Saved from manuals.plus.
Open the live page for links to other documents and user manuals.

AG Neovo DS5551U

AG Neovo DS5551U 55 Inch 4K Commercial Digital Signage Display User Manual

Model: DS5551U

Introduction

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your AG Neovo DS5551U 55 Inch 4K Commercial Digital Signage Display. Designed for continuous 24/7 operation, this display offers stunning 4K UHD visuals and versatile content management options for various commercial environments. Please read this manual thoroughly before using the product to ensure proper installation and optimal performance.

Setup

1. Unpacking and Inspection

Carefully remove the display from its packaging. Inspect all components for any signs of damage. Ensure all accessories listed in the packing list are present. If any items are missing or damaged, contact your vendor immediately.

2. Mounting Options

The DS5551U display supports both landscape and portrait orientations and comes with a zero-gap wall mount kit for flush installation.

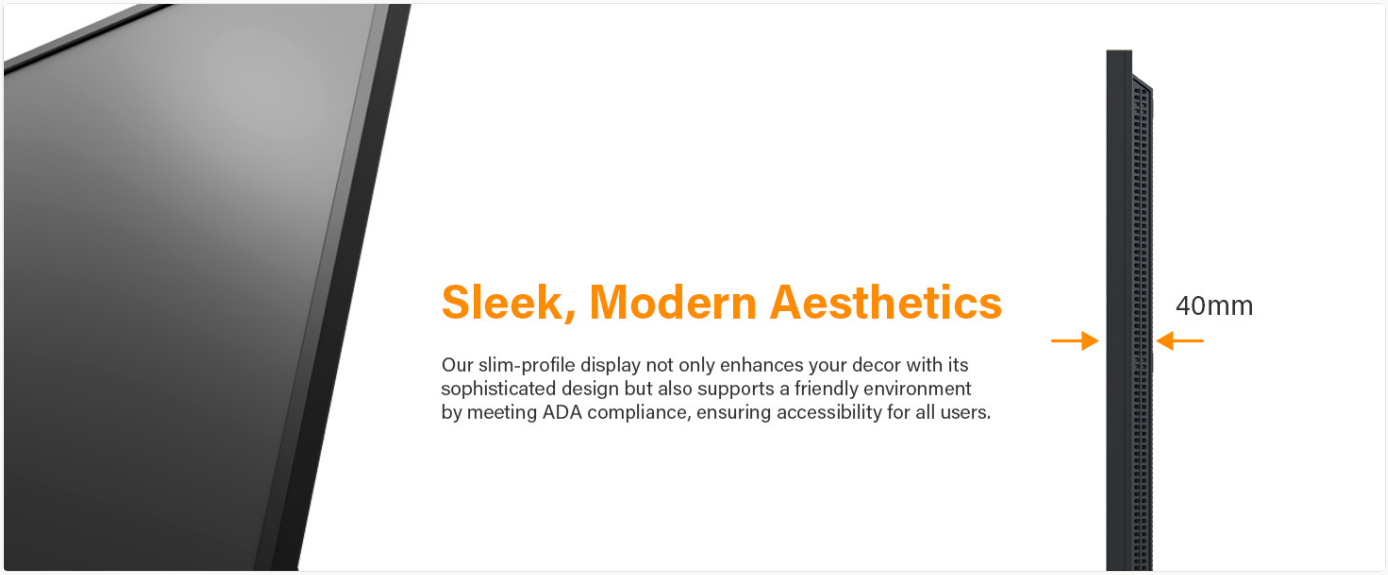


Image: The slim profile of the AG Neovo DS5551U display, measuring 40mm in depth.



Image: The display shown in both landscape and portrait orientations, demonstrating its versatile mounting capabilities.

For detailed wall mount installation instructions, refer to the video below:

Your browser does not support the video tag.

Video: DS5551U and WMK-04 Wall Mount Installation Guide. This video demonstrates the step-by-step process for installing the display using the included zero-gap wall mount kit.

3. Physical Connections

Connect necessary cables to the display's input ports. The display features HDMI, LAN, USB, and RS232 ports for various connectivity needs.

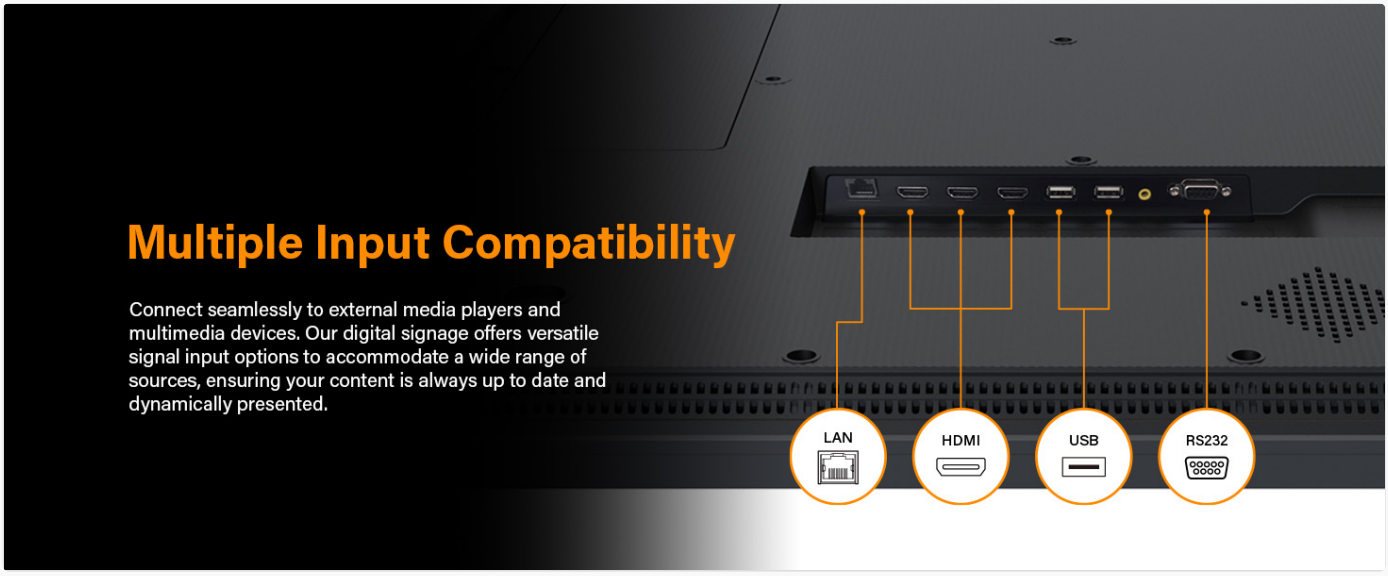


Image: Rear view of the display highlighting the LAN, HDMI, USB, and RS232 input ports for various connections.

- **Power:** Connect the power cable to the display and a power outlet.
- **HDMI:** For video and audio input from external devices. Note: When using HDMI, the final display orientation (portrait/landscape) is determined by the external device's rotation capability.
- **LAN:** For wired network connectivity and remote management.
- **USB:** For media playback from USB drives and connecting peripherals.
- **RS232:** For serial communication and remote control.

4. Initial Power On

Press the power button on the display or remote control to turn on the unit. Follow the on-screen prompts for initial setup, including language selection and network configuration.

Operating Instructions

1. Navigating the On-Screen Display (OSD)

Use the remote control to navigate the display's menu system. The OSD allows you to adjust settings, select input sources, and manage content.

Your browser does not support the video tag.

Video: How to Use Web Browser. This video demonstrates how to access and use the integrated web browser feature on the display.

2. Content Management

- **USB Media Playback:** Insert a USB drive into the designated port to play photos, videos, and music directly on the display.

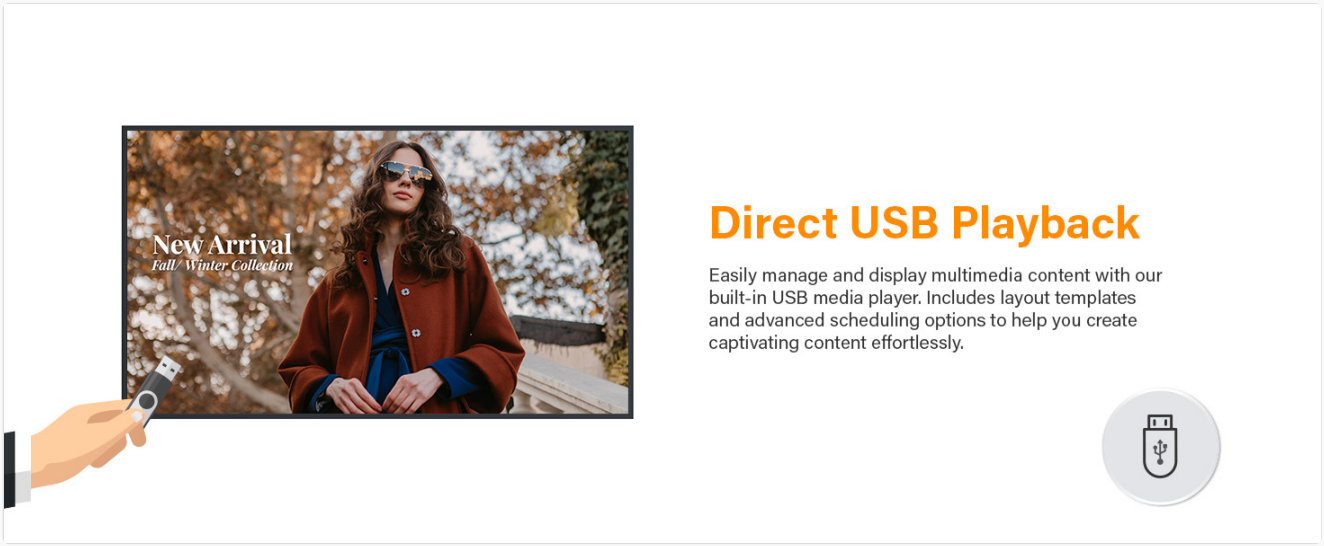


Image: A hand inserting a USB drive into the display, illustrating the direct USB media playback feature.

Your browser does not support the video tag.

Video: How to Use USB Signage. This video provides instructions on how to utilize the USB signage feature for content display.

- **Web Browser Functionality:** The integrated web browser allows you to access and display online content directly.

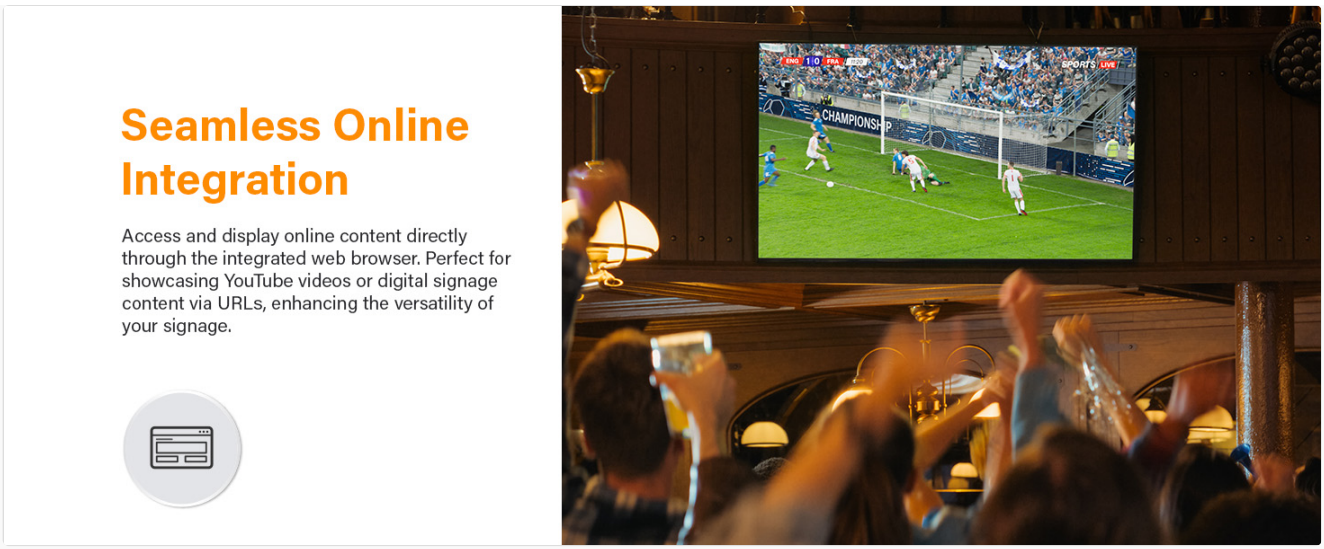


Image: The display showing a web browser interface, demonstrating its online content capabilities.

- **Wireless Screen Sharing:** Share content wirelessly from compatible devices to the display.



Image: Illustration of wireless screen sharing from a laptop and smartphone to the display.

- **Third-Party App Installation:** The display supports various third-party content management system (CMS) applications. You can install your preferred apps to enhance functionality.

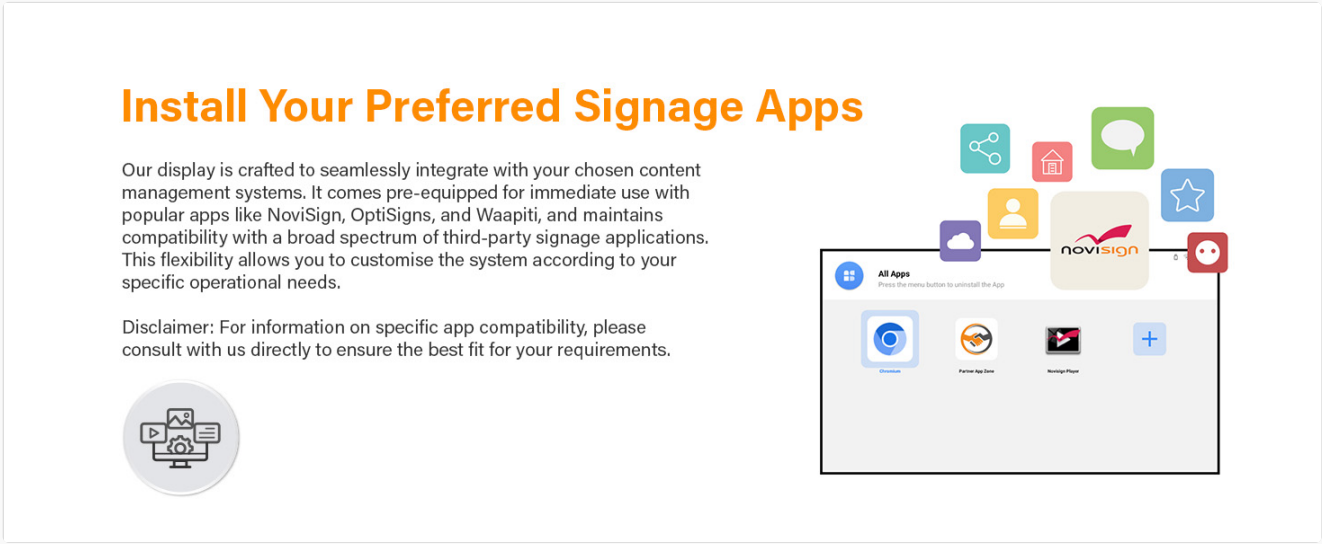


Image: Screenshot of the display's app interface, showing options for installing third-party signage applications like Novisign Player.

Your browser does not support the video tag.

Video: How to Use CMS. This video guides users through the process of utilizing the Content Management System (CMS) features.

- **Advanced Scheduling:** Program content to display at specific times and dates for targeted campaigns.



Image: Example of advanced scheduling interface, showing different content scheduled for various times of the day.

Your browser does not support the video tag.

Video: How to Schedule and Publish Content. This video demonstrates how to set up and publish content schedules on the display.

3. Remote Management and Control

The display can be managed remotely via RS232 and LAN connections, allowing for efficient operation and maintenance across multiple locations.



Image: Diagram illustrating remote management capabilities via RS232 and LAN connections to a control device.

Maintenance

1. Cleaning the Display

To clean the display screen, gently wipe it with a soft, lint-free cloth. For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive screen cleaner. Avoid using harsh chemicals, alcohol, or ammonia-based cleaners, as these can damage the screen surface. Ensure the display is powered off and unplugged before cleaning.

2. Software Updates

Periodically check the AG Neovo website for available firmware updates. Keeping your display's software up-to-date ensures optimal performance, security, and access to new features. Follow the instructions provided with the update package carefully.

3. General Care

- Avoid placing heavy objects on the display.
- Do not expose the display to extreme temperatures, humidity, or direct sunlight for extended periods.
- Ensure adequate ventilation around the display to prevent overheating.
- Unplug the display from the power outlet during lightning storms or when unused for long periods.

Troubleshooting

This section addresses common issues you might encounter with your AG Neovo DS5551U display. For problems not listed here, please contact customer support.

No Power

- Ensure the power cable is securely connected to both the display and a working power outlet.
- Check if the power outlet is functional by plugging in another device.
- Verify that the power switch on the display (if present) is in the 'On' position.

No Signal / Blank Screen

- Confirm that the input source cable (HDMI, etc.) is securely connected to both the display and the source device.
- Press the 'Source' button on the remote control to cycle through input sources and select the correct one.
- Ensure the source device (e.g., media player, computer) is powered on and outputting a signal.

Image Display Issues

- **Incorrect Resolution:** Adjust the resolution settings on your source device to match the display's native 4K UHD (3840x2160) resolution for optimal clarity.
- **Poor Image Quality:** Check cable connections for looseness or damage. Try a different cable if necessary.
- **Portrait Mode Issues with HDMI:** If displaying content in portrait mode via HDMI, ensure your external source device supports and is configured for portrait orientation output. The display itself can be physically rotated, but the signal source must also be set accordingly.

Network Connectivity Problems

- **Wired (LAN):** Ensure the Ethernet cable is properly connected and your network router/switch is operational.
- **Wireless (Wi-Fi):** Verify that the Wi-Fi network is active and you have entered the correct password. Check the display's Wi-Fi settings to ensure it's connected to the desired network.

Specifications

Below are the key technical specifications for the AG Neovo DS5551U 55 Inch 4K Commercial Digital Signage Display:

Feature	Detail
Screen Size	55 inches

Feature	Detail
Display Technology	LCD
Resolution	4K UHD 2160p (3840 x 2160)
Refresh Rate	60 Hz
Maximum Display Brightness	500 nit
Contrast Ratio	4000:1
Response Time	5 milliseconds
Viewing Angle	178 degrees
Connectivity Technology	HDMI, LAN, Wi-Fi, Bluetooth, USB 2.0, USB 3.0, RS232
Total Number of HDMI Ports	3
Total USB Ports	4 (2x USB 3.0, 2x USB 2.0)
Product Dimensions (D x W x H)	1.5"D x 48.8"W x 28.1"H
VESA Mount Standard	200 x 200 mm
Wattage	89 watts
Special Features	Anti-Glare Coating, Built-In Speakers, Wall Mountable



Image: Diagram showing the dimensions of the 55-inch display, including screen size and overall width/height.

Warranty Information

The AG Neovo DS5551U display comes with a limited warranty provided by the manufacturer, AG Neovo Technology Corporation. For specific terms, conditions, and duration of your warranty, please refer to the warranty card included with your product or visit the official AG Neovo website. Keep your proof of purchase for warranty claims.

Support

If you require further assistance, technical support, or have questions regarding your AG Neovo DS5551U display, please utilize the following resources:

- **AG Neovo Official Website:** Visit www.agneovo.com for product information, FAQs, and support contact details.
- **Customer Service:** Refer to your product documentation for regional customer service contact numbers or email addresses.
- **Online Resources:** Check for updated manuals, drivers, and troubleshooting guides on the AG Neovo support page.

For a general overview of the DS-Series Digital Signage Displays, you may watch the video below:

Your browser does not support the video tag.

Video: AG Neovo All-in-one Digital Signage Displays DS-Series. This video provides an overview of the features and benefits of the AG Neovo DS-Series displays.

© 2023 AG Neovo Technology Corporation. All rights reserved.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Open the live page

https://manuals.plus/asin/B0DD3DXSM6

More documents and user manuals: **https://manuals.plus/**