LINK-MI®

LINK-MULTIMEDIA INTERFACE

2x2 Video Wall Controller 4K@60Hz

Model: LM-TV04U



User Manual

Table of Contents

1. Introduction 2
2. Feature 2
3. Specification 3
4. Package Contents 4
5. Required Devices and Accessories 4
6. Panels and Interfaces 5
7. Remote Controller 6
8. Connection Diagram 8
9. Video Wall Modes 9
10. Installation Instructions 9
11. SPLICING Setup 10
12. Bezel Adjustment and 180° Rotation 11
13. Image Cropping Function 13
14. Main Menu Description 15
15. Multimedia Play Description 22
16. Trouble Shooting 30
17. Technical Support 32
18. Warranty 33

Dear Customer

Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or adjusting this product. Please keep this manual for future reference.

1. The product is labeled with fragile label. Please protect it as it will serve as the warranty certificate.
2. This product does not support direct touch screen. The connected output is HDMI interfaces.
3. If you have any questions during use, please refer to this manual first. There are detailed description of the operation. Please follow the instructions for correct operation. If you still have questions, please contact us. We will provide you with a satisfactory response as soon as possible.
4. Product information is subject to change without prior notice.

NOTES:

1. Please use DC 12V 2A power supply and ensure that the entire engineering system uses the same protective ground.
2. DO NOT press or put items on cables such as power cables, signal cables, and communication cables. Avoid trampling or squeezing cables to prevent potential hazards such as electric leakage or short circuit.
3. To ensure the safety of the device and prevent damage, it is necessary to power off the device before inserting or removing any signal cables. Please be aware that any damage caused by hot-plugging the cables while the device is powered on will not be covered under warranty.
4. DO NOT block any ventilation openings (for heat dissipation) on the surface of the device to to avoid heat accumulation, which may damage the device or cause fire.
5. To avoid damaging the product, DO NOT dismantle it by yourself, the device should be repaired and maintained by the professional and qualified personnel in the designated service center.
6. The working environment of the equipment should be kept free from dust and moisture. It is particularly important to prevent liquids from soaking or splashing into the equipment. Moisture and liquid contact can cause damage to the equipment and potentially lead to malfunctions or electrical hazards.
7. Operating relative humidity: ≤ 80%, storage temperature: -10°C to +80°C
8. Operating temperature: 0°C to +70°C.
9. Pay attention to ESD prevention during the assembly and transportation of the whole machine.
10. During the assembly of the whole machine, it can be installed either underneath or on the side, but it should not be subjected to heavy pressure.

The connection line between this product and the supporting module board should not be too long, otherwise the performance and image quality may be affected.

1. Introduction

This 2x2 Video Wall Controller is used for 4 Ultra HD Splicing TVs. It supports max input resolution up to 4K@60Hz. It can play videos and pictures on USB 2.0, and also music and text.

This device comes with 3 inputs (2x HDMI 2.0, 1x USB 2.0) and 4 HDMI outputs. Any one of the 3 inputs can be switched to max. 4 screens for splicing display. It supports multiple splicing modes such as 1x1, 1x2, 1x3, 1x4, 2x1, 2x2, 3x1, 4x1.

It is plug & play and doesn’t require any software. It can work 24/7. It is widely used in commercial display scenarios in government and enterprise, conference rooms, hotel design, medical, education and other industries.

The fully-new remote comes with more user-friendly design. It's very easy and convenient for user to quick set and switch the splicing modes by One-Key using the remote.

2. Feature

- 2x2 Video Wall Controller for 4 Splicing TVs.
- Support input resolution max 4K@60Hz, YUV 4:4:4, HDCP 2.2, realize true 4K UHD display.
- Support multiple video wall modes like 1x1, 1x2, 1x3, 1x4, 2x1, 2x2, 3x1, 4x1.
- Support 2x HDMI 2.0 and 1x USB 2.0 inputs. Any one of the 3 input signals can be switched to 4 TVs for splicing display.
- Support 4x HDMI outputs, built-in audio.
- Support 3.5mm analog audio out and SPDIF optical audio out.
- Support IR extension for 10m long distance remote control.
- Support USB disk access and USB auto display.
- Support USB play of videos (up to 3840x2160), pictures (up to 4096x2160), music and text.
- Each output supports 180 degrees rotation for TV upside down installation.
- Support bezel adjustment function.
- USB video and HDMI signal support image cropping function, display without black edges.
- Easy to set up and control, control via front buttons and remote. The new remote is more user-friendly, which supports one key to quick set different splicing modes.
- Support intelligent temperature control protection technology, which enhances the heat dissipation performance of products to be more stable, reliable, and durable.
- With intelligent fan, which can be set to automatic, on or off in the menu.
- With button lights on the front panel, easy to operate in the dark, can be turned on or off in the menu.

3. Specification

Name	Specification
Technical	
USB Supported Format	Video: MP4, MOV, AVI, WMV, MKV, TS...etc. Audio: MP3, WAV, FLAC...etc. Picture: JPG, JPEG, PNG, BMP Text: TXT
HDCP Compliant	HDCP 2.2
Input Resolution	HDMI input 1: 640×480 to 3840×2160@60Hz HDMI input 2: 640×480 to 3840×2160@60Hz USB input: Play max 3840×2160 Video, max 4096×2160 Picture
Output Resolution	Each HDMI output: 1920×1080@60Hz (max 1920×1200)
Interfaces	
Input Ports	2× HDMI 2.0 inputs, built-in audio
	1× USB 2.0 input
Output Ports	4× HDMI outputs, built-in audio
	1× 3.5mm analog audio output, support L/R stereo channels, synchronous switching of audio and video signals
	1× SPDIF optical audio output
Control Ports	1× IR-Ext port
Functions	
Control Ways	Panel buttons, Remote
Video Wall Modes	1x1, 1x2, 1x3, 1x4, 2x1, 2x2, 3x1, 4x1 *(One-Key Quick Setup by remote)*
Other Functions	180 degrees rotation, bezel adjustment, image cropping...etc
Mechanical	
Power Supply	DC 12V 2A
Power Consumption	16W
Housing	Metal Enclosure
Color	Black
Dimensions	230×172×47mm (L×W×H) **without mounting brackets*
Weight	1.1KG
Environment	
Operating Temperature	0°C to +70°C
Storage Temperature	-10°C to +80°C
Relative Humidity	≤ 80%

4. Package Contents

① 1× 4K60Hz 2x2 Video Wall Controller
② 1× Locking Power Adapter (DC 12V 2A)
③ 1× IR Remote
④ 1× IR-Ext Cable
⑤ 2× Mounting Brackets with screws
⑥ 1× User Manual

		
Video Wall Controller	Power Adapter	IR Remote
		
IR-Ext Cable	Mounting Brackets	User Manual

5. Required Devices and Accessories

User need to prepare the following devices and accessories before installing the Video Wall Controller.

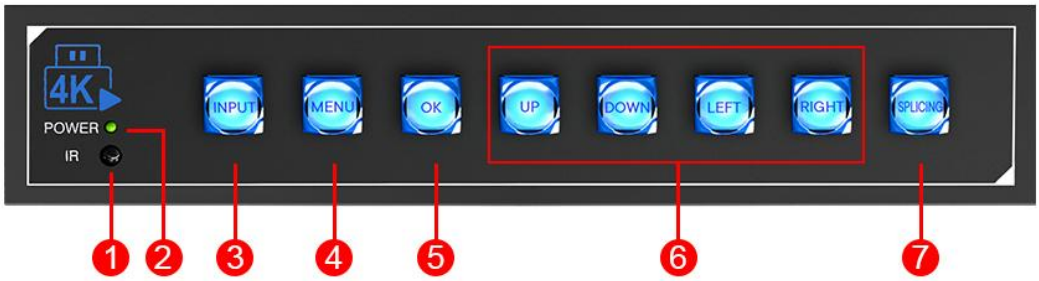
- **Input source devices** - Computers or AV devices equipped with an HDMI output; or USB Flash Drive
- **Display devices** - TVs or LCD with an HDMI input
- **Cables**
  1× HDMI cable for each HDMI source device
  1× HDMI cable for each display device (e.g. 4 HDMI cables for 4 TVs)
  1× Optical cable for SPDIF/Optical Audio (If needed)
  1× 3.5mm audio cable for Analog Audio (If needed)

Note: No HDMI cables and any audio cables are included in the package. We strongly recommend that you purchase high-quality cables of appropriate length since this will affect

the quality of the audio and video display.

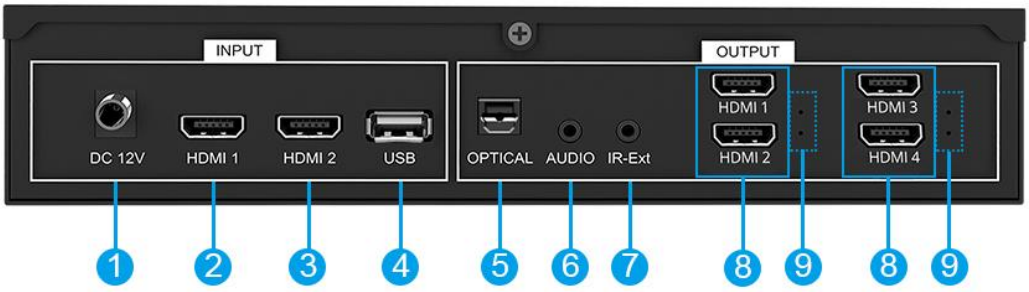
6. Panels and Interfaces

Front Panel



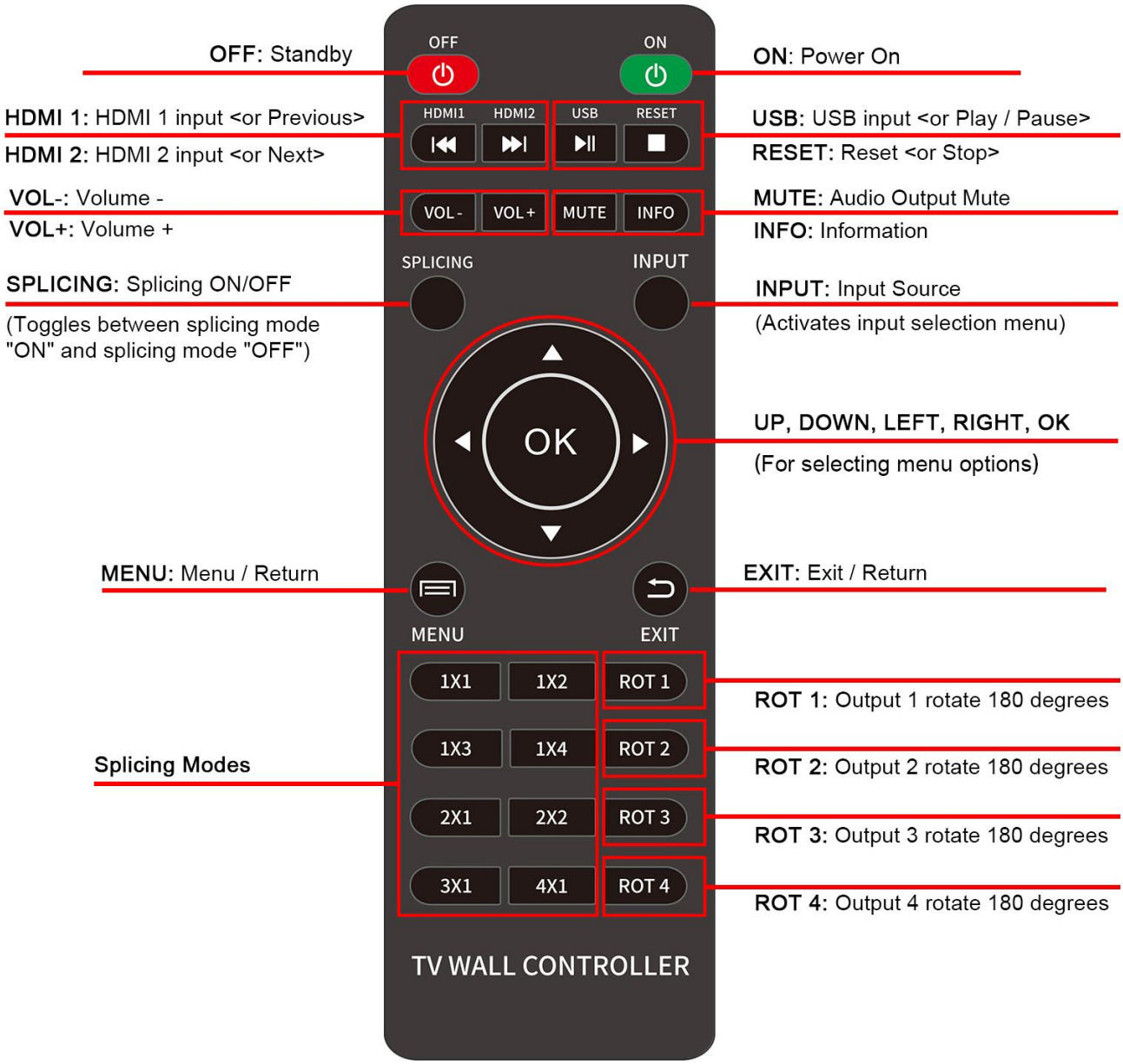
1. IR: IR indicator light
2. POWER: Power indicator light
3. INPUT: Switch input source
4. MENU: Menu/Back to previous level
5. OK option
6. Up/Down/Left/Right menu option
7. SPLICING: video wall mode / cancel video wall mode

Rear Panel



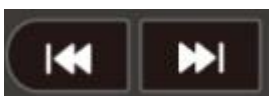
1. DC 12V: Power input port
2. HDMI 1: HDMI 2.0 input port
3. HDMI 2: HDMI 2.0 input port
4. USB: USB 2.0 input port
5. OPTICAL: Optical audio output port
6. AUDIO: 3.5mm analog audio output port
7. IR-Ext: IR extension port
8. HDMI 1-4: HDMI output ports 1-4
9. HDMI 1-4 output indicator light

7. Remote Controller



NOTE:

1. About Previous, Next, Play, Pause, Stop buttons



Previous and Next are used for USB program material i.e. scrolling through a series of images, videos, music, text...etc.

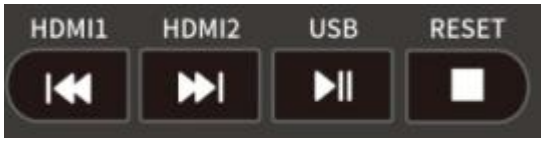


Play / Pause is used for controlling USB program material i.e. playing and pausing a MOV file.



Stop is used for controlling USB program material i.e. stopping a MOV file.

2. When under USB Mode



When under USB mode, these buttons are only used for multimedia play (i.e. previous image, next image, play/pause, stop)

3. About INPUT Function (Source Selection)

There is a shortcut to select input source by pressing (HDMI1, HDMI2, USB) on remote. But when under USB mode, the source buttons (HDMI1, HDMI2, USB) cannot be used directly. For source selection, you need to press **INPUT** button to choose the source, scroll down to HDMI 1 or HDMI 2, press OK.



4. About RESET Function

When under USB mode, the RESET button cannot be used directly. It's used to stop multimedia.

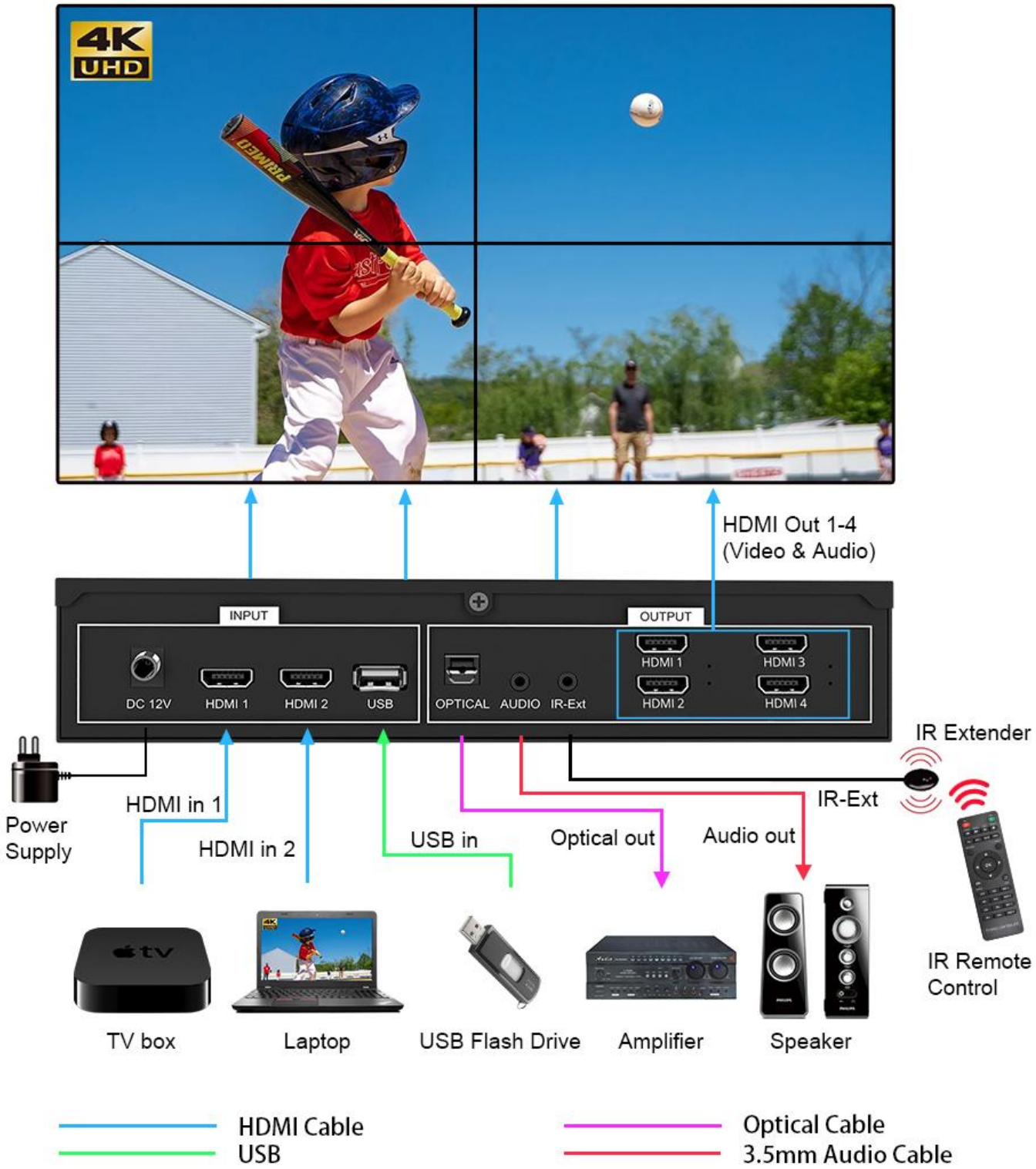
For reset, you need to press INPUT button to switch the input source first, scroll down to HDMI 1 or HDMI 2 and press OK. Then you can press RESET to factory reset.

- If still not work after trying several times, please unplug the USB flash drive and try again.
- If still failed, please try power off and restart the controller.

Or, you can enter the MENU page to make the reset.

MENU - OPTION - Restore Factory Default

8. Connection Diagram



9. Video Wall Modes

This video wall controller supports various splicing modes such as 1x1, 1x2, 1x3, 1x4, 2x1, 2x2, 3x1, 4x1. As shown in below picture.

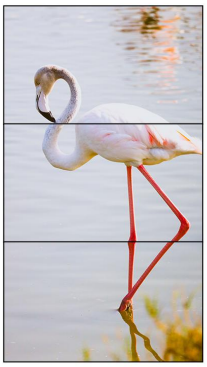
Note:
(1) When in 1x1 mode, each of the four output signals is a duplicate of the input signal.
(2) Do not support vertical / portrait mode.



2X2



2X1



3X1



4X1



1X2



1X3



1X4

10. Installation Instructions

Note: Do not power on the video wall controller before all connections are completed!

1. Connect the INPUT sources (HDMI 1, HDMI 2, USB) into the Video Wall Controller.
2. Connect OUTPUT (HDMI 1-4) to display equipment. Connect the displays (TVs, monitors) numbered 1, 2, 3, and 4 from top to bottom.
3. Power on the Video Wall Controller.

4. Control the Video Wall Controller by panel buttons or remote controller. Choose the input source and video wall mode you need.

Please ensure that each display and video wall controller are powered on and configured to the correct input source.

11. SPLICING Setup

By far the most commonly used configuration of this controller is the 2x2 which basically expands the input image into an image spread across four displays as shown in the right picture.



2X2

The factory default setting is 2x2 splicing mode, which usually doesn't require user adjustments. If you accidentally change it and cannot revert, you can simply restore the factory settings by remote directly (Press "**RESET**" button, then press "**2X2**").

Follow the procedure below to configure the processor for use in any of the configurations shown in this manual. Simply change the values shown to match the configuration you have chosen.

For use in the 2x2 configuration:

1. Using the remote, press the **MENU** button. Scroll **left <or right>** to **SETUP** menu.
2. Scroll down to **Splice** and select **ON**.
   (Note that when **Splice** is OFF, each of the four output signals is a duplicate of the input signal. Also note that the Splice Mode can be activated or deactivated with the **SPLICING** button on the remote.)
3. Scroll down to **Splice Mode** and select 2x2
4. Scroll down to **HDMI Port Setting** and press **left <or right>** button to select the number of the output you are configuring. (Selecting 1 means you are configuring the signal that will leave the unit via HDMI output #1)
5. Press **OK**, enter sub menu, scroll down to **Splice Position** and select the number corresponding to the position in the Splice that you want the output selected in the previous step to represent.

Splice On: Expand the input image into an image spread across four displays (as shown in the right picture)



Splice Off: Full screen image shows up at each of the four HDMI outputs (as shown in the right picture)



12. Bezel Adjustment and 180° Rotation

Bezel Description

The bezel of your video display device is the unit's “frame”, the portion of the unit which you can see because it is not part of the actual image-producing area. Narrow bezel displays are obviously best for multiple-display arrangements. Displays with virtually no bezel are available, but very expensive. Consumer display devices such as television sets often do not have bezels that are equally narrow on all four borders as shown in **figure A** below.

Much more common among consumer displays are display that have narrow bezels on the top and sides, but a wider bezel on the bottom as shown in **figure B** below.



figure A: Narrow bezel on all 4 sides



figure B: Narrow bezel on top and sides wide bezel across bottom

Image Inversion (The top two TVs upside down)

A common use of this processor with a 2x2 video display is to invert the top two display as shown in **figure C** so that the widest bezel are at the top and bottom to minimize bezel interference with the image.

To invert the images on screens 1 and 2 after you have properly configured the four HDMI output as shown on the previous page:

The top 2 TVs are turned upside down, the bottom 2 TVs are right side up.

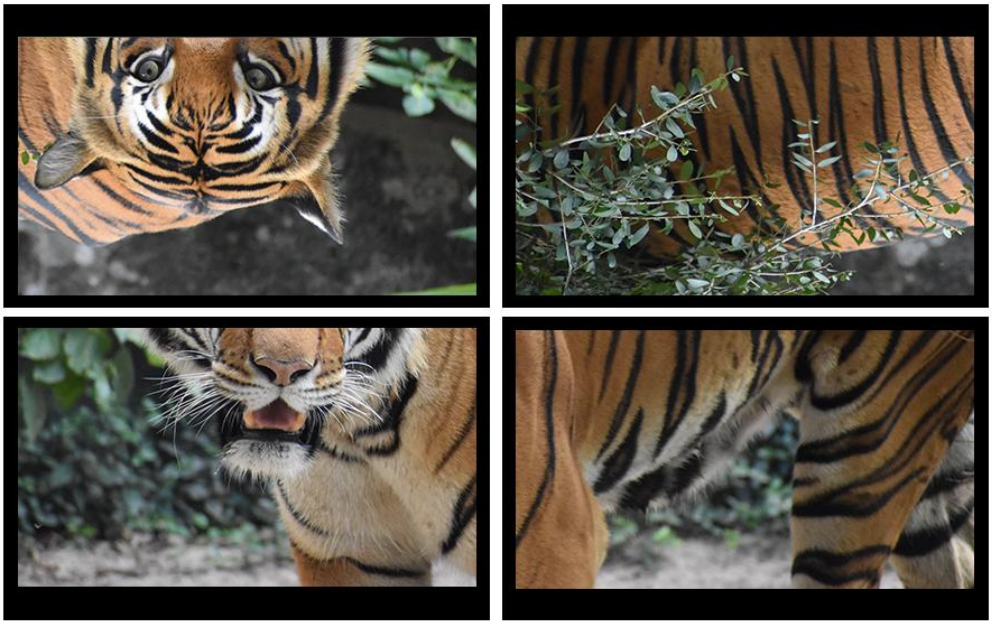


figure C: Display 1 and 2 inverted so that widest bezels are at top and bottom

180 Degrees Rotation

After mounting the top two TVs upside down, the images on these TVs need to be inverted to display correctly. This requires the use of the 180 degrees rotation function. As shown in **figure D** below.

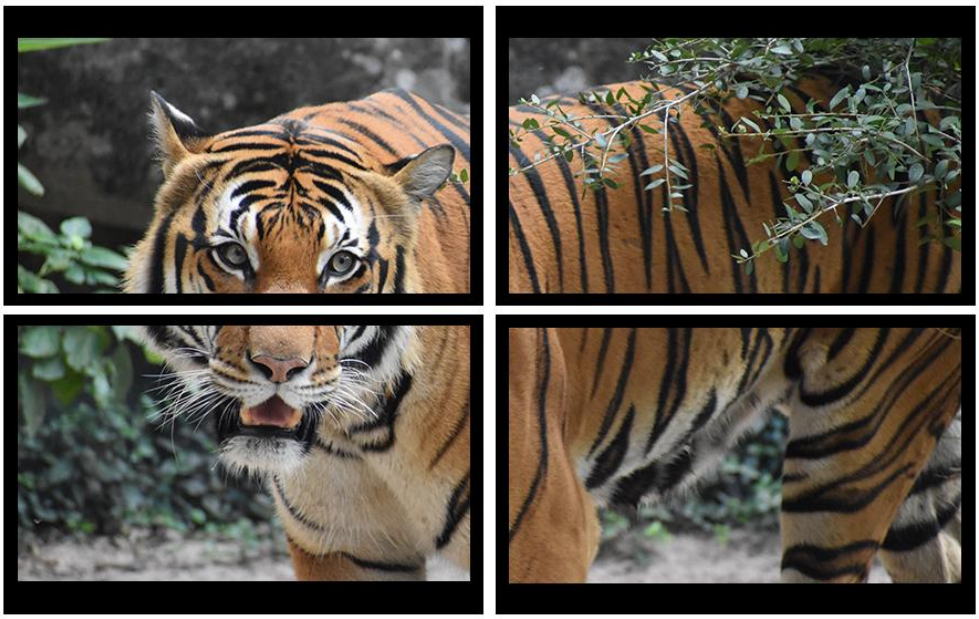


figure D: Rotate the images on the top 2 displays by 180 degrees

Here is a quick way to rotate the image by remote.

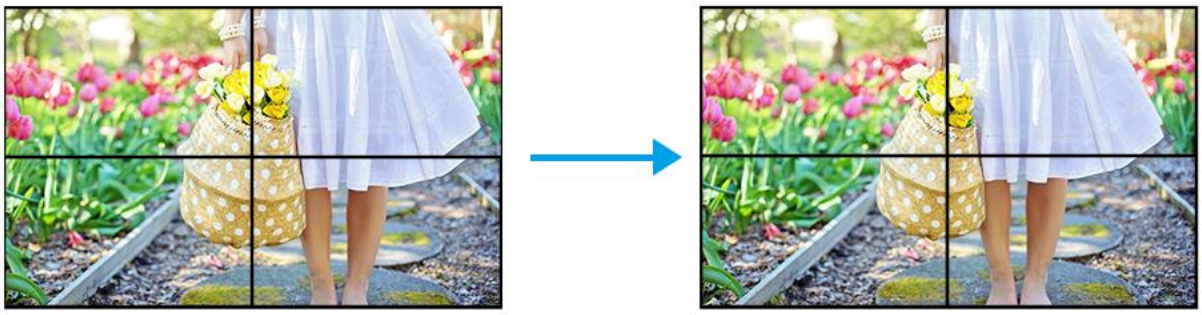
Using the remote control, press ROT 1 (ROT 2, ROT 3, ROT 4) directly. The output will be rotated to 180 degrees easily. (Selecting ROT 1 means you are inverting the HDMI output #1)

Here is another way to rotate the image by MENU.

1. Using the remote control, press **MENU**, scroll right to the **SETUP** menu.
2. Scroll down to the **HDMI Port Setting** and press either the **left <or right>** button to select the number of the display you wish to invert. ***(Do not change the Splice Position)***
3. Press **OK** to enter sub menu, scroll down to **HDMI Port Rotate**.
4. Press either the **left <or right >** button rotate the output to 180 degrees.

Bezel Adjustment

Using the remote, it is possible to minimize the amount of program material that is not being seen because of bezel displacement. This is done by manipulating the image shown on each of the four displays. Each of the four is manipulated individually. When properly adjusted, there will be no missing pixels and the brain is much more forgiving of the black lines created by the bezels.



Original Image

Image after Bezel Adjustment

Here are the procedures for Bezel Adjustment.

1. Go to the **SETUP** menu
2. Scroll down to the **HDMI Port Setting** and select the number of the display that you wish to adjust.
3. Scroll down to **Bezel Adjustment,** press **OK**, scroll to **H Bezel Setting,** and use the **left <or right>** buttons to adjust the image. Repeat the process for the **V Bezel Setting**. (Selecting H Bezel Setting means you are adjusting the horizontal bezel; V Bezel means vertical bezel.)

13. Image Cropping Function

When the aspect ratio of a video and a display device don't match, black bars will appear. If

you prefer not to see these black bars, you can use the image cropping function of this video wall controller to remove them. The image can be adjusted by cropping from the top, bottom, left, or right to better fit the display.

However, note the following:

1. Image Stretching/Distortion: After image cropping, the video will be stretched to fit the aspect ratio of the display device, which will result in image stretching and distortion, leading to a loss of picture fidelity. Black bars are generally present to avoid stretching or cropping the image, thereby maintaining the integrity and correct proportions of the video content. Users should decide whether to use this function based on their specific needs.

2. Source Unchanged: The cropping done by the device only affects the display output and does not alter the original video source. Therefore, the original video file remains unaffected.

The image can be cropped from the left, right, top and bottom. As shown in picture below.



Original Image

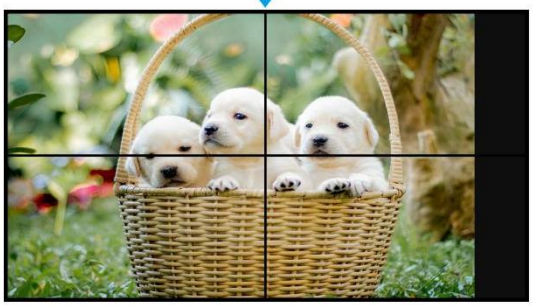


Image after Cropping from Left

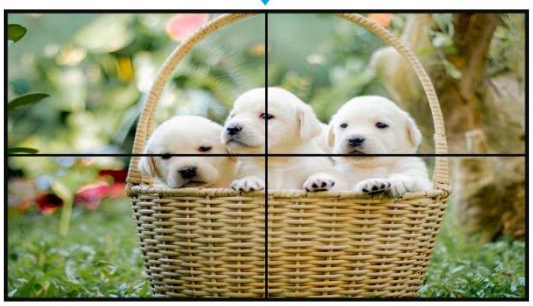


Image after Cropping from Left & Right



Original Image

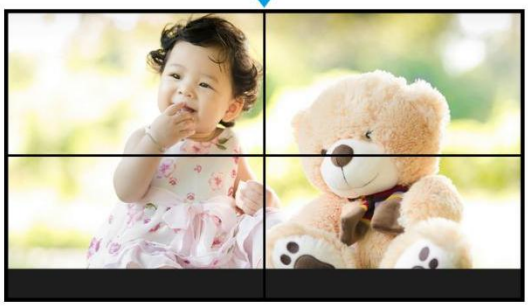


Image after Cropping from Top



Image after Cropping from Top & Bottom

Note:

1. All of the examples given here use a cropping unit of 300 steps. Users can adjust the specific cropping step for each direction based on your actual needs.

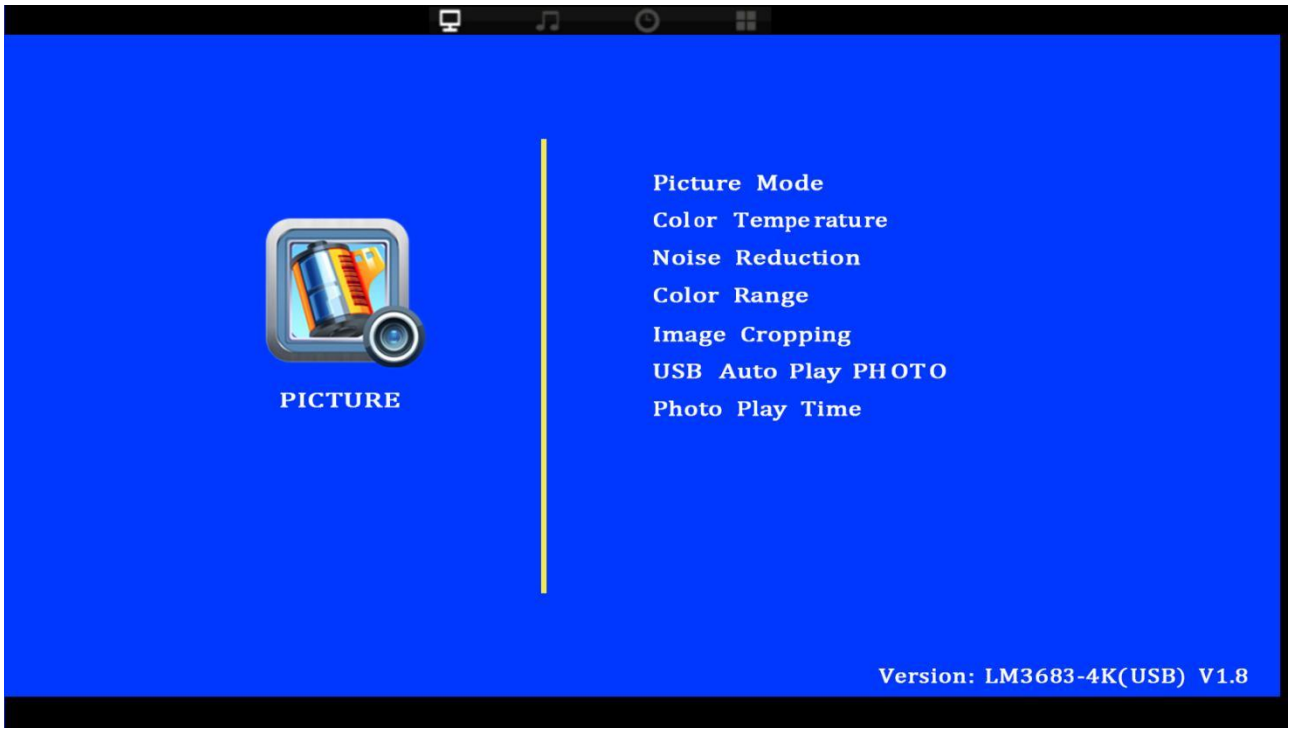
2. The cropping values must be set within the resolution range of the input signal source, with the maximum Left and Right crop value not exceeding 3840 and the Top & Bottom crop value not exceeding 2160.

14. Main Menu Description

Using the remote, press the **MENU** button. Scroll left or right to **PICTURE - SOUND - OPTION - SETUP (SPLICING).**

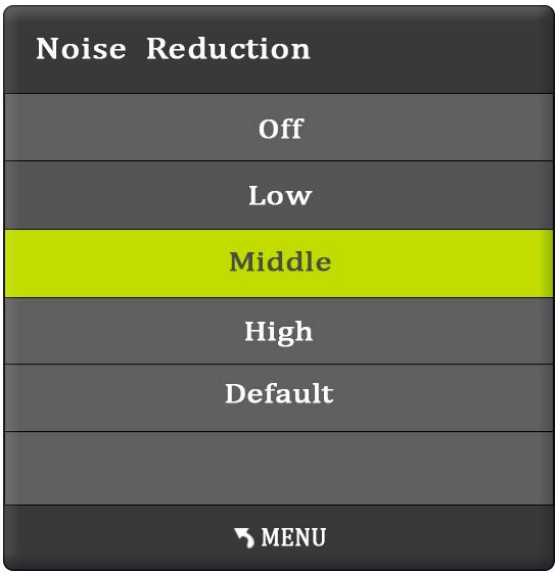


Menu 1: PICTURE



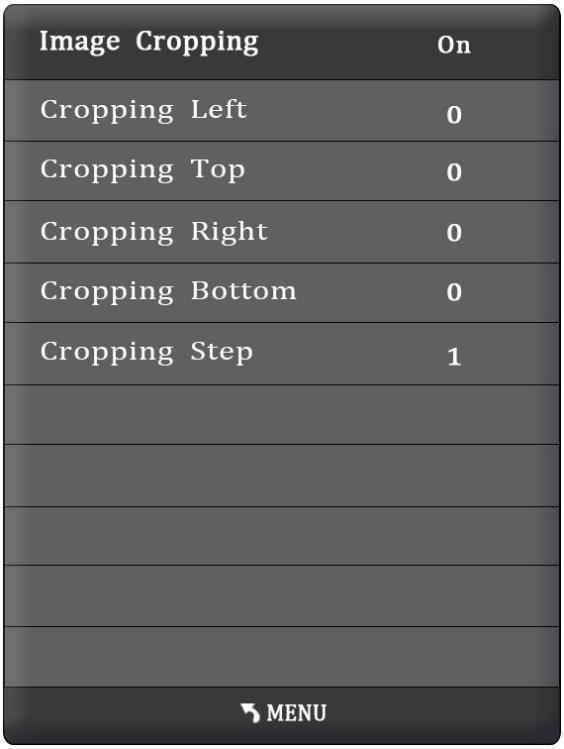
Scroll DOWN to the setting you need to change. Scroll LEFT or RIGHT to select the mode, then press MENU button to exit.

(1) **Picture Mode:** Standard - Soft - Vivid - User
(2) **Color Temperature:** Standard - Warm - Cool - User
(3) **Noise Reduction:** Off - Low - Middle - High - Default



(4) Color Range: Auto, 0-255, 16-235
(Note: This function will be unavailable under USB Mode)

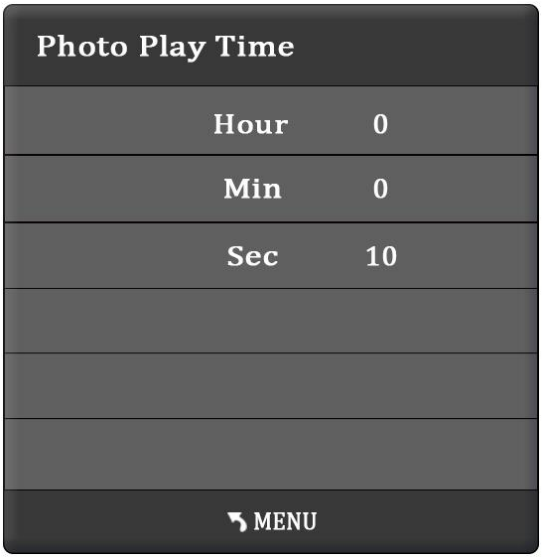
(5) Image Cropping: Off / On
(Note: In the USB channel, only videos support image cropping; Photos do not support image cropping, but they can be zoomed in and out. In the HDMI channel, both videos and images support image cropping.)



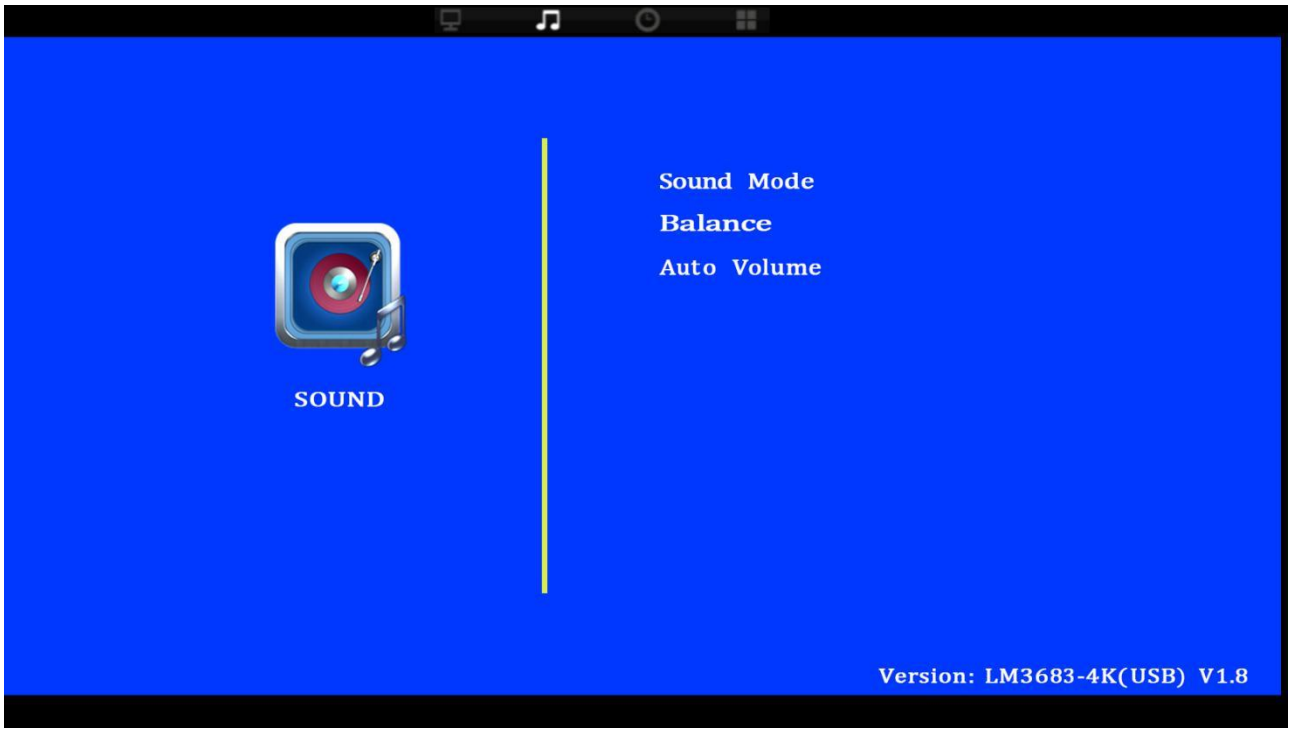
(6) USB Auto Play: Off - Movie - Photo - Music
Automatically plays USB videos/pictures/music when the device is turned on (if it was in the USB channel before being turned off), or when switching back to USB from other channels.

(7) Photo Play Time: Hour, Min, Sec

The picture play time can be adjusted by setting hour, minute and seconds.



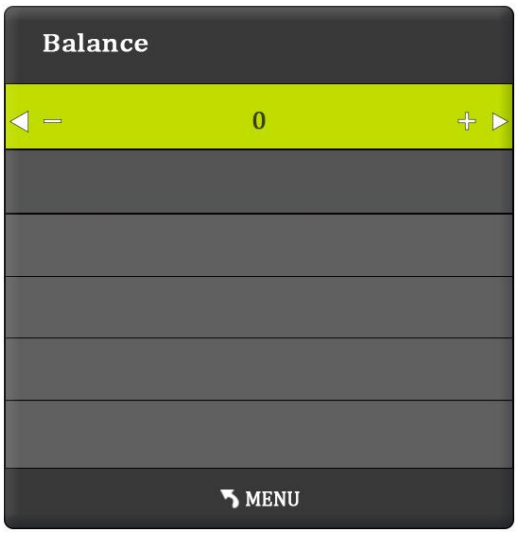
Menu 2: SOUND



Scroll DOWN to the setting you need to change. Scroll LEFT or RIGHT to select the mode, then press MENU button to exit.

(1) Sound Mode: Standard - Music - Movie - Sports - User

(2) Balance: ±50 (Adjusting from left to right)



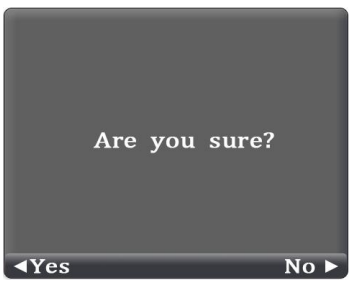
(3) Auto Volume: On / Off

Menu 3: OPTION



Scroll DOWN to the setting you need to change. Scroll LEFT or RIGHT to select the mode, then press MENU button to exit.

(1) Restore Factory Default:
Are you sure? Yes, No
(Press Left to choose “Yes” to confirm)



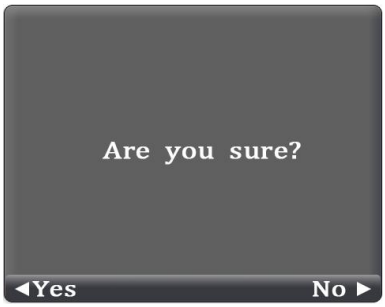
(2) EDID Switch: EDID 1.4 / EDID 2.0
Press OK button to enter sub menu, Scroll Down to the version you need, Press OK to confirm.



(3) Fan: On / Off / Auto
(4) Key Light: On / Off
(5) Output Version: Press OK button and this information will be displayed in the lower right and upper left corner.



(6) Software Update (USB): Are you sure? Yes, No (Press left to choose “Yes”)
Save the upgrade software to a computer, extract the bin file, and copy it to the root directory of your USB flash drive **(Not in any folder).** Insert the USB drive into the USB port of the video wall controller, find the **Software Upgrade(USB)** option in the menu, press **OK** to enter the submenu, and press **Left** to select Yes for confirming upgrade.



Menu 4: SETUP



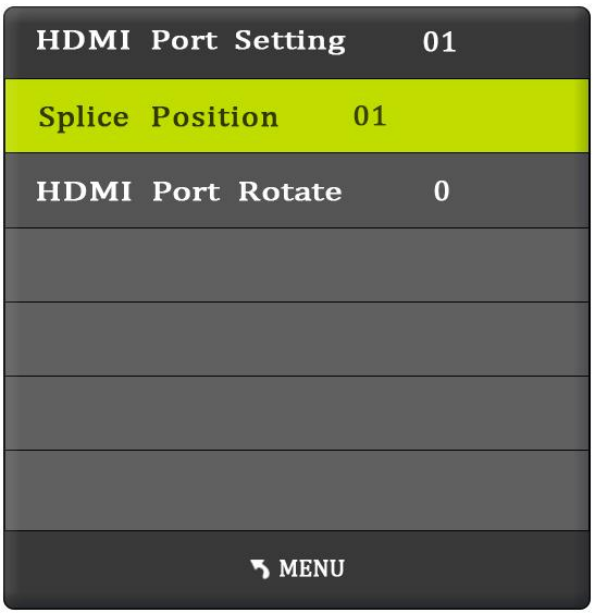
Scroll DOWN to the setting you need to change. Scroll LEFT or RIGHT to select the mode, then press MENU button to exit.

(1) OSD Language: English / 中文
Scroll Down to OSD Language, press OK button, a box will appear with language options. Scroll to preferred language and press MENU button to exit.



(2) Splice: Off / On
(3) Splice Mode: 2X2 (1X1, 1X2, 1X3 , 1X4, 2X1, 2X2, 3X1, 4X1...etc.)
(4) HDMI Port Setting: 01 (Press Left or Right to select 1-25)
(Press OK button to enter sub menu for setting of below options)
Splice Position: 01

HDMI Port Rotate: 0°, 180°



(5) Bezel Adjustment

H Bezel Setting: Bezel Masking (Horizontal)

V Bezel Setting: Bezel Masking (Vertical)

<The adjustable range of both H Bezel and V Bezel is **from 0 to 10**>



(6) Output Resolution: 1920x1080, 1920x1200, 1280x800, 1280x720, 1024x768, 1366x768, 1280x1024

(7) Output Format: HDMI / DVI

Press **OK** (or Left or Right) button to select.

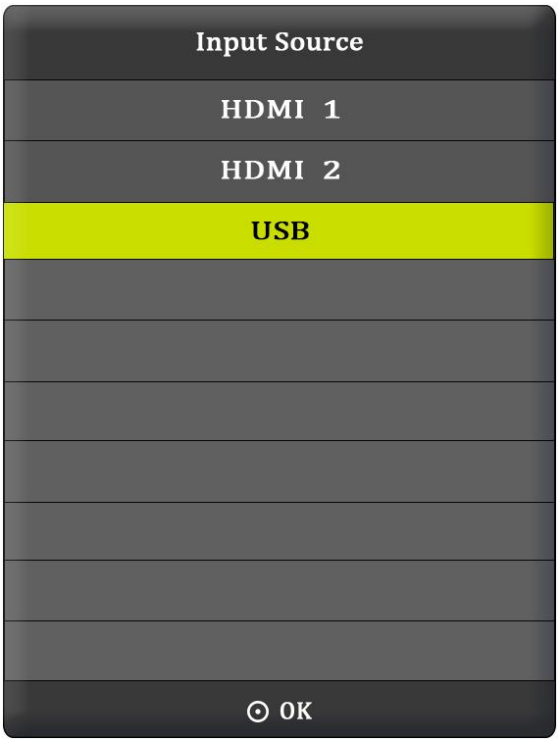
(Note: When using DVI output format, there is no audio. Just change it to HDMI output to get audio)

Menu 5: INPUT SOURCE (HDMI 1, HDMI 2, USB)

In the HDMI 1 or HDMI 2 channel, you can directly switch the input source by pressing HDMI 1, HDMI 2, or USB on the remote control.

However, when in the USB channel, you need to access the menu and go to the **Input Source** options to switch the signal source.

Using the remote, press **INPUT** button to activate input source menu, scroll to the input source you need to play.



15. Multimedia Play Description

(1) The connection status of USB flash drive



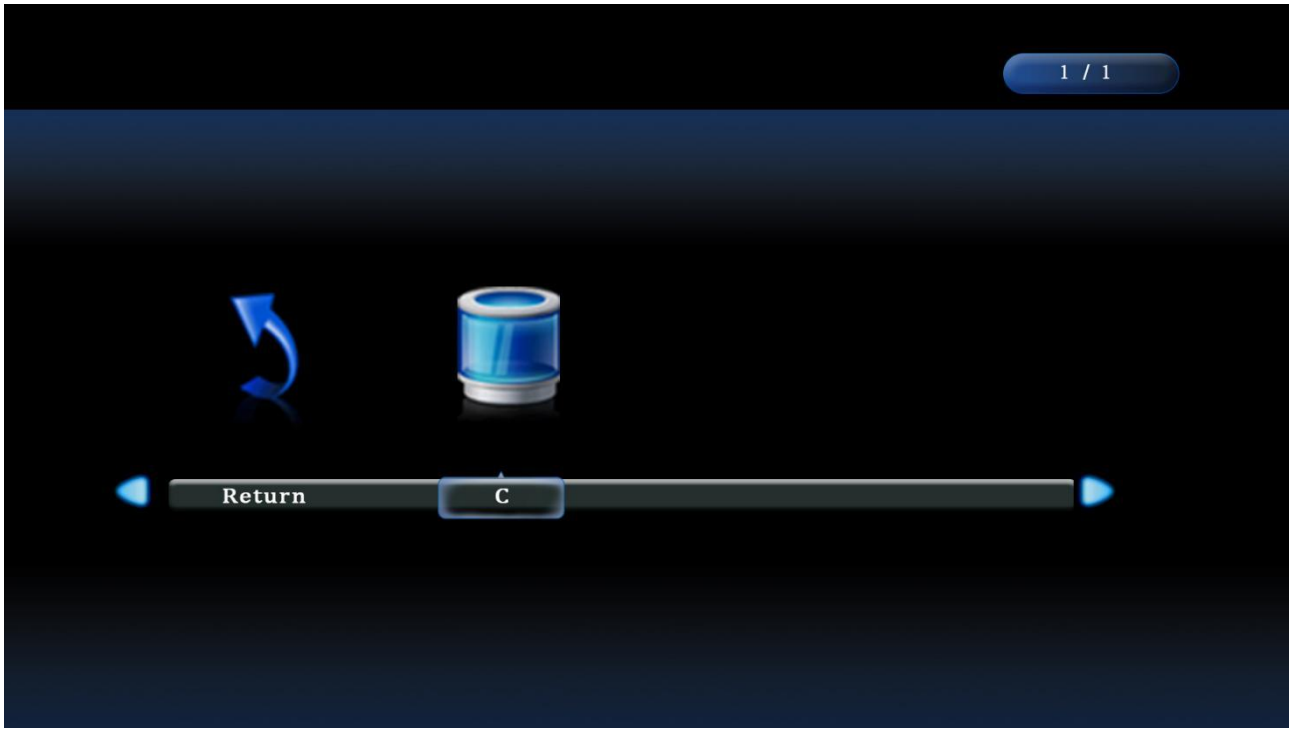
(2) The main interface of multimedia (Photo - Music - Movie - Text)

Before selecting video, photo, music, or text, ensure that you have chosen the corre ct channel.



(3) File Selection

Scroll Left or Right to Photo / Music / Movie / Text
Press **OK** button to **C,** then press **OK** to enter **Sub Menu**





Scroll Left or Right to the file you need to play, press **OK or PLAY** button to enter full-screen display)

(4) Image Preview

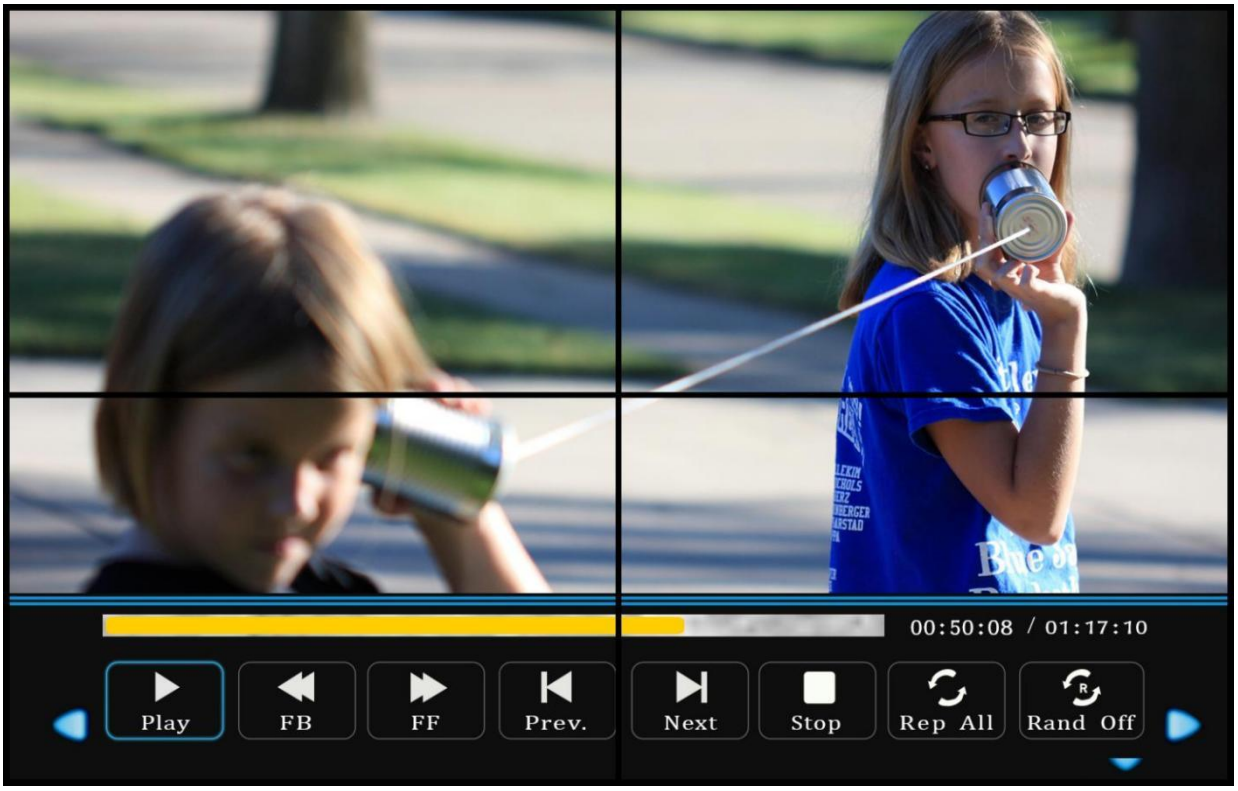
The preview image will automatically appear when the mouse hovers over the clicked file.



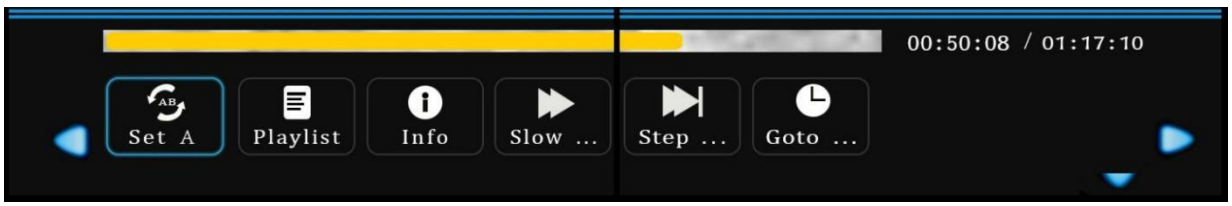
(5) Multimedia Play Menu - Movie

Video supports Play / Pause / FB / FF / Previous / Next / Stop / Repeat / Random / Set A/B / Playlist / Info / Slow ... / Step ... / Goto ...

(Press the INFO button on the remote to display the multimedia menu options. Press it again to exit; or use the EXIT button to exit directly.)



Menu	Function	Menu	Function
Play	Play or Pause	Next	Next
FB	Fast back (FB2X, FB4X, FB8X, FB16X, FB32X)	Stop	Stop playing
FF	Fast forward (FF2X, FF4X, FF8X, FF16X, FF32X)	Rep All	Rep = Repeat (Rep All, Rep 1, Rep None)
Prev.	Previous	Rand Off	Rand = Random (Rand Off, Rand On)



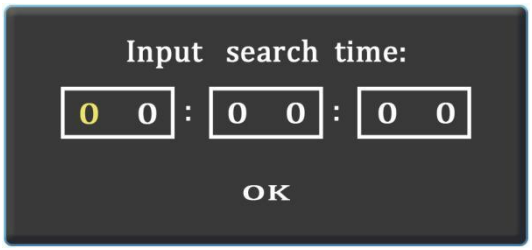
Menu	Function	Menu	Function
Set A	Set A, Set B, None	Slow ...	Slow Forward (SF2X, SF4X, SF8X, SF16X)

	Playlist		Step Forward
	Info = Information		Go to <Input search time>

Goto ... (Input search time)

Start play from the selected specific time of the video.

Scroll right to , press **OK** button, Input search time, then press **OK** button **twice**.

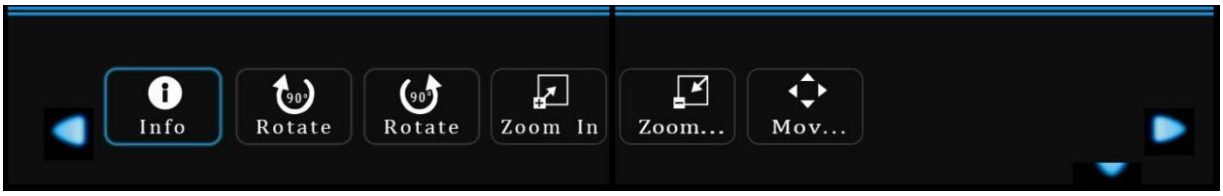


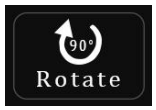
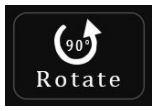
(6) Multimedia Play Menu - Photo

Photo supports Play / Pause / Previous / Next / Stop / Repeat / Random / Music / Playlist / Info / Rotate / Zoom In / Zoom Out / Moving Display...etc.



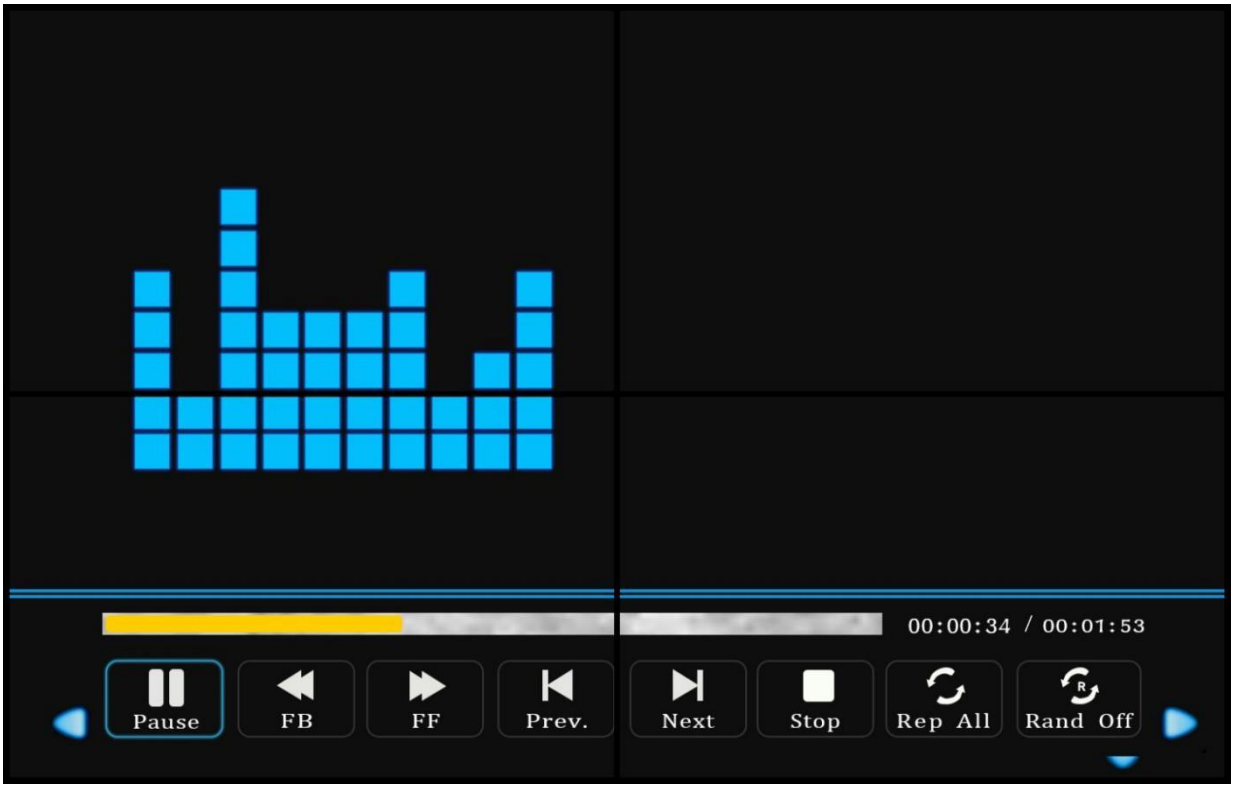
Menu	Function	Menu	Function
	Play or Pause		Rep = Repeat (Rep All, Rep 1, Rep None)
	Previous		Rand = Random (Rand Off, Rand On)
	Next		Play music from USB driver, can be used as background music
	Stop playing		Playlist



Menu	Function	Menu	Function
	Info = Information		Zoom In (1, 2, 4, 8)
	Rotate clockwise *<Photo can be continuously rotated 90 degrees in clockwise direction>*		Zoom Out (1/2, 1/4)
	Rotate anti-clockwise *<Photo can be continuously rotated 90 degrees in anti-clockwise direction>*		Moving Display *(Only available when using Zoom In function - Zoom In 2, 4, 8)*

(7) Multimedia Play Menu - Music

Music supports Play / Pause / FB / FF / Previous / Next / Stop / Repeat / Random / Set A/B / MUTE / Playlist / Info / Goto ...



Menu	Function	Menu	Function
Pause	Play or Pause	Next	Next
FB	Fast back (FB2X, FB4X, FB8X, FB16X)	Stop	Stop playing
FF	Fast forward (FF2X, FF4X, FF8X, FF16X)	Rep All	Rep = Repeat (Rep All, Rep 1, Rep None)
Prev.	Previous	Rand Off	Rand = Random (Rand Off, Rand On)

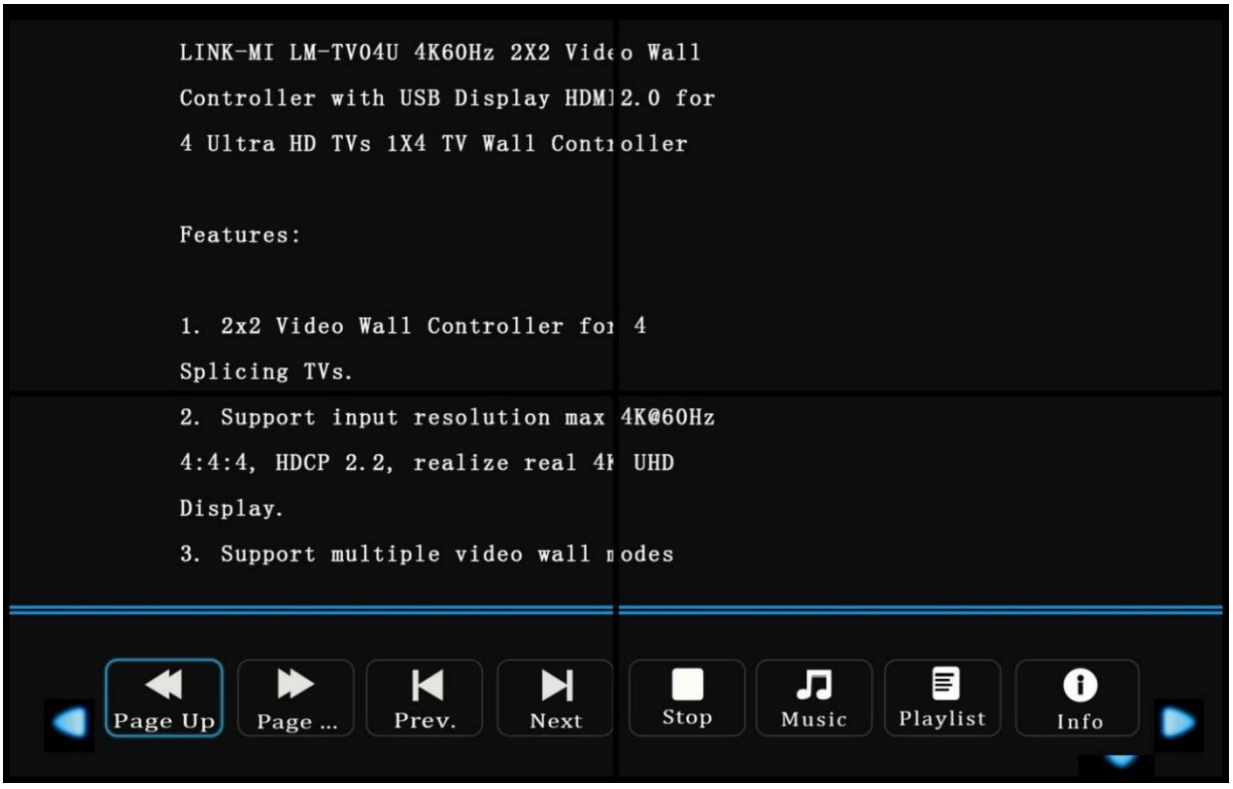


Menu	Function	Menu	Function
Set A	Set A, Set B, None	Info	Info = Information

	Mute		Go to <Input search time>
	Playlist		

(8) Multimedia Play Menu - Text

Text supports Page up / Page down / Previous / Next / Stop / Music / Playlist / Info



Menu	Function	Menu	Function
	Page up		Stop playing
	Page down		Play music from USB driver, can be used as background music
	Previous text		Playlist
	Next text		Info = Information

(9) Volume Adjustment



The volume can be easily adjusted via the remote control. And the volume has a memory function, it will retain the previous level when the device is powered on again.

16. Trouble Shooting

If the product is experiencing issues, here are some troubleshooting you can try.
Usually most issues can be fixed by a factory reset. If any issues occur, please try restore factory reset first.

- **What to do if menu language is wrong**

1. On the remote control, press **MENU** button.
2. Use Left <or Right> button to scroll to **SETUP** menu. 
3. Select top item from the list of menu options and press **OK** button.
4. A box will appear with language options; scroll to preferred language and press **MENU** button to exit.

- **When the RESET button on the remote control is not working**

1. Ensure you have switched to the HDMI channel. The RESET button on the remote control is a stop function in the USB channel. You need to switch to the HDMI channel and then press the RESET button to restore factory settings.
2. Alternatively, users can reset to factory settings through the menu. For detailed steps, please refer to the menu description section in the manual.

- **After completing the wiring and starting up, the screen keeps showing "no signal"**

1. Check if the signal cable on the device is properly plugged in.
2. Try restarting the device to refresh the signal.
3. Consider replacing the signal cable with a new one to rule out any possible cable issues.
4. Check if the signal has been correctly switched.

- **When using a remote control to operate the video wall controller and there is no response**

1. Check the remote for any issues and confirm it has batteries.
2. Verify if the distance is too far or if there are any obstacles in the way.

- **The sequence of the splicing images on video wall doesn't match the signal source**

1. Check if the row and column positions in the splice settings are correct.
2. Ensure the screen numbers and splice sequence in the splice settings match.
   For example: 2x2 Splice Mode, each display will show below information.

Splice Mode 2X2 HDMI Port 1 Splice Index 1	Splice Mode 2X2 HDMI Port 2 Splice Index 2
Splice Mode 2X2 HDMI Port 3 Splice Index 3	Splice Mode 2X2 HDMI Port 4 Splice Index 4

- **The image is very blurry / there is ghosting and screen distortion**

1. Check if the input and output signal cables are functioning properly (Ensure that various input and output cables are not tightly bundled together to avoid signal interference that may cause output image distortion.)
2. Verify that the display device is working correctly.

- **If there are no HDMI Audio**

1. Be sure that there is audio arriving with the HDMI input signal. Try connecting headphones to the 3.5mm analog audio jack on the rear panel to verify audio. If audio is present but not being passed to the display device via HDMI, proceed to #2.
2. Check the volume settings of the HDMI display devices; be sure they are turned up and not muted.
3. Try the volume controls on the remote control to be sure the remote has not muted or reduced the volume of the audio.
4. Using the remote control, press the MENU button. Scroll to the SETUP Menu. Scroll down to Output Format. Scroll Left or Right to select HDMI or DVI. Repeat this process to reselect Output Format HDMI.

- **If two HDMI input signals, both supporting 3840x2160@60Hz. When connecting to this video wall controller, only HDMI input 1 display 3840x2160@60Hz, while HDMI input 2 displays 1080P@60Hz**

The default HDMI 1 input is EDID 2.0, and the HDMI 2 input is EDID 1.4. This is for the convenience of users who are using 1080p or who have poor quality cables, so that they can simply switch channels and continue using it. Users can set it to EDID 2.0 through the menu. Then both HDMI input 1 and HDMI input 2 will display 3840x2160@60Hz.
Note: Each input requires individual EDID settings. For example, to set HDMI input 2 to EDID 2.0, you need to configure it in the HDMI input 2 channel settings. The same applies

to HDMI input 1. The USB channel is not capable of EDID settings.

- **When the Image Cropping is not functioning**

1. Verify if the cropping values are set within the resolution range of the input signal source, with the maximum Left and Right crop value not exceeding 3840 and the Top & Bottom crop value not exceeding 2160. For example, if your signal source supports only 1920x1080, the cropping values should not exceed this range.
2. If your signal source supports 3840x2160 but cropping within the this value is still not functioning, verify if the input signal is using EDID 2.0. If not, set it to EDID 2.0 and retry cropping.

- **When playing from a USB drive, you select a folder but no files are displayed. However, when the USB drive is connected to a computer, the files in the corresponding folder are visible**

Please confirm that the correct channel is selected (Photo - Music - Movie - Text). If you want to play a video, you need to enter the Movie channel to access the corresponding file. If you select a folder containing videos in the Photo or other channels, the files will not be displayed.

- **If you get a "Can't detect update file" message after copying the software upgrade program to the USB flash drive and attempting to update**

Please make sure the software upgrade program is located in the root directory of the USB drive, not in any folder.

If the issue persists after trying all these steps, there might be a problem with either the device or the display. It is recommended to consult the user manual or contact our technical support for further assistance.

17. Technical Support

For technical support – including troubleshooting, documentation, and software updates:
http://www.link-mi.com/feedback.html

Email Support: **service@link-mi.com**

When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase.
- Your source devices, display units, cable length, resolution, video wall mode...etc.
- Any error messages displayed at the time the error occurred.
- The sequence of operations that led up to the error.
- Any other information you feel may be of help.

18. Warranty

We offer a one-year limited warranty on our products starting from the date of original purchase. This warranty covers defects in materials and workmanship under normal use.

Warranty Terms:
1. The warranty is valid only for the original purchaser with proof of purchase.
2. During the warranty period, we will repair or replace defective products. No labor fees and replacement part costs will be charged (excluding damage caused by human factors or other force majeure events).
3. The warranty does not cover damage caused by misuse, accidents, unauthorized modifi cations, or natural disasters.

Exclusions:
1. Consumable parts, unless damage has occurred due to a defect in materials or workma nship.
2. Cosmetic damage, including but not limited to scratches, dents, and broken plastic on p orts.
3. Damage caused by use with a third-party component or product that does not meet spe cifications.
4. Damage caused by using a non-standard power supply or one that exceeds the specifie d voltage and current limits.
5. Damage caused by hot-plugging cables while the device is powered on.

Warranty Request Process:
1. Contact our customer service by email.
2. Provide proof of purchase with date and a detailed description of the issue.
3. Follow the instructions from our support team for the return or repair of the product.

Mail-in Service:
This warranty includes a Mail-in Service, allowing customers to send in their defective products for free repair. Customers must mail-in the product during the warranty period.

When sending the unit, carefully pack and send it prepaid, adequately insured and preferably in the original carton. Include a letter detailing the complaint and provide a day time phone and email address where you can be reached.



SHENZHEN LINK-MI TECHNOLOGY CO., LTD

WWW.LINK-MI.COM E-mail: sales@link-mi.com