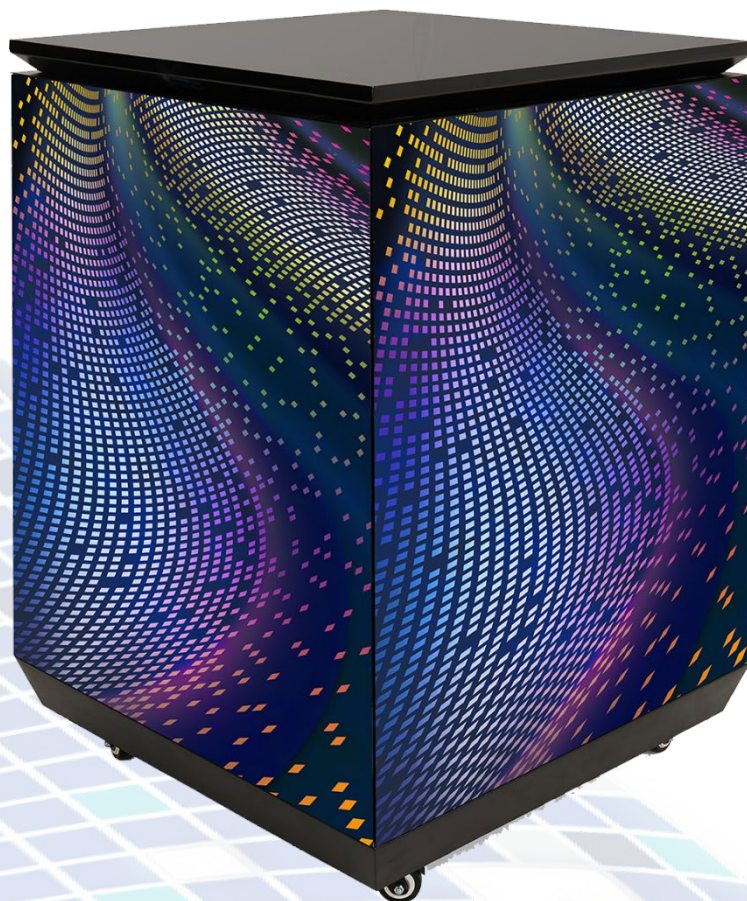




# DISPLAYS2GO

CONNECTING PEOPLE & BRANDS WITH THE WORLD

## DISPLAYS2GO LED Counter USER MANUAL



SKU: DP031NVB

FCC ID: 2ASCB- DP031NVB

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/modifications to this equipment not approved by the party responsible for compliance could void the user's authority to operate the equipment.



**NOTE:** Please refer to enclosed unpacking instructions to ensure personal and product safety.

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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## SAFETY WARNINGS AND PRECAUTIONS

Thank you for purchasing this product 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.

### 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 reach out to customer service for repair.**

 **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

Please read below instructions before installation, power-on, operation and testing; Make sure to follow the safety instructions.  
For any questions, please contact us for assistance.



- Due to flame, electric shock, tipping, this product may cause injury to person, even death;
- This product is not suitable for swimming pools, sauna, bathroom and other humid environments;
- This product is non-waterproof, or cannot be used in complete outdoor environments;
- Please do not block the ventilation holes during operation;
- Please take moisture-proof measures when packing and putting in stock;
- Please do not drop, strike, scratch, warp or shake LED display or external equipment;
- Please make sure the product is operated under professional staff due to inside strong current;
- Please make sure the ground is flat and even before placing the product;
- Ground this product correctly to ensure safety and prevent electric shock;
- Please power off the product in thunderstorm weather. Unplug the product if it will not be used for a long time;
- We strongly recommend using a surge protector, or a power strip with internal circuit breaker to prevent damages to the product.



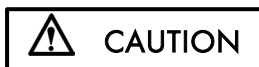
Do not touch the plugs with wet fingers, or else it will cause electric shock.



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.



- Please unplug display power under situations of unused, disassemble, installation, maintenance;
- Please make sure the AC power meets local building & electrical standards and is equipped with overload and earth faulty protection;
- Please check to make sure electricity, cable and all connected equipment meet current requirements before using this product;
- Make sure power cable is in good condition. Please replace with a new power cable if the product or the cable is over-heating;
- Please make sure the product is operated by licensed personnel due to inside strong current; for any questions, please consult with professional personnel;
- Please wear eye-protection and do not watch the screen directly for a long time when screen is at 100% brightness;
- Do not use any optical devices with magnifying function to look at the screen or it could cause damage to your vision;
- Make sure the screen, processor and power have good ventilation, at least 4" distance from other objects;
- Do not stick any objects on screen;
- Do not modify the product, or add new parts to it;
- Do not expose the product directly to sunlight;
- Do not use the product if the surrounding temperature is higher than 40°C;
- Please wear a helmet to prevent bodily injury;
- Please make sure any fixed and connected structures meet safety standards;

Warning: Manufacturer is not responsible for any incorrect, improper, irresponsible or unsafe operations.


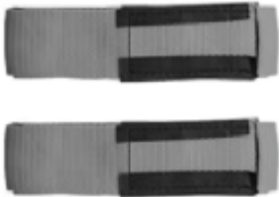




**This Manual is for reference only and is subject to change without prior notice.**

**If you have any questions regarding our products, please visit us at [www.displays2go.com](http://www.displays2go.com) or contact Displays2go customer service at 844-221-3388.**

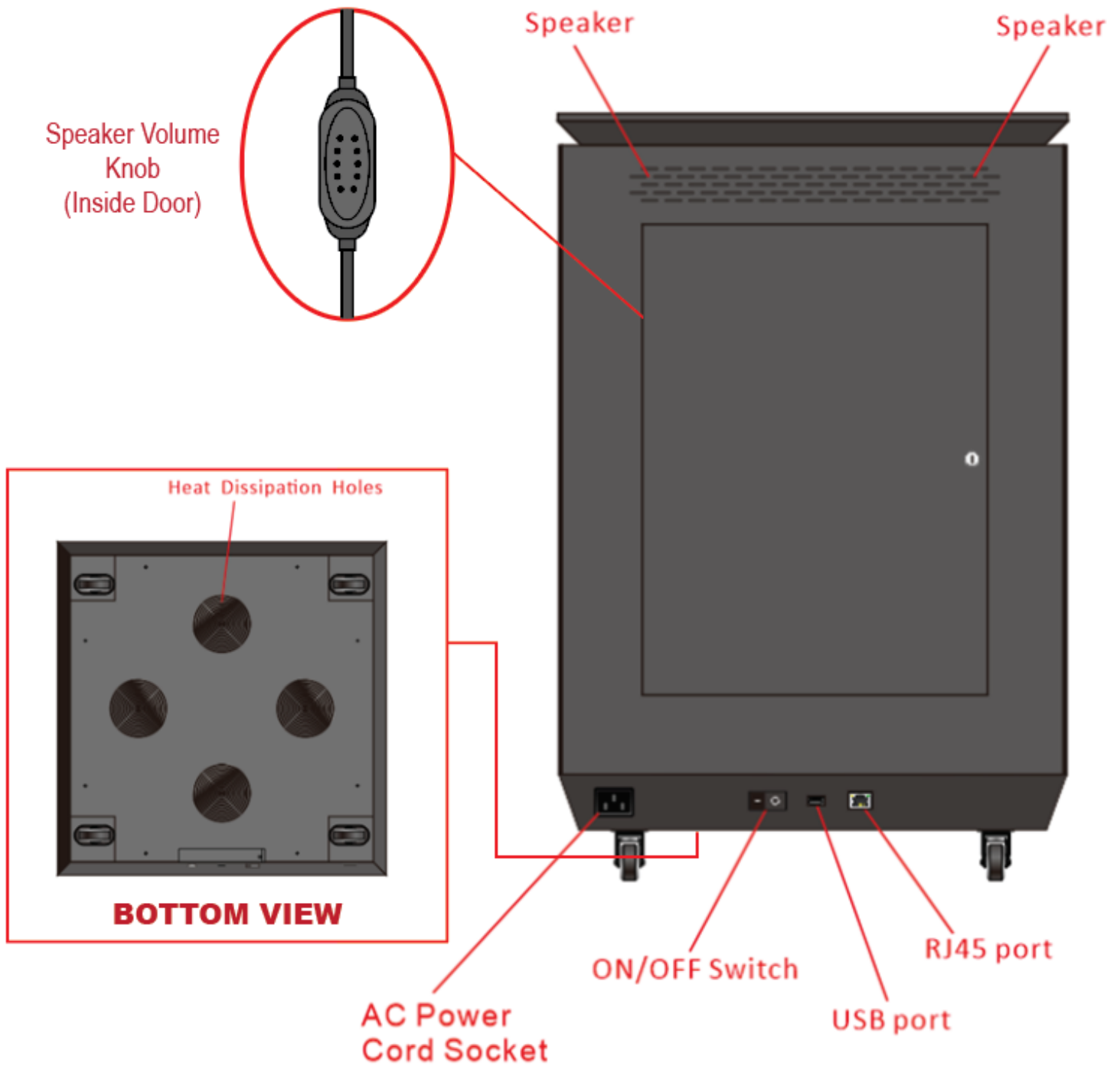
**Scan QR code to visit product page.**



## PACKING LIST

LED Digital Counter x1	
Pull-strap x2	
Keys x2	
Power Cord x1	
User Manual x1	
Flight Case	

## INTERFACE

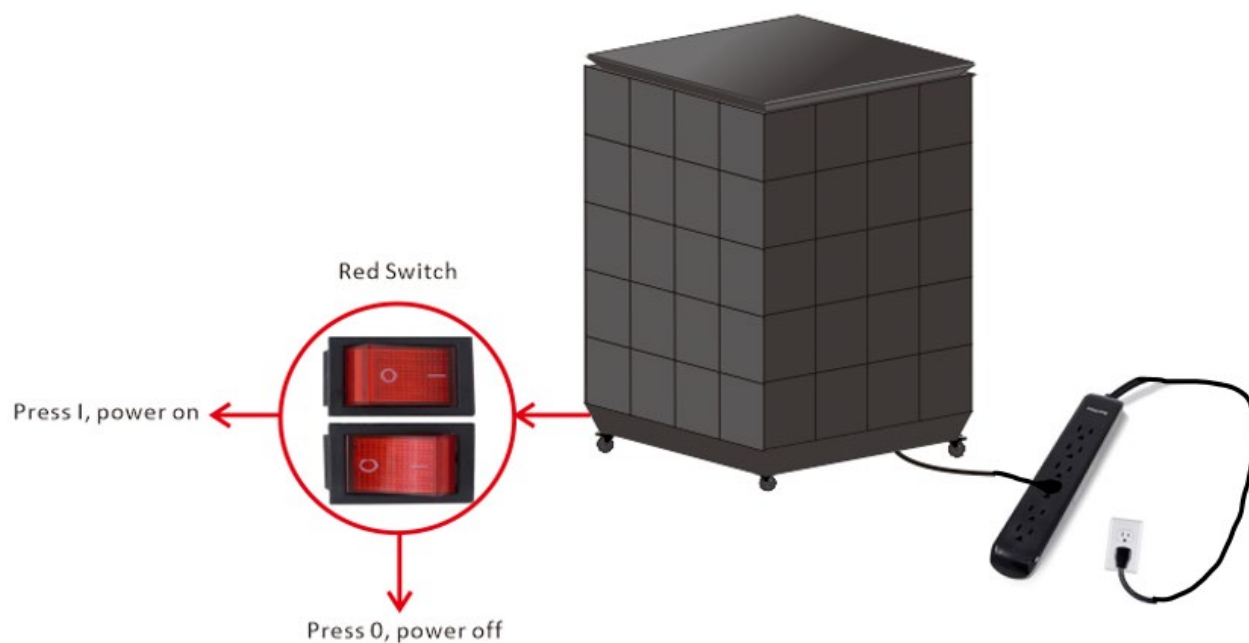


## OPERATION

### Power On

Connect power cable to power. Then, press "I" on power switch (see figure below.) After a few seconds, the unit LEDs light up and its IP address becomes active.

**NOTE:** We strongly recommend using a surge protector, or a power strip with internal circuit breaker to prevent damages to the product.



### Unit Connection Options

To connect to the unit, first download Vplex Express software and/or the ViPlex Handy mobile app (see table below). Refer to PC download instructions on page 10 or mobile phone instructions on page 13.

CONNECT VIA PC	CONNECT VIA PHONE
IP Address, Ethernet, or USB	ViPlex Handy mobile app
Create, edit, and publish playlists	Display playlists only

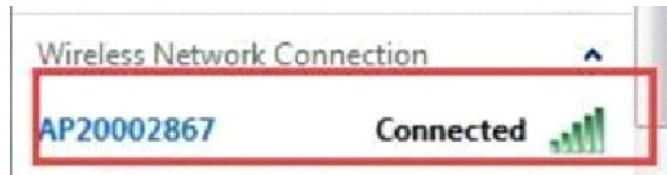


## *PC Connection to Single Unit*

### *IP Address*

The unit's IP address is live once the unit is powered on.

1. Open Wi-Fi settings on your PC and find the unit IP address. **The unit's IP address is "AP" followed by the product ID number, which can be found on the inside of the unit access door.**
2. Enter the default network password: **12345678**



### *Connect to Single Unit via Ethernet*

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

### *Connection to Single Unit via USB*

1. Publish a Solution to USB in ViPlex Express (see page 12 for instructions).
2. Insert USB into USB port of unit. The solution plays automatically.

## *PC and Phone Connection to Multiple Units*

Simultaneous control of multiple units requires an internet router and ethernet (RJ45) cables.

1. Connect all units together via Ethernet (RJ45) cables.
2. Connect ethernet cable to an internet router.
3. Open Wi-Fi settings on your PC or phone, and connect to the router.

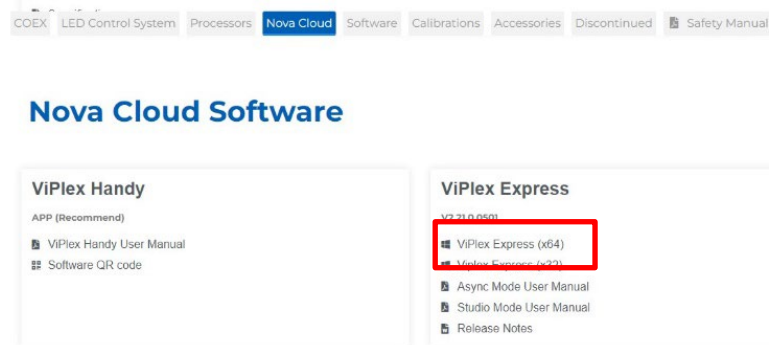
# Create and Edit Playlists on PC

ViPlex Express is a program for creating, editing, and displaying content on your LED 3-sided counters.

## Download ViPlex Express on PC

1. Download the software on its official website ViPlex Express and click the **Nova Cloud** tab. Then, scroll to ViPlex Express.

<https://www.novastar.tech/downloads>



2. Choose ViPlex Express x32 or x64.

**NOTE:** Check your PC device specifications to determine if x32 or x64 is right for your system.

**NOTE:** If you are unable to download due to corporate firewall, contact your IT Department to allow download.

## Connect in ViPlex Express

1. Open ViPlex Express application. The IP addresses of all units appear listed in the Screen Management tab. Choose an available unit from the list, then click Connect.




2. Enter the username and password.

Initial username: admin

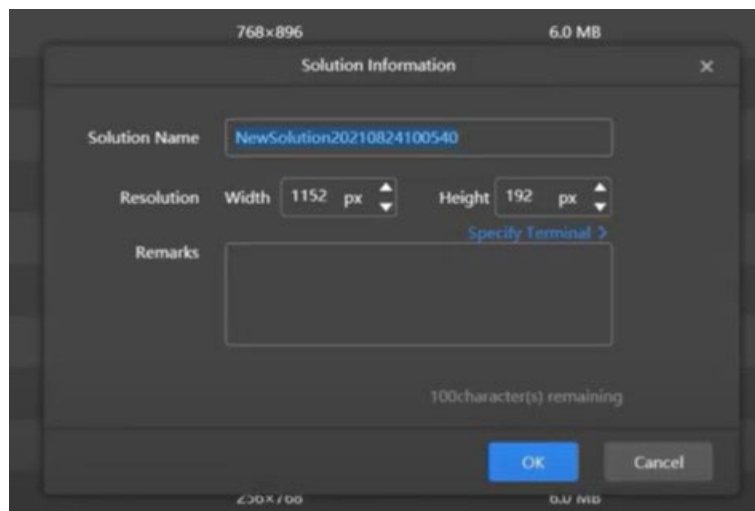
Initial password: 123456

3. Click OK.

## Create a New Playlist

1. Go to the Solutions tab, then click New  in the top left corner. Select **Regular Scale**. The Solution Information window appears (see figure at right).
2. Name your Solution, then enter the resolution. (Refer to table below.)

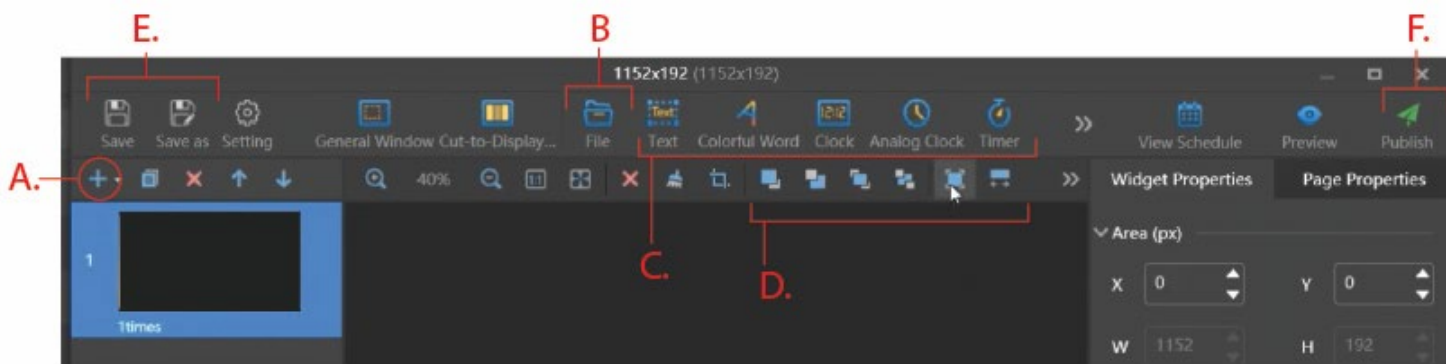
Display	Width	Height
Different content on each side of the unit	256 px	320 px
To stretch content across all three sides	768 px	320 px



3. Click OK. The Edit Playlist window appears.

## Edit a Playlist

The Edit Playlist window allows you to add content and widgets to your playlist and adjust the settings. Refer to figure below.



- A. Click [+] to add a page to your playlist.
- B. Click File to insert images or video to the page.  
**NOTE:** the resolution of image should fit this product.
- C. **Customize** page by adding text, clock widgets, and more.
- D. **Position** image or video on the page using the toolbar.
- E. **Save** to save your changes. All saved playlists appear in the Solutions tabs.
- F. **Publish** playlist to unit (see next page for more).

# Publishing Playlists

Once satisfied with your playlist settings, you can publish to and share to the unit via USB or network connection.

## Via Network Connection

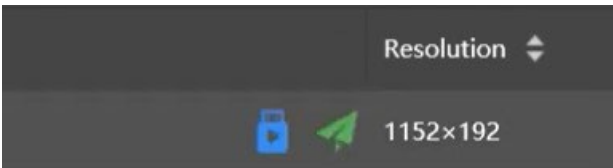
To publish to the unit, click Publish. The Publish window appears.

Select Unit from Terminal Name list. Click Refresh if unit does not appear listed right away. Then, click Publish.



## Publish via USB

1. Insert a USB into your PC. In ViPlex Express, select a playlist in the Solutions tab. Click the USB Playback button to open the USB Playback window (see figure below).



USB Publishing has 2 options: **Copy and Play**, and **Plug and Play**.

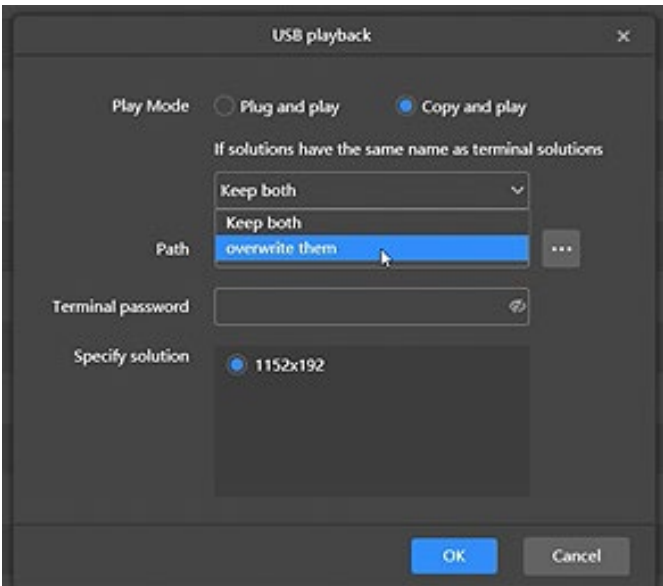
Copy and Play	plug USB to copy the playlist to the unit. The playlist will loop play with or without USB in. You must select [Overwrite] for this option
Plug and Play	Plug USB to play; remove USB to stop.

2. In Path, select your USB in the file browser pop up window. Click OK.

3. In terminal password, enter the unit password.

**NOTE:** the default password is 123456

4. Click OK to finish publishing to USB.

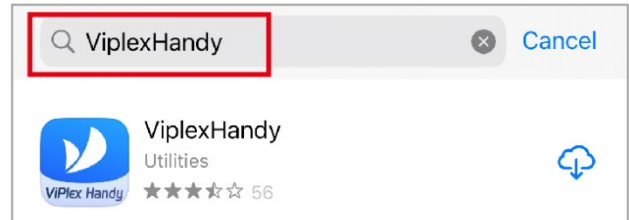


## Viplex Handy on Mobile Phones

The ViPlex Handy mobile app allows you to display solutions you've created in ViPlex Express.

### *Download ViPlex Express from App Store*

Download the ViPlex Handy app on your mobile phone. Scan the QR code below or search ViPlex Handy in your app store.



### *Connect in ViPlex Handy*

**NOTE:** Only one device can connect to the unit at once. Disconnect PC and other devices before connecting on mobile app.

Open your phone's Wi-Fi settings on the phone and connect to the unit's IP address.

1. Open Wi-Fi settings on your PC and find the unit IP address.

The unit's IP address is "AP" followed by the product ID number, which can be found on the inside of the unit access door. (See fig. X.X)

2. Enter the default network password: **12345678**



3. Next, Open ViPlex Handy app. The IP addresses of all units appear listed in the Screen Management tab. Choose the unit from the list, then click Connect.
4. Enter the username and password. Click OK.

Initial username: admin

Initial password: 123456

### *Playing Playlists*

Click Local Devices on the homepage, then click Connect. Select a playlist from the Solutions tab, then play.

## TECHNICAL SPECIFICATIONS

OPTICAL PARAMETERS	Pixel Pitch(mm)	2.5
	LED Type	SMD
	Viewing Angle(H/V)	140°/120°
	Brightness (nits)	About 700nits
	Refresh Rate	≥1920
	Viewing Distance(m)	2.5m
ELECTRICAL PARAMETERS	Average Power Consumption(W/unit)	400W
	Max Power Consumption(W/unit)	1050W
	Input Voltage	90-132VAC
	Input Interface	USB RJ45
	Power cord length	2m
	Supported Video Files	AVI,MKV, MP4, MOV, 3GP, FLV, WMV, TS
	Supported Audio Files	MP3
	Supported Image Files	JPG, JPEG, BMP, GIF, PNG, WEBP
	Content Management System	Viplex
STRUCTURE PARAMETERS	Module Size (W x H) (mm)	160x160
	Single Screen Display Size (mm)	640*800
	Single Screen Resolution (mm)	256*320
	Three-screen Display Size (mm)	1920*800
	Three-sides Resolution (mm)	768*320
	Overall Dimensions	25.6 x 25.6 x 38.4"
	Material	Metal, Steel, Aluminum, Plastic
	Finish	Powder-Coated, Matte
	Color	Black
	Placement Type	Floor Standing
	Application	For indoor only
OPERATING CONDITIONS	Temperature	Operating Temperature 32 - 104 Degrees F Storage Temperature - 4 - 140 Degrees F
	Humidity	20-80%
WEIGHT	N.W.	152 lbs
	G.W.(kgs)	270 lbs
PACKAGING	Packing Size (mm)	31.5 x 31.5 x 47.3"
	Weight (kgs)	118 lbs
GENERAL	Regulations / Compliance	FCC
	Package Contents	Product, Instruction Manual, Power cord
	Warranty	1 year
	UPC	Barcode

## TROUBLESHOOTING GUIDE

ISSUE	PROBABLE CAUSE	SOLUTIONS
Display Screen is black	<ul style="list-style-type: none"> <li>- Display power is not on.</li> <li>- Abnormal electrical power supply of display.</li> <li>- No video source is switched (synchronous or asynchronous)</li> </ul>	<ul style="list-style-type: none"> <li>- Check the power supply to make sure the unit is powered.</li> <li>- Check if unit has been turned on.</li> <li>- Check Ethernet cable connection.</li> </ul>
Images out of Sequence	Setting Error	<ul style="list-style-type: none"> <li>- Reload display configuration files</li> </ul>
Images Repeating or not displaying properly	Setting Error	<ul style="list-style-type: none"> <li>- Reload display configuration files</li> </ul>
Cannot Upload Content	<ul style="list-style-type: none"> <li>-Content format is not compatible.</li> <li>-Content files are too large.</li> <li>-Port being used is defective.</li> <li>-App being used to play content is defective.</li> <li>-Android board is defective.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> <li>- Confirm file size is less than available space.</li> </ul>
Parts Missing or Damaged	<ul style="list-style-type: none"> <li>- Parts missing during manufacturing. (No charge for replacements.)</li> <li>- Parts lost or damaged by customer. (Customer may purchase replacements)</li> </ul>	<ul style="list-style-type: none"> <li>- Contact a customer service representative.</li> </ul>

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

Contact Information:  
 Website: [www.displays2go.com](http://www.displays2go.com)  
 Phone: 844-221-3388

## 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 granite top with warm soapy water. Avoid using glass cleaner or other products with ammonia.
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

Part name	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr <sup>6+</sup>	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 manufacturer for recycling.

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

**Visit [www.displays2go.com](http://www.displays2go.com) for the latest product information and manual updates.**

## **FCC Statement**

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.