

**ADVANTECH**

Touch your Imagination Today

*Enabling an Intelligent Planet*

# ProFlat Touch Monitor      User Manual : IDP-31215W



21.5" Projected Capacitive Touch Monitor

**Version 0.1**

## **Advantech Co., Ltd.**

### **All Rights Reserved**

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, including, but not limited to, electronic, magnetic, optical, chemical, manual, or otherwise without prior written permission of Advantech Co., Ltd.

### **Disclaimer**

The information in this document is subject to change without notice. Advantech Co., Ltd. makes no representations or warranties with respect to the contents hereof and specifically disclaim any implied warranties of merchantability or fitness for a particular purpose. Advantech Co., Ltd. reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Advantech Co., Ltd. to notify any person of such revisions or changes.

### **Trademark Acknowledgments**

All other product names mentioned herein that are trademarks or registered trademarks are the property of their respective companies.  
All rights of these documents are reserved by Advantech Co., Ltd.

### **FCC Notice**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference
- (2) This device must accept any interference received, including interference that may cause undesired operation.

## Table of Contents

Disclaimer .....	1
Trademark Acknowledgments .....	1
FCC Notice .....	1
Important safety notice.....	3
1 .....	5
Introduction .....	5
About this Manual .....	5
The features.....	6
Physical Specifications.....	6
2 .....	7
Unpacking .....	7
Shipping Damage/Unpacking.....	7
Packing list.....	7
3 .....	8
Hardware Installation .....	8
3.1 VESA standard installation.....	8
3.2 OSD Functions.....	8
A. MAIN MANU.....	8
B . OSD STRUCTURE.....	9
3.3 OSD Key Information .....	10
A. OSD BOARD .....	10
B. Key Events .....	10
4 .....	<b>Error! Bookmark not defined.</b>
Warranty.....	12
5 .....	<b>Error! Bookmark not defined.</b>
Troubleshooting .....	13
No picture.....	13
Power Button does not respond.....	13
Image is unstable, unfocused .....	13
LED on monitor is not lit (no green or amber color can be seen) .....	14
Display image is not properly sized.....	14
Selected resolution is not displayed properly .....	14
No touch function .....	14

## Important safety notice

Please read this manual carefully and save to use in the future.



Make sure to unplug the power lead before cleaning the product. Unplug the power lead from the power outlet and wipe the product using a soft, dry cloth.



Do not use components except those recommended by the manufacturer, failure to do so may cause damage.



Do not try to move the monitor by pulling only the cord nor touch the plug with wet hands.



Do not excessively bend the plug and wire nor place heavy objects upon them, which could cause damage.



Keep the product away from places exposed to oil, smoke or moisture; do not install inside a vehicle, this may cause malfunction, an electric shock or fire. Especially avoid operating the monitor near water or outdoors where it could be exposed to snow or rain.



Do not cover the vents on the monitor case, do not place the monitor or power adapter on the bed, sofa, carpet etc., as bad ventilation may cause a breakdown or fire.



When installing the product, make sure to keep it away from the wall (more than 76mm (3 inch) for ventilation purposes.



Only the type of power listed in the label of the LCD can be used. If you have questions of power type, please contact local dealer or power supply department.



Use only a properly grounded plug and receptacle. An improper ground may cause electric shock or equipment damage. If you can't insert the plug into

outlet, please change the outlet.



Make sure the outlet can support total electricity of products be plug into it, do not connect too many extension cords or plugs to an outlet. Otherwise it may cause fire.



Do not place the product on an unstable or small surface area. Place the product on an even, stable surface, as the product may fall and cause harm to someone walking by, specifically children.



Do not try to extend the power wire, otherwise it may cause fire.



Do not open the monitor cabinet by yourself, if monitor needs to be examined or repaired, please contact the professional service.



Firstly pull out the power plug and connect the professional service when it happens following:

- a. power wire or power cable is damaged.
- b. monitor fall into ground or monitor cabinet is damaged.
- c. monitor displays obviously out of the way, needs to be repaired.



Unplug the power cord from the power outlet when monitor is not used.



Do not install the product in places with poor ventilation, high light, high temperature or moisture.

# 1

## *Introduction*

---

### **About this Manual**

This manual is intended as a reference guide for the Advantech ProFlat Touch Monitors.

This Manual provides the information needed to install, set up and maintain the Advantech ProFlat Touch Monitors. In addition, this manual describes basic technical information about the touch sensor, troubleshooting and contact information.

This manual is organised as follows;

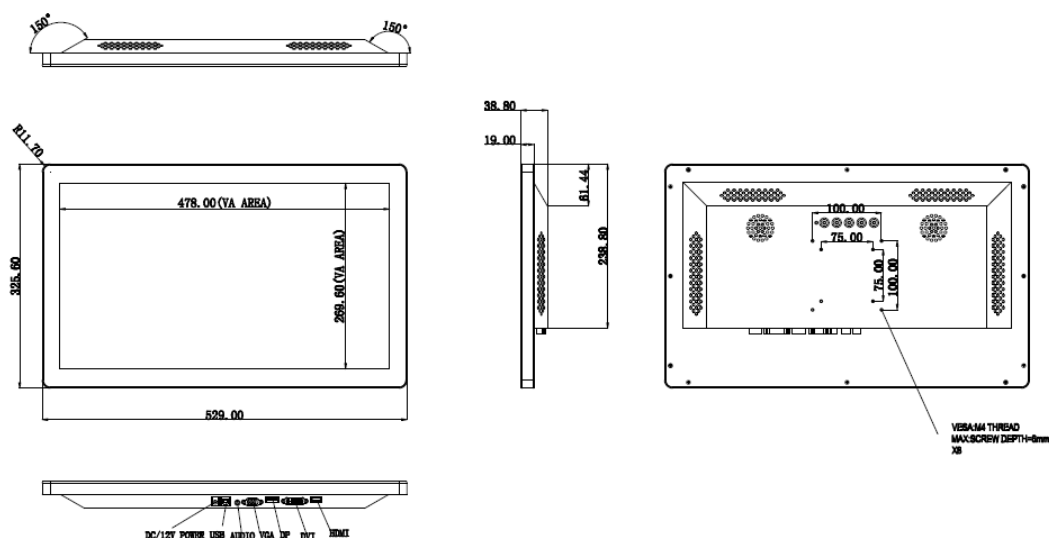
- |           |                                       |
|-----------|---------------------------------------|
| Chapter 1 | Introduction and general information. |
| Chapter 2 | Unpacking care and maintenance        |
| Chapter 3 | Hardware Installation guide           |
| Chapter 4 | Warranty information                  |
| Chapter 5 | Troubleshooting                       |

## The features

Mode name	IDP-31215W
Description	21.5" TFT ProFlat Touch Monitor
Native Resolution	1920 x 1080 @ 60Hz
Contrast Ratio	3000:1 Typ.
Colours	16.7 million
Response Time (LCD Panel)	18ms Typ.
Luminance(LCD Panel)	250 cd/m <sup>2</sup> Typ.
Viewing Angle (From Centre, CR=10)	Horizontal (left/right) 178° (89° /89° ) Vertical (up/down) 178° (89° /89° )
Touch Technology	Projected Capacitive Touch (P-Cap)
Touchscreen Interface	USB

## Physical Specifications

Model	IDP-31215W
Parameter	
Length	529.0mm
Width	325.6mm
Thickness	38.8mm
Active area	478.0x269.6mm



# 2

## Unpacking

### Shipping Damage/Unpacking



Advantech takes every precaution in testing and packing its products prior to shipment.

On delivery of the products, check the shipping carton for damage. If any damage is seen that could have caused damage to the contents, keep all packing materials for later inspection by Advantech or the carrier who are responsible for any shipping damage.

Handle the monitor with care. Take care not to mark or scratch the glass when removing it from its packing.

### Packing list

Please open the package carefully and check the items below are in the package:

1. Touch monitor
2. Power supply (110V-240V),
3. UK/EU/US 3 power cord,
4. VGA/DVI/HDMI/DP 4 cable,
5. USB touch cable

If any items are missing, please contact your local dealer or the Advantech Service Department.

Note: please save the original package in order to ship the monitor in the future.

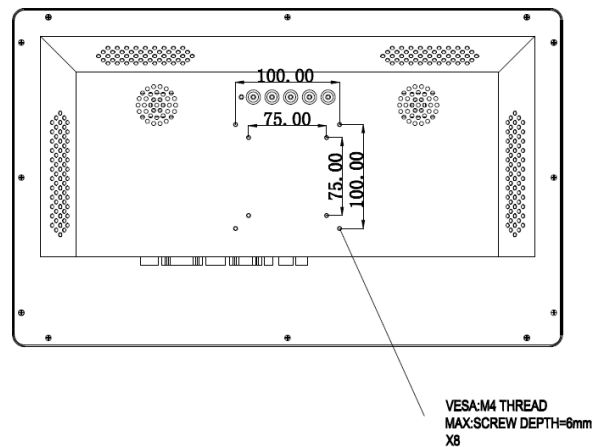


# 3

## Hardware Installation

### 3.1 VESA standard installation

The IDP-31 touch monitor's mounting functions include ProFlat, removable base VESA and wall mount.



VESA installation holes

### 3.2 OSD Functions

#### A. MAIN MANU



## B . OSD STRUCTURE

Item	Sub Menu		Description	Value	Remark
	BRIGHTNESS		Adjust the backlight level of screen.	70(0~100)	Only <STANDARD> mode
	CONTRAST		Adjust the picture contrast.	50(0~100)	
	ECO		Turn the contextual model to <STANDARD>、<TEXT>、<GAME>、<MOVIE>、<ECO>、<LOW BLUE1>、<LOW BLUE2>、<LOW BLUE3>	<STANDARD>、<TEXT>、<GAME>、<MOVIE>、<ECO>、<LOW BLUE1>、<LOW BLUE2>、<LOW BLUE3>	
	DCR		Turn the dynamic contrast ratio to <ON> or <OFF>	<ON> / <OFF>	
IMAGE	H.POSITION		Adjust picture horizontal position.	50(0~100)	Only RGB Input
	V.POSITION		Adjust picture vertical position	50(0~100)	
	CLOCK		Adjust picture width	0~100	
	PHASE		Adjust picture focus quality	0~100	
	ASPECT		Select the image aspect to <4:3> or <WIDE>	<4:3>、<WIDE>	
COLOR Temp	COLOR Temp		Select the color of the picture mode	<WARM>、<COOL>、<USER>	
	User	RED	Adjust color of red rate	0~100	Only RGB Input
		GREEN	Adjust color of green color	0~100	

		BLUE	Adjust color of blue color	0~100	
OSD SETTING	LANGUAGE		Select OSD menu language	English(English、Deutsch、Chinese、Italiano、Francais、Korean etc.	
	H.POSITION		Adjust the OSD horizontal position.	50(0~100)	
	V.POSITION		Adjust the OSD vertical position	50(0~100)	
	OSD TIMER		Adjust the OSD menu timeout	10(0~100)	
	TRANSPARENCY		Select the transparency of the OSD	0(0~100)	
RESET	IMAGE AUTO ADJUST		Auto Adjust the image.		
	COLOR AUTO ADJUST		Auto color calibration	To Start	
	RESET		Reset to factory setting		
MISC	SIGNAL SOURCE		Select input signal source.	<VGA>、<DVI>、<HDMI>、<DP>	
	MUTE		on or off the audio output.	<ON>、<OFF>	
	VOLUME		Adjust the audio volume	50(0~100)	

### 3.3 OSD Key Information

#### A. OSD BOARD



**DOWN**

**UP**

**MENU**

**AUTO**

**POWER**

**MT-OSD**

#### B. Key Events

Button	Function	Status	Hot Key
LED	Indicates Operation status	Green: Normal Operation Red : No signal、Sleep mode、Factory mode、Burn in mode Off: Off Mode	
POWER	Turn on or turn off the power		
AUTO	1、 Adjust the Picture of Analog input 2、 Exit menu or Exit a menu of sub-menu		
MENU	Display the OSD Menu or Select highlighted function		Keep pressing the button for 6 seconds, Turn OSD LOCKED or OSD UNLOCKED,
UP	Select Previous menu item or increase value		Select Brightness Adjust menu
DOWN	Select next menu item or Decrease value		Switching signal source
POWER+ MENU	Combination Key, Enter the Factory mode	LED is red	

# 4

## *Warranty*

---

Advantech is only under obligation to offer the following Warranty Repair and Services except those authorized formal documents in written form:

LCD & Screen repairable: 2 years

The above warranty period takes the front four places of the Serial Number label on the Advantech products as the starting date.

Warranty products cover panel, controller and communication cable. Accessories included with the products are not included in the warranty

# 5

## *Troubleshooting*

---

### **No picture**

The signal cable should be fully connected to the graphics card/computer.

The graphics card should be completely seated in its PC slot.

Power Button and computer power switch should be in the ON position.

Check to make sure that a supported mode has been selected on the graphics card or system being used. (Please consult graphics card or system manual to change graphics mode).

Check the monitor and your graphics card with respect to compatibility and recommended settings.

Check the signal cable connector for bent or pushed-in pins.

Check that the BNC or D-SUB button is in the correct position.

### **Power Button does not respond**

Unplug the power cord of the monitor from the AC outlet to turn off and reset the monitor, or simultaneously press the RESET and Power buttons.

### **Image is unstable, unfocused**

Signal cable should be fully connected to the computer.

Use the OSM™ Image Adjust controls to focus and adjust display by increasing or decreasing the Fine control. When the display mode is changed, the OSM Image Adjust settings may need to be re-adjusted.

Check the monitor and your graphics card with respect to compatibility and recommended signal timings.

If your text is garbled, change the video mode to non-interlace and use 60Hz refresh rate.

## **LED on monitor is not lit (no green or amber color can be seen)**

Power Button should be in the ON position and power lead should be connected. Make certain the computer is not in a power-saving mode (touch the keyboard or mouse if present).

## **Display image is not properly sized**

Use the OSM Image Adjust controls to increase or decrease the H. Size. Check to make sure that a supported mode and signal timing has been selected on the graphics card or system being used (Please consult the graphics card or system manual to change graphics mode or refresh rate).

## **Selected resolution is not displayed properly**

Select the Display Resolution in the OSM Information menu to confirm that the appropriate resolution has been selected. If not, select corresponding option by pressing the control button.

## **No touch function**

Check that the software driver is correctly installed. Or, try to uninstall the driver first, and then reinstall the driver and reboot the computer.

If there is no problem about the software driver, Please replace the Digitizer Pen to have a try.

If the problem persists, please contact our technical support engineer.