

System Assistant

The System Assistant app provides access to select hardware-level settings. The top status bar displays device information, including the System Assistant app version, MCU version, and firmware version.



System Assistant

● NOTE: Adjust settings through the Android Settings app before making any changes in System Assistant.

Rotating Screen

- 1. Choose a rotation degree for the screen: 0, 90, 180, or 270. (The default rotation is 0.)
- 2. 'Restart' system message appears. Click Confirm. The device restarts and the screen is rotated to the selected degree of rotation.



Rotating screen

Timing Strategy

Use Timing Strategy to create a schedule that controls when the device automatically powers on or off. When the device turns on, any configured auto-launch applications start automatically.



Timing strategy

● NOTE: For automatic timing, ensure the rear power switch is set to ON. If the power switch is OFF, scheduled timing will not function.

Timing Strategy Options

Front Desk Response	Indicates whether the digital signage display is On (Open) or Off (Close) based on the configured schedule.
Timing Switcher	Select Create Timing Schedule to set up or edit a timing schedule.

Schedule Types

Unify	Creates one timing schedule that applies to every day of the week.
Week	Creates individual timing schedules for each day of the week. Tap a specific day to configure its schedule.

Power Timing Modes

Timing	Set the exact times the device automatically turns on and off.
Always On	The device turns on automatically and remains on continuously.
Always Off	The device turns off automatically and remains off continuously.
Manual	No automatic timing. The device must be turned on and off manually.

Self Starting

Select applications to automatically launch upon system start.



Self starting

- TIP: Do not adjust DIVIEX launch settings from this menu. Use the Auto boot or Auto play toggles in the app.

System Security

Set a PIN combination to secure the digital signage.



System security

- Combination Lock Switch. Select Open to enable a device PIN to unlock the device. The default PIN is 123456.
- Unlock Password. Click to enter a new PIN.

- NOTE: Do not set a PIN unless absolutely necessary. A forgotten PIN permanently locks the device and prevents factory reset. Displays2Go cannot recover access.

Other Settings



Other settings

- NOTE: Please edit Android OS Settings before making changes to the device settings in System Assistant.
- Time and Date. Manually set the time and date of the device's internal clock.
- Speaker Power. Adjust the power and resistance unit to the device's speakers (if applicable).
- USB Switch. Turn the USB ports on or off.
- Energy Saving Switch. Enable for Energy Star® rated products only. Select Open to enable.
- DPI. Adjust the DPI of the LCD display.

Screen Set (Technician Use Only)

- NOTE: The Screen Set menu contains hardware-level settings and should not be adjusted unless by professional maintenance staff.



Screen set

Wallpaper Switch

Select applications to automatically launch upon system start.

- TIP: Adjust wallpaper from the Android Settings.



Wallpaper switch

Software Upgrade

No function.



Software upgrade

Reference

Technical Specifications

PANEL	Screen Size	43"
	Light Source	LED (Direct)
	Screen Type	LCD
	Aspect Ratio	16:9
	Display Resolution	3840 x 2160
	Brightness	450 nits(Typ.)
	Contrast	1200:1
	Response	8ms
	Refresh Rate	60Hz
	Viewing Angle	89° (H)/89° (V)
	Color Saturation	72%
	Viewable Area	245.1 (H) x 245.1 (V)um
	Chromaticness	16.7M
POWER SUPPLY	Input Voltage	100V~240V, 50-60Hz
	Power Consumption	About 95W
ENVIRONMENT	Operating Temperature	32°F ~ 104°F (0~40°C)
	Storage Temperature	-4°F ~ 140°F (-20~60°C)
	Operating Humidity	10% RH to 80% RH

ENVIRONMENT	Storage Humidity	0% RH to 90% RH
	Max. Operating Time	7x18Hrs
FUNCTIONS	Operating System	Android 14 OS
	Bluetooth Generation	5.2
	Bluetooth Frequency	2.402-2.48GHZ
	Wi-Fi Generation	6
	Wi-Fi Frequency	Dual-Band 2.4Ghz, 5Ghz
	Speakers	10W x2
	Software	DiViEX
	Processor	Rockchip RK3576
	RAM	8GB DDR5
	ROM	64GB
	Decoding Resolution	4K
	Playback Mode	Loop
	Touch Support	No
	Supported Video Files	MPEG4, AVI, MP4, MKV, FLV, WMV, MOV
	Supported Image Files	JPEG, BMP, PNG, GIF, JPG
PORTS	Antenna	External x1
	Ethernet LAN	1
	HDMI In/HDMI Out	HDMI Inx1
	VGA	N/A
	Headset	1
	USB	2.0 x2, 3.0x1
	SIM	N/A

STRUCTURE	Net Weight	108 lbs (49kg)
	Assembly	Fully Assembled
	Gross Weight	138 lbs (63kg)
	Unit Dimensions	32"x47"x17"(813*1200*440mm)
	Package Dimensions	53.5"x23"x40"(1360*590*1010mm)
	Package Type	Honeycomb
	Shell Material	Steel
	Shell Color	Black
OTHER	OSD	English
	Warranty	1 Year
	Cord Length	72 inches

Care & Cleaning Guide

- Avoid strong vibration or impact on the product. Keep the product dry to avoid possible damage by moisture.
- Don't place the product under direct sunlight which may shorten the service life of the screen.
- If the product will not be used for a long time, unplug the power cord to prevent the internal short circuit or other potential dangers.
- Use the included cleaning kit to maintain your digital signage:

Use the gloves when moving or handling the product to prevent fingerprints.



Use the microfiber towel to remove smudges and fingerprints.



Additional Cleaning Instructions and Tips:

- Clean smudges with the microfiber towel before using a screen cleaner.
- If water or additional cleaning solution is necessary, lightly dampen the microfiber towel and squeeze out any excess liquid before wiping down the product.
- NEVER use harsh chemicals to clean the device.



All Purpose Cleaners



Ammonia-Based Cleaner



Isopropyl Alcohol over 60%



Abrasive Cleaners



Digital Screen Cleaner

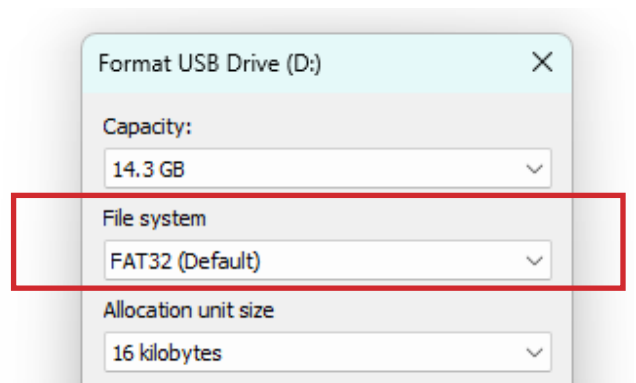
Firmware Updates

Updating your device's firmware may resolve performance issues or compatibility with 3rd party apps. Find the latest firmware for your display at www.displays2go.com/Firmware-Updates using the product SKU. The SKU can be found on the cover of this manual and on the product information sticker on the back of the unit.

● **IMPORTANT!** Please save all important files from the unit before beginning the firmware update. After firmware update is installed, a factory reset of the device may be required to complete the procedure.

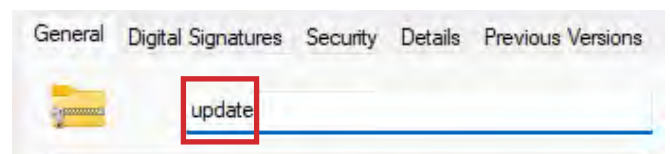
Step 1: Prepare a USB drive.

1. Insert a USB drive into your computer.
2. Delete all existing files from the USB drive.
3. Right-click the USB drive and select Format.
4. Confirm the USB file system is FAT32 .



Step 2: Download the firmware package.

1. Go to the Displays2Go firmware page and click the firmware file listed next to your device's SKU.
2. Download the firmware .zip file and copy it to the USB drive. *Do not expand or open the .zip file.*
3. Right-click the .zip file and rename it 'update' (all lowercase).
4. Safely eject the USB drive.



Step 3: Install the firmware to your digital signage.

1. Insert the USB into your device. The device automatically recognizes the firmware package.
2. When prompted, click Install . *Do not power off the device during the installation.*
3. Once the home screen appears, the installation is complete. Remove the USB drive.
4. When prompted to delete the firmware package, click Yes. The firmware update is complete.

Troubleshooting Guide

Issue	Probable Cause	Solution
NO PICTURE OR SOUND	- Unit not plugged into wall outlet. - Power cord not properly connected to the terminal on the back of the unit. - Unit not powered on. - Wall outlet not working.	- Check that the unit is plugged into wall outlet. - Confirm that the power cord is connected to the terminal on the back of the unit. - Turn the on/off toggle switch located on the back of the unit, lower center, to the “on” position. - Unplug unit, wait 20 seconds, plug unit back into outlet and try again. - Make sure that outlet is working by plugging in a different electrical device.
NO SOUND	- Volume not adjusted on the remote control. - Content/Video does not have sound. - Content format is not compatible. - Speakers do not work.	- Adjust volume using the remote control. - Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. - If unit is connected to Wi-Fi, go to YouTube and play video that has sound. - Unplug unit, wait 20 seconds, plug unit back into outlet and try again - Try playing the content on a different device (smart phone, computer or tablet).
NO PICTURE	- Content file damaged. - Content format is not compatible. - Screen is damaged or defective.	- Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. - Try playing the content on a different device (smart phone, computer or tablet). - Unplug unit, wait 20 seconds, plug unit back into outlet and try again.
REMOTE CONTROL NOT WORKING	- Batteries are not inserted properly. - Batteries are dead. - Remote is too close or far from the unit.	- Check that the battery is inserted properly with positive and negative orientation. - Insert new batteries. - Stand within 1 foot of the front of the unit and point the remote directly at the sensor.

Issue	Probable Cause	Solution
NO WI-FI SIGNAL	• Wi-Fi is not turned on in settings. • Wi-Fi is not connected to a network. • Low or no signal from the router. • Antenna is missing or not properly attached. • Damaged PC board.	• Check that Wi-Fi is turned on in settings. • Confirm that the antenna is in place and pointed upward. • Check that other devices are receiving the signal. If other devices are not receiving the Wi-Fi signal, contact your internet service provider. • Unplug or reset the router and wait for 20 seconds. Restart the router and check.
PARTS MISSING OR DAMAGED	• Parts missing from the product. • Parts damaged by the operator.	• Contact a customer service representative for parts missed during manufacturing (no charge for replacements). • Contact a customer service representative for parts lost or damaged by the customer (charge for replacements).
CANNOT UPLOAD CONTENT	• Content format is not compatible. • Content files are too large. • Port being used is defective. • App used to play content is defective. • Android board is defective.	• Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. • Confirm file size is less than available space.
PRE-INSTALLED APPS NOT WORKING	• Software error • App is defective. • Android board is defective. • (DIVIEX) 'MediaFolder' is set up incorrectly.	• Check that file has successfully transferred to USB and USB is functioning. • Contact Displays2Go support. • Check that images, videos, and music are correctly stored in the 'MediaFolder' folder (see DIVIEX instructions).

If all the potential solutions have been tested for a particular issue and the problems have not been resolved, contact a customer service representative for guidance.

● NOTE: Do not attempt to replace or repair circuitry yourself. Contact customer service to schedule a professional maintenance appointment.

Names and Contents of Toxic and Hazardous Substances or Elements in the Product

The table shows that the machine contains harmful substances inside. The data is provided by material suppliers and verified by the company according to the material type. Some materials contain harmful substances that can't be replaced in present technology. We are dedicated to improving this.

☐: the content of the toxic and hazardous substances or elements in the part is lower than the limit specified in GB/T 26572-2011 standard.

×: the content of the toxic and hazardous substances or elements in the part is higher than the limit specified in GB/T 26572-2011 standard.

Part Name	TOXIC AND HAZARDOUS SUBSTANCES OR ELEMENTS					
	Pb	Hg	Cd	Cr ⁶⁺	PBB	PBDE
Display		☐	☐	☐	☐	☐
Shell	☐	☐	☐	☐	×	×
Circuit Board Assembly*		☐	☐	☐	☐	☐
Wires	☐	☐	☐	☐	☐	☐
Metal Parts	☐	☐	☐	☐	☐	☐
Packaging Materials*	☐	☐	☐	☐	☐	☐
Remote Control		☐	☐	☐	☐	☐
Speakers		☐	☐	☐	☐	☐
Accessories*	☐	☐	☐	☐	☐	☐

*: Circuit board assembly includes PCB and the electronic elements thereof;

*: Packaging materials include packaging box, styrofoam, etc.;

*: Other accessories include the instruction manual.

The EFUP of the product is ten years. The pollution control label is shown right: 

The EFUP is valid only when the user operates in the normal conditions specified in the manual.

Waste Electrical and Electronic Products Recycling and Disposal Regulations

To protect the earth, if you do not need this product or its service life expires, please abide by your local Waste Electrical and Electronic Products Recycling and Disposal Regulations or send it to qualified local manufacturer for recycling.

FCC Compliance Notice

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20cm) between the radiator and your body.

● NOTE: The FCC ID and other certification labels are listed on the product information sticker.