



## Hardware Users Guide

# WELCOME

Thank you for your purchase of MediaStar Pro from Live Show Control.

Please visit our website [LiveShowControl.com](http://LiveShowControl.com) for other helpful resources:

- How-To Videos
- FAQ's
- Tips
- Included Software
- Firmware Updates

If you need support, you can email us:

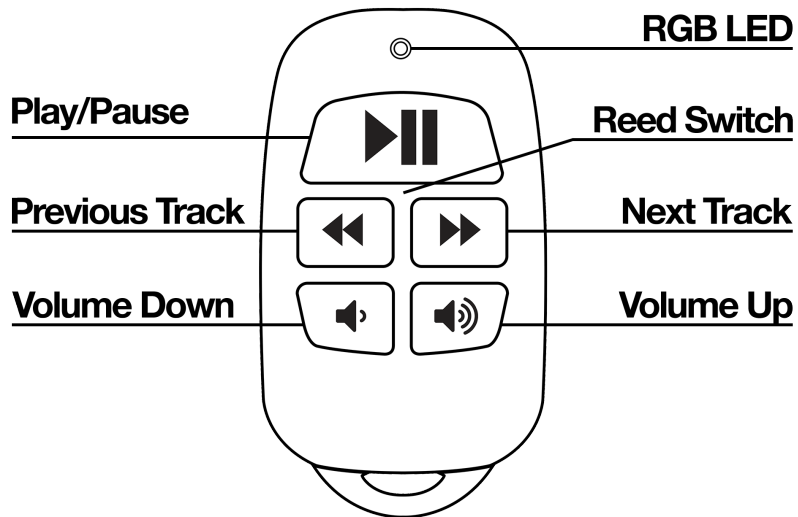
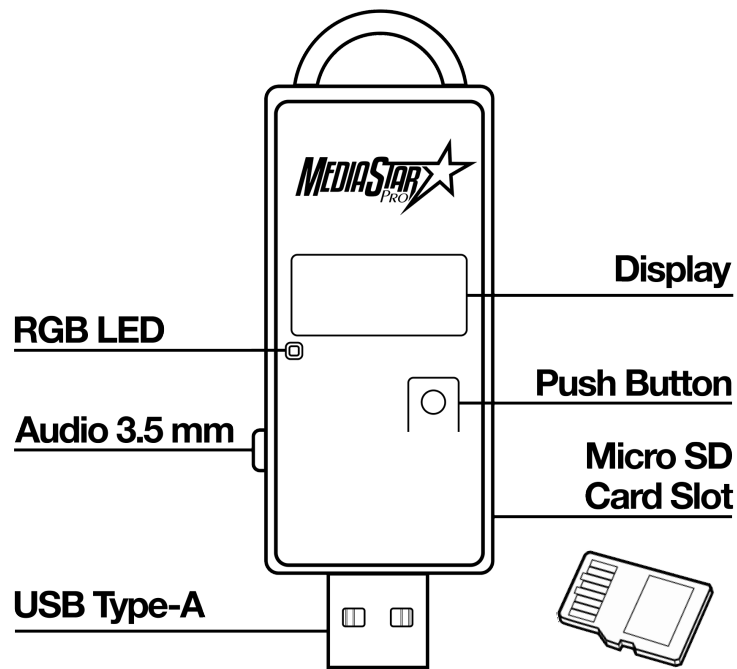
[support@liveshowcontrol.com](mailto:support@liveshowcontrol.com)

We're here to help. =)

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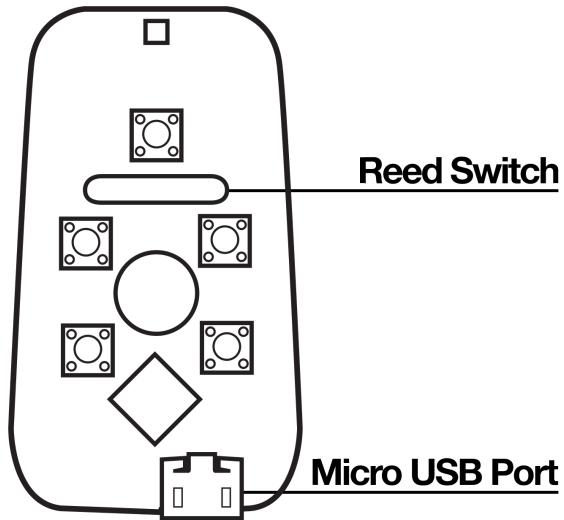
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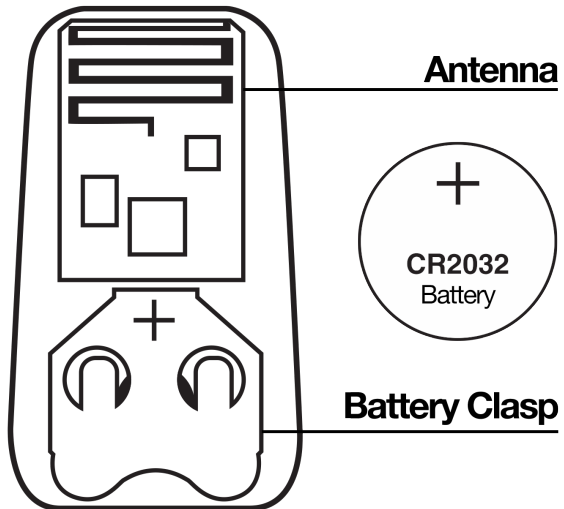


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## REMOTE INSIDE FRONT



## REMOTE INSIDE BACK



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## QUICK START

The MediaStar Pro can be configured and used in many different ways according to user preference. Plug the MediaStar Pro Dongle into the host device using the appropriate connection method:

Windows PC / Laptop	Plug into USB directly or through extension cable / adapter
MAC OS Desktop / Laptop	Plug into USB directly or through extension cable / adapter
iPhone / iPad	Use Apple Lightning to USB Camera Adapter / Apple Lightning to USB 3 Camera Adapter / USB-C to USB-A OTG Adapter / Apple USB-C Digital AV Multi Adapter
Android Phone / Tablet	Use Micro USB OTG Adapter or USB-C OTG Adapter based on Android device compatibility
USB Power Bank / Wall Adapter	Plug into USB directly or through extension cable / adapter

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Upon plug in using the desired connection method, the unit will automatically switch into relevant operation mode:

USB Mode	Provides control functions to the media software running on host device; enables automatically upon startup if active USB communication is discovered
SD Card Mode	Provides audio playback from onboard SD Card in standalone mode; enables automatically upon startup if USB connector provides power only (plugged into a USB power sources such as a battery)

The current operation mode can be changed in Settings Menu. You can activate Settings Menu with a long press on the Dongle push button.

Pressing buttons on remote will vary based on current operation mode, settings and (in USB mode) application operation. All supported software profiles are described in USB Mode Profiles.

The remote has an integrated reed switch (directly under Play/Pause button inside case) which can be activated with an external magnet. The reed switch is an electromagnetic switch that sends the same Play/Pause command as if you pressed the button simply by placing a strong magnet within 1.25" of the reed switch area. Our optional Ankle Magnet works perfectly for this hands free operation. To avoid accidental action, the switch requires 0.5 second detection of the magnet for both trigger and reset, so rapid passes of the magnet are ignored to avoid unintentional triggers. Upon, it executes the same function as Play/Pause button in audio profiles or SD Card playback, or Page Down (next slide) in presentation profiles.

The MediaStar Pro system uses a two-way radio protocol with haptic feedback delivery confirmation to give the user confirmation that the action was performed. In case of command has been sent and confirmed, the Remote will blink short GREEN LED, and emit single buzz. In case of confirmation hasn't been received, double-blink RED LED will flash without any buzz.

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## SPECS AND FEATURES

### Radio:

- 915 or 868 MHz band;
- 500+ ft typical range within line of sight;
- Bidirectional communication with delivery confirmation and automatic retransmission

### Compatibility:

- Windows XP / 7 / 8.x / 10
- MAC OS 10+
- iOS 8.0+
- Android 5.0+

### Host communication:

- USB 2.0 Full Speed;
- USB configuration includes HID Class v1.11, Audio Class v1.0 and Mass Storage interfaces

### Audio:

- USB Digital Audio, synchronous streaming mode; MP3 / WAV
- 24 bit, 44.1 / 88.2 KHz

### Technical:

- 5v USB power in;
- Active current up to 30 mA in USB mode / 55 mA in SD Card mode;
- Remote battery - 1 (3V) CR2032 Battery;
- Remote battery life - up to 2 years standby / 10,000 button presses;
- Operational temperature range 0..+70 C
- Micro SD Card up to SDHC 32 GB

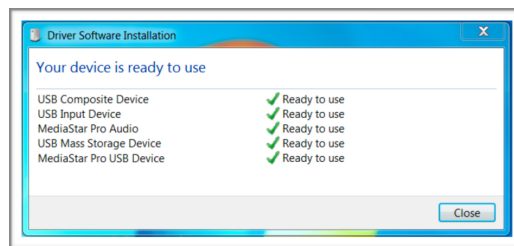


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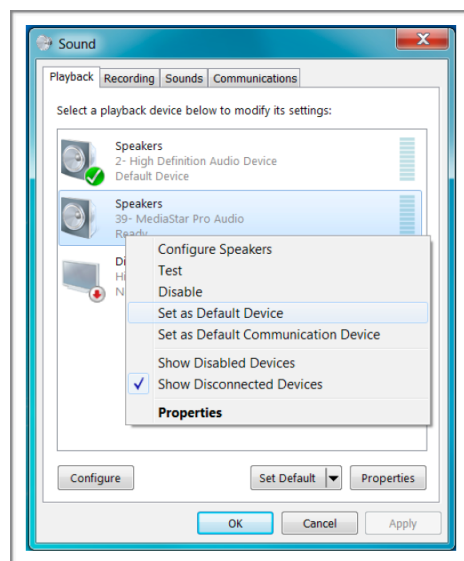
# SETUP AND CONFIGURATION

## Windows

During first Dongle attachment, Windows will discover the device and install device drivers. All provided interfaces (Audio, HID and MSD) are supported natively, and will be configured automatically.

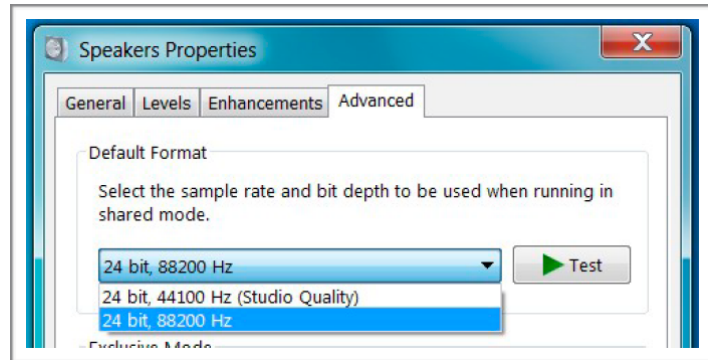


At this point, the MediaStar Pro Dongle is ready. Windows should switch to the newly connected USB Audio device automatically. If it fails to confirm correct operation and configure the Audio interface, open "Sound" tab in Control Panel (alternatively, right-click volume icon in system tray and select "Playback devices"). "MediaStar Pro Audio" should be present in the "Playback" devices list. If it's not selected as default playback device (green mark), then right-click and "Set as Default Device":



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To change or review the audio quality settings, click "Properties" in context menu (see above) or double-click "MediaStar Pro Audio" in Playback list. The "Advanced" tab will show all supported audio modes, and will let you do sound test:



The 24 bit, 88200 Hz setting is suggested for most cases. Any lower rate audio tracks will be automatically upsampled to 88.2 KHz during playback, potentially with slight quality improvement.

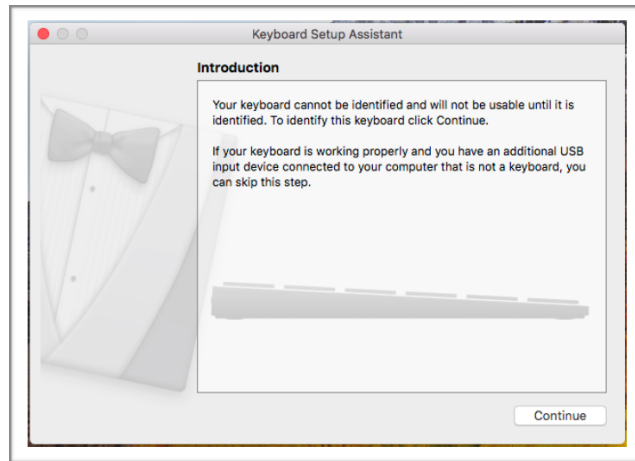
HID interface uses standard Media Remote system shortcuts and keyboard emulation to control host software, based on the selected profile. No configuration is required on Windows side.

Mass Storage interface provides file access to the SD Card plugged into the Dongle, presenting a standard removable disk in My Computer folder. File access is only available when device is running in USB mode.

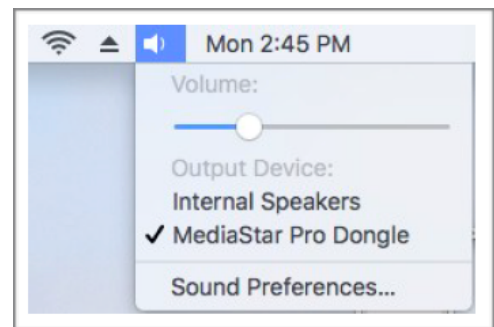
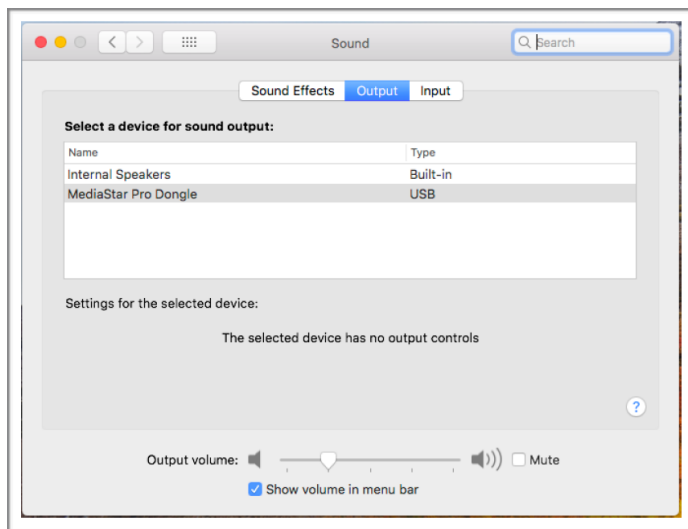
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## Mac OS X

With Mac OS X, no driver installation is necessary. Due to Keyboard emulation, upon first plug in the OS will show Keyboard Setup Assistant. As the device is not a physical keyboard, the setup process should be skipped by force-closing the window.



Sound output to the MediaStar dongle can be selected using context menu on volume control in menu bar or through "Sound" page in Settings. There's no audio format selection. By default, MAC OS always uses highest available quality setting which is 24 bit, 96 KHz.



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## Apple iOS

Connection to iOS devices (iPhones/iPads) requires using an apple adapter.

- Apple Lightning to USB Camera Adapter
- Apple Lightning to USB 3 Camera Adapter (*if charging of iOS device while running MediaStar Pro is desired*)
- Apple USB-C to USB Adapter or USB-C to USB-A OTG Adapter
- Apple USB-C Digital AV Multi Adapter (*if charging of iOS device while running MediaStar Pro is desired*)



For the audio format settings, iOS will switch between available modes automatically, to provide best quality with minimal CPU load. 24 bit 96 KHz will only be used with HD audio content or in case of media audio player with upsampling feature.

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## Android OS

The MediaStar Pro Dongle should be connected to Android device using USB OTG adapter (Micro-B or Type-C plug to Type-A receptacle). No software installation or configuration is necessary, the OS will switch to external interface automatically.



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## USB MODE (SETTINGS)

You can access the Settings Menu by a long press of the Dongle button. Upon entering this menu, you will see two rows of information:

1. Page / parameter name
2. Value / current selection



You will notice on each side of the screen there are arrows and -/+ icons. To navigate through the menu the icons correspond with your remote icons. Using your remote the following controls can be achieved:

- Next page – Remote Next Track or Dongle button short press;
- Previous page – Remote Previous Track;
- Increase value – Remote Volume Up;
- Decrease value – Remote Volume Down;
- Menu exit / save settings – Remote Play/Pause long press or Dongle button long press.

Page navigation is circular, going from last page (Info) forward will bring back to first one (Mode), and vice versa.

---

Menu contents are different between the modes. Available parameters and settings in USB mode are as follows:

Parameter	Options
Mode	USB / SD Card – operation mode
Profile	MediaStarPro / Go Button / QLab / ShowCues / OneTrack / Best Boy / iTunes / Audio App / Media Player / PowerPoint / KeyNote – control profile for selected host software
Brightness	(1 through 9) display brightness
(Info page)	product information page, no parameters to change (see below)

Info page:

1. Product name
2. Hardware revision
3. Firmware version
4. Serial Number



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## USB MODE

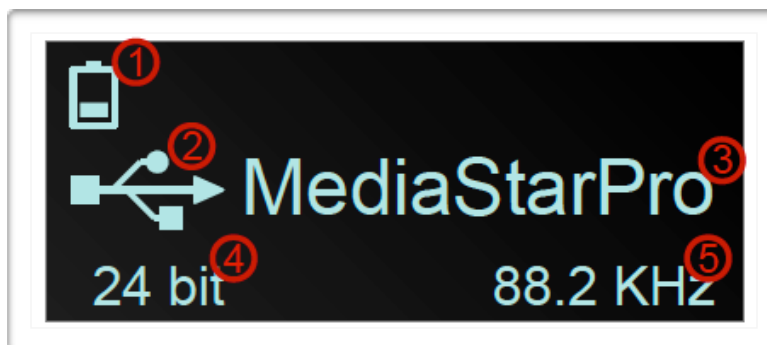
In this mode MediaStar Pro works as long-range remote for the software running on the host system (desktop/laptop/smartphone/tablet).

### Features

- Media transport and playback controls in accordance to selected control profile;
- Volume control and indication through system-level commands (allows changing volume even if different audio device is selected for output);
- Playback status indication with LED and display symbol;
- Audio settings indication (sample rate and resolution).

### Main display layout

1. Remote battery level (***this feature has been temporarily removed***)
2. USB mode indication
3. Current profile (see supported software profiles)
4. Audio quality settings
5. Audio sample rate





## Supported software profiles

Button	Play/Pause		Previous Track		Next Track		Volume Down		Volume Up	
	Short	Long	Short	Long	Short	Long	Short	Long	Short	Long
Press:	<b>Short</b>	<b>Long</b>	<b>Short</b>	<b>Long</b>	<b>Short</b>	<b>Long</b>	<b>Short</b>	<b>Long</b>	<b>Short</b>	<b>Long</b>
<b>MediaStarPro</b>	Play / Cue	Pause	Prev. Track	Playlist Reset	Next Track	Custom	Volume Down	Volume Low Setting	Volume Up	Volume High Setting
<b>Go Button A</b>	GO	Pause/Resume	Prev. Cue	Panic Show	Next Cue	Panic Hits	Volume Down	Play Hit 1	Volume Up	Play Hit 2
<b>Go Button B</b>	GO	Pause/Resume	Play Hit 1	Play Hit 5	Play Hit 2	Play Hit 6	Play Hit 3	Play Hit 7	Play Hit 4	Play Hit 8
<b>QLab</b>	GO	Pause/Resume	Prev. Cue	Panic Show	Next Cue	Panic Cues	Volume Down	Key 1	Volume Up	Key 2
<b>ShowCues</b>	Play + Pause	Stop	Prev. Track		Next Track		Volume Down	Mute	Volume Up	Mute
<b>Ultimate Ctrl</b>	Play + Pause	Fade Out	Prev. Track	Playlist Reset	Next Track	Cross Fade	Volume Down	TOC	Volume Up	TOC
<b>OneTrack</b>	Play + Pause	Stop	Prev. Track		Next Track		Volume Down	Mute	Volume Up	Mute
<b>Best Boy</b>	Play + Pause	Stop	Prev. Track		Next Track		Volume Down	Mute	Volume Up	Mute
<b>S.C.S</b>	Play + Next	Stop	Prev. Track	Show Reset	Next Track	End Show	Volume Down	Mute	Volume Up	Mute
<b>iTunes</b>	Play + Pause	Stop	Prev. Track		Next Track		Volume Down	Mute	Volume Up	Mute
<b>Audio App</b>	Play + Pause	Stop	Prev. Track	Show Reset	Next Track		Volume Down	Mute	Volume Up	Mute
<b>Media Player</b>	Play + Pause	Stop	Prev. Track		Next Track		Volume Down	Mute	Volume Up	Mute
<b>PowerPoint</b>	Continue / Next	Pause	Back Up	Beginning	Advance	End	Volume Down	Mute	Volume Up	Mute
<b>Keynote</b>	Continue / Next	Pause	Back Up	Beginning	Advance	End	Volume Down	Mute	Volume Up	Mute
<b>KeyMap #</b>	1	2	3	4	5	6	7	8	9	0

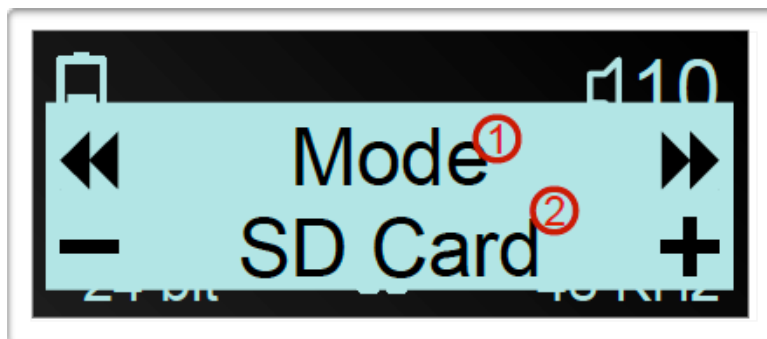
- 
- Long press is defined as holding the button for more than 1 second; everything else is a short press.
  - Dongle button short press and remote reed switch both replicate short press of Play / Pause button.

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## SD CARD MODE (SETTINGS)

You can access the Settings Menu by a long press of the Dongle button. Upon entering this menu, you will see two rows of information:

1. Page / parameter name
2. Value / current selection



You will notice on each side of the screen there are arrows and -/+ icons. To navigate through the menu the icons correspond with your remote icons. Using your remote the following controls can be achieved:

- Next page – Remote Next Track or Dongle button short press;
- Previous page – Remote Previous Track;
- Increase value – Remote Volume Up;
- Decrease value – Remote Volume Down;
- Menu exit / save settings – Remote Play/Pause long press or Dongle button long press.

Page navigation is circular, switching next from last (Info) page will bring back to first one (mode), and vice versa.

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Menu contents are different between the modes (see USB Mode Settings). Available parameters and settings in SD Card mode are as follows:

Parameter	Options
Mode	USB / SD Card – operation mode
Playlist	Playlists as found on SD Card, or error message if any
Pause Mode	Fade / No Fade – default Pause command operation, fade or instant hold
Fade Time	1..10 s
Track End	Cue Next / Play Next
Volume Disp	Steps / dB – units to display volume
Volume Low	Preset low volume to be set upon long press of Volume Down button
Volume High	Preset high volume to be set upon long press of Volume Up button (initial volume at startup in SD Card Mode only)
Track Time	Progress / Remaining
Brightness	1..9 display brightness
(Info page)	Product information page, no parameters to change (see USB Mode Settings)

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## SD CARD MODE

In this mode, the MediaStar Pro system works as standalone audio player, running music from playlists on Micro SD Card. The Dongle may be powered from wall USB charger, power bank or any sort of active USB port on laptop, tablet, etc.

- The Micro SD Card slot accepts cards up to **SDHC 32 GB** - Format: **MS-DOS (FAT)**
- The Micro SD Card goes into the Dongle bottom side up (with the Micro SD Card connector prongs facing up if you are looking at the dongle screen).
- When you first power on the Dongle in SD Card Mode, the volume will initialize to the volume level (high) in the settings menu.

### Features

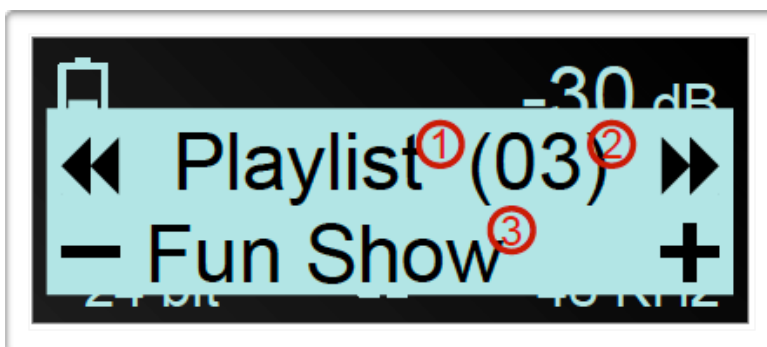
- Show-specific controls and functions like adjustable fading and track cuing;
- Two user-selected preset volume levels with soft ramp, to allow one-click (low) and normal (high) volume setting;
- Multiple playlists as simple as folders with numbered files;
- MP3 audio format 32, 44.1 and 48 KHz sample rate;
- ADPCM WAV audio format 3..192 KHz mono/stereo;
- Pre-show loop (continuous loop of tracks playback);
- User-selected track play time or remaining time indication;
- Auto saving settings for turn-key operation;
- LED blinks red when cued at track 01 (beginning of playlist);

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## Operation

Upon entering SD Card mode (by activating through menu or plugging into power-only USB port), the Dongle will show menu, playlist selection page, with last used playlist:

1. Playlist page
2. Track Count within folder
3. Current Playlist name, scrolls for long names



The selection can be done with Volume Up / Volume Down buttons, and confirmed by exiting menu or switching to different page. In case there's no SD Card inserted, or no valid playlist is found, the Dongle will show relevant error message (see error messages).

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After playlist confirmation, the Dongle switches to the main screen:

1. Remote Battery Level (***this feature has been temporarily removed***)
2. Volume level (in dB)
3. Current track name, scrolls for long names
4. Track number / tracks total in folder
5. Playback status, play / fading / paused (duplicated with LED, green / yellow / red respectively)
6. Track time (progress time; shows total time at beginning of track, starts counting up from zero after 1s of playback)



Remote button assignment in SD Card mode depends on Pause Mode setting in settings menu, and is as follows:

Button	Press	Pause Mode = Fade	Pause Mode = No Fade
Play / Pause	Short	If paused - play If playing - fade, cue next track	If paused - play If playing - pause, retain position
	Long	If paused - do nothing If playing - pause, retain position	If paused - cue next track If playing - fade, cue next track
Previous Track	Short	If track time < 5s, rewind; otherwise skip to previous track	
	Long	Show reset - skip to first track, disable pre-show loop	
Next Track	Short	Skip to next track	
	Long	Start pre-show loop, tracks from selected one through end of playlist	
Volume Up	Short	Volume down	
	Long	Set low volume (see settings, volume low below)	
Volume Down	Short	Volume up	
	Long	Set high volume (see settings, volume high below)	

- Long press is defined as holding the button for more than 1 second; everything else is a short press.
- Dongle button short press and remote reed switch both replicate short press of Play / Pause button.
- During any track and playback mode transitions, the Dongle retains playback status (keeps playing when it was before, and stays paused otherwise).
- Track End – Cue Next / Play Next setting defines Dongle behavior when end of track has been reached. Cue Next will advance to next track and pause; Play Next will automatically play next track.



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- Volume Low / Volume High presets can be used to do single-press soft volume ramp to the selected values. Low setting may be used for mute or voice over music mode (Level 6), while High setting would reset to normal show volume (Level 14). By setting your levels to these numbers as a recommended starting point you will still have the ability to adjust volume during performance as needed up or down.
  - Pre-show loop can be used to provide background music before beginning of the show. The tracks are played in loop mode starting from selected one until end of the playlist, and relevant symbol is displayed in top row of a display. The pre-show loop supports all standard playback and transport controls, including pause, fade, next track, previous track, and volume adjustment, including low / high volume presets. To exit the mode, show reset command (long press on previous track button) is required. It's best to first fade out your track for audience enjoyment and then long press previous track button.
    1. Remote battery level (***this feature has been temporarily removed***)
    2. Pre-show loop, starting from track 1
    3. Volume level (in dB)
    4. Current track name, scrolls for long names
    5. Track number / tracks total in folder
    6. Playback status, play (shown) / fading / paused, duplicated with LED, green / yellow / red respectively
    7. Track time (remaining time)



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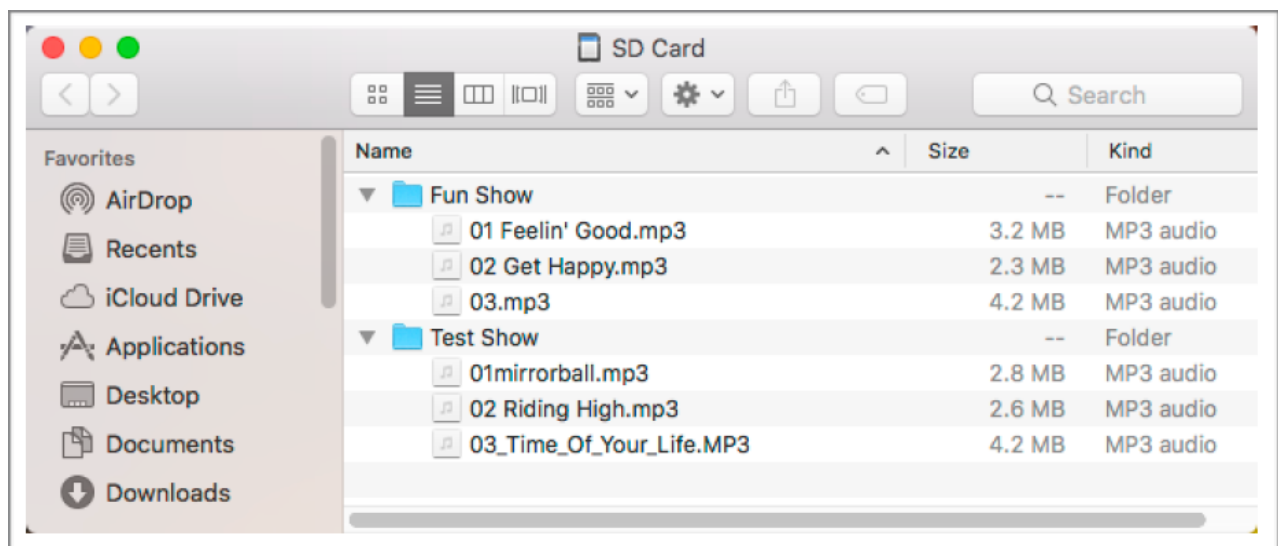
## PLAYLISTS

Each playlist is represented by individual folder located in root directory of the SD Card, and named over folder name. Nested folders are not supported.

Audio files should be placed into a relevant playlist folder and named with sequential two digit number ("01", "02", etc.) in the beginning; rest of the name is irrelevant and may be up to 255 characters total. Any files with incorrect numbering, and folders not containing valid playlist will be ignored. If file numbering has gap, only continuous sequence starting from 01 will be recognized.

The MediaStar Pro dongle currently supports MPEG1 Layer III (.MP3) and ADPCM (.WAV) file formats. File operations can be performed through the dongle as it presents SD Card as standard removable drive, however, due to limited transfer speed, it is recommended to do bulk file copy using laptop / tablet / smartphone internal card reader, or 3rd party USB card reader.

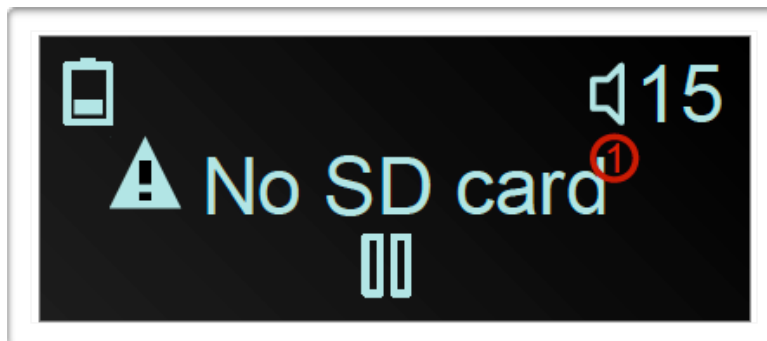
To form a playlist, create folder in root directory, give it desired name, and copy audio files. Example SD Card content with two playlists, 3 track each, is shown below:



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## Error messages

All errors reported by the MediaStar Pro Dongle in SD Card mode are not blocking, and don't prevent any operation other than music playback. The message is printed in place of playlist or track name, preceded with warning sign:



The following are error messages with detailed descriptions and possible solutions:

Error Message	Issue Explained	Possible Cause	Resolution Suggestion
No SD Card	The dongle cannot recognize the SD card	SD card is removed	Try inserting compatible SD card that is proven to work, If error persists please contact support
		SD card has non-standard shape	
		SD card slot is physically damaged	
Mount Failed	SD card is detected, but the dongle cannot read file system record	SD card is using incorrect file system	Reformat the SD card to FAT16 or FAT32 file system
		File system is damaged	Check if card works correctly in another device. Try reformatting
		SD card has internal failure	
		Poor electrical connection in SD card slot	Try re-inserting the SD card

Error Message	Issue Explained	Possible Cause	Resolution Suggestion
No Playlist	The dongle cannot find any folders containing valid playlists	SD card is empty	Create playlist as described in Playlists section of this manual
		File name has incorrect information	Make sure the files are named starting 01, in beginning
		Non supported file types	Make sure files are in MP3 or WAV format
Drive Nav Fail	The Dongle has encountered issues when changing directory	File system is damaged	Check if the card works correctly in another device. Try reformatting
		SD card has internal failure	
		Poor electrical connection in SD card slot	Try re-inserting the SD card
Search Failed	File search function failed	File system is damaged	Check if card works correctly in another device. Try reformatting
		SD card has internal failure	
		Poor electrical connection in SD card slot	Try re-inserting the SD card

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## PERFORMANCE RECOMMENDATIONS

To maximize remote operational range, following precautions are suggested:

- Keep both remote and dongle further away from metal objects and sources of RF interference;
- If presence of metal object is unavoidable (e.g., PC in aluminum case), try to locate the dongle so that metal object is in opposite direction from the performer against the dongle;
- Try to maintain clear line of sight between the devices;
- If possible, mount the dongle in vertical orientation or sideways to the performer.

The audio output is not designed to operate headphones directly, but rather to be used as Line Out. If use of headphones is desired, it is suggested to use higher-impedance headphones (generally, earplugs as opposed to earmuffs), and keep volume level at lower settings. Additionally, bass reproduction may degrade dependent on particular headphones.

For ADPCM WAV audio files, sampling rates below 44.1 KHz may result in increased noise level, on the top of fundamentally low quality of the low-rate audio. If such low-rate file needs to be used, upsampling it to 44.1 KHz using 3<sup>rd</sup> party audio processing software is recommended.

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## KNOWN ISSUES AND CAVEATS

1. When running off a smart battery bank with smart on/off feature, the power to the dongle may shut off due to low power consumption of the dongle. There's no known solution to the issue, other than using recommended tested batteries, standard always-on or an always-on mechanically switched power bank. See our website for current recommendations.
2. If the remote seems to be disconnected from the dongle but the LED on the remote lights up red when you press a button, or the LED doesn't light-up at all, the battery in the remote may be low or bad and should be replaced with a new CR2032. Please Note: Sometimes these small batteries can lightly re-charge themselves after several button presses on the remote, even if they seemed bad. This is a good indication your battery is extremely low on power and should be replaced with a new CR2032.

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## FIRMWARE UPDATE

Both MediaStar dongle and remote have an integrated boot-loader for field firmware update.

The MSPLoader update tool runs on Windows and MAC OS, and requires Java. New firmware images are embedded into the package. It's essential to perform update on both Remote and Dongle every time from same MSPLoader package, to maintain version synchronization.

The update should be performed one device at a time. To enter boot-loader mode on the MediaStar Pro devices, following actions should be performed.

The latest firmware and step by step instructions can be found at [LiveShowControl.com](http://LiveShowControl.com).

### Dongle:

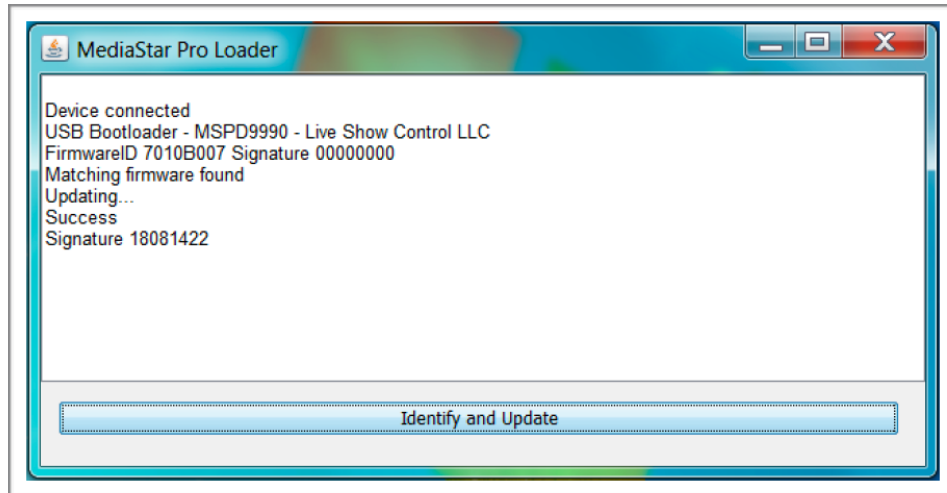
- Unplug from USB;
- press the button;
- while holding the button, connect to the laptop;
- the display should show "bootloader" label, and LED should turn glowing red.

### Remote:

- Open the enclosure;
- remove the electronics assembly by pulling against battery clamp;
- remove the battery;
- locate USB Micro-B connector on the other side of the board and connect USB cable (other end unplugged);
- press Play / Pause button;
- while holding the button, connect USB cable to the laptop;
- the LED should turn glowing red.

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When either device is ready, run MSPLoader app and press "Identify and Update" button:



The process takes ~10 seconds on Dongle and ~2 seconds on Remote, after which either device automatically restarts in normal operation mode.

Right after the update, the Dongle will show following screen (your # may differ):



1. New firmware signature

The execution will continue normally after pressing any button.



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## COMPLIANCE INFORMATION

### FCC Warning Message

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found 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 in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Contains Transmitter Module FCC ID: OA3MRF89XAM9A



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## WARRANTY

Please visit [LiveShowControl.com](https://www.liveshowcontrol.com) for our support and warranty information.

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## FAQ'S

Please visit [LiveShowControl.com](http://LiveShowControl.com) for updated FAQ's such as:

- How do I connect the MediaStar Pro to a device?
- How do I control software or apps using the MediaStar Pro?
- How do I power the MediaStar Pro?
- How do I power my smartphone or tablet with the MediaStar Pro?
- How do I get sound out of the MediaStar Pro dongle?
- Can I operate the MediaStar Pro hands free?
- Does the MediaStar Pro use Bluetooth?
- What types of files are supported?
- How do I setup MediaStar Pro software on my computer?
- What computer specs are recommended for the software?
- Is the MediaStar Pro dongle like a USB key?
- Why does my computer say disk not ejected properly?
- Why does Apple photos open when I plug in the MediaStar Pro?
- How do I back up my shows?
- How do I get the best range?
- How can I use a belt clip or raised buttons?
- How many extra smart-link remotes can have?