

Interactive Touch Screen User Manual



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Safety Instruction

For your safety, please read the following instruction before you use the product. Serious injury or property loss may be caused by improper operations. Do not try to repair the product without guidance.

Placement

- Do not place the unit on an unstable cart, stand, tripod, racket, table, or shelf.
- Do not expose the unit to direct sunlight and other sources of heat.
- Do not handle liquids near or on the unit.
- Never spill liquid of any kind into the unit
- Do not put the unit near appliances that create magnetic fields.

Power Supply

- Check that the unit's operating voltage is identical with your local power supply.
- Please unplug power supply and aerial plug when the weather is thunder-storm or lighting.
- Please unplug power supply when there is nobody at home or didn't use over a long time.
- Please keep power cord from physical or mechanical damage.
- Please use exclusive power cord, don't modify or lengthen it.
- Please check and ensure AC source is connected with the ground.
- A sudden power failure may damage the panel.
- Frequent power on and off in a short time may cause faults.

LED Screen

- Never use any other tough or sharp object to replace the written pen.
- Unplug the power supply plug before cleaning.
- Clean the screen with a soft dustless and dry cloth.
- Never use water or the spray type detergent to clean the unit.
- For deep clean, contact an authorized service center.
- Please don't display the high brightness image on the screen for a long time.

Sight Distance

- The best distance between audience and screen is 5-7 times that of screen diagonal.
- The best watching angle between audience and screen is within 176 degrees.

Temperature

- Do not place the unit near or over a radiator or a heater register.
- If your unit is suddenly moved from a cold to a warm place, unplug the power cord for at least.
- Two hours so that moisture that may have formed inside the unit can dry completely.
- Normal operating temperature is 5 ~ 40°C.

Humidity

- Do not expose machine in rain, damp or place near water.
- Ensure the indoor drying, cool.

Ventilation

- Keep the ventilation openings clear.
- Ensure that the unit has enough space for ventilation around: left, right and back >10cm, top> 20cm.

Earphone

- It will affect the hearing if you listen to noisy sound for a long time.
- Before using earphone, please turn down the volume in advance.

CAUTION

- This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

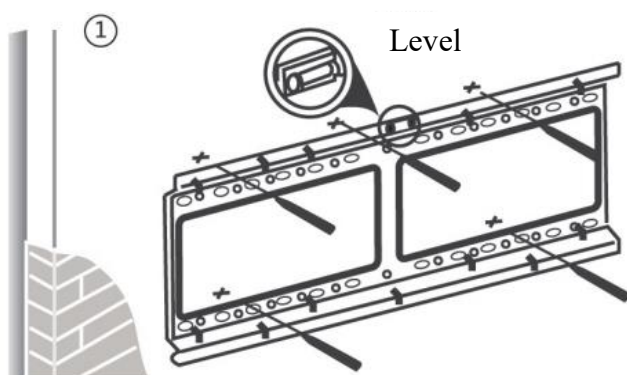
Installation

Bearing

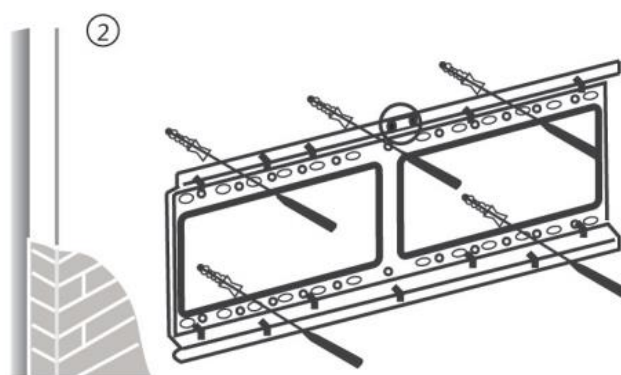
If the product is installed in a wall-mounted way, the bearing capacity of the surface for installation must be at least four times of the weight of the product. If the surface for installation is a wall or the ceiling of a building, the surface must be made of solid bricks, concrete or other materials with equal intensity. If the product is installed on a surface made of loose material such as an old brick wall, wood plank wall, solid brick wall, a metal or non-metal structure surface, or a surface with a thick decoration layer, take necessary consolidating measures to ensure that the product is stably installed.

Note: When the product is installed in a wall-mounted way, the screws need to be installed deeper than 10 mm in the wall. Do not block ventilation vents.

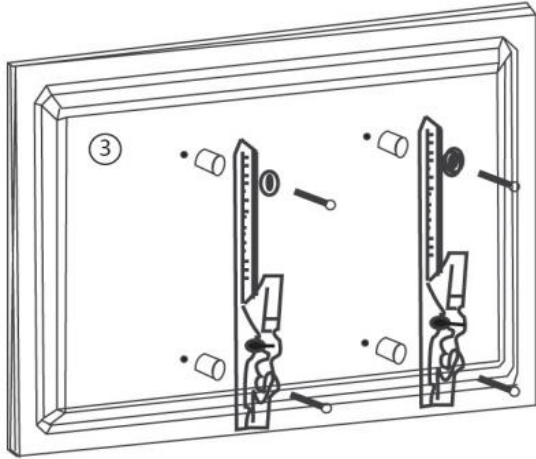
Wall-mounting



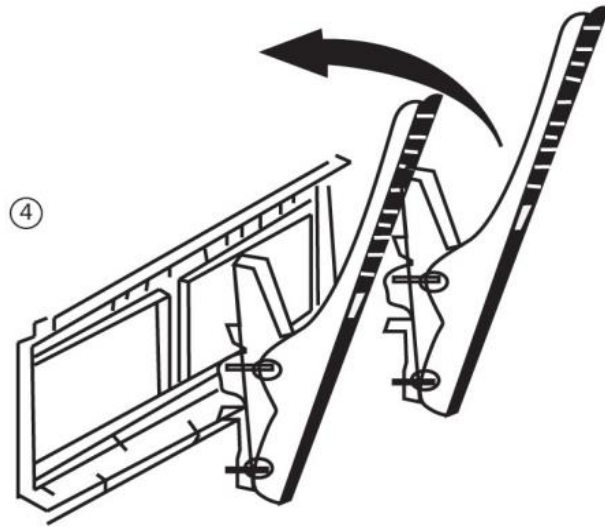
Use a level to locate the holes in a horizontal line and mark with pencil where the holes will be located. Then drill holes in the wall.



Insert wall plugs into the mounting holes. Push the self-tapping screws through the bracket into the wall plugs and tighten the screws.



Attach the mounting arms to the back of screen with the screws.



Insert wall plugs into the mounting holes. Push the self-tapping screws through the bracket into the wall plugs and tighten the screws.

Note: The horizontal and vertical distance of mounting holes on the back of screen must be within the required distance of bracket.

OPS Installation

Note: The OPS does not support hot-plugging. Please insert the plug of the OPS after the interactive panel is disconnected from the power.

Install the OPS by the following steps:

1. Insert the OPS into the special slot on the rear of the interactive panel.
2. Tighten the screws.
3. Confirm that the OPS is installed correctly.



Handle facing outward

Basic Operation

Power on

- Power the interactive touch screen with the 100V-240V 50Hz/60Hz AC power supply.
- Connect the panel to the power supply. Press the rocker switch (on the bottom left in the rear of the panel) to enter standby mode. The power indicator turns red.
- Press power button on the control panel or Power button on the remote control to turn on the display and built-in PC simultaneously. The power indicator turns green.

Power off

- Press **ECO** on the control panel to temporarily turn off the display.
- Press power button on the control panel or Power button on the remote control to enter standby mode. The power indicator turns red.
- In standby mode, press the rocker switch to power off the touch screen.

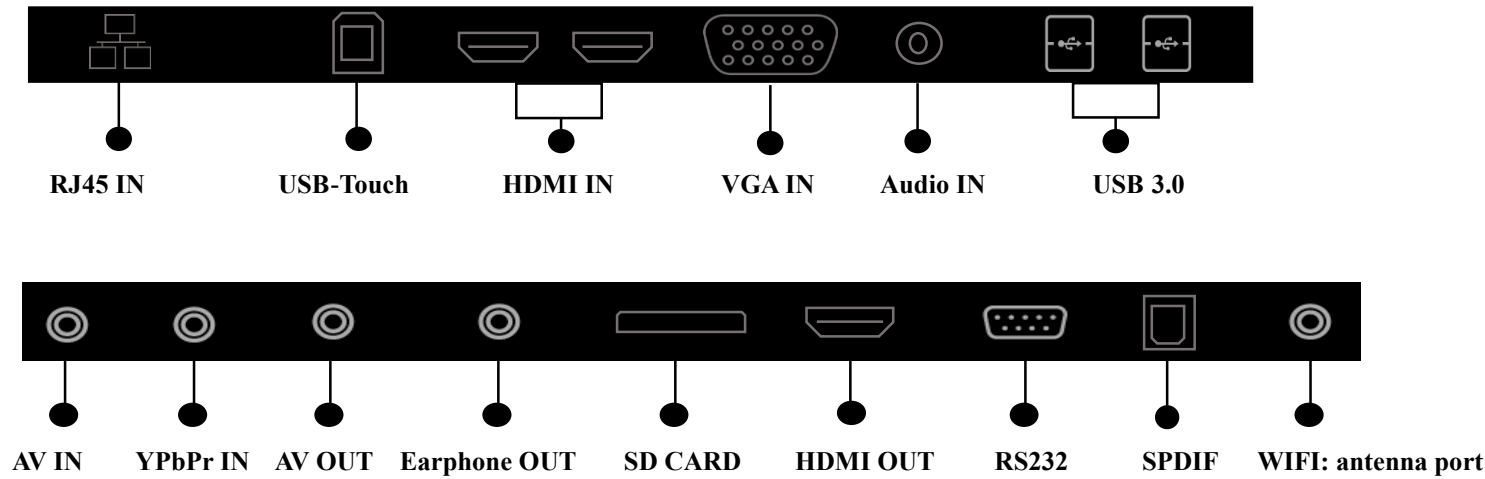
Control Panel



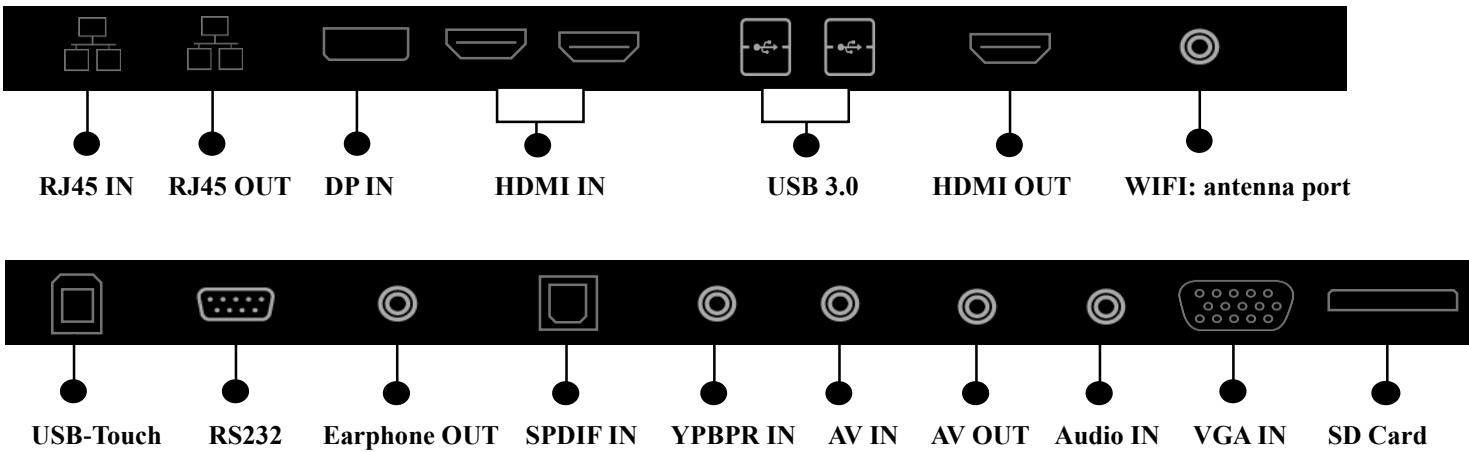
Item	Icon	Function Description
1		Power indicator: - Press power button on the control panel. The power indicator turns green. - Press power button on the control panel to enter the standby mode. The power indicator turns red.
2		Android USB port
3		Built-in PC USB port
4		HDMI port used to connect an external display device
5		Enter/Return to Android home page
6		Return to previous interface
7		Decrease volume
8		Increase volume
9		Enter ECO mode to turn off the display
10		Enter/Exit Setting menu
11		Enter/Exit signal source menu
12		Power button: On or standby mode

Terminal Interface

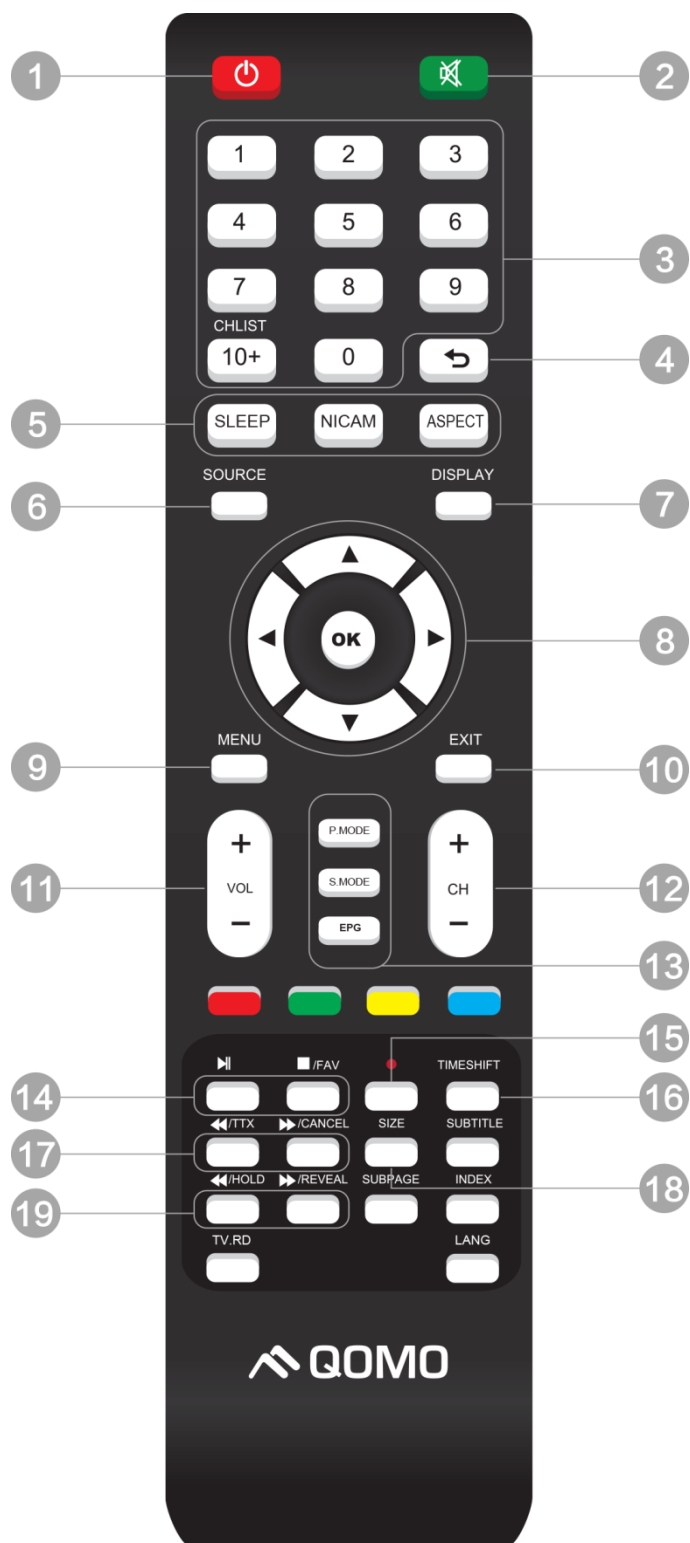
Terminal Interface Type 1



Terminal Interface Type 2

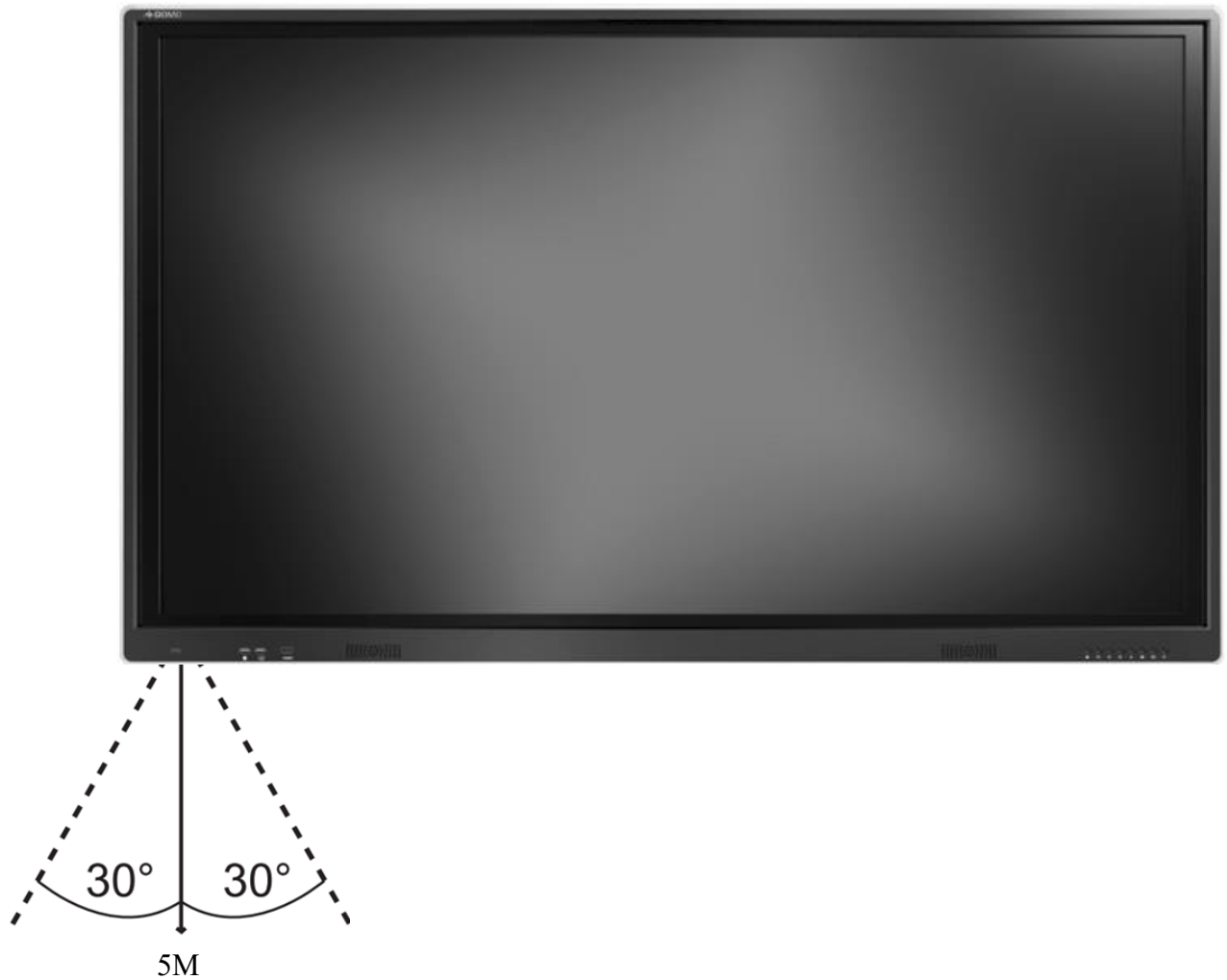


Remote Control



Item	Function Description
1	Power on or standby mode
2	Mute on/off
3	Change channels or enter numbers
4	Return to previous interface
5	SLEEP: Set the sleep time NICAM: Nicam button ASPECT: Adjust picture aspect ratio
6	Signal source selection
7	Show the current signal source
8	Up/down/right/left direction buttons OK: Confirm
9	Show or hide menu
10	Quit the current interface
11	Increase/decrease volume
12	Change channel
13	P. MODE: Picture mode SMODE: Sound mode EPG: Digital Program Guide
14	Play/ Pause
15	Capture
16	Rewind or replay certain scenes
17	Fast forward/Rewind
18	Freeze the current screen
19	Previous/Next

Remote Control Area

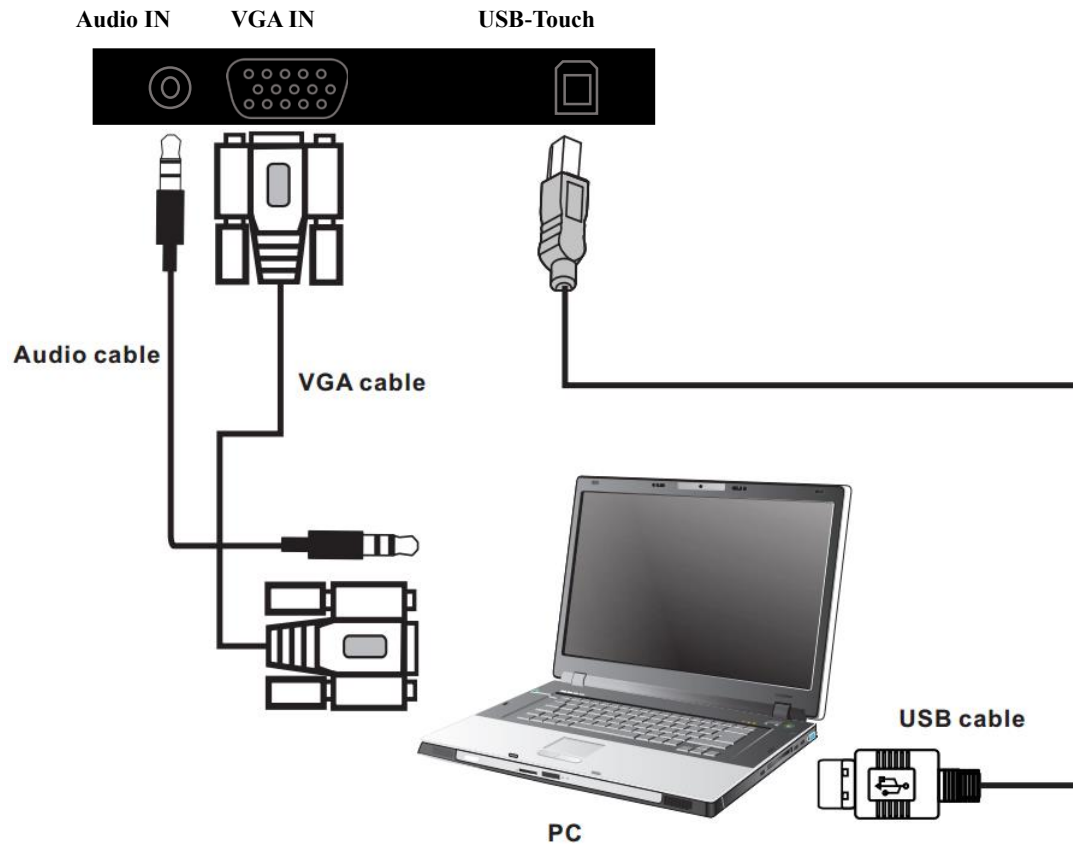


The effective receiving area is about 3 meters with 30° angle from vertical point to the left and right. And the effective receiving area is about 5 meters from the front of device. Note that the remote control signal receiver locates at the position of power indicator.

Connecting and Setting

For safety, please do not connect any power supply before the external devices setup.

1. External Computer and Touch Connecting

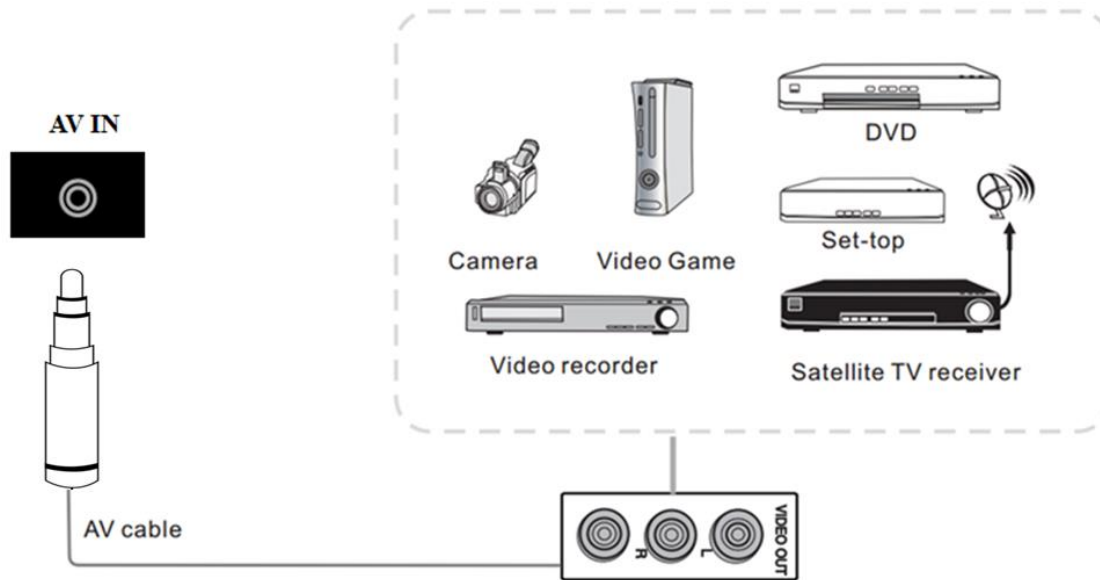


- 1) Connect a VGA cable (15 pin) between the VGA and external PC. Connect an earphone cable between the PC and audio at the same time.
- 2) Connect a USB cable between the external PC and USB terminal.
- 3) Plug the POWER cord and switch it on from the rear panel.
- 4) Start up the external computer.
- 5) Press  to turn on the panel.
- 6) Select Signal source to VGA source according to the one you connected.

Note: The panel can connect with the external PC via HDMI.

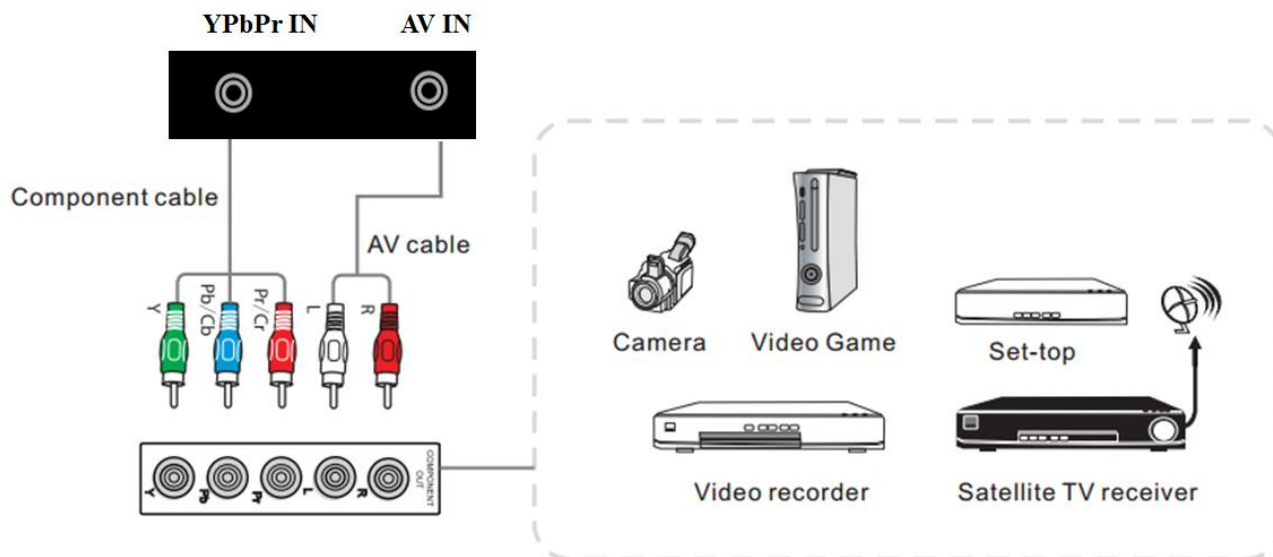
2. AV Connecting

● AV IN



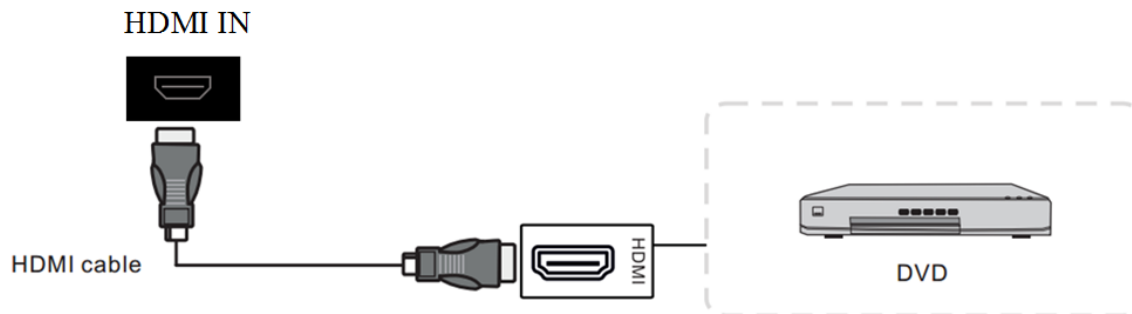
- 1) Connect an AV cable with the device with AV-OUT (Yellow is Video, Red is Audio-R, White is Audio-L).
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) Press  to turn on the panel.
- 4) Select Signal source to AV IN source.

● YPbPr



- 1) Connect a YPbPr cable with the device with YPbPr.
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) Press  to turn on the panel.
- 4) Select Signal source to YPbPr source.

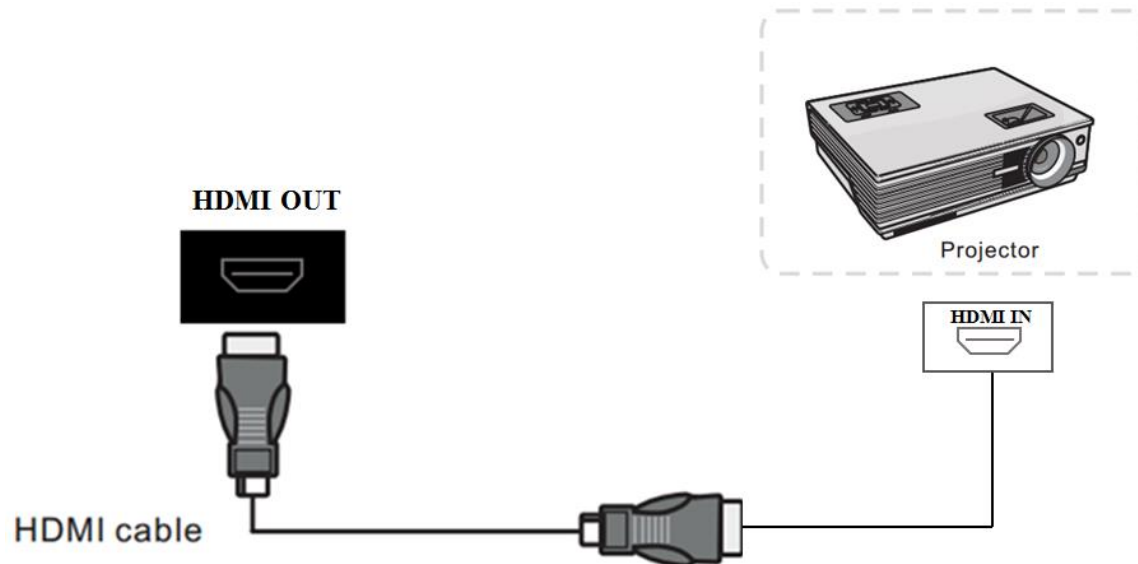
- **Front HDMI/ HDMI 1/ HDMI 2**



- 1) Connect a HDMI cable with the device with HDMI.
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) Press  to turn on the panel.
- 4) Select Signal source to HDMI source according to the one you connected.

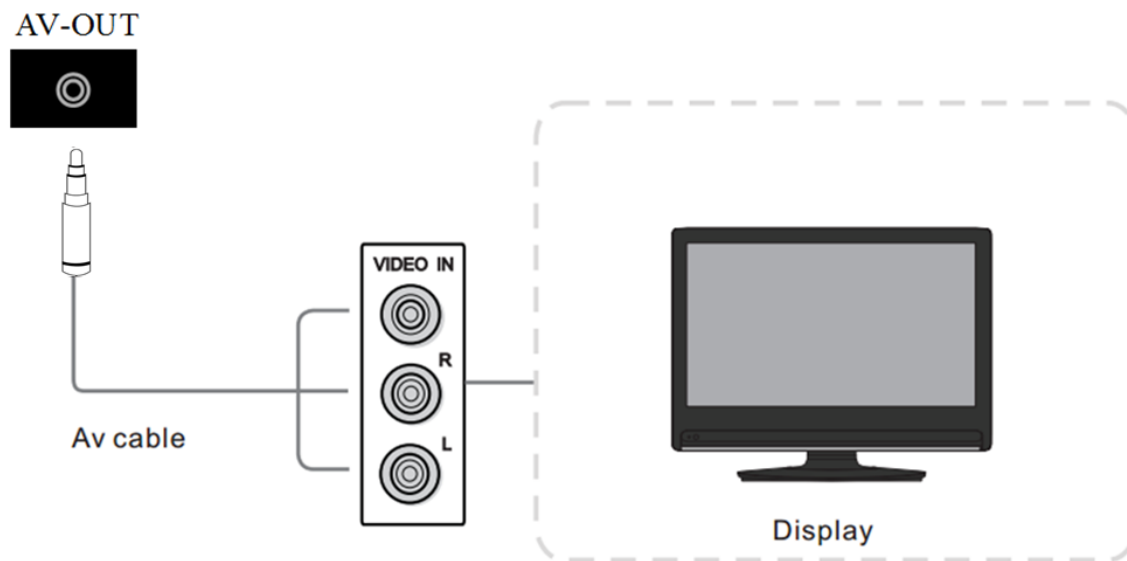
3. Video-OUT

- **HDMI-out**



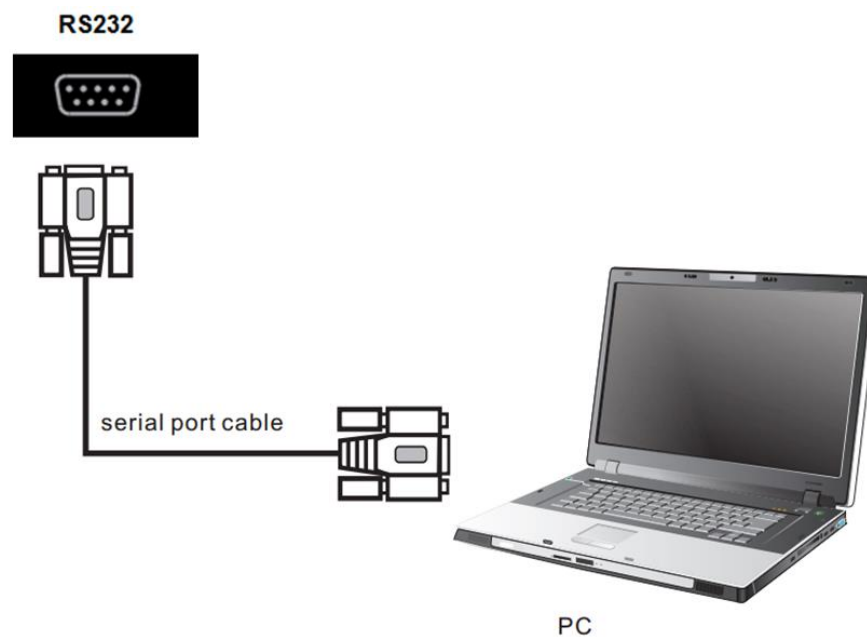
- 1) Connect a HDMI cable with the device with HDMI.
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) Press  to turn on the panel.

- **AV-OUT**



- 1) Connect an AV cable with the device.
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) Press  to turn on the panel. AV-OUT outputs the picture and sound of AV source.

4. RS232



- 1) Connect a serial port cable with the device.
- 2) Plug the POWER cord and switch it on from the rear panel.
- 3) After connecting the central control system and unit, you can use some of the function such as power on/off or adjust the volume etc.

RS232 code list

There are two RS232 code lists. Please check your Android firmware version first and refer to corresponding list according to your Android firmware version.

RS232 Code for Android Firmware QOMO_XXX_XXX_XXXXX_VXX	
6 bytes command	Baud rate: 115200 Data bits: 8 Check bit: none
Start code 99, Customer code (Public Version: XX = 23), Function ID code, Device ID code (It is generally 01, unless otherwise noted) , Check code + Function ID code = FF, End code AA.	
HOME	99 XX 00 01 FF AA
Power Off	99 XX 01 01 FE AA
Power On	99 XX 80 01 7F AA
Mute	99 XX 02 01 FD AA
Sound Mode	99 XX 03 01 FC AA
Image Mode	99 XX 04 01 FB AA
ATV	99 XX 07 01 F8 AA
DTV	99 XX 05 01 FA AA
Video	99 XX 08 01 F7 AA
Component	99 XX 0A 01 F5 AA
Computer 1	99 XX 0B 01 F4 AA
Computer 2	99 XX 0C 01 F3 AA
Computer 3	99 XX 0D 01 F2 AA
Computer 4	99 XX 06 01 F9 AA
HDMI1	99 XX 0E 01 F1 AA
HDMI2	99 XX 0F 01 F0 AA
Front Computer	99 XX 10 01 EF AA
Built-in Computer	99 XX 11 01 EE AA
DP	99 XX 09 01 F6 AA
Menu	99 XX 12 01 ED AA
Signal Source	99 XX 13 01 EC AA
Exit	99 XX 14 01 EB AA
Listen only audio	99 XX 15 01 EA AA
Volume +	99 XX 17 01 E8 AA
Volume -	99 XX 18 01 E7 AA
Channel +	99 XX 19 01 E6 AA

Channel -	99 XX 1A 01 E5 AA
Screenshot	99 XX 1B 01 E4 AA
Screen Display	99 XX 1C 01 E3 AA
Display ratio	99 XX 1E 01 E1 AA
Sleep Mode	99 XX 1D 01 E2 AA
Auto Adjustment	99 XX 1F 01 E0 AA
Up	99 XX 22 01 DD AA
Down	99 XX 23 01 DC AA
Left	99 XX 24 01 DB AA
Right	99 XX 25 01 DA AA
Confirm	99 XX 26 01 D9 AA
Multi-media	99 XX 27 01 D8 AA
Device Status Query	99 XX 28 01 D7 AA

1. Status Query Feedback 8 byte data

Start code 99, Board card model, Power On, Current channel, Volume, Sound mode, Check code (Current channel + Volume + Sound mode), End code AA

1. Boar card model 01
2. Power on: 01
3. Current channel:
Computer 1 = 0B, Computer 2 = 0C, Computer 3 = 0D, Computer 4 = 06, ATV = 07, DTV = 05, Video = 08, Aberration = 0A, HDMI1 = 0E, HDMI2 = 0F, DP= 09, Front computer = 10, Built-in computer = 11, Multi-media or Application state of third party = 0E
4. Volume: 0~100 (decimal) = 0~64 (hexadecimal) , mute state = 65
5. Sound mode : Standard = 01, Music = 02, Movie = 03, Sports = 04,
User = 05, Immersive 1 = 06, Immersive 2 = 07

E.g. : 99 01 01 0C 32 03 41 AA

Note: Power off state without any feedback.

RS232 Code for Android Firmware QOMO_XXX_XXXX_Rxx								
RS232 Setting: Baud rate: 115200 bps; Parity check: no parity; Stop bit: one; Data bit: 8 bits;								
RS232 Packet 1 (Packet size : 8 bytes)	0	1	2	3	4	5	6	7
	Header 1	Header 2	Header 3	CMD1	CMD2	Data 1	Data 2	Data 3
	0x55	0x54	0x53	0xXX	0xXX	0xXX	0xXX	0xXX
Command List								
Function	Header 1	Header 2	Header 3	CMD1	CMD2	Data 1	Data 2	Data 3
Start Panel remotely	0x55	0x54	0x53	0x50	0x4E	0x21	0x21	0x21
Shutdown panel remotely	0x55	0x54	0x53	0x50	0x46	0x21	0x21	0x21
Get Signal Source	0x55	0x54	0x53	0x50	0x53	0x21	0x21	0x21

(Bidirectional)								
Set Signal Source (DTV)	0x55	0x54	0x53	0x50	0x73	0x21	0x21	0x21
Set Signal Source (ATV)	0x55	0x54	0x53	0x50	0x73	0x21	0x21	0x21
Set Signal Source (Video 1)	0x55	0x54	0x53	0x50	0x73	0x30	0x30	0x21
Set Signal Source (Video 2)	0x55	0x54	0x53	0x50	0x73	0x30	0x31	0x21
Set Signal Source (Component)	0x55	0x54	0x53	0x50	0x73	0x30	0x32	0x21
Set Signal Source (HDMI 1)	0x55	0x54	0x53	0x50	0x73	0x30	0x33	0x21
Set Signal Source (HDMI 2)	0x55	0x54	0x53	0x50	0x73	0x30	0x34	0x21
Set Signal Source (PC1)	0x55	0x54	0x53	0x50	0x73	0x30	0x35	0x21
Set Signal Source (PC2)	0x55	0x54	0x53	0x50	0x73	0x30	0x36	0x21
Set Signal Source (S terminal)	0x55	0x54	0x53	0x50	0x73	0x30	0x37	0x21
Set Signal Source (Built-in HDMI)	0x55	0x54	0x53	0x50	0x73	0x30	0x38	0x21
Set Signal Source (External HDMI)	0x55	0x54	0x53	0x50	0x73	0x30	0x39	0x21
Get Display Mode (Bidirectional)	0x55	0x54	0x53	0x50	0x44	0x31	0x30	0x21
Set Display Mode (16:9)	0x55	0x54	0x53	0x50	0x64	0x31	0x31	0x21
Set Display Mode (4:3)	0x55	0x54	0x53	0x50	0x64	0x21	0x21	0x21
Set Display Mode (Figure Mode)	0x55	0x54	0x53	0x50	0x64	0x30	0x21	0x21
Set Display Mode (Full View Mode)	0x55	0x54	0x53	0x50	0x64	0x31	0x21	0x21
Set Display Mode (Subtitle Mode)	0x55	0x54	0x53	0x50	0x64	0x32	0x21	0x21
Set Display Mode (Movie Mode)	0x55	0x54	0x53	0x50	0x64	0x33	0x21	0x21
Get Display Mode (Bidirectional)	0x55	0x54	0x53	0x50	0x50	0x34	0x21	0x21
Set Image Mode (Standard)	0x55	0x54	0x53	0x50	0x70	0x35	0x21	0x21
Set Image Mode (Bright)	0x55	0x54	0x53	0x50	0x70	0x21	0x21	0x21
Set Image Mode (Soft)	0x55	0x54	0x53	0x50	0x70	0x30	0x21	0x21
Set Image Mode (Customized)	0x55	0x54	0x53	0x50	0x70	0x31	0x21	0x21
Get Sound Mode	0x55	0x54	0x53	0x50	0x41	0x32	0x21	0x21

(Bidirectional)								
Set Sound Mode (Standard)	0x55	0x54	0x53	0x50	0x61	0x33	0x21	0x21
Set Sound Mode (Music)	0x55	0x54	0x53	0x50	0x61	0x21	0x21	0x21
Set Sound Mode (News)	0x55	0x54	0x53	0x50	0x61	0x30	0x21	0x21
Set Sound Mode (Movie)	0x55	0x54	0x53	0x50	0x61	0x31	0x21	0x21
Set Sound Mode (Customized)	0x55	0x54	0x53	0x50	0x61	0x32	0x21	0x21
Get Volume (Bidirectional)	0x55	0x54	0x53	0x50	0x56	0x33	0x21	0x21
Set Volume (000-100)	0x55	0x54	0x53	0x50	0x76	0x34	0x21	0x30~0x39
Get Channel (Bidirectional)	0x55	0x54	0x53	0x50	0x43	0x21	0x21	0x21
Set Channel (000-999)	0x55	0x54	0x53	0x50	0x63	0x30~0x31	0x30~0x39	0x30~0x39
Screen brighten	0x55	0x54	0x53	0x50	0x42	0x21	0x21	0x21
Screen darken	0x55	0x54	0x53	0x50	0x62	0x30~0x39	0x30~0x39	0x21
Mute	0x55	0x54	0x53	0x50	0x4D	0x21	0x21	0x21
Channel+	0x55	0x54	0x53	0x50	0x3E	0x21	0x21	0x21
Channel-	0x55	0x54	0x53	0x50	0x3C	0x21	0x21	0x21
Volume+	0x55	0x54	0x53	0x50	0x2B	0x21	0x21	0x21
Volume-	0x55	0x54	0x53	0x50	0x2D	0x21	0x21	0x21
Menu	0x55	0x54	0x53	0x50	0x6D	0x21	0x21	0x21
Signal Source	0x55	0x54	0x53	0x50	0x58	0x21	0x21	0x21
Up (keyboard)	0x55	0x54	0x53	0x50	0x55	0x21	0x21	0x21
Down (keyboard)	0x55	0x54	0x53	0x50	0x44	0x21	0x21	0x21
Left (keyboard)	0x55	0x54	0x53	0x50	0x4C	0x21	0x21	0x21
Right (keyboard)	0x55	0x54	0x53	0x50	0x52	0x21	0x21	0x21
Ok (Keyboard)	0x55	0x54	0x53	0x50	0x4F	0x21	0x21	0x21
Back Button	0x55	0x54	0x53	0x50	0x45	0x21	0x21	0x21
Home button	0x55	0x54	0x53	0x50	0x48	0x21	0x21	0x21

Android Home Page

Education Version



Android home page consists of three parts as shown in above picture. Click  on the toolbar or Press HOME button to enter the home page.

1. Click a signal source in part ① and its preview will be shown in part ②. Then click part ② to enter its corresponding signal source.
2. Part ③ includes four icons **Settings**, **Chrome Browser**, **Applications** and **File Explorer**. Click the icon to enter its corresponding interface.
 - **Settings:** Click the icon to enter the Android settings interface.
 - **Browser:** Built-in browser.
 - **Applications:** Click the icon to access more applications interface.
 - **Explorer:** Click the icon to manage.

Business Version



Android home page mainly contains three parts: Quick-access Apks, Time and Network Connection Status.

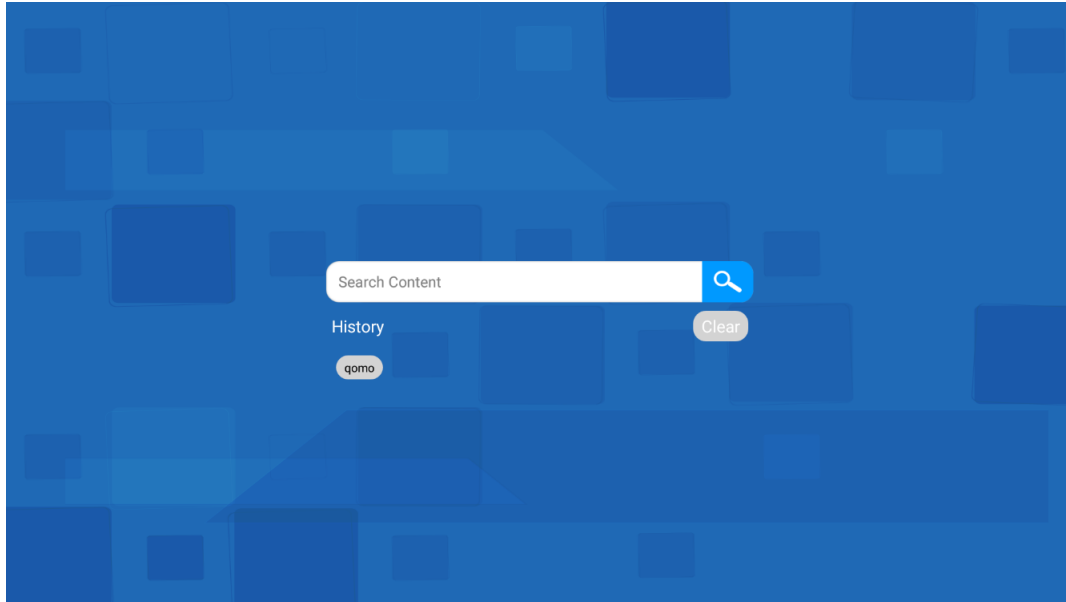
Click  on the toolbar or Press HOME button to enter the home page.

1. Click to open corresponding APK; Click  to display all the APKs installed.
2. Long press to customize quick-access APK. When you long press the icon, it turns from static to dynamic.

APKS installed will appear and then select one to set as a Quick-access APK. Note that Applications  cannot be replaced or removed.



3. Click  or  icon to directly enter its setting interface.
4. Swipe the screen from left to right to bring out Search interface. Search history can be recorded or cleared. Click search history and you will quickly visit the link again.



Bottom-up Toolbar



The toolbar can be invoked in any signal source interface. Swipe up from the bottom of screen and it will appear.

Buttons	Functions
PC	Click to enter PC source
Back	Return to previous interface
Home	Return to Android home page
Task	Switch or end the running programs
Input	Change signal source channel
Setting	Click to enter setting interface
Volume	Slide to increase or decrease the volume
Light	Slide to increase or decrease the brightness
Capture	Take a screenshot and automatically save it
Lock	Click to lock the screen
Note	Quick to annotate

Signal Source Selection

There are three ways to select a signal source to display.

- Swipe your finger up from the bottom edge to bring up a toolbar then click **Input**.
- Press **SOURCE** button on the remote control.
- Press  button on the front control panel.



Default Signal Source Interface



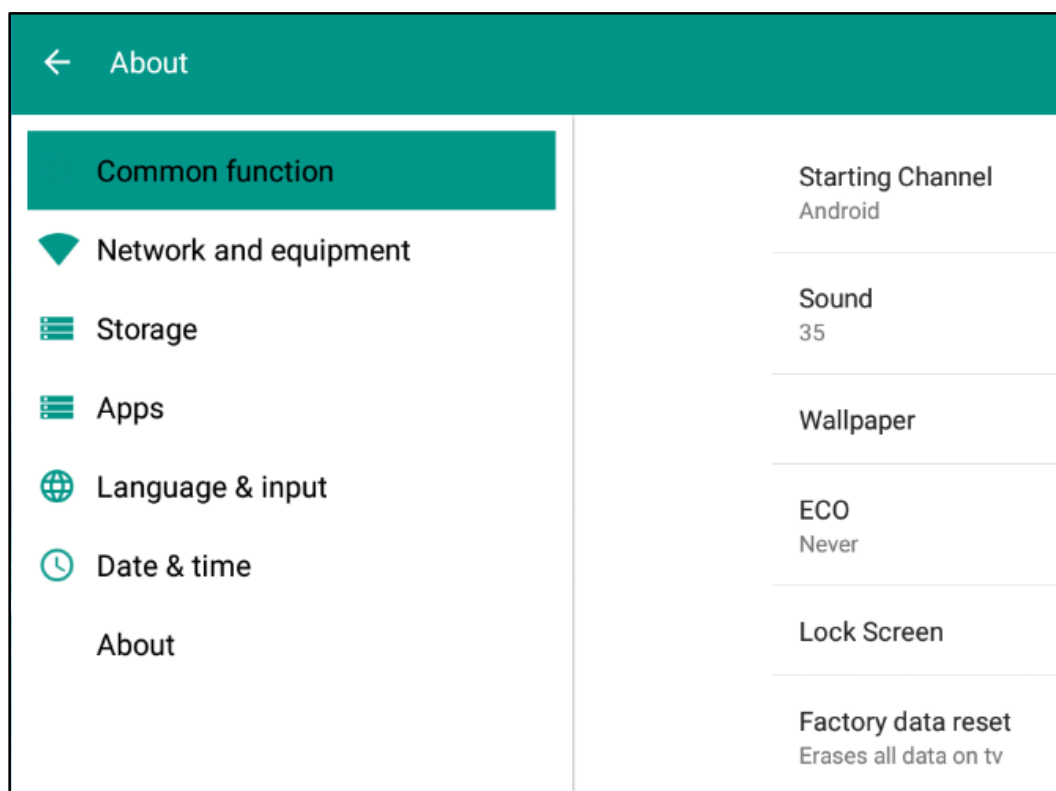
Click “...” to display all the sources

In the signal source page, select a channel and press OK or click the channel icon directly to enter it.

Android Settings

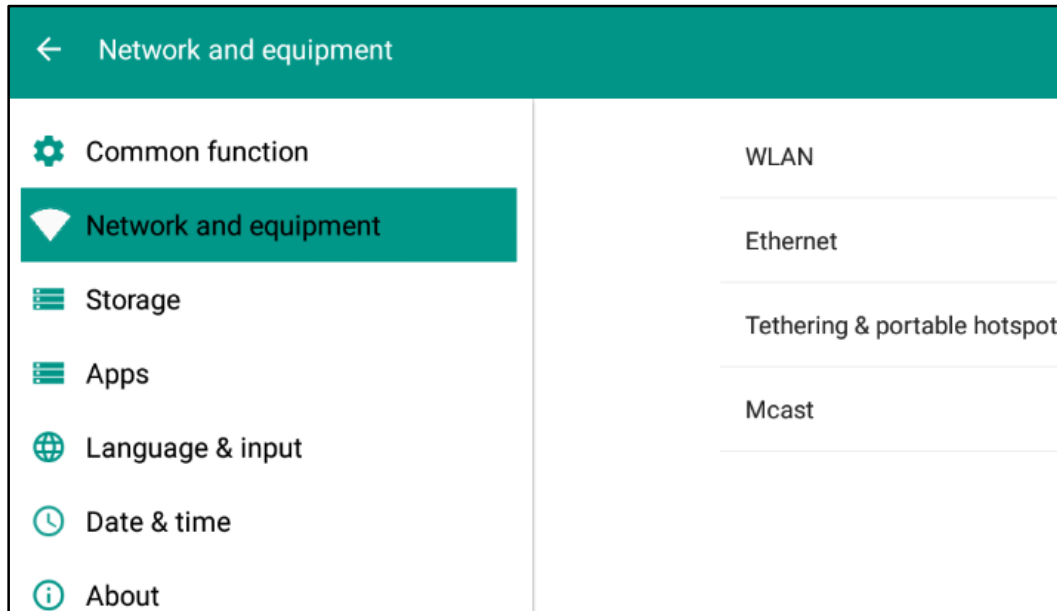
Click setting icon ⚙️ on home page to enter Android setting interface.

1. **Common function:** Click Common function to set Starting Channel, Sound, Wallpaper, ECO, Lock Screen and Factory Data Reset.

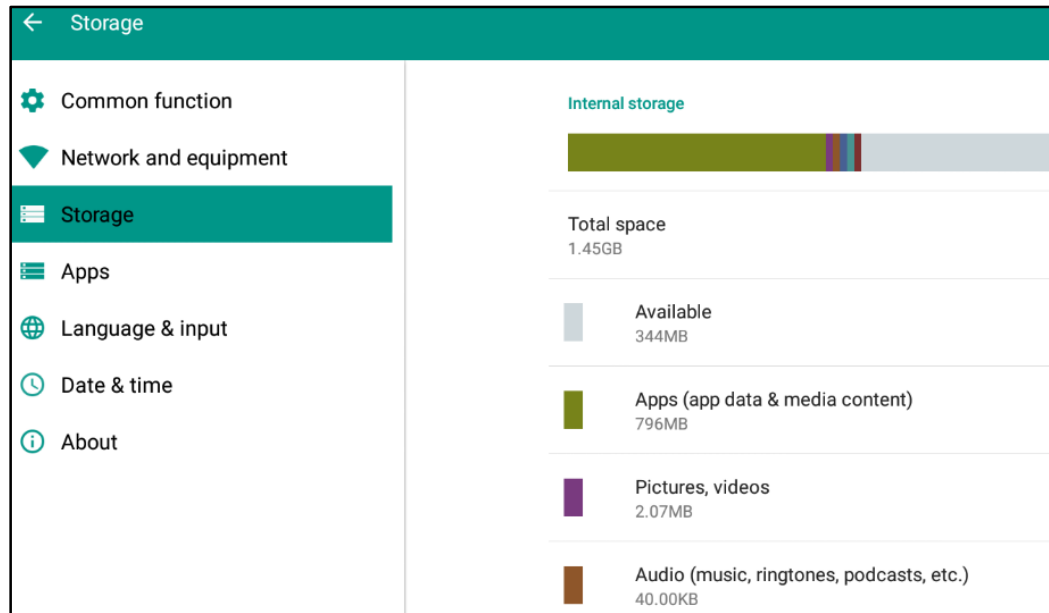


- **Starting Channel:** Start the Panel and enter the channel you set directly.
- **Sound:** Click Sound and the icon  pops up. Slide right or left to increase or decrease the volume.
- **Wallpaper:** Set dynamic or static wallpaper.
- **ECO:** Set the time to enter ECO mode automatically.
- **Lock Screen:** Set the time to lock screen automatically and password to unlock the screen.
- **Factory data reset:** Click Factory data reset and then click Reset TV to erase all the data on TV.

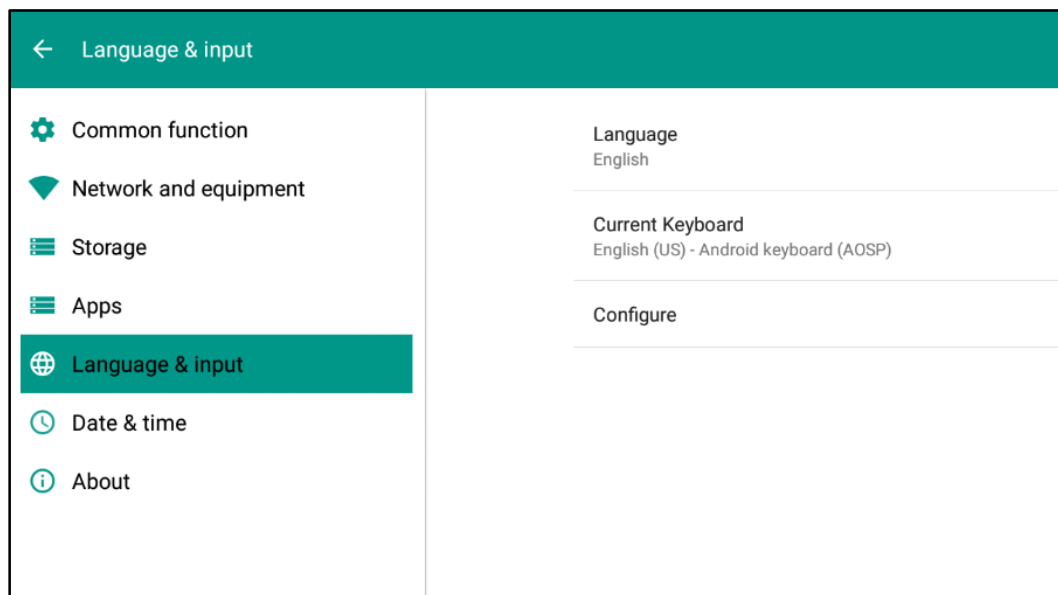
2. **Network and equipment:** Click Network and equipment to set WLAN, Ethernet, Tethering& portable hotspot and Mcast.



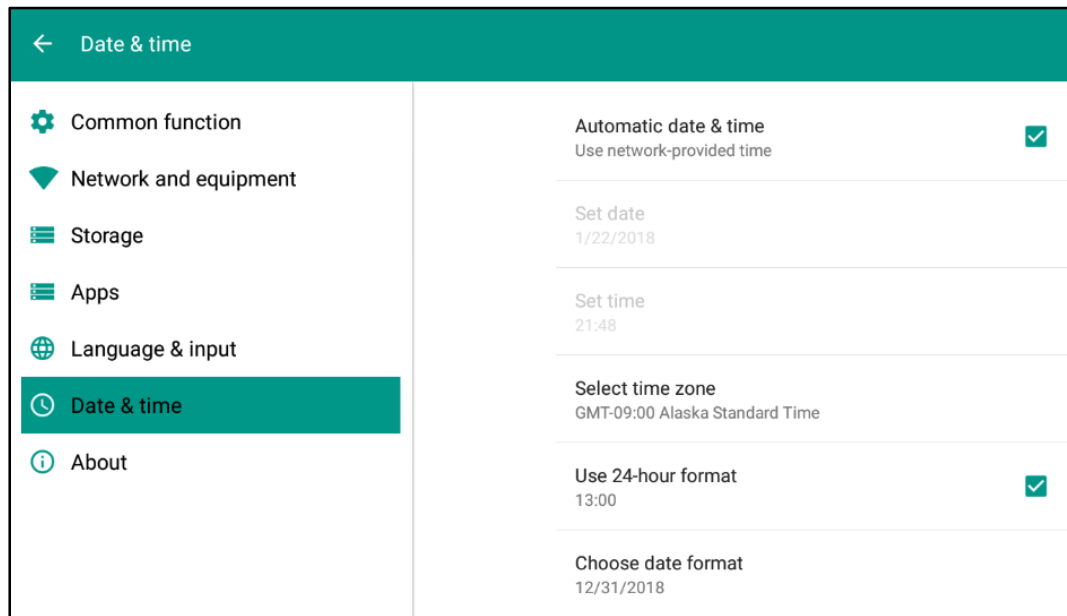
- **WLAN:** Select an available wireless network AP and enter the password to be connected. Click  and a menu pops up. Select “Advanced” for further setting.
 - **Ethernet:** If the panel is connected with LAN cable and supports Dynamic Host Configuration Protocol (DHCP), the system will automatically configure the internet protocol (IP) value; If the network protocol needs to be set manually, enter the IP address, Gateway and DNS server parameters by using the on-screen keyboard or remote control.
 - **Tethering & portable hotspot:** Enable Portable WLAN hotspot function to set the panel as a wifi hotspot.
3. **Storage/ Apps:** Click **Storage** to check internal storage and USB storage. Click **Storage**→**Apps** or **Apps** to check and manage the applications installed in Android system. You can force to stop a program or uninstall it. Note: You cannot uninstall app pre-installed in the firmware.



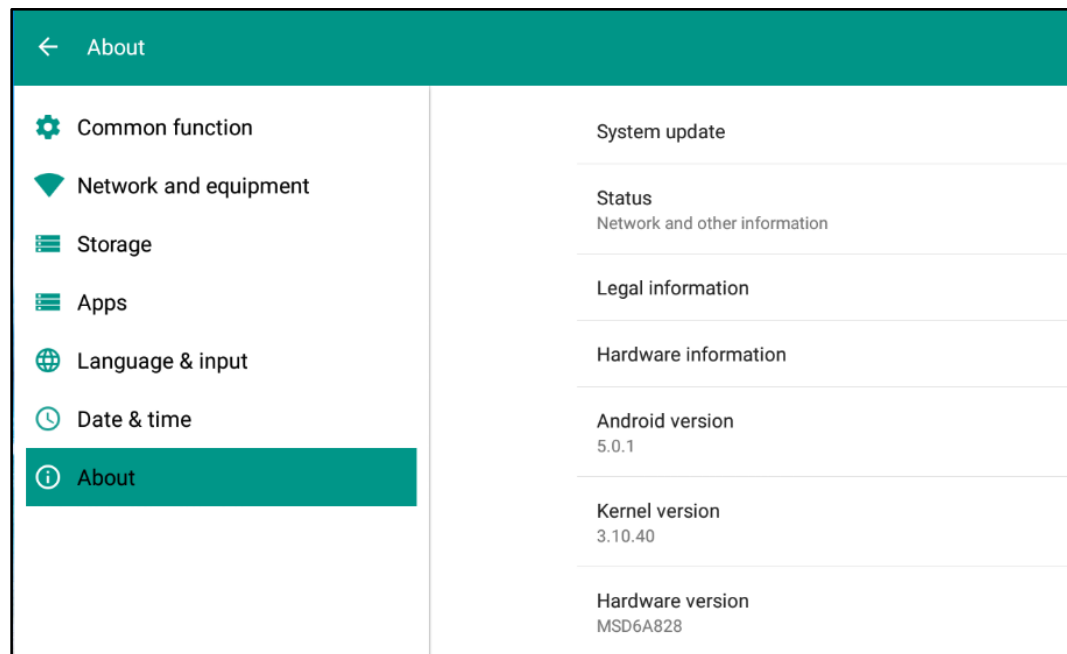
4. Language & input: Where you can change the system or keyboard language.



5. **Date & time:** Where you can change time format, time zone and etc.



6. **About:** Click **About** to check network status, model, Android version, Kernel version and etc. Click **Status** and enter its page to get the Mac address.



Built-in PC Operation



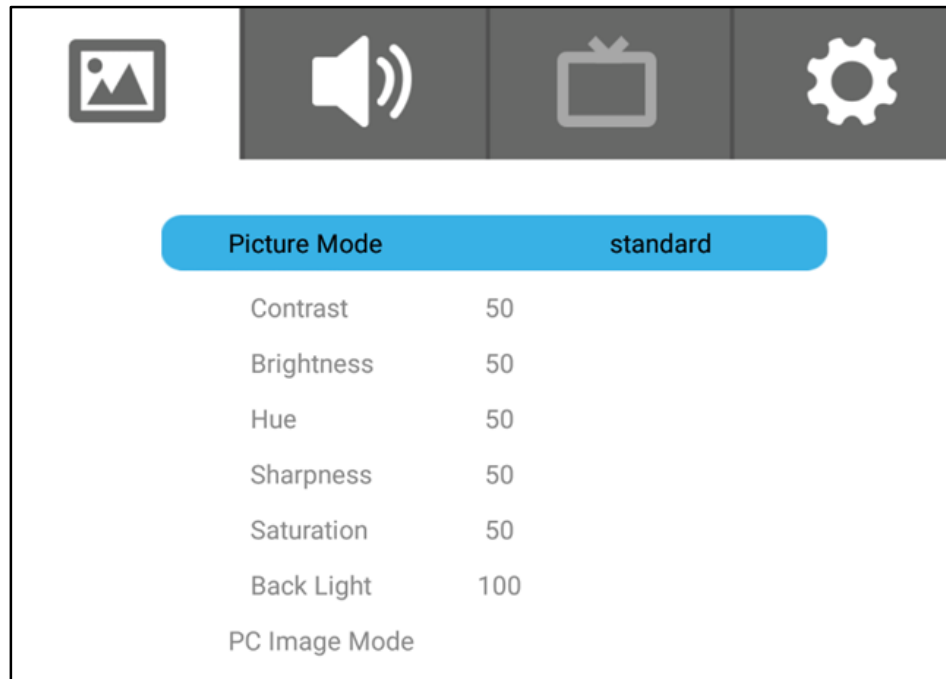
1. Select PC signal source to enter PC interface. The following are three ways to select a signal source channel.
 - Swipe your finger up from the bottom edge to bring up a toolbar then click **input**.
 - Press **SOURCE** button on the remote control.
 - Press  button on the front control panel.

In the signal source page, select a channel and press OK or click the channel icon directly to enter it.

2. Operate the built-in PC in the same way as you operate an ordinary computer.
3. Shut down PC before you turn off the panel. Do not power off a running PC suddenly to avoid data lose. Or you could also press Power button to turn off PC and panel at the same time.

Menu

When you switch to other signal sources like OPS, HDMI, VGA and etc, settings interface will be displayed as follows: **Picture**, **Sound** and **Setting**. Note that  TV setting is disabled.



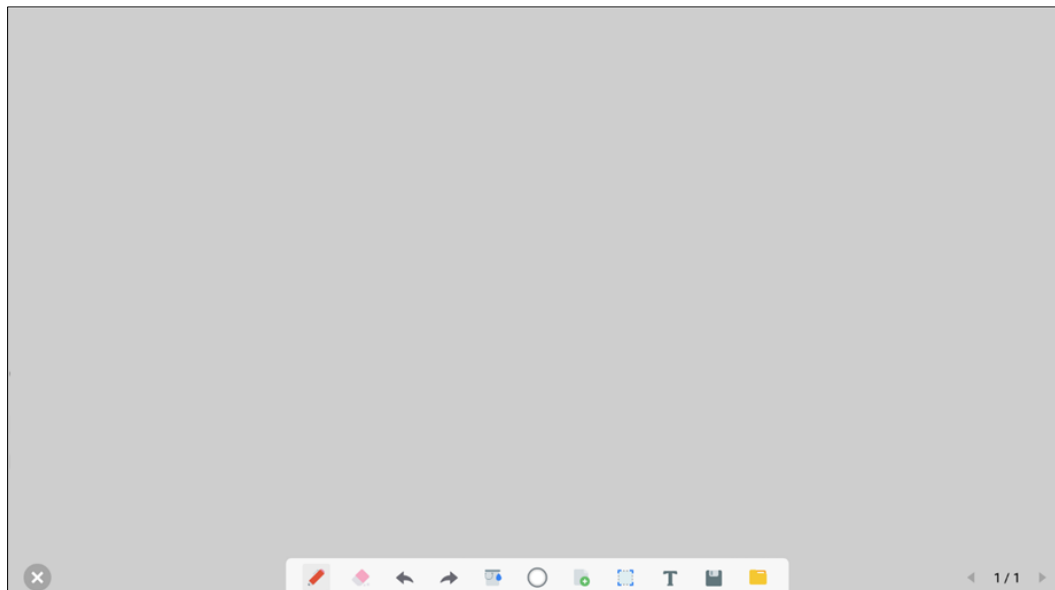
Click an icon to set the option or press ▲▼◀▶ button on remote control to switch the options.

- Press ▲/▼ button to select.
- Press OK button to confirm the selection.
- Press menu button to return to the parent menu.
- Press EXIT button to quit.

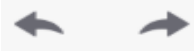
Annotation software - MagicBoard

MagicBoard provides various functions like annotation, capture, quick-access Apps & Docs and etc.

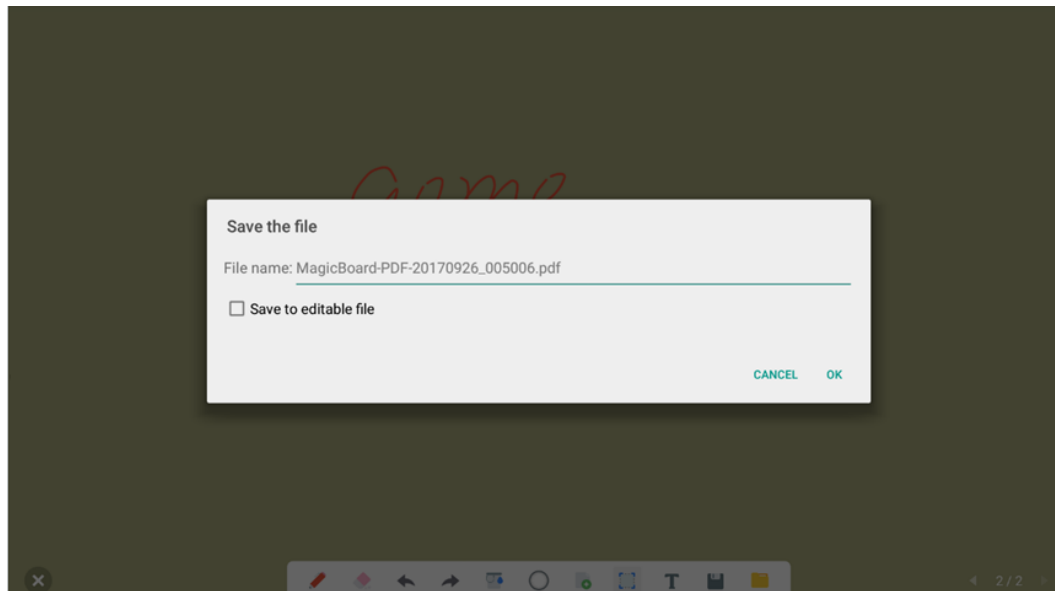
Click  icon to enter whiteboard interface. And click  icon to fold/unfold the toolbar.



MagicBoard Interface

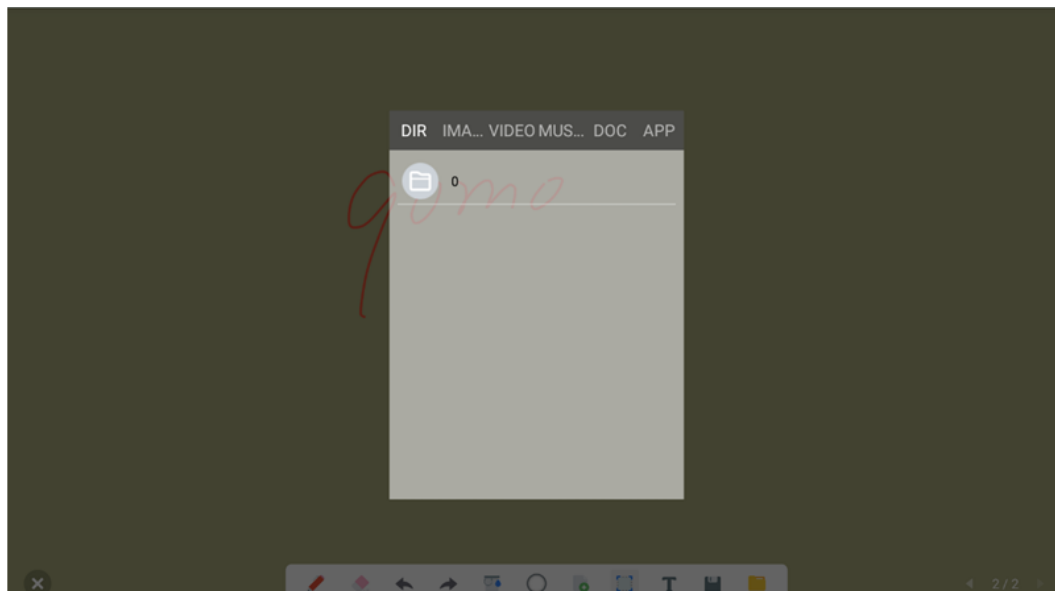
Icons	Functions
	Click to exit the program or Select to keep it running in the background
	Click "<" or ">" to switch current slide and click page number to skim through all slides or quickly switch to a certain slide.
	Pen
	Erase the annotations
	Undo/Redo
	Background color
	Fold/unfold the toolbar
	Add a new slide
	Rectangular selection
	Add a text (Check "Marquee" box to create a scrolling text.)
	Save file
	Quick access files

1. **Save file:** Click  icon to save the file.



- Check “Save to editable file” box so that you can reedit this file next time. You can open this editable file through DOC of File Management .
- You have the option to save the file in PDF format and scan QR code to share the file. Note that you mobile device should be in the same network with Magicboard.

2. **File management:** Skim through files in SD card or USB flash drive. View image, video, music, documents and all the Apps installed.



- Click corresponding App icon to open the App.
- Click “Doc”, long press the file and you can rename or delete the file.

3. **Whiteboard running in the background:** Click  icon then click “Background” and the whiteboard will run in the background.



Icon  will appear on both sides. Click either of them to unfold the tools. Note that floating icons will float in every singal source for annotation.



Floating Tool Bar	
Buttons	Functions
	Return to previous interface
	Return to the Android Home Page
	Quick access files

	Annotation mode
	Save annotation as an image or scan QR code to share the annotation
	Enter the whiteboard
	Rectangular screenshot
	Window Shade
	Adjust volume

Included Accessories

Picture	Name	Quantity
	Remote control	*1
	Battery (AAA)	*2
	Pen	*2
	Pointer	*1
	1.8m power cable	*1
	3m HDMI cable	*1
	3m USB cable (A-B)	*1
	Bracket	*1
	Antenna sticks for PC and Android	*2
	Warranty card	*1
	CD	*1

Troubleshooting

Remote Control	
Remote control out of order	● Check whether there is object between remote control and panel receiver; ● Check whether the battery is installed correctly; ● Check whether the battery is drained.
Touch	
Touch does not response.	● Make sure infrared frames have not been obscured. ● Check whether you enable freeze function on remote control.
Built-in PC	
OPS shut down automatically.	● Check if OPS is properly installed; ● Sleeping mode setting;
Handwriting	
Part of the handwriting cannot be displayed.	● Use the pen rather than a finger to write. Hold the pen as far to the nib as possible. The angle between the pen and display needs to be greater than 60 degrees. Do not touch the display with your sleeve or wrist. ● Change the nib or use a pen with larger covering area. ● Check if infrared frames are obscured. ● Remove the interference source or change the using environment.
No display or no sound	
No sound is played and no image is displayed.	● Check whether the power plug is inserted into the power socket and whether the panel is powered on. ● Check whether the rocker switch on the interactive panel is switched on. ● Check whether panel is in ECO mode. ● Check whether the video and audio input cables are connected correctly. ● Check whether the panel is switched to the right signal source. ● Check the settings on image brightness and contrast. ● Check the volume.
Image is displayed properly, but no sound is played.	● Check the volume. ● Check whether the Mute button on the remote control is pressed. ● Check whether the audio cable between the PC and interactive panel is connected correctly.
No image is displayed or the image is black and white.	● Modify the color settings. ● Check the color system.

This is the general user manual for all QOMO interactive touch screens. Some details may be different from the actual product.