# SV500
# Digital Signage
# User Manual

# Disclaimer

BenQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents of this document. BenQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

# Copyright

Copyright 2014 BenQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of BenQ Corporation.

# Table of Contents

Disclaimer ..... ii
Copyright ..... ii
Safety warnings and precautions ..... 1
Important safety instructions ..... 2
Notes on the LCD panel of this display ..... 2
Safety notice for remote control ..... 3
Battery safety notice ..... 3
BenQ ecoFACTS ..... 4
Package contents ..... 5
Setting up the display ..... 6
Mounting the display ..... 6
Parts of the display and their functions ..... 8
Front panel ..... 8
Rear panel ..... 8
Input/output terminals ..... 10
Remote control ..... 12
Using the remote control ..... 13
Connection ..... 15
Connecting audio/video signals ..... 15
Connecting power ..... 18
Basic operations ..... 19
Turning the display on or off ..... 19
Switching input signals ..... 19
Adjusting audio volume level ..... 19
Network connection ..... 20
Connecting to a LAN ..... 20
Controlling the display ..... 20
The OSD (On-Screen Display) menu ..... 21
OSD menu overview ..... 21
Operations in the OSD menu ..... 23
Picture menu ..... 24

Audio menu ..... 25
Time menu ..... 26
Setup menu ..... 27
Screen menu ..... 28
System Information menu ..... 29
Multimedia system operation ..... 30
Multimedia buttons on the remote control ..... 30
Viewing options ..... 31
Product information ..... 36
Specifications ..... 36
Dimensions ..... 38
Troubleshooting ..... 41

# Safety warnings and precautions

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

THIS EQUIPMENT MUST BE GROUNDED

To ensure safe operation, the three-pin plug must be inserted only into a standard three-pin power outlet which is effectively grounded through normal household wiring. Extension cords used with the equipment must have three cores and be correctly wired to provide connection to the ground. Wrongly wired extension cords are a major cause of fatalities.

The fact that the equipment operates satisfactorily does not imply that the power outlet is grounded or that the installation is completely safe. For your safety, if you are in any doubt about the effective grounding of the power outlet, please consult a qualified electrician.

- The mains plug of the power supply cord shall remain readily operable. The AC receptacle (mains socket outlet) shall be installed near the equipment and shall be easily accessible. To completely disconnect this equipment from the AC mains, disconnect the power cord plug from the AC receptacle.
- Do not place this display on an uneven, sloping or unstable surface (such as a trolley) where it may fall and cause damage to itself or others.
- Do not place this display near water, like a spa or pool, or in a position which will allow the splashing or spraying of water onto the display, like in front of an open window where rain water may enter.
- Do not install this display in a confined space without proper ventilation and air circulation, such as in a closed cabinet. Allow proper space around the display for dissipating heat inside. Do not block any openings and vents on the display. Overheating may result in hazards and electric shock.
- Installation of this display should only be performed by a qualified technician. Failure to install this display properly may cause injuries and damages to the personnels and the display itself. Check the installation regularly and maintain the display periodically to ensure the best working condition.
- Use only the accessories approved or recommended by the manufacturer to mount this display. Using wrong or unsuitable accessories may cause the display to fall and result in serious personal injuries. Make sure that the surface and fixing points are strong enough to sustain the weight of the display.
- To reduce the risk of electric shock, do not remove covers. No user serviceable parts inside. Refer servicing to qualified service personnel.
- To prevent personal injuries, mounting the display or installing desktop stands is required before use.

# Important safety instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.

13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

## Notes on the LCD panel of this display

- The Liquid Crystal Display (LCD) panel of this display has a very thin protective layer of glass which is liable to marking or scratching, and cracking if struck or pressured. The liquid crystal substrate is also liable to damage under excessive force or extreme temperatures. Please handle with care.
- The response time and brightness of the LCD panel may vary with the ambient temperature.
- Avoid placing the display in direct sun or where direct sun or spot lighting will shine onto the LCD panel, as the heat may damage the panel and the external casing of the display, and the bright light will make viewing the display more difficult than necessary.
- The LCD panel consists of individual pixels to display images and is manufactured according to the design specifications. While 99.9% of these pixels work normally, 0.01% of the pixels may remain constantly lit (in red, blue or green) or unlit. This is a technical limitation of the LCD technology and is not a defect.
- LCD screens, like plasma (PDP) and conventional CRT (Cathode Ray Tube) screens, are also susceptible to 'screen burn-in' or 'image retention' which can be found on the

screen as visible fixed lines and shades. To avoid such damage to the screen, avoid displaying still images (like On-Screen Display menus, TV station logos, fixed/inactive text or icons) for more than two hours. Change the aspect ratio from time to time. Fill the entire screen with the image and eliminate the black bars whenever possible. Avoid displaying images in 4:3 aspect ratio over a long period of time, otherwise there may be visible burn marks on the screen as two vertical lines.
If display of a still image is required, it is recommended to turn on **Image Retention** under **Setup** menu.

- Note: Under certain circumstances, condensation may occur on the inner side of the cover glass, it's a natural phenomenon and will not affect the operation of the display. This condensation will usually disappear after around 2 hours of normal operation.

## Safety notice for remote control

- Do not put the remote control in the direct heat, humidity, and avoid fire.
- Do not drop the remote control.
- Do not expose the remote control to water or moisture. Failure to do so could result in malfunction.
- Confirm there is no object between the remote control and the remote sensor of the product.
- When the remote control will not be used for an extended period, remove the batteries.

## Battery safety notice

The use of the wrong type of batteries may cause chemical leaks or explosion. Please note the following:

- Always ensure that the batteries are inserted with the positive and negative terminals in the correct direction as shown in the battery compartment.
- Different types of batteries have different characteristics. Do not mix different types.
- Do not mix old and new batteries. Mixing old and new batteries will shorten battery life or cause chemical leaks from the old batteries.
- When batteries fail to function, replace them immediately.
- Chemicals which leak from batteries may cause skin irritation. If any chemical matter seeps out of the batteries, wipe it up immediately using a dry cloth, and replace the batteries as soon as possible.
- Due to varying storage conditions, the battery life for the batteries included with your product may be shortened. Replace them within 3 months or as soon as you can after initial use.
- There may be local restrictions on the disposal or recycling of batteries. Consult your local regulations or waste disposal provider.

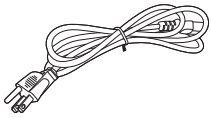
## BenQ ecoFACTS

BenQ has been dedicated to the design and development of greener product as part of its aspiration to realize the ideal of the "Bringing Enjoyment 'N Quality to Life" corporate vision with the ultimate goal to achieve a low-carbon society. Besides meeting international regulatory requirement and standards pertaining to environmental management, BenQ has spared no efforts in pushing our initiatives further to incorporate life cycle design in the aspects of material selection, manufacturing, packaging, transportation, using and disposal of the products. BenQ ecoFACTS label lists key eco-friendly design highlights of each product, hoping to ensure that consumers make informed green choices at purchase. Check out BenQ's CSR Website at http://csr.BenQ.com/ for more details on BenQ's environmental commitments and achievements.

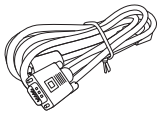
# Package contents

Open the sales package and check the contents. If any item is missing or damaged, please contact your dealer immediately.

LCD display

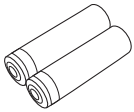


Power cord



D-Sub (15-pin) cable

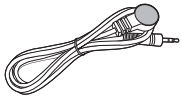
Remote control



AAA batteries

Quick start guide

RS-232 cable (cross type)



IR extender

- The type of power cord supplied may differ from that illustrated depending on your region of purchase.
- Before discarding the package, check that you haven't left any accessories inside the box.
- Dispose of packaging materials wisely. You can recycle the cardboard carton. Consider storing the package (if possible) for future transport of the display.
- Do not leave plastic bags within reach of young children or babies.

# Setting up the display

## Mounting the display

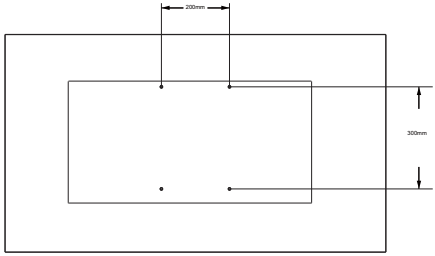
You can install the display on a vertical surface with a suitable wall mounting bracket or on a horizontal surface with the optional desktop stands. Please pay attention to the following notes during installation:

- This display should be installed by at least two adult persons. Attempting to install this display by only one person may result in danger and injuries.
- Refer the installation to qualified technicians. Improper installation may cause the display to fall or malfunction.

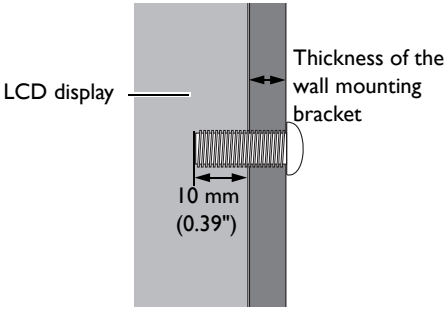
### Installing the display on a wall

1. Place a clean, dry and lint-free cloth on a flat, horizontal and object-free surface. Make sure that the size of the cloth is larger than the display.
2. Gently lay the display on the cloth with the LCD screen facing down.
3. Remove the desktop stands from the display if installed.
4. Identify the wall mounting screw holes on the back of the display as shown in the illustration.

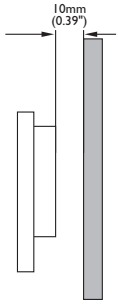
*Screw type: M6



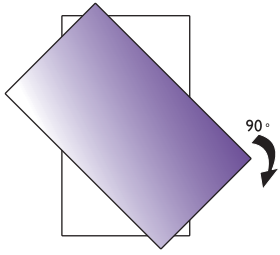
5. Install the wall mounting bracket on the display and attach the display to the wall according to the mounting bracket's instructions. The length of the screw should exceed the thickness of the wall mounting bracket by at least 10 mm. Make sure that all screws are tightened and secured properly. (Recommended torque: 470 - 635N•cm). The mounting means should be strong enough to bear the weight of the display.




- To maintain proper ventilation, keep at least 10 mm of clear space from the back cover of the display to the wall.
- Please consult a professional technician for wall mount installations. The manufacturer accepts no liability for installations not performed by a professional technician.



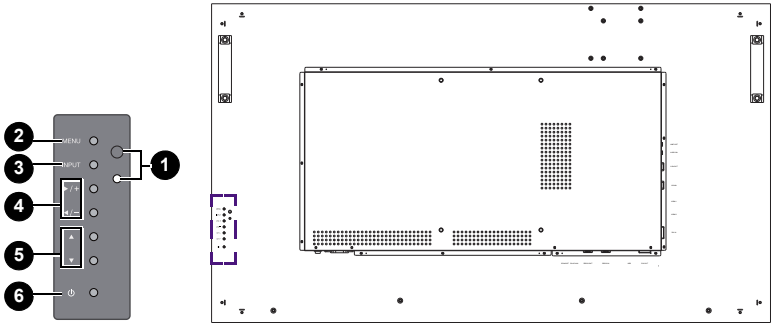

- The AC IN/OUT socket should be on top of connectors when rotating your display.



# Parts of the display and their functions

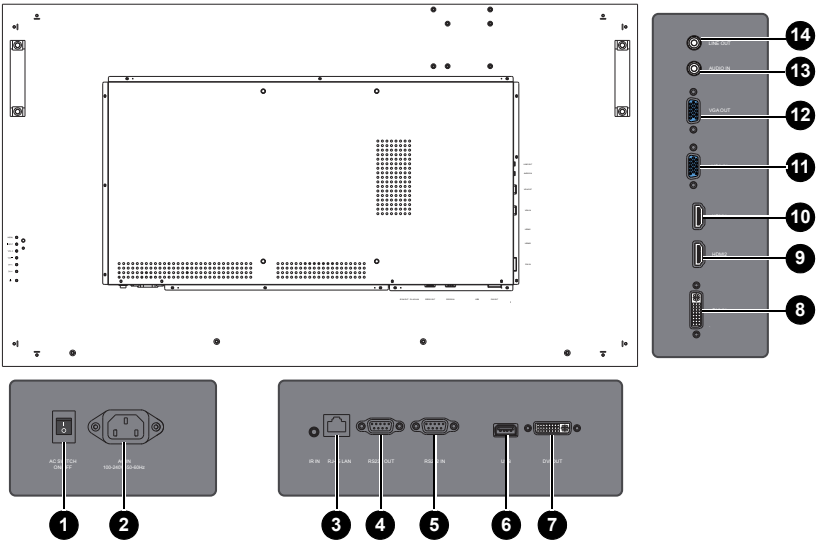
## Front panel

## Rear panel



| No. | Name | Description |
|---|---|---|
| 1 | Remote control sensor / Power indicator | • Receives command signals from the remote control.<br>• Indicates the operating status of the display:<br>- Lights up green when the display is turned on.<br>- Lights up red when the display is turned off. |
| 2 | **MENU** | Opens or closes the OSD menu. |
| 3 | **INPUT** | • Selects a video source.<br>• Enters a submenu in the On-Screen Display (OSD) menu. |
| 4 | ▶ **+/** ◀ **-** | Hot keys for audio volume adjustment.<br>Scrolls through settings and options in the OSD menu. |
| 5 | ▲ / ▼ | Scrolls through settings and options in the OSD menu. |
| 6 | Power button | Turns the display on or off. |

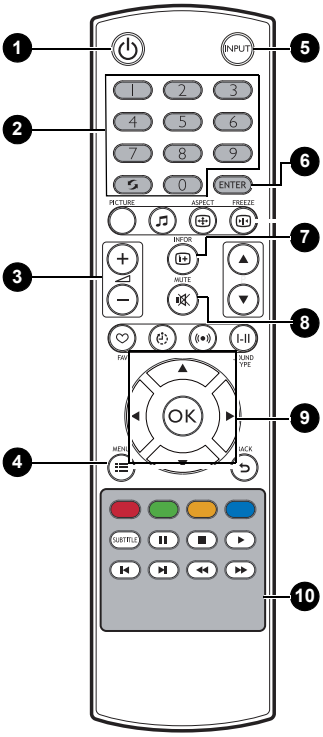
# Input/output terminals




| No. | Name | Description |
|---|---|---|
| 1 | **AC SWITCH ON/ OFF** | Turns on or off the main power. |
| 2 | **AC IN** | Connects to a power outlet via the supplied power cord. |
| 3 | **RJ-45** | Connects to the RJ-45 port on your Ethernet or router. |
| 4 | **RS232 OUT** | Outputs control signals from the **RS232C IN** input to another display for external control and multi-display operation. |
| 5 | **RS232 IN** | Receives control signals from a computer or another display. |
| 6 | **USB** | Connects to a USB flash drive for multimedia playback or software update. |
| 7 | **DVI-OUT** | Outputs DVI signals to another display. |
| 8 | **DVI-IN** | Receives DVI signals from an external device (such as a computer). |

| No. | Name | Description |
|---|---|---|
| 9 | **HDMI 2** | Receives HDMI signals from an external device (such as a Blu-ray disc player). |
| 10 | **HDMI 1** | Receives HDMI signals from an external device (such as a Blu-ray disc player). |
| 11 | **VGA IN** | Receives analog RGB signals from an external device (such as a computer). |
| 12 | **VGA OUT** | Outputs analog RGB signals from the **VGA IN** input to another display. |
| 13 | **AUDIO IN** | Receives audio signals from an external device (such as a computer). |
| 14 | **LINE OUT** | Outputs audio signals to an external device |

## Remote control




### 1 ON/OFF

Turns the display on or off.

### 2 Numeric buttons (1-9)

Performs as numeric buttons when the OSD menu is on.

### 3 VOL- / VOL+

Turns down/up the volume.

### 4 MENU

Opens or closes the OSD menu.

### 5 INPUT

Selects an input source.

### 6 ENTER

Confirms your selection or save changes.

### 7 INFOR

Shows the current input source and resolution.

### 8 MUTE

Turns on or off the mute function.

### 9 ▲/▼/◀/▶

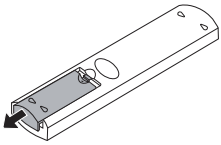
Scrolls through settings and options in the OSD menu when the OSD menu is on.

### 10 MULTI-MEDIA buttons

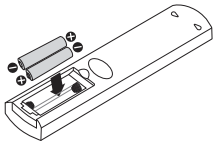
The button functions are not available with the display.

# Using the remote control

## Installing remote control batteries

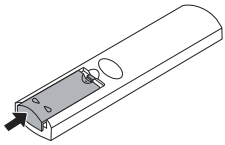


1. Open the remote control battery compartment cover.



2. Insert the supplied batteries ensuring that the positive and negative marked battery terminals match the (+) and (-) marks in the battery compartment.

The supplied batteries are provided for your convenience so that you can operate the display straight away. You should replace them as soon as possible.

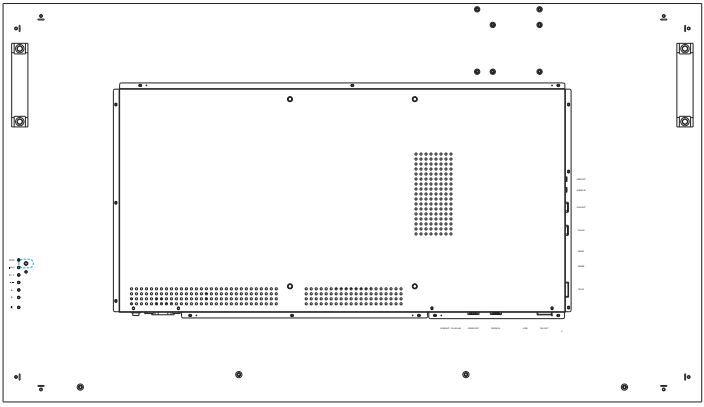


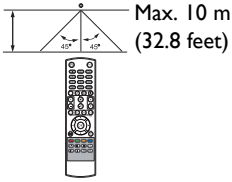
3. Refit the battery compartment cover.

## Remote control usage tips

- Point and aim the top front of the remote control directly at the display's remote control sensor window when you press the buttons.
- Do not let the remote control become wet or place it in humid environments (like bathrooms).
- If the display's remote control sensor window is exposed to direct sunlight or strong light, the remote control may not operate properly. In this situation, change the light

source, readjust the angle of the display or operate the remote control from a location closer to display's remote control sensor window.





# Connection

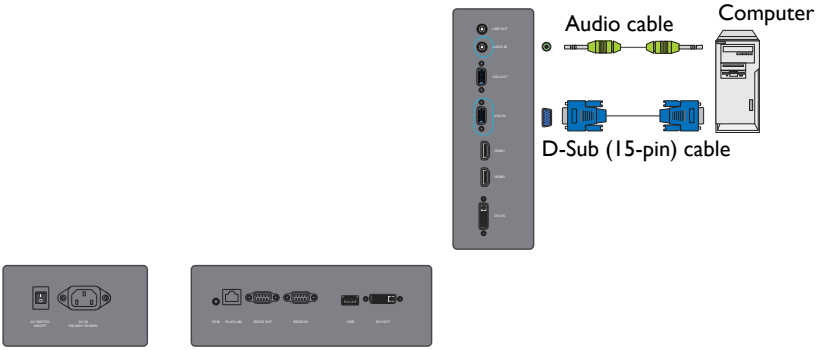
## Connecting audio/video signals

Pay attention to the following notes when you connect cables:

- Please turn off all devices.
- Familiarize yourself with the audio/video ports on the display and the devices you want to use. Be aware that incorrect connections may adversely affect picture quality.
- Do not remove cables from the ports by pulling the cable itself. Always grasp and pull the connectors at the end of the cable.
- Ensure that all cables are fully inserted and firmly seated.

### Connecting the VGA input

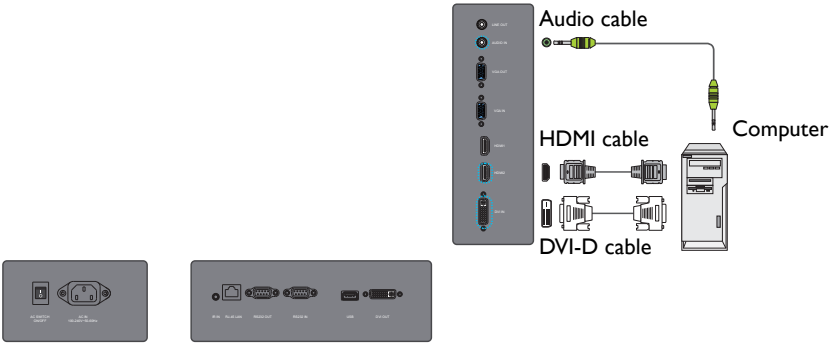
1. Connect the **VGA IN** jack on the display to the VGA output jack on a computer using a D-Sub (15-pin) cable.
2. Connect the computer's audio output jack to the **AUDIO IN** jack on the display using a suitable audio cable.
3. To view images from this input, press the **VGA** button on the remote control. To select an appropriate audio source, see Audio menu on page 25 for details.




The audio cable is not supplied and should be purchased separately.

## Connecting the digital inputs

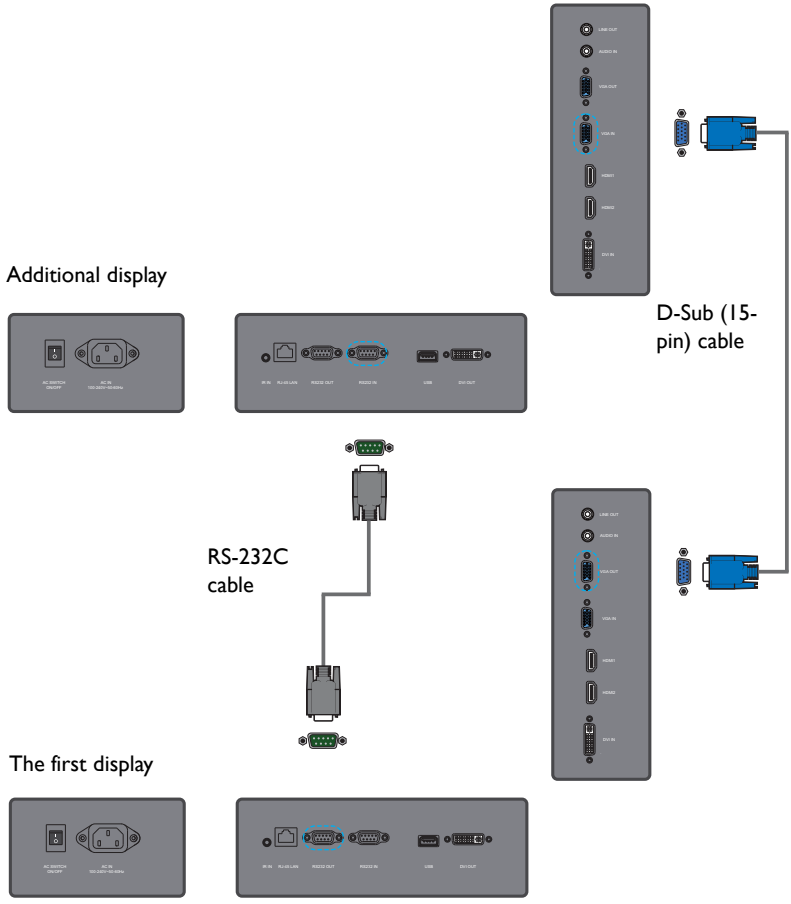
1. Connect the **DVI-IN** jack on the display to the DVI-D output jack on a computer using a DVI-D cable. If the computer has an HDMI output jack, connect the computer's HDMI output jack to the **HDMI** input jack on the display using an HDMI cable or a DVI-D to HDMI conversion cable.
2. If needed, connect the computer's audio output jack to the **AUDIO IN** jack on the display using a suitable audio cable.
3. To view video image from this input, press the **DVI** or **HDMI-1** button on the remote control. To select an appropriate audio source, see Audio menu on page 25 for details.




The cables are not supplied and should be purchased separately.

## Connecting multiple displays

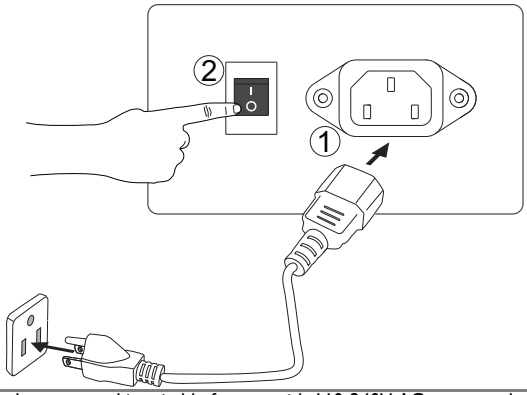
You can connect multiple displays serially (daisy chain) to a computer for management. The number of displays you can connect serially depends on the resolution of the input signal you use.




- This RS-232C daisy chain application requires an RS-232C port equipped computer.
- Use RS-232C serial null modem cables for daisy chain application.
- Avoid using HDCP source for daisy chain application

## Connecting power

1. Plug one end of the power cord into the **AC IN** jack on the display and the other end into an appropriate power outlet (if the outlet is switched, turn on the switch).
2. Press the power switch to turn on the main power.




- The supplied power cord is suitable for use with 110-240V AC power only.
- The power cord and outlet illustrated may differ from the ones used in your region.
- Only use an appropriate power cord for your region. Never use a power cord which appears damaged or frayed, or change the plug type on the power cord.
- Be aware of the power loading when you use extension cords or multiple outlet power boards.
- There are no user serviceable parts in this display. Never unscrew or remove any covers. There are dangerous voltages inside the display. Turn off the power and unplug the power cord if you intend to move the display.

# Basic operations

## Turning the display on or off

To turn on or off the display, press the power button on the display's control panel or on the remote control.

- The display's standby mode still consumes power. To completely cut off power supply, set the power switch to the off position or disconnect the power cord from the power outlet.
- The display follows the VESA approved DPM Power Management function. The power management function is an energy saving feature that automatically reduces the display's power consumption when the keyboard or the mouse has not been used for a fixed period.
- If there is no input signal in 1 minute, the display will be turned off automatically.

## Switching input signals

Press the **INPUT** button or those signal selection buttons on the remote control or the **INPUT** button on the control panel to select an input signal.

## Adjusting audio volume level

Press ◀ /- or ▶ /+ on the control panel or **VOL+/VOL-** on the remote control to adjust the volume.

# Network connection

## Connecting to a LAN

To set the display to connect to a local area network:

1. Connect a RJ45 cable to the corresponding ports on the display and your LAN switch or router.
2. Enter the OSD menu **Setup** > **Ethernet Setting**.
3. Enter the next OSD menu **Setting** > **Network Settings**.
   If you are in a DHCP environment, select **DHCP** and press **OK**.
   If you are not in a DHCP environment, select **Static** and press **OK**. Contact your network administrator for information on the **IP Address**, **Subnet Mask**, **Default Gateway**, **Primary DNS** settings and enter it accordingly.
4. To save the settings and return to the previous menu, press **MENU** on the remote control.

## Controlling the display

Make sure the **Setting** > **Control Setting** menu is set to **LAN** if you would like to turn on the display with LAN control.

You cannot control the display via the RS-232C connector when LAN control is in use.

# The OSD (On-Screen Display) menu

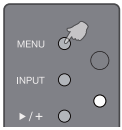
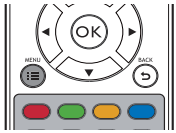
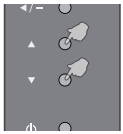
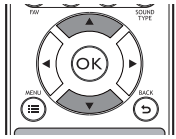
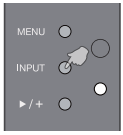
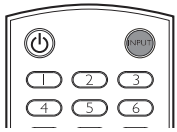
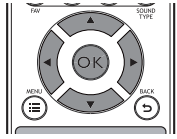
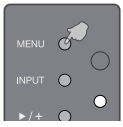
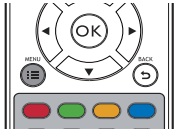
## OSD menu overview

| Menu name | Options/functions | See page |
|---|---|---|
| **Picture** | • Picture Mode<br>• Color Mode<br>• Advanced<br>• Zoom Mode<br>• 3DNR<br>• Backlight<br>• Adaptive Contrast<br>• Color Range<br>• Overscan<br>• Gamma<br>• Reset Picture Setting | 24 |
| **Audio** | • Equalizer<br>• Surround Sound<br>• Audio Source<br>• Speaker<br>• Audio Only<br>• Reset Audio Setting | 25 |
| **Time** | • Time Format<br>• Clock<br>• Schedule | 26 |
| **Setup** | • Menu Language<br>• Software Update (USB)<br>• CEC<br>• Control Setting<br>• Screen ID<br>• Ethernet Setting<br>• Power Save<br>• Image Retention<br>• Auto Search<br>• Auto Adjustment<br>• Restore Default | 27 |
| **Screen** | • Enlarge<br>• Enlarge Mode<br>• Screen Position<br>• Frame Comp.<br>• Power On Delay | 28 |

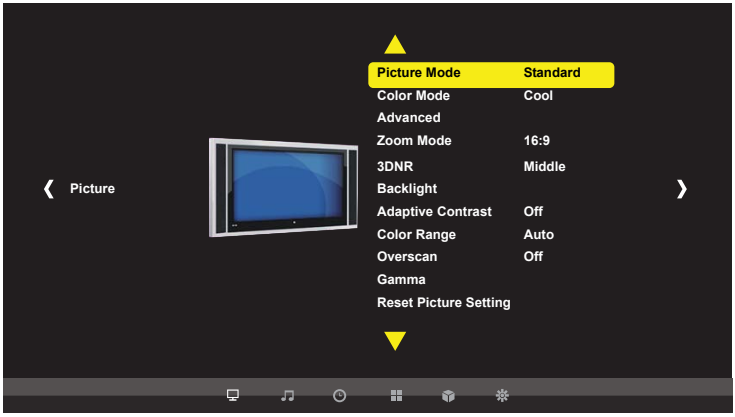
| | | |
|---|---|---|
| **System Information** | • **Model Name**<br>• **SW Version**<br>• **12V Detect**<br>• **5V Detect**<br>• **Temperature**<br>• **System Time**<br>• **LAN Version**<br>• **IP Address**<br>• **Operating Time** | 29 |

Some options are only available when a certain input signal source is selected.

# Operations in the OSD menu

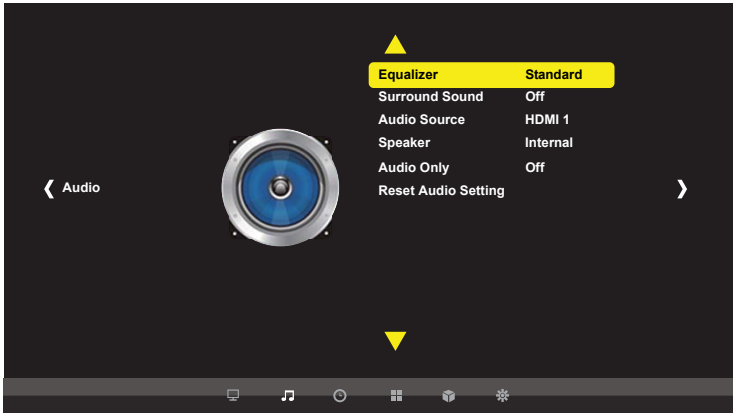
| Using the control panel buttons | Using the remote control |
|---|---|
| 1. Press **MENU** to open the OSD menu.<br>  | 1. Press **MENU** to open the OSD menu.<br>  |
| 2. In the OSD menu, press ▲ or ▼ to select an item.<br>  | 2. Press ▲ or ▼ to select an item.<br>  |
| 3. Press **INPUT** to confirm selections.<br>  | 3. Press **INPUT** to confirm selections.<br>  |
| 4. Press ▲ or ▼ to select a feature and press ◄ or ► to adjust settings. Press **INPUT** to save changes.<br> | 4. Press ▲ and ▼ to select a feature and press ◄ or ► to adjust settings. Press **OK** to confirm changes.<br>  |
| 5. Press **MENU** to close the OSD menu.<br>  | 5. Press **MENU** to close the OSD menu.<br>  |

## Picture menu



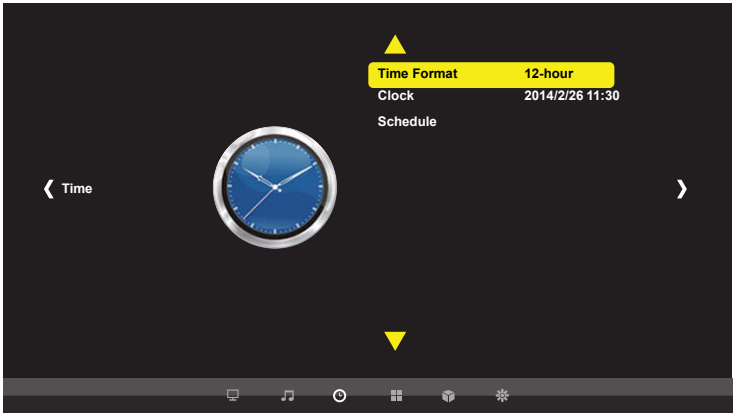

| Name | Description |
|---|---|
| **Picture Mode** | • **Standard**: Suitable for viewing in environments with normal lighting condition. This most closely represents the broadcast standard quality. No alteration to color, contract or brightness has been made.<br>• **Dynamic**: Suitable for viewing in darker environments. Colors have been adjusted to more accurately represent natural skin tones.<br>• **Soft**: Saves electricity with low power consumption by providing minimum brightness.<br>• **Personal**: Your own customized mode. |
| **Color Mode** | Adjusts the color temperature of the black and white part of the image. You can choose from **Normal**, **Cool**, **Warm**, or **Personal**. |
| **Advanced** | Adjusts **H-pos**, **V-pos**, **Clock**, and **Phase**, or **Auto**. |
| **Zoom Mode** | Toggles among different aspect ratios: **4:3**, **16:9**, **Zoom**, and **Cinema**. |
| **3DNR** | Adjusts dynamic reduction from 3 presets. |
| **Backlight** | Adjusts backlight values. |
| **Adaptive Contrast** | Adjusts adaptive constrast setting. |
| **Color Range** | Adjusts color range setting. |
| **Overscan** | Turns overscan on, off, or auto. |
| **Gamma** | Adjust gamma setting. |
| **Reset Picture Setting** | Restores above settings to their default values. |

# Audio menu



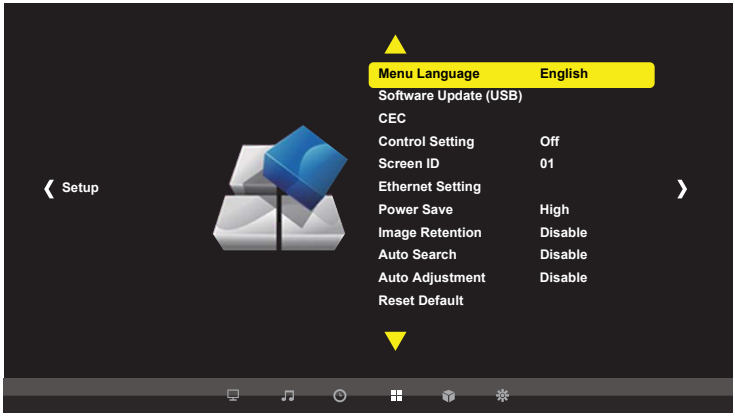

| Name | Description |
|---|---|
| **Equalizer** | Adjusts the sound output from the speakers.<br>**Standard**: Flat settings.<br>**Dynamic**: Enhances treble and bass.<br>**Personal**: Your own customized mode. |
| **Surround Sound** | Adjusts surround sound setting. |
| **Audio Source** | Adjusts audio source from **current source** or **Line-in** |
| **Speaker** | Adjusts speaker from **Internal** or **External**. |
| **Audio Only** | Adjusts audio only setting. |
| **Reset Audio Setting** | Restores above settings to their default values. |

## Time menu



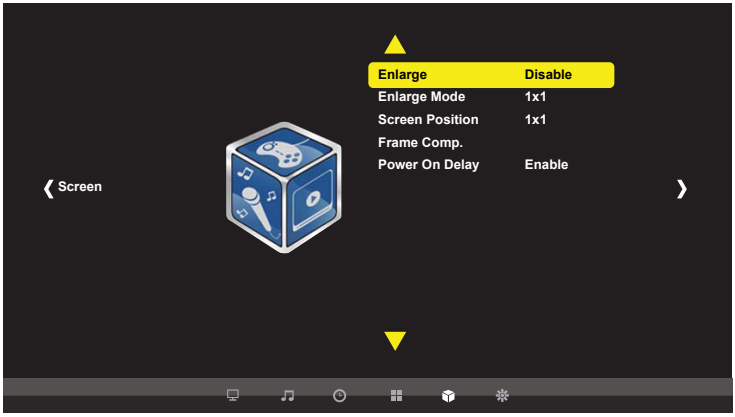

| Name | Description |
|---|---|
| **Time Format** | Sets time to 12-hour or 24-hour format. |
| **Clock** | Sets the current date and time. |
| **Schedule Setting** | • **Date**: Sets the date in schedule.<br>• **On/Off Timer**: Sets when to turn on or off the display.<br>• **Input**: Sets an input source to display when the display is automatically turned on next time.<br>• **Enable Schedule**: Enables the schedule you have selected. |

## Setup menu



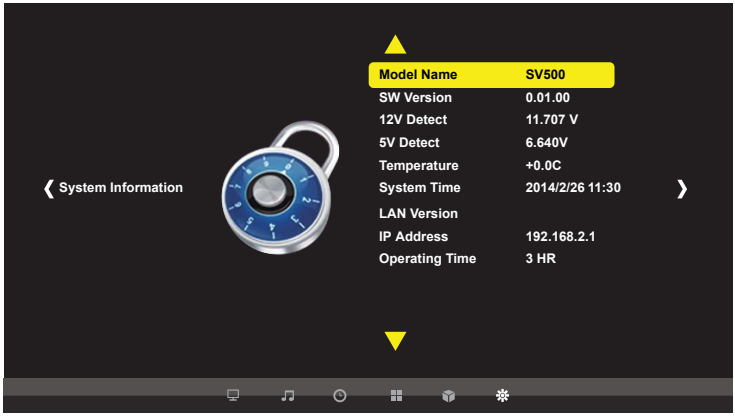

| Name | Description |
|---|---|
| **Menu Language** | Sets your preferred language for the OSD menu. |
| **Software Update (USB)** | Updates software from the connected USB device. |
| **CEC** | Sets CEC functions. |
| **Control Setting** | Sets a terminal to control the display. |
| **Screen ID** | Assigns an ID number for the current display when multiple displays are connected. |
| **Ethernet Setting** | Sets network connection to control the display. |
| **Power Save** | Sets the display to enter the power saving mode when there is no signal detected. |
| **Image Retention** | Adjusts image retention to prolong display lifespan. |
| **Auto Search** | Adjusts auto search setting. |
| **Auto Adjustment** | Adjusts auto adjustment setting. |
| **Reset Default** | Restores all settings to their default values. |

## Screen menu




| Name | Description |
|---|---|
| **Enlarge** | Turns **Display Wall** on or off. |
| **Enlarge Mode** | Sets the number of displays used in the horizontal/vertical direction. |
| **Screen Position** | Sets the horizontal/vertical position of the display wall matrix. |
| **Frame Comp.** | Adjusts images near the display edges for optimal demonstration across the display wall. |
| **Power On Delay** | Choose to enable or disable a sequence in turning on the screen matrix. If enabled, the display will turn on with a maximum of 10-second delay. |

## System Information menu




| Name | Description |
|---|---|
| **Model Name** | Displays model name. |
| **SW Version** | Displays current software version. |
| **12V Detect** | Displays current 12V power supply information. |
| **5V Detect** | Displays current 5V power supply information. |
| **Temperature** | Displays current display temperature. |
| **System Time** | Displays current date and time. |
| **LAN Version** | Displays LAN version. |
| **IP Address** | Displays current IP address information. |
| **Operating Time** | Displays total operating time. |

# Multimedia system operation

The multimedia system provides a variety of settings when the display is connecting to USB drives.

To access the multimedia system:

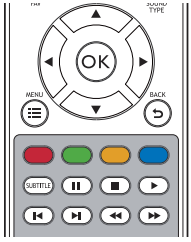
1. Make sure the USB drive is correctly connecting to the display.
2. Turn on the display. The main page appears.

3. Select your desired option on the main page and operate from the remote control.

If no USB drive is inseted to the display, instead of the icon, "**No device**" will be prompted at top left of the screen.

## Multimedia buttons on the remote control

To operate the multimedia system, use the buttons on the remote control.

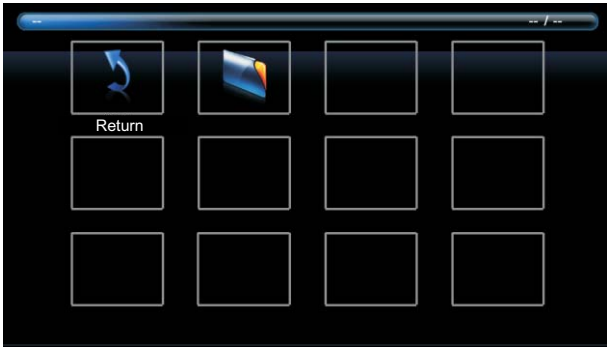



| No | Name | Description |
|---|---|---|
| 1 | **MENU** | Switches to the OSD menu. |
| 2 | **BACK** | Goes back to root page of disk selection. |
| 3 | **OK** | Selects/deselects a menu item. |
| 4 | ◀ / ▶ / ▲ / ▼ | Directional arrows for selecting a desired item. |
| 5 | ◀◀/⏮ | Fast rewinds/goes back to the previous selected clip. |
| 6 | ▶/⏸ | Plays/Pauses the video/audio clips. |
| 7 | ■ | Stops the video/audio clips. |
| 8 | ▶▶/⏭ | Fast forwards/goes to the next selected clip. |

# Viewing options

## PHOTO:

Lists all the supported image files in thumbnail view. Select the image you want to display and perform the functions as provided on the screen according to your needs.




| Remote control key functions | | |
|---|---|---|
| No | Name | Description |
| 1 | **MENU** | Switches to the OSD menu. |
| 2 | **BACK** | Goes back to root page of disk selection. |
| 3 | **OK** | Selects/deselects a desired image. |
| 4 | ◀ / ▶ / ▲ / ▼ | Directional arrows for selecting a desired image. |
| 5 | ◀◀/▐◀ | Rewinds to the previous selected image. |
| 6 | ▶/II | Starts/resumes/pauses playback. |
| 7 | ■ | Stops image playback. |
| 8 | ▶▶/▶▌ | Forwards to the next selected image. |

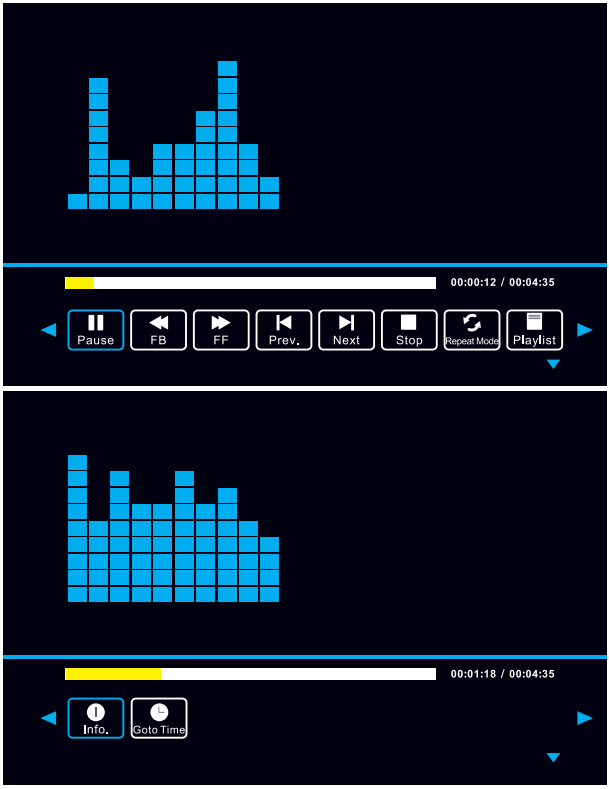
- Instead of press **INFOR** button on the remote control, metadata of the selection on the cursor will be revealed around 3 seconds later.
- Use ◀ / ▶ / ▲ / ▼ and **OK** to select multiple files as a playlist.
- Press (green) to cancel all selections at once.
- Use ◀ / ▶ for previous/next image in the playback.
- Suppported image format: jpg and bmp.

## MUSIC:

Select the track you want to play and perform the functions as provided on the screen according to your needs.

| Remote control key functions | | |
|---|---|---|
| No | Name | Description |
| 1 | **MENU** | Switches to the OSD menu. |
| 2 | **BACK** | Goes back to root page of disk selection. |
| 3 | **OK** | Selects/deselects a desired track. |
| 4 | ◀ / ▶ / ▲ / ▼ | Directional arrows for selecting a desired track. |
| 5 | ◀◀/⏮ | Fast rewinds/goes back to the previous selected track. |
| 6 | ▶/⏸ | Starts/resumes/pauses playback. |
| 7 | ■ | Stops playback. |
| 8 | ▶▶/⏭ | Fast forwards/goes to the next selected track. |

- Instead of press **INFOR** button on the remote control, metadata of the selection on the cursor will be revealed around 3 seconds later.
- Use ◀ / ▶ / ▲ / ▼ and **OK** to select multiple files as a playlist.
- Press (green) to cancel all selections at once.
- Supported audio format: mp3.




| Legend of icons | |
|---|---|
| Icon | Description |
| Pause | Pauses/resumes playback. |
| FB FF | Fast rewinds/fast forwards playback. |
| Prev. Next | Goes back/go to the previous/next track in the playlist. |
| Stop Repeat Mode | Stops playback/selects repeat mode as single repeat or all repeat. |
| Playlist | Checks the items in the playlist. |
| Info. | Displays metadata of the current track. |
| Goto Time | Directly goes to certain playback time and plays. |

## MOVIE:

Select the video file you want to play and perform the functions as provided on the screen according to your needs.

| Remote control key functions | | |
|---|---|---|
| No | Name | Description |
| 1 | **MENU** | Switches to the OSD menu. |
| 2 | **BACK** | Goes back to root page of disk selection. |
| 3 | **OK** | Selects/deselects a desired video. |
| 4 | ◀ / ▶ / ▲ / ▼ | Directional arrows for selecting a desired video. |
| 5 | ◀◀/⏮ | Fast rewinds/goes back to the previous selected video. |
| 6 | ▶/⏸ | Starts/resumes/pauses playback. |
| 7 | ■ | Stops playback. |
| 8 | ▶▶/⏭ | Fast forwards/goes to the next selected video. |

- Instead of press **INFOR** button on the remote control, metadata of the selection on the cursor will be revealed around 3 seconds later.
- Use ◀ / ▶ / ▲ / ▼ and **OK** to select multiple files as a playlist.
- Press (green) to cancel all selections at once.
- Press ⏮/⏭ multiple times for mutiple rewind/forward speed.
- Supported video format: mp4, avi, mpg, and flv. Some subtitle files (.srt) may be displayed correctly due to encording formats.

## TEXT:

Supports text files. Select the text file you want to display and perform the functions as provided on the screen according to your needs.

| Remote control key functions | | |
|---|---|---|
| No | Name | Description |
| 1 | **MENU** | Switches to the OSD menu. |
| 2 | **BACK** | Goes back to root page of disk selection. |
| 3 | **OK** | Opens the selected file. |
| 4 | ◀ / ▶ / ▲ / ▼ | Directional arrows for selecting a desired text file |
| 5 | ◀◀/⏮ | Previous page/goes back to the previous selected text file. |
| 6 | ▶/⏸ | Starts/resumes/pauses playback. |
| 7 | ■ | Stops playback. |
| 8 | ▶▶/⏭ | Next page/goes to the next selected text file. |

- Instead of press **INFOR** button on the remote control, metadata of the selection on the cursor will be revealed around 3 seconds later.
- Use ◀ / ▶ / ▲ / ▼ and **OK** to select multiple files as a playlist.
- Press green button to cancel all selections at once.
- Supported text encoding format: UTF-8.

# Product information

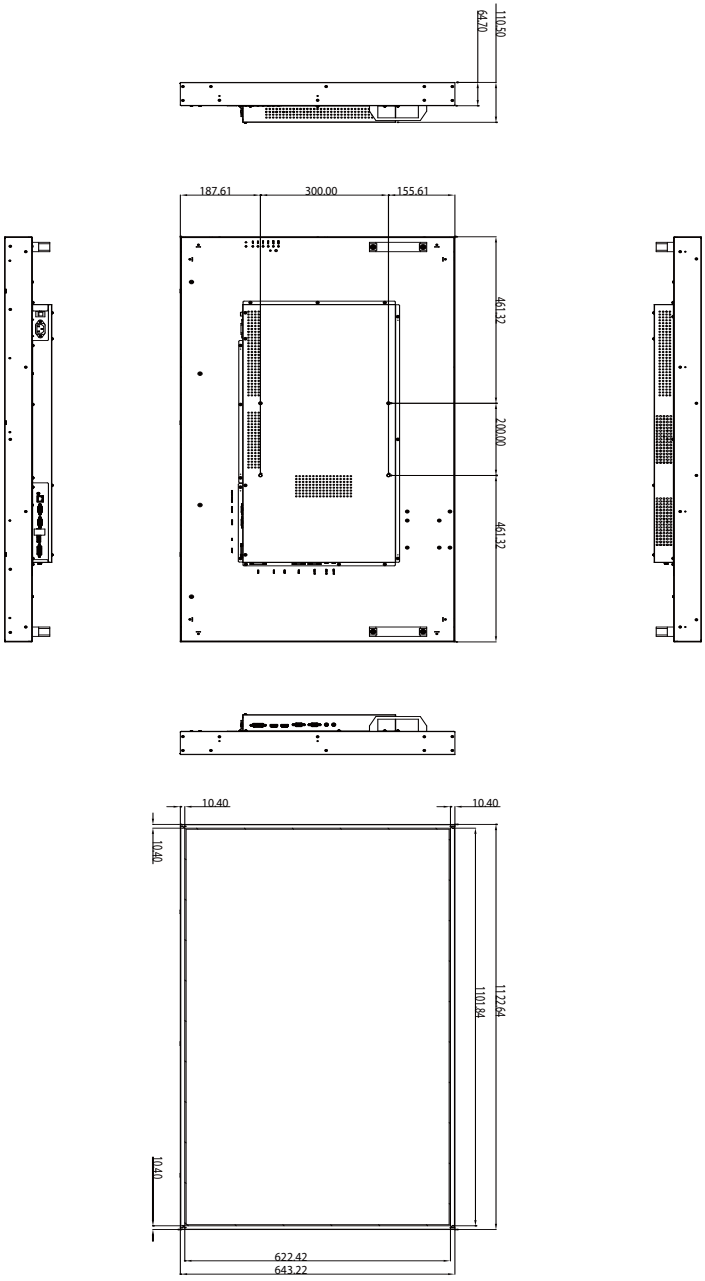
## Specifications

| | Item | Specifications |
|---|---|---|
| LCD panel | Backlight | Direct LED |
| | Panel size | 50" |
| | Pixel pitch (mm) | 0.57 (H) x 0.57(W) |
| | Native resolution (pixels) | FHD 1920 x 1080 (pixels) |
| | Brightness (cd/$m^2$) (typical) | 400 nits (typ.) |
| | Contrast (typical) | 3000:1 (typ.) |
| | Response time (ms) (typical) | 6.5ms (typ.) |
| | Panel Bit | 8 bit, 16.7M |
| Input | Computer | VGA (D-Sub 15-pin) |
| | Video | DVI (DVI-D), HDMI x 2 |
| | Audio | Audio-in (3.5 mm jack) |
| | USB | Type A |
| | Control | RS-232C (D-Sub 9-pin), RJ45 (Jack RJ45 W/LED I) |
| Output | Computer | VGA (D-Sub 15-pin) |
| | Video | DVI (DVI-D) |
| | Audio | Line-Out (3.5 mm jack) |
| | Control | RS-232C (D-Sub 9-pin) |
| Audio | Audio W (Amp) | 10W x 2 |
| | Internal speaker | 10W x 2 |
| Power | Supply | 100 - 240V AC, 50/60 Hz |
| | Consumption Max. | < 200 W |
| | Consumption Standby | < 0.5 W |
| Environment | Operating Temperature | 0 - 40°C, 32 - 104°F |
| | Operating Humidity | 10 - 80% (without condensation) |
| | Storage Temperature | -20 - 60°C, 4 - 140°F |
| | Storage Humidity | 10 - 90% (without condensation) |
| | Display Orientation | Landscape/Portrait |
| Mechanical | Weight (kg) | < 21 |
| | Dimensions (W x H x D) (mm) | 1123*643*110.5 |
| | Bezel Dimension - T/B/ L/R (mm) | 10.4/10.4/10.4/10.4 |

| | Item | Specifications |
|---|---|---|
| Feature | VGA daisy chain | O |
| | DVI daisy chain | O |
| | RS232 control daisy chain | O |
| | ID setting | O |
| | Sharpness enhancement | O |
| | Proof of image retention | O |
| | Adaptive Contrast | O |
| | Picture in Picture (PIP) | X |
| | Picture by Picture (PBP) | X |
| | 10 Bit color processing | O |
| | Built-in video wall support | O |
| | Scheduling | O |
| | Total turn-on time | O |
| | Diagnostic DC voltage (12v/5v) | O |
| | Internal temperature Sensor | O |
| | CEC control | O |

Specifications and functions are subject to change without notice.

# Dimensions




Unit: mm

• Supported input signal resolution

| Resolution | Input source | | | | | | |
|---|---|---|---|---|---|---|---|
| | AV | S-Video | YPbPr | VGA | HDMI | DVI | Display Port |
| 640 x 480 @ 60Hz | | | | ○ | ○ | ○ | |
| 640 x 480 @ 72Hz | | | | ○ | ○ | ○ | |
| 640 x 480 @ 75Hz | | | | ○ | ○ | ○ | |
| 720 x 400 @ 70Hz | | | | ○ | ○ | ○ | |
| 800 x 600 @ 60Hz | | | | ○ | ○ | ○ | |
| 800 x 600 @ 75Hz | | | | ○ | ○ | ○ | |
| 1024 x 768 @ 60Hz | | | | ○ | ○ | ○ | |
| 1024 x 768 @ 75Hz | | | | ○ | ○ | ○ | |
| 1280 x 768 @ 60Hz | | | | ○ | ○ | ○ | |
| 1280 x 800 @ 60Hz RB | | | | ○ | ○ | ○ | |
| 1280 x 800 @ 60Hz | | | | ○ | ○ | ○ | |
| 1280 x 960 @ 60Hz | | | | ○ | ○ | ○ | |
| 1280 x 1024 @ 60Hz | | | | ○ | ○ | ○ | |
| 1360 x 768 @ 60Hz | | | | ○ | ○ | ○ | |
| 1366 x 768 @ 60Hz | | | | ○ | ○ | ○ | |
| 1400 x 1050 @ 60Hz | | | | ○ | ○ | ○ | |
| 1600 x 1200 @ 60Hz | | | | ○ | ○ | ○ | |
| 1680 x 1050 @ 60Hz | | | | ○ | ○ | ○ | |
| 1920 x 1080 @ 60Hz | | | | ○ | ○ | ○ | |
| NTSC-M | | | | | | | |
| NTSC-J | | | | | | | |
| PAL-BDGHI | | | | | | | |
| 576i (50Hz) | | | | | ○ | | |
| 480i (60Hz) | | | | | ○ | | |
| 480p (60Hz) | | | | | ○ | | |
| 576p (50Hz) | | | | | ○ | | |
| 720p (50Hz) | | | | | ○ | | |
| 720p (60Hz) | | | | | ○ | | |
| 1080i (50Hz) | | | | | ○ | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 1080i (60Hz) | | | | | ◯ | | |
| 1080p (50Hz) | | | | | ◯ | | |
| 1080p (60Hz) | | | | | ◯ | | |

• ◯: supported
• Blank: not supported

# Troubleshooting

| Problem | Solution |
|---|---|
| No picture | Check the following:<br>• Is the display turned on? Check the power indicator of the display.<br>• Is the signal source device turned on? Turn on the device and try again.<br>• Are there any loose cable connections? Make sure that all cables are connected firmly.<br>• Have you chosen an unsupported output resolution on the computer? Refer to Supported input signal resolution on page 39 to select a supported resolution and try again.<br>• Have you chosen an unsupported output resolution on the DVD or Blu-ray disc player? Refer to Supported input signal resolution on page 39 to select a supported resolution and try again. |
| No sound | Check the following:<br>• Have you turned on the mute function on the display or the input source device? Turn off the mute function or increase the audio volume level and try again.<br>• Are there any loose cable connections? Make sure that all cables are connected firmly. |
| The computer input image looks strange | • Have you chosen an unsupported output resolution on the computer? Refer to Supported input signal resolution on page 39 to select a supported resolution and try again.<br>• Use the **Auto Adjustment** function (See Setup menu on page 27) to let the display automatically optimize the display of computer image.<br>• If the result of the **Auto Adjustment** function is not satisfactory, use the **Clock Frequency**, **Phase**, **H. Position** and **V. Position** functions to manually adjust the image. |
| The control panel buttons do not work | Have you locked the control panel buttons? Unlock the buttons and try again. |

| | |
|---|---|
| The remote control does not work | • Check for incorrect battery orientation.<br>• Check for dead batteries.<br>• Check your distance and angle from the display.<br>• Check whether remote control is properly being pointed at the display's remote control sensor window.<br>• Check for any obstacle between the remote control and the remote control sensor window.<br>• Check that the remote control sensor window is not under strong fluorescent lighting, or in direct sunlight.<br>• Check for any devices (computer or personal digital assistant, PDA) nearby that transmit infrared signals which may cause interference to signal transmission between the remote control and the display. Turn off the infrared function of these devices. |