# RS-232 Protocol Specification
(Touch Screen - 3188)
09.08.2018

RS-232 Control

You can control this monitor by using a personal computer with RS-232 terminal. RS-232 data is transmitted between devises through a DUB9 Cable.

RS-232 Data Flow (using by 9P RS-232 Cable)

You can control this monitor by using a personal computer with RS-232 terminal. RS-232 data is transmitted between devises through a DUB9 Cable.
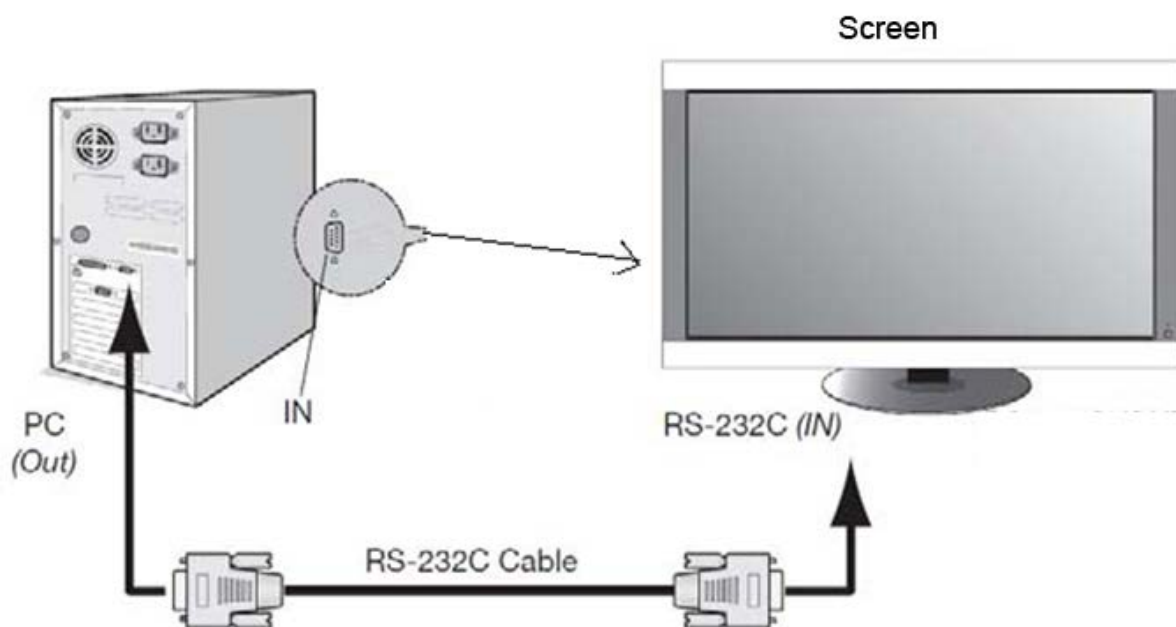
COM Port Settings

Protocol	RS-232
Baud Rate	115200bps
Data Bits	8 Bit
Parity Bit	None
Stop Bit	1 Bit
Flow Control	None
Communication Code	HEX

Control OSD Command Format

The code format needs to be HEX. The RS-232 code can be used to do everything you can do with our remote control unit.

Command	SOH	Message	Message	ID
POWER	89	76	01	01
SOURCE	89	75	01	01
MENU	89	73	01	01
UP	89	63	01	01
DOWN	89	83	01	01
LEFT	89	72	01	01
RIGHT	89	74	01	01
SELECT	89	96	01	01
EXIT	89	84	01	01
1	89	92	01	01
2	89	A2	01	01
3	89	B2	01	01
4	89	93	01	01
5	89	A3	01	01
6	89	B3	01	01
7	89	94	01	01
8	89	A4	01	01
9	89	B4	01	01
0	89	95	01	01
MUTE	89	C1	01	01
VOL+	89	C2	01	01
VOL-	89	C3	01	01

Note: Above code of 'POWER' is for changing the power status of the screen. Please use following code for dedicated control of Power on and off.

Power On	01 30 2A 30 41 30 43 02 43 32 30 33 44 36 30 30 30 31 03 18 0D
Power Off	01 30 2A 30 41 30 43 02 43 32 30 33 44 36 30 30 30 34 03 1D 0D

Direct Input Commands

HDMI	FF	06	41	82	44	11
VGA	FF	06	41	A2	44	11
OPS	FF	06	41	E2	44	11

Why Choose Our Commercial Display Solutions?

Lifetime Technical Support

From the moment you receive your product, throughout the duration of your warranty and even after your warranty has expired we are here to support you. If you require any assistance setting up or using your product, or have any problems at all, we can provide free technical support via telephone and email.
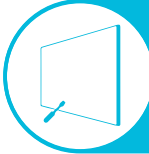
On-site Support and Maintenance*

If needed, we can provide an installation service for any of our products. We can also set up service-level agreements for larger projects that require maintenance contracts.

Extended Warranty*

All of our commercial display products come with a 3 year commercial warranty as standard but if you want to extend this you can upgrade this to cover a 5 year period at point of purchase.

Training

As well as providing free remote CMS training sessions and webinars we can also visit you to deliver bespoke training for our software and hardware*.

Advanced Replacements†

Should your display suffer from any kind of hardware failure during the warranty period we will send you an advanced replacement and arrange for your old display to be collected, free of charge. This ensures no downtime where you are without a screen.

Custom Product Testing & Configuration

If you need us to test third party software or a website, or configure your screen in a particular way before it is dispatched (e.g. in a particular orientation or network mode), we can do so to make your life easier.

3D Rendering

Want to know how a particular screen will look once installed? Send us a photo of the location and we will create a 3D rendering of any screen in situ to help you to visualise how amazing it will look.

Logistics Support

We hold more stock in our UK warehouse than any other manufacturer so we can help you meet tight deadlines. For last minute orders we can also offer special express or morning delivery options*. We also carry out UK based quality control checks on every display before it leaves our warehouse.

Project Support

If you need to loan a sample unit to test we'd be more than happy to arrange this. We can also provide a rental service for temporary projects*.

Customisation*

Your display can be customised to suit your requirements by adding your logo or printed graphics or even tailoring the colour of a display. We can also carry out hardware modifications to existing products or manufacture bespoke solutions for special projects.

Extras*

As well as being able to provide accessories and add-ons, such as extra remote controls, NUC PCs and video wall controllers, we can also supply custom made flight cases which are great if a display needs to be moved safely from place to place.

†UK mainland only
*These particular services may incur additional charges