

Promethean ActivPanel 9 Pro

ActivPanel 9 Pro 86" Digital Display User Manual

Model: ActivPanel 9 Pro | Brand: Promethean

1. INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your Promethean ActivPanel 9 Pro 86-inch Digital Display. Designed for meeting and conference rooms, this interactive touch screen whiteboard offers 4K UHD resolution and runs on the ActivPanel OS, providing a dynamic and collaborative environment.



The ActivPanel 9 Pro display, featuring its intuitive meeting interface.

2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package. If any items are missing or damaged, contact Promethean support immediately.

- ActivPanel 9 Pro 86" Digital Display
- Wall Mount Bracket Kit

- Power Cable
- USB-C Cable
- HDMI Cable
- Interactive Stylus Pen (x2)
- Remote Control with Batteries
- Quick Start Guide



Example of common accessories that may accompany your ActivPanel.

3. SETUP GUIDE

3.1 Unpacking

Carefully remove the ActivPanel from its packaging. It is recommended that at least two people handle the display due to its size and weight. Retain all packaging materials for future transport or service needs.

3.2 Mounting

The ActivPanel 9 Pro comes with a wall mount. Follow the detailed instructions provided with the wall mount kit for secure installation. Ensure the wall structure can support the weight of the display.

3.3 Connecting Power

Connect the provided power cable to the ActivPanel's power input port and then to a grounded electrical outlet. Ensure the power source meets the display's voltage requirements.

3.4 Connecting Peripherals

The ActivPanel features multiple ports for connectivity:

- **HDMI Ports:** Connect external devices such as laptops or media players.
- **USB Ports:** For connecting USB devices like keyboards, mice, or external storage.
- **USB-C Port:** Supports video, audio, data, and power delivery for compatible devices.
- **Ethernet Port:** For wired network connectivity.



An example of a video capture dongle that can be connected via USB for specific applications.

4. OPERATING INSTRUCTIONS

4.1 Powering On/Off

Press the power button located on the front or side of the ActivPanel to turn it on. To power off, press and hold the power button until the shutdown options appear, then select 'Power Off'.

4.2 Navigating ActivPanel OS

The ActivPanel OS provides an intuitive interface. Use touch gestures to navigate menus, open applications, and adjust settings. The home screen provides quick access to frequently used features like the whiteboard, screen share, and meeting tools.

4.3 Using the Interactive Touch Screen

The ActivPanel supports multi-touch gestures, allowing multiple users to interact simultaneously. Use your fingers for basic navigation, drawing, and manipulating objects on the screen.

4.4 Using the Stylus

The included interactive stylus pens offer precise writing and drawing capabilities. The ActivPanel features magnetic holders for convenient storage of the stylus pens.



The interactive stylus pen for precise input on the ActivPanel.



Conveniently store the stylus using the integrated magnetic holder.

4.5 Whiteboard Functionality

Access the built-in whiteboard application for free-form drawing, writing, and brainstorming. You can save and share your whiteboard sessions.

4.6 Collaboration Features

The ActivPanel 9 Pro is optimized for collaborative environments, including integration with platforms like Microsoft Teams Room. This allows for seamless video conferencing, content sharing, and interactive participation during meetings.



The ActivPanel facilitates dynamic collaboration in meeting settings.

5. MAINTENANCE

5.1 Cleaning the Screen

To clean the screen, power off the display and use a soft, lint-free cloth lightly dampened with a non-abrasive, screen-safe cleaning solution. Do not spray liquid directly onto the screen.

5.2 Software Updates

Regularly check for and install software updates for the ActivPanel OS to ensure optimal performance, security, and access to new features. Updates can typically be managed through the system settings.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your ActivPanel 9 Pro.

- **No Power:** Ensure the power cable is securely connected to both the ActivPanel and a working electrical outlet. Check the power indicator light.
- **No Display/Black Screen:** Verify that the ActivPanel is powered on. If using an external source, ensure the correct input is selected and the source device is powered on and sending a signal.
- **Touch Not Responding:** Restart the ActivPanel. Ensure the screen is clean and free of obstructions. If the issue persists, perform a calibration if available in the settings.
- **Image Quality Issues:** Check the resolution settings of the connected source device. Ensure cables are

securely connected and not damaged.

For more complex issues, refer to the Promethean support website or contact technical support.

7. SPECIFICATIONS

Key technical specifications for the ActivPanel 9 Pro 86" Digital Display:

Feature	Specification
Screen Size	86 Inches
Resolution	3840 x 2160 (4K UHD)
Aspect Ratio	16:9
Image Contrast Ratio	3000:1
Total USB Ports	2
Operating System	ActivPanel OS
Model Number	ActivPanel 9 Pro
Manufacturer	Promethean



The ActivPanel 9 Pro is available in various sizes, including the 86-inch model.

8. WARRANTY AND SUPPORT

The Promethean ActivPanel 9 Pro includes a 3-year onsite support warranty. This warranty covers manufacturing defects and provides professional assistance at your location for eligible issues. For warranty claims, technical support, or additional information, please visit the official Promethean support website or contact their customer service department. Keep your purchase receipt and product serial number readily available when seeking support.

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PRODUCT SPECIFICATIONS

Promethean

ActiPanel 9 Pro

DISPLAY

Screen Size and Resolution	40" (101.6cm) x 21.5" (54.6cm) 4K UHD
Panel Type	40" (101.6cm) x 21.5" (54.6cm) 4K UHD
Screen Type	LED
Panel Orientation	Portrait
Bezel Color	Black
Bezel Width	0.5"
Display Area	39.4" (100.3cm) x 21.0" (53.3cm) 4K UHD
Display Resolution	3840 x 2160 (4K UHD)
Display Refresh Rate	60Hz
Display Input Lag	120ms
Display Brightness	450 nits
Display Contrast Ratio	1000:1
Display Viewing Angle	178°
USB Connectivity	2x USB Type-A
USB (Super Speed) Ports	2x USB Type-C
Display Mounting	Standard, Wall Mount
Adjustable	Yes
Adjustable Height	15.7" (400mm)
Adjustable Swivel	360° (0° to 360°)
Adjustable Tilt	0°
Adjustable Rotation	0°
Adjustable Depth	0"

INTERACTIVITY

Active Area	39.4" (100.3cm) x 21.0" (53.3cm)
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[\[pdf\]](#) Specifications

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PRODUCT SPECIFICATIONS DISPLAY COMPUTING Screen Size and Resolution
Screen Type Blue Light Reduct ... 7 to 11; Mac OS 10.8 to 10.11; macOS Sierra
10.12.1 or later; Linux Ubuntu 20.04 LTS; Chrome OSTM ActivPanel 9 Pro 2022 SS
05/23 v1.5 EN-US Page 1 2023 Promethean. All Rights Reserved. Promethean,...
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