OWNER'S MANUAL

LG Digital Signage

(MONITOR SIGNAGE)

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

30EW5TP-A

www.lg.com

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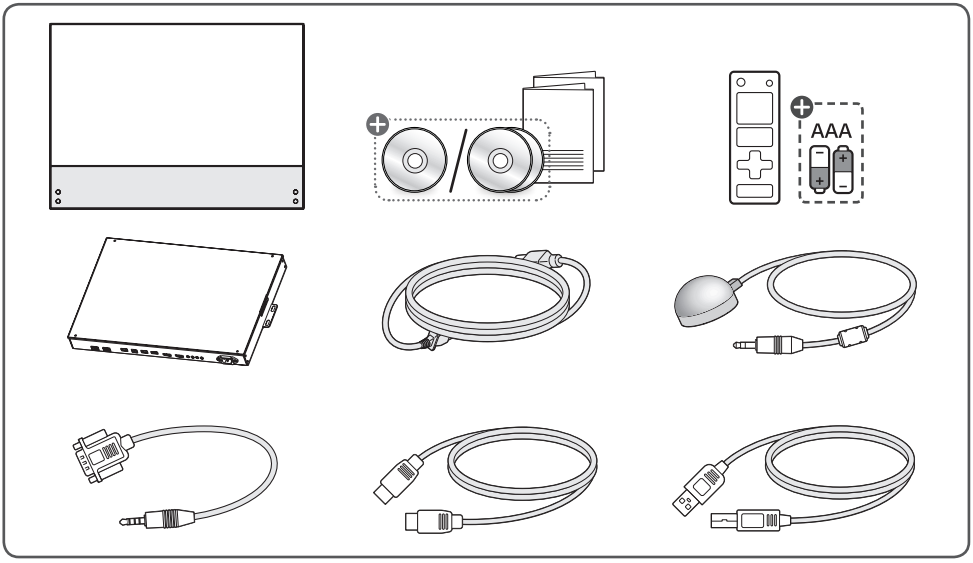
WARNING - This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

BASIC

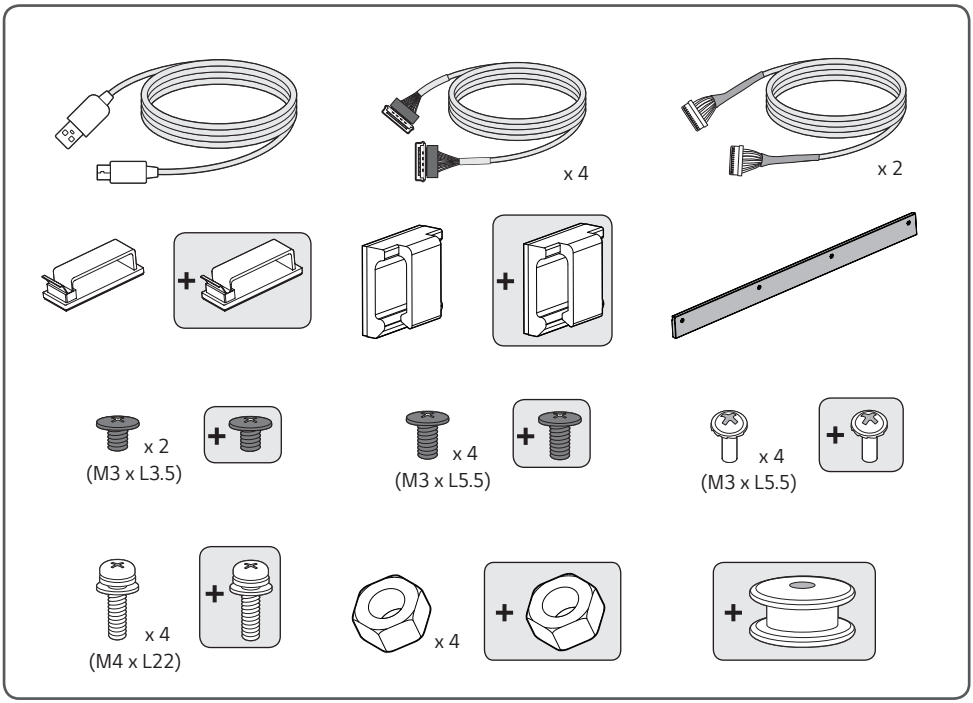
NOTE

- The accessories provided with your product may vary depending on the model or region.
- Product specifications or contents in this manual may be changed without prior notice due to upgrade of product functions.
- SuperSign Software & Manual
  - Visit *https://partner.lge.com* to download the latest SuperSign software and manual.

Checking the Accessories



Depending on country


x 4
x 2
x 2
(M3 x L3.5)
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(M3 x L5.5)
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(M3 x L5.5)
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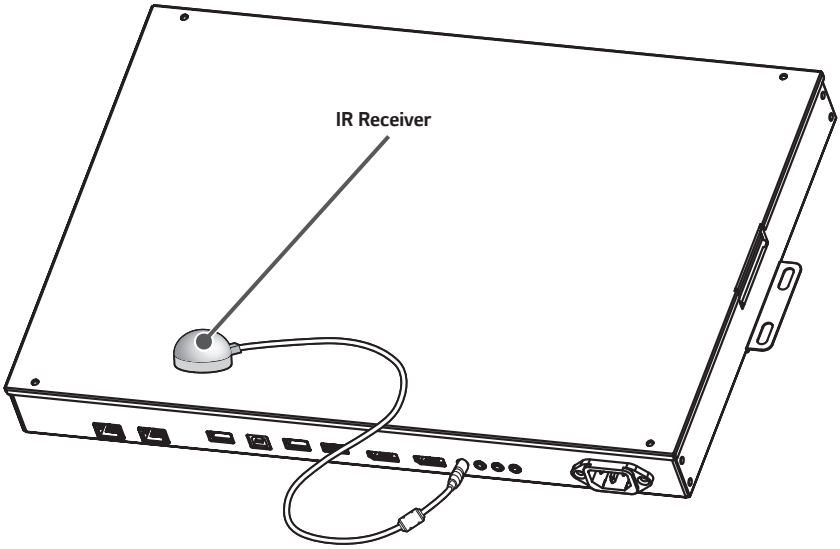
(M4 x L22)
x 4

GETTING READY

Connecting the IR Sensors

Connecting the cable to the product allows it to receive signals from the remote control.

This allows a remote control sensor to be placed in a custom location. Then that display can control other displays via an RS-232C cable.



CHECKING BEFORE INSTALLATION

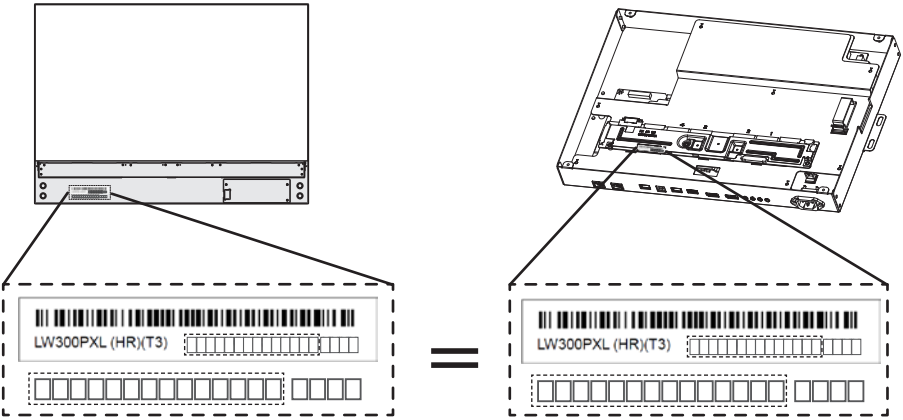
We are not responsible for product damage caused by failure to follow the guide.

Safety and Precaution Guide for Installation

Please connect the power after all work is completed.

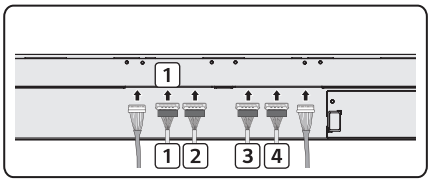
Connecting the Signage Box and Panel

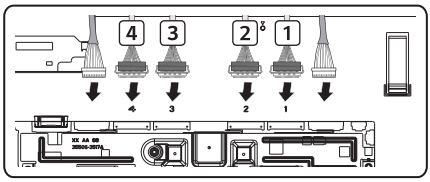
- The warranty will not cover any component damage caused by electrostatic discharge at the time of installation. When installing this product, you must wear anti-electrostatic discharge (ESD) gear.
- The serial number on the panel and that on the signage box must match. Non-matching serial numbers may result in a blurry screen or product malfunction.



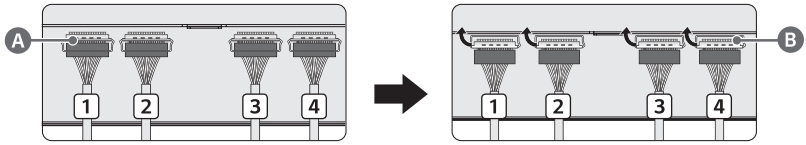
Connecting Cables

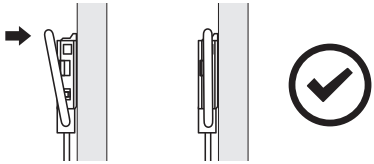
- Connect the cables in consecutive order, following the 1 labels on the back of the panel and on the Signage box.
- The cables are labelled with the numbers 1 2 3 4.

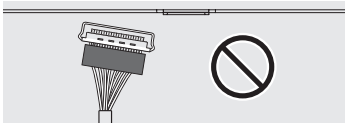


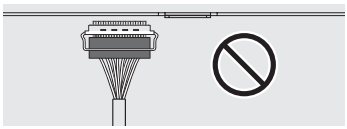


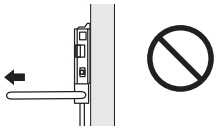
- Insert A cable correctly into the connector and close the holder B attached to cable.
- To prevent product malfunction or failure, do not shake or pull the installed cable, and replace any damaged cables with new ones.

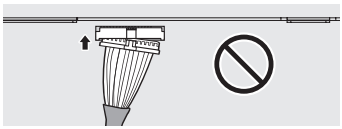


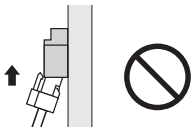








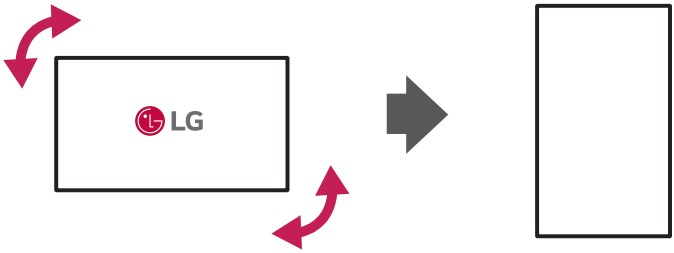




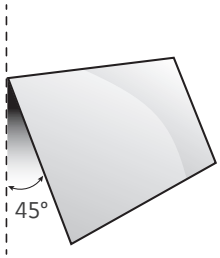
Installation Orientation

Using Vertically

When installing vertically, rotate the monitor 90 degrees while facing the front of the screen.



Tilt Angle

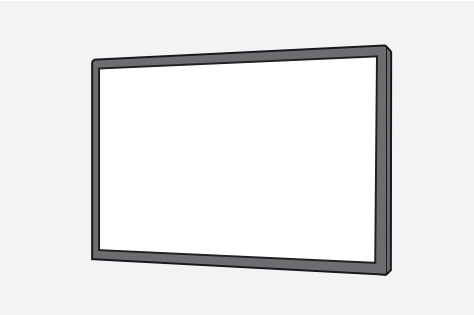


Installation Location

We are not responsible for product damage caused by failure to follow the guide.

Indoor

Installing on a Wall



- Install in a location that is not exposed to direct sunlight.
- The warranty will not cover any damage caused by using the product in direct sunlight on the front and rear panel.

Outdoor

Outdoor Enclosed

PRECAUTIONS FOR USE

Dust

The warranty will not cover any damage caused by using the product in an excessively dusty environment.

OLED Image sticking

Precautions for Protecting the transparent OLED Signage screen

Unlike regular LED/LCDs, transparent OLED Signage produce images that emit light for each pixel, delivering clear images without blurring.

Due to the nature of the organic materials used to achieve high-resolution image quality, OLED displays generally experience image retention on the screen, which can be a persistent phenomenon. This phenomenon is observed in all OLED panels, and although recommended picture modes can minimise image retention, current technology cannot completely prevent this from occurring.

Displaying the same image for a long time or repeatedly displaying the same image can cause image retention on the screen, which is a common phenomenon in OLED panel products due to the nature of the product. This product has a built-in screen protection feature. Avoid displaying images that are likely to cause image retention, and follow the recommendations.

Images that are likely to cause image retention

- Images whose aspect ratio is 4:3 or 21:9.
- Images that are fixed for a long time, such as program number, station logo, game console icon, set-top box menu, etc.
- Other fixed screen images or repeatedly displayed images.

Running [Pixel Cleaning] to Protect the transparent OLED Signage screen

The transparent OLED Signage is equipped with a pixel cleaning feature to check the status of the screen by itself and prevent image retention that leaves an image on a screen. This feature automatically calculates the optimal execution time based on the accumulated viewing time and is automatically executed when the transparent OLED Signage is turned on or off. The pixel cleaning feature works when the product is connected to the power cord and main power.

- To run this function manually, press the ⚙ button on the remote control, go to [Display] → [Advanced Settings] → [OLED Panel care] and press [Pixel cleaning].

⚠ CAUTION

- When the screen is showing one fixed image for a long time, the screen brightness will be automatically reduced and then restored once the screen content changes. This is a normal function to minimise image retention.

PRODUCT SPECIFICATIONS

Without prior notice, all product information and specifications contained in this manual are subject to change to improve the performance of the product.

Input/Output Ports	LAN IN, TOUCH USB IN, USB 2.0 IN, HDMI IN, DP IN, IR IN, RS-232C IN, AC IN LAN OUT, TOUCH OUT (PC), DP OUT, RS-232C OUT, AUDIO OUT	
Operating conditions	Daily usage	18 hours (video)
Resolution	Recommended Resolution	HDMI / DisplayPort: 1366 x 768 @ 60 Hz
	Max Resolution	HDMI / DisplayPort: 3840 x 2160 @ 30 Hz
Embedded battery	Applied	
Environmental Conditions	Operating Temperature Operating Humidity	0 °C to 40 °C 10 % to 80 % (Condition for preventing condensation)
	Storage Temperature Storage Humidity	-20 °C to 60°C 5 % to 85 % (Condition for preventing condensation) * Product box packaging storage conditions

Power Voltage	100-240 V~ 50/60 Hz 1.0 A	
Size (Width x Depth x Height) / Weight	Display	680.2 mm x 15.3 mm x 496.2 mm / 4.2 kg
	Signage Box	449.2 mm x 42.8 mm x 288.6 mm / 2.4 kg

* Touch Screen		
OS (Operating System)	Windows 10	10 Points (Max)
	Windows 11	

HDMI / DisplayPort (Normal Mode)

Resolution	Horizontal frequency (kHz)	Vertical frequency (Hz)
800 x 600	37.879	60.317
1024 x 768	48.363	60
1280 x 720	44.772	59.855
1366 x 768	47.7	60
1280 x 1024	63.981	60.02
1680 x 1050	65.29	59.954
1920 x 1080	67.5	60
3840 x 2160	67.5	30

HDMI / DisplayPort (Video Mode)

Resolution	Horizontal frequency (kHz)	Vertical frequency (Hz)
480/60p	31.5	60
576/50p	31.25	50
720/50p	37.5	50
720/60p	45	60
1080/50i	28.1	50
1080/60i	33.75	60
1080/50p	56.25	50
1080/60p	67.432	59.94
1080/60p	67.5	60
2160/30p	67.5	30

NOTE

- Horizontal frequency: The horizontal interval is the time taken to display one horizontal line. When 1 is divided by the horizontal interval, the number of horizontal lines displayed every second can be tabulated as the horizontal frequency. The unit is kHz.
- Vertical frequency: The product display functions by the screen image changing dozens of times every second like a fluorescent lamp. The vertical frequency or refresh rate is the number of image displays per second. The unit is Hz.

LICENCE

Supported licenses may differ by model. For more information of the licenses, visit *www.lg.com*.

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HIGH-DEFINITION MULTIMEDIA INTERFACE

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The model and serial number of the product are located on the back and on one side of the product. Record them below in case you ever need service.

MODEL

SERIAL NO.

Temporary noise is normal when powering ON or OFF this device.