

GoXmart

64" Full Screen Display

User Manual

<http://goxmart.com/>



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Important Notes:

To ensure reliable equipment operation and personal safety, Please adhere to the following during installation, use, and maintenance:

1

Electrical Safety and Environmental Protection:

- Do not expose the product to rain or moisture to reduce the risk of fire or electric shock.
- A readily accessible disconnect device must be incorporated in the building's fixed wiring.
- During wall or ceiling mounting, ensure the product is securely fastened.
- Do not install the product in locations subject to vibration, impact, or strong electromagnetic interference (EMI). (Ignoring this may cause damage to the product.)
- For indoor-rated products, do not install in places where they might be splashed by water or other liquids.
- Avoid operating the product in extremely hot, cold, dusty, corrosive, or high-humidity environments.
- To prevent heat buildup, ensure adequate ventilation around the product.

2

Internal Hazard Prevention:

- The product contains high voltage. Do not open the casing. Only qualified service personnel are permitted to perform repairs or replace parts. Unauthorized attempts may result in electric shock or fire.

3

Operation and After-Sale Service:

- If the product malfunctions, please contact our company.
- Retain all original packaging materials. In case the product needs to be returned for service, it must be packed in its original packaging. The user shall be responsible for any accidental damage during transportation if non-original packaging is used.



BE CAREFUL OF ELECTRICITY

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Section 1 Introduction

1.1 Product Introduction

The 64-inch Full-Screen Digital Signage is a core display solution that drives digital transformation across multiple industries.

It integrates six key advantages: immersive viewing, flexible deployment, intelligent management, robust performance, energy efficiency, and brand enhancement.

● Key Features:

1. Immersive Visuals:

Ultra-narrow bezel full-screen design (screen-to-body ratio >90%), combined with high-resolution wide-color-gamut display and wide viewing angle technology, ensures accurate colors and clear visuals from any angle.



6. Brand Enhancement:

Premium unibody metal design and deep customization services (e.g., boot logo) seamlessly integrate with corporate VI systems, elevating brand image.

7. Typical Applications:

Ideal for retail digital signage, transportation information displays, financial / government self-service terminals, and interactive guides in cultural / entertainment venues, enhancing customer experience and operational efficiency.

2. Flexible Deployment:

Sleek vertical design supports wall-mount, floor-standing, and other installations. Features ambient light adaptation and wide-temperature operation for easy adaptation to various environments, from indoor corridors to outdoor plazas.

3. Intelligent Management:

Cloud-based platform enables remote batch content updates, scheduled/zoned playback, and real-time device status monitoring, significantly improving operational efficiency.

4. Reliable Performance:

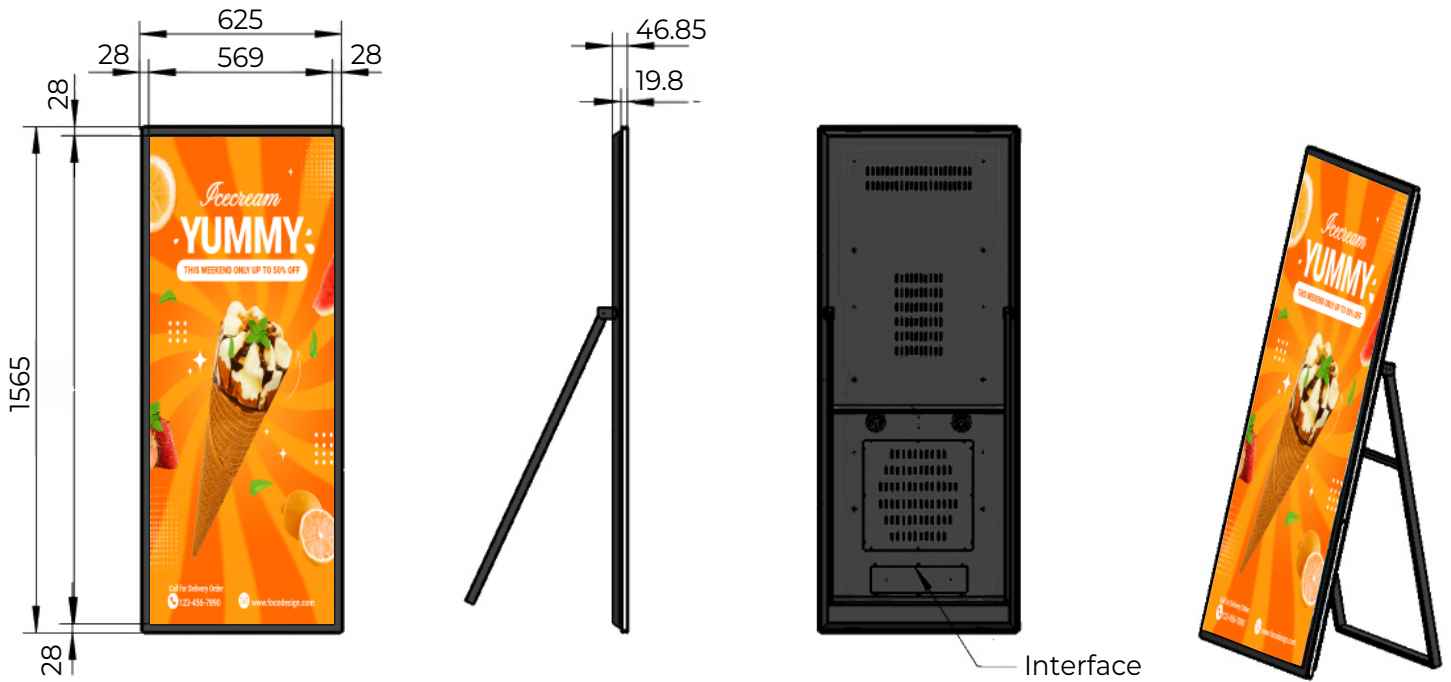
Industrial-grade hardware with efficient thermal design ensures 24/7 continuous operation. Extensive connectivity ports support various peripherals, while tempered glass and other physical protections ensure safety and durability.

5. Energy Saving:

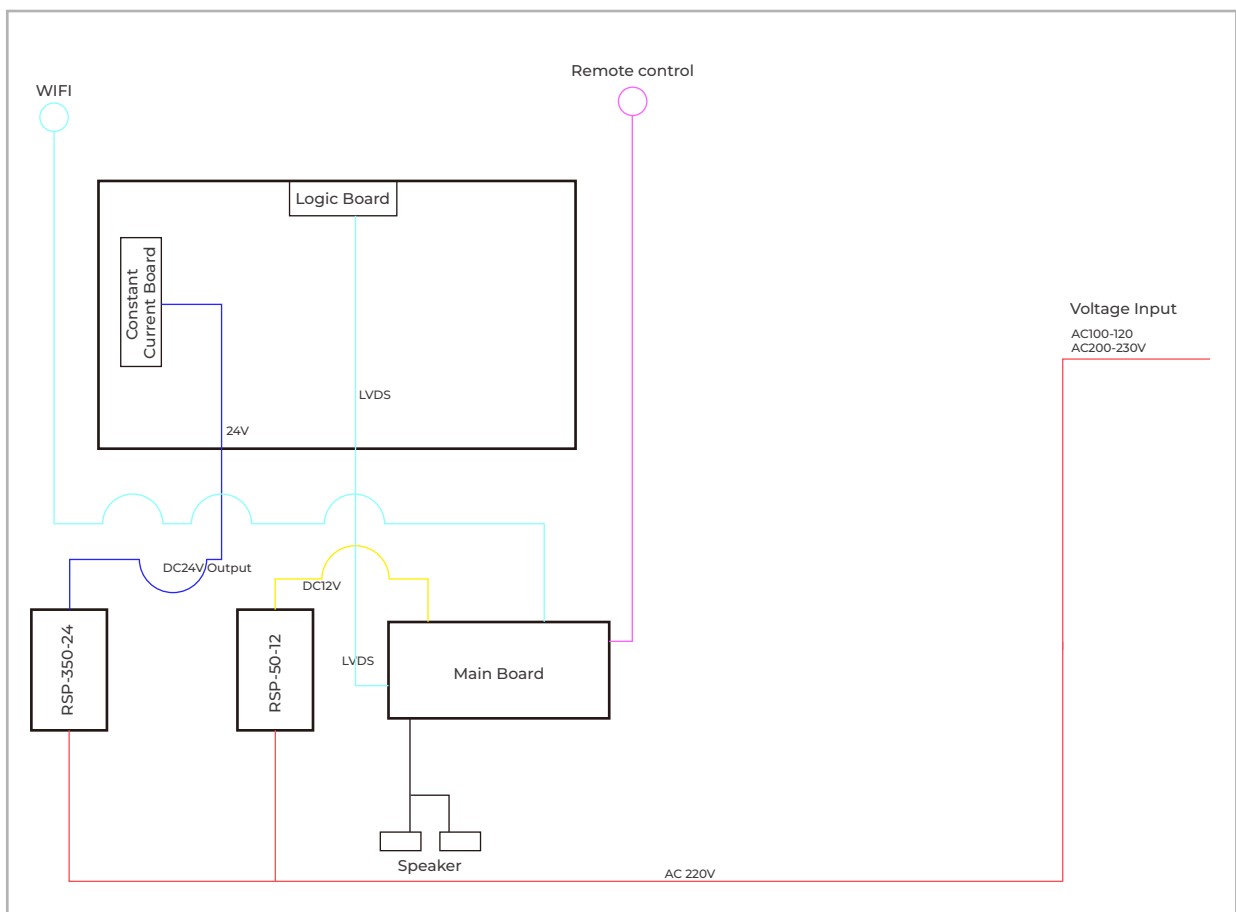
Low-power panel with intelligent light-sensing dimming significantly reduces energy consumption.

1.2 Product Structure

Dimension drawing



Electrical wiring diagram



1.3 Power supply characteristics

Input voltage range	90Vac to 264Vac
Normal voltage range	100Vac to 240Vac
Frequency range	50Hz/60Hz±5%
Max input ac current	2.8A max at full load condition

Section 2 Installation

2.1 Product Checklist

Precautions for Handling and Unpacking:

Due to the unit's large size and weight, it is recommended to use mechanical equipment for transportation. Handle with care, as the display panel is fragile and susceptible to scratches. Do not place the product screen-side down unless it is protected with a padded surface.

After opening the packaging, verify that it contains the following items (the images below are for illustrative purposes; the actual items may vary):

Accessory List

Accessory	64" Full-screen Display	*1
	Bracket	*1
	Power cord	*1
	WIFI Antenna	*1
	Hex key	*1
	Remote controller	*1

2.2 Installation precautions

Avoid installing the product in difficult-to-maintain locations and avoid obstructing the air inlet and outlet. The service door must open at a 90° angle for future maintenance. The manufacturer assumes no responsibility for installations performed by non-professionals.

Installation Steps

Stand Assembly

Take out the main body of the stand and unfold the triangular support legs (ensure the legs are fully opened to a stable angle);

Attach the non-slip foot pads to the bottom of the support legs (to enhance placement stability).

Secure the Digital Signage to the Stand

Two people work together to lift the digital signage (avoid scratching the screen), and align the holes on its back with the stand's fixing buckles/screw holes;

Fasten the digital signage to the stand using the matching screws (it is recommended to tighten them gradually in a crisscross pattern to prevent uneven force).

Level Calibration

Place a level against the surface of the digital signage screen, and fine-tune the stand's support legs to ensure the device is in a vertical position.

Precautions

1. Place the device on a flat, solid surface (avoid sloped or soft ground);
2. It is recommended that at least 2 people collaborate to install a single device to prevent it from slipping and being damaged;
3. Tighten the fixing screws until there is no looseness, and do not use non-matching screws.

Wall-mounted Installation

STEP 1:

Confirm Installation Location & Wall Preparation Select an indoor wall that is well-ventilated, away from AC vents and direct strong sunlight. Ensure the area is unobstructed and easy for daily operation.

- Hard walls (concrete, solid brick, etc.): Use expansion screws directly.
- Non-hard walls (hollow brick, gypsum board, etc.): Install a wood backing board or special anchors first to prevent wall damage.

STEP 2:

Pre-Wiring & Wiring Standards

Route wires neatly and concealed via skirting boards, wire troughs, or wall conduits:

- Power cable: 1.5mm²+ copper core (wire diameter ≥ 1.38 mm per unit); network cable.
- Keep 30cm+ distance between power and network cables; avoid pre-embedded water/electric pipes.
- Thread wires through the screen's bottom/side hole. Connect by color code: Brown (L), Blue (N), Yellow/Yellow-Green (PE).
- Prioritize connecting the power cable to an indoor surge-protected power strip for safety.

STEP 3:

Wall Bracket Positioning & Fixing

- Mark bracket holes on the wall according to the screen's back mounting points (horizontal deviation ≤ 2 mm).
- For hard walls: Use matching expansion screws (≥ 8 mm for concrete; ≥ 6 mm for brick). Drill holes 5-10mm deeper than the screw sleeve.
- Secure the bracket firmly (no wobble). Load capacity must be ≥ 1.5 x the screen's weight.

STEP 4:

Screen Mounting & Level Calibration

- At least 2 people to carry the screen (hold both sides; avoid touching the screen/ports).
- Align the screen's hanging clips with the bracket hooks and secure them.
- Calibrate with a level. Adjust screws or add gaskets if tilted to keep the screen horizontal.

STEP 5:

Cable Connection & Function Testing

- Connect power and network cables to corresponding ports (insert firmly to avoid poor contact).
- Power on and verify:
 - Normal screen display (no black/distorted screen);
 - Stable network (test via online video playback);
 - Responsive buttons/remote control.

STEP 6:

Finalization & Safety Inspection

- Organize excess wires with cable clips or troughs for a tidy environment.
- Clean construction debris and wipe the screen with a dedicated screen cloth.
- Gently push the screen to check stability. Inspect expansion screws and cable ports to comply with indoor safety standards and avoid hazards to people.

Tools Required



Section 3 User Guide

3.1 Power On

Once the machine is installed and wired, it can be powered on to turn on.

3.2 Local Operations Guide

1. Status Bar & Navigation Debug

Access Settings > Display. Enable the Status Bar and Navigation Bar controls. The navigation bar will appear at the bottom of the screen for quick operations.

2. Network Setup

Access Settings > WLAN. Turn on WLAN to scan for available wired or wireless networks. Select your network and enter the password to connect.

3. Language Selection

Access Settings > Language & Input Method. The system supports switching between Japanese and English.

4. Screen Rotation

Access Settings > Display > Home Screen Rotation. The screen can be rotated to 0°, 90°, 180°, or 270°.

5. Input Device

The on-screen interface can be operated using a mouse or a remote control.

6. Video Playback

Insert a USB drive. Open the Video Player from the menu to play video files. Tap the three-dot menu icon (⋮) in the lower-right corner of the player to switch between playback modes (e.g., Single Loop, All Loop).

7. Software Function

The device comes with pre-installed client software.

Setup and Connection Guide

1. Power Switch

Plug in the power cord and ensure the rocker switch is kept in the ON position.



2. Wi-Fi Connection

Connect the Wi-Fi antenna extension cable from the device to the Wi-Fi antenna port on the customer's machine.



3.3 Remote Control Introduction



NO.	Key	Introduction
1	ON/OFF	OFF : Press and hold this button to power off while the motherboard is operating.
2	HOME	Press this key to enter the main menu.
3	Menu	In the main menu, you can press this key to set the system desktop wallpaper and widgets. In the CMS interface, pressing this key will bring up the software settings parameters interface.
4	Play	When a video is paused, you can press this button to resume playback.
5	Pause	Press this key while a video is playing to pause the video playback.
6	Mouse mode	Clicking this button will switch the cursor display mode, and the mouse cursor will appear on the screen.

Notes:

This is for standard reference only. Different motherboard solutions may result in different remote controls.

3.4 Instructions for Information Release and Use

Standalone Mode: Open CMS, insert a USB flash drive into the motherboard's USB port, a folder will be automatically generated. Copy the programs into the folder, then insert the USB flash drive again; the programs will be automatically imported.

LAN Publishing: Install a local server in the background for LAN publishing.

Cloud Publishing: Register an account and remotely publish using a mobile phone or computer.

Notes:

For details, please refer to the information posting and usage instructions.

Section 4 Safety and Maintenance

The voltage, frequency, and current requirements specified on the manufacturer's label must be met. Failure to comply with these limits, such as connecting to an unspecified power source, may result in malfunction, equipment damage, or fire. Only qualified service technicians may perform repairs. If you have any questions about installation, please contact a qualified electrician or the manufacturer before connecting the equipment to a power source.

Failure to power on	Possible Causes	Troubleshooting Steps	Follow-up Solution
Failure to power on	1. Power socket without electricity 2. Loose power cord connection 3. Faulty power adapter 4. Internal circuit malfunction	1. Check if the power socket is energized 2. Verify that the power cord is securely connected 3. Try unplugging and reinserting the power cord	If the issue persists, contact after-sales service for repair (targeting power adapter or internal circuit).
Abnormal screen display (flickering, black screen, distorted images)	1. Loose or faulty signal cables (e.g., HDMI, VGA) 2. Defective screen 3. Display driver malfunction	1. Check if signal cables (e.g., HDMI, VGA) are securely connected 2. Try unplugging and reinserting the signal cables	If ineffective, contact after-sales service for handling (targeting screen or display driver).
No sound output	1. Volume muted or set too low 2. Loose or faulty audio cable 3. Defective speaker 4. Audio driver malfunction	1. Check if the volume is muted or set too low 2. Verify that the audio cable is properly connected	If ineffective, contact after-sales service for repair (targeting speaker or audio driver).
Frequent crashes/overheating	1. Blocked heat dissipation vents 2. Poor ventilation around the device 3. Faulty internal heat dissipation components	1. Check if the heat dissipation vents are blocked 2. Ensure adequate ventilation around the device 3. Clean dust and observe the device	If the issue persists, contact after-sales service for handling (targeting internal heat dissipation components).

Failure to power on	Possible Causes	Troubleshooting Steps	Follow-up Solution
Wired Network/ Wireless Network Abnormality	1. The wired network/ wireless network isn't functioning normally and there isn't internet connectivity. 2. The wired network interface isn't normal, and the network cable indicator light isn't flashing. 3. The wireless signal isn't normal. 4. The Wi-Fi antenna is loose.	1. Check if the wired network/wireless network is functioning normally and if there is internet connectivity. 2. Check if the wired network interface is normal, and confirm if the network cable indicator light is flashing. 3. Check if the wireless signal is normal. 4. Check if the Wi-Fi antenna is loose.	/

Section 5 Service Policy

Warranty Service Description:

The power supply must meet the voltage, frequency, and current requirements indicated on the manufacturer's label. Failure to comply with these requirements or connection to a non-specified power source may cause abnormal operation, damage to the device, or risk of fire. Repairs must only be carried out by qualified technical personnel. If there is any uncertainty regarding installation before connecting the device to power, please contact a qualified electrician or the manufacturer.

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

RF Exposure Information

The device has been evaluated to meet general RF exposure requirement. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.