neovo

**THE DISPLAY CHOICE
OF PROFESSIONALS**™

QM4303 & QM5503 LCD Display

User Manual

www.agneovo.com

TABLE OF CONTENTS

TABLE OF CONTENTS

SAFETY INFORMATION

Federal Communications Commission (FCC) Notice (U.S. Only)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

Use only an RF shielded cable that was supplied with the display when connecting this display to a computer device.

To prevent damage which may result in fire or shock hazard, do not expose this appliance to rain or excessive moisture.

THIS CLASS A DIGITAL APPARATUS MEETS ALL REQUIREMENTS OF THE CANADIAN INTERFERENCE CAUSING EQUIPMENT REGULATIONS.
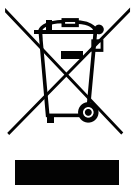
CE

WARNING: This equipment is compliant with Class A of EN55032/CISPR 32. In a residential environment this equipment may cause radio interference.

SAFETY INFORMATION

Waste Electrical and Electronie Equipment-WEEE

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment.   The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product

For Private Households in the European Union.To help conserve natural resources and ensure the product is recycled in a manner that protects human health and the environment, we would like to bring your attention to the following:

- The crossed-out dustbin on the device or outer packaging indicates the product is compliant with European WEEE (Waste Electrical and Electronic Equipment) Directive

- Always dispose of the old devices separately from household waste

- Batteries should be removed beforehand and disposed separately to the right collection system

- You are responsible with regard to the deletion of personal data on old devices before disposal

- Private households can hand in their old devices free of charge

- For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product

Turkey RoHS

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur.

Ukraine RoHS

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057.

PRECAUTIONS

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

Symbols used in this manual

	This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.
	This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the LCD display and keep it for future reference.

- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at **www.agneovo.com**.

- To protect your rights as a consumer, do not remove any stickers from the LCD display. Doing so may affect the determination of the warranty period.

Cautions When Setting Up

- Do not place the LCD display near heat sources, such as a heater, exhaust vent, or in direct sunlight.

- Do not cover or block the ventilation holes in the housing.

- Place the LCD display on a stable area. Do not place the LCD display where it may subject to vibration or shock.

- Place the LCD display in a well-ventilated area.

- Do not place the LCD display outdoors.

- To avoid the risk of shock or permanent damage to the set, do not expose the display to dust, rain, water or an excessively moist environment.

- Do not spill liquid or insert sharp objects into the LCD display through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the LCD display.

PRECAUTIONS

Cautions When Using

- Use only the power cord supplied with the LCD display.

- The power outlet should be installed near the LCD display and be easily accessible.

- If an extension cord is used with the LCD display, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.

- Do not allow anything to rest on the power cord. Do not place the LCD display where the power cord may be stepped on.

- If the LCD display will not be used for an indefinite period of time, unplug the power cord from the power outlet.

- To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.

- Do not unplug or touch the power cord with wet hands.

- When turning off the display by detaching the power cord, wait 6 seconds before re-attaching the power cord for normal operation.

- Do not knock or drop the display during operation or transportation.

Cleaning and Maintenance

- To protect your display from possible damage, do not put excessive pressure on the LCD panel. When moving your display, grasp the frame to lift; do not lift the display by placing your hand or fingers on the LCD panel.

- Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvent, such as, alcohol, or ammonia-based liquids to clean your display.

- If your display becomes wet, wipe it with dry cloth as soon as possible.

- If a foreign substance or water gets in your display, turn the power off immediately and disconnect the power cord. Then remove the foreign substance or water, and send the unit to the maintenance center.

- In order to maintain the best performance of your display and ensure a longer lifetime, we strongly recommend using the display in a location that falls within the following temperature and humidity ranges.
    - Temperature: 0-40°C (32-104°F)
    - Humidity: 20-80% RH

Warning:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:

- When the power cord is damaged.

- If the LCD display has been dropped or the housing has been damaged.

- If the LCD display emits smoke or a distinct odor.

PRECAUTIONS

Notice for the LCD Display

- In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

- Due to the lifespan of the lamp, it is normal that the brightness quality of the LCD display may decrease with time.

- When static images are displayed for long periods of time, the image may cause an imprint on the LCD display. This is called image retention or burn-in.

  ♦ To prevent image retention, do any of the following:

    - Set the LCD display to turn off after a few minutes of being idle.
    - Use a screen saver that has moving graphics or a blank white image.
    - Execute the ANTI-BURN-IN function of the LCD display. See **SETUP** > **ANTI-BURN-IN** section.
    - Switch desktop backgrounds regularly.
    - Adjust the LCD display to low brightness settings.
    - Turn off the LCD display when the system is not in use.

  ♦ Things to do when the LCD display shows image retention:

    - Turn off the LCD display for extended periods of time. It can be several hours or several days.
    - Use a screen saver and run it for extended periods of time.
    - Use a black and white image and run it for extended periods of time.

- There are millions of micro transistors inside the LCD display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

- **IMPORTANT**: Always activate a moving screen saver program when you leave your display unattended. Always activate a periodic screen refresh application if the unit will display unchanging static content. Uninterrupted display of still or static images over an extended period may cause "burn in", also known as "after-imaging" or "ghost imaging", on your screen. This is a well-known phenomenon in LCD panel technology. In most cases, the "burned in" or "after-imaging" or "ghost imaging" will disappear gradually over a period of time after the power has been switched off.

- **WARNING**: Severe "burn-in" or "after-image" or "ghost image" symptoms will not disappear and cannot be repaired. This is also not covered under the terms of your warranty.

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Unpacking

- This product is packed in a packaging box which contains standard accessories.

- Any other optional accessories will be packed separately.

- Considering the size and weight of the display, it is recommended that this product is carried out by two persons.

- After opening the packaging box, ensure that the included items are in good condition and complete.

1.2 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

LCD Display

Remote control

Quick Start Guide

HDMI cable
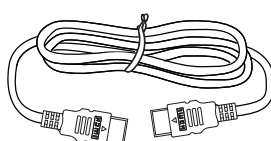
Power cord
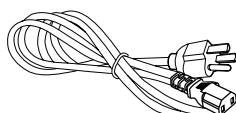
Note:

⚠ **Attention!!**
Batteries not included.

♦ No batteries for remote control are included.

♦ Remote control requires 2x AAA battery.

♦ For all other regions, apply a power cord that conforms to the AC voltage of the power socket and has been approved by and complies with the safety regulations of the particular country (Type H05VV-F, 3G, 0.75mm² should be used).

♦ You might like to save the package box and packing material for shipping the display.

♦ The pictures are for reference only. Actual items may vary upon shipment.

PRODUCT DESCRIPTION

1.3 Preparing for the Installation

- Due to the high power consumption, always use the plug exclusively designed for this product. If an extended line is required, please consult your service agent.

- The product should be installed on a flat surface to avoid tipping. The distance between the back of the product and the wall should be maintained for proper ventilation. Avoid installing the product in the kitchen, bathroom or any other places with high humidity so as not to shorten the service life of the electronic components.

- The product can normally operate only under 3000m in altitude. In installations at altitudes above 3000m, some abnormalities may be experienced.

1.4 Wall Mounting Installation

To mount this display to a wall, you will have to obtain a standard wall-mounting kit (commercially available).

To wall-mount the LCD display, screw the mounting bracket to the VESA holes at the rear of the LCD display.

QM4303

QM5503

Warning:

♦ Do not press too hard on the LCD panel or edge of the frame, as this may cause the device to malfunction.
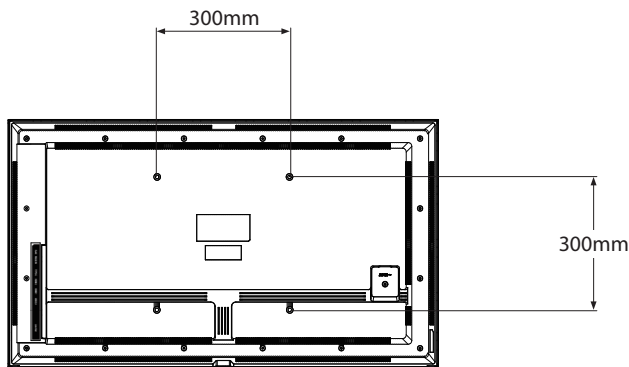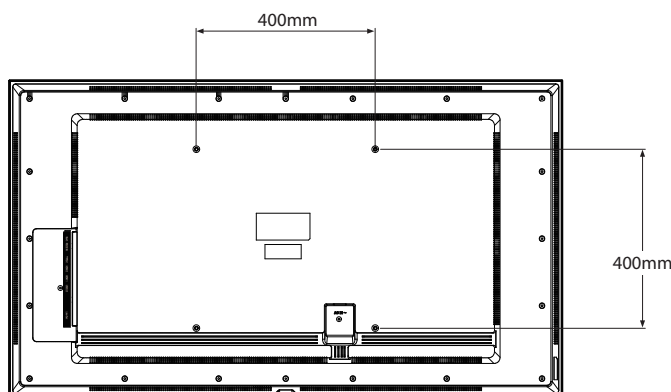
Note:

♦ Avoid the wall-mounting kit to block the ventilation holes on the back of the display.

♦ Secure the LCD display on a solid wall strong enough to bear its weight.

♦ Lay a protective sheet on a table, which was wrapped around the display when it was packaged, beneath the screen surface so as not to scratch the screen face.

♦ Ensure you have all accessories for mounting this display (wall mount, ceiling mount, etc).

♦ Follow the instructions that come with the base mounting kit. Failure to follow correct mounting procedures could result in damage to the equipment or injury to the user or installer. Product warranty does not cover damage caused by improper installation.

PRODUCT DESCRIPTION

1.4.1 VESA Grid

Model Name	VESA Grid
QM4303	300(W) x 300(H)mm
QM5503	400(W) x 400(H)mm

⚡ Caution:

To prevent the display from falling:

♦ For wall or ceiling installation, we recommend installing the display with metal brackets which are commercially available. For detailed installation instructions, see the guide received with the respective bracket.

♦ To lessen the probability of injury and damage resulting from fall of the display in case of earthquake or other natural disaster, be sure to consult the bracket manufacturer for installation location.

Note:

♦ For the wall-mounting kit, use M6 screws for QM4303/5503 (with a length at least 10 mm longer than the thickness of the wall mount bracket), and then securely tighten the screws.

PRODUCT DESCRIPTION

1.4.2   Ventilation Requirements for Enclosure Locating

To allow heat to disperse, leave space between surrounding objects as shown in the diagram below.
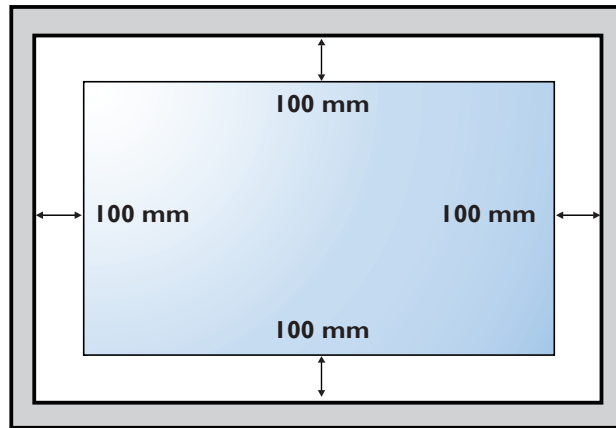
1.4.3 Mounting in Portrait Position

This display can be installed in portrait position.

Rotate 90 degrees counter-clockwise.
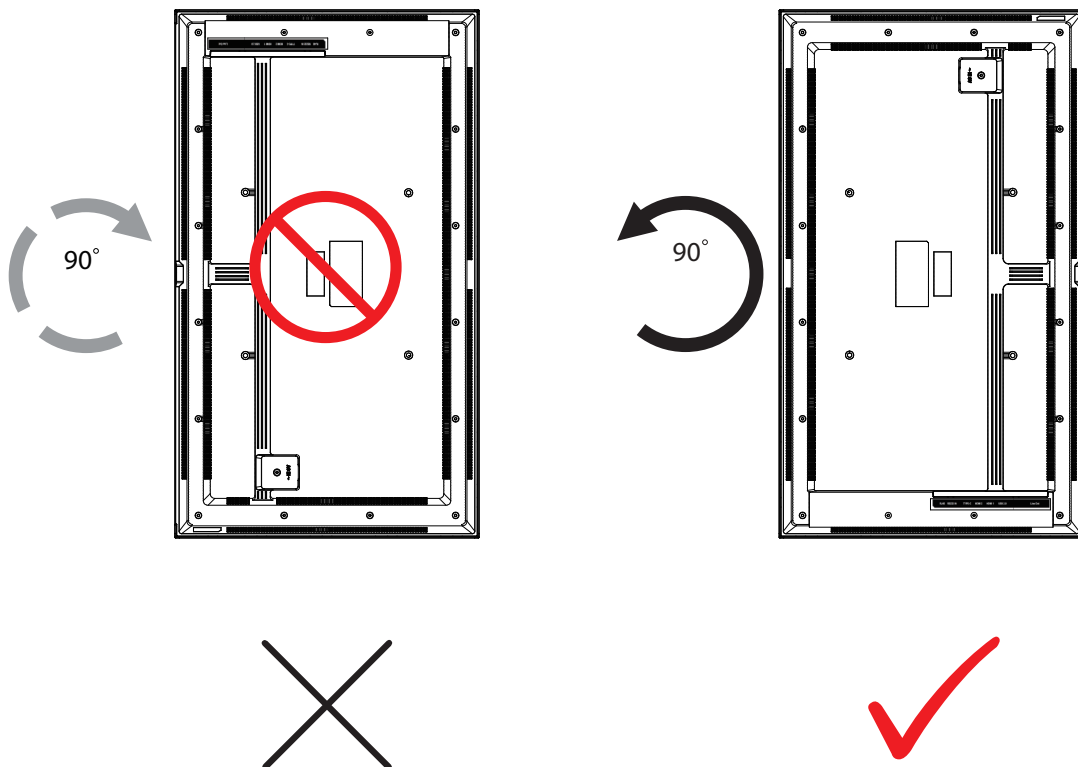
1.5 LCD Display Overview

1.5.1 Control Panel
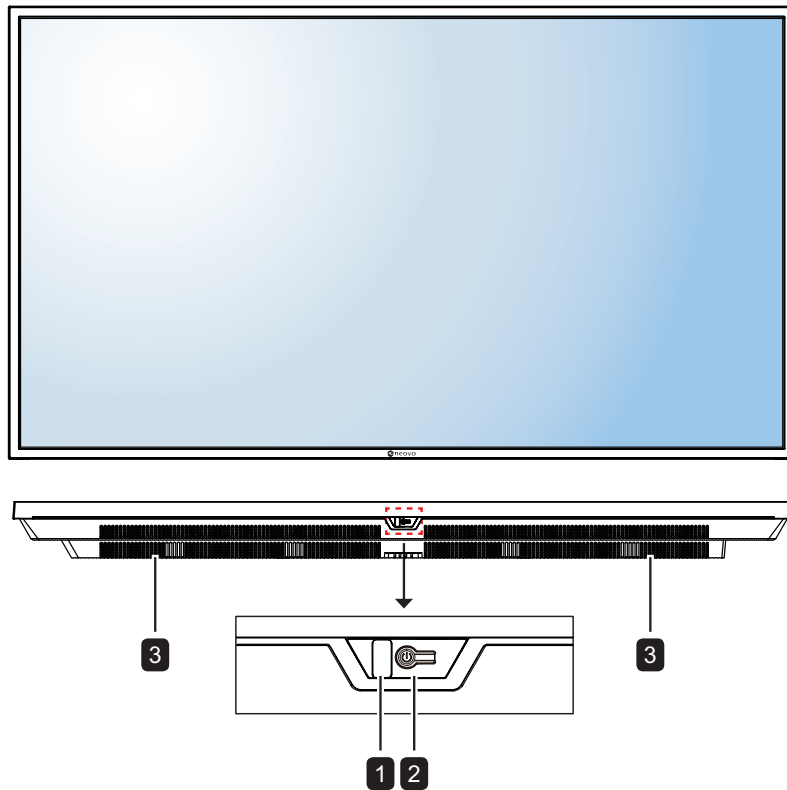
1 **LED indicator**
   • Lights red when the LCD display is in the standby mode and DC Off. When the LCD display is powered, the LED is off.

Note:

   ♦ In sleep mode, the backlight is off.

2 **[⏻] POWER button**

   Press to turn the LCD display on or off.

3 **Speakers**

PRODUCT DESCRIPTION

1.5.2 Input/Output Terminals

QM4303
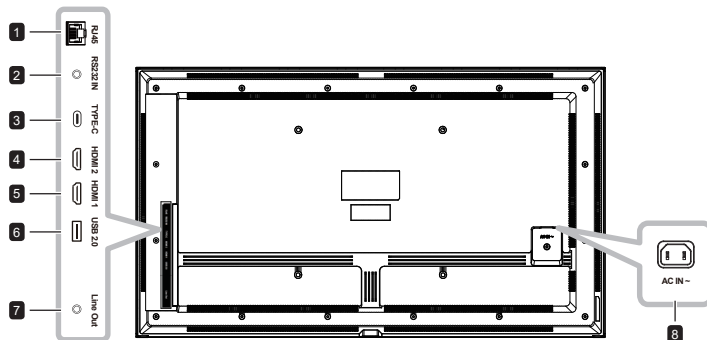
QM5503
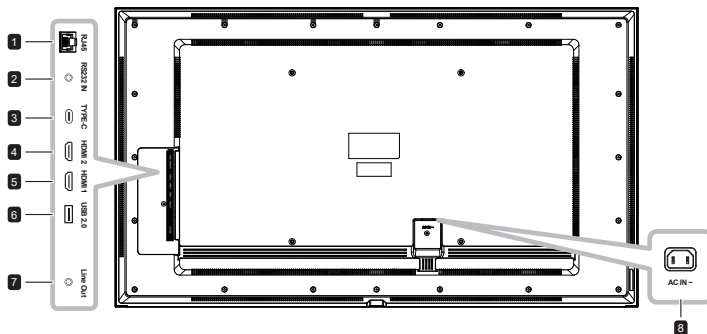
1 **RJ45 IN**

LAN control function for the use of remote control signal from the control center.

2 **RS232 IN**

RS232 network input function via 3.5 mm phone jack cable (optional).

3 **TYPE-C**

Connect TYPE-C signals input.

4 **HDMI 2 IN**(supports HDMI ARC)

Connect HDMI signals input.

5 **HDMI 1 IN**

Connect HDMI signals input.

6 **USB 2.0**

Connect USB 2.0 for service and media playback.

7 **Line OUT**

Connect audio signals input (3.5 mm Stereo Audio Jack).

8 **AC IN**

AC power input from the wall outlet.

PRODUCT DESCRIPTION

1.6 Remote Control

1.6.1 General Functions
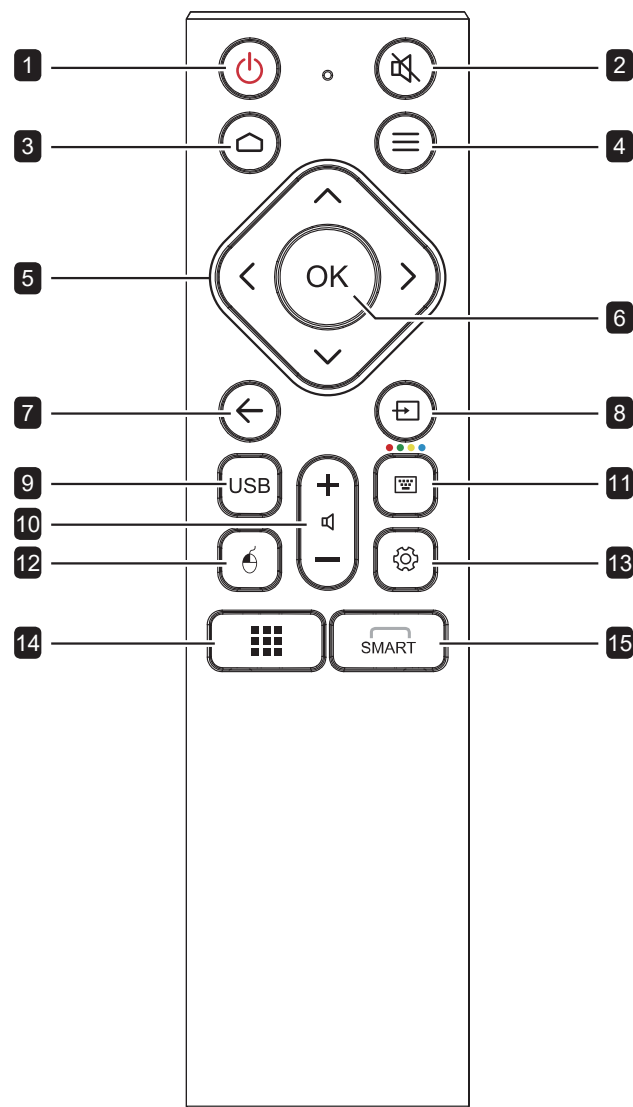
1. **[⏻] Power button:**
   Turns the display on/off.

2. **[🔇] Mute button:**
   Turns the mute function on or off.

3. **[⌂] Home button:**
   Return to the previous menu or exit from the previous function.

4. **[≡] Info. button:**
   Display the current source and resolution information.

5. **[∧] [∨][〈][〉] Navigation buttons:**
   Navigates through the Settings menu and adjusts the settings.

6. **[OK] OK button:**
   Confirm an entry or selection.

7. **[←] Back button:**
   Return to the previous menu or exit from the previous function.

8. **[⤢] Source button:**
   Opens the source selection menu.

9. **[USB] USB Signage button:**
   Launches the USB media playback.

10. **[🔊+][🔊−] Volume button:**
    Adjusts volume. Press **[🔊+]** to incrase volume or press **[🔊−]** to decrease volume.

11. **[⌨] On-screen keyboard button:**
    No function.

12. **[🖱] Mouse control button:**
    No function.

13. **[⚙] Settings menu button:**
    Opens the OSD menu.

14. **[▦] Apps button:**
    No function.

15. **[SMART] Smart menu button:**
    Press 6 times quickly to Unlock Remote Control.

PRODUCT DESCRIPTION

1.6.2   Inserting the Batteries in the Remote Control

The remote control is powered by two 1.5V AAA batteries.

To install or replace batteries:

1   Slide off the battery compartment cover.

2   Align the batteries according to the (+) and (-) indications inside the battery compartment.

3   Replace the battery compartment cover.
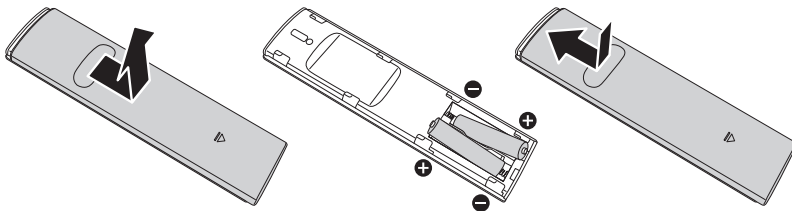
1.6.3   Handling the Remote Control

- Do not subject to strong shock.
- Do not allow water or other liquid to splash the remote control. If the remote control gets wet, wipe it dry immediately.
- Avoid exposure to heat and steam.
- Other than to install the batteries, do not open the remote control.

Caution:

The incorrect use of batteries can result in leaks or bursting. Be sure to follow these instructions:

- Place "AAA" batteries matching the (+) and (–) signs on each battery to the (+) and (–) signs of the battery compartment.
- Do not mix battery types.
- Do not combine new batteries with used ones. It causes shorter life or leakage of batteries.
- Remove the dead batteries immediately to prevent them from liquid leaking in the battery compartment. Don't touch exposed battery acid, as it can damage your skin.

Note:
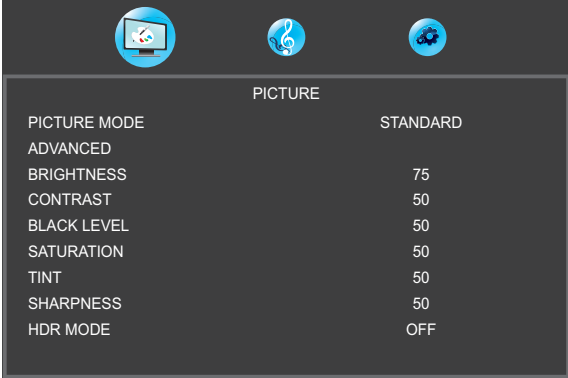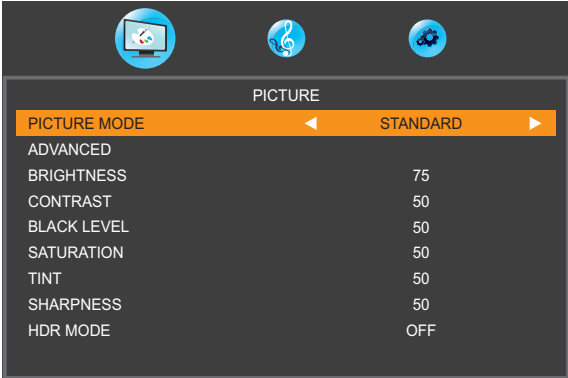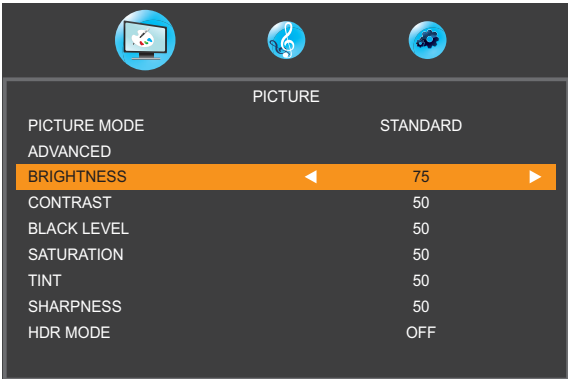
- If you do not intend to use the remote control for a long period, remove the batteries.
- The remote control may not function properly when the remote control sensor on this display is under direct sunlight or strong illumination, or when there is an obstacle in the path of signal transmission.
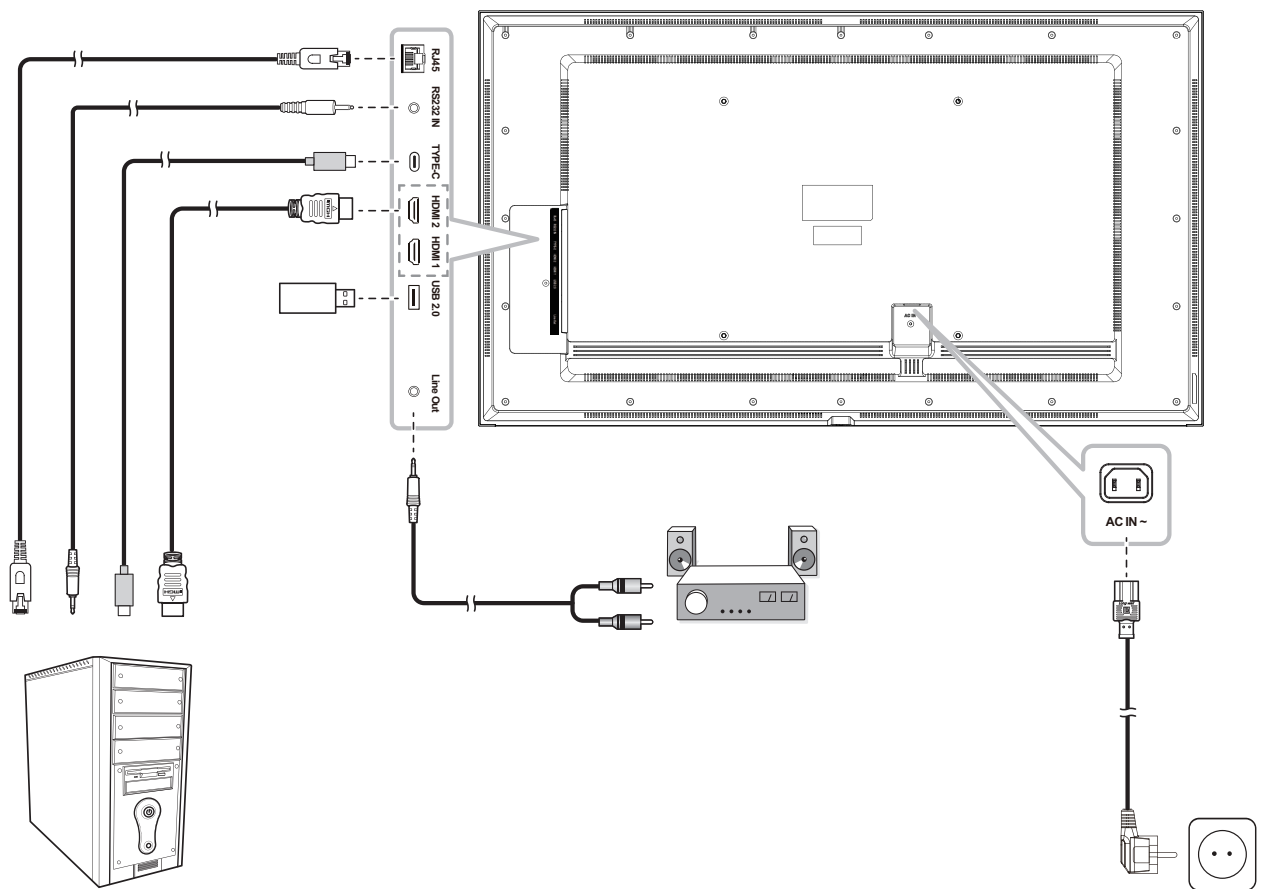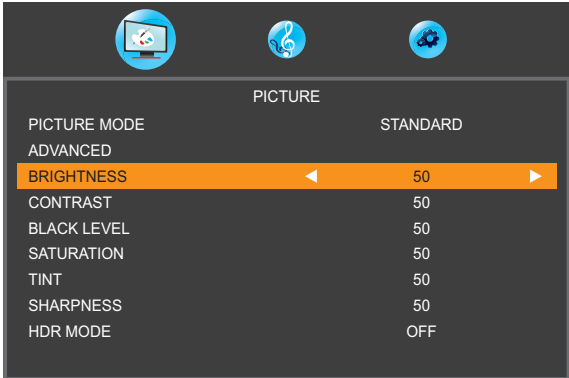
CHAPTER 3: ON SCREEN DISPLAY MENU

3.1 Using the OSD Menu

#	Menu Navigation	Remote Control Operation
1	Display the main menu screen. PICTURE PICTURE MODE STANDARD ADVANCED BRIGHTNESS 75 CONTRAST 50 BLACK LEVEL 50 SATURATION 50 TINT 50 SHARPNESS 50 HDR MODE OFF	**1** Press the ⚙ button. **2** Press the 〈 or 〉 button to select the main menu item (🖵/🎵/⚙).
2	Enter the menu screen. PICTURE PICTURE MODE ◀ STANDARD ▶ ADVANCED BRIGHTNESS 75 CONTRAST 50 BLACK LEVEL 50 SATURATION 50 TINT 50 SHARPNESS 50 HDR MODE OFF	Press the OK or ⌄ button to enter the menu screen.
3	Select the submenu. PICTURE PICTURE MODE STANDARD ADVANCED BRIGHTNESS ◀ 75 ▶ CONTRAST 50 BLACK LEVEL 50 SATURATION 50 TINT 50 SHARPNESS 50 HDR MODE OFF The highlighted item (orange) indicates the active submenu.	Press the ⌃ or ⌄ button to select the menu item. If the menu item has the submenu, press the OK button to enter its submenu.

ON SCREEN DISPLAY MENU

#	Menu Navigation	Remote Control Operation
4	Adjust the settings. For example: PICTURE PICTURE MODE — STANDARD ADVANCED BRIGHTNESS ◄ 50 ► CONTRAST 50 BLACK LEVEL 50 SATURATION 50 TINT 50 SHARPNESS 50 HDR MODE OFF	Press the 〈 or 〉 button to select/adjust the setting.
5	Exit the submenu.	Press the ← or ⚙ button or to return to the previous menu.
6	Close the OSD window.	Press the ← button several times.

When settings are modified, all changes are saved when the user does the following:

- Proceeds to the another menu.
- Exits the OSD menu.
- Waits for the OSD menu to disappear.

Note:

♦ Availability of some menu items depend on the input source signal. If the menu is not available, it is disabled and grayed out.

ON SCREEN DISPLAY MENU

3.2 OSD Menu Tree
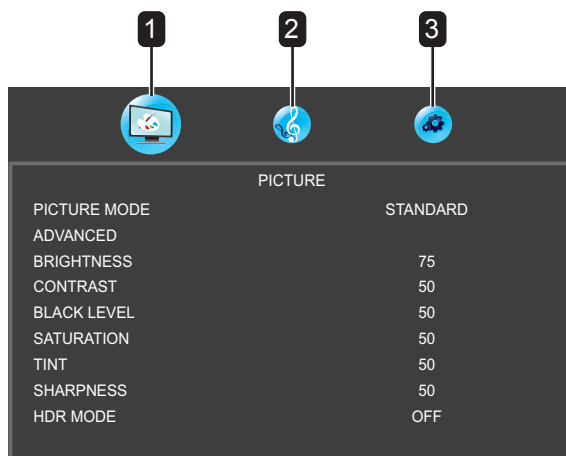
Main Menu	Submenu	Remarks
1. PICTURE	• PICTURE MODE • ADVANCED • BRIGHTNESS • CONTRAST • BLACK LEVEL • SATURATION • TINT • SHARPNESS • HDR MODE	See page 19.
2. AUDIO	• VOLUME • TREBLE • BASS • BALANCE • HDMI ARC • SURROUND SOUND • SPEAKER • AUDIO OUTPUT • MUTE	See page 22.
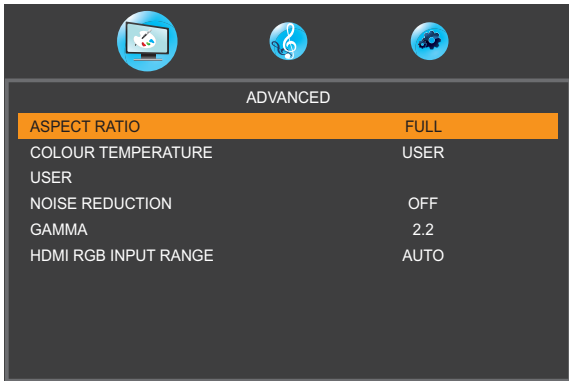
ON SCREEN DISPLAY MENU

Main Menu	Submenu	Remarks
3. SETUP	• LANGUAGE • DATE/TIME SETTING • SCHEDULE • HDMI VERSION • Alink • COMMUNICATION SETTING • STANDBY • SOURCE WAKEUP • SOURCE DETECT • USB AUTO PLAY • MONITOR BUTTONS LOCK • REMOTE CONTROL LOCK • LED • BLUE SCREEN • LOGO • ANTI-BURN-IN • INFORMATION • RESET	See page 23.

CHAPTER 4: ADJUSTING THE LCD DISPLAY

4.1 Picture Settings
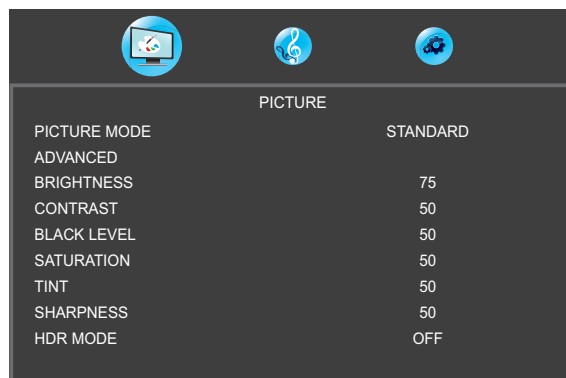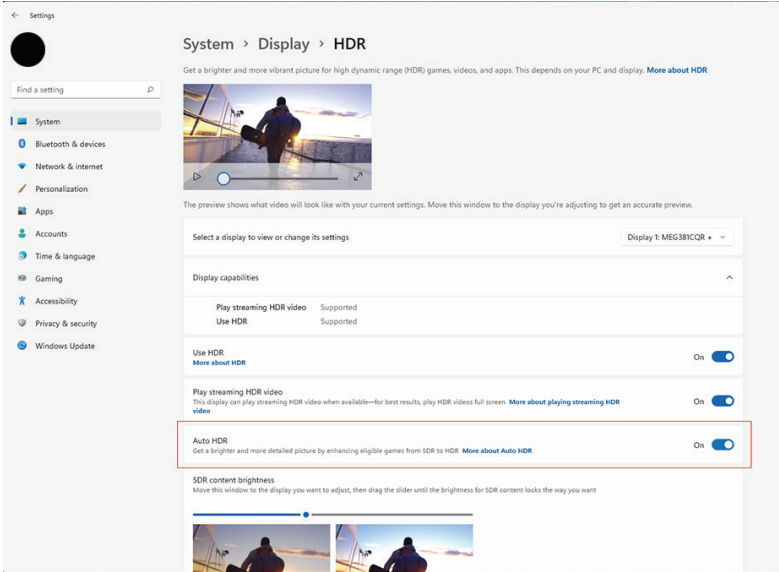
Item	Function	Range
PICTURE MODE	Select the predefined picture setting.	STANDARD VIVID sRGB VIDEO
ADVANCED		
	ASPECT RATIO: Switch the screen size.	FULL 4:3 1:1
	COLOUR TEMPERATURE: Select the color temperature. **Note:** This menu item is not available if the PICTURE MODE is set to sRGB.	STANDARD COOL WARM USER
	USER: Adjust the bright-toned of the red/green/blue component when the COLOUR TEMPERATURE is set to USER. **Note:** This menu item is not available if the PICTURE MODE is set to sRGB.	R G B

ADJUSTING THE LCD DISPLAY

Item	Function	Range
ADVANCED *(continue)*	NOISE REDUCTION: Adjust the noise reduction to help remove noise from images. This helps produce clearer and crisper images. **Note:** Support YCbCr color space for HDMI input.	OFF LOW MIDDLE HIGH
	GAMMA: Adjust the non-linear setting for picture luminance and contrast.	1.8 2.0 2.2 2.4
	HDMI RGB INPUT RANGE: Set the RGB input signal range. **Note:** This menu item is only available support RGB color space for HDMI input.	AUTO FULL LIMITED
BRIGHTNESS	Adjust the luminance of the screen image.	0 to 100
CONTRAST	Adjust the difference between the black level and the white level.	0 to 100
BLACK LEVEL	Adjust the black level of the screen image. Low brightness setting makes black colour darker.	0 to 100
SATURATION	Adjust the color saturation of the picture. **Note:** This menu item is not available if the PICTURE MODE is set to sRGB.	0 to 100
TINT	Adjust the colour tint. **Note:** This menu item is not available if the PICTURE MODE is set to sRGB.	0 to 100
SHARPNESS	Adjust the clarity and focus of the screen image.	0 to 100

ADJUSTING THE LCD DISPLAY

Item	Function	Range
HDR MODE	Set the HDR mode setting. This helps produce more realistically colour tones and more details in light and dark environments. **Note:** This menu item is only available support HDMI input. ***The USB Type-C port does not support HDR.** ***How to enable HDR function in Windows** Settings → System → Display → HDR **Enable HDR** First enable the HDR mode of the monitor, then turn on the HDR setting of Windows. Scroll down and find the "Use HDR" toggle. Turn it On. 	OFF LOW MIDDLE HIGH

ADJUSTING THE LCD DISPLAY

4.2 Audio Settings

AUDIO	
VOLUME	5
TREBLE	50
BASS	50
BALANCE	0
HDMI ARC	ON
SURROUND SOUND	OFF
SPEAKER	OFF
AUDIO OUTPUT	ON
MUTE	ON

Item	Function	Range
VOLUME	Adjust the volume level.	0 to 100
TREBLE	Adjust to increase or decrease the higher-pitched sounds.	0 to 100
BASS	Adjust to increase or decrease the lower-pitched sounds.	0 to 100
BALANCE	Adjust to emphasize the left or right audio output balance.	-50 to 50
HDMI ARC	Turn the HDMI ARC function on/off. **Note:** Only HDMI2 port supports HDMI ARC function. When enabled, this port transmits audio signals only.	OFF ON
SURROUND SOUND	Provide an enhanced listening experience. SRS (Sound Retrieval System) Provides a wider sound field effect, making the sound sound more three-dimensional and natural. SURROUND Simulated surround sound, allowing you to enjoy an immersive listening experience when watching movies or playing games.	OFF SRS SURROUND
SPEAKER	Turn the speaker on/off.	OFF ON
AUDIO OUTPUT	Enable/disable the audio output function.	OFF ON
MUTE	Turn the mute function on/off. The monitor speaker unit and AUDIO OUTPUT are MUTE at the same time.	OFF ON
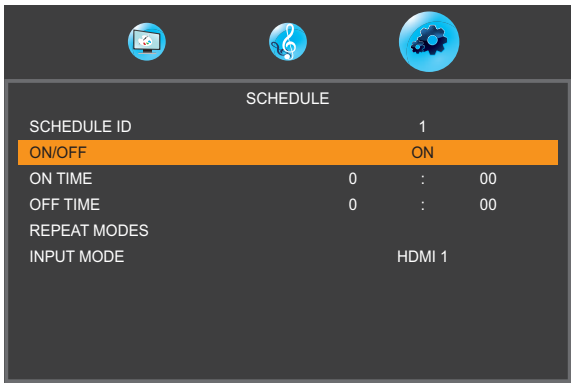
4.3 Setup Settings
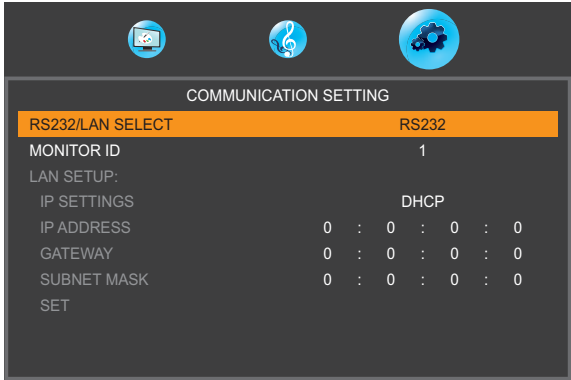
Item	Function	Range
LANGUAGE	Set the OSD language.	ENGLISH
		DEUTSCH
		FRANÇAIS
		ITALIANO
		ESPAÑOL
		РУССКИЙ
		繁體中文
DATE/TIME SETTING		
	YEAR: Set the year.	2000 to 2255
	MONTH: Set the month.	01 to 12
	DAY: Set the day.	01 to 28, 29, 30, 31
	TIME: Set the time.	<24-HOURS> 00:00 to 23:59
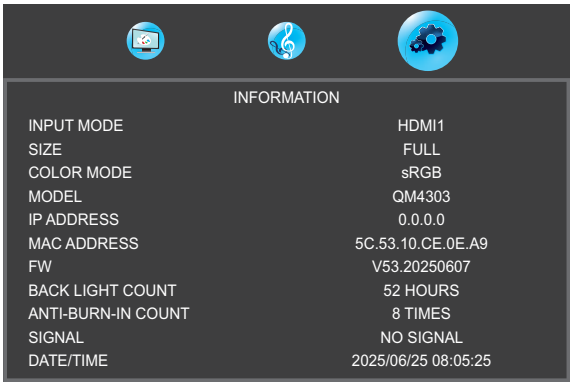
Item	Function	Range
SCHEDULE	This function allows you to program up to 7 different scheduled time intervals for this display to activate. You can set: • Which input source the display will use for each scheduled activation period. • The time for the display to turn on and turn off. • The days in a week for the display to activate. **Note:** • We recommend you to set up current date and time in the DATE/TIME SETTING menu before using this function. • After changing the DATE/TIME SETTING option in the SETUP menu, you need to set this Schedule again.	
	ON/OFF: Enable or disable the schedule.	ON OFF
	ON TIME: Specify the time to turn on the display.	<24-HOURS> 00:00 to 23:59
	OFF TIME: Specify the time to turn off the display.	<24-HOURS> 00:00 to 23:59
	REPEAT MODES: Select the days of the week when the schedule is active.	ONLY ONCE EVERY SUN EVERY MON EVERY TUE EVERY WED EVERY THU EVERY FRI EVERY SAT
	INPUT: Set the input source.	HDMI1 HDMI2 TYPE-C USB
HDMI VERSION	Set the HDMI version to 1.4 or 2.0. HDMI 1.4 (3840x2160 30Hz) HDMI 2.0 (3840x2160 60Hz)	HDMI 1.4 HDMI 2.0

Item	Function	Range
Alink	Enable or disable HDMI Consumer Electronics Control control. • OFF: Disable the function. • ON: The system will automatically control the connected HDMI-CEC compatible device on the same power on or power off status.	OFF ON
COMMUNICATION SETTING	 COMMUNICATION SETTING RS232/LAN SELECT RS232 MONITOR ID 1 LAN SETUP: IP SETTINGS DHCP IP ADDRESS 0 : 0 : 0 : 0 GATEWAY 0 : 0 : 0 : 0 SUBNET MASK 0 : 0 : 0 : 0 SET	
	RS-232/LAN SELECT: Select the network control port.	RS-232 LAN
	MONITOR ID: Adjust the ID number for controlling the display via the LAN Control connection. Each display must have a unique ID number when multiple sets of this display are connected.	1 to 255
	LAN SETUP: Configure the network parameters. **Note:** This option is not available if the RS-232/LAN SELECT is set to LAN. • IP SETTINGS: Select DHCP to allow the system to assign an IP address automatically. Otherwise, select STATIC to manually configure the network settings. • IP ADDRESS: Assign an IP address. • GATEWAY: Specify the default gateway. • SUBNET MASK: Specify the subnet mask. • SET: Save and apply the settings.	N/A
STANDBY	Select the standby mode when the display cannot detect any input source signal. • OFF: The device enters standby mode. It will not respond to control commands sent via RS232 or LAN. • LAN MODE: The device enters standby mode. Even when powered off, it can receive and execute commands via LAN. • RS232 MODE: The device enters standby mode. Even when powered off, it can receive and execute commands via RS232.	OFF LAN MODE RS232 MODE
SOURCE WAKEUP	Enable or disable the display to turn on from the standby mode when it detects a source signal.	ON OFF
SOURCE DETECT	Set the display to automatically or manually detect the input source signal.	AUTO MANUAL
USB AUTO PLAY	Disable the function or set the type of file to be automatically played from a USB flash drive.	OFF PHOTO MUSIC MOVIE

ADJUSTING THE LCD DISPLAY

Item	Function	Range
MONITOR BUTTONS LOCK	Enable or disable the Power button function of the LCD display. **Note:** To unlock the function, select UNLOCKED by using the remote control.	UNLOCKED LOCK ALL
REMOTE CONTROL LOCK	Enable or disable some or all remote control buttons. • UNLOCKED: Unlock all remote control buttons. • LOCK EXCEPT POWER: Lock all remote control buttons except for the Power button. • LOCK ALL: Lock all remote control buttons. **Note:** • To unlock the function by using the remote control, long press the ⌷SMART button.	UNLOCKED LOCK EXCEPT POWER LOCK ALL
LED	Set the display LED indicator on or off.	OFF ON
BLUE SCREEN	Enable or disable the blue screen feature. If the setting is set to ON, it displays a blue screen when no signal is available.	OFF ON
LOGO	Choose to enable or disable the picture of Logo when you turn on your LCD display.	OFF ON
ANTI-BURN-IN	Enable or disable Anti-Burn-in™ function. For the monitor to slightly shift the position of pixel in two directions (top, middle, bottom, middle, left, middle, right, middle) Executes every 2 hours.	OFF ON
INFORMATION	View the information about your LCD display. INFORMATION INPUT MODE HDMI1 SIZE FULL COLOR MODE sRGB MODEL QM4303 IP ADDRESS 0.0.0.0 MAC ADDRESS 5C.53.10.CE.0E.A9 FW V53.20250607 BACK LIGHT COUNT 52 HOURS ANTI-BURN-IN COUNT 8 TIMES SIGNAL NO SIGNAL DATE/TIME 2025/06/25 08:05:25	N/A
RESET	Resets all settings to the factory preset values.	NO YES

CHAPTER 5: MULTIMEDIA

5.1 Overview

- Play photo files, audio files and movie files equipped in USB flash.
- There are two play modes as ManualPlay and AutoPlay.
  - With ManualPlay, it implements BGM function that select audio file playing photo files.
  - Not support to play muisc files with AutoPlay mode.

5.2 Supported Format

- The following file type are supported.

Media Type	Supported Extensions
Photo	jpg, jpeg
Music	mp3, mp3 vbr,acc, flac, m4a, ogg
Movie	avi, mkv, mov, mp4
Text	txt

Note:

When the monitor is reading data from a USB device, please observe the following:

♦ The above file formats may not play properly. Some resolution or other factors may make the file unplayable.

♦ Some USB storage devices may not be compatible.

♦ It might not be possible to play some files due to their data type or file size.

♦ The manufacturer is not responsible if the USB device is not supported, nor is it repsonsible for damage to or loss of data in the device.

5.3 Supported USB Flash

File system	FAT16/32, NTFS
Max capacity	256GB(FAT32), 256GB(NTFS)
Mac file size	4GB(FAT32)
USB Encrypted flash drive	Not Supported

※ Not support memory device with multi partition.

5.4 Play Mode

There are Manual play mode and Auto play mode as a way to play files.

Mode	How to Start	Supported File				Content
		Photo	Music	Movie	Text	
Manual Play	Select files or a folder and play them.	○	○	○	○	• Play selected files or all of supported files in current folder.
Auto Play	Start to play automatically if meet conditions when turn on the main power or the monitor.	○	○	○	X	• Automatically play defined name files in "autoplay" folder.
	Start to play automatically if meet conditions instert a memory device.					
	Start to play automatically if set input mode to schedule when it is executed.					

5.5 Order to Play Files

The order to play by auto play.

MULTIMEDIA

5.6 Detail of Each Screen

Select Media type screen

- Select media type to play file.

Item	Function
PHOTO	Enter autoplay file browser
MUSIC	Enter autoplay file browser
MOVIE	Enter autoplay file browser
TEXT	Enter autoplay file browser

- Function Icons are different with media type.

Function	Option	Photo	Music	Movie	Text	Note
Play	-	○	○	○	○	
Pause	-	○	○	○	X	
FB	2X, 4X, 8X, 16X, 32X	X	○	○	X	FB32X is for only MOVIE.
FF	2X, 4X, 8X, 16X, 32X	X	○	○	X	FB32X is for only MOVIE.
Prev.	-	○	○	○	○	
Prev Page	-	X	X	X	○	
Next	-	○	○	○	○	
Next Page	-	X	X	X	○	
Stop	-	○	○	○	○	
RepeatAll	RepeatOne, RepeatAll	○	○	○	X	Invalid and fixed to "All" with Auto Play.
SetAB	None, Set A, SetAB	X	○	○	X	Invalid with Auto Play.
Random Off	On, Off	○	○	○	X	Invalid with Auto Play.
Mute	On, Off	X	○	X	X	
Slide show	Normal, Random	○	X	X	X	
Playlist	-	○	○	○	○	
Info.	-	○	○	○	○	
Right Rotate (-90)	-	○	X	X	X	
Left Rotate (90)	-	○	X	X	X	
Zoom In	Fill, X1, X2, X4	○	X	X	X	
Zoom Out	Fill, X1, X2, X4	○	X	X	X	
Slow Forward	1x, 2x, 4x, 8x, 16x	X	X	○	X	
Step Forward	-	X	X	○	X	
Goto Time	Hour : Min : Second	X	○	○	X	

5.7 AutoPlay

- There are 3 type AutoPlay by turning on the monitor, inserting a media and schedule.

  1. AutoPlay by turning on the monitor
     Start to play automatically with matching the condition of AutoPlay as turning on the monitor
     ※ However, execute schedule setting prior to this AutoPlay when turning on by schedule.
     If SCHEDULE-INPUT is "USB" and turning on by schedule, execute schedule setting same as above explain.

  2. AutoPlay by inserting a media
     Start to play automatically with matching the condition of AutoPlay as inserting a media.

  3. AutoPlay by schedule
     Start to play automatically with matching the condition of AutoPlay as executing a schedule.

- Limitation and condition of AutoPlay

Condition	By turning on the monitor	By inserting a media	By schedule
Location of target files	/root/autoplay	/root/autoplay	/root/autoplay
Playlist	Not need to make the file.	Not need to make the file.	Not need to make the file.
Supported file	jpg or mp4	jpg or mp4	jpg or mp4
A number of target files	Max 30 files	Max 30 files	Max 30 files
Combination with Photo and Movie	Impossible	Impossible	Impossible
Rule of target file name	ex.) "001.jpg", "002.jpg", 003.jpg"... "030.jpg"	ex.) "001.jpg", "002.jpg", 003.jpg"... "030.jpg"	ex.) "001.jpg", "002.jpg", 003.jpg"... "030.jpg"
Setting of AutoPlay	OFF/PHOTO/MOVIE/MUSIC	OFF/PHOTO/MOVIE/MUSIC	OFF/PHOTO/MOVIE/MUSIC

5.8 Setting of Schedule Enabling AutoPlay

With below condition, Auto Play by schedule is started.

1) Set the input mode of the schedule to "USB" .

2) The power on time of the schedule comes.

3) A USB flash is inserted.

4) Target files to play exists in the specified folder of the USB flash.

   Refer to following folder by setting SCHEDULE-INPUT.

SCHEDULE->INPUT	USB
Referenced folder	USB root/autoplay

If the AUTO PLAY setting is "PHOTO", the photo contents are played.
If the AUTO PLAY setting is "MOVIE", the movie contents are played.
If the AUTO PLAY setting is "MUSIC", the movie contents are played.

※ Do not play automatically if turn on the monitor by the schedule that doesn't match the condition.

When AUTO PLAY in OSD is "OFF" and SCHEDULE-INPUT is "USB" , change input mode to USB(Media player mode) but NO contents are played.

CHAPTER 6: APPENDIX

6.1 Warning Messages

Warning Messages	Cause	Solution
INPUT SIGNAL OUT OF RANGE	The resolution or the refresh rate of the graphics card of the computer is set too high.	• Change the resolution or the refresh rate of the graphics card.
Multi-color screen	The LCD display cannot detect the input source signal.	• Check if the input source is turned ON. • Check if the signal cable is properly connected. • Check if any pin inside the cable connector is twisted or broken.
MONITOR BUTTONS LOCK	The operation using the control panel buttons has been locked by the user.	• Disable the keyboard lock function in **SETUP** > **MONITOR BUTTONS LOCK** menu. See page 25.
REMOTE CONTROL LOCK	The operation using the remote control buttons has been locked by the user.	• Disable the remote control lock function in **SETUP** > **REMOTE CONTROL LOCK** menu. See page 26.

APPENDIX

6.2 Input Mode

PC Signal

Resolution		Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Dot Frequency (MHz)	HDMI1	HDMI2	TYPEC
VESA	VGA 640*480	31.5	59.940	25.175	O	O	O
	XGA 1024*768	48.4	60.004	65.000	O	O	O
	SXGA 1280*1024	64.0	60.020	108.000	O	O	O
	CVT 1440*900	55.9	60.000	106.500	O	O	O
	UXGA 1680*1050	65.3	59.954	146.250	O	O	O
	FHD 1920*1080	67.5	60.000	148.500	O	O	O
	UHD 3840*2160	67.5	60.000	594.000	O	O	O
SD	480i 60HZ	15.734	59.940	27.000	O	O	O
	576i 50HZ	15.625	50.000	13.500	O	O	O
	480P 60HZ	31.469	59.940	27.000	O	O	O
	576P 50HZ	31.250	50.000	27.000	O	O	O
HD	720P 50Hz	37.500	50.000	27.000	O	O	O
	720P 60Hz	45.000	60.000	74.250	O	O	O
	1080i 50Hz	28.125	50.000	74.250	O	O	O
	1080i 60Hz	33.716	60.000	74.250	O	O	O
	1080p 24Hz	26.280	24.000	74.250	O	O	O
	1080p 30Hz	33.750	30.000	74.250	O	O	O
	1080p 50Hz	56.250	50.000	148.500	O	O	O
	1080p 60Hz	67.500	60.000	148.500	O	O	O
UHD	2160P 25Hz	56.250	25.000	247.5	O	O	O
	2160P 30Hz	67.500	30.000	297	O	O	O
	2160P 50Hz	112.500	50.000	495	O	O	O
	2160P 60Hz	135.000	60.000	594	O	O	O

APPENDIX

HDCP Mode Signal

Standard Type	Standard Resolution	Refresh Rate
NTSC	480i	60Hz,
NTSC	480p	60Hz,
PAL	576i	50Hz,
PAL	576P	50Hz,
HD	720p	50Hz,60Hz
FHD	1080i	50Hz,60Hz
FHD	1080P	50Hz,60Hz
UHD	2160P	50Hz,60Hz

General guidelines:

- The PC text quality is optimum in HD 1080 mode (1920 x 1080, 60Hz).

- If a vertical and horizontal frequency-select mode exists, select 60Hz (vertical) and 31.5KHz (horizontal). In some cases, abnormal signals (such as stripes) might appear on the screen when the PC power is turned off (or if the PC is disconnected). If so, press the **SOURCE** button to enter the video mode. Also, make sure that the PC is connected.

- When horizontal synchronous signals seem irregular in RGB mode, check PC standby mode or cable connections.

- The display settings table complies to the IBM/VESA standards.

- The best timing for the vertical frequency to each mode is 60Hz.

APPENDIX

6.3 Cleaning

Caution When Using the Display

- Do not bring your hands, face or objects close to the ventilation holes of the display. The top of the display is usually very hot due to the high temperature of exhaust air being released through the ventilation holes. Burns or personal injuries may occur if any body parts are brought too close. Placing any object near the top of the display could also result in heat related damage to the object as well as the display itself.

- Be sure to disconnect all cables before moving the display. Moving the display with its cables attached may damage the cables and thus cause fire or electric shock.

- Disconnect the power plug from the wall outlet as a safety precaution before carrying out any type of cleaning or maintenance procedure.

Front Panel Cleaning Instructions

- The front of the display has been specially treated. Wipe the surface gently using only a cleaning cloth or a soft, lint-free cloth.

- If the surface becomes dirty, soak a soft, lint-free cloth in a mild detergent solution. Wring the cloth to remove excess liquid. Wipe the surface of the display to remove dirt. Then use a dry cloth of the same type to dry.

- Do not scratch or hit the surface of the panel with fingers or hard objects of any kind.

- Do not use volatile substances such as insert sprays, solvents and thinners.

Cabinet Cleaning Instructions

- If the cabinet becomes dirty, wipe the cabinet with a soft, dry cloth.

- If the cabinet is extremely dirty, soak a lint-free cloth in a mild detergent solution. Wring the cloth to remove as much moisture as possible. Wipe the cabinet. Use another dry cloth to wipe over until the surface is dry.

- Do not allow any water or detergent to come into contact with the surface of the display. If water or moisture gets inside the unit, operating problems, electrical and shock hazards may result.

- Do not scratch or hit the cabinet with fingers or hard objects of any kind.

- Do not use volatile substances such as insert sprays, solvents and thinners on the cabinet.

- Do not place anything made from rubber or PVC near the cabinet for any extended periods of time.

APPENDIX

6.4 Troubleshooting

| Symptom	Possible Cause	Remedy
No picture is displayed	• The power cord has been disconnected. • The selected input has no connection. • The display is in standby mode.	**1** Plug in the power cord. **2** Connect a signal connection to the display.
Interference displayed on the display or audible noise is heard	Caused by surrounding electrical appliances or fluorescent lights.	Move the display to another location to see is the interference is reduced.
Colour is abnormal	The signal cable is not connected properly.	Make sure that the signal cable is attached firmly to the back of the display.
Picture is distorted with abnormal patterns	• The signal cable is not connected properly. • The input signal is beyond the capabilities of the display.	• Make sure that the signal cable is attached firmly. • Check the video signal source to see if it is beyond the range of the display. Please verify its specifications with this display's specification section.
Display image doesn't fill up the full size of the screen	The picture size is not set correctly.	• Adjust the aspect ratio (see page 19).
Can hear sound, but no picture	Improperly connected source signal cable.	Make sure that both video inputs and sound inputs are correctly connected.
Can see picture but no sound is heard	• Improperly connected source signal cable. • Volume is turned all the way down. • **MUTE** function is turned on. • No external speaker connected.	• Make sure that both video and sound inputs are correctly connected. • Press the ➕ or ➖ button to hear the sound. • Switch the **MUTE** function off by using the 🔇 button. • Connect the external speakers and adjust the volume to a suitable level.
Some picture elements do not light up	Some pixels of the display may not turn on.	This display is manufactured using an extremely high level of precision technology: however, sometimes some pixels of the display may not display. This is not a malfunction.
After-Images can still be seen on the display after the display is powered off. (Examples of still pictures include logos, video games, computer images, and images displayed in 4:3 normal mode)	A still picture is displayed for an over extended period of time.	Ensure that the ANTI-BURN-IN function has been enabled to prevent burn-in. Please refer to page 26.

CHAPTER 7: SPECIFICATIONS

7.1 Display Specifications

|		QM4303	QM5503
Panel	Panel Type	LED-Backlit TFT LCD (VA Technology)	LED-Backlit TFT LCD (VA Technology)
	Panel Size	42.5"	54.6"
	Max. Resolution	UHD 3840 x 2160	UHD 3840 x 2160
	Pixel Pitch	0.245 mm	0.315 mm
	Brightness	500 cd/m2	500 cd/m2
	Contrast Ratio	4000:1	5000:1
	Viewing Angle (H/V)	178°/178°	178°/178°
	Display Colour	1.07G	1.07G
	Response Time	5 ms	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze 25%), 3H Hard Coating	Anti-Glare Treatment (Haze 25%), 3H Hard Coating
Frequency (H/V)	H Freq.	15 kHz-135 kHz	15 kHz-135 kHz
	V Freq.	24 Hz-85 Hz	24 Hz-85 Hz
Signal Input	HDMI	2.0 x 2	2.0 x 2
	Type-C	x 1 (w/o PD)	x 1 (w/o PD)
External Control	RS232 In	3.5 mm Phone Jack	3.5 mm Phone Jack
	RJ45	RJ45 x 1	RJ45 x 1
Other connectivity	USB	2.0 x 1 (Service Port / Media Playback)	2.0 x 1 (Service Port / Media Playback)
Audio	Audio Out	Stereo Audio Jack (3.5 mm)	Stereo Audio Jack (3.5 mm)
	Internal speaker	10W x 2	10W x 2
Power	Power Supply	Internal	Internal
	Power Requirements	AC 100-240V, 50/60 Hz	AC 100-240V, 50/60 Hz
	On Mode	99W(On)	135W(On)
	Standby Mode	< 0.5W	< 0.5W
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)	0°C-40°C (32°F-104°F)
	Humidity	20%-80% (non-condensing)	20%-80% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)	-20°C-60°C (-4°F-140°F)
	Humidity	20%-80% (non-condensing)	20%-80% (non-condensing)
Mounting	VESA FPMPMI	Yes (300 x 300 mm)	Yes (400 x 400 mm)
Dimensions	Bezel Width	Even bezel 12.8 mm	Even bezel 12.8 mm
	w/o base (W x H x D)	971.0 x 559.5 x 70.0 mm (38.2" × 22.0" × 2.8")	1238.4 x 709.2 x 70.0 mm (48.8" × 27.9" × 2.8")
	Packaging (W x H x D)	1075.0 x 652.0 x 144.0 mm (42.3" × 25.7" × 5.7")	1390.0 x 830.0 x 144.0 mm (54.7" × 32.7" × 5.7")
Weight	w/o base	8.0 kg (17.6 lb)	13.0 kg (28.7 lb)
	Packaging	10.6 kg (23.4 lb)	17.6 kg (38.8 lb)

SPECIFICATIONS

7.2 Display Dimensions

QM4303
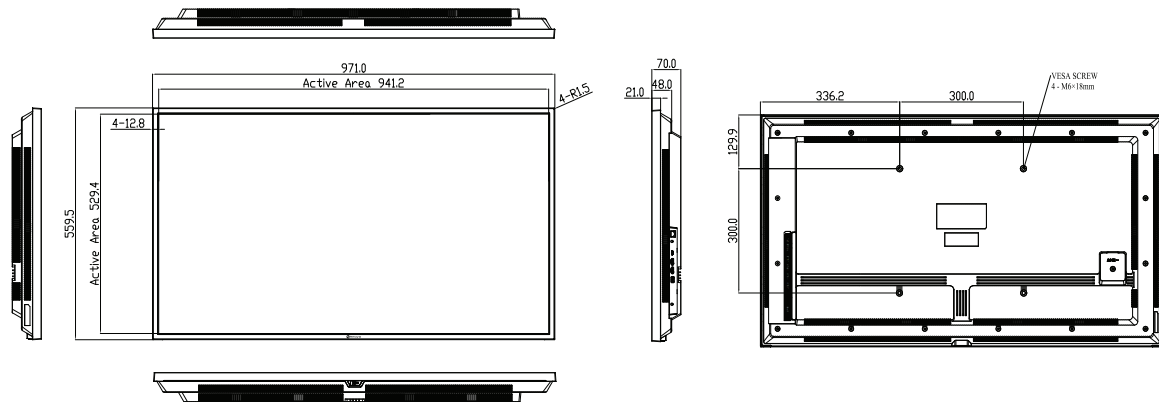
QM5503
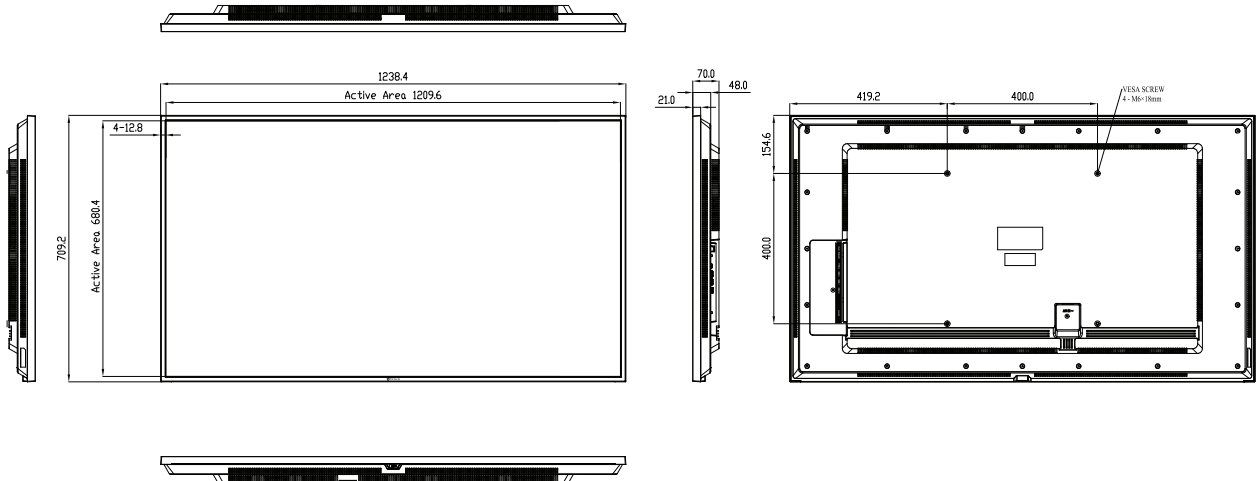
AG Neovo

Company Address: 5F-1, No. 3-1, Park Street, Nangang District, Taipei, 11503, Taiwan.

QM4303/5503 Eprel Registration Number:2298535/2298536