

DISPLAYS2GO



User Manual

38" x 25" Outdoor dvLED Dual-Sided Digital Signage

SKUs: DW038SVB25

Version 1.1

FCC ID: 2ASCB- DW038SVB25

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.



Scan the QR code to access product resources and view 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, to ensure long time reliable running of components inside the enclosure and prevent overheating. Do not block the openings when placing the unit.
- Do not place the Digital Signage in environments subject to 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.
- Do not disassemble the Digital Signage without permission, or else it may cause electric shock or fire. Please ask qualified technician for repair.



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.
- Before cleaning the Digital Signage, please pull out the power plug and 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 screen ruptures and the liquid splashes on the skin, please 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 properly: Use 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.

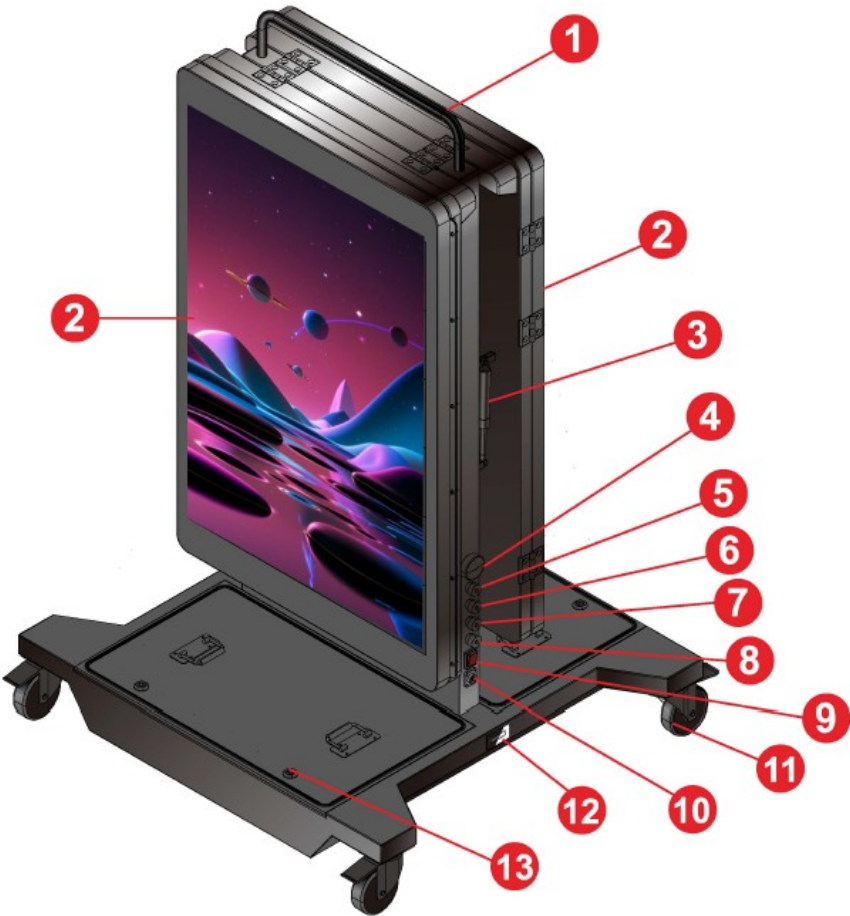
The technical specifications printed herein and on the packaging are subject to change without prior notice. The manual may be slightly different from actual operation, and the latter is applicable.

Packing List

Name	Qty.
LED Digital Sidewalk Sign	1
58.4V 15A Charging Adapter	1
Locking Caster Key	2

Name	Qty.
Battery Lock Key	2
User Manual	1

Product Diagram



Label	Name	Label	Name	Label	Name
1	Handle	5	Ethernet (RJ45) Port	9	On/Off Switch
2	LED Screen	6	USB 3.0 Port	10	Charging Port
3	Air Lift Rod	7	HDMI In	11	Locking Wheels
4	Antenna	8	HDMI Out	12	Battery Level
				13	Battery Case Lock

Transporting the Signage

SAFETY INFORMATION

- 2 people are required to safely transport the signage.

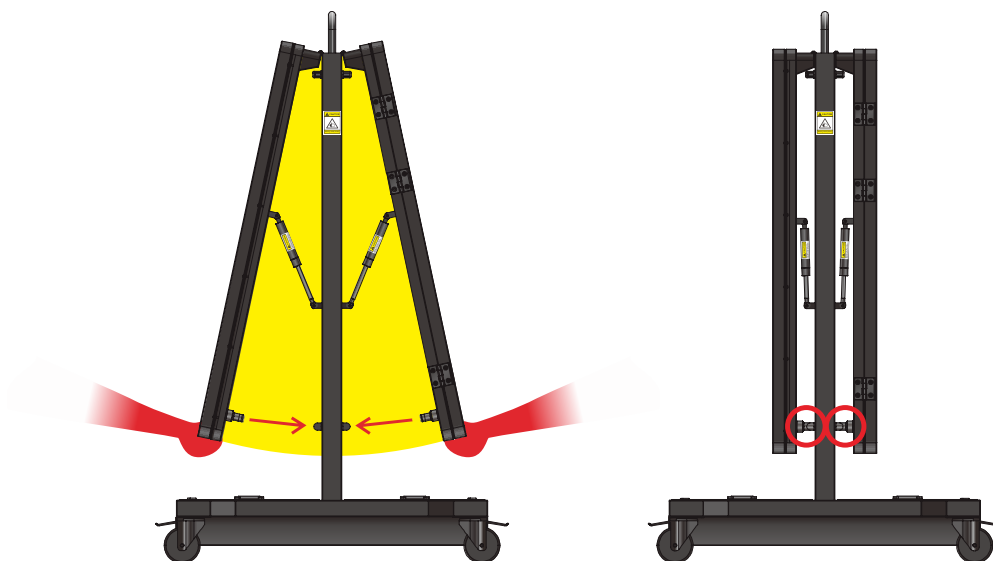
Opening the Signage

To open the screen, firmly pull up from the bottom center of the screen.



Closing the Signage

Press down from the bottom center of the screen until it connects to the bumper.



Pinch hazard! Avoid placing hand in yellow marked locations and avoid air lift rod during closure.

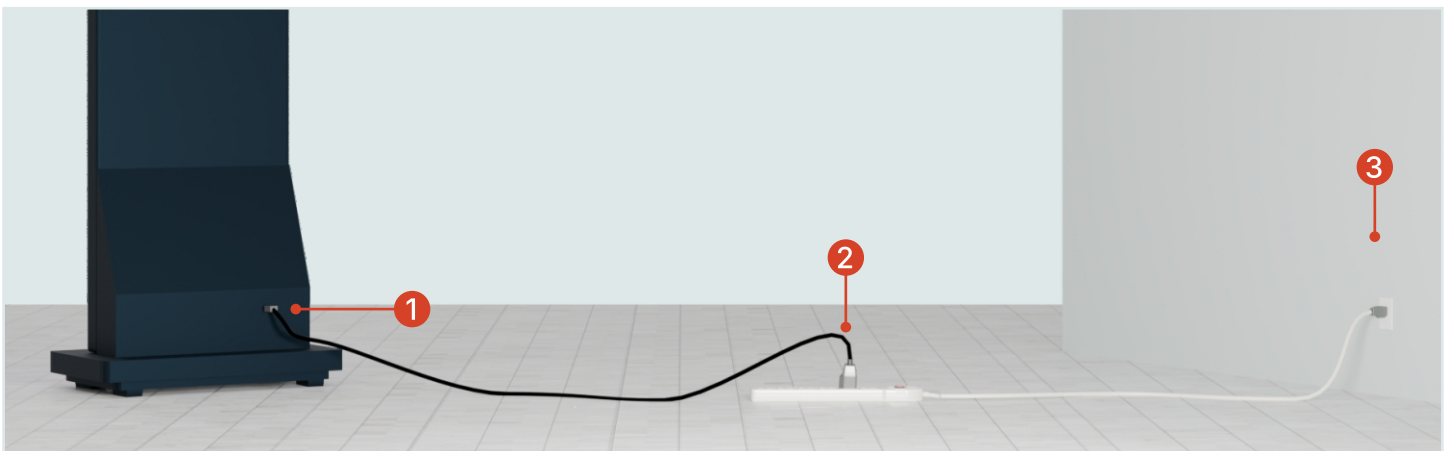
Operation

Power

Connect to Power

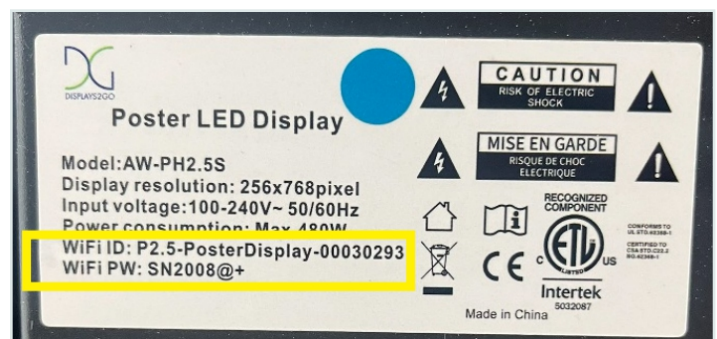
1. Plug in the digital signage or charge battery to a minimum of 30%.
2. Use a power cord with an internal circuit breaker to prevent potential damage to the unit (see example photo).
3. Turn screen on with I/O switch.

After a brief pause, the LED screen lights up and the IP address is active. To display content, you must first load a playlist.



IP Address

After powering on the unit, connect to the dvLED signage using its IP address. On your computer, open the list of available Wi-Fi networks, select the unit's network name, and enter the login credentials. The Wi-Fi information sticker on the back of the signage lists the network name and password. See the example photo.



Rechargeable Battery

SAFETY INFORMATION

- The battery case is key-locked and intended for maintenance access only.
- Do not disassemble the battery.
- Do not expose the battery to fire or water.
- Only charge with provided 58.4V 15A charger.
- Do not reverse the positive and negative terminals of the battery.
- Avoid overcharging or over-discharging the battery.
- Avoid heavy impact or crushing of the battery.

The unit can operate while plugged in or on battery power.

- **To see battery level**, refer to the Battery Power Indicator on the unit.
- **To charge unit**, connect AC Power Cord to charging adaptor. Insert into charging port of unit, then connect to outlet. A full charge lasts approximately 12 hours. It takes approximately 10 hours to charge the battery to full.
- **To store the unit for an extended period of time**, it is recommended to charge the battery to at least 30% and recharge the battery each month in storage to at least 30%. This will preserve the life of the battery.



Display Media with ViPlex Express

To display content, you first need to create and publish a content playlist, known as a 'solution' in ViPlex Express software. ViPlex Express is a program for creating, editing, and displaying content on your LED unit.

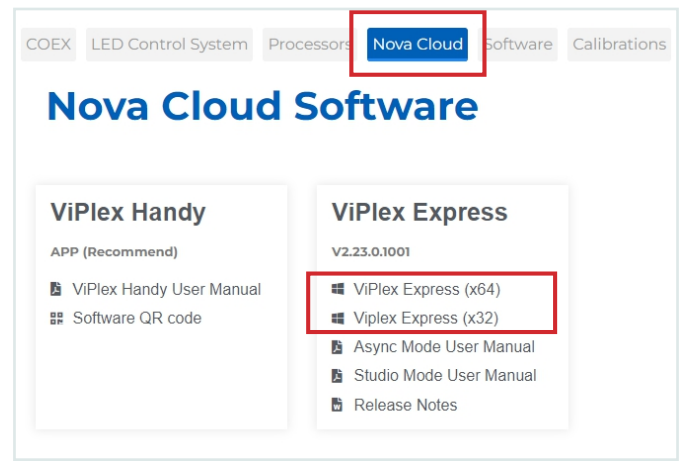


ViPlex Express

- **NOTE:** The ViPlex software appearance may vary from the screenshots included in this manual. Refer to the official ViPlex user manual on the product page for the most up-to-date visuals and instructions.

Step 1: Download ViPlex Express.

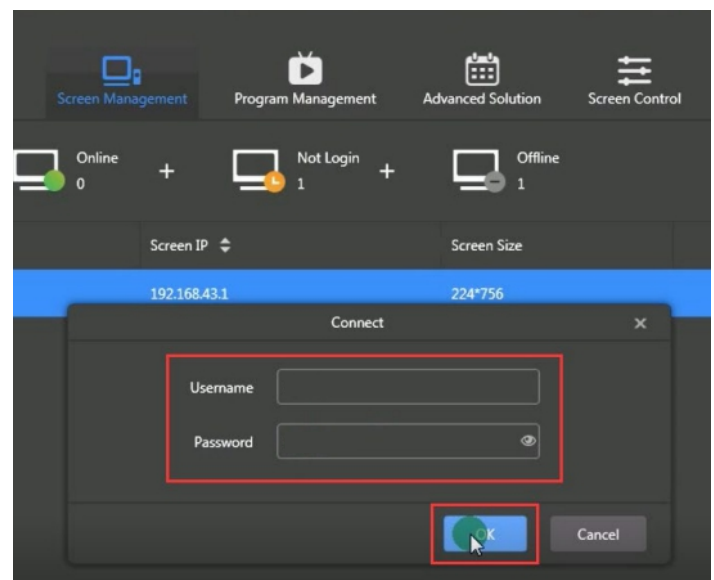
1. Go to www.novastar.tech/download/download.html?catid=7
2. Click the **Nova Cloud** tab, then, scroll to **ViPlex Express**.
3. Download and install the ViPlex Express software. You may also download the **User Manual** here or on the Displays2Go product page for more details on how to operate the software.



4. After downloading, choose **Async** mode or **Studio** mode.
 - **Studio Mode:** Connect a Computer and Synchronously Play Content.
 - **Async Mode:** Play Content from a Multimedia Player, Connected USB, or Wireless Playback.

Step 2: Connect your signage to ViPlex.

1. Open ViPlex Express application after powering the dvLED signage on. The IP addresses of all units appear listed in the Screen Management tab.
2. Choose an available unit from the list, then click **Connect**.
3. Enter the username and password (see Wi-Fi information sticker).
4. Click **OK**.



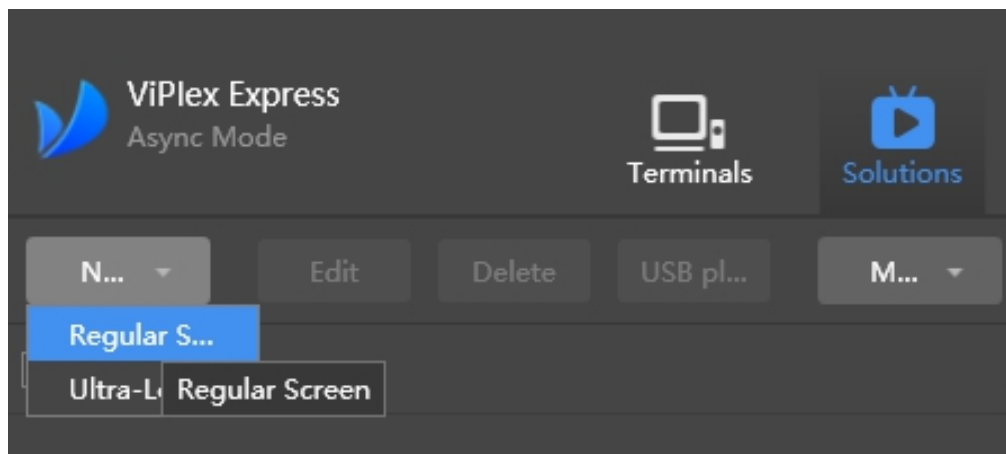
Step 3: Create New Solution.

1. In the Solutions tab, click **New** in the top left corner, then click **Regular Screen**.
2. Name the playlist and select the unit from the terminal list.
3. Click OK. The Solution Information dialog box appears.
4. Enter the applicable dimensions for solo- or dual-screen presentation (see table).
5. Click OK. The Solution Editing window opens.

Screen	Width	Height
Both Screens (Default)	512	384
Single Screen	256	384

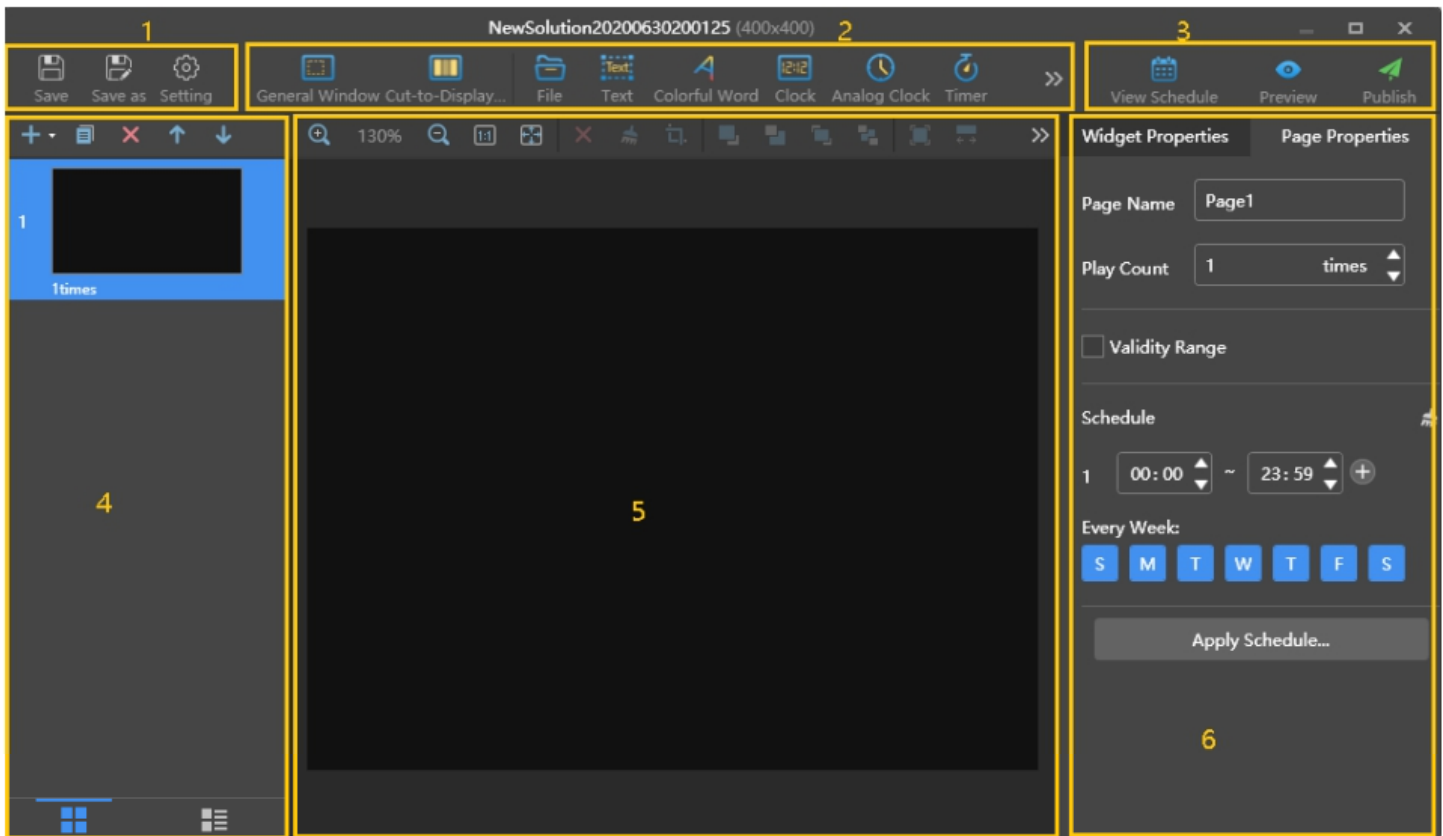
- **TIP:** You can also set a resolution by clicking Specify Terminal and the resolution will be the same as the resolution of the terminal you select.

From here, you can add content, edit settings, and personalize the solution with widgets and customizations. With the page selected, add content from the + drop down menu in the Window menu in the sidebar, or use the tools in the ribbon, shown on the next page.

The screenshot shows the 'Solution Information' dialog box. It has a title bar with a close button (X). Inside, there is a 'Solution Name' field with the text 'NewSolution20200630200234'. Below this, there are 'Resolution' settings for 'Width' (400 px) and 'Height' (400 px), each with a small up/down arrow. To the right of these is a link that says 'Specify Terminal >'. Below the resolution settings is a 'Remarks' text area. At the bottom right of the text area, it says '100character(s) remaining'. At the very bottom of the dialog are 'OK' and 'Cancel' buttons.

Solution Editor

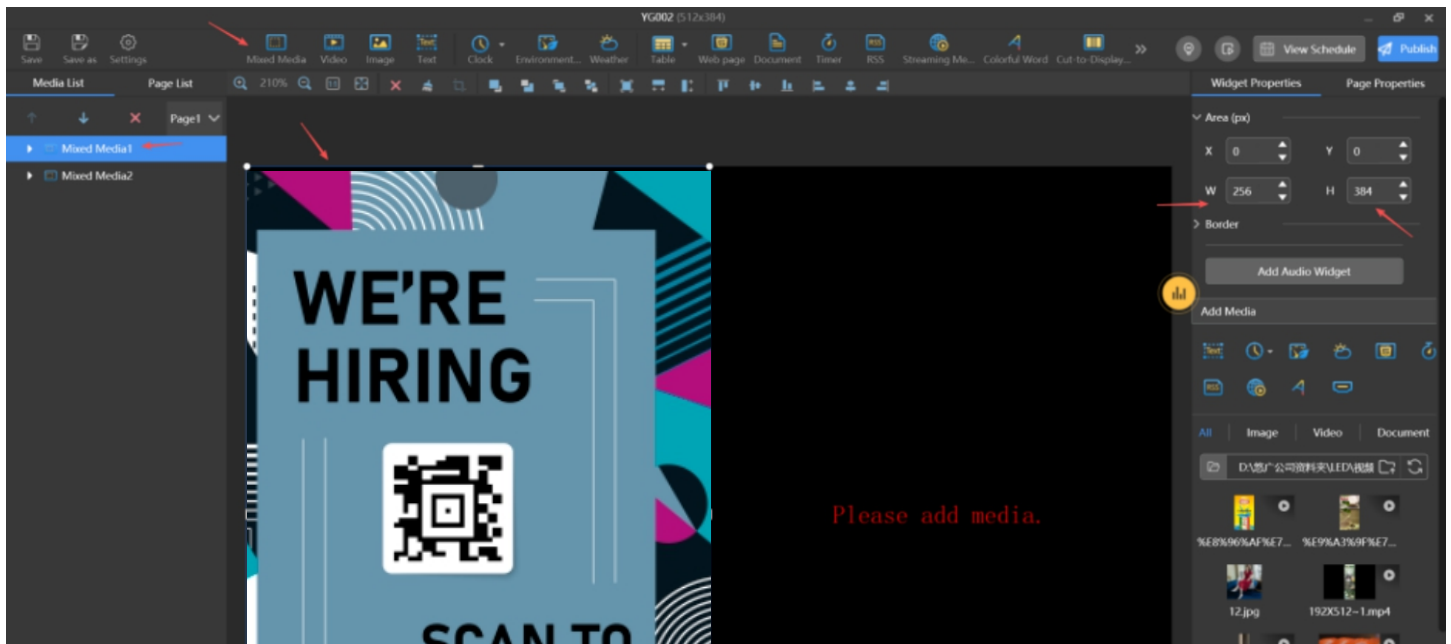
NOTE: See next page for instructions for creating content on dual screens.



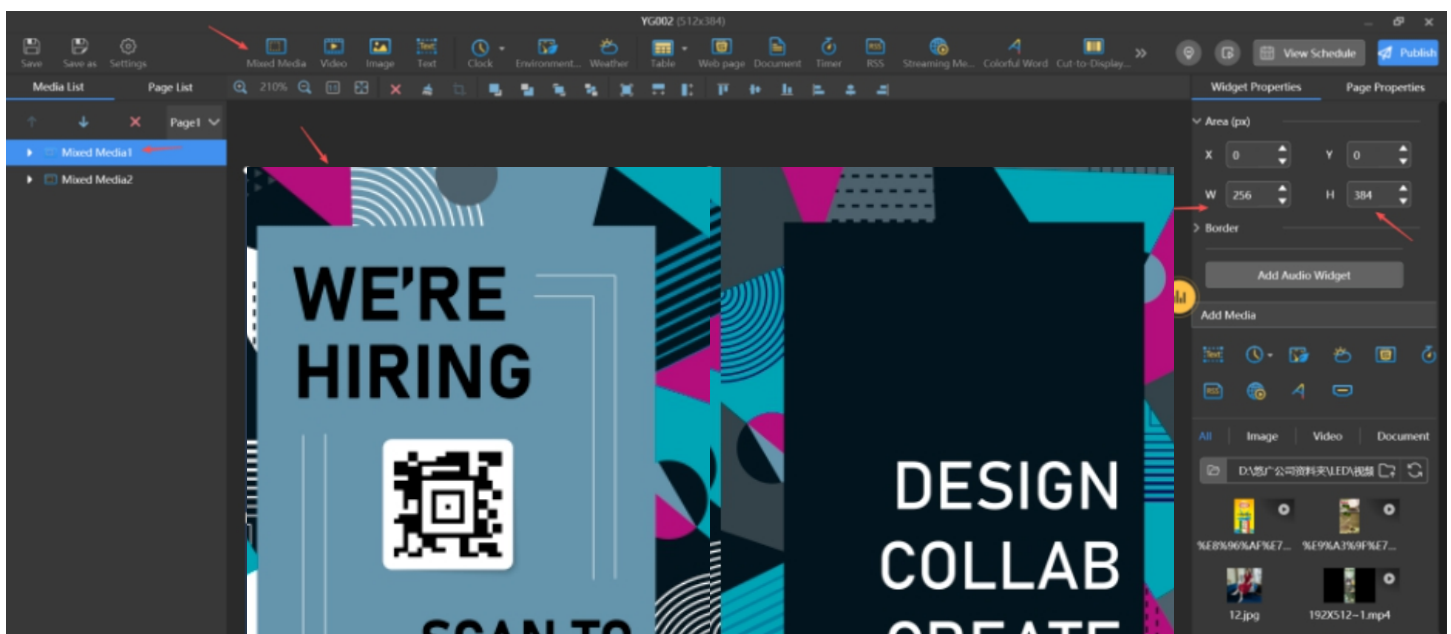
1	Save the solution, save a new copy of the solution, or edit solution settings.
2	Customize the page by adding media, text, widgets, and more. Click File to insert images or video on the page. NOTE: Image resolution must match solution resolution.
3	Publish the solution, view the solution in Preview mode, or view the scheduled playback of the solution.
4	Add, copy, delete, or reorder the pages in the solution. Use the down arrow next to Add to create or utilize page templates.
5	Page view. Edit and customize the individual page. Arrange content using the alignment tools in the ribbon.
6	Widget Properties: Widgets are the media added to a page. The properties of different types of media vary. Click a widget to select it before editing its properties. Page Properties: Set the name, play count, validity range, and playback schedule of a page. Play Count: Set the number of times to play a page continuously. Validity Range: After this option is selected, the Start Date and End Date parameters are displayed. Expired pages will be skipped during solution playback. Schedule: Allows you to specify the timeslots to play a page and select the days to repeat the playback. If the timeslots of different pages overlap, the pages will be played in order from top to bottom. Apply Schedule: Allows you to apply the schedule of the current page to other pages. You can select multiple pages and apply a schedule to them at the same time.

Displaying Dual Content

1. Create a new solution with the resolution as **Width 512 x Height 384**. Then press **OK**.
2. Click **Mixed Media**.
3. Click **Mixed Media 1** and set the resolution to: X:0, Y:0, W:256, H:384
4. Add your content for the first screen to the Mixed Media canvas.

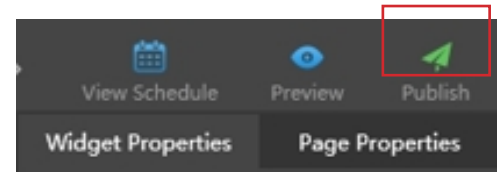


5. Click **Mixed Media2** and set the resolution to: X:256, Y:0, W:256, H:384
6. Add your content for the second screen.



Publishing a Solution

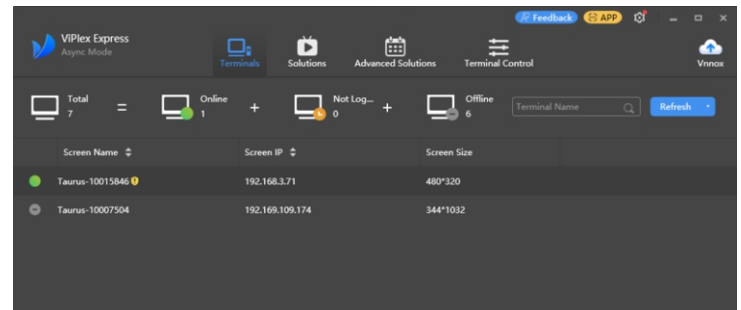
Publish your solution by clicking the green Publish icon. Once published, playlists can be shared to the unit via USB or network connection. Saved solutions can be played via the mobile app (see next page for more details).



Displaying Playlist via Network Connection

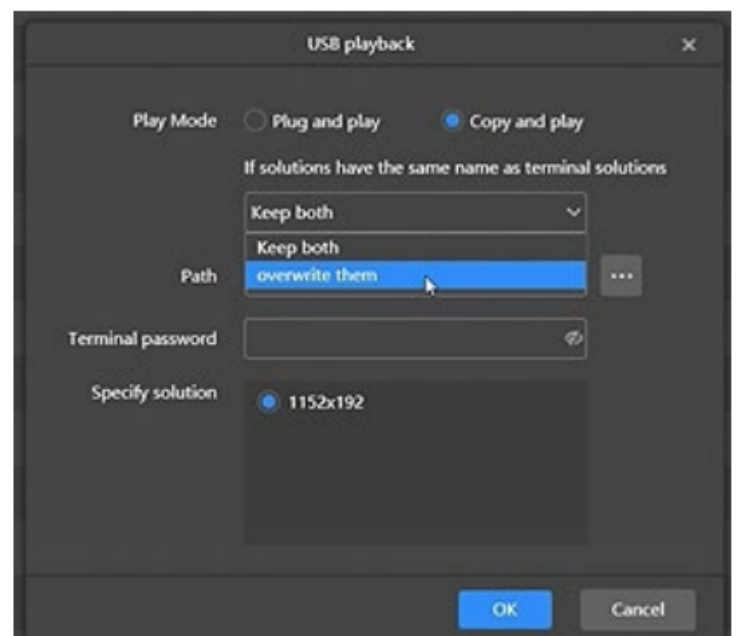
After clicking Publish, the Program Management tab opens.

1. Select the unit from Terminal Name list.
2. Click **Refresh** if unit does not appear listed right away.
3. Then, click **Publish**.
4. Connect to the unit's network to play solution (see next page for more).



Displaying Playlist via USB

1. Insert a USB into your PC.
2. In the Program Management tab, select the solution, then click **Export** to open the USB Playback window. Select a USB Publishing option: **Copy and Play**, and **Plug and Play**.
 - **Copy and Play:** plug USB to copy the playlist to the unit. The playlist will loop play with or without USB in. (You must select Overwrite for this option.)
 - **Plug and Play:** Plug USB to play; remove USB to stop.
3. In Path, select your USB in the file browser pop up window. Click **OK**.
4. In terminal password, enter the unit password (see Wi-Fi information sticker).
5. Click **OK** to finish publishing to USB.



Publishing a Solution

Connect to PC	Connect to Phone
IP Address, Ethernet, or USB	ViPlex Handy mobile app
Create, edit, and publish playlists	Display playlists only

Connect via Wi-Fi

Open Wi-Fi settings on your PC and find the unit IP address. The unit's IP address and password can be found on the Wi-Fi information sticker.



Connect via Ethernet

Insert the Ethernet cable into the Ethernet (RJ45) port of unit, then connect the Ethernet to your PC.

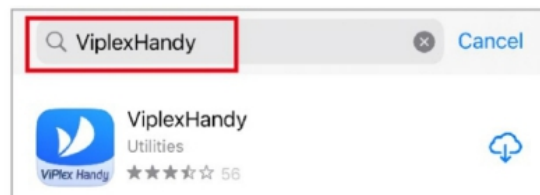
Connect via USB

Publish solution to USB in ViPlex Express (see previous page for instructions). Then, insert USB into USB port of unit. The solution plays automatically.

Connect via Mobile Phone App

The ViPlexHandy mobile app allows you to display solutions you've created in ViPlex Express. To download the app to your mobile phone, scan the QR code below or search ViPlexHandy in your app store. Or, download from the official website:

www.novastar.tech/download/download.html?catid=7



1. Disconnect PC and other devices before connecting on mobile app.
2. Open your phone's Wi-Fi settings and connect to the unit's IP address, using the information found on the Wi-Fi information sticker.

Reference

Technical Specifications

Panel	LED Size	38" Dual Sided
	Light Source	SMD LED (Masked)
	Aspect Ratio	3:2
	Resolution	384mm(H) x 256mm (W)
	Brightness	4500nits
	Contrast	5000: 1
	Response	15ms
	Pixel Pitch	2.5mm
	Viewing Angle	160°/ 140°
	Color Saturation	8 bit
	Viewable Area	37.8"Hx25.2"W (960mm x 640mm)
	Chromaticness	RGB
Power Supply	Voltage	AC 90-132V, 60Hz
	Power Consumption	≤560W per screen (x2)
Environment	Operating Temperature	14°F ~ 113°F (-10~45°C)
	Storage Temperature	-4°F ~ 140°F (-20~60°C)
	Operating Humidity	20~80% RH Non-condensing
	Storage Humidity	10~80% RH Non-condensing
	Maximum Operating Time	24 hours /7 day
Functions	Operating System	NovaStar
	Processor	Nova Star TB40
	RAM	1GB DDR4
	ROM	32GB
	Decoding Resolution	1080P
	Refresh Rate	60 Hz
	Touch Support	No Touch

FUNCTIONS	Supported Video Files	VOB, TS, AVI, MKV, MP4, MOV, 3GP, FLV, DAT, MPG
	Supported Image Files	JPG, JPEG, BMP, PNG
	Supported Audio Files	MP3
	Speakers	15Wx2
	IP Rating	IP55
	Bluetooth	N/A
	Wi-Fi Frequency	2.4Ghz
I/O INTERFACES	Wi-Fi	External x1
	Ethernet (RJ45)	x1 with Outdoor Rated Covers/Caps
	HDMI	IN x1 with Outdoor Rated Covers/Caps OUT x1 with Outdoor Rated Covers/Caps
	VGA	N/A
	Headset	N/A
	USB	USB 3.0 x1 ith Outdoor Rated Covers/ Caps
	TF	N/A
	SIM	N/A
PRODUCT DETAILS	Net Weight	455.7 lbs
	Unit Dimensions	38.4" W x 34.1" D x 60.4" H
	Shell Material	Steel
	Shell Color	Black
	OSD	English

Care & Cleaning Guide

- Avoid strong vibration or impact on the product.
- Don't place the product under direct sunlight which may shorten the service life of the screen.
- Clean screen and product by using a glass cleaner. Do not use harsh chemicals.
- Follow all operation instructions to maintain the life of the rechargeable battery



All Purpose
Cleaners



Ammonia-Based
Cleaner



Isopropyl Alcohol
over 60%

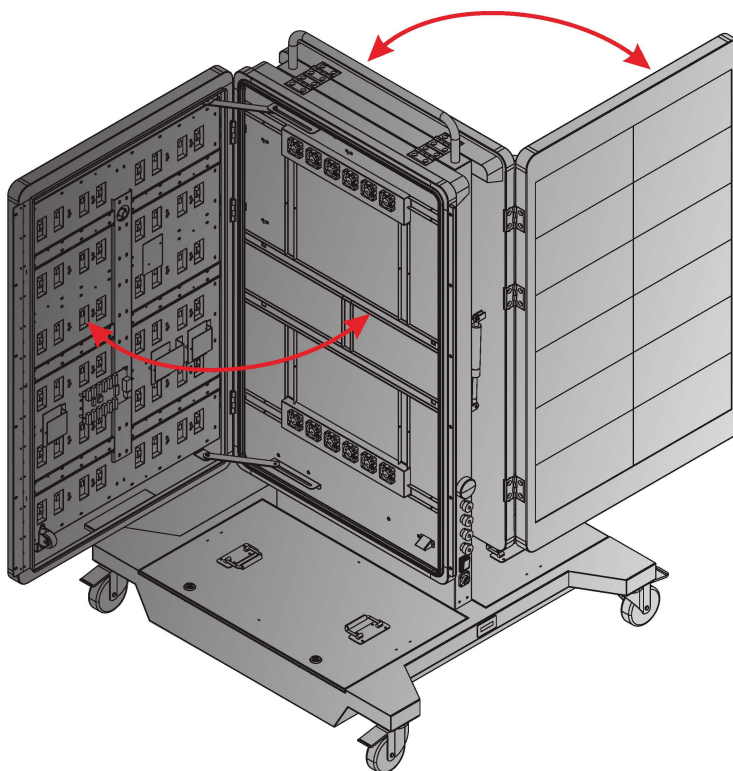


Abrasive
Cleaners



Digital Screen
Cleaner

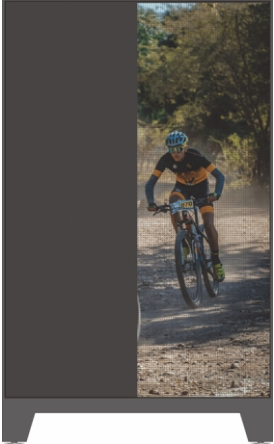
- **TIP:** The LED screens can be opened on both sides for professional maintenance. (Do not attempt to replace or repair circuitry yourself.)



Troubleshooting Guide

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

Entire Screen Is Blank	Probable cause
	- Abnormal electrical power supply of display - Display power not turned on - No video source is switched (synchronous or asynchronous) - Fault on controller or switching power
	Solution - Check Ethernet cable is functioning. - Check power supply and confirm device is powered on. - If problem persists, replace power supply cable. - If problem persists, replace controller.
Blank LED Module	Probable cause
	- Poor module connection - Faulty module
	Solution Contact customer service to schedule a professional maintenance appointment.
Screen is Mostly Blank	Probable cause
	- Poor connection of board power cable - Board input or output signal faulty
	Solution Contact customer service to schedule a professional maintenance appointment.

Screen is Half Blank	Probable cause
	- Faulty power cable connection between switching power supply and module - Faulty switching power supply - Cat5 cable loose between receiving card or faulty Cat5 cable - Faulty receiving card or no power to receiving card
	Solution
	Contact customer service to schedule a professional maintenance appointment.

Color Missing on Module	Probable cause
	Faulty module Signal cable fault
	Solution
	Contact customer service to schedule a professional maintenance appointment.

Disordered or Repeating Images	Probable cause
	Setting error
	Solution
	Reload display configuration files.

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.

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.

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

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

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

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

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

*: Other accessories include the instruction manual.

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

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

Waste Electrical and Electronic Products Recycling and Disposal Regulations

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

FCC Compliance Notice

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

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

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

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

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

FCC Radiation Exposure Statement:

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

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