Manuals+

☰

Hanshow HS-ESL-EPDPQ001 Polaris Max Electronic Shelf Labels Instruction Manual 📄

Contents [hide]

Hanshow

Hanshow HS-ESL-EPDPQ001 Polaris Max Electronic Shelf Labels

Specifications

The Hanshow Polaris Pro-Q Series is a state-of-the-art electronic display system designed for retail environments. Below are the specifications for the product:

- Model: Polaris Pro-Q Series
- Display Type: Electronic Display System
- Features: High-resolution display, UKCA marking compliant

Product Usage Instructions

Setting Up the Polaris Pro-Q Series

1. Unpack the display system carefully to avoid any damage.
2. Connect the necessary cables according to the provided manual.
3. Power on the system and follow the on-screen instructions for setup.

Operating the Display System

1. Use the provided remote control or touch interface to navigate through menus.
2. Adjust display settings such as brightness and contrast to suit your environment.
3. Upload content using the designated software for a customized experience.

Maintenance and Care

To ensure the longevity of your Polaris Pro-Q Series, follow these maintenance tips:

- Regularly clean the display surface with a soft, dry cloth to remove dust and smudges.

- Avoid exposing the system to extreme temperatures or moisture.
- Check cables and connections periodically for any signs of wear or damage.

STATEMENT

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ABOUT THE MANUAL

This manual describes features, specifications, package, and precautions of the Hanshow Polaris Pro-Q series Electronic Shelf Label (ESL) Products. Please read this manual carefully before using the device for the first time, and retain the manual for subsequent use or the next owner. If the instructions contained in this manual are insufficient to resolve issues that occur during device operation or maintenance, please contact Hanshow Technical Customer Service Center (China: 400-0365-305; Netherlands: 0800-022-5037; Belgium: 0800-71-335; France: 0800-91-7602; Thailand: 1800-011-185) directly, and we will provide you with multi-channel technical services.

TARGET USERS

This document provides engineers with the necessary data and related guidelines for the Polaris Pro-Q series. Users have to master the basic knowledge of communication and networking, and so on. This manual is applicabletor the following engineers:

- Testing Engineer
- Technical Support Engineer
- After Sales Engineer
- Installation Engineer

SYMBOL DESCRIPTION

Icon	Description
⚠	Information indicated with this icon should be paid special attention and attached great importance by the reader.
📖	Information indicated with this icon is the explanation on the formal text for the readers to comprehend the text better.
[X-X]	It means special noun definition is provided here.

EXPLANATION OF TERMS

Acronym	Expanded form	Description
PriSmart	PriSmart Smart Retail System	Manage all store product data and issue price update command, as well as support multi-store management.
ESL-Working	ESL-Working System	Manage all the APs and ESLs in store, and ESL-Working 3.0 and above supports multi-store management.
ESL Controller	ESL Controller	Also called AP that is used for data interaction between ESL-Working and ESL Controller.
ESL	Electronic Shelf Label	Used for displaying product information like promotion information, price, and grade.

Overview

The Polaris Pro-Q series is Hanshow's newest generation of Electronic Shelf Labels (ESLs). They adopt an E-ink screen to achieve page switching, light flashing, pricing, and so on based on 2.4GHz wireless communication. With ultrathin, extended life, and high-definition visual effects, the Polaris series widely serves traditional retail, new retail, department stores and fashion, pharmacies, culture, and entertainment.

The features of the Polaris series are as follows:

- Display colors include: BWRYBG (Black-White-Red-Yellow-Blue-Green) display.
- Operating frequency band: 2,402MHz ~ 2,480MHz.
- Supports NFC function.
- Supports AES-128 encryption.

- Supports OTA Over-The-Air) upgrade.

Hardware performance

This chapter consists of:

Specifications

Specifications

Table 2-1 lists the Polaris Pro-Q specifications.

	Polaris Max-1330	Polaris Max-750
Product Dimensions (mm*mm*mm)	303.7*228.7*10.6	178.1*125.7*10.6
Active Display Area (mm*mm)	202.8*270.4	160.0*96.0
Display Size (inch)	13.3	7.5
Resolution (pixel)	1200*1600	800*480
DPI	150	127
Display Color	Black/White/Red/Yellow/Blue/Green	Black/White/Red/Yellow/Blue/Green
NFC	Support	Support
Working Temperature (℃)	0-40	0-40
Working Humidity (%RH)	45-65	45-65
RF Wireless Communication	Working frequency : 2,402MHz~2480MHz	Working frequency : 2,402MHz~2480MHz

Application scenarios

Polaris series is available in various zones and shelves of hypermarkets, supermarkets, and retail stores. The Eapplyble to areas with different fixtures:

Tables

Precautions

During the transportation and usage of the Polaris series, please note the following precautions.

Transportation considerations

Avoid the following considerations during transport:

- Water leakage or heavy moisture.
- Heavy stacking.
- High heat conditions above 40°C.

Precautions for use

Follow the precautions:

- The room-temperature ELsoperate best in normal operating and storage environment, 0°C ~ 40°C, 30% ~ 70%RH,
- Keep ESLs within the specified temperature range, otherwise ESL screens might be damaged and the battery life might be shortened.
- The output capacity will degrade at low temperatures.
- Frequent communications or updates might shorten battery life during use.
- Avoid dropping or tossing ESLs.
- Do not disassemble ESLs without permission.
- Do not disassemble ESL batteries.
- Do not scratch ESL bodies with sharp objects.
- Use dedicated disassembly tools when disassembling.
- The mineral substances in rainwater, moisture or liquids might corrode the electronic circuit. Avoid water on the product as much as possible.
- Regularly clean the screen.
- Promptly remove cosmetics, perfume, and other dirt from ESLs to avoid screen, case, or lens damdamagevoid direct contact with chemical detergent.
- Avoid direct sunlight or incandescent light on ESLs.
- Do not install ESLs in a strong magnetic environment.
- Do not place ELs near or in a fire.
- Do not place ELs near kitchen appliances such as a stove, a microwave oven.

ESLs communications might be limited or affected by other wireless communication systems that share the 2.4GHz frequency-band, such as Wi-Fi, Bluetooth, or Zigbee.

FCC ID warning

Warning for the name plate
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

Warning for the product manual

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment has been tested and found to comply with the limits for a Class B digital device, under 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 according to 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 to 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.

FCC Radiation Exposure Statement:
The equipment complies with the FCC Radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Follow the precautions:

IC statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference,e; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

UKCA statement

All products of the Polaris series comply with UK Conformity Assessed (UKCA) standards. Polaris products include 1.6″, 2.0″, 2.3″, 2.6″, and 2.8″.

Figure 7-1 UKCA marking

For more information, visit our website at: https://www.hanshow.com

FAQS

- **Q: How do I update the firmware on the Polaris Pro-Q Series?**
  A: To update the firmware, please refer to the user manual provided with the product. It typically involves downloading the latest firmware from the manufacturer's website and following the step-by-step instructions.
- **Q: Is the Polaris Pro-Q Series compatible with all operating systems?**
  A: The Polaris Pro-Q Series is designed to be compatible with most modern operating systems. However, it is recommended to check the system requirements in the user manual before making apurchase.

Documents / Resources

	Hanshow HS-ESL-EPDPQ001 Polaris Max Electronic Shelf Labels [pdf] Instruction Manual HS-ESL-EPDPQ001, HS-ESL-EPDPQ001 Polaris Max Electronic Shelf Labels, Polaris Max Electronic Shelf Labels, Electronic Shelf Labels, Shelf Labels

References

- H Global Leader of Electronic Shelf Labels & Digital Store Solutions | Hanshow

- [User Manual](#)

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