

# CLASSFLOW™

Connect



# Touchboards

205 Westwood Ave, Long Branch, NJ 07740

Phone: 866-94 BOARDS (26273) / (732)-222-1511

Fax: (732)-222-7088 | E-mail: [sales@touchboards.com](mailto:sales@touchboards.com)



## Copyright Information

TP-1986-EN-US-V03 © 2015 Promethean Limited. All rights reserved.

Promethean is owner of a number of trademarks in several jurisdictions across the world. The Promethean products documented in this guide include aspects which are protected under their respective patent, copyright, design copyright, registered design and trademark laws.

All other trademarks remain the property of their respective owners.

This guide is distributed online. It may only be reproduced for use within the institution in which the product is used. For use outside of your institution, no part of this guide may be reproduced, transmitted, stored in a retrieval system or translated into any other language without the prior permission of Promethean Limited.

Please note that the content in this guide is protected under copyright law. Although every care has been taken in the compilation of this guide, Promethean Limited accepts no responsibility for errors or omissions, or for damages resulting from the use of information contained within the following pages.

## Contents

Safety Information	4
Setting up your system	4
Care during use	4
Cleaning your device	5
Connect	6
About your device	6
Box contents	6
ClassFlow Connect at a glance	7
What you need	8
Installing your device	9
Configure	12
Configuring your device	12
Connecting to ClassFlow	13
Configuring your network	14
Software updates	14
Factory reset	15
Use	15
Using your ClassFlow Connect	15
Troubleshoot	16
Troubleshooting	17
Service and support	19
Compliance	20

Your ClassFlow Connect is designed and tested to meet the latest standards of safety for information technology equipment. However, to ensure your safety, it is important that you read the following safety instructions.

### Setting up your system

- Read and follow all instructions in the documentation before you operate your system.
- Do not use this product near water or a heat source such as a radiator.
- Openings on the chassis are for ventilation. Do not block or cover these openings. Make sure you leave plenty of space around the system for ventilation. Never insert objects of any kind into the ventilation openings.
- Use this product in environments with ambient temperatures between 0°C and 40°C (32°F and 104°F).

IF YOU USE AN EXTENSION CORD, PLEASE USE THE UL LISTED CORD AND MAKE SURE THAT THE TOTAL AMPERE RATING OF THE DEVICES PLUGGED INTO THE EXTENSION CORD DOES NOT EXCEED ITS AMPERE RATING.

### Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill water or any other liquids on your system.
- When the system is turned off, a small amount of electrical current still flows. Always unplug all power, modem, and network cables from the power outlets before cleaning the system.

## Safety Information

- If you encounter the following technical problems with the product, unplug the power cord and contact a qualified service technician or your reseller.
  - The power cord or plug is damaged.
  - Liquid has been spilled into the system.
  - The system does not function properly even if you follow the operating instructions.
  - The system was dropped or the cabinet is damaged.
  - The system performance changes.

### Cleaning your device

Failure to follow these cleaning instructions may result in damage to your ClassFlow Connect. The Promethean warranty does not cover damage created from the use of solvents or incorrect cleaning of your device. If a device is returned under warranty with a damaged exterior, Promethean reserves the right to charge for exterior case repair/replacement.

To clean your ClassFlow Connect, unplug the power lead and all cables. Then use a soft, lint-free cloth to gently wipe the exterior case. Avoid getting moisture in any openings. DO NOT use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean your ClassFlow Connect.

## About your device

Model number: PRM-ACON1-01

Welcome and thank you for choosing ClassFlow Connect, your wireless classroom collaboration system.

You can use your device to:

- Connect to your ClassFlow account – Deliver content directly from your ClassFlow drive without using a computer.
- Wirelessly mirror content – Project digital learning resources from mobile devices to the primary classroom display.
- Share and interact – Students can use their mobile device to receive, send, draw, or interact with digital lesson content.
- Control the lesson from anywhere in the classroom – Manage and control your lesson using any mobile device.
- Capture work – Capture all annotations made during the lesson and automatically save them to your ClassFlow Drive.

## Box contents

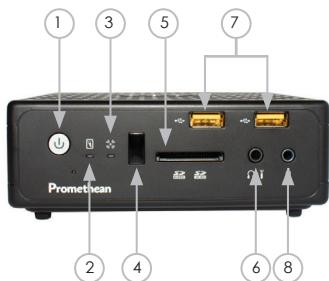
- 1 x ActivConnect device
- 1 x WiFi antenna
- 3 x Power leads (USA, EU, UK)
- 1 x AC to DC power adapter
- 1 x Wall mount
- 4 x Mounting screws
- 4 x Rubber pads

Manufacturer: Delta Electronics Inc  
Model No: ADP-40KD BB  
Input: 100-240V  1.2A 50-60Hz  
Output: 19V  2.1A

## ClassFlow Connect at a glance

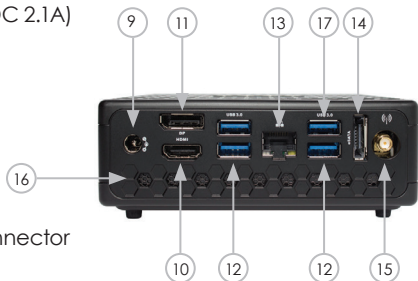
### Front of device

1. Power switch
2. Hard disk status indicator
3. WiFi status indicator
4. Infrared receiver
5. Memory card slot
6. Headphone/S/PDIF audio output jack
7. USB 2.0 ports
8. Microphone jack



### Rear of device

9. Power input (19V DC 2.1A)
10. HDMI output
11. DisplayPort
12. USB 3.0 ports
13. Ethernet port
14. eSATA port
15. WiFi antenna connector
16. Ventilation area
17. USB port for interactive surface



## What you need

To start using your ClassFlow Connect device you will need:

- Panel, display, interactive whiteboard or projector.
- HDMI or DisplayPort (DP) cable to connect the device to your projector or display.
- USB cable to activate touch functionality between the device and your touch display, if you have one.
- Standard audio jack cable if not using an HDMI cable.
- VGA to HDMI or VGA to DP converter if you only have a VGA compatible display or projector.
- 80211 a, b, g or n WiFi wireless network and/or 10/100 Base-T ethernet network.
- Broadband Internet connection.
- Your wireless network name and password.
- ClassFlow user account to deliver your ClassFlow content and to save your screenshots.
- USB keyboard and mouse are helpful in the installation and configuration process (optional).



**205 Westwood Ave, Long Branch, NJ 07740**  
**Phone: 866-94 BOARDS (26273) / (732)-222-1511**  
**Fax: (732)-222-7088 | E-mail: [sales@touchboards.com](mailto:sales@touchboards.com)**



## Installing your device

**IMPORTANT NOTE:** Before installing your device, carefully read the following information.

### **Positioning your ClassFlow Connect device**

Since Miracast functionality requires peer-to-peer connection between your shared device(s) and the ClassFlow Connect, carefully select a location that does not restrict this connection.

Mounting the ClassFlow Connect within 4 feet of a Promethean ActivPanel or any other device emitting infrared interference is NOT recommended. Miracast performance will be significantly degraded if the device is positioned directly below or next to the ActivPanel, because the infrared bezel plane of the ActivPanel will cast emissions over the ClassFlow Connect's WiFi antenna.

Your ClassFlow Connect has an internal wireless antenna which may be impacted by other radio frequency (RF) interference. Please take care to isolate the ClassFlow Connect from any RF emitting devices to limit/reduce interference.

### **Step 1: Mounting your ClassFlow Connect device (optional)**

Your ClassFlow Connect device can be easily installed using the supplied mounting bracket.

1. Secure the wall mount in position using the 4 screws provided.
2. Align the ClassFlow Connect mounting holes to the mount attachment pegs. Attach the ClassFlow Connect to the mount and gently press down to secure it to the mount.

## Step 2: Connecting the video and audio cables

**IMPORTANT NOTE:** Turn off the power to ALL devices during installation. Only power on the ClassFlow Connect device AFTER all other devices are turned on.

Follow the instructions that are applicable to your system:

### Connecting to an HDMI display/projector

1. Connect one end of the HDMI cable to the back of your display/projector.
2. Connect the other end of the cable to the HDMI port on the back of your ClassFlow Connect device.

### Connecting to a DisplayPort display/projector

1. Connect one end of the DisplayPort cable to the back of your display/projector.
2. Connect the other end of the cable to the DP port on the back of the ClassFlow Connect device.
3. Connect one end of a standard audio jack cable to the back of your display/projector.
4. Connect the other end of the cable to the headphone jack on the front of the ClassFlow Connect device.

### Connecting to a VGA display/projector

1. Connect one end of the VGA cable to the back of display/projector.
2. Connect the other end of the VGA cable to a VGA to HDMI or VGA to DP converter.

3. Connect the converter to the HDMI port on the back of the ClassFlow Connect device.
4. Connect one end of a standard audio jack cable to the back of your display or projector.
5. Connect the other end of the cable to the headphone jack on the front of the ClassFlow Connect device.

### Step 3: Connecting touch input to your ClassFlow Connect device

If you have a touch display you will need to:

1. Connect one end of the USB cable to the USB (touch) port on your display.
2. Connect the other end of the cable to the top right USB port on the back of your ClassFlow Connect device.



### Step 4: Connecting the WiFi antenna

1. Connect the included WiFi antenna to the WiFi antenna connector on the back of your ClassFlow Connect device.

### Step 5: Connecting the power cables

1. Connect the power adapter to the power input on the back of the ClassFlow Connect.
2. Connect the appropriate mains power lead into the power adapter.
3. Plug the mains power lead into a mains outlet. DO NOT turn on your ClassFlow Connect device.

## Step 6: Turn on your equipment

1. Turn on your display and/or projector and ensure the correct input is selected. Your ClassFlow Connect reads the size of your display during its first startup, so you should always have your display on the correct source before starting your ClassFlow Connect for the first time.
2. Press the power button on your ClassFlow Connect device. The first time you use ClassFlow Connect you will be asked to digitally sign the End User License Agreement. This can be simply selected on the interactive display or you can use a keyboard and mouse to assist.

**NOTE:** Never force a connector into a port. Check for obstructions on the port. Always make sure the connector matches the port and that you have positioned the connector correctly in relation to the port.

## Configure

### Configuring your device

To configure your ClassFlow Connect you must have the administrator password for your device.

#### **DEFAULT PASSWORD: admin**

Select  for the menu, then select **Settings** and enter the administrator password.

If you cannot access this area of the menu, your display may not be calibrated. Simply connect a USB mouse and keyboard for use until you calibrate your display.

Once logged in you can configure the following:

- Change device name. Recommended if you have multiple devices on the same network.
- Change administrator password.
- Adjust sound settings.
- Display resolution and calibration.
- Set language, time and regional preferences.
- Turn on and off connections for both wired and wireless networks.
- Adjust browser proxy settings.
- Set your browser's default homepage.
- Update the software on your device.
- Change the ClassFlow server address - see "Connecting to ClassFlow".

### Connecting to ClassFlow

By default the ClassFlow server setting is: <https://classflow.com>. If you have a tenant setup for your district or school, then you must change this server address under the **Settings** menu to make sure your login credentials will work for the ClassFlow service.

## Configuring your network

ClassFlow Connect allows dual simultaneous network connections. In **Networks** you can enable and disable each network adapter.

**IMPORTANT NOTE:** To wirelessly mirror via Miracast or Intel WiFi, the wireless adapter must be enabled. Better performance is achieved if the wireless adapter is affiliated to a wireless network. If you choose to connect your device to a wired network, make sure that you DO NOT disable wireless. You may simply leave wireless enabled but disconnected from a network.

If you are having trouble finding your wireless network in the list then try using the "Refresh Network List" button. You may have a network which is not broadcasting a SSID and you will need to set up a profile consistent with your network. Your network administrator may need to assist in these special cases.

**IMPORTANT NOTE:** IP Multicast MUST be enabled for your ClassFlow Connect device to work with Apple and Windows 7/8 laptops, smartphones and tablets. If you do not see the ClassFlow Connect device on your network when trying to mirror, your network administrator may have disabled this feature. Please contact your network administrator to verify that IP Multicast is enabled on your subnet and that all devices you are looking to mirror are on at least one of the two network subnets your ClassFlow Connect device is affiliated with.

## Software updates

Your ClassFlow Connect has a future ready design. You can check for and install updates through the **Software Update** option in **Settings**.

**IMPORTANT NOTE:** We recommend that you check for software updates before using your ClassFlow Connect for the first time.

In the rare case you need to restore your device to a previous software version, select **Restore** from the same option.

### Factory reset

This function is available through the **Software Update** option in **Settings**. Only use this feature if instructed by our technical support team or your network administrator. You will lose all your settings and will need to re-configure your device.

Use

### Using your ClassFlow Connect

The desktop provides instructions for each of the features on your ClassFlow Connect. You can select one of the following options to find out more:

- Share Your Screen
- Control the Screen
- Engage Students
- Browse the Web
- Annotate Freely

**ClassFlow Web Help** can be accessed from the **Help** option in the menu. In the “Working with ClassFlow Desktop” section you will find all the information you need to use your device with your students.

## First steps

Any issues with ClassFlow Connect can be solved quickly by following the advice in this section. For additional tips and troubleshooting information, visit Promethean Support at [prometheankb.com](http://prometheankb.com) or [support.prometheanworld.com](http://support.prometheanworld.com).

If your device is not responding, first check the following:

- The cables between the ClassFlow Connect and your display/projector are correctly and firmly in place.
- The power cables for ClassFlow Connect and your display/projector are securely connected to a working power source.
- Your display/projector is turned on and set to the correct input.
- Your interactive display/projector is connected to the top-right USB port on the back of the ClassFlow Connect device.
- The ClassFlow Connect device is connected to the correct network and has an issued IP address. You can refresh it from the ClassFlow Connect desktop.
- Your network and Internet connections are on and working properly.
- The devices for mirroring are on the same subnet as your ClassFlow Connect device.

If you still are having trouble, try resetting all your equipment. Make sure your display/projector is turned on before restarting the ClassFlow Connect.



### Troubleshooting

If you encounter an issue with your ClassFlow Connect, there is usually a quick and easy solution. For example:

#### **My projector has a VGA cable, but not a HDMI or DP. What can I do?**

VGA to HDMI or VGA to DP converters are available on the market to support this conversion.

**NOTE:** Unlike HDMI, VGA and DP cables do not carry audio. You must run a separate audio cable between the projector and your device in order to get audio while you are mirroring.

See "Connecting the video and audio cables" section for more information.

#### **There are no lights on my device.**

Make sure that all the power cables are connected correctly.

See "Connecting the power cables" section for more information.

#### **The green power light is illuminated on my device, but there is no image on my screen.**

Make sure that the HDMI or DP connection on your device is matching the source connector on your display/projector. If needed, turn off your ClassFlow Connect device and power cycle your display/projector. Then turn on your ClassFlow Connect.

**The ClassFlow Connect is not showing the correct screen size on my display.**

If your ClassFlow Connect is not showing the correct screen size, shut down your device from the menu, ensure your display/projector is turned on, then restart the device. Although not recommended, the ClassFlow Connect can be restarted by holding down the power button. You should only do this if you cannot access the main menu.

**My interactive display is not calibrated.**

Your device is optimized to work best with Promethean ActivPanels and ActivBoards. The calibration program is already built into your device. Your device is also compatible with the standard Microsoft touch driver and will work with most 3rd party panels supporting single and multi-touch. All non-Promethean boards and panels should be calibrated prior to being connected to your device. Please see your manufacturer's instructions on how to calibrate your display.

**I forgot my administrative password. What do I do?**

If your password has been changed, and you are locked out of your administrator settings, please contact Promethean Technical Support.

**My AirPlay compatible device cannot find the ClassFlow Connect on the same network.**

IP Multicast MUST be available on your network in order to run AirPlay services. Check with your network administrator to ensure that IP Multicast features are turned on in your network settings.

### **My device can connect using the ScreenSender and AirPlay tablets, but is not working with Miracast.**

Check to make sure your WiFi antenna is attached and not damaged.

Check to make sure wireless is enabled in your **Networks** settings. Even if WiFi is not connected to a network, it must still be enabled to allow Miracast functionality.

Check to make sure your device is not near a RF emissions source, such as within 4 feet of a router or ActivPanel.

### Service and support

We hope this guide, along with the on-screen instructions and the Promethean Support site, provides you with all the information you need to use your device.

**NOTE:** A later version of this guide may be available on the Promethean Support site.

If you need to contact us, please have your serial number handy and a concise but detailed description of your issue. Your serial number can be found on the bottom of your ClassFlow Connect device.

Technical Support numbers can be found at [prometheankb.com](http://prometheankb.com) or [support.prometheanworld.com](http://support.prometheanworld.com).

## United States of America

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Do not make any changes or modifications to the equipment.

## Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

## Europe

Promethean hereby declare that the PRM-ACON1-01 is in compliance with the Low Voltage Directive 2006/95/EC and the Electromagnetic Compatibility Directive 2004/108/EC. The equipment meets the following conformance standards: EN 55022, EN 55024 and EN 60950-1. Please contact Promethean for a copy of the declaration of conformity if required.

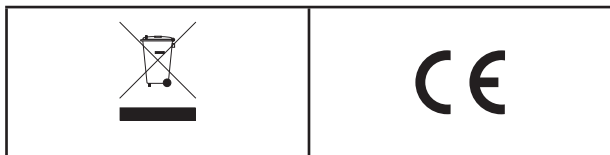
**WARNING:**

This is a Class B product. In a domestic environment this product

may cause radio interference in which case the user may be required to take adequate measures.

### Waste Electrical and Electronic Equipment (WEEE)

For more information concerning the correct disposal of these products, please contact your Promethean reseller.



**The PRM-ACON1-01 incorporates an Intel 3160HMW or Azurewave AW-CE123H or AW-NB110H Wifi Module with specific compliance information.**

### United States of America

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by tuning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Intel 3160HMW FCC ID: PD93160H or AW-CE123H FCC ID: QDS-BRCM1068 or AW-NB110H FCC ID: PPD-AR5B22.

## Canada

Canada – Industry Canada (IC)

This device complies with RSS 210 of Industry Canada.

Operation is subject to the following two conditions:

1. this device may not cause interference.
2. this device must accept any interference, including interference that may cause undesired operation of this device.

L' utilisation de ce dispositif est autorisée seulement aux conditions suivantes :

1. il ne doit pas produire de brouillage.
2. l' utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Intel 3160HMW IC:1000m-3160H or AW-CE123H  
IC:4324-BRCM1068 or AW-NB110H IC:41-4A-AR5B22

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

### Europe

Europe – EU Declaration of Conformity



Marking by the above symbol indicates compliance with the Essential Requirements of the R&TTE Directive of the European Union (1999/5/EC). This equipment meets the following conformance standards: EN300 328, EN301 489-17, EN60950-1.

Please contact Promethean for a copy of the Declaration of Conformity if required.

Europe: Restrictions for use of 2.4 GHz frequencies.

France: Limited implementation . Outdoor use is limited to 10 mW e.i.r.p. within the band 2454-2483.5 MHz.

Military Radiolocation use. Refarming of the 2.4 GHz has been ongoing in recent years to allow current relaxed regulation. Full implementation planned 2012.

Italy: For private use, a general authorisation is required if WAS/ RLAN's are used outside own premises. For public use, a general authorisation is required.

## Radio Interface

The radio interface on this product is intended for operation in the following countries: Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, United Kingdom.



[www.prometheankb.com](http://www.prometheankb.com)

[www.support.prometheanworld.com](http://www.support.prometheanworld.com)

[www.prometheanworld.com](http://www.prometheanworld.com)

# Touchboards

**205 Westwood Ave, Long Branch, NJ 07740**

**Phone: 866-94 BOARDS (26273) / (732)-222-1511**

**Fax: (732)-222-7088 | E-mail: [sales@touchboards.com](mailto:sales@touchboards.com)**