DigiBird Video Wall Controller Setup Guide

DB-2000

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DigiBird Video Wall Controller Setup Guide DB-2000

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Video & Image Processing Expert
Research & Development, Manufacturer and Sales

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I. Regulatory Agency Acceptance

CE mark statement

Test Standard:

- EN60950-1:2006+A11:2009+A1:2010
- EN 55022:2006+A1:2007
- EN 61000-3-2:2006+A1:2009+A2:2009; EN 61000-3-3:2008
- EN 55024:1998+A1:2001+A2:2003
- EN 61000-4-2:2009, EN 61000-4-3:2006
- EN 61000-4-4:2004+A1:2010, EN 61000-4-5:2006 +A1:2008
- EN 61000-4-6:2009, EN 61000-4-8:2008, EN 61000-4-11:2004

FCC statement

This device has been tested and found in compliance with the requirements of 47 CFR PART 15 B regulation & ANSI C63.4 for the evaluation of Class A of electromagnetic compatibility. This device complies with Part 15 B of the FCC rules.

II. Important Safety Instructions

To ensure complete functionality from this product, please read this manual carefully.

- Read the user guides before using the device.

  Lisez le guide d'utilisateur avant d'utiliser l'appareil.

- Keep these Instructions.

  Gardez ces Instructions pour des références ultérieures.

- Heed all warnings.

  Tenez compte de tous les avertissements.

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- Do not open the front panel.

  N'ouvrez pas le panneau de façade.

- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in certain ways, such as damage to the power-supply cord or plug, liquid spilled onto the apparatus, or objects that have fallen into the apparatus. Servicing is also required when the apparatus has been exposed to rain or moisture, shows signs of not operating normally for lengths of time, or has been dropped.

  Référez-vous, pour toute opération d'entretien, à un technicien qualifié. Une réparation est nécessaire lorsque l'appareil a été endommagé d'une façon ou d'une autre, tel que lorsque le cordon d'alimentation ou la fiche est endommagé(e), un liquide a été versé ou des objets sont tombés à l'intérieur, l'appareil a été exposé à la pluie ou à l'humidité, l'appareil est tombé ou ne fonctionne pas normalement.

- Do not use this apparatus near water. To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

  N'utilisez pas cet appareil près de l'eau. Pour réduire le risque d'incendie ou d'électrocution, n'exposez pas cet appareil à la pluie ou à l'humidité.

- Clean only with a dry cloth.

  Nettoyez uniquement avec un chiffon sec.

- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

  Ne bloquez pas les ouvertures de ventilation. Installez selon les instructions du fabricant.

- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

  Ne pas installer près d'une source de chaleur comme les radiateurs, les chauffages, poêles ou autres appareils (y compris les amplificateurs) produisant de la chaleur.

- This equipment must be grounded or earthed.

  Cet appareil doit être posé par terre ou relié à la terre.

- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

  Protégez le cordon d'alimentation de manière à ce qu'il ne soit pas piétiné ou pincé, particulièrement sur les fiches, les prises de courant et le point de sortie de l'appareil.

- This unit must be connected to a mains socket outlet with a protective earth connection.

  Cet appareil doit être branché à une prise de courant avec une prise de terre protectrice.

- The AC wall outlet should be installed near to the unit and be easily accessible.

  La prise murale AC doit être installée près de l'appareil et être facilement accessible.

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- The AC power cord or adaptor furnished with the unit should conform to the type in use in your country. Please compare the plug on your cord or adaptor with the power socket where the unit will be installed.

  Le cordon d'alimentation ou l'adaptateur AC fourni avec l'appareil doit être conforme au type en usage dans votre pays. Veuillez comparer la fiche sur votre cordon ou l'adaptateur avec la prise de courant où l'appareil sera installé.

- Only use attachments or accessories specified by the manufacturer.

  Utilisez uniquement les accessoires recommandés par le fabricant.

- Unplug this apparatus during lighnting storms or when unused for long periods of time.

  Débranchez l'appareil pendant les orages ou lorsqu'il reste inutilisé pendant de longues périodes de temps.

- Observe precautions for handling electrostatic sensitive devices.

  Prenez des précautions lors de la manipulation des dispositifs sensibles à l'électrostatique.

Equipment intended for installation in a Restricted Access Location

Équipements destinés à être installés dans un endroit à accès restreint.

III. Intellectual property

Some IC chips in this product include confidential and/or trade secret property. Therefore you may not copy, modify, adapt, translate, distribute, reverse engineer, reverse assemble or decompile the contents thereof.

IV. Product Overview

4.1 General Information

The DigiBird® Video Wall Controller product family provides highly expandable and flexible solutions for video display walls, particularly for large-scale multi-screen systems. Capable of integrating any type of video and data source on any display wall configuration, DigiBird's products and solutions are widely used in areas as diverse as Video Conference Rooms, Public Utility Control Centers, Intelligent Traffic Management Centers, Security and Surveillance Facilities, Military Command and Control Centers, Energy Management Rooms, Process Control Rooms, Call Centers, Board Rooms, Network Operation Centers (NOC), Financial Management Control Rooms, and including the high-end Residential Market, for example high-end home theaters.

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Product Model	Chassis Size	Input Slots	Output Slots	Max SD Streaming Video Inputs	Max HD Streaming Video Inputs	*Max Video Wall Configuration	Max Displays
DB-1000*	1U	2	1	32	8	2×2	4
DB-2000	2U	3	2	48	12	4×2	8
DB-3000	3U	6	2	96	24	4×2	8
DB-6000	6U	8	4	128	32	4×4	16
DB-8000	8U	10	9	160	40	6×6	36
DB-12000	12U	21	18	336	84	9×8	72
DB-24000	24U	38	36	608	152	12×12	144

Any Rectangular Video Wall Configuration can be supported for the above models, which means the displays can be set as any rectangular array, for example, 4×2 or 8×1.

4.2 Key Features

- Modular Hardware Architecture Based on FPGA and DSP Technology
- Designed for High-Availability and High-Reliability
- Real Time and Parallel Processing Capabilities
- Versatile Input and Output Signals Supporting 4K Resolution and Dual-Link DVI
- User-Friendly and Intuitive GUI
- Support Third-Party Control and iPad, iPhone Apps

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4.3 Specifications:

Main Chassis

Model	DB-2000	DB-3000	DB-6000	DB-8000	DB-12000	DB-24000
Chassis	2U	3U	6U	8U	12U	24U
CPU Card	1	1	1	1	1	1
Switching Backplane	0	0	1	1	1	2
Input Slots	3	6	8	10	21	38
Output Slots	2	2	4	9	18	36
Function Slots	0	1	1	1	2	0
PSU slots	2	1	2	5	5	5
PSU Quantity	2	1	1 Default, 1 Optional	1 Default, 4 Optional	1 Default, 4 Optional	2 Default, 4 Optional
Max SD Streaming Video Inputs	48	96	128	160	336	608

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Max HD Streaming Video Inputs	12	24	32	40	84	152
Max Displays	8	8	16	36	72	144

CPU Card
The CPU card has single 10/100MBase-Tx, single RS-232 input serial port (DB9 female connector), single RS-232 input serial port (DB9 male connector), and also supports network and serial port control and encryption functions.
Input Cards
Support the following input signals, including VGA, DVI-D, Dual-Link DVI-D, HDMI, SD-SDI, HD-SDI, CVBS, HDBaseT, YPbPr/YCbCr, Twist-Pair and Fiber. Any combination is acceptable.
Output Cards
Support the following output signals, including DVI-I, twisted pair and HDBaseT. Any combination is acceptable.

Confidence Monitoring Cards	
Monitoring Cards	The cards can be configured as a confidence monitor for the video wall controller. The monitor can show up to 32 windows per display. (DB-24000 doesn't support this function.)
Accessories	
200W Power Supply	For DB-2000, DB-3000
300W Redundant PSU	For DB-6000, DB-8000, DB-12000 and DB-24000
450W Redundant PSU	For DB-6000, DB-8000, DB-12000 and DB-24000
Adapter & Cable (Optional)	DB-15 Male to 8 BNC Female Connector cable. Can be applied to connect to a 16 CVBS Input Card. DVI-I Analog Male to VGA Female Adapter
Control Methods	
TCP/IP Control	The Windows-based graphic user interface, Video Wall Controller, supports Windows XP, Vista, 7 and 8.
Serial-based Control	DigiBird controllers can be controlled by a command line through an RS-232 serial port.
Third-Party Control	DigiBird controllers are compatible with most control systems manufactured by third party companies such as AMX, Crestron, and RTI.
Mobile Terminal	DigiBird provides specialized control apps for hand held wireless devices such as iPad®, iPhone®, Windows Phone®, and Android™ phones.
Video and Image Processing	

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Any Rectangular Video Wall Configuration can be supported. Screen order can be configured.

One Screen can open up to four HD windows

Inputs (windows) can be resized, layered and positioned across screen boundaries.

Inputs (windows) can be displayed in correct aspect ratio, stretched to fit, in full screen mode, or zoomed in to emphasize details.

Input sources can be cropped to remove the edge pixels and lines.

Dual-Link DVI Input (capture) cards support 4K ×4K resolution or a customizable resolution. Any source can be captured.

Chars OSD (on screen display)	User-definable characters can be added to any input window.

Environmental

Model	2U, 3U, 6U	8U, 12U, 24U
Max operating temp.	50 ℃	70 ℃
Operating temp.	0 °C to +50 ℃	0 °C to +70 ℃
Storage temp.	-25 to +85°C	
Operating humidity	< 90% (Non-condensing)	

Power Consumption

Model	2U	3U	6U	8U	12U	24U
Max Power Consumption	90W	200W	600W	1200W	1200W	1500W

Mechanical-Dimensions without Rack Mount Ears: (WDH) (mm) and Weight (Kg)					
2U	3U	6U	8U	12U	24U
482.6×315×89.2	440×300×135	440×320×270	440×430×356	460×430×535	440×450×1065
10	12	18	24	36	72

Input Voltage	
Input Voltage Range	100 - 240 VAC auto ranging 50/60 Hz, 450W maximum, hot-swappable N+1 redundant power supply units up to four PSUs.

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4.4 DB-2000 Front Panel

Figure 4.4 DB-2000 Front Panel

4.5 DB-2000 Rear Panel

All connections to the DigiBird Video Wall Controller are located on the rear of the unit. The types and positions of input and output modules are shown for reference only. the actual module configuration will vary from system to system according users' requirements.

The following figure illustrates the rear of the DigBird Video Wall Controller DB-2000.

Figure 4.5 A: DB-2000 Rear View when fully populated with HDMI Cards

Figure 4.5 B: DB-2000 Rear View when populated with HDMI, VGA and DVI cards

On the back of the DB-2000 chassis, inputs and outputs are numbered from top to bottom. The top rows of the module host input channels 1-4 and output channels 1-4. Output modules are numbered from top to bottom with ports numbered from left to right.

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The DB-2000 is the ideal video wall solution for both residential and commercial installations. It is widely used in home theaters, retail stores, shown rooms, classrooms, building lobbies and conference rooms. The DB-2000 is also a 4K multiviewer when populated with 4K HDMI output cards. Users can also create a 4K solution by opening four 1080p windows on a 4K monitor or projector.

V. Unpacking and Inspection

1 x DigiBird Video Wall Controller (DB-2000)

2 x Power supply cord

1 x RS-232 Serial Port cable (for device control)

1 x Software Installation file CD including the user manuals

1 x Rack mount kit

1 x DigiBird Video Wall Controller Software User Guide (PDF version)

1 x DigiBird DB-2000 Setup Guide (PDF version)

VI. Installation Steps

WARNING: *Risk of electric shock. To avoid electric shock or product damage due to condensation, always allow the DigiBird Video Wall Controller to acclimate to ambient temperature and humidity for at least 30 minutes before switching it on. This is vital when transferring the unit from a cold to a warm location.*

6.1 Rack mounting

When the DigiBird Video Wall Controller is used in a rack, it should be mounted before making any connections. Ears are provided with the DigiBird Video Wall Controller to support the front of the unit. Mount the unit to a rack using the supplied ears and screws.

Caution: Mounting using only the front rack ears is sufficient for a fixed installation. Additional support, such as rear rack support or slide rails, is required for mobile applications and is highly recommended.

6.2 Connecting the inputs

Connect cables in any order between the source and the rear panel input ports as needed.

The DigiBird Video Wall Controller supports the following input cards (signals):

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Input Cards (Optional)		
CVBS	Dual-Channel CVBS input card	Quad-Channel CVBS input card
	8-Channel CVBS input card	16-Channel CVBS input card
YPbPr	Dual-Channel YPbPr input card	Quad-Channel YPbPr input card
VGA	Dual-Channel VGA input card	
DVI	Single-Channel DL-DVI input card	*Dual-Channel DL-DVI input card
	Dual-Channel DVI input card	Quad-Channel DVI input card
HDMI	Dual-Channel HDMI input card	Quad-Channel HDMI input card
Twist Pair	Dual-Channel TP input card	*Quad-Channel TP input card
HDBaseT	Quad-Channel HDBaseT input card	
VNC	*Dual-Channel VNC input card	
IP Decoder	*Dual-Channel IP Streaming Decoder input card X10/U20 (New version: U20)	
SDI	Dual-Channel SDI input card	Quad-Channel SDI input card
SD	*SD Background Card (Inserted in the first slot)	

""Contact DigiBird's sales department for more details and availability*

Users can choose any combination of the above input cards in accordance with their input sources.

6.3 Connecting the outputs

The DigiBird Video Wall Controller supports the following output cards (signals):

Output Cards (Optional)	
CVBS	*Quad-Channel CVBS output card
DVI	Dual-Channel DVI output card T10/T20 (*T20 supports multiple video walls)
	Quad-Channel DVI output card T10/T20 (*T20 supports multiple video walls)
	Quad-Channel DVI output card- Galileo™ (Used for LED screens)
HDMI	*Single-Channel 4K HDMI output card
	Quad-Channel HDMI output card
HDBaseT	Quad-Channel HDBaseT output card T10/T20 (*T20 supports multiple video walls)

""Contact DigiBird's sales department for more details and availability.*

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Users can choose any of the above output cards according their requirements. If customers configure two Quad HDMI Output Cards, output channels are numbered left to right, top to bottom, as shown in the figure below.

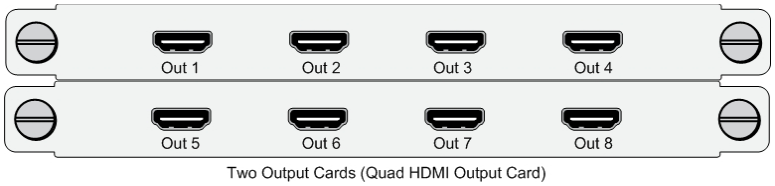

Figure 6.3 A: Output Channel Numbering Example with two Quad HDMI Output Cards

Display devices are numbered left to right, top to bottom, corresponding with the number of the output port.

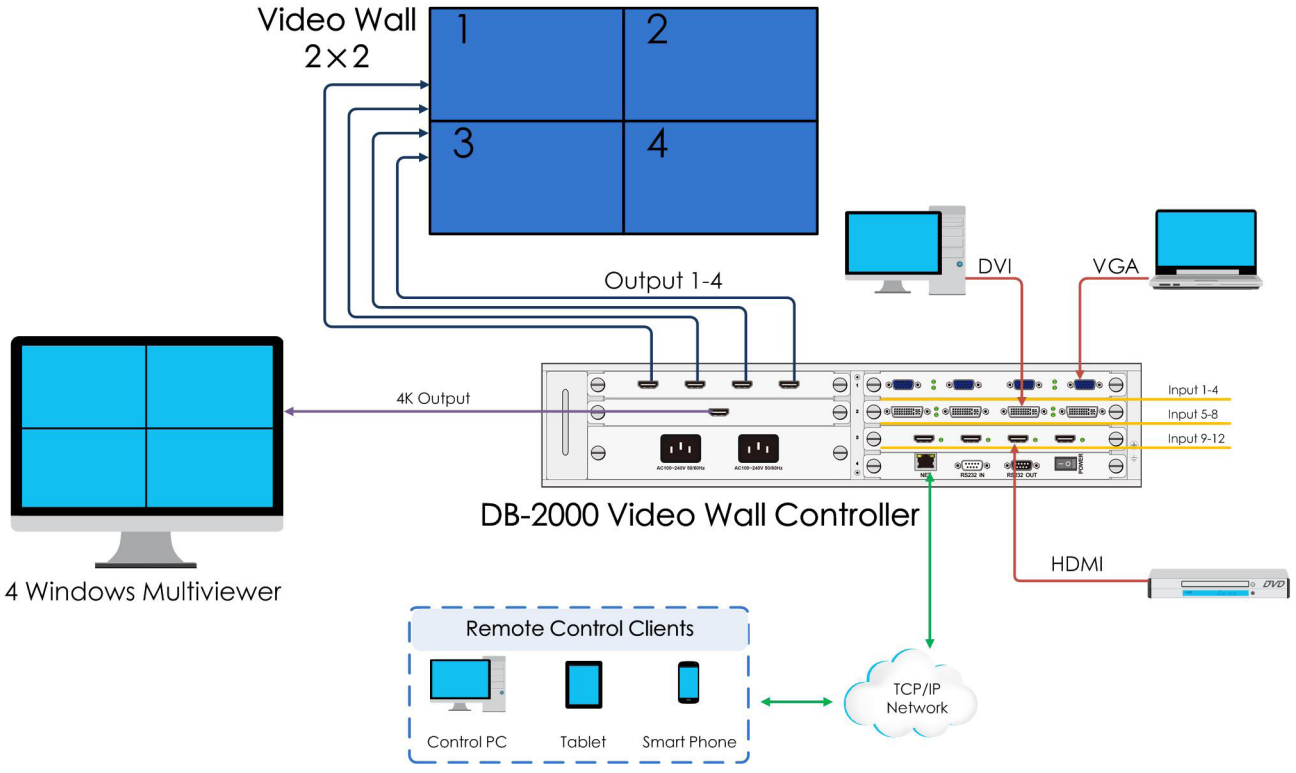

Figure 6.3 B: 2 ×2 Video Wall Configuration

6.4 Control

The DigiBird Video Wall Controller can be controlled from either the serial RS-232 port or the 10/100M Base-T Ethernet port:

The DB-2000 CPU card has an RS-232 serial port with a Female 9-pin D-sub connector. See Serial Port Settings for adjusting the communication parameters on the computer or another control device.

The DB-2000 CPU card also has an Ethernet 10/100 BASE-T port with an RJ-45 modular connector. To connect the

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DigiBird Video Wall Controller to a network, use a standard Ethernet cable to connect directly to a computer or a hub (Ethernet switch).

6.5 Connecting Power

Connect the supplied power cords between the power connectors on the rear panel and AC power sources. The DB-2000 Video Wall Controller has one main and one redundant AC power supply unit. When a power failure is detected, the power supply units are automatically switched allowing the redundant supply to power the system. Before turning on the DB-2000, at least one power supply unit must be connected. DigiBird recommends connecting both of the power supply units in order to implement the redundant power supply concept. This allows the DB-2000 to be attached to a primary and secondary power source, for example, an uninterruptible power supply (UPS) or a backup generator for mission-critical applications.

6.6 Power On all connected devices

After all rear panel connections have been made and all connected devices are powered on, you are ready to power on the DigiBird DB-2000 Video Wall Controller. Before powering on the system, ensure that the provided power cords are connected between the Power connectors on the rear panel and AC power sources. The Power switch is located on the CPU card of the rear panel. Set the horizontal Power switch to "I". To power off the DigiBird DB-2000 video wall controller, set the horizontal power switch to "O" (off).

VII. Install and set up the MultiView Software on your computer

7.1 System Requirements

To ensure that the DigiBird MultiView Controller Software functions correctly and reliably, you must install it on a computer that meets or exceeds the following criteria:

	Minimum	Recommended
Operating System	Windows XP®	Windows XP® or Windows 7®(32-bit or 64-bit)
CPU	Intel Pentium/Celeron or faster, AMD Athlon or faster	Intel Core i3 or faster
Memory (RAM)	256M RAM	2GB RAM
Hard Disk Free Space	150MB	5GB or higher
Graphics	1024x768, 65K colors (16-bit)	1024x768, 16.7M colors (32-bit)
Network Card (Ethernet)	10Base-T	100BASE-T
Optical Driver	CD-ROM	DVD-ROM
Input Device	Mouse and keyboard compatible with Microsoft	Mouse and keyboard compatible with Microsoft

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7.2 Installing the DigiBird MultiView Controller Software

Copy the installation file to your computer from the disc that came with the device.

When you double-click the installation file (MultiView Controller_5.14) to start the installation, you will receive a notification from Windows "User Account Control". Select "Yes", and the installation will continue. After that, MultiView Controller_5.14 automatically opens an installation wizard for the program. Follow the remaining system prompts to complete the installation.

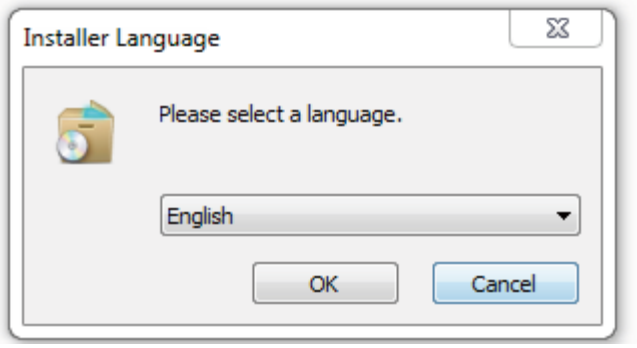

Figure 7.2 A: Select language

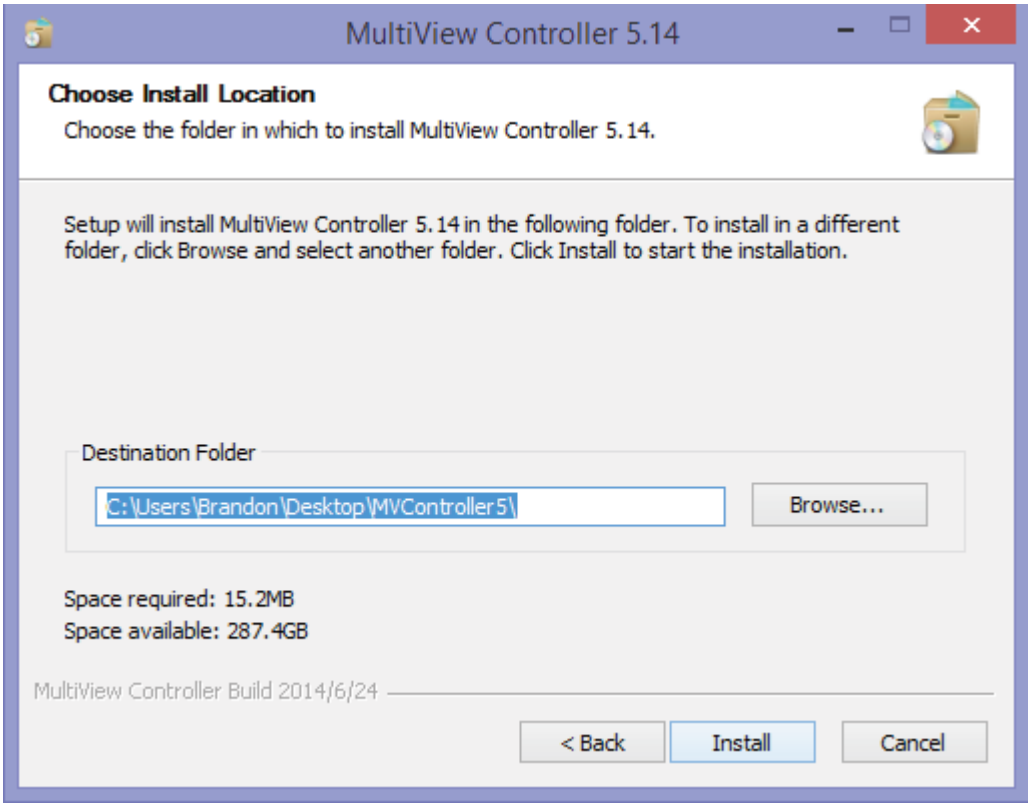

Figure 7.2 B: Installation

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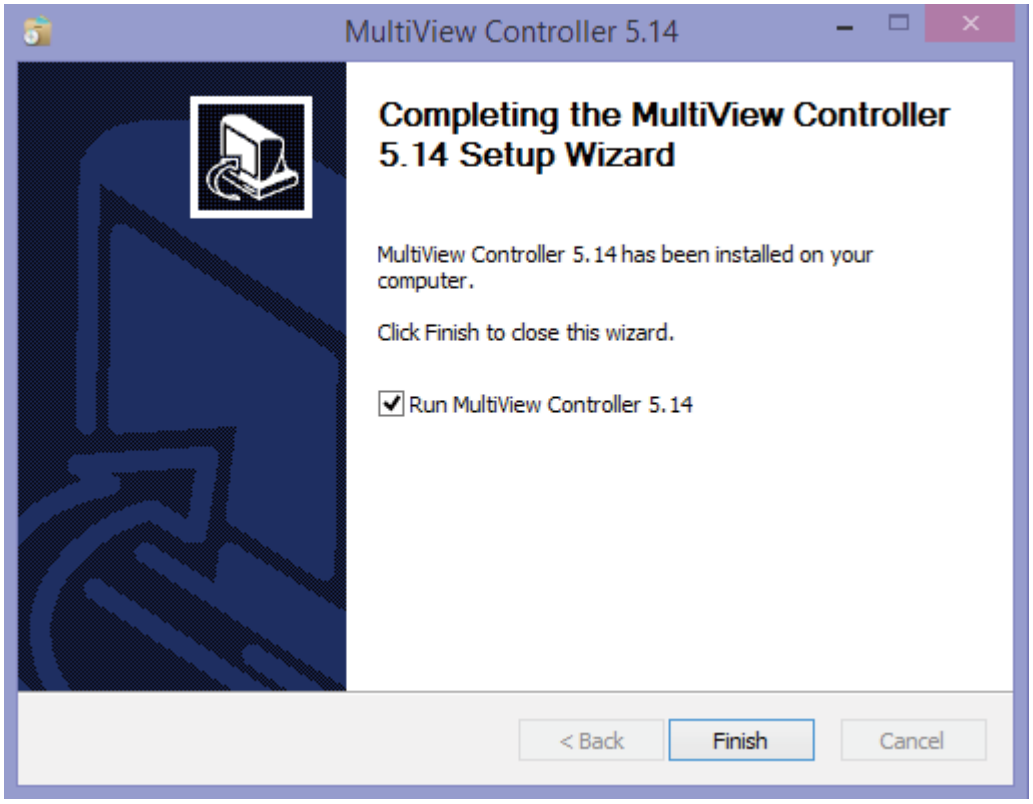

Figure 7.2 C: Run the software

When the program is installed successfully, it will generate a shortcut on the desktop, as shown in the figure below:

Figure 7.2 D: Software icon

7.3 Uninstalling the DigiBird MultiView Controller Software

From the desktop, click Start > All Programs > MultiView Controller > Uninstall. When "User Account Control" appears, select "Yes". The Uninstall program will then start as shown in the figure below:

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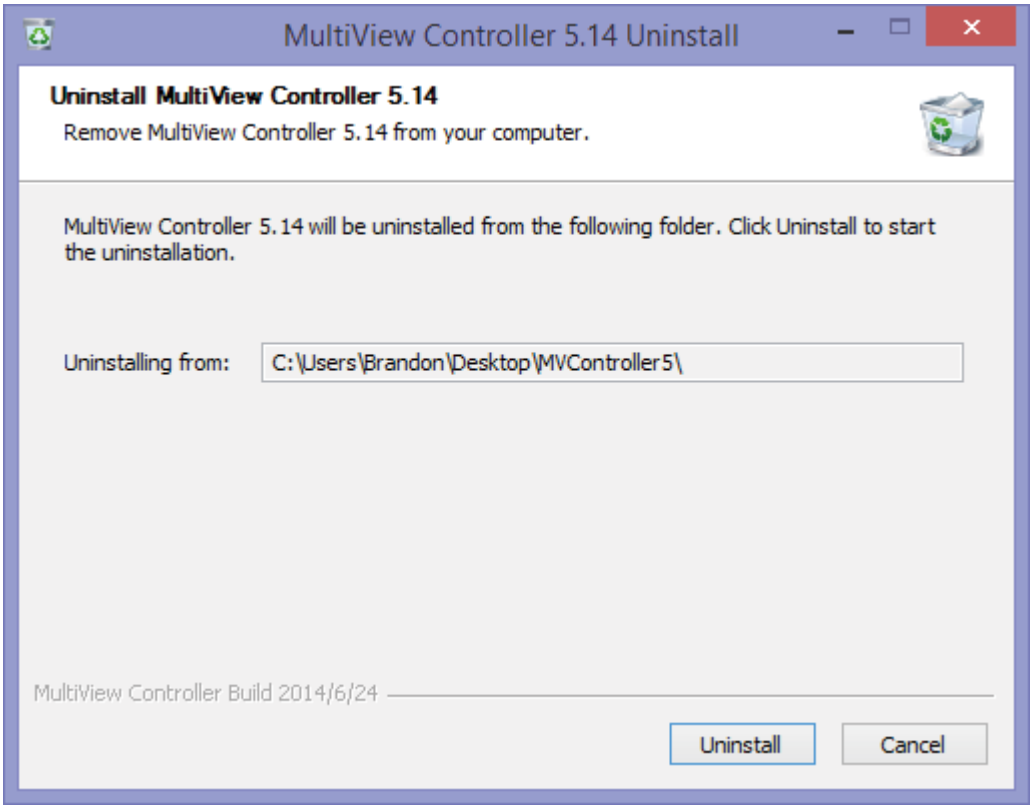

Figure 7.3 A: Uninstallation

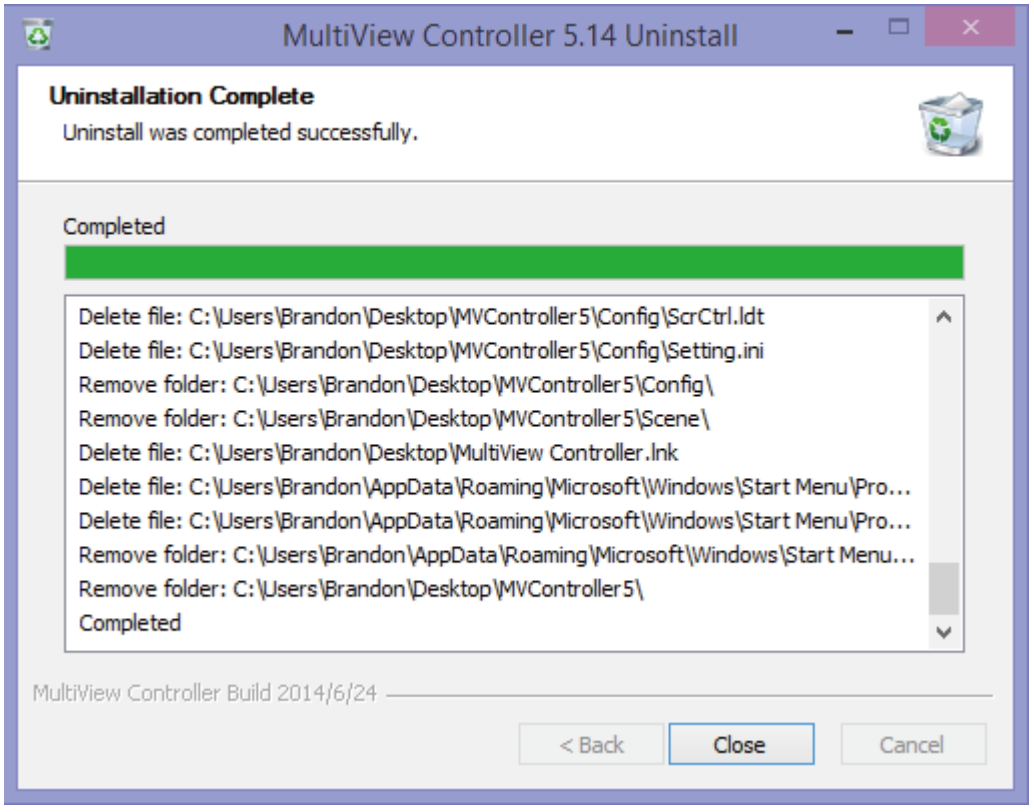

Figure 7.3 B: Uninstallation

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7.4 Connecting to a DigiBird Video Wall Controller via Ethernet

The computer with the installed MultiView Controller Software communicates with the DigiBird Video Wall Controller via Ethernet. This can either be a direct or indirect connection. Connection to a single DigiBird Video Wall Controller can use either method, but multiple DigiBird Video Wall Controllers must use the indirect method (for example, via a hub or Ethernet switcher). The DigiBird Video Wall Controller's Ethernet port is auto-sensing, so the Crossover Cable and Straight-through Cable can both be used to connect to the Video Wall Controller.

VIII. Using the MultiView Software

8.1 Logging in

To log in to the MultiView Controller Software:

- From the User drop-down list, select the desired role.
- In the Password field, enter the required password for the chosen role.
- The default user name is Admin, and the default password is left blank, as shown in the figure below:

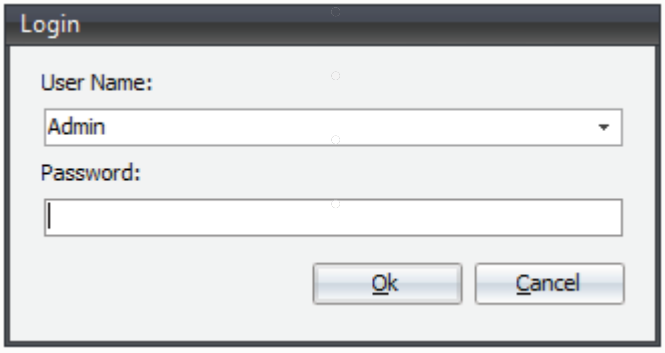

Figure 8.1 Login

8.2 Setting the DigiBird Video Wall Controller IP address

The first time you log in to the MultiView Controller Software and click "OK", the following dialog box will appear:

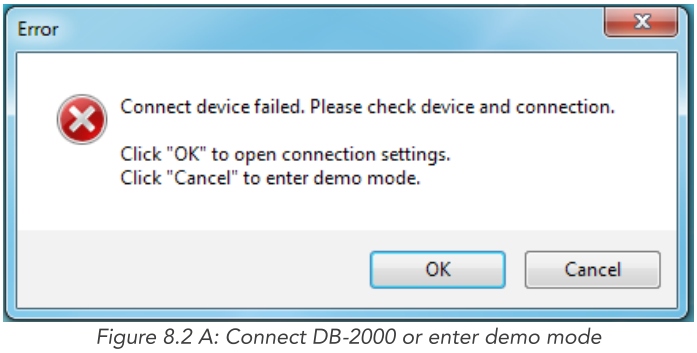

Figure 8.2 A: Connect DB-2000 or enter demo mode

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The above dialog box means you need to set the correct IP address for the computer and video wall controller because the communication link between them has not been established. When you click "Cancel", you will enter demo mode. When you click "OK", the following dialog box will appear:

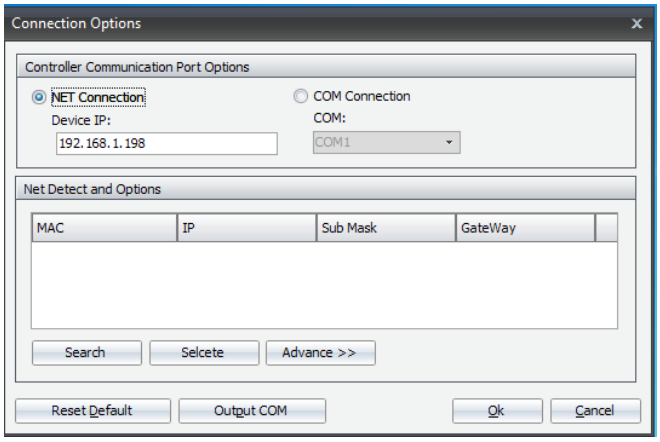

Figure 8.2 B: Connection options

Click the "Advance" button; you can set the IP address, subnet mask and gateway for the video wall controller, as shown below:

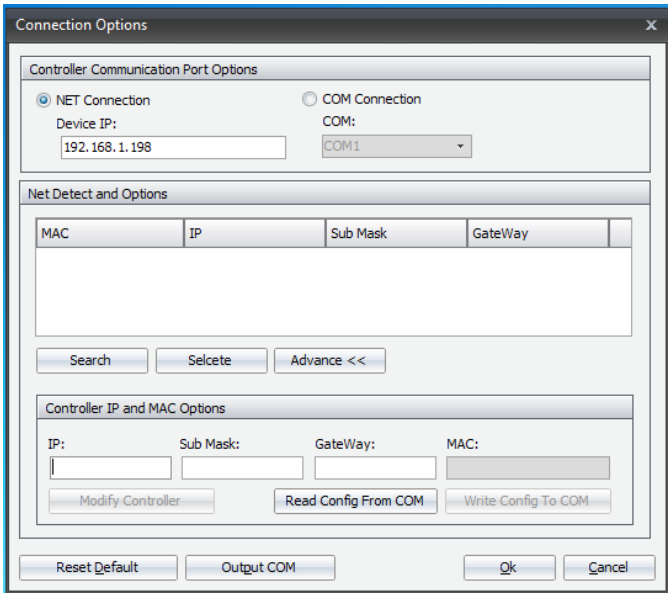

Figure 8.2 C: IP Settings

The Default IP address is 192.168.1.198; the subnet mask is 255.255.255.0, and the gateway is 192.168.1.1, as shown below:

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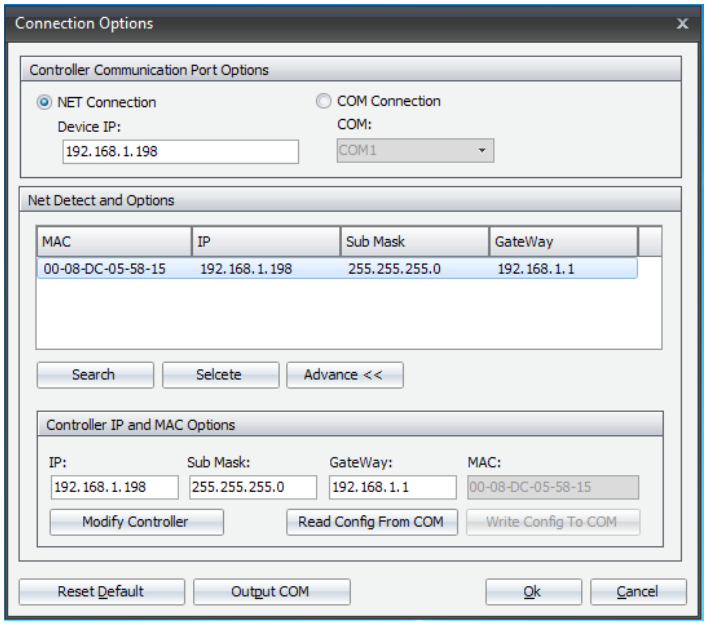

Figure 8.2 D: IP Settings

Do not close the above dialog box because you now need to set the IP address of the computer that installed the MultiView Controller software.

8.3 Setting the computer's IP address

The network port on the computer must be configured to use the same communications protocol as the DigiBird Video Wall Controller, which is TCP/IP. The computer must also be allocated an IP address on the same subnet as the controller. To change the IP address for your computer, follow the instructions provided in your Windows program help file. Here is a sample of how to change your IP address on Windows 7 (32-bit or 64-bit):

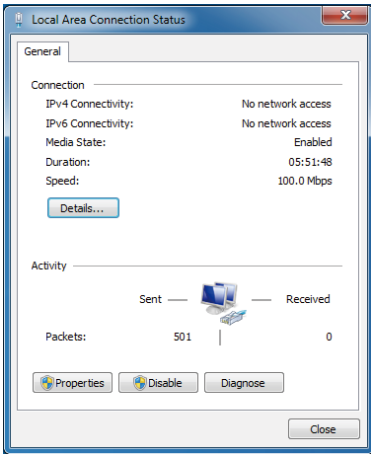

Figure 8.3A: IP of computer

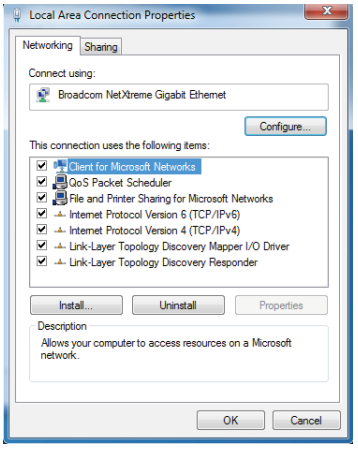

Figure 8.3B: Properties

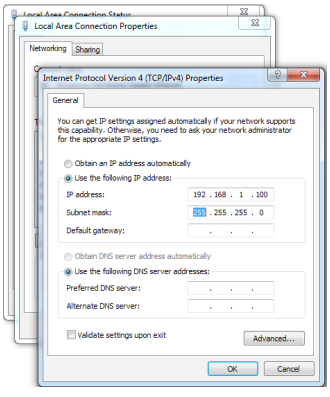

Figure 8.3C: IP Settings

In this sample, the IP address of the computer is set to 192.168.1.100 and the subnet mask is set to 255.255.255.0.

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The DigiBird Video Wall Controller and the computer are in the same subnet. When you click the "OK" button of the dialog box, as shown in the figure below, the main application window will appear:

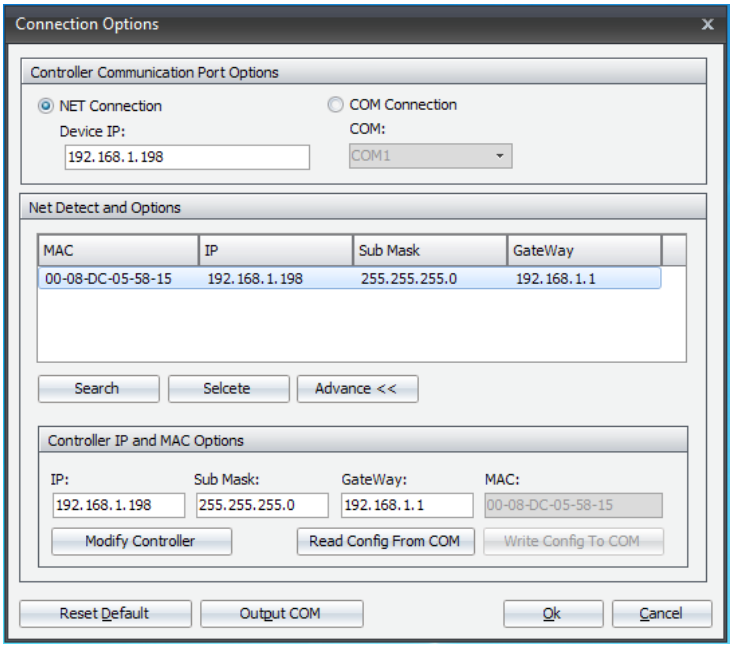

Figure 8.3 D: IP Address

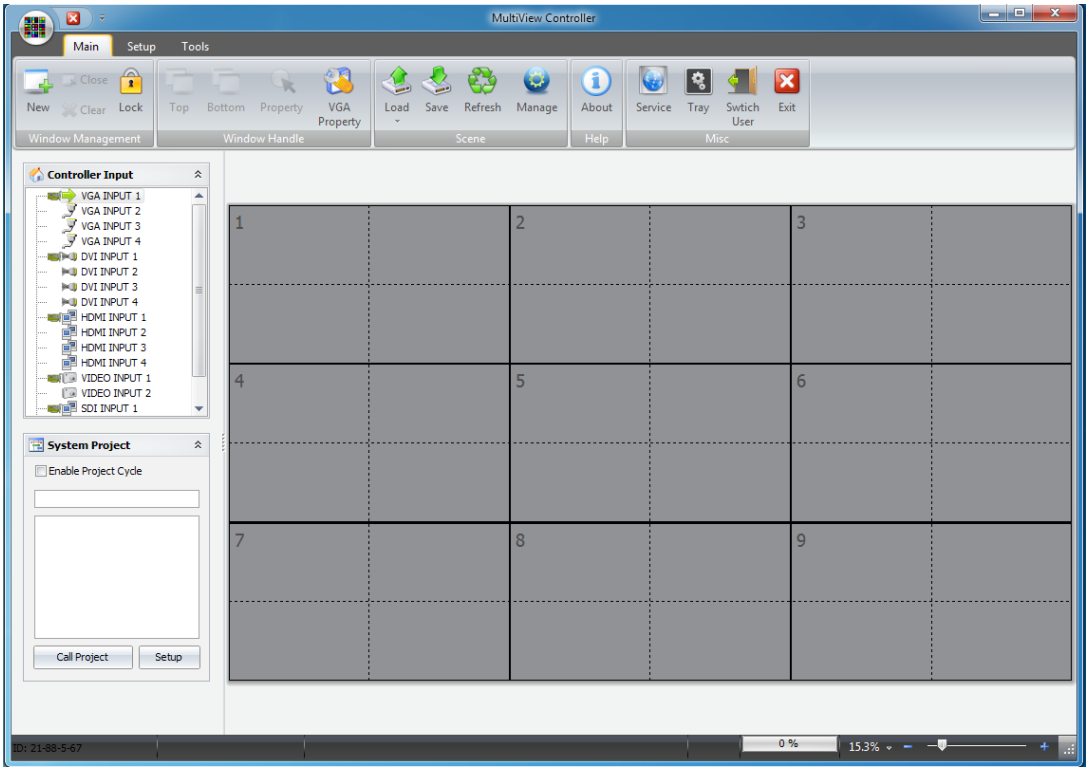

Figure 8.3 E: Software main interface

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8.4 Testing the Ethernet Link

To test the operation of the Ethernet link between the computer and the DigiBird Video Wall Controller, you can use the Ping utility:

Enter a ping command from your desktop.

• Using Windows XP, 2000, and NT:

a. On the desktop, click Start > Run. The Run dialog box will open.

b. In the Run dialog box, type the following command:

ping nnn.nnn.nnn.nnn —t

where nnn.nnn.nnn.nnn is the IP address of the DigiBird Video Wall Controller that you want to test.

c. Click 'OK' or press the <Enter> key.

• Using Windows 7:

a. On the desktop, click Start.

b. In the Search programs and files field at the bottom of the Start menu, enter ping nnn.nnn.nnn.nnn —t and press <Enter>.

A command window opens, showing a series of messages which are explained below.

To close the ping utility, press <Ctrl + C> on your keyboard or click the X button in the upper-right corner of the command window. The following is an example:

When you run the ipconfig utility in the CMD mode, it displays the IP address of the computer that installed the DigiBird® MultiView Controller Software, as shown below:

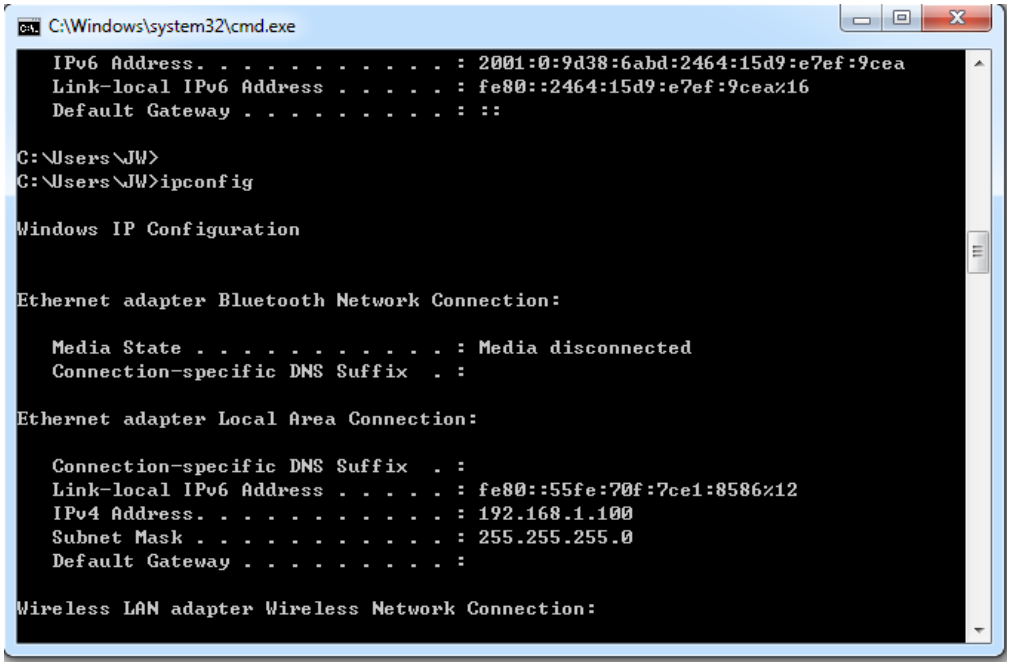

Figure 8.4 A: Ping command

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When you run the Ping utility, it displays a series of response messages which you can use to determine the state of the communications link. For example, if you send a ping command to a DigiBird Video Wall Controller with the address 192.168.1.198, you should get a message similar to the following:

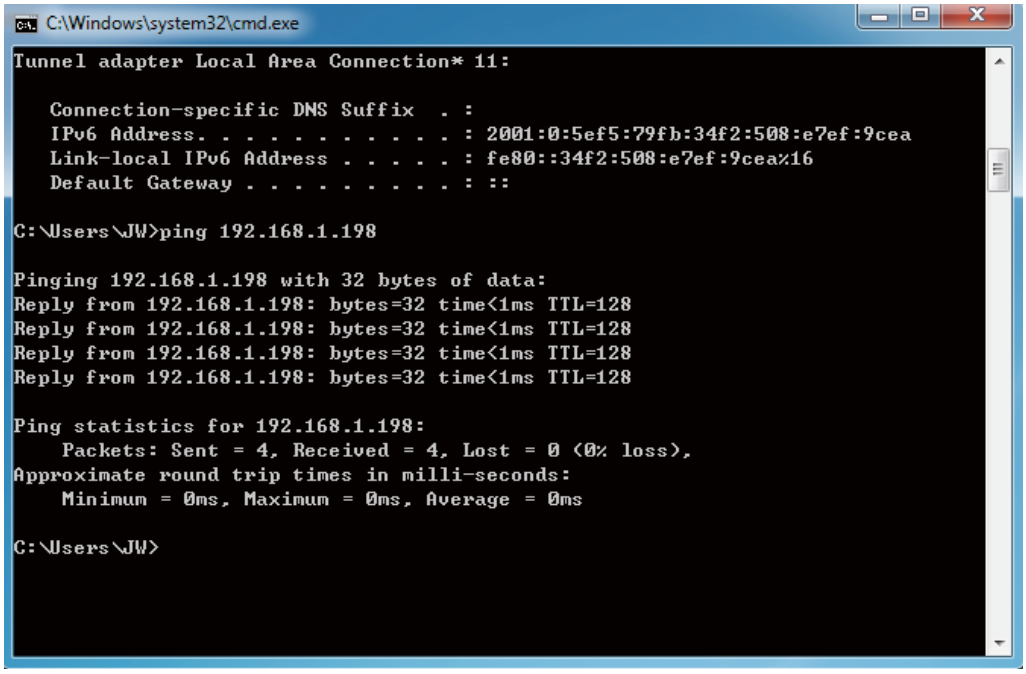

Figure 8.4 B: Ping response

This is the correct response as it indicates that the device at the specified address is communicating correctly. The response time value may vary according to network traffic.

• If you get the following message: "Request timed out", this means there has been no response from the specified address. Either the DigiBird Video Wall Controller is not receiving data from the computer or is not sending data back. Check that the DigiBird Video Wall Controller connection is powered up and set to the same address to which you sent the ping command. Also, check that you are using the correct type of Ethernet cables and that they are not faulty or damaged.

• If you get the message, "Reply from 192.168.1.198: Destination host unreachable", the IP address of the computer is not in the same class as that of your Video Wall Controller. See your Windows program help file for instructions for changing your computer IP address.

8.5 Opening and Exiting the MultiView Controller Software

You can run the MultiView Controller Software using any of the following methods:

• Double-click the MultiView Controller icon (shortcut) on the desktop.

• From the desktop, click Start > All Programs > MultiView Controller > MultiView Controller.

• Double-click a project file (file name has a CTP extension) in Windows Explorer.

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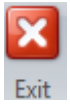
You can exit the MultiView Controller Software using any of the following methods:

• From the Main Menu 

, select Exit.

• Click the button at the top right corner of the main application window.

• Click the icon in the top left corner of the application window, or single-click the same icon and select Close from the drop-down menu.

8.6 Overview of the Main Application Window

The DigiBird MultiView Controller Software application window contains the following elements:

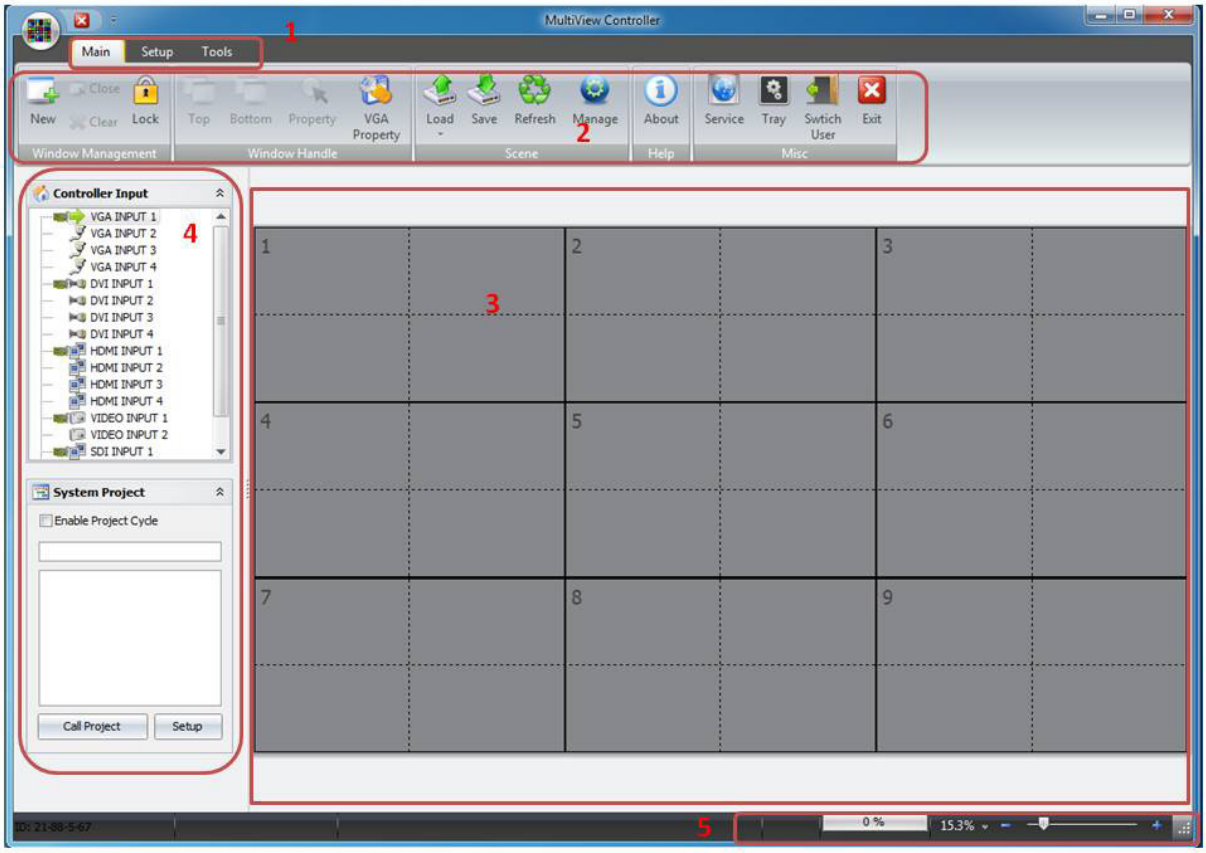


Figure 8.6 Software Main Interface

1. Menu bar: Provides three menus (Main, Setup and Tools) to access various functions in the MultiView Controller Software. Most of the menu functions can be performed by the icons on the toolbars.
2. Toolbar: The various toolbars within the MultiView Controller Software allow quick access to the most commonly used functions within the currently selected task.
3. Workspace: resembling a canvas, you can control input, output, window and screen operations here.
4. Taskbar: Each major task within the MultiView Controller Software is represented by drop-down menus in the taskbar area. To select a task, click the appropriate menu.

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The standard set of tasks include:

a. Input sources list Scene Design and Control

b. Matrix switchers control. Fewer tasks may be displayed depending on your settings. For example, when you set up a matrix switcher in the Menu bar, the matrix switcher control will appear in the Taskbar.

5. Status bar: Shows information about the current status of the MultiView Controller Software.

Note: for more software details, refer to the DB-2000 Software User Guide.

Warranty

Covered Product: DigiBird Video Wall Controller

Model Number: DB-2000

Limitation of Damages

In no event shall DigiBird be liable for consequential damages for breach of this warranty. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the buyer.

Warranty Coverage

DigiBird warrants the purchased product to be free of all defects in material, performance and workmanship for 2 years from the date of purchase. This warranty extends to the original buyer (and each successive buyer within the warranty period).

Within the period of this warranty, DigiBird will repair or replace, free of charge; any part proving defective in material, performance or workmanship. All warranty repairs and service must be performed by an authorized DigiBird technician, or at an authorized DigiBird service facility.

All expenses related to replacing or repairing a defective part under this warranty shall be assumed by DigiBird except for the following expenses, which shall be assumed by the buyer.

Warranty Exclusions

This warranty does not apply to any costs, repairs, or services for the following:

1. Service calls to correct the installation of the Covered Product, or to explain the usage of the product to the buyer.

2. Repairs necessitated by use other than normal use.

3. Damage resulting from misuse, abuse, accidents, alterations, or improper installation.

4. Corrective work necessitated by repairs made by anyone other than a DigiBird authorized service technician.

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For more Warranty details, please contact DigiBird:

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