DISPLAYS2GO

USER MANUAL

Rev. 08/19



Model: DGFSDSATCH16

Description: 16" Floor Standing Double Sided Digital Touch Display

Scan QR code to visit the product page:



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.

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Features

- ◆ Embedded with Android 7.1 smart operating system and unique UI design, bringing you a more convenient operation and better visual experience.
- ◆ Support USB mouse and keyboard, realizing easy manipulation like a computer. Using a mouse for set up is recommended.
- ◆ 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.
- ◆ Progressive image processing and industry-leading motion compensation technology improve the flickering and blurring in the edges of motion picture.
 - Dynamic contrast technology can significantly improve the clarity and contrast of various screens.
 - Multi-channel USB interfaces, supporting HD media streaming.
 - ◆ Platform and configurations:

Hardware platform: ARM Cortex-A17, 1.8GHz Quad core processor;

Chip: Mali-T76x series GPU;

High capacity memory: DDR3 2GB, inter FLASH/8GB NAND.

- ◆ Support 4K Ultra Full HD videos and pictures; 1080p output and 3D output;
- ◆ Support Full HD video format:

Video: RMVB, FLV, MPEG1/2/4, AVI, DIVX, XDIV, WMV9, H.264, VC-1, MOV, MKV, MP4, TS, M2T, VOB.

Audio: MP3, WMA, WAV, EAAC+, MP2, dec, Vorbis (Ogg), AC3, FLAC (Lossless audio), APE (Lossless audio), BSAC;

Pictures: BMP/PNG/GIF/JPEG (4088*4088);

- ◆ Support webpage/Flash playback, can achieve strong touch interactive platform rely on the touch interactive of webpage/Flash;
 - ◆ Input function:
- 1) Support multi touch, resistive touch, capacitive touch, IR touch, with touch screen calibration;
- 2) Support remote control;
- 3) Support USB mouse/keyboard;
 - ◆ Output function: Support landscape and portrait mode once power on;
 - ◆ Multi storage media: Support U stick and SD card (can extend TF card);
 - ◆ Multi languages; support TTF vector font, distortionless display;
- ◆ Clock display: Built-in clock IC, it could update time information after networking, correct system time automatically.
 - ◆ Support Strong network: Support LAN, WIFI and 3G (extend Bluetooth);
- ◆ Combined with CMS Software, it could make video, Television images, pictures, animation, text, documents, web pages, streaming media, database data into one wonderful section program, which also could be launched to terminals in different places through network, show the great graphics and real-time information to people at different appointed places.

Safety Warnings and Precautions

Thank you for purchasing the high-performance multi-functional 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.

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 maintenance timely.

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 at any instable positions, 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.



O Do not disassemble the Digital Signage without permission, or else it may cause electric shock or fire. Please ask qualified technician for repair.

Note:

Contact local dealer if you have questions about the operation, debugging and connection of the unit; if the unit doesn't work normally, please cut off the power immediately and consult the dealer. The unit is class-A product, which may cause radio interference in living environment. In this case, please take feasible measures, and use power plug as the disconnection device.



- Do not let children climb onto the Digital Signage.
- Keep the small parts away from children to prevent them from swallowing.
- If the Digital Signage won't be used for a long time, please 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 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 Digital Signage, 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.
- If the unit displays the same screen for a long time or the moving picture has fixed text or icon, it will leave ghosting on the screen and won't disappear when the unit is turned off; it is normal and isn't covered by the warranty.
- The power of the Digital Signage 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.
- Do not apply pressure on the panel.
- Use the Digital Signage properly: Use in proper lighting conditions; insufficient lighting or long time watching will 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, and the latter is applicable.

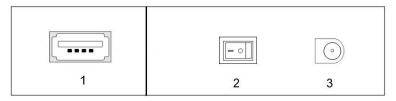
Assembly and Connection

Packing List

Name	
2 Digital Signages	•
1 Remote Control	•
1 Operation Manual	•

Name	
1 Power Cord	•
1 Cleaning Kit	•
1 Stand and 1 Base	•

Interfaces



1. USB port

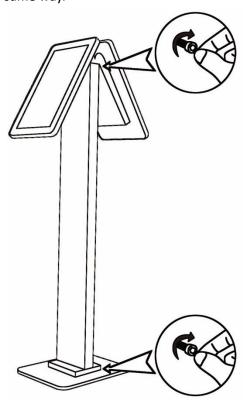
2. ON/OFF Switch

3. Power port

Note: Please pull out the power plug before installing or disassembling the unit!

Steps for Assembly

- 1. Open the box and place the parts on a soft and smooth surface to prevent scratch or damage.
- 2. Attach the base to the bottom of the stand and fix it with M6 screws.
- 3. Connect the wires and cables at the back of one digital panel with the stand and place it onto the bracket.
- 4. Secure the digital panel with the bracket by tightening 4X M4 screws with 4mm Allen wrench on sides; Fix the other digital panel the same way.



Remote Control



- 1. Power on/off button.
- 2. Press this button to return to home screen.
- 3. Press MENU to organize screens and apps.
- 4. Mute. Press this button to mute the sound.
- 5. Press this button to show curser. Press it again to turn it off.
- 6. Upwards Arrow. Move up selection or move the cursor up.
- 7. Downwards Arrow. Move down selection or move the cursor down.
- 8. Leftwards Arrow. Move selection to the left or move the cursor left.
- 9. Rightwards Arrow. Move selection to the right or move the cursor right.
- 10. Confirm button, select the use menu or setup menu, press this button to confirm
- 11. Turn volume up
- 12. Turn volume down.
- 13. Return to previous page or a level up in an app.

NOTE: Only buttons shown above have functions.

Description of Basic Operation

Power on/Standby

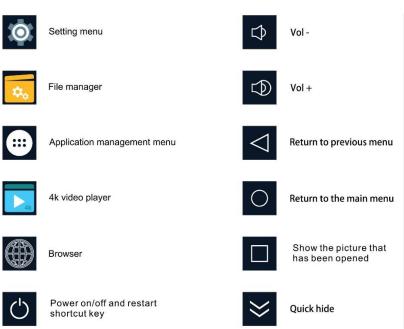
Insert the power plug into the outlet. If the Digital Signage has the switch button "I", turn it on.

In power on state, press the " () " button on the remote control, and the Digital Signage enters standby state.

Interface and Home Screen

After power on, the machine will launch home screen, as shown below:





Description of Wallpaper Switch

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. 2);
- 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.

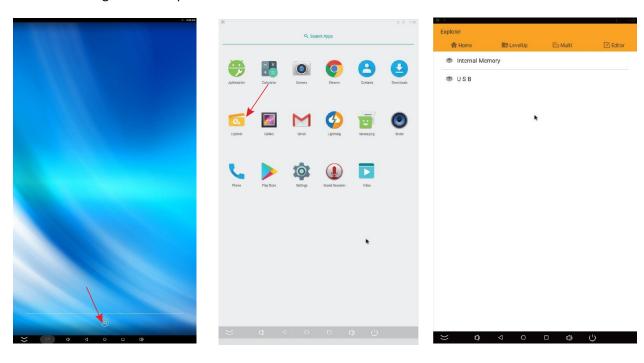


Fig. 1 Fig. 2 Fig.3

Local Settings

- 1. Click the "Settings" icon (Fig. 1) and enter "Settings" menu (Fig. 2);
- 2. Click "Wi-Fi" and choose options then set up the WIFI connection.



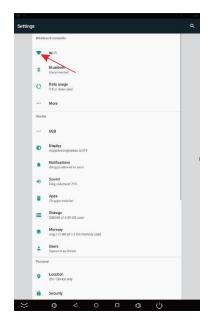
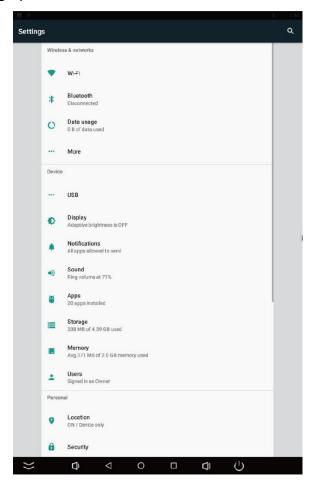


Fig. 1

Fig. 2

Description of Settings Interface (shown on the right)

Icon	Function
♦	WIFI switch
O	Data usage
*	Bluetooth
ψ	USB
	Sound & notification
4	Battery saver
- <u>Ö</u> -	Display
•	Storage
	Apps
	Screenshot Setting
9	Location
8	Accounts
	Backup & reset
	Security
	Language & input
0	Date & time
ф	Printing
Ť	Accessibility
1	About device



Status of Menu Bar

- 1. Click the setting
- 2. At the setting menu click the display menu
- 3. At the display setting menu unselect the display navigation check box

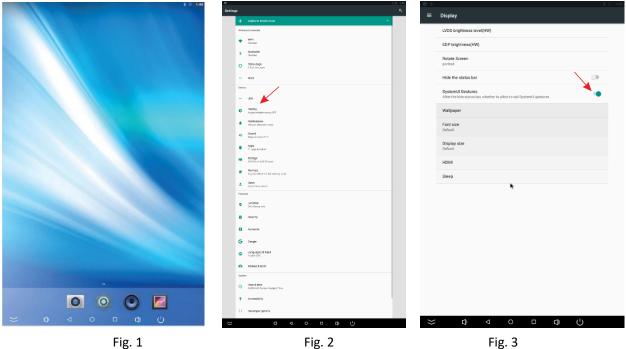


Fig. 1 Fig. 2

Slide Show APP Introduction

How to Upload Media Files:

Step 1: Open the Android launcher screen and click the explorer app



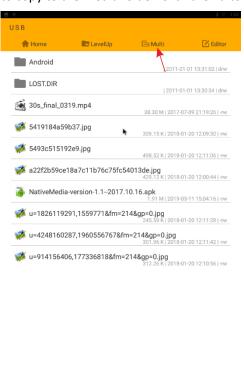


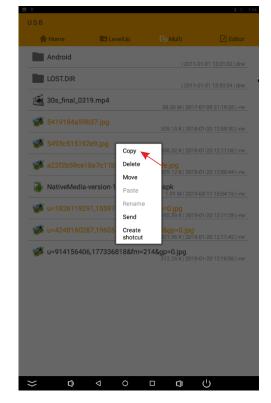
Step 2: Go to the USB storage menu click the USB storage button



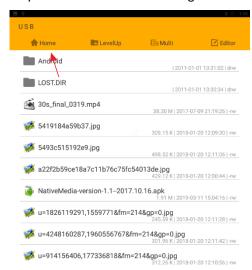


Step 3: At the USB storage menu select Multi and then highlight the media files which you want to copy to the media folder. Click the Editor button, the pop menu will show then click Copy





Step 4: Click HOME button and go to the NAND FLASH menu.

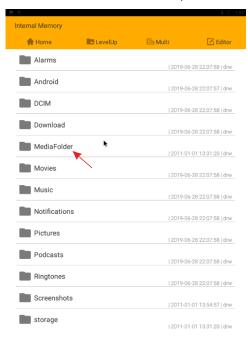


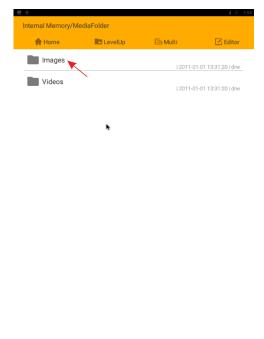






Select MediaFolder and then open the Images Folder.







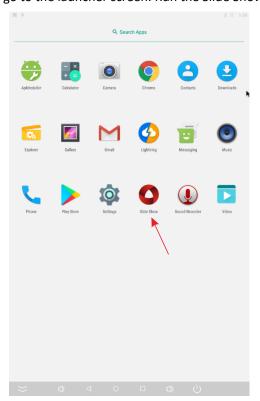


Step 5: At the images folder click the editor button at the top of the screen, the pop menu will show. Then click Paste. The files will be copied to the images folder.





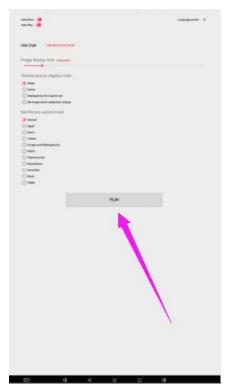
Step 6: Exit the Explorer app and go to the launcher screen. Run the Slide Show app to display the media files



Step 7: Select the time you would like each picture to be on the screen for by dragging the bar to the desired time. Select how you would like the images to display. Select the desired transition effect between pictures.



Step 8: Select Play and your slide show will begin playing

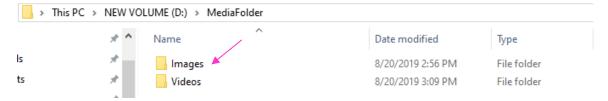


Automatically Play Slideshow from USB Drive:

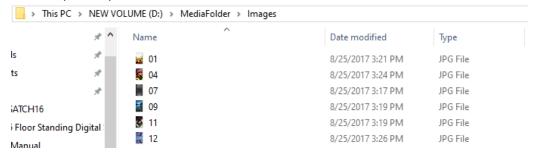
Step 1: Plug your USB drive into your computer's USB port. Open the drive in a Windows Explorer window. Create a new folder and rename it "MediaFolder".



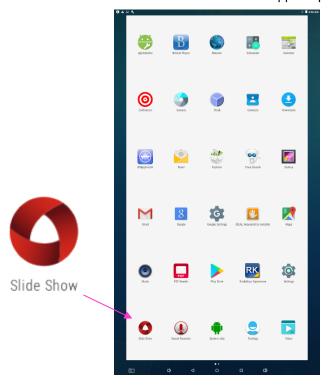
Open the "MediaFolder", create 2 sub-folders and change their names to "Images" and "Videos".



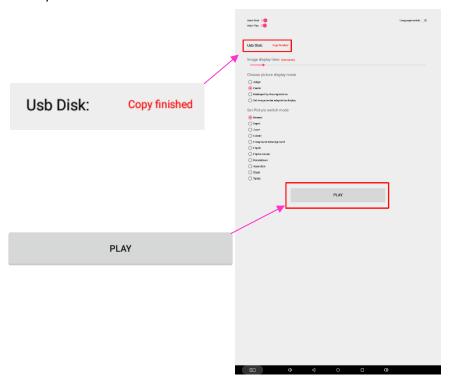
Step 2: Copy the media files you would like to display and paste them to newly created "Images" folder and "videos" folder, respectively.



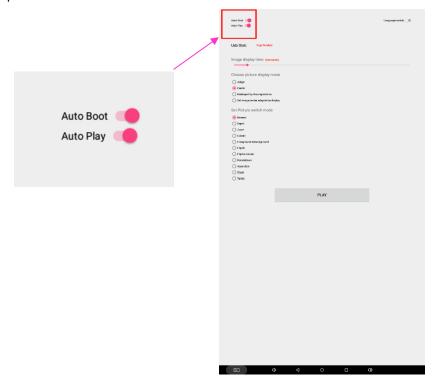
Step 3: Plug in the USB drive into the device and click the Slide Show App to open it.



Step 4: When the screen shows "Copy finished" after "Usb Disk:", your media files are uploaded successfully. Press "Play" to start the slideshow.



To automatically play the slideshow after the device powered on, turn on the "Auto Boot" and "Auto Play" at the top left.

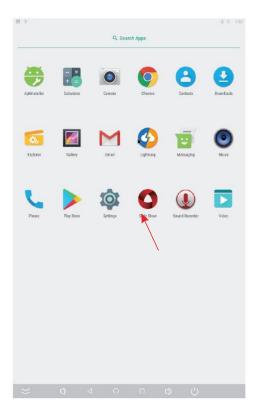


To auto replace the photos and, simply remove the images and videos in the USB drive and transfer new media files to the correct folders separately. Then repeat Step 3 and 4, the old media files will be automatically replaced.

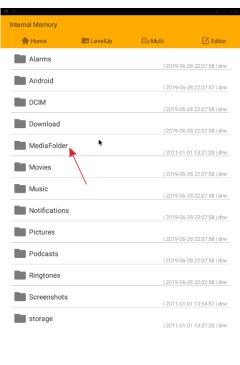
How to Delete the Media Files:

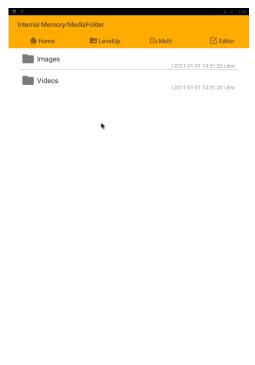
Step 1: Open the Android launcher screen and click the explorer app





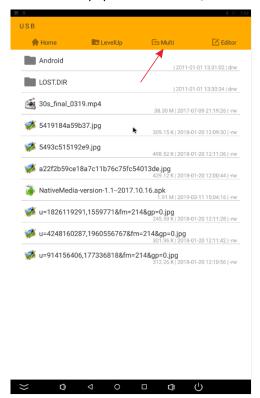
Step 2: Click home button and go to the NAND FLASH menu you will see the MediaFolder open it

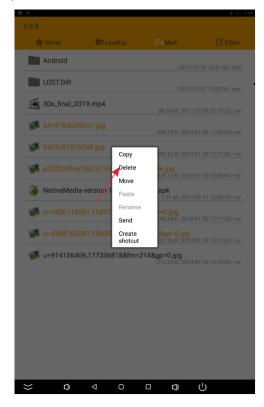




Step 3: Under Image or Video folder, Click Multi at the top of the screen and select all the media files you want to remove from the device.

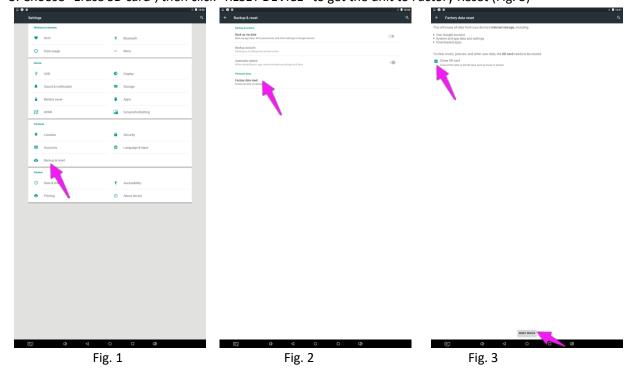
Click Editor and the pop menu will show, then click the Delete, selected files will be deleted.





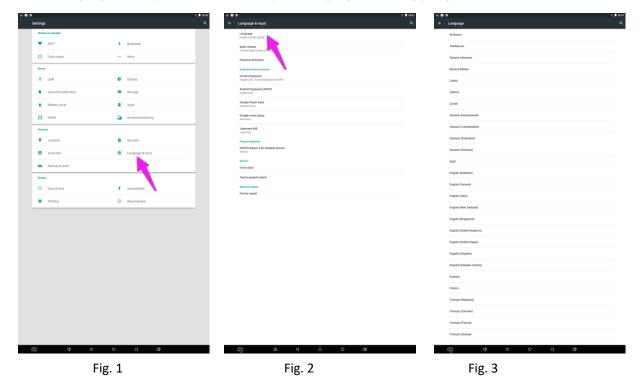
Factory Reset:

- 1. Get into Settings, then click "Backup & reset" (Fig. 1)
- 2. Click "Factory data reset" (Fig. 2)
- 3. Choose "Erase SD card", then click "RESET DEVICE" to get the unit to Factory Reset (Fig. 3)



Choose System Language:

- 1. Get into Settings, then click "Language & input" (Fig. 1)
- 2. Click "Language", then you can choose the system language accordingly (Fig. 2)



Technical Specifications

	ITEM	SPECIFICATION		
	LCD size	15.6"		
	Light source	WLED		
	Resolution	1920*1080 (pixels)		
	Brightness (typ.)/(min)	350cd/m ²		
	Contrast (typ.)	800:1		
David	Response (ms)	30ms		
Panel	Pixel pitch	0.05975 (H) mm * 0.17925 (V) mm		
	Refresh rate	60Hz		
	Viewing angle	85°/85°/85°		
	Color saturation	45%		
	Viewable area	344.16(H) mm * 193.59(V) mm		
	Chromaticness	262K		
Davis a susah	Voltage	12V		
Power supply	Power Consumption	12W		
	Operating temperature	32~104 °F (0~40 °C)		
	Storage temperature	-4~140 °F (-20~60 °C)		
Environment	Storage humidity	10~90% RH Non-condensing		
	Operating humidity	10~90% RH Non-condensing		
	Maximum operating time (hrs/day)	18 hours		
	Operating system	Android 7.1		
	Processor	Quad-core ARM Cortex-A17, 1.8GHz		
	RAM	2G		
Functions	Built-in memory	8G		
	Decoding resolution	1080P FHD compatible		
	Playback mode	Yes		
	Touch support	Yes		

	Supported Video Files	RMVB, FLV, MPEG1/2/4, AVI, DIVX, XDIV, WMV9, H.264, VC-1, MOV, MKV, MP4, TS, M2T		
	Supported Photo Files	BMP/PNG/GIF/JPEG		
Functions	Supported Audio files	MP3, WMA, WAV, EAAC+, MP2 dec, Vorbis (Ogg), AC3, FLAC, APE, BSAC;		
Tunctions	RTC (real-time clock)	Yes		
	Schedule power on/off	Yes		
	System update	Yes		
	App installation	Support download and installation		
	Ethernet (RJ45)	N/A		
	HDMI	N/A		
I/O interferen	VGA	N/A		
I/O interfaces	Headset	N/A		
	USB2.0	2		
	SIM	N/A		
	Net weight	30kg		
	Gross weight	35kg		
Charretona	Unit dimensions	125*46*25.8 cm		
Structure	Package dimensions	133*57*36 cm		
	Shell material	Metal		
	Shell color	Silver/black		
Language	OSD	English		

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 	 □ 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. ❖ 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
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 3 rd party software onto the product, please contact the 3 rd 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: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. □ 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- 	Mistake in storing content to	☐ SlideShow App steps Explorer > Select USB >
installed apps	NAND Flash (shown on pg. 11)	Select Multi > highlight files > Editor > Select
	App is defective	Copy > Home > NAND > MediaFolder >
	Android board is defective.	Images> Editor > Paste
		 Open SlideShow app and select
		desired trasitions, slide time and
		looping > Play
		☐ MX Player steps > Follow same steps as
		SlideShow App > MediaFolder > Video >
		Editor > Paste.
		 Open MX Player and select video to
		play.
		 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.
 If Keypad doesn't 	> Batteries need to be replaced	□ Replace batteries
work.	Batteries incorrectly inserted	☐ Check if batteries are inserted correctly
		□ Need to replace the keypad locker
If battery booster	> Batteries need to be replaced	□ Contact customer service representative
doesn't work		
Locker not	> Cable malfunction	□ Contact customer service for replacement
charging		cable
	I .	ı

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 the internal short circuit or other potential dangers.

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

Doubles		Toxic and hazardous substances or elements				
Part name	Pb	Hg	Cd	Cr ⁶⁺	PBB	PBDE
Display		0	0	0	0	0
Shell	0	0	0	0	×	×
Circuit board assembly *		0	0	0	0	0
Wires	0	0	0	0	0	0
Metal parts	0	0	0	0	0	0
Packaging materials*	0	0	0	0	0	0
Remote control		0	0	0	0	0
Speaker		0	0	0	0	0
Accessories*	0	0	0	0	0	0

^{*:} 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.

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.

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. **410**



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.

This Manual is for reference only and is subject to change without prior notice.

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