

USER MANUAL

55" Ultra-Narrow Bezel Display

Warning! Important Safety Instructions



Please take a moment to carefully read and understand the following safety instructions before using your video wall screen:

Ventilation:

The slots and openings on the back or bottom of the screen is designed to provide necessary ventilation. To ensure the reliable operation of the device and prevent overheating, it is crucial that these slots and openings are never blocked or covered.

Avoid placing the screen in confined spaces like bookcases or built-in cabinets, unless proper ventilation is available.

Keep the screen away from radiators and heat registers

Water and Moisture:

Do not place vessels (such as vases) containing water on the screen, as this can result in fire or electric shock.

Avoid exposing the screen to rain or placing it near water sources like bathtubs, washbowls, kitchen sinks, laundry tubs, wet basements, or swimming pools. In case of accidental exposure to water, immediately unplug the device and contact an authorized dealer.

Electrical Safety:

Avoid overloading wall outlets, extension cords, or adapters beyond their capacity, as this can lead to fire or electric shock.

Ensure that power-supply cords are positioned in a way that prevents them from being walked on or pinched. Pay attention to cords at the plug end, wall outlets, and where they exit the device.

During lightning storms or when leaving the screen unused for extended periods, unplug it from the wall outlet and disconnect the antenna or cable system to prevent damage from lightning or power line surges.

Never touch the inside of the screen, as it may result in electric shock. Only qualified technicians should open the device.

Always firmly plug in the power cord and pull the plug, not the cord itself, when disconnecting from the wall outlet. Avoid touching the power cord with wet hands.

If the screen does not operate normally, emits unusual sounds or smells, immediately unplug it and contact an authorized dealer or service center.

Do not operate within 2 minutes after power off since instantons discharge is present.

Installation Considerations:

For information on installing the screen in environments with heavy dust, extreme temperatures, high humidity, or chemical substances, please contact customer service. Failure to do so may cause serious damage to the screen.

Use only properly grounded plugs and wall outlets to ensure safety and prevent electric shock or equipment damage (Class I Equipment only).

When turning off the screen completely, disconnect it from the wall outlet. Ensure easy access to the wall outlet and power plug for quick unplugging if needed.

Do not knock, crush, and scratch the LCD screen.

Handle with care and hold the handle whilst moving the LCD screen to avoid falling or impact.

Avoid dropping or striking the product. In case of damage, disconnect the power cord and contact customer service.

Cleaning and Maintenance:

Before cleaning, unplug the power cord from the wall outlet. Use a soft, dry cloth to wipe the product. Do not use chemicals like wax, benzene, alcohol, thinners, insecticides, air fresheners, lubricants, or detergents, as they can damage the panel's appearance or erase printing on the product.

Prevent exposure of the screen to dripping or splashing liquids.

Keep the display away from heat sources and place it in a stable, well-ventilated location.

Handle the product with care, as it contains glass.

The holes or openings on the display are designed for ventilation. Do not cover or block them with any objects.

Remove any protective covering from the screen before using the display.

Power supply must be shut off before cleaning. Use a soft, lint-free cloth for screen wiping. If needed, you may use a glass cleaner, but avoid spraying it directly onto the display surface. Refer to Section 7.10 for more details.

Do not attempt to repair the product yourself, as improper disassembly may void the warranty and pose potential dangers.

If you encounter a problem that cannot be resolved using the provided troubleshooting guidelines, please contact your supplier.

Attention:

For displays intended for installation in windows, it is crucial to mount the panel surface a minimum of 100mm away from the inside of the window. However, we strongly recommend maintaining a distance of 200mm to ensure adequate air circulation between the display and the window. Failure to comply with these guidelines may result in failure, which will be considered user damage.

Table of Contents

1. Introduction.....	4
1.1 Safety Precautions:	4
1.2 Box Contents:.....	8
2. Remote Control.....	9
2.1 Handset.....	9
2.2 Menu Operation	10
2.3 Inputs.....	14
3. Matrix Logic	15
3.1 Matrix Logic illustration	15
4. Configuring the built Matrix Video wall:.....	17
5. F.A.Qs and Troubleshooting Guide.....	18
5.1 How should I maintain and clean my screen?	19
6. Other Information	21
Decreasing power consumption	21
Disposal	21
Warnings.....	21

1. Introduction

We congratulate you on your recent purchase of our product. To ensure a satisfactory user experience, we kindly request that you carefully read and follow all instructions provided in the manual before using the product for the first time.

It is important to note that the product should not be exposed to liquids in the form of dripping or splashing. Additionally, please refrain from placing any objects filled with liquids, such as vases, on the product.

For your convenience, various operations can be performed using the remote control.

Attention:

Avoid changing any default settings unless it is necessary to do so.

During both installation and use, please keep the product at a safe distance from water sources.

By adhering to these guidelines, you can ensure the optimal performance and longevity of your product. If you have any further questions, please refer to the manual or contact our customer support team for assistance.

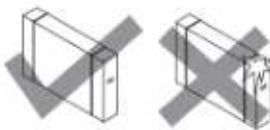
1.1 Safety Precautions:



Precautions in Handling, Installing, and Maintaining a Digital Information Display (DID)

Unpacking Precautions

- Before unpacking, check whether there is any damage to the outer packaging box. If there is any damage, please contact the manufacturer.
- After the carton is unpacked, two workers shall cooperate to take out the polystyrene (or PE foam) parallelly.
- Grip the handle with one hand and press the packaging bag with the other hand, and then take the DID out slowly in the upward direction.



Notes for Handling

- Check if the packing carton is broken, remove the packing carton and the packing bag; two persons are required to handle it, with one hand holding the handle of the back cover, the other hand holding the bottom of the splicing screen.

-  The packing bag shall be removed before moving the splicing screen.
-  Do not grasp the glass panel or four edges of the DID.



- Always maintain the DID at the same height during handling, and lift or place it vertically and gently. Do not remove the protective tapes on the four edges of the DID.

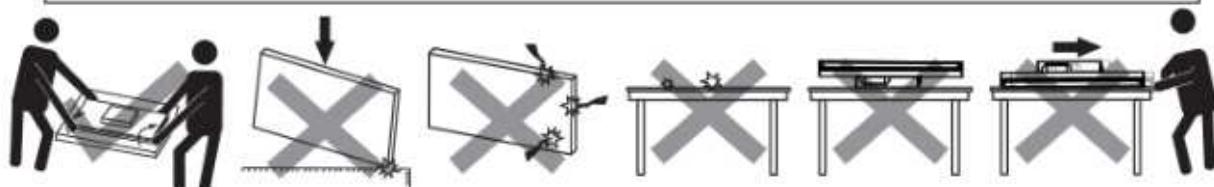
-  Do not keep the screen flat when moving it.



Installation Precautions

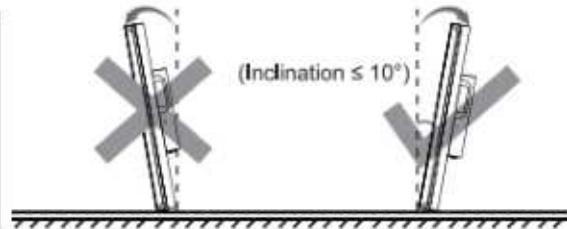
- Turn over the splicing screen, and place it onto a flat workbench cushioned with buffer foam, with its glass panel facing down. Before placing the DID, be sure to check and clear any foreign objects on the buffer foam to prevent scratches on the glass panel or prevent any hard objects from pressing or cracking the glass panel.

-  It is prohibited to leave the splicing screen outside the original package without protective measures as it may drop and cause damage.
-  The glass panel should not face upward, otherwise, the black gum may fall off from the front frame and cause light leak.
-  It is prohibited to drag the splicing screen on the foam, as it may distort the front frame.



- Do not let the DID tilt to prevent breaks or deformation of the front frame. If the DID needs to be placed in a tilted manner in particular cases, please tilt it towards the back cover. (Inclination $\leq 10^\circ$)

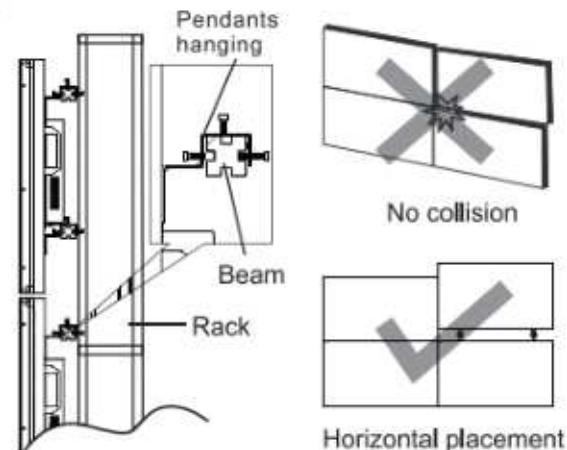
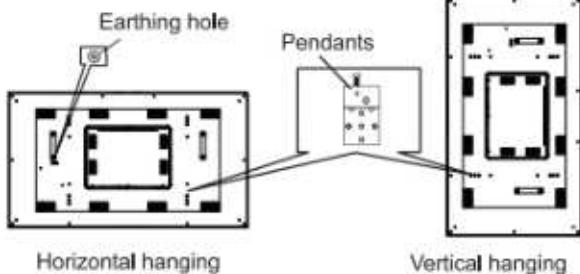
- ⚠** Incline toward the glass face is prohibited so as to prevent glass damage and front frame distortion.
- ⚠** While lifting up or lowering down the splicing screen, it is prohibited to support it on the glass edge.



- Attach pendants onto the holes at the back of the splicing screen.

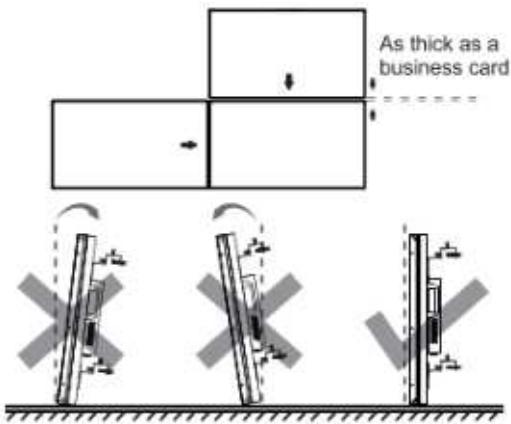
- ⚠** Avoid overload on the back of the splicing screen.

- Install the splicing screen with pendants onto the fixed rack; parallel placement is required to avoid collision. For some models, the four edges of the DID have protective tapes, which need to be removed during installation. (The mounting rack adopts high-strength materials to prevent deformation.)



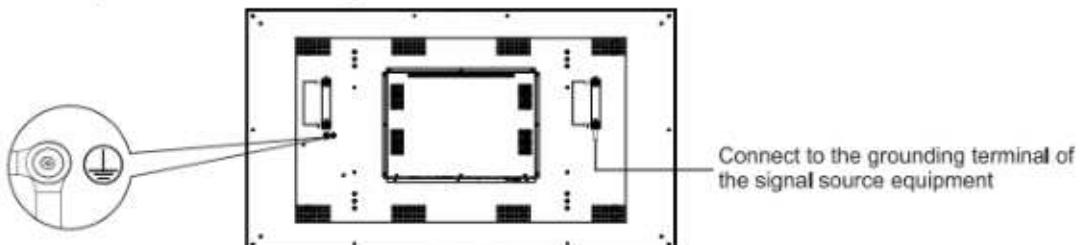
Safety Precautions

- When adjusting the location of the splicing screens, keep a clearance to allow a business card to pass. Smaller clearance may damage the glass screen or cause abnormal display.



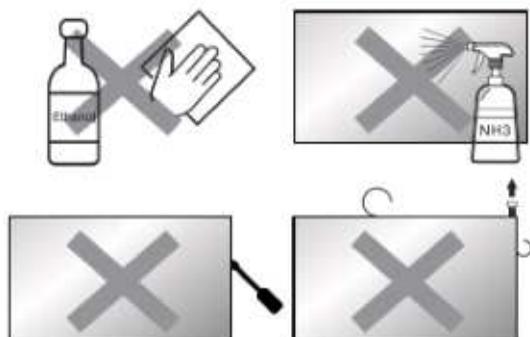
- The splicing screen must be installed upright, otherwise, it may get squeezed and cause light leak.

-
- Once the splicing wall is installed, connect the earthing holes in series with an earth wire, and connect them to ground, so as to prevent damage to the splicing screen due to static electricity or abnormal voltage.



Maintenance Precautions

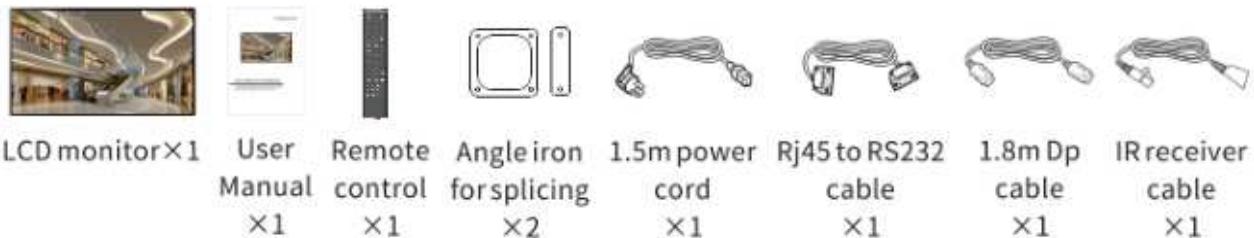
- Do not use volatile substances such as sprays, solvents and diluent on the case. Do not use alcohol, solvent, or liquid containing ammonia to clean the screen.
- The operating environment must be dustproof. Do not remove the screws, stickers, and adhesive tapes on the edge of or inside the DID.
- To prevent ghosting, the following operating conditions are recommended:
 - Periodically change the display contents from static images to dynamic images.
 - Periodically adjust the background colour and image (character) colour.
 - Prevent adopting a combination of high-contrast colours and contents for the background and characters.



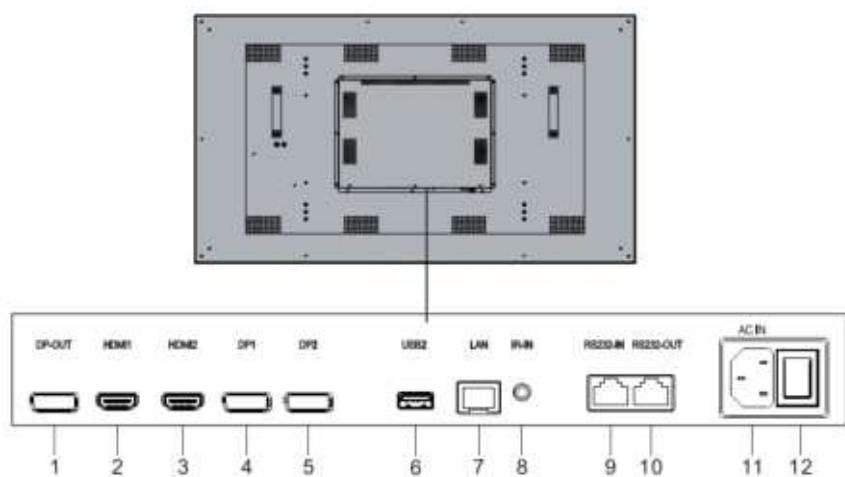
Example



1.2 Box Contents:



IMPORTANT: Please retain your screen's packaging for the duration of your warranty.



Signal port	Description	Signal port	Description
1	DP-OUT port	7	LAN port
2	HDMI1 input port	8	IR-IN port
3	HDMI2 input port	9	RS232-IN port
4	DP1 input port	10	RS232-OUT port
5	DP2 input port	11	Power port
6	USB2.0 port	12	ON/OFF switch

2. Remote Control

2.1 Handset

	Key	Function
	POWER	Power off(Switch to standby)
SOURCE	Open/close the source list	
①	Power on	
NUMERIC KEYS	Input digits	
FREEZE	No function	
IDSET	Set address	
HDMI1/HDMI1 DVI/DP/VGA	Quickly switch to the designated source	
OPS	No function	
CURSOR KEYS	Select up, down, left and right directions	
OK	Confirm the current operation	
VOL +	volume up	
VOL -	volume down	
MENU	Show/hide the main menu	
EXIT	Exit the current operation	
SPLICE	One-key full screen display	
DIVIDE	One-key single screen display	
S.MODE	Voice mode switch key	
P.MODE	Quickly switch the image mode	
INFO	View current signal information	
ASPECT	Switch the aspect ratio of screen	
PLAY (▶)	No function	
PAUSE (⏸)		
STOP (⏹)		
ROTATE (⟳)		
PREV (◀)		
NEXT (▶)		
REV (◀)		
FWD (▶)		

2.2 Menu Operation

The Menu consists of the following options: Picture, Color, OSD Setting, Setup and Video wall. To access the menus, press the "MENU" button. Use the left and right arrow buttons (\longleftrightarrow) to navigate and select the desired menu. To choose a specific item, use the up and down arrow buttons ($\uparrow\downarrow$). Once your selection is made, press the "PLAY" button to confirm. At any point, you can press the "MENU" button to go back or exit the menu.

Picture:

Within this menu, you have the option to select the desired picture mode for display. You can access this menu directly by pressing the "menu" button and scrolling down to change your preferred picture mode. To confirm your selection, press the "OK" button.



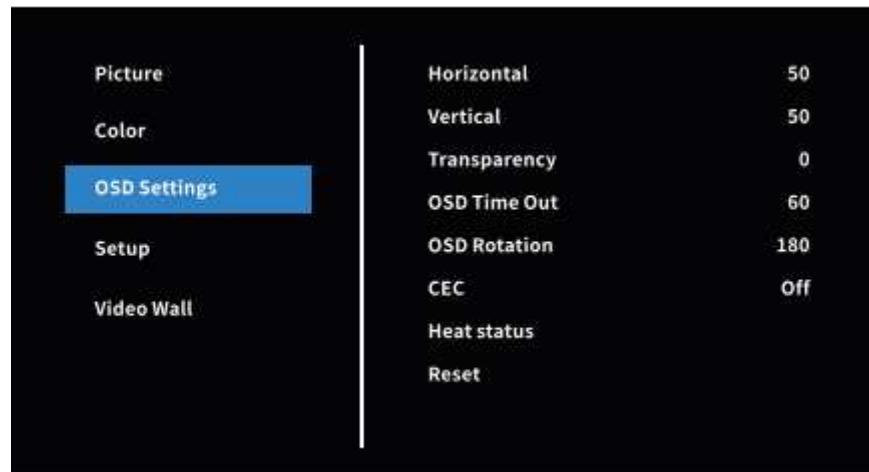
Color

Within this menu, you have the ability to adjust various settings related to the color. You can modify parameters such as color temperature, red, green and blue.



OSD Settings:

Within this menu, you have the option to adjust all the OSD settings for your monitor. This includes settings such as Horizontal, Vertical, Transparency, OSD Time out, OSD Rotation, HDMI CEC, Heat Status and to reset back to default settings; Reset.



OSD Setting	Horizontal	0~100
	Vertical	0~100
	Transparency	0~4
	OSD Time Out	0~60
	OSD Rotation	Off/Degree 90/Degree 180/Degree 270
	CEC	Off/On
	Heat status	
	Reset	No/Yes

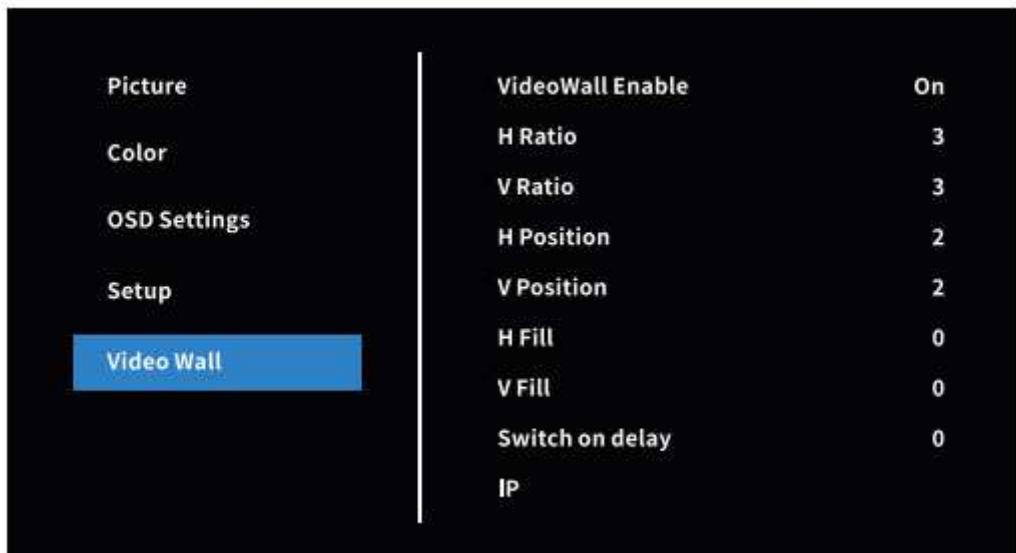
Setup:

In this menu, you can access and adjust various settings related to your monitor. This includes options such as language selection and auto standby settings.

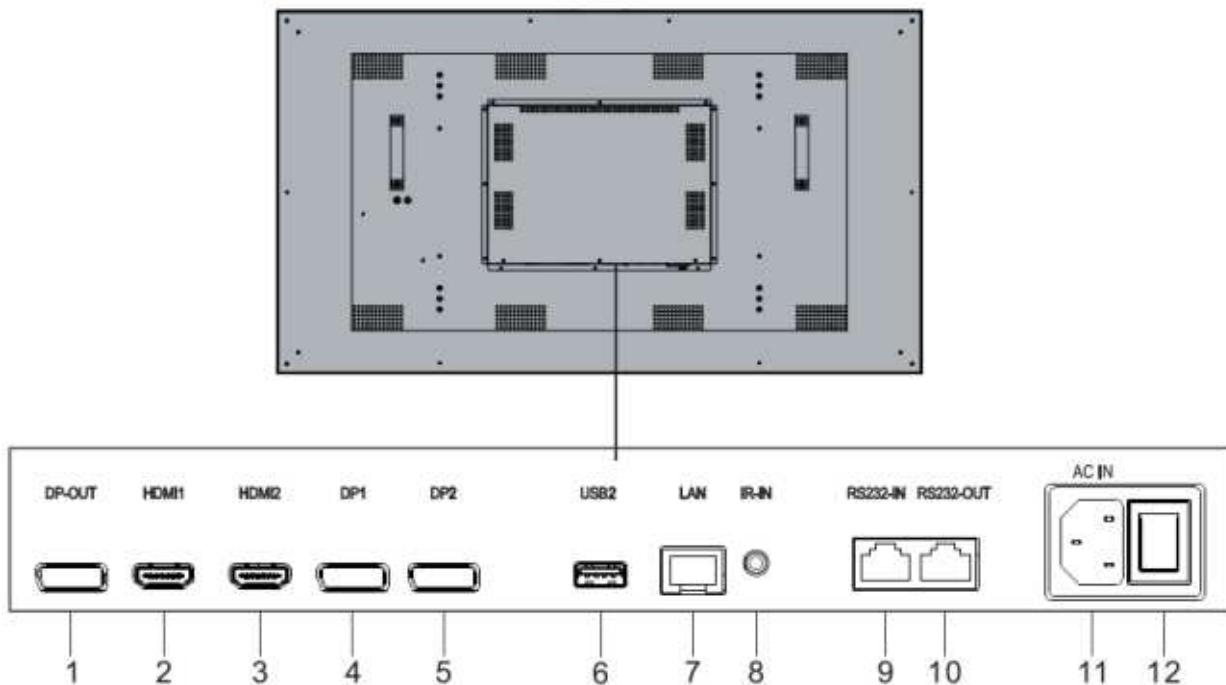


Video Wall:

In this menu, you can access and adjust various settings relating to the video wall setup. This includes options such enabling the video wall, H and V positioning and ratio.



2.3 Inputs



Signal port	Description	Signal port	Description
1	DP-OUT port	7	LAN port
2	HDMI1 input port	8	IR-IN port
3	HDMI2 input port	9	RS232-IN port
4	DP1 input port	10	RS232-OUT port
5	DP2 input port	11	Power port
6	USB2.0 port	12	ON/OFF switch

3. Matrix Logic

3.1 Matrix Logic illustration

The monitor features a convenient built-in matrix function that enables a complete video wall setup. This allows you to configure each display according to its position in the layout.

Video Wall Settings:

- H Ratio: Total number of columns (horizontal screens)
- V Ratio: Total number of rows (vertical screens)
- H Position: The column number of the individual screen in the matrix (from left to right)
- V Position: The row number of the individual screen in the matrix (from top to bottom)
- H Fill: Adjusts the horizontal bezel compensation to align the image smoothly across adjacent displays.
- V Fill: Adjusts the vertical bezel compensation to align the image vertically between displays.

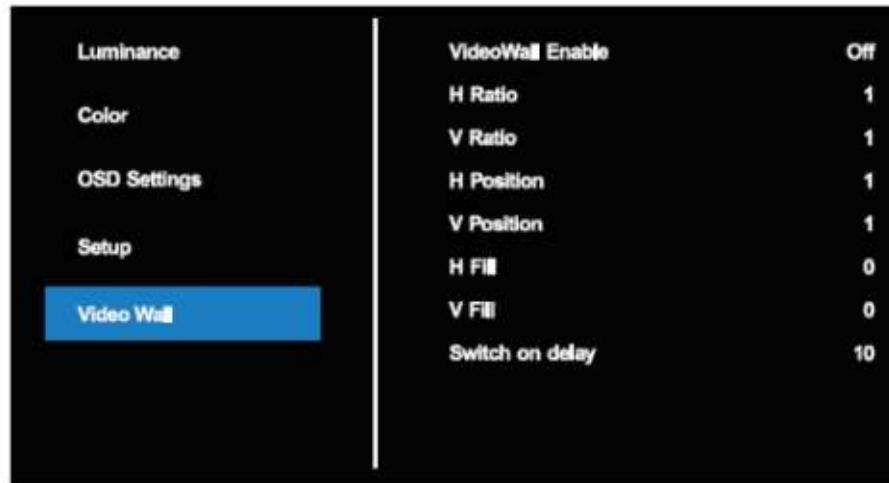
Matrix Illustration: Below is an example of a 3x3 video wall matrix layout. Each screen must be configured using its H and V Position values:

(1.1) (2.1) (3.1) (1.2) (2.2) (3.2) (1.3) (2.3) (3.3)

Index:

- H Position: Horizontal position within the matrix
- V Position: Vertical position within the matrix

Video wall Settings:



Matrix illustration:

Please see an example of a matrix when configuring the V and H positions and ratio:

(1.1)	(2.1)	(3.1)
(1.2)	(2.2)	(3.2)
(1.3)	(2.3)	(3.3)

Index:

- H Position: Horizontal
- V Position: Vertical

4. Configuring the built Matrix Video wall:

To set up your video wall using the built-in matrix function, follow the steps below. Use the "ID SET" function on the remote control to individually configure each screen without interference from other units:

Step 1

Press the "ID SET" button on the remote control. A 4-digit code will appear on each screen.



Step 2

Input the 4-digit code shown on the screen you want to control, then press "OK".

Step 3

Navigate to Menu > Setup > Video Wall settings. Enter the correct H Ratio and V Ratio for the total layout. Then set the H Position and V Position for the selected screen. For example, in a 2x2 setup:

- Screen 1 (top-left): H Ratio 2, V Ratio 2, H Position 1, V Position 1
- Screen 2 (top-right): H Ratio 2, V Ratio 2, H Position 2, V Position 1
- Screen 3 (bottom-left): H Ratio 2, V Ratio 2, H Position 1, V Position 2
- Screen 4 (bottom-right): H Ratio 2, V Ratio 2, H Position 2, V Position 2

(1.1)	(2.1)
(1.2)	(2.2)

Step 4

Once settings are applied, press "EXIT" on the remote to finish configuration for that screen.

Step 5

Repeat Steps 1-4 for each screen in the video wall.

Additional Notes:

- H Fill and V Fill can be adjusted to compensate for bezel thickness between displays, improving visual alignment.

5. F.A.Qs and Troubleshooting Guide

Problems	Possible causes	Solutions
The Power indicator does not come on	A. the monitor is not powered on	A. Check if the power cord is connected, and switch ON the monitor.
The Power indicator is on, but no image is displayed	A. The Video wire is detached or connected improperly B. No video signal input	A. Connect or replace the video wire, and ensure proper and correct connection; B. Check the signal source, and check if it is properly connected at the output end.
Image jerking or ripple	A. There exists an electric device that interferes with the video signals;	A. Turn off the electric device, or relocate the monitor.
Dim or extremely bright screen	A. Low or high brightness/contrast;	A. Check the brightness/contrast settings, or restore to default settings.
Color difference	A. Improper chromatic saturation; B. Improper RGB values or color temperature;	A. Check the chromatic saturation; B. Adjust the RGB values or reset the color temperature; C. Restore to default settings.
Image distortion	A. Improper aspect ratio;	A. Reset the aspect ratio.
No sound	A. the Audio wire is detached or connected improperly; B. It is mute;	A. Ensure proper connection at the input end; B. Reset the volume.



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5.1 How should I maintain and clean my screen?

When you begin to observe the presence of dust, fingerprints, or smears on your screen, it is advisable to perform a cleaning.

1. Unplug or turn off your screen before you begin. Turning your screen off is safer, and you can see more dirt and smudges when the screen is unplugged. Plus, this gives your screen a chance to cool down, which will help you clean it better.



2. Clean the body or panel of your screen with a microfibre cloth dampened with a small amount of screen cleaning product. Please do so in a circular motion to clean off any dust or debris.
3. Once the screen is clean, remove any moisture using a dry cloth.



Please note: Do not spray water or any other liquid directly onto the screen. Any liquid entering the screen may cause a failure, fire, or electric shock; Never use paper towels, tissues, or rags to clean your screen screen. These contain fibres that can leave scratches on your screen. Also, remember to avoid pressing down too hard. Pushing on the screen too hard and cause pixels to burn out.

6. Other Information

Decreasing power consumption

When you turn off the screen, it enters Standby mode, which still consumes a small amount of power. To minimize power consumption, it is recommended to unplug the power cord when the screen will not be used for an extended period.

Disposal

Correct Disposal of This Product (Waste Electrical & Electronic Equipment) (Applicable in countries with separate collection systems) This marking on the product, accessories or literature indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal



Warnings

Image retention, commonly known as screen burn-in, can occur on most types of LCD panels if the same image is displayed continuously. The most common causes of image retention are logos that remain stationary on the LCD panel. To reduce this risk, avoid displaying still images for long durations and lower the brightness settings to decrease the intensity of the picture. Extended viewing of art in aspect ratios that are different from the aspect ratio of the panel may cause image retention. Always try to avoid black borders at the top or bottom by using correct image/video resolution. This will help eliminate the black borders and fit the picture to the entire area of the screen.