User Manual

LG Digital Signage

(MONITOR SIGNAGE)

Please read the user manual before using the product to ensure safe and convenient use.

Android 13.0

www.lg.com

ENGLISH

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Getting Started

Useful Information

This user manual explains how to use the LG SIGNAGE Monitor and its accessories. The product specifications or content contained in this user manual may be changed without notice to improve product quality.

Symbols and Notation Rules

This user manual uses the following symbols and notation rules to aid user understanding.

Symbols for Safety Precautions

The two symbols below are used to describe dangerous situations and operations that users must follow for safety.

Warning

Ignoring this warning can lead to serious injuries or possibly fatal accidents.

Caution

Ignoring this caution can lead to minor injuries or product damage.

Symbols for reference

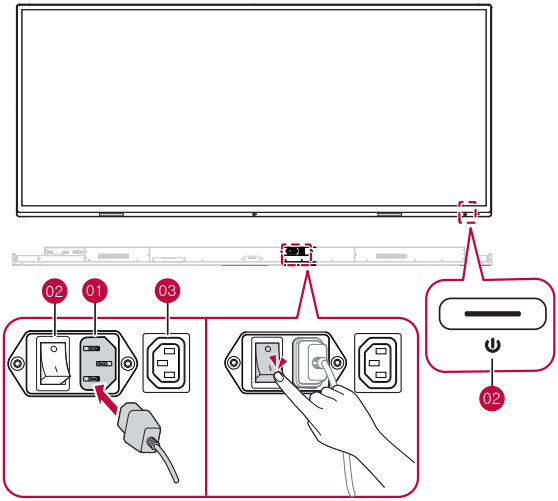
These are used to indicate useful information to which users should refer.

Note

It provides useful information or tips when using the product.

Image

Images are used to help users understand the content. When describing the components of the screen, each component is marked with a number, and the description is added below the corresponding image.



UI (User Interface)

The UI visible on the screen is displayed in the following way.

- UI text is displayed in bold inside the square brackets ([ ]). (e.g. To switch modes, press **[Window Mode]**.)
- Content entered by the user or buttons are displayed in bold. (e.g. Press **Next**.)
- Keyboard keys are displayed in bold inside single angle brackets (< >). (e.g. Press the <**Enter**> button.)
- When describing remote control buttons or icon-only menus, only the icon is displayed.

Cross-reference

When it is good to refer to information in other parts of the user manual, a shortcut is provided to check the content directly. Cross-references are marked with underlines and colours. (e.g. Some features are only available in the **Share app**.)

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Open Source Software Notice Information

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LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to *opensource@lge.com*.

This offer is valid to anyone in receipt of this information for a period of three years after our last shipment of this product.

Safety Precautions

The safety precautions are intended to guide users to use the product safely and correctly, thereby proactively preventing accidental damage or personal injury. Therefore, users must read and understand the contents before using the product.

Power Supply and AC Adapter Safety Guidelines

Warning

- For power cords and AC adapters, use the proper product supplied by the manufacturer or an approved standard product. If you wish to use another power cord, ensure it meets the national standards. If the power cord is defective, contact the manufacturer or the nearest authorised service centre for replacement.
- Use the product according to the power (or voltage) specified in the product specifications. Damage to the product may result in fire or electric shock. If you are unsure of the type of power supply provided at the location you wish to install, please contact a professional equipment company.
- Always connect the power cord to a grounded socket. It may result in electrical shock, injury, or product damage.
- Ensure that the power cord and AC adaptor are firmly plugged in so that the connection is not loose. Poor connection may result in fire or electric shock.
- In the presence of thunder and lightning, never touch the power cord and signal cable because it can be very dangerous. Otherwise, this may result in electric shock.
- Take care not to place any heavy objects (electronics, clothing, etc.) on or step on the power cord or AC adaptor. In addition, do not bend or pull the power cord and AC adaptor with excessive force. Damaged wires may result in fire or electric shock.
- Avoid bringing sharp objects into contact with the power cord and AC adapter. Connecting a damaged cord or AC adapter to a socket may result in electric shock.
- Do not insert conductors (metal chopsticks, etc.) into the other socket while the power cord is connected to one side of the socket. In addition, do not touch the power cord immediately after it is unplugged from the socket. Otherwise, this may result in electric shock.
- Do not connect multiple electrical appliances or heating devices to a multi socket. Use a dedicated multi socket with a ground terminal. Overheating may result in a fire.
- If water or foreign substances get into the product, disconnect the power cord immediately and contact the service centre. Damage to the product may result in fire or electric shock.
- Keep the power cord and AC adaptor away from heating devices. Melting of the wire insulation may result in fire or electric shock.

Warning

- Do not disassemble, repair or modify the power cord or AC adapter by yourself. There is a risk of fire or electric shock.
- The power cord serves as the main power disconnection device. Install the product near a power socket for easy operation.
- If the product is connected to the AC wall power source, turning off the product does not completely cut off the AC power. The power cord must be completely disconnected for the power consumption to be '0'.
- Use a product with a cut-off device for the device coupler.

Caution

- Keep the socket, power cord pins, and AC adapter clean. Overheating caused by dust layers may result in fire or electric shock.
- Take care to avoid water coming into contact with the socket, power cord pins, and AC adapter. Do not touch the power cord or AC adapter if your hands are wet. Otherwise, this may result in electric shock.
- Do not use the power cord as a switch. Turning on or off the product by connecting or disconnecting the power cord may result in electric shock or malfunction.
- Do not remove the power cord when the product is in use. Electric shock may cause product malfunction.

Precautions When Moving the Product

Warning

- Make sure to contact the service centre before moving the product. Moving the product incorrectly may result in electric shock or malfunction.
- Turn off the power and ensure all connected cables are disconnected before moving the product. This may cause an electric shock or product malfunction.
- When moving the product, take care not to apply any force or to press the front panel. This may cause an electric shock or product malfunction.
- When moving the product, comply with the standard requirements for personnel according to weight. Moving the product forcibly may result in injury or product damage. One person is required per 25 kg. If it exceeds 100 kg, use moving equipment.
- Using the product after it has been dropped may result in electric shock or fire. Contact the service centre.
- (For models with a stand) Do not pick up the product upside down while holding the stand alone. Doing so may result in damage to the product, such as stand distortion or damage to the panel.

Installation Precautions

Warning

- Make sure to contact the service centre before installing the product. Incorrect installation may result in electric shock or malfunction.
- Do not drop or apply excessive force to the product. Doing so may result in injury or damage to the product.
- Take care to prevent children from touching the product. Ensure they do not throw toys or other objects at the product panel.
- Be careful not to let children climb or hang on the product. If the product falls or tips over, injury may occur.
- Do not place heavy objects, sit, or hang on the product. If the product falls or tips over, injury may occur.
- If the product is overheated, do not touch the surface. Doing so may result in injury.
- Secure the product firmly to the floor or wall to withstand external shocks such as strong wind or earthquakes. Always refer to the user manual for installation.
- Do not install near a heating device such as an electric stove or lighting equipment. It may cause fire, electric shock, or malfunction.
- Do not install the product by yourself. Always enlist the help of a service engineer authorised by the service centre when installing the product.
- When installing the product on a wall, avoid locations where oil or fumes may come into contact with the product. This may damage the product and cause it to fall.
- Do not leave power cords, wires, cables, and so on in places where people walk through. Tripping over these may result in electric shock, fire, or damage to the product.
- Do not use short cables to connect the product with external devices. Doing so may result in injury or damage to the product.
- If the product is dropped or the case is damaged, turn off the power, disconnect the power cord, and contact the service centre. Not taking appropriate measures may result in fire or electric shock.
- Install in a dry place free of dust and moisture. Installing in a location with high temperatures or humidity may result in electric shock, fire, or damage to the product.
- Install safely in a place where it can withstand the weight of the product. If the support is weak, the product may fall and become damaged.
- Do not install the product in an unstable location, such as shaky shelves, slanted surfaces, locations that vibrate and locations where the product cannot be securely supported. The product may become damaged if it falls or is tipped over.
- Do not place a cloth or other objects between the product and the furniture supporting the product. The product may become damaged if it falls or is tipped over.

Caution

- Do not install the product in a place with electromagnetic interference.
- Installing the product in a distinct place other than one with the normal conditions of use may lead to serious problems with image quality, lifespan, and appearance due to the influence of the surrounding environment. Please make sure to check with our service personnel before installation. Avoid installing the product in locations where quality cannot be guaranteed, such as where there is excessive fine dust or oil fumes, where chemical substances are used, where the product is exposed to direct sunlight, where the temperature is excessively high or low, or where there is high humidity.
- Maintain a certain distance (more than 100 mm) from the wall to ensure good ventilation. Installing too close to the wall may increase the internal temperature and result in fire or damage to the product.
- Do not install in a poorly ventilated place such as bookshelves or a wall cabinet, in a location exposed to external environments such as rain or wind, or on carpets or cushions. The internal temperature may rise, potentially causing a fire.
- When the power cord is connected, make sure that the vents are not blocked by tablecloths, curtains, or other objects (such as plastic). The internal temperature may rise, potentially causing deformation of the product or a fire.
- Install the product on a flat and safe surface. If the product falls, it may cause personal injury or damage to the product.
- When installing the product on a shelf or cabinet, ensure that the bottom end of the product is not protruding. If the weight of the product is not balanced, it may fall and result in injury or damage to the product. Ensure that any cabinets or shelves used fit your product.
- Take a comfortable and natural posture when handling the product to avoid straining your muscles.

Precautions When Cleaning Product

Warning

- Always keep the product and inside of the product clean. If dust accumulates inside the product for a long period without being cleaned, fire may break out or product may be damaged.
- Contact the service centre for internal cleaning of the product. Incorrect cleaning may result in electric shock, fire, or damage to the product.
- When cleaning the product, disconnect the power cord and gently wipe with a soft cloth to prevent scratches. Scratches may result in electric shock or screen damage.
- For the front frame, spray water 2 to 4 times on a soft cloth and gently wipe in one direction. If the cloth is excessively wet, it may cause stains.

Caution

- When cleaning the product or panel, disconnect the power cord and wipe it gently with a soft cloth. Do not spray water directly on the product or wipe it with a wet mop. In particular, never use any cleaners, air fresheners, mosquito repellents, lubricants, automotive and industrial polishes, abrasives, thinners, benzene, alcohol, etc. as they may damage the product or panel. This may cause a fire, electric shock, or product damage (deformation, corrosion or breakage).

Precautions When Using Product

Warning

- Do not use the product in any environment that exceeds the temperature or humidity limits. This may cause an electric shock or product malfunction.
- If you are using the product for a long time, take occasional breaks to protect your eyesight. Prolonged use without breaks may weaken your eyesight.
- Use the product at an appropriate distance. Prolonged use in close proximity may affect your eyesight.
- Set the resolution and frequency according to the product specifications. It may affect your eyesight.
- Listening at a high volume or using it for a long time may affect your hearing.
- If water or any foreign substance goes inside the product, turn off the power, disconnect the power cord from the socket, and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- In the event that no image appears on the screen or no sound is heard, stop using the product. Immediately turn off the power, unplug the power cord and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Do not apply shock to the product or the screen by dropping an object onto the product. Doing so may result in injury or damage to the product/screen.
- If you smell something unusual, hear a strange noise, or see smoke coming out of the device, unplug the power cord and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Never disassemble, repair, or modify the product at the user's discretion. There is a risk of fire or electric shock. If necessary, contact the service centre.
- Do not place an object filled with liquid, such as a vase or a cup, on top of the product. If liquid enters the product, it may result in electric shock, fire, malfunction, and deformation.
- Do not press hard on the surface of the product with your hands or scratch it with a sharp object such as nails, pencils, or pens. And do not impact the front or sides of the screen with a hard object, such as a metal object, and do not scratch the screen. Doing so may result in malfunction.

Warning

- Do not touch the product after it has been exposed to sunlight or strong light since it will be hot.
- Do not use devices that use high-voltage electricity, such as electric mosquito swatters, near the product. Electric shock may cause product malfunction.
- In the event of a gas leak, never touch the socket and open windows for ventilation. There is a risk of fire or electric shock.
- If the product or case is dropped and damaged, turn off the power, disconnect the power cord, and contact the service centre. Continued use without taking appropriate action may result in fire or electric shock.
- Do not leave small accessories near children. Children may swallow them. If swallowed by a child, consult a doctor immediately.
- Ensure that children do not play near the product or throw toys or objects at the product panel. Doing so may result in injury or damage to the product/screen.
- Do not touch the overheated surface of the product. Doing so may result in injury.
- Do not store or use flammable substances near the product. It may result in explosion or fire.

Caution

- To completely cut off power to the product, disconnect all connected power cords.
- Watching still images for a long time may damage the screen and cause an afterimage. Third-party products may also have this phenomenon, and damages resulting from this are not covered by the warranty.

Cautions When Disposing of the Product

Caution

- This product cannot be disposed of with regular household waste. Dispose of it by strictly following the regulations of your local authority.

Precautions When Using Remote Control

Warning

- Avoid places with high humidity. There is a risk of electric shock or damage to the product.
- Do not expose batteries to direct sunlight, fireplaces, or excessive heat from heating devices. Doing so may result in fire or injury.
- When replacing batteries used in remote controls, be careful not to let children eat them. Keep the batteries out of reach of children. If swallowed by a child, consult a doctor immediately.
- Do not dispose of batteries by burning them. Discard used batteries in designated battery collection bins, or at a nearby recycling centre or authorised dealer that handles batteries.
- Used batteries, including rechargeable batteries, should be properly disposed of separate from general waste. Used batteries and rechargeable batteries should be disposed of at a nearby recycling centre or at a dealer that handles batteries and rechargeable batteries.

Caution

- Do not short-circuit or disassemble the battery. There is a risk of fire or electric shock.
- Remote control recognition may be difficult under sunlight or strong lighting. In this case, please change the location of the product.
- Do not mix new and old batteries. Doing so may cause the battery to burst or leak, resulting in fire or electric shock.
- Do not use batteries other than those specified. Do not insert non-rechargeable batteries into the charger. It may cause the battery to burst or leak, resulting in a fire or electric shock.

Understanding Your Product

Understanding the Unique Features

User Experience Similar to Mobile Devices/PC

- This product comes with an Android operating system installed, making it easy to use if you are familiar with mobile devices.
- By installing a built-in PC (OPS) in the OPS slot, you can use various extension features without the hassle of connecting to an external PC.

Using Various Document Softwares

- You do not need to purchase separate document-related software like PDF and Microsoft Office. With the built-in viewer, you can check or modify the content of documents.

Easy Preparation for Meeting and Data Sharing

- Through the installation of the LG CreateBoard Share app/software, you can share up to 9 screens in real-time with various devices (mobile devices, PCs, etc.)
- Without installing a separate app/software on the same network, you can share up to 2 screens through a browser.
- Cloud drive linking is possible with a single login, allowing easy access to data stored in your cloud drive.

Exploring the Product

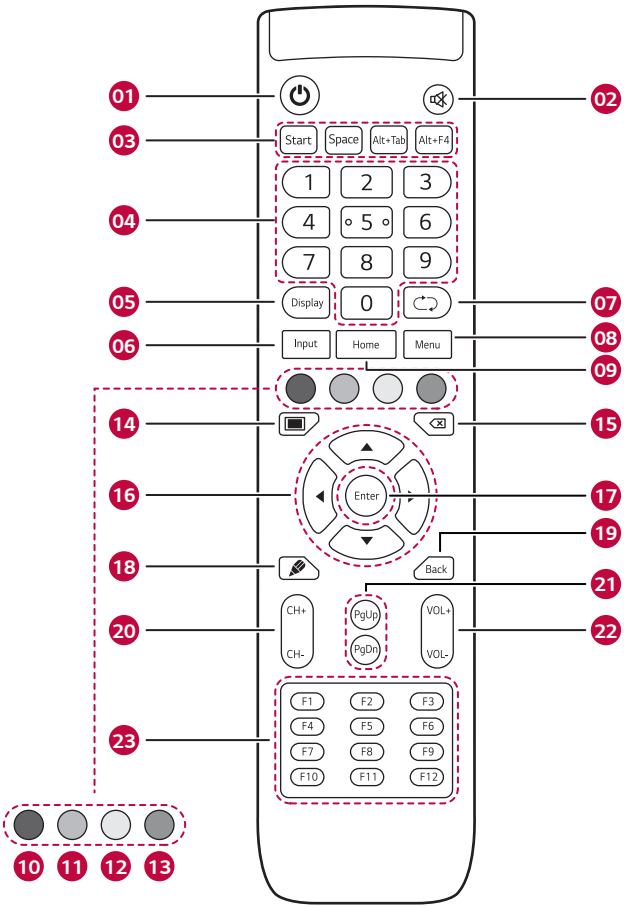
Using the remote control

You can operate various features of the Monitor with a remote control.

Note

- Always aim your remote control towards the remote control sensor on the screen.
- Some functions of the remote control may not be supported depending on the model.
- The built-in PC (OPS) refers to a PC installed via the OPS (Open Pluggable Specification) slot. The built-in PC (OPS) is sold separately, so please contact LG Electronics if you want to purchase it. For how to use the built-in PC (OPS), please refer to the following.

▶ Using the Built-in PC (OPS)



No.	Button Name	Description
01		Turns the monitor on or off.
02		Mutes sound.
03	**Start**	(**For Built-in PC (OPS)**) Starts or manages frequently used apps. Displays a list of apps installed on your computer, or displays saved content.
	Space	(**For Built-in PC (OPS)**) Inserts a space between characters. Turns the Virtual Mouse Mode function on or off.
	Alt + Tab	(**For Built-in PC (OPS)**) Quickly switches between all programs currently in use on your computer.
	Alt + F4	(**For Built-in PC (OPS)**) Closes the program in use.
04	**Number Buttons**	Enters numbers.
05	**Display**	Displays current external input information on the screen.
06	**Input**	Displays an external input device.
07		Not supported on this model.
08	**MENU**	Allows you to adjust detailed settings, such as external input, screen, or audio.
09	**Home**	Returns to the monitor default screen.
10	**Red**	Not supported on this model.
11	**Green**	Locks or unlocks the power-on function.
12	**Yellow**	Not supported on this model.
13	**Sky Blue**	Not supported on this model.
14		Turns the screen on or off. The power is on.
15		Returns to the previous screen, or erases text.

No.	Button Name	Description
16	**Direction Button**	Moves through menu items.
17	**Enter**	Saves or confirms the selected content.
18		Not supported on this model.
19	Back	Returns to the previous step.
20	**CH + / -**	Changes the channel.
21	**PgUp / PgDn**	Moves the screen up and down, or when a PDF or Word document is opened, moves the page up and down.
22	**VOL + / -**	Controls the volume.
23	**Fn key**	(**For Built-in PC (OPS)**) Functions identically to the Windows function key.

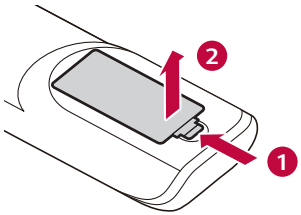
Note

- Images in the user manual are for the purposes of aiding understanding and may differ from actuality.

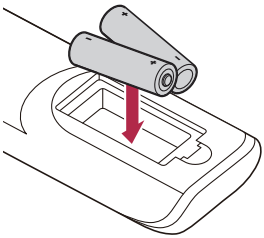
Replacing Remote Control Batteries

Please replace the batteries as follows. Uses two 1.5V AAA batteries.

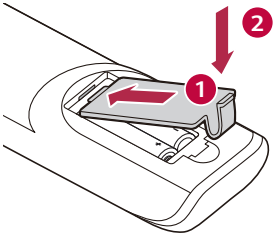
1 Open the battery cover of the remote control.



2 Match the polarities of the battery to the (+) and (-) polarities indicated on the remote control.



3 Insert the battery cover from the top, and push the bottom until it clicks into place.



Caution

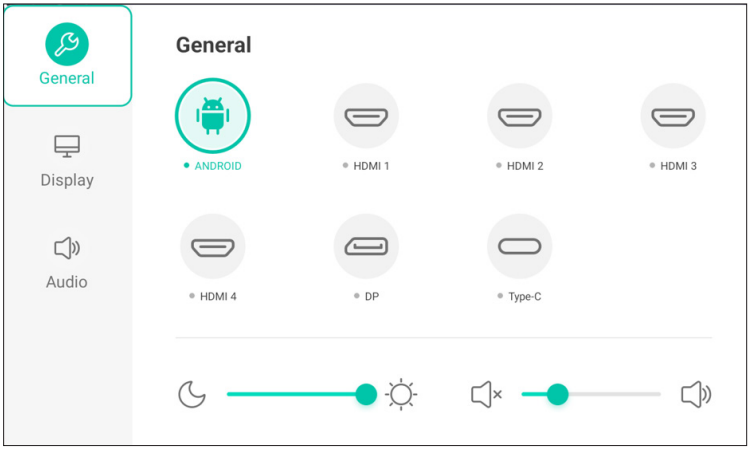
- Using old and new batteries together may result in damage to the remote control.
- Do not expose the interior and exterior of the remote control and the batteries to heat or direct sunlight. Doing so may result in damage to the remote control.

Connecting the Monitor to Multiple Devices

During meetings, the Monitor can be connected to multiple devices.

- When connected to a computer or laptop, it can be used as a large monitor.
- If connected to an AV device, the AV device's video and audio signals will be output through the Monitor.
- The board can also be connected to peripheral devices like USB devices, Bluetooth keyboards, microphones, earphones, or headphones.

After connecting with a different device, use your remote control to enter the **[General]** menu. Make sure to select the correct input.



Caution

- If you are using the Interactive Digital Board as a large monitor connected to the built-in PC (OPS), you should connect the signal cable to the port designated for the built-in PC (OPS).
- Check that the power cable is not connected to the Monitor before connecting the signal cable.

Note

- To play media in the highest quality on the Monitor, use an HDMI cable.
- For HDMI cables, use a ferrite core built-in shielded interface cable.
- If you cannot hear sound in HDMI mode, check your PC environment. Some PCs require manual changes to the default audio output to HDMI.
- If you are connecting a gaming device to your monitor, use the cable provided with the gaming device.
- The HDMI OUT port supports only Android/USB connections; therefore, some content connected via HDMI IN port may not transmit to the HDMI OUT port.

Connecting to External PC

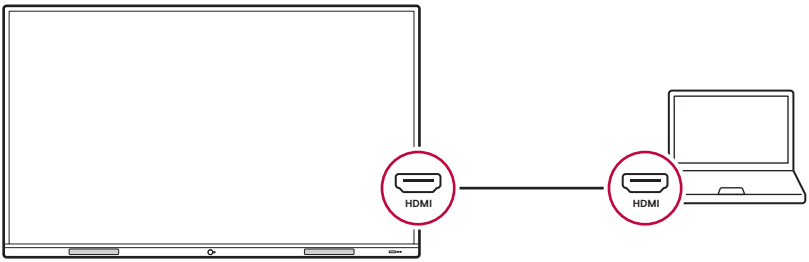
When displaying a file from an external PC during meetings, connect using the provided signal cable.

This monitor supports the Plug and Play (Plug and Play) feature. Once you turn on the power after connecting the device, the connected device is recognised and ready to use without any additional settings.

Connecting via HDMI Cable

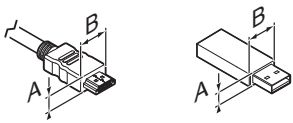
You can transfer a computer's video and audio signals to the Monitor via an HDMI cable.

1 Connect the HDMI cable to the HDMI port on the front/side of the Monitor.
2 Connect the other end of the HDMI cable to the HDMI port on the external PC.
3 Turn on the power of the external PC.
4 Use your remote control to enter the **[General]** menu. Select the input source.



Caution

- Use a high-speed HDMI®/™ cable with a length of 3 m or less.
- Use a certified HDMI cable with the HDMI logo imprinted. The screen may not appear or a connection error could occur if a non-certified cable is used.
- Use a product with a thickness (A) of 11.65 mm or less and a width (B) of 20.65 mm or less to ensure HDMI cable and the USB device are connected properly. (For recommended USB, the thickness (A) should be 8.3 mm or less, and the width (B) should be 16 mm or less.)

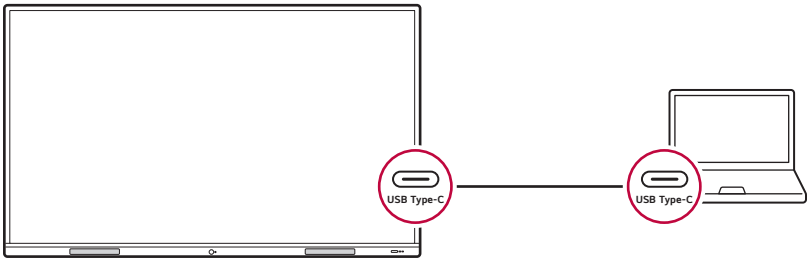


Connecting via USB Type-C Cable

You can also transmit audio and video signals using a USB Type-C cable.

This cable supports a maximum power output of 65 W, allowing for quick charging of your laptops or mobile devices without the need for a dedicated charger.

1 Connect your USB Type-C cable to the ⚡ IN (USB Type-C) port located on the front/side of the Monitor.
2 Plug the other end of the USB Type-C cable into the USB Type-C port of your external PC.
3 Use your remote control to enter the **[General]** menu. Select the input source.



Note

- Please note that not all devices may support charging via USB Type-C, and as such, may not charge as expected.

Connecting Wirelessly

This device supports Miracast and Google Chromecast. It allows you to wirelessly share your screen with PCs or smartphones.

Note

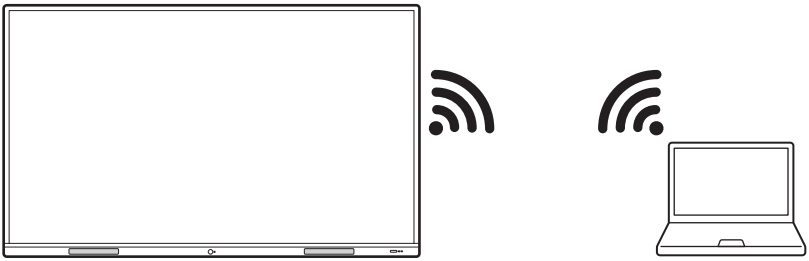
- To use this feature, your external PC must also support Miracast or Google Chromecast.
- The quality of the wireless connection may vary depending on the connection status. For stable transmission, we recommend using an HDMI cable.

1 Connect both your external PC and the Monitor to the same Wi-Fi network.

2 On your external PC, type **Display** into the search bar at the bottom of the system bar.

3 Click on **[Connect with multiple wireless devices]** on the display screen. Monitor connected to the same Wi-Fi network should appear in the search results.

4 Click on the name of your Monitor to connect wirelessly.



Note

- This instruction assumes the user is using Microsoft Windows 10. If your operating system is Windows 8 or below, you may be unable to use the Miracast feature.
- If your Monitor does not appear on the list of devices on your external PC, please double-check that both devices are connected to the same wireless internet network.
- For detailed instructions on how to share a screen wirelessly, please refer to the following.

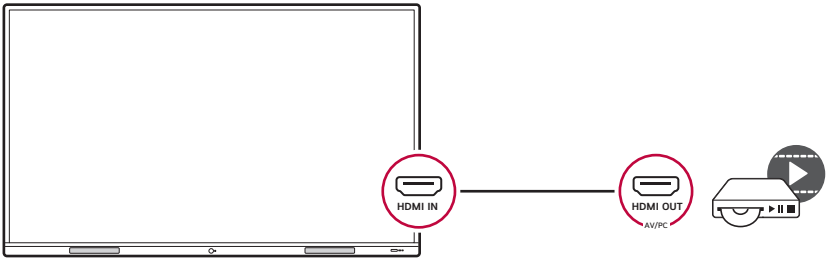
▶ Wireless Screen Sharing, Sharing Screens Using [LG CreateBoard Share] App

Connecting Video Devices

Playing Video Signals on the Monitor

You can play video and audio signals on the Monitor by connecting AV devices such as HD receivers, DVD and VCR players, and so on. For the best video and audio quality, we recommend using an HDMI cable.

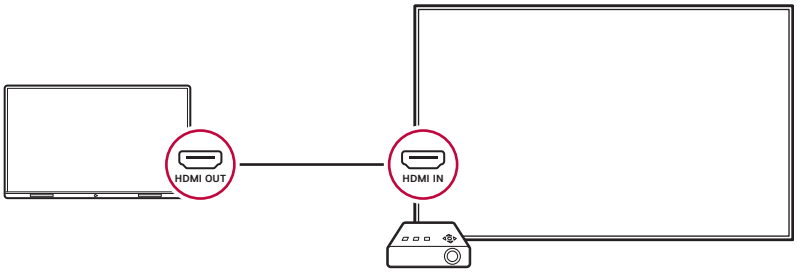
1 Connect the HDMI cable to the HDMI port on the front/side of the Monitor.
2 Connect the other end of the HDMI cable to the HDMI port on your video device.
3 Turn on the video device.
4 Use your remote control to enter the **[General]** menu. Select the input source.



Playing Monitor Signals on a Large Display

You can play video and audio signals from the Monitor by connecting it to a beam projector or a large display device.

1 Connect the HDMI cable to the HDMI OUT port on the side of the Monitor.
2 Connect the other end of the HDMI cable to the HDMI port on the connecting device.
3 Turn on the connecting device.
4 Use your remote control to enter the **[General]** menu. Select the input source.



Connecting Peripheral Devices

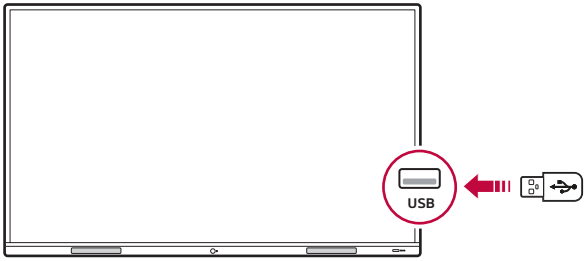
You can connect USB devices such as a mouse or keyboard, as well as headphones, earphones, and microphones.

USB Connection

You can connect USB devices.

1 Connect the USB device to the USB port on the side of the Monitor.

2 Use your remote control to enter the **[General]** menu. Select the input source to use with the USB device.



Headphones, Earphones, and Microphones Connection

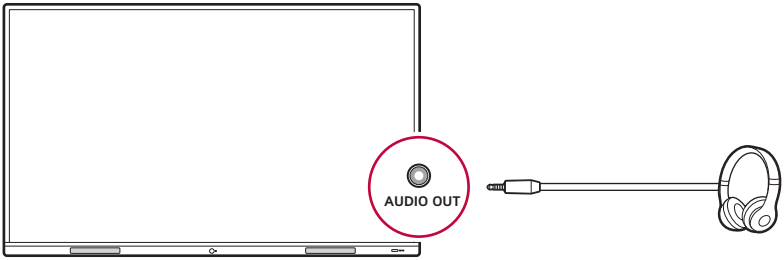
You can connect and use headphones, earphones, or microphones.

Outputting Audio Signals from the Monitor

You can listen to audio signals from the Monitor on earphones or headphones.

1 Connect your headphones or earphones to the AUDIO OUT port on the bottom of the Monitor.

2 Use your remote control to enter the **[General]** menu. Select the input source to use with the audio device.



Note

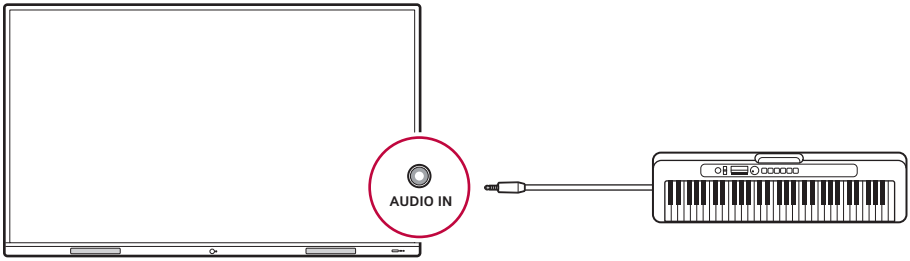
- Headphones or earphones are sold separately.
- Depending on the sound settings of your computer and peripheral devices, the operation of headphones and speakers may be limited.

Inputting Audio Signals to the Monitor

You can transmit audio signals from sound devices such as synthesizers, amplifiers, keyboard pianos, or microphones by connecting them to the Monitor.

1 Connect the output port of the sound device to the AUDIO IN port on the bottom of the Monitor.

2 Use your remote control to enter the **[General]** menu. Select the input source to use with the audio device.



Note

- Audio devices are sold separately.

Using the Monitor

LG SIGNAGE monitor is easy to use for anyone who has experience using a smartphone or tablet. This product is equipped with an OPS (Open Pluggable Specification, built-in PC (OPS)) slot. Therefore, you can use the features that are extended to a PC without connecting an external desktop.

Caution

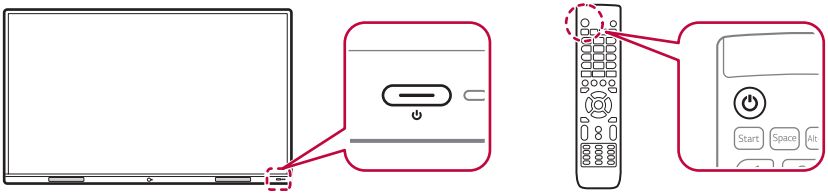
- This product is intended for indoor use. Please do not use it outdoors.

Note

- The built-in PC (OPS) is sold separately. If you wish to purchase it, please contact LG Electronics.
- The panel of the product is made with advanced technology comprising millions of pixels. Abnormal colour spots may appear on the screen due to inactive pixels when using the product. This is not a product defect and does not affect the product performance and reliability.

Power On/Off

Press and hold the power button on the front of the Monitor, or press the power button (⏻) on the remote control.



Caution

- Pressing the screen for a long time with a finger may cause temporary distortion to appear on the screen.
- Afterimage may appear if the same scene is outputted for a long time. Use a screen saver if possible.
- Using wireless devices close to the Monitor may result in abnormal video output.

Connecting to a Network

Connecting via Wi-Fi

You can use the internet by connecting to a wireless network.

1 Select on the home screen. A list of available Wi-Fi networks will appear.
2 Select the Wi-Fi network you want to connect to. If a password is required, you must enter it.

Note

- If the Wi-Fi network you want to use is not found, you can manually add a Wi-Fi network by pressing +.
- To disconnect from a Wi-Fi network, select ⓘ → **[Disconnect]** next to the name of the Wi-Fi network you want to disconnect from the Wi-Fi settings page.

Connecting via Ethernet

You can use wired internet by connecting a LAN cable to the wired LAN port on the side of the product.

1 Select on the home screen.
2 Turn on the Ethernet switch.

Note

- To obtain an IP address automatically, turn on the **[Obtain IP Address Automatically]** switch.
- To set an IP address manually, turn off the **[Obtain IP Address Automatically]** switch and change the settings manually.

Connecting via Bluetooth

You can use the product in conjunction with a Bluetooth device via Bluetooth communication.

1 From the Home screen, select **[Settings]** → **[Wireless & Network]** → **[Bluetooth]** to turn on the Bluetooth switch.

2 Set the device you want to connect to enter the Bluetooth pairing mode.

3 When the device you want to connect is displayed in the Bluetooth list, select that device. If the device you wish to connect does not appear in the search list, check the pairing status of the device to connect, and then select .

Note

- To disconnect a Bluetooth connection, select ⓘ → **[Disconnect]** next to the connected Bluetooth device from the Bluetooth settings page.

Setting as a Hotspot

You can share a wireless network with other products by setting the product as a hotspot.

1 Select on the home screen.

2 Turn on the hotspot switch.

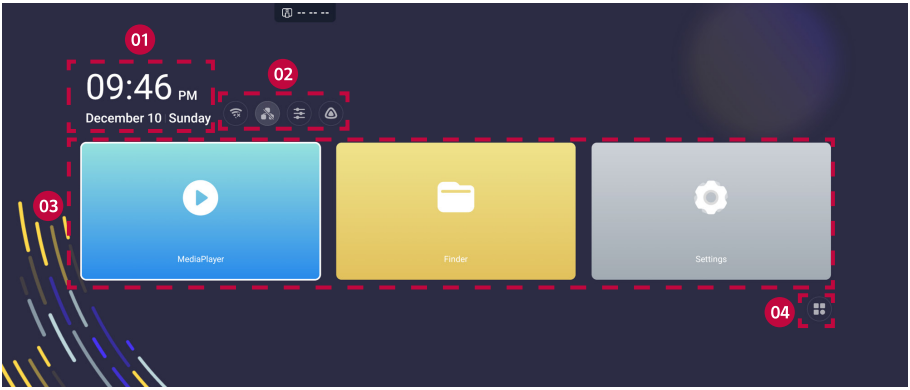
Note

- To change the initial settings such as the hotspot name or password, press the hotspot name or password.

Understanding the Screen

Start Screen

Learn about the Start screen to become familiar with the product.

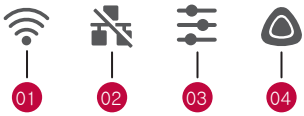


No.	Function	Description
01	**Date and Time**	Select and click **[Date and Time]** to navigate to the **[Date and Time]** menu of the **[Settings]** app.
02	**Status Display**	Displays the system setting status of the Monitor. Clicking on each icon allows you to display or modify the related settings.
03	**Major Apps**	These are shortcuts for the **[Media Player]**, **[Finder]**, and **[Settings]** apps.
04	**All Apps**	Click to see the list of all apps.

Connect the product to the remote control, mouse, or keyboard provided with the product to set each item.

Status Bar

Displays the system setting status of the Monitor. Clicking on each icon allows you to display or modify the related settings.



No.	Description
01	You can connect to the wireless Wi-Fi for internet access, or you can change the Wi-Fi settings. For a detailed explanation about wireless Wi-Fi connection, please refer to the following. ▶ **Connecting via Wi-Fi**
02	You can change the wired internet settings. Connecting a LAN cable to the wired LAN port enables you to use the internet. For a detailed explanation about wired LAN connection, please refer to the following. ▶ **Connecting via Ethernet**
03	In the **[General]** menu, you can easily adjust screen brightness and volume, and connect your desired input/output device to the Monitor.
04	You can set the product as a hotspot to share data with other devices. For a detailed explanation about hotspot settings, please refer to the following. ▶ **Setting as a Hotspot**

Understanding the Auxiliary Tools

Switching to PC Mode

You can also switch to PC mode in the following ways.

- From the main screen, press the **MENU** button of the remote control to see the **[General]** menu, and select **[PC]**.
- Press the **Input** button on the remote control, and then select **[PC]**.

Note

- The built-in PC (OPS) is sold separately. If you want to purchase the built-in PC (OPS), please contact LG Electronics.
- For detailed information on using the built-in PC (OPS), refer to the following.

▶ Using the Built-in PC (OPS)

Connecting Input/Output Devices, Adjusting Volume/Screen

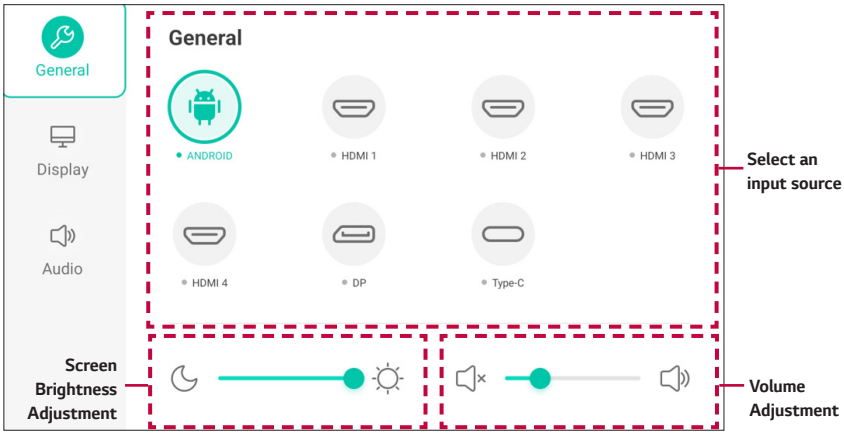
Select the **MENU** of the remote control to set up input and output devices.

You can also display the input/output device settings in the following way.

- Press the **Input** button on your remote control and select input.

Input/Output Device Settings

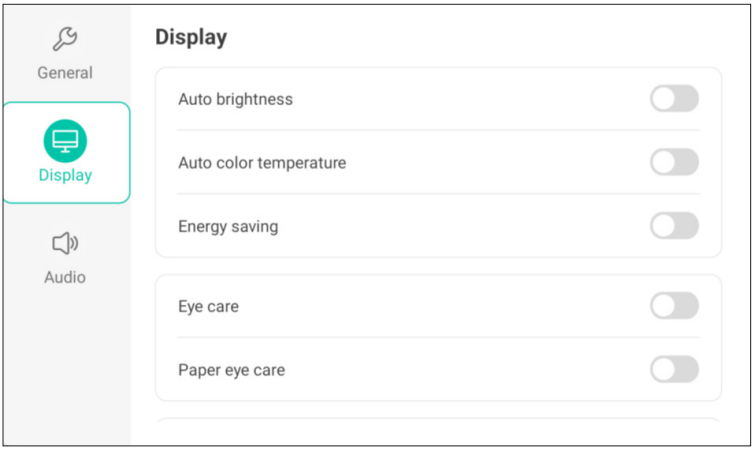
In the **[General]** menu, you can easily adjust screen brightness and volume, and connect your desired input/output device to the Monitor.



Besides input and output devices, you can also adjust required display and audio settings on the monitor using the remote control arrow keys.

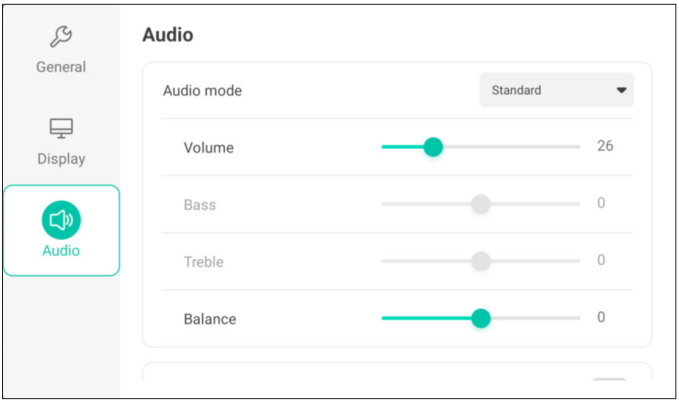
Screen settings

You can adjust the screen to your desired setting with auto brightness, auto colour temperature, energy saving, etc.



Audio Settings

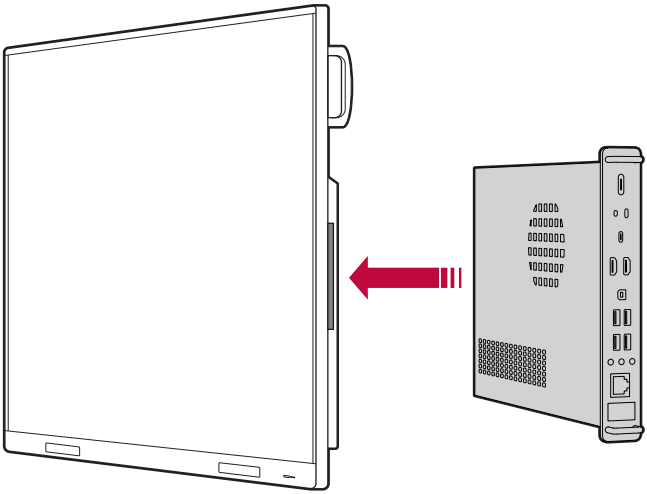
Distinguishes and recommends appropriate acoustic conditions for each location such as standard, meeting, and classroom. You can also set the desired balance. Additionally, you can set to mute when necessary.



Using the Built-in PC (OPS)

Introduction to Built-in PC (OPS)

You can install this product with a built-in PC (OPS) equipped in the OPS (Open Pluggable Specification) slot. With a built-in PC (OPS) equipped, you can use various extension functions without the inconvenience of having to connect to an external desktop, and can switch between Windows PC mode and Monitor mode as needed.



Note

- The built-in PC (OPS) is sold separately and may be difficult to purchase depending on the region. If you want to use it, purchase a separate standard OPS product.
- The following instructions assume you are purchasing a built-in PC (OPS).

Connecting the Internet to the Built-in PC (OPS)

If you wish to use the internet with the built-in PC (OPS) equipped in the OPS slot, follow these instructions.

- Wireless Internet: Connect to the same Wi-Fi network as the Monitor.
- Wired Internet: Connect a LAN cable to the LAN port on the Monitor. Both the Monitor and the built-in PC (OPS) will be connected to the internet.

Note

- If you connect a LAN cable to the cable port of the OPS slot rather than the LAN port on the side of the Monitor, the network will only be connected to the built-in PC (OPS), making the internet unavailable on the Monitor.
- To connect an external laptop or desktop other than a built-in PC (OPS), connect it to the Monitor using an HDMI cable or USB Type-C cable.

Launching Built-in PC (OPS)

The built-in PC (OPS) can be launched using the following methods.

- Press the **MENU** button on the remote control and select **[General]** → **[PC]**.
- Use your remote control to select **[General]** → **[PC]**. The built-in PC (OPS) will be launched, and the login screen will appear.

Note

- To log in as an administrator, enter your password and press the <**Enter**> key on the virtual keyboard. Regular accounts can log in directly without a password.
- This product remembers the external input status last used. If the built-in PC (OPS) was last used, it will be automatically launched when you turn on the Monitor again after shutting it down.

Connecting [LG CreateBoard Share]

You can send various forms of content to the screen.

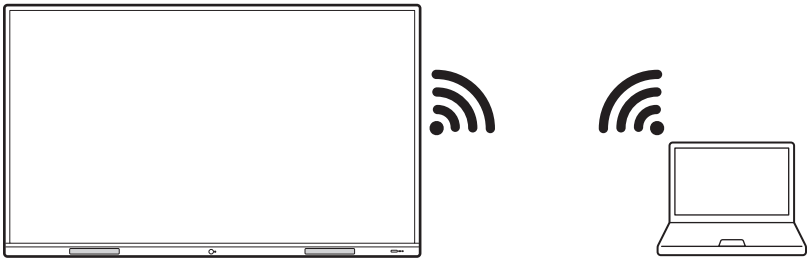
Wireless Screen Sharing

During meetings, you can share the screen of your mobile devices (such as a smartphone or tablet), or a Windows PC, Mac PC, or Chrome OS screen wirelessly, without the need for any cables. Check the device you own from the table below and choose the appropriate connection method.

Note

- To use this feature, the Monitor, external PC, and mobile device must all be connected to the same Wi-Fi.
- Wireless connections that are not through an app can only display up to one screen.
- Depending on the version of the app, the displayed menus, features, and text may vary.
- For a smooth and stable connection, it is recommended to use the dedicated video app **[LG CreateBoard Share]** when sharing a screen wirelessly for a long period. For detailed instructions on how to share a screen wirelessly through the app, please refer to the following.

▶ Sharing Screens Using [LG CreateBoard Share] App



Devices that Can Be Connected	Wireless Screen Sharing Methods	App Installation Required
Android Phone / Windows PC	Miracast Connection	X
Chrome OS / YouTube	Chromecast Connection	X
macOS PC / iPhone	Airplay Connection	X
macOS PC / Windows PC	WEB Link Connection	X
Windows PC / macOS PC / Android Phone / iPhone	LG CreateBoard Share App	O

Sharing Your iPhone Screen Wirelessly

You can share your iPhone screen wirelessly using the Airplay feature without any additional apps.

1 Ensure that your Monitor and iPhone are connected to the same Wi-Fi.
2 From the Home screen, run the → **[LG CreateBoard Share]** app.
3 Select **[Menu]** → **[Settings]**.
4 Turn on the **[Support Airplay device]** switch.
5 Press in the iPhone settings centre. Attempt to connect to the Monitor.

Sharing Your Android Phone Screen Wirelessly

You can share your Android phone screen wirelessly using either Miracast or Chromecast feature without any additional apps.

1 Ensure that your Monitor and Android Phone are connected to the same Wi-Fi.
2 From the Home screen, run the → **[LG CreateBoard Share]** app.
3 Select **[Menu]** → **[Settings]**.
4 Turn on the **[Support Chromecast device]** and **[Support Miracast device]** switches.
5 Open the notification window on your Android phone, and find and click **[SmartView]** or **[Wireless display]**. When the list of devices that can be connected is displayed, click on the name of the Monitor to connect.

Sharing Online Contents Screen

You can share pictures or video contents that are uploaded online or to the cloud on the Monitor screen. This explanation uses a YouTube app video as an example.

1 Ensure that your Monitor and Windows PC or mobile device are connected to the same Wi-Fi.
2 From the Home screen, run the → **[LG CreateBoard Share]** app.
3 Select **[Menu]** → **[Settings]**.
4 Turn on the **[Support Chromecast device]** and **[Support Miracast device]** switches.
5 Play a video in the YouTube app on your smartphone or Windows PC.
6 Click on of the video information you want to share.
7 Select the name of the Monitor in the transmission target.

Sharing Web Browser Screen

You can use this feature when you want to share your web browser screen while using Mac PC, Windows PC, or Chrome OS.

Note

- This method only works in a PC environment and does not work on mobile devices such as Android phones or iPhones.
- Both the monitor and PC must be connected to the same Wi-Fi.

1 Check if your Monitor and external PC are connected to the same Wi-Fi.

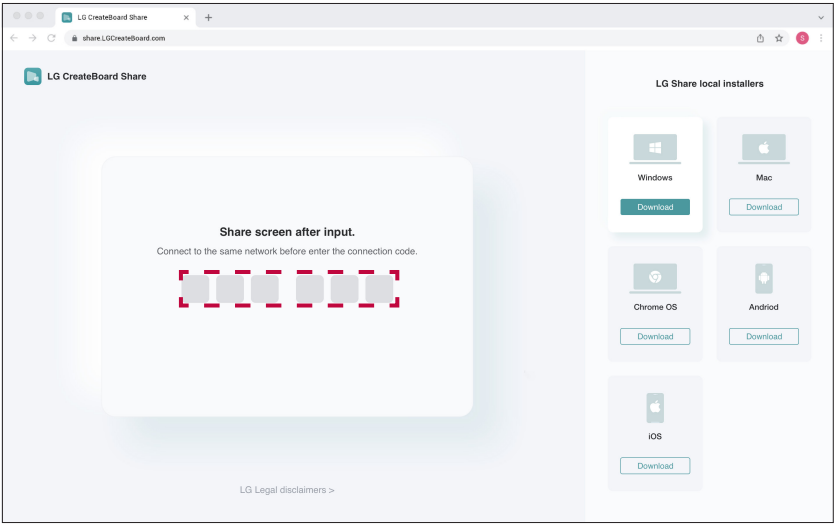
2 From the Home screen, run the → **[LG CreateBoard Share]** app.

3 Select **[Menu]** → **[Settings]**.

4 Turn on the **[Share screen via website]** switch.

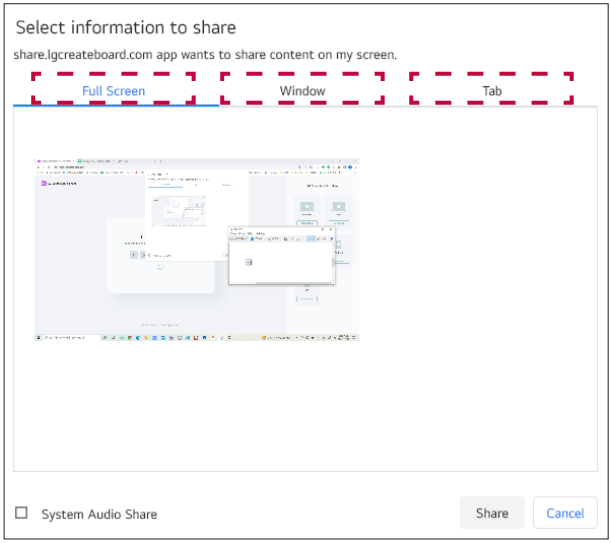
5 Enter the following address in your internet browser. http://share.lgcreateboard.com

6 Enter the connection code displayed on the Monitor in the code input field of the screen.



7 Select the window you want to share and press **[Share]**.

- **[Full-screen]**: You can check the PC full screen, running apps, and others.
- **[Window]**: Share by selecting a specific window you want to share the screen of. As only the screen of that window is shared, the operations of other apps are not shared.
- **[Tab]**: Share by selecting a specific tab in the browser. As only the screen of that tab is shared, the operations of other tabs are not shared.
- **[System Audio Share]**: Checking this feature allows you to share audio (sound) as well.



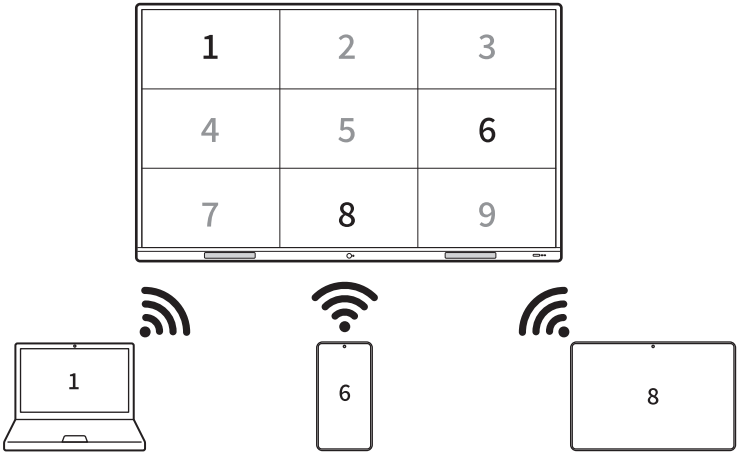
Sharing Screens Using [LG CreateBoard Share] App

Share screens between different devices, such as PCs, smartphones, and tablets, using the **[LG CreateBoard Share]** app. It can be connected with up to 9 other devices, and you can operate the Monitor with the connected device.

You can also transfer photos, videos, PDF files, and others from this product to the connected device.

Note

- To use this feature, both the product and the device you want to connect to the product must be on the same network.



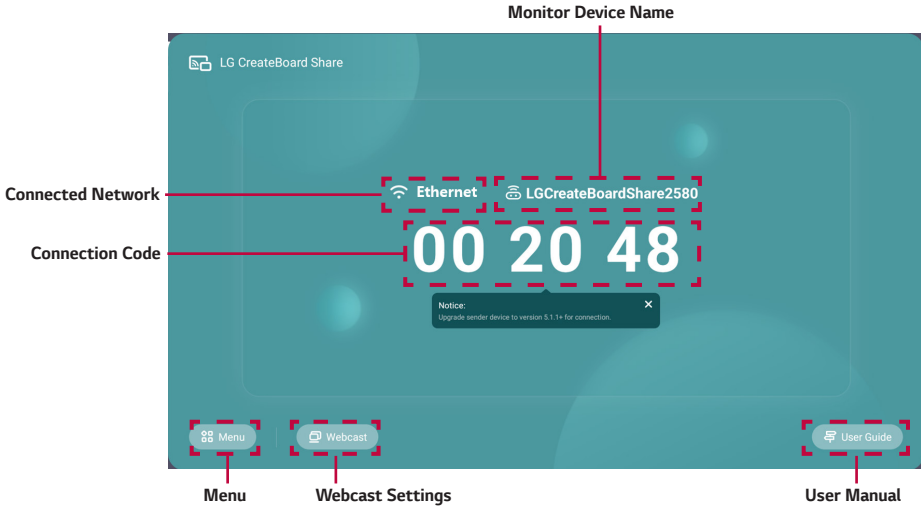
System Requirements

The requirements for each device to install the LG CreateBoard Share app are as follows.

Device	OS Version	CPU	Memory	Remark
Windows PC	Windows 7/10/11	Intel Core i3 3rd Generation or higher Intel Core i5 7th Generation recommended	2 GB or higher 4 GB recommended	Dedicated graphics card required
Android	Android 5.0 or higher Android 10 recommended	-	-	Hardware h264 encoder required
iOS	iOS 10 or higher	-	-	iPhone 6 or higher
macOS PC	macOS 10, 11	-	-	-
Chromebook Chrome Web Store App	Chrome 38 or higher	-	-	For Chrome 89, the latest version 1.0.8.126 is required
Chromebook Chrome Play Store App	No restrictions	-	-	-

Launching the App

From the Home screen, run the → **[LG CreateBoard Share]** app.



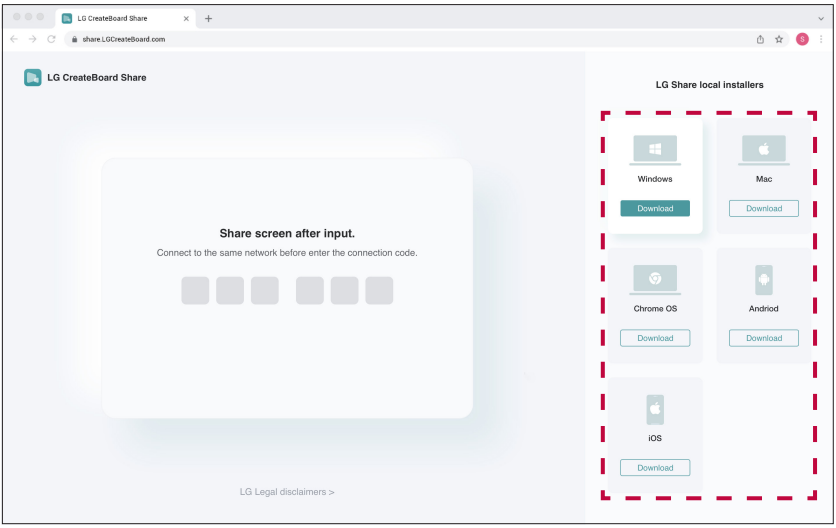
Downloading the App

To connect your product and device through the app, you need to install the video sharing app.

- Mobile devices: Search for the **[LG CreateBoard Share]** app in the App Store or Google Store and install it.
- PC: Search for the LG CreateBoard Share app in the Microsoft Store, Mac App Store, or Chrome Web Store, then download and install the app.

Note

- If you cannot find the app in your product's app store, visit https://share.lgcreateboard.com/ to download the product-specific app.

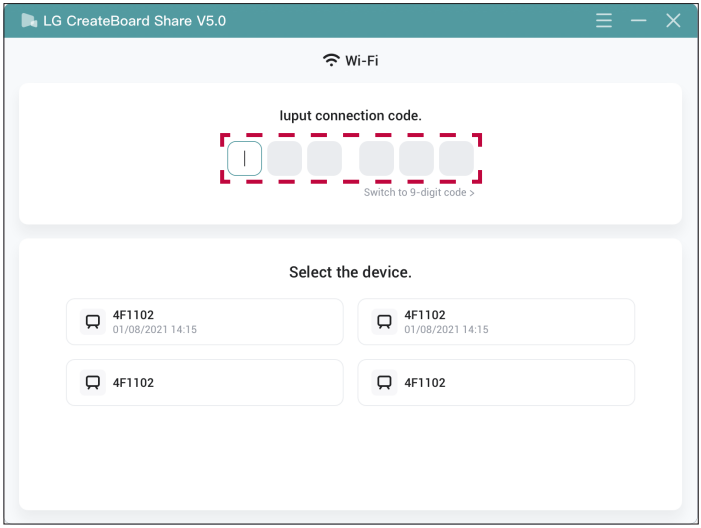


Connecting a Device to the Product

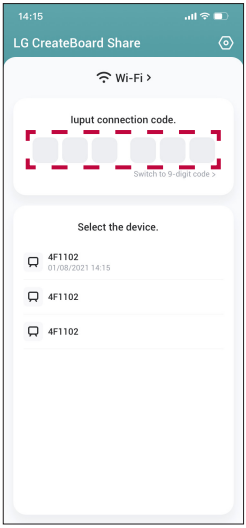
1 Make sure that the device you want to connect is on the same network as the product.

2 Run the **[LG CreateBoard Share]** app on the device you want to connect.

3 Enter the 6-digit connection code displayed at the top of the Monitor screen (example: DM6 4RU) on your device screen.



<Windows PC Screen>



<Mobile Device Screen>

Note

- The connection code is displayed at the top of the screen even if the **[LG CreateBoard Share]** app is not running.
- You can connect up to 9 different devices.
- When the device is connected to the product, the number of connected devices displayed on the **[LG CreateBoard Share]** app screen changes.
- To change the name of the connected device displayed on the electronic screen, click ☰ → **[Settings]** → **[Device Name]** and enter the desired name.

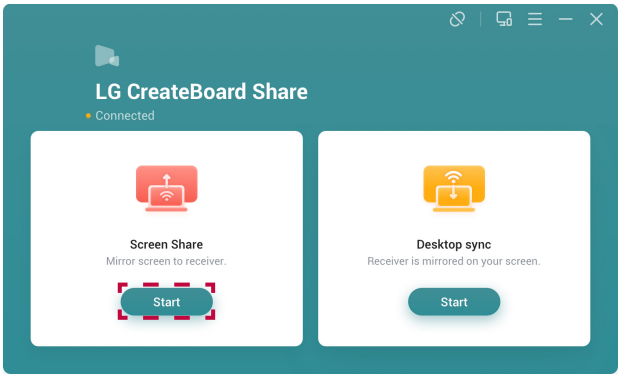
Sharing a Connected Device's Screen (Mirroring)

You can display the screen of a device connected to the product on the Monitor.

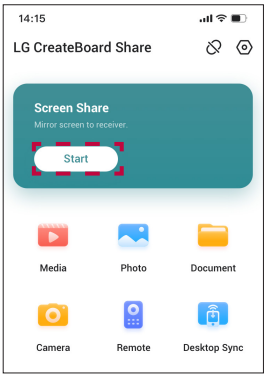
Mirroring

1 Launch the **[LG CreateBoard Share]** app and connect your device to the product.

2 Press **[Screen Share]** → **[Start]** in the app of the connected device.

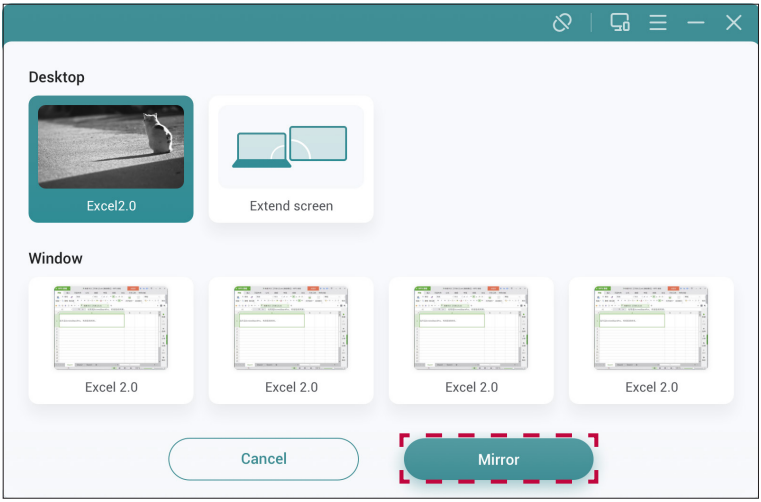


<Windows PC Screen>



<Mobile Device Screen>

3 Choose the screen you want to share and press **[Mirror]**.



Note

- If a PC is connected to the product, you can share either the default desktop screen or the extended desktop screen. On the default desktop screen, you can only share content from one running program.

Displaying Mirrored Screen Control Options

Press • Mirroring on a mirrored device to display screen sharing options.

Viewing Mirrored Screens

You can mirror up to 9 different devices.

When you select each mirrored screen on the Monitor screen, mirroring options are displayed at the bottom of the screen.

The displayed options may vary depending on the file.

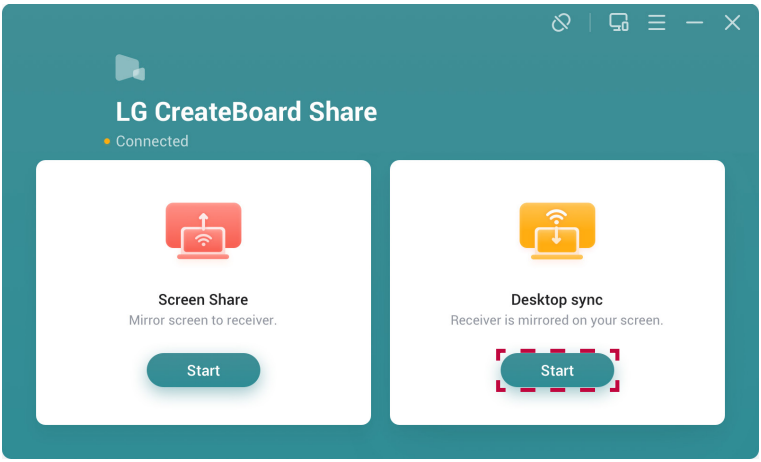
Displaying the Monitor Screen on a Connected Device

In contrast to mirroring, you can display the Monitor screen on a connected device.

Synchronising the Monitor with a Device

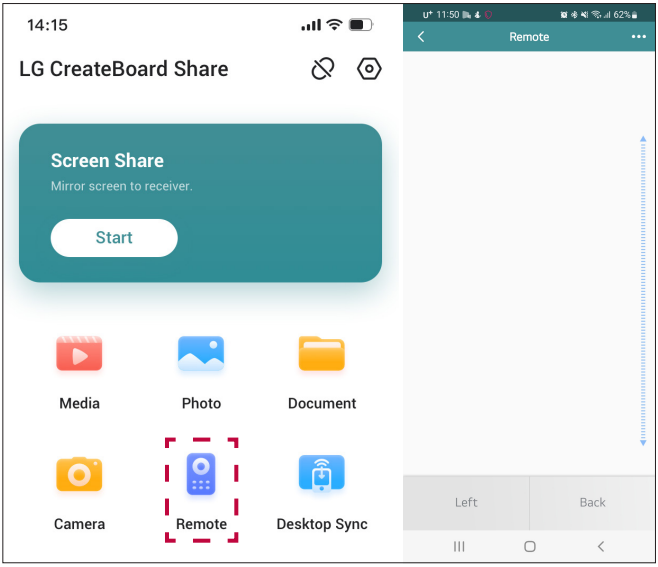
1 Connect your product and device using the **[LG CreateBoard Share]** app.

2 Press **[Desktop Sync]** → **[Start]** in the app of the connected device. The Monitor screen will appear on the connected device.



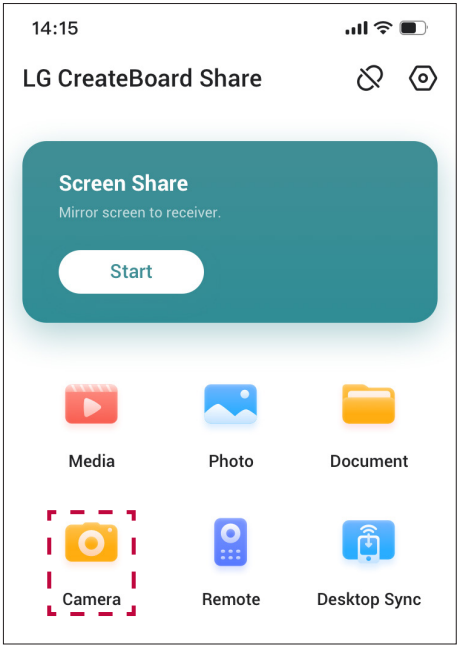
Using the Connected Device as a Remote Control

From a connected device, you can use a mobile device (smartphone, tablet) as a touchpad or mouse to control the synchronized screen. From a connected mobile device, click **[Remote]**.



Using the Connected Device as a Remote Camera

When synchronized with a mobile device (smartphone, tablet), you can use the Monitor as a large display. From the connected mobile device, click **[Camera]**.



Conducting Video Meetings

You can conduct video meetings using video conferencing solutions such as Zoom, Microsoft Teams, or Google Meet on the Monitor.

Because you cannot install video conferencing apps directly onto the Monitor, you can conduct video meetings in the following way.

Note

- The following assumes that you are already a member of a video conferencing solution. If you want to use the solution, you must sign up on each video conferencing solution's webpage and set up an account.

Joining Video Meetings with Built-in PC (OPS)

If you have purchased a built-in PC (OPS), you can download and install the Windows PC version of each video conferencing solution on the built-in PC (OPS).

1 Press the **MENU** button on the remote control and select **[General]** → **[PC]** to switch to the built-in PC (OPS).
2 Launch the web browser and go to the official webpage of the video conferencing solution you want to use.
3 Download and install the appropriate program for your PC.
4 Log in to the video conferencing solution and create or join a meeting.
5 Conduct the meeting.

Note

- The Monitor and built-in PC (OPS) do not provide a camera; therefore, your face will not be displayed on the screen if you conduct the meeting with the Monitor. If necessary, pre-set the video through the settings of your video conference solution.

Joining Video Meetings from the Monitor

If you have not purchased a built-in PC (OPS), you can participate in video meetings by installing a video conference solution on an external PC.

Connecting an External PC to the Monitor using a Cable

1 Use a USB Type-C cable or HDMI cable to connect an external PC to the Monitor.
2 Press in the top right of the Monitor screen to select **[General]** → **[PC]** to switch to the built-in PC (OPS).
3 Log in to the video conference solution on the external PC and create or join a meeting.
4 Conduct the meeting.

Connecting the External PC to the Monitor using Wireless Screen Sharing

You can share the meeting conducted on your external PC to the Monitor wirelessly on screen.

Note

- To use this feature, both the Monitor and the external PC must be on the same network.
- This feature is for sharing meeting footage on the Monitor, therefore, you cannot participate in the meeting by operating the Monitor. To participate in the meeting, use the external PC connected to the Monitor.
- We recommend connecting the Monitor and external PC via the **[LG CreateBoard Share]** app for a stable wireless connection. Refer to the following for detailed instructions on screen sharing through the app.

▶ Wireless Screen Sharing, Sharing Screens Using [LG CreateBoard Share] App

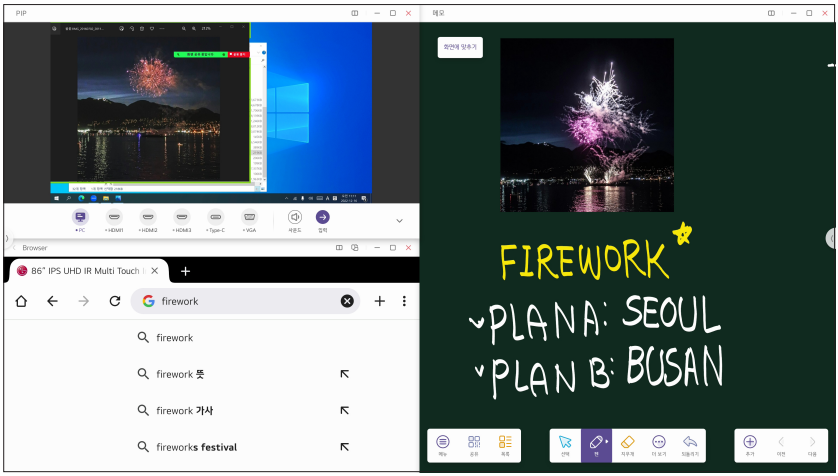
1 Install and run the video conference solution on the external PC.
2 Create or join a meeting.
3 Run the **[LG CreateBoard Share]** app on the external PC.
4 Enter the 6-digit connection code from the Monitor screen to connect to the Monitor.
5 In the **[LG CreateBoard Share]** app on the external PC, press **[Start]** under **[Screen Share]**.
6 Select the app to share the screen and press **[Mirror]**.

Using the Monitor while Participating in a Meeting

You can use the Monitor simultaneously while using a video conference solution through the PIP app or multi-window feature.

Note

- The following assumes that you have installed a video conference solution on the built-in PC (OPS) and completed the signup and account setup.



1 Press in the top right of the Monitor screen to select **[General]** → **[PC]** to switch to the built-in PC (OPS).

2 Log in to the video conference solution on the built-in PC (OPS) and create or join a meeting.

3 While joining a meeting, press **Input** on the remote control of the built-in PC (OPS) and select **[Android]**. This will switch to the Monitor mode.

4 Run the desired app on the Monitor.

5 While the app is running, run the → **[PIP]** app from the Home screen. This will allow you to utilize the features of the Monitor while participating in a meeting. (Only for 105BM5P model)

Note

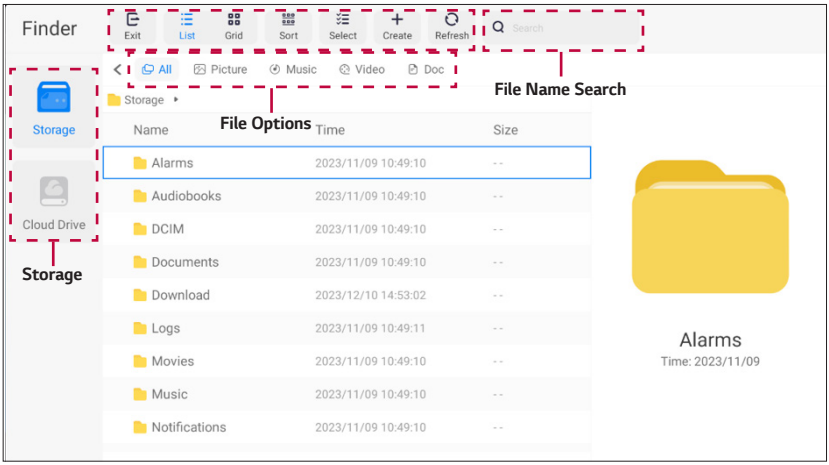
- You can control the screen running in the **[PIP]** app as well.
- Running the **[PIP]** app automatically displays at 1/4 the size of the Monitor screen. Press in the PIP screen to change the PIP position or adjust its size.
- It may not be supported according to the model.

Using the App

[Finder] Browsing Files

You can check all folders and files saved in the internal storage of the Monitor or in external storage (USB, cloud drive), including documents, videos, pictures, or audios.

From the Home screen, run the → **[Finder]** app.



Viewing File

Double-click the folder containing the file you want to check.

- To move to a higher-level folder, select the desired folder name from the folder path at the top of the screen.
- To go to the root folder, press the name of the storage the folder belongs to.
- You can search for a file name by typing the name in the search box and pressing .

Selecting **[Files]** in a folder enables you to use the following options.

Option	Description
[Grid]	You can display folders and files as icon images.
[List]	You can display folders and files in list format.
[Classification]	You can specify the criteria for listing the order of folders and files.
[Select]	You can select individual files or all files at once.
[Create]	You can create a new folder.
[Copy]	You can copy selected folders or files.
[Paste]	You can paste copied folders or files into another folder.
[Cut]	You can cut selected folders or files and paste them into another folder.
[Delete]	You can delete selected folders or files.
[Rename]	You can rename selected folders or files.
[Send]	You can add selected folders or files to the shortcut area on the main screen.

[Cloud Drive]

You can save and back up files created on the Monitor to your cloud drive. It will be synchronized once you log in with the cloud drive account you are using.

Note

- This product supports Google Drive and Microsoft OneDrive.
- Once you log into a cloud drive on the product, you will stay logged in until you manually log out.

Logging into Cloud Drive

You have two options for logging in. Choose the method that best suits you to log in easily.

Method 1: Logging into Cloud Drive

1. From the cloud drive of the **[Finder]** app, click **[Log in]**.
2. Select the cloud drive you wish to log in to.
3. Enter your ID and password.

Method 2: Logging in from a Mobile Device

1. Click the cloud drive to display the QR code.
2. Scan the QR code with your mobile device.
3. Log in to your account.

Note

- You need to sign up to the respective cloud service in advance to use the cloud drive. Visit Google Drive and Microsoft OneDrive web pages to sign up for their services.
- Once logged in, press **[Set as default]** from the respective account if you wish to use one account as the default.

Adding a Cloud Drive Account

You can add and use multiple cloud drive accounts.

1 Press **[Add Account]** in the pop-up window.
2 Select the cloud drive you wish to use, then log in.

Saving Documents to the Cloud Drive

Documents or notes being created on the Monitor can be saved to the cloud drive.

1 While creating a file, select **[Save]** or **[Save as]** → **[Cloud Drive]**.
2 Select the cloud drive account and specify location where you wish to save.
3 Press **[OK]**. The file will be saved in your cloud drive.

Moving Documents from Finder to Cloud Drive

You can copy and move data stored in the internal storage to the cloud drive. Conversely, you can copy and move data from the cloud drive to the internal storage.

1 From the Home screen, run the → **[Finder]** app.
2 Navigate to the folder containing the files or data you wish to move.
3 In the folder, press **[Select]** to select the files to move.
4 Press **[Copy]** and then navigate to your cloud drive account.
5 Navigate to the desired folder, and select **[Paste]** in that folder.

Logging out of Cloud Drive Account

You can log out of the cloud drive account linked with the Monitor.

Select **[Logout]** or **[Erase Data]** from the cloud drive widget on the main screen.

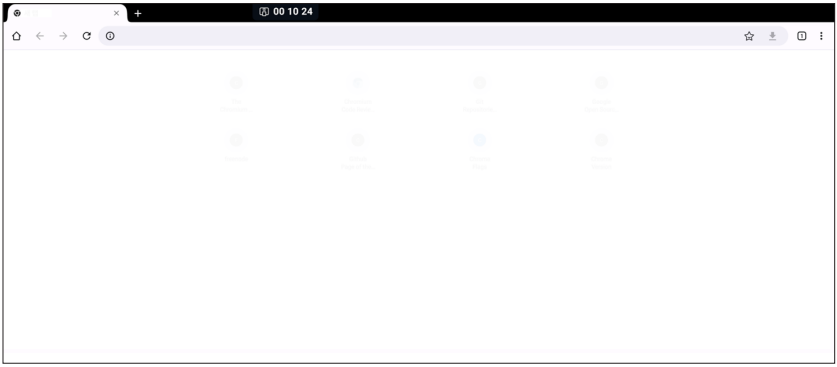
Note

- To use the cloud drive again after logging out, you must log in again.

[Browser] Using the Web Browser

You can conveniently use the internet without having to connect to other external devices while using the Monitor.

From the Home screen, run the → **[Browser]** app.



Using the [Media Player]

You can create playlists with media files and set them to play on repeat.

From the Home screen, run the → **[Media Player]** app.

No.	Function	Description
01	**Player List Creation**	You can create playlists, edit schedules, and perform playback actions.
02	**Storage**	You can view media files within the display.
03	**Media Player Settings**	You can turn on and off features like **[USB Auto Play]**, **[Schedule Play]**, **[Power On Auto Play]**, **[Show QR Code]**, or **[Show the Link]**.

Controlling Multiple Products at Once

LG ConnectedCare DMS

LG ConnectedCare is an integrated control software capable of managing and controlling network-based LG SIGNAGE monitors. By registering the currently used Monitor, you can check and manage the status of the product via the LG ConnectedCare DMS server.

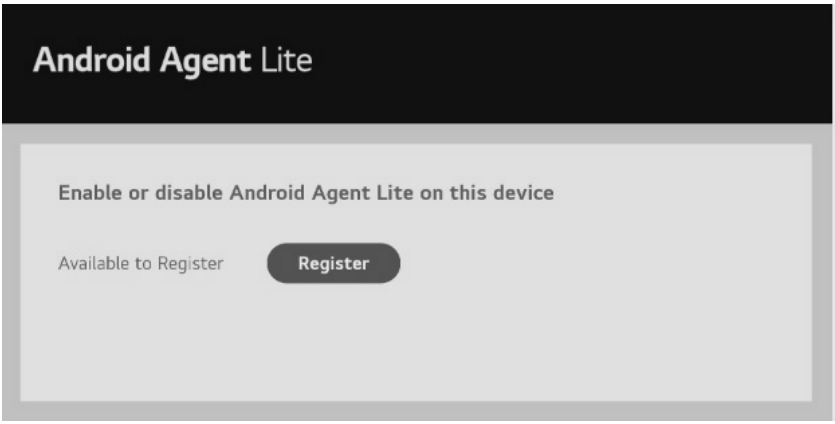
Note

- LG ConnectedCare DMS is a separately sold solution. If you want to purchase it, please contact LG Electronics.
- This manual briefly explains the functions of LG ConnectedCare DMS. For a detailed function description, please refer to the LG ConnectedCare DMS user manual.
- To use LG ConnectedCare DMS, you need to obtain a registration number in advance.
- For information on how to obtain a registration number, please contact LG Electronics.
- Products registered as Agents automatically connect to the LG ConnectedCare DMS server, periodically collecting the product status and transmitting it to the server.

Registering as an Agent

To manage the Monitor by registering it to the LG ConnectedCare DMS, you first need to register the Monitor as an LG ConnectedCare Agent.

1 From the Home screen, run the → **[LG ConnectedCare DMS]** app.

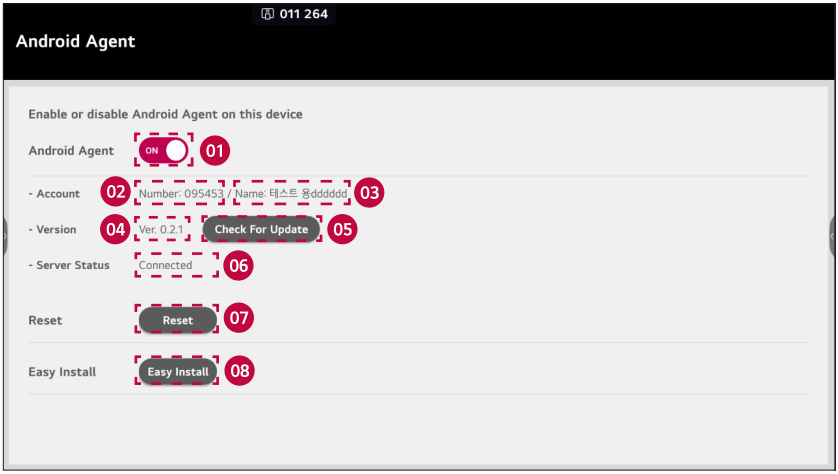


2 Press **[Register]**.

3 Enter the registration number and press **[OK]**.

4 If your account and business name are displayed correctly, press **[Confirm]**. The Monitor is registered as an Agent.

Viewing Registration Screen



No.	Description
01	You can connect to or disconnect from the DMS server.
02	Displays your account number.
03	Displays your business name.
04	Displays version information.
05	Checks for the latest version and proceeds with the update.
06	Shows the current connection status. The connection status is one of the following three. • Waiting for Approval • Connected • Not Connected
07	Deletes all registered items and resets.
08	Checks if the Monitor on the same network is registered with DMS. If not registered, a registration command is sent to the device. Products that receive the registration command are automatically registered with the server under the same account.

Managing Multiple Products

If you own multiple products, you can group the Monitors and manage them by group. To manage the Monitor by group, you need to sign up and log in at the address below. The access address varies by region.

- Asia Pacific: https://ap.dms.lgconnectedcare.com
- Europe: https://eu.dms.lgconnectedcare.com
- America: https://am.dms.lgconnectedcare.com

Creating Groups

If you own multiple products, you can manage them by grouping them.

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Device management]**.
3 Press the business name containing your devices, then press **[Modify Group]**.
4 Press **[Add]**.
5 After entering the group name, press **[Done]** to create the group.

Note

- To change the group name, click next to the group name. To delete a group, press next to the group name.

Adding Devices to a Group

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Device management]**.
3 Press the business name containing your devices to display all devices.
4 After selecting the devices to be grouped, click **[Move to Group]**.
5 From the group name list, select the group where the selected devices will belong.
6 Press **[Done]** to add the device.

Managing Schedules

By creating systematic and planned schedules, you can efficiently manage or use multiple devices. Functions that can be controlled in bulk through the schedule feature are as follows.

Device Control	System Control	Media Control
Screen On/Off	Volume Adjustment	Image Playback
External Input Device	Brightness Adjustment	Video Playback
IR Lock [1]	Send Message	Audio Playback
USB Lock [2]	File Transfer	
Screen Lock [3]	App Installation	

[1] **IR Lock**: Locks the infrared sensor of the selected device so it does not respond to remote control input.

[2] **USB Lock**: Locks the USB input of the selected device so it does not respond when a USB device is connected.

[3] **Screen Lock**: Mutes the screen of the selected device.

Registering a Schedule

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Schedule]**. All registered devices are displayed.
3 Press **[Register]**.
4 In the schedule registration screen, specify the schedule title, repeating schedule, day, time, and the performing group.
5 After selecting the action to be performed on the specified day, press **[Save]**. The schedule is registered.

Editing a Schedule

- To modify a registered schedule, select the corresponding schedule, then select in the edit item.
- To delete a registered schedule, select the corresponding schedule, then press **[Delete]**.

Managing Apps

You can view the list of apps uploaded in the File Box and install or delete apps on multiple registered devices at once.

Note

- The File Box is where you can store apps or media files such as images and videos you want in advance. You can upload or download materials to the File Box as needed.

Uploading an App to the File Box

1 Access the LG ConnectedCare DMS webpage and log in.
2 Press in the navigation bar of the main screen. The File Box will be displayed.
3 Press the app.
4 Press **[Upload]**, select the app you want, and then press **[Open]**. The app will be uploaded.

Installing an App

You can install apps uploaded to the File Box on all devices within a group in bulk.

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Application management]**. A list of uploaded apps will be displayed.
3 Check the name of the app you want and select **[Install]**.
4 Select the group and specific devices where the app will be installed, then press **[Install]**. The app will be installed.

Deleting an App

You can delete apps installed on devices within a group in bulk.

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Application management]**. A list of uploaded apps will be displayed.
3 Check the name of the app you want and select **[Delete]**.
4 Select the group and devices where the app you want to delete is installed, then press **[Delete]**. The app will be deleted.

Managing Your Device

Cloning Data Automatically

Instead of repeating settings for each device, you can duplicate device settings and apply them in bulk to multiple devices.

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Device management]**. A list of registered devices will appear.
3 Select the desired group, then press **[Operation Settings]**.
4 In the operation settings menu, select **[Data Auto Cloning]**.
5 Press **[Upload the file]** to select and upload the data to be cloned. The uploaded data will be cloned and reflected when the device is next powered on.

Note

- You can upload one cloned settings data file per group to the server. If you upload additionally, the most recently uploaded file will be designated.
- To check the details of devices belonging to a group, click **[Results]**.

Broadcast

You can transmit images, videos, audios, messages, and live streaming addresses to the selected devices. You must upload media files such as video and audio to the File Box in advance.

1 Access the LG ConnectedCare DMS webpage and log in.
2 On the main screen, press **[Device management]**. A list of registered devices will appear.
3 Select the device you want to broadcast from the full list of devices.
4 Press **[Broadcast]**.
5 Choose the category of data to be sent and then select the file to be broadcasted.

Note

- For some media, you may need to set playback options.
- If broadcasting live, you must enter the live channel address.

6 Press **[OK]** to finish. The broadcast will start.

Sending Notification Messages

In case of emergencies, you can remotely notify the emergency status and send a message. Notifications will be sent to all devices in the group.

1 Access the LG ConnectedCare DMS webpage and log in.

2 Click [!] on the navigation bar on the main screen.

3 From the notification messages screen, select the account administrator and group, then choose the message to be sent. If you need to modify the message to be sent, select it from the list of messages, press **[Modify]** to modify the content and save it.

4 Press **[Send]**. Notifications will be sent to all devices in each group.

Settings

You can configure or change settings used on the Monitor, such as network connection, personal information, apps, date and time.

From the Home screen, run the → **[Settings]** app.

Wireless and Network

Wi-Fi

You can connect to a Wi-Fi network, or check and manage settings.

Ethernet

You can access the wired network by connecting a LAN cable to the wired LAN port of the Monitor. You can also manually configure a fixed IP or proxy.

Hotspot

You can set the Monitor as a hotspot to share data with other devices. Additionally, you can manually set and apply hotspot configurations.

Bluetooth

You can connect to devices supporting Bluetooth or adjust settings.

VPN

You can add a VPN connection or manage VPN configurations and status.

Crestron Connected

The Crestron server can control the set and monitor its status through this feature.

Custom

Wallpaper

You can change the wallpaper of the Monitor. You can select and set one of the provided images or your preferred wallpaper as the background.

RS232C Control Code Selection

You can enable the protocols using a network or RS232C cable.

Input and Output

Sound Output Settings

You can change the device that outputs the sound.

Input Name Settings

You can change the name of the external input source as you wish. You can apply so that the changed name is also displayed in the external input settings window.

External Source Display Settings

When outputting the Monitor screen to an external device using the HDMI OUT port, you can set the output resolution.

Apps

You can check all the apps installed on the product. You can check usage information by app, change settings, or delete or stop unused apps. You can also restore the default settings for each app.

System

Date and Time

You can set how the date and time appearing on the screen are displayed. If you manually set the network time zone, you can specify the date, time, date display format, and time zone.

Language and Keyboard

You can change the language displayed on the product and the virtual keyboard settings. The virtual keyboard allows you to enter Android default, Google Pinyin, Taiwanese, and Korean. Activate the language you want to use.

Screen Lock Password

You can set and delete the screen lock password.

Setting Password

1 Select **[Set Password]**.
2 Enter a 4-digit password.
3 Press the same password again to complete the setting. The screen will be locked.

Deleting Password

1 Press **[Delete Password]**.
2 Press the password you set.

Modifying Password

1 Press the existing password.
2 Press **[New Password]**.
3 Press the new password again to complete the change.

Note

- To unlock the screen, enter the password using the number keys on the remote control while the screen is locked.

Startup and Shutdown

You can control and manage power consumption when using the product.

Option	Description
Startup Channel	When the product boots up, it can start in the input mode set by the user.
Standby After Starting (Black Screen)	The product switches to power-saving mode after booting. Although the power is on, the screen is turned off.
Quick Power-on	In addition to quick booting, you can use the remote power-on function. (When this option is activated, the screen enters into power standby mode, increasing power consumption when turned off. This option is not recommended for energy conservation.)
Power-on State	You can set the operating status of the monitor when the main power is turned on.
Auto Power-off	If there is no input activity for four hours or more, the power automatically turns off.
Power-off Without Signal	If there is no input activity for the time set by the user while an external input is connected, the power automatically turns off.
DPM (Display Power Management)	If there is no input activity for the time set by the user while an external input is connected, the power automatically turns off. When external input is detected, the power turns on automatically.
End Reminder	When the power turns off according to the schedule set by the user, a pop-up message will appear so that the user is aware of it.
Add Plan (Start)	The power will turn on according to the schedule when the user sets the desired day and time.
Add Plan (End)	The power will turn off according to the schedule when the user sets the desired day and time.

Pixel Shift

You can shift pixels according to your desired settings.

Storage

You can check the storage space of the internal storage and portable storage devices connected to the product, such as a USB. You can also check the memory area of the entire system.

System Update

You can check the current system version information and update status of the product. Click on **[Check Update]** to detect and update to a new version when it is released.

Factory Reset

This action will restore the product to its initial state and delete all user data. The total memory usage, including the memory usage of the apps installed initially on the internal storage, is displayed.

Security

You can check and control the security status of the product.

Option	Description
[Trusted Credentials]	You can view all trusted systems and user certificates. You can control the activation status of these certificates and see the details of each certificate.
[User Certificate]	
[Install From Storage]	Certificates can also be managed by installing and removing a certificate.
[Clear Credentials]	
[Mode]	• **[USB Lock]**: Disables the USB port of the device. When enabled, the device will not recognise any connected USB device. • **[Mode]**: When set to Secure Mode, screen sharing with external devices is blocked and you will be unable to use the LG ConnectedCare DMS function.
[Password]	You can set and manage your password for security.

Apps from unknown sources

You can manage whether to allow the installation of apps from unknown sources.

Caution

- The manufacturer does not take responsibility for compatibility issues with apps that you download and install outside of the ones installed by default on the product. Likewise, the manufacturer is not liable for any problems with the product that may arise from using apps from unknown sources.

Administrator

Changing the Password

Changes the set password.

Wake On LAN

You can remotely turn on the device using the network.

Auto File Deletion

Automatically deletes files that exceed the set retention period when the product is turned off.

Clear All Login Data Upon Shutdown

Deletes personal cloud data and browser data when the product is shut down.

Clear All Login Data at Scheduled Times

If there is no activity for the set period of time, it deletes the cloud data and browser data.

Information

You can check the version information of the product, including legal information and Android version.

LG CreateBoard Software Network Requirements Guide

To optimise your experience with software features, review the following network configuration requirements for setting preferences. It is recommended to add the following addresses to the network whitelist for smooth operation.

Activation Servers

- https://linkmsg.bytello.com
- https://license.bytello.com
- https://linkmsg.seewo.com/seewo-link/api/v1/register

OTA (Over-The-Air) server

- https://ota.bytello.com/ (IP : 20.106.104.54)
- https://usa-cstore-pri.ifpserver.com (IP : 35.244.155.145)
- http://iwbota.com (IP: 54.203.29.115)
- http://ota-static-us.seewo.com (IP: 34.160.7.123)
- https://api.bytello.com
- TCP 80, 443

LG CreateBoard Share

- https://share.LGCreateBoard.com
- https://share-server.bytello.com
- mc-awsgp.bytello.com (U.S. based)
- TCP 2067, 7385, 29736, 39458 (dedicated to LG CreateBoard client app)

- AirPlay
  - UDP 5353 (MDNS & Bonjour)
  - TCP 5000, 7000
  - TCP/UDP 49200 – 49420
- Miracast
  - UDP 21200, 21201 (RTP & RTCP)
  - TCP/UDP 7236
- Chromecast
  - UDP 5353 (MDNS)
  - TCP 8008, 8009, 8010
  - UDP 49400 – 49450 (RTP & RTCP)

LG ConnectedCare DMS

- *.lgconnecteedcare.com
- *.signage365care.com
- *.azure-devices.net
- *.lge.com
- *.windows.net
- *.azureedge.com
- TCP/USP 443

Appendix

Media Specifications

Video

File Extension	Codec		
	Video	Audio	Max Bitrate
.3gp .3gp2	H.263	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: SQCIF (128 x 96), QCIF (176 x 144), CIF (352 x 288), 4CIF (704 x 576) 30 Fps, 38.4 Mbps
	H.264		Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps
.avi	H.264	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: 7680 x 4320 30 Fps, 80 Mbps
	MJPEG		Max Resolution: 1920 x 1088 30 Fps, 45 Mbps
.dat	MPEG1/2	MPEG1/2 Layer1/2/3	Max Resolution: 1920 x 1088 30 Fps, 38.4 Mbps
.flv	H.264	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps
.mkv	MPEG-4	MPEG1/2 Layer2, AAC, FLAC, Vorbis	Max Resolution: 1920 x 1088 30 Fps, 80 Mbps
	H.264		Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps
.mov	MPEG-4	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: 1920 x 1088 30 Fps, 80 Mbps
	H.264		Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps
.mp4	MPEG-4	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: 1920 x 1088 30 Fps, 80 Mbps
	H.264		Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps
.vob	MPEG1/2	MPEG1/2 Layer1/2/3	Max Resolution: 1920 x 1088 30 Fps, 38.4 Mbps
.mpg .mpeg	MPEG1/2	MPEG1/2 Layer1/2/3, AACLC, PCM	Max Resolution: 1920 x 1088 30 Fps, 80 Mbps
.webm	vp9	MPEG1/2 Layer1/2/3, AACLC, PCM, opus	Max Resolution: 7680 x 4320 60 Fps, 80 Mbps
	vp8		Max Resolution: 1920 x 1088 30 Fps, 38.4 Mbps
.ts	H.265	MPEG1/2 Layer1/2/3, AACLC, PCM, opus	Max Resolution: 7680 x 4320 60 Fps, 100 Mbps
	MPEG1/2		Max Resolution: 1920 x 1088 30 Fps, 80 Mbps
	H.264		Max Resolution: 7680 x 4320 30 Fps (60 Fps for simple stream), 80 Mbps

Audio			
File	**Format**	**Audio Codec**	**Supported Range**
.aac	AAC M4A	ADIF, ATDS Header AAC-LC, AAC-ELD	Sample Rate: 8 kHz ~ 48 kHz
.mpeg	MP1 MP2 MP3	MPEG1/2/2.5 Audio Layer1/2/3	Sample Rate: 8 kHz ~ 48 kHz Bit Rate: 8 Kbps ~ 320 Kbps, CBR, VBR
.flac	FLAC	Compress Level 0 ~ 8	Sample Rate: 8 kHz ~ 48 kHz
.ape	Monkey's Audio	Monkey's Audio	
.opus	OPUS	OPUS	Sample Rate: 8 kHz ~ 48 kHz Bit Rate: 32 Kbps ~ 9612 Kbps
.mp3	MPEG Audio	MPEG1/2 Layer3	Sample Rate: 8 kHz ~ 48 kHz Bit Rate: 8 Kbps ~ 320 Kbps
.ogg	OGG OGA Vorbis	Q1 ~ Q10	Sample Rate: 8 kHz ~ 48 kHz
.mid	XMF MXMF RTTTL RTX OTA IMY	MIDI Type 0 and 1, DLS version 1 and 2, XMF and Mobile XMF, RTTTL/RTX, OTA, iMelody	
.wav	WAV	MS-ADPCM, IMA-ADPCM, PCM	Sample Rate: 8 kHz ~ 48 kHz

Photo

File	Format	Supported Range	
.jpeg .jpg	JPEG	48 x 48 ~ 65536 x 65536	Non-interleaved Scans are not supported
.png	PNG		
.bmp	BMP		
.gif	GIF		

Controlling Your Product with Commands

Command Reference List

		Command	Data (Hexadecimal Numbers)
		1	
01	[Power]	30	000-003
02	[Treble]	31	000-100
03	[Bass]	32	000-100
04	[Balance]	33	000-100
05	[Contrast]	34	000-100
06	[Brightness]	35	000-100
07	[Sharpness]	36	000-100
08	[Sound Mode]	37	000-004
09	[Volume]	38	000-100
10	[Mute]	39	000-001
11	[Video Source]	3A	See Video Source.
12	[Aspect Ratio]	3B	000-002
13	[Language]	3C	See Language.
14	[Picture Mode]	3D	000-003
15	[Hue]	3E	000-100
16	[Backlight]	3F	000-100
17	[Colour Temperature]	40	000-002
18	[Remote Control]	41	See Remote Control.
19	[IR]	42	000-001

Reception/Transmission Protocol

Transmission

(Start)(Set ID)(Type)(Command)(Data) (Cr)

* (Start): A command to start RS232C control. Starts with 0x3A.
* (Set ID): A command to select the settings. The set ID is fixed to 01(30 31).
* (Type): A command to configure a feature's settings or check the status of a feature.
  (Settings: 0x53 / Check: 0x47)
* (Command): A command to control the settings.
* (Data): Transmits command data.

Acknowledgement

Set success (Success)

Reply: 34 30 31 2B 0D

Set fail (Fail)

Reply: 34 30 31 2D 0D

* ACK (acknowledgement) is sent in this format, depending on the processing status of the command inputted to the product.
* When the Type value is sent as 0x47 to check the settings value of the function, the value of the Data should be sent as 000(30 30 30).

01. [Power] (Command: 30)
Controls the power on/off of the monitor.

Transmission
(3A)(30 31)(Type)(30)(Data)(0D)

Data 000(30 30 30): Backlight off
001(30 30 31): Backlight on
002(30 30 32): Power off
003(30 30 33): Power on

02. [Treble] (Command: 31)
Adjusts treble.

Transmission
(3A)(30 31)(Type)(31)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

03. [Bass] (Command: 32)
Adjusts bass.

Transmission
(3A)(30 31)(Type)(32)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

04. [Balance] (Command: 33)
Adjusts sound balance.

Transmission
(3A)(30 31)(Type)(33)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

05. [Contrast] (Command: 34)
Adjusts screen contrast.

Transmission
(3A)(30 31)(Type)(34)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

06. [Brightness] (Command: 35)
Adjusts screen brightness.

Transmission
(3A)(30 31)(Type)(35)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

07. [Sharpness] (Command: 36)
Adjusts screen sharpness.

Transmission
(3A)(30 31)(Type)(36)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

08. [Sound Mode] (Command: 37)
Select the Sound mode.

Transmission
(3A)(30 31)(Type)(37)(Data)(0D)

Data 000(30 30 30): Video
001(30 30 31): Standard
002(30 30 32): Custom
003(30 30 33): Classroom
004(30 30 34): Meeting

09. [Volume] (Command: 38)
Adjusts volume.

Transmission
(3A)(30 31)(Type)(38)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

10. [Mute] (Command: 39)
Mutes or unmutes the audio.

Transmission
(3A)(30 31)(Type)(39)(Data)(0D)

Data 000(30 30 30): Off
001(30 30 31): On

11. [Video Source] (Command: 3A)
Selects the video source.

Transmission
(3A)(30 31)(Type)(3A)(Data)(0D)

Data 000(30 30 30): VGA
001(30 30 31): HDMI1
002(30 30 32): HDMI2
021(30 32 31): HDMI3
101(31 30 31): Android
103(31 30 33): PC Slot

12. [Aspect Ratio] (Command: 3B)
Adjusts aspect ratio.

Transmission
(3A)(30 31)(Type)(3B)(Data)(0D)

Data 000(30 30 30): 16:9
001(30 30 31): 4:3
002(30 30 32): PTP

13. [Language] (Command: 3C)
Selects an OSD language.

Transmission
(3A)(30 31)(Type)(3C)(Data)(0D)

Data 000(30 30 30): English
001(30 30 31): French
002(30 30 32): Spanish
003(30 30 33): Chinese (Standard)
004(30 30 34): Chinese (Cantonese)
005(30 30 35): Portuguese
006(30 30 36): German
007(30 30 37): Dutch
008(30 30 38): Polish
009(30 30 39): Russian
010(30 31 30): Czech
011(30 31 31): Danish
012(30 31 32): Swedish
013(30 31 33): Italian
014(30 31 34): Romanian
015(30 31 35): Norwegian
016(30 31 36): Finnish
017(30 31 37): Greek
018(30 31 38): Turkish
019(30 31 39): Arabic
020(30 32 30): Japanese
021(30 32 31): Ukrainian

14. [Picture Mode] (Command: 3D)
Select the Picture mode.

Transmission
(3A)(30 31)(Type)(3D)(Data)(0D)

Data 000(30 30 30): Standard
001(30 30 31): Bright
002(30 30 32): Soft
003(30 30 33): Customer

15. [Hue] (Command: 3E)
Adjusts screen hue.

Transmission
(3A)(30 31)(Type)(3E)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

16. [Backlight] (Command: 3F)
Adjusts backlight.

Transmission
(3A)(30 31)(Type)(3F)(Data)(0D)

Data 000(30 30 30)~100(31 30 30)

17. [Colour Temperature] (Command: 40)
Adjusts colour temperature.

Transmission
(3A)(30 31)(Type)(40)(Data)(0D)

Data 000(30 30 30): Cool
001(30 30 31): Standard
002(30 30 32): Warm

18. [Remote Control] (Command: 41)

Sends a key code for the IR remote control.

Transmission

(3A)(30 31)(Type)(41)(Data)(0D)

Data 000(30 30 30): Vol+
001(30 30 31): Vol-
010(30 31 30): Up
011(30 31 31): Down
012(30 31 32): Left
013(30 31 33): Right
014(30 31 34): OK
020(30 32 30): Menu
021(30 32 31): Input Source
022(30 32 32): Exit
031(30 33 31): Blank
032(30 31 32): Freeze

19. [IR] (Command: 42)

Adjusts the remote control (IR).

Transmission

(3A)(30 31)(Type)(42)(Data)(0D)

Data 000(30 30 30): Enable
001(30 30 31): Disable

Things to Check Before Reporting a Malfunction

If the product is not working properly, check the following before reporting a malfunction. The issue might not be a malfunction. If the issue persists, please contact our customer service centre.

Note

- Checks and measures might differ depending on the model.
- For PC settings, please refer to Windows Help.

Issues Related to Product Use

Symptoms	Try the following
The power won't turn on.	• Check if the power cord is correctly plugged into the power outlet. • For models using an AC adaptor, disconnect the AC adaptor, clean the contact terminals, and turn the power on again.
The 'Unknown Product' message appears when the product is connected.	• Check if the PC (graphics card) driver is installed. • Check the user manual of the PC (graphics card) to see if the plug and play feature is supported.

Issues Related to Screen Display

Symptoms	Try the following
The screen is displayed abnormally.	• Connect a cable that matches the input source signal.
The screen flickers or shakes.	• If you turn the monitor on when it is cold, the issue may appear. This is not a malfunction. • Make sure that the current resolution and frequency settings of the graphics card are supported by the monitor.

Issues Related to Screen Colour

Symptoms	Try the following
The screen resolution is low (16 colours).	• Use PC settings to set the colour to 24 bits (True Colour) or above.
The screen colour is unstable or looks black and white.	• Check the connection status of the signal cable. Alternatively, unplug the graphics card from the PC and plug it back in.
Black spots or bright spots appear on the screen.	• The presence of few black spots or bright spots (red, green, blue, black) on the screen is due to the unique characteristics of the display panel. This is not a product malfunction.
The screen brightness looks dark.	• Adjust the brightness and contrast. • The backlight needs to be repaired.

Issues Related to Sound

Symptoms	Try the following
The audio doesn't work.	• Check if the audio cable is connected properly. • Adjust the volume of the product or external device. • Check if the sound is set correctly.
The sound is too dull.	• Select the appropriate equalizer sound.
The sound is too low.	• Adjust the volume of the product or external device. • For some models, you will need to purchase external speakers separately since they do not have speakers built-in.

Other Issues

Symptoms	Try the following
The power suddenly turned off.	• Check if the auto-off feature is on. • Power supply is interrupted. Check if the power cord is correctly plugged into the power outlet. • Check the power control settings.

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