# Contents

**Introduction** .......................................................... 1
- Safety Information ...................................................... 2
- Safety Precautions .................................................... 2
- Recommended Usage .................................................. 4
- Mounting with a VESA Mount ........................................ 6
- Cleaning the Display .................................................. 6

**Package Contents** .................................................. 7

**Standard Inputs** ..................................................... 9
- Planar QE Series Displays ........................................... 9

**Installing the Displays** .............................................. 10
- Before You Begin ..................................................... 10
- Supported Graphics Cards .......................................... 11

**Operating the Display** .............................................. 12
- OSD Keypad ............................................................. 12
- Remote Control Receiver ............................................ 13
- LED Indicators .......................................................... 14
- Using the Display in Portrait Mode ............................... 14
- Using the Display in Flat or Tilted Orientation ............... 14
- Using the Remote Control .......................................... 15
- IR Command Protocol ................................................ 16
- Turning the Display On .............................................. 19
- Turning the Display Off .............................................. 19
## Table of Contents

- Adjusting the Volume .................................................. 20
- Selecting Layouts and Input Sources .................................. 20
- Navigating Through the Menus ........................................... 21
- Using the Touch Screen .................................................. 45

### Planar QE Series Remote Monitoring Software
- Remote Monitoring Home .................................................. 46
- Remote Monitoring System Information ................................ 46
- Remote Monitoring Inputs and Views .................................... 47
- Remote Monitoring Audio .................................................. 48
- Remote Monitoring Panel Brightness and Power ...................... 49
- Remote Monitoring Notifications ......................................... 50
- Remote Monitoring System Settings ..................................... 51
- Remote Monitoring Access Control ..................................... 52

### External Control .......................................................... 53

### Signal Compatibility ...................................................... 54

### Color Subsampling Support ............................................. 57

### Specifications ............................................................ 58

### Dimensions ................................................................. 60
- QE7550 ............................................................................. 60
- QE7550 Touch ................................................................. 61
- QE8650 ............................................................................. 62
- QE8650 Touch ................................................................. 63
- QE9850 ............................................................................. 64
- QE9850 Touch ................................................................. 65
Table of Contents

Troubleshooting During Installation ................................................................. 66
  Error Codes ....................................................................................................... 66
  Symptoms, Possible Causes and Solutions ......................................................... 67

Accessing Planar’s Technical Support Website .................................................. 70
Offered in sizes ranging from 75” to 98”, the Planar® QE Series is a line of UltraHD resolution (3840 x 2160) LCD displays that are ideal for applications ranging from dynamic digital signage to collaborative meeting spaces.

With cutting edge 4K @ 60Hz support through DisplayPort 1.2 and HDMI 2.0, single or quad-source viewing, and multiple display control options, the Planar QE Series is also ideal for collaborative meeting spaces when paired with a compatible source. For those seeking to collaborate or annotate using a large viewing area, multi-touch models are also available. Each touch display ships with Planar® TouchMark™, the premier collaboration solution for annotation and whiteboarding needs.

Featuring a logo-free bezel, the Planar QE Series is perfect for use in retail stores, restaurants, medical offices, corporate meeting areas, huddle rooms and hospitality. Designed for up to 24 x 7 operation in commercial installations, the Planar QE Series is backed by Planar’s industry-leading 3-year warranty. Featuring LED backlight technology, the Planar QE Series displays operate at lower power, reducing total cost of ownership.

Features include:

- Sizes ranging from 75” to 98”
- Ultra HD resolution (3840 x 2160) LCD displays
- Cutting edge video performance supporting up to 4K @ 60Hz
- Fully integrated multi-touch models available
- Fanless, whisper-quiet
Safety Information

Before using the Planar QE Series, please read this manual thoroughly to help protect against damage to property, and to ensure personal safety.

- Be sure to observe the following instructions.
- For your safety, be sure to observe ALL the warnings detailed in this manual.
- For installation or adjustment, please follow this manual’s instructions, and refer all servicing to qualified service personnel.

Safety Precautions

- **If water is spilled or objects are dropped inside the display, remove the power plug from the outlet immediately.** Failure to do so may result in fire or electrical shock. Contact your dealer for inspection.
- **If the display is dropped or the chassis is damaged, remove the power plug from the outlet immediately.** Failure to do so may result in fire or electrical shock. Contact your dealer for inspection.

**WARNING!** Wall mounts must be secure.

- **If the display is hung on a wall, the wall must be strong enough to hold it.** Simply mounting it to wallboard or wall paneling won’t be adequate or safe.

**Caution:** The screen could be damaged by heavy pressure.

- **Slight pressure on the LCD will cause distortion of the image.** Heavier pressure will cause permanent damage. Displays should be mounted where viewers cannot touch the screen or insert small objects in the openings that will create hazards by contacting bare conductive parts.

**Caution:** The front polarizer is soft and subject to scratches from sharp objects.

- **The polarizer is a thin sheet of film laminated to the outside layer of glass on the LCD screen.** Take care when handling items near the screen.
- **If the power cord or plug is damaged or becomes hot, turn off the main power switch of the display.** Make sure the power plug has cooled down and remove the power plug from the outlet. If the display is still used in this condition, it may cause a fire or an electrical shock. Contact your dealer for a replacement.
Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use the display near water.
6. Clean the LCD screens with an LCD screen cleaner or LCD wipes.
7. Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
8. Do not defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for the replacement of the obsolete outlet.
9. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles and the point where they exit from any of the displays.
10. Only use the attachments/accessories specified by the manufacturer.
11. Unplug all displays during lightning storms or when unused for long periods of time.
12. You must follow all National Electrical Code regulations. In addition, be aware of local codes and ordinances when installing your system.
13. Refer all servicing to qualified service personnel. Servicing is required when any of the displays have been damaged in any way. For example, if the AC power cord or plug is damaged, liquid has been spilled or objects have fallen into a display, the displays have been exposed to rain or moisture, do not operate normally or have been dropped.
14. Keep the packing material in case the equipment should ever need to be shipped.
Recommended Usage

In order to get the most out of your LCD, use the following recommended guidelines to optimize the display.

Burn-In Versus Temporary Image Retention

Burn-in causes the screen to retain an image essentially forever, with little or no way to correct the problem. Under normal use, an LCD will not experience burn-in, as plasma displays do, nor will it retain images in any way.

Normal use of an LCD is defined as displaying continuously changing video patterns or images. However, LCDs can experience temporary image retention when recommended usage guidelines are not followed.

What is Temporary Image Retention?

Temporary image retention (TIR) can occur when a static image is displayed continuously for extended periods of time (12 hours or longer). An electrical charge differential may build up between the electrodes of the liquid crystal, which causes a negative-color video image (color-inverted and brightness-inverted version of the previous image) to be retained when a new image is displayed. This behavior is true for any LCD device from any LCD manufacturer.

TIR is not covered under warranty. See standard warranty terms and conditions for details. Here are some guidelines to help you avoid TIR:

- Use the LCD to show a screen saver, moving images or still pictures that change regularly. When using high-contrast images, reposition the images frequently.
- Turn off the LCD when it is not in use. To use your source computer’s Power Options Properties, set up your computer to turn off the display when not in use.

Warranty Coverage

The following models are warranted for 24 x 7 usage:

- 75": QE7550, QE7550T
- 86": QE8650, QE8650T
- 98": QE9850, QE9850T

Planar recommends turning off the power for 4 hours per day for optimal performance.

For complete warranty details, please visit www.planar.com/warranty.
Important Waste Disposal Information

Please recycle or dispose of all electronic waste in accordance with local, state, and federal laws. Additional resources can be found online at [http://www.planar.com/about/green/](http://www.planar.com/about/green/).

The crossed-out wheelie bin symbol is to notify consumers in areas subject to Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU that the product was placed on the market after August 13, 2005 and must not be disposed of with other waste. Separate collection and recycling of electronic waste at the time of disposal ensures that it is recycled in a manner that minimizes impacts to human health and the environment. For more information about the proper disposal of electronic waste, please contact your local authority, your household waste disposal service, or the seller from whom you purchased the product.

Normal Usage Guidelines

Normal use of the LCD is defined as operating in the open air to prevent heat buildup, and without direct or indirect heat sources such as lighting fixtures, heating ducts, or direct sunlight that can cause the displays to experience high operating temperatures. For all displays, do not block fans or ventilation openings. If the LCD display will be installed in a recessed area with an LCD surround or enclosure, ensure adequate openings are applied for proper air flow and ventilation.

It is up to the installer to ensure that display placement is changed, thermal shielding is provided and/or additional ventilation is provided to keep the display within its nominal operating parameters. Maximum ambient operating temperatures for the Planar QE Series are:

- 75”, 86” and 98” Planar QE Series models: 0-35°C at up to 1500 meters and 0-30°C at up to 3000 meters

Cooling Requirements

For optimal performance, active cooling by the installer should be planned for when the ambient temperature anywhere in the wall is predicted to be above the specified ambient temperature for the display.
Mounting with a VESA Mount

VESA mounts are used to secure the Planar QE Series for display. The display can be installed using a variety of VESA mounts available through Planar. If you do not have a VESA mount and would like to purchase one, contact Planar.

If you purchased a VESA mount, you should have a received a separate box with mounting supplies and an Installation manual. Follow these instructions carefully.

Keep in mind the following general installation 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.

**Caution:** Shorter screws will result in insufficient mounting strength and longer screws could puncture parts inside the display.

- Prior to installation, make sure you know where all of the mounting points are located.
- Follow all safety precautions outlined in the VESA Installation manual.
- Verify the parts received with the list shown in the VESA Installation manual.

Cleaning the Display

If dust has collected on the power plug, remove the plug from the outlet and clean off the dust. Dust build-up may cause a fire.

Remove the power plug before cleaning. Failure to do so may result in electrical shock or damage.

Keep the following points in mind when cleaning the surface of the display:

- When the surface of the display becomes dirty, wipe the surface lightly with a soft clean cloth.
- If the surface requires additional cleaning, use LCD screen cleaner or LCD wipes, which are available at most electronics stores.
- Do not let cleaner seep into the display, as it may cause electrical shock or damage.
# Package Contents

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
<th>Number Included</th>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD display</td>
<td>One per box.</td>
<td>1</td>
<td><img src="image1.png" alt="LCD display" /></td>
</tr>
<tr>
<td>AC power cord</td>
<td>Power cord.</td>
<td>1</td>
<td><img src="image2.png" alt="AC power cord" /></td>
</tr>
<tr>
<td>IR sensor</td>
<td>Used to receive signals from the remote control.</td>
<td>1</td>
<td><img src="image3.png" alt="IR sensor" /></td>
</tr>
<tr>
<td>USB drive</td>
<td>Contains the User Manual, touch drivers and USB-to-serial driver.</td>
<td>1</td>
<td><img src="image4.png" alt="USB drive" /></td>
</tr>
<tr>
<td>USB cable</td>
<td>Connects to a PC for touch functionality (touch models only) and serial commands (all models).</td>
<td>1</td>
<td><img src="image5.png" alt="USB cable" /></td>
</tr>
</tbody>
</table>
## Package Contents

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
<th>Number Included</th>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote control</td>
<td>Used to control the display. 2 AA batteries are included but not installed.</td>
<td>1</td>
<td><img src="remote-control.png" alt="Remote Control" /></td>
</tr>
<tr>
<td>Planar® TouchMark™ Single License Key Card</td>
<td>Annotation and whiteboarding software (touch models only)</td>
<td>1</td>
<td><img src="license-card.png" alt="License Card" /></td>
</tr>
</tbody>
</table>
Standard Inputs

Planar QE Series Displays

**Note:** Only one HDCP 2.2 source can be displayed at a time. If HDMI 1 and HDMI 2 are both being shown on the display at the same time, only HDMI 1 will support HDCP 2.2 content.
Installing the Displays

This section explains how to install your display. We suggest that you read the entire section before you attempt to install the unit.

Before You Begin

Make sure to have all the items in these lists before beginning to unpack and install your display(s).

Tools/Equipment List

Depending on your installation, you may need one or more of the following items:

- String/string level
- Digital/laser level
- Ladders/lift
- Back brace
- Stud finder (if hanging display on a wall)

Other Things You May Need

- LCD screen cleaner or LCD wipes - available at most electronics stores
- At least two very strong people to help lift units into place

Plan Your Installation

You should have a detailed plan of how the units are to be configured. The plan should include calculations for the following:

- Power (maximum of five units per 20A circuit for 115V operation)
- Cable runs
- Ventilation and cooling requirements
- If hanging display on a wall, location of studs in the wall

Prepare Your Installation Location

You should have prepared the area where you will install the unit. If custom enclosures are part of the installation, they must be fully designed to accommodate the installation of the displays, as well as the installed unit and ventilation and cooling requirements.

If your installation included a lot of construction or dust, it is highly recommended that you clean all of the screens after the wall installation and configuration are complete.
Cable Length Recommendations

Cable length performance may vary between different cables and sources. The recommended maximum DisplayPort length is 3m for DisplayPort 1.2 and 5m for DisplayPort 1.1. HDMI cable length is recommended as follows:

- 4K @ 50/60Hz: 5m maximum
- 4K @ 24/25/30Hz: 15m maximum
- 1080p @ 60Hz and lower resolutions: 30m maximum

Supported Graphics Cards

Planar QE Series displays support a variety of graphics cards from leading manufacturers, such as NVIDIA and AMD. In general, you should be looking for graphics cards that have the following features:

- Can output 3840 x 2160 at 24 Hz, 30 Hz or 60 Hz over a single DisplayPort or HDMI connection.
- Four-output graphics cards that can output synchronized (genlocked) 1920 x 1080 outputs at up to 60 Hz.
- Cards that support Planar’s support timings, as listed in the following section "Signal Compatibility" on page 54.

Caution: Before you purchase a graphics card for your source, contact your Sales Representative to get the most current information on Planar’s compatibility with leading graphics cards.
Operating the Display

OSD Keypad

The OSD keypad is located on the rear of the display.

OSD Keypad Buttons

<table>
<thead>
<tr>
<th>Key</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Power on/Power off</td>
</tr>
<tr>
<td>▲</td>
<td>Menu Left/Decrease value</td>
</tr>
<tr>
<td>▶</td>
<td>Menu Right/Increase value</td>
</tr>
<tr>
<td>▲</td>
<td>Menu Up/Increase volume</td>
</tr>
<tr>
<td>▼</td>
<td>Menu Down/Decrease volume</td>
</tr>
<tr>
<td>Menu</td>
<td>Menu/Exit</td>
</tr>
<tr>
<td>SRC</td>
<td>Source selection (toggle)</td>
</tr>
</tbody>
</table>
Remote Control Receiver

The remote control receiver is located near the keypad on the rear of the display. Use the IR extender cable for operating the remote from the front of the display.
LED Indicators

The LED indicator light is located on the rear of the display near the keypad. The following table explains what the different colors and blink patterns mean.

<table>
<thead>
<tr>
<th>LED On</th>
<th>Power Status</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Standby mode</td>
<td></td>
</tr>
<tr>
<td>Amber</td>
<td>Full power mode</td>
<td></td>
</tr>
<tr>
<td>Green Flashing (1 Hz)</td>
<td>AC power on</td>
<td></td>
</tr>
<tr>
<td>Green Flashing (0.5 Hz)</td>
<td>Powering on from standby</td>
<td></td>
</tr>
<tr>
<td>Green Flashing (5 Hz)</td>
<td>Firmware updating</td>
<td></td>
</tr>
<tr>
<td>Amber Flashing (5 Hz)</td>
<td>Power supply failure</td>
<td></td>
</tr>
<tr>
<td>Green and Amber</td>
<td>Firmware update failure</td>
<td></td>
</tr>
</tbody>
</table>

Using the Display in Portrait Mode

When using the display in the portrait position and looking at the rear of the display, it should be rotated according to the arrow stickers on the back of the display. This will allow for proper ventilation. Then select the OSD rotation of landscape or portrait on the OSD menu (MAIN MENU > ADVANCED SETTINGS > MENUS AND MESSAGES > OSD ROTATION).

**Caution:** Improper ventilation may shorten the life of the display.

Using the Display in Flat or Tilted Orientation

The display is not recommended for use in flat orientation for tabletop, floor, or ceiling installations. LCD panels of this size are at risk of panel deflection, which can cause cosmetic sagging, brightness uniformity issues, a shortened life span, and malfunction of optional touch sensors. Installations where the display is tilted downward or upward at an angle may also be prone to these issues and are not recommended.
Using the Remote Control

Below is a picture of the remote control. See the following page for button descriptions and Hex codes.
IR Command Protocol

The Planar QE Series displays accept commands in the form of IR signals that conform to the NEC protocol. Each Planar QE Series remote control has an NEC control code associated with it. You can use these codes to program a third-party “universal” remote control to work with the Planar QE Series displays. These third-party products usually come with a computer software application for this purpose. For more information, consult the documentation provided with the remote control.

The IR control codes have the following characteristics:

- Each code consists of the following:
  - A leader pulse (a modulated pulse of 9 ms followed by a non-modulated pulse of 4.5 ms)
  - 16 address bits. The default address is 1785 (0x06F9, binary 00000110 11111001)
  - 16 data bits: eight (8) bits for the command followed by the logical inverse of the command
  - An end pulse (a modulated pulse of 0.56 ms, similar to the modulated pulse in the ‘0’ and ‘1’ bits). The end of the modulated pulse constitutes the end of the data transmission.
  - The carrier frequency is 38 kHz, with the modulated pulses having a 33% duty cycle.
  - Commands are sent at a maximum rate of 9 Hz.

For example, below is the NEC control code for the ON button of the Planar QE Series remote control (assuming the default address is used).

```
<table>
<thead>
<tr>
<th>Hex</th>
<th>06</th>
<th>F9</th>
<th>01</th>
<th>FE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Binary</td>
<td>00000110</td>
<td>11111001</td>
<td>00000001</td>
<td>11111110</td>
</tr>
</tbody>
</table>
```

```
<table>
<thead>
<tr>
<th>Function</th>
<th>Address Byte 1</th>
<th>Address Byte 2</th>
<th>Command</th>
<th>Command (Logical Inverse)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>00 0000001</td>
<td>1 1 1 1 001</td>
<td>0 0 0 0 0 0</td>
<td>1 1 1 1 1 0</td>
</tr>
</tbody>
</table>
```

The following example shows the pulse train for this command.

```
<table>
<thead>
<tr>
<th>Leader Pulse</th>
<th>Address Byte 1</th>
<th>Address Byte 2</th>
<th>Command Byte</th>
<th>Command Byte (logical inverse)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 ms</td>
<td>4.5 ms</td>
<td>0 0 0 0 0 1</td>
<td>1 1 1 1 0 0 0 1</td>
<td>1 1 1 1 1 1 1 0</td>
</tr>
</tbody>
</table>
```
<table>
<thead>
<tr>
<th>Remote Control Button Name</th>
<th>Address</th>
<th>Data</th>
<th>NEC Data From Remote (Hex Code)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>1785</td>
<td>1</td>
<td>0x06F901FE</td>
<td>Power on</td>
</tr>
<tr>
<td>OFF</td>
<td>1785</td>
<td>9</td>
<td>0x06F909F6</td>
<td>Power off</td>
</tr>
<tr>
<td>▼</td>
<td>1785</td>
<td>2</td>
<td>0x06F902FD</td>
<td>Not used</td>
</tr>
<tr>
<td>▲</td>
<td>1785</td>
<td>3</td>
<td>0x06F903FC</td>
<td>Not used</td>
</tr>
<tr>
<td>**</td>
<td>1785</td>
<td>6</td>
<td>0x06F906F9</td>
<td>Not used</td>
</tr>
<tr>
<td>PRESETS</td>
<td>1785</td>
<td>4</td>
<td>0x06F904FB</td>
<td>Not used</td>
</tr>
<tr>
<td>PRESET 1</td>
<td>1785</td>
<td>5</td>
<td>0x06F905FA</td>
<td>Not used</td>
</tr>
<tr>
<td>PRESET 2</td>
<td>1785</td>
<td>7</td>
<td>0x06F907F8</td>
<td>Not used</td>
</tr>
<tr>
<td>PRESET 3</td>
<td>1785</td>
<td>8</td>
<td>0x06F908F7</td>
<td>Not used</td>
</tr>
<tr>
<td>PRESET 4</td>
<td>1785</td>
<td>10</td>
<td>0x06F90AF5</td>
<td>Not used</td>
</tr>
<tr>
<td>1</td>
<td>1785</td>
<td>12</td>
<td>0x06F900CF3</td>
<td>Number button 1</td>
</tr>
<tr>
<td>2</td>
<td>1785</td>
<td>13</td>
<td>0x06F900DF2</td>
<td>Number button 2</td>
</tr>
<tr>
<td>3</td>
<td>1785</td>
<td>14</td>
<td>0x06F900EF1</td>
<td>Number button 3</td>
</tr>
<tr>
<td>4</td>
<td>1785</td>
<td>15</td>
<td>0x06F900FF0</td>
<td>Number button 4</td>
</tr>
<tr>
<td>5</td>
<td>1785</td>
<td>16</td>
<td>0x06F9010EF</td>
<td>Number button 5</td>
</tr>
<tr>
<td>6</td>
<td>1785</td>
<td>17</td>
<td>0x06F9011EE</td>
<td>Number button 6</td>
</tr>
<tr>
<td>7</td>
<td>1785</td>
<td>20</td>
<td>0x06F9014EB</td>
<td>Number button 7</td>
</tr>
<tr>
<td>8</td>
<td>1785</td>
<td>25</td>
<td>0x06F9019E6</td>
<td>Number button 8</td>
</tr>
<tr>
<td>9</td>
<td>1785</td>
<td>27</td>
<td>0x06F901BE4</td>
<td>Number button 9</td>
</tr>
<tr>
<td>0</td>
<td>1785</td>
<td>18</td>
<td>0x06F9012ED</td>
<td>Number button 0</td>
</tr>
<tr>
<td>VOL +</td>
<td>1785</td>
<td>28</td>
<td>0x06F910CE3</td>
<td>Volume increase</td>
</tr>
<tr>
<td>VOL -</td>
<td>1785</td>
<td>33</td>
<td>0x06F921DE</td>
<td>Volume decrease</td>
</tr>
<tr>
<td>MUTE</td>
<td>1785</td>
<td>32</td>
<td>0x06F920DF</td>
<td>Audio mute</td>
</tr>
<tr>
<td>COLOR</td>
<td>1785</td>
<td>19</td>
<td>0x06F913EC</td>
<td>Not used</td>
</tr>
<tr>
<td>VIDEO WALL</td>
<td>1785</td>
<td>34</td>
<td>0x06F922DD</td>
<td>Not used</td>
</tr>
<tr>
<td>MISC</td>
<td>1785</td>
<td>11</td>
<td>0x06F900BF4</td>
<td>Opens the Image Information menu</td>
</tr>
<tr>
<td>MENU</td>
<td>1785</td>
<td>21</td>
<td>0x06F915EA</td>
<td>Opens the menu</td>
</tr>
<tr>
<td>PREV</td>
<td>1785</td>
<td>22</td>
<td>0x06F916E9</td>
<td>Returns to the previous menu</td>
</tr>
<tr>
<td>ENTER</td>
<td>1785</td>
<td>23</td>
<td>0x06F917E8</td>
<td>Selects the current menu item</td>
</tr>
<tr>
<td>UP</td>
<td>1785</td>
<td>26</td>
<td>0x06F91AE5</td>
<td>Navigate up</td>
</tr>
<tr>
<td>DOWN</td>
<td>1785</td>
<td>29</td>
<td>0x06F91DE2</td>
<td>Navigate left</td>
</tr>
<tr>
<td>LEFT</td>
<td>1785</td>
<td>31</td>
<td>0x06F91FE0</td>
<td>Navigate right</td>
</tr>
<tr>
<td>RIGHT</td>
<td>1785</td>
<td>24</td>
<td>0x06F918E7</td>
<td>Navigate down</td>
</tr>
</tbody>
</table>
Locking the Keypad and IR Remote

You can lock the keypad and IR remote functionality on the display. To lock the keypad, go to Main Menu -> Advanced Settings -> System Settings and select Keypad Lock. To lock the IR remote, go to Main Menu -> Advanced Settings -> System Settings and select IR Remote Lock.

Unlocking the Keypad and IR Remote

To unlock the keypad, press the following keys on the keypad in the order listed: UP, UP, RIGHT, LEFT, DOWN. If the IR remote is unlocked, you can also unlock the keypad by using the IR remote to go to Main Menu -> Advanced Settings -> System Settings and uncheck Keypad Lock.

To unlock the IR remote, press the following keys on the IR remote in the order listed: UP, UP, RIGHT, LEFT, DOWN. If the keypad is unlocked, you can also unlock the IR remote by using the keypad to go to Main Menu -> Advanced Settings -> System Settings and uncheck IR Remote Lock.

<table>
<thead>
<tr>
<th>Remote Control Button Name</th>
<th>Address</th>
<th>Data</th>
<th>NEC Data From Remote (Hex Code)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOP</td>
<td>1785</td>
<td>30</td>
<td>0x06F91EE1</td>
<td>Selects the top line in the current menu</td>
</tr>
<tr>
<td>ZONE 1</td>
<td>1785</td>
<td>35</td>
<td>0x06F923DC</td>
<td>Selects the input for Zone 1</td>
</tr>
<tr>
<td>ZONE 2</td>
<td>1785</td>
<td>36</td>
<td>0x06F924DB</td>
<td>Selects the input for Zone 2</td>
</tr>
<tr>
<td>ZONE 3</td>
<td>1785</td>
<td>38</td>
<td>0x06F926D9</td>
<td>Selects the input for Zone 3</td>
</tr>
<tr>
<td>ZONE 4</td>
<td>1785</td>
<td>39</td>
<td>0x06F927D8</td>
<td>Selects the input for Zone 4</td>
</tr>
<tr>
<td>PIP MODE</td>
<td>1785</td>
<td>37</td>
<td>0x06F925DA</td>
<td>Selects the Multi-Source View setting</td>
</tr>
<tr>
<td>PIP SWAP</td>
<td>1785</td>
<td>40</td>
<td>0x06F928D7</td>
<td>Not used</td>
</tr>
<tr>
<td>HDMI 1</td>
<td>1785</td>
<td>41</td>
<td>0x06F929D6</td>
<td>Selects HDMI 1 for the current zone</td>
</tr>
<tr>
<td>HDMI 2</td>
<td>1785</td>
<td>42</td>
<td>0x06F92AD5</td>
<td>Selects HDMI 2 for the current zone</td>
</tr>
<tr>
<td>HDMI 3</td>
<td>1785</td>
<td>43</td>
<td>0x06F92BD4</td>
<td>Selects HDMI 3 for the current zone</td>
</tr>
<tr>
<td>HDMI 4</td>
<td>1785</td>
<td>44</td>
<td>0x06F92CD3</td>
<td>Selects HDMI 4 for the current zone</td>
</tr>
<tr>
<td>DP</td>
<td>1785</td>
<td>45</td>
<td>0x06F92DD2</td>
<td>Selects DP for the current zone</td>
</tr>
<tr>
<td>DVI</td>
<td>1785</td>
<td>46</td>
<td>0x06F92ED1</td>
<td>Not used</td>
</tr>
<tr>
<td>VGA</td>
<td>1785</td>
<td>47</td>
<td>0x06F92FD0</td>
<td>Not used</td>
</tr>
<tr>
<td>OPS</td>
<td>1785</td>
<td>48</td>
<td>0x06F930CF</td>
<td>Not used</td>
</tr>
</tbody>
</table>
Changing the IR Remote Code Set

The IR remote code set transmitted by the remote and accepted by the display can be configured. This is useful if there are multiple Planar displays and you would like each remote to work only with one of the displays. It can also be used if IR interference with another device, such as a DVD player, is occurring.

To change the IR code on the remote, use the following procedure:

1. Press and hold the CODE button on the remote control until the LED on the remote lights solid red (approximately five seconds).

2. Enter a new five-digit code between 00000 and 65535. Include leading zeros for codes with four or fewer digits; for example, enter 255 as 00255.

3. The LED turns off to confirm the code change. If you enter an invalid code, the LED flashes for three or four seconds. Try again, entering a valid code.

Note: The code must match the IR Remote ID Code setting. See page 41.

Turning the Display On

1. Insert the power cord into the display and into the power outlet.

2. Ensure the AC switch is set to “—“.

3. Press the ON button on the remote or the power button on the keypad.

Turning the Display Off

With the power on, press the OFF button on the remote or the power button on the keypad to put the LCD panel in a standby mode. To turn off power completely, turn the AC switch to “O“ or disconnect the AC power cord from the power outlet.

Note: The display may automatically turn off the backlight or enter standby mode if no signal is present for a certain period of time. See the description of the Power Saving Mode setting on page 29 for more information.
Adjusting the Volume

1. Using the remote, press the VOL + or VOL - to increase or decrease the volume. You can also use the Up and Right keys to increase the volume, and the Down and Left keys to decrease the volume.

2. Press the MUTE button to temporarily turn off all sound. To restore the sound, press the MUTE button again.

Note: The analog audio out is variable. S/PDIF is fixed.

Selecting Layouts and Input Sources

With Planar QE Series, you can show one source at a time or multiple sources simultaneously. Multiple layout options are available and can be selected from the Inputs and Views Menu (see page 22). Once a layout has been designated, you can assign sources to each of the zones in the layout. The selection of sources must be made one at a time by assigning a current zone. To select the current zone, you can navigate through the on-screen menu (see page 22). Alternatively, you can use the remote or keypad as described next.

Remote

Press the Zone 1, Zone 2, Zone 3, or Zone 4 buttons on the remote. After selecting the desired zone, you can press the source button (DP, HDMI 1, HDMI 2, HDMI 3 or HDMI 4). This action will also select the active audio source.

For example, to change Zone 3 to HDMI 3, press the Zone 3 button and then press the HDMI 3 button.

Keypad

Press the SRC button. The input source will be toggled in the following order: HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP.

Note: Sources will toggle through the current zone, or last zone to be modified. Current zones can only be re-assigned in the on-screen menu.
Navigating Through the Menus

1. With the power on, press MENU. The MAIN menu appears.

2. Within the menu, use ▲, ▼, ◀, ► and ENTER to navigate through the menus and adjust options.

3. Press PREV on the remote control, or MENU on the keypad, to return to the previous menu. To exit the menu system, press MENU on the remote control, or continue to press MENU on the keypad until the main menu is reached.
Inputs and Views Menu

This menu shows how the sources will be laid out on the screen based on the current Multi-Source View and Advanced Layouts selections.

### Multi-Source View

Select the Multi-Source View mode

**Options:** Single, Quad; **Default:** Single

**Note:** You can only use 4K/60Hz in Single mode.

### Zone 1

Select the source displayed in Zone 1

**Options:** HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP; **Default:** HDMI 1

### Zone 2

Select the source displayed in Zone 2

**Options:** HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP; **Default:** HDMI 2

### Zone 3

Select the source displayed in Zone 3

**Options:** HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP; **Default:** HDMI 3

### Zone 4

Select the source displayed in Zone 4

**Options:** HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP; **Default:** HDMI 4

### Auto Scan Sources

Select whether the display will automatically scan for a valid source on any zone that currently does not have a source

**Options:** On, Off; **Default:** Off
Image Adjust Menu

This menu is used for making common image adjustments for the current zone.

Current Zone

The zone that is currently being adjusted. All of the settings in this menu are saved per input. The zone’s corresponding input source is shown in the title bar, and the graphic beneath that shows which zone is being adjusted in the current Multi-Source View mode and Advanced Layout setting (if applicable).

The current zone can be changed via the menu or by using the ZONE 1-4 keys on the remote control.

Note: Changing the Current Zone setting via the ZONE 1-4 keys also changes the Audio Select setting.
### Image Adjust Menu

#### Brightness
Adjust the brightness value of the image  
**Range:** 0~100; **Default:** 50

#### Contrast
Adjust the contrast of the image  
**Range:** 0~100; **Default:** 50

#### Color
Adjust the saturation of the image  
**Range:** 0~100; **Default:** 50

#### Tint
Adjust the hue of the image  
**Range:** 0~100; **Default:** 50

#### Sharpness
Adjust the sharpness of the image. Higher numbers are sharper  
**Range:** 0~10; **Default:** 5

#### Noise Reduction
Turn on noise reduction processing  
**Options:** Off, Low, Medium, High; **Default:** Off

#### Diagnostic Color
Set the image to monochrome. This setting is for use in adjustments to a test pattern and is not stored.  
**Options:** Off, Red, Green, Blue; **Default:** Off

#### Color Space
Set the color space of the image  
**Options:** REC601, REC709, RGB, RGB Video, Auto; **Default:** Auto

#### Color Temperature
Set the color temperature of the image  
**Options:** 3200K, 5500K, 6500K, 7500K, 9300K, Native; **Default:** Native

#### Red Gain
Adjust the red gain of the image  
**Range:** 0~200; **Default:** 100

#### Green Gain
Adjust the green gain of the image  
**Range:** 0~200; **Default:** 100
Blue Gain
Adjust the blue gain of the image
Range: 0–200; Default: 100

Red Offset
Adjust the red offset of the image
Range: 0–100; Default: 50

Green Offset
Adjust the green offset of the image
Range: 0–100; Default: 50

Blue Offset
Adjust the blue offset of the image
Range: 0–100; Default: 50

Gamma
Set the gamma of the image
Options: 1.5, 1.55, 1.6, 1.65, 1.7, 1.75, 1.8, 1.85, 1.9, 1.95, 2.0, 2.05, 2.1, 2.15, 2.2, 2.25, 2.3, 2.35, 2.4, 2.45, 2.5, 2.55, 2.6, 2.65, 2.7, 2.75, 2.8
Default: 2.2

Content Rotation
Rotate the image on the display
Options: None, 90, 180, 270; Default: None

Aspect Ratio
Set how the source is treated when the aspect ratio of the input is different than the aspect ratio of the zone it is in. If the image does not fill the zone completely, the extra margins are black.
Options: Auto, 16:9, 4:3, Fill Screen, Native, Letterbox; Default: Auto

Overscan
Set the percentage of the image to remove from each edge
Range: 0–20; Default: 0

Image Position
Move the image horizontally or vertically. The amount to move is measured in input pixels.
Range: -1000–1000; Default: 0

Revert to Defaults
Reset all settings in the Image Adjust menu to their factory defaults for the current zone only
Audio Menu

This menu enables you to make audio adjustments to the selected zone.

Note: Volume, Bass, Treble and Balance do not apply to the S/PDIF output.

Audio Select

The zone that is currently being adjusted and whose audio is being played. The zone’s corresponding input source is shown in the title bar.

Options: Zone 1, Zone 2, Zone 3, Zone 4; Default: Zone 1

Note: Changing the Audio Select setting via the ZONE 1-4 keys also changes the Current Zone setting.

Volume

Set the volume of the audio
Range: 0~100; Default: 50

Bass

Set the bass level
Range: 0~100; Default: 50

Note: This setting applies only to the internal speakers, and cannot be adjusted for the Line Out connector.

Treble

Set the treble level
Range: 0~100; Default: 50

Note: This setting applies only to the internal speakers, and cannot be adjusted for the Line Out connector.
### Balance

Set the audio balance

**Range:** 0~100; **Default:** 50

### Enable Internal Speakers

Disable or enable the built-in speakers

**Options:** On, Off; **Default:** On

### Mute

Mute or unmute the audio

**Options:** On or Off; **Default:** Off
Advanced Settings Menu

Panel Brightness Submenu

Intensity

Set the intensity of the LCD backlight

Range: 0~100; Default: 75

Local Dimming

Turn on or off the local dimming function, if supported by the display

Options: On, Off; Default: On
Power Submenu

Auto Power On

Set whether the system will automatically leave standby mode after AC power is applied

- **Options:** On, Off; **Default:** Off

Power Saving Mode

Set the action to take if there is no signal detected after the period of time selected by the Power Saving Delay setting:

- **Disabled:** The display will remain on even if no signal is present.
- **Low Power:** The display will enter standby mode if no signal is detected after the specified period of time.
- **Wake on Signal:** The display will enter a reduced power mode if no signal is detected after the specified period of time. When in this state, the display will turn on when a signal is detected or when any key is pressed on the keypad or IR remote.

  - **Default:** Low Power

Power Saving Delay

Set the number of minutes to delay before initiating the power saving mode action (if any)

- **Options:** 1 Minute, 5 Minutes, 15 Minutes, 30 Minutes, 60 Minutes; **Default:** 5 minutes

Power On Delay

Select the amount of time to delay before turning on the display. Depending on the electrical capabilities at the installation site, it can be necessary to adjust the power on sequence of the displays if there are multiple displays in the installation. Use this control to ensure that each display will power on at a different time, avoiding such problems.

- **Options:** 0-10 seconds, in 0.1 second increments; **Default:** 0 seconds
Network Submenu

The default static IP values are:

- IP Address: 192.168.12.12
- Subnet Mask: 255.255.255.0
- Default Gateway: 192.168.12.1

The static IP settings that you program will be used if a DHCP server cannot be found.

<table>
<thead>
<tr>
<th>MAC Address</th>
<th>The MAC address of the system</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>The current network address. You can use the number keys on the remote to enter this information.</td>
</tr>
<tr>
<td>Subnet Mask</td>
<td>The current subnet mask. You can use the number keys on the remote to enter this information.</td>
</tr>
<tr>
<td>Default Gateway</td>
<td>The current default gateway. You can use the number keys on the remote to enter this information.</td>
</tr>
<tr>
<td>DNS Server</td>
<td>The current DNS server. You can use the number keys on the remote to enter this information.</td>
</tr>
</tbody>
</table>

**Note:** The specified DNS server is used when Use Network Time is checked for the Set Date and Time setting.

<table>
<thead>
<tr>
<th>DHCP</th>
<th>Turn DHCP on or off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Options:</strong> On, Off; <strong>Default:</strong> On</td>
</tr>
</tbody>
</table>
## Menus and Messages Submenu

<table>
<thead>
<tr>
<th>Menu Position</th>
<th>Move the OSD menu to a different location on the screen</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options:</strong></td>
<td>Center, Upper Left, Upper Right, Lower Left, Lower Right; <strong>Default:</strong> Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OSD Transparency</th>
<th>Set the transparency of the OSD so that the image behind it can be seen. Higher values mean greater transparency.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Range:</strong></td>
<td>0~5; <strong>Default:</strong> 0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OSD Timeout</th>
<th>Set the amount of time in seconds since the last keypress before the OSD menu automatically closes. If set to Off, the menu never automatically closes.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options:</strong></td>
<td>Off, 10 Seconds, 30 Seconds, 60 Seconds, 120 Seconds, 240 Seconds; <strong>Default:</strong> 60 Seconds</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Allow Pop Up Messages</th>
<th>Suppress messages that pop up automatically. When set to No, the source status message and the volume slider bar will not be displayed.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options:</strong></td>
<td>Yes or No; <strong>Default:</strong> Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Allow Splash Screen</th>
<th>Enable or disable the splash screen during startup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options:</strong></td>
<td>Enable or Disable; <strong>Default:</strong> Enable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OSD Rotation</th>
<th>Rotate the OSD menu so that it is readable if the display is mounted in portrait orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Options:</strong></td>
<td>Landscape or Portrait; <strong>Default:</strong> Landscape</td>
</tr>
</tbody>
</table>
**Blank Screen Color**

Select the color to display when there is no signal in a zone

**Options:** Black, White, Gray, Red, Green, Blue, Cyan, Magenta, Yellow

**Default:** Black

---

**Schedule Submenu**
Set Date and Time

Set the internal system clock. If **Use Network Time** is unchecked, you can set the following settings individually: Time Zone, Year, Month, Day, Date, Hour, and Minute.

**Note:** If Use Network Time is checked and DHCP is unchecked, the display will be unable to obtain the network time unless a DNS server is programmed. This is done via the DNS Server setting in the Network menu or the serial command interface.

Set Event 1~Event 20

**Event Enabled:** Turns on the event. If disabled, the settings are saved so that the event can be re-enabled.

**Frequency:** The frequency of the event. Options are Daily, Weekly, Weekdays, Weekends.

**Action:** The action to take for the event. Options are Turn On, Turn Off, Panel Brightness.

**Data:** The backlight setting when the Action is set to Panel Brightness.
EDID Submenu

This menu specifies the EDID format and preferred timing for the selected connector.

**Selected Connector**

Set which connector is used

**Options:** HDMI 1, HDMI 2, HDMI 3, HDMI 4, DP, All

**Program EDID**

Program the EDID information for the selected connector based on the selections in the EDID submenu

**EDID Type**

Set the EDID type to determine the base EDID used for the current connector:

- 4K60 selects an EDID format compliant with HDMI 2.0 and DP 1.2
- 4K30 selects an EDID format compliant with HDMI 1.4b and DP 1.1
- 1080P selects an EDID format compliant with HDMI 1.3 and DP 1.1

**Options:** 4K60, 4K30, 1080P

**Horizontal Active**

The number of active pixels in a line

**Range:** 0~4095
### Vertical Active

The number of active lines in a field  
**Range:** 0~4095

### Vertical Refresh Rate

The number of fields per second rounded to the nearest Hz  
**Range:** 0~120

### Fully Specified

Determine how the final detailed timing is calculated. If disabled, it is calculated based on Horizontal Active, Vertical Active, and Vertical Refresh Rate values. If enabled, it is calculated based on all of the EDID values except for Vertical Refresh Rate.  
**Options:** Disabled, Enabled

**Note:** This setting should only be enabled by advanced users.

### Pixel Clock

The value of the pixel clock, in megahertz  
**Range:** 0~600.00, in 0.01 increments

### Horizontal Blanking

The number of non-active pixel clocks in a line  
**Range:** 0~1023

### Horizontal Front Porch

The number of pixel clocks in the horizontal front porch  
**Range:** 0~1023

### Horizontal Sync Width

The number of pixel clocks in the horizontal sync pulse  
**Range:** 0~255

### Vertical Blanking

The number of non-active lines in a field  
**Range:** 0~255

### Vertical Front Porch

The number of line times in the vertical front porch  
**Range:** 0~255

### Vertical Sync Width

The number of line times in the vertical sync  
**Range:** 0~255
Advanced Color Submenu

This menu adjusts the color coordinates of the current zone. These controls are used by advanced installers to achieve exact color point targets on the display. In some cases, the target color coordinates may not be achievable. In this case, an asterisk (*) will appear next to the color coordinate value.

**Note:** The white color point should be adjusted before adjusting the other color points.
**Current Zone**

The zone that is currently being adjusted. All of the settings in this menu are saved per zone, and all color coordinate values are also saved per Color Gamut setting. The zone’s corresponding input source is shown in the title bar, and the graphic beneath that shows which zone is being adjusted in the current Multi-Source View mode and Advanced Layout setting (if applicable).

The current zone can be changed via the menu or by using the ZONE 1-4 keys on the remote control.

**Note:** Changing the Current Zone setting via the ZONE 1-4 keys also changes the Audio Select setting.

**White x**

Adjust the x coordinate of the white color point  
**Range:** 0.000-0.800

**White y**

Adjust the y coordinate of the white color point  
**Range:** 0.000-0.800

**Red x**

Adjust the x coordinate of the red color point  
**Range:** 0.000-0.800

**Red y**

Adjust the y coordinate of the red color point  
**Range:** 0.000-0.800

**Green x**

Adjust the x coordinate of the green color point  
**Range:** 0.000-0.800

**Green y**

Adjust the y coordinate of the green color point  
**Range:** 0.000-0.800

**Blue x**

Adjust the x coordinate of the blue color point  
**Range:** 0.000-0.800

**Blue y**

Adjust the y coordinate of the blue color point  
**Range:** 0.000-0.800
<table>
<thead>
<tr>
<th><strong>Advanced Settings Menu</strong></th>
</tr>
</thead>
</table>

**Cyan x**
Adjust the x coordinate of the cyan color point
**Range:** 0.000-0.800

**Cyan y**
Adjust the y coordinate of the cyan color point
**Range:** 0.000-0.800

**Magenta x**
Adjust the x coordinate of the magenta color point
**Range:** 0.000-0.800

**Magenta y**
Adjust the y coordinate of the magenta color point
**Range:** 0.000-0.800

**Yellow x**
Adjust the x coordinate of the yellow color point
**Range:** 0.000-0.800

**Yellow y**
Adjust the y coordinate of the yellow color point
**Range:** 0.000-0.800

**Copy to All Zones**
Copy the color coordinate settings for the current zone and the current Color Gamut setting to all other zones

**Revert to Defaults**
Reset the color coordinate settings for the current zone and the current Color Gamut setting to their default values
Test Patterns Submenu

This menu selects a test pattern to show on the display for diagnostic purposes.

Options: Black, Gray, White, Red, Green, Blue, Magenta, Yellow, Cyan, Gray Ramp, Red Ramp, Blue Ramp, Color Bar, Checkerboard
System Settings Submenu

Enable Status LED

When enabled, the status LEDs on the back of the display behave as indicated on page 14. When disabled, the status LEDs are always turned off.

**Options:** Disable, Enable; **Default:** Enable

Pixel Orbit

Create slight frame motion to help avoid image retention

**Options:** Enable, Disable; **Default:** Disable

MEMC

Enable motion estimation motion compensation (frame interpolation). This improves smoothness for fast motion video content.

**Options:** Off, Low, Medium, High; **Default:** Off

DisplayPort Type

Set the version of DisplayPort that is used by the system

**Options:** 1.1, 1.2; **Default:** 1.2

Keypad Lock

Lock or unlock the keypad. When it is enabled, all keypad presses will be ignored.

**Options:** Enable, Disable; **Default:** Disable

IR Remote Lock

Lock or unlock the remote control. When it is enabled, all remote control presses will be ignored.

**Options:** Enable, Disable; **Default:** Disable
### IR Remote ID Code

Selects the IR remote code set accepted by the display

**Options:** 00000-65535, **Default:** 01785

### Save All Settings to USB

Save all settings in the display to a USB flash drive. The saved file will be named Planar-settings.bin and will be saved in the root folder of the USB flash drive.

**Note:** A USB flash drive must be inserted into the USB-A connector prior to using this feature. The USB flash drive must be formatted as FAT32. This feature will not work with the NTFS file system.

### Restore All Settings from USB

Restores all settings in the display from a USB flash drive. The settings file must be named Planar-settings.bin and must be located in the root folder of the USB flash drive.

**Note:** A USB flash drive must be inserted into the USB-A connector prior to using this feature. The USB flash drive must be formatted as FAT32. This feature will not work with the NTFS file system.

### Save Diagnostics to USB

Save a diagnostic report to a USB flash drive to help Planar Technical Support troubleshoot any issues. The saved file will be named Planar-diagnostics.bin and will be saved in the root folder of the USB flash drive.

**Note:** A USB flash drive must be inserted into the USB-A connector prior to using this feature. The USB flash drive must be formatted as FAT32. This feature will not work with the NTFS file system.

### Factory Reset

Return the saved settings in a system to their factory defaults

### Firmware Update

Update the firmware for the display. Refer to the instructions on the firmware release package for more information.
System Information Submenu

This menu displays version information for all programmable parts in the system. It also contains the model and serial number.

<table>
<thead>
<tr>
<th>Part</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware</td>
<td>1.0.1000</td>
</tr>
<tr>
<td>SCP</td>
<td>1.0.1000</td>
</tr>
<tr>
<td>VP</td>
<td>1.0.900</td>
</tr>
<tr>
<td>HDMI</td>
<td>1001600</td>
</tr>
<tr>
<td>FRC</td>
<td>0.1 837011</td>
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</table>
Image Information Submenu

This menu displays image details for the current zone. If more than one zone is available, you can change zones by setting the **Current Zone** option.
Error Log Submenu

This menu displays a chronological list of system errors that have occurred. For a list of possible errors, see "Error Codes" on page 66.
Using the Touch Screen

You can use the touch screen to control your Windows, Mac or Linux operating system. The Planar QE Series is HID compliant, delivering up to 20 points of touch on both Windows and Linux without a driver. Single touch only is supported for Mac operating systems. To achieve more than single touch Mac support, drivers will need to be installed, which can be found on http://www.planar.com/support.

**Note:** Ensure that you have installed the USB cable on the display to a computer.
Planar QE Series Remote Monitoring Software

Planar QE Series Remote Monitoring is a software tool that displays information about the display via a web browser. It is used primarily to access the settings in the OSD as well as provides some additional features.

Remote Monitoring Home

Launch a web browser. Enter the IP address shown in the Network menu (see page 30). If successful, you should see the Remote Monitoring System Information page.

Remote Monitoring System Information

This page displays version information for all programmable parts in the system. It also contains the model and serial number.

For the OSD equivalent, refer to "System Settings Submenu" on page 40.
Remote Monitoring Inputs and Views

This page shows how the sources will be laid out on the screen based on the current Multi-Source View and Advanced Layouts selections.

For the OSD equivalent, refer to "Inputs and Views Menu" on page 22.
Remote Monitoring Audio

This page enables you to make audio adjustments to the selected zone.

**Note:** Volume, Bass, Treble and Balance do not apply to the S/PDIF output.

For the OSD equivalent, refer to "Audio Menu" on page 26.
Remote Monitoring Panel Brightness and Power

This page enables you to make adjustments to the brightness and power settings. For the OSD equivalents, refer to "Panel Brightness Submenu" on page 28 and "Power Submenu" on page 29.
Remote Monitoring Notifications

This page enables you to send email notifications on certain events.

Note: Obtain this information from your ISP or network administrator.

The options under Email Account Settings are:

- **SMTP Server**: The name of the outgoing SMTP server. Obtain this information from your ISP.
- **Connection Encryption**: Selects the appropriate encryption method required by the SMTP server.
- **Port**: Selects the port that the SMTP server uses.
- **Authentication**: Use Auto unless directed by your ISP or network administrator.
- **User Name**: Login username for the SMTP server.
- **Password**: Login password for the SMTP server.
- **Email From Address**: The email address that will be shown in the “From:” field of the notification emails.
The options under **Notification Events** are:

- **Power On/Off**: Occurs when standby mode is entered and when the display is powered on.
- **System Error**: Occurs when the display has detected an error within the system.
- **Source Detect**: Occurs when the display detects and displays a new input signal.
- **Source Lost**: Occurs when the current input signal is no longer detected.
- **Source Selected**: Occurs when a different input source is selected for any of the zones.

**Note**: Each event can be sent to one or more recipients. To add multiple email addresses, separate them by a space.

- **Test Email**: Sends a test of the selected email notification. This is useful for verifying that your email account settings are setup correctly. If the test email fails, you can use the **View Last 10 Log Messages** button to get more detailed information about the failure.

**Remote Monitoring System Settings**

This page enables you to make adjustments to a variety of system settings.

For the OSD equivalent, refer to "System Settings Submenu" on page 40.
Remote Monitoring Access Control

This page enables you to limit the ability to access certain features in the web server by password protecting them.

All functions other than the following require Admin level access:

- Power On/Off
- System Information
- Inputs and Views
  - Multi-Source View
  - Zone inputs
- Audio
  - Volume
- Mute
- Panel Brightness and Power
  - Panel Brightness

With the exception of System Information, all functions listed above require User level access.

If no password is set for either access level, all functions can be accessed. By default, there are no passwords for either access level.
External Control

In addition to using the Planar QE Series remote control and display, there are other methods of controlling the Planar QE Series display externally:

- Using a serial link to send ASCII commands and to receive responses to those commands. The same set of commands can be sent over RS-232, USB, TCP or UDP. See the Planar QE Series RS232 User Manual for more information.
- Using discrete infrared (IR) codes to program a third-party remote control. See "IR Command Protocol" on page 16.
- Using the Planar QE Series Remote Monitoring software to access the settings in the OSD as well as some additional features via a web browser. See "Planar QE Series Remote Monitoring Software" on page 46.
## Signal Compatibility

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<th>Resolution</th>
<th>Frame rate (Hz)</th>
<th>Line Rate (kHz)</th>
<th>Pixel Rate (MHz)</th>
<th>HDMI 1-2</th>
<th>HDMI 3-4</th>
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<td>CEA-861-F Format 93, HDMI 1.4b VIC 1</td>
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<td>CEA-861-F Format 96, 4:2:0 sub-sampling</td>
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<td>CEA-861-F Format 96</td>
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Color Subsampling Support

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<tr>
<th>Video Timing</th>
<th>Input</th>
<th>RGB 4:4:4 Supported</th>
<th>YUV 4:4:4 Supported</th>
<th>YUV 4:2:2 Supported</th>
<th>YUV 4:2:0 Supported</th>
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<tbody>
<tr>
<td>4K @ 50/60 Hz</td>
<td>DP</td>
<td>x</td>
<td>x</td>
<td>x</td>
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<tr>
<td>4K @ 50/60 Hz</td>
<td>HDMI 1-2</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
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<tr>
<td>4K @ 50/60 Hz</td>
<td>HDMI 3-4</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
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<tr>
<td>All Other Supported Timings</td>
<td>Any</td>
<td>x</td>
<td>x</td>
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## Specifications

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<thead>
<tr>
<th>Item</th>
<th>QE7550 QE7550T</th>
<th>QE8650 QE8650T</th>
<th>QE9850 QE9850T</th>
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<tbody>
<tr>
<td><strong>LCD Panel</strong></td>
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<tr>
<td>Resolution</td>
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<td>3840 x 2160</td>
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<tr>
<td>Aspect Ratio</td>
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<td>16:9</td>
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<tr>
<td>Screen Size</td>
<td>75&quot;</td>
<td>86&quot;</td>
<td>98&quot;</td>
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<tr>
<td>Orientation</td>
<td>Landscape/Portrait</td>
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<tr>
<td>Brightness (Typ.)</td>
<td>500 cd/m²</td>
<td>500 cd/m²</td>
<td>400 cd/m²</td>
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<tr>
<td>Contrast Ratio (local dimming enabled)</td>
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<td>20,000:1</td>
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<tr>
<td>Contrast Ratio (local dimming disabled)</td>
<td>1200:1</td>
<td>1200:1</td>
<td>1300:1</td>
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<tr>
<td>Viewing Angle (Typ.)</td>
<td>178°</td>
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<tr>
<td>Response Time (Typ.)</td>
<td>6ms</td>
<td>8ms</td>
<td>8ms</td>
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<tr>
<td>Color Gamut</td>
<td>72% NTSC</td>
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<tr>
<td>Display Color</td>
<td>1.07 billion (10-bit depth)</td>
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<tr>
<td><strong>Connectivity</strong></td>
<td></td>
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<tr>
<td>Standard Inputs</td>
<td>DisplayPort 1.2, HDMI 2.0 x 2, HDMI 1.4 x 2</td>
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<tr>
<td>Audio Output</td>
<td>Line out, S/PDIF</td>
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<tr>
<td>Control and Monitoring</td>
<td>LAN RJ45, RS232 In, IR, Keypad</td>
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<tr>
<td><strong>Mechanical</strong></td>
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<tr>
<td>Display Dimensions</td>
<td>Standard: 66.2&quot; x 37.7&quot; x 3.24&quot; (1680.3 mm x 958.7 mm x 82.3 mm)</td>
<td>Standard: 75.8&quot; x 43.2&quot; x 3.3&quot; (1926.2 mm x 1097.2 mm x 83.7 mm)</td>
<td>Standard: 86.3&quot; x 49.1&quot; x 3.83&quot; (2191.8 mm x 1246.8 mm x 97.3 mm)</td>
</tr>
<tr>
<td></td>
<td>Touch: 67.4&quot; x 39&quot; x 3.64&quot; (1711.4 mm x 990.3 mm x 92.4 mm)</td>
<td>Touch: 77&quot; x 44.4&quot; x 3.73&quot; (1957 mm x 1128 mm x 94.7 mm)</td>
<td>Touch: 87.4&quot; x 50.2&quot; x 4.37&quot; (2219.8 mm x 1275.4 mm x 110.9 mm)</td>
</tr>
<tr>
<td>Bezel Width</td>
<td>Standard: 0.60&quot; (15.3 mm) left/right; 0.61&quot; (15.4 mm) top/bottom</td>
<td>Standard: 0.61&quot; (15.6 mm) left/right; 0.62&quot; (15.7 mm) top/bottom</td>
<td>Standard: 0.63&quot; (16.0 mm) left/right; 0.62&quot; (15.7 mm) top/bottom</td>
</tr>
<tr>
<td></td>
<td>Touch: 1.22&quot; (30.9 mm) left/right; 1.23&quot; (31.2 mm) top/bottom</td>
<td>Touch: 1.2&quot; (31.0mm) left/right, top/bottom</td>
<td>Touch: 1.2&quot; (31.0mm) left/right, top/bottom</td>
</tr>
<tr>
<td><strong>Item</strong></td>
<td><strong>QE7550 QE7550T</strong></td>
<td><strong>QE8650 QE8650T</strong></td>
<td><strong>QE9850 QE9850T</strong></td>
</tr>
<tr>
<td>----------</td>
<td>-------------------</td>
<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Display Weight</td>
<td>Standard: 115 lbs (52 kg)</td>
<td>Standard: 126 lbs (57 kg)</td>
<td>Standard: 187 lbs (85 kg)</td>
</tr>
<tr>
<td></td>
<td>Touch: 138 lbs (63 kg)</td>
<td>Touch: 158 lbs (72 kg)</td>
<td>Touch: 243 lbs (110 kg)</td>
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<td>Mounting</td>
<td>VESA 600 mm x 400 mm</td>
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<tr>
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<tr>
<td>Speakers</td>
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<td>10W x 2 built-in</td>
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<tr>
<td><strong>Usage</strong></td>
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</tr>
<tr>
<td>Recommended Usage</td>
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<tr>
<td>Backlight</td>
<td>E-LED</td>
<td>E-LED</td>
<td>D-LED</td>
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<td>Backlight Life</td>
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<td>30,000 hours min</td>
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<tr>
<td><strong>Power Source</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Power Consumption (Typ.)</td>
<td>195W</td>
<td>165W</td>
<td>410W</td>
</tr>
<tr>
<td>BTU/hr (Typ.)</td>
<td>195W x 3.42 BTU = 667 BTU/hr</td>
<td>165W x 3.42 BTU = 564 BTU/hr</td>
<td>410W x 3.42 BTU = 1402 BTU/hr</td>
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<tr>
<td>Standby Power Consumption</td>
<td>&lt;1W</td>
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<tr>
<td>Input Voltage / Frequency</td>
<td>AC 100-240V</td>
<td>50-60 Hz</td>
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<tr>
<td><strong>Environment</strong></td>
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<tr>
<td>Storage Temperature</td>
<td>Min -4°F ~ Max 140°F (-20°C ~ 60°C)</td>
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</tr>
<tr>
<td>Operating Temperature</td>
<td>Min 32°F ~ Max 95°F (0-35°C) at up to 1500 m</td>
<td>Min 32°F ~ Max 86°F (0-30°C) at up to 3000 m</td>
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<td>Humidity</td>
<td>20-85% RH</td>
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<tr>
<td>Approvals</td>
<td>FCC Class A, cTUVus, CE</td>
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</table>
Troubleshooting During Installation

This section includes troubleshooting information about different issues you may encounter during the installation process or after your display has been running for some time. If you are not able to solve your issue in this section, please contact Planar’s Technical Support team for assistance.

Error Codes

To see the last 50 errors that have occurred, select the Error Log tab in the OSD (MAIN MENU > INFORMATION > ERROR LOG), as shown below.
Symptoms, Possible Causes and Solutions

Below are different symptoms that you might encounter as you install your Planar QE Series display. First look at the different symptoms to see if you can find your issue. And then look at the possible cause and try the suggested solution(s). If you still are not able to resolve your issue, please contact Planar’s Technical Support Department.

Symptom: Can’t Get PC to Output 4K @ 24/30/60 Hz

Solution
Make sure that your graphics card can support a 4K output. See "Supported Graphics Cards" on page 11 for a list of the current graphics cards that Planar supports for the Planar QE Series displays.

Solution
Confirm that you are using a DisplayPort output. You can’t use a DisplayPort-to-HDMI adapter to output 4K content.

Solution
Make sure you are using a high-speed HDMI cable. Standard HDMI cables might work but are not guaranteed.

Solution
Verify that the selected EDID Type setting in the OSD is 4K60 or 4K30. If you change the EDID setting, you may need to disconnect and reconnect the cable.

Solution
If you are trying to use 4K @ 60 Hz on HDMI, the display must be connected to HDMI 1 or HDMI 2.

Solution
If you are trying to display 4K @ 60 Hz on HDMI 1 or HDMI 2, the Multi-Source View setting must be Single.
Symptom: Can’t Get PC to Output 4K @ 24/30/60 Hz

Possible Cause

The connector overmold is too large, which can cause the pins not to contact properly on some cards.

Solution

If using DisplayPort, make sure the connector overmold isn’t too large.
Symptom: IR Isn’t Working Properly

Possible Cause
The wired IR module may not be fully connected.

Solution
Make sure the IR is fully connected by pressing hard to ensure it is inserted as far as possible.

Possible Cause
The wired IR module cable is not being used.

Solution
Make sure that the wired IR module cable is being used.
Accessing Planar’s Technical Support Website

Visit http://www.planar.com/support for the following support documents and resources:

- User Manual
- RS232 User Manual
- Touch screen drivers
- Standard warranties
- Planar support hotline number and email
Index

A

adjusting volume, 20
advanced settings menu, 28
audio menu, 26
avoiding temporary image retention, 4

C

cleaning the display, 6
codes, error, 66
color subsampling, 57
control, external, 53

D
dimensions, 60
display
  installing, 10

E
error codes, 66
external control, 53

I
image adjust menu, 23
information menu, 42
input source
  selecting, 20
inputs and view menu, 22
installation
  of LCD, 10
  safety precautions, 3
introduction, 1
IR codes, using, 16
IR commands
  for Planar QE, 16
  protocol, 16
IR not working, 69

L

LCD
  installation, 10
  locking, 18

M

menus
  advanced settings, 28
  audio, 26
  image adjust, 23
  information, 42
  inputs and views, 22
  using, 21

N

navigating menus, 21
normal usage guidelines, 5

O

osd menus, 18, 21
  unlocking, 18

P

package contents, 7
Planar QE display
  troubleshooting via error codes, 66

R

recommended usage, 4
remote control
  using, 15
S
safety
during installation, 3
information, 2
precautions, 2
precautions during use, 4
selecting input source, 20
service plans, ii
signal compatibility, 54
specifications, 58
subsampling
color, 57
supported timings, 54

T
temporary image retention
avoiding, 4
definition, 4
timings, 54
TIR see temporary image retention
troubleshooting, 66
during installation, 66
error codes in Planar QE, 66
symptoms, 67
turning off the displays, 19
turning on the displays, 19

U
using the remote, 15

V
volume, 20

W
warranty
information, ii