



i3-TECHNOLOGIES

i3TOUCH PXr Series

Manual



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General Safety Precautions

Thanks for purchasing this product. Please read the instructions carefully before using this product. Please keep this manual for future reference. This manual is a general manual, the pictures are for reference only, please refer to the real product.

Recycling.

This product should not be placed in municipal waste. Instead, dispose of waste equipment by taking it to a designated collection point for electrical and electronic equipment recycling.

Safety Instruction.

For your safety, please read the following instruction before operating the product. Serious injury or property damage may be caused by improper operation. Do not try to repair the product by your own.



Disconnect the product from power supply immediately if major failures occur.

Major failures include the following:

- Smoke, peculiar smell or abnormal sound is discharged from the product.
- No image or sound is displayed, or the image error occurs.
- Where the mains plug or an appliance coupler is used as the disconnect device the disconnect device shall remain readily operable.

In the preceding scenarios, do not continue to use the product. Disconnect power supply immediately and contact professional staff for troubleshooting.



Do not drop liquid, metal or anything combustible into the product.

- If any liquid or metal is dropped into the product, power off the product and disconnect power supply, then contact professional staff for solutions.
- Pay attention to children when they are close to the product.



Put the product on a stable surface.

An unstable surface includes and does not limited to an inclined plane, a shaky stand, desk or platform, which might cause turnover and damage.



Do not open the cover or change the product on your own.

High voltage components are installed in the product. When you open the cover, high voltage, electric shock, or other dangerous situations may occur.

If inspection, adjustment, or maintenance is required, contact the local distributor for help.



Use the specified power supply.

- To prevent the product from being damaged, do not use any cables other than the one provided with the product.
- Use a three-wire socket and ensure that it is properly grounded.
- Pull out the power plug from the socket if the product is not used for a long period.



Clean the power plug regularly.

- Continued use of this product may cause fire or electric shock if the plug is not clean for a long time.
- Pull out the power plug before cleaning it with a dried cloth



Do not put items on the top of the product.

- Do not put items, such as a container for liquid (a vase, flowerpot, cosmetics, or liquid medicine) on the top of the product.
- If any water or liquid is spilled on the product, the product may short circuit and cause fire or electric shock.
- Do not walk on or hang any items on the product.



Do not install the product in an improper place

- Do not install the product in humid places, such as the bathroom, the shower room, near windows, or outdoor environments that experience rain, snow, or other harsh weather. Avoid installation near hot spring vapor. The preceding environments may cause faults in the product or electric shock under extreme conditions.
- Do not put an exposed fire source, such as a lit candle, on the product.



Pull out the power supply during thunderstorms.

- Do not touch the product during a lighting storm, you may experience an electric shock.
- Install or place components that supply high enough voltage to cause personal injury out of the reach of children.



Do not touch the power cable with wet hands.



Do not install the product in high temperature environments.

- Do not install the product near a heat source, such as a radiator, a heat reservoir, a stove, or other heating products.
- Do not expose the product to direct sunlight, which may cause high temperatures and subsequent faults in the product.



When transporting the product:

- Pack the product for transport or maintenance by using the cartons and cushioning material provided with the product.
- Move the product vertically during transport. The screen or other components are easily broken if the product is moved in an improper way.
- Before you move the product, disconnect all external connections and separate all topple preventing products. Move the product carefully to prevent it from being hit or squeezed, especially the screen, which may cause injury if broken.



Do not cover or block up any vents on the product.

- Any overheated components may cause fire, damage the product, and shorten the service life.
- Do not lay the product down in a way where the venting surface will be covered.
- Do not install the product on carpet or cloth.
- Do not use a cloth, such as table cloth, to cover the product.



Keep the product away from the radio.

The product complies with the international EMI standard to prevent radio interference. However, interference may still exist and causes noise in the radio. If noise occurs in the radio, try the following solutions.

- Adjust the direction of the radio antenna to avoid the interference from the product.
- Keep the radio away from the product.



Do not damage the power cable.

- Do not damage, change, twist, bend, or forcibly drag the power cable.
- Do not put weights (such as the product itself) on the power cable.
- Do not forcibly drag the cable when you pull out the power plug. If the power cable is damaged, please contact the local distributor to repair or replace it.
- The power cable in the accessory box is for this product only, do not use it on other products.



Use the battery correctly.

- Galvanic corrosion, electric leakage, and even fire may be caused by improper battery usage.
- It is recommended to use the designated type of battery and install the battery by the correct electrodes (positive and negative).
- Do not install and use a new battery with a used one.
- Take out the battery if the remote control is not used for a long period.
- Do not expose the battery to overheated environments, such as sunlight or heat sources.
- Dispose of the used battery based on your local regulations.



Additional advice

- Use the product in an environment with comfortable lighting. It is harmful to your eyes to watch in a too bright or too dark environment.
- Relax your eyes watching for a period of time.
- Keep sufficient distance from the product to protect your eyes and prevent eyestrain.
- Adjust the volume to an appropriate level, especially at night.
- Use amplifier equipment as the audio input source with caution. If you must use amplifier equipment, the input power should not exceed the maximum of speaker power. Otherwise, the speaker can become overpowered and damaged.

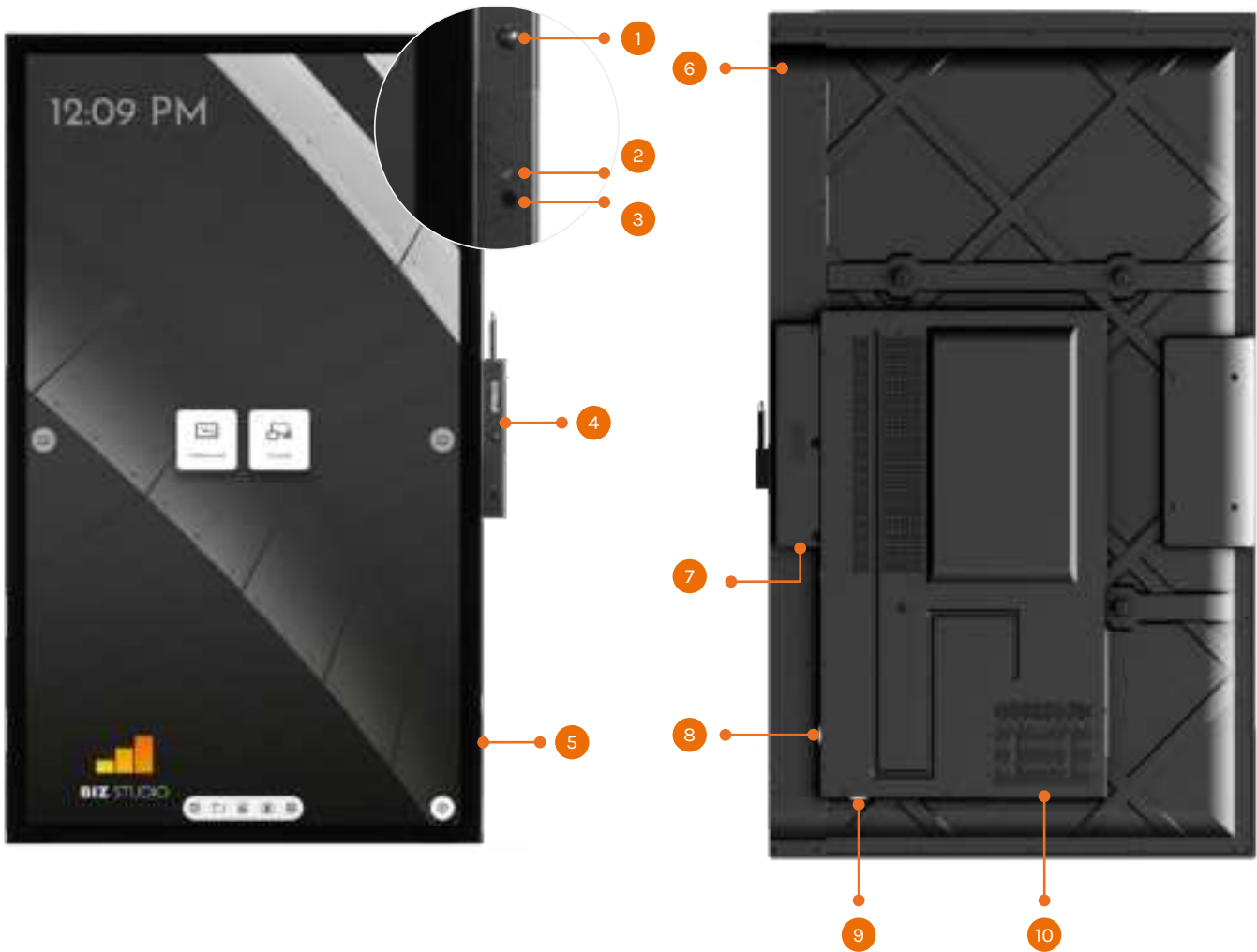


Special remarks

- The product can only achieve zero energy consumption when no external input power supply is connected. Therefore, it is recommended to shutdown state when not using to reduce energy consumption.
- On the premise of ensuring the viewing quality, energy consumption can be reduced by reducing the brightness of the display.
- This product can be used with all kinds of built-in computers, which can be upgraded or replaced according to your needs.

Product Appearance

Parts.

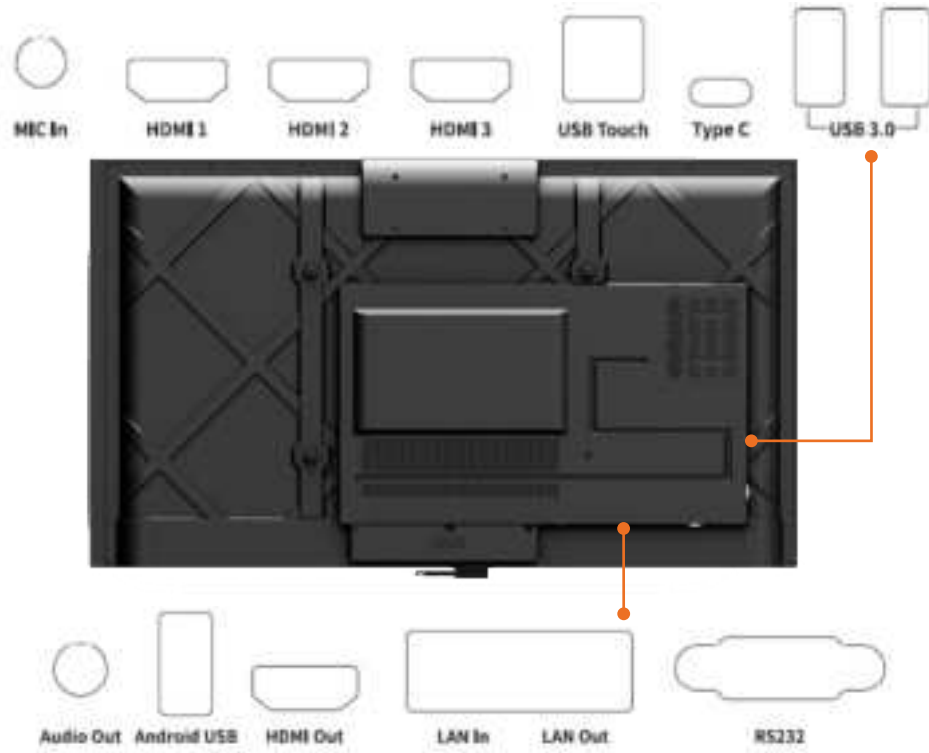


Front	
1	Proximity Sensor
2	Light Sensor
3	IR Receiver
4	Stylus Pen box
5	Speakers

Back	
6	Power Button
7	Power Port & Switch
8	Rear Port 1
9	Rear Port 2
10	Computer Port (OPS)

Rear Ports.

Warning! The voltage/current of the rear power output port is 5 V/2 A (maximum). Purchase the power code/ AC adapter according to customer needs. Please do not connect any products with different power requirement. Otherwise it may cause the damage to products or fire.



Port	Function
MIC IN	Microphone input port.
HDMI 1	HD signal input port 1. Use with "USB Touch" to achieve the touch mode of PC operation.
HDMI 2	HD signal input port 2. Use with "USB Touch" to achieve the touch mode of PC operation.
HDMI 3	HD signal input port 3. Use with "USB Touch" to achieve the touch mode of PC operation.
USB Touch	Connect to the PC's touch port.
Type C	Connect to devices with Type C interface, such as USB flash drive, MAC, PC, or mobile phone with OTG function. Output up to 45W power source. Supports data, audio, video, and power charging.
USB3.0	System upgrade, local play.
Audio Out	Connect the audio output device. Such as headphones, speakers or other equipment.
Android USB	Connect the USB device. Such as mobile hard disk, U disk, USB keyboard, mouse. When the display screen is on android, the device on USB is used by android. When switching to OPS channel, the USB device is connected to OPS.
HDMI Out	Connect electronic video device with HDMI input.
LAN IN	Connect to the router.
LAN out	Connect to the RJ45 Port
RS232	Serial port signal input interface.

Remote control.

Caution!

To avoid probable faults, please read the following instructions and use the remote controller properly:

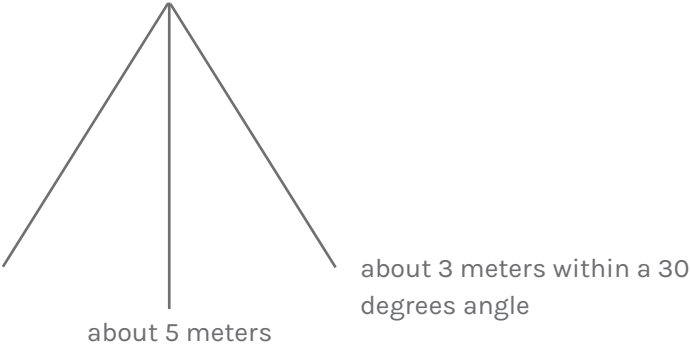
- Do not drop or beat the remote controller.
- Do not spill water or other liquid on the remote controller.
- Do not put the remote controller on wet items.
- Do not expose the remote controller under sunlight or put it near overheated source.



Button	Function
	Power on/off.
PC	Switch to the internal PC source.
	Mute or unmute.
	Freeze the Current Screen Click Again to Exit Freeze Function
	Up/Down/Left/Right selection button.
OK	Confirm button.
	Return to Previous/Exit
	Return to homepage
	Take a screenshot.
	Decrease the volume
	Increase the volume
	Enter the Settings application
+	Increase the brightness
-	Decrease the brightness
	Press to enter the i3NOTES whiteboard application
	Toggle Display Backlight Mode
HDMI 1/2/3	Switch to HDMI 1/2/3 video signal source
USB-C	Switch to USB-C video signal source

Range of Remote control.

Use the remote control within a range of about 5 meters in front of the remote control receiver of this product and about 30 degrees on both sides.



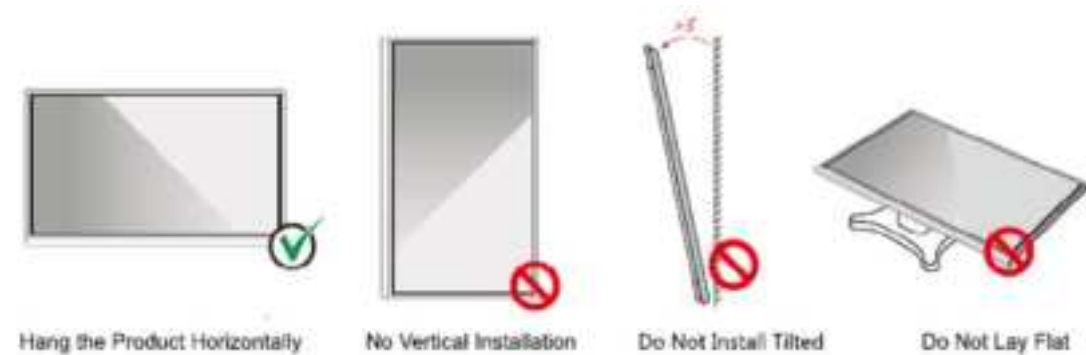
Installation Guide

Safety Precautions.

Installation Environment



Installation Direction



Installation Precautions.

Weight Loading

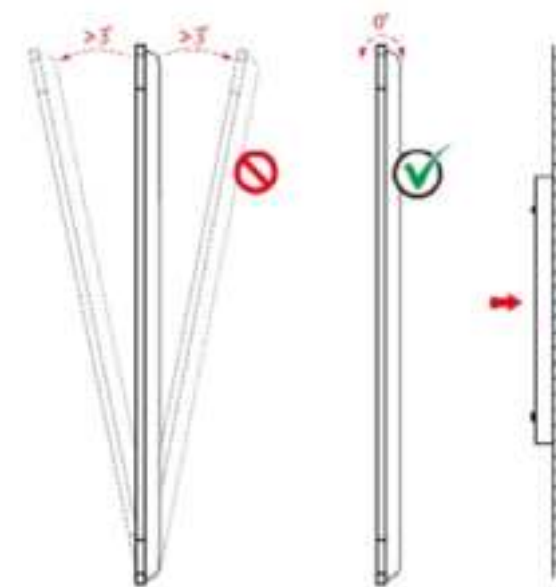
- When using a mobile stand, ensure that the weight of the product is less than the loading capacity of the mobile stand.
- When using the wall-mount bracket, ensure that the wall can support the weight of the product. We recommend that the wall surface be reinforced and have a loading capacity 4 times of the weight of the product. Consult a professional installer for wall-mount installation.

Note

- The company does not undertake relevant legal responsibility for any problems caused by improper operation if the third party mobile stand, or wall-mount bracket is beyond the scope of the product.
- Do not install the product where it might be hit by an opening or closing door.

Vertical Installation

When installing, try to keep the product vertical. An excessive tilt angle may cause the screen glass to fall off or the product to collapse.



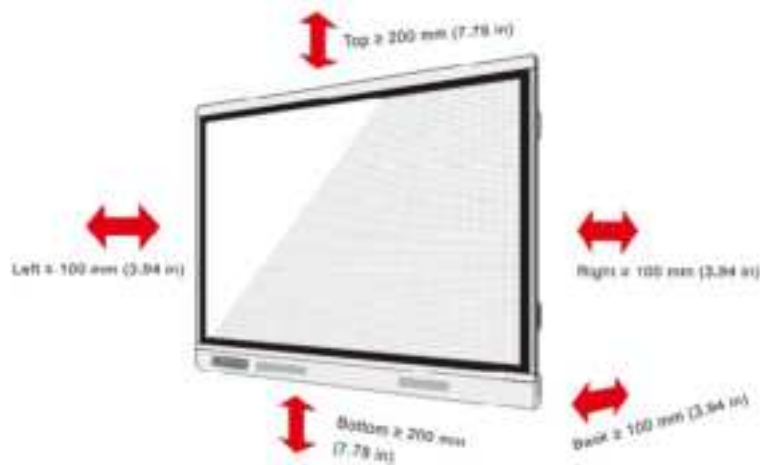
Note:

- In case of broken glass, all personnel must stand 3 meters away from the product to ensure safety.
- Do not install or disassemble the product if the glass is broken.
- For any problem, please contact our support desk. Our company is not responsible for any damage or losses incurred by users if the users fails to follow the instructions.

Ventilation

Ensure adequate ventilation and/or an air conditioned environment. We recommend keeping certain distances from the side of the product to the wall or panels. Ventilation requirements are shown in following figure:

* Refer to CAS 132-2006 standard



Installing the Built-in OPS Computer (Optional).

Caution:
The built-in computer does not support hot plugging. Therefore, you must insert or remove the built-in computer when the display is powered off. Otherwise, the display or built-in computer may be damaged.

The built-in computer is not configured by default. You will need to purchase the built-in computer separately. Perform the following steps to install the built-in computer.

Step 1

Unscrew the screws by hand to remove the built-in computer shielding cover.

Note:
This step is optional and applies to models with shielding cover.



Step 2

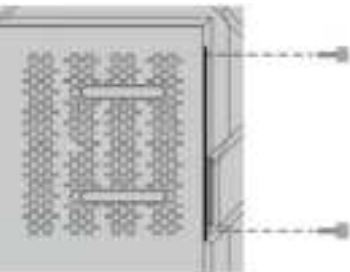
Push the built-in computer into the port at the rear of the machine from right to left.



Step 3

Secure the built-in computer to the machine by using the screws.

Note:
If the screen fuzzes, flashes or if no signal is received from the built-in computer channel after turning on the power, it means that the built-in computer has not been properly installed. Please check it and re-install.

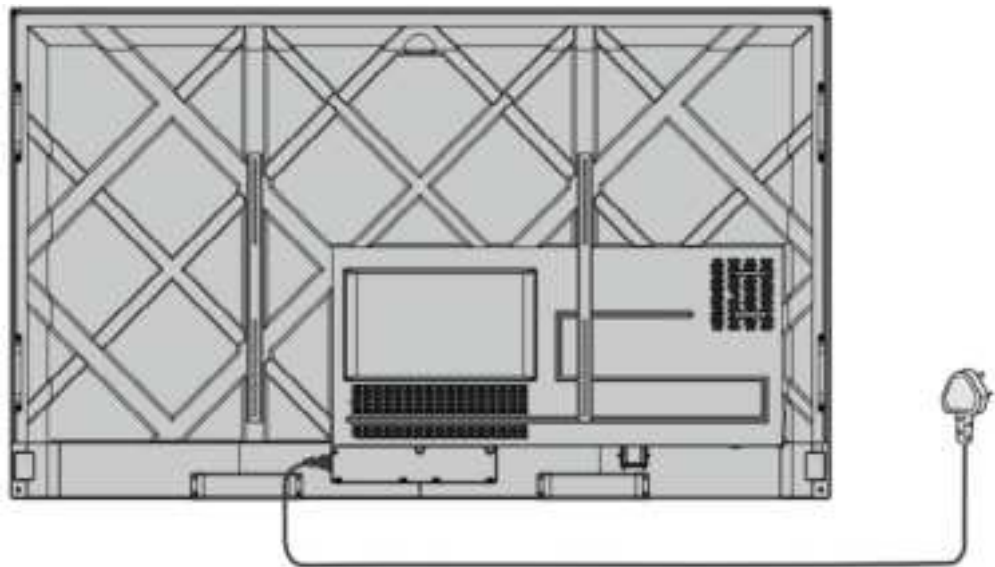


Turning On/Off

Power On.

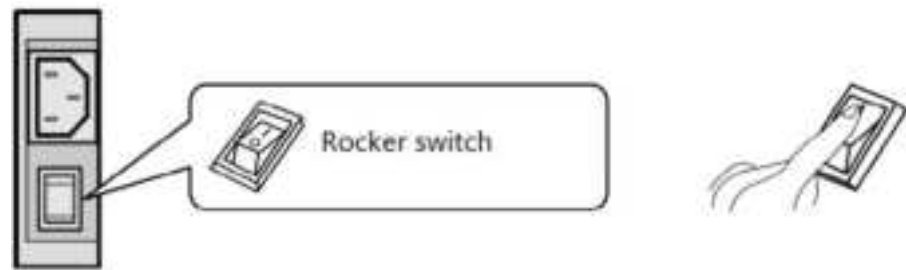
Step 1

Use AC power (100V~240V, 50Hz/60Hz) as the machine power source. Make sure the power plug fully inserted and that the ground wire of the outlet is properly connected.



Step 2

Turn on the rocker switch (on the rear side of the machine, next to the power socket) after a power source has been connected. The power indicator should be red.



Step 3

Press the Power button on the display or the power button on the remote control to start the machine. The indicator light turns green.

Power Off.

Step 1

Press the Power button on the remote control or long press the Power button to turn the machine power off. The indicator light turns red.

Step 2

Step 2 If you want to completely turn off the machine, turn off the rocker switch on the rear of the machine (next to the power socket) and unplug the power cord.

Caution:

- When the machine enters sleep mode or is turned off, the system will first detect whether the built-in computer is turned off. If not, it first turns off the computer and then enters the sleep mode or shut-down.
- Please shut down the machine before disconnecting the power source, or it may damage the machine. Accidental power failure may damage to the machine.
- Do not repeatedly turn the power on & off in a short period of time as it may cause malfunction.

Indicator Status.

Indicator	Machine Status
Off	Shut down or power disconnected
Red	Shut down
Green	Normal working state

Note:

- When the machine is turned on, short press the power button to enter sleep mode; short press the power button again, or press any button on the remote control or tap the screen twice to wake up the screen.
- When the machine is turned on, hold the screen for more than 3 seconds with 3 fingers to turn screen off; short press the power button, or press any button on the remote control or tap the screen to turn screen on.

Home Interface

The i3TOUCH PXr is available with a BIZ, EDU or Whiteboard Studio, bringing ease of use and simplicity to your desired workspace. You can choose which studio you want to use at first boot or through the settings.



BIZ STUDIO

The BIZ studio equips the display with a stylish background and extends the user interface with an **extra configurable button**.



EDU STUDIO

The EDU studio equips the display with a colorful, fun background and extends the user interface with an **extra button for i3LEARNHUB**.



Whiteboard STUDIO

If you opt for the Whiteboard STUDIO, the display will immediately start up with the **whiteboard** application open and ready to go.

Start whiteboarding.

The whiteboard button opens an interactive whiteboard that allows you to take notes, make drawings or facilitate workshops. The output can be shared very easily with all participants.

WHITEBOARD

1. Tap the whiteboard button.
2. Start writing in the active tab.
3. Activate the writing options by tapping the eraser.



Start presenting.

Content from other devices can be streamed to the display with a push-of-a-button.

PRESENT

1. Tap the present button.
2. Choose your platform of choice.
3. Follow the setup guide on screen.

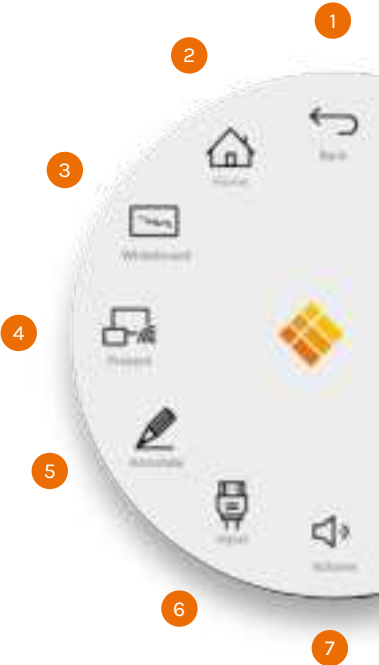


Hamburger menu.

Use your favourite applications during meetings. Press the hamburger icon on the left or right side of the display to open the menu.

Clicking the hamburger button will make the menu appear with a number of options:

1. Exit the menu and navigate back.
2. Navigate to the homescreen.
3. Start the Whiteboard application.
4. Start the Present application.
5. Work with Annotate and make annotations on everything that appears on the screen.
6. Switch between the input sources of the display.
7. Adjust volume of the loudspeakers.

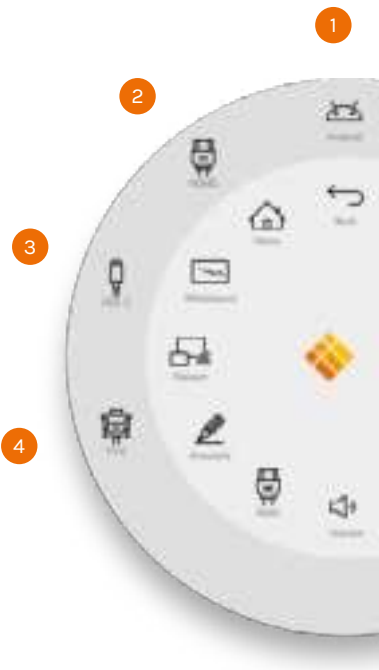


Video input source.

The following options are visible when a video signal is connected.

Clicking the video input button will make the menu appear with a number of options:

- 1. Switch to the Android video source
- 2. Switch to the USB-C video input source
- 3. Switch to the HDMI video input source
- 4. Switch to the VGA video input source



Other applications.

At the bottom of the screen, in the middle, there are a few buttons to access other applications.

- 1. Open the browser app
- 2. Open the file explorer app
- 3. Open the WPS offices app
- 4. Open more apps



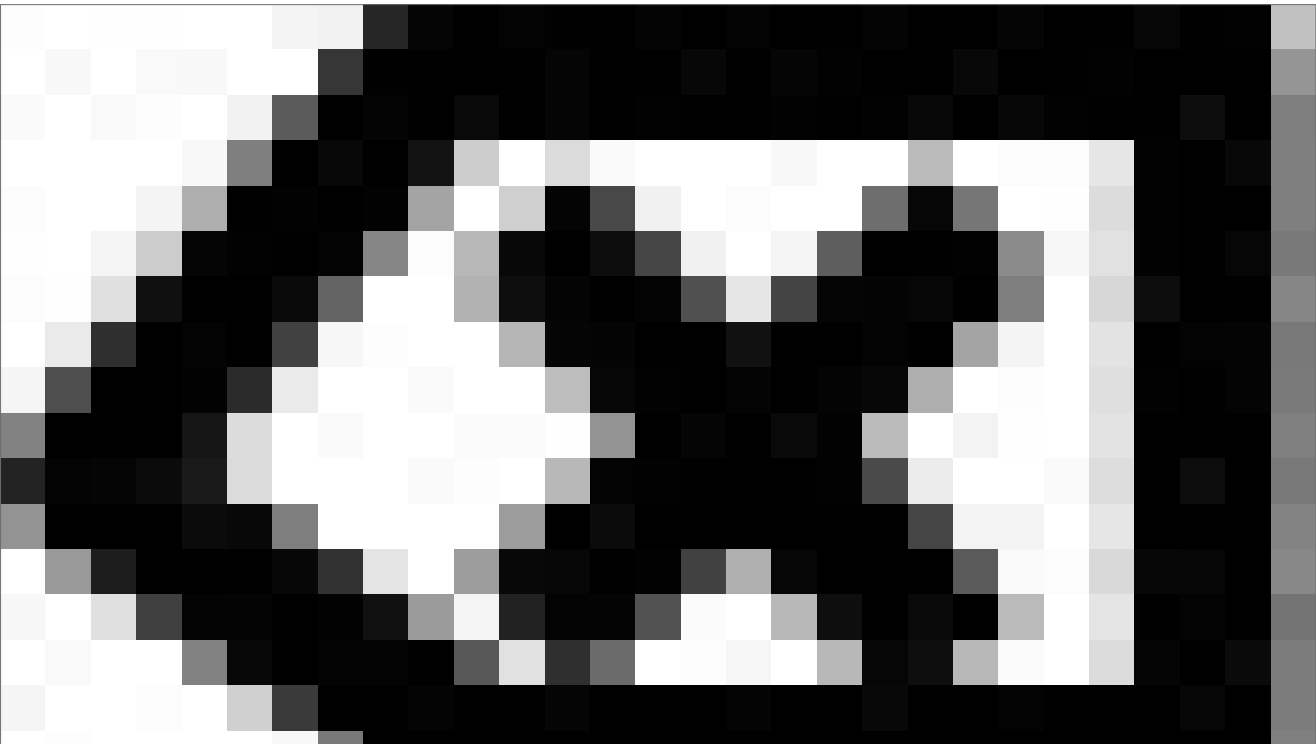
The settings menu.

In the bottom right corner, you can find the button to access the settings menu.

SETTINGS

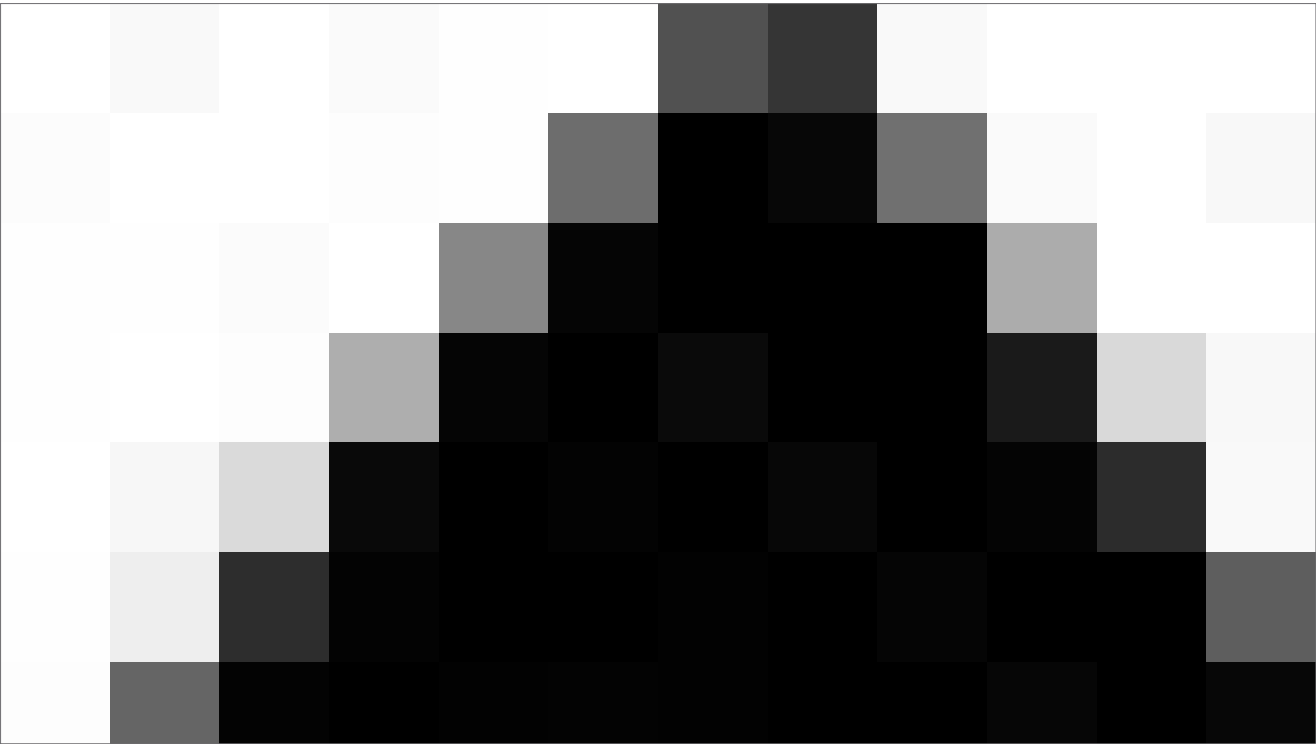
Settings

When opening the settings menu, you get an overview of all the settings you can adjust.



Network & Internet Settings.

Make a connection to your network and internet via Wi-Fi or Ethernet cable.



System Firmware Update.

After connecting to the internet, verify that your display is running the latest firmware.
In the settings application, press **System Management**, and **About Device**. Press the **System Update** button to validate your firmware version online (OTA). If a newer system version is available, this button will provide instructions to update your device.



Display & Audio Settings.

Control the brightness of the i3TOUCH display in the Display settings menu.
The i3TOUCH PXr also features an environment light sensor to automatically adjust the brightness. Turn **Automatic Brightness Control** on to activate this feature.

Adjust the audio settings in **Device Settings** and pre-define the audio environments.



System Management.



Startup and Shutdown Options

1. Define the active video channel after startup:
2. Define when the OPS Built-in computer should startup (if installed):
 - A. Only after switching to the video channel input.
 - B. Startup together with display.
3. Schedule an automatically startup and shutdown schedule.
4. Set the inactivity timer of the display. Turn the display off if there is no video signal for a defined time.
5. Enable / Disable the Motion Sensor. If the motion sensor does not detect presence/movement in the room for 15 minutes, the display will automatically shut down.

Rotation Settings

Disable or Enable the automatic rotation of the screen, upon rotation of the display.

Whiteboard

Initial calibration.

Upon first start-up of the whiteboarding application, you will be asked to calibrate the four-finger erase gesture. Follow the instructions on screen to calibrate and activate this quick-erase gesture.



Floating tools menu.

Clicking on the floating tools menu will activate it and show 7 options.

	Close i3NOTES, this will also delete all pages		Pencil tool, change the drawing color
	Save/Export		Eraser, erase parts of the canvas
	Marker, you can write with semi-transparent ink		Delete, delete content of current page
	Pen tool, change the writing color		

Marker, Pen, Pencil & Eraser

By selecting one of the canvas tools (marker, pen, pencil or eraser) it will open a second level of options. Each tool has its own options, so changing width or color on one tool will not change it for another. The slider is used to select the tool line thickness, the number at the top indicates the selected thickness ranging from 1 to 10. The 5 colored circles are pre-defined options to quickly change marker or pen colors. The plus icon ("+") can be used to select a custom color for that tool. After selecting a custom color, the plus icon will be replaced by the selected color. In order to change this again, long press on the custom color circle and the color selection window will show up again.



The tip of the passive pen will work in the same way as the pen tool. If you want to change the color and thickness, you should do this through the pen tool icon.

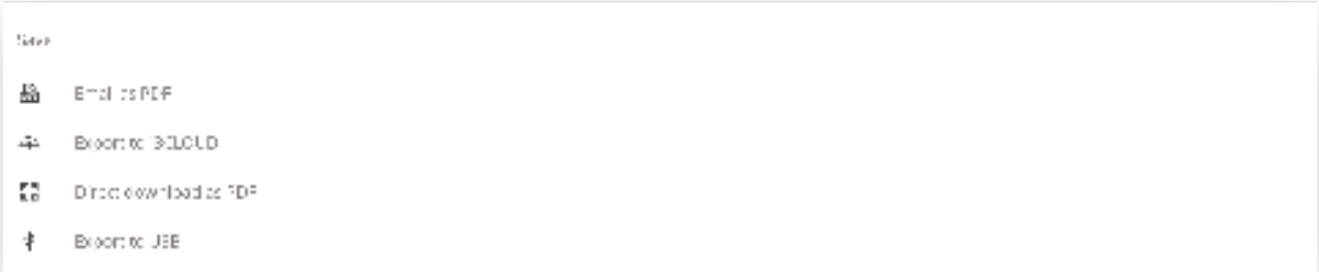
When you write while pressing the button, the pen will function as an eraser.

Close

This will close the whiteboard application and deletes all pages permanently. There is no option to retrieve deleted content. You will be asked if you want to save/export your notes first, before closing.

Save / export

The whiteboard application supports multiple save and export options (adjustable in admin settings).



 Email as PDF

You can email the content of the whiteboard to yourself and/or others using one of the 3 available mail options.

Use i3NOTES

This option will use the i3-Technologies mail service. Enter the email address to whom you want to send the PDF to. You can enter multiple email addressess separated by a space (" ").

Use Microsoft Exchange

This option uses your Outlook account to send the mail. You will need to login first so that the whiteboard application will receive permission to use your account to send the mail. After successfully logging in and giving the required permissions you can select to stay logged into your Microsoft Exchange account on this device. By default it will not remember and after sending the mail your login credentials will be deleted from the system.

Enter the email address that you want to send the PDF to, you can enter multiple email addresses separated by a space (" "). There are also 2 other options:

- Get meetings: This will get all your calendar events from today. On selecting one it will add all email addresses of that event and add them to the mailing list.
- Get contacts: Will fetch your contacts from Microsoft Exchange.

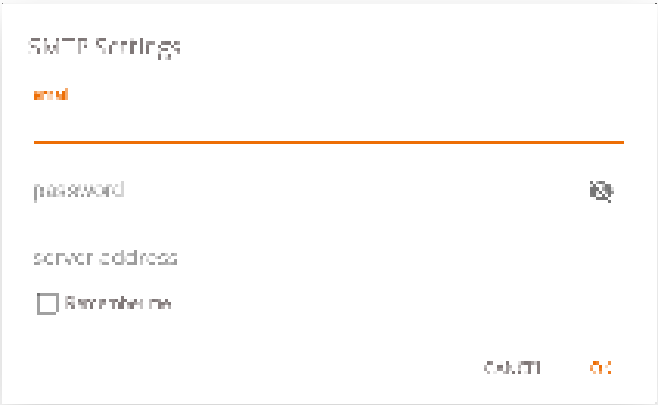
A Microsoft Exchange account is a work or school email account.

The organization that gave you the Exchange email account is running a Microsoft Exchange Server, or is using Microsoft Office 365 which uses Exchange Server to provide email.

Use SMTP

With this option you can use your own SMTP mailing server to send the PDF. Enter the login credentials and SMTP server address to open a connection. If the default SMTP setting gives a connection error you will be given more advanced SMTP options to connect to your SMTP server.

The "Sender's Email" will be pre-filled with the email address that you used to login on your SMTP server.



Some SMTP servers allow to send mail from a different email address. In the receiving email address field enter the email address that you want to send the PDF to, you can enter multiple email addresses separated by a space (" ").

 Export to i3CLOUD

After logging in on your i3CAMPFIRE or i3LEARNHUB account, you can export the whiteboard into your personal library.

 Direct download as PDF

With this option you can download your notes directly to your phone using a QR code. There are 2 options for this.

Use internal network

This option will make the direct download available only on the current network, in order to download the PDF both devices will have to be connected to the same local network. After closing the QR dialog the PDF will immediately be unavailable for download.



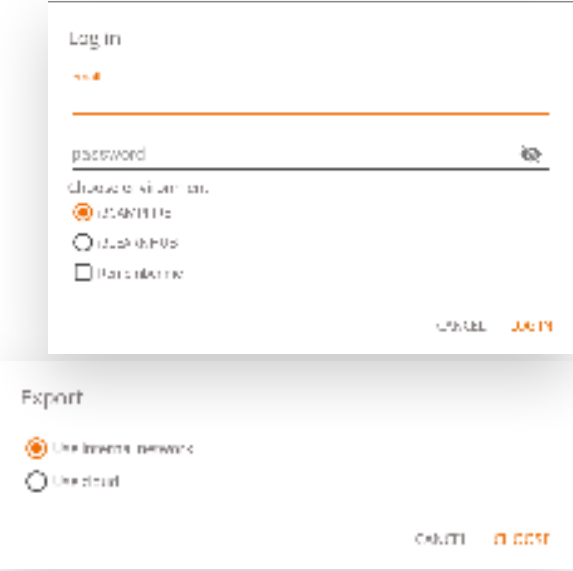
Required: your network firewall will need to allow peer-to-peer connections.

Use cloud

The cloud option will export the PDF to the i3-Technologies cloud server and make it publicly available to download for everyone that scans the QR code. After 2 hours the PDF will automatically be removed from our server.

 Export to USB

This export option allows the user to save the PDF onto an external storage device. Only FAT32 storage devices are currently supported. The PDF will be saved in the root folder of the connected storage device.

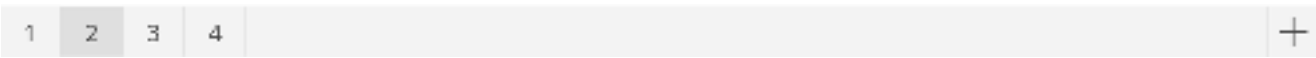


 Delete

The delete option will remove all contents of the current open page without deleting the page from your tab bar. After pressing OK your notes will be permanently removed.

Whiteboard bar

The tab bar is used to switch between different pages. Each page is numbered by an incremental id that defines the export order. The current visible page will be indicated by a darker colour. Press the plus icon ("+") on the right side to add new pages.



Long press a page number in the tab bar to remove it. This will not only remove the contents of that page but also remove the page itself from the list and update the page numbers of the remaining pages. This action is permanent.



Whiteboard canvas

This is the biggest part of the whiteboard. Here, you can write using the canvas tools.

Passive stylus

The passive stylus writes with **black** digital ink by default. At the top of the pen is an eraser, just like a pencil. Turn around your pen to automatically erase parts of the canvas.

Finger writing / drawing

At start-up of the whiteboard application, touching the canvas with a finger (or fingers) will activate the eraser function on default. This allows for the quickest note-taking experience: open whiteboard, write with stylus, erase with finger. Changing the drawing tool, or its thickness or color will modify the finger-touch behavior, until the whiteboard is closed and reopened again. The whiteboard canvas supports multi-touch writing.

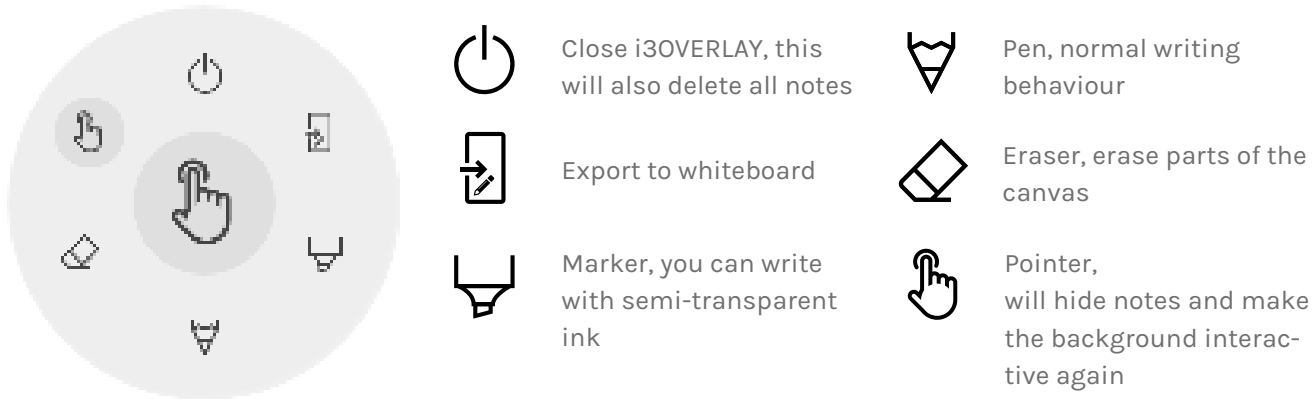
Annotating

The annotate interface is very similar to the whiteboard interface. This consists of 2 main parts:

- 1. Floating Tools Menu
- 2. Annotation Canvas

Floating tools menu.

Clicking on the floating tools menu will activate it and show 6 options.

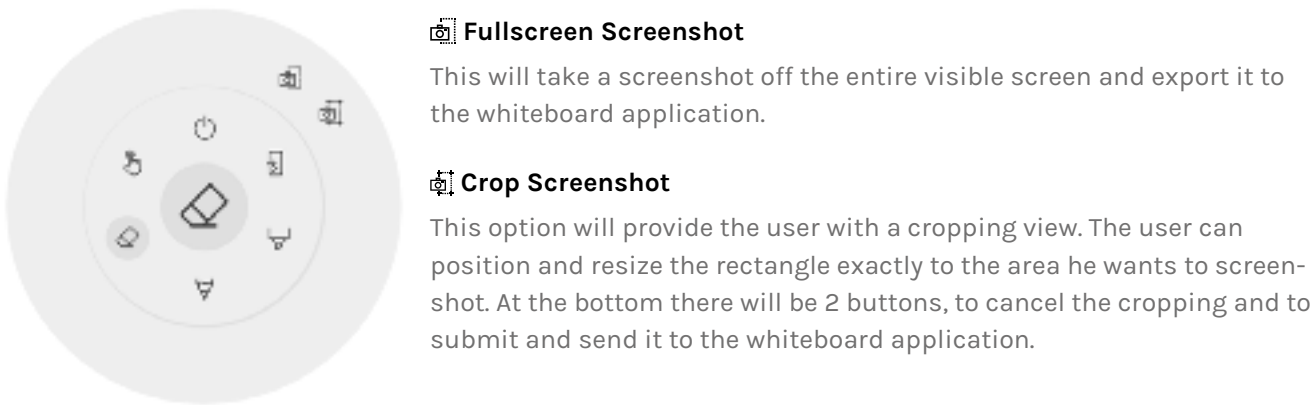


 Close annotation

This will close the annotate application and delete all notes permanently, there is no option to retrieve deleted content.

 Export to whiteboard

This will make an image of your notes combined with the current background and send it to the whiteboard application. It will happen in the background, so you can continue working in the annotate application and once you return to the whiteboard application all your screenshots will be available in separate pages. There are 2 export options:





Marker, Pen & Eraser

By selecting one of the canvas tools (marker, pen or eraser) it will open a second level of options. Each tool has its own options, so changing thickness or colour of one tool will not change it for another. The slider is used for selecting the tool writing thickness, the number at the top indicates the selected width ranging from 1-10. The 5 coloured circles are preselect options to quickly change marker or pen colour, the eraser will not have this option.



Eraser

The eraser also has an other option in the second level of the floating tools menu. The delete option will permanently remove all notes from the current canvas.



Pointer

The pointer option enables the user to interact with the device without needing to close the annotate application. This will hide the current notes but they will not be deleted, they will be temporally saved in the background.

Annotation canvas

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Passive stylus

The passive stylus writes with **black** digital ink by default. At the top of the pen is an eraser, just like a pencil. Turn around your pen to automatically erase parts of the canvas.

Finger writing / drawing

At start-up of the annotate application, touching the canvas with a finger will activate the eraser function on default. This allows for the quickest note-taking experience: write with stylus, erase with finger.

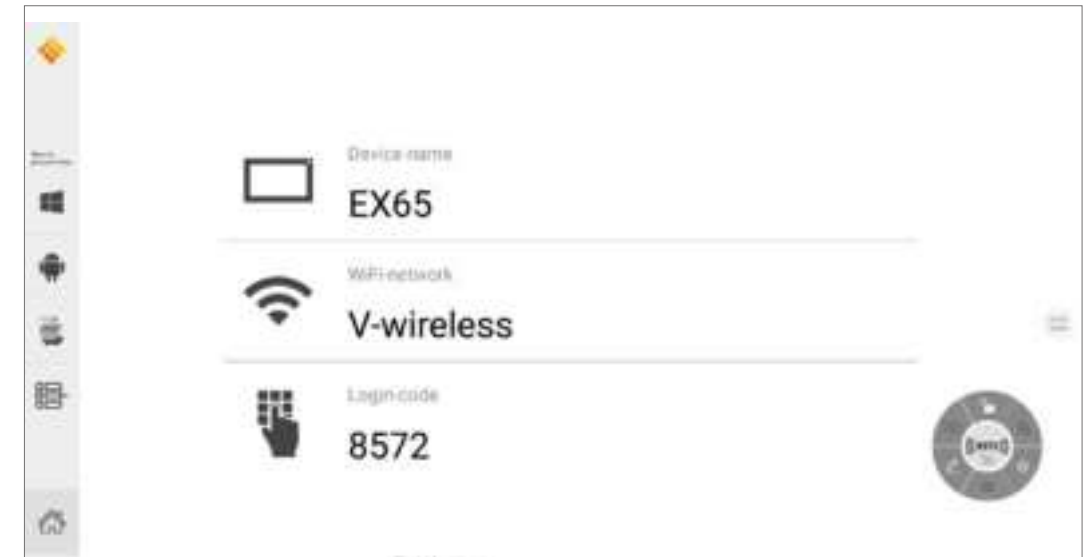
Browsing

For browsing the web, the i3SIXTY provides the Google Chrome application.

Usage instructions for the Google Chrome browser can be found at <https://support.google.com/chrome>.

Present

Meeting attendees often bring their own devices to the meeting room. Laptops, smartphones, tablets, etc. The i3TOUCH EX provides multiple tools for streaming to and from other devices.



The i3TOUCH EX provides the i3ALLSYNC Wireless Presenting application to quickly and easily stream the screen content of any mobile device to the display.

Download transmitting client software ...

i3ALLSYNC is our client software, available for most operating systems and devices, and can be downloaded from <https://i3-allsync.com>. The software is available for Windows OS, MacOS, and Android OS. iOS and MacOS can also use their integrated AirPlay function to connect with i3ALLSYNC without any software.

... and connect to the i3TOUCH EX with i3ALLSYNC transmitter software

Open the transmitting client i3ALLSYNC application on your device, and follow the instruction on-screen to insert the i3TOUCH EX credentials and cast your screen content.



i3ALLSYNC Menu and Settings

When opening the present feature, this is the interface you will see.



The i3ALLSYNC application offers some settings and tools in the floating circular menu.



Stop video stream

Press this button to stop the shared content from all connections.

Start annotating

Press this button to start the annotating function of the i3TOUCH EX. (This button behaves exactly as the Annotate button in the hamburger menu).

List all connections

Available only in the CLOSED Meeting Mode. Press this button to display a list with previews of the connected users that are standby to share their screen content. Press the play button on the preview to display the screen content.

Open / closed meeting mode

Use the Meeting Mode button to change the meeting dynamic according to the type of your meeting.
OPEN: Allows anyone to connect and immediately show the screen content.
CLOSED: Allows anyone to connect, however, the controls to display the screen content are on the i3TOUCH EX. A connected user is standby in the background, until the screen content is activated through the List button.



Closed Mode is best suited for a presentation-type meeting (or part of the meeting). The person standing at the display is the operator and switches between the screen content.
Open Mode is better suited for a conference-type meeting (or part of the meeting) where every connected user can take over and show their screen content.

Enable / disable touch

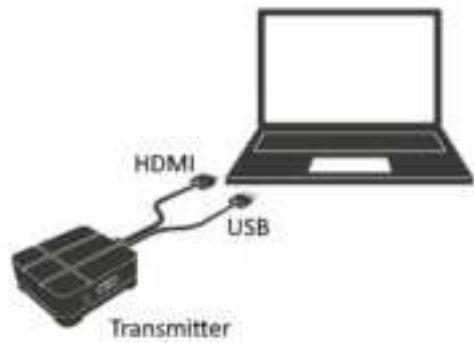
Allow or deny the touch input on the screen of the i3TOUCH EX to control the connected computer.
NOTE: Touch functionality only works via the i3ALLSYNC Transmitting clients on Windows and MacOS.

Use the i3ALLSYNC HDMI transmitter (optional accessory)

i3-Technologies also offers the i3ALLSYNC HDMI Transmitter (purchased separately) for meeting attendees (guests) that can't or won't install the client software. Once the i3ALLSYNC HDMI Transmitter is paired only once with the display, you only need to plug in the HDMI and USB cable and press the button to immediately share the HDMI content on-screen.

Connect to i3TOUCH EX with i3ALLSYNC HDMI transmitter (device not included).

If using the i3ALLSYNC HDMI Transmitter device, just connect and screensharing will start with the press of a button. The i3ALLSYNC interface provides useful instructions for each operating system to start the presentation.



Quick Troubleshooting

Device fails to work normally

Remote control failure	Check whether there are other objects between remote control and equipment control receiving window, thus leading to failure of remote control.
	Check whether the battery electrode in the remote control is correct.
	Check whether the batteries of the remote-control needs to be replaced.
Machine has automatically shut down	Verify sleep settings in the settings app.
	Check whether there is sudden power outage.
	The system will automatically shut down if the interactive external video channel has no signal for 5 minutes. Please check the input and connection of the video signal and/or modify sleep settings of the external device.

PC mode

Image lack of color, color is incorrect	Check whether the VGA connector is well connected or has broken pins.
	Verify the correct operation of the VGA cable. (replace)

Touch operation

Touch function is not working	Verify that the USB cable is properly connected to the computer. And that the length of the USB cable does not exceed 5 meter without USB amplifier / hub.
	Verify that the computer hardware and operating system supports touch screen operation. (Windows 7 or earlier does not support HID touch screens). (Some MacBooks do not support HID touch screens). (Older Linux kernels do not support HID touch screens).

Video signal problems

No picture and no sound	Check whether the machine has started.
	Check whether signal wire is well plugged, whether INPUT is corresponding to it.
	If in internal computer mode, check whether internal computer is started.
With horizontal or vertical stripes or image dithering	Check whether signal wire is well connected.
	Check whether other electronic equipment or power tools are placed around the machine.
No color, color is weak, or image is weak	Adjust chromatic and brightness or contrast in menu.
	Check whether signal wire is well connected.

Audio problems

Image but no sound	Check whether mute button is pressed for mute.
	Press VOL + / - to adjust volume.
	Check whether audio line is connected correctly.
Only one speaker has sound	Adjust sound balance in menu.
	Check whether computer sound control panel only sets up one sound channel.
	Check whether audio line is connected correctly.
HDMI output without sound	Check whether the external device is connected correctly.

Maintenance

Proper maintenance can avoid many early faults and regular careful cleaning can make machine brand new. Please unplug power plug before cleaning and maintenance, to prevent electric shock.

Clean screen

Please mix and stir even a little fabric softener or tableware detergent with alcohol.
Please use a soft cloth to be completely soaked in the mixture.
Please take out cloth and twist to half dry state to wipe machine screen.
Repeat for several times, pay attention not to squeeze water flow into machine when wiping machine.

Clean face frame

Please use dry, soft, lint-free cloth to wipe front frame.

No use of machine for a long time

In case of no use of machine for a long time, such as holiday, please make sure to unplug the plug to prevent any possible dangers caused by power supply ripple from lightning.



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