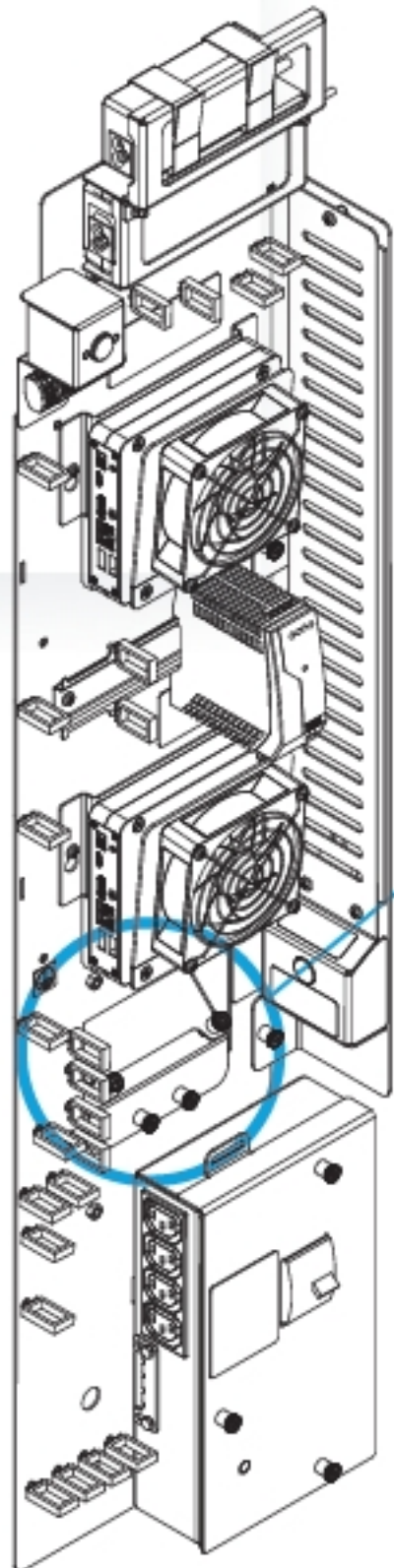


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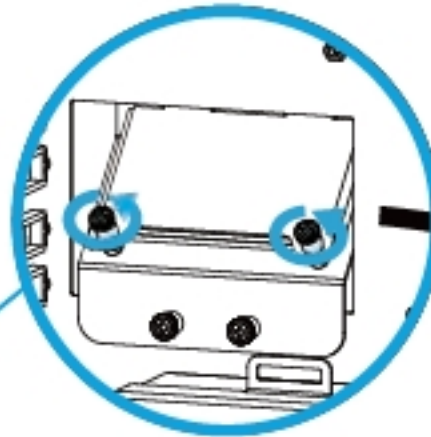


1.10 Feeding Cables



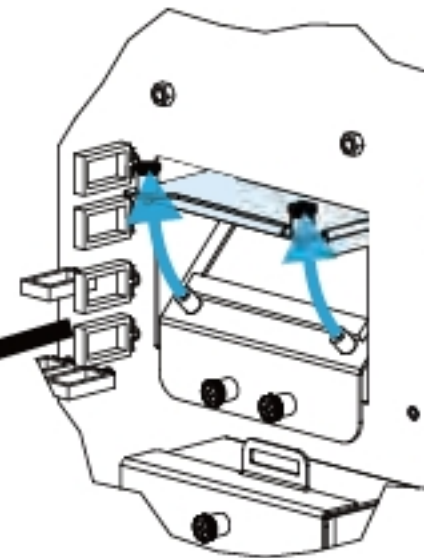
Step.a

To feed cables through to screens;
Loosen 2 x thumbscrews from
cable seal plate;



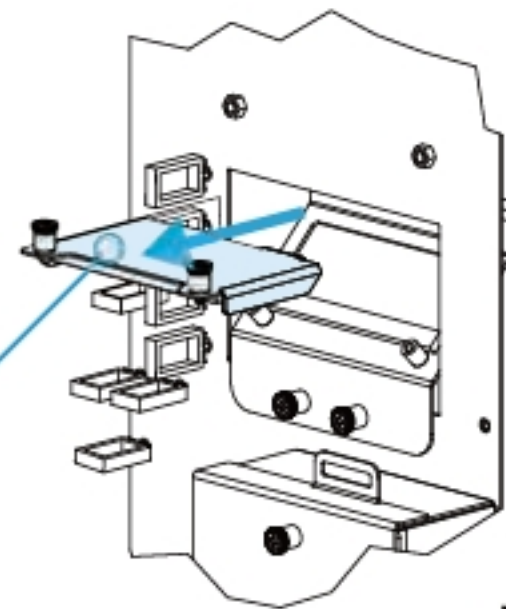
Step.b

Lift cable seal plate up
and feed cables through.



Step.c

Remove seal plate for easier access (optional)
Once cables are in place, re-install the cable
seal plate and tighten thumbscrews to secure.

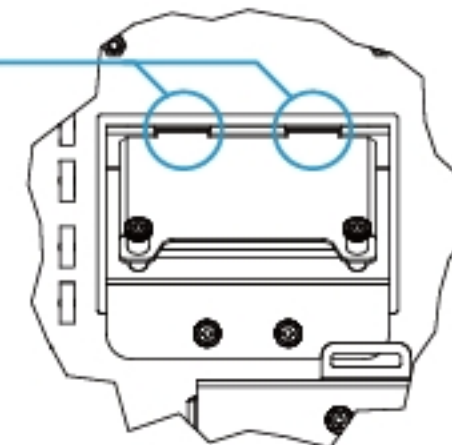


Cable
seal
plate

NOTE See cabling diagrams
(Appendix A) for all cabling.

Some images in manual may
show old cable exit design.

Notches for
cable seal plate



NOTE

Process is the same for both single
and double unit



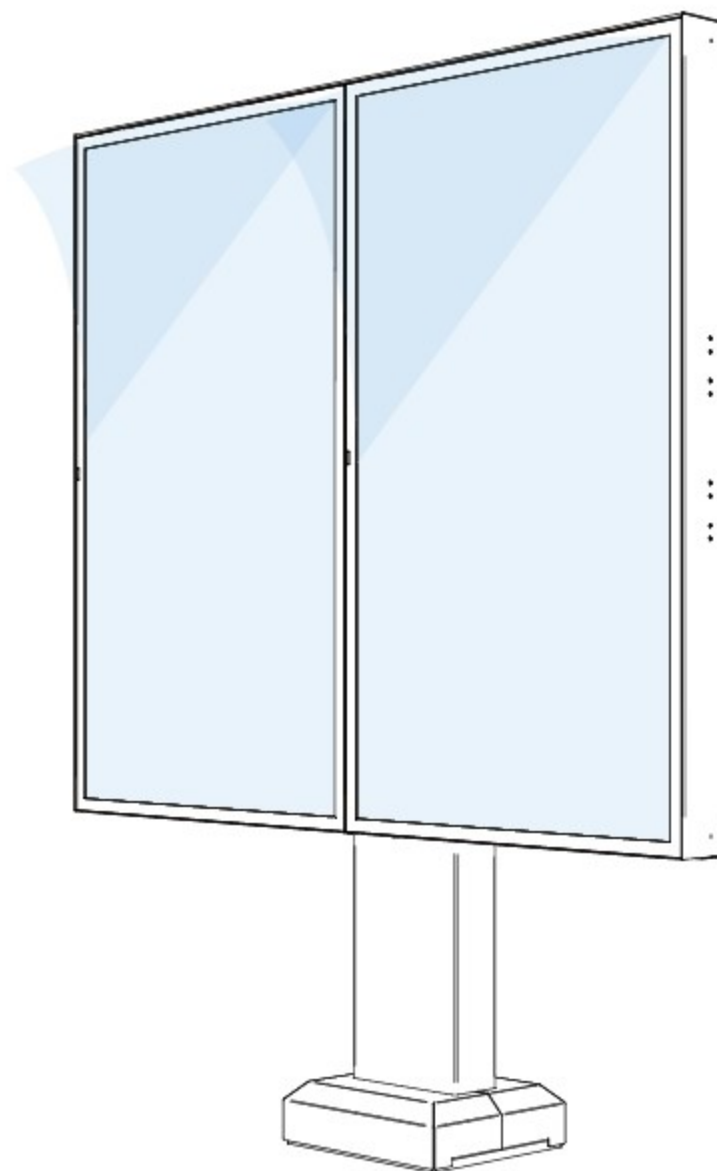
1.11 Final Check

1.11

Upon completion of installation, installers must ensure removal of protective film from the front of the display.

Final Checklist

- ☐ Unit Serial Number recorded (Inside of rear door)
- ☐ Monitor Serial Numbers recorded
- ☐ All panels are aligned
- ☐ Monitors are aligned (Double unit)
- ☐ Base plate cover is secure
- ☐ Rear door locks function
- ☐ All internal cabling is neatly arranged
- ☐ Monitor film is removed



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A.1 ELO Backpack 4 Layout

ELO backpack 4



1 Power Button



2 Power Port

5 USB-C Port x 4

3 Ethernet Port
(CAT6)

6 USB-C Port

4 HDMI Port

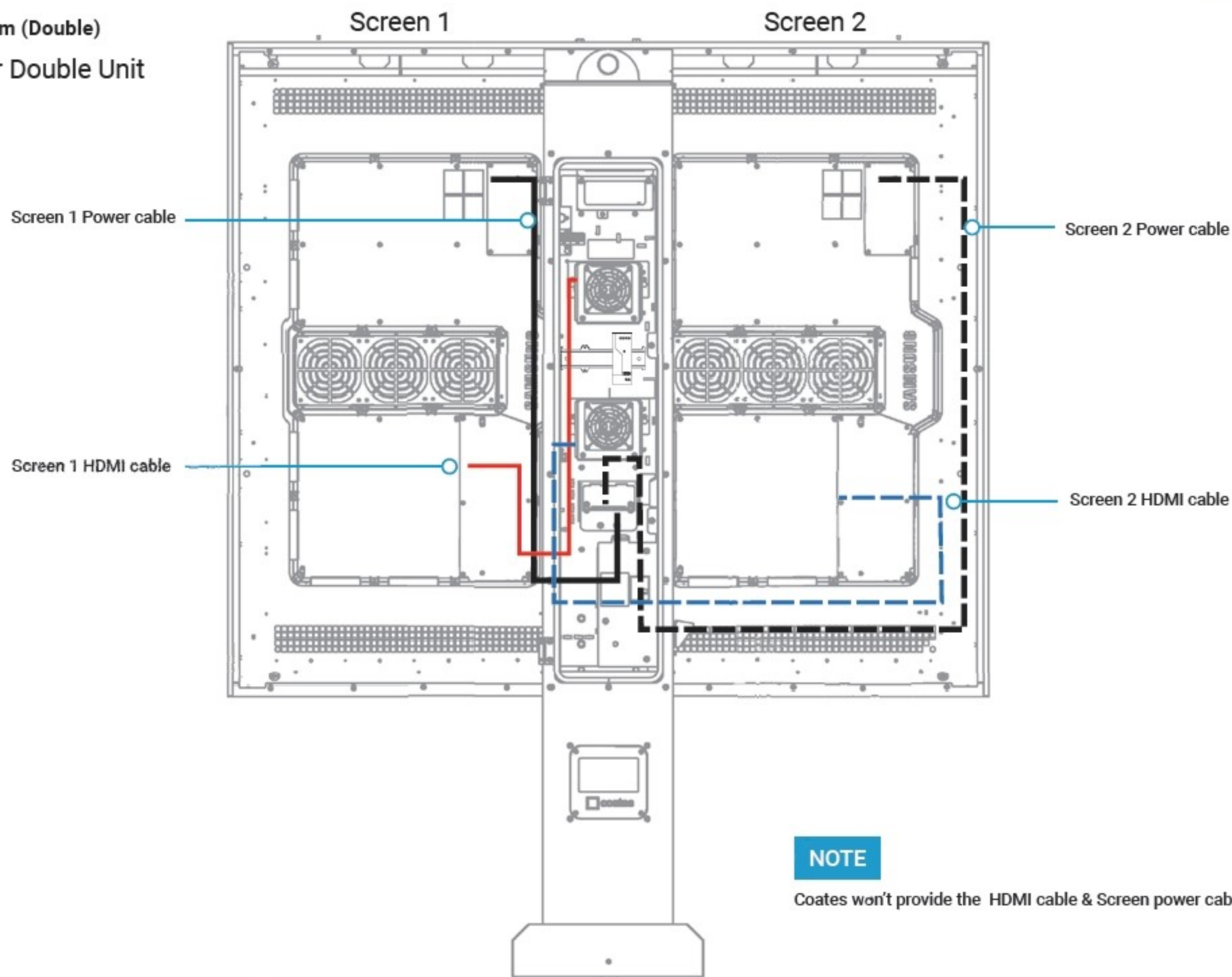
7 Antenna Connector x 2

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A.2 Cabling Diagram (Double)

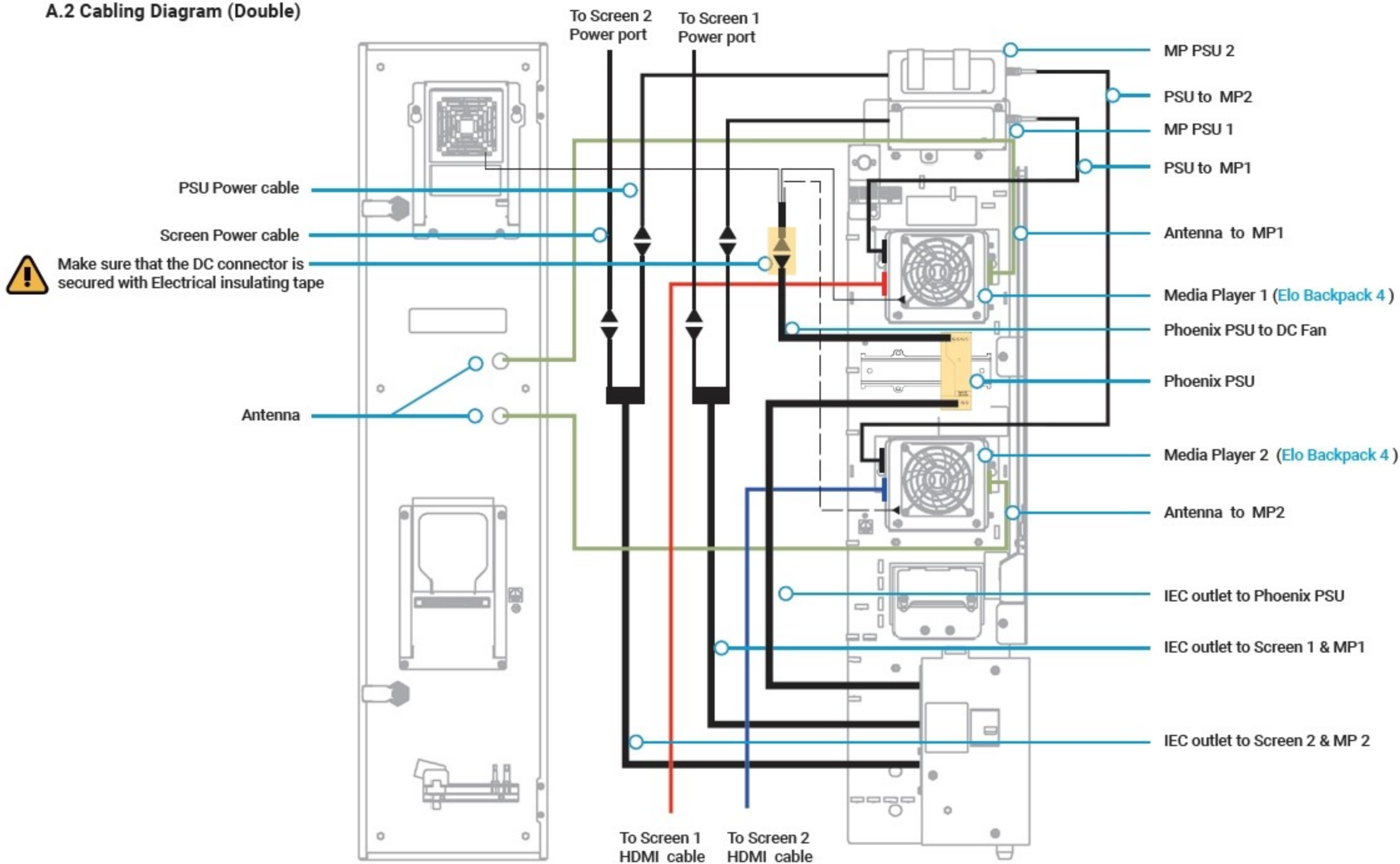
— — — Only For Double Unit



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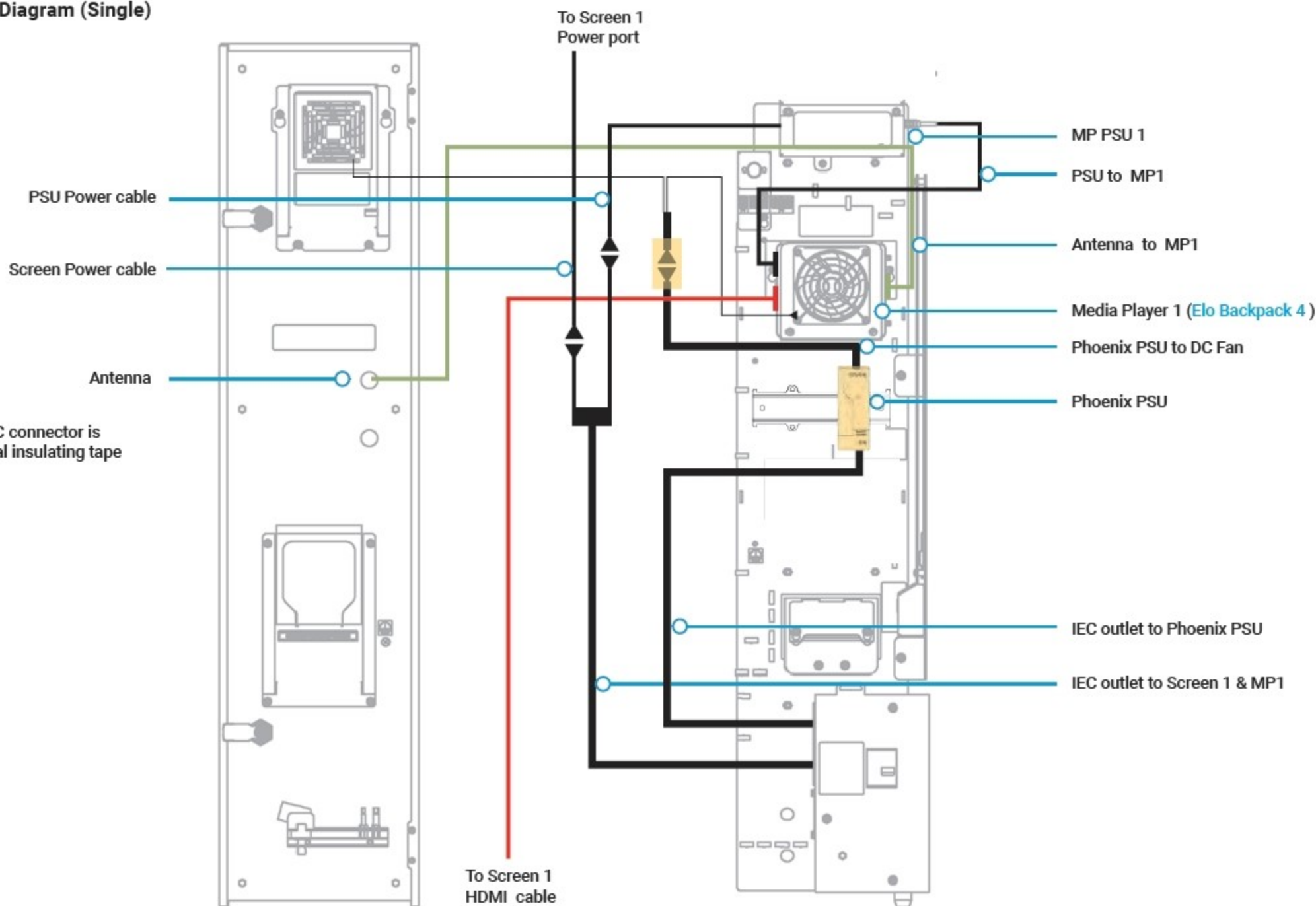
A.2 Cabling Diagram (Double)



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A.2 Cabling Diagram (Single)



Make sure that the DC connector is secured with Electrical insulating tape

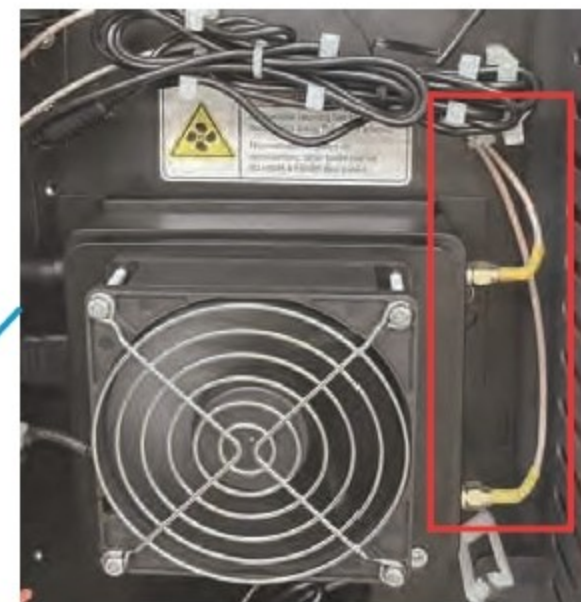
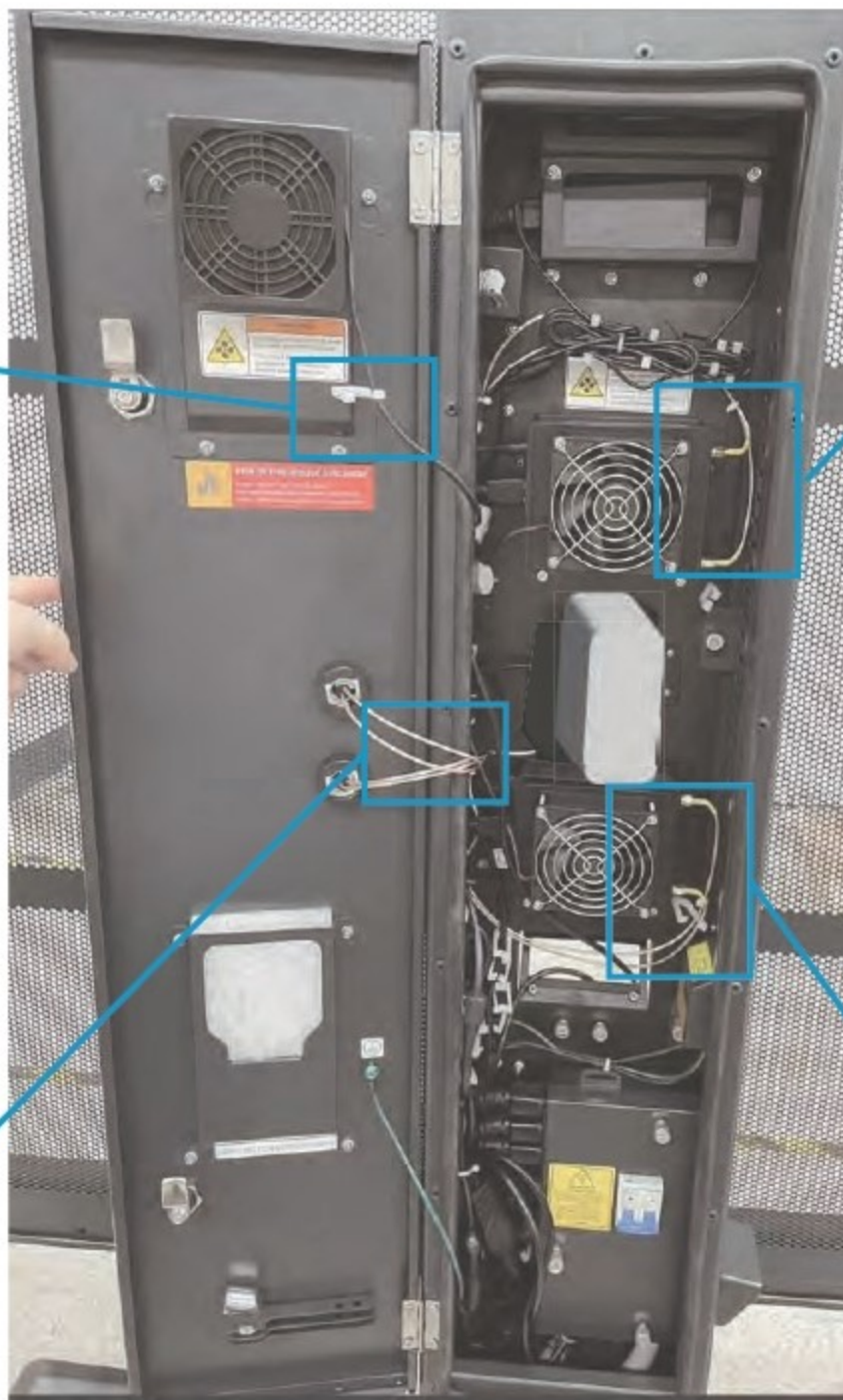
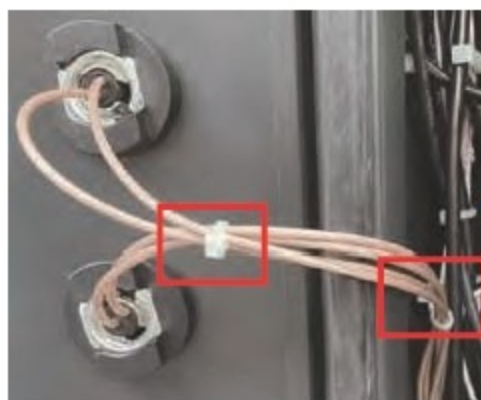
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A.2 Cabling Diagram (Double)



NOTE

Secured the cable via the cable ties; and make sure it don't pull on the cables when you open and close the door



NOTE

Make sure the antenna cables do not touch the heater



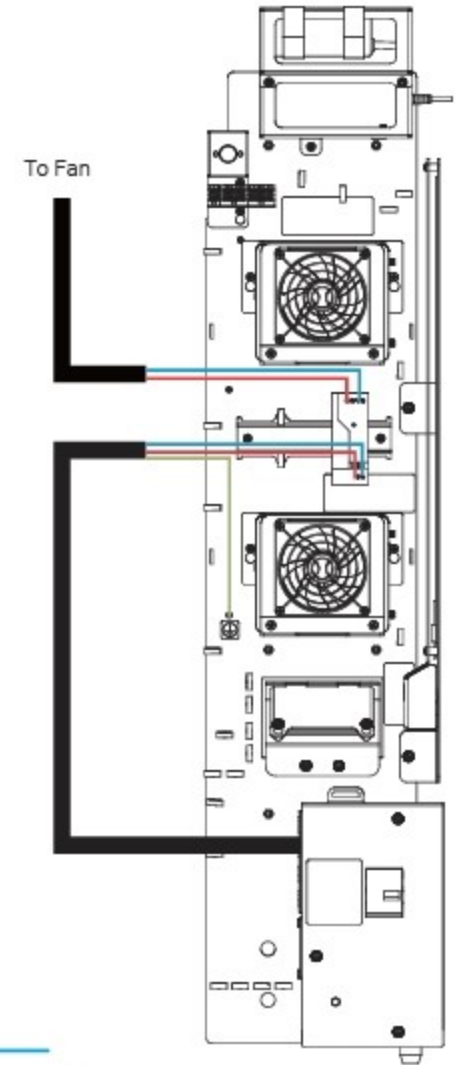
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A.2 Cabling Diagram (Double)



NOTE

Placing the C14 to NEMA 5-15R cables and connectors in the bottom area of the AC box ; so it easier to manage these cables;



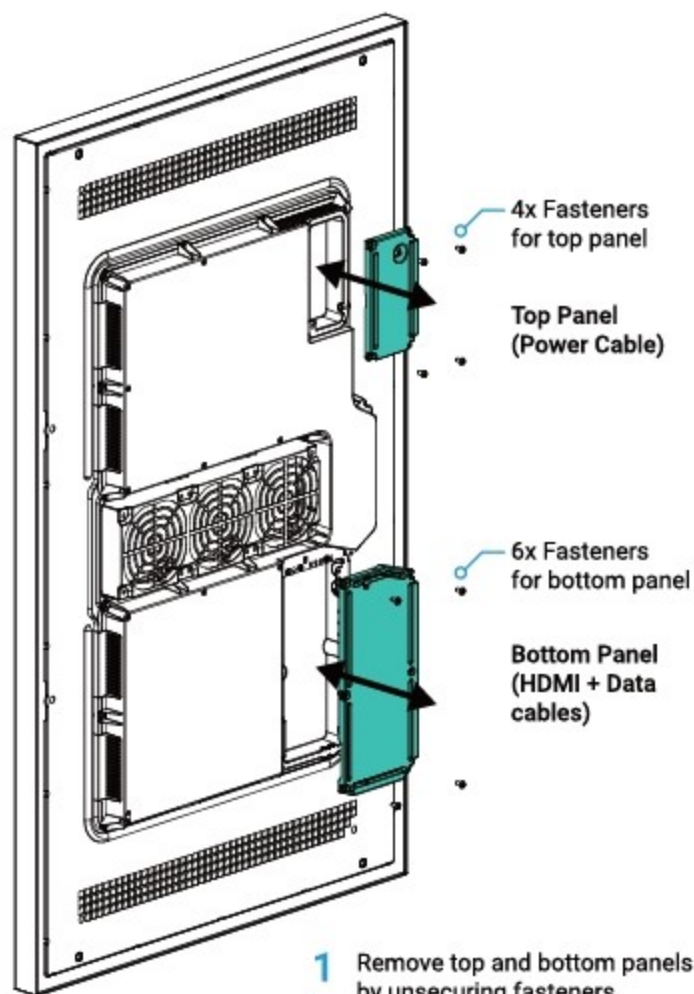
NOTE

Make sure this AC cable(Phoenix PSU to Outlet) is secured via the cable ties; Avoid the danger of the cable falling off or loosening from the PSU

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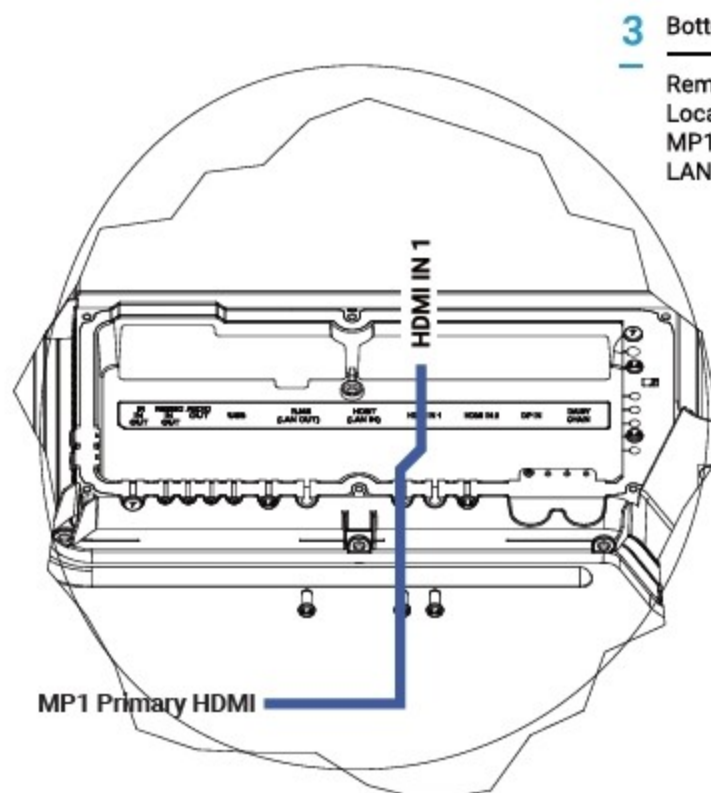
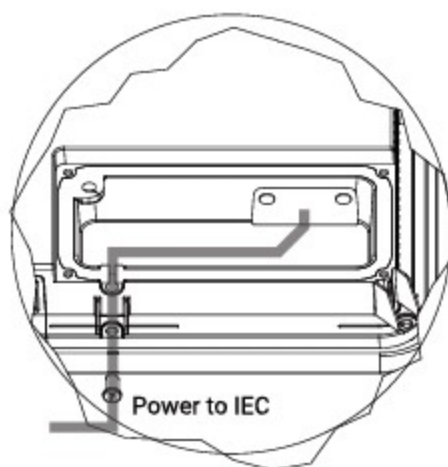


A.3 Screen 1 Cabling Diagram (Single)



NOTE

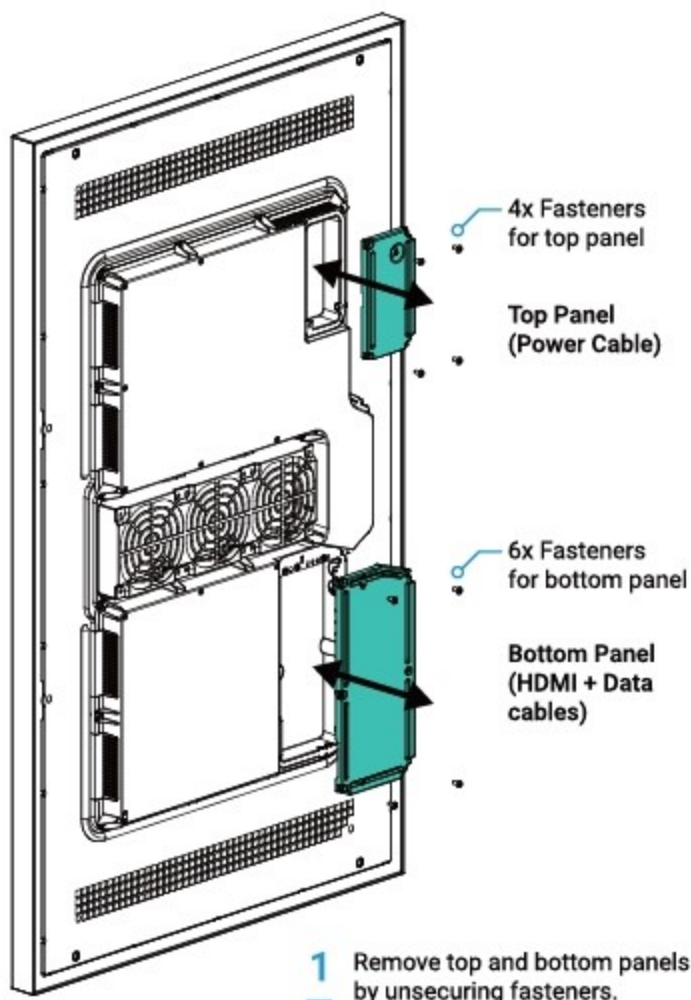
- + REAR COVERS CANNOT BE LEFT OFF SCREENS LONGER THAN 2 HOURS
- + IDEALLY THEY SHOULD BE REINSTALLED WITHIN 20 MINUTES



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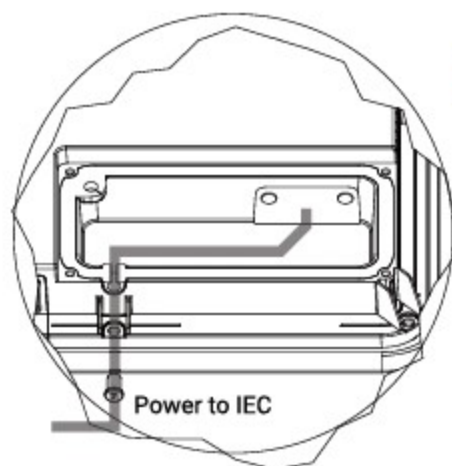


A.4 Screen 2 Cabling Diagram (Only for Double)



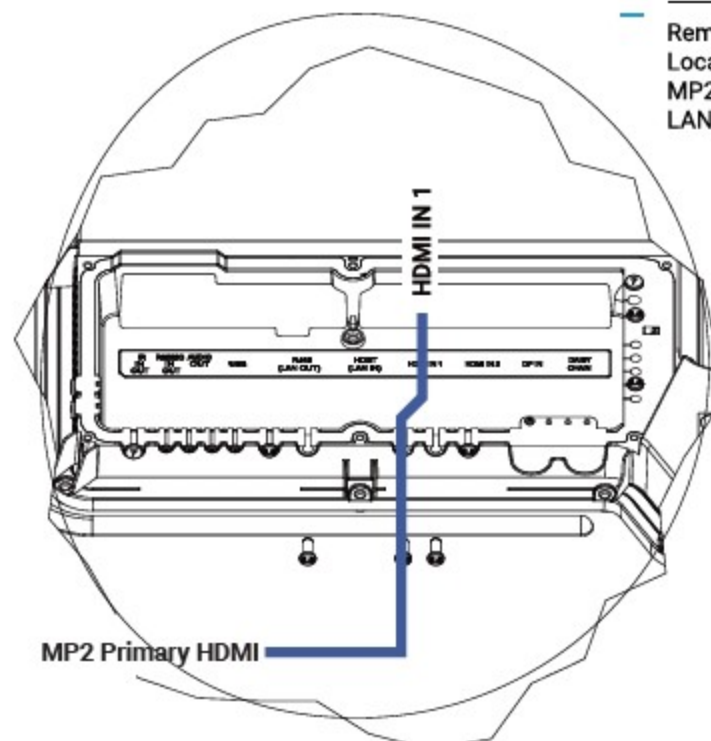
NOTE

- + REAR COVERS CANNOT BE LEFT OFF SCREENS LONGER THAN 2 HOURS
- + IDEALLY THEY SHOULD BE REINSTALLED WITHIN 20 MINUTES



2 Top Panel

Remove 7mm plug as shown in diagram. Locate power cable into place and ensure seal around cable is tight. Place cover panel back on to display and ensure fasteners are tightened securely in order for seal to be effective.



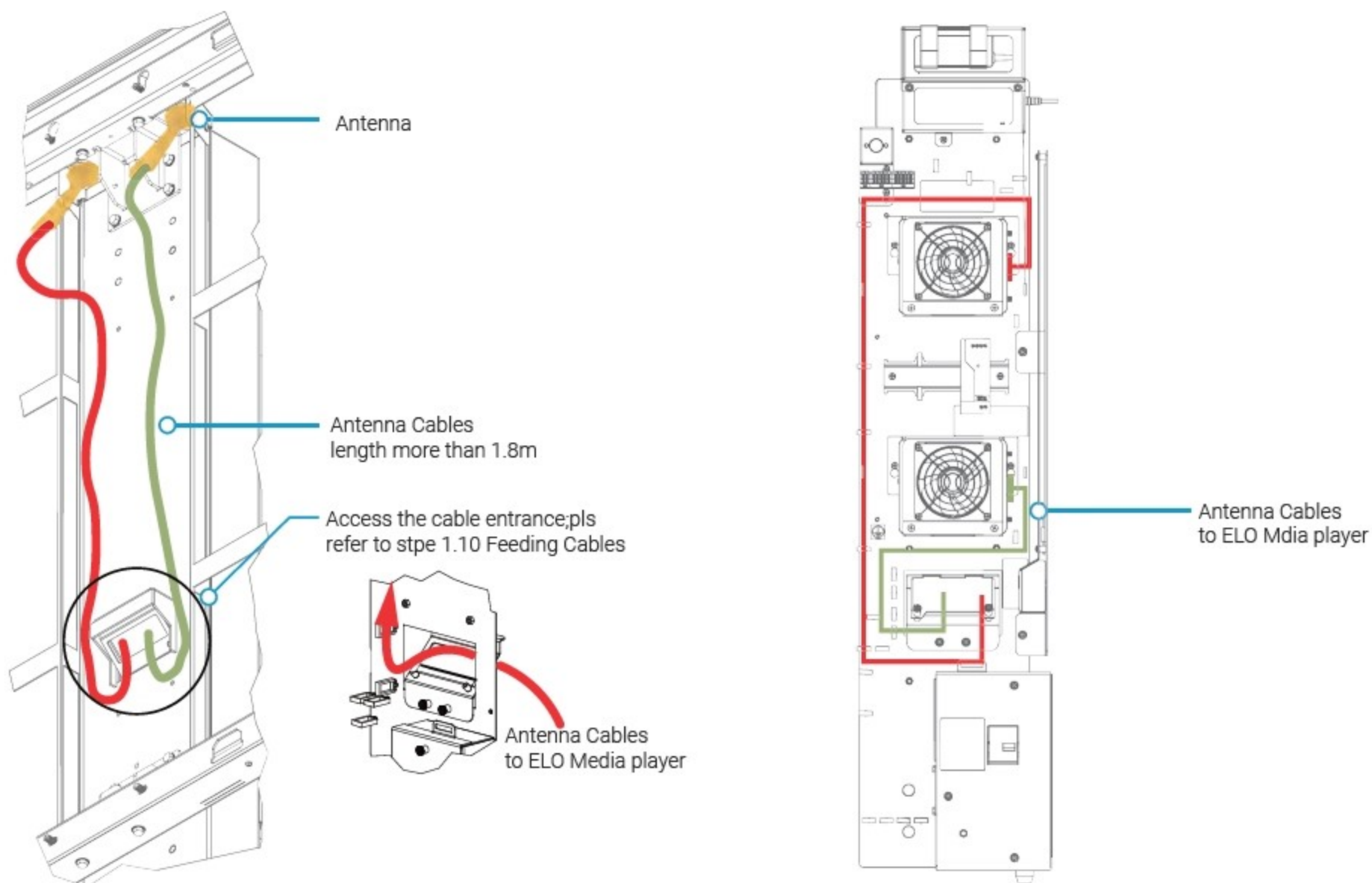
3 Bottom Panel

Remove 5.5mm plugs as shown in diagram. Locate cables into place (MP1 Primary into HDMI 1, MP2 Secondary into HDMI 2, CAT6 data into RJ45 LAN In).

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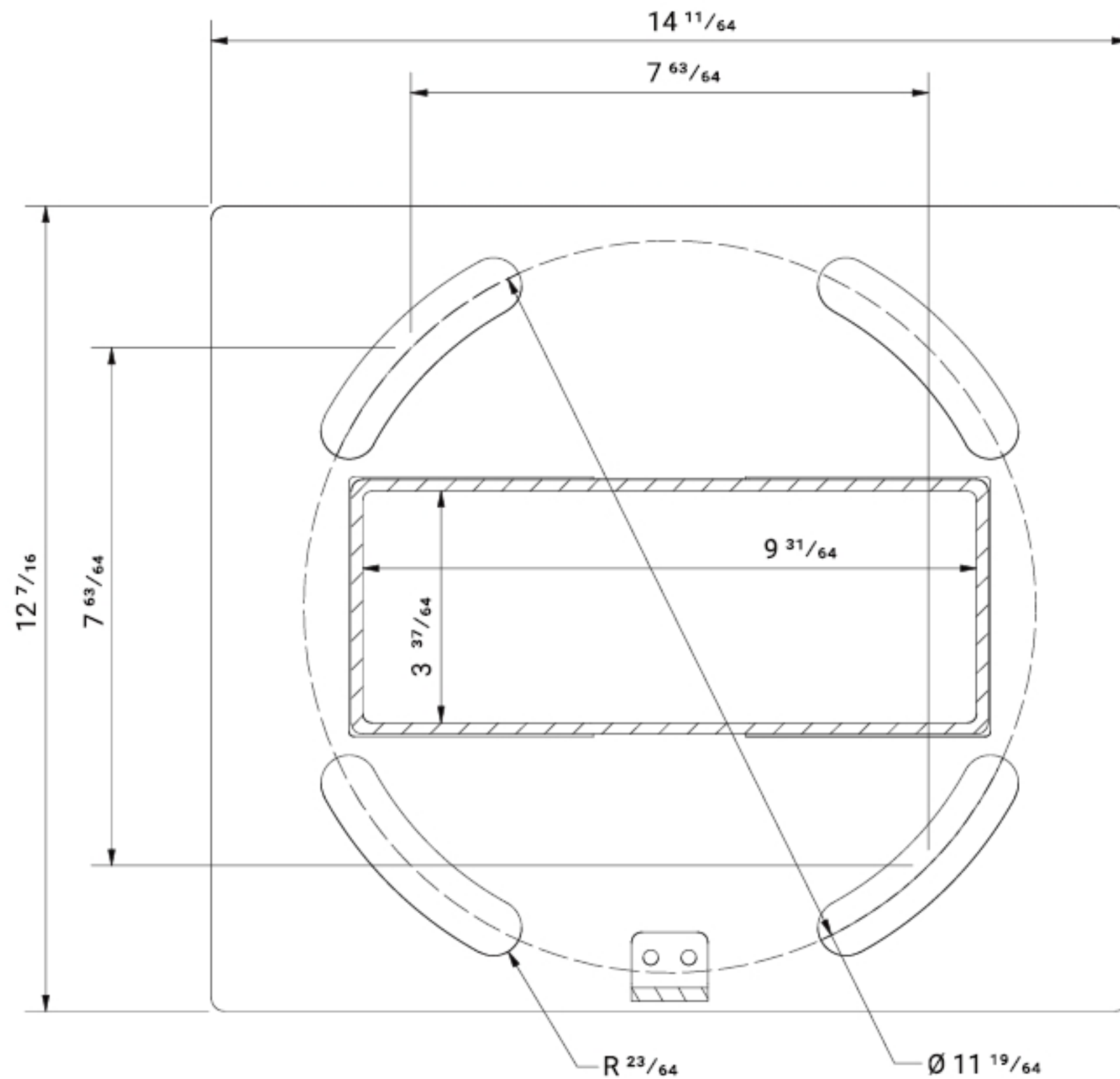
A.5 Optional-Antenna insall on the pillar top cover panel



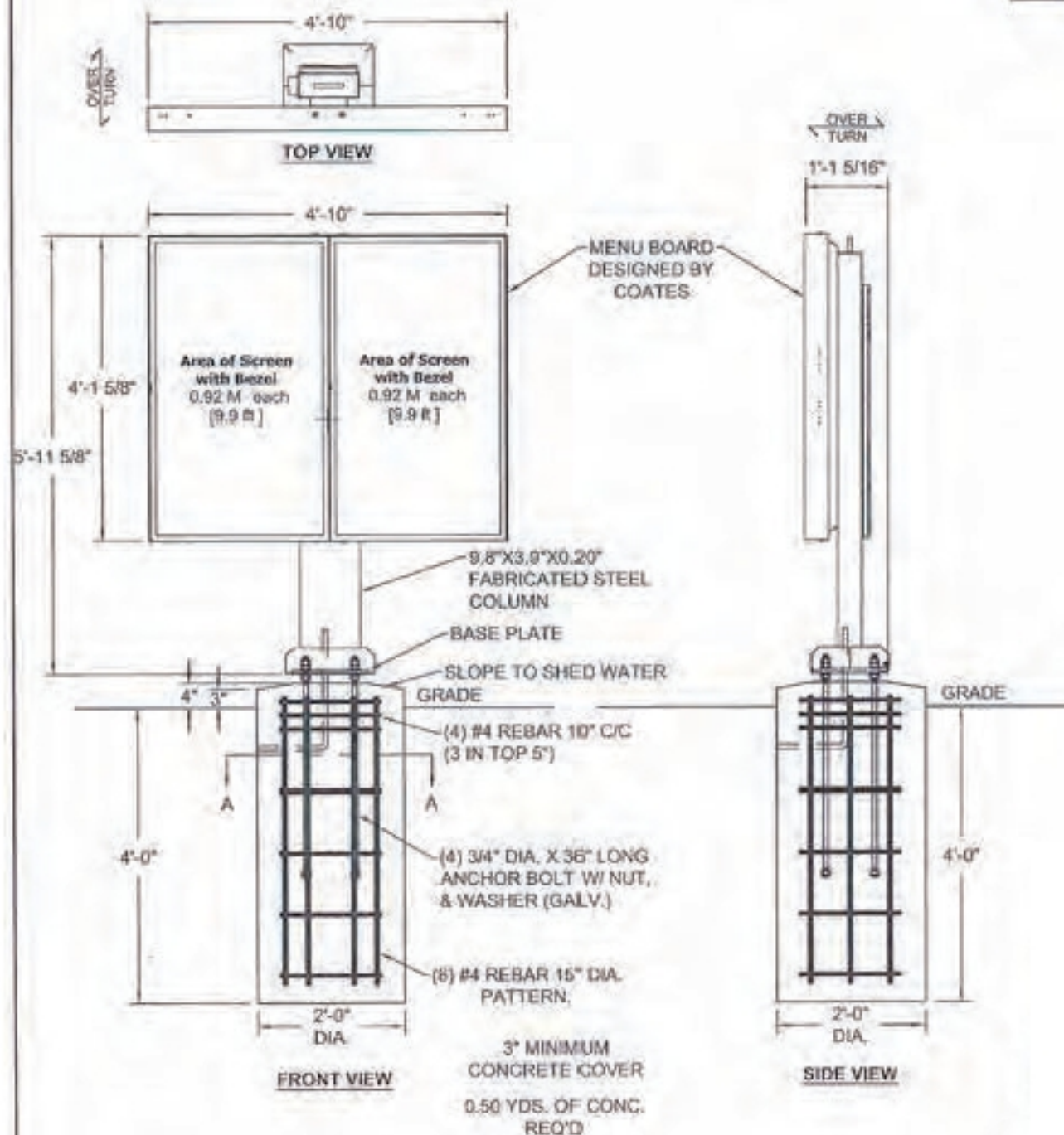
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B.1 Baseplate Dimensions



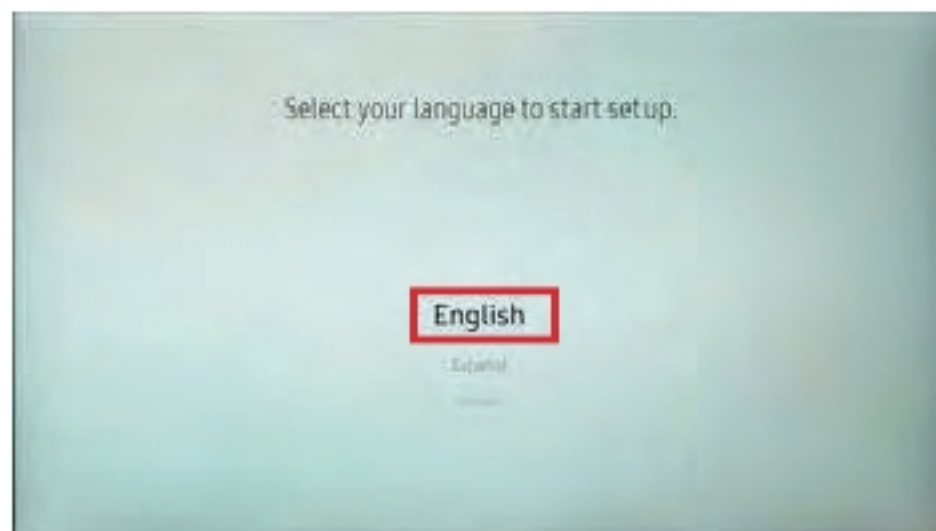
*All dimensions in inches (in)



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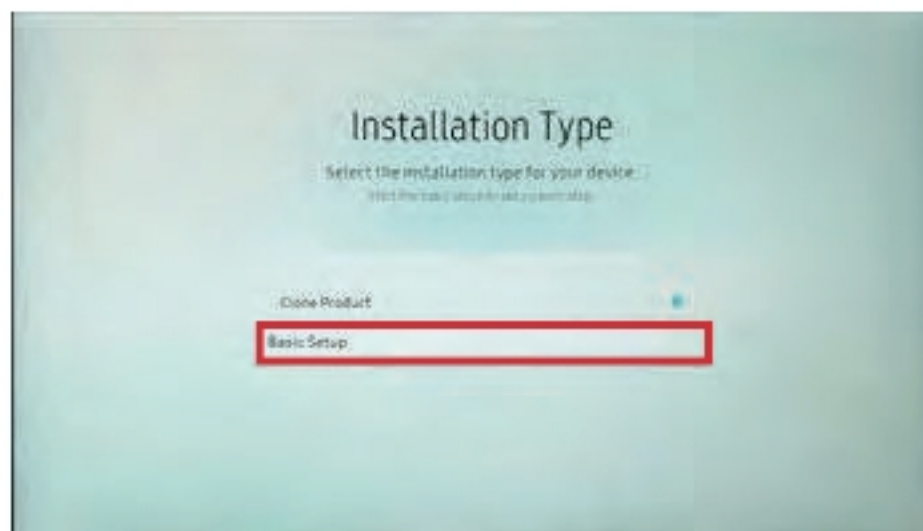


C.1 Setting up the Displays (i)

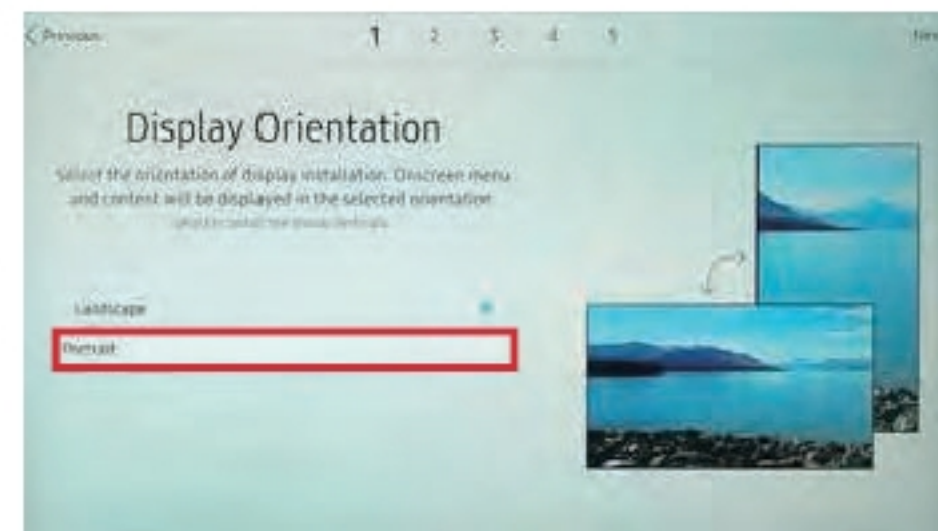


1. Set the menu Language.

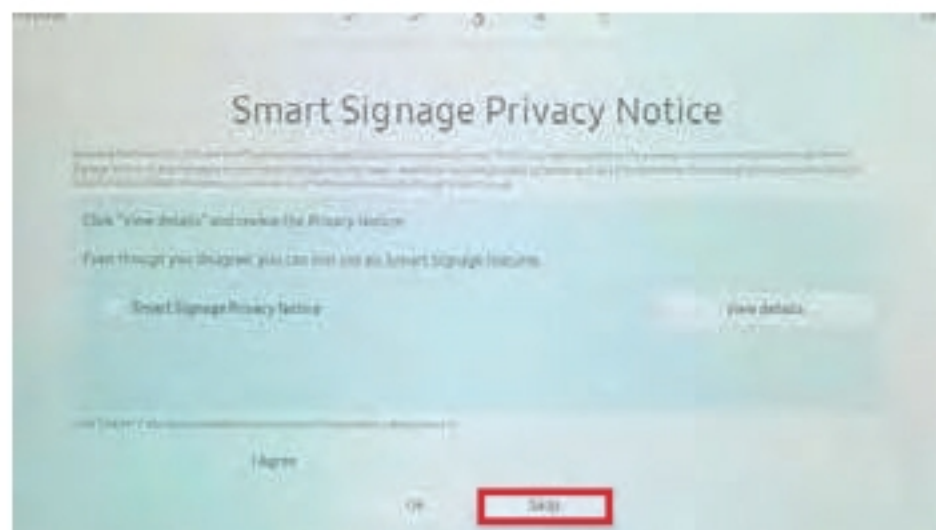
A change to the language setting will only be applied to the onscreen menu display. It will not be applied to other functions on your PC.



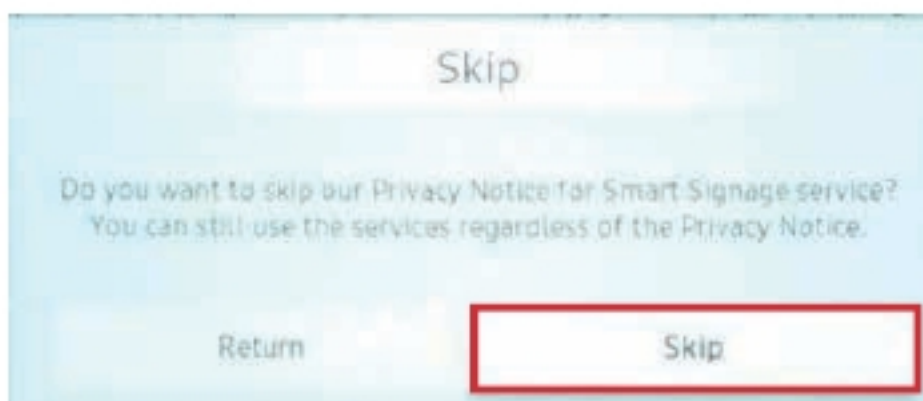
2. Select Basic Setup



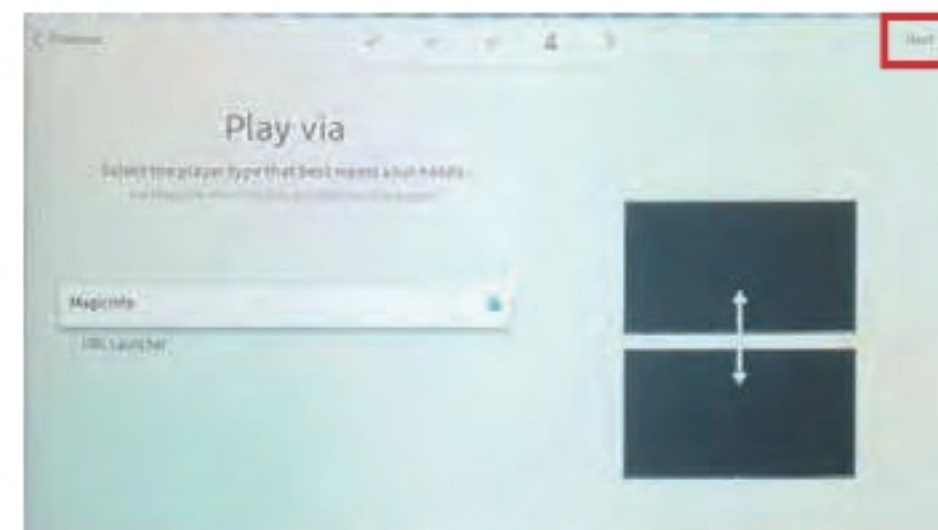
3. Select Display Orientation



4. Skip Smart Signage Privacy Notice



5. Skip Private Notice for Smart Signage Service.



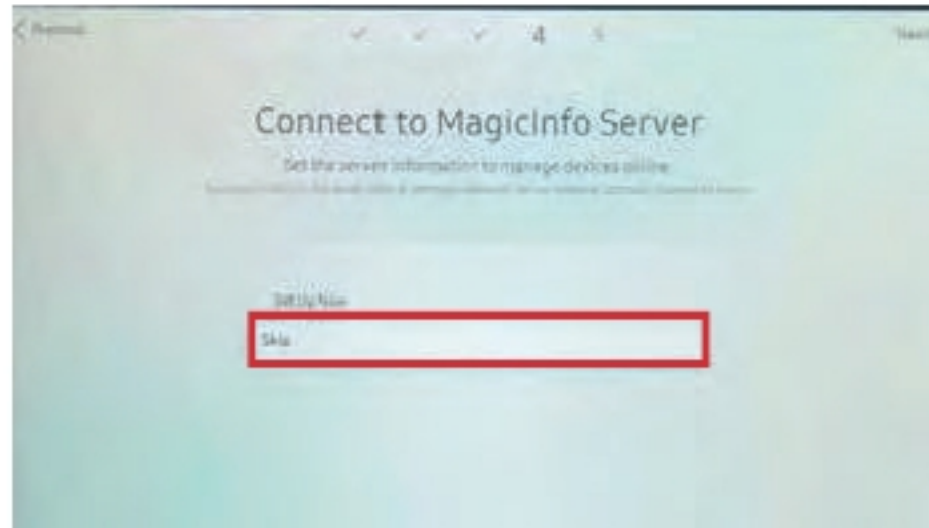
6. Skip Play Via & Connect to Magic Info Server

Skip these steps by pressing the right arrow key on the remote control.

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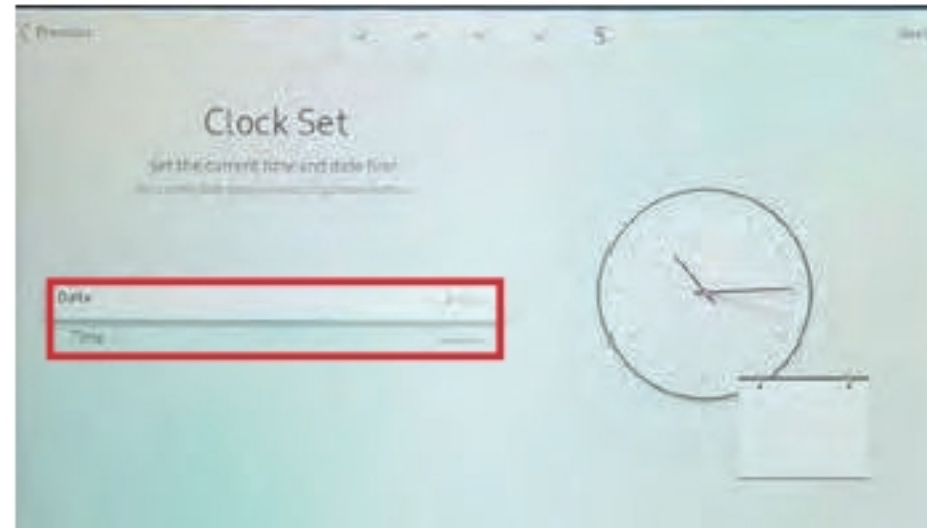


C.1 Setting up the Displays (ii)

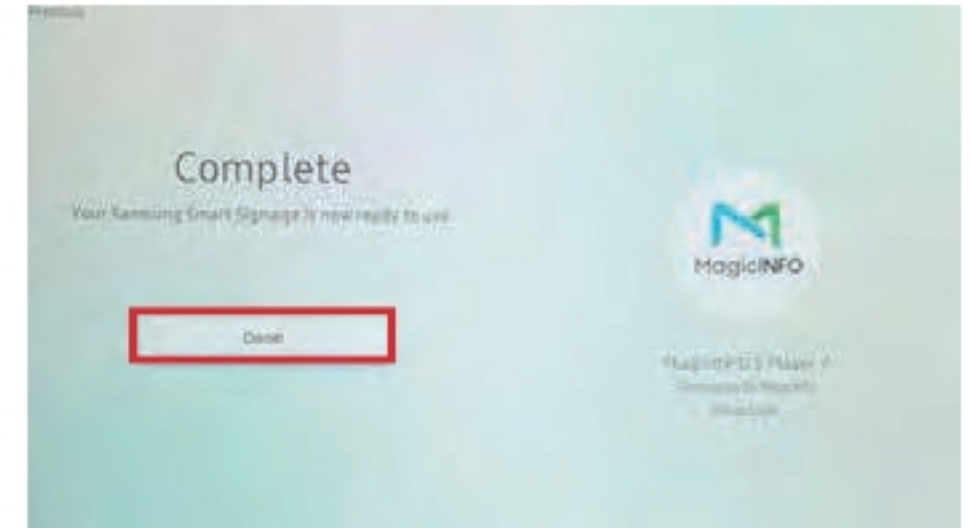


7. Skip Connect to Magic Info Server

Skip these steps by pressing the right arrow key on the remote control.



8. Set Date and Time



9. Basic Setup Complete

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C.2 Network Settings (i)

Network Settings

MENU -> Network -> Network Status -> ENTER

You can check the current network and Internet status

MENU -> Network -> Open IP Settings -> ENTER

Make Sure that the screen is wired to the network and after the screen is connected to the internet.

Configure network settings to connect to an available network.



Manual Open Network Settings (Wired)

Offices may use static IP addresses.

If this is the case, ask the network administrator for the

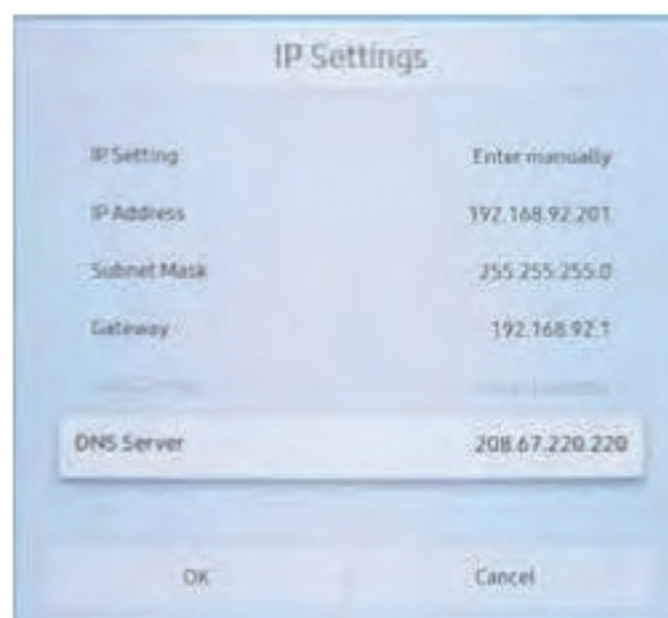
IP Address, Subnet Mask, Gateway and DNS server address.

Enter these values manually.

Getting the Network Connection Values

Contact Support to get the values: **1(800)3851430**

Example:



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C.2 Network Settings (ii)

How to set up manually

Select **Open Network Settings**. The starts the **Open Network Settings** session.

The network test screen appears, and the verification process starts. Press Cancel. The verification process stops.

Select **IP Settings** on network connection screen. The IP Settings screen appears.



Select the field at the top, press E, and then **set IP Setting to Enter manually**.

Repeat the entry process for each field in the **IP Address**. Setting IP Setting to **Enter manually**, automatically changes **DNS Setting** to **Enter manually**.

When done, select OK at the bottom of the page, and then press Enter. The network test screen appears, and the verification process starts.

When the connection has been verified, the **"Success! Your device is connected to the Internet. If you have any problems go back to the network status options and select the "Network Settings" button.**



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C.3 Additional Settings (i)

Display Orientation

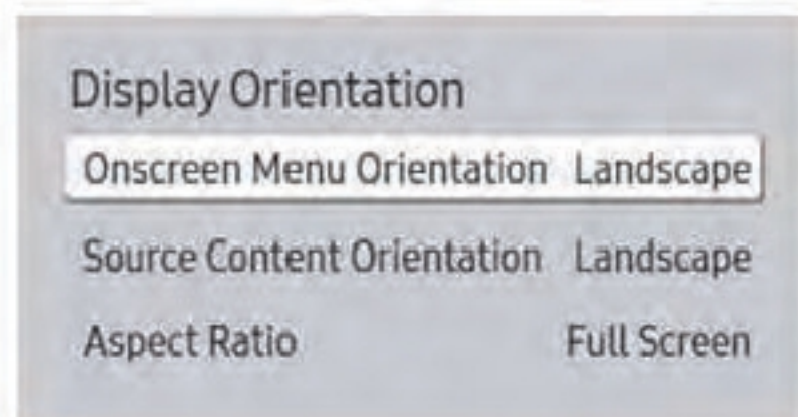
Onscreen Menu Orientation -> Portrait

Select whether the onscreen menu should be displayed in landscape or portrait orientation.
Portrait: Display the menu in portrait mode on the right side of the product screen.

Source Content Orientation -> Landscape

Rotate the product screen orientation.
This feature is not available for input source resolutions higher than 7680 x 4320.
Landscape: Display the screen in landscape mode.

MENU  → OnScreen Display → Display Orientation → ENTER 



Power Control

Auto Power -> On

This feature automatically turns on the product as soon as it is plugged in. Pressing the power button is not needed.

Max. Power Saving -> Off

Conserve power by turning off PC monitor when PC is not used for certain time.

Network Standby -> On

This feature keeps the network power on when the product turns off.

MENU  → System → Accessibility → ENTER 



 The displayed image may differ depending on the model.

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C.3 Additional Settings (ii)

Eco Settings

Eco Sensor -> Off

Automatically adjust the picture brightness based on the ambient light level.

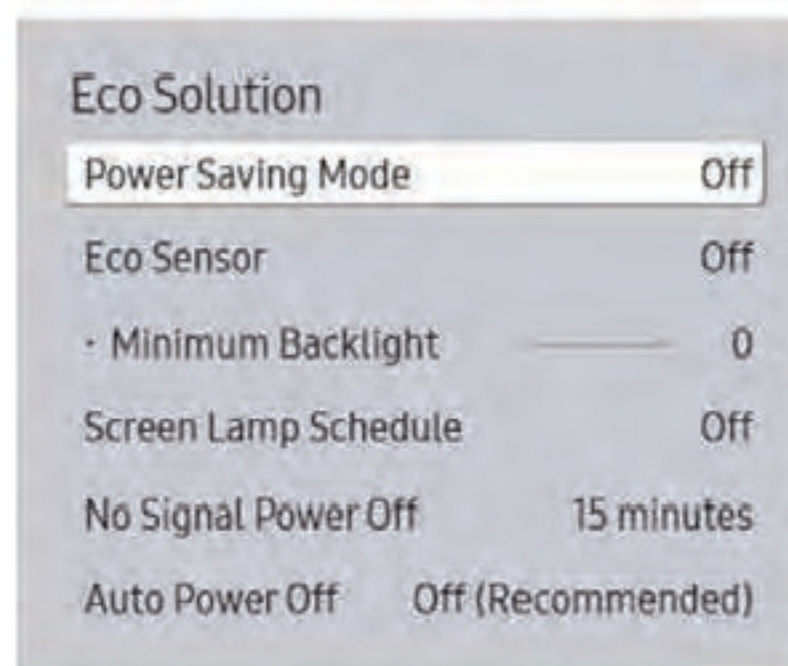
No Signal Power -> Off

Save power by turning the product off when no signal is received from any source.

This function does not operate if the display is in the standby mode.

The product will automatically power off at a specified time. The time can be changed as required.

MENU → System → Eco Solution → ENTER



The displayed image may differ depending on the model.

Device ID

Set a unique ID number for each product: 1

HOME → ID Settings → ENTER



The displayed image may differ depending on the model.

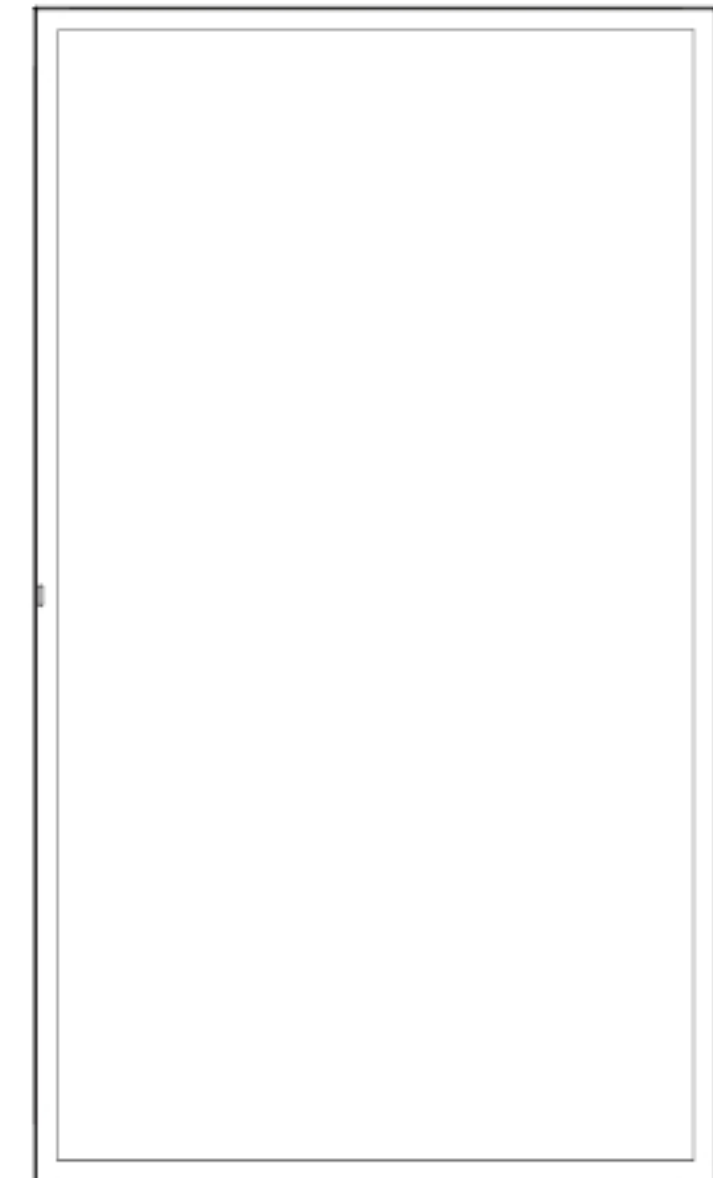
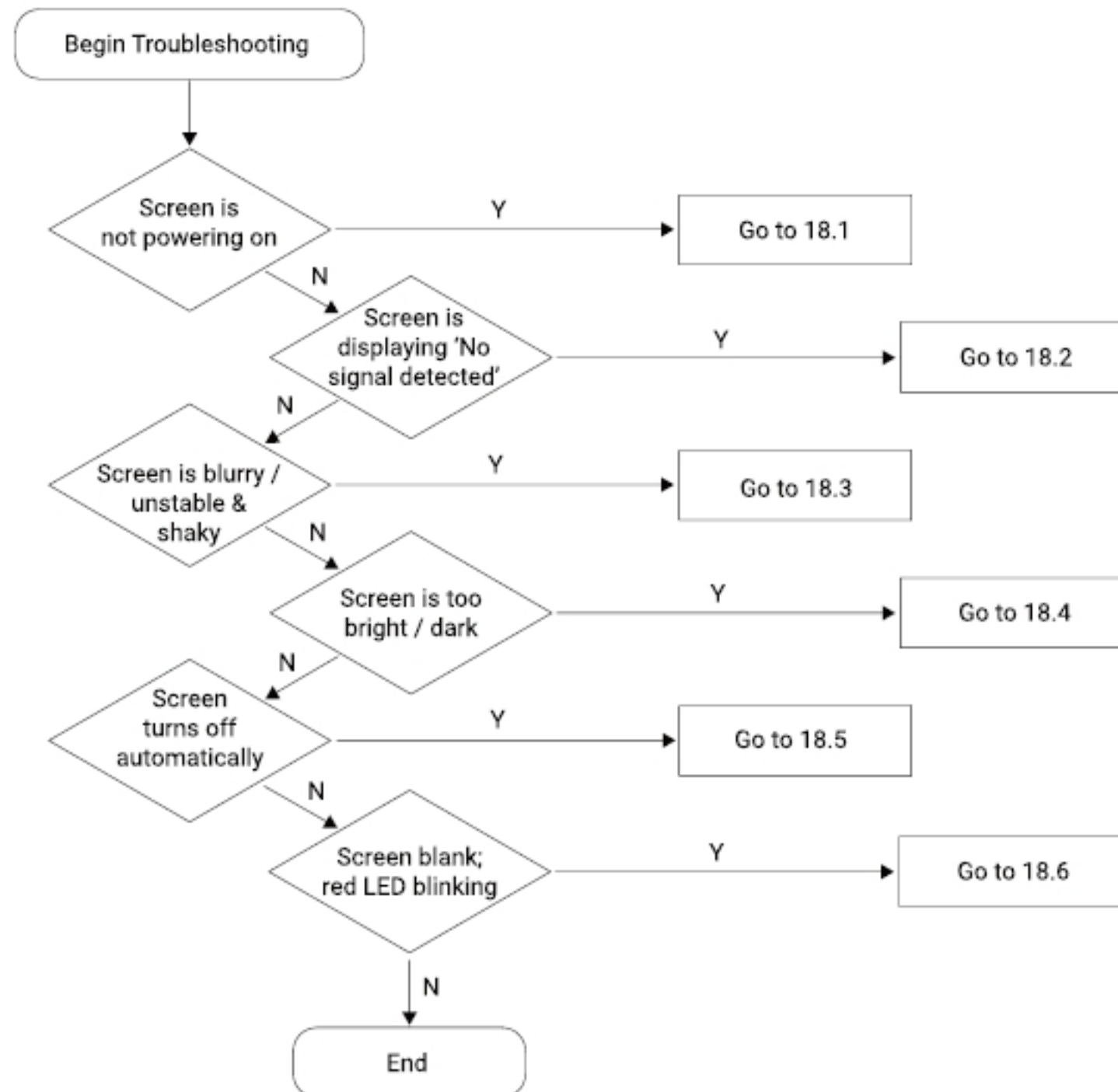
Once installation steps are complete, Contact
Coates Deployment & Support at
1(800) 385-1430 for final setup.

Support tickets can be submitted by emailing
SupportUSA@coatesgroup.com

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C.4 Troubleshooting the Displays



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C.4 Troubleshooting the Displays

Problem

18.1 Screen is not powering on

Possible Solution

- Open media player enclosure door and ensure Circuit Breaker is set to on.
- Ensure all cables are properly seated.
- Escalate to next level of support.

18.2 Screen is displaying 'No Signal Detected'

- Ensure screen is on right input.
- Restart the media player (see media player troubleshooting guide for further details).
- Ensure that the display cables are correctly seated.
- Escalate to next level of support.

18.3 Screen is blurry / unstable & shaky

- Restart the media player (see media player troubleshooting guide for further details).
- Ensure that the HDMI cables are properly seated.
- Set the resolution and frequency to the recommended level.
- Remove the power cable for 10 seconds then reinsert. If the image has returned to normal on the screen, it's likely the display cable is faulty and will need replacing.
- Escalate to next level of support.

18.4 Screen is too bright / dark

- Ensure the light sensor (centre left of screens / near infrared sensor) is not obstructed.
- Ensure **Backlight** is set to 100.
- Adjust **Brightness** and **Contrast**.

18.5 Screen turns off automatically

- Go to **System** and make sure **Sleep Timer** is set to **Off**.
- Ensure **Max. Power Saving** and **Standby Control** are set to **Off**.
- Ensure that the media player is powered on.
- Ensure all cables are properly seated.

18.6 Screen is blank - red power LED blinking

- Screen is most likely faulty, escalate to next level of support.

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C.5 Troubleshooting the Media Players

Problem

19.1 Media player will not power on

Possible Solution

- a. Power cycle the media player at the media player power button.
- b. Ensure that all power cables are properly seated.
- c. Escalate to next level of support.

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D.1 FAQ

Question

How do I access the display?

Answer

The displays are locked with a PIN to prevent random access. The PIN to unlock the display is a code that is set up during the commissioning / installation phase. The infrared sensor is on the front of the displays.

How do I lock the display?

Locking the display is done via remote access. Locate the **LOCK** button on the remote and enter the PIN to lock and unlock the display. Ensure you relock the display everytime you unlock them.

How can I access the media players and power?

To access the media player, open the media player enclosure door by unlocking 2x camlocks.

How do I service the units?

The media player enclosure dust filter should be removed and cleaned at regular intervals. It is recommended that the media player enclosure is wiped with a dry cloth at the same time.