



ChromaLED Controller Data Recovery Guide

Introduction

In case of a power outage or upon restarting the display with issues, this guide will explain how to reconfigure output resolution, how to resend the config file to the display, and how remap the display.

Reconfiguring Output Resolution

1. Ensure you've selected the "Master" tab.
2. In the "Master Input" section, the output resolution can be changed.
 - If the desired resolution is not available, it will need to be changed through the front panel of the controller.
3. After you have selected the desired output resolution, press "Set Display Mode" at the bottom left.

Resending the Config File

If the config file was sent to the display but not saved, it may be necessary to resend the config file. If the receiving card files were never saved, they will be forgotten upon restarting the display.

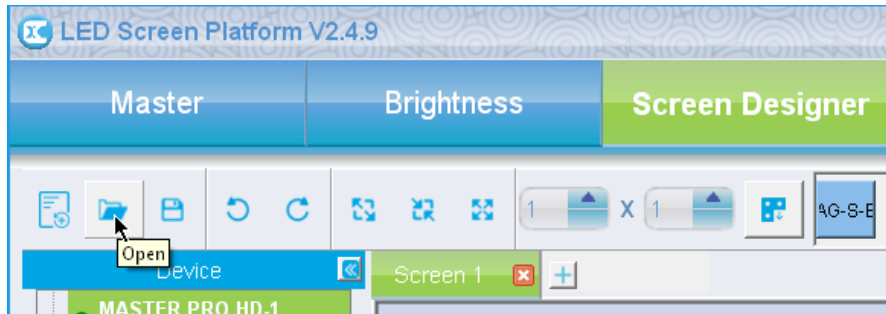
1. Ensure you've selected the "Settings" tab.
2. Press "Receiving Card" on the right side.
3. Press "Import," and navigate to the configuration file for the display (.pcfg file).
 - Select the file when it is found.
4. Press "Send to Card."
5. Leave "All Receiving Card" selected.
 - You can also choose to select "Reset Starting Coordinate," but you will have to remap the display.
6. Press "Send."
7. Press "Save to Card."
 - If the display loses power or is turned off, the config file will not be lost again.

Remapping the Display

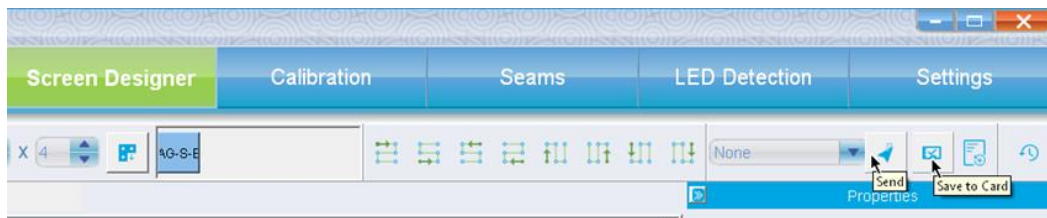
If the mapping file was sent to the display but not saved, it may be necessary to remap the display. If the mapping file was never saved, it will be forgotten upon restarting the display.

1. Ensure you've selected the "Screen Designer" tab.

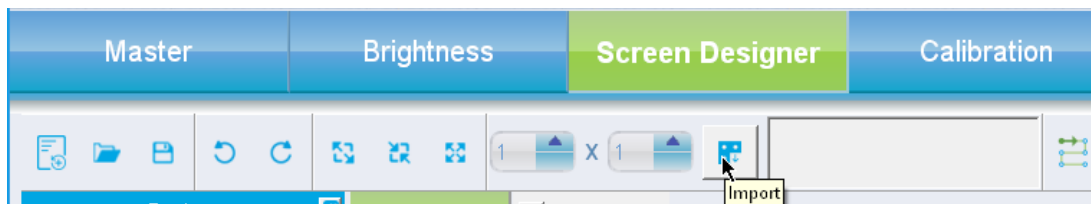
- If a backup mapping file is available, press “Open,” and navigate to the backup file’s location. Select the file when it is found.



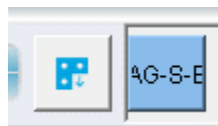
- Press “Send,” followed by “Save to Card.”



- If a backup mapping file is not available, the mapping will need to be recreated.
 - Press “Import” toward the top of the screen, and navigate to the config file. Select it when it is found.

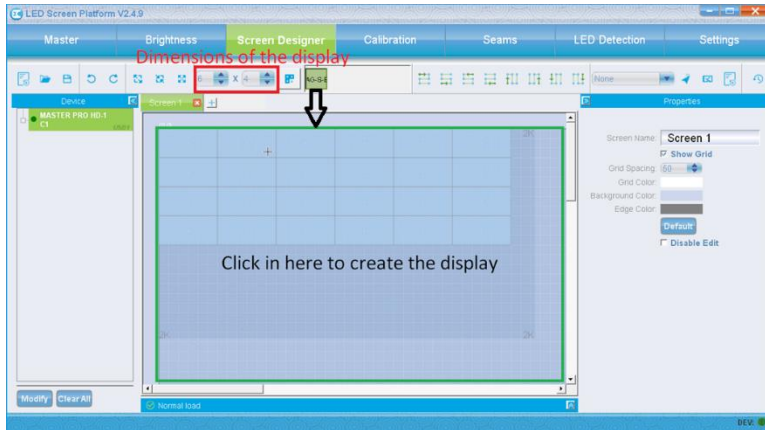


- A blue box will appear to the right of the “Import” button and will indicate which panel was imported.

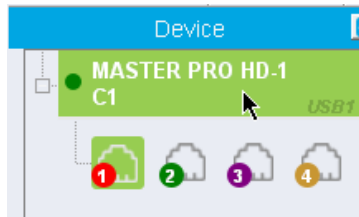


- Set the number of rows (first input) and number of columns (second input) to the appropriate number for the display.

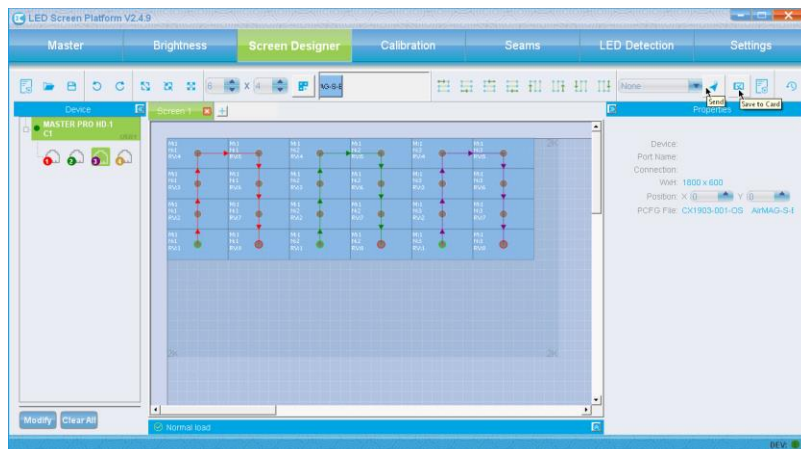
- iv. Press the previously-mentioned blue box, then select the area outlined in green (see below) to place the display.



- v. Map the display.
 1. On the left side, expand “Device” by pressing the arrow symbols.
 2. Select the port to be mapped, and follow the mapping diagram.
 3. Repeat with all necessary ports until the display is completely mapped.



4. Once mapping has been completed, press “Send,” followed by “Save to Card.”



****MAPPING IS FOR EXAMPLE PURPOSES ONLY****



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JCM Product Documentation: <https://exchange.jcmglobal.com/>

NOTE: If you are unable to resolve an issue, you can complete a service/repair form at <https://american.jcmglobal.com/support/repairs-exchanges/sra-form/>.