



ASTRALVISION

User Manual for AVSN Series Interactive Panel



Vol AVSN1 20150828. Please properly keep the manual for further reference.
This is the general user manual for all AVSN interactive panels.

AVSN55 • AVSN65 • AVSN70 • AVSN80 • AVSN84

Table of Contents

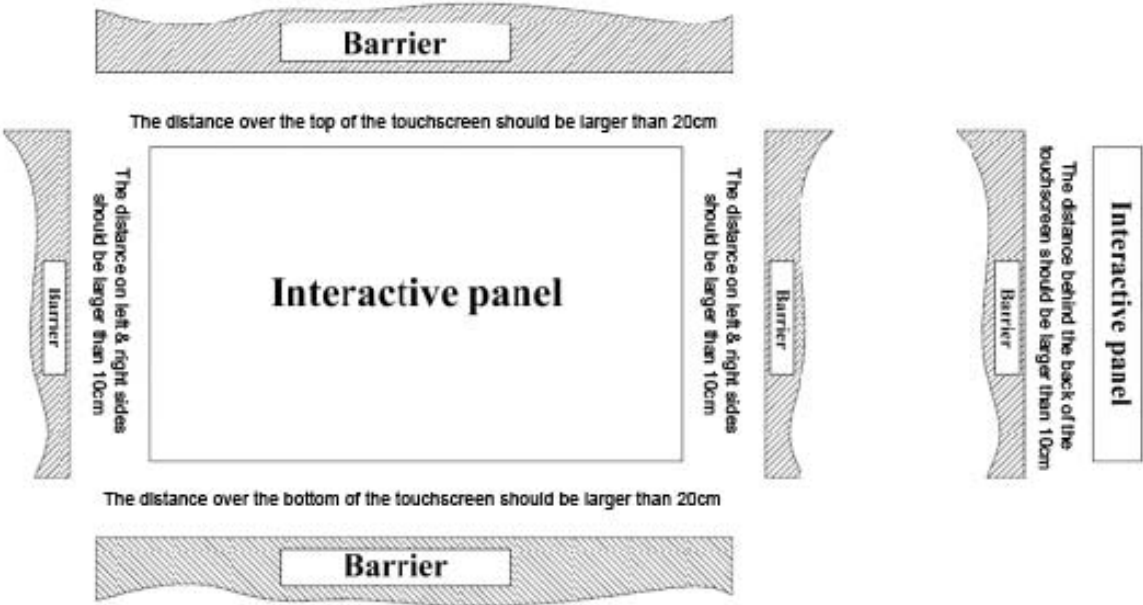
Warning Notices	3
Ventilation	4
External Connectivity & Characteristics	5
Interface Panel Details	6
Remote Control Functions	7
Basic Operation	8
Start Up & Shut Down	8
Calibration	9
Optional OPS PC	11
Smartbar	11
Home Page	12
Task Manager	14
Whiteboard Mode	15
Gallery	18
File Manager	19
System Settings	21
Set Time/Date	22
Network	23
Input Method	25
Printer	27
Language	28
Clear Screenshots	28
Auto Luminance	29
Restore Default Setting	30
Browser	31
Listen Alone	31
Programs	32
Calculator	33
Clock	33
Music	34
ES File	34
Temperature Measuring	35
Select Signal Channel	35
Menu	36
Image	36
Sound Mode	37
Setting	37
Time	38
Parent Control	38
ECO Mode	39
Serial Port Control	39
Specifications of PC Mode (VGA Input)	41
Formats Supported by USB Mode	42
FAQs & Troubleshooting	42
Instructions in <i>Provisions for Recycling and Disposal of Waste Electrical and Electronic Products</i>	44
Maintenance Tips	44

WARNING NOTICES



- ◆ The power supply voltage is 240V AC & is high enough to cause personal injury.
- ◆ Do not use any types of power cable other than an approved Australian IEC cable to prevent the product from being damaged.
- ◆ Do not open the enclosure unless you are an authorised service engineer.
- ◆ Check if the electrical supply power socket voltage is 240V AC 50 Hz, that complies with the product's receiving power supply before use. Disconnect the product from the power supply if the product is not to be used in a long period of time.
- ◆ Disconnect the product from power supply and stop using it if you sense any abnormal sound or smell emitted by the product. Contact your supplier for advice and/or service.
- ◆ Do not let any liquid and metal object go into the product. If any liquid or metal object goes into the product, cut off the power and contact your Dealer or ABI for advice and/or service.
- ◆ Do not place the product on an unstable stand, bracket or table. Otherwise, it may fall off and cause personal injury. A range of stands & brackets designed for this product are available from your supplier.
- ◆ When on a mobile stand, move the product carefully to prevent it from being knocked or bumped in any way. This may cause damage to the panel and/or injury.
- ◆ Mount the product as instructed and using only mounting accessories recommended by the manufacturer.
- ◆ When wall mounting, the touchscreen should be mounted on a solid wall that can bear over four times of the weight of the panel. Ensure proper ventilation. You should assess the bearing capability of the wall before mounting the product on a special wall such as a steel-structure, plasterboard, glass, etc.

Ventilation:

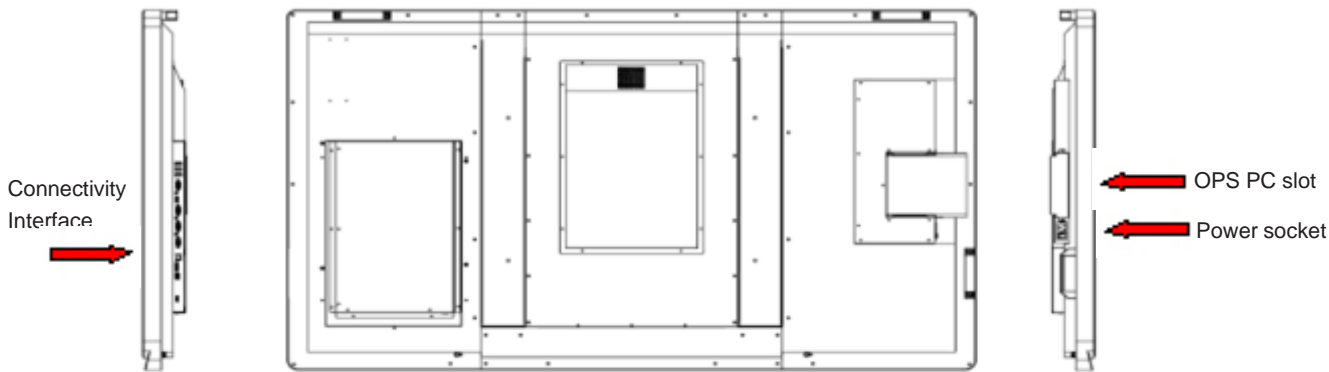


Outer Appearance



Left 15W speaker Control & Connectivity panel Right 15W speaker

(Front view)

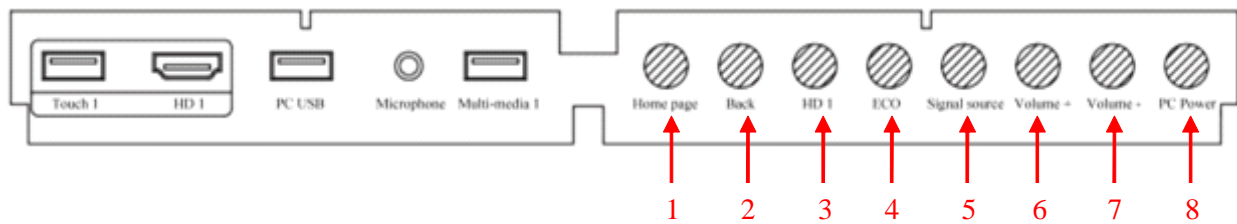


(Left View) (Rear View) (Right View)



Connectivity Interface (Lower view)

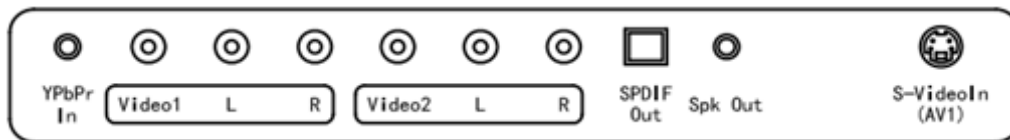
Control Panel



- 1]. Home: Open the Android home page.
- 2]. Back: Go back or return to the parent menu.
- 3]. HDMI 1: Switch over to HDMI 1 signal source channel.
- 4]. ECO: Switch over to ECO, Auto or Standard mode.
- 5]. Signal: Show or exit from the list of signal sources.
- 6]. VOL+: Increase the volume.
- 7]. VOL-: Decrease the volume.
- 8]. PC Power: Turn on/off the OPS module PC.

Connectivity Panels:























Bottom Panel

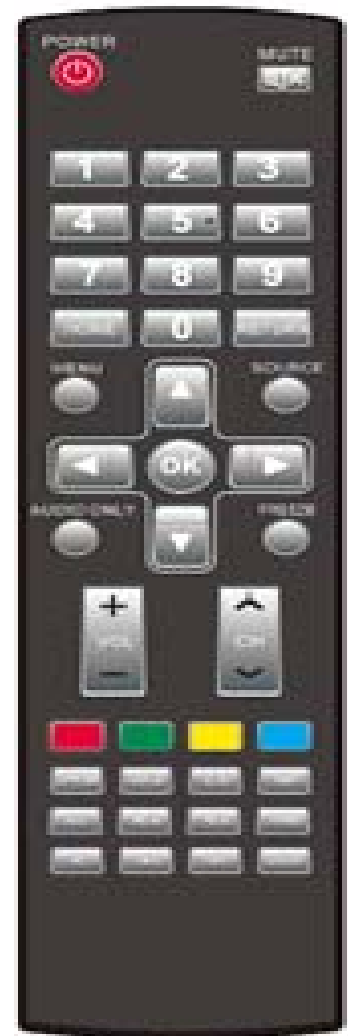


Left Side Panel



Functions of the Remote Control

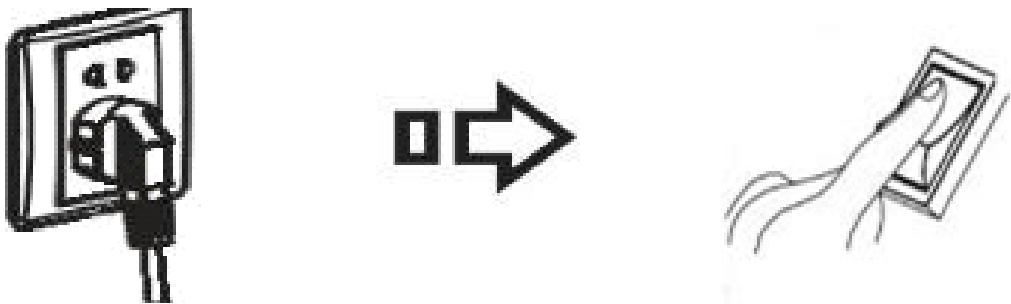
1. : On/standby
2. : Mute
3. 0—9: Select TV channel or enter number
4.  (Home): Open the Android home page.
5.  (Return): Go back or return to the parent menu.
6.  (Menu): Show or hide menu.
7.  : Show or exit from the list of signal sources.
8.  : Enable Audio mode.
9.  (Freeze): Freeze the frame.
10. : Up/Down/Left/Right direction buttons
11.  (OK): Confirm OK.
12.  (Capture): Capture image of current screenshot.
13.  (Display): Show the current signal source. You cannot show it in Android.
14.  (Auto): Auto adjust screen display.
15.  (WiFi): Open WiFi on the computer.
16.  (ECO): Change the display back light mode.
17.  (Pg Up): Turn to the previous page on white board software and PPT.
18.  (Pg Dn): Turn to the next page on white board software and PPT.
19.  (Notes): Open white board software.
20.  (PC): Switch over to VGA signal source.
21.  (HDMI): Switch over to HDMI signal source.
22.  (OPS): Switch over to OPS PC signal source.
23.  (Zoom): Zoom in and out.



Basic Operation

Start Up

- Power the touchscreen with 240V 50Hz AC power supply.
- Connect the panel to the power supply. Switch on the rocker switch (on the left of the rear of the panel, next to the power cable port) to enter the standby status. The power LED turns red.
- Press **Power** on the control panel or **Standby** on the remote control to turn on the touchscreen. The power LED turns green.



Shutdown

- Press **PC Power** to turn off the OPS computer (if OPS connected).
- Press **Power** on the control panel or **Standby** on the remote control to enter the standby status. The power LED turns red.
- Under the standby status, switch off the rocker switch to turn off the interactive panel.

Important:

- 1] Turn off the OPS computer before the touchscreen. Otherwise, the computer can be damaged.
- 2] Disconnect the interactive panel from power after the panel enters standby status. Otherwise, the panel can be damaged. A sudden power failure can damage the touchscreen.

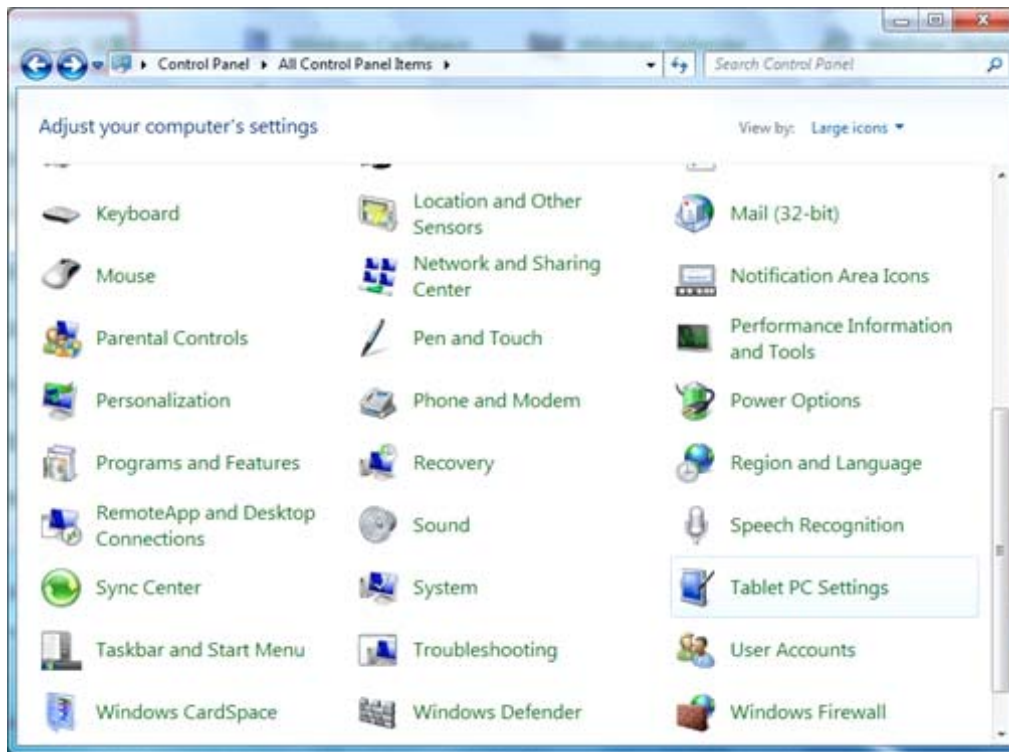
Calibration with Windows or Mac/Linux Driver

To ensure that the handwriting display works properly, you need to make the handwriting shown on the display coincides with the actual handwriting and ensure accurate positioning of the cursor on the screen. You need to calibrate under the following circumstances:

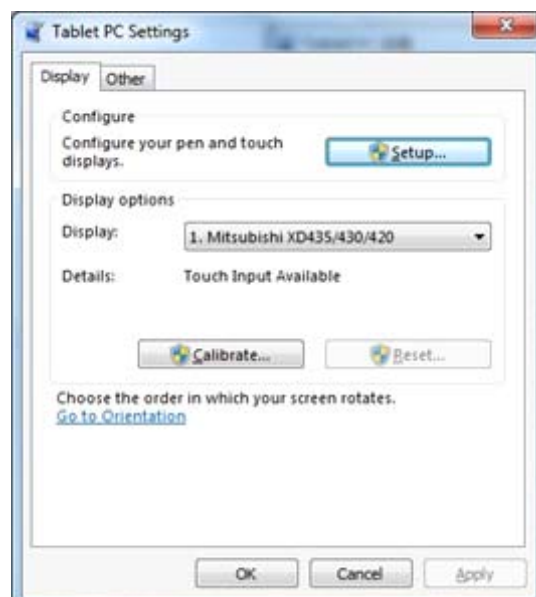
- When you first use the interactive LED display.
- Re-install the drive program.
- When you connect the display to another PC.

Calibration for Windows 7/8:

1. Connect the interactive panel to PC using the USB lead via the USB interface on the panel;
2. Select **Tablet PC Setting** on **Control Panel**.



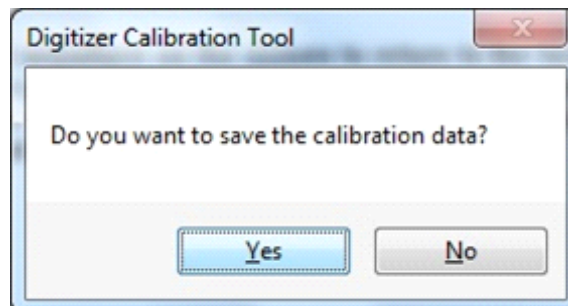
1. Select  on the setting window.



Use the pen to click and hold the center of the cross. Do not release it until the cross moves to the next positioning point. Complete the positioning process as instructed.



Click **Yes** after it completes

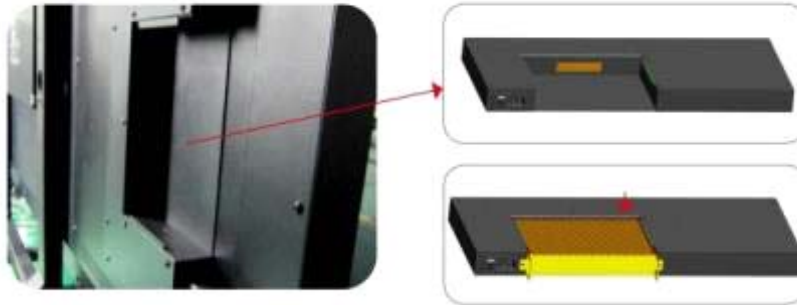


Hits & Tips

- ☐ To ensure the handwriting accuracy, use the pen provided with the interactive panel rather than a finger to perform positioning.
- ☐ Positioning errors may cause touch functions of the interactive panel to be inaccurate. In that case, please re-calibrate following above instructions.
- ☐ If the PC has been previously calibrated to a different device, a “reset” should be done in the calibration window to allow a full 16-point calibration to prevent conflicts.
- ☐ Tap ESC on the keyboard during the positioning process to escape from positioning.
- ☐ The positioning interface varies between different software versions. Please follow instructions provided on the actual interface.

Installing Built-in (optional) OPS Computer

Insert OPS computer into the slot and fasten it with two M4 screws on the left and right. Please make sure to fasten the M4 screws; otherwise the OPS may not work properly.





Note:

The OPS computer is not plug-and-play. Disconnect the interactive panel from the power before inserting the OPS computer.

Smartbar


The Smartbar has three modes:

Home Page, Whiteboard, and Remarks. Under any of the three modes, you can touch  on the toolbar to go back to the previous page and touch  to exit from other programs or go back to the home page from other signal sources.

- ❑ On the home page, the Smartbar is under the home page mode and shows icons of the whiteboard, gallery, file manager, system setting, browser and listen alone mode. You can touch an icon to open the corresponding program.



(Home page mode)

- ❑ After the white board program is started, the Smartbar enters the white board mode, under which you can choose a pen, line and color to write on the white board. Touch  and select New, View, Delete or Setting from the menu.




(Whiteboard mode)

- ❑ In programs other than the Whiteboard, the Smartbar is in the Remarks mode. You can select a pen, line and color to add notes and remarks on the file opened (including image, PPT and PDF).




(Remarks mode)

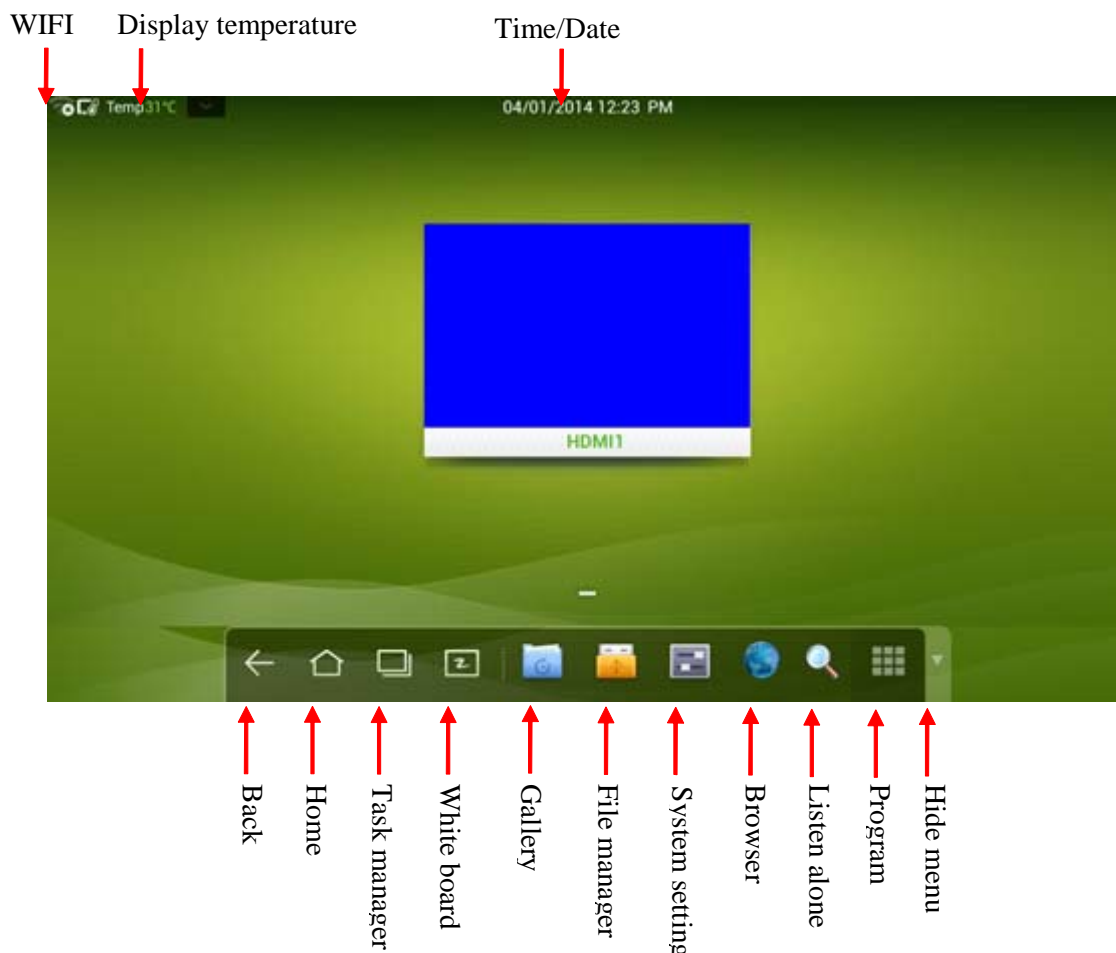
Note: Touch  on the right to hide the toolbar. Scroll down (swipe up) with your finger to show the Smartbar again.

Home Page

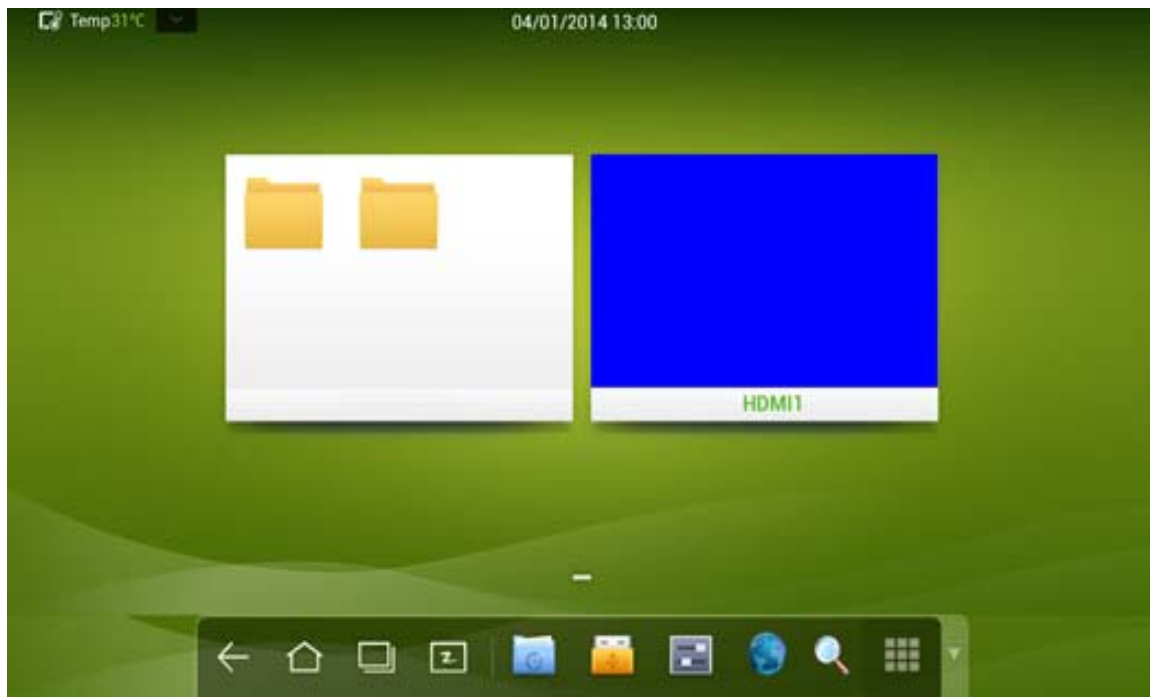
The Home Page provides the preview function that displays three items:

- 1] OPS computer preview
- 2] External PC preview such as laptop
- 3] Portable device preview such as USB disk and SD card



Touch  on the Smartbar or Home button to enter the Home Page and show the preview window. When more than three preview windows are displayed, additional windows will be displayed on the second page. Scroll left and right to turn page.

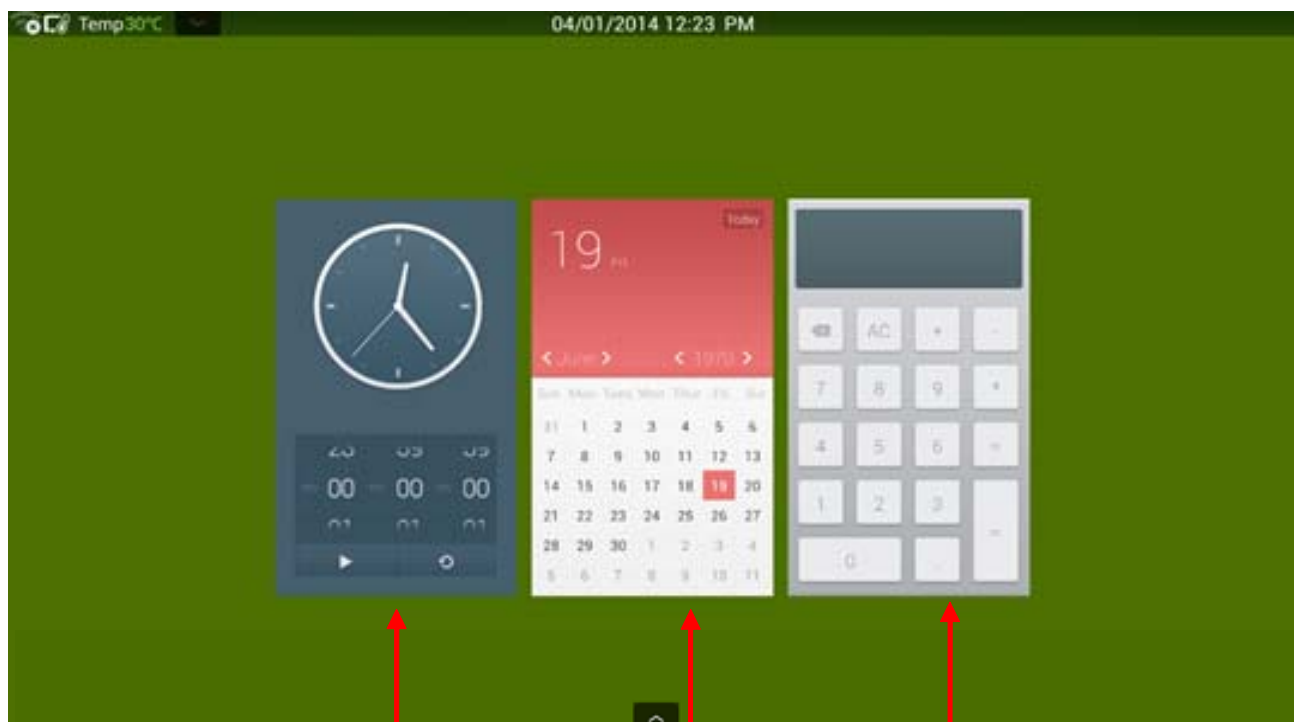


The following figure shows the interface when a SD card is inserted; the desktop of the OPS computer and files in the portable device.



Touch any place on the preview window of the OPS computer desktop to display the interface information. Click the SD card preview window to open the SD card interface.

Touch  on the upper left corner of the Home Page to show tools, clock, calendar and calculator. Touch  at the bottom to hide tools and go back to the Home Page.




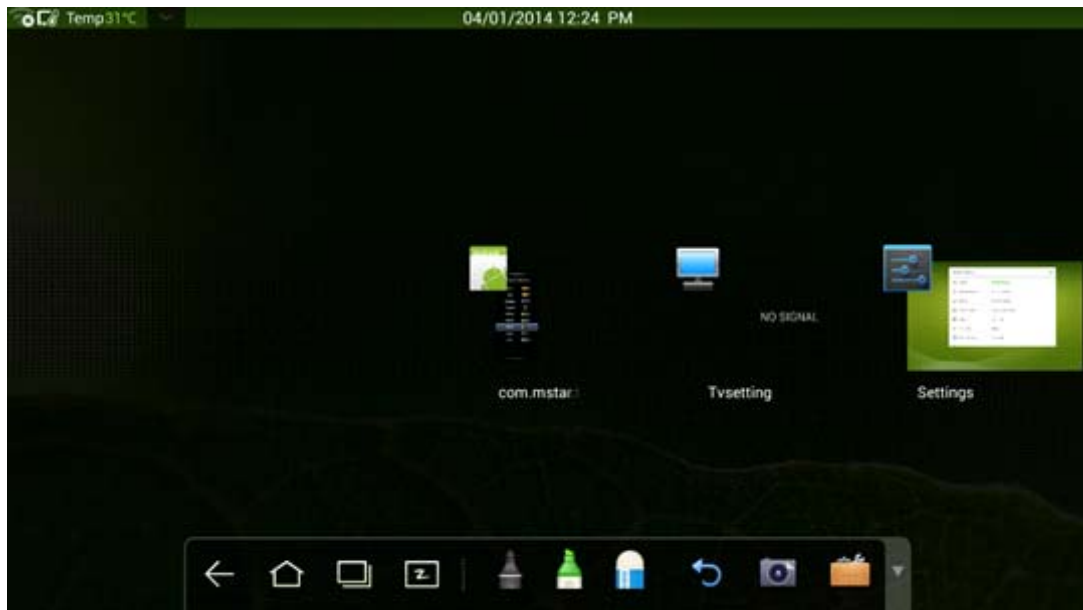
Clock

Calendar

Calculator

Task Manager

In the Task Manager, you can view currently running programs, switch and end programs. Touch  to enter the task manager as shown in the following figure:



☐ View running programs

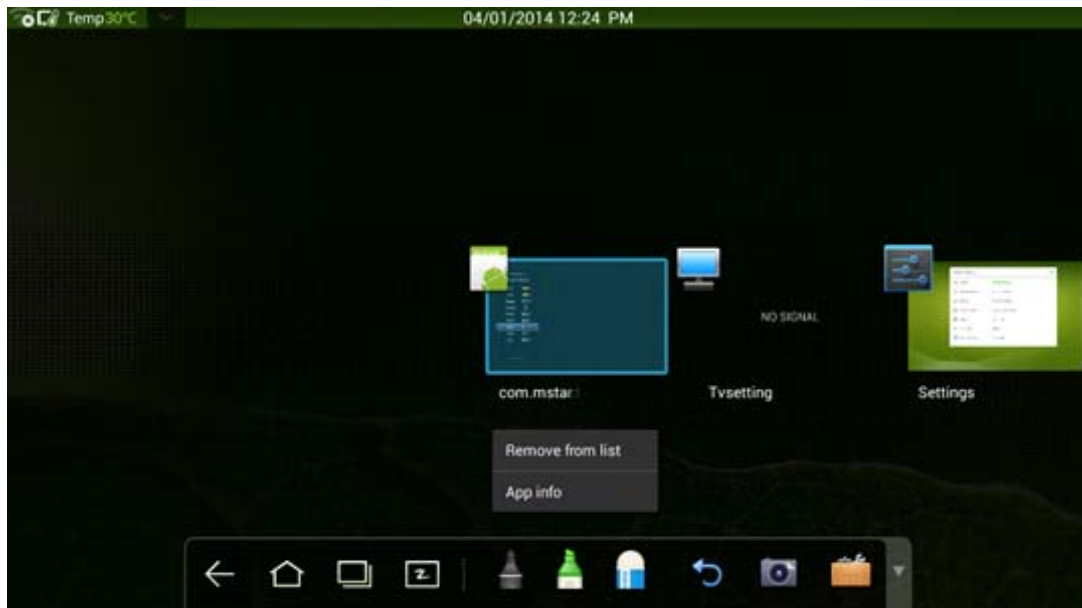
In the task manager, scroll left and right to view currently running programs.

☐ Switch programs

In the task manager, click a program to switch over to the program. For example, touch **View ES File** to switch over to the ES file program; touch **Gallery** to switch over to the gallery; and touch **File Browser** to switch to the browser program.

❑ End programs

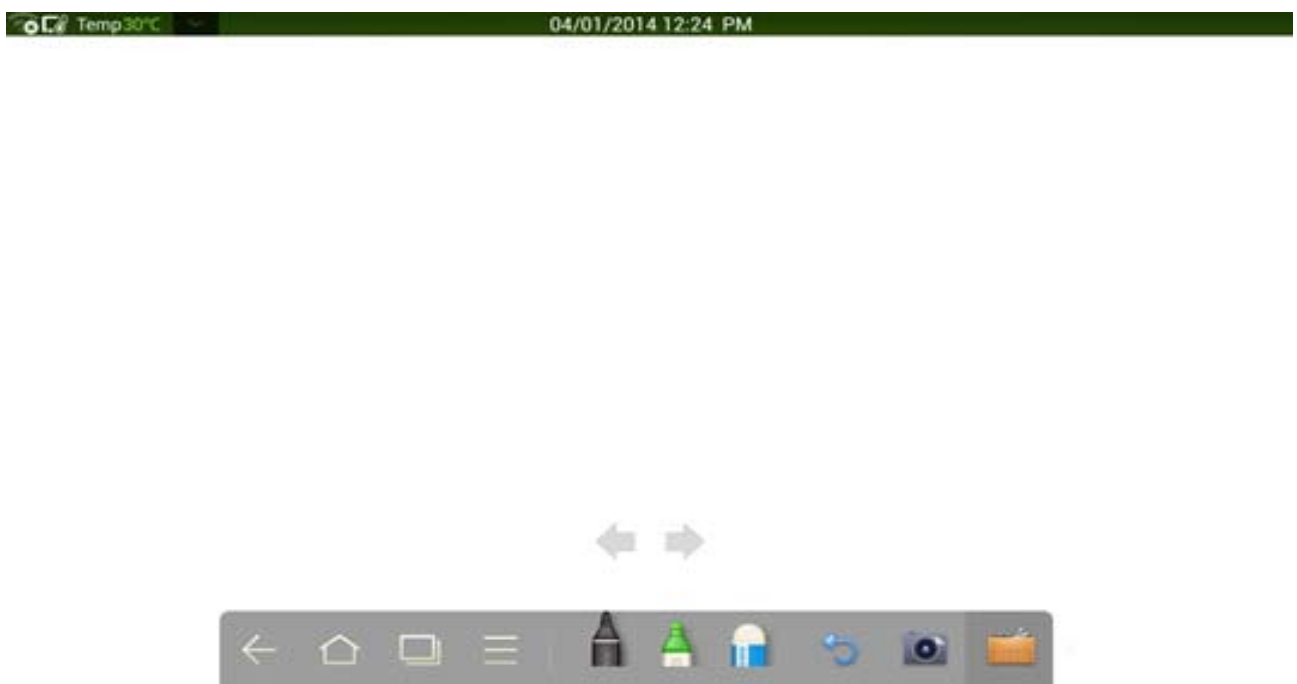
In the Task Manager, swipe up or down on a program to remove the program from the list.




Whiteboard Mode

Whiteboard Mode provides the writing function. In Whiteboard Mode, you can select a pen, line and colour to write and use eraser to erase content on the whiteboard. You can also print and clear the content on the whiteboard.

Touch **z** on the smartbar or press Notes on the remote control to enter Whiteboard Mode:




❑ **New Whiteboard and Settings:**

Touch  and select New, View, Delete or Set from the menu.



Touch Set to set the colour and shade of the whiteboard as shown below under Pen/Line/Colour.

❑ **Pen/Line/Colour**


If you want to use pen marker, touch and hold  for two seconds to set the line and colour.

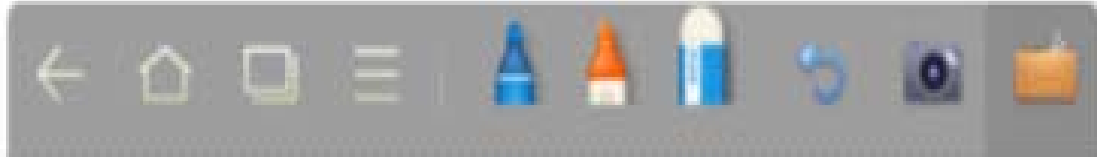


If you want to use highlighter, touch and hold  for two seconds to set the line and colour.




❑ Eraser


If you make an error or want to erase something, touch  to use the eraser to erase the content that you want to erase.




❑ Cancel

Touch  to cancel previous operations.


❑ Capture

Touch  to capture the content on the whiteboard and save it as an image under the Screenimage directory. You can open the directory through the following ways:

Go back to the home page and touch  on Smartbar to enter the file manager. Find folder Screenimage in the file system.

Note: Press **Capture** on the remote controller to save it as an image under the Screenshot directory in the file manager.

❑ Print/Clear

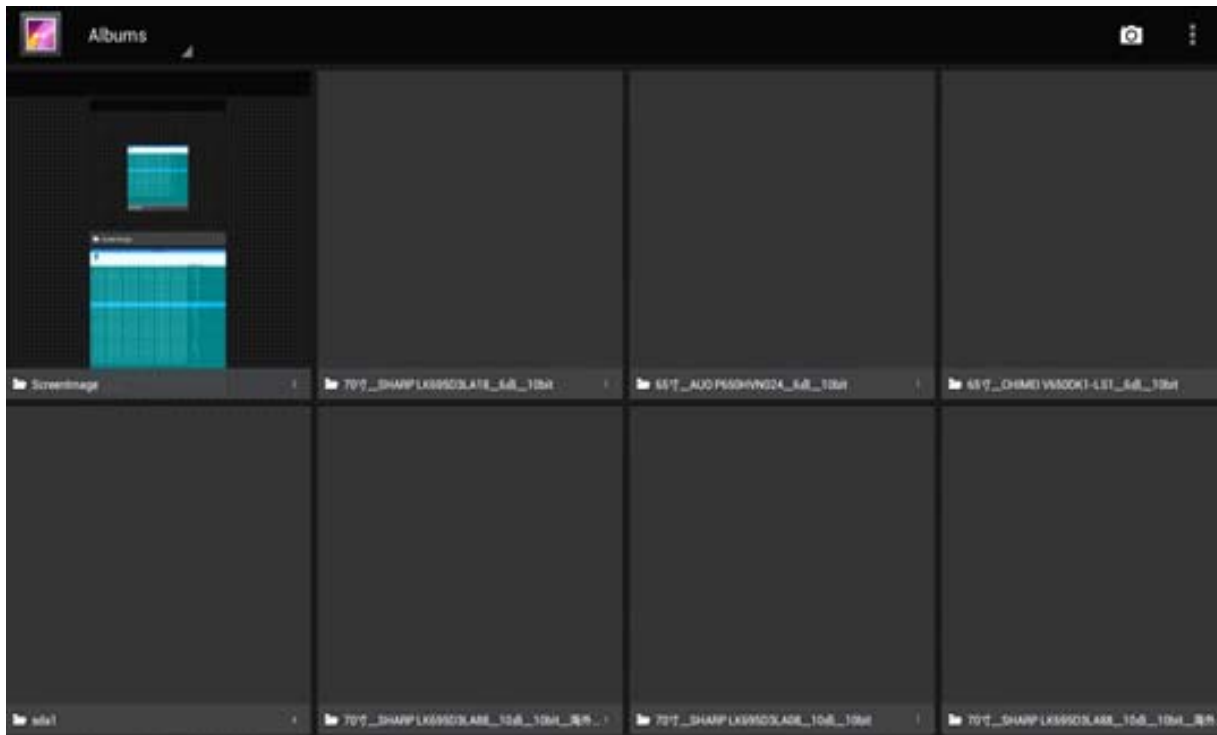
Touch  to show **Print** and **Clear** item. Touch Print to print the content on the whiteboard. Touch Clear to clear things written on the whiteboard.



Gallery

You can enter the gallery to view images one by one or as slides.

Touch  on Smartbar to enter the gallery to show all folders containing images.

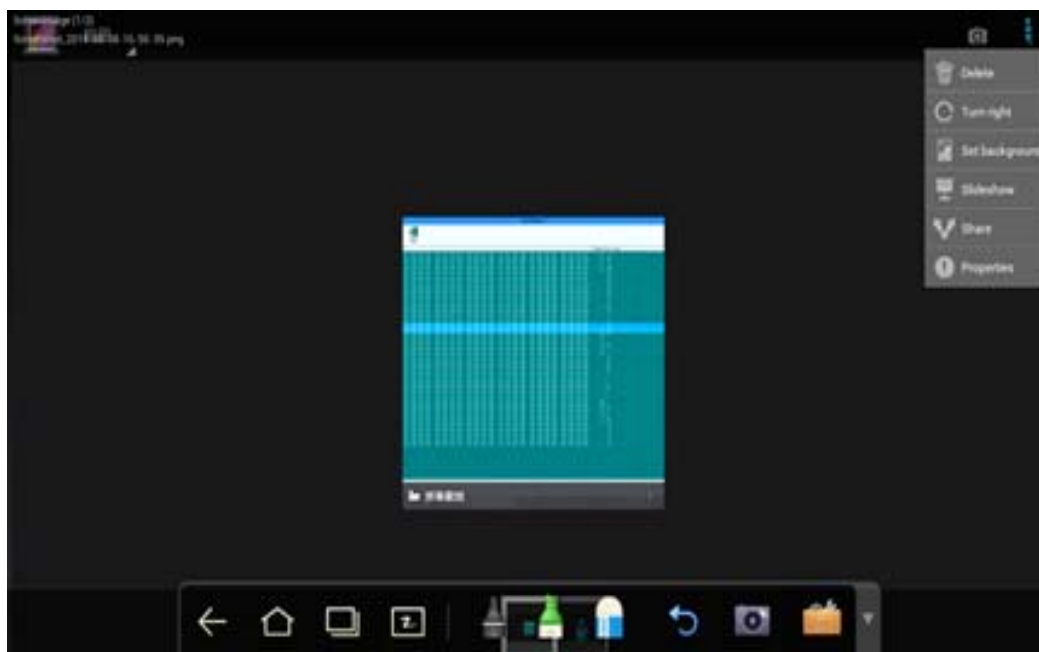


Click a folder to show images contained in the folder.


☐ Single Image

Touch one image in a folder. Scroll left to show the previous image and right to show the next.

Under the Single Image Mode, you can touch icons on upper right corner of the image to delete, edit and crop the image.




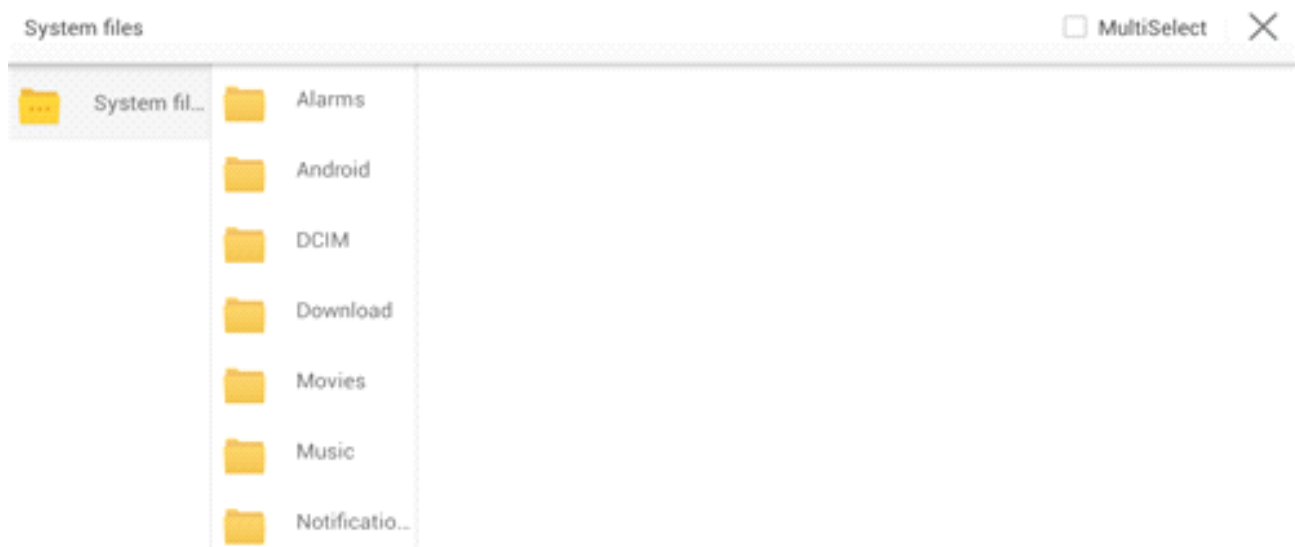
❑ Slide

Touch  on the upper right corner of the folder and select Slide to view images as slides.

File Manager

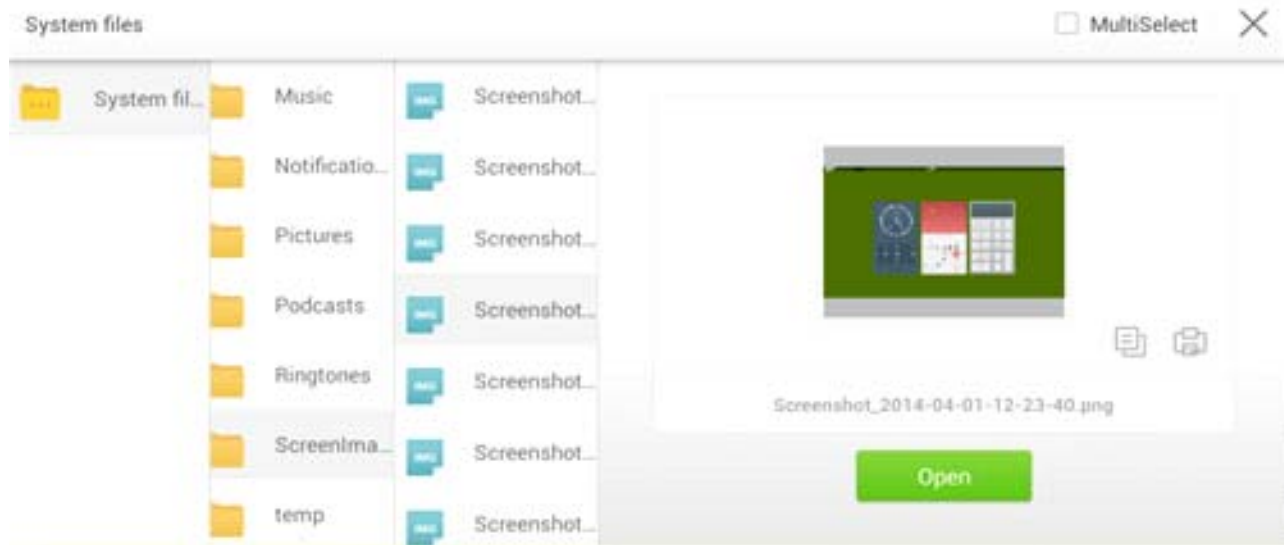
In File Manager, you can copy, print and view files in the system.


Touch  on Smartbar to enter the File Manager interface and show the file system. It also shows files in portable devices such as SD card and USB.

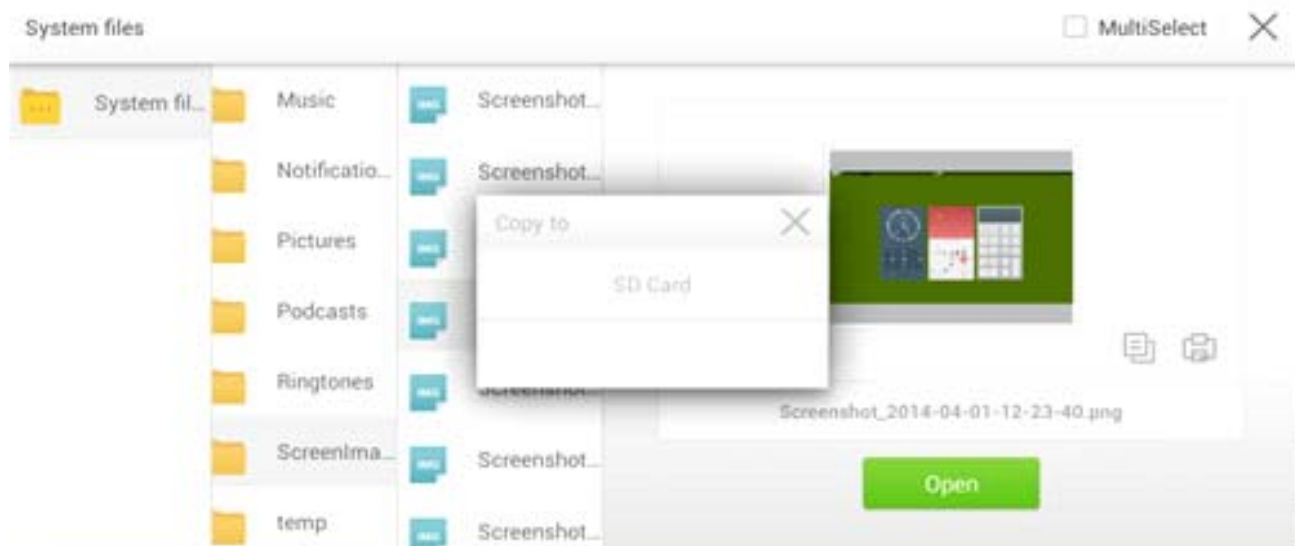


❑ Copy






Touch one file or tick off **Multiple** and choose several files.



Touch  to copy selected files to the portable device




❑ Print


Touch  to open the preview page. Touch  to set the printer. Touch  and  to set the number of copies to be printed. Touch  to start printing.

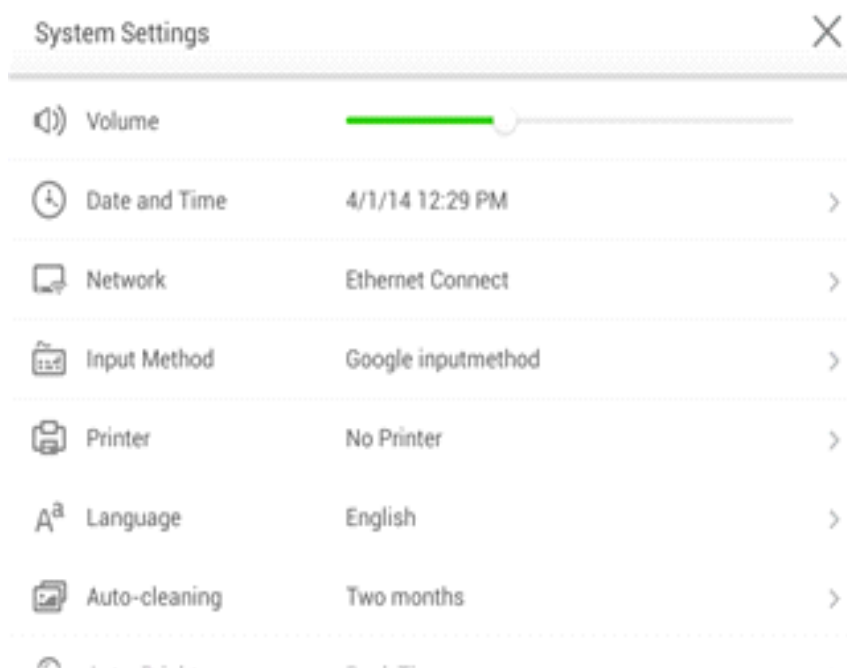


❑ View

Touch  to open a file. You can view files including images, music, word, PPT and PDF.

System Settings

Touch  on Smartbar to enter the System Settings page, which displays options including **Volume**, **Time**, **Network**, **Input Method**, **Printer**, **Language**, **Clear Screenshot**, **Auto Luminance**, and **About Android**.

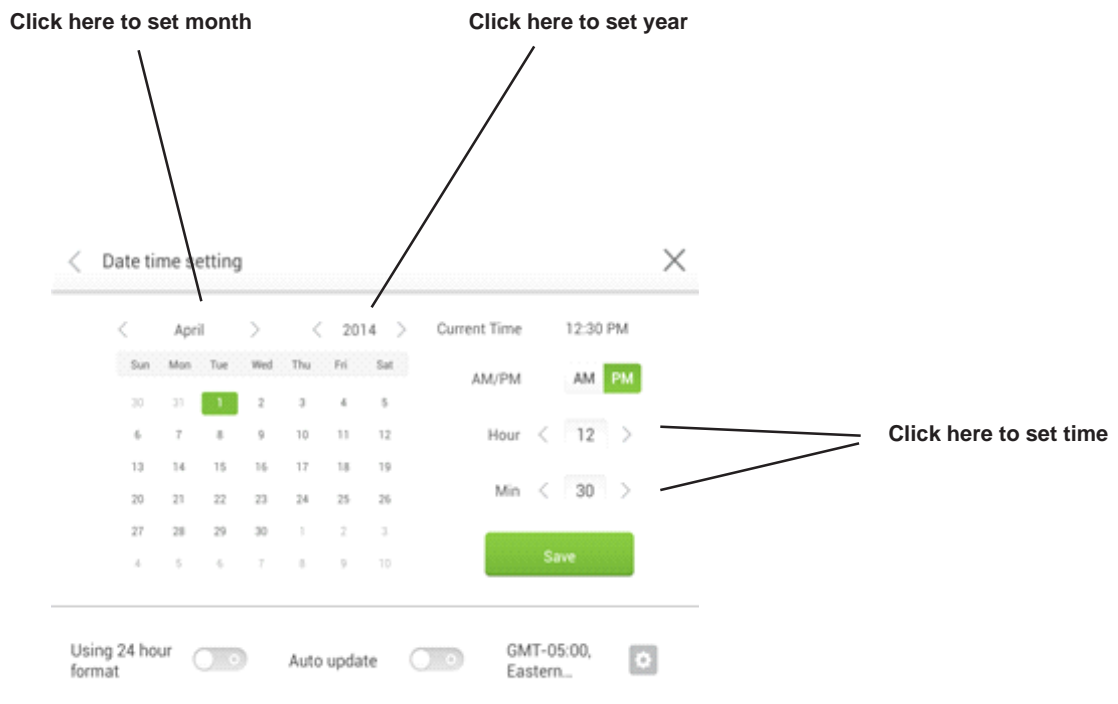


Set Time/Date

Touch **Time** to enter the time/date setting interface.


Touch **24 Hours**. When it is grey, it is in 12-hour system mode. You can touch **AM** or **PM**. When it is green, it is 24-hour system mode.

Touch Auto Update. When it is grey, you can modify the time and date. When it is green, the time and date will be automatically updated by the system.



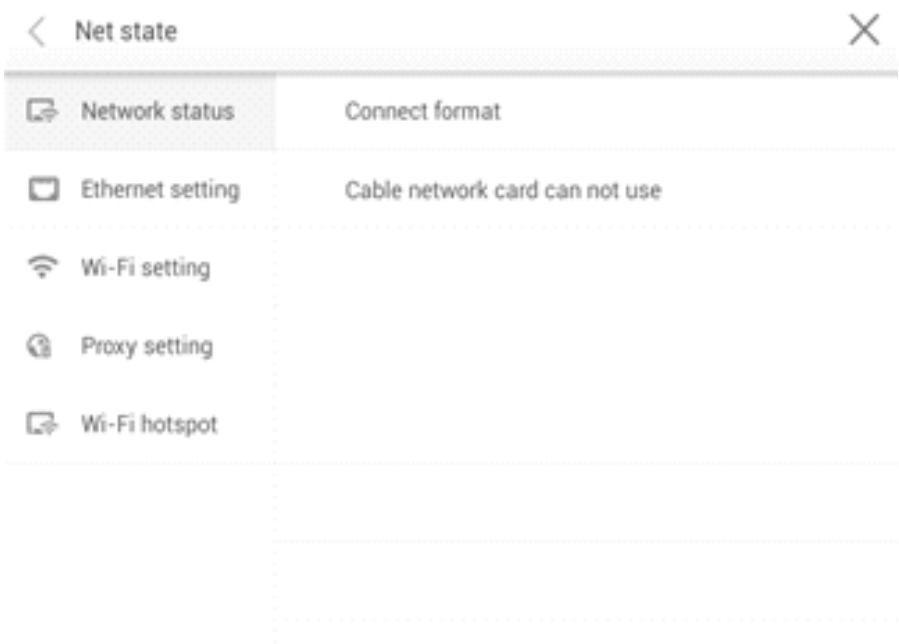
Touch  to enter the time zone setting interface as follows:

time zone		
Eastern Time		GMT-4:00
Atlantic Time (Barbados)		GMT-4:00
Manaus		GMT-4:00
Santiago		GMT-4:00
Atlantic Time (Canada)		GMT-3:00
Brasília		GMT-3:00

After setting, touch  to save it. Touch < on the upper left corner or Return on the remote control to go back to the Parent Menu. Touch x to close the current page.

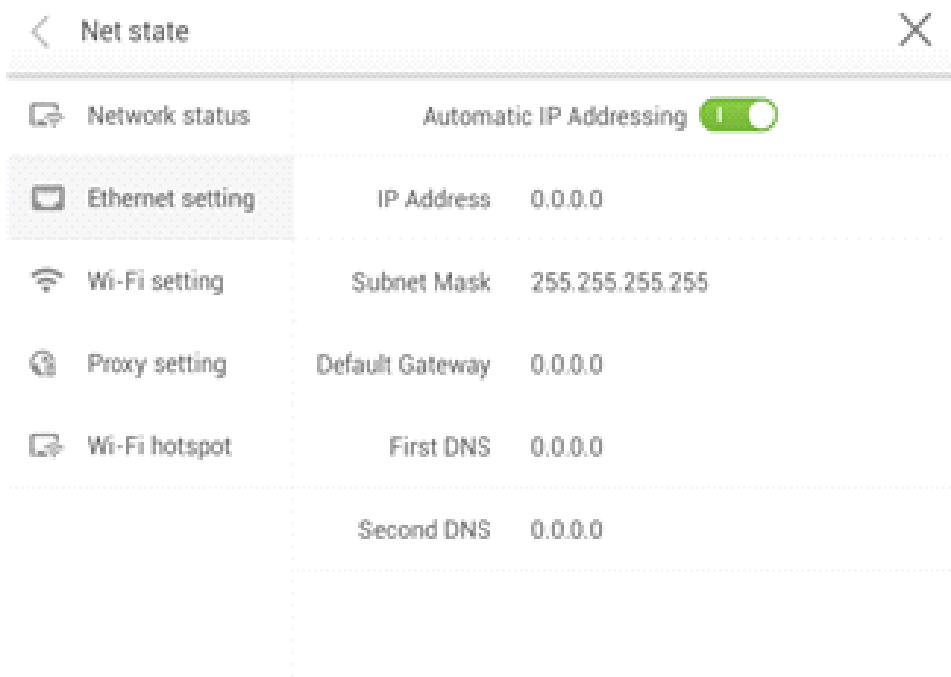
Network


Touch Network to show the network status, LAN, WiFi and Agency Settings. Choose a network connection method and set parameters accordingly.

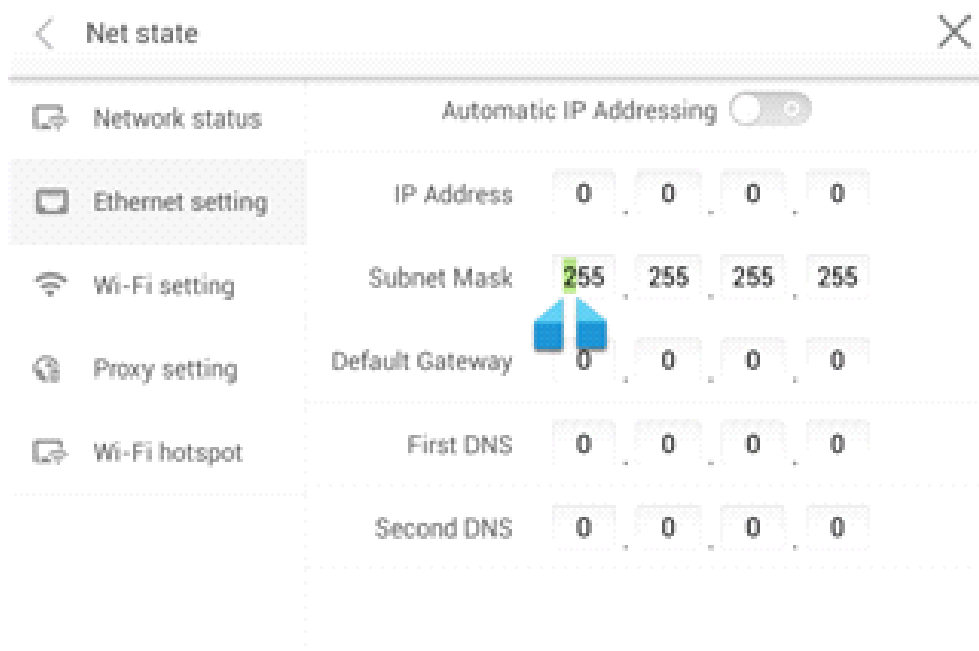


LAN setting

If the panel is connected with LAN cable and supports Dynamic Host Configuration Protocol (DHCP), the system will automatically configure the network protocol (IP) value

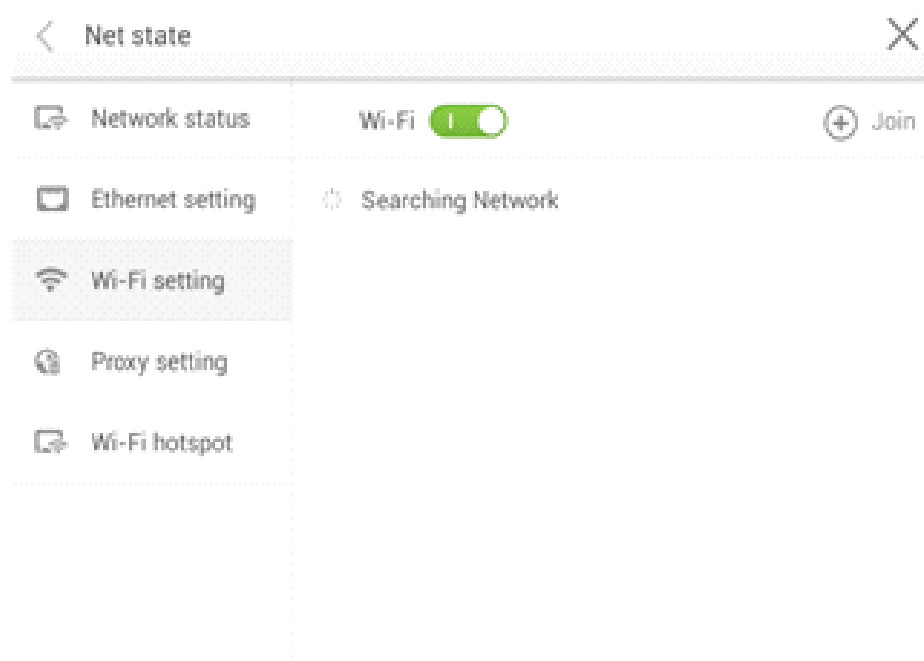


If you want to manually set the network protocol, enter the IP address, default gateway, and DNS server parameters on the software keyboard or remote control. Slide  to select the subnet mask to be changed. After setting, touch **<** on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch **x** to close the current page.



❑ WiFi setting

When WiFi is enabled, the system will automatically search available WiFi access points (AP). You can choose an AP on the list.

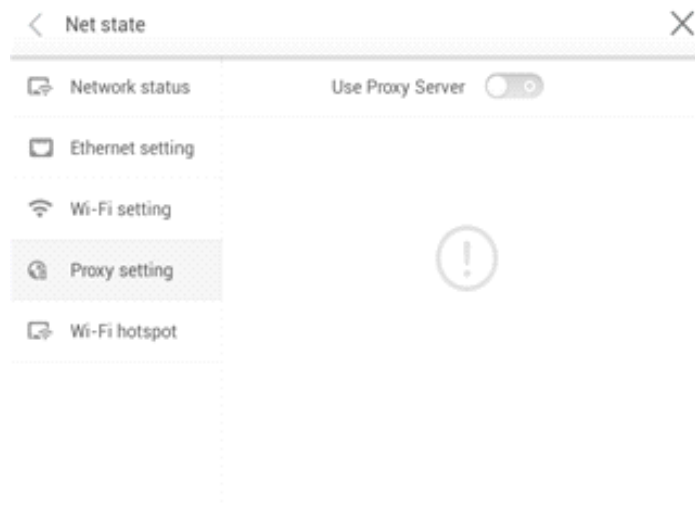


If you select an AP with safety authentication, you need to enter the password on the software keyboard on the safety authentication interface.

After setting, touch < on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch ✕ to close the current page.

❑ Proxy

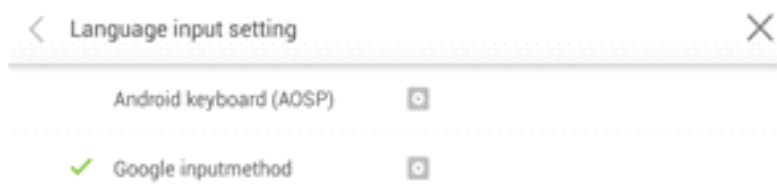
When the agency server is enabled, you can enter the master and agency server port numbers on the software keyboard or remote controller.



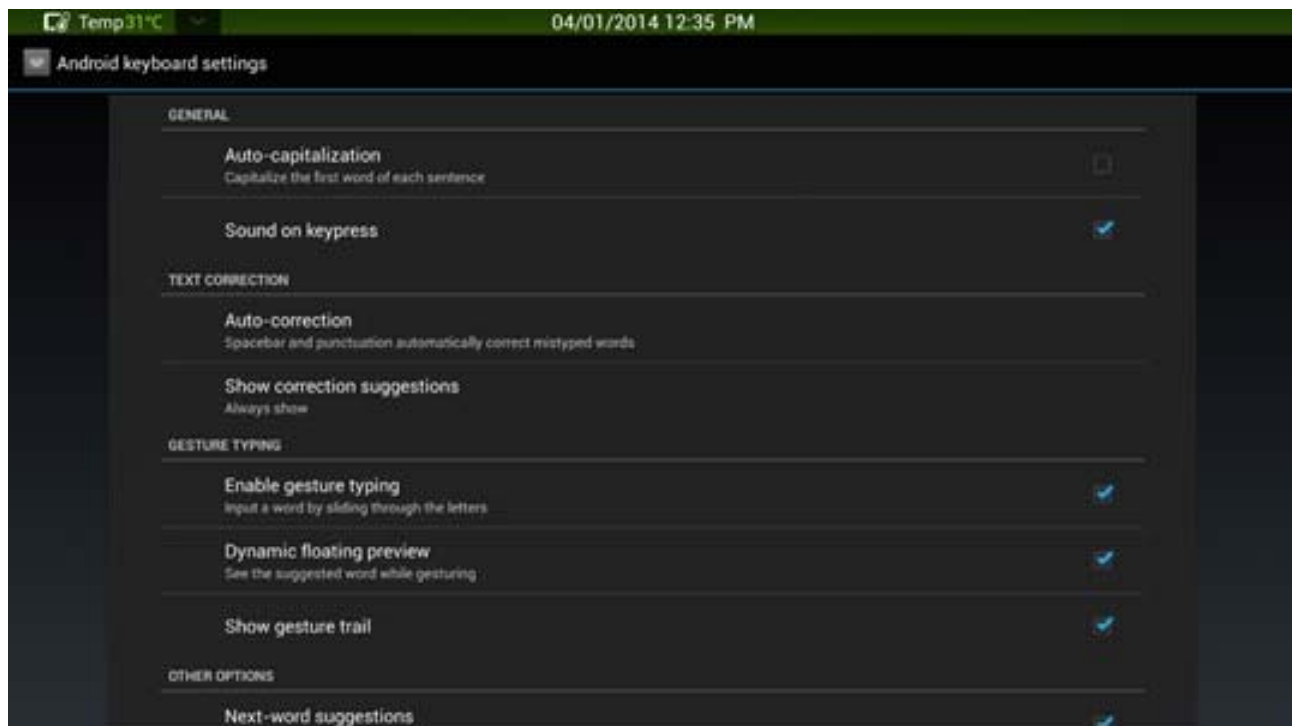
After you enter the master and agency server port numbers, touch **Verify** and enter the username and password. After setting, touch < on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch ✕ to close the current page.

Input Method

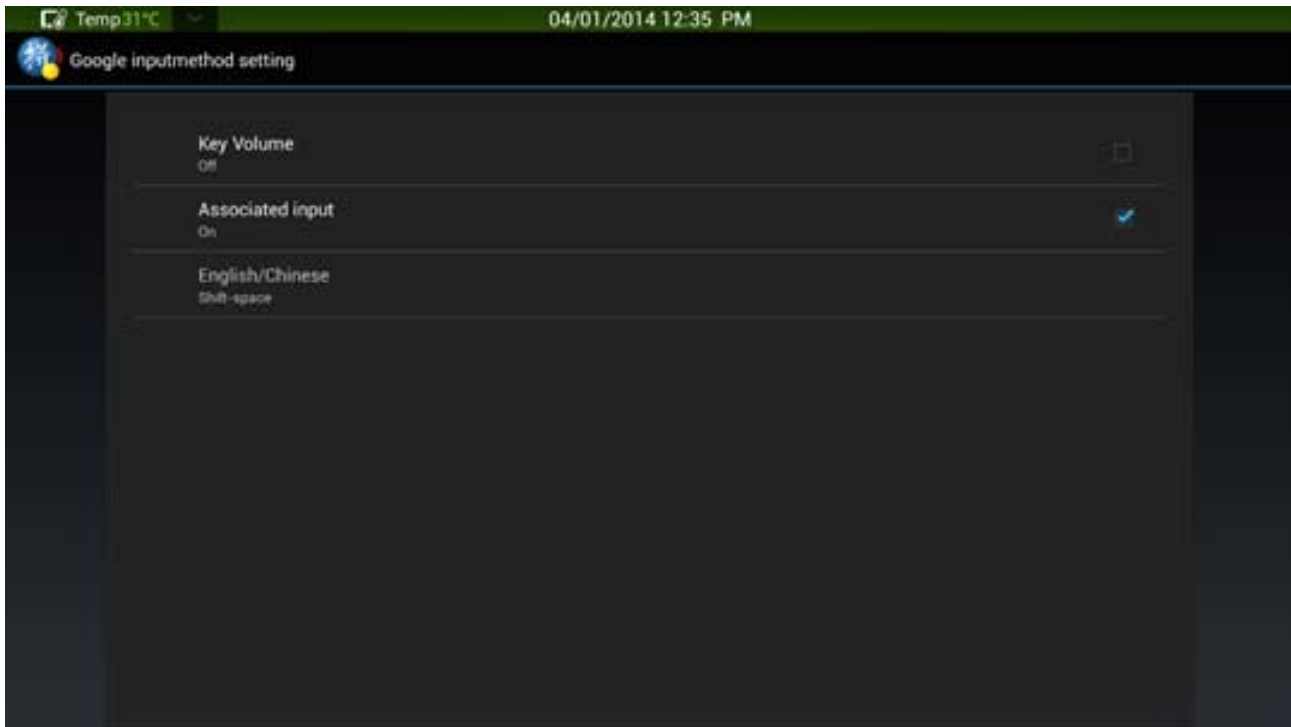
Touch Input to show options including ASOP and Google Pinyin. You can choose an input method according to your preference. After setting, touch < on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch ✕ to close the current page.



Touch AOSP and configure functions as follows:



Touch Google Pinyin and configure functions as follows:



Printer

Touch **Printer** to show the printer setting interface. Enter the name, type and IP address of the printer. After setting, touch < on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch ✕ to close the current page.

< Printer Settings

✕

Name

please enter the printer name

Printer Type

Generic BW LaserJet PCL5

Supports LaserJet compatible printers (HP, Canon, Brother, Lexmark, Samsung, Xerox).

IP

Please enter the default printer ip:172.2...

Queue Type

RAW

Works with most network printers.

Port

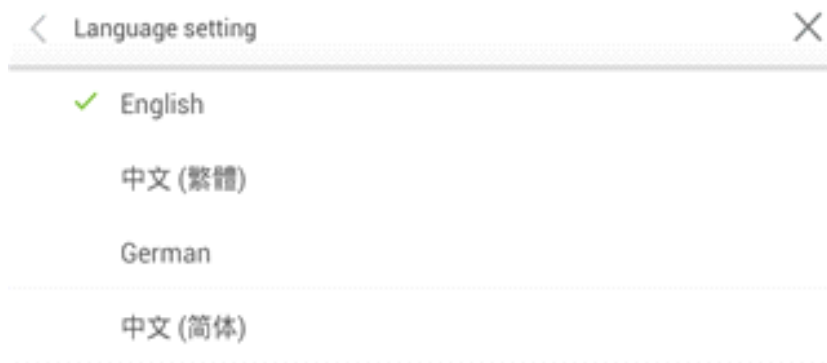
9100

Test

Save

Language

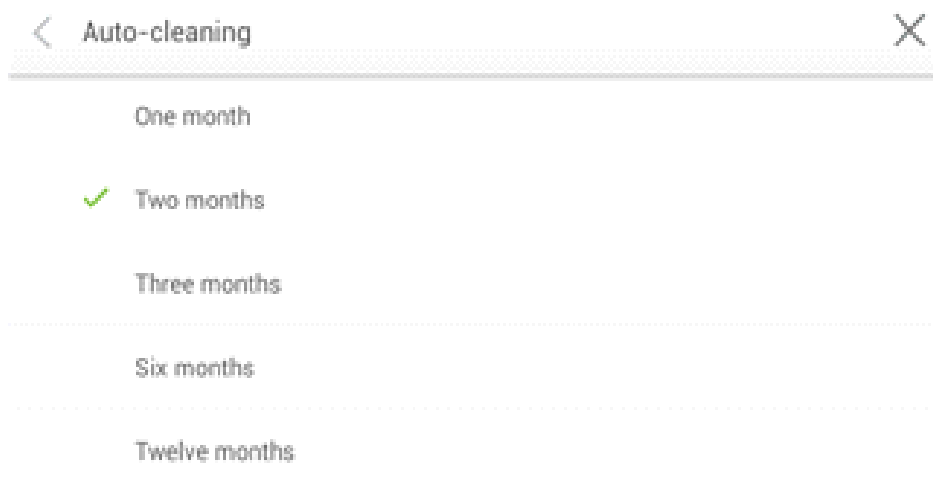
Touch **Language** to show options including Chinese (Simplified), Chinese (Traditional), and English. Select a language. Touch < or Return to return to the parent menu. Touch x to close the current interface.



Clear Screenshots

Touch **Auto Cleaning**

to show options including 1 Month, 2 Months, 3 Months, 6 Months, and 12 Months. Select a period. Touch < or **Return** to return to the parent menu. Touch x to close the current interface.



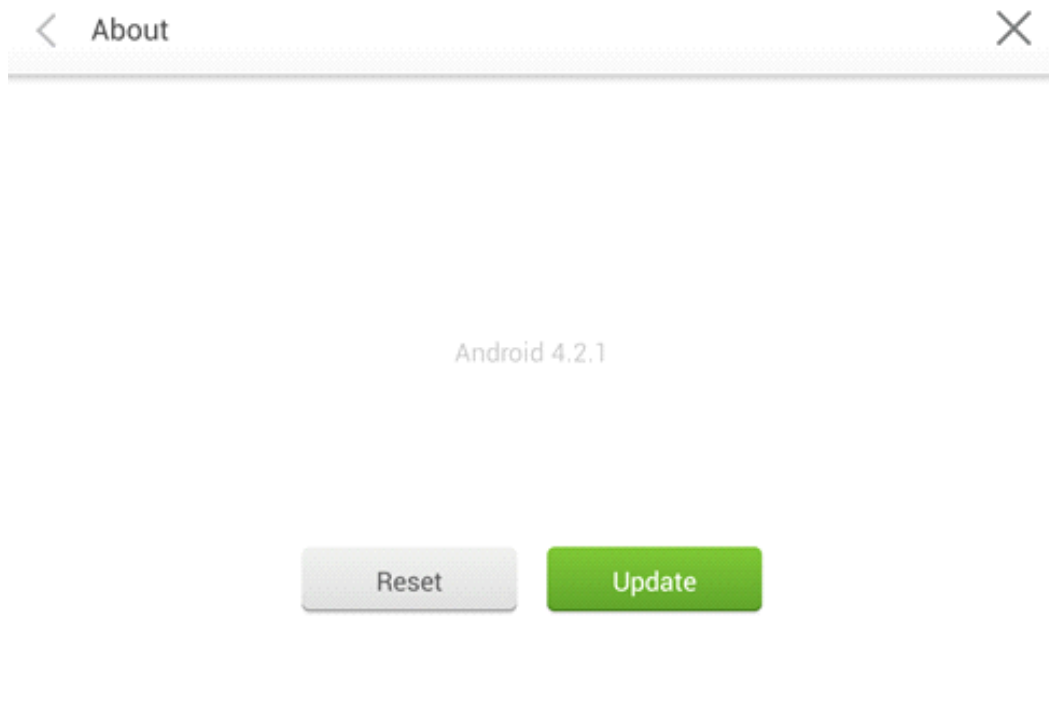
Auto Luminance

Touch **Auto Brightness** to show options including Time Delaye and Real Time. Touch Time Delay and auto luminance adjustment will be delayed for five minutes. Touch Real Time to enable auto luminance adjustment immediately. Touch < or Return to return to the parent menu. Touch x to close the current interface.

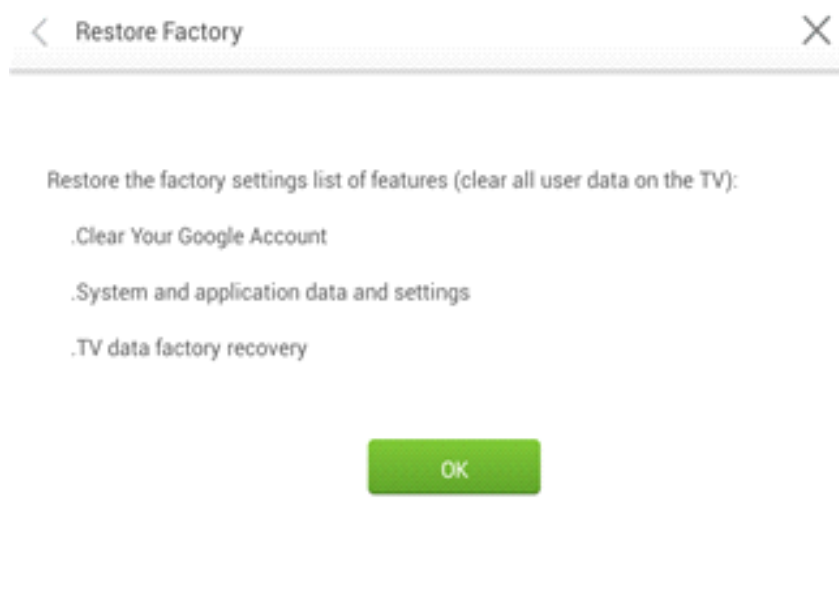


Restore Default Setting


Touch **About Android** to show the following interface. Touch Reset.

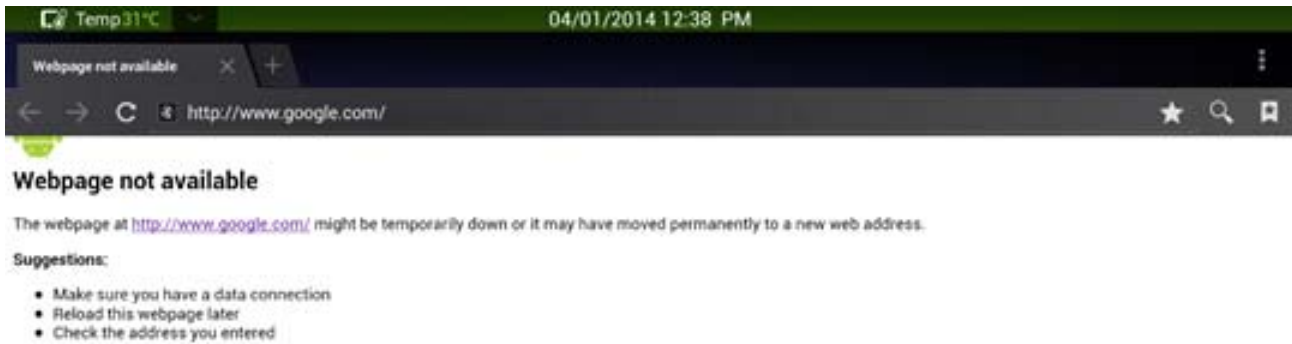


Touch **OK** to restore the default setting. Touch < on the upper left corner or **Return** on the remote control to go back to the parent menu. Touch ✕ to close the current page.




Browser

Touch  on Smartbar to open the web browser. Enter a website and keywords to search on the software keyboard or remote control.



Programs

Touch  on the Smartbar to enter the Program interface and show all programs in the system. Scroll right and left to turn the page as follows:

Examples:




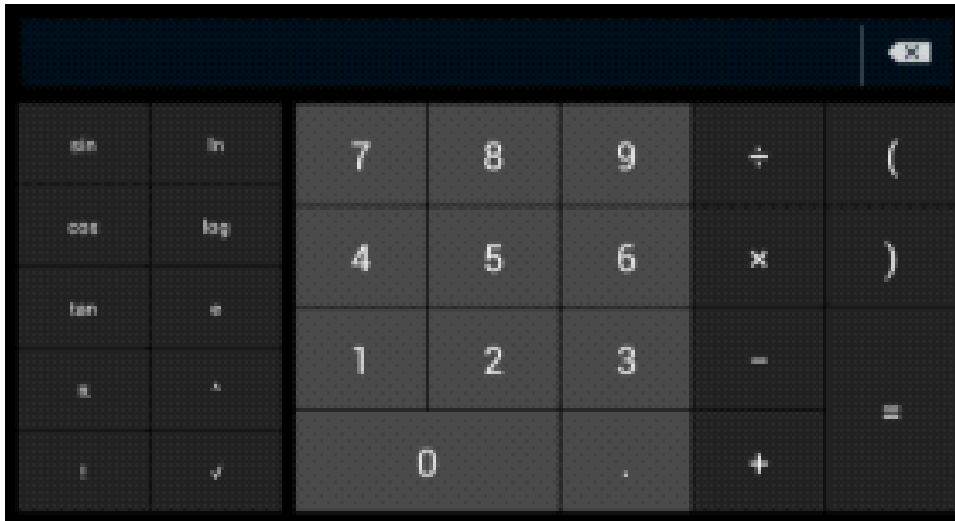
(Page 1)



(Page 2)

Calculator

Touch  to enter the calculation page. Touch numbers and characters on the keyboard.

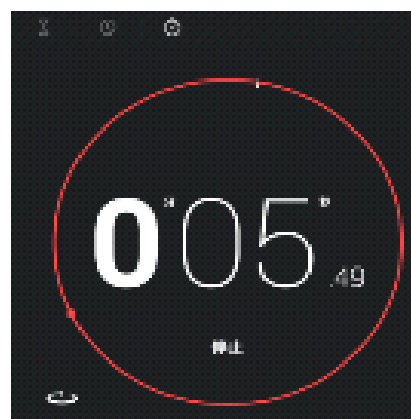
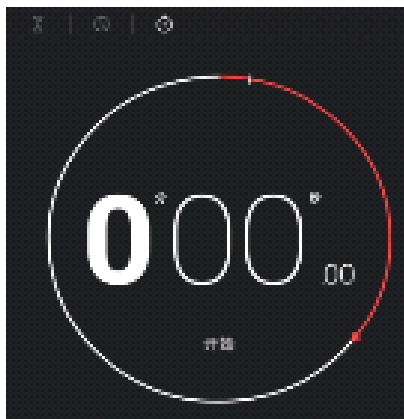


Clock

Touch  to enter the clock page. Touch **Start** to start timing and **Stop** to stop it.

Options:

- Count down timer
- Clock
- Stopwatch




Clock:

- Alarms
- Time Zones
- Night Mode; setting

Count Down Timer:

- Enter time
- Start (+ 1 min)
- Stop
- Reset
- Add label
- Delete

Music



Touch  to start the music program. The system will display songs by artists, albums, file names, playlist and playing status.

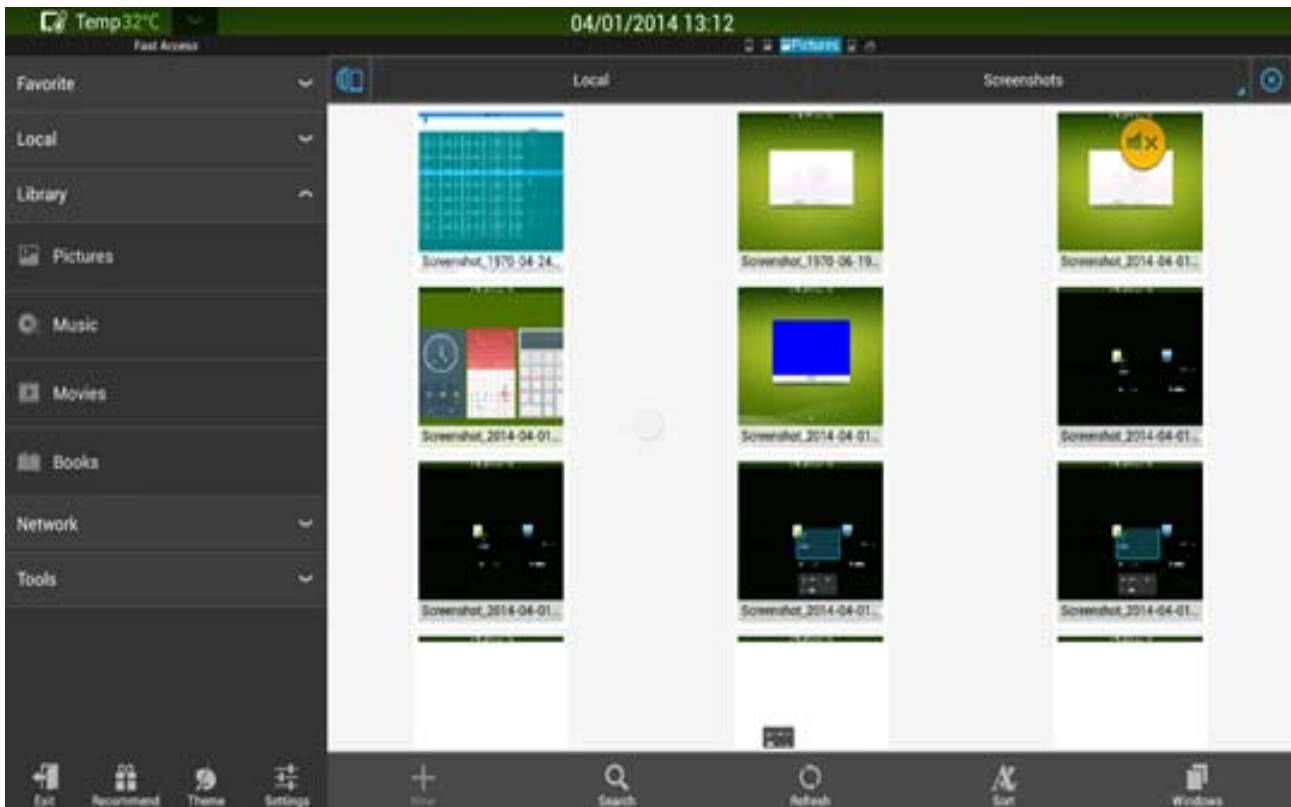


ES File


Touch  to open ES File. You can copy, cut, delete, move and rename files.

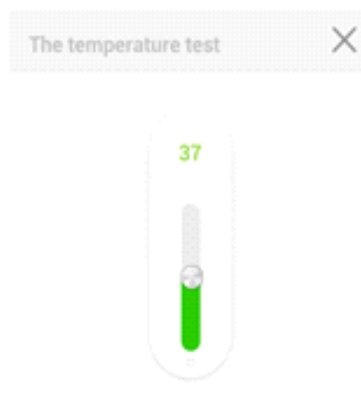


Touch  on the upper right corner of the interface to select a file and touch  to select all files.



Temperature Measuring

Touch  to measure the temperature of the panel.



Select Input Source

There are two ways to select an input source:

- 1.1 Press **Source** on the remote control.
- 1.2 Press **Source** on the control panel of the touchscreen.

Touch **Source** button to show the following interface. Press arrows to select an option and press **OK**. You can also select an icon on the interface.



Note: The touchscreen will automatically detect signals when it is started or there is no signal.

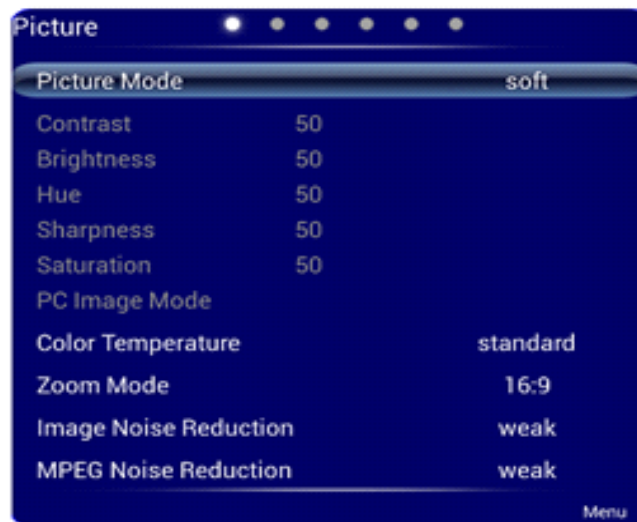
Menu

Press Menu on the remote control to show the menu (**Picture, Sound Mode, Channel, Setting, Time & Parental Control**). Scroll left and right on the screen or press arrows to switch between options.

Picture

The **Picture** menu shows options including **Picture Mode, Colour Temperature, Zoom mode, Picture noise reduction, and MPEG noise reduction**. There are two ways to set it:

- 1.1 Click an icon and set it.
- 1.2 Press arrows to move the cursor onto an option. Press **OK** and press relevant arrows to adjust the value. Press Return to quit the menu.

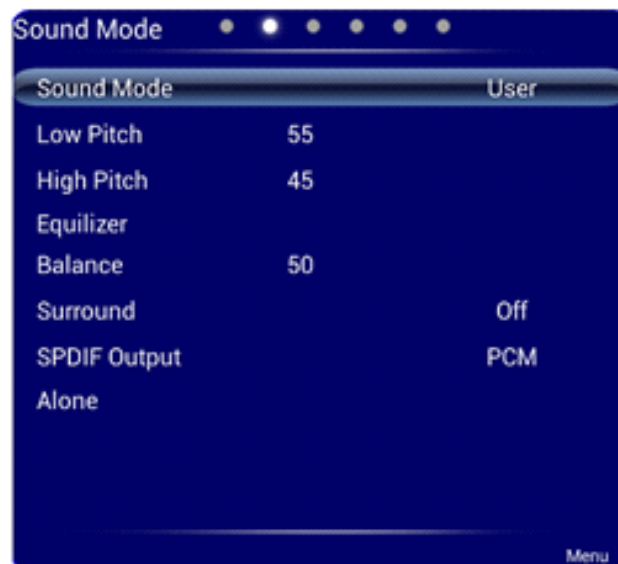


Note: When the picture mode is **Custom**, you can adjust the contrast, brightness, hue, sharpness and saturation.

Sound Mode

The **Sound Mode** menu shows options including **Sound Mode**, **Equalizer**, **Sound Balance**, **Surround**, and **SPDIF Output**. There are two ways to set it:

- 1.1 Touch an icon and set it.
- 1.2 Press arrows to move the cursor onto an option. Press **OK** and press relevant arrows to adjust the value. Press **Back** to quit the menu.



Note: When the sound mode is set to **Custom**, you can adjust **High Pitch** and **Low Pitch**.

Setting

The **Setting** menu shows options including **Menu Time**, **Switch Mode**, **Colour Range**, **MHL Auto Switch**, **Movie Mode**, and **Restore to Default**. There are two ways to set it:

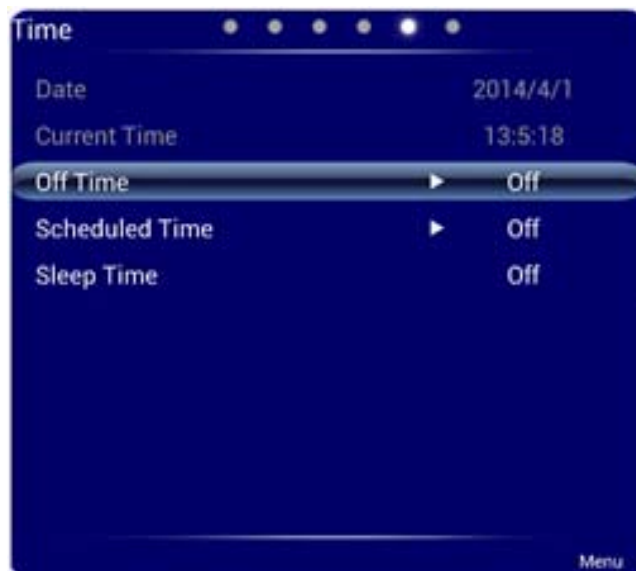
- 1.1 Touch an icon and set it.
- 1.2 Press arrows to move the cursor onto an option. Press **OK** and press relevant arrows to adjust the value. Press **Return** to quit the menu.



Time

The **Time** menu shows options including **Date**, **Current Time**, **Off Time**, **On Time**, and **Sleep Time**. There are two ways to set it:

- 1.1 Touch an icon and set it.
- 1.2 Press arrows to move the cursor onto an option. Press **OK** and press relevant arrows to adjust the value. Press **Return** to quit the menu.





Note: This menu is only available when TV signal source is used.

ECO Mode

Press **ECO** on the remote controller to enter the ECO mode (ECO-Auto-Standard). Press this button to switch among the three modes.

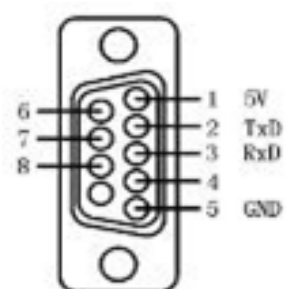
- ☐ The power consumption will be halved under the ECO mode.
- ☐ Under the Auto mode, the display will automatically adjust the brightness of the screen according to the light from the environment. **When the surrounding light is strong, the screen will bright up. When the surround light is weak, the screen will darken.**
- ☐ Under the Standard mode, the screen brightness will stay the same.

Note: To save energy, please switch off the panel when it is used; and switch the panel to Listen Alone when you do not need to watch the display, thus cutting power consumption.

Serial Port Control

The RS-232 port of the interactive panel is defined as follows:

Connect RS-232 port to the PC or controlling device.
Enable RS-233 serial port connection and complete the following configuration.



Port: COM1 (Set according to PC or controlling device's port number)

Bit rate

115200

Odd/even check

None

Data bits

8

Stop bit

1

The following table lists button controlling codes. The buttons share same functions with corresponding buttons on the remote control:

Function	Controlling codes	Function	Controlling codes
Power on	7F 08 99 A2 B3 C4 02 ff 01 00 CF	1	7F 08 99 A2 B3 C4 02 ff 01 21 CF
Power off	7F 08 99 A2 B3 C4 02 ff 01 01 CF	2	7F 08 99 A2 B3 C4 02 ff 01 22 CF
Mute	7F 08 99 A2 B3 C4 02 ff 01 02 CF	3	7F 08 99 A2 B3 C4 02 ff 01 23 CF
Touch status	7F 08 99 A2 B3 C4 02 ff 01 03 CF	4	7F 08 99 A2 B3 C4 02 ff 01 24 CF
WIFI	7F 08 99 A2 B3 C4 02 ff 01 04 CF	6	7F 08 99 A2 B3 C4 02 ff 01 26 CF
White board	7F 08 99 A2 B3 C4 02 ff 01 07 CF	7	7F 08 99 A2 B3 C4 02 ff 01 27 CF
Signal source	7F 08 99 A2 B3 C4 02 ff 01 06 CF	8	7F 08 99 A2 B3 C4 02 ff 01 28 CF
Display status	7F 08 99 A2 B3 C4 02 ff 01 09 CF	9	7F 08 99 A2 B3 C4 02 ff 01 29 CF
HD 1	7F 08 99 A2 B3 C4 02 ff 01 0A CF	0	7F 08 99 A2 B3 C4 02 ff 01 2A CF
HD 2	7F 08 99 A2 B3 C4 02 ff 01 0B CF	OK	7F 08 99 A2 B3 C4 02 ff 01 2B CF
OPS			
computer	7F 08 99 A2 B3 C4 02 ff 01 0C CF	!	7F 08 99 A2 B3 C4 02 ff 01 2C CF
PC 1	7F 08 99 A2 B3 C4 02 ff 01 0D CF	!'	7F 08 99 A2 B3 C4 02 ff 01 2D CF
PC 2	7F 08 99 A2 B3 C4 02 ff 01 0E CF	!'	7F 08 99 A2 B3 C4 02 ff 01 2E CF
YPbPr	7F 08 99 A2 B3 C4 02 ff 01 10 CF	!'	7F 08 99 A2 B3 C4 02 ff 01 2F CF
Video 1	7F 08 99 A2 B3 C4 02 ff 01 11 CF	Search	7F 08 99 A2 B3 C4 02 ff 01 1E CF
Video 2	7F 08 99 A2 B3 C4 02 ff 01 12 CF	Capture	7F 08 99 A2 B3 C4 02 ff 01 1F CF
Up	7F 08 99 A2 B3 C4 02 ff 01 13 CF	Auto ADJ	7F 08 99 A2 B3 C4 02 ff 01 20 CF
Down	7F 08 99 A2 B3 C4 02 ff 01 14 CF		
Listen Alone	7F 08 99 A2 B3 C4 02 ff 01 15 CF		
VOL -	7F 08 99 A2 B3 C4 02 ff 01 17 CF	ECO	7F 08 99 A2 B3 C4 02 ff 01 16 CF
VOL +	7F 08 99 A2 B3 C4 02 ff 01 18 CF	Model	7F 08 99 A2 B3 C4 02 ff 01 31 CF
Channel -	7F 08 99 A2 B3 C4 02 ff 01 19 CF	Audio mode	7F 08 99 A2 B3 C4 02 ff 01 34 CF
Channel +	7F 08 99 A2 B3 C4 02 ff 01 1A CF	Power status	7F 08 99 A2 B3 C4 02 ff 01 37 CF
Menu	7F 08 99 A2 B3 C4 02 ff 01 1B CF		
Home page	7F 08 99 A2 B3 C4 02 ff 01 1C CF		
Back	7F 08 99 A2 B3 C4 02 ff 01 1D CF		

New search:

DEVICE TYPE	99 A2 B3 C4 02 ff 01 31
VOLUME	99 A2 B3 C4 02 ff 01 33
ECO MODE	99 A2 B3 C4 02 ff 01 35
POWER STATE	99 A2 B3 C4 02 ff 01 37
DISPLAY STATE	99 A2 B3 C4 02 ff 01 32
AUDIO MODE	99 A2 B3 C4 02 ff 01 34
TOUCH STATE	99 A2 B3 C4 02 ff 01 36

Specifications of PC Mode (VGA Input)

SN	Standard	Resolution	Refresh Rate (Hz)	Horizontal Frequency (Khz)	Vertical Frequency (Hz)	Horizontal/Vertical Sync Polarity (TTL)
1	VESA	640X480	60	31.5	60	N/N
2	VESA	640X480	72	37.9	72	N/N
3	VESA	640X480	75	37.5	75	N/N
4	VESA	800X600	56	35.1	56	P/P
5	VESA	800X600	60	37.9	60	P/P
6	VESA	800X600	72	48.1	72	P/P
7	VESA	800X600	75	46.9	75	P/P
8	VESA	1024X768	60	48.4	60	N/N
9	VESA	1024X768	70	56.5	70	N/N
10	VESA	1024X768	75	60	75	N/N
11	VESA	1280X960	60	60	60	N/N
12	VESA	1280X960	75	75.159	75	N/N
13	VESA	1280X1024	60	64	60	P/P
14	VESA	1280X1024	75	80	75	P/P
15	VESA	1600X1200	60	75	60	P/P
16	VESA	1920X1080	60	66.547	59.988	P/P

Formats Supported by USB Mode

Media category	Formats	Extension
Image	JPEG, BMP and PNG	.jpg, .bmp, and png
Movie	MPEG1, MPEG2, MPEG4, H264, RM, RMVB, MOV, MJPEG, FLV	.avi, .mpg, .dat, .vob, .div, .mov, .mkv, .rm, .rmvb, .mp4, .mjpeg, .ts, .trp, .asf, and .flv
Music	WMA, MP3, M4A, (AAC)	.mp3, and .m4a
Text	TXT	.txt

FAQ & Troubleshooting

Failure	Possible cause	Solution
Fail to connect to the service program	The drive program is not correctly installed. The USB interface (lead) is not connected or is faulty. The infrared tube is blocked.	Install the drive program correctly. Change the USB lead or check if the USB interface is faulty. Ensure that the surrounding infrared tubes are not blocked.
The panel needs re-positioning every time it is switched on.	The computer is equipped with a recovery card.	Disable computer protection and perform the positioning again.
The positioning is inaccurate.	You have not followed the instructions properly.	Press Auto on the remote controller to fully cover the display with an image and use the pen provided together with the panel to perform positioning again.
The cursor of the pen is unstable when the pen is used.	Wrong writing method Strong light or infrared interference	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the display. Remove the interference source or change the using environment.
The handwriting is discontinuous.	Wrong writing method The infrared tube is blocked. Strong light or infrared interference The colour of strokes is same as or similar to the background colour.	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface. Change the nib or use a pen with a larger covering area. Check if infrared tubes are blocked. Remove the interference source or change the using environment Change the colour of strokes.

Failure	Possible cause	Solution
Your hand or other objects are put on the display when writing.	Use the pen rather than a finger to write.	Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface.
	Strong light or infrared interference	Remove the interference source or change the using environment.
	Wrong writing method	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface.

No sound and/or image

1. Check if the power cable is connected to the power socket and if the panel is connected to power.
2. Check if the rocker switch on the interactive panel is switched on.
3. Check if the **Standby** button on the panel is pressed.
4. Check if the video and audio input cables are connected correctly.
5. Check if the panel is switched to the right signal source.
6. Check settings including image luminance and contrast.
7. Check the volume on touchscreen and source.

Image is normal, but no sound

1. Check the volume.
2. Check if the **Mute** button on the remote controller is pressed.
3. Check if the audio cable between the PC and interactive panel is connected correctly.

No image or the image is black and white

1. Adjust color settings.
2. Check the colour system.

Image or sound is interrupted

1. Find out the electric appliance that causes the interference and move it away from the interactive panel.
2. Do not connect the panel to a power socket that a disrupting electric appliance is connected to.

The remote control fails.

1. Change the batteries.
2. Clean the launch window at the top of the remote control.
3. Check contacts of the batteries.

Computer cannot be started (applicable for models with computers)

1. Check if the computer adapter is correctly connected and is connected to power.
2. Check if the computer is connected correctly to the touchscreen.

Self-inspection:

The following phenomena are not failures:

- ☐ Given the high-precision production technology, the LED panel may have a very few constantly bright or dark pixels, which turn out to be tiny red, blue, green or dark points on the panel. The phenomenon is normal.
- ☐ The panel may make slight sound when it is adjusting backlight or it is cooling.
- ☐ When the image and sound are normal, and you touch the LED panel with fingers, you may feel static electricity. The temperature of the rear of the panel and product is high. These are normal phenomena.

Instructions in Provisions for Recycling and Disposal of Waste Electrical and Electronic Products

The *Provisions for Recycling and Disposal of Waste Electrical and Electronic Products* (Order No.551) was issued by the State Council on August 20, 2008, and became effective on January 1, 2011.

- ☐ When you no longer need to use the product, you must comply with laws and regulations on recycling and disposal of waste electric and electronic products to return the waste product to a company licensed for receiving and disposing waste electric and electronic products.
- ☐ You can also send the waste interactive panel to an ABI service centre.

Maintenance Tips

- ☐ Do not put or install the product near a heat source or under direct sunlight, in dusty or humid places, or where the product can be affected or damaged by mechanical vibration. To maximize the performance, it should be put away from equipment such as grid, large metal objects and radar stations as far as possible.
- ☐ Do not wipe the panel with any chemical agent. Solvents may damage the enclosure or paint. If the panel is stained by dust, please cut off the power, soak the clean cloth in warm water, wring it to clean the panel. You should use a clean soft cloth to clean the LED display of the panel.
- ☐ Do not frequently switch on and off the product. This can shorten the product's service life. After the panel is switched off, please wait for three minutes before switching on it again. If the product is not to be used for a long period of time, please disconnect the product from power supply.
- ☐ Do not maximize the brightness and contrast of the LED display for a long period of time, which can shorten the LED display's service life.
- ☐ Do not write on the touch screen with a hard object, which can scratch the LED display.
- * The user manual may be modified without prior notice.
- * If you discover any unclear presentation, mistake or omission in this manual, please contact us immediately. We are not liable for any loss or damage if you fail to contact with us.