



USER GUIDE

LG E-paper Display

Please read the user manual before using this product to ensure safe and convenient use.

32RS1Q-B
(webOS 26)

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Open Source Software Notice Information

To obtain the source code that is contained in this product, under GPL, LGPL, MPL, and other open source licenses that have the obligation to disclose source code, and to access all referred license terms, copyright notices, please visit <https://opensource.lge.com>.

LG Electronics will also provide open source code to you for a charge covering the cost of performing such distribution upon email request to opensource@lge.com.

This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.

SAFETY PRECAUTIONS

The following safety instructions are to prevent accidental damage or personal injury by guiding the users to use the product safely and correctly.

Safety instructions are categorised into 'warning' and 'caution,' as defined below.



WARNING

Indicates that the violation of instructions may cause serious injury or even death.



CAUTION

Indicates that the violation of instructions may cause slight injury or damage to the product.

Safety Notes for Power and AC Adaptors



WARNING

- For power cords and AC adapters, use the proper product supplied by the manufacturer or an approved standard product. If you wish to use another power cord, ensure it meets the national standards. If the power cord is defective, contact the manufacturer or the nearest authorised service centre for replacement.
- Operate it from the power source (voltage, etc.) indicated in the product specifications.
 - There is a risk of fire or electric shock due to product damage. If you are unsure of the type of power supply provided at the location you wish to install, please contact a professional equipment company.
- Always connect the power cord to a grounded outlet.
 - It may result in electrical shock, injury, or product damage.
- Ensure that the power cord and AC adaptor are firmly plugged in so that the connection is not loose.
 - Poor connections can lead to fire or electric shock.
- In the presence of thunder and lightning, never touch the power cord and signal cable because it can be very dangerous.
 - Otherwise, this may result in electric shock.
- Take care not to place any heavy objects (electronics, clothing, etc.) on or step on the power cord or AC adaptor. In addition, do not bend or pull the power cord and AC adaptor with excessive force.
 - Damaged wires can cause fire or electric shock.
- Do not connect the power cord or AC adaptor to a socket if it has been damaged by a sharp object.
 - Otherwise, this may result in electric shock.
- Do not insert conductors (metal chopsticks, etc.) into the other socket while the power cord is connected to one side of the socket. In addition, do not touch the power cord immediately after it is unplugged from the socket.
 - Otherwise, this may result in electric shock.
- Do not connect multiple electrical appliances or heating devices to a multi socket. Use a dedicated multi socket with a ground terminal.
 - Overheating may result in a fire.

- If water or any foreign substance enters the product, disconnect the power cord immediately and contact the service centre.
 - Product damage may result in fire or electric shock.
- Keep the power cord and AC adaptor away from heating devices.
 - The casing of the wires may melt, causing fire or electric shock.
- Do not disassemble, repair or modify the power cord or AC adapter by yourself.
 - Otherwise, this may result in fire or electric shock.
- The power cord serves as the main power disconnection device. Install the product near an easily accessible socket.
- If the product is connected to the AC wall power source, switching off the product will not completely cut off the AC power.
- Power consumption will be "0" only when the power cord is unplugged.
- Use the device coupler as a shut-off device.



CAUTION

- Wipe off any dirt on the socket, power cord pins, and AC adaptors to keep them clean.
 - Overheating caused by dust layers may result in fire or electric shock.
- Wipe off any water on the socket, power cord pins, and AC adaptors to keep them clean. Do not touch the power cord or AC adaptor if your hands are wet.
 - Otherwise, this may result in electric shock.
- Do not turn the product on or off by connecting or disconnecting the power cord. In other words, do not use the power cord as a switch.
 - This may cause an electric shock or product malfunction.
- Do not remove the power cord when the product is in use.
 - Otherwise, the product may be damaged due to electrical shock.

Precautions When Moving the Product



WARNING

- Please make sure to contact the service centre before moving the product.
 - Otherwise, it may result in electric shock or damage to the product.
- Turn off the power and make sure all connected cables are disconnected before moving the product.
 - Otherwise, it may result in electric shock or damage to the product.
- When moving the product, be careful not to apply any force and do not press the front panel.
 - Otherwise, it may result in electric shock or damage to the product.
- When moving the product, comply with the standard requirements for personnel according to weight. (25 kg or less per person, use a moving equipment if it exceeds 100 kg)
 - It may cause personal injury or product damage. Using the product after it has been dropped may result in electric shock or fire. Contact the service centre.
- Do not hold the product upside down while holding the stand alone. (Only applicable for models with a stand.)
 - It may cause damage to the product, such as stand distortion or damage to the panel.



CAUTION

- Do not throw away the product box. The product can be placed inside the box when moving it.

Installation Precautions

WARNING

- Please make sure to contact the service centre before installing the product.
 - Otherwise, it may result in electric shock or damage to the product.
- Do not drop or apply excessive force to the product. Keep the product out of reach of children. Do not throw toys or objects onto the product panel.
 - It may result in personal injury or damage to the product/panel.
- Do not place heavy objects, sit, or hang on the product.
 - If the product falls, it may cause personal injury.
- Do not touch the overheated surface of the product.
 - This can cause personal injury.
- Install the product firmly fixed on a floor, wall, etc. to prepare against external impact such as wind or an earthquake.
 - Be sure to refer to the manual provided.
- Be careful not to let children climb or hang on the product.
 - If the product falls, it may cause personal injury.
- Do not install near a heating device such as an electric stove or lighting equipment.
 - It may cause fire, electric shock, or malfunction.
- Do not install the product by yourself. Be sure to request a service personnel designated by the service centre to install the product.
- Do not install the product on a wall where it could come into contact with oil or oil mist.
 - This may damage the product and cause it to fall.
- Do not leave the power cord, signal cables, etc. in one's walking path.
 - It may result in electric shock, fire, damage to the product, or personal injury if you trip over the product.
- Do not drop the product and external devices by connecting them with a short cable.
 - It may result in personal injury or damage to the product.
- If dropped or if the case is damaged, turn off the power, disconnect the power cord, and contact the service centre.
 - Failure to take proper action may result in fire or electric shock.
- Install in a dry place free of dust and moisture. Do not use the product in any environment that exceeds the temperature or humidity limits.
 - It may cause electric shock, fire, or damage to the product.
- Install safely in a place where it can withstand the weight of the product.
 - A lack of strength may cause the product to fall.
- Take a comfortable and natural posture when handling the product to avoid straining your muscles.
- Do not install the product in an unstable location, such as shaky shelves, slanted surfaces, locations that vibrate and locations where the product cannot be securely supported. Do not place a cloth or other objects between the product and the furniture supporting the product.
 - Doing so may cause the product to fall or be knocked over, resulting in personal injury or product damage.
- E-paper display is composed of plastic film and ultra-thin glass, which is different from the LCD screen normally used. It cannot withstand any external impact or heavy object pressure, which may cause damage or breakage of the screen; please pay special attention.
 - Screen damage or breakage is not covered under warranty.

 CAUTION

- Do not install the product in a place with electromagnetic interference.
- If the product is installed in a special place other than the normal conditions of use, serious problems may occur in image quality, lifespan, and appearance due to the influence of the surrounding environment. Please make sure to check with our service personnel before installation. Be careful of unwarranted conditions and places such as places where lots of fine dust is generated, places where lots of oil mist is generated, places where chemicals are used, places exposed to direct sunlight, places where the temperature is too high or too low, and places with high humidity when installing the product.
- Place the product a minimum distance (100 mm) away from the wall to ensure good ventilation.
 - If it is installed too closely to the wall, it may cause product damage or fire due to a rise in internal temperature.
- When the power cord is connected, make sure that the vents are not blocked by tablecloths, curtains, or other objects (such as plastic).
 - It may be deformed or fire can break out due to internal heat.
- Do not install it in a place where ventilation is not available (such as a bookcase or closet), or in a separately created outside place, or on a carpet or a cushion.
 - Fire can break out due to internal heat.
- Install the product in a flat, secure place, and in a place sufficiently strong to support it.
 - If the product falls, it may cause personal injury or product damage.
- When installing the product on a shelf or cabinet, make sure that the bottom end of the product is not protruding forward.
 - The product may fall due to unbalanced centre of gravity, which may cause personal injury or damage to the product. Be sure to use cabinets or shelves that fit your product.

Precautions When Cleaning Product



WARNING

- Always keep the product and inside of the product clean.
 - If you do not clean the product, dust will accumulate inside and may create a fire hazard or damage to the product.
- Contact the service centre for internal cleaning of the product.
 - It may result in fire, electric shock, and damage to the product.
- When cleaning the product, disconnect the power cord and wipe it gently with a soft cloth to prevent scratches.
 - Electric shock and screen damage may occur due to scratches.
- When cleaning the frame, spray water on a soft cloth 2-4 times, then slowly wipe in one direction.
 - Too much moisture can cause staining.
- Do not clean the screen with chemicals.
 - Using chemical cleaners may cause product malfunction and may void your warranty.



CAUTION

- When cleaning the product or panel, disconnect the power cord and wipe it gently with a soft cloth. Do not spray water directly on the product or wipe it with a wet mop. In particular, never use chemical substances as any cleaners, air fresheners, mosquito repellents, lubricants, automotive and industrial polishes, abrasives, thinners, benzene, alcohol, etc. in the product.
 - This may cause a fire, electric shock, or product damage (colour deformation, corrosion or breakage).
 - We do not guarantee against product damage caused by this.

Precautions When Using Product

WARNING

- Do not use the product in any environment that exceeds the temperature or humidity limits.
 - Otherwise, it may result in electric shock or damage to the product.
- If you are using the product for a long time, take occasional breaks to protect your eyesight.
 - Otherwise, your eyesight may be weakened.
- Listening to the sound loudly or using it for a long time can adversely affect your hearing.
- If water or any foreign substance goes inside the product, turn off the power, unplug the power cord and contact the service centre.
 - If used without taking appropriate measures, it may cause electric shock or fire.
- In the event that no image appears on the screen or no sound is heard, stop using the product. Immediately turn off the power, unplug the power cord and contact the service centre.
 - If used without taking appropriate measures, it may cause electric shock or fire.
- Do not apply shock to the product or the screen by dropping an object onto the product.
 - It may cause personal injury, product failure, or screen damage.
- If you smell something unusual, hear a strange noise, or see smoke coming out of the device, unplug the power cord and contact the service centre.
 - If used without taking appropriate measures, it may result in electric shock or fire.
- Never disassemble, repair, or modify the product at the user's discretion. If necessary, contact the service centre.
 - It may result in electric shock or fire.
- Do not place objects filled with liquid, such as a vase or a cup on the product to allow liquid to get inside the product.
 - Otherwise, this may result in electric shock, fire, product malfunction, or deformation.
- Do not press hard on the surface of the product with your hands or scratch it with a sharp object such as nails, pencils, or pens. And do not impact the front or sides of the screen with a hard object, such as a metal object, and do not scratch the screen.
 - Damage to the product may cause malfunction.
- Do not touch the product after it has been exposed to sunlight or strong light since it will be hot.

- Do not use high voltage products near the device. (electronic mosquito swatter, etc.)
 - Electric shock could cause the device to malfunction.
- In the event of a gas leak, never touch the socket and open windows for ventilation.
 - Otherwise, it may cause electric shock or fire.
- If the product or case is dropped and damaged, turn off the power and disconnect the power cord.
 - If used without taking appropriate measures, it may result in electric shock or fire. Contact the service centre.
- Be careful to not let children touch small accessories.
 - If swallowed by a child, consult a doctor immediately.
- Keep children away from the product. In addition, do not let them throw toys or objects onto the product screen.
 - It may cause personal injury, product failure, or screen damage.
- To shut off the power of the unit, you must disconnect all connected power cords.



CAUTION

- E-paper display is different depending on the temperature range, the displayed colors may appear temporarily slightly different. This is a characteristic of the E-paper display.
 - The recommended operating temperature range is 0 – 40 °C, and the humidity range is 30 – 70 %.
 - Please refer to the product specifications for more details. We do not guarantee against quality degradation caused by use in environments outside the recommended ranges.
 - Color differences caused by changes in temperature and humidity are a normal phenomenon and do not affect product performance.
- Do not store or use flammable substances near the product.
 - It may result in explosion or fire.
- Use at an appropriate distance from the product.
 - Continuous use in excessive proximity may adversely affect your eyesight.

Precautions when using the built-in battery

WARNING

- If liquid leaks from the battery, stop using it immediately and avoid contact with your skin and eyes.
 - It may cause blindness or burns.
 - If any abnormality is found in the body part that came into contact with liquid, wash the area with sufficient water and seek advice from a doctor.
- Do not dispose of batteries in an incorrect manner.
 - Doing so creates a risk of explosion or fire.
 - Battery disposal guidelines vary by country and region. Please dispose of batteries in the proper manner.
- Do not subject the product to shock (particularly the lithium battery). Do not expose it to fire, electric heaters, or direct sunlight.
 - Doing so may result in electric shock, injury, or fire.
- When charging the battery, ensure it is correctly inserted, and do not use any other power supply or circuit.
 - There is a risk of battery damage or fire.
- Be careful when using the battery as it contains lithium.
 - There is a risk of fire or explosion.
- Make sure to use a genuine battery approved by LG Electronics.
 - Failure to do so may result in shorter product life or malfunction and may also cause overheating, fire, explosion, or injury.

CAUTION

- Clean the charging terminal using a soft cloth. If the charging terminal is dirty or has foreign substances on it, the battery will not charge normally.
- If the battery is completely discharged and not used for a long period of time, it may not charge at all or the battery life may be reduced.
- Do not disconnect, disassemble, or short circuit the battery.
 - Doing so may result in electric shock, injury, or fire.
 - If you or a third party have disassembled/assembled any part of the product or battery without contacting the LG Electronics Service Centre, you will not be able to receive any repair services or compensation in the event of product failure, safety accidents or injury. Doing so may result in electric shock, injury, or fire.
- Do not store or transport the product at pressures of less than 11.6 kPa and altitudes above 15,000 m.
- The battery may explode if disposed of in a fire or hot oven, or if mechanically crushed or cut.
- Leaving the battery in an extremely high-temperature environment may cause an explosion or leakage of flammable liquids or gases.
- Extremely low air pressure may cause the battery to explode or leak flammable liquids or gases.

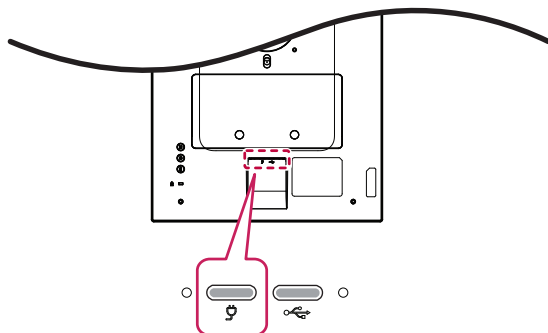
Cautions When Disposing of the Product

- Do not dispose of this product with general household waste.
- Disposal of this product must be carried out in accordance to the regulations of your local authority.
- The product cover must be opened only by qualified service personnel.
 - General users are prohibited from opening the product cover themselves, and any damage resulting from this is not covered under warranty.

DEVICE CONNECTION

Some separate cables are not provided. For more information on connecting external devices, refer to the User Manual provided with each device.

- After purchasing the product, please connect the power adapter for initial use.



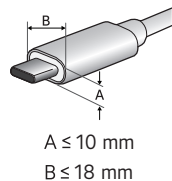
Connecting the USB-C® cable

Connect the USB-C® port of the product to a USB-C® output port using a USB-C® cable.

If the USB device is not recognised when using a USB hub, connect the USB directly to the USB-C® port. Use a certified USB-C® cable.

Contact the manufacturer of your device to see if this feature is supported.

- When connecting the USB cable to the USB input terminal, use a product with a maximum width of 18 mm and height of 10 mm.



! NOTE

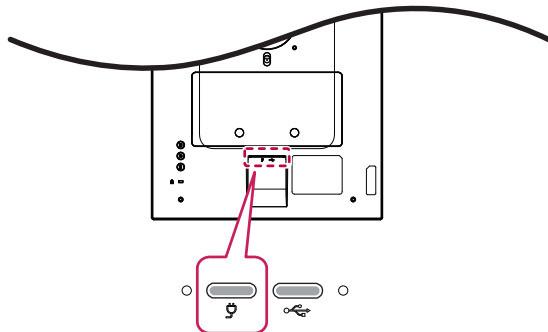
- To connect USB A Type products, you need a USB Type A to Type C adapter.
- The function may not operate properly depending on the connected device's specifications, USB-C® cable status, or surroundings.
- We recommend using the Ethernet to USB Type-C adapter sold by LG Electronics for wired LAN connections.

! NOTE

- Content related to the software is subject to change without prior notice due to product upgrades.
- The descriptions and features in the manual may not be supported, depending on the model and country.

INITIAL INSTALL GUIDE

- After purchasing the product, please connect the power adapter for initial use.



Downloading the Installation Guide

The installation guide can be downloaded using the QR code displayed on the product screen.

Connecting the LG E-paper Display

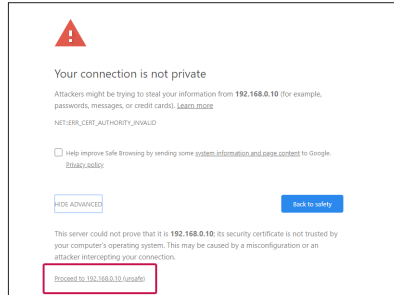
Follow the instructions below to connect to the Soft AP.

- 1 Press the  (Wi-Fi / Pairing) button to activate the Soft AP.
- 2 Once the Soft AP is activated, the Wi-Fi name displayed on the product screen will appear in the device Wi-Fi list. (For example, EPD_Product Serial Number)
- 3 Enter the password displayed on the product screen to connect to the Soft AP.

Device Settings

After the Soft AP connection is complete, you can access the [Content Manager] and [Control Manager] features.

- 1 You can access the [Content Manager] and [Control Manager] features using the QR code displayed on the product screen or the IP address (<https://192.168.49.1:3777>).
- 2 When the page displays as shown in the image below, select "Advanced" and then choose "Proceed to Set IP (unsafe)."



- 3 Enter the initial password displayed on the product screen to log in.
- 4 For security reasons, make sure to change the password after logging in with the initial password.
- 5 Configure the wired or wireless network in the [Control Manager] > [Device Control] > [Network] menu.
- 6 Configure the wired or wireless network
 - 6-1 (Wired Connection)

For a wired connection, the network is automatically configured when a LAN cable is connected to the device. (If necessary, you can check or modify the settings in this menu.)
 - 6-2 (Wi-Fi Connection)

In the [Wireless (Wi-Fi) Network] menu, press the [Network Setting] button, then select the desired wireless network from the list to connect.
- 7 Once the network is connected, the device's IP address will be displayed. You can then access [Content Manager] and [Control Manager] using this IP address.

! NOTE

- The initial setup guide screen will not be displayed once the initial password is changed.
- Remember the Soft AP password.
- Please connect the product and your PC/mobile device to the same network.
- We recommend using the Chrome browser.

CONTENT MANAGEMENT

[Player]

You can play and manage images and playlist content in an integrated manner using the [Player] feature.

[Continuous Play]

- 1 Select your desired type of content from the tab on the left and click [Continuous Play].
- 2 Select the content you wish to play continuously.
- 3 Press the [Play] button at the bottom to view the selected content.

[Export]

- 1 Select your desired type of content from the tab on the left and click [Export].
- 2 Select the content you wish to export.
- 3 Select the [Copy] or [Move] button at the bottom and choose the target device to which you wish to export the content. (If content already contained in the target device is selected during the [Move] operation, processing of that file will be skipped.)
- 4 You can see that the content has been moved/copied to the device.

[Delete]

- 1 Select your desired type of content from the tab on the left and click [Delete].
- 2 Select the content you wish to delete.
- 3 Click the [Delete] button at the bottom.
- 4 You can see that the content has been deleted.

[Filter]

Click the [Filter] button on the top right.

- Choose your desired sort criterion to sort content files either by file name or in the order they have been played (the most recently played file shown at the top of the list).
- It is possible to only view the content stored on your desired device by filtering content files by device.
- It is possible to only view the content of your desired type by filtering content files by content type.

[Create Playlist]

When creating a playlist, the playlist file name cannot include the following characters: *, /, ", ;, ?, <, >, |, \, , #. You cannot copy or move a playlist containing content with file names that include these characters.

- 1 Select [Playlist] from the tab on the left and click [Create Playlist] at the bottom of the screen.
- 2 Select the content to add to the playlist, then click the [Next] button at the bottom.
- 3 After setting the playback duration for each piece of content (photos only), playlist name, and whether to enable auto-play, click the [Done] button.
- 4 You can see a new [Playlist] has been created.

[Scheduler]

You can schedule playlists to play at specific times using the Scheduler feature.

Creating a Schedule

- 1 Click the [New Schedule] button at the bottom.
- 2 Select [Playlist] as the media source to create the schedule.
- 3 Select the playlist you wish to schedule for playback.
- 4 Enter schedule information and create a new schedule. (When creating a schedule, the schedule file name cannot include the following characters: *, /, ", ;, <, >, |, \, #. You cannot copy or move a playlist containing content with file names that include these characters.)
- 5 Watch the playlist you selected play back at its scheduled time.

Importing a Schedule

- 1 Click the [Import] button at the bottom.
- 2 Select the external storage device from which you wish to import a schedule.
- 3 Select the schedule you wish to import to your monitor.
- 4 Press the [Select] button at the bottom.
- 5 Check that the schedule has been imported to the monitor's internal storage memory.

Exporting a Schedule

- 1 Click the [Export] button at the bottom.
- 2 Select the external storage device to which you wish to export a schedule.
- 3 Select the schedule you wish to export from your monitor.
- 4 Press the [Select] button at the bottom.
- 5 Check that the schedule has been exported to the external storage device you selected.

Managing a Schedule

- 1 Select a registered schedule.
- 2 Check the schedule's status, day of the week, start time, end time, and so on.
- 3 Press the [Play Now] button to check the content of the schedule.
- 4 Press the [Edit] button to edit the details of the schedule.

Deleting a Schedule

- 1 Click the [Delete] button at the bottom.
- 2 Select the schedules you wish to delete.
- 3 Click the [Delete] button.
- 4 Check that the schedules have been deleted.

[Calendar View]

- 1 Select [Calendar View] at the bottom when there is a registered schedule.
- 2 You can see that the schedules registered are displayed in the form of a timetable.

[Settings]

You can set the basic settings for content playback.

- 1 Set the playback time for each content (photos only), whether it should play automatically, and the playlist, then click the [Save] button.
- 2 You can confirm that the new settings have been saved.

Supported Photo Files

File type	Format	Resolution
.jpg	JPG	• Maximum - Normal Type: 7680 (W) x 4320 (H)
.jpeg	JPEG	
.png	PNG	
.bmp	BMP	

Tips for using USB storage devices

- Only USB storage devices are recognized.
- USB storage devices connected to the monitor through a USB hub may not work properly.
- It is recommended to use a USB hub and USB storage device that are powered by an AC adaptor connected to a power outlet.
- USB storage devices that use an automatic recognition program may not be recognized.
- USB storage devices that use their own drivers may not be recognized.
- The recognition speed of a USB storage device may depend on each device.
- Please do not turn off the display or unplug the USB device when the connected USB storage device is working. When the device is suddenly separated or unplugged, the stored files or the USB storage device may be damaged.
- Please do not connect the USB storage device which was artificially maneuvered on the PC. The device may cause the product to malfunction or fail to be played.
- Storage devices formatted with utility programs that are not supported by Windows may not be recognized.
- Please connect power to a USB storage device (over 0.5 A) which requires an external power supply. Otherwise, the device may not be recognized.
- Please connect a USB storage device with the cable offered by the device maker.
- Some USB storage devices may not be supported or operated smoothly.
- File alignment methods of the USB storage device is similar to Windows and filenames can include up to 100 English characters.
- Be sure to back up important files since data stored in a USB memory device may be damaged. We will not be responsible for any data loss.
- When using an external USB hard disk, use a device with a rated voltage of 5 V and current of 500 mA or lower. Using a device with a voltage or current higher than the rated specifications may cause malfunction due to insufficient current.
- Only USB storage devices formatted in FAT32, exFAT, or NTFS file systems provided by Windows are supported.
- It is recommended to use storage devices with capacities up to 32 GB for USB memory and up to 2 TB for USB hard drives.
- Any device with more than the recommended capacity may not work properly.
- Using a USB extension cable may cause operational issues or prevent proper function.
- If a USB hard drive with a power-saving feature does not function properly, turn the drive off and on to restore normal operation. For more details, refer to the user manual of the USB hard drive.
- USB storage devices supported by mobile devices may not be recognised.
- Even if a USB storage device contains multiple partitions, some partitions may not be available for use.
- If a USB storage device is connected to a USB multi-card reader, its volume data may not be detected.
- If the USB storage device does not work properly, remove it and connect it again.
- USB storage devices (USB 2.0 or below) are also supported.
- A maximum of 999 folders or files can be recognized under one folder.
- Even if multiple USB storage devices are connected, only up to six USB storage devices can be used.

[Control Manager]

Control and check the status of the display through the Web browser.

This function is available for PCs and mobile devices.

Different features are supported depending on the product.

[Dashboard]

- [Dashboard]: You can view various information about the current device on a single screen.
- [5 min. Refresh]: The content is automatically refreshed every 5 minutes.
- Current Screen: Displays the content currently shown on the device.
- [Running Time]
 - [Time & Date]: You can check the current date and time of the device.
 - [Run Time Since Last Power Up]: You can check the runtime since the device was turned on.
- [Temperature]: Displays the current temperature of the device.
- Various Information: You can check values of [S/W Ver.], [Signage Name], [Network], [Screen Rotation], [Active Power Management], [Battery Status], and [Humidity].
- [Issue History]: You can check the stored log information while the device is powered on. By clicking [Download Log File], you can download it as a file.

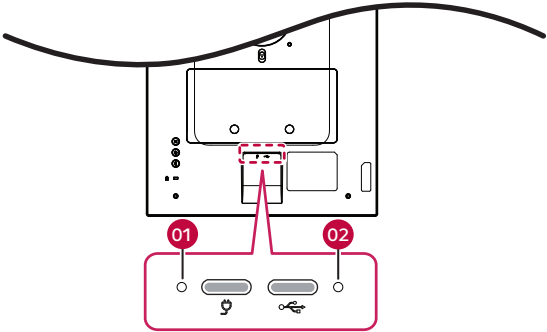
[Device Control]

- [Display]
 - [Picture Settings] / [Picture Mode]: You can adjust the picture quality displayed on the device. The updated picture mode will take effect when the next image is played.
 - [Active Power Management]: You can view and adjust the device power mode. (※ When set to Power Saving mode, the device enters standby mode after switching content in order to minimise power consumption.)
 - [Battery Management]: You can check the current battery level, charging status, and remaining battery time of the device. (※ The estimated operating time may vary depending on actual usage conditions.)
 - [Idle Screen Settings]: You can select the content to be displayed when no scheduled content is set.
 - [USB Plug & Play Settings]: You can select how content is played when a USB device is inserted.
 - When set to Manual mode, you can switch to the next content using the local keys of the device. When set to Automatic mode, content plays automatically according to the set interval.
 - [Screen Protection Mode]: This feature provides settings to help prevent image retention on the panel. It operates automatically according to the set interval and can also be run manually using the [Execute Manual Refresh] function.
 - [Reboot]: Reboots the device.
- [Time & Date]: You can check whether the device's automatic time setting is enabled, as well as the time and date information or standard time zone information, and change the settings.
- [Server Setting]
 - [External Server Setting]: You can configure connection settings for an external SI server.
 - [URL Loader]: You can turn the URL Loader on or off. If the URL Loader is turned on, you can further configure the items below.
 - a) [Server URL]: Enter the external SI server address.
 - b) [Communication Interval]: You can set the interval for data communication with the SI server.
 - c) [RMS API Key]: You can set the RMS API key.
- [Network]: You can view the current wired and wireless network information of the device and change the settings.
- [S/W Update]
 - [S/W Update]: You can perform updates by uploading an update file to the device.
 - [FOTA Update]: You can set to perform updates over the network or automatically. Agreement to the terms and conditions is required to use this feature.

[Information]

- [Charts]: You can check the current device's temperature, humidity, and Battery Level in a chart.
- [Log]: You can view and download records of abnormalities that have occurred on the device.
- [System Information]: You can view the device system information and open source software notice.

STATUS INDICATOR



No.	Colour	LED Status	Description
01	Red	On	Battery level below 10 % (adaptor not connected)
	Yellow	On	Charging
	Green	On	- Fully charged (adaptor connected) - Power on (adaptor not connected, battery level 10 % or higher)
		Blinks (1 second interval)	Powering on
02	White	Off	Power off (adaptor not connected)
		On	Pairing complete (turns off after 5 seconds)
		Blinks (1 second interval)	Pairing in progress
		Blinks (0.25 second interval)	Software update in progress

! NOTE

- Status indicators may vary depending on the viewing angle. The corresponding number must be checked.

BEFORE REPORTING PRODUCT MALFUNCTION

Issues Related to Use

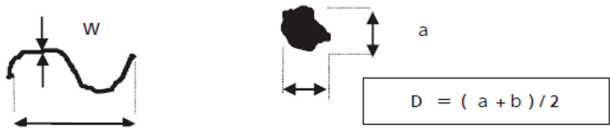
- The power won't turn on.
 - Check if the power cord is correctly plugged into the power outlet.
 - For models using an AC adaptor, disconnect the AC adaptor, clean the contact terminals, and turn the power on again.
 - When the battery level drops below 5 %, the screen automatically turns white and the product turns off. Please maintain the battery level at a certain level during use.

Issues Related to Screen

- The image displayed on the screen appears abnormal.
 - If the power is interrupted while changing a photo file, the screen will continue to display the image shown at the moment the power was turned off until the power is restored. Connect the charger and try changing the photo file again.
 - Allow about 5 minutes for the screen to stabilize after changing the image.
 - If the same screen is displayed for an extended period without refreshing, a Afterimage phenomenon may occur. Afterimage phenomenon is not covered under warranty.
- The screen flickers.
 - It may take some time to change the display screen. Flickering during screen updates is a normal characteristic of E-paper display technology and does not indicate a malfunction.
- The screen colours appear different than before.
 - Because the screen repeatedly refreshes the image, colors may gradually change over time compared with the original display. Color changes are a characteristic of E-paper display technology and are not covered under warranty.
 - E-paper display is different depending on the temperature range, the displayed colors may appear temporarily slightly different. This is a characteristic of the E-paper display.
 - a) The recommended operating temperature range is 0 – 40 °C, and the humidity range is 30 – 70 %.
 - b) Please refer to the product specifications for more details. We do not guarantee against quality degradation caused by use in environments outside the recommended ranges.
 - c) Colour differences caused by changes in temperature and humidity are a normal phenomenon and do not affect product performance.
 - ※ In high-temperature environments, color changes may occur more quickly. Turn the power on again once the temperature returns to the normal range.
- If the panel temperature is 0 °C or lower, or 50 °C or higher, the image switching function is automatically blocked to ensure stable operation.
 - The function is automatically restored when the temperature returns to a normal range.
 - Battery life may vary depending on connected devices, operating temperature, usage duration, user settings, and other factors.
 - If the battery temperature rises above 65 °C, the product may shut down to protect the battery.
 - The screen turns white when the product is turned off.

- Spots, scratches, or lines may be visible on the screen.
 - These must be assessed by an authorized service technician.
 - Refer to the definitions below for details about screen imperfections.
 - Due to the nature of the E-paper display manufacturing process, these screen imperfections are not covered under warranty.

Item		Criteria		Specific Zone	
Name	Causes				
Spot	Spot in module	Spot Size		A Zone	B Zone
		$D \leq 0.5 \text{ mm}$		Ignore	Ignore
		$0.5 \text{ mm} < D \leq 1 \text{ mm}$		≤ 4	
		$D > 1 \text{ mm}$		0	
Scratch or line defect	Scratch on module	Length	Width	A Zone	B Zone
		$0.3 \text{ mm} < L \leq 5 \text{ mm}$	$0.01 \text{ mm} < W \leq 0.07 \text{ mm}$	≤ 8	
		$L > 5 \text{ mm}$	$W > 0.07 \text{ mm}$	0	



Issues Related to Battery

- The actual battery usage time may vary depending on the way the device is used.
 - Actual usage time may vary depending on the operating environment.
- When the battery charge level falls below 10 %, the red LED on the back of the product will light up. While the battery is charging, the LED is yellow. When the battery is fully charged, the LED turns green if the DC is on, and it turns off if the DC is off.
- The battery is not being charged properly.
 - Check the connection with the charger.
- The battery life is shorter than when I purchased the product.
 - If a charged battery is exposed to extreme temperatures (low or high), its usage time may be reduced. The optimal operating temperature range is 0 – 35 °C.
 - The battery is a consumable item, and its operating time gradually decreases over time.
 - The remaining charge inside the battery naturally decreases even when not in use.
 - It is better to charge the battery after using it to a certain level rather than keeping it fully charged to extend its lifespan.
 - Battery usage time may vary depending on connected equipment, operating temperature, usage period, user settings, etc.
 - The remaining battery level can be checked on the connected device.

Issues Related to Mobile Connection

- I am unable to connect the product.
 - Make sure the Soft AP is properly connected.
 - Press the Wi-Fi / Pairing key on the back of the product.
 - 1) In pairing mode, the white LED on the back of the product blinks.
 - 2) Once the connection is complete, the white LED will turn off after 5 seconds.

Other Issues

- The power suddenly turned off.
 - Power supply is interrupted. Check if the power cord is correctly plugged into the power outlet.
 - Check the power control settings.
- The product does not turn on after the initial purchase.
 - Make sure you followed the guide in the correct order.
 - Connect the power using the adaptor.
 - Press the power button to turn on the product.
- The wireless charging function does not work.
 - Make sure the device you are using meets the specified requirements.
 - 1) Weight: **Under 230 g**
 - 2) Magnetic force: **More than 0.8 kgf**
- Wireless charging does not fully charge the battery.
 - This function is not intended for full charging. For a full charge, use the adaptor.
- Wireless charging supports up to 15 W; however, performance may vary depending on the power bank used.
 - The use of Qi2-certified products is recommended. Performance issues (e.g., charging failure, slow charging) or malfunctions caused by non-certified products are not covered under warranty.
 - But, even Qi2-certified products may show differences in operation depending on the Power banks manufacturer's characteristics. This is not covered under warranty.
- The button does not respond when pressed.
 - Make sure the battery is not depleted.
 - Check the charger and the battery. Disconnect the charger and remove the battery, then reconnect the charger and reinsert the battery. Try pressing the button again.
- Press and hold the Play button and the Wi-Fi / Pairing button simultaneously for at least six seconds to reset the product.
 - The screen turns white, the product is reset, and the power turns off.
 - Press the power button to turn on the product. The QR code initial setup screen appears.

Afterimage

- When an E-paper display panel is used with a single image for an extended period, the ink particles inside the panel may become fixed in place. The longer the same image is displayed, the stronger this tendency becomes. As a result, when the image is changed, the previous image may remain visible. This is known as image retention. This is a characteristic of the display itself.
- Afterimages do not occur when images are repeatedly changed, but they can occur when a specific screen is fixed for an extended period. This may lead to a degradation in quality. To reduce afterimages, it is recommended to change the screen at least once a day, and the shorter the cycle, the more effective it is in preventing afterimages.
- Be aware that the after-image symptom cannot be repaired and is not covered under warranty.

Recommended Usage Condition

- Please convert the image at regular time intervals. (Recommended: At least once a day)
- If not used or stored for a long period of time, please change the screen to white to avoid this.



