



# INDOOR WALL-MOUNTED DISPLAY

## USER MANUAL

Models: 32", 43", 49", 55", 65"

SKU's: DGYW32, DGYW43, DGYW49, DGYW55 and DGYW65

SCAN TO VISIT PRODUCT PAGE

32"



43"



49"



55"



65"



# Thank you for purchasing this product from Slimline Warehouse

It's our mission to help you connect with the world and build your brand with products that are personalized to your needs.

Your product has been manufactured with great care using only the finest quality materials and expert workmanship. Our Quality Assurance team inspects all electronics during assembly process to assure reliable operation. This product comes with a 12-month warranty. Scan the QR code to visit the product page and learn more about your warranty.

Need assistance? We are available for expert advice and all of your customer service needs.

## We're Here To Assist



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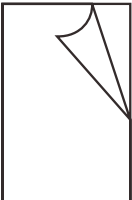
# BEFORE USE

## Safety Warnings and Precautions

Based on the product design and LCD properties, the following safety measures must be observed during the handling and use of the device:

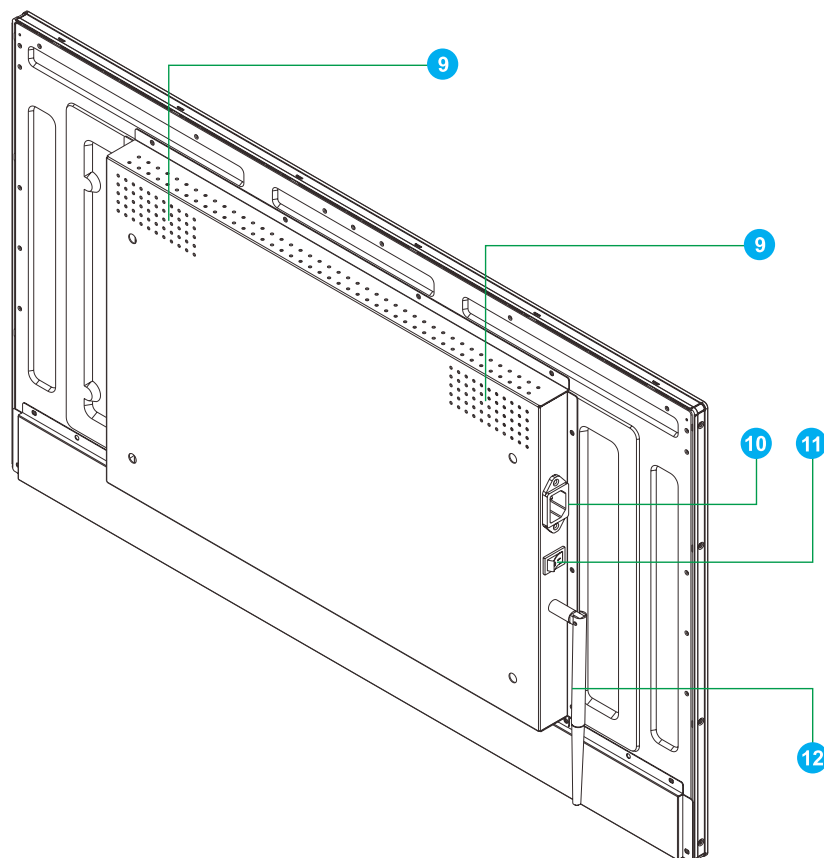
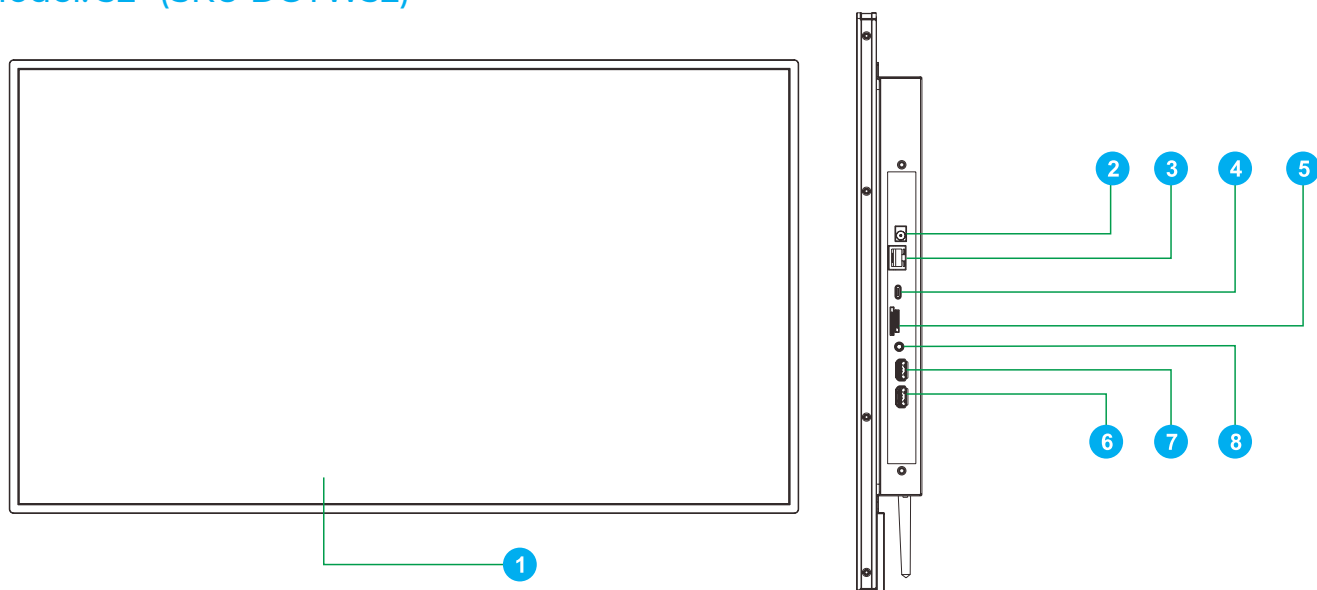
- Avoid high temperatures and high humidity environments: The operating temperature range is 0~40°C, and the operating humidity range is 10%~90%.
- Suitable operating time: The device is rated to be used for no more than 18 hours a day.
- Use suitable voltage input: The device supports a voltage range of 100~240V. Excessive voltage can damage the device.
- Avoid exposure to strong electromagnetic environments: Strong electromagnetic waves can damage the device.
- Ensure proper ventilation: Operate the device in a well-ventilated environment for optimal performance.
- Avoid excessive vibration, heavy drops, and severe impacts: Such conditions can cause damage to the device.
- Do not attempt to replace or modify components yourself. We will not be held responsible for any damage or injury caused by unauthorised modifications.
- Perform regular cleaning: Routine cleaning helps maintain proper device operation. Before cleaning the Digital Signage, please pull out the power plug, wipe with soft cloth, do not use industrial chemicals, prevent foreign matters from entering the machine. Improper cleaning (such as cleaning solution, water) may damage the product, erase the printed information, and even cause damage of the components if fluid flows in, resulting in machine failure.

# Packing List

ACCESORY	PHOTO / REFERENCE	QTY	REMARK
Remote Control		1	
Power Cord (1.8m)		1	
Anchor / Expansion bolts		6	
User Manual		1	

# Parts Diagram

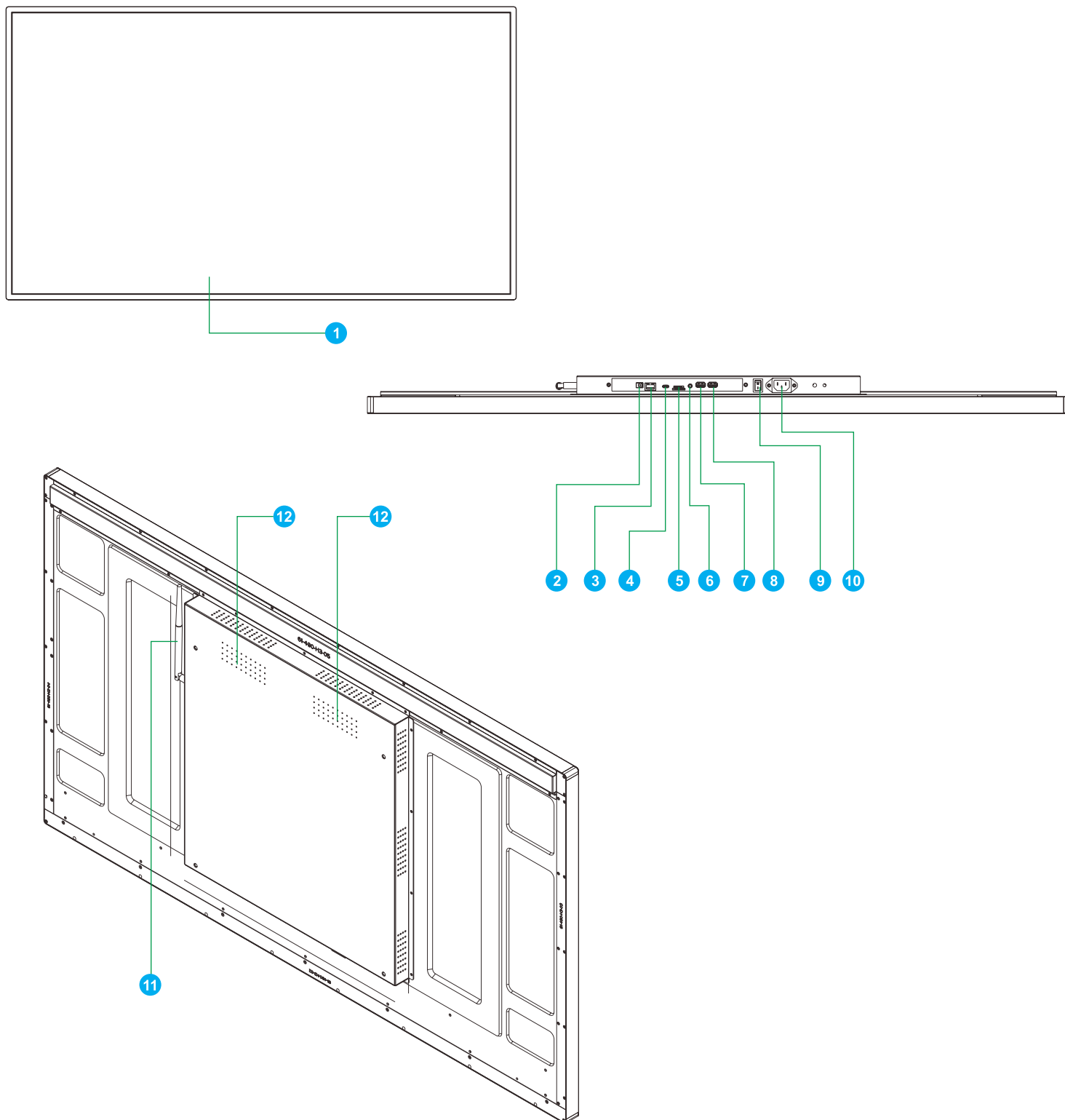
Model: 32" (SKU DGYW32)



- |                 |                     |                         |
|-----------------|---------------------|-------------------------|
| 1 LCD Screen    | 5 TF(Micro SD) port | 9 Speaker               |
| 2 AC Power Cord | 6 USB 2.0 port      | 10 AC Power Cord Socket |
| 3 RJ45 port     | 7 USB 3.0 port      | 11 On/off switch        |
| 4 Type-C port   | 8 Audio output port | 12 Antenna              |

# Parts Diagram (Cont'd)

Models: 43", 49", 55" and 65" (SKU's: DGYW43, DGYW49, DGYW55 and DGYW65)



- |                 |                     |                         |
|-----------------|---------------------|-------------------------|
| 1 LCD Screen    | 5 TF(Micro SD) port | 9 On/off switch         |
| 2 AC Power Cord | 6 Audio output port | 10 AC Power Cord Socket |
| 3 RJ45 port     | 7 USB 3.0 port      | 11 Antenna              |
| 4 Type-C port   | 8 USB 2.0 port      | 12 Speaker              |

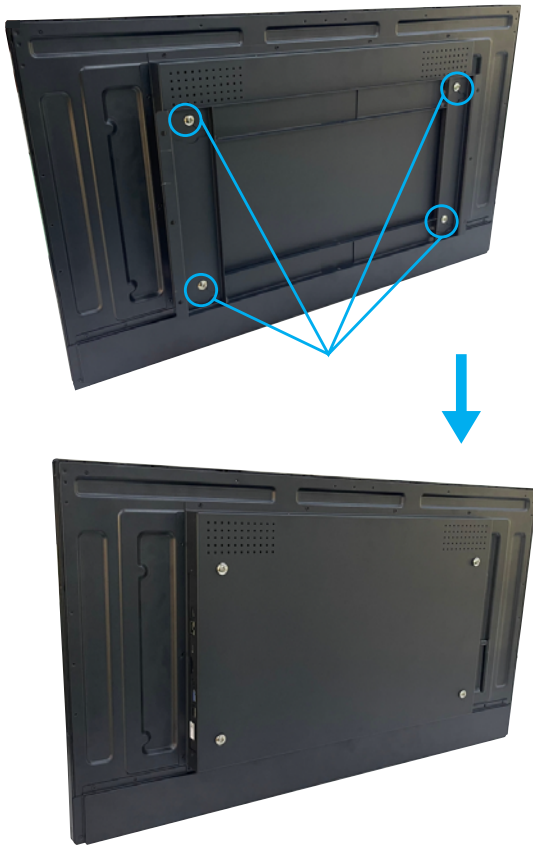
# Assembly

The following is for mounting the product to a wall using the mounting bracket

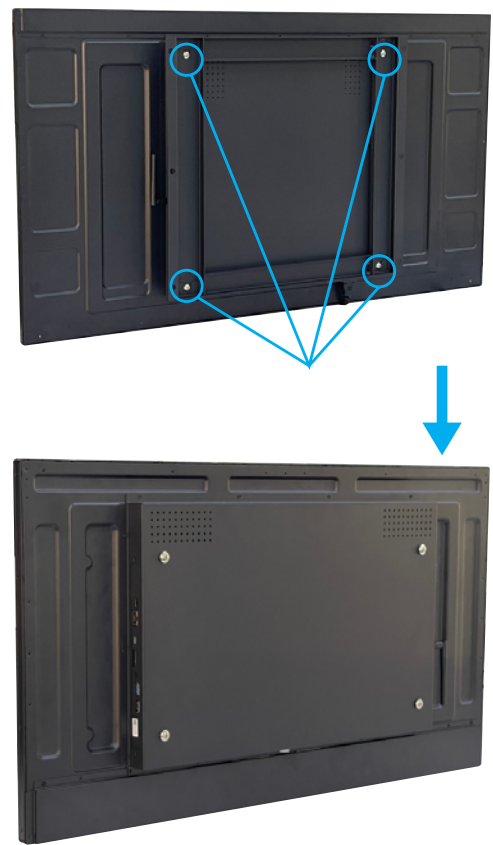
**CAUTION: Disconnect the power plug before assembling or disassembling the unit.**

1. Remove the marked screws on the back of the product and then remove the mounting bracket.

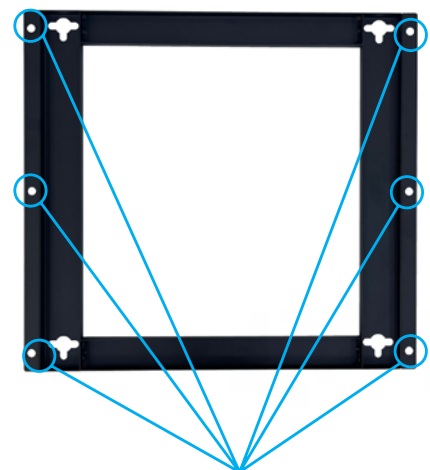
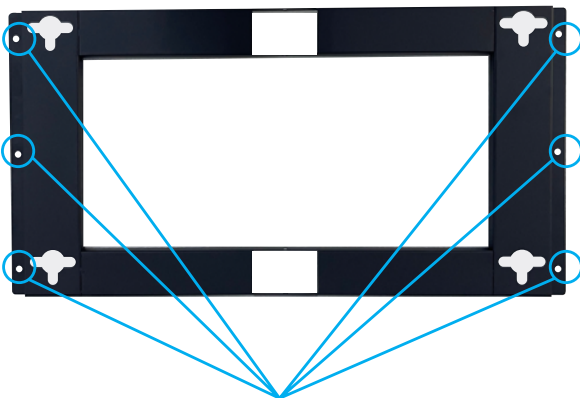
32" Mounting Bracket



42, 49, 55 and 65" Mounting Bracket



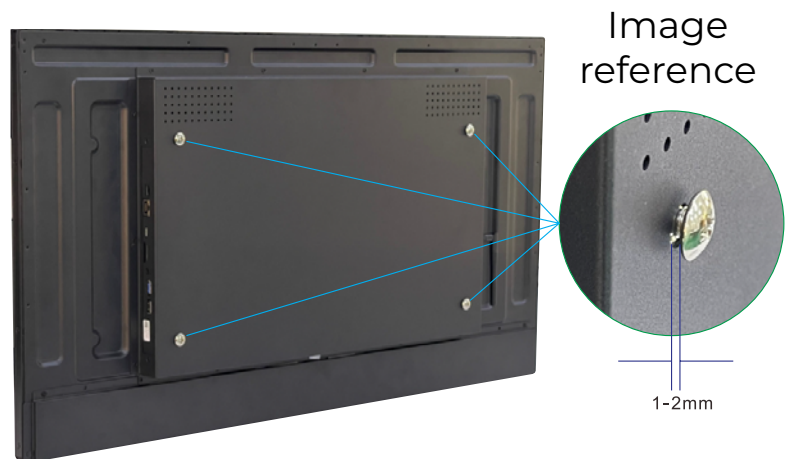
2. Use the provided screws to fix the mounting bracket to the wall.



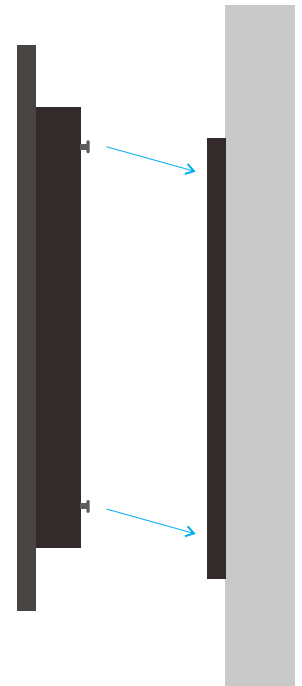


## Assembly (Cont'd)

3. Adjust the screws on the back cover so that the nut head protrudes 1-2mm as shown in the image reference.



4. Two people lift the product and align it with the hanging holes on the wall. Make sure that the four screws are securely hanging in the holes.



## OPERATION

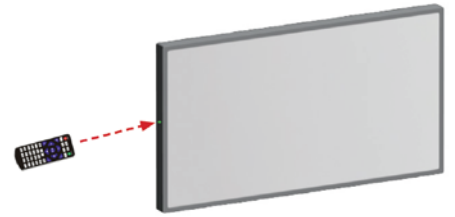
### Power On/Off

- Start up by inserting the power cord into unit and connecting to outlet. Flip power switch to ON.
- Power on or off the screen, press the power button on the remote control.
- To shut down, press the power button on the remote control, then flip power switch to OFF.

The power indicator light turns green when the unit is on. When the unit is in standby mode, the light turns red.

# 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.



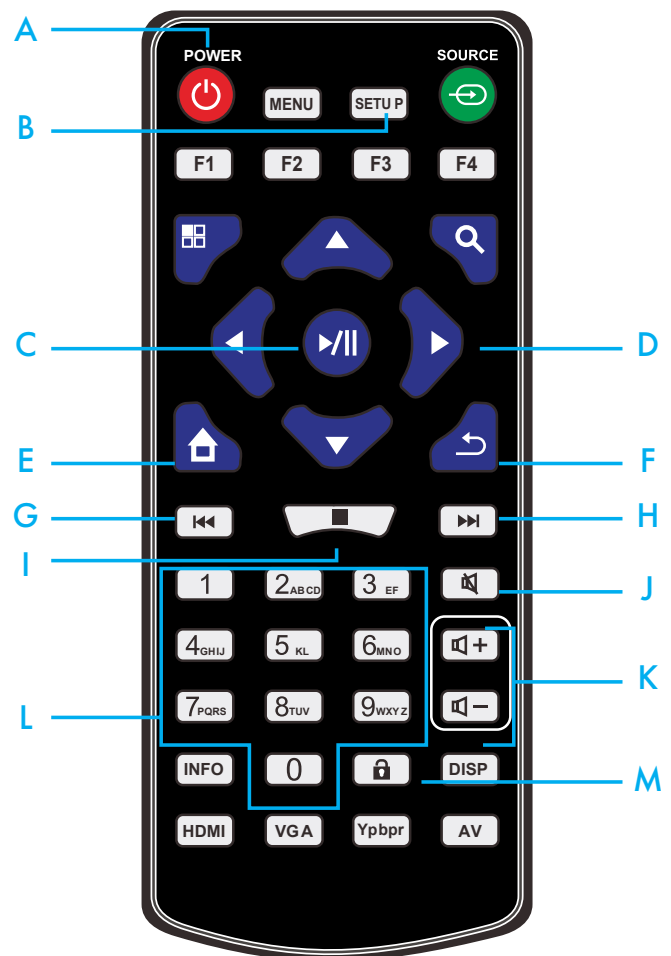
For best performance, bring the remote control close to the sensor and avoid placing objects between the remote control and the sensor or exposing the sensor window to direct sunlight. See the remote control diagram below.

**NOTE:** The remote requires 2 AAA batteries, not included.

## Remote Control Functions

**NOTE:** Only the buttons listed below have supported function. For convenient navigation, we recommend connecting an external mouse and keyboard via usb ports.

<b>A</b>	Turn on/off the screen. Note: The device remains on and is in standby mode
<b>B</b>	Open the OSD (On Screen Display) Menu.
<b>C</b>	Pause/play, Confirm Selection
<b>D</b>	Navigate up/down/left/right
<b>E</b>	Back to Homepage
<b>F</b>	Return to previous menu
<b>G</b>	Last Program
<b>H</b>	Next Program
<b>I</b>	Stop Video and return home
<b>J</b>	Mute
<b>K</b>	Increase/ decrease the volume
<b>L</b>	Number input
<b>M</b>	Lock remote control

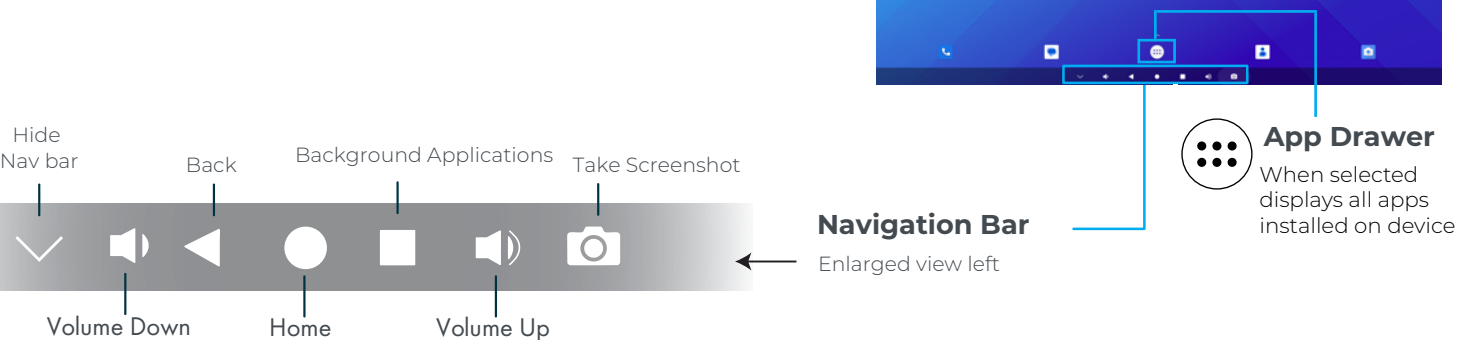


**NOTE:** Above image for illustration purposes only

# Menu Navigation

The home screen of the operating system includes the navigation bar and the App Drawer. The app drawer is a feature on Android operating systems that provides a central, organized location to view and launch all installed apps.

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



## Quick Start Guide

The most convenient way to display content on your digital display is to use the pre installed app titled “Digital Signage Player” in “USB (Single) mode”. If the app does not load when the device is turned on, the app can be found amongst the list of apps in the app drawer.

If a program is available for playback, either from the device’s storage or a connected USB storage, it will start playing automatically. However, if no program is available, the home screen will remain displayed, waiting for further action. Before running digital content, please ensure the player is set to USB (Single) mode.



*Example of the digital signage player app home screen*

**NOTE:** For more advanced operation features, please contact our customer support team

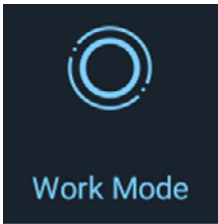
# Quick Start Guide (Cont'd)

To ensure you have Digital signage player set to USB (Single) mode, please follow these steps;

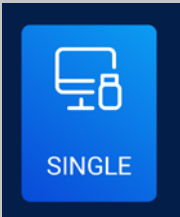
- 1. Once the digital signage player home screen is displayed, Press the “Setup” button on your remote to access the players settings.



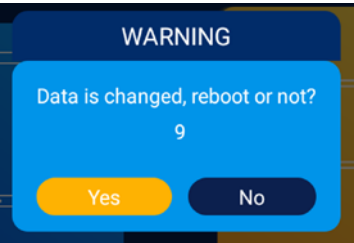
- 2. Select “Work Mode”.



- 3. Select “Single”



- 4. Hit return  
(At this stage, the software will reboot, a warning will appear).



- 5. Once reboot has occurred, insert usb with content. The app will copy content and ask you to remove usb.



- 6. Remove usb and let the system reboot. The content should play after start up. if no content plays, press the “Play/ Pause” button on your remote.



# Technical Specifications

## 32 Inch

## 43 Inch

## 49 Inch

Item	Description	Description	Description
LCD Size	32"	43"	49"
Light Source	LED	LED	LED
Resolution	1920 x 1080	1920 x 1080	1920 x 1080
Brightness	350 Nits (Typical)	350 Nits (Typical)	350 Nits (Typical)
Contrast	1200:1	1200:1	1200:1
Response	8ms	8ms	8ms
Pixel Pitch	121.25(H) x 363.75(V)um	163.35(H) x 490.05(V)um	186.42(H) x 559.26(V)um
Refresh Rate	60Hz	60Hz	60Hz
Viewing Angle	89°/89°	89°/89°	89°/89°
Display Colours	16.7M	16.7M	16.7M
Viewable Area	698.4(H) x 392.85 (V)	940.89(H) x 529.25 (V)	1073.8(H) x 604 (V)
Power	Power	Power	Power
Input Voltage	AC100 - 240V	AC100 - 240V	AC100 - 240V
Hertz	50 / 60HZ	50 / 60HZ	50 / 60HZ
Power Consumption	About 63W	About 96W	About 105W
Environment	Environment	Environment	Environment
Operating Temperature	0 - 40°C	0 - 40°C	0 - 40°C
Storage Temperature	-20° - 60°C	-20° - 60°C	-20° - 60°C
Operating Humidity	10% RH to 80% RH	10% RH to 80% RH	10% RH to 80% RH
Storage Humidity	0% RH to 90% RH	0% RH to 90% RH	0% RH to 90% RH
Maximum Operating Time	7 x 18Hrs	7 x 18Hrs	7 x 18Hrs
Functions	Functions	Functions	Functions
Operating System	Android 11	Android 11	Android 11
Speakers/Watts	2 x 5W	2 x 5W	2 x 5W
Processor	RK3568	RK3568	RK3568
RAM	2G	2G	2G
ROM	32G	32G	32G
Decoding Resolution	1080P	1080P	1080P
Playback Mode	Loop	Loop	Loop
Touch Support	No	No	No
Supported Video	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
Supported Photo	JPG, JPEG, BMP, PNG	JPG, JPEG, BMP, PNG	JPG, JPEG, BMP, PNG
Ports	Ports	Ports	Ports
TF	YES	YES	YES
Antenna	External	External	External
Ethernet LAN	1 x RJ45	1 x RJ45	1 x RJ45
HDMI In/Out	N/A	N/A	N/A
VGA	N/A	N/A	N/A
Headset	Audio Output x 1	Audio Output x 1	Audio Output x 1
USB	1 x USB 3.0, 1 x USB 2.0	1 x USB 3.0, 1 x USB 2.0	1 x USB 3.0, 1 x USB 2.0
SIM	N/A	N/A	N/A
Type-C	Type-C	Type-C	Type-C
Structure	Structure	Structure	Structure
Net Weight	About 6.4kgs	About 11.1kgs	About 14.1kgs
Knockdown/ Fully Assembled	Fully Assembled	Fully Assembled	Fully Assembled
Gross Weight	About 10.1kgs	About 16.1kgs	About 19.8kgs
Unit Dimensions	718(L)x413(W)x56(H)mm	960(L) x 548(W)x70(H)mm	1095(L) x 60(x 623 (H) mm
Package Dimensions	830(L)x200(W)x520(H)mm	1056(L)x200(W)x641(H)mm	1204(L)x200(W)x730(H)mm
Package Type	Carton	Carton	Carton
Shell Material	Stell + Alluminium	Stell + Alluminium	Stell + Alluminium
Shell Colour	Black	Black	Black
Other	Other	Other	Other
Cord Length	1.8m	1.8m	1.8m
Compliance Listed (On Power Source; UL)	UL	UL	UL
General	General	General	General
Application	Indoor	Indoor	Indoor

# Technical Specifications (Cont'd)

	55 Inch	65 Inch
Item	Description	Description
LCD Size	55"	65"
Light Source	LED	LED
Resolution	1920 x 1080	1920 x 1080
Brightness	350 Nits (Typical)	350 Nits (Typical)
Contrast	1200:1	1200:1
Response	8ms	8ms
Pixel Pitch	630(H) x 630(V)um	372(H) x 372(V)um
Refresh Rate	60Hz	60Hz
Viewing Angle	89°/89°	89°/89°
Display Colours	16.7M	16.7M
Viewable Area	1209.6(H) x 680.4 (V)	1428.48(H) x 803.52(V)
Power	Power	Power
Input Voltage	AC100 - 240V	AC100 - 240V
Hertz	50 / 60HZ	50 / 60HZ
Power Consumption	About 118W	About 211W
Environment	Environment	Environment
Operating Temperature	0 - 40°C	0 - 40°C
Storage Temperature	-20° - 60°C	-20° - 60°C
Operating Humidity	10% RH to 80% RH	10% RH to 80% RH
Storage Humidity	0% RH to 90% RH	0% RH to 90% RH
Maximum Operating Time	7 x 18Hrs	7 x 18Hrs
Functions	Functions	Functions
Operating System	Android 11	Android 11
Speakers/Watts	2 x 5W	2 x 5W
Processor	RK3568	RK3568
RAM	2G	2G
ROM	32G	32G
Decoding Resolution	1080P	1080P
Playback Mode	Loop	Loop
Touch Support	No	No
Supported Video	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
Supported Photo	JPG, JPEG, BMP, PNG	JPG, JPEG, BMP, PNG
Ports	Ports	Ports
TF	YES	YES
Antenna	External	External
Ethernet LAN	1 x RJ45	1 x RJ45
HDMI In/Out	N/A	N/A
VGA	N/A	N/A
Headset	Audio Output x 1	Audio Output x 1
USB	1 x USB 3.0, 1 x USB 2.0	1 x USB 3.0, 1 x USB 2.0
SIM	N/A	N/A
Type-C	Type-C	Type-C
Structure	Structure	Structure
Net Weight	About 17.1kgs	About 18.2kgs
Knockdown/ Fully Assembled	Fully Assembled	Fully Assembled
Gross Weight	About 24.5kgs	About 26.8kgs
Unit Dimensions	1233(L) x 705(W)x45(H)mm	1453(L) x 827(W)x55(H)mm
Package Dimensions	1338(L)x780(W)197(H)mm	1611(L)x970(W)x193(H)mm
Package Type	Carton	Carton
Shell Material	Stell + Alluminium	Stell + Alluminium
Shell Colour	Black	Black
Other	Other	Other
Cord Length	1.8m	1.8m
Compliance Listed (On Power Source; UL)	UL	UL
General	General	General
Application	Indoor	Indoor

# 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.

**CAUTION: Do not attempt to replace or repair circuitry yourself. Contact customer service to schedule a professional further assistance.**

# Troubleshooting Guide

ISSUE	PROBABLE CAUSE	SOLUTION
<b>NO PICTURE OR SOUND</b>	<ul style="list-style-type: none"> <li>Unit not plugged into wall outlet</li> <li>Power cord not properly connected to the terminal on the back of the unit</li> <li>Unit not powered on</li> <li>Wall outlet not working</li> </ul>	<ul style="list-style-type: none"> <li>Check that the unit is plugged into wall outlet.</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 located on the back of the unit.</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>
<b>NO SOUND</b>	<ul style="list-style-type: none"> <li>Volume not 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 file is one of the compatible audio or video file formats (see technical specifications).</li> <li>If unit is connected to Wi-Fi, use a test video such as those on YouTube and play video that has sound.</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>
<b>NO PICTURE</b>	<ul style="list-style-type: none"> <li>Content file damaged</li> <li>Content format is not compatible</li> <li>Screen 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>
<b>REMOTE CONTROL NOT WORKING</b>	<ul style="list-style-type: none"> <li>Batteries 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 remote sensor on the side of the unit and point the remote directly at the sensor (see Remote Control instructions).</li> </ul>
<b>NO WI-FI SIGNAL</b>	<ul style="list-style-type: none"> <li>Wi-Fi is not turned on in 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 properly attached</li> <li>Damaged PC board</li> </ul>	<ul style="list-style-type: none"> <li>Check that Wi-Fi is turned on in settings</li> <li>Confirm that the antenna is correctly installed.</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>
<b>PARTS MISSING OR DAMAGED</b>	<ul style="list-style-type: none"> <li>Parts missing from product</li> <li>Parts damaged by operator</li> </ul>	<ul style="list-style-type: none"> <li>Contact a customer service representative for parts missed during manufacturing (no charge for replacements).</li> <li>Contact a customer service representative for parts lost or damaged by the customer (charge for replacements).</li> </ul>
<b>CANNOT UPLOAD CONTENT</b>	<ul style="list-style-type: none"> <li>Content format is not compatible</li> <li>Content files are too large</li> <li>Port being used is defective</li> <li>App used to play content is defective</li> <li>Android board is defective</li> </ul>	<ul style="list-style-type: none"> <li>Confirm content is one of the compatible image, video, or audio formats. Confirm file size is less than available space.</li> <li>Confirm file size is less than available space.</li> </ul>
<b>PRE-INSTALLED APPS NOT WORKING</b>	<ul style="list-style-type: none"> <li>'Digital Signage Player' incorrectly set up</li> <li>Software error</li> <li>App is defective</li> <li>Android board is defective</li> </ul>	<ul style="list-style-type: none"> <li>Turn off device and boot up again</li> <li>Check that file has successfully transferred from USB</li> <li>Contact support for further assistance.</li> </ul>

**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.**



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