

## Planar Simplicity P Series



|       |  |         |
|-------|--|---------|
| SLP43 |  | SLP43-T |
| SLP50 |  | SLP50-T |
| SLP55 |  | SLP55-T |
| SLP65 |  | SLP65-T |
| SLP75 |  | SLP75-T |
| SLP86 |  | SLP86-T |

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The Planar Simplicity P Series is fully RoHS compliant.

Part Number: 020-1436-00B

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# Introduction

The Planar® Simplicity™ P Series is a line of 43", 50", 55", 65", 75", and 86" 4K resolution (3840 x 2160) LCD displays with 500-nit brightness and updated electronics. Designed and warranted for 24x7 usage, the displays offer 4K at 60Hz streaming, media playback, a sleek design and commercial functionality at an affordable price point.

Featuring an elegant design with logo-free narrow bezel and slim profile, the Planar Simplicity P Series is the ideal display solution for digital signage applications in retail stores, restaurants, medical offices, corporate meeting areas and hospitality. Interactive touch models are also available for collaborative meeting spaces.

Designed for commercial installations, Planar Simplicity P Series comes standard with a full array of connectivity, including USB-C, and external control, including support for native 4K resolution at up to 60Hz, enabling smooth motion video and mouse tracking.

Features of the Planar Simplicity P Series displays include:

- 43", 50", 55", 65", 75" and 86" 4K LCD displays
- 500-nit brightness
- Projected Capacitive touch screen models, featuring protective glass, available
- 24x7 usage

**Caution:** This manual is intended for use by qualified service persons and end users with experience installing LCD displays.

# 1. Safety Information

Before using the Planar Simplicity P Series, please read this manual thoroughly to help protect against damage to property, and to ensure personnel 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.

## 2. 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.



## 2.1 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 Planar large format LCD display.
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. In instances where a power surge has occurred and a display no longer has an image, the display power will need to be reset.
13. You must follow all National Electrical Code regulations. In addition, be aware of local codes and ordinances when installing your system.
14. Refer all servicing to qualified service personnel. Servicing is required when any of the displays have been damaged in any way, such as the AC power cord or plug is damaged, liquid has been spilled or objects have fallen into a product, the products have been exposed to rain or moisture, do not operate normally or have been dropped.
15. Keep the packing material in case the equipment should ever need to be shipped.
16. Wall mounts must be secure. The wall must be strong enough to hold displays brackets, cables and accessories. Seismic engineers should be consulted in areas prone to earthquakes.
17. **Caution:** There is a risk of explosion if the battery is replaced with an incorrect type. Dispose of used batteries in accordance with local regulations.
18. 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.
19. 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.

20. USB Media play function may need to be restarted after ESD discharge to back of display.

## 2.2 Informations sur la sécurité

Avant d'utiliser le Série Planar Simplicity P, veuillez lire attentivement ce manuel pour éviter tout dommage matériel et assurer la sécurité du personnel.

- Assurez-vous de respecter les instructions suivantes.
- Pour votre sécurité, veuillez respecter TOUS les avertissements détaillés dans ce manuel.
- Pour l'installation ou le réglage, suivez les instructions de ce manuel et confiez l'entretien à un personnel qualifié.

## 2.3 Précautions de sécurité

- **Si de l'eau est renversée ou si des objets sont tombés à l'intérieur de l'écran, débranchez immédiatement la fiche d'alimentation de la prise.** Le non-respect de cette consigne peut entraîner un incendie ou une électrocution. Contactez votre revendeur pour qu'il procède à une inspection.
- **Si l'écran est tombé ou si le châssis est endommagé, débranchez immédiatement la fiche d'alimentation de la prise.** Le non-respect de cette consigne peut entraîner un incendie ou une électrocution. Contactez votre revendeur pour qu'il procède à une inspection.

**AVERTISSEMENT!** Les supports muraux doivent être sécurisés.

- **Si l'écran est accroché à un mur, celui-ci doit être suffisamment solide pour le supporter.** Un simple montage sur une plaque de plâtre ou un panneau mural n'est ni suffisant ni sécuritaire.

**Attention :** Pour le modèle non tactile :

- Le polariseur avant du modèle SLPxx non tactile est souple et peut être rayé par des objets pointus.
- Une légère pression sur l'écran LCD du modèle SLPxx non tactile entraînera une distorsion de l'image. Une pression plus forte causera des dommages permanents.

**Attention :** Pour tous les modèles SLPxx :

- Les écrans doivent être montés de manière à ce que les spectateurs ne puissent pas insérer de petits objets dans les ouvertures, ce qui créerait des dangers en touchant des pièces conductrices nues.
- Si le cordon d'alimentation ou la fiche est endommagé(e) ou devient chaud(e), éteignez l'interrupteur principal de l'écran. Assurez-vous que la fiche d'alimentation a refroidi et retirez-la de la prise de courant. Si vous continuez à utiliser l'écran dans cet état, vous risquez de provoquer un incendie ou une électrocution. Contactez votre revendeur pour un remplacement.

## 2.4 Consignes de sécurité importantes

1. Lisez ces consignes.
2. Conservez ces consignes.
3. Tenez compte de tous les avertissements.
4. Suivez toutes les consignes.
5. N'utilisez pas l'écran près de l'eau.
6. Nettoyez les écrans LCD avec un nettoyeur ou des lingettes prévus pour ce type d'appareil.
7. N'installez pas l'appareil près de sources de chaleur telles que radiateurs, bouches de chaleur, poêles ou autres appareils (y compris les amplificateurs) qui produisent de la chaleur.
8. Ne neutralisez pas le dispositif de sécurité de la fiche polarisée ou de mise à la terre. Une fiche polarisée possède deux lames, l'une plus large que l'autre. Une fiche de mise à la terre a deux lames et une troisième broche de mise à la terre. La lame large ou la troisième broche est prévue pour votre sécurité. Si la fiche fournie ne rentre pas dans votre prise, consultez un électricien pour remplacer la prise obsolète.
9. Protégez le cordon d'alimentation contre les piétinements et les pincements, en particulier au niveau des fiches, des prises de courant et du point de sortie de tout écran LCD grand format de Planar.
10. Utilisez uniquement les accessoires spécifiés par le fabricant.
11. Débranchez tous les écrans pendant les orages ou lorsque vous ne les utilisez pas pendant de longues périodes.
12. Dans les cas où une surtension s'est produite et qu'un écran n'a plus d'image, il faudra réinitialiser l'alimentation de l'écran.
13. Vous devez respecter toutes les règles du Code national de l'électricité. De plus, tenez compte des codes et des règlements locaux lors de l'installation de votre système.
14. Confiez toute réparation à un personnel qualifié. Une réparation est nécessaire lorsque l'un des écrans a été endommagé de quelque manière que ce soit. Par exemple, si le cordon ou la fiche d'alimentation CA est endommagé(e), si du liquide a été renversé ou si des objets sont tombés dans un écran, si les écrans ont été exposés à la pluie ou à l'humidité, s'ils ne fonctionnent pas normalement ou s'ils ont été échappés.
15. Conservez le matériel d'emballage au cas où l'équipement devrait être expédié.
16. Les supports muraux doivent être sécurisés. Le mur doit être suffisamment solide pour supporter les supports, les câbles et les accessoires des écrans. Des ingénieurs sismiques devraient être consultés dans les zones sujettes aux tremblements de terre.

17. **Attention** : Il existe un risque d'explosion si la pile est remplacée par un type incorrect. Éliminez les piles usagées conformément aux règlements locaux.
18. Une légère pression sur l'écran LCD entraînera une distorsion de l'image. Une pression plus forte causera des dommages permanents. Les écrans doivent être montés là où les spectateurs ne peuvent pas toucher l'écran ou insérer de petits objets dans les ouvertures qui créeront des dangers en entrant en contact avec des pièces conductrices nues.
19. Le polariseur avant est souple et sujet aux rayures causées par des objets pointus. Le polariseur est une fine feuille de film laminée sur la couche extérieure de verre de l'écran LCD. Soyez prudent lorsque vous manipulez des objets près de l'écran.
20. Il peut être nécessaire de redémarrer la fonction de lecture multimédia USB après une décharge ESD à l'arrière de l'écran.

## 3. Recommended Usage

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

### 3.1 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.

### 3.2 Warranty Coverage

The following models are warranted for **24 x 7** usage:

- 43": SLP43 | SLP43-T
- 50": SLP50 | SLP50-T
- 55": SLP55 | SLP55-T
- 65": SLP65 | SLP65-T
- 75": SLP75 | SLP75-T
- 86": SLP86 | SLP86-T

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

For complete warranty details, please visit [www.planar.com/warranty](http://www.planar.com/warranty).

### 3.3 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/>.

The crossed-out wheeled 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.



### 3.4 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 modules to experience high operating temperatures. For all modules, do not block fans or ventilation openings. If the LCD module will be installed in a recessed area with an LCD surround or enclosure, ensure adequate openings are applied for proper air flow and ventilation.

At 3000 meters or below, the maximum ambient operating temperature for the LCD module cannot be above 40° C nor below the minimum ambient operating temperature of 0° C. If one of these conditions exists, it is up to the installer to ensure that module placement is changed, thermal shielding is provided and/or additional ventilation is provided to keep the display within its nominal operating parameters.

#### ***Cooling Requirements***

For optimal performance, active cooling by the installer should be planned for when the ambient temperature at the top of the wall is predicted to be above the specified ambient temperature for the panel. Cooling may be done behind the displays and depending on the wall configuration.

### 3.5 ENERGY STAR Certified



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.

The following products qualify for ENERGY STAR in the factory default settings:

- SLP43
- SLP43-T
- SLP50
- SLP50-T
- SLP55
- SLP55-T
- SLP65
- SLP65-T
- SLP75
- SLP75-T
- SLP86
- SLP86-T

The factory default settings are those in which power savings will be achieved. Changing the factory default picture settings or enabling other features will increase power consumption that could exceed the limits necessary to qualify for ENERGY STAR rating.

For more information on the ENERGY STAR program, refer to [energystar.gov](http://energystar.gov).

### 3.6 Cyber Security

Planar Simplicity P Series displays are ETSI EN 303 645 certified. Developed by the European Telecommunications Standards Institute (ETSI), this cybersecurity certification is the first globally applicable standard for consumer IoT. The standard is designed to prevent large-scale, prevalent attacks against smart devices by establishing a security baseline for connected consumer products, in addition to providing a basis for future IoT certification schemes. The Planar Simplicity P Series were independently tested to mitigate potential IoT cybersecurity risks. Certified products must include a comprehensive list of 33 required security features.

For more information about Planar's product security initiatives, visit [www.planar.com/ProductSecurity](http://www.planar.com/ProductSecurity).

## 4. VESA Mounts, General Description

VESA mounts are used to secure the Planar Simplicity P Series 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 received a separate box with mounting supplies and an installation manual. Follow these instructions carefully.

**Caution:** Shorter screws will result in insufficient mounting strength and longer screws could puncture parts inside the display. The device may fall, causing serious personal injury or death. To prevent injury, this device must be securely attached to the wall in accordance with the installation instructions supplied with the mount. The mount must be secured to the Planar Simplicity P Series display as noted below:

| Applicable Models                                     | Mounting Notes                                                                                      |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| SLP43   SLP43-T<br>SLP50   SLP50-T<br>SLP55   SLP55-T | Four M6-1.0 VESA mounting locations. 8mm - 10mm thread engagement is required for secure mounting.  |
| SLP65   SLP65-T<br>SLP75   SLP75-T<br>SLP86   SLP86-T | Four M8-1.25 VESA mounting locations. 10mm - 15mm thread engagement is required for secure mounting |

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 VESA Installation manual.
- Verify the parts received with the list shown in the VESA Installation manual.



## 5. Cleaning the Display

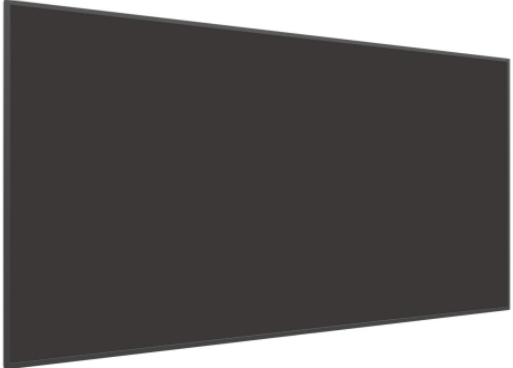
If dust collects on the power plug, remove the plug from the outlet and clean off the dust. Dust build-up may cause a fire.

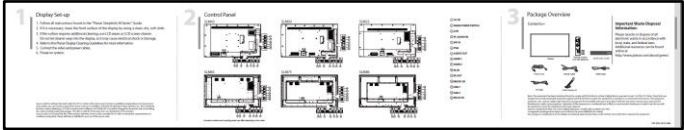
Remove the power plug before cleaning. Failure to do so may result in electrical shock or damage.

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.
- Refer to the Planar Display Cleaning Guidelines for more information.

# Package Contents

| Part               | Description                              | Number | Picture                                                                               |
|--------------------|------------------------------------------|--------|---------------------------------------------------------------------------------------|
| LCD Display        | One per box.                             | 1      |     |
| HDMI Cable         | HDMI cable.                              | 1      |   |
| AC Power Cord (US) | US power cord.                           | 1      |   |
| AC Power Cord (EU) | EU power cord.                           | 1      |   |
| IR Extender Cable  | Receive signals from the remote control. | 1      |  |

| Part                   | Description                                                  | Number | Picture                                                                              |
|------------------------|--------------------------------------------------------------|--------|--------------------------------------------------------------------------------------|
| USB-C cable            | USB-C cable.                                                 | 1      |   |
| Remote Control         | Used to control the display (AAA batteries included)         | 1      |    |
| Cable Clips            | Used to clamp and organize the cables.                       | 2      |   |
| Simplicity RS232 Cable | 2.5mm (TRRS, male) to DB-9 (female) adaptor.                 | 1      |  |
| Quick Start Guide      | Quick start guide.                                           | 1      |  |
| USB A-to-B Cable       | Connects to a PC for touch functionality (touch models only) | 1      |  |
| Passive Stylus         | Touch models only.                                           | 1      |  |

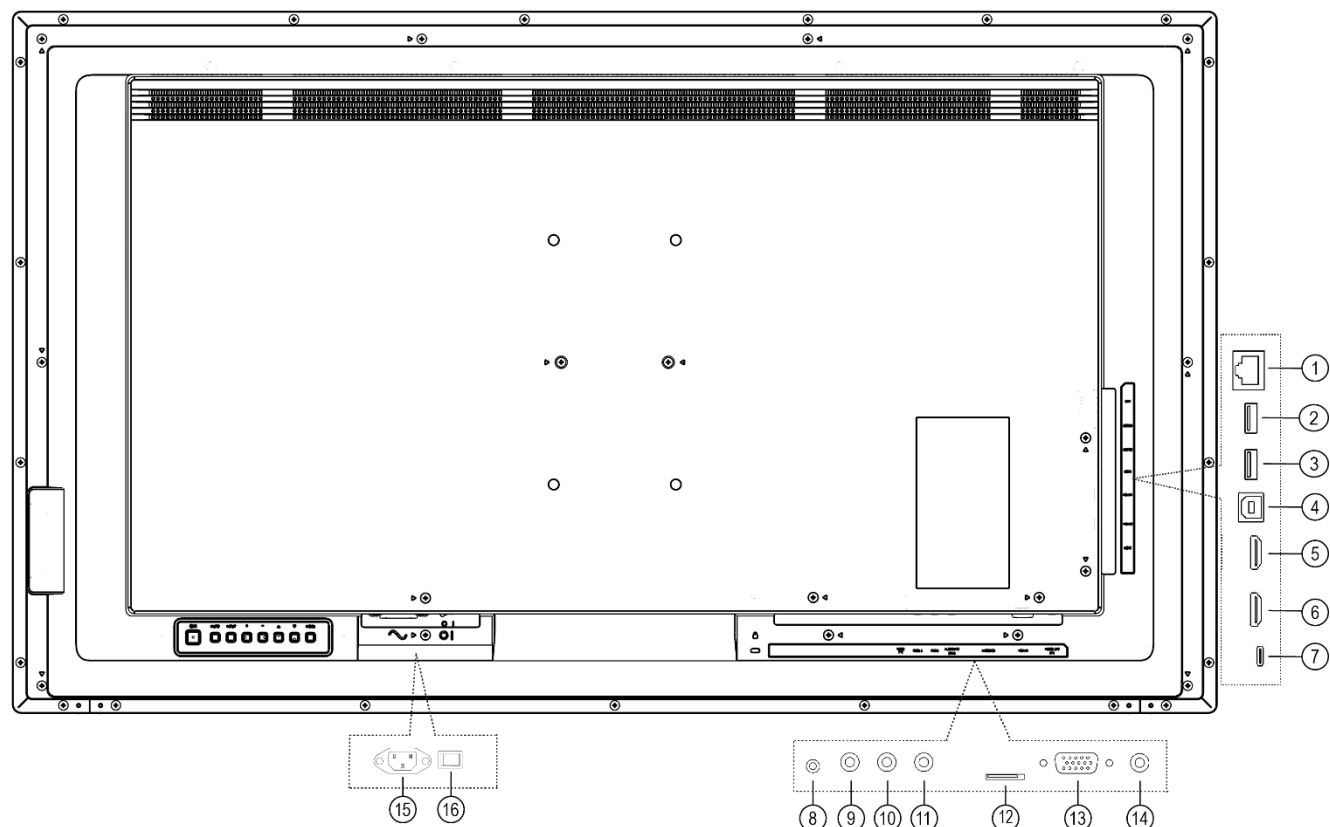
## 6. Installing the Cable Clips

Use the cable clips included in the Accessory Kit to assist with cable management. These clips adhere into place using adhesive backing.

Attach clips near HDMI and AC power cables to assist with cable routing and to release cable strain.

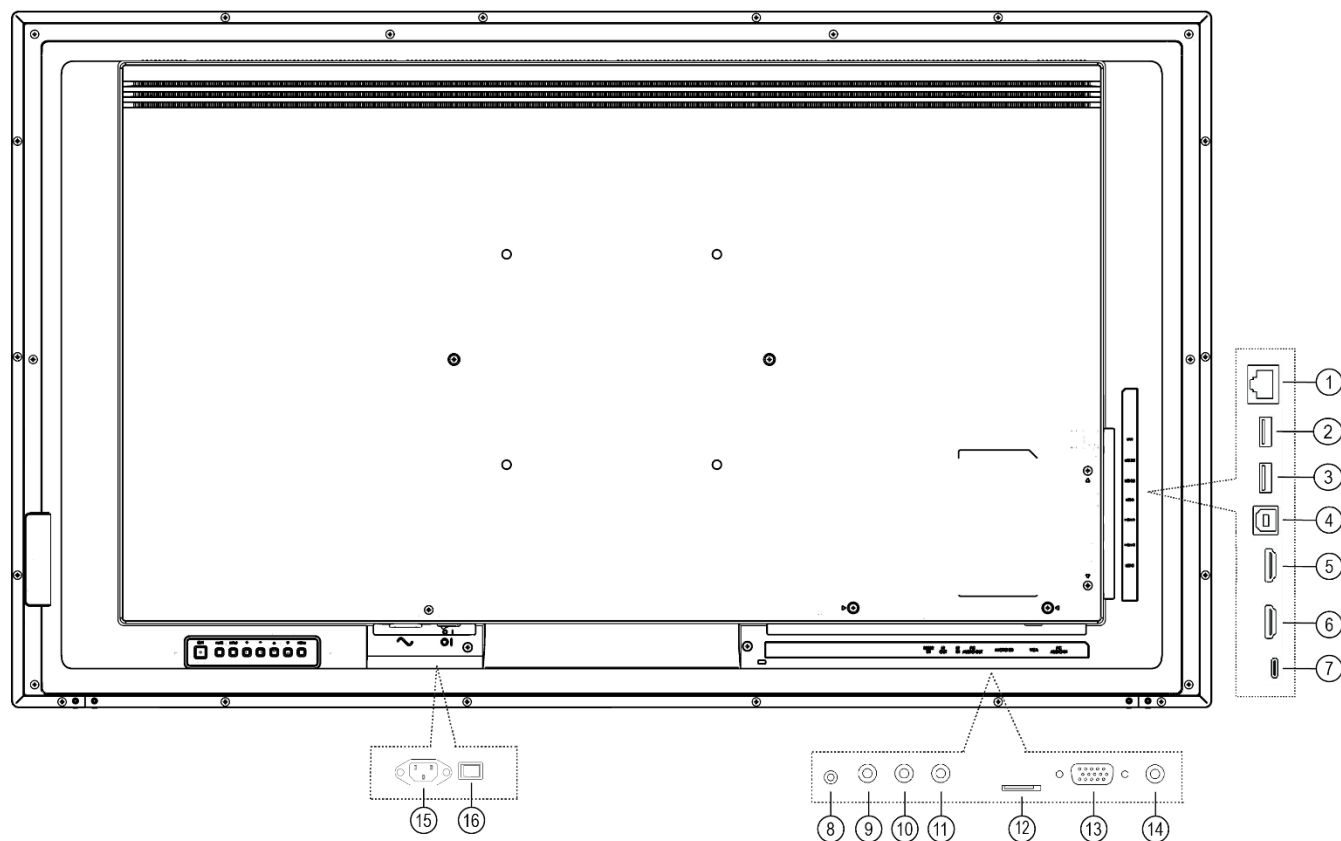
## 6.1 Planar M Simplicity Series - Standard Inputs

### SLP43 / SLP43-T



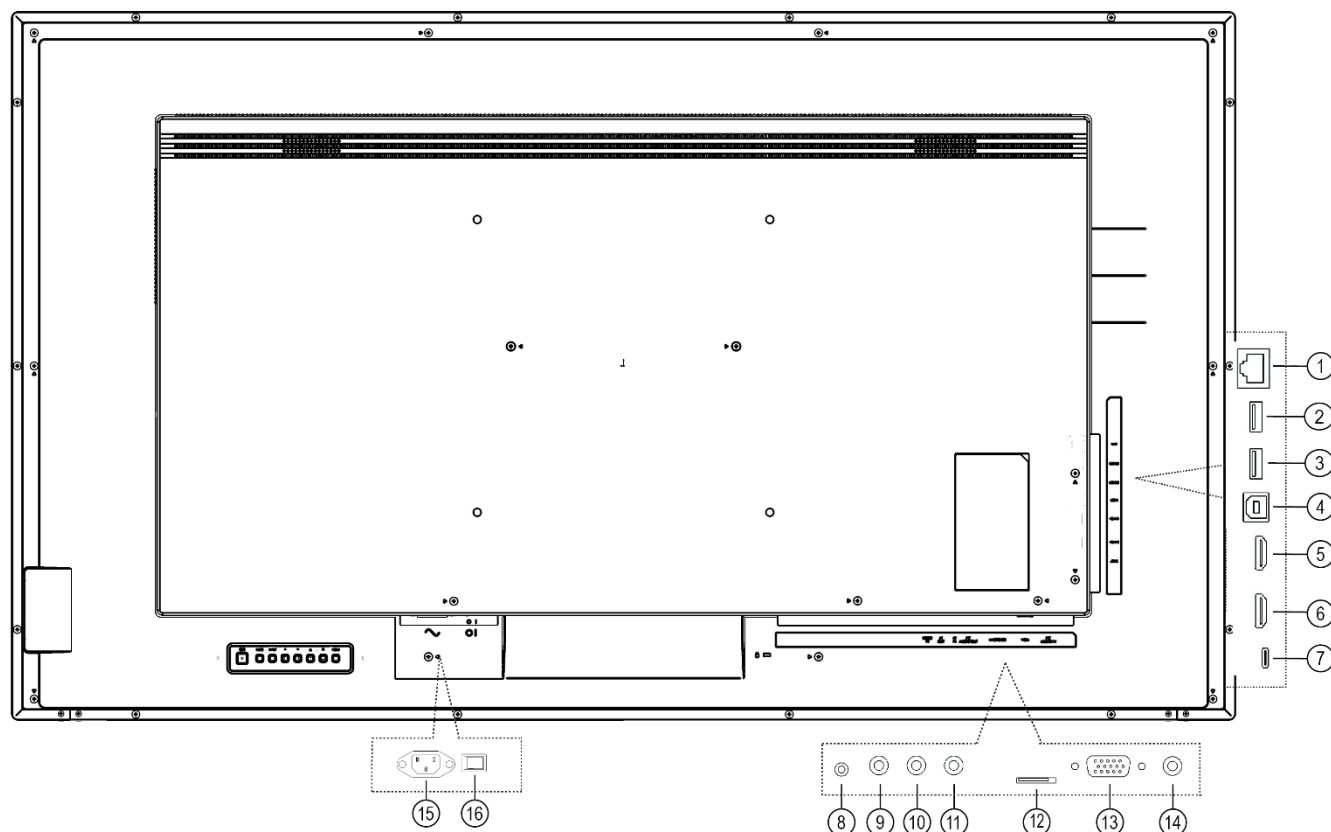
| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC IN: IEC C14                                        |
| 16   | AC ON/OFF                                             |

## SLP50 / SLP50-T



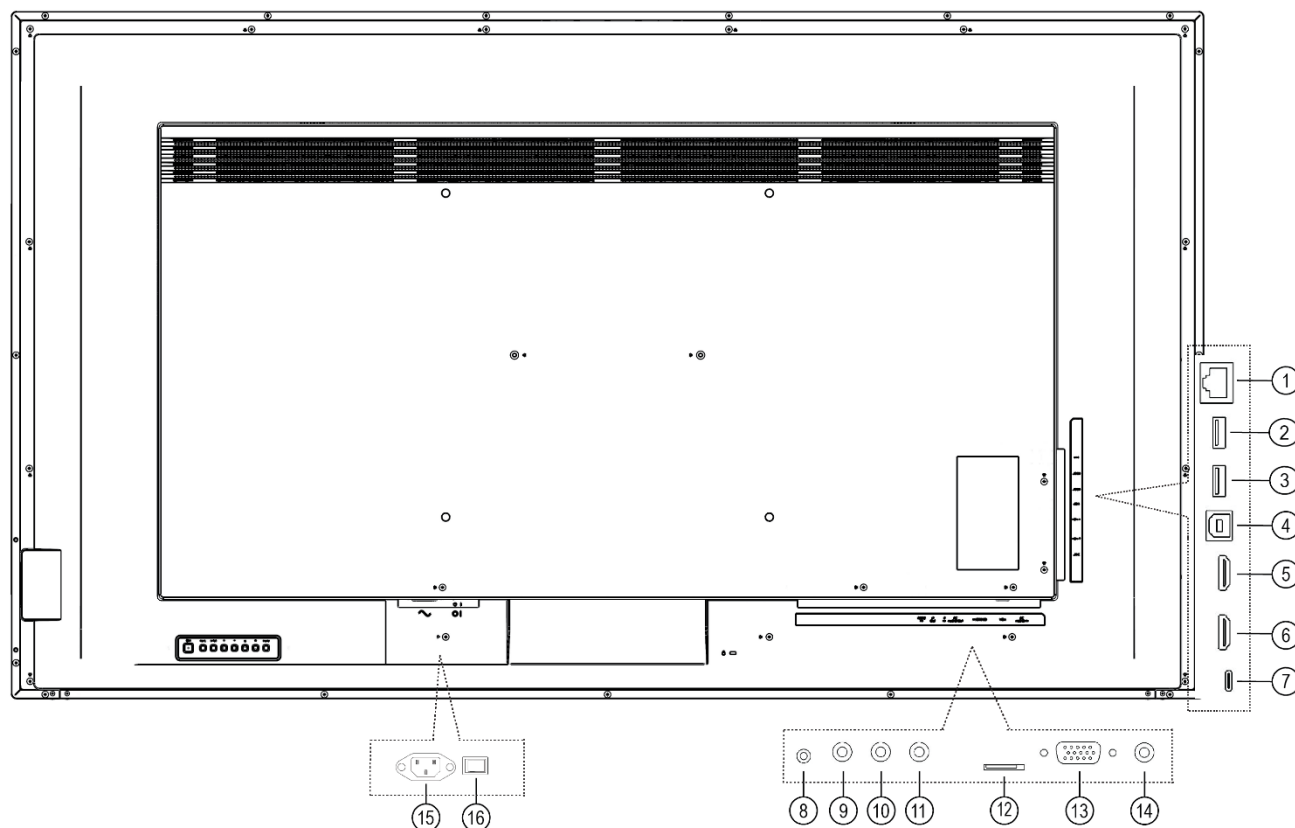
| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC IN: IEC C14                                        |
| 16   | AC ON/OFF                                             |

## SLP55 / SLP55-T



| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC IN: IEC C14                                        |
| 16   | AC ON/OFF                                             |

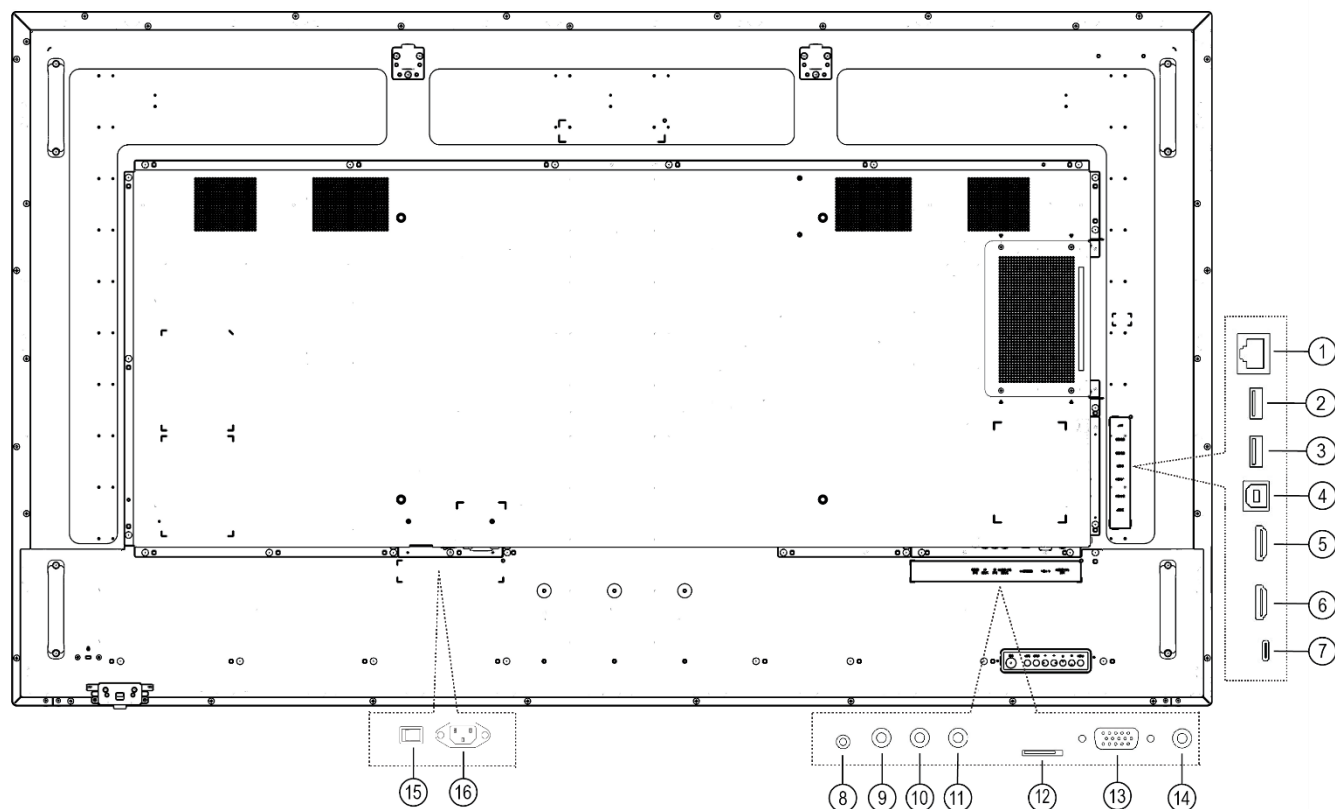
## SLP65 / SLP65-T



| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC IN: IEC C14                                        |
| 16   | AC ON/OFF                                             |

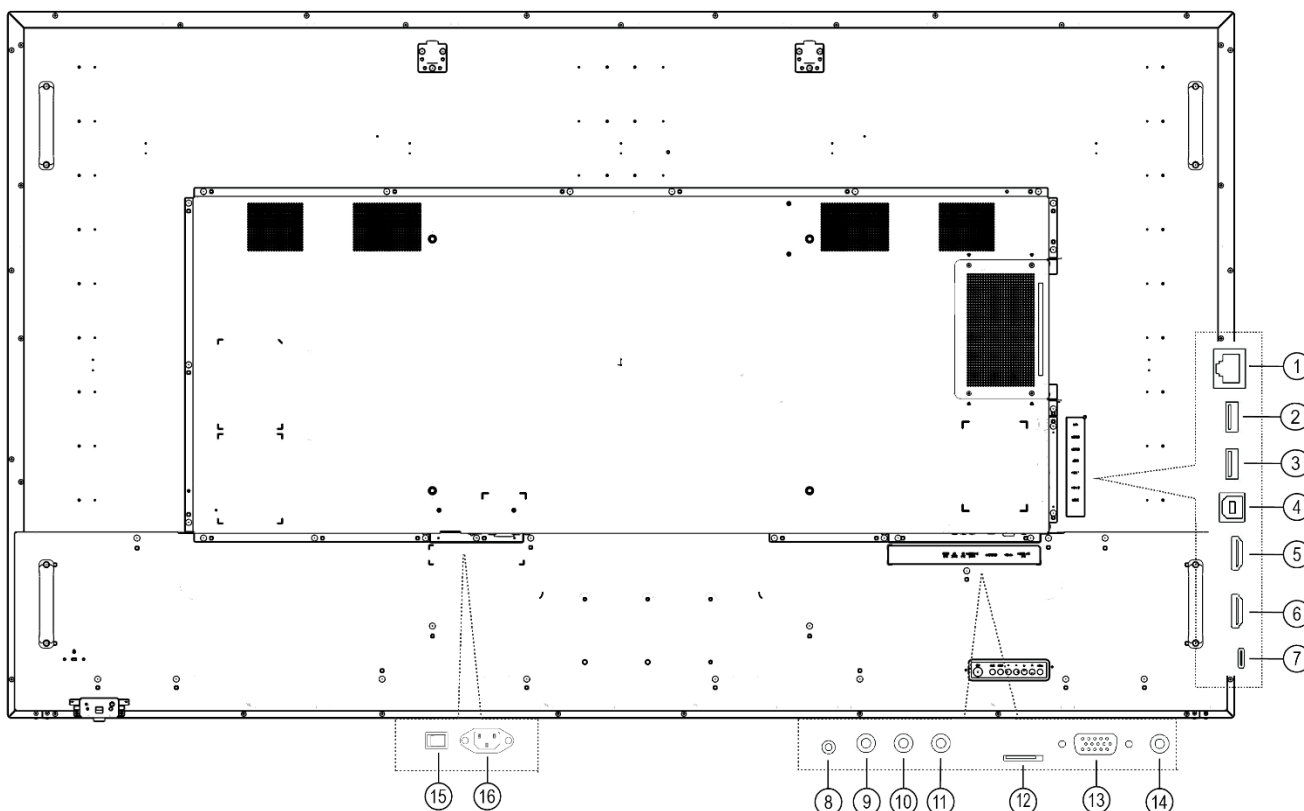


## SLP75 / SLP75-T



| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC ON/OFF                                             |
| 16   | AC IN: IEC C14                                        |

## SLP86 / SLP86-T



| Item | Description                                           |
|------|-------------------------------------------------------|
| 1    | LAN: RJ45                                             |
| 2    | USB-A 3.0 (female) USB Peripherals                    |
| 3    | USB-A 2.0 (female) USB Peripherals                    |
| 4    | USB-B: Touch (Touch model only)                       |
| 5    | HDMI 1: HDMI, 4K/60Hz, HDCP 2.2                       |
| 6    | HDMI 2: HDMI, 4K/60Hz, HDCP 2.2                       |
| 7    | USB-C: 4K/60Hz, HDCP 2.2, Touch, Power Delivery (65W) |
| 8    | RS232(IN): 2.5mm TRRS (female)                        |
| 9    | IR (OUT): 3.5mm TRS (female)                          |
| 10   | IR (IN): 3.5mm TRS (female)                           |
| 11   | AUDIO LINE (OUT): 3.5mm TRS (female)                  |
| 12   | Micro SD                                              |
| 13   | VGA IN: DE-15 (female)                                |
| 14   | AUDIO LINE (IN): 3.5mm TRS (female)                   |
| 15   | AC ON/OFF                                             |
| 16   | AC IN: IEC C14                                        |

# Installing the Display

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

## 7. Before You Begin

Make sure you have all the items in these lists before you begin unpacking and installing your display(s).

### 7.1 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)

### 7.2 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 unit into place

### 7.3 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 maximums reference below by display size:
  - SLP43: 13 units max per 20A circuit for 115V operation
  - SLP50: 11 units max per 20A circuit for 115V operation
  - SLP55: 11 units max per 20A circuit for 115V operation
  - SLP65: 7 units max per 20A circuit for 115V operation
  - SLP75: 7 units max per 20A circuit for 115V operation
  - SLP86: 4 units max per 20A circuit for 115V operation
- Cable runs
- Ventilation and cooling requirements
- If hanging display on a wall, location of studs in the wall

## 7.4 Prepare Your Installation Location

Prepare 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, the installed units, and ventilation and cooling requirements.

If your installation includes 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.

## 7.5 Cable Length Recommendations

Cable length performance may vary between different cables and sources. The recommended maximum cable lengths are as follows:

### HDMI

- 4K @ 50/60Hz: 5m (15 ft) maximum
- 4K @ 24/25/30Hz: 15m (50 ft) maximum
- 1080p @ 60Hz and lower resolutions: 20m (65 ft) maximum

### USB-C

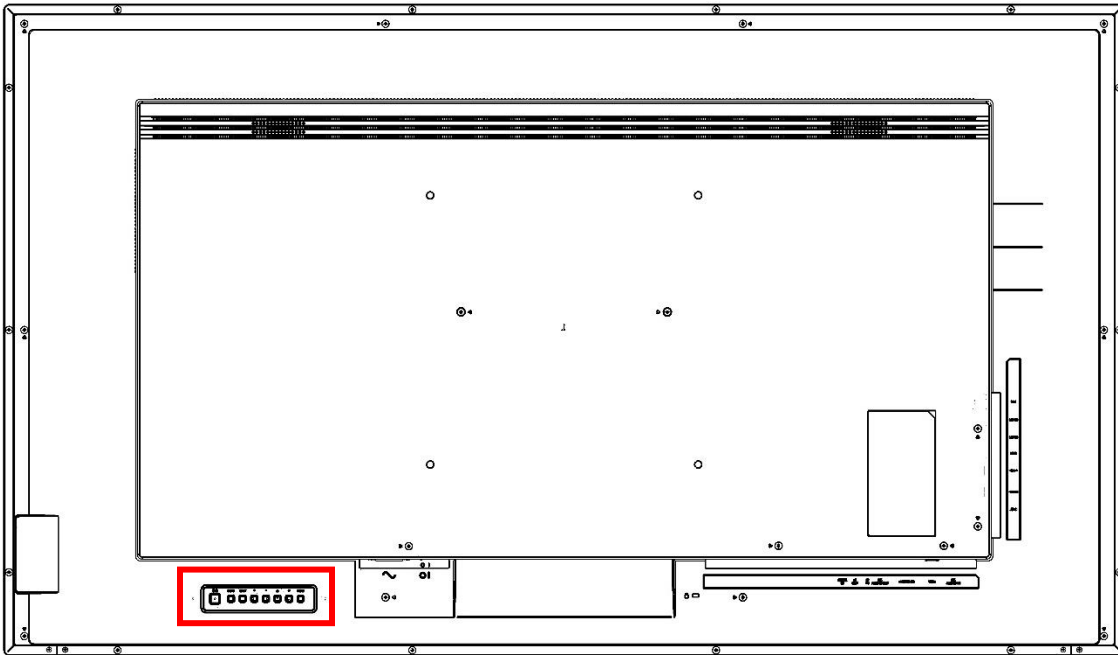
- 2m maximum

# Operating the Display

## 8. OSD Keypad

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

**SLP43 / SLP50 / SLP55 / SLP65**



**SLP75 / SLP86**



## OSD Keypad Buttons

| Key   | Descriptions                           |
|-------|----------------------------------------|
| Power | Power on / Power off                   |
| Mute  | Audio Mute                             |
| Input | Source Selection                       |
| +     | Menu Right / Increase value / Volume + |
| -     | Menu Left / Decrease value / Volume -  |
| ▲     | Menu Up                                |
| ▼     | Menu Down                              |
| Menu  | Menu open / close                      |

## 9. Remote Control Receiver

The remote control receiver is located on the front of the display near the bottom right corner. The IR extender cable can be used if remote control reception is needed in a different location.



## 10. LED Indicators

The LED indicator light is located on the front of the display near the bottom-right corner.

### LED On

| Power Status         | Condition                            |
|----------------------|--------------------------------------|
| Green                | Power on                             |
| Red                  | Standby<br>Power Down Mode           |
| Red Blinking         | Same as Red but a Schedule is active |
| Red / Green Blinking | IR codes received                    |
| Off                  | AC off                               |

## 11. 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.

For reference, the following list indicates the rotation direction of each display model when placed in portrait mode as viewed from the display side:

- SLP43(-T): Counterclockwise
- SLP50(-T): Counterclockwise
- SLP55(-T): Counterclockwise
- SLP65(-T): Counterclockwise
- SLP75(-T): Counterclockwise
- SLP86(-T): Counterclockwise

**Caution:** Failure to follow these instructions will void the warranty.

## 12. 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, and a shortened life span. Installations where the display is tilted downward or upward at an angle may also be prone to these issues and are not recommended.

**Note:** Failure to follow these instructions will void the warranty.



# 13. IR Command Protocol

The Planar Simplicity P Series displays accept commands in the form of IR signals that conform to the NEC protocol. Each Planar Simplicity P 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 Simplicity P 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.

**Note:** In addition to supporting the NEC protocol, Planar Simplicity P Series displays are also compatible with the IR protocol for the predecessor Planar Simplicity 4K displays. Refer to the manual for Planar Simplicity 4K displays, or contact Planar Support for more information.

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 Simplicity P Series remote control (assuming the default address is used).

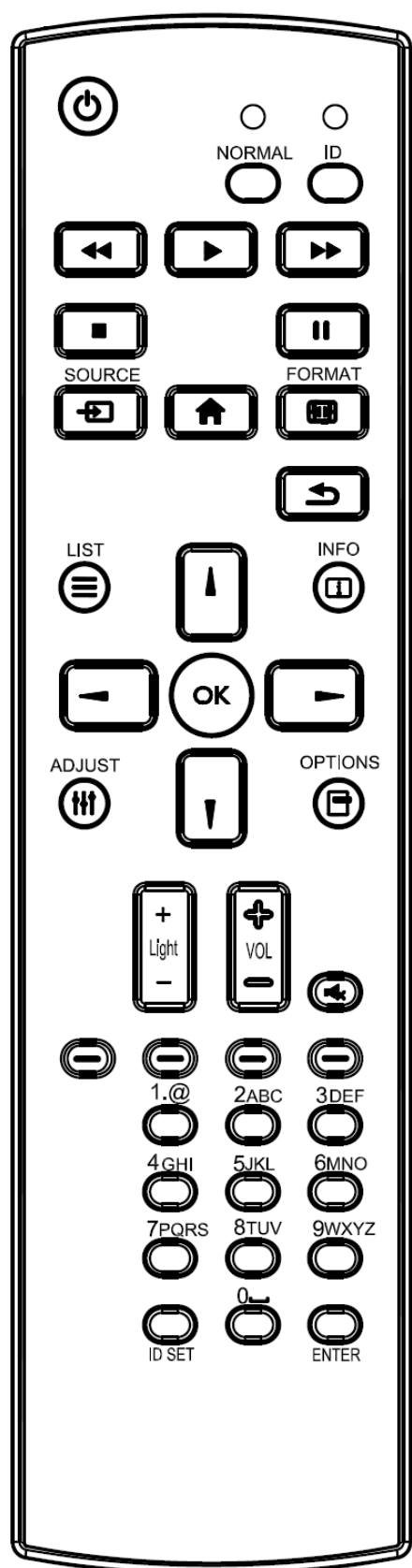
|                 |                       |                       |                |                                  |
|-----------------|-----------------------|-----------------------|----------------|----------------------------------|
| <b>Hex</b>      | <b>06</b>             | <b>F9</b>             | <b>01</b>      | <b>FE</b>                        |
| <b>Binary</b>   | 00000110              | 11111001              | 00000001       | 11111110                         |
| <b>Function</b> | <b>Address Byte 1</b> | <b>Address Byte 2</b> | <b>Command</b> | <b>Command (Logical Inverse)</b> |

The following example shows the pulse train for this command.



| Remote Control Button Name | Address | Data | NEC Data From Remote (Hex Code) | Description                                            |
|----------------------------|---------|------|---------------------------------|--------------------------------------------------------|
| Power                      | 0x42BD  | 0x0C | 0x42BD0CF3                      | Power toggle                                           |
| Normal                     | N/A     | N/A  | N/A                             | Sends commands to any displays                         |
| ID                         | N/A     | N/A  | N/A                             | Sends commands to only one display (see section 15)    |
| ⏮                          | 0x42BD  | 0x2B | 0x42BD2BD4                      | Rewind                                                 |
| ▶                          | 0x42BD  | 0x2C | 0x42BD2CD3                      | Play                                                   |
| ⏭                          | 0x42BD  | 0x28 | 0x42BD28D7                      | Fast forward                                           |
| ■                          | 0x42BD  | 0x31 | 0x42BD31CE                      | Stop                                                   |
| ⏸                          | 0x42BD  | 0x30 | 0x42BD30CF                      | Pause                                                  |
| Source                     | 0x42BD  | 0x38 | 0x42BD38C7                      | Opens the source menu                                  |
| Home                       | 0x42BD  | 0x54 | 0x42BD54AB                      | Opens the menu                                         |
| Format                     | 0x42BD  | 0xF5 | 0x42BDF50A                      | Selects the aspect ratio                               |
| Back (Short Press <1.6s)   | 0x42BD  | 0x0A | 0x42BD0AF5                      | Navigate back (one level)                              |
| Back (Long Press >1.6s)    | 0x42BD  | 0x9F | 0x42BD9F60                      | Navigate back (all levels)                             |
| List                       | 0x42BD  | 0xCC | 0x42BDCC33                      | N/A                                                    |
| Info                       | 0x42BD  | 0x0F | 0x42BD0FF0                      | Show current input and Signal Information if available |
| Up                         | 0x42BD  | 0x58 | 0x42BD58A7                      | Navigate up                                            |
| Down                       | 0x42BD  | 0x59 | 0x42BD59A6                      | Navigate down                                          |
| Left                       | 0x42BD  | 0x5A | 0x42BD5AA5                      | Navigate left                                          |
| Right                      | 0x42BD  | 0x5B | 0x42BD5BA4                      | Navigate right                                         |
| OK                         | 0x42BD  | 0x5C | 0x42BD5CA3                      | Selects the current menu item                          |
| Adjust                     | 0x42BD  | 0x90 | 0x42BD906F                      | N/A                                                    |
| Options                    | 0x42BD  | 0x40 | 0x42BD40BF                      | Open Media Player's Toolbar                            |
| Light +                    | 0x42BD  | 0x12 | 0x42BD12ED                      | Backlight increase                                     |
| Light -                    | 0x42BD  | 0x13 | 0x42BD13EC                      | Backlight decrease                                     |
| Vol +                      | 0x42BD  | 0x10 | 0x42BD10EF                      | Volume increase                                        |
| Vol -                      | 0x42BD  | 0x11 | 0x42BD11EE                      | Volume decrease                                        |
| Mute                       | 0x42BD  | 0x0D | 0x42BD0DF2                      | Audio mute                                             |
| [Red]                      | 0x42BD  | 0x6D | 0x42BD6D92                      | Red button                                             |
| [Green]                    | 0x42BD  | 0x6E | 0x42BD6E91                      | Green button                                           |
| [Yellow]                   | 0x42BD  | 0x6F | 0x42BD6F90                      | Yellow button                                          |
| [Blue]                     | 0x42BD  | 0x70 | 0x42BD708F                      | Blue button                                            |
| 1                          | 0x42BD  | 0x01 | 0x42BD01FE                      | '1' numeric entry                                      |
| 2                          | 0x42BD  | 0x02 | 0x42BD02FD                      | '2' numeric entry                                      |

| Remote Control Button Name | Address | Data | NEC Data From Remote (Hex Code) | Description                           |
|----------------------------|---------|------|---------------------------------|---------------------------------------|
| 3                          | 0x42BD  | 0x03 | 0x42BD03FC                      | '3' numeric entry                     |
| 4                          | 0x42BD  | 0x04 | 0x42BD04FB                      | '4' numeric entry                     |
| 5                          | 0x42BD  | 0x05 | 0x42BD05FA                      | '5' numeric entry                     |
| 6                          | 0x42BD  | 0x06 | 0x42BD06F9                      | '6' numeric entry                     |
| 7                          | 0x42BD  | 0x07 | 0x42BD07F8                      | '7' numeric entry                     |
| 8                          | 0x42BD  | 0x08 | 0x42BD08F7                      | '8' numeric entry                     |
| 9                          | 0x42BD  | 0x09 | 0x42BD09F6                      | '9' numeric entry                     |
| 0                          | 0x42BD  | 0x00 | 0x42BD00FF                      | '0' numeric entry                     |
| ID Set                     | N/A     | N/A  | N/A                             | ID set for ID mode (see section 14)   |
| Enter                      | N/A     | N/A  | N/A                             | ID enter for ID mode (see section 14) |
| On                         | 0x06F9  | 0x01 | 0x06F901FE                      | Power On                              |
| Off                        | 0x06F9  | 0x09 | 0x06F909F6                      | Power Off                             |
| HDMI 1                     | 0x06F9  | 0x29 | 0x06F929D6                      | Selects the HDMI 1 input              |
| HDMI 2                     | 0x06F9  | 0x2A | 0x06F92AD5                      | Selects the HDMI 2 input              |
| DVI                        | 0x06F9  | 0x2E | 0x06F92ED1                      | Selects the USB-C input               |
| VGA                        | 0x06F9  | 0x2F | 0x06F92FD0                      | Selects the VGA input                 |



## 14. Pairing the Remote Control to the Display

The remote control can send commands to any display or to one specific display.

**To send commands to all displays:** Hold down the NORMAL button on the remote control until the green LED lights. When NORMAL mode is active, the green LED above the NORMAL button will blink when any key on the remote control is pressed.

**To send commands to only one display:** Hold down the ID button on the remote control until the red LED lights. When the ID mode is active, the red LED above the ID button will blink when any key on the remote control is pressed.

For initial setup of ID mode, perform the following steps:

1. In the OSD, change the Monitor ID setting to a unique value (see page 60).
2. On the remote control, hold down the ID SET button until the red LED above the ID button turns on.
3. Use the 0-9 keys to enter the same value selected for the Monitor ID setting. Press the ENTER key. The red LED will blink twice to confirm the ID code was successfully accepted. The remote control will automatically change to ID mode.
4. Test that the pairing is successful by pressing a remote control key, such as the HOME key. If the key is not accepted by the display, check the Monitor ID setting in the OSD matches the ID code selected on the remote control.

## 15. Remote Control Basic Functions

### 15.1 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 power button on the remote or keypad.

### 15.2 Turning the Display Off

With the power on, press the power button on the remote or 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:** If there is no signal for a certain period of time, the LCD panel will automatically go into standby mode.

### 15.3 Adjusting the Volume

1. Using the remote, press the VOL- or VOL+ to increase or decrease the volume.
2. Pressing the MUTE button temporarily turns off all sound. To restore the sound, press the MUTE button again.

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

### 15.4 Selecting the Input Source

Press the SOURCE button on the remote or press the INPUT button on the keypad. Use the arrow buttons to select one of the following input sources and press OK: “HDMI 1, HDMI 2, VGA, USB-C, Media Player, Browser, CMS, Android, Android App”.

**Note:** When the display cannot find a source, a “No signal” message will appear.

**Note:** The app associated with the Android App source can be configured in the Android menu under Settings -> Signage Display -> Source Settings. See page 76 for more information.

### 15.5 Navigating Through the Menus

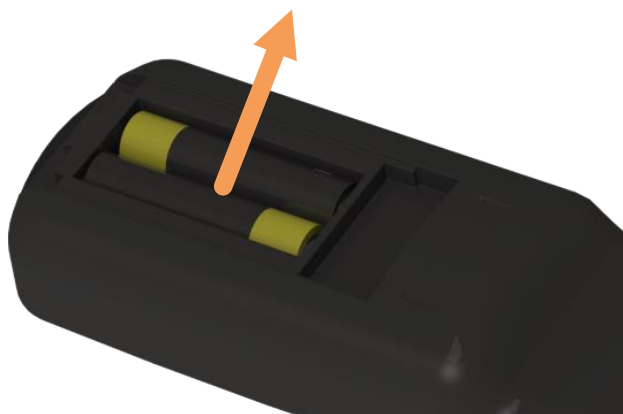
1. With the power on, press MENU. The main menu appears.
2. Within the menu, use ▲, ▼, ◀, ▶, and OK to navigate through the menus and adjust options.
3. Press BACK to return to the previous menu. To exit the menu system, press HOME.

## 15.6 Battery Replacement/Installation

1. Remove the battery cover.



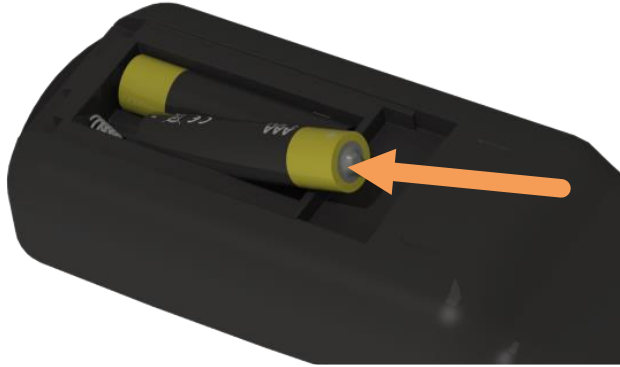
2. Remove the batteries.



3. Verify the orientation of the replacement battery for each compartment.



4. Install the batteries.



5. Replace the battery cover.





## 16. OSD Initial Settings Menu

Use this menu to make initial setup adjustments to the OSD (On-Screen Display) menu and other on-screen messages.

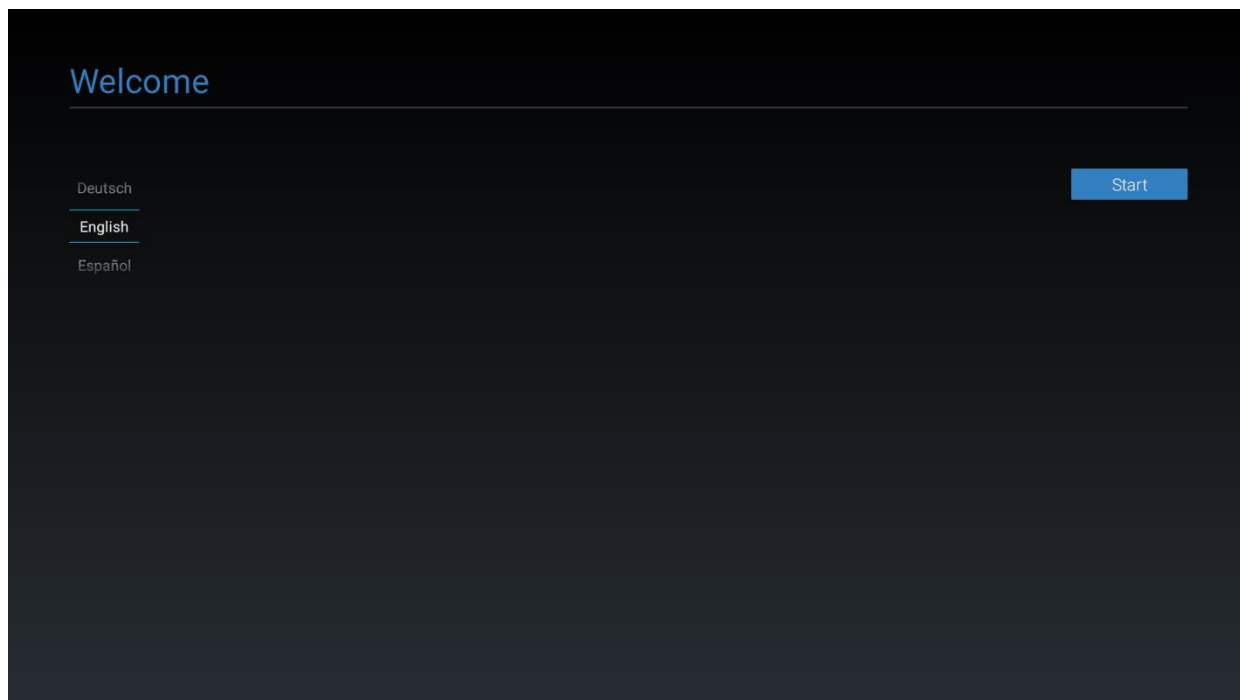
When this display is turned on for the first time, initial set-up is required. This process is outlined in the following Initial Configuration section.

**Note:** The Planar Simplicity P Series models run on a proprietary embedded Android 10 operating system. The pre-installed apps may be updated by their respective developers without prior notice. APKs installed by the user are not guaranteed to operate by Planar. Google Play is not supported. For questions or support regarding third-party apps, please contact the app vendor.

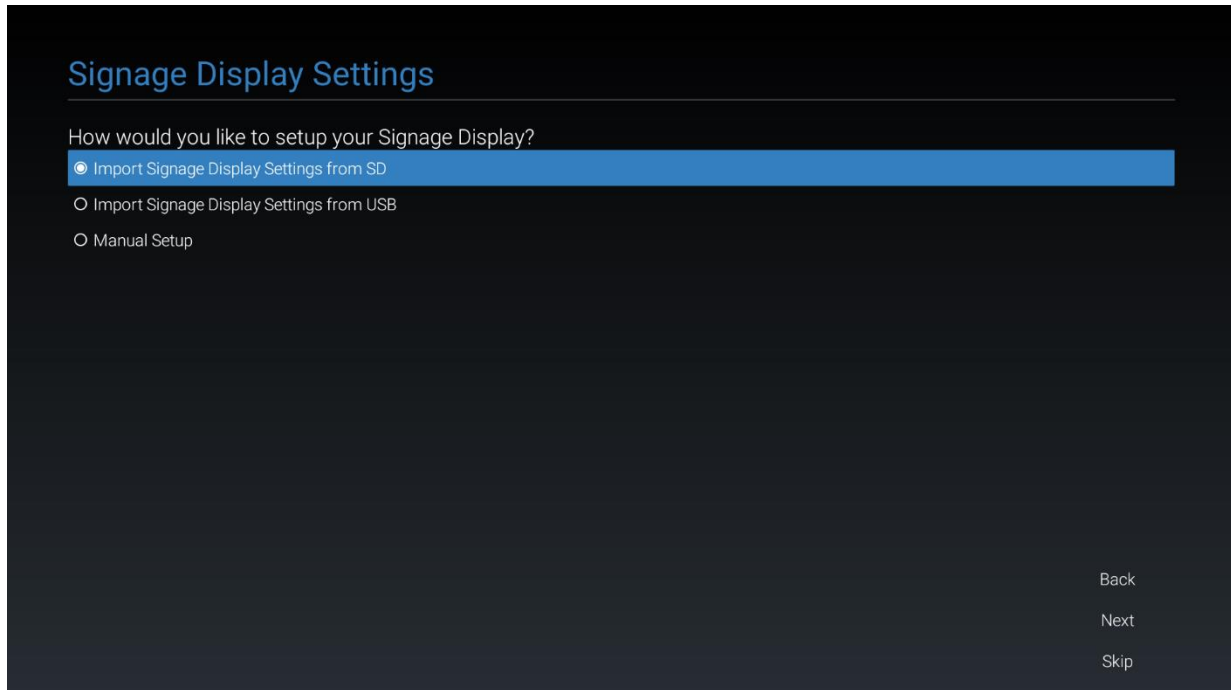
### 16.1 Initial Configuration / Importing Settings

#### Welcome Page

1. Select a language and press start.

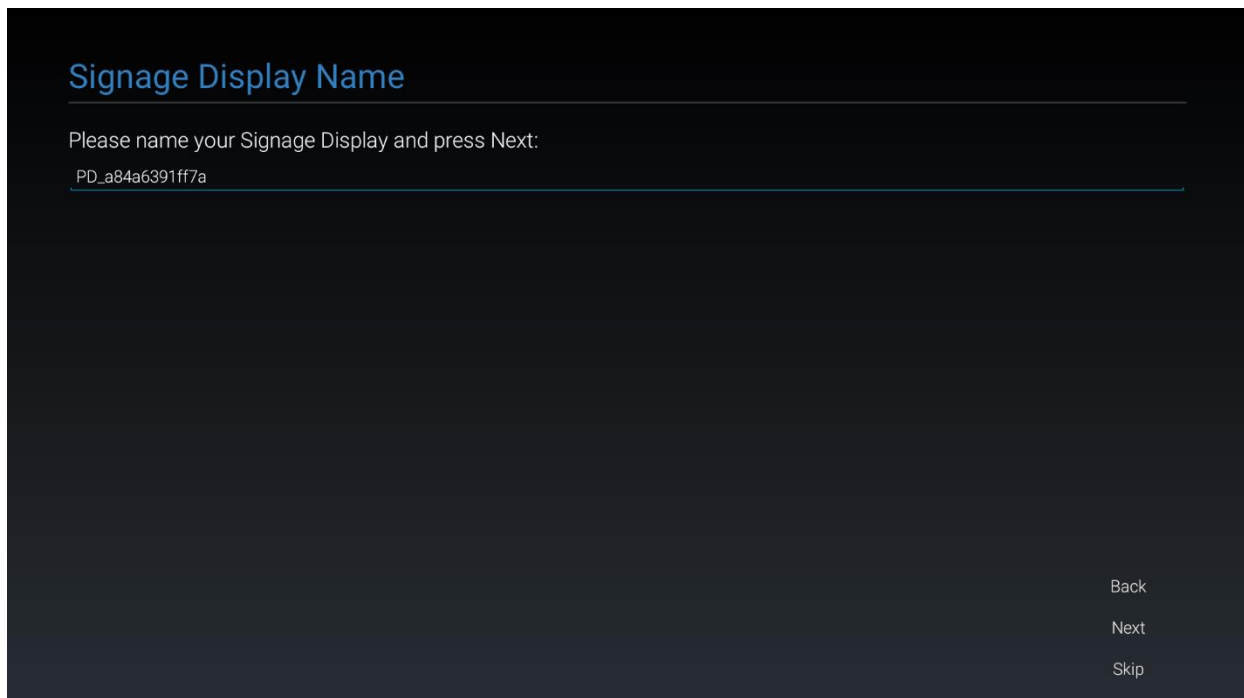


## Signage Display Settings



2. Use one of the following setup options:

- a. Import Signage Display Settings from SD.
  - i. Use settings previously saved to an SD card using the Export Signage Display Settings in the Android OSD (see page 78). This will import all settings except for the Signage Display Name field.
- b. Import Signage Display Settings from USB
  - i. Use settings previously saved to a USB storage device using the Export Signage Display Settings in the Android OSD (see page 78). This will import all settings except for the Signage Display Name field.
- c. Manual Setup
  - i. Signage Display Name
    - 1. Assign a name to the display. By default, this is “PD\_” plus the MAC address of the display.



Signage Display Name

---

Please name your Signage Display and press Next:

PD\_a84a6391ff7a

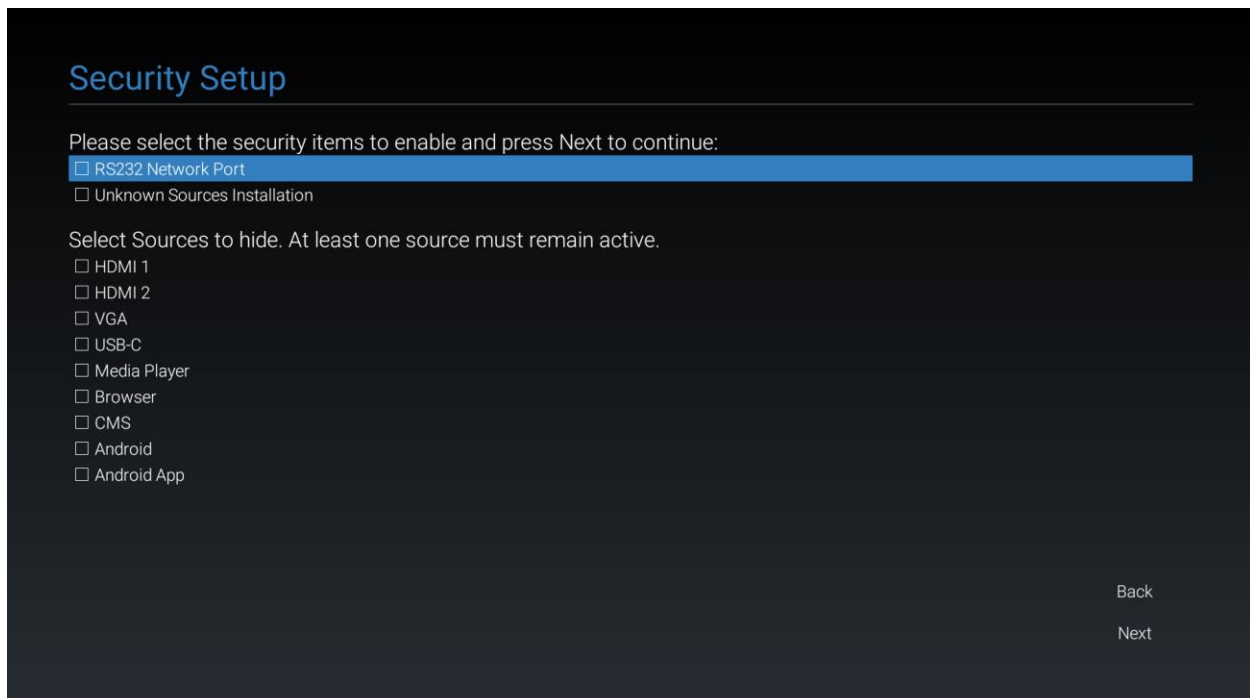
---

Back  
Next  
Skip

This screenshot shows a configuration screen titled 'Signage Display Name'. It prompts the user to name the display and press 'Next'. A text field contains the name 'PD\_a84a6391ff7a'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Skip'.

## Security Setup

3. Enable RS232 Network Port, allow installation of Unknown Sources, or toggle visibility of sources.



Security Setup

---

Please select the security items to enable and press Next to continue:

☒ RS232 Network Port

☐ Unknown Sources Installation

Select Sources to hide. At least one source must remain active.

☐ HDMI 1

☐ HDMI 2

☐ VGA

☐ USB-C

☐ Media Player

☐ Browser

☐ CMS

☐ Android

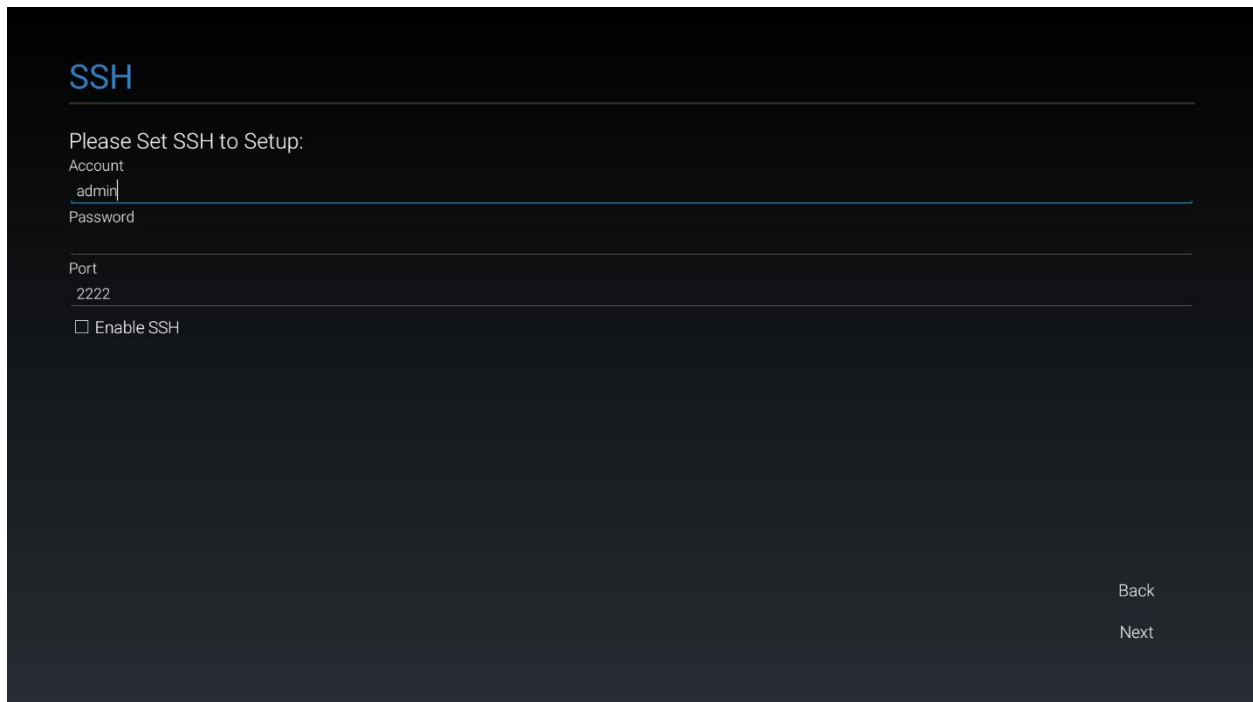
☐ Android App

Back  
Next

This screenshot shows a 'Security Setup' screen. It asks the user to select security items to enable. 'RS232 Network Port' is selected with a blue bar. 'Unknown Sources Installation' is also listed but not selected. Below this, it asks to 'Select Sources to hide' with a note that at least one source must remain active. A list of sources includes HDMI 1, HDMI 2, VGA, USB-C, Media Player, Browser, CMS, Android, and Android App, all of which are currently unchecked. At the bottom right, there are 'Back' and 'Next' buttons.

## SSH

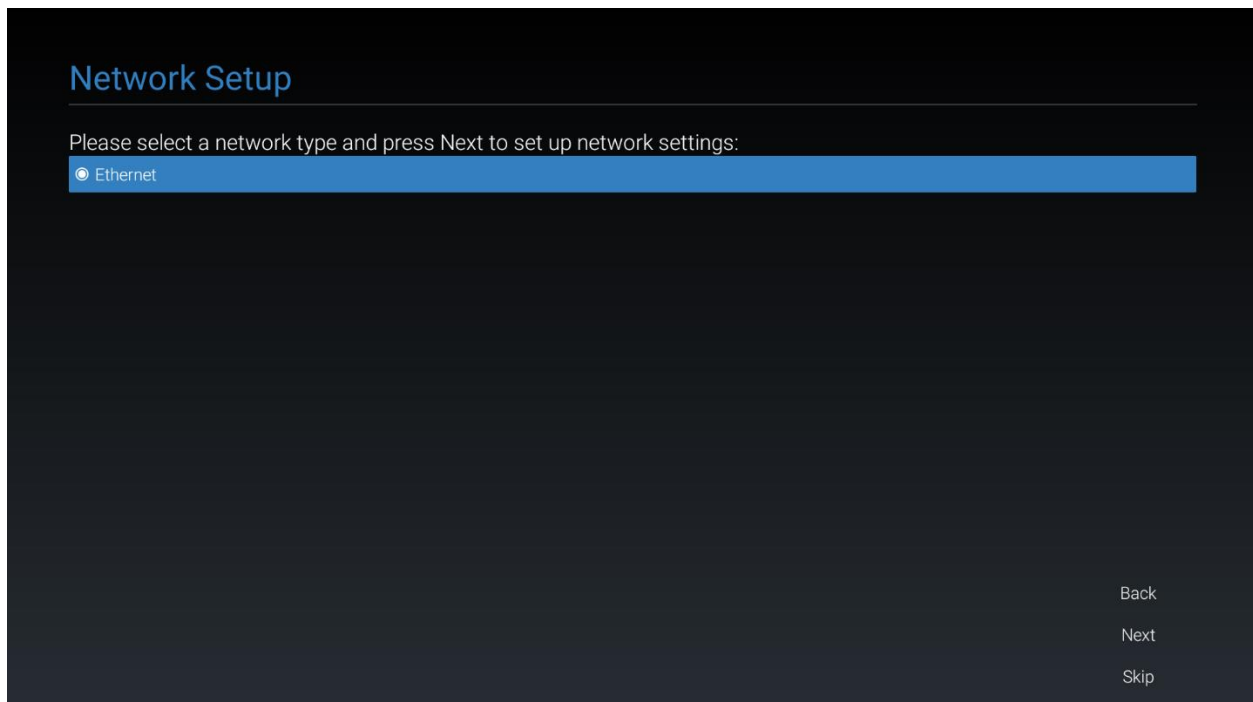
4. Enable SSH to be able to send RS232 commands over an encrypted connection.



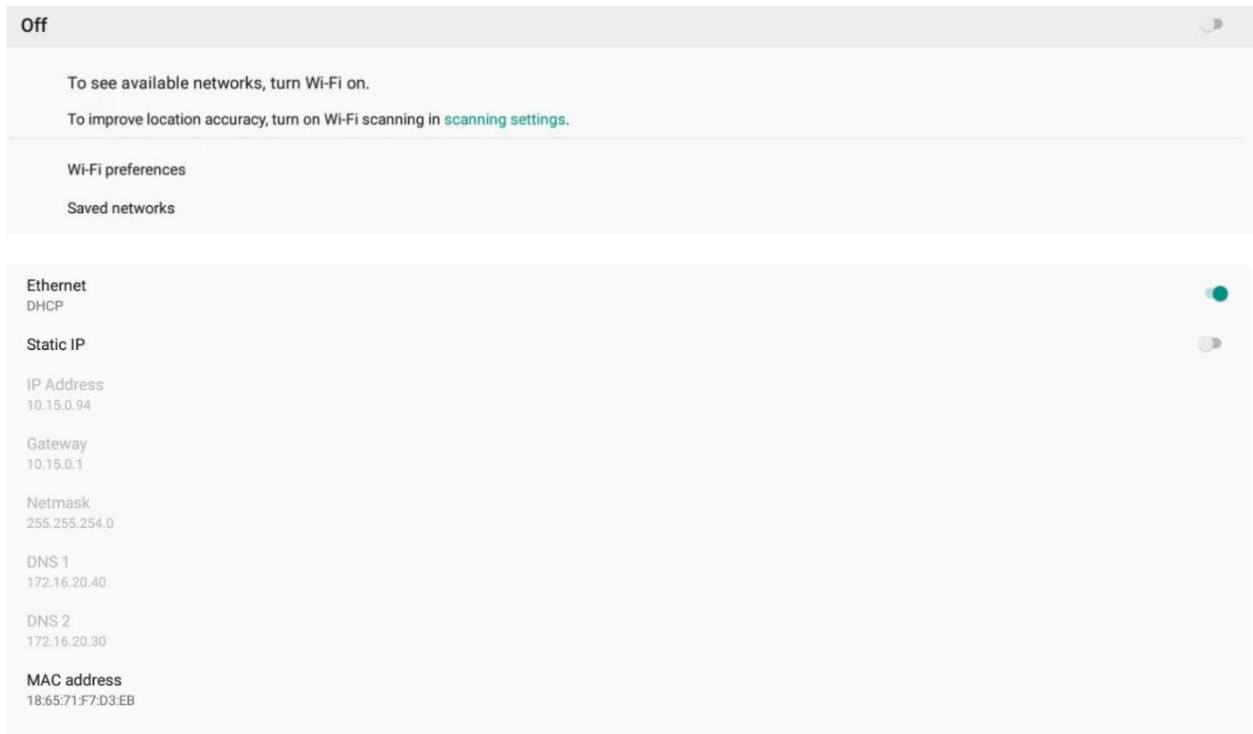
The image shows a dark-themed screen titled "SSH" in blue. Below the title, it says "Please Set SSH to Setup:". There are four input fields: "Account" with "admin" entered, "Password" (empty), "Port" with "2222" entered, and a checkbox labeled "Enable SSH" which is currently unchecked. At the bottom right, there are two buttons: "Back" and "Next".

## Network Setup

5. If using a network connection, press Next to set it up. Otherwise, press Skip to advance to the next topic.



The image shows a dark-themed screen titled "Network Setup" in blue. Below the title, it says "Please select a network type and press Next to set up network settings:". There is a single option "Ethernet" with a radio button next to it, which is selected. At the bottom right, there are three buttons: "Back", "Next", and "Skip".



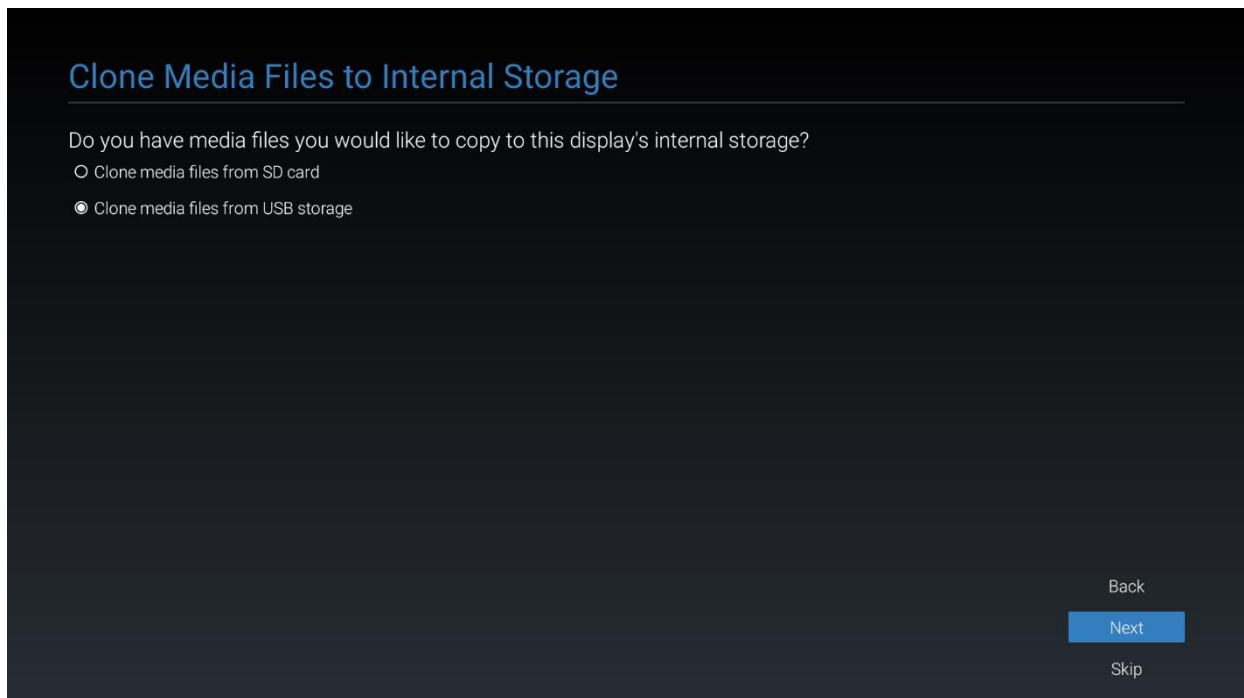
6. For Wi-Fi, select the desired network. For Ethernet, select Static IP to configure your IP settings. Press save when complete.

**Note:** Wi-Fi support requires use of a Wi-Fi dongle. Refer to page 70.

7. When finished, select Enable to complete setup. Press the Return key on the remote control if enabling the network connection is not desired.

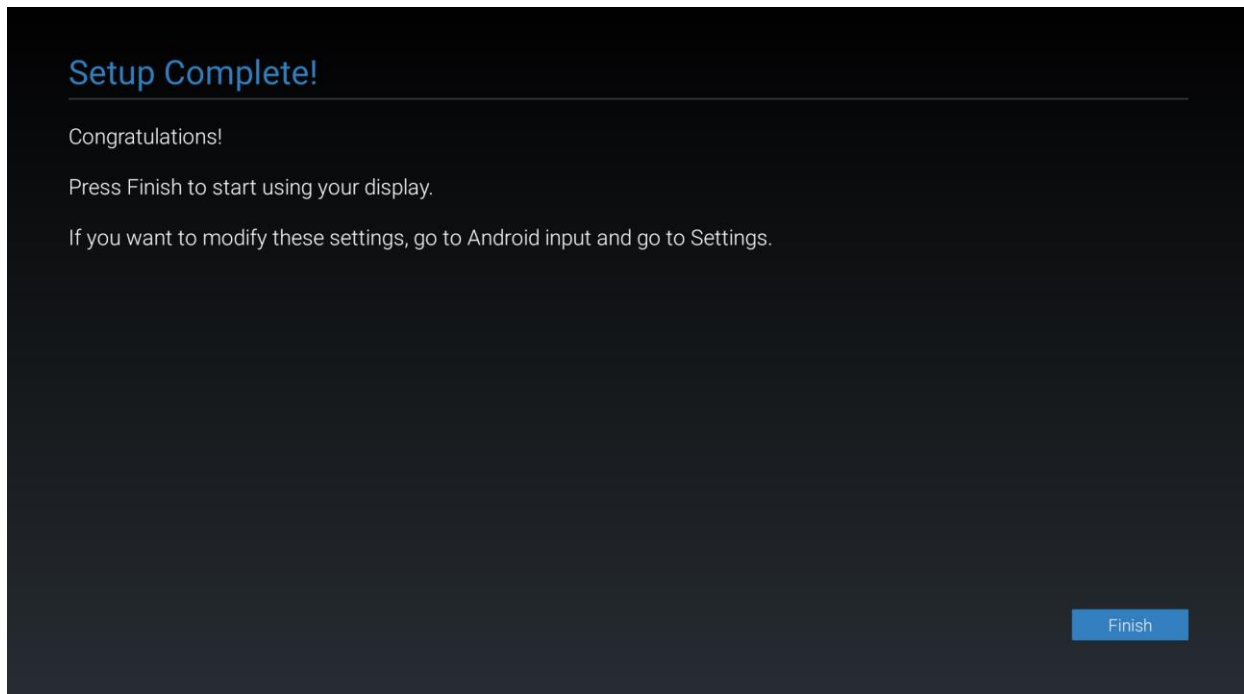
### Clone Media Files to Internal Storage

8. Import media files previously saved to an SD card or USB storage device using the Clone Media Files feature in the Android OSD (see page 79).



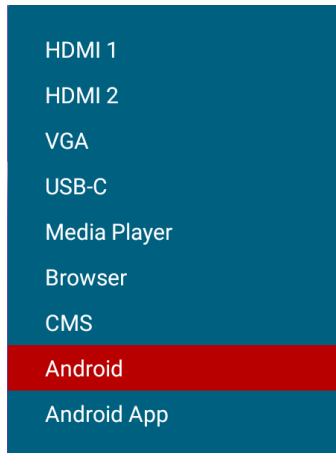
## Setup Complete

9. Initial configuration is now complete. Press finish to begin using the display.



## 17. Source Menu

The Source menu is accessed by pressing the SOURCE key on the IR remote or by navigating to Source in the OSD main menu.



### 17.1 Source Options

- **Options:** HDMI 1, HDMI 2, VGA, USB-C, Media Player, Browser, CMS, Android, Android App
- **Note:**
  - Media Player: Opens the Media Player Main Menu. Refer to section 22.
  - Browser: Opens the Browser Menu. Refer to section 23.
  - Android: Opens the Android Main Menu. Refer to section 20.1.
  - CMS: Opens Hypersign App. Refer to section 24.
  - Android App: Opens Chromium App. Refer to section 20.2.

## 18. Using the Touch Screen

You can use the touch screen to control your Windows, Mac or Linux operating system. The Planar Simplicity P Series is HID compliant, delivering up to 20 points of touch on touch models 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>. Touch functionality is also available with the embedded Chromium browser.

Touch functionality is available with external sources that support touch. The Planar Simplicity P Series OSD Menu does not support touch.

Support for multiple touch points touch gestures requires a source device and application that are capable of multi touch and touch gestures.

If you want the Planar Simplicity P series to enter the “sleep” state after a period of touch inactivity, this can be achieved by using external sources that are configured to “sleep” after a period of inactivity, and can “wake” if they receive keyboard, mouse or touch interaction. Refer to the Power Down Mode section on page 68.

### 18.1 Connecting a Touch-Capable Source

- USB-C: USB-C sources can carry power, video, audio and touch signals over a single USB-C cable. Connection from the touch sensor to the USB-C input is enabled by default.
- HDMI: HDMI sources require a USB cable to connect the touch sensor to the HDMI source.
- DisplayPort: DisplayPort sources require a USB cable to connect the touch sensor to the DisplayPort source.

**Note:** See the Touch Routing section (page 57) for USB configuration settings.



## 19. OSD Main Menu

### 19.1 Picture



#### Backlight

- Increase or decrease the intensity of the LCD backlight. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 80

#### Contrast

- Increase or decrease the contrast of the picture. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

#### Sharpness

- Adjust the definition of the picture. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 0
- **Note:** This setting is not applied to RGB source signals.

#### Brightness

- Increase or decrease the brightness of the picture. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

## Tint

- Increase or decrease the green hue. Press ◀ or ▶ to select the desired level
- **Range:** 0~100
- **Default:** 50
- **Note:** This setting is not applied to RGB source signals.

## Color

- Adjust the brilliance and brightness. Press ◀ or ▶ to select the desired level
- **Range:** 0~100
- **Default:** 50
- **Note:** This setting is not applied to RGB source signals.

## Noise Reduction

- Reduce random noise in video content
- **Options:** Options: Off, Low, Medium, High
- **Default:** Off

## Gamma

- Select gamma.
- **Options:** Native, 1.8, 1.9, 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, S gamma, D-image
- **Default:** 2.2

## Color Temperature

- Select color temperature.
- **Options:** 3200K, 5500K, 6500K, 7500K, 9300K, 10000K, Native, User 1, User 2
- **Default:** Native

## Color Control

- Red Gain
  - Adjust the amount of red in bright content. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~255
  - **Default:** 128
- Green Gain
  - Adjust the amount of green in bright content. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~255
  - **Default:** 128
- Blue Gain
  - Adjust the amount of blue in bright content. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~255
  - **Default:** 128



#### Smart Power

- Automatically adjust the image settings in order to reduce power consumption
- **Options:** Off, Medium, High
- **Default:** Off

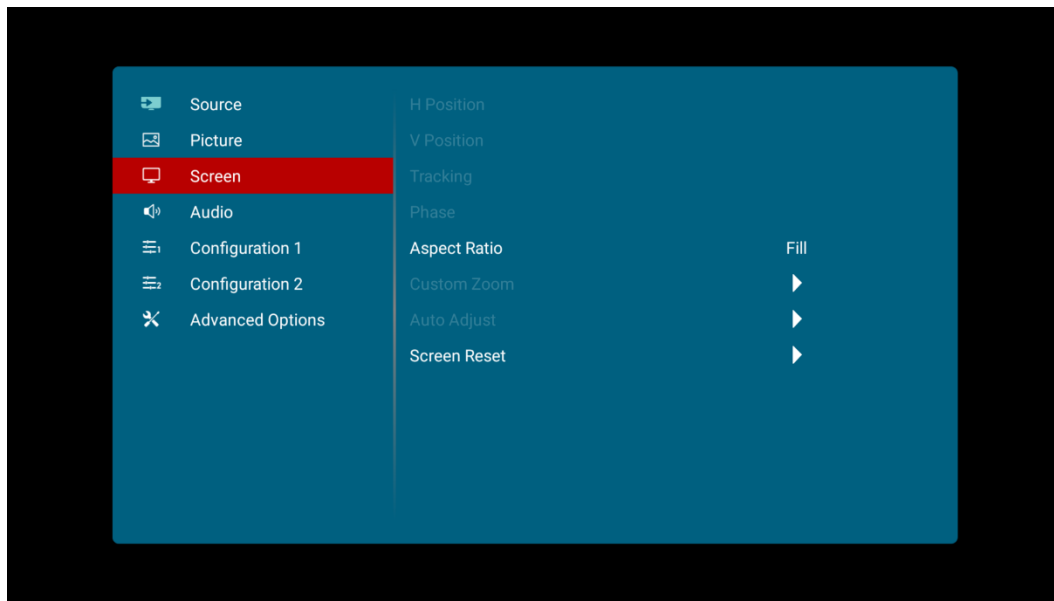
#### Overscan

- Adjust the zoom (overscan) of the image.
- **Options:** Off, On
- **Default:** Off

#### Picture Reset

- Reset all setting in the Picture menu to their default values.

## 19.2 Screen



### H Position

- Adjust the horizontal position of the image (VGA source only). Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### V Position

- Adjust the vertical position of the image (VGA source only). Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Tracking

- Adjust the clock of the displayed signal (VGA source only). Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Phase

- Adjust the phase of the displayed signal (VGA source only). Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Aspect Ratio

- Adjust the aspect ratio of the screen.
- **Options:** Fill, 4:3, Native, 21:9, Custom
- **Default:** Fill

| Custom Zoom |    |
|-------------|----|
| Zoom        | 0  |
| H Zoom      | 0  |
| V Zoom      | 0  |
| H Position  | 50 |
| V Position  | 50 |

### Custom Zoom

- Zoom
  - Adjust the zoom (overscan) of the image. Available when Aspect Ratio is set to Custom. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~100
  - **Default:** 0
- H Zoom
  - Adjust the zoom (overscan) of the image in the horizontal direction only. Available when Aspect Ratio is set to Custom. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~100
  - **Default:** 0
- V Zoom
  - Adjust the zoom (overscan) of the image in the vertical direction only. Available when Aspect Ratio is set to Custom. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~100
  - **Default:** 0
- H Position
  - Adjust the horizontal position of the image (VGA source only). Available when Aspect Ratio is set to Custom. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~100
  - **Default:** 50
- V Position
  - Adjust the vertical position of the image (VGA source only). Available when Aspect Ratio is set to Custom. Press ◀ or ▶ to select the desired level.
  - **Range:** 0~100
  - **Default:** 50

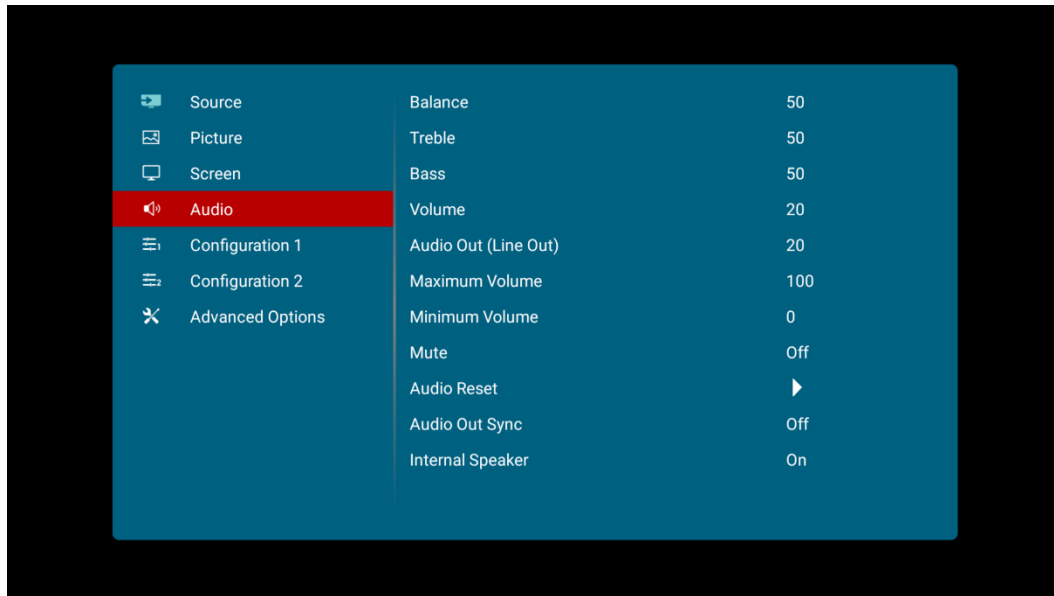
### Auto Adjust

- Force the display to reacquire and lock to the input signal (VGA source only). This is useful when the signal quality is marginal.
- **Note:** This feature does not continually reacquire the signal.

### Screen Reset

- Reset all settings in the Screen menu to their default values.

## 19.3 Audio



### Balance

- Adjust the balance of the left and right speakers. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Treble

- Adjust the sound in high tones. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Bass

- Adjust the sound in low tones. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### Volume

- Adjust the sound. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 20

### Audio Out (Line Out)

- Adjust the sound on the L/R audio outputs. Available if Audio Out Sync is set to Off. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 20

### Maximum Volume

- Limit the maximum value of the Volume control. Press ◀ or ▶ to select the desired level
- **Range:** 0~100
- **Default:** 100

### Minimum Volume

- Limit the minimum value of the Volume control. Press ◀ or ▶ to select the desired level
- **Range:** 0~100
- **Default:** 0

### Mute

- Turn off the sound.
- **Options:** Off, On
- **Default:** Off

### Audio Reset

- Reset all settings in the Audio menu to their default values.

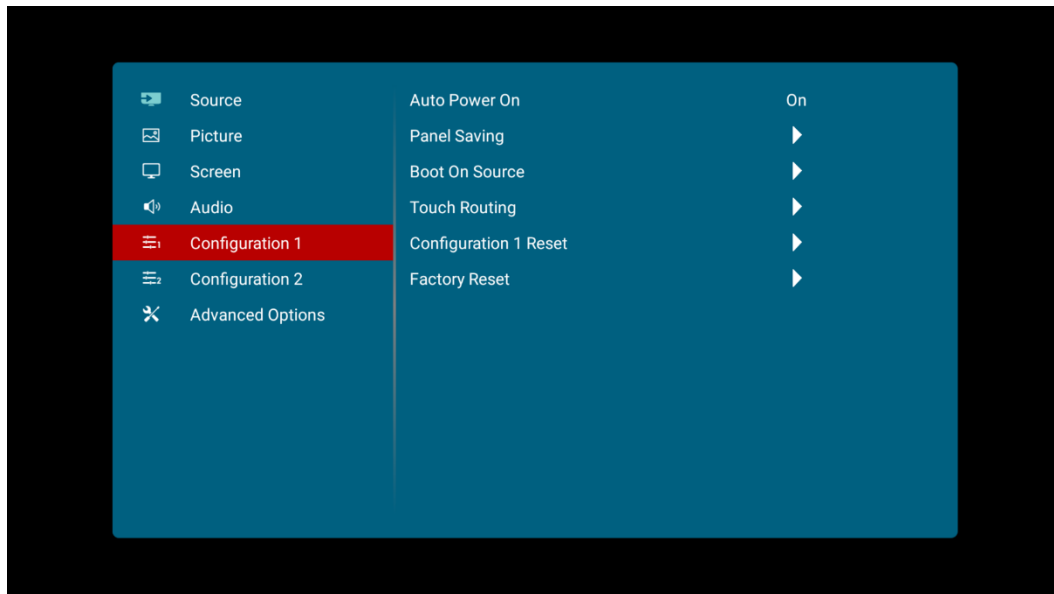
### Audio Out Sync

- Choose whether the internal speakers and audio out use the same volume control, or separate controls.
- **Options:** Off, On
- **Default:** Off

### Internal Speaker

- Select the audio source to play through the display's internal speakers and audio outputs
- **Options:** Off, On
- **Default:** On

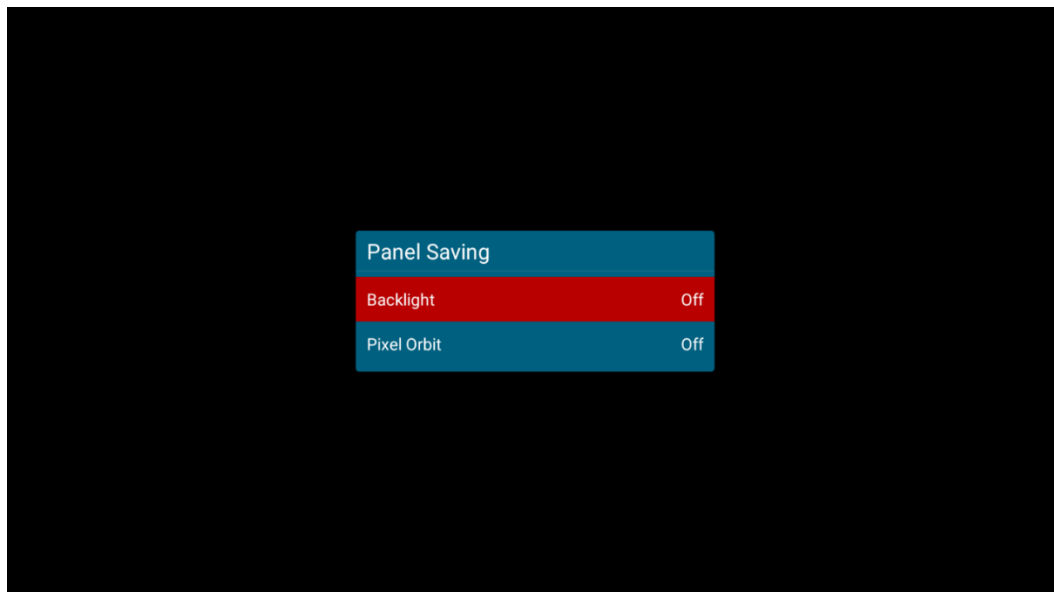
## 19.4 Configuration 1



### Auto Power On

- Select the behavior of the display when AC power is turned on
- **Options:** On, Off, Last Status
- **Default:** On

### Panel Saving



- **Backlight**
  - Automatically limit the backlight intensity in order to reduce power consumption
  - **Options:** Off, On
  - **Default:** Off



- Pixel Orbit
  - Create slight frame motion to help avoid image retention. Adjust how often the frame is shifted in seconds. Auto will shift the frame every 60 seconds.
  - **Options:** Off, Auto, 10~900
  - **Default:** Off

### Boot On Source

The screenshot shows the 'Boot On Source' configuration screen. It features a blue header with the title 'Boot On Source'. Below the header is a red bar containing the text 'Last Input' and a white checkmark icon. Underneath this are two rows: 'Input' with the value 'HDMI 2' and a downward arrow, and 'Playlist' with the value '0' and a downward arrow. At the bottom of the screen are two buttons: 'Cancel' and 'Save'.

### Input

- Select the source to display on power up.
- **Options:** Last Input, HDMI 1, HDMI 2, VGA, USB-C, Media Player, Browser, CMS, Android, Android App
- **Default:** Last Input

### Playlist

- Select the media player playlist to play at power up, if the Media Player source is selected as the power up input.
- **Options:** 0-7
- **Default:** 0

## Touch Routing (touch models only)



- Select which USB port to control touch for each input source.
- **Options:** USB-B, USB-C
- **Defaults:**
  - HDMI 1: USB-B
  - HDMI 2: USB-B
  - VGA: USB-B
  - USB-C: USB-C

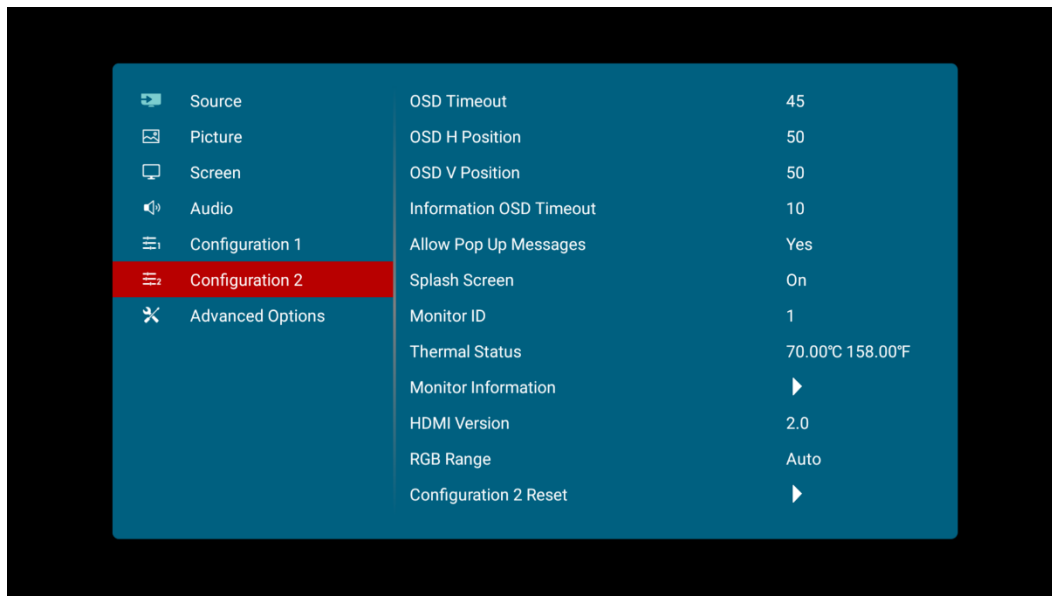
## Configuration 1 Reset

- Reset all settings in the Configuration 1 menu to their default values.

## Factory Reset

- Reset all settings in all menus to their default values.

## 19.5 Configuration 2



### OSD Timeout

- Adjust the time in seconds before the OSD menu disappears. This also includes the Backlight and Volume OSD when volume changes are made with the IR remote. Press ◀ or ▶ to select the desired level.
- **Range:** Off, 5~120 seconds
- **Default:** 45

### OSD H Position

- Adjust the horizontal position of the OSD menu. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### OSD V Position

- Adjust the vertical position of the OSD menu. Press ◀ or ▶ to select the desired level.
- **Range:** 0~100
- **Default:** 50

### OSD Rotation

- Select the OSD orientation. This setting is only available on the following inputs: Media Player, Browser, CMS, Android, Android App.
- **Range:** Landscape, Portrait
- **Default:** Landscape

### Information OSD Timeout

- Select whether the information message box displays on the screen, and for how long. Affected Pop-ups include Current source and signal timing, Entering Standby notification. Press ◀ or ▶ to select the desired level.
- **Options:** Off, 1~60 seconds
- **Default:** 10

### Allow Pop Up Messages

- Suppress messages that pop up automatically. When set to No, the Information OSD and "Entering Standby..." message will not appear on the screen.
- **Options:** Yes, No
- **Default:** Yes

### Splash Screen

- Select whether a splash screen appears when the monitor powers up.
- **Options:** Off, On, User
- **Default:** On
- **Note:** Refer to "Creating a Custom Splash Screen Logo" on page 87 for more information.

### Monitor ID

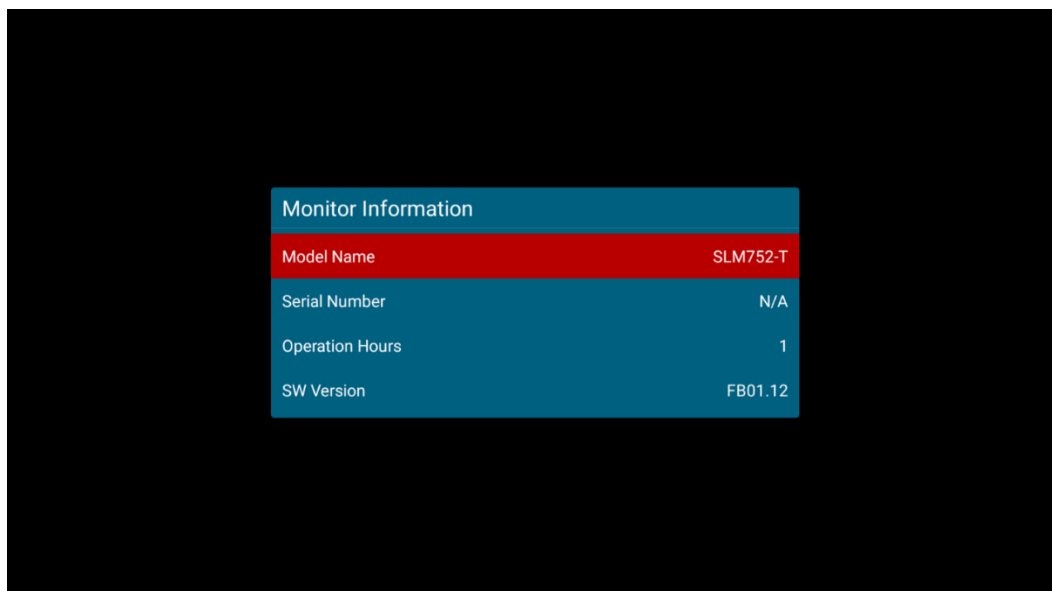
- Select the ID code to use with an IR remote control in ID mode. See page 37 for more info. Press ◀ or ▶ to select the desired level.
- **Options:** 1~255
- **Default:** 1

### Thermal Status

- Read the internal temperature of the display

### Monitor Information

- This read-only menu provides information on the display and its firmware version



### HDMI Version

- Select the HDMI version of the HDMI inputs
- **Options:** 1.4, 2.0
- **Default:** 2.0
- **Note:** HDMI 2.0 is the more modern standard and supports 3840x2160 @ 60Hz resolution. However, sometimes HDMI 1.4 is needed for compatibility with older devices.

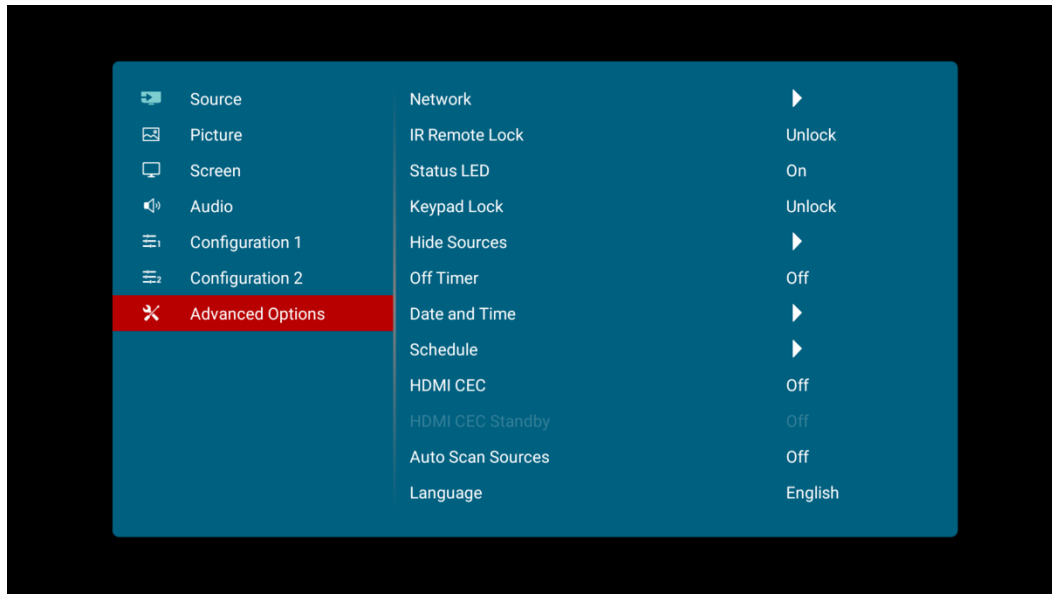
### RGB Range

- Select RGB range for HDMI and DisplayPort sources.
- **Options:** Auto, Full Range, Limited Range
- **Default:** Auto

### Configuration 2 Reset

- Resets all settings in the Configuration 2 menu to their default values

## 19.6 Advanced Options



### Network

- Opens the Ethernet settings menu. See page 71 for more information.

### IR Remote Lock

- Lock or unlock IR remote control functionality. To disable the IR remote lock, press the Info key for 10 seconds.
- **Options:** Unlock, Lock All, Lock all but Volume, Lock All but Power, Lock All Except PWR & VOL
- **Default:** Unlock

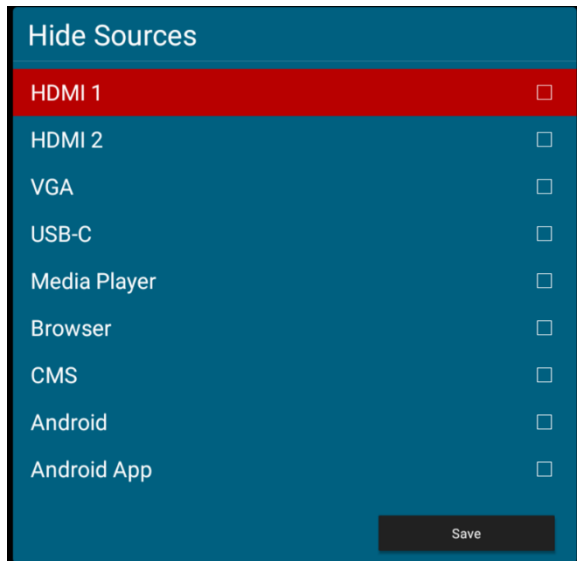
### Status LED

- Enable or disable the status LED
- **Options:** Off, On
- **Default:** On

### Keypad Lock

- Lock or unlock the keypad controls
- **Options:** Unlock, Lock All, Lock all but Volume, Lock All but Power, Lock All Except PWR & VOL
- **Default:** Unlock

## Hide Sources

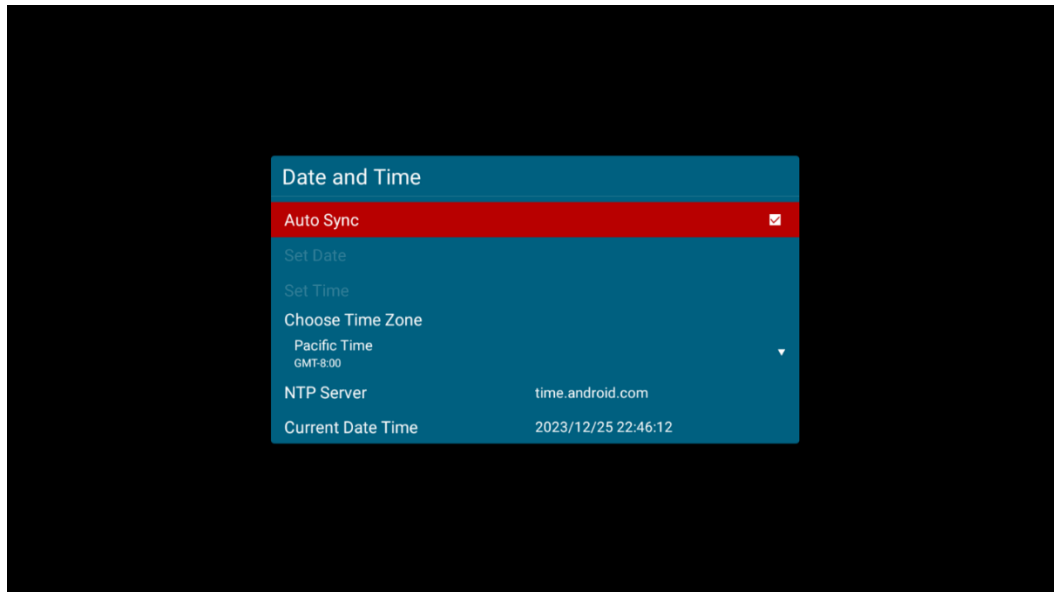


- Toggles the visibility of sources in the Source Menu, Schedule, Auto Scan Sources and Boot On Source menu.
- At least one source must remain active.
- If a source is set to hidden, it will affect other settings utilizing sources:
  - any scheduled events previously created in the **Schedule** menu will be deleted if they utilize the hidden source.
  - Detect Mode, ON, in **Auto Scan Sources** will not be available.
  - **Boot On Source** will be reset to its default value.
- Hidden sources are not disabled from being selected by CEC or external control systems.
- **Note:** Hidden sources cannot be accessed using the provided remote's SOURCE button. The direct IR source commands listed in the IR Command Protocol (page 33) will not be disabled.

## Off Timer

- Force the display to enter standby mode after the specified period of time. Press ◀ or ▶ to select the desired level.
- **Options:** Off, 1~24 hours
- **Default:** Off

## Date and Time

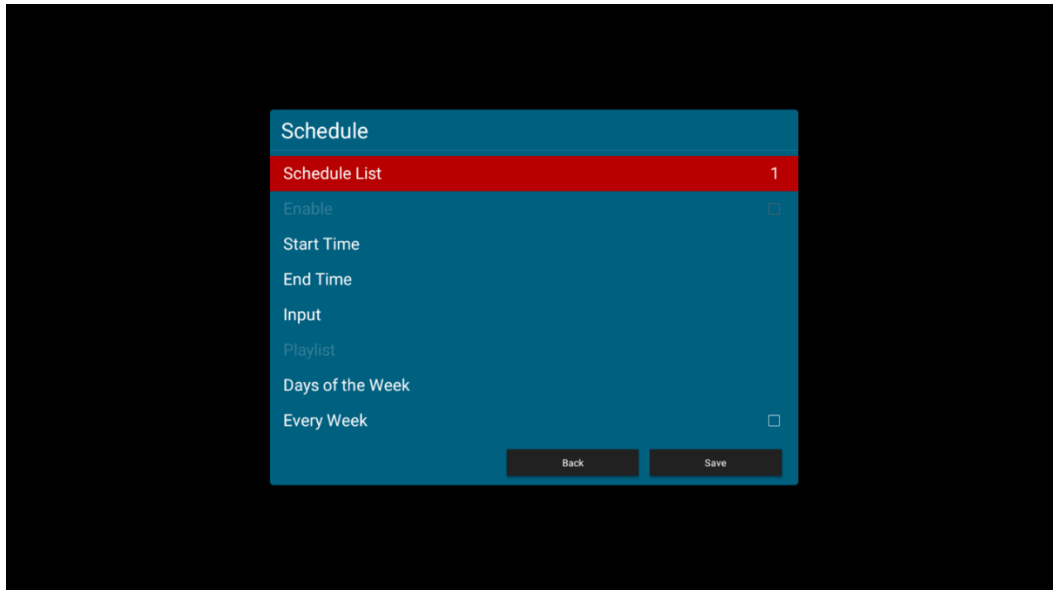


- Auto Sync
  - Automatically obtain the current date and time information from an NTP server.
  - **Options:** Off, On
  - **Default:** On
- Set Date
  - Set the current date. Available when Auto Sync is set to Off.
- Set Time
  - Set the current time. Available when Auto Sync is set to Off.
- Choose Time Zone
  - Set the current time zone
- NTP Server
  - Lists the NTP server that will be used to automatically obtain the current date and time.
- Current Date and Time
  - Displays the current date and time configured in the display.



## Schedule

- This menu is used to configure schedules for powering on and powering off the display at preset times. Up to seven different schedules can be set.



- Schedule List
    - Select the schedule preset to configure.
    - Range:** 1~7
    - Default:** 1
- Enable
    - Make the selected schedule active. Available when Start Time, End Time, Input, Playlist (Media Player source only) and Days of the Week are configured.
    - Options:** Off, On
    - Default:** Off
- Start Time
    - Set the time when the display will power on.
- End Time
    - Set the time when the display will enter standby mode.
- Input
    - Select the source to display when the unit powers on.
- Playlist
    - Select the playlist to show when the display powers on (Media Player source only).
- Days of the Week
    - Select which days of the week the selected schedule is active.
    - Options:** Sun, Mon, Tue, Wed, Thu, Fri, Sat
    - Default:** None
- Every Week
    - Indicate whether the schedule is for the current week only, or for every week going forward.
    - Options:** Off, On
    - Default:** Off

## HDMI CEC

- Enable HDMI CEC support on the display. The CEC commands listed in the table below are implemented:
- **Note:** The HDMI CEC Standby setting must be set to On for the Standby CEC command to work.

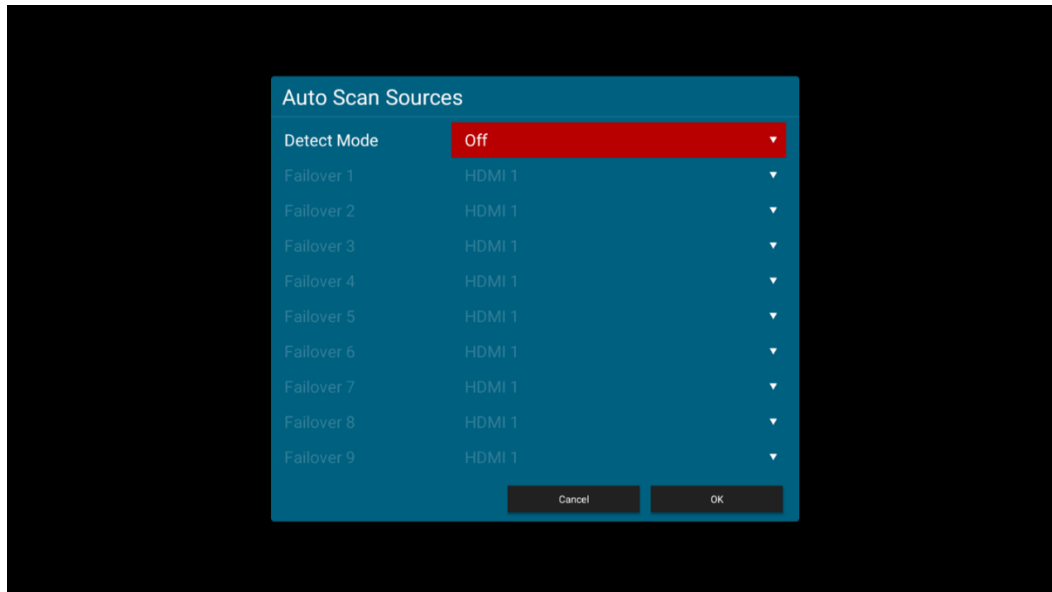
| Command                  | Value |
|--------------------------|-------|
| Image View On            | 0x04  |
| Text View On             | 0x0D  |
| Standby                  | 0x36  |
| User Control Pressed     | 0x44  |
| User Control Released    | 0x45  |
| Routing Change           | 0x80  |
| Active Source            | 0x82  |
| Give Physical Address    | 0x83  |
| Report Physical Address  | 0x84  |
| Request Active Source    | 0x85  |
| Give Device Power Status | 0x8F  |
| Inactive Source          | 0x9D  |
| Get CEC Version          | 0x9F  |

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

## HDMI CEC Standby

- Allows connected HDMI devices to power off the display via the Standby CEC command.
- **Options:** Off, On
- **Default:** Off
- **Note:** The HDMI CEC setting must be enabled on this display for this to work.

## Auto Scan Sources



- Detect Mode
  - Automatically scans inputs for a valid source when no source is detected. Scanning begins with the currently selected source and moves sequentially through the inputs in the order listed below – stopping once a valid source is obtained. The list of inputs to scan is different for each Detect Mode.
  - **Options:** Off, On, Failover
  - **Default:** Off
  - **On:** Scans the following inputs: HDMI 1, HDMI 2, VGA, USB-C
  - **Failover:** Scans the list of inputs selected in Failover 1-9. Repeated selections of a single input in this list are ignored.
- Failover 1-9
  - Select the sources to be searched if no signal is present on the main input.
  - **Options:** HDMI 1, HDMI 2, VGA, USB-C, Media Player, Browser, CMS, Android App
  - **Default:** HDMI 1

## Language

- Select the OSD language.
- **Options:** English, French, German, Spanish, Italian, Simplified Chinese, Traditional Chinese, Japanese, Portuguese
- **Default:** English

## OSD Transparency

- Adjust the transparency of the OSD menu. Press ◀ or ▶ to select the desired level.
- **Options:** Off, 5~100 percent
- **Default:** Off

## Power Down Mode

- Select the standby behavior of the display. In all Power Down Modes, the RS232 In port accepts commands, and CEC and Schedule features remain functional.
- **Options:** Standby Mode, Networked Standby Mode, Wake on Signal, Always On
- **Default:** Standby Mode
- **Standby Mode:** Achieves the lowest standby power consumption and disables network communications while in standby.
- **Networked Standby Mode:** This is the same as Standby Mode but also supports waking up the display using Wake-on-Lan (WoL).
- **Wake on Signal:** The display will enter a standby mode if no video signal is detected. The touch sensor will remain active when the display enters standby. If the source power settings allow for it to exit its sleep mode from keyboard, mouse, or touch input, the display's touch sensor can be used to wake the source and quickly allow the source and display to wake.
  - **Note:** Sending an OFF command will bypass Wake On Signal detection and enter the fast startup mode like Always On.
  - **Note:** If Failover detection has been enabled, the display will automatically search for a signal on other inputs before entering standby.
  - **Note:** When the display enters standby, the touch sensor is still active. If the connected source allows waking from USB devices, this can be used to allow the touch input to wake the display when a video signal is restored.
- **Always On:** This is the fast startup mode. An OFF command will place the display into a standby mode with partially reduced power and network communications still active.
- **Note:** Startup time can be reduced by using **Wake On Signal** or **Always On**.

## Power Saving Delay

- Sets the amount of time before initiating the standby state specified in Power Down Mode when no signal is present.
- **Default:** 5 Minutes
- **Options:** 5 Seconds, 10 Seconds, 15 Seconds, 20 Seconds, 25 Seconds, 30 Seconds, 35 Seconds, 40 Seconds, 45 Seconds, 50 Seconds, 55 Seconds, 1 Minute, 5 Minutes, 15 Minutes, 30 Minutes, 60 Minutes

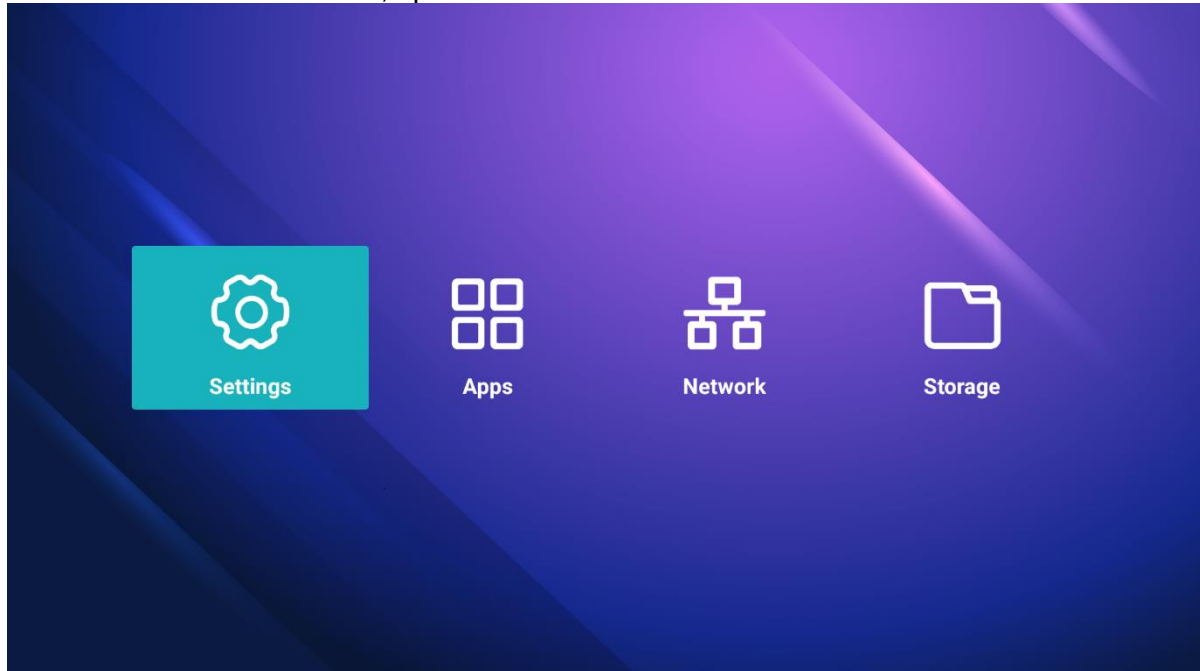
## Advanced Options Reset

- Resets all settings in the Advanced Options menu to their default values.

## 20. OSD Android Settings Menu

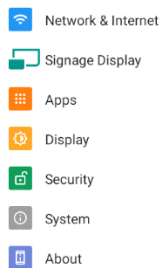
### 20.1 Android Main Menu

To access the Android menu, open the Source menu and select Android.

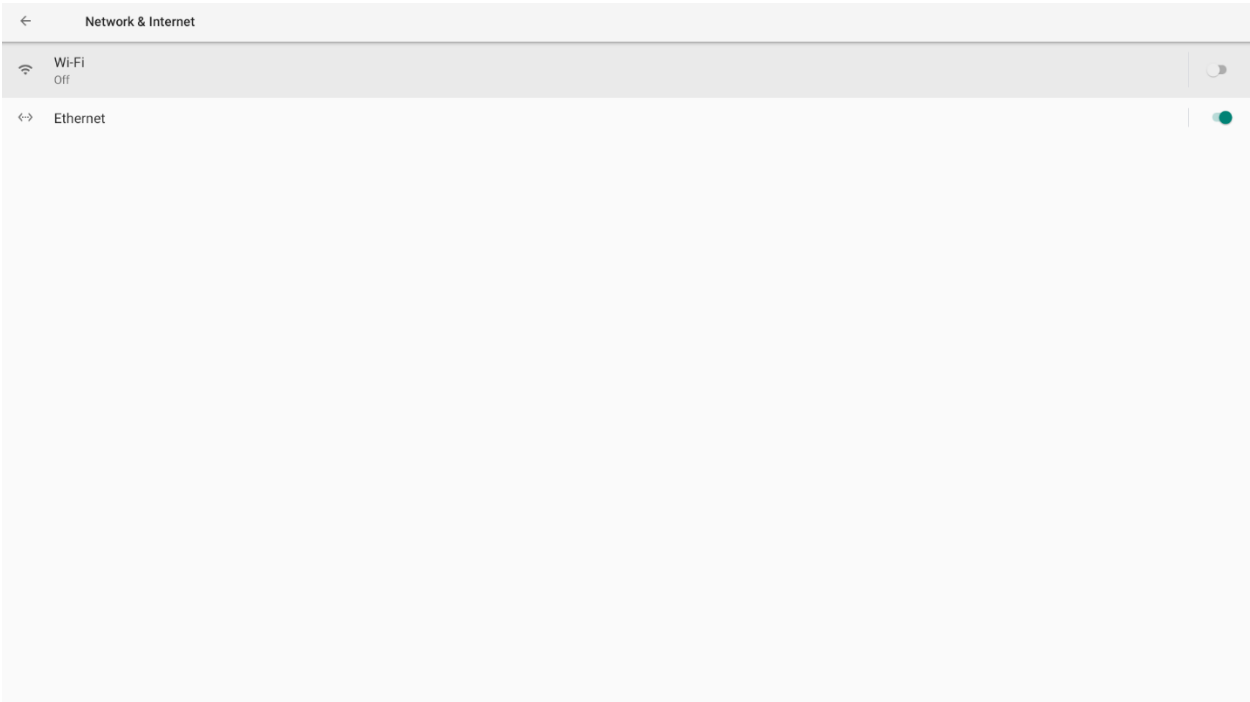


**Note:** In addition to the IR remote control, use a USB keyboard and mouse to navigate the Android menu and modify settings.

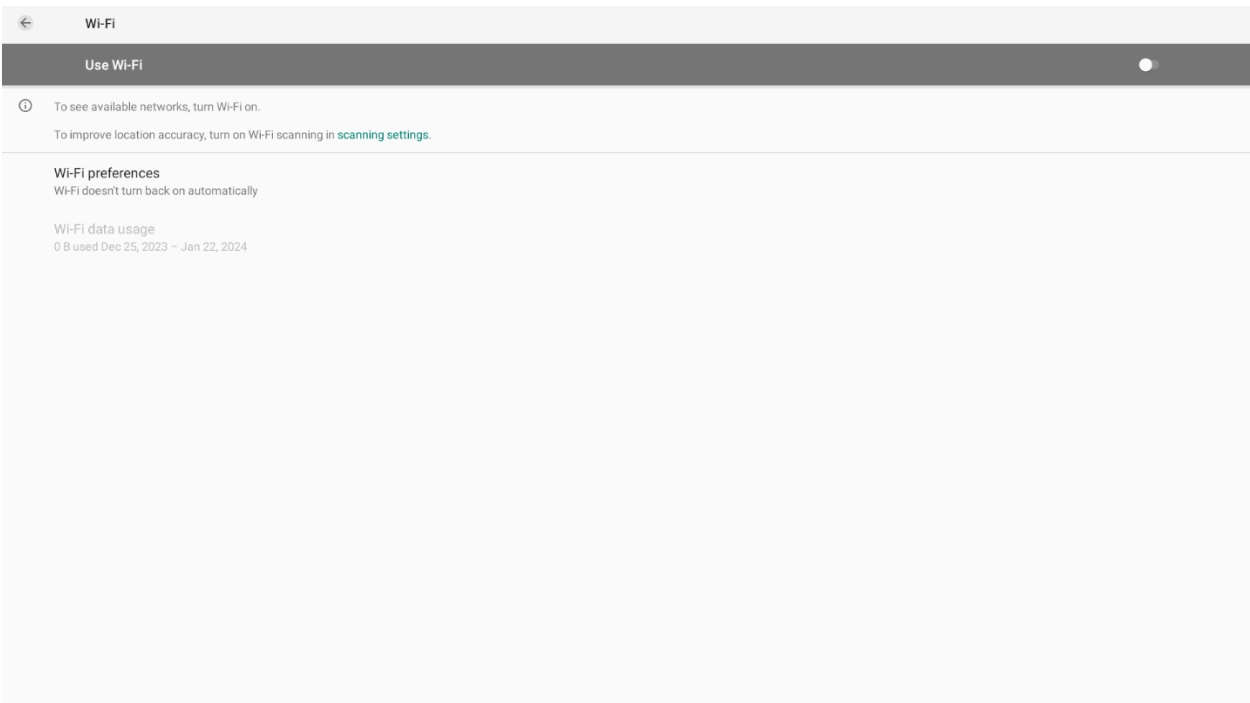
### 20.2 Settings



## Network & Internet



### Wi-Fi



- Wi-Fi
  - Enable the Wi-Fi interface. Turn on switch at the top of the menu to enable Wi-Fi network selection.
  - **Note:** Wi-Fi support is only available with the TP-Link TL-WN725N USB adapter. Other Wi-Fi dongles are not supported at this time.

## Ethernet

**Ethernet**  
DHCP

**Static IP**

IP Address  
10.15.0.94

Gateway  
10.15.0.1

Netmask  
255.255.254.0

DNS 1  
172.16.20.40

DNS 2  
172.16.20.30

**MAC address**  
18:65:71:F7:D3:EB

- Ethernet
  - Enable the network interface
  - **Options:** Disable, Enable
  - **Default:** Disable
- Static IP
  - Enable dynamic IP mode or configure the static IP settings of the display's Ethernet port.
  - **Options:** Disable (use DHCP), Enable (use static IP)
  - **Default:** Disable
- IP Address
  - The IP address used by the display's network interface.
  - Configurable if Static IP is enabled.
- Gateway
  - The default gateway used by the display's network interface.
  - Configurable if Static IP is enabled.
- Netmask
  - The subnet mask used by the display's network interface.
  - Configurable if Static IP is enabled.
- DNS 1
  - The address of the primary DNS server used by the display's network interface.
  - Configurable if Static IP is enabled.
- DNS 2
  - The address of the secondary DNS server used by the display's network interface.
  - Configurable if Static IP is enabled.

- MAC Address
  - The MAC address of the display’s network interface.

Signage Display

|                     |
|---------------------|
| Signage Display     |
| General Settings    |
| Server Settings     |
| Source Settings     |
| Network Application |
| System Tools        |
| System Updates      |



## General Settings

|                                         |
|-----------------------------------------|
| General Settings                        |
| Signage Display Name<br>PD_a84a6391ff7a |
| Boot Logo                               |

- Signage Display Name
  - Assign a name to the display. By default, this is “PD\_” plus the MAC address of the display.
- Boot Logo
  - Select a boot animation to be used when the Splash Screen setting is set to User.
  - **Note:** Refer to “Creating a Custom Splash Screen Logo” on page 87 for more information.

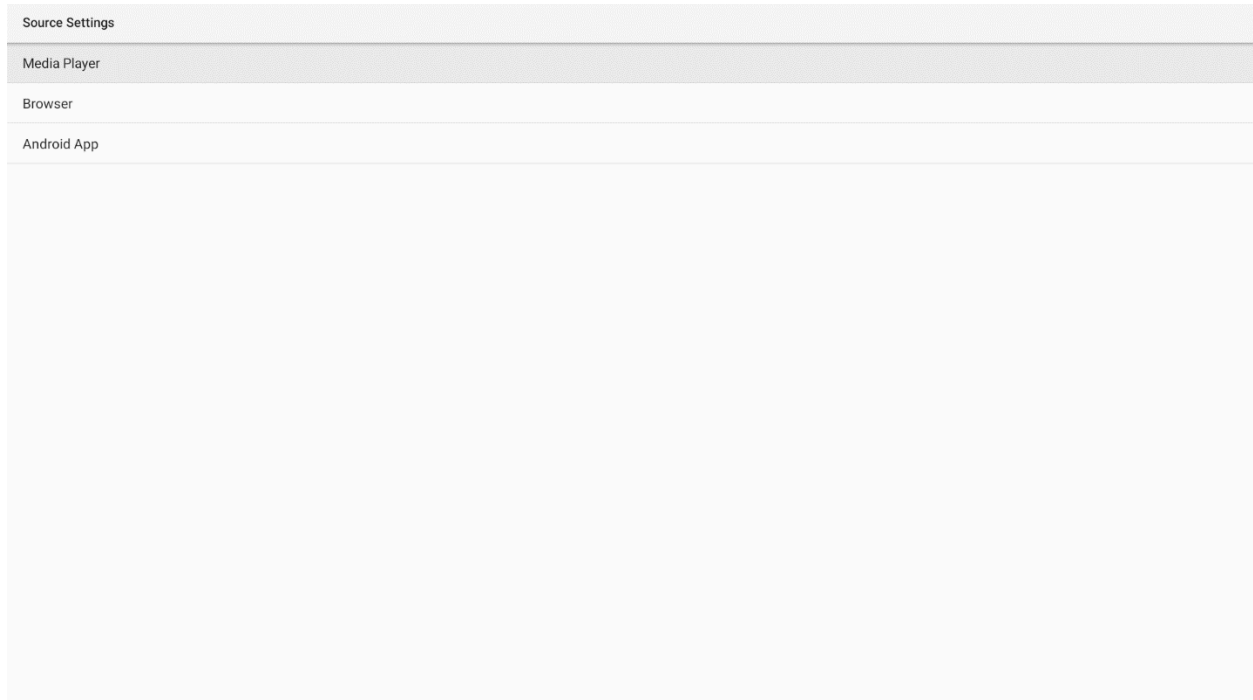
## Server Settings

## SSH

|                   |                          |
|-------------------|--------------------------|
| SSH               |                          |
| Main Switch       |                          |
| Enable<br>Disable | <input type="checkbox"/> |
| SSH               |                          |
| Account<br>admin  |                          |
| Password          |                          |
| Port<br>2222      |                          |

- Main Switch
  - Enable or disable SSH service. This service cannot be enabled until valid authentication credentials have been set below.
  - **Options:** Enable, Disable
  - **Default:** Disable
- SSH
  - Configure and enable an SSH service to send RS232 commands over an encrypted connection.
  - **Account**
    - Username
    - **Default:** admin
  - **Password**
    - Password is empty by default.
  - **Port**
    - Port for SSH connection.
    - **Default:** 2222

## Source Settings



- Media Player
  - Edit the Media Player's playlists and settings.
- Browser
  - Edit any saved bookmarks in the web browser.
- Android App
  - Select the app associated with the Android App source.
  - Default: Chromium

## Network Application

- RS232 Network Port

## System Tools

|                                 |
|---------------------------------|
| System Tools                    |
| Clear Storage                   |
| All                             |
| Internal Storage                |
| USB Storage                     |
| SD Card                         |
| Reset                           |
| Factory Reset                   |
| Auto Restart                    |
| Auto Restart                    |
| Import & Export                 |
| Export Signage Display Settings |
| Import Signage Display Settings |
| Clone                           |
| Clone Media Files               |

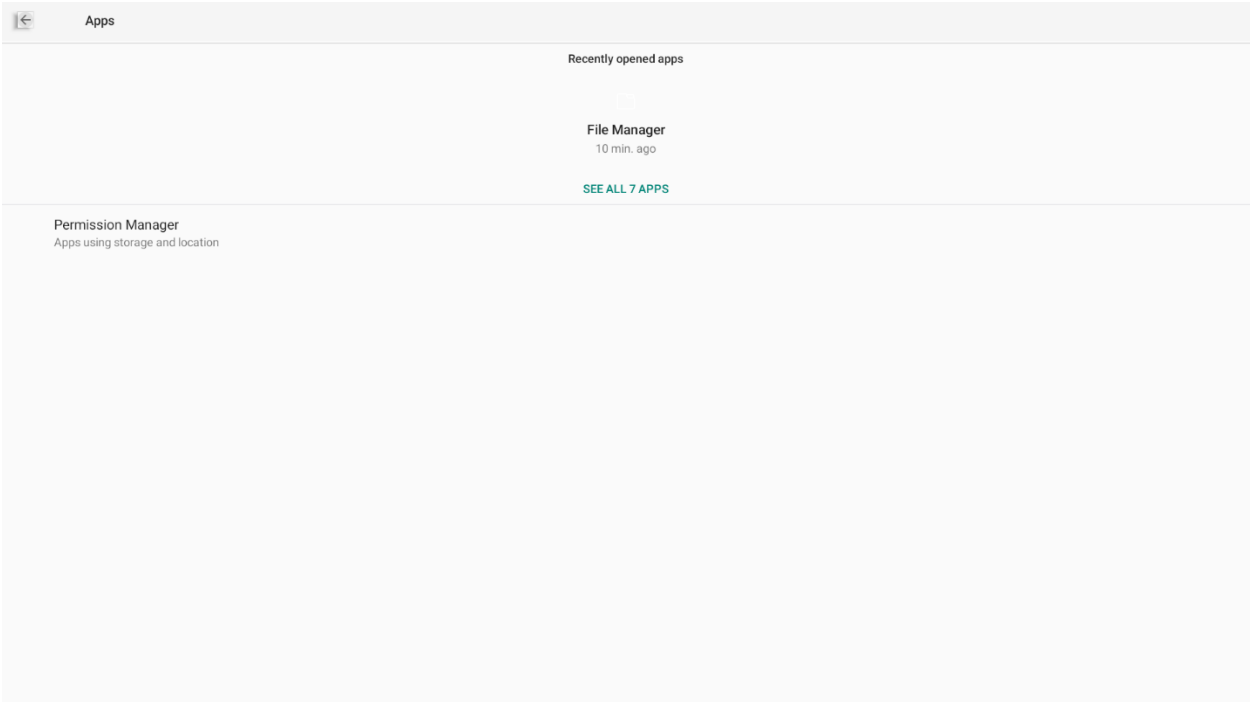
- Clear Storage
  - Erase all user configurable storage in the selected location.
    - **All:** Internal storage, USB storage, and SD card
    - Internal Storage
    - USB Storage
    - SD Card
- Factory Reset
  - Reset all internal storage to default values
  - **Note:** Choosing this option will cause the display to go through initial setup (see page 41).
- Export Signage Display Settings
  - Write all display settings to a USB storage device or an SD card, excluding the Signage Display Name field.
  - This allows the display's settings to copy to another unit.
- Import Signage Display Settings
  - Read all display settings from a USB storage device or an SD card, excluding the Signage Display Name field.
  - This allows the display's settings to copy from another unit.

- Clone Media Files
  - This menu allows all media files to copy from the specified location to the selected destination.

| Clone Media Files      |                                  |
|------------------------|----------------------------------|
| <b>Clone Source</b>    |                                  |
| Internal Storage       | <input type="radio"/>            |
| SD Card                | <input type="radio"/>            |
| USB Storage            | <input checked="" type="radio"/> |
| Path:                  |                                  |
| <b>Target Location</b> |                                  |
| Internal Storage       | <input checked="" type="radio"/> |
| SD Card                | <input type="radio"/>            |
| USB Storage            | <input type="radio"/>            |
| Path: Internal/planar/ |                                  |
| CLONE                  |                                  |

- Clone Source
  - The source location to copy the media files from.
  - **Options:** Internal Storage, SD Card, USB Storage
- Target Location
  - The destination to copy the media files to.
  - **Options:** Internal Storage, SD Card, USB Storage
- Clone
  - Press to start copying media. When complete, a popup completion message will appear briefly.
- System Updates
  - Initiates the firmware upgrade process. Refer to the directions in the firmware upgrade package for more information.

# Apps



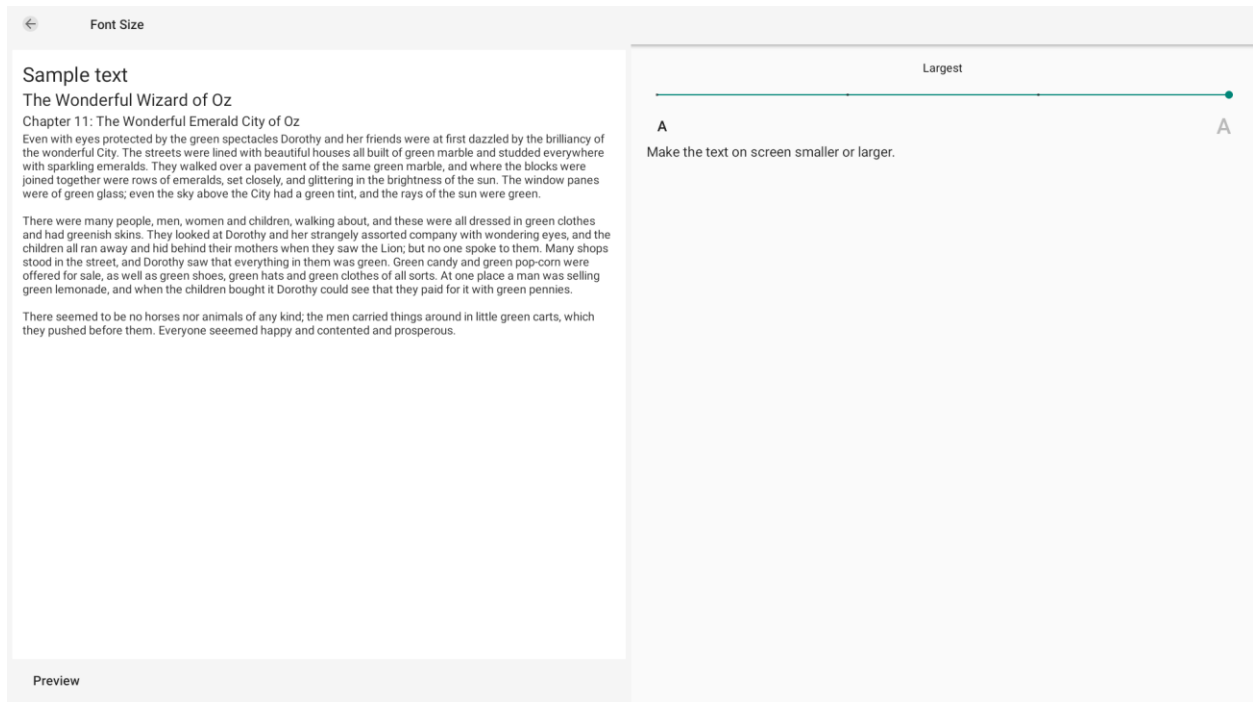
- Manage installed apps on the display.



## Display

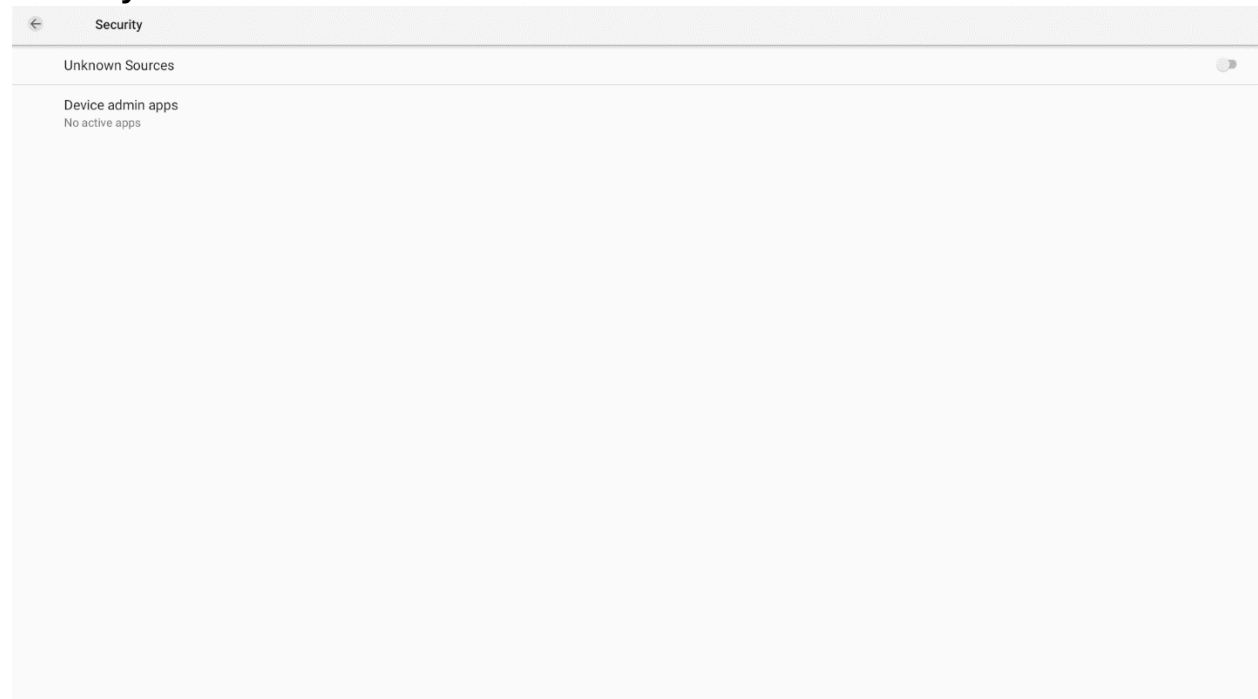
### Font size

Largest



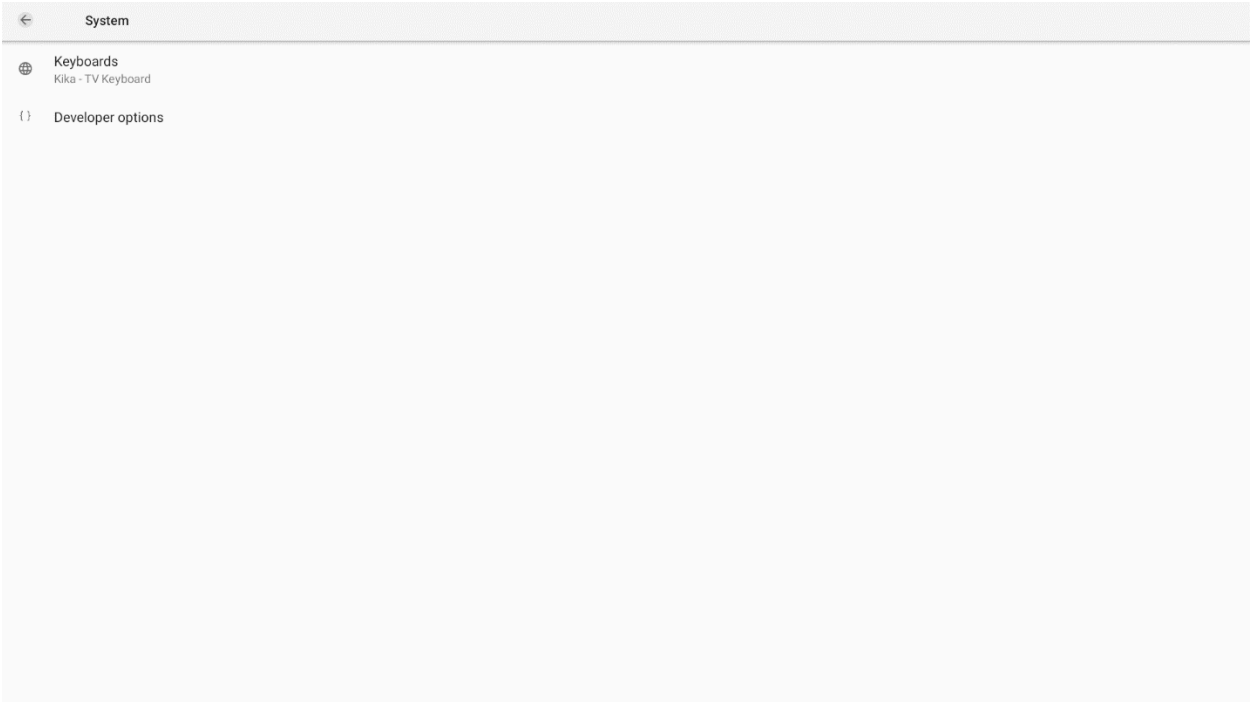
- Font Size
  - Configures the font size used in the Android menu.
  - **Options:** Small, Default, Large, Largest
  - **Default:** Largest

## Security

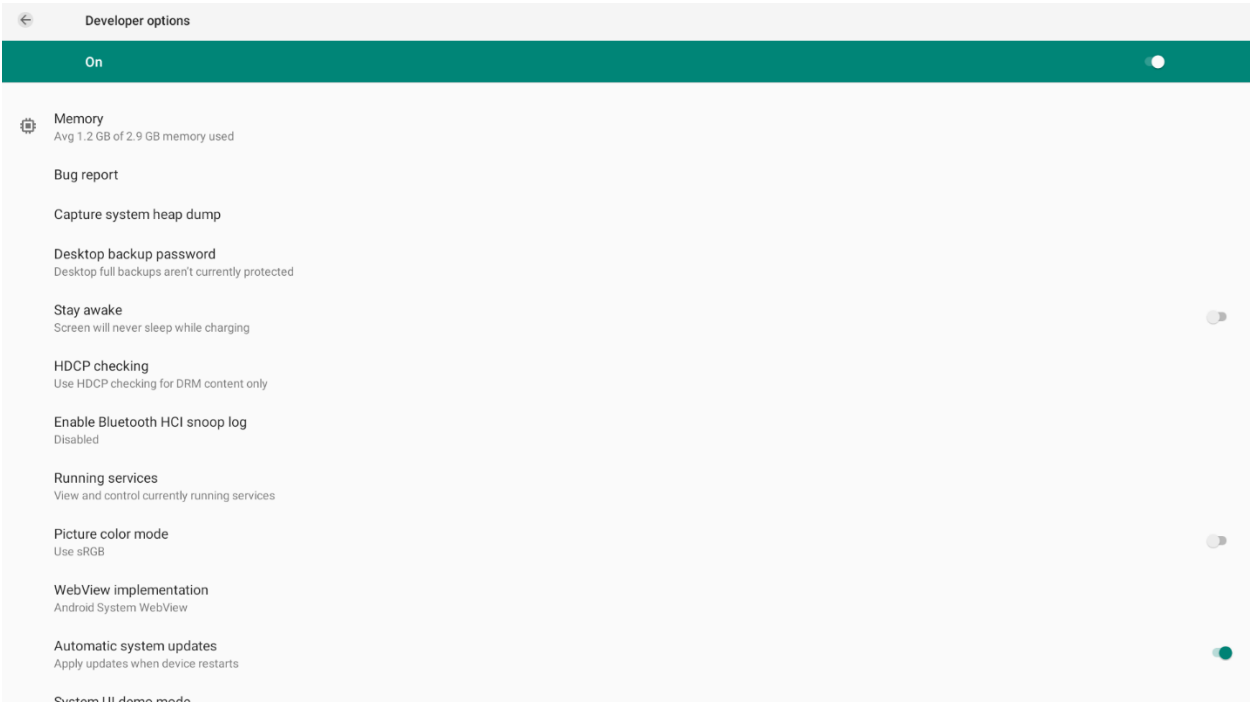


- Unknown Sources
  - Allow the installation of third party Android apps.
  - **Settings:** Disable, Enable
  - **Default:** Disable
  - **Note:** Installation of third apps is done at your own risk. There is no implied support from Planar for the installation or functionality of third-party apps.
- Device Admin Apps
  - Select an Android app to be a device administrator.

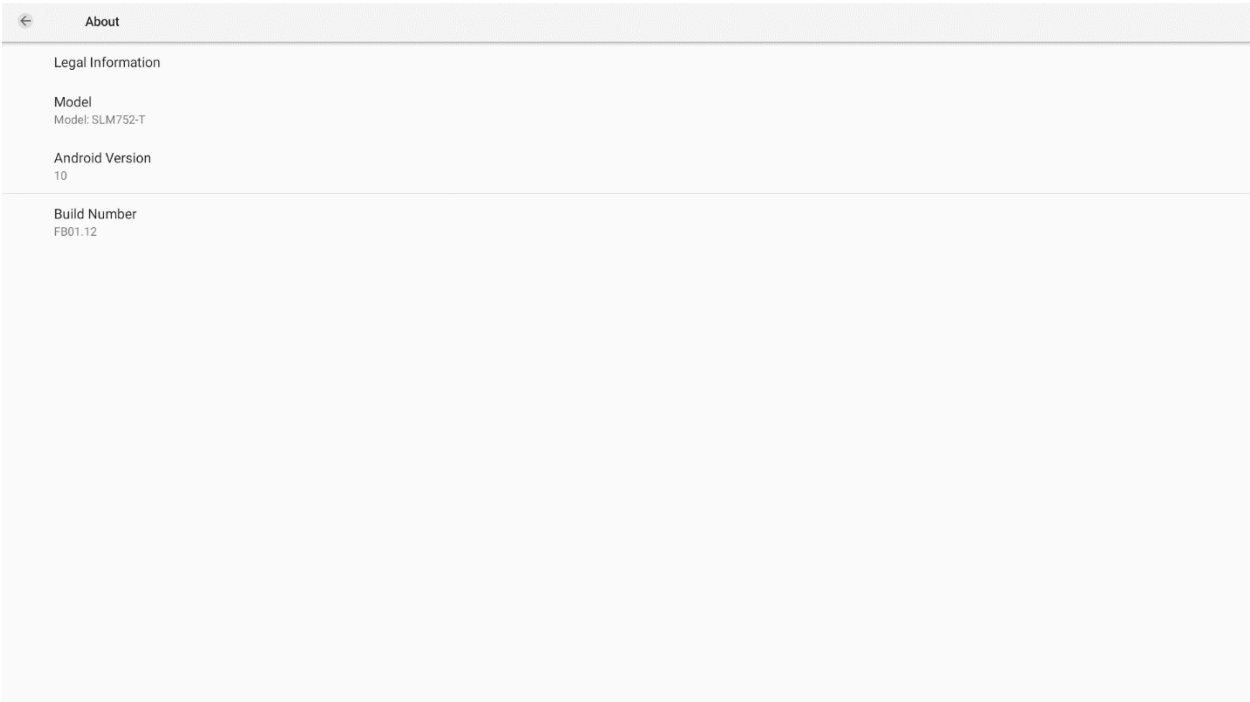
System



- Keyboard & Inputs
  - Configure keyboard settings.
- Developer Options
  - Android debugging controls for engineering use only.

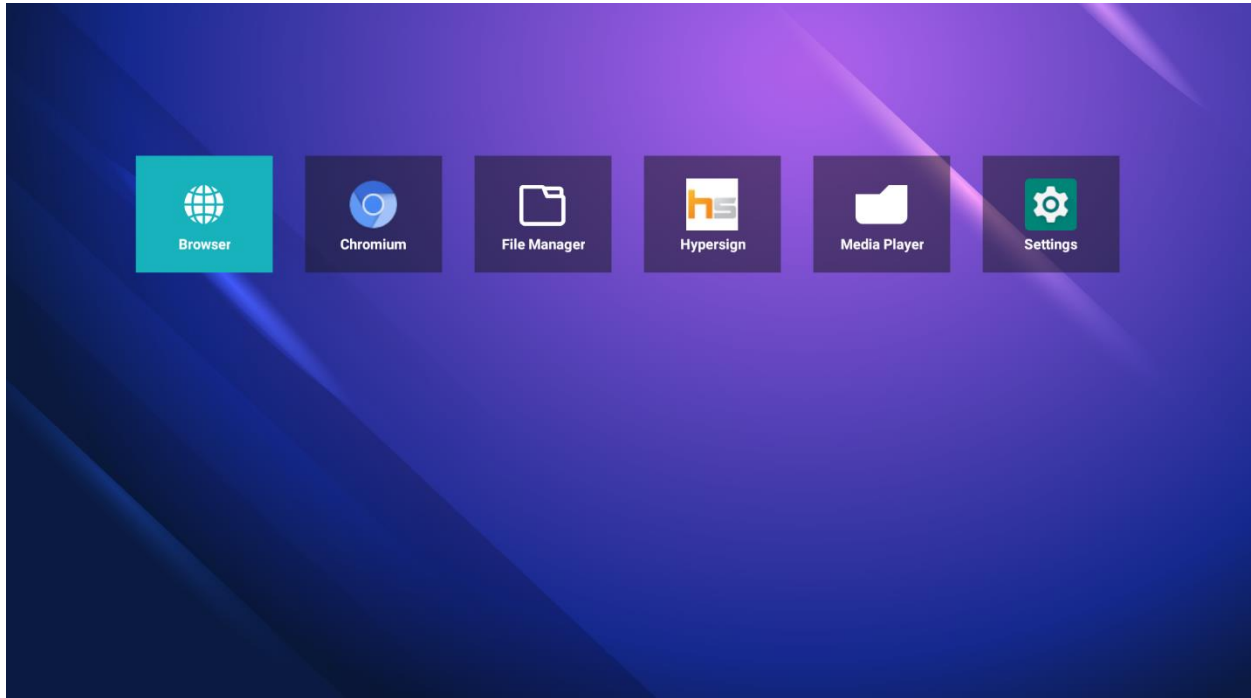


- About
  - Lists firmware version information.



## 20.3 Apps

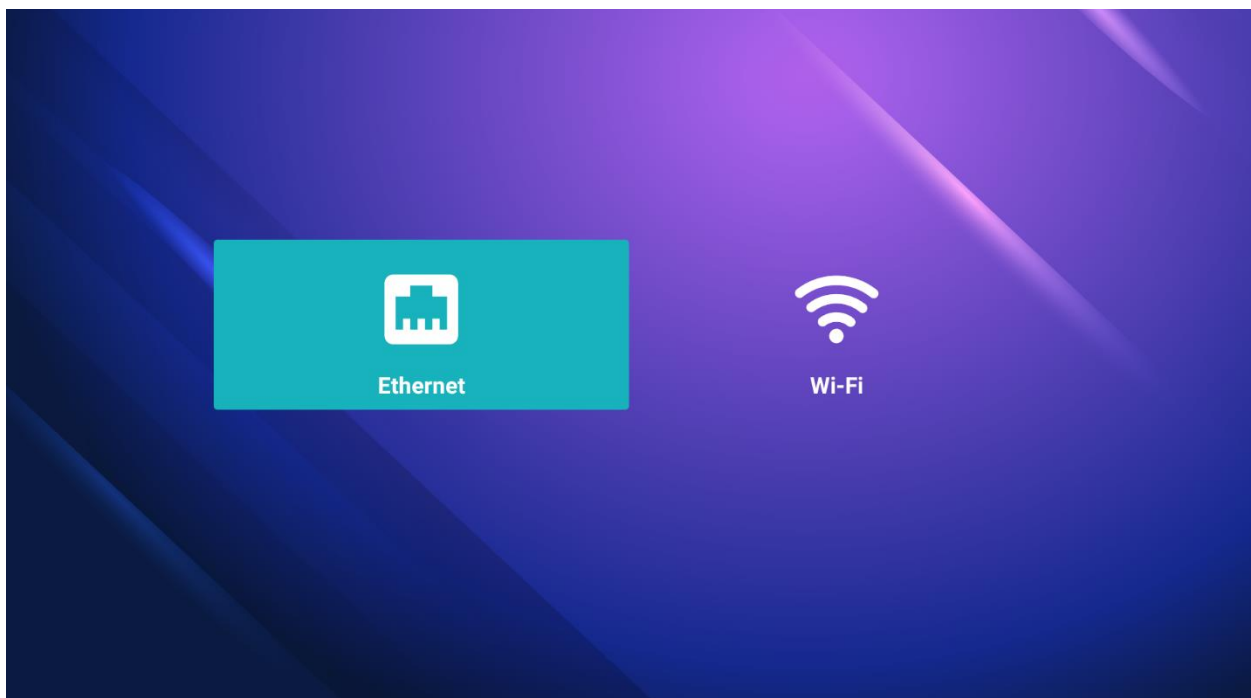
Lists pre-installed apps on the display. Select an app to run it.



## 20.4 Network

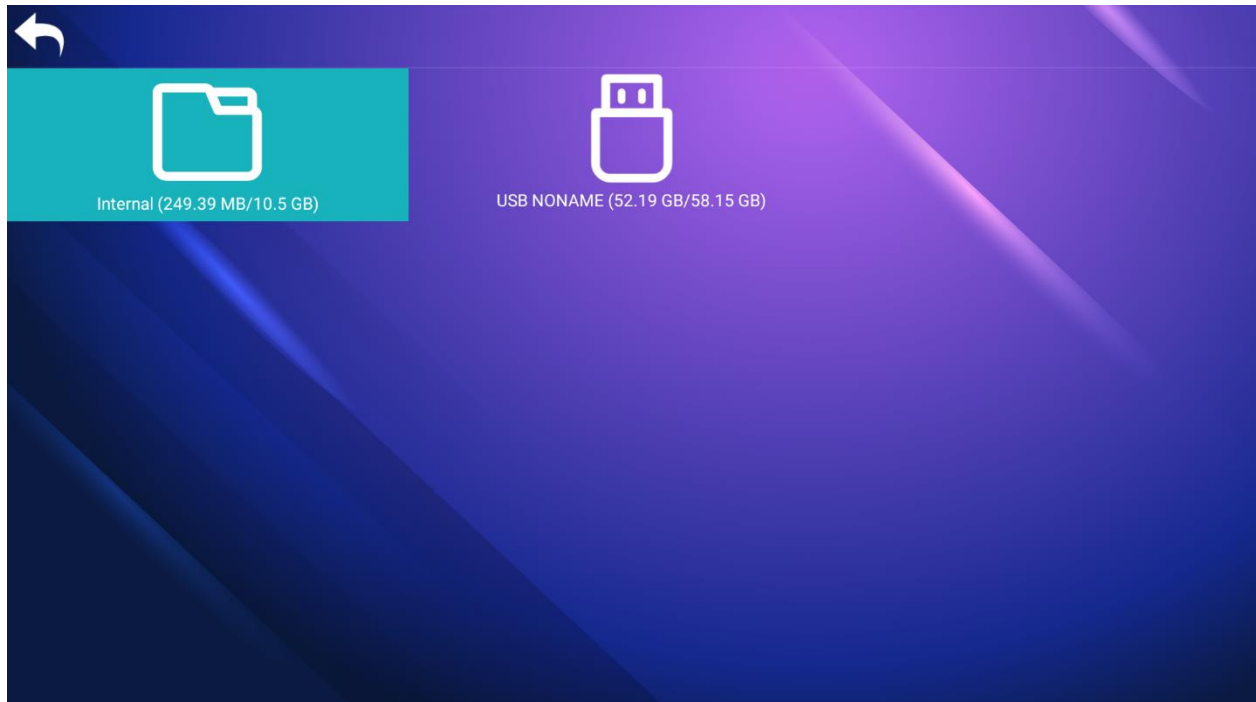
Click Ok to navigate through to Ethernet menu.

See the Ethernet menu under Settings on page 71.



## 20.5 Storage

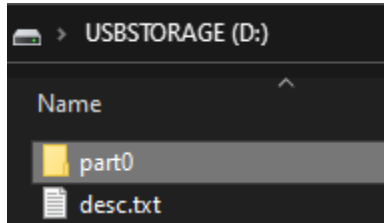
Allows management of the internal file system and any drives connected via USB.



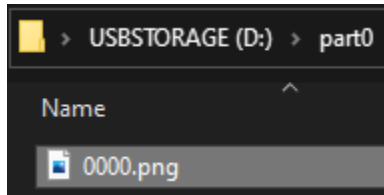
## 21. Creating a Custom Splash Screen Logo

1. Create a folder with the PNG file inside it to use as a logo:

- Name the folder “part0”.

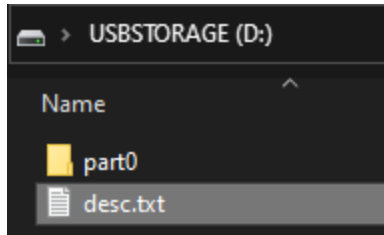


- Name the PNG file “0000” and place it inside the part0 folder.



2. Create a text file for file settings:

- Name the text file “desc”.



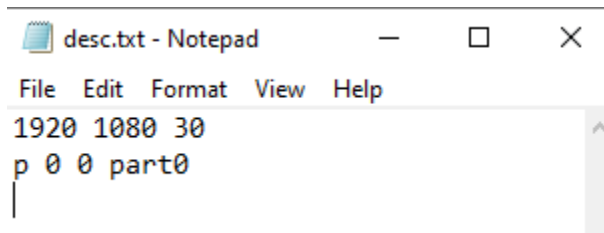
- Include these three lines in the desc text file:

*Line 1:* 1920 1080 30

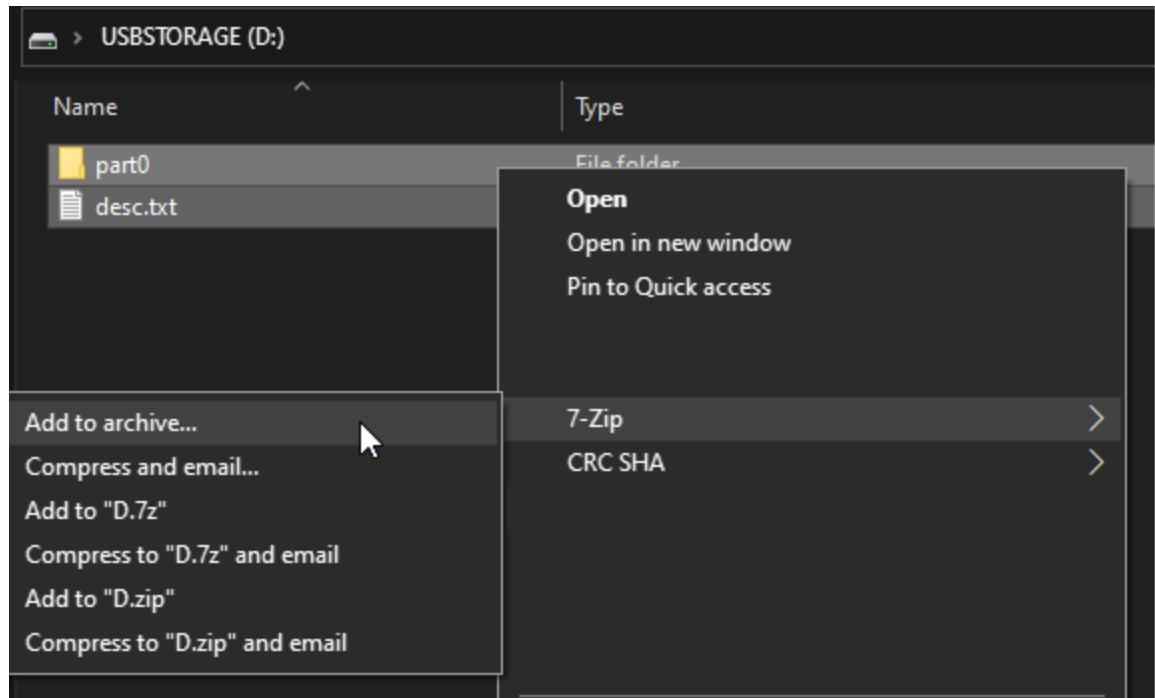
*Line 2:* p 0 0 part0

*Line 3:*

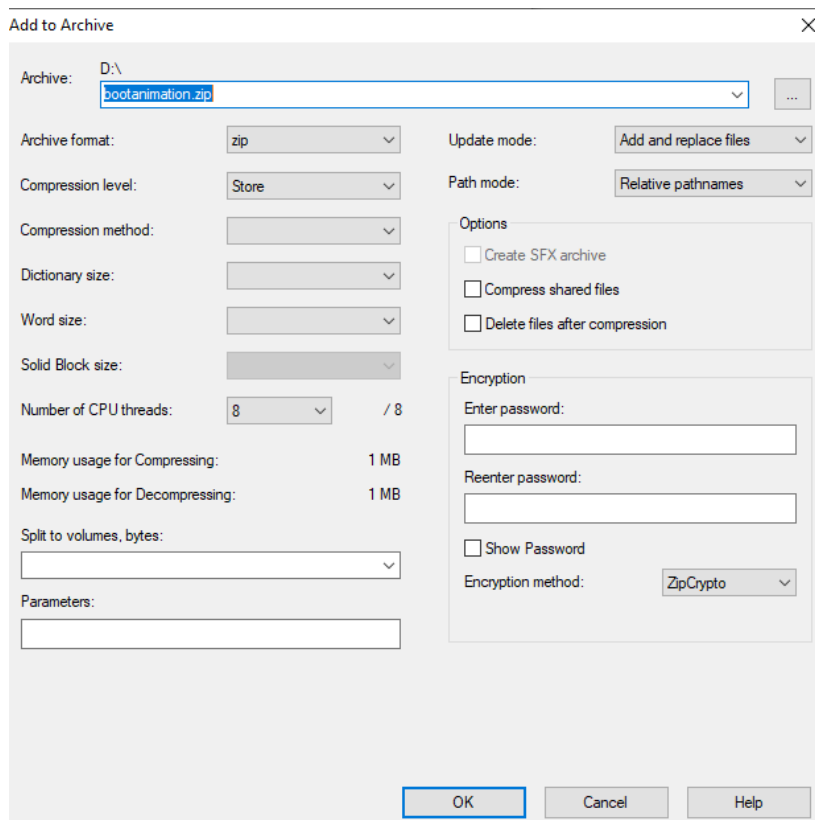
Where Line 3 is a new blank line.



3. Create a compressed file with the “part0” folder and “desc” text file:
  - Select both files and used a program such as 7zip to compress.



- The compression level needs to be “Store” and the Archive needs to be named “bootanimation.zip”

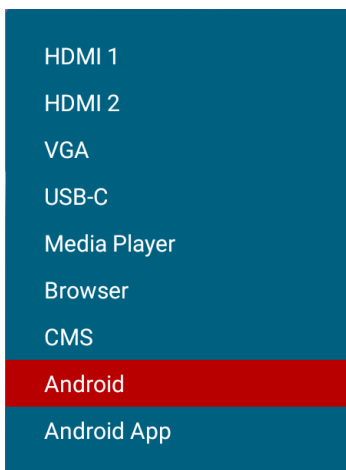




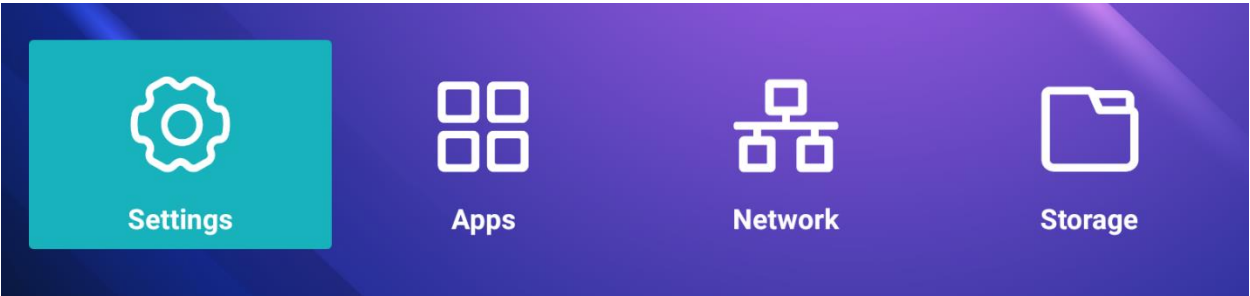
4. Place the “bootanimation.zip” folder onto a USB stick and insert it into the display.
5. Go to the display’s Menu and change the **Splash Screen** setting to **User**.



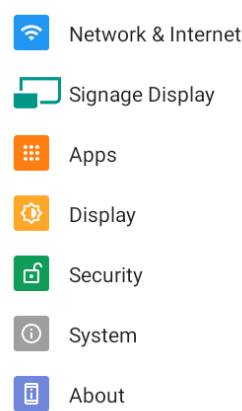
6. Change **Source** to **Android**:



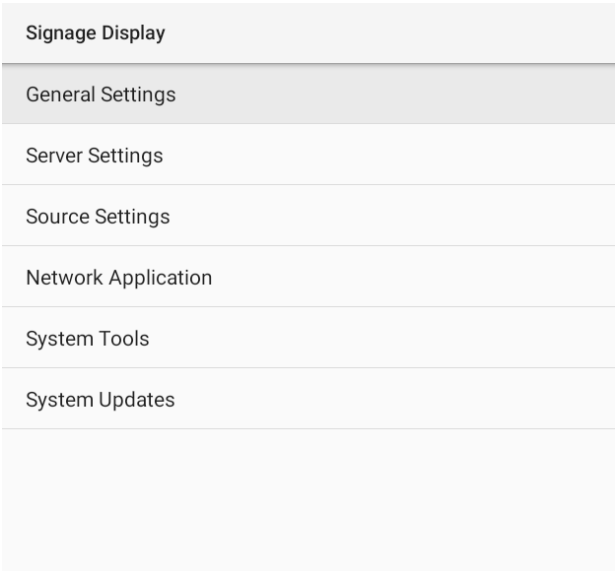
7. Navigate to **Settings**:



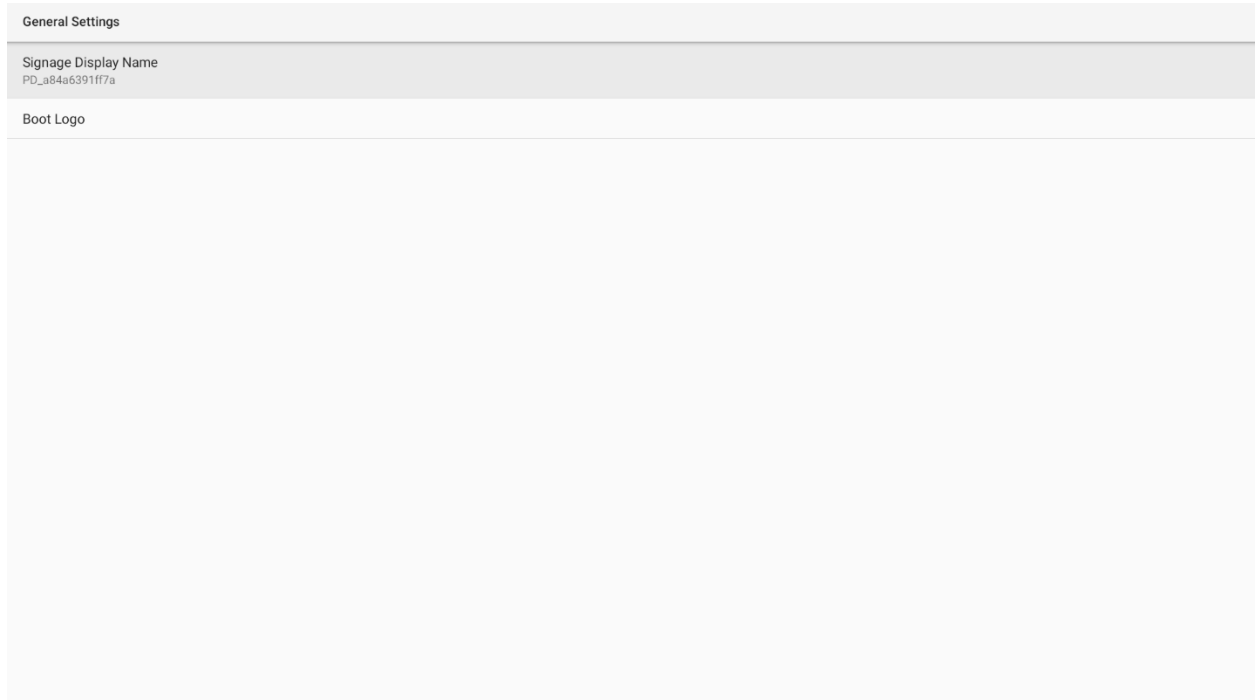
8. Select **Signage Display**.



9. Select **General Settings**.

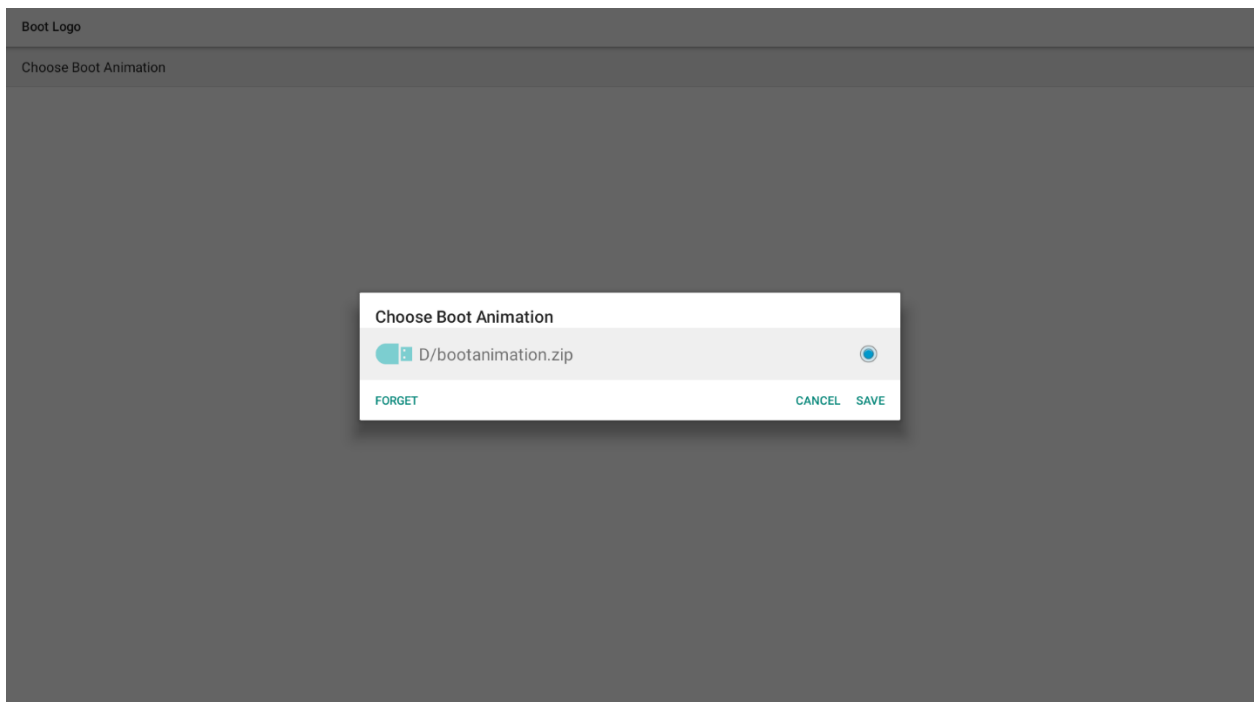


## 10. Select **Boot Logo**.



## 11. Select **Choose Boot Animation**.

## 12. Select the USB symbol with the “bootanimation.zip” folder and click **Save**.



## 13. Test by rebooting the display.

## 22. Media Player

The Planar Simplicity P Series display has an embedded Media Player that can be used to play videos, photos and/or music from a USB Drive. Please see below for more information.

### 22.1 Supported Media Formats

The table below outline the supported media formats and compatibility for video, audio, and visual content.

| Media Player Video Compatibility |                                                                                                                                                       |                             |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Format                           | File Types                                                                                                                                            | Max Resolution and Bit Rate |
| MPEG 1/2                         | MPEG program stream<br>(.dat, .vob, .mpg, .mpeg)<br>MPEG transport stream (.ts)<br>MP4 (.mp4, .mov)<br>3GPP (.3gpp, .3gp)<br>AVI (.avi)<br>MKV (.mkv) | 1080p/30Hz<br>40Mbps        |
| MPEG 4                           | MP4 (.mp4)<br>AVI (.avi)<br>MKV (.mkv)                                                                                                                | 1080p/30Hz<br>40Mbps        |
| H.263                            | FLV (.flv)<br>AVI (.avi)                                                                                                                              | 1080p/30Hz<br>40Mbps        |
| H.264                            | FLV (.flv)<br>MP4 (.mp4)<br>MPEG transport stream (.ts)<br>AVI (.avi)<br>MKV (.mkv)                                                                   | 4K/60Hz<br>135Mbps          |
| H.265                            | MP4 (.mp4, .mov)<br>MPEG transport stream (.ts)<br>MKV (.mkv)                                                                                         | 4K/60Hz<br>100Mbps          |
| Google VP8                       | MKV (.mkv)<br>WebM (.webm)                                                                                                                            | 1080p/30Hz<br>50Mbps        |

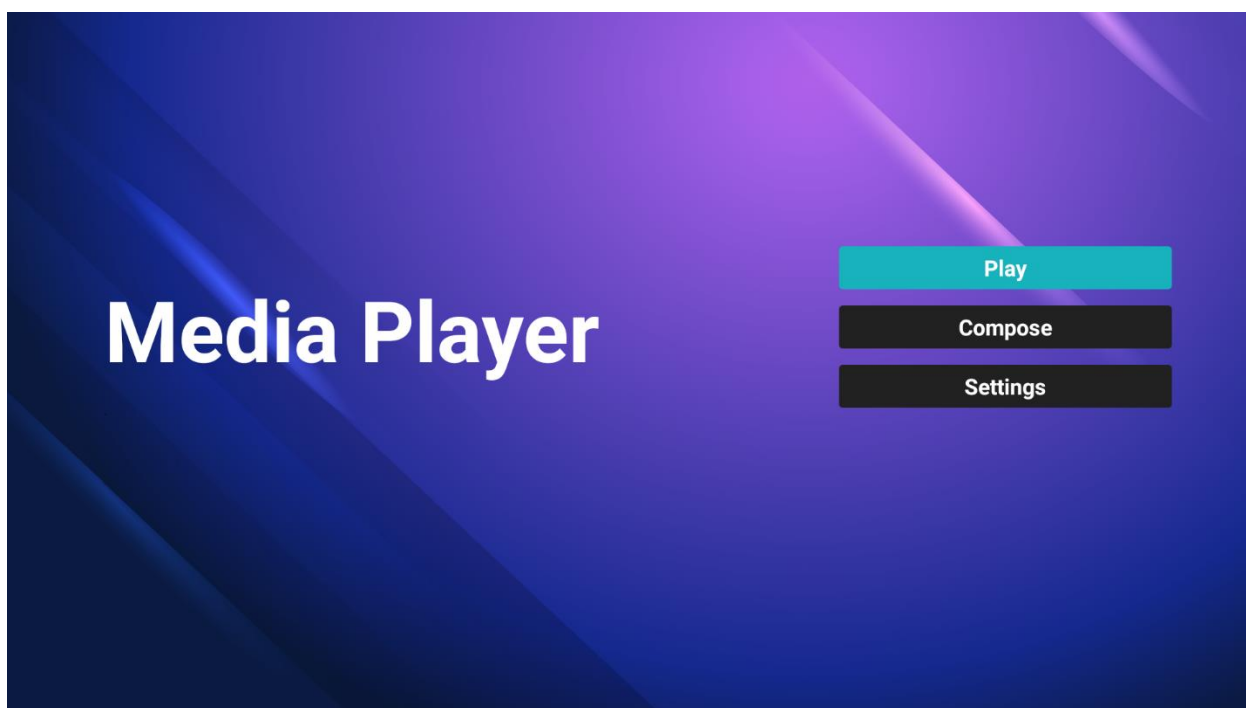
| Media Player Audio Compatibility                    |            |                                       |
|-----------------------------------------------------|------------|---------------------------------------|
| Format                                              | File Types | Max Bit Rate and Sampling Rate        |
| MPEG Audio (MPEG 1/2/2.5 Audio Layer 1/2/3)         | MP3        | 8-448 Kbps<br>16-48 KHz<br>2 Channel  |
| AAC Audio (MAIN, ADIF, ATDS Header, AAC-LC, AAC-HE) | AAC<br>M4A | 3-576 Kbps<br>8-48 KHz<br>5.1 Channel |

| Media Player Image Compatibility |             |                |
|----------------------------------|-------------|----------------|
| Format                           | File Types  | Max Resolution |
| JPEG (JFIF file format 1.2)      | JPG<br>JPEG | 1920 x 1080    |
| BMP                              | BMP         | 15360 x 8640   |
| PNG                              | PNG         | 1920 x 1080    |

## 22.2 Main Menu

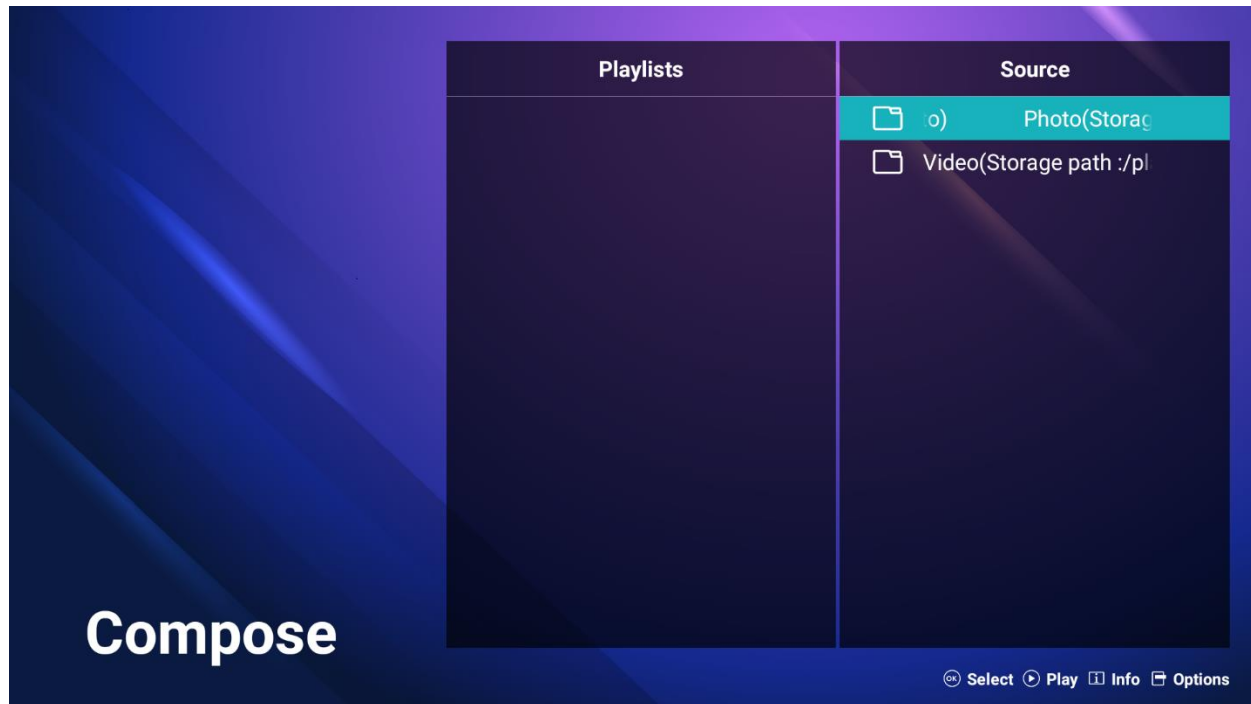
### Play

- This menu starts showing the content in a created playlist. If no playlists are available, create one starting with the Compose section on page 94.
- The content will play in the order selected during content creation, and with the features selected in the Settings menu.

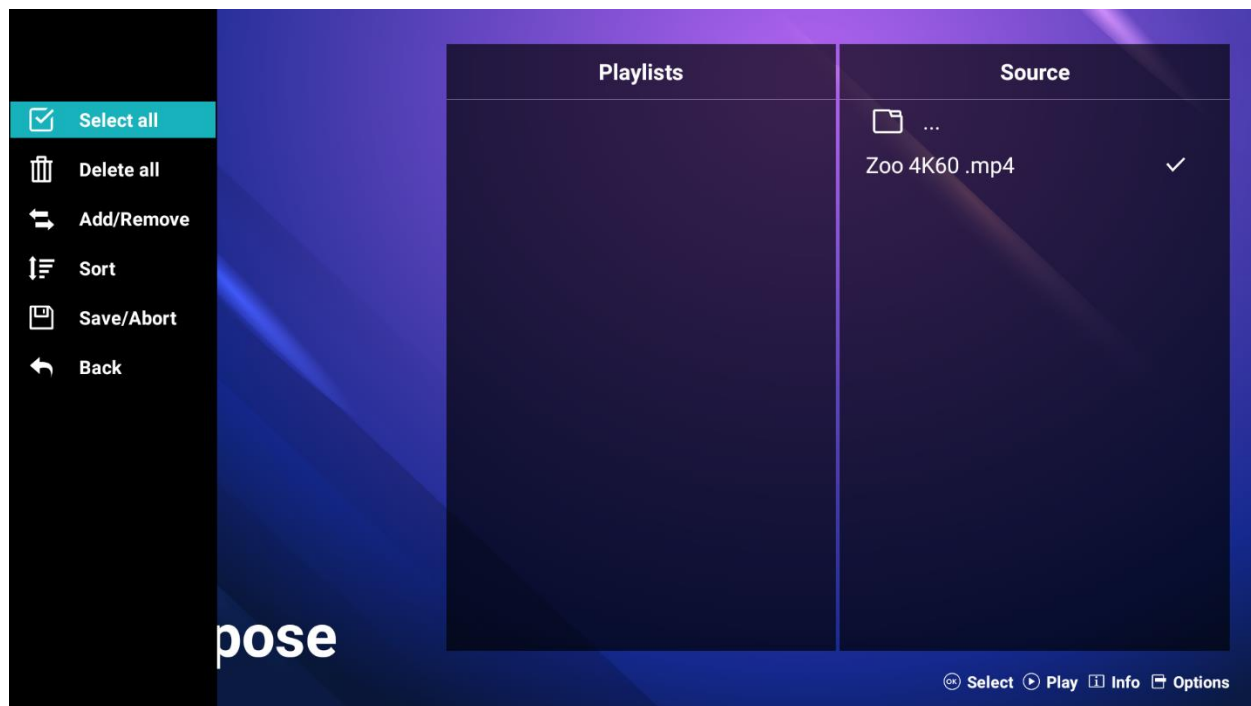


## Compose

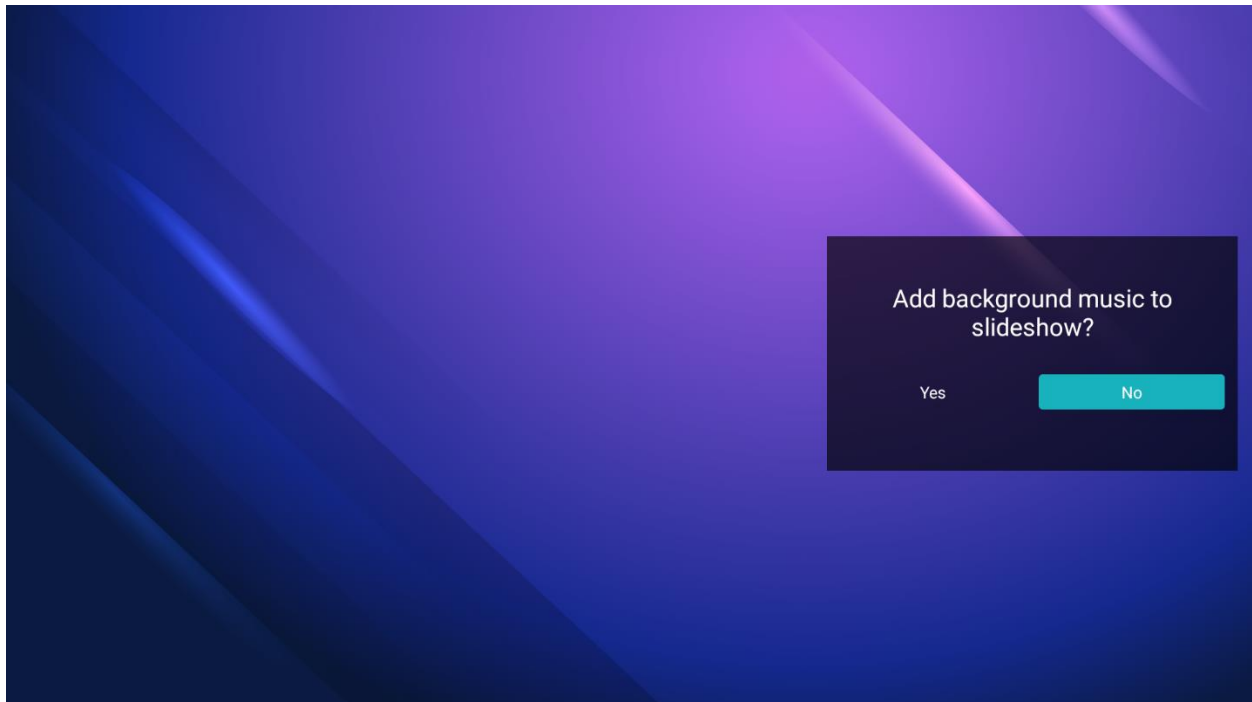
- Use this menu to create a playlist of photos and/or videos.
- Select media from
  - Internal
  - USB
  - SD card
- Photos must be in the following folder: /planar/photo
- Videos must be in the following folder: /planar/video
- Audio files must be in the following folder: /planar/music



- Press the Options key on the remote to bring up the sidebar menu

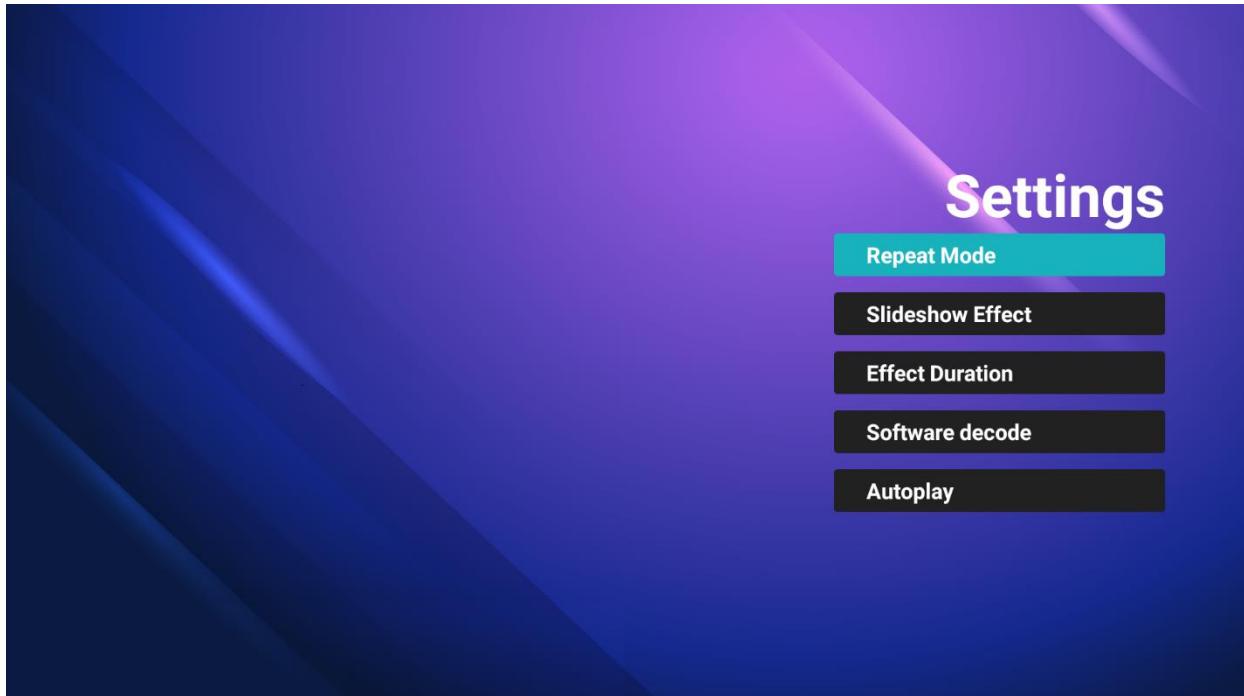


- Select All: Select all items in the current folder, and de-select all items in the current playlist
- Delete All: Remove all items from the current playlist
- Add / Remove: Add or keep checked items in the playlist.
- Remove unchecked items from the playlist if present.
- Sort: Rearrange the order of files in the playlist
- Save / Abort: Save or discard the changes to the playlist
  - **Note:** Save changes to the playlist once, modifications are complete. Any unsaved changes will be lost.
- After saving the playlist, background music can be added.
  - **Note:** This option is displayed after saving a playlist (see image below).
- Back: Close the sidebar menu



## Settings

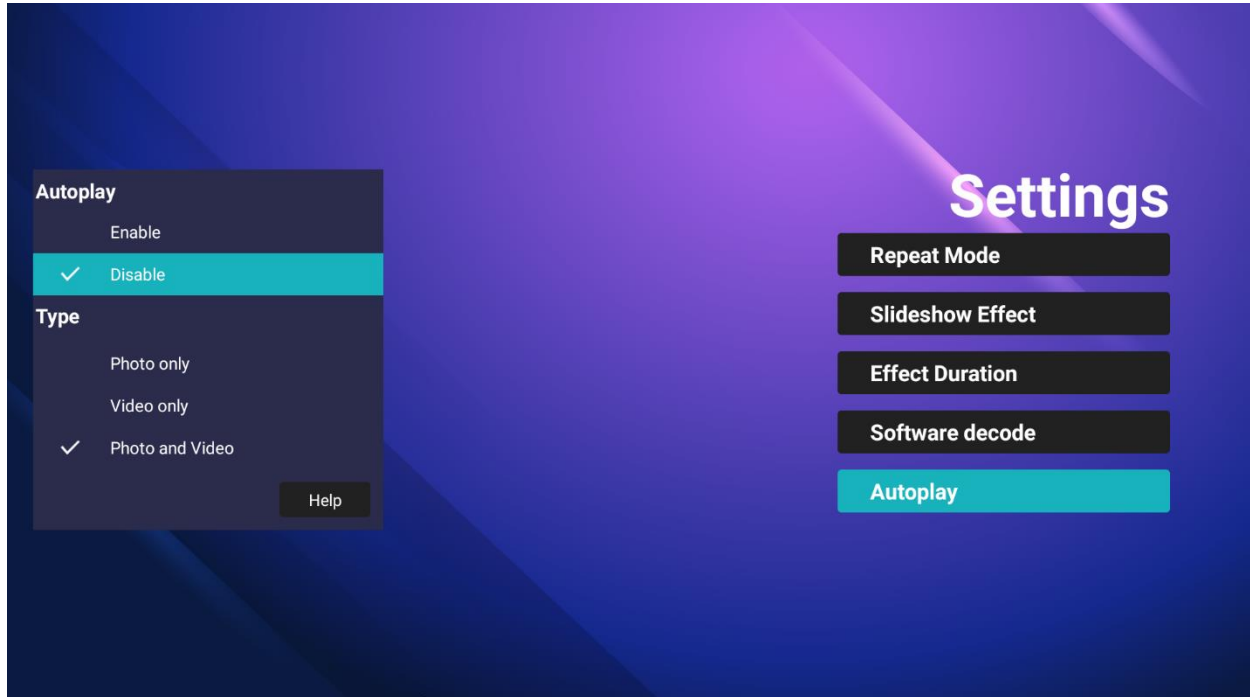
- This menu contains several options for customizing your playback experience



- Repeat Mode
  - Play each file only one time or repeat them
  - **Options:** Repeat Once (display each file once), Repeat All (repeat showing all files)
  - **Default:** Repeat All
- Slideshow Effect
  - Select the transition type that occurs when switching from one image to another
  - **Options:** Random, Bounce, Fade In/Out, Top to Bottom, Zoom, Left to Right, Right to Left, Fold, Corner, None
  - **Default:** None
- Effect Duration
  - Select the amount of time to show each image in the playlist
  - **Options:** 5 sec, 10 sec, 15 sec, 20 sec
  - **Default:** 5 sec
- Software Decode
  - Not supported.



- Autoplay
  - Automatically plays videos or photos from a USB storage device when it is connected to the USB-A peripheral ports. This function only works while the Media Player is open and may require reconnecting of USB storage device if there are any interruptions.
  - To play content on a schedule or to automatically play on power up in cases of any interruptions, a playlist can be composed and used with Schedule (page 65) or Boot On Source (page 57).
  - **Option:** Enable, Disable. **Default:** Disable
  - **Type:** Photo Only, Video Only, Photo and Video. **Default:** Photo and Video.

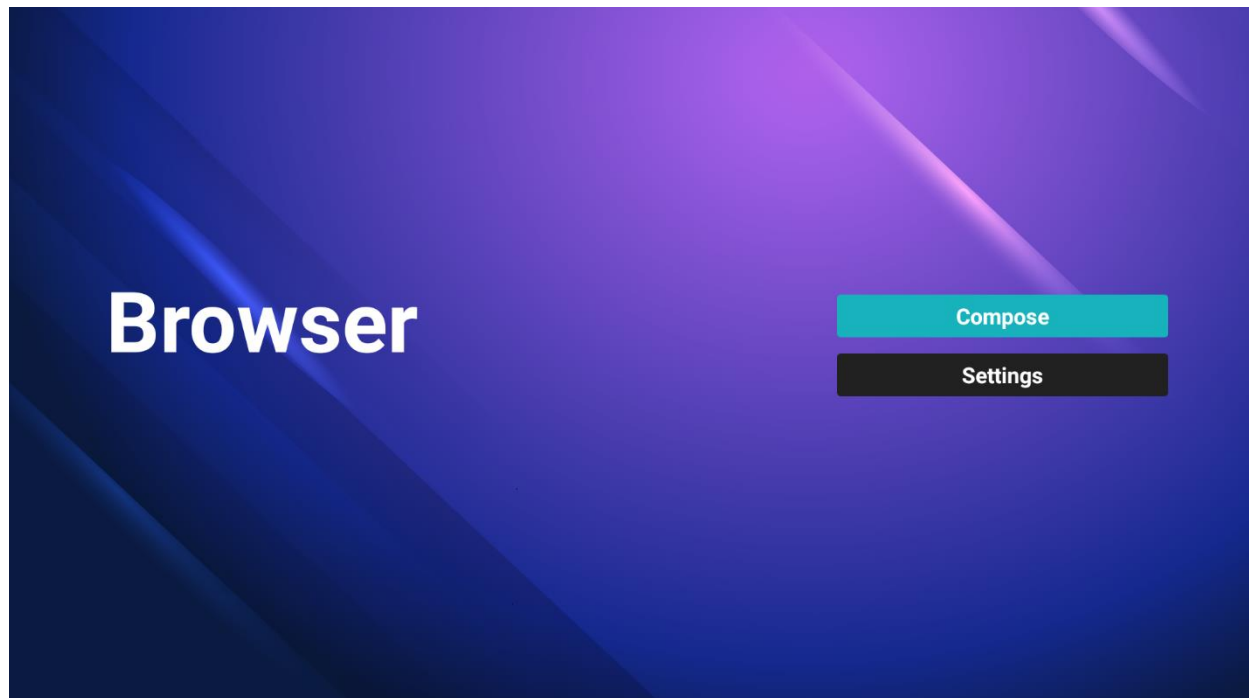


## 23. Browser Menu

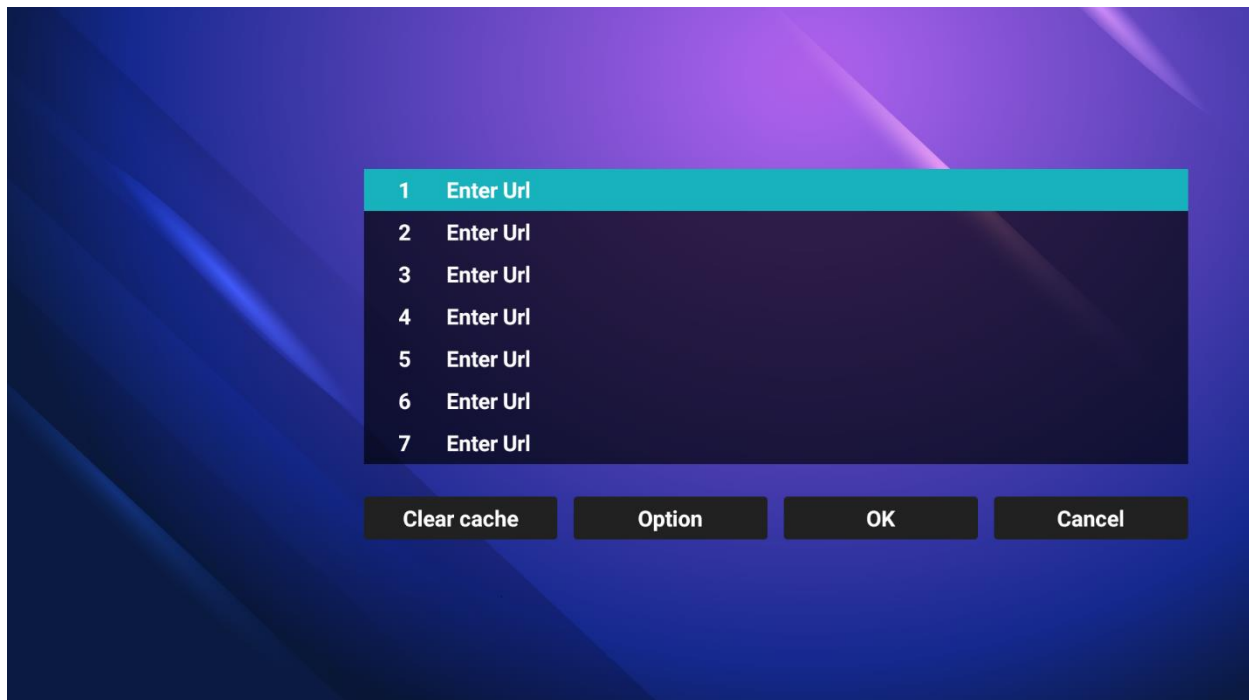
The Planar Simplicity P Series display has an embedded browser that can be used to schedule and deploy simple, web-based content. Please see below for more information.

### 23.1 Compose

This menu offers seven input fields for URL configuration using manual entry and import and export list functions.

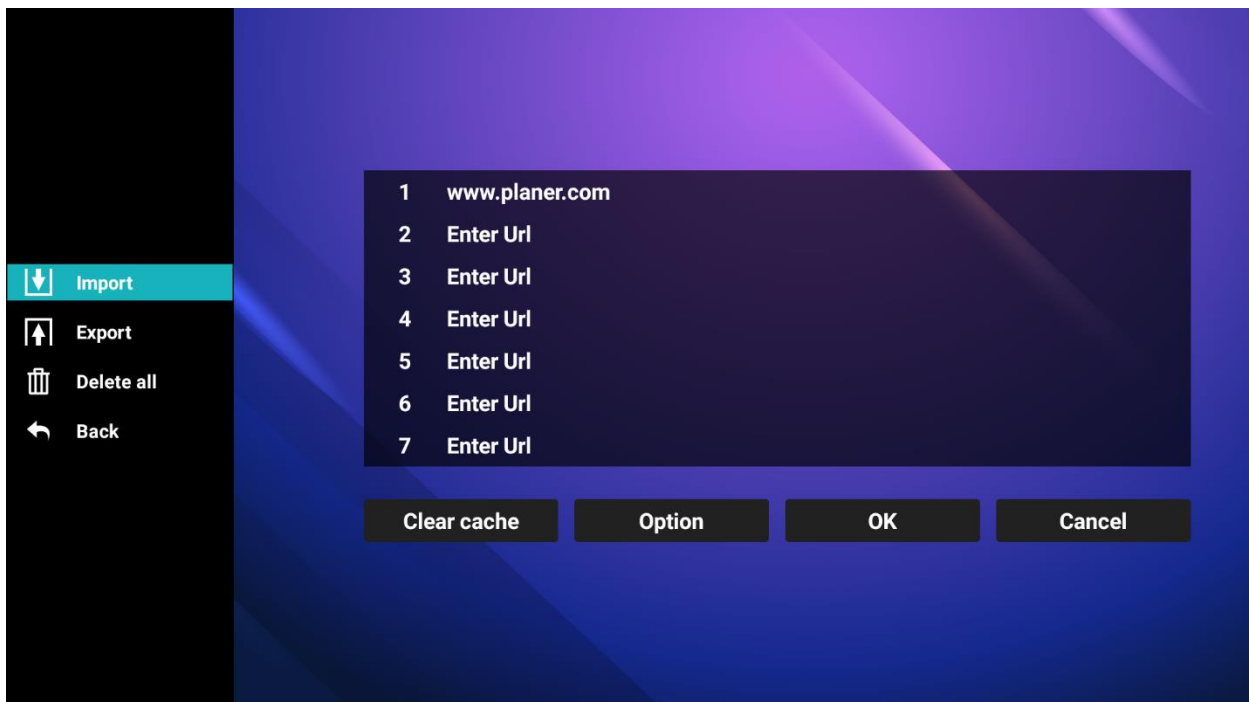


- Click Compose and choose any list item (1-7) then enter a URL. Press Ok to save data on the list. See figure below for reference.

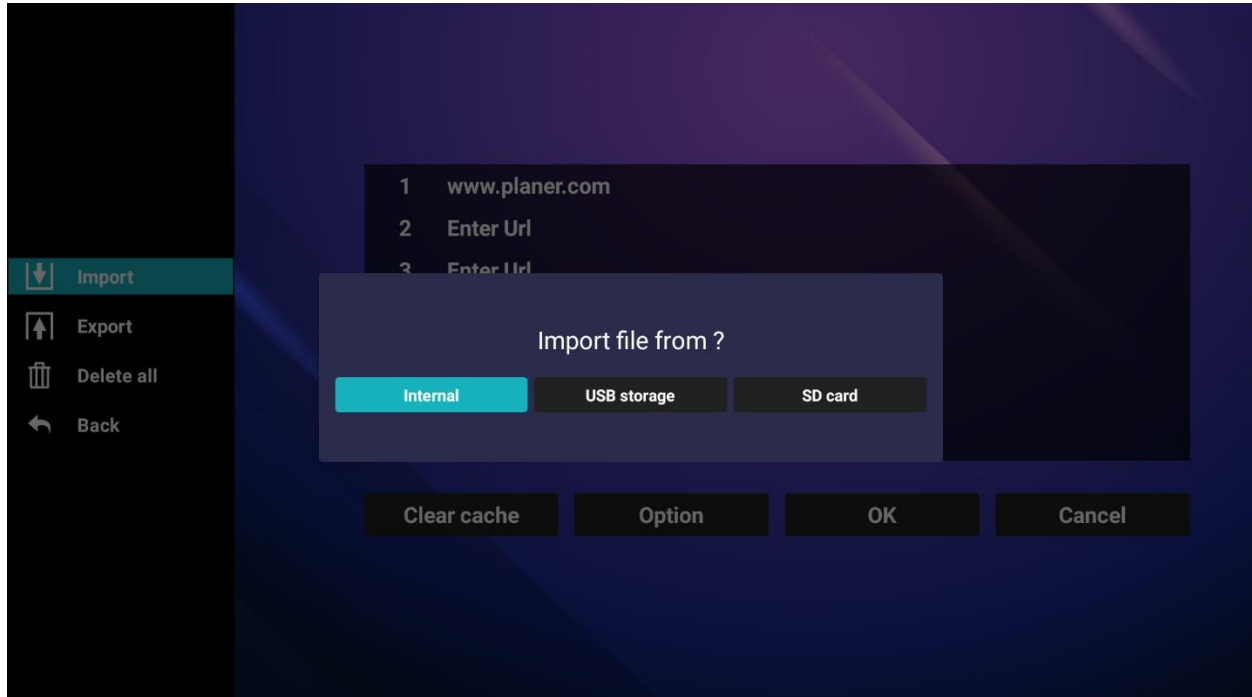


#### Option

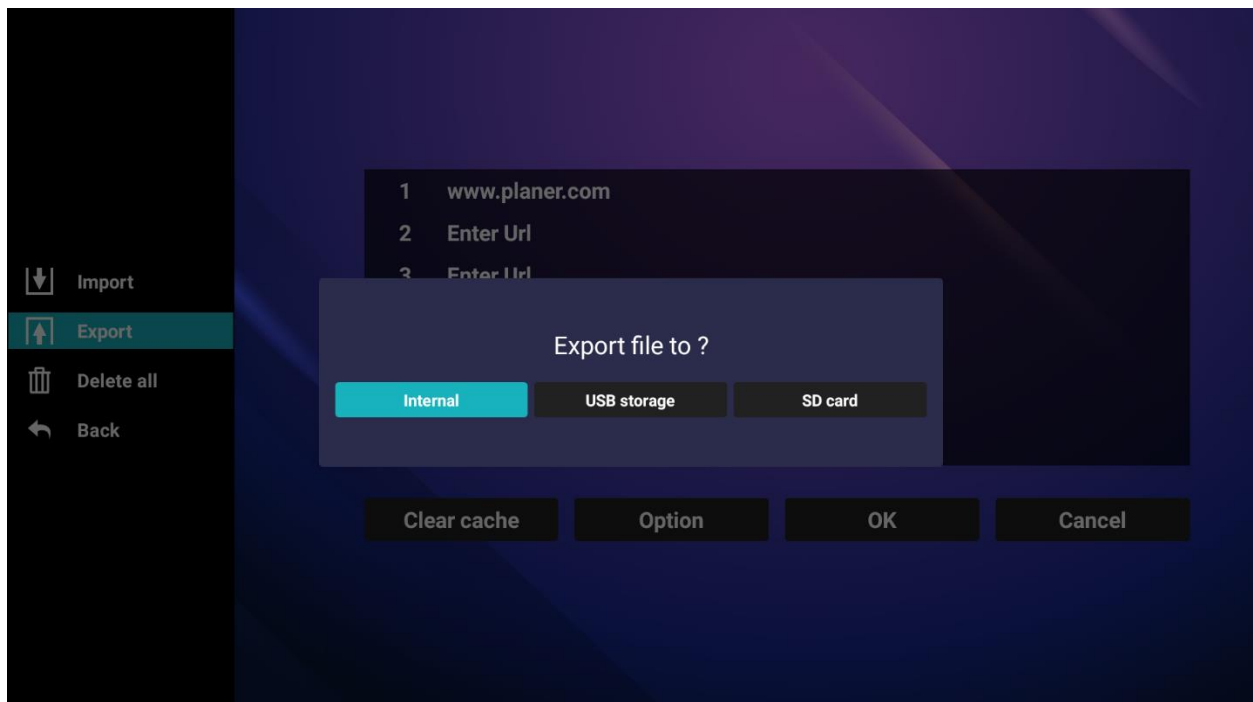
- This sidebar menu accesses import and export functions for the URL list.
- To access the menu, scroll past the last URL entry and click Option.



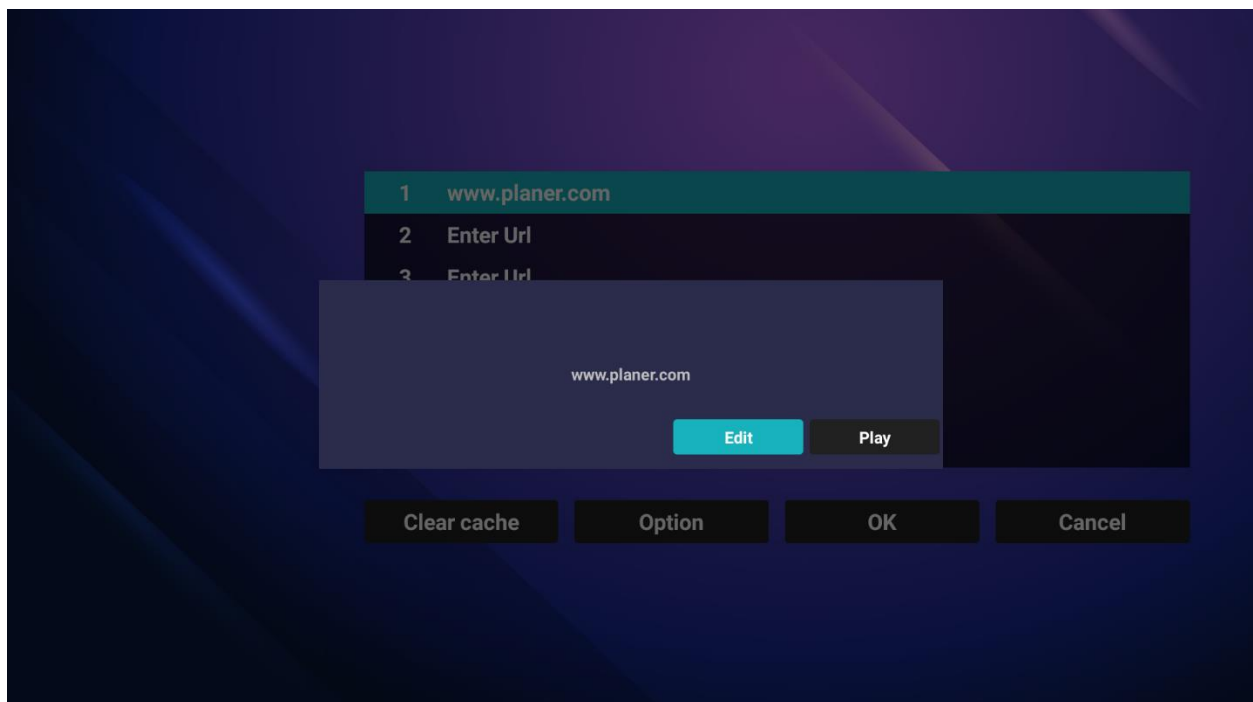
- Import
  - Import URLs from a text file from one of the following sources:
    - Internal
    - USB
    - SD card
  - Click Import and choose storage location, select file, and press Import to add URLs in to the URL list.
  - **Note:** The file containing URLs must be formatted as a text file and placed in the following folder: /planar/browser



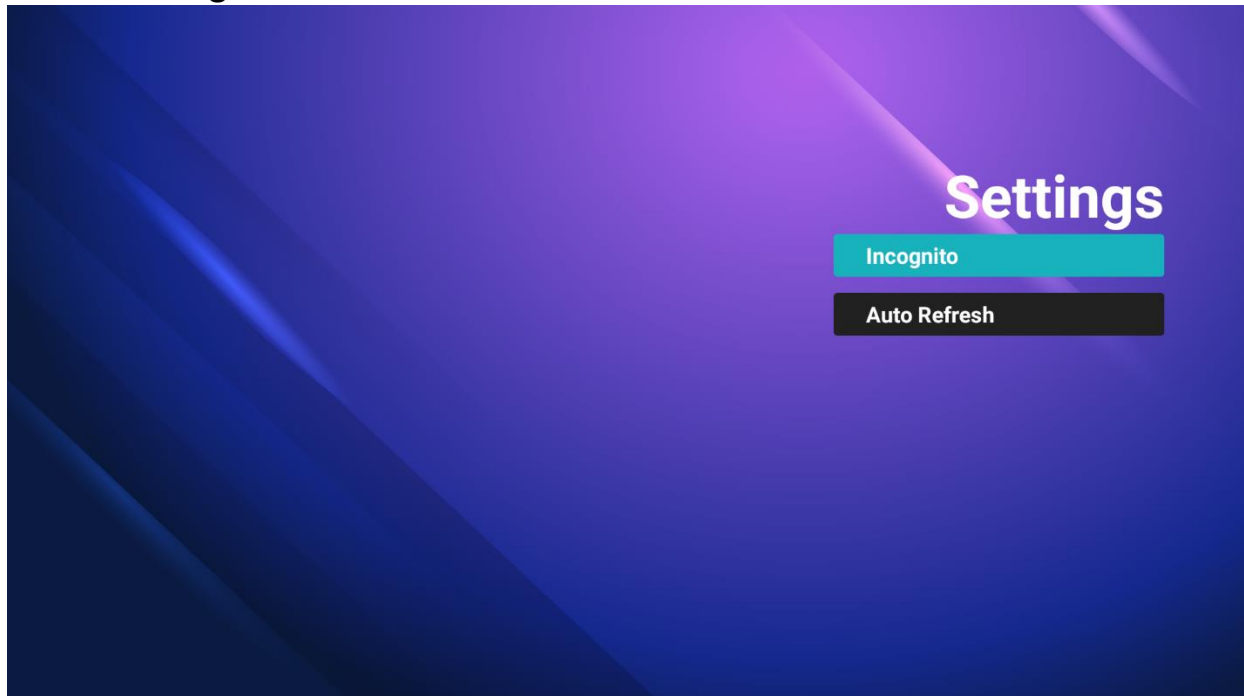
- Export
  - Export the URL list to a file on one of the following sources:
    - Internal
    - USB
    - SD card
  - Choosing internal storage opens a dialogue box showing the file path and file name. Saving the list to the internal location specified in the storage path makes the list available as future internal import option
  - Press save and Ok to navigate back to the main menu.
  - **Note:** If you do not click Ok then changes made to the list will not save.



- Delete all
  - Deletes all URL records from the URL list page
- Back
  - Closes sidebar option menu
- Once URL list options are saved, you can choose to Edit or Play a URL
  - Edit: Edit existing URL dialog
  - Play: Navigates to and opens the webpage stated by the URL



## 23.2 Settings



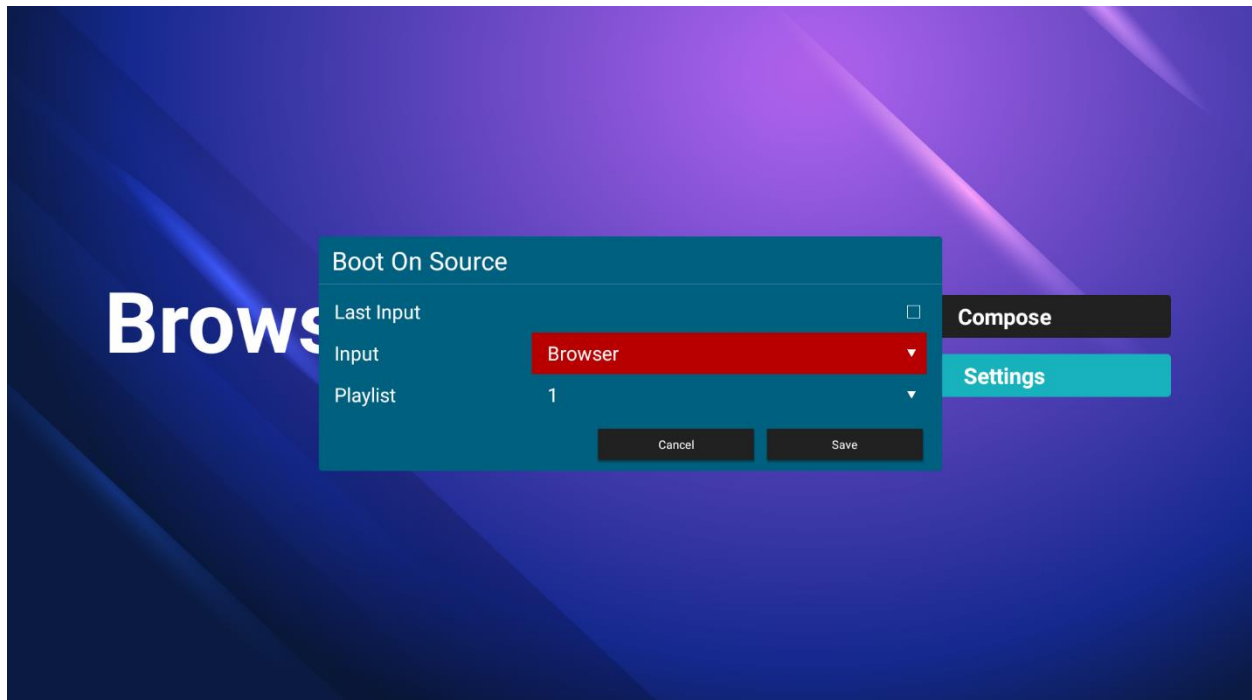
This menu contains several browser options.

- Incognito
  - Select private browsing mode.
  - **Settings:** Disable, Enable
  - **Default:** Disable
- Auto Refresh
  - Setup automatic reloading of the web page on a periodic basis.

## 23.3 Boot on Source Functionality

Browser is one of the OSD Menu Boot On Source options (see page 57).

- To configure this setting go to the OSD Menu, select Configuration 1, and set input to Browser.
- Choose a numbered URL option from the URL list and press Save.
  - **Note:** The Default Browser in the Boot on Source Menu is 0. If you do not assign a URL list number, the display will restart showing the Browser Settings Menu. The picture below is from OSD menu for reference.



## 24. Content Management System

CMS Source opens the HyperSign app. See [Hypersign.com](https://hypersign.com) for more information.



# External Control

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

- Using a serial link to send commands and to receive responses to those commands. The same set of commands can be sent over RS-232, TCP or UDP. See the *Planar Simplicity P Series RS232 User Manual* for more information.
- Using discrete infrared (IR) codes to program a third-party remote control.

# Signal Compatibility

| Compatible Video Sources |            |                 |                 |                  |          |       |     |
|--------------------------|------------|-----------------|-----------------|------------------|----------|-------|-----|
| Signal Type              | Resolution | Frame Rate (Hz) | Line Rate (kHz) | Pixel Rate (MHz) | HDMI 1-2 | USB-C | VGA |
| PC                       | 640x350    | 70.090          | 31.469          | 25.175           | x        | x     | x   |
|                          | 640x480    | 59.940          | 31.469          | 25.175           | x        | x     | x   |
|                          | 640x480    | 72.809          | 37.861          | 31.500           | x        | x     | x   |
|                          | 640x480    | 75.000          | 37.500          | 31.500           | x        | x     | x   |
|                          | 720x400    | 70.087          | 31.469          | 28.322           | x        | x     | x   |
|                          | 800x600    | 56.250          | 35.156          | 36.000           | x        | x     | x   |
|                          | 800x600    | 60.317          | 37.879          | 40.000           | x        | x     | x   |
|                          | 800x600    | 72.188          | 48.077          | 50.000           | x        | x     | x   |
|                          | 800x600    | 75.000          | 46.875          | 49.500           | x        | x     | x   |
|                          | 832x624    | 74.551          | 49.726          | 57.284           | x        | x     | x   |
|                          | 1024x768   | 60.004          | 48.363          | 65.000           | x        | x     | x   |
|                          | 1024x768   | 70.069          | 56.476          | 75.000           | x        | x     | x   |
|                          | 1024x768   | 75.029          | 60.023          | 78.750           | x        | x     | x   |
|                          | 1280x720   | 59.855          | 44.772          | 74.500           | x        | x     | x   |
|                          | 1280x768   | 59.870          | 47.776          | 79.500           | x        | x     | x   |
|                          | 1280x768   | 74.893          | 60.289          | 102.250          | x        | x     | x   |
|                          | 1280x800   | 59.810          | 49.700          | 83.500           | x        | x     | x   |
|                          | 1280x1024  | 60.020          | 63.981          | 108.000          | x        | x     | x   |
|                          | 1280x1024  | 75.025          | 79.976          | 135.000          | x        | x     | x   |
|                          | 1440x900   | 59.887          | 55.935          | 106.500          | x        | x     | x   |
| SDTV                     | 480i       | 60              |                 |                  | x        | x     |     |
|                          | 576i       | 50              |                 |                  | x        | x     |     |
| EDTV                     | 480p       | 60              | 31.469          | 27.000           | x        | x     | x   |
|                          | 576p       | 50              | 31.250          | 27.000           | x        | x     |     |
| HDTV                     | 1080i      | 50              | 28.125          | 74.500           | x        | x     |     |
|                          | 1080i      | 60              | 33.750          | 74.250           | x        | x     |     |
|                          | 720p       | 50              | 37.500          | 74.250           | x        | x     | x   |
|                          | 720p       | 60              | 45.000          | 74.250           | x        | x     | x   |
|                          | 1080p      | 50              | 56.250          | 148.500          | x        | x     | x   |
|                          | 1080p      | 60              | 67.500          | 148.500          | x        | x     | x   |
| UHDTV                    | 3840x2160  | 24              | 54.000          | 297.000          | x        | x     |     |
|                          | 3840x2160  | 25              | 56.250          | 297.000          | x        | x     |     |
|                          | 3840x2160  | 30              | 67.500          | 297.000          | x        | x     |     |
|                          | 3840x2160  | 50              | 56.250          | 297.000          | x        | x     |     |
|                          | 3840x2160  | 50              | 112.500         | 594.000          | x        | x     |     |
|                          | 3840x2160  | 60              | 67.500          | 297.000          | x        | x     |     |
|                          | 3840x2160  | 60              | 135.000         | 594.000          | x        | x     |     |

# Color Subsampling Support

| Video Timing                | Input    | RGB 4:4:4 Supported | YUV 4:4:4 Supported | YUV 4:2:2 Supported | YUV 4:2:0 Supported |
|-----------------------------|----------|---------------------|---------------------|---------------------|---------------------|
| 4K @ 50/60Hz                | HDMI 1-2 | x                   | x                   | x                   | x                   |
| 4K @ 50/60Hz                | USB-C    | x                   | x                   | x                   | x                   |
| All Other Supported Timings | HDMI 1-2 | x                   | x                   | x                   |                     |
| All Other Supported Timings | USB-C    | x                   | x                   | x                   |                     |
| All Other Supported Timings | VGA      | x                   | x                   |                     |                     |

# Power Consumption

The power consumption values stated in the Specifications table are calculated under the typical conditions of viewing a single source with default settings. The “Power Consumption: Backlight Max (Typ.)” value is instead calculated by increasing the default value of 90 to 100, and multiplying the wattage by approximately 1.1. The power consumption would increase if any other factor was introduced and should be taken into account when estimating power consumption.

# Specifications

| Item                             | SLP43<br>SLP43-T                                                 | SLP50<br>SLP50-T | SLP55<br>SLP55-T | SLP65<br>SLP65-T | SLP75<br>SLP75-T                                                                                                               | SLP86<br>SLP86-T                                                                                                                 |
|----------------------------------|------------------------------------------------------------------|------------------|------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| LCD Panel                        |                                                                  |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Resolution                       | 3840x2160                                                        |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Aspect Ratio                     | 16:9                                                             |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Screen Size                      | 43"                                                              | 50"              | 55"              | 65"              | 75"                                                                                                                            | 86"                                                                                                                              |
| Orientation                      | Landscape/Portrait                                               |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Brightness<br>(Typ.)             | Non-T versions: 500 cd/m²<br>-T versions: 400 cd/m²              |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Contrast Ratio<br>(Typ.)         | 1200:1                                                           | 5000:1           | 1200:1           | 1200:1           | 1200:1                                                                                                                         | 4000:1                                                                                                                           |
| Viewing Angle<br>(Typ.)          | 178 degrees                                                      |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Response Time<br>(Typ.)          | 8ms                                                              | 9.5ms            | 8ms              | 8ms              | 8ms                                                                                                                            | 8ms                                                                                                                              |
| Color Gamut                      | 72% NTSC                                                         |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Display Color                    | 1.07 billion (10-bit depth)                                      |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Haze (Typ.)                      | 25%                                                              | 25%              | 25%              | 25%              | 25%                                                                                                                            | 22%                                                                                                                              |
| Connectivity                     |                                                                  |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Standard Inputs                  | HDMI x 2, USB-C x 1, VGA, USB 3.0 x 1, USB 2.0 x 1, Media Player |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| HDCP 2.2                         | Yes (HDMI)                                                       |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Audio Output                     | Line out, S/PDIF out                                             |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Control and Monitoring           | LAN RJ45, RS232, IR In/Out, HDMI-CEC, Keypad                     |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Mechanical                       |                                                                  |                  |                  |                  |                                                                                                                                |                                                                                                                                  |
| Display Dimensions w/<br>Handles | N/A                                                              | N/A              | N/A              | N/A              | SLP75: 66.3" x 37.9" x 3.8"<br>(1683.5mm x 961.7mm x 95.3mm)<br>SLP75-T: 67.2" x 38.8" x 3.9"<br>(1706.2mm x 984.5mm x 98.2mm) | SLP86: 75.9" x 43.3" x 3.8"<br>(1929.1mm x 1100.0mm x 95.3mm)<br>SLP86-T: 76.8" x 44.2" x 3.9"<br>(1951.8mm x 1122.5mm x 98.2mm) |

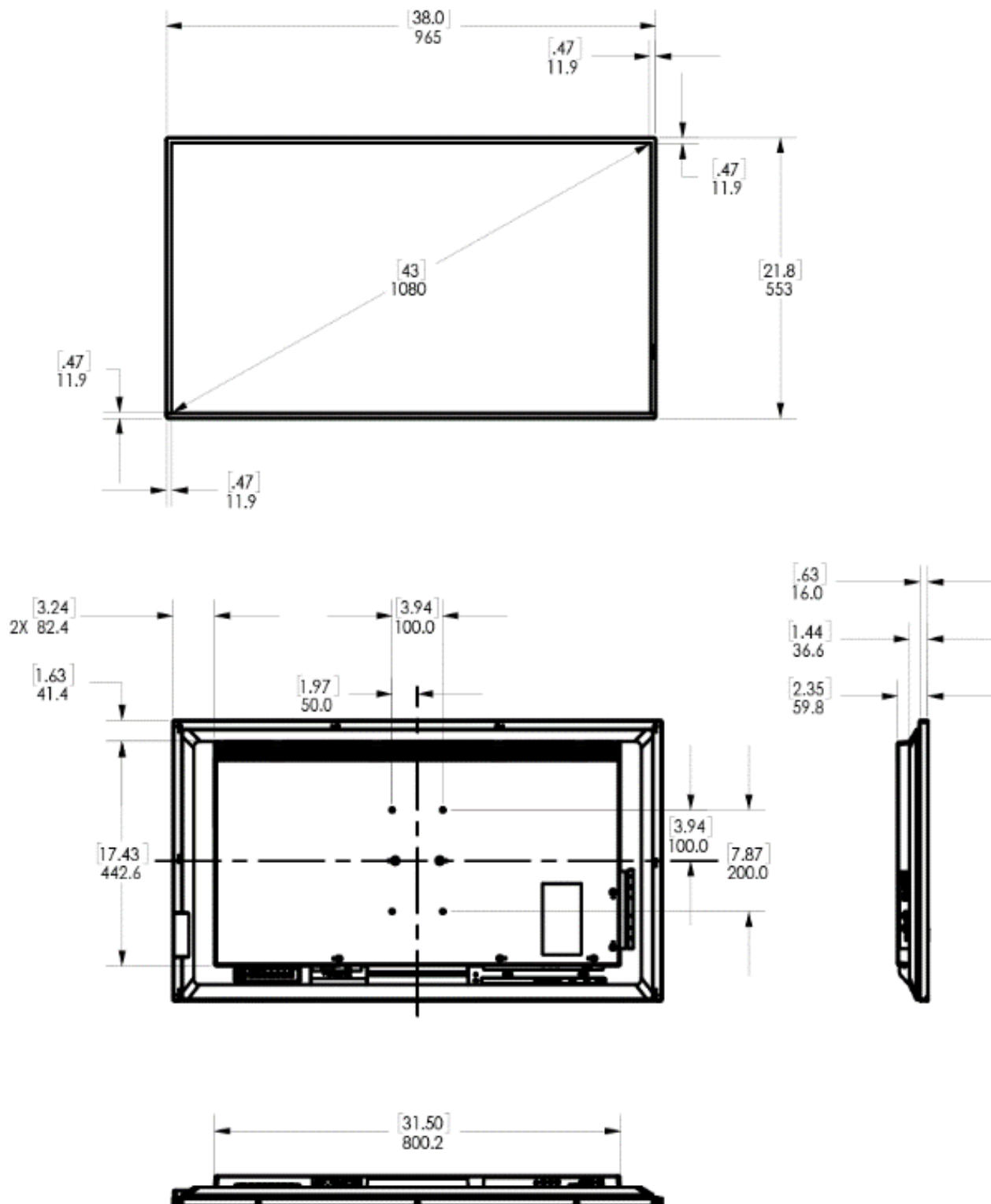
| Item                                    | SLP43<br>SLP43-T                                                                                                       | SLP50<br>SLP50-T                                                                                                         | SLP55<br>SLP55-T                                                                                                         | SLP65<br>SLP65-T                                                                                                         | SLP75<br>SLP75-T                                                                                                         | SLP86<br>SLP86-T                                                                                                           |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Display Dimensions w/o Handles          | SLP43: 37.8" x 21.8" x 2.4" (961.0mm x 553.2mm x 59.8mm)<br>SLP43-T: 38.7" x 22.5" x 2.5" (984.0mm x 572.2mm x 62.8mm) | SLP50: 44.2" x 25.4" x 2.4" (1121.6mm x 646.0mm x 59.8mm)<br>SLP50-T: 45.2" x 26.3" x 2.5" (1147.4mm x 668.0mm x 62.8mm) | SLP55: 48.6" x 27.8" x 2.4" (1235.4mm x 706.2mm x 59.8mm)<br>SLP55-T: 49.4" x 28.6" x 2.5" (1254.4mm x 725.2mm x 62.8mm) | SLP65: 57.3" x 32.6" x 2.4" (1454.3mm x 829.3mm x 59.8mm)<br>SLP65-T: 58.0" x 33.2" x 2.5" (1473.3mm x 843.0mm x 62.8mm) | SLP75: 66.3" x 37.9" x 2.7" (1683.5mm x 961.7mm x 69.5mm)<br>SLP75-T: 67.2" x 38.8" x 2.9" (1706.2mm x 984.5mm x 72.4mm) | SLP86: 75.9" x 43.3" x 2.7" (1929.1mm x 1100.0mm x 69.5mm)<br>SLP86-T: 76.8" x 44.2" x 2.9" (1951.8mm x 1122.5mm x 72.4mm) |
| Bezel Width                             | SLP43: 0.4" (9.9mm)<br>SLP43-T: 0.8" (19.5mm)                                                                          | SLP50: 0.4" (10.9mm)<br>SLP50-T: .8" (19.5mm)                                                                            | SLP55: 0.4" (10.9mm)<br>SLP55-T: .8" (19.5mm)                                                                            | SLP65: 0.4" (10.9mm)<br>SLP65-T: .8" (19.5mm)                                                                            | SLP75: 0.6" (14.9mm)<br>SLP75-T: 1.1" (27.3mm)                                                                           | SLP86: 0.6" (15.5mm)<br>SLP86-T: 1.1" (27.9mm)                                                                             |
| Display Weight                          | SLP43: 25.4 lbs (11.5 kg)<br>SLP43-T: 28.4 lbs (12.9 kg)                                                               | SLP50: 31.1 lbs (14.1 kg)<br>SLP50-T: 39.0 lbs (17.7 kg)                                                                 | SLP55: 36.4 lbs (16.5 kg)<br>SLP55-T: 46.3 lbs (21.0 kg)                                                                 | SLP65: 48.5 lbs (22.0 kg)<br>SLP65-T: 63.9 lbs (29.0 kg)                                                                 | SLP75: 81.1 lbs (36.8 kg)<br>SLP75-T: 105.2 lbs (47.7 kg)                                                                | SLP86: 109.1 lbs (49.5 kg)<br>SLP86-T: 134.3 lbs (60.9 kg)                                                                 |
| Mounting                                | VESA 100x200                                                                                                           | VESA 200x200                                                                                                             | VESA 300x300                                                                                                             | VESA 400x400                                                                                                             | VESA 600x400                                                                                                             | VESA 600x400                                                                                                               |
| Fanless                                 | Yes                                                                                                                    |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Speakers                                | 10W x 2 built-in                                                                                                       |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Usage                                   |                                                                                                                        |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Recommended Usage                       | 24x7                                                                                                                   |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Backlight                               | D-LED                                                                                                                  |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Backlight Life                          | 30,000 hours min                                                                                                       |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Power Source                            |                                                                                                                        |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| USB Power Delivery                      | USB-C port only, offering up to 65W charging with the following outputs:<br>5V/3A; 9V/3A; 15V/3A; 20V/3.25A            |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |
| Power Consumption (Typ.)                | 95W                                                                                                                    | 100W                                                                                                                     | 145W                                                                                                                     | 130W                                                                                                                     | 145W                                                                                                                     | 260W                                                                                                                       |
| Power Consumption Backlight Max (Typ.)* | 230W                                                                                                                   | 230W                                                                                                                     | 283W                                                                                                                     | 275W                                                                                                                     | 295W                                                                                                                     | 450W                                                                                                                       |
| BTU/hr (Typ.)                           | 95W x 3.42 BTU = 325 BTU/hr                                                                                            | 100W x 3.42 BTU = 342 BTU/hr                                                                                             | 145W x 3.42 BTU = 496 BTU/hr                                                                                             | 130W x 3.42 BTU = 445 BTU/hr                                                                                             | 145W x 3.42 BTU = 496 BTU/hr                                                                                             | 260W x 3.42 BTU = 889 BTU/hr                                                                                               |
| Standby Power Consumption               | < 0.5W                                                                                                                 |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                          |                                                                                                                            |

| Item                      | SLP43<br>SLP43-T                                                                                  | SLP50<br>SLP50-T | SLP55<br>SLP55-T | SLP65<br>SLP65-T | SLP75<br>SLP75-T | SLP86<br>SLP86-T |
|---------------------------|---------------------------------------------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|
| Input Voltage / Frequency | AC 100-240V<br>50-60 Hz                                                                           |                  |                  |                  |                  |                  |
| AC Inlet Type             | C14                                                                                               |                  |                  |                  |                  |                  |
| Environment               |                                                                                                   |                  |                  |                  |                  |                  |
| Storage Temperature       | Min -4°F ~ Max 140°F (-20°C ~ 60°C)                                                               |                  |                  |                  |                  |                  |
| Operating Temperature     | Min 32°F ~ Max 104°F (0-40°C) at up to 3000 m                                                     |                  |                  |                  |                  |                  |
| Humidity                  | 20-85% RH                                                                                         |                  |                  |                  |                  |                  |
| Approvals                 | FCC Class A, NRTL (cTUVus), CE                                                                    |                  |                  |                  |                  |                  |
| ENERGY STAR CERTIFIED     | Yes                                                                                               |                  |                  |                  |                  |                  |
| Cyber Security            | EN 303 645 certified                                                                              |                  |                  |                  |                  |                  |
| Touch (-T models only)    |                                                                                                   |                  |                  |                  |                  |                  |
| Surface Treatment         | Anti-glare (AG)                                                                                   |                  |                  |                  |                  |                  |
| Protective Glass          | 2mm thermally tempered glass. 7H hardness                                                         |                  |                  |                  |                  |                  |
| Touch Technology          | Projected Capacitive 20-point, 3mm minimum tip width (for all models except SLP43-T: 8mm minimum) |                  |                  |                  |                  |                  |
| Touch Interface           | USB-B, USB-C                                                                                      |                  |                  |                  |                  |                  |
| Supporting OS             | Windows 10, 11, 12, Linux, Mac OSX                                                                |                  |                  |                  |                  |                  |

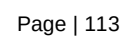
\* Refer to Power Consumption section (page 108) for details on how this is calculated.

# Dimensions

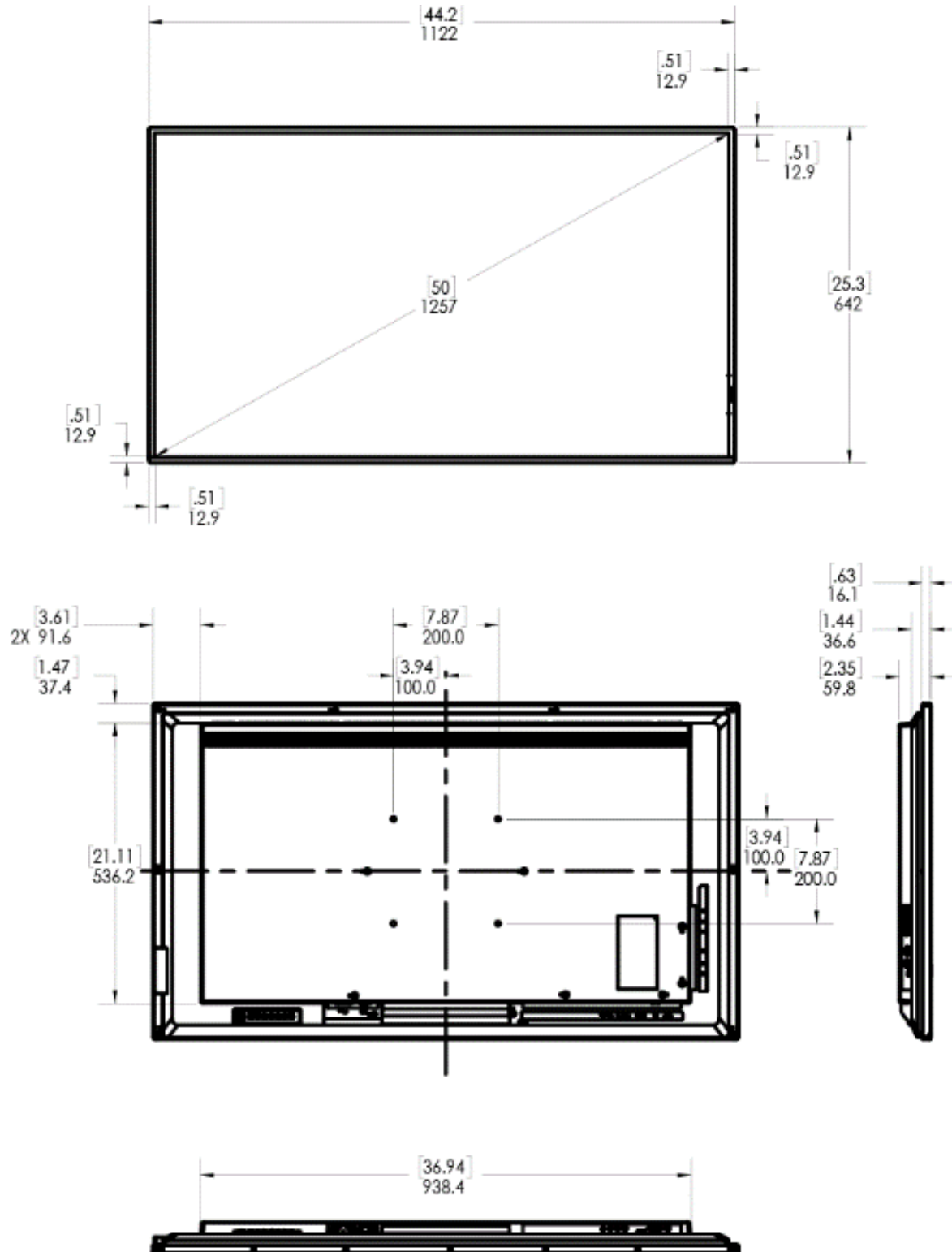
## SLP43



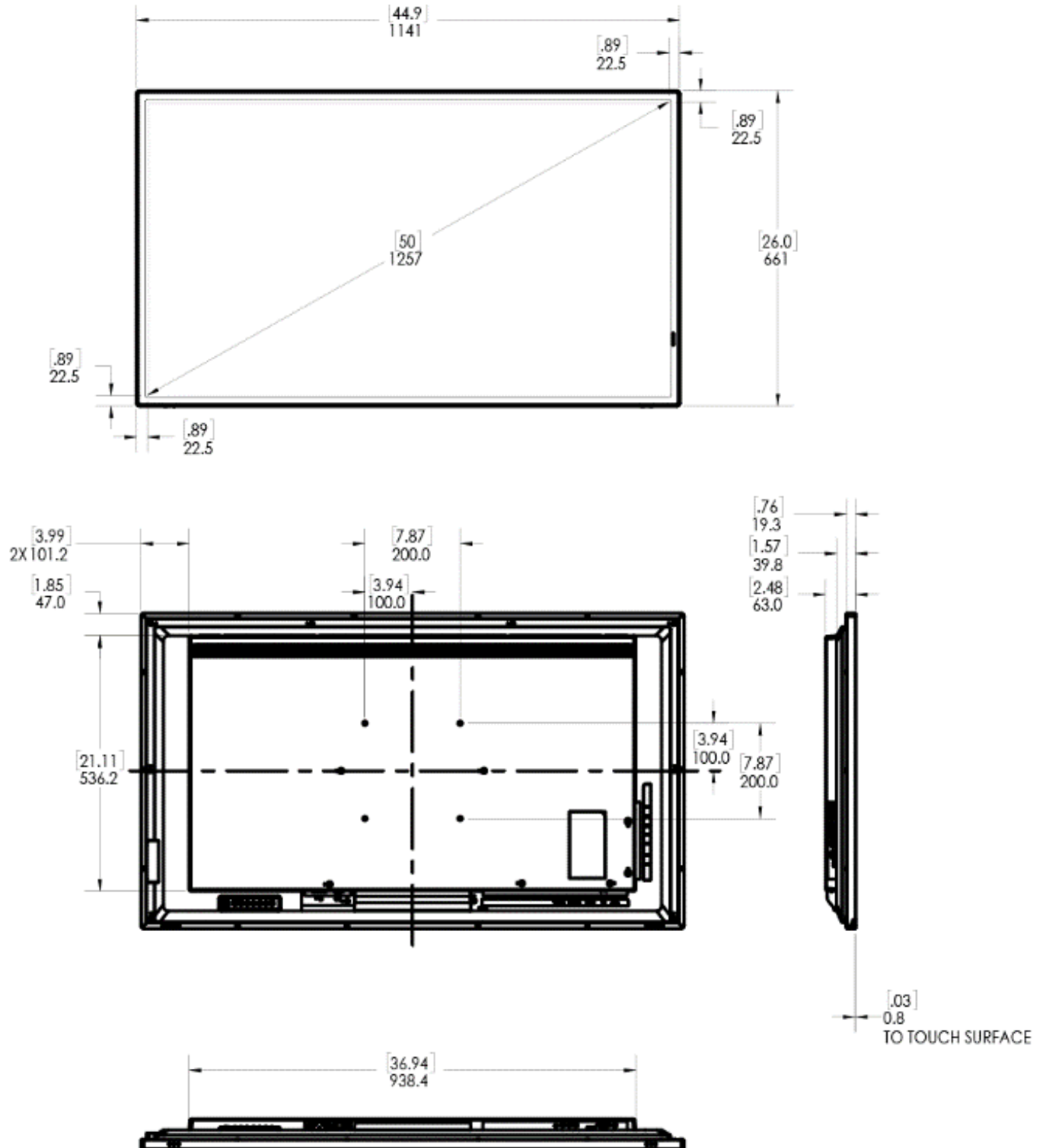




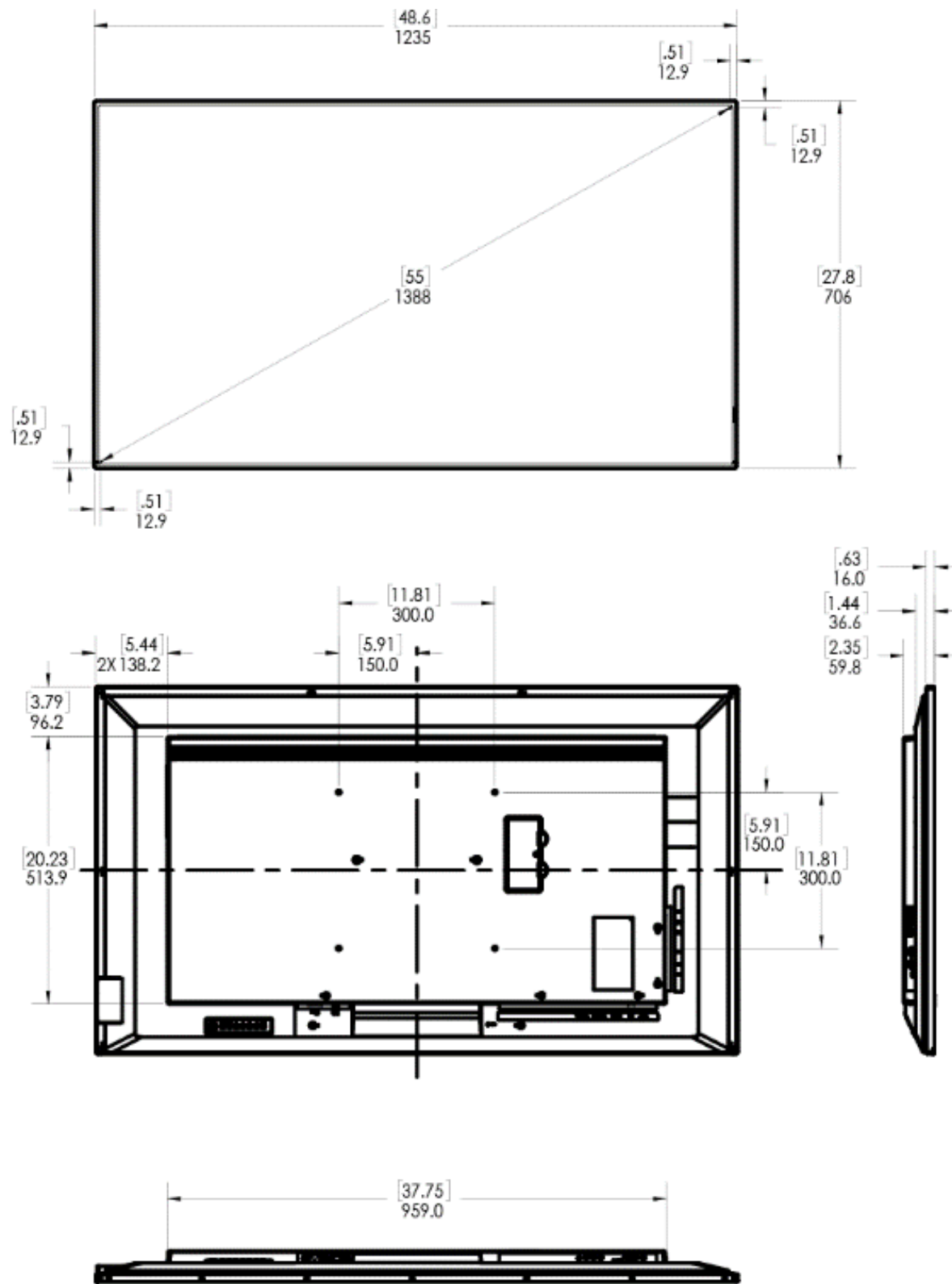
# SLP50



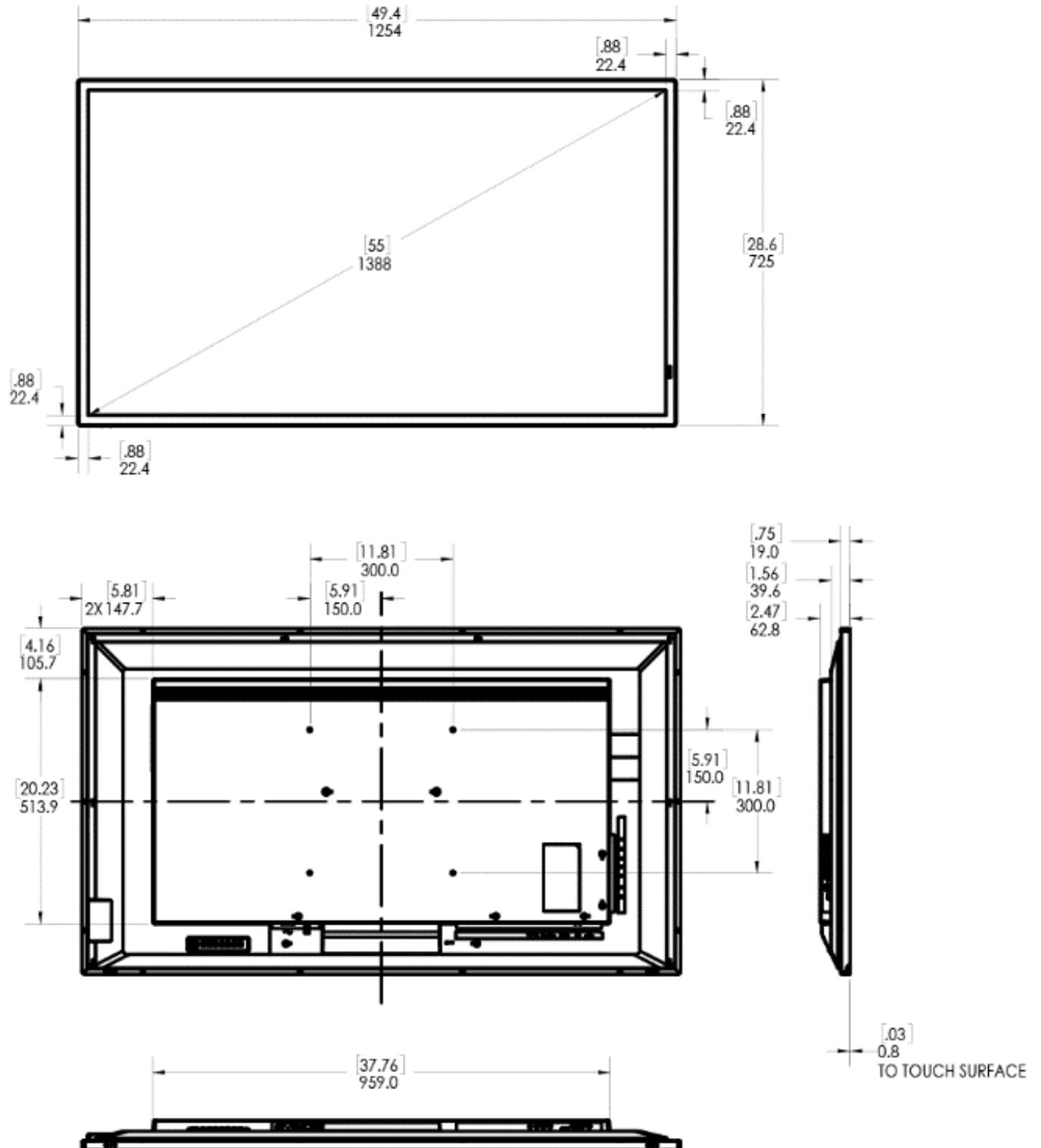
# SLP50-T



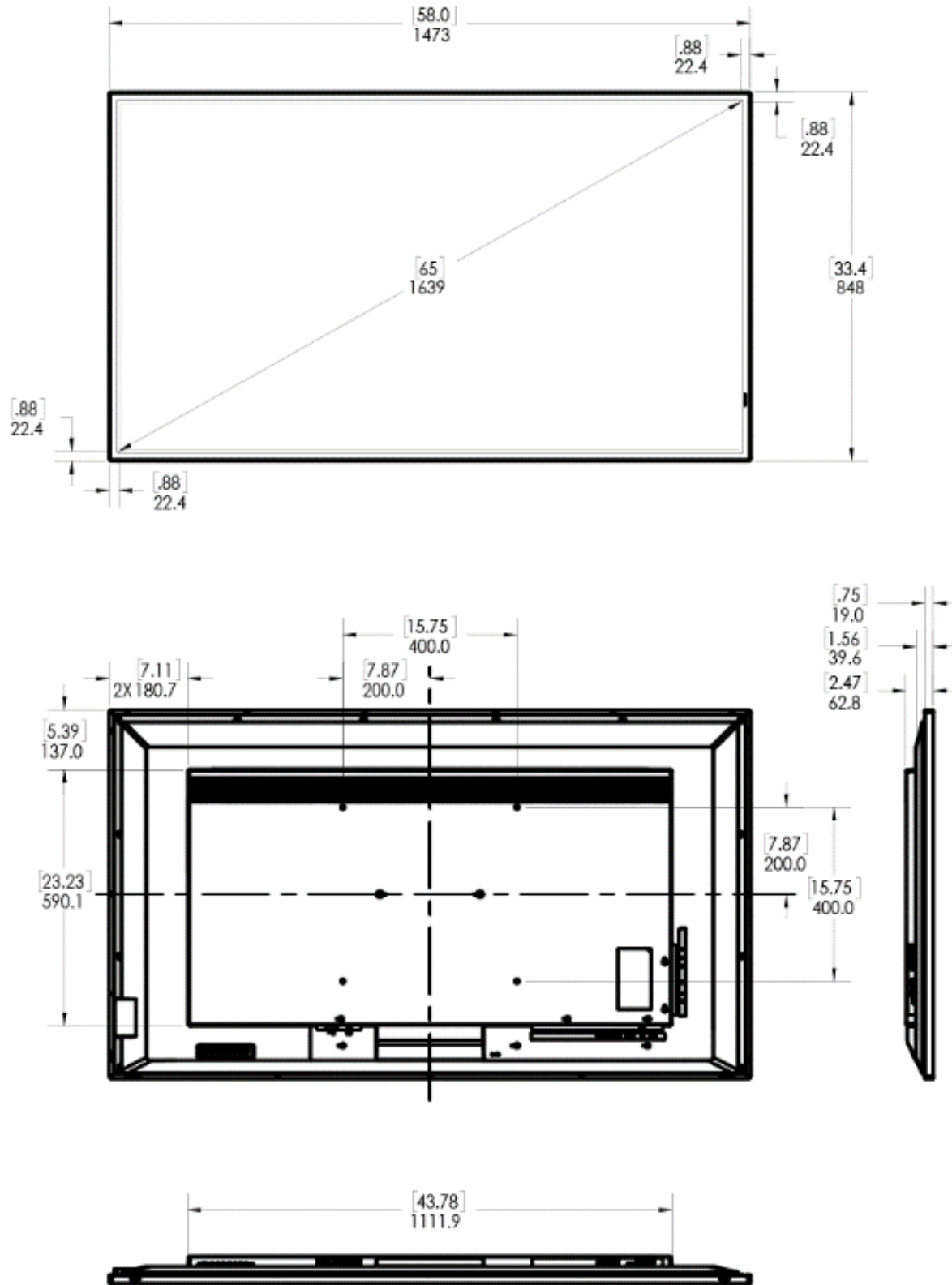
# SLP55



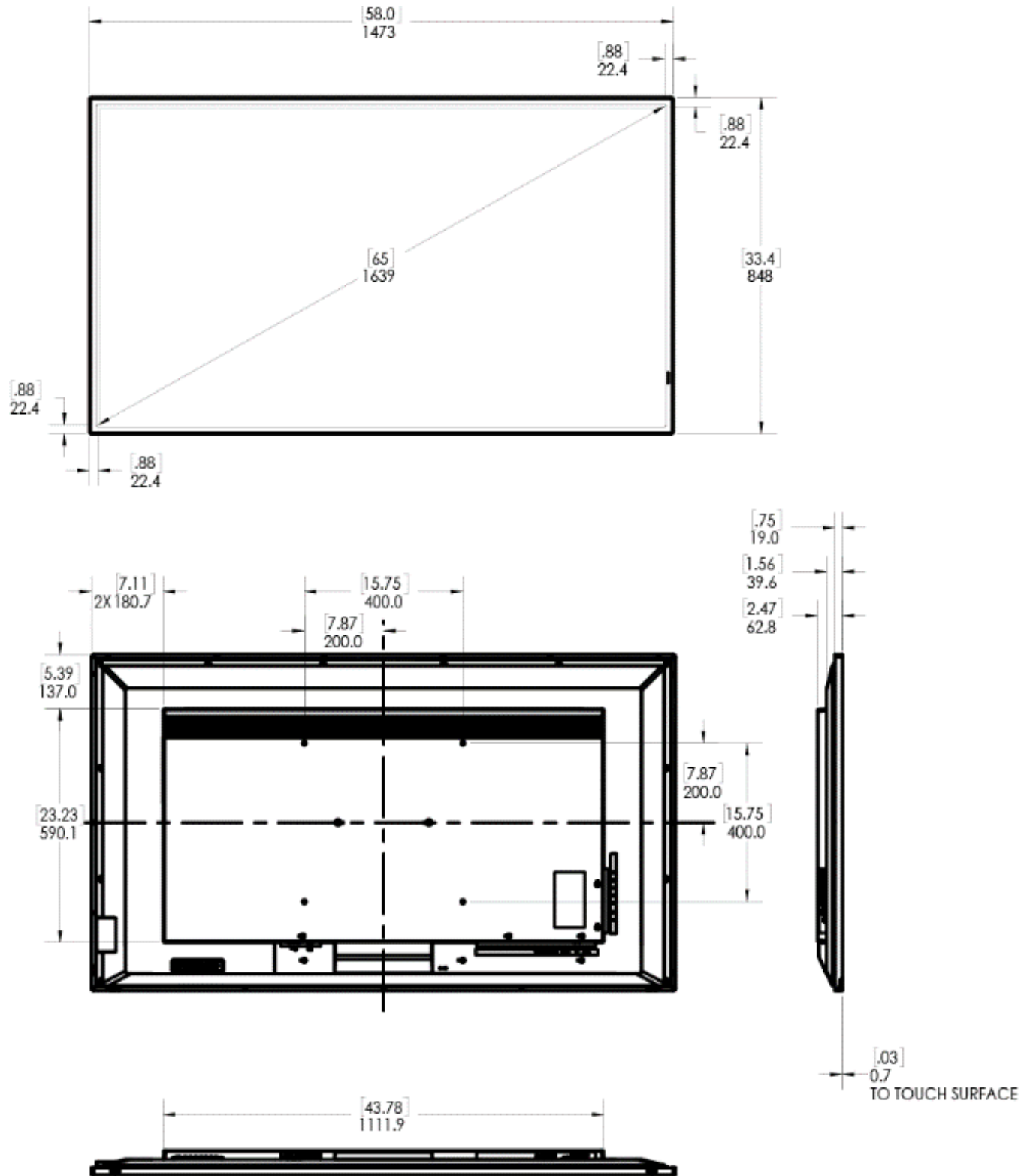
# SLP55-T



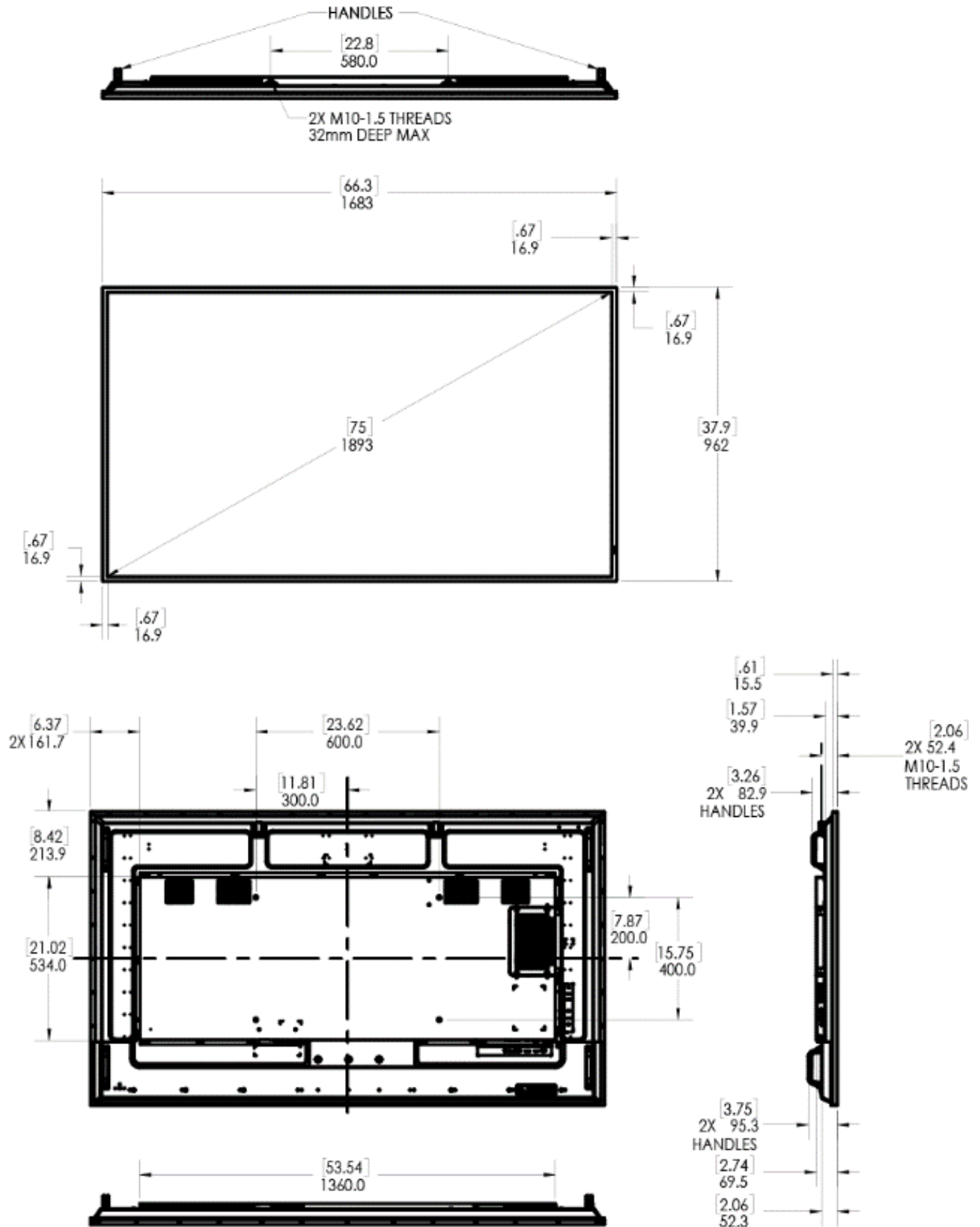
# SLP65



# SLP65-T

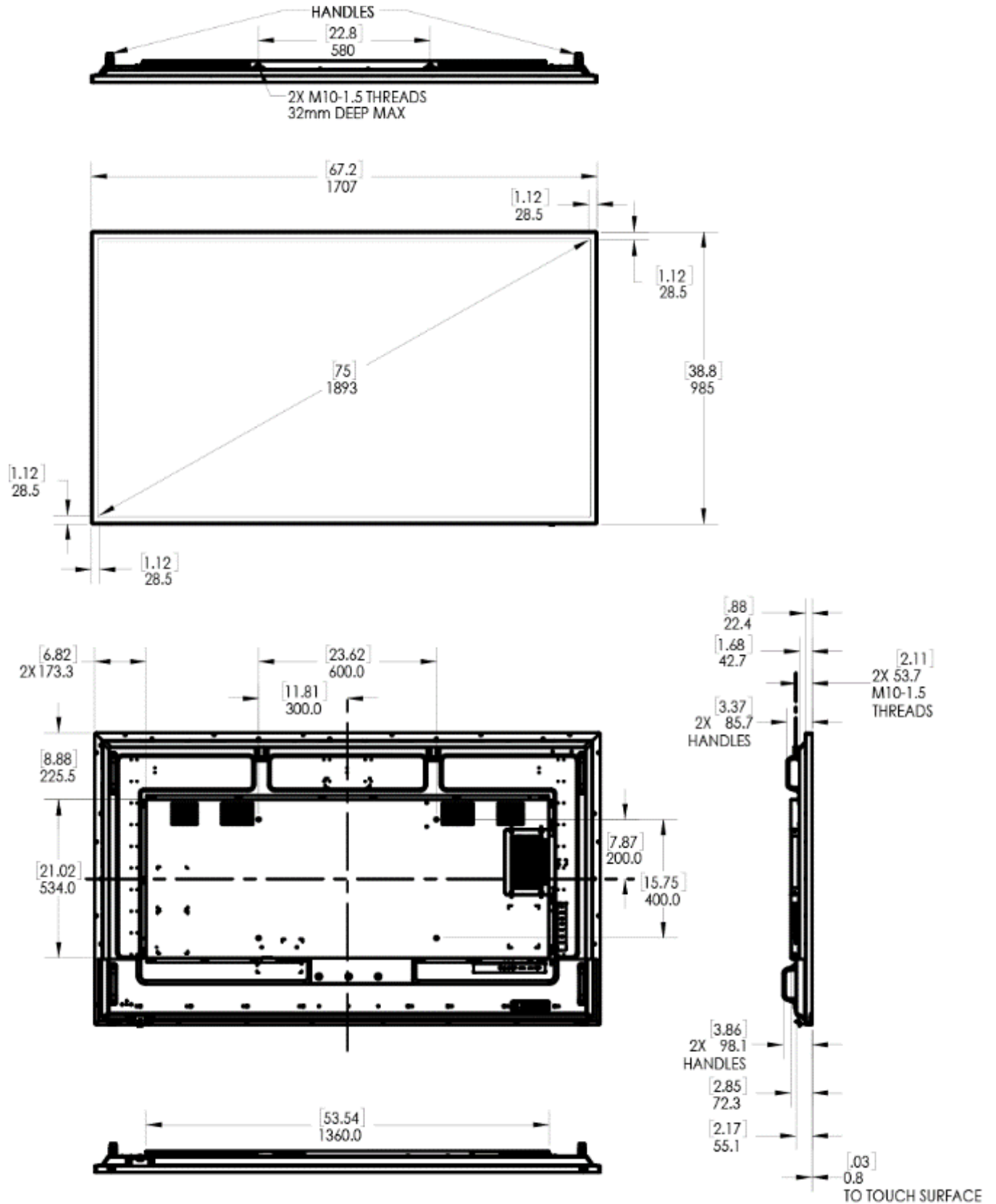


# SLP75

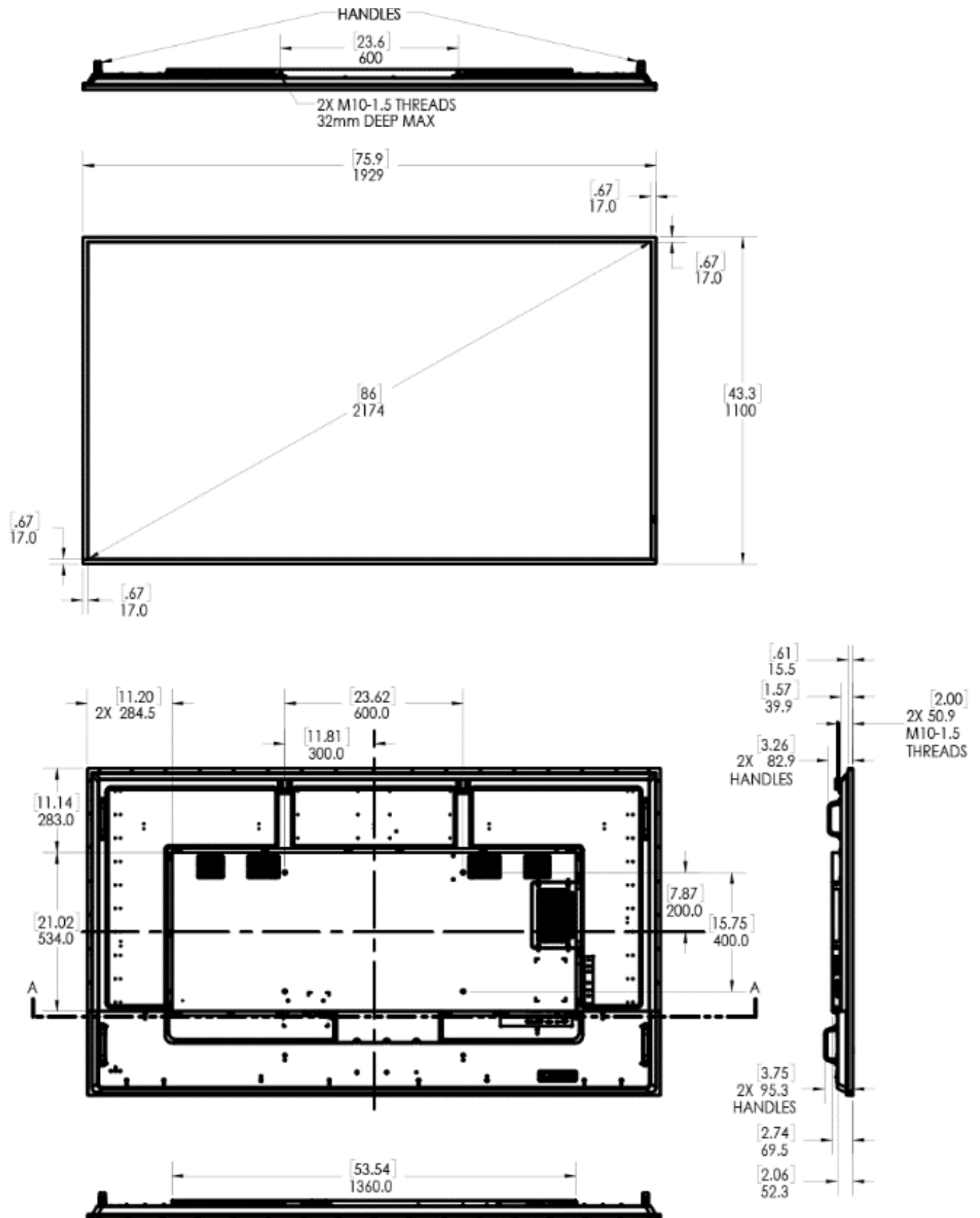


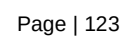


# SLP75-T



# SLP86





# 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.

## 25. Symptoms, Possible Causes and Solutions

Below are different symptoms that you might encounter as you install your Planar Simplicity P 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.

### 25.1 Symptom: Display Doesn't Respond to External Control System

#### Solution

Confirm the **Power Down Mode** setting. **Wake On Signal** or **Always On** are required to enable the use of external control devices. **Standby Mode** disables all external control except IR, allowing the display to be in the lowest power setting. See "Power Down Mode" on page 68.

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

#### Solution

Confirm that DisplayPort-to-HDMI adapters are not being used. These adapters do not support outputting 4K content.

#### Solution

Make sure you are using a high-speed HDMI or a Certified Premium 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.

## 25.3 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.



## 25.4 Symptom: IR Isn't Working

### Solution

Confirm IR is enabled in the Advanced Options – see section 18.6 on page 62.

If using the wired IR module cable, confirm it's properly seated.

## 25.5 Symptom: Embedded Apps Will Not Run

### Possible Cause

Display is not attached to the Internet.

### Solution

Attach display to the Internet – either by LAN or Wi-Fi.

**Note:** Wi-Fi support requires use of a Wi-Fi dongle. Refer to page 70.

**Note:** APKs installed by the user are not guaranteed to operate by Planar. See page 41.

## 26. Touch Troubleshooting (touch models only)

### 26.1 Symptom: Touch Has Broken Response Near Middle/Bottom of Display

#### Possible Cause

The display is mounted tilted forward.

#### Solution

Reposition the display so it is vertical to slightly tilted back.

#### Possible Cause

There are items blocking the IR sensors from emitting or receiving

#### Solution

Clean display and sensor windows around the display.

### 26.2 Symptom: Touch Is Not Working

#### Possible Cause

USB Cable from source to display is not fully inserted.

#### Solution

Verify both ends of the USB cable are connected. For Windows, open Windows Device Manager, and click the "Human Interface Devices" drop-down menu. Confirm there is an entry for "HID-compliant touch screen".

#### Possible Cause

The program being run on the source does not support touch.

#### Solution

Verify with the manufacturer of the source of program that touch is supported.

#### Possible Cause

The source device does not support HID.

#### Solution

Verify with the manufacturer source device that it is HID compliant.

### 26.3 Symptom: Multi Touch and Touch Gestures Are Not Working

#### Possible Cause

The source device or source program does not support multi touch or touch gestures.

#### Solution

Verify the source device and program are capable of multi touch and touch gestures. In some cases, the desktop (Windows) version of a program will not have the same multi touch capabilities as the mobile (iOS & Android) versions.

## 26.4 Symptom: Display Will Not Wake from Standby When Screen Is Touched

### Possible Cause

The source does not support wake from sleep when touch HID data is received.

### Solution

Verify the source /program / supports exiting standby via HID input.

Verify the display's Power Down Mode is set to Wake On Signal. See page 68.

Windows: Verify the Power settings in windows PC are set correctly, and allow the PC to exit sleep via touch, keyboard, or mouse input. In some cases, you may need to confirm Windows is configured to allow USB peripherals to wake the PC, as opposed to using a laptop's embedded keyboard or touchpad. Search for "USB selective suspend" in your Windows device to adjust this setting.

## 26.5 Symptom: Touch Is Controlling the Wrong Screen

### Possible Cause

The source assigned the touch screen to the wrong display.

### Solution

Configure the source to assign touch devices to the correct screen.

Windows: Go to Control Panel and open "Tablet PC Settings". Go to "Configure your pen and touch displays" and click "Setup". Choose "Touch Input" and follow the steps on screen.

## 26.6 Symptom: Touch Response Is Delayed

### Symptom

When interacting with a touch compatible source, there is noticeable lag.

### Possible Cause

The source is sending an analog video signal such as YCbCr.

### Solution

Configure the source device to send an RGB video signal.

# Accessing the Planar Technical Support Website

Go to <http://www.planar.com/support/> to locate the following support documents and resources:

- User Guide
- RS232 User Manual
- Standard Warranties
- Planar support hotline number and email