

LED Intelligent Interactive Floor Screen Instruction and Maintenance Manual



智慧显示·互动未来
SMART DISPLAY , INTERACTIVE FUTURE

Thank you for choosing XYGLED. In order to ensure the smooth completion of the project and the effect of use. The following are the precautions for LED floor screen construction and daily use, please read this manual carefully!

Precautions before installation

1. After the user signs a contract with our company, please contact our sales manager before installation. Our company provides the related drawings of the contract product. Please prepare according to the installation drawings provided by our company. For example: the size of the foundation pit needs to be dug on site, pre-preparation work such as laying network cables and 220V power supply lines, distribution systems, waterproofing, and moisture-proof and so on. Our after-sales engineers will also communicate with users to provide technical support and guidance.

2. When receiving the goods, please check the integrity of the outer packaging of the goods, and unpacking to check whether the goods are intact, and check whether the goods are consistent with our packing list. If there is any discrepancy as soon as contacting the sales manager.

3. For users to better understand and use our products, customers who do not have enough knowledge about the installation of the floor screen or have never installed it, can apply to our company to provide on-site installation and training when signing the contract. The installation personnel at the installation site must obey the work arrangements of our engineers.

4. If our engineers arrive at the installation site and the site does not meet the installation conditions, our engineer may need to temporarily leave to other places after feedback with our sales staff and communication with customer , and return to the installation guide after the installation conditions are met on the installation site. the expenses for business trips. expenses for board and lodging (Including arrive and depart) should be borne by the user.

5. The cost for our company's engineers on business trips is depend on the situation. Starting from the day of leave the company until returning to the company.

Remarks:

If the project cannot be installed and commissioned as scheduled due to the user's site or other reasons, and the user requires the engineer not to leave the site, the user must pay our engineering cost. After the customer confirm with our sales manager, the cost must transfer to our designated account. After the company received the payment, the company notified the engineer to stay and wait. Round-trip airfare, car and boat expenses, room and board and other expenses are borne by the user.

LED floor screen construction management

1. Please check according to the installation drawings provided by our company: for example: whether the size of the foundation pit needs to be built on site meets the installation requirements, the network cables and 220V power supply lines, distribution systems, waterproofing, and moisture-proof etc. The preliminary preparations are qualified.

2. When building the foundation pit, the space around the foundation pit should be reserved according to products' length and width dimensions, installation reserved space above 20mm. So as not to cause the product to install fashion or space is not enough, product thermal expansion and contraction space. (Detailed drawings of specific dimensions).

3. When installing, you should first confirm the size of the installation site and whether other devices under the screen work normally. The network cable and power cable under the floor screen should be sleeved and separate wired. Integrate part of the power cable should be insulated, waterproof and moisture-proof.

4. The installation site should be kept flat with a height error of $\pm 5\text{MM}$. Embedded installation, the

waterproof, moisture-proof and drainage systems in the foundation pit should be done. Prevent the risk of product is wet or hydrops caused by water in foundation pits.

5. Before installation, the vertical and horizontal center line of the installation site should be found according to the drawings. According to the center line install a row of cabinet along vertical and horizontally, after adjusting the gap of the cabinet and the distance around, and install the four directions according to the connection method of the drawing.

6. The user should according to our screen installation drawing when installing the screen, the direction of the cabinet ,the connection of the network cable and power cord. The order of connecting the network cable and power cable and the number of cabinets cannot be changed at will. The network cable is randomly connected will cause unable to loading and increase the difficulty debugging. The disorderly connection of 220V power cord will cause insufficient load, which may easily cause wire burning and hidden safety hazards in the later period.

7. When installing the screen, users should be handled gently to avoid crush injury the housing and lamp beads on the edge of the cabinet, when installing, don't kick the cabinet with your feet or hit the cabinet with hard objects. It is easy to cause deformation of the cabinet and loose damage of the lamp beads on the edge.

8. For all floor screen projects, a cooling fan or air conditioner must be installed under the screen to ensure that the wind is blown in and out under the screen to prevent the temperature of the screen being too high. Electronic devices are damaged and plastic components are deformed, which affects the stability of the product and the service life of the product. (The specific installation location and quantity are installed according to the requirements of our company's drawings).

9. Because the use environment and installation method of the floor screen are different from the conventional screen, the conventional screen requires no obvious seams or no bright and dark lines after installation. The structure and use environment of the floor screen are different from the conventional screen, and the PC housing material is also different. According to the principle of thermal expansion and contraction, the installation of the floor screen requires a shrinkage gap. According to the thermal expansion and contraction coefficient of the product. All products of our floor screen series have a reserved gap standard of $\geq 0.5\text{mm}$ when installing the cabinets, in order to ensure the safe use of the product.

10. During the installation process, live-work should be avoided, and the brightness of the play screen should be turned down. After the installation and debugging are completed, the brightness should be adjusted according to actual conditions.

11. Not installed according to our construction management requirements or because the installation does not meet the requirements of the drawings, lead to the screen installation does not meet the requirements, and cause failure. The user shall bear the consequences.

12. After installation and debugging, the surface of the screen must be protected to prevent the surface of the screen cannot be cleaned or the PC housing is scratched and damaged due to other reasons. If the site decoration or the installation position of the screen is special, install the floor screen after the site decoration is completed. If the installation is performed at the same time, the floor screen should be effectively protected. The front of the screen cannot be stacked with goods, can't take scaffold. Do not hit the screen with sharp instruments or other objects, so as not to damage the PC housing and lamp beads, resulting in the normal use of the screen.

13. After the screen is installed and used normally, the engineers conduct operation and daily maintenance training for users. The user needs to arrange at least 2 people for training. After the training and the engineer completes the task. It is necessary to fill in the "After-sales Customer Evaluation Form" carefully, and the "Engineering Installation Acceptance Form" must be reviewed and signed by the user and brought back to the company.

Matters needing attention for use environment

1. Working environment temperature range $-20\text{ }^{\circ}\text{C} \leq t \leq 50\text{ }^{\circ}\text{C}$, working environment humidity range 10% to 90% RH.
2. Avoid using or storing in high temperature, high humidity, high acid/alkali/salt environment.
3. Keep away from flammable materials, gases, corrosive products, and dust.
4. Avoid strong collisions during transportation and avoid collision of sharp objects.
5. When the temperature of environment is too high or the heat dissipation conditions are not good, you should be careful not to use the screen for a long time.
6. When LED products are used in excess of the specified humidity, It will lead to corrosion of parts, even short circuit, and damage to the product.
7. It is strictly forbidden water, iron powder and other easily conductive metal objects enter the screen. The LED display should be placed in a low-dust environment as much as possible. Using it in a heavy dust environment will affect the display effect, and too much dust will cause damage to the circuit. If water enters whatever because various reasons, please cut off the power immediately until all the components in the screen are treated and dry before use.
8. Because the surface of the screen is made of plastic material, do not put cigarette butts or high-temperature appliances directly on the surface of the screen to avoid damage to our products and hidden safety hazards.

Turn on screen and off needing attention

1. Turn on the screen: First turn on the control computer to make it work normally, then turn on the LED floor screen.
2. Turn off the screen: First turn off the power of the LED floor screen; Second, turn off the control software; Last, shut down the computer correctly; (Turning off the computer without turning off the display first will cause highlights on the screen, Will cause damage to LED lamp beads and driver IC, the consequences are very serious.)
3. The time interval between turn on and off the screen should be greater than 5 minutes.
4. Avoid turning on the floor screen when the computer is completely white, because this is a high-power state, its impact current on the entire power distribution system is large.

Power supply needing attention

1. The LED module is powered by DC power supply (operating voltage: 4.2 ~ 5.2V), it is forbidden to use AC power supply; the positive and negative poles of the power terminals are strictly forbidden connected reversed. (Once connected reversed, it will burn out the product or even caused a serious fire).
2. LED display power supply voltage: $220\text{V} \pm 10\%$ frequency: $50 \pm 5\%$ HZ.
3. The safety ground must be reliable, the ground wire and the neutral wire are isolated and reliable, and the power supply is connected away from high-power equipment.
4. If abnormal phenomena such as short circuit, trip, wire burning, or smoke are found, the power test should not be repeatedly, and hidden dangers should be eliminated in time before power on.
5. Keep the power supply voltage stable, because the full-screen high-power state will have an impact on the entire distribution system.
6. The floor screen must be powered in a hierarchical manner, because the high power state of the entire screen will have an impact on the entire distribution system.
7. The LED floor screen does not allow playing high-brightness all-white images for more than 2 hours, in order to avoid excessive current, the power cord heats up, and the LED lamp is damaged, affect the service life of the display, it is recommended to mainly play dynamic video.
8. LED floor screen products cannot be turned on and off continuous during use. The operating time

of the two should be at least 1 minute apart.

9. The internal circuit of LED floor screen, Non-professionals are forbidden to touch to avoid electric shock, or cause line damage; If there is a problem, ask a professional to perform an overhaul.

Cleaning matters needing attention

1. Regular cleaning and maintenance: The LED floor screen always have many people walk on it. After a long time, more dust and dirt will accumulate on the PC housing. This needs to be cleaned regularly and in time to prevent affecting the viewing effect.

2. If you clean the surface of the screen, please use a soft brush and wipe gently. It is forbidden to use hard objects and any corrosive liquid substances to clean the surface of the LED screen, otherwise the PC housing may be damaged.

3. Wipe correctly: the surface of the LED floor screen can be wiped with a clean water wet cloth, or using a brush or vacuum cleaner to remove the dust. Do not directly clean with alcohol or corrosive solvents to avoid damage to the PC housing or discoloration of the PC housing. When cleaning, the power of the screen should be cut off. Mop or rag should be used to wring out the water and cleaned. It can not be cleaned with a cleaning machine. After cleaning, wait for about 1 hour before turning it on.

Moisture-proof and storage requirements

1. Storage temperature requirements: ambient temperature $-40\text{ }^{\circ}\text{C} \leq t \leq 60\text{ }^{\circ}\text{C}$, after the package is opened, LED products must be stored in the environment of temperature $<30\text{ }^{\circ}\text{C}$ and humidity $<60\%$.

2. According to the environment of the screen display and the control part, avoid insect bites and rats.

3. The LED floor screen should not be turned off for a long-time. If it is not used for a long time, it should be turned on once a week, turn it on at least 1 hour each time and then turn off to prevent the product will be moist for a long time. In a high humidity environment, if the screen is not used for more than 15 days, the preheating lighting method should be used every time: 30% -50% brightness is preheated for 4-8 hours, and then adjusted to normal brightness (80% -100%) to light the screen, so as to eliminate moisture, so that there is no abnormality when using; if the screen is not used for more than 30 days, the preheating lighting method also needs to be used every time : The brightness of 30% -50% is preheated for more than 12 hours, and then adjusted to normal light (80% -100%) to light the screen, so as to eliminate moisture, so that there is no abnormality when using.

Troubleshooting

1. If the driver loader is wrong, reload it correctly.

2. The network cable between the computer and the screen is too long or the network cable is faulty (The length of the cable is recommended to be within ≤ 100 meters).

3. The sending box (or sending card) is broken. Replace the sending box or sending card.

4. The receiving card is broken. Check whether the indicator on the receiving card is on? If it is not lit, the receiving card is broken. Replace the receiving card.

5. Whether the connection line between the power supply and the controller is short-circuited or broken circuit.

6. The output voltage and current of the power supply are unstable, replace the power supply.

7. Troubleshoot the whole screen flower dots, picture twisting and flickering:

① The driver loader is wrong, recheck the driver loader, or uninstall and reinstall.

② The sending box or sending card is broken, and you need to replace the sending box or sending card.

③ Irregular flashing is generally a problem of system frequency. Replace the system, or adjust the setting parameters to eliminate the fault.

- ④ The blinking state of the stars may be a problem with the graphics card driver or the resolution setting of the sending card.
- ⑤ Another possibility is the problem of power supply (Insufficient power supply, information clutter, electromagnetic interference)
- ⑥ If the text flashes (there are irregular white borders around the text, irregular flashing, and the text disappears it also disappearing), check the graphics card setting problem, and cancel "Hide shadow under menu" and "Edge smooth transition effect" in the display properties. Can solve such problems.