



NovaStar 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 in case it was lost, and how to remap the display.

Accessing the Software

1. Open NovaLCT.
2. Click the user tab at the top and select “Advanced Synchronous System UserLogin.”
3. Enter the password, “admin.”
4. Ensure the controller is connected to the appropriate computer with a USB A-B cable.
5. To begin working on the display, press the screen configuration button.
 - The com port of the connected controller will be shown. Ensure it is selected and leave “Configure Screen” checked.
 - Press “Next.”

Reconfiguring Output Resolution

1. Ensure the “Sending Card” tab has been selected.
2. In the “Source Configuration” section, the resolution can be changed.
 - If the desired resolution is not there, click the custom check box to the right, and inputting the desired resolution is possible.
3. After the desired resolution has been selected, press “Save” at the bottom right.

Resending the Config File

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

1. Ensure the “Receiving Card” tab has been selected.
2. Press the “Load from File” button at the bottom, and find the configuration file for this display (.rcfgx file).
 - Select the file when it is found.
3. Press “Send to Receiving Card.”
 - Leave “All Receiving Card” checked.
 - i. You can choose to select “Reset the Starting Coordinate of Receiving Card,” but the display will need to be remapped.
 - Press “Send.”



4. Press “Save.” If the display loses power, or it is turned off, the receiving card files will not be lost again.

Remapping the Display

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

1. Ensure the “Screen Connection” tab has been selected.
2. If you have a backup mapping file, press “Load from File,” and navigate to the backup file’s location.
 - Select the file when it is found.
 - Press “Send to HW,” then press “Save.”
3. If you do not have a backup file, you will need to recreate the mapping.
 - Press “Detect Communications Status” at the bottom left to see how many receiver cards are connected to each output port of the controller.
 - i. This is a useful way to double check the mapping diagram to follow when mapping the display.
 - Set the number of columns and rows to the appropriate number for the display.
 - Map the display.
 - i. On the left, click the first “Ethernet Port No.,” and follow the mapping diagram.
 - ii. Repeat with all the necessary “Ethernet Port No.’s” until the display is completely mapped.
 - Once the display has been mapped, press “Send to HW,” then “Save.”

JCM Product Support Contact Information

Office Hours Phone: 702-651-0000 (5am-5pm [PST])

After Hours Phone: 1-800-683-7248 (24-hour)

Email: support@jcmglobal.com

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://am-en.jcmglobal.com/support/repairs-exchanges/sra-form/>.