38-Inch Outdoor dvLED Sidewalk Sign-2.5mm Pixel Pitch

USER MANUAL

SKU: DF038NHB25   *V1.0*

Thank you for purchasing this product from Displays2go.

It's our mission to help you connect with the world and build your brand with products that are personalized to your needs.

Your product has been manufactured with great care using only the finest quality materials and expert workmanship. Our Quality Assurance team inspects all electronics during assembly process to assure reliable operation. This product comes with a 12-month warranty. Scan the QR code to visit the product page and learn more about your warranty.

Need assistance? We are available for expert advice and all of your customer service needs.

Chat Us
DISPLAYS2GO.COM

Email Us
INFO@ DISPLAYS2GO.COM

Call Us
1-844-221-3388

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BEFORE USE

Safety Warnings and Precautions

Thank you for purchasing the high-performance digital signage from Displays2go. We have considered the factors to ensure personal safety in product design and have tested rigorously at the factory. However, improper installation and use may result in electric shock and fire.

In order to safely use, maximize performance of the unit and extend the life of the product, please read and follow all instructions carefully before using the product. Keep the instructions for future reference.

We strongly recommend using a surge protector or a power strip with internal circuit breaker to prevent damages to the digital signage.

⚠	**Warning:** May cause personal injury or death
🚫	The operation is prohibited
⚠	**Caution:** May cause damage or property loss

CAUTION / PRUDENCE
RISK OF ELECTRIC SHOCK DO NOT OPEN
RISQUE DE CHOC ÉLECTRIQUE NE PAS OUVRIR

If any of the following occurs:

• Power outage or instable voltage.

• Abnormal sound or smell from the unit.

• AC power cord is damaged.

• Digital Signage is damaged due to drop, knock or impact.

• Any liquid or foreign matters fall into the enclosure.

Turn off the Digital Signage immediately, pull out the plug from the power outlet, and ask the authorized personnel for maintenance quickly.

If coal gas or other flammable gas leaks, do not pull out the plug of the LCD digital signage or other electrical appliances; instead, turn off the gas valve immediately, and open the doors and windows quickly.

⚠ WARNING

- Cut off the power supply before connecting or disconnecting any cables.

- Do not place the Digital Signage on any instable positions, or else it may be damaged or cause fire.

- Do not place the Digital Signage in the positions such as:

    - The environment subject to direct strong sunlight, moisture, extreme temperature or too much dust,

    - The environment with flammable or explosive materials,

    - The environment with flammable or corrosive gases,

- Do not use damaged or inappropriate power outlets, and ensure that the plugs and outlets contact properly.

- Do not let dust or metal deposits adhere to the plugs and outlets.

- Do not damage the power cords:

- Do not modify the power cords,

- Do not place heavy objects on the power cords,

    - Keep the power cords away from heat source,

    - Do not pull the cord to remove the plug.

    - Do not connect too many plugs to one outlet in parallel, or else it may cause fire due to excessive power consumption.

- Do not approach the Digital Signage with open flame (e.g. a lighted candle), or else it may cause electric shock or fire.

- Do not put any sharp objects, metal or liquid into the vents or let them touch the signal terminals to avoid short circuit, product damage, and electric shock.

- The openings in the enclosure are designed for ventilation and cooling, to ensure long time reliable running of components inside the enclosure and prevent overheating. Do not block the openings when place the unit.

Do not touch the plugs with wet fingers, or else it will cause electric shock.

Do not use the Digital Signage in stormy weather, especially when there is lightning, instead, please disconnect the power and antenna plugs to avoid lightning strike.

Do not disassemble the Digital Signage without permission, or else it may cause electric shock or fire. Please ask qualified technician for repair.

⚠ CAUTION

- Do not let children climb onto the Digital Signage.

- Keep the small parts away from children to prevent them from swallowing.

- If the Digital Signage won't be used for a long time, please turn it off and pull out the power plug.

- To adjust the position of the Digital Signage, please disconnect all power cords and move slowly to avoid tip over.

- Do not scratch or knock the LCD with hard object, or twist and squeeze the LCD.

- Do not turn on the unit immediately when it is moved from a place with low temperature to high temperature, or else it will cause condensation and malfunction.

- Before cleaning the Digital Signage, please pull out the power plug, wipe with soft cloth, do not use industrial chemicals, prevent foreign matters from entering the machine. Improper cleaning (such as cleaning solution, water) may damage the product, erase the printed information, and even cause damage of the components if fluid flows in, resulting in machine failure.

- If the unit displays the same screen for a long time or the moving picture has fixed text or icon, it will leave ghosting on the screen and won't disappear when the unit is turned off, it is normal and isn't covered by the warranty.

- The power of the Digital Signage can be cut off by pulling out the plug.

- If the LCD screen ruptures and the liquid splashes on the skin, please rinse for 15 minutes with clean water immediately, and consult your doctor.

- To carry the Digital Signage with hands, please grab and hold the edges, do not apply pressure on the panel.

- Use the Digital Signage properly: Use in proper lighting conditions, insufficient lighting or long time watching will impair your eyesight.

- Unplug device to disconnect from power.

- Insert the plug into the outlet properly, or else it may cause sparks and fire.

The technical specifications printed herein and on the packaging are subject to change without prior notice. The Manual may be slightly different from actual operation, and the latter is applicable.

Packing List

Name	Quantity
LED Digital Sidewalk Sign	1
Key	2
User Manual	1

If you have any questions regarding our products, please visit us at www.displays2go.com or contact Displays2go customer service at 844-221-3388.

Parts Description
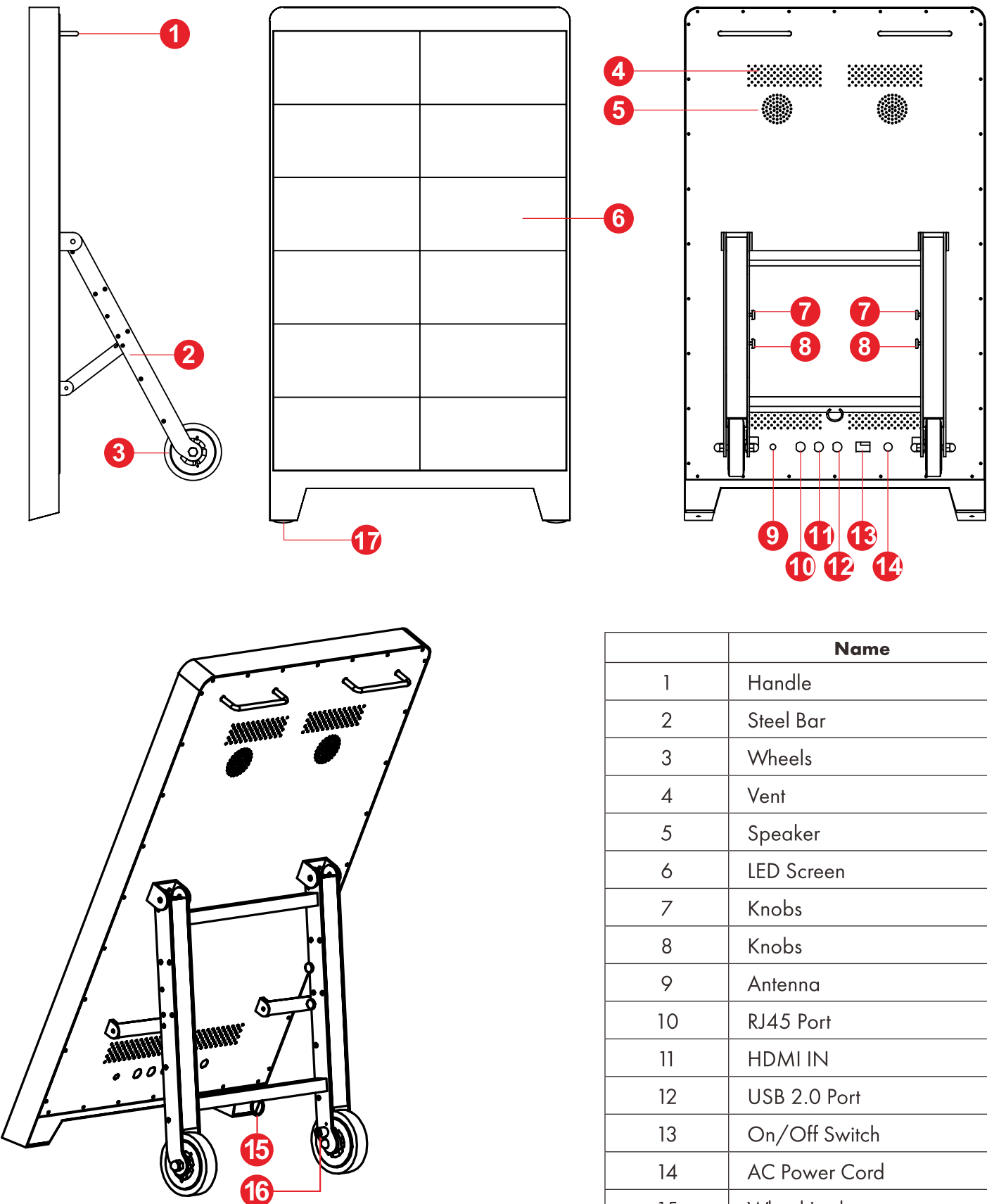
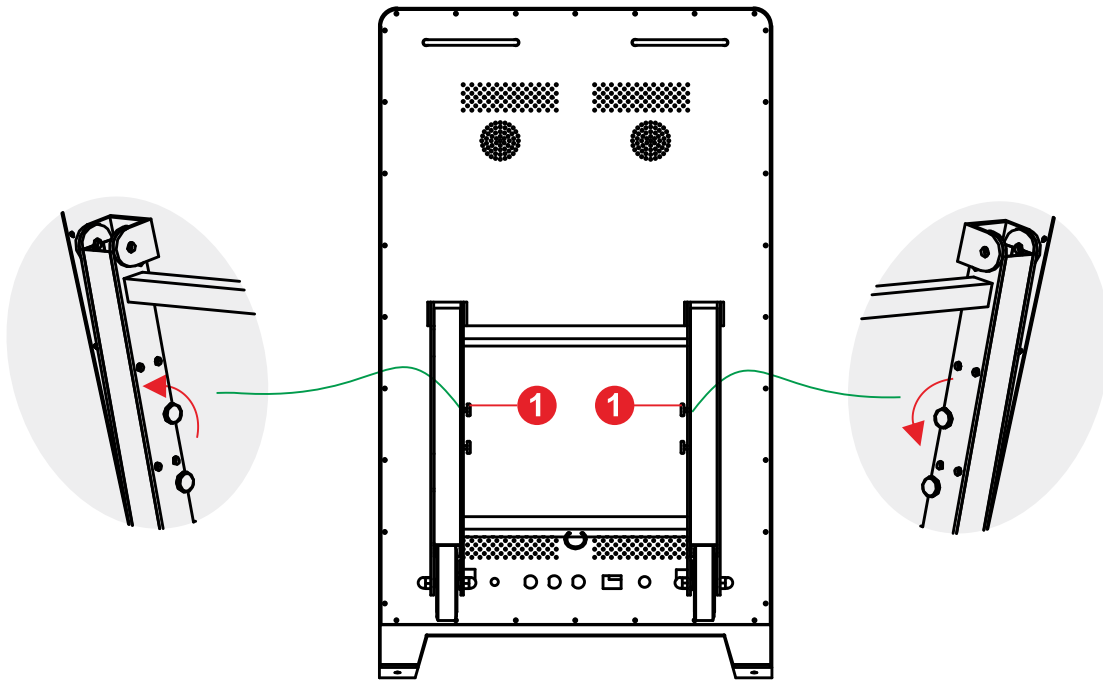|		Name
1		Handle
2		Steel Bar
3		Wheels
4		Vent
5		Speaker
6		LED Screen
7		Knobs
8		Knobs
9		Antenna
10		RJ45 Port
11		HDMI IN
12		USB 2.0 Port
13		On/Off Switch
14		AC Power Cord
15		Wheel Lock
16		Leg

Assembly

⚠ **NOTE:** Two people required for safe assembly and transportation of product.

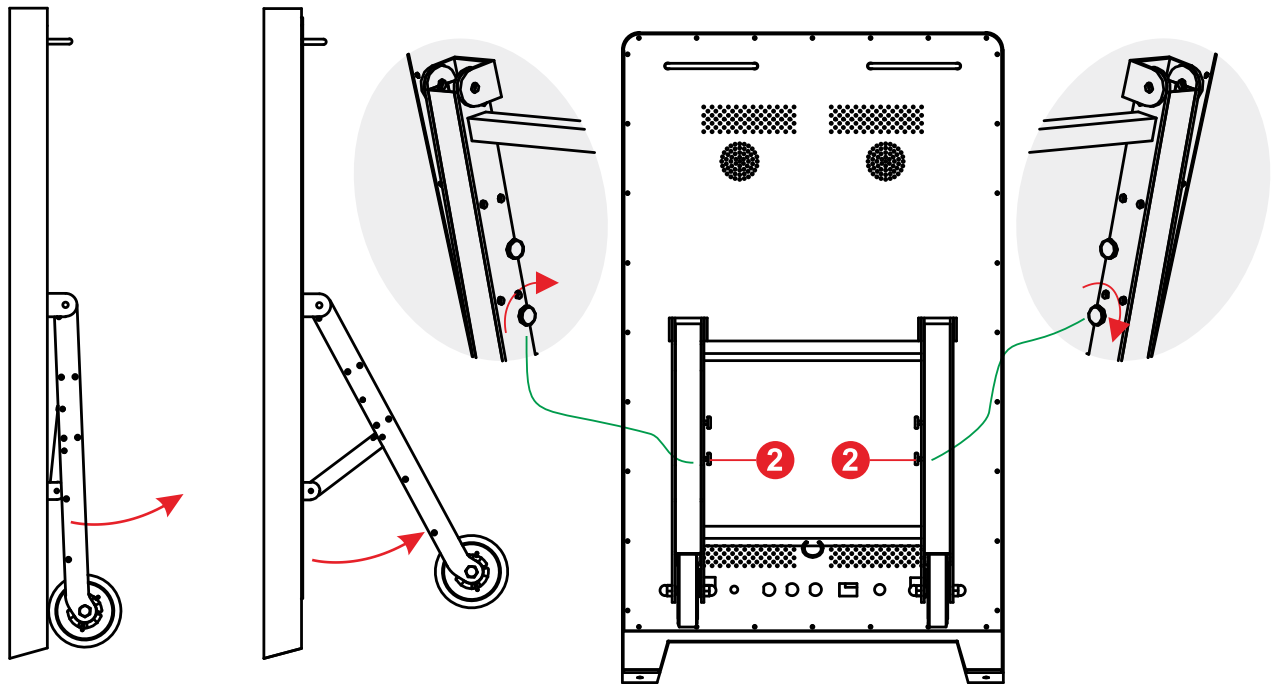## UNFOLD AND SECURE REAR STAND

To unfold the rear stand, first loosen the two knobs on the upper inside of the stand, turning in the direction indicated by the arrows above.
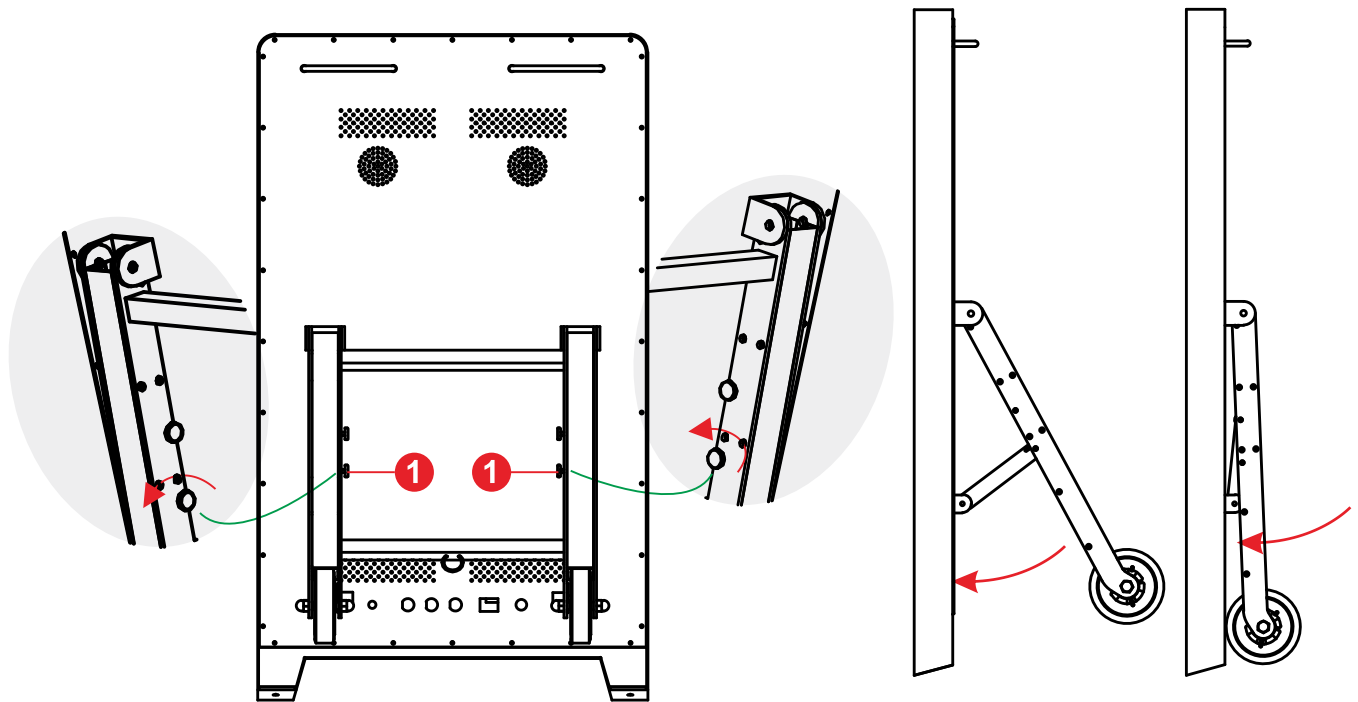

Open the stand so that the unit is in a supported position. Tighten the two knobs on the lower inside of the stand by turning them in the direction indicated by the arrows above until the unit is secure.

FOLD AND SECURE REAR STAND

To fold the stand, loosen the two knobs on the lower inside of the stand, turning in the direction indicated by the arrows above. Press to collapse the wheels flat against the base.

Tighten the two knobs on the upper inside of the stand by turning them in the direction indicated by the arrows above until secure.

OPERATION

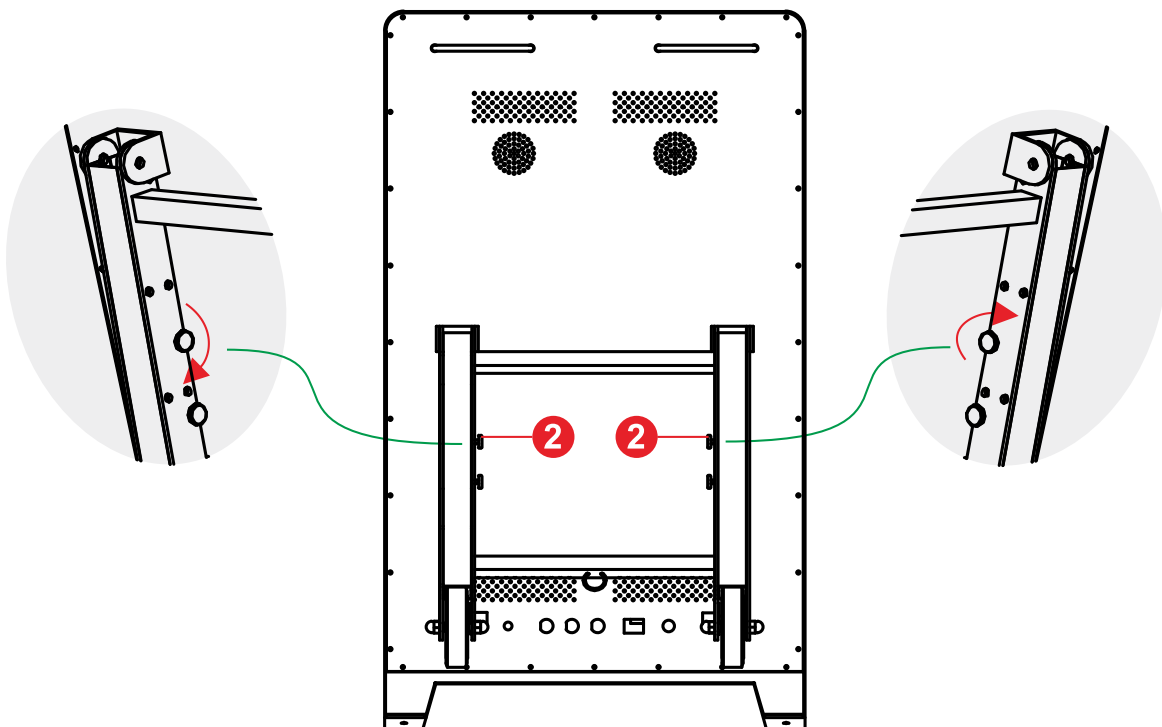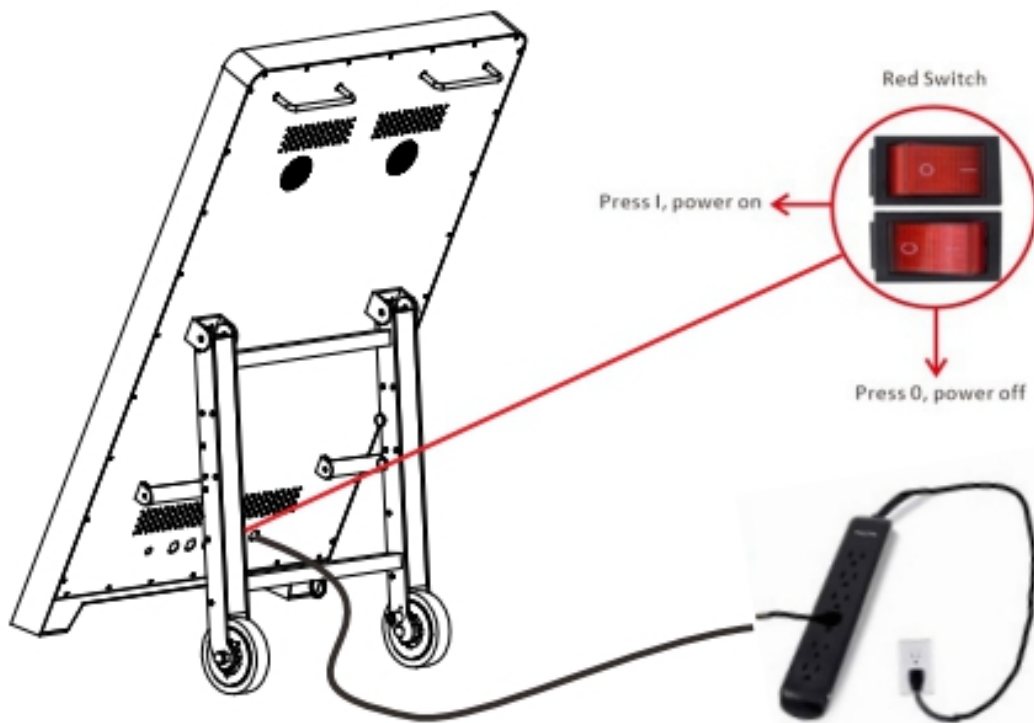## Power On/Off

<u>Power on</u> by inserting the power cord into unit and connecting to outlet. Turn screen on with I/O switch. After a brief pause, the LED screen lights up and the IP address is active. To display content, you must first load a playlist (see next page).

IP Address

The IP address of the unit is active after the unit is powered on. The Wi-Fi ID is 'AP' followed by your product ID number. See the information sticker on the bottom edge of the pedestal for your product ID and Wi-Fi details.

WiFi ID: **AP-xxxxxxxx**

Password: **SN2008@+**

Display Media with ViPlex Express

To display content, you first need to create and publish a content playlist, known as a 'solution' in Viplex Express software. ViPlex Express is a program for creating, editing, and displaying content on your LED unit.

! **NOTE**: The ViPlex software appearance may vary from the screenshots included in this manual. <u>Refer to the official ViPlex user manual on the product page for the most up-to-date visuals and instructions.</u>

DOWNLOAD VIPLEX EXPRESS

INSTALL VIPLEX EXPRESS FROM USB

1. Insert the included USB into your PC and download ViPlex Express software.

2. Once installed, the software shortcut appears on your desktop. Click to open the software.
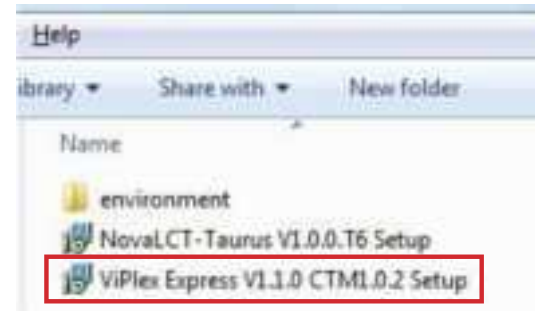
DOWNLOAD VIPLEX EXPRESS ONLINE

If your USB is not readily available, you can also download the software on its official website: www.novastar.tech/downloads

Click the Nova Cloud tab, then, scroll to ViPlex Express. Download and install either the ViPlex Express x32 or x64 software. You may also download the Studio Mode User Manual here or on the Displays2go product page for more details on how to operate the software.

! **NOTE**: Most modern computers are compatible with x64 software. Check your PC device specifications to determine your processor's compatibility with either the x32 or x64 software.

Installed. Please refer to the Studio Mode and
Async Mode user manuals on the product page as the mode selected will effect the available actions and user interface.

Studio Mode	Async Mode
Synchronously Play Content from a Connected Computer	Play Content from a Multimedia Player, Connected USB, or Wireless Playback.

LOG INTO VIPLEX EXPRESS

1. Open ViPlex Express application after powering the LED signage on. The IP addresses of all units appear listed in the Screen Management tab. Choose an available unit from the list, then click **Connect**.

2. Enter the username and password then click OK.

   Initial Username: **admin**

   Initial Password: **SN2008@+**
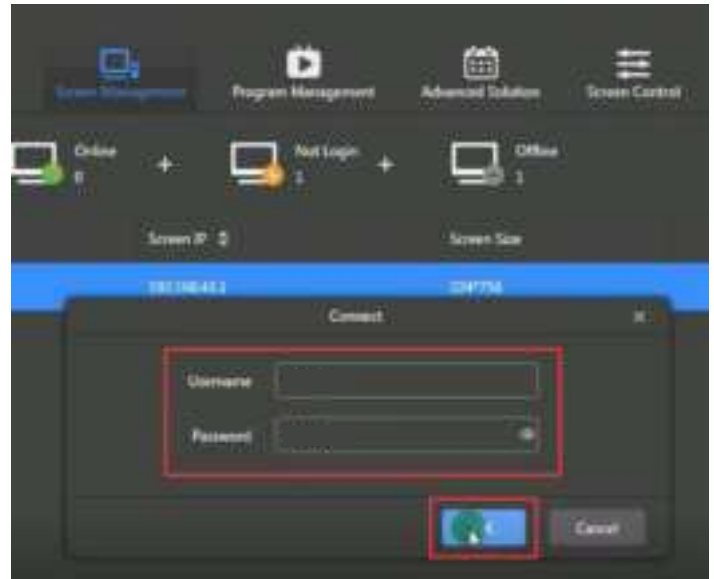
CREATE NEW SOLUTION

1. In the Solutions tab, click **New** in the top left corner, then click **Regular Screen**.

2. Name the playlist and select the unit from the terminal list: **AP-xxxxxxxx**

3. Click OK. The Solution Information dialog box appears.

4. Enter the dimensions for the solution and then click OK.

   Width: **256**

   Height: **384**

You can also set a resolution by clicking Specify Terminal and the resolution will be the same as the resolution of the terminal you select.
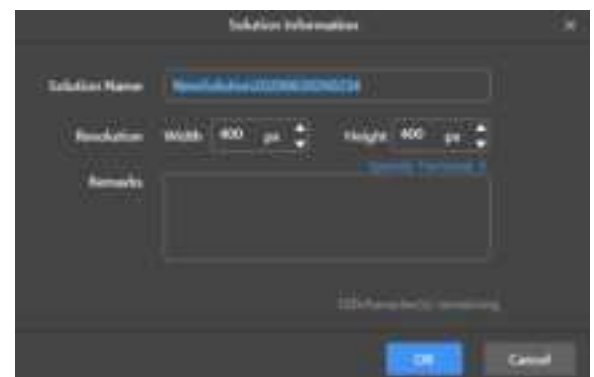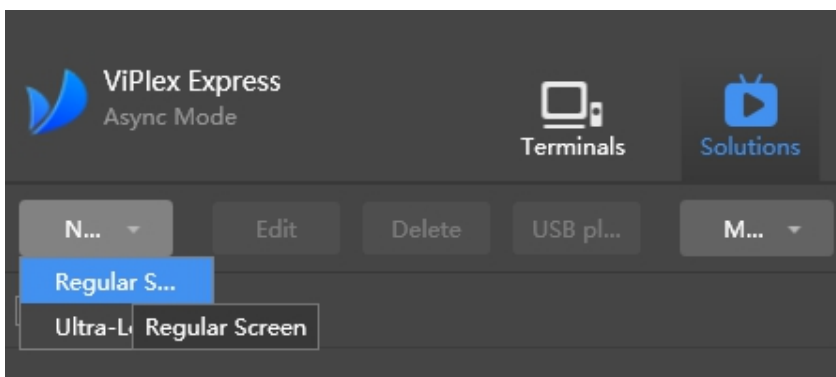
After clicking OK, the Solution Editing page opens. From here, you can add content, edit settings, and personalize the solution with widgets and customizations. With the page selected, add content from the **+** drop down menu in the **Window** menu in the sidebar, or use the tools in the ribbon, shown on the next page.

|	
1	Save the solution, save a new copy of the solution, or edit solution settings.
2	Customizing a page by adding media, text, widgets, and more. Click the insert images or video coding the media. NOTE: Image resolution must match solution resolution.
3	**Publish** the solution, view the solution in Preview mode, or view the scheduled playback of the solution.
4	Add, copy, delete, or reorder the **pages** in the solution. Use the down arrow next to Add to create or utilize page templates.
5	**Page view.** Edit and customize the individual page. Arrange content using the alignment tools in the ribbon.
6	**Widget Properties**: Widgets are the media added to a page. The properties of different types of media vary. Click a widget to select it before editing its properties. **Page Properties**: Set the name, play count, validity range, and playback schedule of a page. • **Play Count**: Set the number of times to play a page continuously. • **Validity Range**: After this option is selected, the Start Date and End Date parameters are displayed. Expired pages will be skipped during solution playback. • **Schedule**: Allows you to specify the timeslots to play a page and select the days to repeat the playback. If the timeslots of different pages overlap, the pages will be played in order from top to bottom. • **Apply Schedule**: Allows you to apply the schedule of the current page to other pages. You can select multiple pages and apply a schedule to them at the same time.

PUBLISH SOLUTION

Publish your solution by clicking the green Publish icon. Once published, playlists can be shared to the unit via USB or network connection.
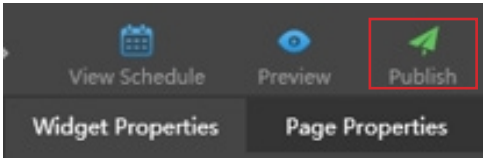
Connect via PC	Connect via Phone
IP Address, Ethernet, or USB	ViPlex Handy mobile app
Create, edit, and publish playlists	Display playlists only

PUBLISH VIA NETWORK CONNECTION

After clicking Publish, the Program Management tab opens.

Select the unit from Terminal Name list. Click Refresh if unit does not appear listed right away. Then click Publish

Connect to the unit's network to play solution (see next page for more).

PUBLISH VIA USB

Insert USB in your PC. In the Program Management tab, select the solution, then click Export to USB to open the USB Playback window. USB Publishing has 2 options: Copy and Play, and Plug and Play.

- Copy and Play to copy the playlist to the unit. The playlist will loop play with or without USB in. You must select this option

- Plug and Play to play; remove USB to stop.

2. In Path, select your USB in the file browser pop up window. Click OK

3. In terminal password, enter the unit password. NOTE: the default password is SN2008@+

4. Click OK to finish publishing to USB.
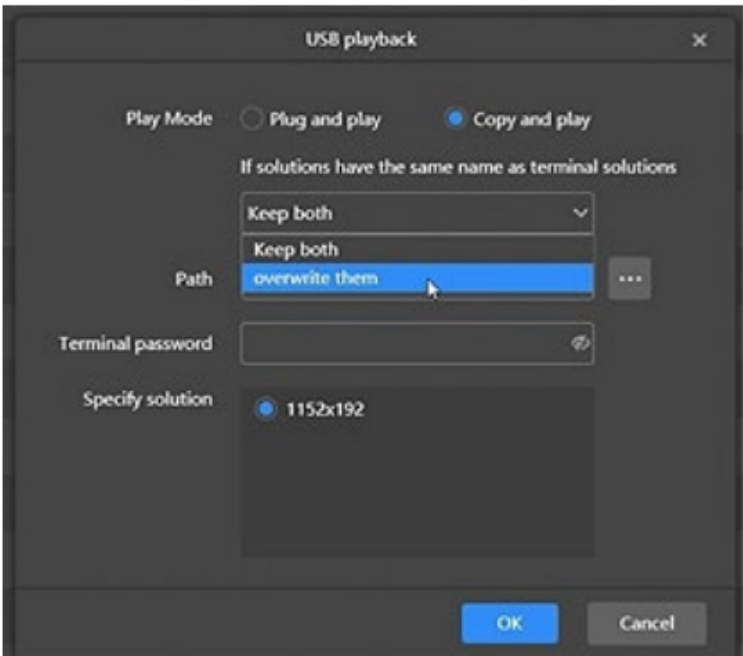
Unit Connection Methods

CONNECT WIRELESSLY

1. Open Wi-Fi settings on your PC and find the unit IP address. The unit's IP address is "AP-" followed by the product ID number, which can be found on the Wi-Fi information sticker.

2. Enter the default network password: **SN2008@+**

AP-1235478
SN2008@+

CONNECT VIA ETHERNET

Insert Ethernet cable into Ethernet (RJ45) port of unit, then connect Ethernet to PC.

CONNECT VIA USB

Publish solution to USB in ViPlex Express (see previous page for instructions). Then, insert USB into USB port of unit. The solution plays automatically.

CONNECT VIA MOBILE PHONE

The ViPlexHandy mobile app allows you to display solutions you've created in ViPlex Express. To download the app to your mobile phone, scan the QR code below or search ViPlexHandy in your app store. Or, download from the official website: https://www.novastar.tech/downloads

ViPlex Handy

ViPlexHandy

1. _Disconnect PC and other devices before connecting on mobile app._

2. Open your phone's Wi-Fi settings on the phone and connect to the unit's IP address. The unit's IP address is "AP-" followed by the product ID number, which can be found on the Wi-Fi information sticker.

3. Enter the default network password: **SN2008@+**

REFERENCE

Technical Specifications

PANEL	LED Size	38"
	Light Source	SMD LED (Masked)
	Aspect Ratio	3:2
	Resolution	384mm(H) x 256mm (W)
	Brightness	4500nits
	Contrast	5000: 1
	Response	15ms
	Pixel Pitch	2.5mm
	Refresh Rate	3840Hz
	Viewing Angle	160°
	Color Saturation	8 bit
	Viewable Area	37.8"Hx25.2"W
	Chromaticness	RGB
POWER SUPPLY	Voltage	90-132V, 60Hz
	Power Consumption	≤560W
ENVIRONMENT	Operating Temperature	14°F ~ 113°F (-10~X0°C)
	Storage Temperature	-4°F ~ 140°F (-X~60°C)
	Operating Humidity	20~80% RH Non-condensing
	Storage Humidity	10~60% RH Non-condensing
	Maximum Operating Time	24 hours /7 day
FUNCTIONS	Operating System	NovaStar
	Processor	Nova Star T2
	RAM	1GB
	ROM	32GB
	Decoding Resolution	1080P
	Touch Support	No touch
	Supported Video Files	VOB, TS, AVI, MKV, MP4, MOV, 3GP, FLV, DAT, MPG
	Supported Image Files	WEBP, BMP, JPG, JPEG, PNG, GIF
	Supported Audio Files	MP3
	Speakers	2x 8W
	IP Rating	IP 55
	Bluetooth	N/A
	Wi-Fi Frequency	2.4Ghz

I/O **INTERFACES**	Wi-Fi	External x1
	Ethernet (RJ45)	RJ45 x1 with Outdoor Rated Covers/Caps
	HDMI IN	x1 with Outdoor Rated Covers/Caps
	VGA	N/A
	Headset	N/A
	USB	2.0x1 with Outdoor Rated Covers/Caps
	TF	N/A
	SIM	N/A
STRUCTURE	Net Weight	88 lbs
	Gross Weight	121 lbs
	Unit Dimensions	25.9"W x 44.3"Hx 7.48"D
	Package Dimensions	50.6"Lx31.9"Wx12.1"H
	Shell Material	Steel/Aluminum
	Shell Color	Black
LANGUAGE	OSD	English

Cleaning and Maintenance

- Avoid strong vibration or impact on the product.

- Clean screen and product by using a glass cleaner.

- If the product will not be used for a long time, unplug the power cord to prevent the internal short circuit or other potential dangers.

Troubleshooting Guide

(!) NOTE: Do not attempt to replace or repair circuitry yourself. Contact customer service to schedule a professional maintenance appointment.

Entire Screen Is Blank	PROBABLE CAUSE
	• Abnormal electrical power supply of display • Display power not turned on • No video source is switched (synchronous or asynchronous) • Fault on controller or switching power
	SOLUTION
	• Check Ethernet cable is functioning. • Check power supply and confirm device is powered on. • If problem persists, replace power supply cable. • If problem persists, replace controller.

Blank LED Module	PROBABLE CAUSE
	• Poor module connection • Faulty module
	SOLUTION
	Contact customer service to schedule a professional maintenance appointment.

Screen is Mostly Blank	PROBABLE CAUSE
	• Poor connection of board power cable • Board input or output signal faulty
	SOLUTION
	Contact customer service to schedule a professional maintenance appointment.

Screen is Half Blank	PROBABLE CAUSE
	• Faulty power cable connection between switching power supply and module • Faulty switching power supply • Cat5 cable loose between receiving card or faulty Cat5 cable • Faulty receiving card or no power to receiving card
	SOLUTION
	Contact customer service to schedule a professional maintenance appointment.

Color Missing on Module	PROBABLE CAUSE
	• Faulty module • Signal cable fault
	SOLUTION
	Contact customer service to schedule a professional maintenance appointment.

Disordered or Repeating Images	PROBABLE CAUSE
	• Setting error
	SOLUTION
	• Reload display configuration files.

If all the potential solutions have been tested for a particular issue and problems have not been resolved, contact a customer service representative for guidance.

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

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.

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.

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
Speakers		O	O	O	O	O
Accessories*	O	O	O	O	O	O

*: Packaging materials include packaging box, styrofoam, etc.;

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

*: Other accessories include instruction manual.

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

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 manufacturer for recycling.

FCC Compliance Notice

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

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

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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20cm) between the radiator and your body.