

newline

DV GO POSTER

User Manual



INTRODUCTION

About This Manual

This guide explains how to position, connect, operate, combine, and maintain the DV Go Poster. Read the safety information before installing or powering on the product.

Purpose and scope

The instructions are written for product owners, operators, and trained installation personnel. Product appearance, port location, and software screens may vary slightly by production batch or software version. The delivered product and its labels take precedence.

Environmental declaration

Dispose of packaging, batteries, electronic components, and end-of-life equipment in accordance with local regulations. Reuse or recycle materials whenever practical.

Conventions

Label	Meaning
WARNING	A condition that could cause injury, electric shock, fire, or major product damage.
IMPORTANT	A required action or limitation that helps prevent equipment damage or data loss.
NOTE	Additional information that makes a procedure easier to complete.
Bold text	A button, menu, setting, connector, or field shown on the product or in software.

NOTE: ViPlex Express and ViPlex Handy interface names may change as NovaStar updates the software. Use the equivalent current command when a screen differs from the example.

SAFETY

Installation and Handling Precautions

The DV Go Poster is a tall, wheeled direct-view LED product. Careful handling protects both the user and the LED surface.

WARNING: Two people should move or reposition the product. Keep the display upright and support it from the frame or base, never from the LED surface.

- Use the product indoors on a level, stable surface that can safely support its weight.
- Lock all casters before operating the display or connecting cables.
- Do not use the display on ramps, steps, uneven flooring, or where it may be struck by carts or doors.
- Do not climb on the base, hang objects from the frame, or allow children to move the display.
- Keep ventilation openings clear. Do not cover the control box or place the rear of the display against curtains or loose materials.
- Do not install the product near water, heat sources, open flames, flammable materials, corrosive chemicals, or excessive dust.
- Do not press, strike, scratch, or lean objects against the LED surface.
- Move the display only when powered off and disconnected from power, network, HDMI, USB, and audio cables.
- If the display produces smoke, unusual odor, abnormal heat, liquid leakage, or unusual noise, disconnect power immediately and contact qualified service personnel.



The low-profile base and rear support keep the unit stable when all casters are locked.

SAFETY

Electrical, Service, and Network Precautions

Electrical safety

- Connect the product only to a properly grounded outlet that matches the rating on the product label.
- Use the supplied power cable or an approved replacement with the same electrical rating and connector type.
- Route cables so they cannot be pinched, crushed, rolled over, or create a trip hazard.
- Disconnect the product from AC power before opening a service cover, connecting internal cables, or performing maintenance beyond routine cleaning.
- Do not operate the product with a damaged cord, loose connector, missing ground, exposed conductor, or signs of moisture.

Service and LED surface

- Internal modules, receiving cards, and power supplies are not user-serviceable. Service covers may be opened only by trained personnel.
- Wear clean gloves when work near the LED surface is unavoidable. Do not touch LED packages with bare hands.
- Use ESD protection for any authorized internal service work.
- Use only a clean, dry, soft cloth or soft anti-static brush. Do not spray cleaner directly on the display.

Network security

- Use the device-specific credentials printed on the product label or supplied Quick Guide.
- Change default or temporary passwords after initial setup and store credentials securely.
- Connect the display only to trusted networks and install firmware only from an authorized source.

IMPORTANT: Do not publish photos of a product label if the Wi-Fi name or password is visible.

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CHAPTER 1

Product Overview

The DV Go Poster is a mobile, narrow-format direct-view LED display designed for digital signage, event messaging, retail promotion, wayfinding, and other high-impact visual applications.



DV Go Poster product view

1.1 Features

- Fine-pitch 1.5625 mm COB direct-view LED image with a native portrait canvas.
- Integrated NovaStar T50 multimedia controller for scheduled or stand-alone playback.
- Content delivery through wired Ethernet, 2.4 GHz Wi-Fi, USB flash drive, or HDMI.
- HDMI loop output and software mosaic controls for side-by-side multi-poster layouts.
- Wheeled floor stand with locking casters and rear support frame.
- Front-access LED modules for qualified service personnel.

CHAPTER 1

1.2 Product Appearance and Components



Front, side, and rear views. Product appearance may vary slightly by production batch.

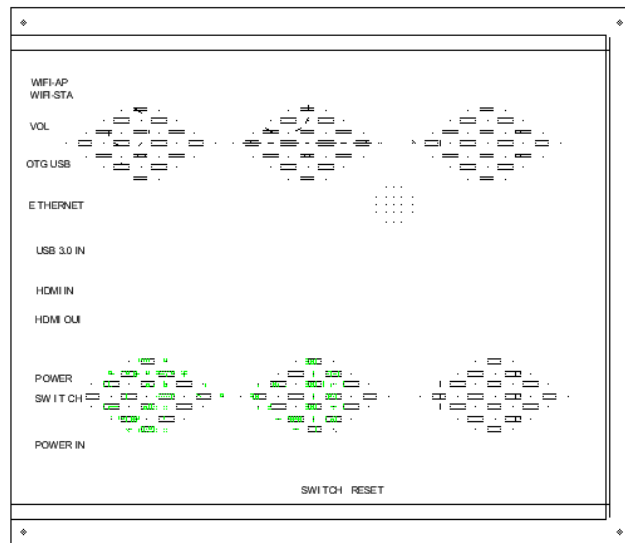
Component	Description
LED display surface	Six vertically arranged cabinets create one continuous portrait image.
Metal frame	Supports the LED cabinets and protects the display structure.
Rear support frame	Stabilizes the display on the wheeled base.
Control box	Houses the multimedia controller, connection ports, and related electronics.
Metal base	Provides the standing platform and cable clearance.
Locking casters	Allow controlled movement and secure the product during operation.
Frame connectors	Join adjacent posters for approved multi-poster arrangements.

IMPORTANT: Do not use the control box, rear covers, or LED cabinet edges as lifting handles.

CHAPTER 1

1.3 Rear Control Panel

Port position may vary slightly by production batch. Match the printed labels on the delivered product before connecting a cable.



Representative rear connection panel. Port position may vary by production batch.

Connector / control	Function
AUDIO OUT	3.5 mm analog output for an external amplified speaker or audio system.
USB 3.0	USB Type-A port for USB playback, content transfer, approved updates, or storage expansion.
ETHERNET	Gigabit network connection for content publishing and device management.
WIFI	Antenna connection for 2.4 GHz Wi-Fi AP or Wi-Fi STA operation.
HDMI IN	Digital video input for synchronous playback.
HDMI OUT	Loop output to the next poster in a supported multi-poster chain.
OTG USB	USB Type-B service/control connection to a host computer.
POWER	Product power control or indicator, depending on production configuration.
POWER IN	AC power input. Use only the approved power cable.
SYNC/ASYNC / RESET	If equipped, used for playback-mode switching or controlled reset. Use only as directed.

CHAPTER 1

1.4 Key Specifications and Identification

Item	Specification
Product	DV Go Poster
Pixel configuration / pitch	COB; 1.5625 mm (P1.5-class)
Native display resolution	384 x 1296 pixels per poster
LED module size	300 x 168.75 mm
Overall dimensions (W x H x D)	610 x 2143.4 x 500 mm (approximately 24.0 x 84.4 x 19.7 in)
Weight	46 kg (101.4 lb) without base
Brightness	600 nits
Viewing angle	170° horizontal / 170° vertical
Max. / average power	400 W maximum; 133 W average
Input power	100-240 V AC, 50/60 Hz
Frame / refresh rate	50/60 Hz frame rate; 3840 Hz refresh rate
Gray scale	14-16 bit
Operating temperature	-10 to +40 °C (14 to 104 °F)
Operating humidity	10-80% RH, non-condensing
Ingress protection	IP41; indoor use
Typical LED lifetime	100,000 hours; actual life depends on operating conditions
Operating system	Android 11
Network	RJ45 Ethernet; 2.4 GHz Wi-Fi AP/STA
Video / USB	HDMI IN x1, HDMI loop output, USB 3.0 x1, and OTG USB
Audio	Integrated 5 W x2; 3.5 mm analog audio output
Maintenance / bracket	Front maintenance; mobile wheeled base

Locate the product label

The model, serial number, electrical rating, Wi-Fi name, and initial access credentials are printed on a label near the rear control box. Record the model and serial number before contacting support. Keep credentials private.

IMPORTANT: Specifications are subject to change. The rating label on the delivered product takes precedence over this summary.

CHAPTER 2

2.1 Unpacking and Incoming Inspection

Inspect the shipment before moving the product into its final operating position.

1. **Inspect the package.** Check for punctures, crushed corners, water exposure, or signs that the crate or carton was dropped.
2. **Document damage.** Photograph the package and product before removing protective materials if damage is visible.
3. **Remove protective materials.** Use two people and keep the display upright. Do not drag packing material across the LED surface.
4. **Verify the contents.** Compare the product, cables, fasteners, and tools with the packing slip and Appendix B.
5. **Inspect the product.** Check the base, casters, rear supports, frame, control box, and LED surface for loose or damaged parts.
6. **Retain packaging.** Keep the original packaging for future transportation or service return when possible.

WARNING: Do not power on a unit with shipping damage, a wet enclosure, loose internal parts, exposed wiring, or a damaged power connector.

CHAPTER 2

2.2 Moving, Positioning, and Locking the Display



Move the unit upright using the base and structural frame as the handholds.

1. **Power off and disconnect.** Remove AC power and every signal cable before moving the display.
2. **Unlock the casters.** Release each caster brake only when two people are ready to control the unit.
3. **Push from the structure.** Apply force to the metal frame or base. Do not pull from the screen or control box.
4. **Move slowly.** Use a spotter at doorways and transitions. Do not roll over cords, thresholds, steep slopes, or damaged flooring.
5. **Choose the final position.** Allow access to the rear control panel and keep all ventilation openings clear.
6. **Lock every caster.** Confirm that the base does not roll or rock before reconnecting cables.

IMPORTANT: The casters are for positioning on smooth indoor floors. Use the original packaging and approved handling equipment for transportation between locations.

CHAPTER 2

2.3 Power Connection and Initial Startup

1. **Confirm the environment.** Verify that the display is dry, stable, ventilated, and away from impact hazards.
2. **Check the electrical rating.** Confirm that the outlet matches the 100-240 V AC, 50/60 Hz rating shown on the product label.
3. **Connect signal cables.** Attach Ethernet, HDMI, USB, or audio cables required for the intended playback method.
4. **Connect AC power.** Insert the product end fully into POWER IN, then connect the grounded AC plug to the outlet.
5. **Turn on the display.** Use the rear POWER control and allow the controller and LED system to start.
6. **Verify operation.** Confirm that the startup image or stored program appears and that no cabinet section remains dark or abnormal.

NOTE: A stored program may begin automatically after startup. A black screen can also be normal when the selected source has no active content.

Initial functional check

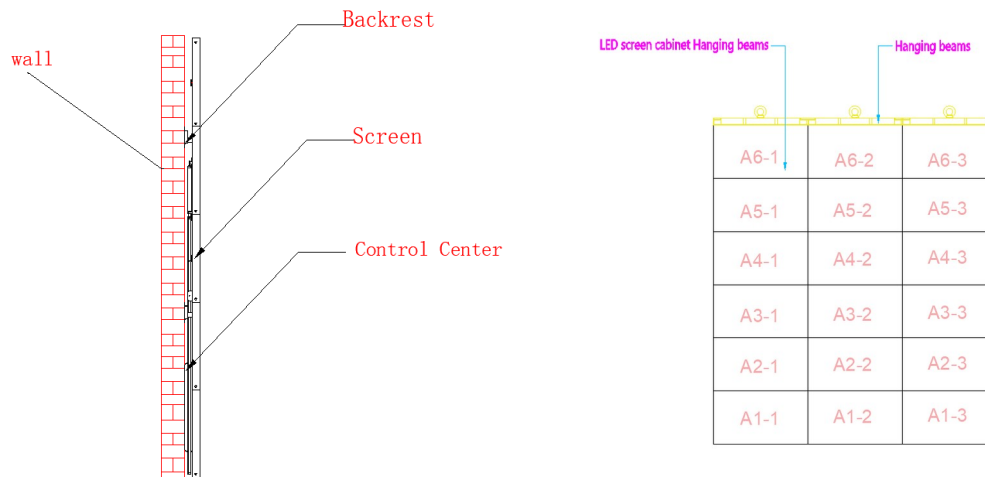
- All six cabinet sections illuminate consistently.
- No rapid flicker, unusual color block, or repeating image section is visible.
- The controller can be discovered through the selected network method.
- HDMI or USB content plays when that source is selected.
- Audio equipment, if used, is connected to AUDIO OUT and powered separately.

WARNING: Disconnect power immediately if you see smoke, arcing, exposed conductors, liquid, or abnormal heat.

CHAPTER 2

2.4 Optional Wall or Suspended Installation

The standard product is shown on its freestanding wheeled base. Wall-mounted or suspended configurations require a project-specific structural design and professional installation.



Concept diagrams only. Mounting hardware and building structure must be engineered for the actual site.

Installer responsibilities

- Verify the wall, ceiling, support structure, anchors, and attachment points are rated for the full static and dynamic load.
- Use only approved frame connection points. Never suspend the product from rear covers, cabinet doors, handles, or control-box hardware.
- Provide secondary safety retention where required by code.
- Maintain service access, ventilation, cable bend radius, and a safe method for disconnecting AC power.
- Comply with all applicable building, electrical, seismic, fire, and rigging requirements.

WARNING: Do not attempt a wall or suspended installation without written project drawings and qualified structural, rigging, and electrical personnel.

CHAPTER 3

3.1 Choose a Playback Mode

Choose the method that matches how content will be created, updated, and played.

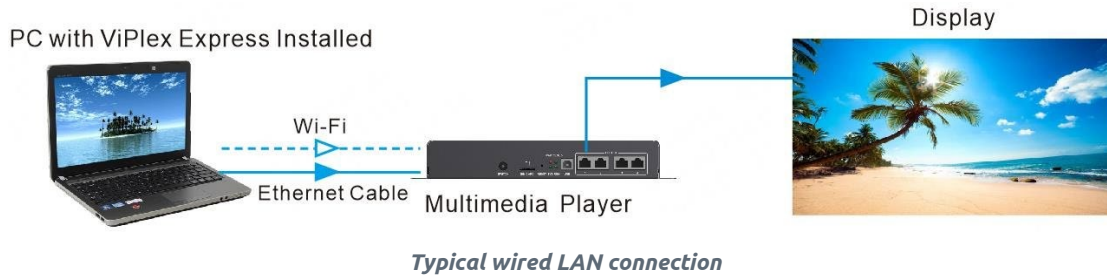
Mode	Connection	Best use
Asynchronous / stored	Ethernet or Wi-Fi with ViPlex Express	Scheduled signage that continues playing after the computer disconnects.
Mobile management	Wi-Fi with ViPlex Handy	Quick device setup, source switching, and simple content updates.
USB playback	USB flash drive	Offline content transfer without a network connection.
Synchronous HDMI	HDMI IN	Live computer, media player, camera, or presentation output.
Multi-poster mosaic	HDMI loop plus mosaic configuration	One image distributed across two or more adjacent posters.

Quick selection

- Use asynchronous playback for the most reliable unattended digital signage workflow.
- Use HDMI when content must mirror a live source or change in real time.
- Use USB when the display cannot join the network.
- Use a multi-poster mosaic only after every unit operates correctly as a standalone poster.

CHAPTER 3

3.2 Wired LAN, Wi-Fi STA, and Direct AP Connection



Wired LAN

Connect the display and the computer running ViPlex Express to the same local network. Wired LAN is recommended for initial commissioning and routine publishing because it avoids wireless coverage and password issues.

Wi-Fi STA

Join the display to the same trusted 2.4 GHz wireless network as the computer or mobile device. Use ViPlex Express or ViPlex Handy to configure the Wi-Fi network when supported by the installed controller firmware.

Direct Wi-Fi AP

For direct setup without a router, connect to the display's Wi-Fi access point. The factory credential depends on the controller firmware shipped with the product.

First-time credential reference

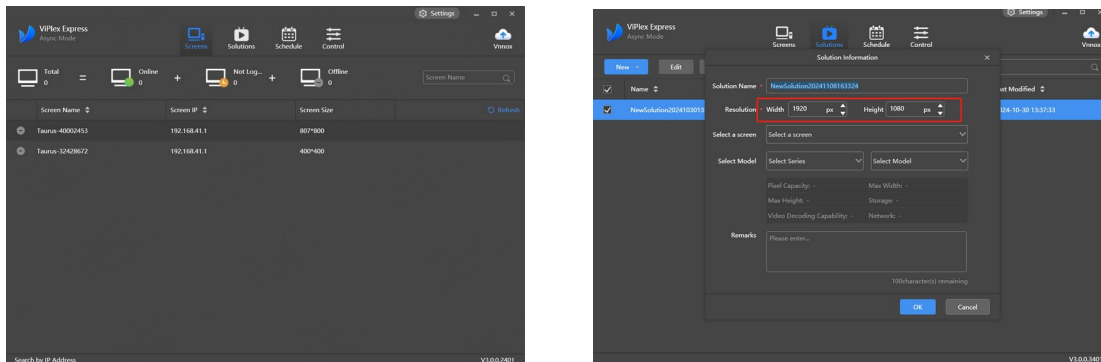
Controller firmware	Wi-Fi AP password	Administrator login password
Below version 4.6	12345678	123456
Version 4.6	SN2008@+	SN2008@+
Device-specific label supplied	Use the password on the SSID label	Use the label or supplied Quick Guide

IMPORTANT: The SSID label or supplied Quick Guide takes precedence over the factory reference above. Change default or temporary credentials after the first successful login and store the new settings securely.

CHAPTER 4

4.1 ViPlex Express: Install and Connect

ViPlex Express is used to discover the integrated controller, create solutions, publish content, and manage playback settings.



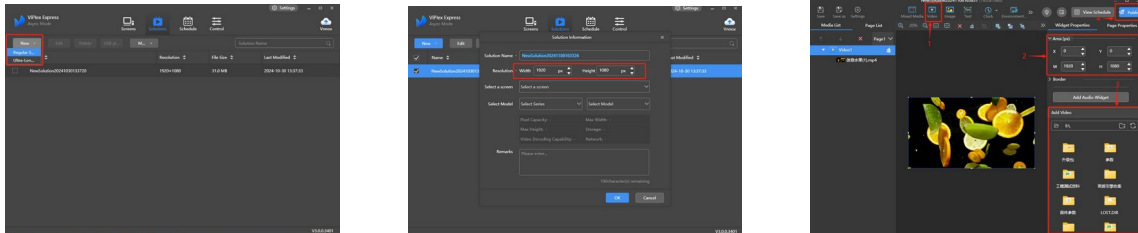
Representative ViPlex Express screens. Labels may differ by software version.

1. **Install ViPlex Express.** Download the current supported version from an authorized NovaStar source and complete installation on the management computer.
2. **Connect to the same network.** Use wired LAN, Wi-Fi STA, or the display's direct AP connection.
3. **Open Screens.** Select the device or terminal management area and refresh the device list.
4. **Select the poster.** Identify it by the device name, Wi-Fi name, or information on its product label.
5. **Connect.** Enter the applicable first-time administrator password from Section 3.2, or the current password maintained by the system administrator.
6. **Confirm status.** Verify the device is online before publishing or changing configuration.

NOTE: If discovery fails, confirm both devices are on the same subnet and check the Ethernet/Wi-Fi link, firewall, and wireless-isolation settings. If the poster was previously commissioned, contact the system administrator before attempting a reset.

CHAPTER 4

4.2 Create and Publish an Asynchronous Program



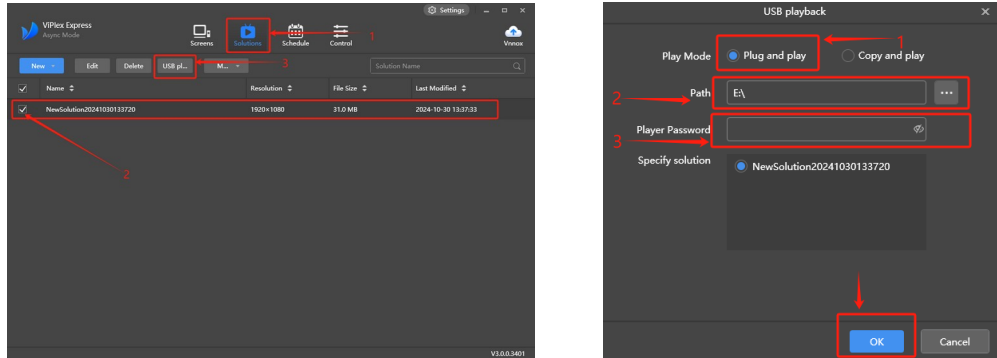
Typical workflow: create a solution, set the canvas, add media, and publish.

1. **Open Solutions.** Choose New and create a regular solution.
2. **Set the canvas.** For one standard poster, use 384 x 1296 pixels. For a mosaic, use the total combined canvas described in Chapter 5.
3. **Choose a layout.** Use one full-screen region unless the content plan requires multiple zones.
4. **Add media.** Insert supported images, video, text, clock, web, or other approved content elements.
5. **Fit and preview.** Size the content to the full canvas and confirm portrait orientation. Keep critical text away from the outer edge.
6. **Publish.** Send the solution to the connected poster, select the playback schedule, and wait for the transfer to complete.
7. **Verify locally.** Confirm the intended program plays after the management computer disconnects.

IMPORTANT: Create source media at the final portrait or mosaic aspect ratio whenever possible. Stretching landscape content to a narrow poster can distort or crop the image.

CHAPTER 4

4.3 USB Playback and Offline Publishing



Export the solution to a USB drive, then insert the drive into the poster's USB 3.0 port.

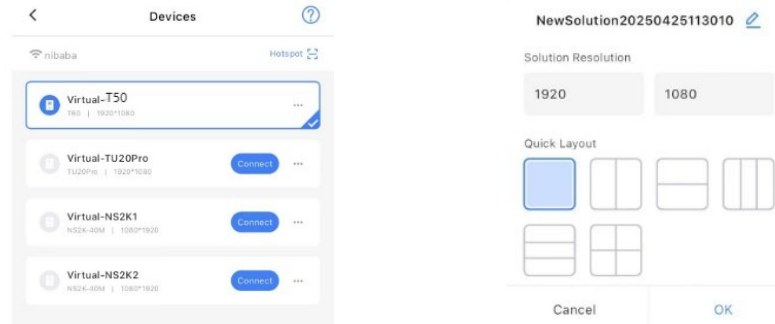
1. **Prepare the solution.** Create and preview the program in ViPlex Express.
2. **Choose USB publishing.** Select the command used to export or publish a solution to USB.
3. **Select the playback behavior.** Choose Plug and play to play from the drive, or Copy and play to copy the solution to local storage before playback.
4. **Select the destination.** Choose the USB drive and export the intended solution. Enter the controller password if requested.
5. **Eject safely.** Wait for the export to complete, then use the operating system's safe-eject function.
6. **Insert in the display.** Connect the USB drive to USB 3.0 and wait for the controller to recognize the solution.

WARNING: Do not remove the USB drive during export, copy, firmware update, or active plug-and-play operation. Data corruption can prevent the program from loading.

NOTE: If Copy and play is selected, the USB drive may be removed only after the copy completes and the product indicates it is safe to do so.

CHAPTER 4

4.4 Mobile Control with ViPlex Handy



Representative mobile screens for connecting to a controller and creating a solution.

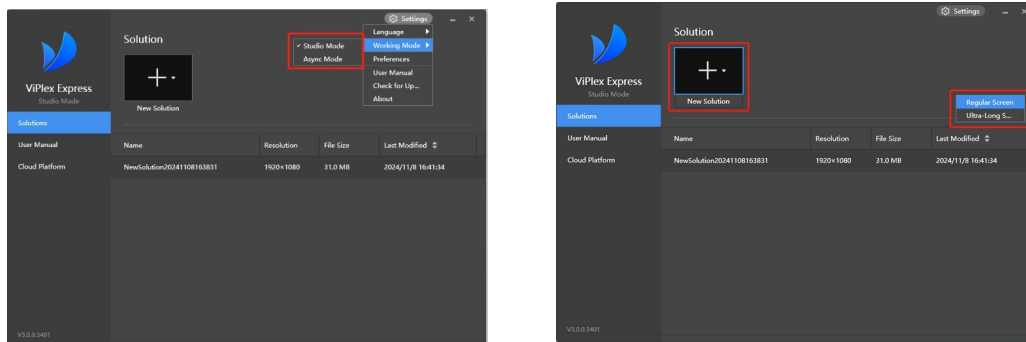
1. **Install the app.** Use the official app store listing or an authorized NovaStar source for the current ViPlex Handy application.
2. **Connect to the display network.** Join the same trusted Wi-Fi network as the poster or connect directly to its Wi-Fi access point.
3. **Add or discover the device.** Open the device list and select the poster.
4. **Authenticate.** Enter the device-specific administrator password. The mobile app may retain the account information on that device.
5. **Create or manage a program.** Set the correct canvas, add supported media, then publish and verify playback.
6. **Use device controls carefully.** Source selection, screen control, network configuration, and mosaic settings affect live output immediately.

IMPORTANT: Do not share screenshots that reveal the display's Wi-Fi name, administrator account, or password.

CHAPTER 4

4.5 Synchronous HDMI Playback

Use HDMI when the DV Go Poster must show a live computer, media player, camera, or other external source.



Switch the active video source to HDMI using the supported device-control interface.

1. **Connect the source.** Connect the source output to HDMI IN on the poster.
2. **Select synchronous or HDMI input.** Use ViPlex Express, ViPlex Handy, or the supported mode control for the installed firmware.
3. **Set the source canvas.** For full-screen output, use a custom source resolution that matches the active display canvas.
4. **Confirm scaling.** Test text, edges, and motion. If only part of the image appears, the source resolution does not match the poster or mosaic canvas.

Layout	Recommended source canvas
1 poster	384 x 1296
2 posters side-by-side	768 x 1296
3 posters side-by-side	1152 x 1296

NOTE: Many consumer players do not offer these narrow custom resolutions. Use a PC, video processor, or signage player that supports custom output timing, or use asynchronous playback instead.

CHAPTER 5

5.1 Multi-Poster Overview

Two or more DV Go Posters can be arranged side-by-side and configured as one continuous canvas.



Three-poster DV Go mosaic

Role	Function
First poster	Receives the internal stored program or external HDMI source and provides HDMI loop output.
Downstream poster(s)	Receive HDMI from the preceding poster and display the assigned mosaic section.
Mosaic configuration	Defines total terminal count, poster order, source role, and image offset for each unit.

IMPORTANT: Use matching DV Go Poster models and firmware. Confirm each unit displays correctly by itself before building a mosaic.

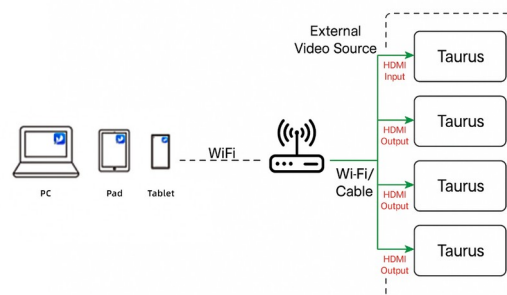
CHAPTER 5

5.2 Join and Cable Adjacent Posters



Align the frames, engage the connector, and tighten the approved fasteners with a 5 mm hex wrench.

1. **Position the posters.** Place matching units side-by-side on a level surface with caster brakes temporarily released.
2. **Align the frames.** Bring the poster edges together without allowing one LED surface to strike the next.
3. **Engage the connectors.** Use the supplied connection pieces and approved fasteners at the designated frame locations.
4. **Tighten evenly.** Use the supplied 5 mm hex wrench. Do not overtighten or pull the frames out of alignment.
5. **Lock the casters.** After the display is straight and stable, lock every caster.
6. **Connect HDMI loop cables.** Connect HDMI OUT from Poster 1 to HDMI IN on Poster 2, then continue OUT-to-IN for additional posters.



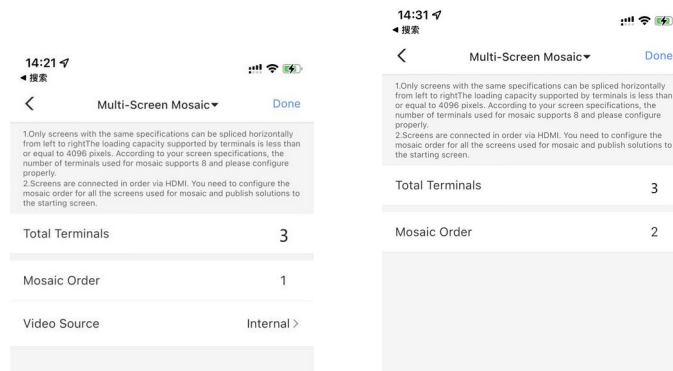
HDMI loop connection roles

WARNING: Do not join, separate, or recable posters while AC power is connected.

CHAPTER 5

5.3 Configure an Internal-Source Mosaic

In this mode, Poster 1 plays the stored program. Downstream posters receive the appropriate image sections through the HDMI loop.



Set total terminals, mosaic order, and internal source role for the first poster.

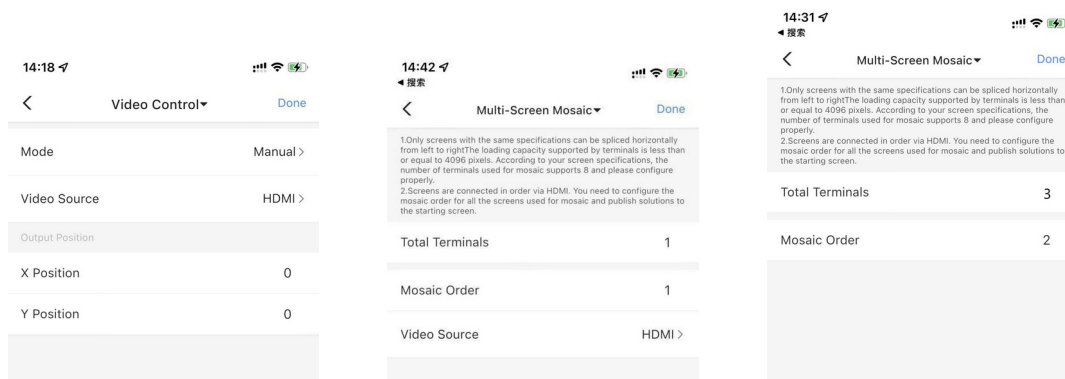
1. **Create the combined canvas.** Multiply 384 pixels by the number of posters; keep the height at 1296 pixels.
2. **Publish to the first poster.** Use a solution sized to the total canvas, such as 1152 x 1296 for three posters.
3. **Set Poster 1 as Internal.** Select the internal or asynchronous source on the first controller.
4. **Set downstream posters to HDMI.** Each remaining poster must use the incoming HDMI loop as its video source.
5. **Open Multi-Screen Mosaic.** Set Total Terminals to the number of posters and assign Mosaic Order from left to right.
6. **Verify the full image.** Check that the content continues in the correct direction across every seam.

Posters	Program canvas	Order
2	768 x 1296	1, 2
3	1152 x 1296	1, 2, 3

NOTE: If image quality is critical, create media at the exact combined resolution instead of relying on automatic scaling.

CHAPTER 5

5.4 External HDMI Mosaic and Return to Standalone



Use HDMI as the source for the first poster and assign each poster's mosaic order.

External HDMI mosaic

1. **Connect the external source to Poster 1 HDMI IN.** Loop Poster 1 HDMI OUT to each downstream HDMI IN as shown in Section 5.2.
2. **Select HDMI on Poster 1.** Use the installed controller interface to select the external video source.
3. **Set the combined source resolution.** Use 768 x 1296 for two posters or 1152 x 1296 for three posters whenever the source supports that timing.
4. **Set total terminals and order.** Assign each unit the correct left-to-right position and verify the complete image.

Return posters to standalone operation

1. **Disable multi-screen mosaic.** Turn off the mosaic setting on every controller.
2. **Select the intended source.** Restore Internal, USB, or HDMI playback on each standalone unit.
3. **Republish if needed.** A poster with no stored program may display black after the mosaic is disabled.

IMPORTANT: If a downstream poster is manually set to Internal while the mosaic is active, that unit will not show its assigned portion of the looped image.

CHAPTER 6

6.1 Troubleshooting: Power and Display

Symptom	Check	Corrective action
No power	Outlet, power cable, POWER control, product rating	Test the outlet; reseal the supplied cable; confirm the POWER control is on. Stop if the cord or connector is damaged.
Controller starts but screen is black	Selected source and stored program	Select the intended source. Publish a program or connect an active HDMI source.
One cabinet section is dark	Internal power or signal path	Power-cycle once. If the same section remains dark, disconnect AC power and contact qualified service personnel.
Image flickers or shows blocks	Loose signal path, unstable source, abnormal cabinet status	Reseat external HDMI/network cables, try a known-good source, and record which cabinet section is affected.
Colors or brightness differ by section	Calibration data or module replacement history	Do not rearrange modules. Contact support to restore the correct receiving-card calibration data.
Display restarts unexpectedly	Power quality, heat, blocked ventilation	Verify stable grounded power and clear ventilation. Disconnect and request service if abnormal heat continues.

WARNING: Do not bypass grounding, open energized covers, or repeatedly power-cycle a product that smells hot, arcs, leaks, or trips a circuit.

Record the fault location

When reporting a visual defect, photograph the full display and identify the affected cabinet from top to bottom. Note whether the issue appears on stored content, HDMI content, or both.

CHAPTER 6

6.2 Troubleshooting: Network, Playback, and Mosaic

Symptom	Likely cause	Corrective action
Poster not found in ViPlex	Different network, Wi-Fi isolation, firewall, or cable issue	Confirm the same subnet, check link status, refresh discovery, and test a direct wired connection.
Login rejected	Password changed or wrong device selected	Verify the device name and use the credential maintained by the administrator. Do not reset without authorization.
USB program does not start	Unsupported export, incomplete copy, wrong port, or password	Re-export with ViPlex Express, wait for completion, use USB 3.0, and verify the controller password.
HDMI shows only part of the image	Source canvas does not match poster or mosaic	Set the source to 384 x 1296 per poster, or the exact combined width for a mosaic.
Mosaic order is reversed	Incorrect terminal order	Set Mosaic Order to match the physical left-to-right poster sequence.
One mosaic poster shows its own content	Downstream source set to Internal	Set downstream posters to HDMI and keep only Poster 1 as the internal-source leader.
No audio	Audio device unpowered, muted, or connected incorrectly	Use AUDIO OUT with an amplified speaker or audio system; confirm volume at both the source and external audio device.

Safe reset sequence

1. **Stop publishing or copying.** Wait for any active transfer to complete.
2. **Power off normally.** Disconnect AC power for 30 seconds only after the display shuts down.
3. **Reconnect and test one source.** Start with standalone stored content, then add network or HDMI connections one at a time.

NOTE: If a reset temporarily clears the issue but it returns, capture the time, source, and software version and contact support.

Routine Maintenance and Storage

Cleaning procedure

1. **Power off and disconnect AC power.** Allow the display to cool before cleaning.
2. **Remove loose dust.** Use a clean, dry, soft anti-static brush with very light pressure.
3. **Clean the frame and base.** Use a soft cloth lightly dampened with water, then dry the surface completely.
4. **Inspect before power-on.** Confirm no moisture remains and no fibers or debris are caught on the LED surface.

IMPORTANT: Do not use compressed air at close range, abrasive cloths, paper towels, household cleaner, ammonia, solvent, or an unknown chemical on the LED surface.

Recommended maintenance schedule

Interval	Action
Before each use	Inspect cables, caster locks, screen surface, rear supports, and ventilation openings.
Monthly	Remove dust from ventilation openings and verify network, HDMI, USB, and audio connections.
Quarterly	Check frame connectors, caster operation, grounding condition, and image uniformity.
Before storage	Remove media and cables, clean the display, protect the LED surface, and store upright in a dry environment.
After long storage	Inspect for moisture, corrosion, loose parts, or pest damage before reconnecting power.

Storage and inactivity

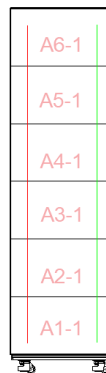
For long periods of inactivity, store the display upright in its original packaging when possible. Avoid high humidity and rapid temperature changes. If the product has been stored in a cold or damp location, allow it to reach room conditions and confirm it is dry before powering on.

APPENDIX A.1

Factory Configuration Reference

This information helps qualified support personnel identify the standard hardware configuration. Internal components are not user-serviceable.

Component	Standard configuration
Poster assembly	1 unit
LED cabinet sections	6 vertically arranged cabinets; 384 x 216 pixels each
LED modules	24 COB modules; 300 x 168.75 mm; four modules per cabinet
Multimedia controller	1 NovaStar T50
Receiving cards	6 NovaStar N80 receiving cards
Power supplies	6 LP.200W1.711-N power supplies
Native resolution	384 x 1296 pixels



Factory cabinet numbering

Module and cabinet positions

Cabinet positions run from A1-1 at the bottom to A6-1 at the top. The display is calibrated before shipment. Cabinet, module, receiving-card, and calibration-data positions must remain associated with their original locations unless a qualified technician follows an approved replacement and recalibration procedure.

WARNING: Do not remove LED modules, receiving cards, power supplies, or rear covers while AC power is connected.

APPENDIX A.2

LED Module Placement Map

Use this reference only during authorized front-service work. The numbered position of every cabinet and LED module must be preserved.

A6-1-3	A6-1-4
A6-1-1	A6-1-2
A5-1-3	A5-1-4
A5-1-1	A5-1-2
A4-1-3	A4-1-4
A4-1-1	A4-1-2
A3-1-3	A3-1-4
A3-1-1	A3-1-2
A2-1-3	A2-1-4
A2-1-1	A2-1-2
A1-1-3	A1-1-4
A1-1-1	A1-1-2

Factory LED module placement map

Position within each cabinet	Module suffix	Example in bottom cabinet
Bottom left	-1	A1-1-1
Bottom right	-2	A1-1-2
Top left	-3	A1-1-3
Top right	-4	A1-1-4

IMPORTANT: Record every complete module ID before removal. A calibrated module must return to the same numbered position and orientation shown on this map.

APPENDIX A.3

Authorized Loading and Reinstallation Procedure

This sequence supplements the placement map in Appendix A.2 and is intended for trained direct-view LED service personnel.

Loading sequence

1. **Disconnect and document.** Power off, disconnect AC power, use ESD protection, and photograph all position labels before removal.
2. **Start with the bottom cabinet.** Install cabinets in order A1-1, A2-1, A3-1, A4-1, A5-1, then A6-1 from bottom to top.
3. **Restore each module to its labeled position.** Within every cabinet, match the complete module ID to the map; keep the orientation label facing up. Do not interchange calibrated modules.
4. **Restore the internal chain.** Verify power and signal connections follow the factory bottom-to-top path and that all latches and connectors are fully seated.
5. **Inspect before power-on.** Confirm the LED surface is flush, tools are removed, service areas are closed, and no cable is pinched. Then test the complete image for alignment, color, and brightness uniformity.

WARNING: LED module work requires trained and authorized direct-view LED service personnel. Never use the suction cup on an energized display or work on modules without ESD protection.

APPENDIX B

Standard Package Contents

The following list reflects one standard 1.5625 mm DV Go Poster equipment package. The sales order and packing slip govern if your project includes different quantities or accessories.

Item	Description	Qty.
DV Go Poster	Complete display with six cabinet sections and wheeled base	1
HDMI cable	HDMI cable, 2 m	1
Short network cable	Cat5e cabinet/interconnect cable, approximately 0.3 m	1
Network signal cable	Custom network cable, 15 m	1
AC power cable	SJT 3C/16 AWG US-standard power cable, 10 m	1
Connection pieces	C6B/J half connection pieces, 38.5 x 80 x 10 mm	7
Connection screws	M6 x 8 black hex-socket screws	15
Interlocking screws	M6 x 15 tri-grip combination screws	5
Hex wrench	5 mm hex wrench	1
Suction cup	Service suction cup	1
Magnetic tool	11 mm magnetic adjustment tool	1
Cleaning cloth	Soft cleaning cloth	2
Gloves	White handling gloves	1 pair

IMPORTANT: The suction cup, magnetic tool, and internal fasteners are service items. Use them only if you are trained and authorized to service direct-view LED products.

If an item is missing

Do not substitute an unapproved power cable, mounting fastener, or structural connection part. Record the sales order, product serial number, missing item, and package condition, then contact the authorized reseller or Newline support channel.

SUPPORT

Prepare for Technical Support

Collecting a small amount of information before contacting support helps identify the cause quickly and avoids unnecessary service work.

Have the following ready

- Product model and serial number from the rear label.
- Number of posters and whether they are standalone or configured as a mosaic.
- Photo of the full display and a close-up of the affected cabinet section.
- Playback method: stored program, USB, HDMI, or multi-poster HDMI loop.
- Source resolution and intended content canvas.
- ViPlex Express or ViPlex Handy version and controller firmware version, if available.
- Exact sequence that reproduces the issue and the time it occurred.
- Recent changes to cables, network, firmware, content, modules, power, or physical layout.



DV Go multi-poster rear view

Specifications and software workflows are subject to change without notice.

ViPlex Express and ViPlex Handy are products of NovaStar.