

# User Manual

## DG03-A1W32 Series

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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](http://www.zkdigimax.com).

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The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on <http://www.zkdigimax.com>

If there is any issue related to the product, please contact us.

## 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, entran.

## About the Manual

This manual introduces the operations of the **DG03-A1W32 Series**.

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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## **Safety Precautions**

### **Warning:**

Use of controls, adjustments, or processes not described in this document may lead to collisions, electrical hazards, or mechanical hazards. Operation of this equipment in a residential environment could cause radio interference.

- Do not ingest battery. Chemical Burn Hazard!
- This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- Dispose of used batteries according to the instructions.

**Please read and observe the following precautions when connecting and using the display:**

### **Operation:**

- Do not expose the display to direct sunlight and keep it away from the stove or any other heat source.

- Move away any objects that may fall into the ventilation hole or object that may prevent the normal heat dissipation of the electronic components of the display.
- Do not block the ventilation hole on the shell.
- When placing the display, make sure that the power plug and socket are easy to plug and unplug.
- If the display has just been turned off by unplugging the power cord, you must wait 6 seconds before reconnecting the power cord to ensure normal operation.
- Be sure to use the approved power cord provided by ZKDIGIMAX. If the power cord is missing, please contact the local service center.
- Protect the display from violent vibration or collision during use. Do not knock or drop the display during use or transportation.
- Adjust to the off state when not watching to reduce the energy consumption.
- On the premise of ensuring the viewing quality, the energy consumption of the display in use can be reduced by reducing the brightness of the display.

**Maintenance:**

- To protect the display from damage, do not press the LCD panel too hard. When moving the display, grasp the frame to lift it up; when lifting, do not put your hands or fingers on the LCD panel.
- If the display is not used for a long time, the power plug of the display shall be unplugged.
- When cleaning the display with slightly wet cloth, the power plug of the display shall be unplugged. When the power supply is off, the screen can be wiped with dry cloth. However, do not use organic solvents (e.g. alcohol) or liquids containing ammonia to clean the display.
- To avoid electric shock or permanent damage to the display, do not use the display in a dusty, rainy, or excessively humid environment or the environment near water.
- If the display gets wet or is affected with damp, wipe it with dry cloth as soon as possible.
- If water enters the display, turn off the power immediately and unplug the power cord. Then, send the display to the maintenance center for overhaul.
- Do not store or use the display in hot or cold places or places exposed to direct sunlight.
- In order to maintain the best performance of the display and ensure a longer service life,

please use it under the temperature and humidity conditions described in the specification.

**Important:** When the display is unattended, be sure to start the mobile screen saver. If the display shows static content, be sure to enable the periodic screen refresh application. "Imprinting" may be caused on the screen if the display shows still or static image for a long time without interruption, and it is also known as "residual image" or "after image". This is a common phenomenon of LCD panel technology. In most cases, after turning off the power supply for a certain period of time, the "imprint", "residual image" or "after image" will gradually disappear.

**Warning:** Serious "imprinting", "residual image" or "after image" will not disappear and cannot be repaired. This is not covered by the warranty.

#### **Repair:**

- Only professional maintenance personnel can open the shell cover.
- If the product needs repair or integration, please contact the local service center.
- Do not place the display in places exposed to direct sunlight.



If you operate as described in this document but the display does not work normally, please contact the technician or the local service center.

#### **Please read and observe the following precautions when connecting and using the display:**

- If the display is not used for a long time, the power plug of the display shall be unplugged.
- When cleaning the display with slightly wet cloth, the power plug of the display shall be unplugged. When the power supply is off, the screen can be wiped with dry cloth. However, do not use alcohol, solvents or ammonia liquids.
- If you operate according to the instructions in this manual but the display does not work normally, please consult the technical service personnel.
- Only professional maintenance personnel can open the shell cover.
- Do not expose the display to direct sunlight and keep it away from the stove or any other heat source.
- Move away any objects that may fall into the ventilation hole or object that may prevent



the normal heat dissipation of the electronic components of the display.

- Do not block the ventilation hole on the shell.
- Keep the display dry. To avoid electric shock, do not expose the display to rain or damp.
- If the display has just been turned off by unplugging the power cord or DC power cord, you must wait 6 seconds before reconnecting the power cord or DC power cord to ensure normal operation.
- To avoid electric shock or permanent damage to the unit, do not expose the display to rain or damp.
- When placing the display, make sure that the power plug and socket are easy to plug and unplug.
- The disconnecting device of this product is the power plug, and the socket provided for the display shall be installed near the display, be easy to operate, and not be blocked by other objects.
- Important: Be sure to activate the screen saver during use. If a high-contrast still image is displayed on the screen for a long time, image residue or ghosting may appear. This is a known phenomenon due to the inherent defects of liquid crystal technology. In most cases, after the power supply is turned off, the image residue will gradually disappear as time goes by. Please note that the image residue cannot be repaired and is not covered by the warranty.

## **Installation Precautions**

- It is recommended that installation should be conducted by more than two persons.
- Before installation, provide a table (or part of a table) that is strong enough to support the weight of the LCD and the base, and the table must be larger than the LCD. To protect the screen surface, the surface of the table must be flat and covered with soft materials (e.g. blankets or EPE pads).
- Before placing the LCD on the table, make sure that there are no sundries on the table. Any debris left under the screen may cause damage to the screen.
- After the color LCD is installed with the base, it must be placed on a flat place. Do not place it on objects such as boxes which are not flat and not solid. Otherwise, the LCD may tilt, and cause serious damage or even personal injury.
- Note: Confirm that the size of the screws is consistent with the specification provided in the installation steps, and use these screws correctly.
- As this product has high power consumption, please always use the plug specially designed for it. If you need extension cord, consult the service provider.
- This product should be installed on a flat surface to avoid tilting. A certain distance shall be kept between the rear of the product and the wall to keep proper ventilation. Avoid installing the product in the kitchen, bathroom or any other place with high humidity to avoid shortening the service life of electronic components.
- This product can work normally only at the altitude below 5000 meters. If the altitude of the installation site exceeds 5000 meters, some abnormal conditions may occur.

# 1 Unpacking and Installation

## 1.1 Unpacking

- This product is packed in a carton and attached with standard accessories.
- Any other options are packed separately.
- Considering the size and weight of this display, it is recommended that this display should be carried by two persons.
- After opening the carton, please confirm that the articles are complete and intact.

## 1.2 Articles in the Packing Box

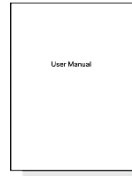
Please confirm that the following articles are contained in the packing box: LCD, remote controller, manual, power cord, screw sticker, and wire management buckle.



Display



Remote Controller



User Manual



Wire Management\*3



Power Cord



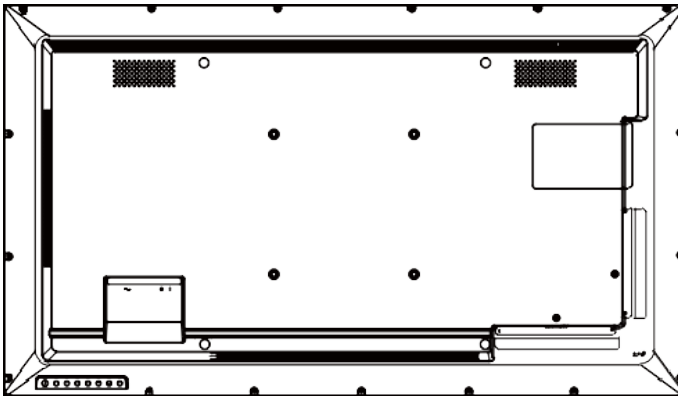
Screws Sticker\*10

**Note:** You can keep the packing box and packing materials for future transportation of the display.

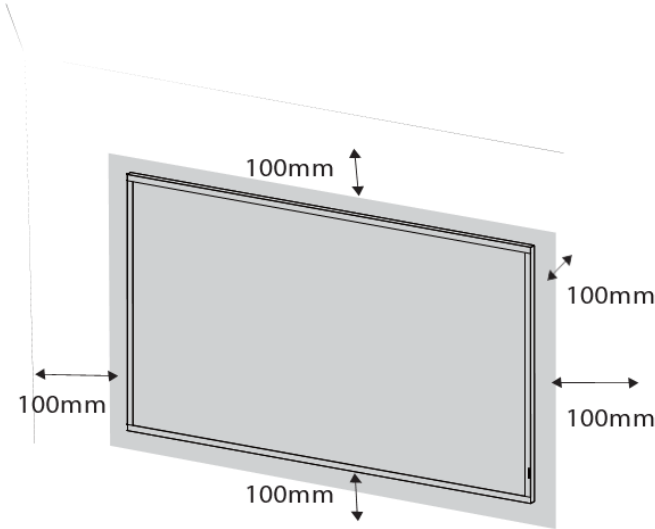
## 1.3 Installation Precautions

### 1.3.1 Wall Mounting

1. Take the whole unit out of the packing box;
2. Place the screen of the whole unit upside down on a soft cushion;
3. Install the wall-mounted bracket of the display into the wall-mounting hole site with the wall-mounted screws (32": M4 \* 8mm, 43"/50"/55": M6 \* 10mm), lock and fix it.
4. When the distance from the wall mounting point is (32"/43": 200 \* 200mm, 50 "/55": 400 \* 400mm), please carefully check whether the screws have been installed in place to avoid potential safety hazards. The Company will not be responsible for any damage to personnel or objects caused by rough operation or force majeure.
5. To prevent cable interference, we recommend you keep a distance of 100mm between the red area of the display and the wall when installing the wall-mounted bracket (as shown in the following figure).



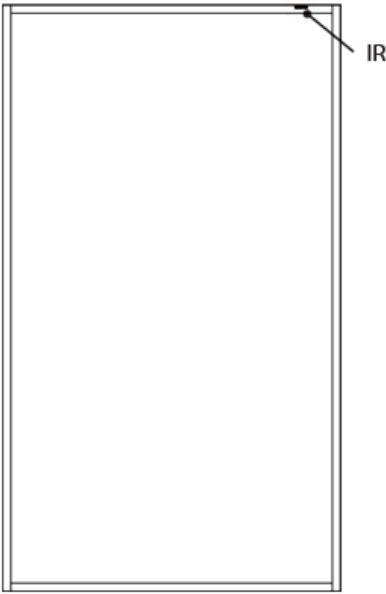
6. In order to facilitate ventilation, please leave a space of at least 100mm between each side of the display and the wall when installing the product. Please refer to the provided manual of wall-mounted bracket for details.



**Horizontal Screen Scene**

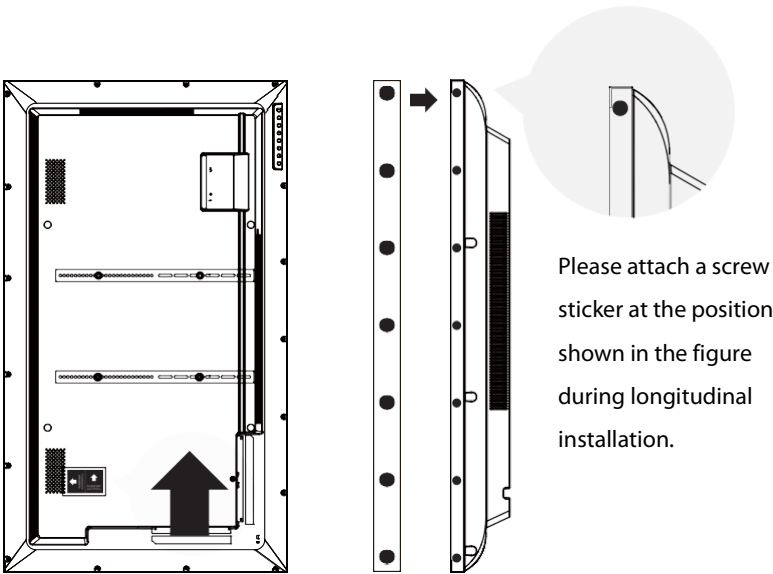


**Vertical Screen Scene**



### 1.3.2 Transverse and Longitudinal Installation

Please install according to the installation direction sticker shown in the figure.

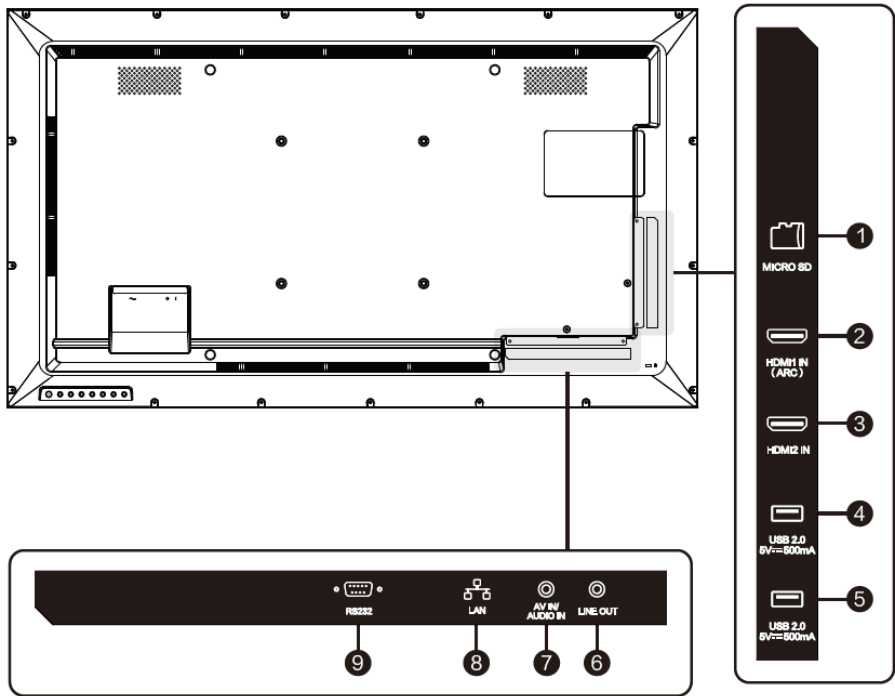


Please attach a screw sticker at the position shown in the figure during longitudinal installation.

Indication of Longitudinal Installation Direction

## 2 Parts and Functions

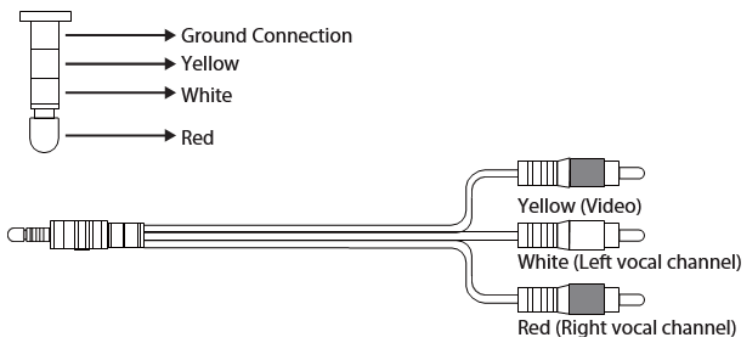
### 2.1 Input/Output Terminals



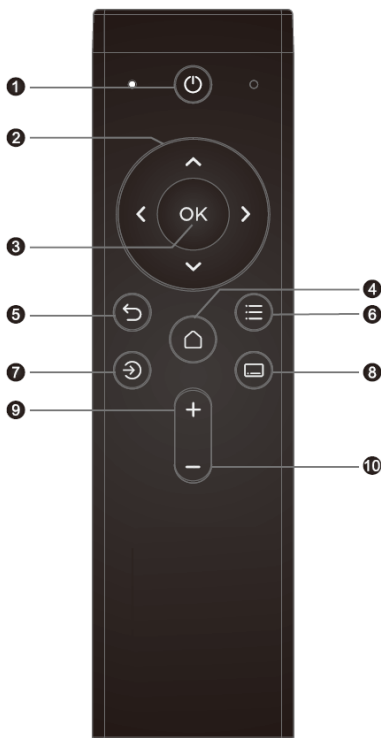
No.	Name	Description
1	MICRO SD	TF card storage
2	HDMI1	HDMI2.0 input 1
3	HDMI2	HDMI2.0 input 2
4	USB2.0	USB2.0 interface
5	USB2.0	USB2.0 interface (local upgrade interface)
6	LINE OUT	Audio output
7	AV_IN/AUDIO_IN	Audio and video input interface
8	LAN	10/100M network interface
9	RS232	RS232 serial port communication

**Note:** If the display cannot be used normally after it is connected to AV\_IN wire, please cross the sequence of three wires in AV\_IN.

**AV\_IN Line Sequence Definition:**



## 2.2 Remote Controller

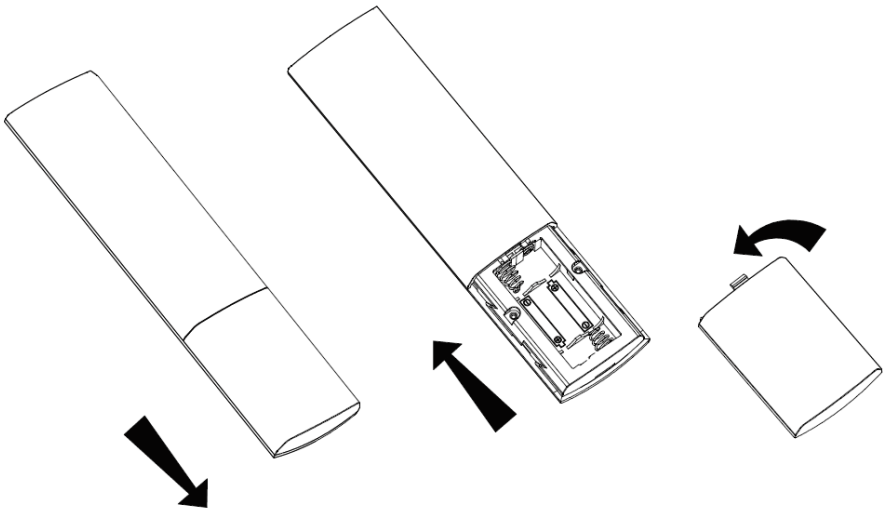




No.	Name	Description
1	Power On/Power Off	Turn on/off the device.
2	Up, Down, Left, Right	<ul style="list-style-type: none"> <li>• Movement and selection functions.</li> <li>• In application, the key value defined by the application is preferred.</li> </ul>
3	OK	Confirm.
4	Homepage	In any case, click the Homepage to return to the homepage.
5	Back	<ul style="list-style-type: none"> <li>• Return to the previous level or exit.</li> <li>• In application, the key value defined by the application is preferred.</li> </ul>
6	Menu	<ul style="list-style-type: none"> <li>• Call up or close the setting bar.</li> <li>• In application, the key value defined by the application is preferred.</li> <li>• In browser and WPS application, the mouse mode and the remote control mode can be switched by one key.</li> </ul>
7	Channel Switching	Call up or close the channel switching bar.
8	Quick Navigation	Call up or close the quick navigation bar.
9	Volume +	Click to increase volume, press and hold for 2s to accelerate, and the volume will increase rapidly.
10	Volume -	Click to decrease volume, press and hold for 2s to accelerate, and the volume will decrease rapidly.

### 2.2.1 Installation of Remote Controller Battery

The remote controller is powered by two AAA dry batteries. Installation or replacement of the batteries:



#### Caution:

Improper use of the battery may cause leakage or bursting. Be sure to observe the following instructions:

- When placing the dry battery, make the (+) and (-) marks on the dry battery correspond to the (+) and (-) marks on the bracket.
- The battery shall be taken out immediately when it has no electricity to prevent leakage in the battery compartment. Do not touch the exposed battery acid; otherwise, the skin will be damaged. Note: The battery shall be taken out when the remote controller is not used for a long time.

### 2.2.2 Maintenance of Remote Controller

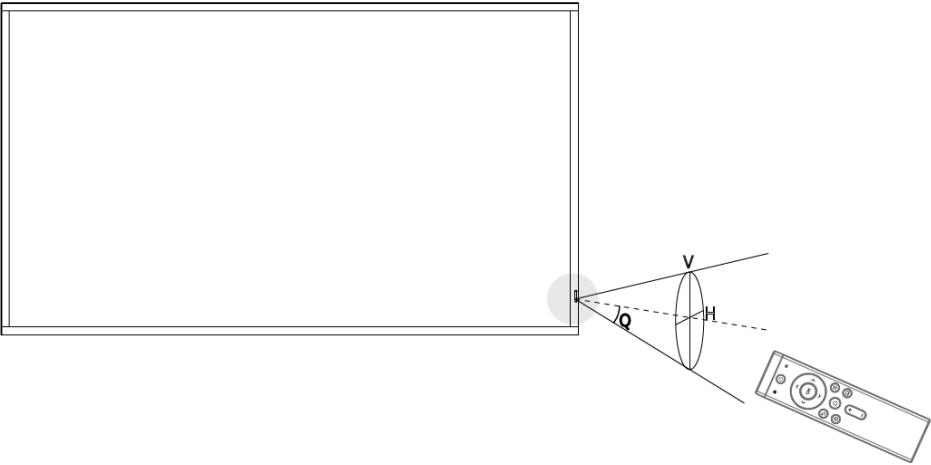
- Protect it from severe collision.
- Do not make water or other liquids spill onto the remote controller. If liquid is spilled onto the remote controller, wipe it up immediately.
- Avoid being heated or affected with damp.
- Do not turn on the remote controller except for installing the battery.

2.2.3 Operating Range of Remote Controller

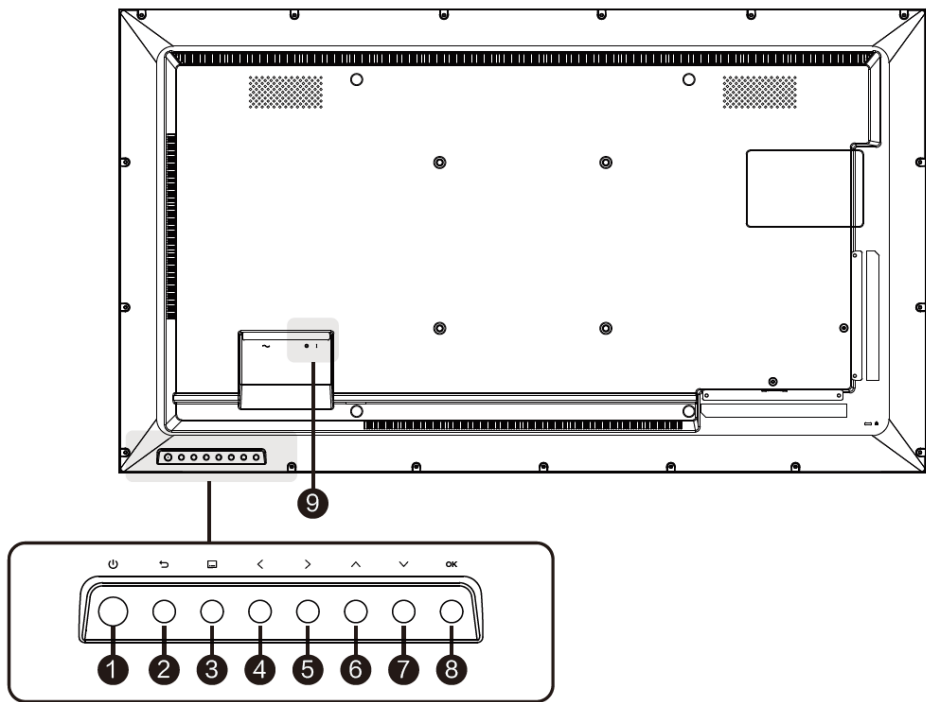
When pressing the remote controller button, point the front of the remote controller to the remote control sensor (front) on the display. Use the remote controller within the effective range shown in the table below.

Operating Angle	Operating Distance
$\theta=0^{\circ}$ (horizontal and vertical)	0~6m
$\theta=15^{\circ}$ (horizontal and vertical)	0~5m
$\theta=30^{\circ}$ (horizontal only)	0~5m

**Note:** When the sunlight or other strong light shines on the remote control sensor of the display, or there is an obstacle between the remote controller and the remote control sensor, the remote controller may not work normally.



## 2.3 Backplane Keys



No.	Name	Description
1	POWER	Quick power on and power off.
2	BACK	Back.
3	QUICK TOUR	Quick navigation.
4	RIGHT	Select right.
5	LEFT	Select left.
6	UP	Select up.
7	DOWN	Select down.
8	OK	OK.
9	SWITCH	Display power switch. Under normal use, after shutdown, wait a few seconds before startup again.

### 3 Technical Specifications

Due to continuous improvement of product performance, the product specification is subject to change without prior notice.

Display	Screen Type	Thin film transistor (TFT). Liquid crystal display (LCD) screen.
Video Signal	Maximum Resolution	HDMI1/HDMI2: 3840x2160@60Hz. AV-IN: 720x576@60Hz. Whether this function is supported depends on the operating system or graphics card type.
	Recommended Resolution	HDMI1/HDMI2: 3840x2160@60Hz. AV-IN: 720x576@60Hz. Whether this function is supported depends on the operating system or graphics card type.
Input/Output Connection		LAN, LINE OUT, AV-IN/Audio-In, HDMI IN1, HDMI IN2.
Embedded Battery		Applicable.
Environmental Conditions	Working Temperature	0°C to 40°C.
	Working Humidity	20% to 80% RH, non-condensing.
	Storage Temperature	-10°C to 60°C.
	Storage Humidity	20% to 80% RH, non-condensing.

#### **HDMI/AV (description of supported resolutions):**

Interface	Video Mode	PC Mode
HDMI	3840x2160p@60Hz	3840x2160@60Hz(VESA)
	1920x1080p@60Hz	1680*1050@60Hz (VESA)
	1920x1080p@50Hz	1360*768@60Hz (VESA)
	1920x1080p@24Hz	1280*1024@60Hz (VESA)
	1920x1080p@30Hz	800*600@60Hz (VESA)
	1920x1080i@60Hz	640*480@60Hz (VESA)
	1920x1080i@50Hz	
	1280x720p@50Hz	

HDMI	1280x720p@60Hz	
	720x480i@60Hz	
	720x480p@60Hz	
	640x480p@60Hz	
	720x576p@50Hz	
	720x576i@50Hz	
AV	720x576@60Hz	720x576@60Hz

**Note:** The maximum resolution in horizontal screen mode is 3840x2160@60Hz The maximum resolution in vertical screen mode is 2160x3840@60Hz.

Only in the table resolution is supported.

**Micro SD Description:**

File System Format	Maximum Storage Capacity
NTFS	128GB
FAT32	32GB

**DG03-A1W32:**

LCD Panel	Pixel Pitch	0.121mm(H) * 0.364mm(V)
Power Supply	Power Input	100V to 240V, 50/60Hz 1A
	Power Consumption	Power on Status: ≤95W
		Sleep Mode ≤ 0.5W
		Power off Mode ≤ 0.5W
Dimension (W * H * D)	Complete Machine	733mm * 427.45mm * 66.25mm
Mass		5.2kg

**DG03-A1W43:**

LCD Panel	Pixel Pitch	0.082mm(H) * 0.245mm(V)
Power Supply	Power Input	100V to 240V~,50/60Hz 3A
	Power Consumption	Power on Status: ≤170W
		Sleep Mode ≤ 0.5W
		Power off Mode ≤ 0.5W
Dimension	Complete Machine	971.8mm * 559.8mm * 67.5mm

(W * H * D)		
Mass		9.0kg

**DG03-A1W50:**

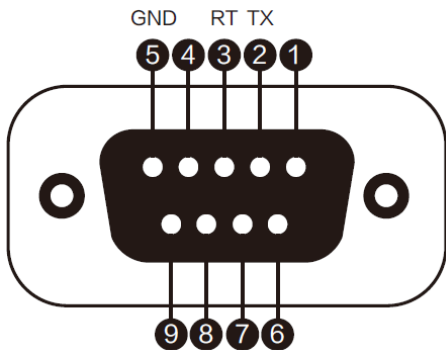
LCD Panel	Pixel Pitch	0.091mm(H) * 0.285mm(V)
Power Supply	Power Input	100V to 240V~,50/60Hz 4A
	Power Consumption	Power on Status: ≤230W
		Sleep Mode ≤ 0.5W
		Power off Mode ≤ 0.5W
Dimension (W * H * D)	Complete Machine	1127.64mm * 648.21mm * 72.56mm
Mass		13.3kg

**DG03-A1W55:**

LCD Panel	Pixel Pitch	0.315mm(H) * 0.315mm(V)
Power Supply	Power Input	100V to 240V~,50/60Hz 4A
	Power Consumption	Power on Status: ≤250W
		Sleep Mode ≤ 0.5W
		Power off Mode ≤ 0.5W
Dimension (W * H * D)	Complete Machine	1240.6mm * 711.7mm * 69mm
Mass		14.5kg

## 4 Serial Port Control Protocol

RS232 serial port is defined as follows:



**Baud Rate:** 115200.

**Data Length:** 8.

**Parity Bit:** None.

**Stop Bit:** 1.

**Flow Control:** None.

**Communication Code:** ASCII.

Classification	Item	Baud Rate	Command	Data (Hex.)
Power Supply	Power on		99 FF	None
	Power off		F1 01	None
Signal Source	HDMI1		F2 01	31
	HDMI2		F2 01	32
	AV		F2 01	33
Image Settings	Image Mode		F3 01	Refer to the "image mode".
	Brightness		F3 02	00 to 64
	Backlight		F3 03	00 to 64
	Contrast		F3 04	00 to 64
	Sharpness		F3 05	00 to 14
	Color Temperature		F3 06	Refer to the "color temperature".
	Aspect Ratio		F3 07	Refer to the "aspect ratio".
Audio Setting	Volume +		F4 01	30



	Volume -		F4 01	31
	Mute/Unmute		F4 02	None
White Balance Calibration	R Gain		F5 01	Refer to the "white balance calibration".
	G Gain		F5 02	Refer to the "white balance calibration".
	B Gain		F5 03	Refer to the "white balance calibration".

**Instruction Format:**

**[Instruction Header]:** Byte\_1, instruction start, fixed to 42.

**[Data Direction]:** Byte\_2, instruction sending direction. The upper computer sends instructions to the device, fixed to 01. [Command ID\_1] [Command ID\_2]: Byte\_3, Byte\_4, ID of specific command in the instruction.

**[Device ID]:** Byte\_5, the ID of the device to be controlled by the instruction. The value range is 00 to FF (0 to 255). When the device ID carried in the instruction is 00, all devices can be operated.

**[Data Length]:** Byte\_6, the length of carried valid data, if there is no valid data, this value is 00.

**[Data]:** Valid data, the length of data bytes is configured through the bytes of [Data length], and multiple data are separated by spaces.

**[End]:** Instruction end byte, fixed to FF.

**1. Power on:**

Used to control power on of the product. Instruction: 99 FF.

**2. Power off:**

Used to control power off of the product Instruction: 42 01 F1 01 [Device ID] 00 FF.

**3. Signal Source:**

Used to select the input signal source of the product. Instruction: 42 01 F2 01 [Device ID] 01 [Data] FF.

Data: HDMI1: 31.

HDMI2: 32.

AV: 33.

#### 4. Image Mode

Used to select the image mode of the product.

Instruction: 42 01 F3 01 [Device ID] 01 [Data] FF.

Data: Standard Mode: 31.

Soft Mode: 32.

User Mode: 34.

Natural Mode: 35.

Vivid Mode: 33.

#### 5. Brightness

Used to set the brightness of the product.

Instruction: 42 01 F3 02 [Device ID] 01 [Data] FF.

#### 6. Backlight:

Used to set the backlight of the product.

Instruction: 42 01 F3 03 [Device ID] 01 [Data] FF.

#### 7. Contrast

Used to set the contrast of the product.

Instruction: 42 01 F3 04 [Device ID] 01 [Data] FF.

#### 8. Sharpness

Used to set the sharpness of the product.

Instruction: 42 01 F3 05 [Device ID] 01 [Data] FF.

#### 9. Color Temperature

Used to select the color temperature of the product Instruction: 42 01 F3 06 [Device ID] 01 [Data] FF.

Data: Standard: 31.

Cold color: 33.

Warm color: 32.

#### 10. Aspect Ratio

Used to select the aspect ratio of the product.

Instruction: 42 01 F3 07 [Device ID] 01 [Data] FF.

Data: Automatic: 33.

16:9: 32.

4:3: 31.

## 11. Volume +

Used to increase the volume of the product Instruction: 42 01 F4 01 [Device ID] 01 30 FF.

## 12. Volume -

Used to reduce the volume of the product.

Instruction: 42 01 F4 01 [Device ID] 01 31 FF.

## 13. Mute/Unmute

Used to mute and unmute the product.

Command: 42 01 F4 02 [Device ID] 00 FF.

## 14. White Balance Calibration

Used to set the white balance value of the product.

### R Gain:

Instruction: 42 01 F5 01 [Device ID] 02 [Data symbol bit] [Data value] FF.

Data Symbol Bit: Positive number symbol: 31.

Negative number symbol: 30.

Data value: 00 to 32.

### G Gain:

Instruction: 42 01 F5 02 [Device ID] 02 [Data symbol bit] [Data value] FF.

Data Symbol Bit: Positive number symbol: 31.

Negative number symbol: 30.

Data value: 00 to 32.

### B Gain:

Instruction: 42 01 F5 03 [Device ID] 02 [Data symbol bit] [Data value] FF.

## 5 Cleaning and Troubleshooting

### 5.1 Cleaning

#### **Precautions for use of the display:**

- Do not put your hands, face or other objects near the vent hole of the display. Due to the high-temperature gas discharged from the vent hole, the top of the display is usually very hot. If any part of your body is too close to this position, you may be burnt. If any object is placed on the top of the display, the object or the display itself may also be damaged due to high temperature.
- Be sure to disconnect all cables before moving the display. If you move the display while the cables are connected, the cables may be damaged, and fire or electric shock may be caused.
- For safety, the power plug shall be unplugged from the wall socket before any type of cleaning or maintenance operation.

#### **Instructions for front panel cleaning:**

- The front of the display has been specially treated. Please only use cleaning cloth or soft cloth free from hair shedding to gently wipe the surface.
- If the surface becomes dirty, soak the soft cloth free from hair shedding in a mild detergent. Then wring the cloth dry. Wipe the display surface with the cloth to remove the stains. Then, wipe it dry with dry cloth of the same type.
- Do not scratch or knock the panel surface with your fingers or any other hard object.
- Do not use volatile substances such as spraying agents, solvents and thinners.

#### **Instructions for shell cleaning:**

- If the shell becomes dirty, use soft and dry cloth to wipe it.
- If the shell is very dirty, soak the cloth free of hair shedding in mild detergent, wring it dry, wipe the shell, and then use another dry cloth to dry it.
- Do not have any water or detergent contact the display surface. If water or moisture

enters the equipment, operation problems and electric shock hazard may be caused.

- Do not scratch or knock the shell with your fingers or any other hard object.
- Do not use volatile substances such as spraying agents, solvents and thinners on the shell.
- Do not place any plastic or PVC products near the shell for a long time.

## 5.2 Troubleshooting

### ● **No display on the screen.**

#### **Possible Causes:**

1. The power cord is disconnected.
2. The main power switch on the back of the display is not turned on.
3. The selected input is not connected.
4. The display is in standby mode.

#### **Solutions:**

1. Connect the power cord.
2. Ensure that the power switch is on.
3. Connect the signal to the display.

### ● **Interference appears on the display or noise can be heard.**

#### **Possible Causes:**

It is caused by surrounding electrical equipment or fluorescent lamps.

#### **Solutions:**

Move the display to other location to see if the interference can be reduced.

### ● **The color is abnormal.**

#### **Possible Causes:**

The signal cable is not connected correctly.

#### **Solutions:**

Ensure that the signal cable is firmly connected to the back of the display.

- **The screen is distorted with abnormal patterns.**

**Possible Causes:**

1. The signal cable is not connected correctly.
2. The input signal exceeds the capacity of the display.

**Solutions:**

1. Ensure that the signal cable is firmly connected.
2. Check the video signal source to see if it is out of the range of the display. Please check the specifications of this display according to the section of technical specifications.

- **Sound can be heard, but there is no image.**

**Possible Causes:**

The signal cable of input source is not connected correctly.

**Solutions:**

Ensure the video input and audio input is connected correctly.

- **Image can be seen but sound cannot be heard.**

**Possible Causes:**

1. The signal cable of input source is not connected correctly.
2. The volume is turned to the minimum.
3. The digital audio output is turned on, e.g. PCM output is turned on.

**Solutions:**

1. Ensure the video input and audio input is connected correctly.
2. Press the [-/+ ] button and you can hear the sound.
3. Turn off the sound output in the sound settings.

Teletech Park #03/32, 20 Science Park Road,  
117674, Singapore.  
[www.zkdigimax.com](http://www.zkdigimax.com)



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