杰云科技
JIEYUN TECHNOLOGY

J30 Thin Client

User Guide

Version 1.7

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Formatting Conventions：

【X X X】—— Menu or Button

〈X X X〉—— Window or Display UI

 —— Warning

Contents

1 Introduction

J30 thin client is based-on ARM cortex A9 4-cores 1.6GHz CPU and 1GB DDR3 memory. In additional, it is powered by deeply-optimized linux OS. The main features include：

- Up to 1080p resolution and 32bpp color depth.
- Small and exquisite without fan.
- Very low power consumption.
- Support Microsoft RDP 8.0 client.
- Support RemoteFX graphic feature.
- Smoothly on-line video.
- Support J-Player
- Easy firmware upgrade.
- Support USB redirection.

2 Interfaces

FIG.2-1 Interfaces

System	Description
CPU	ARM Cortex A9 1.6GHz, 4 Cores
Memory	DDR3：1GB
Flash	NAND Flash： 2~8GB
Network	10/100M based-T RJ45 port
WiFi	Optional
Audio Input	MIC input, 3.5mm mini jack
Audio Output	Audio output, 3.5mm mini jack
USB	3xUSB ports
VGA	Up to 1920 x 1080，60Hz, 32bpp color depth

Power Input	DC, 5V, 2000mA
Power Switch	Light push power switch
Power Adapter	Input: AC, 100-240V, 50/60Hz Output: DC, 5V, 2000mA
Size	Height: 30mm, Width: 120mm, Depth: 120mm
Power Consumption	< 7W
Cooling	None fan
Noise	0db

3 Connection Diagram

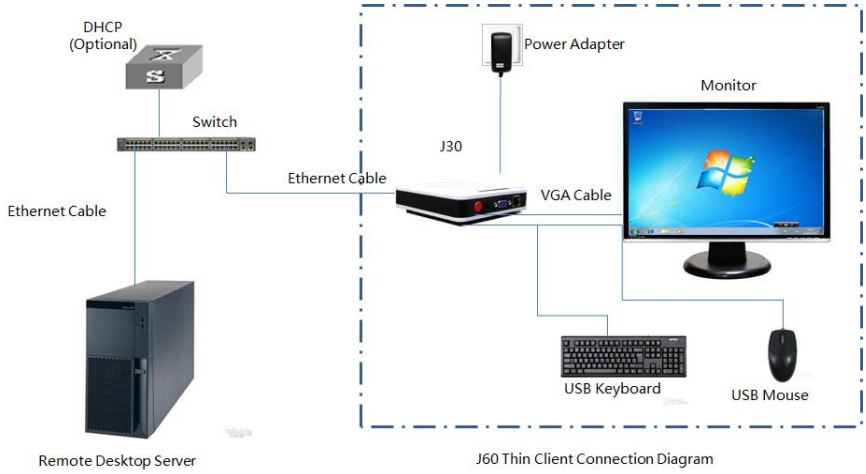


FIG.3-1 Connect J30 thin client to a remote desktop server

4 System Guide

Please install the J30 thin client device as FIG.3-1 shows.

4.1 Boot Screen

FIG.4-1 Boot Screen

When the thin client power on, monitor will display the boot screen as FIG.4-1 shows, there is a progress bar under the logo stands for the boot status. While success boot, the device goes to “Network Initialization” phase.

Notice, If the monitor cannot support the device’s resolution output, it maybe display a black screen, please refer to the chapter 6 to restore the default resolution setting.

4.2 Network Initialization

At the network initialization phase, show as FIG.4-2, the device will check the local network connection and the IP settings. After the successful network initialization, the device goes to auto connecting phase.

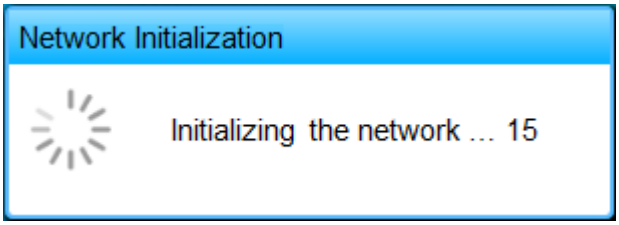


FIG.4-2 Network Initialization

Notice, if fail to initialize the network, please check the following possible reason:

1) No available cable connection.
2) If the device is set to use dynamic IP address and fail to acquire IP settings from DHCP server, please check the DHCP services.

4.3 Auto Connecting

If there is none automatic connection setting, the device will skip the auto connecting phase. Otherwise, the device starts the auto connecting after 5 seconds countdown. You can cancel the auto connect with 【Cancel】 button or “Esc” key, show as FIG.4-3a and FIG.4-3b.

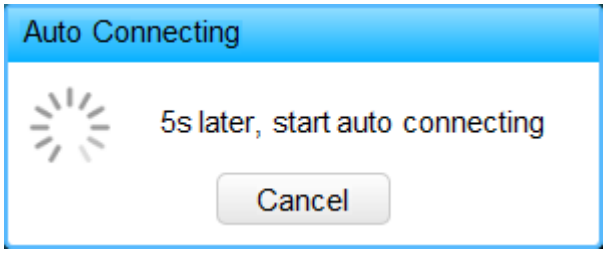


FIG.4-3a 5-second Countdown

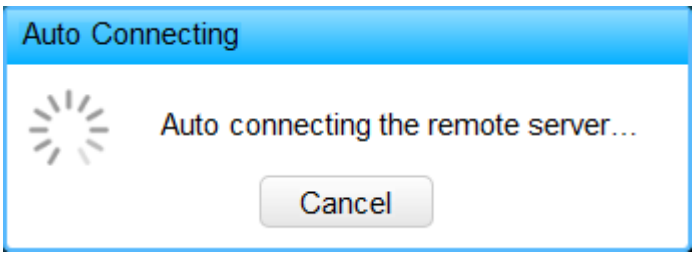


FIG.4-3b Starting Auto Connecting

When the auto connecting is failed, the device will retry after 15-second countdown, unless you cancel it, show as FIG.4-3c.

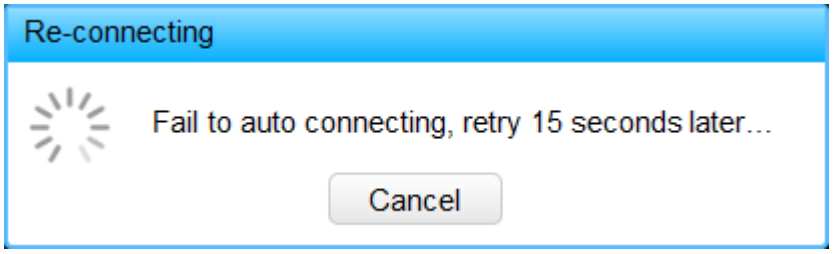


图 4-3c Auto Connecting Retry

4.4 Control Centre

As FIG.4-4a shows, administrator password should be provided before enter the control centre.

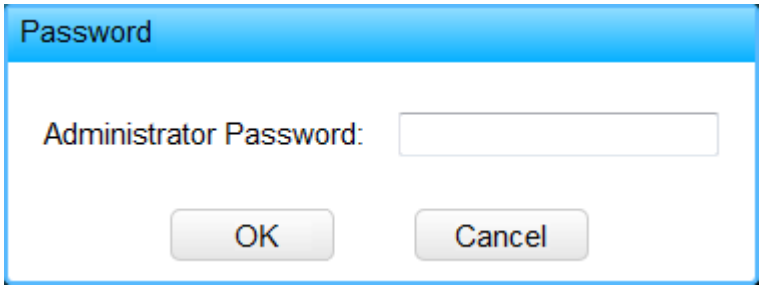


FIG.4-4a Login to Control Centre

Notice, If there is none administrator password setting, the device will skip FIG.4-4a dialog and enter control centre directly. Please refer to chapter 4.12 to set administrator password.

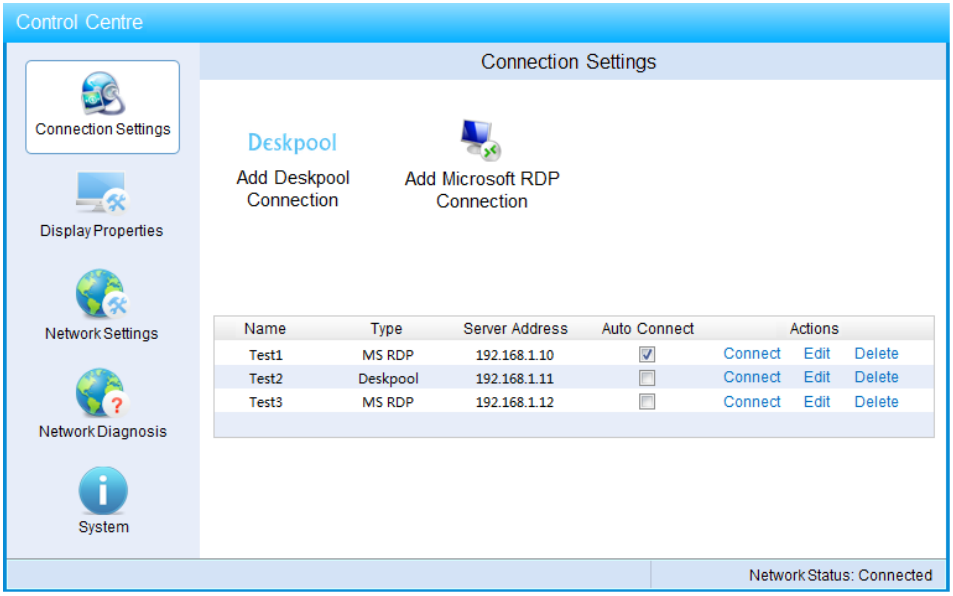


FIG.4-4b Control Centre

As FIG.4-4b shows, control centre is divided into three function zones:

- Main Menu List
- Setting Window
- Status Bar

Main menu include the following menus:

- Connection Settings: Management the remote desktop connections
- Display Properties：Resolution and language settings
- Network Settings：Network parameters
- Network Diagnosis：Diagnose the network with ping
- System：Show the system information and system level functions

4.5 Connection Settings

Click 【Connection Settings】menu, enter the connection setting window shown as FIG.4-5a, the table surrounded by red dotted line is connection record table.

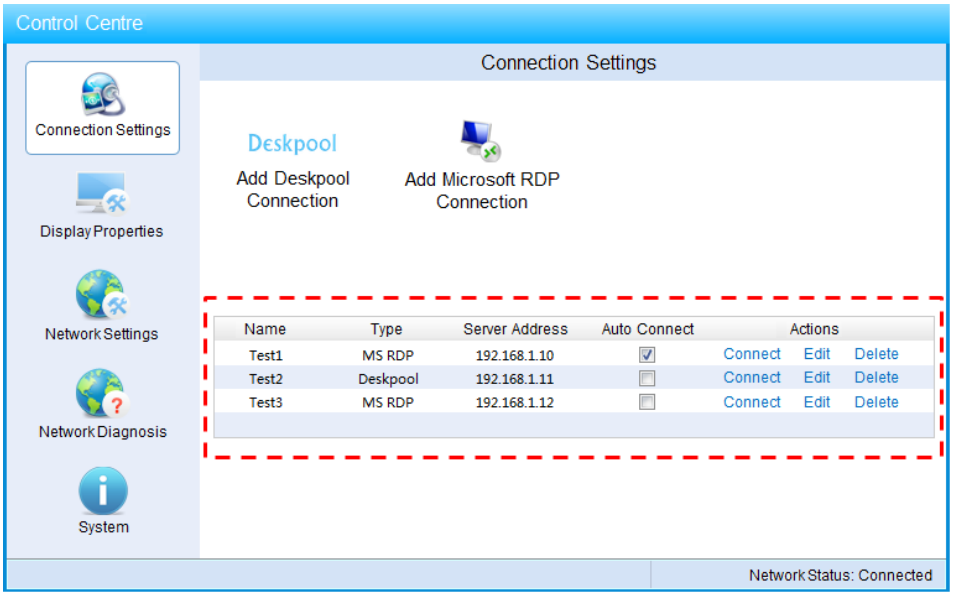


FIG.4-5a Connection Settings Window

■ Connection Type

J30 thin client supports two kinds of connection:

- Deskpool Connection: Deskpool login-in connection configuration, adopt Microsoft RDP 8.0 version with RemoteFX graphic feature enabled.
- Microsoft RDP Connection：Microsoft remote desktop server accessing configuration，adopt Microsoft RDP 8.0 version with RemoteFX graphic feature enabled.

Notice, the web portal would act as an entry of a remote desktop system instead of a standard web browser.

■ Connection List

The connection table includes the following items：

- Name：Connection name.
- Type：Deskpool、Microsoft RDP.
- Server Address：Remote desktop server address.
- Auto Connect：Enable or disable the auto connecting setting.
- Actions：【Connect】, 【Edit】, 【Delete】operation buttons

4.6 Add Deskpool Connection

Click【Add Deskpool Connection】, popup the “Add Deskpool Connection” dialog as FIG.4-6 shows:

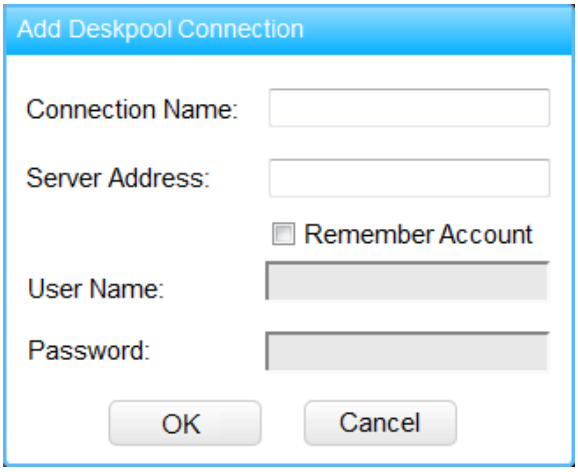


FIG.4-6 Add Deskpool Connection

Input the following information before click 【OK】 button:

【Connection Name】: Name of this connection

【Server Address】: Address of remote deskpool server

If you check the 【Remember Account】 check box, please fill the deskpool login account information:

【User Name】: A deskpool user name.

【Password】 : Password of the deskpool user.

4.7 Add Microsoft RDP Connection

Click【Add Microsoft RDP Connection】, popup the “Add MS RDP Connection” dialog as FIG.4-7a shows:

Input the following information before click 【OK】 button:

【Connection Name】: Name of this connection.

【Server Address】: Address of remote desktop server.

If you check the 【Remember Account】 check box, please fill the remote desktop login account information:

【User Name】: A remote desktop user name.

【Password】 : Password of the remote desktop user.

【Domain】: Domain name. If no domain server, keep empty.

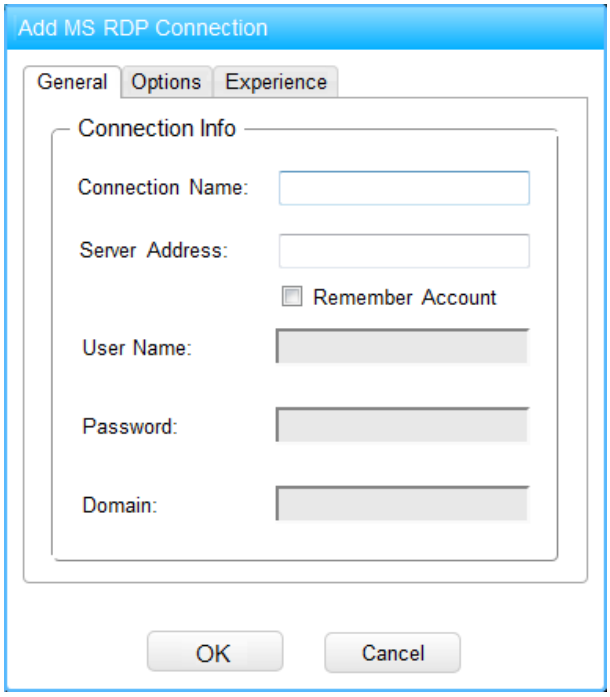


FIG.4-7a Add Microsoft RDP Connection

FIG.4-7b show the options for Microsoft RDP connection, include the personalized options and the auto-run program.

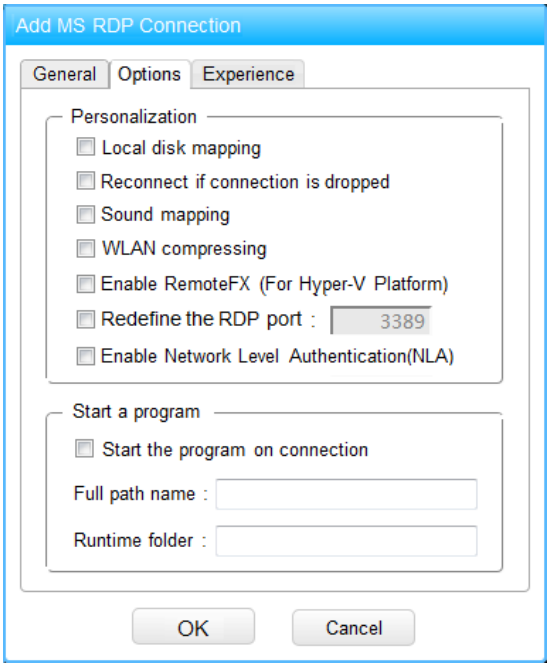


FIG.4-7b Microsoft RDP Options

Notice, When the RemoteFX successfully enabled, it will adopt the 32bpp color depth automatically.

FIG.4-7c show the experience settings for Microsoft RDP connection and the default selections.

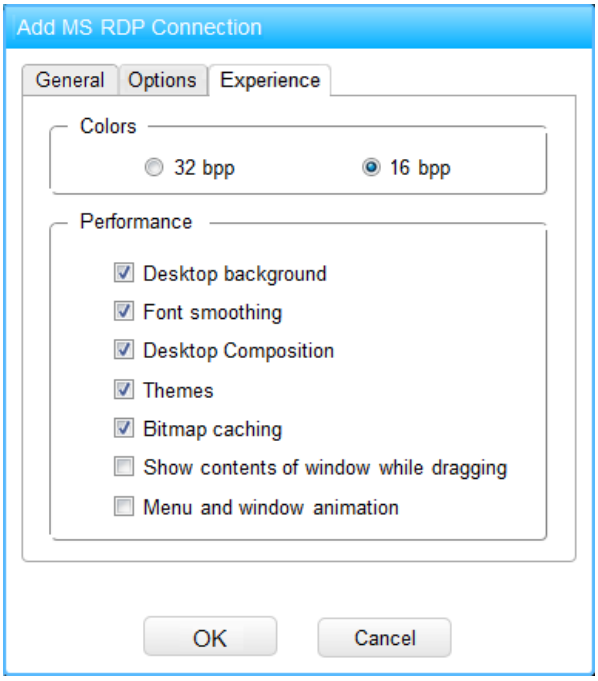


FIG.4-7c Microsoft RDP Settings

4.8 Display Properties

Click 【Display Properties】menu, enter the display properties window shown as FIG.4-8a.

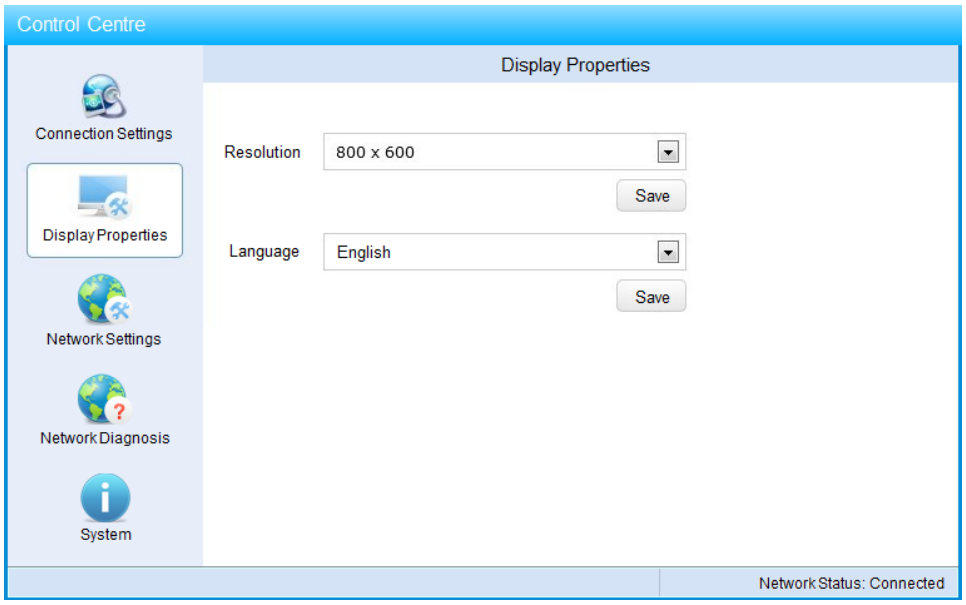


FIG.4-8a Display Properties

■ Resolution Setting

Select a resolution at 【Resolution】list box, and click 【Save】 button, a notification dialog will be popped up shown as FIG.4-8b to confirm the change.

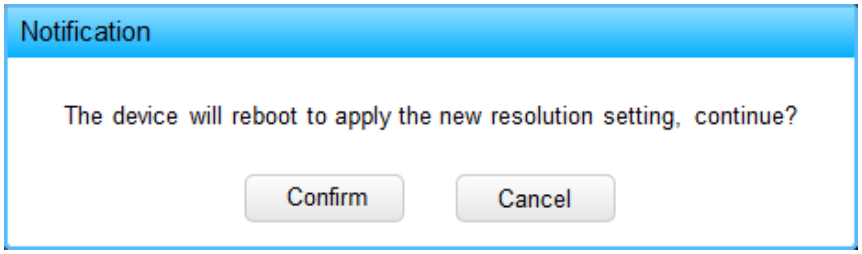


FIG.4-8b Notification to Change Resolution

Click the 【Confirm】 button at FIG.4-8b to apply the new resolution, the device will auto reboot to apply it. When it reboot up, a confirm dialog will be shown as FIG.4-8c, the new resolution must be accepted before the 15-second timeout, Otherwise, the system will give up the new resolution setting and reboot to restore the original setting.

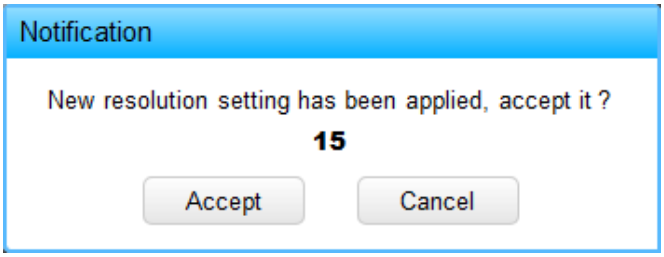


FIG.4-8c Notification to Accept Resolution Setting

The monitor maybe show black screen when it is not comparable with the resolution changing, please do nothing, just wait for the device restore to the original resolution automatically.

■ **Language Setting**

You can change the language setting by selecting 【简体中文】 or 【English】 at language list box, and then click 【Save】 button, the control centre will switch to the new language mode.

4.9 Network Settings

Click 【Network Settings】menu, enter the network setting window shown as FIG.4-9a.

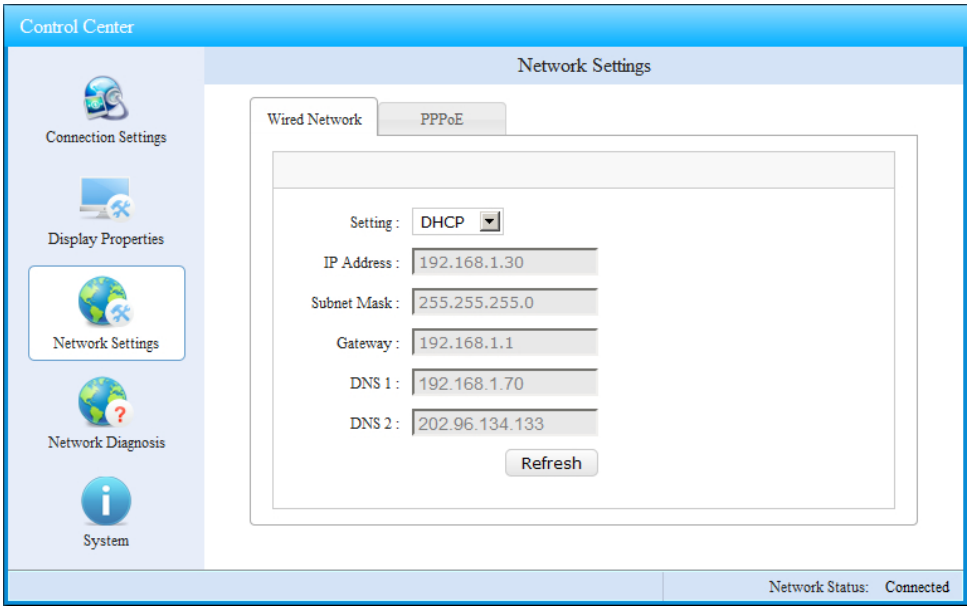


FIG.4-9a Network Settings

■ **Wired network settings**

Two kings of settings for wired network parameters

1）DHCP mode

In DHCP mode, the network parameters will be dynamically acquired from DHCP server, you can click 【Refresh】 button to refresh them.

2）Static IP mode

In static IP mode, you have to input the IP address, subnet mask, gateway IP, DNS 1 and DNS 2 IP.

Notice, in the static IP mode, you must make sure none IP address conflict.

Click 【PPPoE】 button, enter the PPPoE setting window shown as FIG.4-9b.

■ **PPPoE settings**

Input the account for PPPoE connection in 【Username】 and 【Password】edit boxes, and press 【Connect】 button to start the PPPoE connection. 【Save】 button is used to save the account information.

If you select the 【Auto Connect】 check box, the device will start the PPPoE connection automatically when it boots up.

Pressing 【Log】 button to show the log information of the last PPPoE connection.

When the PPPoE connection is established successfully, the IP address information will be shown at the half bottom of this window.

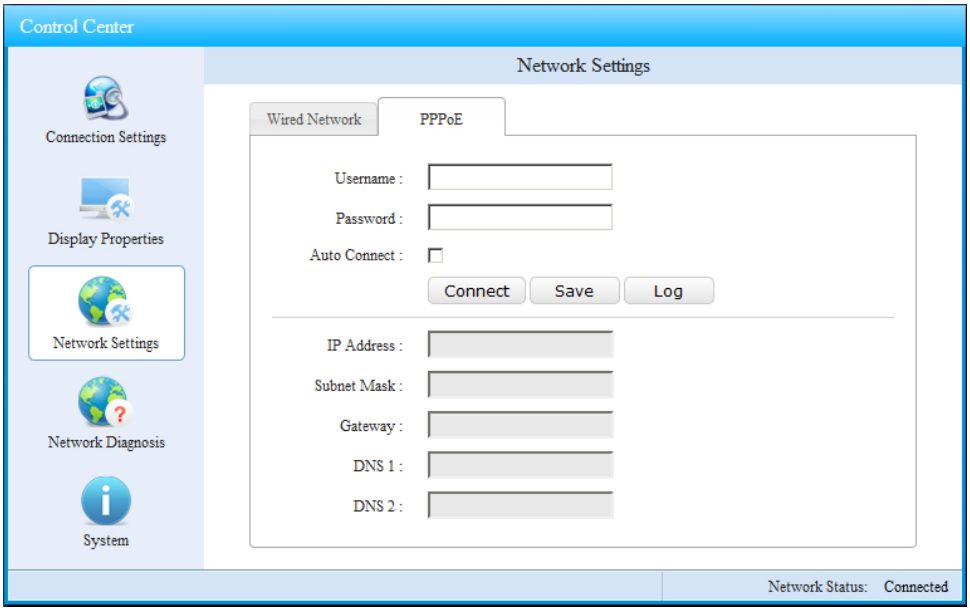


FIG.4-9b PPPoE Settings

4.10 Network Diagnosis

Click 【Network Diagnosis 】menu, enter the network diagnosis window shown as FIG.4-10.

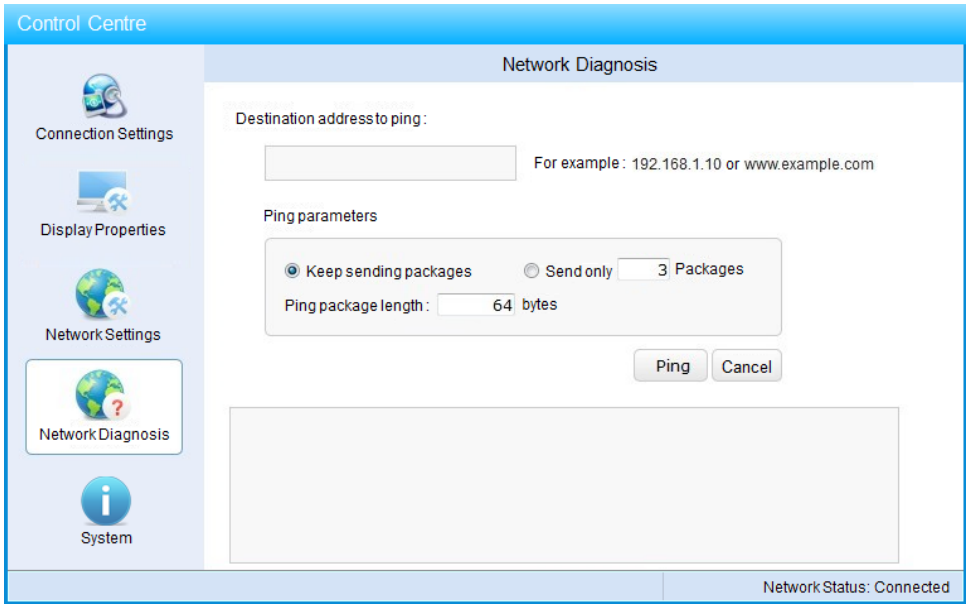


FIG.4-10 Network Diagnosis

In the <Network Diagnosis> window, You can check whether the network connection or destination server is available with ping operation, in additional, the parameters of ping command could be adjusted.

4.11 System

Click 【System】menu, enter the system window shown as FIG.4-11a.

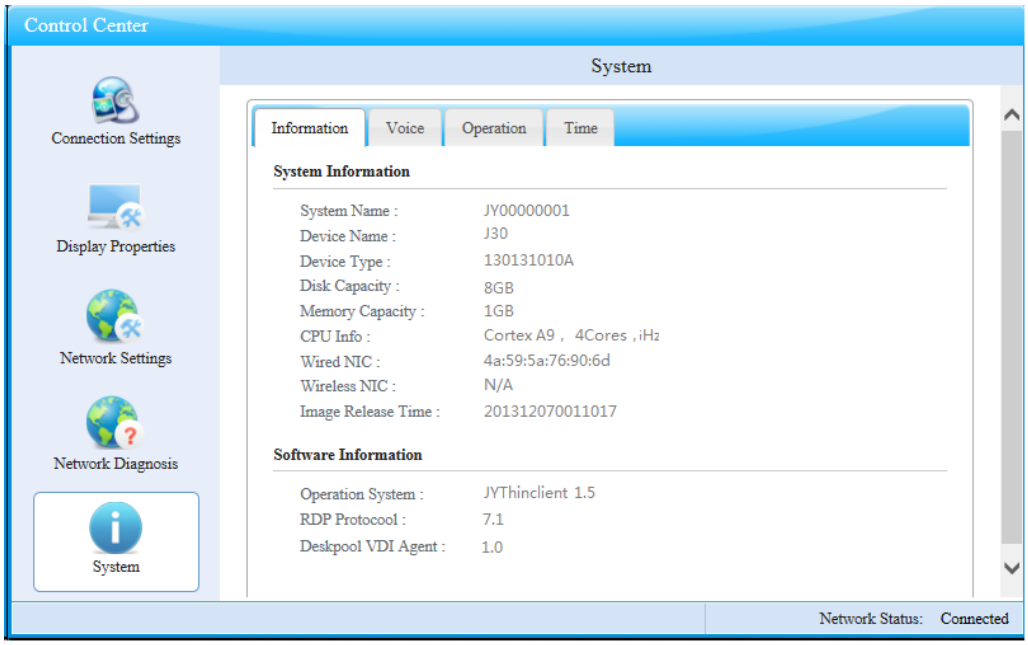


FIG.4-11a System Information

- **System Information**

The system information includes the following entries:【System Name】,【Product Name】,【Product Key】,【Disk Capacity】,【Memory Capacity】,【CPU Info】, 【Wired NIC】,【Wireless NIC】,【Image Release Time】.

- **Software Information**

The software information includes the following entries:【Operation System】,【RDP Protocol】,【Deskpool VDI Agent】.

Click 【Voice】 button, enter the voice setting window shown as FIG.4-11b. There are earphone volume and microphone volume settings.

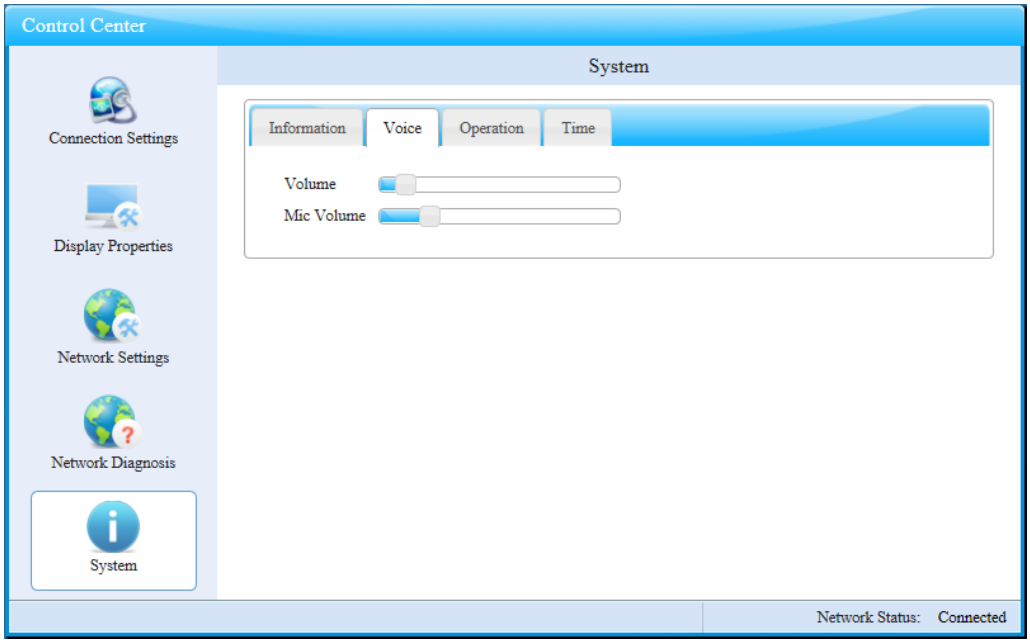


FIG.4-11b Voice Setting

Click 【Operation】 button, enter the operation button window shown as FIG.4-11c. There are 【Restart】,【Upgrade】,【Export Log】 and 【Password】 buttons.

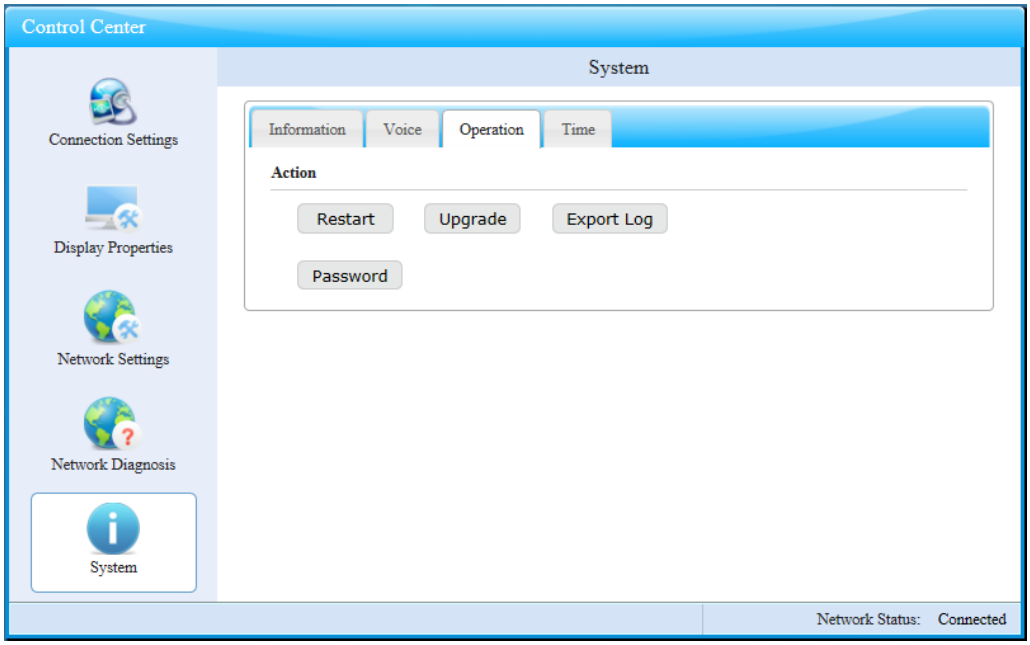


FIG.4-11c Operations

■ Restart System

Click【Restart】 button and confirm this operation, the device will reboot automatically.

■ System Upgrade

The procedure to upgrade the system firmware:

Phase I, prepares to upgrade:

1) Download upgrade package from www.jieyung.com (update.jytc);
2) Prepare a USB storage with FAT format;
3) Copy the update.jytc file to root directory of the USB storage ;

Phase II, upgrade the firmware：

4) Power on the thin client and remember the value of【Firmware Version】 at <System> window;
5) Insert the USB storage to the device;
6) At <System> window, click 【Upgrade】 button, and confirm the operation;
7) System prompt: “System is upgrading, please wait…”, After a few minutes, the device will reboot automatically;
8) If there is a new【Firmware Version】 in system window, the upgrade is successful.

Note: Please do not power off the device at the step 7 of upgrade phase II.

■ Export Log

Click 【Export Log】 to export the system log with the following steps:

1) Insert a FAT formatted USB storage to a USB port.
2) In <System> window, click 【Export Log】 button and confirm to export the log;
3) Unplug the USB storage, there will be a latest log file at root directory named system.tar.gz.

■ Change Password

Click 【Password】 button to set or change the administrator password shown as FIG 4-11d.

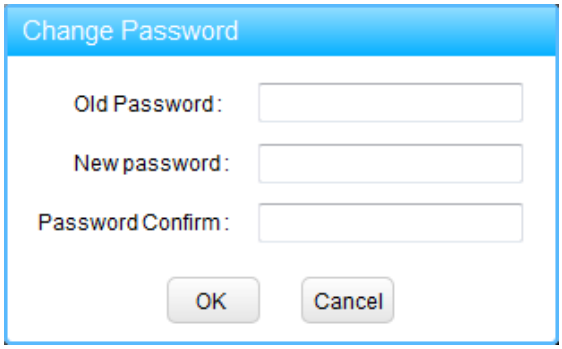


FIG.4-11d Change Password

Note:

1) None administrator password with the factory default settings.
2) If lost the administrator password, please refer to chapter 6 to restore the factory default settings.

Click 【Time】 button, enter the time setting window shown as FIG.4-11e.This device supports internet time, please enable the NTP check box and input the time server URL.

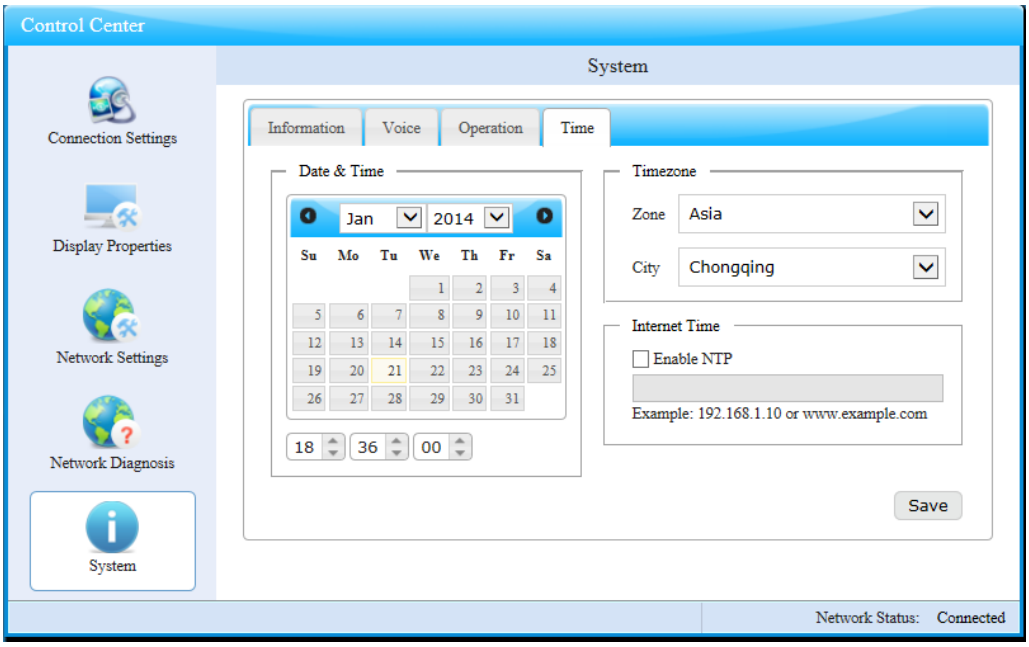


FIG.4-11e Time Settings

5 Restore Factory Default Settings

To restore the factory default settings will clear user configuration and system log, There are three steps to restore factory default setting:

Step 1: Power on the device and cancel auto connecting;

Step 2: Press【Ctrl+Alt+Shift+F2】;

Step 3: Click 【Confirm】 button in the notification dialog shown as FIG.5-1. The device will reboot to restore the factory default setting.

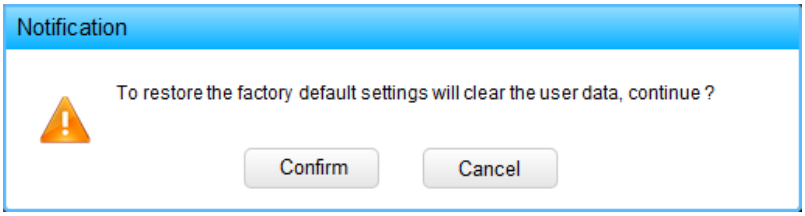


FIG.5-1 Confirm Dialog to Reset System

6 FAQ

6.1 How to restore default resolution?

Three steps to restore the device output resolution to default setting with 800x600:

Step 1: Power on and waiting for the end of boot screen (Shown as FIG.5-1);

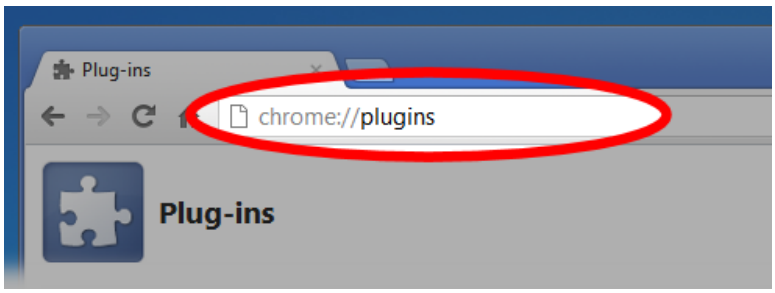
Step 2: Keep pressing 【Ctrl+Alt+Shift+s】keys for 5~10 seconds;

Step 3: Waiting for reboot and check the new resolution.

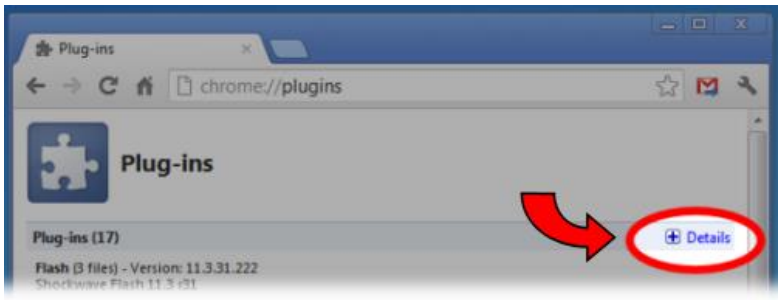
6.2 How to resolve the audio problem with google chrome browser?

With the recent release of Google Chrome Version 21 and later, Google made a change and instead of using Adobe's Flash, they now use something new called Pepper Flash. The problem is that the Pepper Flash cannot work well with Microsoft RDP, which will degrade the remote audio mapping. Please follow the steps below to disable the new Pepper Flash:

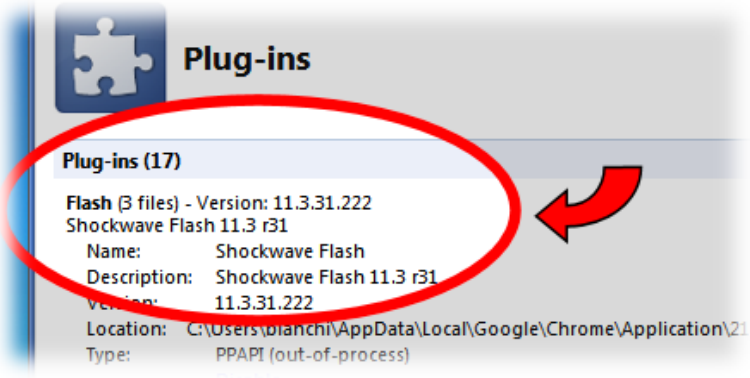
1. Open the chrome plugins page by typing this URL into the address bar: **chrome://plugins**



2. Find the "[+] Details" button in the upper right to show the details of each installed plugin and click this button.



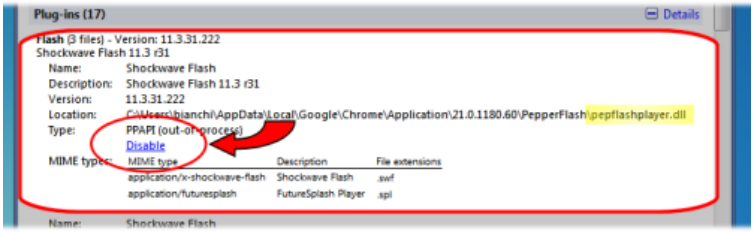
3. Find the flash plugin section in the list of plugins. There may be (1 file), (2 files) or (3 files) in this section.



4. In the Flash section there should be 2 or 3 different versions of flash listed. If the flash section only has one flash file listed, click here to go to the Adobe website and download and install the Adobe Flash Plugin for non-Internet explorer browsers.

5. The first plugin listed in the flash section is the pepper flash implementation. You can tell that the first one is pepper flash by looking for "Pepper Flash" in the Location string. See yellow highlight below.

6. Find the "Disable" link and click that link.



7. Now close all open chrome windows and tabs and restart chrome and it should work well with remote desktop protocol.