



# ShowStar User Guide

September 26th, 2011



ShowStar Entertainment Server

# Read Me First

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## Purpose of this User Guide

This User Guide is meant to serve as a detailed informational guide on how to setup and operate the Mozaex **ShowStar™** Entertainment Server. This User Guide is the only document written on the setup, use and maintenance of the ShowStar.

## Product Returns and Refunds

**\*IMPORTANT – You may for any reason within 15 days of purchase arrange with your reseller or Mozaex the return of the ShowStar for a refund for any reason** including if you do not agree with any of the Terms, Conditions, Specifications, functional limitations or Copyright Disclaimers stated in the Guide.

**\*Notice – ShowStar may not be able to load or play some or all movie discs.**

Since the ShowStar does not include any movie disc decryption software it may not be able to load or play some or all movie DVDs and Blu-ray discs.

The ShowStar's included licensed physical disc decryptor will allow you to play most if not all physical movie discs but not necessarily discs that have been loaded on to the ShowStar's hard drive. Most if not all unencrypted movie discs loaded onto the ShowStar should also play. Most if not all commercial movie discs are encrypted so this limitation applies to most if not all commercial movie discs.

If you decide to use 3rd party software to to load movies on to the ShowStar's hard drive and do not agree to the terms and disclaimers stated in this Guide including the Hold Harmless Agreement, then you should contact your reseller or Mozaex to request the return of the ShowStar for a refund.

## 15 Day Money Back Return Policy

If you purchased the ShowStar directly from a Mozaex Authorized Dealer or from the Mozaex online shopping site [www.mozaex.com/shop](http://www.mozaex.com/shop) then you are entitled to a 15 day money back guarantee based on the terms and conditons defined below. If you did not purchase the ShowStar directly from an Authorized Dealer or from the Mozaex online web shopping site then you must first try to contact the respective reseller to arrange for a return and refund.

Refer to the Terms and Conditions located in this Guide for information regarding general product returns and warranty repair terms and conditions.

## Copyright Disclaimer and other Legal Issues

### Is the Mozaex ShowStar 100% legal?

**Yes, the ShowStar is 100% legal.** Mozaex and their products are 100% legal since Mozaex does not make, sell, provide or induce the use of any unlicensed decryption tools. *The user has sole legal responsibility for using any non-Mozaex software including movie decryption tools.*

**Notice** – ShowStar may not be able to load or play some or all movie discs.

If you decide to use the ShowStar to load movies using 3rd party software and do not agree to the terms and disclaimers stated in this Guide including the Hold Harmless Agreement, then you should return of the ShowStar for a refund.

Refer the section on the preceding page entitled "**Product Returns and Refunds**" for more information regarding this subject.

### Where can I learn more about the legal issues surrounding decryptors?

Refer to the section "**What about copyright laws?**" in this Guide and to the **FAQ section** on either the Mozaex or ShowStar web site for more information regarding the legal issues surrounding movie decryption software. You should also consult with a legal expert on the issue if you have any concerns or questions.

### Copyright Disclaimer and Hold Harmless Agreement

By accepting the Terms and Conditions stated in this User Guide and as part of the purchase agreement you entered into with Mozaex or a reseller you agree to hold Mozaex harmless from any data, financial, legal or any other losses that might arise from your use of the ShowStar with non-Mozaex software including but not limited to movie decryption software.

Mozaex respects the copyrights of all media publishers. Mozaex does not condone violating these copyrights through illegal copying or other means. Mozaex does not ship its products with any Movie "decrypting" software that may be used to violate copyright laws including the Digital Millennium Copyright Act (DMCA).

Use of this product including any software that is loaded onto the product or hardware that is attached to the product for any illegal purpose is strictly prohibited. In particular but not limited to, it is agreed that you will not load any content onto the ShowStar that you do not rightfully own and possess whether that content be movies, music, photos or any other media.

All other content license rules and regulations as defined by the copyright holder shall be adhered to including but not limited to the prohibition of any illegal distribution or copying of any content that has been loaded onto the ShowStar.

# Technical Support

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## How to Obtain Service

Mozaex and it's network of over 750 Authorized Dealers are well trained and equipped to inspect, update your software or if necessary troubleshoot your ShowStar on the phone or over the Internet using our unique SurePlay remote online full system Login service.

## Contact Either Mozaex or the Dealer you purchased the ShowStar

Do not hesitate to contact *your Dealer* where you purchased the ShowStar or if your Dealer is not available please contact the **Mozaex Support Department** if you have any questions or are experiencing any problems with your ShowStar.

We take pride in ensuring that all of our customers are fully satisfied and that they will enjoy using the ShowStar for many years to come .

Mozaex provides a free telephone, Web and email support service to Authorized Dealers only. With our unique SurePlay™ service we can if necessary work in conjunction with your Mozaex Dealer to login to your Mozaex system over the internet and perform remote online software updates, maintenance and checkups.

We look forward to serving you!

## *The Mozaex Customer Support Department*

## Support Contact Information

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### **Mozaex**

3785 South 700 East

Salt lake City, Utah 84106 USA

**Support:** 800-866-9797 or 801-685-9000

**Support Email:** [support@Mozaex.com](mailto:support@Mozaex.com)

**Hours:** 9am to 5pm Mountain Time, USA

**Web Site:** [www.Mozaex.com](http://www.Mozaex.com)

**Sales:** 800-866-9797 or 801-685-9000

**Sales E-mail:** [sales@Mozaex.com](mailto:sales@Mozaex.com)

## Return Merchandize Authorization (RMA) Information

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Follow these steps to get your ShowStar returned for refund or for service:

**Purchased from the Mozaex Web Site** – Contact the USA Mozaex office at the emails and the following numbers listed in this Guide to obtain an Return Merchandize Authorization (RMA) Number.

**Mozaex’s Customer Service number: (801) 685-9000 or (800) 866-9797.**

**Purchased from Dealer** - Contact your Authorized Mozaex Dealer. Contact the Authorized Mozaex Dealer that you purchased the product from to request a refund or for servicing. If you are unable to contact your Mozaex Dealer then contact: **Mozaex’s Customer Service at the numbers above.**

If the product needs to be returned to the factory you need to first obtain a Return Material Number (RMA). Please provide the original invoice number, receipt date, serial number, and description of the product to be returned and if applicable, the return address where the product should be returned to. Products may be refused without an assigned RMA.

**International customer outside of the USA and Canada** – For immediate servicing there may be a Dealer or Distributor that is located in your respective Country. Please refer to the [www.Mozaex.com](http://www.Mozaex.com) web site for contact information for the Dealer/Distributor nearest you.

Locate a dealer/distributor link: <http://www.mozaex.com/HowToBuy/FindADealer.aspx>

While basic servicing and technical support is typically available through an authorized Mozaex Dealer or Distributor, it is recommended that you contact the Mozaex Headquarters for immediate critical servicing or returns.

2. Return the product freight prepaid within 10 days of the issuance of the issued RMA number. Post the RMA number clearly on the outside of the box or mailing label. Note: If you do not mark the RMA number on the outside of the box, your shipment may be refused at the time of delivery. Freight collect returns will be refused.

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## **Typical Setup and Operation Issues**

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The following is a list of known technical issues with the current release of the ShowStar. Refer to the **Troubleshooting** section at the end of this Guide for more details on these and other technical issues.

### **1. I Can't Hear any Audio when Playing a Movie**

This is a common issue where the ShowStar's audio interface has not been setup to match up with the attached analog stereo or digital surround sound system. Refer to the *ShowStar Audio Setup* section on how to correct this problem.

### **2. New Movie Cover Art does not appear immediately in Library.**

You will need to either load at least as many Movies there are available places in one screen. So for example the factory default is 4 columns by 1 row which means that you will need to have at least 4 movies loaded before the cover art appears without having to restart the ShowStar. The ShowStar may be shipped with some test movies to test with. If so then you may only need to load a couple movies to fill the first 4 movie cover art. Once you have 4 or more movies loaded then you can increase the number of rows and columns of cover art displayed in the **Home-Options-System Settings-Movie Settings Menu** page.

### **3. Registration error on start up requires online registration**

If an ShowStar Registration Error message is received on power up contact ShowStar for assistance with the online registration of the ShowStar.

### **4. Failure to play a movie may be due to a corrupt disc or incompatibility**

If a movie does not play when selected, the movie file may be missing or corrupt even though the Cover Art image is available. Clean the movie disc and then reload the movie to try and correct the problem.

There are also some movies especially Blu-ray discs that the **ShowStar** is simply not compatible with. Blu-ray is an evolving format that requires the software on all Blu-ray disc ShowStars including the **ShowStar** to be updated periodically.

### **5. I am unable to access iTunes to setup iPlay.**

While iPlay is a free utility it requires that you contact your dealer or Mozaex Support assist you in initially setting it up. Refer to the iPlay section below for more info.

**More Troubleshooting Hints** - Refer to the **Troubleshooting** section at the end of this Guide for more details on these and other technical issues that might arise.

**Disclaimer: All specifications in this ShowStar Guide are subject to change.**

## Safety Instructions

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Please read and follow these instructions for your own safety, and to ensure that your ShowStar functions properly.

### Power Cable and Plug

The following precautions should be followed in order to prevent the ShowStar from malfunctioning and to prevent electrical shock, fires and injuries:

When disconnecting the power to your ShowStar, always unplug it by pulling the plug itself and not the cable.

Do not plug in or unplug the power cable with wet hands.

Keep the power cable away from heaters and radiators.

Do not put heavy objects on the power cable.

If you drop the ShowStar or damage it in any fashion, turn it off and disconnect the power plug.

If the ShowStar produces smoke, strange smells or noises, turn it off and disconnect the power plug. Contact your dealer or Mozaex immediately.

### Where Not to Install the ShowStar

Do not install the ShowStar in any of the following locations:

-In direct sunlight, next to radiators or other heat sources or in vehicles parked in direct sunlight with all the windows rolled up and the doors closed.

-Locations with extremely high temperatures (95°F or greater) or levels of humidity (90% or greater).

-Very dusty or sandy locations. Do not place objects on the ShowStar.

-Locations where there are vibrations, shaking or slanted surfaces underneath. This could damage the components in the ShowStar.

-Keep the ShowStar away from flower vases, bathtubs, sinks, etc., and from locations where the ShowStar is exposed to precipitation. The ShowStar may be severely damaged if any liquid/condensation enters it.

### Housing and Internal Components

Never remove or open any part of the housing or attempt to perform any repairs yourself. Any maintenance or repair work should be done by a qualified repair person. Opening the ShowStar will void the product warranty.

# **ShowStar Overview**

## **Welcome to ShowStar**

Thank you for choosing Mozaex.

ShowStar is designed to make luxury entertainment easier, more exciting and simple. Feel free to contact us if you have any questions or problems.

## **Who is Mozaex?**

Over the past 28 years the people who founded Mozaex have shipped over 50,000 media sharing appliances to companies including Gateway, NEC and Dell plus thousands of luxury custom home, yacht and hotel clients in 25 countries through a network of over 750 Authorized Mozaex Dealers, 20 International Distributors and 10 USA/Canadian Independent Representative Firms.

We are the recipient of numerous industry corporate and press awards for quality, value, service and reliability. You can learn more by visiting [www.mozaex.com](http://www.mozaex.com).

Our committment to you is to deliver the ShowStar with the best:

-  **Reliability**
-  **Service**
-  **Quality**
-  **Value**

We welcome the opportunity to introduce you to the exciting new world of luxury home entertainment. We are always open to your suggestions on how to improve your entertainment experience so please don't hesitate to send us your comments.

Thank you for putting your trust in Mozaex.

We are here to serve you!

***The Mozaex Support Team***

## What this User Guide Covers

This User Guide covers the information needed to setup, use and maintain the **ShowStar** Entertainment Server.

Throughout this User Guide, unless otherwise indicated, the term **ShowStar** applies to all models of the ShowStar including the Blu-ray and DVD drive models. Support for Blu-ray and other functions may be generally referenced even though they may not be supported on your model.

## What Is the ShowStar?

**The Mozaex ShowStar** delivers for the first time a simple and affordable means to store, manage and simultaneously play on-demand movies, music, photos and web based multimedia online content.

**ShowStar** provides everyone in your home with instant single click remote controlled access to all off their personalized media including Blu-ray/DVD surround sound movies, music, photos and over 200 channels of both free and pay-to-play online media services such as NetFlix™ and Pandora™ if those services are available in your country or territory.

**ShowStar** consists of the following components:

-  **The ShowStar Server unit** that attaches to your TV and audio system.
-  **The ShowStar's hand held remote** control that provides single click instant access to your entire collection of media. A keyboard and mouse is included with some ShowStar models to assist in setting up a few custom features such as iPlay which allows you to play iTunes movies and music.

## What Can ShowStar Play?

**ShowStar** plays a wide variety of media including the following:

-  Blu-ray 2D, DVD, CD movie and music physical discs that are inserted.
-  Blu-ray 2D, DVD, CD physical movie and music discs that are loaded on to the hard drive using 3rd party software not included with the ShowStar. See disclaimer below.
-  Photo slide shows of digital photos loaded onto the ShowStar.
-  Online Media Channels such as NetFlix that are available in your area.
-  iTunes Movies and Music available on your local area network.

## **What about copyright laws? Is ShowStar 100% legal?**

**Yes, ShowStar is 100% legal.** Mozaex and their products are 100% legal since Mozaex does not make, sell, provide or induce the use of any unlicensed decryption tools.

***The user is solely responsible for installing and using any decrypting tools.***

## **Return the ShowStar if you do not agree with any Terms and Conditions**

If you decide to use the ShowStar to load movies using 3rd party software and do not agree to terms stated below including but not limited to holding Mozaex harmless from any losses or legal issues that might arise from your use of the ShowStar then you should immediately contact Mozaex or your dealer to arrange the return of the ShowStar and a refund.

## **Legal Disclaimer Regarding Loading Movie Discs Onto The ShowStar**

Because the ShowStar does not include any unlicensed decryptor software tools that may be necessary to load and play most if not all commercial Blu-ray and DVD movie discs you may not be able to play some or all protected movie discs.

Mozaex respects the rights of all copyright holders. The company and its products deter copyright infringement. It is the user's responsibility to obey all copyright laws.

Mozaex products are multipurpose computers that can be used to load and play both protected and unprotected media without the use of an unlicensed decryption tool.

Like a personal computer the Mozaex product is a general purpose media ShowStar that can be used to play protected (i.e.: encrypted) movie discs and streaming or downloaded movies from sites like iTunes, Netflix and VUDU. The product may also like a general purpose PC play a plethora of unprotected (i.e: unencrypted) types of media including streaming YouTube videos and unprotected movie discs, home videos, multiple forms of music, photos and over two hundred channels of online media without the use of a decryption tool.

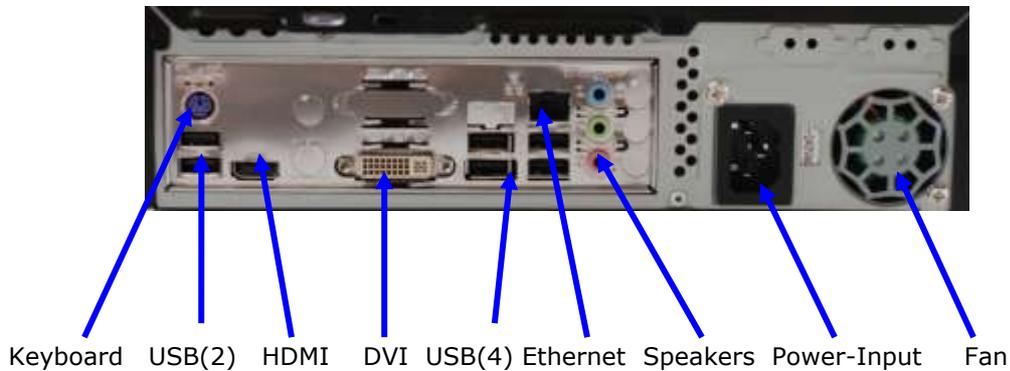
As it is with over one hundred million personal computers sold every year, it is the user's responsibility to obey all copyright laws if they decide for example to take the risk to install software including decryption software, download media or load physical media including movies and music onto their PC or media server. Mozaex deters unlawful use of its products and encourages users to consult with their own legal consultant to obtain legal advice on this subject.

## **Is there more information on how a user can obey copyright laws?**

**Yes.** Refer to <http://www.mozaex.com/Overview/Faq.aspx> for more information and articles that discuss the issues related to copyright law compliance.



## The ShowStar Rear Panel



**Figure 2 - The ShowStars Rear Panel**

# ShowStar Power Modes

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The **ShowStar** has three distinct power modes- Power On, Standby and Power Off.

## **Power On**

Power On is the active operating mode indicated by a solid power indicator light on the front panel. Power may be turned on by pressing the front panel power switch when the **ShowStar** has been turned off and there is no power indicator lit on the front panel.

## **Standby**

Standby is a mode that is used when you would prefer not to display the **ShowStar** Graphic User Interface or screen saver. The Standby mode simply blacks out the display. The **ShowStar** is still fully functioning when in the Standby mode. The advantage of Standby over the Power Off state is a faster return to Power On because the system does not have to reinitialize itself. The only indication that the **ShowStar** is in Standby is when the Power indicator is lit and the screen is black.

The IR remote control **Power Button** toggles the **ShowStar** between Power On and Standby. You will be prompted to either restart or put the ShowStar in standby.

## **Power Off**

The **ShowStar** is designed to always be powered on when being operated in normal ambient temperatures below 75 degrees F (24 degrees C). The **ShowStar** may be left powered on and only be powered off if it is being stored or if the unit becomes non-responsive and needs to be reset. The Power Off state is indicated when the power indicator on the front panel is not lit.

The front panel power switch either turns the **ShowStar** on or off. There are two ways to turn off the **ShowStar**- Normal and Quick Power Down.

**Normal Power Down.** A Normal Power Down is recommended to “gracefully” power down the **ShowStar** which ensures that any setting changes that were made are saved after the unit is powered off. ***Press the power button briefly*** to gracefully power down the **ShowStar**.

**Quick Power Down.** If no changes to the **ShowStars** settings were made then you may optionally perform a Quick Power Down. Pressing the power button for at least 4 seconds will force a quick power down. Setting changes made on the **ShowStar** may be lost if you perform a Quick Power Down.

**Resetting the ShowStar.** There is no Reset button on the ShowStar so if the power button does not restart or shut down the ShowStar then if needed, unplug the power cable to reset the unit.

## **AC Power Requirements**

The ShowStar is powered with a 120 or 240 VAC auto-sensing input which means that the ShowStar should operate on most if not all standard residential power sources in most if not all countries.

***Confirm your power source*** - To prevent damage to the ShowStar it is strongly recommended that you confirm what power is available where you are located before you attach power to the ShowStar. Plugging the ShowStar into an incompatible power source voids the ShowStar warranty.

It is strongly recommended although not required that the ShowStar be powered from an Uninterruptible Power Source (UPS) that includes AC surge protection.

# Setting Up The ShowStar

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## Quick System Setup Checklist

The following is a list of steps to quickly setup and test your Mozaex ShowStar.

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<b>Step</b>	<b>Action</b>	<b>Reference</b>
<b>1</b>	Attach ShowStar to Power. ShowStar operates on 120VAC – 240VAC 50/60HZ auto-sensing and switching.	See <i>Power</i> .
<b>2</b>	Power up and configure ShowStar on Network and Audio/Video Equipment.	See <i>Audio/Video &amp; Network Setup</i>
<b>3</b>	Adjust Audio/Video and General Settings (ie: Cover Art Rows/Columns, Weather, Parental Controls etc.)	See <i>Adjusting Settings</i>
<b>4</b>	Test Loading Movies, Music, Photos and other media with DiscLoader, FlashLoader and across the network.	See <i>DiscLoader, FlashLoader</i>
<b>5</b>	Test Restarting the ShowStar with IR Remote and Power Switch.	See <i>Power and Restarting the ShowStar</i>
<b>6</b>	Learn/Test Advanced Features – ie: iPlay	See <i>iPlay, iTunes</i> .

## ShowStar Network Setup

In order for the ShowStar to communicate with the Internet to retrieve cover art and play online media channels such as NetFlix®, the ShowStar must be attached to your home network and be assigned an IP address by your Internet router's automatic IP addressing service called "DHCP".

**DHCP is required for Internet Features to work.** You must have DHCP running for the ShowStars Internet features to function. Virtually every home network has DHCP. Connecting to the Internet should be as easy as connecting to your network.

### Steps to setup and test your connection of the ShowStar to the Internet:

#### 1. Attach Ethernet Cable

Before powering up the ShowStar, attach an Ethernet cable between the ShowStar and an Ethernet switch port on your home network. The ShowStar's Ethernet port is shown in Figure 2 above on the ShowStars rear panel. Since the ShowStar does not need to access other network devices a "CAT5" or "CAT6" Ethernet cable is sufficient for Internet only access.

#### 2. Test the ShowStar's Internet Connection

Confirm that the ShowStar is attached and communicating over the Internet by running one or more of the following tests:

- Insert a movie or music disc into drive and check if a cover art is retrieved.
- or
- Unhide the Weather button on the Home page and then test to see that you can configure and retrieve the current weather forecast.
- or
- Unhide the NetPlay button on the Home page, register with Boxee and test one or more internet media channels displayed.

If these tests fail to communicate with the Internet check the following:

1. Is the Ethernet Cable plugged into the ShowStar and your switch?
2. Can you see any blinking activity light on the Ethernet connection?
3. Check other computers whether they can access the Internet.

*Contact Mozaex if you need assistance connecting to the Internet.*

## ShowStar Audio Setup

**Factory Setting** - is set to play **2 channel stereo through the HDMI interface**.

To change the Audio settings it is necessary to configure two utilities namely:

1. **The Audio Utility** – In the System Settings Page
2. **The Movie Player** – Play a movie and press the Options button

### Step #1 Setup Audio Utility – Sets HDMI or Analog & Speaker Quantity

**Caution:** Other than selecting either HDMI or Analog audio and the number of speakers it is normally **not necessary to change any other settings**.

### Use Remote Control Option Button to Navigate within the Audio Setup Utility

If you decide to use the Remote Controller (and not a keyboard and mouse) to configure the Audio then in order to navigate it is necessary to use the **Options button** as a **TAB** button and cursors to jump (Option-Tab) and navigate (Cursors).

Follow these steps to configure the Audio Output and the number of speakers.

Select the Audio Output Device – either **HDMI** or **Analog** Connections, where:

- HDMI** = 2, 5.1 or 7.1 channel Digital Audio via HDMI that connects to a receiver.
- "Analog" Speakers** = 2 or 5.1 channel Analog Audio via 1 to 3 headphone-like "DIN" jacks that connects to amplified speakers.

- a.) On the **Home** page press the **Options** button on the *Remote Control*.
- b.) Click on the **System Settings – System Audio**.
- c.) Click on the **Output Speaker Channels** Select **Change** and press the **OK** button on the Remote Control. The **Sound Utility** panel will appear.
- d.) Using the *Remote Control* – first press the cursors up and down to navigate and select a **Device – either HDMI or Speakers** and then using the **Options** button tab over to the **Set to Default**. Press **OK**. You will see that either the HDMI or Speakers device will be selected as the default device.

**Note:** The option "Realtek Digital Audio" is normally for SPDIF and is not used.

**Continued - Audio Utility – Sets HDMI or Analog & Speaker Quantity**

**-Select the number of Speakers (Channels) you have connected.**

Next you need to select how many speakers you are connecting to the ShowStar.

After selecting either HDMI or Speakers as the default device then:

1. Press the **Options** (Tab) button on the remote until you highlight *Configure*.
2. Press **OK** and you will see either of the following options. Use the **Options** button to tab to the selected number of channels and press **OK** – where:

**HDMI** (Digital Audio – also referred to as Nvidia audio).

- Stereo (2 channels)
- 5.1 Surround (6 channels)
- 7.1 Surround (8 channels)

**Speakers** (Analog Audio - also referred to as RealTek High Definition Audio)

- Stereo (2 channels)
- Quadrophonic (4 channels)
- 5.1 Surround (6 channels - 7.1 is NOT supported on analog audio)

3. Press the **Options** button to tab to the **Test** button and press **OK** to test the selected configuration of channels and speakers.
4. You may optionally select other features by tabbing to **Next** and pressing **OK** and then press the **PAUSE** button on the remote control to check and select the *Full Range* speakers you want to enable.
5. Press **OK** and then **OK** again on **Finish** to complete the setup and exit.

**Notes:**

- 1. Video or Audio are out of sync or stuttering.** Problems can occur if the settings in the Output Audio Channels Utility and the Movie Player are not the same including the HDMI - NVidia or Speakers (Realtek) selection.
- 2. Analog Audio (Speaker device)** - you can select not only the Full Range speakers but also which actual speakers are attached.
- 3. Properties Tab.** It is best to not change any of the properties settings unless the volume or balance need to be corrected.

## Step #2 - Audio Setup – Setting the Movie Player Audio Settings

After selecting either HDMI (Digital) or Speakers (Analog) and the number of speakers it is necessary to confirm that the Movie Player is properly set.

Follow these steps to confirm and configure the Movie Player settings:

1. **Play a movie** – Play either a disc or a factory loaded movie.
2. When playing the movie **press on the Remote Control the **Options button**.**
3. Select **Setup – Audio**. The following options should be set:

### A. Sound Card

-**Default - Default Device** - Normally leave this to **Default Device** to auto set.

\*If you do not hear the audio then try manually select the audio as follows:

1. **Setting = "Nvidia" = HDMI Digital Audio**. 7.1 HD, 5.1 HD or 2 channel LPCM audio. 7.1 HD and 5.1 HD offer High Definition quality LPCM audio.
2. **Setting = "High Definition Audio Device" = Non-HDMI ANALOG audio**.

Includes 5.1 channel (ie: Dolby or DTS "bit-stream") or 2 channel audio

### B. Speaker Output

-**Default - HDMI** – If not auto set then set to match Audio Utility settings.

Options Include: **Headphones", "2", "5.1" or "7.1" channels**.

### C. Mixing Mode

- **Default - Mix to PCM uncompressed**– (Highest quality. Only on HDMI).

Mixing mode sets what format the audio is sent as follows:

**1. If you set the Sound Card = "HDMI" (NVIDIA) then:**

- **Suggested Setting: *PCM Uncompressed Audio***. This is true HD Audio.

**2. If you set the Sound Card = "High Definition Audio Device" then:**

-**Suggested Setting: *Original Primary Audio*** – This is the suggested Audio bitstream option that passes the original audio format of the movie (ie: Dolby or DTS) to the receiver.

## Continued - Audio Setup– Setting the Movie Player Audio Settings

-**Mix to a specific SD Audio bit stream** - This allows you to force audio to Dolby Digital or DTS. Not suggested – may result in audio loss on some movies.

**\*Suggestion: If your receiver supports HDMI** then select **HD Audio (PCM)** which offers a far greater quality than SD Audio (ie: Dolby Digital 5.1).

### D. Smart Volume Boost

-**Default - 5** - Normally leave this at "5". Typically raising this will result in higher surround sound volume but may drown out the center speaker.

## Audio Setup Notes

1. **Proper Audio Settings are Required** - *\*Important\** - *Improper audio settings can result in blank video or other video playback problems.* Fully test your audio settings and watch actual Blu-ray and DVD movies to ensure that the correct settings have been made.
2. **You can also check the receiver's display** (if you are using one) to confirm that the proper audio setting has been configured. Refer to the number of speakers the receiver displays and other indicators such as PCM, Dolby etc.
3. **LPCM offers the same quality as "Bit-Stream" Audio.** The ShowStar plays HD Audio using **LPCM** not **HD Bit-stream**, where these terms are used:

**LPCM** = Linear **P**ulse **C**ode **M**odulated uncompressed -- HD Audio

**HD bit-stream** = Dolby TrueHD or DTS HD Master – HD Audio

**SD Audio** = Stereo, Dolby Digital 5.1, DTS 5.1 surround sound – SD Audio

LPCM offers the same or better quality as bitstream. The only real difference is that LPCM only displays "LPCM" (or "PCM") on receivers display whereas the bit-stream audio track will be displayed as "Dolby TrueHD" or "DTS HD Master".

4. **Connecting HDMI directly to a TV.** Select **Mix to PCM** if you are connected to a TV set via HDMI. **Note:** If your TV does not support HDMI PCM audio you will have to use the stereo connection (rear panel green headphone jack) and set up analog ("Speakers") stereo.

## **Installing 3<sup>rd</sup> Party Software with FlashLoader Utility**

If you decide to install 3<sup>rd</sup> party software it is best to use the FlashLoader utility which allows you to connect a USB Flash memory device and then run the software installer. Follow these steps to install software onto the ShowStar:

1. Connect a USB memory device to a USB connector on the front or rear panel.
2. The FlashLoader utility will appear and display the software or media to load.
3. Select and run the software installer. (A future version of the FlashLoader is expected to be released that will allow you to select a destination where you want to load media such as Photos, Videos and Music.)
4. After running any new software installer perform a graceful power down by momentarily pressing the Power Button and then re-power it back up.

## How to Quickly Test the ShowStar

Prior to testing the ShowStar it is assumed that you have attached and configured the ShowStar's audio/video equipment and the network.

Follow these steps to quickly test the ShowStar:

1. Turn off the ShowStar and attached audio/video equipment.
2. Turn on the audio/video equipment and the ShowStar.
3. The message '*Scanning for Media*' will be displayed as the ShowStar searches for movies and music that are loaded on its hard drive including factory loaded demo movies, music and photos.
4. Wait for the ShowStar Main Menu to appear. Using the ShowStar remote control, select **Movies** from the Main Menu. You should see any movies that you have loaded and a few factory loaded demo movies on the ShowStar. Select a movie or insert a disc and select Play disc and verify that it plays.
5. From the **Music** directory test playing a factory loaded song.
6. From the **Photos** directory test viewing a factory loaded photo slideshow.
7. If you have an active internet connection, select **Weather** from the Main Menu to verify connectivity. If the weather forecast is not displayed then enter in the location in the settings menu along the bottom of the screen.
8. Test loading a CD onto the Server. Once completed, verify that the new media appears in the **Music** Library.
9. Test loading a photo onto the ShowStar using the FlashLoader or transfer it to the ShowStar over the network and then view it in the **Photos** library.
10. Test Loading an un-encrypted movie or video and play it.
11. If you decide to load an encrypted movie, a decrypting tool will need to be installed since the Mozaex system does not ship with any unlicensed decryption software. Refer to the disclaimers in this Guide for more info.
12. Test **NetPlay** by reading the setup instructions (You will need to first go to the Boxee web site to obtain an account) and playing one of the free channels or if you have a subscription test a channel like Pandora® internet radio.

**Congratulations! You have successfully tested your Mozaex system!**

# Controlling the ShowStar

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## IR Hand Held Remote Control

The ShowStar is controlled using the included hand held IR Remote Control.

## Controlling the On-screen TV Graphical User Interface

You control the **ShowStar's** On Screen Display (also known as the Graphic User Interface - "GUI") using a device such as the **ShowStar** IR hand held remote control or a keyboard/mouse which may be included with your model.

In addition to the **ShowStar** IR remote control you may also use a 3rd party hand held or Touch Panel remote control from companies such as Crestron®, AMX®, Universal®, RTI®, Nevo® or Control4® to control the ShowStar's on-screen TV GUI.

These 3rd party remote controls may be programmed to mimic the same "1-Way" on-screen TV GUI control that the Mozaex IR Remote controls. "2-Way" retrieval and display of movie and music cover art on a Touch Panel is not supported on the ShowStar.

Navigating the **ShowStar** Interface displayed on the TV is performed by using the Remote Control's **Up, Down, Left and Right Arrow Cursor** buttons and the **Back/Exit** button to go "Back" to the previous screens as you would using an Internet Web browser. Refer to the following Illustration of the **ShowStar** IR Remote Control for a list of the Buttons available to control the **ShowStar**.

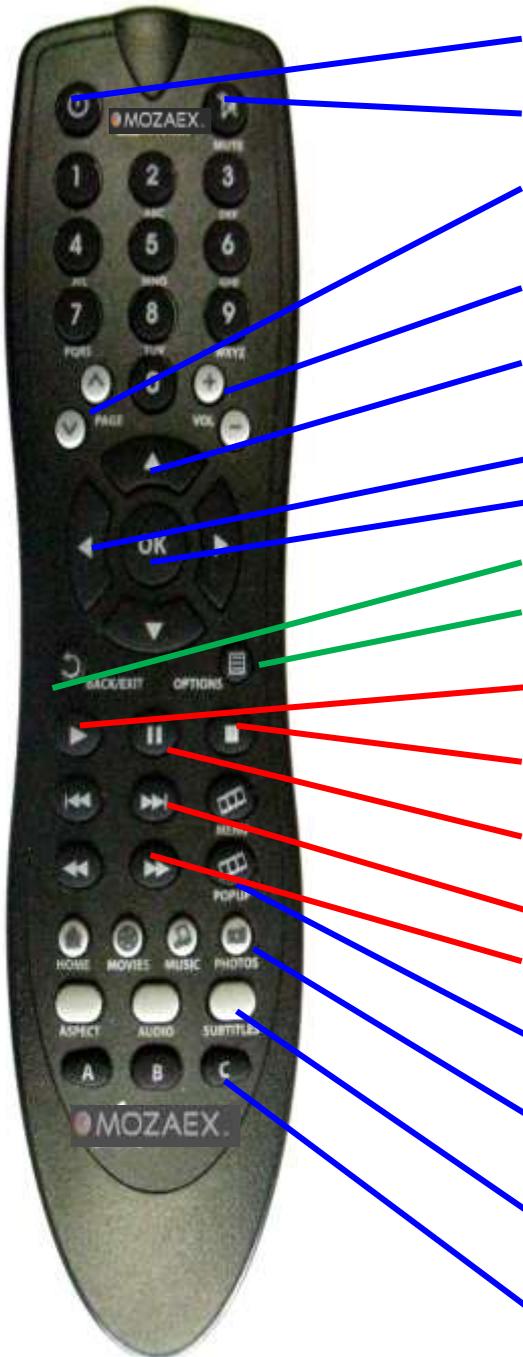
## KeyBoard/Mouse iPlay Setup

A keyboard and mouse are typically only needed to initially setup the iPlay service. All other setup and control can be normally accomplished with the included IR Remote. You may optionally use a keyboard/mouse for controlling the ShowStar.

**Note:** It is required that you contact (via email or phone) your Dealer or Mozaex to receive the iPlay password before setting up iPlay.

Most ShowStar models include a keyboard/mouse, however if they are not included there are both a PS2 and USB keyboard connectors plus a USB port for a mouse on the rear panel that you can attach a keyboard and mouse to.

**ShowStar IR Remote Control**

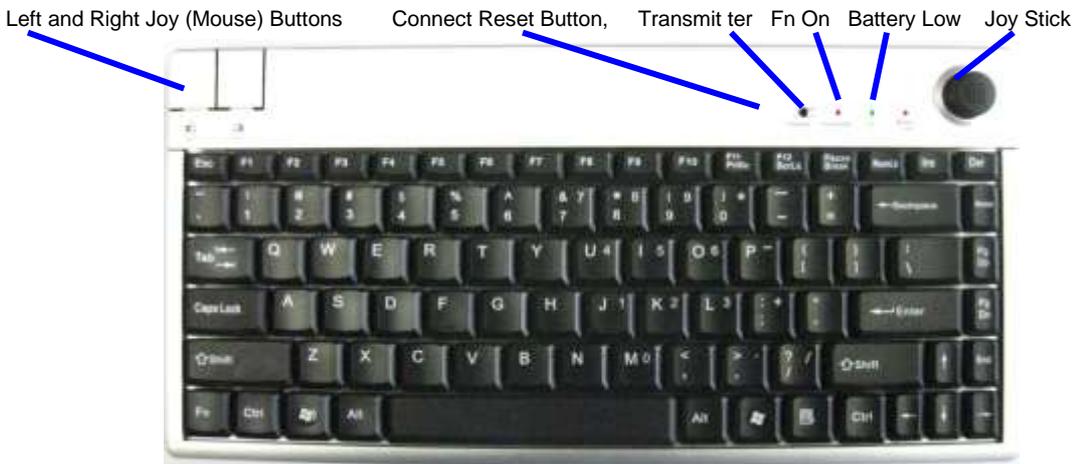


Key	General	Photos
1	Toggle Power On/ Power Standby	
2	Mute Analog Music Only	
3	Page Up/Down	Rotate Photo Left/Right
5	Volume Up/Down Analog Music Only	
7	Navigate Up/Down	Zoom In/Out
9	Navigate left/right	Previous/Next photo
11	OK/ Enter	Start Slide Show
12	Back/ Exit	End Slide Show
13	Options Menu	
15	Play	Play Background Music
16	Stop	Stop Background Music
17	Pause	Pause Background Music
18	Skip back/Forward	
19	Fast Reverse/Forward	
21	Blu-ray Title & Pop Menus	
22	Home, Movies, Music, Photos, Menu Selects	
26	Aspect Ratio, Audio Track, Subtitles	
29	A, B, C Future Use	

**Optional - RF Wireless 1 Way Control Keyboard**

**The RF keyboard is NOT required to operate the ShowStar.** Depending on the ShowStar model you received, a wired keyboard and mouse may have been included with your ShowStar to configure iPlay or other feature. All other ShowStar functions are controlled by the included IR hand held remote control.

While not required an RF Wireless Keyboard is optionally available to setup and control the ShowStar. It includes an USB RF module that plugs into the ShowStars USB port. To operate, you must first insert batteries, attach the USB RF Module and then press both the USB RF Module's Connect Reset and then the Keyboard's Reset button so that the RF Module can locate the Keyboard. The Transmitter indicator indicates when it is transmitting.



<u>Command</u>	<u>Key</u>	<u>Command</u>	<u>Key</u>
Back / Exit	Esc	Home	CTRL Home
Options	CTRL O	Movies	CTRL F2
Standby	CTRL ESC	Music	CTRL F4
Play	CTRL =		
Pause	CTRL \	A	CTRL Z
Stop	CTRL -	B	CTRL X
Fast Forward	CTRL "	C	CTRL C
Rewind	CTRL ;	Number Keys	CTRL #
Next Track / Chapter	CTRL ]		
Previous Track / Chapter	CTRL [	System Settings	F11
Mute	CTRL /		
Volume Up	CTRL .	Page Up	PgUp
Volume Down	CTRL ,	Page Down	PgDn
OK	Enter	Root Menu	CTRL M
Up	up	Popup Menu	CTRL P
Down	down	Movie Aspect	CTRL V
Left	left	Audio Track	CTRL A
Right	right	Subtitle	CTRL S

## Main Menu

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From the Main Menu you may select between viewing movies, listening to music, displaying photos and receiving updated weather forecasts. Navigation is accomplished by using the remote control and/or optional wireless keyboard. You may optionally use a 3<sup>rd</sup> party Remote Controller to control your ShowStar.



**Main Menu**

To access the Main Menu press the **Home** button on the remote control. Alternatively, you can use the Back/Exit key to back out from any currently displayed menu to the Main Menu.

The standard selections from the Main Menu are Movies, Music, Photos and Weather. You may optionally enable NetPlay if you want to play Pandora® Internet Radio or other available online services and unhide the EasyUp button on the Home page to perform online software updates.

Refer to the Main Menu Settings page in this manual for information on how to customize the Main Menu. The Main Menu Settings menu is accessed from the Main Menu by clicking on the remote control **Options** button and selecting **System Settings**.

Note that online services including Weather and NetPlay Online Media (ie: Internet radio) will not be available if your system does not have access to the Internet.



## **Browsing the Movie Library**

Browse the Movie Library using the Cursor Control Arrows or the Page Up and Down keys on your remote control. The current cursor position is indicated by a **Mozaex spherical icon** – like this  (not the DVD disc shown in the photo above) overlaying the cover art thumbnail image.

You may also with the keyboard jump to the alphabetical listing by entering the first letter of a Movie title. This also applies to other view categories.

## **Parental Rating Control - Hide/Unhide Movies**

The Settings Menu has provisions for setting parental limits and establishing restricted movies Personal Identification Number- PIN (see **Settings** section for details). When in the Movies Menu, select Options from the remote control or wireless keyboard to hide/ unhide restricted movies. You must have the PIN to unhide restricted movies. The default PIN is **0000**.

## **Movie Information Screen**

The Movies Menu displays alphabetically arranged cover art of selectable movies upon entry. You may scroll through the list of movies using the cursor control arrows on the remote control or optional wireless keyboard (up/down/left/right).



**The Movie Information Screen**

Click **OK/Enter** on a particular movie to view the Movie Information Screen for information such as Director, Actors, and a brief description of the movie. Use the **Back/Exit** key to return to the Movies Menu.

## **Deleting a Movie**

While viewing the selected Movie Information Screen (see above) press the remote **Options** key and select *Delete Movie from Disk*. Select *Cancel* or use the **Back/Exit** key to return to the Movie Information Screen without deleting the movie.

## **Playing a Movie**

To play a Movie you may either:

1. Navigate to the desired movie, clicking on the **OK** button then click on the **Play** button in the Movie Information Screen.
2. You can also play a movie directly from the Movies Menu by scrolling to the desired movie and pressing the **Play** Key on the remote control.

Use the Movie controls such as **Chapter Skip, Fast Forward, Pause** or **Reverse** on the remote or wireless keyboard to control playing of the movie.

## **Setting Movie Playback Options**

Playback options vary depending on the particular movie being viewed and the movie's format (DVD or Blu-ray). While in movie play mode, use the remote's **Aspect, Audio** and **Subtitles** keys to scroll through available options. Use the remote's **Option** key to view a complete list of playback options available on a particular movie.

Many Blu-ray movies offer unique features specific to the particular movie being viewed such as "Blu-ray Live" and "U-Control". In many cases you must setup and/or access such features via the **Title Menu** or **Pop Up** Menu. Use the remote's *Menu* key to jump to the movies opening menu. Use the **Popup key** to display the movies pop up menu, which is title dependent on most Blu-rays (not DVDs).

Skipping Previews – Some movies don't allow you to use the **Chapter Skip** button but instead require you to use the **Fast Forward** past previews.

## **Resuming a Movie**

Resuming DVD and Blu-ray Movies is title dependent and may not work on all movies. Most DVDs and Blu-rays will Resume by using the following steps:

**-Resuming DVDs** – Press the **Stop** button. Then, to resume simply press **Play** and most DVDs will Resume. You cannot Exit out of a DVD playing and then Resume.

**-Resuming Blu-rays** – Most Blu-rays allow you to press **Stop** and then **Play** to Resume a movie. Some older Blu-ray movies DO NOT support Resume or the Stop button and require that you press **Exit** to stop a movie. There are some Blu-rays that don't support Stop but allow you to Exit out and then press play to Resume.

## **Playing or Loading a Movie Disc on the ShowStar Drive**

**Follow these steps Load or Play a Blu-ray or DVD disc:**

1. Open the **ShowStars** front panel
2. Insert a disc into the **ShowStars** Blu-ray/DVD disc drive.
3. Wait for the Play/Load Menu to appear.  
Select either Play or Load from the Play/Load Menu.

If a non DVD disc (such as a data CD disc), a badly damaged disc or no disc is found in the **ShowStar** drive, the message **"No DVD Volume was found"** will be displayed.

Press Cancel to close the Play/Load Menu.

**Play a Movie** - Select Play Blu-ray/DVD to begin playing the inserted disc.

Use your remote control to control playback functions (pause/stop/rewind...etc).

**Load a Movie** - Select Load Blu-ray/DVD to begin to load the disc.

The following is a screenshot of the Movie Loader Screen.



**Movie Loader Screen**

## **Loading a Movie**

### **Issues Regarding the Loading of Encrypted Movies**

**Notice** – Because the ShowStar does not include any 3rd party decryption software it may not be able to load or play some or all movie discs that are “encrypted”. Most if not all physical discs and unencrypted discs that are loaded on to the ShowStar should normally play. Refer to the earlier sections on this topic for more info.

If you decide to install a 3rd party encryption tool to load movies and do not agree to the terms and disclaimers stated in this Guide, then you should return the ShowStar for a refund within 15 days. Refer to the section entitled: “Copyright Disclaimer and other Legal Issues” for more information or contact your Mozaex representative.

### **Automatic Cover Art Retrieval**

A new feature is expected to be released in September 2011 where the Movie Loader will, after waiting for about 5 minutes, automatically retrieve the disc **Cover Art** and then automatically load the disc. This feature is useful when you simply want to insert a disc to load and walk away without having to turn on the TV.

### **Manual Cover Art Search and Retrieval**

Select Search If you would like to view alternatively identified cover art or search for cover art by name (using an on-screen keyboard) make your choice during the countdown period. Click Done and Begin Loading following any changes you have selected.

### **Manual Editing Metadata such as Movie Title**

Select Edit if you would like to metafile data information accompanying the disc such as genre, rating and disc name prior to the end of the count down. Click on the data you would like to change to display the on-screen keyboard. The editing feature is particularly useful if you are loading a two disc movie and would like to change the disc name to include “disc 1” or “disc 2”. Click Done and Begin Loading following any changes you have selected.

Once loading has started the **ShowStar™** display will return to the Movies Menu screen. You can view the status of the disc load by selecting the *View Loader* option on the left side of the screen. The load status will be displayed in the lower left corner of the screen.

### **Movie “StealthLoader”**

A feature called “StealthLoading” allows you to Play a loaded Movie while in the background simultaneously load a different Movie from the same ShowStar. You can enable/disable the display of the movie loading status shown in the bottom left corner of the ShowStar TV screen by selecting on the **Remote Control – Options – System Settings**.

# Music

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## The Music Menu



**Music Menu**

The Music Menu is selected from the Main Menu or by pressing the **Music** button the remote control. From the Music Menu you can:

### **Browse and Play Music**

- Browse and Play Music by **Album** cover art
- Browse and Play Music by **Artist**
- Browse and Play Music by **Genre**
- Browse and Play Music by a user defined **Playlist**
- **Play CD** disc from the **ShowStars** disc drive

### **Manage Music**

- Create a Now Playing list of songs
- Save the Now Playing list of songs
- Play previously saved Playlist

### **Load Music**

- Load and store a CD disc onto the **ShowStar**



**Music Song Options** – Opening up an album’s list of Songs and pressing the **Options** button on the remote allows you to:

- **Play All Songs** overwrites the current Now Playing playlist and begins playing all songs listed.
- **Queue All Songs** adds all songs to the end of the Now Playing playlist
- **Queue and Play All Songs** adds all songs to the Playlist and begins playing
- **Search List** searches the list of songs by title or by the titles first few letters.
- **Now Playing** displays the Now Playing playlist.
- **Shuffle Music** toggles on/ off shuffling of songs in the Now Playing playlist.

### **Browsing/ Playing Music by Artist, Genre or Playlist**

You can also **Browse** and **Play** Music by **Artist, Genre** or **Playlist**.

Selecting Artist, Genre or Playlist from the Music Menu displays the respective menu containing an alphabetical list of Musical Artists, Genres or Playlists.

You may scroll through the list of Artists, Genres or Playlists using the cursor control arrows on the remote control.

Highlighting an Artist, Genre or Playlist name and pressing the **Options** button allows you to select the same **Options** provided in the **Music Album and Song Options** described above.



The **Now Playing** Music Playlist Screen

## **Now Playing Options - (In addition to other Music options)**

**Toggle Full Screen Visuals** – Toggles On/Off the visuals shown in the top left corner to a full screen.

**Rescan All Media** – This causes the **ShowStar** to in effect restart and rescan all Music and Movie cover art and metadata.

## **Creating a Personal Music Playlist**

Select **Now Playing** to see the playlist of music currently playing or queued to play. A symbol of a speaker next to a song indicates the song currently playing or queued to play. The cursor position is highlighted on the list.

The **Options** key provides you with the following functions while in Now Playing:

- **Play this song** immediately plays the song currently highlighted on the Now Playing list.
- **Remove this song** removes the song currently highlighted on the list.
- **Search List** allows you to find a particular song in the current list by entering the first few letters of the name.
- **Save Now Playing playlist** saves the list of songs displayed in Now Playing for later recall. You enter the name under which the playlist is stored.
- **Clear Now Playing playlist** clears the current list.
- **Load playlist** overwrites the current list with a previously stored playlist selected by the user.
- **Toggle Full Screen Visuals** toggles the visual effects between normal and full screen. Visual effects are only active when a song is playing.

## **Playing or Loading a Music Disc on the ShowStar Drive**

**Follow these steps Load or Play a Music CD:**

1. Open the **ShowStars** front panel
2. Insert a disc into the **ShowStars** disc drive.
3. Wait for the Play/Load Menu to appear.
4. Select either *Play Audio CD* or *Load Audio CD* from the Play/Load Menu.

**Non Valid Disc Errors** - If a non CD disc (such as a data DVD disc), a badly damaged disc or no disc is found in the **ShowStar** drive, the message, **"No CD Volume was found"** will be displayed.

Press Cancel to close the Play/Load Menu.

5. Select **Play Audio CD** to begin play the inserted disc.

Use your remote control to control playback functions (pause/stop/rewind...etc).

6. Select **Load Audio CD** to begin to load the disc.

The Music Loader will automatically retrieve the disc cover art and then display a countdown prior to automatically loading the disc.

Optionally select alternative cover art or search for cover art by name (using an on-screen keyboard) during the countdown period. A loader status screen will appear.

## **Loading and Deleting Music Over the Network**

To load or delete Music on the ShowStar, you can log into the ShowStar from another networked PC by browsing and locating it in Windows or other OS.

**How To Locate ShowStar on Network** – Enter the name of the ShowStar in Windows **Run** or **Search** box. Example: \\D123, where the name is: **D123** located on the rear panel serial label.

***Refer to the "Managing Media From a Networked PC" below for steps.***

# Videos

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## **Loading and Deleting Videos Over the Network**

**To Load or Delete Videos such as home videos over the Network**, you can log into the ShowStar from another networked PC by browsing and locating it in Windows (or other OS) by entering the name of the ShowStar in Windows **Run** or **Search** box. **Example:** \\D123, where the name is: **D123** located on the rear panel serial label.

Then copy/paste (or delete) the video in the MediaDrive letter:/media/video folder.

***Refer to the "Managing Media From a Networked PC" below for steps.***

**Video formats** - that can normally play include ones with the following extensions: **.avi, .mpeg, .mpg, .ts, .vob, .mp4, .asf, .wmv, .m2ts, .mov, .flv, .mkv, .**

**Note:** The Video Player supports many but not all video formats.

# Photos

## Loading and Deleting Photos Over the Network

To load or delete photos on the ShowStar, you can log into the ShowStar from another networked PC by browsing and locating it in Windows or other OS.

**How To Locate ShowStar on Network** – Enter the name of the ShowStar in Windows Run or Search box. Example: [\\D123](#) , where the name is: **D123** located on the rear panel serial label.

**Refer to the "Managing Media From a Networked PC" below for steps.**

## The Photos Library



**Browsing the Photos Library**

The Photos Library is selected from the Main Menu or by pressing the *Photos* button on the remote control.

From the Photos Menu you can select to:

- View/ Search library of photos
- Select photo for display or press **Play** to display a slideshow of photos

## The Photos Library – continued

### View/ Search Library of Photos

The Photos Library displays alphabetically arranged thumbnail images of photos. Photos may be grouped in folders to facilitate organization and slideshows. The user can scroll through the list of photos using the cursor control arrows on the remote control or optional wireless keyboard (up/down/left/right). The current cursor position highlights the photo thumbnail.

Pressing the **Options** Key in the Photos Menu provides you with these options:

- **Shuffle Music** used to toggle on/off shuffling of background music.
- **Search View** used to search photos by first few letters entered.
- **Change Photo Browser View** used to select view between grid and list view.

### Select a Photo for Display

Highlight the desired picture and press **OK/Enter** to display. The **up/down arrows** on the remote may be used to zoom in or zoom out the current photo. The **right/left arrows** are used to display the next or previous photo in a group of photos. **PageUp/PageDown** may be used to rotate the photo in 90° increments. The **numeric 2, 4, 6 and 8 keys** may be used to pan across enlarged photos. Use the Back/ Exit key to return to the Photos Menu.

### Display a Slideshow of Photos

Highlight the first photo in a series or group of photos to be displayed in a slideshow and press Ok/ Enter to select. The selected photo will be displayed.

Pressing **Ok/Enter** again will begin a slideshow starting with the selected photo.

Pressing **Ok/Enter** during a slideshow will pause on the current photo. Press

**Ok/Enter** again to resume the slideshow.

Use the **Back/Exit** button to return to the Photos Menu. **Note: Slideshows do not use the play/pause/stop controls used to control movies and music. These keys are only used to control background music selected from the Music Menu if desired.**

## **Managing Media From a Networked PC**

### ***How to Load/Delete Music, Videos, Photos & Home Videos over the network***

Follow these steps to Load or Delete media including Music, Photos and home Videos from the ShowStar.

**Note: DVD and Blu-ray Movies should not be managed over the network.** Load and Delete Movies from the on-screen TV Library.

### **Steps to Load or Delete Music, Photos and Videos over the network**

#### **1. Create a mapped drive on a PC to the ShowStar's Drive X:/media**

From a networked Windows PC (or Mac etc.), browse to the ShowStar and map a drive letter to a ShowStar Media drive. Example:

In **Windows** – Open up **Explorer, Search or Run** and type the name of the ShowStar into the command line as follows: [\\Dxyz](#) – where Dxyz = the name of the ShowStar. The ShowStar name is located on the rear panel serial number label.

#### **2. Login to the ShowStars media drive by double clicking on it.**

You may need to login with: Name: **admin** Password: **mmaxpass4712Bt+**

#### **3. Right click on a *Media Drive* and select *Map Network Drive* – select *Reconnect at logon*. Open up the media folder to view the media folders.**

#### **4. Create a short cut to any or all of the media folders of media you want to manage including music, photos and videos ie: – **right click on music** – select **Create a shortcut**. Copy and paste this shortcut onto your desktop.**

You now should have instant access on your PC to Load and/or Delete Music, Photos and Videos folders on the ShowStar.

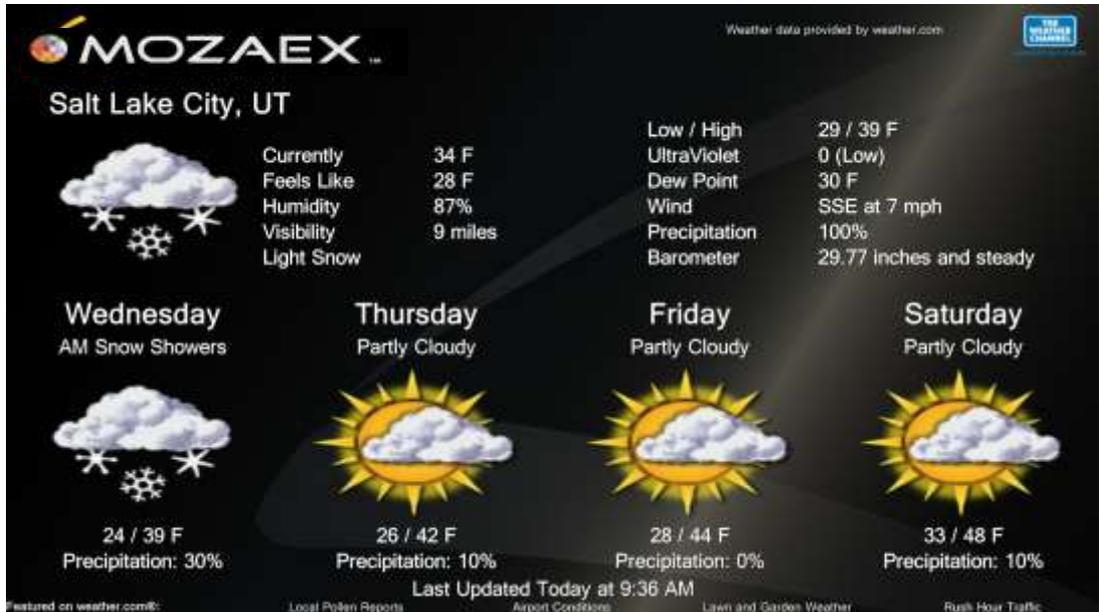
#### **5. Check to see that the **new media appears** on the ShowStars Library.**

While photos should appear immediately since they are "Browsed" not "Stored" in the Photos library on the ShowStar, Music and Videos may take a few minutes to appear since their folders are auto-scanned every 5 minutes.

To quicken the scanning process you can manually close and open the Music Library and you can scan for new Videos by clicking on the **Scan Covers** button in the Player's Movie Library to scan for a newly loaded video.

**Caution – Scan your media for viruses before loading:** Be very careful not to load any viruses by scanning your videos before loading them.

# Weather



## The Weather Menu

The Weather Menu is selected from the Main Menu. The Weather Menu displays current weather conditions updated from the internet. To change location and/or units (C/F) click on *change locations* located in the lower left of the display and use the onscreen keyboard to enter zip code or city name.

**Note:** The Weather service may not be available in your territory or Country.

## **NetPlay – Online Media Channels**

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Netplay is an exciting suite of managed online services that is based on a 3rd party service called Boxee™. NetPlay supports a variety of over 200 channels (or “Apps”) of online media services such as Pandora internet radio and streaming movies from NetFlix.

### **Mozaex Compatibility, Performance Warranty Disclaimer**

Since Mozaex is unable to control the functionality of the 3rd party online services in NetPlay, Mozaex is unable to warrant or guarantee the availability, compatibility or quality of the media channels that are provided in Netplay.

Some “Channels” may have applicable subscription charges, may not be available in your geographic location, not function or may be incompatible with your internet connection.

**NetPlay Internet Speed Requirements** - For optimum NetPlay performance the Mozaex system should be connected to a reliable internet connection with a download connection speed of at least 2Mbps continuous bandwidth. A 3 Mbps or faster connection speed is required for optimum playback especially with video streaming services such as NetFlix™, YouTube™ or MTV™.

### **How to Setup a Boxee Account and Log Into NetPlay**

You will need to setup an account at [ww.boxee.com](http://ww.boxee.com) before logging into NetPlay. Follow these steps to create a Boxee name and password to login to NetPlay:

1. On a PC create an account on the Boxee site at: <http://www.boxee.tv/> .
2. Make sure that NetPlay is displayed in the Main Menu by going into Settings (Main Menu – click on Options button on remote) – **Settings – Menu – NetPlay – Show.**
3. Click on NetPlay and Login to NetPlay and click on remember Name.

### **Subscription Fees**

NetFlix, like some other NetPlay online services requires that you first subscribe and pay for the service from a PC on the Web before you can use it.

## **How to Use NetPlay**

Follow these steps to use NetPlay:

1. Setup a Boxee account with name and password as described above.
2. Unhide the NetPlay button on the Home page by pressing the Options button on the remote and selecting **System Settings – Main Menu** – then select **Show NetPlay**.
3. Select **NetPlay** from the Main Menu to view a list of available Channels
4. Select which Apps (ie: "Channels") you want to add to "My Apps".

The Admin Panel is hidden so that children cannot easily add or remove Channels from the displayed NetPlay library. To add more Channels to your displayed library you need to unhide the Admin Panel.

### **How to Unhide the Admin Panel and Select Channels**

**Note: You will need to attach a keyboard/mouse and restart the ShowStar to complete this setup.** First unhide the Admin Panel (located in the left side in NetPlay) by press **CNTRL ALT N** before opening up NetPlay.

Once in NetPlay cursor left and the Admin Panel will appear. Select **App Library** which displays all Apps and then browse to an App and press OK. Select **"Add to My Apps"** to add that App to your list of displayed NetPlay Channels. You may also select **"Remove from My Apps"** to remove the App.

Next time you restart the ShowStar the Admin Panel will disappear.

## **EasyUp – Software Update Utility**

EasyUp provides a simple way to check for and download any new software updates available for the **ShowStar**.

To run EasyUp you first need to unhide on the Home page by pressing the **Options** button when on the Home page and select **System Settings – Main Menu** – then select **Show EasyUp Player**.

Select EasyUp Player from the Main Menu and select Run to download and run the downloaded software installer. When prompted enter **password: 7890** with your remote. Reboot the ShowStar when the EasyUp installation is completed.

To learn how to load 3rd party software you should refer to the section: *"Installing 3<sup>rd</sup> Party Software & Loading Media with the FlashLoader Utility"*.

# iPlay – iTunes Movie/Music Player

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## What is iPlay

iPlay is a unique utility that allows you to browse and play your entire iTunes music and movie library that are stored on your networked iTunes PC/Mac(s) through your ShowStar.

## iPlay may require some fee-based assistance to properly setup

iPlay is an advanced feature based on Apples® iTunes® media player and media manager application that may require some assistance from a Mozaex Support representative to set it up properly with your networked iTunes PC(s) and/or Mac(s).

If you need setup and training assistance a one-time \$99 user setup fee maybe charged by your dealer or Mozaex. A password must be obtained from Mozaex.

## All Your Movies, Music, and Online Media Playing In Perfect Harmony

With iPlay, all of your iTunes music, TV shows, and SD\* movies purchased from Apple's iTunes Store can now be enjoyed on your HDTV home theater system via the ShowStar's movie and music player.

**\*Note: Only iTunes SD Movies currently run on the ShowStar.** Mozaex offers other models of products including the Solo that can play iTunes HD movies.

With iPlay, Mozaex offers for the first time the ability to play all three forms of movies and music...namely ones that are Blu-ray/DVD/CD disc-loaded, online streamed, and online downloaded.

## Browse and Play Your iTunes Media with Apple's iPhone/iPad Remote App

iPlay uses Apples mobile iPad/iPhone/iTouch ("iDevice") App called "Remote".

The Remote App provides you with an exciting and simple way to browse and control your iTunes library of movies and music through the use of Apple's two-way mobile App called "Remote" while playing the selected media on the ShowStar.

The Remote App is a free, fun and easy-to-use wireless App that turns a user's iPhone/iPad or iPod Touch into a full featured two-way remote control.

Mozaex plans to release in October 2011 a free one-way iPhone/iPad App that provides control of the Mozaex's onscreen TV GUI so you can also browse and play other ShowStar media including photo slide shows and more than 200 channels of online media, including streaming NetFlix and VUDU movies and Pandora music. Mozaex also plans to add a utility that automatically imports into iTunes any CD music that was loaded on the ShowStar.

## How to Setup iPlay

iPlay is an advanced feature that typically requires some technical assistance to initially setup with your networked iTunes libraries. To ensure that every customer easily and properly sets up their iPlay, Mozaex offers at no charge, live technical assistance to initially setup iPlay. iPlay requires a password that you must obtain from Mozaex or a Dealer to initially setup.

### **\*\*VERY IMPORTANT\*\* -- DO NOT UPDATE iTunes on the ShowStar!**

If you do update iTunes, the iPlay application will not work properly and the ShowStar may need to be returned to the factory to be repaired.

Follow these steps to setup iPlay:

1. Contact Mozaex or your Dealer to obtain an iPlay password that will be required to setup iPlay. Note: Some Countries may have a one-time iPlay license fee for assisting in the setup and support of iPlay.
2. Share your PCs and Macs iTunes libraries that exist on your home network.

-Note: This is NOT "Home Sharing".

To share your iTunes library on a PC:

- a. Open iTunes and click on – **Edit – Preferences – Sharing**
  - b. Click on – **Share my library on my local network** – click **OK**
3. Attach a keyboard and mouse to the ShowStar and start it up.
  4. Press on the keyboard the following keys together: **CNTRL – ALT – A**
  5. Enter in the password obtained from Mozaex or your Dealer.
  6. The ShowStar Admin Console will appear. Click on the **iTunes** button.
  7. Check that the iTunes libraries you shared from your PC and/or Macs appear on the left hand side under "**Shared**".
  8. Click on **Edit – Preferences – General**
  9. Optionally change the "Library Name" of the ShowStar to reflect its location in the home – such as "ShowStar Theater Room".
  10. Uncheck the option "Check for new software updates automatically".
  11. **DO NOT CHANGE ANYTHING ELSE.** IE: Do NOT update iTunes.
  12. Click **OK.** Restart the ShowStar by momentarily pressing the power button and then after powering it down press the power button to power it back up.

## How to Authorize The ShowStar to Play DRM Media

iTunes allows up to 5 PCs, Macs and/or ShowStars to play Digital Rights Managed (DRM) protected media including HD Movies.

Since the ShowStar does not play HD Movies and HD Movies are typically the only DRM protected media it may not be required to Authorize the ShowStar to play DRM protected media. Follow these steps if you decide to Authorize the ShowStar:

1. Open iTunes as described above - Click on Store – **Authorize this computer**
2. Type in your iTunes account name and password. The ShowStar will account for 1 of the 5 maximum computers that can play DRM protected media.
3. Repeat this process for any other iTunes libraries on the network that have a different account name and password. You can add as many iTunes accounts as you like.

## Download, Install and Setup the Apple iPad/iPhone/iTouch Remote App

To control iPlay on your iPad, iPhone or iTouch (ie: "iDevice") you must first download from the Apple iTunes Store the Apple free **Remote** App onto your iDevice. Once you have installed the Remote App following these steps to set it up:

1. Open up **iTunes** on the ShowStar
2. Open up the **Remote App** on the *iDevice* and click on **Settings** then click on **"Add a iTunes library"**. The iDevice is the iPad/iPhone/iTouch you are using
3. A 4 digit Pass Code will be displayed.
4. In iTunes on the ShowStar select the *iDevice* you want to "Pair" to the ShowStar displayed in the left side list of devices displayed on the ShowStar.
5. When prompted, type the 4 digit pass code displayed on the iDevice.

## How to Browse and Play your iTunes Library Using your iDevice

Follow these steps to select a ShowStar, browse and play your iTunes library via the ShowStar using your iDevice:

1. On your iDevice go to Shared Libraries – which is typically in the bottom left corner or under "More" and select the name of the ShowStar and a shared Library from the list of iTunes computers whose libraries you previously Shared. It will load a list of media found on the ShowStar you selected.

Note: Unless you have the ShowStar's iTunes up and running you won't know when the entire library is fully imported into its database the first time. It may take several minutes before the library becomes available on the iDevice.

## **Continued - How to Browse and Play your iTunes Library Using your iDevice**

2. Select an album, a movie to play on the ShowStar and click on **Play**.

Use the buttons on the Remote App to stop, skip tracks and to control the playback of the selected song or movie.

### **How To Stop a Movie**

To stop a movie press the **2 arrows** (normally the "Full screen button") that is located to the right of the Play time bar. Normally pressing the play button again will resume the movie where you left off.

**The Skip Track Button** -- Since there are typically no chapters pressing the track forward button will skip to the end the movie.

### **How to Control the Playback of iTunes Media using the Remote App**

Follow these steps to control the playback of the selected media:

### **How to Create a Shortcut to the More – Shared Libraries**

You can create a quick short cut to the Shared Libraries by clicking on **More** and selecting **Edit** then drag the **Shared** icon to the bottom of the iDevice screen.

### **How to use the ShowStar IR Remote to Control the Playback of Media**

Once the song or movie has begun to play you can optionally use the ShowStars Remote to control the playback of the song or movie. Most buttons will function as normal including volume up/down, stop etc. - with the following exceptions:

**Pause Button** – On Music stops the song whereas it pauses movies.

**Options** or **OK** - toggles visualisations being displayed when music is playing.

**A, B, C buttons** – changes the visualisations being displayed when music is playing.

**Screen Saver** – by pressing the Power button then selecting screen saver.

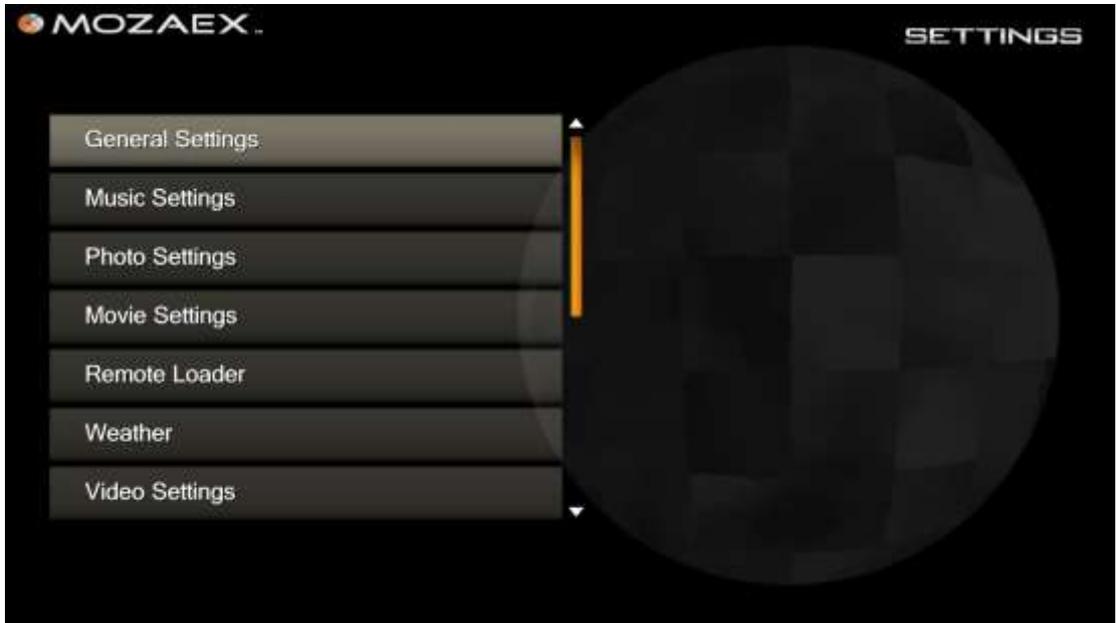
### **Starting an iTunes while a Movie is Playing on the ShowStar**

It is possible that when you start a an iTunes movie when you are currently playing another DVD or Blu-ray movie on the ShowStar that the ShowStar will flip to the movie library and you will have to stop and re-start the iTunes movie to play.

# Settings

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## The Main Settings Menu

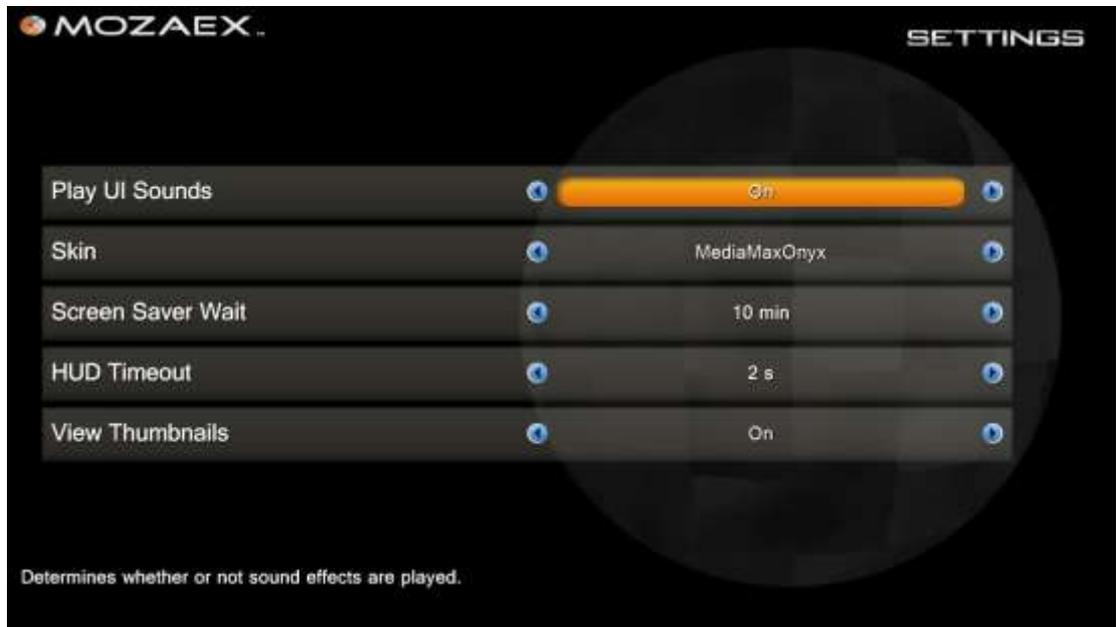


**The Main Settings Menu**

The Settings Menu may be accessed using the remote control **Options** button from the Main Menu or using the optional wireless keyboard F11 key. The Main Settings Menu allows the user to control key **ShowStar** operating parameters in the following categories:

- General Settings
- Music Settings
- Photo Settings
- Remote Loader
- DVD Library
- Weather
- Movie Settings
- Main Menu
- Adjust Display
- System Volume

## **General Settings**



**The General Settings Menu**

Select General Settings from the Setting Menu to control the following parameters-

- **Play UI Sounds** toggles on/off a notification sound when input is received from the remote control or wireless keyboard to the **ShowStar** such as menu selection and option selection.
- **Screen Saver Wait** allows you to select the screen saver wait time ranging from off (no screen saver) to 30 minutes (time waited before entering screen saver mode when the system is inactive).
- **HUD Timeout** sets delay time in seconds of input inactivity before **ShowStar** hides the Movie control buttons.
- **View Thumbnails** toggles on/ off generating thumbnails in the Movies, Music and Photos Menus. Turning off thumbnail generation may increase performance but make it harder to find a specific selection.

## **Movie Settings**



**The Movie Settings Menu**

Select Movie Settings from the Settings Menu to control various Movies Library Browsing Options including:

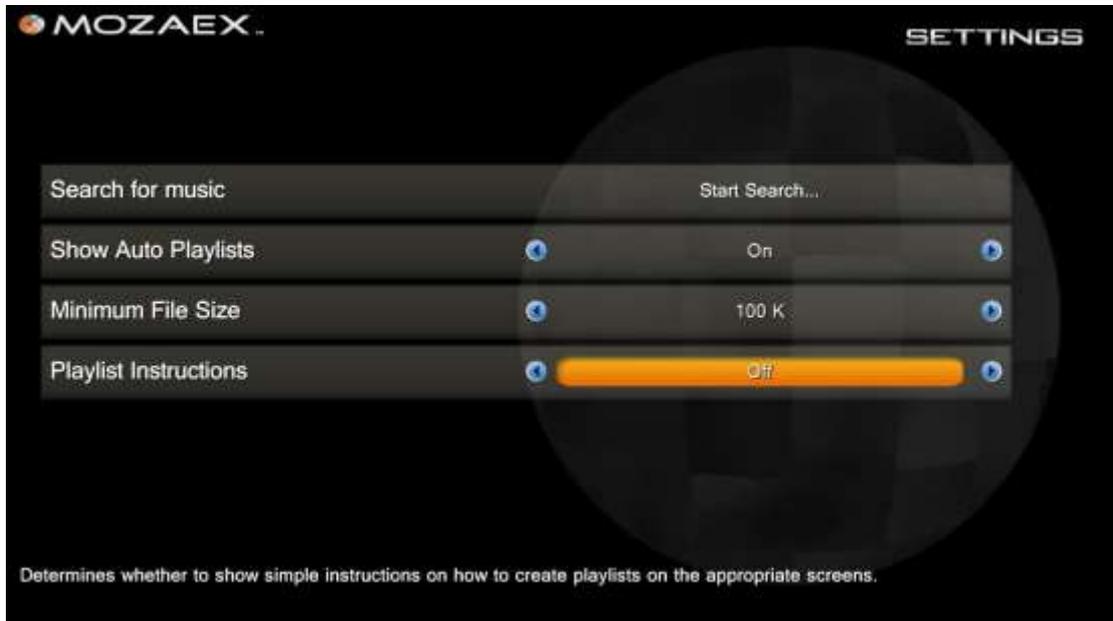
- **Scan for New Cover Art** -- immediately searches for any newly loaded movie Cover Art. You may manually search for Cover Art in the rare event that new Cover Art is not automatically detected and imported into the Movie Library.
- **Show StealthLoader** -- enables/disables the viewing of movie loading progress in the bottom left corner.
- **Show Only Full Movies** – Default = No. This is a custom feature for applications where the user only wants to display the covers for DVD and Blu-ray “Full Movies” and hide any movies such as home videos that don’t have cover art, chapters or metadata.
- **Parental Limit** allows you to set the maximum allowable movie rating to be viewed when applying the hide/unhide Movie option. A Restricted Movies PIN must be entered to unhide previously hidden Movies.

- **Change Restricted Movie PIN** allows you to enter an alphanumeric PIN required to unhide Movies.
- **Number of Columns** to be used when viewing Movie Cover Art from the Movies Menu. Ranges from 1 to 12. This parameter is useful in controlling the number and size of each Cover Art displayed while browsing.
- **Number of Rows** to be used when viewing Movie Cover Art from the Movies Menu. Ranges from 1 to 5. This parameter is useful in controlling the number and size of each Cover Art displayed while browsing.
- **Default Style for Movies** allows you to choose between displaying Cover Art images ("Poster") or a List when browsing movies from the Movie Menu.
- **Default View** sets the default view when initially entering the Movies Menu. Choices are Movie View, Rating View, Actor View, Director View or Genre View.
- **View Behavior** allows Tracking/No Tracking of viewed movies.
- **Precache Images** toggles No/Yes and should be set to Yes for very large libraries.

From the DVD Library Menu select View Management to customize view options available in the Movie Menu. Control features are:

- **Add Custom View** to control text associated with movies seen while browsing the Movie Menu Cover Art in Movie View mode. Default Movie View text displays the Movie title. Optional choices are Actor, Director, Genre and Rating.
- **Actor View** toggles enable/disable of the Actor View as a view option in the Movies Menu.
- **Director View** toggles enable/disable of the Director View as a view option in the Movies Menu.
- **Genre View** toggles enable/disable of the Genre View as a view option in the Movies Menu.
- **Movie View** toggles enable/disable of the Movie View as a view option in the Movies Menu.
- **Rating View** toggles enable/disable of the Rating View as a view option in the Movies Menu.

## **Music Settings**

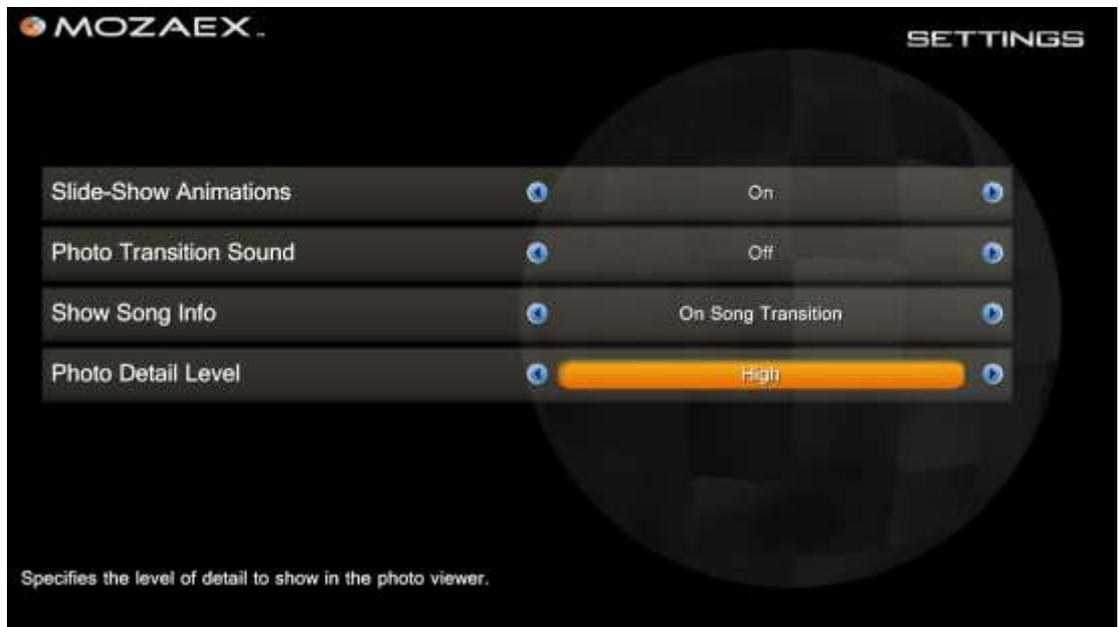


### **The Music Settings Menu**

Select Music Settings from the Settings Menu to control the following parameters-

- **Show Auto Playlists** toggles On/Off the display of automatic playlists (music added the last week, music listened to the last month...) when browsing Playlists from the Music Menu. Turning it off will display only user created custom playlists.
- **Minimum File Size** specifies the minimum size file to include when searching for music. Selectable from All Files (no size limit) to various sizes. Normally this should be set to All Files unless you have loaded very small music files that you do not want to display in the Music Library.
- **Playlist Instructions** toggles on/off whether to show simple textual instructions on how to create Playlists on the related screens.

## **Photo Settings**



**The Photo Settings Menu**

Select Photo Settings from the Settings Menu to control the following parameters-

- **Slide-Show Animations** toggles On/Off animation of photos during a slideshow. **Off** causes photos to be statically displayed in sequence. **On** adds a gentle motion to each photo as it is displayed.
- **Photo Transition Sound** toggles On/Off the addition of a shutter sound each time a new photo is viewed.
- **Show Song Info** controls how background music information should be displayed during a slideshow. Selections are Never, On Song Transition or Always.
- **Photo Detail Level** sets the level of detail to show in the photo viewer. Selections are Low, Medium or High.

**Note: Medium Photo Resolution is recommended** - It is recommended that this setting be set to medium since some very high resolution photos may cause a ShowStar photo slide show to slow down.

## **Main Menu Settings**

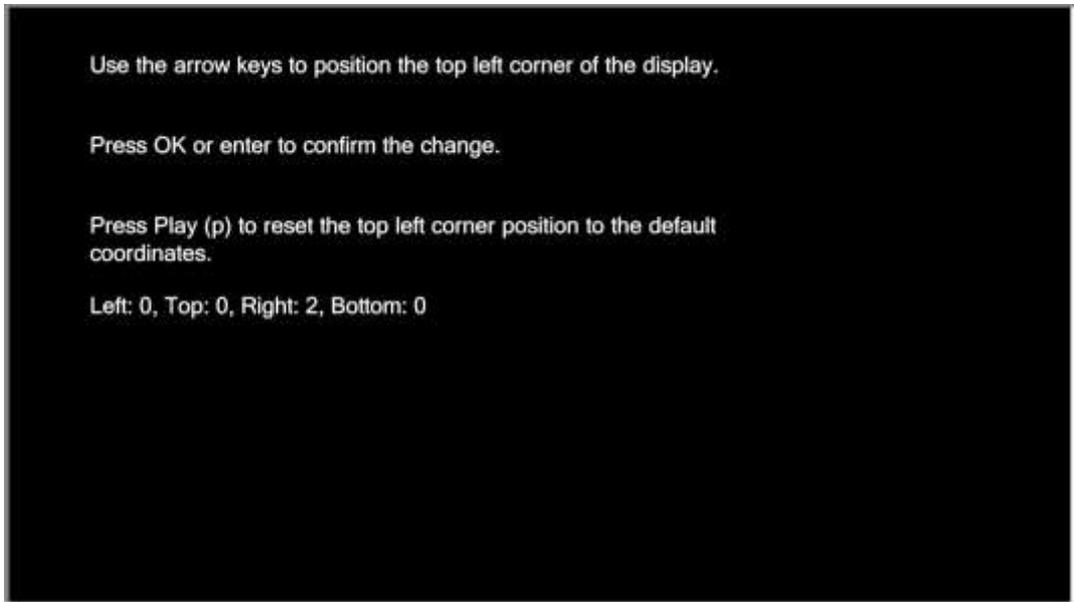


**The Main Menu Settings Menu**

The Setting Menu allows you to select what media libraries or services are displayed on the Main Menu.

- **EasyUp Player** toggles Show/Don't Show EasyUp on the Main Menu.
- **NetPlay** toggles Show/Don't Show NetPlay on the Main Menu.
- **Movies** toggle Show/Don't Show Movies on the Main Menu.
- **Music** toggles Show/Don't Show Music on the Main Menu.
- **Photos** toggle Show/Don't Show Photos on the Main Menu.

## **Adjust Display**



**The Adjust Display Settings Screen**

Selecting Adjust Display from the Settings Menu allows you control the centering of the **ShowStar** GUI on the display screen as follows:

1. On entry a box representing the screen perimeters is displayed. You will first be prompted to position the top left corner of the box with the perimeter of the display using the arrow keys (**left/right up/ down**).
2. Once properly positioned select **OK/Enter**.
3. You are then asked to position the lower right corner of the box with the perimeter of the screen. Once positioned select **OK/Enter**. The new settings will be saved and you will be exited back to the Settings Menu.

## **System Volume**



**The System Volume Settings Menu**

Selecting System Volume from the Settings Menu allows you to control the system volume.

- **System Mute** Toggles Sound On/Sound Off. The setting can be overridden by Remote controller.
- **System Volume** sets maximum default output volume from the **ShowStar**. This setting can be overridden by the remote control.

### **How to Configure the ShowStars Audio**

Refer to the section entitled "ShowStar Audio Setup" above for details on how to configure the ShowStars audio settings.

# Troubleshooting

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## The Top 3 Reasons How Problems Can Occur & Troubleshooting Hints

Over 90% of all reported problems setting up and operating Mozaex media servers are caused by the following 3 reasons. With over 7,000 Mozaex units installed in over 25 countries we are confident that once configured correctly the system will work to your full satisfaction.

**If there is any issue, do not hesitate to contact us.** We are here to assist you.

- 1. The System is Not Setup Correctly.** A vast majority of issues in the field are due to the system simply not being correctly configured or is incompatible with the TV, audio system or a device on the network such as the router.
- 2. Improper A/V and Network Settings and/or Conflicts** - A frequent problem is that the wrong switch or some other A/V or network incompatibility/conflict is causing NetPlay or other internet related performance issues.
- 3. Hardware Defects/Damage.** While Mozaex boasts a superior low annual defect rate that is less than half the competitions reported in-field failures, defects and in-transit product damage can occur. Contact Mozaex immediately to arrange to have the product serviced and/or advanced replaced. Most units that need to be repaired in the field may be inadvertently caused by miss-use or by extreme environmental or network conditions (power surges, viruses etc.).
- 4. System incompatibilities.** System incompatibilities may occur with:
  - 1.) Incompatible co-existing network device that is conflicting with the system
  - 2.) Incompatible Audio and Video equipment (ie: antiquated HDMI).
  - 3.) Incompatible Blu-ray title that may require a Movie Player update.

**-Blu-ray Title Incompatibilities** - Note that ALL Blu-ray disc players (not just the ShowStar) require periodic updates to support some new Blu-ray titles. These updates are typically required a few times a year and can be performed by the User using the Mozaex EasyUp or by the Dealer or Mozaex using the EasyUp, FlashLoader or the SurePlay remote login utility. Contact Mozaex if you need assistance.

**Updating Software** - The **EasyUp** and **FlashLoader** utilities allows you to perform simple updating of Mozaex and 3<sup>rd</sup> party software. Refer to this Guide for more information.

## **Most Frequent Troubleshooting Hints**

The following are troubleshooting hints on some of the more frequent questions that might arise when using the ShowStar **and are addressed in the README FIRST.**

***Refer to the README in Chapter 1 of this Guide for details on these issues.***

**1. When Loading, Movie or Music Cover Art does not appear in library.**

**Fix:** May have to adjust the number of cover art columns and rows.

**2. Can't find any Cover Art when loading a new Movie or Music Album.**

**Fix:** See if any internet features work (weather) – internet working?

**3. Can't Hear any Audio when Playing a Movie**

**Fix:** Configure the audio settings to match your requirements.

**4. Registration error on start up requires online registration**

**Fix:** Contact Mozaex to re-register the unit.

**5. Failure to play a movie may be due to a corrupt disc or incompatibility**

**Fix:** Clean disc, update software or contact Mozaex if incompatible.

**6. I am unable to access iTunes to setup iPlay.**

**Fix:** Contact Mozaex for the login password to setup iPlay.

**7. Browsing of Movie Library occasionally halts.**

**Fix:** Every 10 minutes the ShowStar automatically scans for new movie cover art and refreshes its library which causes the library scrolling to momentarily halt. It typically only takes a few seconds per 300 movies to finish a scan.

Refer to the following Basic Troubleshooting section below for more information on issues that might arise and troubleshooting hints on how to address them.

Don't hesitate to contact Mozaex if you are unable to correct any issues or you need assistance on how to use or setup the ShowStar.

## **Basic System Troubleshooting**

<b>Problem</b>	<b>Action</b>	<b>Reference</b>
<p><b>Power-Reset</b></p> <p><b>ShowStar will not turn on.</b></p>	<ol style="list-style-type: none"> <li>1. Check that you are properly connected to VAC power.</li> <li>2. Make sure back panel power switch in the on position.</li> <li>3. Make sure front panel power switch is in on position.</li> <li>4. Verify input power is available and power cord properly attached.</li> </ol>	<p>See <i>Power / Power Switches and Indicators</i></p>
<p><b>Power-Reset</b></p> <p><b>ShowStar is unresponsive or will not turn off.</b></p>	<ol style="list-style-type: none"> <li>1. Reset the system using the front panel Power Switch.</li> <li>2. If Power Switch is not responsive then removing and re-attaching the power cable.</li> </ol>	<p>See <i>Power Switches</i></p>
<p><b>Video</b></p> <p><b>Player displays blank screen.</b></p>	<ol style="list-style-type: none"> <li>1. Make sure that you have the unit plugged into the TV properly and the TV input is properly set for the ShowStar.</li> <li>2. Try pressing the Remote Control Power button to bring it out of standby.</li> <li>3. Restart unit with power switch</li> <li>4. Unplug power cord. Press power switch. Replace plug and restart ShowStar.</li> <li>5. If the HDMI video never appears then try attaching the unit to an LCD or other VGA display and restart the unit.</li> <li>6. Contact Mozaex if you are unable to get the video to re-appear.</li> </ol>	<p><i>Troubleshooting blank Player display.</i></p>

Problem	Action	Reference/more info
<p><b>Audio</b></p> <p><b>Cannot hear audio</b></p> <p>Note: Incorrect Audio setup is one of the most frequent issues.</p>	<p>Check that the correct audio was set in the Movie Player and the Audio Channels Utility.</p>	<p>See Audio Setup and Connections.</p>
Problem	Action	Reference/more info
<p><b>Audio</b></p> <p><b>Can hear Music but cannot hear Movie audio with a 2 channel stereo TV.</b></p> <p>Common setup mistake.</p>	<p>Check that 2 channel stereo is was set in the Movie Player playing both DVD and Blu-ray movie.</p>	<p>See Audio Setup and Connections.</p> <p>Check the mix mode setting (down mixes to 2 channel).</p>
<p><b>Movie Playback</b></p> <p><b>Movie skips, pauses or plays back slowly.</b></p>	<ol style="list-style-type: none"> <li>1. If it occurs only on one movie is it probably due to a scratch. Clean and reload.</li> <li>2. If skips on <u>all movies</u> or physical disc then contact Mozaex.</li> </ol>	<p>See Movie Player</p>
<p><b>Movie Loader</b></p> <p><b>Movie Loader cannot find enough storage space to load movie.</b></p>	<p>You may not have any more storage space available. Add up the number of movies loaded and check the capacity of the unit on the serial number (1TB, 2TB or 3TB) to determine if you should have more space available. DVD = 8GB and Blu-ray = 40GB average. 1,000 GBs = 1TB.</p> <p>Note: A new software update will include an “Available Storage” status where the loading progress is displayed in the lower left corner.</p>	<p>See Movie Loader</p>

Problem	Action	Reference
<p><b>Movie Cover Art</b></p> <p><b>Movie Cover Art</b> does not appear immediately on a newly loaded movie.</p>	<p>Reduce the number of columns and rows of cover art displayed.</p> <p>Rescan Movie Cover Art in Movie Library - Scan Movie Cover Art. Auto refresh occurs every 10 minutes or less.</p>	<p>Refer to the <i>Movie Loader, Player, Library and Cover Art</i>.</p>
<p><b>IR Remote Control</b></p> <p><b>Remote control</b> not working.</p>	<ol style="list-style-type: none"> <li>1. Check remote batteries.</li> <li>2. Make sure IR receiver on front panel is not obstructed.</li> <li>3. Reboot the Player.</li> </ol>	<p>See <i>Player User Manual-Remote Control</i></p>
<p><b>Optional RF Keyboard</b></p> <p><b>Wireless Keyboard</b> not working.</p>	<ol style="list-style-type: none"> <li>1. Check keyboard batteries.</li> <li>2. Attach RF module to USB port.</li> <li>3. Push RF reset switch on module and the keyboard to reset RF communications.</li> </ol>	<p>See <i>Optional RF Keyboard</i></p>
<p><b>Weather</b></p> <p><b>Weather</b> is not setup correctly.</p>	<p>Unhide the Weather in the Main Menu – click on Options button - System Settings page – Main Menu.</p> <p>Setup Weather in the Weather utility.</p>	<p>Refer to <i>Weather setup for details</i>.</p>
<p><b>NetPlay</b></p> <p>Jittering Video or other failure</p>	<p>NetPlay performance and compatibility is dictated by your network and the country you are in.</p>	<p><i>Mozaex does guarantee NetPlay performance or compatibility.</i></p>

## Thank you!

We hope that this User Guide was helpful in setting up and using your ShowStar and that it provides you and others many years of enjoyment.

Thank you again for choosing Mozaex.

## The Mozaex Support Team

### ShowStar User Guide

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## ShowStar User Guide

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## FCC Certification

This equipment has not been fully tested to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference in which the user will be required to correct the interference at his/her own expense.

The user is cautioned that changes and modifications made to the equipment without approval of the manufacturer could void the user's authority to operate this equipment. **Shielded Cables**—it is strongly recommended that the user use only shielded and grounded cables to ensure compliance with FCC Rules.

## **Terms and Conditions of Sale**

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### **Mozaex's Limited Warranty**

#### **1 YEAR PARTS AND LABOR WARRANTY**

For a period of ONE (1) YEAR from the date of original purchase, parts and labor will be provided and performed free of charge at an authorized Mozaex repair facility. At its option, Mozaex will repair the product with new or remanufactured parts, or exchange the defective product with a new, refurbished, or remanufactured product. If a product is replaced, it will carry the remaining warranty of the original product. After the ONE (1) YEAR period, Mozaex will no longer be responsible for labor charges incurred. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to a Mozaex authorized repair facility. All products and parts replaced by Mozaex under warranty service become the property of Mozaex.

Warranties apply to the original purchaser only and only cover defects in workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. Warranties apply to the purchase and use of products in residential settings.

Mozaex is not obligated to repair or otherwise remedy any nonconformity or defect in its product if you have made any changes whatsoever to the product, if the product has been misused or damaged in any respect, or if you have not reported to Mozaex the existence and nature of the nonconformity or defect promptly upon discovery. Your sole and exclusive remedy in the event of a defect or nonconformity is to return the product to the place of purchase for repair or replacement, at Mozaex's discretion.

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