



Journey 13XX Aspect ratio correction.

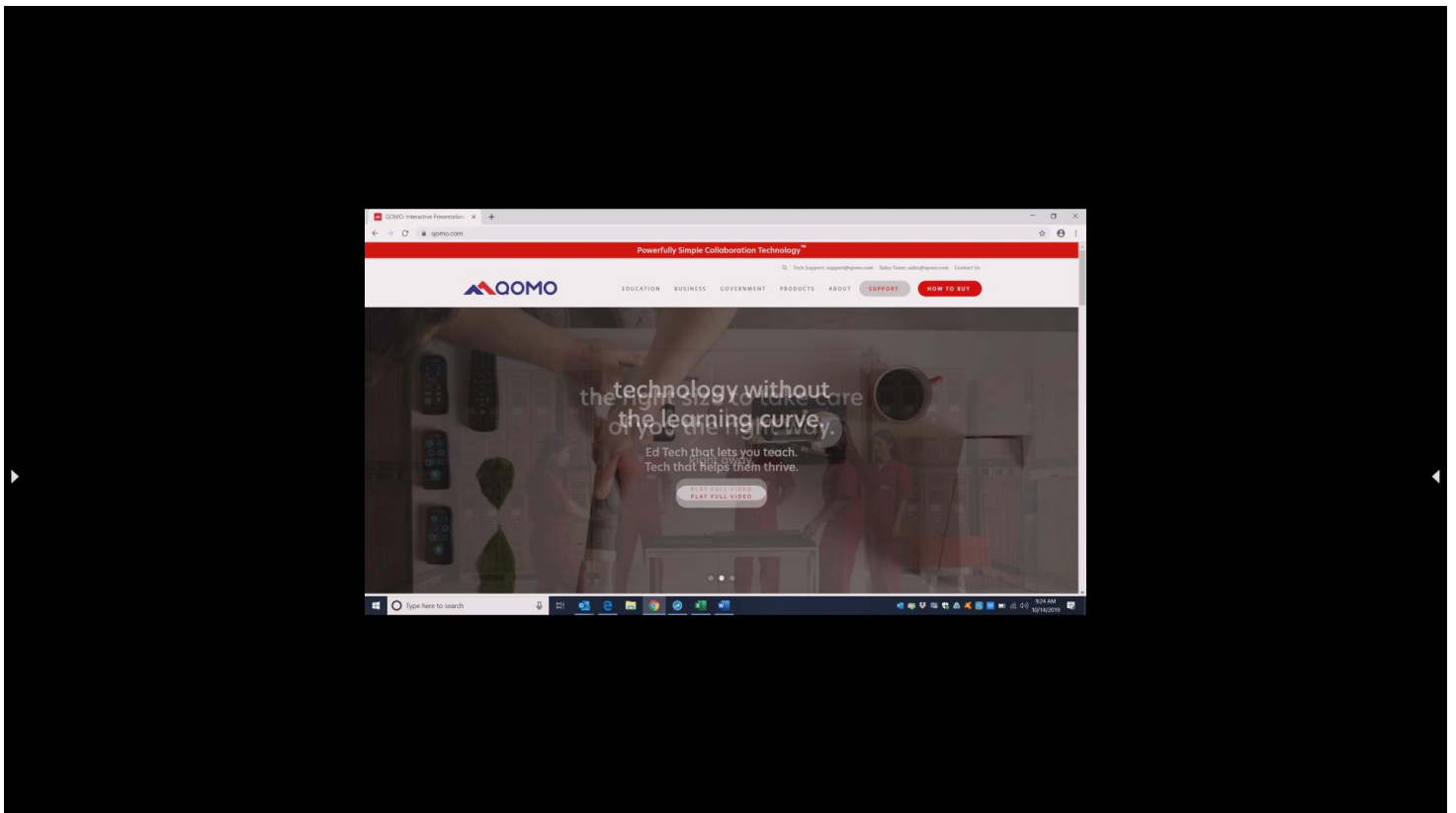
Symptom corrected: When connecting an external device to a Journey 13 panel the image may appear to be smaller in the center of the screen.

Models Supported: Journey 13 All Sizes (KJD and FCT)

Software needed: NONE

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- 1) Symptom is shown in the picture below. Note that the image is only show in the center ¼ of the screen. This can happen even if your external device is set to 1080.



2) How to correct this:

- a. While on the input with the issue press the settings button on the front panel (Little Gear)
- b. Using your finger, you can touch the screen to scroll down to the “display mode” or “Zoom mode” depending on the revision of the panel you are using. (See below)
- c. Tap on the setting until it is set to 16:9 (or setting that works for your external device)
- d. Touch anywhere else on the screen to exit menu or wait for it to timeout.
- e. This setting will save for that input only. You will need to repeat on other inputs (HDMI 1 , HDMI 2, etc)

