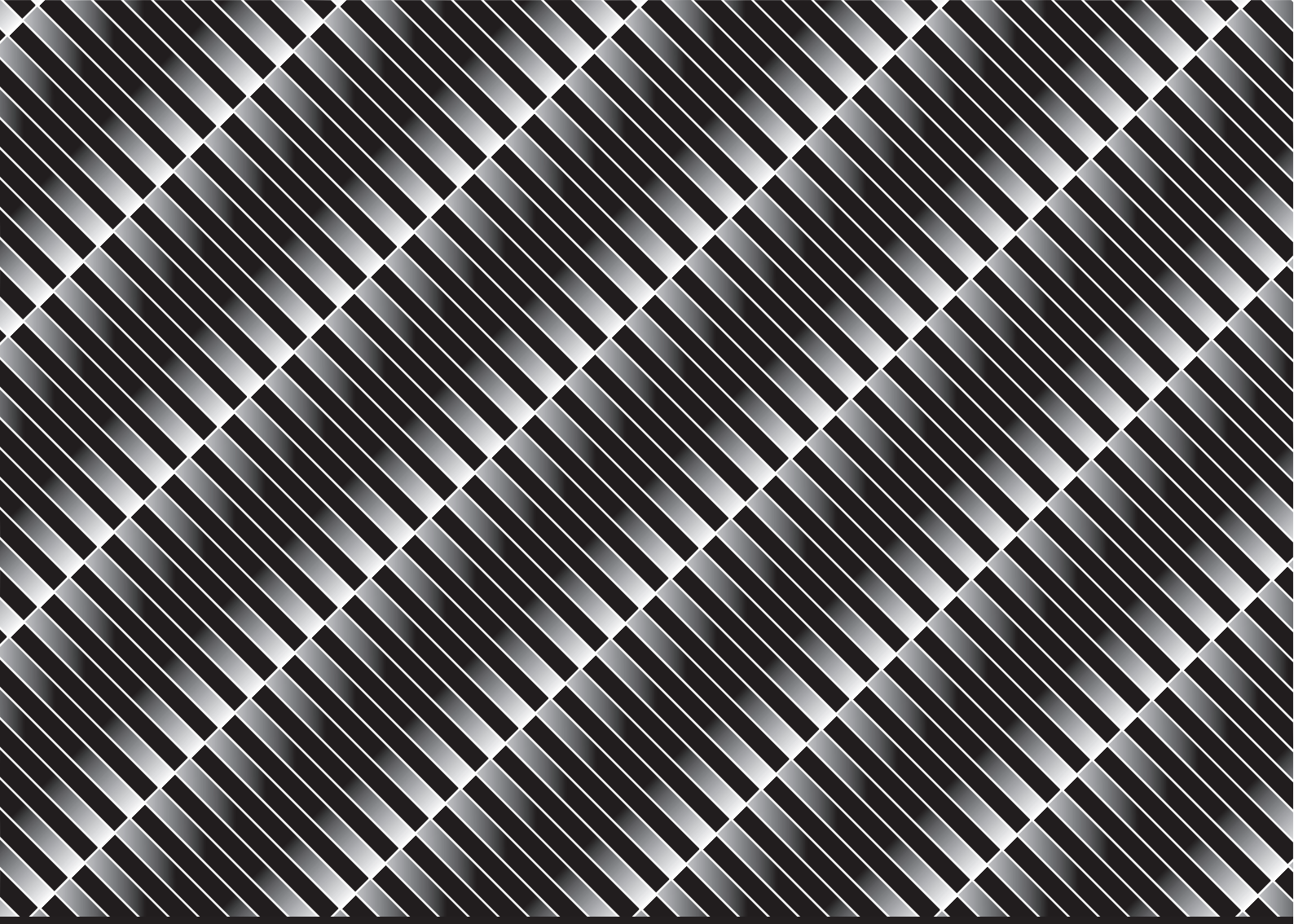

AG neovo

THE DISPLAY CHOICE
OF PROFESSIONALS™

PD4302, PD5502 & PD6502 LED-Backlit Display

User Manual

www.agneovo.com

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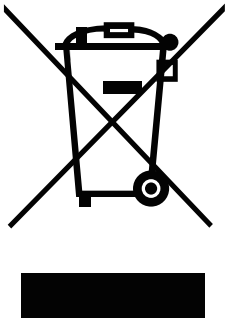
SAFETY INFORMATION

WEEE

Disposal of Waste Equipment by Users in Private Household in the European Union.



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product

For Private Households in the European Union.To help conserve natural resources and ensure the product is recycled in a manner that protects human health and the environment, we would like to bring your attention to the following:

- The crossed-out dustbin on the device or outer packaging indicates the product is compliant with European WEEE (Waste Electrical and Electronic Equipment) Directive
- Always dispose of the old devices separately from household waste
- Batteries should be removed beforehand and disposed separately to the right collection system
- You are responsible with regard to the deletion of personal data on old devices before disposal
- Private households can hand in their old devices free of charge
- For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product

PRECAUTIONS

PRECAUTIONS

CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN

Symbols used in this manual

	This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.
	This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the LCD display and keep it for future reference.
- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from the LCD display. Doing so may affect the determination of the warranty period.

Cautions When Setting Up

	Do not place the LCD display near heat sources, such as a heater, exhaust vent, or in direct sunlight.
	Do not cover or block the ventilation holes in the housing.
	Place the LCD display on a stable area. Do not place the LCD display where it may subject to vibration or shock.
	Place the LCD display in a well-ventilated area.
	Do not place the LCD display outdoors.
	Do not place the LCD display in a dusty or humid environment.
	Do not spill liquid or insert sharp objects into the LCD display through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD display.

PRECAUTIONS

Cautions When Using

	Use only the power cord supplied with the LCD display.
	The power outlet should be installed near the LCD display and be easily accessible.
	If an extension cord is used with the LCD display, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.
	Do not allow anything to rest on the power cord. Do not place the LCD display where the power cord may be stepped on.
	If the LCD display will not be used for an indefinite period of time, unplug the power cord from the power outlet.
	To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.
	Do not unplug or touch the power cord with wet hands.

Cleaning and Maintenance

	The LCD display comes with NeoV™ Optical Glass. Use a soft cloth lightly moistened with a mild detergent solution to clean the glass surface and the housing.
	Do not rub or tap the surface of the glass with sharp or abrasive items such as a pen or screwdriver. This may result in scratching the surface of the glass.
	Do not attempt to service the LCD display yourself, refer to qualified service personnel. Opening or removing the covers may expose you to dangerous voltage or other risks.

Warning:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:

- When the power cord is damaged.
- If the LCD display has been dropped or the housing has been damaged.
- If the LCD display emits smoke or a distinct odor.

Warning:

Ceiling mount or mount on any other horizontal surface overhead are not advisable.

Installation in contravention of the instructions may result in undesirable consequences, particularly hurting people and damaging property. Users who have already mounted the display on the ceiling or any other horizontal surface overhead are strongly advised to contact AG Neovo for consultations and solutions to help ensure a most pleasurable and fulfilling display experience.

PRECAUTIONS

Notice for the LCD Display

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD display may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the LCD display. This is called image retention or burn-in.

To prevent image retention, do any of the following:

- Set the LCD display to turn off after a few minutes of being idle.
- Use a screen saver that has moving graphics or a blank white image.
- Switch desktop backgrounds regularly.
- Adjust the LCD display to low brightness settings.
- Turn off the LCD display when the system is not in use.

Things to do when the LCD display shows image retention:

- Turn off the LCD display for extended periods of time. It can be several hours or several days.
- Use a screen saver and run it for extended periods of time.
- Use a black and white image and run it for extended periods of time.

There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

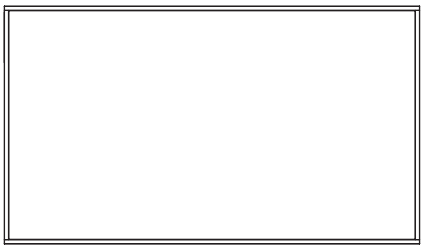
1.1 Unpacking

- This product is packed in a packaging box which contains standard accessories.
- Any other optional accessories will be packed separately.
- Considering the size and weight of the display, it is recommended that this product is carried out by two persons.
- After opening the packaging box, ensure that the included items are in good condition and complete.

1.2 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

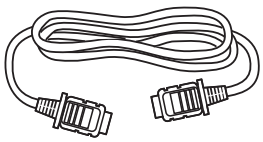
☐ **LCD Display**



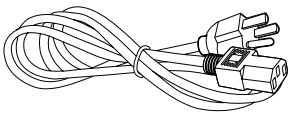
☐ **Remote control**

☐ **Quick Start Guide**

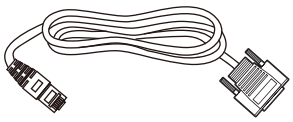
☐ **HDMI cable**



☐ **Power Cord**



☐ **RS232 cable**



Note:

⚠ Attention!!
Batteries not included.

- No batteries for remote control are included.
- Remote control requires 2x AAA battery.
- For all other regions, apply a power cord that conforms to the AC voltage of the power socket and has been approved by and complies with the safety regulations of the particular country (Type H05W-F, 2G or 3G, 0.75 or 1 mm^2 should be used).
- The pictures are for reference only. Actual items may vary upon shipment.

1.3 Preparing for the Installation

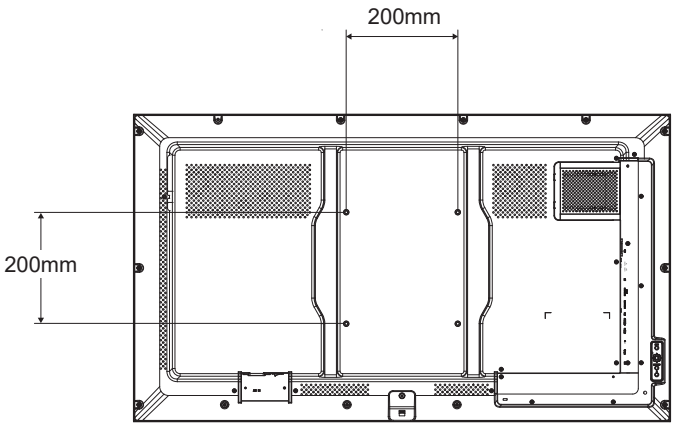
- Due to the high power consumption, always use the plug exclusively designed for this product. If an extended line is required, please consult your service agent.
- The product should be installed on a flat surface to avoid tipping. The distance between the back of the product and the wall should be maintained for proper ventilation. Avoid installing the product in the kitchen, bathroom or any other places with high humidity so as not to shorten the service life of the electronic components.
- The product can normally operate only under 3000m in altitude. In installations at altitudes above 3000m, some abnormalities may be experienced.

1.4 Wall Mounting Installation

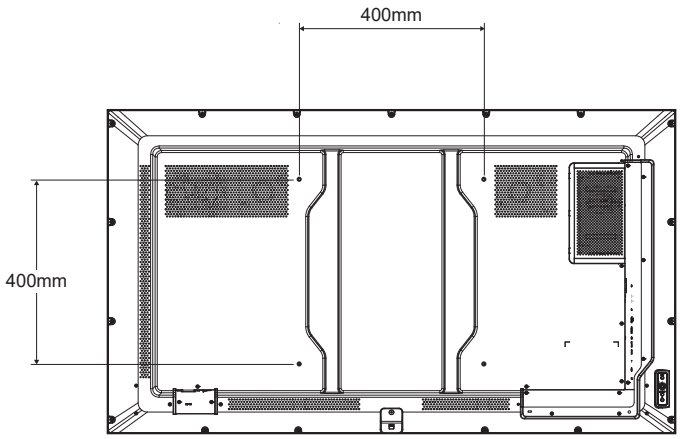
To mount this display to a wall, you will have to obtain a standard wall-mounting kit (commercially available). We recommend using a mounting interface that complies with TUV-GS and/or UL1678 standard in North America.

To wall-mount the LCD display, screw the mounting bracket to the VESA holes at the rear of the LCD display.

PD4302



PD5502



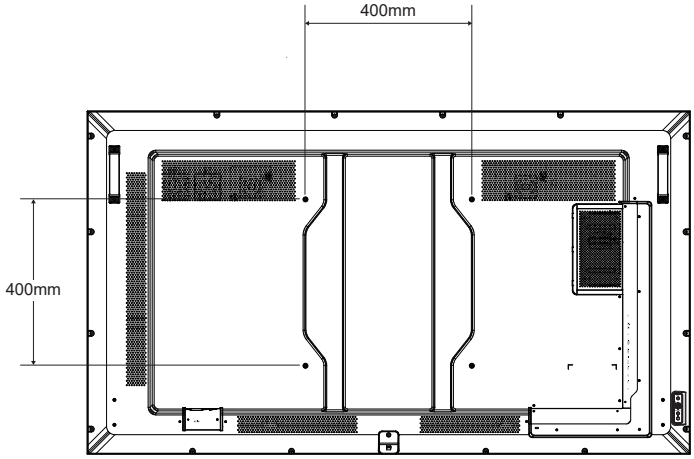
Warning:

- Do not press too hard on the LCD panel or edge of the frame, as this may cause the device to malfunction.

Note:

- Avoid the wall-mounting kit to block the ventilation holes on the back of the display.
- Secure the LCD display on a solid wall strong enough to bear its weight.
- Lay a protective sheet on a table, which was wrapped around the display when it was packaged, beneath the screen surface so as not to scratch the screen face.
- Ensure you have all accessories for mounting this display (wall mount, ceiling mount, etc).
- Follow the instructions that come with the base mounting kit. Failure to follow correct mounting procedures could result in damage to the equipment or injury to the user or installer. Product warranty does not cover damage caused by improper installation.

PD6502



1.4.1 VESA Grid

Model Name	VESA Grid
PD4302	200(W) x 200(H) mm
PD5502	400(W) x 400(H) mm
PD6502	400(W) x 400(H) mm

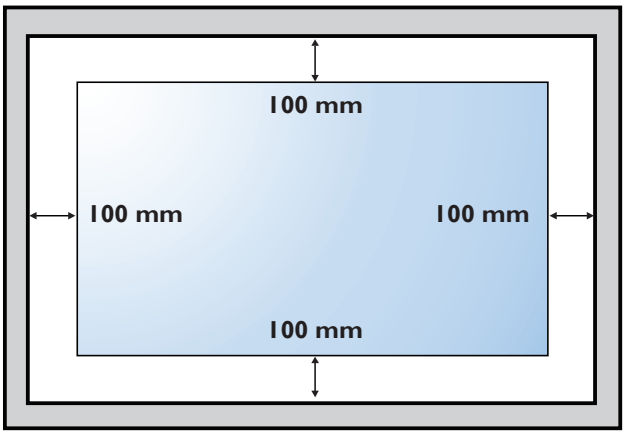
Caution:

To prevent the display from falling:

- For wall or ceiling installation, we recommend installing the display with metal brackets which are commercially available. For detailed installation instructions, see the guide received with the respective bracket.
- To lessen the probability of injury and damage resulting from fall of the display in case of earthquake or other natural disaster, be sure to consult the bracket manufacturer for installation location.

1.4.2 Ventilation Requirements for Enclosure Locating

To allow heat to disperse, leave space between surrounding objects as shown in the diagram below.



Note:

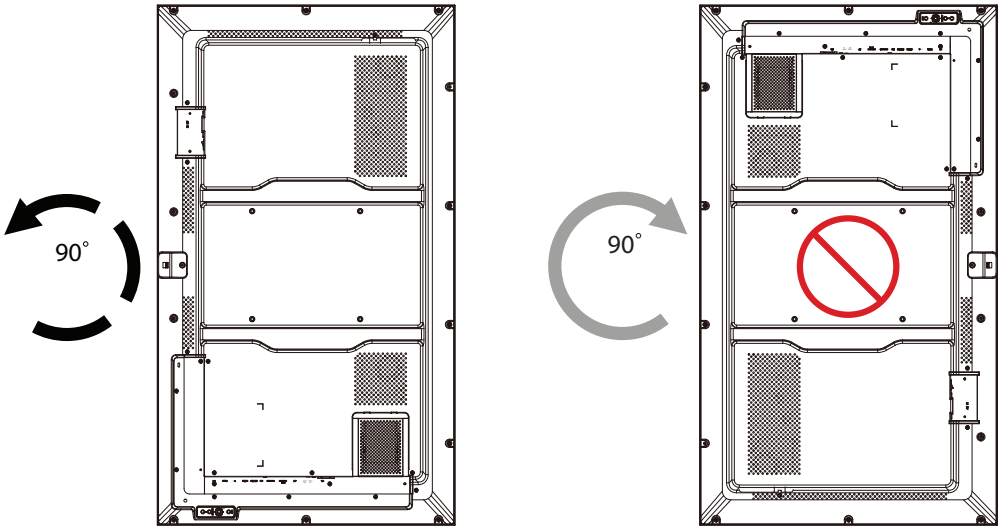
- For the wall-mounting kit, use M6 screws for PD4302/PD5502/PD6502 (with a length at least 12 mm longer than the thickness of the wall mount bracket), and then securely tighten the screws.

1.5 Mounting in Portrait Position

This display can be installed in portrait position.

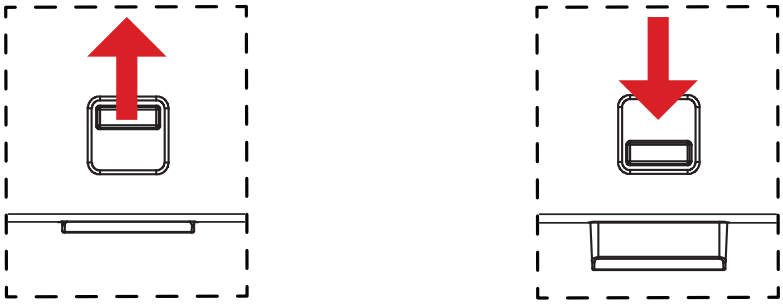
1 Remove the table stand, if attached.

2 Rotate 90 degrees counter-clockwise.



1.6 Using the Remote Sensor and Power Status Indicator

- If you want to obtain a better reception of remote control function, please adjust the indicator location to easily check the power status indicator.
- If the display is mounting on the wall, please pull the indicator switch upwards before installation.
- When adjusting the indicator location, make sure to push/pull the indicator switch firmly until it clicks into place.



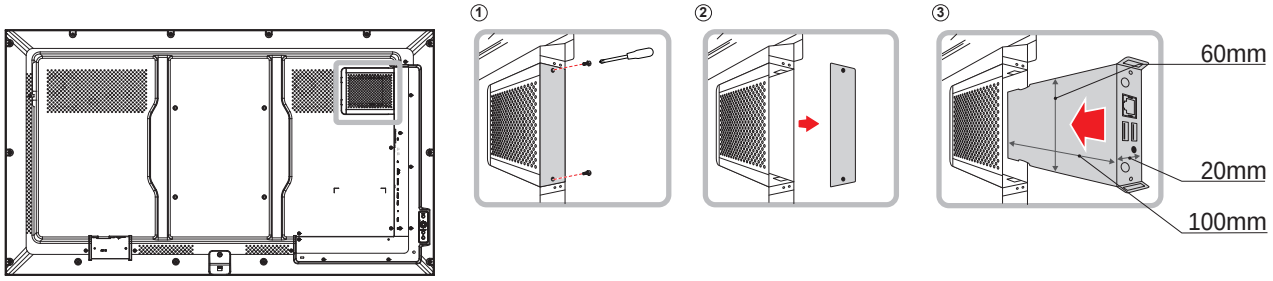
Pull upwards to hide the indicator

Push downwards to reveal the indicator

1.7 Installing the SDM-S / SDM-L (Optional)

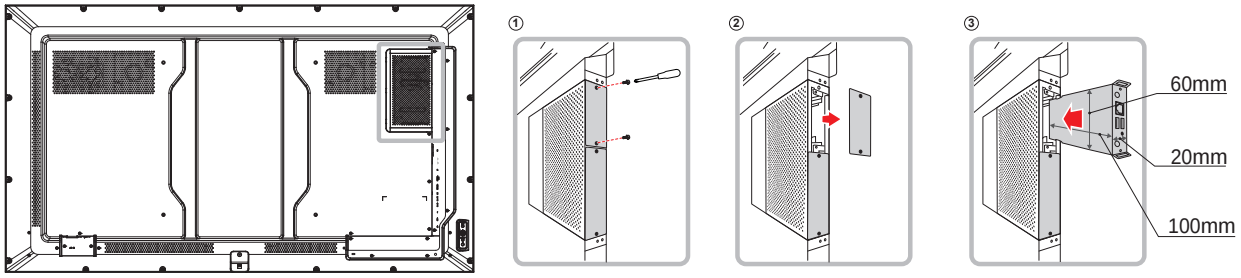
Insert the SDM-S to the SDM-S slot on the side of the interactive display.

PD4302 (SDM-S)

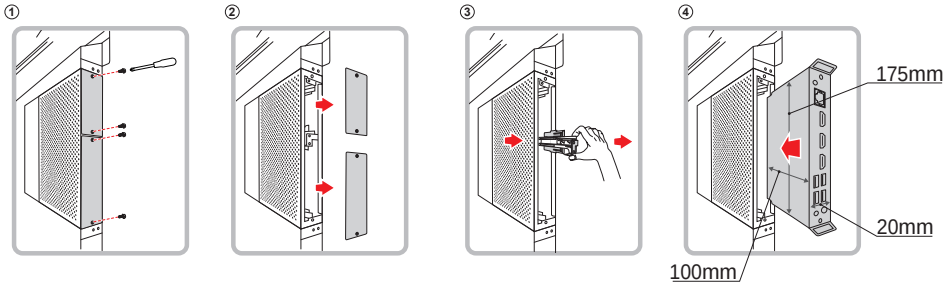


The PD5502 SDM Slot supports both SDM-S and SDM-L. If your SDM module is SDM-L, you need to remove the middle rail after unpacking the bracket

PD5502/PD6502 (SDM-S)



PD5502/PD6502 (SDM-L)

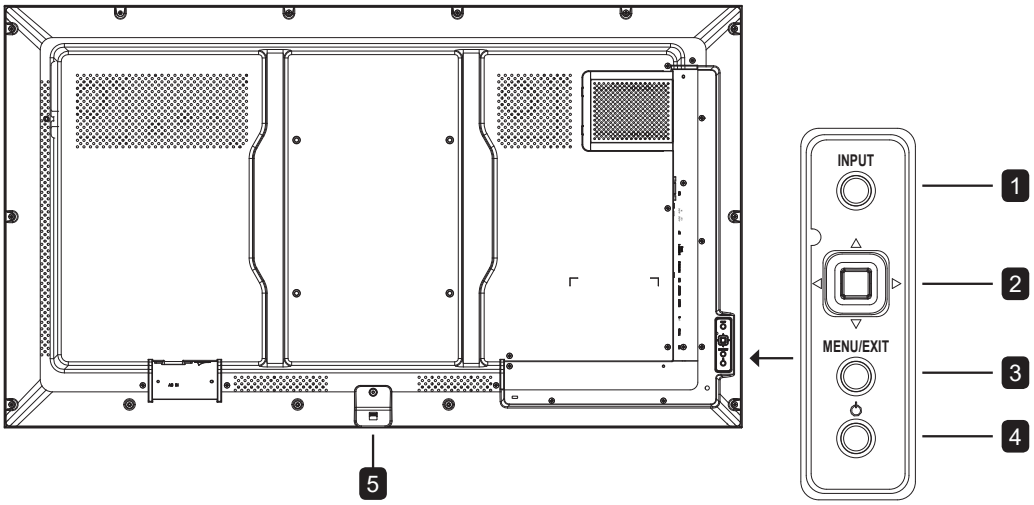


Note:

- Ensure that the **SDM-S** module size is 100 x 60 x 20 mm and the power rating is 12V.
- Ensure that the **SDM-L** module size is 175 x 100 x 20 mm and the power rating is 12V.

1.8 LCD Display Overview

1.8.1 Control Panel



1 INPUT

- Choose the input source.
- Return to the previous menu while OSD menu is on.
- Press and hold 5 seconds to unlock the key lock function

2 5-Way Joystick/Navigates Keys

- **Center Button:** Typically functions as “OK” or “Enter” to select a menu item or confirm changes.
- **Up / Down** (▲/▼): Navigates the cursor through menu items.
- **Left / Right** (◀/▶): Adjusts setting values or allows you to enter and exit sub-menus.

3 MENU/EXIT

- Return to the previous menu while OSD menu is on.
- Activate the OSD menu when OSD menu is off.

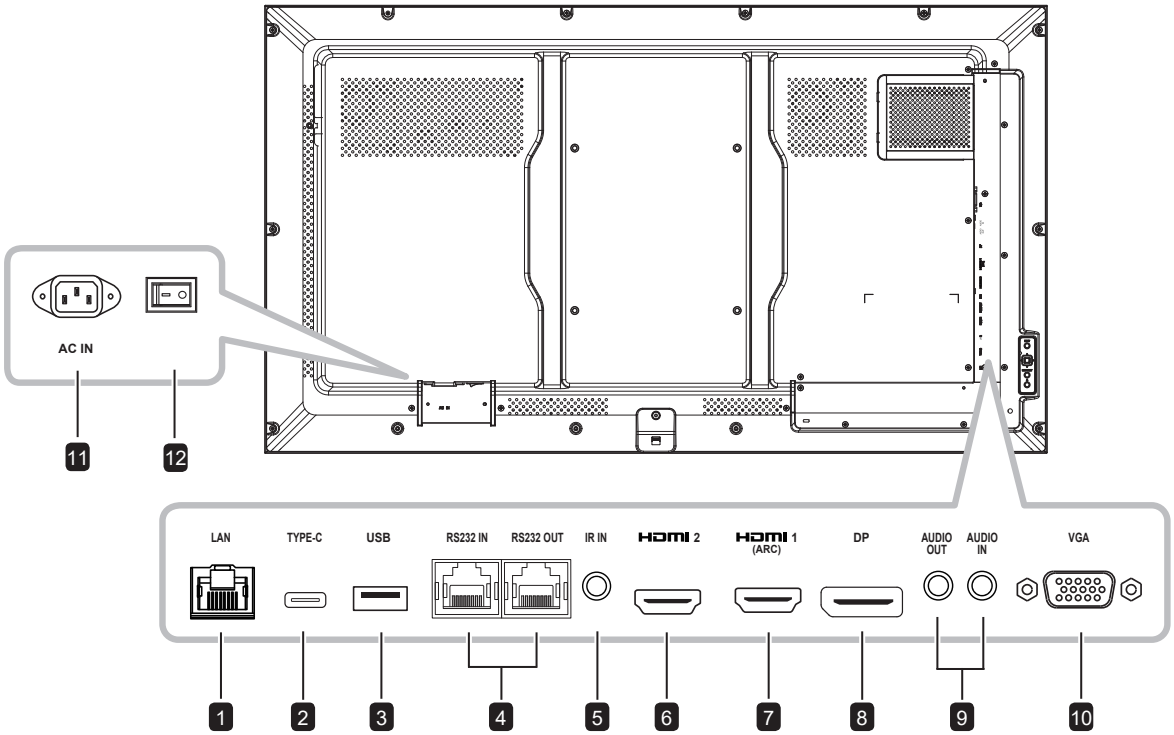
4 [⏻] POWER

Turn the display on or put the display to standby.

5 Remote control sensor and power status indicator

- Receive command signals from the remote control.
- Indicate the operating status of the display:
  - Lights blue when the display is turned on
  - Lights amber when the display is in standby mode.
  - Lights off when the main power of the display is turned off.

1.8.2 Input/Output Terminals



1 LAN
For LAN control with an Ethernet cable.

2 TYPE-C
Connects to a USB TYPE-C signals input and charges the device (5V/3A).

3 USB
USB Port for firmware upgrade.

4 RS232 (OUT / IN)
RS232C output / input for the loop-through function.

5 IR IN
IR signal Input function.

6 HDMI 2
Connect HDMI(1.4 / 2.0) signals input.

7 HDMI 1 (ARC)
Connect HDMI (1.4 / 2.0) signals input.

This port supports ARC (Audio Return Channel).

8 DP(DisplayPort)
Connect DP signals input.

9 AUDIO OUT / IN
Connect audio signals output / input (3.5 mm Stereo Audio Jack).

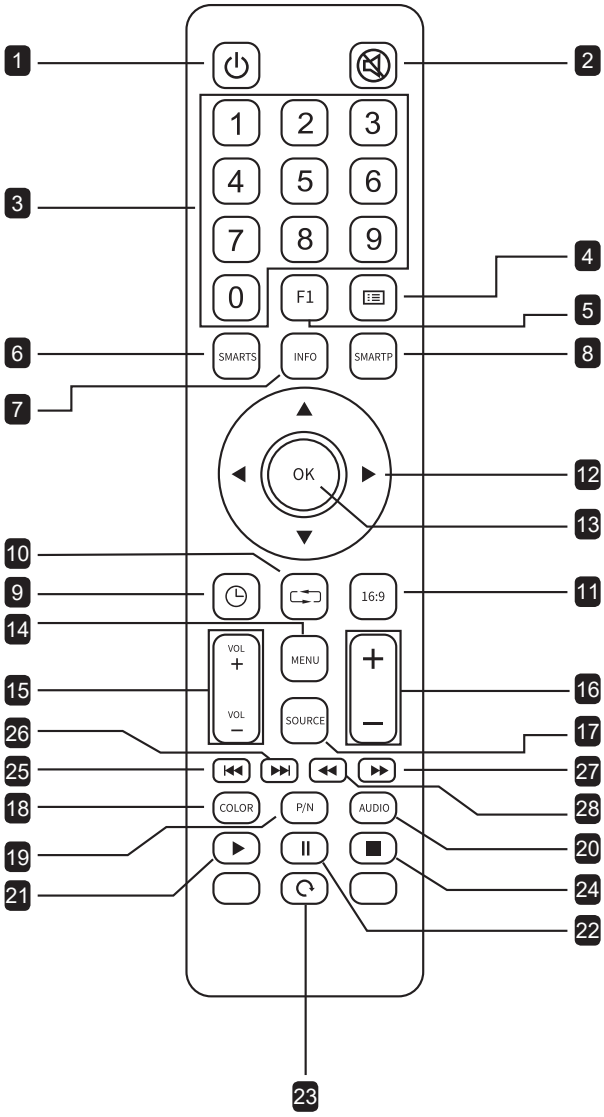
10 VGA IN (D-Sub)
VGA signals input.

11 AC IN
AC power input.

12 ON / OFF
Switch the main power on/off.

1.9 Remote Control

1.9.1 General Functions



1 [⏻] POWER
Turns the display on/off.

2 [🔇] MUTE
Turns the mute function on/off.

3 [Number]
Directly select the number keys for IP address and Monitor ID settings.

4 [☰]
No function.

5 [F1]
No function.

6 [SMARTS] PIP/PBP
Selects the **OFF/PIP/PBP**

7 [INFO]
Displays signal type and resolution information

8 [SMARTP] Picture Mode
Selects the preferred picture mode. The available modes include: **Standard/Signage/Surveillance/Video**

9 [🕒]
No function.

10 [⇄] Back
Exits from the previous function.

11 [16:9] Aspect Ratio
Changes the aspect ratio.

12 [▲▼◄►] Navigation Buttons
Navigates through menus and chooses items.

13 [OK]
Confirms an entry or selection.

14 [MENU]
Accesses the OSD menu or Exit menu.

15 [VOL + / VOL −] Volume Button
Adjusts volume. Press VOL + to increase volume or press VOL − to decrease volume.

16 [+/—] Backlight
Adjusts backlight. Press + to increase backlight or press - to decrease backlight.

17 [SOURCE]
Selects the input source.

18 [COLOR] Colour Temperature
Selects the colour temperature.

19 ~ 22
No function.

23 [↻]Back
Exits from the previous function.

24 ~ 28
No function

1.9.2 Inserting the Batteries in the Remote Control

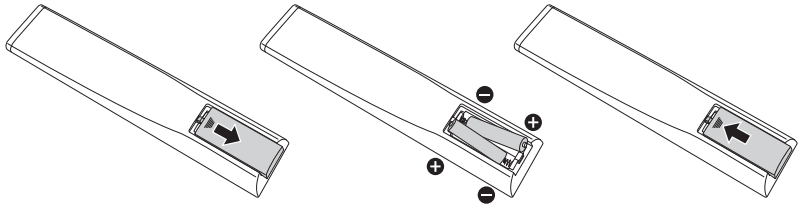
The remote control is powered by two 1.5V AAA batteries.

To install or replace batteries:

1 Press and then slide the cover to open it.

2 Align the batteries according to the (+) and (-) indications inside the battery compartment.

3 Replace the cover.



1.9.3 Handling the Remote Control

- Do not subject to strong shock.
- Do not allow water or other liquid to splash the remote control. If the remote control gets wet, wipe it dry immediately.
- Avoid exposure to heat and steam.
- Other than to install the batteries, do not open the remote control.

Caution:

The incorrect use of batteries can result in leaks or bursting. Be sure to follow these instructions:

- Place “AAA” batteries matching the (+) and (–) signs on each battery to the (+) and (–) signs of the battery compartment.
- Do not mix battery types.
- Do not combine new batteries with used ones. It causes shorter life or leakage of batteries.
- Remove the dead batteries immediately to prevent them from liquid leaking in the battery compartment. Don’t touch exposed battery acid, as it can damage your skin.

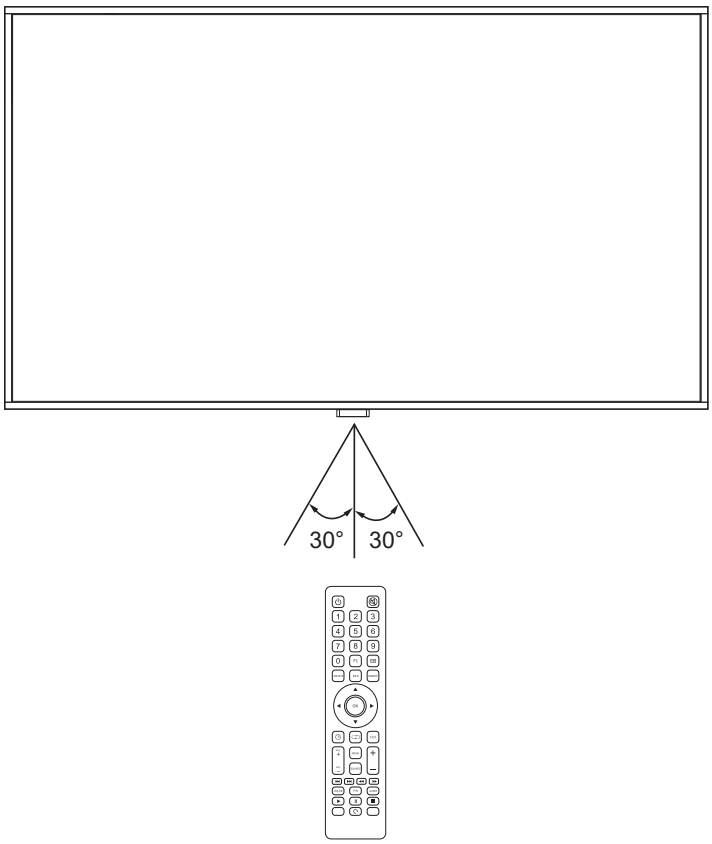
Note:

- If you do not intend to use the remote control for a long period, remove the batteries.
- The remote control may not function properly when the remote control sensor on this display is under direct sunlight or strong illumination, or when there is an obstacle in the path of signal transmission.

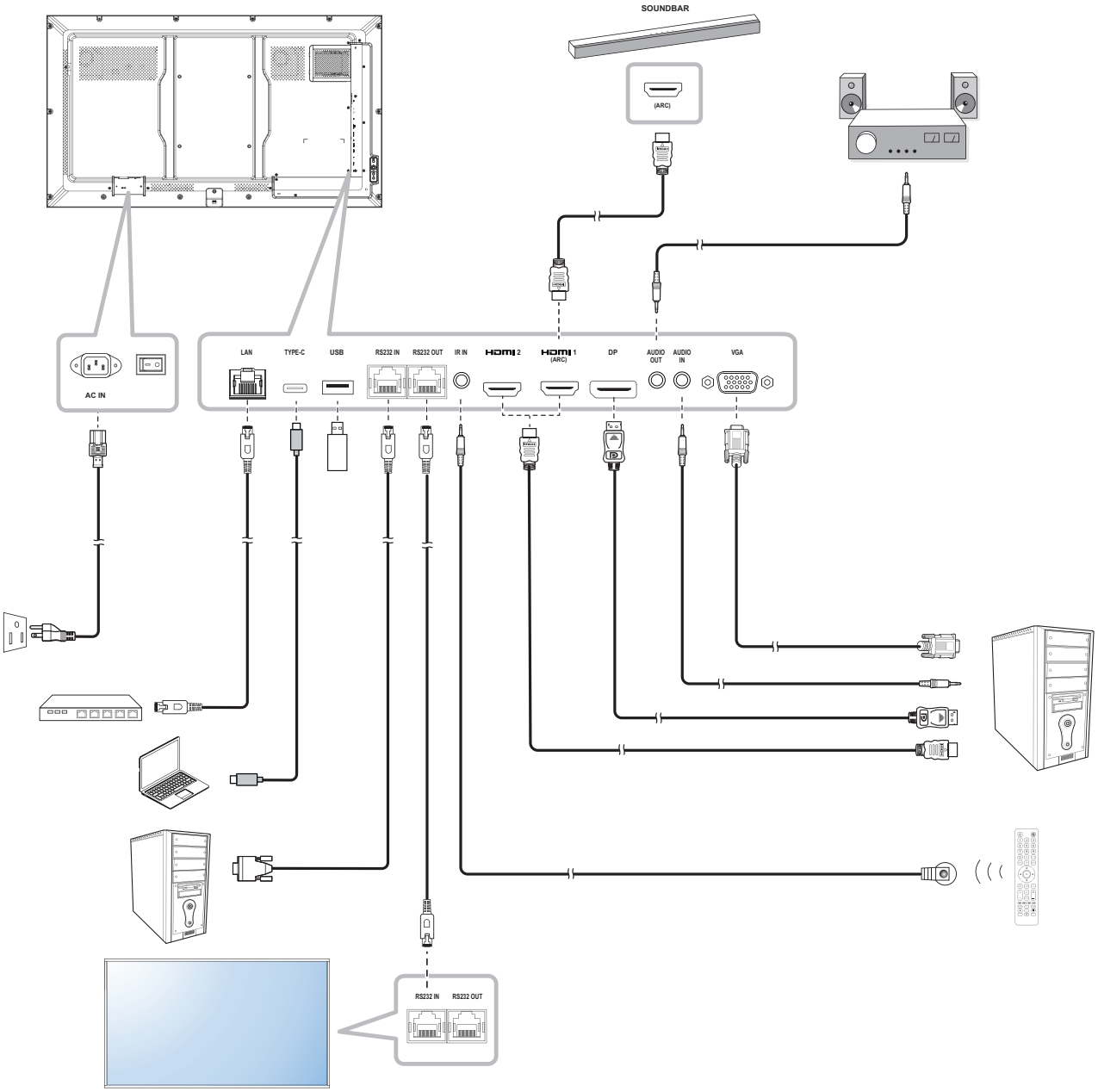
1.9.4 Operating Range of the Remote Control

Point the top of the remote control toward the display's remote control sensor (at the bottom center) when pressing a button.

When using the remote control, the distance from the remote control to the sensor on the display should be less than 8m/26ft, and the horizontal and vertical angles should be less than 30˚.

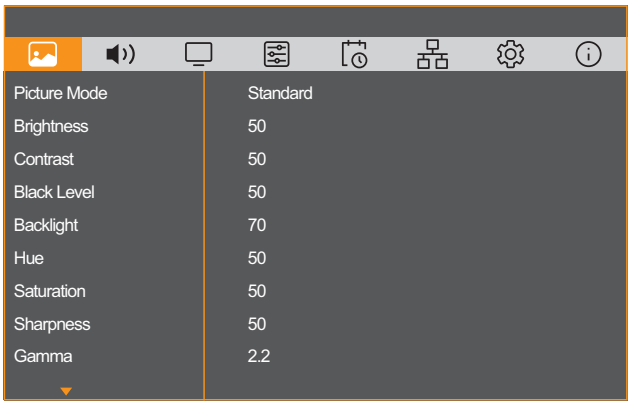
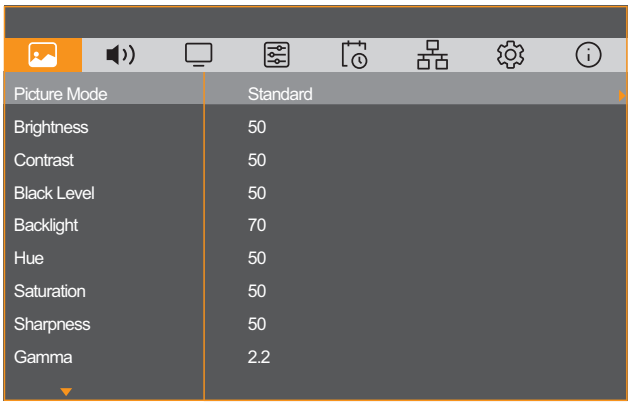
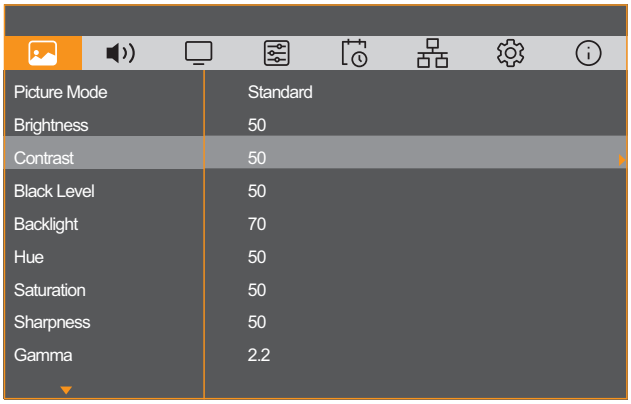


CHAPTER 2: MAKING CONNECTIONS

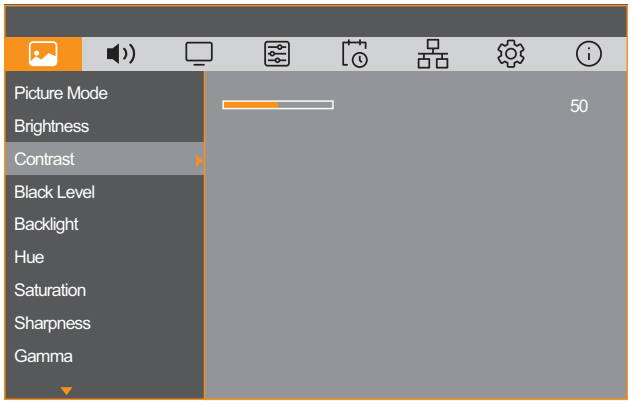


CHAPTER 3: ON SCREEN DISPLAY MENU

3.1 Using the OSD Menu

#	Menu Navigation	Operation	
		Control Panel	Remote Control
1	Display the main menu screen.  	1 Press the **MENU** button. 2 Press the ◄ or ► button to select the menu item.	1 Press the **MENU** button. 2 Press the ◄ or ► button to select the menu item.
2	Enter the menu screen.  	Press the **EXIT** button to enter the menu screen.	Press the **OK** button to enter the menu screen.
3	Enter the submenu.  The highlighted item (light gray) indicates the active submenu.	Press the ▲ or ▼ button to select the menu item. If the menu item has the submenu, press the **Navigates key (Center)** or ► button to enter its submenu.	Press the ▲ or ▼ button to select the menu item. If the menu item has the submenu, press the **OK** or ► button to enter its submenu.

ON SCREEN DISPLAY MENU

#	Menu Navigation	Operation	
		Control Panel	Remote Control
4	Select the setting or adjust the value.  	Press the ▲/▼ or ◄/► button to select the setting or change the value. Then press the **Navigates key** (**Center**) button to confirm.	Press the ▲/▼ or ◄/► button to select the setting or change the value. Then press the **OK** button to confirm.
5	Exit the submenu.	Press the **EXIT** button to return to the previous menu.	Press the button to return to the previous menu or button.
6	Close the OSD window.	Press the **EXIT** button for several times if necessary to exit.	Press the button for several times if necessary to exit or button.

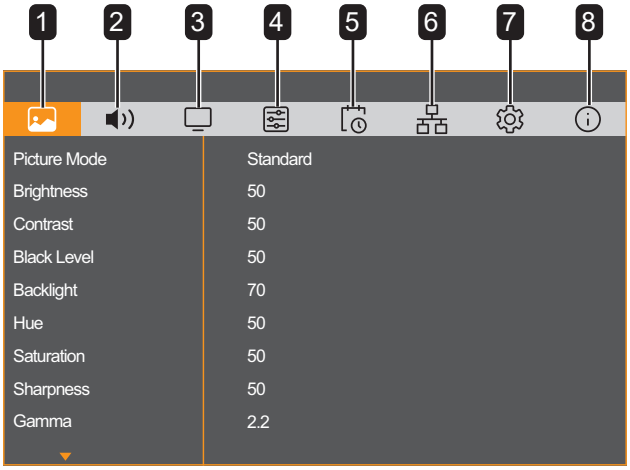
Note:

When settings are modified, all changes are saved when the user does the following:

- Proceeds to the another menu.
- Exits the OSD menu.
- Waits for the OSD menu to disappear.

If a menu item is unavailable, it will be disabled and grayed out.

3.2 OSD Menu Tree



Main Menu	Submenu	Remarks
1. Picture	• Picture Mode • Brightness • Contrast • Black Level • Backlight • Hue • Saturation • Sharpness • Gamma • Colour Range • Colour Temp. • Noise Reduction • DCR • Aspect Ratio • Overscan • Auto adjust • H position • V position • Clock • Phase • Picture reset	See page 25.
2. Audio	• Volume • Mute • Audio Source • Speaker Setting • Audio Source Detection • Audio reset	See page 27.

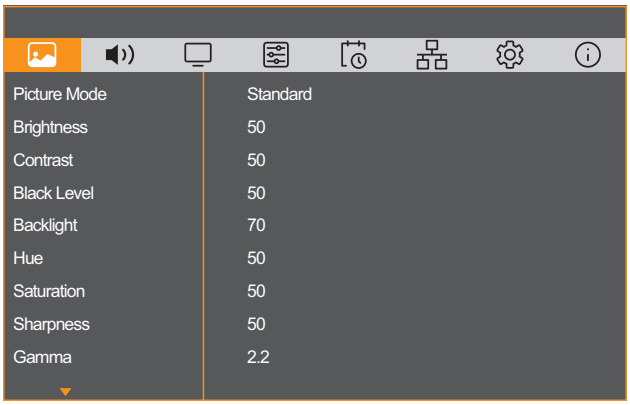
ON SCREEN DISPLAY MENU

Main Menu	Submenu	Remarks
3. Input & Display	• PIP Mode • PIP Size • PIP Position • PIP Swap • Main Source • Sub Source • SDM settings • Auto Signal Detection • Input & Display reset	See page 28.
4. Advanced Control	• Anti-Burn-In • Anti-Burn-In Interval (Hours) • Monitor ID • Date • Time • Off timer • Alink (ARC) • Status Feedback • Advanced control reset	See page 30.
5. Schedule	• Schedule 1 • Schedule 2 • Schedule 3 • Schedule 4 • Schedule 5 • Schedule 6 • Schedule 7	See page 32.
6. Network	• Command Routing • TCP Keep-Alive • IP Assignment • IP Address • Subnet Mask • Gateway	See page 33.

Main Menu	Submenu	Remarks
7. System Settings	• OSD Language • OSD H. POS. • OSD V. POS. • OSD Size • OSD Timer • OSD Transparency • OSD Rotation • DP Version • HDMI Version • Colour Range • LED Indicator • Logo • Key Lock • IR Lock • Message Display • USB FW Update • Standby • Wake On LAN • Factory Reset	See page 34.
8. Information	• Model Name • Serial No. • Temperature • Input Source • FW Version • MCU Version • MAC Address • Anti-Burn-in Count • Operation Hours	See page 36.

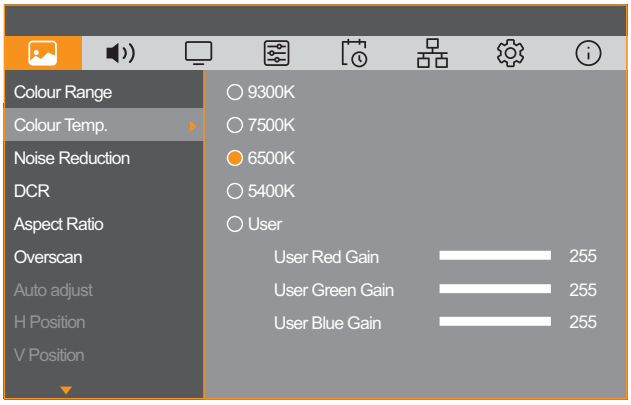
CHAPTER 4: ADJUSTING THE LCD DISPLAY

4.1 Picture Settings

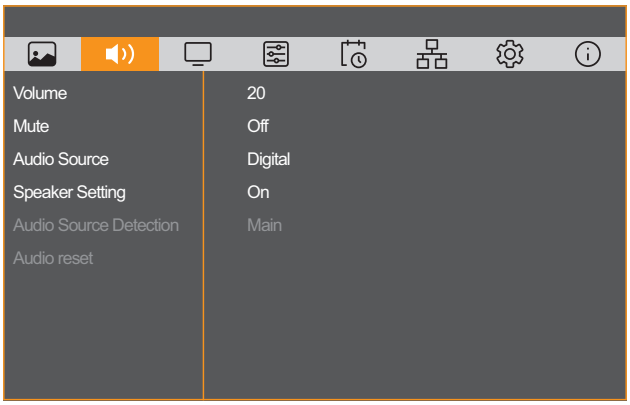


Item	Function	Range
Picture Mode	Select the predefined picture setting. • Standard: Designed primarily for text-based computer use, such as in offices and conference rooms. Suitable for most environments. • Signage: Suitable for use in public information displays, retail store windows, and digital signage applications. • Surveillance: Designed for a variety of monitoring environments, including security and industrial surveillance. • Video: Suitable for video playback and video conferencing scenarios.	Standard Signage Surveillance Video
Brightness	Adjust the brightness of the screen image.	0 to 100
Contrast	Adjust the difference between the black level and the white level.	0 to 100
Black Level	Adjusts the black level of the screen image. Lowering this setting makes black areas darker, while raising it reveals more shadow detail.	0 to 100
Backlight	Adjust the luminance of the screen image.	0 to 100
Hue	Adjust colour balance of red and green. **Note:** This menu item does not support VGA input signals.	0 to 100
Saturation	Adjust the color saturation of the picture. **Note:** This menu item does not support VGA input signals.	0 to 100
Sharpness	Adjust the clarity and focus of the screen image.	0 to 100
Gamma	Adjust the non-linear setting for picture luminance and contrast.	2.0 2.2 2.4
Colour Range	Set the RGB input signal range. **Note:** This menu item does not support VGA input signals.	Auto Full Limit

ADJUSTING THE LCD DISPLAY

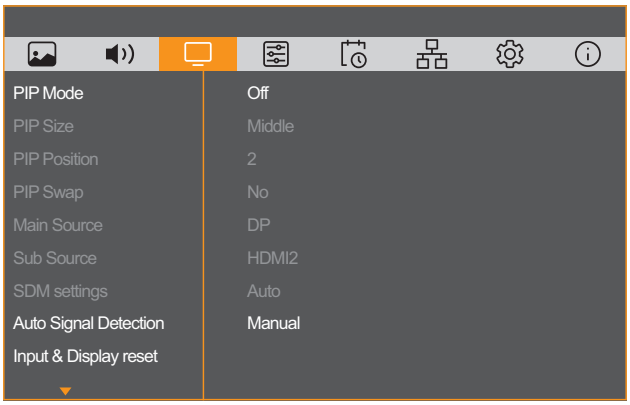
Item	Function	Range
Colour Temp.		
	Colour Temp.: Select a color temperature for the image. A lower color temperature will have a reddish tint, whilst a higher color temperature gives off a more bluish tint.	9300K 7500K 6500K 5400K User
	User: Adjust the right-tone of the red/green/blue component when the **Colour Temp.** is set to **User**.	User Red Gain User Green Gain User Blue Gain
Noise Reduction	Adjust the non-linear setting for picture luminance and contrast.	Off Low Medium High
DCR	DCR (Dynamic Contrast Ratio)" - Automatically adjusts the backlight range according to the display screen, such as when watching movies. DCR is suitable for indoor viewing.	Off On
Aspect Ratio	Adjust the aspect ratio of the screen image.	Full Native 4:3 1:1
Overscan	Adjusts the overscan setting to fix the cut-off screen edges. **Note:** This menu item does not support VGA input signals.	Off On
Auto adjust	Press [OK] to auto setup. **Note:** This menu item is only available for VGA source.	CANCEL OK
H position	Moves the screen image to the left or right. **Note:** This menu item is only available for VGA source.	0~100
V position	Moves the screen image up or down. **Note:** This menu item is only available for VGA source.	0~100
Clock	Adjusts the frequency timing to synchronise with the video signal. **Note:** This menu item is only available for VGA source.	0~100
Phase	Adjusts the phase timing to synchronise with the video signal. **Note:** This menu item is only available for VGA source.	0~100
Picture reset	Resets all Picture menu settings to their factory defaults. **Note:** This menu item is only available for VGA source.	Cancel Reset

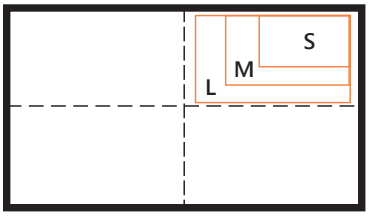
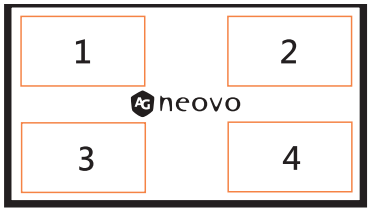
4.2 Audio Settings



Item	Function	Range
Volume	Adjust the volume level.	0 to 100
Mute	Turn the mute volume function on/off.	Off On
Audio Source	Set the audio input source.	Analog Digital
Speaker Setting	Turn the monitor speaker on/off.	Off On
Audio Source Detection	Set the audio input source. **Note:** This menu option is available only when PIP mode is enabled.	MAIN SUB
Audio reset	Resets all Audio menu settings to their factory defaults.	CANCEL RESET

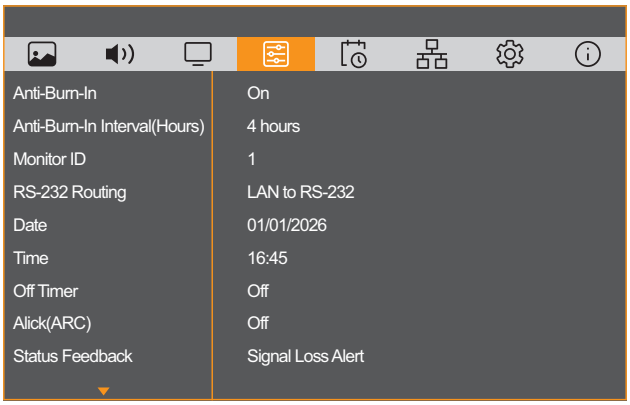
4.3 Input & Display Settings



Item	Function	Range
PIP Mode	Select PIP (Picture-in-Picture) mode, PBP (Picture-by-Picture) mode, or turn it off.	Off PIP PBP
PIP Size	Adjust the size of the sub-picture in PIP mode (S: Small, M: Medium, L: Large)  	SMALL MIDDLE LARGE
PIP Position	Change the position of the sub picture in the PIP mode.  	1 2 3 4

Item	Function	Range
PIP Swap	Enable this feature to switch between the main and sub picture windows in PIP. Sub source Main source Sub source Main source	Yes No
Main Source Sub Source	Set the input source for the multiple windows. **Note:** Type-C and HDMI 2 input sources cannot be used simultaneously for PIP mode.	HDMI 1 HDMI 2 DP Type C
SDM Setting	**Auto** - When the display is turned off, the SDM will also be powered off. - The SDM will only power on when SDM is selected as the input source. - When the input source is set to SDM, the system supports automatic power-on. - After startup, if the input source is switched to another source, power will continue to be supplied to the SDM. - Whether the SDM enters sleep mode or powers off depends on the SDM operating system settings. **Always off** SDM power is always completely cut off.	Auto Always off
Auto Signal Detection	Select how the display detects input signals: manual, automatic, or automatic with failover when the main source is missing. **Manual:** Switches sources manually. **Auto:** Auto: Automatically detects and switches to an active signal, with the priority order of HDMI 1, HDMI 2, DP, Type C, VGA, SDM. **Failover:** When the primary source is lost, it automatically switches to the backup source. **Note:** This menu option is not supported in PIP mode.	Manual Auto Failover
Failover 1 Failover 2 Failover 3 Failover 4 Failover 5 Failover 6	If the **Auto Signal Detection** setting is set to **Failover**, you can configure the input source priority list (Failover1~Failover6) in case of multiple sources. **Note:** This menu option is not supported in PIP mode.	HDMI 1 HDMI 2 DP Type C VGA SDM
Input & Display reset	Resets all Input & Display menu settings to their factory defaults.	CANCEL RESET

4.4 Advanced Control Settings



Item	Function	Range
Anti-Burn-In	Enable or disable Anti-Burn-in™ function.	Off On
Anti-Burn-In Interval (Hours)	Set the interval time (hours) between activating the Anti-Burn-In function.	2 hours 3 hours 4 hours 5 hours 6 hours
Monitor ID	Adjust the ID number for controlling the display via the Command Control connection. Each display must have a unique ID number when multiple sets of this display are connected.	1 to 255
Date	Set the date.	MM/DD/YYYY
Time	Set the time.	HH:MM
Off timer	Switches off the display after a specified time (using the countdown timer).	Off 1~24 Hour.
Alink(ARC)	Enable or disable HDMI Consumer Electronics Control (CEC) functionality. • Off: Disable the function. • On: 1. The system will automatically control connected HDMI-CEC compatible devices, regardless of whether they are powered on or off. 2. This function allows the display to send audio back to ARC-enabled soundbars or amplifiers via the same HDMI cable, eliminating the need for additional audio cables.	Off On

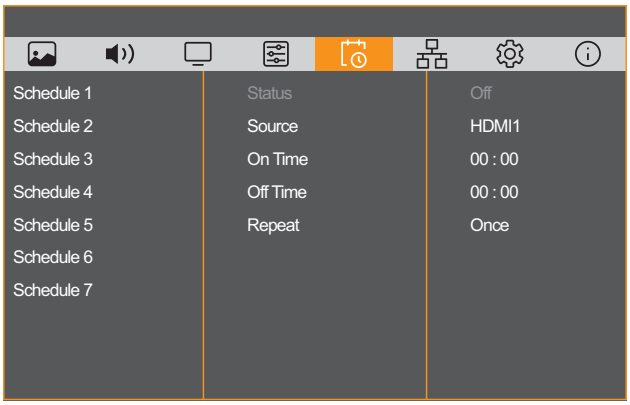
Item	Function	Range
Status Feedback	**Signal Loss Alert :** Enable or disable to trigger a warning alert when the input signal is lost. **25 07 01 00 66 37 01 0D Signal loss** **Note:** When this function is enabled, the command response will be sent via the LAN or RS232 interface once the event is triggered.	Off On
	Overheat Alert : Enable or disable to trigger a temperature warning alert when the internal temperature is high. **25 07 01 00 66 37 02 0D Overheat warning** **Note:** WWhen this function is enabled, the command response will be sent via the LAN or RS232 interface once the event is triggered.	Off On
Advanced control reset	Resets all Advanced control menu settings to their factory defaults.	Cancel Reset

4.5 Schedule Settings

This function allows you to program up to 7 different scheduled time intervals for this display to activate.

You can set:

- Which input source the display will use for each scheduled activation period.
- The time for the display to turn on and turn off.
- The days in a week for the display to activate.

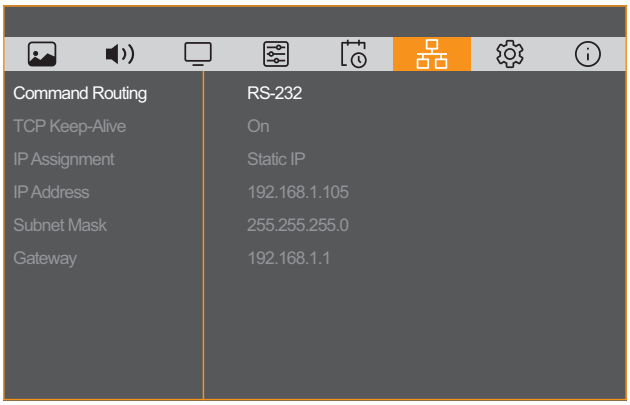


Note:

- We recommend you to set up current date and time in the Advanced Control menu before using this function.
- After changing the Date or Time options in the Advanced Control menu, you need to set this Schedule again.
- To set the status to “On”, you must first set the on/off time, and the off time must be greater than the on time.

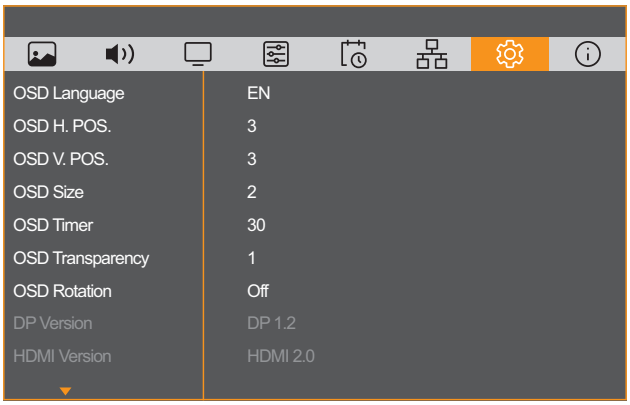
Item	Function	Range
Schedule 1 Schedule 2 Schedule 3 Schedule 4 Schedule 5 Schedule 6 Schedule 7	Status : Enable or disable the schedule.	Off On
	Source : Set the input source.	HDMI 1 HDMI 2 DP Type C VGA SDM
	On Time : Specify the time to turn on the display.	HH:MM
	Off Time : Specify the time to turn off the display.	HH:MM
	Repeat : Select the days of the week when the schedule is active.	Once Everyday Mon Tue Wed Thu Fri Sat Sun

4.6 Network Settings



Item	Function	Range
Command Routing	Select command control interface. Commands cannot be set and sent back when DC is off ; they must be set when DC is on. Note: The Power On command is only supported over RS-232 and is not available in LAN mode.	RS-232 LAN
TCP Keep-Alive	Enable this feature to keep TCP connections active even when there is no data transmission by sending a command to the router every 45 seconds.	Off On
IP Assignment	Select **DHCP** to allow the system to assign an IP address automatically. Otherwise, select **Static IP** to manually configure the network settings.	Static IP DHCP
IP Address	Assign an IP address.	000:000:000:000 (001 to 255)
Subnet Mask	Specify the subnet mask.	000:000:000:000 (001 to 255)
Gateway	Specify the default gateway.	000:000:000:000 (001 to 255)

4.7 System Settings



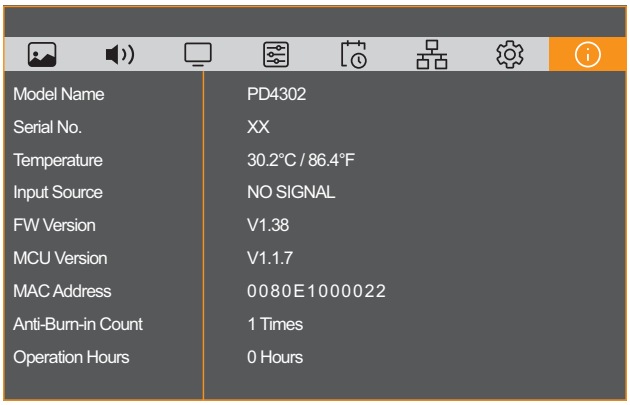
Item	Function	Range
OSD Language	Set the OSD language. EN(English) / FR(French) / DE(Deutsch) / ES(Español) / IT(Italiano) / PT(Português) / RO(Romania) / PL(Polski) / CS(Čeština) / NL(Nederlands) / 繁中(繁體中文) / JP(Japanese) / RU(Русский)	EN FR DE ES IT PT RO PL CS NL 繁中 JP RU
OSD H. POS.	Move the OSD window to the left or right of the screen.	1 2 3 4 5
OSD V. POS.	Move the OSD window up or down the screen.	1 2 3 4 5
OSD Size	Adjust the OSD window size.	1 2
OSD Timer	Set the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated.	Off 10 30 60

ADJUSTING THE LCD DISPLAY

Item	Function	Range
OSD Transparency	Adjust the transparency level of the OSD screen.	1 2 3 4 5
OSD Rotation	Rotate the OSD menu on the screen to match the LCD display's position.	Off 90° 180°
DP Version	Set the DP version to 1.1 or 1.2. **Note:** This option is available only for DP inputs.	DP 1.1 DP 1.2
HDMI Version	Set the HDMI version to 1.4 or 2.0. **Note:** This option is available only for HDMI 1 or HDMI 2 inputs.	HDMI 1.4 HDMI 2.0
LED Indicator	Set the display LED indicator on or off.	Off On
Logo	Enable or disable displaying the picture of Logo when you turn on your LCD display.	Off On
Key Lock	Enable or disable some or all control panel buttons. • Off: Unlock all control panel buttons. • Lock Except Power: Lock all control panel buttons except for the **Power** button. • Lock All: Lock all control panel buttons. **Note:** To unlock all the buttons, you can also press the **INPUT** button on the control panel for 5 seconds.	Off Lock Except Power Lock All
IR Lock	Enable or disable some or all remote control buttons. • Off: Unlock all remote control buttons. • Lock Except Power: Lock all remote control buttons except for the **Power** button. • Lock All: Lock all remote control buttons. **Note:** To unlock all the buttons, you can also press the **back** button on the remote control for 5 seconds.	Off Lock Except Power Lock All
Message Display	Show or hide on-screen messages.	Off On
USB FW Update	This function is reserved for maintenance personnel.	-
Standby	Set standby mode when the display does not detect any input signal. • Normal: The display can wake up when it detects a signal after standby. (Display cannot be awoken by mouse movement/click) • Eco: The display cannot wake up when it detects a signal after standby. (LAN command control device are not fully supported.) • Off: The display does not enter standby mode when there is no signal.	Normal Eco Off
Wake On LAN	Enables or disables turning on the display over network. **Note:** The default setting is Off. This function can't support command control wake up by LAN.	Off On
Factory Reset	Reset all settings to the factory preset values.	Yes No

4.8 Information

View the information about your LCD display.



CHAPTER 5: APPENDIX

5.1 Warning Messages

Warning Messages	Cause	Solution
INPUT SIGNAL OUT OF RANGE	The resolution or the refresh rate of the graphics card of the computer is set too high.	• Change the resolution or the refresh rate of the graphics card.
No Signal Shift to standby after 60 seconds. NO SIGNAL	The LCD display cannot detect the input source signal and enters the Standby mode Normal. **Cause:** The LCD display cannot detect the input source signal and enters the Standby mode OFF.	• Check if the input source is turned ON. • Check if the signal cable is properly connected. • Check if any pin inside the cable connector is twisted or broken.
KEYS LOCKED KEYS UNLOCKED	The operation using the control panel buttons has been locked by the user.	• Disable the key lock function in **System Settings** > **Key Lock** menu or press the **INPUT** button for 5 seconds. Refer to pages 35.
IR LOCKED IR UNLOCKED	The operation using the remote control buttons has been locked by the user. The Remote control battery is dead.	• Disable the IR lock function in **System Setting** > **IR Lock** menu or press the **back** button for 5 seconds. Refer to pages 35.
ANTI-BURN-IN ON ANTI-BURN-IN OFF	The Anti-Burn-in™ function has been enabled by the user.	• Disable the Anti-Burn-in™ function. Refer to pages 30.
WARNING CHANGING SETTINGS IN OSD MENU MAY INCREASE THE POWER CONSUMPTION OF YOUR MONITOR. DO YOU WANT TO CONTINUE TO CHANGE? ACCEPT CANCEL	This warning message box will only show when the menu feature setting is changed for the first time.	• Select **ACCEPT** to continue the setting changes, or select **CANCEL** to disable the setting changes.
OVERHEAT WARNING SHUTTING DOWN IN 30 SECONDS DUE TO HIGH INTERNAL TEMPERATURE. TEMPERATURE WARNING HIGH TEMPERATURE DETECTED. BRIGHTNESS REDUCED TO PREVENT OVERHEATING.	A temperature warning message will appear on the screen when the temperature reaches 60°C (140°F). Over heat Warning Message and Reduce backlight 50% The device will shut down automatically when the internal temperature reaches 65°C (149°F).	• Make sure the ventilation slots of the LCD display are not obstructed. • Make sure the room temperature is between 0°C to 40°C (32°F to 104°F).

CHAPTER 5: APPENDIX

5.1.1 SDM Warning Messages

Warning Messages	Cause	Solution
The whole display will be powered off soon, do you want to shut down SDM? Confirm(8s) Cancel	This warning message indicates that the SDM is not yet powered off, and you are attempting to power off the display.	1. Click **Confirm** or **remain inactive for 10 seconds**: The system will guide you through the SDM shutdown process. 2. Click **Cancel**: Cancel the shutdown. You can manually switch to the SDM source to power off before completely powering off the display.
SDM is shutting down....	This warning message indicates that the SDM shutdown procedure is in progress.	1. If you manually turn off the SDM before the warning message is turned off, the display will also turn off. 2. After the warning message disappears after 12 seconds, the display will automatically shut down. If the SDM is locked, the confirmation screen below will appear, allowing you to manually turn off the SDM.
Shutdown reminder The system is shutting down, please shut down SDM first! Confirm Cancel	This warning message indicates that the SDM manual shutdown procedure is in progress.	1. Click **Confirm**: Begin the SDM manual shutdown procedure; the display will shut down simultaneously. 2. Click **Cancel**: Cancel the shutdown procedure; if the SDM shutdown procedure is performed manually, the display will not shut down simultaneously. 3. **Do not click any option**; after 12 seconds, a 60-second countdown will begin, the entire system and SDM will be forcibly shut down.
Shutdown reminder If no operation is performed, the system will automatically shut down after 57 seconds! Shutdown Cancel	This warning message indicates that the device is in the process of performing a countdown shutdown.	1. Click **Shut down**: The display will shut down completely. 2. Click **Cancel**: Cancel the shutdown process.

5.2 Supported Resolutions

No.	Mode	Resolution	Vertical Pixel (Hz)
1	VGA	640 x 480	60
2	VGA	640 x 480	75
3	SVGA	800 x 600	60
4	SVGA	800 x 600	75
5	XGA	1024 x 768	60
6	XGA	1024 x 768	75
7	NEC A	1280 x 1024	70
8	NEW	1280 x 1024	72
9	SVGA	1280 x 1024	75
10	SVGA	1280 x 720p	60
11	HD 1080	1920 x 1080	60
12	UHD	3840 x 2160	30
13	UHD	3840 x 2160	60

5.3 Troubleshooting

Symptom	Possible Cause	Remedy
No picture is displayed	• The power cord has been disconnected. • The main power switch on the back of the display is not switched on. • The selected input has no connection. • The display is in standby mode.	**1** Plug in the power cord. **2** Make sure the power switch is switched on. **3** Connect a signal connection to the display.
Interference displayed on the display or audible noise is heard	Caused by surrounding electrical appliances or fluorescent lights.	Move the display to another location to see if the interference is reduced.
Colour is abnormal	The signal cable is not connected properly.	Make sure that the signal cable is attached firmly to the back of the display.
Picture is distorted with abnormal patterns	• The signal cable is not connected properly. • The input signal is beyond the capabilities of the display.	• Make sure that the signal cable is attached firmly. • Check the video signal source to see if it is beyond the range of the display. Please verify its specifications with this display's specification section.
Display image doesn't fill up the full size of the screen	The picture format is not set correctly.	Press the **16:9** button and select a suitable picture format.
Can hear sound, but no picture	Improperly connected source signal cable.	Make sure that both video inputs and sound inputs are correctly connected.
Can see picture but no sound is heard	• Improperly connected source signal cable. • Volume is turned all the way down. • **MUTE** function is turned on. • No external speaker connected.	• Make sure that both video and sound inputs are correctly connected. • Press the VOL + or VOL − button to hear the sound. • Switch the **MUTE** function off by using the 🔇 button. • Connect the external speakers and adjust the volume to a suitable level.
Some picture elements do not light up	Some pixels of the display may not turn on.	This display is manufactured using an extremely high level of precision technology: however, sometimes some pixels of the display may not display. This is not a malfunction.
After-Images can still be seen on the display after the display is powered off. (Examples of still pictures include logos, video games, computer images, and images displayed in 4:3 normal mode)	A still picture is displayed for an over extended period of time.	Do not allow a still image to be displayed for an extended period of time as this can cause a permanent after-image to remain on the display.
Can't power off by remote controller	SDM is still ON and entering screen protection mode	It is necessary to manually switch back to SDM source and execute power off process.

CHAPTER 6: SPECIFICATIONS

6.1 Display Specifications

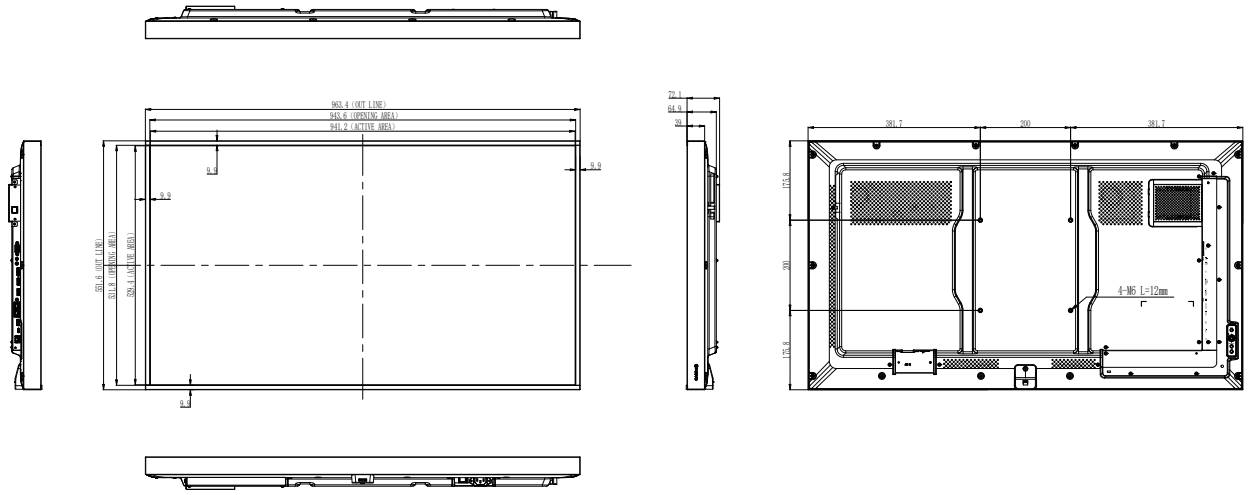
		PD4302	PD5502	PD6502
Panel	Panel Type	LED-Backlit TFT LCD (IPS Technology)	LED-Backlit TFT LCD (IPS Technology)	LED-Backlit TFT LCD (IPS Technology)
	Panel Size	43.0"	54.6"	65.0"
	Max. Resolution	UHD 3840 x 2160	UHD 3840 x 2160	UHD 3840 x 2160
	Pixel Pitch	0.245 mm	0.315 mm	0.372 mm
	Brightness	1000 cd/m²	1000 cd/m²	1000 cd/m²
	Contrast Ratio	20,000,000:1 (DCR)	20,000,000:1 (DCR)	20,000,000:1 (DCR)
	Viewing Angle (H/V)	178°/178°	178°/178°	178°/178°
	Display Colour	1.07G	1.07G	1.07G
	Response Time	5 ms	5 ms	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze 25%), 3H Hard Coating	Anti-Glare Treatment (Haze 25%), 3H Hard Coating	Anti-Glare Treatment (Haze 25%), 3H Hard Coating
Frequency (H/V)	Frequency (H)	15 kHz-136 KHz	15 kHz-136 KHz	15 kHz-136 KHz
	Frequency (V)	23 Hz-76 Hz	23 Hz-76 Hz	23 Hz-76 Hz
Input	DisplayPort	1.2 x 1	1.2 x 1	1.2 x 1
	HDMI	2.0 x 2	2.0 x 2	2.0 x 2
	VGA	15-Pin D-Sub x 1	15-Pin D-Sub x 1	15-Pin D-Sub x 1
	Type-C	x 1 (PD 15W)	x 1 (PD 15W)	x 1 (PD 15W)
External Control	RS232 In	RJ45	RJ45	RJ45
	RS232 out	RJ45	RJ45	RJ45
	LAN	RJ45 x 1	RJ45 x 1	RJ45 x 1
	IR In	3.5 mm Phone Jack	3.5 mm Phone Jack	3.5 mm Phone Jack
Other Connectivity	USB	2.0 x 1 (Service Port)	2.0 x 1 (Service Port)	2.0 x 1 (Service Port)
	SDM Slot	SDM-S	SDM-S/SDM-L	SDM-S/SDM-L
Audio	Audio In	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Audio Out	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Internal Speakers	10W x 2	10W x 2	10W x 2
Power	Power Supply	Internal	Internal	Internal
	Power Requirements	AC 100-240V, 50/60 Hz	AC 100-240V, 50/60 Hz	AC 100-240V, 50/60 Hz
	On Mode	168W (On)	179W (On)	257W (On)
	Standby Mode	< 0.5W	< 0.5W	< 0.5W
	Off Mode	0W	0W	0W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)
	Humidity	20%-80% (non-condensing)	20%-80% (non-condensing)	20%-80% (non-condensing)
Storage Conditions	Temperature	-10°C-60°C (14°F-140°F)	-10°C-60°C (-4°F-140°F)	-10°C-60°C (-4°F-140°F)
	Humidity	10%-80% (non-condensing)	10%-80% (non-condensing)	10%-80% (non-condensing)
Mounting	VESA FPMPMI	Yes (200 x 200 mm)	Yes (400 x 400 mm)	Yes (400 x 400 mm)
Dimensions	Bezel Width	Even bezel 9.9 mm	Even bezel 9.9 mm	Even bezel 9.9 mm
	Product w/o Base (W x H x D)	963.4 x 551.6 x 72.1 mm (37.9" x 21.7" x 2.8")	1231.6 x 702.4 x 72.5 mm (48.5" x 27.7" x 2.9")	1450.1 x 825.1 x 85.9 mm (57.1” x 32.5” x 3.4”)
	Packaging (W x H x D)	1070.0 x 657.0 x 140.0 mm (42.1" x 25.9" x 5.5")	1355.0 x 820.0 x 140.0 mm (53.3" x 32.3" x 5.5")	1580.0 x 945.0 x 160.0 mm (62.2” x 37.2” x 6.3”)
Weight	Product w/o Base	12.0 kg (26.5 lb)	15.5 kg (34.2 lb)	28.0 kg (61.7 lb)
	Packaging	15.5 kg (34.2 lb)	21.5 kg (47.4 lb)	34.0 kg (75.0 lb)

Note:

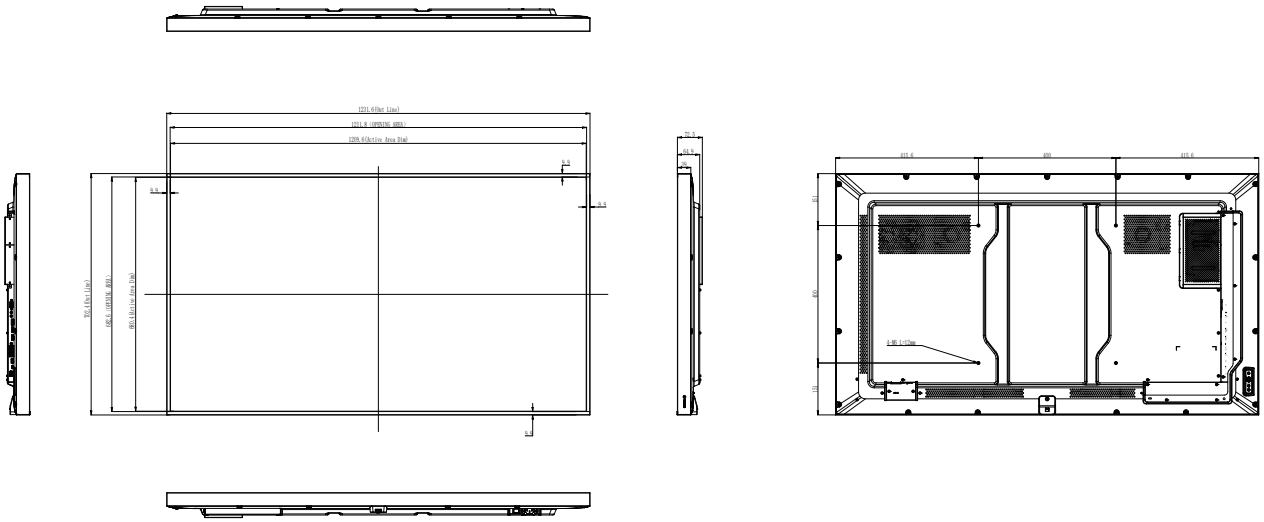
- All specifications are subject to change without prior notice.

6.2 Display Dimensions

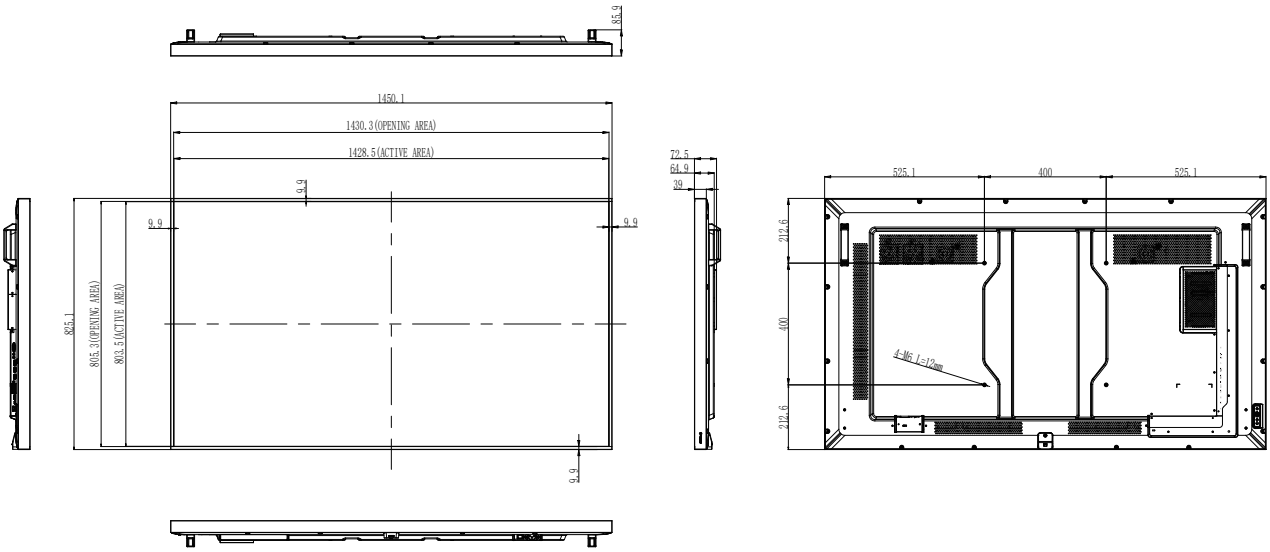
PD4302



PD5502



PD6502



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PD4302/PD5502 Eprel registration number: 2605705/2605708