DISPLAYS2GO

USER MANUAL

Rev. 01/26



Model: DGWMTCH22

Description: 22" Wall Mounted Touch 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 ---- 3

Safety Warnings and Precautions ---- 4

Warning ---- 5

Caution ---- 6

Partsand Connection ---- 7

Packing List ---- 7

Interfaces ---- 7

Remote Control ---- 8

Description of Basic Operation ---- 9

Power on/Standby ---- 9

Interface and Home Screen ---- 9

Description of Wallpaper Switch ---- 10

File Manager ---- 10

Local Settings ---- 11

Status of Menu Bar ---- 12

DiViExAPP Introduction ---- 12

System requirements ---- 12

How to upload media files ---- 12

Etting ---- 14

Edit picture ---- 14

Music ---- 16

Factory Reset: ---- 16

Choose System Language: ---- 17

Technical Specifications ---- 18

Troubleshooting the Digital Signage ---- 20

Cleaning and Maintenance ---- 22

Names and Contents of Toxic and Hazardous Substances or Elements in the Product ---- 23

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; Built-in HDMI1.4, 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, distortion less 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.

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.

⚠ CAUTION

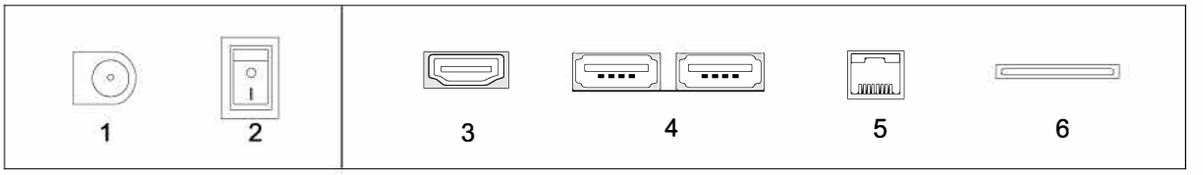
- Do not let children climb onto the Digital Signage.
- Keep the small parts away from children to prevent them from swallowing.
- Tf the Digital Signage won't be used for a long time, please turn it off and pull out the power plug.
- To adjust the position of the Digital Signage, please disconnect all 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.

Partsand Connection

Packing List

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

Interfaces



1. Power Port 2. ON/OFF Switch 3. HDMI Output 4. USB port 5.RJ45 (Ethernet) 6. SD slot Note: Please pull out the power plug before installing or disassembling the unit!

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. Upwards Arrow. Move up selection or move the cursor up.



6. Downwards Arrow. Move down selection or move the cursor down.



7. Leftwards Arrow. Move selection to the left or move the cursor left.



8. Rightwards Arrow. Move selection to the right or move the cursor right.



9. Confirm button, select the use menu or setup menu, press this button to confirm



10. Turn volume up



11. Turn volume down.



12. Return to previous page or a level up in an app.

NOTE: Only buttons shown above have functions.

Description of Basic Operation

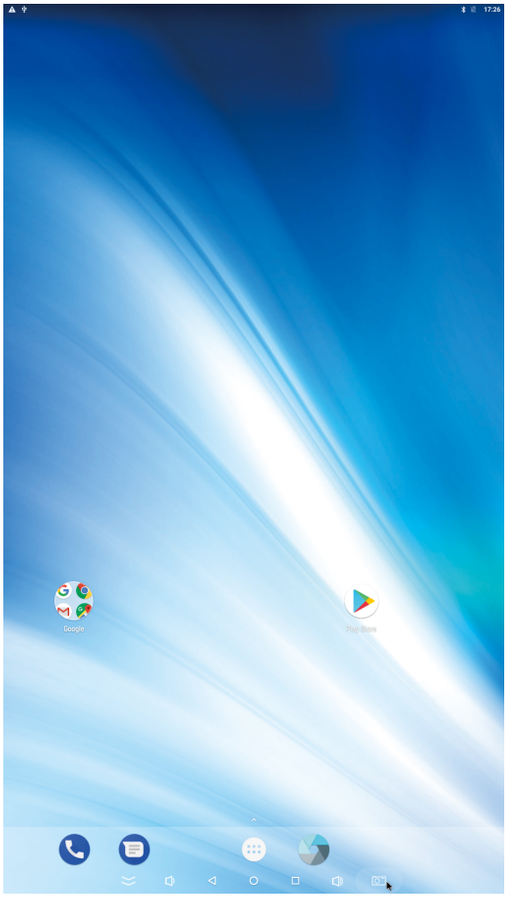
Power on/Standby

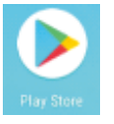
Insert the power plug into the outlet. If the Digital Signage has the switch button “I”, turn it on.

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:



A.  B.  C.  D.  F. 

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.

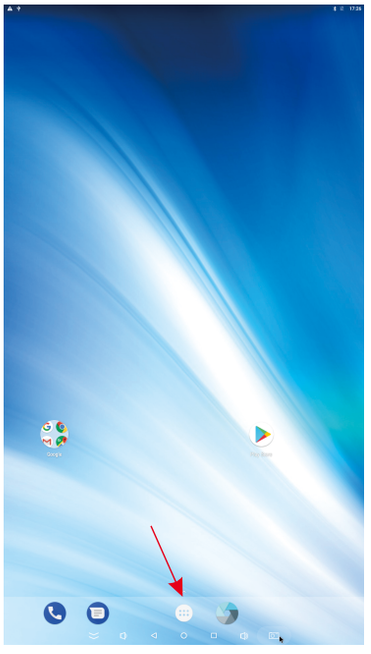


Fig. 1

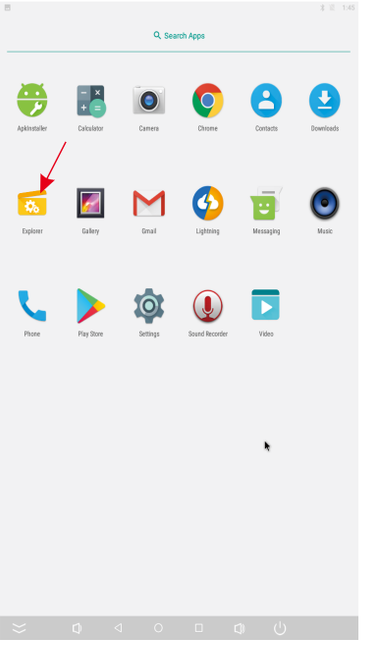


Fig.2



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.

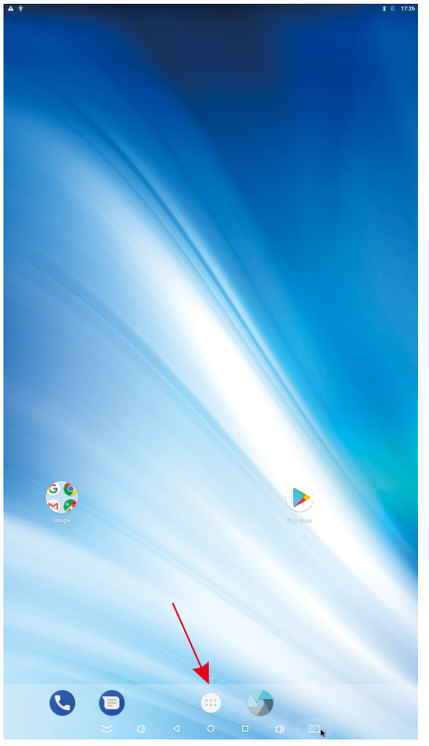


Fig. 1

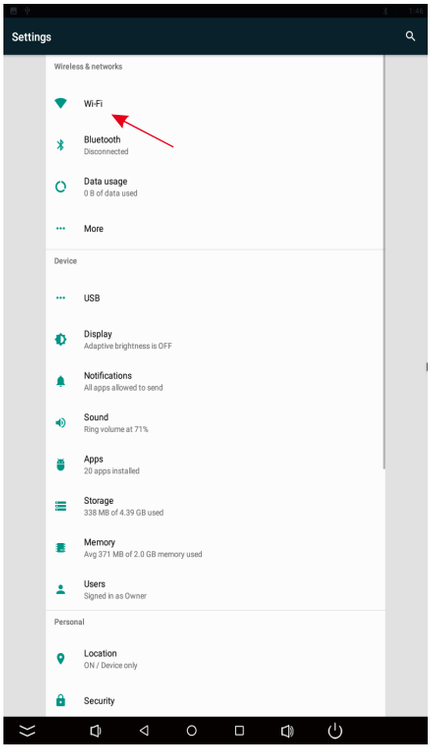
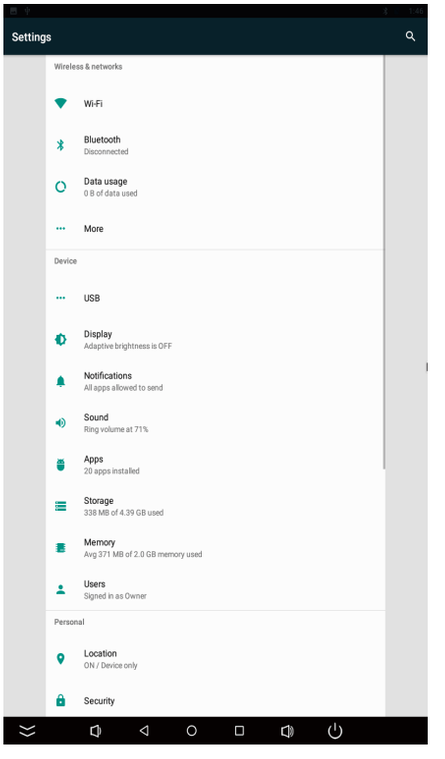


Fig.2

Description of Settings Interface (shown on the right)

Icon	Function
	WIFI switch
	Data usage
	Bluetooth
	USB
	Sound & notification
	Battery saver
	HDMI
	Display
	Storage
	Apps
	Screenshot Setting
	Location
	Accounts
	Backup & reset
	Security
	Language & input
	Date & time
	Printing
	Accessibility
	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

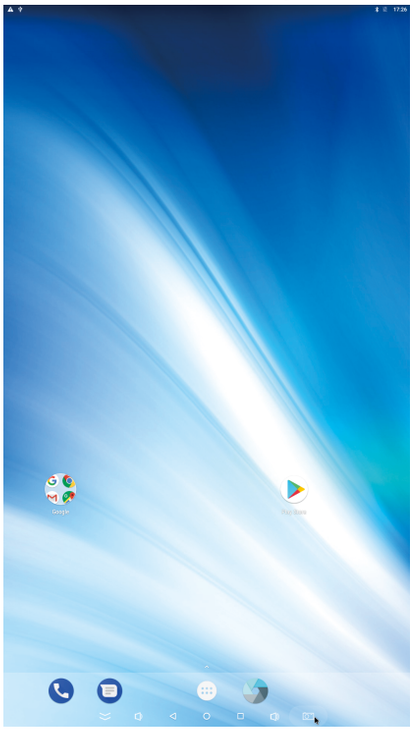


Fig. 1

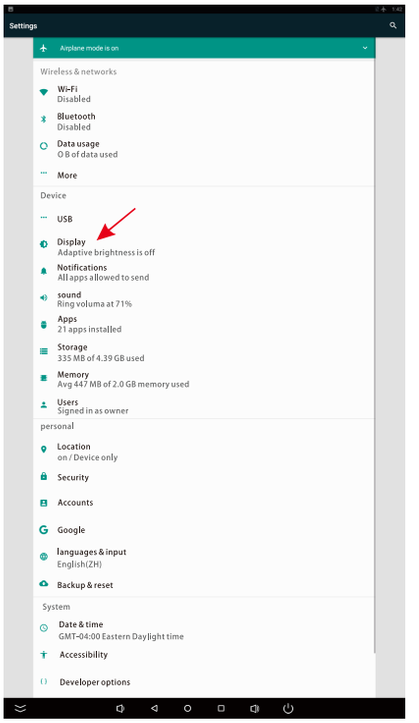


Fig. 2

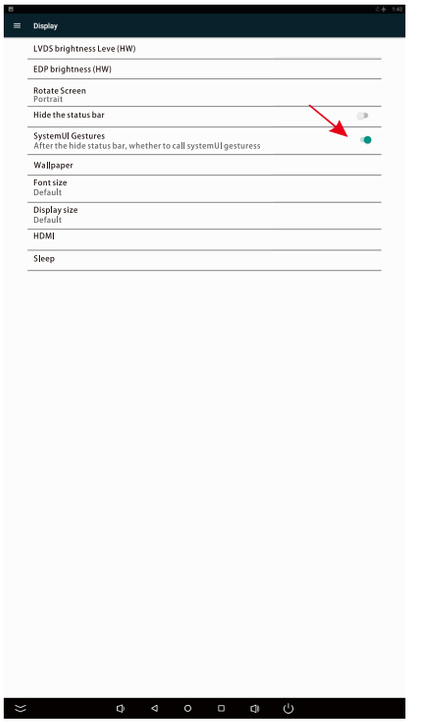


Fig. 3

DiViEx APP Introduction

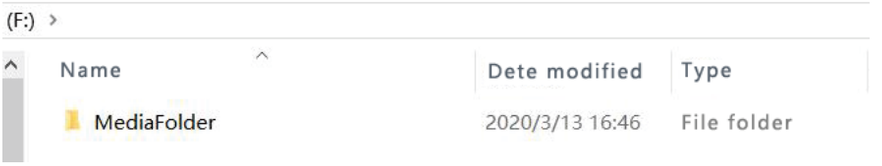
System requirements:

Step1:before Using The App, Make Sure Your Device Meets Or Exceeds The Following System Requirements:

CPU	Rk3288
Operating system	Android 7.1

How to upload media files:

Step 2: Plug in your USB drive to the computer. Open the drive in Windows ExploreR and create a new folder, rename it “Media Folder”. As shown below:



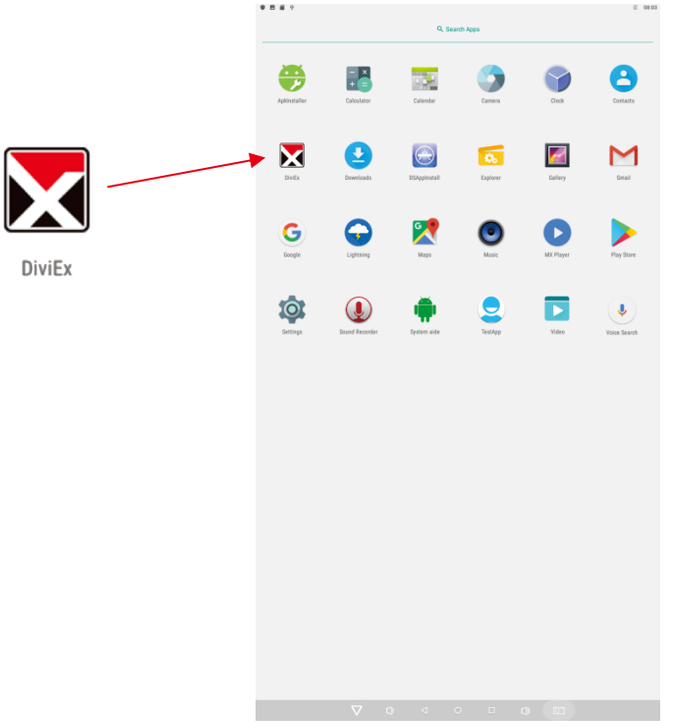
Open “Media Folder", create 3 subfolders, and change their names to "Images", "Videos", "Music"
Copy the media file to be displayed, image to “Images", video to "Videos", Music to "Music"



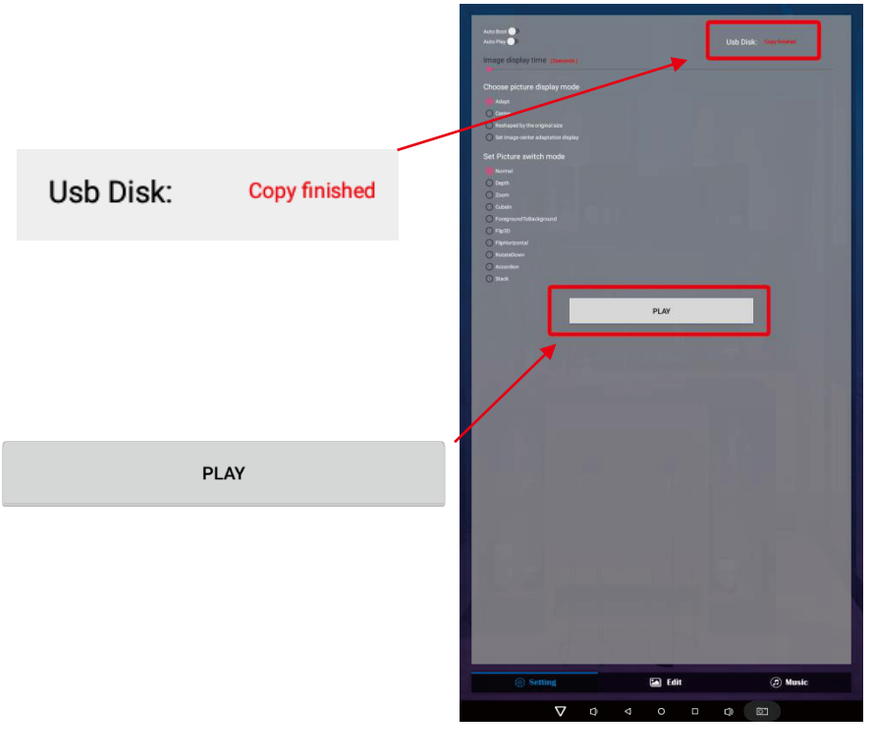
Supported Media Format:

Image	JPG/JPEG/BMP/PNG
Video	MPEG1/MPEG2/MPEG4/H.264/H.265/WMV/MKV/TS/flv
Usic	AAC/MP3/AMR/OGG/PCM

Step 3: Plug the USB drive into the device and click the DiViEx APP.



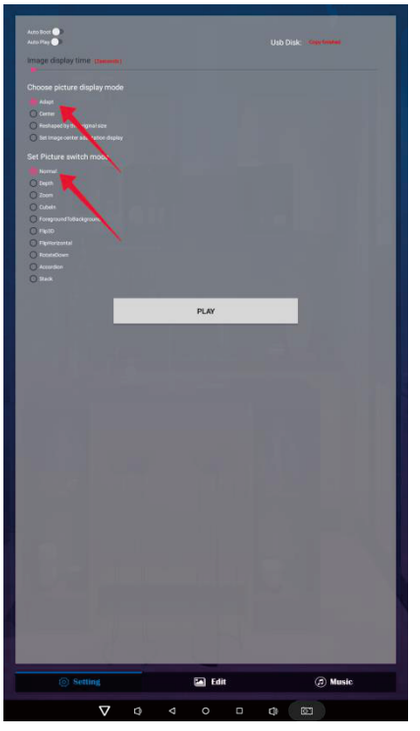
Step 4: When the screen shows “Copy finished” after “Usb Disk:”, the media files are ready to be displayed.



Settings:

1. Set the time each picture is to be shown on the screen by dragging the bar to the desired time.
2. Select how you would like the images to display. Select the desired transition effect between pictures

- Auto Boot
  DiViEX APP will automatic open when the digital signage is turned on.
- Auto Play
  DiViEX APP will automatic play the slidshow when it is opened.
- Choose Picture display mode
  Check a fit option how you want the pictures to be displayed.
- Set Picture switch mode
  Choose an animation option to set the fade in an d fade out effects



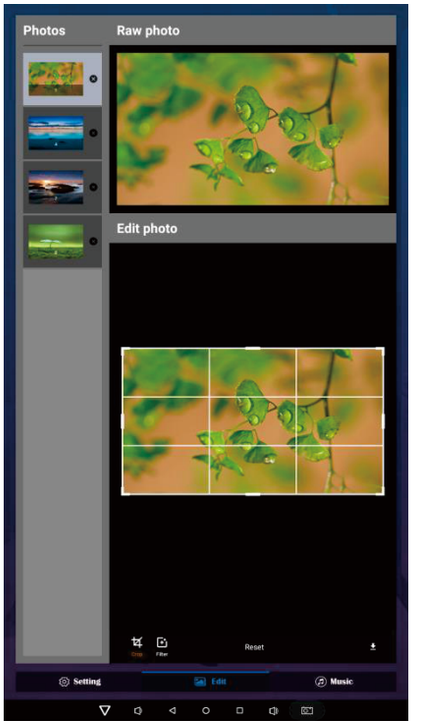
Edit picture:

This function show all pictures, you can edit all pictures, and remove it.

- Crop
  There are four corner handles and four border handles to crop the picture. Click and drag a handle to reshape the image to any size you need.

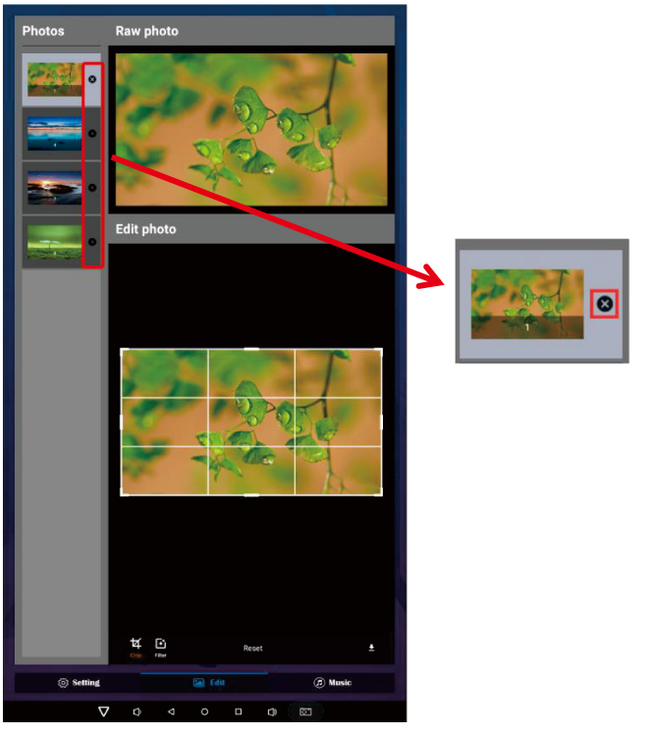
- Filter
  You can browse and try different filters in the filter gallery below the image. The APP support the following filter: AUTO _FIX, BLACK_WHITE, BRIGHTNESS, CONTRAST, CROSS_PROCESS, DOCUMENTARY, DUE_TONE, FILL_LIGHT, FISH_EYE, FLIP_HORIZONTAL, FILP_VERTICAL, GRAIN, GRAY_SCALE, LOMISH,NEGATIVE, PSTERIZE, ROTATE, SATURATE, SEPIA, SHARPEN, TEMPERATURE, TINT, VIGNETTE

- Reset
  Click “Reset” to remove all the editing you applied to the image.
- Save “ ”
  Click the icon to save the edited image as a new image.



- Image deletion

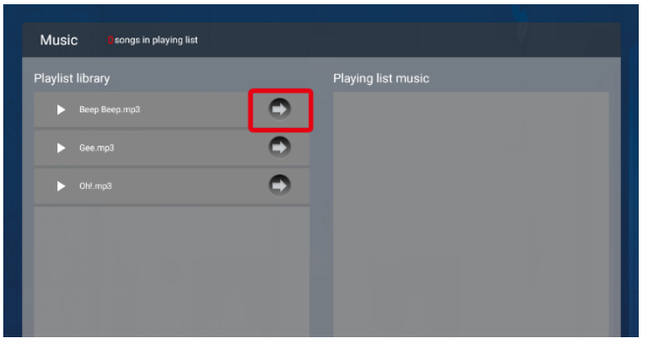
  Click " ⓧ " to delete unwanted pictures



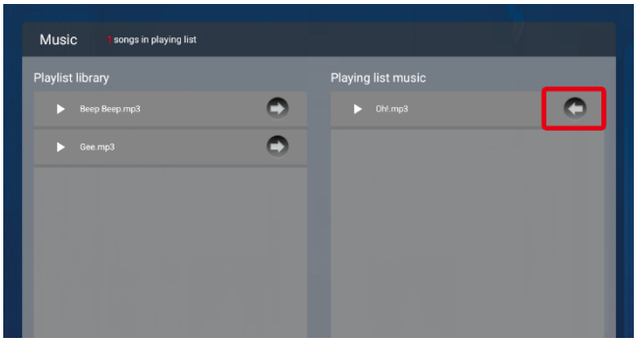
Music:

List all music files in the Playlist library

- Add music to “Playing List Music”(Background music) from “Playlist Library”. Click “right arrow”, music title will show in the “Playlist Music” on the right.



- To remove the added music file from the playlist, click the “left arrow” in the playlist.



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)

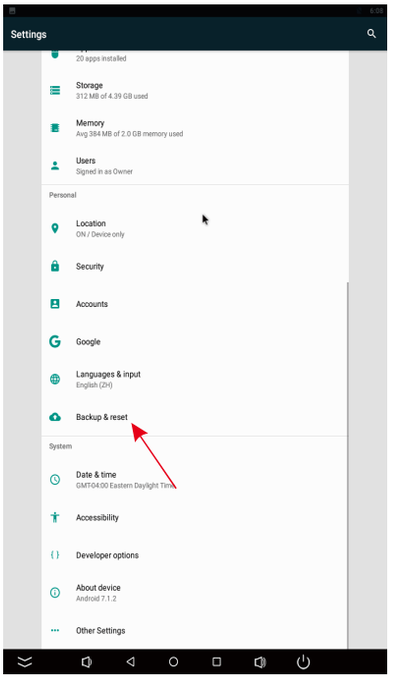


Fig. 1

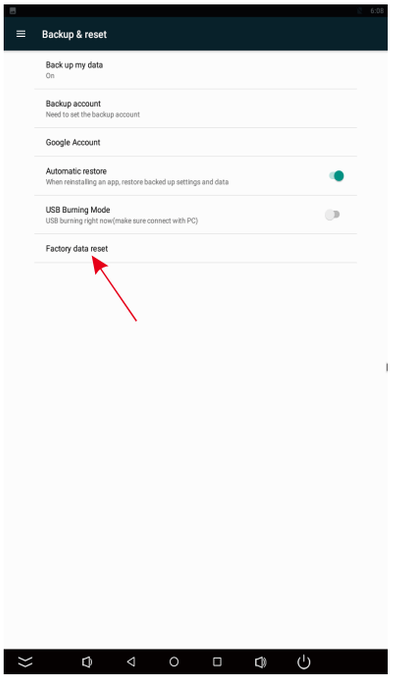


Fig. 2



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)

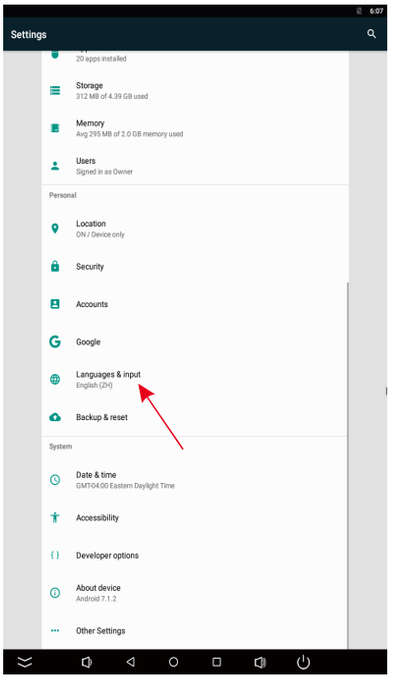


Fig. 1

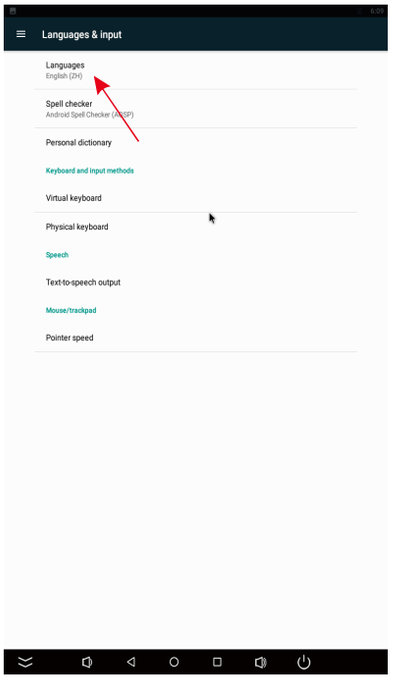


Fig. 2

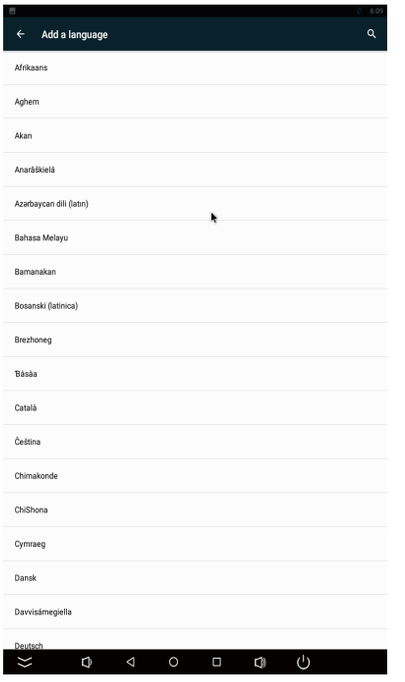


Fig. 3

Technical Specifications

	ITEM	DGWMTCH22
Panel	LCD size	21.5”
	Light source	WLED
	Resolution	1920*1080 (pixels)
	Brightness (typ.)/(min)	350cd /m^2
	Contrast (typ.)	1000:1
	Response (ms)	14ms
	Pixel pitch	0.2479 (H) mm x 0.2479 (V) mm
	Refresh rate	60Hz
	Viewing angle	89°/89°/89°/89°
	Color saturation	72%
	Viewable area	476.064(H) mm x 267.768(V) mm
	Chromaticness	16.7M
Power supply	Voltage	12V
	Power Consumption	28W
Environment	Operating temperature	32~104 °F (0~40 °C)
	Storage temperature	-4~140 °F (-20~60 °C)
	Storage humidity	10~90% RH Non-condensing
	Operating humidity	10~90% RH Non-condensing
	Maximum operating time (hrs/day)	18 hours
Functions	Operating system	Android 7.1
	Processor	Quad-core ARM Cortex-A17, 1.8GHz
	RAM	2G
	Built-in memory	16G
	Decoding resolution	1080P FHD compatible
	Playback mode	Yes
	Touch support	Yes

Functions	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
	Supported Audio files	MP3, WMA, WAV, EAAC+, MP2 dec, Vorbis (Ogg), AC3, FLAC, APE, BSAC;
	RTC (real-time clock)	Yes
	Schedule power on/off	Yes
	System update	Yes
	App installation	Support download and installation
I/O interfaces	Ethernet (RJ45)	1
	HDMI Output	1
	VGA	N/A
	Headset	N/A
	USB2.0	1
	SIM	N/A
Structure	Net weight	4.3kg
	Gross weight	25.3kg
	Unit dimensions	516.5x308x44mm
	Package dimensions	650x480x418mm(5PCS)
	Shell material	Metal
	Shell color	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 ○ Click the settings icon from the Android home screen.  ○ Click “Wi-Fi”. ○ Click the on/off icon in the upper right hand corner to turn on Wi-Fi.  ○ “On” will appear on the upper left hand side. ○ Then 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 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.
● 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	➢ Mistake in storing content to	SlideShow App steps Explorer > Select USB >

pre-installed apps	NAND Flash (shown on pg. 11) ➢ App is defective ➢ Android board is defective.	Select Multi > highlight files > Editor > Select Copy > Home > NAND > MediaFolder > Images> Editor > Paste ○ 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. ○ 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 work.	➢ Batteries need to be replaced ➢ Batteries incorrectly inserted	□ Replace batteries □ Check if batteries are inserted correctly □ Need to replace the keypad locker
● If battery booster doesn't work	➢ Batteries need to be replaced	□ Contact customer service representative
● Locker not charging	➢ Cable malfunction	□ Contact customer service for replacement cable

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

Part name	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Display		O	O	O	O	O
Shell	O	O	O	O	X	X
Circuit board assembly *		O	O	O	O	O
Wires	O	O	O	O	O	O
Metal parts	O	O	O	O	O	O
Packaging materials*	O	O	O	O	O	O
Remote control		O	O	O	O	O
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 a qualified local manufacture for recycling.

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

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