Description of Basic Operation

Power on/Standby

Insert the power plug into the outlet. If the Digital Signage has the switch button "I", turn it on. In power on state, press the "⏻"button on the remote control, and the Digital Signage enters standby state.

Interface and Home Screen

After power on, the machine will launch home screen, as shown below:

Icon	Function
	App Drawer
	Back
	Home page
	Background applications
	Sound -
	Sound +
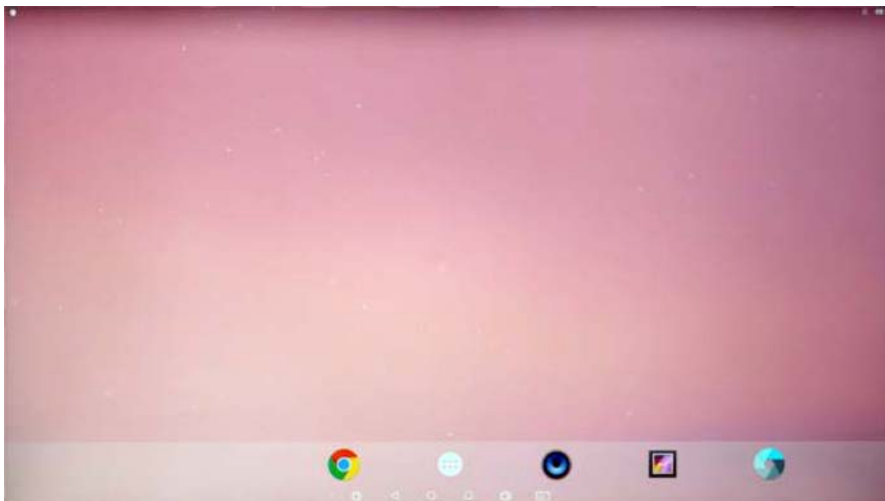
Description of Wallpaper Switch

We suggest using a mouse to change the wallpaper.
Connect a mouse with the digital panel through USB port, then follow the steps below:
1. Click "Setting"
2. At the setting menu, click "Display"
3. At the Display setting menu, click "Wallpaper", then choose a folder.
4. Then select an image you would like to set up as background.
5. Confirm the selection by clicking "Set wallpaper".

File Manager

1. Click the Main Apps button " ⊞ " in the Home screen to enter the "APPS" menu interface (Fig. 1);
2. Click the "Explorer" icon in the "APPS" menu interface (Fig. 2) and enter "Explorer" menu (Fig. 3);
3. Choose storage in the "Explorer" menu to read the files from different devices.
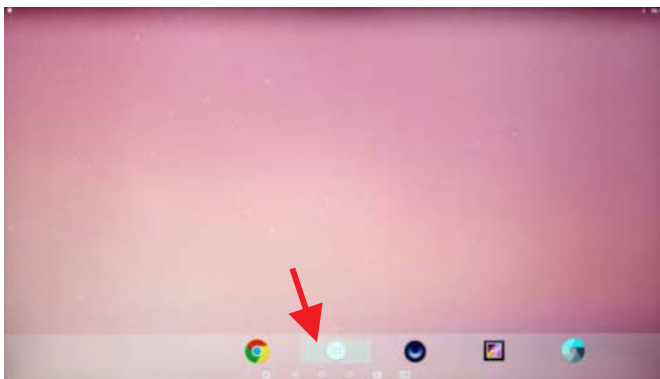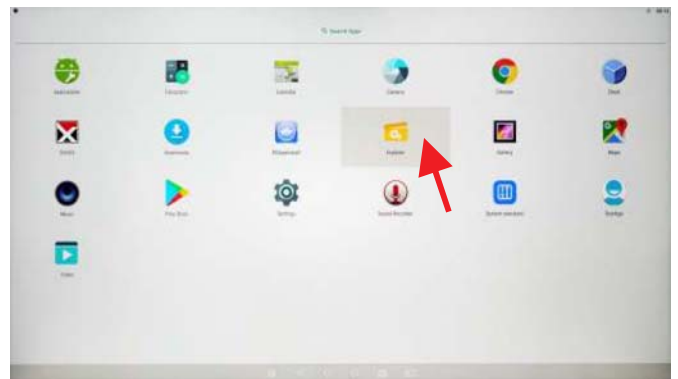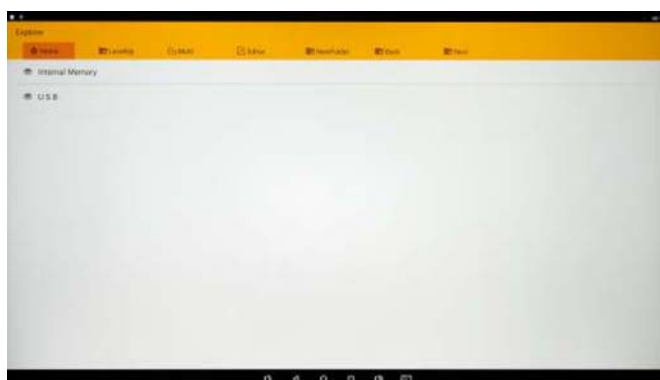

Fig. 1

Fig. 2

Fig. 3

Local Settings
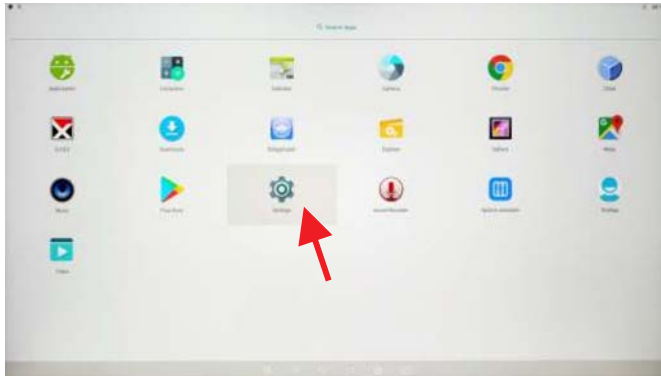
1. Click the App Drawer icon " ⊞ " in the Home page to enter the "APPS" menu interface (Fig. 1);
2. Click the "Settings" icon (Fig. 1) and enter "Settings" menu (Fig. 2);
3. Click "Wi-Fi" and choose options then set up the WIFI connection (Fig. 3).

Fig. 1
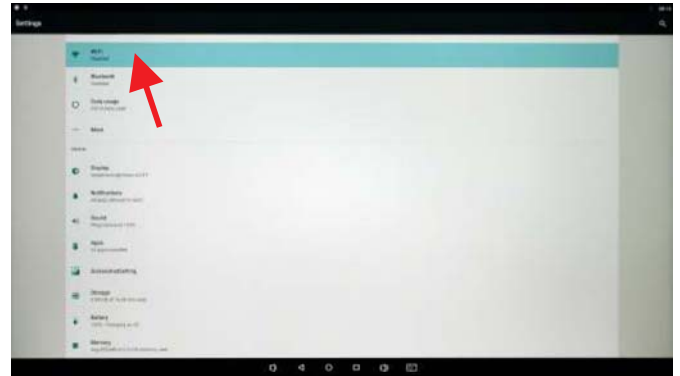
Fig. 2
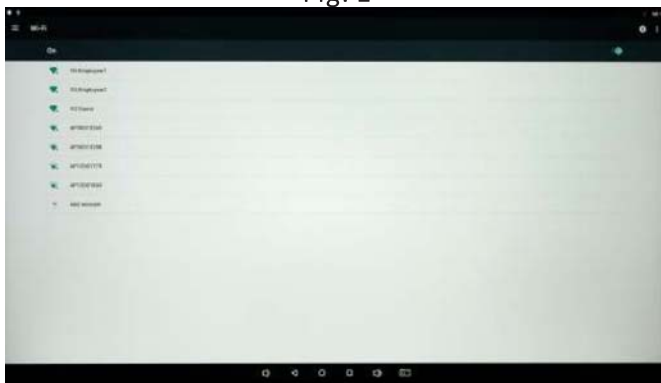
Fig. 3

Description of Settings Interface (shown on the right)

Icon	Function
	WIFI switch
	Bluetooth
	Data usage
	Display
	Notifications
	Sound
	Apps
	Screenshot Setting
	Storage
	Battery
	Memory
	Users
	Location
	Security
	Accounts
	Google
	Languages & input
	Backup & reset
	Date & time
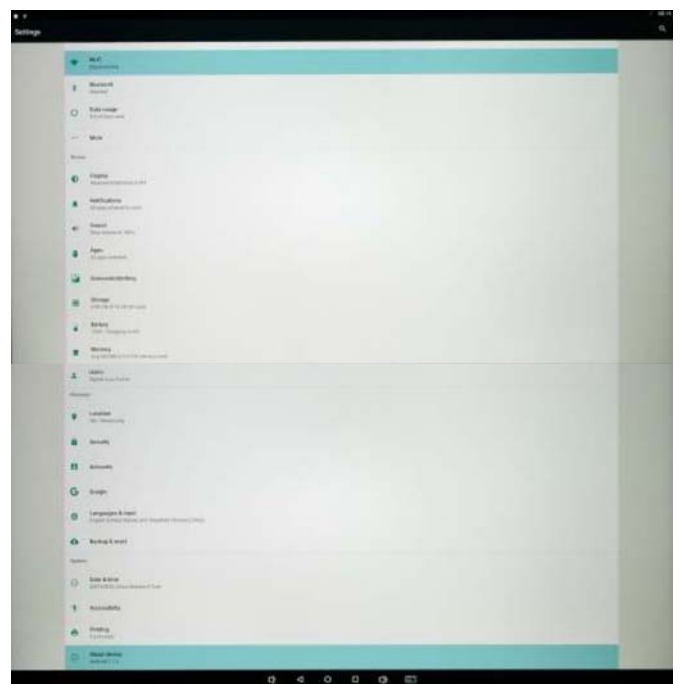
Status of Menu Bar

1. Click the setting (Fig.1)
2. At the setting menu click the display menu (Fig. 2);
3. At the display setting menu unselect the display navigation check box. (Fig.3)
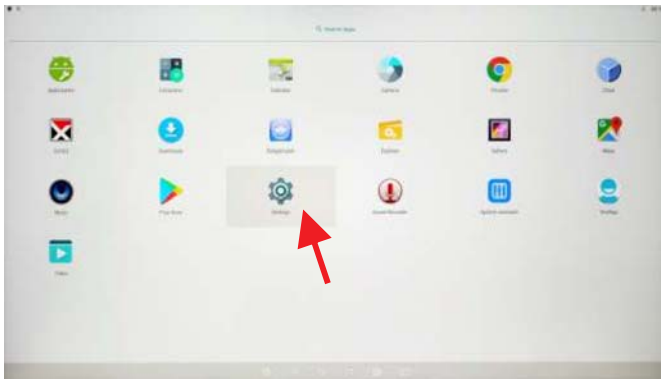
Fig. 1
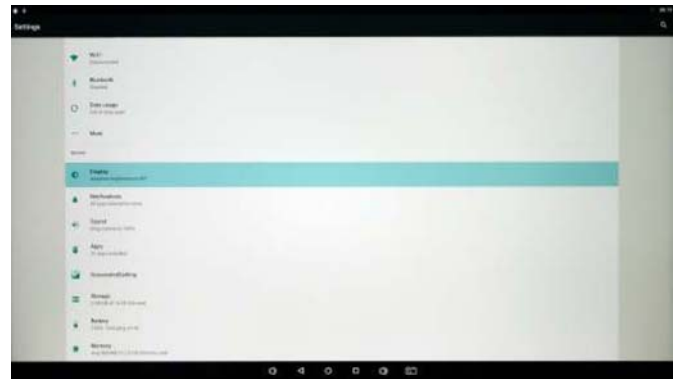
Fig. 2

Fig. 3

DiViEx APP Introduction

System requirements:

Step 1: Before using the APP, make sure your device meets or exceeds the following system requirements:

CPU	RK3288
Operating system	Android 7.1

How to upload media files:

Step 2: Plug in your USB drive to the computer. Open the drive in Windows Explorer and create a new folder, rename it "MediaFolder". As shown below:

Open "MediaFolder", create 3 subfolders, and change their names to "Images", "Videos", "Music".
Copy the media file to be displayed, image to "Images", video to "Videos", Music to "Music"

Supported Media Format:

Image	JPG/JPEG/BMP/PNG
Video	MPEG1, MPEG2,MPEG3,MPEG4, WMV, MKV, TS,FLV
Music	MP3

Step 3: Plug the USB drive into the device and click the DiViEx APP.

DiViEx
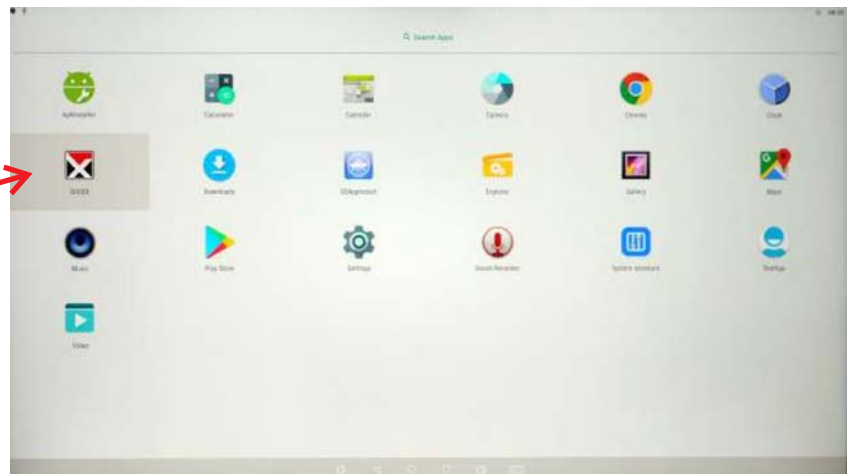
Step 4: When the screen shows "Copy finished" after "Usb Disk:", the media files are ready to be displayed.

Usb Disk: Copy finished

PLAY

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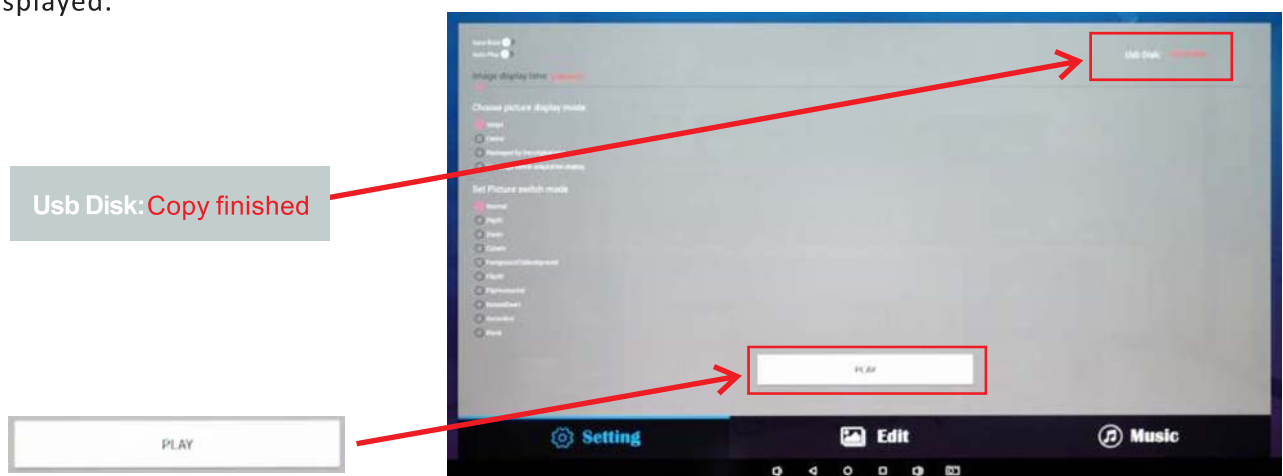
Settings:

1. Set the time each picture is to be shown on the screen by dragging the bar to the desired time.
2. Select how you would like the images to display. Select the desired transition effect between pictures:

- **Auto Boot**
  DiViEX APP will automatic open when the digital signage is turned on.
- **Auto Play**
  DiViEX APP will automatically play the Slideshow when it is opened.
- **Choose Picture display mode**
  Check a fit option how you want the pictures to be displayed.
- **Set Picture switch mode**
  Choose an animation option to set the fade in and fade out effects.
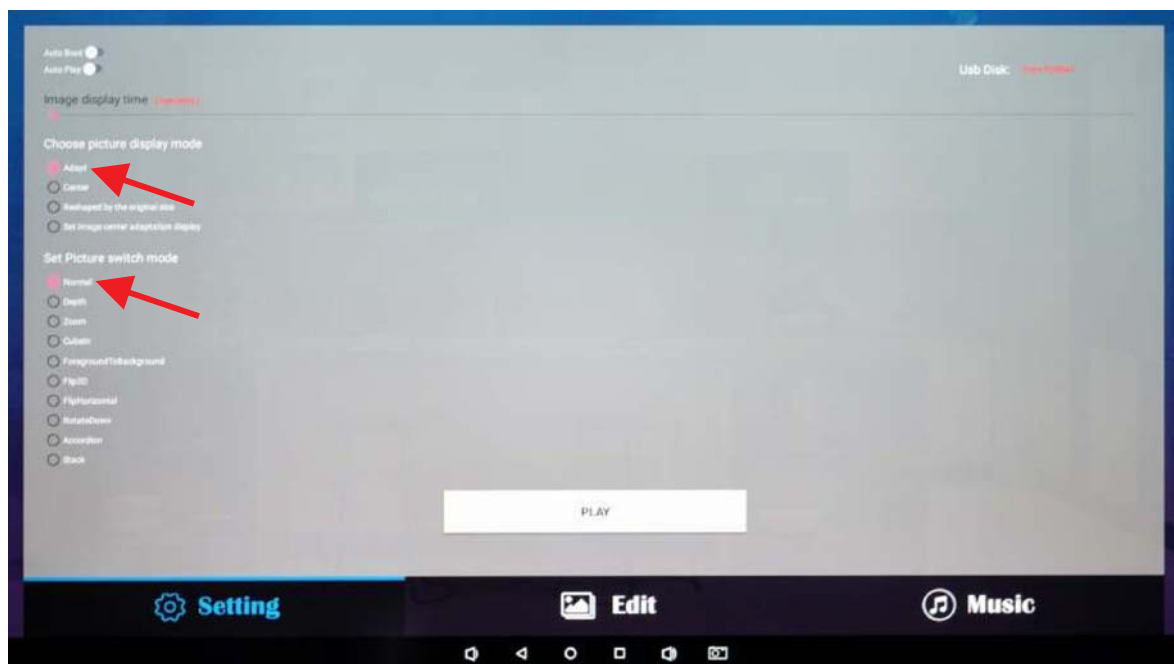
Edit picture:

This function shows all pictures, you can edit all pictures, and remove it.

- **Crop**
  There are four corner handles and four border handles to crop the picture. Click and drag a handle to reshape the image to any size you need.
- **Filter**
  You can browse and try different filters in the filter gallery below the image. The APP support the following filter: AUTO_FIX, BLACK_WHITE, BRIGHTNESS, CONTRAST, CROSS_PROCESS, DOCUMENTARY, DUE_TONE, FILL_LIGHT, FISH_EYE, FLIP_HORIZONTAL, FILP_VERTICAL, GRAIN, GRAY_SCALE, LOMISH, NEGATIVE, PSTERIZE, ROTATE, SATURATE, SEPIA, SHARPEN, TEMPERATURE, TINT, VIGNETTE.
- **Reset**
  Click "Reset" to remove all the editing you applied to the image.
- **Save "🖫"**
  Click the icon to save the edited image as a new image.

- **Image deletion**
  Click " ⊗ " to delete unwanted pictures
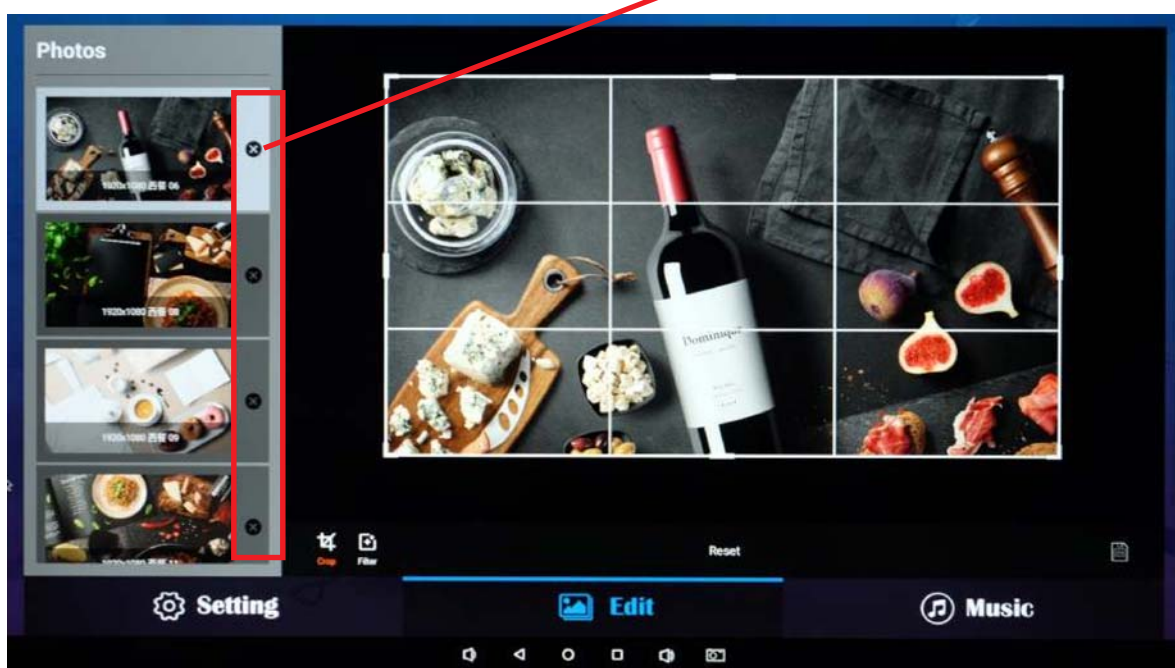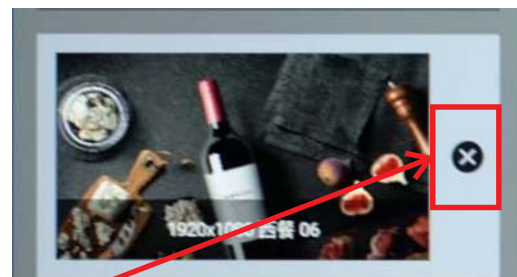
Music:

List all music files in the Playlist library
*   Add music to "Playing List Music" (Background music) from "Playlist Library".
    Click "right arrow", music title will show in the "Playlist Music" on the right.
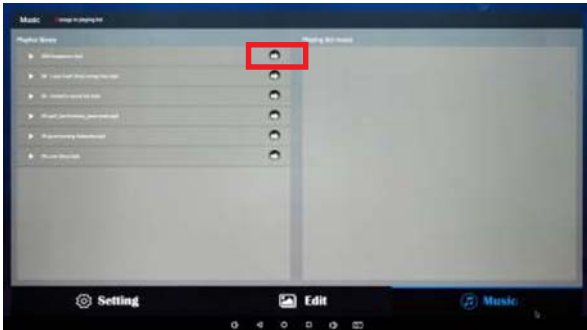
*   To remove the added music file from the playlist, click the "left arrow" in the playlist.
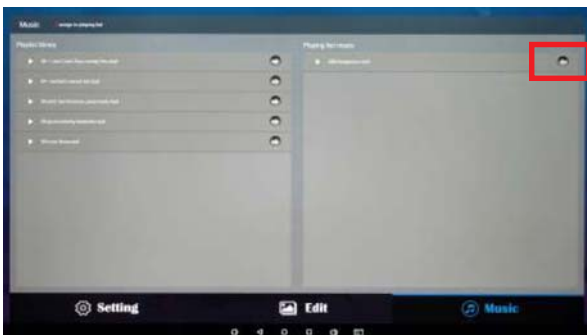
Factory Reset:

1. Go to Settings, then click "Backup & reset" (Fig. 1)
2. Click "Factory data reset" (Fig. 2)
3. Choose "Reset Tablet", then click "ERASE EVERYTHING" to get the unit to Factory Reset. (Fig. 3)

Fig. 1

Fig. 2

Fig. 3

Screen Rotation

1. Click the Main Apps button " ⊞ " in the Home page to enter the "APPS" menu interface (Fig. 1)
2. Click "System assistant" into Fig. 2
3. Choose the degree to Rotate screen, then click "Confirm", after the restart, the screen will be rotated (Fig. 3 &Fig.4)

Fig. 1

Fig. 2

Fig. 3

Fig. 4

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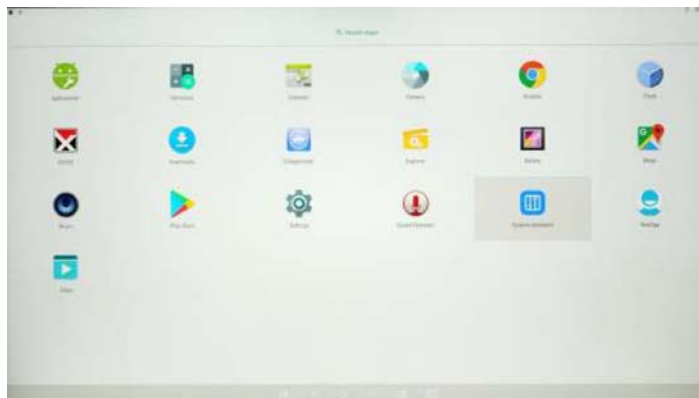
Choose System Language:

1. Get into Settings, then click "Language & input" (Fig. 1)
2. Click "Languages", then click "Add a language" (Fig. 2)
3. You can add the required system language (Fig. 3)
4. Drag the system language you just added up to the front (Fig. 4)-Please use a mouse to operate.
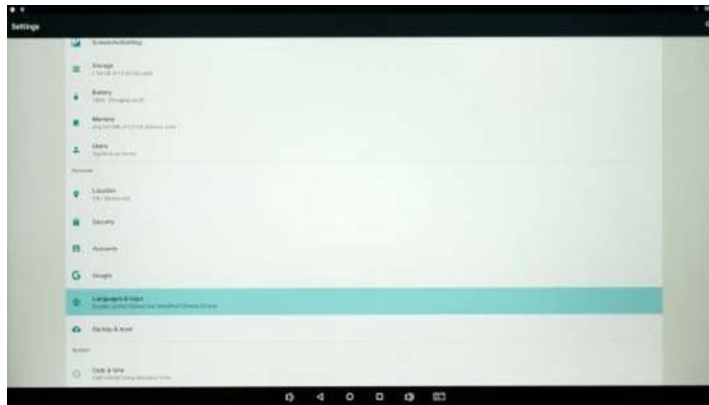
Fig. 1
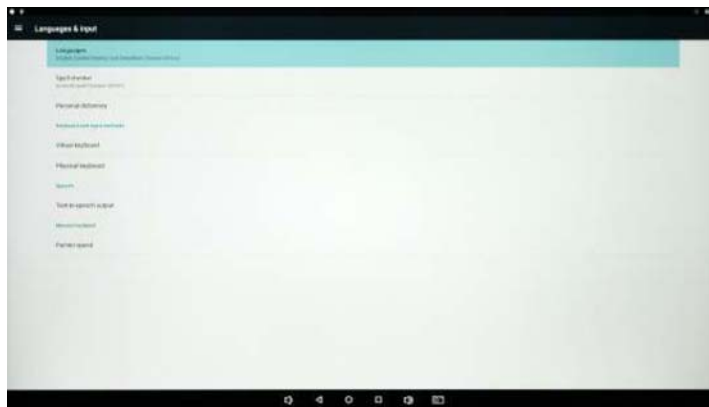
Fig. 2
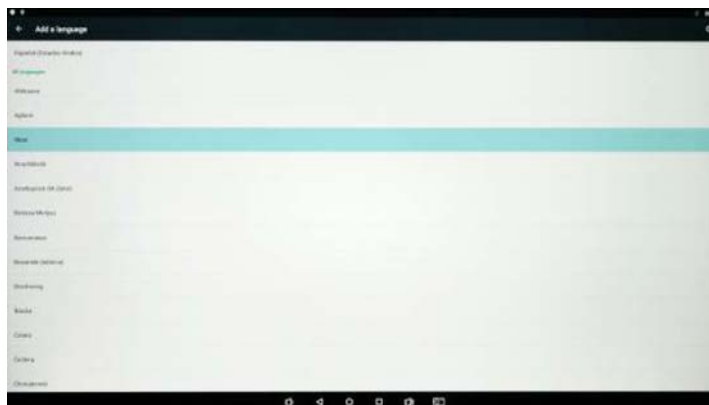
Fig. 3
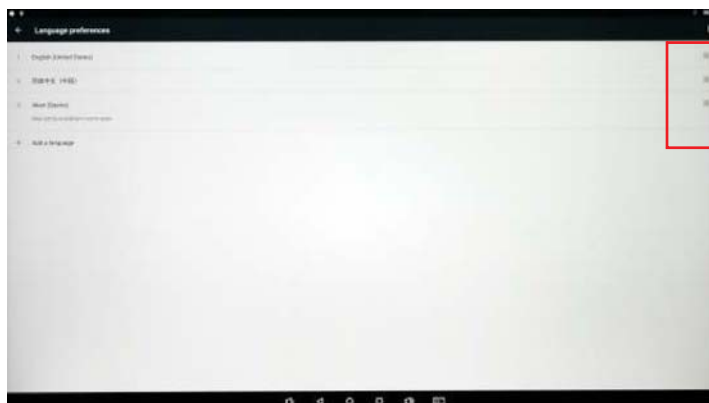
Fig. 4

Technical Specifications

	ITEM	SPECIFICATION
Product/LCD	Material	Plastic+Steel
	Panel Type	15.6" Commercial Grade LCD Screen
	Display Area	344.16(H)*193.59(V)
	Optimum Resolution	1920*1080
	Contrast Ratio	3000:1
	Viewing Angles	89/89
	Response Time	30ms
	Light Source	LED
	Brightness	1000nits
	Pixel Pitch	0.17925(H)*0.17925(V)
	Display Colors	16.2M
	Color Temp	Cold white
	Aspect Ratio	16:9
	Refresh Rate	50/60HZ
	Panel Surface Material	TFT
	Touch	NO
	Operating Time	Max 18hrs/day
	Panel Life (hours)	30000hrs
Playback Software	Operating System	Android 7.1
	Software	DiViEX
	Player	Integrated in software
	Drive Type	Integrated in software
	External or Integrated	Integrated
	Templates	yes
	Maximum video decoding	1080P
	HTML5	No
	IP Streaming	yes, but subject to bandwitch, support BT4.2
	Live Text & Media Feeds	USB; WIFI; Wire Network
	Multi-Zone	YES

Playback Software	Transitions	YES
	Day Parting	YES
	Scheduling	YES
	Drag & Drop Functionality	YES
	Loops	YES
	Campaigns	YES
	Remote Content Update	YES
Video	Video playback	YES
Audio	Audio format	MP3
Image	Picture format	JPG, JPEG, BMP, PNG, GIF
Input / output	Video Input	NO
	Control Input/Output	Output
Storage	Internal Storage Capacity	16GB
Speaker	Amplifier	YES
Connector	CPU	Rockchip RK3288W, Quad-core ARM Cortex A17 CPU (Up to 1.6GHz)
	SD Slot	NO
	Ethernet LAN	YES
	Audio_IN	NO
	USB	YES
	HDMI Output	YES
	VGA	NO
	Digital	NO
	USB/SD/Micro SC/HDMI: list all	USB/HDMI/Output/RJ45
	Power	YES
Crystal Light Box	Material	Acrylic+Plastic
	Frame Size	430*280*48mm
	Viewing Size	343*192mm
	Poster Size	354*204mm

Crystal Light Box	Brightness	About 2000lux
	Color Temp.	6000±500K
Power	Voltage (in/out)	AC100-240V
	Consumption (Watts)	LCD Screen: ≈ 18W*4 LED light box≈15W*4 Total≈132W
	Cord Length	1.5m
	Compliance Listed (on power source)	Power supply with UL listed
Operating Conditions	Temperature	Operating temperature:0-40℃ Storage temperature:-20-60℃ "
	Humidity	10-80%
Dimensions	Screen	15.6"
	Overall Unit	430*280*48mm
Packing of LCD	Packing Size (mm)	600*400*350mm
	N.W.(kgs)	16kgs
	G.W.(kgs)	21.5kgs
Packing of Top Electrical Box	Size (mm)	710*190*110mm
	N.W.(kgs)	3kgs
	G.W. (kgs)	3.5kgs
General	Regulations / Compliance	Will apply for FCC
	Package Contents	Product, Instruction Manual, Powercord, Remote control, Antenna
	Warranty	1 year
	UPC	Barcode

Troubleshooting the Digital Sign		
Issue	**Probable Cause**	**Solutions**
● No picture or sound	➢ Unit not plugged into wall outlet ➢ Power cord not properly connected to the terminal on the back of the unit. ➢ Unit not powered on ➢ Wall outlet not working	▢ Check that the unit is plugged into wall outlet. ▢ Confirm that the power cord is connected to the terminal on the back of the unit. ▢ Turn the on/off toggle switch located on the back of the unit, lower center, to the "on" position. ▢ Unplug unit, wait 20 seconds, plug unit back into outlet and try again. ▢ Make sure that outlet is working by plugging in a different electrical device. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
● No sound (but picture is working)	➢ Volume not adjusted on the remote control. ➢ Content/Video does not have sound. ➢ Content format is not compatible. ➢ Speakers do not work.	▢ Adjust volume using the remote control ▢ Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. ▢ If unit is connected to Wi-Fi, go to YouTube and play video that has sound ▢ Unplug unit, wait 20 seconds, plug unit back into outlet and try again. ▢ Try playing the content on a different device (smart phone, computer or tablet) ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
● No picture (but sound is working)	➢ Content file damaged. ➢ Content format is not compatible. ➢ Screen damaged or defective.	▢ Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. ▢ Try playing the content on a different device (smart phone, computer or tablet) ▢ Unplug unit, wait 20 seconds, plug unit back into outlet and try again. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
● Remote control not working	➢ Batteries not inserted properly. ➢ Batteries are dead. ➢ Standing too close or too far from the unit.	▢ Check that battery is inserted properly with positive and negative orientation. ▢ Insert new batteries. ▢ Stand within 1 foot of the front of the unit and point the remote directly at the sensor (green dot) ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**

● No Wi-Fi signal	➢ Wi-Fi is not turned on in product settings. ➢ Wi-Fi is not connected to a network ➢ Low or no signal from the router ➢ Antenna is missing or not pointed upward. ➢ Damaged PC board	☐ Check that Wi-Fi is turned on in settings 　o Click the settings icon from the Android home screen. 　o Click "Wi-Fi". 　o Click the on/off icon in the upper right hand corner to turn on Wi-Fi. 　o "On" will appear on the upper left hand side. 　o Then select your Wi-Fi network ☐ Confirm that the antenna is in place and pointed upward. ☐ Check that other devices are receiving the signal. 　o **If other devices are not receiving the Wi-Fi signal, please contact your internet service provider.** ☐ Unplug or reset the router and wait for 20 seconds. Restart the router and check. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
● Parts missing or Damaged	➢ Parts missed during manufacturing. (No charge for replacements) ➢ Parts lost or damaged by the customer. (There is charge for replacements)	❖ **Contact a customer service representative.**
● Having problems with installing software or getting content to play	➢ Did you purchase the DisplayIt!Xpress software from Displays2go? ➢ Did the customer purchase or downloaded another 3rd party software onto the product?	☐ If you purchased DisplayIt!Xpress software from Displays2go or from Best Wave directly, please contact Best Wave at **support@bestwave. com or (480)368-8900 ext. 2** ☐ If you purchased or downloaded another 3rd party software onto the product, please contact the 3rd party software company's customer support for assistance.
● Cannot upload content	➢ Content format is not compatible. ➢ Content files are too large. ➢ Port being used is defective ➢ App being used to play content is defective. ➢ Android board is defective.	☐ Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. ☐ Confirm file size is less than available space. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**

● Issues using pre-installed apps	➢ Mistake in storing content to NAND Flash (shown on pg. 11) ➢ App is defective ➢ Android board is defective.	☐ SlideShow App steps Explorer > Select USB > Select Multi > highlight files > Editor > Select Copy > Home > NAND > MediaFolder > Images> Editor > Paste 　o Open SlideShow app and select desired trasitions, slide time and looping > Play ☐ MX Player steps > Follow same steps as SlideShow App > MediaFolder > Video > Editor > Paste. 　o Open MX Player and select video to play. 　o Loop video: While the video is playing, click on the video and there should be 3 dots in the top right corner. Click on the 3 dots > play > check desired Loop option ☐ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
● If Keypad doesn't work.	➢ Batteries need to be replaced ➢ Batteries incorrectly inserted	☐ Replace batteries ☐ Check if batteries are inserted correctly ☐ Need to replace the keypad locker
● If battery booster doesn't work	➢ Batteries need to be replaced	☐ Contact customer service representative
● Locker not charging	➢ Cable malfunction	☐ Contact customer service for replacement cable

Cleaning and Maintenance

1. Avoid strong vibration or impact on the product.
2. Keep the product dry to avoid possible damage by moisture.
3. Don't place the product under direct sunlight which may shorten the service life of the screen.
4. Clean screen and product by using a glass cleaner.
5. If the product will not be used for a long time, pull out the power cord to prevent the internal short circuit or other potential dangers.

Names and Contents of Toxic and Hazardous Substances or Elements in the Product

Part name	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr^{6+}	PBB	PBDE
Display		O	O	O	O	O
Shell	O	O	O	O	✕	✕
Circuit board assembly *		O	O	O	O	O
Wires	O	O	O	O	O	O
Metal parts	O	O	O	O	O	O
Packaging materials*	O	O	O	O	O	O
Remote control		O	O	O	O	O
Speaker		O	O	O	O	O
Accessories*	O	O	O	O	O	O

* : Circuit board assembly includes PCB and the electronic elements thereof;

Packaging materials include packaging box, styrofoam, etc.;

Other accessories include instruction manual.

O : the content of the toxic and hazardous substances or elements in the part is lower than the limit specified in GB/T 26572-2011 standard.

✕ : the content of the toxic and hazardous substances or elements in the part is higher than the limit specified in GB/T 26572-2011 standard.

The table shows that the machine contains harmful substances inside. The data is provided by material suppliers and verified by the company according to the material type. Some materials contain harmful substances that can't be replaced in present technology. We are dedicated to improving this.

The EFUP of the product is ten years. The pollution control label is shown on the right. ⑩

The EFUP is valid only when the user operates in the normal conditions specified in the manual herein.

Waste Electrical and Electronic Products Recycling and Disposal Regulations

To protect the earth, if you do not need this product or its service life expires, please abide by your local *Waste Electrical and Electronic Products Recycling and Disposal Regulations* or send it to qualified local manufacture for recycling.

This Manual is for reference only and is subject to change without prior notice.

Visit www.displays2go.com for the latest product information and manual updates.

FCC WARNING

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.