User Manual

Description: Charging Station with
Double-sided 21.5" Digital LCD Screens

SKU: CHRFLMAXCP, CHRFLMACPS

Scan QR code to visit
the product page:

Operating Instructions for Digital Signage

Note: Before using the product, please read the instructions carefully!
Do not attempt to disassemble this product. If the product does not work properly, please call our Customer Service Department at 1-844-221-3393.

Contents

Features

1. The Mighty Max Floor Charging Kiosk is made for charging up to 10 mobile devices simultaneously.
2. Features double-sided 21.5-inch Digital Screens for advertising with Advertising content management program.
3. The digital signage is embedded with Android 10 smart operating system and unique UI design, bringing you a more convenient operation and better visual experience.
4. Supports a USB mouse, realizing easy manipulation like a computer. Using a mouse for set up is recommended.
5. High-quality LCD screen as the display, no flicker, low radiation, greatly reducing eye fatigue, eye protection, high brightness, high contrast, and wide viewing angle; ultra-fast response time greatly reduces ghosting of fast-moving images.
6. Progressive image processing and industry-leading motion compensation technology improves the flickering and blurring in the edges of motion pictures.
7. Dynamic contrast technology can significantly improve the clarity and contrast of various screens.

Safety Warnings and Precautions

Thank you for purchasing the Digital Charging Station with Double Sided Screens from Displays2go.
We have considered the factors to ensure personal safety in product design and have done rigorous testing at the factory. However, improper installation and use may result in electric shock and fire.
In order 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 damages to the digital signage.

Symbol Legends:
⚠ **Warning: May cause personal injury or death**
🚫 **The operation is prohibited**
⚠ **Caution: May cause damage or property loss**
● **The operation must be executed**

If any of the following occurs:
- Power outage or instable 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.

Turn off the Digital Signage immediately, pull out the plug from the power outlet, and ask the authorized personnel for immediate maintenance.

🚫 **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

- ⊘ ● Do not use power supply other than AC 110V, 60Hz.
  - ● Cut off the power supply before connecting or disconnecting any cables.
  - ● Do not place the Digital Signage on/in an unstable position, or else it may be damaged or cause fire.
  - ● Do not place the Digital Signage in the positions such as:
    1. The environment subject to direct strong sunlight, moisture, extreme temperature or too much dust;
    2. The environment with flammable or explosive materials;
    3. The environment with 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:
    1. Do not modify the power cords;
    2. Do not place heavy objects on the power cords;
    3. Keep the power cords away from heat source;
    4. Do not pull 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.
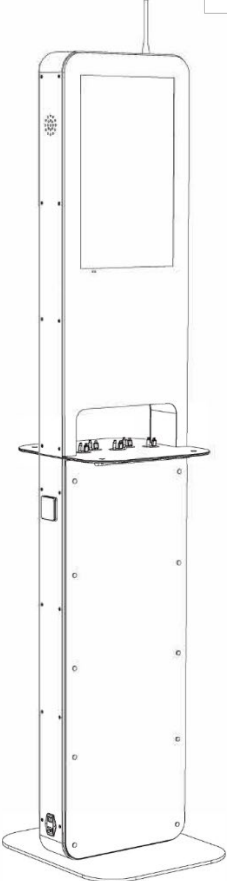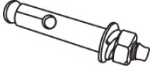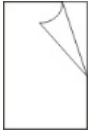
⚠ CAUTION

- This charging station is for indoor use only in a dry area. Do not position in any location near water. Positioning this product outside, or inside in a location near water may cause damage to property or injury to persons. Please read and abide by the 'Safety Warning' carefully.
- Ensure the charging station is assembled and installed in a way that prevents a person tripping over the power cable or the unit falling from its location.
- Please ensure the packing materials are disposed of completely to prevent injury to children.
- Do not install in an area with high temperature, high humidity, or areas where the charging station may come into contact with water.
- Do not install near air conditioners, or in areas with excessive dust, smoke, or vibration. The charging station should be installed on a horizontal, flat surface to ensure it does not fall.
- Do not modify or alter the product in any way.
- Do not use the product, or any parts, if they are damaged.
- All cables and adapters should be connected and disconnected slowly and carefully. Ensure suitable packaging for transport of the product based on its 'Specifications'.
- Do not lean on the charging station.
- Keep the small parts away from children to prevent them from swallowing.
- If the charging station won't be used for a long time, please turn it off and pull out the power plug.
- To adjust the position of the charging station, please disconnect all power cords and move slowly to prevent unit from tipping over.
- Do not scratch or knock the LCD with hard object, or twist and squeeze the LCD.
- Do not turn on the unit immediately when it is moved from a place with low temperature to high temperature, or else it will cause condensation and malfunction.
- Before cleaning the charging station, please pull out the power plug; 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.
- The power of the charging station can be cut off by pulling out the plug.
- If the LCD screen ruptures and the liquid splashes on the skin, please rinse for 15 minutes with clean water immediately, and consult your doctor.
- Use the charging station properly: Use in proper lighting conditions; insufficient lighting or extended viewing may impair your eyesight.
- When the plug or coupler is used as disconnection device, it should be easy to operate the device.
- 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.

CAUTION: Disconnect the power plug before assembling or disassembling the unit!
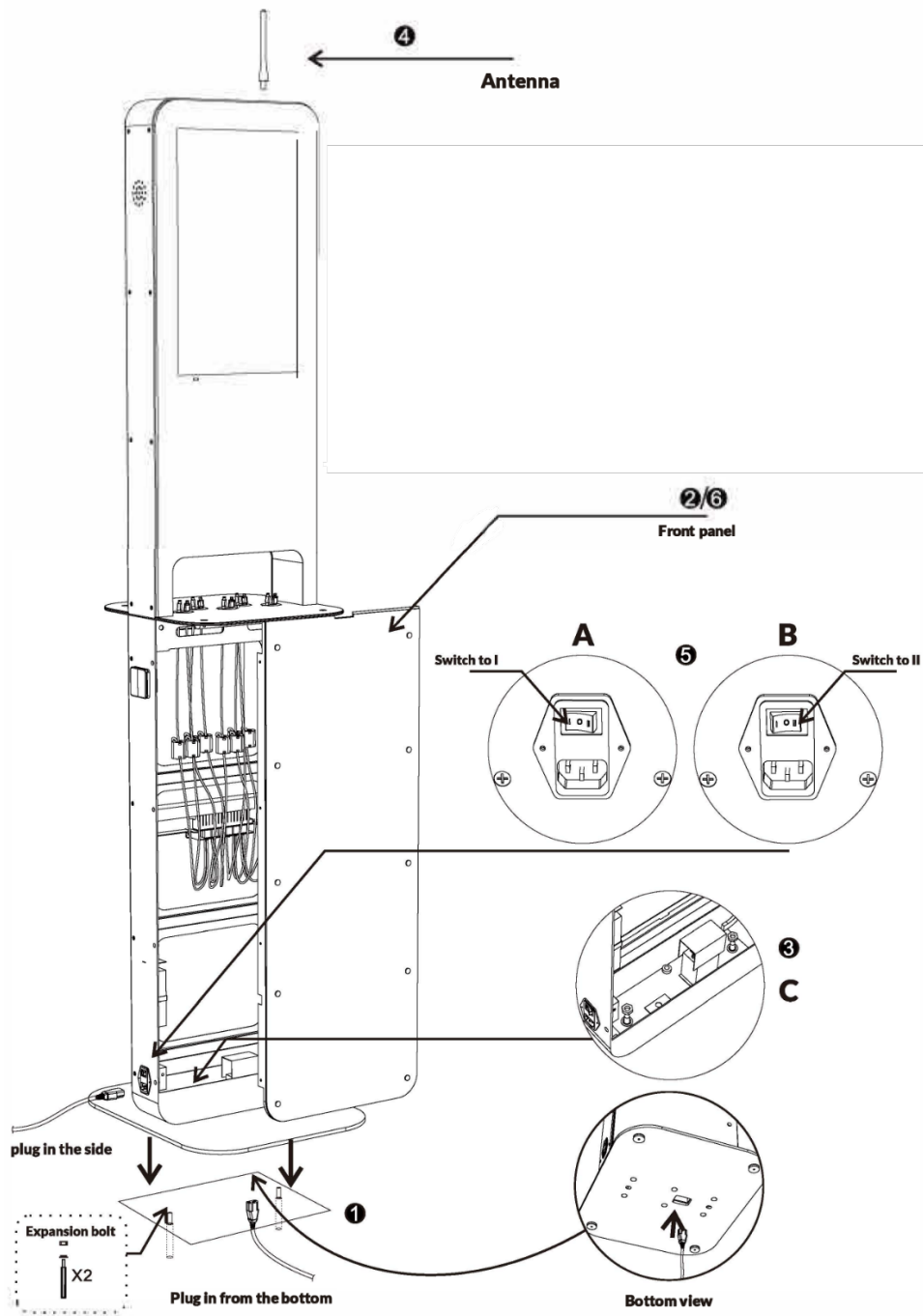
Assembly and Connection

Packing List

| Accessory	Photo	Qty
Digital Charging Station		1
AC Power Cord		1
AC Power Cord Extension		1
Remote Control for LCD Screen		1
Antenna		1
Expansion Anchor (Concrete Floor ONLY)		2
User Manual		1

Installation Instructions

Step 1: Drill holes for expansion bolts.

Step 2: Remove front panel, insert expansion bolts.

Step 3: Tighten the nuts on expansion blots with adjustable wrench (Detail C).

Step 4: Attach antenna on the top of the unit.

Step 5: AC power can be connected in two ways:

      5.1. On the side of the unit: please switch to I (Detail A).

      5.2. Underneath the unit: please switch to II (Detail B).

Step 6: Replace the front panel with all the screws.

❹ Antenna

❷/❻ Front panel

A Switch to I

❺

B Switch to II

❸ **C**

plug in the side

Expansion bolt X2

Plug in from the bottom

Bottom view

Charging Cable Replacement

WARNING: Disconnect the power supply before servicing.

1. Remove 10x screws from the front.

2. Take off the front panel.

3. Identify the cable to be replaced and unscrew the holding plate from the bottom.

4. Remove 2x screws on both sides of the cable clip.

5. Remove the old cable and install a new cable.

6. Secure the new cable with holding plate and hardware.

Cable Tip

Front Panel

Cable Clip
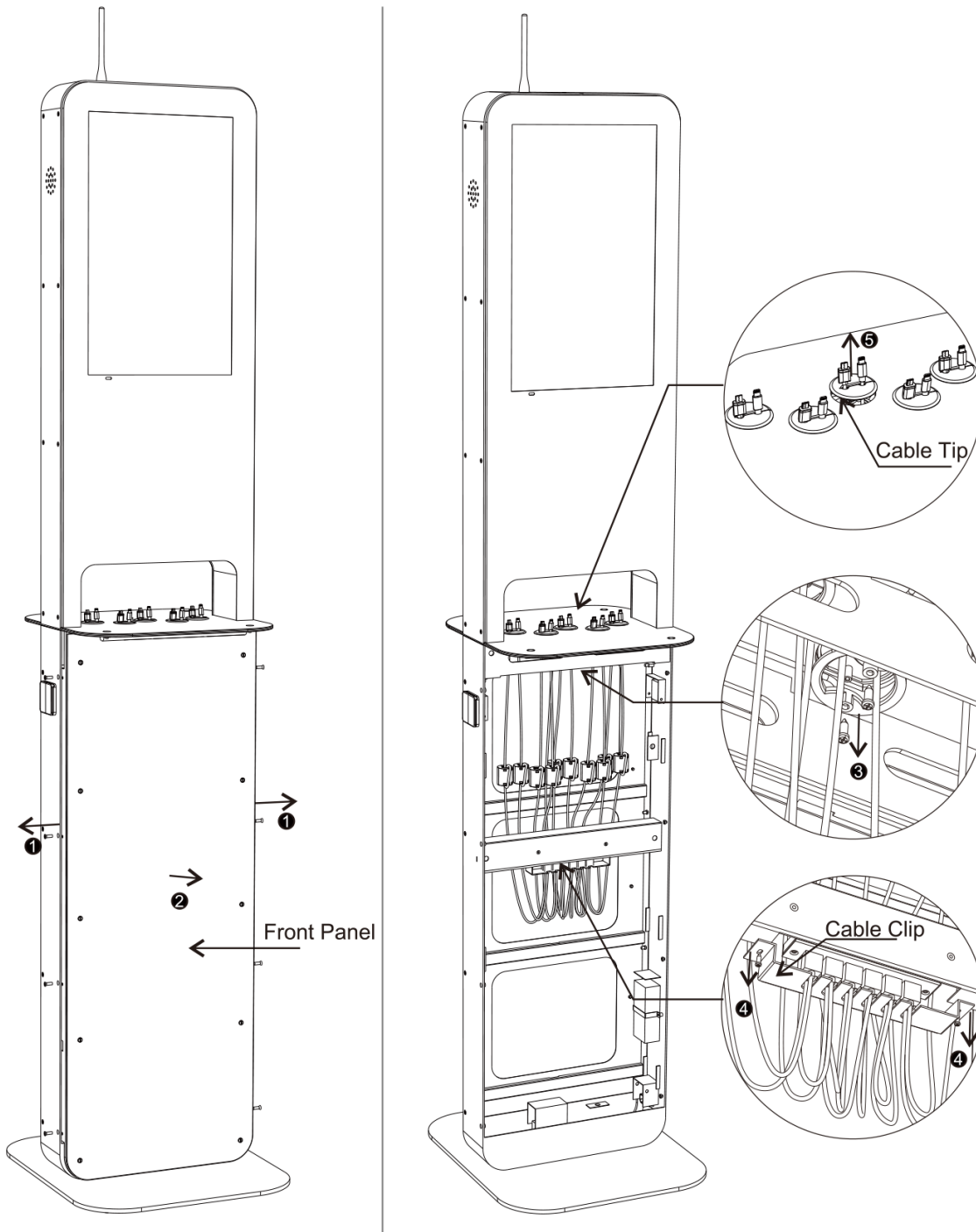
Install Graphics

1. Remove 10 screws from the front panel.

2. Take the front panel off.

3. Remove protective film attached to the front panel.

4. Place graphic behind the front panel.

5. Replace 10 screws to re-attach the front panel.

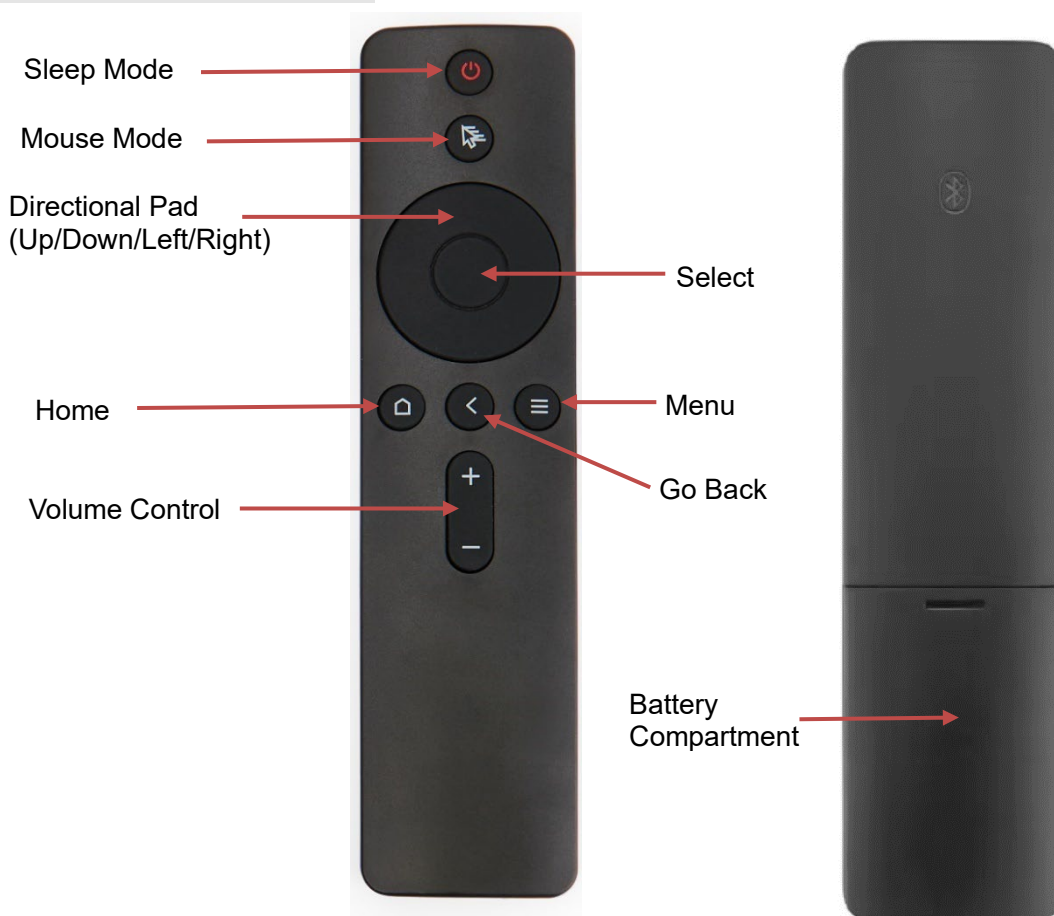6. Replace steps 1-4 for the back panel.

Remote Control of the LCD Screen

Installing batteries for the remote control:

Remove the battery cover and insert two AAA batteries (not included). Ensure that the battery polarity matches the "+"/"-" marks in the battery compartment of the remote control.

Precautions for using the remote control:

- Aim the remote control at the receiver window. Do not place any object between the remote control and the receiver window to avoid interference with the normal operation.
- Keep the remote control away from violent vibration. To prevent heat damage, do not set or place the remote control in direct sunlight.
- The remote control may be invalid when the receiver window of the unit is in direct sunlight or strong lighting. In this case, please adjust the angle of the lighting or the unit or approach the receiver window to use it.
- The range of the remote control will be diminished if the battery voltage is insufficient; in this case, please replace with new batteries; if the remote control won't be used for a long time or the batteries are depleted, please take out the batteries to avoid corrosion due to battery leakage, which will damage the remote control.
- Do not use batteries of different types or mix new batteries with old ones. Always replace the batteries in pairs.
- Do not charge or disassemble, short circuit, heat or burn used batteries. Please dispose of depleted batteries in accordance with local environmental regulations. Do not expose the batteries in overheated environments such as sunlight and fire.

Description of remote control buttons:

Sleep Mode

Mouse Mode

Directional Pad
(Up/Down/Left/Right)

Select

Home

Menu

Go Back

Volume Control

Battery
Compartment

Description of Basic Operation

Power on/Standby

Insert the power plug into the outlet. In power on state, press the " ⏻ " button on the remote control, and the Digital Signage enters sleep mode.
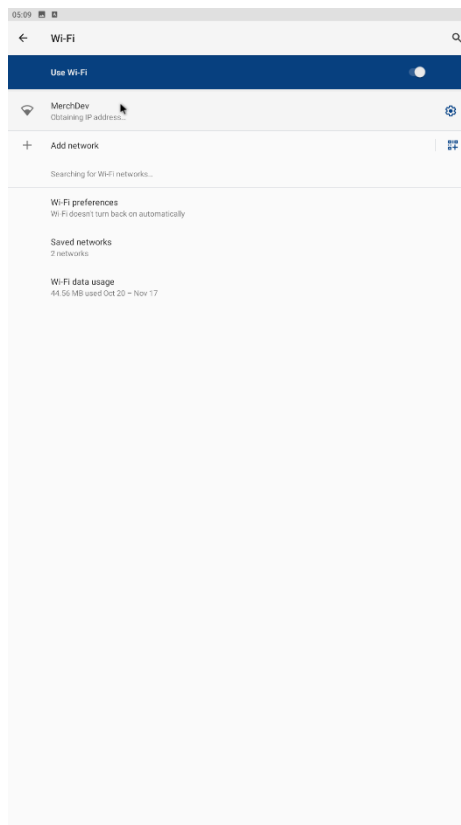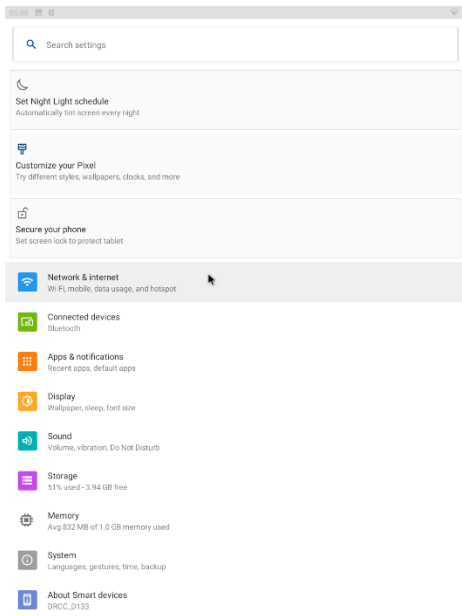
Connect to Wi-Fi

It's recommended to use directional pad button on remote control to navigate on screen contents.

1. Plug unit into electrical outlet.
2. Turn power button at the bottom side of unit to ON.
3. Once the Home screen pops up, select app drawer icon at the bottom (circle with six dots).
4. Select Settings.
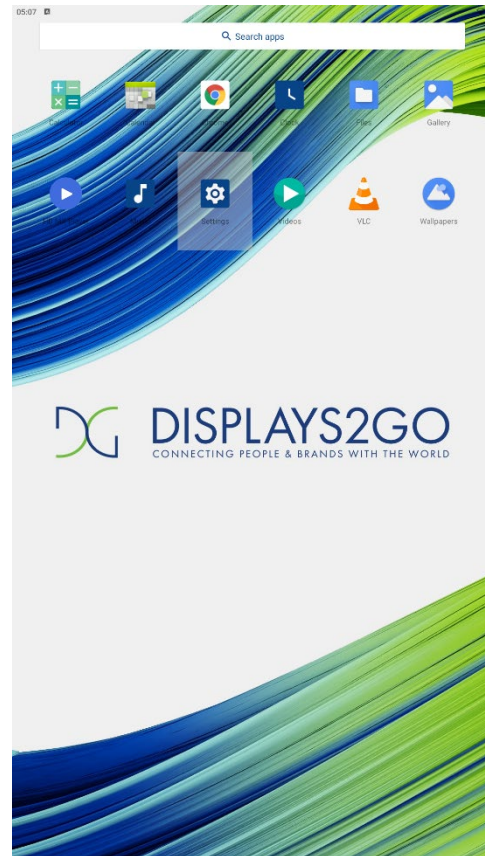
5. Select Network & Internet.
6. Select Wi-Fi.

7. Select "Add Network" and enter your Wi-Fi network and password.
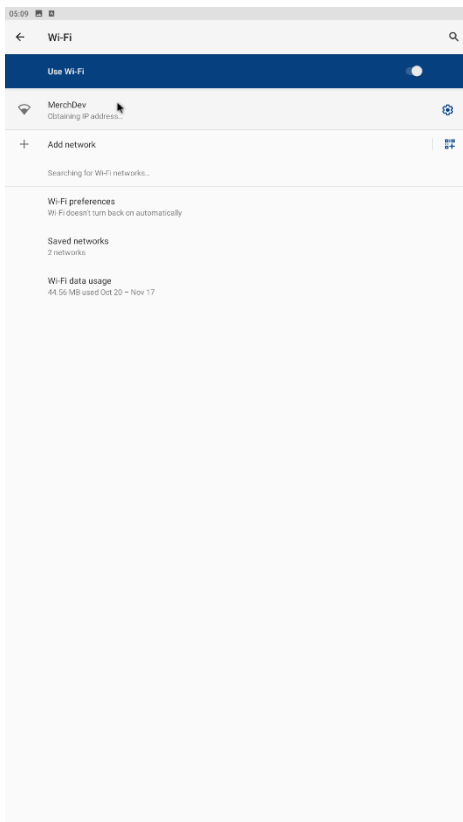
Upload Content:

NOTE: Use remote control for file transferring between USB device and internal storage.

1. Insert your USB flash drive (not included) containing files into USB port under the digital screen.
2. Select app drawer icon. (circle with six dots logo), then select "Settings".
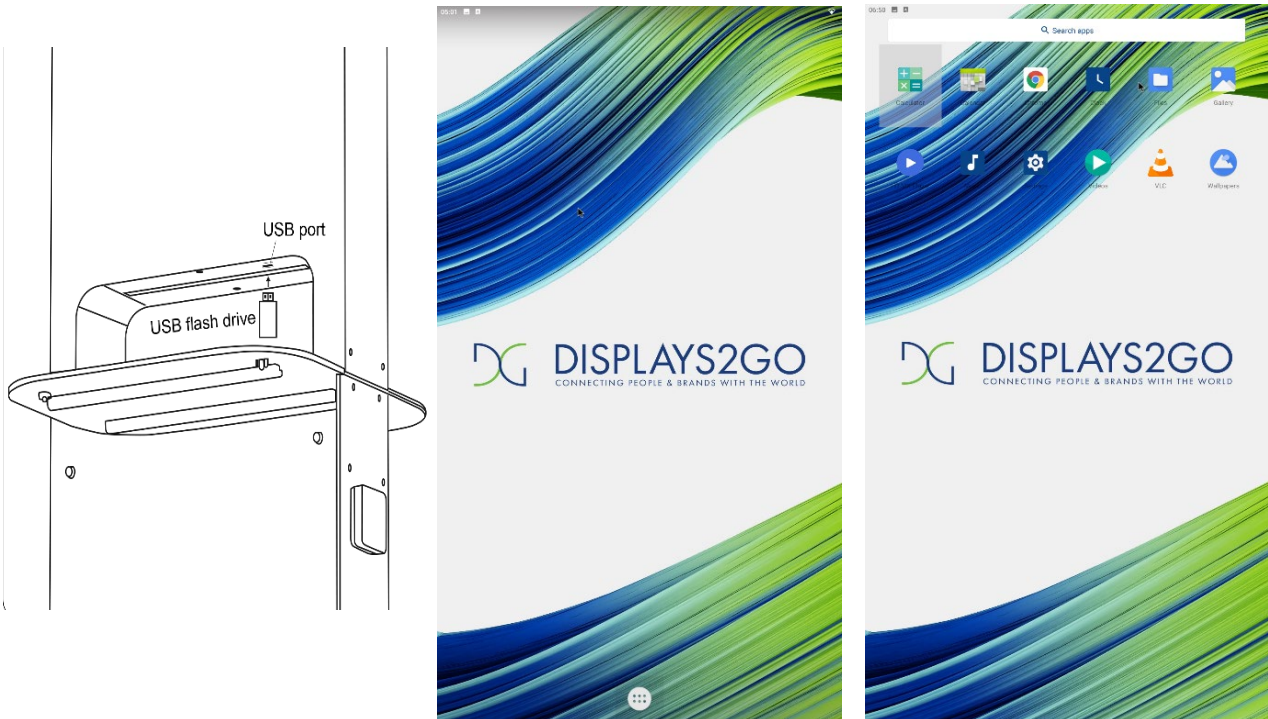

3. Select "Storage" then select your flash drive attached to the USB port.
4. Select file to upload.: Click icon in lower left corner of file to turn it into a blue checkmark.
5. Select "Copy to" from the "More Options" drop-down menu in the upper right corner.
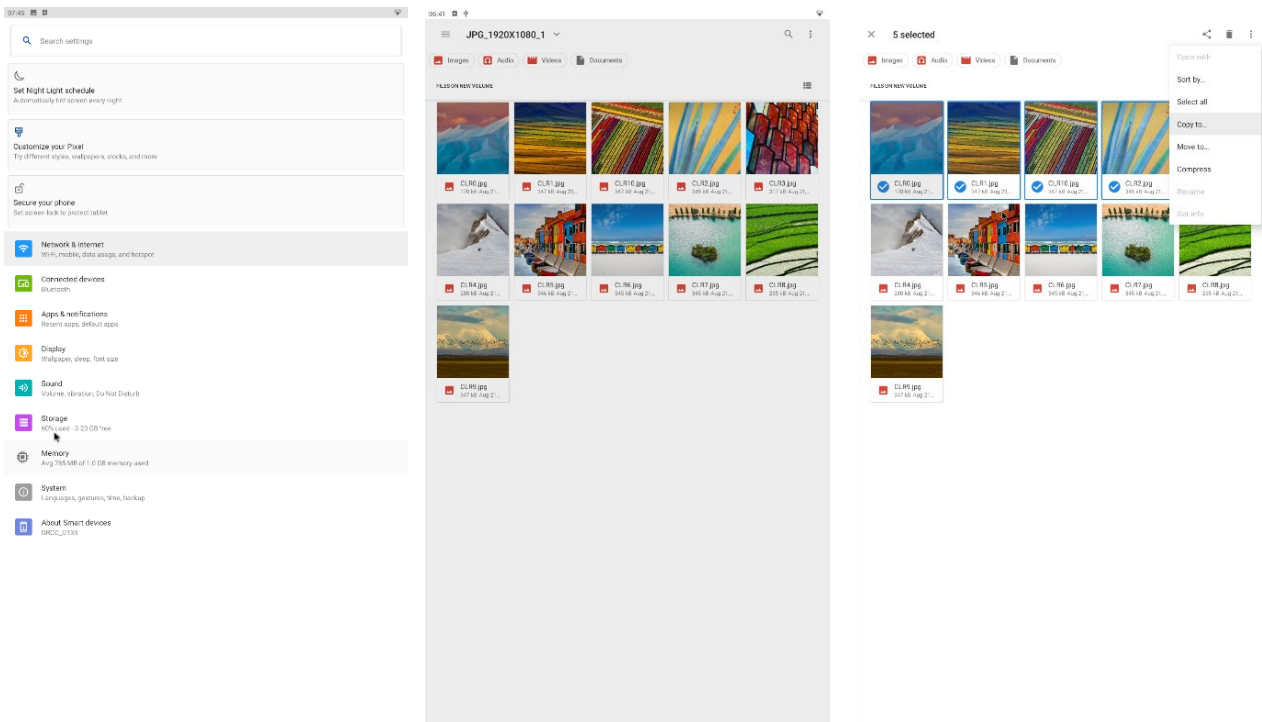
7. Choose the desired destination to store your files and select "Copy" in the lower right corner.
8. Push "Home" button (circle with a house logo) on the remote control and select app drawer icon. Select "VLC Player".
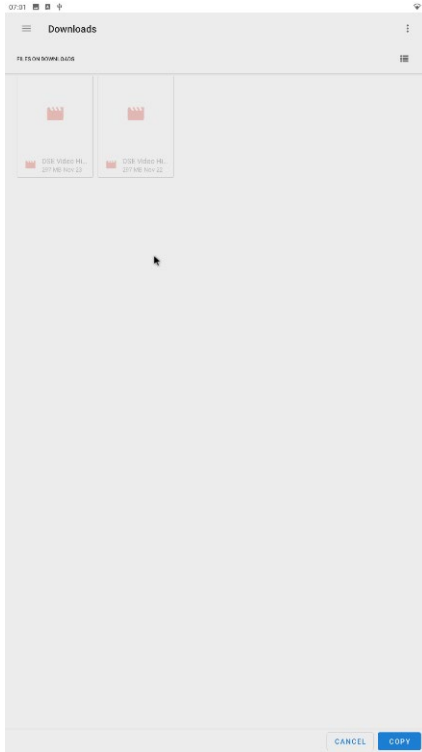
9. Select video and then select "Play" button (circle with a triangle pointing right) in bottom right corner of screen.
10. Push "Options" button (circle with three stacked lines) on remote control. Select "Loop" (double arrow icon) on the screen for continuous play.
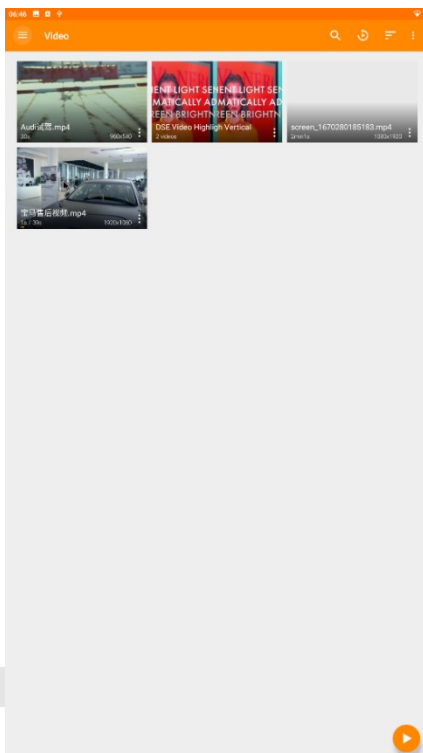
Changing Wallpaper

We suggest using a mouse to change the wallpaper.

Connect a mouse with the digital panel through USB port, then follow the steps below:

1. Click "Setting".
2. At the setting menu, click "Display".
3. At the Display setting menu, click "Wallpaper", then choose a folder.
4. Then select an image you would like to set up as background.
5. Confirm the selection by clicking "Set wallpaper".

File Manager

1. Click the Main Apps button " " in the Home screen to enter the "APPS" menu interface (Fig. 1);
2. Click the "Explorer" icon in the "APPS" menu interface (Fig. 2) and enter "Explorer" menu (Fig. 3);
3. Choose storage in the "Explorer" menu to read the files from different devices.
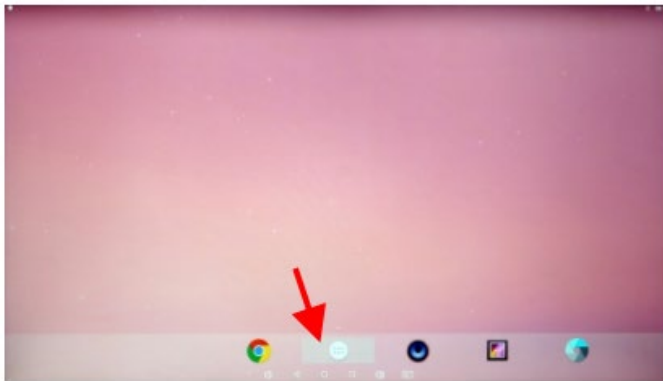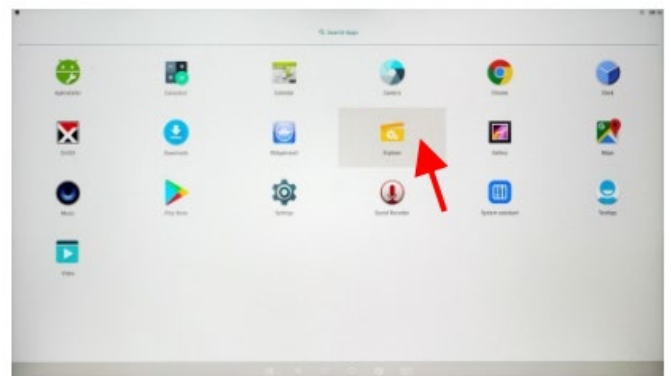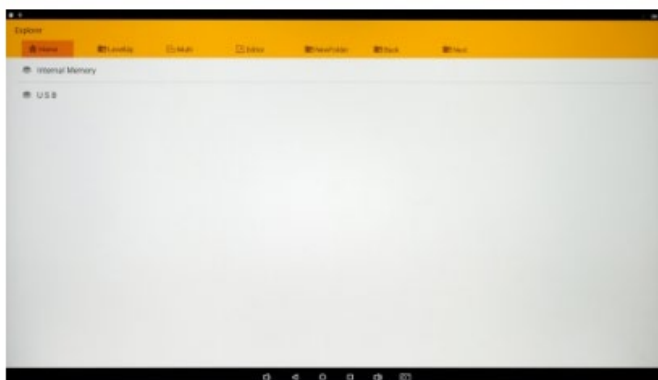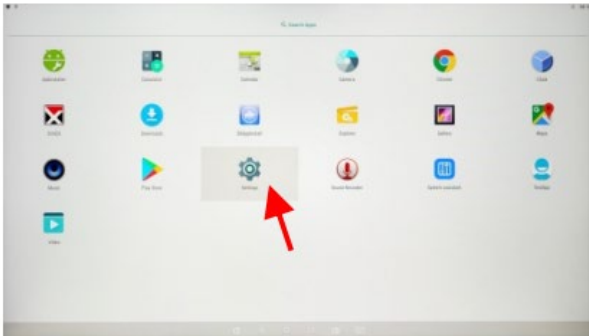

Fig. 1

Fig. 2

Fig. 3

Local Settings

1. Click the App Drawer icon " " in the Home page to enter the "APPS" menu interface (Fig. 1);
2. Click the "Settings" icon (Fig. 1) and enter "Settings" menu (Fig. 2);
3. Click "Wi-Fi" and choose options then set up the WIFI connection (Fig. 3).

Fig. 1

Fig. 2
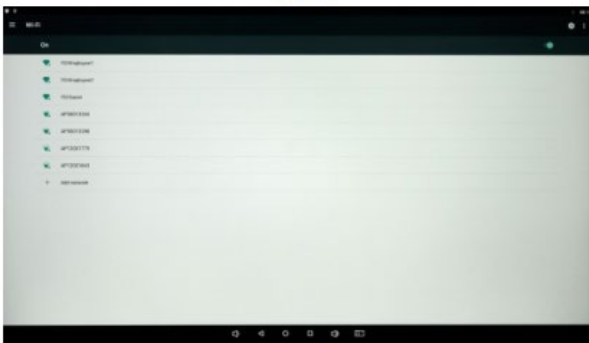
Fig. 3

Description of Settings Interface (shown on the right)

Icon	Function
	WIFI switch
	Bluetooth
	Data usage
	Display
	Notifications
	Sound
	Apps
	Screenshot Setting
	Storage
	Battery
	Memory
	Users
	Location
	Security
	Accounts
	Google
	Languages & input
	Backup & reset

16
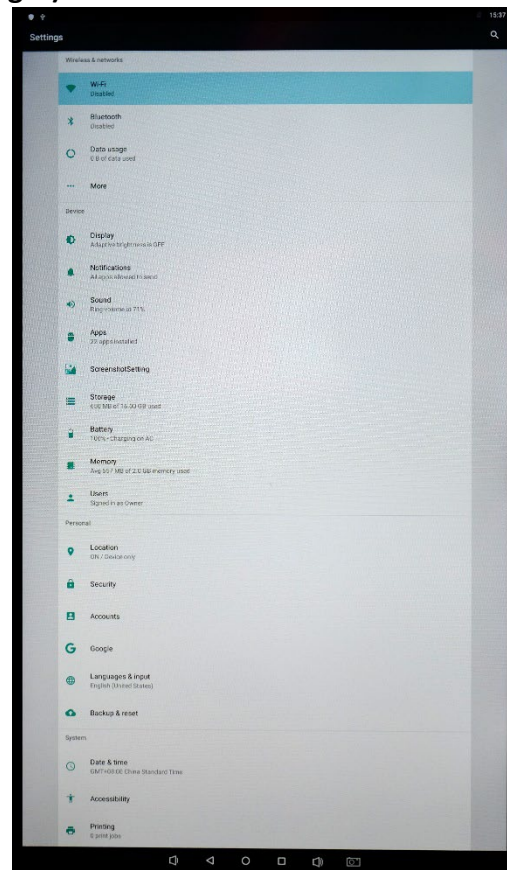
Status of Menu Bar

1. Click the setting (Fig. 1);
2. At the setting menu click the display menu (Fig. 2);
3. At the display setting menu unselect the display navigation check box (Fig. 3);
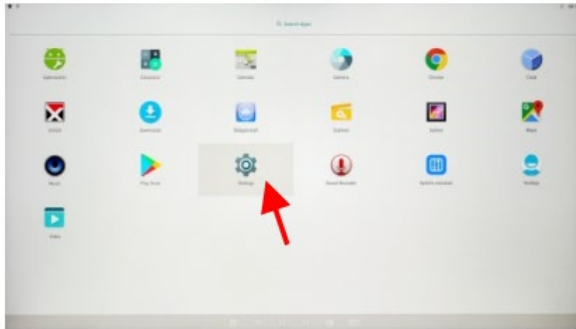
Fig. 1

Fig. 2
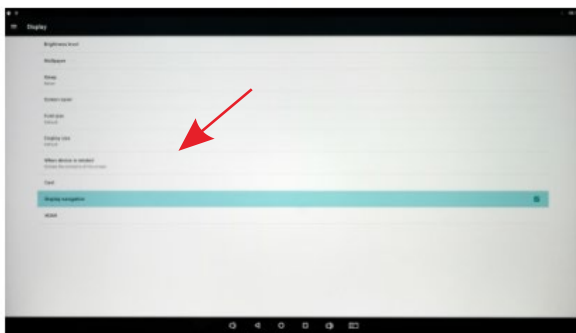
Fig. 3

Factory Reset:

1. Get into Settings, then click "Backup & reset" (Fig. 1);
2. Click "Factory data reset" (Fig. 2);
3. Choose "Erase Tablet", then click "ERASE EVERYTHING" to get the unit to Factory Reset (Fig. 3).

Fig. 1

Fig. 2
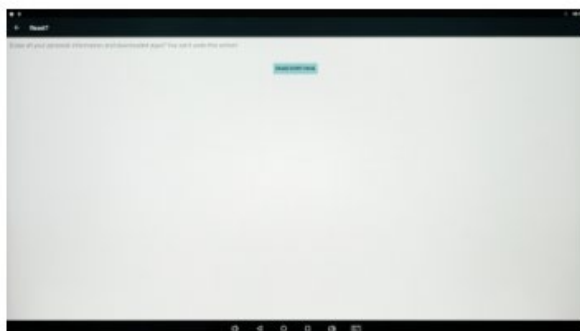
Fig. 3

Choose System Language:

1. Get into Settings, then click "Language & input" (Fig. 1);
2. Click "Languages", then click "Add a language" (Fig. 2);
3. You can add the required system language (Fig. 3);
4. Drag the system language you just added up to the front (Fig. 4)-Please use a mouse to operate.
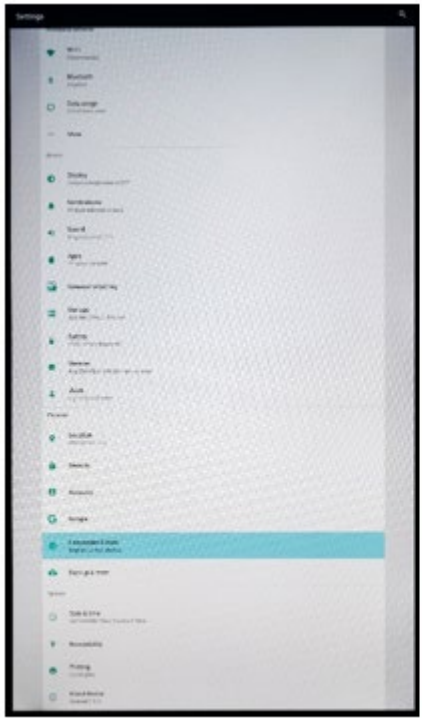
Fig. 1   Fig. 2

Fig. 3   Fig. 4

Technical Specifications

	ITEM	SPECIFICATION
Panel	LCD Size	21.5"
	Panel	A-SITFT-LCD
	Light Source	LED
	Resolution	1920(H)× 1080(V)
	Brightness (typ.)/(min)	250 nits (typ.)
	Contrast (typ.)	3000:1 (typ.)
	Response Time	8ms (typ.)
	Pixel Pitch	248.25 μm (H)X248.25 μm (V)
	Refresh Rate	60Hz
	Viewing Angle	89° /89°
	Display Area	486.64mm x 268.11mm
	Display Color	16.7M
	Color Temperature	6517K
	Aspect Ratio	16:9
	Touch	N/A
Power	Input	100V~240V, 50-60Hz, 10A
	Power Consumption	1000W
	Output	DC: 10X 5V / 2.1A AC: 2X 100~240V / 3A
Environment	Operating Temperature	32~104 °F (0~40 °C)
	Storage Temperature	14~104 °F (-10~40 °C)
Functions	Operating System	Android 10
	RAM	1G
	Internal Storage	8G
	Compatible Network	Wi-Fi, Bluetooth
	Supported Video Files	MP4
	Supported Photo Files	JPEG

Functions	Supported Audio files	MP3
	Player	MX Player / VLC Player
	Speaker	2X 5W
	Remove Control Input/Output	IR/2.4G
	App Installation	Support download and installation
I/O interfaces	Ethernet (RJ45)	N/A
	HDMI	N/A
	VGA	N/A
	Speaker	2
	USB	1
	SIM	N/A

Troubleshooting the Digital Signage

Issue	Probable Cause	Solutions
● 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.	☐ Confirm 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 new electrical device. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
No sound (but picture is working)	➢ 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). ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
No picture (but sound is working)	➢ Content file damaged. ➢ Content format is not compatible. ➢ Screen 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. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
Remote control not working	➢ Batteries not inserted properly. ➢ Batteries are dead. ➢ Standing too close or too far from the unit.	☐ Check that 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 (green dot). ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**

No Wi-Fi signal	➢ Wi-Fi is not turned on in product settings.
	➢ Wi-Fi is not connected to a network.
	➢ Low or no signal from the router.
	➢ Antenna is missing or not pointed upward.
	➢ Damaged PC board.
		☐ Check that Wi-Fi is turned on in settings
		
		   o Click the settings icon from the Android home screen.
		   o Click "Wi-Fi".
		   o Click the on/off icon in the upper right hand corner to turn on Wi-Fi.
		   o "ON" will appear on the upper left hand side.
		   o Select your Wi-Fi network.
		☐ 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 WiFi signal, please contact your internet service provider.**
		
		☐ Unplug or reset the router and wait for 20 seconds. Restart the router and check.
		❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**

Parts missing or Damaged	➢ Parts missed during manufacturing. (No charge for replacements) ➢ Parts lost or damaged by the customer. (There is charge for replacements)	❖ **Contact a customer service representative.**
Having problems with installing software or getting content to play	➢ Did you purchase the DisplayIt!Xpress software from Displays2go? ➢ Did the customer purchase or downloaded another 3rd party software onto the product?	☐ If you purchased DisplayIt!Xpress software from Displays2go or from Best Wave directly,please contact Best Wave at **support@bestwave. com or (480) 368-8900 ext. 2** ☐ If you purchased or downloaded another 3rd party software onto the product, please contact the 3rd party software company's customer support for assistance.
Cannot upload content	➢ Content format is not compatible. ➢ Content files are too large. ➢ Port being used is defective. ➢ App being used to play content is defective. ➢ Android board is defective.	☐ Confirm content is one of the following compatible formats: MP3, MP4. ☐ Confirm file size is less than available space. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**

Issues using pre-installed apps	➤ Mistake in storing content to NAND Flash (shown on pg. 11). ➤ App is defective. ➤ Android board is defective.	☐ SlideShow App steps Explorer > Select USB > Select Multi > highlight files > Editor > Select Copy > Home > NAND > MediaFolder > Images> Editor > Paste o Open SlideShow app and select desired transitions, slide time and looping > Play ☐ MX Player steps > Follow same steps as SlideShow App > MediaFolder > Video > Editor > Paste o Open MX Player and select video to play. o Loop video: While the video is playing, click on the video and there should be 3 dots in the top right corner. Click on the 3 dots > play > check desired Loop option ☐ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
The device does not charge	➤ Power supply issues. ➤ Charging cord is defective.	☐ Ensure the power outlet is turned on and working. ☐ Ensure the thick black power cord is plugged into the AC adapter properly. ☐ Ensure the thin black power cord is plugged into the underside of the charging station properly. ☐ Unscrew the cover and ensure the cable is plugged into the USB outlet properly. ☐ Replace the charging cable in the same USB port with a new one and test if it can charge properly.
The charging port is damaged		☐ Try multiple cables in the charging port to check if it is damaged. If it is still not working, please contact us.

Cleaning and Maintenance

1. Avoid strong vibration or impact on the product.

2. Keep the product dry to avoid possible damage by moisture.

3. Don't place the product under direct sunlight which may shorten the service life of the screen.

4. Clean screen and product by using a glass cleaner.

5. If the product will not be used for a long time, pull out the power cord to prevent an internal short circuit or other potential dangers.

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

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	✕	✕
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
Speaker		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 instruction manual.

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.

✕ : 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.

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

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

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 manufacture for recycling.

FCC Statement

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.

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

NOTE: 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.

To maintain compliance with FCC's RF Exposure guidelines, this equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.

Visit Displays2go.com for the latest product information and User Manual updates.