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> wisecoco 12.3-inch Touchscreen Monitor (Model R123T) User Manual

wisecoco R123T

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Model: R123T

1. INTRODUCTION

This manual provides essential information for the proper setup, operation, and maintenance of your wisecoco 12.3-inch Touchscreen Monitor. Please read this manual thoroughly before using the device to ensure optimal performance and safety.

2. SAFETY INFORMATION

- Do not expose the monitor to extreme temperatures, humidity, or direct sunlight.
- Avoid dropping or subjecting the monitor to strong impacts.
- Use only the provided or recommended power adapter.
- Keep the monitor away from liquids. In case of accidental spills, disconnect power immediately.
- Do not attempt to disassemble or repair the monitor yourself. Contact customer support for assistance.
- Ensure proper ventilation around the monitor during operation.

3. PACKAGE CONTENTS

Verify that all items are present in your package:

- wisecoco 12.3-inch Touchscreen Monitor
- USB-C to USB-C Cable
- HDMI to Mini-HDMI Cable
- USB-A to USB-C Power Cable
- User Manual

4. PRODUCT OVERVIEW

The wisecoco 12.3-inch Touchscreen Monitor is a portable display designed to extend your workspace or provide dedicated monitoring. It features a 1920x720 IPS panel with 10-point multi-touch capability and built-in speakers.



Figure 4.1: Rear view of the monitor with labeled ports and buttons. This image highlights the Menu button, ON/OFF button, 3.5mm Audio jack, Type-C port (for power and touch), Full-featured Type-C port (for power, touch, and signal), and Mini-HDMI port (for signal transmission).

4.1. Ports and Buttons

- **Menu Button:** Accesses the On-Screen Display (OSD) menu for settings adjustment.
- **ON/OFF Button:** Powers the monitor on or off.
- **3.5mm Audio Jack:** For connecting external headphones or speakers.
- **Type-C Port (Power/Touch):** Provides power to the monitor and enables touch functionality when connected to a compatible device.
- **Full-featured Type-C Port (Power/Touch/Signal):** Supports single-cable connection for power, touch, and video signal from compatible devices (e.g., laptops with Thunderbolt 3.0/4.0 or USB 3.1 Type-C DP ALT-MODE).
- **Mini-HDMI Port:** For video signal input from devices using an HDMI connection.



Figure 4.2: Key features of the wisecoco 12.3-inch Touchscreen Monitor, including 10-point touch, FHD 1920x720 resolution, Type-C one-cable direct connection, IPS panel, 8-bit color depth, and 16.7 million display colors.

5. SETUP

5.1. Connecting to Devices

The monitor offers versatile connectivity options:

5.1.1. Single Type-C Cable Connection (Full-featured Type-C Port)

For devices with a full-featured Type-C port (Thunderbolt 3.0/4.0 or USB 3.1 Type-C DP ALT-MODE), a single USB-C to USB-C cable can provide power, video, and touch functionality.

1. Connect one end of the USB-C to USB-C cable to your device's full-featured Type-C port.
2. Connect the other end of the cable to the monitor's full-featured Type-C port (labeled 'Type-C' or 'Type-C+HD').

How to Connect Different Devices

A.Devices with full feature Type-C port(Thunderbolt 3.0,4.0 or USB 3.1 Type-C DP ALT-MODE)



B.Devices with normal Type-C port and HDMI port



Note:The screen may flicker due to insufficient power,if this occurs,please connect the monitor to a power source with 5V/2A

Figure 5.1: Connection methods for various devices. The top shows a smartphone connected via a single Type-C cable. The bottom shows a laptop connected via HDMI for video and a separate USB-C cable for power and touch.

5.1.2. HDMI and USB-C Connection

For devices without a full-featured Type-C port, use an HDMI cable for video and a USB-C cable for power and touch.

1. Connect one end of the HDMI to Mini-HDMI cable to your device's HDMI port.
2. Connect the Mini-HDMI end of the cable to the monitor's Mini-HDMI port.
3. Connect one end of the USB-A to USB-C power cable to your device's USB-A port or a 5V/2A power adapter.
4. Connect the USB-C end of the power cable to the monitor's Type-C port (labeled 'Power Touch').

Note: If the screen flickers due to insufficient power, connect the monitor to an external power source with 5V/2A using the USB-A to USB-C power cable.

Type-C One Cable Direct Connection

Note: Please Check Your device must be Full-Featured function



Figure 5.2: Example of a Type-C one-cable direct connection. Ensure your device has a full-featured Type-C port for this functionality.

Strong System Compatibility

Compatible with systems with HDMI port, satisfy your different needs!



Figure 5.3: The monitor connected to a laptop via HDMI, illustrating its compatibility with various systems.

6. OPERATING INSTRUCTIONS

6.1. Power On/Off

Press the **ON/OFF** button located on the rear of the monitor to power it on or off.

6.2. Menu Navigation

Use the **Menu** button to access the On-Screen Display (OSD) menu. Navigate through options using the same button or a toggle switch if present, and confirm selections.

6.3. Touchscreen Functionality

The monitor supports 10-point multi-touch. Ensure the touch function is enabled and calibrated for your operating system.



Figure 6.1: The monitor showcasing 10-point multi-touch capabilities and different display modes for enhanced productivity.

6.3.1. Touch Calibration (Windows)

For first-time use or if touch accuracy is an issue, calibrate the touch screen:



Figure 6.2: Method 1 for calibrating the touchscreen in Windows. This involves searching for 'Control Panel', opening it, clicking 'Tablet PC Settings', then 'Setup', and tapping the touchscreen to complete calibration.

the monitor.

8. TROUBLESHOOTING

This section addresses common issues you might encounter.

8.1. No Display / Black Screen

- Ensure the monitor is powered on and connected correctly to your device.
- Verify that the cables are securely plugged into both the monitor and the source device.
- If using a single Type-C cable, confirm your device's Type-C port supports video output (DP Alt Mode).
- Try connecting the monitor to a different power source or using a separate power adapter (5V/2A).
- Test with a different cable if available.

8.2. Screen Flickering or Insufficient Power

- Connect the monitor to an external 5V/2A power adapter using the USB-A to USB-C power cable.
- Ensure the power source provides adequate current.

8.3. Vertical Lines or Dead Pixels

If you encounter vertical lines or dead pixels, connect the monitor to your PC/laptop and leave it connected for 24 hours. In many cases, the lines will disappear on their own.

For first-time use, please calibrate the touch using one of the following two methods:

Method 1:



1. Then search for "Control Panel" at the bottom and click it.

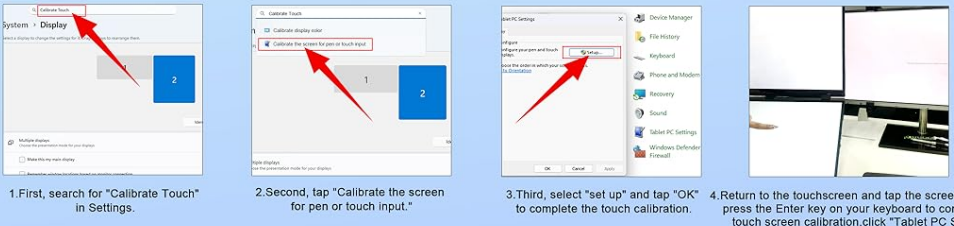
2. Open Control Panel

3. Click "Tablet PC Settings"

4. Click "Set up" and then "OK".

5. Return to the touchscreen and tap the screen once, then press the Enter key on your keyboard to complete the touch screen calibration. click "Tablet PC Settings".

Method 2:



1. First, search for "Calibrate Touch" in Settings.

2. Second, tap "Calibrate the screen for pen or touch input."

3. Third, select "set up" and tap "OK" to complete the touch calibration.

4. Return to the touchscreen and tap the screen once, then press the Enter key on your keyboard to complete the touch screen calibration. click "Tablet PC Settings".

If you still cannot find the calibration using either of these methods, please contact Wisecoco technical support.

Figure 8.1: Examples of vertical lines and dead pixels that may appear on the screen. These issues often resolve after continuous connection to a PC for 24 hours.

8.4. Touch Function Not Working

- Ensure the USB-C cable providing touch data is securely connected.
- Perform a touch calibration as described in Section 6.3.1.
- Confirm your operating system supports touch input (e.g., Windows). macOS and iOS are not supported for touch.
- If using HDMI, ensure the separate USB-C cable for touch is connected to a data-enabled USB port on your device.

8.5. No Audio

- Check the volume settings on both the monitor and your connected device.
- Ensure the audio output is set to the monitor in your device's sound settings.
- If using external headphones/speakers, ensure they are properly connected to the 3.5mm audio jack.

9. SPECIFICATIONS

Feature	Specification
Screen Size	12.3 Inches
Resolution	1920 x 720 Pixels (FHD)
Panel Type	IPS
Refresh Rate	60Hz
Contrast Ratio	1000:1
Image Brightness	500 Candela
Touchscreen	10-point Multi-Touch
Connectivity	Full-featured Type-C, Mini-HDMI, Type-C (Power/Touch)
Audio	Built-in Dual Speakers, 3.5mm Audio Jack
Product Dimensions	0.6 x 12.5 x 5.2 inches
Item Weight	1.81 pounds
Model Number	R123T

10. WARRANTY AND SUPPORT

10.1. Warranty Information

The wisecoco 12.3-inch Touchscreen Monitor comes with a **12-month warranty** from the date of purchase, covering manufacturing defects. This warranty does not cover damage caused by misuse, accidents, unauthorized modifications, or normal wear and tear.

10.2. Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact wisecoco customer support. We offer **24-hour support** to address your inquiries. You may also be eligible for a **30-day money-back guarantee**, subject to terms and conditions of purchase. Please visit the official wisecoco website or refer to your purchase documentation for contact details.

11. PRODUCT VIDEO OVERVIEW

Watch this video for a visual guide on the wisecoco 12.3-inch portable touchscreen monitor, demonstrating its features and connectivity.

Video 11.1: A comprehensive overview of the wisecoco 12.3-inch portable touchscreen monitor, highlighting its design, ports, and various applications.

