



## USER GUIDE

# LG Digital Signage (MONITOR SIGNAGE)

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Please read the user manual before using the product to ensure safe and convenient use.

Linux OS

# Table of Contents

<b>Getting Started</b>	<b>4</b>
Useful Information .....	4
Symbols and Notation Rules .....	4
Copyright Notice Information .....	6
Open Source Software Notice Information.....	6
<b>Safety Precautions</b>	<b>7</b>
<b>Exploring the Product</b>	<b>15</b>
Using the Physical Buttons .....	15
Using the Virtual Keyboard .....	16
Using the remote control .....	17
Replacing Remote Control Batteries .	20
<b>Connecting the Interactive Digital Board to Multiple Devices</b>	<b>21</b>
Connecting to External PC.....	22
Connecting via HDMI Cable	22
Connecting via TOUCH Cable	23
Connecting via USB Type-C Cable	24
Connecting Video Devices .....	25
Playing Video Signals on the Interactive Digital Board	25
Connecting Peripheral Devices .....	26
USB Connection	26
Headphones, Earphones, and Microphones Connection	
27	
<b>Using the Interactive Digital Board</b>	<b>29</b>
Power On/Off.....	29
Screen Operation.....	30
Using Gesture Functions.....	31
Erasing with the Palm	31
<b>Menu</b>	<b>32</b>
Start Screen .....	32
[Annotation].....	33
[Pen]	33
Clean Screen	34
[Background]	34
[Save]	35
[Exit]	35

<b>Using the Built-in PC (OPS) 69</b>	
[Board] .....	36
[Pen]	36
Clean Screen	37
Whiteboard Background	37
Save	38
[Exit]	38
<b>[Crop] .....</b>	<b>39</b>
<b>[Cast].....</b>	<b>40</b>
Share to IFP	40
No-client Mirroring	40
<b>[Screenlock] .....</b>	<b>41</b>
[Set Password]	41
Lock	42
Unlock	42
<b>[Input].....</b>	<b>43</b>
[General]	43
[Display]	44
[Audio]	49
<b>[Settings] .....</b>	<b>51</b>
Network	51
[Personal]	52
[No Signal UI]	52
[Input & Output]	53
[System]	54
[Advanced]	66
[About]	68
<b>Appendix 71</b>	
<b>Controlling Your Product with Commands.....</b>	
Command Reference List	71
<b>Reception/Transmission Protocol .....</b>	
<b>Things to Check Before Reporting a Malfunction .....</b>	
Issues Related to Product Use	76
Issues Related to Screen Display	76
Issues Related to Screen Colour	77
Issues Related to Sound	77
Other Issues	77
Issues Related to Touch	78
Issues Related to Afterimages	80

# Getting Started

## Useful Information

This user manual explains how to use the LG SIGNAGE Interactive Digital Board and its accessories. The product specifications or content contained in this user manual may be changed without notice to improve product quality.

## Symbols and Notation Rules

This user manual uses the following symbols and notation rules to aid user understanding.

### Symbols for Safety Precautions

The two symbols below are used to describe dangerous situations and operations that users must follow for safety.

#### **Warning**

Ignoring this warning can lead to serious injuries or possibly fatal accidents.

#### **Caution**

Ignoring this caution can lead to minor injuries or product damage.

### Symbols for reference

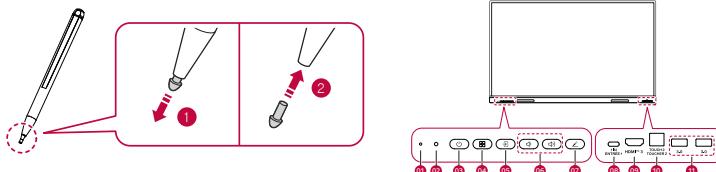
These are used to indicate useful information to which users should refer.

#### **Note**

It provides useful information or tips when using the product.

## Image

Images are used to help users understand the content. When describing the components of the screen, each component is marked with a number, and the description is added below the corresponding image.



(\* Images in the user manual are for the purposes of aiding understanding and may differ from actuality.)

## UI (User Interface)

The UI visible on the screen is displayed in the following way.

- UI text is displayed in bold inside the square brackets ([ ]). (e.g. To switch modes, press **[Window Mode]**.)
- Content entered by the user or buttons are displayed in bold. (e.g. Press **Next**.)
- Keyboard keys are displayed in bold inside single angle brackets (< >). (e.g. Press the <**Enter**> button.)
- When describing remote control buttons or icon-only menus, only the icon is displayed.

## Cross-reference

When it is good to refer to information in other parts of the user manual, a shortcut is provided to check the content directly. Cross-references are marked with underlines and colours. (e.g. Some features are only available in the Note app.)

## Copyright Notice Information

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LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to [opensource@lge.com](mailto:opensource@lge.com).

This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.

# Safety Precautions

The safety precautions are intended to guide users to use the product safely and correctly, thereby proactively preventing accidental damage or personal injury. Therefore, users must read and understand the contents before using the product.

## Power Supply and AC Adapter Safety Guidelines

### Warning

- For power cords and AC adapters, use the proper product supplied by the manufacturer or an approved standard product. If you wish to use another power cord, ensure it meets the national standards. If the power cord is defective, contact the manufacturer or the nearest authorised service centre for replacement.
- Use the product according to the power (or voltage) specified in the product specifications. Damage to the product may result in fire or electric shock. If you are unsure of the type of power supply provided at the location you wish to install, please contact a professional equipment company.
- Always connect the power cord to a grounded socket. It may result in electrical shock, injury, or product damage.
- Ensure that the power cord and AC adaptor are firmly plugged in so that the connection is not loose. Poor connection may result in fire or electric shock.
- In the presence of thunder and lightning, never touch the power cord and signal cable because it can be very dangerous. Otherwise, this may result in electric shock.
- Take care not to place any heavy objects (electronics, clothing, etc.) on or step on the power cord or AC adaptor. In addition, do not bend or pull the power cord and AC adaptor with excessive force. Damaged wires may result in fire or electric shock.
- Avoid bringing sharp objects into contact with the power cord and AC adapter. Connecting a damaged cord or AC adapter to a socket may result in electric shock.
- Do not insert conductors (metal chopsticks, etc.) into the other socket while the power cord is connected to one side of the socket. In addition, do not touch the power cord immediately after it is unplugged from the socket. Otherwise, this may result in electric shock.
- Do not connect multiple electrical appliances or heating devices to a multi socket. Use a dedicated multi socket with a ground terminal. Overheating may result in a fire.
- If water or foreign substances get into the product, disconnect the power cord immediately and contact the service centre. Damage to the product may result in fire or electric shock.
- Keep the power cord and AC adaptor away from heating devices. Melting of the wire insulation may result in fire or electric shock.

## Safety Precautions



### Warning

- Do not disassemble, repair or modify the power cord or AC adapter by yourself. There is a risk of fire or electric shock.
- The power cord serves as the main power disconnection device. Install the product near a power socket for easy operation.
- If the product is connected to the AC wall power source, turning off the product does not completely cut off the AC power. The power cord must be completely disconnected for the power consumption to be '0'.
- Use a product with a cut-off device for the device coupler.



### Caution

- Keep the socket, power cord pins, and AC adapter clean. Overheating caused by dust layers may result in fire or electric shock.
- Take care to avoid water coming into contact with the socket, power cord pins, and AC adapter. Do not touch the power cord or AC adapter if your hands are wet. Otherwise, this may result in electric shock.
- Do not use the power cord as a switch. Turning on or off the product by connecting or disconnecting the power cord may result in electric shock or malfunction.
- Do not remove the power cord when the product is in use. Electric shock may cause product malfunction.

## Precautions When Moving the Product



### Warning

- Make sure to contact the service centre before moving the product. Moving the product incorrectly may result in electric shock or malfunction.
- Turn off the power and ensure all connected cables are disconnected before moving the product. This may cause an electric shock or product malfunction.
- When moving the product, take care not to apply any force or to press the front panel. This may cause an electric shock or product malfunction.
- When moving the product, comply with the standard requirements for personnel according to weight. Moving the product forcibly may result in injury or product damage. One person is required per 25 kg. If it exceeds 100 kg, use moving equipment.
- Using the product after it has been dropped may result in electric shock or fire. Contact the service centre.
- (For models with a stand) Do not pick up the product upside down while holding the stand alone. Doing so may result in damage to the product, such as stand distortion or damage to the panel.

## Installation Precautions



### Warning

- Make sure to contact the service centre before installing the product. Incorrect installation may result in electric shock or malfunction.
- Do not drop or apply excessive force to the product. Doing so may result in injury or damage to the product.
- Take care to prevent children from touching the product. Ensure they do not throw toys or other objects at the product panel.
- Be careful not to let children climb or hang on the product. If the product falls or tips over, injury may occur.
- Do not place heavy objects, sit, or hang on the product. If the product falls or tips over, injury may occur.
- If the product is overheated, do not touch the surface. Doing so may result in injury.
- Secure the product firmly to the floor or wall to withstand external shocks such as strong wind or earthquakes. Always refer to the user manual for installation.
- Do not install near a heating device such as an electric stove or lighting equipment. It may cause fire, electric shock, or malfunction.
- Do not install the product by yourself. Always enlist the help of a service engineer authorised by the service centre when installing the product.
- When installing the product on a wall, avoid locations where oil or fumes may come into contact with the product. This may damage the product and cause it to fall.
- Do not leave power cords, wires, cables, and so on in places where people walk through. Tripping over these may result in electric shock, fire, or damage to the product.
- Do not use short cables to connect the product with external devices. Doing so may result in injury or damage to the product.
- If the product is dropped or the case is damaged, turn off the power, disconnect the power cord, and contact the service centre. Not taking appropriate measures may result in fire or electric shock.
- Install in a dry place free of dust and moisture. Installing in a location with high temperatures or humidity may result in electric shock, fire, or damage to the product.
- Install safely in a place where it can withstand the weight of the product. If the support is weak, the product may fall and become damaged.
- Do not install the product in an unstable location, such as shaky shelves, slanted surfaces, locations that vibrate and locations where the product cannot be securely supported. The product may become damaged if it falls or is tipped over.
- Do not place a cloth or other objects between the product and the furniture supporting the product. The product may become damaged if it falls or is tipped over.

## Safety Precautions



### Caution

- Do not install the product in a place with electromagnetic interference.
- Installing the product in a distinct place other than one with the normal conditions of use may lead to serious problems with image quality, lifespan, and appearance due to the influence of the surrounding environment. Please make sure to check with our service personnel before installation. Avoid installing the product in locations where quality cannot be guaranteed, such as where there is excessive fine dust or oil fumes, where chemical substances are used, where the product is exposed to direct sunlight, where the temperature is excessively high or low, or where there is high humidity.
- Maintain a certain distance (more than 100 mm) from the wall to ensure good ventilation. Installing too close to the wall may increase the internal temperature and result in fire or damage to the product.
- Do not install in a poorly ventilated place such as bookshelves or a wall cabinet, in a location exposed to external environments such as rain or wind, or on carpets or cushions. The internal temperature may rise, potentially causing a fire.
- When the power cord is connected, make sure that the vents are not blocked by tablecloths, curtains, or other objects (such as plastic). The internal temperature may rise, potentially causing deformation of the product or a fire.
- Install the product on a flat and safe surface. If the product falls, it may cause personal injury or damage to the product.
- When installing the product on a shelf or cabinet, ensure that the bottom end of the product is not protruding. If the weight of the product is not balanced, it may fall and result in injury or damage to the product. Ensure that any cabinets or shelves used fit your product.
- Take a comfortable and natural posture when handling the product to avoid straining your muscles.

## Precautions When Cleaning Product



### Warning

- Always keep the product and inside of the product clean. If dust accumulates inside the product for a long period without being cleaned, fire may break out or product may be damaged.
- Contact the service centre for internal cleaning of the product. Incorrect cleaning may result in electric shock, fire, or damage to the product.
- When cleaning the product, disconnect the power cord and gently wipe with a soft cloth to prevent scratches. Scratches may result in electric shock or screen damage.
- For the front frame, spray water 2 to 4 times on a soft cloth and gently wipe in one direction. If the cloth is excessively wet, it may cause stains.



### Caution

- When cleaning the product or panel, disconnect the power cord and wipe it gently with a soft cloth. Do not spray water directly on the product or wipe it with a wet mop. In particular, never use any cleaners, air fresheners, mosquito repellents, lubricants, automotive and industrial polishes, abrasives, thinners, benzene, alcohol, etc. as they may damage the product or panel. This may cause a fire, electric shock, or product damage (deformation, corrosion or breakage).

## Safety Precautions

### Precautions When Using Product

#### **Warning**

- Do not use the product in any environment that exceeds the temperature or humidity limits. This may cause an electric shock or product malfunction.
- If you are using the product for a long time, take occasional breaks to protect your eyesight. Prolonged use without breaks may weaken your eyesight.
- Use the product at an appropriate distance. Prolonged use in close proximity may affect your eyesight.
- Set the resolution and frequency according to the product specifications. It may affect your eyesight.
- Listening at a high volume or using it for a long time may affect your hearing.
- If water or any foreign substance goes inside the product, turn off the power, disconnect the power cord from the socket, and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- In the event that no image appears on the screen or no sound is heard, stop using the product. Immediately turn off the power, unplug the power cord and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Do not apply shock to the product or the screen by dropping an object onto the product. Doing so may result in injury or damage to the product/screen.
- If you smell something unusual, hear a strange noise, or see smoke coming out of the device, unplug the power cord and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Never disassemble, repair, or modify the product at the user's discretion. There is a risk of fire or electric shock. If necessary, contact the service centre.
- Do not place an object filled with liquid, such as a vase or a cup, on top of the product. If liquid enters the product, it may result in electric shock, fire, malfunction, and deformation.
- Do not press hard on the surface of the product with your hands or scratch it with a sharp object such as nails, pencils, or pens. And do not impact the front or sides of the screen with a hard object, such as a metal object, and do not scratch the screen. Doing so may result in malfunction.



## Warning

- Do not touch the product after it has been exposed to sunlight or strong light since it will be hot.
- Do not use devices that use high-voltage electricity, such as electric mosquito swatters, near the product. Electric shock may cause product malfunction.
- In the event of a gas leak, never touch the socket and open windows for ventilation. There is a risk of fire or electric shock.
- If the product or case is dropped and damaged, turn off the power, disconnect the power cord, and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Do not leave small accessories near children. Children may swallow them. If swallowed by a child, consult a doctor immediately.
- Ensure that children do not play near the product or throw toys or objects at the product panel. Doing so may result in injury or damage to the product/screen.
- Do not touch the overheated surface of the product. Doing so may result in injury.
- Do not store or use flammable substances near the product. It may result in explosion or fire.



## Caution

- To completely cut off power to the product, disconnect all connected power cords.
- Watching still images for a long time may damage the screen and cause an afterimage. Third-party products may also have this phenomenon, and damages resulting from this are not covered by the warranty.

## Safety Precautions

### Cautions When Disposing of the Product

#### Caution

- This product cannot be disposed of with regular household waste. Dispose of it by strictly following the regulations of your local authority.

### Precautions When Using Remote Control

#### Warning

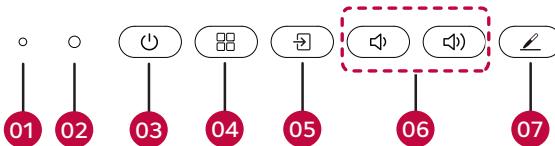
- Avoid places with high humidity. There is a risk of electric shock or damage to the product.
- Do not expose batteries to direct sunlight, fireplaces, or excessive heat from heating devices. Doing so may result in fire or injury.
- When replacing batteries used in remote controls, be careful not to let children eat them. Keep the batteries out of reach of children. If swallowed by a child, consult a doctor immediately.
- Do not dispose of batteries by burning them. Discard used batteries in designated battery collection bins, or at a nearby recycling centre or authorised dealer that handles batteries.
- Used batteries, including rechargeable batteries, should be properly disposed of separate from general waste. Used batteries and rechargeable batteries should be disposed of at a nearby recycling centre or at a dealer that handles batteries and rechargeable batteries.

#### Caution

- Do not short-circuit or disassemble the battery. There is a risk of fire or electric shock.
- Remote control recognition may be difficult under sunlight or strong lighting. In this case, please change the location of the product.
- Do not mix new and old batteries. Doing so may cause the battery to burst or leak, resulting in fire or electric shock.
- Do not use batteries other than those specified. Do not insert non-rechargeable batteries into the charger. It may cause the battery to burst or leak, resulting in a fire or electric shock.

# Exploring the Product

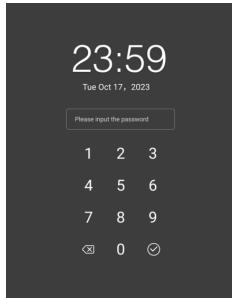
## Using the Physical Buttons



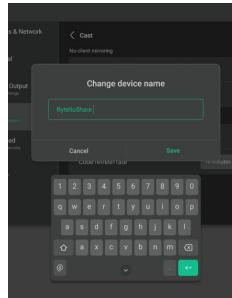
No.	Name	Explanation
01	Light sensor	Sense ambient light to adjust backlight for appropriate brightness, it can be switched in the menu.
02	Remote control signal receiver	Receive remote control signal.
03	Power (Power)	<ul style="list-style-type: none"> <li>Power on: Press the power button to start the device.</li> <li>Power off: Long-press the power button to enter power-off options.</li> <li>Standby mode: Short-press the power button to put the device in standby mode.</li> </ul>
04	Menu	<ul style="list-style-type: none"> <li>Quick access to the device's main menu.</li> <li>Enter main menu: Press the menu button to quickly access the main menu for settings or function selection.</li> <li>Close menu: Press the menu button again to close the main menu.</li> </ul>
05	Input (Input)	<ul style="list-style-type: none"> <li>Quick switch between input sources.</li> <li>Input source menu: Press the input source button to display the input source selection menu for quick switching between different signal sources.</li> <li>Quick switch: Directly select the desired input source (e.g., HDMI, VGA) from the input source menu.</li> </ul>
06	Volume Down / Up Button (Volume Down / Up Button)	Adjusts the volume level.
07	Mark	<ul style="list-style-type: none"> <li>Invoke annotation: Press the mark button to quickly enter annotation mode.</li> <li>Screenshot: Long-press the mark button to take a screenshot.</li> </ul>

## Exploring the Product

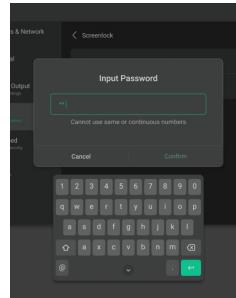
## Using the Virtual Keyboard



01



02



03

No.	Function	Description
01	<b>Screenlock</b>	Quickly lock the device to protect privacy and data security.
02	<b>Screenlock Settings</b>	Configure detailed lock screen settings, such as password setup.
03	<b>Device name Settings</b>	Modify the device name displayed during connections for easier identification.

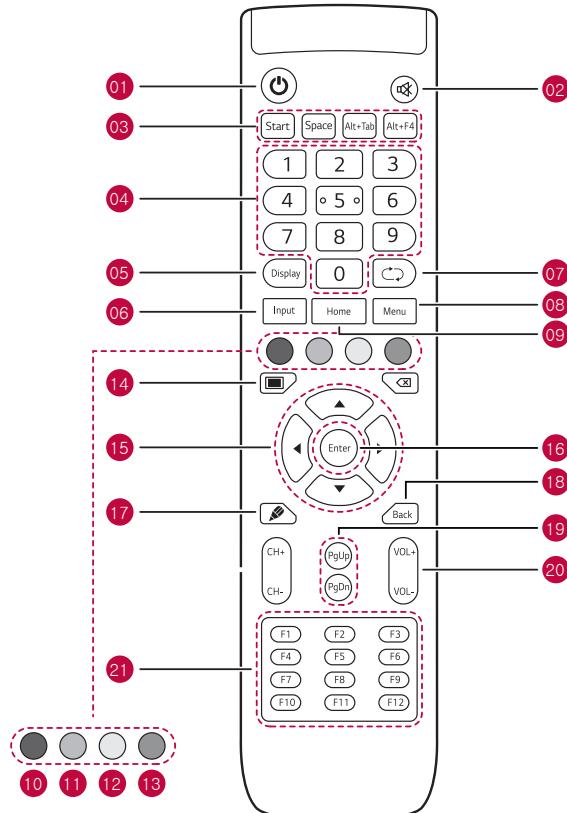
## Using the remote control

You can operate various features of the Interactive Digital Board with a remote control.

### Note

- Always aim your remote control towards the remote control sensor on the screen.
- Some functions of the remote control may not be supported depending on the model.
- The built-in PC (OPS) refers to a PC installed via the OPS (Open Pluggable Specification) slot. The built-in PC (OPS) is sold separately, so please contact LG Electronics if you want to purchase it. For how to use the built-in PC (OPS), please refer to the following.

### ► Using the Built-in PC (OPS)



## Exploring the Product

No.	Button Name	Description
01		Turns the Interactive Digital Board on or off.
02		Mutes sound.
03	<b>Start</b>	(For Built-in PC (OPS)) Starts or manages frequently used apps. Displays a list of apps installed on your computer, or displays saved content.
	<b>Space</b>	(For Built-in PC (OPS)) Inserts a space between characters.
	<b>Alt + Tab</b>	(For Built-in PC (OPS)) Quickly switches between all programs currently in use on your computer.
	<b>Alt + F4</b>	(For Built-in PC (OPS)) Closes the program in use.
04	<b>Number Buttons</b>	Enters numbers.
05	<b>Display</b>	Displays current external input information on the screen.
06	<b>Input</b>	Displays an external input device.
07		Not supported on this model.
08	<b>Menu</b>	Allows you to adjust items related to screen adjustment such as audio, screen, and display.
09	<b>Home</b>	Returns to the Interactive Digital Board default screen.
10	<b>Red</b>	Locks or unlocks physical buttons. Also locks or unlocks screen touch.
11	<b>Green</b>	Locks or unlocks physical buttons.
12	<b>Yellow</b>	Locks or unlocks the screen touch function.
13	<b>Sky Blue</b>	Not supported on this model.
14		Turns the screen on or off. The power is on.
15	<b>Direction Button</b>	Moves through menu items.

No.	Button Name	Description
16	Enter	Saves or confirms the selected content.
17		Runs the Note.
18		Returns to the previous step.
19	PgUp / PgDn	Moves the screen up and down, or when a PDF or Word document is opened, moves the page up and down.
20	VOL + / -	Controls the volume.
21	Fn Buttons	(For Built-in PC (OPS)) Functions identically to the Windows function key.

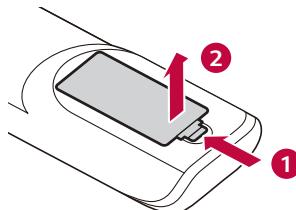
 **Note**

- Depending on model.
- Images in the user manual are for the purposes of aiding understanding and may differ from actuality.

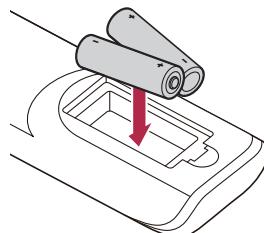
## Replacing Remote Control Batteries

Please replace the batteries as follows. Uses two 1.5V AAA batteries.

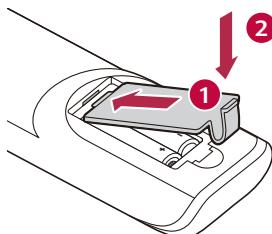
- 1 Open the battery cover of the remote control.



- 2 Match the polarities of the battery to the (+) and (-) polarities indicated on the remote control.



- 3 Insert the battery cover from the top, and push the bottom until it clicks into place.



### Caution

- Using old and new batteries together may result in damage to the remote control.
- Do not expose the interior and exterior of the remote control and the batteries to heat or direct sunlight. Doing so may result in damage to the remote control.

# Connecting the Interactive Digital Board to Multiple Devices

During classes or meetings, the Interactive Digital Board can be connected to multiple devices.

- When connected to a computer or laptop, it can be used as a large monitor.
- If connected to an AV device, the AV device's video and audio signals will be output through the Interactive Digital Board.
- The board can also be connected to peripheral devices like USB devices, Bluetooth keyboards, microphones, earphones, or headphones.

After connecting other devices, select the appropriate input option from **[General]** menu. (Images may differ according to the model.)



## Caution

- If you are using the Interactive Digital Board as a large monitor connected to the built-in PC (OPS), you should connect the signal cable to the port designated for the built-in PC (OPS). When using the Interactive Digital Board as a digital board, switch the signal cable to the Interactive Digital Board port.
- Check that the power cable is not connected to the Interactive Digital Board before connecting the signal cable.



## Note

- To play media in the highest quality on the Interactive Digital Board, use an HDMI cable.
- For DVI-D and HDMI cables, use a ferrite core built-in shielded interface cable.
- If you cannot hear sound in HDMI mode, check your PC environment. Some PCs require manual changes to the default audio output to HDMI.
- To use HDMI PC mode, turn your PC/DTV to PC mode. HDMI PC may cause device compatibility issues.
- When connecting a gaming device to the Interactive Digital Board, use the cable provided with the gaming device.

## Connecting the Interactive Digital Board to Multiple Devices

### Connecting to External PC

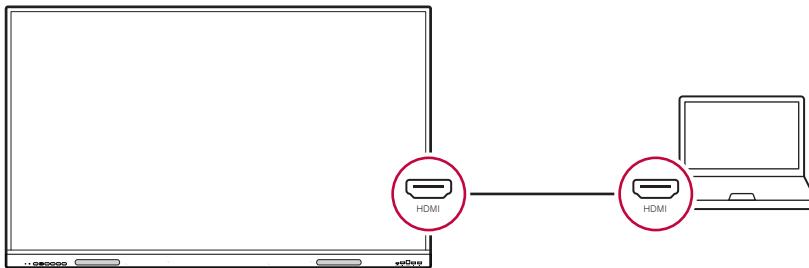
When displaying a file from an external PC during classes or meetings, connect using the provided signal cable.

The Interactive Digital Board supports the Plug and Play feature. Once you turn on the power after connecting the device, the connected device is recognised and ready to use without any additional settings.

### Connecting via HDMI Cable

You can transfer a computer's video and audio signals to the Interactive Digital Board via an HDMI cable.

- 1 Connect the HDMI cable to the HDMI port on the front/side of the Interactive Digital Board.
- 2 Connect the other end of the HDMI cable to the HDMI port on the external PC.
- 3 Turn on the power of the external PC.
- 4 Select the input source from **[General]** menu.



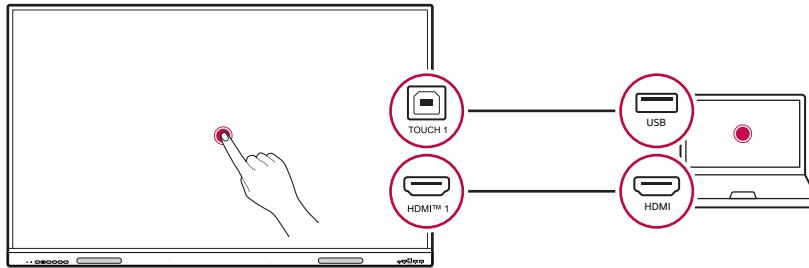
#### Caution

- Use a high-speed HDMI®/™ cable with a length of 3 m or less.
- Use a certified HDMI cable with the HDMI logo imprinted. The screen may not appear or a connection error could occur if a non-certified cable is used.
- Use a product with a thickness (A) of 11.65 mm or less and a width (B) of 20.65 mm or less to ensure HDMI cable and the USB device are connected properly. (For recommended USB, the thickness (A) should be 8.3 mm or less, and the width (B) should be 16 mm or less.)



## Connecting via TOUCH Cable

You can control contents being played from an external PC such as files, photos, or videos by touching them on the Interactive Digital Board. To use this feature, you must connect the HDMI cable and TOUCH cable.



- 1 Connect the HDMI cable to the HDMI 1 port on the side of the Interactive Digital Board.
- 2 Connect the other end of the HDMI cable to the HDMI port on the external PC.
- 3 Connect one end of the TOUCH cable to the TOUCH 1 port on the side of the Interactive Digital Board.
- 4 Connect the USB port of the TOUCH cable to the USB port on the computer.
- 5 Select the input source from **[General]** menu.

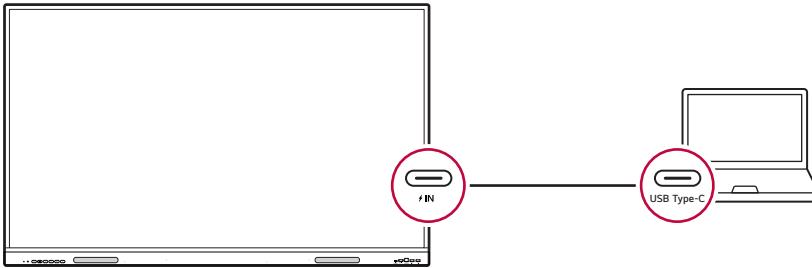
## Connecting the Interactive Digital Board to Multiple Devices

### Connecting via USB Type-C Cable

You can also transmit audio and video signals using a USB Type-C cable.

Once connected via a USB Type-C cable, you can control the Interactive Digital Board via touch input from an external PC and vice versa. Moreover, this cable supports a maximum power output of 65 W, allowing for quick charging of your laptops or mobile devices without the need for a dedicated charger.

- 1 Connect your USB Type-C cable to the **⚡ IN (USB Type-C)** port located on the front of the Interactive Digital Board.
- 2 Plug the other end of the USB Type-C cable into the **USB Type-C** port of your external PC.
- 3 Select the input source from **[General]** menu.



#### **!** Note

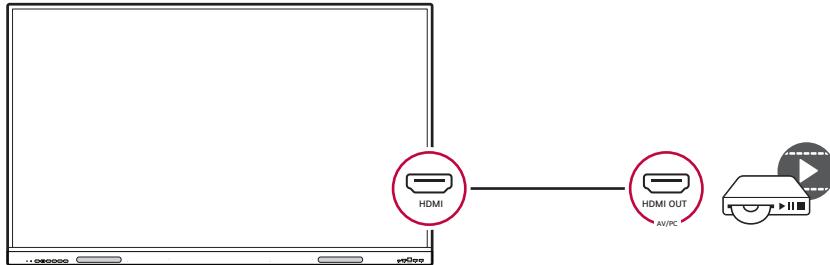
- Please note that not all devices may support charging via USB Type-C, and as such, may not charge as expected.

## Connecting Video Devices

### Playing Video Signals on the Interactive Digital Board

You can play video and audio signals on the Interactive Digital Board by connecting AV devices such as HD receivers, DVD and VCR players, and so on. For the best video and audio quality, we recommend using an HDMI cable.

- 1 Connect the HDMI cable to the HDMI port on the front/side of the Interactive Digital Board.
- 2 Connect the other end of the HDMI cable to the HDMI port on your video device.
- 3 Turn on the video device.
- 4 Select the input source from **[General]** menu.



## Connecting the Interactive Digital Board to Multiple Devices

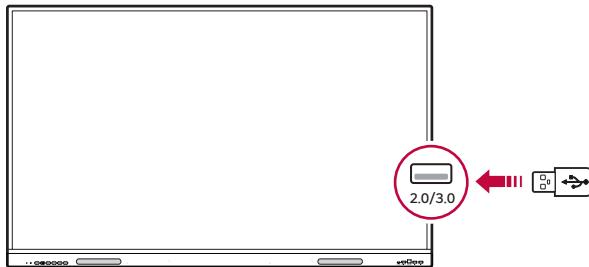
# Connecting Peripheral Devices

You can connect USB devices such as a mouse or keyboard, as well as headphones, earphones, and microphones.

## USB Connection

You can connect USB devices.

- 1 Connect the USB device to the 2.0 or 3.0 (USB port) on the front/side of the Interactive Digital Board.



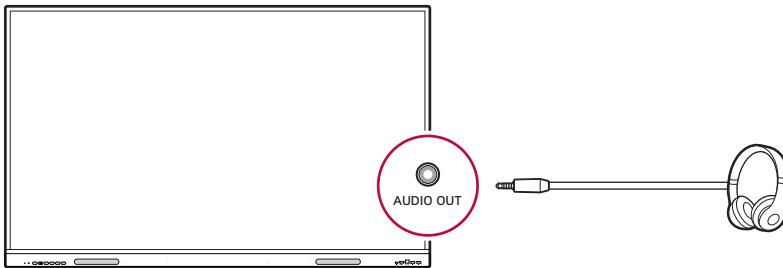
## Headphones, Earphones, and Microphones Connection

You can connect and use headphones, earphones, or microphones.

### Outputting Audio Signals from the Interactive Digital Board

You can listen to audio signals from the Interactive Digital Board on earphones or headphones.

- 1 Connect your headphones or earphones to the AUDIO OUT port on the bottom of the Interactive Digital Board.



#### Note

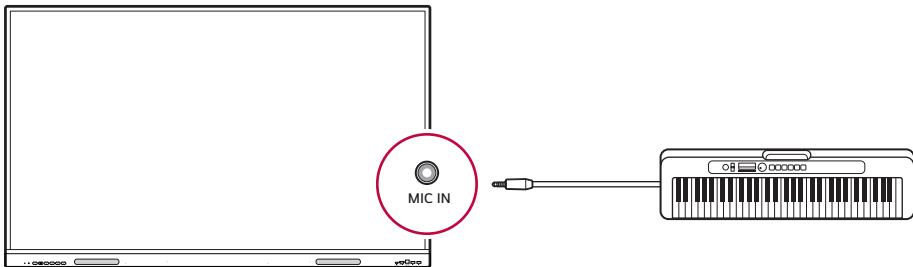
- Headphones or earphones are sold separately.
- Depending on the sound settings of your computer and peripheral devices, the operation of headphones and speakers may be limited.

## Connecting the Interactive Digital Board to Multiple Devices

### Inputting Audio Signals to the Interactive Digital Board

You can transmit audio signals from sound devices such as synthesisers, amplifiers, keyboard pianos, or microphones by connecting them to the Interactive Digital Board.

- 1 Connect the output port of the sound device to the MIC IN port on the bottom of the Interactive Digital Board.



#### Note

- Audio devices are sold separately.

# Using the Interactive Digital Board

The LG SIGNAGE Interactive Digital Board is a touch-based display, and if you have experience with smartphones or tablets, you can use it proficiently. This product is equipped with an OPS (Open Pluggable Specification, built-in PC (OPS)) slot. Therefore, you can use the features that are extended to a PC without connecting an external desktop.

## Caution

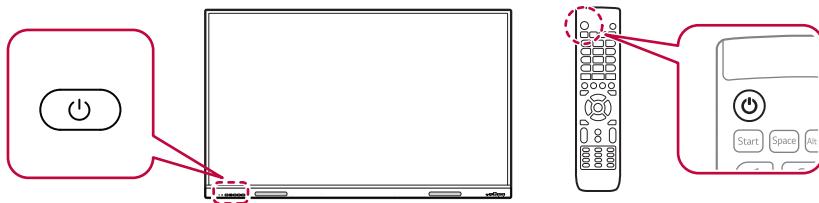
- This product is intended for indoor use. Please do not use it outdoors.

## Note

- The built-in PC (OPS) is sold separately. If you wish to purchase it, please contact LG Electronics.
- The panel of the product is made with advanced technology comprising millions of pixels. Abnormal colour spots may appear on the screen due to inactive pixels when using the product. This is not a product defect and does not affect the product performance and reliability.

## Power On/Off

Press and hold the power button  on the front of the Interactive Digital Board, or press the power button  on the remote control.



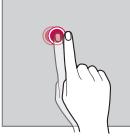
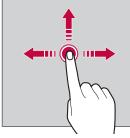
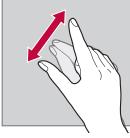
## Caution

- Pressing the screen for a long time with a finger may cause temporary distortion to appear on the screen.
- Afterimage may appear if the same scene is outputted for a long time. Use a screen saver if possible.
- Using wireless devices close to the Interactive Digital Board may result in abnormal video output.

## Using the Interactive Digital Board

## Screen Operation

You can execute various functions by operating the screen with your hand or touch pen as follows.

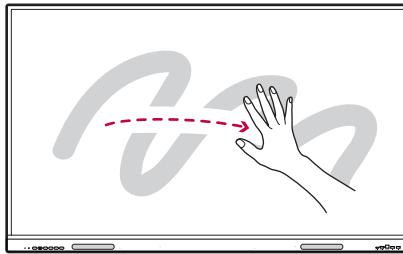
Image	Operations	Description
	<b>Light Press</b>	Select and execute the item.
	<b>Long Press</b>	Display and set the details of the item.
	<b>Drag While Long Pressing</b>	Move the item to the desired location after selecting it, or select the desired part in the text.
	<b>Quick Double Press</b>	Open a folder or run a file.
	<b>Swiping Left, Right, Up, or Down</b>	If there is a lot of content displayed on the screen or if the document has a many number of pages, you can swipe the screen left, right, up, or down to display them.
	<b>Pinch or Spread Fingers</b>	With two fingers on the screen, you can pinch or spread your fingers to zoom in/out on the screen.

## Using Gesture Functions

If you swipe up or down on a specific area of the screen with your hand, hidden features are displayed.

### Erasing with the Palm

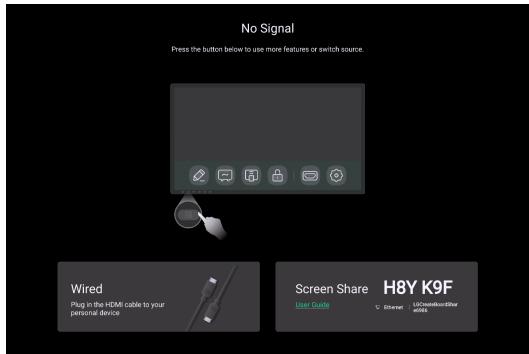
You can easily erase handwriting or hand-drawn pictures on the screen with your palm or the side of your hand. Simply rub the part you wish to erase gently with your palm.



# Menu

## Start Screen

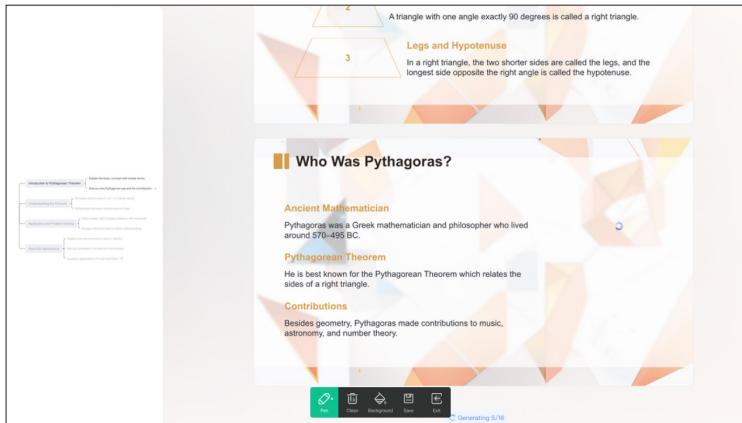
The main menu of the NOOS system provides quick access to various functions.



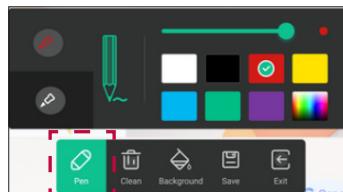
Function	Description
<b>[Annotation]</b>	Quickly launch the annotation function, suitable for writing and marking under any input signal source.
<b>[Board]</b>	Create a distraction-free writing environment, ideal for team collaboration and creative discussions.
<b>[Cast]</b>	Easily project the screen content from other devices onto the IFP.
<b>[Screenlock]</b>	Protect your device and data security.
<b>[Input]</b>	Quickly switch between different input signal sources.
<b>[Settings]</b>	Access detailed system settings options.

## [Annotation]

Click the [Annotation] icon to launch the annotation function. Regardless of the input signal source (computer, mobile device, etc.) or the content (document, image, video), you can write instantly by picking up the pen or tapping. It supports 20 touch points for simultaneous writing by multiple people.



## [Pen]



Function	Description
Pen Color	<p>Supports various colors, including white, yellow, green, red, blue, and custom colors from the palette.</p> <ul style="list-style-type: none"> <li>The dual-pen dual-color mode is enabled by default, and the pen tip and pen tail support color selection.</li> </ul>

## Menu

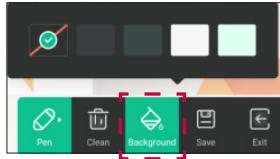
## Clean Screen



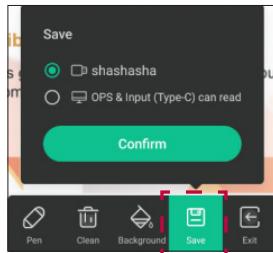
Function	Description
<b>Palm erase</b>	Erase content using your palm.
<b>Clean screen</b>	Click [Clean] to clear all content.

## [Background]

Default transparent background with options for various background colors, such as dark, light, blackboard, and whiteboard colors.



## [Save]



Function	Description
USB List	Save annotation content to a USB device.
Read in OPS or Input Device (Type-C)	Save annotation content to the default location for reading via OPS or a connected Type-C device.

## [Exit]

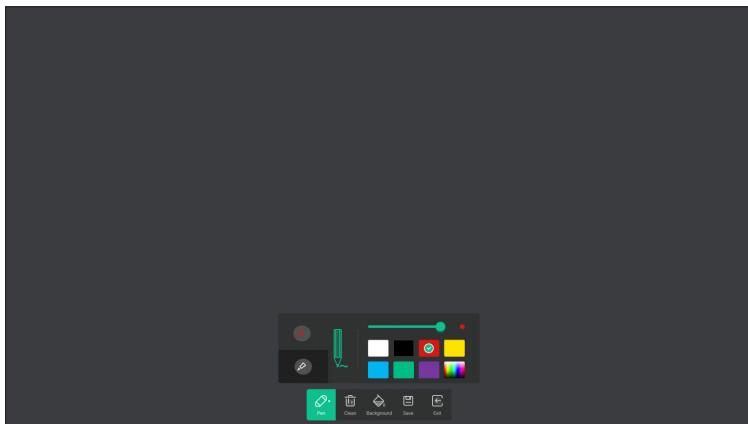
Click [Exit] to leave the annotation mode.



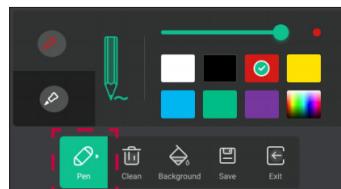
## Menu

## [Board]

Click the [Board] icon to launch the Board function, creating a distraction-free writing environment.



## [Pen]



Function	Description
Pen Color	<p>Supports various colors, including white, yellow, green, red, blue, and custom colors from the palette.</p> <ul style="list-style-type: none"><li>- The dual-pen dual-color mode is enabled by default, and the pen tip and pen tail support color selection.</li></ul>

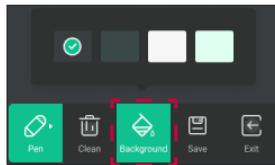
## Clean Screen



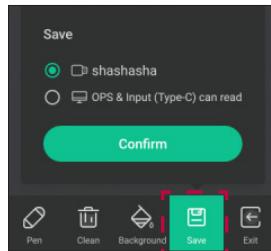
Function	Description
<b>Palm erase</b>	Erase content using your palm.
<b>Clean screen</b>	Click [Clean] to clear all content.

## Whiteboard Background

Default transparent background with options to switch to dark, light, blackboard, or whiteboard colors.



## Menu

Save

Function	Description
USB List	Save annotation content to a USB device.
Read in OPS or Input Device (Type-C)	Save annotation content to the default location for reading via OPS or a connected Type-C device.

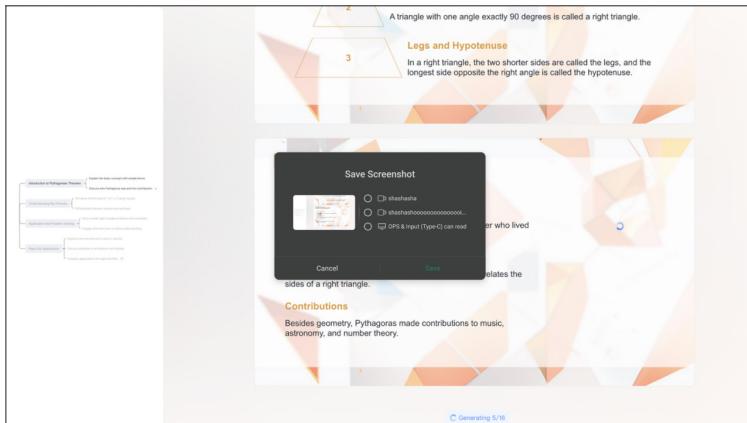
[Exit]

Click [Exit] to leave the annotation mode.



## [Crop]

Long-press the annotation physical button to take a screenshot of the current channel.



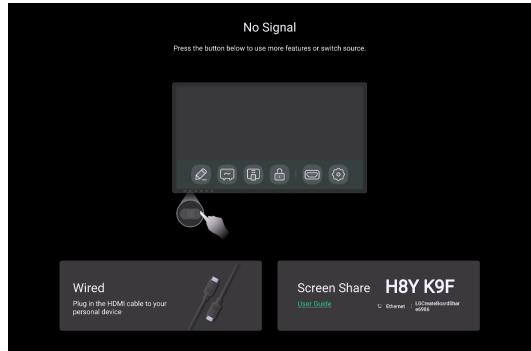
## Menu

**[Cast]**

Click the [Cast] icon to display Cast instructions. Supports screen casting via a client or directly through Airplay or Chromecast, allowing you to easily project the screen content from other devices onto the IFP.

**Share to IFP**

Open a browser on your personal device, enter the URL <https://share.lgcreateboard.com/downloads>, download the client, ensure your device and IFP are on the same network, and enter the casting code from the IFP to start casting. Currently supports casting from one device.

**No-client Mirroring**

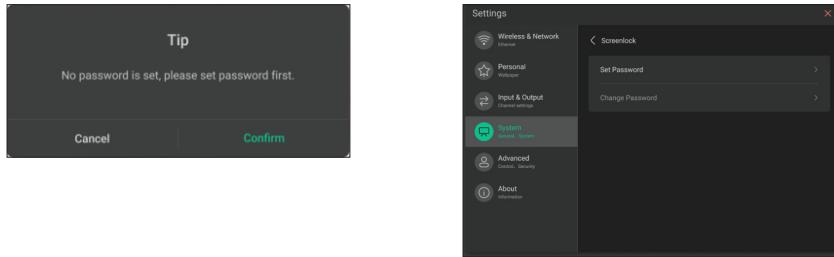
Function	Description
<b>Airplay</b>	Supports casting via Airplay.
<b>Chromecast</b>	Supports casting via Chromecast.

## [Screenlock]

Click the [Screenlock] icon to lock the screen and protect your device and data security.

## [Set Password]

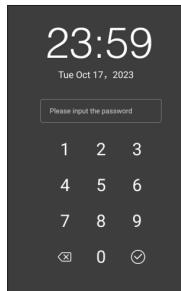
Set a password for the first use as per the prompts.



## Menu

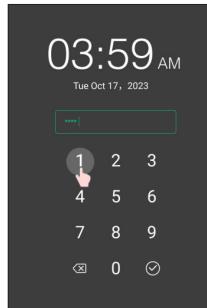
## Lock

Lock the screen by clicking the [Screenlock] button or pressing the power button.



## Unlock

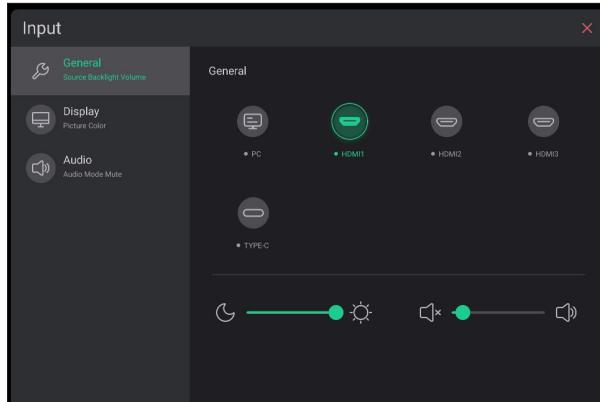
Unlock the device by entering the password.



## [Input]

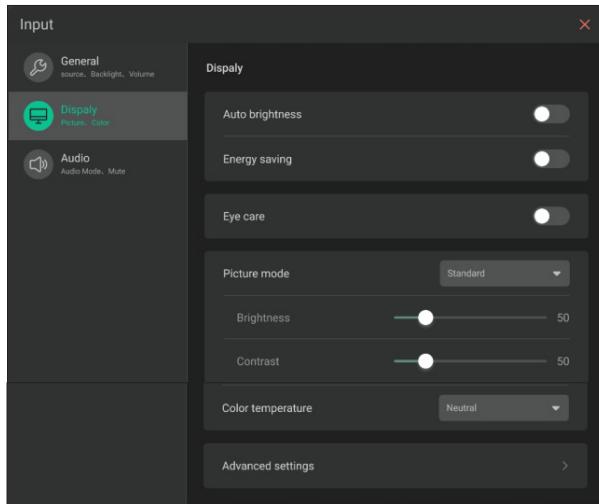
Click the [Input] icon to switch input sources and adjust audio and video settings, allowing quick switching between different input signal sources and adjusting audio and video settings.

## [General]



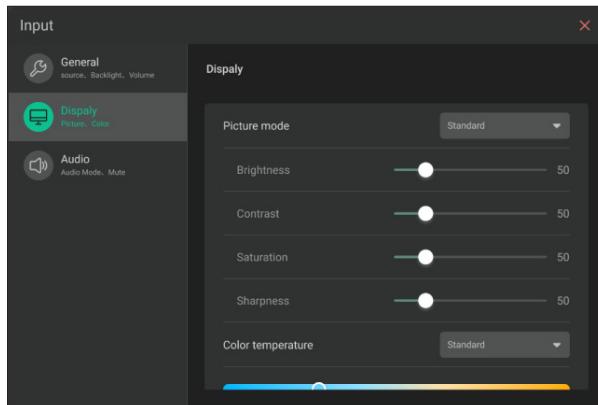
Function	Description
<b>Source List</b>	Switch input sources.
<b>Brightness</b>	Adjust screen brightness.
<b>Volume</b>	Adjust audio volume.

## [Display]



Function	Description
<b>[Auto brightness]</b>	Automatically adjust brightness On / Off (Default).
<b>[Energy saving]</b>	One-click to enable energy-saving mode On / Off (Default).
<b>[Eye care]</b>	One-click to enable eye-care mode On / Off (Default).
<b>[Picture mode]</b>	Switch between multiple picture modes.
<b>[Color temperature]</b>	Switch between various color temperature modes.
<b>[Advanced settings]</b>	Access advanced audio and video settings for professional users.

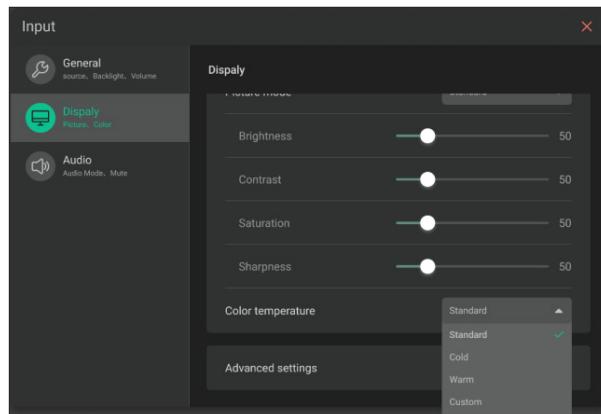
## [Picture mode]



Function	Description
<b>[Standard]</b>	Balanced brightness, contrast, and color saturation for general use.
<b>[Bright]</b>	Increased brightness for content visibility in bright environments.
<b>[Soft]</b>	Reduced brightness and contrast for less eye strain.
<b>[Custom]</b>	<p>Customize brightness, contrast, saturation, and sharpness to meet specific display needs.</p> <ul style="list-style-type: none"> <li>• <b>[Brightness]</b>: 0~100 (higher values increase image brightness).</li> <li>• <b>[Contrast]</b>: 0~100 (higher values increase color differentiation).</li> <li>• <b>[Saturation]</b>: 0~100 (higher values increase color vividness).</li> <li>• <b>[Sharpness]</b>: 0~100 (higher values increase image clarity).</li> </ul>

## Menu

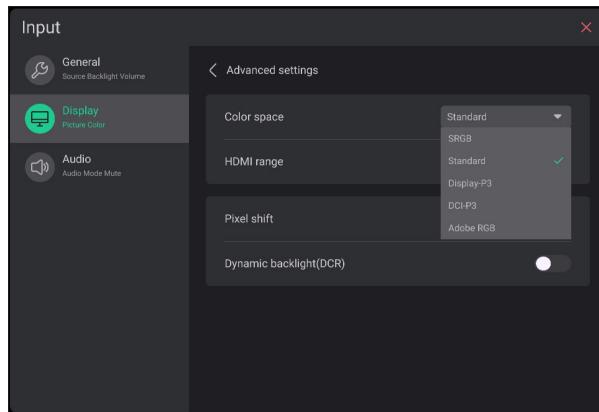
## [Color temperature]



Function	Description
<b>[Standard]</b>	Balanced color temperature for general use. (Default).
<b>[Cold]</b>	Higher color temperature with a blue tint for clear displays.
<b>[Warm]</b>	Lower color temperature with a yellow tint for softer displays.
<b>[Custom]</b>	Customize color temperature to meet specific needs.

## [Advanced settings]

### [Color space]

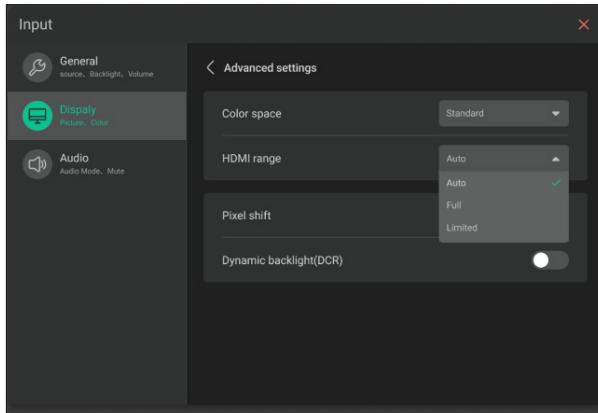


Function	Description
<b>[Standard]</b>	Suitable for general use. (Default).
<b>[sRGB]</b>	Suitable for web design and everyday use.
<b>[Display-P3]</b>	Suitable for high color fidelity display needs.
<b>[DCI-P3]</b>	Suitable for film production and professional video editing.
<b>[Adobe RGB]</b>	Suitable for professional photography and print previews.

## Menu

## [HDMI range]

- Adjust the brightness range of HDMI signals.



Function	Description
[Auto]	Automatically detect and adapt to the HDMI signal range. (Default).
16 ~ 235	Standard range for most video content.
0 ~ 255	Full range for professional video editing and HDR content.

## [Pixel shift]

- Prevent the phenomenon of leaving afterimages caused by long-term static content by slightly moving the pixels displayed.

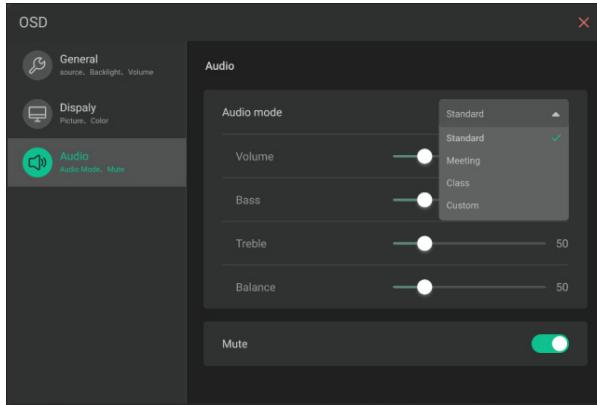
## [Dynamic backlight(DCR)]

- Automatically adjust backlight intensity based on ambient light to optimize display and save energy.

## [Audio]

### [Audio mode]

Switch between various audio modes.

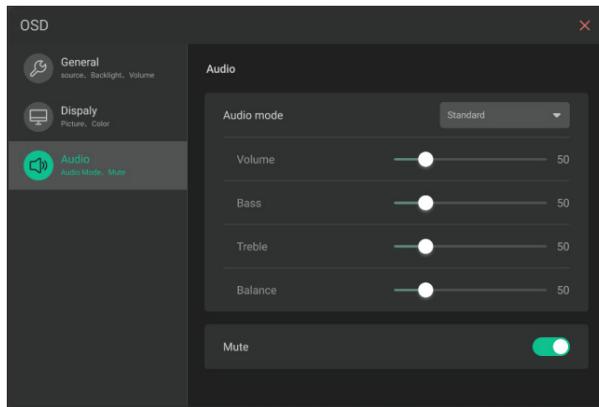


Function	Description
<b>[Standard]</b>	Balanced volume, bass, treble, and channel balance for general use. (Default).
<b>[Meeting]</b>	Optimized for voice clarity in meeting scenarios.
<b>[Class]</b>	Enhanced sound propagation for clear audio in classrooms or large spaces.
<b>[Custom]</b>	<p>Customize volume, bass, treble, and channel balance to meet specific audio needs.</p> <ul style="list-style-type: none"> <li>• <b>[Volume]</b>: Adjust overall volume level.</li> <li>• <b>[Bass]</b>: Adjust low-frequency sound intensity.</li> <li>• <b>[Treble]</b>: Adjust high-frequency sound intensity.</li> <li>• <b>[Balance]</b>: Adjust volume balance between left and right channels.</li> </ul>

## Menu

**[Mute]**

One-click mute support.



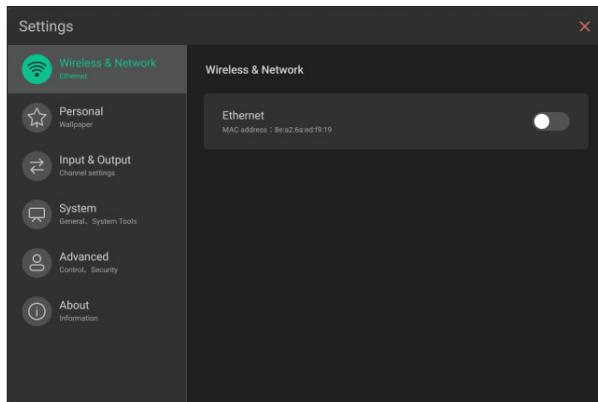
## [Settings]

Click the icon to access detailed system settings.

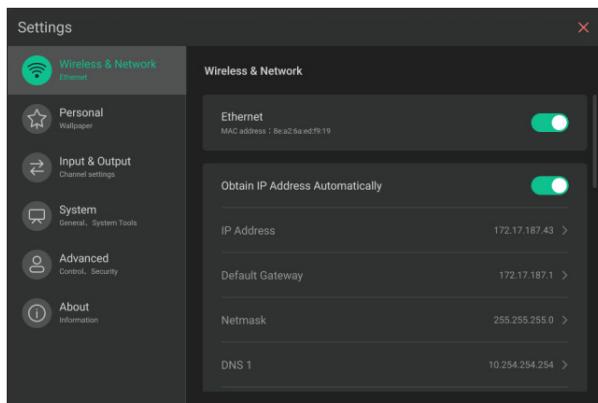
### Network

#### [Ethernet]

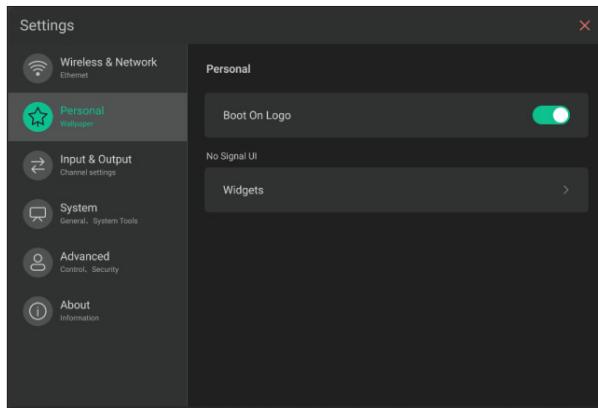
Enable or disable wired networking and edit network configurations.



Custom network settings for manual configuration of IP address, subnet mask, gateway, and DNS server.



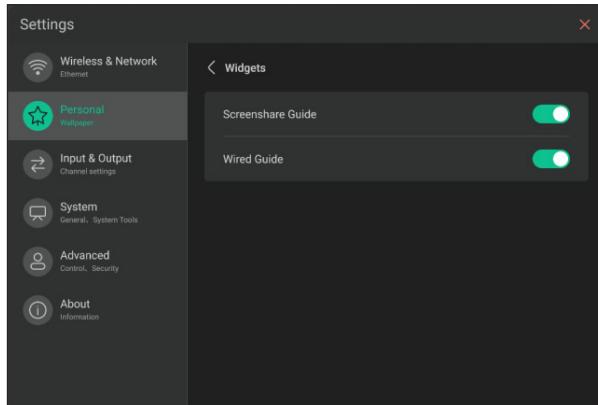
## Menu

[Personal]

Function	Description
<b>[Boot On Logo]</b>	Enable or disable the display of the logo during startup.

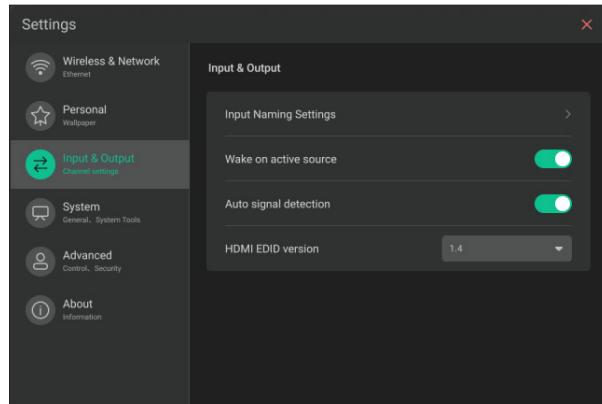
[No Signal UI]

Configure casting instructions and wired connection widgets for user guidance.



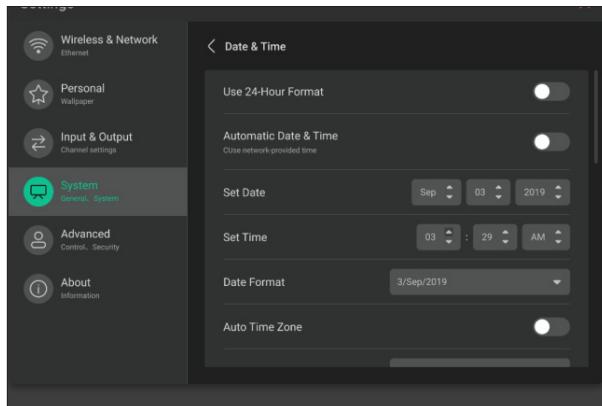
## [Input & Output]

The NOOS system allows users to configure input and output related settings to meet different usage needs and scenarios.

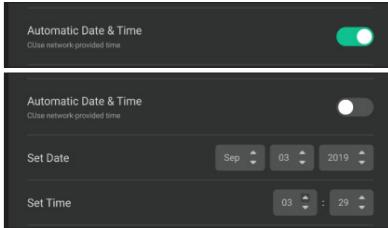
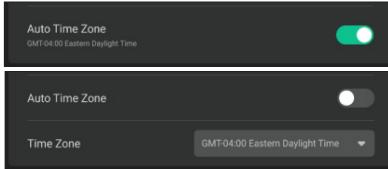


Function	Description
<b>[Input Naming Settings]</b>	Customize input source names for easy identification.
<b>[Wake on active source]</b>	Support users to turn on/off Wake on active source settings with one click.
<b>[Auto signal detection]</b>	Enable or disable automatic detection.
<b>[HDMI EDID Version]</b>	Configure HDMI EDID version for compatibility with different devices.

## Menu

**[System]****[Date & Time]**

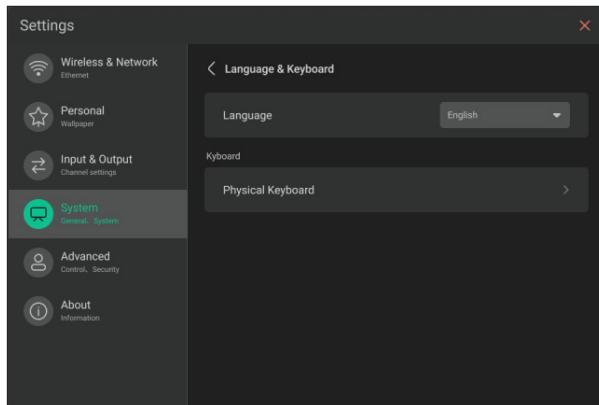
Function	Description
<b>[Use 24-Hour Format]</b>	<p>Enable or disable 24-hour format and customize date format.</p> <p>The table contains two screenshots. The top screenshot shows the 'Automatic Date &amp; Time' toggle switch in the off position. The bottom screenshot shows the same toggle switch in the on position, with the date and time displayed in a 24-hour format (23:59) and the date updated to 'Tue 18 Oct, 2023'.</p>

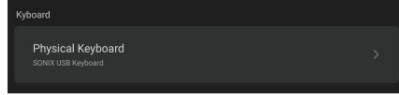
Function	Description
<b>[Automatic Date &amp; Time]</b>	<p>Enable or disable automatic date and time acquisition; manual settings available when disabled.</p> 
<b>[Auto Time Zone]</b>	<p>Enable or disable automatic time zone; manual selection available when disabled.</p> 

## Menu

## [Language &amp; Keyboard]

Select the default system language.

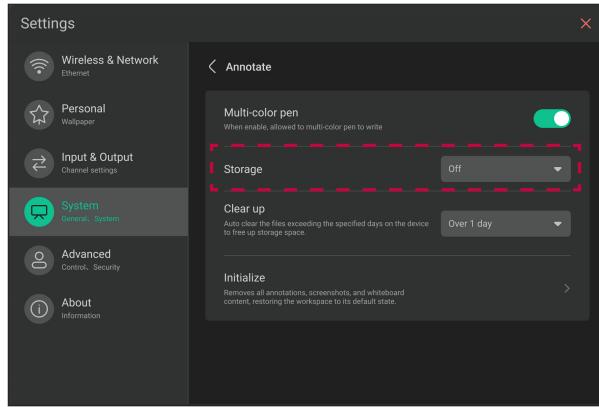


Function	Description
[Input Naming Settings]	Automatically detect and display keyboard model information when a physical keyboard is connected. 

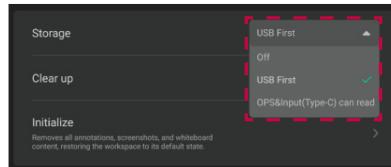
## [Annotate]

### [Storage]

Configure save options for annotation and screenshot functions, including enabling/disabling saving and setting the default save location.



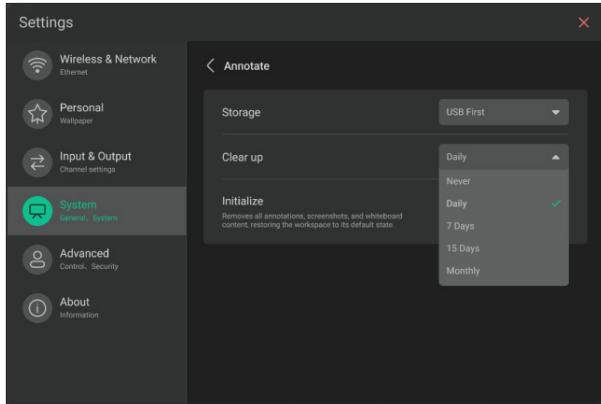
Options include [USB First] prompting for USB insertion before saving, and [OPS & Input (Type-C) can read], saving to the default path for OPS or Type-C device access.



## Menu

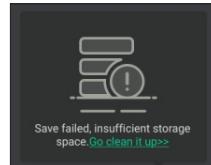
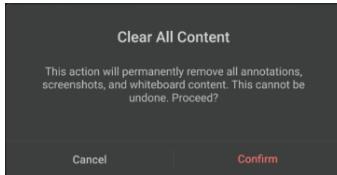
### [Clear up]

Automatically delete annotation and screenshot files older than a specified number of days to free up storage space.

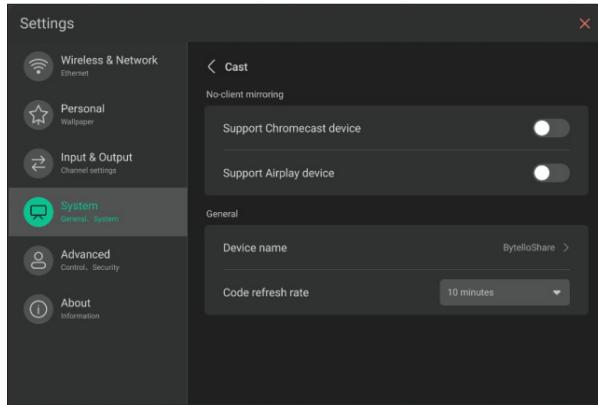


### [Initialize]

Clear all annotations, screenshots, and whiteboard content to reset the workspace to its default state. The system will guide users to clean up if storage is insufficient.



## [Cast]

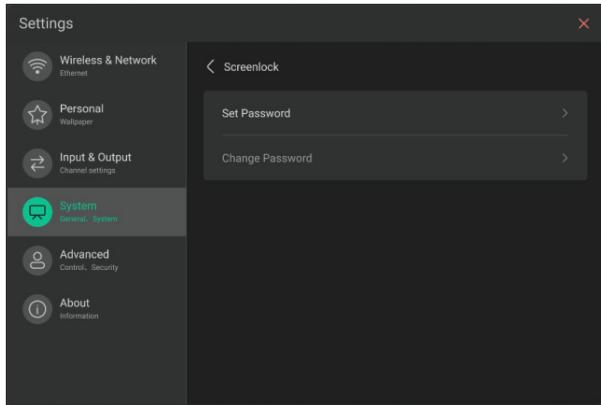


Function	Description
<b>[No-client mirroring]</b>	<p>Enable or disable Chromecast and Airplay functions for wireless screen cast.</p> <ul style="list-style-type: none"> <li>• <b>[Device name]:</b> Modify the device name displayed during connections for easier identification.</li> </ul>
<b>[General]</b>	<p><b>Change device name</b></p> <p>BytelloShare</p> <p>Cancel      Save</p> <ul style="list-style-type: none"> <li>• <b>[Code refresh rate]:</b> Set the refresh frequency of the casting code to ensure connection security and stability.             <ul style="list-style-type: none"> <li>– [Never], [10 min], [20 min], [30 min], [60 min]</li> </ul> </li> </ul>

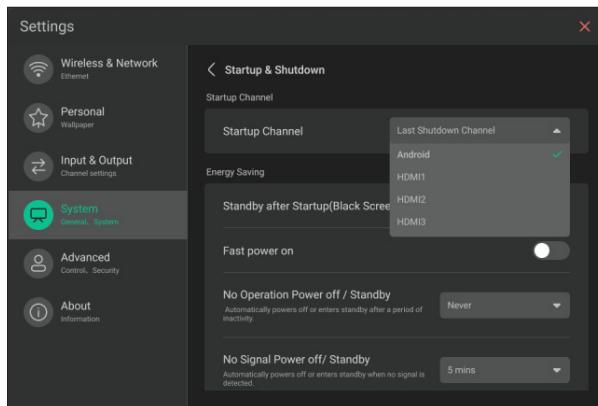
## Menu

## [Screenlock]

Set or modify the password as per prompts.

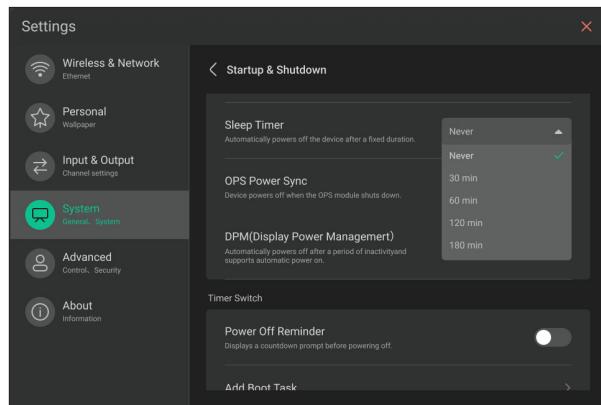


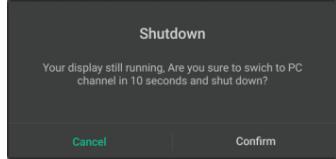
## [Startup & Shutdown]

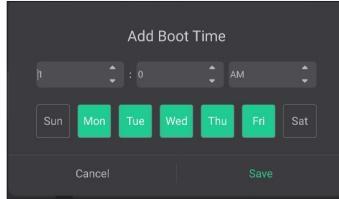
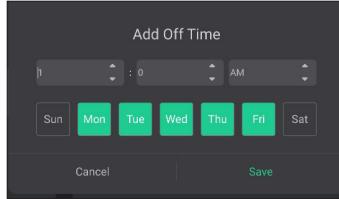


Function	Description
<b>[Startup Channel]</b>	Set the default input source to launch on device startup.
<b>[Standby after Startup(Black Screen)]</b>	Set the device to enter standby mode automatically after startup.
<b>[Fast power on]</b>	Enable quick startup, allowing the device to switch to standby mode automatically when there is no operation or signal for easy wake-up.
<b>[No Operation Power off / Standby]</b>	<p>Automatically power off or enter standby mode after a period of inactivity.</p> <ul style="list-style-type: none"> <li>• [Never], [15 min], [30 min], [60 min], [90 min], [120 min], [240 min]</li> </ul>
<b>[No Signal Power off / Standby]</b>	<p>Automatically power off or enter standby mode after a period of no signal input.</p> <ul style="list-style-type: none"> <li>• [Never], [1 min], [3 min], [5 min], [10 min], [15 min], [30 min], [45 min], [60 min]</li> </ul>

## Menu



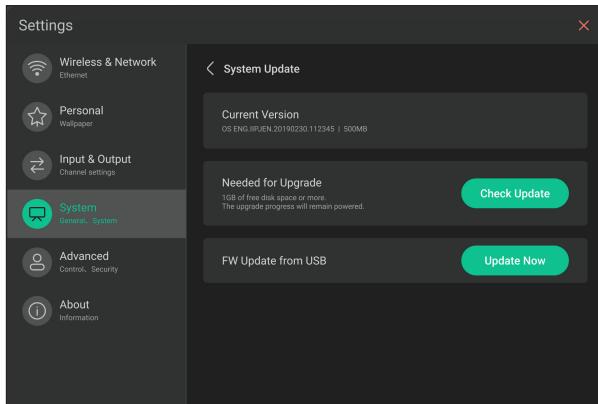
Function	Description
<b>[Sleep Timer]</b>	Automatically power off the device after a set time. • [Never], [30 min], [60 min], [120 min], [180 min]
<b>[OPS Power Sync]</b>	Automatically power off when the OPS module shuts down.
<b>[DPM (Display Power Management)]</b>	Automatically powers off after a period of inactivity and supports automatic power on.
<b>[Power Off Reminder]</b>	Display a countdown prompt before powering off. 

Function	Description
<b>[Add Boot Task]</b>	Support for custom scheduled power-on tasks. 
<b>[Add Off Task]</b>	Support for custom scheduled power-off tasks. 

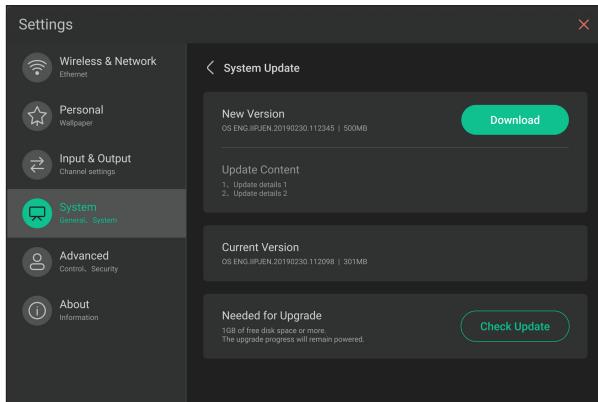
## Menu

## [System Update]

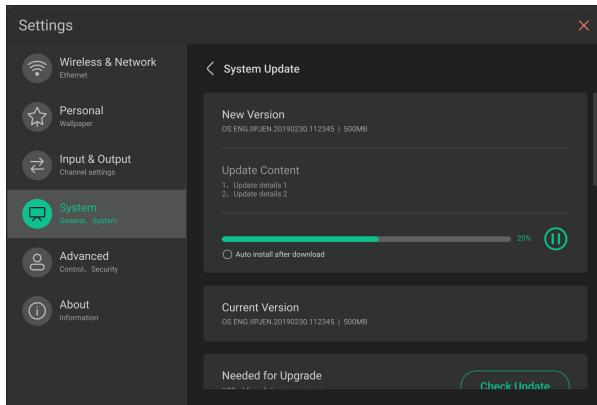
1 Check the current version information.



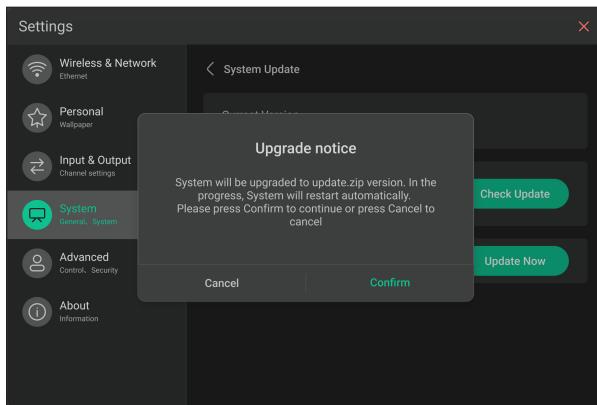
2 Click [Check Update] to automatically check if there is any new version content.



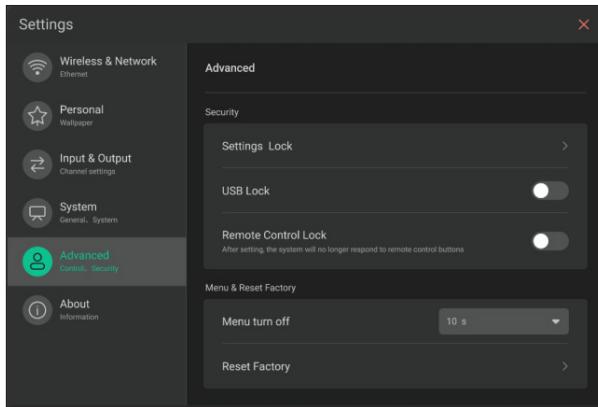
3 After the [Download] is complete, click [Install] and wait for the installation to complete to update to the latest version.



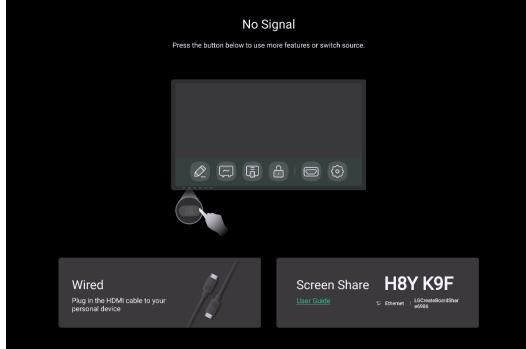
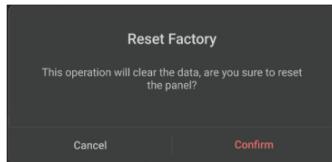
4 Firmware Update from USB: Insert the USB and enter the upgrade process after the upgrade file is recognized.



## Menu

**[Advanced]**

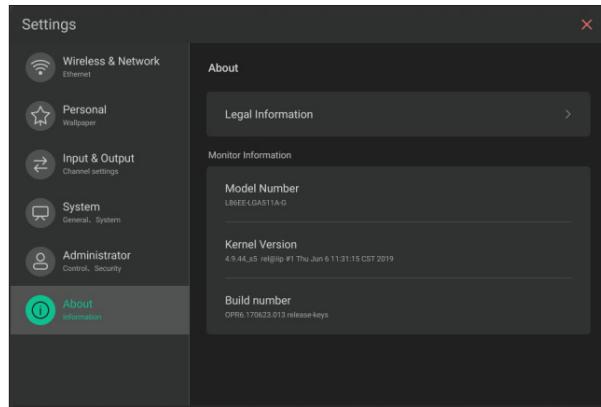
Function	Description
<b>[Wake On Lan]</b>	Remotely wake up the device via network signals when it is powered off or in sleep mode.
<b>[HDMI CEC]</b>	Control HDMI-connected devices using a single remote control.
<b>[Settings Lock]</b>	Prevent unauthorized changes to system settings; administrator password verification is required for modifications.
<b>[USB Lock]</b>	Restrict or block USB devices from connecting to the device to prevent data leakage or unauthorized access.
<b>[Remote Control Lock]</b>	Restrict remote control operations to protect the device from unauthorized access.

Function	Description
<b>[Menu turn off]</b>	<p>Set the auto-disappearance time for the bottom menu after it is called out.</p> <ul style="list-style-type: none"><li>• [10 s], [30 s], [1 min], [Always on]</li></ul> 
<b>[Reset Factory]</b>	<p>Clear all data and settings, restoring the device to its factory state.</p> 

## Menu

[About]

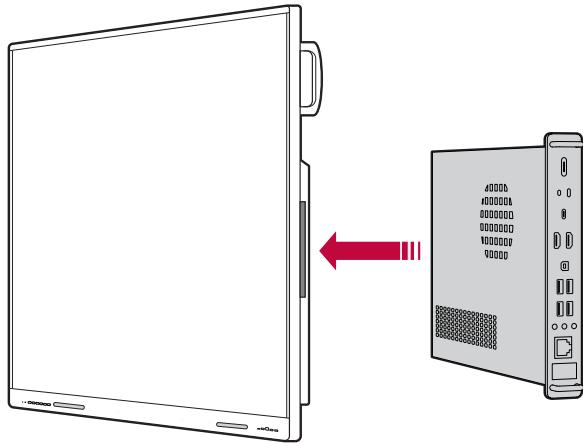
View Legal Information and Monitor Information of the device.



# Using the Built-in PC (OPS)

## Introduction to Built-in PC (OPS)

You can install this product with a built-in PC (OPS) equipped in the OPS (Open Pluggable Specification) slot. With a built-in PC (OPS) equipped, you can use various extension functions without the inconvenience of having to connect to an external desktop, and can switch between Windows PC mode and Interactive Digital Board mode as needed.



### **!** Note

- The built-in PC (OPS) is sold separately and may be difficult to purchase depending on the region. If you want to use it, purchase a separate standard OPS product.
- The following instructions assume you are purchasing a built-in PC (OPS).

## Using the Built-in PC (OPS)

### Connecting the Internet to the Built-in PC (OPS)

If you wish to use the internet with the built-in PC (OPS) equipped in the OPS slot, follow these instructions.

- **Wired Internet:** Connect a LAN cable to the LAN port on the Interactive Digital Board. Both the Interactive Digital Board and the built-in PC (OPS) will be connected to the internet.

#### Note

- If you connect a LAN cable to the cable port of the OPS slot rather than the LAN port on the side of the Interactive Digital Board, the network will only be connected to the built-in PC (OPS), making the internet unavailable on the Interactive Digital Board.
- To connect an external laptop or desktop other than a built-in PC (OPS), connect it to the Interactive Digital Board using an HDMI cable or USB Type-C cable.

### Launching Built-in PC (OPS)

The built-in PC (OPS) can be launched using the following methods.

- Press  at the top right of the Interactive Digital Board screen to select **[General] → [PC]**.
- Press the toolbar handler to display auxiliary tools, and then select **[Switch to PC]** from the auxiliary tools.
- Select **[PC]** in the **[General]** menu.

#### Note

- To log in as an administrator, enter your password and press the **<Enter>** key on the virtual keyboard. Regular accounts can log in directly without a password.
- This product remembers the external input status last used. If the built-in PC (OPS) was last used, it will be automatically launched when you turn on the Interactive Digital Board again after shutting it down.

# Appendix

## Controlling Your Product with Commands

### Command Reference List

	Command	Data (Hexadecimal Numbers)	
		1	
01	<b>[Power]</b>	30	000-003
02	<b>[Treble]</b>	31	000-100
03	<b>[Bass]</b>	32	000-100
04	<b>[Balance]</b>	33	000-100
05	<b>[Contrast]</b>	34	000-100
06	<b>[Brightness]</b>	35	000-100
07	<b>[Sharpness]</b>	36	000-100
08	<b>[Sound Mode]</b>	37	000-004
09	<b>[Volume]</b>	38	000-100
10	<b>[Mute]</b>	39	000-001
11	<b>[Video Source]</b>	3A	See Video Source.
12	<b>[Aspect Ratio]</b>	3B	000-002
13	<b>[Language]</b>	3C	See Language.
14	<b>[Picture mode]</b>	3D	000-003
15	<b>[Hue]</b>	3E	000-100
16	<b>[Backlight]</b>	3F	000-100
17	<b>[Color Temperature]</b>	40	000-002
18	<b>[Remote Control]</b>	41	See Remote Control.
19	<b>[IR]</b>	42	000-001

## Reception/Transmission Protocol

### Transmission

(Start)(Set ID)(Type)(Command)(Data) (Cr)

- \* (Start): A command to start RS232C control. Starts with 0x3A.
- \* (Set ID): A command to select the settings. The set ID is fixed to 01(30 31).
- \* (Type): A command to configure a feature's settings or check the status of a feature. (Settings: 0x53 / Check: 0x47)
- \* (Command): A command to control the settings.
- \* (Data): Transmits command data.

### Acknowledgement

Set success (Success)

Reply: 34 30 31 2B 0D

Set fail (Fail)

Reply: 34 30 31 2D 0D

- \* ACK (acknowledgement) is sent in this format, depending on the processing status of the command inputted to the product.
- \* When the Type value is sent as 0x47 to check the settings value of the function, the value of the Data should be sent as 000(30 30 30).

**01. [Power] (Command: 30)**

Controls the power on/off of the monitor.

## Transmission

(3A)(30 31)(Type)(30)(Data)(0D)

Data 000(30 30 30): Backlight off  
001(30 30 31): Backlight on  
002(30 30 32): Power off  
003(30 30 33): Power on**02. [Treble] (Command: 31)**

Adjusts treble.

## Transmission

(3A)(30 31)(Type)(31)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**03. [Bass] (Command: 32)**

Adjusts bass.

## Transmission

(3A)(30 31)(Type)(32)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**04. [Balance] (Command: 33)**

Adjusts sound balance.

## Transmission

(3A)(30 31)(Type)(33)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**05. [Contrast] (Command: 34)**

Adjusts screen contrast.

## Transmission

(3A)(30 31)(Type)(34)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**06. [Brightness] (Command: 35)**

Adjusts screen brightness.

## Transmission

(3A)(30 31)(Type)(35)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**07. [Sharpness] (Command: 36)**

Adjusts screen sharpness.

## Transmission

(3A)(30 31)(Type)(36)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**08. [Sound Mode] (Command: 37)**

Select the Sound mode.

## Transmission

(3A)(30 31)(Type)(37)(Data)(0D)

Data 000(30 30 30): Video  
001(30 30 31): Standard  
002(30 30 32): Custom  
003(30 30 33): Classroom  
004(30 30 34): Meeting**09. [Volume] (Command: 38)**

Adjusts volume.

## Transmission

(3A)(30 31)(Type)(38)(Data)(0D)

Data 000(30 30 30)-100(31 30 30)

**10. [Mute] (Command: 39)**

Mutes or unmutes the audio.

## Transmission

(3A)(30 31)(Type)(39)(Data)(0D)

Data 000(30 30 30): Off  
001(30 30 31): On

## Appendix

### 11. [Video Source] (Command: 3A)

Selects the video source.

Transmission  
(3A)(30 31)(Type)(3A)(Data)(0D)

Data 000(30 30 30): VGA  
001(30 30 31): HDMI1  
002(30 30 32): HDMI2  
021(30 32 31): HDMI3  
101(31 30 31): Android  
103(31 30 33): PC Slot

### 14. [Picture mode] (Command: 3D)

Selects the Picture mode.

Transmission  
(3A)(30 31)(Type)(3D)(Data)(0D)

Data 000(30 30 30): Standard  
001(30 30 31): Bright  
002(30 30 32): Soft  
003(30 30 33): Customer

### 12. [Aspect Ratio] (Command: 3B)

Adjusts aspect ratio.

Transmission  
(3A)(30 31)(Type)(3B)(Data)(0D)

Data 000(30 30 30): 16:9  
001(30 30 31): 4:3  
002(30 30 32): PTP

### 15. [Hue] (Command: 3E)

Adjusts screen hue.

Transmission  
(3A)(30 31)(Type)(3E)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

### 16. [Backlight] (Command: 3F)

Adjusts backlight.

Transmission  
(3A)(30 31)(Type)(3F)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

### 13. [Language] (Command: 3C)

Selects an OSD language.

Transmission  
(3A)(30 31)(Type)(3C)(Data)(0D)

Data 000(30 30 30): English  
001(30 30 31): French  
002(30 30 32): Spanish  
003(30 30 33): Chinese (Standard)  
004(30 30 34): Chinese (Cantonese)  
005(30 30 35): Portuguese  
006(30 30 36): German  
007(30 30 37): Dutch  
008(30 30 38): Polish  
009(30 30 39): Russian  
010(30 31 30): Czech  
011(30 31 31): Danish  
012(30 31 32): Swedish  
013(30 31 33): Italian  
014(30 31 34): Romanian  
015(30 31 35): Norwegian  
016(30 31 36): Finnish  
017(30 31 37): Greek  
018(30 31 38): Turkish  
019(30 31 39): Arabic  
020(30 32 30): Japanese  
021(30 32 31): Ukrainian

### 17. [Color Temperature] (Command: 40)

Adjusts colour temperature.

Transmission  
(3A)(30 31)(Type)(40)(Data)(0D)

Data 000(30 30 30): Cool  
001(30 30 31): Standard  
002(30 30 32): Warm

**18. [Remote Control] (Command: 41)**

Sends a key code for the IR remote control.

**Transmission****(3A)(30 31)(Type)(41)(Data)(0D)**

Data 000(30 30 30): Vol+  
001(30 30 31): Vol-  
010(30 31 30): Up  
011(30 31 31): Down  
012(30 31 32): Left  
013(30 31 33): Right  
014(30 31 34): OK  
020(30 32 30): Menu  
021(30 32 31): Input Source  
022(30 32 32): Exit  
031(30 33 31): Blank  
032(30 31 32): Freeze

**19. [IR] (Command: 42)**

Adjusts the remote control (IR).

**Transmission****(3A)(30 31)(Type)(42)(Data)(0D)**

Data 000(30 30 30): Enable  
001(30 30 31): Disable

## Things to Check Before Reporting a Malfunction

If the product is not working properly, check the following before reporting a malfunction. The issue might not be a malfunction. If the issue persists, please contact our customer service centre.

**!** **Note**

- Checks and measures might differ depending on the model.
- For PC settings, please refer to Windows Help.

### Issues Related to Product Use

Symptoms	Try the following
<b>The power won't turn on.</b>	<ul style="list-style-type: none"> <li>• Check if the power cord is correctly plugged into the power outlet.</li> <li>• For models using an AC adaptor, disconnect the AC adaptor, clean the contact terminals, and turn the power on again.</li> </ul>
<b>The 'Unknown Product' message appears when the product is connected.</b>	<ul style="list-style-type: none"> <li>• Check if the PC (graphics card) driver is installed.</li> <li>• Check the user manual of the PC (graphics card) to see if the plug and play feature is supported.</li> </ul>

### Issues Related to Screen Display

Symptoms	Try the following
<b>The screen is displayed abnormally.</b>	<ul style="list-style-type: none"> <li>• Connect a cable that matches the input source signal.</li> </ul>
<b>The screen flickers or shakes.</b>	<ul style="list-style-type: none"> <li>• If you turn the monitor on when it is cold, the issue may appear. This is not a malfunction.</li> <li>• Make sure that the current resolution and frequency settings of the graphics card are supported by the monitor.</li> </ul>
<b>Stripes appear on the background screen.</b>	<ul style="list-style-type: none"> <li>• When using VGA signals, swipe the centre of the screen upward with your hand and press <b>[General] → [Adjust]</b> to make adjustments.</li> </ul>
<b>Horizontal noise appears, or the characters look blurred.</b>	<ul style="list-style-type: none"> <li>• When using VGA signals, swipe the centre of the screen upward with your hand and press <b>[General] → [Adjust]</b> to make adjustments.</li> </ul>

## Issues Related to Screen Colour

Symptoms	Try the following
The screen resolution is low (16 colours).	<ul style="list-style-type: none"> <li>Use PC settings to set the colour to 24 bits (True Colour) or above.</li> </ul>
The screen colour is unstable or looks black and white.	<ul style="list-style-type: none"> <li>Check the connection status of the signal cable. Alternatively, unplug the graphics card from the PC and plug it back in.</li> </ul>
Black spots or bright spots appear on the screen.	<ul style="list-style-type: none"> <li>The presence of few black spots or bright spots (red, green, blue, black) on the screen is due to the unique characteristics of the display panel. This is not a product malfunction.</li> </ul>
The screen brightness looks dark.	<ul style="list-style-type: none"> <li>Adjust the brightness and contrast.</li> <li>The backlight needs to be repaired.</li> </ul>

## Issues Related to Sound

Symptoms	Try the following
The audio doesn't work.	<ul style="list-style-type: none"> <li>Check if the audio cable is connected properly.</li> <li>Adjust the volume of the product or external device.</li> <li>Check if the sound is set correctly.</li> </ul>
The sound is too dull.	<ul style="list-style-type: none"> <li>Select the appropriate equaliser sound.</li> </ul>
The sound is too low.	<ul style="list-style-type: none"> <li>Adjust the volume of the product or external device.</li> <li>For some models, you will need to purchase external speakers separately since they do not have speakers built-in.</li> </ul>

## Other Issues

Symptoms	Try the following
The power suddenly turned off.	<ul style="list-style-type: none"> <li>Check if the auto-off feature is on.</li> <li>Power supply is interrupted. Check if the power cord is correctly plugged into the power outlet.</li> <li>Check the power control settings.</li> </ul>

## Appendix

**Issues Related to Touch**

Symptoms	Try the following
<b>Touch does not work.</b>	<ul style="list-style-type: none"><li>• This issue occurs if the TOUCH cable connecting the PC and the product is not properly connected. Disconnect and reconnect the TOUCH cable after 10 seconds.</li><li>• Check if the PC's power cord is properly connected to the socket, then restart the PC.</li><li>• Touch may not respond if the system is down due to an unstable network. Try reconnecting the LAN cable or restarting your PC.</li><li>• If your PC and product are not connected with a signal cable, touch does not respond. Check the signal cable connection.</li><li>• Touch may not respond if the product is powered off. Check the product power. Check the power supply.</li><li>• Failure to use a grounded socket may result in interruption or a touch error. Always connect the power cord to a grounded socket.</li><li>• Check if the screen is currently on.</li><li>• An interruption or touch error may occur in the following cases:<ul style="list-style-type: none"><li>– If you touch the screen with your nail or fingertip only</li><li>– If you hold the touch pen on or near the tip</li><li>– If you press the touch pen with strong force on the screen</li></ul></li></ul>
<b>The location of a touch does not correspond to the touch coordinates.</b>	<ul style="list-style-type: none"><li>• This issue occurs when the touch screen is not calibrated properly. Change your PC settings.</li></ul>
<b>Touch is applied to another monitor when using multiple monitors.</b>	<ul style="list-style-type: none"><li>• This may occur if the product is not set as the default monitor when multiple monitors are being used. Set the product as the default monitor.</li><li>• This issue occurs when the touch screen is not calibrated properly. Change your PC settings.</li></ul>

Symptoms	Try the following
<b>Multi-touch does not respond.</b>	<ul style="list-style-type: none"><li>The content played (e.g. Paint) may not support Multi-touch. Use content that supports Multi-touch.</li><li>Disconnect and reconnect the TOUCH cable after 10 seconds.</li><li>Try restarting the running content (e.g. Paint).</li><li>Try restarting your PC.</li><li>Multi-touch may not work stably on the edge of the touch screen.</li><li>If the interval between two touches is too short, a touch error may occur.</li></ul>

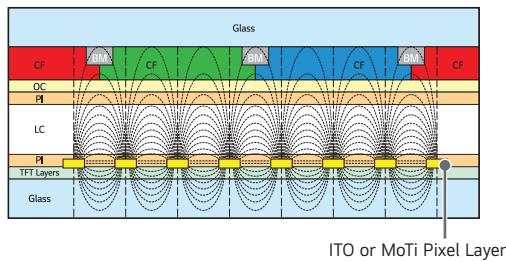
 **Note**

- Touch compatibility by OS
  - iOS, macOS v11.5.1 or later
  - Windows: Windows 10 Pro 1803 or later
  - Chrome: ChromeOS 92.0.4515.162 or later

## Appendix

**Issues Related to Afterimages**

- After-image appears when the product is turned off.
  - Pixels may be damaged rapidly if a still image is displayed on the screen for a long period of time. Use the screen-saver function.
  - Switching from a screen with high differences in luminance (black and white or grey) to a darker screen may cause an afterimage. This issue can occur due to the display characteristics of the product.
- When the LCD screen is in a still pattern for extended periods of use, a slight voltage difference may occur between the electrodes that operate the liquid crystal (LC). The voltage difference between the electrodes increases over time and tends to keep the liquid crystal aligned in one direction. At this time, the previous image remains, which is called an afterimage.
- Afterimages do not occur when continuously changing images are used but take place when a certain screen is fixed for a long time. The following are operational recommendations for reducing the occurrence of afterimages when using a fixed screen. The maximum recommended time for switching the screen is 12 hours. Shorter cycles are better for preventing afterimages.
- Recommended Usage Condition
  - 1 Change the background colour and text colour at equal time intervals.
    - Afterimages occur less frequently when the colours to be changed are complementary to one another.



- 2 Switch the screen at equal time intervals.
  - Take caution, and ensure that text or images from before the screen change are not left in the same location after the screen change.

