creating and editing users ..... 38
- Changing other users' passwords .....39
- Changing your own password ..... 39

# Creating and editing users

You can create and edit users, change user roles, and enable specific timeout times. You can have up to four additional users.

## Who can do this?

Administrators can do this task.

### What are user roles?

CORIOgrapher has three types of user. Only the administrator role is currently supported. You can assign other roles to users, but all users can perform all tasks.

### Why set a timeout time?

By default, a connection to a CORIOview must stay active, or it is disconnected after five minutes. An active connection sends at least one command to the CORIOview™ every five minutes.

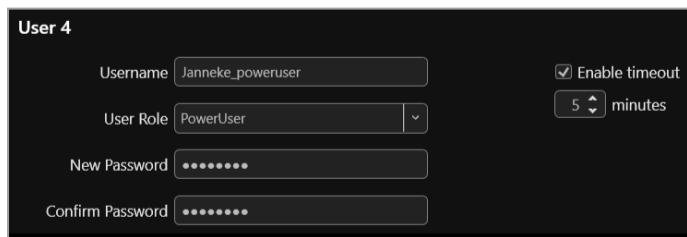
To stay connected while idle for more than five minutes, set a longer timeout time for each user. You can also allow the user to stay connected permanently, with no timeout time, by clearing the Enable timeout option.

#### Locking out other users



CORIOgrapher only allows one connection at a time. If you allow any user to connect permanently, or with a long timeout time, they can lock out other users. This can also prevent commands from other devices reaching the CORIOview™. If you want to allow multiple users to control a CORIOview, use our REST API with WebSocket events.

## To create a new user, or edit an existing user



1. Select > Users.
2. To create a new user, choose an empty slot. To edit an existing user, find that user's details.
3. Enter a username.  
Usernames must start with a letter, and can contain only letters, numbers, and underscores.
4. Select a user role.
5. Enter a password in the New Password box and the Confirm Password box.

Passwords must be between 5 and 32 characters, must start with a letter, and can contain any combination of alphanumeric characters and symbols. Passwords cannot contain spaces.

6. Select the **Enable timeout** option, and enter or select a timeout time from 1–540 minutes.

 tvONE recommends a timeout time from 1-5 minutes.

7. Select **Save**.


## Changing other users' passwords

You can make changes to other users' accounts.

### Password rules

Passwords must be between 5 and 32 characters, must start with a letter, and can contain any combination of alphanumeric characters and symbols. Passwords cannot contain spaces.

### To change other users' passwords


1. Select  > **Users**.
2. Find the user whose password you wish to change and enter the new password in the **New Password** box.
3. Enter the same password in the **Confirm Password** box and select **Save**.

## Changing your own password

### Password rules

Passwords must be between 5 and 32 characters, must start with a letter, and can contain any combination of alphanumeric characters and symbols. Passwords cannot contain spaces.

### To change your password

1. Select  > **Users**.
2. Find your user details and enter your new password in the **New Password** box.
3. Enter the same password in the **Confirm Password** box and select **Save**.

## Network settings

Administrators can configure network settings for CORIOview™ units and Streaming media and 4K playback input modules.

### In this section

Configuring network settings for your CORIOview™ .....	39
Configuring network settings for streaming media .....	41

## Configuring network settings for your CORIOview™

You can choose a DHCP or static IP address, and configure your static IP settings.

### Before you start


If you want to use a static IP address, you need some information about the range of available IP addresses on your network. Your network administrator should be able to help you.

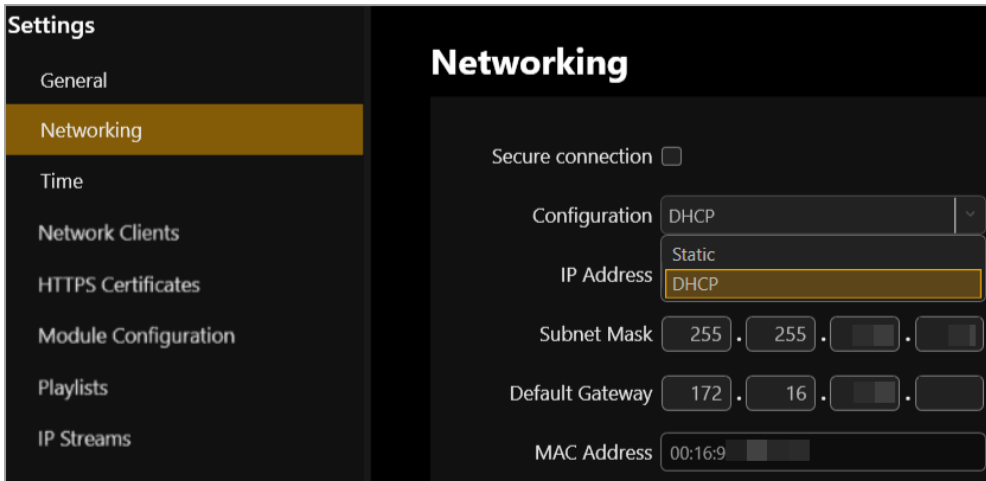
#### Static IP address



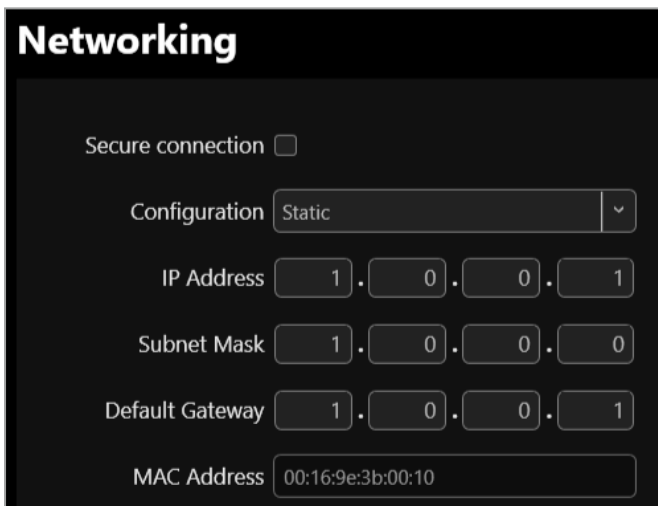
If you choose a static IP address, make sure you enter a unique value for your IP address. Using the same IP address for multiple devices can cause your devices to disconnect. Contact your network administrator for help.

## To configure network settings for your CORIOview

1. In CORIOgrapher, select  > Networking.
2. Choose an IP configuration.



- If you choose DHCP, an IP address is assigned to you.
  - If you choose Static, the last static IP address you saved is available to edit. If you haven't previously saved a static IP address, default values for a static IP address are available to edit.
3. **OPTIONAL:** Configure your static IP address.



- Enter a value for your IP address and subnet mask.
- If your CORIOview and PC are on different networks, enter a value for your gateway.

If you need help with network settings, contact your network administrator.

## Configuring network settings for streaming media

If you want to stream media over your network, or from the internet, configure the network settings for your Streaming media and 4K playback input module.

If you only want to use your Streaming media and 4K playback input module to play media from a USB drive, you don't need to configure network settings.



### About static IP addresses

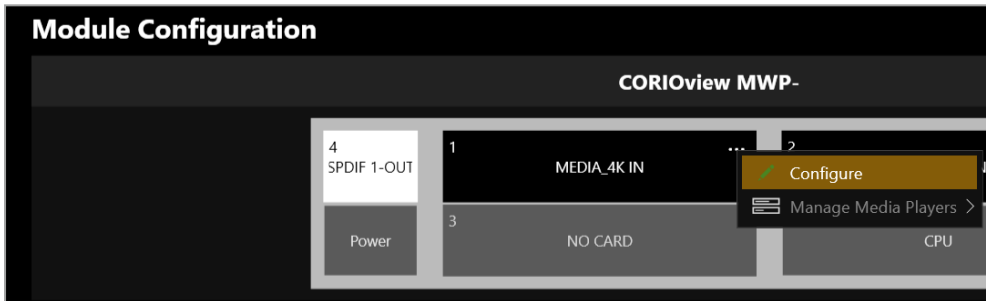
If you want to use a static IP address, you need some information about the range of available IP addresses on your network. Your network administrator should be able to help you.

#### Static IP address

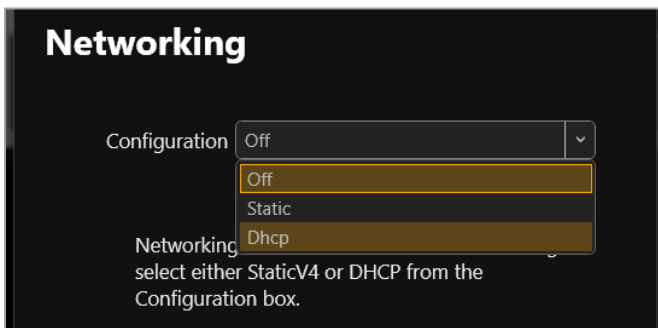
- ! If you choose a static IP address, make sure you enter a unique value for your IP address. Using the same IP address for multiple devices can cause your devices to disconnect. Contact your network administrator for help.

### To configure network settings for streaming media

1. In CORIOgrapher, select  > Module Configuration.
2. Find the Streaming media and 4K playback module that you want to set up, and select  > Configure.

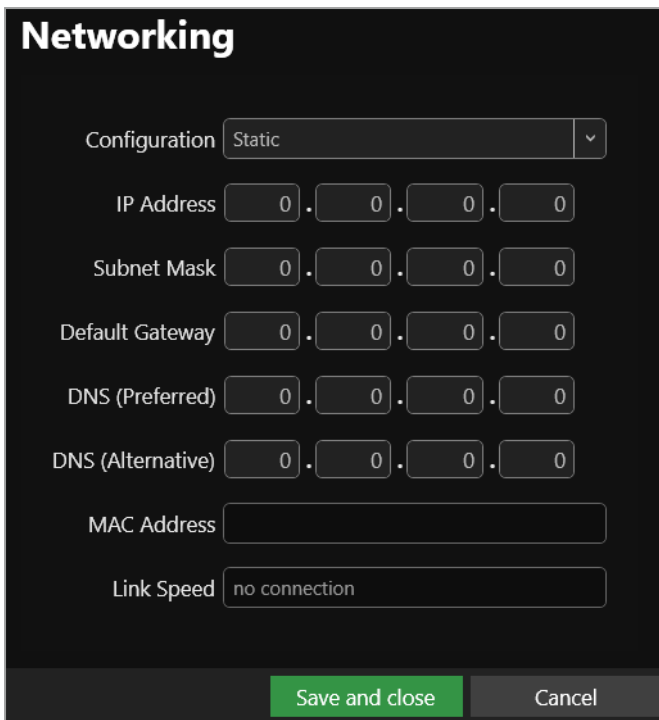


3. Choose an IP configuration.



- If you choose DHCP, an IP address is assigned to you.
- If you choose Static, the last static IP address you saved is available to edit. If you haven't previously saved a static IP address, default values for a static IP address are available to edit.



4. **OPTIONAL:** Configure your static IP address.

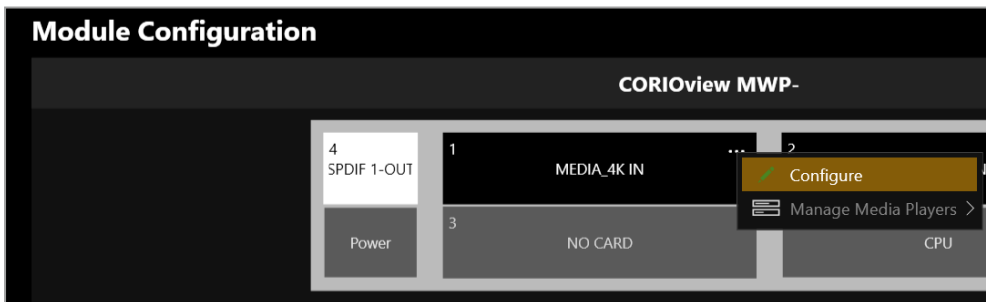


- Enter a value for your IP address and subnet mask.
- If you want to stream from the internet, for example from a Wowza server, enter a value for your gateway.
- If you want to refer to a source by name, enter a value for DNS.

If you need help with network settings, contact your network administrator.

### Finding the MAC address of your Streaming media and 4K playback input module

1. In CORIOgrapher, select  > Module Configuration.
2. Find the Streaming media and 4K playback module that you want to set up, and select  > Configure.



3. Read the MAC address.

## Playlist settings

If you have a Streaming media and 4K playback input module, you can view the status of your playlists, delete all playlists or individual playlists, move playlists between modules, and rename playlists.

### In this section

Renaming playlists and moving playlists between modules .....	43
Deleting playlists .....	43

## Renaming playlists and moving playlists between modules

You can see a list of all your playlists on all your Streaming media and 4K playback input modules. You can rename your playlists and move them between modules.

### Renaming your playlists

1. In CORIOgrapher, select ⚙️ > Playlists.
2. Find the playlist you want to rename, and enter a new name.

Number	Name	Module	Resolution	
1	<input type="text" value="Playlist1"/>	Slot1	1920x1080p60	<a href="#">Remove</a>
2	<input type="text" value="Playlist2"/>	Slot1	1920x1080p60	<a href="#">Remove</a>
3	<input type="text" value="Playlist3"/>	Slot1	1920x1080p60	<a href="#">Remove</a>

### Moving playlists

1. In CORIOgrapher, select ⚙️ > Playlists.
2. Find the playlist you want to move and select a module from the list.

Number	Name	Module	Resolution	
1	<input type="text" value="Playlist1"/>	Slot1	1920x1080p60	<a href="#">Remove</a>
2	<input type="text" value="Playlist2"/>	Slot1	1920x1080p60	<a href="#">Remove</a>
3	<input type="text" value="Playlist3"/>	Slot1	1920x1080p60	<a href="#">Remove</a>

## Deleting playlists

If you have a Streaming media and 4K playback input module, you can delete all your playlists, or individual playlists.

### Deleting all your playlists

1. In CORIOgrapher, select ⚙️ > Playlists.
2. Select Remove all saved playlists.

## Playlists

Total


Used

Available

[Remove all saved playlists](#)



## Deleting individual playlists

1. In CORIOgrapher, select  > Playlists.
2. Find the playlist you want to delete.
3. Select Remove.

Number	Name	Module	Resolution	
1	Playlist1	Slot1	1920x1080p60	<a href="#">Remove</a>
2	Playlist2	Slot1	1920x1080p60	<a href="#">Remove</a>
3	Playlist3	Slot1	1920x1080p60	<a href="#">Remove</a>

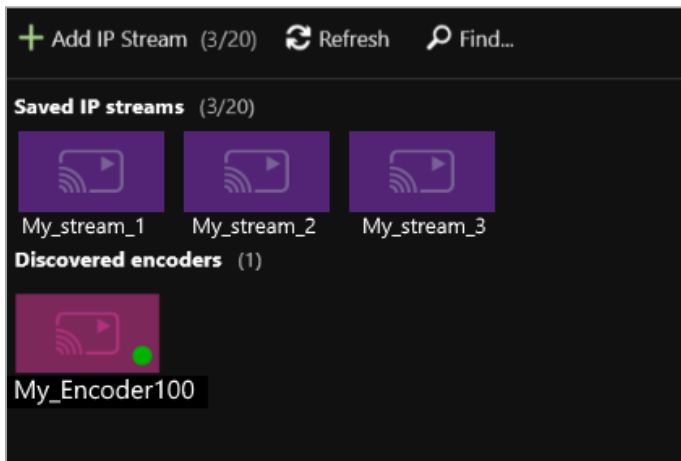
## Managing encoders and streams

You can view and manage all your encoders and saved streams.

Select  > IP Streams.

### Managing your encoders

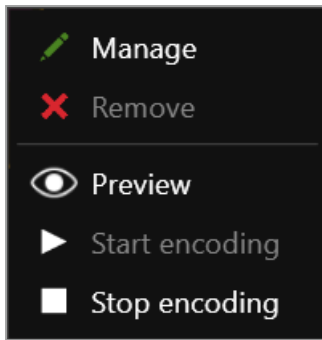
Encoders that CORIOgrapher™ detects appear under Discovered encoders.



You can:

- Refresh the list of encoders.
- Search for an encoder that doesn't appear automatically.
- Select an encoder to see details about that encoder.
- Select **•••** to:
  - Manage the encoder, or change your configuration.  
Read about configuring an Encoder-100 at [help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-configure-encoders.htm](http://help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-configure-encoders.htm).
  - Remove an inactive encoder.
  - Preview the stream from an encoder.

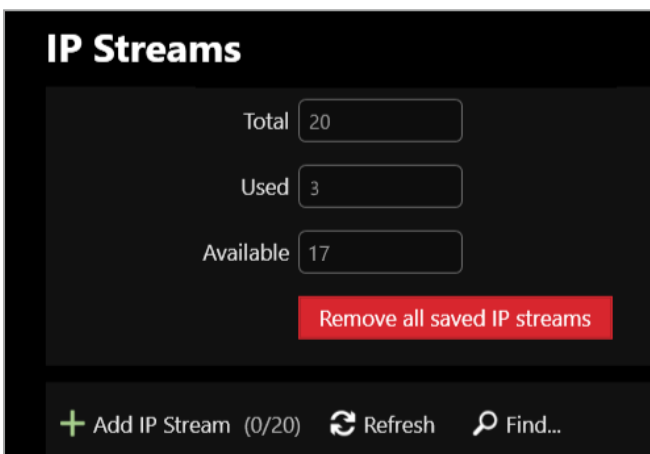
- Start or stop encoding.



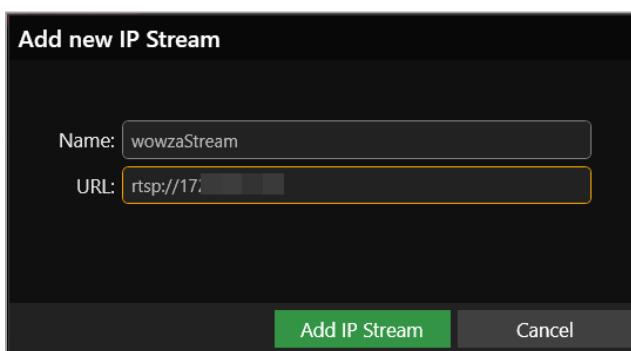
## Managing your saved streams

Streams that you add and save manually appear under *Saved IP streams*.

- You can see how many streams you have, and how many slots you have left.
- You can add new streams, and remove all your saved streams.



- You can edit the name and URL of saved streams.
  1. Select the stream and then select **⋮** > Edit.
  2. Edit the name or URL of the media stream.



Get more help with an Encoder-100 at [help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-about-E100](http://help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-about-E100).

# Using your CORIOview™

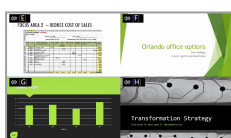
When your CORIOview™ is set up, you can start a simple meeting, create custom labels, and play media and streams.

## In this section

Start a simple meeting .....	46
Selecting and customizing window layout .....	47
Viewing and customizing window labels .....	51
Cutting video to black .....	52
Playing audio .....	52
Media and streams .....	54
Playing media and streams .....	55
Creating and managing playlists .....	66
Using the internal drive .....	74
Choosing the best resolution for your playlist or play queue .....	77
Creating and editing custom resolutions .....	79
Adding and managing custom EDID files .....	86

## Start a simple meeting

Presenters can connect their computers at any time. When you connect, you appear in the lobby.



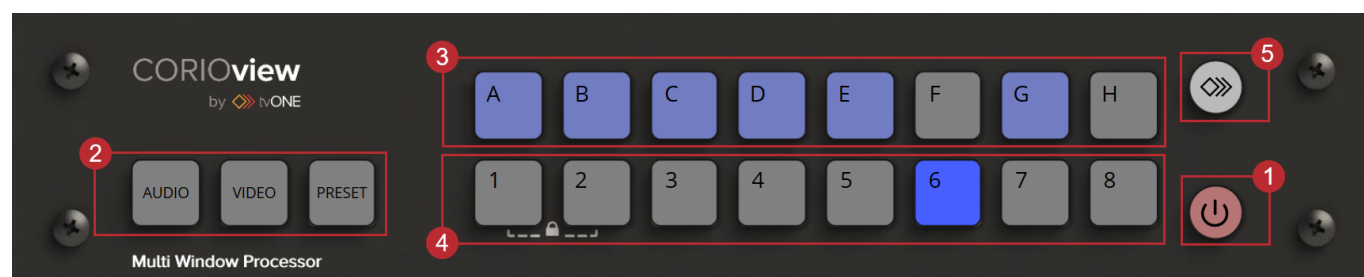
Lobby





Active presenter



Full screen presenter



1. If this button is lit red, your CORIOview is in standby mode. Press and hold  to enter active mode.
2. If any of these buttons are lit white, press them until no buttons are lit.
3. To make a presenter the active presenter, press the button for that presenter. Press it again to make the presenter full screen. Active presenters can share audio.
4. Press 1 to return to the lobby.
5. Press  to show and hide labels.

## Selecting and customizing window layout

You can use the lobby or a preset window layout to show multiple presenters on the same display. If you want to show one presenter in a larger window, or full screen, you can make them the active presenter. Only active presenters can share audio.

Use the front panel or CORIOgrapher to choose and use window layouts.

Read more about the buttons of the front panel on page 10.

### About the lobby

Use the lobby to automate window layout for simple meetings.

When you use the lobby, presenters appear on the display when they are connected, and appear in alphabetical order by input ID. For example, if presenters connect to inputs B, C, D, and F, those four windows appear on your display. When a fifth presenter connects to input A, five windows appear on your display.

If there are no presenters connected to your CORIOview, your CORIOview enters the lobby automatically, even if you were using a preset window layout before.

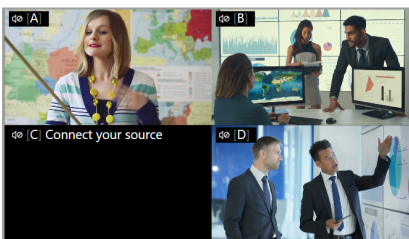
In the lobby:

- The PRESET button is unlit.
- A button from 1-8 is lit to tell you how many presenters are connected. If no presenters are connected, no buttons are lit.
- Buttons from A-H are lit dimly to tell you which presenters are connected.
- Your display shows all connected presenters.

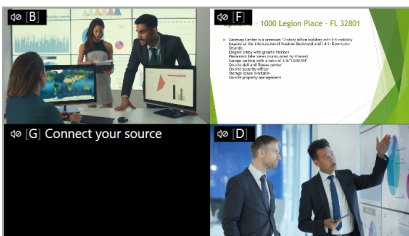
### About preset window layouts

CORIOview™ also has a range of built-in preset window layouts. Use preset window layouts for more control over your display, and for applications like security monitoring.

By default, presets show windows in alphabetical order by input ID, starting with A. For example, preset 4 shows windows A, B, C, and D. Even if a presenter is not connected to one or more of those inputs, the windows appear on your display. In the following example, there is no presenter connected to input C.



You can customize presets to show your choice of windows. For example, you could choose to show windows B, D, F, and G. You can also choose the position of each window.



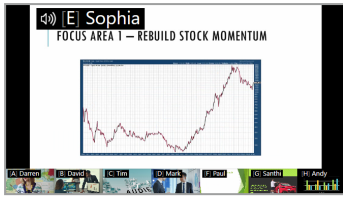
The number of presets available depends on the number of inputs you have.

You can select and customize presets using the buttons of the front panel, and in CORIOgrapher.

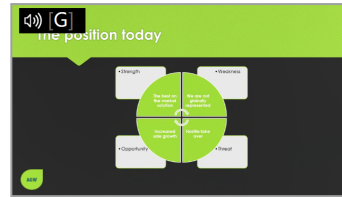
### About active presenters

You can choose a presenter to be the active presenter. Active presenters appear in larger windows and can share

audio. You can show the active presenter above thumbnail windows of the other presenters, or show the active presenter full screen.



Active presenter with thumbnail presenters



Active presenter, full screen

**!** All other connected presenters appear as thumbnails, even if you were using a preset window layout before choosing an active presenter.

## Using the lobby

In the lobby, presenters appear on your display when they connect to your CORIOview.

### To enter the lobby

Using the front panel:

1. Press any PRESET until it is unlit.
2. Press 1.

Using CORIOgrapher:

- From Dashboard, select Lobby.

### Selecting a preset window layout

Preset window layouts show a specific number of windows on your display.

### To select a preset

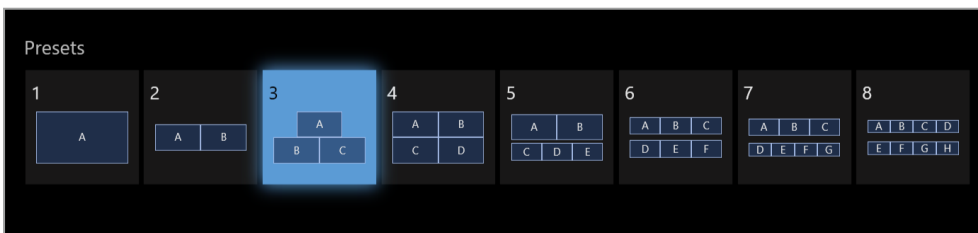
Using the front panel:

1. Press PRESET.
2. Press a lit button from 1-8.



Using CORIOgrapher:

- From Dashboard, select a preset.



## Customizing preset window layouts

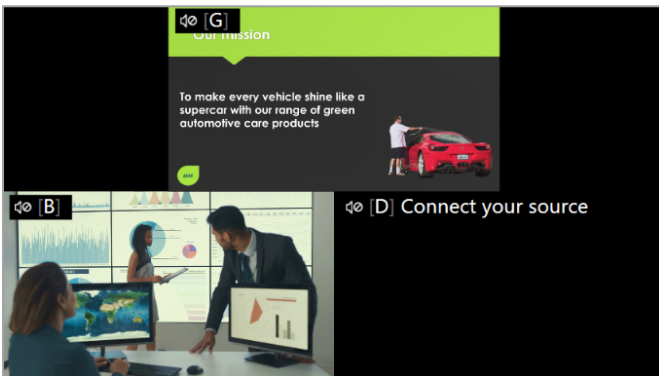
You can choose which presenters appear in which positions in preset window layouts. Customized presets save on your device, so they're there the next time you choose that preset.

- ❗ Customizing a preset takes effect immediately.  
Changing the preset you're using means changing what is currently on your display.

## To customize a preset window layout


Using the front panel:

1. Press and hold the button for the preset you want to customize.  
For example, if you want to customize which presenters appear in the three windows of preset 3, press and hold button 3.
2. For each window, press a button from A-H.  
The presenters you chose now appear in the windows you chose, even if they're not connected.



3. To cancel during customization, press PRESET.


Using CORIOgrapher:

1. From Dashboard, select Allow editing.
2. Find the preset you want to customize, and select .
3. For each window, select a presenter.

## Restoring presets to default layouts

You can restore individual customized presets or all customized presets to their default layouts in CORIOgrapher.

### To restore a single customized preset

1. From Dashboard, select Allow editing.
2. Find the customized preset you want to restore, and select .
3. Select Finish editing.

### To restore all customized presets

1. From Dashboard, select Allow editing.
2. select Restore all preset defaults.
3. Select Finish editing.

## Choosing an active presenter

You can choose a presenter to be the active presenter. The active presenter appears in a larger window and can share audio. Active presenters can appear above thumbnails of other connected presenters, or can be full screen.

#### **Risk of unexpected results**



It is possible to select an unconnected input as the active presenter. If you don't want to do this, make sure you press a lit button or select a connected presenter in CORIOgrapher. Unconnected inputs appear dimmed.

## **To choose an active presenter**

Using the front panel:

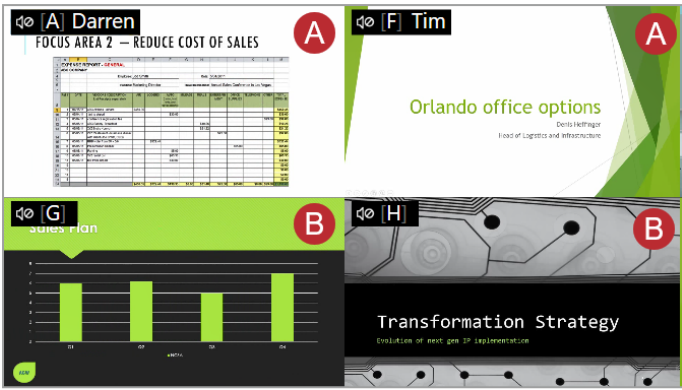
- Press a lit button from A-H to choose the active presenter. All other connected presenters appear as thumbnails below the active presenter.
- Press the button again to switch between showing the chosen presenter full screen and with thumbnails.

Using CORIOgrapher:

- From Dashboard, select a presenter to be the active presenter.
- Select the presenter again to switch between showing the chosen presenter full screen and with thumbnails.


## Viewing and customizing window labels

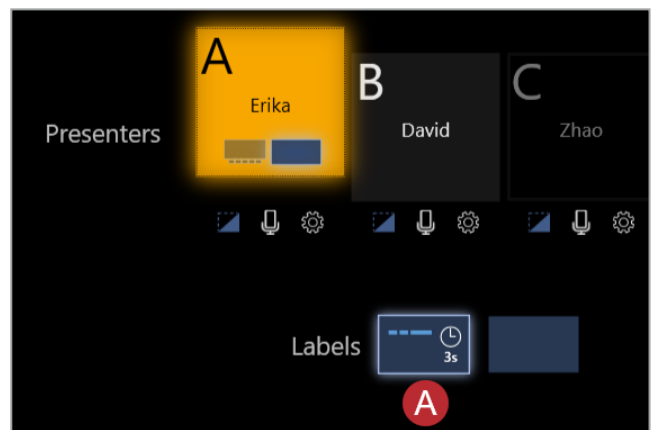
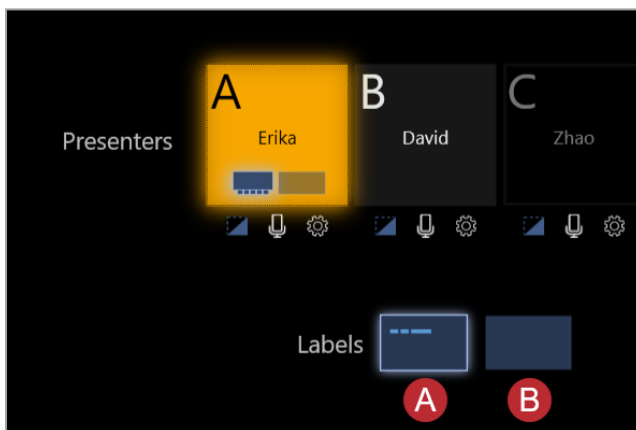
You can create customized window labels and show them on your display.



**A** With customized label

**B** Without customized label



- To show or hide window labels, press  on the front panel. If a presenter is full screen, the label hides after three seconds.
- You can also show and hide window labels in CORIOgrapher.



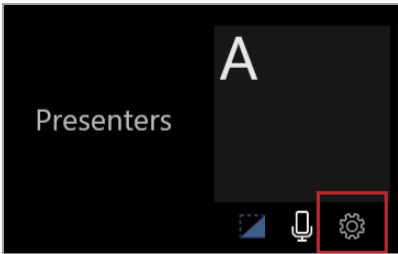
**A** Show labels. If a presenter is full screen, labels show for three seconds and then hide.

**B** Hide labels.


### To create customized labels

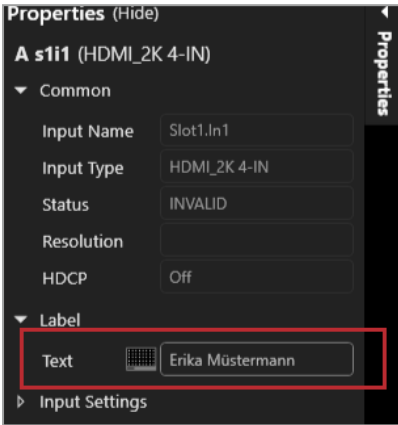
1. From Dashboard, select  underneath a presenter.  
For example, to add a custom label for presenter A, select  underneath presenter A.





2. From Properties, customize your label.

Labels can be up to 20 characters long. For special characters, select .



If a presenter is a permanent source, for example, a play queue from a Streaming media and 4K playback input module, name the presenter with the source. For example, you could name the presenter "Media player" or "parking lot A".



## Cutting video to black

You can cut all presenters to black and mute audio, or cut an individual presenter's video to black. Cut all video to black and mute audio with the front panel or with CORIOgrapher. Cut an individual presenter's video to black with CORIOgrapher.



### To cut all presenters to black and mute with the front panel

- Press VIDEO.
- If VIDEO is lit, to restore video and audio, press VIDEO.

### To cut all presenters to black and mute with CORIOgrapher

- From Dashboard, select .
- To restore video and audio, select .

### To cut an individual presenter's video to black

1. From Dashboard, find the presenter you want to cut to black.
2. Underneath that presenter select .
3. To restore video for that presenter, select .


## Playing audio

You can play audio on your displays, and you can play audio on a digital audio device connected to the S/PDIF output of your CORIOview™.

### About audio

- Your CORIOview has an S/PDIF audio output that you can connect to a digital audio device with an RCA cable.



- Your CORIOview sends embedded audio to your display.
- You can mute and adjust the audio input level of individual presenters in CORIOgrapher™.
- The Streaming media and 4K playback input module supports embedded audio as long as the audio is in mp3 or aac format.
- You can play embedded audio from any input port on any input module, as long as the embedded audio is in uncompressed PCM format, at 48 kHz.

 Laptops and tablets provide audio in uncompressed PCM format, at 48 kHz.

- CORIOview supports 2-channel audio, and does not support surround sound.

## Audio icons on your display

When you show labels on your display, you also see icons that tell you the audio status of your CORIOview.

 If an individual presenter is muted in CORIOgrapher, they do not appear muted on your display. If you can't hear the active presenter but their label shows , check if they are muted in CORIOgrapher.

Read about showing labels on page 51.

 The presenter is automatically muted because they are not the active presenter.

 The active presenter is sharing audio.

 All audio is muted, the active presenter cannot share audio.

## Muting all presenters

You can mute all presenters with the front panel and with CORIOgrapher. No presenter can share audio as the active presenter.

### To mute all presenters

With the front panel:

- Press AUDIO.


With CORIOgrapher:

- From Dashboard, select .



### Muting an individual presenter

You can only mute and unmute individual presenters in CORIOgrapher. Muted presenters cannot share audio as the active presenter.

#### **Risk of undesirable effects**


 If other users don't have access to CORIOgrapher, they cannot unmute presenters. If other users need to use audio, make sure you unmute presenters at the end of your session.

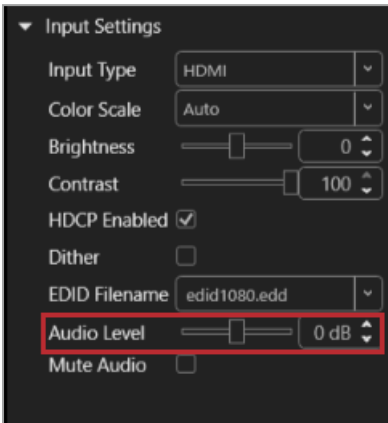
### To mute a presenter

1. From Dashboard, find the presenter you want to mute.
2. Underneath that presenter, select .
3. To unmute the presenter, select .

## Adjusting the audio input level of a presenter

Adjust the input audio level to match and balance the audio levels of different presenters. For example, if you have one very loud presenter, lower the input audio level until it matches your other sources.

1. From Dashboard, select  underneath the presenter you want to adjust.
2. From Properties, adjust the audio level.



- Slide to the right to increase audio input.
- Slide to the left to reduce audio input.

## Restoring audio without CORIOgrapher

If any presenter is muted or cut to black and muted and you don't have access to CORIOgrapher, reboot your CORIOview.

- To reboot your CORIOview, disconnect and reconnect the power cable, or switch off and on at the wall outlet.

## Media and streams

If you have a Streaming media and 4K playback input module, you can play media items and streams.

### In this section

Playing media and streams .....	55
Creating and managing playlists .....	66
Using the internal drive .....	74
Choosing the best resolution for your playlist or play queue .....	77

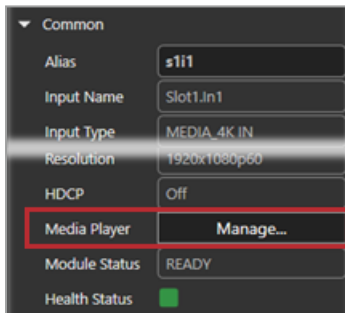
# Playing media and streams


If you have a Streaming media and 4K playback input module, you can play media items and video streams. Add up to 20 media items or streams to a play queue or saved playlist. Each Streaming media and 4K playback input module can play up to two simultaneous play queues.

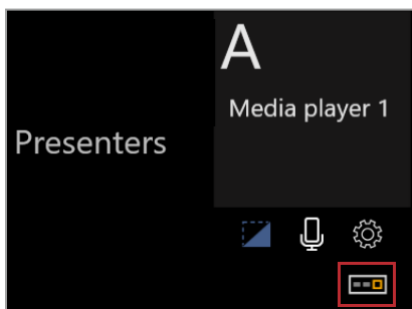
## In this article

Before you start .....	57
Adding and editing media streams .....	57
Adding media items, streams, and playlists to your play queue .....	59
Playing a multicast stream from an Encoder-100 on multiple CORIOview units .....	60
Changing the duration of media items .....	61
Playing streams with low latency .....	62
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Saving the play queue .....	63
Playing the play queue automatically .....	65
Saving media to internal storage .....	65

Manage your media and streams in CORIOgrapher™.




From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



 The media player is not available when you work offline.

Streaming media and 4K playback input modules in CORIOview™ units support embedded audio, for streams and media items with the following embedded audio formats:

- mp3
- aac

 CORIOview automatically mutes audio from streams with low latency.

Only the active presenter can share audio.

Read more about playing audio with your CORIOview on page 52.

## Before you start

- To stream media from the internet or your network, you need to connect an Ethernet cable and configure the network settings for your Streaming media and 4K playback input module.



- ✓ For best results, use Gigabit equipment and cables.

Read about configuring network settings for a Streaming media and 4K playback input module on page 41.

- To turn any video source into a stream, you need an encoder. The encoder takes video and audio signals, converts them to an AVIP (Audio-Visual over Internet Protocol) signal, and sends them over your network. For example, you could encode and stream the signal from an endoscope, or from a camera in a lecture theater.
- To play media directly from a USB drive, or copy media from a USB drive to internal storage, you need to connect a USB drive to your Streaming media and 4K playback input module.

- ✓ Use a good quality, high-speed USB 3.0 drive.

- To play media saved in the internal storage of the Streaming media and 4K playback input module, you don't need to connect anything.


## Adding and editing media streams

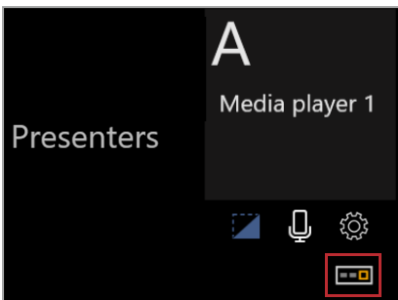
You can manually add media streams from your network or from the internet. You can configure and add streams from an Encoder-100.

Read about configuring an Encoder-100 at [help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-configure-encoders.htm](http://help.tvone.com/products/C3-series/C3-5XX/Content/Topics/ENCODER-100/ENCODER-100-configure-encoders.htm).

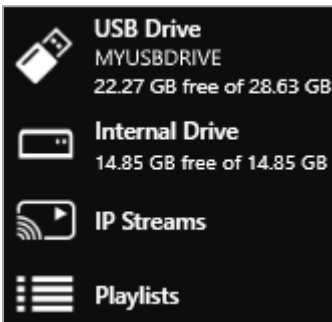
## To manually add a stream

If you know the URL of the stream and the stream is not hosted by an Encoder-100, use this method.

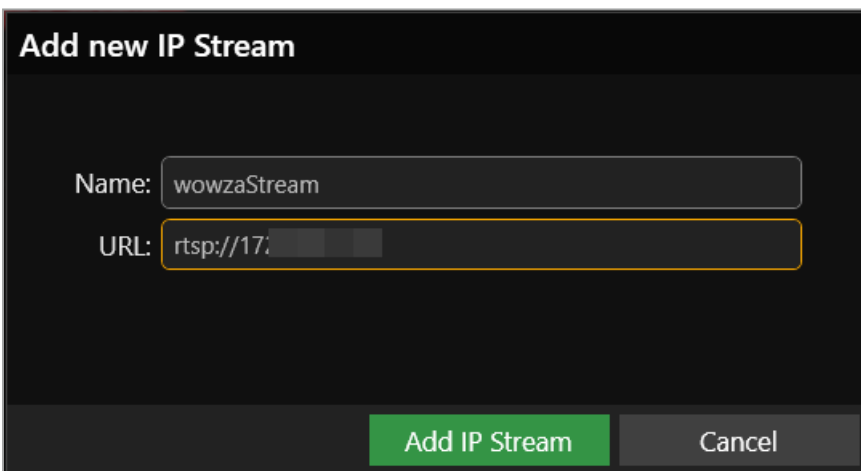
1. From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



2. Select IP Streams.



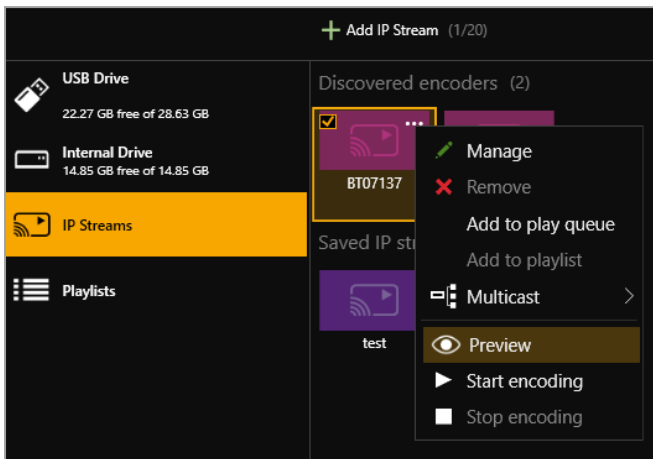
3. Select Add IP Stream.
4. Enter a descriptive name and the URL of the media stream, and then select Add IP Stream.
5. To edit the details of a media stream, select the stream and then select **⋮** > Edit.
6. Edit the name or URL of the media stream.

A screenshot of the 'Add new IP Stream' dialog box. The title bar reads 'Add new IP Stream'. There are two input fields: 'Name:' with the text 'wowzaStream' and 'URL:' with the text 'rtsp://17...'. At the bottom, there are two buttons: a green 'Add IP Stream' button and a grey 'Cancel' button.

## Previewing the stream from your Encoder-100

If you have an Encoder-100 that is streaming, you can preview the stream.

- Select the Encoder-100, and then select **⋮** > Preview.



## Adding media items, streams, and playlists to your play queue

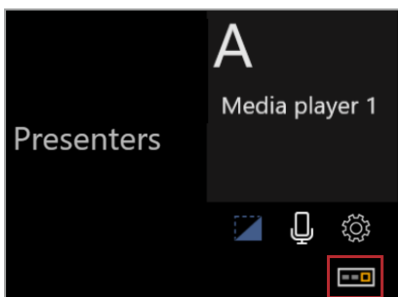
You can add video clips, still images, and media streams to a play queue, up to a total of 20 items. Media items can be on a USB drive, in internal storage, streamed from your network, or streamed from the internet.

You can play audio embedded in video clips and media streams. You cannot play audio-only files.

You can also add a playlist to a play queue. When you add a playlist to a play queue, the playlist replaces all the items in the play queue.

You add all types of media, streams, and playlists the same way, when the play queue is playing, paused, or stopped.

1. From Dashboard, select **⏮** underneath one of the Streaming media and 4K playback presenters.



2. Select your media source.





- Drag media items and streams, or a playlist, into the play queue.



Still image



Saved stream



Video clip



Found encoder

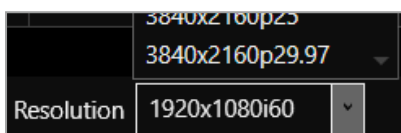


Playlist



Found encoder, streaming

- Choose a resolution for your play queue.



Read about choosing the right resolution on page 77.

Read more about playlists on page 66.

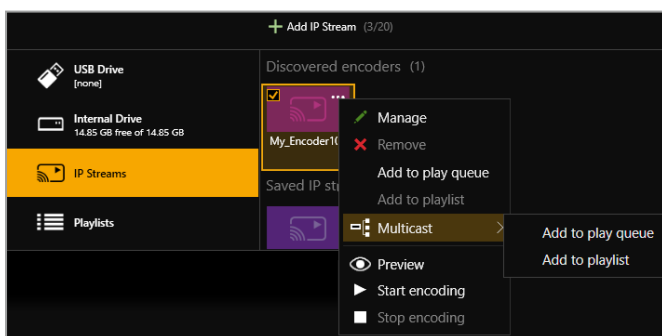
## Playing a multicast stream from an Encoder-100 on multiple CORIOview units

By default, your Encoder-100 supplies a single stream to a single CORIOview. You can supply a multicast version of that stream to more than one CORIOview.

### Adding a multicast stream from an Encoder-100 to a play queue or playlist

- You don't need to configure your Encoder-100 to send a multicast stream, if your default address and TTL are correct for your network.  
For more help, contact your network administrator.
- To add a multicast stream to the play queue, the play queue must be stopped.
- To add a multicast stream to a playlist, first select a playlist.

- Select IP Streams.
- Select the Encoder-100 you want to add.
- Select **⋮** > Multicast > Add to play queue or Add to playlist.



### Changing a single stream to a multicast stream

If you already added a single stream from an Encoder-100 to the play queue or a playlist, you can change the single stream to a multicast stream.

- If the encoder is in a playlist, open the playlist.
- Select the encoder, and select **⋮** > Edit.
- Select RTSP Multicast.

**Properties [My\_Encoder100]**

URL: rtsp://169.254.11.104:8554/

Duration:  (hh:mm:ss)

Retry:  (for duration of media)

RTSP Multicast:

Low latency:

### For best results

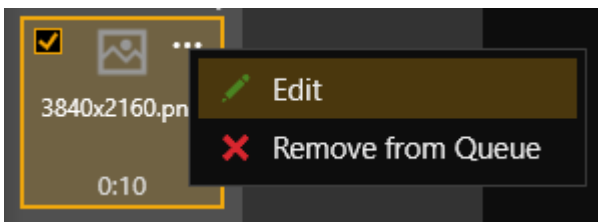
If you send a multicast stream on a large network, tvONE™ recommends using equipment with IPv4 multicast addressing, and/or IGMP v2 support. For more information, contact your network administrator.

### Changing the duration of media items

By default, still images play for 10 seconds, video clips play for the length of the clip, and streams play indefinitely, until the stream ends.

You can choose how long to play each media stream, video clip, or still image in the play queue.

1. In the play queue, select the media item.
2. Select **⋮** > Edit.



3. Edit the duration of the item and select Update Item.  
The maximum duration is 23 hours, 59 minutes, and 59 seconds.

**Properties [wowzaStream]**

URL: rtsp://172.16.22. /wowza

Duration:  (hh:mm:ss)

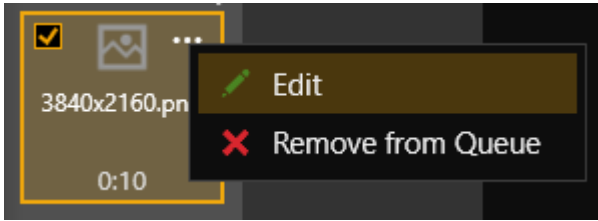
Retry:  (for duration of media)

Low latency:

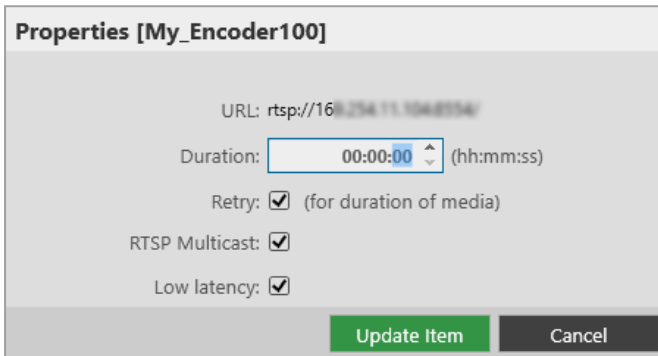
## Playing streams with low latency

You can play streams with low latency.

1. In the play queue, select the stream.
2. Select **⋮** > Edit.



3. Select Low latency.



Repeat these steps for every item in the play queue that you want to play with low latency.

**!** CORIOview automatically disables the audio of streams with low latency. If you want to listen to audio from your stream, clear Low latency.

## Using the playback controls

When the play queue is playing, you can:



Stop playback



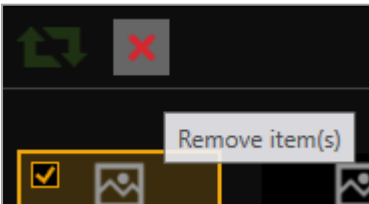
Pause playback



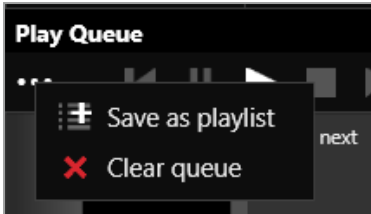
Skip to the next item



Return to the previous item



Remove an item from the play queue



Clear the play queue

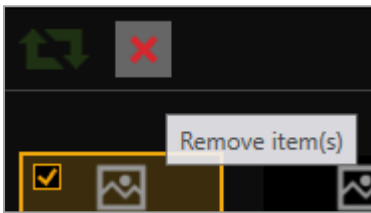
When the play queue is stopped, you can:



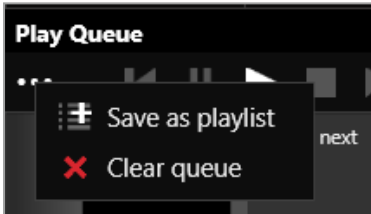
Enable and disable looping



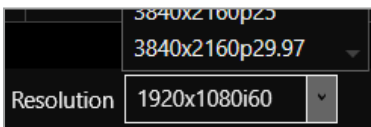
Play the play queue



Remove an item from the play queue



Clear the play queue



Change the resolution of the play queue

## Managing the play queue

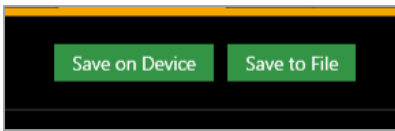
When the play queue is playing or stopped, you can:

- Drag new media items or streams into the play queue, up to a total of 20 items.
- Drag items to re-order the play queue.
- Change the duration of a media item in the play queue.
- Remove any item from the play queue.
- Clear the entire play queue.
- Choose to play the play queue when your CORIOview starts up.
- Drag a playlist into the play queue.  
Dragging a playlist into the play queue replaces the existing play queue.

## Saving the play queue

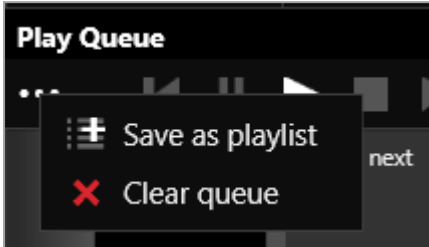
You can save your play queue so that it is available the next time you start your CORIOview.

- Build your play queue and select Save on Device.



You can save your play queue as a playlist.

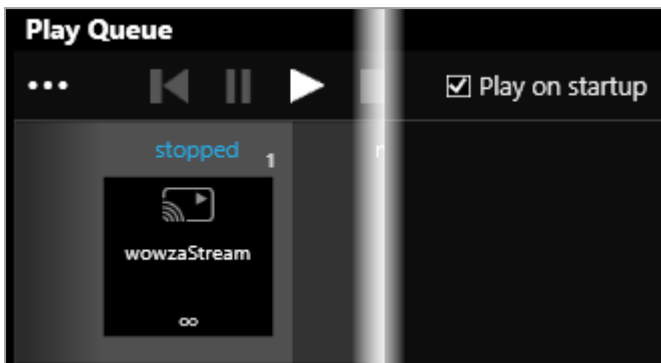
- Build your play queue and select ... > Save as playlist.



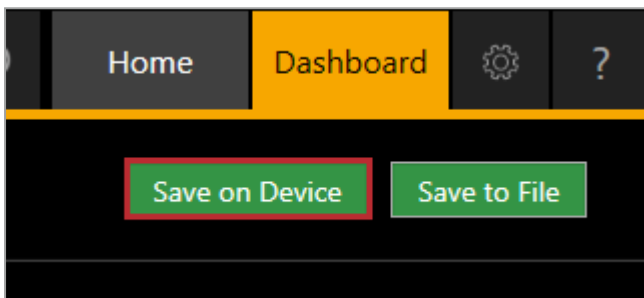
## Playing the play queue automatically

You can choose to play the play queue automatically when you start your CORIOview.

1. Build your play queue and select Play on startup.



2. Select Save on Device.



## Saving media to internal storage

You can save media items from your USB drive to the internal drive.

Read more about the internal drive on page 74.

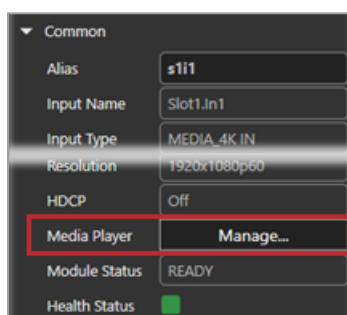
## Creating and managing playlists


If you have a Streaming media and 4K playback input module, you can save media items and video streams to playlists. Your CORIOview™ can store up to 20 playlists.

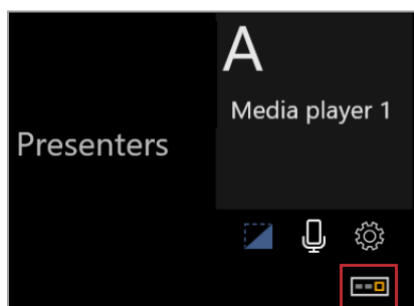
### In this article


About playlists .....	66
Creating a new playlist .....	67
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Managing and editing playlists .....	69
Deleting a playlist .....	72
Moving playlists between modules .....	72
Deleting all playlists .....	72
Duplicating playlists .....	73

Manage your media and streams in CORIOgrapher™.



From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



 The media player is not available when you work offline.

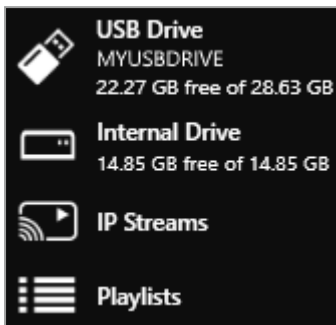
### About playlists

- Your CORIOview can store up to 20 playlists.
- Each playlist can include up to 20 items, including still images, video clips, and streams.
- Playlists are shared between the two channels of a Streaming media and 4K playback input module, but are not shared between Streaming media and 4K playback input modules.
- Playlists save the names and pathways of media items and streams. If you change the name, path name, or location of an item, the playlist cannot find it.
- You can create new playlists from scratch, or save your play queue as a playlist.
- Playlists are saved on your CORIOview.

- You can choose to save or delete your playlists when you restore your CORIOview to factory default settings.

## Creating a new playlist

1. Select Playlists > +.

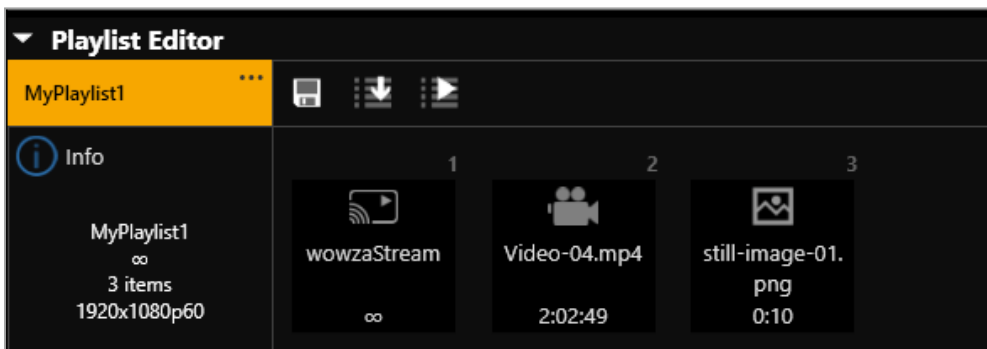


2. Enter a name and choose a resolution for your playlist.  
Names can be up to 64 characters long, or fewer, depending on your character set.

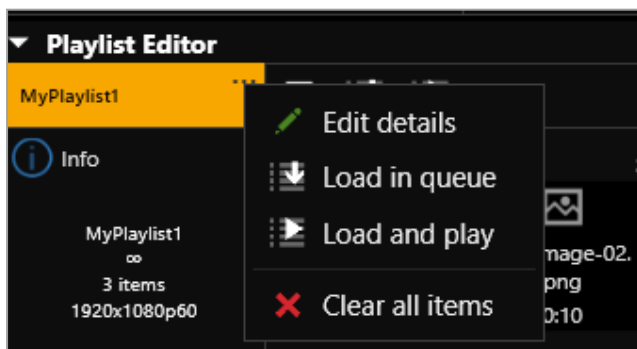
Read about choosing the right resolution on page 77.

3. Select your new playlist.

The playlist opens in the playlist editor. If the playlist editor is collapsed, select ► to open it.



4. Drag up to 20 media items and streams from the media browser into the playlist editor.
5. Make any changes to your playlist.
  - To reorder the playlist, drag and drop media items and streams.
  - To remove something from the playlist, select the media item or stream and select ⋮ > Remove from playlist.
  - To remove all items from the playlist, select ⋮ > Clear all items.





- To change the properties of an item, select the item, and then select **⋮** > Edit.

You can change the duration of an item in the playlist.

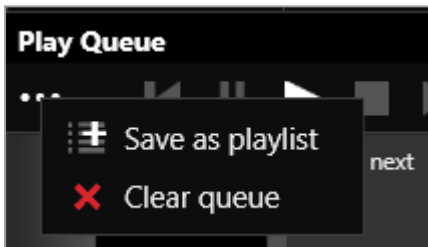
You can choose to play a stream with low latency.

**!** If you choose to play a stream with low latency, CORIOview disables the audio from your stream.

6. To save your playlist permanently, select **📁**.

## Saving the play queue to a playlist

1. From the play queue, select **⋮** > Save as playlist.



2. Choose to create a new playlist, or to replace an existing playlist.
3. If you create a new playlist, enter a name and choose a resolution for your playlist.

4. If you replace an existing playlist, select a playlist to replace from the list. You can enter a new name and choose a new resolution for the playlist if you want to.

Names can be up to 50 characters long.

Read about choosing the right resolution on page 77.

## **Managing and editing playlists**

You can edit playlists, clear all the items from a playlist, and open a playlist to edit the items. You can load a playlist to the play queue, and play a playlist.

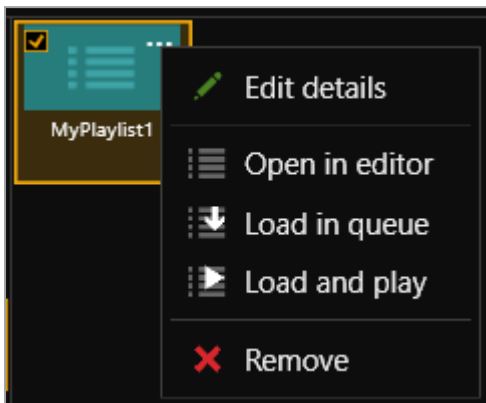
You can also manage the names and locations of your playlists in Settings > Playlists.

Read more about configuring playlist settings on page 43.

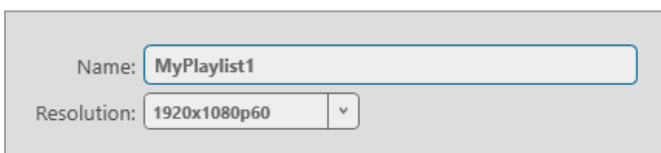
## Editing a playlist

You can change the name and resolution of a playlist.

1. Select Playlists and select a playlist.
2. Select **⋮** > Edit details.

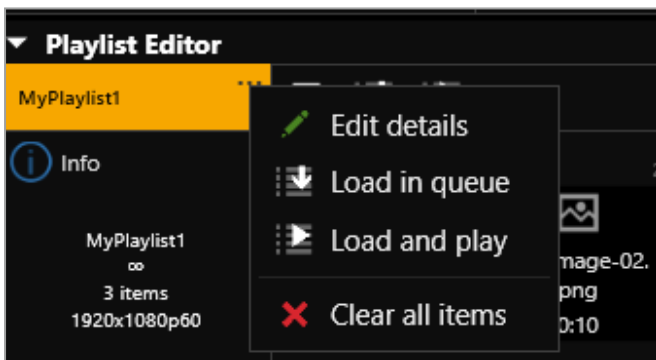


3. Enter a new name or choose a new resolution.

A screenshot of the 'Edit details' form for a playlist. It features two input fields: 'Name:' with a text box containing 'MyPlaylist1' and 'Resolution:' with a dropdown menu currently set to '1920x1080p60'.

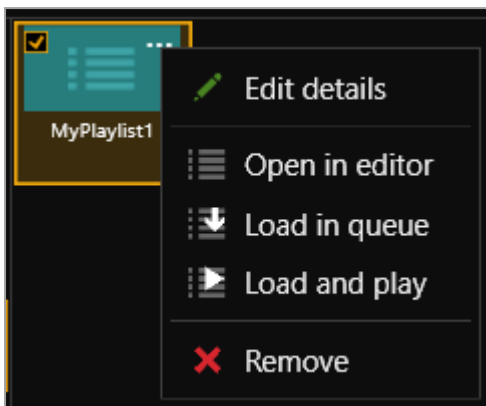
## Clearing all the items from a playlist

- From the playlist editor, select **⋮** > Clear all items.



## Opening a playlist to edit the items

1. Select Playlists and select a playlist.
2. Select **⋮** > Open in editor.



Read about the changes you can make to a playlist in [Creating a new playlist](#) above.

## Loading a playlist to the play queue

When you load a playlist, any items in the play queue are replaced, and playback stops.

You can:

- Drag a playlist into the play queue
- Select a playlist and select **⋮** > Load in queue.
- From the playlist editor, select **⋮**.

## Playing a playlist

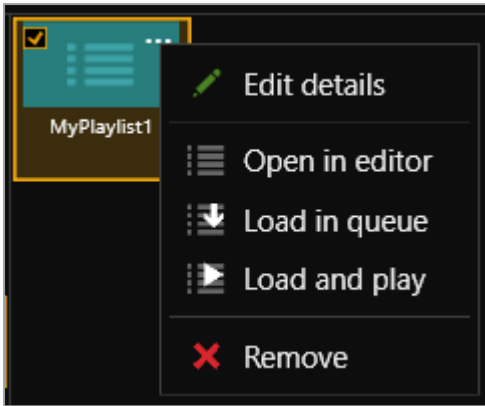
When you load and play a playlist, any items in the play queue are replaced.

You can:

- Drag a playlist into the play queue and select **▶**.
- Select a playlist and select **⋮** > Load and play.
- From the playlist editor, select **⋮**.

## Deleting a playlist

- Select a playlist and select ⋮ > Remove.



## Moving playlists between modules

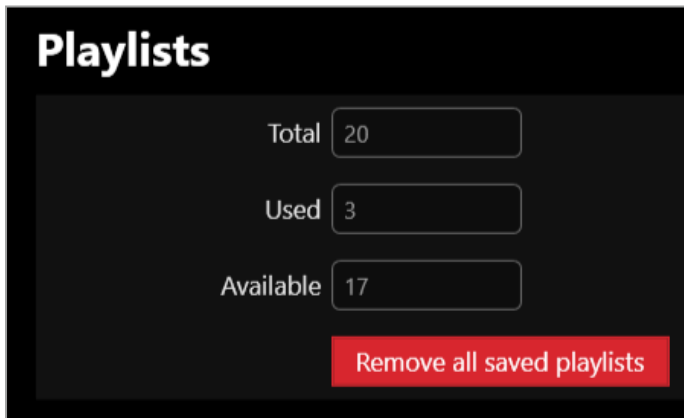
You can change the slot that a playlist is associated with in Settings > Playlists.

Number	Name	Module	Resolution	
1	Playlist1	Slot1	1920x1080p60	Remove
2	Playlist2	Slot1	1920x1080p60	Remove
3	Playlist3	Slot1	1920x1080p60	Remove

Read more about configuring playlist settings on page 42.

## Deleting all playlists

You can delete all your playlists in Settings > Playlists.



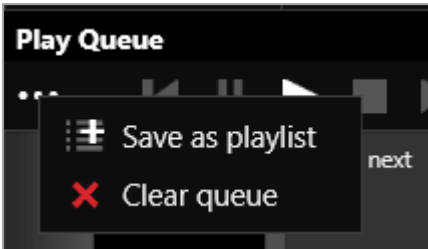
Read more about configuring playlist settings on page 42.

## Duplicating playlists

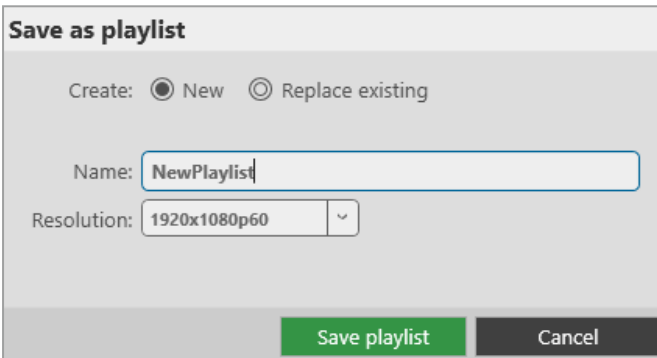
If you want several playlists to contain the same items, you can create a play queue and then save it under several different names.

For example, you might want all your playlists to contain a particular stream, and your company logo.

1. Drag items into the play queue.
2. From the play queue, select **⋮** > Save as playlist.



3. Enter a name and choose a resolution for your playlist.

A screenshot of the 'Save as playlist' dialog box. It has a title bar 'Save as playlist'. Below the title bar, there are two radio buttons: 'New' (selected) and 'Replace existing'. Below that is a text input field with the text 'NewPlaylist'. Below the text field is a resolution dropdown menu showing '1920x1080p60'. At the bottom, there are two buttons: 'Save playlist' (green) and 'Cancel' (grey).

- 4.
5. Repeat steps **2** and **3**. Enter a unique name for the playlist each time.
6. Open each new playlist and add items in the playlist editor.

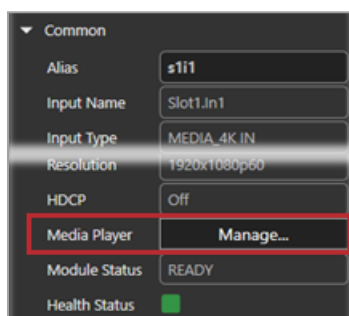
## Using the internal drive


You can save media to the internal drive of your Streaming media and 4K playback input module. You can manage your saved media, and add media items to a playlist or play queue.

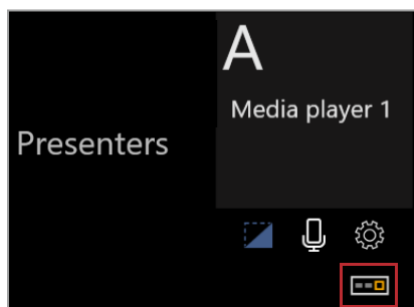
### In this article


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Copying a single item or folder to the internal drive .....	75
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Manage your media and streams in CORIOgrapher™.




From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



 The media player is not available when you work offline.

## Replacing all items on the internal drive with all items on the USB drive

 Use this option when you first set up your Streaming media and 4K playback input module to easily copy all your media items from your USB drive to the internal drive.

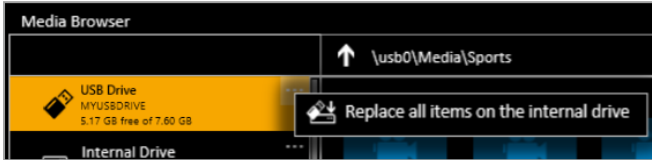
You can replace all the items on your internal drive with the items on the USB drive. All items currently on the internal drive are deleted.

All items on your USB drive are copied exactly to the internal drive, including folders and folder structure, up to path names of 480 characters, or fewer, depending on the language you use.

! Items that aren't compatible with your Streaming media and 4K playback input module are copied to the internal drive, but not displayed. These items use memory, and you can't remove them manually. To remove hidden items, remove all items from the internal drive.

## To replace all items on the internal drive with all items on the USB drive

- Select (USB Drive)•••> Replace all items on the internal drive.



## Removing all items from the internal drive

You can remove all visible and hidden items from the internal drive.

- Select Internal Drive > Clear all items.



## Current location

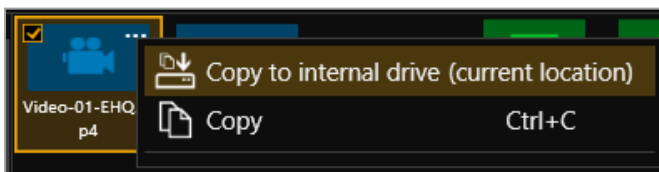
When you copy media items from your USB drive to the internal drive, the items are copied to the last location you visited on the internal drive.

For example, you create a folder on the internal drive called *Videos*. You open *Videos* and then select USB Drive. You select a media item and copy it to the internal drive. The media item is copied to *Videos*.

## Copying a single item or folder to the internal drive

You can copy individual media items and folders from your USB drive to the internal drive. Items are copied to the last location you visited on the internal drive.

1. From USB Drive, select a media item or folder.
2. Select •••> Copy to internal drive (current location).



You can also copy and paste individual items and folders from your USB drive to the internal drive with Ctrl+C and Ctrl+V.

## Managing media on the internal drive

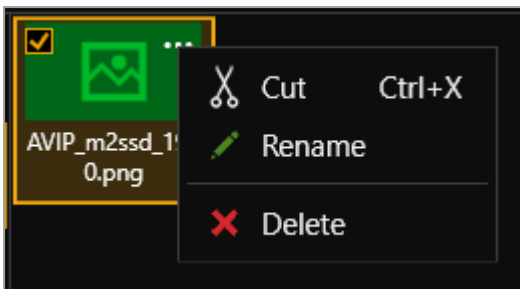
From Internal Drive, you can:

- Copy or cut and paste individual items and folders.  
Select a media item or folder, and then select •••> Copy or Cut. Right-click in an empty space and select Paste.
- Copy or cut and paste individual items and folders with Ctrl+C or Ctrl+X, and Ctrl+V.



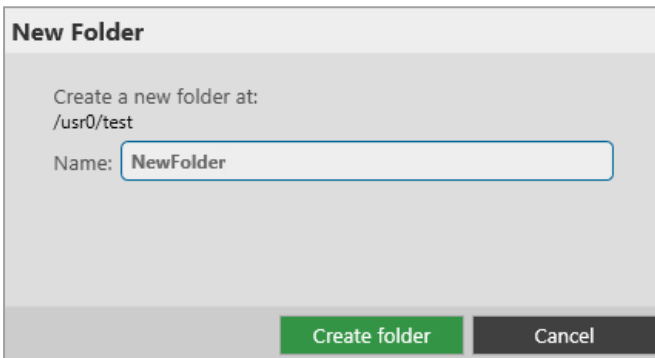
- Delete media items and folders.

Select a media item or folder, and then select **⋮** > Delete.



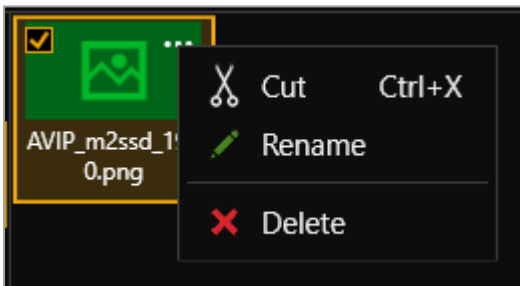
- Create a new folder.

Right-click in an open space, and select New folder. Enter a name for your folder.



- Rename media items and folders.

Select a media item or folder, and then select **⋮** > Rename.



## Playing items from the internal drive

You play items from the internal drive in the same way you play all media items and streams. Drag items into the play queue, or into a playlist.

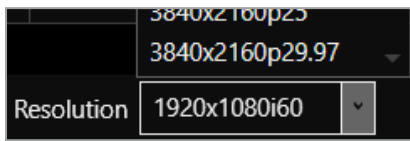
Read more about playing media and streams on page 55.

Read more about playlists on page 66.

## Choosing the best resolution for your playlist or play queue

The best resolution for your play queue or playlist depends on the frame rate of your media items, and their size in pixels.

The resolution you choose determines the input resolution going into your CORIOview. All media items in the play queue or playlist are automatically scaled to fit this resolution. If you find that the resolution you choose doesn't give you the results you want, you can change this resolution whenever you want.



The Streaming media and 4K playback input module supports two simultaneous channels playing media. The two channels can have different resolutions, and you can choose a custom value for channel one (slot  $n$  position 1). Channel two (slot  $n$  position 2) only supports 1920x1080p60.

### Understanding the format of resolution

Resolution is shown in the form:

**Width x Height** (in pixels), **p** or **i**, **Frame Rate** (in Hz, or frames per second)

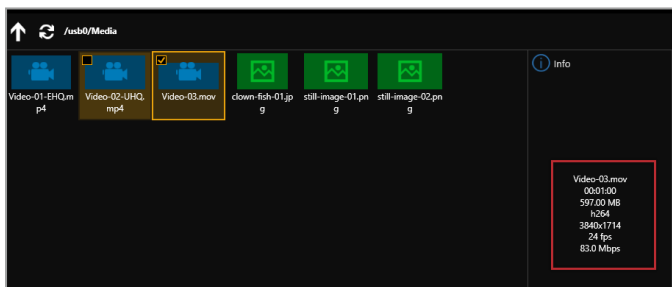
Where **p** means progressive scanning, and **i** means interlaced scanning.

For example, 1920x1080i60 is 1920 pixels wide, 1080 pixels high, interlaced, and has a frame rate of 60 Hz.

### How do I know what resolution my media items are?

To find the resolution of a media stream, visit the source of the stream.

To find the resolution of a media item, select the item in the media browser. Information about that item is displayed on the right.



## Frame rate

- For best results, add video clips and media streams with the same frame rate to a play queue. You can then choose a resolution with a frame rate that matches your media items.

	Video clip 1	Video clip 2	Video clip 3
✓	1920x1080p <b>60</b>	3840x2160p <b>60</b>	1600x1200p <b>60</b>

- If you have a mixture of frame rates, choose a resolution with a frame rate that is a factor of your frame rates. For example, you can add media items with frame rates of 30 Hz and 60 Hz, and then choose a resolution with a frame rate of 60 Hz. You can do this because you can divide 60 by 30.

**Note:** don't round up frame rates. For example, don't treat 23.98 Hz as 24 Hz.

	Video clip 1	Video clip 2	Video clip 3	Best frame rate	Reason
✓	1920x1080p <b>60</b>	3840x2160p <b>30</b>	1600x1200p <b>60</b>	60	Both frame rates are a factor of 60. 60/60 = 1 60/30 = 2
✓	3840x2160p <b>25</b>	1920x1080p <b>50</b>	1280x720p <b>50</b>	50	Both frame rates are a factor of 50. 50/50 = 1 50/25 = 2
✗	1280x720p <b>23.98</b>	1280x720p <b>24</b>	1920x1080p <b>60</b>	-	This play queue doesn't work because 24 is not a factor of 60, and you can't round 23.98 up to 24.

## Resolution

- Choose a resolution no larger than your largest media item. Upscaling at this stage takes up unnecessary bandwidth.
- Don't choose a resolution that is much smaller than your media items. Downscaling at this stage can cause your media to appear blocky and low in quality when it is upscaled later in the process.
- If you have a play queue with a wide range of resolutions, you could choose a resolution in the middle of the range. This means that your largest items are downscaled.
- Consider the types of media you want to play. If you have, for example, two large 4K video clips and two smaller still images, you might prefer to put up with poorer quality still images in return for best quality video. In this case, choose your resolution based on the size of the video clips.

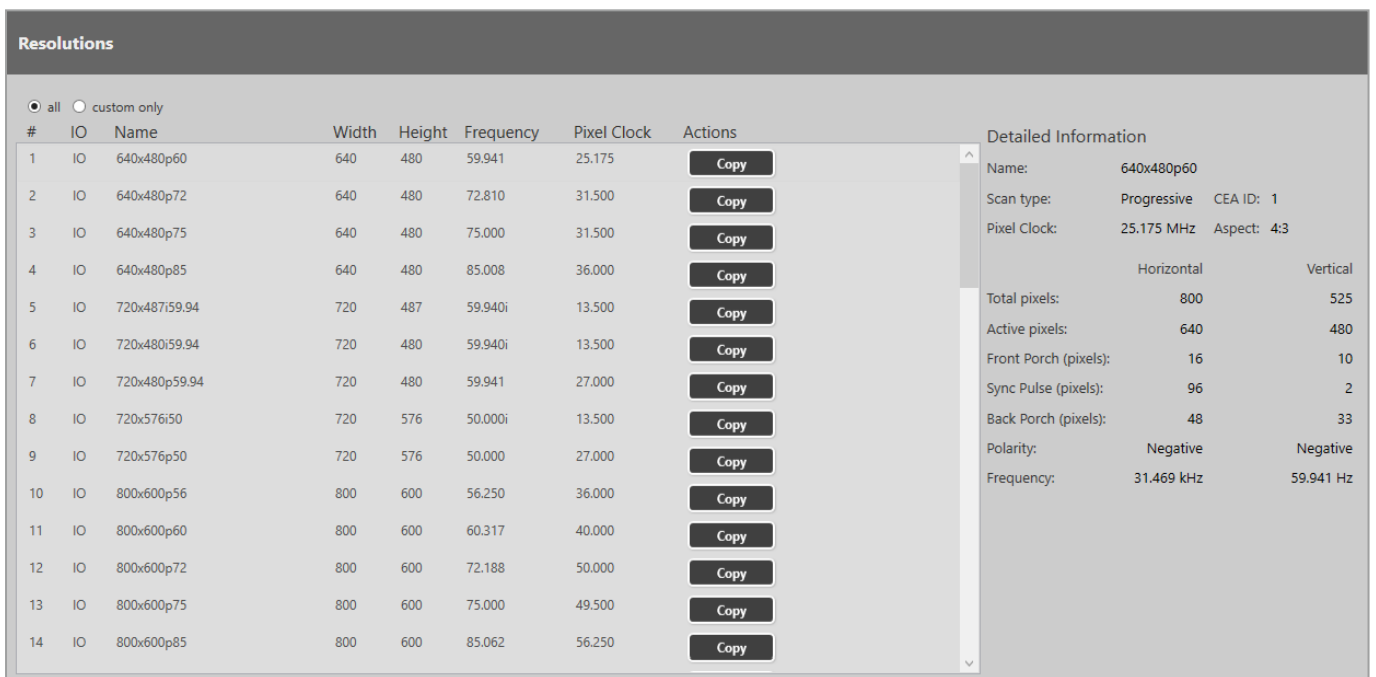
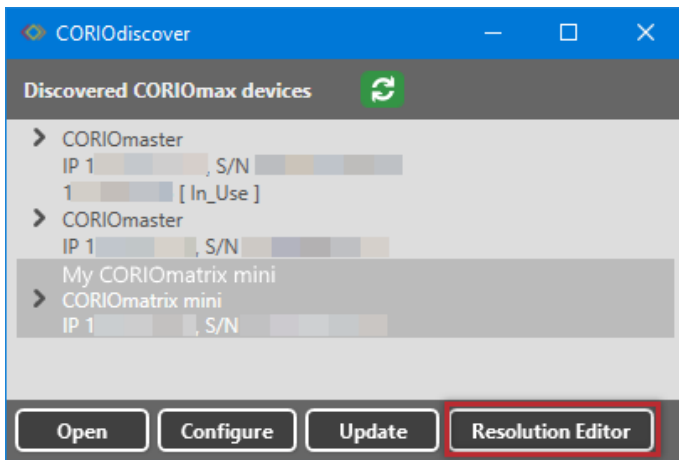
## Scanning

- Avoid mixing media items with progressive scanning and media items with interlaced scanning in the same play queue.

# Creating and editing custom resolutions

You can use CORIOdiscover to create and save up to 10 custom resolutions to use on your CORIOview™. Custom resolutions are for both inputs and outputs. You can get the specific values for creating a custom resolution from the manufacturer of your source or display.

View standard resolutions and create custom resolutions in the resolution editor of CORIOdiscover. Open CORIOdiscover, select your device, and then select Resolution Editor.



Select a resolution to see detailed information on the right-hand side.

## In this article

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Custom resolution options .....	80
Creating and editing custom resolutions .....	83
Creating a custom resolution from a video standard .....	84
Copying and editing a standard resolution .....	86
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## About custom resolutions

### Guidelines for all custom resolutions

- All numeric values are in pixels, unless otherwise stated.
- All numeric values are positive integers, or zero.
- String values may not contain spaces.
- String values may only be valid, printable ASCII characters.
- Strings have a limited number of characters.
- For resolutions with HActive up to and including 1920 pixels, the pixel clock must be between 13.5 MHz and 162 MHz.
  - You can also have a pixel clock of 297 MHz, on the HDMI output module only.
- The value for active video cannot be zero.
- The maximum size for a resolution created for a DVI module is 1920x1200 @60 Hz.

### Supported video standards

- VESA CVT
- CEA-861-D
- VESA DMT

### Not supported

You can't create custom resolutions for SDI sources or displays.

### Guidelines for 4K custom resolutions

If the HActive value is not divisible by 64, you cannot rotate the output.

The maximum values for a 4K custom resolution are:

- HActive = 3840
- VActive = 2528
- Pixel clock = 297 MHz

Supported values for pixel clocks, for the HDMI output module, for resolutions with HActive > 1920:

- 27 MHz
- 74.175824 MHz
- 74.25 MHz
- 148.351648 MHz
- 148.5 MHz
- 260 MHz
- 296.703296 MHz
- 297 MHz



If the pixel clock your source or display is within 0.0001 MHz of a value in this list, it might work, depending on your other settings. If you can't see anything on your display, try using the exact values given here.

### Guidelines for interlaced custom resolutions

- The vertical front and back porches must be twice the even field.
- The vertical sync pulse must be twice the even value.

### Custom resolution options

When you create a custom resolution, you need to enter values for the following options. The values come from

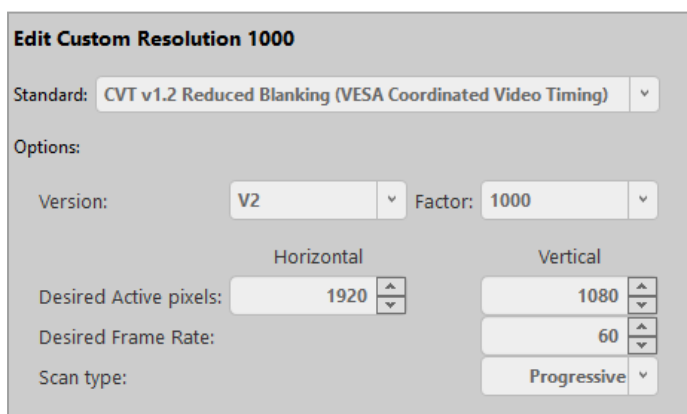
the manufacturer of your source or display.

Name:	3840x2160p29.97		X
Scan type:	Progressive	CEA ID:	95
Pixel Clock (MHz):	296.703296 MHz	Aspect:	16:9
	Horizontal		Vertical
Total pixels:	4400		2250
Active pixels:	3840		2160
Front Porch (pixels):	176		8
Sync Pulse (pixels):	88		10
Back Porch (pixels):	296		72
Polarity:	Positive		Positive
Frequency:	67.432567272 kHz		29.970029 Hz

Option	Notes
Name	<p>Enter a useful name for your resolution.</p> <p><b>General naming rules</b></p> <p><b>Note:</b> it is possible to create more than one custom resolution with the same name. Check the list of custom resolutions available from Resolutions.</p> <p>Names:</p> <ul style="list-style-type: none"> <li>Can be 1–23 characters long.</li> <li>May only contain valid, printable ASCII characters.</li> <li>Must not contain spaces.</li> </ul> <p><b>Best practice naming rules</b></p> <p>For best results, use the name format below:</p> <p>[width]x[height][scantype][rate][optional]</p> <p>Where:</p> <ul style="list-style-type: none"> <li>[width] and [height] are values in pixels</li> <li>X is the letter x</li> <li>[scantype] is i or p</li> <li>[rate] is the frame rate, and can contain a decimal point</li> <li>[optional] is any additional, optional, text</li> </ul>
Scan type	Choose between progressive and interlaced scanning.
CEA ID	<p>Only enter a value when you define a custom resolution that complies with the CEA-861-D profile for that value.</p> <p>The CEA identifier information option (CEA ID) does not affect the custom resolution. It is there for providing information on the resolution to any connected equipment.</p> <p>If you enter a value for CEA ID and your custom resolution does not conform to the CEA format for that value, you might not see an image on your display.</p>

Option	Notes
Pixel Clock	Enter a value between 13.5 and 162 MHz, or, for 4K resolutions, see the guidelines for 4K custom resolutions. If the specification of your source or display does not include a value for pixel clock, set the vertical and horizontal frequency instead. See below.
Aspect	If you are creating a custom resolution for a CORIOmatrix or CORIOmatrix mini, select an aspect ratio from the list. Choose from: 16:9          16:10          16:6 4:3          5:3          64:27 5:4          1:1          256:135
Active pixels	Enter a number of pixels between 64 and 3840 to set the width of the visible image. Enter a number of pixels between 64 and 2528 to set the height of the visible image.
Front Porch	The front porch is the gap between the end of the active video and the start of the sync pulse, in pixels. Enter a number of pixels between 1 and 2000 to set the horizontal and vertical front porch.
Sync Pulse	The sync pulse identifies the start of each row or frame of video. Enter a number of pixels between 8 and 500 to set the horizontal sync pulse. Enter a number of pixels between 10 and 100 to set the vertical sync pulse.
Back Porch	The back porch is the gap between the end of the sync pulse and the start of the active video, in pixels. Enter a number of pixels between 1 and 2000 to set the horizontal back porch. Enter a number of pixels between 1 and 100 to set the vertical back porch.
Polarity	The sync pulse separates the video fields into positive and negative polarity. Choose between positive and negative.
Frequency	You only need to enter values here if the specification for your source or display specification does not include a value for pixel clock. Enter a value in kHz to set the horizontal frequency, and a value in Hz to set the vertical frequency.

## Options for custom resolutions based on the VESA CVT standard



**Edit Custom Resolution 1000**

Standard: CVT v1.2 Reduced Blanking (VESA Coordinated Video Timing) ▾

Options:

Version: V2 ▾ Factor: 1000 ▾

Horizontal: 1920 ▲ ▾

Vertical: 1080 ▲ ▾

Desired Frame Rate: 60 ▲ ▾

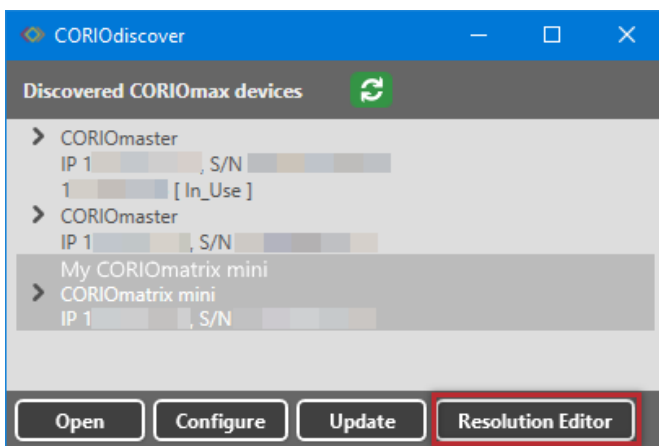
Scan type: Progressive ▾

Option	Notes
Version	Enter the version number of the VESA CVT standard you want to use.

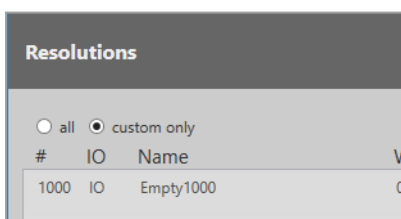
Option	Notes
Factor	<p>The factor converts from an exact frame rate into an NTSC-compatible vertical frequency. Choose between 1000 and 1001.</p> <p>Select 1000 to make the vertical frequency the same as your desired frame rate.            Select 1001 if you need a vertical frame rate that does not exactly match your desired frame rate.            For example, select 1001 if your desired frame rate is 60, but you need a vertical frequency of 59.94.</p>
Desired Active pixels	<p>Enter a number of pixels to set the width and height of the displayed area.            The highest resolution we support is 1920x1200p60, with reduced blanking. See the VESA standard for other CVT standard resolutions.</p>
Desired Frame Rate	Enter a frame rate in Hz.

## Creating and editing custom resolutions

1. Select your device, and then select Resolution Editor.



2. Enter your administrator username and password.  
The default username is admin, and the default password is adminpw.
3. Select custom only.



4. Find an empty custom slot, or choose a custom resolution to edit, and then select Edit.
5. Enter a useful name for your custom resolution.



6. Enter values for any other options as needed.

Name:	3840x2160p29.97	
Scan type:	Progressive	CEA ID: 95
Pixel Clock (MHz):	296.703296 MHz	Aspect: 16:9
	Horizontal	Vertical
Total pixels:	4400	2250
Active pixels:	3840	2160
Front Porch (pixels):	176	8
Sync Pulse (pixels):	88	10
Back Porch (pixels):	296	72
Polarity:	Positive	Positive
Frequency:	67.432567272 kHz	29.970029 Hz

Read about rules for names and other options on page 80.

## Creating a custom resolution from a video standard

### Creating a custom resolution from the CEA-861-D or VESA DMT standard

1. From Resolutions, find an empty custom slot, or choose a custom resolution to edit, and then select Edit.
2. Select your standard from the list.

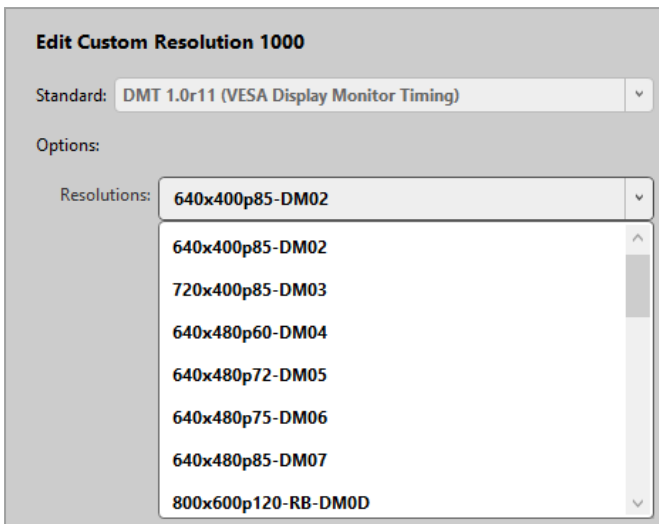
**Edit Custom Resolution 1000**

Standard: Manually create a custom resolution

Options:

- Manually create a custom resolution
- For International Standards (VESA Coordinated Video Timing)
- For International Standards (VESA Coordinated Video Timing)
- Front Porch (pixels)
- Enter Resolution and Frequency
- Set Factor to 1001 if you are using a Video Optimized Frequency.

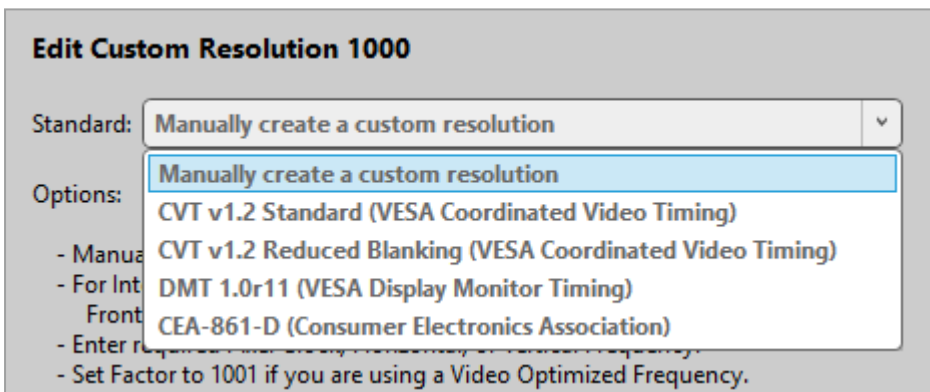
3. Select a resolution from the list.



4. Enter a useful name for your custom resolution.
5. Enter values for any other available options as needed.

### Creating a custom resolution from the VESA CVT standard

1. From Resolutions, find an empty custom slot, or choose a custom resolution to edit, and then select Edit.
2. Select your standard from the list.



3. Enter a useful name for your custom resolution.
4. Enter values for any other available options as needed.

Read about rules for names and other options on page 80.

## Copying and editing a standard resolution

If you want to create a custom resolution that is only slightly different to a standard resolution, you can copy the closest resolution and then edit it.

CORIOdiscover saves the new custom resolution in the first available empty slot. If there are no empty slots available, choose which custom resolution to overwrite.

1. From Resolutions, find the resolution closest to the resolution you want, and select Copy.



#	IO	Name	Width	Height	Frequency	Pixel Clock	Actions
67	IO	1920x1080p30	1920	1080	30.000	74.250	Copy
68	IO	1920x1080p50	1920	1080	50.000	148.500	Copy

2. Edit your new custom resolution.

For full instructions, see [Creating custom resolutions on page 83](#).

## Deleting a custom resolution

You can't delete a custom resolution, but you can return it to factory default settings, which removes your custom settings.

- From Resolutions, find the custom resolution you want to delete, and select Reset.

## Adding and managing custom EDID files

You can upload an EDID file saved to your PC to your CORIOview™. You can manage the EDID files saved to your CORIOview in CORIOgrapher™.

You can only upload custom EDID files for sources.

You might want to upload a saved EDID file if a source, for example, a PC, is using the preferred resolution from CORIOview rather than the resolution you selected for the source device. This can cause unexpected effects. You can create an EDID file for the resolution you selected for the source device, and upload it to CORIOview.

EDID files must:

- Be a binary EDID file
- Have a filename in 8.3 format
- Have a .edd extension
- Have a filename no longer than 8 ASCII characters

### Risk of unexpected results



CORIOgrapher does not check that a custom EDID file is valid or supported. Uploading an invalid or unsupported EDID file can cause source loss and unexpected results. Creating custom EDID files is an advanced task. If in doubt, contact a qualified AV professional.

## Before you start

Before you add custom EDID files or remove saved EDID files, we recommend that you make a backup copy of your configuration.


### Risk of losing EDID data



Firmware version M407 contains updates to system EDID files. When you've updated from version M406 or below to version M407 or above, do not restore a backup from a lower firmware version.

Read more about backing up and restoring on [page 35](#).

## Adding a saved EDID file

1. In CORIOgrapher, select  > EDID Manager.
2. Select Install new EDID.
3. Select Select EDID file and browse to an EDID file on your PC.
4. Select Start install.


## Removing EDID files

### **Risk of unexpected effects**



If you delete an EDID file that is in use and then reboot your CORIOview, your CORIOview says it is using the deleted EDID file but is actually using the default EDID file.

Take care to not delete EDID files that are in use.

1. In CORIOgrapher, select  > EDID Manager.
2. Find the EDID file you want to delete.
3. Select Remove.

## Troubleshoot it

This section contains frequently asked questions and advice on troubleshooting problems with your CORIOview™. If you can't find the help you need, contact your distributor, and if they can't help, contact tvONE™ support. Contact details are at the back of this guide.

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## Checking and updating the CORIOview™ firmware

You must be connected to your CORIOview to check and update firmware.

Find your firmware version on CORIOgrapher™ > Home. Update your firmware from CORIODiscover > Update Device.



When you update the firmware, any unsaved configuration in CORIOgrapher is deleted. Make sure you save any configurations that you want to keep before you start the updating process. You can also save a backup file on your PC. Read about saving a backup file on page 35.

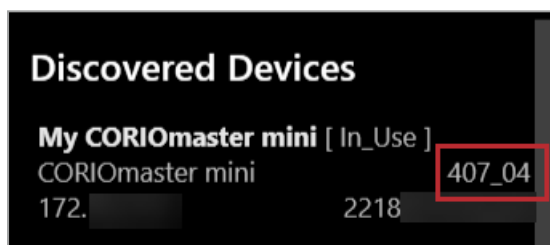
### Before you start

To install the latest CORIOview firmware, you need CORIODiscover V1.7 or above. V1.7 of CORIODiscover is available from the CORIOview page at [tvone.com/firmware-updates](http://tvone.com/firmware-updates).

### Checking your firmware version and downloading new firmware

CORIODiscover warns you if you try to install firmware that is older or the same as your existing firmware. If you don't want to check your existing firmware version, skip to step 2.

1. In CORIOgrapher > Home, find your current firmware version next to the name of your CORIO device.



2. Check for newer firmware at [tvone.com/firmware-updates](http://tvone.com/firmware-updates).  
Select your device from the list and compare the firmware version to your own.
3. If your firmware is out of date, download the zipped DAT file.  
You don't need to extract the DAT file.

## Updating the firmware


1. In CORIOdiscover, select .



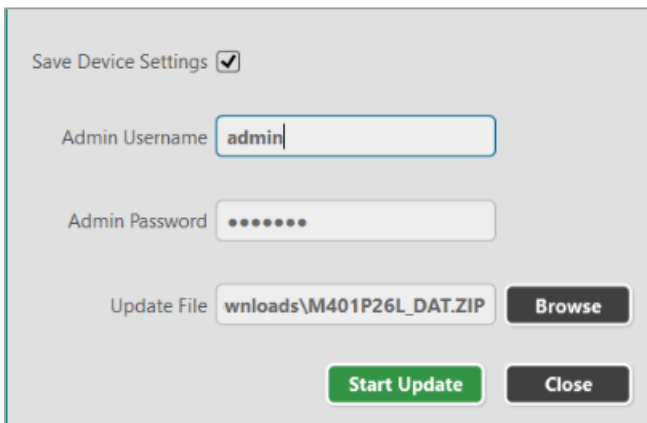
2. Select your CORIOview from the list and select Update.
3. To save your CORIOview settings, select Save Device Settings.

When you save your settings, your CORIOview keeps all your saved configurations.

**Risk of losing custom EDID file and/or secure certificate when updating from firmware version M406**

 If you have a custom EDID file and/or a secure certificate from firmware version M406 or below, your EDID file and/or secure certificate is not saved when you select Save Device Settings. For help updating to firmware versions M407 and above, contact customer support. See contact details on page 106.

4. Enter your administrator login details.

A screenshot of the "Save Device Settings" dialog box. At the top, there is a checkbox labeled "Save Device Settings" which is checked. Below this, there are three input fields: "Admin Username" with the text "admin" entered, "Admin Password" with seven dots, and "Update File" with the path "wnloads\M401P26L\_DAT.ZIP" entered. To the right of the "Update File" field is a "Browse" button. At the bottom of the dialog, there are two buttons: "Start Update" (in green) and "Close".

5. Browse to the zipped DAT file that you downloaded.
6. Select Start Update.

When the update is finished, you can log in to your CORIOview again.

The first time you log in you might be asked to choose which mode you want to use. Once you've chosen a mode, you won't be asked again.

If you've been using CORIOview for a while and want to keep things the same, choose classic mode. Classic mode is best for applications like control rooms.

If you want to use your CORIOview for meetings or security monitoring, you can try out dynamic mode. Dynamic mode has a simplified version of CORIOgrapher, and automatic window layouts that change dynamically to reflect when sources are connected to your CORIOview.

You can change modes whenever you like in CORIOgrapher.

Read more about choosing a mode on page 37.

# I can't see my CORIOview™ in the Discovered Devices list

## What's the problem?

When I tried to find my CORIOview in the *Discovered Devices* list on the Home window of CORIOgrapher™, I couldn't see it. I tried refreshing the list and it still wasn't there.

## Why does this happen?

There might be a lot of devices on your network and you're having trouble identifying yours.

Your device might be on a different network, there might be a problem with your network or firewall, or you might be in a high-security environment.

## What to do

### First try this

If you've got a long list of devices with similar names, try these steps to find out which one is yours.

1. Write down the list or take a screenshot, and then turn off your device.  
After a few seconds, your device should show as offline.
2. If nothing shows as offline, close and open CORIOgrapher.
3. Compare the list to your screenshot.  
If a device is missing, it is most likely your device.
4. Turn on your device, wait for ten seconds, and see if that device appears again in the list.  
You can now select your device.

### Then try this

If your device definitely isn't in the *Discovered Devices* list, first check your hardware.

If your device still isn't in the list, connect directly to your device with an RS-232 serial connection, find the IP address of your device, and use that IP address to log in.

✓ API commands are not case-sensitive.

## To check your hardware and firmware

1. Check that your device is turned on and the LED on the front panel is green.
2. Turn your device off and on again.
3. When the LED on the front panel is green, on the Home window of CORIOgrapher, select Refresh.
4. Check the Ethernet or serial connectors that connect your device to your computer.
5. Check that you are using the latest firmware. You might need to update your firmware.

Read about checking and updating your firmware on page 89.

## To find out the IP address of your device

1. Connect the RS-232 port on your device to the RS-232 port on your computer with an RS-232 cable.
2. Open a suitable terminal application, such as puTTY or HyperTerminal.
3. Set your COM port settings to the following:

Speed (baud)	115200
Data bits	8
Stop bits	1
Parity	None
Flow control	None

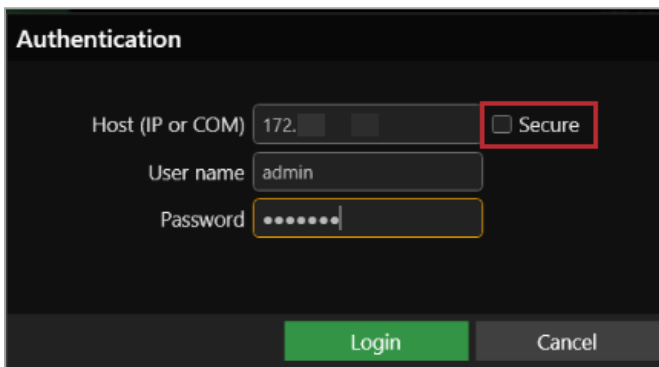


- To log in to your device as an administrator, enter `login (admin, adminpw)`.  
Admin and adminpw are the default administrator login details. If you've changed them, use your own login details.
- To check that DHCP is enabled, enter `System.Comms.Ethernet.DHCP` and press Return.  
If the Enabled property is set to Off, then go to step 6.  
If the Enabled property is set to On, then go to step 7.
- Enter `System.Comms.Ethernet` and press Return.
- Find the IP address of your device in the IP\_Address property and make a note of it.
- Enter `logout ()` and press Return.

## To log in to your device with an IP address

Log in to your device on the Home window of CORIOgrapher.

- Select Connect to your device.
- Enter the IP address that you got from the serial connection, and your administrator login details.



The first time you log in, make sure Secure is clear.

## If that doesn't work

There might be a problem with your network or firewall. Talk to your network administrator. You might need to give your device a specific IP address.

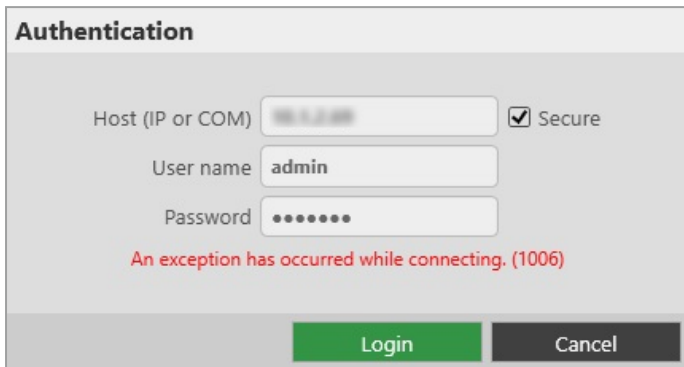
Read about changing the IP address of your device on page 39.

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com), [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

# I can't log in securely to CORIOgrapher™

## What's the problem?

When I select Secure and try to log in, I get an error message.



## Why does this happen?


Your CPU module might not have a Real Time Clock (RTC) installed. CORIOview units purchased from 2019 include an RTC.

If your CPU module includes an RTC, it might not have generated a secure certificate.

## What to do

### First try this

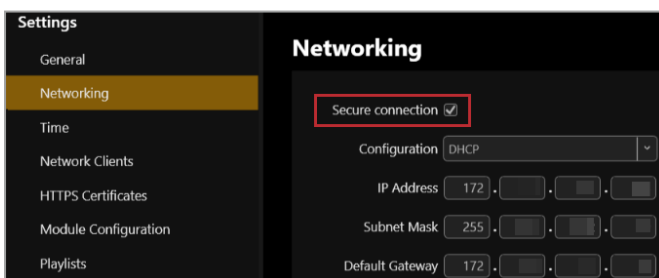
Check if you have an RTC installed.

1. Clear the Secure option and log in to CORIOgrapher.
2. Select  > Networking.

If you see error message You cannot set the time on a device that does not have a real time clock, your CPU does not have an RTC installed.

If you do not see the error message, generate a secure certificate.

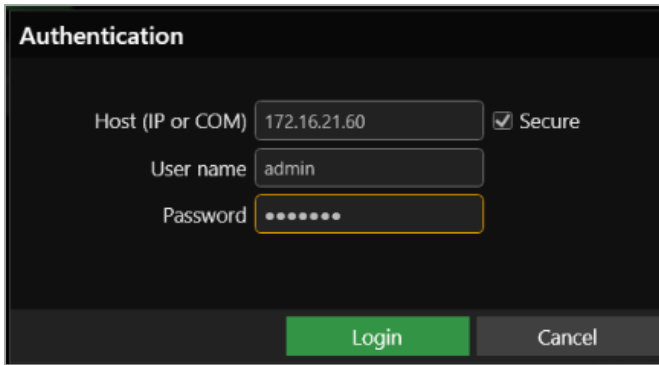
1. From Networking, select Secure connection.



2. Select Save > Save.

Your device restarts.

3. Select Secure and log in.



The image shows a dark-themed authentication dialog box titled "Authentication". It contains three input fields: "Host (IP or COM)" with the value "172.16.21.60", "User name" with the value "admin", and "Password" with seven dots. To the right of the Host field is a checked checkbox labeled "Secure". At the bottom, there are two buttons: a green "Login" button and a grey "Cancel" button.

### Then try this

If your CPU module does not include an RTC, purchase a new CPU.

Ask your distributor for part number CM-CV-CPU-HTTPS.

With your new CPU, generate a secure certificate.

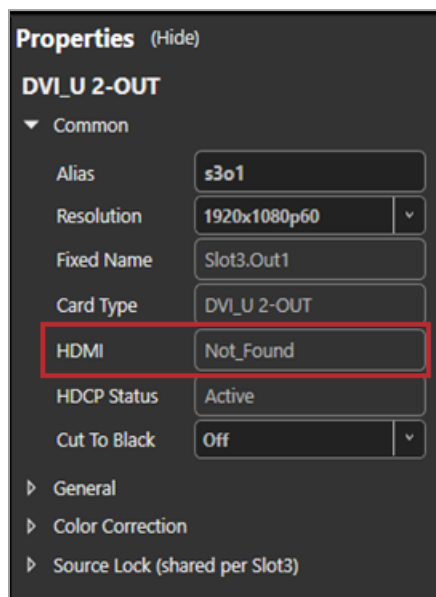
### If that doesn't work

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com) , [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

# The picture keeps coming and going on my CORIOview™

## What's the problem?

The display is continually dropping the signal and attempting to reconnect. The HDMI status property of the display switches between Found and Not\_Found.




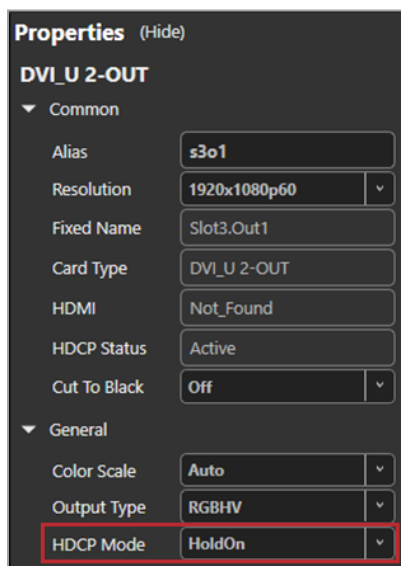
## Why does this happen?

You probably have a display or output that doesn't support HDCP (High-bandwidth Digital Content Protection).

## What to do

### First try this

1. From Dashboard, select .
2. Select General and set HDCP Mode to KeepOff.



## If that doesn't work

If setting HDCP Mode to KeepOff doesn't work, try setting HDCP Mode to FollowSources.

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com) , [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

## My Streaming media and 4K playback input module keeps overheating

### What's the problem?

I keep seeing an error message that tells me my Streaming media and 4K playback input module is too hot, or has overheated. The performance of the module is reduced. I've tried restarting my CORIOview™.

### Why does this happen?

If the environment around the Streaming media and 4K playback input module is too hot, the module runs above specification, or the fans can't do their job properly, the module can overheat. When the module becomes hot and there is a risk of overheating, the performance of the module is reduced to lower the amount of data processed.

### What to do

#### First try this

1. Switch off your CORIOview.
2. Allow your CORIOview to cool down for at least 20 minutes.
3. Restart your CORIOview.

#### Then try this

1. Place your hand near each fan outlet in turn and check that air is flowing out of your CORIOview.
2. Check the environment around your CORIOview.
  - Is there anything covering the fan outlets?
  - Is the space large enough?
  - Is there enough ventilation or cooling? For best results, make sure the air around your CORIOview is a maximum of 20 °C.
  - Is there an air gap all around your CORIOview?
3. If there are any issues with the environment around your CORIOview, switch off your CORIOview and allow it to cool down while you fix the issues.

#### If that doesn't work

Is your Streaming media and 4K playback input module playing media items or streams that are very high resolution and/or high bitrate? Try reducing the resolution or bitrate as much as you can without losing too much quality.

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com) , [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

# The video signal from my Encoder-100 is delayed

## What's the problem?


I am streaming an HDMI™ signal from my Encoder-100. The video is delayed.

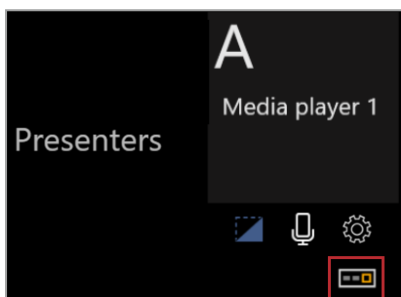
## Why does this happen?

- If there's no embedded audio in the HDMI signal, but you selected HDMI as your audio source, the video can be delayed.

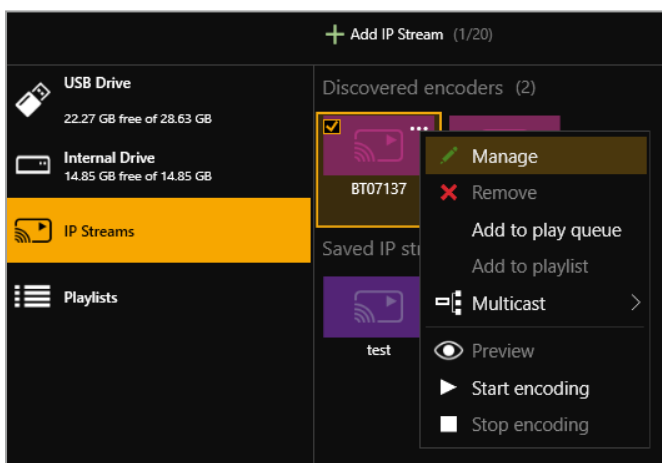
## What to do

### First try this

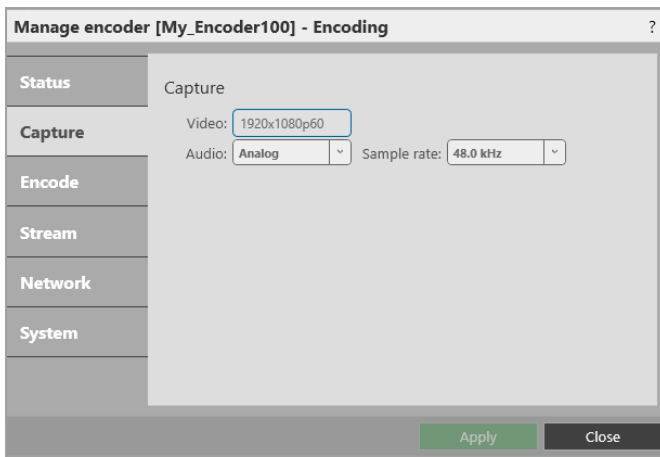
1. From Dashboard, select  underneath one of the Streaming media and 4K playback presenters.



2. From Properties, select (Media Player) Manage.
3. Select IP Streams, select your Encoder-100, and select Manage.



4. Select Capture.



5. Select None or Analog from Audio.

### If that doesn't work

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com), [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

# I can't hear any audio

## What's the problem?

I am trying to play audio but I can't hear it, or the sound is poor.

## Why does this happen?

- You might be listening to the wrong input.
- The source or output might be muted, or the audio input level is turned down too low.
- Audio might be muted for all presenters.
- One or more presenters might be muted.
- The presenter you want to hear is not the active presenter.
- The audio from a media item might not be compatible with your Streaming media and 4K playback input module.
- There might be a loose connection or problem with your audio device.

## What to do

### First try this

#### Check the presenter you want to hear is the active presenter

- On the front panel, check the letter button for that presenter is lit brightly. The active presenter appears in a larger window on your display.



#### Check if all audio is muted

- On the front panel, check if AUDIO is lit. If AUDIO is lit, press AUDIO.

#### Check if a source or output is muted

1. Show window labels.

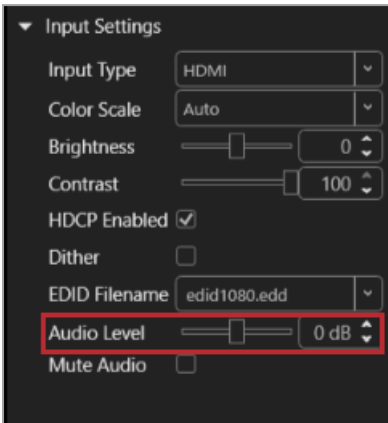
If window labels are not showing, on the front panel, press .

2. If the label for the active presenter shows , audio is muted. Press AUDIO.
3. If you still can't hear the active presenter, they might be muted in CORIOgrapher. From CORIOgrapher > Dashboard, find the active presenter and select  underneath that presenter.



## Check if the audio input level is turned down

1. From CORIOgrapher > Dashboard, find the presenter and select ⚙ underneath that presenter.
2. In Properties, check the position of the audio level slider.



- Slide to the right to increase audio input.
- Slide to the left to reduce audio input.

## Then try this

If you are playing media from a Streaming media and 4K playback input module, check the format of your media items:

- The Streaming media and 4K playback input module only supports .mp3 and .aac formats.
- If your media items are not supported, consider converting them.

## If that doesn't work

1. Restart your CORIOview.
2. Check all hardware connections.
3. Check that your audio device is working. Try connecting a different source.
4. Make sure you have the latest firmware and software.

Download the latest software from [tvone.com/software](http://tvone.com/software).

Read about updating your firmware on page 89.

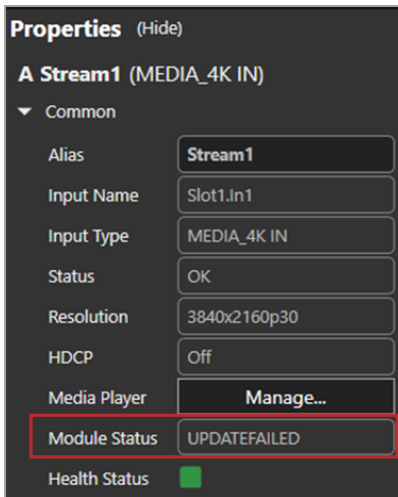
If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com), [tech.europe@tvone.com](mailto:tech.europe@tvone.com), or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

## I can't update the firmware of my Streaming media and 4K playback input module

### What's the problem?

1. In CORIOdiscover, I have an error message that tells me one or more of my Streaming media and 4K playback input modules failed to update.
2. In CORIOgrapher™ I have an error message that tells me the firmware of my Streaming media and 4K playback

input module failed to update. The module status is UPDATEFAILED.





## Why does this happen?

- There was an error when you updated the firmware of your CORIOview™.
- The firmware download might be corrupted.
- There is a problem with a module.

## What to do

### First try this

1. Restart your CORIOview.
2. In CORIOgrapher, select  > Module Configuration.
3. For each Streaming media and 4K playback input module, select  > Configure and check the status.

### Then try this

1. Download the firmware update again.  
Make sure you download the correct version.
2. Repeat the firmware update.

Read more about updating your firmware on page 89.

## If that doesn't work

If the advice here doesn't work, first contact your distributor. If your distributor can't help, contact tvONE support at [tech.usa@tvone.com](mailto:tech.usa@tvone.com), [tech.europe@tvone.com](mailto:tech.europe@tvone.com) or [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

## General troubleshooting checklist

If specific troubleshooting advice isn't helping, or your product has stopped working, go through the points below. If your product still doesn't work, you might need to return it for repair.

Read about returning your product on page 102.

1. Make sure your product is set up correctly, as shown in this guide.
2. Check that your cables and equipment are all connected firmly.
3. Check that your product is connected to an electrical outlet that is switched on.  
Can you see LED lights on the front of your product?
4. Test your sources by connecting them directly to a display.
5. Test your display by connecting it directly to a source.
6. Test each cable.
7. Try restoring your product to factory default settings.  
**Note:** during factory reset your custom settings are deleted.
8. Try updating your firmware.  
**Note:** during a firmware update your custom settings are deleted.

## Returning a product for repair

You can request to return your product to tvONE™ for repair. When you contact tvONE support, have the following information ready.

- Product type
- Serial number of the faulty unit (this is on the underside of the unit)
- Full details of the issue
- Invoice number (if available)

Contact tvONE support for your area.

- Customers in North, Central, and South America (NCSA), email [tech.usa@tvone.com](mailto:tech.usa@tvone.com).
- Customers in Europe, the Middle East, and Africa (EMEA), email [tech.europe@tvone.com](mailto:tech.europe@tvone.com).
- Customers in Asia, email [tech.asia@tvone.com](mailto:tech.asia@tvone.com).

### EMEA and Asia

Customers in EMEA and Asia receive an RMA Request form from tvONE support. Complete the form and return it to tvONE support for your area.

### All customers

tvONE support decides if your product needs to return for repair, and, if needed, provide a return authorization number.

Send your product to tvONE by insured carrier or registered mail. Write your return authorization number on the outside of the packaging, and on any documents you send with your product.

You must arrange and pay for shipping and insurance. Products in transit are your responsibility. tvONE does not accept responsibility for products lost in transit.



Do not return a product for warranty repair without a return authorization number. tvONE will not repair your product.

## What are the minimum requirements for running CORIOgrapher?

The minimum requirements for running CORIOgrapher are:

- PC running Windows® 7 or 10
- Windows® .NET 4.6
- 600 MB of disc space during installation
- Approximately 50 MB of disc space after installation

## What's the password for my CORIOview™?

The default administrator username and password for CORIOgrapher™ are `admin` and `adminpw`.

## Can I use HDMI extenders with CORIOview™ output modules?

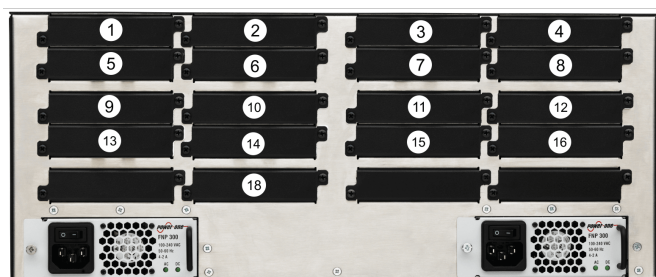
Yes. You can use HDMI extenders that draw up to 100 mA directly with DVI-I and DVI-U output modules. If you want to use an HDMI extender that draws more than 100 mA, use an external power supply.

See our range of HDMI extenders at [tvone.com/signal-extension-systems](http://tvone.com/signal-extension-systems).

## Where can I put Streaming media and 4K playback input modules?

The number of Streaming media and 4K playback input modules you can have, and where you can install them, depends on the CORIO unit you have.

### CORIOmaster™ series



In a CORIOmaster, only slots 4, 8, 5, 1, and 3 can contain Streaming media and 4K playback input modules.

For best results, fit in the order given above.

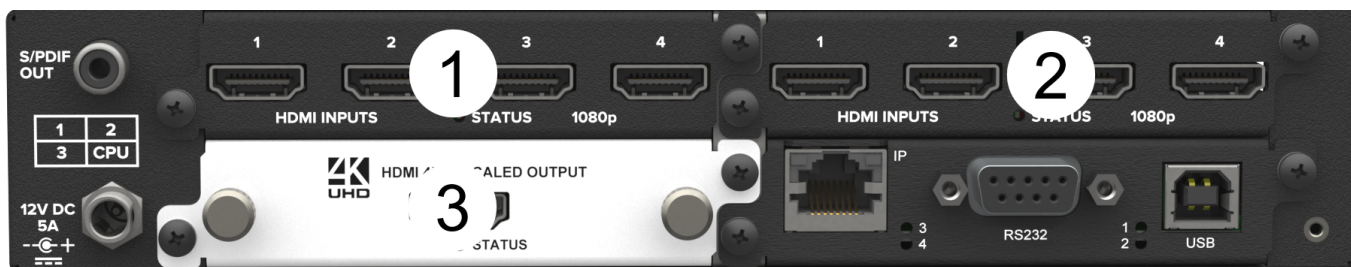


In a CORIOmaster mini, only slots 1 and 2 can contain Streaming media and 4K playback input modules.



In a CORIOmaster micro, only slots 1 and 2 can contain Streaming media and 4K playback input modules.

### CORIOview™



In a CORIOview, slots 1 and 2 can contain Streaming media and 4K playback input modules.

## How large is the internal storage on a Streaming media and 4K playback input module?

There are two models of Streaming media and 4K playback input module. One comes with 16 GB of internal storage, the other comes with 128 GB.

## How do I find the MAC address of my Streaming media and 4K playback input module?

You can find the MAC address in Networking. Select  > Module Configuration, find the module, and select **•••** > Configure.

## How fast is my connection to the Streaming media and 4K playback input module?

You can find the connection speed in Networking. Select  > Module Configuration, find the module, and select **•••** > Configure.

## Which media formats can I add to a play queue?

You can add media streams, video clips, and still images to a play queue. For the full list of supported formats, see the specification sheet.

Specification sheets can be found on our website [tvone.com](http://tvone.com).

## Can I save my play queue?

If you add media items or streams to a play queue and select *Save on Device* from the wall editor, then when you restart your CORIOview™, the media items and streams remain in the play queue.

You can save all your settings, including your play queue, to a backup file on your CORIOview. If you want to load the same play queue at a later date, you can restore your settings from the backup file. **Note:** you will lose any work that you have done since creating the backup file.

From CORIOgrapher™ V2.4 onwards, you can save your play queue as a playlist.

## How do I mute audio?

The fastest way to mute audio is with the front panel.

- Press AUDIO.
- To unmute audio, press AUDIO again.

Read more about audio on page 52.

## More

### In this section

What's new in CORIOgrapher™ V2.9 for CORIOview™ .....	105
Regulatory compliance for CORIOview™ and all modules .....	105
Contact us .....	106

## What's new in CORIOgrapher™ V2.9 for CORIOview™

CORIOgrapher V2.9 supports:

- Dual mode operation. Choose from classic mode and dynamic mode.
- Read more on page 37.

CORIOdiscover V1.7 supports:

- Updating from standby mode.

For the full list of new features and things we've fixed, see the release notes.

Release notes are available at [tvone.com/software](http://tvone.com/software).

## Regulatory compliance for CORIOview™ and all modules

This product has been tested for compliance with appropriate FCC and CE rules and regulations. The power adapter and supply has been tested for compliance with appropriate UL, CUL, CE, PSE, GS, rules, regulations and/or guidelines. This product and its power adapter is RoHS compliant.

### WEEE directive



The wheeled bin symbol on this product or its packaging indicates that this product shall not be treated as household waste. In line with EU Directive 2012/19/EU for waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. Dispose of this product by returning it to the point of sale, or to your local municipal collection point for recycling. Doing this helps conserve our environment.


## Contact us

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Asia

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