

# PLANAR®

## 21by9™ Series LCD

### Quick Start Guide

Thank you for choosing the Planar 21by9 Series display.

To view the user manual and other support documents online, please visit:  
[www.planar.com/support](http://www.planar.com/support) or call 1-866-PLANAR1 (1-866-752-6271).

## Package Contents



LCD display



Quick start guide



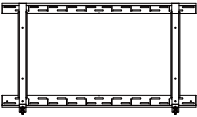
Wall-mount bracket  
installation guide



Cable clips



Power cord - US



Wall-mount bracket



Eyebolts



Concrete wall anchor



Lag bolt



Remote control



Batteries



Power cord - EU



HDMI cable



USB-C cable



IR cable



DP cable



USB-B cable  
(Touch models)

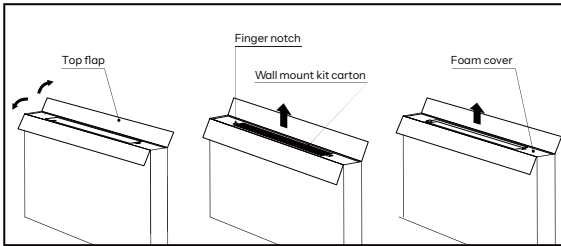
The Planar 21by9 Series is intended for indoor use only.

Displays should only be installed in an environment where the temperature and humidity are kept within the specified use range. Refer to the environmental specifications in Planar 21by9 Series User Manual.

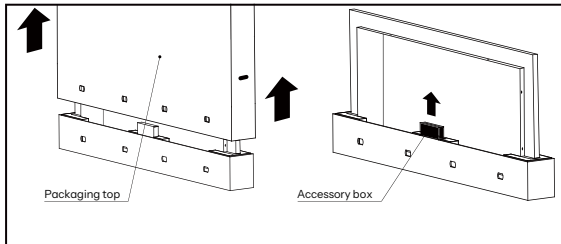
Planar 21by9 Series is not designed to be viewed in direct exposure to sunlight.

# Unpacking the display

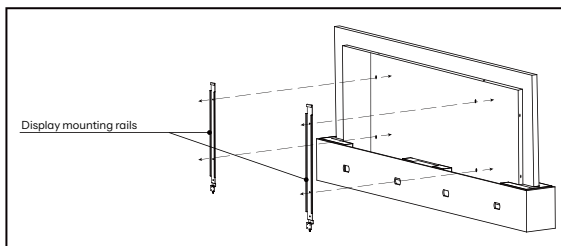
Open at the top, remove wall mount kit carton and the foam cover.



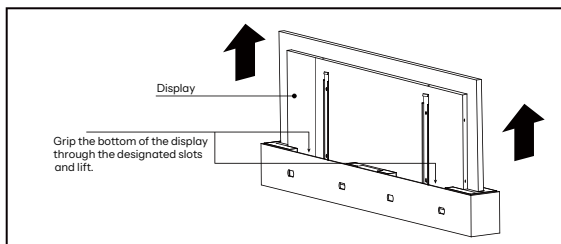
Remove top portion of packaging and the accessory box.



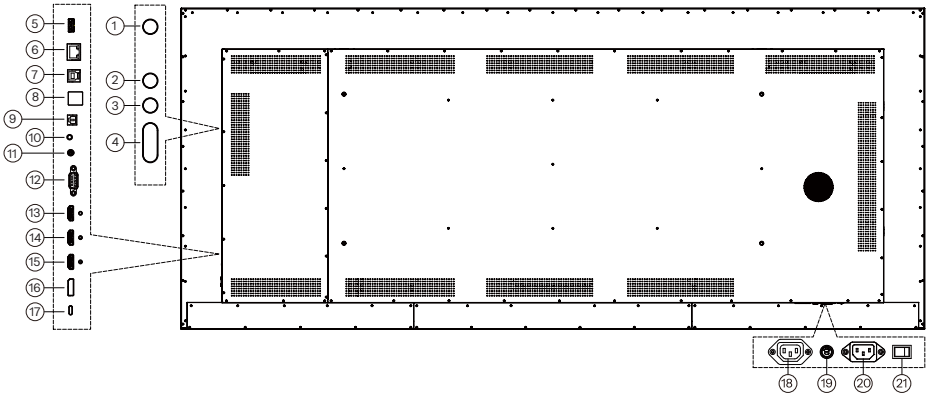
Install the horizontal mounting plate on the wall guided by vertical mounting rails for desired positioning. Install the vertical rails to the back of display. For detailed instructions, refer to the wall mount quick install guide.



Two people are required to lift and carry the display.



# 21by9 Series Connection Interface



- |                                    |                 |                        |
|------------------------------------|-----------------|------------------------|
| ① POWER                            | ② SOURCE        | ③ SETTINGS             |
| ④ VOLUME                           | ⑤ USB 3.0       | ⑥ RJ45 IN              |
| ⑦ TOUCH USB                        | ⑧ USB 2.0       | ⑨ SPDIF OUT            |
| ⑩ IR                               | ⑪ AUDIO OUT     | ⑫ RS232 IN             |
| ⑬ <b>HDMI</b> OUT                  | ⑭ <b>HDMI</b> 2 | ⑮ <b>HDMI</b> 1 (eARC) |
| ⑯ DP IN                            | ⑰ USB-C         | ⑱ AC OUTPUT (3A)       |
| ⑲ AC OUTPUT<br>Fuse T3.15AL / 250V | ⑳ AC INPUT      | ㉑ AC SWITCH            |

## Regarding cable length

Cable performance varies across different manufacturers and at different length. The recommended maximum DisplayPort length is 3 meters for DisplayPort 2.1/ 2.0/ 1.4 and 5 meters for DisplayPort 1.3/1.2.

HDMI cable length is recommended as follows:

- 5K @ 100 / 120Hz: 2 meters maximum
- 5K @ 50 / 60Hz: 3 meters maximum
- 4K @ 50/60Hz: 5 meters maximum
- 4K @ 24 / 25 / 30Hz: 15 meters maximum
- 1080p @ 60Hz and lower resolutions: 30 meters maximum

## Installing the display

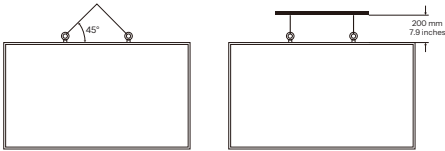
The Planar 21by9 Series displays are heavy. Be sure the structure the display will be mounted to is sufficiently engineered to support the total weight of the display and any peripheral equipment that may be attached to the display. Use properly sized hardware for the weight to be supported as well as suited to the type of structure to which the mounts will be attached.

Any mount must be secured per the manufacturer's recommendations to a structure that has been properly designed to hold the weight of all components that will be attached. Additionally, proper hardware engineered to be used in conjunction with the structure material and able to support the weight of all components must be used.

Do not lay flat.

It is recommended to keep the display in the box during the mounting rail installation.

Use eye-bolts to lift the 105" and 94" displays.



## Mounting with a VESA mount

The Planar 21by9 Series can be mounted with a VESA mount, available from Planar or other manufacturers. A wall-mount, with necessary hardware, is included in the carton. If you purchased a VESA mount, a separate box with mounting supplies and an installation manual should be included. Follow those instructions carefully.

## Mounting hardware guidelines

Screw length is crucial and will vary depending on the type of mount you use. Total screw length will include the penetration length plus the length required by the type of VESA mount in use. Mount spacers may be required.

Screws not sized to the depth specified can result in inadequate mounting strength or damage to the internal components in the display. To prevent injury, this device must be securely attached to the wall in accordance with the installation instructions supplied with the mount. Select the correct screw/spacer combination for the mount. Prior to installation, make sure you know where all of the mounting points are located. Follow all safety precautions outlined in the Planar 21by9 Series Wall Mount Bracket Installation Guide or customer-supplied VESA manual.

## Cleaning the display surface

Only clean the front surface of the display by using a clean, dry and lint-free cloth. When using a LCD cleaning solution (non alcohol or ammonia based), wet the cloth and not the display. Do not let any liquid seep into the display as it may cause electric shock or display damage. Refer to the Planar Display Cleaning Guidelines at [planar.com/cleaning](http://planar.com/cleaning) for more information.



### Caution!

Electrostatic discharge may impact display operation.  
Do not connect/disconnect cables while USB or LAN mode is in operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Industry Canada(ICES): This Class B digital apparatus complies with Canadian ICES. Cet appareil numérique de la classe B est conforme à la norme NMB du Canada.

Any changes or modifications to the display not expressly approved by Planar could void the user's authority to operate this equipment.



Planar utilizes HDMI standards in this product. The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



ENERGY STAR is a program run by the U.S. Environmental Protection Agency (EPA) and U.S. Department of Energy (DOE) that promotes energy efficiency. This product qualifies for ENERGY STAR in the “factory default” settings and this is the setting in which power savings will be achieved. Changing the factory default settings or enabling other features may increase power consumption that exceeds the limits necessary to qualify for ENERGY STAR rating.

Certain drivers and software downloads are available at [planar.com/support/drivers-and-software/](http://planar.com/support/drivers-and-software/). If you prefer, you can receive a copy of the source code on a USB drive by writing to Planar Systems, Inc., Attn: Large Format Displays Product Marketing, 6799 NE Bennett Street, Hillsboro, OR 97124 USA. You will be charged for the actual costs of providing the code, including media and postage.

This offer is valid for three years from our distribution of the product. Source code is not covered by the Planar product warranty. ALL SOFTWARE AND SOURCE CODE IS PROVIDED AS IS, WITH NO WARRANTIES, REPRESENTATIONS, OR CONDITIONS OF ANY KIND. Planar will have no liability for your use of the software or source code.

## Disclaimer

Installation and use of this product are the responsibility of the installer and end user. Always follow applicable codes and regulations. Manufacturer is not responsible for damages resulting from improper installation, misuse, or unauthorized modification of the product. Product specifications and installation procedures may change without notice.

## Warranty and service plans

Planar warranty and service plans will help you maximize your investment by providing great support, display uptime, and performance optimization. From post-sale technical support to a full suite of depot services, our services are performed by trained employees. To find the latest warranty and service information regarding your Planar product, please visit [planar.com/support](http://planar.com/support).