

DISPLAYS2GO

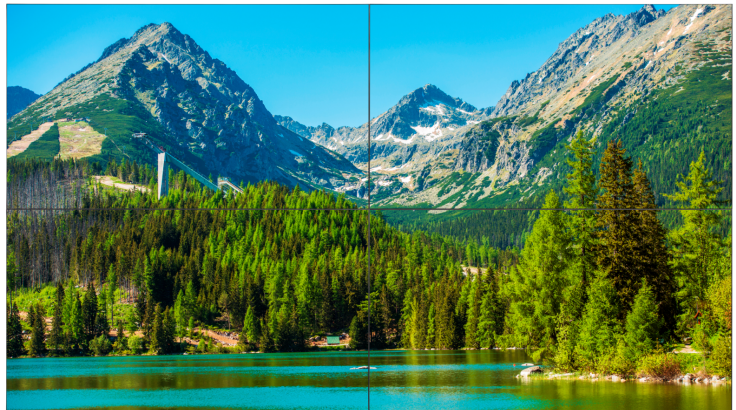
49" Video Wall Installation Manual

Ver.08/18

Displays2Go Part Numbers:

VWTV49PL (Single Screen)

VW22WL49 (2x2 Bundle)



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If you have any questions regarding our products, please visit us at www.displays2go.com or contact D2G customer service at 844-221-3393

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1. Preface

This manual is used to guide the user through the features and settings of this video wall system.

Please read this manual carefully before operating your set and retain it for future use.

Note: Please handle the video wall displays with extreme care as they are fragile. Two or three people needed to handle the LCD panels.

Important Note: Installation of the video wall displays is a serious endeavor that requires experienced professionals. Improperly prepared walls and other structures as well as the equipment being installed can result in property damage, injury and/or liability to the installing contractor. Do not proceed if any part of the installation is in doubt.

2. Open-package Inspection

2.1 Open-package inspection according to the after-sale standard

- Check if the package is complete or has any damage.
- Check the packing list and take photos once opening the package.
- It needs two or three people to take the screen out and it must be handled with care.



2.2 Warnings

Important Precautions

Please read these safety precautions carefully before using the product. Failure to follow those warnings may result in death, serious injury or damage to the product or other property.

Note: This product is for indoor use only

Electrical Power Related Precautions

- Use only the power cord supplied with the unit or another manufacturer's authorized cord. Failure to do so may result in fire or electrical shock or damage to the product.
- Use only a properly grounded plug and receptacle.
 - If you do not you may be electrocuted or injured. Or the product might be damaged.
- Do not use a damaged or loose plug.
 - This may cause electrical shock or fire.
- Operate the display only from a power source (i.e. voltage) indicated in the product specification.
 - Otherwise the product can be damaged, fire can occur or you may be electrocuted. If you are not sure what type of power supply you have, consult a certified electrician.
- In the presence of thunder and lightning, never touch the power cord and signal cable because it can be very dangerous.
 - It can cause electric shock.
- Do not connect several extension cords, electrical appliances or electrical heaters to a single outlet. Use a power strip with a grounding terminal designed for exclusive use with the computer.
 - A fire can break out due to overheating.
- Do not touch the power plug with wet hands. Additionally, if the cord pin is wet or covered with dust, dry the power plug completely or wipe dust off before plugging in the cord.
 - You may be electrocuted due to excess moisture.
- If you don't intend to use the product for a long time, unplug the power cable from the product.
 - Covering dust can cause a fire, or insulation deterioration can cause electric leakage, electric shock or fire.

- Insert the power plug firmly so it cannot come loose.
 - A loose connection can cause fire.
- Hold the plug when pulling out the power cable. Do not pull the plug out by the wire. Do not bend the power cord with excessive force or put heavy objects on the power cord.
 - The power line can be damaged, which may cause electric shock or fire.
- Do not insert metal or other conductive materials into the product openings. Additionally, do not touch the power cable right after plugging into the wall input terminal.
 - You may be electrocuted.
- The appliance coupler is used as the disconnect device.
- Please make sure the device is installed near the wall outlet to which it is connected and that the outlet is easily accessible.
- Do not unplug the power cord while the product is in use.
 - Electrical shock can damage the product
- As long as this unit is connected to the AC wall outlet, it is not disconnected from the AC power source even if the unit is turned off.

Precautions in installing the Product

- Keep away from heat sources like heaters or open flames.
 - Electrical shock, fire, malfunction or deformation may occur.
- Keep the packing anti-moisture material or vinyl packing out of the reach of children.
 - Anti-moisture material is harmful if swallowed. If swallowed by mistake, force the patient to vomit and visit the nearest hospital. Additionally, vinyl packing can cause suffocation. Keep it out of the reach of children.
- Do not put heavy objects on the product or sit upon it.
 - If the product collapses or is dropped, you may be injured. Children must pay particular attention.
- Do not leave the power or signal cable where someone can trip over it.
 - The passerby can falter, which can cause electrical shock, fire, product breakdown, or injury.
- Install the product in a neat and dry place. Do not use near water.
 - Dust or moisture can cause electrical shock, fire, or product damage.
- Do not add accessories that have not been designed for this display.
- If you smell smoke or other odors or hear a strange sound from the product unplug the power cord.
 - If you continue to use without taking proper measures, electrical shock or fire can occur.
- If you dropped the product or the case is broken, turn off the product and unplug the power cord.
 - If you continue to use without taking proper measures, electrical shock or fire can occur.

- Do not drop an object on or apply impact to the product. Do not throw any toys or objects at the product.
 - It can cause injury to humans, problems to the product and damage the display.
- Keep out of reach of children and do not place toys near the product.
- Make sure the product ventilation hole is not blocked. Install the product more than 100 mm (3.9 inches) from the wall.
 - If you install the product too close to the wall, it may be deformed or fire can break out due to internal heat build-up.
- Do not cover the product with cloth or other material (e.g., plastic) while plugged in.
 - The product can be deformed or fire can break out due to internal overheating.
- Place the product on a flat and stable surface that is large enough to support the product.
 - If the product is dropped, you may be injured or the product may be broken.
- Install the product where no electromagnetic interference occurs.
- Keep the product away from direct sunlight.
 - The product can be damaged.
- Do not place the product on the floor.
 - Small children and others may trip over it.
- Do not install this product on a wall if it could be exposed to oil or oil mist.
 - This may damage the product and cause it to fall.
- For displays with glossy bezels the user should consider the placement of the display as the bezel may cause disturbing reflections from surrounding light and bright surfaces.

Precautions in Moving the Product

- Make sure to turn off the product.
 - You may be electrocuted or the product can be damaged.
- Make sure to remove all cables before moving the product.
 - You may be electrocuted or the product can be damaged.
- When lifting or moving the product, do not hold it upside down while holding only the stand.
 - This may cause the product to fall resulting in damage or injury.
- Do not shock the product when moving it.
 - You may be electrocuted or the product can be damaged
- Make sure the panel faces forward and hold it with both hands to move.
 - If you drop the product, the damaged product can cause electric shock or fire.
- Do not place the product face down.
 - This may damage the TFT-LCD screen.

On Disposal (Only, Hg Lamp used LCD Monitor)

- The fluorescent lamp used in this product contains a small amount of mercury.
- Do not dispose of this product with general household waste.
- Disposal of this product must be carried out in accordance to the regulations of your local authority.

Precautions in Using/Cleaning the Product

- Do not attempt to disassemble, repair or modify the product yourself.
 - Fire or electric shock can occur.
- When cleaning the product, unplug the power cord and scrub gently with a soft cloth to prevent scratching. Do not clean with a wet cloth or spray water or other liquids directly onto the product. An electric shock may occur. (Do not use chemicals such as benzene, paint thinners, or alcohol.)
- Keep the product away from water.
 - Fire or electric shock accident can occur.
- Avoid high temperatures and humidity.
- Do not put or store flammable substances near the product.
 - There is a danger of explosion or fire.
- Keep the product clean at all times.
- Take a comfortable and natural position when working with the product.
- Take a regular break when working with the product for a long time.
- Do not press on the panel with a hand or sharp object such as nail, pencil or pen, or make a scratch on it.
- Keep proper distance from the product and rest from time-to-time.
 - Your vision may be impaired if you look at the product too closely or for too long.
- Keep small accessories out of the reach of children.
- Displaying a still image for long time on the monitor may leave persistent image or stain on the monitor screen. To avoid this problem, use a screen saver and power off when this product is not used. Persistent image or screen burn caused by long time usage are not covered by the warranty on this product.
- Do not use products using high voltage around the Monitor. (e.g., a bug zapper.)
 - Monitor may have malfunction as its electrical shock.
- Spray water onto a soft cloth 2 to 4 times, and use it to clean the front frame; wipe in one direction only. Too much moisture may cause staining.



1



2



3



4



5



6

No.	Item	Qty
1	LCD Screen	1
2	Power cord	1 piece for each screen
3	HDMI cable	1 piece for each screen
4	Internet Cable	1 piece for each screen
5	Remote Controller	1
6	Infrared Receiver	1

2.3 Electrified inspection

Once opening the package, please check the integrity of the screen first, then you can carry on the electrified inspection.

Note: Put the screen on a protected flat surface with the screen facing upwards

The inspection steps are as follows:

Step 1: Press the “Menu” on the remote control, then press “8202” to enter the factory menu.

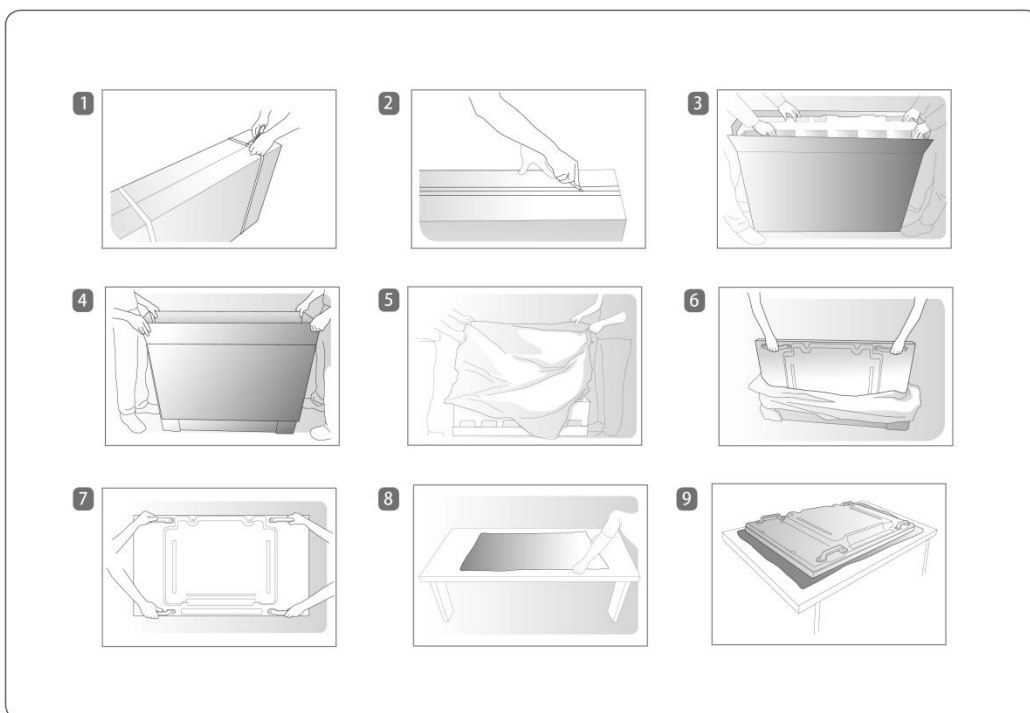
Step 2: Select “other setting” to enter the “white pattern”.

Step 3: Select the “RGB” to check if the screen works well.

3. Installation

3.1 Attention

- ✧ Handle with care
- ✧ Careful installation
- ✧ Keep smooth



Note:

- (1) Confirm that the wall strength is sufficient to support the weight of the LCD screen (30kg for each screen, plus the weight of the mounts of your choice).
- (2) Make sure that the wall is a smooth surface.

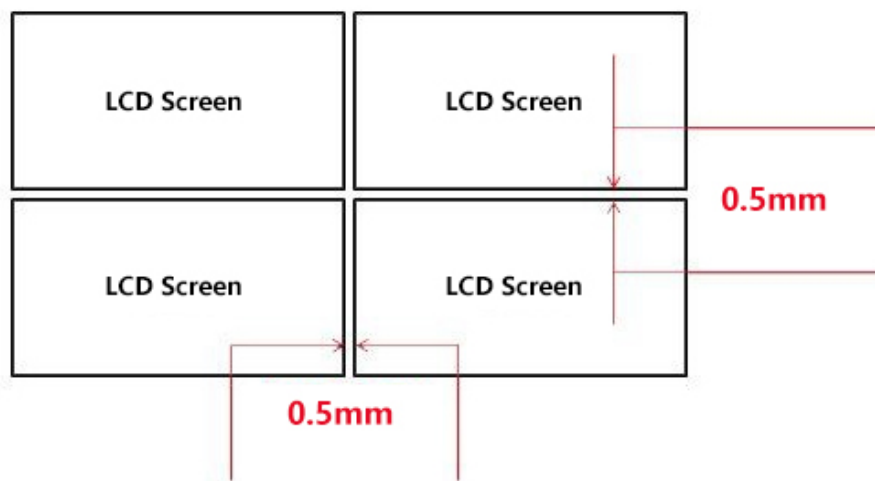
3.2 Video Wall Unit Installation

- Installation of the video wall mounts should be done first.
- Please refer to the instruction sheet of the video wall mount of your choice to install

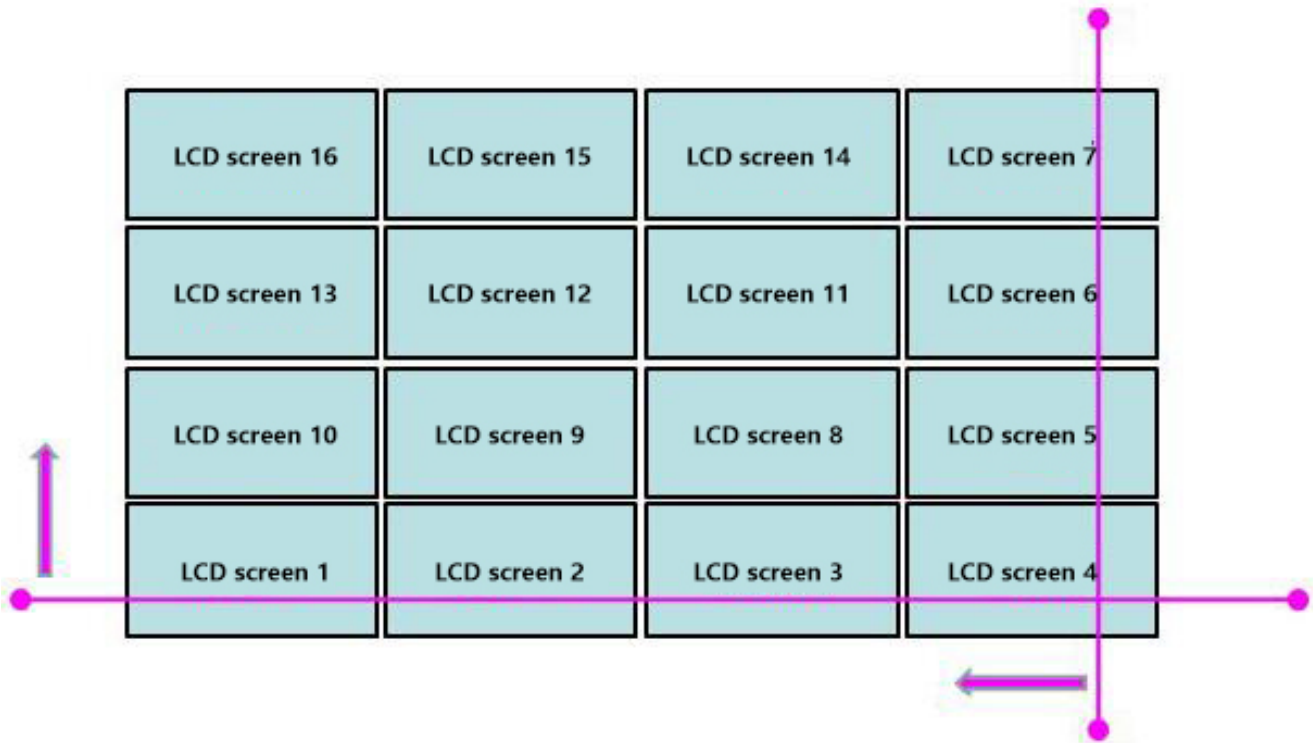
3.2.1 Video Wall Unit Installation

It needs two or three people to lift the screen up to the bracket and one person to install the screen.

- (2) Prevent the screen from hard objects and ensure that the gap between both screens is about 0.5mm



(3) The installation must be operated from bottom to the top and from left to the right to ensure the screen in accurate position.



(4) Tear off its protective film and glue after installing a single screen

(5) Please clean the screen after installation

4. Display System

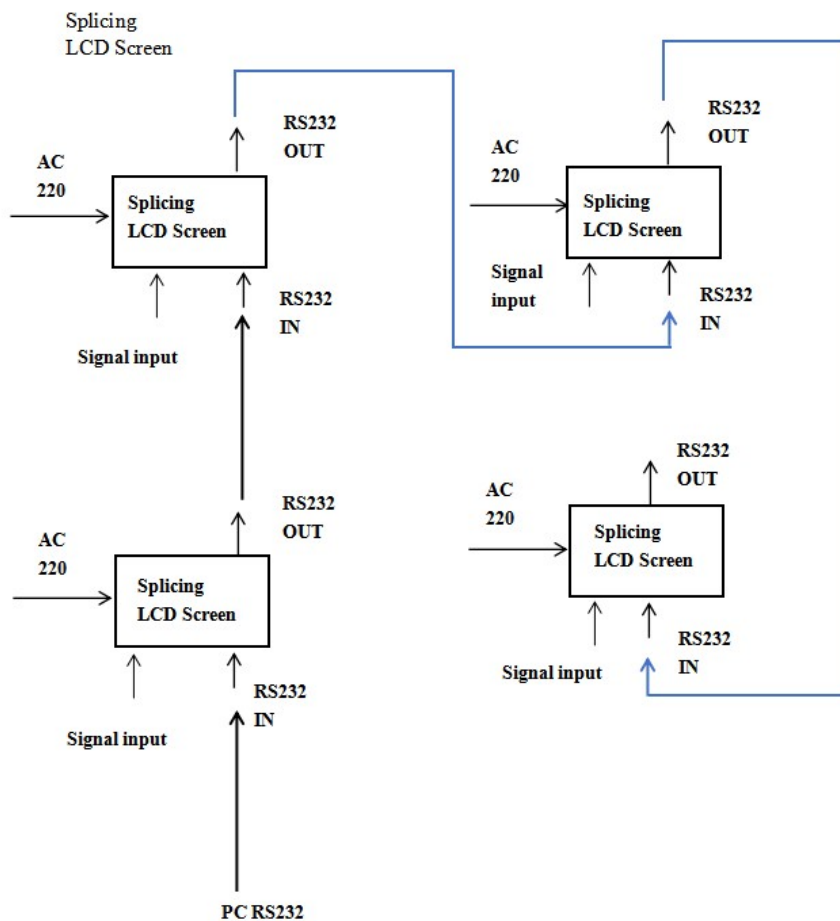
4.1 Screen Splicing Setting

There are two ways to finish the screen splicing, please refer to the 4.1.1 and 4.1.2 for the details.

4.1.1 Control cable connection

Connect the control cable as following diagram.

Video Wall Splicing Diagram (2 x 2)



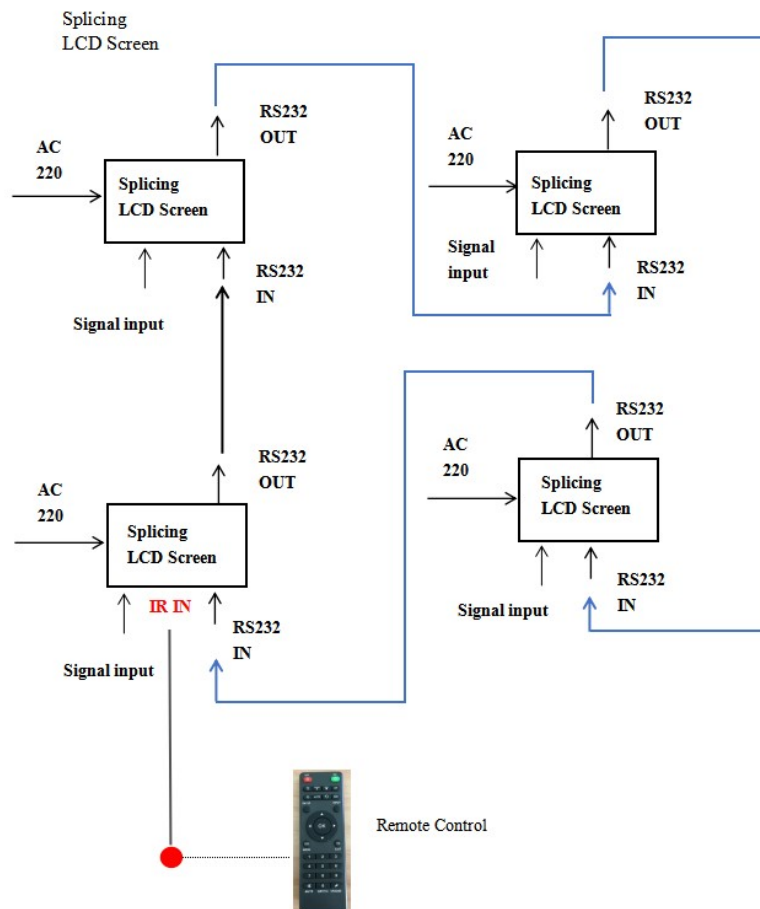
Note: Use your hand to push the screen into the wall after the cables connected.

(Please note that the hand should be touched on the metal frame but not push the glass surface directly).



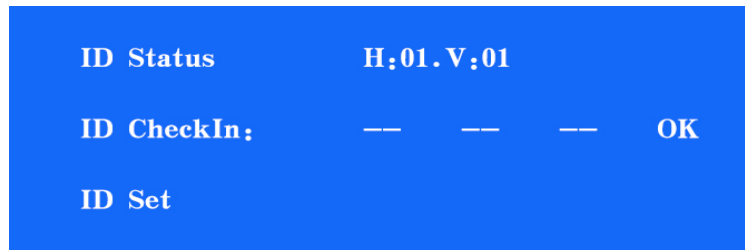
4.1.2 Remote Control Setting

Video Wall Splicing Diagram (Remote Control) (2 x 2)



Note: connect the control cable as above diagram, then you can control the whole video by remote control.

Click the “Random Number” on the remote control, as shown in the figure 4.1.2.1.



4.1.2.1

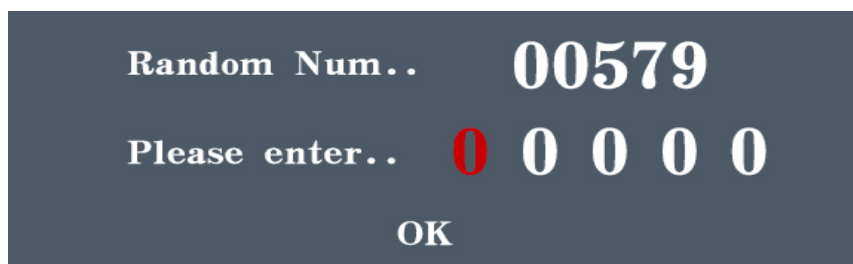
1) “ID Check In”: Input the address of screens from start to end.

E.g.: Input: “03 01 03 01”, then press “ok”, you can control the screen unit only of address 03 01.

E.g.: Input: “02 01 03 01”, then press “ok”, you can control all the screens from address 02 01 to 03 01.

2) “ID SET”:

Access into the “ID SET”, such as below: Please enter the matched random number, and click “OK” (If the random number is 00000, please reset the random number).



4.1.2.2

By then access into below page, input the matched address and screen numbers to finish the whole sets.

“ID Set H” & “ID Set V”: The actual address of screen unit.

“Wall H Units” & “Wall V Units”: The total amounts of the video wall..

ID Managem. .			
ID Set H	01	ID Set V	01
Wall H Units	01	Wall V Units	01
Reset RandID			OK

ID Set H: Setting the horizontal position of the current screen

ID Set V: Setting the vertical position of the current screen

Wall H Units: Setting the total number of rows of LCD Wall

Wall V Units: Setting the total number of columns of LCD Wall

5. Cleaning Instruction

5.1 Cleaning screen

- Clean the screen with a non-shrinking dry cloth to avoid damaging the screen surface coating.
- Do not use chemical fiber cloth or detergent. Its composition may cause the screen surface fade or damage.
- Do not wipe the screen with a hard cloth or a rough, hard object, which may damage the screen surface.
- If the surface of the screen is contaminated with grease, such as fingerprints and so on, please use a non-shrink cloth dipped in diluted neutral detergent to wipe it and dry it with a soft, dry cloth.
- Do not use spray cleaner. This may remove the coating or cause the device failure.

5.2 Cleaning housing

- Do not use benzene, thinner and other chemical products to wipe the housing.
- Do not spray volatile solutions on the housing, such as pesticides.
- Do not use chemical fiber cloth, detergent or wax, the composition may cause the housing cracking and deformation
- Use a non-shrink cloth to clean the screen housing and its remote control. If the housing gathers lots of dust, please use a non-shrink cloth dipped in diluted neutral detergent to wipe it and dry it with a soft, dry cloth.
- Do not use the following detergents as it may cause the housing to crack, fade and scratch: acidic / alkaline detergents, alcoholic cleaning, scrubbing agents, soap powders, OA cleaners, car waxes, glass cleaners and so on.

6. Maintenance and troubleshooting

※ Power Failure

Solution:

- 1) Check the power cable to ensure that both ends are properly inserted into the socket.
- 2) Ensure the supply power is correct.

※ No input signal appears

Solution:

- 1) Check the signal line to ensure that the connection is reasonable;
- 2) Ensure that the relevant peripheral power is turned on;
- 3) Make sure that the selected input option matches the input signal.

※ Remote control Failure

Solution:

- 1) Ensure that the battery is without leakage.
- 2) Ensure that the remote control is in the operating range.
- 3) Make sure the remote control points to the remote control window of the display.
- 4) Make sure that there is no obstacle between the remote and the free window.

※ **Spots or stripes on the screen**

Solution:

- 1) Equipment power is not connected to the ground.
- 2) Make sure there are no emissions (cars, high voltage cables or neon lights) or other sources of potential interference

※ **Image color or quality degradation**

Solution:

- 1) Make sure all settings (such as brightness, contrast, color, etc.) are adjusted properly
- 2) For more information on video settings, please refer to the product manual introduction.

※ **The screen position or size is incorrect**

Solution:

- 1) Make sure to adjust the screen position and size to a reasonable extent.
- 2) According to automatic phase adjustment.

※ **Image or color is incorrect**

Solution:

- 1) Make sure the signal cable is connected properly.
- 2) When connected to a computer, you can change the resolution of your computer to

get the correct image.

※ **Show warning message**

Solution:

- 1) Check input signal cable connection.
- 2) Select the correct input signal.

※ **Cannot display the entire screen**

Solution:

- 1) Address code error.
- 2) Check RS232 control cable connection.
- 3) Check digital DVI video cable connection.
- 4) Check if the signal cable connection is wrong.

※ **Blue screen**

Solution:

- 1) Check if the video channel is correct
- 2) Check if the signal cable is well connected
- 3) NO Signal Input

※ **Blurred screen**

Solution:

- 1) Check if the signal cable is well connected.
- 2) LCD screen failure.

※ LCD unit has no power, black screen

Solution:

- 1) Check if the power plug, socket and cable are well connected.
- 2) Check if the switch (OSD button or remote control) is in the state of power on.
- 3) Check if the drive board is in good condition.

Technical Specifications

	Model	Parameters
Panel	LCD size	49"
	LCD supplier	LG
	Panel model	LD490DUN-THC1
	Light source	LED backlight
	Resolution	1920*1080 (pixels)
	Brightness (typ.)/(min)	450cd/m2 (typ.)
	Contrast (typ.)	1300:1 (typ.)
	Response (ms)	8ms (typ.)
	Pixel pitch	0.55926 (H) mm * 0.55926(V) mm
	Refresh rate	60Hz
	Viewing angle	178° (H)/178° (V)
	Life	50,000hrs (min)
	Color saturation	72%
	Viewable area	1232.00mm Diagonal
	Chromaticness	16.7M
Scheme	Rockchip	N/A
Power supply	Voltage	100V~240V, 50-60Hz
	Power Consumption	≤180W
	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)	24 hours
Functions	Operating system	N/A
	Processor	N/A
	RAM	N/A
	Built-in memory	N/A
	Decoding resolution	1080P FHD compatible
	Playback mode	N/A
	Compatible network	N/A
	Touch support	Non-Touch
	Supported Video Files	N/A
	Supported Photo Files	JPEG, BMP, PNG
	Audio output, supported files	N/A
	RTC (real-time clock)	N/A
	Schedule power on/off	N/A
System update	USB compatible	
App installation	N/A	
I/O interfaces	AV	*2

	COM	In*1, OUT*2 (RJ45)
	HDMI	*1
	VGA	*1
	DVI	*1
	USB	*1
	SIM	*0
Structure	Net weight	24kg
	Gross weight	32kg
	Unit dimensions (W*D*H)	1077.6*115.5*607.8mm
	Package dimensions (W*D*H)	1270*250*900mm
	Shell material	SPCC
	Shell color	Black
Language	OSD	English