

DIVIEX

The DIVIEX Slideshow App is preinstalled for quick setup and content playback. Upload images, videos, or music from a USB or internal storage to create and customize playlists directly within the app.

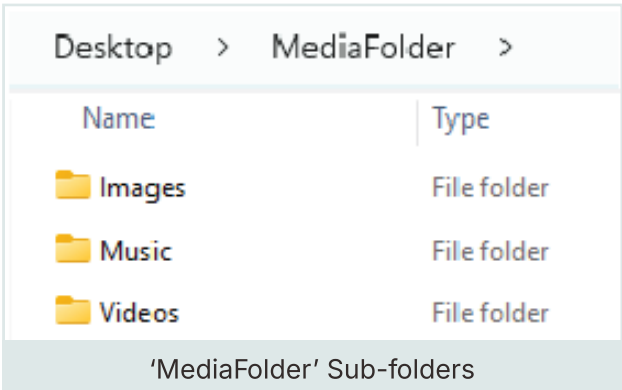


DIVIEX Supported File Formats	Images	JPG, JPEG, BMP, PNG, GIF
	Video	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
	Audio	MP3

Playlist Creation

Step 1: Create the Playlist folder on a USB.

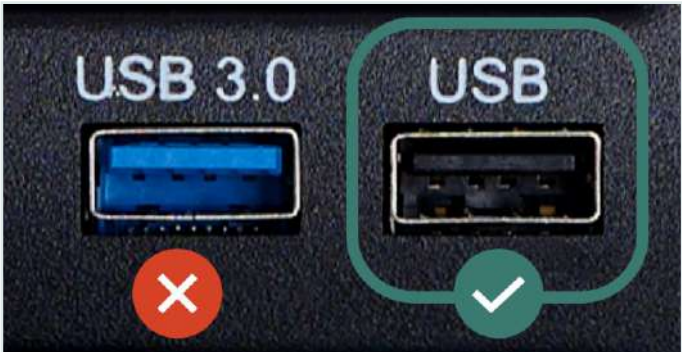
1. Insert a USB into your computer.
2. Open the USB drive and create a new folder.
3. Name it MediaFolder .
4. Inside MediaFolder, create 3 new folders.
5. Name the folders: 'Images', 'Videos', and 'Music'.
6. Save your media files to the corresponding folder, then safely eject the USB.



TIP: To display videos full screen, edit video files to the exact aspect ratio of your screen before importing them into DIVIEX.

Step 2: Add the Playlist to DIVIEX.

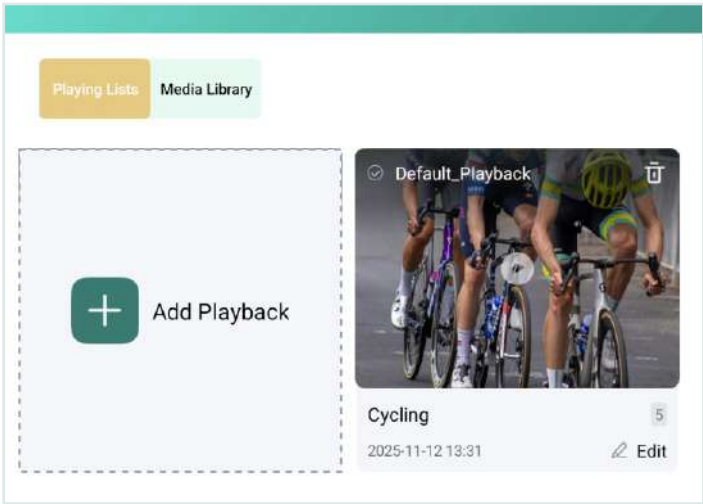
1. Turn on the digital signage.
2. Insert the USB into a USB 2.0 port on your digital signage.
3. 'Allow access to drive?' system message appears. Click Yes.
4. Open the DIVIEX app.
5. 'Identify USB files' system message appears. Click Confirm.
6. The Media Library displays your files.



NOTE: Do not use the USB 3.0 port for import. Use the USB 2.0 port, which may be labeled 'USB' or 'USB 2.0'.

Step 3: Create the DIVIEX Playlist.

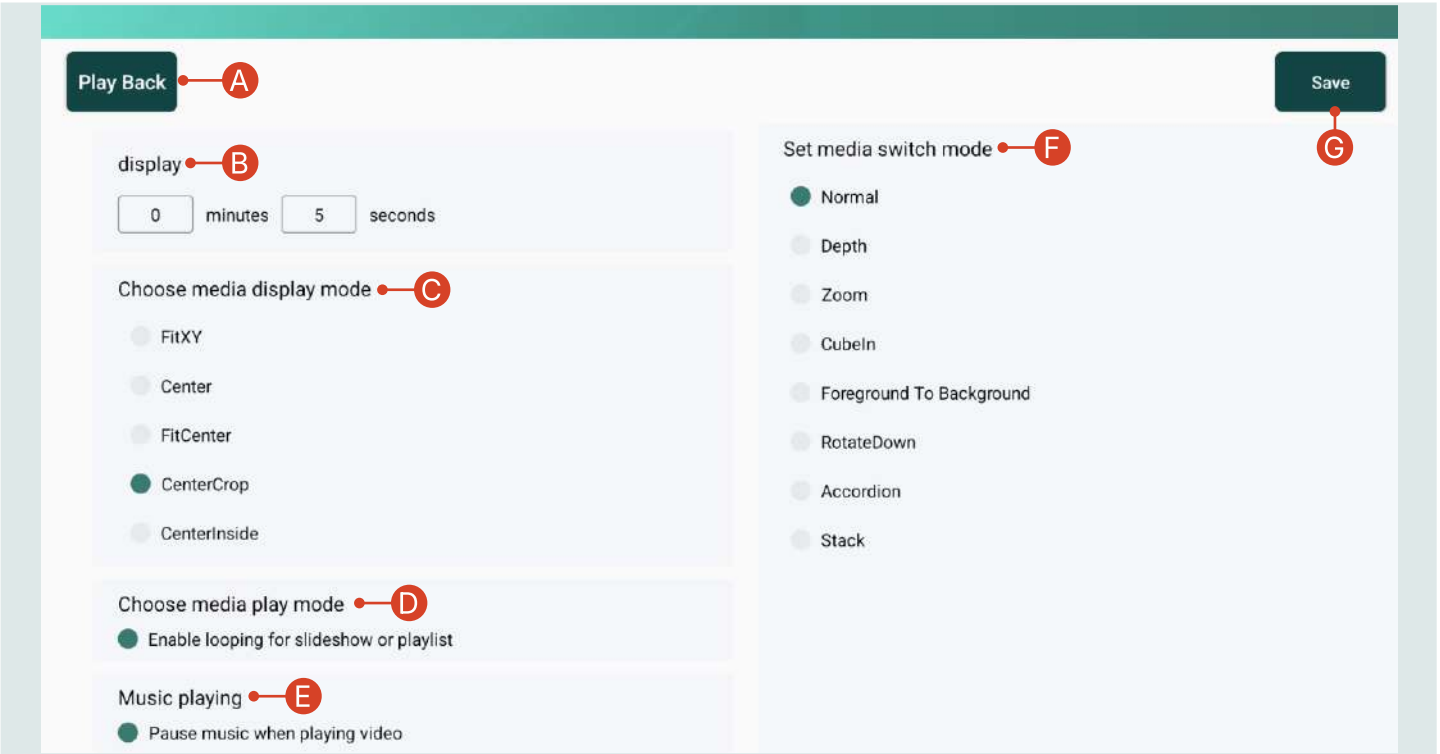
- 1. In the Playing Lists tab, click Add Playback .
- 2. Select the media files from the Pictures, Music, or Video tabs:
 - Click each file thumbnail to add to the playlist or click Select All .
 - The order in which files are selected creates the playlist order.
 - Click again to deselect files.



● TIP: Adjust the duration of an individual photo by clicking the  icon in the right corner of the file thumbnail. Select a time duration, then click Yes to apply.

Step 4: Customize Playlist Settings.

Click the  icon to open Play Back settings. From here, adjust the default media duration, image scaling, looping, transitions, and music.



A	Exit Play Back settings.	E	Pause music during video playback.
B	Duration of each image	F	Select a slide transition effect.
C	Default crop for each image.	G	Save changes.
D	Enable continuous looping.		

Optional: Add Background Music.

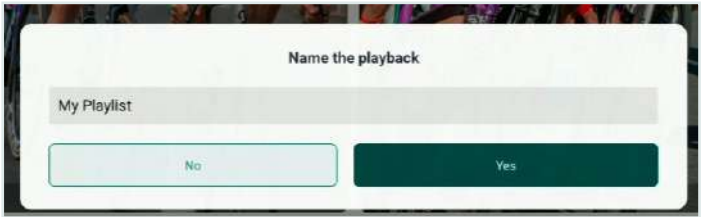
- 1. Click Music  in the upper right corner to add background music files. (Background music plays during Images and pauses during Video playback.)
- 2. Click a music track to add it to the playlist.
- 3. Click  to remove a track from the playlist.
- 4. Click Confirm.



Step 5: Publish the Playlist.

- 5. Click Publish .
- 6. Name your playlist and click Yes.

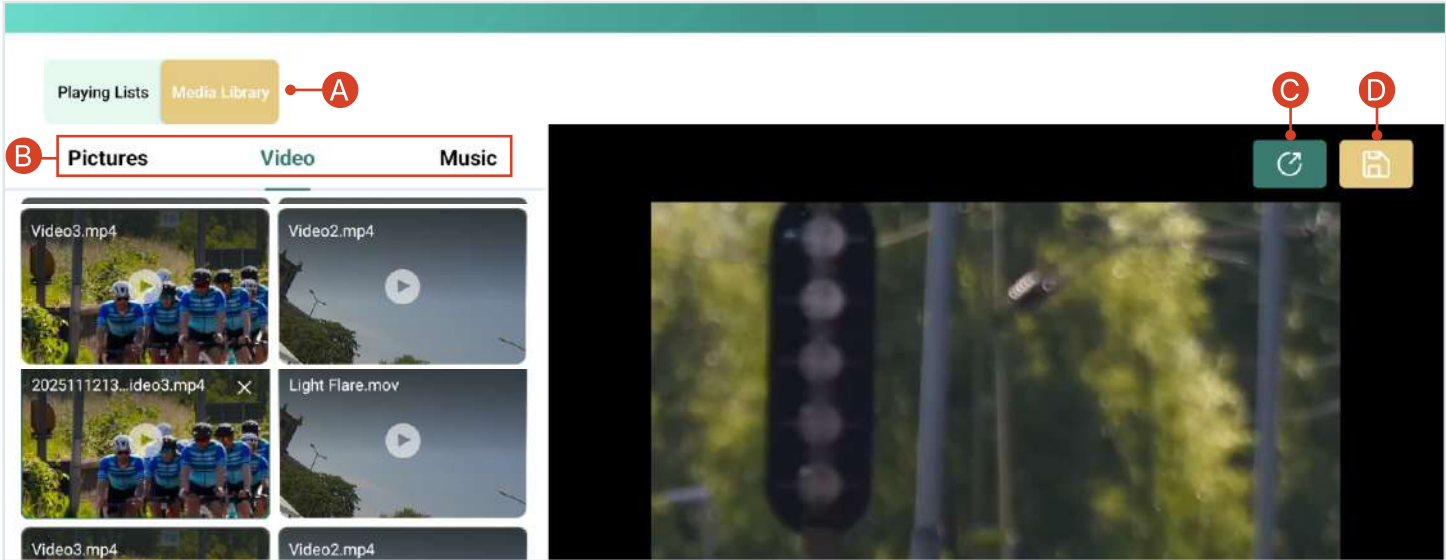
NOTE: Always publish the playlist after editing to save your changes.



Editing Files in the Media Library

View imported files and make individual edits from the Media Library. After saving edits to a picture or video, DIVIEX copies the edited file to all playlists containing the original.

- TIP: After saving the edited file, open your playlist and delete the original to prevent duplicates in the playlist.

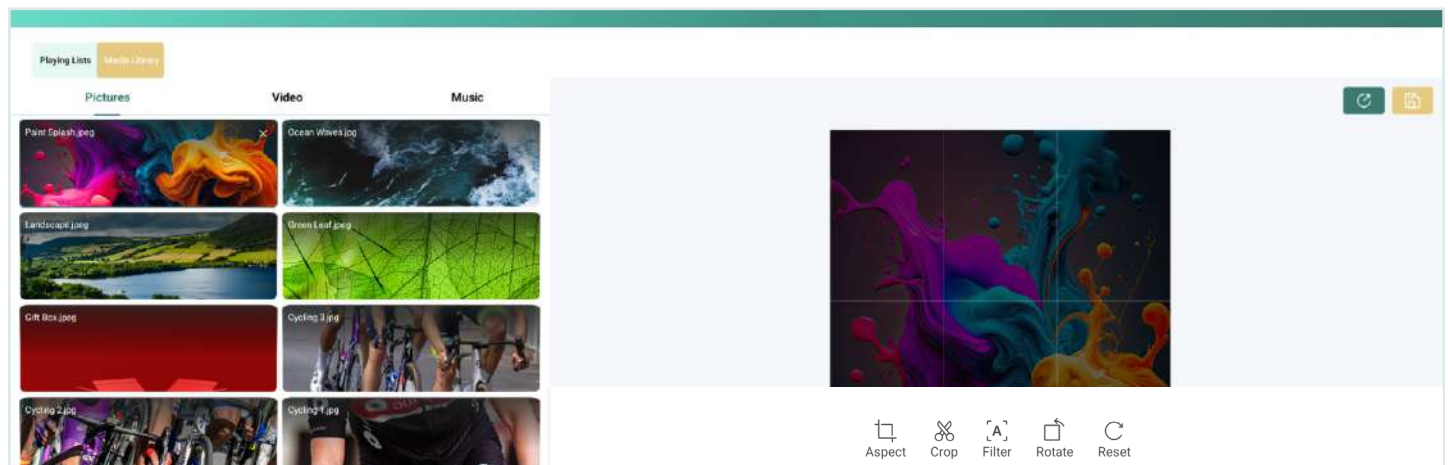


A	Access the Media Library.
B	View all Images, Videos, or Music files.

C	Publish changes to social media (Facebook, Twitter).
D	Save edits.

Pictures

1. Click the Picture tab, then click to select a picture to make edits:

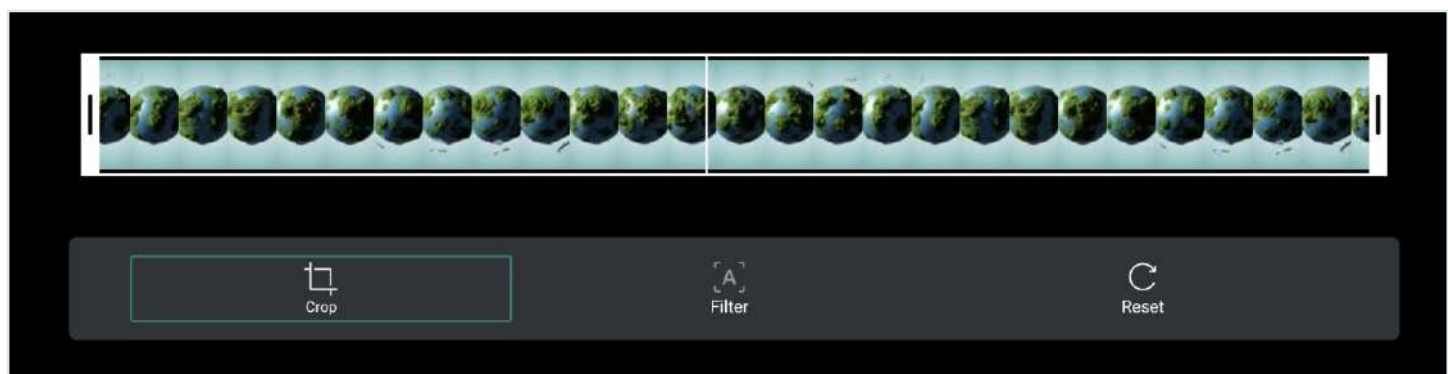


- Aspect Ratio. Stretch the picture to the desired aspect ratio.
- Crop. Drag handles to crop the picture, then click the checkmark to apply.
- Filter. Apply a stylized filter to the picture.
- Rotate. Rotate the picture clockwise or counterclockwise.
- Reset. Clear all edits and revert to the original picture.

2. Once finished, click Save in the upper right.

Video

1. Click the Video tab, then click to select a video to make edits:



- Crop. Drag the white handles on the video timeline to keep the desired section of video.
- Filter. Apply a stylized filter to the video.
- Reset. Revert to original.

2. Once finished, click Save in the upper right.

Music

1. Click the Music tab to view all the music in the Media Library.
- To delete a track from your music library, select the track and click the  icon in the corner of the thumbnail.

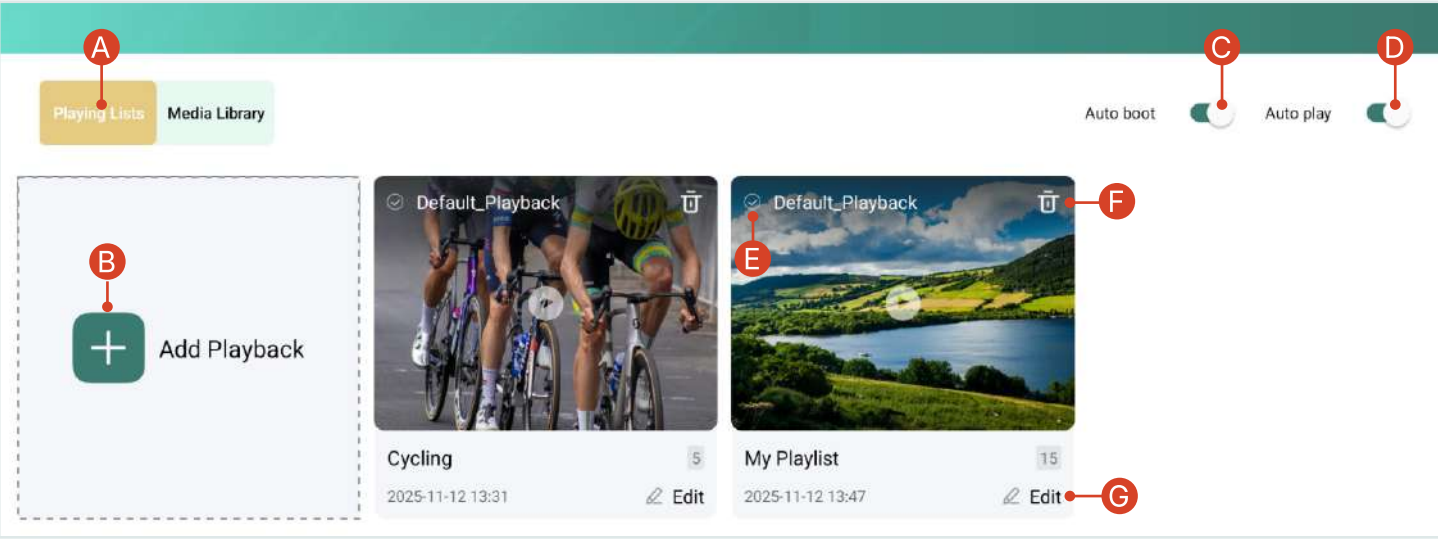
Click Yes to confirm deletion.

The music is removed from your library and any playlists.

Pictures		Video		Music	
1	Uplifting-Positive.m4a	02:02			
2	Upbeat Corporate Fun.m4a	01:14			
3	Solitude.mp3	01:32	4	Futuristic Beats.m4a	02:01
5	Corporate Techno.wav	01:58	6	Cinematic Atmosphere.m4a	43

Playing and Managing Playlists

Click a playlist to launch it in full screen.



A	Access all playlists.	E	Make this playlist the default for automatic playback. If no playlist is selected, the left-most playlist is the default playlist.
B	Create a new playlist.		
C	Auto-Boot: Automatically launch DIVIEX when the digital signage is powered on.		
D	Auto-Play: Automatically play the default playlist when DIVIEX app is launched.	F	Delete this playlist.
		G	Edit this playlist.

File Explorer

Use the File Explorer app to browse your device’s saved images, videos, and other files. Use the toolbar to navigate folders and select, copy, paste, or move files.



Explorer

File Explorer Toolbar



Home	Return to primary folder.
LevelUp	Open enclosing folder.
Multi	Select file(s) to edit.

Editor	Show file options.
NewFolder	Create new folder.
Back/Next	Undo/redo last step.

Editor

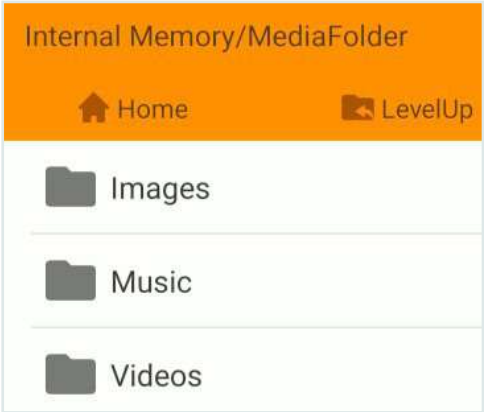
Click Multi to enable file selection. Click the file or files, then click Editor to open the options menu.

- Copy a file to paste in a different folder.
- Delete the file from the device.
- Move the file from this folder and paste to a different folder.
- Rename this file.
- Send this file via Bluetooth, Quick Share, Print, or social media apps.



DIVIEX MediaFolder Storage

Navigate to Internal Storage > MediaFolder to view and manage the files saved in your DIVIEX Media Library.



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.

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



Self starting

System Security

Set a PIN combination to secure the digital signage.

- 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.



System security

- 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

- NOTE: Please edit Android OS Settings before making changes to the device settings in System Assistant.



Other settings

- 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	9:16
	Display Resolution	2160 x 3840
	Brightness	2500 nits(Typ.)
	Contrast	1100:1
	Response	9ms
	Refresh Rate	60Hz
	Viewing Angle	178° (H), 178° (V)
	Color Saturation	N/A
	Viewable Area	529.416 mmx941.184 mm
	Chromaticness	1.07G
POWER SUPPLY	Input Voltage	100V~240V, 50/60Hz
	Power Consumption	About 250W
ENVIRONMENT	Operating Temperature	-10-45°C
	Storage Temperature	-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	15W x2
	Software	DiViEX
	Processor	Rockchip RK3576
	RAM	8GB DDR4
	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	1
	VGA	N/A
	USB (3.0)	1
	USB (2.0)	2
	SIM	N/A

STRUCTURE	Net Weight	About 150lbs.
	Assembly	Knockdown
	Gross Weight	141 lbs. (Frame), 32.0 lbs. (Base)
	Unit Dimensions	25.2"(W)x19.7"(D)x70.9"(H)
	Package Dimensions	70.9"(W)x10.6"(D)x30.7"(H) (Frame) 31.1"(W)x25.6"(D)x11.4"(H) (Base)
	Package Type	Honeycomb
	Shell Material	Steel, Aluminum, Tempered Glass
OTHER	Shell Color	Black
	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

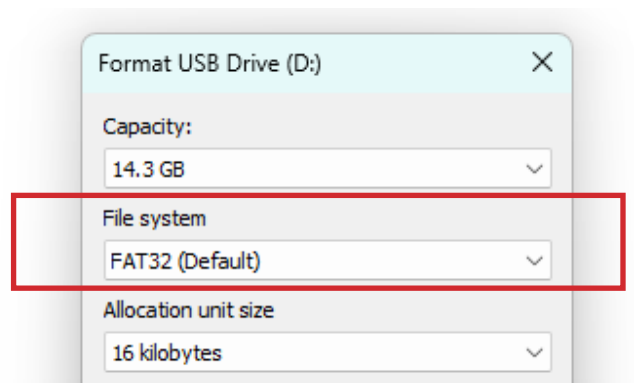
Firmware Updates

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.

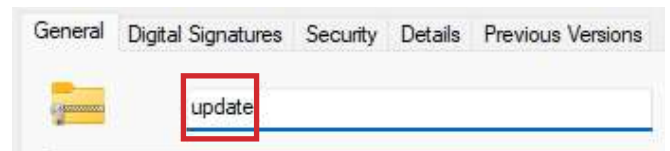
Step 1: Prepare a USB drive.

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.

x: 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	?	?	?	?	x	x
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.