



# User's Guide

For Use with Version 5 Signs

The **TruColor** **II**  
Programmable Electronic Sign

## **WELCOME...**

...to the world of electronic moving message systems! We are pleased that you have chosen the Pro-Lite TruColorXP electronic message sign.

We trust that you will enjoy the benefits from using the Pro-Lite sign. Should you have any questions or suggestions about the Pro-Lite product, please feel free to contact us:

E-mail: [feedback@pro-lite.com](mailto:feedback@pro-lite.com) | Web: [www.pro-lite.com/feedback](http://www.pro-lite.com/feedback)  
Phone: 714-668-9988

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## **SO THAT WE MAY BETTER SERVE YOU...**

Please write your product information down and keep handy. The information is found on the backside of the sign.

Model Number: \_\_\_\_\_

Batch/Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

---

## **REGISTRATION...**

Mail your included warranty registration card today to receive additional product benefits for free!

**1 YEAR LIMITED MANUFACTURERS WARRANTY**  
**FREE Phone Technical Support**  
**NEW PRODUCT ANNOUNCEMENTS AND PRODUCT DISCOUNTS**

\*Warranty card must be mailed within 30-days of purchase and accompanied by a copy of the purchase receipt to be valid. If you did not receive a registration card, please email [info@pro-lite.com](mailto:info@pro-lite.com).

Pro-Lite, Inc. has made every effort to ensure the accuracy of this manual. However, due to continued product innovation, the information in this manual is subject to change without notice.

### **TRADEMARKS**

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# SECTION I

## UNPACKING

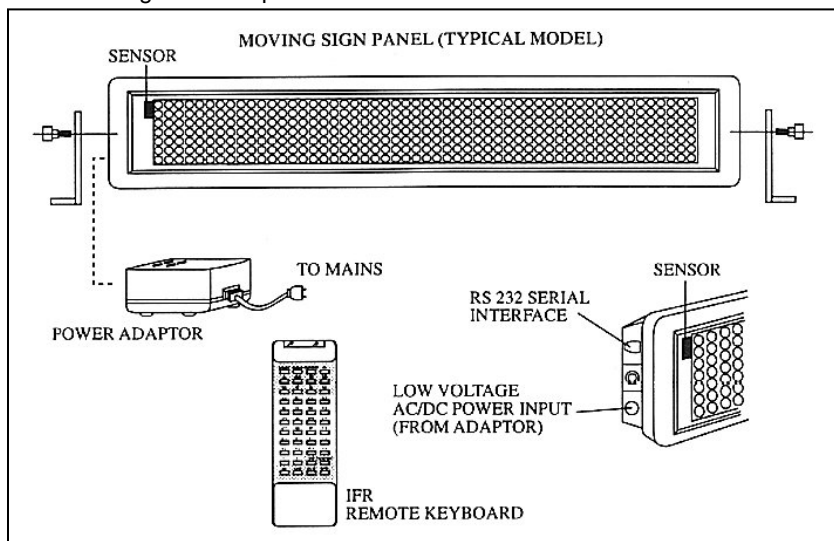
You should receive the following items in the package:

1. Sign
2. Remote keyboard
3. Power adaptor
4. User manual
5. Warranty Registration Card
6. Two mounting brackets (*wall mounting screws not included*)
7. Software and Communication cable.
8. Accessories Brochure/Order form

If there is any missing item(s) please contact Pro-Lite within 7 days of purchase.

## INSTALLATION AND SET UP

1. Mount the brackets onto the chosen wall location. Use the mounting screws included with the display to fasten the brackets onto the sign.
2. There are two wires from the power adaptor. First connect the "mains" to any 110V/120V AC wall outlet. Secondly, connect the opposite end to the sign power input.
3. The sign will automatically light up and show the "demo" message.
4. Surge protectors are recommended if you are in an area where power out-ages are frequent.



## **WARNING! U.S. PATENT NOTICE**

Pro-Lite displays are protected by one or more U.S. Patents. Companies or individuals that copy or infringe Pro-Lite products in part or in whole will be prosecuted to the full extent possible under the law of the United States.

## SECTION II

### SIGN OPERATION OVERVIEW

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#### 2 Run Modes: Page and Timer

**Page** is used to store the prepared message which will be shown on the screen. Message content can be programmed with various colors, effects and graphics just by using the remote keyboard. There are 26 Pages (A - Z) available for message programming. This allows you to program multiple messages into different Pages.

**Timer** is a dual-function feature of the Tru-ColorII. It has the ability to display multiple pages in sequence and/or run a specific pre-programmed page at a specific time of day. There are 10 Timers (A – J) available for you to program. Inside each Timer, a maximum of 32 different combinations of pages can be arranged.

#### 2 Unique Functions: Auto and Trivia-In-Motion.

**Auto** is a simple way to bring more attention to your message without having to read the complete manual. To get started simply do the following:

Press **[ESC]** **[E]** **[P]** **[A]** , sign will show: **(START)**

Press the **[AUTO]** key and begin to type your message.

When you are done, press **[ESC]** **[R]** **[P]** **[A]**

To edit your message, repeat the first step, and use the **[◀]** **[▶]** **[DEL]** keys to make changes accordingly.

**Trivia-In-Motion** are Trivia questions and answers that are automatically inserted between your programmed messages. Whether your message is simply informative or even promotional, Trivia-In-Motion is proven to entice people to read your programmed messages by giving the reader the opportunity to read your message while anticipating the answer to the question.

#### Built-in Backup Battery.

In order for the memory to perform reliably you must plug the sign in for at least 8 hours continuously when new to fully charge up the battery. As further precaution to safeguard the memory, you should always plug the sign power adaptor to a surge protector. Power spikes and surges can cause the sign memory to be deleted.

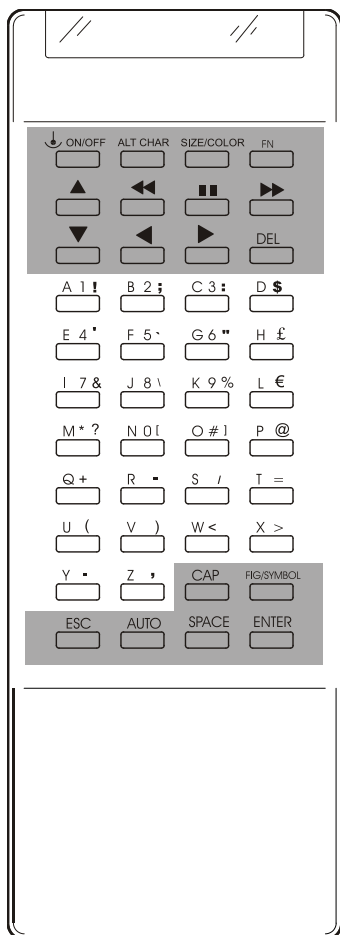
**For additional information, refer to the Frequently Asked Questions section on page 21.**

#### **CAUTION!**

The TruColorII is not designed for outdoor use.

## SECTION III

### REMOTE KEYBOARD OVERVIEW



#### Character Keys

Consists of 95 standard alphabet, numeric, symbol characters and 52 European characters.

Upper Case	(26)	:	A-Z
Lower Case	(26)	:	a-z
Numeric	(10)	:	0-9
Symbol	(29)	:	!"...
European	(52)	:	éæ...

Refer to page 28 for European character codes.

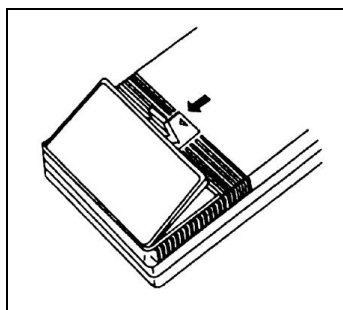
#### Command Keys

Refer to following page for detailed description of Command Keys.

#### Note:

- 1) Remote keyboard must be pointed at the built-in Infra-red sensor located at the left hand corner of the moving sign.
- 2) Optimum operating distance should be around 5ft. to 30ft.
- 3) Do not subject the remote keyboard to impact, water or excessive humidity.
- 4) The remote keyboard operates two (AA) 1.5 volt batteries.








### INSERTING BATTERIES



## REMOTE KEYBOARD LAYOUT (continued)

### Description of the Command Keys

---

<u>Key</u>	<u>Function</u>
<b>ON/OFF</b>	Display ON/OFF
<b>ALT CHAR</b>	English, European, and Graphic mode
<b>SIZE/COLOR</b>	Select Character Size and Color
<b>FN</b>	Select effect
	Scroll upward to select Color, Timer or Graphics
	Advance cursor backwards by 10 characters
	Pause message currently running
	Advance cursor forward by 10 characters
	Scroll downward to view Color, Timer or Graphics
	Advance cursor backwards by 1 character
	Advance cursor forward by 1 character
<b>DEL</b>	Delete unwanted items
<b>CAPS</b>	Toggle between uppercase and lower case
<b>FIG/SYMBOL</b>	Toggle between figures and symbols
<b>ESC</b>	Exit to main menu from Edit or Run mode
<b>AUTO</b>	Insert random effect in message
<b>SPACE</b>	Blank item insertion
<b>ENTER</b>	Confirm selection or entry

# SECTION IV

## GETTING STARTED

---

Let's program "Hello" by going into the edit mode.

Press the **ESC** key for main menu, the screen shows: **Ed Rn Del Set**

**TIP:** The blinking capital letters are options you can press to enter a specific mode.

Press the **E** key for edit mode, the screen shows: **Page Tmr Gfx**

Press the **P** key for Page mode, the screen shows: **PAGE(A-Z)?A**

Press the **A** key to edit Page A, the screen shows: **(START)**

Type in the message "Hello" using the following keys:

**H** **CAPS** **E** **L** **L** **O** **Space**

**TIP:** If you enter a wrong character, simply press **DEL** to delete the last character entered.

Now that our message is programmed, let's put our sign in run mode.

Press the **ESC** key, the screen returns to: **Ed Rn Del Set**

Press the **R** key for Run mode, the screen will show: **Page Tmr**

Press the **P** key, the screen shows: **PAGE(A-Z)?**

Press the **A** key and your message "Hello" will shift from the right side continuously in the default rainbow color.

### Summarized Sequence:

#### Key

**ESC**  
**E** **P** **A**  
**H** **CAPS** **E** **L** **L** **O** **Space**  
**ESC**  
**R** **P** **A**

#### Description

Exit Run mode  
Edit page A  
Program message  
Exit message editing  
Run Page A



## MESSAGE CORRECTING

Let's change our message in Page A to "Have a nice day"

Press **[ESC]** **[E]** **[P]** **[A]**, the screen shows: **(START)**

For practice, use the **[←]** **[→]** **[↶]** **[↷]** to get a feel of how to navigate around your message.

Now let's edit our message. Use the arrow keys to position the letter "O" on the far right side of the screen, **Hello**

Press the **[DEL]** key 4 times, the screen shows **H**

Type **[CAPS]** **[A]** **[V]** **[E]** **[Space]** **[A]** **[Space]** **[N]** **[I]** **[C]** **[E]** **[Space]**  
**[D]** **[A]** **[Y]** **[Space]** **[Space]**

Now that our message has been edited, let's put our sign in run mode.

Press **[ESC]** **[R]** **[P]** **[A]**

The message "Have a nice day" is shifting from right to left.

### Summarized Sequence:

#### Key

**[ESC]**

**[E]** **[P]** **[A]**

**[←]** **[→]** **[↶]** **[↷]**

**[DEL]**

**[CAPS]** **[A]** **[V]** **[E]** **[Space]** **[A]**

**[Space]** **[N]** **[I]** **[C]** **[E]** **[Space]**

**[D]** **[A]** **[Y]** **[Space]** **[Space]**

**[ESC]**

**[R]** **[P]** **[A]**

#### Description

Exit Run mode

Edit page A

Position the cursor

Remove unwanted items

Program message

Exit message editing

Run Page A

Refer to page 19 to delete the complete message and start over.

## FONT SIZE AND COLOR

Let's program "ONE DAY SALE" in page B using font size and color.

Press **[ESC]** **[E]** **[P]** **[B]** keys to begin editing.

Before typing any letter, let's first select Bold font size.

Press **[Size/Color]**, the screen shows **[SIZE : A]**

Press the **[B]** key. The screen shows: **[ (START) ]**

**TIP:** For Font Size selection, you can also use the **[▲]** or **[▼]** key to view all the available font sizes. When you are satisfied with the font size, simply press **[ENTER]** to begin using your font selection.

Type **[O]** **[N]** **[E]** **[Space]** **[D]** **[A]** **[Y]** **[Space]** to display the word "ONE DAY" in Bold font using the default Rainbow color.

For the last word, we'll use a Bold Flashing Font size in a Bright Red Color.

Let's begin by first selecting the Bold Flashing font size.

Press **[Size/Color]**, the screen shows **[SIZE : A]**

Press the **[F]** key. The screen shows: **[ (START) ]**

Now let's select the color Bright Red.

Press **[Size/Color]** **[Size/Color]** **[C]** the screen shows: **[ (START) ]**

Type **[S]** **[A]** **[L]** **[E]** **[Space]** to display the word "SALE" in Bold Flashing Font size using a Bright Red Color.

**TIP:** For Color selection, you can also use the **[▲]** or **[▼]** key to view all the available colors. When you are satisfied with the color, simply press **[ENTER]** to begin using your color selection.

Now that our message is programmed, let's put our sign in run mode.

Press **[ESC]** **[R]** **[P]** **[B]**

The message "One Day SALE" is shifting from right to left.

## FONT SIZE AND COLOR (continued)

### Summarized Sequence:

#### Key

ESC							
E	P	B					
Size/Color	B						
O	N	E	Space	D	A	Y	Space
Size/Color	F						
Size/Color	Size/Color	C					
S	A	L	E	Space			
ESC							
R	P	B					

#### Description

Exit Run mode
Edit page B
Select Bold font size
Program message
Select Bold Flashing font
Select Color Bright Red
Program message
Exit message editing
Run Page B

There are 26 color variations to choose from. Refer to Appendix I for the Color Code Table.

There are 8 font sizes to choose from. Refer to Appendix II for the Character Size Code Table.

## EFFECTS

Let's program "Football Game" in page C using some effects!

Press **ESC** **E** **P** **C**

Before typing any letter, let's first select the Open effect.

Press **FN**, the screen shows: **(AUTO):A**

Press **B**, the screen will show: **(OPEN<—>)**

**TIP:** For Effects selection, you can also use the **▲** or **▼** key to view all the available effects. When you have decided which effect to use, simply press **ENTER** to insert the effect in your message.

Type **F** **CAPS** **O** **O** **T** **B** **A** **L** **L** **Space** **CAPS** **G**  
**CAPS** **A** **M** **E**

Now that our message is programmed, let's put our sign in run mode.

Press **ESC** **R** **P** **C**

The message "Football Game" is using the Open effect.

### Summarized Sequence:

#### Key

**ESC**  
**E** **P** **C**  
**FN** **B**  
**F** **CAPS** **O** **O** **T** **B** **A** **L** **L**  
**Space** **CAPS** **G** **CAPS**  
**A** **M** **E**  
**ESC**  
**R** **P** **C**

#### Meaning

Exit Run mode  
Edit Page C  
Select Open effect  
Program message  
  
Exit message editing  
Run Page C

There are 26 effects to choose from. Refer to Appendix IV for the Effects Code Table.

## FIGURES AND SYMBOLS

Let's program a few Figures and Symbols.

Press **ESC** **E** **P** **D**

Before typing, let's first go into the Figures mode.

Press **FIG/SYMBOL** and you will automatically be in the Figures mode.

Now press any of the white character keys to display figures.

Press **FIG/SYMBOL** again to go into Symbols mode.

Now press any of the green character keys to display symbols.

**TIP:** At any time you can toggle between Figures and Symbols mode by pressing the **FIG/SYMBOL** key. To go back to alphabet mode, simply press the **CAPS** key.

Now that we've seen what the **FIG/SYMBOL** key can do, let's put our sign in run mode to see our Figures and Symbols. Press **ESC** **R** **P** **D**

### Summarized Sequence:

#### Key

**ESC**

**E** **P** **D**

**FIG/SYMBOL**

**A** **B** **C** ...

**FIG/SYMBOL**

**A** **B** **C** ...

**CAPS**

**A** **B** **C** ...

**ESC**

**R** **P** **D**

#### Meaning

Exit Run mode

Edit Page D

Figures mode

Program figures

Symbols mode

Program symbols

Alphabet mode

Program standard alphabet characters

Exit message editing

Run Page D

## EUROPEAN CHARACTERS AND GRAPHICS

Let's program a few European characters.

Press **ESC** **E** **P** **E**

Before typing, let's first go into the European mode.

Press **ALT CHAR**, the screen shows: **E**, **U** or **G** ?

Press **E** to go into the European mode.

Use any of the letter keys to display European characters.

Now let's try the graphic mode. Press **ALT CHAR** **G**

Use any of the letter keys to display graphics.

Now let's go back to alphabet mode. Press **ALT CHAR** **E**

Use any of the letter keys to display standard alphabet characters.

At any time you can toggle between European, graphics, and alphabet modes.

Now that we've seen what the **ALT CHAR** key can do, let's put our sign in run mode. Press **ESC** **R** **P** **E**

### Summarized Sequence:

#### Key

**ESC**  
**E** **P** **E**  
**ALT CHAR** **U**  
**A** **B** **C** ...  
**ALT CHAR** **G**  
**A** **B** **C** ...  
**ALT CHAR** **E**  
**A** **B** **C** ...  
**ESC**  
**R** **P** **E**

#### Meaning

Exit Run mode  
Edit Page E  
European mode  
Program European characters  
Graphic mode  
Program graphic images  
Alphabet mode  
Program standard alphabet characters  
Exit message editing  
Run Page E

Refer to Appendix V for the European Code Table.

There are 26 graphic images to choose from. Refer to Appendix III for the Graphics Code Table.

## GRAPHIC EDITING

Editing existing graphics is a great way to create custom graphic images to use in your message! Let's try an exercise to get you familiar with this feature.

Press **ESC**

Press **E** **G** to select an existing graphic. Screen will show: **GFX(A-Z)?**

Press **A** to select graphic A (telephone graphic). The screen will show:

**RGYBP** |  | | |

**RGYB** are colors **R**ed, **G**reen, **Y**ellow and **B**lack.

**P** is the place cursor indicator.



Image edit area.



Cursor position area.

The concept is to use the **▲** **▼** **◀** **▶** keys to place or color the dots in the image edit area.

The default selection is "P". Use the arrow keys to place the cursor indicator where you would like to start coloring.

Press one of the color keys, **R**, **G**, or **Y**

Now use the arrow keys to begin to customize your graphic.

Go ahead and try different colors and cursor placement.

When you are done, press **ESC** to save your custom graphic image.

Press **E** **P** **F**

Press **ALT CHAR** **G**

Press **A** **Space**

Now let's put our sign in run mode. Press **ESC** **R** **P** **F**

Your custom graphic is now shifting from right to left.

**Refer to page 19 to restore the original graphic image.**

## SET CLOCK, ID, BAUD, BEEP, TRIVIA AND PASSWORD

### Set Clock

Press

Press  to enter the Set mode, screen will show:

Type the last 2 digits of the current year.

Press , screen will show:

Type the 2 digit current month; 01=JAN, 02=FEB . . . . . 12=DEC.

Press , screen will show:

Type the 2 digit current date.

Press , screen will show:

Type the 2 digit current day; 00=Sunday, 01=Monday . . . . . 06=Saturday.

Press , screen will show:

Type the 2 digit current hour.

Press , screen will show:

Type the 2 digit current minutes.

Press , screen will show:

Select the hour display format.

Type  for 24 hour format or  for 12 hour, screen will show:

### Set ID

The ID setting is only applicable when sign is connected to a computer. If you have several signs, each sign can have a different ID so that unique messages can be transmitted to each sign. For Remote Keyboard users, this can be left at the default value. Press , screen will show:

### Set Baud Rate

The Baud Rate setting is only applicable when sign is connected to a computer. The speed of the data transmission from computer to sign can be adjusted. For Remote Keyboard users, this can be left at the default value.

Press , screen will show:

### Set Beep On/Off

Press  or  to select your option followed by  to confirm option.

Screen will show:

### Set Trivia On/Off

Press  or  to select your option followed by  to confirm option.

Screen will show:



## SET CLOCK, ID, BAUD, BEEP, TRIVIA AND PASSWORD (continued)

### Password Setting

A password can be set to prevent others from changing the message on the sign.

First select yes or no by typing  or

Press  to confirm your selection.

If no, you will be returned to the main menu.

If yes, the screen will show:

**TIP:** Once in the Password area, you must enter a password to proceed. If you decide you did not want to set a password, you can return to the Set mode after entering a password and set the password setting to No.

Now type a one to four character password.

Press  to confirm your entry. The password will go into effect as soon as you put the sign in Run mode. Before making any changes to your message, the sign will prompt you for the password. When prompted, you will have 10 seconds to enter your password and a maximum of 4 attempts before the sign automatically goes into Run mode again.

## SET CLOCK, ID, BAUD, BEEP, TRIVIA AND PASSWORD (continued)

### Summarized Sequence:

<u>Key</u>	<u>Meaning</u>
<b>ESC</b>	Exit Run mode
<b>S</b>	Enter Set mode
<b># # Enter</b>	Enter last 2 digits of current year
<b># # Enter</b>	Enter 2 digit current month
<b># # Enter</b>	Enter 2 digit current date
<b># # Enter</b>	Enter 2 digit current weekday
<b># # Enter</b>	Enter 2 digit current hour
<b># # Enter</b>	Enter 2 digit current minutes
<b>Y</b> or <b>N</b>	Select hour display format
<b>▲ ▼ Enter</b>	Set I.D. (computer application only)
<b>▲ ▼ Enter</b>	Set Baud Rate (computer application only)
<b>▲ ▼ Enter</b>	Set Beep On/Off
<b>▲ ▼ Enter</b>	Set Trivia-In-Motion On/Off
<b>▲ ▼ Enter</b>	Enable/disable password setting
<b># # # #</b>	If yes, enter 1 to 4 character password
<b>Enter</b>	Confirm password entry

When complete, you will automatically be returned to the Main Menu.

Clock will reset to 00:00 Monday 01 Jan, 96 if power is removed from sign.

If you forgot the Password, you can bypass the Password by doing the following (you may need the assistance of another person):

Stand 5 feet from the sign. Press and hold the **ESC** key while removing the power plug from the sign. Now reverse the process. Press and hold the **ESC** key while connecting the power plug to the sign. The signs will show the Main Menu. You can now go into Set mode to change or disable the password.

## TIMERS

For this example we want the prepared Pages A,B & C to be included in Timer A and to be displayed at 9:30 AM every Monday

Press **[ESC]**

Press **[E]** for edit, the screen shows: **Page Tmr Gfx**

Press **[T]** for Timer mode, the screen shows: **Timer(A-J) ?A**

Press **[Enter]** to select Timer A, screen will show: **WEEKDAY:99**

**TIP:** For Timer selection, you can also use the **[▲]** or **[▼]** key to select different Timers. When you are satisfied with the Timer selection, simply press **[ENTER]** to begin to configure the Timer.

Type **[0]** **[1]** to set weekday activation for Monday.

**TIP:** 00=Sunday, 01=Monday, 02=Tuesday . . . . .06=Saturday.

Press **[Enter]**, screen will show: **HOUR:99**

Type **[0]** **[9]** to set hour activation to 9.

**TIP:** Hour entry must be in 24 hour mode; 09=9am, 14=2pm

Press **[Enter]**, screen will show: **MINUTE:99**

Type **[3]** **[0]** to set minutes activation to 30.

Press **[Enter]**, screen will show: **STEP 00: \_ \_ \_ \_**

Type **[A]** to select Page A, screen will show **STEP 00:PG A**

**TIP:** To change your Page entry, simply type another character. To remove an entry, press **[SPACE]**

Press **[▼]** or **[Enter]** to confirm your entry.

Screen will show: **STEP 01: \_ \_ \_ \_**

Type **[B]** to select Page B, screen will show **STEP 01:PG B**

Press **[▼]** or **[Enter]** to confirm your entry.

## TIMERS (continued)

Screen will show: STEP 02: \_ \_ \_ \_

Type C to select Page C, screen will show STEP 00:PG C

Now that Timer A is configured, let's run our Timer.

Press ESC R T A

The message "Football Game" is using the Open effect.

### Summarized Sequence:

<u>Key</u>	<u>Meaning</u>
<span>ESC</span>	Exit Run mode
<span>E</span> <span>T</span>	Timer mode
<span>▲</span> <span>▼</span> <span>Enter</span>	Select a Timer (A-J) and confirm selection
<span>#</span> <span>#</span> <span>Enter</span>	Enter 2 digit weekday schedule
<span>#</span> <span>#</span> <span>Enter</span>	Enter 2 digit hour schedule
<span>#</span> <span>#</span> <span>Enter</span>	Enter 2 digit minute schedule
<span>n</span> <span>Enter</span>	Select and enter Page to be stored in Timer
	Repeat to add pages to run sequentially.
<span>ESC</span>	Exit message editing
<span>R</span> <span>T</span> <span>A</span>	Run Timer A

Use "99" for weekday to execute every day. Use "99" for hour to execute every hour. Use "99" for minute to execute every minute.

To cancel running the Timer, simply press ESC to exit Run mode. At your option, you can now run a single preprogrammed Page or select a different preconfigured Timer to run.

## DELETE PAGES, TIMERS, AND GRAPHICS

### Delete single Page or all Pages

Press

Press  for delete mode, screen will show:

Press  for Page, screen will show:

To delete a single Page, type the letter of the Page you would like to delete.

To delete all Pages, press the  key, sign will show:

Press  to confirm deletion or  to cancel.

### Delete single Timer or all Timers

Press

Press  for delete mode, screen will show:

Press  for Timer, screen will show:

To delete a single Timer, type the letter of the Timer you would like to delete.

To delete all Timers, press the  key, sign will show:

Press  to confirm deletion or  to cancel.

### Delete single Graphic or all Graphics

Deleting a graphic(s) will recall the original factory programmed graphic.

Press

Press  for delete mode, screen will show:

Press  for Graphics, screen will show:

To delete a single Graphic, type the letter of the Graphic you would like to delete.

To delete all Graphics, press the  key, sign will show:

Press  to confirm deletion or  to cancel.

## **DELETE PAGES, TIMERS, AND GRAPHICS** (continued)

### **Summarized Sequence:**

<u><b>Key</b></u>	<u><b>Meaning</b></u>
<b>ESC</b>	Exit Run Mode
<b>D</b>	Delete mode
<b>P</b> or <b>T</b> or <b>G</b>	Select to delete Page, Timer, or Graphics
<b>n</b> or <b>DEL</b>	Enter corresponding letter or delete all
<b>Y</b> or <b>N</b>	Select yes to delete or no to cancel

**When complete, you will automatically be returned to the Main Menu.**

## SECTION V

### FREQUENTLY ASKED QUESTIONS

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**I can't get rid of the DEMO message.**

The DEMO message cannot be erased. It is only designed to run when there is no message programmed in the page you are running.

**I programmed my message but I am not satisfied with the color? Can I change it instantly?**

No. When a color or font is selected, the message you type thereafter will be permanent with your selections. It is good practice to select a color and/or font, type a short message, and run the message to see if you are satisfied with the selection before typing your complete message. Also consider using the included software for easy programming.

**I programmed my message but it shows characters I do not want?**

To solve this problem, simply return to the page where your message is stored and delete the unwanted characters. Refer to page 7.

**How do I show the TIME and DATE in my message.**

When editing your message, press **[FN]** **[T]** .

**I removed the power from sign and now the TIME and DATE is wrong.**

This is normal operation. Any interruption of power will reset the clock and will require you to input the correct time again. Your preprogrammed messages will not be lost when removing power.

**My Timer is not working correctly.**

Make sure the current Time and Date has been programmed on the sign. It is also good to note that any power interruption will reset the clock on the sign. Refer to the Timer section on page 18.

**I have multiple Pages programmed. How do I run them together.**

Program a Timer and make sure weekday, hour and minutes are all set to '99'. Refer to page 18.

**My Timer is not running the Pages in the correct order?**

This is caused by two conflicting Timers. If two Timers are programmed with identical weekday, hour and minutes, the sign will not be sure which Timer to run. To solve this problem, it is best to delete all your Timers, and program just one Timer with your desired pages.

**Do you have additional TRIVIA questions that I can load onto the sign?**

Yes, we have SPORTS, SAFETY and additional GENERAL TRIVIA packages. For more information, please refer to the enclosed Accessories Order Form that was included with your sign or contact our sales department, 714-668-9988.

**I forgot my password, how do I erase it?**

Please refer to page 16.

**Every key I press shows symbols. How do I type letters?**

Press the **[CAPS]** key to exit the figure and symbols mode.

**My TRIVIA questions are not showing with my message?**

The TRIVIA option may not be enabled. Refer to page 16 to enable Trivia.

**How do I slow down the shifting speed of the display?**

In most cases, you are standing too close to the display. Try stepping further away from the sign. If it is still too fast, you can insert Speed2 or Speed3 before your message to reduce the shift speed. Refer to Appendix IV.

**How many characters can program onto the sign?**

Each page can hold up to 1,000 characters (1,000 bytes). The total available character memory is 12,000 bytes. Graphics and effects occupy additional character space therefore using up more bytes.

**My sign shows “memory full” when I try to program?**

The maximum characters available to input in the page has been reached. Please try another page. If the same message appears, memory capacity for the whole sign has been reached. To enter additional messages, you will have to delete some of your existing content from the sign.

**Can I increase the memory of my sign?**

No.

**Can I program my sign through a computer?**

Yes. For more information, please refer to the enclosed Accessories Order Form that was included with your sign or call our sales department, 714-668-9988.

**Can I program my sign through the LAN?**

Yes. You will need to purchase a Mini-Web LAN serial server. For more information, refer to the enclosed Accessories Order Form that was included with your sign or call our sales department, 714-668-9988.

**I program a message, but when I move the sign to another location my message is gone.**

In order for the memory to perform reliably you must plug the sign in for at least 8 hours continuously when new to fully charge up the battery. As further precaution to safeguard the memory, you should always plug the sign power adaptor to a surge protector. Power spikes and surges can cause the sign memory to be deleted.

**Does the ON/OFF button on the remote shut the power to the sign off?**

No. The sign is still running but in quiet mode.

**Can I show only one of the animated graphics?**

No. The animated graphics are fixed and cannot be changed.

**I want to use my computer to send messages to the sign but it does not have a COM PORT?**

You can use a USB to Serial adaptor. Please call our sales department for more information, 714-668-9988.



## **TROUBLESHOOTING**

### **The sign will not turn on.**

Please check the following:

- The original power adaptor is being used
  - refer to page 29 for general specifications
- The outlet you are using is working.
  - connect a lamp to the outlet to see if it turns on
- Press the **ON/OFF** key to see if the sign turns on

### **The sign is not responding to the remote.**

Please check the following items:

- Try a new set of batteries.
- Stand 5 feet from sign and try pressing the **ESC** key.

### **My messages are erased when I remove power to the sign.**

In order for the memory to perform reliably you must plug the sign in for at least 8 hours continuously when new to fully charge up the battery. As further precaution to safeguard the memory, you should always plug the sign power adaptor to a surge protector. Power spikes and surges can cause the sign memory to be deleted.

### **The sign is turning off by itself, what can I do?**

Please check the following:

- The original power adaptor is being used
  - refer to page 29 for general specifications
- All Timers are deleted (refer to page V).
- Go into Edit mode and check to see if the 'SLEEP' function is in your message. If so, delete it from your message.

### **My sign has stopped working completely. Can I send my sign in for repair?**

Yes. Please read the Return for Repair Procedure on page 29. You can also contact our Customer Service department at 714-668-9988 for Return instructions.

## **ADDITIONAL ASSISTANCE**

Most solutions can be found by reviewing this manual or by going online and using our step by step troubleshooting guide.

**<http://www.pro-lite.com/support>**

If you are still unable to find a solution, please feel free to contact our Customer Support department.

**E-mail: [support@pro-lite.com](mailto:support@pro-lite.com)**

**Phone Support: (714) 668-9988**

# SECTION VI

## APPENDIX TABLES

### APPENDIX I

#### Color Code Table

Press Size/Color twice followed by the corresponding letter.

CORRES. LETTER	FOREGROUND COLOR	BACKGROUND COLOR	SHADOW COLOR	SHADOW SWITCH
A	DIM RED	BLACK	-	OFF
B	RED	BLACK	-	OFF
C	BRIGHT RED	BLACK	-	OFF
D	ORANGE	BLACK	-	OFF
E	BRIGHT ORANGE	BLACK	-	OFF
F	LT-YELLOW	BLACK	-	OFF
G	YELLOW	BLACK	-	OFF
H	BRIGHT YELLOW	BLACK	-	OFF
I	LIME	BLACK	-	OFF
J	DIM LIME	BLACK	-	OFF
K	BRIGHT LIME	BLACK	-	OFF
L	BRIGHT GREEN	BLACK	-	OFF
M	GREEN	BLACK	-	OFF
N	LT-GREEN	BLACK	-	OFF
O	LT-YELLOW	GREEN	RED	ON
P	RAINBOW	BLACK	-	OFF
Q	RED	BLACK	GREEN	ON
R	RED	BLACK	LT-YELLOW	ON
S	GREEN	BLACK	RED	ON
T	GREEN	BLACK	LT-YELLOW	ON
U	GREEN	RED	-	OFF
V	RED	GREEN	-	OFF
W	ORANGE	GREEN	BLACK	ON
X	DIM-LIME	RED	BLACK	ON
Y	GREEN	RED	BLACK	ON
Z	RED	GREEN	BLACK	ON

## APPENDIX II

### Character Size Code Table

Press **Size/Color** followed by the corresponding letter.

CORRES. LETTER	CHARACTER FONT	CORRES. LETTER	CHARACTER FONT
A	NORMAL	E	FLASH NORMAL
B	BOLD	F	FLASH BOLD
C	ITALIC	G	FLASH ITALIC
D	BOLD ITALIC	H	FLASH BOLD ITALIC

## APPENDIX III

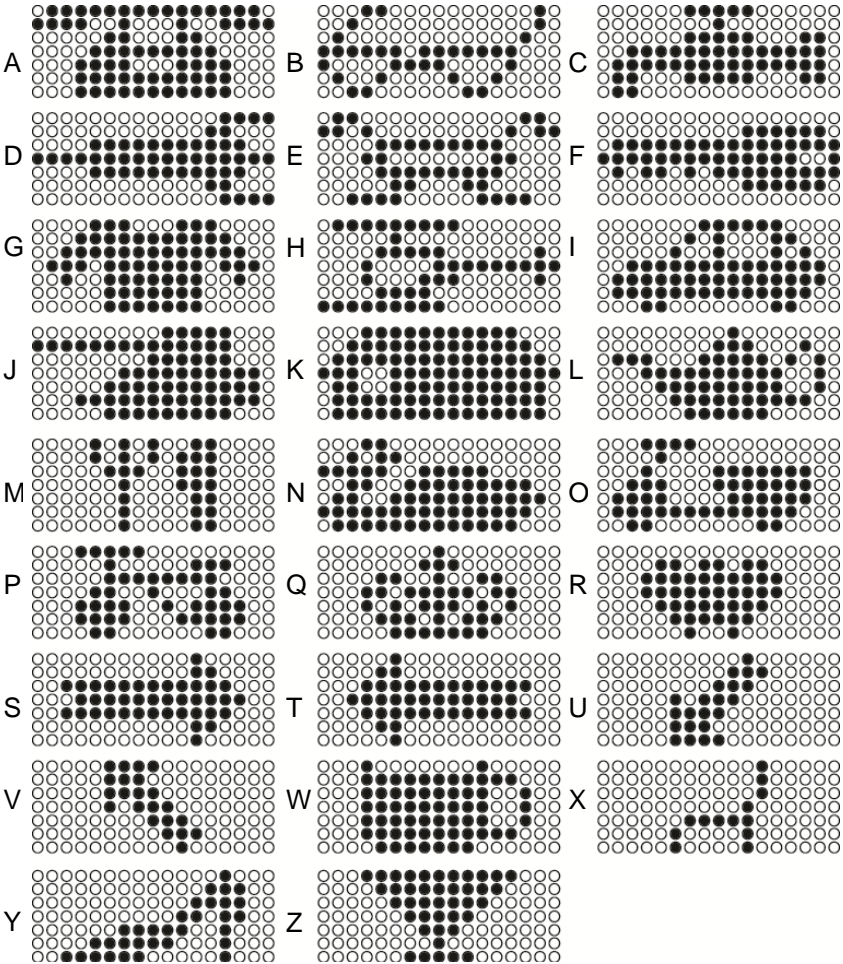
### Graphic Code Table

Press **ALT CHAR** **G** followed by the corresponding letter.

CORRES. LETTER	GRAPHIC	CORRES. LETTER	GRAPHIC
A	TELEPHONE	N	DUCK
B	GLASSES	O	MOTORCYCLE
C	TAP	P	BICYCLE
D	ROCKET	Q	CROWN
E	MONSTER	R	SWEET HEART
F	KEY	S	ARROW →
G	SHIRT	T	ARROW ←
H	HELICOPTER	U	ARROW ↙
I	CAR	V	ARROW ↘
J	TANK	W	GLASS OF BEER
K	HOUSE	X	CHAIR
L	TEA POT	Y	HIGH-HEELED SHOE
M	KNIFE & FORK	Z	WINE GLASS

Refer to following page for Graphic Patterns.

Graphic Patterns A - Z



## APPENDIX IV

### Effect Code Table

Press **FN** followed by the corresponding letter.

CORRES. LETTER	EFFECT	DESCRIPTION
<b>A</b>	AUTO	Auto effects
<b>B</b>	OPEN < - - >	Open from center to both ends
<b>C</b>	COVER < - - >	New message covers from center to both ends
<b>D</b>	APPEAR < - - >	Shows message instantly on screen
<b>E</b>	CYCLING	Rolling color
<u><b>F</b></u>	CLOSE <	Close from right to left
<u><b>G</b></u>	CLOSE - >	Close from left to right
<u><b>H</b></u>	CLOSE - > < -	Close from both end to center
<b>I</b>	SCROLL UP	Scroll bottom to top
<b>J</b>	SCROLL DOWN	Scroll from top to bottom
<b>K</b>	OVERLAP	Form message from two shifting layers
<b>L</b>	STACKING	Form message by piling dots
<b>M</b>	COMIC 1	Animated Graphic 1
<b>N</b>	COMIC 2	Animated Graphic 2
<b>O</b>	BEEP	Beep Sound
<u><b>P</b></u>	PAUSE	Freeze the moving message
<b>Q</b>	SLEEP	Display nothing on screen
<b>R</b>	RANDOM	Formed message by random dots
<b>S</b>	SHIFT < - -	Shift message from right to left (Default)
<b>T</b>	TIME/DATE	Show current time & date
<b>U</b>	MAGIC	Auto change message color
<b>V</b>	THANK YOU	Script message with effect
<b>W</b>	WELCOME	Script message with effect
<b>X</b>	SPEED 1	Standard speed
<b>Y</b>	SPEED 2	Slow speed
<b>Z</b>	SPEED 3	Slower speed

Underlined letters designate effects which should be used after a word/message.

## APPENDIX V

### European Code Table

Press ALT CHAR U followed by the corresponding letter.

CORRES. UPPER CASE LETTER	CHARACTER	CORRES. LOWER CASE LETTER	CHARACTER
A	Ç	a	Ä
B	é	b	ß
C	ï	c	α
D	Θ	d	ó
E	Ü	e	Å
F	Λ	f	í
G	≡	g	Ú
H	π	h	Þ
I	ï	i	ç
J	Σ	j	þ
K	¥	k	Ð
L	ø	l	ð
M	£	m	æ
N	È	n	ó
O	Ò	o	Õ
P	Ù	p	Ô
Q	ê	q	Æ
R	û	r	Ü
S	ff	s	Á
T	î	t	í
U	Ω	u	Ş
V	φ	v	É
W	ë	w	ú
X	ψ	x	ê
Y	Ô	y	ó
Z	è	z	Ø

# SECTION VII

## GENERAL SPECIFICATIONS

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Character Height::	2"
Screen matrix (H x W):	7 x 80
No. of Colors :	16
Display Area (H x W):	2.1" x 24"
No. of Characters :	14
Character Set:	English & European Characters
Remote Keyboard:	Infrared
RS232 Port Type:	RJ11 (not for use with standard phone line)
Maximum Baud Rate:	9600
Operating Voltage:	9VAC
Operating Amperage:	2.5A min
Power Adapter AC Input:	110V / 220V / 240V AC
Dimensions (H x W x D):	4.5" x 28" x 1.875"
Battery Backup:	90 days

\* All specifications above are subject to change without notice

## RETURN FOR REPAIR PROCEDURE

### STEP 1

Contact Pro-Lite, Inc. at 714-668-9988 to determine if your sign qualifies to be returned for repair.

### STEP 2

If your sign qualifies, we will issue a Return Materials Authorization Number. This number must be written on the outside of the box that it will be returned in.

### STEP 3

Ship the unit in its original container postage paid. If the original container is not available, pack the unit in a strong box made of corrugated cardboard with plenty of packing material. Unit should be returned to:

**Pro-Lite, Inc.**  
**Technical Support Department**  
**3505 Cadillac Ave., Bldg. D**  
**Costa Mesa, CA 92626**  
**RMA #**

- Units will be refused if no RMA number is found on the package.
- All units returned must be shipped postage prepaid with tracking capability.
- Units shipped COD will not be accepted.
- Pro-Lite accepts no responsibility for lost or damaged packages sent via mail or parcel company.

# ONE YEAR LIMITED WARRANTY

PRO-LITE, INC. warrants to the original consumer that each of its PRO-LITE products and all components therein contained will be free from defects in materials and/or workmanship for one year from the date of purchase. Any warranty hereunder is extended only to the original consumer purchaser and is not assignable.

In the event of malfunction or other indication of failure attributable directly to faulty workmanship and/or material, PRO-LITE, INC. will at its option, repair or replace said products or components to whatever extent it shall deem necessary to restore said product to proper operating condition, provided the consumer purchaser has previously returned the enclosed Warrants Registration Card to PRO-LITE, INC. Before returning a product for repair, the customer must call PRO-LITE, INC. Customer Service at (714) 668-9988 for a Return Materials Number. This number should be included with the customer's mailing address and telephone number when the product is returned. Products should be returned to: PRO-LITE, INC., Attention: Warranty/Repair, 3505 Cadillac Ave. Bldg. D, Costa Mesa, CA 92626 (postage prepaid). During the first year after the date of purchase, all labor and materials will be provided without charge. There shall be no warranty for either parts or labor after the expiration of one year from the date of purchase. PRO-LITE, INC. does not warranty bulbs in combination or fluorescent board products.

Units must be returned postage prepaid. It is recommended that the unit be insured when shipped. Units returned for which a Warranty Registration Card has not been submitted or out-of-warranty units returned will be repaired or replaced (at the option of PRO-LITE, INC) and the customer will be charged for parts and labor

Products will be returned to customer after repair or replacement has been completed by carrier and method chosen by PRO-LITE, INC. to any destination within the United States of America. Should the customer desire some other specific form of conveyance, or be located outside the border of the U. S. then the customer must bear the cost of return shipment.

The customer shall be solely responsible for failure of any PRO-LITE, INC. product or component thereof, resulting from accident, abuse or misapplication of the product, and PRO-LITE, INC. assumes no liability as a consequence of such events under the terms of the Warranty.

This Warranty gives you specific legal rights and you also have other rights that vary from state to state.

This Warranty is in lieu of all other express warranties, which now or hereafter might otherwise arise with respect to this product. ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR USE SHALL HAVE NO GREATER DURATION THAN THE PERIOD FOR THE EXPRESS WRITTEN WARRANTY APPLICABLE TO THIS PRODUCT AS SHOWN ABOVE AND SHALL TERMINATE AUTOMATICALLY AT THE EXPIRATION OF SUCH PERIOD. No action shall be brought for breach of any implied or express warranty after one year subsequent to the expiration of the period of the express written warranty. (Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.)

Incidental and consequential damages caused by malfunctions, defect, or otherwise and with respect to breach of any express or implied warranty, are not the responsibility of PRO-LITE, INC. and to the extent permitted by law are hereby excluded both for property and, to the extent of unconscionable, for personal injury damage. (Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above may not apply to you.)

Visit our website to view our complete line of products,

**[www.pro-lite.com](http://www.pro-lite.com)**

For sales inquiries please call,

**(714) 668-9988**