

PLANAR

21by9™ Series LCD

81 / 94 / 105
81T / 94T / 105T

User Manual



Copyright ©June 2026 by Planar Systems, Inc.
All rights reserved.

This document may not be copied in any form without permission from Planar. Information in this document is subject to change without notice.

Planar Part Number: 020-1475-

Trademark Credits

Windows™ is a trademark of Microsoft Corp.
Planar utilizes HDMI® standards in this product. The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.
All other companies are trademarks or registered trademarks of their respective companies.

Disclaimer

The information contained in this document is subject to change without notice. Planar Systems, Inc. makes no warranty of any kind with regard to this material. While every precaution has been taken in the preparation of this manual, the Company shall not be liable for errors or omissions contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Warranty and Service Plans

Planar warranty and service plans will help you maximize your investment by providing great support, display uptime, and performance optimization. From post-sale technical support, to a full suite of depot services, our services are performed by trained employees. When you purchase a Planar product, you get more than a display; you get the service and support you need to maximize your investment. To find the latest warranty and service information regarding your Planar product, please visit <http://www.planar.com/support>

Software Update Support

Software update support for cyber security and other product issues is provided at minimum for the same period of time as the product warranty period. To find the latest warranty and service information regarding your Planar product, please visit <http://www.planar.com/support>

RoHS Compliance Statement

The Planar 21by9 Series is fully RoHS compliant.

Part Number: 020-1475-00A

Table Of Contents

Introduction	5
1. Safety Information	5
2. Safety Precautions	6
2.1 Important Safety Instructions	6
2.2 Informations sur la sécurité	7
2.3 Précautions de sécurité	8
2.4 Consignes de sécurité importantes	9
3. Recommended Usage	9
3.1 Burn-In Versus Temporary Image Retention	10
3.2 Warranty Coverage	11
3.3 Important Waste Disposal Information	11
3.4 Normal Usage Guidelines	11
3.5 ENERGY STAR Certified	12
3.6 Cyber Security	12
4. VESA Mounts	13
5. Cleaning the Display	13
Unpacking and Checking Accessories	14
6. Package Contents	14
7. Accessory Kit	14
8. Planar 21by9 Series-Standard Inputs	16
Installing the Display	17
9. Before You Begin	17
9.1 Tools/Equipment List	17
9.2 Other Things You May Need	17
9.3 Plan Your Installation	17
9.4 Prepare Your Installation Location	18
9.5 Cable Length Recommendations	18
10. Mounting	19
10.1 Mounting Display with a VESA Mount	19
Operating the Display	20
11. Main Power Supply	20
12. OSD Keypad	20
13. IR Remote Receiver	21
14. LED Indicators	21
15. Using the Display in Portrait Mode	21
16. Using the Display in Flat or Tilted Orientation	21
17. IR Command Protocol	22
18. IR Remote Basic Functions	23
18.1 Turn the Display On	23
18.2 Turning the Display Off	23
18.3 Adjusting the Volume	23
18.4 Selecting the Input Source	23
18.5 Navigating Through the Menus	23
18.6 Battery Replacement/Installation	24
19. OSD Initial Settings Menu	24
19.1 Initial Configuration/Importing Settings	24
20. Source Menu	30
20.1 Source Options	30
21. Settings	31
21.1 Image	31
21.2 Audio	33
21.3 Source	35
21.4 Presets	37

21.5 Schedule	38
21.6 OSD.....	39
21.7 Power	40
21.8 Backlight.....	42
21.9 System	42
21.10 Game Mode	49
21.11 Information	49
22 PIP/PBP Multi View Feature.....	50
22.1 Entry method.....	50
22.2 Operation of PIP/PBP	50
23 Supported Media Format.....	57
External Control	58
Signal Compatibility	58
Color Subsampling Report.....	61
Power Consumption	62
Specification.....	62
Dimensions	65
24. 21by9 81 Display	65
25. 21by9 81T Display.....	66
26. 21by9 94 Display	67
27. 21by9 94T Display.....	68
28. 21by9 105 Display	69
29. 21by9 105T Display.....	70
Troubleshooting During Installation	71
30. Symptoms, Possible Causes and Solutions	71
30.1 Symptom: Display Doesn't Respond to External Control System.....	71
30.2 Symptom: Can't Get PC to Output 5K @ 24/30/60/100/120 Hz.....	71
30.3 Symptom: IR Isn't Working Properly	72
31. Touch Troubleshooting(Touch Models Only).....	72
31.1 Symptom: Touch Is Not Working	72
31.2 Symptom: Multi Touch and Touch Gestures Are Not Working.....	73
31.3 Symptom: Display Will Not Wake from Standby When Screen Is.....	73
Touched	73
31.4 Symptom: Touch Is Controlling the Wrong Screen	73
Accessing the Planar	74
Technical Support Website	74

Introduction

The Planar® 21by9 Series is a line of 81", 94", 105", 5K resolution (5120 x 2160) LCD displays with over 1000-nit brightness. Designed and warranted for 24x7 usage, the displays offer 5K at 120Hz streaming. The high contrast ratio and 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.

Featuring an elegant design, the Planar 21by9 Series is the ideal display solution for digital signage applications in houses of worship, community colleges, trade schools, retail stores, corporate meeting areas, and home theater.

Designed for commercial installations, Planar 21by9 Series comes standard with a full array of connectivity and external control, including support for native 5K resolution at up to 120Hz via HDMI 2.1 and DisplayPort 2.1, enabling smooth motion video. The HDMI and DP input are HDCP 2.3 compliant.

Features of the Planar 21by9 Series displays include:

- 81", 94" and 105" 5K LCD displays
- Up to 2000 nits peak brightness
- Local dimming
- Wide color gamut
- HDR
- Projected capacitive touch screen with optically bonded protective glass
- 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 21by9 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 21by9 models is soft and subject to scratches from sharp objects.
- Slight pressure on the LCD of non-touch 21by9 models will cause distortion of the image. Heavier pressure will cause permanent damage.

Caution: For All 21by9 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 21by9, 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 21by9 non tactile est souple et peut être rayé par des objets pointus.
- Une légère pression sur l'écran LCD du modèle 21by9 non tactile entraînera une distorsion de l'image. Une pression plus forte causera des dommages permanents.

Attention : Pour tous les modèles 21by9:

- 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.

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 and then switched to a video or other piece of content. An electrical charge differential may build up between the electrodes of the liquid crystal, which causes a negative-color video image (colorinverted 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.

Note: Temporary Image Retention can become permanent burn in when not used following normal use standards.

Recommendations to avoid TIR and burn-in:

- Static content should be repositioned frequently.
- Use a screen saver, or continuously changing video patterns or images when developing content.
- Use power saving features in the source and display, to allow the display to automatically enter and exit standby in sync with the source.
- Use screensaver features generated by the source when available.
- Turn off the LCD when it is not in use.

3.2 Warranty Coverage

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

- **81"**: 21by9 81, 21by9 81T
- **94"**: 21by9 94, 21by9 94T
- **105"**: 21by9 105, 21by9 105T

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 wheellie 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 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 21by9 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.

3.5 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:

- **21by9 81**
- **21by9 81T**
- **21by9 94**
- **21by9 94T**
- **21by9 105**
- **21by9 105T**

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.

3.6 Cyber Security

Planar 21by9 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 21by9 Series displays 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

4. VESA Mounts

VESA mounts are used to secure the Planar 21by9 Series display. A mount ships in each carton. Or the display can be installed using a variety of VESA mounts available through Planar. Both the mount that ships in the carton and mounts purchased from Planar include all required hardware and 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 21by9 Series display as **Noted** below:

Applicable Models	Mounting Notes
21by9 81 21by9 81T	Four M8-1.25 VESA mounting locations. 15mm - 20mm thread engagement is required for secure mounting
21by9 94 21by9 94T	Four M8-1.25 VESA mounting locations. 15mm - 20mm thread engagement is required for secure mounting
21by9 105 21by9 105T	Four M8-1.25 VESA mounting locations. 15mm - 20mm 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.

Unpacking and Checking Accessories

6. Package Contents

Part	Description	Qty	Picture
LCD Display	One per box.	1	
Accessory Box	Contain all the accessories	1	
Wall Mount Box	Contain wall plates, rails, concrete wall anchors, lag bolts and installation manual. The mount may be different from the image here depending on the display.	1	

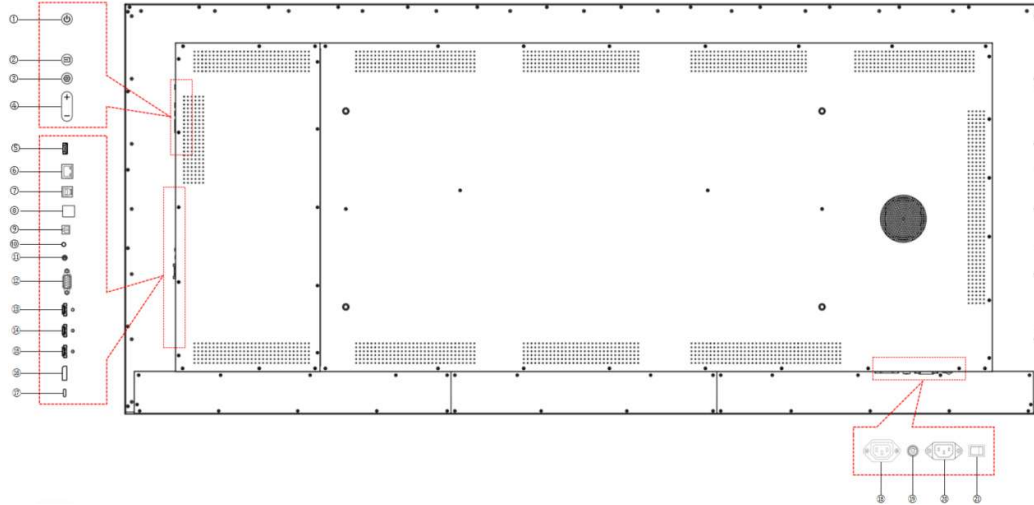
7. Accessory Kit

Part	Description	Qty	Picture
HDMI Cable	HDMI Cable	1	
DP Cable	DP Cable	1	
AC Power Cord (US)	US Power Cord	1	
AC Power Cord (EU)	EU Power Cord	1	

IR Cable	IR receiver Extension Cable	1	
USB Type C Cable	USB-C Cable	1	
IR Remote	Used to control the display(AAA batteries included)	1	
Eyebolt	M12 Eyebolt	2	
Quick Start Guide	Quick Start Guide	1	
Strap	Black Strap	2	
USB A-to-B Cable	Connects to a PC for touch functionality (touch model only)	1	

8. Planar 21by9 Series-Standard Inputs

21by9 81 | 21by9 81T | 21by9 94 | 21by9 94T | 21by9 105 | 21by9 105T



No.	Description	No.	Description
1	POWER: Power ON/OFF	12	RS232 IN DB9 (female)
2	SOURCE: Source Selection/Enter	13	HDMI OUT: 5K/120Hz
3	MENU: Setting Page	14	HDMI 2: 5K/120Hz,HDR
4	VOLUME: Increase/Decrease Volume	15	HDMI 1(eARC): 5K/120Hz,HDR
5	USB 3.0: Service Port	16	DP IN: 5K/120Hz,HDR
6	RJ45 IN: Gigabit	17	USB-C: 5K/120Hz,90W Power Delivery, Touch
7	TOUCH USB	18	AC OUT (IEC C13)
8	USB 2.0: Service Port	19	FUSE: T3.15AL/250V
9	SPDIF OUT: Optical Audio Out	20	AC IN (IEC C14)
10	IR: 3.5mm TRS(female)	21	Power Switch ON/OFF
11	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.

9. Before You Begin

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

9.1 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)

9.2 Other Things You May Need

- LCD screen cleaner or LCD wipes - available at most electronics stores.
- At least two capable people help lift the unit into place. It is recommended to use the provided eyebolts when lifting the display.

9.3 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)
21by9 81	5.8A	8.8A
21by9 81T	5.8A	8.8A
21by9 94	7.2A	10.2A
21by9 94T	7.2A	10.2A
21by9 105	7.5A	10.5A
21by9 105T	7.5A	10.5A

- 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.

9.4 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.

9.5 Cable Length Recommendations

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

HDMI

- 5K@120Hz: 2m (7 ft) maximum
- 5K@60Hz: 3m (10 ft) maximum
- 4K@120Hz: 3m (10 ft) maximum
- 4K@50/60Hz: 5m (16 ft) maximum
- 4K@24/25/30Hz: 15m (50 ft) maximum
- 1080p@60Hz and lower resolutions: 20m (66 ft) maximum

DisplayPort

- 5K@120Hz: 2m (7 ft) maximum
- 5K@ 60Hz: 3m (10 ft) maximum
- 4K@120Hz: 3m (10 ft) maximum
- 4K@50/60Hz: 5m (16 ft) maximum
- 4K@24/25/30Hz: 15m (49 ft) maximum
- 1080p@ 60Hz and lower resolutions: 20m (66 ft) maximum

USB-C

- 2m (7ft) maximum

10. Mounting

10.1 Mounting Display with a VESA Mount

The package includes a wall-mount kit by **Default**, which contains mounting accessories and a mounting bracket installation guide. 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.

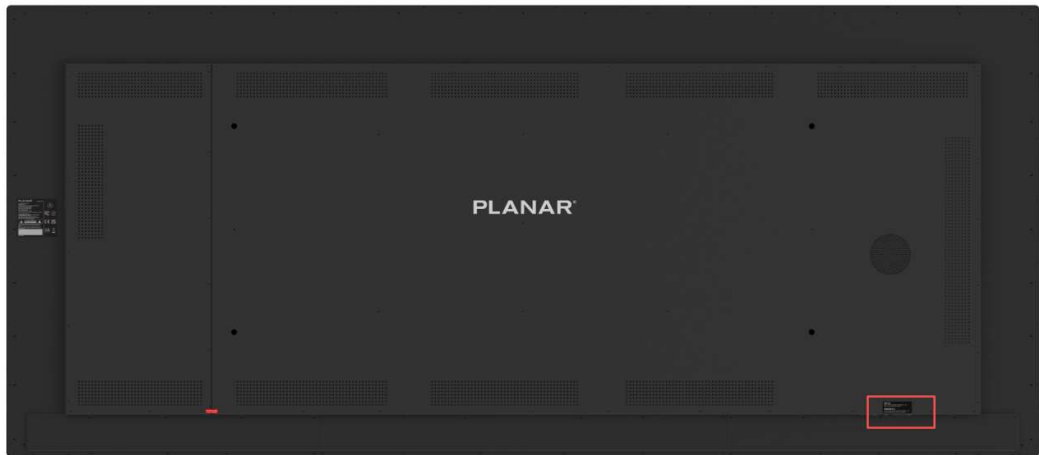
Caution: Screws not sized to the depth specified can result in inadequate mounting strength or damage to the internal components in the display. To prevent injury, this device must be securely attached to the wall in accordance with the installation instructions supplied with the mount. The mount must be secured to the Planar 21by9 Series display using the four M8-1.25 VESA mounting locations, and 15mm -20mm 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.

Operating the Display

11. Main Power Supply

The location of the AC power connector is highlighted in the image below.



12. OSD Keypad

The OSD Keypad is located on the right side of the display.

OSD keypad Buttons

	Key	Description
	Power	Power On/Power Off
	Source	Source Selection/Enter
	Settings	Setting Menu/Exit
	Volume+	Increase Volume/Increase Value/Menu Right
	Volume-	Decrease Volume/Decrease Value/Menu Left

13. IR Remote Receiver

The IR Remote receiver is located at the front of the display near the bottom right corner. An IR extender cable is included in the accessories package for additional flexibility.



14. LED Indicators

The LED indicator light is located on the front of the display together with the IR receiver. The following tables explain what the different colors and blink patterns mean.

Power Status	Condition
Red	Power Down Mode Standby Mode Wake On Signal Mode
Blue	Power On
Red/Blue Flashing In Turn	Firmware Upgrade Mode

15. Using the

Display in Portrait Mode

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

- 21by9 81: Clockwise
- 21by9 94: Clockwise
- 21by9 105: Clockwise

16. 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.

17. IR Command Protocol

The Planar 21by9 Series displays accept commands in the form of IR signals that conform to the RCA protocol. Each Planar 21by9 Series IR Remote has an NEC control code associated with it. You can use these codes to program a third-party “universal” IR Remote to work with the Planar 21by9 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 IR Remote.



Button Name	Icon	Data	Description
Power		0x01	Power toggle
Up		0x1A	Navigate up
Left		0x1D	Navigate left
Right		0x1F	Navigate right
Down		0x18	Navigate down
OK		0x17	Selects the current menu item
Return		0x16	Navigate back
Home		0x04	Selects the Android input
Settings		0x15	Opens the setting menu
Multi-View		0x06	Opens the PIP/PBP menu
Volume+		0x1C	Volume increase
Volume-		0x21	Volume decrease
Source		0x07	Opens the input menu
Custom		0x08	Opens the custom APP list
Mute		0x20	Audio mute

18. IR Remote Basic Functions

18.1 Turn the Display On

1. Insert the power cord into the display and into the power outlet.
2. Switch on the AC power breaker.
3. Press the power button on the remote or the keypad of the display.

18.2 Turning the Display Off

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

Note: If there is no signal for a certain period, the LCD panel will automatically go into standby mode.

18.3 Adjusting the Volume

1. Using the remote, press the Volume+ or Volume- 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.

18.4 Selecting the Input Source

Press the SOURCE button on the remote. Use the arrow buttons to select one of the following input sources and press OK: "HDMI 1, HDMI 2, USB-C, DP, Android Home, Media Player".

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

18.5 Navigating Through the Menus

1. With the power on, press Settings. The main menu appears.
2. Within the menu, use *UP*, *Down*, *Left*, *Right* and *OK* to navigate through the menus and adjust **Options**.
3. Press *Return* to return to the previous menu. To exit the menu system, press HOME.

18.6 Battery Replacement/Installation

Follow the direction shown in the figure. Take off the IR Remote battery cover to install or replace batteries.



19. OSD Initial Settings Menu

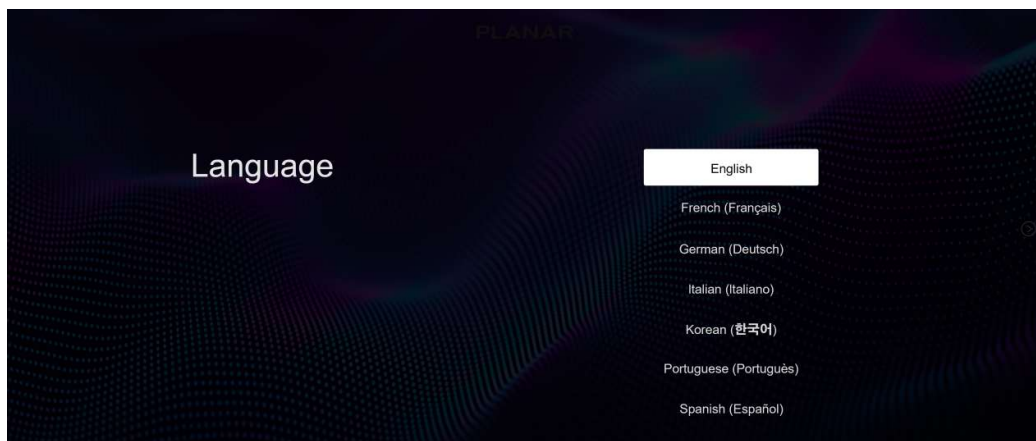
Use this menu to make initial setup adjustments to the OSD (On-Screen Display) menu and other on-screen messages.

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.

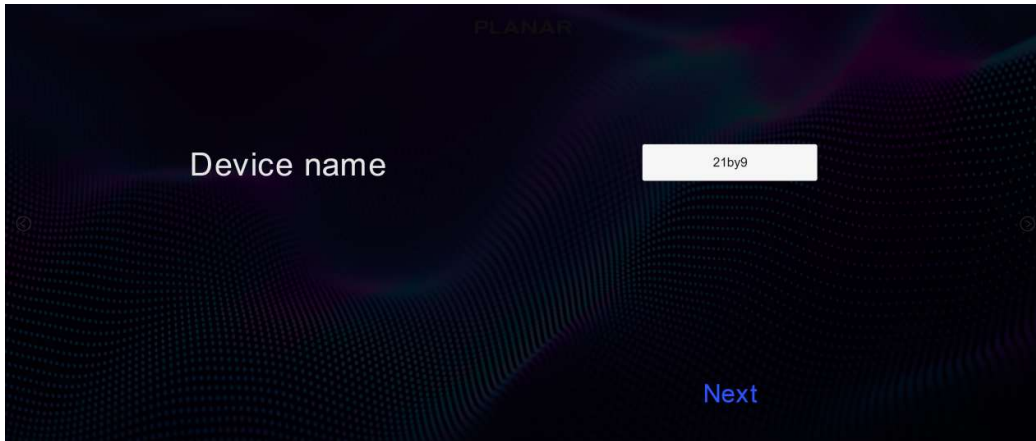
Note: The Planar 21by9 Series models run on a proprietary embedded Android 14 operating system. The pre-installed apps may be updated by their respective developers without prior notice. APKs installed by the user are not guaranteed to operate by Planar. Google Play is not supported. For questions or support regarding third-party apps, please contact the app vendor.

19.1 Initial Configuration/Importing Settings

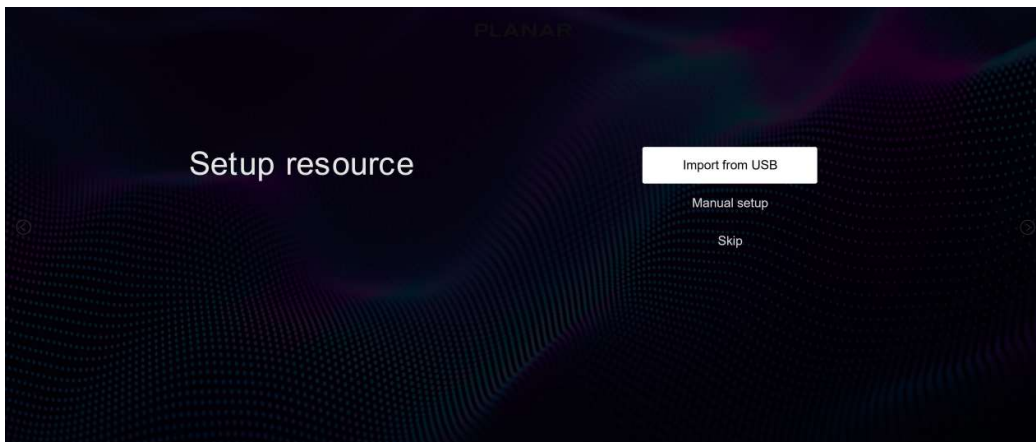
1. **Language:** Select a language



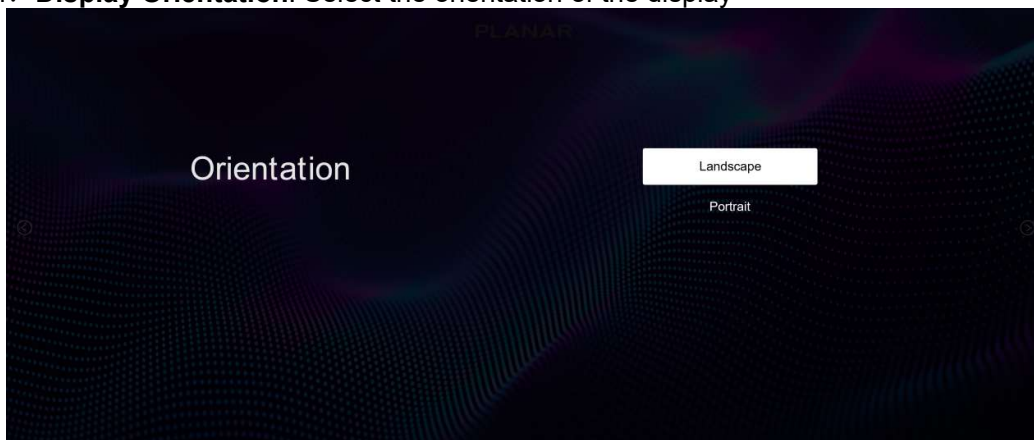
2. **Device Name:** Customize the name of the display if desired and press *Confirm*



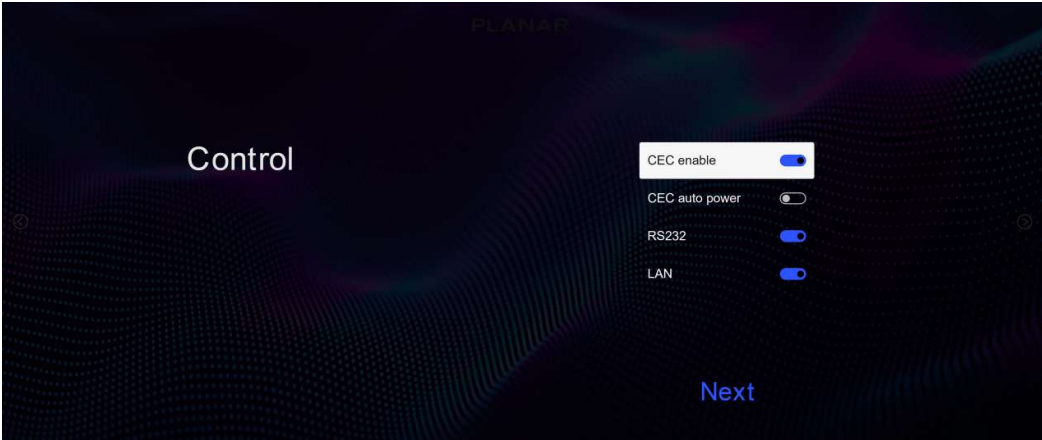
3. **Restore Setup Steps from USB:** Import settings from an attached USB flash drive, finish the rest setup manually and skip the rest of configuration



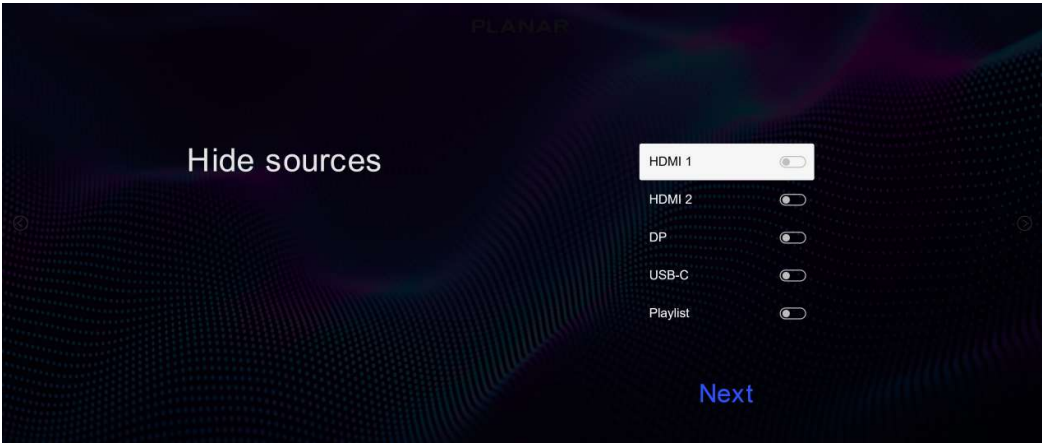
4. **Display Orientation:** Select the orientation of the display



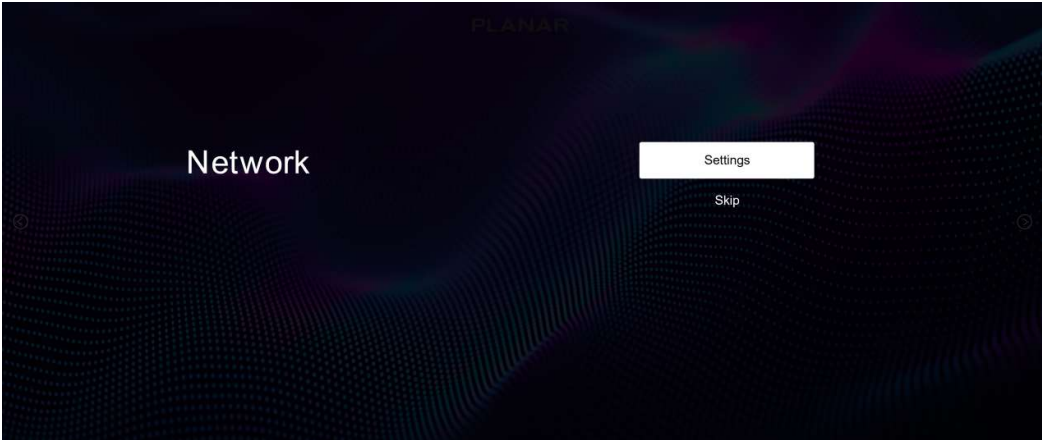
5. **Control:** Enable or disable a set of features such as CEC enable, CEC auto power, RS232, Ethernet LAN Port



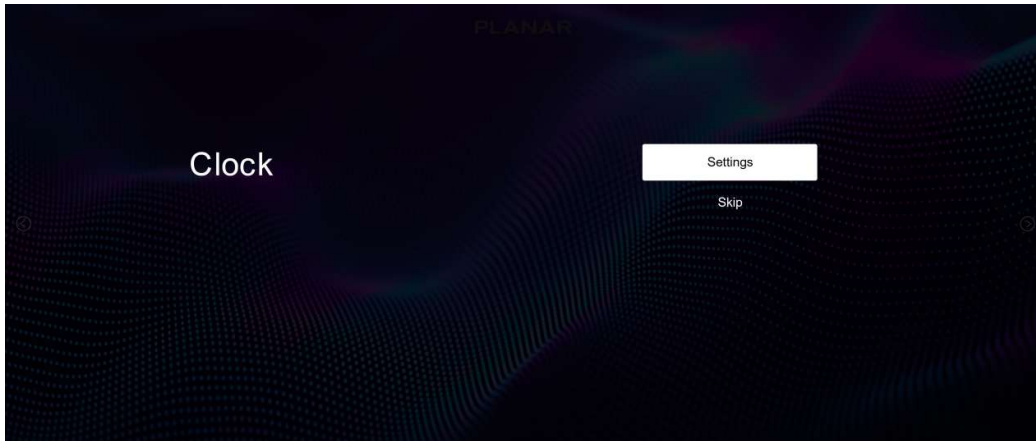
6. **Hide Sources:** Select the input source to be hidden



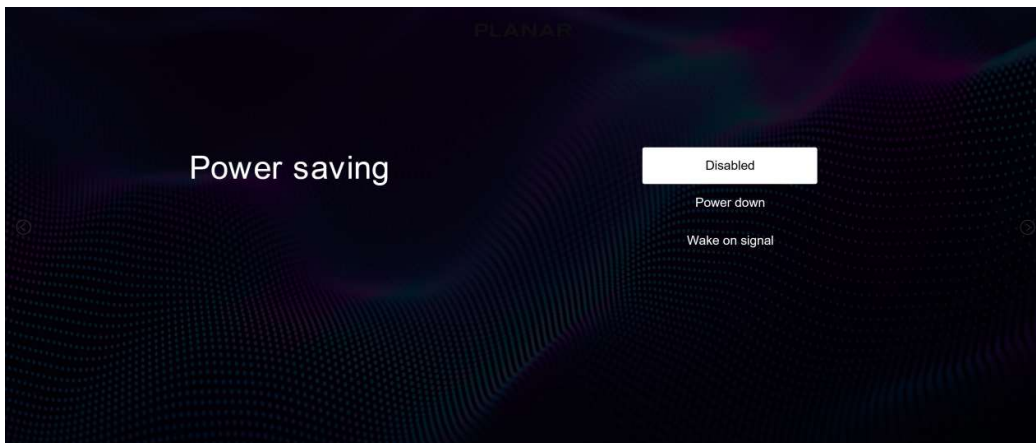
7. **Network:** Configure your network connection



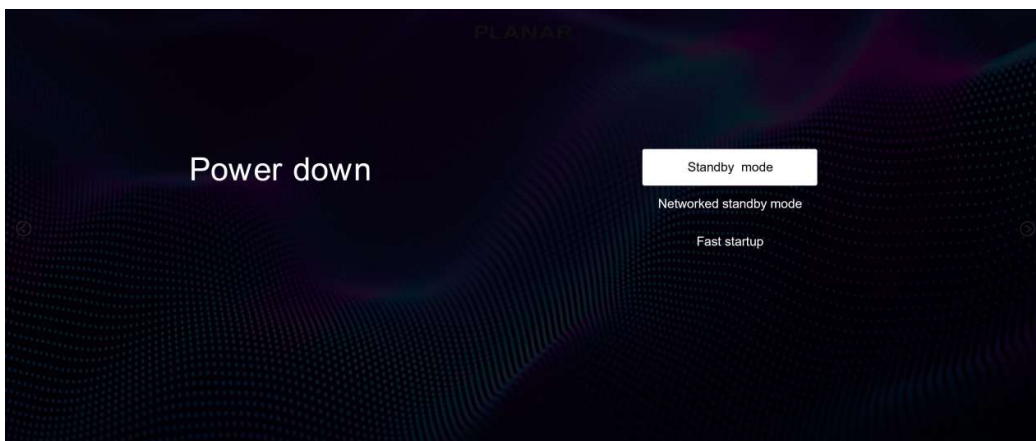
8. **Clock:** Configure the system time of the display



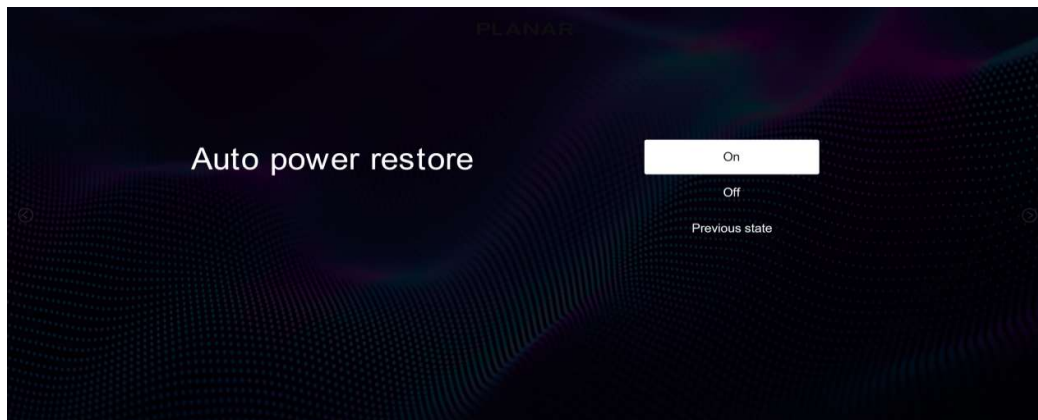
9. **Power Saving:** Select the desired power saving behavior. See Power Saving Mode



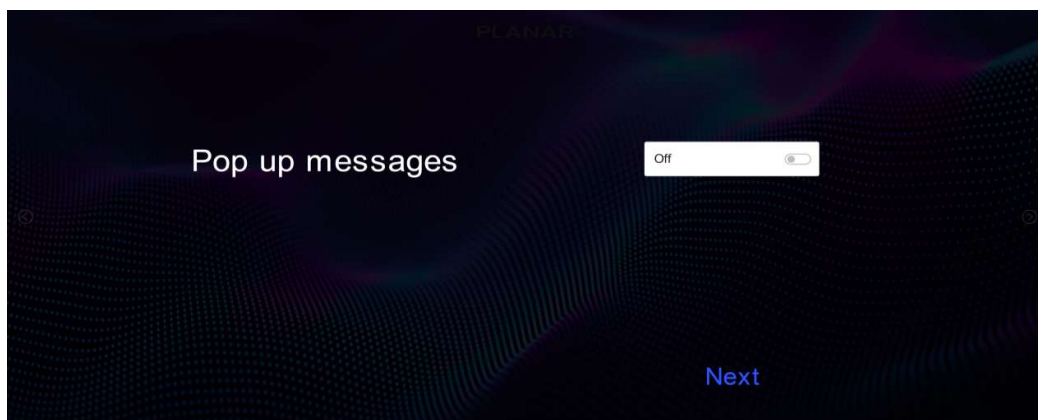
10. **Power Down:** Select the desired standby mode behavior. See Power Down Mode



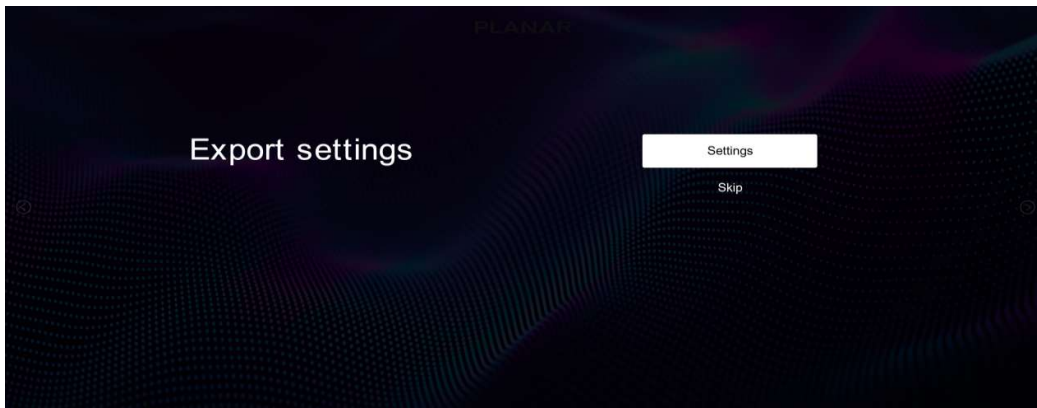
11. **Auto power restore:** Select the desired behavior when AC power is applied. See Auto Power On



12. **Pop up message:** Select whether pop up messages are desired or not



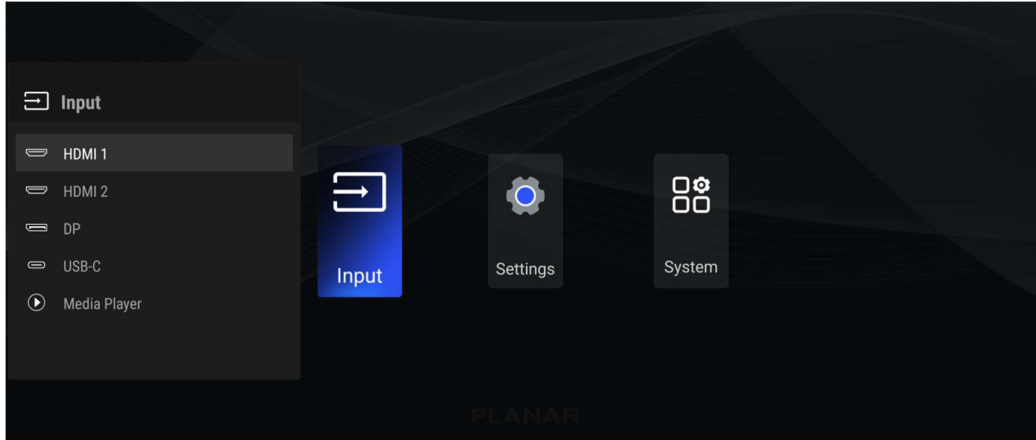
13. **Export settings:** This is an **Optional** step to clone the settings to an attached USB drive



This concludes the initial configuration.

20. Source Menu

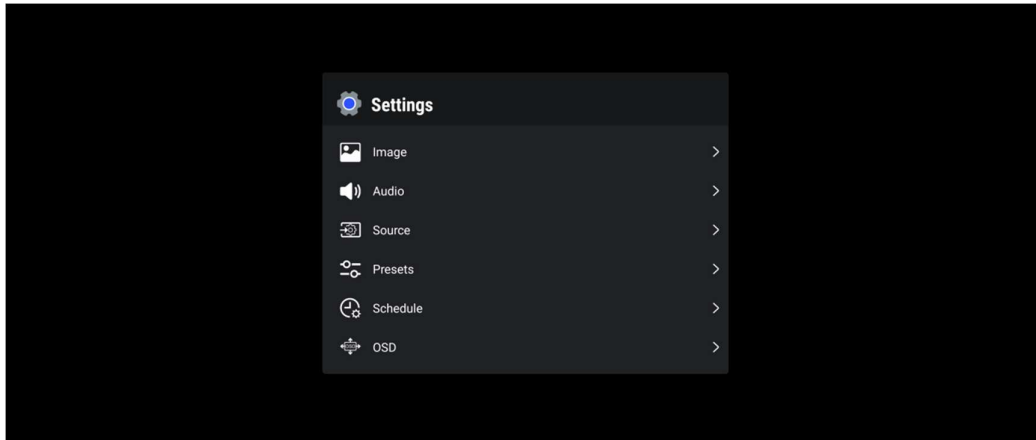
The Source menu is accessed by pressing the *SOURCE* key on the IR Remote or by navigating to the Input menu in the Home Page.



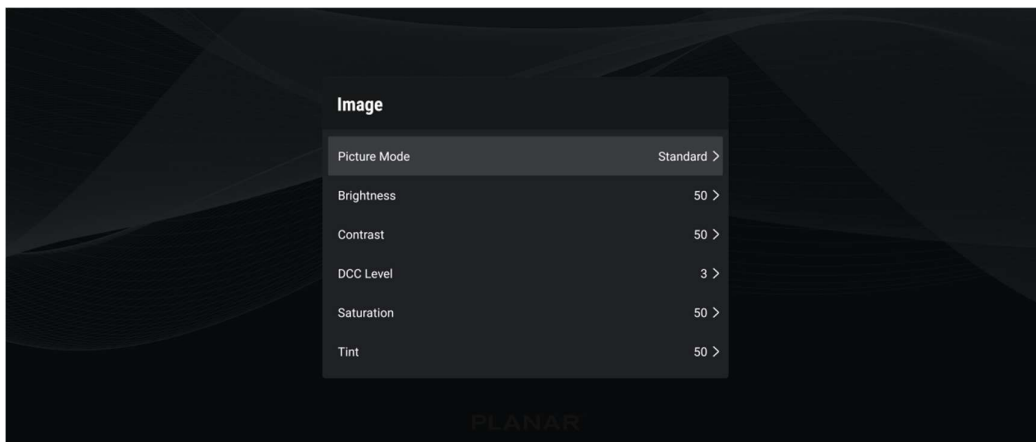
20.1 Source Options

- **Options:** HDMI1, HDMI2, DP, USB-C, Android Home, Media Player
- **Note:** Android Home opens the Android main menu.

21. Settings



21.1 Image



Picture Mode

- Choose presets with predefined image settings
- **Options:** Standard, Dynamic, Movie, Low Blue, Game, User
- **Default:** Standard

Brightness

- Increase or decrease the black level of the image. Press *Right/Left* key on the IR Remote to select the desired level.
- **Range:** 0~100; **Default:** 50

Contrast

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

DCC Level

- Adjust the Dynamic Contrast Control level of the image.
- **Range:** 0~4; **Default:** 3
- **Note:** this **Option** only applies to HDMI signal.

Saturation

- 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:** 0~4; **Default:** 0

NR Level

- Noise Reduction to reduce random noise in video content.
- **Range:** 0~4; **Default:** 0
- **Note:** this **Option** only applies to HDMI signal

MPEG NR

- MPEG Noise Reduction to reduce compression artifacts.
- **Range:** 0~4; **Default:** 2
- **Note:** this **Option** only applies for HDMI signal

Color Space

- Adjust the color space.
- **Options:** Off, Auto, sRGB, DCI-P3, AdobeRGB, BT2020; **Default:** Off

Color Temperature

- Selects the color temperature.
- **Options:** Native, 3200K, 5500K, 6500K, 7500K, 9300K
- **Default:** Native

Color Control

- Adjust the Red gain, Green gain, Blue gain of the image.
- **Range:** 0~200; **Default:** 100

Gamma

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

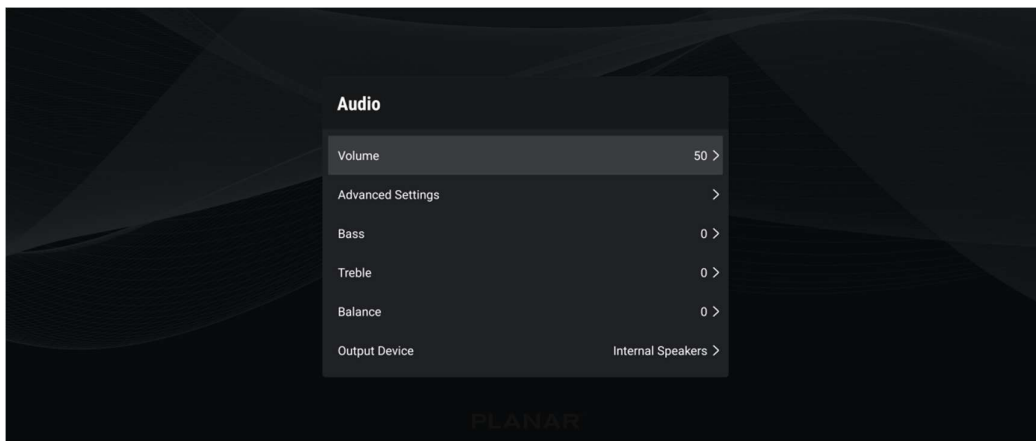
Low Blue Level

- Adjust the short-wave blue light level of the image.
- **Options:** 0~20; **Default:** 0

Image Settings Reset

- Resets Picture settings to **Default**.

21.2 Audio



Volume

- Adjust the volume of the audio.
- **Options:** 0~100; **Default:** 50

Advanced Settings

- Digital Audio Delay
 - Adjusts digital audio delay to sync sound with video; active only with eARC speakers.
 - **Options:** 0~10ms; **Default:** 0ms
- Digital Audio Volume
 - Controls digital output volume for eARC connected audio devices.
 - **Options:** 0~100; **Default:** 100
- eARC
 - Enables high-quality lossless audio (Dolby Atmos/DTS: X) via HDMI eARC
 - **Options:** Auto, Off; **Default:** Auto

Bass

- Set the bass level.
- **Range:** -4~+4; **Default:** 0
- **Note:** This setting applies only to the internal speakers and cannot be adjusted for the Line Out connector.

Treble

- Set the treble level.
- **Range:** -4~+4; **Default:** 0
- **Note:** This setting applies only to the internal speakers and cannot be adjusted for the Line Out connector.

Balance

- Set the balance level.
- **Range:** -15~+15; **Default:** 0
- **Note:** This setting applies only to the internal speakers and cannot be adjusted for the Line Out connector.

Output Device

- Set the audio output device
- **Option:** Internal Speakers, SPDIF/Optical, HDMI-ARC; **Default:** Internal Speaker
- **Note:** This setting applies only to the internal speakers and cannot be adjusted for the Line Out connector.

Mute

- Mute all the sound.
- **Option:** On, Off; **Default:** Off

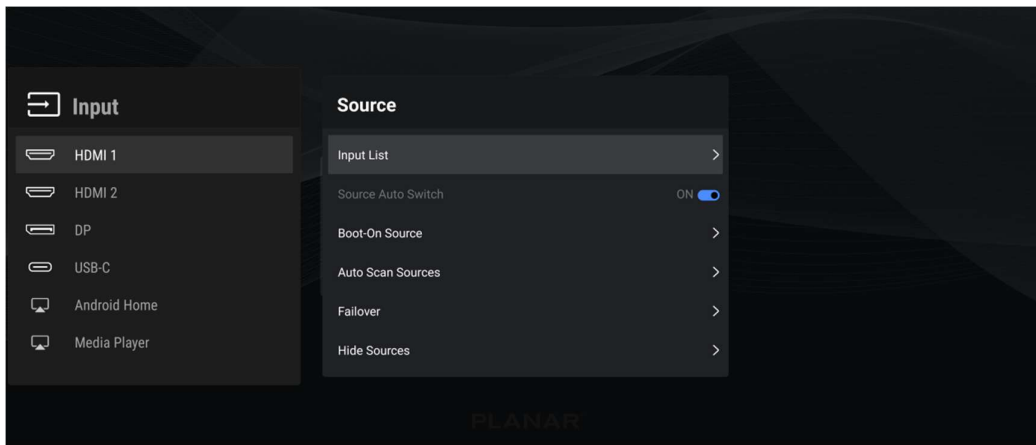
Audio Output Type

- Select the audio format to be sent to the selected audio device.
- **Option:** PCM, Passthrough, Auto; **Default:** PCM

Audio Setting Reset

- Resets Sound settings to **Default**.

21.3 Source



Input List

- Enter the Source **Options** list
- **Options:** HDMI1, HDMI2, DP, USB-C, Android Home, Media Player.
- **Note:** Android Home opens the Android main menu.

Source Auto Switch

- Automatically changes to an input with a Hot-Plug-Detect event.
- **Options:** On, Off; **Default:** On

Boot-On Source

- Select the source to show on power up.
- **Options:** Last Input, HDMI1, HDMI2, DP, USB-C, Android Home, Media Player
- **Default:** Last Input

Auto Scan Sources

- Automatically scans inputs for a valid source when no source is detected. Scanning begins with the currently selected source and moves sequentially through inputs in the order listed below – stopping once a valid source is obtained.
- **Options:** Off, On, Failover
- **Default:** On
 - **Off:** Disabled
 - **On:** Scans the following inputs: HDMI 1, HDMI 2, DP, USB-C
 - **Failover:** Scans between the current input and the failover input

Failover

- This is the failover input to scan when Auto Scan Sources is set to Failover.
- **Options:** HDMI 1, HDMI 2, DP, USB-C, Android Home, Media Player
- **Default:** HDMI 1

Hide Sources

- Select the source to be hidden from the input list.
- **Options:** HDMI 1, HDMI 2, DP, USB-C, Android Home, Media Player
- **Default:** None

EDID

- Set the base EDID used for the current connector
- **Options:** 5120×2160@120, 5120×2160@60, 5120×2160@30, 3840×2160@60, 3840×2160@30, 3840×1600@60, 3840×1440@60, 2560×1080@60, 1920×1080@60
- **Default:** 5120×2160@120

Playlist

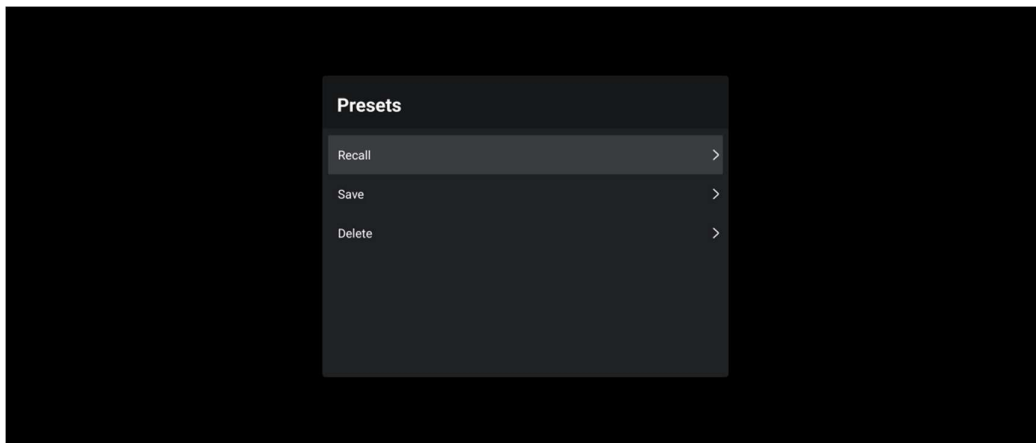
- Select the folder name of media files on USB drive (e.g. media1, media2) for the playlist to play contents inside automatically.
- **Options:** Media1, Media2, Media3, Media4, Media5, Media6, Media7
- **Default:** Media1

Source Settings Reset

- Restore source settings to factory **Default**

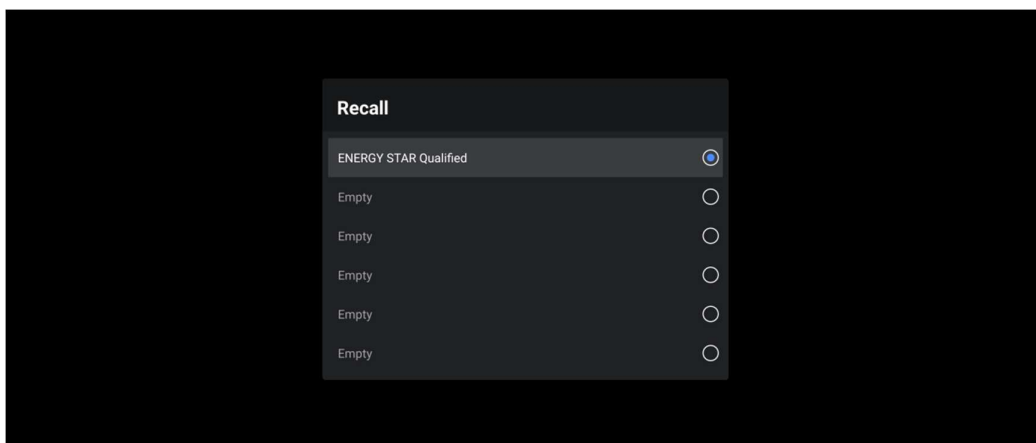
21.4 Presets

This menu enables you to save Inputs settings, Image 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.
- **Options:** Preset 1~Preset 10
- **Note:** ENERGY STAR Qualified preset recalls settings back to their **Defaults**. It also changes the Power settings back to **Default**. See the Power settings on page 26.



Save

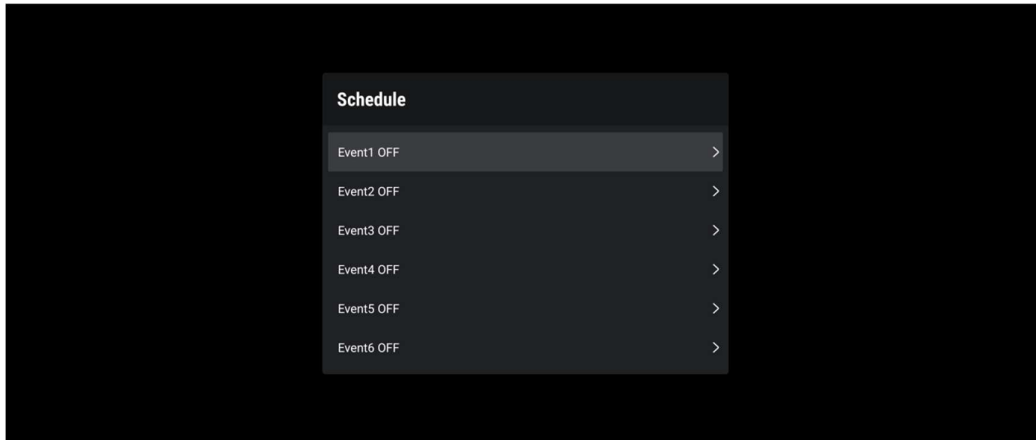
- Save the current setup for later recall.
- **Options:** Preset 1~Preset 10

Delete

- Delete the selected preset.

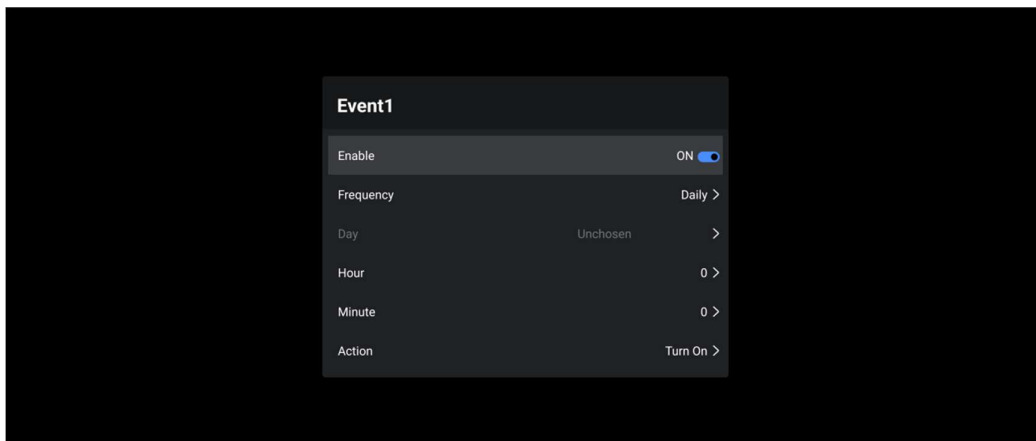
- **Options:** Preset 1~Preset 10

21.5 Schedule



Configure customized time schedules to automate display actions.

- **Note:** Before scheduling events, make sure the device time is accurate. Refer to the **System Time & Date** configuration.

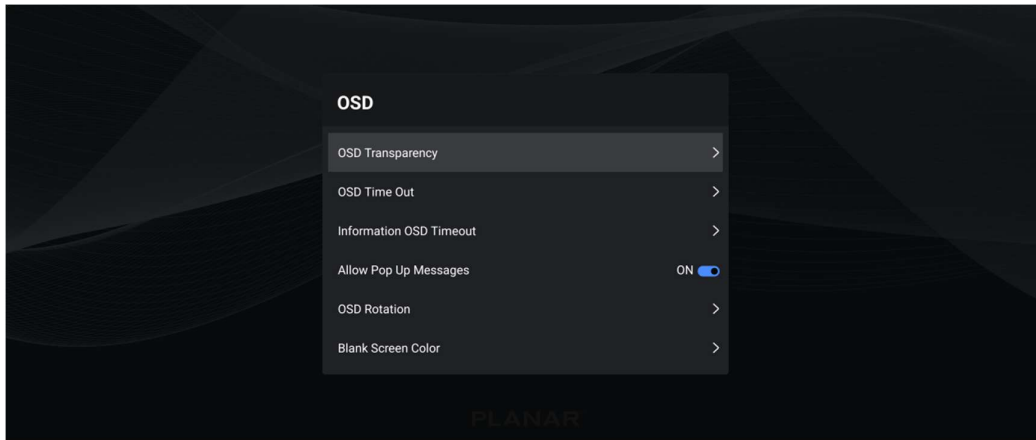


Set Event 1~Event 10

- **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.
- **Hour&Minute:** Set the hour and minute to specify when the scheduled task starts.
- **Action:** The action to take for the event. **Options** are Turn On, Turn Off, Recall, Backlight, Playlist.
- **Note:** The Recall, Backlight action, Playlist will not work when the display is in power down mode and the Power Down Mode setting is set to Standby. To allow these actions to occur, set Power Down Mode to **Networked Standby Mode** or **Fast Startup**.

- **Data:** The preset 1~10 recalls when the Action is set to Recall, the playlist 1~7 to set when the Action is set to playlist or the backlight setting when the Action is set to Panel Brightness.

21.6 OSD



OSD Transparency

- Set the transparency of the OSD so that the image behind it can be seen. Higher values make OSD more transparent.
- **Range:** Off, Low, Mid, High; **Default:** Off

OSD Time Out

- 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.
- **Options:** Off, 15~240 seconds; **Default:** 15 seconds

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 Up/Down key on the remote to navigate **Options** and OK to select the desired level.
- **Options:** Off, 15~240 seconds; **Default:** 15 seconds

Allow Pop Up Messages

- Suppress messages that pop up automatically. When set to Off, the Information OSD and "Entering Standby..." message will not appear on the screen.
- **Options:** On, Off; **Default:** On

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

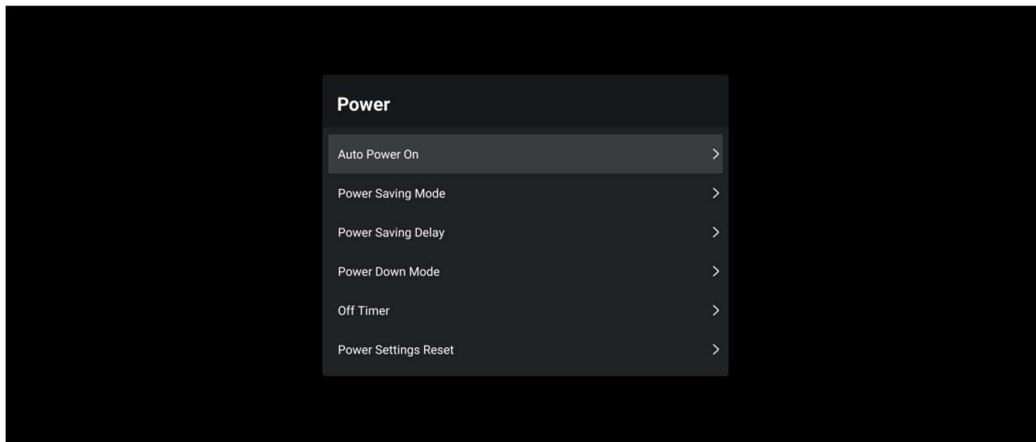
Blank Screen Color

- 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

OSD Settings Reset

- Restore OSD settings to factory **Default**.

21.7 Power



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, Wake On Signal, Power Down;
 - **Default:** Power Down
 - **Disabled:** Once powered on, the display will remain on even if no signal is present.
 - **Wake On Signal:** The display will enter a standby mode if no video signal is detected.
- Note:** If Auto Scan Sources is enabled in the Source 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 Source menu, the display leave sleep mode only when a signal is detected on the last selected input.

- **Power Down:** The display will enter a standby sleep state specified by the Power Down Mode setting.

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 in the control settings must be disabled.
 - **Note:** The Recall, Backlight, Playlist actions in the Schedule feature will not work if the Power Down Mode setting is set to Standby Mode. To allow these actions 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.

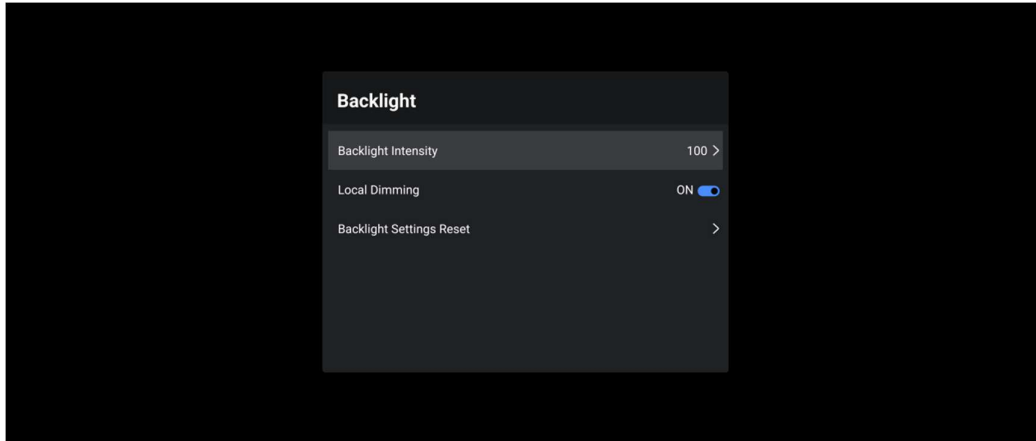
Off Timer

- Force the display to enter standby mode after the specified period.
- **Options:** Off, 1~12 Hour; **Default:** Off

Power Setting Reset

- Restore power settings to factory **Default**.

21.8 Backlight



Backlight Intensity

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

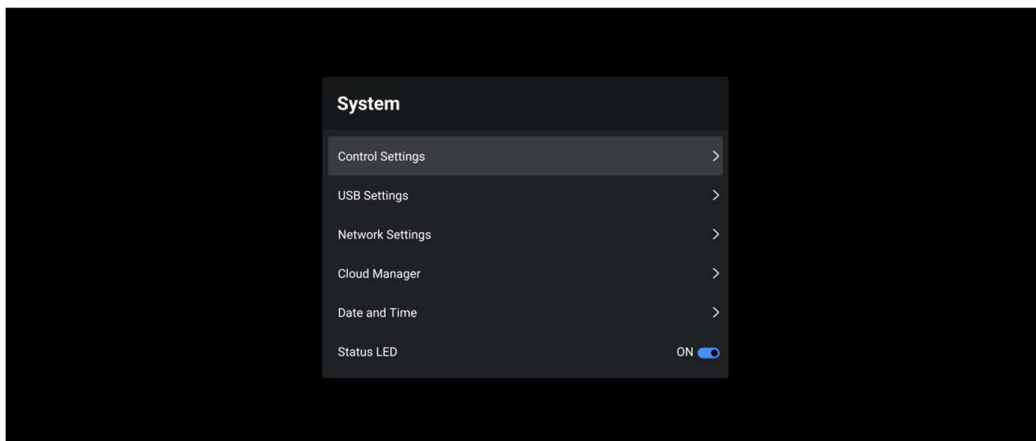
Local Dimming

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

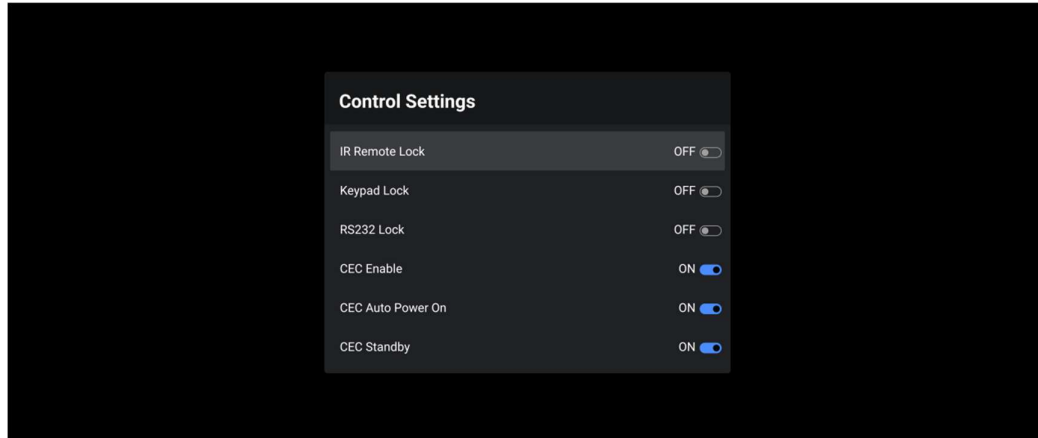
Backlight Setting Reset

- Restore backlight settings to factory **Default**.

21.9 System



Control Settings



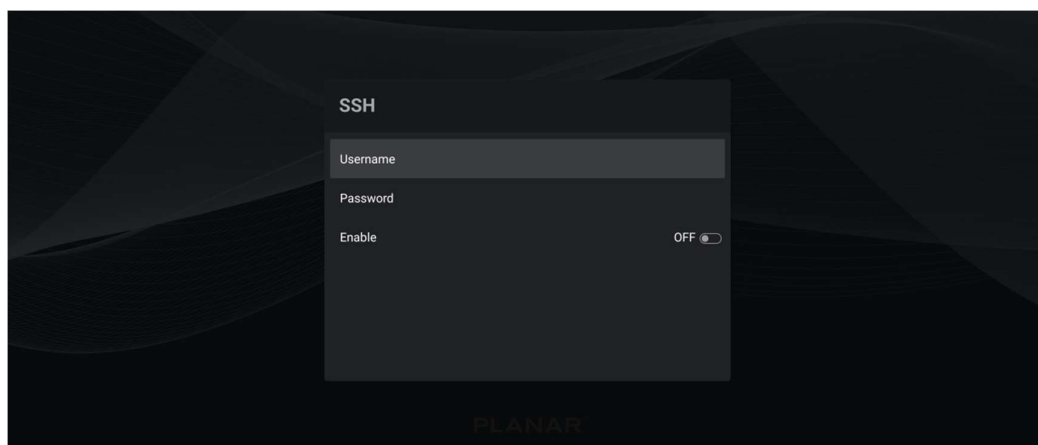
- IR Remote Lock: When enabled, locks IR Remote.
- **Note:** To unlock the IR Remote, press the following keys: *UP, UP, RIGHT, LEFT, DOWN*.
- Keypad Lock: When enabled, locks keypad.
- **Note:** To unlock the keypad, press the following keys on the keypad: *VOLUME+, VOLUME+, VOLUME-, VOLUME-, SETTINGS*.
- RS232 Lock: When enabled, RS232 communication is disabled.
- CEC Enable
 - Enable HDMI CEC support on 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.
 - **Options:** Off, On; **Default:** On

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
Active Source	0x82
Give Physical Address	0x83
Report Physical Address	0x84

- **CEC Auto Power On**
 - Allows connected HDMI devices to power off the display via the Standby CEC command.
 - **Options:** Off, On; **Default:** On
 - **Note:** The HDMI CEC setting must be enabled on this display for this to work.
- **CEC Standby**
 - Enables compatible external HDMI devices to put this display into standby with the HDMI CEC command Standby.
 - **Options:** On, Off; **Default:** On
 - **Note:** The HDMI CEC setting must be set to On for the Standby CEC command to work.
- **CEC Device List**
 - This is a dynamically generated list of any connected CEC devices.

• SSH



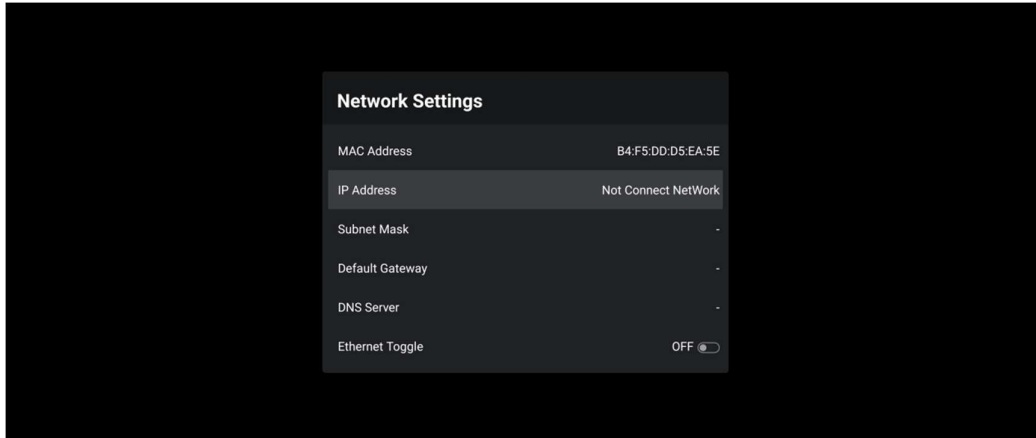
This page allows you to configure how to send serial commands over the network to the display. Only one connection type can be active at a time.

- **Username:** configure the username for SSH connection
- **Password:** configure the password for SSH connection
- **Enable:** On/Off; **Default:** Off

USB Settings

- USB Lock
- **Options:** On/Off; **Default:** Off

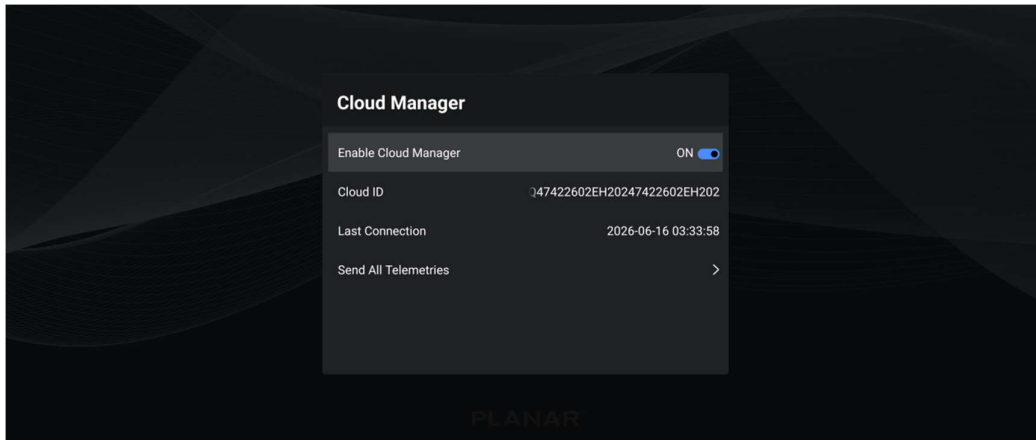
Network Settings



- Mac Address
 - Shows the MAC Address of the Ethernet adapter.
- IP Address
 - Shows the IP Address of the current Ethernet connection.
 - Configure the IP Address manually; **Note:** It's available when the DHCP is set to off.
- Subnet Mask
 - Shows the subnet mask of the current Ethernet connection.
 - Configure the subnet mask manually; **Note:** It's available when the DHCP is set to off.
- **Default Gateway**
 - Shows the subnet mask of the current Ethernet connection
 - Configure the subnet mask manually; **Note:** It's available when the DHCP is set to off.
- DNS Server
 - Shows the DNS server address of the current Ethernet connection.
 - Configure the subnet mask manually; **Note:** It's available when the DHCP is set to off.
- Ethernet Toggle
 - Enable the Ethernet interface.
 - **Options:** On, Off; **Default:** Off
- WiFi Toggle
 - Enable the WiFi interface;
 - **Note:** Wi-Fi function is only available when a compatible Wi-Fi dongle is connected.

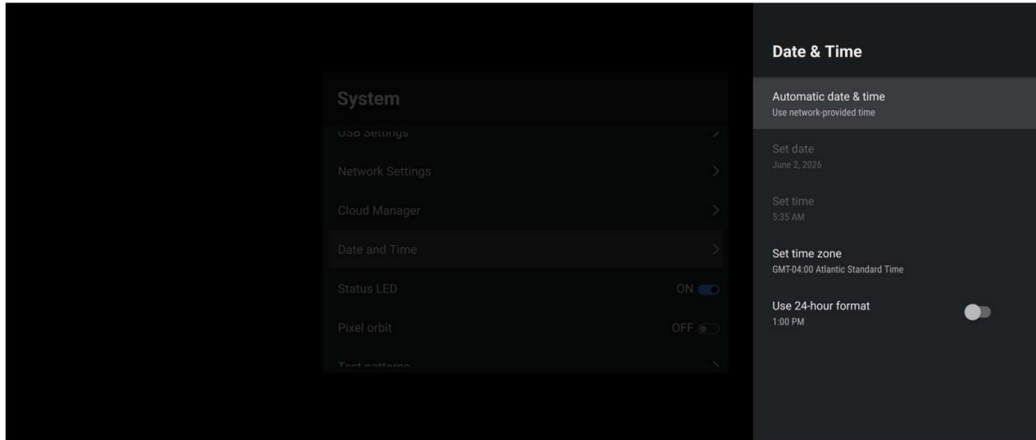
- **Options:** On, Off; **Default:** Off
- DHCP
 - Configure network settings to use DHCP or a static IP address.
- NTP Server
 - Configure network settings to use a specific NTP server to sync Date and Time automatically.

Cloud Manager



- Enable Cloud Manager
 - This will create a network link between the WallDirector Cloud and the equipment.
 - **Option:** On, Off; **Default:** Off
- Cloud ID
 - This unique Cloud ID is used to register the device to the XYTE cloud server.
 - **Note:** Please refer to **WallDirector** Cloud user manual for registering this device.
- Last Connection
 - Shows the time of last connection to **WallDirector** cloud server.
- Send All Telemetries
 - Transmit all device telemetry data to the **WallDirector** cloud server.

Date and Time



- Automatic date & time
 - Automatically obtain the current date and time information from an NTP server.
 - **Options:** Off, On; **Default:** On
- Set time zone
 - Set the current time zone.
- Use 24-hour format
 - Choose the format to show the time.
 - **Options:** Off, On; **Default:** On

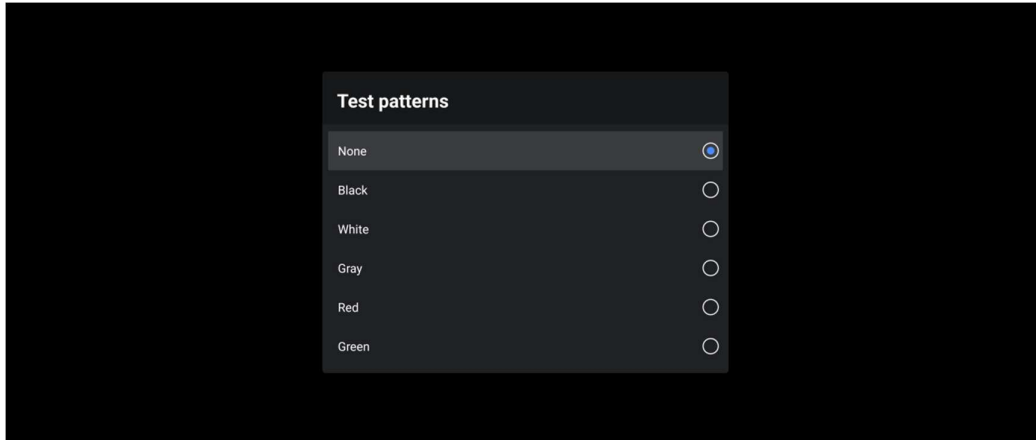
Status LED

- Enable/Disable the LED indicator.

Pixel Orbit

- Enable/Disable the pixel orbit.

Test Patterns

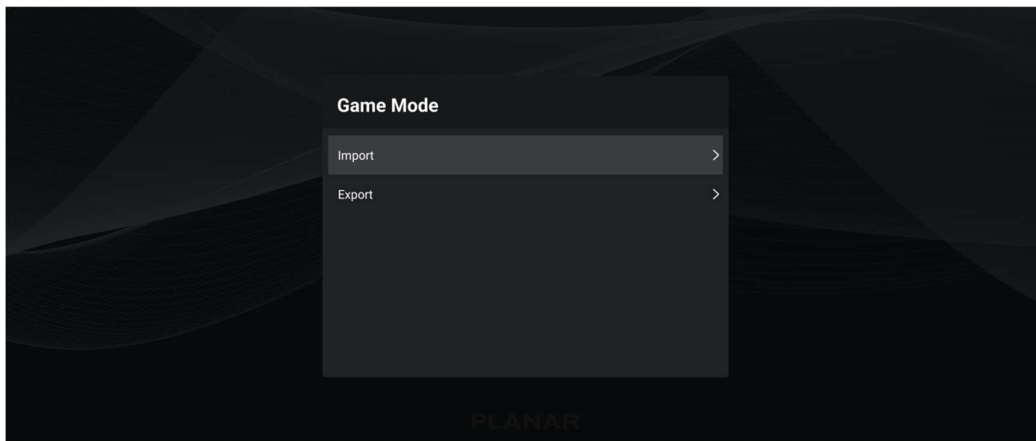


- This menu selects a test pattern to show on the display for diagnostic purposes.
- **Options:** Black, White, Gray, Red, Green, Blue, Cyan, Magenta, Yellow, Gray Ramp, Red Ramp, Green Ramp, Blue Ramp, Checkerboard, Color Bar

System Settings Reset

- Restore all system settings back to factory **Default**.

Clone Media Files



- Import copies media files from the media folder on the USB drive to the unit's local media folder, while Export performs the reverse operation.
- **Note:** FAT32 format USB Drive is suggested for this operation.

Firmware Update

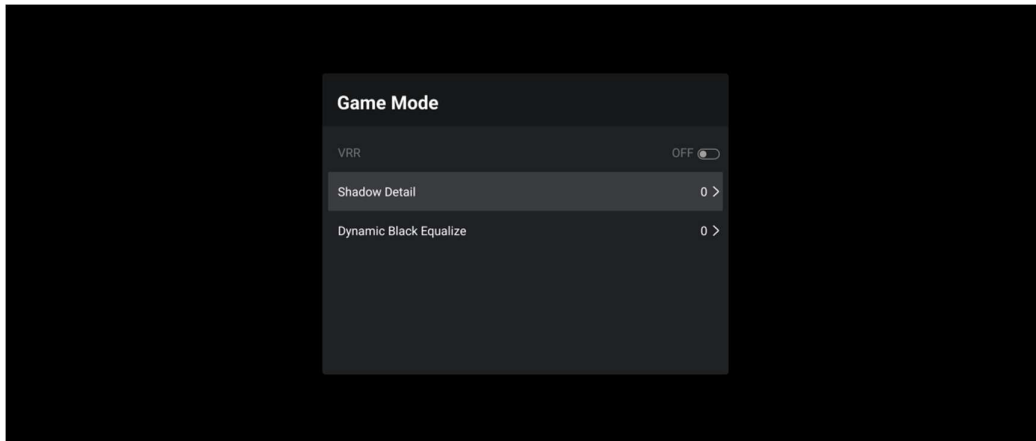
Note: Remote lock need to be disabled before upgrading.

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

Factory Reset

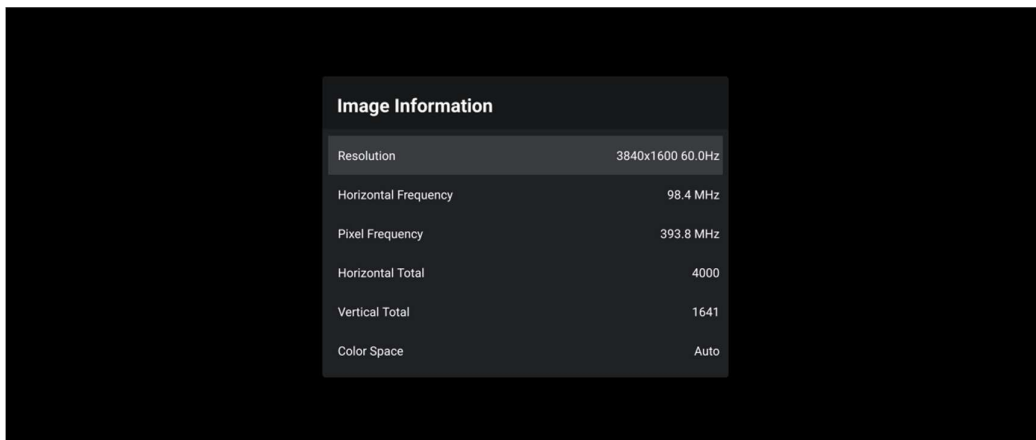
- Restore all the saved settings back to factory **Default**.
- **Note:** A power cycle is required to complete the reset process.

21.10 Game Mode



- **VRR** (Variable Refresh Rate): Matches monitor refresh rate to GPU frame output to remove stutter and screen tearing.
- **Options:** On/Off; **Default:** Off
- **Shadow Detail:** Recovers delicate details buried in dark picture regions.
- **Options:** 0~10; **Default:** 0
- **Dynamic Black Equalize:** Dynamically optimizes shadow brightness to reveal hidden targets without washing out bright highlights.
- **Options:** 0~10; **Default:** 0

21.11 Information



This menu contains system information page and image information page.

- System information page shows the model/SN/firmware version info of the display.
- Image information page displays image details for the current source, such as resolution/color space, etc.

22 PIP/PBP Multi View Feature

PIP/PBP supports dual-input split/overlay display for concurrent viewing of 2~4 video sources. Press the Multi-view button on the IR Remote to enable the PIP/PBP feature. See page 23 for the RCU introduction.

22.1 Entry method

Only when there are two or more active signal sources connected, then it can enter PIP/PBP mode. When there is only one or less active signal source, it will exit PIP/PBP mode.

Method 1: Press the Multi view button on the IR Remote to launch the PIP/PBP App directly. See page 23 for the RCU introduction.

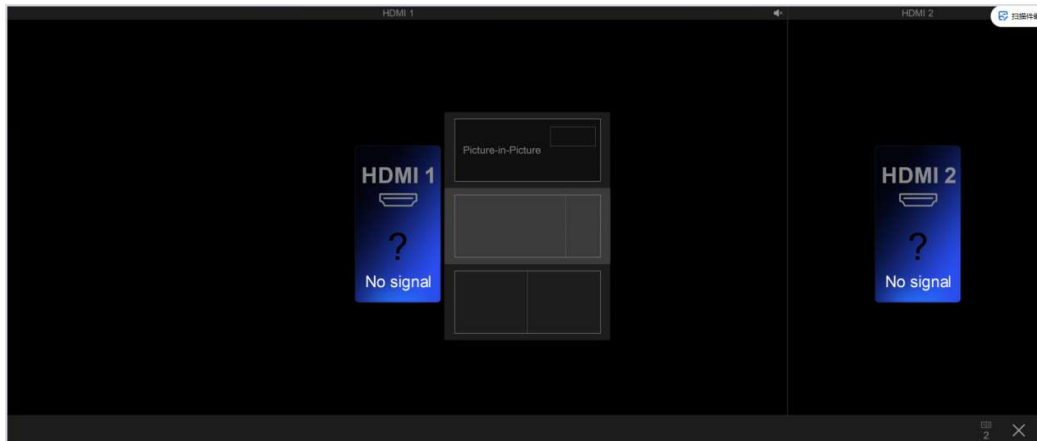
22.2 Operation of PIP/PBP

Multi View Layout Selection Mechanism:

The PIP/PBP app will automatically propose the multi-view layout **Options** to user by detecting the current active signal sources. The PIP/PBP app won't propose layout **Options** that requires more/less signal sources than current active signal sources.

Initial Layout Selection Page:

Below multi-view layout **Options** page will pop up when entering PIP/PBP app or when the display detects a change in the signal physical connections. User can also invoke this page by clicking the “multi view” icon in the bottom navigation bar of PIP/PBP. For touch display model user can directly touch this icon on the screen, for non-touch display model, user can move the cursor of the remote to this icon to click it.



Signal Detect Sequence:

PIP/PBP will detect signals in the sequence of DP->HDMI2->HDMI1->Type-C, the first detected signal will become the main window, other sub windows will connect the signals sequentially from top to bottom based on the signal detection order.

Note: the max resolution of each window is 2560*1080.

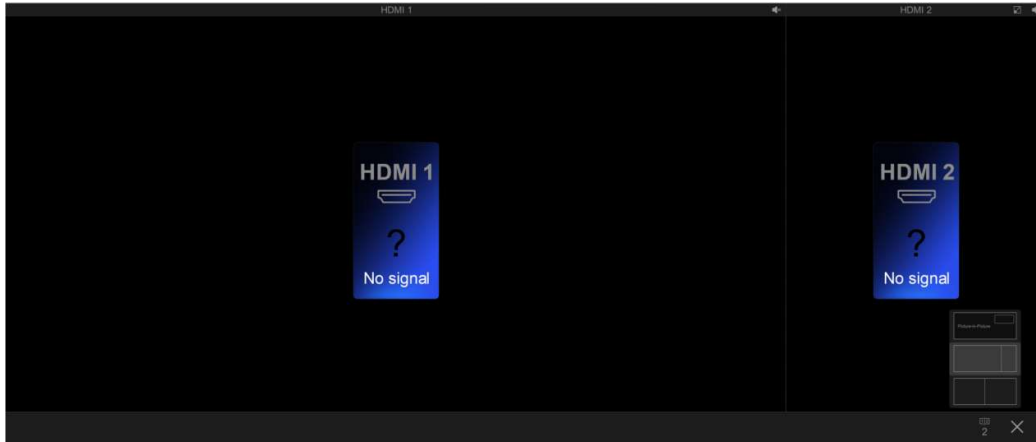
Available Layout Options

- PIP Dual Window mode
- PIP Triple Window Mode
- PIP Quad-Window Mode
- PBP Dual Window Mode 1
- PBP Dual Window Mode 2
- PBP Triple Window Mode 1
- PBP Triple Window Mode 2
- PBP Quad-Window Mode 1
- PBP Quad-Window Mode 2

Bottom Navigation Bar:

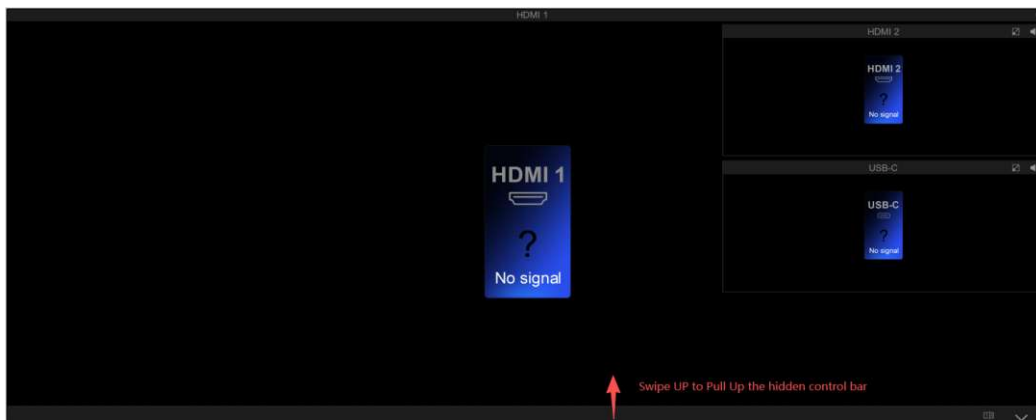
The bottom navigation bar of the PIP/PBP will automatically hide itself after 3 seconds of no operation. Follow the steps below pull it up and select the desired **Option**:

- Press DOWN button on the remote repeatedly over twice to show the bottom navigation bar.



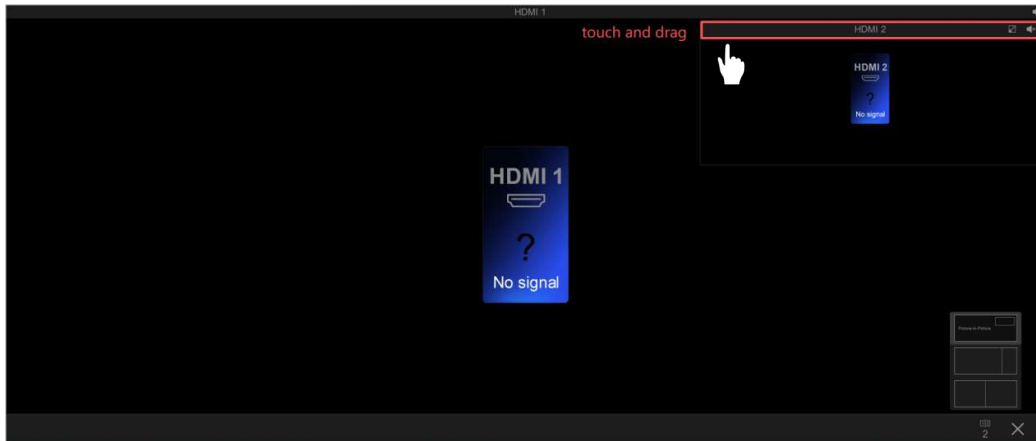
Use RIGHT, LEFT, UP, DOWN and OK buttons on the remote to move the cursor and select layout **Options**. Press Return to exit focus and control bar.

- For touch display models (21by9 81T, 21by9 94T, 21by9 105T), user can touch and swipe upwards from the edge of the display to pull the hidden navigation bar up.

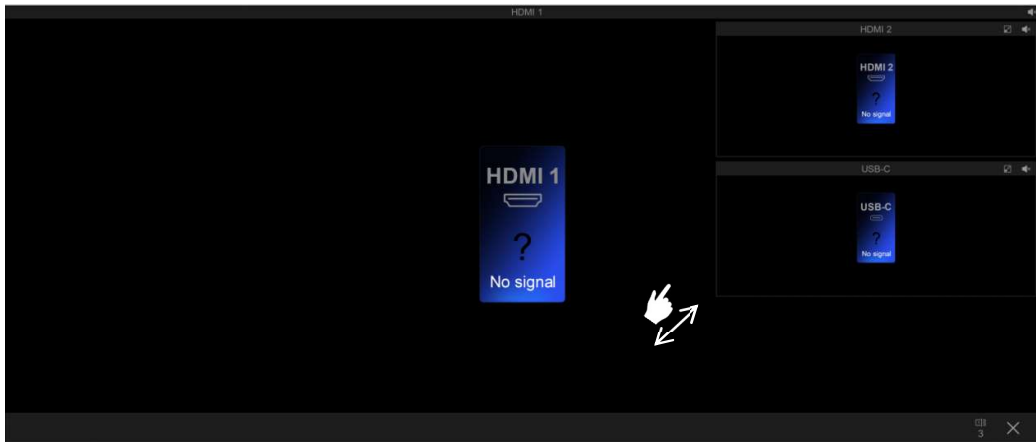


Reposition and Resize Windows in PIP Mode:

For touch display models (21by9 81T, 21by9 94T, 21by9 105T), touch and hold on the top title bar of the sub window, then drag this window to the desired position.

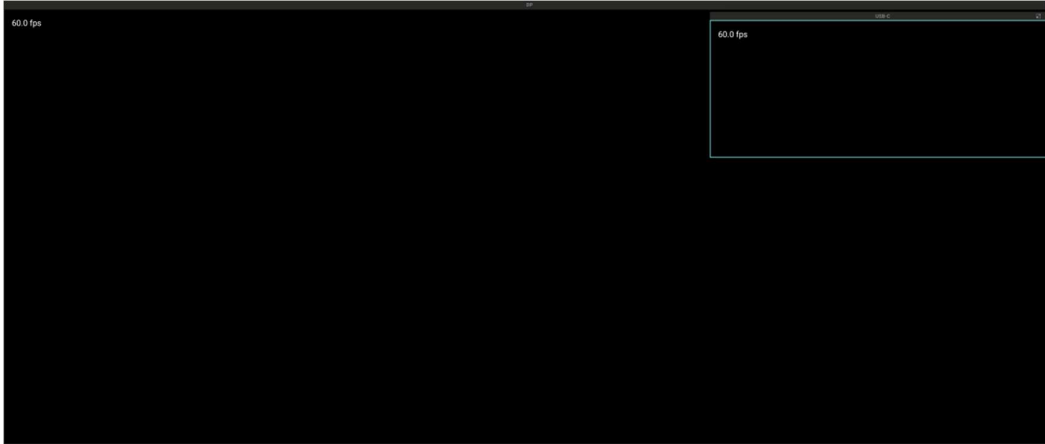


For touch display models (21by9 81T, 21by9 94T, 21by9 105T), Resize the window by touching and dragging on the junction of the two edges:



For non-touch display models (21by9 81, 21by9 94, 21by9 105), follow the RCU operation below to move the position of the window:

- Use the UP and Down keys on the RCU to move blue focus to the window.
- Use the OK key on the RCU to select the focus window, the blue focus will become white after selection.
- Press and hold the multi key on the RCU, then use the *UP*, *DOWN*, *LEFT* and *RIGHT* to move the position of the selected window.
- Release the multi key to save the new position.



For non-touch display models (21by9 81, 21by9 94, 21by9 105), follow the RCU operation below to resize the window:

- Use the UP and Down key on the RCU to move blue focus to the window.
- Press and hold Custom Key on the RCU while using UP, DOWN, Left and Right to move the corresponding edges of the window.
- Release the Custom key after the window is re-sized as desired.

Main/Sub Window Swap:

For touch display models (21by9 81T, 21by9 94T, 21by9 105T), user can touch the large window swap icon on the top title bar to swap sub window to the main window.



For non-touch display models (21by9 81, 21by9 94, 21by9 105), follow the steps below to swap the sources of the windows to achieve Main/Sub window swap.

- Use the UP and Down keys on the RCU to move blue focus to the window.
- Use OK key on the RCU to select the focus window, focus will become white.
- Use the Left and Right keys on the RCU to move the selected window to the desired position/main window.
- Press OK key to select the new position, then the sources of the focus window and final selected window will be swapped.

Reverse control Feature for touch models:

There are two ways to active reverse touch feature to the source PC of the window:

- *Touch on the viewing area of the window to active the reverse touch to the signal source, a white focus will appear when the reverse touch is activated, touch outside the reverse touch area to exit reverse touch.*



- *Use the Up and Down button on the RCU to move the Blue focus to the window, press OK to select the focus window, then the reverse touch will be enabled to the source of this focus window. Press return key on the RCU to exit the focus and reverse touch.*

Note: When the reverse touch is activated, functions like dragging the Window, Main/Sub Window swap, layout selection, mute that on the Window Top Title and Bottom Navigation bar will be deactivated. Exit reverse touch to activate these features.

Audio Source Switching:

When entering PIP/PBP mode, audio **Defaults** to the main screen. To toggle audio for a specific signal source, on the top title bar of each window, it has the **Option** for mute and unmute the audio of the window.

Note: Only one audio from all windows can be activated at the same time. This icon is only used to enable audio of each window, the volume still follow the display audio setting.



For touch display models (21by9 81T, 21by9 94T, 21by9 105T), user can directly touch the speaker icon of the window to active audio.

For non-touch display models (21by9 81, 21by9 94, 21by9 105), follow the RCU operation steps below to mute and unmute the source window:

- *Use the UP and Down key to move blue focus to the window.*
- *Use the OK key to select the focus window, focus to the selected window will become white.*
- *Use the Mute key on the RCU to mute and unmute the source window.*
- *Use the return key to exit the focus window.*

Zoom window to full screen:

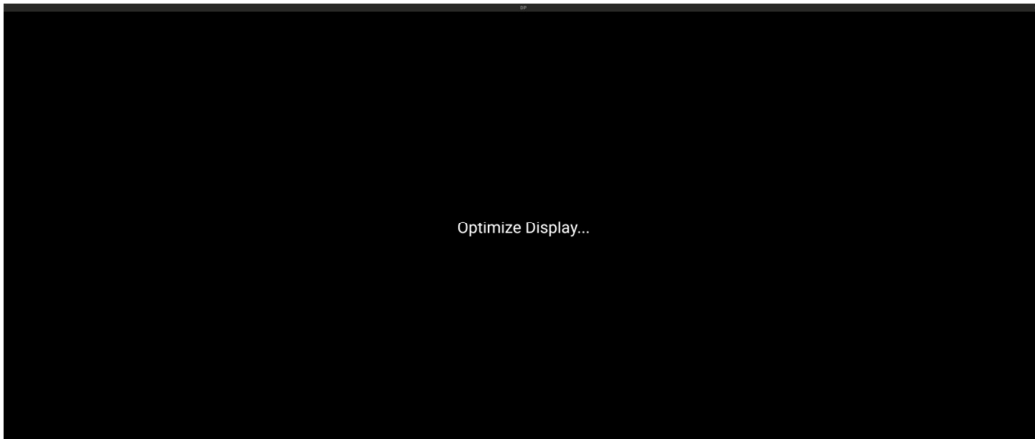
Follow the RCU operation steps below to zoom out the focus window:

- Use the UP and Down keys to move blue focus to the window.
- Use the OK key to select the focus window, focus to the selected window will become white.
- Use the Multi-View key to zoom the selected window to full screen mode.
- Use the return key to return to PIP/PBP multi-view mode.

Selected window:



Zoomed to Full screen:



Note: It will show "Optimize Display" when PIP/PBP is loading signals.

Exit the PIP/PBP:

- Press the Home button on the RCU to exit PIP/PBP APK.
- Use the "X" button on the bottom navigation bar to exit PIP/PBP APK.



Note: display will exit PIP/PBP APK automatically when there are less than 2 physical signals.

Portrait Mode:

PIP/PBP APP doesn't support portrait mode, when display is configured in portrait mode, the PIP/PBP APP will still stay in landscape configuration.

23 Supported Media Format

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

Format	File Types	Max Resolution and Bit Rate
MPEG-1/2	.dat, .vob, .mpg, .mpeg, .ts, .mp4, .mov, .3gp, .avi, .mkv, .asf, .wmv, .ogm	1080p/60Hz • 50 Mbps
MPEG-4	.mp4, .avi, .mkv, .3gp, .asf, .ogm	1080p/60Hz • 50 Mbps
H.263 (Sorenson)	.flv, .avi, .mkv, .mp4, .3gp, .asf, .wmv	1080p/30Hz • 25 Mbps
H.264 / AVC	.flv, .mp4, .ts, .avi, .mkv, .3gp, .asf, .wmv, .ogm	4K (4096×2160) / 30Hz • 125 Mbps
H.265 / HEVC	.ts, .mp4, .mkv, .flv, .3gp	8K (7680×4320) / 60Hz • 150 Mbps
VVC / H.266	.ts, .mp4, .mkv, .3gp	8K (7680×4320) / 60Hz • 80 Mbps
VP9	.mkv, .mp4, .3gp	4K (3840×2160) / 120Hz • 70 Mbps
AV1	.mkv, .avi, .mp4, .3gp, .asf, .ivf	4K (3840×2160) / 120Hz • 70 Mbps
AVS / AVS2 / AVS3	.ts, .mp4, .mkv, .avi, .asf, .avs (AVS3: .ts, .mkv, .avi)	8K (7680×4320) / 60Hz • 60 Mbps (AVS3)
Motion JPEG	.mp4, .avi, .mkv, .asf, .3gp	1080p/60Hz • 25 Mbps
VP8	.avi, .mkv, .ivf	1080p/60Hz • 25 Mbps
H.264 MVC (3D)	H.264	1080p/60Hz • 125 Mbps

External Control

In addition to using the Planar 21by9 Series IR Remote and display, there are other methods of controlling the Planar 21by9 Series display externally:

Send serial commands to control or check the status of the display. The same set of commands can be used over RS232 or TCP. See the Planar 21by9 Series Serial Commands User Manual for more information.

Using discrete infrared (IR) codes to program a third-party IR Remote.

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
	2560x1080	60	66.58	106.00	X	X	X	VESA CVT-RB
Signal Type	Resolution	Frame Rate (Hz)	Line Rate (kHz)	Pixel Rate (MHz)	USB-C	DP 1-2	HDMI 1-2	References
PC	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
	3440x1440	60	88.86	241.50	X	X	X	VESA CVT-RB
	3840x1600	60	99.32	328.75	X	X	X	VESA CVT-RB
	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
	5120x2160	25	55.68	496.5	X	X	X	VESA CVT + CTA-861
	5120x2160	30	66.82	496.5	X	X	X	VESA CVT + CTA-861
	5120x2160	50	111.36	827.5	X	X	X	VESA CVT-RB + CTA-861
	5120x2160	60	133.64	993.0	X	X	X	VESA CVT-RB
	5120x2160	100	222.80	1662.0	X	X	X	VESA CVT-RB
	5120x2160	120	267.30	1994.0	X	X	X	VESA CVT-RB
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	X	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	X	X	CEA-861-F Format 97, 4:2:0 sub-sampling
	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
5K@120/100Hz 4K@60/50Hz 5K@60/50Hz	DP	X	X	X	
	USB-C	X	X	X	
	HDMI1/2	X	X	X	X

All other supported Timings	Any Port	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.

Specification

Item	21BY9 81 21BY9 81T	21BY9 94 21BY9 94T	21BY9 105 21BY9 105T
LCD Panel			
Display Technology	Quantum dot mini-LED backlight with dual brightness enhancement technology		
Resolution	5K (5120 x 2160)		
Aspect Ratio	21:9		
Screen Size	81"	94"	105"
Orientation	Landscape Portrait		
Brightness (Typ.)	Non-Touch: 700 cd/m2 Touch: 630 cd/m2	Non-Touch: 1000 cd/m2 Touch: 900 cd/m2	Non-Touch: 1000 cd/m2 Touch: 900 cd/m2
Peak Brightness (Typ.)	Non-Touch: 1200 cd/m2 Touch: 1000 cd/m2	Non-Touch: 2500 cd/m2 Touch: 2000 cd/m2	Non-Touch: 1800 cd/m2 Touch: 1500 cd/m2
Contrast Ratio (Typ.)	1200:1	5500:1	1200:1
HDR (High Dynamic Range)	HDR10 certified, HDR10+ certified, VESAHDR 1400 certified		
HDR Dynamic Contrast	100,000:1	550,000:1	120,000:1
Viewing Angle (Typ.)	178°		
Response Time (Typ.)	13ms	6.5ms	8ms
Color Gamut	DCI-P3 120%	DCI-P3 114%	DCI-P3 108%
Display Color	>1 billion colors. 10 bit data path		
Haze (Typ.)	Non-Touch: 25%		
Surface Treatment	Non-Touch: AG		
Display Active Area	1886.2mm x 795.7mm 74.3" x 31.3"	2200.3mm x 928.3mm 86.6" x 36.5"	2449.9mm x 1033.6mm 96.5" x 40.7"
Refresh Rate	144Hz	120Hz	120Hz
Pixel Pitch	0.368mm	0.430mm	0.479mm

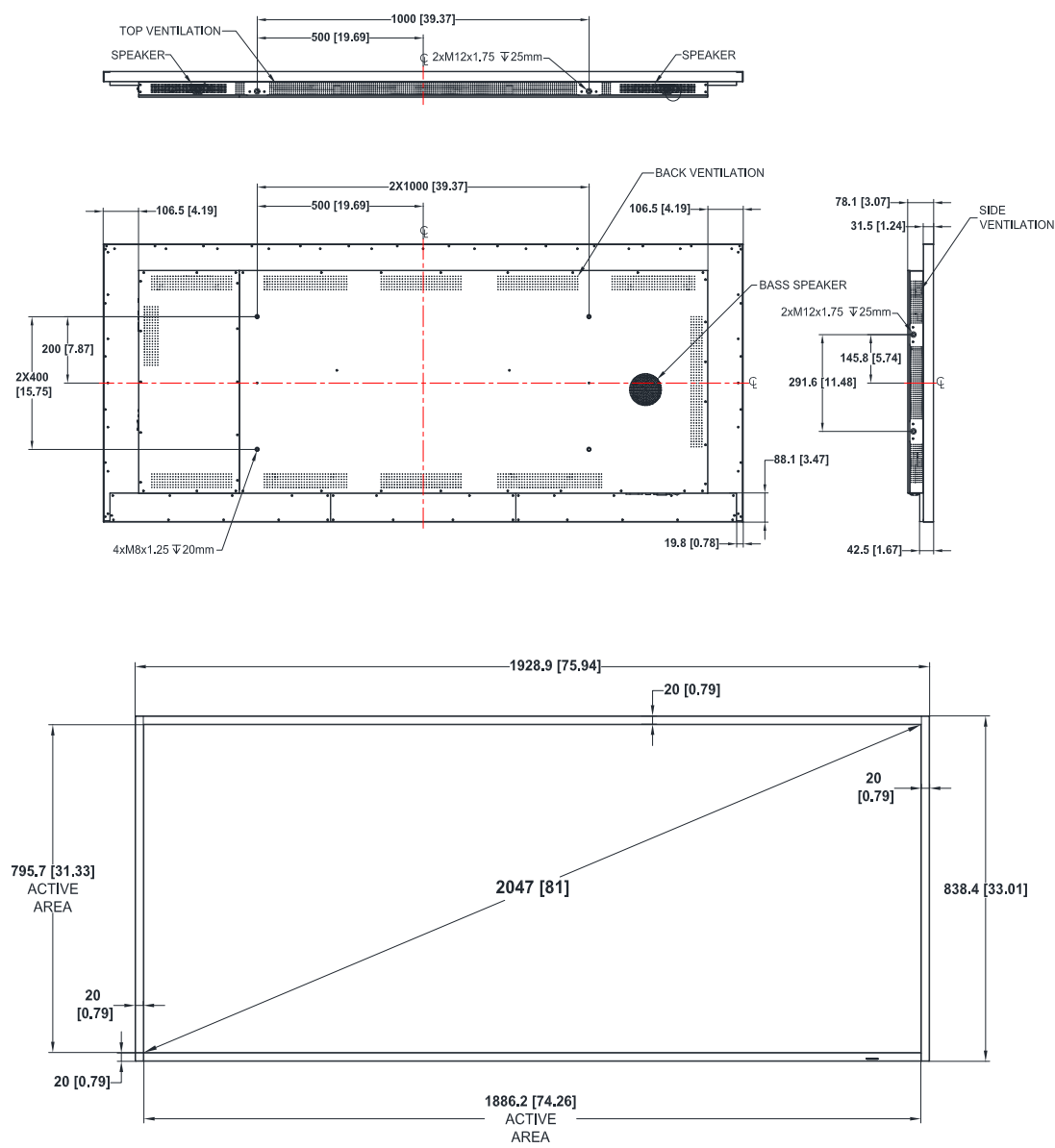
Connectivity			
Standard Inputs	DisplayPort 2.1 in x 1, HDMI® 2.1 x 2 (HDCP 2.3, ARC, eARC), USB-C (90W PD) x 1, USB-A x3, USB-B x 1 (T models only)		
Standard Output	HDMI® out		
HDCP 2.3	Yes		
Audio Output	Audio Line Out, SPDIF		
Control and Monitoring	IR, RS-232, LAN, HDMI-CEC, Keypad, WallDirector™ Cloud		
Mechanical			
Dimensions	Non-Touch: 1929.5mm x 839.0mm x 78mm 76.0" x 33.0" x 3.1"	Non-Touch: 2243.6mm x 971.5mm x 78mm 88.3" x 38.2" x 3.1"	Non-Touch: 2493.2mm x 1076.8mm x 78mm 98.2" x 44.4" x 3.1"
	Touch: 1940.2mm x 858.8mm x 78.9mm 76.4" x 33.8" x 3.1"	Touch: 2254.3mm x 991.4mm x 78.9mm 88.8" x 39.0" x 3.1"	Touch: 2504.0mm x 1096.6mm x 78.9mm 98.6" x 43.2" x 3.1"
Installed Depth with Included Wall Mount	94.9mm 3.7"		
Display Edge to Active Area	Non-Touch: 21.5mm 0.8" Touch: 25.8mm 1.0" top, left and right and 34.9mm 1.4" bottom		
Bezel Width	Non-Touch: 20mm 0.8" Touch: 2.5mm 0.1"		
Display Weight	Non-Touch: 46kg 101.4 lbs Touch: 61.5kg 135.6 lbs	Non-Touch: 60kg 132.3 lbs Touch: 84kg 185.2 lbs	Non-Touch: 70kg 154.3 lbs Touch: 98.5kg 217.2 lbs
Mounting	Wall mount included. VESA: 1000mm x 400mm	Wall mount included. VESA: 1200mm x 400mm	Wall mount included. VESA: 1400mm x 500mm
Fanless	Yes		
Speakers	12W x 4 built-in, 20W x1 woofer		
Usage			
Recommended Usage	Up to 24x7		
Backlight	mini-LED		
Backlight Life (1/2 brightness)	50,000 hrs (typ)		
Power Source			
USB Power Delivery	90W		
Power Consumption (Typ.)	200W	250W	280W
Power Consumption Backlight Max (Typ.)*	580	720W	750W
BTU/hr (Typ.)	200W x 3.42 BTU = 684 BTU/hr	250W x 3.42 BTU = 855 BTU/hr	280W x 3.42 BTU = 958BTU/hr
Standby Power Consumption	<0.5W		
Input Voltage / Frequency	100-240V; 50/60Hz		
Environment			
Storage Temperature	-20° to +60°C -4° to 140°F		
Operating Temperature	0° to +40°C 32° to 104°F		
Humidity	20-90% RH (non-condensing)		

Approvals	FCC Class B, CE, cTUVus, RoHS
ENERGY STAR CERTIFIED	Yes
Cyber Security	EN 303 645 certified
TAA Compliance	Yes
Touch (-T models only)	
Surface Treatment	AG
Protective Glass	3mm optically-bonded glass
Touch Technology	Projected Capacitive: XX points
Touch Interface	USB-B
Supporting OS	Windows 11, Mac OSX and Linux

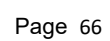
* Refer to the Power Consumption section (page56) for details on how this is calculated.

Dimensions

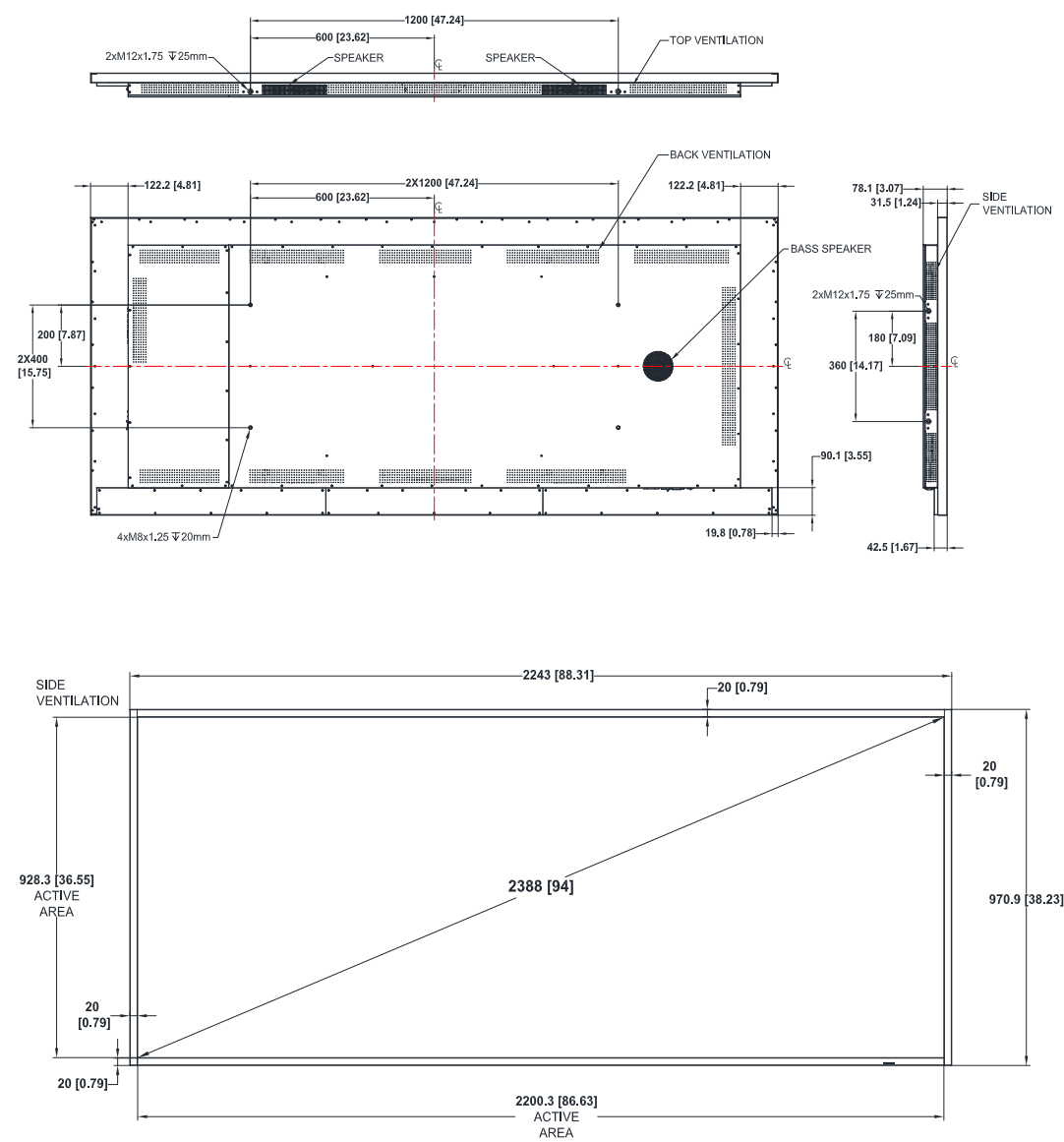
24. 21by9 81 Display



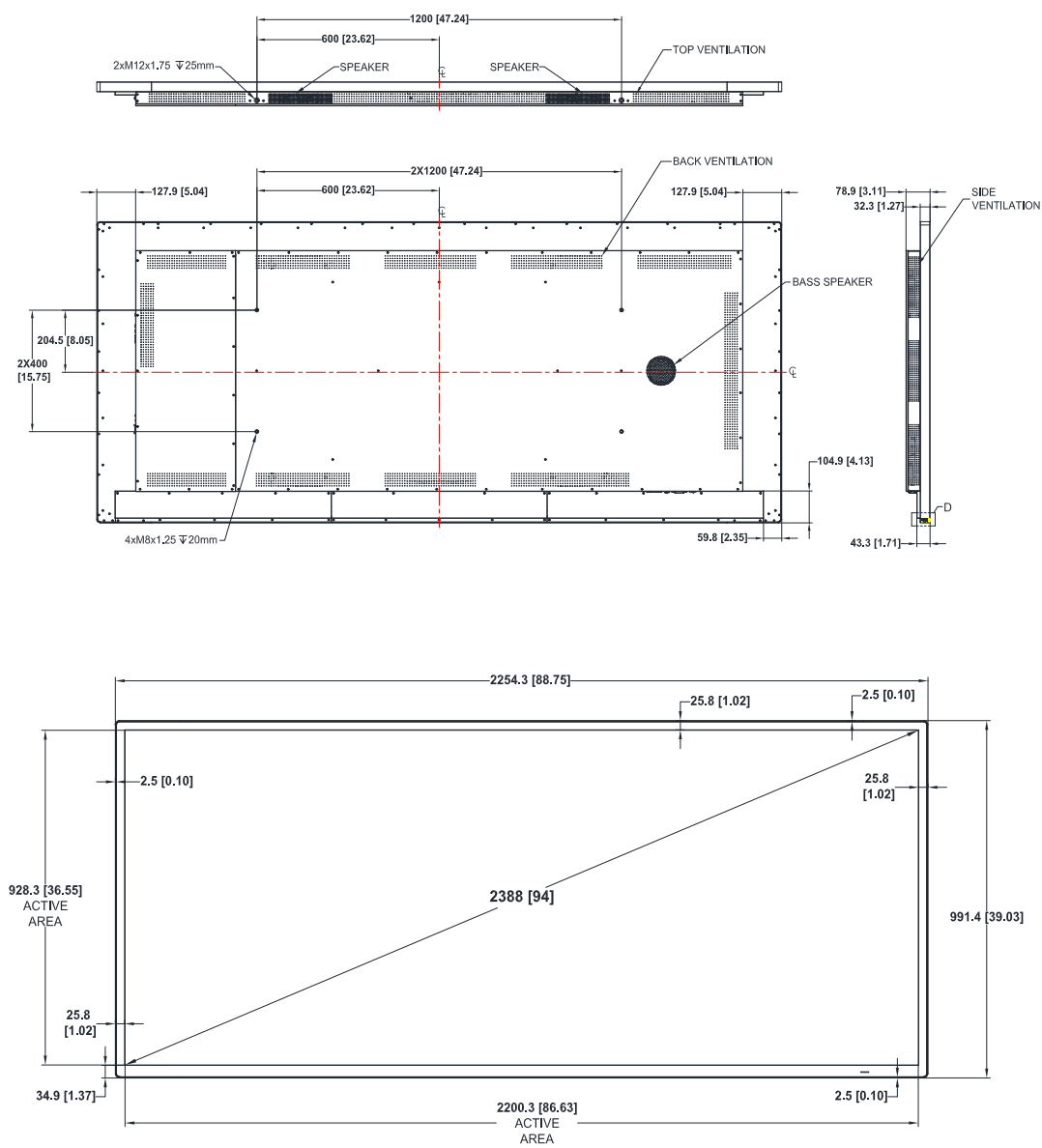
Planar 21by9 Series User Manual
020-1475-00A



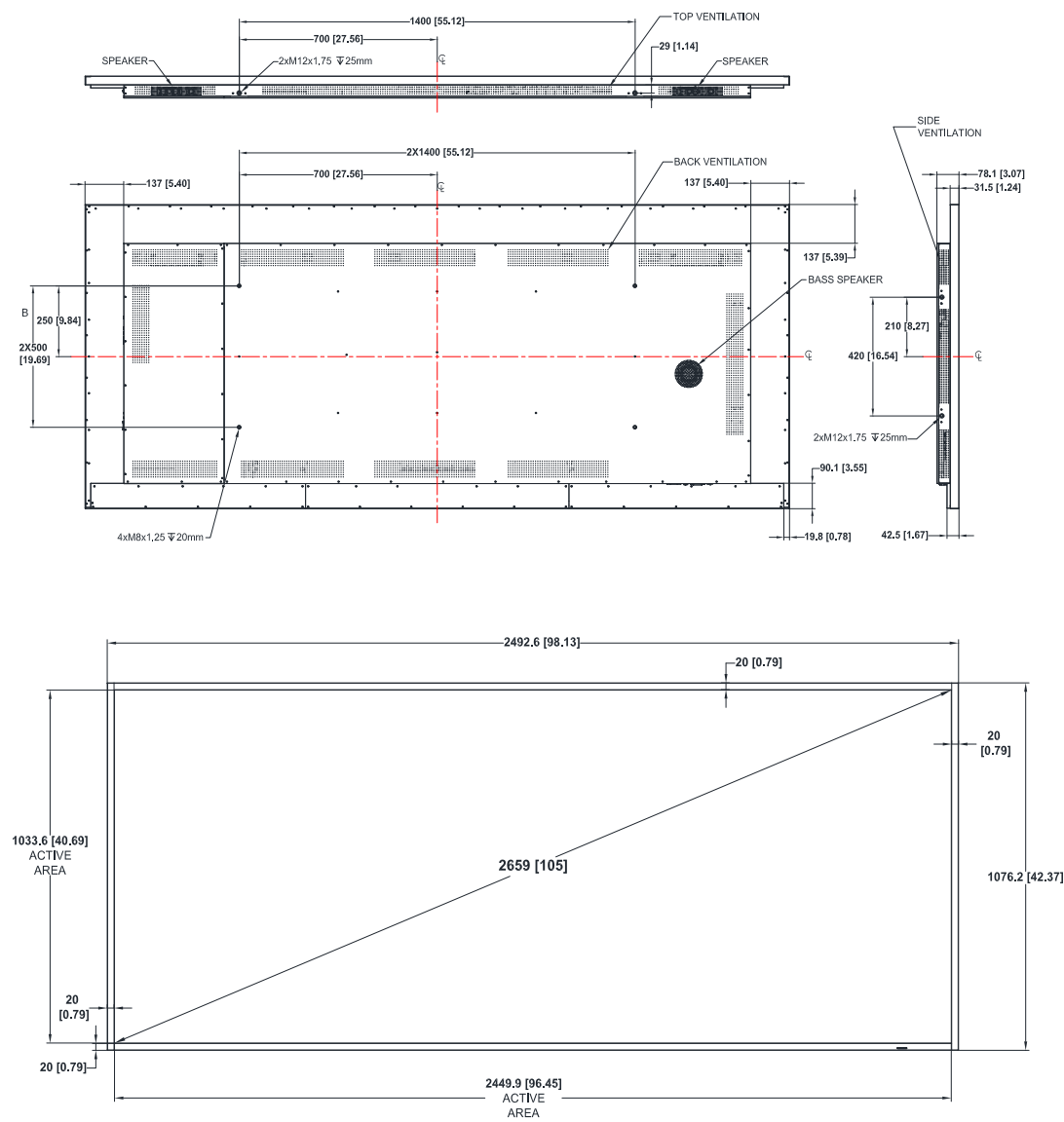
26. 21by9 94 Display



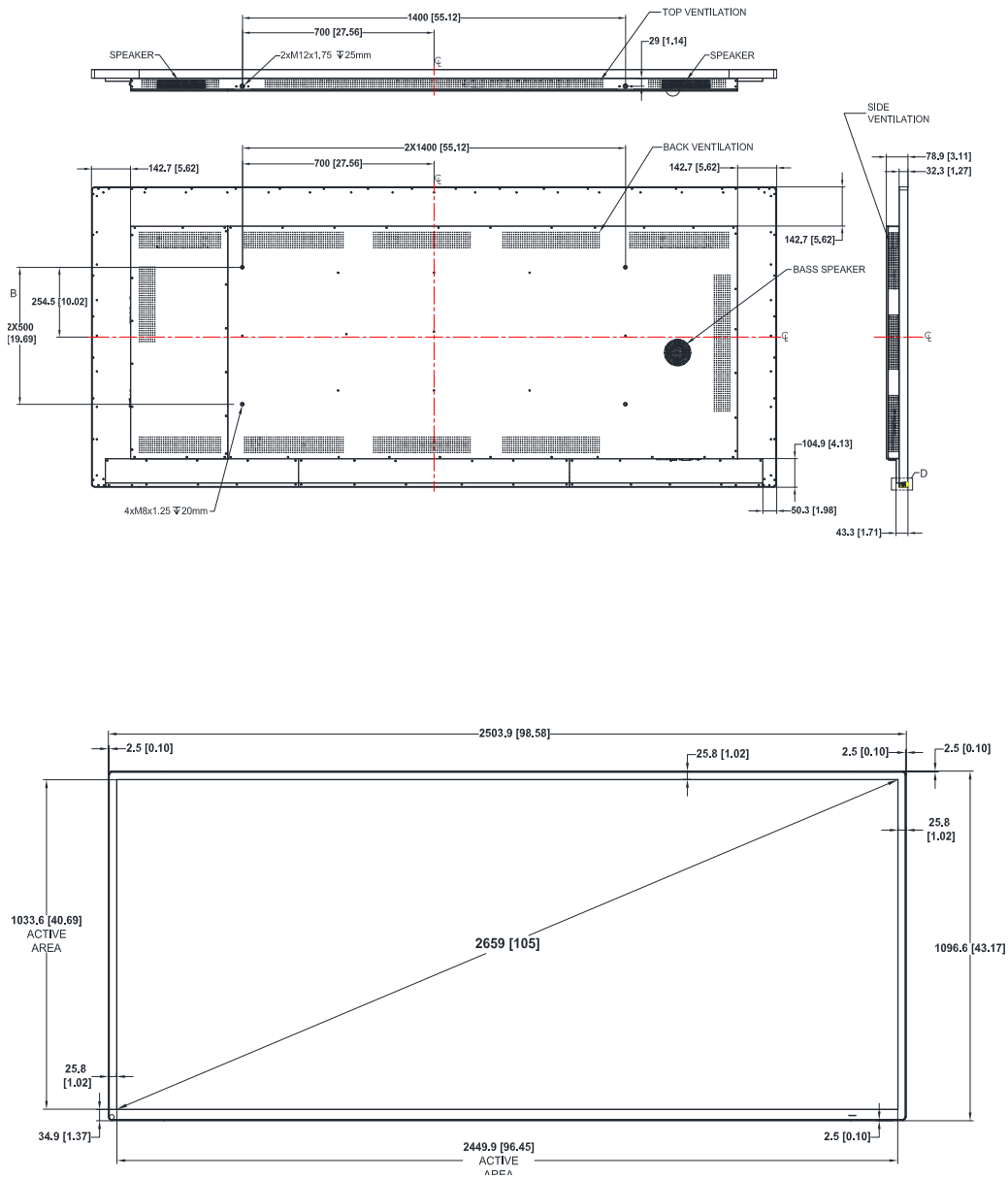
27. 21by9 94T Display



28. 21by9 105 Display



29. 21by9 105T Display



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.

30. Symptoms, Possible Causes and Solutions

Below are different symptoms that you might encounter as you install your Planar 21by9 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.

30.1 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 39.

30.2 Symptom: Can't Get PC to Output 5K @ 24/30/60/100/120 Hz

Solution:

Confirm that DisplayPort-to-HDMI adapters are not being used. These adapters do not support outputting 5K 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 5K@120Hz, 5K@60Hz or 5K@30Hz. If you change the EDID setting, you may need to disconnect and reconnect the cable.

Solution:

If using DisplayPort, make sure the connector overmold isn't too large.



30.3 Symptom: IR Isn't Working Properly

Possible Cause:

The wired IR module cable is not being used.

Solution:

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



31. Touch Troubleshooting(Touch Models Only)

31.1 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.

31.2 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.

31.3 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 39.

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.

31.4 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 the Planar Technical Support Website

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

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