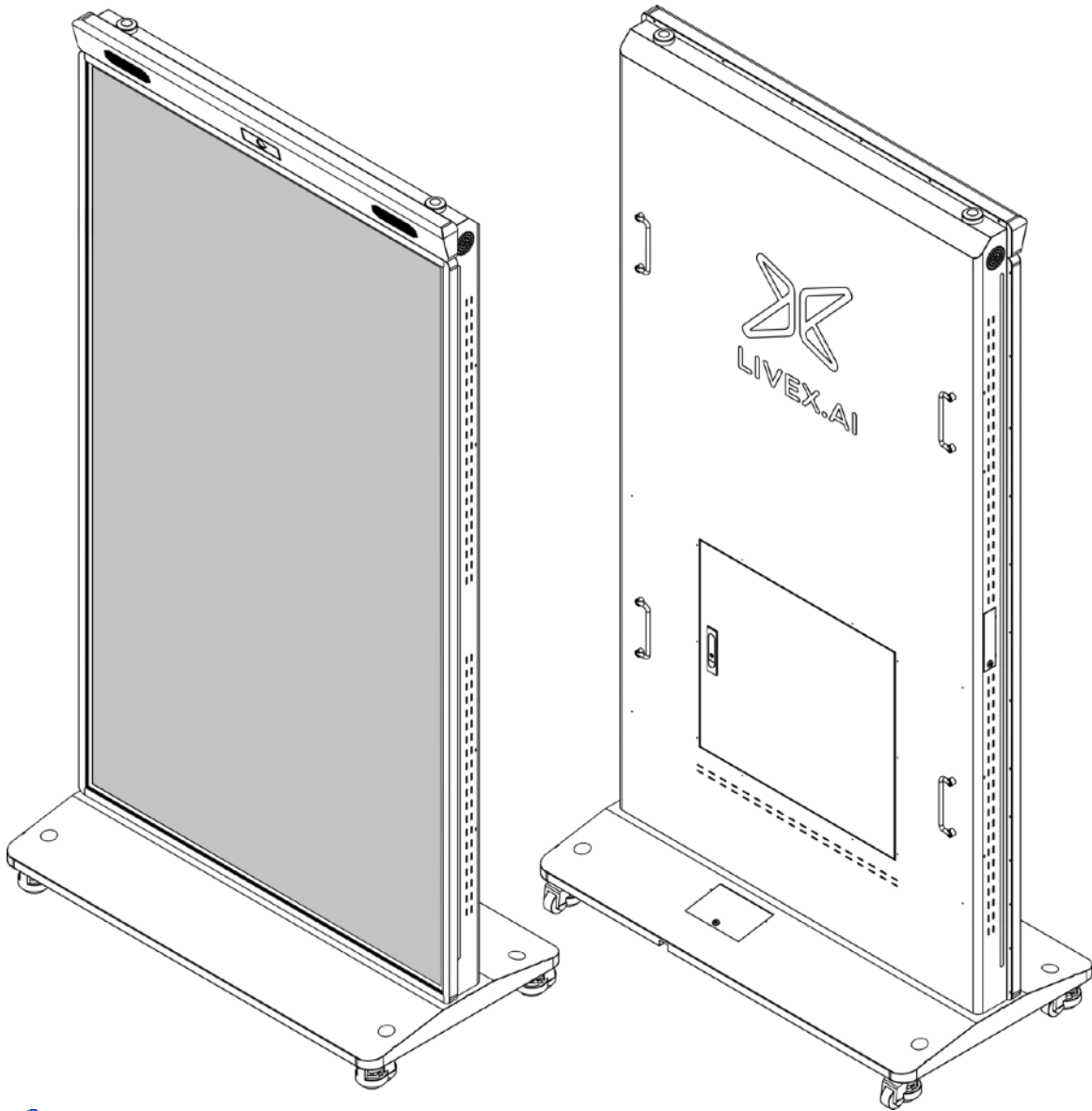




GATEWAY

AI Avatar Interactive Display-86" Installation & User Manual

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1. About This Manual

1.1 Intended Users

This manual is intended for installation personnel, operators, and maintenance technicians of the LiveX Gateway 86 AI Interactive Digital Display. All personnel must read and fully understand this manual before operating the equipment.

1.2 How to Use This Manual

This manual uses the following typographic conventions: Bold text indicates product component names or important operations. Italic text indicates publication titles or emphasized terms. Safety symbols are described in the section below.

1.3 Safety Symbol Conventions

Symbol	Meaning
 DANGER	Indicates an imminently hazardous situation. If not avoided, it WILL result in death or serious injury.
 WARNING	Indicates a potentially hazardous situation. If not avoided, it COULD result in death or serious injury.
 CAUTION	Indicates a potentially hazardous situation. If not avoided, it MAY result in minor or moderate injury.
 NOTICE	Indicates important information not related to a hazard.

1.4 Retain This Manual

Keep this manual for future reference and include it with the equipment if transferred to another owner. Failure to follow safety instructions may result in serious injury or death. The manufacturer is not liable for damages caused by improper use.

1.5 Accessing Documentation

The latest documentation is available at www.livex.ai/support. For documentation in other languages, contact support@livex.ai.

1.6 Technical Support & Service

Contact	Information
Company Name	LiveX AI Inc.
Phone (Tech Support / Customer Service / After-Sales)	+1 888 548 3972
Website	www.livex.ai
Email	support@livex.ai

2. Product Description

2.1 Intended Use

The LiveX Gateway 86 is a large-format intelligent display purpose-built for AI avatar interaction, intended exclusively for indoor commercial environments. The unit integrates an 86" high-brightness 4K display, infrared touch, an AI camera, directional microphone, and a four-channel speaker system, enabling real-time interactive AI avatar content. Compared to the LiveX Tower series, the Gateway 86 features a slimmer enclosure, integrated RGB LED ambient strips, and a fully concealed locking interface design — ideal for premium venues with high aesthetic requirements.

Usage Restrictions

Do not climb on this device.

This device is approved for use only with LiveX AI-certified software and accessories.
Unauthorized use will void the warranty.

2.2 Product Overview

- High-brightness 86" 4K UHD infrared touchscreen display (750–800 nits)
- Integrated high-performance industrial PC and video driver board (housed in rear equipment bay)
- Four-channel speaker audio system (4 × 20 W, total rated power 80 W)
- 4K AI smart camera with directional microphone array; default 25° downward tilt, manually adjustable ±25°
- Dual-sided full-color RGB LED ambient light strips (independently controllable color and brightness)
- Fully concealed locking interface design (side and base panels are lockable)
- Slim aluminum alloy enclosure; total unit weight approx. 220 lb (100 kg)

2.3 Technical Specifications

2.3.1 Overall Unit Specifications

i Dimensional Data Note

Data sourced from engineering drawings (86" infrared vertical full-screen dimension drawing 260312).

Key dimensions: total height 83.1 in (2111.50 mm), total width 44.7 in (1134.62 mm), depth 23.6 in (600 mm),

effective display area 42.0 × 74.7 in (1066 × 1896.30 mm), side LED strip 71.7 in (1821.76 mm),

base height 3.5 in (90 mm), top structure height 2.4 in (60 mm).

Parameter	Specification
Model	Gateway
Overall Dimensions (H × W × D)	83.1 × 44.7 × 23.6 in (2111.5 × 1134.62 × 600 mm) — includes base
Unit Weight	Approx. 220 lb (100 kg), including all integrated components
Power Input	100–240 V AC, 50/60 Hz
Typical Power Consumption (50% brightness)	Approx. 350 W
Peak Power Consumption	≤ 800 W (full brightness + GPU at full load)
Standby Power	≤ 8 W
Operating Noise	≤ 42 dB(A) at 3.3 ft (1 m), front face, no-load
Operating Temperature	32°F – 104°F (0°C – 40°C)
Storage Temperature	14°F – 140°F (–10°C – 60°C)
Operating Humidity	10%–85% RH, non-condensing
Ingress Protection Rating	IP20 (indoor use)
Design Service Life	5 Years

2.3.2 Display Specifications

Parameter	Specification
Screen Size	86 inches
Display Resolution	3840 × 2160 (4K UHD)
Screen Brightness	750-800 nits (high-brightness; suitable for bright commercial environments)
Refresh Rate	60 Hz
Touch Type	Infrared multi-touch (10-point)
Touch Accuracy	±0.08 in (±2 mm)
Touch Response Time	≤ 5 ms
Effective Display Area (W × H)	42.0 × 74.7 in (1066 × 1896.30 mm)
Front Protective Glass	0.39 in (10 mm) tempered glass
Compatible Operating Systems	Windows 10/11/8/7, Android, Linux

2.3.3 Computer Specifications

Parameter	Specification
Processor	Intel® Core™ i5-13500H (14-core / 18-thread, up to 4.7 GHz, TDP 45 W)
Integrated Graphics	Intel® Iris® Xe Graphics (80 EU)
Memory	32 GB DDR5 (dual-channel, 2 × 16 GB)
Storage	512 GB M.2 NVMe SSD (PCIe 4.0)
Network Interface	RJ-45 Ethernet (2.5 Gbps)
Wireless	Wi-Fi (2.4 GHz), external weatherproof antenna (SMA)
USB Ports	USB 3.2 Gen 2 × 2, USB4 × 1, USB 2.0 × 2
Operating System	Windows 11 (pre-installed)
PC Location	Lower rear equipment bay (with video driver board); accessible via rear service panel

2.3.4 Speaker Specifications

Parameter	Specification
Quantity	4 speakers (four-channel stereo)
Rated / Total Power	20 W per speaker; total rated power 80 W
Frequency Response	60 Hz - 20 kHz
Channel Configuration	Four-channel (upper-left / lower-left / upper-right / lower-right)

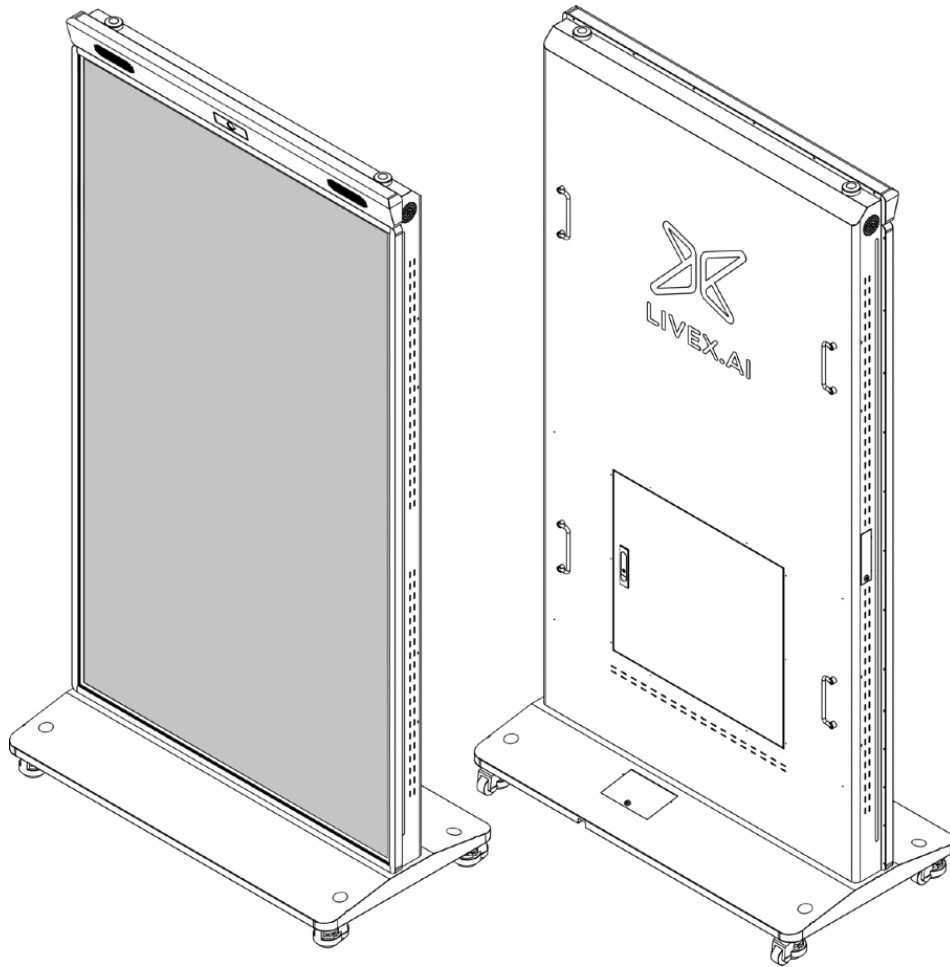
2.3.5 Camera & Microphone Specifications

Parameter	Specification
Image Sensor	1/1.3 inch
Maximum Video Resolution	3840 × 2160 (4K UHD)
Video Frame Rate	60 fps
Default Tilt Angle	25° downward (front-facing, looking down)
Tilt Adjustment Range	±25° (50° total range, manual adjustment)
Microphone Type	Directional smart microphone array (4 elements, AI active noise cancellation)

2.3.6 RGB LED Light Strip Specifications

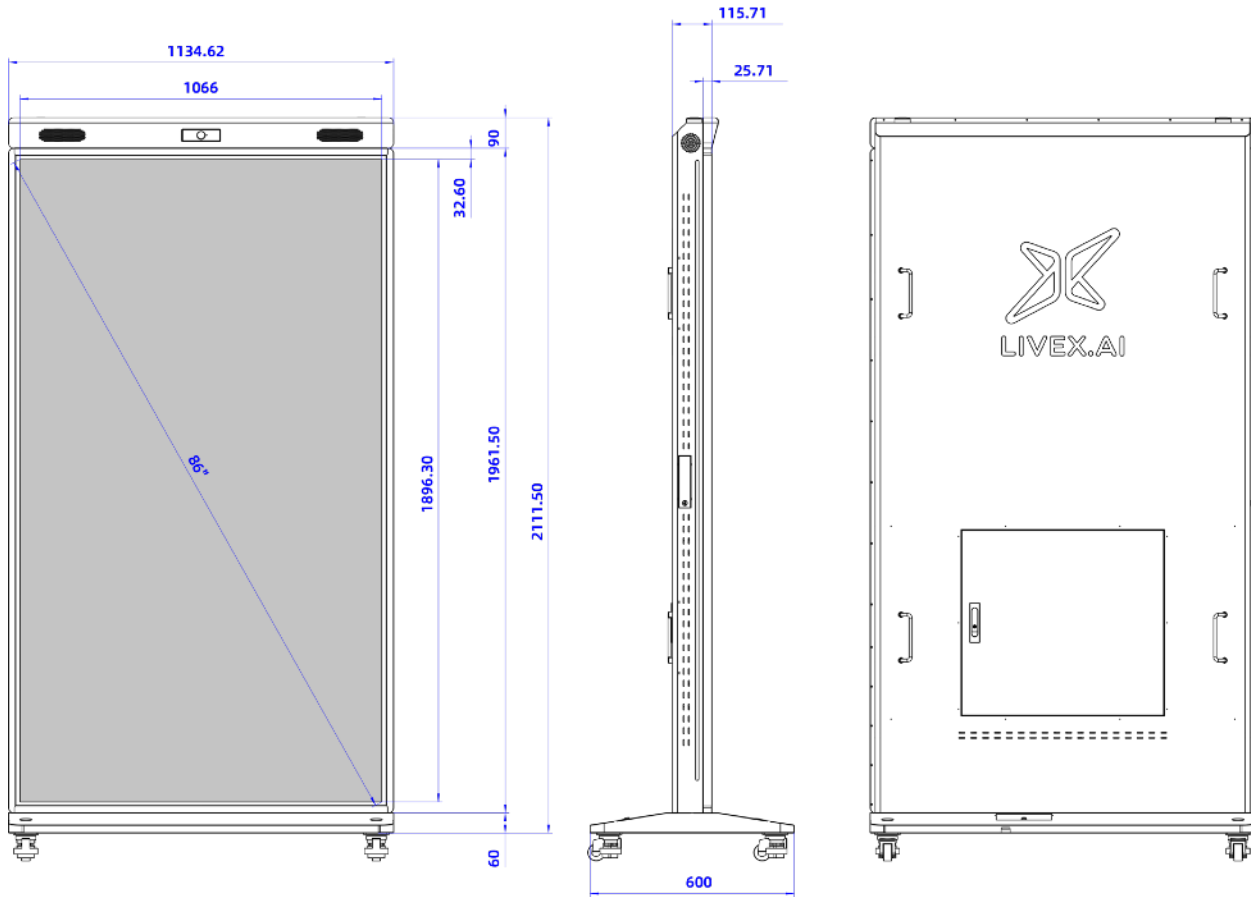
Parameter	Specification
Quantity	2 strips (1 each on left and right sides)
Strip Length per Side	71.7 in (1821.76 mm), running vertically along the side of the enclosure
LED Type	Full-color RGB LEDs (16 million colors)
Control Method	Software-controlled via LiveX application or system settings
Effect Modes	Solid / Breathing / Running / Custom

2.4 Physical Layout & Diagrams



2.5 Component Descriptions

2.5.1 Front Components



Ref.	Component	Description
①	86" 4K Touchscreen Display	Infrared multi-touch, 3840 × 2160, 60 Hz, brightness 750–800 nits
②	AI Smart Camera	4K with directional mic array; top-mounted, default 25° downward tilt, adjustable ±25°
③	Four-Channel Speaker System	Built-in at four corners, 4 × 20 W
④	RGB LED Side Light Strips	1 strip per side, 71.7 in (1821.76 mm), full-color RGB adjustable

2.5.2 Side Interface Panel (Concealed, Lockable)

Ref.	Interface	Description
①	USB × 4	USB 3.0 Type-A; for peripheral devices (flash drives / keyboard / mouse, etc.)
②	HDMI Input × 1	HDMI 2.0; for external signal sources (laptop / media player)
③	Volume Knob	Physical rotary knob; clockwise to increase, counterclockwise to decrease

2.5.3 Base Interface Area (Concealed, Lockable)

Ref.	Interface	Description
①	Main Power Switch	Toggle switch, located inside the base panel cover
②	Power Input	100–240 V AC; supports rear or floor cable routing
③	Ethernet Port × 1	RJ-45; wired network connection; supports rear or floor cable routing

2.5.4 Rear Equipment Bay (Main Service Access)

An independent equipment bay is located on the lower rear of the unit, housing the industrial PC and video driver board. The bay is secured with screws and requires tools to open. Access must be performed by authorized service personnel only.

3. Safety

Read All Safety Instructions Before Use

You must read and understand this manual and all safety instructions before operating this device.

Failure to follow safety instructions may result in serious injury or death.

3.1 Safety Precautions

3.1.1 Vulnerable Persons

This device is not suitable for independent operation by persons with physical, sensory, or cognitive limitations (including children) without supervision.

3.1.2 Design Service Life

The LiveX Gateway 86 has a design service life of 5 years. At end of life, dispose of the unit in accordance with Chapter 9.

3.1.3 Installation Safety

- After unpacking, inspect the unit for damage. If obvious damage is found, contact LiveX AI customer service immediately.
- Install on a flat, solid surface capable of supporting at least 660 lb (300 kg).
- The installation location must be well-ventilated; maintain ambient temperature between 32°F and 104°F (0°C - 40°C).
- Do not place near heat sources (radiators, space heaters) or water sources. Do not place in direct sunlight.

 Tip-Over Hazard

This unit weighs approximately 220 lb (100 kg) with a high center of gravity.

Moving or transporting the unit requires at least 2 persons.

Never attempt to move the unit alone.

3.1.4 Electrical Safety

- Inspect the power cord for damage before connecting power.
- Must be connected to a grounded (three-prong) power outlet rated for at least 15 A (NEMA 5-15 or 5-20).
- Unplug the power cord immediately in these situations: unit is damaged, liquid entered the enclosure, smoke or unusual odors, during lightning, or extended non-use.

3.1.5 Interface Panel Security

- When deployed in public areas, the side and base interface panel covers must remain closed and locked.
- Keep panel keys secure and do not allow unauthorized personnel access.

3.2 Safe Disposal

Dispose of this device safely and in compliance with applicable regulations, following the instructions in Chapter 9.

3.3 Graphical Symbols

Symbol	Meaning
Crossed-out Wheeled Bin	This device must not be disposed of as unsorted municipal waste. Collect separately through approved e-waste recycling channels.

3.4 Electrical Safety Classification

3.4.1 Insulation Class & Grounding

Item	Class / Description
Equipment Insulation Class	Class I — Metal enclosure is conductive; must be connected to earth (PE) via grounding conductor
Grounding Requirement	Must use a three-prong grounded power outlet. Never use a two-wire ungrounded extension cord.
Overvoltage Category	OVC II — Withstands transient overvoltage of 2,500 V
Pollution Degree	PD 2 — Normal indoor environment

3.4.2 Protection Circuits

Protection Function	Description
Surge Suppression	Built-in MOV varistor, Line-to-PE; compliant with IEC 61643-11 Level C2
Overload Protection	Thermomagnetic circuit breaker (rated 15 A) + fast-blow fuse
Thermal Protection	Internal thermal sensor; automatic throttling; forced shutdown if temperature continues to rise
RCD Recommendation	Recommended upstream installation of 30 mA $I_{\Delta n}$ residual-current device (GFCI), rated current ≥ 20 A

4. Transportation, Unpacking & Storage

4.1 Shipping Case

The LiveX Gateway 86 is supplied with a purpose-built custom flight case that provides comprehensive protection during transportation and storage. Constructed from high-strength composite board with aluminum alloy corner guards and butterfly latches, with a high-density foam-molded interior liner.

[Image Placeholder — Shipping Case Photo]

4.2 Shipping Case Specifications

Parameter	Value
External Dimensions (H × W × D)	Approx. 89.8 × 49.6 × 28.3 in (2280 × 1260 × 720 mm)
Case Tare Weight	Approx. 198 lb (90 kg)
Gross Weight (case + unit)	Approx. 419 lb (190 kg)
Casters	4 × heavy-duty industrial swivel casters with locking brakes
Butterfly Latches	6 × butterfly latches (with matching keys)

4.3 Transportation

Tip-Over & Crush Hazard

Fully loaded case weight is approximately 419 lb (190 kg).

Use a hydraulic pallet jack for transport.

Never stand or walk under a raised or suspended case.

- Always transport and handle the LiveX Gateway 86 inside its shipping case.
- For distances exceeding 100 ft (30 m) or when navigating ramps, use a hydraulic pallet jack.

- Before transporting, confirm all butterfly latches are fully engaged and locked.

4.4 Unpacking Procedure

Minimum 2 Persons Required

Removing the LiveX Gateway 86 from the shipping case requires at least 2 operators — one on each side.

The unit weighs approximately 220 lb (100 kg). Single-person operation creates a serious injury risk.

4.4.1 Ramp Unloading Procedure

1. Position the shipping case on a flat, stable surface. Confirm all caster brakes are locked.
2. Turn and open all butterfly latches on the front panel (4 total). Pull the front door open.
3. Unfold and lower the built-in ramp until it lies flat on the floor.
4. One operator takes position on each side of the unit, with both hands on the side handles.
5. Both operators in unison, slowly roll the unit forward and down the ramp to the floor.
6. Inspect the unit for transportation damage. If found, photograph and contact customer service.
7. Retract the ramp, close the case door, and re-engage all butterfly latches.

4.4.2 Base Casters

The unit has one heavy-duty industrial swivel caster (4 in / Ø100 mm polyurethane, with locking brake) at each of the four base corners:

- Release all 4 caster brakes before moving. Minimum 2 persons required.
- Move only on flat, hard flooring for short distances. Never push over steps or ramps.
- Lock all 4 caster brakes immediately after positioning.

4.5 Package Contents

Item	Qty	Description
LiveX Gateway 86 Main Unit	1	86" AI Interactive Digital Display
Power Cord	1	Matched to US specification
Panel Keys	4	Side interface panel × 2; base interface panel × 2
Product User Manual	1	English (this document)
Compliance Document Package	1	Includes FCC Declaration of Conformity and other regulatory documents

4.6 Storage

Storage Condition	Requirement
Storage Temperature	14°F - 140°F (–10°C - 60°C)
Storage Humidity	10%–90% RH, non-condensing
Storage Orientation	Upright, in original packaging. Do not invert or lay on its side.
Maximum Continuous Storage Period	12 months (powered self-check required before returning to service)

5. Installation

5.1 Installation Environment Requirements

- The installation site must be indoors, on a flat, solid surface rated for at least 660 lb (300 kg).
- Space must be well-ventilated; indoor temperature maintained between 50°F and 95°F (10°C – 35°C); air conditioning is recommended.
- Power supply must be 100–240 V AC, 50/60 Hz, minimum 15 A circuit with grounding protection.
- A dedicated circuit is recommended; use a surge-protected outlet rated ≥ 15 A.

5.2 Interface Connection Guide

5.2.1 Base Interface Area (Main Power & Network)

Interface	Type	Description
Main Power Switch	Toggle switch	Located inside the base panel cover
Power Input	IEC / NEMA outlet	100–240 V AC; supports rear or floor cable entry
Ethernet Port	RJ-45	Wired network connection; supports rear or floor cable entry

5.2.2 Side Interface Panel (USB / HDMI / Volume)

Interface	Type	Description
USB × 4	USB 3.0 Type-A	For flash drives, mouse, keyboard, and other peripherals
HDMI Input × 1	HDMI 2.0	External video source input
Volume Knob	Physical rotary	Clockwise to increase; counterclockwise to decrease

5.3 Connecting Power

Electric Shock Hazard

Confirm the power switch is in the OFF position before connecting power.

Use a grounded (three-prong) outlet and a power cord rated for at least 15 A.

- Use the base panel key to open the base interface cover.
- Confirm the internal main power switch is in the OFF position.
- Route the power cord into the base area (rear or floor entry) and plug it into the power input connector.
- Plug the other end of the power cord into a properly grounded outlet.
- Close and lock the base interface cover.

5.4 Connecting Network

5.4.1 Wired Network (Recommended)

Open the base interface cover. Use a Cat5e or higher Ethernet cable to connect the base RJ-45 port to a router or switch. Close and lock the cover.

5.4.2 Wireless Network (Alternative)

If running a network cable is not feasible, after initial power-on (see Section 5.6), go to Windows Settings and click the Wi-Fi icon in the taskbar. Select the venue wireless network and enter the password.

5.5 Connecting External Video Source (Optional)

Use the side panel key to open the side interface cover. Connect an external device (laptop, media player, etc.) to the side HDMI input port using an HDMI cable.

5.6 Initial Power-On & Software Startup

i All Software Is Pre-Installed — No Manual Setup Required

The LiveX Gateway 86 ships with all required software pre-installed.

No program installation is necessary. Simply connect power and network, power on, and the device completes everything automatically.

5.6.1 Wired Connection Power-On (Recommended)

13. **Step 1** Connect network: Plug an Ethernet cable into the base RJ-45 port; connect the other end to a router or switch.
14. **Step 2** Connect power: Plug the power cord into the base power input, connect to a grounded outlet, then close and lock the base panel cover.
15. **Step 3** Turn on power: Open the base interface cover, flip the internal power switch to ON, then close the cover.
16. **Step 4** Wait for startup: The system starts automatically; allow approximately 60 seconds.
17. **Step 5** Automatic server connection: After startup, the device connects to LiveX servers and completes software updates in the background (approx. 1-5 minutes; no action required).

18. **Step 6** Avatar program auto-starts: After the update, the LiveX Avatar program starts automatically and enters the interactive interface. The device is ready. ✓

i First-Time Activation

Internet connection (wired or wireless) is required for first-time activation and content synchronization.

After activation, the device can continue running local content during brief network outages.

Activation is typically a one-time process; subsequent power-ons launch the program automatically.

5.6.2 Wi-Fi Power-On (No Ethernet Available)

If an Ethernet cable is temporarily unavailable, follow these steps to complete initial activation via Wi-Fi:

19. Power on as described in Step 3 above. Wait for Windows to complete startup (approximately 60 seconds).
20. Click the Wi-Fi icon in the lower-right taskbar (or navigate to Windows Settings → Network & Internet → Wi-Fi).
21. Confirm the Wi-Fi toggle is ON. Select the venue Wi-Fi network, enter the password, and click Connect.
22. Once connected, the system automatically connects to LiveX servers, completes updates, and the LiveX Avatar program starts automatically.

i Wi-Fi Notes

Ensure the Wi-Fi network is stable and has internet access. A LAN-only network cannot complete software activation.

If a corporate firewall blocks LiveX servers, ask your network administrator to whitelist LiveX AI server addresses, or contact support@livex.ai for network configuration guidance.

5.6.3 Shutdown

- Perform a normal OS shutdown (Start menu → Power → Shut down).
- After the system fully shuts down, open the base panel cover, flip the internal power switch to OFF, then close and lock the cover.

⚠ Data Loss Risk

Do not cut power to the device while the system is running.

Always perform a proper OS shutdown before switching off the main power switch.

5.7 Thermal Management & Airflow Requirements

5.7.1 Minimum Clearance Requirements

Overheating Hazard

Blocking ventilation openings may cause the device to overheat, resulting in electrical failure or fire.

The following minimum clearances must be strictly observed in commercial installations.

Direction	Minimum Clearance	Notes
Rear of unit	≥ 4 in (100 mm)	Primary heat exhaust direction; never mount flush against a wall
Left / Right sides	≥ 2 in (50 mm)	LED strip area; must remain ventilated
Top of unit	≥ 12 in (300 mm)	Hot air rises; never cover the top
Front of unit	≥ 20 in (500 mm)	Touchscreen operating clearance

5.8 Anti-Tip & Floor Anchoring Requirements (Required for Public Spaces)

Fatal Tip-Over Hazard

The LiveX Gateway 86 weighs approximately 220 lb (100 kg) with a high center of gravity.

In high-traffic public areas, if the unit is not floor-anchored, an impact force — including a child climbing or crowd pressure — may cause the unit to tip over, resulting in serious injury or death.

5.8.1 Mandatory Anchoring Statement for Public Venues

Any deployment in public venues such as shopping malls, airports, hotels, hospitals, or schools where any of the following conditions apply MUST complete floor anchoring before the unit is put into service:

- Placement exceeding 72 hours

- No dedicated attendant continuously monitoring the unit
- Possibility of children entering the area

5.8.2 Base Anchor Point Specifications

Parameter	Specification
Number of Anchor Points	4 (one at each corner of the base)
Anchor Hole Diameter	9/16 in (Ø14 mm) — accepts M12 bolt
Recommended Anchor Bolt	M12 × 4 in (100 mm) chemical anchor, pull-out resistance ≥ 1,800 lbf (8 kN) per anchor
Bolt Torque	44–59 ft·lb (60–80 N·m)
Minimum Embedment Depth	≥ 3.2 in (80 mm)

6. Operation

6.1 Touchscreen Operation

- Supports up to 10 simultaneous touch points; response time ≤ 5 ms; touch accuracy ± 0.08 in (± 2 mm).
- Compatible with all standard Windows touch gestures: tap, double-tap, swipe, pinch-to-zoom, and more.
- No additional drivers required (USB plug-and-play, driver-free).

i Tip

The Gateway 86 screen brightness of 750–800 nits delivers excellent display performance in bright commercial environments.

For everyday use, maintaining brightness at 60%–80% is recommended to extend screen service life.

6.2 Camera Adjustment & Microphone

6.2.1 Camera Angle Adjustment

The camera ships with a default 25° downward tilt, optimized for face detection at average user height. Manual tilt adjustment is supported within a $\pm 25^\circ$ range (50° total):

Angle	Value	Recommended Use Case
Maximum upward tilt	0° (horizontal)	Elevated mounting position or wide-area coverage
Factory default	25° downward	Average-height user (recommended to keep default)
Maximum downward tilt	50° downward	Child interaction or close-proximity detection

Adjustment procedure: Loosen the lock knob on the side of the camera bracket → Adjust to the desired angle → Retighten the knob → Power on and verify the field of view.

6.3 Audio System & Volume Control

- Four-channel speaker system: 4 × 20 W (total rated 80 W), frequency response 60 Hz – 20 kHz.
- Physical adjustment: Use the side panel key to open the side interface cover; rotate the volume knob (clockwise to increase, counterclockwise to decrease).
- System-level adjustment: Use the Windows taskbar volume icon for fine-grained control.

i Recommendation

For initial use, set system volume to 50%–70%, then fine-tune based on ambient noise.

Avoid operating continuously above 80% volume to extend speaker service life.

6.4 RGB LED Light Bar Control

One full-color RGB LED strip runs along each side of the unit (71.7 in / 1821.76 mm each). Color, brightness, and dynamic effects are controlled via the LiveX application management interface:

Effect Mode	Description
Solid	Fixed color and brightness; steady illumination at all times — ideal for brand color display
Breathing	Brightness gradually fades in and out in a cycle — ideal for standby state to attract attention
Running	Colors flow along the strip — ideal for dynamic displays or event ambiance
Custom	User-defined color sequence and timing (dependent on software version)

i LED Control Access

Open the LiveX application management backend → "Device Settings → Light Bar Control".

Light bar settings are retained after system restart.

7. Cleaning & Maintenance

7.1 Cleaning the Touchscreen Display

23. Power off the device and disconnect from power.
24. Using a clean microfiber cloth, gently wipe the screen in circular motions.

Screen Damage Risk

Do not press hard on the screen while cleaning.

Do not spray liquid directly onto the screen.

25. For stubborn stains, lightly dampen a microfiber cloth with water or isopropyl alcohol (concentration $\leq 55\%$). Allow the screen to air-dry naturally.
26. After cleaning is complete and the screen is confirmed dry, reconnect power and power on.

7.1.1 Infrared Touch Frame Cleaning (Important)

Contamination on the IR touch frame can cause touch offset, ghost touches, or total touch failure. In high-traffic environments, daily cleaning is recommended:

27. Power off the device and disconnect from power.
28. Using a dry microfiber cloth or cotton swab, gently wipe along the IR emitter and receiver windows around the bezel channel.
29. For grease or oil, use a lightly dampened (water or $\leq 55\%$ IPA) cotton swab, then dry with a clean cloth.
30. Do not use sharp objects to clean the IR channel.

7.2 Cleaning the LED Light Strips

31. Power off the device and disconnect from power. Confirm the strips are fully off and have cooled to room temperature.
32. Gently wipe the surface dust along the direction of the strip using a dry microfiber cloth.

⚠ LED Strip Cleaning Warning

Do not use alcohol or chemical solvents on the LED lamp surface.

These may dissolve the encapsulant material and cause brightness degradation.

7.3 Cleaning the Camera Lens

Use a dedicated lens tissue or clean microfiber cloth; wipe the lens surface with gentle circular motions. Avoid touching the lens with fingers. Do not use alcohol or general-purpose cleaning agents.

7.4 Cleaning the Enclosure

Wipe the external enclosure surfaces with a lightly dampened soft cloth. Do not use caustic cleaners, solvents, or abrasive cleaning pads.

7.5 Periodic Maintenance Schedule

Interval	Task
Monthly	Inspect power cord and data cables for signs of wear or damage.
Monthly	Check that all interface panel locks are functioning correctly.
Monthly	Inspect LED strips for uneven brightness or dead zones.
Quarterly	Clean ventilation openings on the rear and top of the enclosure.
Quarterly	Remove dust from cooling fan grilles using a soft brush or compressed air.
Annually	Have an authorized technician perform a comprehensive inspection of the PC and video driver board.
Extended non-use	Power off, unplug the power cord, cover with a dust cover, and confirm all interface panel covers are locked.

8. Quick Troubleshooting

Symptom	Possible Cause	Solution
Unit will not power on	Outlet has no power / base switch is OFF	Check outlet; open base panel cover and flip power switch to ON
Display has no image	Signal source not connected or wrong input selected	Check video cable; switch to the correct input source
Touchscreen not responding	Touch USB connection loose / driver issue	Check the touch USB cable connection; reboot the system
Touch offset / inaccuracy	Calibration off / IR frame contaminated	Recalibrate; clean the IR touch frame (see Section 7.1.1)
No audio or low volume	Volume knob at minimum / system muted	Open side panel cover; turn volume knob clockwise; raise system volume
LED strips not lit	Software not started or strips disabled	Restart LiveX app; check light bar control settings
Camera shows no image	USB disconnected / app lacks camera permission	Check camera USB; confirm camera access in Windows Settings → Privacy → Camera
Avatar program not starting	No network / activation not complete	Confirm internet connection (see Section 5.6); wait for activation (1–5 min)
Network connection failed	Ethernet not firmly seated / router issue	Check base RJ-45 cable; reboot the router
System running slowly	Too many background processes / low disk space	Close unnecessary background apps; clear disk; reboot the system

8.1 Contacting Technical Support

Contact	Information
Phone	+1 888 548 3972
Email	support@livex.ai
Website	www.livex.ai

9. Disposal

This device must not be disposed of as unsorted municipal solid waste. It must be collected separately through an approved electrical and electronic equipment (EEE) recycling channel. Dispose of through a designated local e-waste collection point to prevent harm to the environment and public health, and to promote conservation and recycling of natural resources.

- LED strips contain electronic components; dispose of together with the main unit through professional recycling channels.
- The internal PC contains a BIOS coin-cell battery; this must be disposed of through electronic waste recycling channels.
- Packaging materials are made from eco-friendly materials and can be processed through local recycling facilities.

i US Disposal Resources

In the United States, contact your local municipality or visit www.epa.gov/recycle for e-waste drop-off locations.

Many manufacturers and retailers offer take-back or recycling programs for electronic equipment.

10. Regulatory Compliance

LiveX Gateway 86 meets the regulatory requirements of the following countries and regions. For specific certification status, refer to the compliance document package included with the unit.



10.1 United States — FCC (Federal Communications Commission)

- This device complies with Part 15 of the FCC Rules and has been tested to comply with Class B digital device limits.
- Operation conditions: (1) This device may not cause harmful interference; (2) this device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.
- FCC ID: [To be assigned upon certification]



10.2 European Union — CE (Conformité Européenne)

- Low Voltage Directive (LVD) 2014/35/EU
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU
- Radio Equipment Directive (RED) 2014/53/EU (where applicable)
- RoHS Directive 2011/65/EU — Restriction of Hazardous Substances



10.3 Japan — PSE (Product Safety Electrical Appliance & Materials)

- Complies with requirements of Japan's Electrical Appliance and Material Safety Act (DENAN)
- Complies with JIS C 6950 series safety standards for information technology equipment
- Complies with VCCI Class B electromagnetic compatibility requirements



10.4 China — CCC (China Compulsory Certification)

- Complies with GB 4943.1 safety standard for information technology equipment
- Complies with GB/T 9254 radio disturbance limits for IT equipment (Class B)
- Complies with GB 17625.1 harmonic current limits
- Complies with GB/T 26572 restriction of hazardous substances (RoHS)



10.5 Saudi Arabia — SASO (Saudi Standards, Metrology and Quality Organization)

- Meets SABER certification requirements; applicable to Saudi Arabia and GCC member state markets
- Complies with IEC 62368-1 safety standard for audio/video and IT equipment



10.6 United Kingdom — UKCA (UK Conformity Assessed)

- Complies with UK Low Voltage Regulations S.I. 2016/1101
- Complies with UK Electromagnetic Compatibility Regulations S.I. 2016/1091
- Complies with UK RoHS Regulations S.I. 2012/3032
- Note: CE marking continues to apply to the Northern Ireland market; UKCA does not apply in Northern Ireland.



10.7 South Korea — KC (Korea Certification)

- Complies with KC electrical safety certification requirements
- Complies with KC electromagnetic compatibility certification requirements
- Complies with KC restriction of hazardous substances (RoHS) requirements

11. Warranty Terms (Summary)

11.1 Warranty Coverage

LiveX AI Inc. provides a one (1) year limited warranty against defects in materials and workmanship under normal use conditions, effective from the date of shipment.

11.2 What Is Not Covered

- Cosmetic damage (scratches, dents, broken connectors not caused by manufacturing defect).
- Damage caused by accident, abuse, misuse, fire, liquid contact, earthquake, or other external causes.
- Damage caused by service (including upgrades and modifications) performed by unauthorized personnel.
- Defects caused by normal wear or natural aging of the device.
- Removal or defacement of the serial number label.
- Unauthorized replacement of the operating system or hardware components.
- LED strip damage resulting from physical impact, liquid ingress, or improper cleaning.

11.3 Obtaining Warranty Service

Phone: +1 888 548 3972 | Email: support@livex.ai | Website: www.livex.ai

When contacting support, please provide: device serial number, proof of purchase, and a description of the issue.

11.4 Limitation of Liability

To the maximum extent permitted by law, LiveX AI shall not be liable for any direct, special, incidental, or consequential damages (including data loss, business interruption, or loss of anticipated profits) arising from breach of warranty.

12. Detailed Troubleshooting

i Before Troubleshooting

Ensure the device is fully powered on, all cables are firmly connected, and the software has completed startup before attempting any troubleshooting steps.

12.1 Power & Startup Issues

Symptom	Possible Cause	Solution
Unit will not power on	Power cord not seated or outlet has no power	Check both ends of the power cord; test with a different outlet
Unit will not power on	Base power switch in OFF position	Open base panel cover; flip the main power switch to ON
Screen black after power-on	PC not yet finished booting	Wait approximately 60 seconds for the system to complete startup
Avatar program not starting	No network or activation incomplete	Confirm network is active (see Section 5.6); wait 1-5 minutes for auto-activation

12.2 Touchscreen Issues

Symptom	Possible Cause	Solution
Touchscreen not responding	Touch USB cable loose	Re-seat the touch USB cable; reboot the system
Touch offset / inaccuracy	Touch calibration off	Go to Windows Control Panel → Tablet PC Settings and recalibrate
Touch offset / inaccuracy	IR frame contamination	Clean the IR touch frame per Section 7.1.1

12.3 Audio Issues

Symptom	Possible Cause	Solution
No audio	Side volume knob at minimum	Open side panel cover; rotate volume knob clockwise
No audio	Wrong audio output device selected	Confirm the Windows output device is set to the built-in speakers
Distorted audio	Volume exceeds speaker capacity	Reduce volume to below 70%

12.4 Camera & Microphone Issues

Symptom	Possible Cause	Solution
Camera shows no image	USB connection loose or not recognized	Re-seat the camera USB cable; verify in Device Manager
Camera image blurry	Lens is contaminated	Clean the camera lens per Section 7.3
Low face-recognition accuracy	Camera tilt angle incorrect	Adjust camera tilt per Section 6.2.1 (default is 25° downward)

12.5 LED Strip Issues

Symptom	Possible Cause	Solution
LED strips completely off	Software not started or strips disabled	Restart the LiveX app; check whether strips are enabled in the control panel
Abnormal LED color	Color configuration error	Reset color configuration in the RGB control interface
Partial dark section	Localized LED failure	Contact LiveX AI technical support to request strip repair or replacement

12.6 Interface Panel Issues

Symptom	Possible Cause	Solution
Cannot open interface panel cover	Wrong key type or lock malfunction	Confirm the correct key is being used; contact technical support if lock is faulty

12.7 Network & Connectivity Issues

Symptom	Possible Cause	Solution
Cannot connect to network	Ethernet cable not seated or damaged	Open base panel cover; re-seat the Ethernet cable; try a different cable
Cannot connect to network	Wi-Fi configuration error	Re-enter the Wi-Fi password; check router status
Avatar program cannot activate	Corporate firewall blocking LiveX servers	Ask your network administrator to whitelist LiveX AI server addresses, or contact support@livex.ai

12.8 System Software Issues

Symptom	Possible Cause	Solution
System running slowly	Background processes or low disk space	Open Task Manager and close unnecessary apps; clear temp files from the C: drive
Windows blue screen (BSOD)	Driver conflict or hardware issue	Record the error code; reboot; contact technical support if it recurs

12.9 Technical Support Contact

Contact	Information
Phone	+1 888 548 3972
Email	support@livex.ai
Website	www.livex.ai

13. Warranty Terms (Full)

13.1 Limited Warranty Coverage

LiveX AI Inc. ("LiveX AI") provides a one (1) year limited warranty ("Warranty Period") against defects in materials and workmanship under normal use conditions, effective from the original date of purchase. This warranty applies only to products purchased from LiveX AI or its authorized resellers, and only to the original purchaser.

13.2 Warranty Service

During the Warranty Period, LiveX AI will, at its discretion: repair the device using new or equivalent refurbished parts; or replace the device with the same model (or, with your consent, a functionally equivalent product).

13.3 Exclusions from Warranty

- Cosmetic damage, including but not limited to scratches, dents, and broken connectors not caused by defects in materials or workmanship.
- Damage caused by use with third-party components that do not meet specifications.
- Damage caused by accident, abuse, misuse, fire, liquid contact, earthquake, or other external causes.
- Damage caused by service (including upgrades and modifications) performed by personnel not authorized by LiveX AI.
- Defects caused by normal wear or natural aging of the device.
- Removal or defacement of the serial number label.
- Unauthorized replacement of the operating system or any hardware components in the internal PC.
- Installation of unauthorized third-party software that causes the device to malfunction.
- LED strip damage resulting from physical impact, liquid ingress, or improper cleaning.

13.4 Geographic Restrictions

LiveX AI may restrict warranty service to the country or region in which the product was originally sold.

13.5 Customer Responsibilities

Before submitting the device for warranty service, you should:

- Back up all important data stored on the device independently.
- Remove all personal information you wish to protect.
- Disable all security passwords on the device.

Data Loss Risk

Storage media contents may be erased and reformatted during warranty service.

LiveX AI assumes no responsibility for any loss of software, data, or other information stored on the device.

13.6 Obtaining Warranty Service

Phone: +1 888 548 3972 | Email: support@livex.ai | Website: www.livex.ai

When contacting support, please provide: device serial number, proof of purchase (invoice or receipt), and a detailed description of the issue.

13.7 Limitation of Liability

To the maximum extent permitted by law, LiveX AI shall not be liable for any direct, special, incidental, or consequential damages (including but not limited to loss of data, loss of business, loss of profits, or loss of reputation) arising from breach of warranty or any other legal theory, even if LiveX AI has been advised of the possibility of such damages.

13.8 Other Legal Rights

This warranty gives you specific legal rights, and you may also have other rights that vary by state or jurisdiction. This warranty does not affect the statutory rights of consumers under applicable local consumer protection laws.



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FCC Warning:

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.

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