Notes and FAQ

1 Some conflicts between decoders may cause media play error.

Do not install decoders or media players arbitrary. They may conflict with each other and thus cause errors when NovaStudio plus is playing videos. NovaStudio plus V2.3 and later will check if there is any known decoder that may cause conflict on the computer. And will delete the decoder if allowed.

Please contact Nova if problems of decoder conflict are encountered.

2 Do not use low performance computers for running NovaStudio plus.

Please use a computer meeting the requirements listed in the section of 1.2 Run Environment of NovaStudio plus User Manual. The computer should have a higher performance CPU and larger memory if NovaStudio plus is going to run on it with multiple display windows. Note that the higher the computer performance is, the better the media play results will be.

3 NovaStudio plus launch error due to the language support of the operation system.

If the path of the NovaStudio plus.exe contains characters that are not belonged to

the default language of the operation system, it may not be able to launch.

Messages as follow may be shown.

To solve this problem, please change the path and run again.

Fig. 3-1 Error message

4 Unable to play files of Microsoft Word and Excel

Make sure Microsoft Word and Excel have been installed correctly, otherwise,

NovaStudio plus is not able to support files for Microsoft Word and Excel.

Please allow the operation if any firewall blocks the operation of adding Excel file.

There no virus risk as it is just Excel starting a library.

5 What to do if characters in a table of a Microsoft Word file are slit?

Try a Microsoft Excel table.

6 Why NovaStudio plus does not run?

Please make sure that Microsoft.NET Framework 2.0 has been installed in the computer if the error message in Fig.6-1 shows up when running NovaStudio plus. Microsoft.NET Framework 2.0 is required for running NovaStudio plus.

Note that for Win8, Microsoft.NET Framework 3.5 is required. You can download it from website www.novastar-led.com and then install. Or you can select corresponding option when installing NovaStudio plus, Microsoft.NET Framework 3.5will be automatically downloaded and installed after that.
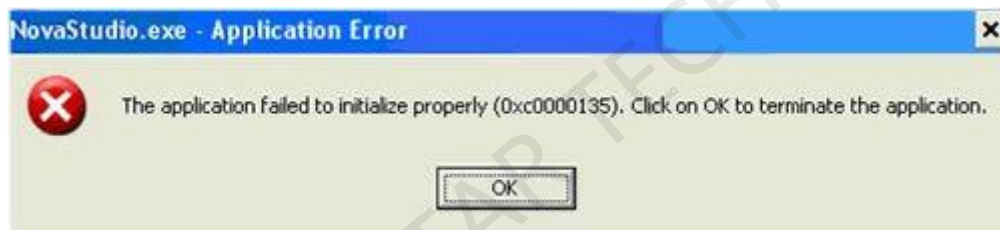

Fig.6-1 Error message

7 Why Flash files cannot be added?

Make sure Flash OCX plug-in has been correctly installed. Copy install_flash_player_ax.exe to the same folder of NovaStudio plus.exe and when performing installation.

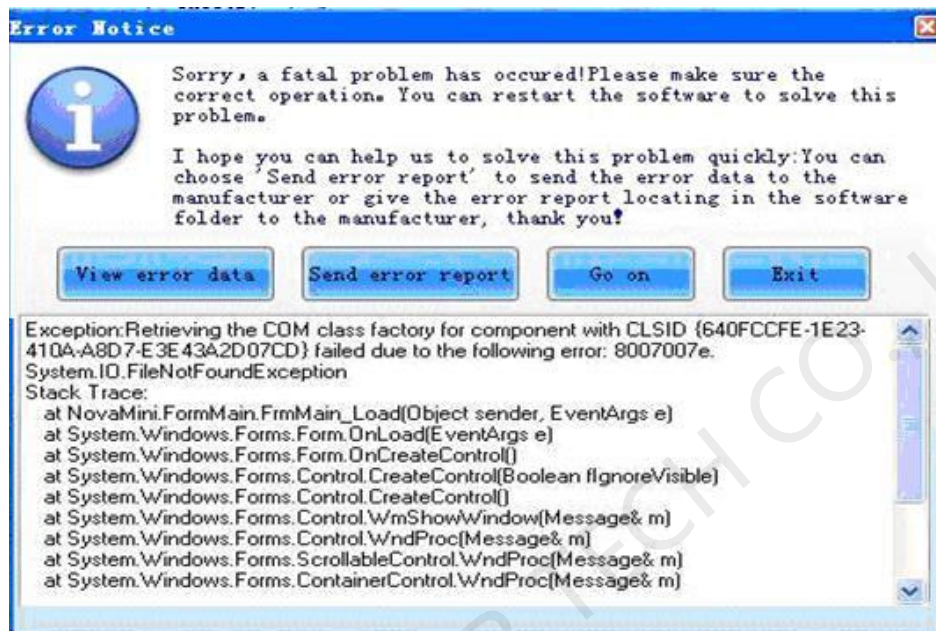# 8 Error message as below is shown when running NovaStudio plus.

Fig.8-1 error message

Please contact us for technique support. And please click Send Error Report if internet is available for the computer. If internet is not available, please click View Error Data and copy all the data to a .txt file.

9 Why NovaStudio plus can't load media sources which it can before?

Select **Help** ->**Reregister Decoder** from the main menu of NovaStudio plus. Allow all operations if they are blocked by OS or firewall.

10 In IE6 environment, use the keyboard arrow keys to move the display position of the web media (do not use the mouse wheel).

11 Video Capture Card played instability in Win7, please use Windows XP.

12 Please set the graphic card work under extend monitor mode if the play window of the LED screen is big in size. And please use advanced rendering mode for video playback. Part of the play window may be black if normal rendering mode is use.

13 Please use advanced rendering mode if text is be put on top of video. There could be flashing on the text if normal rendering mode is used.

14 Turn off Vertical Refresh Sync of the graphic card when use NovaStudio plus for pictures playback. Vertical Refresh Sync may cause influent picture playback effects under Win7 and Win8.
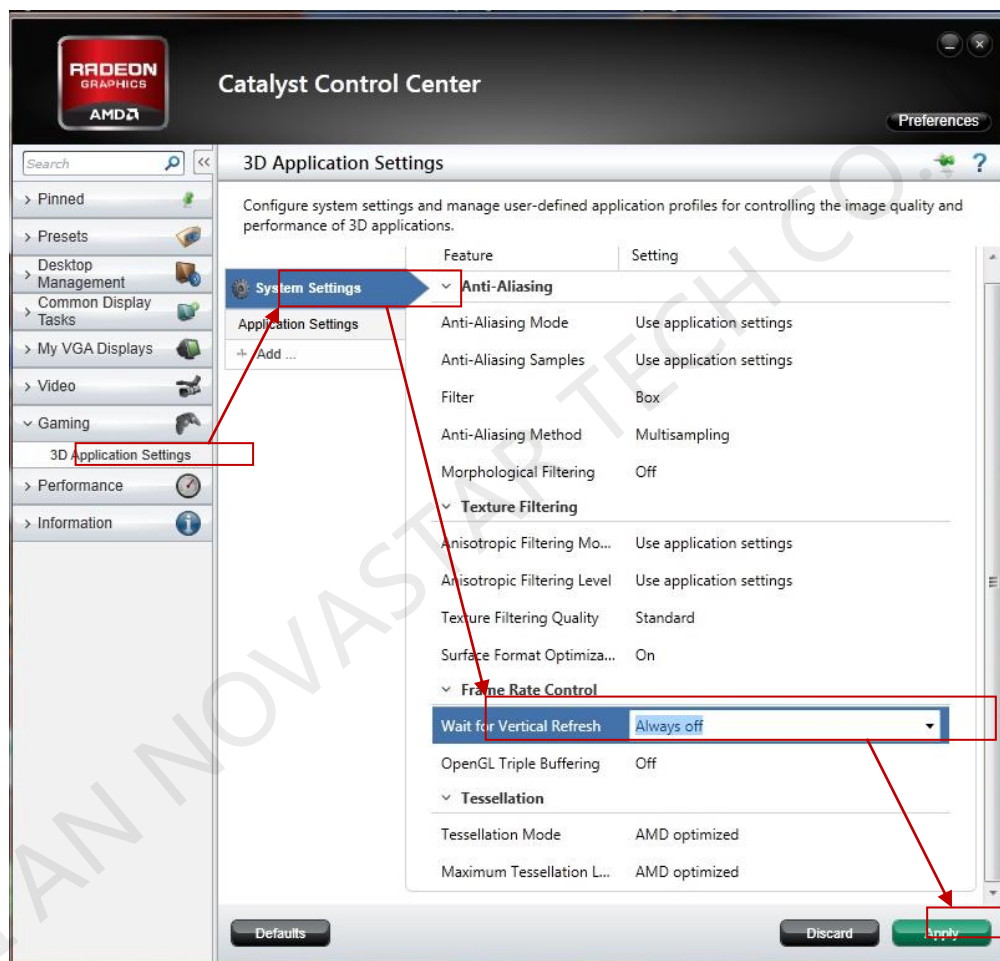

Fig.14-1 Turn off Vertical Refresh Sync of the graphic card

15 For videos of format of .rmvb and those can not be loaded by NovaStudio plus, please convert the video format to mpeg4. Format converting tool can be download from www.novastar-led.com .

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