# Pana 34 User Manual

Jupiter

**August 29, 2022**
A-PAN-002-00, Rev. A

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### Conventions Used in this Manual

Labels from the user Interface (UI) are **bolded** to make it easier to follow instructions. If you see a **bolded** word or set of words, look for the label in the UI. Where possible tabs and dialog boxes are named in instructions as markers so you know you are in the right place.

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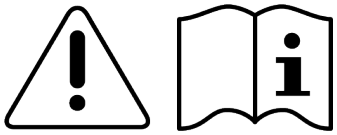

**Warning!**
**Read the user the user instructions**

## Stability Hazard Warnings

The display may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- **ALWAYS** use cabinets or stands or mounting methods recommended by the manufacturer of the display.
- **ALWAYS** use furniture that can safely support the display.
- **ALWAYS** ensure the display is not overhanging the edge of the supporting furniture.
- **ALWAYS** educate children about the dangers of climbing on furniture to reach the display or its controls.
- **ALWAYS** route cords and cables connected to your display so they cannot be tripped over, pulled or grabbed.
- **NEVER** place a display in an unstable location.
- **NEVER** place the display on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the display to a suitable support.
- **NEVER** place the display on cloth or other materials that may be located between the display and supporting furniture.
- **NEVER** place items that might tempt children to climb, such as toys and remote controls, on the top of the display or furniture on which the display is placed.
- If the existing display is going to be retained and relocated, the same considerations as above should be applied.

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# Table of Contents


## CHAPTER 1. READ ME FIRST 1

1.1 Contents of Packaging ..... 1
1.2 Handling Precautions ..... 2
1.3 Cleaning ..... 2
1.4 Receiving and Inspecting Shipment ..... 2
1.5 Unpack the Pana 34 ..... 3
1.6 Storage Considerations ..... 3
1.7 Modifications to Product ..... 3
1.8 Disposal of Product ..... 4

## CHAPTER 2. PANA 34 INSTALLATION & SETUP 5

2.1 Attach the Stand, Camera and Monitor ..... 5

## CHAPTER 3. PANA 34 FEATURES 9

3.1 Views of Your Pana 34 ..... 9
3.1.1 Monitor Stand ..... 11
3.1.2 Camera ..... 13
3.1.3 Buttons ..... 14
3.1.4 Connectors ..... 14
3.2 Specifications ..... 15
3.2.1 Screen & Touch Specifications ..... 15
3.2.2 Connector Specifications ..... 17
3.2.3 Camera Specifications ..... 18
3.2.4 Pana Pen34 Active ..... 19
3.2.5 Microphone & Speakers ..... 20
3.2.6 Physical & Environmental Specifications ..... 22

## CHAPTER 4. PANA 34 OPERATION 23

4.1 Pana 34 Menus/Settings ..... 23
4.1.1 Reset, Inputs, Presets and Overlays ..... 24
4.1.2 Aspect Ratios and Color ..... 25
4.1.3 Special Settings, Sound and Brightness ..... 26
4.2 Touch Screen ..... 27
4.3 Screen Interaction Modes ..... 28

## CHAPTER 5. PANA 34 TROUBLESHOOTING & SUPPORT 29

5.1 Pixelation/Pixel Functionality ..... 29
5.2 Hardware Faults ..... 30
5.2.1 Warranty ..... 30
5.2.1.1 Limited Warranty ..... 30
5.2.1.2 Warranty Period ..... 30
5.2.1.3 Warranty Limitations ..... 31
5.2.1.4 How Service is Handled ..... 32
5.2.1.5 Additional Warranty Service Information ..... 32
5.3 Technical Assistance ..... 33
5.4 Contact Information ..... 33

## Index 35

# Chapter 1
# READ ME FIRST

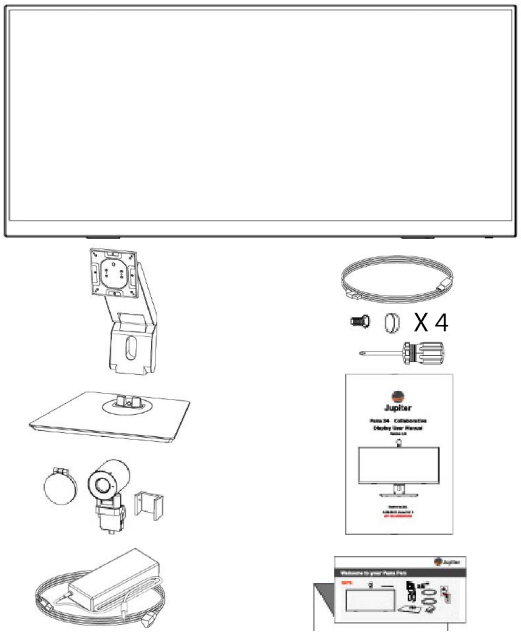
This user manual was created to help you get the most out of your display.

In addition to detailed descriptions of the display and its features, this manual will guide you through the installation and setup processes and best practices on how best to utilize the display.

We make every effort to ensure that this manual is accurate as of the date is printed. However, it may require periodic updating due to ongoing product improvements and customer feedback. Find the latest version of our manuals at Jupiter.com

## 1.1 Contents of Packaging

- Pana 34 monitor
- Articulated mounting arm
- Base
- Camera
- Camera privacy cap
- Power supply & cable
- Pana Pen 34 Active
- Warranty Card & Envelope
- USB Type-C Cable
- Screws for mounting monitor to articulating arm
- Quick Install Guide




**Note:** When verifying the contents of your packaging leave the Pana 34 monitor face down in the protective foam, just the way it ships. It is best to attach the dual action articulating arm while the monitor is face down and protected by the shipping foam.

Please see *Section 2.1, Attach the Stand, Camera and Monitor on page 5* for instructions about assembling the stand and monitor assembly.

## 1.2 Handling Precautions

- DO NOT PLACE THE DISPLAY FACE UP OR FACE DOWN other than in its protective foam padding
- DO NOT SHAKE THE DISPLAY
- Avoid touching the screen, except for action appropriate to using the touch features with your fingers or stylus
- Avoid touching the screen when moving the Pana 34

## 1.3 Cleaning

- Do not clean the display with alcohol, solvents, or ammonia, as these could damage the display
- Never spray any liquid directly onto the screen
- Do not let any kind of liquid enter the display as it may cause electrical shock or damage
- Should the surface of the display become dirty, please wipe the surface lightly with a microfiber cloth
- If the surface requires additional cleaning, lightly moisten the cloth with deionized water as found in "screen clean" kits
- Should there be excess dirt and/or grease buildup, use a very diluted solution of water with less than 5% dish soap (roughly less than 1 part mild dish soap to 20 parts water)

## 1.4 Receiving and Inspecting Shipment

The first thing you should do upon receipt of the Pana shipment is to check the shipment.

### Inspection Procedure

1. *Visually inspect the shipping container*

   If any damage is discovered, request immediate inspection from the carrier.

2. *Unpack the Pana.*

   Please see *Section 1.5, Unpack the Pana 34 on page 3*.

3. *Look for any visible damage to the screen or other parts of the Pana.*

4. *Look for and document any dents, scratches, or other visible signs of damage to the screen or the enclosure. Do not remove the bottom shipping foam from the box.*

5. *Put the screen back in the shipping foam as it was received.*

   Please see *Section 2.1, Attach the Stand, Camera and Monitor on page 5* for instructions about assembling the stand and monitor assembly.

## 1.5 Unpack the Pana 34

**Figure 1.1: Pana packaging**

1. *Open box on a large stable table*
2. *Open flaps and lean the top of box backwards*
3. *Remove interior cardboard cover*
4. *Remove items in top foam protection (and verify with packaging list) and set aside*
5. *Remove top layer of protective foam*
6. *Leave monitor face down in protective bottom foam*
7. *Follow the directions in Section 2.1, Attach the Stand, Camera and Monitor on page 5 which includes attaching the stand to the monitor and properly picking it up out of the box.*

**WARNING! Do not lift the monitor by the speaker coverings on the back of the monitor. The best way to lift the monitor out of the box is AFTER the monitor is mounted to the stand.**

## 1.6 Storage Considerations

Ensure that Product storage remains within the range of 0° C to 50° C. (32° F – 122° F)

## 1.7 Modifications to Product

**CAUTION:** Any changes or modifications, including but not limited to hardware and software modifications not expressly approved by Jupiter Systems could void the user's authority to operate the equipment.

## 1.8 Disposal of Product

The product contains small amounts of tin, lead and/or mercury. Disposal of these materials may be regulated due to environmental considerations.

DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT (Applicable throughout the European Union and other European countries with separate collection programs).

This symbol found on your product or on its packaging, indicates that this product should not be treated as household waste when you wish to dispose of it. Instead, it should be handed over to an applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences to the environment and human health, which could otherwise be caused by inappropriate disposal of this product.

The recycling of materials will help to conserve natural resources. This symbol is only valid in the European Union. If you wish to discard this product, please contact your local authorities or dealer, and ask for the correct method of disposal.

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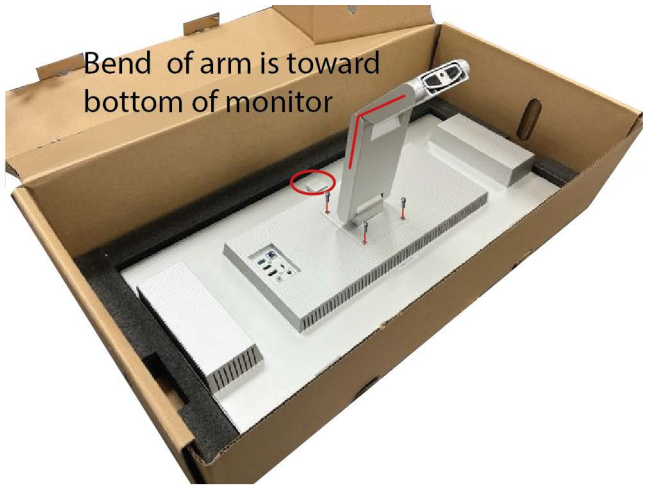
# Chapter 2
# PANA 34 INSTALLATION & SETUP

## 2.1 Attach the Stand, Camera and Monitor

Unpack the Pana 34 as described in *Section 1.5, Unpack the Pana 34 on page 3*, leaving the monitor face down against the shipping foam.

1 *Attach the articulating arm to the monitor while the monitor is still face down in the shipping packaging*

**Figure 2.1: Attaching arm to monitor with correct orientation**




Orient arm connection to the monitor so that the arm bends away from the top of the monitor. The top of the monitor is identified by the camera connection

**a** *Orient arm on monitor*

**b** *Attach arm with screws*

**WARNING!** Use a hand screwdriver to attach the bracket/base assembly to the main body of the monitor. Tighten the screws firmly, but do not over tighten. **Using a power drill to drive the screws can lead to damage and void the warranty.**

2 *Attach the articulating arm to the base while still in the shipping packaging.*

**Figure 2.2: The base and arm**

Base and arm are keyed to each other, so there is only one way to attach the base

Once base is in position flip up the D-ring latch on the screw and tighten

3 *Remove the monitor from the box by firmly grasping the articulating arm near the monitor with one hand and the other near the elbow as shown in* Figure 2.3. *Lift monitor from box.*

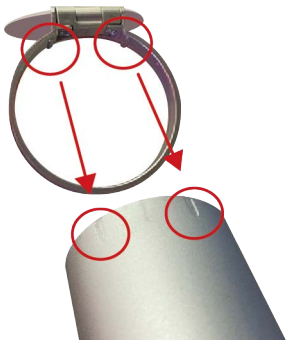
**WARNING! Do not grab the back of the Pana 34 monitor by the speaker enclosures! Doing so will damage the rear of the monitor. Lift the monitor out using the articulating arm. Because either side (the monitor and the base) are heavy, this method balances the weight and makes it easy to remove the whole unit without damaging the monitor.**

**Figure 2.3: Lift monitor from box**

Lift monitor by the articulating arm. Use one hand near monitor and the other hand near the elbow to balance the assembly between the weight of the monitor and the counterbalance weight of the base

**4** *Attach the camera*

**c** *Attach the privacy cap to the camera*



Protrusions on the inside of the privacy cap match indentations on the camera

**d** Remove the protective cap from the camera slot

Remove protective cap from camera connector slot

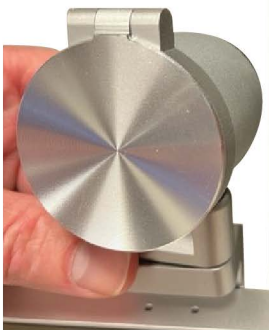
**e** *Attach the camera slot cover to the camera mount*

Attach the camera channel cover to the camera mount

**f** *Align the camera connector with the connection receiver and slide the camera in*

Two protruding pins on the camera mount align with two holes on the top of the monitor

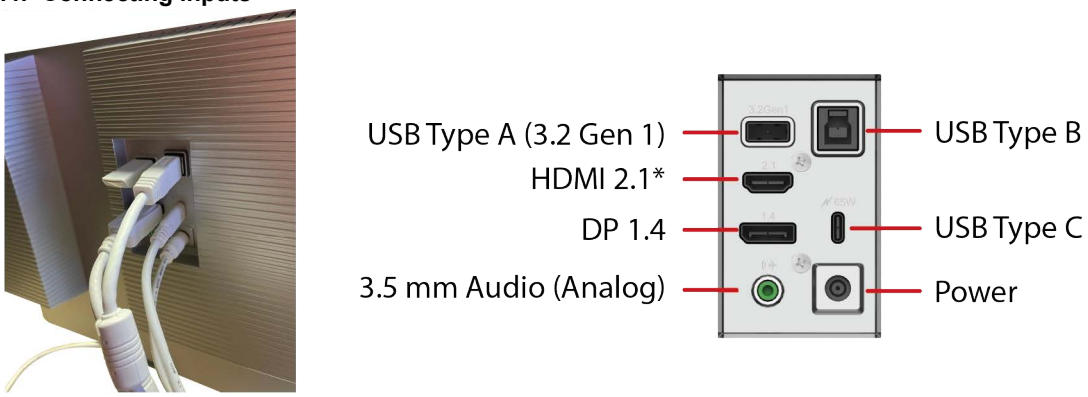
Align the camera connector with the connection receiver and slide the camera in



**5** *Attach the connections*

See *Connectors* on page 14 for more information about the connection types.

**Figure 2.4: Connecting inputs**




* See *section 3.1.4, Connectors, on page 14* for a description of connectors.

**a** Attach power block and cord

**b** *Attach power cable assembly to the monitor*

**c** *Attach....USB type A*

**d** *Attach....USB type B*

**e** *Attach....HDMI*

**f** *Attach....DP*

**g** *Attach....USB-C*

**h** *Attach....audio connection*

**6** *Power on the Pana 34 by pressing the Power/Menu button at the right bottom of the monitor*

**Figure 2.5: Power/Menu Button at the bottom right of the monitor**

**7** *Setup the Monitor*

The monitor is Plug and Play so you should automatically see the screen from your computer source. The camera is also Plug and Play.

Chapter 3

# PANA 34 FEATURES

Wow! Cool! This monitor just looks different. Perhaps that is because the thinking that created the Pana 34 is different. The Pana 34 monitors are intentionally designed to enhance your monitor experience. And to accomplish that goal meant we needed to consider how we experience content through our monitors. The monitor experience is not just the specifications on the display, even though that is very important. It is how we interact with the monitor. The experience is also in the angle of the tilt and the width of the screen.

The Pana 34 monitors are designed around the way people see. We see wider than tall. The 21:9 width to height ratio attempts to match the perfect, most comfortable visual aspect ratio. When you get used to looking at through a window into the virtual world which matches the width and height of your real world vision, you miss it when you have a narrower monitor.

## 3.1 Views of Your Pana 34

The bezel-less 21:9 monitor may be the first thing you notice with the Pana 34, but just as that design is based on human perception, there are other design decisions meant to enhance your interaction with the content you view, the content you create, or your experience with others through the window which is your monitor.

**Figure 3.1: Front view**

The camera is not built into the monitor. It has a flexible mount which allows the camera to be rotated or tilted downward. This flexibility allows for many purpose filled configurations, like the ideal monitor angle combined with the tilt of the camera for attending a virtual meeting.

A simple look around the back of the monitor and you will notice the dual articulating arm, the speakers and the inputs.

The speakers provide 24 watts. The eight element beam forming microphone array at the bottom of the monitor provides clear sound in meetings.

**Figure 3.2: Rear view**

The included stylus attaches magnetically to the monitor. There is a small raised line at the top rear of the monitor on both sides where the magnets are located.The Pana Pen34 Active supports 4,096 levels of pressure sensitivity giving the feel that most artists have when pencil contacts paper but have missed on digital creations on their computer.

**Figure 3.3: Stylus holder**

The dual articulating arm enhances your interaction with your content. The flexibility of the swiveling, dual articulating arm and the stylus and the Standard, Game, Movie, Text, FPS, RTS presets and special gaming response features enhance your interaction whether you are creating art with the stylus with the monitor in easel mode or strapped in your favorite gaming chair with your favorite controller.

### 3.1.1 Monitor Stand

Along with the touch capability of the screen, the dual articulating arm is integral to creating the flexibility for multiple modes of interaction with the monitor, and most importantly the content which you are creating and/or viewing. See *Section 4.3, Screen Interaction Modes on page 28* for a discussion of different ways to use your Pana 34 monitor.

The touch screen creates a different and more interactive sensation with content than you have with a mouse and keyboard.

Easel mode is equally comfortable for creating with a stylus or reading.

**Figure 3.4: Articulating arm up and down**

**Figure 3.5: Swivel stand**

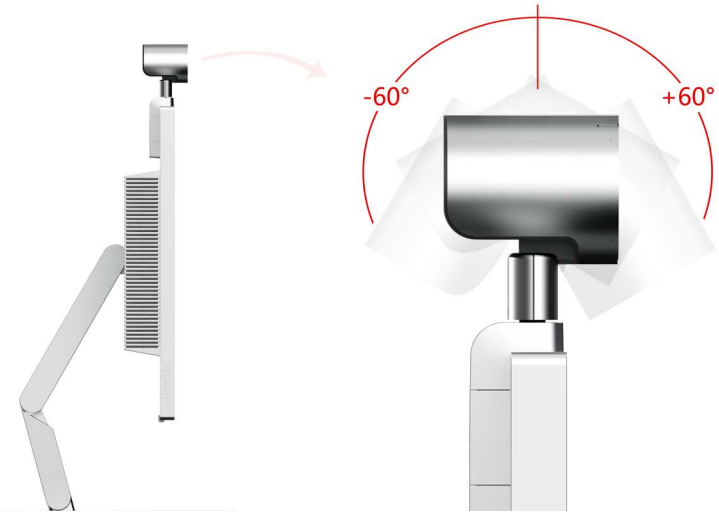
### 3.1.2 Camera

Moving the camera (tilting, rotating or both) in concert with the angle of the screen lends to comfortable configurations. Tilting the camera and screen provides the option where it appears that you are looking in the eyes of other members of a meeting.

The 4K camera comes with the Pana 34 as well as Microsoft's Hello Face authentication.

**Figure 3.6: Camera horizontal rotation**

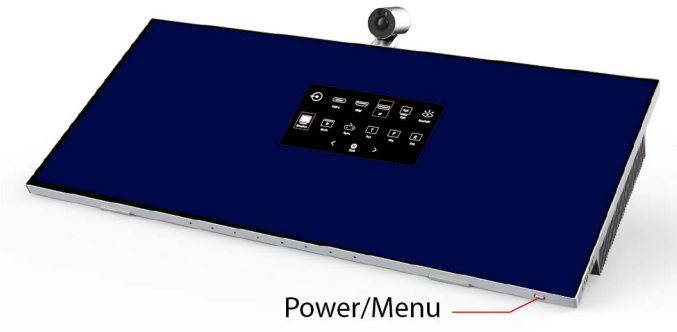
**Figure 3.7: Camera vertical tilt**



## 3.1.3 Buttons

While the Pana 34 has a lot of settings to match your visual needs, there is only one button — for power and to access the on screen touch enabled settings. All monitor settings and adjustments are via the touch screen.

**Figure 3.8: Power and touch screen access menu button**



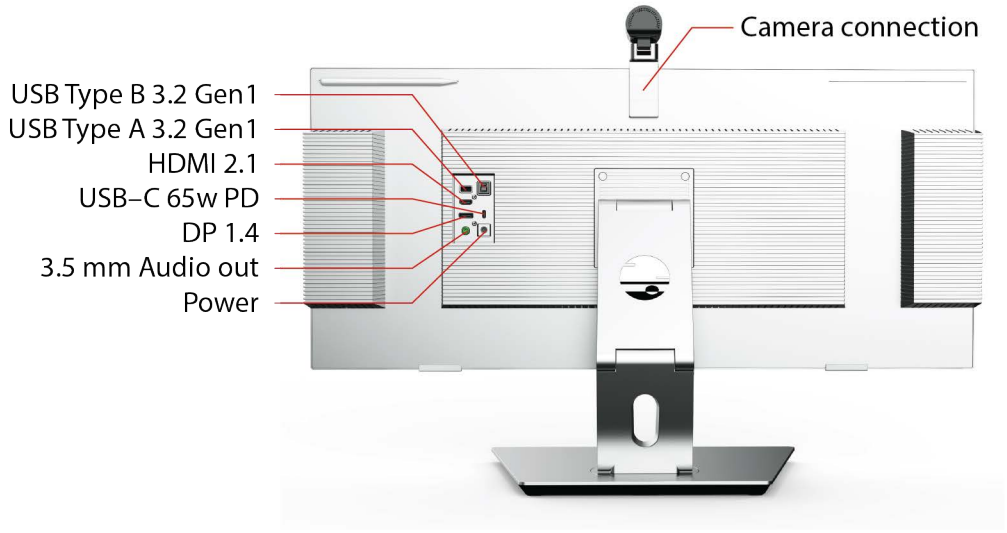

See *Section 4.1, Pana 34 Menus/Settings on page 23* for information about settings.

## 3.1.4 Connectors

The Pana 34 comes with a wide variety of inputs to support many different types of sources — enterprise grade inputs — HDMI 2.1*, DisplayPort 1.4, USB-C (with 65 watts of power delivery), and two USB 3.2 ports (USB-A and USB-B).

* See *section 3.1.4, Connectors,* on page 14 for a description of connectors.

**Figure 3.9: Input, power and sound connections**




See *Table 3.3. Interface Specifications on page 17* for more information about the inputs.

# 3.2 Specifications

## 3.2.1 Screen & Touch Specifications

**Table 3.1: Screen Specifications**

| Item | Description |
|---|---|
| **Display Dimension** | 34" Diagonal |
| **Aspect Ratio** | 21:9 |
| **Bezel** | Bezel-Less OGS Display |
| **Panel** | VA LCD |
| **Resolution** | 3,440 x 1,440 H/V |
| **Panel Frequency** | 165Hz @ 3,440 x 1,440 Resolution |
| **Horizontal Frequency** | 31 – 237 KHz |
| **Vertical Frequency** | 60 – 165 Hz |
| **Brightness** | 400 nits HDR / 350 nits Typical |
| **Contrast** | 10,000,000:1 DCR 4000:1 Typical |
| **Color Gamut** | DCI-P3 90% |
| **Display Colors** | 8bit + FRC (16.7M) |
| **HDR** | VESA HDR400 |
| **Back-light** | Edge-Lit LED |
| **Pixel Pitch** | 0.23175 x 0.23175 mm |
| **Response Time** | 1ms MPRT / 7ms with OD Driver |
| **Viewing Angle** | 178° H/V |
| **Panel Surface** | Anti-Fingerprint |
| **Language** | English (Default), DE, FR, SC, JS, KR |
| **Color** | 6500K, 9300K, Custom |
| **Preset Mode** | Standard, Game, Movie, Text, FPS, RTS Modes |

**Table 3.2: Touch Specifications**

| Item | Description |
|---|---|
| **Type and Structure** | OGM Mutual Capacitive |
| **Sensor Thickness** | 0.7mm SDL |
| **Transmit/Receive** | 58/132 |
| **Active Pen** | Microsoft Pen Protocol 2.0 |
| **Sensor Pitch** | 6mm RX/TX |
| **Multi-Touch** | 10-Point Simultaneous |
| **Sensitivity, Accuracy, Jitter, Linearity** | 1mm Center / 2mm Edge (Φ7) |
| **Report Rate** | ≥100 Hz |
| **Finger Separation** | 15mm |
| **Signal-Noise Ratio** | >10 dB |
| **Response Time** | Down Latency<35ms; Movement Latency<25ms |
| **OS Support** | Windows / Mac OS / Andriod / Linux |

## 3.2.2 Connector Specifications

**Table 3.3: Interface Specifications**

| Interface | Description |
|---|---|
| **DisplayPort** | DP 1.4 x 1 |
| **HDMI** | HDMI 2.1* x 1<br>* Product supports a limited feature set of the HDMI 2.1 standard |
| **USB-C** | USB Type-C x 1, Supports DisplayPort mode<br>USB Type-C Camera Only x 1 |
| **USB** | • USB 3.0 (B type) x1, USB Output or USB carrying capacity<br>USB hub, Touch port for HDMI and DP ports. The camera and the microphone also use this touch port<br>• USB 3.2 Gen1 (A type) x1, USB Output or USB carrying capacity<br>Intended for mouse and keyboard |
| **Audio Output** | 3.5mm x 1 |

### 3.2.3 Camera Specifications

the Pana34 camera is a 3840 x 2160p 30 Hz CMOS sensor that is also Windows Hello compatible via IR facial recognition.

**Table 3.4: Camera Specifications**

| Item | Description |
|---|---|
| **Focus** | Fixed |
| **Image Quality Control** | • Brightness<br>• Contrast<br>• Color Saturation<br>• Hue<br>• Gamma<br>• Sharpness<br>• Power Line Frequency<br>• Speed, Quality Privacy Mode |
| **Automatic Image Control** | • Automatic Exposure Control<br>• Automatic White Balance Control<br>• Automatic Gain Control |
| **Optical Format** | 1/2.8 inch |
| **Pixel Size** | RGB: 1.45um / IR: 2.25um |
| **Field of View** | 124º / 79.2º H/V |

### 3.2.4 Pana Pen34 Active

**Table 3.5: Pana Pen34 Active Specifications**

| Item | Description |
|---|---|
| **Type and Structure** | OGM Mutual Capacitive |
| **Sensor Thickness** | 0.7mm SDL |
| **Sensitivity** | 4,096 Levels of Pressure Sensitivity |
| **Active Pen** | Microsoft Pen Protocol 2.0 |
| **Power** | USB-C charge |
| **Windows HLK Certification** | Yes |

## 3.2.5 Microphone & Speakers

**Figure 3.10: Microphone and Speakers**

**Table 3.6: Microphone Specifications**

| Item | Description |
|---|---|
| **Type** | Digital |
| **Array** | 8 channel input |
| **Audio Format** | 1 channel 48KHz, 16Bits PCM |
| **Algorithm Support** | Beamforming, Echo Cancellation, Noise Suppression, Reverberation Cancellation |
| **Sensitivity** | –26 (dB, dBFS@1KHz 1pa) |
| **Steady-State Noise Suppression Capability** | 25dB |
| **Unsteady-State Noise Suppression Capability** | 10 – 15 dB |
| **Echo Cancellation** | 20 – 50 dB |
| **Delay** | <300 ms |
| **Automatic Gain Control** | ≥ -25dB @ Pick up range within 5 meters |
| **Effective Pickup Angle** | 45 - 135° |
| **Effective Distance** | Up to 7 meters |

**Table 3.7: Speaker Specifications**

| Item | Description |
|---|---|
| **Speaker** | 12W x2 |
| **Rated Impedance** | 8Ω ± 15% |
| **Fundamental Frequency (Fb)** | 105 Hz |
| **Rated Frequency Response** | Fb 20kHz |
| **Voltage Sensitivity** | 79 SPL ± 3dB average at 315, 400, 500, 630Hz<br>87.5SPL ± 3dB average at 3150, 4000, 5000, 6300Hz |
| **Distortion** | 5% Maximum |
| **Normal Power** | 12 W |
| **Maximum Power** | 15 W |

## 3.2.6 Physical & Environmental Specifications

**Table 3.8: Physical & Environmental Specifications**

| Item | Description |
|---|---|
| **Physical Specifications** | |
| **Unit Dimension** | 817.72mm x 371.77mm x59.1mm<br>32.2 inches x14.6 inches x 2.3 inches |
| **Mounting Characteristics** | VESA 100 x 100 mm |
| **Net Weight (including stand)** | 11.8 Kg/26 pounds |
| **Gross Weight** | 16 Kg/35.27 pounds |
| **Stand Tilt** | 5° Down 60° Up |
| **Stand Swivel** | 45° Left or Right |
| **Mount Pattern** | VESA 100mm x100mm |
| **Exterior Color** | |
| **Front Control** | Single Button: Power / Menu |
| **Front and Sides** | Bezel-less Frame, Silver |
| **Stand and Base** | Silver |
| **Camera** | Silver with Black Backplate |
| **Power/Menu Button** | Silver |
| **Environmental Considerations** | |
| **Packaging** | Brown Carton + EPE (100% Recyclable) |
| **Certifications** | |
| cULus, FCC, RoHS, Energy Star, CEC, CA65, CE, ErP, REACH, WEEE, UKCA, RCM, PSE, CCC, China Energy<br><br>FreeSync, Windows, VESA Display, HDR400, Windows Hello (camera)<br><br>Power Adapter – Manufacturer (Shenzhen SOY Technology Co., Ltd SOY-2400624-094), Model (S 04-2400624-094)<br>cULus, FCC, RoHS, Efficiency Level VI, CE, WEEE, UKCA, PSE, KC, CCC | |

**Table 3.9: Power Consumption**

| Item | Description |
|---|---|
| **Maximum Power Consumption** | 110 W |
| **Standby Power Consumption** | 0.5 W |
| **Typical Power Consumption** | 45 W |

# Chapter 4
# PANA 34 OPERATION

This chapter discusses setting up and using your Pana 34 monitor.

See *Pana 34 Menus/Settings* for information about the presets and other settings, including settings to enhance gaming and viewing using your Pana 34.

## 4.1 Pana 34 Menus/Settings

To access the Pana 34 menus, push the Power/Menu button while the monitor is powered on.

**Figure 4.1: The Power/Menu button**

The Previous and Next icons on the bottom of the menu screens navigate among the menu screens (see *Figure 4.2. Reset, Inputs, Presets and Overlays*).

See *Section 4.1, Pana 34 Menus/Settings on page 23* for description of the configuration options. The Exit icon exits from the Pana 34 menus.

### 4.1.1 Reset, Inputs, Presets and Overlays

**Figure 4.2: Reset, Inputs, Presets and Overlays**

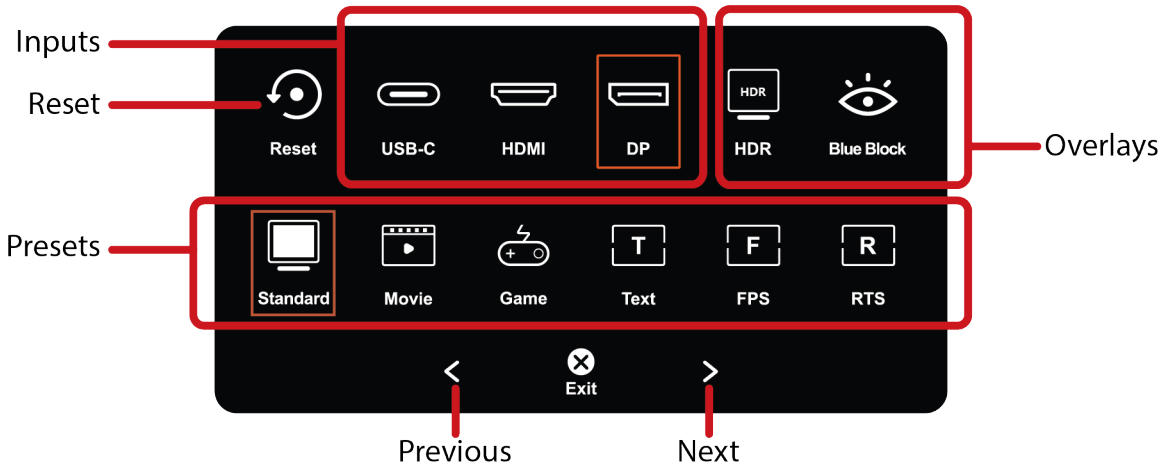



**Table 4.1: Reset, Inputs, Presets and Overlays**

| Item | Description |
|---|---|
| **Reset** | Resets monitor to factory defaults |
| **Inputs** | Shows which input is selected with a box around the icon: **USB-C**, **HDMI**, **DP**. Select another input by touching icon for that input<br>* See *section 3.1.4, Connectors,* on page 14 for a description of connectors |
| **HDR** | Use **HDR** setting for watching HDR content |
| **Blue Block** | Blue shift to ease eye strain. Like night mode on a cell phone |
| **Preset Modes** | Shows which preset mode is selected with a box around the icon: **Standard**, **Game**, **Movie**, **Text**, **FPS**, **RTS** Modes<br>• **Standard**: default preset. Best all around settings<br>• **Game**: enhanced settings for gaming<br>• **Movie**: enhanced settings for movies<br>• **Text**: enhanced sharpness for text<br>• **FPS** (First-person shooter): enhanced images and screen response for FPS games<br>• **RTS** (Real-time strategy): enhanced images and screen response for RTS games |

## 4.1.2 Aspect Ratios and Color

**Figure 4.3: Aspect Ratios and Color**

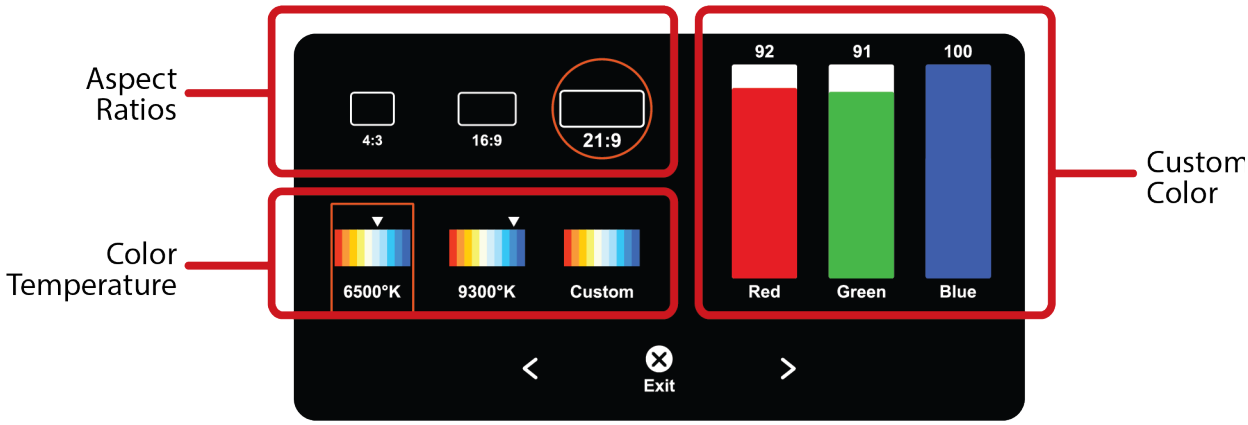



Table 5: Aspect Ratios and Color

| Item | Description |
|---|---|
| **Aspect Ratio Modes** | 4:3, 16:9, 21:9; the Pana 34 will select the aspect ratio based on the aspect ratio of the input source. If you select a different aspect ratio it will extend or contract the image |
| **Custom Color: Red, Green, Blue** | You can push the sliders up and down to customize color to your preference |
| **Color Temperature** | Adjusts how warm (reddish) or how cool (bluish) the picture appears |

## 4.1.3 Special Settings, Sound and Brightness

**Figure 4.4: Special Settings, Sound and Brightness**

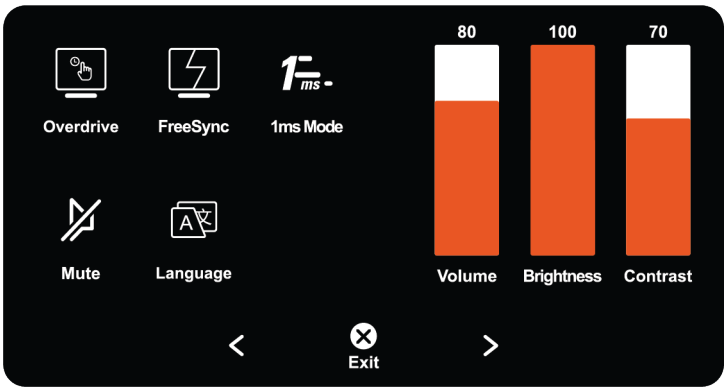



**Table 4.1: Special Settings, Sound and Brightness**

| Item | Description |
|---|---|
| **Overdrive** | Response time overdrive. Enhances response time to reduce ghosting (cloudy trails) left by fast-moving objects |
| **FreeSync** | FreeSync by AMD adapts the display refresh rate to help remove stuttering delays. An example would be vertical lines where the top part is to the left of the bottom part |
| **1ms Mode** | Strobes the back light and reduces the brightness giving a somewhat dimmer screen but improves response time |
| **Mute** | Mutes monitor speakers |
| **Language** | Defines language to be used in OSD |
| **Volume** | Adjusts monitor volume. This volume adjustment is separate from the computer's volume control |
| **Brightness** | Adjusts brightness |

**Figure 4.5: Languages**

## 4.2 Touch Screen

Touch screen interaction settings are provided by the computer operating system for Windows (Pen and Windows Ink in Device control panel) and 3rd party applications for Mac OS, Linux and even Android systems (such as TouchBase; touch-base.com/drivers). Also touch may be different depending on the user application.

## 4.3 Screen Interaction Modes

Just as touching the screen rather than using a mouse provides more immediacy, using the flexibility of the dual articulating arm with the touch monitor provides an enhanced user experience.

Experiment with different positions and let us know which ones work best for you.

With the monitor up:

- Normal keyboard and mouse inputing and interaction albeit with a monitor which matches the normal width of human vision, the ability to have multiple applications on the same screen
- The touch aspect of the screen makes it very useful for close quarter presentations in an office
- When attending virtual conferences tilt both the monitor and the camera to get the best view and give the best angle of your image on their screens. With adjustments it will appear that you are looking at the other meeting attendees rather than up or down
- Gaming mode with mouse

With the monitor down:

- The monitor and its touch capability is more like a high powered tablet or art easel
- Reading and interacting with the page. The experience of reading, commenting and annotating PDF files is enhanced in the easel mode.
- Changing head and neck position when reading
- Scrolling through videos
- Artistic, touch and feel interaction with the stylus which is more like pencil, pen, crayon, brush with paper (rather than using a mouse)

Chapter 5

# PANA 34 TROUBLESHOOTING & SUPPORT

This chapter includes the following sections:


- *Hardware Faults*
- *Technical Assistance*
- *Contact Information*


## 5.1 Pixelation/Pixel Functionality

Your Product's display contains many individual pixels, and typically a small number of pixels do not function normally. Your display has been inspected and is in compliance with Jupiter's specifications, and any pixel non-functionality does not affect the operation or use of your Product's display.

# 5.2 Hardware Faults

If you require assistance with any suspected hardware fault, please contact the vendor from whom you purchased the display while within the full warranty period for the display.

## 5.2.1 Warranty

### 5.2.1.1 Limited Warranty

Should your Jupiter Commercial LCD Monitor (“Product”) fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, Jupiter Systems (" Jupiter ") will, at its option, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product.

### 5.2.1.2 Warranty Period

Parts*: 3 Years

Back Light: 3 Years

Labor: 3 Years

* Internal/functional parts only
* Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
* Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.
* Replaced product or part(s) will be the property of Jupiter.

EXCEPT TO THE EXTENT PROHIBTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL JUPITER OR ITS DISTRIBUTORS / DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

JUPITER’S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.

Some regions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from region to region.

#### 5.2.1.3 Warranty Limitations

Product Warranty does not cover:

- Damage caused by natural disaster, fire, acts by third parties, accidents, owner's intentional misuse and fault, or use in other improper conditions.
- Incidental damages (such as profit loss or interruption in business, modification, or erasure of record data, etc.) caused by use or inability to use this product
- Damage caused by inappropriate operation, or from not following the user manual.
- Damage caused by misuse or malfunction through simultaneous use of this product and the connected equipment or software.
- Damage caused by neglect of the instructions described about installation.
- Damage caused by improper installation.
- Damage caused by disassembly, modification or repair by non-authorized service center or people.

This Limited Warranty does not cover:

- Service trips to deliver, pick up, install, educate how to operate, replace fuses, correct wiring, or correct unauthorized repairs and the removal and reinstallation of the Product for repair.
- Damage or defects of the Product caused by transportation and/or handling, including scratches, dents, chips, and/or other damage to the finish of your Product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Image burn-in.
- Minor imperfections within design specifications that do not materially alter or affect functionality.
- Damage or defects of the Product caused by installation or repair of antenna systems, cable converters, other equipment supplied by cable company, or other components in a video system.
- Damage or defects of the Product caused by unauthorized alteration, modification or incorporation into any other product or system components, or if it is used for other than the intended purpose.
- Damage or defects of the Product caused by improper set-up or adjustment on consumer controls.
- Damage or defects of Product caused by incorrect electrical current or voltage, power failures, interruptions, or inadequate electrical service, including incorrect or insufficient AC supply.
- Damage or defects of the Product resulting from operation of the Product contrary to the Product owner's manual and/or installation manual.
- Damage or defects of the Product resulting from misuse, abuse, improper installation/repair/ maintenance.
- Damage or defects of the Product caused by the use of accessories, parts, consumable cleaning products, or service not provided or approved by Jupiter. Damage or defects of the Product or missing items to any Product sold "As Is", "With all Faults" or similar disclaimer.
- Damage or defects of the Product caused by accidents, pests and vermin, lightning, wind, fire, flood, or other acts of God.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility cost and additional utility expenses.
- Replacement of any consumable parts, including batteries on the remote control.

**The cost of repair or replacement under the above excluded circumstances shall be borne by the customer.**

#### 5.2.1.4 How Service is Handled

- The original sales receipt specifying the Product and date of purchase is required to obtain warranty service.
- Under some circumstances, you may be asked to provide credit card information for a non-warranty service fee, as a deposit for advanced shipment, or cost of unreturned loaner product.
- To ensure proper credit and avoid unnecessary charges, you must obtain a return authorization before returning any product to Jupiter.
- In the event a replacement product is received, please use the original carton / packaging from that replacement product in returning the defective unit to Jupiter.
- Jupiter shall bear the cost of out-bound shipping under this limited warranty.

#### 5.2.1.5 Additional Warranty Service Information

To obtain warranty service and additional information:

- Phone
  North America: (510) 675-1000 and select the appropriate option from the menu.
- Visit our website
  http://www.jupiter.com
- Mail:
  ATTN: Display Warranty
  Jupiter Systems
  31015 Huntwood Avenue
  Hayward, CA 94544-7007

## 5.3 Technical Assistance

If you require technical assistance, please contact Jupiter Systems' technical support team. Please provide as much information to the support team about the fault and any steps you have taken in trying to resolve the issue.

## 5.4 Contact Information

- Website
  www.jupiter.com /support

- Phone
  1-510-675-1000

- Email
  support@jupiter.com

- Mail (physical)
  ATTN: Technical Support
  Jupiter Systems
  31015 Huntwood Avenue
  Hayward, CA  94544-7007

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# INDEX


## Numerics

1ms Mode 26

## A

Articulating arm 12
articulating arm 6
Aspect Ratio 15
Aspect Ratios 25
Attach the camera 7
Attach the connections 8
Attach the Stand, Camera and Monitor 5
Audio 17
Automatic Gain Control 20

## B

Back-light 15
Beamforming 20
Bezel 15
Brightness 15, 26
Buttons 14

## C

Camera 13
Camera (tilting, rotating or both) 13
Camera horizontal rotation 13
Camera Specifications 18
Camera vertical tilt 13
Certifications 22
Cleaning 2
Color 25
Color Gamut 15
Connecting inputs 8
Connector Specifications 17
Connectors 14
Contents of Packaging 1
Contrast 15

## D

Display Colors 15
Display Dimension 15
DisplayPort 17
Disposal of Product 4

## E

Echo Cancellation 20
Energy Star 22

## F

Field of View 18
First-person shooter 24
FreeSync 22
FreeSynch 26
Front view 9

## G

Game 24

## H

Handling Precautions 2
HDMI 17
HDR 15
Horizontal Frequency 15

## I

Input, power and sound connections 14
Inputs 24
Inspecting Shipment 2
Installation 5
Installation and Setup 5
Interface Specifications 17

## L

Language 15, 26

Lift monitor from box 6

## M

Menus/Settings 23
Microphone Effective Distance 20
Microphone Effective Pickup Angle 20
Microphone Specifications 20
Movie 24
Mute 26

## N

Net Weight (including stand) 22
Noise Suppression 20

## O

Operation 23
Overlays 24

## P

Pana Pen34 Active Pen 19
Pana Pen34 Active Specifications 19
Pana Pen34 Power 19
Pana Pen34 Sensitivity 19
Pana Pen34 Sensor Thickness 19
Panel 15
Panel Frequency 15
Panel Surface 15
Pixel Pitch 15
Plug and Play 8
Power/Menu Button 8
Preset Mode 15
Presets 24
Privacy cap 1, 7

## R

REACH 22
Real-time strategy 24
Receiving Inspection Procedure 2
Receiving Shipment 2
Remove the monitor from the box 6
Reset, Inputs, Presets and Overlays 24
Resolution 15
Response Time 15
Response time overdrive 26
Reverberation Cancellation 20
RoHS 22

## S

Screen Specifications 15
Sound 26
Speaker Distortion 21
Speaker Fundamental Frequency 21
Speaker Maximum Power 21
Speaker Normal Power 21
Speaker Rated Frequency Response 21
Speaker Rated Impedance 21
Speaker Specifications 21
Speaker Voltage Sensitivity 21
Speaker Wattage 21
Special Settings 26
Specifications 15
Stability Hazard iii
Stand Swivel 22
Stand Tilt 22
Standard 24
Storage Considerations 3
Swivel stand 12

## T

Text 24
Touch Screen 27
Touch Specifications 16

## U

UL (US+Canada) 22
Unpack the Pana 34 3
USB 17
USB-C 17

## V

Vertical Frequency 15
Viewing Angle 15
Volume 26

## W

WEEE 22
Windows 22
Windows Hello 18, 22
Windows HLK Certification 19

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