

User Manual

LCD Shelf Display

Date: February 2024

Doc Version: 1.1

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website
www.zkdigimax.com..

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About the Company

ZKDIGIMAX is a new digital transformation platform company that comes from a joint venture company between PT Digital Mediatama Maxima Tbk ("DMMX") - an Indonesian public listed company focused on digital cloud advertising, and ZKTeco CO. LTD, a Chinese public listed company focused on biometric verification in security and time management solutions. ZKDIGIMAX strives to provide businesses end-to-end solutions, not only in digital cloud advertising, all biometric, computer vision hardware and SaaS software solutions but also in introducing a unique business model to transform retail, quick-service restaurants, offices, and buildings into a digitalized environment.

Our solution will help business owners focus more on their core business to achieve their growth potential, as all their digital needs are handled by us, not only for hardware and software but also managed service and maintenance solutions. ZKDIGIMAX provides a comprehensive total solution for the retail and quick service restaurant industries, from digital signage to AI business analysis, entrance control, time management, hardware leasing, software hosting, and more.

About the Manual

This manual introduces the **LCD Shelf Display**.

All figures displayed are for illustration purposes only. Figures in this manual may not be exactly consistent with the actual products.

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Caution

Thank you for purchasing our display products. Please read and save this manual carefully before use.

Warnings and Precautions

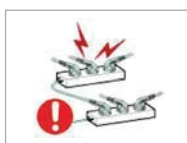


Please insert the socket accurately to prevent the power plug from falling off.

- If not connected properly, the screen may turn off or may cause fire.
- Make sure to hold the plug while disconnecting from the socket.



Do not use damaged power cords, plugs, or loose sockets as they may cause electric shock and fire. Make sure hands are not wet while removing the plug or power cable from the socket, as it may cause electric shock.



Pulling the wires can cause breakage and leakage in wires, causing fires and disasters. Do not connect more than one plug to a socket, overload fire and disaster may occur.



If you bend the power plug too much, there may be broken wires and leakage. Fire and disaster caused by power leakage may occur if the cable is broken. Please note that the power cable should not be unplugged when using the monitor.



If the product is not used for a long time, please detach the power cable. Otherwise, it may cause heat, fire and insulation leading to electric shock and leakage fire.



When placing the monitor, be careful not to impact the monitor, which may cause failure and damage to the monitor.



Do not install or use in damp and dusty places, which may cause leakage and electric shock to cause fire and other disaster.


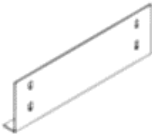

Warning:

This is an A grade product. In the domestic environment, the product may cause radio interference. In such cases, it may be necessary for the user to take practical measures against interference.

Safety Instruction

1. If you need to clean the monitor with a damp wipe, remove the plug first. Wipe the screen with a dry cloth only after the power is turned off, but do not use alcohol, solvents or ammonia-containing liquids.
2. If you have followed the instructions in this manual and the display still does not work properly, please contact a service technician.
3. Open the cover only by qualified maintenance personnel.
4. Keep the display away from direct sunlight, furnaces or other heat sources.
5. Remove anything that could fall into the vent or prevent the display electronics from dissipating heat.
6. Do not block the ventilation holes in the cabinet.
7. Keep the monitor dry. To avoid electric shock, do not place this product in an excessively humid environment or be exposed to rain.
8. In order to avoid electric shock and prevent permanent damage to the product, do not place the product in an excessively humid environment or be exposed to rain.
9. When placing the monitor, ensure that electrical plugs and sockets are safe to use.

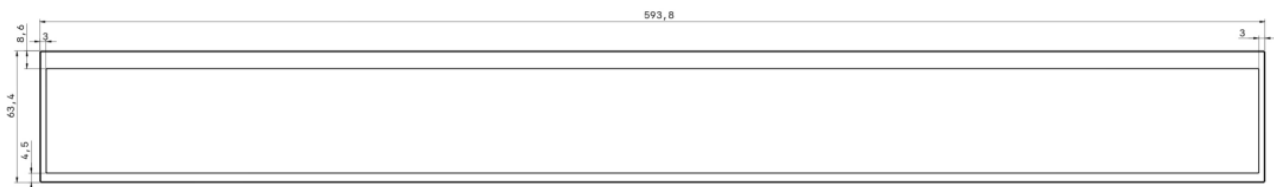
Packing List

Name	Quantity	Picture	Note
Main Device	1		See Product Diagram .
Fixed Plate	1		Use to fix the main device, and screws supplied.
Power Supply	1		Input: AC 100V-240V, 50/60Hz. Output: 12V/2A.

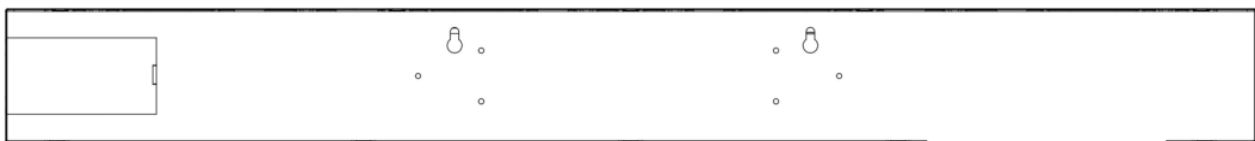
1 Product Instructions

1.1 Product Diagram Component and Interface Diagram (Unit: mm)

Model: DG03-S1W23

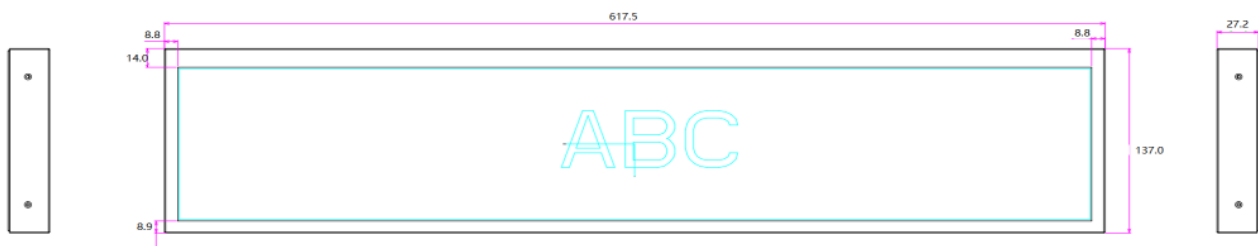


Front View

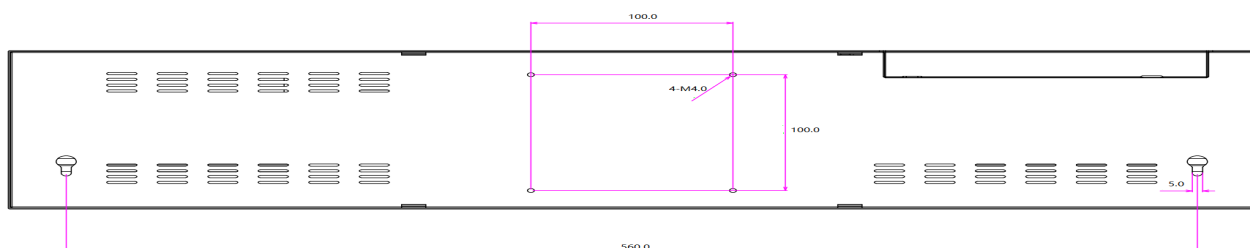


Rear View

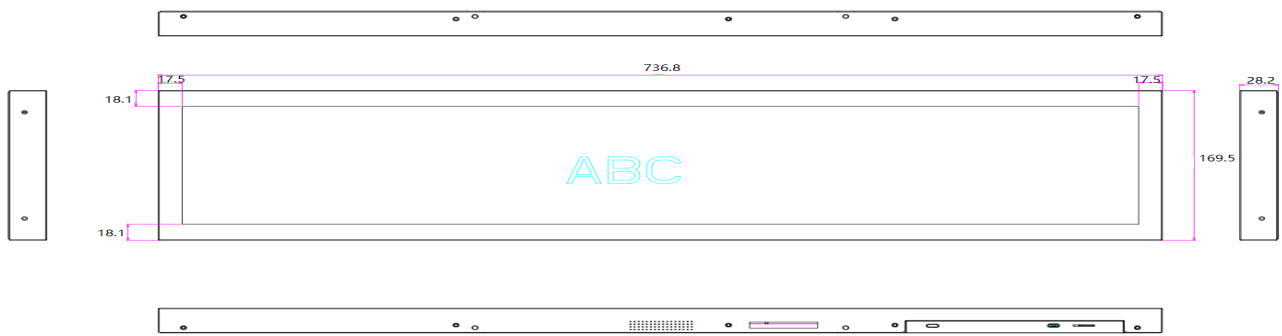
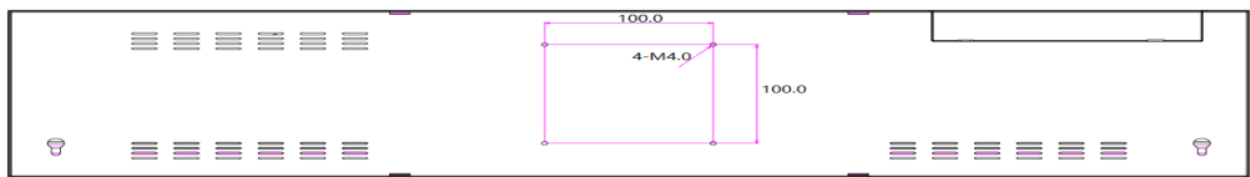
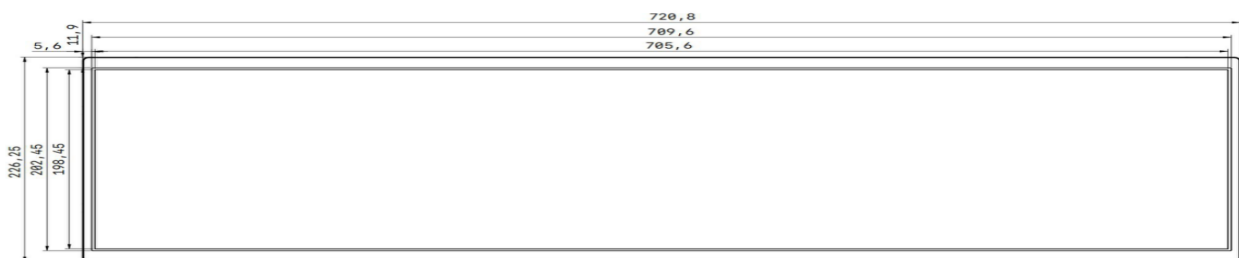
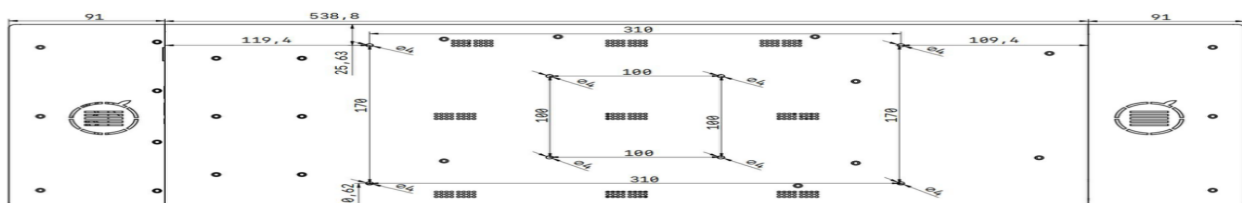
Model: DG03-S1W24

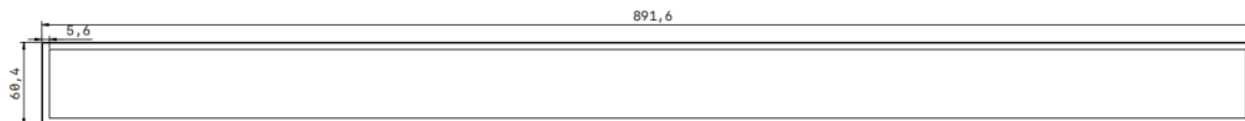
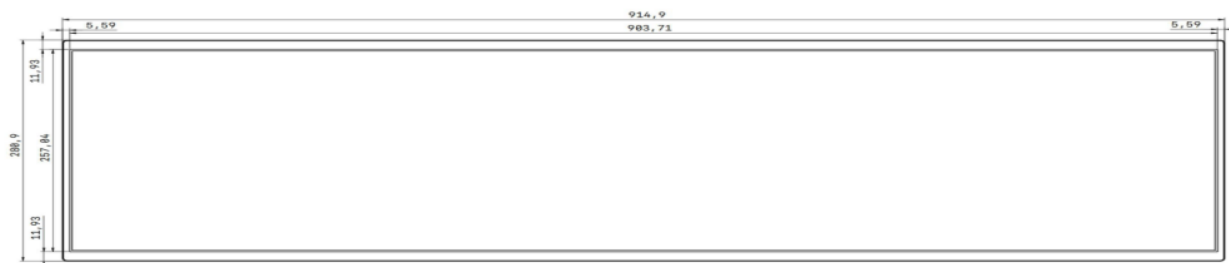
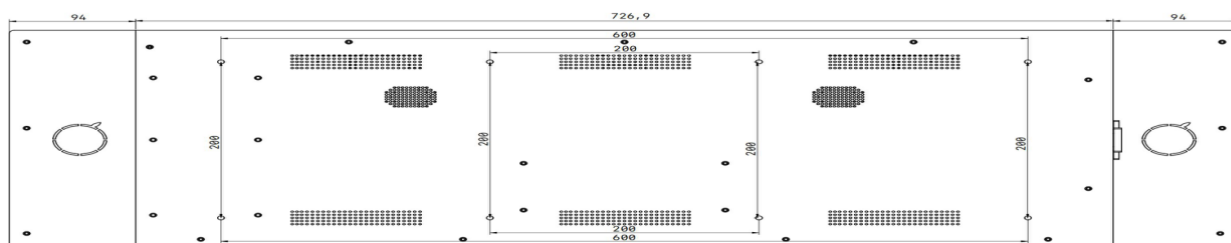
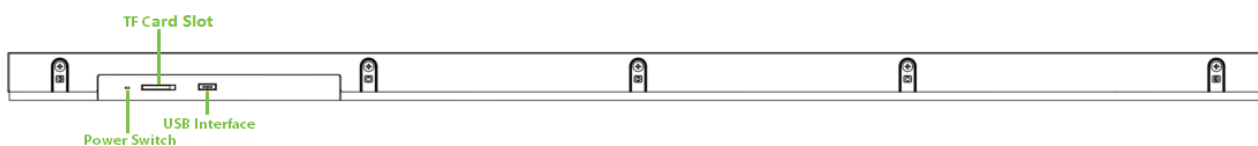
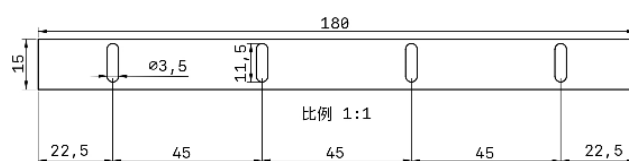


Front View



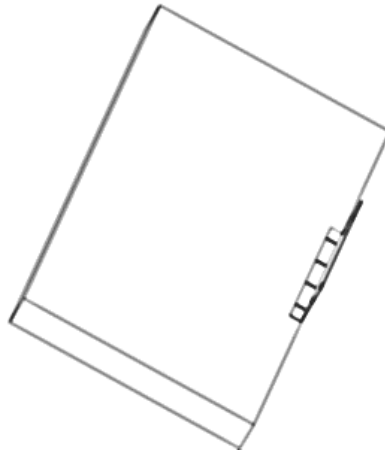
Rear View

Model: DG03-S1W28**Front View****Rear View****Model: DG03-S1W29****Front View****Rear View**

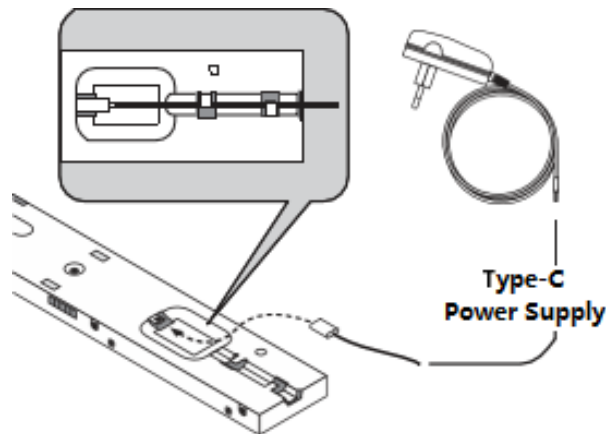
Model: DG03-S1W35**Front View****Rear View****Model: DG03-S1W37****Front View****Rear View****Side View****Fixed Plate**

1.2 Installation Instruction

1. Install the wall hanging board on the customer's corresponding shelf with screws.

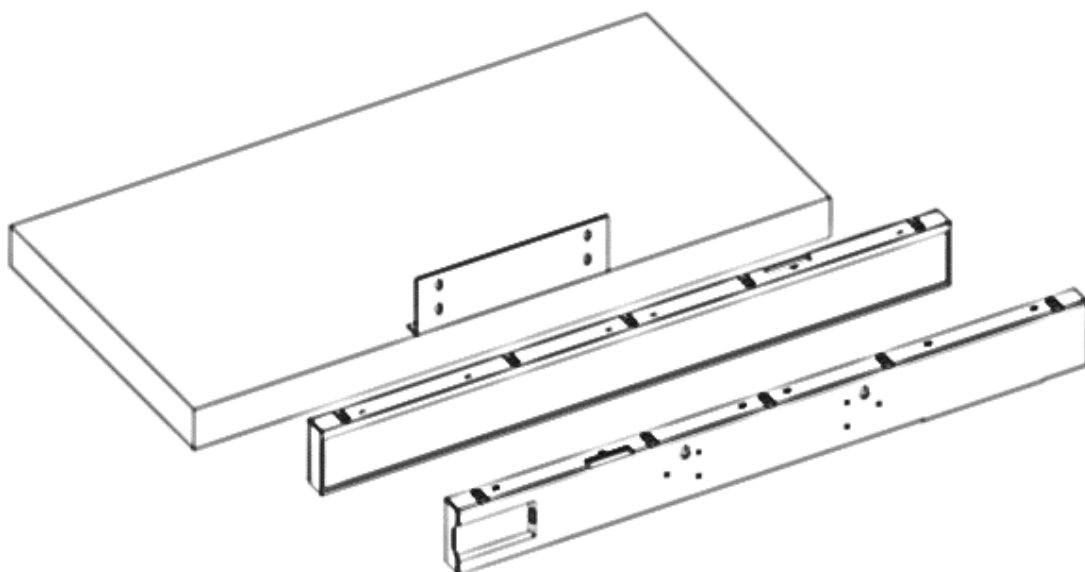


2. Plug the Type-C power plug into the rear of the device.



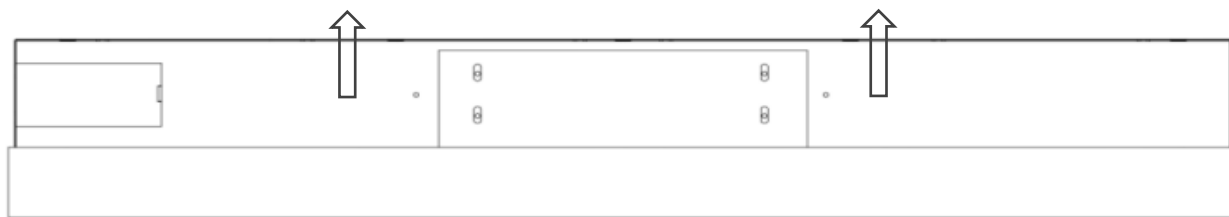
3. Align the device with the screw hole on the front of the wall mount, and lock the screw on the back of the wall mount (see the following diagram, installation is completed).

Note: The TF card slot and USB interface face down.



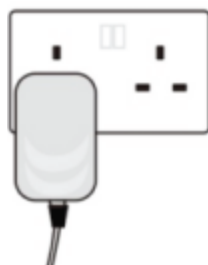
Attached: Disassembly Instructions

Remove the screws fixed on the rear of the fixed plate and lift the device.



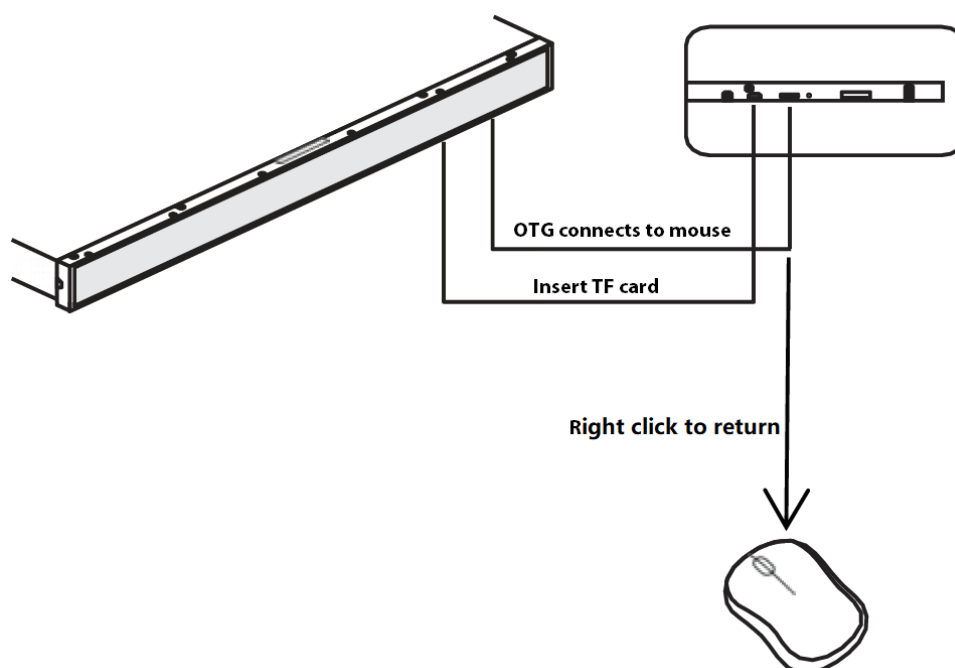
1.3 Operation Instruction

1. Power on the device; the standby screen will appear within a few seconds, as shown in the picture below:



Boot Screen


2. Insert the TF card and connect it to the mouse using the transfer cable. The right mouse button serves as the return button.



Wi-Fi Connection:

- **Manual Connection:** Left click the mouse to enter the setting interface. Click **Network and Internet Settings**, turn on the switch, select Wi-Fi, and enter the password.
- **Automatic Connection:** After entering the correct Wi-Fi password, it will automatically connect next time.

Brightness Settings:

Click on "Settings" to access the settings interface, then click on  and slide the progress bar to adjust the brightness to your preference.

Installing and Uninstalling the APK:

- **Manual Installation:** Find the target APK through file management and click **Install**.
- **Manual Uninstallation:** Drag and drop the APK onto the uninstallation icon on the left.

2 Fault Analysis and Elimination

Problem 1: No Image Displayed on LCD.

Possible Causes:

- The LVDS cable is disconnected.
- The device power is disconnection or powered off.
- The device has no signal input and is in standby state.

Solution:

- Please check that the LVDS cable is connected correctly, the network cable is connected correctly, and the plug is secure.
- Check whether the device is powered on.
- Please check whether the station command is normally sent and the device is in standby state.

Problem 2: The Remote Control of the Device cannot Operate Normally.

Possible Causes:

- The remote control is too far away or the angle is too large.
- The battery is dead.

Solution:

- Please ensure that the remote control is within the effective control range.
- Please replace the battery.

Problem 3: Cannot enter the Screen Properly.

Possible Causes:

- The network connection is incorrect.
- The device information is incorrectly configured.

Solution:

- Check whether the network connection is correct.
- Reset basic information.

Problem 4: Abnormal Image Display (Jitter, Flicker, Shadow).

Possible Causes:

- The abnormal image display may be caused by the poor quality of the signal cable.
- The abnormal image display may be due to the non-standard video file encoding format.

Solution:

- Replace a signal cable with a good quality one.
- Replace the video file with a correct encoding format.

Problem 5: The Startup Interface not Displayed.***Possible Causes:***

- The startup animation file is damaged.

Solution:

- Upgrading a known logo software package.
- To remake, select all the images, place them in a folder and compress them, and rename the file Bootanimation.zip.
- The file format can be png, jpg, or bmp. The file formats that are not supported are gif or tiff.

If you cannot resolve the issue using the above methods or encounter a different problem, please contact ZKDIGIMAX technical support.

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