

TLxxN2 TLxxS2

LCD Video Wall Displays

USER MANUAL



Read the manual carefully and ensure you have fully understood its contents before operating this device for the first time.

English

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.

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1. Introduction

Thank you for choosing our product.

We're delighted to have you as a customer and hope you enjoy your experience. To ensure optimal performance and safety, please take a moment to read through this manual carefully before using the product for the first time.

Important Safety Information:

- Do not expose the product to any form of liquid, such as dripping or splashing.
- Avoid placing containers filled with liquid (e.g. vases) on or near the product.
- Keep the product at a safe distance from water sources during installation and use.
- Please refrain from changing the default settings unless necessary.

Many functions can be conveniently accessed via the included remote control.

By following these guidelines, you'll help ensure the best performance and a longer lifespan for your product. If you need further assistance, please refer to the manual or contact our customer support team.

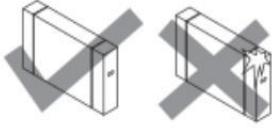
1.1 Safety Precautions:



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.

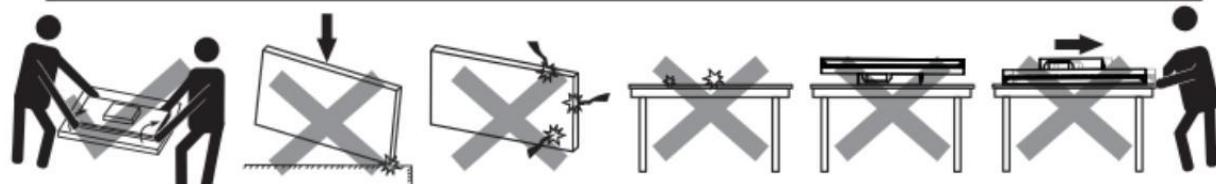
- ⚠ Do not keep the screen flat when moving it.



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.

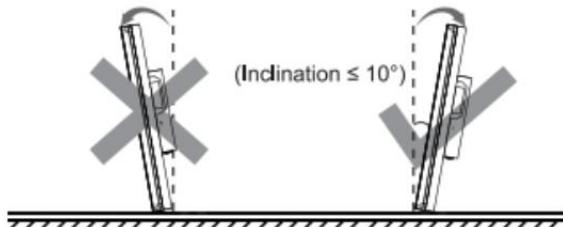
- ⚠ It is prohibited to leave the splicing screen outside the original package without protective measures as it may drop and cause damage.
- ⚠ The glass panel should not face upward, otherwise, the black gum may fall off from the front frame and cause light leak.
- ⚠ It is prohibited to drag the splicing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

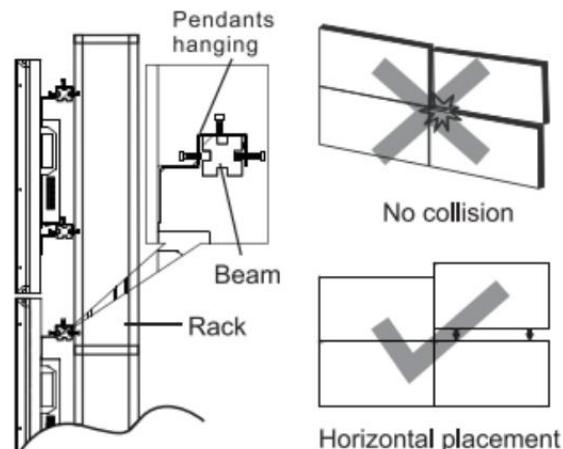
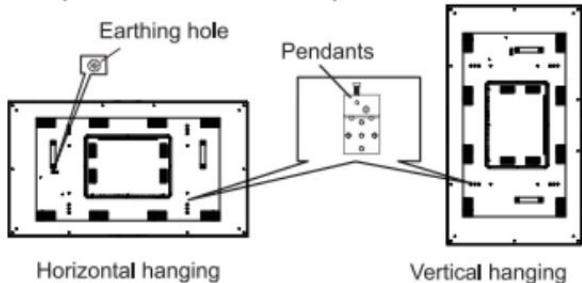
⚠ While lifting up or lowering down the splicing screen, it is prohibited to support it on the glass edge.



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

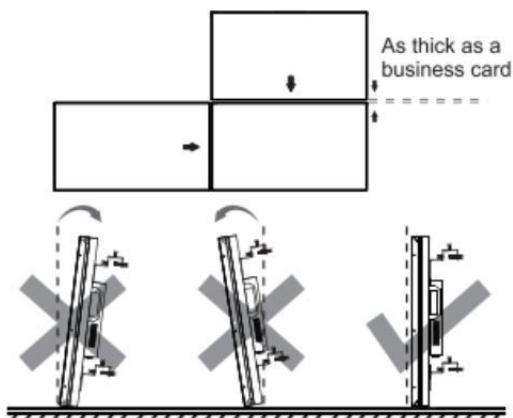
⚠ Avoid overload on the back of the splicing screen.

- 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.)



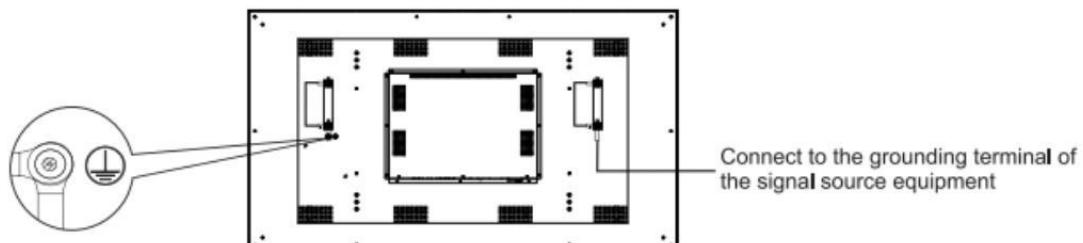
Safety Precautions

- 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.



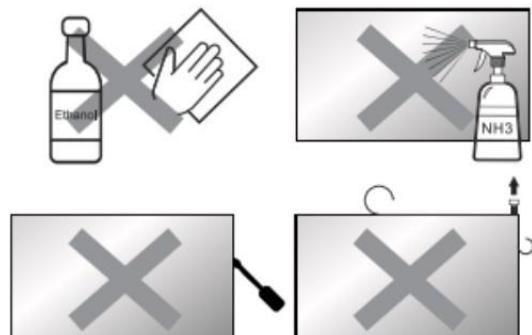
- The splicing screen must be installed upright, otherwise, it may get squeezed and cause light leak.

- 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.

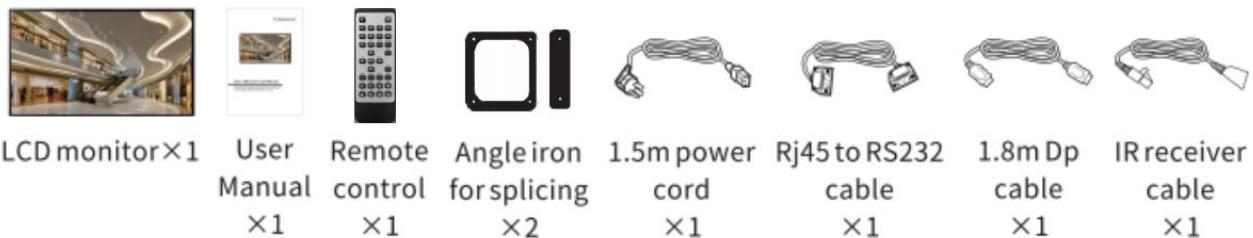


Maintenance Precautions

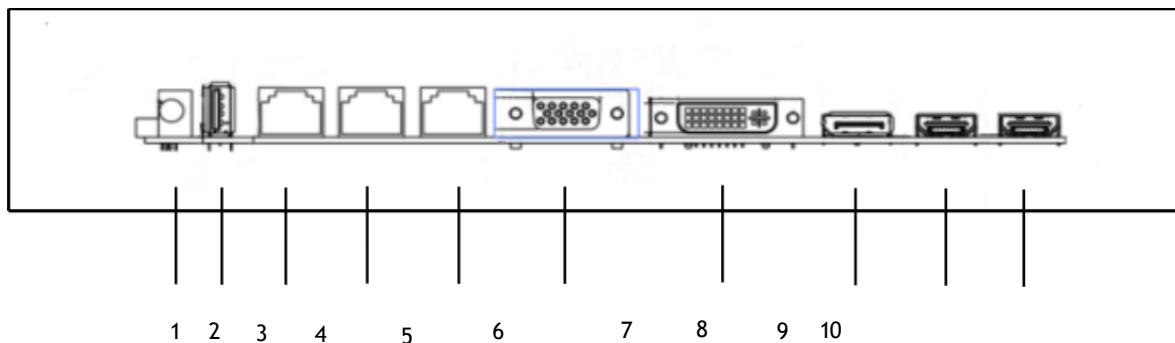
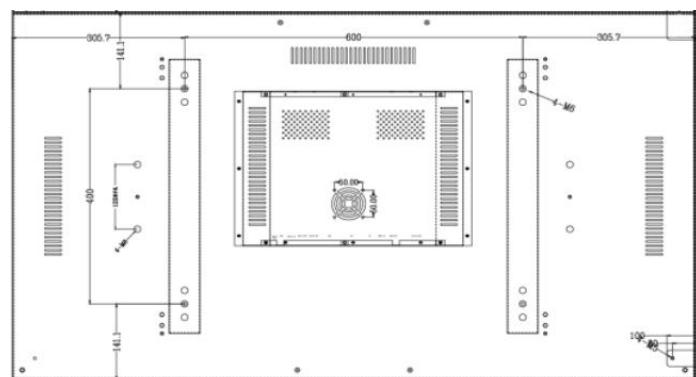
- Do not use volatile substances such as sprays, solvents and diluent on the case. Do not use alcohol, solvent, or liquid containing ammonia to clean the screen.
- The operating environment must be dustproof. Do not remove the screws, stickers, and adhesive tapes on the edge of or inside the DID.
- To 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.



1.2 Box Contents:



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



Signal port	Description	Signal port	Description
1	Audio output port	6	VGA-IN port
2	USB port (For upgrade only)	7	DVI-IN port

3	RS232-IN port	8	DP-IN port
4	RS232-OUT port	9	HDMI input port
5	RS232-OUT port	10	HDMI output port

2. Remote Control

2.1 Handset

	Power off(Switch to standby)	
	Power on	
NUMERIC KEYS	Input digits	
SOURCE	Open/close the source list	
AUTO	Automatic position adjustment (Effective for VGA/RG signals)	
MENU	Show/hide the main menu	
ENTER	Confirm the current operation	
ARROW KEYS	Select up, down, left and right directions	
EXIT	Exit the current operation	
VIDEO/VGA DVI/HDMI	Quickly switch to the designated source	
Mute	Mute	
PLAY	No function	
PAUSE		
STOP		
REV		
FWD		
PREV		
NEXT		

2.2 Menu Operation

Menu Navigation

The menu includes the following options: Picture, Color, OSD Setting, Setup, and Video Wall.

To access the menu, press the "MENU" button on the remote.

- Use the **left** (←) and **right** (→) arrow buttons to navigate between menu categories.
- Use the **up** (↑) and **down** (↓) arrow buttons to scroll through items within a menu.
- Press the "PLAY" or "OK" button to confirm your selection.
- Press the "MENU" button again at any time to go back or exit the menu.

Picture Settings

In the Picture menu, you can choose your preferred picture mode.

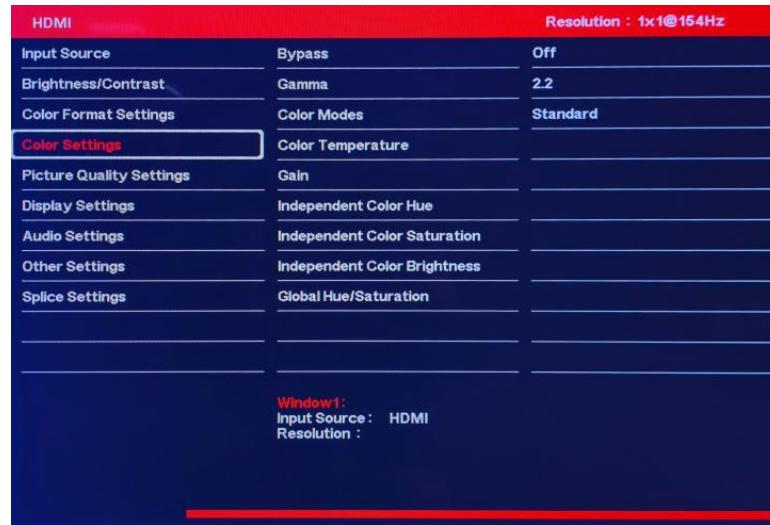
To adjust:

1. Press the "MENU" button.
2. Navigate to the Picture menu using the arrow keys.
3. Scroll down to select a picture mode that suits your needs.
4. Press "OK" to confirm your selection.



Colour

Within this menu, you can adjust various settings related to colour. Parameters such as colour temperature, red, green, and blue levels can be modified to suit your preferences.



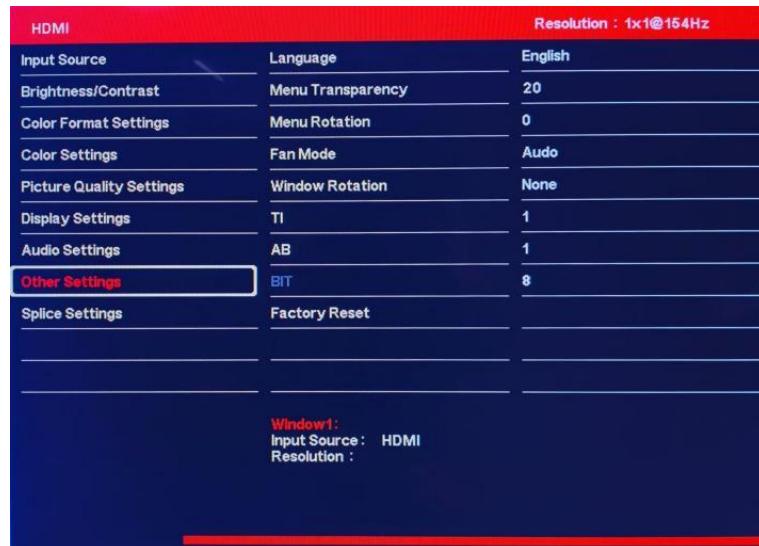
OSD Settings

Within this menu, you can adjust all On-Screen Display (OSD) settings for your monitor. This includes options such as horizontal and vertical position, transparency, OSD timeout, OSD rotation, HDMI CEC, heat status, and the ability to reset all settings to their default values using the reset option.



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.

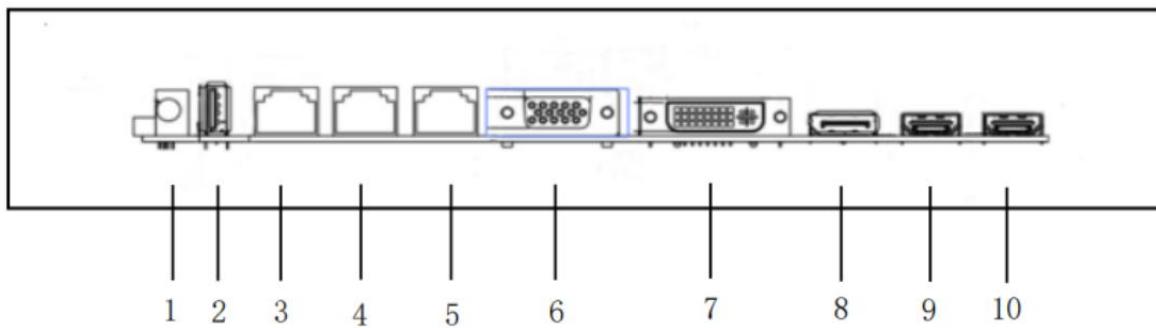
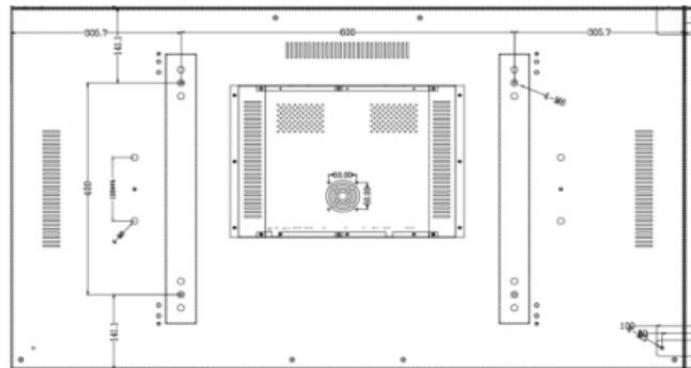


Video Wall:

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



2.3 Inputs



Signal port	Description	Signal port	Description
1	Audio output port	6	VGA-IN port
2	USB port (For upgrade only)	7	DVI-IN port
3	RS232-IN port	8	DP-IN port
4	RS232-OUT port	9	HDMI input port
5	RS232-OUT port	10	HDMI output port

3. Matrix Logic

3.1 Matrix Logic illustration

Video Wall:

The monitor includes a built-in matrix feature that allows for a complete video wall configuration. This lets you assign each screen its correct position within the layout for seamless display alignment.

Video Wall Settings:

- **H Ratio:** Total number of columns (horizontal screens)
- **V Ratio:** Total number of rows (vertical screens)
- **H Position:** Column number of the individual screen in the matrix (from left to right)
- **V Position:** Row number of the individual screen in the matrix (from top to bottom)
- **H Fill:** Adjusts horizontal bezel compensation to ensure a smooth image across adjacent screens
- **V Fill:** Adjusts vertical bezel compensation for proper alignment between rows

Matrix Illustration:

Example of a 3x3 video wall layout. Each screen must be set according to 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 below an example of a matrix layout when configuring the H and V Position and Ratio settings:

(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 configure each screen individually without interference from other units:

Step 1

Press the “0” button on the remote control. A 4-digit ID code will appear on each screen.

Step 2

Using the remote, enter the 4-digit code shown on the screen you wish to control, then press “OK”.

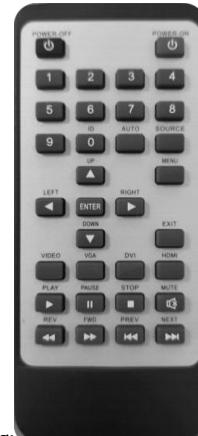
Step 3

Go to **Menu > Setup > Video Wall Settings**.

Set the correct **H Ratio** (number of horizontal screens) and **V Ratio** (number of vertical screens) for your full layout. Then, set the **H Position** and **V Position** for that particular screen.

For example, in a 2x2 video wall 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



Step 4

Once the settings are applied, press “**EXIT**” on the remote control to complete the configuration of the video wall screen.

Step 5

Repeat Steps 1-4 for each screen in the video wall until all displays are correctly configured.

Additional Notes:

- **H Fill** and **V Fill** can be adjusted to compensate for the bezel thickness between displays, helping to improve visual alignment across the video wall.

5. F.A.Qs and Troubleshooting

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.

6. Technical and Safety Information

6.1 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.

6.2 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



6.3 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.

6.4 Recessing Your Display

If you intend to recess the display into a wall, enclosure, or cabinet, it is essential to ensure adequate clearance for ventilation. Without sufficient airflow, the screen may overheat, leading to reduced performance and potential long-term damage. Please contact your supplier for detailed guidance on the required clearance distances before attempting a recessed installation. Failure to follow the recommended clearance requirements may void your warranty.

6.5 Warranty Information

This product is supplied with a **3-year commercial warranty**, commencing from the date of invoice, unless otherwise agreed at the point of purchase.

- The warranty covers **hardware failure** but excludes accidental damage, user error, or issues caused by insufficient airflow/ventilation.
- For displays installed in windows or recesses, there must be **adequate clearance for ventilation** as outlined by your supplier. Non-compliance with these requirements will result in user damage not covered under warranty.
- Free lifetime telephone and email technical support is provided as standard. Please contact: LCDSupport@live.com for support
- For specific warranty terms, please contact your supplier.