

USER MANUAL

WPxxB Series

Model: PCAP Touch Monitor

Thank you for purchasing this product

To receive more complete service, please contact support: LCDsupport@live.com

Warning! Important Safety Instructions



Please take a moment to carefully read and understand the following safety instructions before using your digital poster:

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.

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.

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.

1. Performing the initial setup (Internal Media Player)

This section of the guide aims to facilitate the quick setup and usage of the unit. For comprehensive information on utilizing the unit, please refer to the main part of the User Guide. The monitor is equipped with a user-friendly built-in media player that operates directly from a USB stick. This feature enables you to showcase a sequence of images and videos in a continuous loop. To utilize the internal media player of the screen, kindly follow the steps outlined below:

1. Firstly, load your image and video files onto the root drive of your USB stick (without using any folders), arranging them in the desired order of display.
2. Insert the power cable into the screen and turn on the power from the mains. Note: Please allow approximately 5-20 seconds for the screen to complete its boot-up procedure.
3. Next, plug the USB stick into the USB port of the screen (refer to figure 1).



Figure 1 USB Port Location

4. Your media files will now be displayed in a continuous loop.
5. If the screen does not show the contents of the USB, press the "SOURCE" button on the remote control, navigate to "USB," and press "OK."

OPS	HDMI	USB
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2. Performing the initial setup (Connecting to the OPS)

This section of the guide aims to facilitate a quick setup and usage of the unit. For comprehensive information on how to use the unit, please refer to the main part of the User Guide.

Please follow the step-by-step instructions provided below:

1. Unpack the unit and place it in the desired location, along with the PC.
2. Insert the OPS (Open Pluggable Specification) into the OPS slot located on the side of the screen. (Refer to figure 2 below).



Figure 2 OPS PC Connection

3. Take the power lead from the accessories bag, insert it into the screen, and connect it to a mains outlet. Then, turn ON the screen using the "AC Switch" located next to the power input. NOTE: Please allow approximately 5-20 seconds for the screen to complete its boot-up procedure.
4. If the screen does not display the signal from the PC, press the "SOURCE" button on the remote control, navigate to "OPS PC," and press "OK."

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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.

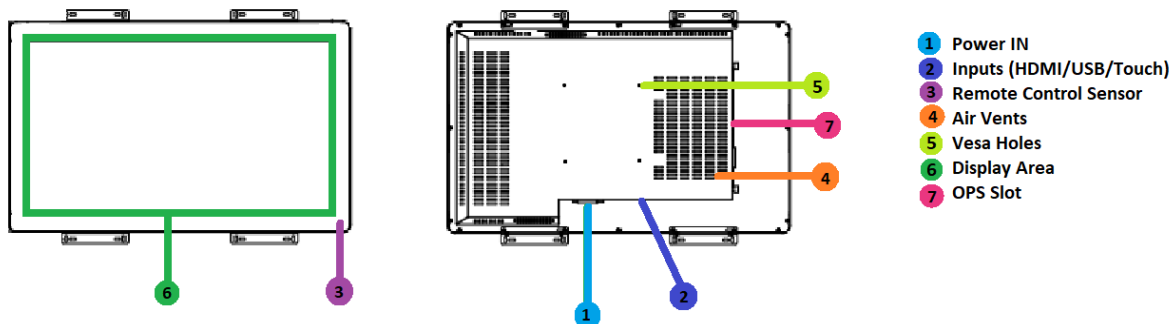
During both installation and use, please keep the product at a safe distance from water sources.

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.

2.1 Box Contents:

- 1x PCAP Touch screen monitor
- 1x Power Cable
- 1x Remote Control (including AAA batteries)
- 1x Open Frame Bracket Set

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



3. Remote Control

3.1 Handset



Button	Function
POWER/⏻	Power on or off
MENU	Display settings
SOURCE/↲	Input source
▲	Up (navigation)
◀	Left (navigation)
▶	Right (navigation)
▼	Down (navigation)
▶/	Play media
■	Stop media
◀◀	Previous
▶▶	Next
🔇	Mute Volume
🔊+	Raise volume
🔊-	Lower volume

3.2 Menu Operation

The Menu consists of the following options: Source, Picture, Sound, and Settings. To access the menus, press the "MENU" button. Use the left and right arrow buttons (←→) to navigate and select the desired menu. To choose a specific item, use the up and down arrow buttons (↑↓). 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.

Source:

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

OPS	HDMI	USB
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Picture:

Within this menu, you have the ability to adjust various settings related to the picture quality. You can modify parameters such as brightness, contrast, colour temperature, and backlight brightness. It's important to note that any changes you make can be easily reverted back to the default settings whenever necessary.

Picture Mode	<Standard>	or Mild/User/Auto/Dynamic	
	User	Contrast	50
		Brightness	50
		Colour	50
		Sharpness	50
		Tint	50
Aspect Ratio			
Color Temperature	<Medium>	or Warm/User/Cool	

Sound:

Within this menu, you have the option to adjust all the sound settings for your monitor. This includes settings such as sound mode EQ settings and the left/right balance. It's worth mentioning that any modifications you make can be easily reset back to the default settings whenever needed.

Sound Mode	<Standard>	or Music/Movie/Sports/User	
	User	Treble	50
		Bass	50
Volume	50	0-100	
Mute	Off	On	
Balance	<0>	-50(left) to +50(right)	
Surround Sound	<Off>	or Surround	

Settings:

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.

OSD	English	Or Chinese
OSD RESET	(Resets menu settings to default)	
No Signal Screen	On	Or off
Auto Standby	On	Or off
Signal Detection	On	Or off

3.3 Inputs

Power: This input is used for connecting the power cable to supply power to the monitor.

Touch: This option enables you to connect a USB cable for touch input to an external device, specifically for HDMI connectivity.

USB (DMP) - Universal Serial Bus (for internal media player): The USB port serves as a Universal Serial Bus connection for the internal media player functionality.

HDMI - High-Definition Multimedia Interface Signal Input: This input allows you to connect devices using the High-Definition Multimedia Interface (HDMI) for signal transmission.

OPS Slot: The OPS Slot is designed to accommodate an OPS PC, allowing you to insert it into the PCAP screen for integrated functionality.



Figure 4 Screen Inputs

4. Internal Media Player

4.1 Usage

The monitor features a convenient built-in media player that can directly run content from a USB stick. This functionality enables you to display a sequence of images and videos in a continuous loop.

To use this feature, follow these steps:

Load your image and video files onto the root drive of your USB stick, without creating any folders. Arrange the files in the desired order of display. For information on supported media formats, please refer to section 3.3.2 Supported Media Files.

Insert the USB stick into the USB port of the screen. You can locate the USB port by referring to Figure 6.



Figure 6 USB Port Location

Your media files will now display in a continuous loop.

5. Supported Media Formats

Media Type	Supported File Type	
Image	JPEG	Baseline
Video	MPG, AVI, MP4	MPEG-1, MPEG-2, MPEG-4, Xvid, DivX, H264

1. This unit does NOT support WMV or FLV video file types.
2. This unit does NOT support Sony ATRAC3, DTS or Dolby HD audio file types.

Note: Video and image files should be a maximum 1920x1080 resolution (16:9 aspect ratio).

6.F.A.Qs and Troubleshooting Guide

6.1 My Video Monitor is not displaying my OPS

OPS Insertion:

Please ensure that the OPS is correctly inserted into the OPS slot. If you encounter any issues, remove the OPS and then reinsert it back into the OPS slot.

Input Source:

It's possible that your monitor is currently displaying content from a different input source. To resolve this, first ensure that your screen is connected to the OPS (or other video source) using the appropriate input. Then, press the "SOURCE" button and navigate to the input source that corresponds to the one you are using. Confirm your selection by pressing the "PLAY" button.

OPS	HDMI	USB
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Display/Monitor Button on PC Keyboard:

If you are receiving the video signal from a PC, your PC keyboard may have a display/monitor button, especially if you are using a laptop. If the content from your PC is not being displayed on the video monitor, try pressing this button before contacting your supplier.

6.2 My display goes into standby mode

If your Video Monitor is powered on but not connected to a PC via a visual signal (e.g., VGA, HDMI, etc.), it will automatically enter standby mode within a few minutes. This is a protective measure to ensure proper video signal connection. Additionally, it is important to confirm that the Video Monitor is accessing the correct input.

To address this, please follow these steps:

1. Press the "SOURCE" button on the monitor.
2. Navigate to the input source that corresponds to the one you are using.
3. Confirm your selection by pressing the "PLAY" button.

OPS	HDMI	USB
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By ensuring the correct input source is selected and maintaining a proper video signal connection, you can prevent the Video Monitor from entering standby mode and ensure a smooth viewing experience.

6.3 What are my monitor's refresh rates?

If you are using a video card to connect your PC to the monitor, please note that certain video cards with a pixel clock exceeding 162MHz may not display the image correctly. However, in most cases, your monitor will automatically adjust the factory pre-set timing signal to ensure proper display of the image.

Resolution	Scanning frequency	
	Horizontal	Vertical
680 x 480	31.5 kHz	60 Hz
800 x 600	37.9 kHz	60 Hz
1024 x 768	48.4 kHz	60 Hz
1280 x 768	48 kHz	60 Hz
1360 x 768	48 kHz	60 Hz
1280 x 1024	64 kHz	60 Hz
1600 x 1200	75 kHz	60 Hz
1920 x 1080	67.5 kHz	60 Hz

IMPORTANT: For Macintosh PowerBook users, please ensure that the "Mirroring" setting is turned off on your PowerBook. Refer to your Macintosh owner's manual for further information regarding your computer's video output requirements and any specific identification or configuration needed for your monitor's image and display.

6.4 My monitor's image is unstable, unfocused or swimming

Firstly, verify that the video signal cable is securely connected to both the monitor and the PC. Next, check the compatibility and recommended signal timings of your monitor and display card.

If you are experiencing blurred text, try reformatting the video mode to "non-interlaced" and utilize a refresh rate of 60Hz. This adjustment can help improve text clarity.

6.5 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. 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.

7. 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.