



# DISPLAYS2GO DGLCDSTCH28 Stretched LCD Digital Display User Manual

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# DISPLAYS2GO

**DISPLAYS2GO DGLCDSTCH28 Stretched LCD Digital Display**



## SAFETY WARNINGS AND PRECAUTIONS

Thank you for buying this product from Displays2go. We have taken personal safety into account in product design and carried out rigorous tests in the factory. However, improper installation and use can lead to electric shock and fire. To ensure safe use, maximize the performance of the product, and prolong the service life of the product, please read and follow all instructions carefully before using the product. Keep instructions for future reference. We strongly recommend using standard adapters and portable power supplies, or adapters with internal circuit breakers to prevent bad power supplies from damaging the device.

### Warnings:

- If any of the following occurs:
- Voltage is unstable
- The device has an abnormal sound or smell
- The DC power cable is damaged
- Equipment falls, knocks, impacts, and/or otherwise damages unit
- Any liquid or foreign matter falling into the shell
- Immediately disconnect the power supply of the device, unplug from power socket, and contact Displays2go for assistance.
- If coal gas or other flammable gas leaks, do not pull out the plug of the equipment or other electrical appliances; instead, turn off the gas valve immediately, and open the doors and windows quickly
- Do not use power supplies with DC or AC output other than 12V 3A or mobile power supplies.
- Disconnect the power supply before connecting or disconnecting any cable.
- Do not place the device in an unstable position to avoid damage or fire.
- Do not place the device in the following positions:
- Exposure to direct sunlight, humidity, extreme temperature, or excessive dust
- Flammable and explosive environment
- Flammable and corrosive gas environment
- Do not use damaged or improper power sockets and ensure that the plug is in normal contact with the socket.
- Do not allow dust or metal deposits to adhere to plugs and sockets.
- Do not damage the power cord:
- Do not modify the power cable.
- Do not place heavy objects on the power cord.
- Keep the power cable away from heat source.
- Do not unplug the power cord.
- Do not connect multiple plugs at the same time. Otherwise, excessive power consumption may mcause fire.
- Do not use an open flame (such as a lit candle) near the device. Electric shock or fire may occur.
- Do not put sharp objects, metals, or liquids into the contact signal terminals to avoid short circuit, product damage, or electric shock.
- The internal opening of the chassis is designed for ventilation and heat dissipation to ensure the reliable operation of the components in the chassis for a long time and to prevent overheating.
- Do not block the opening when placing the unit.
- Do not touch the plug with wet fingers. Electric shock may occur.
- Do not use equipment in stormy weather, especially when there is lightning. To avoid lightning strikes, disconnect the power supply and antenna plug.
- Do not use the equipment outdoors on rainy days. The equipment is not waterproof.
- Do not remove the device without permission. Otherwise, electric shock or fire may occur.
- Please find a qualified technician to repair it.

## **CAUTION**

- Do not let children climb on the equipment.
- Keep widgets away from children to prevent them from swallowing.
- If not in use for a long time, please turn off the device and unplug the power plug.

- When adjusting device position, disconnect all power cables and move slowly to avoid tipping.
- It is strictly forbidden to scratch, beat, twist, and/or squeeze with hard objects.
- When the unit is moved from a low temperature to a high temperature, do not start it immediately. Condensation and failure may occur.
- Remove the power plug before cleaning the device. Wipe with a soft cloth; do not use industrial chemicals. Prevent foreign matter from entering the machine. Improper cleaning (such as cleaning fluid or water) can damage the product or erase the printed information. Fluid inflow can cause parts damage, leading to machine failure.
- If the same screen is displayed for a long time, or the moving screen has fixed text or icon(s), it may leave a shadow on the screen, which will not disappear when the machine is powered off.
- This is normal and not covered by the warranty.
- If the LCD breaks and liquid spills onto your skin, rinse immediately with water for 15 minutes and consult your doctor.
- When carrying the device by hand, hold the unit tightly. Do not put pressure on the panel.
- Use under proper lighting conditions; poor light or prolonged viewing can damage eyesight.
- Please insert the plug correctly into the socket, otherwise it may cause sparks and/or fire.
- Specifications on this contract and packing are subject to change without prior notice. This manual may be slightly different from actual operations.

**QR CODE**

This Manual is for reference only and is subject to change without prior notice. If you have any questions regarding our products, please visit us at [www.displays2go.com](http://www.displays2go.com) or contact Displays2go customer service at 844-221-3388. Scan QR code to visit product page.



**PARTS**



- A: Digital Stretch Screen.....

- B: Remote Control ..... 1
- C: Power Cord ..... 1
- D: Wall Mount (see page 7).....1

Tools Required: Drill, Level

TWO people recommended for lifting, moving, and installation..

## BASIC OPERATION

### TO TURN ON

- Insert power cord into display, then power on. This is controlled by a switch on the rear of the unit.
- At the back of the unit, locate the USB port. Insert USB with desired content downloaded.

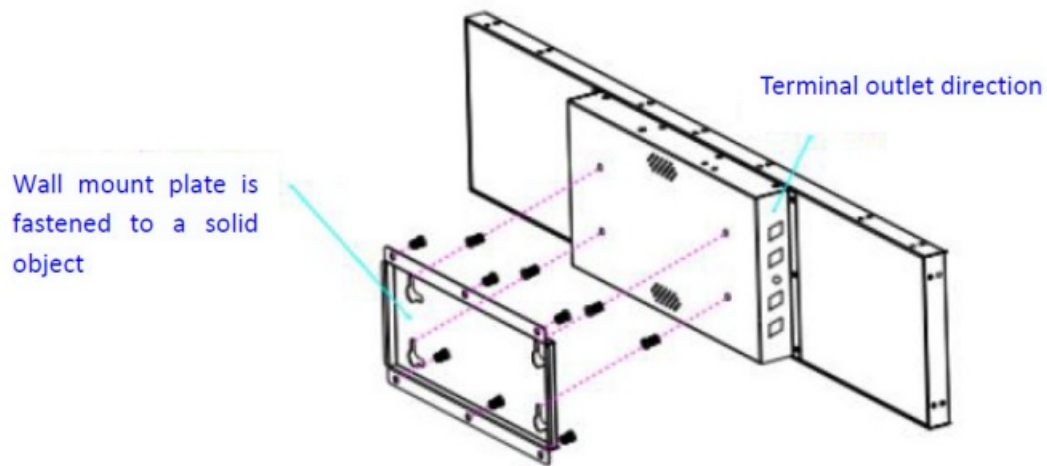
### RESOLUTION REQUIREMENTS:

- 28" Model: 1920\*360
- 37.7" Model: 1920\*375.
- Access File Manager through the Menu.
- Use File Manager to display content in a static way.
- For more advanced display set-ups, download desired display app through the Android PlayStore.

### TO TURN OFF

- To temporarily turn off, use power button the remote control
- To shut down, use power switch.



## MOUNTING INSTRUCTIONS



**Wall Mounting Diagram**

- When using mobile installation, the bearing capacity of the mounting frame should be the wall mount or base frame specified by the manufacturer. If the self-made wall mount is used for installation, its bearing capacity should be guaranteed not to be less than 4 times the actual bearing weight.
- When using wall-mounted installation, the load-bearing surface of the machine installation surface should be firm and strong with sufficient bearing capacity, and should not be less than 4 times the actual load-bearing weight. When the mounting surface is a wall or roof of a building, it must be solid brick, concrete or its equivalent strength. If the installation surface is a loose-material installation surface, as well as a metal, non-metallic structure, or the installation surface decoration layer is too thick, and its strength is obviously insufficient, corresponding reinforcement and support measures should be taken to prevent the existence of potential safety hazards.

## **Troubleshooting Guide**

Issue	Probable Cause	Solutions
No Picture or Sound	<ul style="list-style-type: none"> <li>-Unit is not plugged into the wall.</li> <li>-Power cord not properly connected to the terminal on the back of the unit.</li> <li>-Unit is not powered on.</li> <li>-Wall outlet is not working.</li> </ul>	<ul style="list-style-type: none"> <li>-Check that unit is plugged into wall.</li> <li>-Confirm that the power cord is connected to the terminal on the back of the unit.</li> <li>-Turn the on/off toggle switch to the "on" position.</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> <li>-Make sure that outlet is working by plugging in a different electrical device.</li> </ul>
No Sound (Picture Is Working)	<ul style="list-style-type: none"> <li>-Volume has not been adjusted on the remote control.</li> <li>-Content/Video does not have sound.</li> <li>-Content format is not compatible.</li> <li>-Speakers do not work.</li> </ul>	<ul style="list-style-type: none"> <li>-Adjust volume using the remote control.</li> <li>-Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> <li>-If unit is connected to Wi-Fi, go to YouTube and play video that has sound as a test.</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> <li>-Try playing the content on a different device (smart phone, computer, or tablet).</li> </ul>
No Picture (Sound Is Working)	<ul style="list-style-type: none"> <li>-Content file is damaged.</li> <li>-Content format is not compatible.</li> <li>-Screen is damaged or defective.</li> </ul>	<ul style="list-style-type: none"> <li>-Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> <li>-Try playing the content on a different device (smart phone, computer, or tablet).</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> </ul>
Remote Control Not Working	<ul style="list-style-type: none"> <li>-Batteries were not inserted properly.</li> <li>-Batteries are dead.</li> <li>-Standing too close or too far from the unit.</li> </ul>	<ul style="list-style-type: none"> <li>-Check that battery is inserted properly with positive and negative orientation.</li> <li>-Insert new batteries.</li> <li>-Stand within 1 foot of the front of the unit and point the remote directly at the sensor (green dot).</li> </ul>
No Wi-Fi Signal	<ul style="list-style-type: none"> <li>-Wi-Fi is not turned on in product settings.</li> <li>-Wi-Fi is not connected to a network.</li> <li>-Low or no signal from the router.</li> <li>-Antenna is missing or not pointed upward.</li> <li>-Damaged PC board.</li> </ul>	<ul style="list-style-type: none"> <li>-Check that Wi-Fi is turned on in settings: Click the settings icon from the Android home screen.  Click "Wi-Fi." Click the on/off icon in the upper right hand corner to turn on Wi-Fi. "On" will appear on the upper left side. Select your Wi-Fi network. </li> <li>-Confirm that the antenna is in place and pointed upward.</li> <li>-Check that other devices are receiving the signal. If other devices are not receiving the Wi-Fi signal, please contact your internet service provider.</li> <li>-Unplug or reset the router and wait for 20 seconds. Restart the router and check.</li> </ul>

Parts Missing or Damaged	-Parts missed during manufacturing. (No charge for replacements.) -Parts lost or damaged by the customer. (There is charge for replacements.)	<b>Contact a customer service representative.</b>
Cannot Upload Content	-Content format is not compatible. -Content files are too large. -Port being used is defective. -App being used to play content is defective. -Android board is defective.	-Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV. -Confirm file size is less than available space.
Issues Using Pre-Installed Apps	-Mistake in storing content to NAND Flash. -App is defective. -Android board is defective.	-SlideShow App steps: Explorer > Select USB > Select Multi > highlight files > Editor > Select Copy > Home > NAND > MediaFolder > Images> Editor > Paste Open SlideShow app and select desired transitions, slide time and looping > Play  -MX Player steps: > Follow same steps as SlideShow App > MediaFolder > Video > Editor > Paste.  o Open MX Player and select video to play. o Loop video: While the video is playing, click on the video and there should be 3 dots in the top right corner. Click on the 3 dots > play > check desired Loop option.

#### Contact Information:

- Website: [www.displays2go.com](http://www.displays2go.com)
- Phone: 844-221-3388

#### FCC Caution.

##### § 15.19 Labelling requirements.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

##### 15.21 Information to user.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

##### 15.105 Information to the user.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:


- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### RF warning for Mobile device:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance 20cm between the radiator & your body.

### Documents / Resources

	<p><a href="#">DISPLAYS2GO DGLCDSTCH28 Stretched LCD Digital Display</a> [pdf] User Manual DGLCDSTCH28, 2ASCB-DGLCDSTCH28, 2ASCB-DGLCDSTCH28, DGLCDSTCH37, Stretched LCD Digital Display, DGLCDSTCH28 Stretched LCD Digital Display, LCD Digital Display, Digital Display, Display</p>
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### References

- [DG Displays2go | POP Display Products, POS Retail Fixtures, & Trade Show](#)