

Abjen 艾比森

A series user manual



contents

Safety information	2
1、 Product introduction.....	4
1.1 Overview of A series products.....	4
1.2 Main features of the product	4
1.3 Product specification	5
1.4 Module size.....	6
1.5 Cabinet size.....	6
1.6 Product components Introduction	6
2、 Product installation.....	7
2.1 Installation environment.....	7
2.2 Type of installation	7
2.3 Preparation before installation.....	8
2.4 Installation tools and accessories.....	8
2.5 Installation steps.....	- 9 -
3、 Cables connection	- 13 -
3.1 Power cables connection.....	- 13 -
3.2 Network cables connection.....	- 14 -
3.3 Turn on the screen to confirm the effect.....	- 15 -
3.4 Please refer to the software manual for software operation guidance	- 15 -
4、 Product maintenance	- 15 -
4.1 Front maintenance	- 15 -
4.2 Rear maintenance.....	- 19 -
5、 Common faults and troubleshooting.....	- 22 -

Safety information



WARNING!

Please read the **Safety Measures** listed in this section carefully before installing, switching on, operating and maintaining this product.



The following marks on the product and in this manual indicate important safety measures.



WARNING!
Risk!
Might cause equipment damage or risk!



WARNING!
Please read the manual before operating!



WARNING!
Dangerous Voltage!
Might cause equipment damage or electric shock!



WARNING!
Hot Surface!
Do not touch!



WARNING!
Flammable!



WARNING!
Possible damage to eyes

Warning: Be sure to learn and follow all safety guidelines, safety instructions, warnings and precautions listed in this manual.

The use/operation of this product should be limited to professional technicians only! This product may result in serious injury or death due to fire hazard, electric shock or hitting by falling items.



Please read this manual carefully before installing, powering, operating and maintaining this product.

Follow safety instructions in this manual and on the product. If you have any questions, please seek help from Absen.



Beware of Electric Shock!

- To prevent electric shock the device must be properly grounded during installation. Do not ignore using the grounding plug, or else there is a risk of electric shock.
- During a lightning and thundering, please disconnect the device's power supply, or provide other suitable lightning protection. If the equipment is not in use for a long time, please unplug the power cable.
- When performing any installation or maintenance work (e.g. removing the fuses, etc.,) make sure you turn off the master/main switch.
- Disconnect AC power supply when the product is not in use, or before disassembling, or installing the product.
- The AC power supply used in this product must comply with local building and electrical codes, and should be equipped with overload and ground fault protection.
- The main power switch should be installed near the product and should be visible and easily accessed. This way in case of any failure the power can be promptly disconnected.

- Before using this product check all electrical distribution equipment, cables and all connected devices, and make sure all meet current requirements.
- Use appropriate power cables. Please select the appropriate power cables according to the required power consumption and current capacity, and ensure the power cables are not damaged, aged or wet. If any overheating occurs, replace power cables immediately.
- For any other questions, please consult professionals.



Beware of Fire!

- Use a circuit breaker or fuse protection to avoid fire caused by overloading of power supply cables.
- Ensure good ventilation around the display, controller, power supply and other devices, and keep a minimum 0.1meter gap between these devices/objects.
- Do not stick or hang anything on the screen.
- Do not modify the product, do not add or remove parts.
- Do not use the product when the ambient temperature is over 50 °C.



Beware of Injury!

- **Warning:** Wear a helmet to avoid injury.
- Ensure any structures used to support, fix and connect the display can withstand at least 10 times the weight of all the equipment.
- When stacking products, please hold products firmly to prevent tipping or falling.



- Ensure all components and steel frames are securely and solidly installed.
- When installing, maintaining, or moving the product, ensure the working area is isolated from other area, and ensure the working platform is securely and stably fixed.



- In the absence of proper eye protection, please do not look directly at the lit screen from within 1 meter.
- Do not use any optical devices that have converging functions to look at the screen to avoid burning the eyes.



Warning: Beware of loads when hanging.



LED lamps used on the modules are sensitive and can be damaged by ESD (electrostatic discharge). To prevent damage to LED lamps, do not touch them when the device is running or switched off.



Warning: The manufacturer shall not bear any responsibility for any incorrect, inappropriate, irresponsible or unsafe installation.

1、Product introduction

1.1 Overview of A series products



A series products are positioned in the global outdoor advertising mid-to-high-end fixed installation market, and have competitive advantages such as high stability, excellent image performance, and low operating costs.

A series products can reach 10000(nits)-level brightness, no fear of the sun; high stability, –quality assured; ultra-clear color, excellent image performance; high efficiency and energy saving, 40% of electricity bills can be saved; light and thin design, simple and beautiful; flexible installation, convenient easy to maintain. A series of products are mainly used in building advertising media, digital signage, stadiums, transportation hubs, street view advertising and other fixed application fields, as video playback and information release application carriers.

1.2 Main features of the product

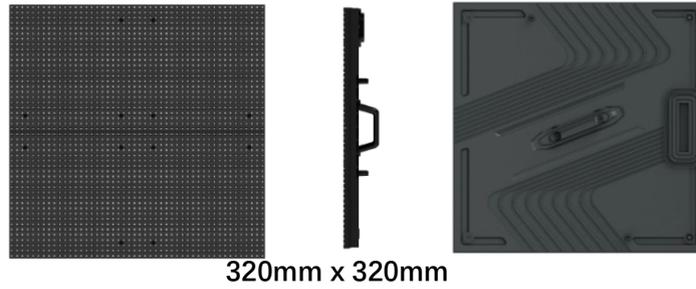
- All models of A series can reach can reach 10000(nits)-level brightness, excellent grayscale performance, high refresh rate, high contrast ratio, perfect image performance;
- Aluminum profile box structure, light and thin design (as light as 25kg/m², as thin as 72mm), simple and beautiful, the box has good accuracy, high structural strength, and high flatness of the display plane;
- The heat dissipation design of the power box and the bottom shell of the module has a good heat dissipation effect, common cathode solution leads to high efficiency and energy saving for A series screens;
- Due to independent waterproof design of module and multiple waterproof design of module interface, A series cabinets have outstanding waterproof performance;
- Support simultaneous front and rear maintenance, splicing multiple cabinet sizes, flexible installation, convenient maintenance, and suitable for more application scenarios;
- Support the standard 5-year long warranty, quality guaranteed;

1.3 Product specification

parameter		A0421	A0621	A0821	A1021	A1021D	A1621D
Physical parameter	LED	SMD 3in1 1921	SMD 3in1 2727	SMD 3in1 2727	SMD 3in1 2727	DIP 346	DIP346
	Pixel pitch (mm)	4.44	6.66	8	10	10.66	16
	cabinet size / (mm)	1280*960*70	1280*960*72	1280*960*72	1280*960*72	1280*960*80	1280*960*80
	Cabinet resolution	288*216	192*144	160*120	128*96	120*90	80*60
	Cabinet weight (kg)	31	31	32	32	37	35
	Cabinet material	Profile aluminum	Profile aluminum	Profile aluminum	Profile aluminum	Profile aluminum	Profile aluminum
	Module size (Width *Height) / (mm)	320*320	320*320	320*320	320*320	320*320	320*320
Optical parameters	brightness (nit)	7500	7500-10000	7500-10000	7500-10000	10000	10000
	Refresh rate (Hz)	> 3840	> 6000	> 15000	> 15000	> 5000	> 26000
	Gray scale (Bit)	16	16	16	16	16	16
	Contrast Ratio	14000 : 1	(9500-12000) : 1	(12000-19000) : 1	(14000-22000) : 1	15000 : 1	24000 : 1
	Color temperature (K)	6500	6500	6500	6500	6500	6500
	Viewing angle (Horizontal / vertical) (°)	160/85	160/75	160/75	160/80	160/60	145/70
	Scan rate	1/9	1/4	1/2	1/2	1/5	Static
	AC working voltage (V)	100~240	100~240	100~240	100~240	200~240	200~240
	Power (maximum/average) (W/m ²)	570/190	(680-660)/(227-220)	(700-675)/(233-225)	(700-675)/(233-225)	260/87	270/90
Application parameters	Storage temperature (°C)	- 40~ + 60	- 40~ + 60	- 40~ + 60	- 40~ + 60	- 40~ + 60	- 40~ + 60
	Operating temperature (°C)	- 30~ + 50	- 30~ + 50	- 30~ + 50	- 30~ + 50	- 40~ + 50	- 40~ + 50
	Storage humidity (RH)	10%~90%	10%~90%	10%~90%	10%~90%	10%~90%	10%~90%
	Working humidity (RH)	10%~90%	10%~90%	10%~90%	10%~90%	10%~90%	10%~90%
	Protection level (front/rear)	IP65/IP54	IP65/IP54	IP65/IP54	IP65/IP54	IP65/IP54	IP65/IP54
	Module maintenance approach	Front、 rear maintenance	Front or rear maintenance				
	Power supply & other maintenance approaches	Front、 rear maintenance	Front or rear maintenance				
	Installation method	Fixed installation	Fixed installation	Fixed installation	Fixed installation	Fixed installation	Fixed installation
	Certification	CE、 FCC、 ETL、 3C	CE、 FCC、 ETL、 3C	CE、 FCC、 ETL、 3C	CE、 FCC、 ETL、 3C	/	/

Remarks: The power will fluctuate within ±15%, depending on the brightness of different batches of lights, whichever is actual.

1.4 Module size



320mm x 320mm

1.5 Cabinet size



Standard cabinet: 1280 x 960mm



Auxiliary cabinet: 960 x 960mm

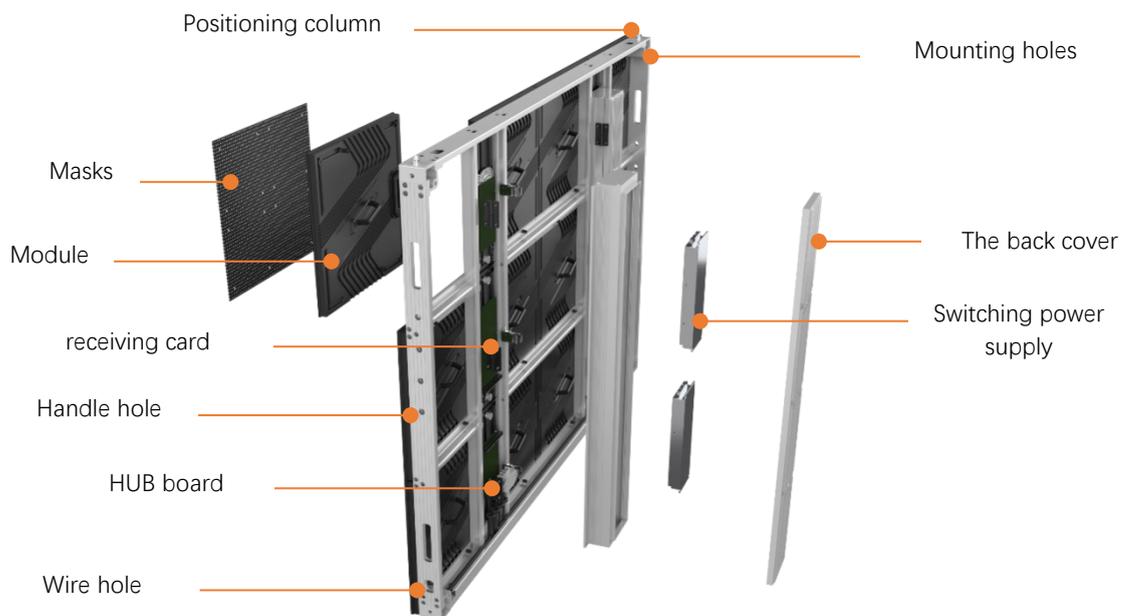


Auxiliary cabinet: 960 x 640mm



Auxiliary cabinet: 1280 x 640mm

1.6 Product device



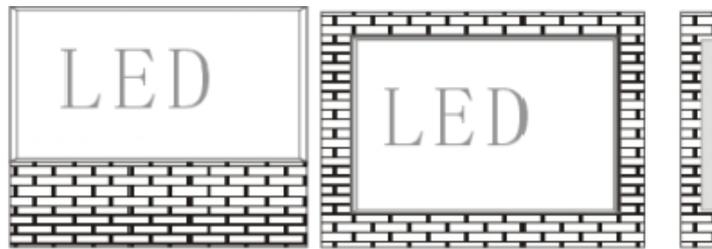
2、Product installation

2.1 installation environment

- 1、Standard cabinets cannot be installed at the seaside, only cabinets with conformal coating can be installed at the seaside;
- 2、The humidity at the installation site shall not exceed 90%RH;
- 3、The temperature of the installation site should be $-30^{\circ}\text{C}\sim 50^{\circ}\text{C}$;

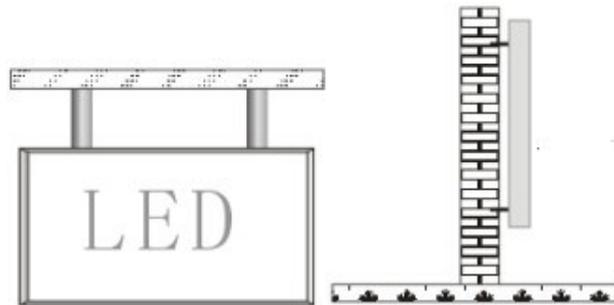
2.2 Type of installation

There are mainly six installation methods for fixed outdoor LED displays, Choose the appropriate installation type according to the on-site environment:



1. Fixed installation

2. Embedded installation



3. Hanging installation

4. Wall mounting



5. Double column

6. Single column

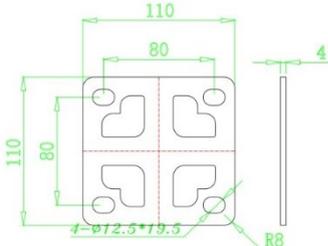
2.3 Preparation before installation

Under the conditions of ensuring sufficient installation strength and beauty, the steel structure of the outdoor LED display should be a tight as possible.

Before installing the cabinets, check whether the steel structure can meet the requirements of installation:

- 1) The underlying structure should be firm.
- 2) The width and height of the structure are appropriate.
- 3) The distance between the two square bars is the same (when the cabinets sizes are the same).
- 4) Maintenance channel should not block the way to open power box and dismantle modules.
- 5) The steel structure is welded firmly and fully, and the surface is uniform and beautiful.

2.4 Installation tools and accessories

	Type of tool	effect	picture
List of installation tools	Adjustable wrench	Fix the connecting piece of the cabinet and tighten the bolt	
	Rubber hammer	Adjust the flatness of the box and the connecting piece	
	Multi-meter	Measuring power lines and distribution boxes	
	Laser level	Measuring structure	
	Front maintenance tool	Remove the modules	
	Installed accessories	Connecting Plates	
Bolt			

2.5 Installation steps

A series cabinets support front installation and rear installation.

❶ When choosing the rear installation method, please operate from the back of the cabinets, and fix cabinets and the steel structure through the connecting plates and bolts, such as embedded, single and double column type, etc. A maintenance channel needs to be set behind the screen for installation and maintenance.

❷ When choosing the front installation method, please operate from the front of the cabinets, and connect the bolts to the wall or the steel structure on the wall through the front installation holes of the cabinets. For front installation, there is no need to set up the maintenance channel behind the screen to save space.

2.5.1 rear installation

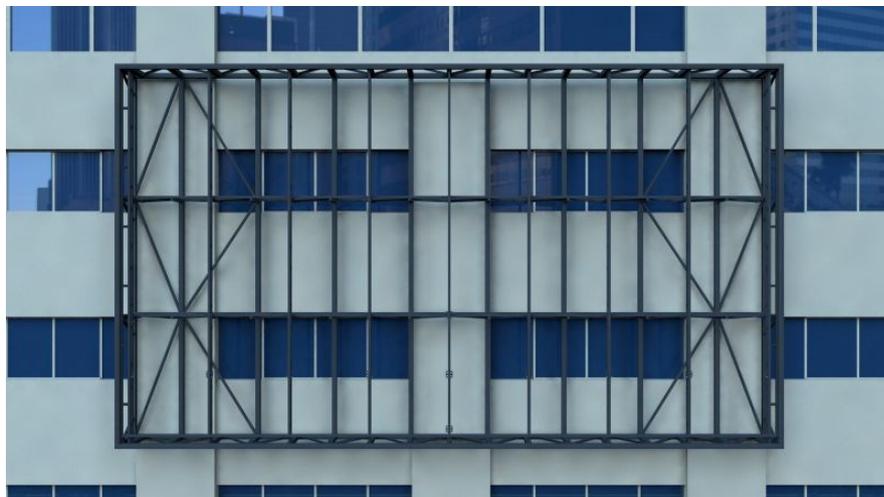
When there is a seal around the display screen, heat dissipation equipment, such as air conditioners, exhaust fans, etc., must be installed inside the sealed space of the screen body. Every 15 m² screen needs to be equipped with 1 HP air conditioner

Perfect installation leads to perfect image performance of the screen, and perfect installation mostly depends on the welding accuracy of the structural frame. The steel support structure of the cabinets must be constructed in strict accordance with the Absen steel structure design drawings, and the structure is required to be high in strength, The structural deformation is small; the flatness of the installation surface is required to be high; the horizontal positioning channel steel deformation is small; 60cm-80cm rear-screen maintenance channel is required for configuration and maintenance. For more details, please refer to "Absen Steel Structure Standard " .

The following takes a standard cabinet as an example to introduce the installation steps:

Step 1: Check whether the steel structure construction meets the requirements listed in the steel structure drawings. Use a laser level to measure whether the bottom support beam is in a horizontal state, whether the square bars are in vertical state, and the surface is required to be smooth and flat, and

Note: If the steel structure does not meet the installation requirements on site, rectification is required.

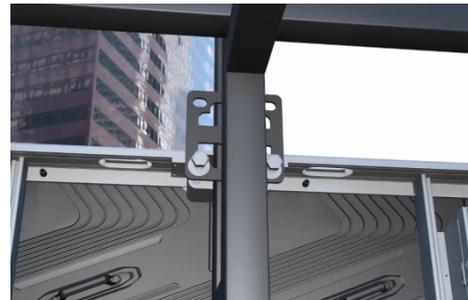
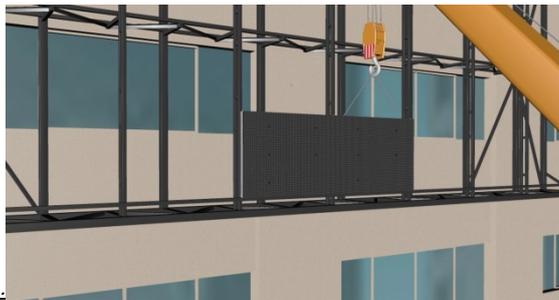


Step 2: Lift cabinet up through its top two holes , then put it in the middle bottom of the steel structure, and then use the connecting plates and M10 bolts to fix it on the square bars on both sides, but the bolts should not be twisted too tight for subsequent adjustments.

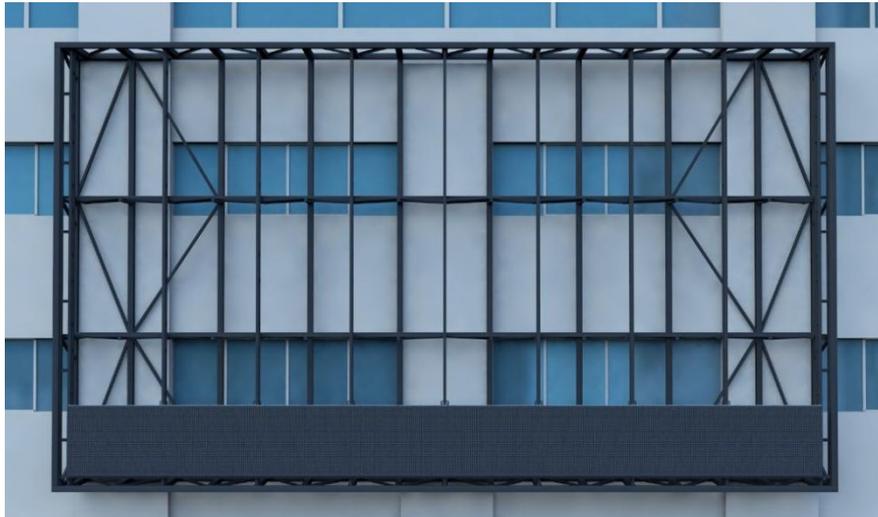


Step 3: Place a second cabinet on the left or right side of the first cabinet. Put them next to each other. Use a wrench to lock the M10 bolt into the mounting hole of the cabinet. , Then use bolts and screws to lock the two adjacent cabinets tightly

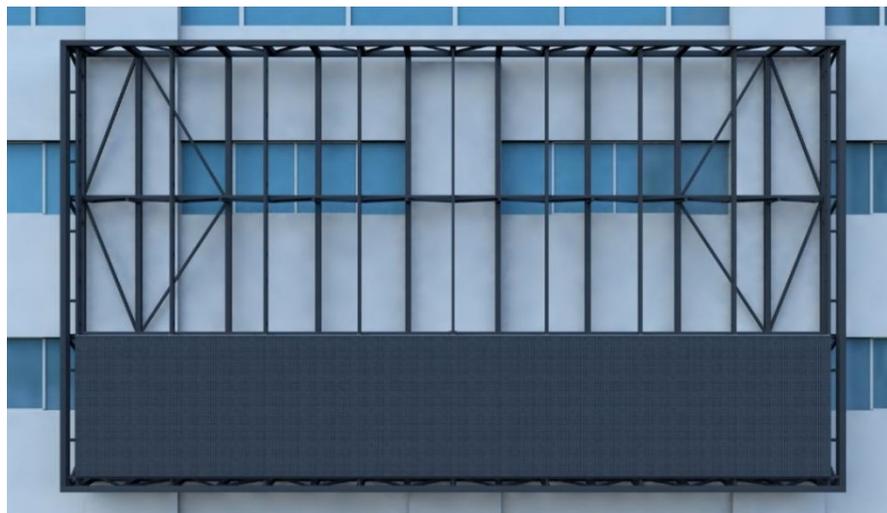
Note:If the screen is quite big, installing cabinets from middle to both ends is recommended, during the installation,please adjust flatness between cabinets accordingly



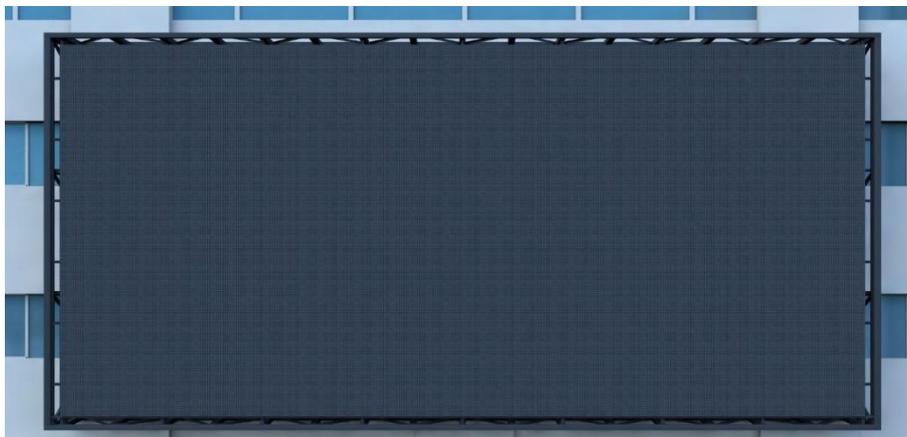
Step 4: Follow the previous steps to install the third cabinet, the fourth cabinet...until the installation of the first layer of cabinet is completed.



Step 5: Then install the second layer of cabinets. First, place the cabinets in the middle of the second row, adjust the horizontal and vertical flatness, and then use bolts to lock them tight.

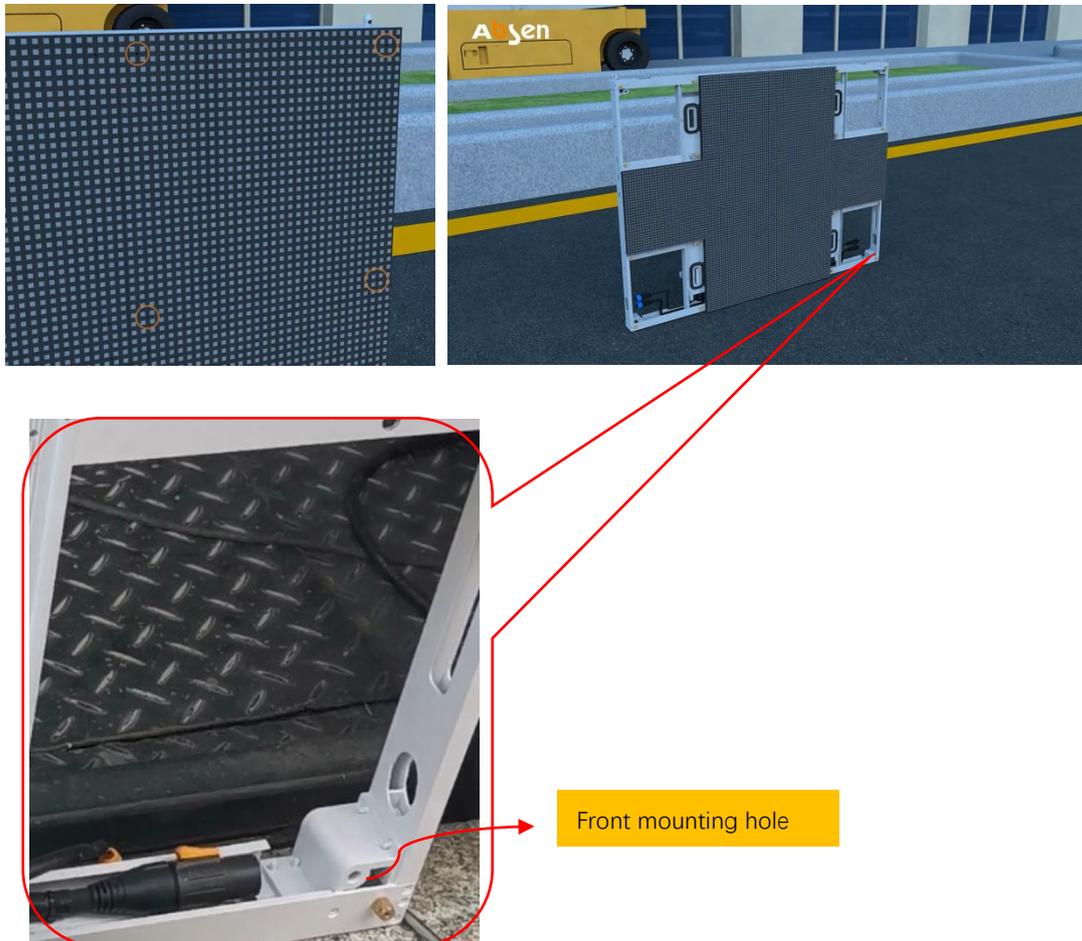


Step 6: Follow the above tips to install remaining cabinets.



2.3.2 Front installation

During the front installation, you need to use front maintenance tools to remove the modules on the four corners of all cabinets, as shown in the following pictures:



Fix the front mounting hole of the cabinet with the steel structure on the back of the cabinet with bolts. Pay attention to the flatness between the cabinets during installation. After all the cabinets are installed, connect the power cord and network cable between the cabinets and the main power cord and main network cable, and finally install the modules at the four corners of each cabinet, configure the LED display. For more details about connecting the power cord and network cable between the cabinets, please refer to Chapter 3 Cables Connection

3、Cables connection

3.1 Power cables connection

The power cords between the left and right boxes are connected by plugging and unplugging. Before installing the cables, connect the cables according to the pre-sales design of the cable wiring plan to avoid tripping due to overloading of the cables. Please refer to the following table for A series product power cable load capacity(power cable specification: 3x2.5mm²)

Load power of power cables

Product model	Standard cabinet size	Power consumption (maximum)	Load capacity per power cable run (220V)	Load capacity per power cable run (110V)
A0421	1280x960x70	570 W/m ²	≤5 cabinets	≤2 cabinets
A0621	1280x960x70	570 W/m ²	≤5 cabinets	≤2 cabinets
A0821	1280x960x72	675 W/m ²	≤4 cabinets	≤2 cabinets
A1021	1280x960x72	675 W/m ²	≤4 cabinets	≤2 cabinets
A1021D	1280x960x80	260 W/m ²	≤12 cabinets	≤6 cabinets
A1621D	1280x960x80	270 W/m ²	≤11 cabinets	≤6 cabinets

- Connect the power cables,connect one cabinet by one cabinet according to connection



Solution .

- Measuring circuit. After completing the cabinet power cable wiring, please use a multi-meter to measure whether there is a short circuit at the AC input terminal (L/N/PE) and DC output terminal (VCC/GND) of the power supply. If there is a short circuit, please check the wiring carefully. After ensuring that the line is normal, power on the cabinet to work. When energizing, please pay attention to the working voltage range of the cabinet to avoid burning the whole screen due to the wrong working voltage.
- After completing the cable connection, in order to better protect the waterproof and reliability of the cabinet, it is necessary to install the plug protection cover on the output power cord and output

network cable of the last cabinet.



- Power connection: first confirm that the power supply terminal is in the "disconnected" state, Power cable connection should be started from equipment like breakers or power distribution box, etc Before connecting the power distribution box to power supply terminal, make sure all parts of the distribution box is connected correctly. Please connect ground wire first, then connect neutral wire and finally connect live wire. After the power supply is connected:check the breakers of the power distribution box and working voltage of the screen, and then "disconnect" the power supply after confirming that it is correct. Ground wire, neutral wire and A, B, C are judged by color.
- Power test: Before supplying power to the entire screen and providing video signal, please carefully check whether the power supply and signal lines are connected correctly; please carefully check the "L" line, "N" line and "PE" line on the AC power input port of each cabinet., confirm that there is no short circuit between the three lines(measured with a multi-meter).
- Power-on detection: fault judgment, check whether there is a faulty module or cabinet by looking the image on the screen, and whether the content on screen is correct; if a fault appears, judge and fix the fault based on the fault phenomenon.

3.2 Network cables connection

The network cables between the left and right cabinets are also connected by plugging and unplugging.Each port's load capacity should not exceed 650,000 pixels. Before wiring, the network cable should be connected according to the wiring design provided by Absen pre-sales engineer. Please refer to the following table for A series product data cable load capacity(take Nova V900 as an example)

Model No.	Standard cabinet size	Resolution	Load capacity per data cable run(Horizontally)	Load capacity per data cable run(Vertically)	Load capacity per data port
A0421	1280x960x70	288x216	≤10 cabinets	≤8 cabinets	≤10 cabinets
A0621	1280x960x70	192X144	≤20 cabinets	≤13 cabinets	≤23 cabinets
A0821	1280x960x72	160x120	≤24 cabinets	≤16 cabinets	≤34 cabinets
A1021	1280x960x72	128x96	≤30 cabinets	≤20 cabinets	≤53 cabinets
A1021D	1280x960x80	120x90	≤32 cabinets	≤21 cabinets	≤60 cabinets
A1621D	1280x960x80	80x60	≤48 cabinets	≤32 cabinets	≤136 cabinets

3.3 Turn on the screen to confirm the effect

After the screen is powered on, set the play window and play high-definition materials, such as videos, pictures, text, etc. In principle, the resolution of the HD play material should be the same as the actual resolution of the screen, otherwise it will cause compression of the HD play material and affect the screen image performance.

3.4 Please refer to the software manual for software operation

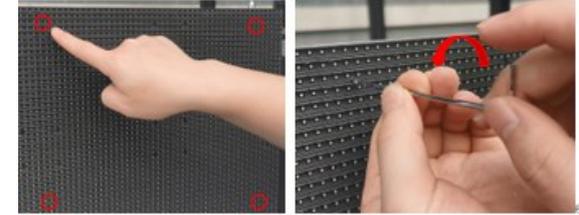
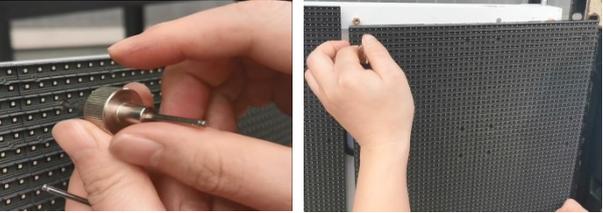
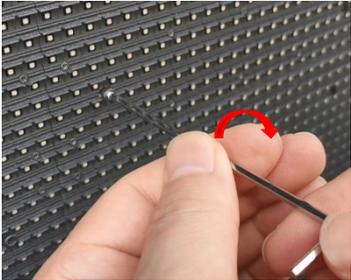
4、Product maintenance

4.1 Front maintenance

4.1.1 Front maintenance tools

	Model No. Apply to	Tool type	Function	Image
Front mainten ance tools	A0421 A0621 A0821 A1021	2.0mm T-shaped Allen Wrench	Front maintenance module	
		Front maintenance tool	Take out the module	
		PH2 Phillips screwdriver	Remove the screws of the receiving card, Hub Card, and power supply	
	A1021D A1621D	2.5mm T-shaped Allen Wrench	Front maintenance module	
		Front maintenance tool	Take out the module	
		PH2 Phillips screwdriver	Remove the screws of the receiving card, Hub Card, and power supply	

4.1.2 Front maintenance of the module

Maintenance steps:	image display
<p>① Confirm the positions of the four front maintenance screws of the faulty module, use the front maintenance tool to Spin counterclockwise until the screws are completely loosened, and loosen the four diagonal socket screws in turn.</p>	
<p>② Choose two diagonal socket screws on opposite corners, loosen them with T-shaped Allen Wrench, then take them out and put them away.</p>	
<p>③ Spin the two front maintenance tools into the screw holes on opposite corners,, and take out the module;</p>	
<p>④ Confirm the direction of the spare module (the arrow on the back of the module faces upward), install the spare module into the cabinet, and use the front maintenance tool to tighten the four diagonal socket screws</p>	
<p>⑤ Take out the two front maintenance tools from the faulty module, and install the two diagonal socket screws back to the faulty module.</p>	

Precautions for front maintenance of the module:

- ① *When disassembling/Replacing-of the module, it is recommended to turn of the power of the screen for safe reason;*
- ② *The module should be installed in the direction of the arrow on the back of the module, otherwise the module may be burnt out;*
- ③ *When disassembling/transferring the module, please protect the surface of the module, make sure leds on the module won' t be knocked;*
- ④ *Hold the module when removing the last screw to avoid the danger of the module falling.*

4.1.3 Front maintenance of the power box

<p>Step</p>	<p>① Confirm the position of the power box and remove the 6 modules of the power box</p>	<p>② Use a PH2 Phillips screwdriver to remove the 6 screws of the power box</p>
<p>Picture</p>		
<p>Step</p>	<p>③ Lift the bottom of the power box first, and then tilt it forward on the operating platform</p>	<p>④ Open the cover of the power box to maintain the receiving card, power supply, and Hub Card inside the control box</p>
<p>Picture</p>		

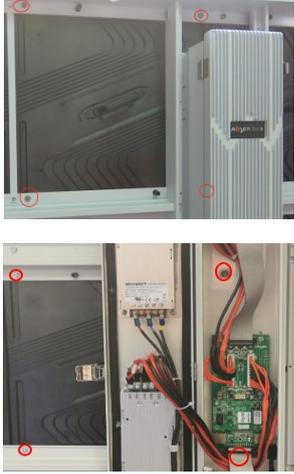
4.1.4 Front maintenance of receiving card, Hub Card, and power supply

According to the operation method of 4.1.3, open the **power** box from the front of the screen, then disassemble and replace the receiving card, **Hub Card** , and power supply inside the **Hub Card** box individually.

Maintenance of receiving card	
Steps	Picture
<p>Open the power box, remove the two screws of the receiving card, and replace the failed receiving card.</p>	
Maintenance of upper and lower Hub Card	
Steps	Picture
<p>① Open the power box, and remove the DC cable and flat cable on the Hub Card.</p>	
<p>② Use a PH2 Phillips screwdriver to remove the four screws which fix the Hub Card, replace the failed Hub Card and restore the wire connection.</p>	
Maintenance of the Hub Card in the middle	
Steps	Picture
<p>① Open the power box and remove the DC cable, flat cable and network cable on the Hub Card</p>	
<p>② Use a PH2 Phillips screwdriver to remove the four screws on the intermediate Hub Card replace the failed Hub Card, and restore the wire connection.</p>	
Maintenance of power supply	
Steps	Picture
<p>① Open the power box, use PH2 Phillips screws to remove the cable from the power supply</p>	
<p>② Use a Phillips screwdriver to remove the four nuts that fix the power supply to replace the failed power supply, and restore the cable connection.</p>	

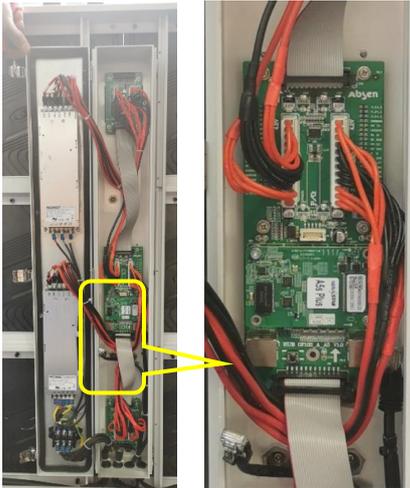
4.2 Rear maintenance

4.2.1 Rear maintenance of the module

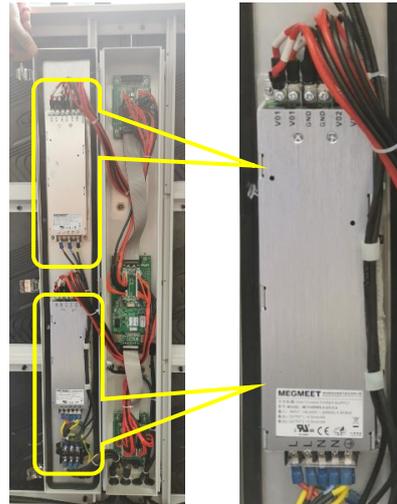
Steps	Picture
<p>① Open the power first, then confirm the position of the four screws that fix the faulty module, use a PH2 Phillips screw driver to remove them, and place the removed screws;</p>	
<p>② Hold the handle of the module and push it forward, spin the module to take it out of the empty space;</p>	
<p>③ Confirm the direction of the spare module (the arrow on the back of the module faces upwards), install the spare module into the cabinet through the empty space at the back of the cabinet, and tighten the screws.</p> <p><i>Note: When placing the module, make sure that the module is in good contact with the cabinet.</i></p>	
<p>① When disassembling/Replacing-of the module, it is recommended to turn of the power of the screen for safe reason;</p> <p>②The module should be installed in the direction of the arrow on the back of the module, otherwise the module may be burnt out;</p> <p>③ When disassembling/transferring the module, please protect the surface of the module, make sure leds on the module won' t be knocked;</p> <p>④Hold the module when removing the last screw to avoid the danger of the module falling.</p>	

4.2.2 Rear maintenance of receiving card, Hub Card, and power supply

Open the power box from the back of the screen, then disassemble and replace the receiving card, Hub Card, and power supply inside the power box

Rear maintenance of receiving card	
Steps	Picture
<p>Open the power box, remove the two screws of the receiving card, and replace the failed receiving card.</p>	
Rear maintenance of the upper and lower Hub Card	
Steps	Picture
<p>① Open the power box and remove the cables connected to the Hub Card,.</p>	
<p>② Use a PH2 Phillips screwdriver to remove the four screws which fix the Hub Card, replace the failed Hub Card, and restore the wire connection.</p>	
Rear maintenance of the Hub Card in the middle	
Steps	Picture
<p>① Open the power box and remove the DC cable, flat cable and network cable connected to the Hub Card</p>	
<p>② Use a PH2 Phillips screwdriver to remove the four screws of the middle Hub Card replace the failed Hub Card, and restore the wire connection.</p>	
Rear maintenance of power	
Steps	Picture
<p>① Open the power box, use PH2 Phillips screws to remove the AC and DC cables from the power supply.</p>	

② Use a 7mm socket screwdriver to remove the four nuts of the power supply, then replace the failed power supply, and finally restore the cables connection.



Remark:

The left end of the power supply is the AC power input terminal, and there are live wire L, neutral wire N, and ground wire G;

When connect AC cables please follow the standard of each nation,

The power supply in the above picture followed Chinese standard, that is: brown cable is live wire, blue cable is neutral wire and yellow-green cable is ground wire.

For American standard, black cable is live wire, white cable is neutral wire, and green or yellow-green cable is ground wire.

The right end of the power supply is the DC power output terminal, and there are V01, GND, and V02;

When connect DC cable, please don't mix V01 and V02.



When replacing the power supply, disconnect the main power supply to avoid electric shock;



Regardless of input or output, the wires should be connected according to the mark;

The installation screws should be tightened and not loosened;

4.3 Maintenance instructions

When you are unable to determine the cause of the failure or do not understand the replacement method of spare parts, please contact Absen!

5、 Common faults and troubleshooting

No.	Common problems	Solution
1	Some modules are black	1. Check the power plug of the black module make sure it is plugged in position ,
		2. Check whether the power cable of the black module is burnt out;
		3. Check the power supply of the black module ; make sure it is working
		4. Check the flat cable of the black module; make sure it is working
		5. Replace the flat cable of the black module;
		6. Replace the black module;
		7. Replace the receiving card of the black module;
		8. Send rcfg file;
2	The whole screen is black	1. Check whether the screen power is on;
		2. Check whether the DVI cable or HDMI cable is plugged in position;
		3. Check whether the main data cable is plugged in position;
		4. Check whether the sending card is powered on and the running indicator is flashing;
		5. Replace the sending card;
		6. Connecting the computer to a LCD display, check whether the graphics card is working or not;
		7. Update the driver of-the graphics card;
		8. Replace the computer;
3	Whole screen pixelated/blurred	1. Check whether the power plug of the receiving card is plugged in position;
		2. Check whether the power cable of the receiving card is burnt out;
		3. Check the power supply; make sure it is working
		4. Check the data cable of the receiving card;
		5. Replace the data cable;
		6. Send the rcfg file;
		7. Upgrade the firmware of the receiving card to the latest version;
		8. Replace the receiving card;
4	Color difference between modules	1. Check whether the module power plug is plugged tightly;
		2. Replace the flat cable;
		3. Replace the power supply;
		4. Replace the module;
		5. Replace the receiving card;
5		1. Set the screen connection on software;

	All panels show the same content	2. Check whether the data port is wrong.
6	No control system detected	1. Check the USB cable;
		2. Check whether the computer USB port is malfunctioning;
		3. Update the USB driver;
		4. Replace the USB cable;
		5. Replace the sending card;
7	No multi-function card detected	1. Check whether the distribution box is in automatic state;
		2. Check whether the multi-function card is powered on;
		3. Replace the power supply of the multi-function card;
		4. Check whether the main data cable is plugged into the wrong data port;
		5. Check whether the sending card data port is malfunctioning;
		6. Re-add the multi-function card;
		7. Replace the multi-function card;
		8. Replace the sending card;
8	Cannot play in full screen	1. Check whether the setting of the play window is correctly configured;
		2. Check the output resolution of the video processor;
		3. Check the output window of the video processor;



Shenzhen Absen Optoelectronic

Co., Ltd.

18-20F Building 3A, Cloud Park,

Bantian, Longgang District,

Shenzhen 518129, P.R.China

T: +86-755-89747399

E: absen@absen.com

W: www.absen.com