JTECH®

User Manual

Wall-Mounted LCD Display and Menu Board

43", 49" and 55" Models

Android 11 OS

JTECH®

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Before Use

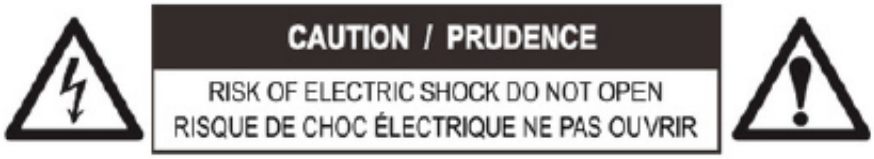
Safety Warnings and Precautions

We strongly recommend using a surge protector or a power strip with internal circuit breaker to prevent damages to the digital signage.

⚠	Warning: May cause personal injury or death
⊘	The operation is prohibited
⚠	Caution: May cause damage or property loss

If any of the following occurs:

- Power outage or instable voltage.
- Abnormal sound or smell from the unit.
- AC power cord is damaged.
- Digital Signage is damaged due to drop, knock or impact.
- Any liquid or foreign matters fall into the enclosure.



Turn off the Digital Signage immediately, pull out the plug from the power outlet, and ask the authorized personnel for maintenance quickly.

If coal gas or other flammable gas leaks, do not pull out the plug of the LCD digital signage or other electrical appliances; instead, turn off the gas valve immediately, and open the doors and windows quickly.

Before Use

Safety Warnings and Precautions

- Turn off and disconnect power before connecting or disconnecting any cables.
- Do not place the digital signage on unstable surfaces. This may cause the unit to fall, resulting in damage, fire, or injury.
    - Do not install or operate the digital signage in the following environments:
    - Areas exposed to direct sunlight, excessive moisture, extreme temperatures, or heavy dust
    - Areas containing flammable or explosive materials
- Areas with flammable or corrosive gases
- Use only properly functioning power outlets.
- Ensure the power plug and outlet make secure contact. Do not use damaged or loose outlets.
- Keep plugs and outlets clean.
- Prevent dust or metal particles from accumulating on power connections.
- Do not damage the power cord.
    - Do not modify the power cord.
    - Do not place heavy objects on the cord.
    - Keep the cord away from heat sources.
    - Do not pull on the cord when unplugging; always pull from the plug.
- Do not overload power outlets.
- Connecting too many devices to a single outlet may cause overheating or fire.
- Keep open flames away from the display (such as candles), as this may cause electric shock or fire.
- Do not insert objects or liquids into the ventilation openings or signal ports.
- Sharp objects, metal items, or liquids may cause short circuits, equipment damage, electric shock, or fire.
- Do not block ventilation openings.
- The openings in the enclosure provide ventilation and cooling to prevent overheating and ensure reliable operation.

Do not touch the plugs with wet fingers, or else it will cause electric shock.

Do not use the Digital Signage in stormy weather, especially when there is lightning, instead, please disconnect the power and antenna plugs to avoid lightning strike.

Do not disassemble the Digital Signage without permission, or else it may cause electric shock or fire. Please ask a qualified technician for repair.

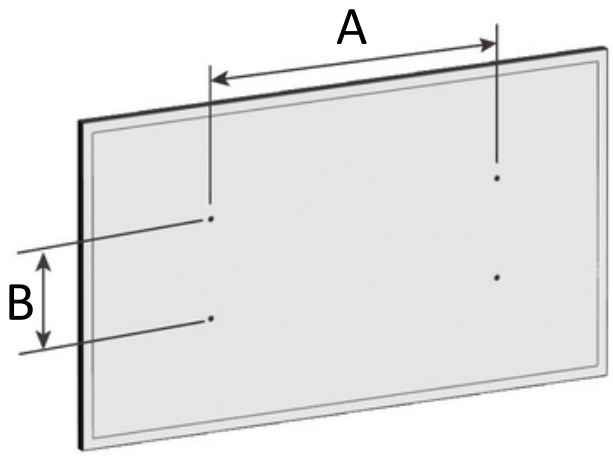
Assembly

HARDWARE PACKAGE	Quantity
Drywall Screws and Anchors	4
Washers	4
VESA Mounting Bracket	1

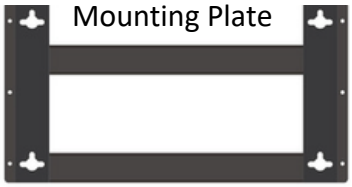
Tools Needed: Drill, level and measuring tape.

NOTE: Two people recommended for safe installation.

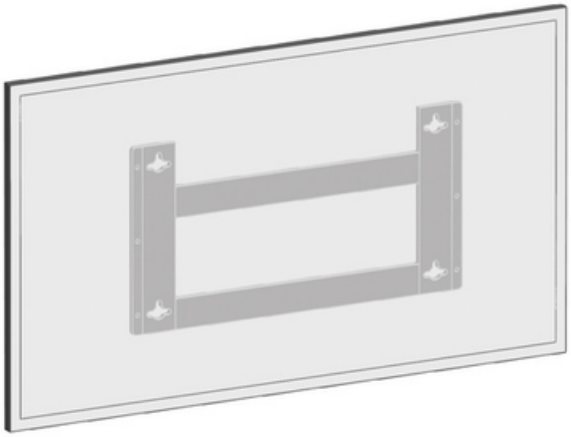
NOTE: The hardware bag includes 4 additional slotted screws that are not needed for installation.



Size	VESA (AxB)
43"	400 x 400
49"	400 x 400
55"	400 x 400



1. Level the mounting plate on the wall, centering the 4 inner slotted holes at the desired location. Mark the locations of the 4 outer screw holes with a pencil.
2. Drill 4 pilot holes into the marked locations on the wall.
3. Place the mounting plate on the wall and use screws, washers, and wall anchors to secure to the wall.
4. Carefully hang the set screws on the back of the unit into the inner slotted holes of the mounting plate.
5. Screw antenna into the Wi-Fi port on the side of the unit.



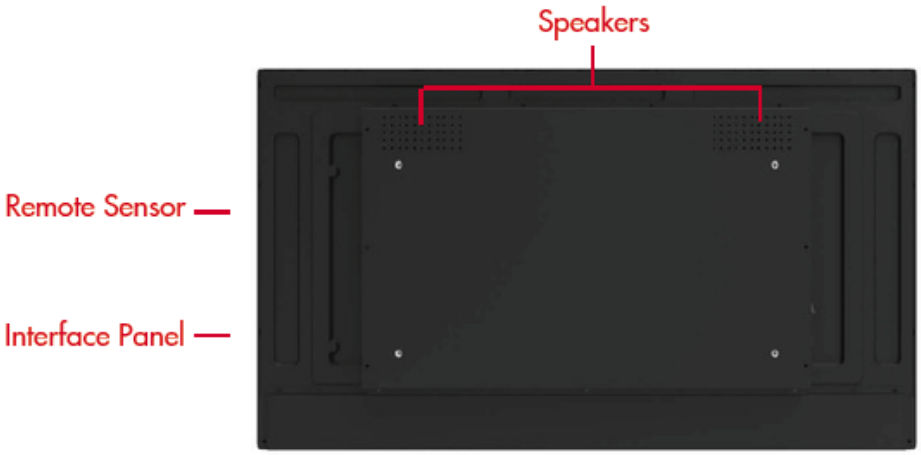
Operation

Power On/Off

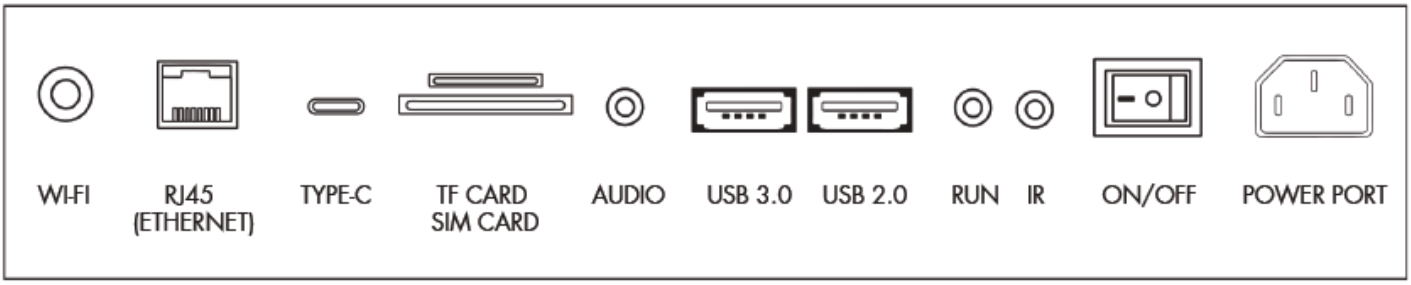
- Insert the power cord into unit and connecting to outlet. Flip power switch to ON.
- Power the screen on or off by pressing the power button on the remote control.
- The power indicator light (RUN) turns green when the unit is on. When the unit is in standby mode, the light turns red.

CAUTION: Disconnect the power plug before assembling or disassembling the unit!

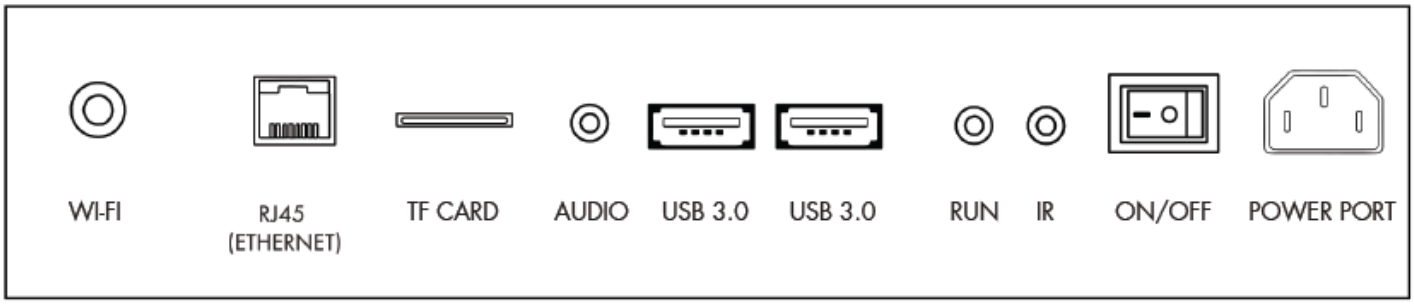
Unit Diagram



Interface Panel - 43"

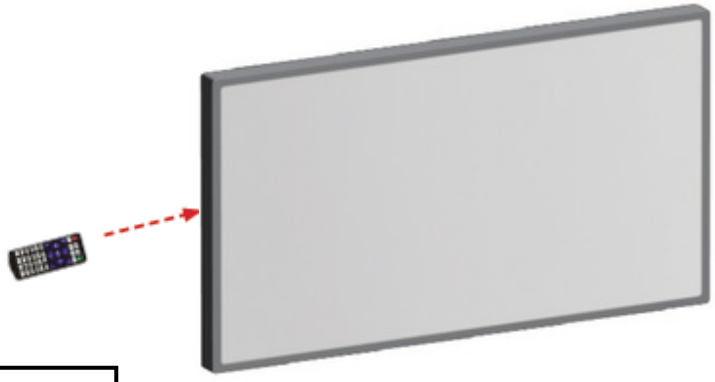


Interface Panel - 55"



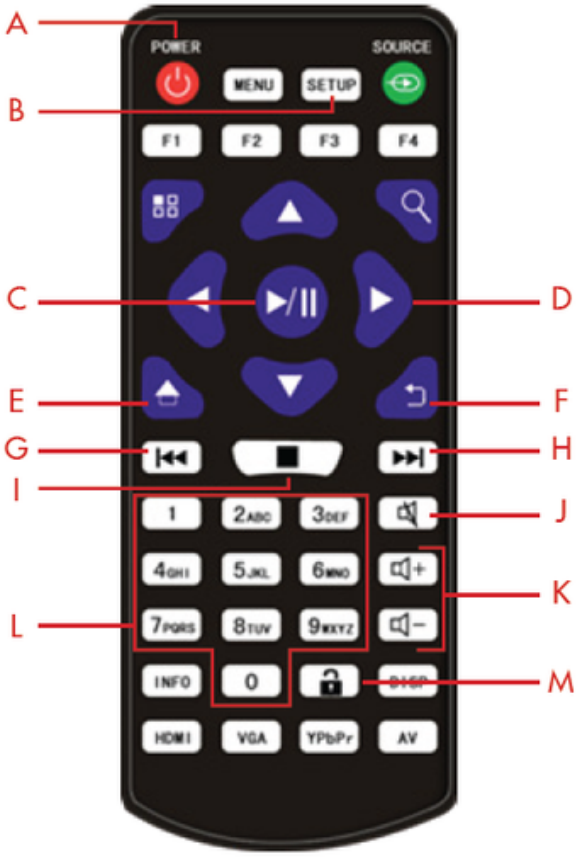
Remote Control

To control the unit, aim the remote control directly at the remote sensor, located on the left side of the unit. The remote sensor indicator (IR) light on the monitor flashes when receiving a remote signal.
For best performance, bring the remote control close to the sensor and avoid placing objects between the remote control and the sensor or exposing the sensor window to direct sunlight. See the remote control diagram below.



Remote Control Functions

A	Turn On/Off the Screen. Note: The device remains on and is in standby mode.
B	Open the OSD (On Screen Display) Menu
C	Pause/Play; Confirm Selection
D	Navigate Up/Down/Left/Right
E	Home
F	Return to Previous Menu
G	Last Program
H	Next Program
I	Stop Video and Return to Home Screen
J	Mute
K	Increase/Decrease the Volume
L	Number Input
M	Lock Remote Control

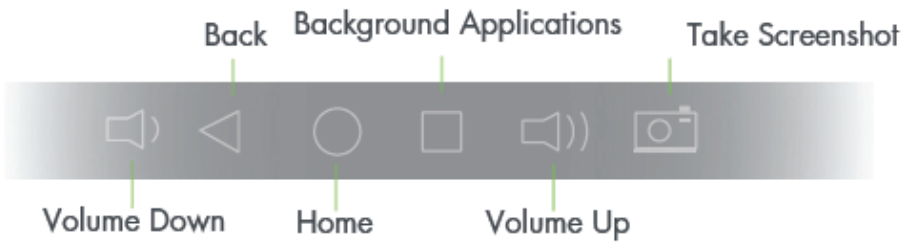


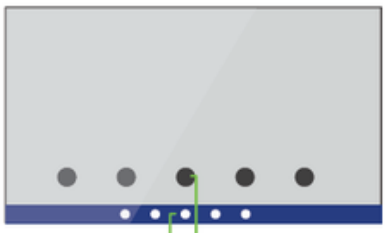
- The real appearance of the remote control may be different from the picture, please refer to the actual product.
- The remote requires 2 AAA batteries, not included.
- Only the buttons listed below have supported function. For convenient navigation, we recommend connecting an external mouse.

Settings

Once turned on, the unit automatically displays the home screen, which includes the navigation bar and the App Drawer.

NOTE: The navigation bar can be minimized. To restore the navigation bar, go into Display settings and enable Display Navigation.





Navigation Bar
Enlarged View Left

App Drawer
Show All Apps

Android Quick Start Guide

Wi-Fi Connection

1. Open Settings, and select Network and Internet from the list of settings.
2. Select your Wi-Fi network and enter your login credentials. Click Okay.

For Ethernet Connections, plug an Ethernet cable into the Ethernet (RJ45) port of the unit and connect to Internet router. Ethernet network connection is complete.

Bluetooth Connection

1. Open Settings, and select Connected Devices.
2. Click Pair New Device. Make sure the Bluetooth devices is in pairing mode.

For future connections, select the device from the list of previously connected Bluetooth devices.

Note: To share files over Bluetooth, you must enable Wi-Fi and Bluetooth Scanning in the location settings.

Sound

Open Settings, and select Sound. From this menu, you can individually control the volume of alarms, calls, notifications, and your media. You can also change default notification sounds or turn Do Not Disturb on or off.

System Language

1. Open Settings, and select System.
2. Click System Language, then click Languages.
3. Click + Add a Language and select a Language. It appears as the 2nd installed system language.
4. Drag your preferred system language to the first position of the list. The system language updates automatically to the first listed language.

Screenshots

1. Open Settings, and select Screenshot.
2. Adjust the screenshot delay and enable or disable the Screenshot button in the navigation bar.

Find recent screenshots in the Google Files app. Choose the unit, click Pictures, the click Screenshots.

Factory Reset

1. Open Settings, and select System.
2. Select Advanced Options.
3. Click Reset Options.
4. Select Erase All Data (Factory Reset). Then click Erase All Data.

DiViEX

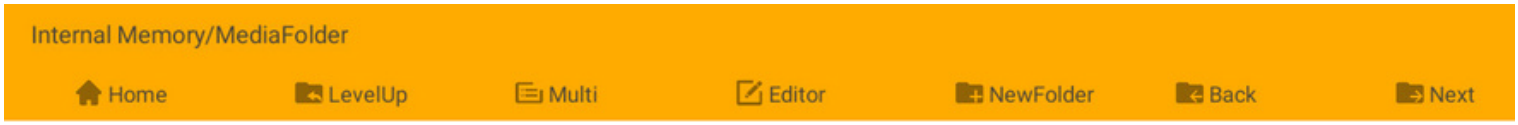
The DiViEX Slideshow App comes pre-installed on this digital product for convenient content management. There are 2 methods for uploading media: saving media files to internal storage, or creating a specific folder on a USB, then inserting into unit. After, open the app to launch a slideshow or adjust picture settings, add filters and stickers, queue music and more!

Supported File Formats

Supported Video Files	AVI, MPEG, WMV, MKV, FLV, MP4, MOV, MPG, RA, RM, RMVB, DAT, ASF, MTV, 3PG, AWV, DMV, SWF, TS, DIVX
Supported Image Files	JPG, JPEG, BMP, PNG, GIF
Supported Audio Files	MP3, WMA, AC3, FLAC, APE, WAV, EAAC+, MP2 dec, Vorbis, BSAC, MPA, AC3, MP4

Method 1: Play Media Via Internal Storage

1. Insert USB into the unit.
2. Open the File Explorer app and navigate to the location of your files using the toolbar.
3. Click Multi, then click each media file to be copied.
4. In the File Explorer toolbar, click Editor > Copy.
5. Navigate to Internal Memory, then open the 'MediaFolder' folder.
6. Copy files to designated folder (i.e., image files to 'Image' folder) by clicking Editor >
7. Open the DiViEX app. Your images and videos appear in the DiViEX slideshow timeline.



Method 2: Play Media Via USB

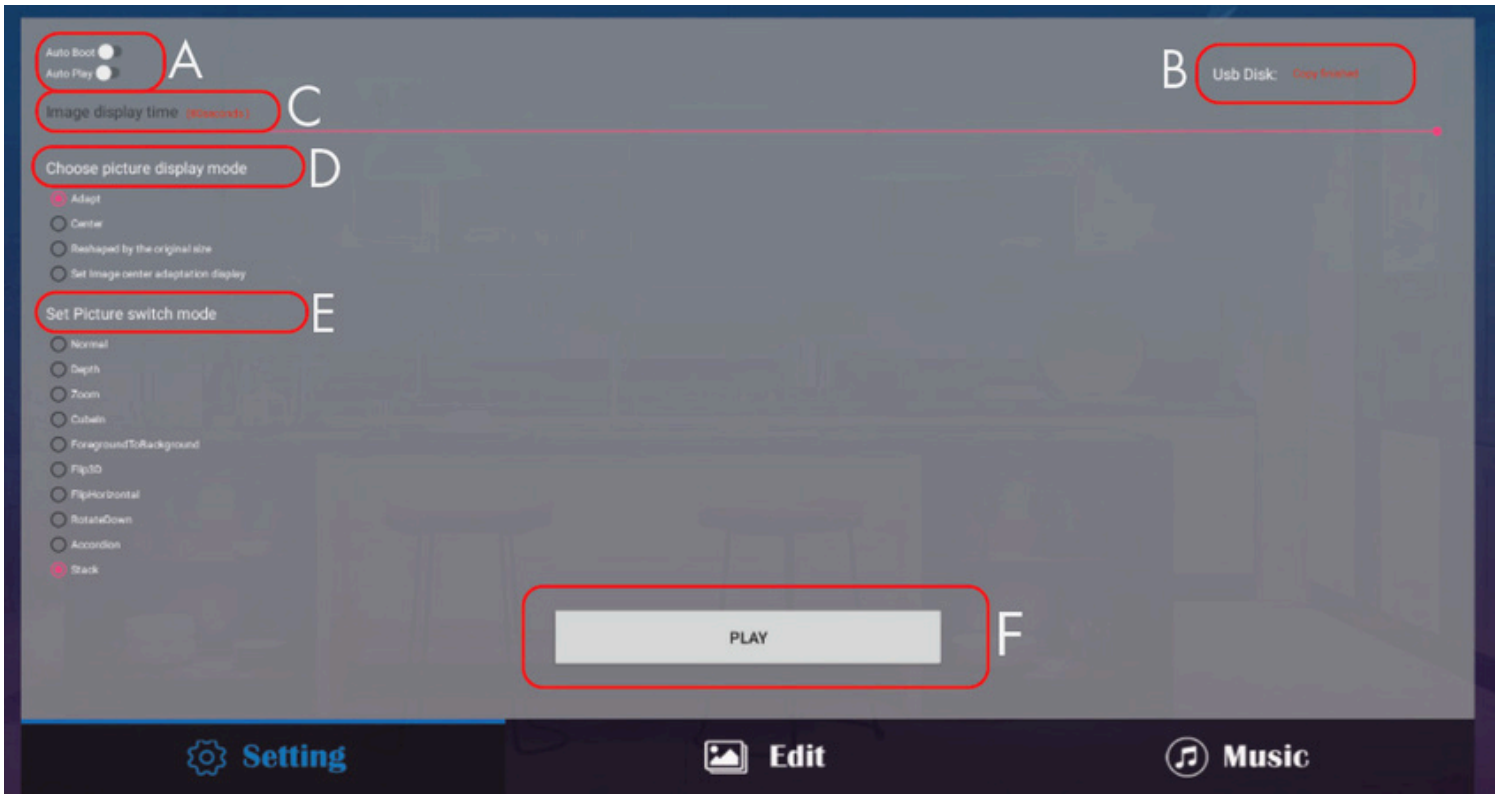
1. On your computer, create a new folder and name it "Media Folder".
2. In "Media Folder," create 3 subfolders. Rename them: "Images"; "Videos"; "Music".
3. Copy your desired images, videos, and music to the corresponding folder.
4. Copy "Media Folder" to a USB and safely eject USB from computer. Insert into unit, then open DiViEX.

NOTE: If DiViEX stops running after pressing play, check:

- Media Folder is set up correctly on the USB.
- All files in Media Folder are the supported file formats.

Playlist Settings

Edit the overall playlist settings in the setting tab. Once settings are adjusted, click PLAY or adjust further in the Edit or Music Tab.

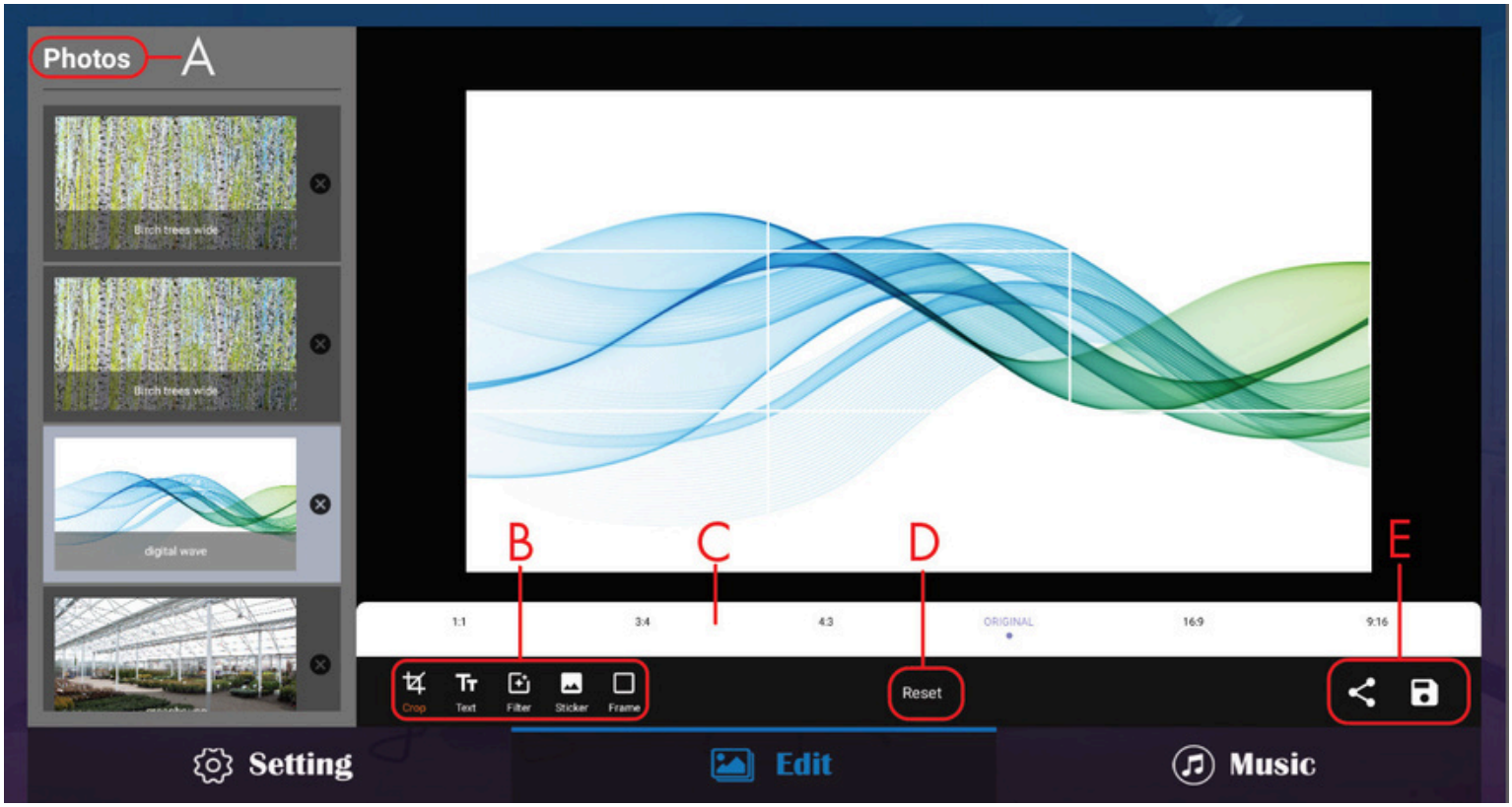


A. Automatic Settings	Enable or disable automatic settings. Auto-Boot: Automatically launch DiViEX when unit is powered on. Auto-Play: Automatically play slideshow when DiViEX opens.
B. USB Disk Status	Status of USB.
C. Image Display Time	How long each image is shown. Drag slider to increase or decrease. NOTE: Does not apply to video.
D. Picture Display Mode	Choose how each image/video fits on the screen. Adapt: Crop image to screen. Center: Center image regardless of aspect ratio.
E. Picture Switch Mode	Choose animated transition effect for slideshow.
F. Play	Play playlist with selected settings.

Playlist Settings

Edit

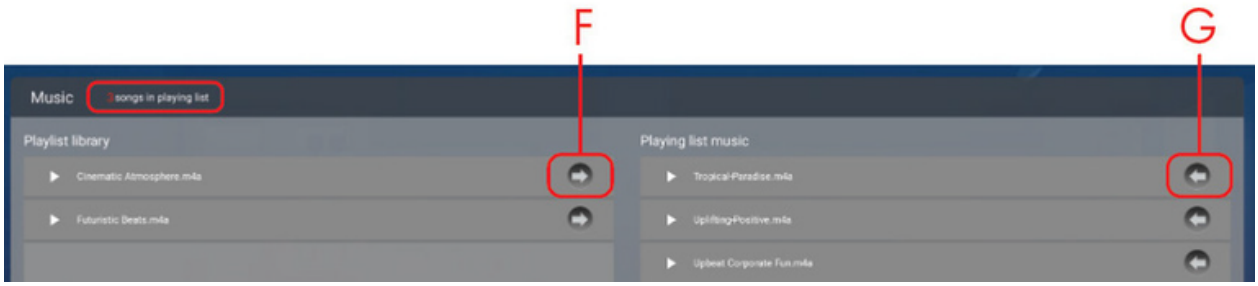
Tweak each photo individually with the Edit Tab.



A. Photos	Images/Video thumbnails in sequential order. Drag to rearrange.
B. Edit Tools	Crop, Add Text, Add Filter, Add Sticker, Add Frame
C. Toolbar	This white bar shows tool options for each of the Edit tools. Choose aspect ratios when cropping, adjust text, and scroll to select stickers, frames, and filters.
D. Reset	Reset all edits.
E. Save / Share	Save progress or share playlist. After saving, go back to Settings tab and press PLAY.

Music

Choose music from the Music folder to play during slideshow. Press the left arrow (F) to add music to the slides playlist. Press the right arrow (G) to remove songs from the playlist. The number of songs in the playlist is shown upper left.



Reference

Technical Specifications

	43"	55"
Max Resolution	1920 x 1080	1920 x 1080
Aspect Ratio	16:09	16:09
Pixel Pitch	0.4903 x 0.4903	0.63 x 0.63
Viewing Angle	89/89/89/89	89/89/89/89
Contrast Ratio	1200:1	1400:1
Brightness (cd/m2)	500	500
Display Area (mm)	941.84 x 529.416	1209.6 x 680.4
Panel Size (mm)	967.2 x 563.8 x 29	1244.6 x 720.9 x 27

Cleaning and Maintenance

- Avoid strong vibration or impact on the product.
- Keep the product dry to avoid possible damage by moisture.
- Don't place the product under direct sunlight which may shorten the service life of the screen.
- Clean screen and product by using a glass cleaner.
- If the product will not be used for a long time, unplug the power cord to prevent the internal short circuit or other potential dangers.

Troubleshooting Guide

Issue	Probable Cause	Solution
NO PICTURE OR SOUND	• Unit not plugged into wall outlet • Power cord not properly connected to the terminal on the back of the unit • Unit not powered on • Wall outlet not working	• Check that the unit is plugged into wall outlet. • Confirm that the power cord is connected to the terminal on the back of the unit. • Turn the on/off toggle switch located on the back of the unit, lower center, to the “on” position. • Unplug unit, wait 20 seconds, plug unit back into outlet and try again. • Make sure that outlet is working by plugging in a different electrical device.
NO SOUND	• Volume not adjusted on the remote control • Content/Video does not have sound • Content format is not compatible • Speakers do not work	• Adjust volume using the remote control. • Confirm content file is one of the compatible audio or video file formats (see technical specifications). • If unit is connected to Wi-Fi, go to YouTube and play video that has sound. • Unplug unit, wait 20 seconds, plug unit back into outlet and try again. • Try playing the content on a different device (smart phone, computer or tablet).
NO PICTURE	• Content file damaged • Content format is not compatible • Screen damaged or defective	• Confirm content is one of the following compatible formats: AVI, MPEG4, WMV,MKV, flv, MP3, MP4, MOV. • Try playing the content on a different device (smart phone, compatible computer or tablet). • Unplug unit, wait 20 seconds, plug unit back into outlet and try again.
REMOTE CONTROL NOT WORKING	• Batteries not inserted properly • Batteries are dead • Standing too close or too far from the unit	• Check that battery is inserted properly with positive and negative orientation. • Insert new batteries. • Stand within 1 foot of the remote sensor on the side of the unit and point the remote directly at the sensor (see Control instructions).

Troubleshooting Guide

Issue	Probable Cause	Solution
NO WI-FI SIGNAL	• Wi-Fi is not turned on in settings • Wi-Fi is not connected to a network • Low or no signal from the router • Antenna is missing or not properly attached • Damaged PC board	• Check that Wi-Fi is turned on in settings • Confirm that the antenna is in place and pointed upward. • Check that other devices are receiving the signal. If other devices are not receiving the Wi-Fi signal, please contact your internet service provider. • Unplug or reset the router and wait for 20 seconds. Restart the router and check.
PARTS MISSING OR DAMAGED	• Parts missing from product • Parts damaged by operator	• Contact a customer service representative for parts missed during manufacturing (no charge for replacements). • Contact a customer service representative for parts lost or damaged by the customer (charge for replacements).
CANNOT UPLOAD CONTENT	• Content format is not compatible • Content files are too large • Port being used is defective • App used to play content is defective • Android board is defective	• Confirm content is one of the compatible image, video, or audio formats . • Confirm file size is less than available space.
PREINSTALLED APPS NOT WORKING	• 'Media Folder' incorrectly set up • Software error • App is defective • Android board is defective	• Check that images, videos, and music are correctly stored in the 'Media Folder' folder (see DiViEX instructions). • Check that file has successfully transferred to USB and USB is functioning. • Contact support.

NOTE: Do not attempt to replace or repair circuitry yourself. Contact customer service to schedule a professional maintenance appointment.

If all the potential solutions have been tested for a particular issue and problems have not been resolved, contact a customer service representative for guidance.