

OWNER'S MANUAL

LG Digital Signage

(MONITOR SIGNAGE)

Please read this manual carefully before operating your set and retain it for future reference.

65EE5PC

TABLE OF CONTENTS

IMPORTANT PRECAUTIONS.....3

- Electrical Power Related Precautions.....3
- Precautions for installing the Product5
- Precautions for Moving the Product.....6
- Precautions for Using/Cleaning the Product.....7
- Product Disposal (Only, Hg lamp used LCD Monitor).....7
- Precautions When Cleaning the Product8
- Precautions When Experiencing Image Sticking.....8
- Precautions When Using the Remote Control.....9

ASSEMBLY AND PREPARATION 10

REMOTE CONTROL 11

MAKING CONNECTIONS..... 13

- Connecting to a PC.....13
- External Device Connection.....13
- Using the Input List15

TROUBLESHOOTING..... 16

PRODUCT SPECIFICATIONS..... 19

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

IMPORTANT PRECAUTIONS

Please read these safety precautions carefully before using the product.

WARNING

Failure to follow those warnings may result in death, serious injury or damage to the product or other property.

CAUTION

If you ignore the caution message, you may be slightly injured or the product may be damaged.

WARNING

- Indoor Use Only.

Electrical Power Related Precautions

WARNING

- Only use the power cord supplied with the unit or another manufacturer's authorized cord.
 - Failure to do so may result in fire or electrical shock or damage to the product.
- Only use a properly grounded plug and receptacle.
 - If you do not you may be electrocuted or injured. Or the product might be damaged.
- Do not use a damaged or loose plug.
 - This may cause electrical shock or fire.
- Operate the display only from a power source(i.e. voltage) indicated in the product specification.
 - Otherwise the product can be damaged, fire can occur or you may be electrocuted. If you are not sure what type of power supply you have, consult a certified electrician.
- In the presence of thunder and lightning, never touch the power cord and signal cable because it can be very dangerous.
 - It can cause electric shock.
- Do not connect several extension cords, electrical appliances or electrical heaters to a single outlet. Use a power strip with a grounding terminal designed for exclusive use with the computer.
 - A fire can break out due to overheating.
- Do not touch the power plug with wet hands. Additionally, if the cord pin is wet or covered with dust, dry the power plug completely or wipe dust off before plugging in the cord.
 - You may be electrocuted due to excess moisture.

- If you don't intend to use the product for a long time, unplug the power cable from the product.
 - Layers of dust can cause a fire, or insulation deterioration can cause electric leakage, electric shock or fire.
- Insert the power plug firm so it cannot come loose.
 - A loose connection can cause fire.
- Hold the plug when pulling out the power cable. Do not pull the plug out by the wire. Do not bend the power cord with excessive force or put heavy objects on the power cord.
 - The power line can be damaged, which may cause electric shock or fire.
- Do not insert metal or other conductive materials into the product openings. Additionally, do not touch the power cable right after plugging into the wall input terminal.
 - You may be electrocuted.
- Use an appliance coupler as a disconnect device.
- Please make sure the device is installed near the wall outlet to which it is connected and that the outlet is easily accessible.
- Do not unplug the power cord while the product is in use.
 - Electrical shock can damage the product.
- As long as this unit is connected to the AC wall outlet, it is not disconnected from the AC power source even if the unit is turned off.

Precautions for installing the Product

WARNING

- Keep away from heat sources like heaters or open flames.
 - Electrical shock, fire, malfunction or deformation may occur.
- Keep the packing anti-moisture material or vinyl packing out of the reach of children.
 - Anti-moisture material is harmful if swallowed. If swallowed by mistake, force the patient to vomit and visit the nearest hospital. Additionally, vinyl packing can cause suffocation. Keep it out of the reach of children.
- Do not put heavy objects on the product or sit upon it.
 - If the product collapses or is dropped, you may be injured. Prevent Children from climbing or pulling on the unit.
- Do not leave the power or signal cable where someone can trip over it.
 - Pedestrians may become entangled in the cables and cause the device to become damaged causing electrical shock, fire, or serious injury.
- Install the product in a neat and dry place. Do not use near water.
 - Dust or moisture can cause electrical shock, fire or product damage.
- Do not add accessories that have not been designed for this display.
- If you smell smoke or other odors or hear a strange sound from the product unplug the power cord and contact LG Customer Service.
 - If you continue to use without taking proper measures, electrical shock or fire can occur.
- If you dropped the product or the case is broken, turn off the product and unplug the power cord.
 - If you continue to use without taking proper measures, electrical shock or fire can occur. Contact LG Customer Service.
- Do not drop an object on or apply impact to the product. Do not throw any toys or objects at the product.
 - It can cause injury to humans, problems to the product and damage the display.
- Keep out of reach of children and do not place toys near the product.
- Make sure the product ventilation hole is not blocked. Install the product more than 100 mm (3.9 inches) from the wall.
 - If you install the product too close to the wall, it may be deformed or fire can break out due to internal heat build-up.
- Do not cover the product with cloth or other material (eg. plastic) while plugged in.
 - The product can be deformed or fire can break out due to internal overheating.
- Place the product on a flat and stable surface that is large enough to support the product.
 - If the product is dropped, you may be injured or the product may be broken.
- Install the product where no Electromagnetic Interference occurs.
- Keep the product away from direct sunlight.
 - The product can be damaged.
- Do not place the product on the floor.
 - Small Children and others may trip over it.
- Do not install this product on a wall if it could be exposed to oil or oil mist.
 - This may damage the product and cause it to fall.
- For displays with glossy bezels the user should consider the placement of the display as the bezel may cause unwanted reflections from surrounding light and bright surfaces.

Precautions for Moving the Product



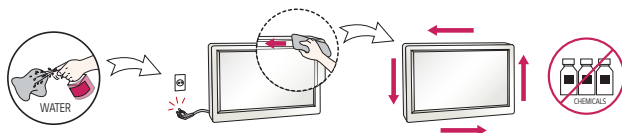
WARNING

- Make sure to turn off the product.
 - You may be electrocuted or the product can be damaged.
- Make sure to remove all cables before moving the product.
 - You may be electrocuted or the product can be damaged.
- When lifting or moving the product, do not hold it upside down while holding only the stand.
 - This may cause the product to fall resulting in damage or injury.
- Do not shock the product when moving it.
 - You may be electrocuted or the product can be damaged.
- Make sure the panel faces forward and hold it with both hands to move.
 - If you drop the product, the damaged product can cause electric shock or fire.
- Do not place the product face down.
 - This may damage the TFT-LCD screen.

Precautions for Using/Cleaning the Product

WARNING

- Do not attempt to disassemble, repair or modify the product yourself.
 - Fire or electric shock can occur.
 - Contact LG Customer Service for repair.
- When cleaning the product, unplug the power cord and scrub gently with a soft cloth to prevent scratching. Do not clean with a wet cloth or spray water or other liquids directly onto the product. An electric shock may occur. (Do not use chemicals such as benzene, paint thinners or alcohol.)
- Keep the product away from water.
 - Fire or electric shock accident can occur.
- Avoid high temperatures and humidity.
- Do not put or store flammable substances near the product.
 - There is a danger of explosion or fire.
- Keep the product clean at all times.
- Take a comfortable and natural position when working with the product.
- Take a regular break when working with the product for a long time.
- Do not press on the panel with a hand or sharp object such as nail, pencil or pen, or make a scratch on it.
- Keep proper distance from the product and rest from time-to-time.
 - Your vision may be impaired if you look at the product too closely or for too long.
- Set the appropriate resolution by referring to the User's Guide.
- Keep small accessories out of the reach of children.
- Displaying a still image for long time on the monitor may leave persistent image or stain on the monitor screen. To avoid this problem, use a screen saver and power off when this product is not used. Persistent image or stain caused by long time usage are not covered by the warranty on this product.
- Do not use products using high voltage around the Monitor. (ex. Electrical Swatter)
 - Monitor may have malfunction as its electrical shock.
- Spray water onto a soft cloth 2 to 4 times, and use it to clean the front frame; wipe in one direction only. Too much moisture may cause staining.



Product Disposal (Only, Hg lamp used LCD Monitor)

- The fluorescent lamp used in this product contains a small amount of mercury.
- Do not dispose of this product with general household waste.
- Disposal of this product must be carried out in accordance to the regulations of your local authority.

Precautions When Cleaning the Product

WARNING

Failure to observe these instructions may result in serious injury or death.

- Do not spray water directly onto the product and do not use inflammable materials such as thinner or benzene to wipe the product.
 - Attempting repair or modification yourself may cause a fire hazard or result in electric shock.
- Contact the sales representative or service center for internal cleaning of the product approximately once a year.
 - If you do not clean the product, dust will accumulate inside and may create a fire hazard or malfunction.
- Always wear protective gear, such as gloves, when cleaning the panel as the parts where the edges meet are very sharp.

CAUTION

Failure to observe these instructions may result in minor injury or damage to the product.

- To clean the product, unplug the power cord and wipe it gently with a soft cloth. Do not spray with water or wipe with a wet cloth. When cleaning the product or the screen, do not use cleanser, automobile or industrial shiner, abrasive or wax, benzene, alcohol, etc., as this may damage the product.
 - This may create a fire hazard, and result in electric shock or product damage (deformation, corrosion or breakage).
- Use a ladder when cleaning the product.
 - Never use ladders that must be mounted on the product as this may damage the screen.
- Never use rods, etc. to apply excessive force to the product as this may cause damage to the product.

Precautions When Experiencing Image Sticking

- Displaying a still image for a prolonged period of time may cause damage to the screen, resulting in image sticking.
- Most third-party products have the same issue. The resulting damage is not covered by the product warranty.

Precautions When Using the Remote Control

CAUTION

Failure to observe these instructions may result in minor injury or damage to the product.

- Remove any obstacles.
- The remote control may not function properly in sunlight or under a strong lamp. Move the product if it is being used in these conditions.
- Only use the specified type of battery. Do not insert batteries that are not rechargeable into the charger.
 - Burst or leaking batteries may cause fire or electric shock.
- Avoid locations near heaters or locations with high humidity.
- Do not mix new batteries with old ones.
 - Burst or leaking batteries may cause fire or electric shock.
- Do not expose the batteries to excessive heat. Keep them away from direct sunlight, fireplaces, electric heaters, etc.

ASSEMBLY AND PREPARATION



CAUTION

- Always use genuine components to ensure safety and product performance.
- The product warranty will not cover damage or injury caused by the use of counterfeit components.
- Connect the power cord to the product before you plug it into a wall outlet. Plugging the power cord into a wall outlet first may cause an electric shock, which can also damage the product.

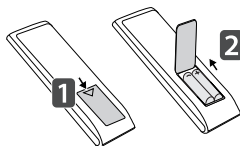


NOTE

- 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
 - Downloading from the LG Electronics website.
 - Visit the LG Electronics website (<http://partner.lge.com>) and download the latest software for your model.
- The warranty will not cover any damage caused by using the product in an excessively dusty environment.

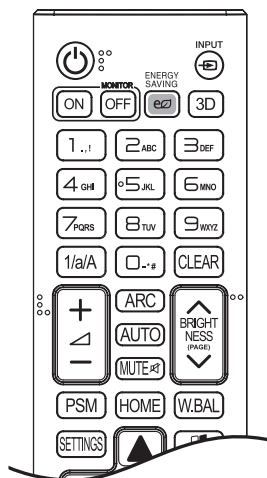
REMOTE CONTROL

The descriptions in this manual are based on the buttons on the remote control. Please read this manual carefully to use the monitor correctly. To install batteries, open the battery cover, place batteries (1.5 V AAA) matching $\oplus$ and $\ominus$ terminals to the labels inside the compartment, and close the battery cover. To remove the batteries, perform the installation actions in reverse. The illustrations may differ from the actual accessories.

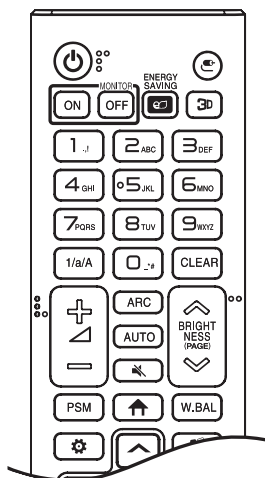


CAUTION

- Do not mix old and new batteries, as this may damage the remote control.
- Be sure to point the remote control toward the remote control sensor on the monitor.
- Some features of the remote control may not be supported in certain models.



or



POWER Turns the monitor on or off.

MONITOR ON Turns the monitor on.

MONITOR OFF Turns the monitor off.

ENERGY SAVING Adjusts the brightness of the picture to reduce energy consumption.

INPUT Selects the input mode.

3D / 3D Used for viewing 3D videos.

1/a/A Toggles between numerical and alphabetical.

Number and Alphabet buttons

Enters numerical or alphabetical characters depending upon the setting.

CLEAR Deletes the entered numerical or alphabetical character.

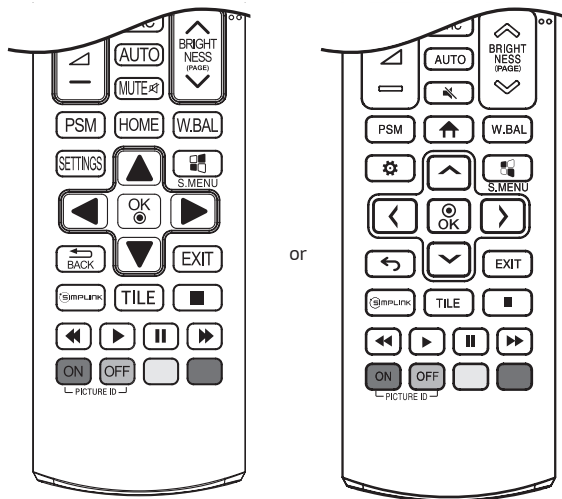
Volume Up/Down Button Adjusts the volume.

ARC Selects the Aspect Ratio mode.

AUTO Automatically adjusts picture position and minimizes image instability (available for RGB input only).

MUTE Mutes all sounds.

BRIGHTNESS Adjusts the brightness of the display. PAGE function is not supported in this model.



PSM Selects the Picture Mode.

HOME / ↑ Activates the Launcher.

W.BAL Enters the White Balance menu.

SETTINGS / ⚙️ Accesses the main menus or saves your input and exit menus.

S.MENU SuperSign menu key.

Navigation Buttons Scrolls through menus or options.

OK / ⏹ Selects menus or options and confirms your input.

BACK / ↶ Allows you to move back one step in the user interaction function.

EXIT Quit all OSD tasks and applications.

SIMPLINK Allows you to control various multimedia devices to enjoy multimedia simply by using the remote control through the Simplink menu.

TILE Selects the TILE Mode.

PICTURE ID ON/OFF When the Picture ID number matches the Set ID number, you can control whichever monitor you want in multi-display format.

USB Menu Control Buttons Controls media playback.

MAKING CONNECTIONS

You can connect various external devices to your monitor. Change the input mode and select the external device you want to connect. For more information about external device connections, see the user manual provided with each device.

Connecting to a PC

Some of the cables are not provided.

This monitor supports the Plug and Play* feature.

* Plug and Play: a feature that enables a PC to recognize devices attached by the user without device configuration or user intervention when powering up.

External Device Connection

Some of the cables are not provided. Connect a HD receiver, DVD, or VCR player to the monitor and select an appropriate input mode.

For the best picture quality, use a HDMI cable to connect the monitor to external devices.

! NOTE

- The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.
- For the best image quality, using the monitor with HDMI connection is recommended.
- To comply with the specifications of the product, use a shielded interface cable with ferrite core, such as a D-sub 15-pin cable and DVI-D/HDMI cable.
- If you turn the monitor on when the set is cold, the screen may flicker. This is normal.
- Sometimes red, green, or blue spots may appear on the screen. This is normal.
- Use a High Speed HDMI®/TM cable.
- Use a certified cable with the HDMI logo attached. If you do not use a certified HDMI cable, the screen may not display or a connection error may occur.
- Recommended HDMI Cable Types
 - High-Speed HDMI®/TM Cable
 - High-Speed HDMI®/TM Cable with Ethernet
- If you want to use HDMI-PC mode, you must set your PC/DTV to PC mode.
- You may experience compatibility issues if you use HDMI-PC mode.
- Make sure the power cable is disconnected.
- If you connect a gaming device to the monitor, use the cable provided with the gaming device.
- High Speed HDMI®/TM cables transmit a HD signal up to 1080p and higher.

! CAUTION

- Do not press the screen with your finger for a prolonged period as this may result in temporary distortion on the screen.
- Avoid displaying static images on the screen for a long period of time to prevent image burn. Use a screensaver if possible.
- A wireless communication device near your monitor can affect the image.

Using the Input List

HOME /  → 

- HDMI → DISPLAYPORT

NOTE

- DISPLAYPORT is applied to the set's internal connections.

TROUBLESHOOTING

No image is displayed.

Problem	Action
Is the product power cord connected?	Check if the power cord is correctly plugged into the power outlet.
Does the "Invalid Format" message appear?	The signal from the PC (Graphics card) is out of the vertical or horizontal frequency range of the product. Adjust the frequency range by referring to the Specifications in this manual.
Does the "No Signal" message appear?	- The signal cable between PC and product is not connected. Check the signal cable. - Access the input menu to check the input signal.

The Unknown Product message appears when the product is connected.

Problem	Action
Did you install the driver?	Check if the Plug and Play function is supported by referring to the graphics card user manual.

The screen image looks abnormal.

Problem	Action
Is the screen position wrong?	Check if the graphics card resolution and frequency are supported by the product. If the frequency is out of range, set to the recommended resolution in the [Control Panel] → [Display] → [Setting] menu. (The settings may differ depending on your operating system.)
The screen is displayed abnormally.	The proper input signal is not connected to the signal port. Connect the signal cable that matches with the source input signal.

Screen color is abnormal.

Problem	Action
Screen has poor color resolution (16 colors).	Set the number of colors to more than 24 bits (true color). Select [Control Panel] → [Display] → [Settings] → [Color Table] in Windows. (The settings may differ depending on your operating system.)
Screen color is unstable or mono-colored.	Check the connection status of the signal cable. Or, re-insert the PC graphics card.
Do black spots appear on the screen?	Several pixels (red, green, white, or black color) may appear on the screen, which can be attributable to the unique characteristics of the OLED panel. This is not a malfunction of the OLED.

The operation does not work normally.

Problem	Action
The power suddenly turned off.	- Is the Timer set? - Check the power control settings. Power interrupted.

**CAUTION**

- Image sticking may occur when displaying a fixed image for an extended period of time. It is recommended that you display videos for 12 hours or less per day to decrease the likelihood of image sticking.
- A few horizontal lines may appear on the screens while running the Clear Panel Noise feature (OFF-RS). This is normal, so there is no need for concern. Turning the power on while the Clear Panel Noise feature (OFF-RS) is operating may cause the product to malfunction. After the Clear Panel Noise feature (OFF-RS) is completed and the screen turns on, use the remote control to operate the product.
- OFF-RS: Removes image sticking through TFT degradation compensation. Runs after 4 hours of use.
JB: Removes image sticking through OLED degradation compensation. Runs after 2000 hours of use.

PRODUCT SPECIFICATIONS

The product specifications below may be changed without prior notice due to upgrade of product functions.
“~” refers to alternating current (AC), and “—” refers to direct current (DC).

OLED screen	Screen type	Thin Film Transistor (TFT) OLED Screen
Video signal	Maximum resolution	HDMI: 3840 × 2160 @ 30 Hz DP IN: 3840 × 2160 @ 30 Hz DP OUT: 3840 × 2160 @ 30 Hz - This may not be supported on some OS or graphics card types.
	Recommended resolution	HDMI: 3840 × 2160 @ 30 Hz DP IN: 3840 × 2160 @ 30 Hz DP OUT: 3840 × 2160 @ 30 Hz - This may not be supported on some OS or graphics card types.
	Horizontal frequency	30 kHz to 83 kHz
	Vertical frequency	23 Hz to 71 Hz
	Synchronization	Digital
Input/output ports (One sides)	1 × 4	AC-IN 1, AC-IN 2, AC-IN 3, AC-IN 4, IR, LAN, RS-232C, HDMI IN
Embedded battery		Applied
Environmental Conditions	Operating Temperature	0 °C to 40 °C (32 °F to 104 °F)
	Operating Humidity	10 % to 80 %
	Storage Temperature	-20 °C to 60 °C (-4 °F to 140 °F)
	Storage Humidity	5 % to 85 %

65EE5PC

OLED screen	Pixel pitch		0.372 mm (H) x 0.372 mm (V)
Power	1 x 1 (One sides)	Rated power	AC 100-240 V ~ 50/60 Hz
		Power consumption	On Mode: 230 W (Typ.) Sleep Mode (DisplayPort, HDMI): ≤ 3 W Off Mode: ≤ 0.5 W
Dimensions (Width x Height x Depth) / Weight	1 x 2 (Both sides)	Display Section	1600 mm x 1445 mm x 15.6 mm / 52 kg (62.9 inches x 56.8 inches x 0.6 inches / 114.6 lbs)
		Display Section + Stand Section	2131 mm x 2120 mm x 756 mm / 186 kg (83.8 inches x 83.4 inches x 29.7 inches / 410.0 lbs)
	1 x 3 (Both sides)	Display Section	2401 mm x 1445 mm x 15.6 mm / 78 kg (94.5 inches x 56.8 inches x 0.6 inches / 171.9 lbs)
		Display Section + Stand Section	2895 mm x 2120 mm x 756 mm / 274 kg (113.9 inches x 83.4 inches x 29.7 inches / 604.0 lbs)
	1 x 4 (Both sides)	Display Section	3123 mm x 1445 mm x 15.6 mm / 104 kg (122.9 inches x 56.8 inches x 0.6 inches / 229.2 lbs)
		Display Section + Stand Section	3749 mm x 2120 mm x 756 mm / 360 kg (147.5 inches x 83.4 inches x 29.7 inches / 793.6 lbs)

HDMI/ DisplayPort (PC) Support Mode

Resolution	Horizontal frequency (kHz)	Vertical frequency (Hz)	Remark
800 x 600	37.879	60.317	
1024 x 768	48.363	60.0	
1280 x 720	44.772	59.855	
1366 x 768	47.712	60	
1280 x 1024	63.981	60.02	
1920 x 1080	67.5	60	
3840 x 2160	67.5	30	HDMI, DisplayPort

HDMI/ DisplayPort (DTV) Support Mode

Resolution	Horizontal frequency (kHz)	Vertical frequency (Hz)	Remark
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	HDMI, DisplayPort

 NOTE

- PC resolutions available for the Input Label option in HDMI input modes: 640 x 480/60 Hz, 1280 x 720/60 Hz, 1920 x 1080/60 Hz; 480p, 720p, and 1080p DTV resolutions.

- 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.

- 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.



Make sure to read the Safety Precautions before using the product.

The model and serial numbers of the SET are located on the back and one side of the SET. Record it below should you ever need service.

MODEL _____
SERIAL _____

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