User Manual

D2G Item No.: DGKTCH43BK

Material Description: Indoor Landscape IR Touch Digital Kiosk

Scan QR code to visit the product page:

Contents

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 contact your local dealer or the company.
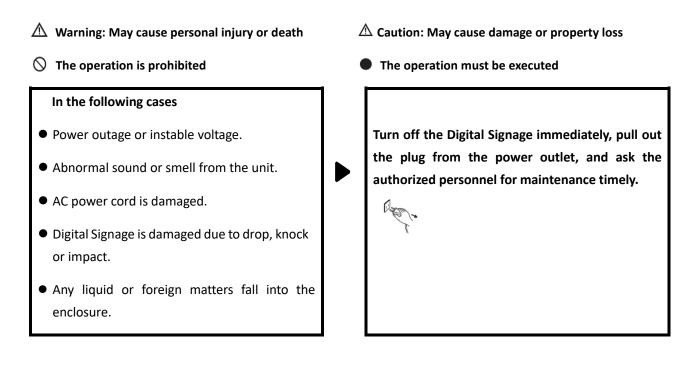
Features

1. Embedded with Android 5.1 smart operating system and unique UI design, bringing you a more convenient operation and better visual experience.

2. Massive Internet application downloads support such functions as chatting, searching, learning, shopping, and reading; e-mail system supports sync sending and receiving.

3. Support USB mouse and keyboard, realizing easy manipulation like a computer.

4. Built-in Wi-Fi module, high capacity memory and high capacity cache, making it smoother to watch 1080P HD movies and play big games.

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 improve the flickering and blurring in the edges of motion picture.

7. Dynamic contrast technology can significantly improve the clarity and contrast of various screens.

8. Multi-channel USB interfaces, supporting HD media streaming.

9. Ultra-thin narrow bezel design.

Safety Warnings and Precautions

Thank you for purchasing the high-performance multi-functional LED backlight Digital Signage of our Company. It is a very valuable product, which will give you a better visual experience. 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 ensure safety use, extend the life of the product and ensure the best performance of the machine, please read the following provisions and labels carefully before using the product and conscientiously observe the following safety precautions.

Keep the instructions properly for reference.

⚠ **Warning: May cause personal injury or death**   ⚠ **Caution: May cause damage or property loss**

⃠ **The operation is prohibited**   ● **The operation must be executed**

| In the following cases | | Turn off the Digital Signage immediately, pull out the plug from the power outlet, and ask the authorized personnel for maintenance timely. |

In the following cases

● 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, 50Hz.

● Cut off the power supply before connecting or disconnecting any cables.

● Do not place the Digital Signage on 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 water filled container on the Digital Signage to avoid electric shock and fire due to water drops or splashing.

- 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.

- 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 place the unit.

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 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 or angle of the Digital Signage, please disconnect all power cords and move slowly to avoid falling.

- 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.

- To carry the Digital Signage with hands, please grab the corners and hold the bottom; 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.

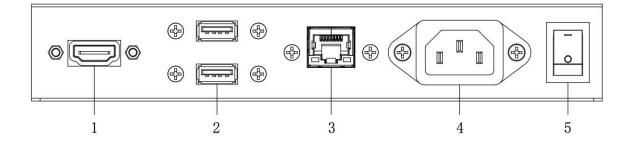# Installation and Connection

Packing List

Name		Name	
1 Digital Signage	●	1 Power Cord	●
1 Remote Control	●	1 Cleaning Kit	●
1 Operation Manual	●	2 Keys	●

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.
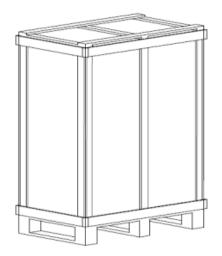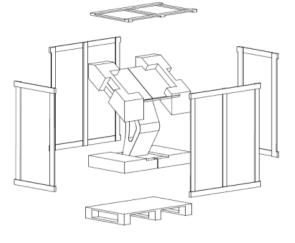
Interfaces

1. HDMI input;   2.USB interface;   3.RJ45 interface;   4.Power port;   5.Rocker switch button;

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

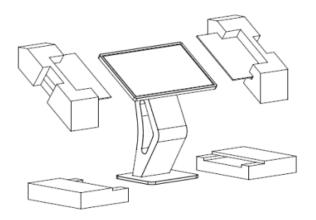Remark: The interfaces depend on the model.

Steps of Installation

1. Remove the wooden frame as shown in Fig. 2;

2. Lift out the unit ,then remove EPE as shown in Fig. 3;

(Fig. 1)

(Fig. 2)

(Fig. 3)

(Fig. 4)

Remote Control

Installing batteries for the remote control:

Remove the battery cover, and insert two AAA batteries (1.5V). 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. In addition, do not set or place the remote control in direct sunlight, or else the remote control may be deformed by heat.
- 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 distance of remote control will be shortened 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 run out, 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 put the batteries in fire, or charge or disassemble them, or charge, short circuit, disassemble, heat or burn used batteries. Please dispose of waste 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

Note: Press the SETUP button in the main interface to call out the OSD menu. After exiting the playback mode by pressing the STOP button, the playback will start according to the schedule next time.

Remark: The real appearance of the remote control may be different from the picture, please refer to the actual product.

Button	Function
POWER (⏻)	Power switch
MENU	To show the main menu
SETUP	To set up OSD menu
SOURCE ⊕	To show the Source menu
▶ / ∥	Play programs; confirm selection
▲	To move the cursor up
▼	To move the cursor down
◄	To move the cursor left
►	To move the cursor right
◄◄	Previous program
►►	Next program
■	Stop playing and return to the main interface
🔇	Mute
🔊+	Turn up the volume
🔊−	Turn down the volume
HDMI	Select HDMI device as the source
VGA	Select VGA device as the source
↰	Back

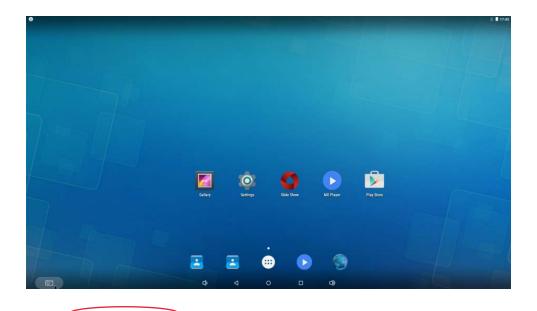# Description of Basic Operation

Power on/Standby

Insert the power plug into the outlet. If the Digital Signage has the switch button "I", turn it on; if you press the switch button "O", the Digital Signage enters standby state.

In power on state, enter "System Assistant" and press the "⏻" button on the remote control, and the Digital Signage enters standby state.

About Home Screen

Description of Icons

Icon	Function
	Main applications
	Back
	Home page
	Background applications
	Sound -
	Sound +

Description of Wallpaper Switch

As shown on the right, tap and hold in the blank   space to enter wallpaper switch interface, and select the wallpaper from different sources.

Description of Basic Operation

File Manager

1. Tap the Main Apps button   ⊞   in the Home page to enter the "APPS" menu interface (Fig. 2);

2. Tap the "Explorer" icon in the "APPS" menu interface (Fig. 2) and enter "Explorer" menu (Fig. 3);

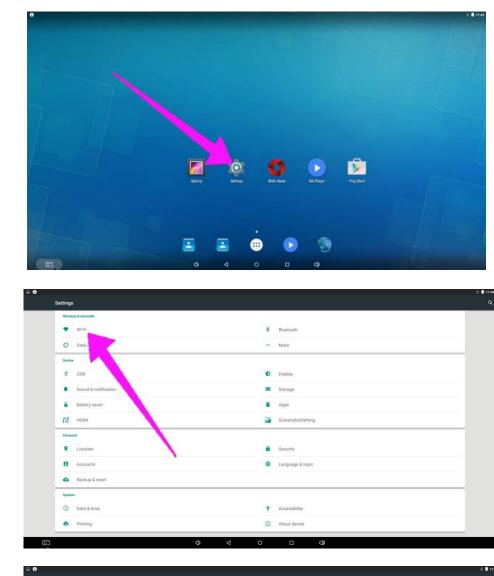3. Tap options in the "Explorer" menu to read the files from different devices.

Fig. 1

Fig. 2

Fig. 3

Local Settings

1. Tap the Main Apps button ⊞ in the Home page to enter the "APPS" menu interface (Fig. 2);

2. Tap the "Settings" icon in the "APPS" menu interface (Fig. 2) and enter "Wi-Fi" menu (Fig. 3);

3. Tap options in the "Wi-Fi" menu and set up different options.

Fig. 1

Fig. 2

Fig. 3

Description of Settings Interface (shown on the right)

Icon	Function
📶	WIFI switch
↻	Data usage
✳	Bluetooth
⬥	USB
🔔	Sound & notification
🔋	Battery saver
⬦	HDMI
☼	Display
☰	Storage
▦	Apps
▦	Screenshot Setting
📍	Location
👤	Accounts
☁	Backup & reset
🔒	Security
🌐	Language & input
🕓	Date & time
🖨	Printing
☦	Accessbiity
ⓘ	About device

Settings

Wireless & networks

▼ Wi-Fi	✳ Bluetooth
↻ Data usage	⋯ More

Device

⬥ USB	✦ Display
🔔 Sound & notification	☰ Storage
🔋 Battery saver	▦ Apps
∿ HDMI	🖼 ScreenshotSetting

Personal

📍 Location	🔒 Security
👤 Accounts	🌐 Language & input
☁ Backup & reset	

System

🕓 Date & time	☦ Accessibility
🖨 Printing	ⓘ About device

Status of Menu bar

1. Step1: Click the setting (Fig. 1)
2. Step2: At the setting menu click the display menu (Fig. 2)
3. Step3: At the display setting menu unselect the display navigation check box (Fig. 3)
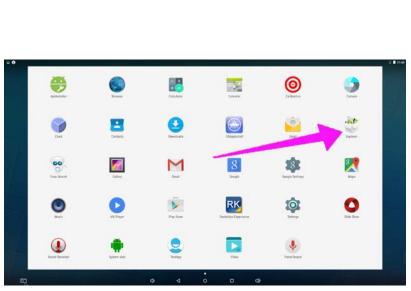

Fig. 1

Fig. 2

Fig. 3

Slide Show APP Introduction

How to upload media files ：

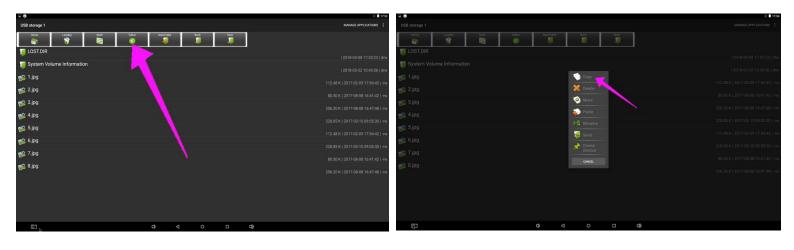Step1: Open the Android launcher screen and click the explorer app

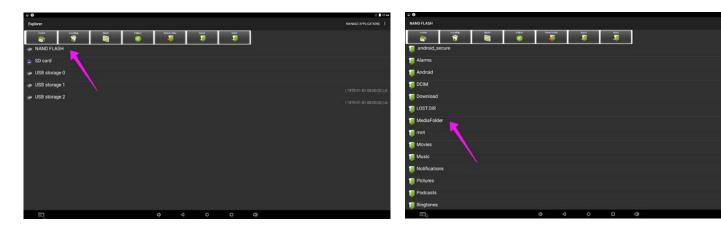Step2: Go to the USB storage menu click the USB storage button

Step3: At the USB storage menu select the media files which you want to copy to the media folder click the edit button, the pop menu will show then click the Copy button
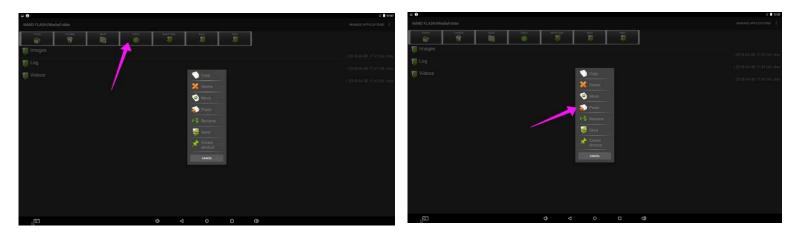

Step4: Click HOME button and go to the NAND FLASH menu you will see the media folder, open it

Step5: At the media folder click the edit button at the top of the screen the pop menu will show and click the Paste command button the files will start copy to the media folder

Step6: 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
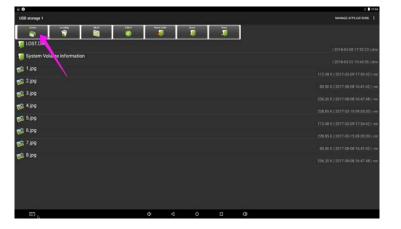
How to Delete the media files:

Step1: Open the Android launcher screen and click the explorer app

Step2: Click home button and go to the NAND FLASH menu you will see the media folder open it

Step3: At the media folder select the media files which you want to delete and click the edit button at the top of the screen the pop menu will show and click the Delete command button the files will be deleted

Technical Specifications

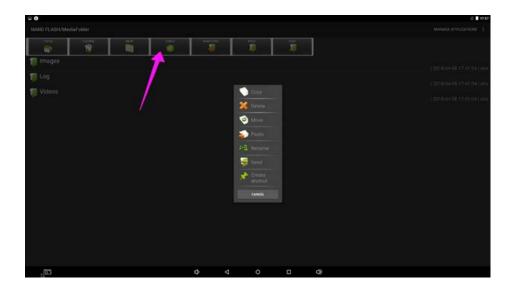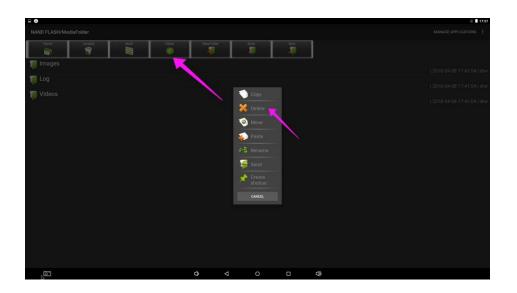|	Model	Parameters
Panel	LCD size	43"
	LCD supplier	LG
	Panel model	LD430EUE-FHB1
	Light source	LED backlight
	Resolution	1920*1080 (pixels)
	Brightness (typ.)/(min)	450cd/m2 (typ.)
	Contrast (typ.)	1100:1 (typ.)
	Response (ms)	12ms (typ.)
	Pixel pitch	0.4902(H) mm * 0.4902(V) mm
	Refresh rate	60Hz
	Viewing angle	178° (H)/178° (V)
	Life	30,000hrs (min)
	Color saturation	68%
	Viewable area	963.6(H) mm * 567.9(V) mm
	Chromaticness	16.7M
Scheme	Rockchip	RK3288
Power supply	Voltage	100V~240V, 50-60Hz
	Power Consumption	≤100W
	Standby power (Watt)	TBD
Environment	Operating temperature (°C)	0~40°C
	Storage temperature (°C)	-10~60°C
	Storage humidity	10~60% RH Non-condensing
	Operating humidity	20~85% RH Non-condensing
	Maximum operating time (hrs/day)	18 hours
Functions	Operating system	Android 5.1.1
	Processor	RK3288, quad-core
	RAM	2G
	Built-in memory	8G
	Decoding resolution	1080P FHD compatible
	Playback mode	Support loop, inter-cut, timer, shim, etc.
	Compatible network	Ethernet, 3G, 4G
	Touch support	Non-Touch
	Supported Video Files	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
	Supported Photo Files	JPG, JPEG, BMP, PNG, GIF
	Audio output, supported files	Left and right audio channel, MP3
	RTC (real-time clock)	Yes
	Schedule power on/off	Yes
	System update	USB compatible
	App installation	Support download and installation
I/O interfaces	TF	N/A

	Ethernet	1 (RJ45)
	HDMI	1
	VGA	N/A
	Headset	N/A
	USB2.0	2
	SIM	N/A
Structure	Net weight	52kg
	Gross weight	90kg
	Unit dimensions (W*D*H)	1025*514*1117mm
	Package dimensions (W*D*H)	~963.6*14*567.9mm
	Shell material	Aluminum profile/sheet metal
	Shell color	Black
Language	OSD	English

Troubleshooting the Digital Signs – DGKTCH43BK		
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.**
• Power button on remote is not working.	➢ System Aid App is not open.	☐ Using the remote control, scroll over to the "Main apps" button and Open the "System Aid" app. ☐ Point the remote at the green light indicator and power screen off. The unit is now in standby mode. ☐ If the power switch is still in the on position, you can use the remote to power on the screen. ☐ Follow this process every time you want enable standby mode. ❖ **If all of the above have been checked and the issue is not resolved, contact a customer service representative.**
• Remote control not	➢ Batteries not inserted properly.	☐ Check that battery is inserted properly with

working	➤ Batteries are dead. ➤ Standing too close or too far from the unit.	positive and negative orientation. ☐ Insert new batteries. ☐ Stand within 1 foot of the front of the unit and point the remote directly at the unit. ❖ **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 Then select your Wi-Fi network
		☐ Confirm that the antenna is in place and pointed upward.
		☐ Check that other devices are receiving the signal.
		   o **If other devices are not receiving the Wi-Fi 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.

Cleaning & 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 using glass cleaner and provided cleaning kit.
5. If the product will not be used for a long time, pull out the power cord.

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

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.

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.

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 the *Waste Electrical and Electronic Products Recycling and Disposal Regulations* and send it to qualified local manufacture for recycling.

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