DISPLAYS2GO



User Manual

21.5” LCD PCAP Touch Digital Signage, Android 14 OS

SKUs: DT215TLS

Version 1.0

FCC ID: 2ASCB- DT215TLS
This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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. Any changes or modifications to this equipment not approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Thank you

for partnering with Displays2Go.

Search your product SKU on **displays2go.com** to access product resources, videos, and warranty details.

It's our mission to bring your brand vision to life. This digital signage was thoughtfully designed and carefully manufactured by our expert team to ensure your brand shines. Our Quality Assurance team inspects all electronics during assembly process to assure reliable operation.

Have questions or need assistance? We're here to provide clear guidance and dependable support throughout the life of your product.



Connect with Us

844-221-3393 info@displays2go.com

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Before Use

Safety Information

Thank you for purchasing this high-performance digital signage from Displays2Go. We have considered the factors to ensure personal safety in product design and have tested rigorously at the factory. However, improper installation and use may result in electric shock and fire.

To safely use, maximize performance of the unit and extend the life of the product, please read and follow all instructions carefully before using the product. Keep the instructions for future reference.

We strongly recommend using a surge protector, or a power strip with internal circuit breaker to prevent damage to the digital signage.

		
Warning May cause personal injury or death	**Prohibited** The operation is prohibited.	**Caution** May cause damage or property loss

⚠ **CAUTION: Turn off the Digital Signage immediately, pull the plug from the power outlet, and schedule professional maintenance quickly in the case of any of the following:**

- Power outage or unstable voltage.
- Abnormal sound or smell from the unit.
- AC power cord is damaged.
- Digital Signage is damaged due to drop, knock or impact.
- Any liquid or foreign matters fall into the enclosure.

⚠ **Warning: If coal gas or other flammable gas leaks, do not pull out the plug of the LCD digital signage or other electrical appliances; instead, turn off the gas valve immediately, and open the doors and windows quickly.**

⚠ WARNING:

- Cut off the power supply before connecting or disconnecting any cables.
- Do not place the Digital Signage in any instable positions to prevent damage or fire.
- The openings in the enclosure are designed for ventilation and cooling. Do not block the openings when placing the unit.
- Do not place the Digital Signage in conditions such as:
    - Direct strong sunlight, moisture, extreme temperature or too much dust,
    - Close to flammable or explosive materials, or flammable or corrosive gases.
    - Do not use damaged or inappropriate power outlets and ensure that the plugs and outlets contact properly.
    - Do not let dust or metal deposits adhere to the plugs and outlets.
- Do not damage the power cords:
    - Do not modify the power cords,
    - Do not place heavy objects on the power cords,
    - Keep the power cords away from heat source,
    - Do not pull on the cord to remove the plug.
    - Do not connect too many plugs to one outlet in parallel, or else it may cause fire due to excessive power consumption.
- Do not approach the Digital Signage with open flame (e.g. a lighted candle), or else it may cause electric shock or fire.
- Do not put any sharp objects, metal or liquid into the vents or let them touch the signal terminals to avoid short circuit, product damage, and electric shock.
- Do not touch the plugs with wet fingers, or else it will cause electric shock.
- Do not use the Digital Signage in stormy weather, especially when there is lightning. Instead, please disconnect the power and antenna plugs to avoid lightning strike.
- Please ask qualified technician for repair, or else it may cause electric shock or fire.

⚠ CAUTION:

- Do not let children climb onto the Digital Signage. Keep small parts away from children to prevent them from swallowing.
- If the Digital Signage won't be used for a long time, turn it off and pull out the power plug.
- To adjust the position of the Digital Signage, please disconnect all power cords and move slowly to avoid tip over.
- Do not scratch or knock the unit with hard object. Do not twist and squeeze the unit.
- Do not turn on the unit immediately when it is moved from a place with low temperature to high temperature to prevent condensation or malfunction.
- Disconnect the Digital Signage from power when cleaning. Wipe with soft cloth. Do not use industrial chemicals, prevent foreign matters from entering the machine. Improper cleaning (such as cleaning solution, water) may damage the product, erase the printed information, and even cause damage of the components if fluid flows in, resulting in machine failure.
- If the unit displays the same screen for a long time or the moving picture has fixed text or icon, it can leave ghosting on the screen and won't disappear when the unit is turned off. This is normal and isn't covered by the warranty.
- The power of the Digital Signage can be cut off by pulling out the plug. Unplug device to disconnect from power.
- If the LCD screen ruptures and the liquid splashes on skin, rinse for 15 minutes with clean water immediately, and consult your doctor.
- When carrying the Digital Signage with hands, grab and hold the edges. Do not apply pressure to the panel.
- Use the Digital Signage in proper lighting conditions; insufficient lighting or long time watching can impair your eyesight.
- Insert the plug into the outlet properly, or else it may cause sparks and fire.
- The technical specifications printed herein and on the packaging are subject to change without prior notice. The manual may be slightly different from actual operation, and the latter is applicable.

Packing List

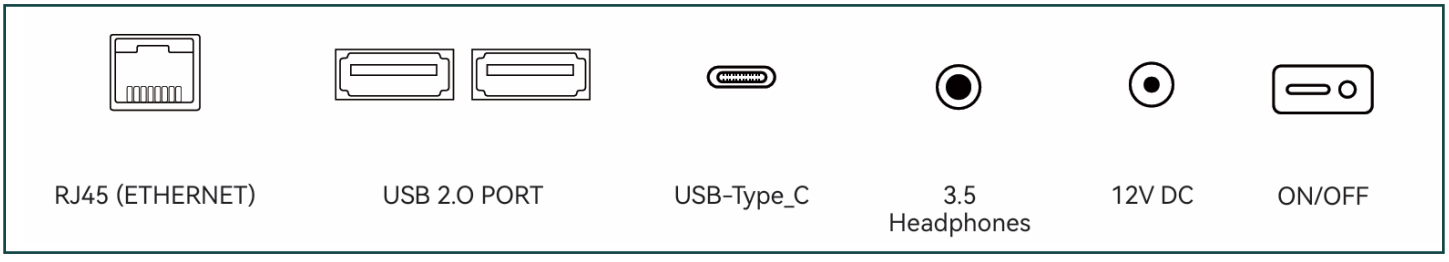
Name	Qty.
Digital Signage	1
Power Cord	1
User Manual	1

Product Diagram



Label	Name	Label	Name	Label	Name
A	LCD Screen	B	Heat Vent	C	Rubber Pad
D	Heat Vent	E	Speakers	F	
		G	On/Off Switch		

Ports and Connectors

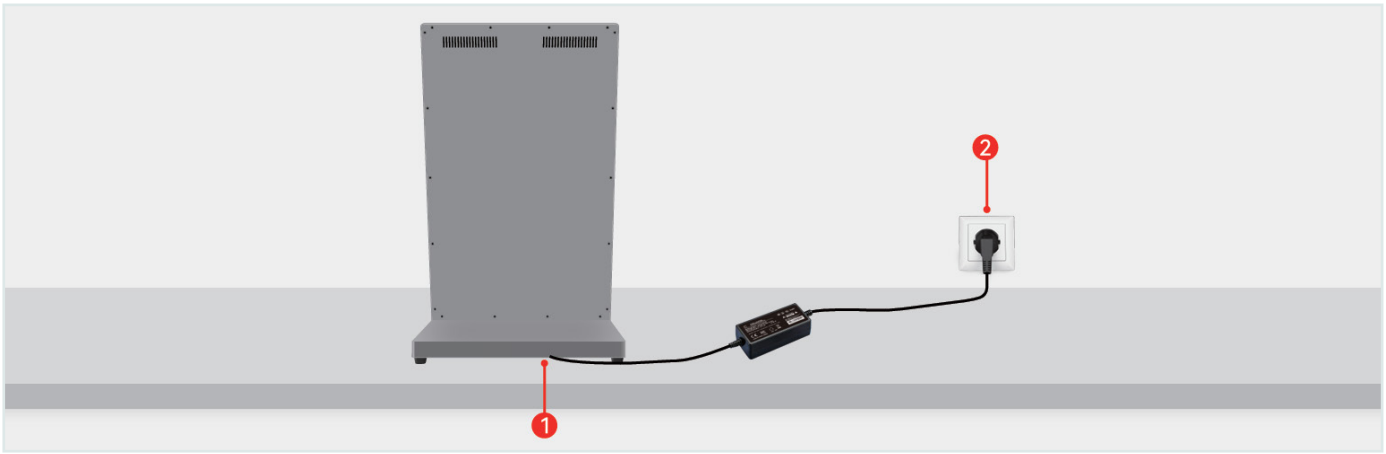


Operation

Power

Connect to Power

Insert the power cord into the port on the unit, then plug into an outlet. We recommend the use of a power strip with an internal circuit breaker to prevent damage.



NOTE: Always disconnect from power during assembly or disassembly!

Power On/Off

- **Start up** by connecting the device to power, then flip power switch to ON.
- **To power on or off**, use the remote control or the Status Bar.
    - Click/swipe down from the top of the screen to show the Status Bar. Press the Power icon to restart or power down the device.
- **To shut down**, flip power switch to OFF.

NOTE: The unit cannot turn on if the power switch is OFF.

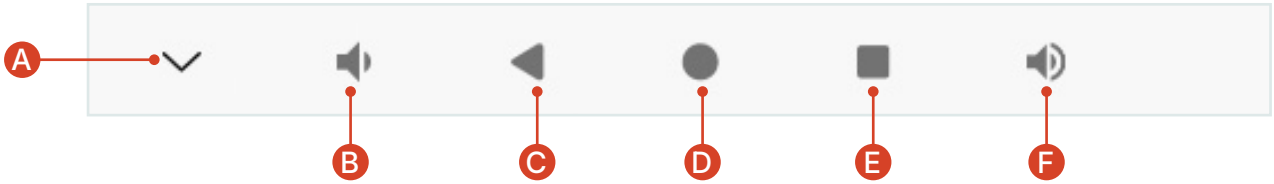
Onscreen Navigation

Use the Navigation Bar and quick menus to control your device, access apps, adjust settings, and manage sound.

TIP: Connect an external mouse for convenient navigation on non-touch devices.

Navigation Bar

The Navigation Bar provides quick access to important controls. Press the downward arrow to minimize the navigation bar. To restore it, swipe up from the bottom of the screen, or go to **Display Settings > Display Navigation**.



A	Minimize Nav. bar	**C**	Previous page	**E**	Open apps/Screenshot
B	Volume down	**D**	Home	**F**	Volume up

Status Bar

The Status Bar shows standard information such as the time, network connection, and notifications.

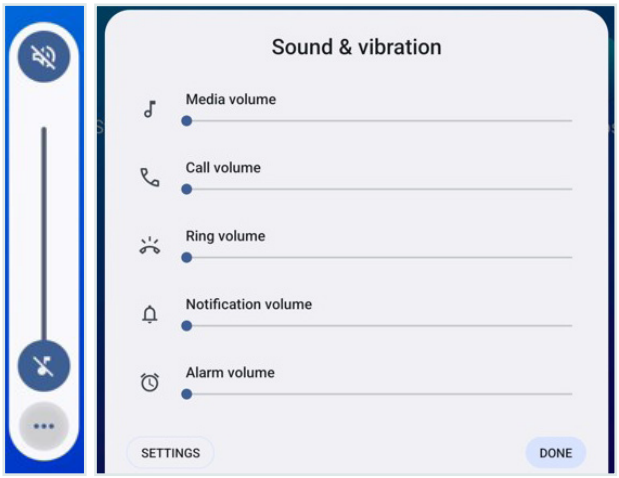
Screen record, restart or power down the device, view notification details, or adjust key settings.

Click the top of the screen to expand the Status Bar. Click again to close it.



Quick Sound Settings

- Click **Volume Up** or **Volume Down** on the Navigation Bar to show the volume slider.
- Click the ••• three-dot icon at the bottom of the volume slider to open **Sound Settings**.
- Use the sliders to adjust individual volume levels for Media, Calls, Ring, Notifications, and Alarms.
    - Once finished, click **Done**.



Quick Start Guide

Android 14 OS for Digital Signage

Connect to your internet network.

Connect via Wi-Fi.

Open **Settings > Network and Internet**. Select your Wi-Fi network.

Enter your login credentials and click **Okay**.

Connect via Ethernet (RJ45).

Connect an Ethernet cable to your internet router. Insert the Ethernet cable into the Ethernet port.

Ethernet connection is complete.

Connect any devices and accessories.

Connect Bluetooth.

To connect a Bluetooth accessory, open **Settings > Connected Devices**. Turn on your device's Bluetooth. Click **Pair new device** and select your accessory.

Connect USB Accessories.

Insert your USB device into the port. The USB accessory is connected. To transfer files, open **File Explorer** to copy the files to the digital signage.

Add your content.

Transfer Media via USB.

Insert your USB into the port. To transfer files, open **File Explorer** to copy the files to the device.

Start presenting content quickly using DIVIEX. Use the USB 2.0 port to automatically add media files to DIVIEX (refer to complete DIVIEX instructions).

Download Apps from the Play Store.

Open any Google app. Click the Profile icon in the upper right. Use your Google credentials to sign in.

Open the **Google Play Store** and click **Install** to install an app. The app appears on the home screen.

Where to Go next?

Keep reading to learn more about operation and explore key Android OS features. For tips and ideas on maximizing your brand with digital signage, visit the Articles and Guides section on our website.

Android System Settings

Adjust software settings for the digital signage in the Settings app.



Settings

NOTE: This manual focuses on settings that impact digital signage operation, content playback, and device reliability. Some system settings that are not relevant to typical digital signage use are intentionally omitted.

Network Connection

From the **Network & Internet** menu, view network details, disconnect or forget a network, or share the Wi-Fi credentials with other devices via a QR code.

Connect to Wi-Fi

1. Open **Settings > Network and Internet**.
2. Select your Wi-Fi network and enter your login credentials.
3. Click Okay.

Connect to Ethernet

Insert an Ethernet cable into the Ethernet (RJ45) port of the unit and connect to the Internet router. Ethernet network connection is complete.

Bluetooth Connection

From the **Connected Devices** menu, pair devices via Bluetooth, view all saved Bluetooth connections, and edit your Bluetooth preferences.

Connect to Device Bluetooth

1. Open **Settings > Connected Devices**.
2. Click **Pair new device**.
3. Turn on the device Bluetooth.
4. Click **Saved devices > See all**. Select your device from the list to connect.

Notifications

Edit notification preferences for the digital signage and individual apps.

TIP: For unattended or customer-facing displays, we recommend limiting notifications to avoid on-screen interruptions.

- **Notification History.** See most recent notifications.
- **Device & App Notifications.** Disable individual app notifications and prevent alerts.
- **Notifications on Lock Screen.** Hide notifications on lock screen.
- **Do Not Disturb.** Toggle to enable Do Not Disturb. All notifications are silenced.
- **Notification Dot on App icon.** Toggle to enable or disable the notification dot on apps.

Display

Adjust screen brightness, appearance, HDMI, and screen timeout settings.

- **Settings.** Adjust the resolution and magnification of the screen.
- **Enable Navigation.** Toggle to enable the Navigation Bar at the bottom of the screen.
- **Auto-Rotate Screen.** Toggle to enable automatic screen orientation for portrait and landscape display.
- **Screen Saver.** Customize settings, apps, and appearance for device Sleep mode.

Wallpaper

Choose a new screen background from your device files.

Accessibility

Adjust display and text size, colors, and magnification, and individual app settings.

System

Check for system updates or reset apps, preferences, or the device.

- **Factory Reset.** Click **Reset Options > Erase all data** to perform a factory reset.

Security & Privacy

Set a screen lock password or PIN, or adjust other privacy settings.

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

Applications

Home Screen Applications

From the home screen, launch one of the pinned apps or show all installed apps.

				
Settings	**System Assistant**	**Fully Kiosk**	**Splashtop**	**All Apps**
Android Settings	Hardware-Level Settings	Browser and App Launcher	Remote Access and Support	Show all installed apps.

Google Account



Chrome

Sign in to your Google account for convenience and functionality, like downloading apps, file sharing, and Google Suite apps.

To sign in, open any Google app and click the profile icon in the upper right corner. Enter your Google account credentials to add your Google account.

Once signed in, you can:

- **Download apps** using the Google Play store
- **Share files** to the digital signage using Google Drive or Gmail.
- Share screenshots and files quickly by clicking **Quick Share** in the share options menu for that file. Select any of your Google contacts to share the file.

Fully Kiosk

Fully Kiosk Browser and App Launcher

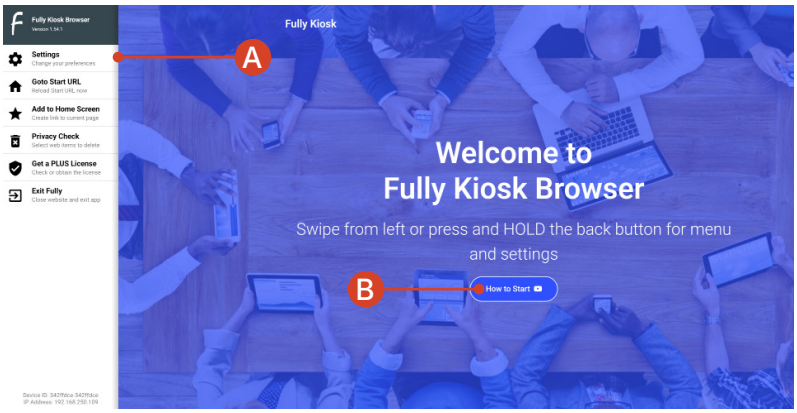
Fully Kiosk Browser is a secure and flexible Kiosk Browser and App Launcher. The free demo is preinstalled on your digital signage and allows additional website functionality and security in Kiosk Mode.

Fully Kiosk Browser

Once launched, click **How to Start** to watch the video tutorial.

To access premium features, click **Get a PLUS License** in the sidebar and purchase within the application. The license for the digital signage device is a one-time purchase, not a subscription.

A	Sidebar (Hidden by default)
B	Full video tutorial



Fully Single App Kiosk

Fully Single App Kiosk is a free trial of the single-app launcher. It allows you to display a single app in Kiosk Mode, restricting any other apps from opening.

Fully
Single App Kiosk

- Select an app to enable for the single-app launcher.
- Set a PIN to exit Single App Kiosk mode.
- To exit the app, tap the screen quickly 7 times. Then enter your PIN.

To access premium features, click **Get a PLUS License** in the sidebar and purchase within the application. The license for the digital signage device is a one-time purchase, not a subscription.

Splashtop SOS

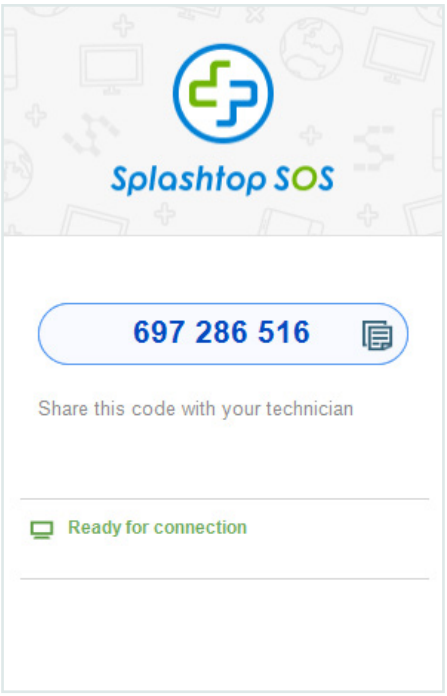
Splashtop SOS is a secure remote support application used by Displays2Go to provide authorized technical assistance and troubleshooting for your device. If remote support is required, a Displays2Go technical specialist will request a unique 9-digit Splashtop security code generated on your device. This code grants temporary remote access to diagnose and resolve the issue.

Remote access is session-based and available only with your permission.

Splashtop Remote Access

Enable Remote Access in Splashtop

1. Launch the Splashtop app.
2. Upon launching, you may be prompted to allow the app permissions. Please ensure you enable the following permissions:
    - **Allow Remote Control** – Enables remote access for troubleshooting.
    - **Allow Screen Sharing** – Allows us to view and assist on your screen.
    - **Allow Audio Access (if required)** – Ensures full support during the session.
3. The Splashtop app displays a 9-digit code.
4. Provide D2G Digital Experts with this code so we can connect to your device remotely.



DIVIEX
Powered by DISPLAYS2GO

DIVIEX 2.0 Instructions

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

Scan the QR code for the tutorial video.

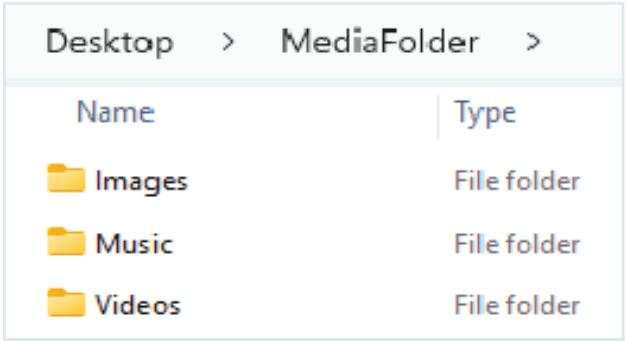
Scan to watch the Tutorial Video!

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

Playlist Creation

Step 1: Create the Playlist folder on a USB.

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

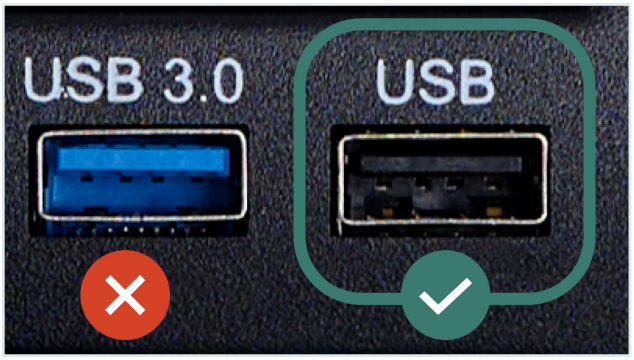


'MediaFolder' Subfolders

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

Step 2: Add the Playlist to DIVIEX.

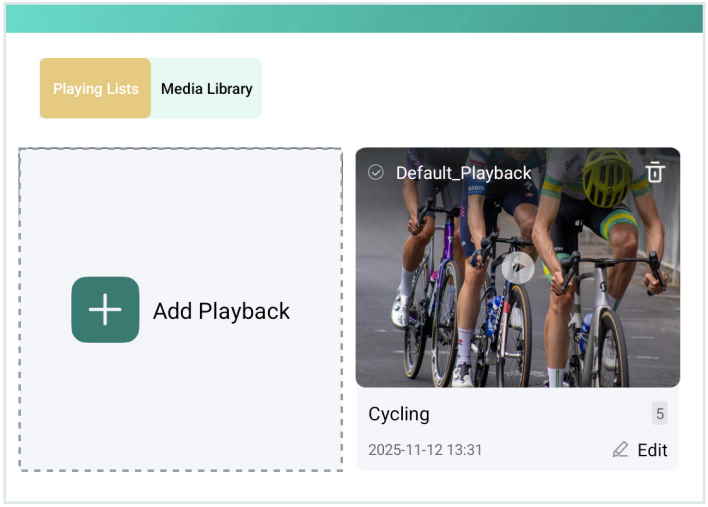
1. Turn on the digital signage.
2. Insert the USB into a USB 2.0 port on your digital signage.
3. "Allow access to drive?" system message appears. Click **Yes**.
4. Open the **DIVIEX** app.
5. "Identify USB files" system message appears. Click **Confirm**.



NOTE: Use the USB 2.0 port for DIVIEX import, which may be identified by the black port and 'USB' or 'USB 2.0' label.

Step 3: Create the DIVIEX Playlist.

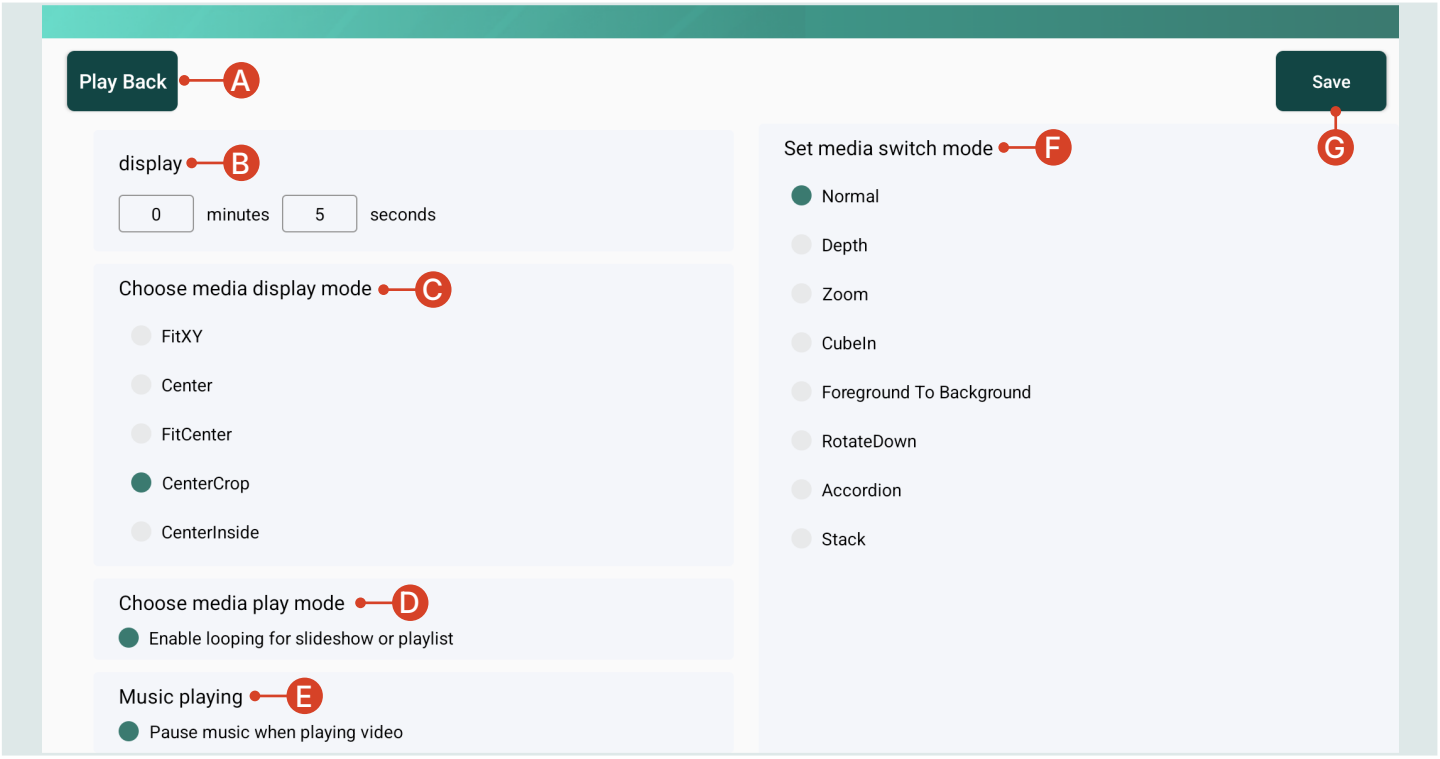
1. In the Playing Lists tab, click **Add Playback**.
2. Select the media files from the Pictures, Music, or Video tabs:
   - Click each file thumbnail to add to the playlist or click **Select All**.
   - The order in which files are selected creates the playlist order.
   - Click again to deselect files.



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

Step 4: Customize Playlist Settings.

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



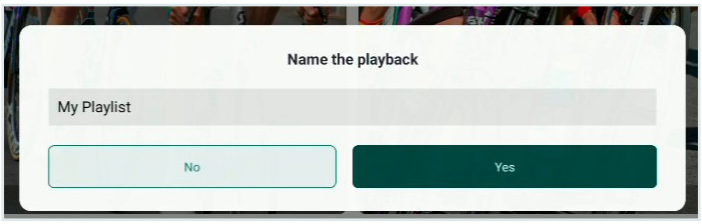
A	Exit Play Back settings.
B	Duration of each image
C	Default crop for each image.
D	Enable continuous looping.
E	Pause music during video playback.
F	Select a slide transition effect.
G	Save changes.

Optional: Add Background Music.



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

Step 5: Publish the Playlist.



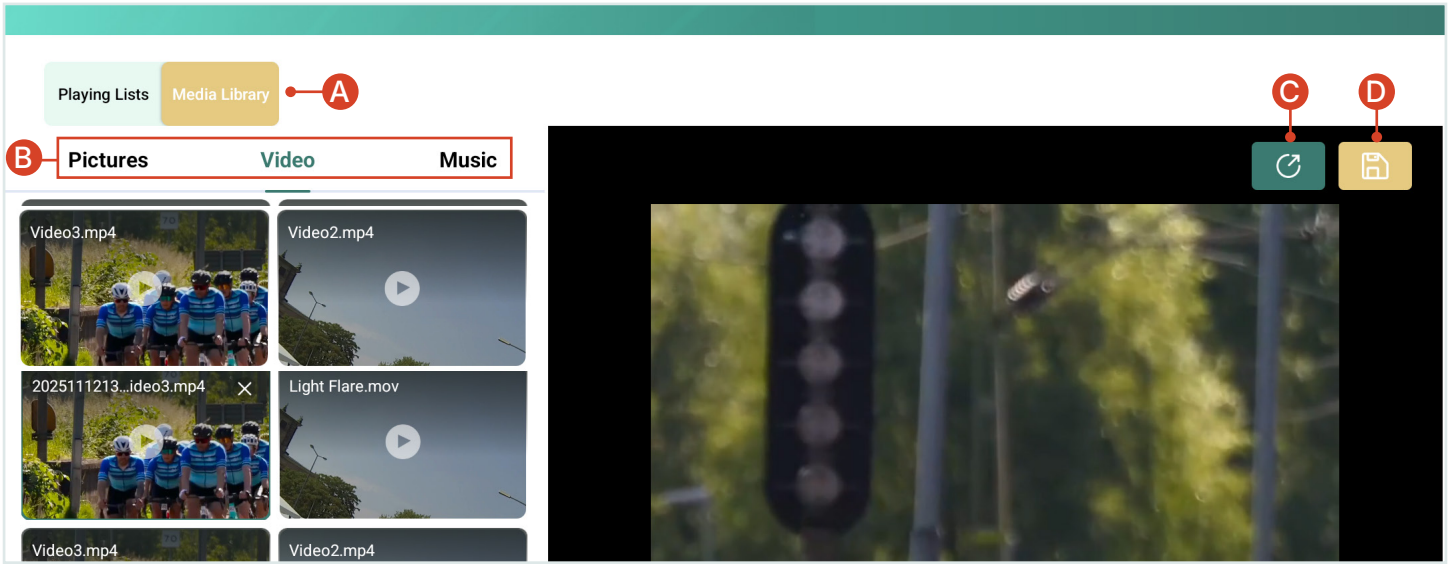
5. Click **Publish** .
6. Name your playlist and click **Yes**.

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

Editing Files in the Media Library

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

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

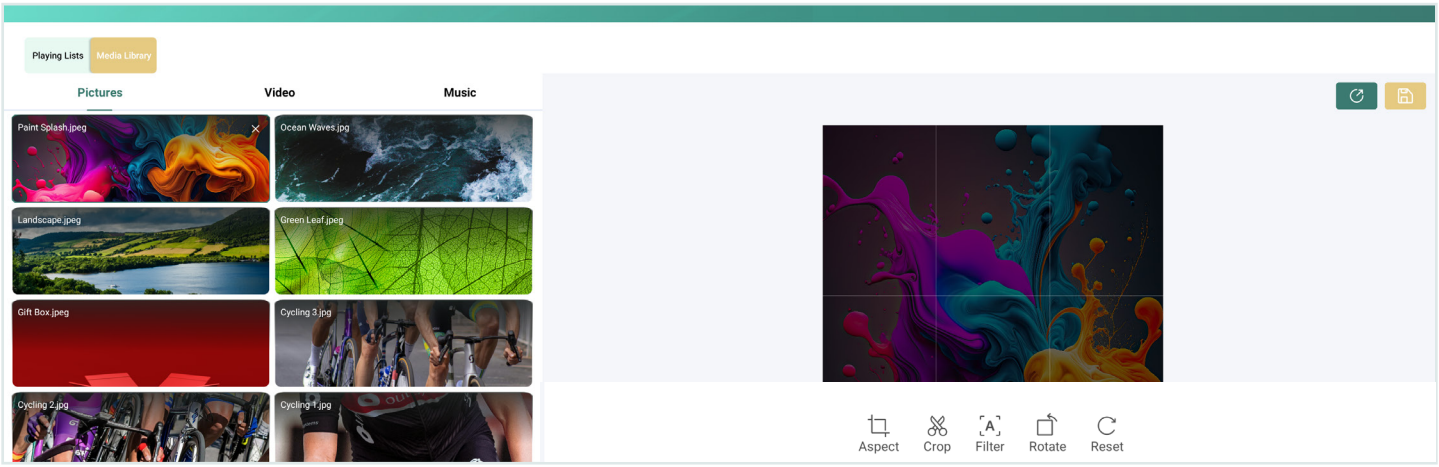


A	Access the Media Library.
B	View all Images, Videos, or Music files.

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

Pictures

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

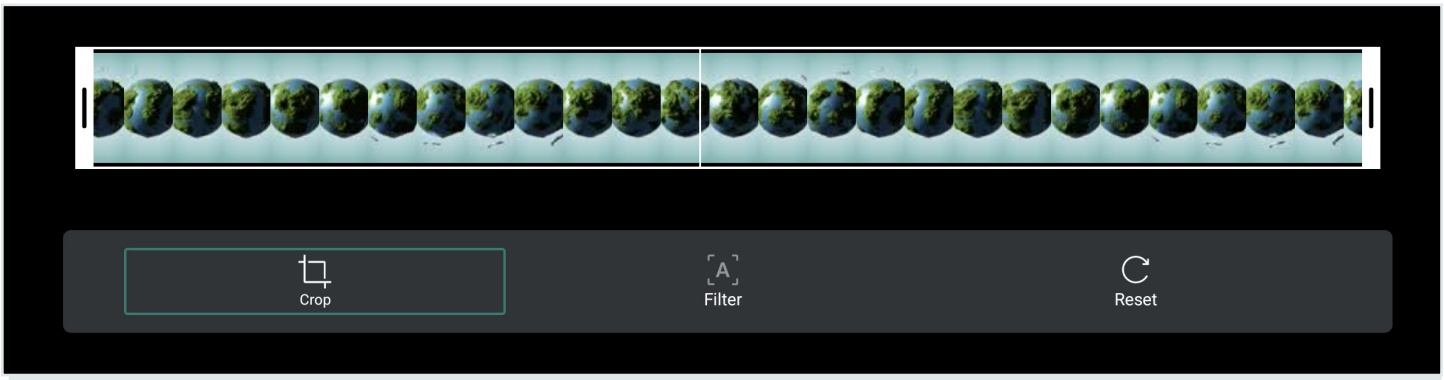


- **Aspect Ratio.** Stretch the picture to the desired aspect ratio.
- **Crop**. Drag handles to crop the picture, then click the checkmark to apply.
- **Filter**. Apply a stylized filter to the picture.
- **Rotate**. Rotate the picture clockwise or counterclockwise.
- **Reset**. Clear all edits and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

2. Once finished, click ✓ to apply edits. Click **Save** in the upper right.

Video

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



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

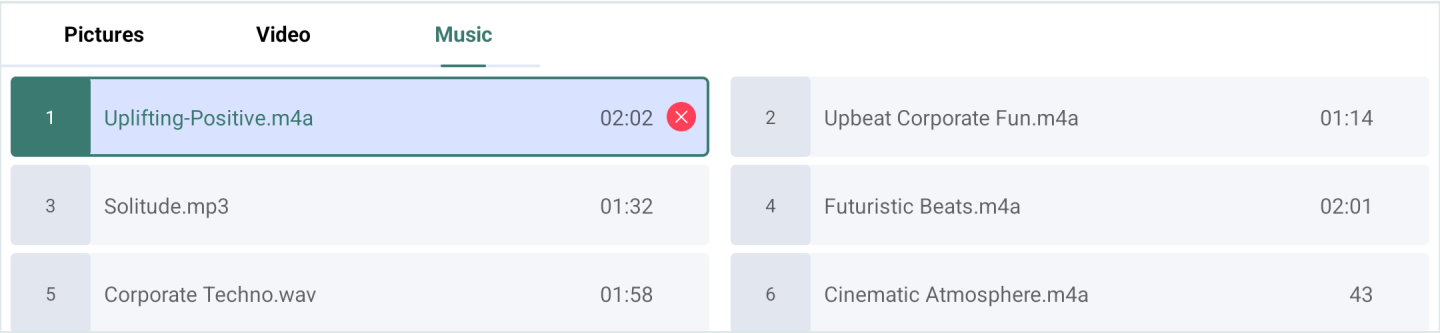
2. Once finished, click ✓ to apply edits. Click **Save** in the upper right.

Music

1. Click the **Music** tab to view all the music in the Media Library.

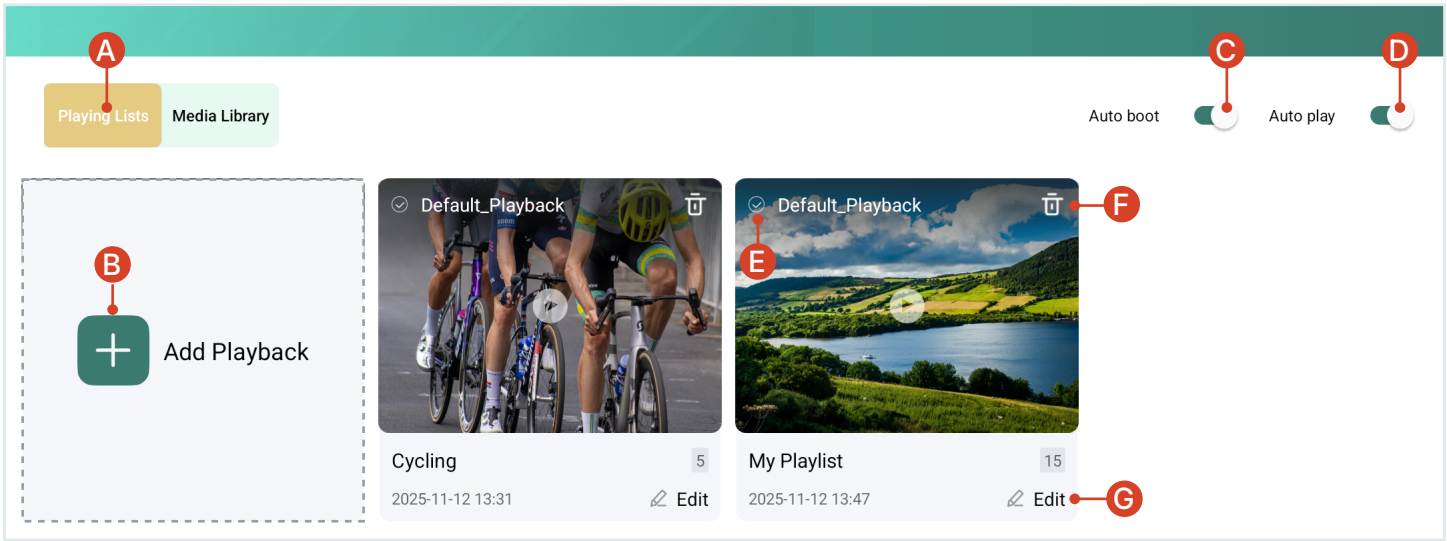
- To delete a track from your music library, select the track and click the icon in the corner of the thumbnail.
- Click **Yes** to confirm deletion.

The music is removed from your library and any playlists.



Playing and Managing Playlists

Click a playlist to launch it in full screen.



A	Access all playlists.
B	Create a new playlist.
C	*Auto-Boot:* Automatically launch DIVIEX when the digital signage is powered on.
D	*Auto-Play:* Automatically play the default playlist when DIVIEX app is launched.

E	Make this playlist the default for automatic playback. If no playlist is selected, the left-most playlist is the default playlist.
F	Delete this playlist.
G	Edit this playlist.

File Explorer

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



Explorer

File Explorer Toolbar



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

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

Editor

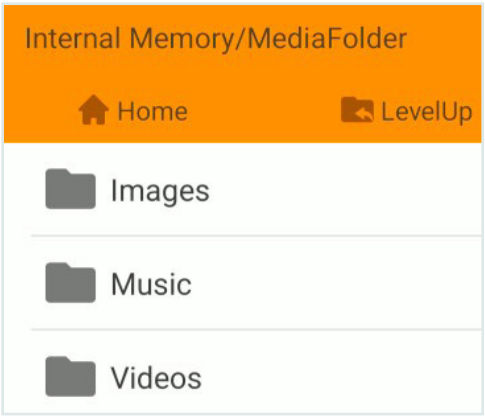
Click **Multi** to enable file selection. Click the file or files, then click **Editor** to open the options menu.

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



DIVIEX MediaFolder Storage

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



System Assistant

The System Assistant app provides access to select hardware-level settings.

The top status bar displays device information, including the System Assistant app version, MCU version, and firmware version.



System Assistant

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

Rotating Screen

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



Rotating screen

Timing Strategy

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



Timing strategy

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

Timing Strategy Options

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

Schedule Types

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

Power Timing Modes

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

Self Starting

Select applications to automatically launch upon system start.

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



Self starting

System Security

Set a PIN combination to secure the digital signage.

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



System security

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

Other Settings

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



Other settings

- **Time and Date.** Manually set the time and date of the device's internal clock.
- **Speaker Power.** Adjust the power and resistance unit to the device's speakers (if applicable).
- **USB Switch.** Turn the USB ports on or off.
- **Energy Saving Switch.** Enable for Energy Star® rated products only. Select **Open** to enable.
- **DPI.** Adjust the DPI of the LCD display.

Screen Set (Technician Use Only)

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



Screen set

Wallpaper Switch

Select applications to automatically launch upon system start.

TIP: Adjust wallpaper from the Android Settings.



Wallpaper switch

Software Upgrade

No function.



Software upgrade

Reference

Technical Specifications

PANEL	Screen Size	21.5 inches
	Light Source	LED (Direct)
	Screen Type	LCD
	Aspect Ratio	16:9
	Display Resolution	1920 x 1080;
	Brightness	400 nits
	Contrast	1200:1
	Response	8ms
	Refresh Rate	60Hz
	Viewing Angle	178° (H)/178° (V)
	Color Saturation	72%
	Viewable Area	10.3” x 16”
	Chromaticness	16.7M
POWER SUPPLY	Input Voltage	AC100-240V, 50/60Hz
	Power Consumption	About 28W
ENVIRONMENT	Operating Temperature	32°F ~ 104°F (0~40°C)
	Storage Temperature	-4°F ~ 140°F (-20~60°C)
	Operating Humidity	20~80% RH Non-Condensing

ENVIRONMENT	**Storage Humidity**	10~60% RH Non-Condensing
	Max. Operating Time	18 hours/7 days per week
FUNCTIONS	**Operating System**	Android 14 OS
	Bluetooth Generation	5.2
	Bluetooth Frequency	2.4Ghz
	Wi-Fi Generation	6
	Wi-Fi Frequency	Dual-Band 2.4Ghz, 5Ghz
	Speakers	10W x2
	Software	DIVIEX 2.0
	Processor	Rockchip RK3576
	RAM	8GB DDR5
	ROM	64GB
	Decoding Resolution	1080P
	Playback Mode	Slideshow
	Touch Support	10 pt. PCAP Touch
	Supported Video Files	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
	Supported Image Files	JPG, JPEG, BMP, PNG, GIF
PORTS	**Ethernet LAN (RJ45)**	1
	HDMI In/HDMI Out	N/A
	Headset	1
	USB-C	1
	USB	2.0 x2
	12V DC	1
	TF	N/A

STRUCTURE	**Net Weight**	22lbs
	Assembly	Fully Assembled
	Gross Weight	33lbs
	Unit Dimensions	22.8” x 13.5” x 13.1”
	Package Dimensions	29.0” x 17.0” x 1
	Package Type	Carton
	Shell Material	Steel, Aluminum, Tempered Glass
	Shell Color	Black
OTHER	**OSD**	English
	Warranty	1 Year Mfg. Limited
	Cord Length	60 inches

Care & Cleaning Guide

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

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



Use the **microfiber towel** to remove smudges and fingerprints.



Additional Cleaning Instructions and Tips:

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



All Purpose Cleaners



Ammonia-Based Cleaner



Isopropyl Alcohol over 60%



Abrasive Cleaners



Digital Screen Cleaner

Firmware Updates

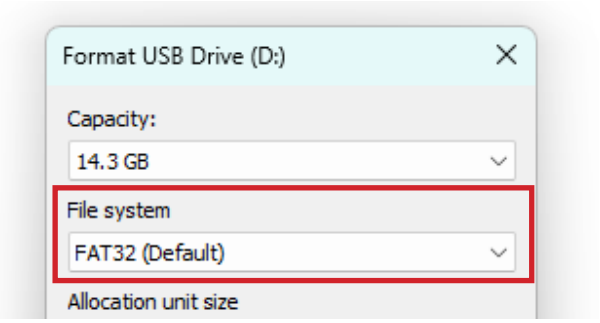
Firmware updates help resolve performance issues or compatibility with 3rd party apps. Before updating your device's firmware, identify the Android OS version number and the product SKU.

- **Android version**: Go to ***System Settings > About Tablet > Android Generation***.
- **Product SKU**: Found on the product information sticker and the user manual cover page.

IMPORTANT! Please save all important files from the device before beginning the firmware update. While a factory reset is not typically required for firmware updates, it is sometimes necessary to complete the process.

Step 1: Prepare a USB drive.

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

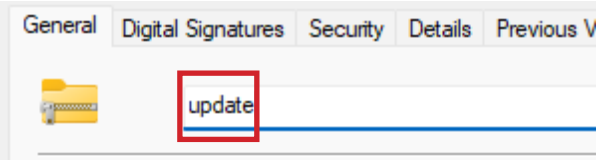


Step 2: Download the firmware package.

1. Go to the Displays2Go firmware page at www.displays2go.com/Firmware-Updates.
2. Select the firmware file listed for your device's SKU and Android operating system.

IMPORTANT! DO NOT attempt to install a firmware package for a different Android version, which can cause critical operational issues.

3. Download the firmware .zip file and copy it to the USB drive. *Do not expand or open the .zip file.*
4. Right-click the .zip file and rename it '**update**' (all lowercase).
5. Safely eject the USB drive.



Step 3: Install the firmware.

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

Troubleshooting Guide

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

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

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

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

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

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

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

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

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

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

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

*: Other accessories include the instruction manual.

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

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

Waste Electrical and Electronic Products Recycling and Disposal Regulations

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

FCC Compliance Notice

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

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1)this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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