WS22HD8-B

Ultra-Wide Stretched Bar Display

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 digital 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.

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.

Recessing your display - if you want to recess the display, please contact your supplier for guidance on clearance required for ventilation

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.

Performing the initial setup

This section of the guide is to allow swift set up and use of the unit. Please refer to the main part of the User Guide for full information on use of the unit.

Please follow the steps detailed below:

1. Unpack unit and place in desired location.
2. Take the power lead from the accessories bag then connect the power lead into the screen (see **Figure 2 Inputs Overview**) and into a mains outlet. The unit will power on automatically (if it doesn't, please ensure the '**AC Switch**' is in the on position).
3. Make sure the files you wish to play are supported by the unit as shown in the **Supported Media Files** table (Section 4.0)
4. On a PC/Laptop copy the files you want to play onto an empty USB drive. These should be in the root directory (without putting them into a folder). Remove the USB from the PC once copied over.
5. Insert the USB drive into the one of the USB ports located on the rear of the unit (see Error! Reference source not f ound.).
6. The screen should indicate that it is copying the files onto the unit (see **Copying Files from a USB Drive** (section 5.0) for more information). Once completed, the screen will display a message to remove the USB drive.
7. Remove the USB drive and the unit will play the stored files on a loop.

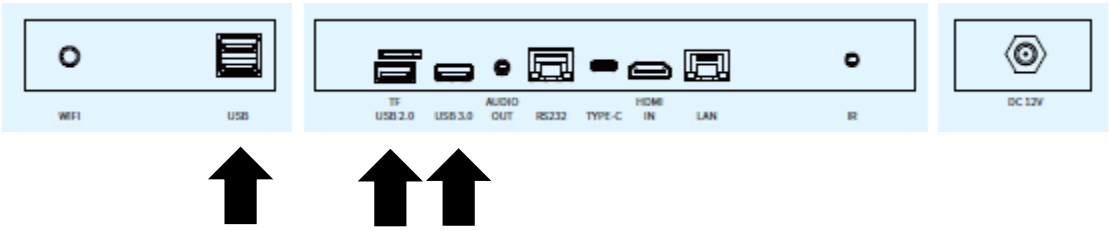

Figure 1 Position of USB ports

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1. Introduction

We would like to extend our congratulations on your recent purchase of our product. Before using it for the first time, we kindly request you to read the manual thoroughly and follow all provided instructions.

To ensure the proper functioning and longevity of the product, please take note of the following guidelines:

Avoid exposing the product to liquids in the form of dripping or splashing. It is essential to keep the product away from any objects that contain liquids, such as vases.

Attention:

Please refrain from making unnecessary changes to the default settings.

During both installation and use, it is crucial to keep the product away from water sources.

1.1 Box Contents:

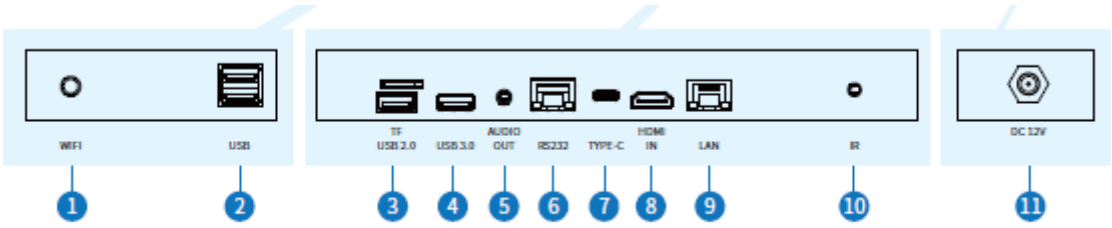
1 x Ultra-Wide Stretch Bar Display

1 x Power Cable

1 x Remote Control (with 2xAAA batteries)

1 x Wi-Fi Antenna

1 x QR Code for User Manual



1. WiFi Interface
2. USB Port x2
3. USB 2.0 / TF Port
4. USB 3.0 Port
5. Audio Output
6. RJ45 Port for serial communication
7. Type-C Port
8. HDMI Signal input
9. Wired network port
10. IR receiver
11. DC 12V Input

Figure 2 Inputs Overview

1.2 Main Features

• Supports 2160P high-definition video decoding and display output.

• Supports standalone, wired, and wireless operating modes.

• Can play multiple playlists according to pre-set schedules, with support for scrolling text, real-time clock, and programme encryption.

• Automatically downloads content from the server to the display terminal, while also supporting manual updates.

• In standalone mode, supports playback of media files from an external USB storage device.

• Displays high-definition images while playing music simultaneously, offering an effective alternative to traditional light boxes and posters.

• Supports synchronised playback across multiple terminals.

• Supports playback log recording and upload functionality.

• Features powerful multi-period scheduled power on/off settings, with the option to apply a universal schedule or set timings by day of the week.

• Built-in 64GB storage, capable of storing thousands of high-definition images.

• Supports landscape display.

• Can interactively access website content, provided the programme includes an interactive area.

1.3 Remote Control

Illustration	Icon	Definition
		Power on/off
	MENU	OSD Menu
	SOURCE	Input/Channel
	OK	OK
		Up
		Down
		Left
		Right
	SETUP	Digital Signage Menu
		Back/Quit
	STOP	Stop Playlist
		Mute
		Previous content
		Next content
		Volume up
		Volume down
		Remote light indicator

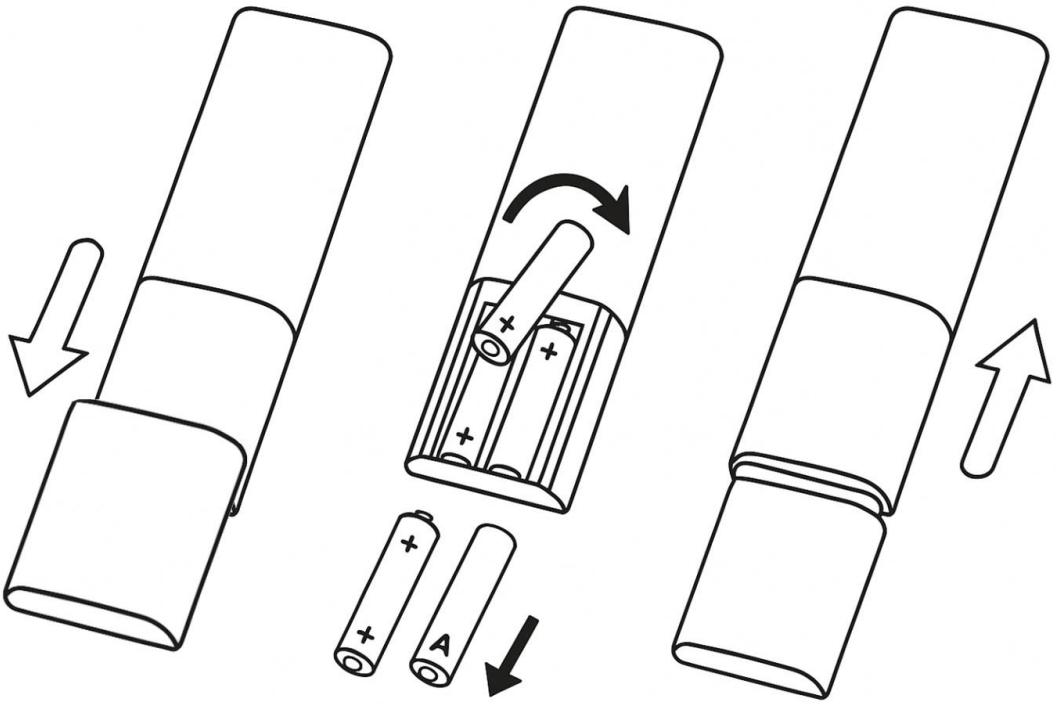
To quit from signage APK to Android:

+ +

Figure 3 Remote Control Overview

1.4 Replacing the Remote-Control Batteries

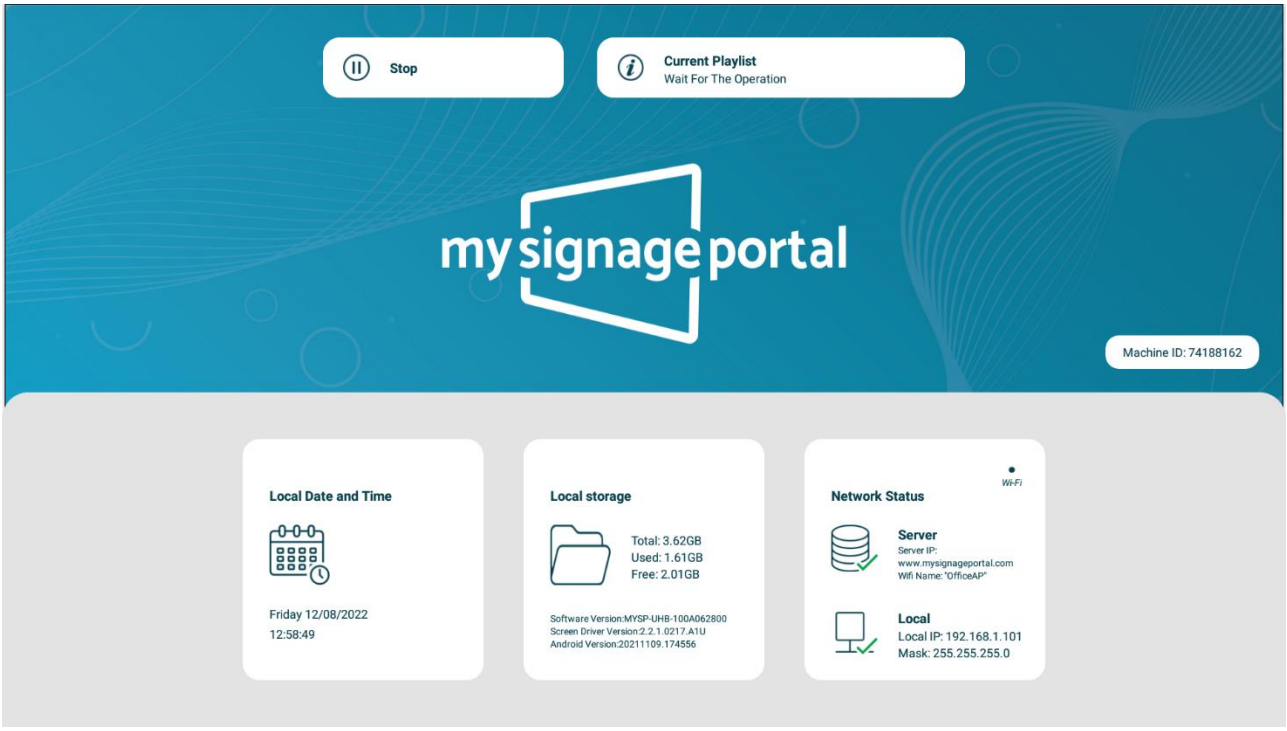
1. Slide the battery cover off.
2. Remove the used batteries.
3. Insert the two new AAA batteries with their terminals corresponding to the indicators.
4. Put the cover back on.



2. Digital Signage Player Application

2.1 Home Screen

The **Home Screen** has different areas which provide information about the screen status.



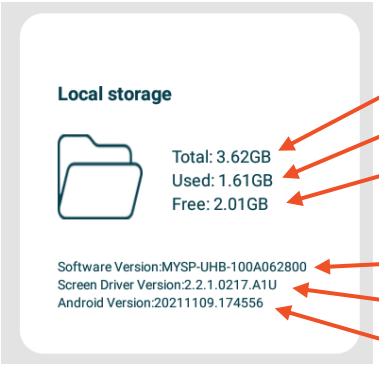
Please note: *Press the **Stop Button** (■) on the remote control to go to the Home Screen If there's content currently playing.*

2.1.1 Local Date and Time

The **Local Date and Time** displays the local date and time of the screen. This can be changed if required as shown in the **Time & Date** settings. (Section 2.3.3).

2.1.2 Local Storage

The **Local Storage** displays information about the screen such as the hard drive capacity and software versions installed on the screen.



Total Storage space

Used Storage space

Free Storage space

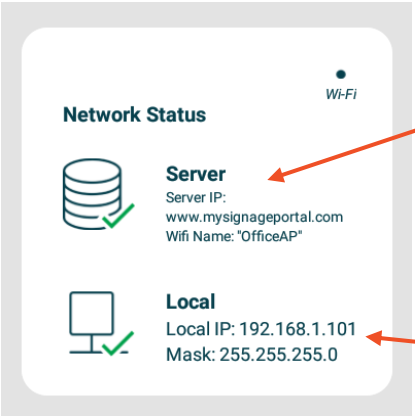
Digital Signage Player application version

Screen Driver version

Android Operating System version

2.1.3 Network Status

The **Network Status** displays information such as if the screen is connected to a **Local/Wireless Network** and if it's communicating with our **Server**.



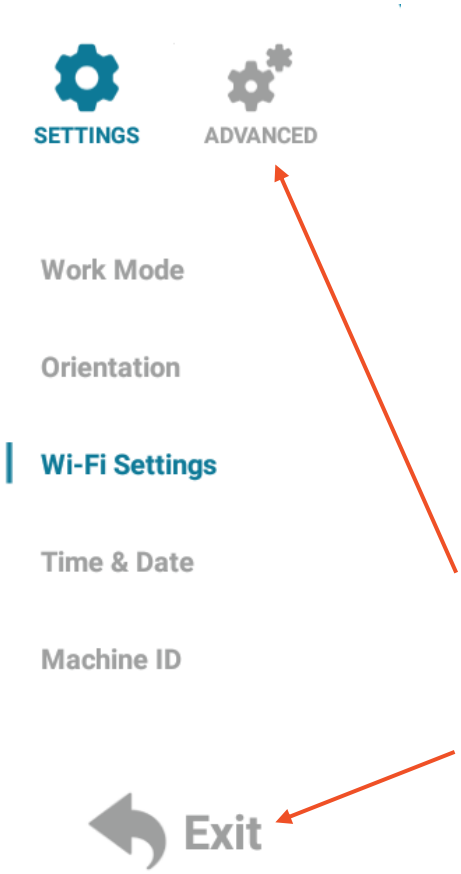
This **Server Status** will display a tick if the network is communicating with our server. If there is a cross here instead of a tick please see our FAQ on how to solve this. You may need to contact your network administrator if the server connection is not being established.

The **Local Network Status** will display a tick if the screen is connected to either a LAN connection, Wi-Fi Hotspot or mobile broadband provider depending on the **2.3.1** that the device is set to.

If you aren't able to get connected, please see our FAQ to check why the screen isn't connecting to your

2.2 Setup Menu

From the **Home Screen** you can bring up the Main Menu by pressing the **'SETUP' button** on the remote control. The main **Setup Menu** includes the following sub-menus: **Work Mode**, **Orientation**, **Time & Date**, **Machine I.D, Exit.** There will also be a **Wi-Fi Settings** sub menu if the **Work Mode** is set to Wi-Fi.



Press the **Up (▲)** and **Down (▼)** navigation buttons on the remote control to navigate to the correct sub-menu. Press the **Play/Pause Button (⏯)** to confirm a selection.

To get back to the side menu press the **Left navigation (◀) button** on the remote control.

To get out of a submenu press the **Back Button (⮌)** on the remote control.

Select the **ADVANCED** menu to see additional sub-menus. (see **Advanced Settings**).

To exit the **Setup Menu** back to the **Home Page**, select the '**Exit' button** from the menu at the bottom.

2.3 Main Settings

2.3.1 Work Mode

Selecting a **Work Mode** option will change the screen to the desired way of displaying content. For example, changing the **Work Mode** to **USB** will allow a USB drive to be placed into one of the USB ports on the screen (see **Figure 2 Inputs Overview**) that will copy over any video or images on the USB drive. See **Copying Files from a USB Drive** for more information. (Copying Files from a USB Drive).

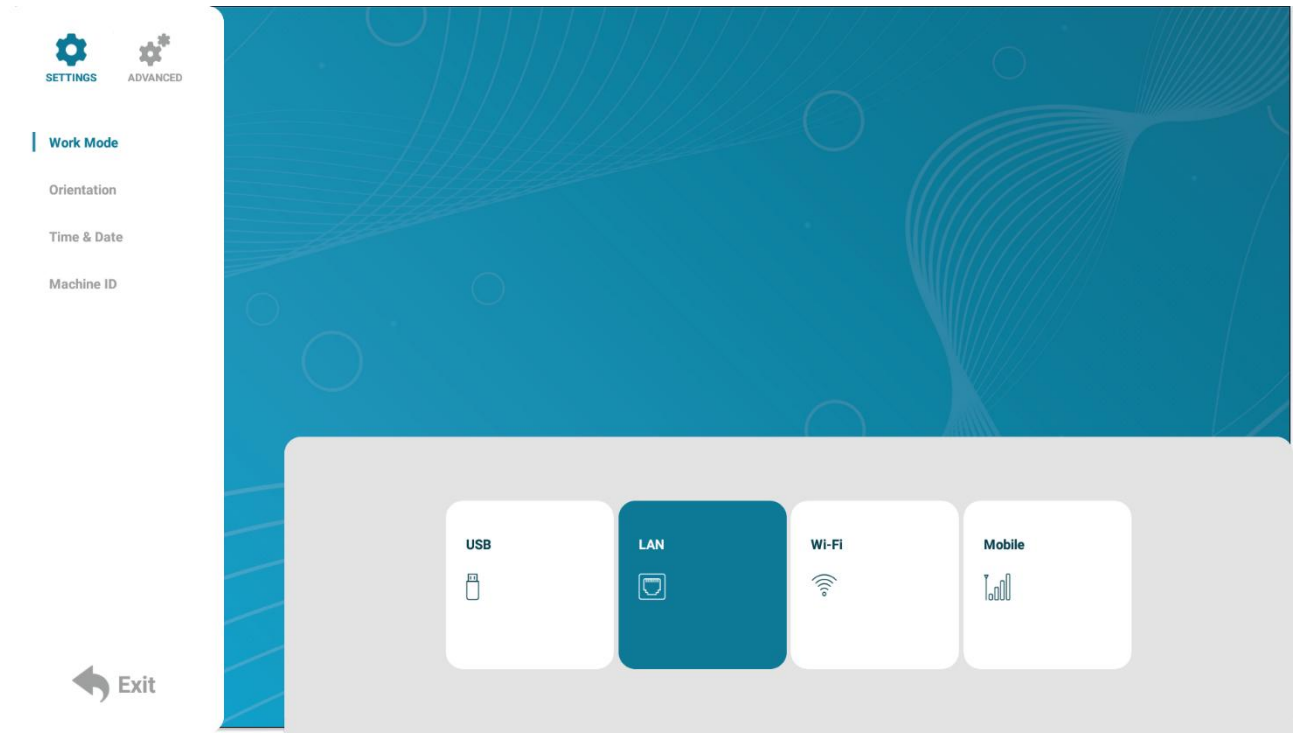
The available **Work Mode** options are:

USB – To be used as Plug and Play with a USB drive.

Wi-Fi – Connect the screen to a Wi-Fi connection to be used with My Signage Portal.

LAN – Connect the screen to a local network by ethernet cable to be used with My Signage Portal.

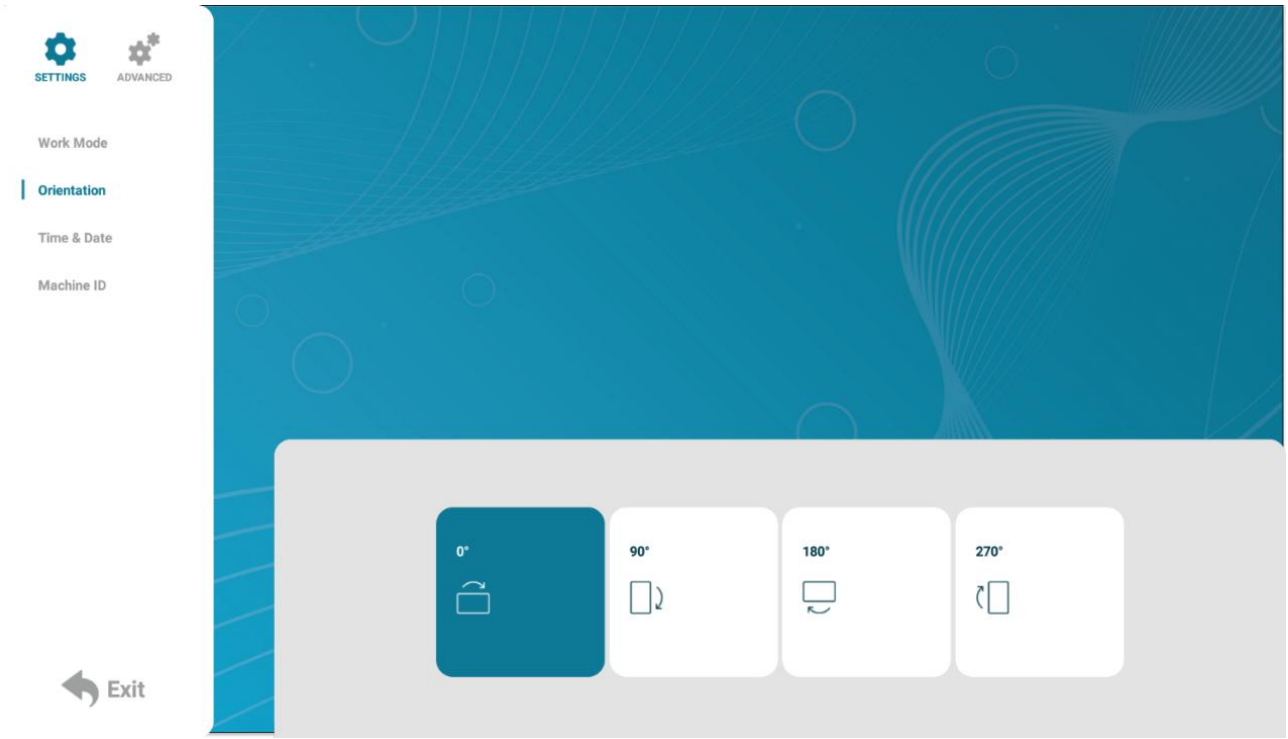
Mobile – Connect the screen to a 3G/4G network with a mobile broadband enabled sim card to be used with My Signage Portal.



2.3.2 Orientation

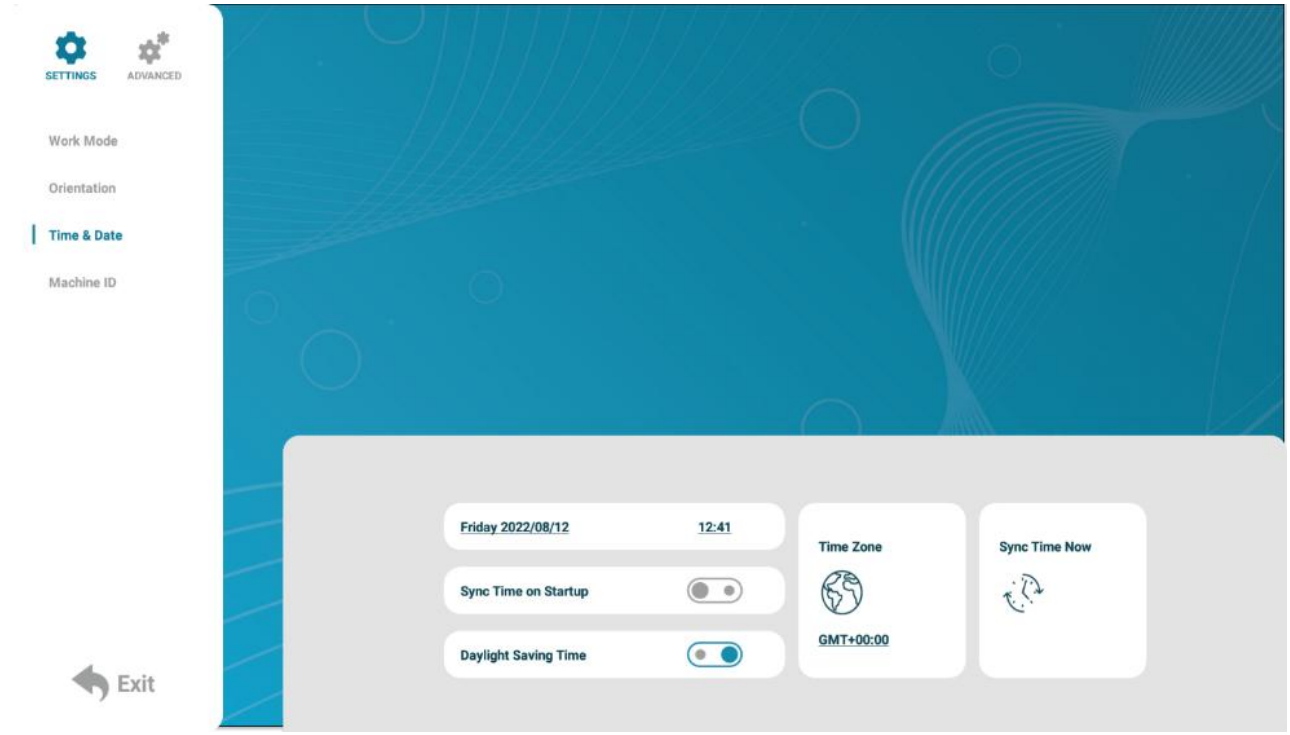
In this sub-menu you can set the screens orientation so you can display your content in the correct orientation. There are 4 orientation options:

- 0° - Displays in landscape with the ports on the bottom of the unit.
- 90° - Displays in portrait with the ports on the left-hand side of the unit.
- 180° - Displays in landscape with the ports on the top of the unit.
- 270° - Displays in portrait with the ports on right-hand side of the unit.

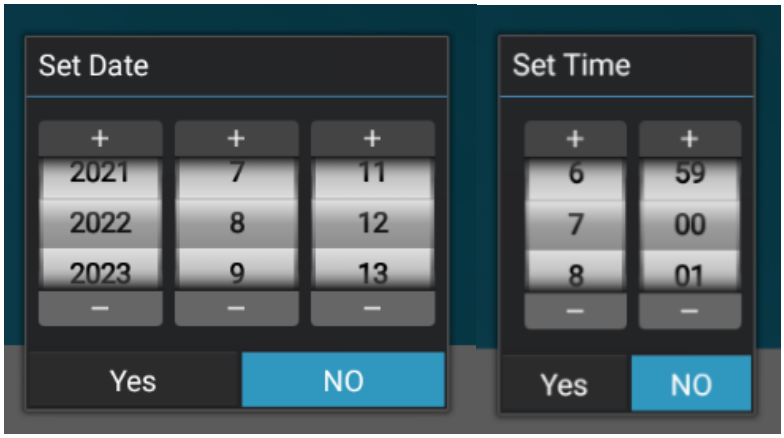


2.3.3 Time & Date

On this menu you can set the **Date**, **Time**, **Time Zone**, enable **Sync Time on Startup**, apply **Daylight Savings Time** and lastly select the **Sync Time Now** option to sync the date and time with the My Signage Portal server.

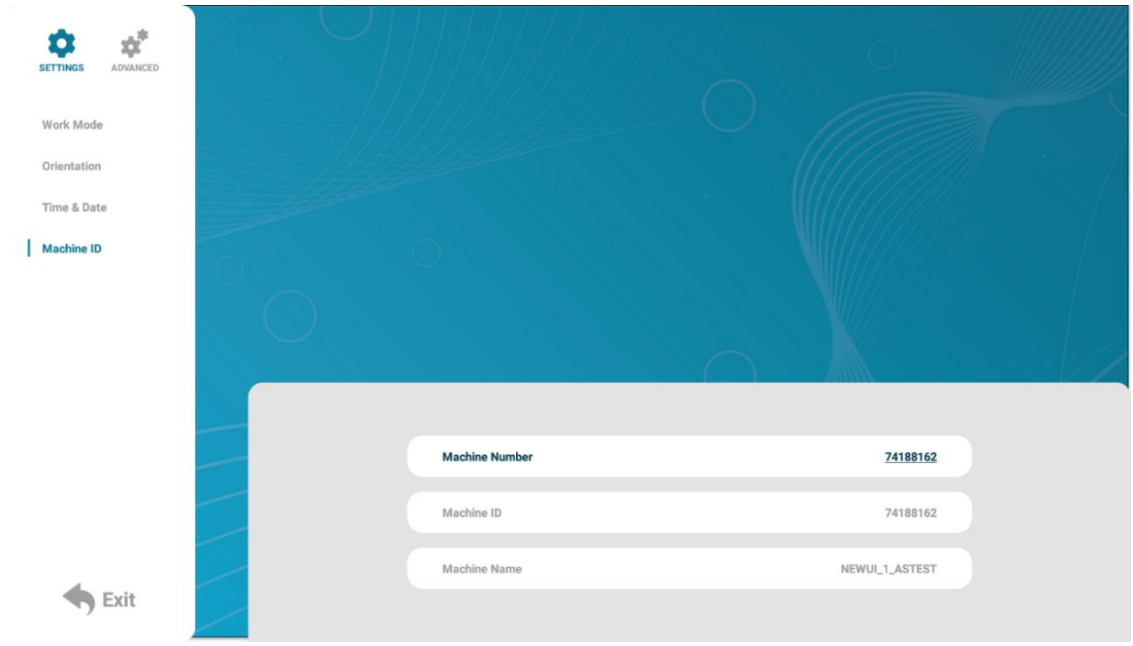


If you wish to change the date or time, highlight and select one of these options with the remote control and a new popup will appear, allowing you to set your desired values by using the on screen '+' and '-' icons.



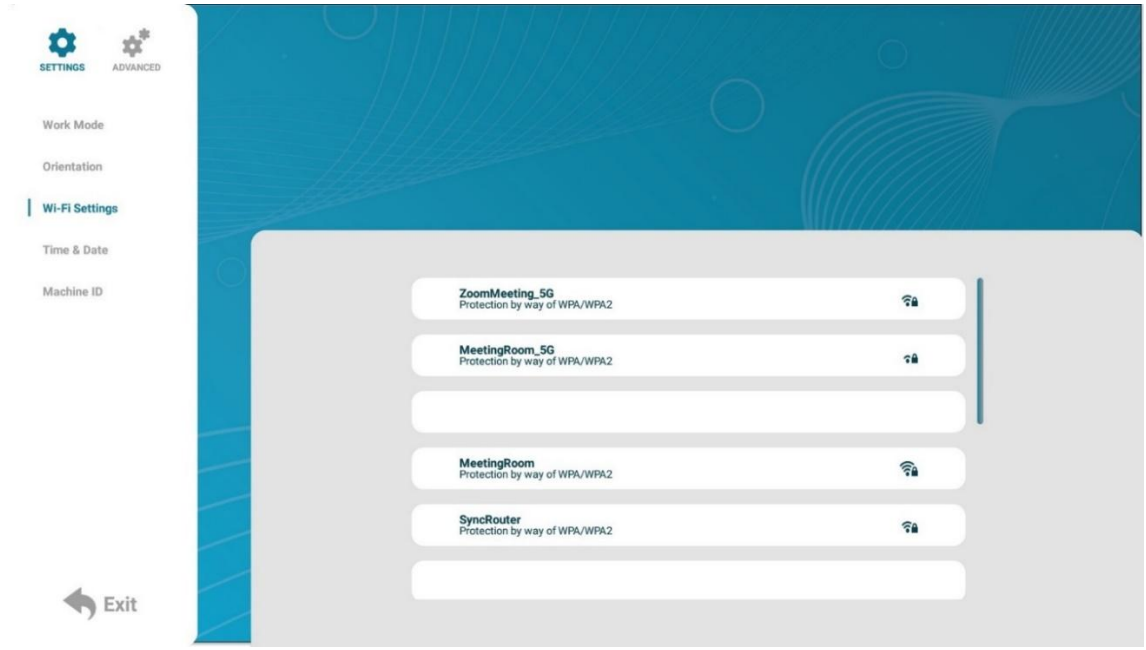
2.3.4 Machine Number

The **Machine Number** is the unique Licence Number that's associated with every owned screen. Please do not change this unless asked otherwise by the **Technical Support** team as it may prevent you from sending content to the screen remotely.

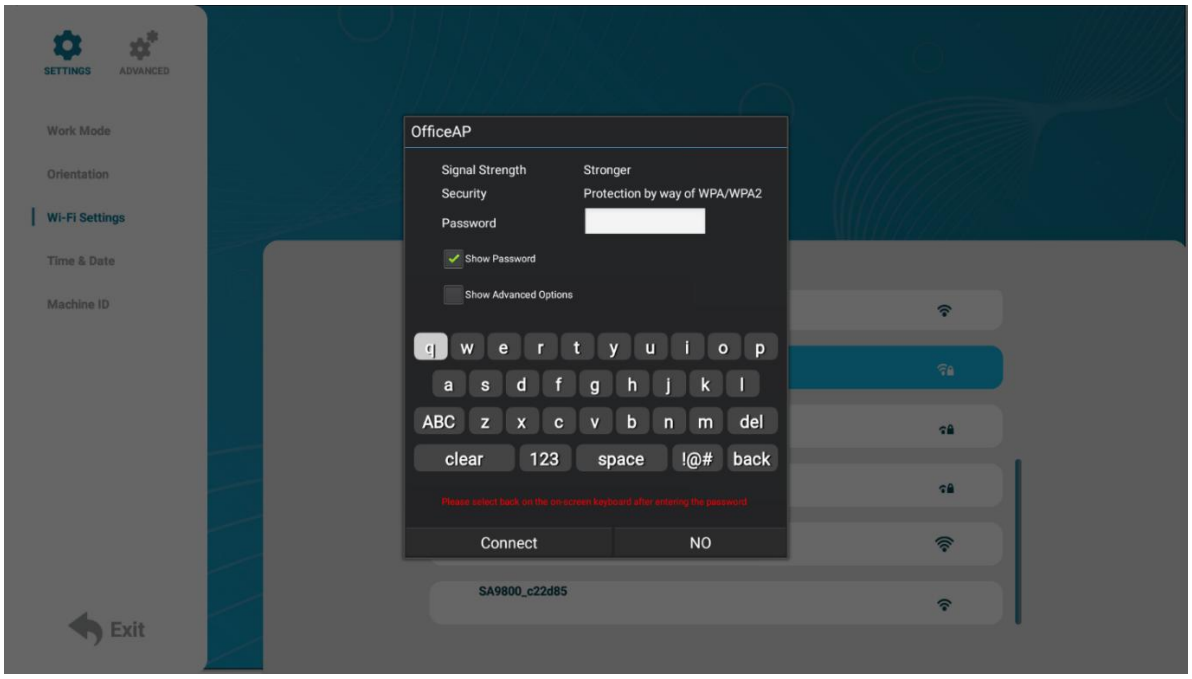


2.3.5 Wi-Fi Settings

If the product was purchased as **Networked with Wi-Fi** you can connect to a hotspot here. Start by navigating down the list until you see the hotspot you wish to connect to and press the **Play/Pause Button** (⏯) on the remote control.



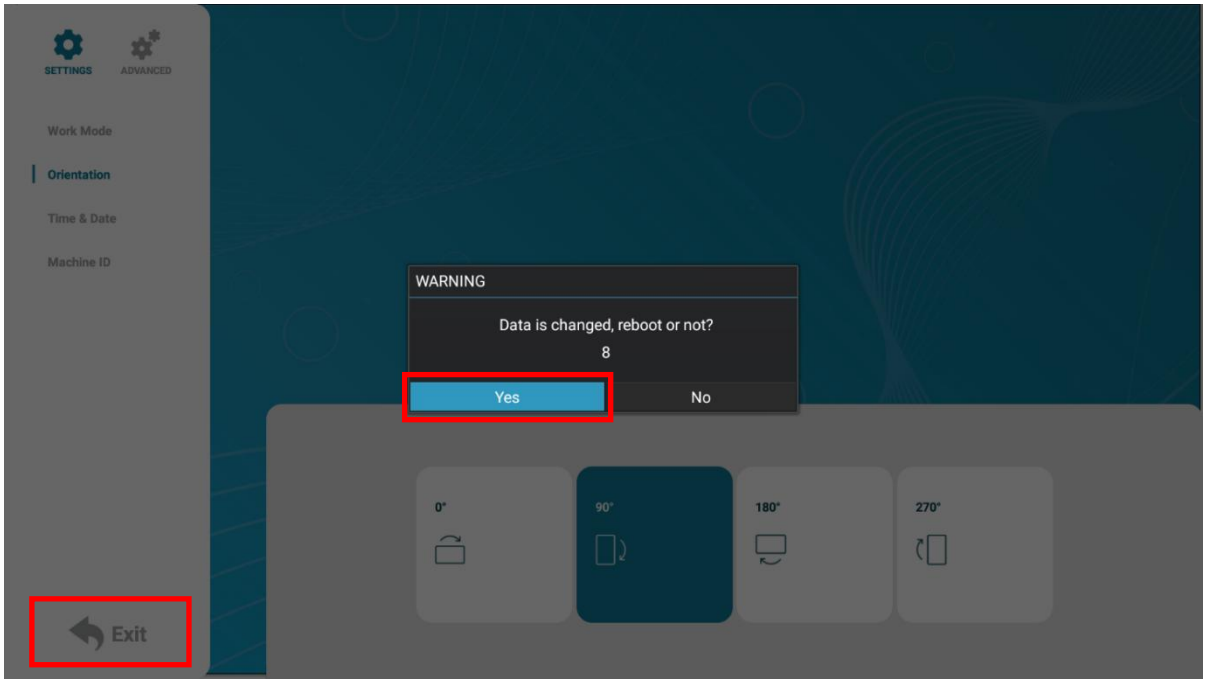
This will bring up a new menu allowing you to enter the hotspot details including the password.



Please make sure the supplied antenna is connected to the **coax connector** (see **Figure 2 Inputs Overview**) for the best signal. For more information on connecting to a network please see our FAQ.

2.3.6 Exit

Selecting the '**Exit**' button will exit the **Setup Menu**. If you have made any changes the system will ask to if you want to reboot the screen so that the changes can take effect, select 'Yes' to proceed.



2.4 Advanced Settings

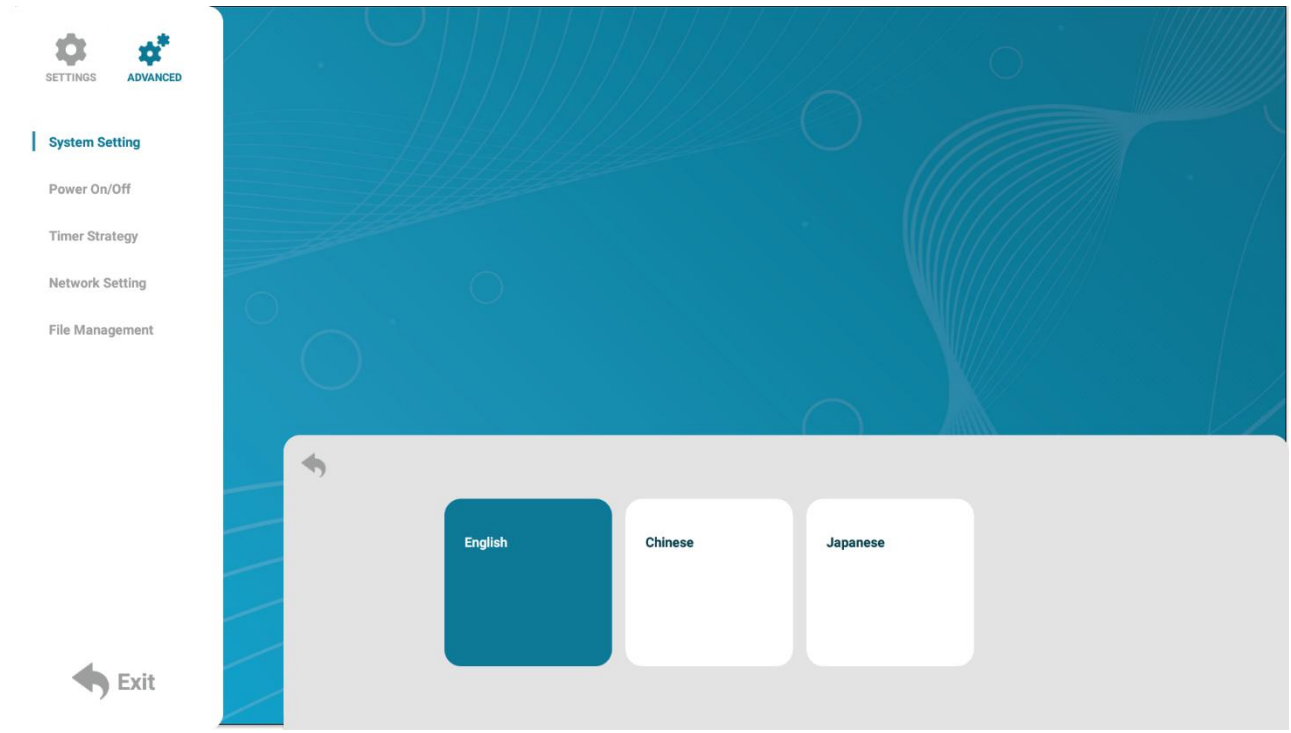
The Advanced Settings tab opens up advanced options including **System Settings**, **Power On/Off** timer(s), **Timer Strategy** timers, **Network Settings** and a **File Management** area.

2.4.1 System Settings

In this area there are various settings used to further customise the screen to your liking such changing the **Display Language**, adding a **Real Time Clock** to the screen, accessing the **Play Log,** accessing the **Sync Settings,** the **Webview Settings** and the option to **Restore the screen to Factory Settings**. This also includes enabling or disabling the use of the **USB** ports, the **Auto Start** function and the **Standby** function.

Display Language

Change the display language of the **Setup Menu** and **Homepage**. Choices include; **English**, **Chinese** and **Japanese**.

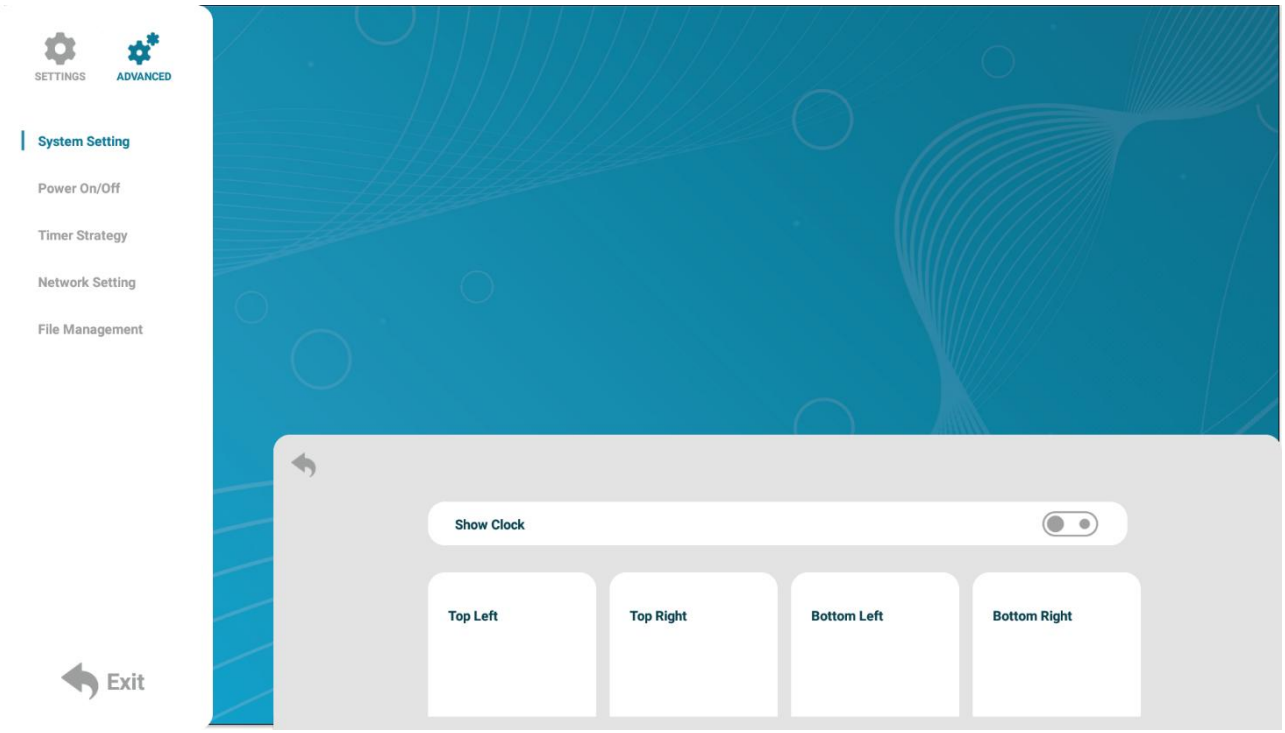


Real Time Clock

This setting allows you to display an overlay clock while content is playing. There are 5 options available:

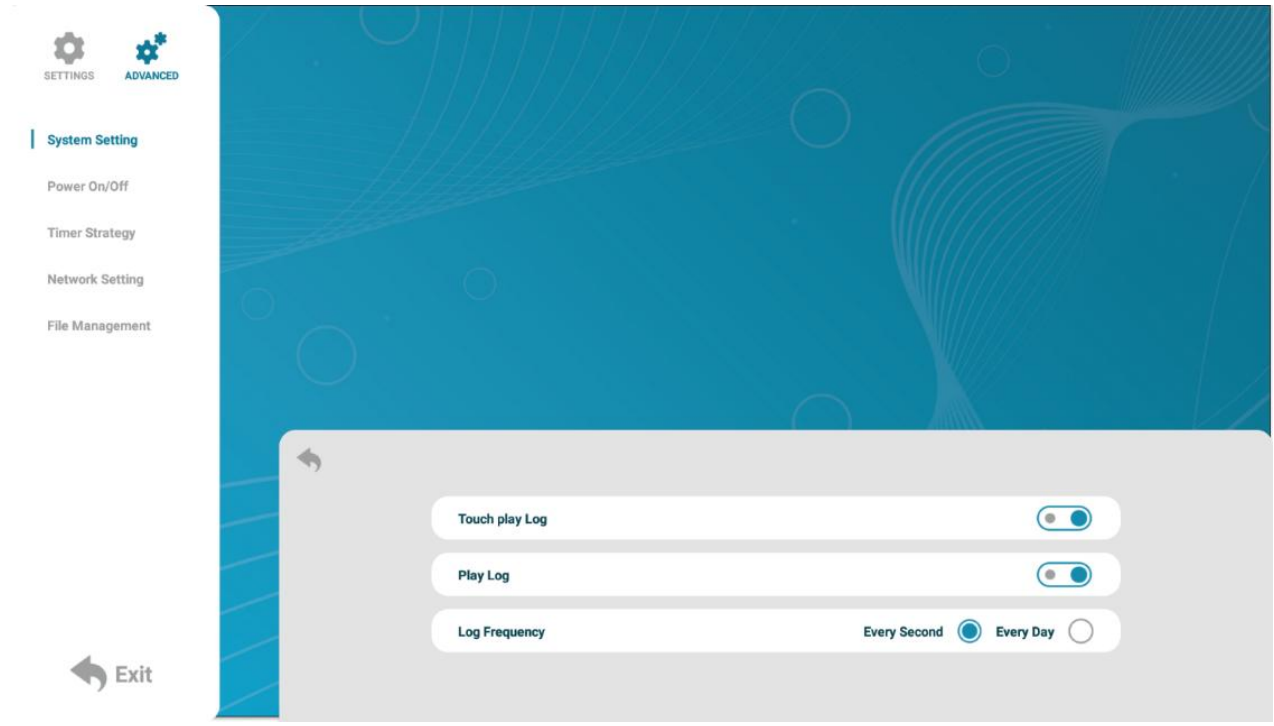
- Close: The screen doesn't display time (default).

- Top Left: The time will be displayed on top left of the screen.
- Top Right: The time will be displayed on top right of the screen.
- Bottom Left: The time will be displayed on bottom left of the screen.
- Bottom Right: The time will be displayed on bottom right of the screen.



Logs

Enable or disable the **Touch play log** or regular **Play Log** for content analytics on My Signage Portal.



USB

Enable or disable the **USB** ports on the screen.

Please note: *This will disable the use of copying files from a USB stick to the screen.*

Scrolling Text Settings

Enable or disable the **Scrolling Text** that can be accessed with software to create more customisable playlists when using **Plug and Play Work Mode**. For more information on this please see the section on the **Advertising LCD Playlist Editor Software** (section 6.0).

Please note: *This can only be used with a Windows PC.*

Sync Settings

Here you are able to setup the sync options for the screen if you are planning on synchronising multiple screens together through our Content Manage System, My Signage Portal. For information on this please see **How do I set up synchronisation on my screens?** (section 7.3)

Restore to Factory Settings

If you believe something may have gone wrong or you wish for the screen to be back to the factory default, you are able to do that by formatting the application through this setting.

Auto Start

Enable or disable to **Digital Signage Player** application auto starting when the screen is booted up. Disable this if you wish to use an alternative 3rd party application.

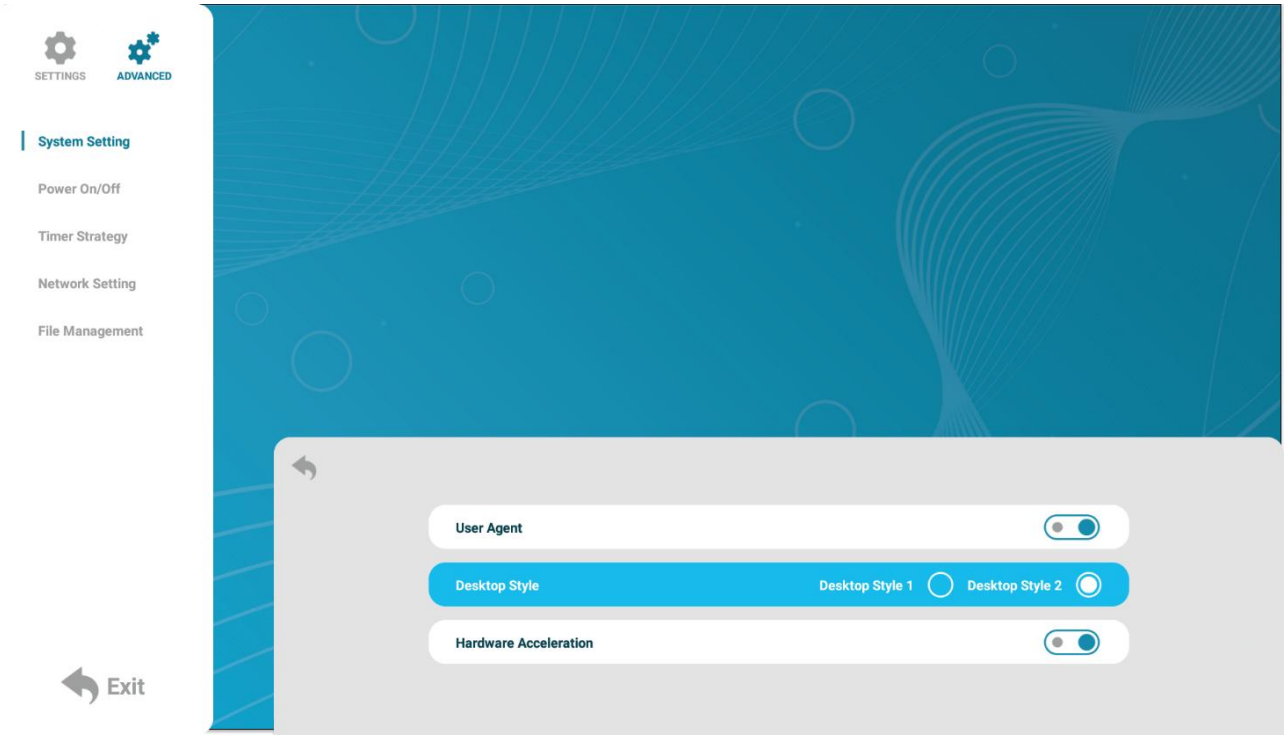
Standby

Enable the **Standby** function to lower the power consumption. We do not recommend changing this as it can have an impact on how to the application receives data from the My Signage Portal server.

Webview Settings

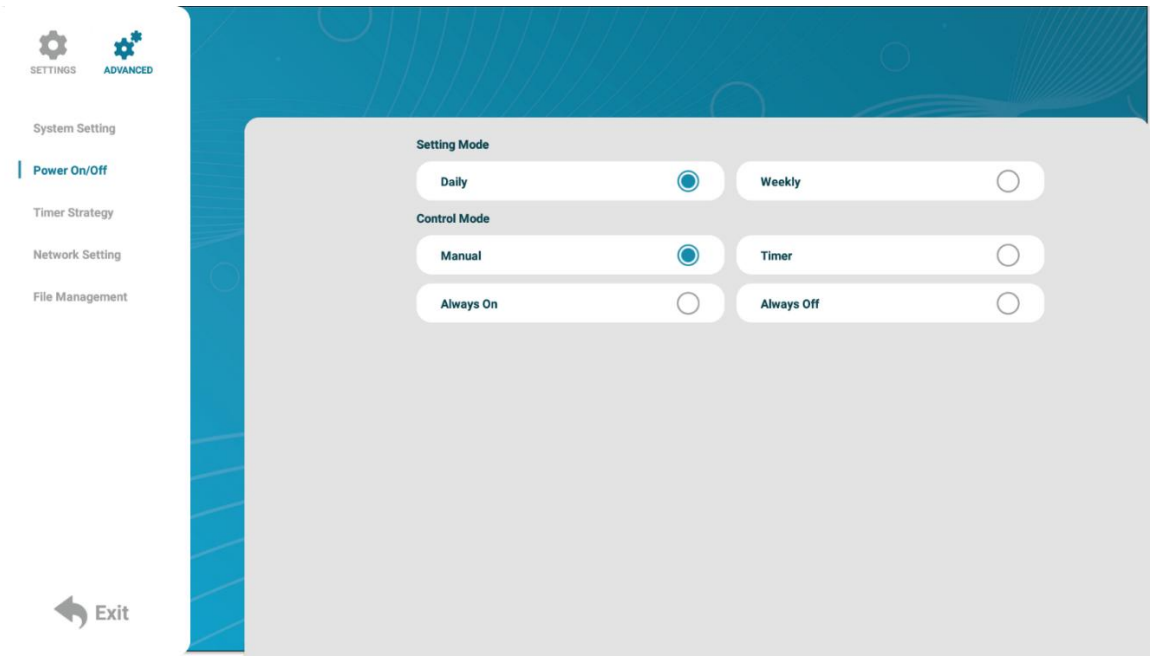
Change the WebView default browser when using a Website Zone through the Content Management System, My Signage Portal. The options include:

- **User Agent** – Enabling this option will auto play video content on the website and force the website to use the mobile layout instead of desktop layout.
- **Desktop Style 1** – Uses the old WebView engine: Mozilla/5.0 (Macintosh; U; PPC Mac OS X; en) AppleWebKit/124 (KHTML, like Gecko) Safari/125.1
- **Desktop Style 2** – Uses the new WebView engine: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/43.0.2357.134 Safari/537.36
- **Hardware Acceleration** – Speed up the length it takes to load up a webpage using the screens hardware.

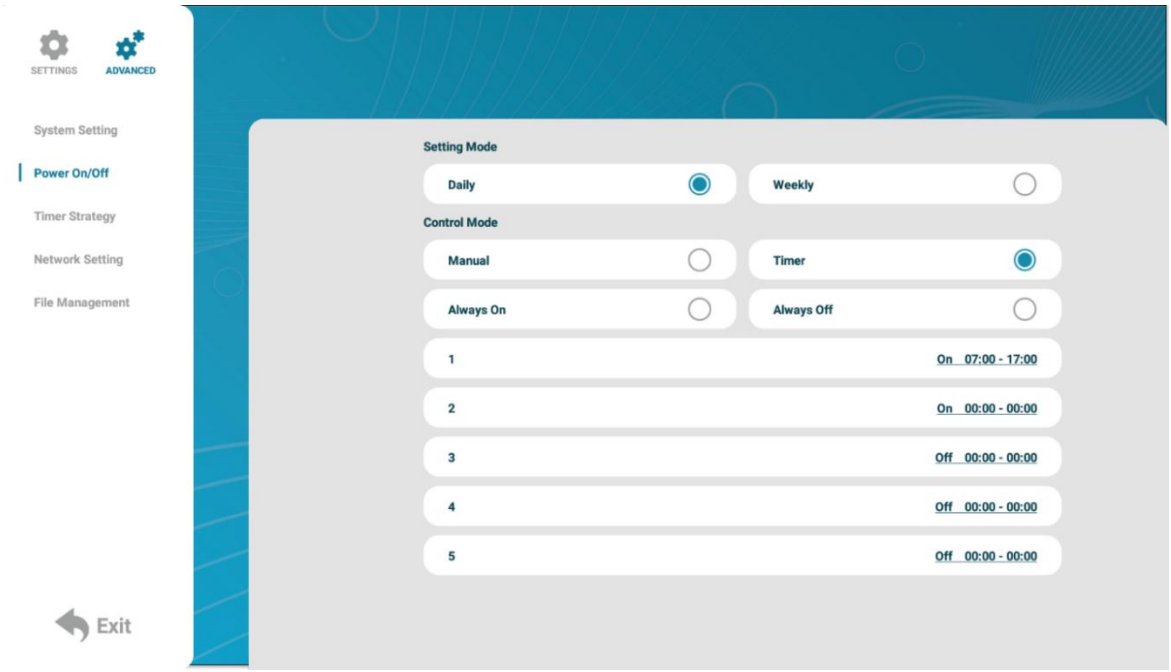


2.4.2 Power On/Off

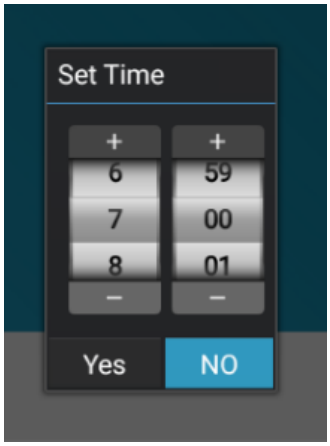
Here is where you can set up an automatic on/off timer for the screen should you want it to power on and off automatically at designated times and days. If you do not wish to set on/off times for your screen please set the '**Control Mode**' to '**Manual**'.



There are two **Setting Modes** – '**Daily**', allowing you to set the same on/off times for every day of the week or '**Weekly**', allowing you to set individual on/off times for each day of the week.

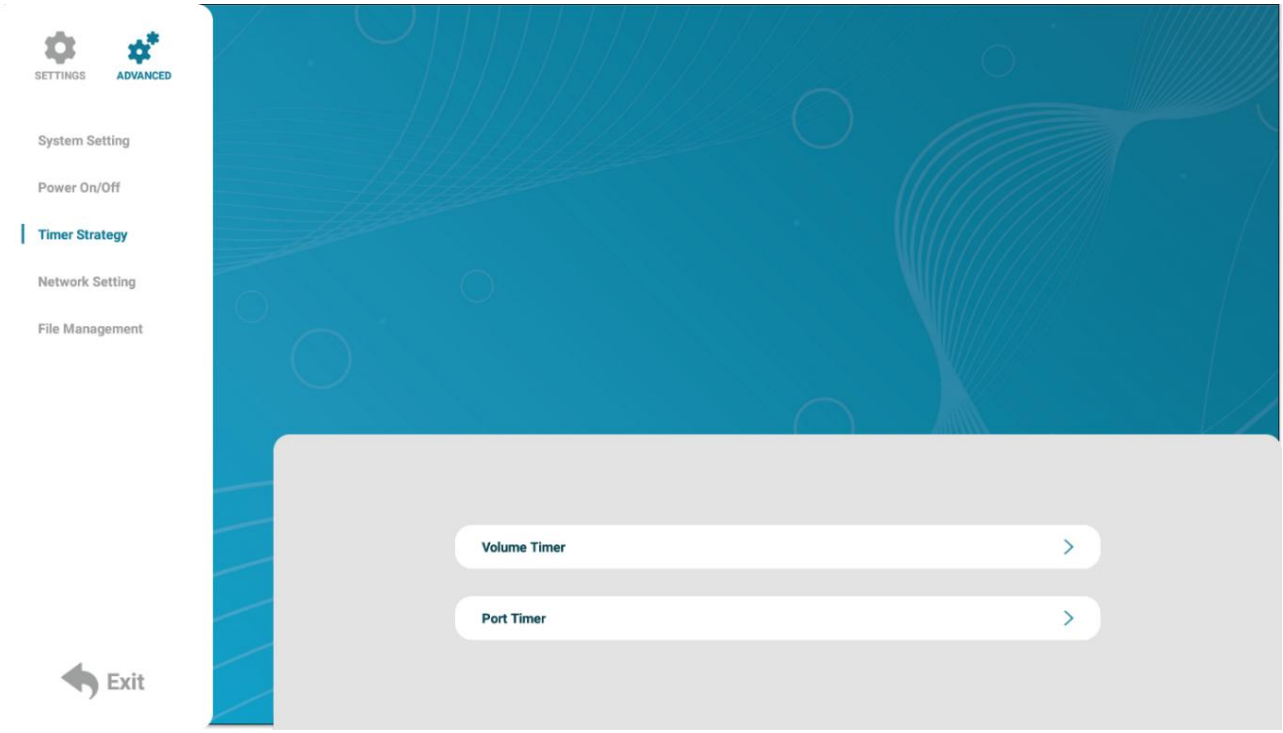


To activate the on/off timer set the **'Control Mode'** to **'Timer'** by using the arrow keys on the remote control and pressing the **Play/Pause Button (⏯)**. Next set the **'Setting Mode'** to either **'Daily'** or **'Weekly'**. Finally navigate over to the individual timer(s) and set the on and off times. If you only wish to set one on/off timer use the first timer labelled **'1'**.



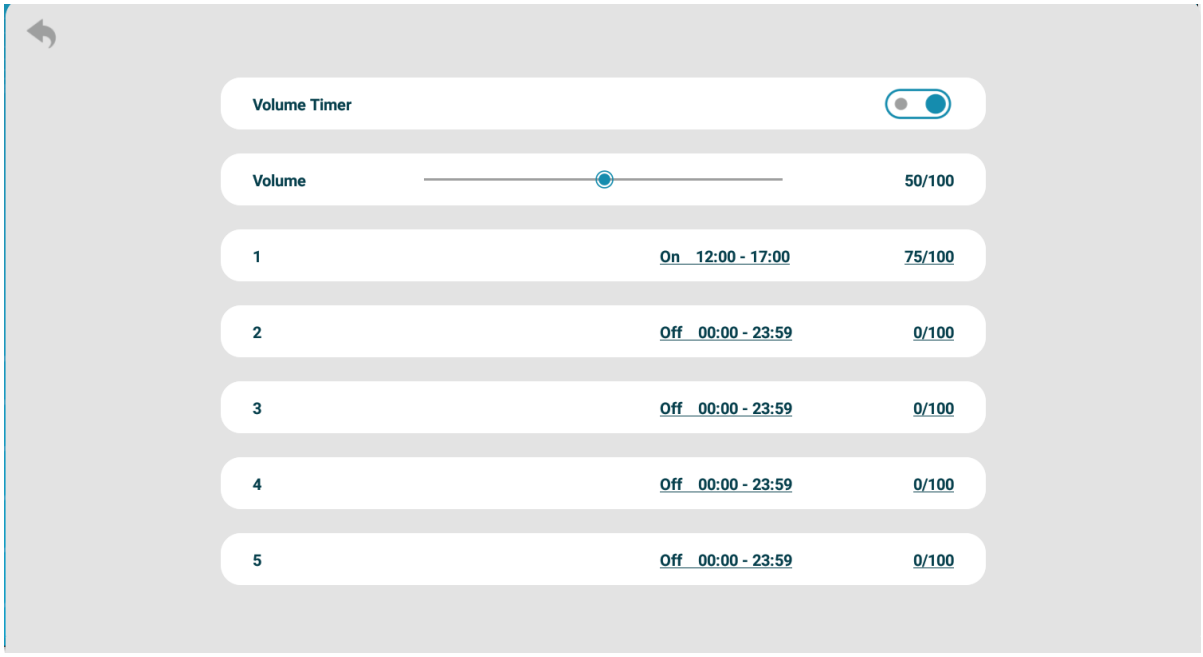
2.4.3 Timer Strategy

This setting allows you to schedule your screen to play at different volumes and switch to different AV inputs at different times of the day.

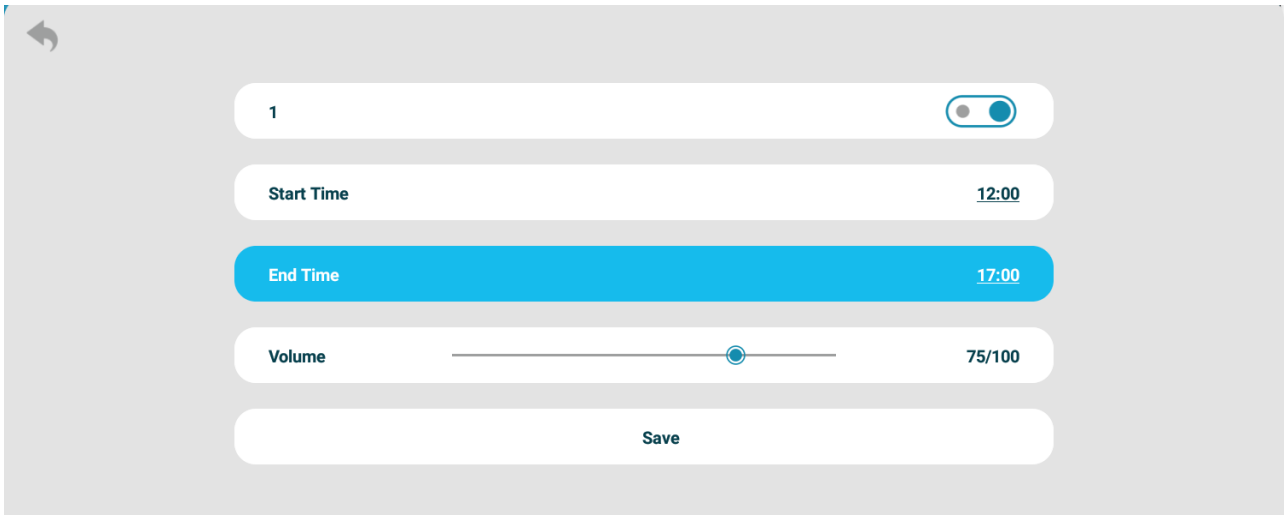


Volume Timer

To enable this feature, first enable the switch (blue). New fields will now appear allowing you to set a default volume level as well as timer fields for setting different volume levels for different periods of the day.

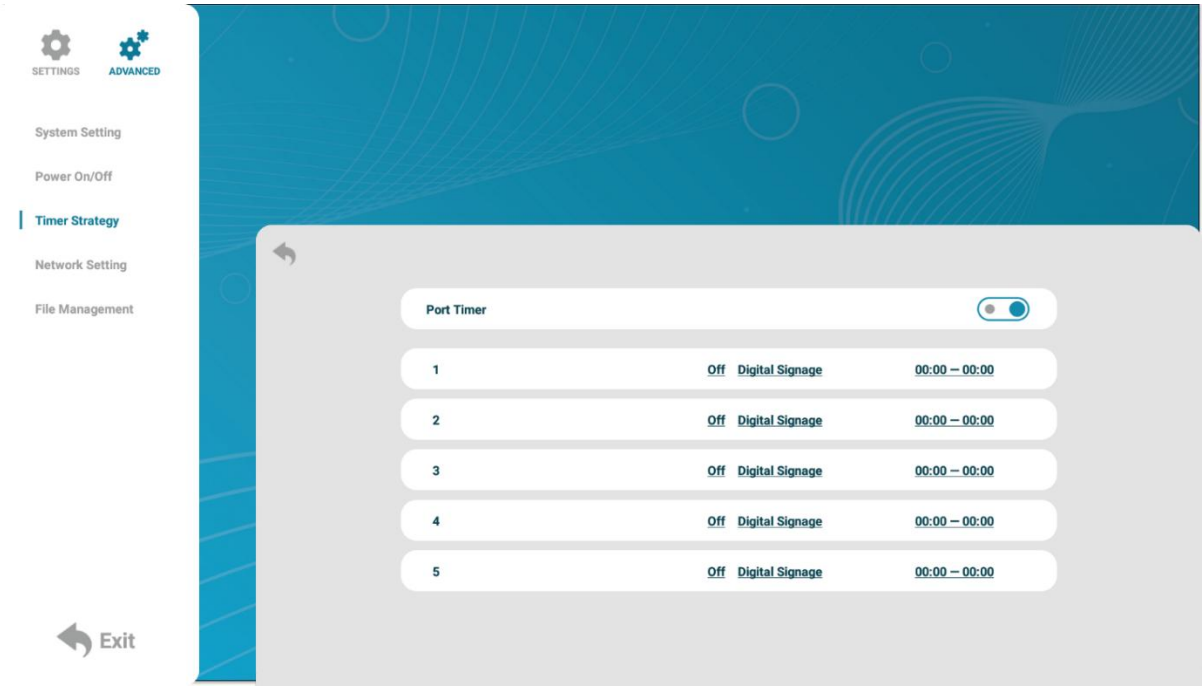


Navigate to a timer field and press the **Play/Pause Button** (⏯) on your remote control. Activate the timer, set a volume level and also a start and end time. Press the **'Save'** button to save changes.

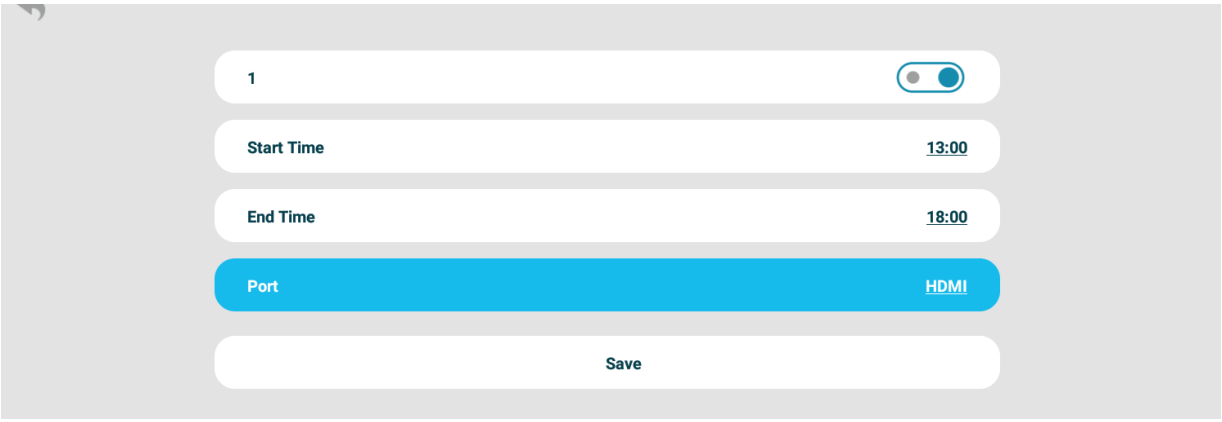


Port Timer

To enable this feature, first enable the switch (blue). New fields will now appear allowing you to set different AV inputs for different periods of the day.



Navigate to a timer field and press the **Play/Pause Button** (⏯) on your remote control. Activate the timer, set a volume level and also a start and end time. Press the **'Save'** button to save changes.

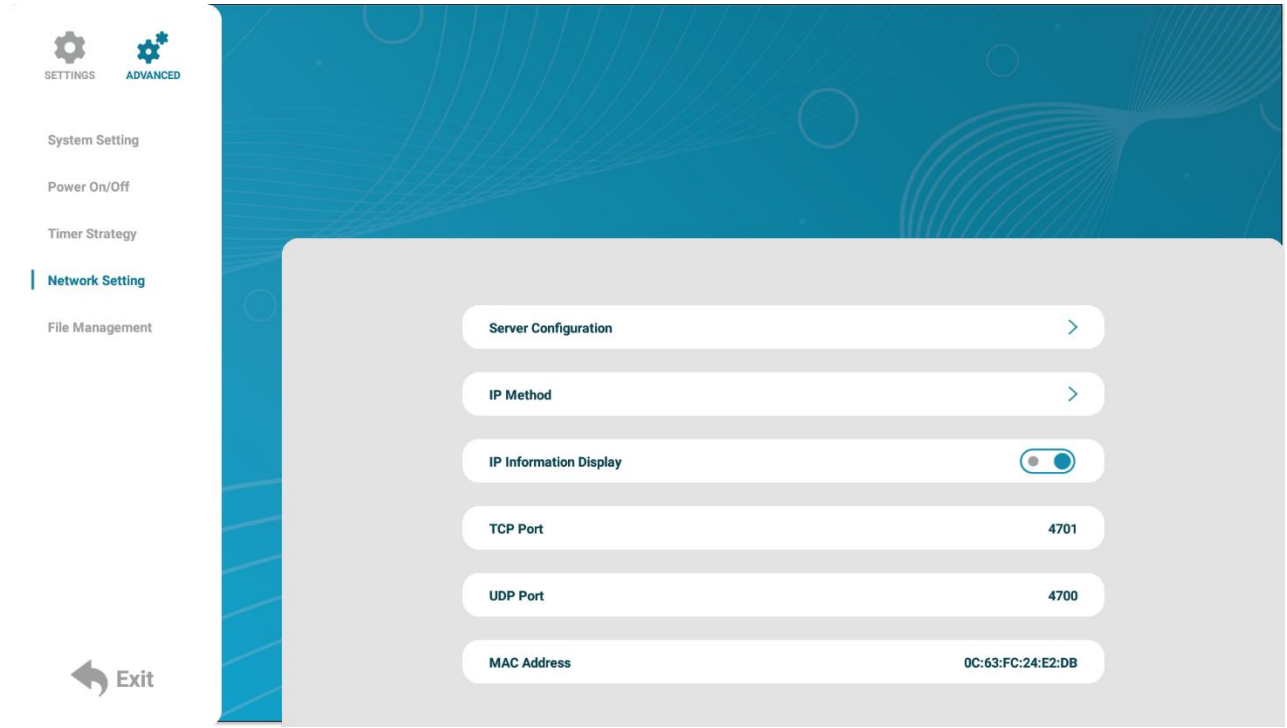


The different inputs available are:

- **Digital Signage** - the internal android input currently being used on the screen
- **HDMI -** external device which is connected to the screen via HDMI cable
- **VGA** - external device which is connected to the screen via VGA cable

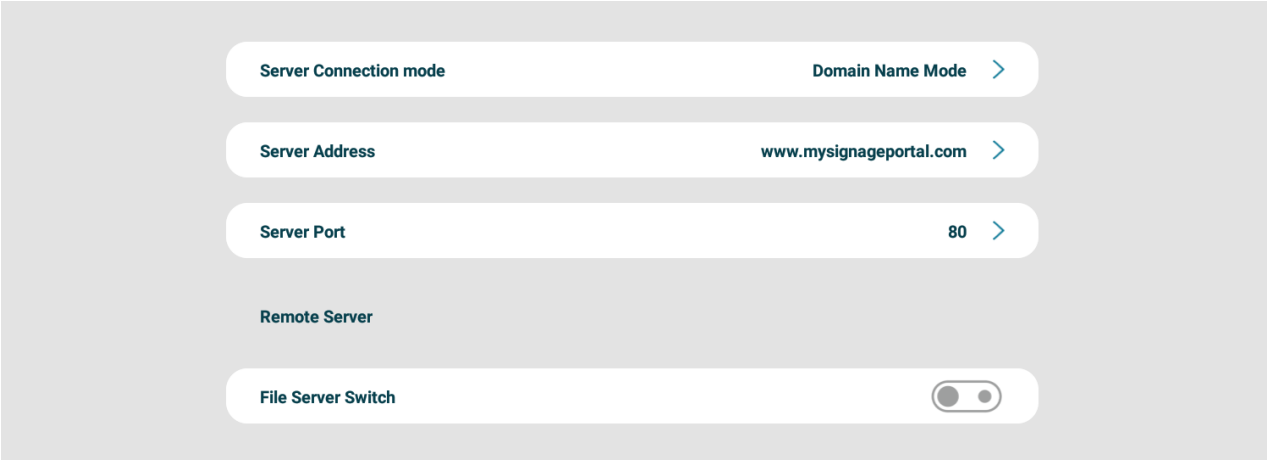
2.4.4 Network Settings

In this area you are able to setup and change various Network Settings such as the **Server Configuration** and **IP Method**. It will also display the physical **MAC Address** of the screen.



Server Configuration

In this section you can change the parameters used to establish a connection to the [My Signage Portal](#) server.



Please note: *Do not change any of these settings unless specifically asked by a member of the* ***Technical Support*** *team.*

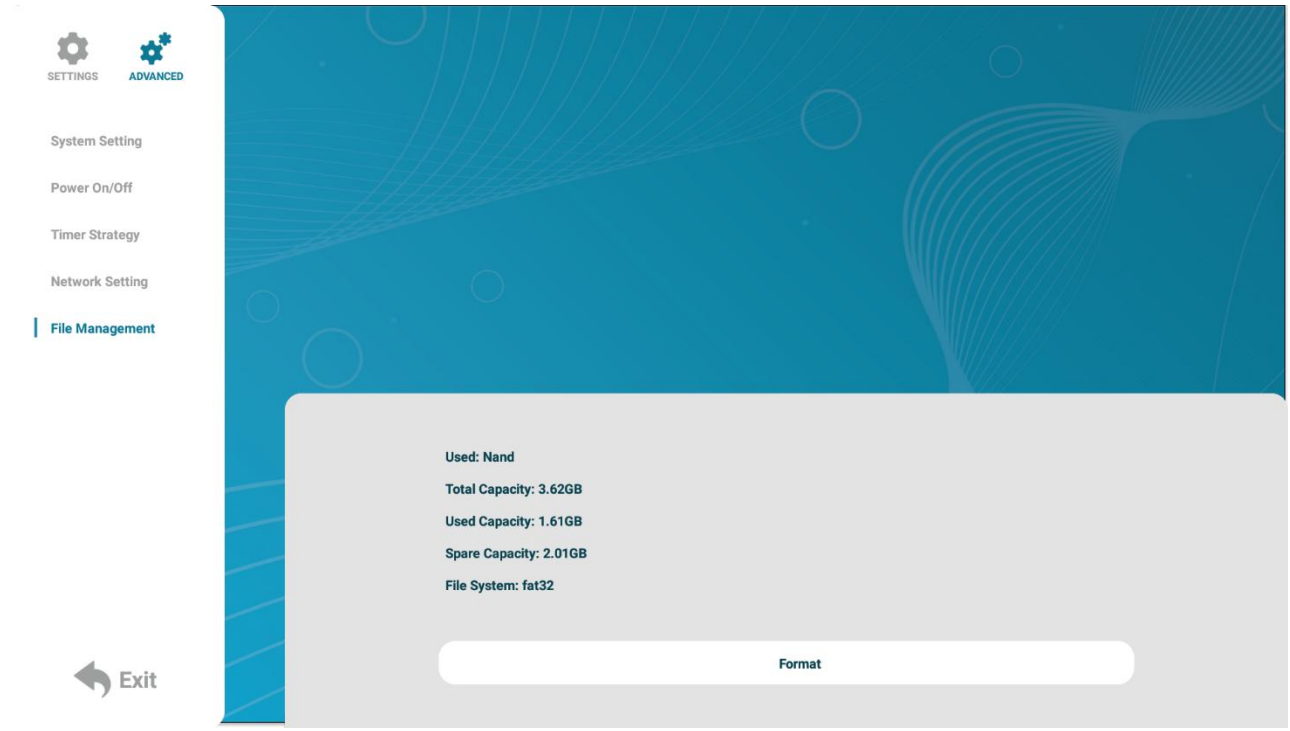
IP Method

In this area you can disable the DHCP default connection and set a static IP. Please do not change any of these settings unless this is needed to connect to a network and is advised by your internal IT/Network technicians.

2.4.5 File Management

This area provides information about the file system such as the **Total Capacity**, **Used Capacity** and the **Spare Capacity** (free space). If you need to format the internal hard drive you can achieve this by selecting the 'Format' button.

Please note: *This will erase all media content stored on the hard drive.*

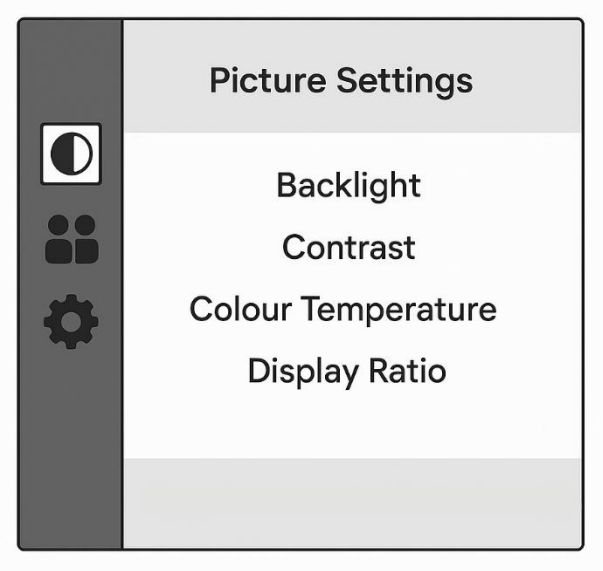


3. Display Settings

As well as having a main system menu that can be accessed through your home screen, the unit also has a display setting menu for changing which input source is being displayed as well as altering values such as backlight, contrast, Colour Temperature, Display Ratio and many more. This can be accessed at any time by pressing the '**MENU**' button on the remote control.

3.1 Picture Settings

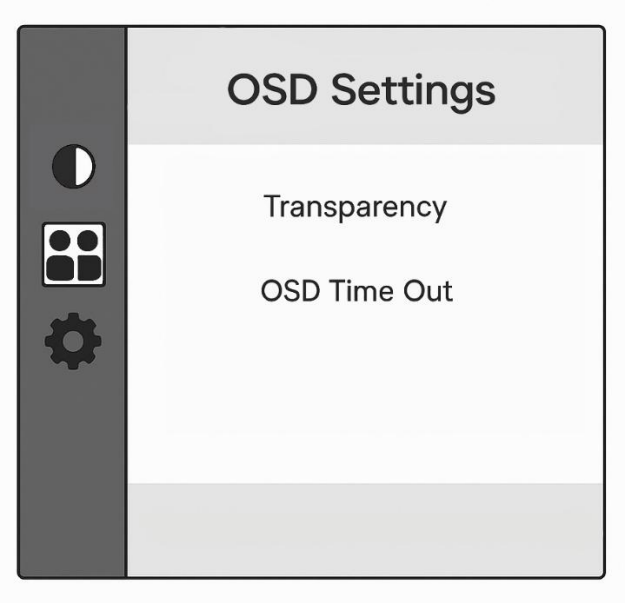
In this sub-menu you can alter the different image settings of your screen. To adjust the **Backlight**, **Contrast** and **Colour Temperature** and **Display Ratio** of your display, navigate to the Picture settings and use the **Left** (◀) and **Right** (▶) **navigation buttons** on the remote control to adjust the value accordingly.



Please note: *It is recommended not to change the settings unnecessarily.*

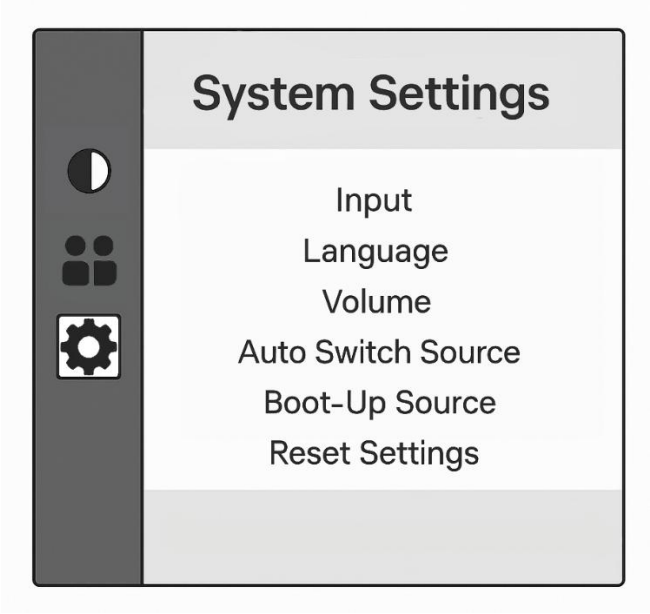
3.2 OSD Settings

In this sub-menu you can adjust the appearance of the on-screen display. You can change the Transparency level of the OSD menu and set the OSD Time Out, which determines how long the menu stays on screen when not in use.



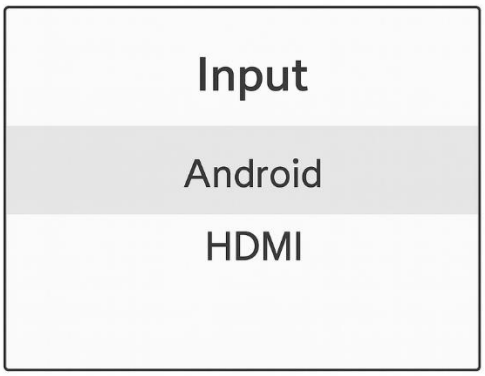
3.3 System Settings

In this sub-menu you can configure general options for your screen. You can select the **Input Source**, **change the Language**, adjust the **Volume**, or enable Mute. Additional options include setting an **Auto Switch Source**, choosing the **Boot-Up Source**, and restoring the factory defaults through **Reset Settings**.



3.4 Input

In this menu you can choose the input source for your screen. Use the navigation buttons to switch between **Android** (the built-in media player) or **HDMI** (an external source).



3.5 Exit

To exit from the **Display Settings Menu**, navigate to 'Exit' and press the **Play/Pause Button** (**⏯**).

4. Supported Media Files

Required:

Video	
Container	MP4, AVI, MPG
Codec	MPEG-1, MPEG-2, MPEG-4, XVID, H.264
Width	1920 (1080 for portrait)
Height	1080 (1920 for portrait)
Audio	AAC or MP3

Recommended:

Format Profile	Main@4.0
Frame Rate	30fps
Standard	PAL
Bitrate	5000kbps
Bitrate Encoding	CBR
Field Order/Scan	Progressive
Audio	AAC or MP3

Required:

Image	
Container	JPEG
Compression	Baseline
Colour Mode	RGB
Width	1920 (1080 for portrait)
Height	1080 (1920 for portrait)
Maximum DPI	300

This unit does not support WMV or FLV video file types.

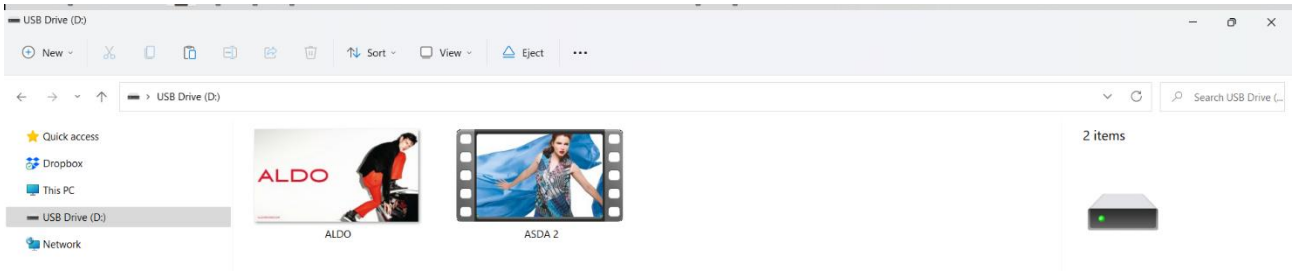
Please note: *Video and image files should be a maximum of 1920x1080 resolution for Landscape orientated screens and a maximum of 1080x1920 resolution for portrait orientated screens.*

5. Copying Files from a USB Drive

If the **Work Mode** is set to **USB** (default with Plug and Play purchased screens) you can copy files directly from a USB drive onto the screen to play the content on a loop. Make sure to reference the **Supported Media Files** table (Section 4.0) for the correct formats and resolution of the content.

Step 1

Copy the files you want to play on the screen on to the **USB Drive** in the root directory. Do not put the files into folders, they must be in the main root directory.



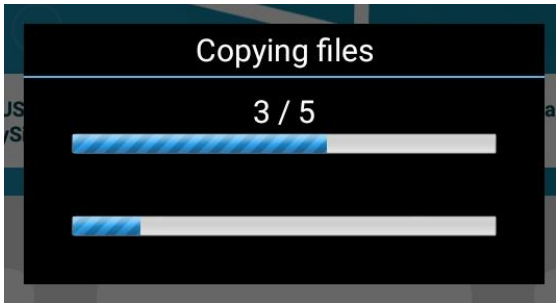
Please note: It is recommended to use a USB drive that is less than 16GB for the display screen to recognise the USB drive format (FAT32 format). This is usually the default format on USB drives less than 16GB.

Step 2

Insert the USB drive into a USB port (see Error! Reference source not found.).

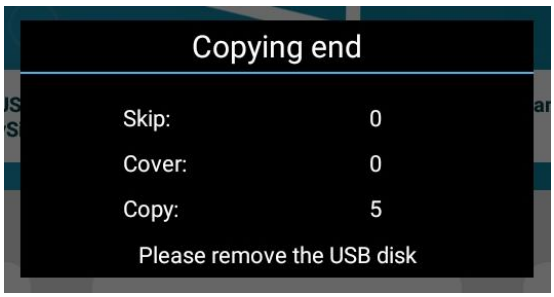
Step 3

The files on the USB drive will then be copied to the internal storage on the screen.



Step 4

Remove the USB drive.



Step 5

The content on the USB drive will now play on the screen. If the content isn't playing or didn't copy over, please make sure to check the **Supported Media Files** table (Section 4.0).

6. Advertising LCD Playlist Editor Software

Although this unit can operate without using any additional software, for more advanced applications please download and install the **Advertising LCD Playlist Editor** software from the link below. This will allow you to create playlists and set up schedules without using My Signage Portal.

Advertising LCD Playlist Editor Software

Make sure to reference the **Supported Media Files** table (Section 4.0) for the correct formats and resolution of the content being used on the created playlists.

6.1 Main Menu

Start by opening the application to bring you to the **Main Menu**. The main menu will allow you to either create a new playlist or load and existing playlist from a USB drive.

6.2 Creating Playlists

The Playlist Editor is laid out in a user-friendly way with the primary functions on the left-hand side in easy to follow steps.

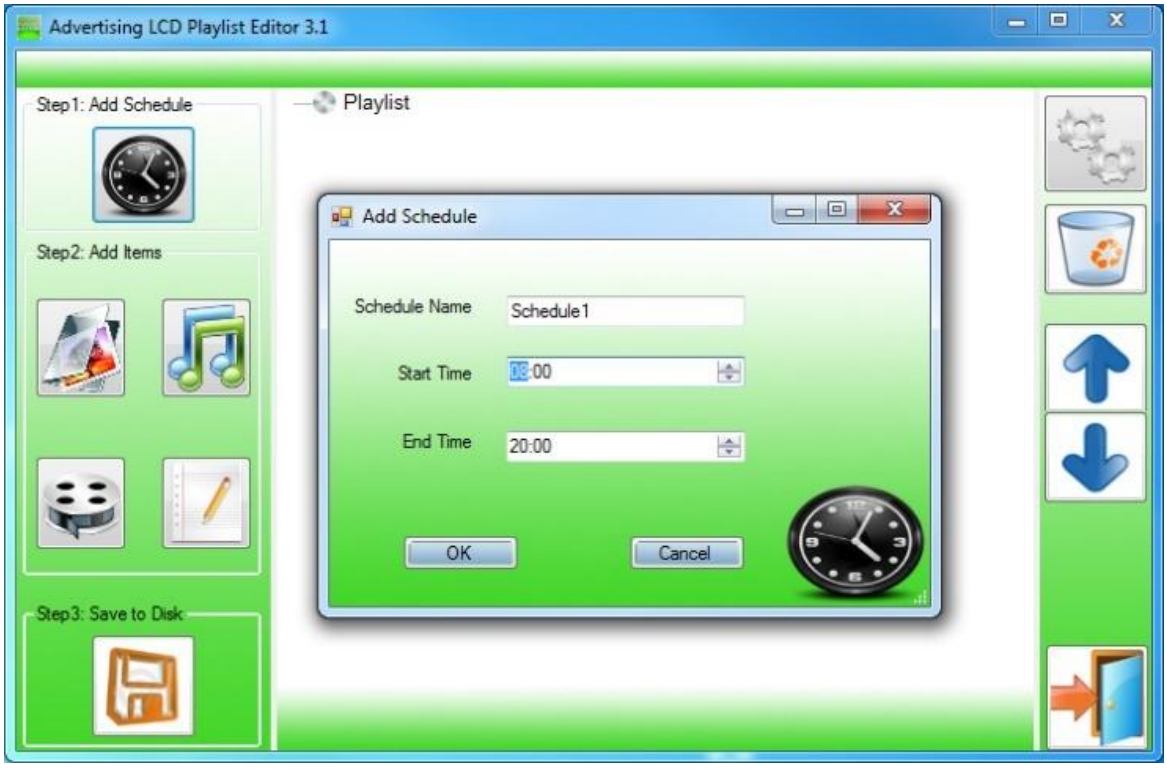
6.2.1 Add Schedule

The schedule functions as a timer for the playlists, so you can have between one and eight playlists scheduled to start and end at different times of the day, with up to 50 files in each playlist.

Please note: *If you enter more than one schedule ensure that the consecutive schedule times do not overlap.*

1. Click on the 'Add Schedule' Button.
2. Type a Schedule name.
3. Select preferred start time.
4. Select preferred end time.
5. Click 'OK'.
6. The schedule will appear in the playlist.

Follow the same process to add multiple schedules.



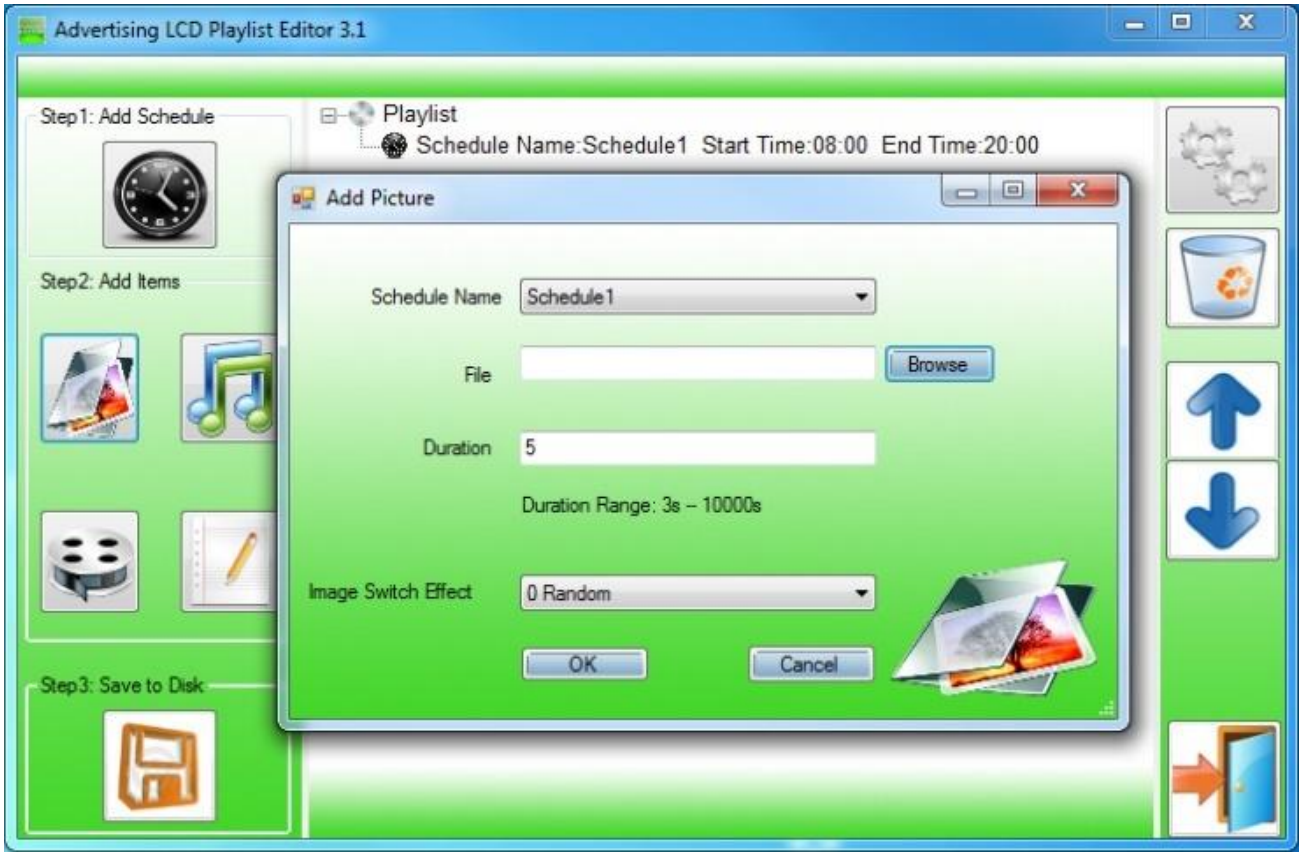
6.2.2 Add Selected Items

Adding Images

1. Click the **Add Image** button.
2. Select one of the schedules created from the **Add Schedule** section.
3. Click 'Browse' and locate the image you wish to use.
4. Enter a duration time of the image (this is the time it takes to transition to another image on the chosen schedule).
5. Choose from the list of available transitions.
6. Click 'OK' to add the image file to the chosen schedule.

You can select multiple image files at once to add to a schedule, you can also move each image up or down in the playlist by using the arrow buttons on the right-hand side.

Please note: *Before adding a media file please ensure that it has a file name length of 11 characters or less and contains no special characters. For supported file formats please refer to* **Supported Media Files**.

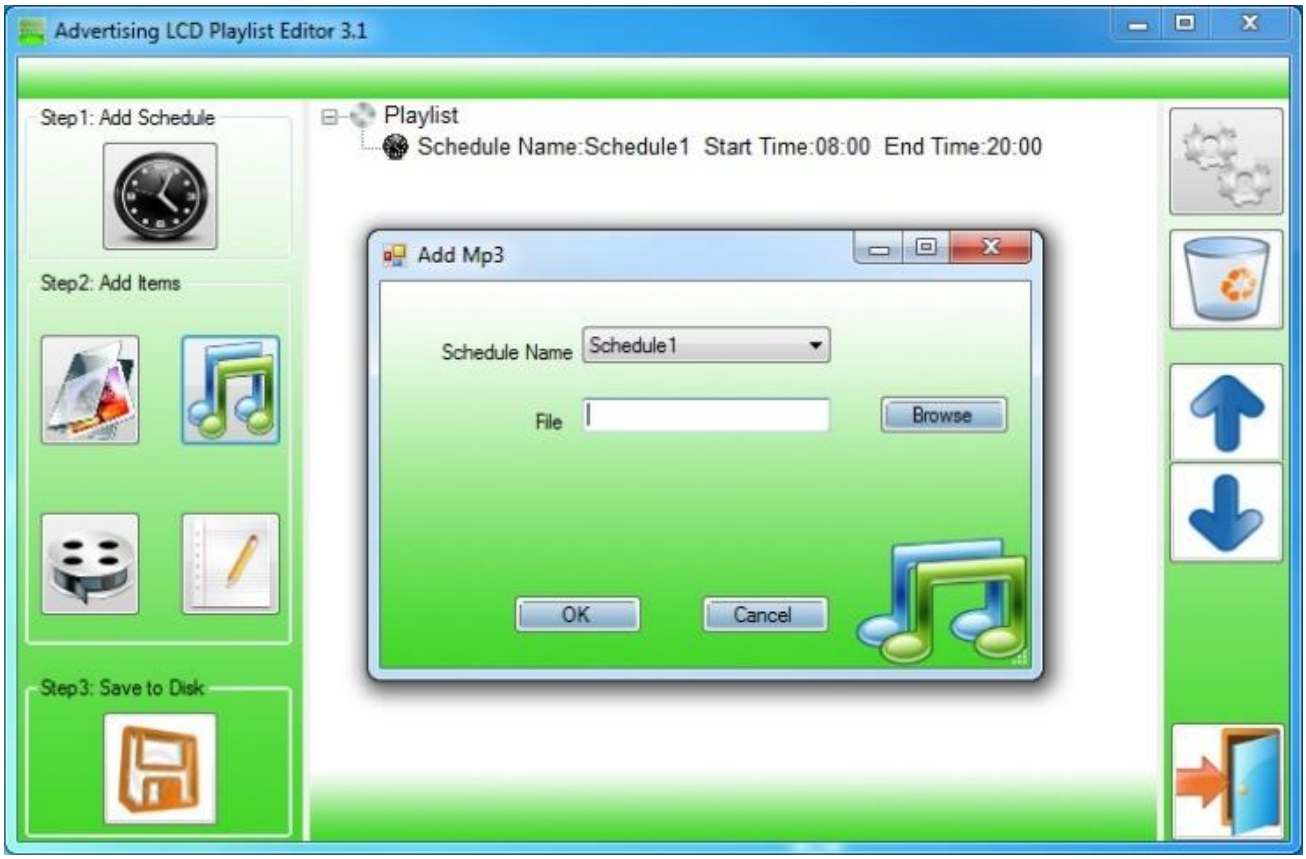


Adding Audio

1. Click the **Add MP3** button.
2. Select one of the schedules created from the **Add Schedule** section.
3. Click 'Browse' and select the desired MP3 file.

4. Enter a volume level for the MP3 file.
5. Click ‘OK’ to add the MP3 file to the chosen schedule.

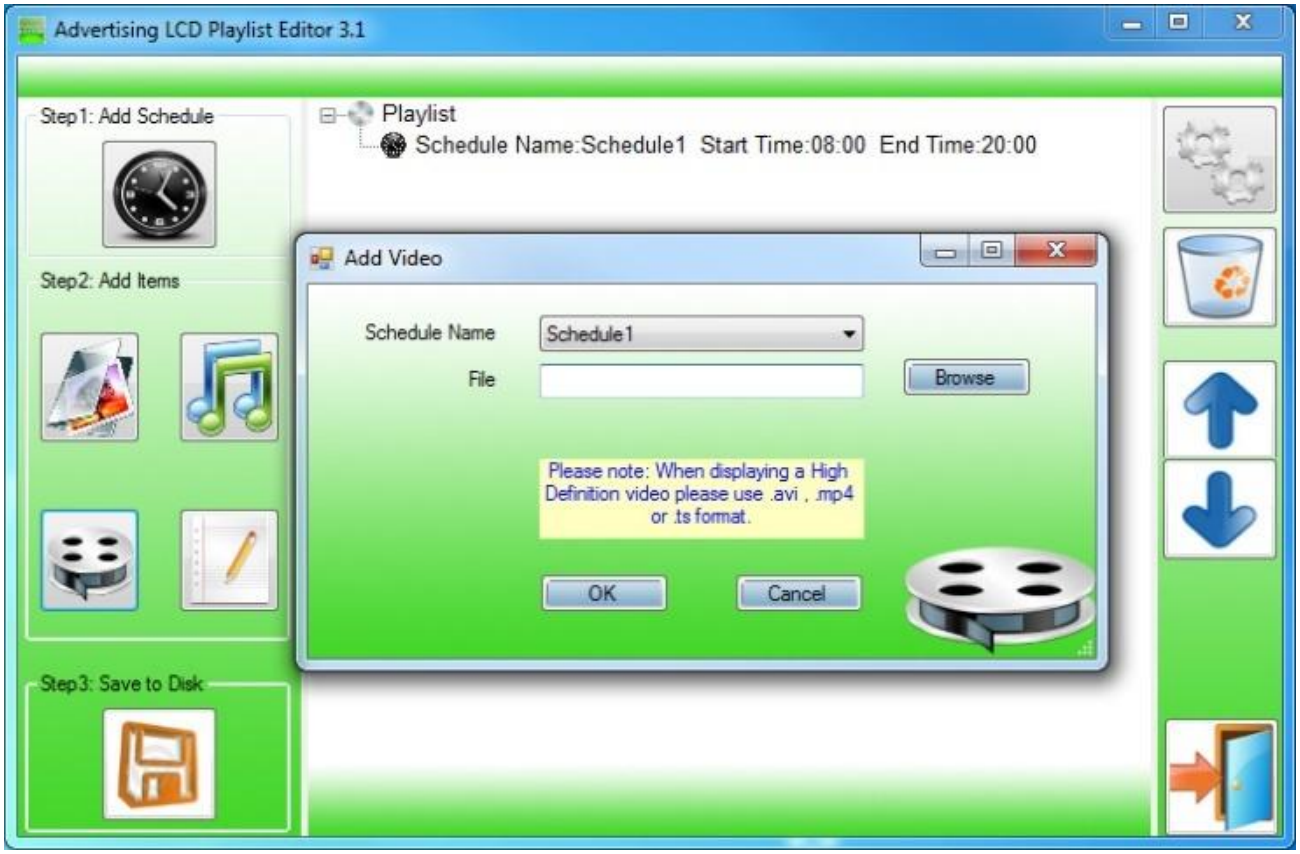
Please note: *Before adding a media file please ensure that it has a file name length of 11 characters or less and contains no special characters. You must also add audio files after adding image files.*



Adding Video

1. Click the **Add Video** button.
2. Select one of the schedules created from the **Add Schedule** section.
3. Click ‘Browse’ and select the desired video file.
4. Click ‘OK’ to add the video file to the chosen schedule.

Please note: *Before adding a media file please ensure that it has a file name length of 11 characters or less and contains no special characters. You cannot add videos and MP3 audio files in the same schedule.*

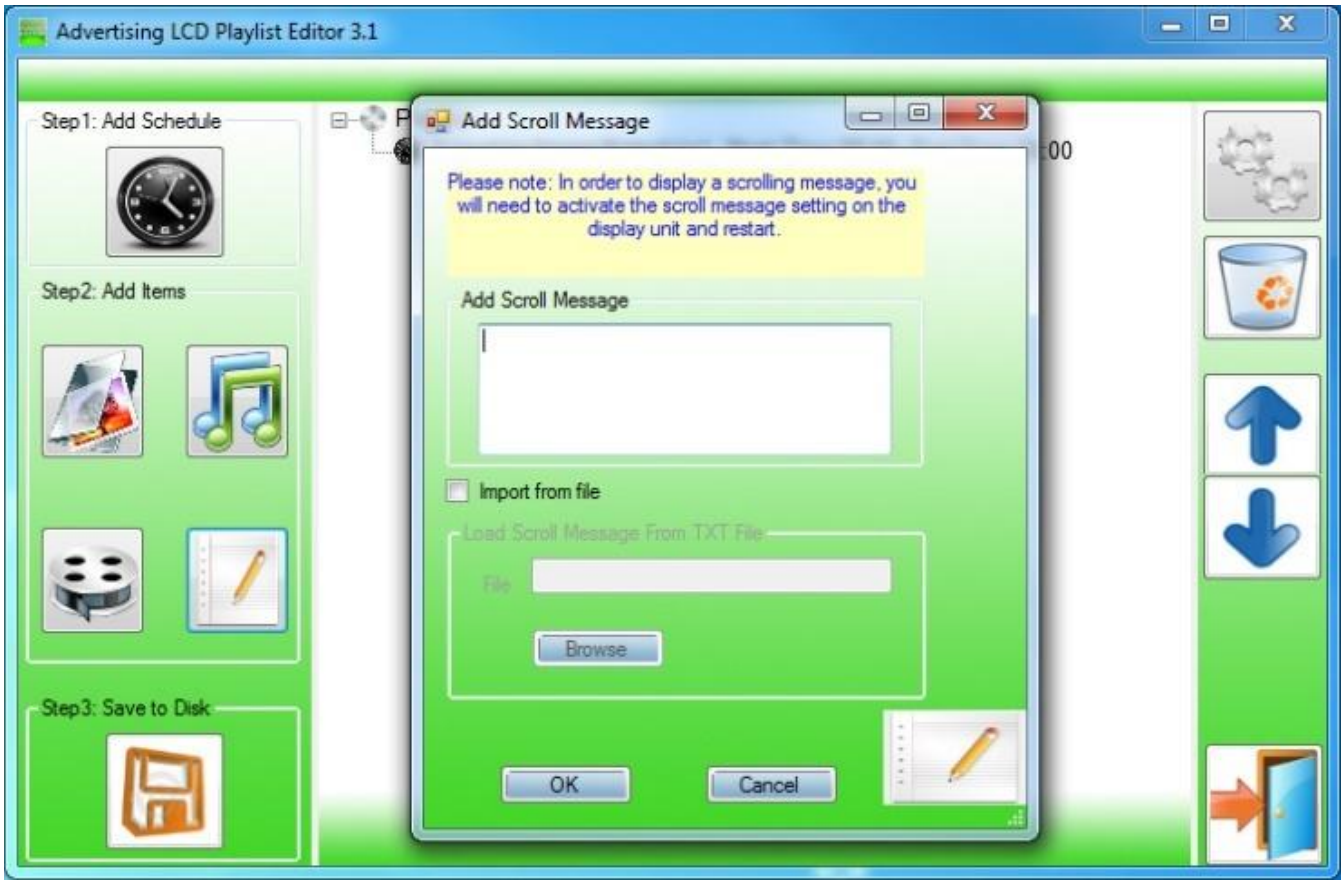


Adding Scrolling Text

1. Click the **Add Scroll Message** button.
2. Enter the message you would like to run across the bottom of the screen.
3. Click 'OK' to add the desired message to the schedule.

If you have a pre-existing text file (.txt) containing your message, highlight the 'Import from file' checkbox and click 'Browse'. Locate and select the desired text file followed by clicking 'OK'.

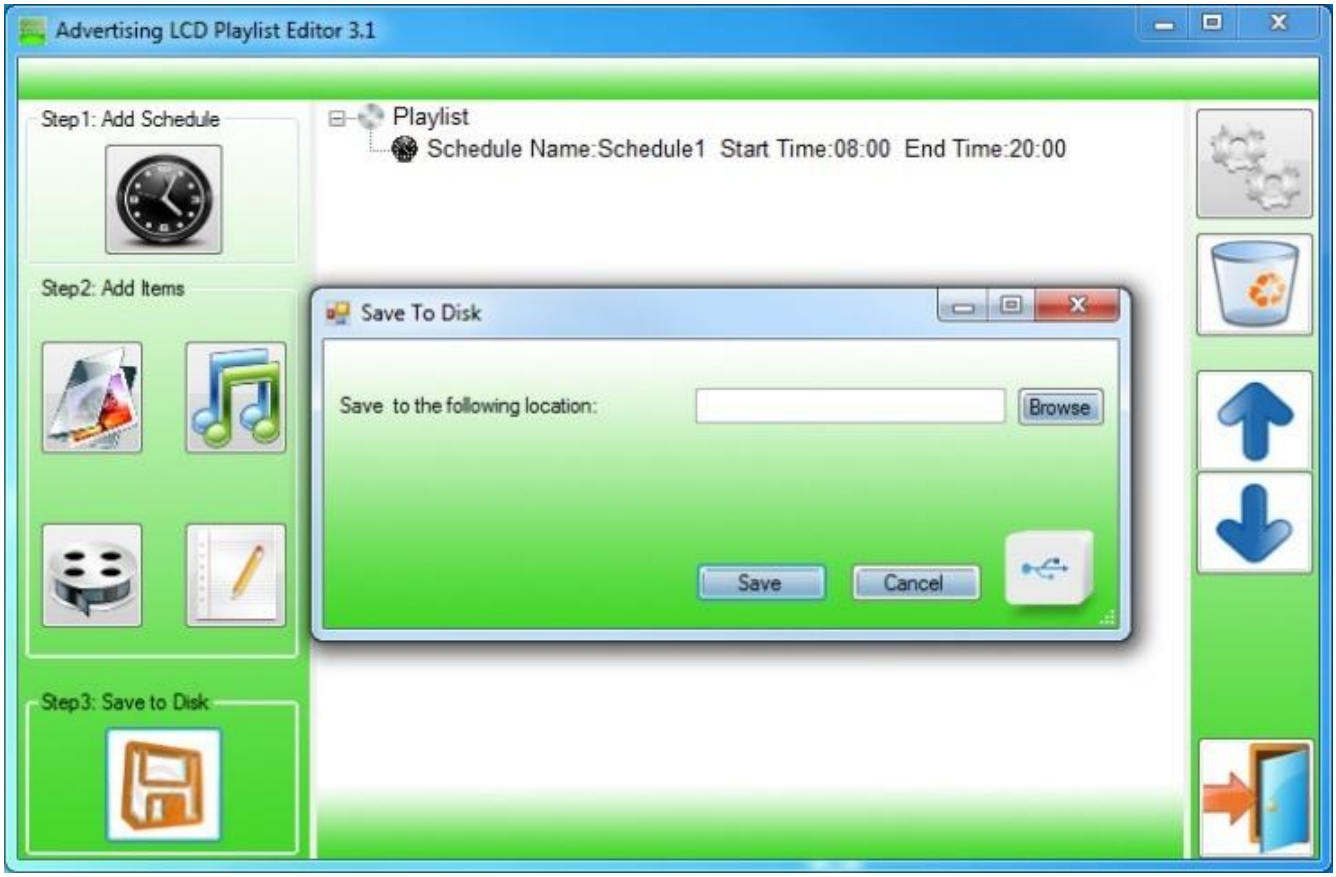
Please note: *You must ensure that* ***Scrolling Text*** *is activated on your display for this feature. You can do this by accessing the* ***System Settings*** *on the display screen being used (see* ***Scrolling Text Settings****).*



6.2.3 Saving

1. Insert a USB drive into your PC and make sure there are no files showing on the drive.
2. Click ‘Step3: Save to Disk’.
3. Click ‘Browse’ and select the USB drive as the location of the playlist and files.
4. Click ‘Save’.

Please note: *It is recommended to use a USB drive that is* ***less than 16GB*** *for the display screen to recognise the USB drive format (FAT32 format). This is usually the default format on USB drives less than 16GB.*



6.2.4 Editing Playlists

1. From the main menu click ‘**LOAD EXISTING PLAYLIST**’.
2. Locate and select a playlist to edit.
3. Select the item you wish to edit and click the ‘Edit’ button.

Deleting Items

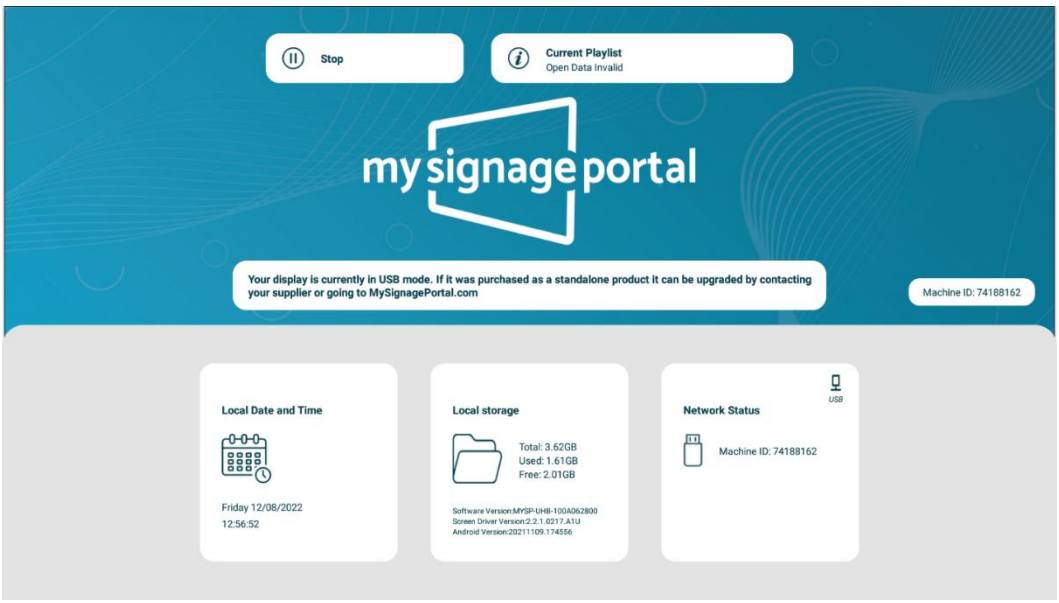
To delete media files within a playlist, select the media file and click ‘Delete’ located on the right-hand side of the application. The media file will then be removed from the playlist.

7. F.A.Qs and Troubleshooting Guide

7.1 How do I change the Work Mode to Wi-Fi so I can connect to my Wi-Fi network?

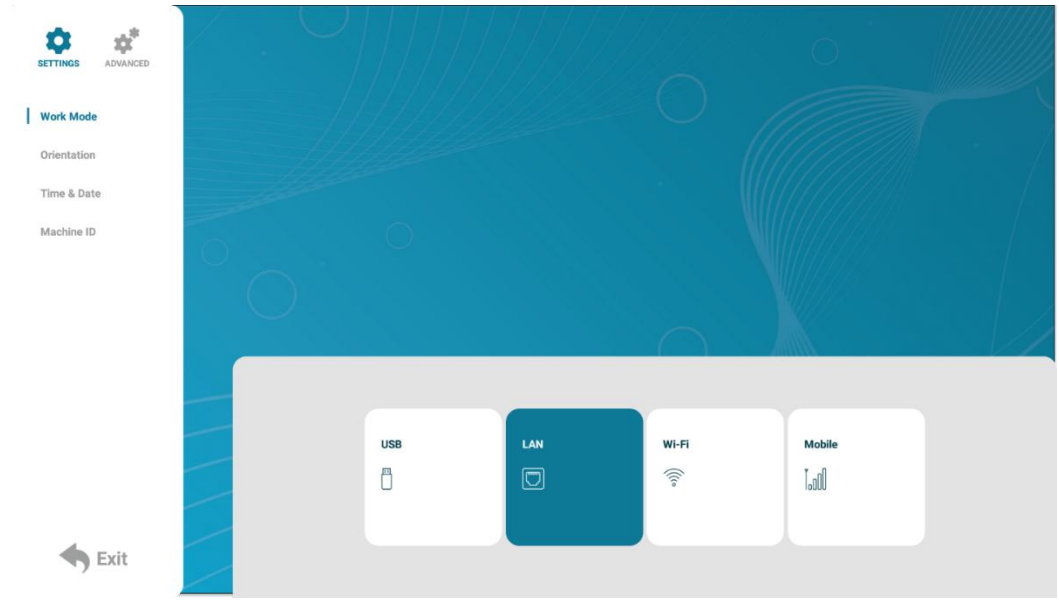
Step 1

Press the Stop Button (■) on the remote control to stop the currently playing content on the screen.



Step 2

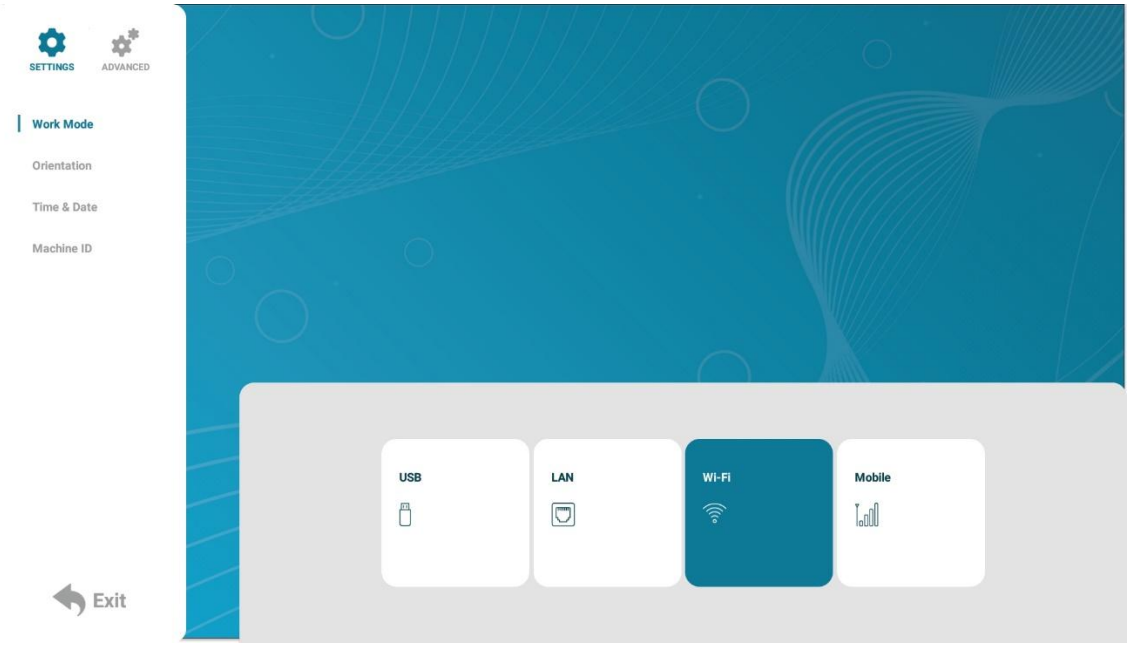
Press the **SETUP Button** on the remote control to bring up the **Setup Menu**.



Step 3

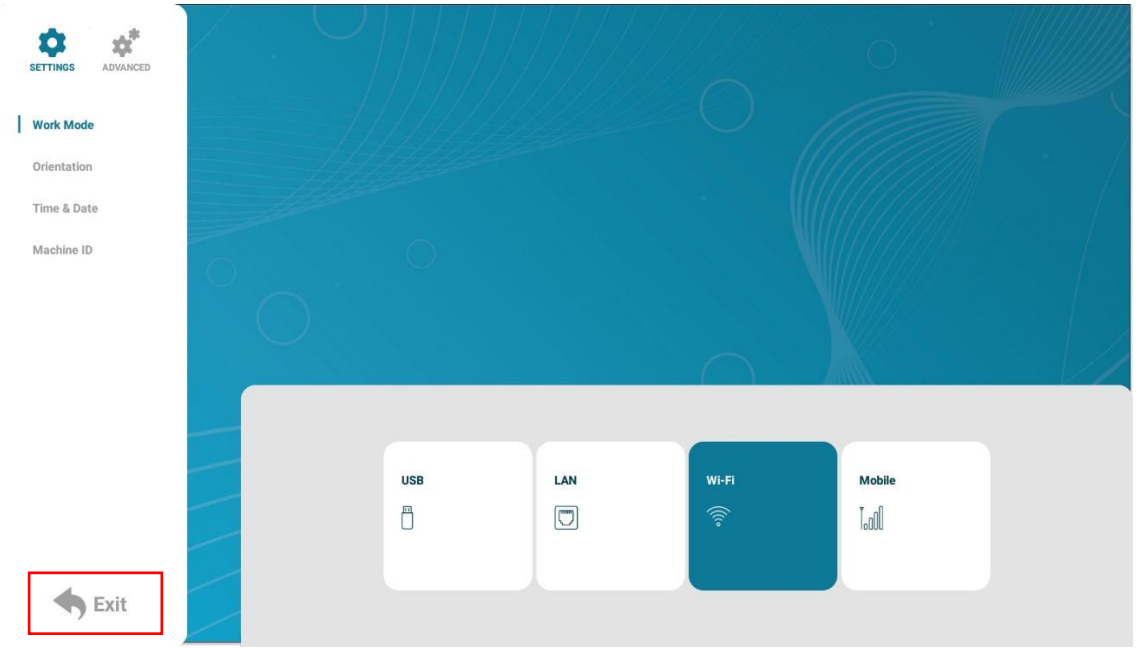
Whilst on the default menu, '**Work Mode**', navigate over to the right side of the display using the arrows keys on the remote

control and press the **Play/Pause Button (⏯)** on the '**Wi-Fi**' option.



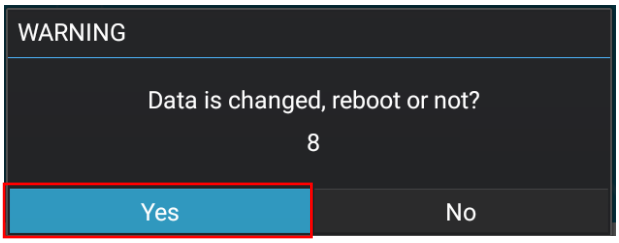
Step 4

Navigate over to and select the '**Exit**' button at the bottom left of the display.



Step 5

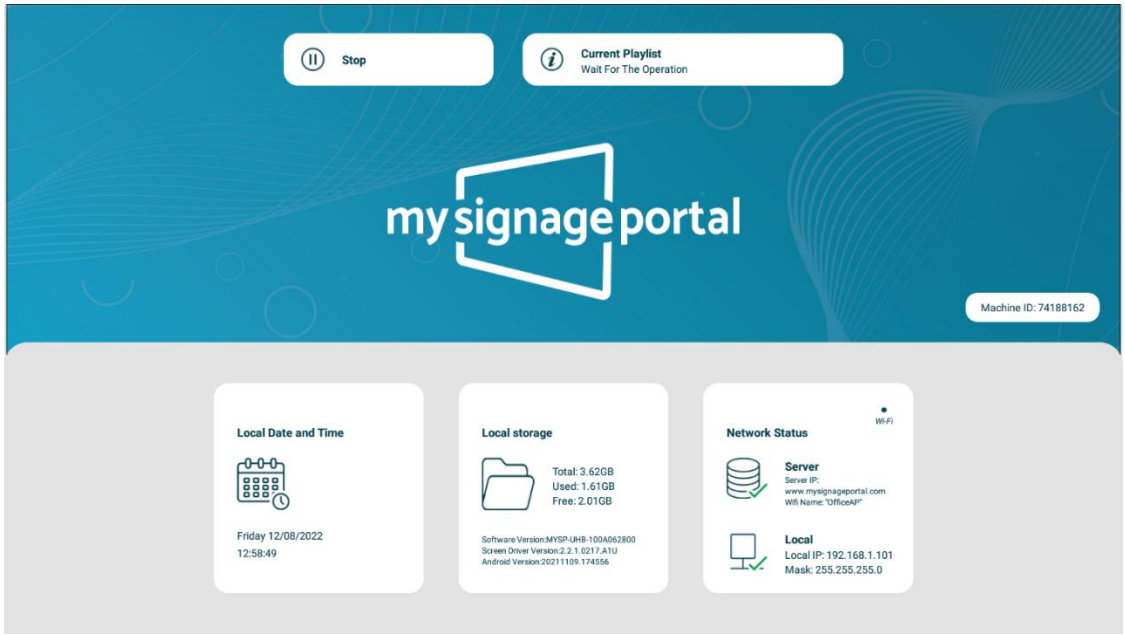
Press ‘Yes’ to save the settings and reboot the screen into **WI-FI Work Mode**.



7.2 How do I connect to a Wi-Fi Hotspot?

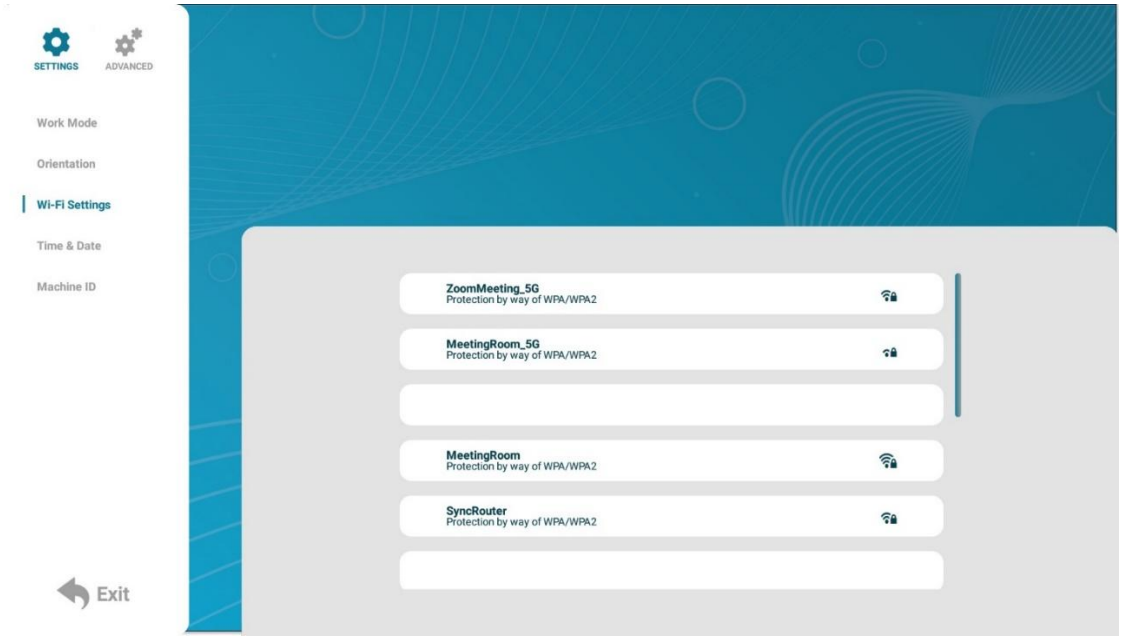
Step 1

Press the Stop Button (■) on the remote control to stop the currently playing content on the screen.



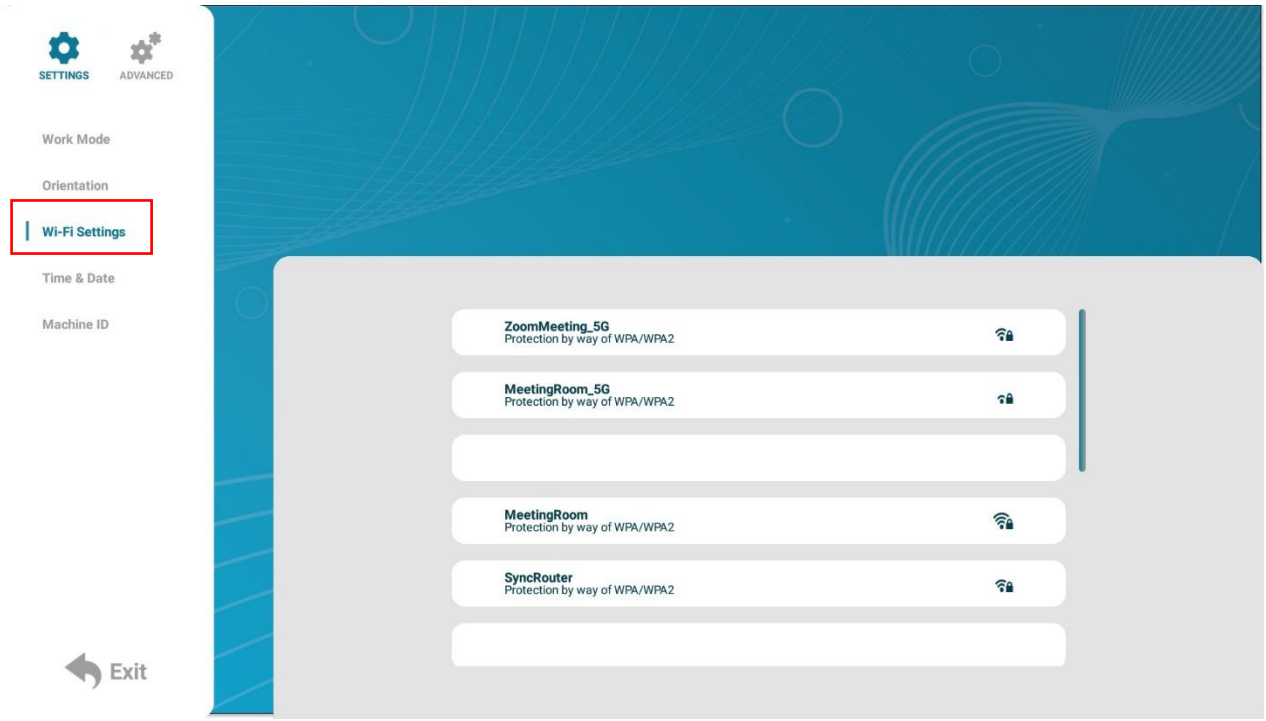
Step 2

Press the **SETUP Button** on the remote control to bring up the **Setup Menu**.



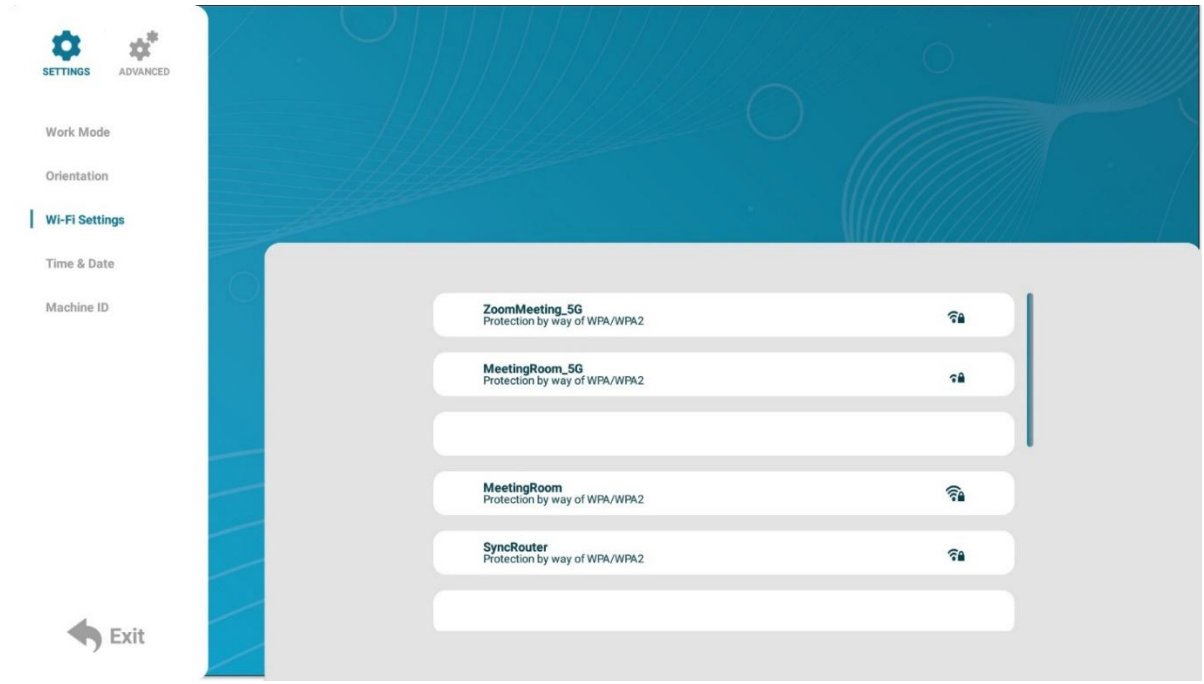
Step 3

Navigate to **'Wi-Fi Settings'** and select this option with the **Play/Pause Button (⏯).**



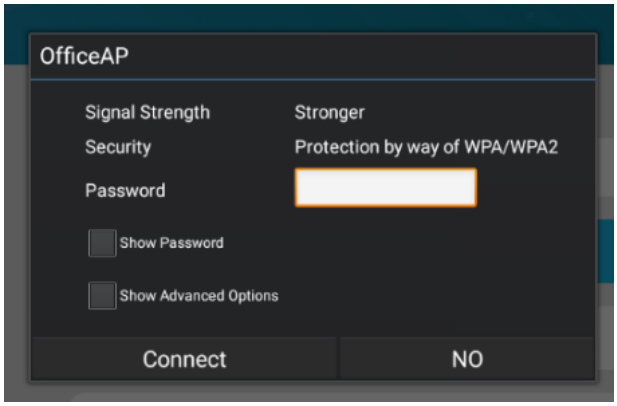
Step 4

Navigate to the WI-FI Network you wish to connect to and press **Play/Pause Button (⏯).**



Step 5

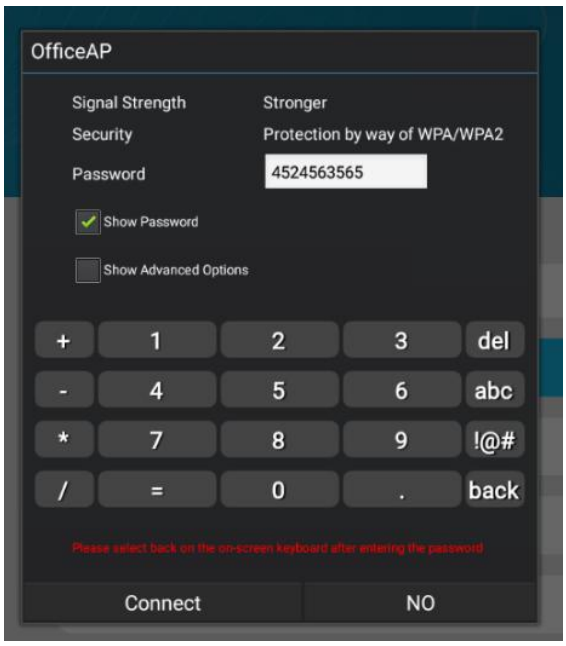
Whilst the cursor is on the white box press the **Play/Pause Button (⏯)** to bring up the **On-Screen Keyboard**.



Please note: *You can also select the 'Show Password' option to see the password entered.*

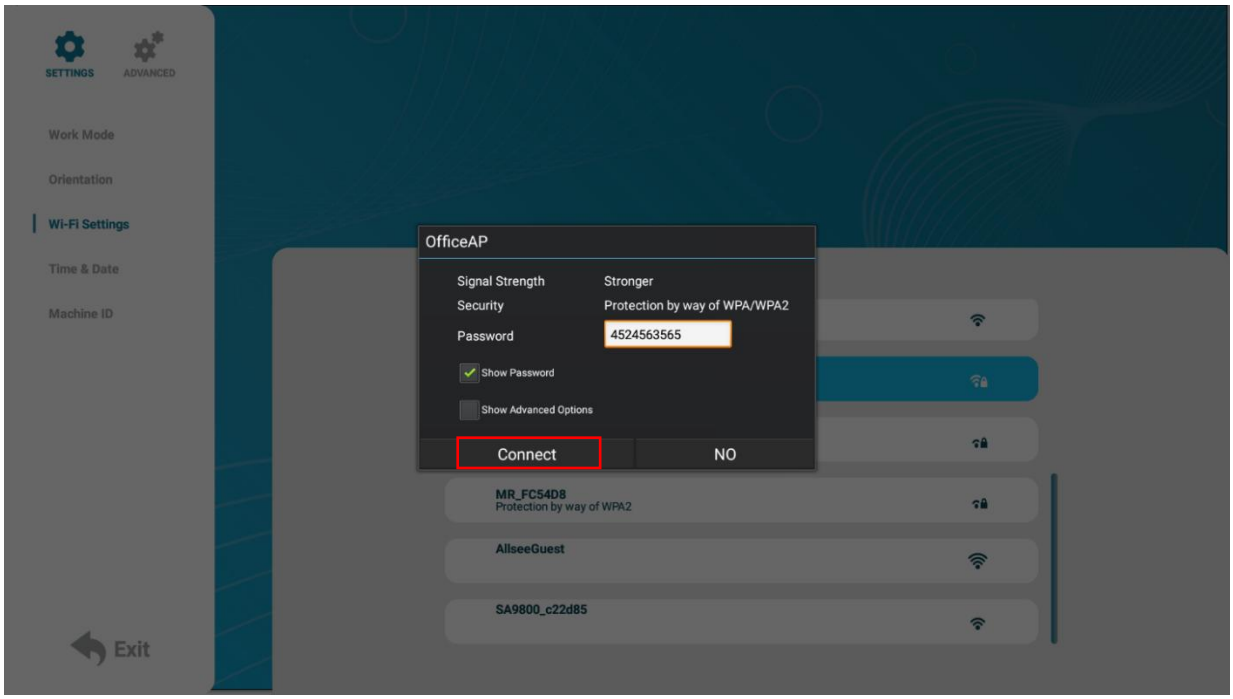
Step 6

Type in the networks password and select the 'back' button on the keyboard when finished.



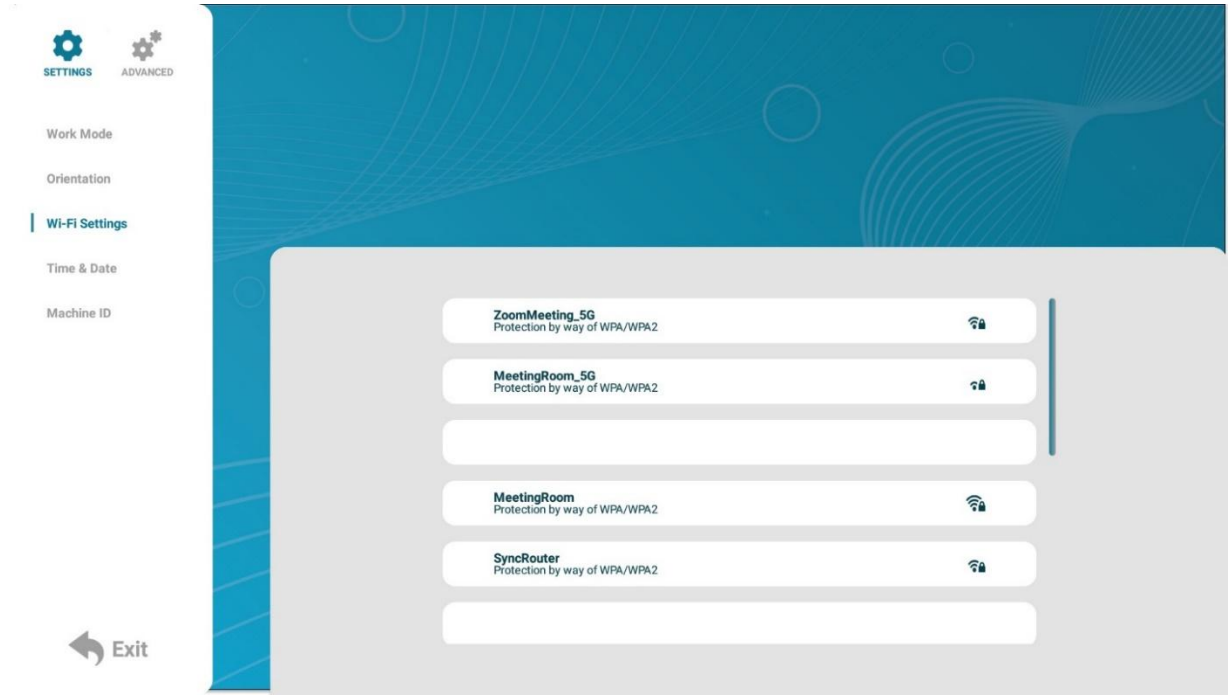
Step 7

Navigate over to and select 'Connect' with the **Play/Pause Button** (⏯).



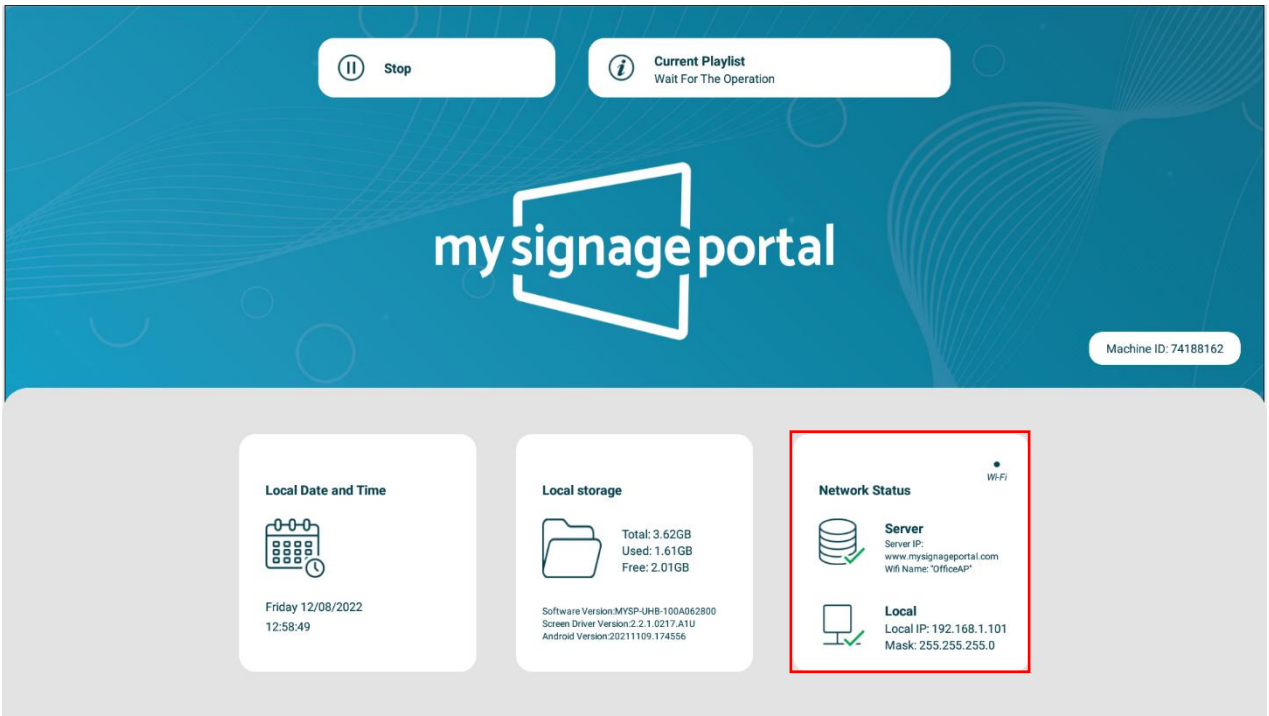
Step 8

Select the 'Exit' button or press the **Back Button** (⮌) on the remote control to go back to the **Homepage**.



Step 9

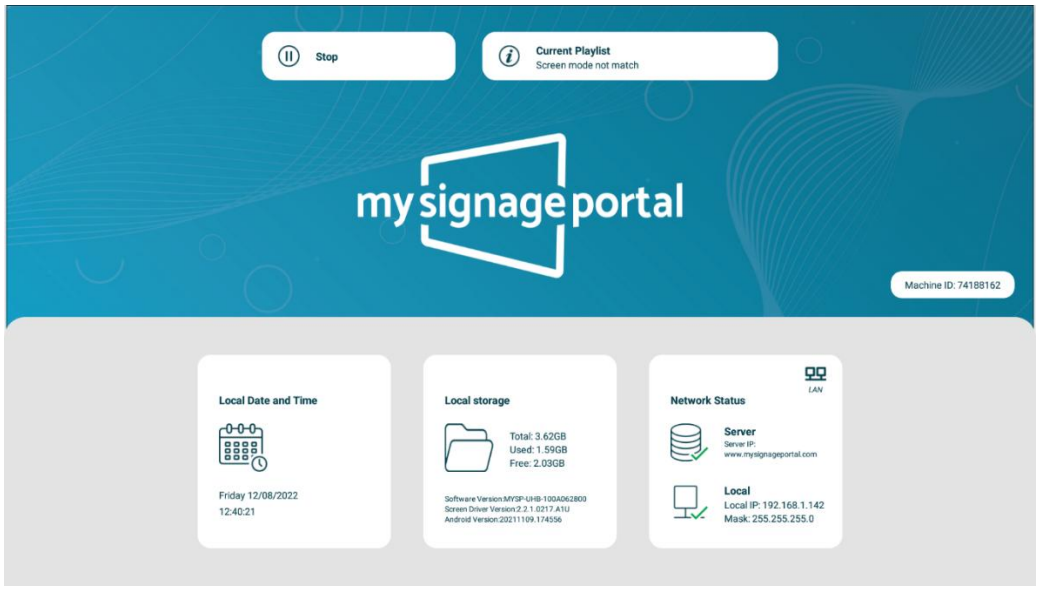
Check that the network is showing two ticks as below. If this is showing any crosses make sure to check you have entered your Wi-Fi password correctly and see our FAQ for more help.



7.3 How do I set up synchronisation on my screens?

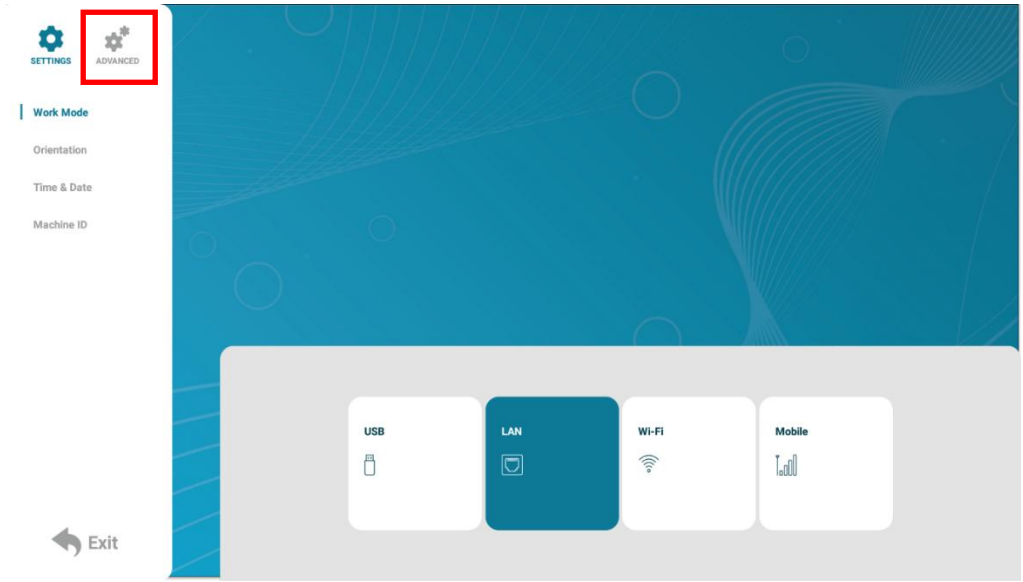
Step 1

Press the **Stop Button** (■) on the remote control to stop the currently playing content on the screen.



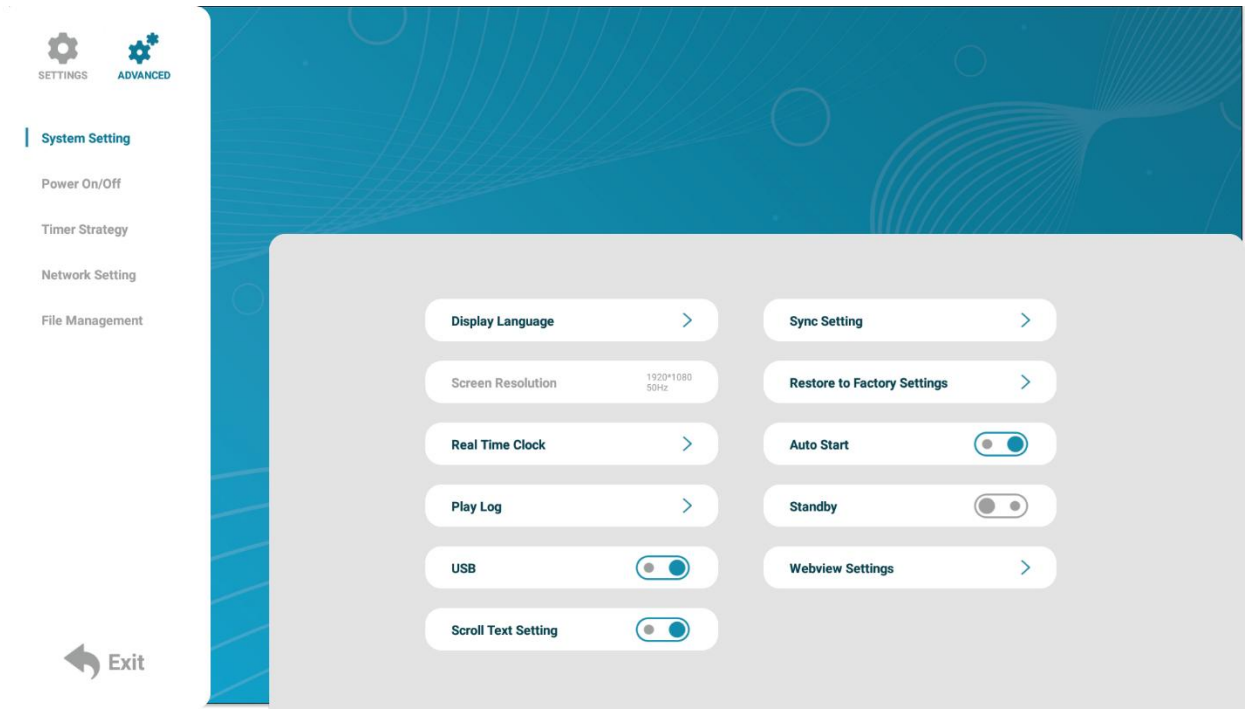
Step 2

Press the **'SETUP'** button on the remote control to bring up the **Setup Menu** then select the **'Advanced'** option by navigating over to the Icon using the arrow keys on the remote control and pressing the **Play/Pause Button** (⏯).



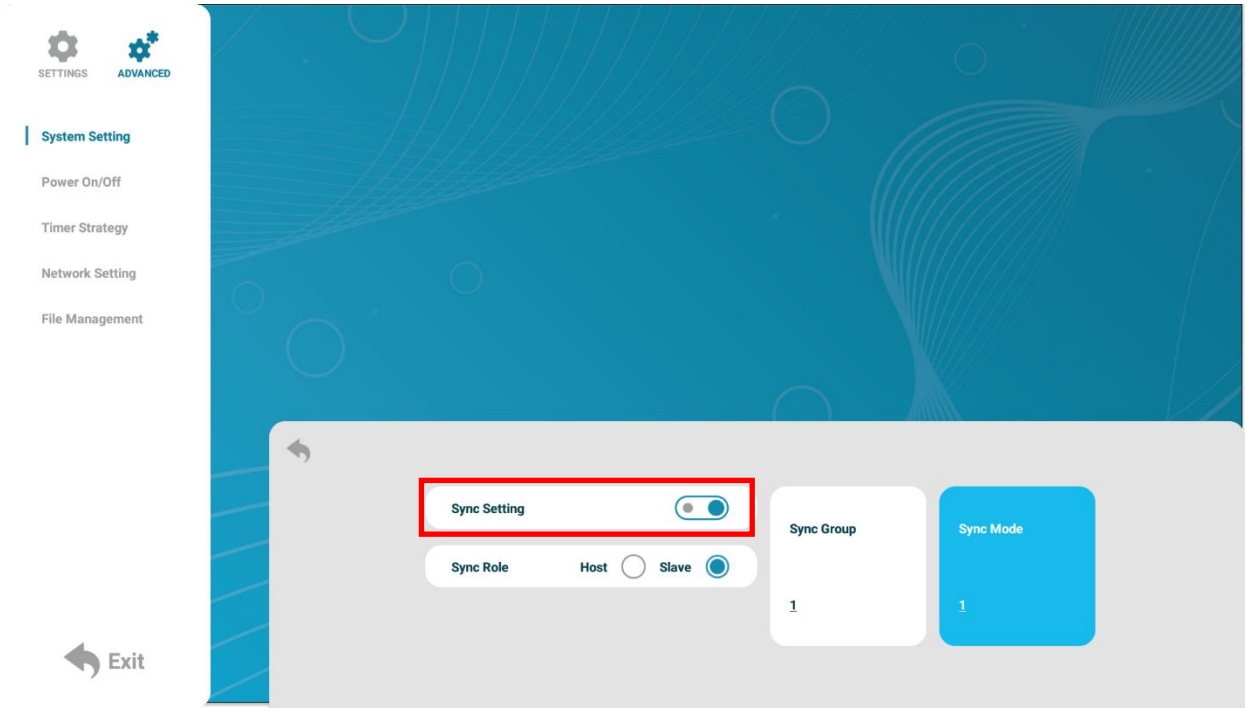
Step 3

Navigate over to **'Sync Setting'** and select this with the **Play/Pause Button** (⏯).



Step 4

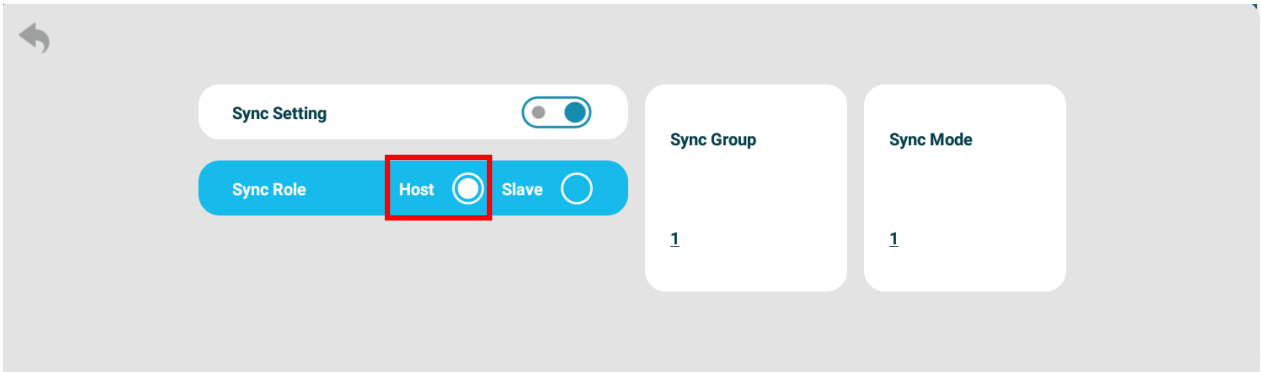
Turn the switch on to access the sync features.



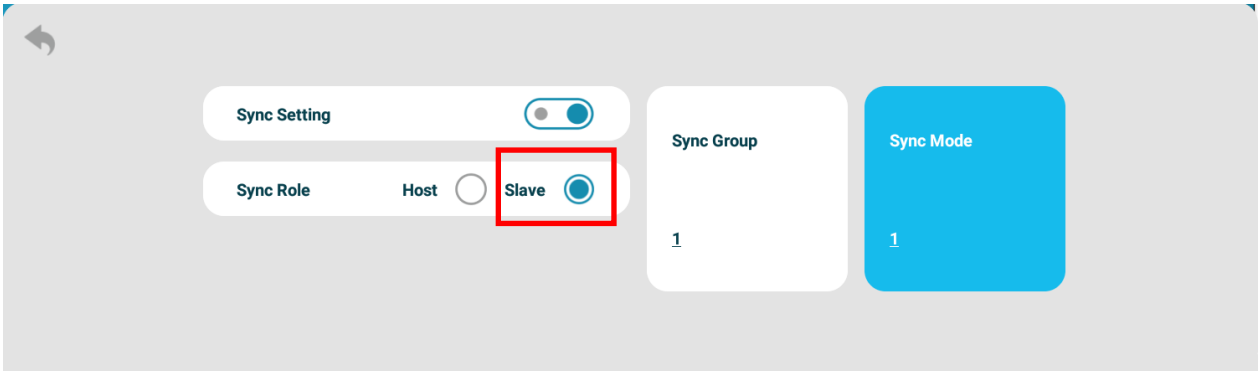
Step 5

For the '**Sync Role** option one of the screens **must** be a '**Host**' so that the other screens follow this one in sequence. For the other screens, you will only need to turn the switch on and leave them as a '**Slave**'.

Host Screen



Slave Screen(s)



Please note: *There must always be one 'Host' screen otherwise the screens will not sync.*

Step 6

Back out of this menu using the **Back Button (⮌)** on the remote control and exit out the menu by selecting **'Exit'** on the bottom left of the menu.

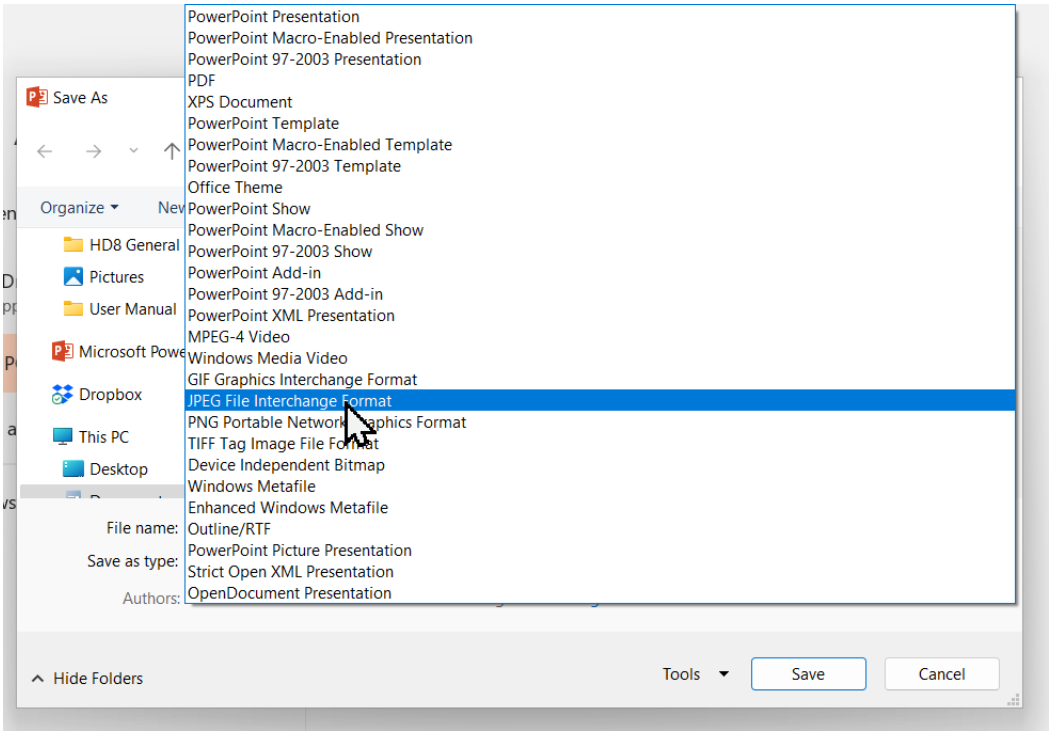
Optional

The **'Sync Group'** can be changed to a different number if you have more than one set of screens connecting to the same network and you wish for them to synchronise separately from each other. In this case you would change all of those specific screens to **Sync Group 2.**

7.4 How do I play PowerPoint presentations on my display?

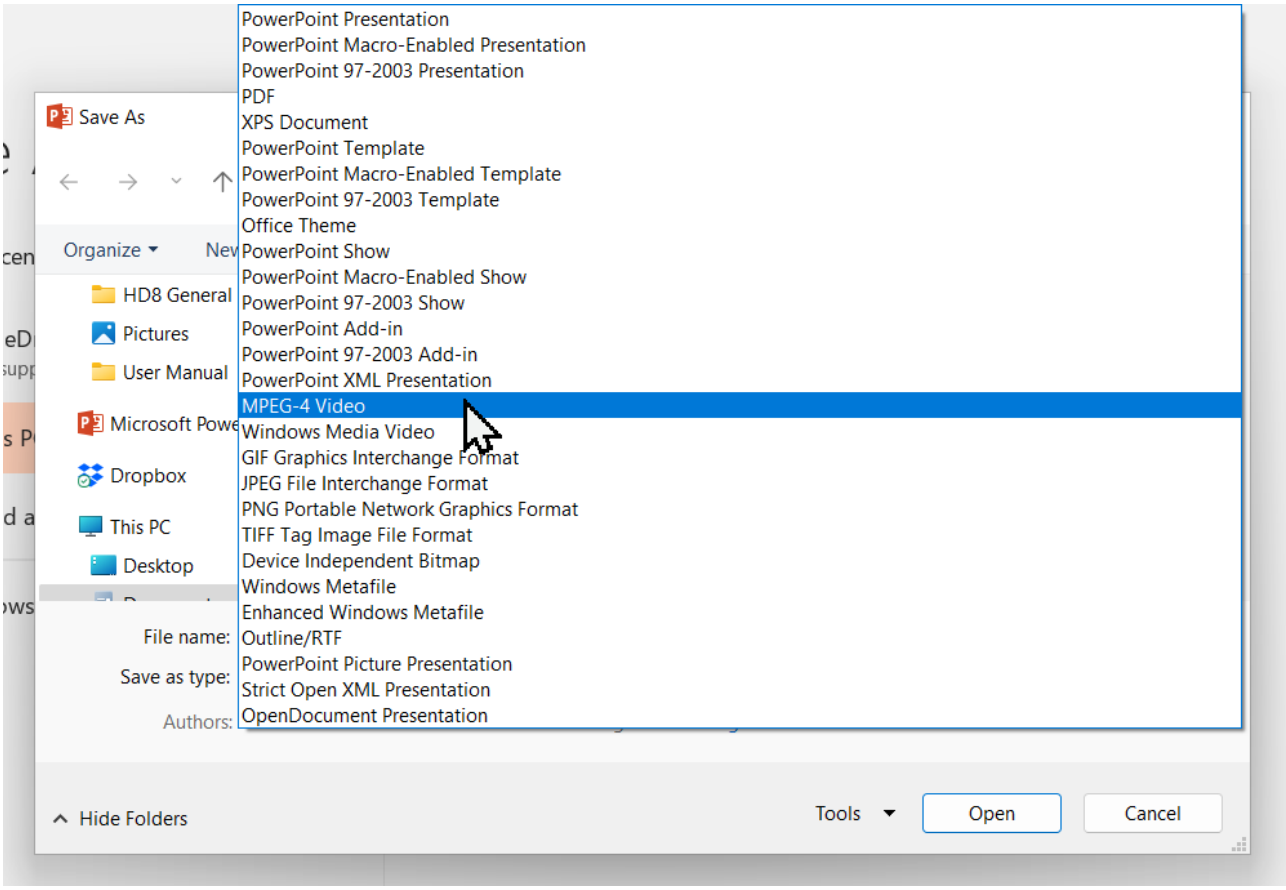
You can save a PowerPoint presentation as a JPEG File Interchange Format (.JPG) as recommended in **Supported Media Files** table (Section 4.0).

1. Create or open a PowerPoint presentation.
2. Click File > Save As.
3. Enter a File name.
4. Click on 'Save as type' scroll down and find the file extension 'JPEG file interchange format', as shown in the image below.



5. Click Save.
6. A message will appear asking if you would like to save all slides as JPEG's
7. Once you have selected your option, The JPEG images will be saved and are ready to use within a playlist or to upload to a storage device.

If you wish to use a PowerPoint Presentation with animations and transitions included you can save the file as an .MP4 and use this as a video instead.



For the best portrait resolution, you can use the following **PowerPoint Page Setup**:

- Width: 42.6cm
- Height: 24cm (16:9 Ratio)

7.5 Video Format Conversion

If the video file is not playing properly on the screen or it does not meet the requirements of the **Supported Media Files** table (Section 4.0), please use the following free **Video Converter** tool, **Format Factory**.

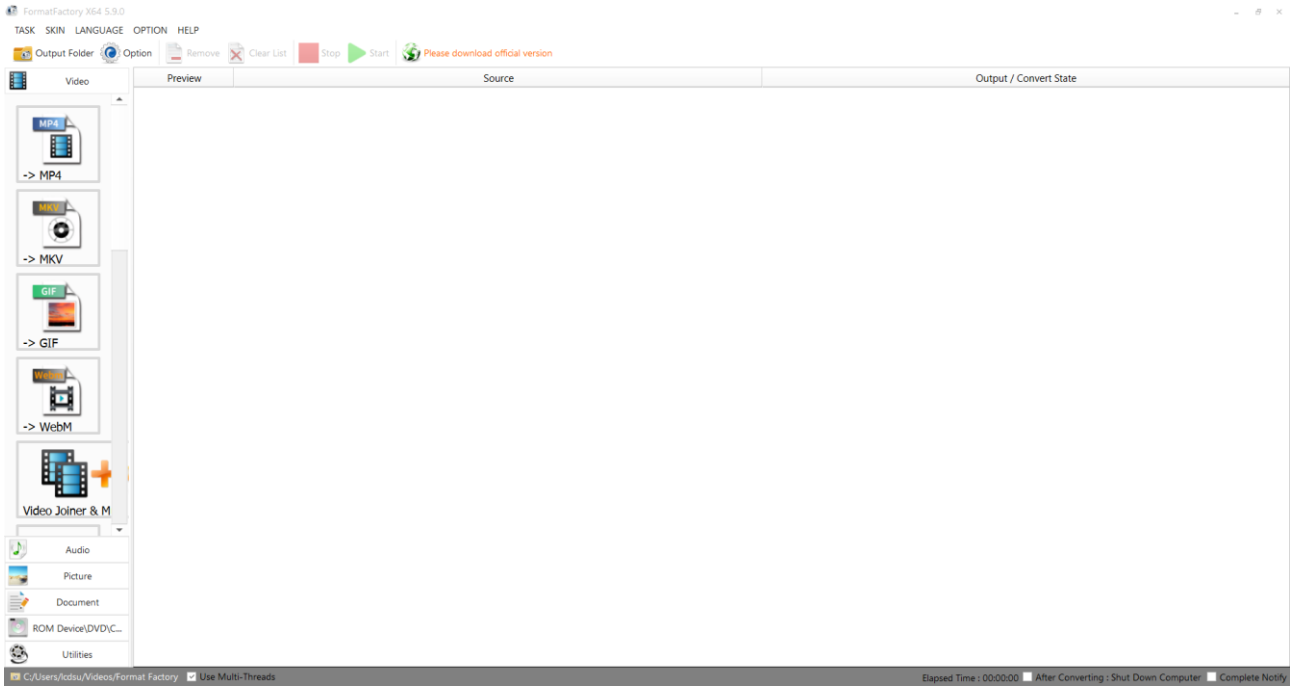
Step 1

Download and install the free **Video Converter** software for **Windows Vista/7/8/10/11** named **Format Factory**.

https://format-factory.en.softonic.com/

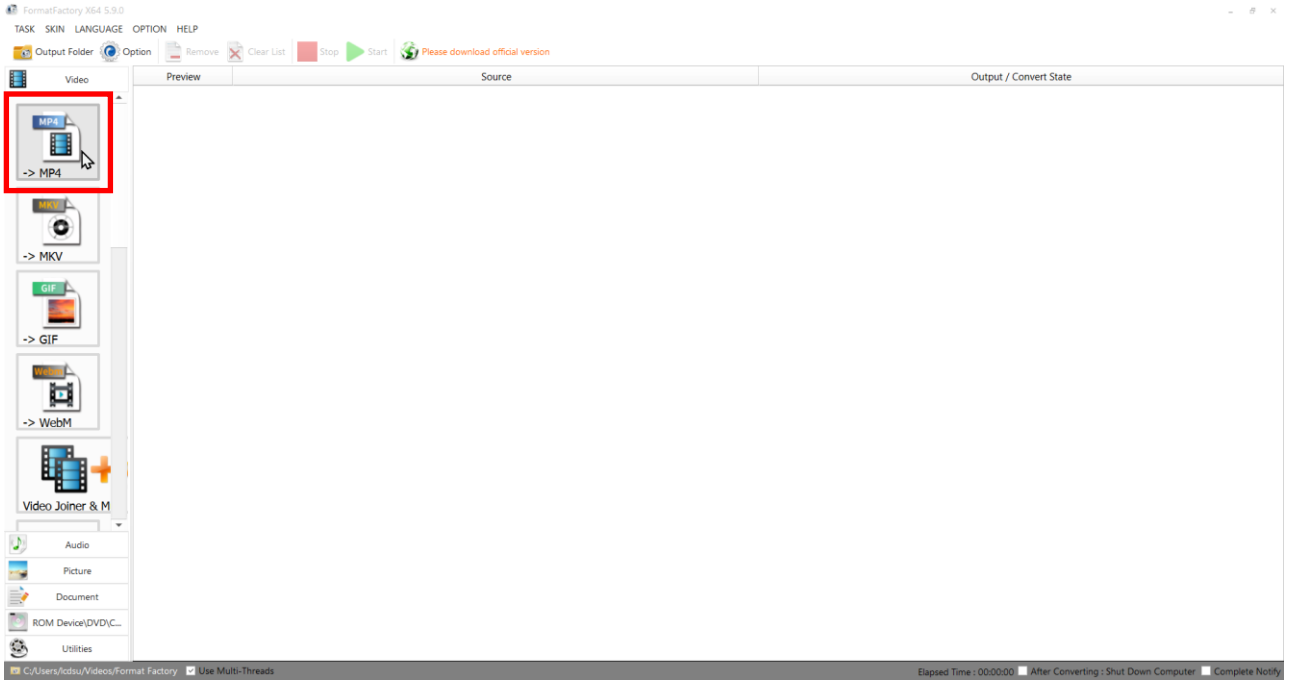
Step 2

Open the **Format Factory** software once installed.



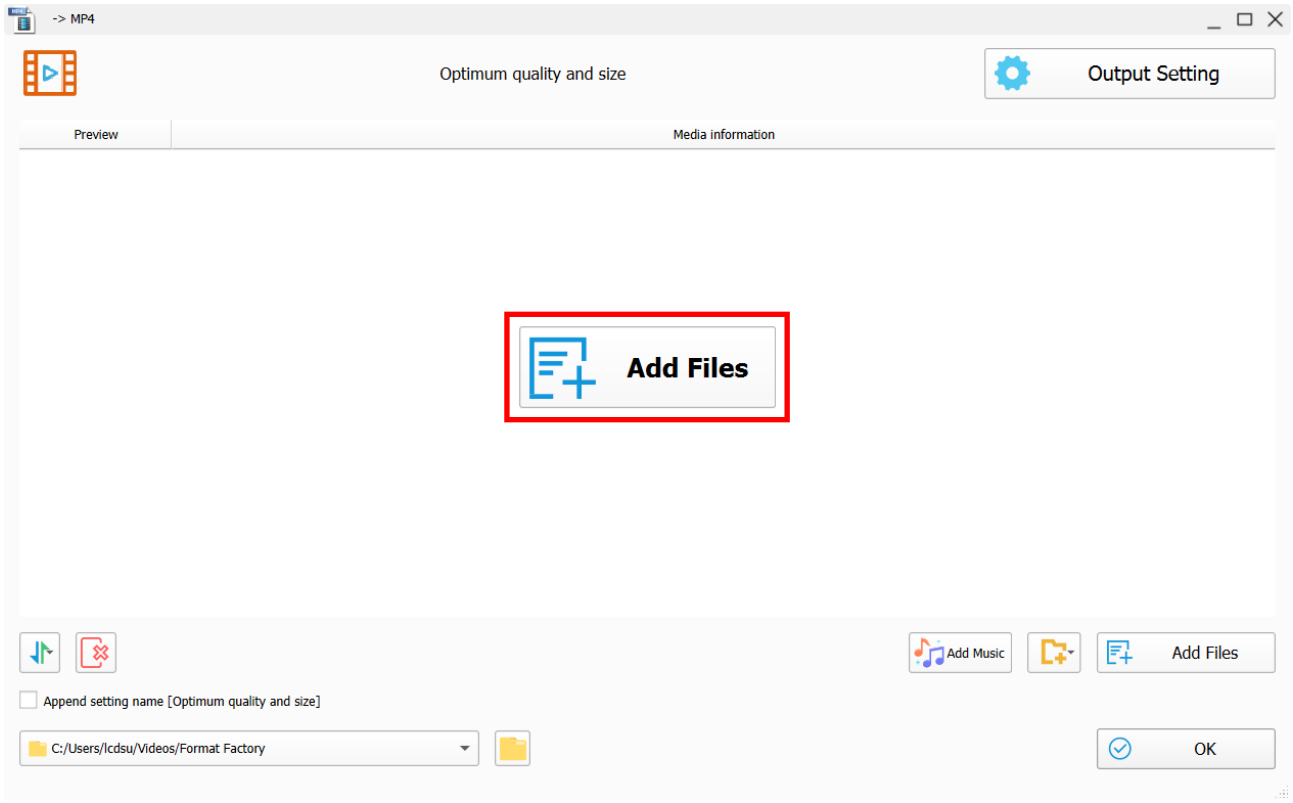
Step 3

On the left-hand window pane select '**MP4**'.



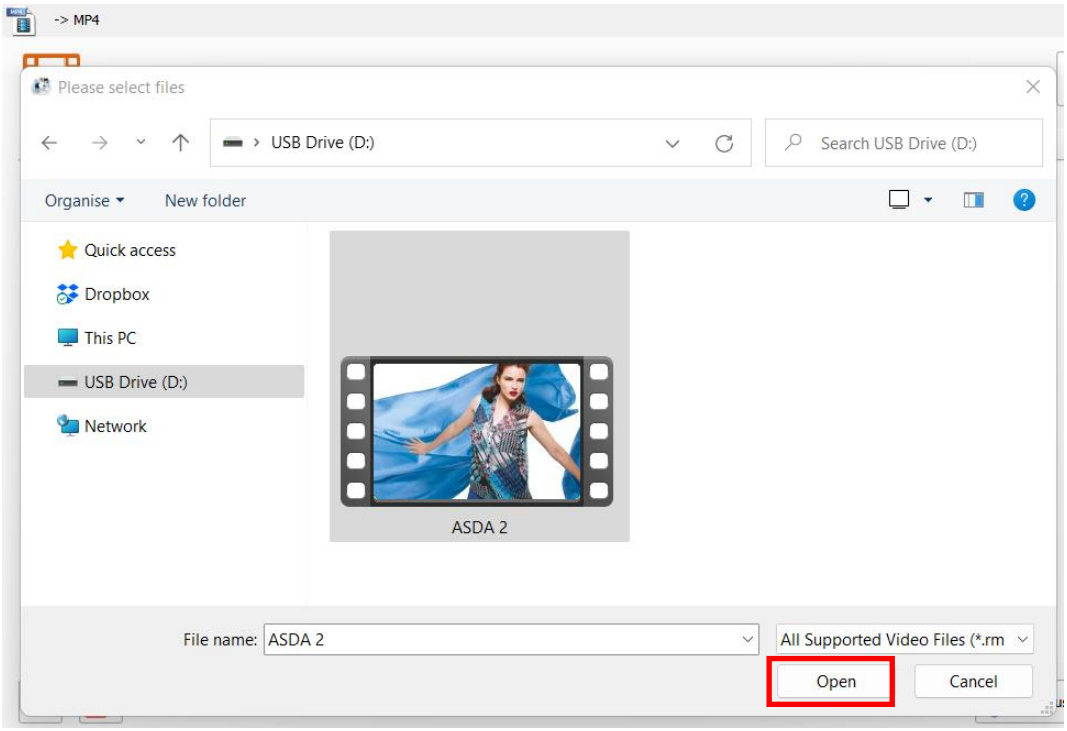
Step 4

Select the '**Add Files**'.



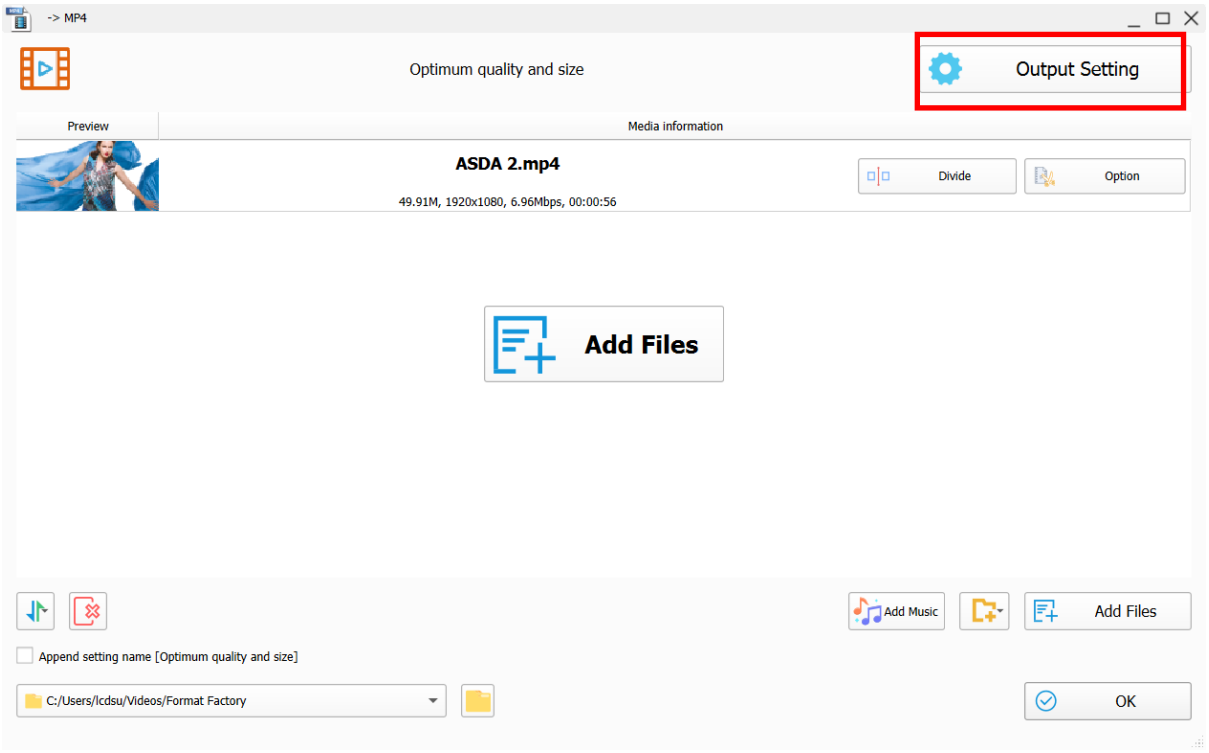
Step 5

Select the file you wish to convert and press 'Open'.



Step 6

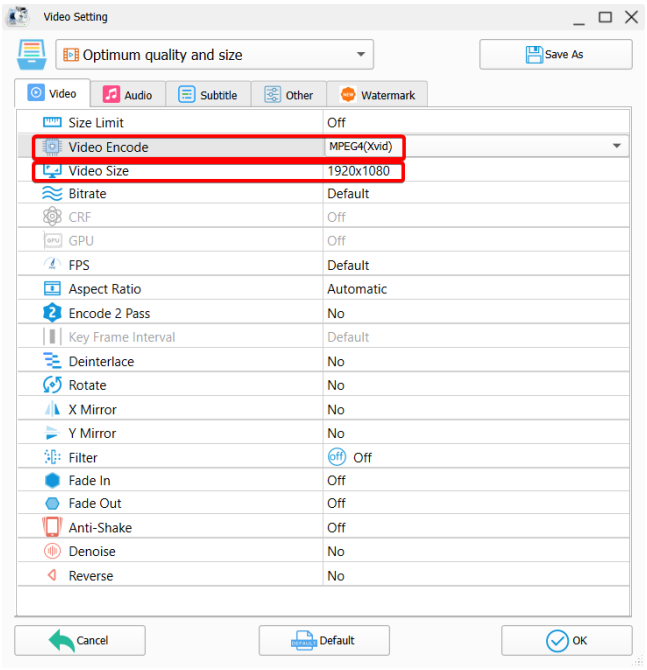
Click '**Output Setting**'.



Step 7

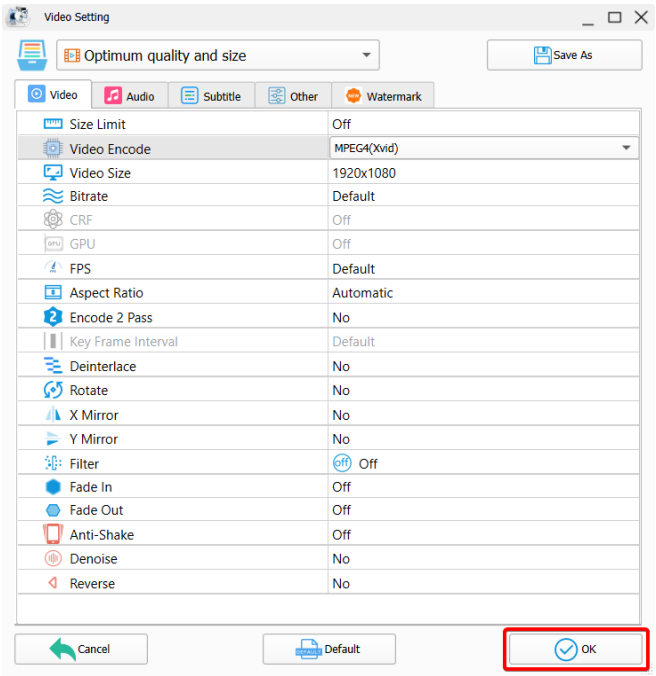
Make sure the '**Video Encode**' is set as '**MPEG(Xvid)**' for the best quality and to change the '**Video Size**' to the recommended resolution is as shown on the **Supported Media Files** table (Section 4.0). For example, for a **Landscape** video this will need to

be **1920 x 1080** whilst a **Portrait** video will be instead be **1080 x 1920**.



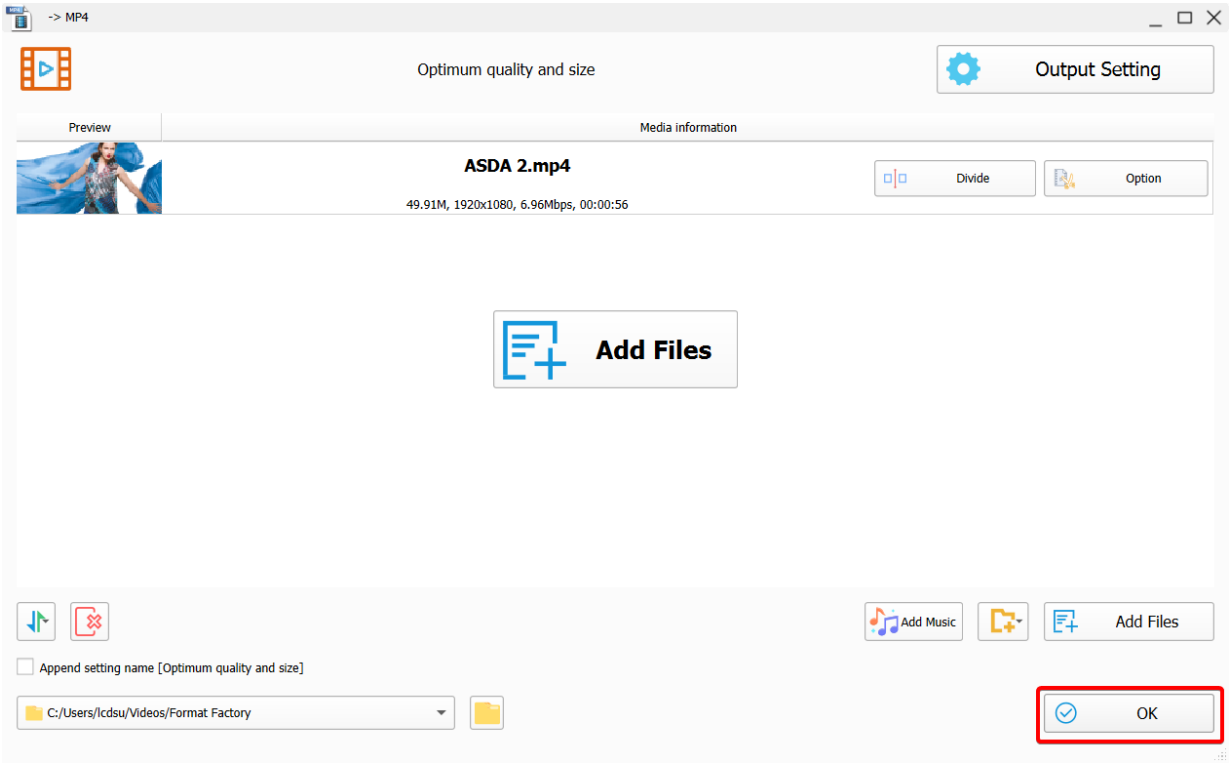
Step 8

Select the ‘OK’ button once you are happy with this.



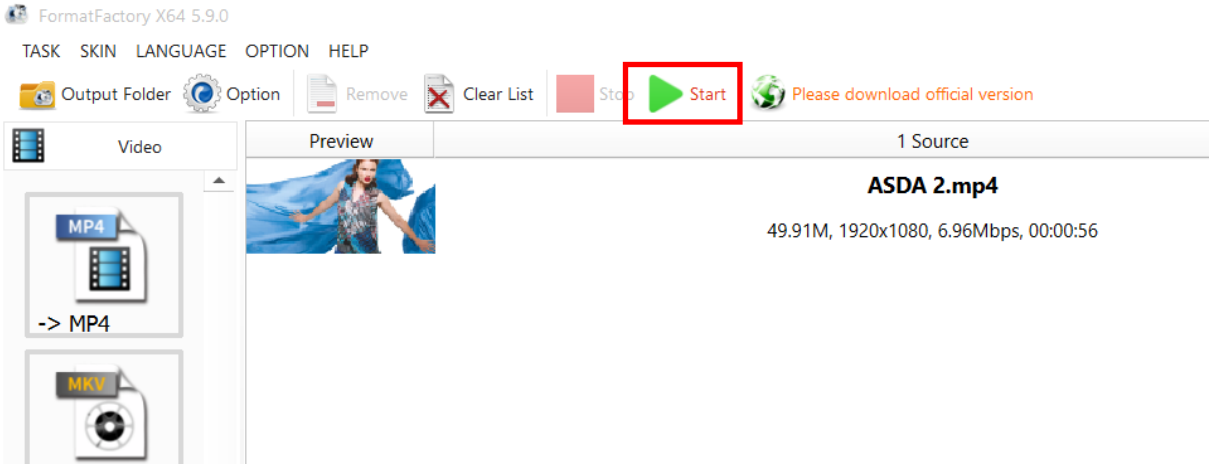
Step 9

Select the ‘OK’ button again.



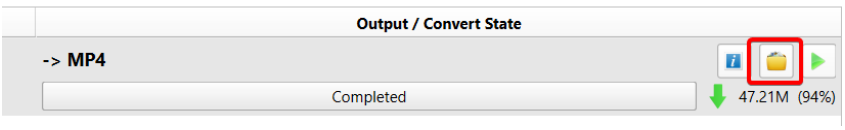
Step 10

Select the '**Start**' button to begin the conversion process.



Step 11

Once the process is finished, select the folder icon to find your new converted video file.



7.6 Connecting the screen to a PC.

If your PC/Laptop has a HDMI output then you may connect this to your screen to use as an external display. Simply connect one end of a **HDMI** cable to the screens **HDMI** input (see **Figure 2 Inputs Overview**Figure 3) and the other to your PCs **HDMI** output port. Using this method will carry both your PCs visual and audio signals.

If your PC does not have a **HDMI** output you can connect it to the screen using a **VGA** cable instead. Please be aware this connection does not carry audio signal. If you wish the audio signal from your PC to be sent to the screen as well, this can be achieved by using a male-to-male 3.5mm audio jack cable.

To change the input source of your screen, press the '**SOURCE**' button located on the top right-hand corner of your remote control (see **Figure 3 Remote Control Overview).** Next, navigate to your desired source and press **Play/Pause Button** (**⏯**) on your remote control.

7.7 My media file does not fit properly on the screen.

If your media is being displayed with black edges please refer to the **Supported Media Files** table (Section 4.0). This has happened because the file does not have a 16:9 aspect ratio (1920x1080). Please resize file to 1920x1080 pixels and try loading the media onto the display once again.

7.8 My media file will not display or is missing from the playlist.

In this situation the first step to take is to start with a blank USB drive. Copy one supported picture file (see **Supported Media Files** table (Section 4.0) onto the blank USB drive and insert this into the unit. If this works there are most likely one or more unsupported files or folders on your original playlist.

In this case please check first that the media file is the correct size to fit the screen –**1920x1080** pixels. If it is any bigger than this it is likely the media file will not display.

7.9 My media files will not update.

If you are having problems updating your display follow these steps to ensure it is not a technical issue.

1) Ensure that there are no additional unsupported files or folders stored on the USB drive.
2) Make sure the USB drive is firmly inserted into USB slot
3) Before contacting your supplier try another USB drive to be certain this is not the fault.

See section **Supported Media Files** table (Section 4.0) for more information.

7.10 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.

8. Technical and Safety Information

8.1 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.

8.2 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

8.3 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.

8.4 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.

8.5 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.