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TouchWo HD550WC

TouchWo 55-inch Windows All-in-One PC Interactive Smart Whiteboard User Manual

Model: HD550WC

INTRODUCTION

This manual provides essential information for the proper setup, operation, and maintenance of your TouchWo 55-inch Windows All-in-One PC Interactive Smart Whiteboard, Model HD550WC. Please read this guide thoroughly before using the product to ensure optimal performance and safety.



Image: The TouchWo 55-inch Windows All-in-One PC Interactive Smart Whiteboard, showcasing its sleek design and large display.

1. SETUP

1.1 Unboxing and Package Contents

Carefully remove all components from the packaging. Verify that the following items are included:

- 1 x Touch Screen Monitor
- 1 x Power Cable
- Other accessories (e.g., remote control, documentation) may be included depending on your specific package.

1.2 Physical Installation

The TouchWo HD550WC is designed for versatile placement. It can be used freestanding or mounted on a wall.

Consider the dimensions and weight for appropriate installation:

- **Dimensions:** 7.56 x 125.98 x 73.1 cm
- **Weight:** 30 kg
- **Mounting:** Wall mount compatible. Ensure the wall mount (not included) is rated to support the device's weight and dimensions.



Brand	TouchWo	Angle of Viewing	178°
Screen Size	55 inch	Resolution	4K
Built-in Speaker	Yes	Brightness	300 cd/m2
Aspect Ratio	16:9	Contrast Ratio	1200 : 1
Refresh Frequency	60 Hz	Weight	66.1 lb

Image: Diagram illustrating the dimensions of the 55-inch TouchWo Smart Whiteboard.

1.3 Power Connection

Connect the provided power cable to the device's power input and then to a suitable electrical outlet. The device operates on 110 Volts and consumes 140 watts.

1.4 Initial Boot

Press the power button to turn on the device. The system will boot into Windows 10 Pro. Follow any on-screen prompts for initial setup, including network configuration and user account creation.

2. OPERATING INSTRUCTIONS

2.1 Touch Screen Functionality

The TouchWo Smart Whiteboard features a 10-point capacitive touch screen, allowing for multi-finger gestures such as zooming, panning, and writing. No special drivers or optical pens are required. The screen supports operation with gloves and allows for brightness adjustment.



Image: Visual representation of 10-point touch technology, showing multiple finger inputs simultaneously.

2.2 System and Applications

Running on Windows 10 OS with an Intel i3 processor, 4GB RAM, and 128GB SSD, the device is a full-fledged PC. You can download and install various programs for diverse applications:

- **Meeting Whiteboard:** Facilitate interactive presentations and brainstorming sessions.
- **Class Whiteboard:** Enhance educational environments with dynamic teaching tools.
- **Gaming Table:** Enjoy interactive games on a large touch surface.
- **Smart TV:** Stream content and browse the web.
- **Digital Signage:** Display advertisements or informational content.
- **Live Streaming:** Connect additional cameras and microphones for video conferencing or live broadcasts.

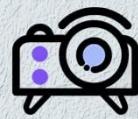


Image: The TouchWo Smart Whiteboard being used in a classroom for an interactive lesson.

2.3 Connectivity and Interfaces

The device offers multiple interfaces for seamless integration:

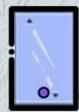
- **USB Ports:** 4x USB 2.0 ports for peripherals.
- **Video Inputs:** VGA and HDMI for external display connections.
- **Network:** LAN and WiFi for internet access.
- **Audio:** Built-in speakers and a 3.5mm audio jack.
- **Bluetooth:** For wireless peripheral connections.



PROJECTOR



COMPUTER



TABLET



TV



WHITEBOARD



AUDIO

SIX DEVICES IN ONE

Multi-device function integration

Image: An infographic illustrating how the TouchWo Smart Whiteboard integrates the functions of six different devices.

2.4 Advanced Features

- **Screen Mirroring:** Supports mirroring from mobile phones or laptops via wireless connection, USB, or QR code.
- **Orientation:** Supports both horizontal and vertical placement for smart TV playback and image viewing.
- **Real-time Editing:** Facilitates real-time editing and sharing among multiple users and devices on the touch screen.

MULTIPLE USAGE SCENARIOS

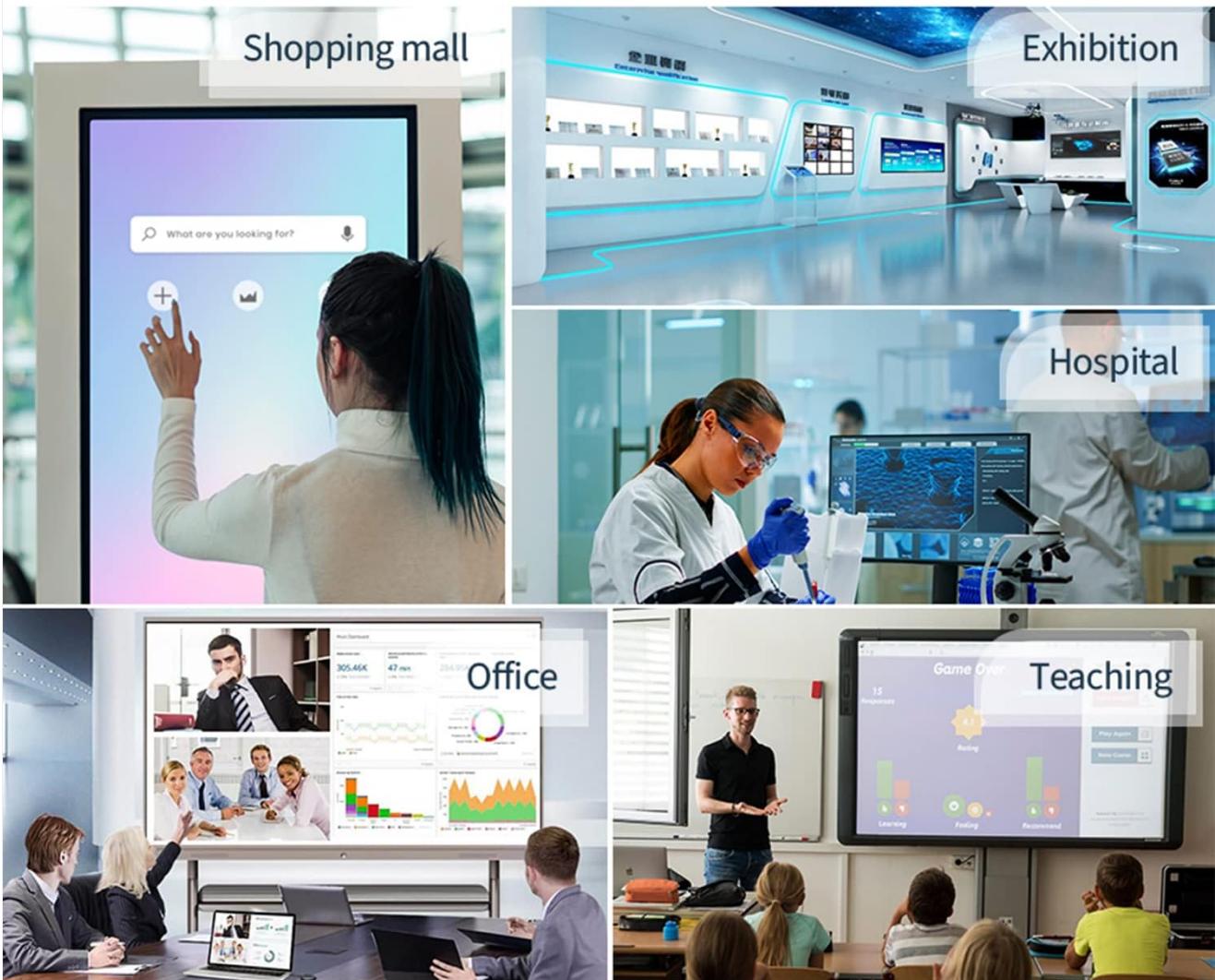
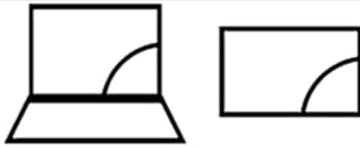


Image: A collage of images demonstrating various usage scenarios, including shopping malls, exhibitions, hospitals, offices, and teaching environments.

3. MAINTENANCE

3.1 Cleaning the Screen

To clean the anti-glare touch screen, use a soft, lint-free cloth lightly dampened with a screen-safe cleaning solution. Avoid harsh chemicals or abrasive materials that could damage the screen surface.

3.2 Software Updates

Regularly check for and install Windows operating system updates to ensure optimal performance, security, and compatibility. While software updates are generally supported, specific guarantees for future updates are currently unknown.

4. TROUBLESHOOTING

4.1 Common Issues

- No Display/Power:** Ensure the power cable is securely connected and the power outlet is functional. Check the power indicator light on the device.
- Touch Screen Unresponsive:** Restart the device. Ensure the screen is clean and free from obstructions. If using an external PC, verify USB touch cable connection.
- Windows License Inactive:** If you encounter issues with the Windows license, contact TouchWo customer service for assistance.
- Connectivity Problems (WiFi/LAN):** Check network cable connections or WiFi settings. Restart your router if necessary.
- External Device Connection Issues:** Ensure correct cables (HDMI, VGA, USB) are used and securely connected. Verify input source selection on the device.

4.2 Seeking Further Assistance

If you encounter problems that cannot be resolved using this guide, please refer to the support section for contact information.

5. SPECIFICATIONS

Feature	Specification
Brand	TouchWo
Model	HD550WC
Screen Size	55 Pulgadas (55 Inches)
Resolution	1920 x 1080 (FHD 1080p)
Aspect Ratio	16:9
Touch Technology	10-point Capacitive Touch
Operating System	Windows 10 Pro
Processor Type	Core i3 4350
RAM	4 GB
Storage	128 GB (SSD)
Refresh Rate	60 Hz
Response Time	5 Milliseconds
Brightness	300 lm
Contrast Ratio	1200:1
Viewing Angle	178 Degrees
Interfaces	4x USB 2.0, VGA, HDMI, LAN, WiFi, 3.5mm Audio, Bluetooth
Speakers	Integrated

Feature	Specification
Power Consumption	140 watts
Power Source	DC
Mounting Compatibility	Wall Mount

6. WARRANTY INFORMATION

The TouchWo 55-inch Windows All-in-One PC Interactive Smart Whiteboard comes with a **1-year warranty**. Additionally, a **30-day free return** policy is offered. Please retain your proof of purchase for warranty claims.

7. CUSTOMER SUPPORT

For any questions, technical assistance, or warranty claims, please contact TouchWo customer service. We offer **7x24 online customer service** to assist you with your product.

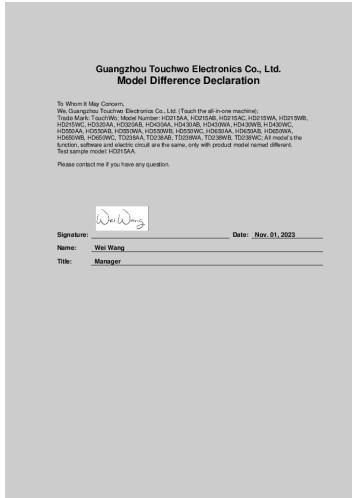
Please refer to the official TouchWo website or your purchase documentation for the most up-to-date contact information.

Related Documents - HD550WC

	<p>21.5 Inch Touch All-in-One Machine (Model HD215AA) - TouchWo Product Catalog</p> <p>Detailed product catalog for the TouchWo 21.5 Inch Touch All-in-One Machine (Model HD215AA). Features, technical specifications, interface details, physical dimensions, installation guides, and warnings.</p>
	<p>TouchWo HD65 65-inch Commercial Touch PC Datasheet</p> <p>Technical specifications and features for the TouchWo HD65, a 65-inch commercial touch PC designed for 24/7 use with an industrial-grade power supply, ultra-narrow bezel, and IP65 waterproof rating.</p>
	<p>TouchWo HD65 65-inch Touch Monitor - Technical Specifications & Features</p> <p>Comprehensive technical specifications for the TouchWo 65-inch HD65 Touch Monitor. This document details features like 24/7 commercial use, industrial-grade power supply, and IP65 waterproofing, alongside LCD and touch panel specifications, operational environment, dimensions, power requirements, and external connectors. Ideal for digital signage and interactive displays.</p>
	<p>TouchWo TD215A 21.5-inch Capacitive Touch Panel PC Product Introduction</p> <p>Product introduction for the TouchWo TD215A, a 21.5-inch capacitive touch panel PC. Details specifications, features, interfaces, accessories, mechanical parameters, and warnings.</p>

	<p>TouchWo DM215F 21.5-inch Industrial Touch PC - Technical Specifications</p> <p>Detailed technical specifications for the TouchWo DM215F, a 21.5-inch industrial-grade touch PC featuring a full aluminum alloy frame, IP65 waterproof surface, and robust performance for commercial use.</p>
	<p>TouchWo DM156G 15.6-inch Industrial Touch PC - Specifications and Features</p> <p>Comprehensive technical specifications, features, dimensions, connectivity options, and system configurations for the TouchWo DM156G 15.6-inch industrial touch PC.</p>

Documents - TouchWo – HD550WC



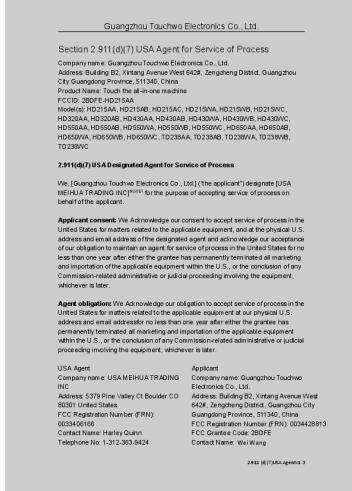
[pdf] Declaration of Conformity

Microsoft Word Model Difference Declaration Administrator Guangzhou Touchwo Electronics Co Ltd

HD215AA Touch the all in one machine 2BDFE 2BDFEHD215AA hd215aa

Guangzhou Touchwo Electronics Co., Ltd. Model Difference Declaration To Whom It May Concern, We, Gua ... HD320AA, HD320AB, HD430AA, HD430AB, HD430WA, HD430WB, HD430WC, HD550AA, HD550AB, HD550WA, HD550WB, HD550WC, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650WA, HD650WB, HD650WC, TD238AA, TD238AB, TD238WA, TD238WB, TD238WC; A...

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Guangzhou Touchwo Electronics Co., Ltd. Section 2.911 d 7 USA Agent for Service of Process Compan ... HD320AA, HD320AB, HD430AA, HD430AB, HD430WA, HD430WB, HD430WC, HD550AA, HD550AB, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650WA, HD650WB, HD650WC, TD238AA, TD238AB, TD238WA, TD238WB, TD238WC 2...

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Guangzhou Touchwo Electronics Co., Ltd.
Agent Authorization

Company: Guangzhou Touchwo Electronics Co., Ltd.
Address: Building B2, Xintang Avenue West 6426, Zengcheng District, Guangzhou
City Guangdong Province, 511340, China
Product Name: Touch the all-in-one machine
Model Number(s): HD215AA, HD215AB, HD215AC, HD215WA, HD215WB, HD215WC,
HD320AA, HD320AB, HD320AC, HD320WA, HD320WB, HD320WC, HD430AA, HD430AB, HD430AC, HD430WA,
HD550AA, HD550AB, HD550AC, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650AC, HD650WA,
HD650WB, HD650WC, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC

Product Description: Touch the all-in-one machine

We authorize MICOM Lab, Inc., 575 Biscuit Court, Pleasanton, California 94566, USA, to act on our behalf on all matters concerning the certification of above named equipment.

We declare that MICOM Lab, Inc., is allowed to forward all information related to the approval and certification of the above named equipment to the FCC. We further declare that we may issue the necessary approval application. Any and all acts carried out by MICOM Lab on our behalf shall have the same effect as acts of our own.


Signature: Wei Wang Date: Nov. 01, 2023
Name: Wei Wang
Title: Manager
Company: Guangzhou Touchwo Electronics Co., Ltd.

[pdf] Agent Authorization

Microsoft Word Agent Authorization Rev 1 0 Administrator Guangzhou Touchwo Electronics Co Ltd

HD215AA Touch the all in one machine 2BDFE 2BDFEHD215AA hd215aa

Guangzhou Touchwo Electronics Co., Ltd. Agent Authorization Company: Guangzhou Touchwo Electronics Co., Ltd. Agent Authorization Company: Guangzhou Touchwo Electronics Co., Ltd. HD320AA, HD320AB, HD430AA, HD430AB, HD430WA, HD430WB, HD430WC, HD550AA, HD550AB, HD550AC, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650AC, HD650WA, HD650WB, HD650WC, HD650WA, HD650WB, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC Pr...

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Guangzhou Touchwo Electronics Co., Ltd.

Section 2.911(d)(5)(i) Certification – EquipmentType

Company name: Guangzhou Touchwo Electronics Co., Ltd.
Address: Building B2, Xintang Avenue West 6426, Zengcheng District, Guangzhou City Guangdong Province, 511340, China
Product Name: Touch the all-in-one machine
FCID: 2BDFE-HD215AA
Model Number(s): HD215AA, HD215AB, HD215AC, HD215WA, HD215WB, HD215WC, HD215WA, HD320AA, HD320AB, HD320AC, HD320WA, HD320WB, HD320WC, HD430AA, HD430AB, HD430AC, HD430WA, HD550AA, HD550AB, HD550AC, HD550WA, HD650AA, HD650AB, HD650AC, HD650WA, HD650WB, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC

2.911(d)(5)(i) EquipmentType

We, [Guangzhou Touchwo Electronics Co., Ltd.] ("the applicant") certify that the equipment for which authorization is sought through certification is not:

- Prohibited from receiving an equipment authorization pursuant to § 200 of the FCC rules.
- Identified as an equipment type in the "Covered List"^{NOTE 1}

Yours sincerely,

Name: Wei Wang Date: Nov. 01, 2023

Title: Manager

Company name: Guangzhou Touchwo Electronics Co., Ltd.



NOTE 1
"Covered List" is the List of Equipment and Services Covered By Section 2 of The Secure Networks Act, available at <http://www.fcc.gov/oet/ea/cert/coveredlist>

References:
1) 966-4461 D01 Content Reporters v01
<http://www.fcc.gov/oet/ea/cert/coveredlist/966-4461-D01.html>

2) Federal Register document 2022-08262 published on 02/06/23
<http://www.federalregister.gov/documents/2022/02/06/2022-08262/protection-against-national-security-threats-to-the-cyber-communications-supply-chain-through-the>

2022-08262 Equipment Type Authorization v2

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Guangzhou Touchwo Electronics Co., Ltd. Section 2.911 d 5 i Certification

EquipmentType Compan ... HD320AA, HD320AB, HD430AA, HD430AB, HD430WA, HD430WB, HD430WC, HD550AA, HD550AB, HD550AC, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650AC, HD650WA, HD650WB, HD650WC, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC 2...

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Guangzhou Touchwo Electronics Co., Ltd.

Section 2.911(d)(5)(ii) Certification – Applicant (Covered List)

Company name: Guangzhou Touchwo Electronics Co., Ltd.
Address: Building B2, Xintang Avenue West 6426, Zengcheng District, Guangzhou City Guangdong Province, 511340, China
Product Name: Touch the all-in-one machine
FCID: 2BDFE-HD215AA
Model Number(s): HD215AA, HD215AB, HD215AC, HD215WA, HD215WB, HD215WC, HD215WA, HD320AA, HD320AB, HD320AC, HD320WA, HD320WB, HD320WC, HD430AA, HD430AB, HD430AC, HD430WA, HD550AA, HD550AB, HD550AC, HD550WA, HD650AA, HD650AB, HD650AC, HD650WA, HD650WB, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC

2.911(d)(5)(ii) Applicant (Covered List)

We, [Guangzhou Touchwo Electronics Co., Ltd.] ("the applicant") certify that as of the date of the filing of the application, the applicant is not identified^{NOTE 2} on the "Covered List"^{NOTE 3} established pursuant to §1.50002 of this chapter, as an entity producing covered communications equipment.

Yours sincerely,

Name: Wei Wang Date: Nov. 01, 2023

Title: Manager

Company name: Guangzhou Touchwo Electronics Co., Ltd.



NOTE 1
Delete option not applicable to this application.

NOTE 2
"Covered List" is the List of Equipment and Services Covered By Section 2 of The Secure Networks Act, available at <http://www.fcc.gov/oet/ea/cert/coveredlist>

References:
1) 966-4461 D01 Content Reporters v01
<http://www.fcc.gov/oet/ea/cert/coveredlist/966-4461-D01.html>

2) Federal Register document 2022-08262 published on 02/06/23
<http://www.federalregister.gov/documents/2022/02/06/2022-08262/protection-against-national-security-threats-to-the-cyber-communications-supply-chain-through-the>

2022-08262 Equipment Type Authorization v3

[pdf]
Microsoft Word 2 911 d 5 ii Certification Applicant v1 3 Administrator 911d Guangzhou Touchwo Electronics Co Ltd HD215AA Touch the all in one machine 2BDFE 2BDFEHD215AA hd215aa

Guangzhou Touchwo Electronics Co., Ltd. Section 2.911 d 5 ii Certification Applicant Covered Li ... HD320AA, HD320AB, HD430AA, HD430AB, HD430WA, HD430WB, HD430WC, HD550AA, HD550AB, HD550AC, HD550WA, HD550WB, HD550WC, HD650AA, HD650AB, HD650AC, HD650WA, HD650WB, HD650WC, TD238AA, TD238AB, TD238AC, TD238WA, TD238WB, TD238WC 2...

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