

# OneScreen™

## Quick Start Guide: Hardware

**OneScreen™**  
by Clary Icon

# OneScreen™

**Note: This manual has been designed for the OneScreen h3-84 unit. For the OneScreen h3-70 and OneScreen h3-65 units, the OPS (Built in PC) configuration remains the same however the ports for connecting peripherals and external PC will change according to the model you have.**

# OneScreen™

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### (1.1) Introduction to OneScreen™:

OneScreen delivers unified access to preferred work tools, content, and contacts. Available in hubware, software-as-a-service, and on premise formats, OneScreen is an all-in-one video, audio, web, and interactive whiteboard solution. Our Screen Skills Guru on-demand, live technical support and free online training come with all OneScreen solutions. OneScreen software is compatible with any device of your choice including PC, laptop, tablet, and smartphone.

### (1.2) About the Quick Start Guide:

This Quick Start Guide will lead you through a brief but comprehensive overview, how to use OneScreen, safety warnings, handling, cleaning, precautions, and troubleshooting. The chapters included also cover how to install the unit and provides schematics of the various components for better understanding.

### (2.1) IMPORTANT SAFETY INSTRUCTIONS

To avoid the hazards of fire, electric shock, or injury, the following instructions must be observed.

- Do not spill any liquid on the equipment.
- Do not try to fix the equipment by yourself unless supervision of a technician is provided.
- Do not rip any wire bare handed or touch the power hubs without any proper insulating gloves or tools.
- Turn off external main supply, disconnect and allow unit to cool down before servicing or performing maintenance.
- An inexperienced user should never open the unit.
- Always unplug the equipment during a strong thunder and lightning storm.
- Do not cover the ventilation holes with plastic or any fabric.
- Antenna must be kept away from power cord.
- Do not use mixed batteries (old and new, carbon-zinc and alkaline) in the remotes or keyboard.

### (2.2) HANDLING

- Do not apply excessive force on the screen, this will cause damage to screen, resulting in varying of the color tone.
- Do not use the equipment with greasy or oily hands.
- Avoid heat sources in the very near vicinity, do not install a heating source nearby.

# OneScreen™

## (2.3) CLEANING

- If the display surface becomes dirty, apply cleaning liquid and gently wipe it with a soft dry cloth. If need of further cleaning is felt, moisten cloth with isopropyl alcohol and gently clean the screen.
- Do not use abrasives, water jet equipment, thinners, solvents or aerosol cleaners (spray polish), any aromatic solvents, ketones etc.
- Do not moisten the cleaning cloth too much to avoid liquid from entering the sides.

## (2.4) PRECAUTIONS

- Always get yourself trained from the technical support provided by the OneScreen™.
- For better safety of the unit, if mounting on the wall, attach it with a minimum clearance of 5 cm from the wall.
- If the unit is installed on the mobile cart, then do check if the tires are properly moving without any hindrance.
- Do check there is no falling of water droplets on the unit in rainy season from the ceiling.
- Make sure that you use the touch screen with one finger and avoid contact of your shirt sleeves with the screen.
- Always plug in the USB in ports gently and unplug with parallel force to the port.
- Always keep the stylus in a safe place and avoid contact with greasy materials.

## (2.5) TROUBLESHOOTING

It is always advisable to contact OneScreen technical support team in case of any problem.

Although, the following table provides you with very basic instructions as what to do and what to avoid, if you encounter any problems.

PROBLEM	YES	NO
<p><b>PC not working</b></p>	<ul style="list-style-type: none"> <li>• Check if the cables are intact.</li> <li>• Check whether the ports are functional.</li> <li>• Check the main button on the front for PC.</li> <li>• Check for the red button for powering ON the PC from the back.</li> <li>• Unmount the PC from the unit and re-mount.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not press ON/OFF button repeatedly to see if it works.</li> <li>• Do not press power button at back of the screen repeatedly.</li> </ul>
<p><b>Touch screen not working</b></p>	<ul style="list-style-type: none"> <li>• Check the cables to ensure they are functioning properly.</li> <li>• Check whether the ports are functional.</li> <li>• Check whether the USB touch cable is connected properly.</li> <li>• Restart the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not try to fix by dismantling the screen unless you are accompanied by an expert technician.</li> <li>• Do not squeeze the USB port.</li> <li>• Do not adjust the cables without proper tools.</li> </ul>

<p><b>Speaker pod not working</b></p>	<ul style="list-style-type: none"> <li>• Instigate a complete power cycle (unplug all wires and reconnect).</li> <li>• Select the speaker pod as the default device under speaker settings.</li> <li>• Restart the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not dismantle the speaker.</li> </ul>
<p><b>Keyboard not working</b></p>	<ul style="list-style-type: none"> <li>• Check the connectivity settings in the PC.</li> <li>• Check for the batteries.</li> <li>• Check that the dongle is connected on the front side of the unit.</li> <li>• Restart the system.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not use discharged batteries.</li> <li>• Do not use heated batteries.</li> <li>• Do not dismantle the keyboard.</li> </ul>
<p><b>Camera not working properly</b></p>	<ul style="list-style-type: none"> <li>• Check the connectivity settings in the desktop.</li> <li>• Instigate the power cycle.</li> <li>• Check power supply to the hub.</li> <li>• Check the cable connecting the hub to the camera.</li> <li>• Complete a firmware upgrade.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not try to dismantle the camera by yourself.</li> <li>• Do not move the camera manually.</li> <li>• Do not check the cables bare handed if damaged.</li> </ul>

## Chapter# 03 Wall Mount Instructions

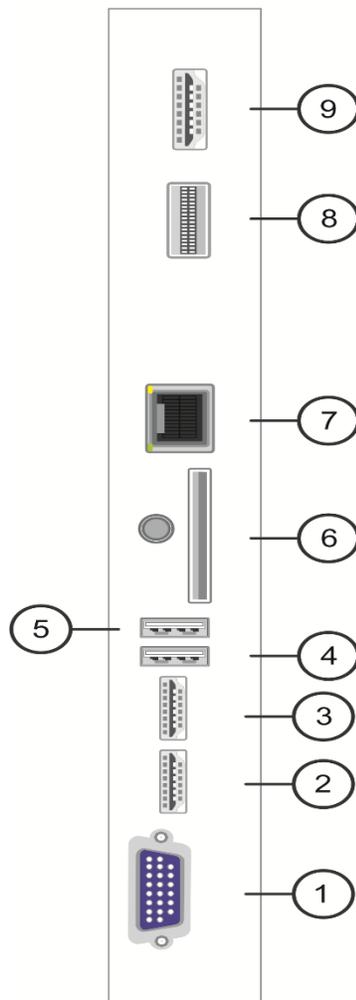
For mounting the unit, check the integrity of the wall, whether it can endure the load of the unit. After that, clean the surface on which the unit is to be installed. Make sure your technician has the proper tools to install the wall mount (these include screws, washers, drill machine, screwdriver etc.) Follow the steps given below:

- Multiple people are required to lift the screen.
- Hang the mount with sufficient number of screws.
- Check the level of the mount and make sure that it is properly adjusted.
- Attach and screw the mounting arms on the back side of unit properly, make sure that screws do not damage the screen.
- Hang the screen with the help of others and make sure that the mounting arms properly align and fix themselves on the mount.
- Make sure that spacing between wall and screen is 5 cm or more for proper ventilation.
- Finally, place a little force downward and sidewise to check whether the mount withstands the forces.

Note: The VESA mount patterns for our different units are as follows. It is recommended that you reinforce the wall to bear the load of the unit.

- The VESA mount pattern for the 65" unit is 600 x 400 and the unit weighs 148lbs.
- The VESA mount pattern for the 70" unit is 600 x 400 and the unit weighs 140lbs.
- The VESA mount pattern for the 84" unit is 600 x 300-600 and the unit weighs 224 lbs.

(4.1) Left-Bottom View



Schematic showing the Left-Bottom View.

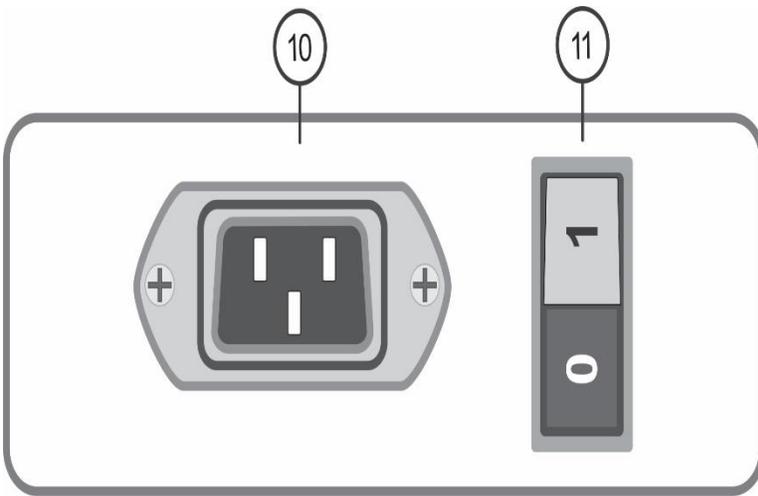
The parts mentioned on the schematic are the following.

1. VGA
2. HDMI port
3. HDMI port
4. USB 2.0
5. USB 2.0
6. SD card port for touch screen LED
7. LAN port
8. Touch USB port
9. HDMI port

## OneScreen™ Unit Description and Installation

## OneScreen™ Unit Description and Installation

### (4.2) Right-Bottom View



Schematic showing the Right-Bottom View.

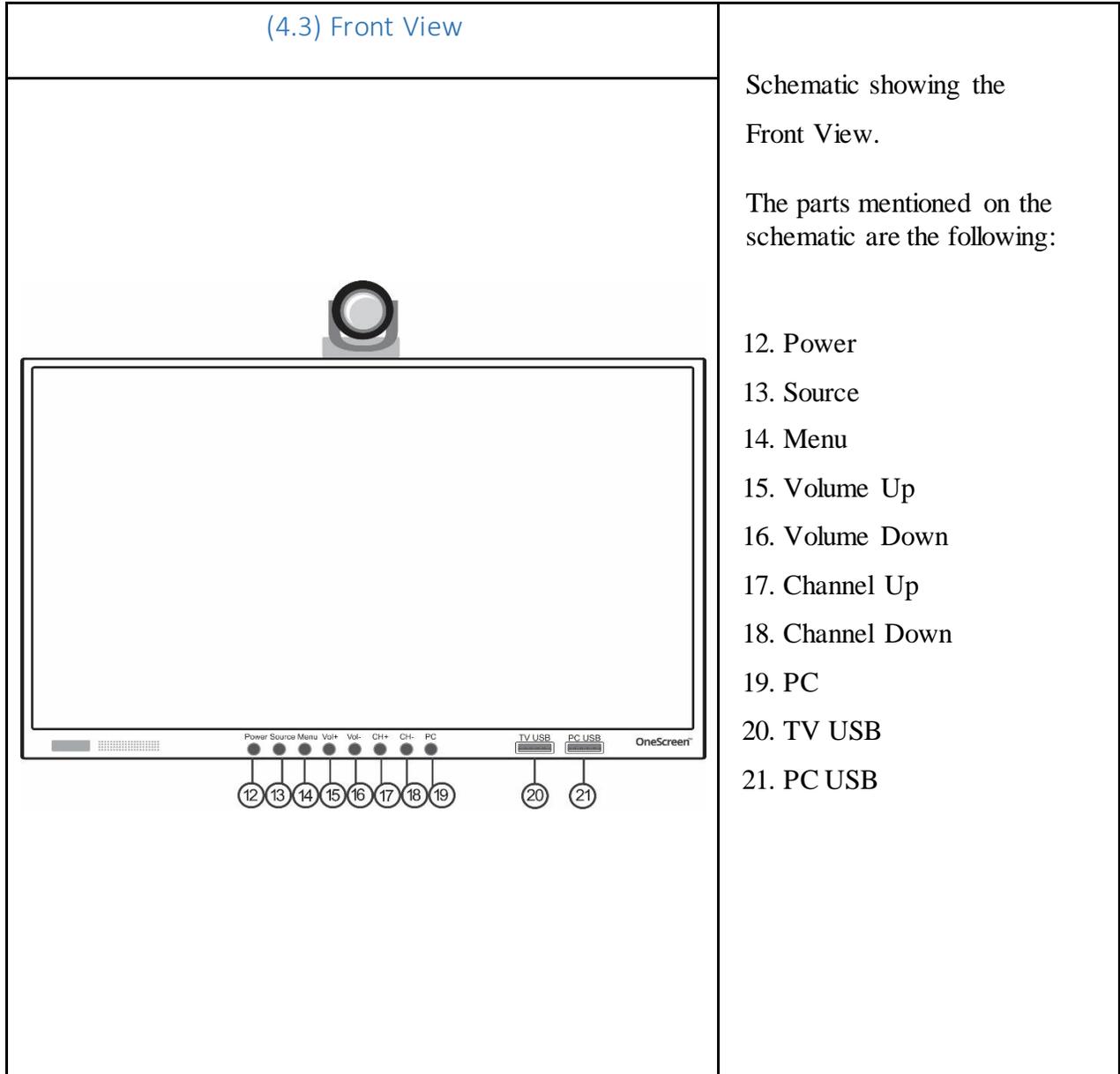
The parts mentioned on the schematic are the following:

10. Power port

11. ON/OFF button

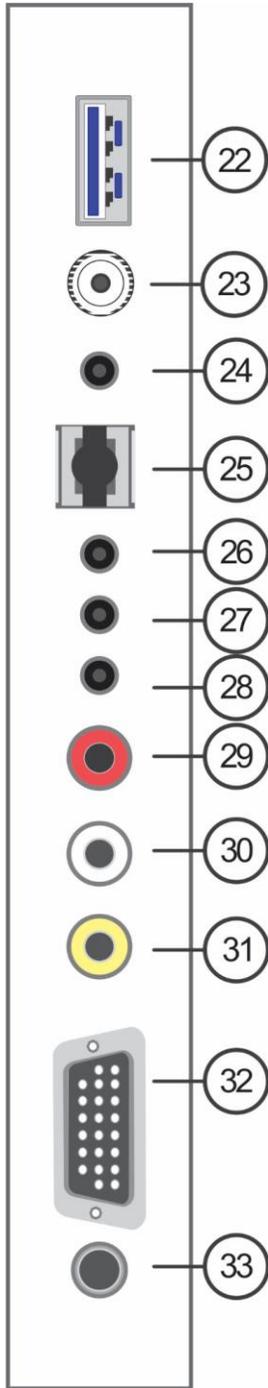
## OneScreen™ Unit Description and Installation

(4.3) Front View



## OneScreen™ Unit Description and Installation

(4.4) Left-Side View

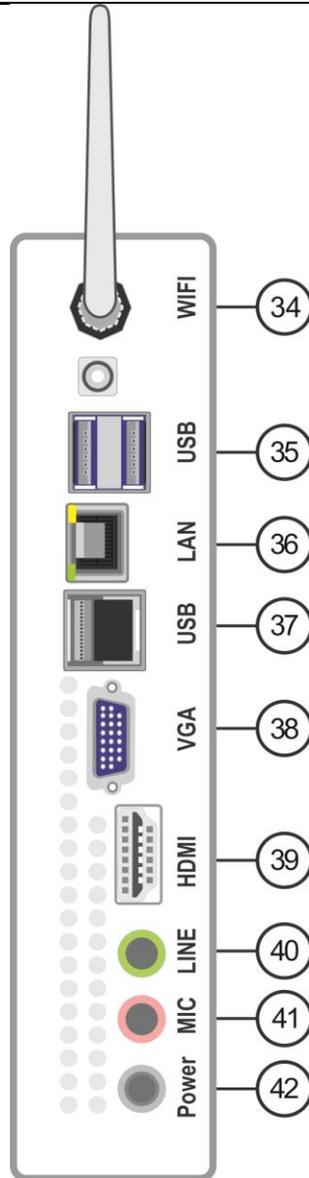


Schematic showing the Left-Side View.

The parts mentioned on the schematic are the following.

- 22. USB 3.0
- 23. RF in
- 24. Headphone
- 25. Optical
- 26. AV out
- 27. AV out
- 28. AV out
- 29. AV in (Composite video)
- 30. AV in (Stereo audio)
- 31. AV in (Stereo audio)
- 32. RS 232
- 33. Screen Audio jack

## (4.2) Left Side View



Schematic showing the Left-Side View.

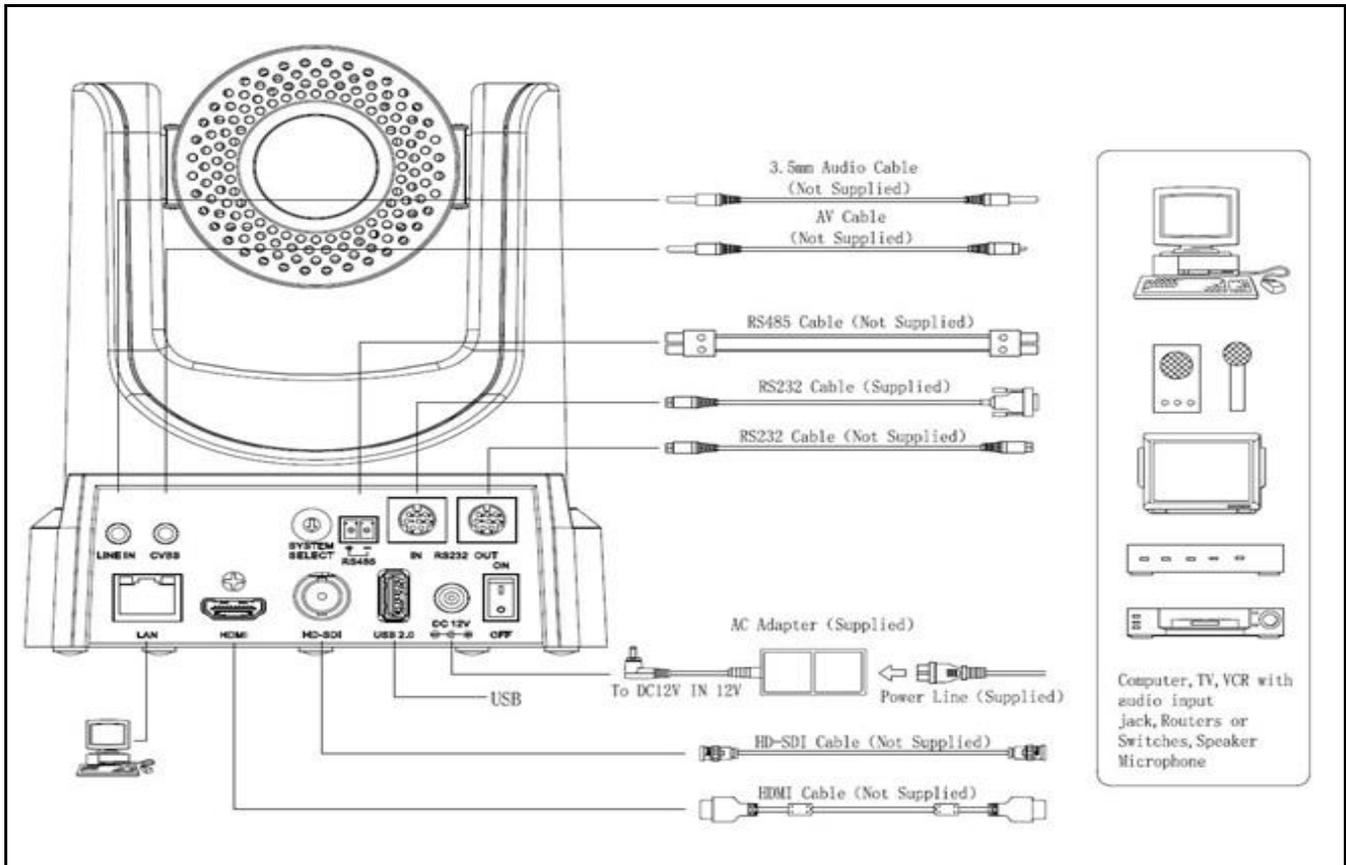
The parts mentioned on the schematic are the following.

- 34. Wifi Antenna
- 35. USB 3.0
- 36. LAN
- 37. USB 2.0
- 38. VGA
- 39. HDMI port
- 40. Line
- 41. MIC
- 42. Power

## OneScreen™ Unit Description with Installation

# OneScreen™

## (4.5) Camera Connection with OneScreen™



Connecting the camera with OneScreen:

**Step 1:** Please check connections are correct before starting, connect camera port no. 35 or 37.

**Step 2:** Press the ON/OFF button on the rear of the camera, the power lamp will light.

**Step 3:** Pan-Tilt will rotate to the maximum position of top right after the camera is started, then it will return to the center. The process of initialization is finished.

**Step 4:** (Optional) If you want to restore the factory default settings, Press [MENU] button to display the OSD menu. Select the item [MENU] -> [RESTORE DEFAULT] -> [Restore]. Set the value [Yes], press [HOME] button to restore the factory default settings.

## OneScreen™ Unit Description with Installation

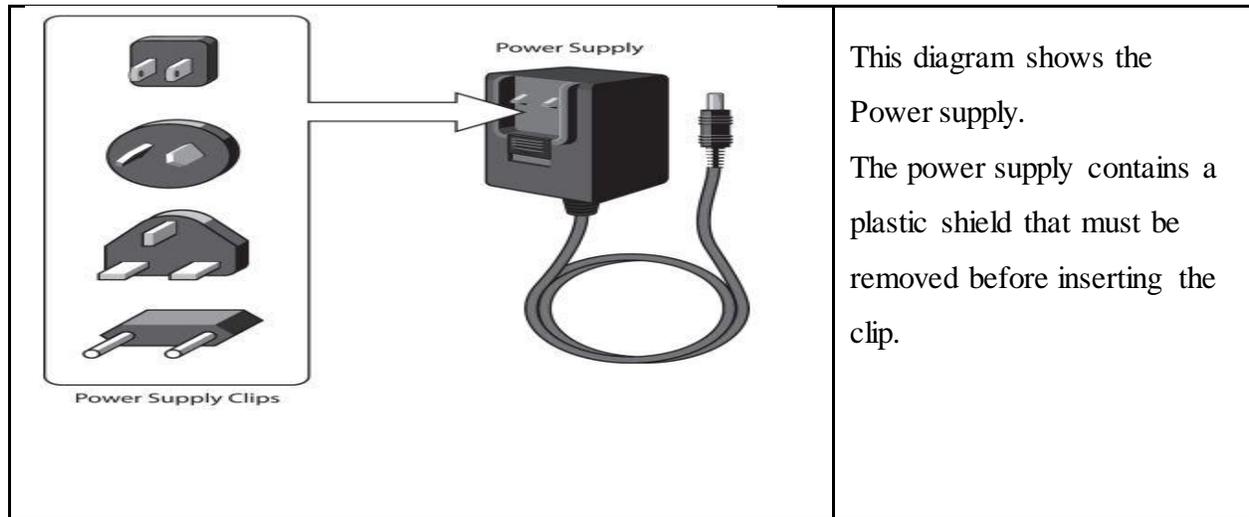
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## (4.6) Speaker Pod Connection with OneScreen™

	<p>This is a CHAT 150 Controls diagram.</p> <ul style="list-style-type: none"><li>• Volume Status Indicator</li><li>• Mute</li><li>• Mute Status Indicator</li><li>• Volume Up</li><li>• Volume Down</li></ul>
	<p>This diagram shows how to connect CHAT 150 with OneScreen™ or any other device.</p> <p>Connect one end of the cable to the USB port (port 35 or 37) on the OPS and the other to the speaker pod. Make sure that the software is properly installed.</p>

# OneScreen™



This diagram shows the Power supply.

The power supply contains a plastic shield that must be removed before inserting the clip.

## (4.7) Additional Accessories:

Your OneScreen package also contains the following accessories:

- Power Cable
- USB A to USB A cable
- HDMI to HDMI cable
- 3.5mm cable
- 2 Stylus Pens for touch screen
- Extendable Stylus
- Remote Control
- Wireless Keyboard with USB dongle

### (5.1) Setting up OneScreen™:

- The first thing that we need to check is the wall mount. Make sure that the wall mount placed is secured and the screws are fastened tightly.
- Now securely place the OneScreen unit on the wall mount.
- Connect the power cable to the unit and turn the Switch On, which is located next to the power adapter on the unit.
- Now connect the wireless keyboard USB dongle on port 21 (PC USB, see front view diagram).
- Connect the speaker pod and PTZ camera to the OPS PC.
- Switch on the main supply and switch on button 11.
- Now click on the button 12 (Power button, see front view diagram).
- Now click on button 19 (PC power button, see front diagram).
- The unit will start and direct you to the windows screen. In case a constant blue screen appears, make sure you have selected HDMI 4 as source. To change source, use button 13.

### (5.2) Connecting an External System to OneScreen™:

- Connect one end of the HDMI cable provided to you with the HDMI port of your external PC. Connect the other end of the HDMI cable to any of the TV HDMI ports.
- In case PC does not have an HDMI port, connect it using the VGA cable provided. Connect one end of the cable to your PC and the other end of the cable to a VGA port.
- Now connect one end of the USB cable connected to your computer and the other end to Touch USB port.
- Turn your PC on and you can now view and use it on the OneScreen unit.

Note: The OneScreen h3-70 and OneScreen h3-65 units may have different ports.