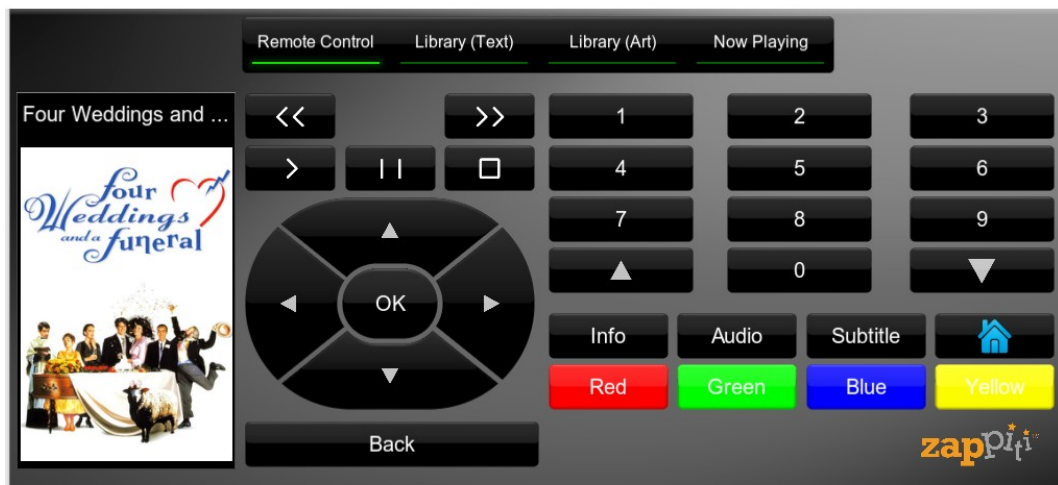


Zappiti Installation and Usage Guide



Date: Wednesday, 30 June 2021
Authors: Andrew Luecke

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Overview

Supporting almost all video and audio formats, codecs and file containers, including all modern video standards such as HDMI 2.0, Ultra HD 4K, HDR, 3D subtitles and HEVC video codec with one billion colors (10-Bit color encoding), the Zappiti 4K HDR media player range sets an entirely new standard. The top class Zappiti Duo 4K HDR is equipped with an internal 3.5" SATA HDD bay with hot swap function for huge total capacity (up to 32 TB) and offers powerful Wi-Fi 5G and Ethernet gigabit network capability. The Zappiti 4K HDR media players are compatible with most audio and video formats such as UHD ISO, BD ISO, M2TS, MKV 4K, MVC 3D with 3D subtitles, BD and UHD menus support, home theater audio (including Dolby Atmos and DTS:X) and high-resolution lossless audio files. This new player range is also compatible with Zappiti Video for the best possible home theater experience.

A premium product deserves an excellent interface to match as such the Chowmain Zappiti Elan for Control4 offers full library access on all Elan user interfaces including the Elan Touchscreen and mobile controllers.

Put the finishing touch on your customer's Zappiti system using our driver for Elan.

Features

- Transport Controls
- Library Integration
- Ability to browse movies, tv shows and more on viewer.
- Grid View and list View
- View information on currently playing media

Setup

Important Information

This driver was developed on the Zappiti Mini 4K HDR. It may work for older models of Zappiti but it has not been tested. This driver will only work for Zappiti Video version 4.23.251 and above. Please ensure your firmware is up to date before installing.

Licence Assignment (trial and purchased)

1. Create your project on the driverCentral.io website (This will generate a specific token which you will use in the next step)
2. Download, install and activate the driverCentral cloud driver in your project (Only once per project. Use the token generated in step 1)
3. (Optional) To try a driver, simply download it and install it in your project.
4. To purchase a driver:
 1. On driverCentral, purchase a license and register it to your project
 2. If the driver is not already installed in your project, download it and install it
 3. Add Activation code to ELAN system.

Quick Start Guide

IMPORTANT - Perform Licencing Steps as outlined above first

1. Configure the Zappiti Player to use an IP which won't change (static, or static reservation via DHCP).
2. Ensure your Zappiti Media player is running the latest firmware available.
3. Power for the Zappiti player must remain on to ensure reliable control.
4. Install driver in ELAN and setup your sources

The driver requires a valid licence for use. Licences can be purchased from Chowmain's distributor [driverCentral](#). Customers can also trial the driver out for 90 days prior to licence purchase. Dealers who have showrooms can demonstrate the driver for free via the Chowmain Dealer Showroom Licence. You can apply for this licence via the [Chowmain website](#). Please follow the steps below. If you encounter any issues please submit a ticket via the [driverCentral](#) website.

Configuration Details

The following table provides settings used in Configurator when connecting to Zappiti devices. Please refer to the Configurator Reference Guide for more details.

- Name: Name of the Device
- System Number: Used by ELAN

- Status: Current Connection Status of Zappiti driver
- Driver Version: Version of Driver
- Activation Key: Used to Enter your licence Key
- ELAN MAC Address: MAC Address of ELAN Primary Controller. Used for Debugging
- Debug Mode: Set Debug Mode of driver
- Debug Level: 3 offers basic logging, 8 offers extensive logging. Level 8 is only available to developers
- IP Address: IP Address of the unit

Frequently Asked Questions

No control is available of Player

- Ensure Zappiti Video version 4.23.251 or later is installed
- Ensure a static IP has been set

Player control is frequently lost

- We have replicated problems for some firmware versions when using WiFi. Ethernet is strongly recommended
- Ensure network is stable and operational.
- If using Ethernet, run a pair test to ensure network cable is operational.

Menu is stuck on "Launch Zappiti"

- Launch Zappiti is shown when the player is disconnected, or Zappiti video is not running. If this comes up regularly, network connectivity may be intermittent.
- Zappiti Video may be out of date, corrupt or inoperative

When adding movies to Zappiti, they are not visible in the menu

- To improve performance, there is a short 5 minute delay between updating menus. Wait up to 5 minutes and new media will be displayed

Licensing

The driver requires a valid licence for use. Licences can be purchased from the driverCentral website. All of the licences are site licences. This means that you can use as many instances of the driver as you want in a single system with the one licence. The driver also comes with a built in 90 day trial. The driver will provide feedback as to the state of the licence in the Activation Status field.

Support

- Phone Support

Want to talk to us? We have 3 dial in numbers and two support desks that span multiple timezones.

Support Center	Hours of Operation	Phone Number
American Support Desk	8:30AM – 4:30PM Mountain Time	+1 720.504.9021
Australian Support Desk	8:30AM – 5:00PM Australian Eastern Time	+61 3 9028 6999
New Zealand Support Desk	10:30AM – 7:00PM New Zealand Time	+64 9 889 4000

- Online Chat

Prefer to chat to us online? We also offer live chat at our American support desk.

Support Centre	Hours of Operation	URL
American Support Desk	8:30AM – 4:30PM Mountain Time	https://help.drivercentral.io/

- Support Ticket Submission

Submit a ticket and get a response within the hour from our support desk during the hours of operation or next day if out of hours

Support Centre	Hours of Operation	URL
American Support Desk	8:30AM – 4:30PM Mountain Time	https://help.drivercentral.io/

CHANGELOG

Version 1.0.1

Initial release