

PTxxUHDK

4K Slim Bezel Interactive Touch Displays

USER MANUAL



Read the manual carefully and ensure you have fully understood its contents before operating this device for the first time.

English

Warning! Important Safety Instructions



Please take a moment to carefully read and understand the following safety instructions before using your digital screen:

Ventilation:

The slots and openings on the back or bottom of the screen is designed to provide necessary ventilation. To ensure the reliable operation of the device and prevent overheating, it is crucial that these slots and openings are never blocked or covered.

Avoid placing the screen in confined spaces like bookcases or built-in cabinets, unless proper ventilation is available.

Keep the screen away from radiators and heat registers

Water and Moisture:

Do not place vessels (such as vases) containing water on the screen, as this can result in fire or electric shock.

Avoid exposing the screen to rain or placing it near water sources like bathtubs, washbowls, kitchen sinks, laundry tubs, wet basements, or swimming pools. In case of accidental exposure to water, immediately unplug the device and contact an authorized dealer.

Electrical Safety:

Avoid overloading wall outlets, extension cords, or adapters beyond their capacity, as this can lead to fire or electric shock.

Ensure that power-supply cords are positioned in a way that prevents them from being walked on or pinched. Pay attention to cords at the plug end, wall outlets, and where they exit the device.

During lightning storms or when leaving the screen unused for extended periods, unplug it from the wall outlet and disconnect the antenna or cable system to prevent damage from lightning or power line surges.

Never touch the inside of the screen, as it may result in electric shock. Only qualified technicians should open the device.

Always firmly plug in the power cord and pull the plug, not the cord itself, when disconnecting from the wall outlet. Avoid touching the power cord with wet hands.

If the screen does not operate normally, emits unusual sounds or smells, immediately unplug it and contact an authorized dealer or service center.

Installation Considerations:

For information on installing the screen in environments with heavy dust, extreme temperatures, high humidity, or chemical substances, please contact customer service. Failure to do so may cause serious damage to the screen.

Use only properly grounded plugs and wall outlets to ensure safety and prevent electric shock or equipment damage (Class I Equipment only).

When turning off the screen completely, disconnect it from the wall outlet. Ensure easy access to the wall outlet and power plug for quick unplugging if needed.

Avoid dropping or striking the product. In case of damage, disconnect the power cord and contact customer service.

Recessing your display - if you want to recess the display, please contact your supplier for guidance on clearance required for ventilation

Cleaning and Maintenance:

Before cleaning, unplug the power cord from the wall outlet. Use a soft, dry cloth to wipe the product. Do not use chemicals like wax, benzene, alcohol, thinners, insecticides, air fresheners, lubricants, or detergents, as they can damage the panel's appearance or erase printing on the product.

Prevent exposure of the screen to dripping or splashing liquids.

Keep the display away from heat sources and place it in a stable, well-ventilated location.

Handle the product with care, as it contains glass.

The holes or openings on the display are designed for ventilation. Do not cover or block them with any objects.

Remove any protective covering from the screen before using the display.

Power supply must be shut off before cleaning. Use a soft, lint-free cloth for screen wiping. If needed, you may use a glass cleaner, but avoid spraying it directly onto the display surface. Refer to Section 7.10 for more details.

Do not attempt to repair the product yourself, as improper disassembly may void the warranty and pose potential dangers.

If you encounter a problem that cannot be resolved using the provided troubleshooting guidelines, please contact your supplier.

Attention:

For displays intended for installation in windows, it is crucial to mount the panel surface a minimum of 100mm away from the inside of the window. However, we strongly recommend maintaining a distance of 200mm to ensure adequate air circulation between the display and the window. Failure to comply with these guidelines may result in failure, which will be considered user damage.

Performing the initial setup

This section of the guide is to allow swift set up and use of the unit. Please refer to the main part of the User Guide for full information on use of the unit.

Please follow the steps detailed below:

1. Unpack the unit and confirm the box contents.
2. Install the display on a suitable wall mount or trolley using appropriate fixings.
3. Connect the power cable to the display and then to a mains outlet.
4. Power on using the front power button or the remote-control power key.
5. Select the required input source (Android, HDMI, OPS/PC channel if fitted).
6. Confirm touch operation (if required) and audio (if used).

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1. Introduction

We would like to extend our congratulations on your recent purchase of our product. Before using it for the first time, we kindly request you to read the manual thoroughly and follow all provided instructions.

To ensure the proper functioning and longevity of the product, please take note of the following guidelines:

Avoid exposing the product to liquids in the form of dripping or splashing. It is essential to keep the product away from any objects that contain liquids, such as vases.

Attention:

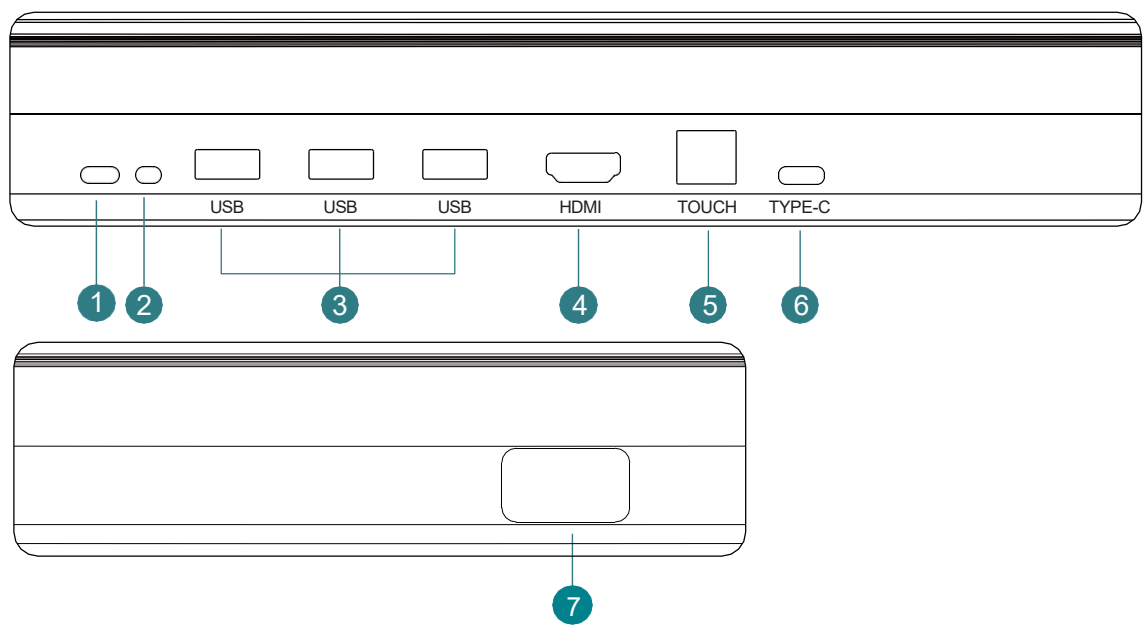
Please refrain from making unnecessary changes to the default settings.

During both installation and use, it is crucial to keep the product away from water sources.

1.1 Box Contents:

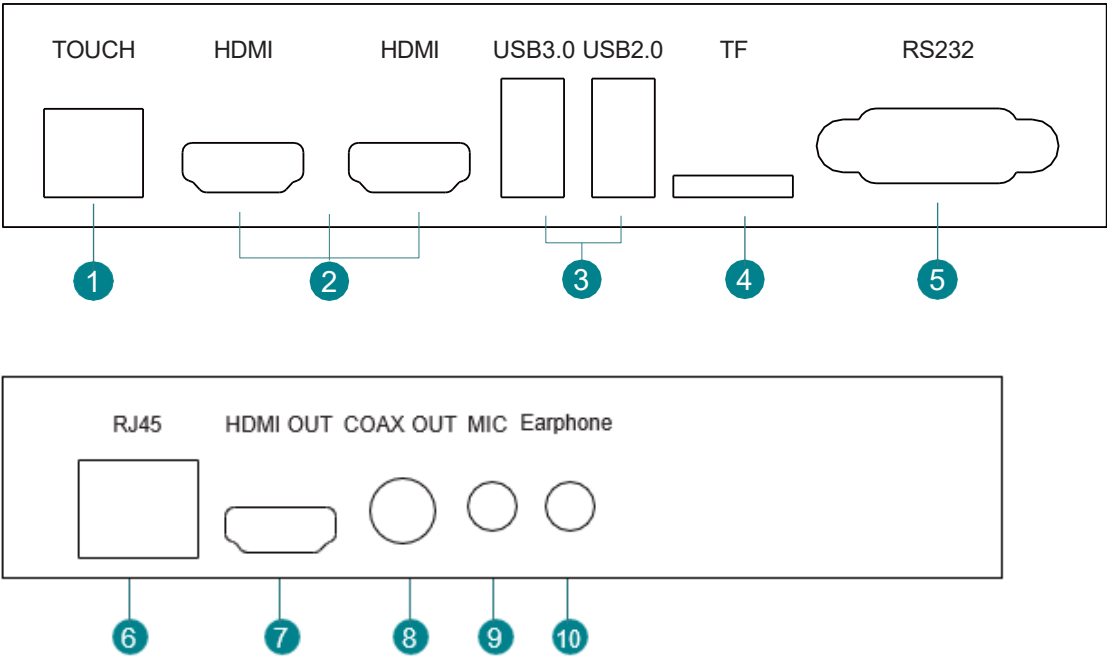
- 1 x 4K Slim Bezel Interactive Touch Display (PTxxUHDK)
- 1 x Remote control (with 2 x AAA batteries)
- 1 x Power cable
- 1 x Touch pen
- 1 x HDMI cable
- 1 x Touch USB cable (for external touch output)

Front Ports and buttons:



1	Signal reception	Receiving remote control signal, and do not place any objects to block remote control receiving
2	Light sense	Automatically adjust the brightness of the screen by the light intensity of the environment.
3	USB	USB Interface
4	HDMI	HDMI Interface
5	TOUCH	External touch output
6	TYPE-C	TYPE-C Interface
7	Switch button	Please press the switch button to turn it on or off.

Back Ports:

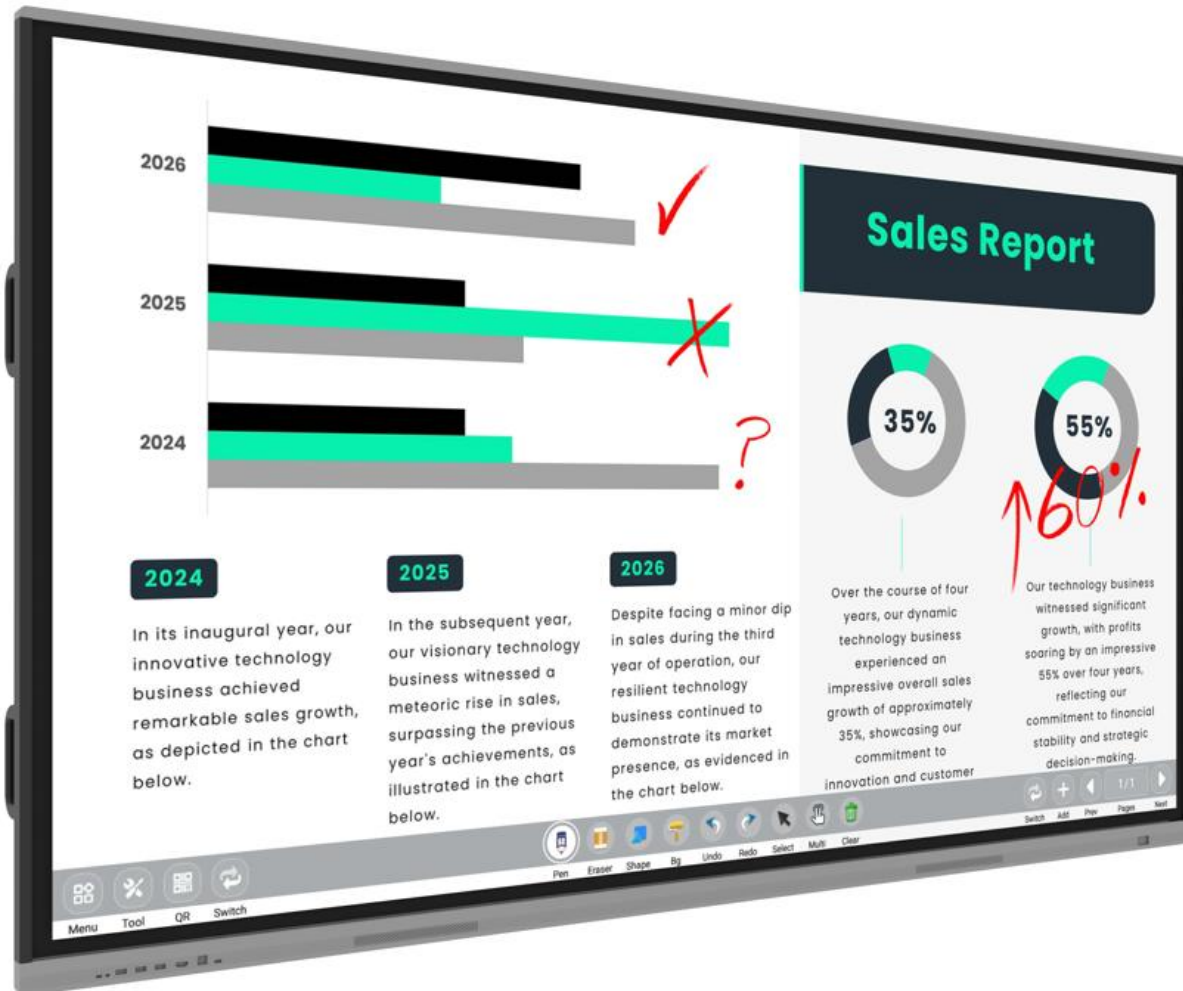


1	TOUCH	External touch output.
2	HDMI IN	HDMI Interface.
3	USB2.0/3.0	USB2.0/3.0 Interface.
4	TF	TF card slot.
5	RS232	RS232 Interface.
6	RJ45	Network input/output connection.
7	HDMI OUT	HDMI OUT.
8	COAX	COAX Interface.
9	MIC	MIC Interface.
10	Earphone	Audio output.

Figure 1 Inputs Overview

1.2 Main Features

- 4K UHD display output (model dependent).
- Integrated Android operating system with home interface, quick settings and sidebars.
- Multi input support (Android, HDMI, OPS/PC channel if fitted, plus additional I/O depending on configuration).
- Touch functionality for compatible models.
- Built-in tools such as annotation and whiteboard (feature availability varies by firmware).
- Network connectivity via Ethernet and Wi-Fi (where supported).
- Power management features including energy saving and timed on/off schedules.



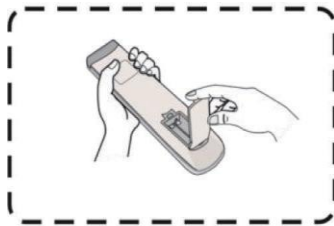
1.3 Remote Control



Figure 3 Remote Control Overview

1.4 Replacing the remote-control batteries

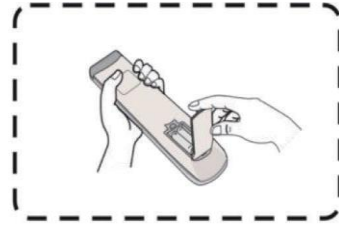
1. Open back cover of battery component on the back of remote control.
2. Install AAA type battery according to the corresponding electrode, make sure battery positive and negative pole are correct ("+" to "+", "-" to "-"), please do not mix using old and new batteries.
3. After battery is installed, close the back cover of battery components, and make the following clip buckled to the bottom.



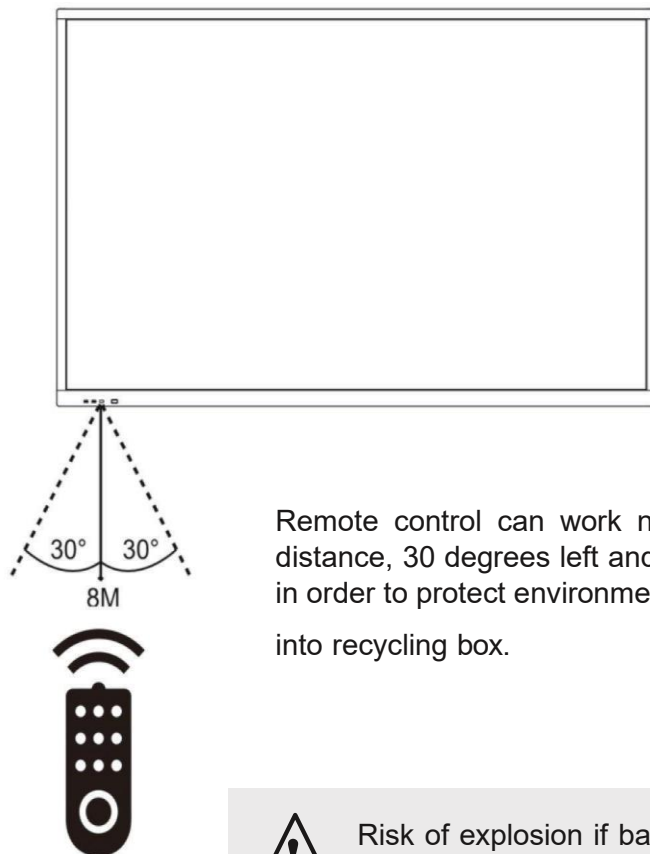
(1)



(2)



(3)



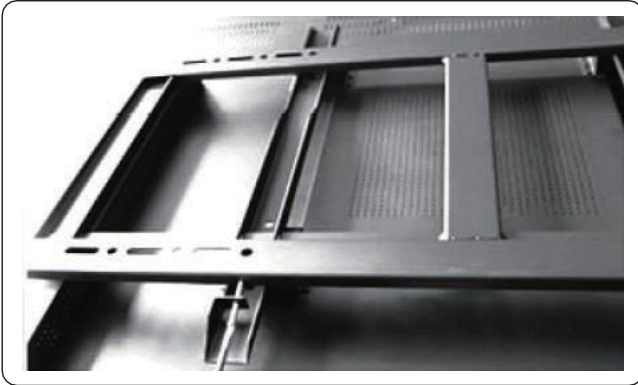
Range of remote control

Remote control can work normally within the range of 8 meters distance, 30 degrees left and right from the remote-control receiver; in order to protect environment, please dispose waste battery into recycling box.



Risk of explosion if battery is replaced by an incorrect type, dispose of used batteries according to the instructions.

1.5 Device Installation



Loosen the screws that secure the wall mount on both sides using the hand-tightened screw driver knobs, as shown in the picture.

Note: Depending on the screen size, a wall-mounting shelf may be included as an accessory



Secure the wall mount to the wall using the expansion screws, as shown in the picture.

1.6 Powering on and off the device.

1. Android system boot: once connected to mains power, turn on using the remote-control power key or the front power button.
2. OPS computer (optional): if an OPS is installed, press the OPS power button on the OPS interface (where applicable).
3. Power off: use the remote power key to enter standby/shutdown. Avoid removing mains power during shutdown to prevent data corruption (especially when OPS/Windows is in use).

1.7 OPTIONAL ACCESSORY - Camera Setup and Operations

The device includes a built in AI camera designed for video capture, conferencing, and interactive applications. The camera connects via USB and is automatically recognised by the operating system without requiring additional drivers.

Camera Features

The camera supports the following:

- Up to 4K video resolution (3840 × 2160) at 30 frames per second
- Full HD resolution (1920 × 1080) at 30 frames per second
- AI human tracking for automatic subject positioning
- Gesture control support for selected functions
- Automatic image optimisation and noise reduction
- Fixed focus lens with wide angle field of view

Using the Camera

Once the device is powered on, the camera will initialise automatically. It can be used with compatible applications that support standard USB cameras, including video conferencing software and camera preview applications.

No manual configuration is required for basic operation.

Gesture Recognition:

The camera supports gesture recognition to control AI features and display modes.

1. Two fingers (V gesture)
This gesture switches AI tracking on and off.
After 3 seconds, the function will toggle.
2. Two fingers (Eight gesture)
This gesture switches between mirror mode and normal mode.
After 3 seconds, the image will switch.
3. Three fingers
This gesture switches between full screen mode and small window mode.
After 3 seconds, the display will switch.



On and Off Switch

Cycles after 3 seconds



Mirror and Normal Mode Switch

Cycles after 3 seconds



Full Screen and Small Window
Switch

Cycles after 3 seconds

Important Notes

- Ensure the camera lens is clean and free from obstruction
- Do not touch the lens directly to avoid image quality issues
- Avoid exposing the camera to direct sunlight for extended periods
- The camera is powered via USB and does not require a separate power supply

System Application

1.8 System Home Page

After the boot is completed, the system will enter the main interface by default.



1.9 Sidebar

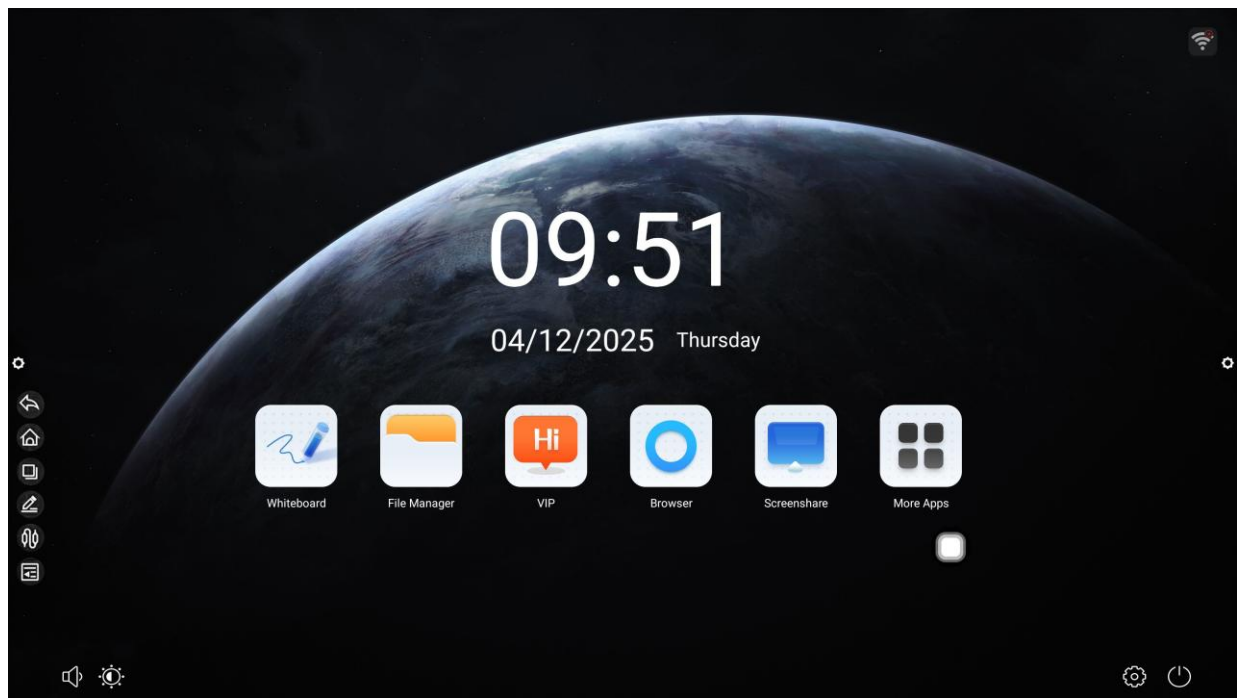
1.9.1 Function Introduction

The sidebar is split into a left and a right panel. Tap the floating icon on the left or right edge of the screen (for example, the icons

shown  ,  to open the sidebar.

The sidebar provides quick access to the following functions: Back, Home, Recent Apps, Annotation, Input Source, and the Notification Centre.

If no action is taken, the sidebar will automatically close after 5 seconds.



1. Return



2. Home



3. Task

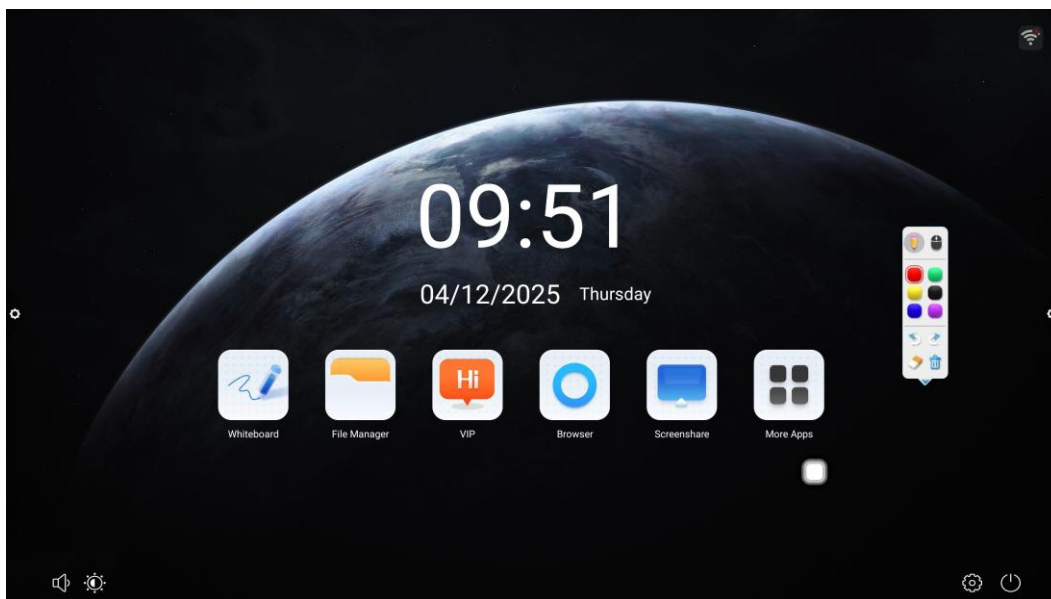
Tap the  icon to open the **Task Management** screen, where you can switch between apps or close them.

1. In the multi task view, touch the task list and swipe up or down to scroll through open apps.
2. Tap the **Close** button to close an individual app, or tap **Clear All** to close all running apps.
3. Tap an app thumbnail to open it.

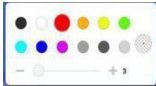


1.9.2 Annotation

Click  the icon to open the comment.



Toolbar  operate introduction:

Tap a colour to select it. While in **Brush**  mode, tap the **Brush**  icon to open the brush settings, where you can adjust the brush colour and thickness.

Tap the **Eraser**  icon to switch to the eraser.



Tap the **QR Code Share**  icon to generate a QR code so users can scan it and download the content.

Tap the **Import Whiteboard**  icon to import a whiteboard file.

Tap the **Exit**  icon to close Annotation mode.

1.9.3 Signal Source

Tap the  icon to open the list of input sources. Select the input you want to switch to.

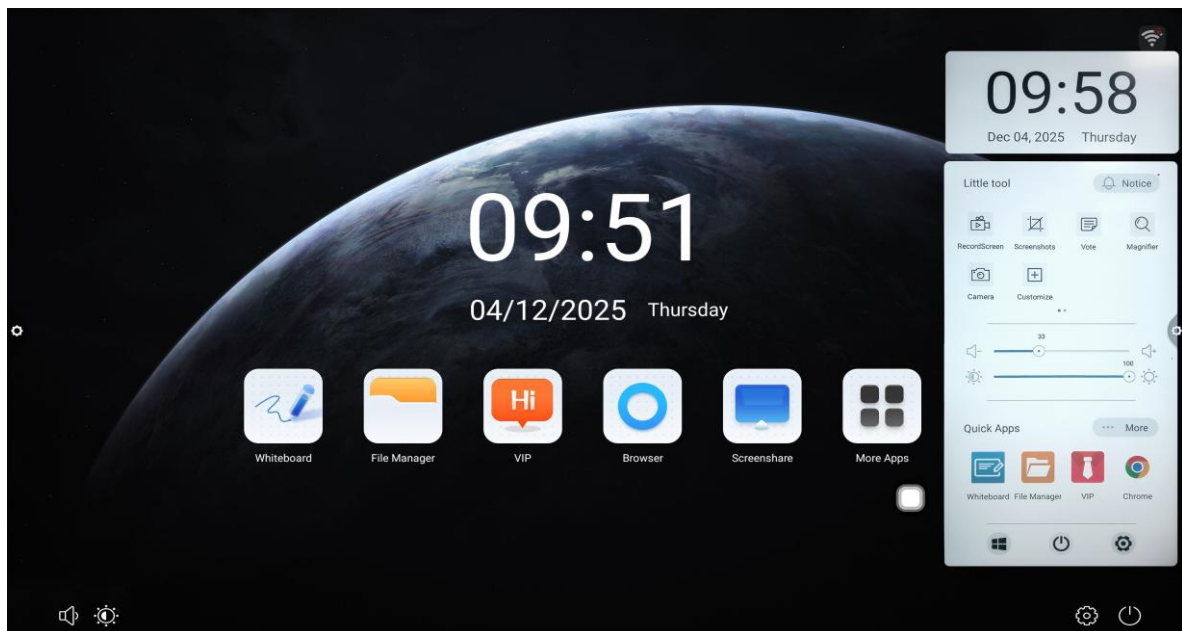
A green circle shows the currently selected input. A green dot to the left of an input name indicates that a signal is connected on that input.



1.9.4 Notification Panel



Tap the icon to open the side menu, as shown below. The panel includes widgets, shortcuts to commonly used apps, the option to add your own app shortcuts, brightness and volume controls, and the Notification Centre.



1.10 Notification Panel

1.10.1 Pop up Introduction

Tap the navigational menu icon , as shown:



1.10.2 Function Introduction

1. Calendar

Tap the  the icon in the side menu to pop up the calendar. The user can view the time and mark and add events.

2. Child lock

Tap the lock  icon and the system will enter the lock screen state. At this time, the touch, key and remote-control functions are locked and cannot be used.

The unlocking ways are as follows:

- A. **Password unlock:** Click and enter 2580 in turn, and click OK to unlock. (The initial password is 2580, the user can enter the settings to change the password).
- B. **Remote unlocking:** Press F9 to unlock quickly.
- C. **Combination key unlock:** Press the signal source key twice, and then press the sound plus and sound decrease.

Note: When using an external input source, adjust the volume using the on-screen **Volume +** and **Volume -** controls in the input source menu.

3. Energy saving

Tap the  eco mode icon to enter the state of turning off the backlight of the screen. Touch the screen or press the button or the energy saving key of the remote control to turn off the energy

saving.

4. Screen capture

Tap the  icon to achieve full screen capture, free screen capture and other operations on the screen.

5. Eye protection

Tap the  icon to turn on or off the eye protection function.

6. Spotlight

Tap the  icon to enable spotlight, which highlights the area of the screen you want to focus on.

7. Take photos

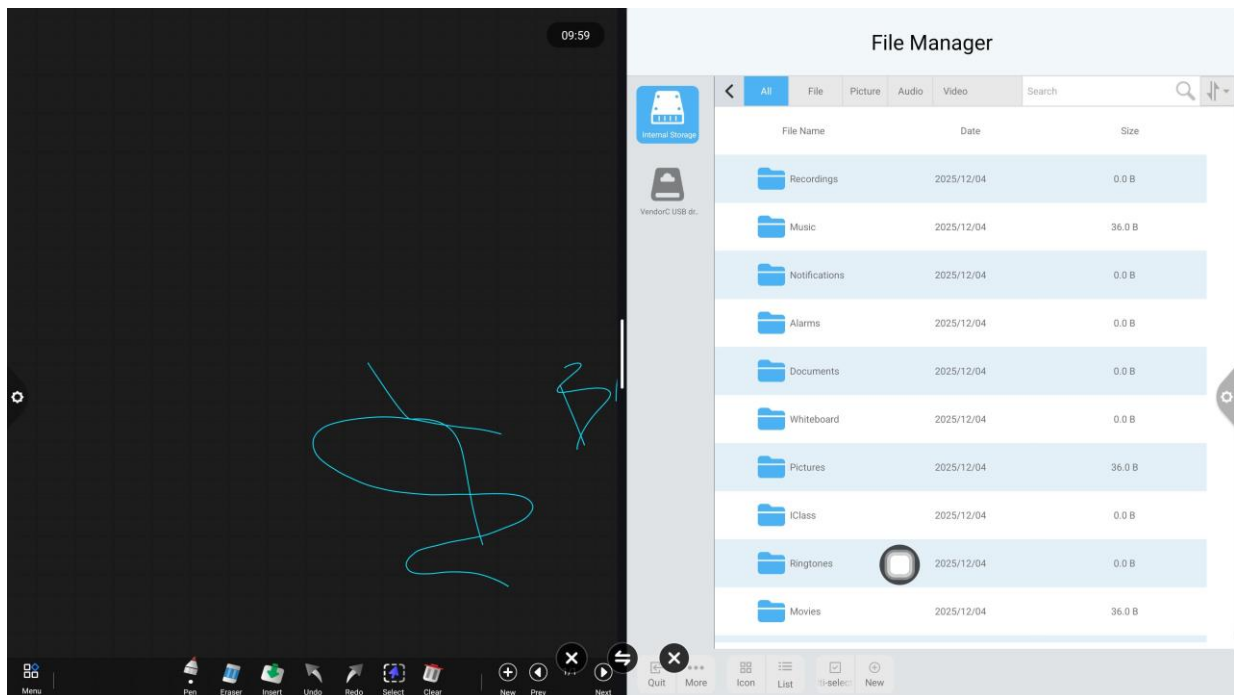
Tap the  icon to open the camera function.

8. Curtain

Tap the  icon to open the screen Curtain, which covers the display using a built-in background template.

9. Split Screen

Tap the  icon to open the pop-up window for the split screen settings. The left and right display areas can be adjusted by sliding the central axis.



10. Custom

Tap the  icon to add your favourite applications to the shortcuts list.

11. Brightness and sound adjustment

- a. Brightness adjustment: Swipe left and right to adjust. 
- b. Sound adjustment: Swipe left and right to adjust sound. 

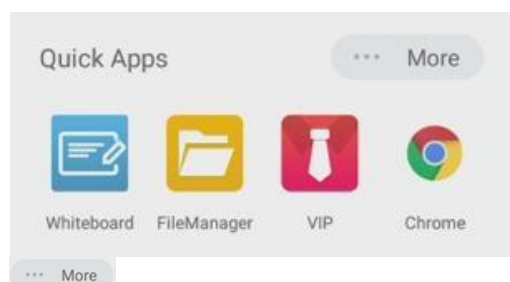
12. Notice column

Tap the  icon to open notification centre, where system and third-party app notifications are shown in the same list. Tap a notification to open it, or swipe to dismiss it.



13. Quick application

- A. Tap the application icon to enter the corresponding application.



- B. Tap the quick apps bar and change to your preferences.



14. Bottom column



- A. OPS: Tap the Windows  icon to switch directly to the built-in computer channel.
- B. Shut down: Tap the shutdown  icon to turn off the all-in-one machine.
- C. Setting: Tap the settings  icon to enter the system setting interface.

1.10.3 Status bar

The status bar mainly displays the current network connection status, current machine temperature, sound, brightness, and also contains the wallpaper, channel, settings, and quick access to shut down . As shown in the figure:

- A. WI-FI Connection status: 

- B. No WI-FI network status: 

- C. Tap on  Icon to display the current temperature of the machine;

- D. Tap on : Adjust the sound of the machine;
- E. Tap on  Icon to adjust the brightness of the machine;
- F. Tap on  icon to enter setting interface.
- G. Tap on  icon to execute shutdown operation.

1.10.4 System setting

System settings mainly include personalized, network, intelligent, system and other functional settings.

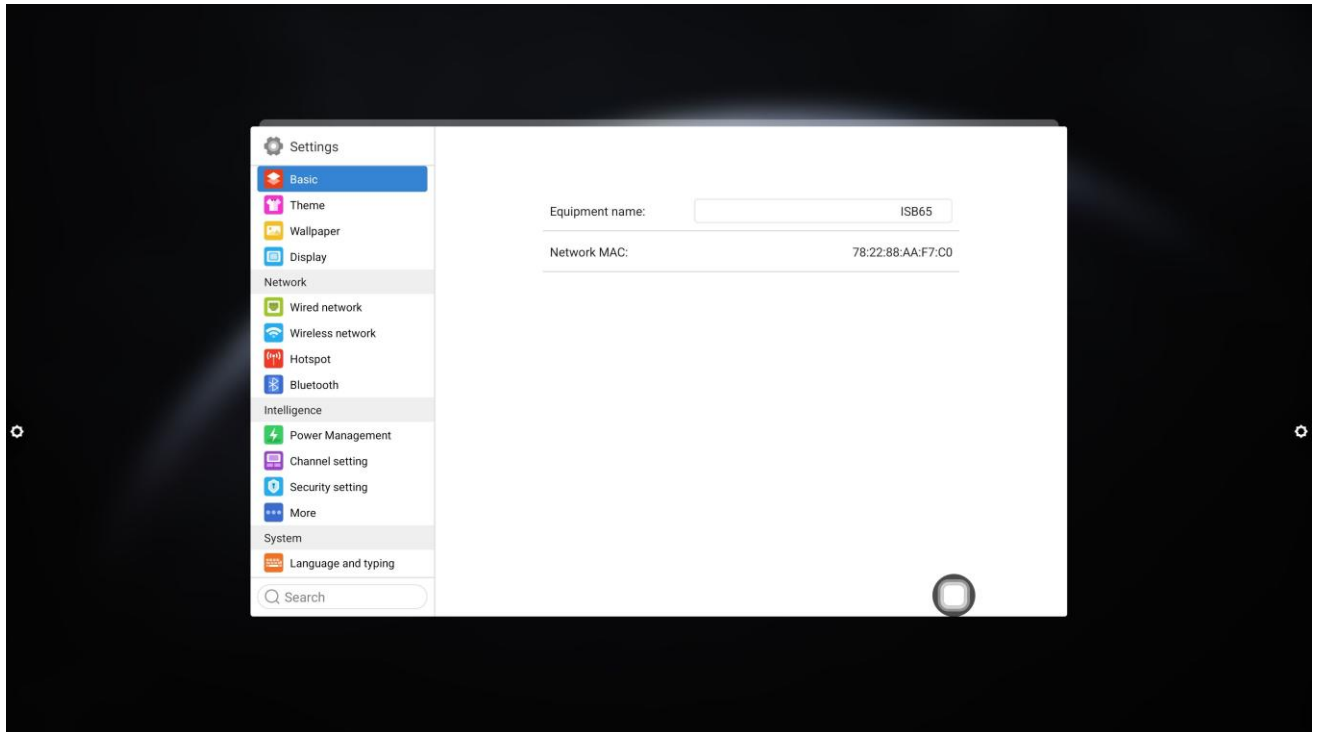
1.10.4.1 Personalization

The general settings interface can adjust the system's voice and brightness, change the system theme wallpaper.

1.11 Basic Settings

Device name: Displays the current name of the machine, and the user can customize the name of the device.

Network MAC: Displays the MAC address of the currently connected network.

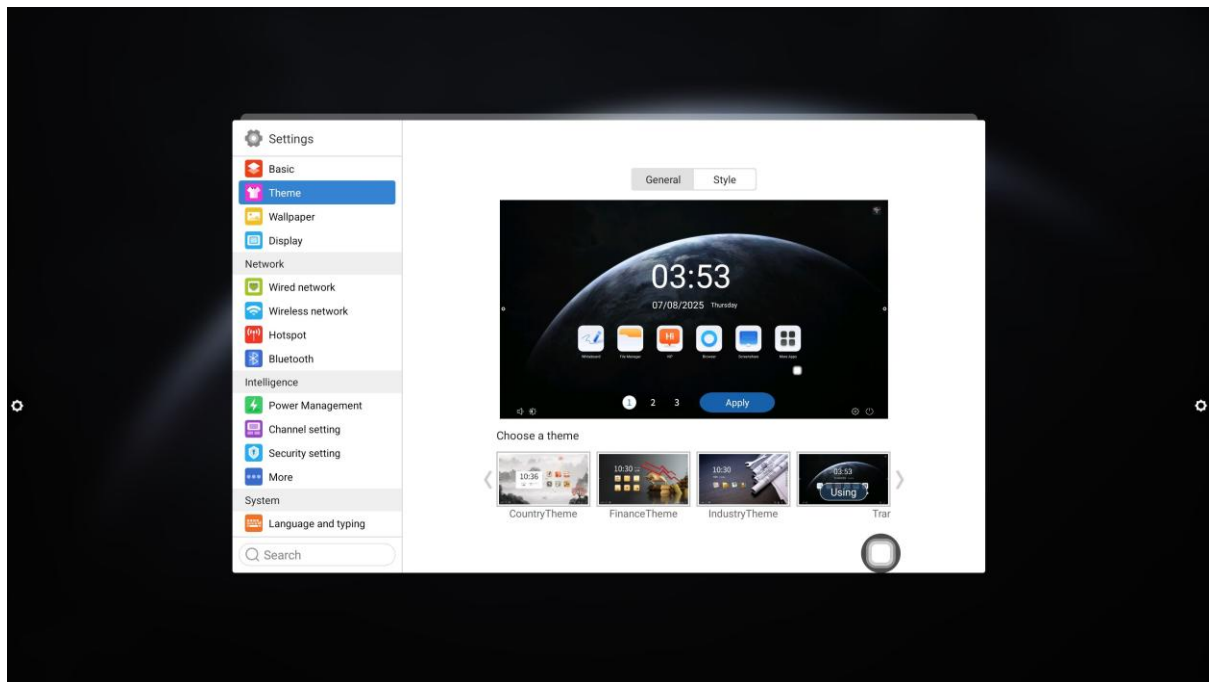


1.12 Theme

The system includes a user-friendly theme feature that lets you change the overall look and style of the interface. Themes are grouped into Standard themes and Style themes.

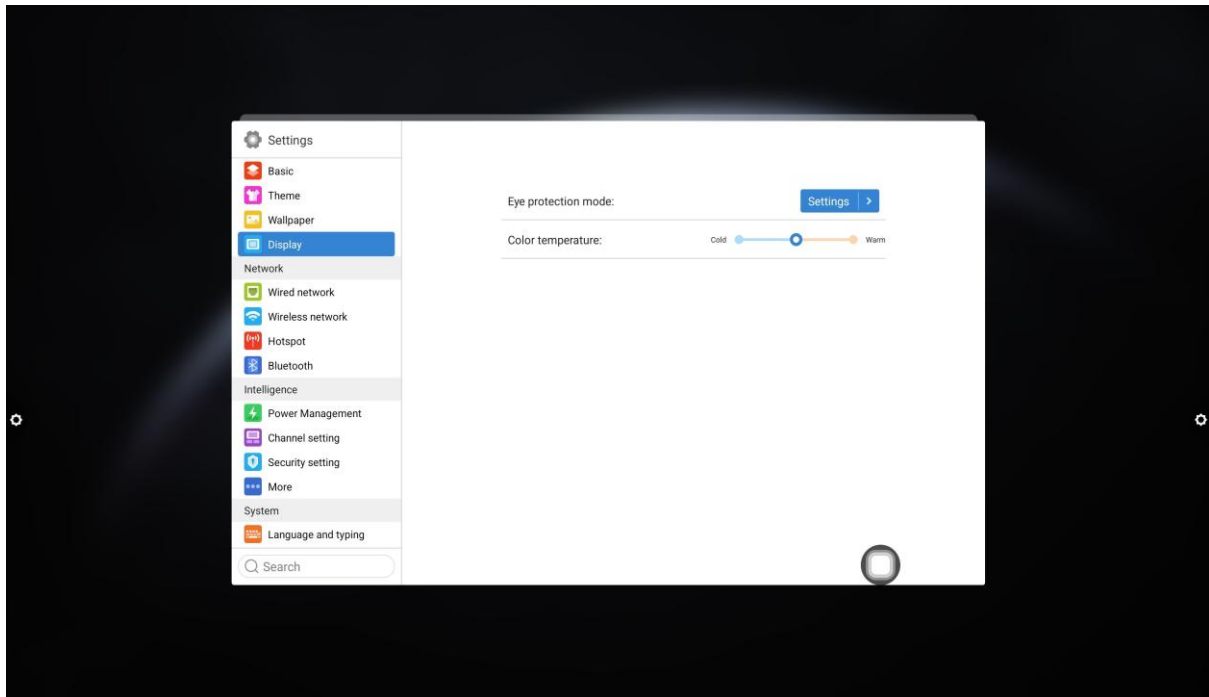
Standard Themes include:

Classic, Conference, Education, and Science & Technology.



1.13 Display

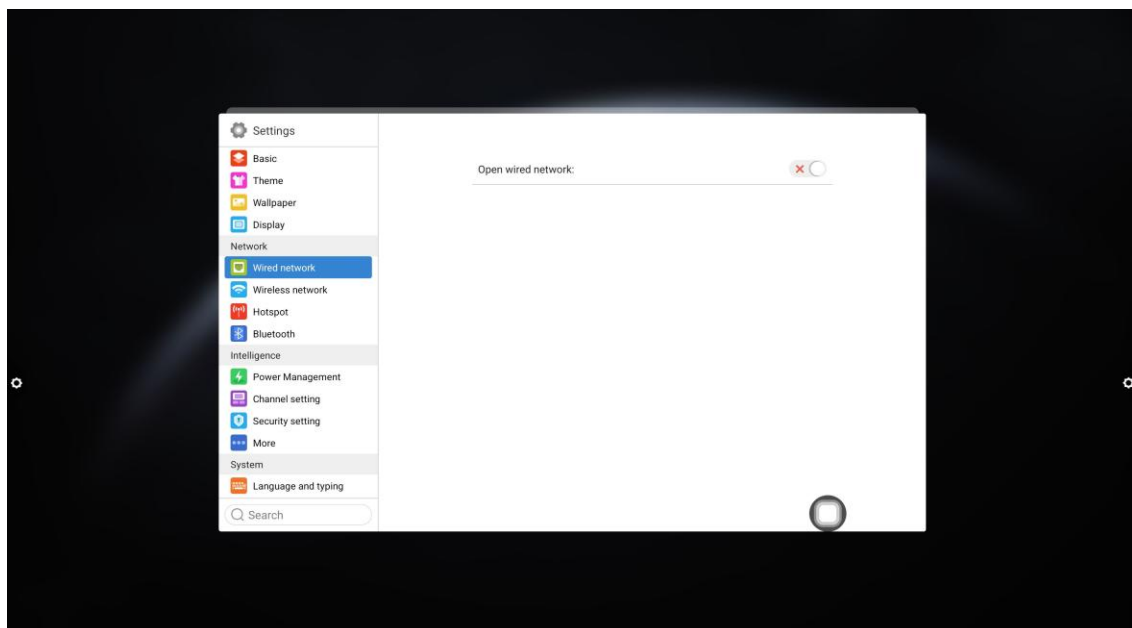
In the Display settings, you can enable Eye Protection mode and adjust the colour temperature.



Eye Protection mode includes three options: automatic brightness adjustment, blue light filter, and automatic brightness plus blue light filter. The blue light filter transparency can also be adjusted.

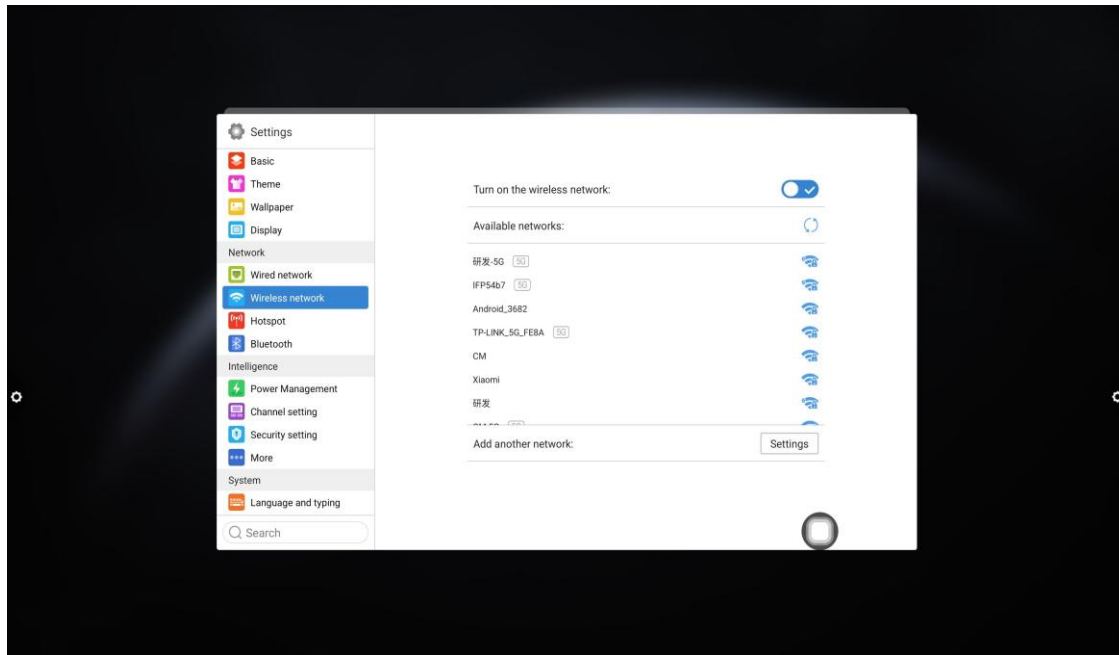
1.14 Wired Network

In the Ethernet settings, you can view the MAC address, IP address, and other network information. By default, Obtain IP address automatically (DHCP) is enabled. If you disable this option, you can manually enter the IP address, subnet mask, and other network settings.



1.15 Wireless Network

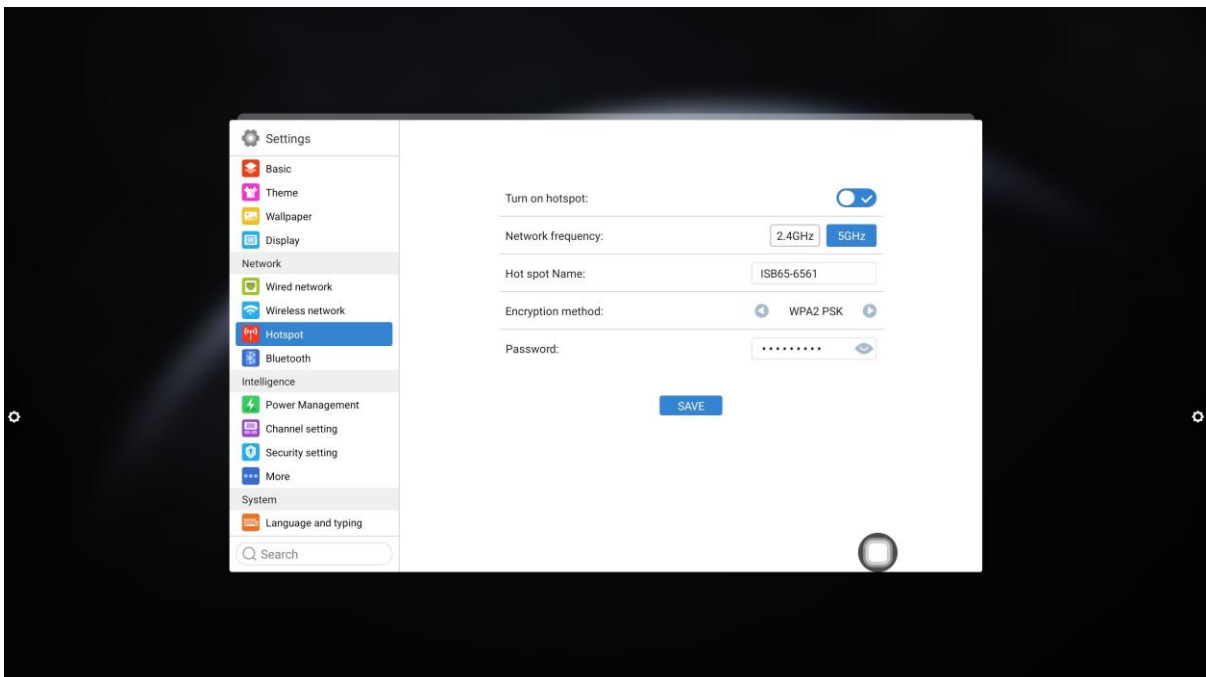
Turn on the Wi Fi switch and the display will automatically search for and show the available wireless networks.



1.16 2.4Ghz/5G Hotspot

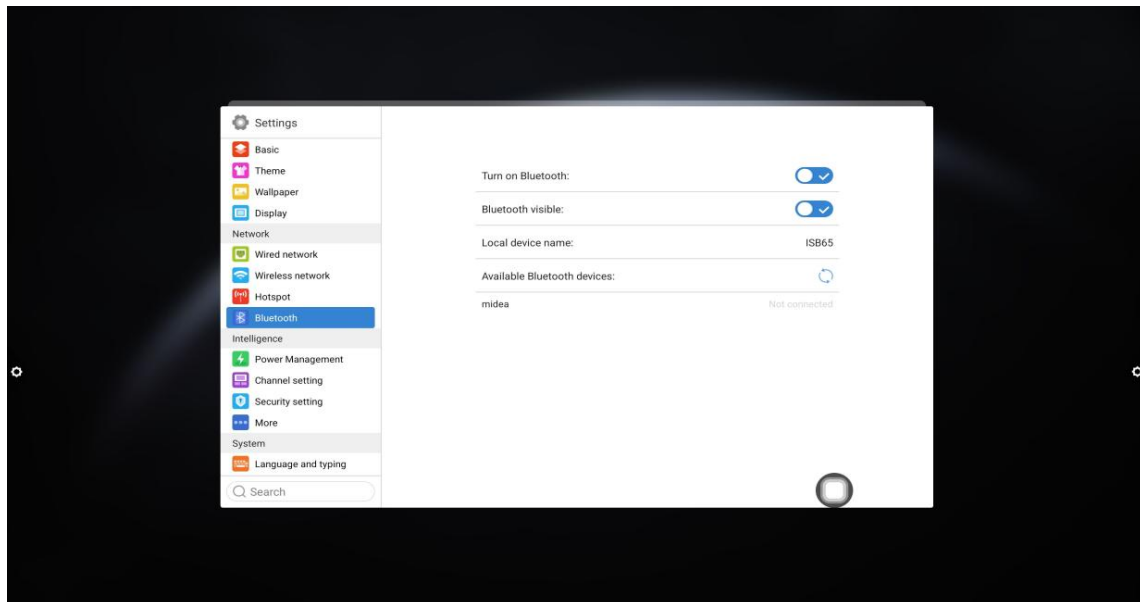
In the 2.4G hotspot / 5G hotspot settings, you can change the hotspot name, security type, password, and other options.

Note: The 2.4G and 5G hotspots cannot be enabled at the same time. After making changes, select Save.



1.17 Bluetooth

- A. If the unit supports Bluetooth, you can pair Bluetooth devices here and use Bluetooth for wireless connections.
- B. If the unit does not support Bluetooth, the Bluetooth switch will be greyed out and cannot be selected.

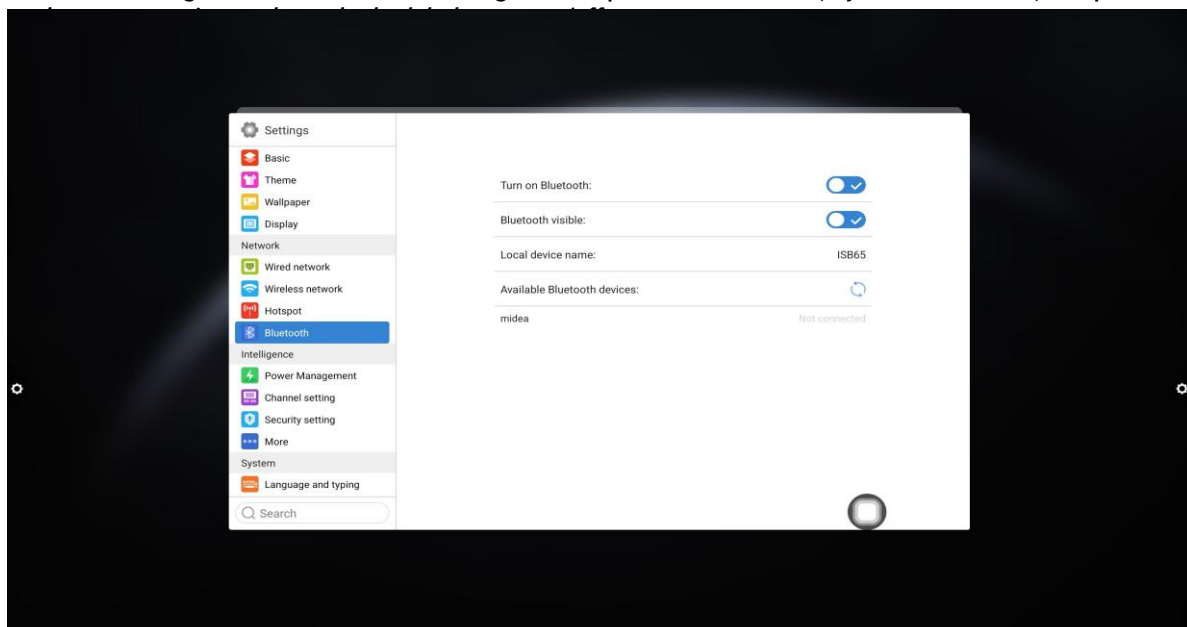


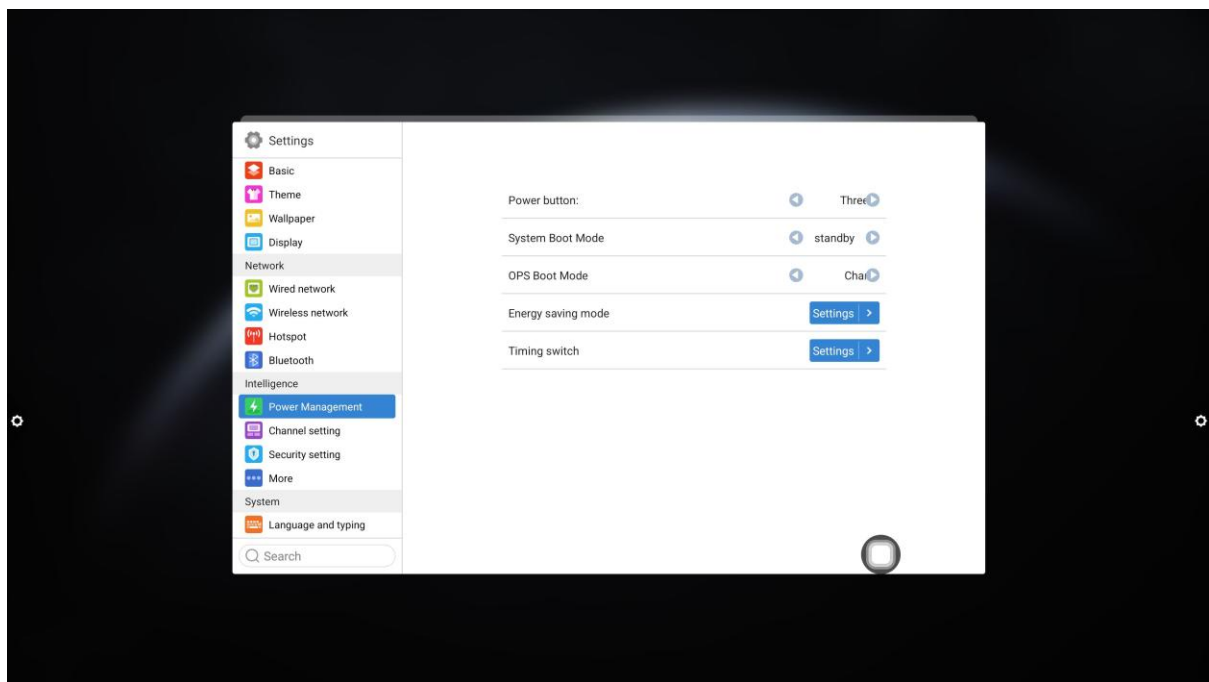
1.18 Intelligence

In the Intelligent Settings menu, you will find Power Management, Channel Settings, Security Settings, and other options.

1.18.1 Power management

The Power Management menu includes settings for the power button mode, system start mode, computer start





1.18.2 Power Button Mode

You can choose what appears when you press the power button. There are three options:

Three in one: shows ECO, PC Power, and Shut Down AIO.

Two in one: shows ECO and Shut Down AIO.

Off: skips the menu and shuts down the AIO immediately.

1.18.3 System Boot Mode

You can choose what the AIO does when it is powered on. Three options are available:

Standby: the system powers on into standby mode.

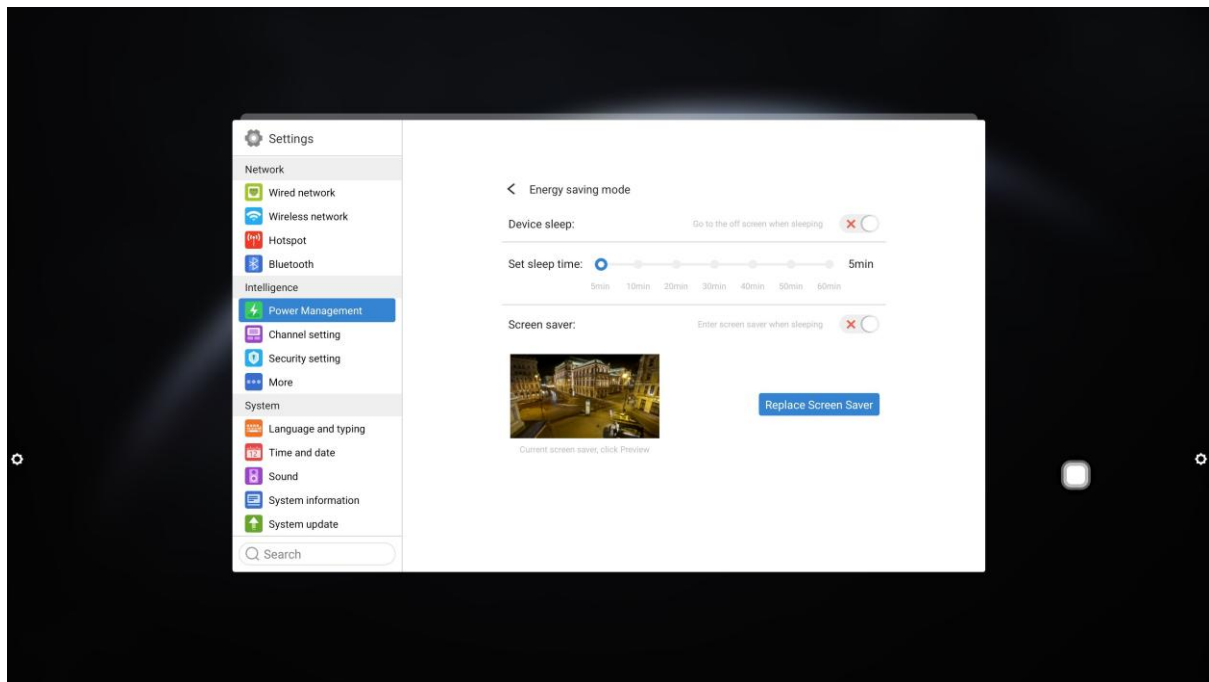
On: the system powers on and opens the home screen.

Last: the system returns to the same state it was in before it was last powered off (for example, if it was on it will power on, and if it was in standby it will return to standby).

1.18.4 Energy Saving Mode

Set the sleep time for the unit, and choose whether it uses a resting screen or a screensaver. The screensaver can be customised.

When you select Change screensaver, you can upload your own screensaver content. Images are used for a static screensaver, and videos are used for a dynamic screensaver. To remove a screensaver item, tap the delete icon.



1.18.5 Timed Switched Machine

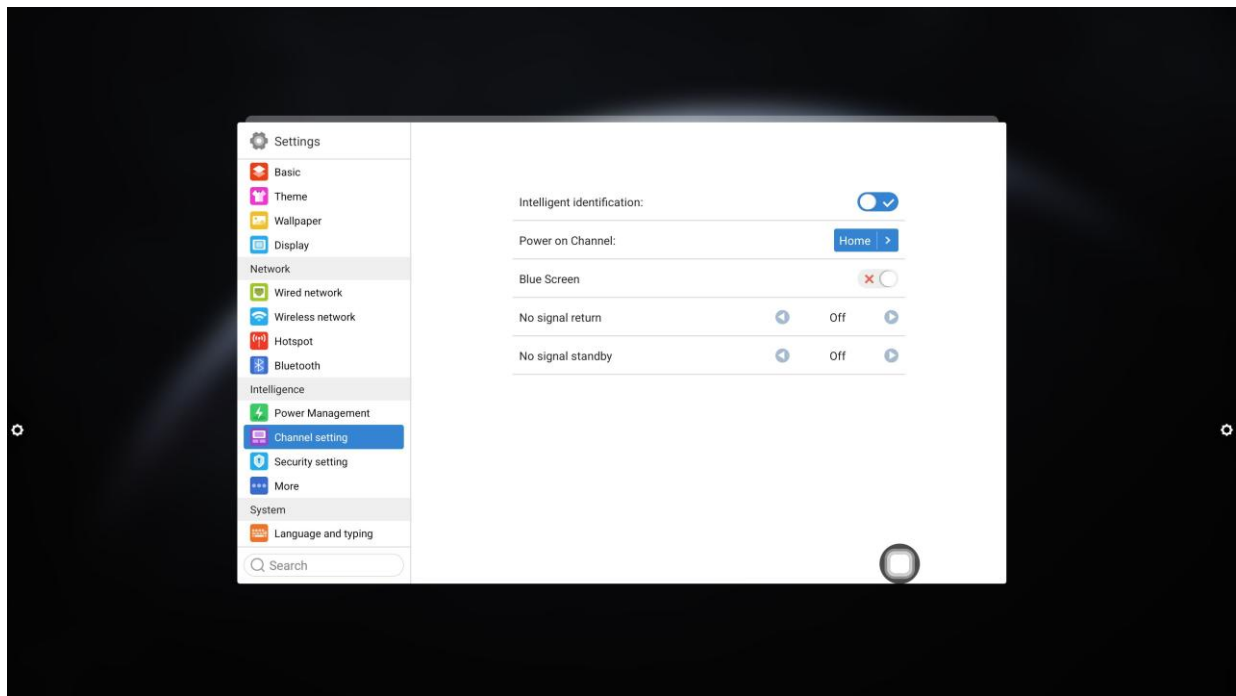
After you set the power on and power off times, the unit will automatically turn on or shut down at the scheduled times.

Intelligent recognition: When enabled, the display will automatically switch to an input source when it detects an active signal.

1.18.6 Channel Settings

Intelligent recognition: When enabled, the display will automatically switch to an input source when it detects an active signal.

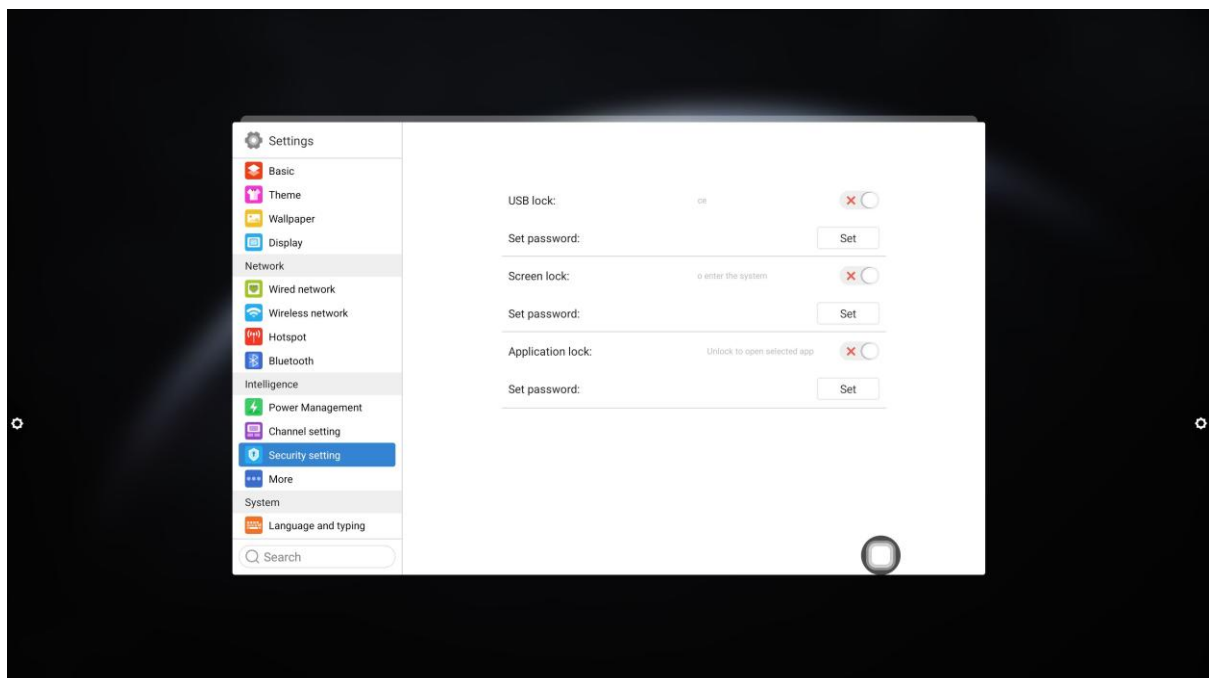
Boot channel: Tap on the  icon to set the input source used at start-up, or tap on  icon to select a custom channel name.



1.18.7 Security Settings

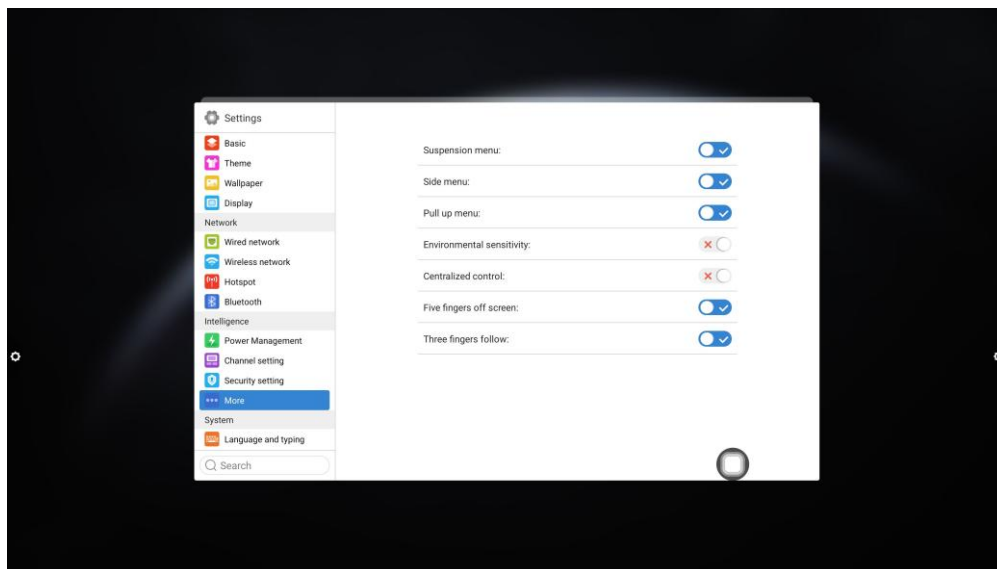
You can enable USB Lock, Screen Lock, Application Lock, and Touch Lock. Each lock can use an unlock password. The default password is 2580.

Select Change password to update the password.



1.18.8 More Settings

This menu includes options such as the floating menu, sidebar, pull-up menu, environmental sensitivity, centralised control, five-finger screen off, and three-finger follow.

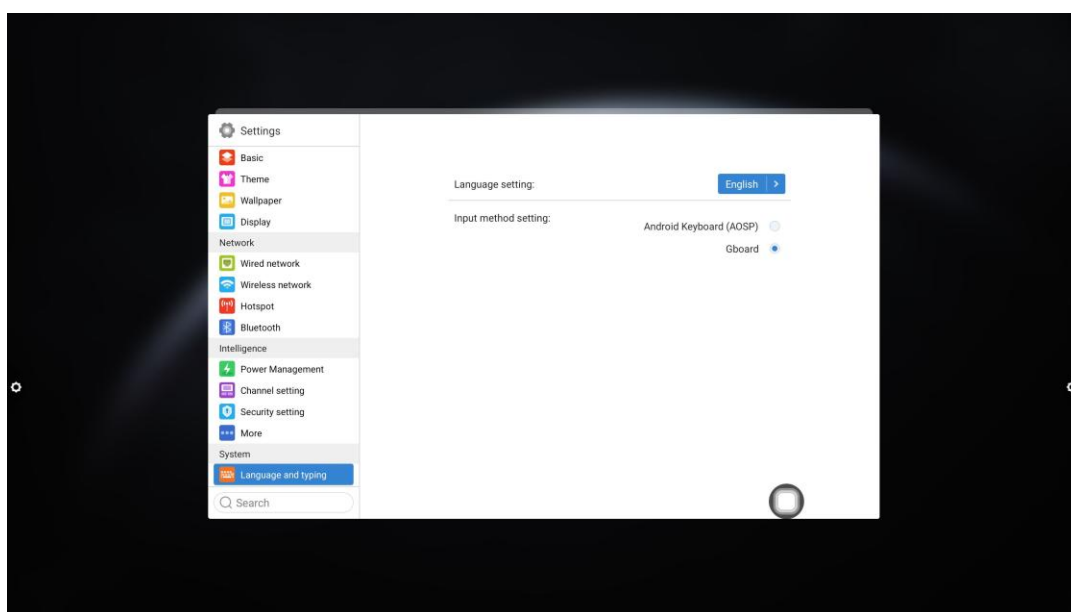


1.19 System

System settings mainly cover language and input methods, date and time, sound settings, and system updates. You can also view system version information, as well as storage capacity and usage.

1.19.1 Language and input method

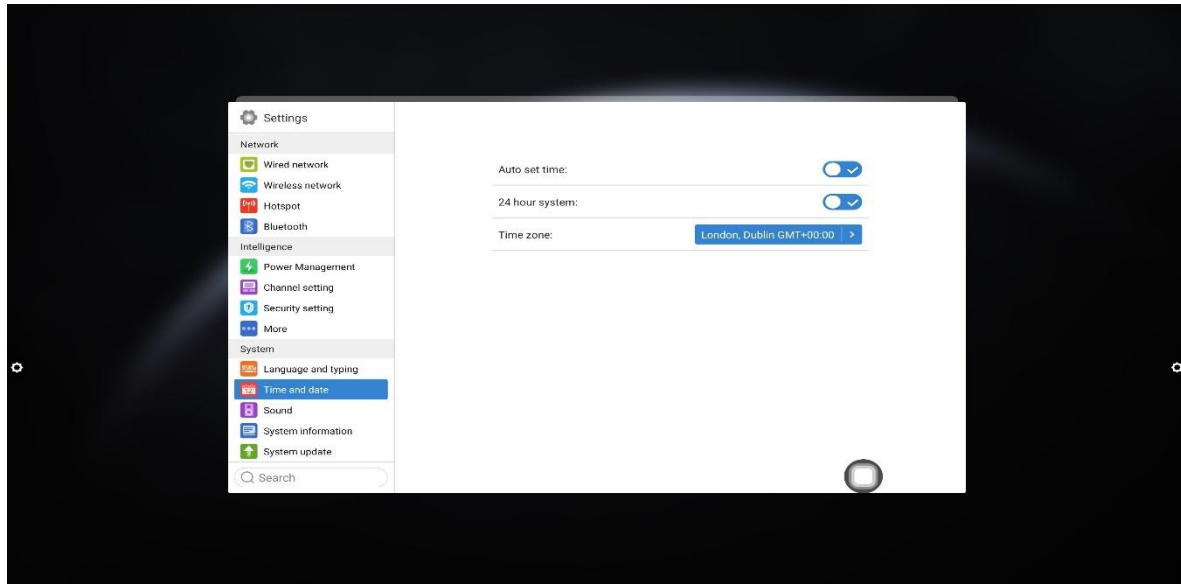
Select this  option to choose the system language (for example: Chinese, Traditional Chinese, English, Arabic, Spanish, French, Italian, Japanese, Portuguese, Russian, etc.) and set the input method.



1.19.2 Time and Date

Enable Automatic date and time to sync the time from the network (when the unit is connected to the internet). If this option is turned off, you can set the date and time manually.

Select  to modify the time.

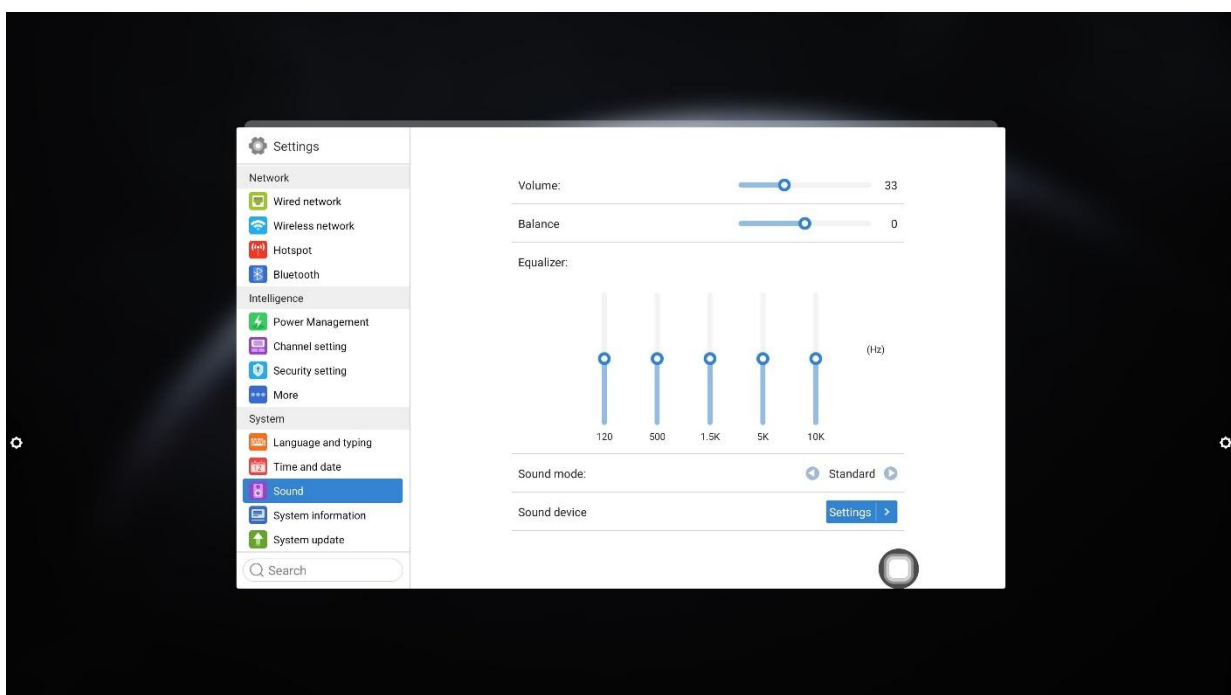


1.19.3 Sound

You can adjust the volume, sound mode, equaliser, sound output device, and analogue microphone settings.

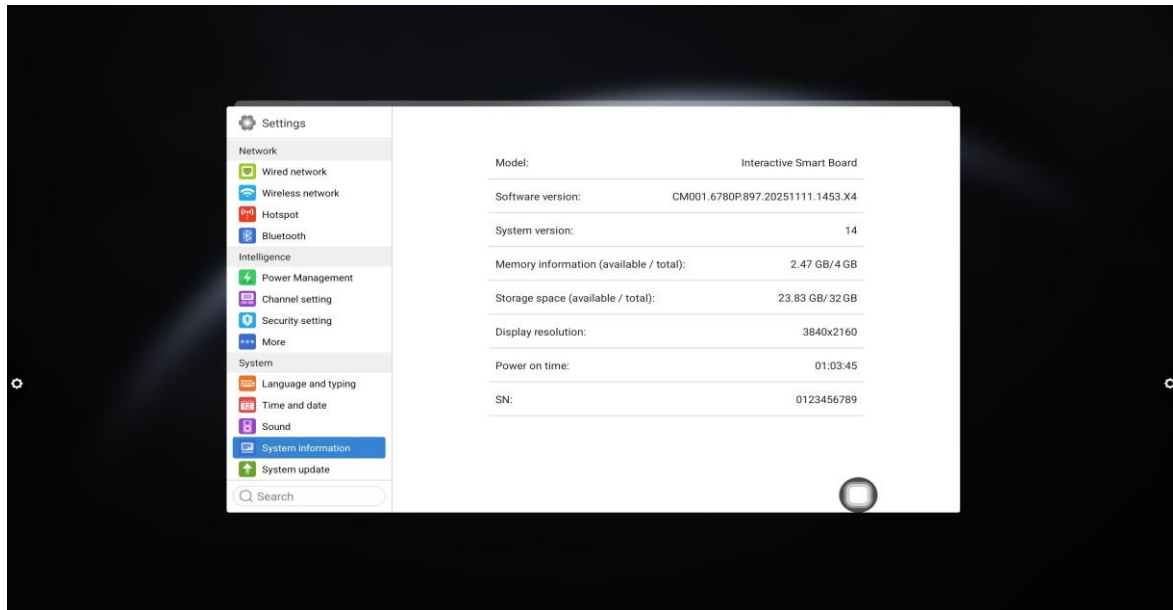
Sound modes: Standard, News, Music, Cinema, Sports, and User.

Sound output devices: USB, Speaker, and SPDIF.



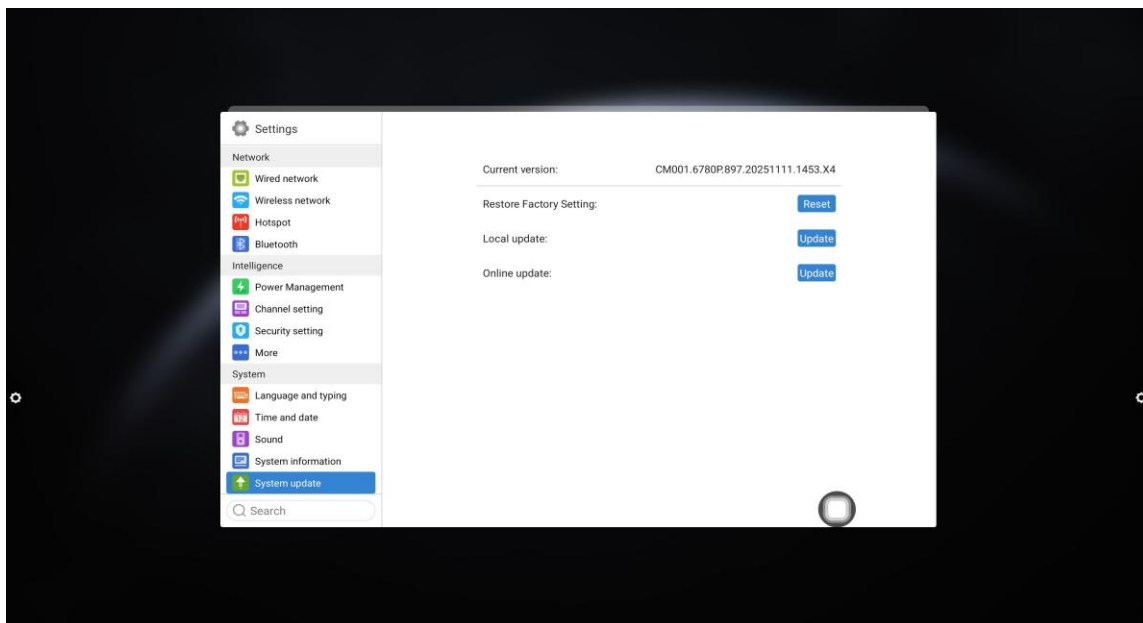
1.19.4 System Information

You can view the system version information and the built-in storage usage.



1.19.5 System Update:

- A. Restore factory settings: Select Reset to restore the unit to factory settings.
- B. Local upgrade: Copy the firmware file to the root directory of a USB flash drive. Insert the USB drive into the multimedia USB port on the all-in-one unit, then select Local upgrade to start the update.



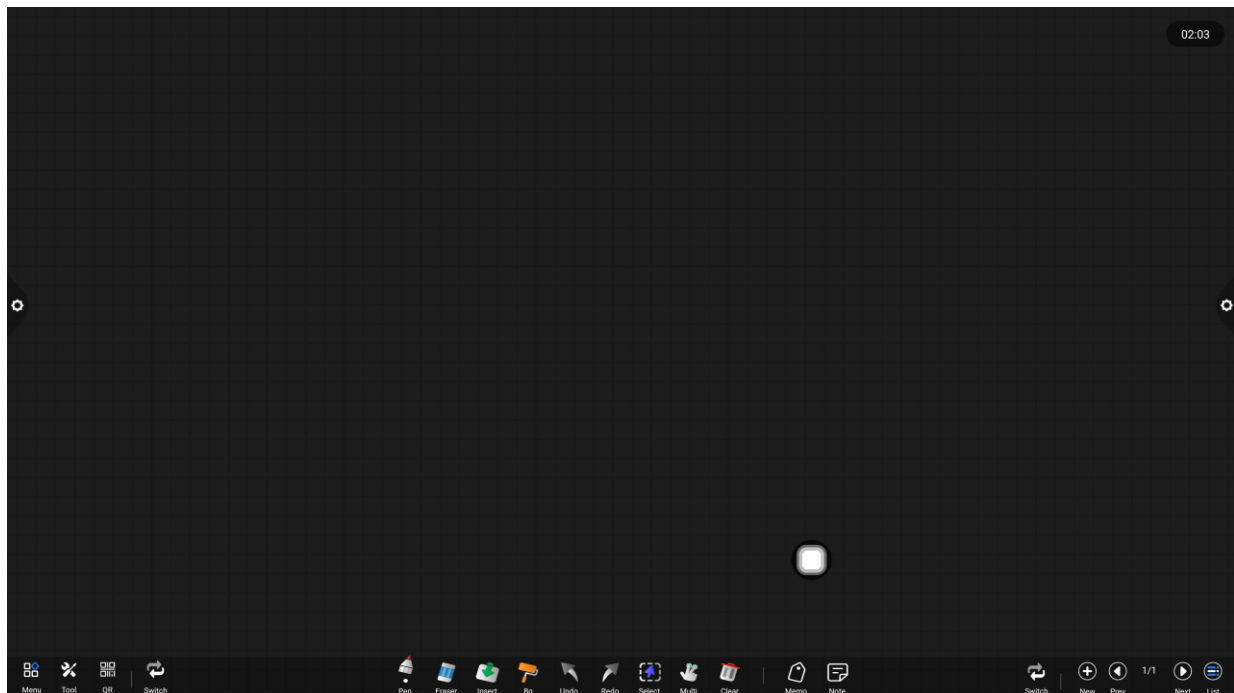
2. Software Description

2.1 Whiteboard

2.1.1 Interface Display

Tap the Whiteboard  icon on the home screen to open the whiteboard app.

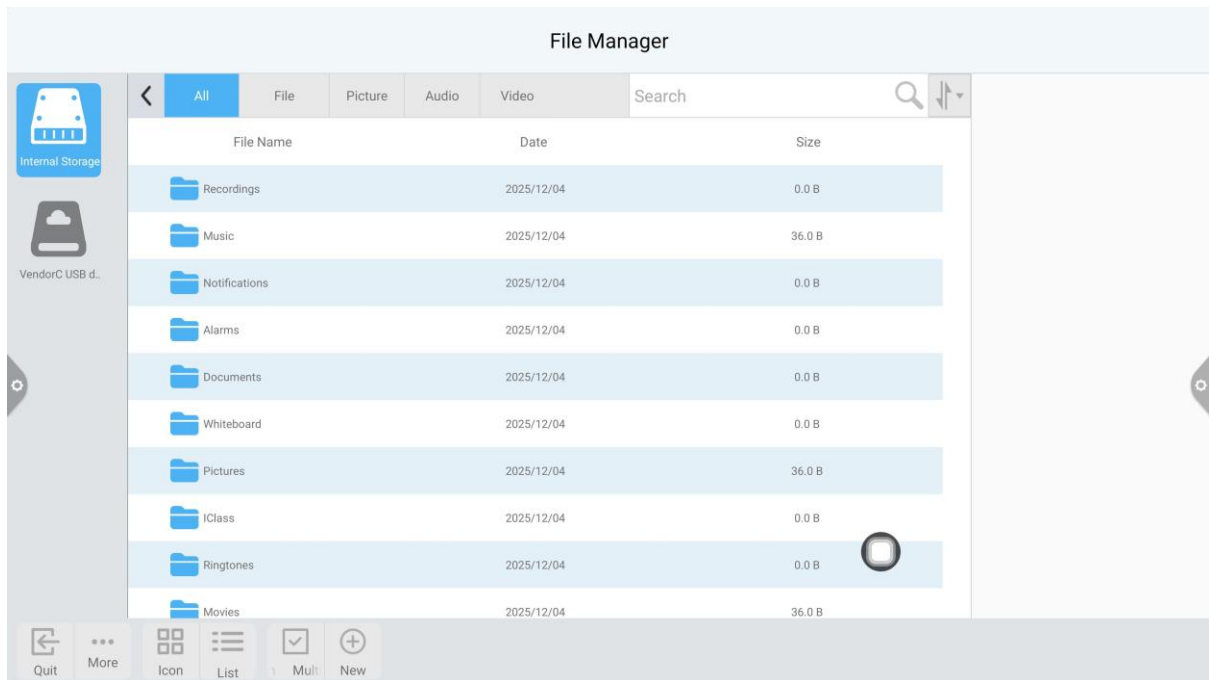
The brush tool is selected by default, so you can start writing immediately.



2.2 Document Management

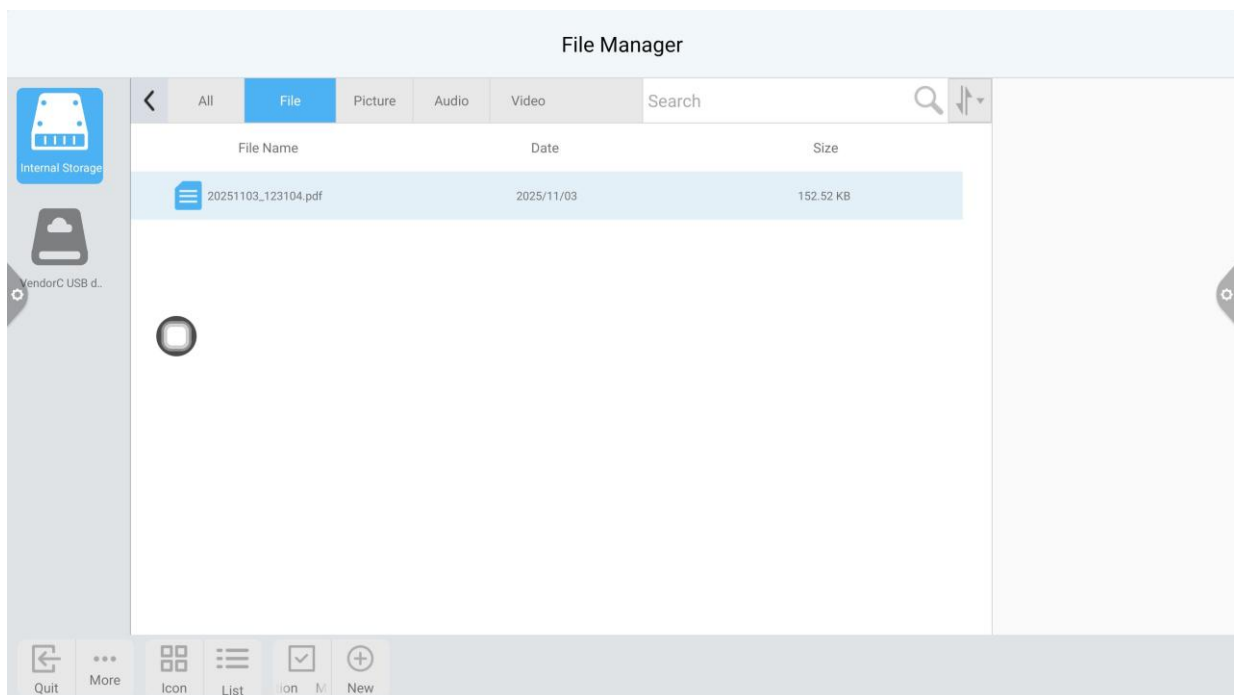
2.2.1 Interface Introduction

Tap the File Manager  icon to open the file management app. Any external SD cards and USB storage devices will be shown on the left-hand side of the file browser.

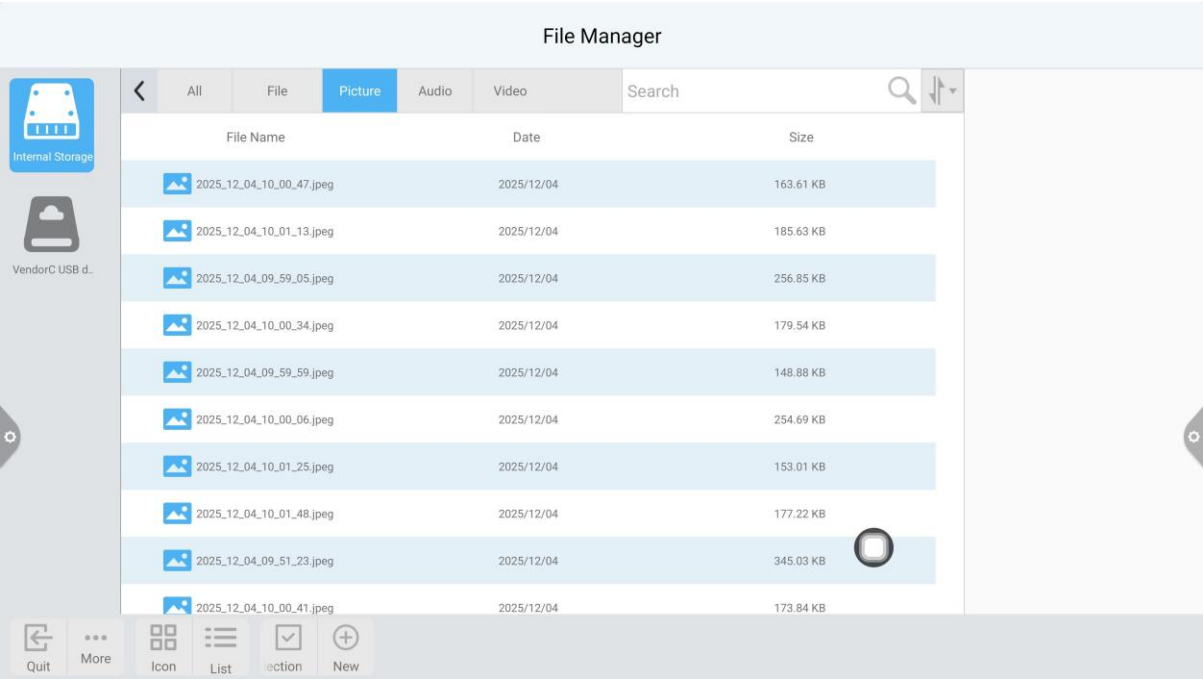


2.2.2 Classification Display

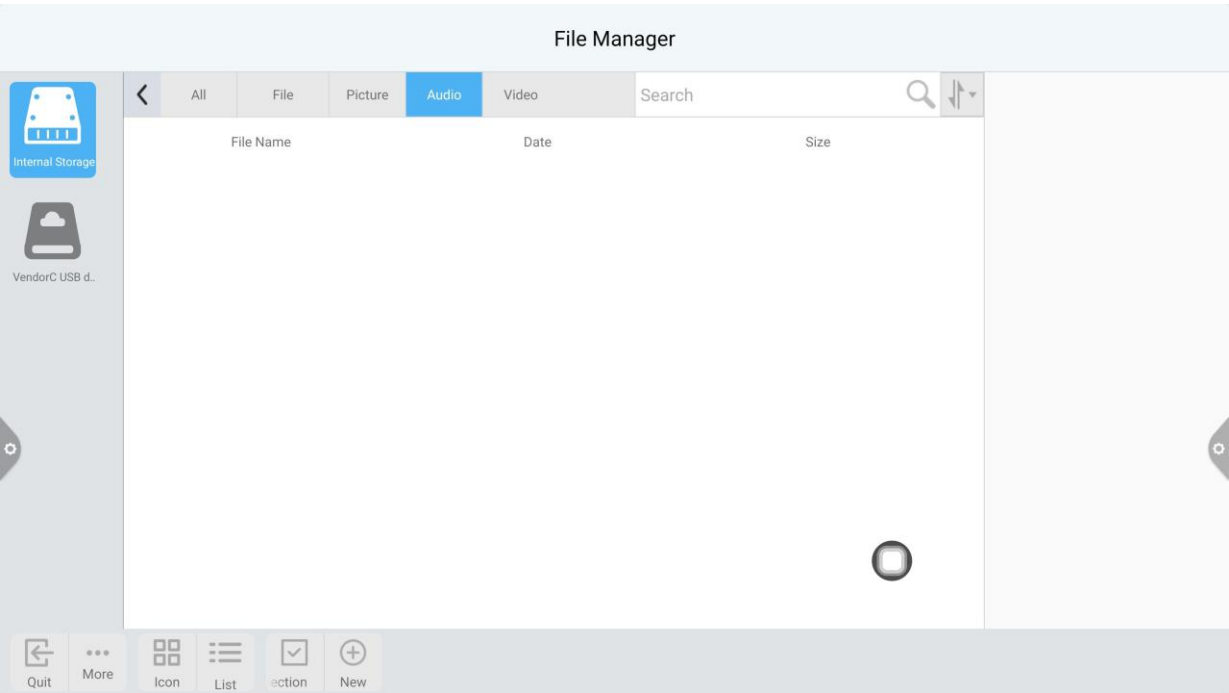
When you select Documents, the main file types shown are Word, Excel, PDF, and TXT files.



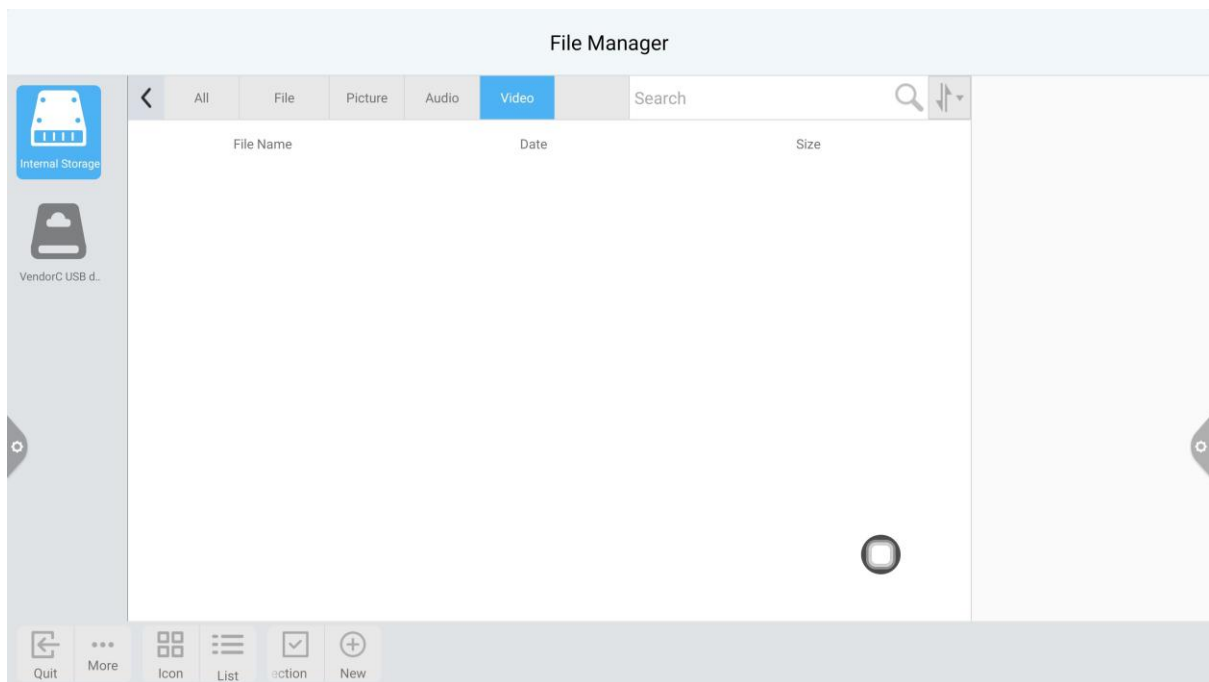
When you select Picture, image files are displayed.



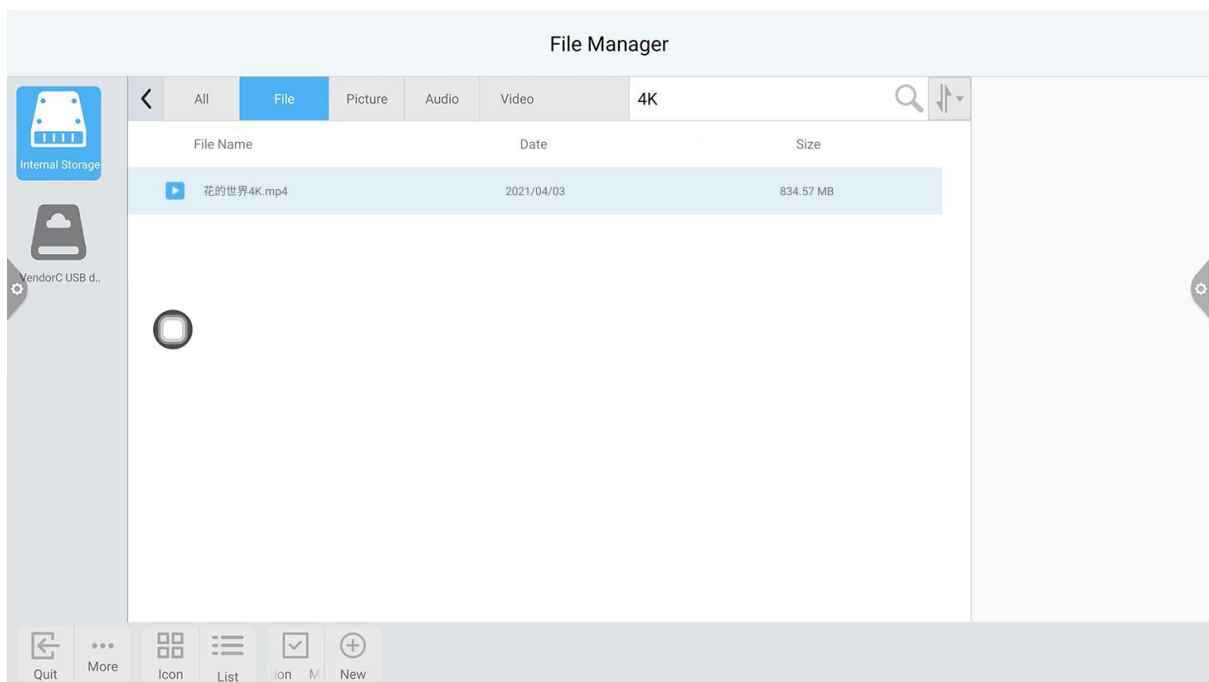
When you select Audio, audio files are displayed.



When you select Video, video files are displayed.

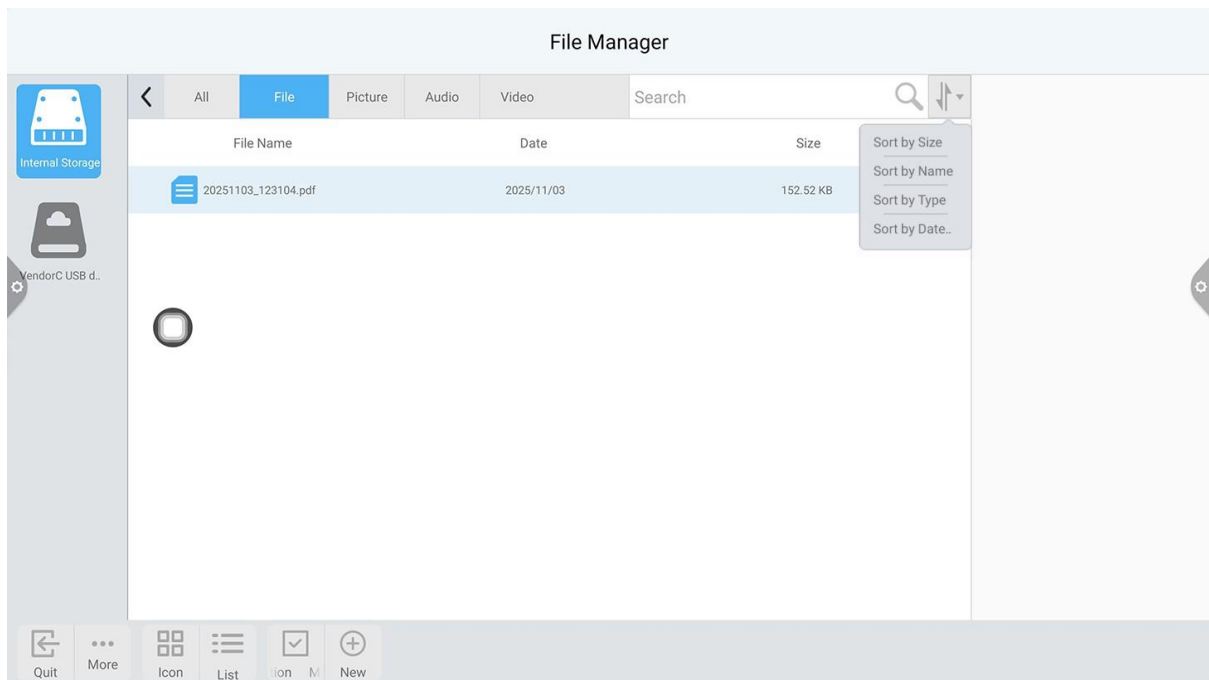


Search: Enter the file name in the search bar and select Search. Matching results will appear in the main window, as shown in the figure.





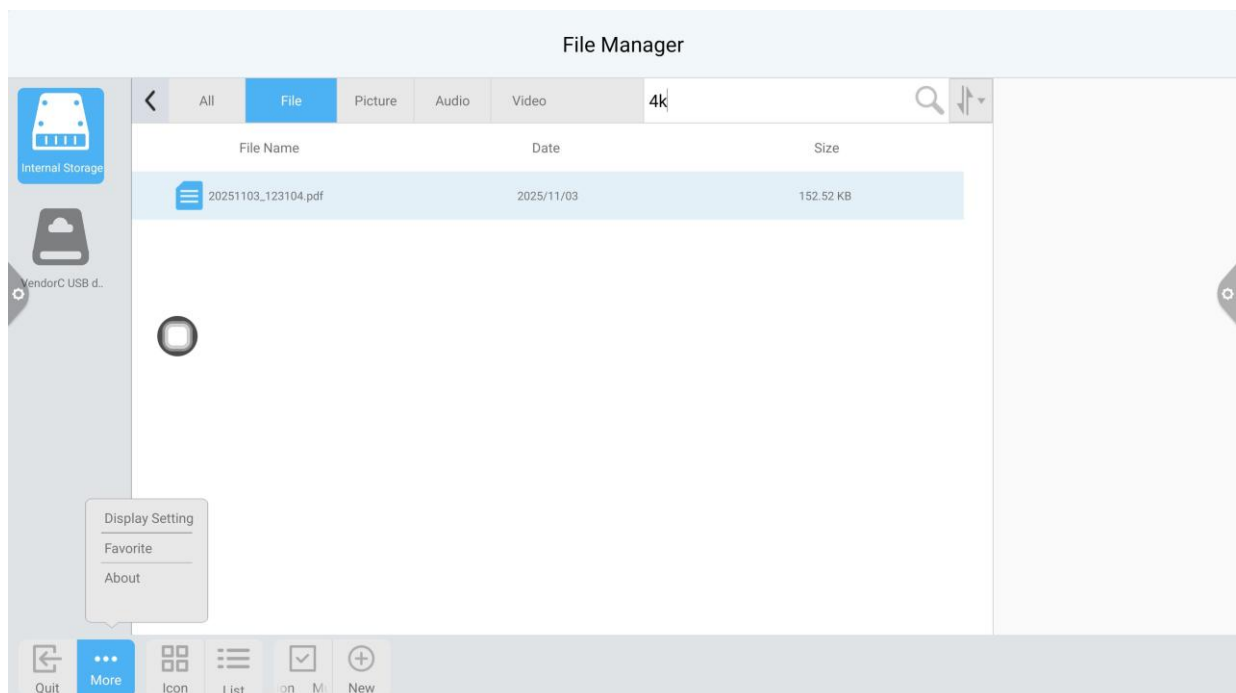
Sort: Tap the icon to open the sorting options. You can sort files by Size, Name, Type, or Date/Time, depending on your preference.



2.2.3 Extended Menu

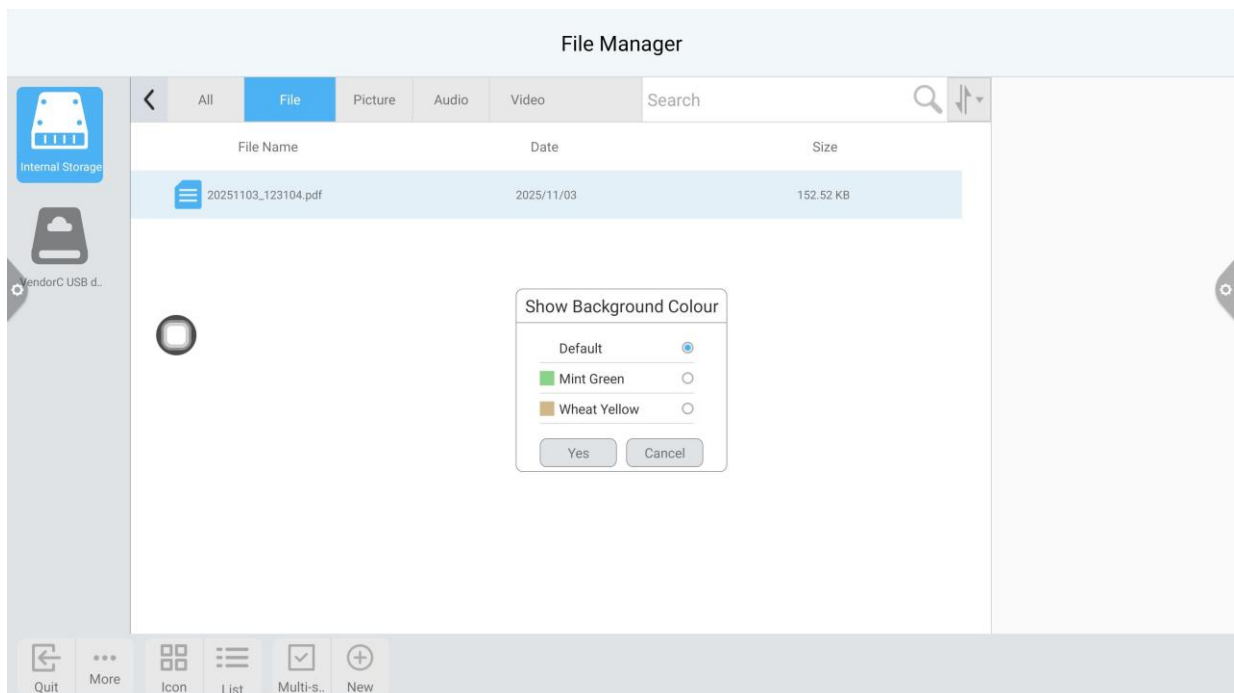
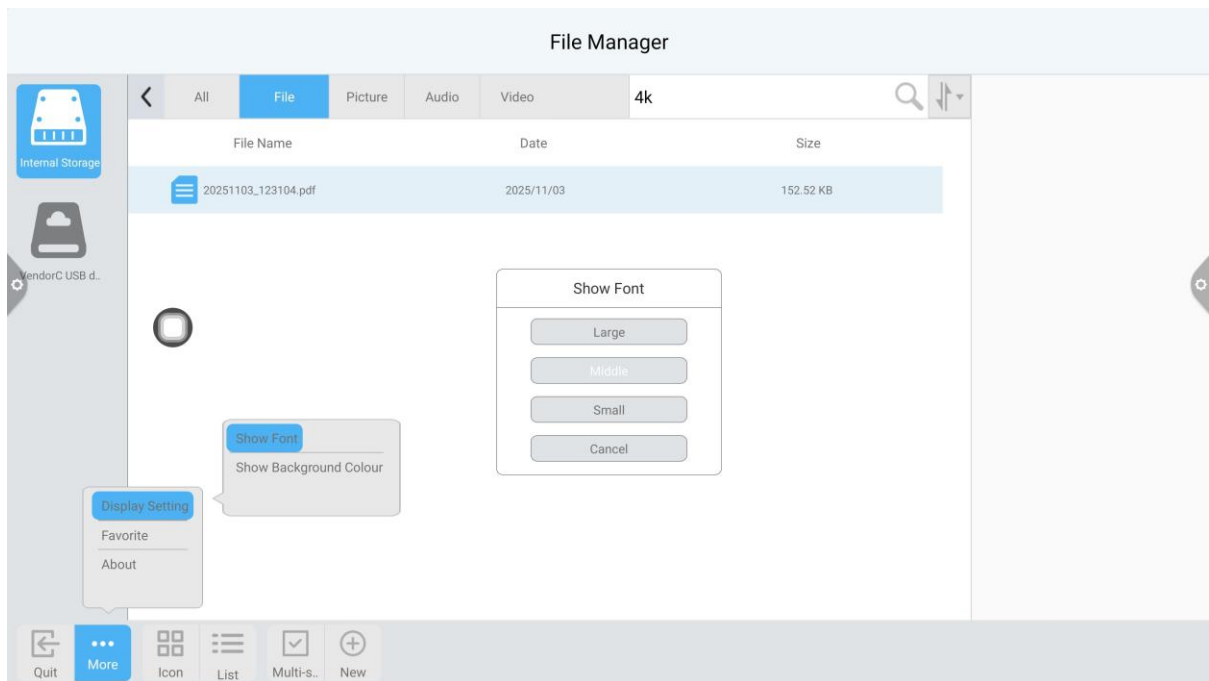


Tap the icon to access options such as Display Settings, Favourites, and Version Information.



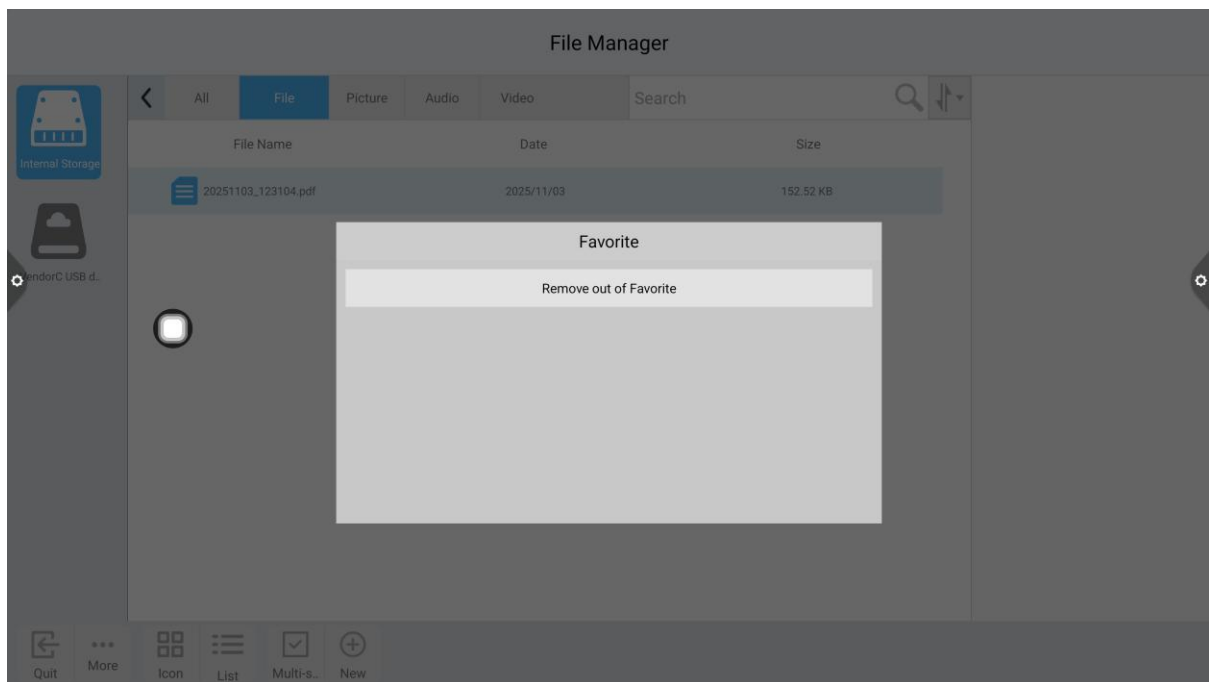
2.2.4 Display Settings

You can customise the File Manager appearance, including the foreground display and background colour.



2.2.5 Favourites

- A. **Add to Favourites:** Select the file(s) you want to save, then tap Add to favourites.
- B. **Open from Favourites:** When viewing items in Favourites, double-tap a file or folder to open it.
- C. **Remove from Favourites:** Select the file or folder, then tap Remove from favourites.
- D. **Exit Favourites:** Tap outside the Favourites window to close it.



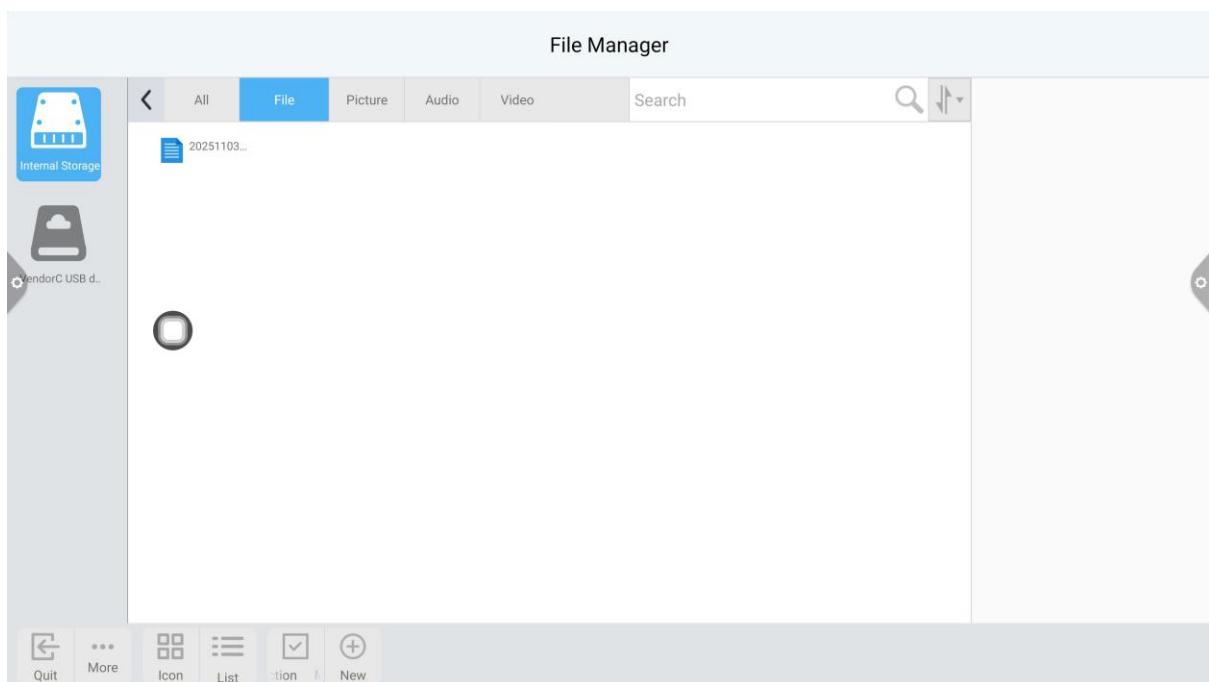
2.2.6 About

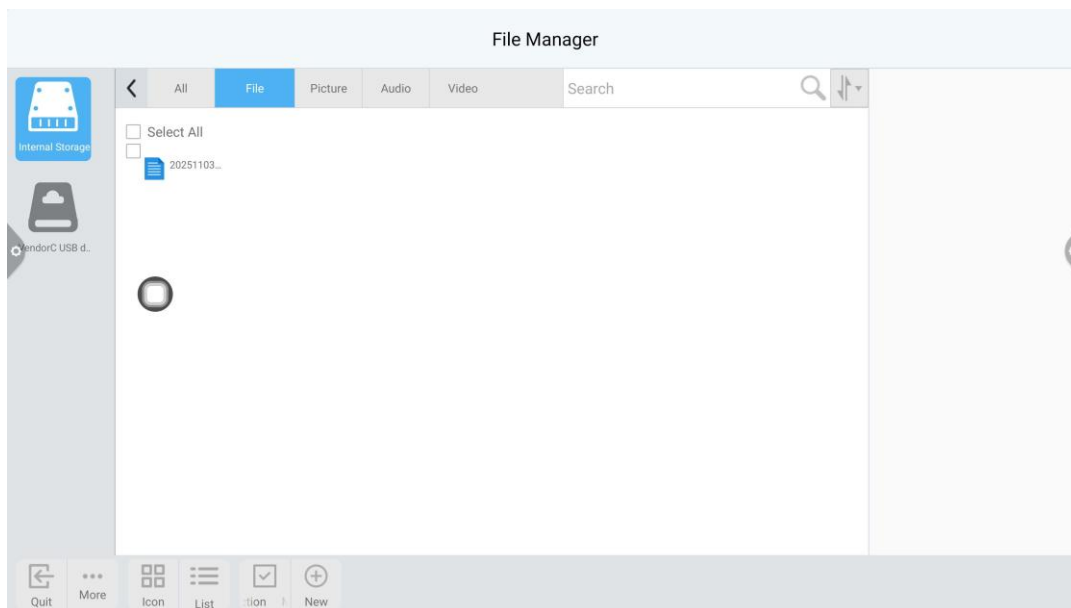
You can view the File Browser version information.

2.2.7 Display Method

Icon display

You can choose between large icons and small Icons.





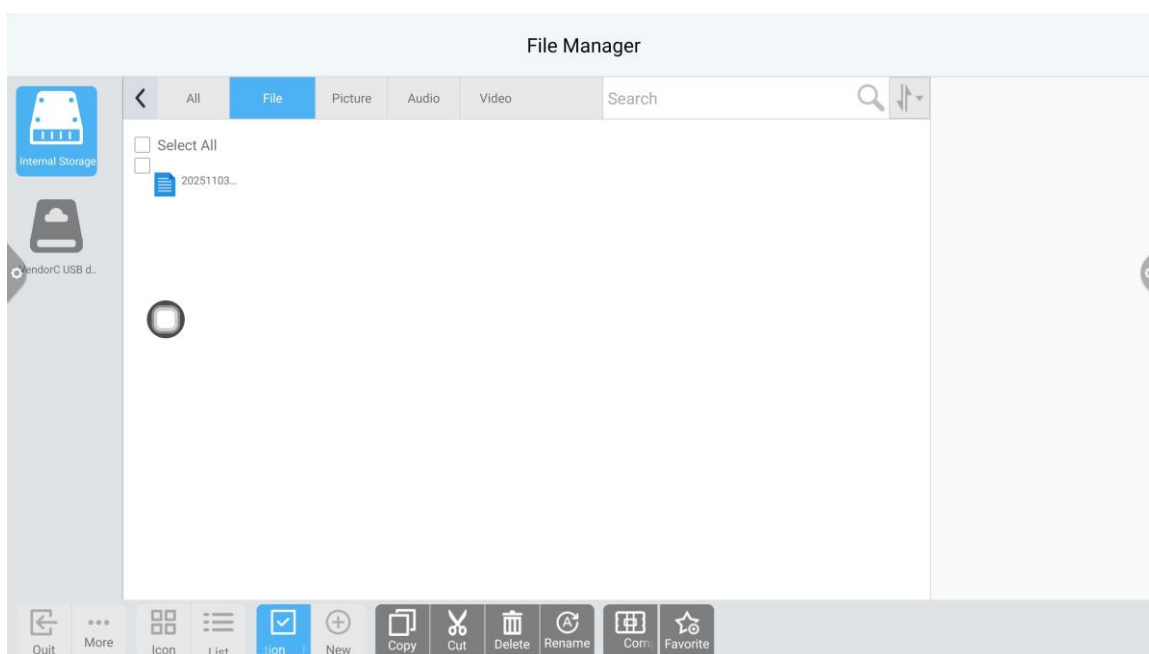
2.2.8 Toolbar

1. Multiple selection

Tap the  icon to enable multi-select, allowing you to select multiple folders at the same time.

2. Extension tool

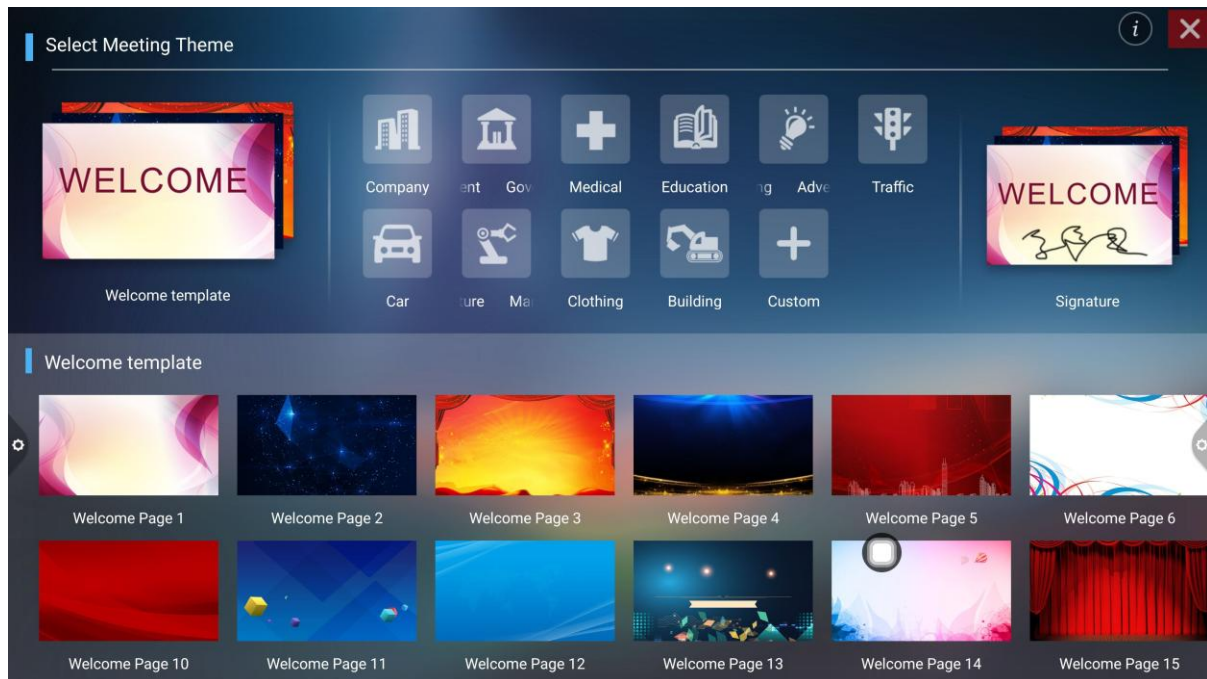
When items are selected, an action toolbar will appear with options such as Copy, Cut, Delete, Rename, Compress, and Add to favourites.



2.3 VIP Reception

2.3.1 Interface Description

Tap the Welcome Template app  icon to open the app. The main screen is split into two sections: the theme bar and the preview panel.

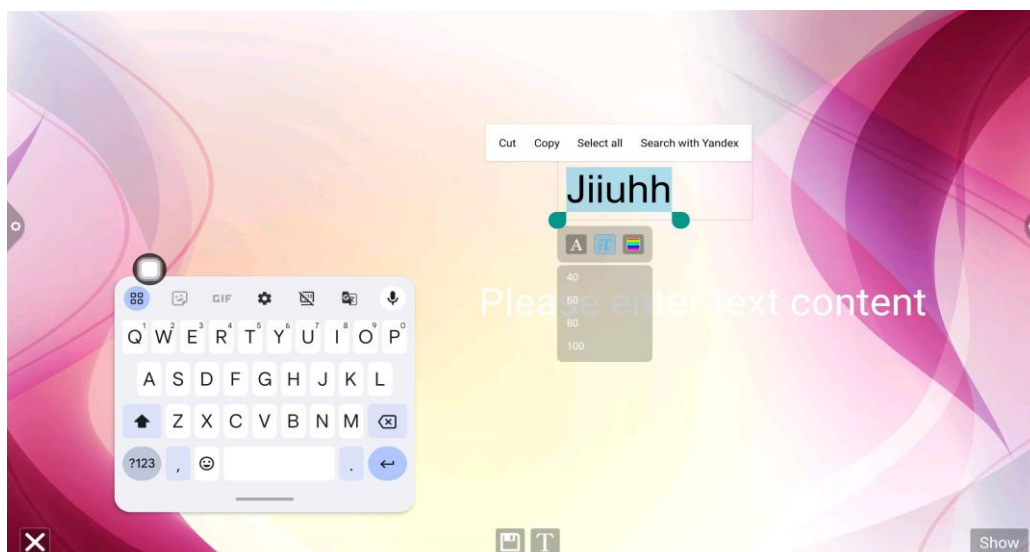


The Themes panel is split into three sections: Welcome, Industry Themes, and Signature Images.

In the Welcome and Industry Themes sections, you can customise and edit themes. In Signature Images, items can only be deleted.

2.3.2 Functional Application

Open the theme image in the preview display bar.



2.3.3 Text Editor

Tap the  icon to enter text editing mode. In this mode, tap the text field to bring up the on-screen keyboard and enter your text.

Tap the text field    to open the on-screen keyboard and enter your text.

Use the function icons to choose the font, text size, and colour.

2.4 Wireless Screen Share

2.4.1 Application Notes

This app lets you wirelessly share content from a mobile phone, tablet, or computer to the all-in-one display. For wireless screen sharing to work, the phone, tablet, or computer must be connected to the same local network as the display.

2.4.2 Operating Instructions

Tap the Multi-screen Interaction  icon to open the wireless screen sharing interface. The screen will appear as shown.

On iOS devices, no additional app is required.

DevName : RECV_1E3503
HotSpot : ISB65-6561
Password: 123456789

 **PushShare**

How to Connect

Computer
Compatible with:

Apple Devices

Window Devices



Note: for first time use please insert the PushShare dongle into the Receiving Unit via USB to pair the device, once paired a notification message will appear.

- 1 Insert the PushShare dongle into your laptop via HDMI
- 2 Wait for the PushShare button to stop flashing
- 3 Press the PushShare button to share your content on the display

Smartphone/Tablet
Compatible with:

Apple Devices

Android Devices

- 1 Connect to the Wi-Fi network using details shown in top left corner of the screen (default hotspot password 12345678)
- 2 Apple Device: Swipe up from the bottom of your screen and tap 'Screen Mirroring'
Android Device: Scan the QR code to download app. Install and then launch the app
- 3 Select the device name to mirror the your phone or tablet to the screen

Download Android App 



For full PushShare user manual please go to www.allsee-tech.com

For detailed screen sharing steps, please refer to the instructions for your phone, tablet, or computer.



Using wireless screen sharing from a computer involves two steps: pairing the computer with the display, then starting the screen share connection.

Note: Before using wireless screen sharing, make sure the screencast hotspot is switched on.

3. Applications

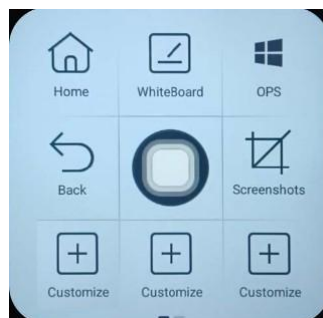
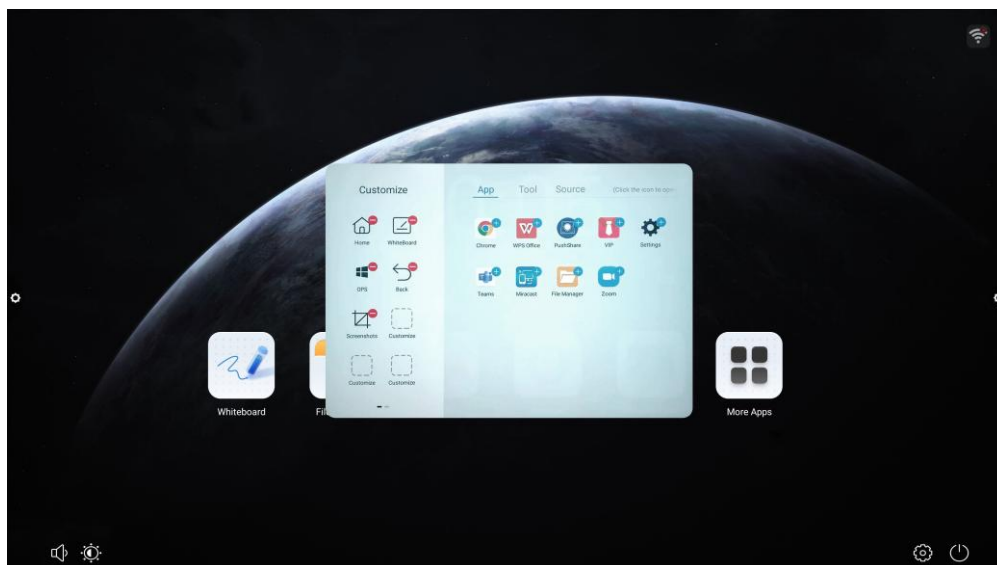
3.1 APK Application



Tap the More Apps icon to open the More Apps screen. From here, you can view and launch any APK apps you have installed, as shown in the figure.

3.1.1 Floating Menu

1. The floating button can be moved freely and will appear across the system. Tap it, then select Open to quickly launch an app from the menu. You can also customise the menu by adding other apps.
2. Add: Select Add to create your own shortcut apps and widgets in the floating menu.
3. Delete: Touch and hold the shortcut you want to remove to enter edit mode, then select Delete to remove it.



4. Basic Troubleshooting

Machine Fails to Work Normally

Remote control failure	1. Check whether there are other objects between remote control and equipment control receiving window, thus leading to failure of remote control. 2. Check whether the battery electrode in the remote control is correct. 3. Check whether remote control needs to replace battery.
Machine automatically shut down	1. Whether set sleep or not. 2. Check whether there is sudden power outage. 3. Check whether there is no signal automatic shutdown.

PC Mode

Signal out of range	1. Check whether display is set correctly. 2. Check whether resolution is the best resolution. 3. Adjust line and field synchronization in menu.
Background has vertical lines or streaks	1. Select automatic correction in menu. 2. Adjust clock and phase position in menu.
Image lack of color, color is incorrect	1. Check whether is not well connected or has quality problem. 2. Adjust chromaticity and brightness or contrast in menu.
Display format that is not supported	1. Select automatic correction in menu. 2. Adjust clock and phase position in menu.

Touch Function

Touch function invalid	1. Check whether touch driver is installed and started. 2. Check whether the size of article touched is comparable with finger.
Touch positioning not correct	1. Check whether driver is properly installed and make correction. 2. Check whether touch pen is facing the screen.

Video Function Can't Work Normally

No picture and no sound	1. Check whether the machine is started state. 2. Check whether signal wire is well plugged, whether INPUT is corresponding to it. 3. If in internal computer mode, check whether internal computer is started.
With horizontal or vertical stripes or image dithering	1. Check whether signal wire is well connected. 2. Check whether other electronic equipment or power tools are placed around the machine.
No color, color is weak or image is weak	1. Adjust chromaticity and brightness or contrast in menu. 2. Check whether signal wire is well connected.

Audio Function Can't Work Normally

With image but without sound	1. Check whether mute button is pressed for mute. 2. Press VOL + / - to adjust volume. 3. Check whether audio line is connected correctly
Only one speaker has sound	1. Adjust sound balance in menu. 2. Check whether computer sound control panel only sets up one sound channel. 3. Check whether audio line is connected correctly.
HDMI output without sound	1. Check whether connect external device with audio output cable.

5. Maintenance

5.1 How should I maintain and clean my screen?

When you begin to observe the presence of dust, fingerprints, or smears on your screen, it is advisable to perform a cleaning.

1. Unplug or turn off your screen before you begin. Turning your screen off is safer, and you can see more dirt and smudges when the screen is unplugged. Plus, this gives your screen a chance to cool down, which will help you clean it better.



2. Clean the body or panel of your screen with a microfibre cloth dampened with a small amount of screen cleaning product. Please do so in a circular motion to clean off any dust or debris.
3. Once the screen is clean, remove any moisture using a dry cloth.

6. Technical and Safety Information

6.1 Decreasing power consumption

When you turn off the screen, it enters Standby mode, which still consumes a small amount of power. To minimize power consumption, it is recommended to unplug the power cord when the screen will not be used for an extended period.

6.2 Disposal

Correct Disposal of This Product (Waste Electrical & Electronic Equipment) (Applicable in countries with separate collection systems) This marking on the product, accessories or literature indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal



6.3 Warnings

Image retention, commonly known as screen burn-in, can occur on most types of LCD panels if the same image is displayed continuously. The most common causes of image retention are logos that remain stationary on the LCD panel. To reduce this risk, avoid displaying still images for long durations and lower the brightness settings to decrease the intensity of the picture. Extended viewing of art in aspect ratios that are different from the aspect ratio of the panel may cause image retention. Always try to avoid black borders at the top or bottom by using correct image/video resolution. This will help eliminate the black borders and fit the picture to the entire area of the screen.

6.4 Recessing Your Display

If you intend to recess the display into a wall, enclosure, or cabinet, it is essential to ensure adequate clearance for ventilation. Without sufficient airflow, the screen may overheat, leading to reduced performance and potential long-term damage. Please contact your supplier for detailed guidance on the required clearance distances before attempting a recessed installation. Failure to follow the recommended clearance requirements may void your warranty.

6.5 Warranty Information

This product is supplied with a **5-year commercial warranty**, commencing from the date of invoice, unless otherwise agreed at the point of purchase.

- The warranty covers **hardware failure** but excludes accidental damage, user error, or issues caused by insufficient airflow/ventilation.
- For displays installed in windows or recesses, there must be **adequate clearance for ventilation** as outlined by your supplier. Non-compliance with these requirements will result in user damage not covered under warranty.
- Free lifetime telephone and email technical support is provided as standard. Please contact: LCDSupport@live.com for support

For specific warranty terms, please contact your supplier