

## What can be monitored using the Selective Monitoring feature?

It monitors the status of all devices connected to the Workspace. The issues being monitored are as follows:

No.	Issue Type	Description
1	Temperature	It detects if the temperature exceeds the warranty range.
2	Fan	It detects when the fan is not functioning properly.
3	No Response	It detects no response from the device.
4	No Signal	It detects no input signal from the device.
5	No Signal Power Off (15min)	It detects if the device shuts down due to the "No Signal Power Off (15mins)".
6	No IR Power Off (4hour)	It detects if the device shuts down due to the "No IR Power Off (4hours)".
7	Ethernet	It detects signal output issues from the device.
8	Power	It detects when the device's power is abnormal.
9	Cell/Line Defect Detection	It detects an open pixel.
10	Humidity	It detects if the internal humidity of the device exceeds the set value.
11	Door Open	It detects if the device door stays open longer than the set time.
12	Panel(BLU)	It detects anomalies in the backlight module.
13	Pixel	It detects anomalies in the R/G/B values of the LCD screen pixels.
14	Filter alarm	It detects when the device's filter needs replacement.
15	Impact	It detects impacts on the device.
16	Volume	It detects if the device volume is lower than the set value.
17	No Audio Signal	It detects no input signal from the device.
18	Failure Prediction	It detects when events occur that could affect the lifespan.
19	Voltage	The Receiver Card's voltage is out of the normal range.

## What actions can be taken when an issue occurs with a monitored item?

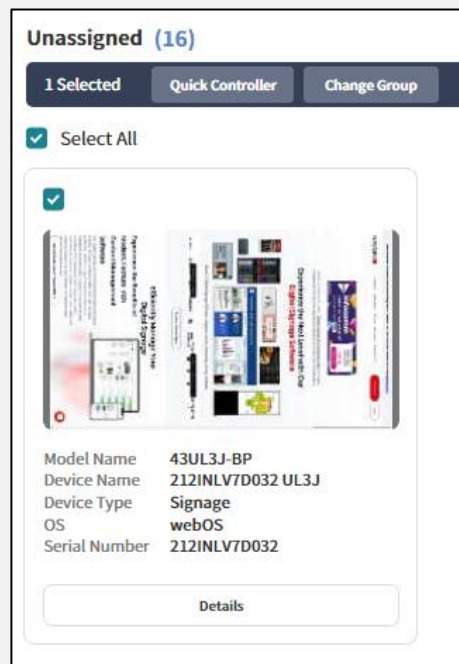
If an issue occurs with a monitored item, you can be notified via email. Please refer to the Self Check guide for each issue type to manage the devices.

### (1) Temperature

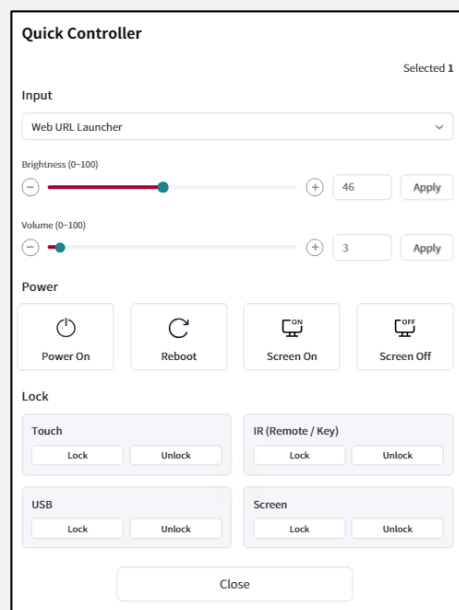
Please check if any obstacles are blocking the air intake/exhaust vents and reboot the device.

Note: How do I reboot my device?

(1) Select the device you want to reboot.



(2) Click the Quick Controller button.



(3) Click the Reboot button.

(2) **Fan**

Please check if there are any issues with the operating temperature and restart the device. If the problem persists, please contact the operations team for assistance.

(3) **No Response**

Please check the status of your internet connection. If reconnecting doesn't resolve the issue, try rebooting your device.

(4) **No Signal**

Please check if the input connection cable is properly secured, and if the problem persists, please contact the operations team for assistance.

#### (5) No Signal Power Off (15min)

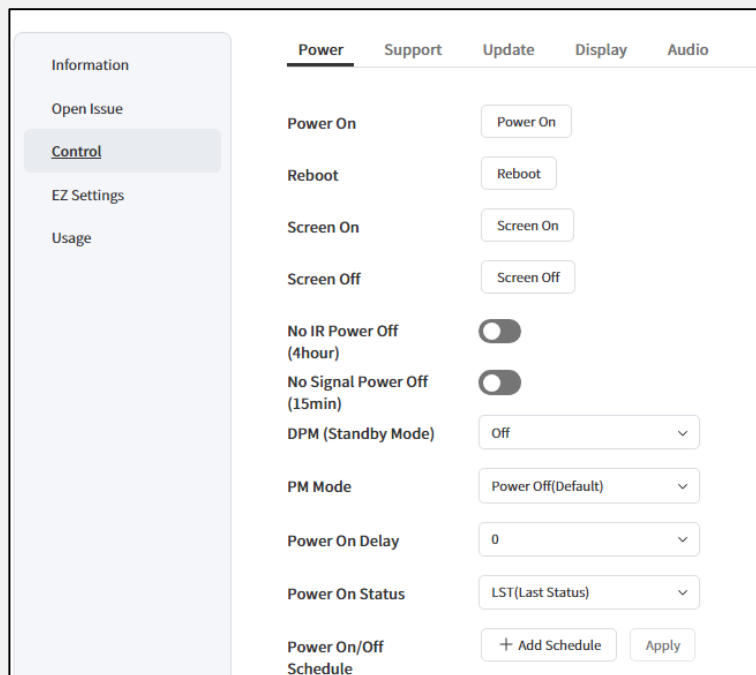
If you do not want the device to shut down automatically, disable 'No Signal Power Off (15min)'

Note: How do I disable 'No Signal Power Off (15min)'

(1) Click the Details button.



(2) Click the Control menu and Power tab.



(3) Turn off the 'No Signal Power Off (15min)'.

#### (6) No IR Power Off (4hour)

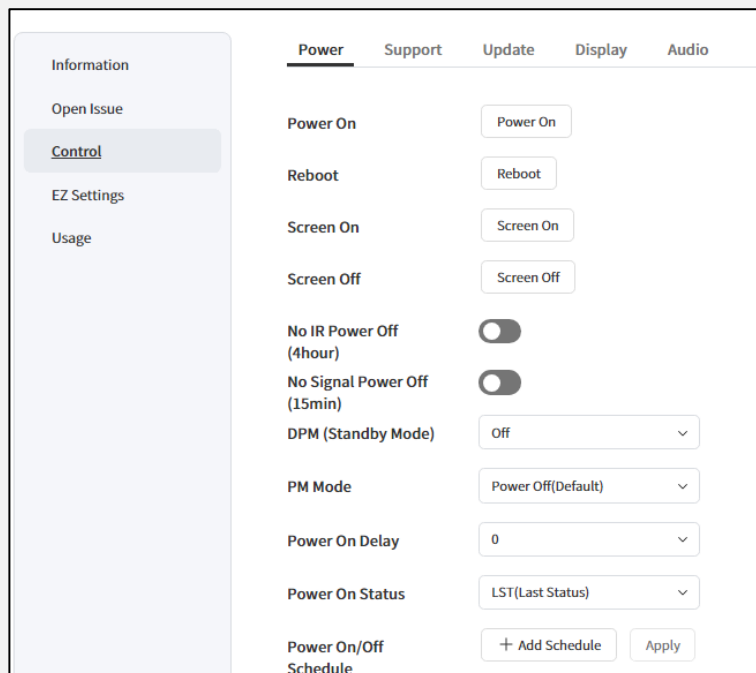
If you do not want the device to shut down automatically, disable 'No IR Power Off (4hours)'.

Note: How do I disable 'No Signal Power Off (4hours)'?

(1) Click the Details button.



(2) Click the Control menu and Power tab.



(3) Turn off the 'No IR Power Off (4hours)'.

**(7) Ethernet**

Please ensure that the connection cable is properly secured. If the issue persists, please contact the operations team for assistance.

**(8) Power**

Please check if the power is being supplied correctly, and if a redundancy setup is in place, switch to Redundancy mode. If the issue is not resolved, please contact the operations team for assistance.

**(9) Cell/Line Defect Detection**

If the issue persists, contact the operations team for assistance.

**(10) Humidity**

The humidity is above the standard level. Please check if the device's fan is working properly.

**(11) Door Open**

If the device door is open, it may not be waterproof, which can result in malfunctions. Additionally, unauthorized personnel may tamper with the device. Therefore, please ensure the device's status is checked regularly.

**(12) Panel (BLU)**

If the issue persists, contact the operations team for assistance.

**(13) Pixel**

If the issue persists, contact the operations team for assistance.

**(14) Filter Alarm**

Please check the device's filter and either clean or replace it. If the issue persists, contact the operations team for assistance.

**(15) Impact**

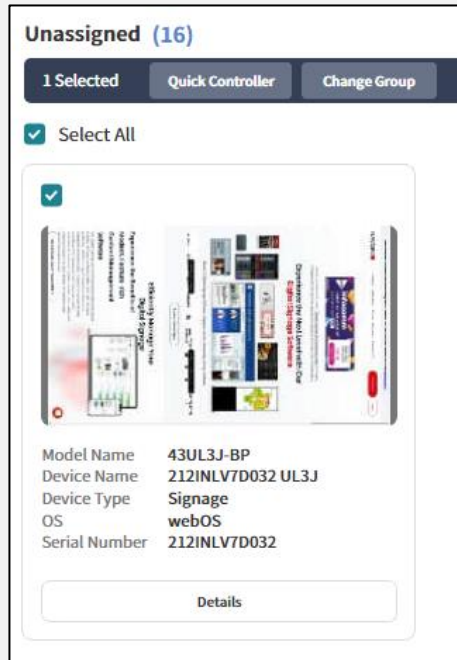
The device panel may be damaged, or the installation angle of the device may be incorrect. Please check the condition of the device.

## (16)Volume

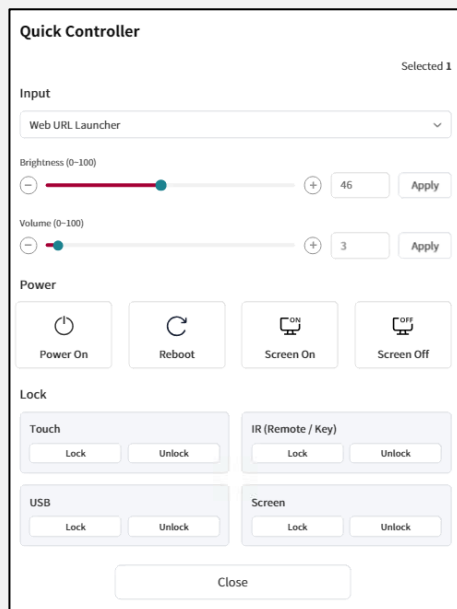
Try adjusting the volume of the device.

Note: How do I adjusting the volume?

(1) Select the device you want to adjust the volume.



(2) Click the Quick Controller button.



(3) Adjust the volume and click the Apply button.

**(17) Failure Prediction**

If this alert occurs frequently, please contact the operations team for assistance.

**(18) No Audio Signal**

Please check the audio signal of the content on the connected media player.