



**DISPLAYS2GO**  
CONNECTING PEOPLE & BRANDS WITH THE WORLD

**DISPLAYS2GO**  
**USER MANUAL**

**21.5 Inch Touch  
Interactive Digital Kiosk**

SKU: DM021TLW



Scan the QR code to  
visit the product page!



FCC ID: 2ASCB-DM021TLW

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) this device may not cause harmful interference, and  
(2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes/modifications to this equipment not approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: Before using the product, please read the instructions carefully.

Do not attempt to disassemble this product. If the product does not work properly, please call our Customer Service Department at 1-844-221-3393.

# TABLE OF CONTENTS

Features .....	3
Safety Warnings and Precautions.....	3
<b>Assembly and Connection.....</b>	<b>6</b>
Packing List .....	7
Interface Diagrams .....	7
Remote Control .....	9
<b>Description of Basic Operation .....</b>	<b>9</b>
Power On/Standby .....	9
Settings .....	11
Connecting to Wi-Fi .....	11
<b>DiViEX APP Introduction .....</b>	<b>12</b>
How to Upload Media Files.....	13
Slideshow Settings.....	13
<b>Technical Specifications .....</b>	<b>18</b>
<b>Troubleshooting .....</b>	<b>21</b>
Cleaning and Maintenance .....	23
Names and Contents of Toxic and Hazardous Substances or Elements in the Product.....	23
FCC Compliance Notice .....	24

## FEATURES

- Embedded with Android 11 smart operating system and unique UI design
- Supports USB mouse and keyboard
- Built-in Wi-Fi module high-capacity memory and high-capacity cache makes it easier to display 1080p HD videos
- High-quality LCD display with high brightness, high contrast, wide viewing angle, and no flicker.
- Multi-channel USB interfaces with HD media streaming

## SAFETY WARNINGS AND PRECAUTIONS

Thank you for purchasing this product from Displays2go. We have considered the factors to ensure personal safety in product design and have tested rigorously at the factory. However, improper installation and use may result in electric shock and fire.

In order to safely use, maximize performance of the unit and extend the life of the product, please read and follow all instructions carefully before using the product.

Keep the instructions for future reference.

**We strongly recommend using a surge protector, or a power strip with internal circuit breaker to prevent damages to the digital signage.**

Symbol Legends:

- ⚠ Warning: May cause personal injury or death
- ⊘ The operation is prohibited
- ⚠ Caution: May cause damage or property loss
- The operation must be executed





If any of the following occurs:

- Power outage or instable voltage.
- Abnormal sound or smell from the unit.
- AC power cord is damaged.21.5
- Digital Signage is damaged due to drop, knock or impact.
- Any liquid or foreign matters fall into the enclosure.

 Turn off the Digital Signage immediately, pull out the plug from the power outlet, and ask the authorized personnel for maintenance.

- ⊘ If coal gas or other flammable gas leaks, do not pull out the plug of the LCD Digital Signage or other electrical appliances; instead, turn off the gas valve immediately, and open the doors and windows quickly.

 **WARNING**

-  ● Do not use power supply other than AC 110V, 60Hz.
- Cut off the power supply before connecting or disconnecting any cables.
- Do not place the Digital Signage on any instable positions, or else it may be damaged or cause fire.
- Do not place the Digital Signage in the positions such as:
  1. The environment subject to direct strong sunlight, moisture, extreme temperature or too much dust;
  2. The environment with flammable or explosive materials;
  3. The environment with flammable or corrosive gases;
- Do not use damaged or inappropriate power outlets, and ensure that the plugs and outlets contact properly.
- Do not let dust or metal deposits adhere to the plugs and outlets.
- Do not damage the power cords:
  1. Do not modify the power cords;
  2. Do not place heavy objects on the power cords;
  3. Keep the power cords away from heat source;
  4. Do not pull the cord to remove the plug.
- Do not connect too many plugs to one outlet in parallel, or else it may cause fire due to excessive power consumption.
- Do not approach the Digital Signage with open flame (e.g. a lighted candle), or else it may cause electric shock or fire.
- Do not put any sharp objects, metal or liquid into the vents or let them touch the signal terminals to avoid short circuit, product damage, and electric shock.
- The openings in the enclosure are designed for ventilation and cooling, to ensure long time reliable running of components inside the enclosure and prevent overheating. Do not block the openings while in use.
  
-  Do not touch the plugs with wet fingers, or else it will cause electric shock.
  
-  Do not use the Digital Signage in stormy weather, especially when there is lightning; instead, please disconnect the power and antenna plugs to avoid lightning strike.
  
-  Do not disassemble the Digital Signage without permission, or else it may cause electric shock or fire. Please ask qualified technician for repair.



- Do not let children climb onto the Digital Signage.
- Keep the small parts away from children to prevent them from swallowing.
- If the Digital Signage won't be used for a long time, please turn it off and pull out the power plug.
- To adjust the position of the Digital Signage, please disconnect all power cords and move slowly to avoid tip over.
- Do not scratch or knock the LCD with hard object, or twist and squeeze the LCD.
- Do not turn on the unit immediately when it is moved from a place with low temperature to high temperature, or else it will cause condensation and malfunction.
- Before cleaning the Digital Signage, please pull out the power plug; wipe with soft cloth; do not use industrial chemicals; prevent foreign matters from entering the machine. Improper cleaning (such as cleaning solution, water) may damage the product, erase the printed information, and even cause damage of the components if fluid flows in, resulting in machine failure.
- If the unit displays the same screen for a long time or the moving picture has fixed text or icon, it will leave ghosting on the screen and won't disappear when the unit is turned off; it is normal and isn't covered by the warranty.
- The power of the Digital Signage can be cut off by pulling out the plug.
- If the LCD screen ruptures and the liquid splashes on the skin, please rinse for 15 minutes with clean water immediately, and consult your doctor.
- To carry the Digital Signage with hands, please grab and hold the edges; do not apply pressure on the panel.
- Use the Digital Signage properly: Use in proper lighting conditions; insufficient lighting or exposure over a long time may impair your eyesight.
- When the plug or coupler is used as disconnection device, it should be easy to operate the device.
- Insert the plug into the outlet properly, or else it may cause sparks and fire.
- The technical specifications printed herein and on the packaging are subject to change without prior notice. The Manual may be slightly different from actual operation, and the latter is applicable.

**This Manual is for reference only and is subject to change without prior notice.**

**If you have any questions regarding our products, please visit us at [www.displays2go.com](http://www.displays2go.com) or contact Displays2go customer service at 844-221-3388.**

**Scan QR code to visit product page.**



# PACKING LIST

## INTERACTIVE KIOSK

Quantity: 1



## REMOTE CONTROL

Quantity: 1



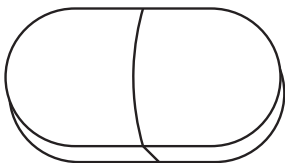
## USER MANUAL

Quantity: 1



## Shelf Brackets

Quantity: 8



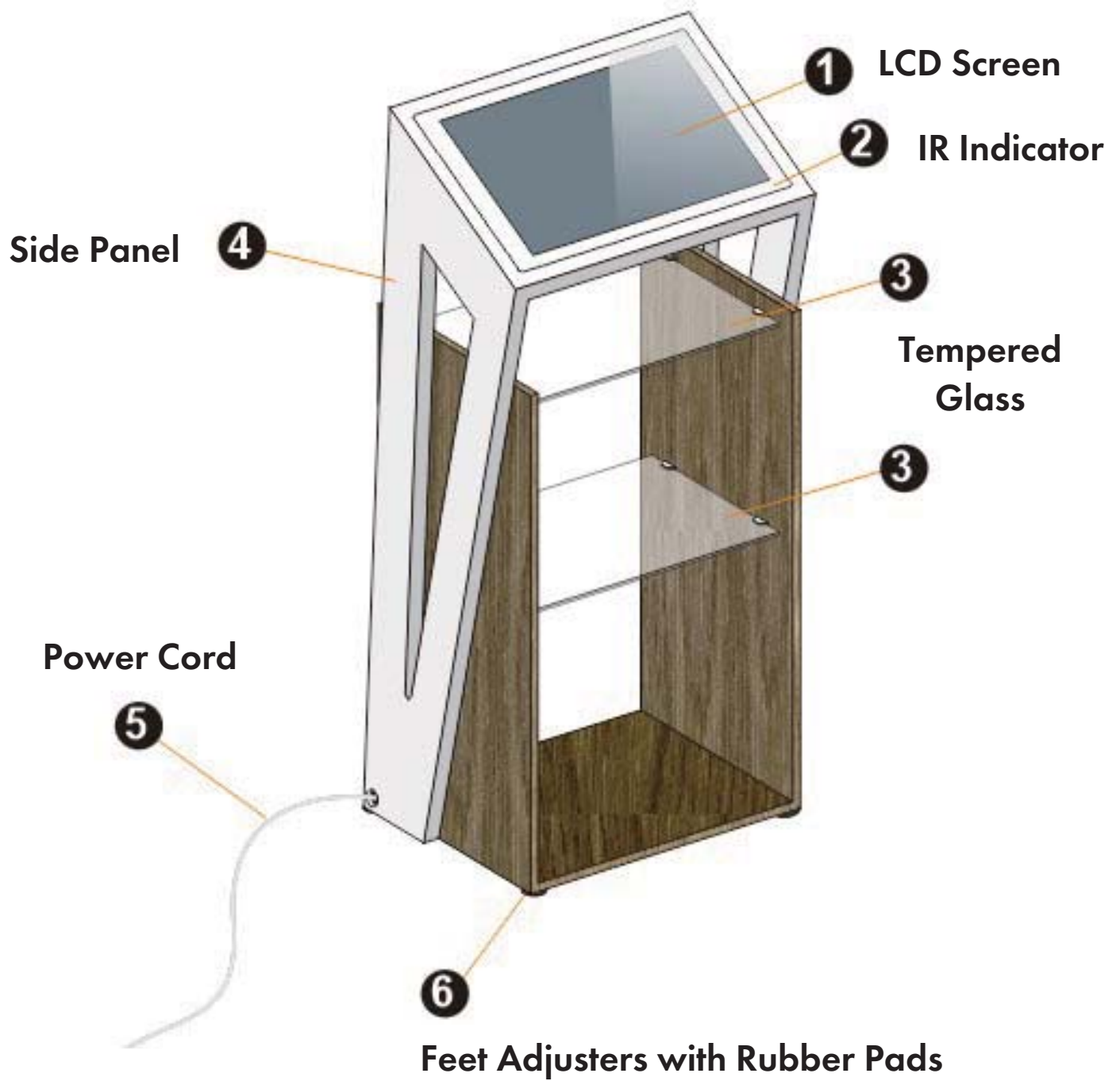
## Bracket Screws

Quantity: 9

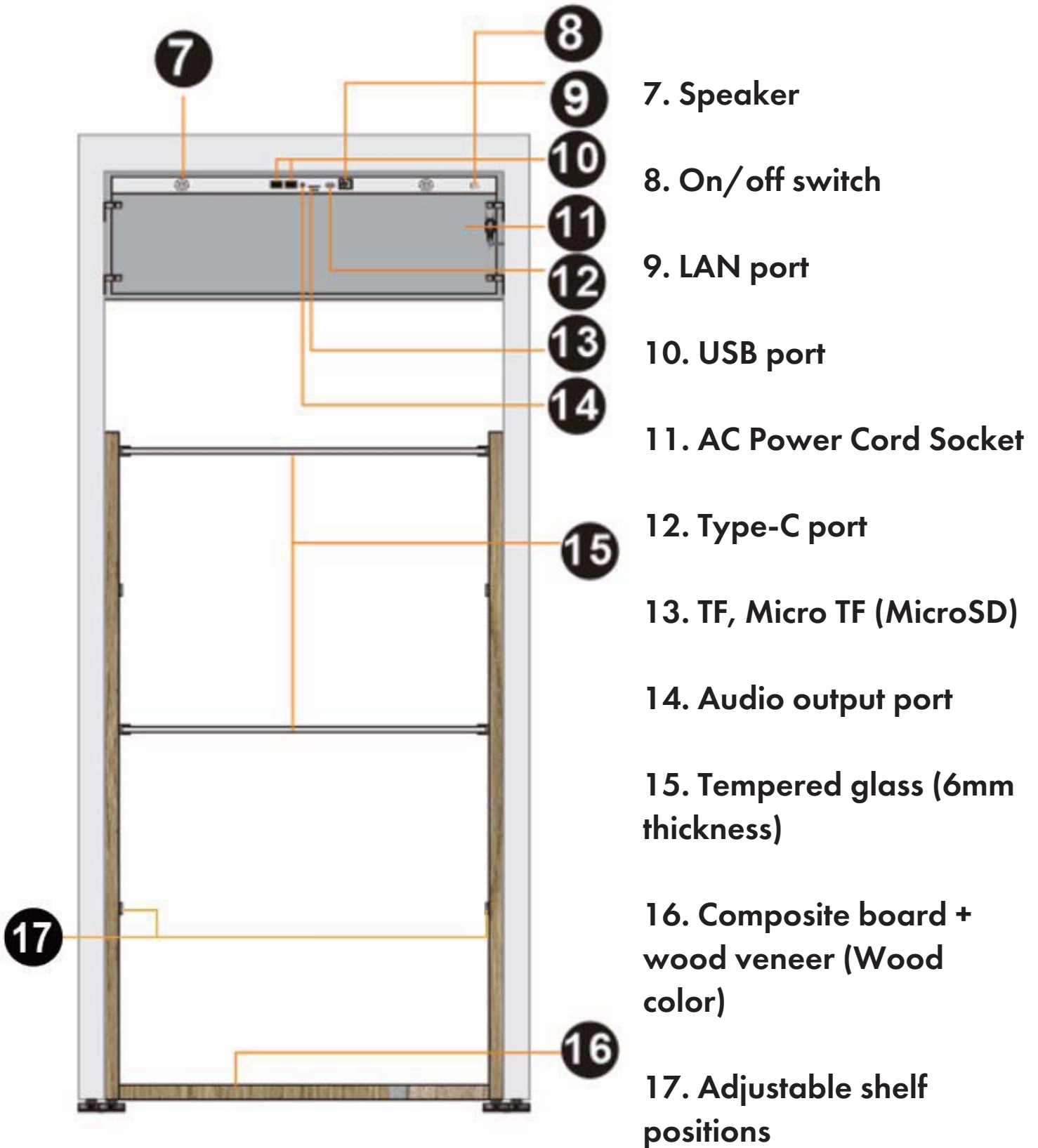


# OPERATION

## Interface Diagrams







**CAUTION:** Disconnect the power plug before assembling or disassembling the unit!

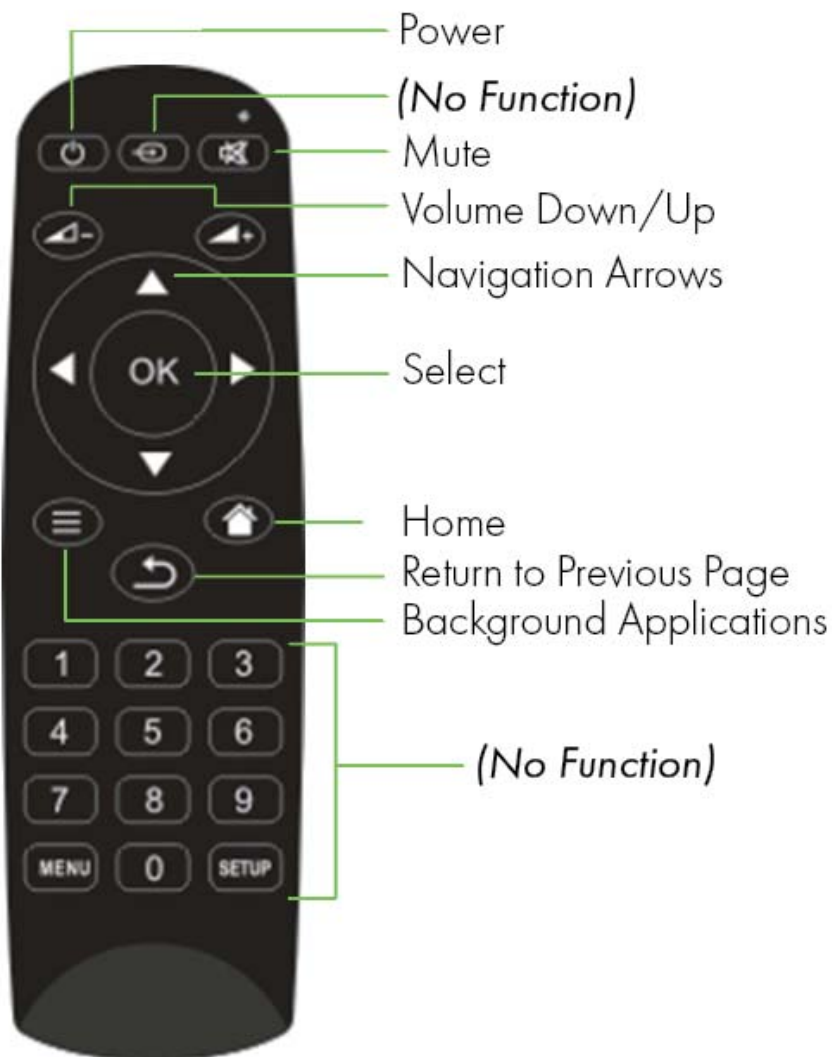


## Power On/Off

- Turn on by inserting power cord into unit and connect to outlet. Then, flip power switch on the back of the unit to ON.
- To temporarily turn on and off, use the "⏻" power button on the remote control.
- To shut down, flip the power switch on the back of the unit to OFF, then unplug the unit.

## Remote Control of LCD Screen

### *Description of Buttons*



## *Precautions*

- Aim the remote control at the receiver window. Do not place any object between the remote control and the receiver window to avoid interference with the normal operation.
- Keep the remote control away from violent vibration. In addition, do not set or place the remote control in direct sunlight, or else the remote control may be deformed by heat.
- The remote control may be invalid when the receiver window of the unit is in direct sunlight or strong lighting; in this case, please adjust the angle of the lighting or the unit or approach the receiver window to use it.
- The distance of remote control will be shortened if the battery voltage is insufficient; in this case, please replace with new batteries; if the remote control won't be used for a long time or the batteries are run out, please take out the batteries to avoid corrosion due to battery leakage, which will damage the remote control.
- Do not use batteries of different types or mix new batteries with old ones. Always replace the batteries in pairs.
- Do not put the batteries in fire, or charge or disassemble them, or charge, short circuit, disassemble, heat or burn used batteries. Please dispose of waste batteries in accordance with local environmental regulations. Do not expose the batteries in overheated environments such as sunlight and fire.

# Settings

Once turned on, the unit automatically displays the home screen. This includes the App Drawer and the menu bar.

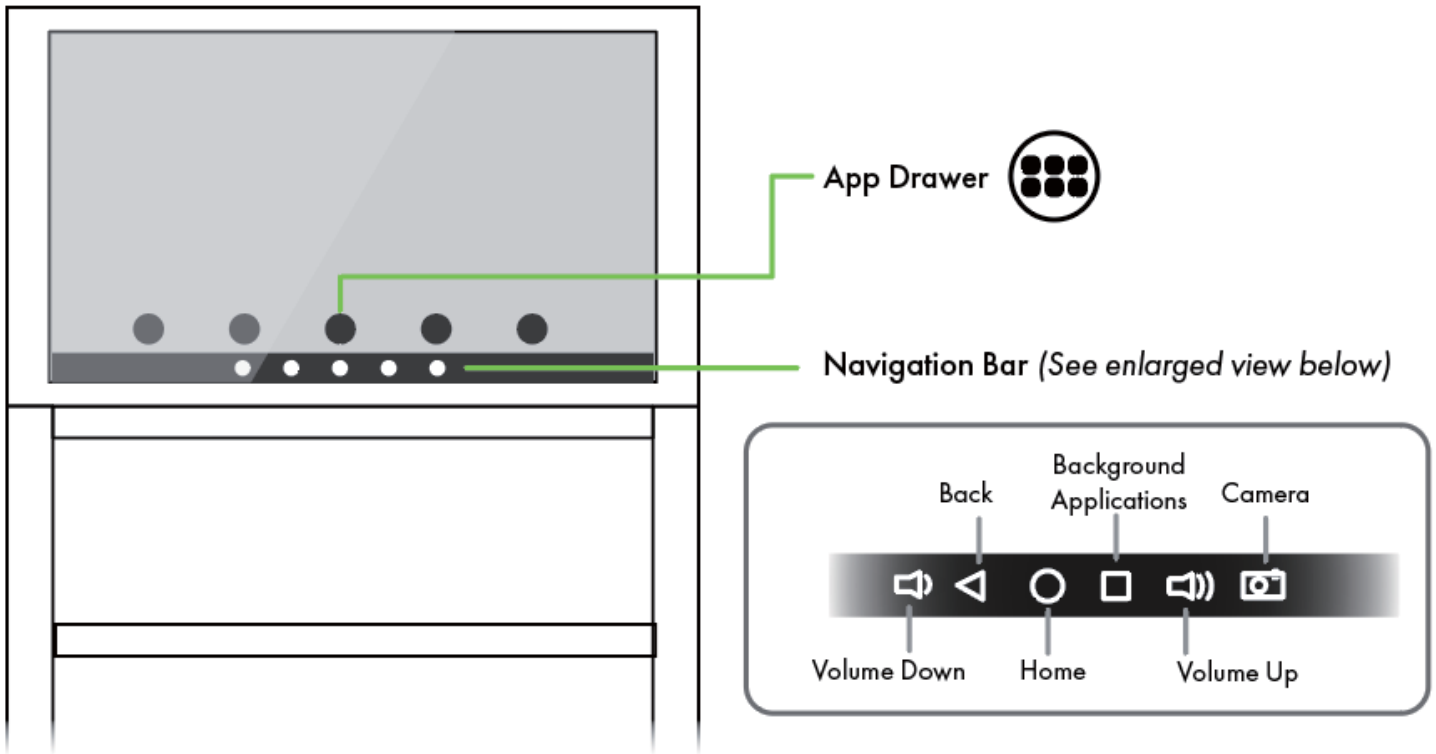




Figure 1.1

The App Drawer  shows all applications. From this menu, you can adjust local settings in the Settings app, connect to Wi-Fi and online accounts, launch the DiViEX app, and more.

**Note:** To return to a previous screen, click the Back on the remote control or the navigation bar at any time.

## Connecting to Wi-Fi

1. Click the App Drawer  to display all applications, then click Settings.
2. Click Network Connection from the list of Settings.
3. Select your Wi-Fi network and enter login credentials.

# DiViEX Application

First, check that your device meets or exceeds the system requirements.

## System Requirements

CPU	RK3568 chip, quad-core Cortex-A55
Operating System	Android 11.0

1. Insert your USB drive to your computer. Create a new folder and name it "MediaFolder" (See Fig 2.1).



Figure 2.1

2. In "MediaFolder," create 3 subfolders and rename them: "Images"; "Videos"; "Music"

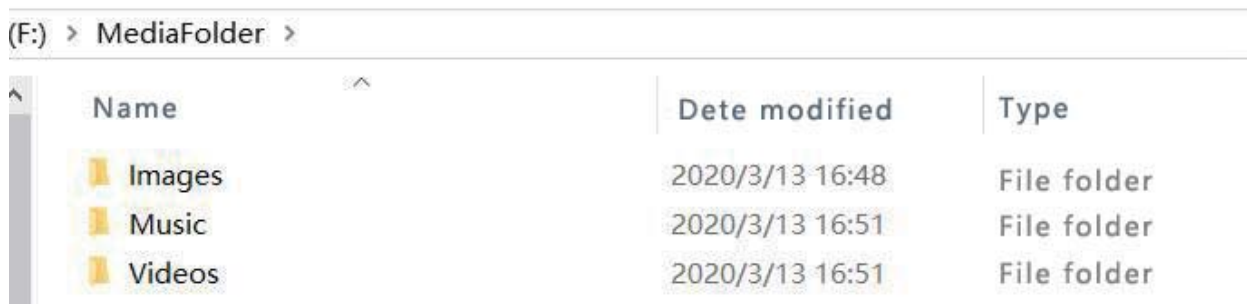


Figure 2.2

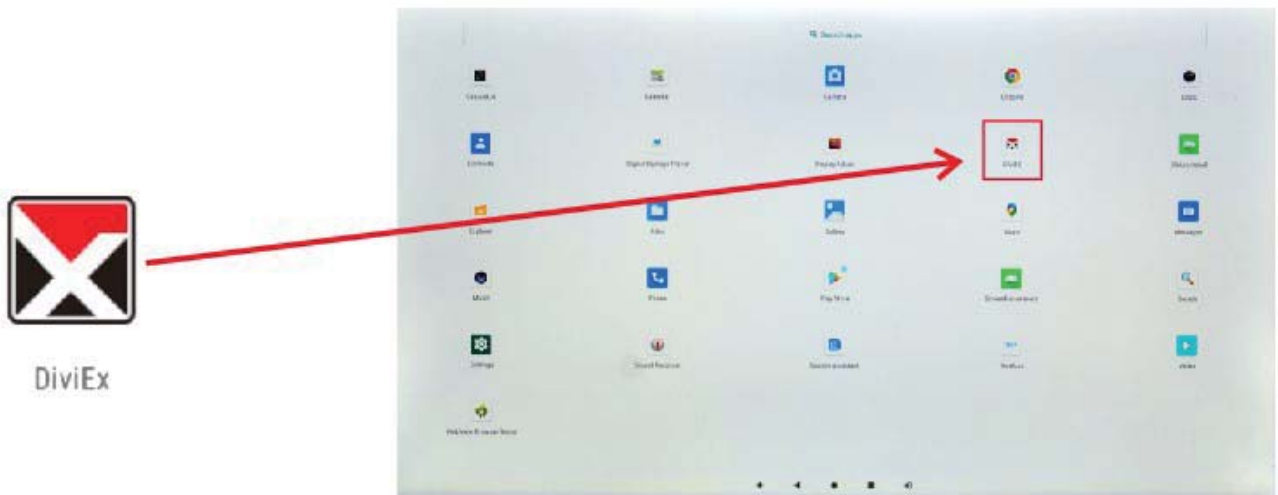
3. Copy the media files to be displayed into the coordinating folder.

Check that your desired imagery fits the requirements. (See table below.)

**Supported File Formats**

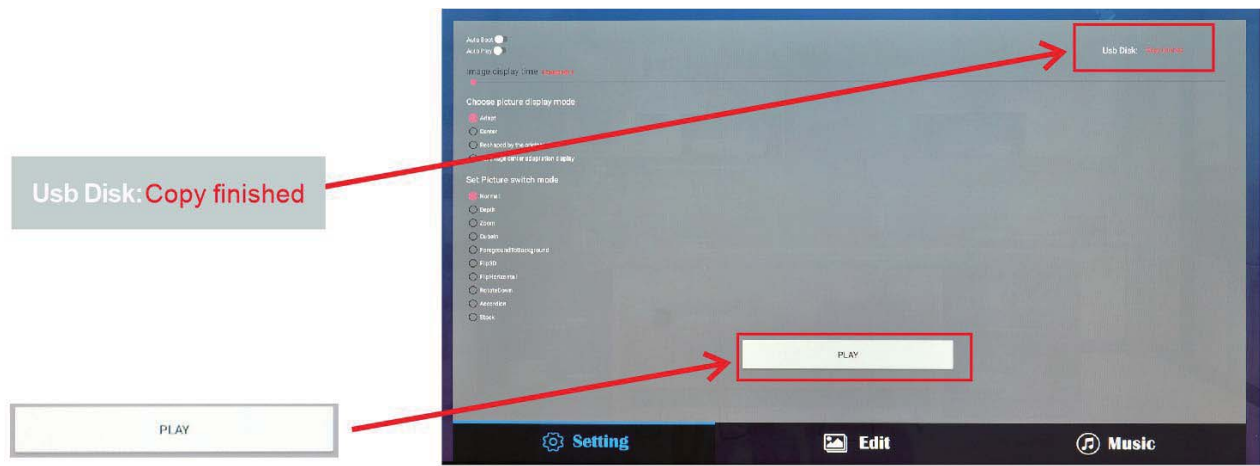
Supported Image Files	JPG/JPEG/BMP/PNG/GIF
Supported Video Files	AVI, MPEG4, WMV, MKV, FLV, MP4, MOV
Supported Audio Files	MP3

- 4. Safely eject the USB from your computer and insert into the Kiosk.
- 5. Open the DiViEX App. (See Fig 2.3)



(Figure 2.3)

- 6. DiViEX automatically copies over your media files from the USB. The status of the USB can be seen in the upper right corner. Once the copy is finished, press Play to display media. (Fig 2.4)



(Figure 2.4)

**Note:** The USB must remain inserted in the machine to display media.

## DiViEx Slideshow Settings

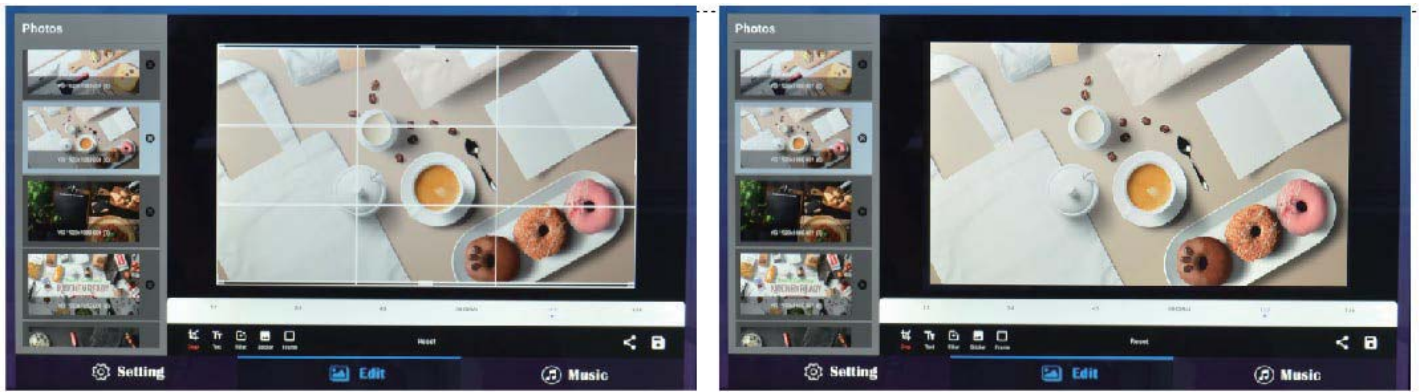
1. Set the time each picture is to be shown on the screen by dragging the bar to the desired time.
2. Select how you would like the images to display. Select the desired transition effect between pictures:
  - **Auto Boot**  
DiViEX APP will automatically open when the digital signage is turned on.
  - **Auto Play**  
DiViEX APP will automatically play the slideshow when it is opened.
  - **Choose Picture display mode**  
Check a fit option how you want the pictures to be displayed.
  - **Set Picture switch mode**  
Choose an animation option to set the fade in and fade out effects.

### *Edit Picture*

This menu shows all editing functionality for your slideshow.

This function shows all pictures, you can edit all pictures, and remove it.

- **Crop**  
There are four corner handles and four border handles to crop the picture. Click and drag a handle to reshape the image to any size you need. You can also set aspect ratio such as 16:9, 4:3 and 1:1 for a picture in edit section. (Fig. 2.5)



(Figure 2.5)

- **Add Words and Themes**

You can write some words on your video. (Fig. 2.6)

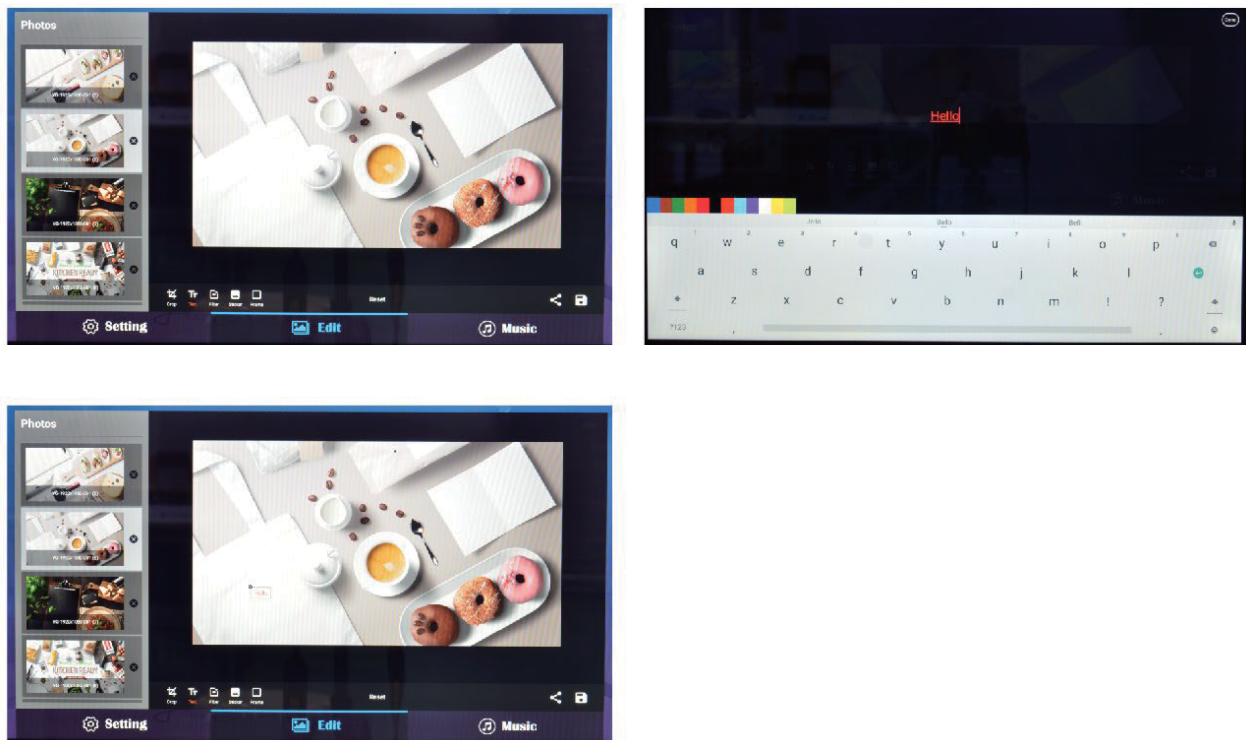


Figure 2.6

- **Add Filters and Transition effects**

You can browse and try different filters in the filter gallery below the image.



- **Add Stickers and Frames**

Add stickers on your picture or video. Edit a picture to have border or frame overlay effects.

(See Fig. 2.7)

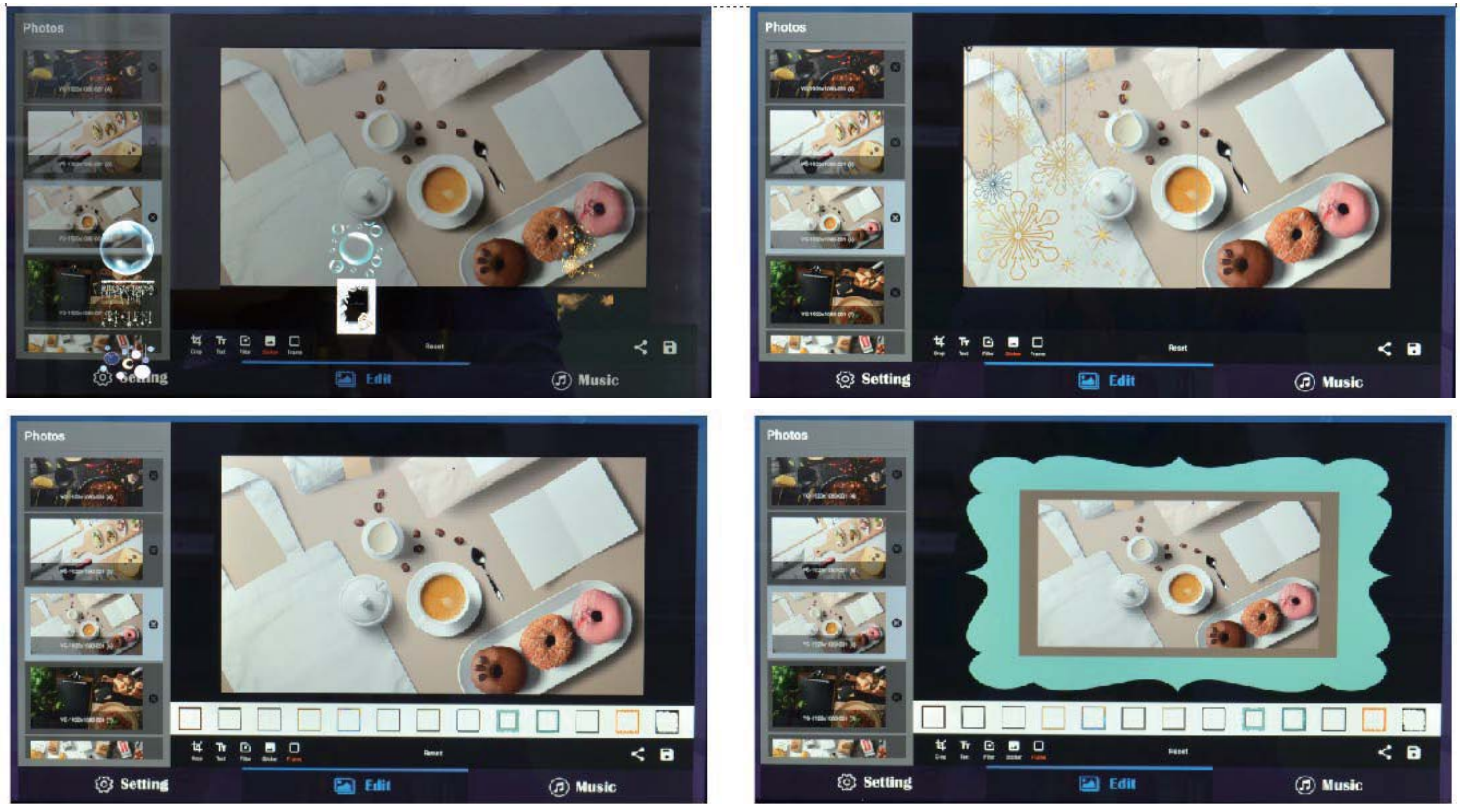


Figure 2.7

- **Reset**

Click "Reset" to remove all the editing you applied to the image. (See fig. 2.8)

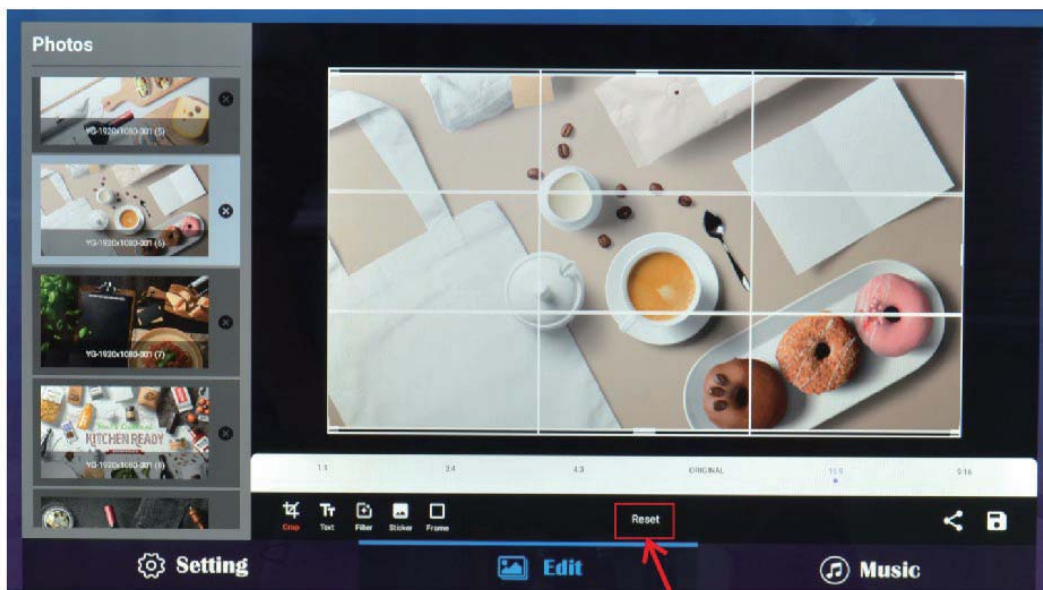


Figure 2.8

- **Save** 

Click the Save icon in the lower right corner save the edited image as a new image.

- **Share** 

After a picture has been edited, it can be saved and shared w/Friends and tagged on social media.

- **Image deletion** 

Click the Delete icon next to image thumbnails to delete unwanted pictures. (See fig. 2.9)



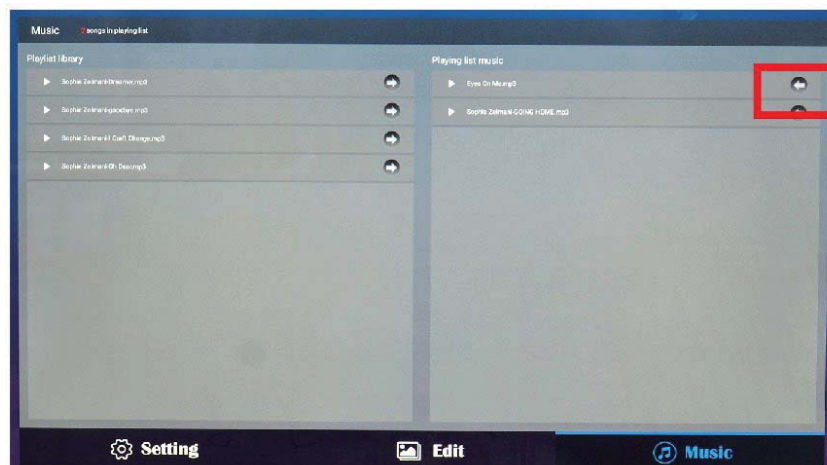
Figure 2.9

- **Music**

**The Playlist library lists all music files. (See fig. 2.10)**

To add songs from the playlist library to the playing list music, click the right arrow next to the song title.

To remove the added music file from the playlist, click the left arrow in the playlist.



(Figure 2.10)

## TECHNICAL SPECIFICATIONS


PRODUCT	
Material	Wood composite board, steel, glass
Panel Type	21.5" BOE LCD
Display Area	18.75"(W) x 10.54"(H)
Optimum Resolution	1920 x1080
Contrast Ratio	1000:1
Viewing Angles	89/89
Response Time	12ms
Light Source	89/89
Brightness	LED
Pixel Pitch	0.24795(H)X0.24795(V)mm
Display Colors	16.7M (8bits-true)
Color Temp	Cold white
Aspect Ratio	16:9
Refresh Rate	50/60HZ
Panel Surface Material	TFT
Touch	Yes, PCAP
Operating Time	7x18hrs
Panel Life (hours)	30,000 hrs
PLAYBACK SOFTWARE	
Operating System	Android 11.0
Software	DiViEx
Player	Integrated in software
Drive Type	Integrated in software
External or Integrated	Integrated
Templates	YES
Maximum video decoding	1080P
HTML5	NO
IP Streaming	YES
Multi-Zone	YES
Day Parting	YES
Scheduling	YES
Drag & Drop Functionality	YES
Loops	YES

Remote Content Update	YES
Operating System	Android 11.0
Software	DiViEx
Player	Integrated in software
Drive Type	Integrated in software
External or Integrated	Integrated
Templates	YES
<b>MEDIA</b>	
Video Format	AVI, MPEG4, WMV, MKV,FLV,MP4,MOV
Audio Format	MP3
Image Format	JPG, JPEG, BMP, PNG, GIF
Video Input	NO
Internal Storage Capacity	32GB
Speaker Amplifier	Output
<b>CONNECTOR</b>	
CPU	RK3568
SD Slot	NO
Ethernet LAN	YES
Audio_IN	NO
USB	YES
HDMI Output	YES
VGA	NO
USB/SD/Micro SC/HDMI: list all	2xUSB, 1xRJ45, 1xType-C, 1x TF, 1 x Micro TF Card port
CPU	RK3568
<b>POWER</b>	
Voltage (in/out)	AC 100-240V
Consumption (Watts)	About 23W
Cord Length	5.5 ft
Compliance Listed (on power source)	Power supply with UL listed
Voltage (in/out)	AC 100-240V
Consumption (Watts)	About 23W
Cord Length	5.5 ft
Compliance Listed (on power source)	Power supply with UL listed
<b>OPERATING CONDITIONS</b>	
Temperature	Operating Temperature 32 - 104 degrees F Storage Temperature 68 - 140 Degrees F
Humidity	10-80%

DIMENSIONS	
Screen	21.5"
Overall Unit	24.2 x 16.9 x 52"
WEIGHT	
N.W.(kgs)	84 lbs
G.W.(kgs)	112 lbs
PACKAGING	
Packing Size (mm)	58.3 x 29.5 x 560 x 22"
Weight (kgs)	28.6 lbs
GENERAL	
Regulations / Compliance	FCC
Package Contents	Product, Instruction Manual, Remote control
Warranty	1 year
UPC	Barcode

## TROUBLESHOOTING GUIDE

ISSUE	PROBABLE CAUSE	SOLUTIONS
No Navigation bar on screen	The Navigation bar has been turned off.	In Settings, toggle Display Navigation to ON. 
No Picture or Sound	<ul style="list-style-type: none"> <li>-Unit is not plugged into the wall.</li> <li>-Power cord not properly connected to the terminal on the back of the unit.</li> <li>-Unit is not powered on.</li> <li>-Wall outlet is not working.</li> </ul>	<ul style="list-style-type: none"> <li>-Check that unit is plugged into wall.</li> <li>-Confirm that the power cord is connected to the terminal on the back of the unit.</li> <li>-Turn the on/off toggle switch to the "on" position.</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> <li>-Make sure that outlet is working by plugging in a different electrical device.</li> </ul>
No Sound (Picture Is Working)	<ul style="list-style-type: none"> <li>-Volume has not been adjusted on the remote control.</li> <li>-Content/Video does not have sound.</li> <li>-Content format is not compatible.</li> <li>-Speakers do not work.</li> </ul>	<ul style="list-style-type: none"> <li>-Adjust volume using the remote control.</li> <li>-Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> <li>-If unit is connected to Wi-Fi, go to YouTube and play video that has sound as a test.</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> <li>-Try playing the content on a different device (smart phone, computer, or tablet).</li> </ul>
No Picture (Sound Is Working)	<ul style="list-style-type: none"> <li>-Content file is damaged.</li> <li>-Content format is not compatible.</li> <li>-Screen is damaged or defective.</li> </ul>	<ul style="list-style-type: none"> <li>-Confirm content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> <li>-Try playing the content on a different device (smart phone, computer, or tablet).</li> <li>-Unplug unit, wait 20 seconds, plug unit back into outlet and try again.</li> </ul>
Remote Control Not Working	<ul style="list-style-type: none"> <li>-Batteries were not inserted properly.</li> <li>-Batteries are dead.</li> <li>-Standing too close or too far from the unit.</li> </ul>	<ul style="list-style-type: none"> <li>-Check that battery is inserted properly with positive and negative orientation.</li> <li>-Insert new batteries.</li> <li>-Stand within 1 foot of the front of the unit and point the remote directly at the sensor.</li> </ul>

<p>No Wi-Fi Signal</p>	<ul style="list-style-type: none"> <li>-Wi-Fi is not turned on in product settings.</li> <li>-Wi-Fi is not connected to a network.</li> <li>-Low or no signal from the router.</li> <li>-Antenna is missing or not pointed upward.</li> <li>-Damaged PC board.</li> </ul>	<p>-Check that Wi-Fi is turned on in settings: <i>Click the settings icon from the Android home screen. Click "Wi-Fi."</i></p> <p><i>Click the on/off icon in the upper right-hand corner to turn on Wi-Fi.</i></p> <p><i>"On" will appear on the upper left side. </i></p> <p><i>Select your Wi-Fi network.</i></p> <ul style="list-style-type: none"> <li>-Confirm that the antenna is in place and pointed upward.</li> <li>-Check that other devices are receiving the signal.</li> </ul> <p><i>If other devices are not receiving the Wi-Fi signal, please contact your internet service provider.</i></p> <ul style="list-style-type: none"> <li>-Unplug or reset the router and wait for 20 seconds. Restart the router and check.</li> </ul>
<p>Parts Missing or Damaged</p>	<ul style="list-style-type: none"> <li>-Parts missed during manufacturing. (No charge for replacements.)</li> <li>-Parts lost or damaged by the customer. (There is charge for replacements.)</li> </ul>	<p>Contact a customer service representative.</p>
<p>Cannot Upload Content</p>	<ul style="list-style-type: none"> <li>-Content format is not compatible.</li> <li>-Content files are too large.</li> <li>-Port being used is defective.</li> <li>-App being used to play content is defective.</li> <li>-Android board is defective.</li> </ul>	<ul style="list-style-type: none"> <li>-Confirm video content is one of the following compatible formats: AVI, MPEG4, WMV, MKV, flv, MP3, MP4, MOV.</li> </ul> <p>Confirm image content is one of the following compatible formats: JPG/JPEG/BMP/PNG/GIF</p> <ul style="list-style-type: none"> <li>-Confirm file size is less than available space.</li> </ul>

If all the potential solutions have been tested for a particular issue and problems have not been resolved, contact a customer service representative for guidance.

Contact Information:  
 Website: [www.displays2go.com](http://www.displays2go.com)  
 Phone: 844-221-3388



## Cleaning and Maintenance

1. Avoid strong vibration or impact on the product.
2. Keep the product dry to avoid possible damage by moisture.
3. Don't place the product under direct sunlight which may shorten the service life of the screen.
4. Clean screen and product by using a glass cleaner.
5. If the product will not be used for a long time, pull out the power cord to prevent the internal short circuit or other potential dangers.

## Names and Contents of Toxic and Hazardous Substances or Elements in the Product

Part name	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr <sup>6+</sup>	PBB	PBDE
Display		O	O	O	O	O
Shell	O	O	O	O	×	×
Circuit board assembly *		O	O	O	O	O
Wires	O	O	O	O	O	O
Metal parts	O	O	O	O	O	O
Packaging materials *	O	O	O	O	O	O
Remote control		O	O	O	O	O
Speaker		O	O	O	O	O
Accessories *	O	O	O	O	O	O

\*: Circuit board assembly includes PCB and the electronic elements thereof;

Packaging materials include packaging box, styrofoam, etc.;

Other accessories include instruction manual.

O: the content of the toxic and hazardous substances or elements in the part is lower than the limit specified in GB/T 26572-2011 standard.

×: the content of the toxic and hazardous substances or elements in the part is higher than the limit specified in GB/T 26572-2011 standard.

The table shows that the machine contains harmful substances inside. The data is provided by material suppliers and verified by the company according to the material type. Some materials contain harmful substances that can't be replaced in present technology. We are dedicated to improving this.

The EFUP of the product is ten years. The pollution control label is shown on the right.



The EFUP is valid only when the user operates in the normal conditions specified in the manual herein.

### *Waste Electrical and Electronic Products Recycling and Disposal Regulations*

To protect the earth, if you do not need this product or its service life expires, please abide by your local *Waste Electrical and Electronic Products Recycling and Disposal Regulations* or send it to qualified local manufacturer for recycling.

This Manual is for reference only and is subject to change without prior notice.

Visit [www.displays2go.com](http://www.displays2go.com) for the latest product information and manual updates.

## **FCC Statement**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.