



User Manual

Planar® UltraRes™ P Series



URP492 | URP492-ERO-T
URP552 | URP552-ERO-T
URP652 | URP652-ERO-T
URP752 | URP752-ERO-T
URP862 | URP862-ERO-T
URP982 | URP982-ERO-T

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RoHS Compliance Statement

The Planar UltraRes P Series is fully RoHS compliant.

Part Number: 020-1448-00A

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Introduction

The Planar® UltraRes™ P Series is a line of 49", 55", 65", 75", 86", and 98" 4K resolution (3840 x 2160) professional LCD displays with 700-nit brightness. The wide color gamut displays offer outstanding visual performance with multi-source viewing and advanced processing ideal for applications ranging from collaborative meeting spaces to high-impact digital signage and media rooms. Interactive projected capacitive touch models with optically bonded cover glass are also available.

The Planar UltraRes P Series supports native 4K resolution at up to 60Hz via HDMI® 2.1 and DisplayPort 2.0, enabling smooth motion video and mouse tracking. The displays' HDMI inputs are also HDCP 2.2 compliant.

Features of the Planar UltraRes P Series displays include:

- 49", 55", 65", 75", 86" and 98" 4K LCD displays
- 700-nit brightness
- Wide color gamut
- HDR
- Projected Capacitive touch screen models, featuring optically bonded protective glass, available
- Multi-source viewing

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 UltraRes 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: For Non-Touch Models:

- The front polarizer of non-touch URP models is soft and subject to scratches from sharp objects.
- Slight pressure on the LCD of non-touch URP models will cause distortion of the image. Heavier pressure will cause permanent damage.

Caution: For All URP Models:

- Displays should be mounted where viewers cannot insert small objects in the openings that will create hazards by contacting bare conductive parts.
- 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. For example, if the AC power cord or plug is damaged, liquid has been spilled or objects have fallen into a display, the displays have been exposed to rain or moisture, do not operate normally or have been dropped.
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 incorrect type. Dispose of used batteries according to local regulations.

2.2 Informations sur la sécurité

Avant d'utiliser le Série Planar UltraRes 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 URP non tactile est souple et peut être rayé par des objets pointus.
- Une légère pression sur l'écran LCD du modèle URW non tactile entraînera une distorsion de l'image. Une pression plus forte causera des dommages permanents.

Attention : Pour tous les modèles URP:

- 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 nettoyant 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.

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:

- 49": URP492, URP492-ERO-T
- 55": URP552, URP552-ERO-T
- 65": URP652, URP652-ERO-T
- 75": URP752, URP752-ERO-T
- 86": URP862, URP862-ERO-T
- 98": URP982, URP982-ERO-T

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

For complete warranty details, please visit <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 wheelee 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 European Product Database for Energy Labeling (EPREL)

Registration numbers:

- URP492: 2420603
- URP492-ERO-T: 2420604
- URP552: 2420522
- URP552-ERO-T: 2420602
- URP652: 2420605
- URP652-ERO-T: 2420606

3.5 Normal Usage Guidelines

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

It is up to the installer to ensure that display placement is changed, thermal shielding is provided and/or additional ventilation is provided to keep the display within its nominal operating parameters. Maximum ambient operating temperatures for the Planar UltraRes P Series are 0-40°C at up to 3000 meters.

Cooling Requirements

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

3.6 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:

- URP492
- URP492-ERO-T
- URP552
- URP552-ERO-T
- URP652
- URP652-ERO-T
- URP752
- URP752-ERO-T
- URP862
- URP862-ERO-T
- URP982
- URP982-ERO-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.

4. Cleaning the Display

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

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

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

- When the surface of the display becomes dirty, wipe the surface lightly with a soft clean cloth.
- If the surface requires additional cleaning, use LCD screen cleaner or LCD wipes, which are available at most electronics stores.
- Do not let cleaner seep into the display, as it may cause electrical shock or damage.
- Refer to the Planar Display Cleaning Guidelines for more information.

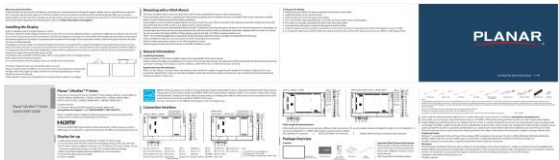
Unpacking and Checking Accessories

5. Package Contents

Part	Description	Number	Picture
LCD Display	One per box.	1	

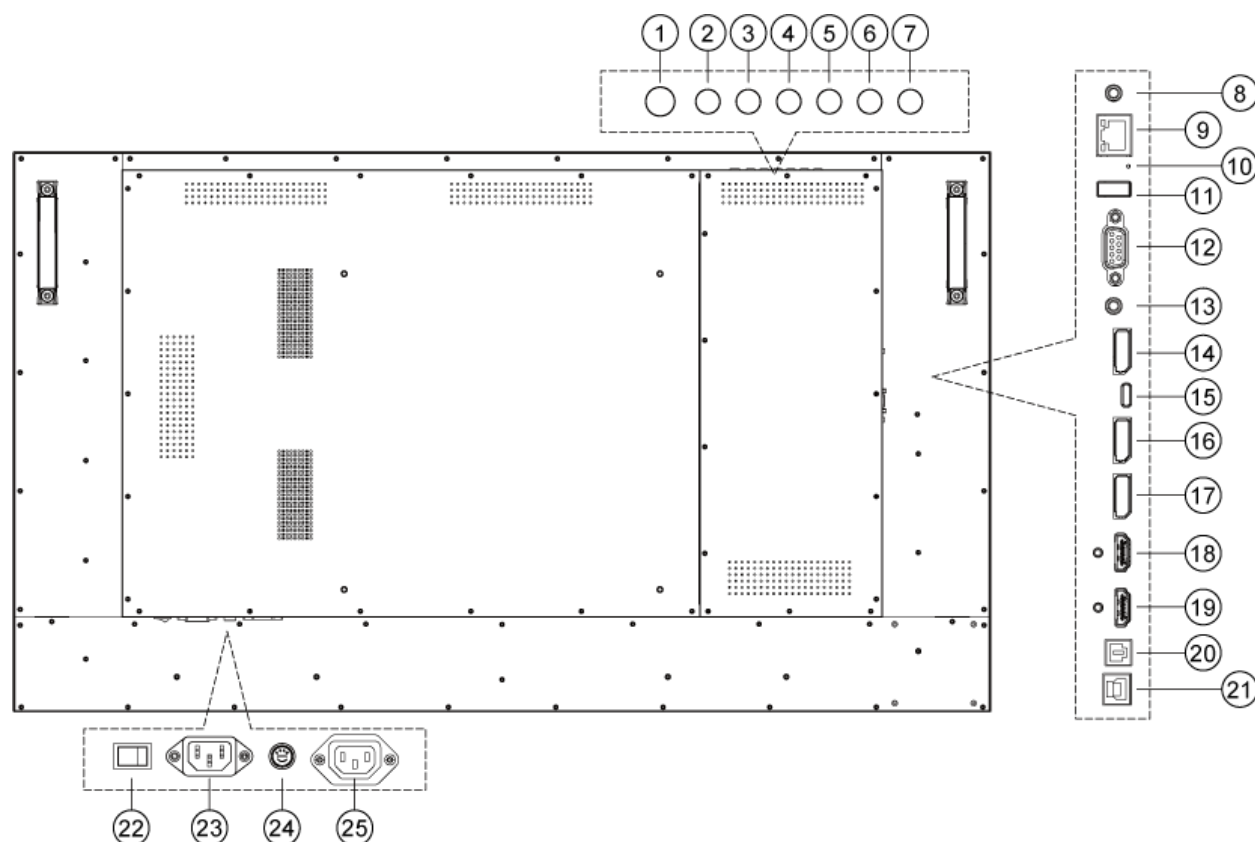
6. Accessory Kit

Part	Description	Quantity	Picture
AC power cord (US)	Power cord.	1	
AC power cord (EU)	Power cord.	1	
IEC C14 to NEMA 5-15R adapter cable (optional)	AC Power adapter for an IEC C14 to US NEMA 5-15R AC cable.	1	
Universal power adapter (optional)	AC Power adapter for an IEC C14 to EU/UK AC cable.	1	

Part	Description	Quantity	Picture
IR sensor	Used to receive signals from the remote control.	1	
HDMI cable	HDMI cable.	1	
USB A-B cable	Connects to a PC for touch functionality (touch models only).	1	
USB-C cable	USB-C cable.	1	
Remote control	Used to control the display. Two AAA batteries are included but not installed.	1	
Passive Stylus	Dual-tip stylus. 154.7mm (6.1in) length. 10mm and 4mm tips.	1	
Quick Start Guide: Planar UltraRes X Series and Planar UltraRes P Series		1	

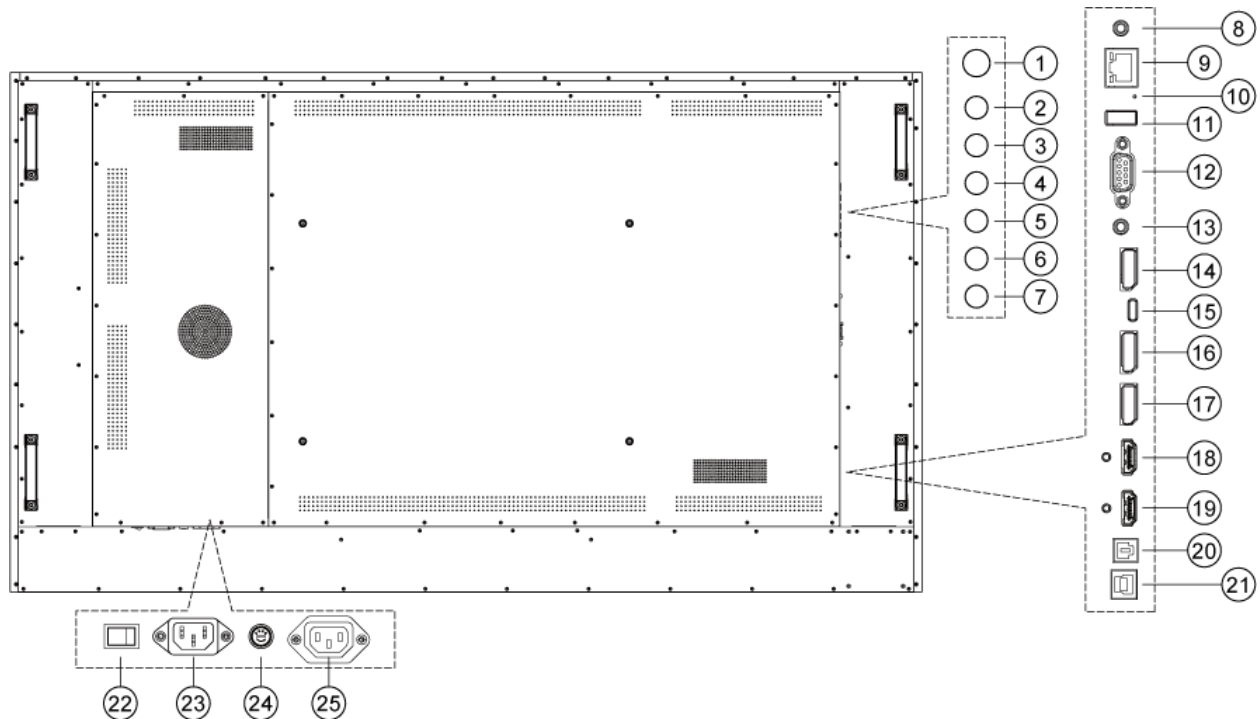
7. Planar UltraRes P Series – Standard Inputs

7.1 URP492 / URP552 / URP652



URP492 / URP552 / URP652	Description	URP492 / URP552 / URP652	Description
1	Power: Power On/Power Off	14	DP Out: 4K/60Hz, HDR
2	Source: Source Selection/Enter	15	USB-C: 4K/60Hz, HDR, Power Delivery (90W), Touch
3	Vol +: Menu Right / Increase Value / Increase Volume	16	DP 1: 4K/60Hz, HDR
4	Vol -: Menu Left / Decrease Value / Decrease Volume	17	DP 2: 4K/60Hz, HDR
5	Menu ▲: Menu Up	18	HDMI 1: 4K/60Hz, HDR, HDCP 2.2
6	Menu ▼: Menu Down	19	HDMI 2: 4K/60Hz, HDR, HDCP 2.2
7	Menu EXIT: Menu Exit	20	SPDIF: Optical Audio Out
8	IR: 3.5mm TRS (female)	21	USB-B: Touch (touch models only)
9	LAN: RJ45	22	AC ON/OFF
10	Reset: Hold for 5 seconds to perform a full factory reset. A power cycle is required to complete the reset process.	23	AC IN: IEC C14
11	USB-A: Service Port	24	AC OUT Fuse: T3.15AL/250V
12	RS232: DB9 (female)	25	AC OUT (3A): IEC C13
13	Line Audio Out: 3.5mm TRS (female)		

7.2 URP752 / URP862 / URP982



URP752 / URP862 / URP 982	Description	URP752 / URP862 / URP982	Description
1	Power: Power On/Power Off	14	DP Out: 4K/60Hz, HDR
2	Source: Source Selection/Enter	15	USB-C: 4K/60Hz, HDR, Power Delivery (90W), Touch
3	Vol +: Menu Right / Increase Value / Increase Volume	16	DP 1: 4K/60Hz, HDR
4	Vol -: Menu Left / Decrease Value / Decrease Volume	17	DP 2: 4K/60Hz, HDR
5	Menu ▲: Menu Up	18	HDMI 1: 4K/60Hz, HDR, HDCP 2.2
6	Menu ▼: Menu Down	19	HDMI 2: 4K/60Hz, HDR, HDCP 2.2
7	Menu EXIT: Menu Exit	20	SPDIF: Optical Audio Out
8	IR: 3.5mm TRS (female)	21	USB-B: Touch (touch models only)
9	LAN: RJ45	22	AC ON/OFF
10	Reset: Hold for 5 seconds to perform a full factory reset. A power cycle is required to complete the reset process.	23	AC IN: IEC C14
11	USB-A: Service Port	24	AC OUT Fuse: T3.15AL/250V
12	RS232: DB9 (female)	25	AC OUT (3A): IEC C13
13	Line Audio Out: 3.5mm TRS (female)		

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.

8. Before You Begin

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

8.1 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
- Power tools
- Back brace
- Stud finder (if hanging display on a wall)

8.2 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

8.3 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 referenced below by display size:

Model	Max Current @ 115VAC (Excluding AC Output)	Max Current @ 115VAC (Including AC Output)
URP492	2.61A	5.61A
URP552	2.78A	5.78A
URP652	3.04A	6.04A
URP752	3.91A	6.91A
URP862	4.35A	7.35A
URP982	5.83A	8.83A

- Cable runs
- Ventilation and cooling requirements
- If hanging display on a wall, location of studs in the wall
- For touch model best performance, the display must be mounted in a vertical to slightly tilted back orientation.
- If the display is a touch model, it is important that the touch frame is not used to lift or support the display or touch performance may be compromised.

- Displays tilted forward can cause touch beam interference from the glass bowing slightly away from the display and into the IR path (URP752-ERO-T, URP862-ERO-T and URP982-ERO-T models only).

8.4 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.

8.5 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

DisplayPort

- DP 1.2: 3m (10 ft) maximum
- DP 1.1: 5m (15 ft) maximum
- DP 2.0: 2m (6.6 ft) maximum

USB-C

- 2m maximum

9. Mounting

9.1 Mounting Display with a VESA Mount

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

Keep in mind the following general installation guideline:

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

Caution: Screws not sized to the depth specified can result in inadequate mounting strength or damage to the internal components in the display. To prevent injury, this device must be securely attached to the wall in accordance with the installation instructions supplied with the mount. The mount must be secured to the Planar UltraRes P Series display using the four M8-1.25 VESA mounting locations, and 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.

9.2 Mounting a Peripheral Device

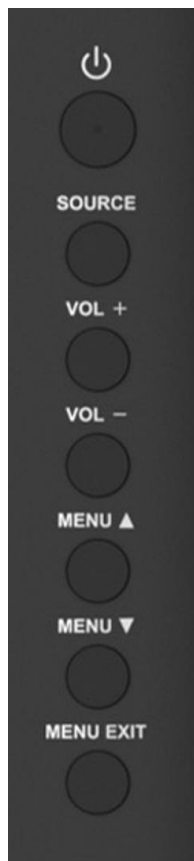
A 100 mm x 100 mm VESA mounting interface is located on the rear of the display to accommodate a third-party media player or computer. If needed, local power is available through the AC OUT connector.

Operating the Display

10. OSD Keypad

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

OSD Keypad Buttons

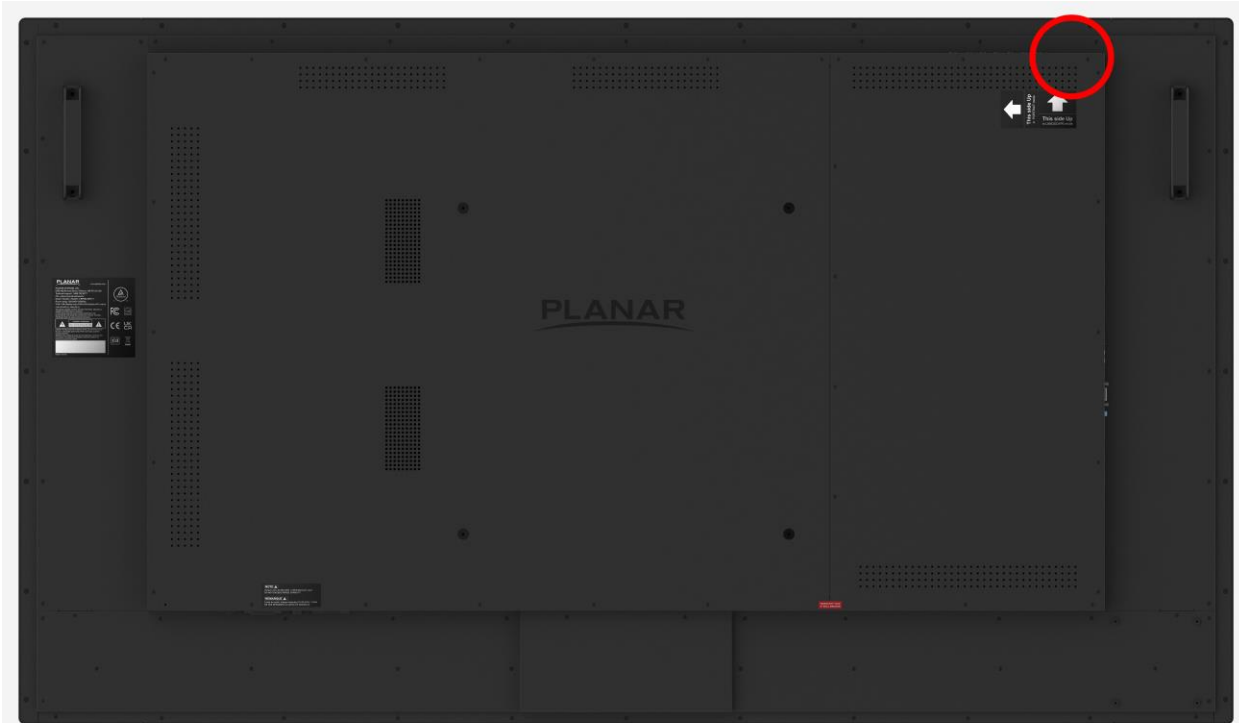


Key	Descriptions
Power	Power On/Power Off
Source	Source Selection/Enter
Vol +	Menu Right / Increase Value / Increase Volume
Vol -	Menu Left / Decrease Value / Decrease Volume
Menu ▲	Menu Up
Menu ▼	Menu Down
Menu EXIT	Menu Exit

11. Remote Control Receiver

The location of the IR remote control receiver is highlighted in the images below. An IR extender cable is included in the accessories package for additional flexibility.

URP492 / URP552 / URP652



URP752 / URP862 / URP982



12. LED Indicators

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

LED On

Power Status	Condition
Blue	Power On
Red	Standby Mode
Red Flashing (0.5 Hz)	Wake On Signal Standby
Red Flashing (4 Hz)	Firmware updating
Off	AC off

13. Using the Display in Portrait Mode

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

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

- URP492(-ERO-T): Counterclockwise
- URP552(-ERO-T): Counterclockwise
- URP652(-ERO-T): Counterclockwise
- URP752(-ERO-T): Counterclockwise
- URP862(-ERO-T): Counterclockwise
- URP982(-ERO-T): Counterclockwise

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

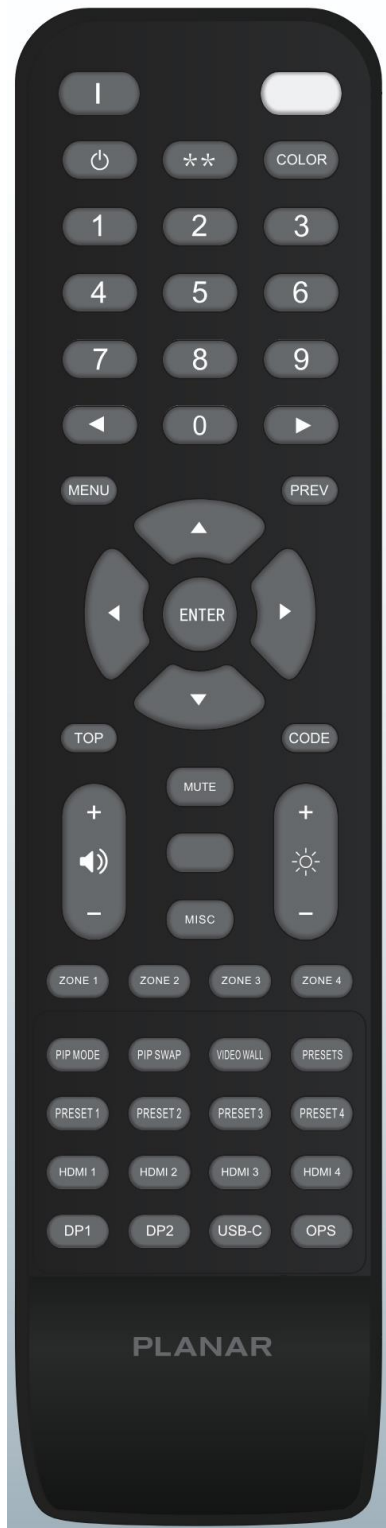
14. Using the Display in Flat or Tilted Orientation

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

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

15. Using the Remote Control

Below is a picture of the remote. See next section for Hex codes.



16. IR Command Protocol

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

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

Hex	06	F9	01	FE
Binary	00000110	11111001	00000001	11111110
Function	Address Byte 1	Address Byte 2	Command	Command (Logical Inverse)

The following example shows the pulse train for this command.



16.1 Hex Codes

Remote Control Button Name	Address	Data	NEC Data From Remote (Hex Code)	Description
ON	1785	1	0x06F901FE	Power on
OFF	1785	9	0x06F909F6	Power off
◀	1785	2	0x06F902FD	Not used
▶	1785	3	0x06F903FC	Not used
**	1785	6	0x06F906F9	Not used
PRESETS	1785	4	0x06F904FB	Opens the Presets menu
PRESET 1	1785	5	0x06F905FA	Applies Preset 1
PRESET 2	1785	7	0x06F907F8	Applies Preset 2
PRESET 3	1785	8	0x06F908F7	Applies Preset 3
PRESET 4	1785	10	0x06F90AF5	Applies Preset 4
1	1785	12	0x06F90CF3	Number button 1
2	1785	13	0x06F90DF2	Number button 2
3	1785	14	0x06F90EF1	Number button 3
4	1785	15	0x06F90FF0	Number button 4
5	1785	16	0x06F910EF	Number button 5
6	1785	17	0x06F911EE	Number button 6
7	1785	20	0x06F914EB	Number button 7
8	1785	25	0x06F919E6	Number button 8
9	1785	27	0x06F91BE4	Number button 9
0	1785	18	0x06F912ED	Number button 0
VOL +	1785	28	0x06F91CE3	Volume increase
VOL -	1785	33	0x06F921DE	Volume decrease
MUTE	1785	32	0x06F920DF	Audio mute
COLOR	1785	19	0x06F913EC	Not used

Remote Control Button Name	Address	Data	NEC Data From Remote (Hex Code)	Description
VIDEO WALL	1785	34	0x06F922DD	Opens the Tiling menu
MISC	1785	11	0x06F90BF4	Opens the Image Information menu
MENU	1785	21	0x06F915EA	Opens the menu
PREV	1785	22	0x06F916E9	Returns to the previous menu
ENTER	1785	23	0x06F917E8	Selects the current menu item
UP	1785	26	0x06F91AE5	Navigate up
LEFT	1785	29	0x06F91DE2	Navigate left
RIGHT	1785	31	0x06F91FE0	Navigate right
DOWN	1785	24	0x06F918E7	Navigate down
TOP	1785	30	0x06F91EE1	Selects the top line in the current menu
ZONE 1	1785	35	0x06F923DC	Selects the input for Zone 1
ZONE 2	1785	36	0x06F924DB	Selects the input for Zone 2
ZONE 3	1785	38	0x06F926D9	Selects the input for Zone 3
ZONE 4	1785	39	0x06F927D8	Selects the input for Zone 4
PIP MODE	1785	37	0x06F925DA	Cycles through the Multi-Source View layouts
PIP SWAP	1785	40	0x06F928D7	Swaps the main and PIP windows
HDMI 1	1785	41	0x06F929D6	Selects HDMI 1 for the current zone
HDMI 2	1785	42	0x06F92AD5	Selects HDMI 2 for the current zone
HDMI 3	1785	43	0x06F92BD4	Not used
HDMI 4	1785	44	0x06F92CD3	Not used
DP	1785	45	0x06F92DD2	Selects the DP 1 input
DP2	1785	46	0x06F92ED1	Selects the DP 2 input
USB-C	1785	47	0x06F92FD0	Selects the USB-C input
OPS	1785	48	0x06F930CF	Not used

Remote Control Button Name	Address	Data	NEC Data From Remote (Hex Code)	Description
Light +	1785	49	0x06F931CE	Backlight increase
Light -	1785	50	0x06F932CD	Backlight decrease

16.2 Locking the Keypad and IR Remote

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

16.3 Toggling the Lock on Keypad and IR Remote

You can toggle the lock on the keypad or IR remote by pressing the following keys in the order listed:

Keypad: UP, UP, VOL-, VOL+, DOWN

IR Remote: UP, UP, RIGHT, LEFT, DOWN

Depending on whether you locked or unlocked the menu, you will see one of the following messages on the screen.



16.4 Changing the IR Remote Code Set

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

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

1. Press and hold the CODE button on the remote control until the LED on the remote lights solid red (approximately five seconds).
2. Enter a new five-digit code between 00000 and 65535. Include leading zeros for codes with four or fewer digits; for example, enter 255 as 00255.
3. The LED turns off to confirm the code change. If you enter an invalid code, the LED flashes for three or four seconds. Try again, entering a valid code.

Note: The code must match the IR Remote ID Code setting. See page 56.

16.5 Turning the Display On

1. Insert the power cord into the display and into the power outlet.
2. Ensure the AC switch is set to “—”.
3. Press the ON button on the remote or the power button on the keypad.

16.6 Turning the Display Off

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

Note: The display may automatically turn off the backlight or enter standby mode if no signal is present for a certain period of time. See the description of the Power Saving Mode setting on page 43 for more information.

16.7 Adjusting the Volume

1. Using the remote, press the vol + or vol - to increase or decrease the volume. You can also use the Up and Down keys on the remote and keypad to increase or decrease the volume.
2. Press the mute button to temporarily turn off all sound. To restore the sound, press the mute button again.

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

16.8 Adjusting the Backlight

Using the remote, press the Light+ or Light- button and it will bring up a prompt warning that changes to this setting will change power consumption. Select “Yes” and the backlight intensity slider will show up. The Light+ or Light- buttons will increase or decrease the backlight while this slider is on-screen.

16.9 Selecting Layouts and Input Sources

You can show one source at a time or multiple sources simultaneously. Multiple layout options are available and can be selected from the Inputs and Views Menu (see page 35). Once a layout has been designated, you can assign sources to each of the zones in the layout. The selection of sources must be made one at a time by assigning a current zone. To select the current zone, you can navigate through the on-screen menu (see page 35). Alternatively, you can use the remote or keypad as described next.

Remote

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

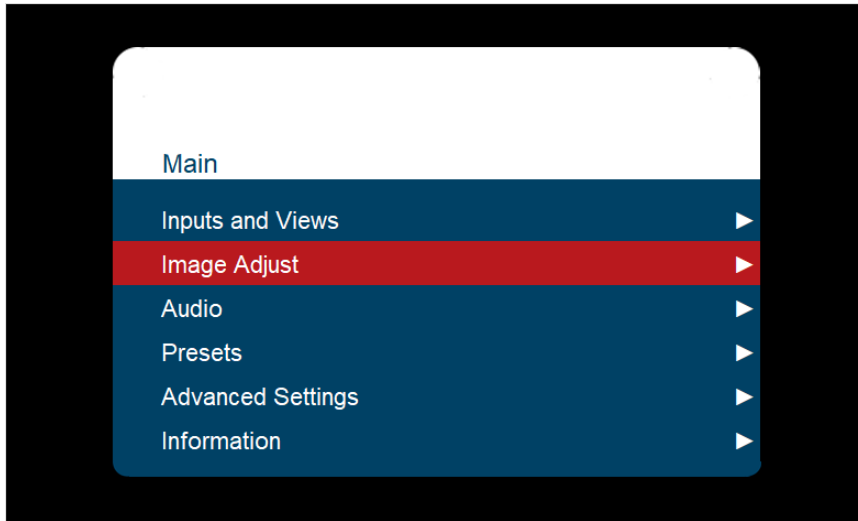
For example, to change Zone 3 to DP 1, press the Zone 3 button and then press the DP 1 button.

Keypad

Press the Source button. This will open the source selection menu for Zone 1.

16.10 Navigating Through the Menus

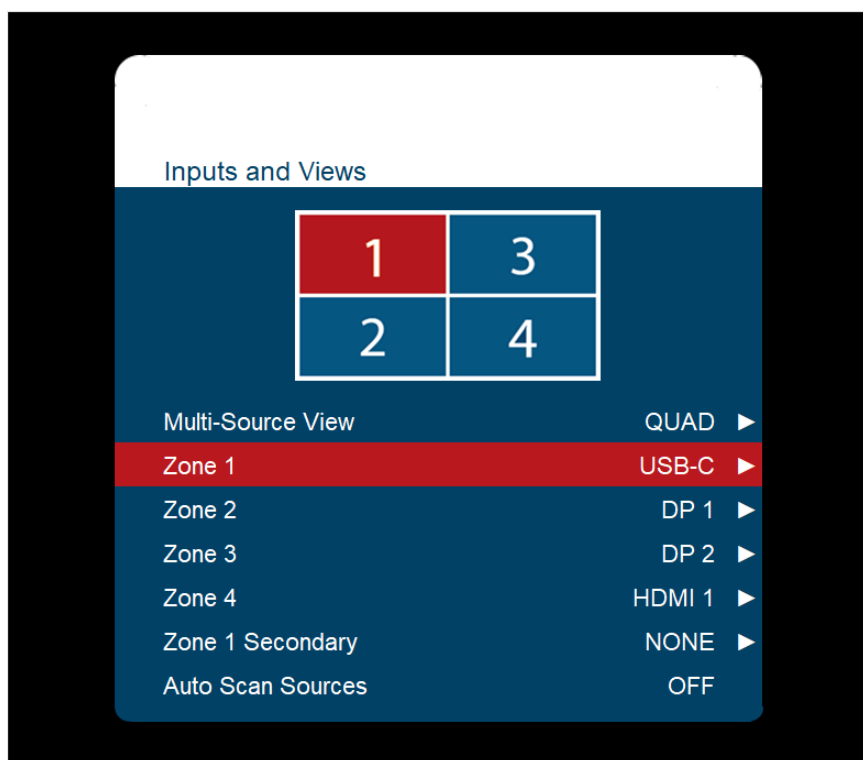
1. With the power on, press MENU. The MAIN menu appears.



2. Within the menu, use ▲, ▼, ◀, ▶, and ENTER to navigate through the menus and adjust options.
3. Press PREV or MENU on the remote control, or MENU on the keypad, to return to the previous menu. To exit the menu system, continue pressing these buttons until the main menu is reached.

17. Inputs and Views Menu

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



Multi-Source View

- Select the Multi-Source View mode.
- **Options:** Single View, Dual View, Quad View, PiP, Advanced Layouts; **Default:** Single
- **Note:** For the Advanced Layouts submenu, refer to the Advanced Layouts Submenu on page 36.
- **Note:** In Quad View, Zones 2, 3, and 4 will use the same Image Adjust settings as the input in Zone 2.

Zone 1/2/3/4

- Select the source to show in that zone.
- **Options:** USB-C, DP 1, DP 2, HDMI 1, HDMI 2
- **Defaults:**
 - Zone 1: USB-C
 - Zone 2: DP 1
 - Zone 3: DP 2
 - Zone 4: HDMI 1

Zone 1 Secondary

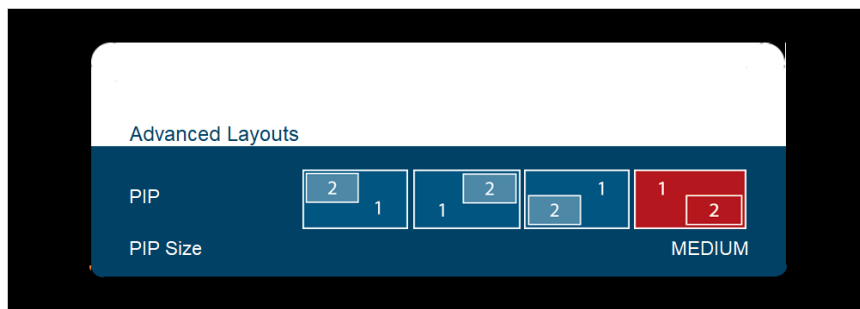
- Second input to scan when Auto Scan Sources is set to **Failover**.
- **Options:** NONE, USB-C, DP 1, DP 2, HDMI 1, HDMI 2; **Default:** NONE

Auto Scan Sources

- Select whether the display will automatically scan for a valid source on any input or zone that does not have a source currently displayed.
- **Options:** Off, On, Failover; **Default:** Off
- **Off:** Display will stay on current selection of inputs.
- **On:** Scanning will begin on the currently selected source and move sequentially through the inputs in the order listed below – stopping once a valid source is obtained.
 - **Search Order:** USB-C, DP 1, DP 2, HDMI 1, HDMI 2
- **Failover:** Display will scan selected Zone 1 input and selected Zone 1 Secondary input for a valid source. Only applies to Zone 1.

Advanced Layouts Submenu

This submenu defines the layouts for each multi-source view type.



PIP

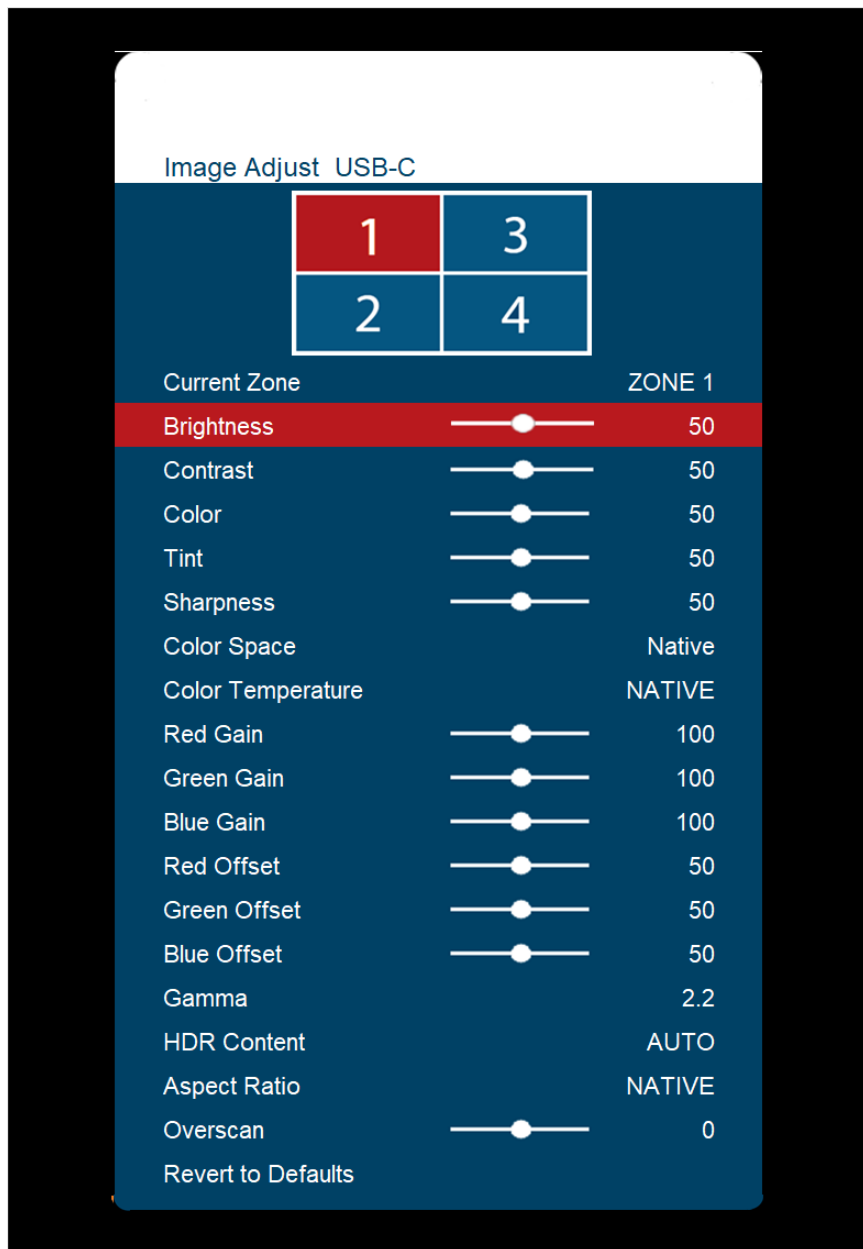
- Select from four PIP (Picture-in-Picture) layouts. The layout in red will be the active layout displayed when the Multi-Source View is set to PIP.

PIP Size

- Select the size of the PIP (Picture-in-Picture) window.

17.1 Image Adjust Menu

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



Current Zone

- The zone that is currently being adjusted. All of the settings in this menu are saved per input. The zone's corresponding input source is shown in the title bar, and the graphic beneath that shows which zone is being adjusted in the current Multi-Source View mode and Advanced Layout setting (if applicable).
- The current zone can be changed via the menu or by using the ZONE 1-4 keys on the remote control.
- **Note:** Changing the Current Zone setting via the ZONE 1-4 keys also changes the Audio Select setting.

Brightness

- Adjust the black level of the image.
- **Range:** 0~100; **Default:** 50

Contrast

- Adjust the white level of the image.
- **Range:** 0~100; **Default:** 50

Color

- Adjust the saturation of the image.
- **Range:** 0~100; **Default:** 50

Tint

- Adjust the hue of the image.
- **Range:** 0~100; **Default:** 50

Sharpness

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

Color Space

- Set the color space of the image.
- **Options:** Native, sRGB, Adobe RGB, User; **Default:** Native

Color Temperature

- Set the color temperature of the image.
- **Options:** 3200K, 5500K, 6500K, 7500K, 9300K, Native; **Default:** Native

Red Gain

- Adjust the red gain of the image.
- **Range:** 0~200; **Default:** 100

Green Gain

- Adjust the green gain of the image.
- **Range:** 0~200; **Default:** 100

Blue Gain

- Adjust the blue gain of the image.
- **Range:** 0~200; **Default:** 100

Red Offset

- Adjust the red offset of the image.
- **Range:** 0~100; **Default:** 50

Green Offset

- Adjust the green offset of the image.
- **Range:** 0~100; **Default:** 50

Blue Offset

- Adjust the blue offset of the image.
- **Range:** 0~100; **Default:** 50

Gamma

- Set the gamma of the image.
- **Options:** 1.8, 1.9, 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9
- **Default:** 2.2

HDR Content

- Set the action to take when HDR content is received and displayed.
- **Note:** The following Image Adjust settings are not applied when in HDR mode: Brightness, Contrast, Color, Tint, Sharpness, Color Space, Color Temperature, RGB Gain, RGB Offset, Gamma.
- **Note:** HDR mode is disabled when Multi-Source View is set to Quad View.
- **Options:** Off, Auto, On; **Default:** On
- **Auto:** The display will adjust the image settings to conform to the HDR source metadata.
- **On:** The display will force all content to be displayed in HDR mode.
 - **Note:** When viewing SDR content in this mode, image quality will not have the correct appearance.
- **Off:** The display will force all content to be shown in SDR mode.
 - **Note:** When viewing HDR content in this mode, the image quality will not have the correct experience.

Aspect Ratio

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

Overscan

- Set the percentage of the image to remove from each edge.
- **Range:** 0~20; **Default:** 0

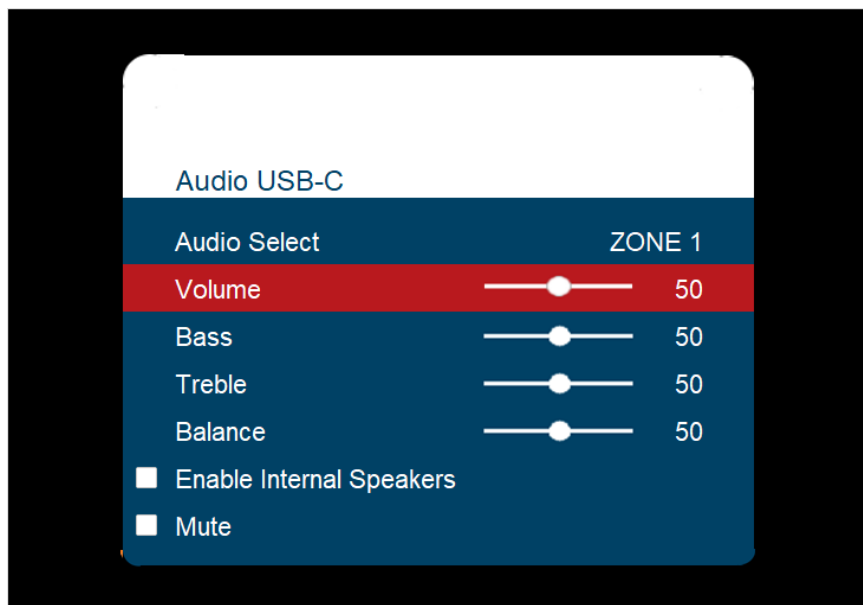
Revert to Defaults

- Reset all settings in the Image Adjust menu to their factory defaults for the current zone only.

17.2 Audio Menu

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

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



Audio Select

- The zone that is currently being adjusted and whose audio is being played. The zone's corresponding input source is shown in the title bar.
- **Options:** Zone 1, Zone 2, Zone 3, Zone 4; **Default:** Zone 1
- **Note:** Changing the Audio Select setting via the ZONE 1-4 keys on the IR remote will also change the Current Zone setting.

Volume

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

Bass

- Set the bass level.
- **Range:** 0~100; **Default:** 50
- **Note:** This setting applies only to the internal speakers, and cannot be adjusted for the Line Out connector.

Treble

- Set the treble level.
- **Range:** 0~100; **Default:** 50
- **Note:** This setting applies only to the internal speakers, and cannot be adjusted for the Line Out connector.

Balance

- Set the audio balance.
- **Range:** 0~100; **Default:** 50

Enable Internal Speakers

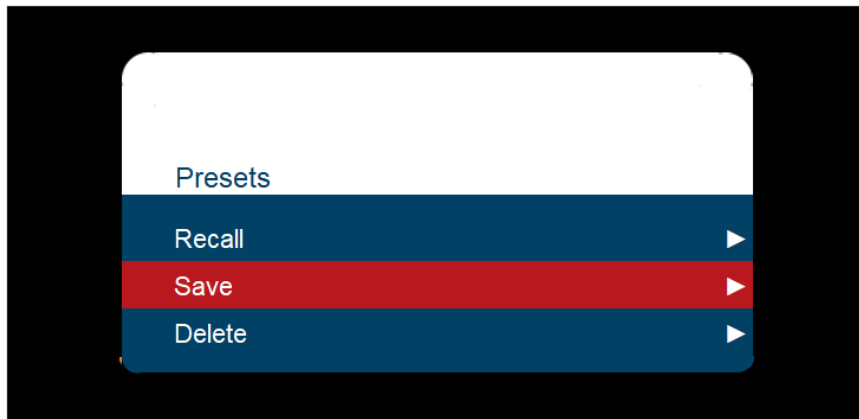
- Disable or enable the built-in speakers.
- **Options:** On, Off; **Default:** On

Mute

- Mute or unmute the audio.
- **Options:** On or Off; **Default:** Off

17.3 Presets Menu

This menu enables you to save Inputs and Views settings, Image Adjust settings, Audio settings, and the Panel Brightness settings. You can save up to 10 presets. If a preset is saved, it will appear as “Preset 1”, “Preset 2”, and so on. If it is not saved, it will appear as “<Empty>”.



Recall

- Apply the setup from the selected preset.
- **Range:** Preset 1~Preset 10
- **Note:** ENERGY STAR Qualified preset recalls settings back to their defaults. It also changes the Power submenu back to default. See the Power submenu on page 43.

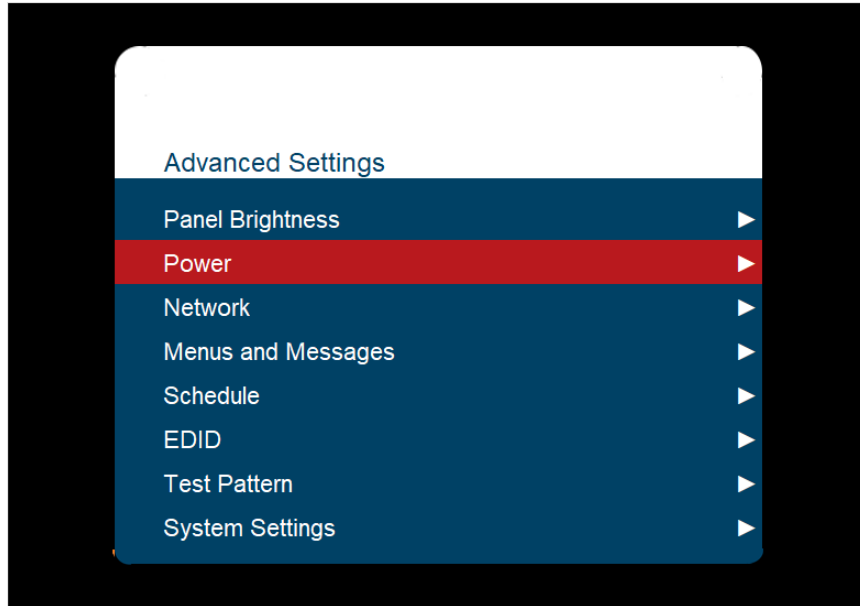
Save

- Save the current setup for later recall.
- **Range:** Preset 1~Preset 10

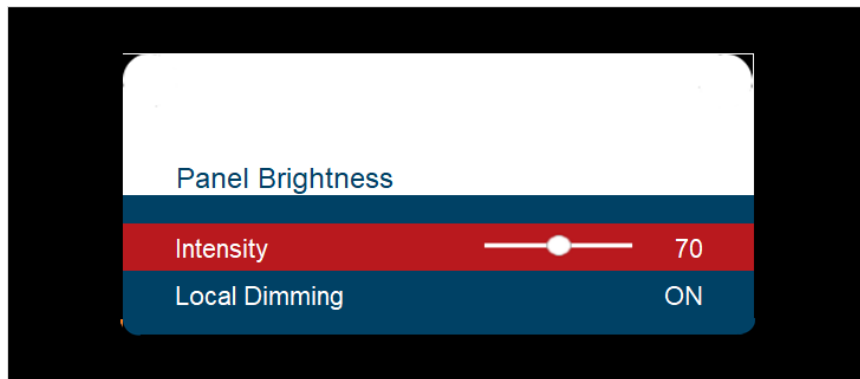
Delete

- Delete the selected preset.
- **Range:** Preset 1~Preset 10

17.4 Advanced Settings Menu



Panel Brightness Submenu



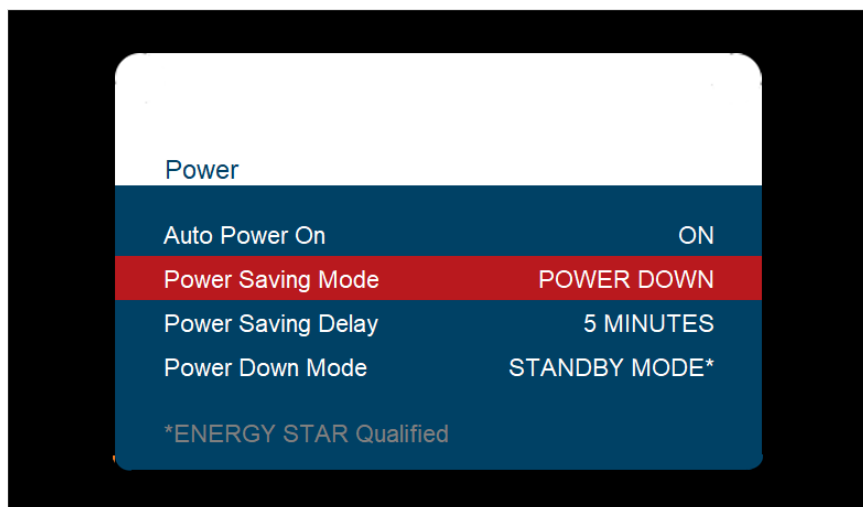
Intensity

- Set the intensity of the LCD backlight.
- **Range:** 0~100; **Default:** 70

Local Dimming

- Turn on or off the local dimming function.
- **Options:** On, Off; **Default:** On

Power Submenu



Auto Power On

- If set to On, the display will automatically leave standby after AC power is applied.
- **Options:** On, Off, Previous State; **Default:** On

Power Saving Mode

- Set the action to take if there is no signal detected after the period of time specified by the **Power Saving Delay** setting.
- **Options:** Disabled, Power Down, Wake on Signal; **Default:** Power Down
 - **Disabled:** Once powered on, the display will remain on even if no signal is present.
 - **Power Down:** The display will enter a standby state specified by the **Power Down Mode** setting.
 - **Wake On Signal:** The display will enter a standby sleep mode if no signal is detected. The display will wake when signal is restored.
 - **Note:** When signal is restored, a 10-15 second wait is typical to have an image displayed.
 - **Note:** The display must be allowed to enter sleep mode due to lack of signal for **Wake On Signal** to take effect. Sending an OFF command via Keypad, IR, CEC, RS232 or LAN will bypass **Wake On Signal** detection, and the display will enter the power state specified in the **Power Down Mode** setting.
 - **Note:** If **Auto Scan Sources** is enabled in the **Inputs and Views** menu, the display will sequentially scan all inputs before entering sleep mode. The display will leave sleep mode when a signal is detected on any input.
 - **Note:** If **Auto Scan Sources** is disabled in the **Inputs and Views** menu, the display leave sleep mode only when a signal is detected on the last selected input.
 - **Note:** When **Wake On Signal** is selected, the LAN port and **Remote Monitoring** web interface will remain accessible after the display enters sleep mode.

Power Saving Delay

- Sets the amount of time before initiating the standby state specified in **Power Saving Mode** when no signal is present.
- **Options:** 1 Minute, 5 Minutes, 15 Minutes, 30 Minutes, 60 Minutes; **Default:** 5 Minutes

Power Down Mode

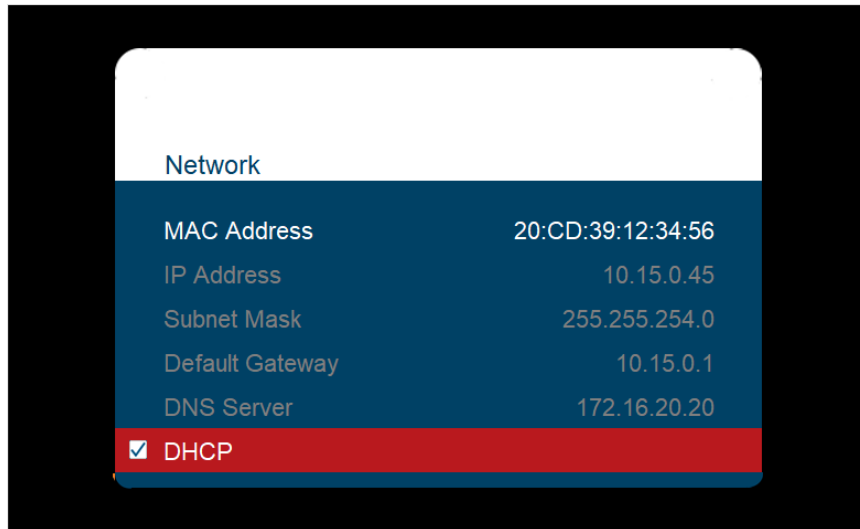
- Set the action to take when the display enters standby.
- **Options:** Standby Mode, Networked Standby Mode, Fast Startup; **Default:** Standby Mode
- **Standby Mode:** The lowest power standby setting. CEC, LAN, DB9 RS232, and USB communication are disabled. IR, Keypad connector will remain active.
 - **Note:** To remove display from standby with the IR remote or keypad, IR Remote Lock or Keypad Lock must be disabled.
 - **Note:** The Turn On action in the Schedule feature will not work if the **Power Down Mode** setting is set to **Standby Mode**. To allow the Turn On action to occur, set **Power Down Mode** to **Networked Standby Mode** or **Fast Startup**.
- **Networked Standby Mode:** The display will enter a low power standby state with LAN, DB9 RS232 and IR communications active.
- **Fast Startup:** The display will enter a standby state with partially reduced power, allowing for 3-5 second wait between an ON command being sent, and image being displayed. IR, Keypad, CEC, LAN and DB9 RS232 will remain active.

Network Submenu

The default static IP values are:

- IP Address: 192.168.1.199
- Subnet Mask: 255.255.255.0
- Default Gateway: 192.168.1.1

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



MAC Address

- The MAC address of the system.

IP Address

- The current network address. You can use the number keys on the remote to enter this information.

Subnet Mask

- The current subnet mask. You can use the number keys on the remote to enter this information.

Default Gateway

- The current default gateway. You can use the number keys on the remote to enter this information.

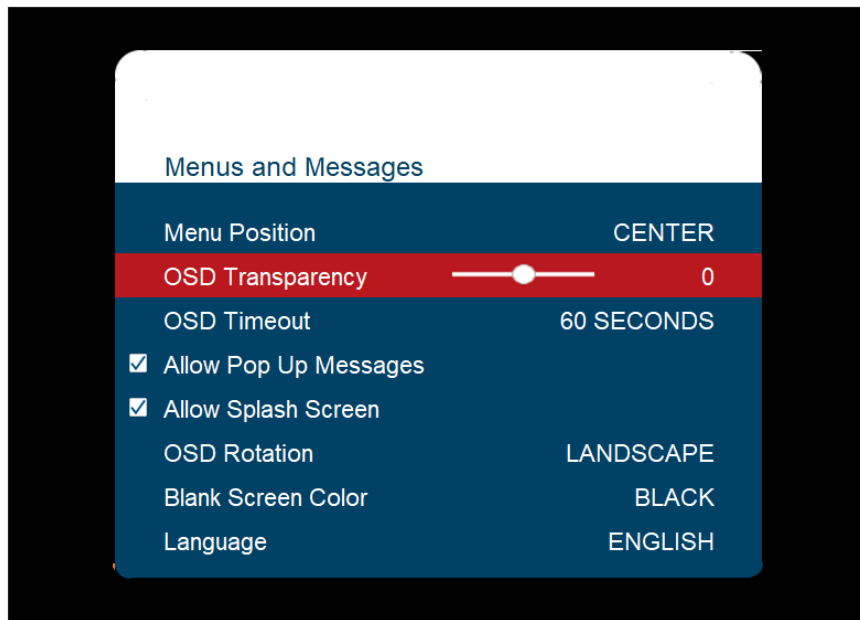
DNS Server

- The current DNS server. You can use the number keys on the remote to enter this information.
- **Note:** The specified DNS server is used when Use Network Time is checked for the Set Date and Time setting.

DHCP

- Turn DHCP on or off.
- **Options:** On, Off; **Default:** On

Menus and Messages Submenu



Menu Position

- Move the OSD menu to a different location on the screen.
- **Options:** Center, Upper Left, Upper Right, Lower Left, Lower Right; **Default:** Center

OSD Transparency

- Set the transparency of the OSD so that the image behind it can be seen. Higher values mean greater transparency.
- **Range:** 0~100; **Default:** 0
- **Note:** Transparency only applies to the solid white and blue background of the OSD. It does not apply to text, sliders, or other elements of the OSD.

OSD Timeout

- Set the amount of time in seconds since the last keypress before the OSD menu automatically closes. If set to Off, the menu never automatically closes.
- **Options:** Off, 10 Seconds, 30 Seconds, 60 Seconds, 120 Seconds, 240 Seconds; **Default:** 60 Seconds

Allow Pop Up Messages

- Suppress messages that pop up automatically. When set to No, the source status message and the volume slider bar will not be displayed.
- **Options:** Yes or No; **Default:** Yes

Allow Splash Screen

- Enable or disable the splash screen during startup.
- **Options:** Enable or Disable; **Default:** Enable

OSD Rotation

- Rotate the OSD menu so that it is readable if the display is mounted in portrait orientation.
- **Options:** Landscape or Portrait; **Default:** Landscape

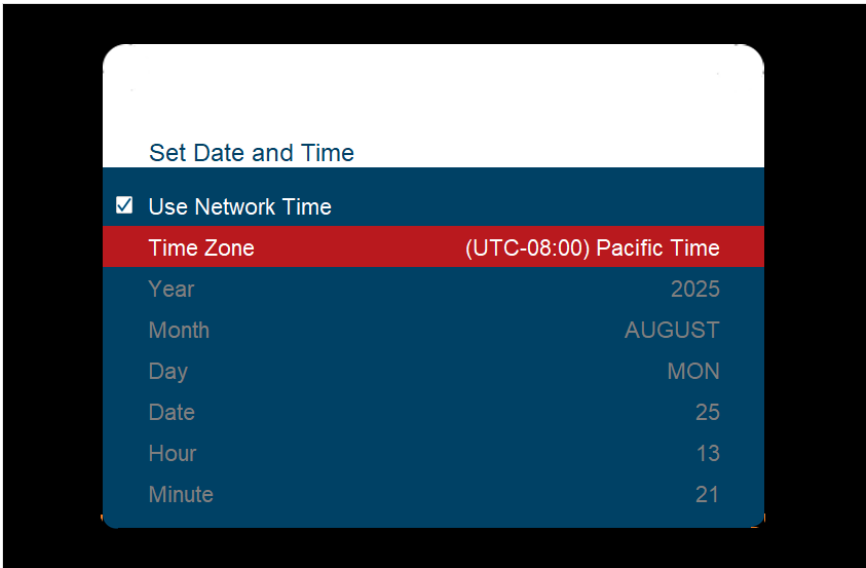
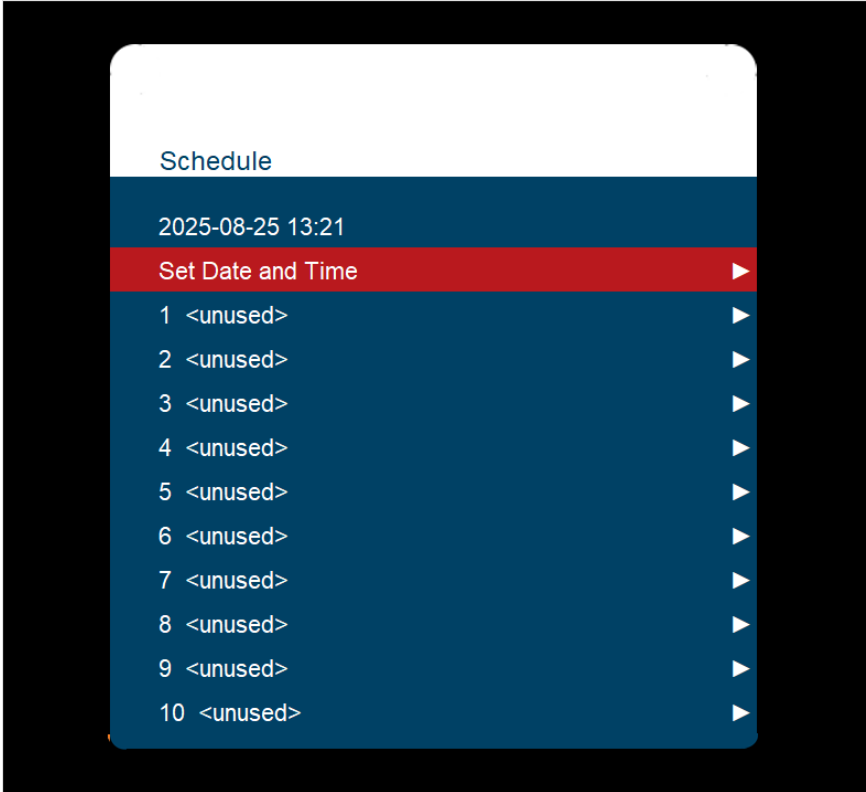
Blank Screen Color

- Select the color to show when there is no signal in a zone.
- **Options:** Black, White, Gray, Red, Green, Blue, Cyan, Magenta, Yellow
- **Default:** Black

Language

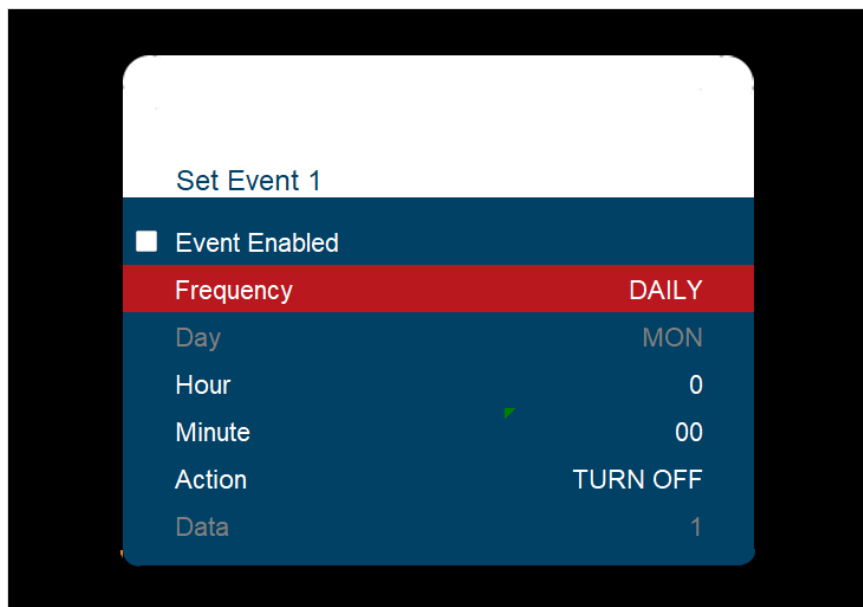
- Select the OSD language.
- Options: English, French, German, Italian, Portuguese, Spanish, Chinese (Traditional), Chinese (Simplified), Japanese; **Default:** English

Schedule Submenu



Set Date and Time

- Set the internal system clock. If Use Network Time is unchecked, you can set the following settings individually: Time Zone, Year, Month, Day, Date, Hour, and Minute.
- **Note:** If Use Network Time is checked and DHCP is unchecked, the display will be unable to obtain the network time unless a DNS server is programmed. This is done via the DNS Server setting in the Network menu or the serial command interface.



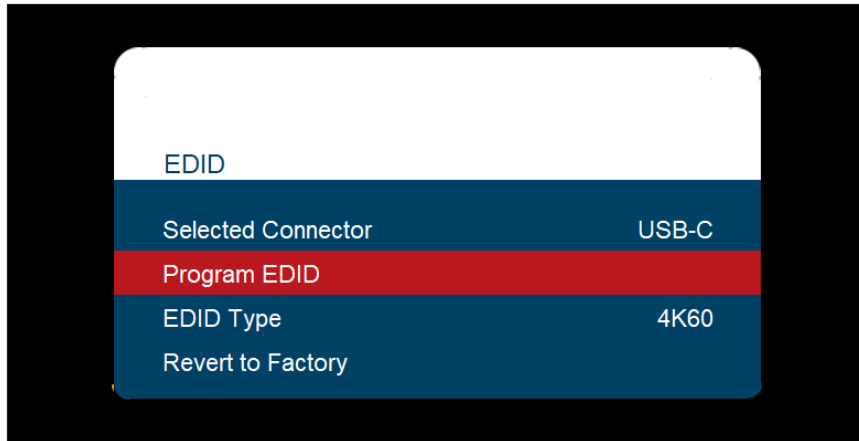
Set Event 1~Event 10

- **Event Enabled:** Turns on the event. If disabled, the settings are saved so that the event can be re-enabled.
- **Frequency:** The frequency of the event. Options are Daily, Weekly, Weekdays, Weekends.
- **Action:** The action to take for the event. Options are Turn On, Turn Off, Recall, Panel Brightness.
 - **Note:** The Turn On action will not work if the **Power Down Mode** setting is set to **Standby Mode**. To allow the Turn On action to occur, set **Power Down Mode** to **Networked Standby Mode** or **Fast Startup**.
- **Data:** The preset to recall when the Action is set to Recall, or the backlight setting when the Action is set to Panel Brightness.

EDID Submenu

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

Note: Optional EDID fields, such as serial number, may not be included.



Selected Connector

- Set which connector is used.
- **Options:** USB-C, DP 1, DP 2, HDMI 1, HDMI 2

Program EDID

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

EDID Type

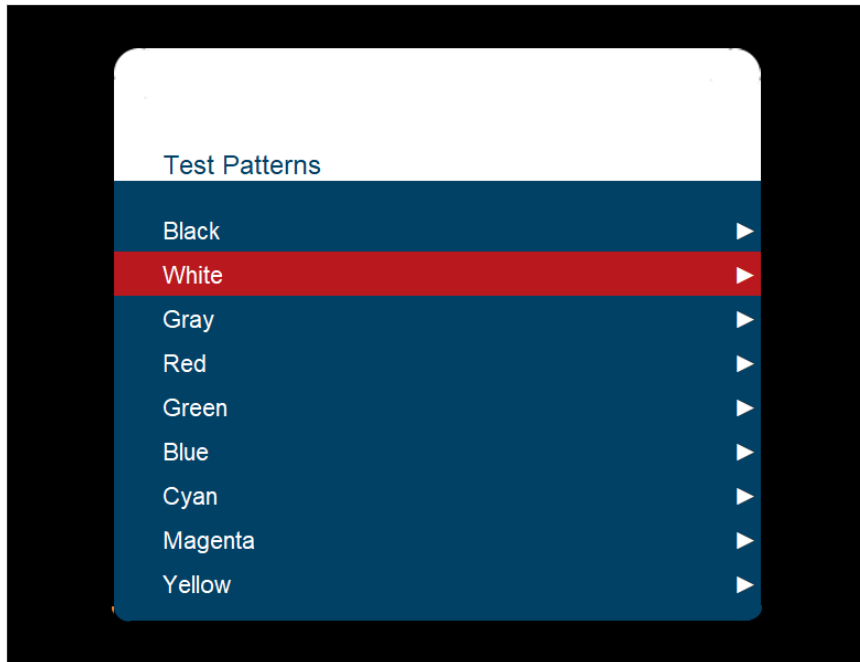
- Set the EDID type to determine the base EDID used for the current connector:
- 4K60 selects an EDID format compliant with HDMI 2.0 and DP 1.2
- 4K30 selects an EDID format compliant with HDMI 1.4b and DP 1.1
- 1080P selects an EDID format compliant with HDMI 1.3 and DP 1.1
- **Options:** 4K60, 4K30, 1080P

Revert to Factory

- Reset the EDID type and timings to the default values for the selected connector.

Test Patterns Submenu

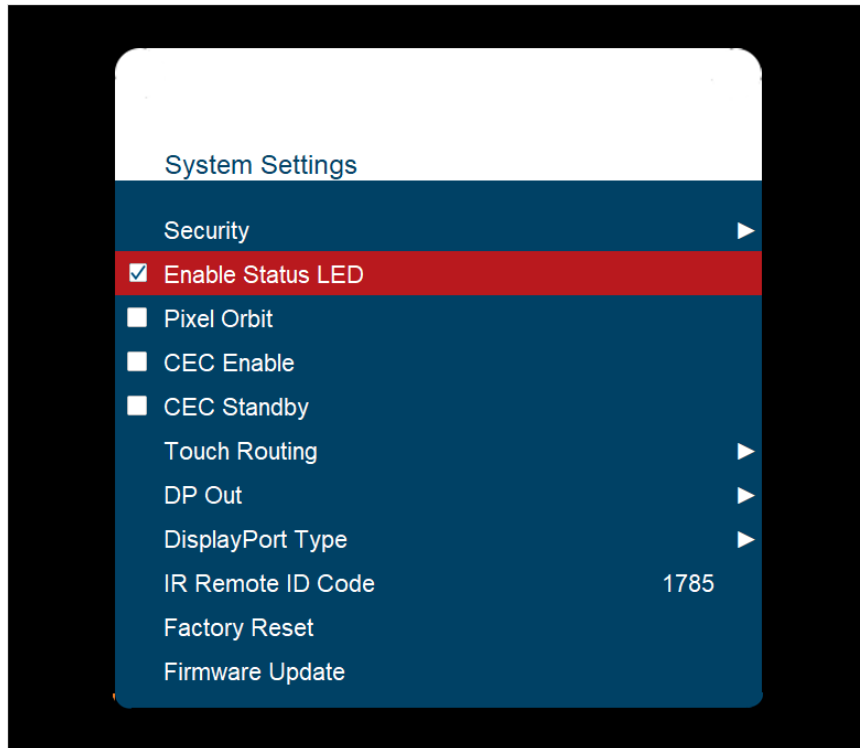
This menu selects a test pattern to show on the display for diagnostic purposes.



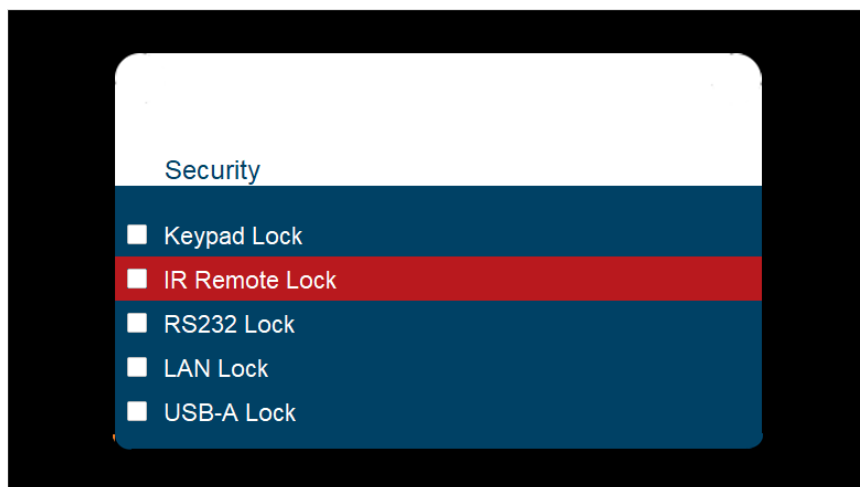
Test Patterns

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

System Settings Submenu



Security



- Keypad Lock: When enabled, locks keypad.
- IR Remote Lock: When enabled, locks IR Remote.
- RS232 Lock: When enabled, RS232 communication is disabled.
- LAN Lock: When enabled, LAN communication is disabled.
- USB-A Lock: When enabled, USB-A port is disabled.
- **Note:** To unlock the IR Remote, press the following keys: UP, UP, RIGHT, LEFT, DOWN.
- **Note:** To unlock the keypad, press the following keys: UP, UP, VOL-, VOL+, DOWN.

Enable Status LED

- When enabled, the status LEDs on the back of the display behave as indicated on page 24. When disabled, the status LEDs are always turned off.
- **Options:** Disable, Enable; **Default:** Enable

Pixel Orbit

- Create slight frame motion to help avoid image retention.
- **Options:** Enable, Disable; **Default:** Disable

CEC Enable

- Enables HDMI-CEC (Consumer Electronics Control) with compatible external devices.
- **Options:** On, Off; **Default:** Off

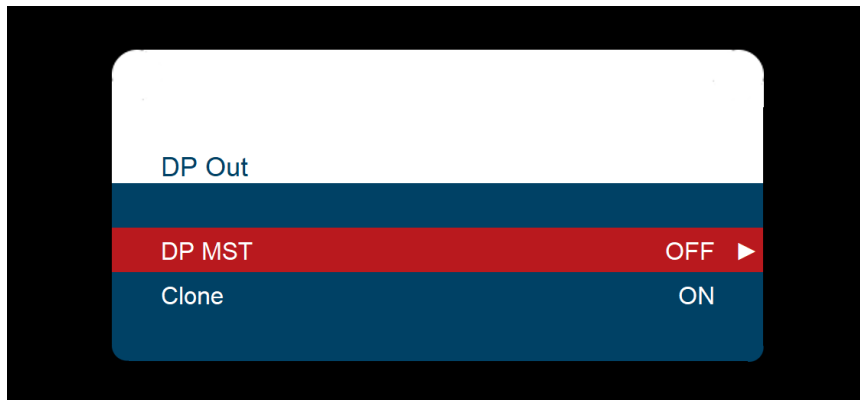
CEC Standby

- Enables compatible external HDMI devices to put this display into standby with the HDMI-CEC command Standby.
- **Options:** On, Off; **Default:** Off
- **Note:** The HDMI CEC setting must be set to On for the Standby CEC command to work.

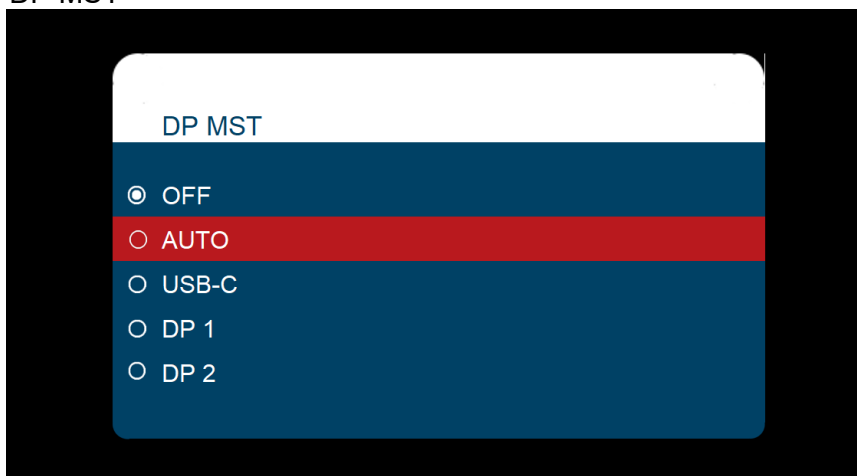
The CEC commands listed in the tables below are implemented:

Command	Value
Image View On	0x04
Text View On	0x0D
Standby	0x36
User Control Pressed	0x44
Routing Change	0x80
Active Source	0x82
Give Physical Address	0x83
Report Physical Address	0x84
Request Active Source	0x85
Give Device Power Status	0x8F
Report Power Status	0x90
Inactive Source	0x9D
CEC Version	0x9E
Get CEC Version	0x9F
Give Features	0xA5
Report Features	0xA6

DP Out

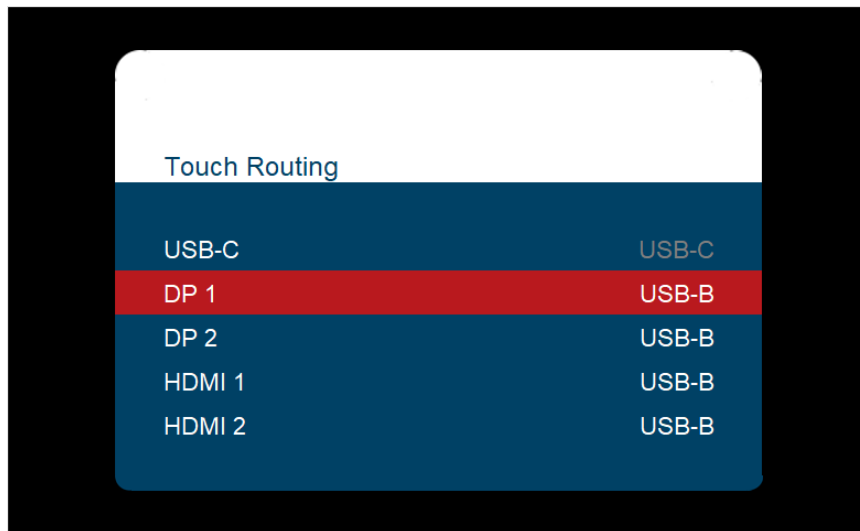


- Configures the behavior of the DP Out port.
 - DP MST



- Selects the input to enable support for DisplayPort Multi-Stream Transport, allowing daisy-chaining of displays. AUTO will apply to the input that is currently on screen. This setting takes priority over the Clone setting.
 - **Options:** Off, Auto, USB-C, DP 1, DP 2; **Default:** Off
 - Clone
 - Duplicate the input on screen to DP Out port.
 - **Options:** Off, On; **Default:** On

Touch Routing (only applicable to touch models)

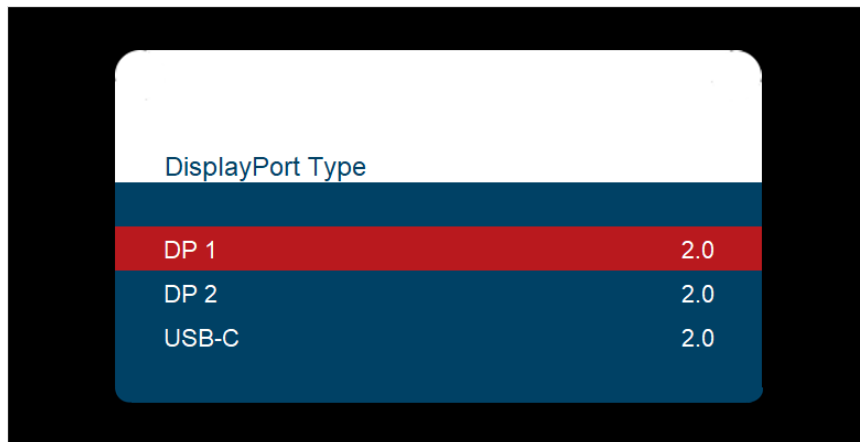


The screenshot shows a 'Touch Routing' menu with a list of input sources and their assigned USB ports. The 'DP 1' row is highlighted in red.

Touch Routing	
USB-C	USB-C
DP 1	USB-B
DP 2	USB-B
HDMI 1	USB-B
HDMI 2	USB-B

- Selects which USB port to control touch for each input source.
- **Note:** USB-C video input can only use USB-C for touch control.
- **Options:** USB-B, USB-C
- **Defaults:**
 - USB-C: USB-C
 - DP 1: USB-B
 - DP 2: USB-B
 - HDMI 1: USB-B
 - HDMI 2: USB-B

DisplayPort Type



DisplayPort Type	
DP 1	2.0
DP 2	2.0
USB-C	2.0

- Set the version of DisplayPort that is used by the system for each port.
- **Options:** 1.2, 1.4, 2.0; **Default:** 2.0

IR Remote ID Code

- Selects the IR remote code set accepted by the display.
- **Options:** 00000-65535; **Default:** 01785

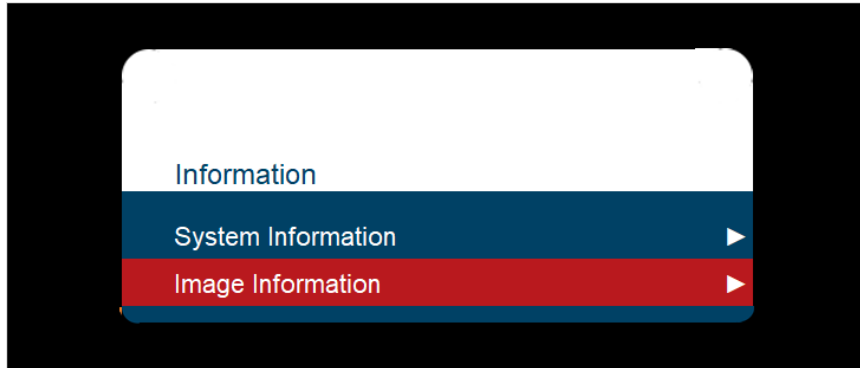
Factory Reset

- Return the saved settings in a system to their factory defaults.
- **Note:** A power cycle is required to complete the reset process.

Firmware Update

- Update the firmware for the display. Refer to the instructions on the firmware release package for more information.

17.5 Information Menu



System Information Submenu

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

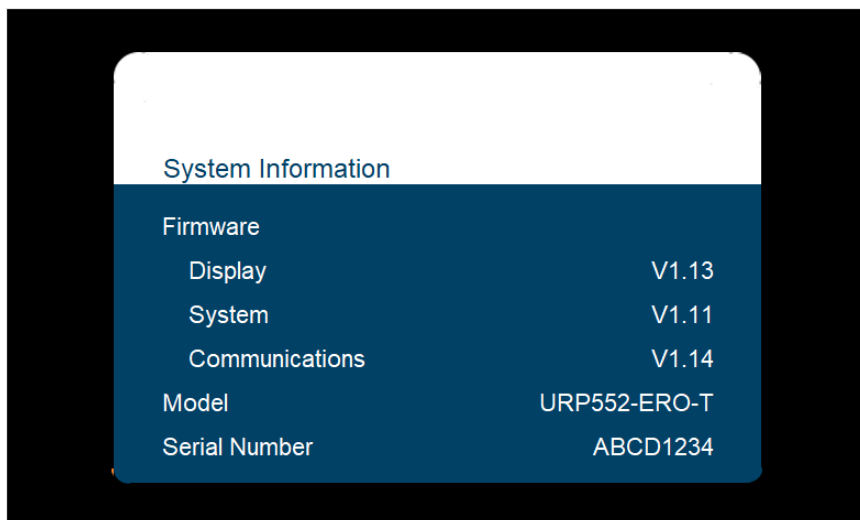
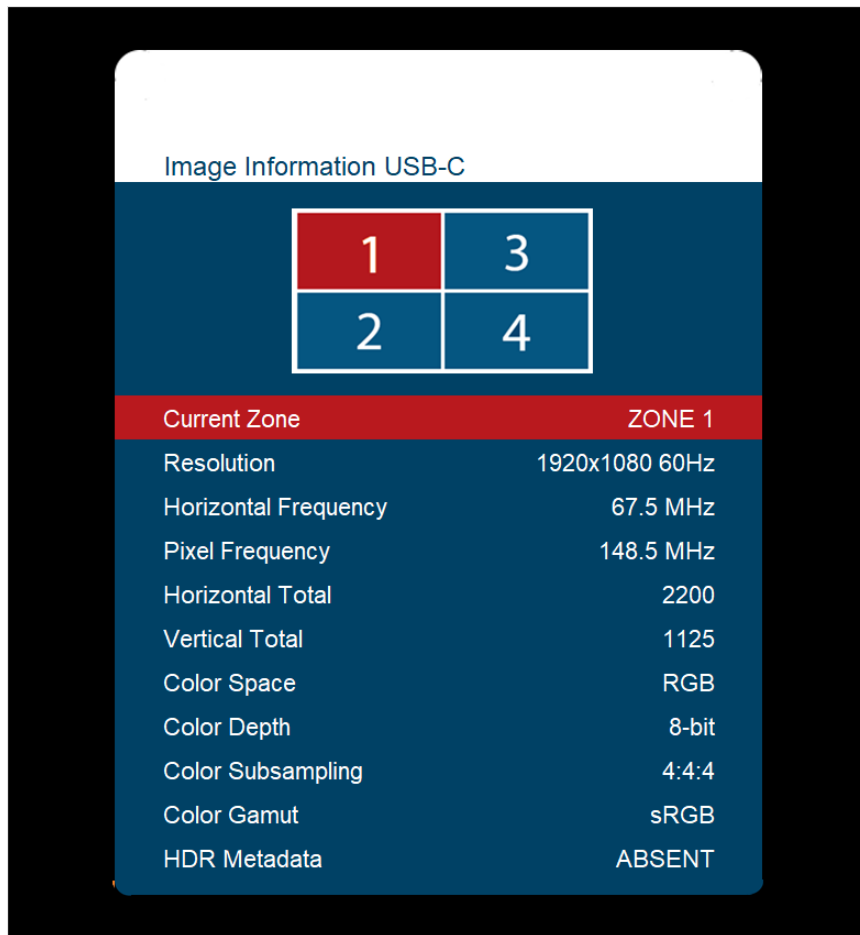


Image Information Submenu

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



18. Using the Touch Screen

You can use the touch screen to control your Windows, Mac or Linux operating system. The Planar UltraRes P Series is HID compliant, delivering up to 50 points of touch on both Windows and Linux without a driver. Single touch only is supported for Mac operating systems. To achieve more than single touch Mac support, drivers will need to be installed, which can be found on <http://www.planar.com/support>.

Note: Ensure that you have installed the USB cable on the display to a computer.

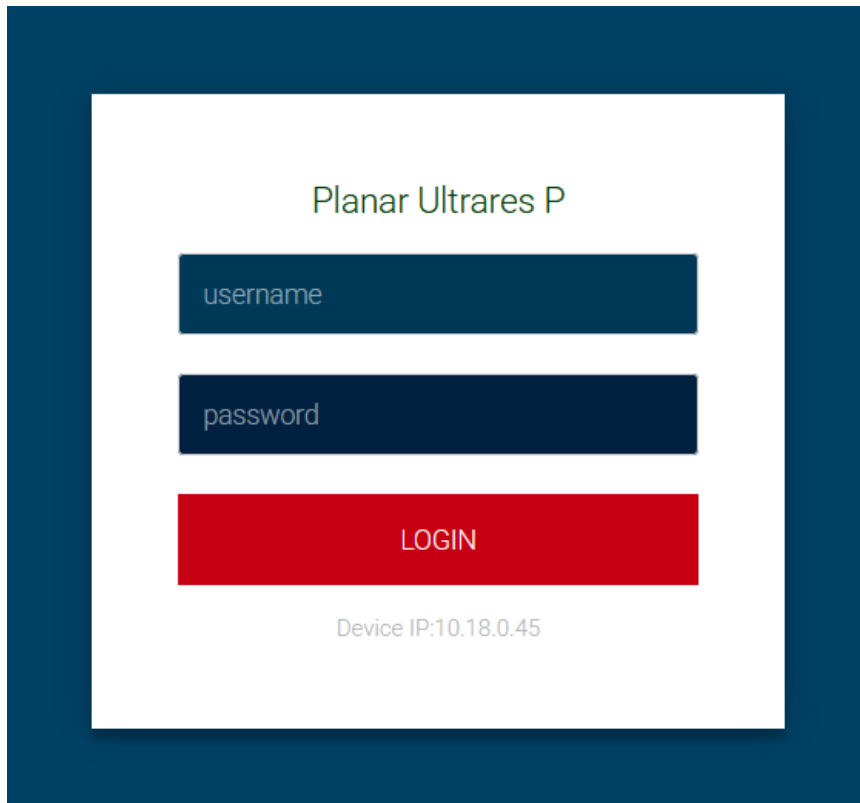
Planar UltraRes P Series Remote Monitoring Software

Planar UltraRes P Series Remote Monitoring is a software tool that displays information about the display via a web browser. It is also used to configure email alerts.

19. Login

Launch a web browser. Enter the IP address, shown in the Network submenu.

The default username is **Admin**. The default password is the serial number, which can be viewed in the System Information submenu. Once logged in, a Change Password page will open asking for a new password to be set. The password must be changed to access the Remote Monitoring Software.



Planar Ultrares P

username

password

LOGIN

Device IP:10.18.0.45

PLANAR®

Change Password

Login Setup

New Username (Max:15)

admin

New Password (Max:15)

Confirm New Password(Max:15)

Apply Changes

20. Information

This page shows the serial number, model number and firmware version.

PLANAR

Information

UltraRes P Network SMTP Control Logout

Display S/N	Display Model	Firmware Version	Notices
URP752TAX25020001	URP752	V1.13	View Details

21. Network

This page allows for changing the network configuration and changing the login username and password.

PLANAR Network

UltraRes P  Information SMTP Control Logout

Network Setup

Enable DHCP
☒ On ☐ Off
Mac Address:

IP Address

Subnet Mask

Default Gateway

Primary DNS

Apply Changes

Login Setup

New Username (Max:15)

New Password (Max:15)

Confirm New Password(Max:15)

Apply Changes

22. SMTP

This page allows configuration of SMTP and email alerts.

PLANAR SMTP

UltraRes P [Information](#) [Network](#) [Control](#) [Logout](#)

SMTP Setup

Enable SMTP

☐ On ☒ Off

SMTP Port:

465

SMTP Server Address (Max 60 chars):

smtp.xxx.yyy

SMTP Connection Encryption

☒ NONE ☐ TLS ☐ STARTTLS

SMTP Authentication

☒ NONE ☐ AUTO ☐ PLAIN ☐ LOGIN

Username (Max 100 chars):

username

Password (Max 30 chars):

Mail To (Max 100 chars):

xxx@yyyy.zzz

Mail From (Max 60 chars):

xxx@yyyy.zzz

Apply Changes

E-Mail Alert Setup

Power Status Alert

☐ On ☒ Off

Subject (Max 40 chars)

Power Status Change Alert

Message Body (Max 80 chars)

Power Status Change Alert

Source Status Alert

☐ On ☒ Off

Subject (Max 40 chars)

Source Status Change Alert

Message Body (Max 80 chars)

Source Status Change Alert

Signal Lost Alert

☐ On ☒ Off

Subject (Max 40 chars)

Signal Lost Alert

Message Body (Max 80 chars)

Signal Lost Alert

Apply Changes

Test

Send Test E-Mail

23. Control

This page allows you to configure how to send serial commands over the network to the display. Only one connection type can be active at a time.

Options: Disabled, Telnet, SSH; **Default:** Disabled

PLANAR[®]

Control

UltraRes P  Information Network SMTP Logout

Control Setup

Connection Type

☐ Disabled ☒ Telnet ☐ SSH

SSH Port:

Username (Max 30 chars):

Password (Max 30 chars):

Idle Session Timeout (1~255 minutes):

Apply Changes

External Control

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

- Using a serial link to send ASCII commands and to receive responses to those commands. The same set of commands can be sent over RS-232 or TCP. See the Planar UltraRes P Series Serial Commands User Manual for more information. Connections over the network may need to be configured first in the web browser. See "Planar UltraRes P Series Remote Monitoring Software" on page 60.
- Using discrete infrared (IR) codes to program a third-party remote control. See "IR Command Protocol" on page 27.
- Using HDMI-CEC with compatible devices. See "CEC" on page 53.

Signal Compatibility

Signal Type	Resolution	Frame Rate (Hz)	Line Rate (kHz)	Pixel Rate (MHz)	USB-C	DP 1-2	HDMI 1-2	References
PC	640x480	59.94	31.469	25.175	x	x	x	VESA DMT, CEA-861-F Format 1
	640x480	72.809	37.861	31.5	x	x	x	VESA DMT
	640x480	75	37.5	31.5	x	x	x	VESA DMT
	640x480	85.008	43.269	36	x	x	x	VESA DMT
	800x600	60.317	37.879	40	x	x	x	VESA DMT
	800x600	72.188	48.077	50	x	x	x	VESA DMT
	800x600	75	46.875	49.5	x	x	x	VESA DMT
	800x600	85.061	53.674	56.25	x	x	x	VESA DMT
	848x480	59.659	29.83	31.5	x	x	x	VESA CVT
	848x480	74.769	37.684	41	x	x	x	VESA CVT
	848x480	84.751	42.969	46.75	x	x	x	VESA CVT
	1024x768	60.004	48.363	65	x	x	x	VESA DMT
	1024x768	70.069	56.476	75	x	x	x	VESA DMT
	1024x768	75.029	60.023	78.75	x	x	x	VESA DMT
	1024x768	84.997	68.677	94.5	x	x	x	VESA DMT
	1152x864	70.012	63.851	94.5	x	x	x	VESA DMT
	1152x864	75	67.5	108	x	x	x	VESA DMT
	1152x864	84.999	77.094	121.5	x	x	x	VESA DMT
	1280x768	49.929	39.593	65.25	x	x	x	VESA CVT
	1280x768	59.995	47.396	68.25	x	x	x	VESA CVT-R
	1280x768	59.87	47.776	79.5	x	x	x	VESA CVT
	1280x768	74.893	60.289	102.25	x	x	x	VESA CVT

Signal Type	Resolution	Frame Rate (Hz)	Line Rate (kHz)	Pixel Rate (MHz)	USB-C	DP 1-2	HDMI 1-2	References
PC	1280x768	84.837	68.633	117.5	x	x	x	VESA CVT
	1280x960	60	60	108	x	x	x	VESA DMT
	1280x960	75	75	126	x	x	x	VESA DMT
	1280x960	85.002	85.938	148.5	x	x	x	VESA DMT
	1280x1024	60.02	63.981	108	x	x	x	VESA DMT
	1280x1024	75.025	79.976	135	x	x	x	VESA DMT
	1280x1024	85.024	91.146	157.5	x	x	x	VESA DMT
	1366x768	59.79	47.712	85.5	x	x	x	VESA DMT
	1400x1050	49.965	54.113	100	x	x	x	VESA CVT
	1400x1050	59.948	64.744	101	x	x	x	VESA CVT-R
	1400x1050	59.978	65.317	121.75	x	x	x	VESA CVT
	1400x1050	74.867	82.278	156	x	x	x	VESA CVT
	1600x1200	60	75	162	x	x	x	VESA DMT
	1920x1080	49.929	55.621	141.5	x	x	x	VESA CVT
	1920x1080	59.963	67.158	173	x	x	x	VESA CVT
	1920x1080	59.95	66.587	138.5	x	x	x	VESA CVT-R
	1920x1200	49.932	61.816	158.25	x	x	x	VESA CVT
	1920x1200	59.95	74.038	154	x	x	x	VESA CVT-R
	1680x1050	49.974	54.121	119.5	x	x	x	VESA CVT
	1680x1050	59.954	65.29	146.25	x	x	x	VESA CVT
	1920x2160	60	135	297	x	x	x	CEA-861-F, VIC 16, with vertical parameters doubled
	1920x2160	59.988	133.293	277.25	x	x	x	VESA CVT-R
	2560x1440	59.951	88.787	241.5	x	x	x	VESA CVT-R
	2560x1600	59.972	98.713	268.5	x	x	x	VESA CVT-R

Signal Type	Resolution	Frame Rate (Hz)	Line Rate (kHz)	Pixel Rate (MHz)	USB-C	DP 1-2	HDMI 1-2	References
PC	3840x2160	23.999	52.438	209.75	x	x	x	VESA CVT-R
	3840x2160	29.981	65.688	262.75	x	x	x	VESA CVT-R
	3840x2160	49.977	110.5	442	x	x	x	VESA CVT-R
	3840x2160	59.997	133.313	533.25	x	x	x	VESA CVT-R
Apple Mac	640x480	66.59			x	x	x	
	832x624	75.087	49.107	55	x	x	x	
	1024x768	59.278	48.193	64	x	x	x	
	1024x768	74.927	60.241	80	x	x	x	
	1152x870	75.062	68.681	100	x	x	x	
EDTV	480p	60	31.469	27	x	x	x	ITU-R BT.1358, CEA-861-F Format 17 & 18
	576p	50	31.25	27	x	x	x	SMPTE 125M, CEA-861-F Format 6 & 7
HDTV	720p	50	37.5	74.25	x	x	x	SMPTE 296M, CEA-861-F Format 19
	720p	60	45	74.25	x	x	x	SMPTE 296M, CEA-861-F Format 4
	1080p	24	27	74.25	x	x	x	SMPTE 274M, CEA-861-F Format 32
HDTV	1080p	25	28.125	74.25	x	x	x	SMPTE 274M, CEA-861-F Format 33
	1080p	30	33.75	74.25	x	x	x	SMPTE 274M, CEA-861-F Format 34
	1080p	50	56.25	148.5	x	x	x	SMPTE 274M, CEA-861-F Format 31
	1080p	60	67.5	148.5	x	x	x	SMPTE 274M, CEA-861-F Format 16
UHDTV	3840x2160	24	54	297	x	x	x	CEA-861-F Format 93, HDMI 1.4b VIC 1
	3840x2160	25	56.25	297	x	x	x	CEA-861-F Format 94, HDMI 1.4b VIC 2
	3840x2160	30	67.5	297	x	x	x	CEA-861-F Format 95, HDMI 1.4b VIC 3
	3840x2160	50	56.25	297			x	CEA-861-F Format 96, 4:2:0 sub-sampling
	3840x2160	50	112.5	594	x	x	x	CEA-861-F Format 96
	3840x2160	60	67.5	297			x	CEA-861-F Format 97, 4:2:0 sub-sampling

Signal Type	Resolution	Frame Rate (Hz)	Line Rate (kHz)	Pixel Rate (MHz)	USB-C	DP 1-2	HDMI 1-2	References
UHDTV	3840x2160	60	135	594	x	x	x	CEA-861-F Format 97
	4096x2160	24	54	297	x	x	x	CEA-861-F Format 98
	4096x2160	25	56.25	297	x	x	x	CEA-861-F Format 99
	4096x2160	30	67.5	297	x	x	x	CEA-861-F Format 100

Color Subsampling Report

Video Timing	Input	RGB 4:4:4 Supported	YUV 4:4:4 Supported	YUV 4:2:2 Supported	YUV 4:2:0 Supported
4K @ 50/60 Hz	USB-C	X	X	X	
4K @ 50/60 Hz	DP 1-2	X	X	X	
4K @ 50/60 Hz	HDMI 1-2	X	X	X	X
All Other Supported Timings	Any	X	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 calculated by increasing the default backlight value of 70 to 100, and multiplying the wattage by approximately 1.33. The power consumption would increase above these specified values if multi-source views are introduced, and should be taken into account when estimating power consumption.

Specifications

Item	URP492 URP492-ERO-T	URP552 URP552-ERO-T	URP652 URP652-ERO-T
LCD Panel			
Display Technology	Direct-lit LED LCD		
Resolution	Ultra HD (3840x2160)		
Aspect Ratio	16:9		
Screen Size	49"	55"	65"
Orientation	Landscape/Portrait		
Brightness (Typ.)	700 nits		
Contrast Ratio (Typ.)	2400:1	12000:1	10000:1
Viewing Angle (Typ.)	178°		
Response Time (Typ.)	8ms	6.5ms	
Color Gamut	90% NTSC		
Display Color	>1 billion colors. Full 10 bit data path		
Haze (Typ.)	Non-T versions: 25% -T versions: Not applicable		
Connectivity			
Standard Inputs	DisplayPort 2.0 x 2, DisplayPort out x1, HDMI 2.1 x 2 (HDCP 2.2), USB-C x 1, USB-A x1, USB-B (for touch controller)		
HDCP 2.2	Yes		
Audio Output	PC Line Out, S/PDIF		
Control and Monitoring	IR, RS-232, LAN, HDMI-CEC, Keypad, Web Browser Interface		
Mechanical			
Display Dimensions w/Handles	URP492: 43.4" x 24.9 x 2.8" (1102.3mm x 632.3mm x 70.8mm) URP492-ERO-T: 44.1" x 25.9" x 2.9" (1128.2mm x 658.4mm x 73.8mm)	URP552: 48.7" x 27.9" x 2.8" (1237.9mm x 708.7mm x 70.8mm) URP552-ERO-T: 49.8" x 28.9" x 2.9" (1264.0mm x 734.8mm x 73.8mm)	URP652: 57.2" x 32.6" x 3.0" (1452.3mm x 828.0mm x 76.5mm) URP652-ERO-T: 58.8" x 34.2" x 3.1" (1492.5mm x 867.5mm x 78.8mm)
Display Dimensions w/o Handles	URP492: 43.4" x 24.9 x 2.8" (1102.3mm x 632.3mm x 70.8mm) URP492-ERO-T: 44.1" x 25.9" x 2.9" (1128.2mm x 658.4mm x 73.8mm)	URP552: 48.7" x 27.9" x 2.8" (1237.9mm x 708.7mm x 70.8mm) URP552-ERO-T: 49.8" x 28.9" x 2.9" (1264.0mm x 734.8mm x 73.8mm)	URP652: 57.2" x 32.6" x 3.0" (1452.3mm x 828.0mm x 76.5mm) URP652-ERO-T: 58.8" x 34.2" x 3.1" (1492.5mm x 867.5mm x 78.8mm)
Display Edge to Active Area	URP492: 0.5" (12.1mm) URP492-ERO-T: 1.0" (26.1mm)	URP552: 0.5" (12.1mm) URP552-ERO-T: 1.0" (26.1mm)	URP652: 0.4" (10mm) URP652-ERO-T: 1.2" (31mm)

Item	URP492 URP492-ERO-T	URP552 URP552-ERO-T	URP652 URP652-ERO-T
Bezel Width	URP492: 0.5" (12.1mm) URP492-ERO-T: 0.1" (1.8mm)	URP552: 0.5" (12.1mm) URP552-ERO-T: 0.1" (1.8mm)	URP652: 0.4" (10mm) URP652-ERO-T: 0.1" (2mm)
Display Weight	URP492: 46.3 lbs (21.0 kg) URP492-ERO-T: 70.5 lbs (32.0 kg)	URP552: 52.9 lbs (24.0 kg) URP552-ERO-T: 78.3 lbs (35.5 kg)	URP652: 69.4 lbs (31.5 kg) URP652-ERO-T: 83.8 lbs (38.0 kg)
Mounting	VESA: 400mm x 400mm		
Fanless	Yes		
Speakers	10W x 2 built-in		
Usage			
Recommended Usage	Up to 24x7		
Backlight	LED		
Backlight Life (Typ.)	30,000 hours		
Power Source			
USB Power Delivery	USB-C port only, offering up to 90W charging with the following outputs: 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/4.5A		
Power Consumption (Typ.)	95W (standby: <0.5W)	100W (standby: <0.5W)	115W (standby: <0.5W)
Power Consumption Backlight Max (Typ.)*	336W	349W	383W
BTU/hr (Typ.)	95W x 3.42 BTU = 325 BTU/hr	100W x 3.42 BTU = 342 BTU/hr	115W x 3.42 BTU = 393 BTU/hr
Standby Power Consumption	<0.5W		
Input Voltage / Frequency	100-240V; 50/60Hz		
AC Inlet Type	C14		
Environment			
Storage Temperature	Min -4°F ~ Max 140°F (-20°C ~ 60°C)		
Operating Temperature	0° to +40°C (32° to 104°F) up to 5000m		
Humidity	20 - 85% RH (non-condensing)		
Approvals	FCC Class A, CE, cTUVus, RoHS		
ENERGY STAR CERTIFIED	Yes		

* Refer to the Power Consumption section (page 71) for details on how this is calculated.

Item	URP492 URP492-ERO-T	URP552 URP552-ERO-T	URP652 URP652-ERO-T
Touch (-ERO-T models only)			
Protective Glass	Optically-bonded 3mm		
Surface Treatment	Anti-Glare (AG coating)		
Touch Technology	Projected Capacitive: 50 points		
Touch Interface	USB-B, USB-C		
Supporting OS	Windows 11, Mac OSX and Linux		

Item	URP752 URP752-ERO-T	URP862 URP862-ERO-T	URP982 URP982-ERO-T
LCD Panel			
Display Technology	Direct-lit LED LCD		
Resolution	Ultra HD (3840x2160)		
Aspect Ratio	16:9		
Screen Size	75"	86"	98"
Orientation	Landscape/Portrait		
Brightness (Typ.)	700 nits		
Contrast Ratio (Typ.)	11000:1	8000:1	5500:1
Viewing Angle (Typ.)	178°		
Response Time (Typ.)	6.5 ms	8 ms	6.5 ms
Color Gamut	90% NTSC		
Display Color	>1 billion colors. Full 10 bit data path		
Haze (Typ.)	Non-T versions: 25% -T versions: Not applicable		
Connectivity			
Standard Inputs	DisplayPort 2.0 x 2, DisplayPort out x1, HDMI 2.1 x 2 (HDCP 2.2), USB-C x 1, USB-A x1, USB-B (for touch controller)		
HDCP 2.2	Yes		
Audio Output	PC Line Out, S/PDIF		
Control and Monitoring	IR, RS-232, LAN, HDMI-CEC, Keypad, Web Browser Interface		
Mechanical			
Display Dimensions w/Handles	URP752: 65.9" x 37.5" x 3.0" (1674.1mm x 953.7mm x 77.0mm) URP752-ERO-T: 67.6" x 39.2" x 3.1" (1717.6mm x 995.3mm x 78.5mm)	URP862: 75.8" x 43.1" x 3.0" (1925.3mm x 1095.6mm x 77.0mm) URP862-ERO-T: 77.3" x 44.6" x 3.1" (1962.6mm x 1132.9mm x 78.5mm)	URP982: 86.7" x 49.5" x 3.1" (2202.1mm x 1257.6mm x 78.0mm) URP982-ERO-T: 87.8" x 50.6" x 3.1" (2231.0mm x 1286.5mm x 78.8mm)
Display Dimensions w/o Handles	URP752: 65.9" x 37.5" x 3.0" (1674.1mm x 953.7mm x 77.0mm) URP752-ERO-T: 67.6" x 39.2" x 3.1" (1717.6mm x 995.3mm x 78.5mm)	URP862: 75.8" x 43.1" x 3.0" (1925.3mm x 1095.6mm x 77.0mm) URP862-ERO-T: 77.3" x 44.6" x 3.1" (1962.6mm x 1132.9mm x 78.5mm)	URP982: 86.7" x 49.5" x 3.1" (2202.1mm x 1257.6mm x 78.0mm) URP982-ERO-T: 87.8" x 50.6" x 3.1" (2231.0mm x 1286.5mm x 78.8mm)
Display Edge to Active Area	URP752: 0.4" (10mm) URP752-ERO-T: 1.3" (32.7mm)	URP862: 0.6" (14mm) URP862-ERO-T: 1.3" (32.6mm)	URP982: 0.8" (20mm) URP982-ERO-T: 1.4" (34.9mm)
Bezel Width	URP752: 0.4" (11mm) URP752-ERO-T: 0.1" (2mm)	URP862: 0.6" (14mm) URP862-ERO-T: 0.1" (2mm)	URP982: 0.8" (20mm) URP982-ERO-T: 0.1" (2.5mm)

Item	URP752 URP752-ERO-T	URP862 URP862-ERO-T	URP982 URP982-ERO-T
Display Weight	URP752: 108.0 lbs (49.0 kg) URP752-ERO-T: 149.9 lbs (68.0 kg)	URP862: 138.9 lbs (63.0 kg) URP862-ERO-T: 194.0 lbs (88.0 kg)	URP982: 163.1 lbs (74 kg) URP982-ERO-T: 229.3 lbs (104 kg)
Mounting	VESA: 600mm x 400mm	VESA: 800mm x 600mm	VESA: 900mm x 600mm
Fanless	Yes		
Speakers	10W x 2 built-in, 20W x1 woofer		
Usage			
Recommended Usage	Up to 24x7		
Backlight	LED		
Backlight Life (Typ.)	30,000 hours		
Power Source			
USB Power Delivery	USB-C port only, offering up to 90W charging with the following outputs: 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/4.5A		
Power Consumption (Typ.)	145W (standby: <0.5W)	190W (standby: <0.5W)	245W (standby: <0.5W)
Power Consumption Backlight Max (Typ.)*	491W	575W	797W
BTU/hr (Typ.)	145W x 3.42 BTU = 496 BTU/hr	190W x 3.42 BTU = 650 BTU/hr	245W x 3.42 BTU = 838 BTU/hr
Standby Power Consumption	<0.5W		
Input Voltage / Frequency	100-240V; 50/60Hz		
AC Inlet Type	C14		
Environment			
Storage Temperature	Min -4°F ~ Max 140°F (-20 °C ~ 60°C)		
Operating Temperature	0° to +40°C (32° to 104°F) up to 5000m		
Humidity	20 - 85% RH (non-condensing)		
Approvals	FCC Class A, CE, cTUVus, RoHS		
ENERGY STAR CERTIFIED	Yes		

* Refer to the Power Consumption section (page 71) for details on how this is calculated.

Item	URP752 URP752-ERO-T	URP862 URP862-ERO-T	URP982 URP982-ERO-T
Touch (-T models only)			
Protective Glass	Optically-bonded 3mm		
Surface Treatment	Anti-Glare (AG coating)		
Touch Technology	Projected Capacitive: 50 points		
Touch Interface	USB-B, USB-C		
Supporting OS	Windows 11, Mac OSX and Linux		

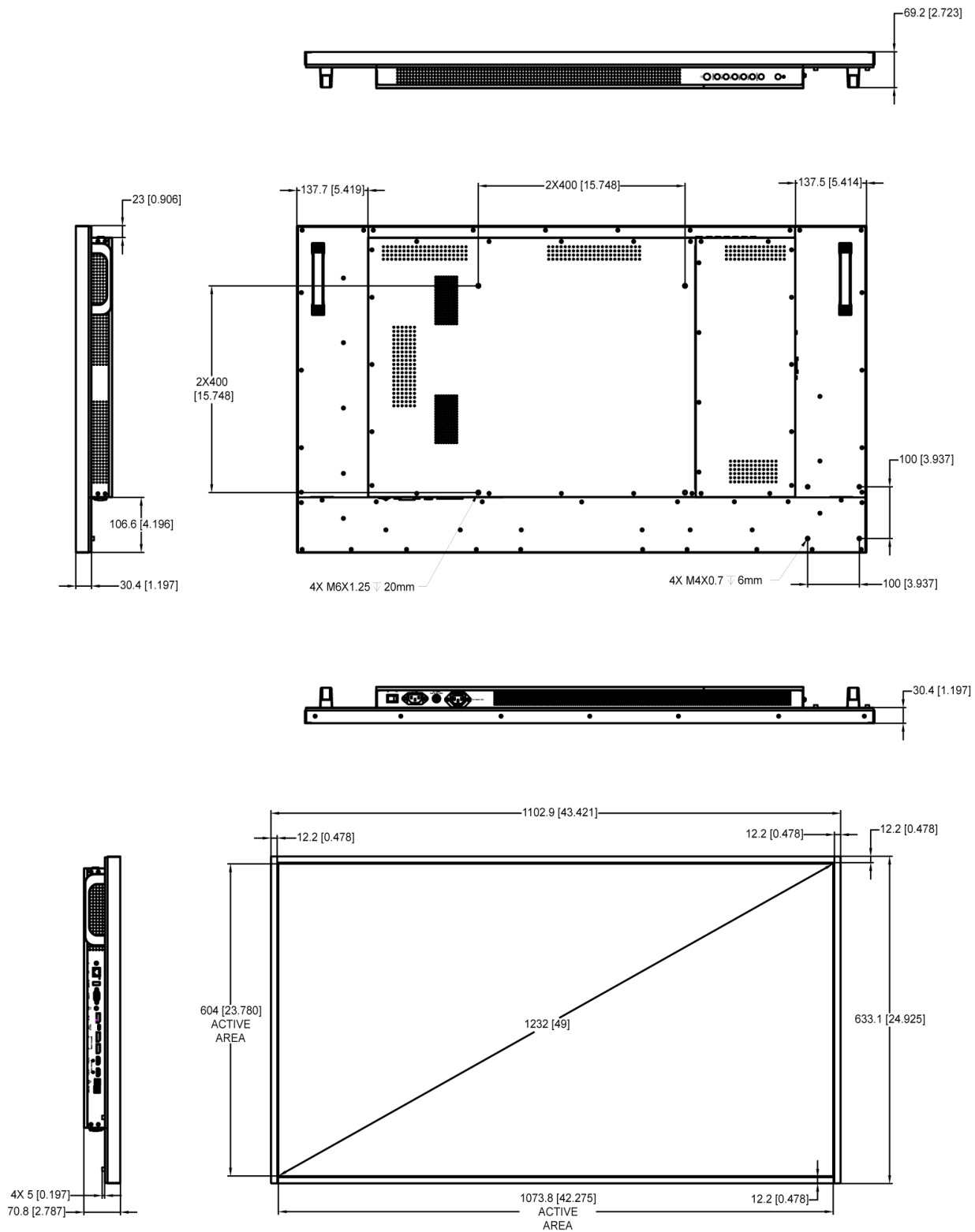
Passive Pen

Item	Specification
Weight	15g (0.5 oz)
Length	154.7mm (6.1in)
Stylus Tips	2 tips, 10mm and 4mm
Tips Active Force	250 ± 50g

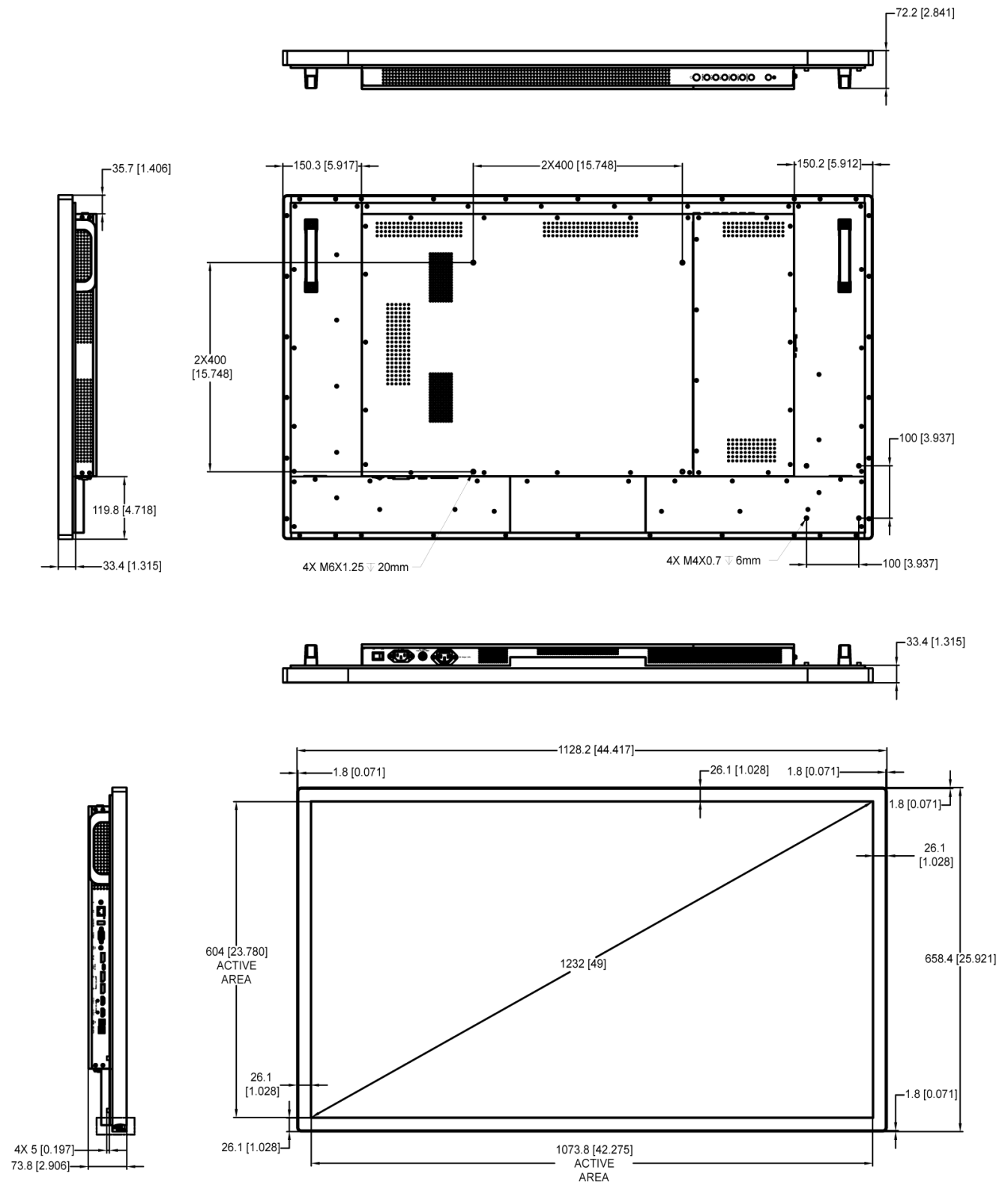


Dimensions

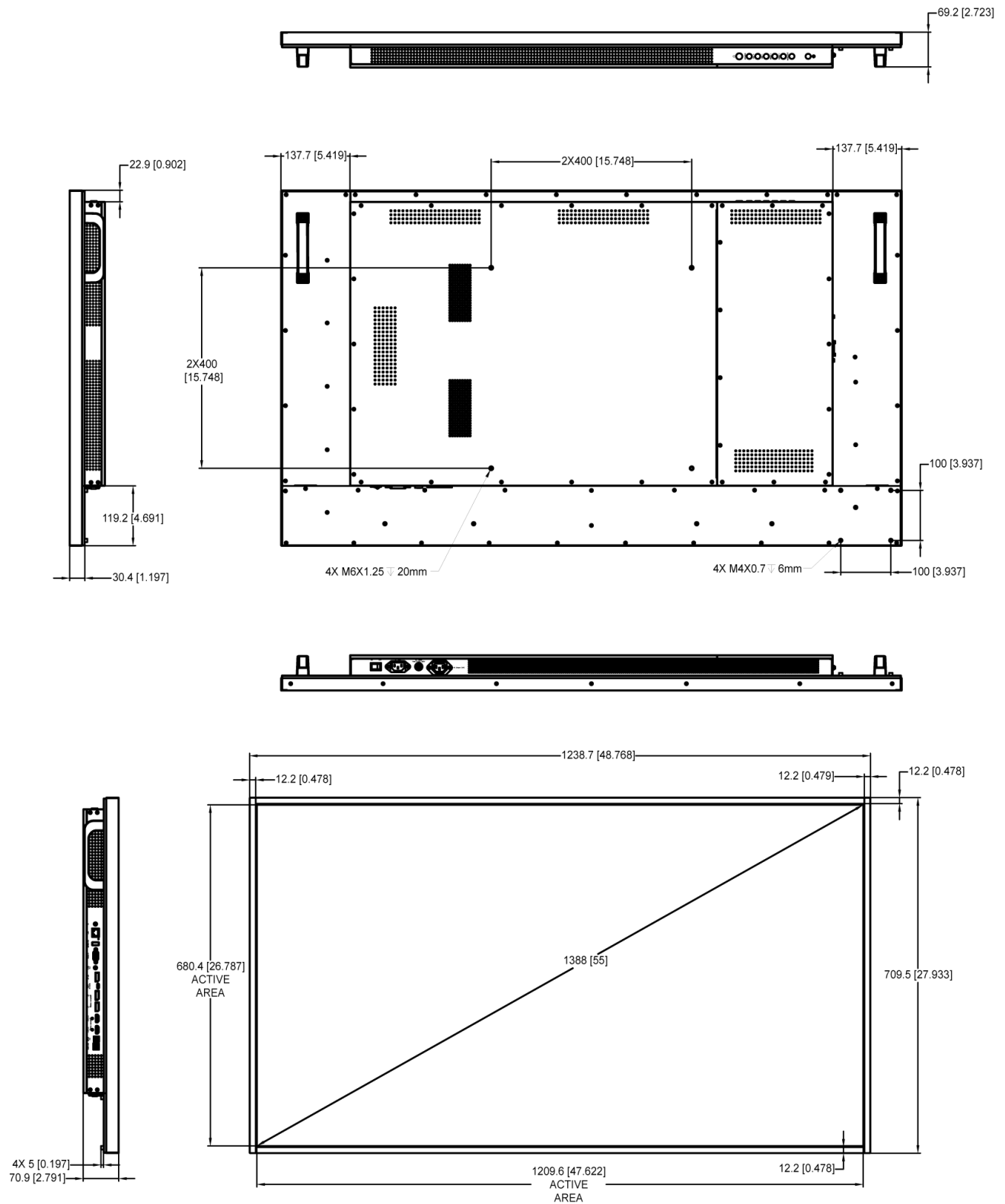
24. URP492



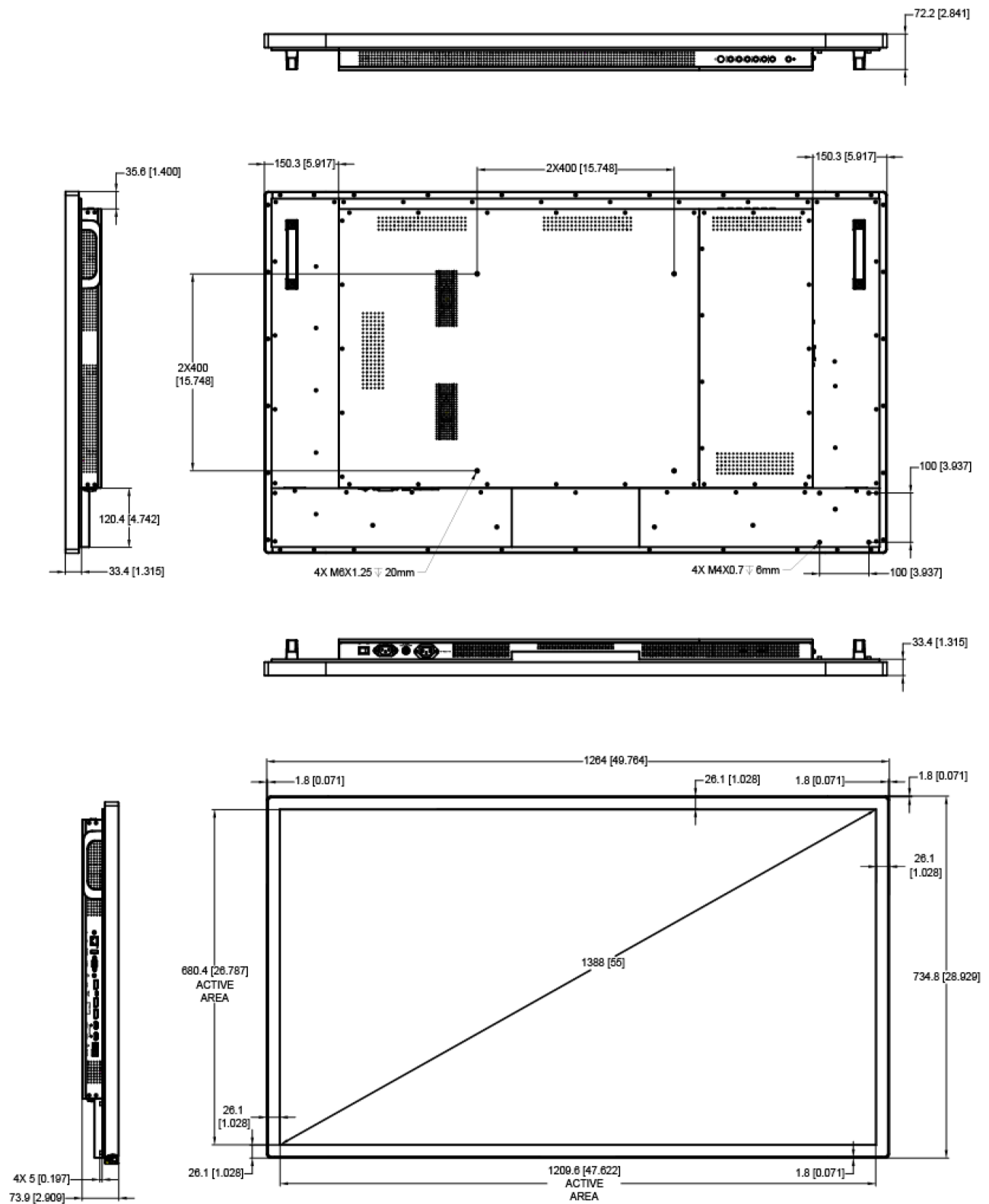
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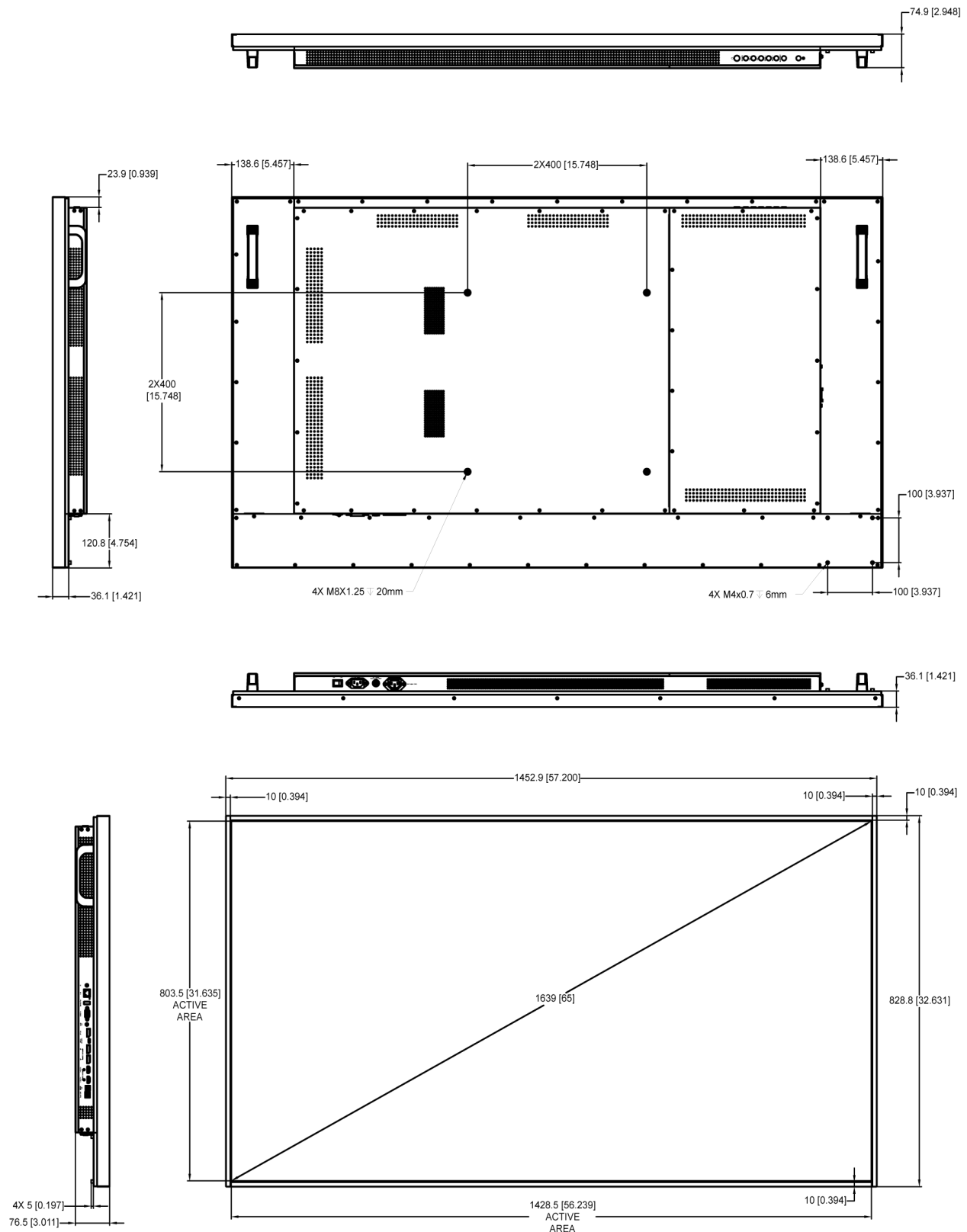
26. URP552



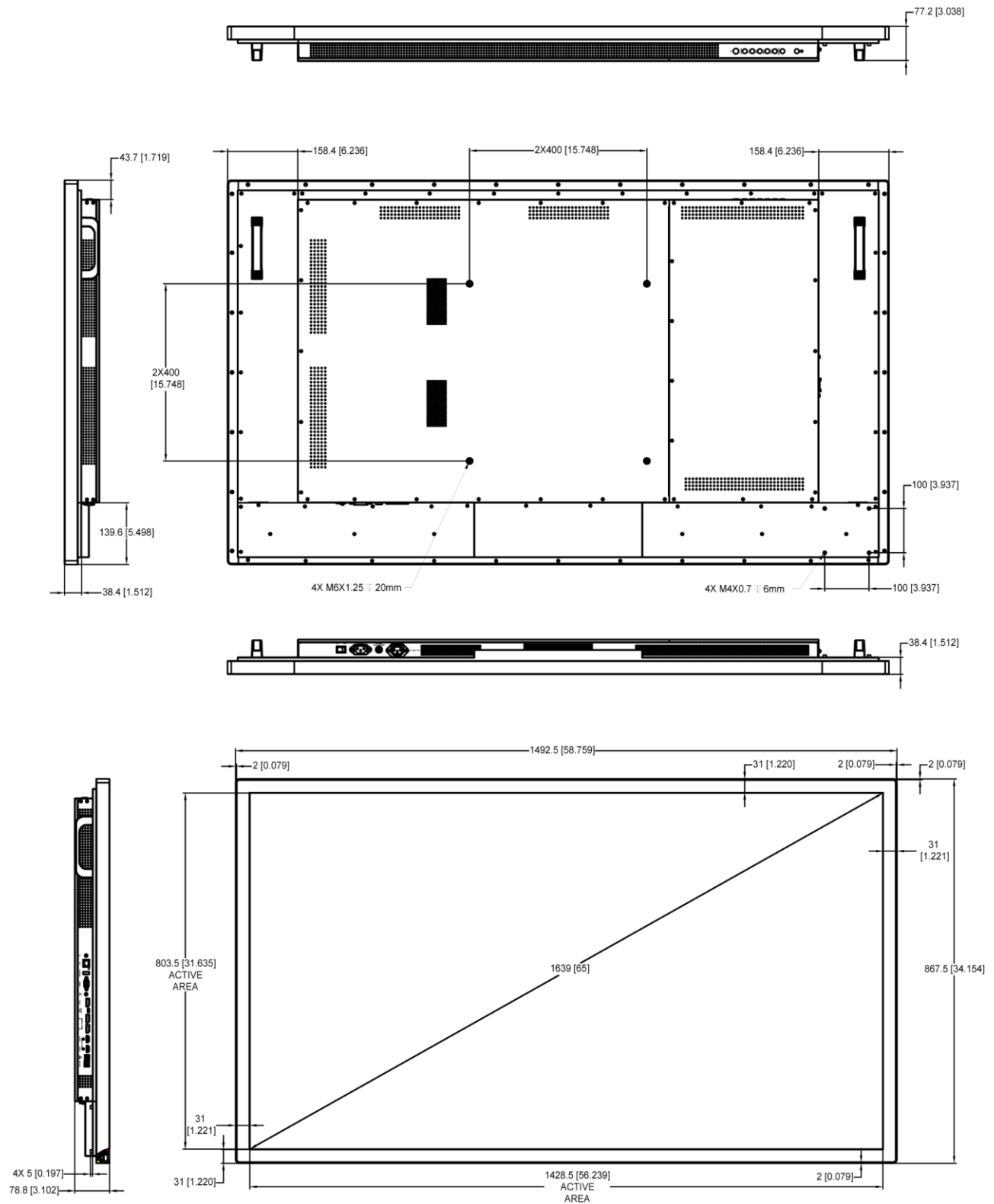
27. URP552-ERO-T



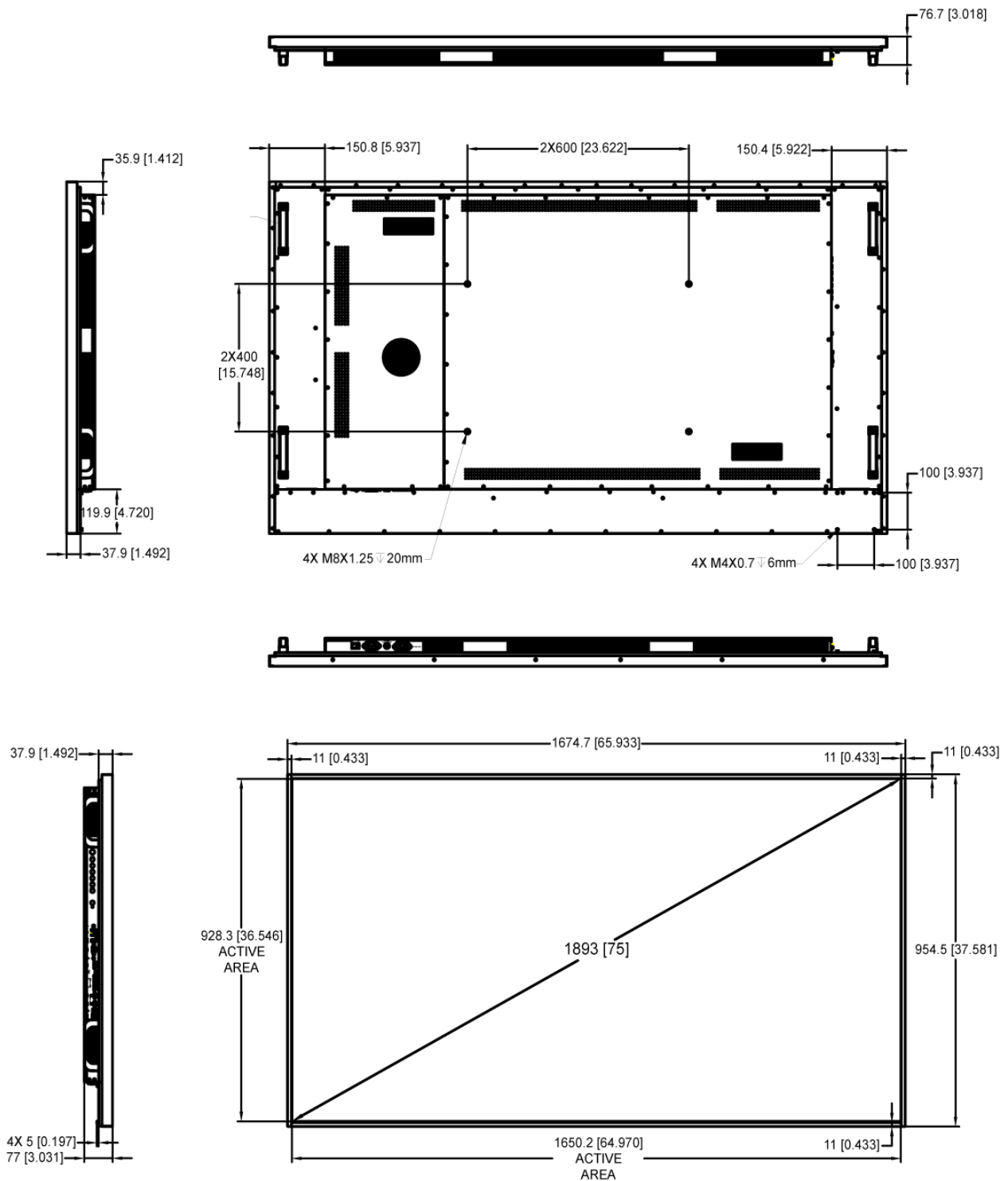
28. URP652



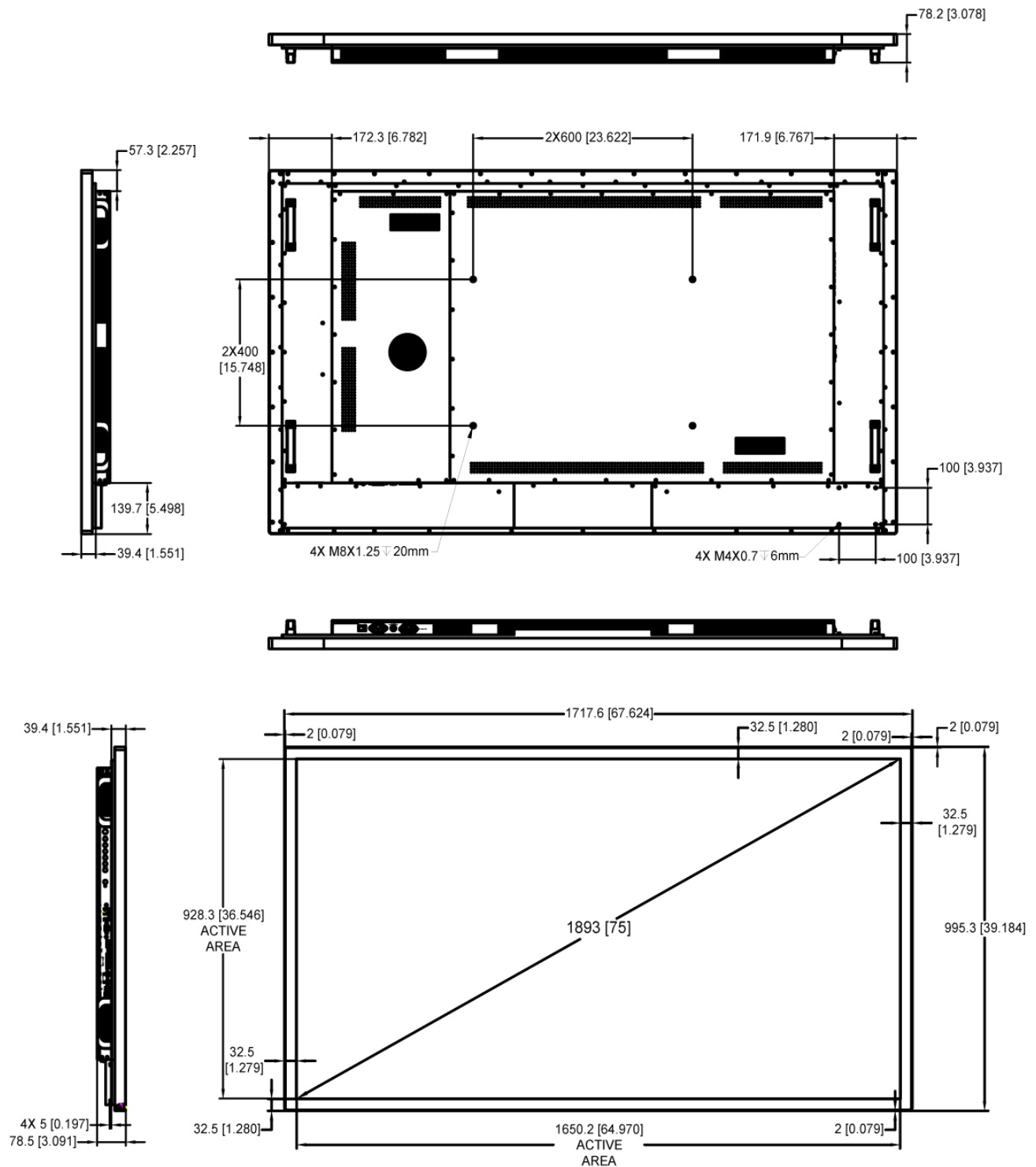
29. URP652-ERO-T



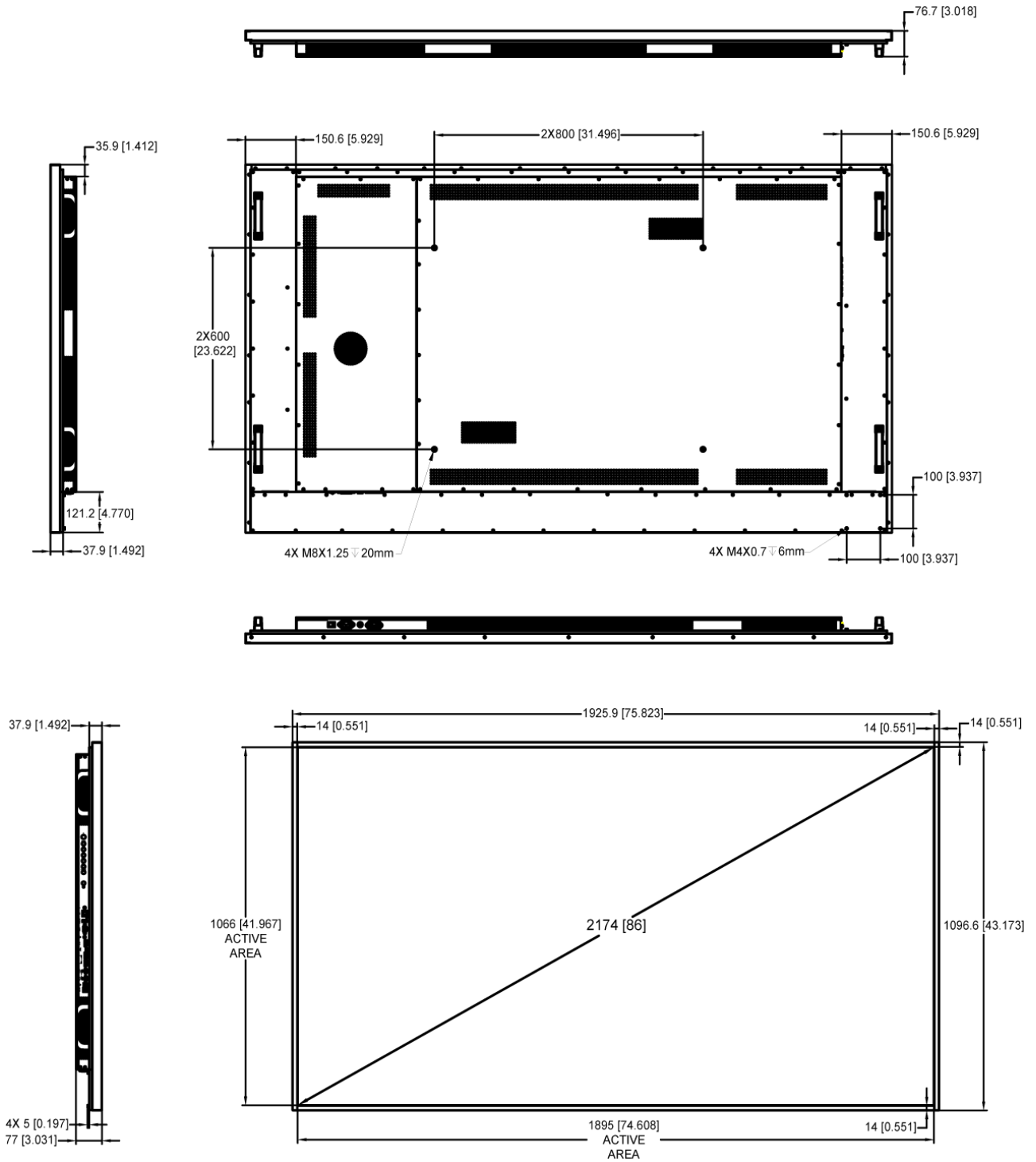
30. URP752



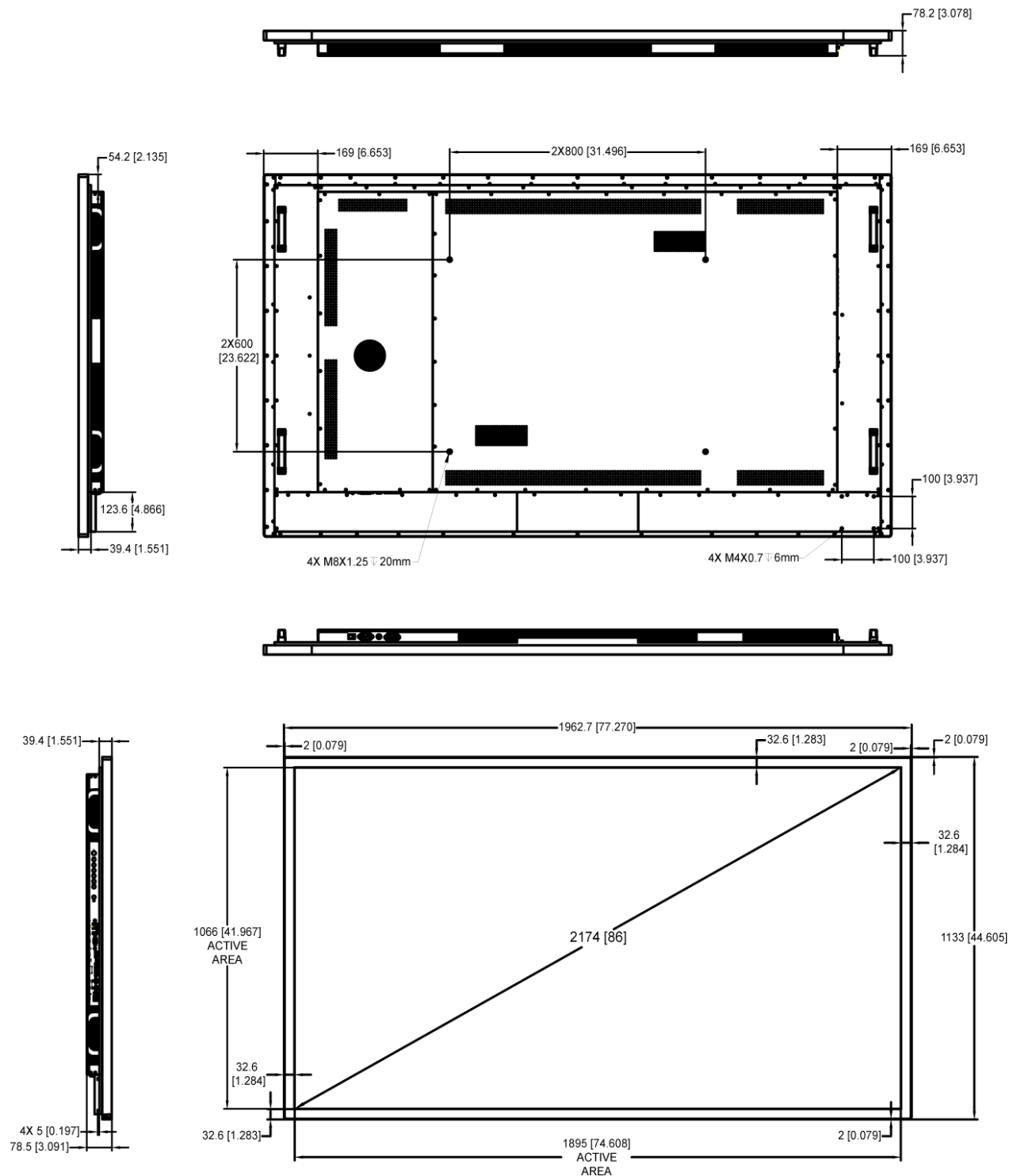
31. URP752-ERO-T



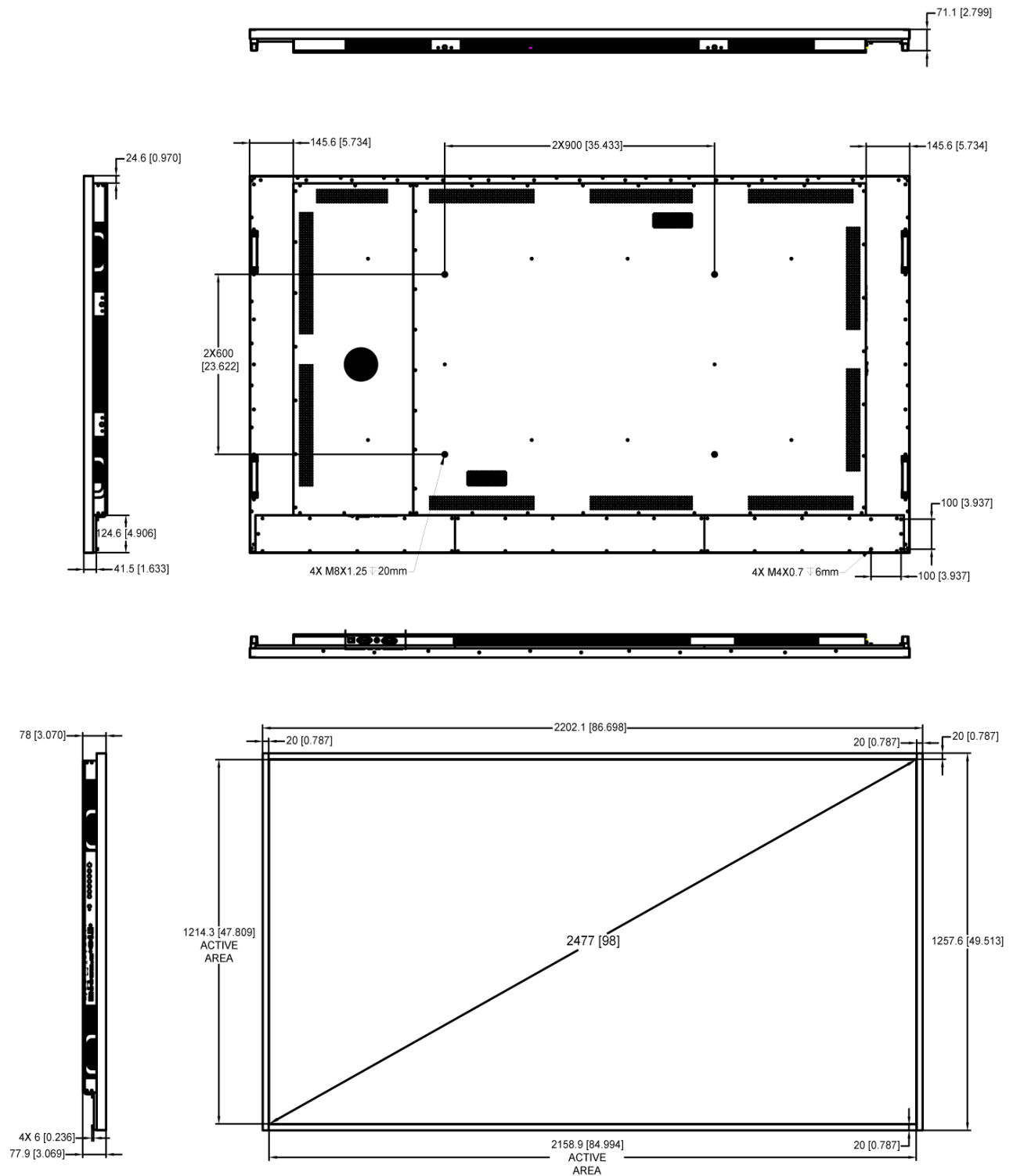
32. URP862



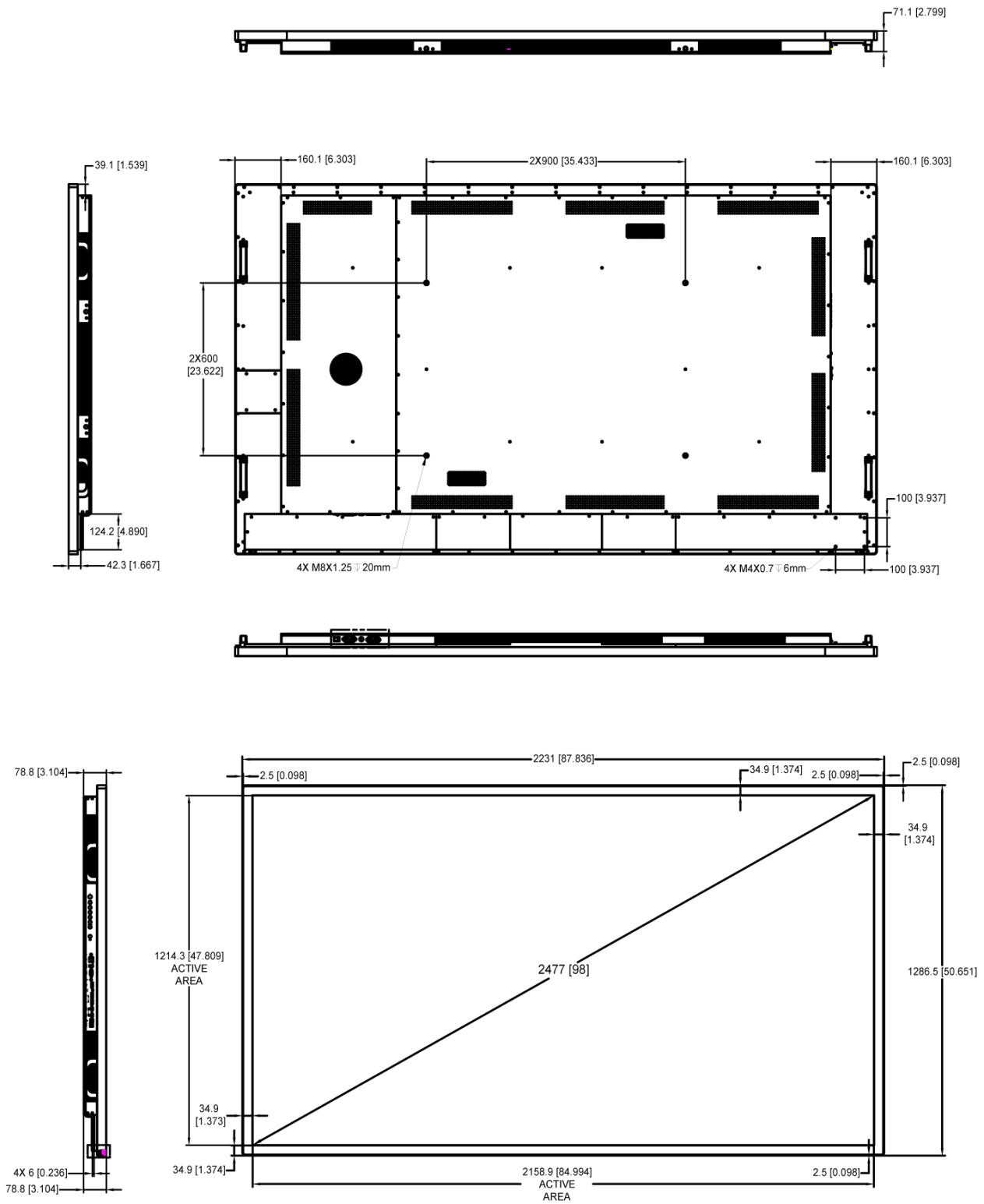
33. URP862-ERO-T



34. URP982



35. URP982-ERO-T



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.

36. Symptoms, Possible Causes and Solutions

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

36.1 Symptom: Display Doesn't Respond to External Control System Solution

Confirm the **Power Down Mode** setting. **Networked standby** or **Fast Startup** are required to enable the use of external control devices. **Standby** disables all external control except IR, allowing the display to be in the lowest power setting. See "Power Down Mode" on page 44.

36.2 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.

36.3 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.



36.4 Symptom: IR Isn't Working Properly

Possible Cause

The IR Remote Code Set on the remote does not match the display.

Solution

Confirm the IR Remote Code ID setting on the display and change the remote to match. See page 32.

Possible Cause

The wired IR module may not be fully connected.

Solution

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

Possible Cause

The wired IR module cable is not being used.

Solution

Make sure that the wired IR module cable is being used.



37. Touch Troubleshooting (touch models only)

37.1 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.

37.2 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.

37.3 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.

37.4 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 44.

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.

37.5 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.

Accessing Planar's Technical Support Website

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

- User Manual
- Serial Commands User Manual
- Outline drawings
- Standard warranties
- Planar support hotline number and email
- Firmware (contact Planar support via email or phone)