

**Promethean**

# ActivPanel

System Install and User Guide



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Safety Information - General	4
Safety Information - ActivPanel	5
Safety Information - ActivConnect G-Series	7
Safety Information - ActivSoundBar	9
Box Contents	10
Interfaces	13
Controls	20
Installation	23
Setup	35
Using Touch on the ActivPanel	38
Setting up the ActivConnect G-Series	39
Setting up a Laptop/Desktop Computer	42
The Media Browser	44
The On Screen Menus	47
Cleaning	51
Warranty, Registration and Support	51
Troubleshooting	52
Compliance Statements	53

# Safety Information - General

Read and understand all safety information, operating instructions, and product labels before operating the equipment. Keep this guide in a safe place for future reference.



- The lightning flash with arrow-head symbol, within an equilateral triangle, is intended to alert the user to the presence of "dangerous voltage" within the product's enclosure that may be sufficient to constitute a risk of electric shock to persons.



- The exclamation mark within a triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions.



- To reduce the risk of fire or electric shock, do not expose this product to smoke, rain, dust or moisture!



- To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.
- This product is designed and manufactured to operate within defined design limits, and misuse may result in electric shock or fire.
- The installation of this product should be completed by a Promethean Trained Installer.
- Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect the warranty. For Promethean Warranty Terms and Conditions, please visit [www.PrometheanWorld.com/ActivCare](http://www.PrometheanWorld.com/ActivCare)

- Inspect the ActivPanel for any physical damage to the casing before use. If damage is apparent, take care to avoid contact with any potentially live parts.
- Do not under any circumstances try to gain access to internal parts of the ActivPanel. If you suspect that the device is damaged or faulty, you should contact Technical Customer Support, or an authorised Promethean service agent for advice.
- Always use accessories recommended by Promethean to ensure compatibility.
- Only use the power cable that is compatible with your mains outlet socket. If you are unsure of the electrical compatibility of your equipment, please contact Promethean or an authorised Promethean service agent before attempting to connect the device to the mains supply.
- Use a wall socket that is close to the ActivPanel and that is easily accessible.
- Firmly insert the power plug into the wall socket. Partial connection could cause sparks.
- To avoid the risk of electric shock or component damage, disconnect the ActivPanel from the power supply before plugging in any other cables.
- Hold the power plug when unplugging the device. Pulling the power cable may damage the wires inside the cable and cause fire or electric shock.
- To avoid the risk of electric shock, do not touch the power plug with wet hands.
- Unplug the power plug before cleaning the ActivPanel.
- Do not use any liquid or spray cleaner when wiping the device. We recommend mixing a solution of 50% isopropanol and 50% water in a spray bottle, and spraying this onto a micro-fibre or 100% cotton cloth. Wipe the glass surface gently; do not spray the solution onto the ActivPanel. Doing so could saturate the electronics and cause damage to the device. Only a small amount of the solution is needed to clean and sanitize the glass.
- Do not use volatile solvents (such as alcohol, rosin, and toluene) to clean the ActivPanel. These types of chemicals might damage the housing.
- Do not use abrasive cleaners.
- Do not apply pressure to the screen. Allow the glass to air dry.
- When moving the ActivPanel from an area of low temperature to one of high temperature, condensation may form on the housing. Do not power on the device immediately after this to avoid causing fire, electric shock or component damage.
- To avoid electric shock, avoid handling the power cable during electrical or thunder storms.
- Unplug the ActivPanel during a lightning storm or when it will not be used for a long period of time. This will protect the device from damage due to power surges.
- Do not place the ActivPanel in front of an air conditioning unit to avoid condensation which could cause fire, electric shock or component damage.
- The ventilation holes in the housing are designed to protect the ActivPanel against overheating. Be careful not to block them.
- Do not embed the ActivPanel in a cabinet, unless the cabinet is well ventilated.
- Do not put the ActivPanel on or beside any radiator or heater.
- Do not insert hands or any other objects into the ventilation holes or signal joints of the ActivPanel.
- Never place, spill or pour any liquid on any part of the ActivPanel. The device could short circuit causing a fire or electric shock.
- Do not apply excessive pressure to the surface of the ActivPanel.
- Do not use your fingers or any other hard object to knock, press on or scratch the screen of the ActivPanel.
- Do not put any flammable or explosive objects near the ActivPanel.

# Safety Information - ActivPanel

The remote control operates on 2 x AAA alkaline batteries.

- Risk of explosion if batteries are replaced with incorrect type!
- Incorrect polarity may cause damage or leakage of the batteries, operating injury and contamination of the remote control.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the remote control and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

If any of the following occurs, please contact Technical Customer Support:

- The power cable fails or frays.
- Liquid sprays, or any object drops, into the ActivPanel.
- The ActivPanel is exposed to rain or moisture.
- The ActivPanel is dropped or damaged in any way.
- The ActivPanel emits abnormal sounds.
- The ActivPanel emits smoke or odour.
- The performance of the ActivPanel changes substantially.

## Environmental Considerations

Temperature:

- Operating: 0°C (32°F) to +40°C (104°F)
- Storage: -15°C (-5°F) to +55° (131°F)

Relative Humidity (non condensing):

- Operating: 20% to 80%
- Storage: 20% to 90%

## Weight

70"

• Net Weight: 55.5kg (122 lbs)  
75" / 75"-4k

• Net Weight: 66kg (145.5lbs)  
86"-4k

• Net Weight: 83kg (183lbs)

• Gross Weight: 77kg (170lbs)

• Gross Weight: 85kg (187lbs)

• Gross Weight: 105kg (231lbs)

# Safety Information - ActivConnect G-Series

- Inspect the ActivConnect G-Series for any physical damage to the casing before use. If damage is apparent, take care to avoid contact with any potentially live parts.
- Do not under any circumstances try to gain access to internal parts of the ActivConnect G-Series. If you suspect that the device is damaged or faulty, you should contact Technical Customer Support, or an authorised Promethean service agent for advice.
- To avoid the risk of electric shock or component damage, disconnect the ActivConnect G-Series from the power supply before removing the ActivConnect G-Series.
- The ventilation holes in the housing are designed to protect the ActivConnect G-Series against overheating. Be careful not to block them.
- Do not insert hands or any other objects into the ventilation holes or signal joints of the ActivConnect G-Series.
- Never place, spill or pour any liquid on any part of the ActivConnect G-Series. The device could short circuit causing a fire or electric shock.
- Do not place the ActivConnect G-Series in front of an air conditioning unit to avoid condensation which could cause fire, electric shock or component damage.
- Do not put the ActivConnect G-Series on or beside any radiator or heater.
- Do not put any flammable or explosive objects near the ActivConnect G-Series.
- Always use accessories recommended by Promethean to ensure compatibility.
- Only use the power cable that is compatible with your mains outlet socket. If you are unsure of the electrical compatibility of your equipment, please contact Promethean or an authorised Promethean service agent before attempting to connect the device to the mains supply.
- Use a wall socket that is close to the ActivConnect G-Series and that is easily accessible.
- Firmly insert the power plug into the wall socket. Partial connection could cause sparks.
- To avoid the risk of electric shock or component damage, disconnect the ActivConnect G-Series from the power supply before plugging in any other cables.
- Hold the power plug when unplugging the device. Pulling the power cable may damage the wires inside the cable and cause fire or electric shock.
- To avoid the risk of electric shock, do not touch the power plug with wet hands.
- Unplug the power plug before cleaning the ActivConnect G-Series.
- To avoid electric shock, avoid handling the power cable during electrical or thunder storms.
- Unplug the ActivConnect G-Series during a lightning storm or when it will not be used for a long period of time. This will protect the device from damage due to power surges.
- Do not use any liquid or a spray cleaner when wiping the device. Use a slightly damp cloth. Never use any alcohol-, solvent-, or ammonia-based liquid when wiping the screen. Do not use abrasive cleaners.
- When moving the ActivConnect G-Series from an area of low temperature to one of high temperature, condensation may form on the housing. Do not power on the device immediately after this to avoid causing fire, electric shock or component damage.

# Safety Information - ActivConnect G-Series

If any of the following occurs, please contact Technical Customer Support:

- Liquid sprays, or any object drops, into the ActivConnect G-Series.
- The ActivConnect G-Series is dropped or damaged in any way.
- The ActivConnect G-Series emits abnormal sounds.
- The ActivConnect G-Series emits smoke or odour.
- The performance of the ActivConnect G-Series changes substantially.

## Environmental Considerations

Temperature:

- Operating: -5°C (23°F) to +45°C (113°F)
- Storage: -10°C (14°F) to +50°C (122°F)

Relative Humidity (non condensing):

- Operating: 10% to 80%
- Storage: 10% to 90%

## Weight

- Net Weight: 0.64kg (1.4lbs)

## THE ACTIVOSOUNDBAR IS AN OPTIONAL ACCESSORY

The installation of this product should be completed by a Promethean Trained Installer. Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect warranty. Contact your Promethean partner or visit [support.prometheanworld.com](http://support.prometheanworld.com) for more information.

Only use the interchangeable plug or adapter which is compatible with your mains outlet socket. If you are unsure of the electrical compatibility of your equipment, please contact Promethean or an authorised Promethean service agent before attempting to connect the unit to the mains supply.

The product does not contain any user serviceable parts and must not be opened. If you suspect that the ActivSoundBar is damaged or faulty, you should contact Promethean or an authorised Promethean service agent for advice.

Inspect the product for physical damage to the casing before use. If damage is apparent, take care to avoid contact with any potentially live parts.

You should not attempt, under any circumstances, to gain access to internal parts of the product.

This product is designed and manufactured to operate within defined design limits, and misuse may result in electric shock or fire. To prevent the product from being damaged, the following rules should be observed for the installation, use and maintenance of the product.

For Promethean Warranty Terms and Conditions, please visit: [www.PrometheanWorld.com/ActivCare](http://www.PrometheanWorld.com/ActivCare)

For online Technical Support for all Promethean products, please visit: [support.prometheanworld.com](http://support.prometheanworld.com)

<b>WARNING:</b>	To reduce the risk of fire or electric shock, do not expose this product to smoke, rain, dust or moisture!
	
<p>The lightning flash with arrow-head symbol, within an equilateral triangle, is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.</p>	
<p>The exclamation point within a triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.</p>	
Caution:	To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

## IMPORTANT SAFETY INSTRUCTIONS



Read these instructions – All the safety and operating instructions should be read before this product is operated.

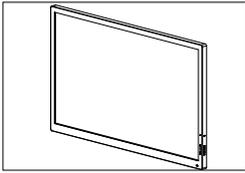
Keep these instructions – The safety and operating instructions should be retained for future reference.

Heed all warnings – All warnings on the appliance and in the operating instructions should be adhered to.

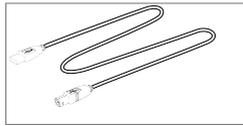
Follow all instructions – All operating and use instructions should be followed.

# Box Contents

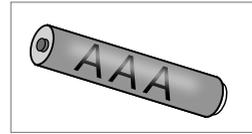
## ActivPanel



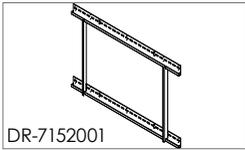
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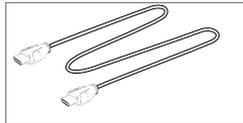


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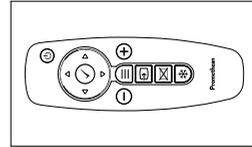


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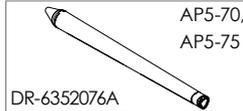


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TP-2033

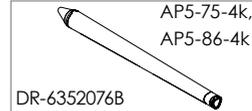
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AP5-70,  
AP5-75

DR-6352076A

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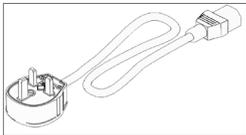


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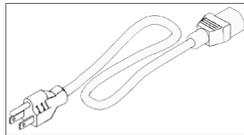
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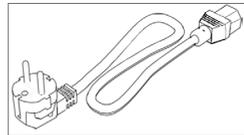
## EMEA/USA



x1

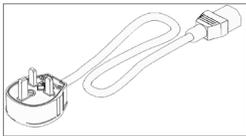


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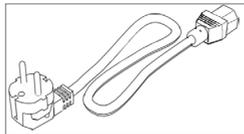


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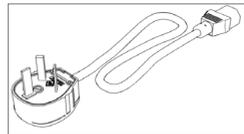
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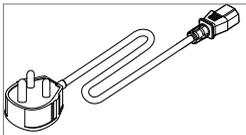


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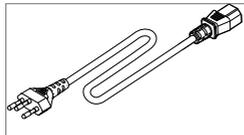


x1

## SOUTH AFRICA

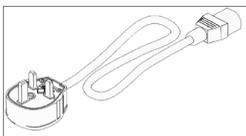


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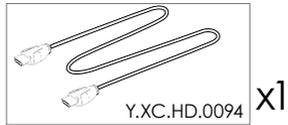
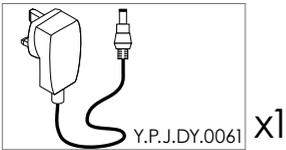
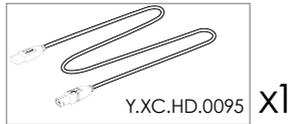
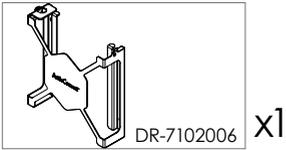
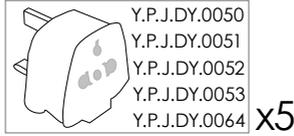
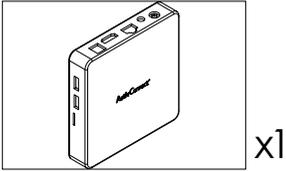


x1

## SAUDI ARABIA

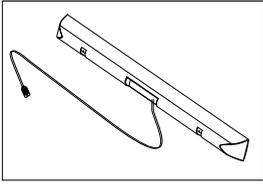


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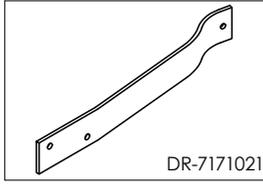


# ActivSoundBar

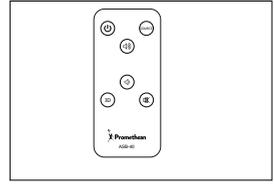
THE ACTIVSOUNDBAR IS AN OPTIONAL ACCESSORY



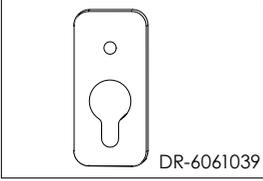
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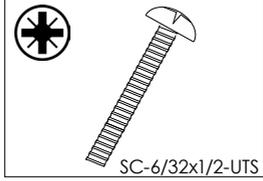
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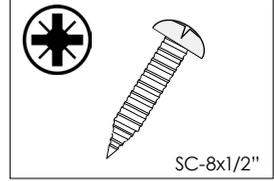
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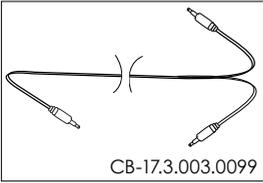
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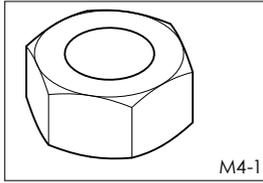
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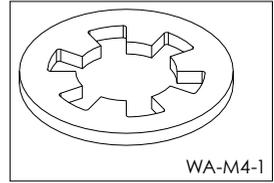
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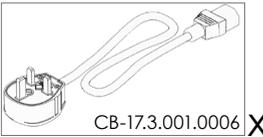


WA-M4-1 x4

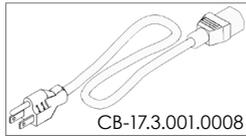


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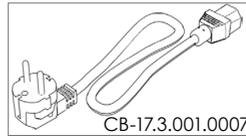
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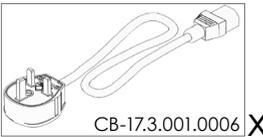


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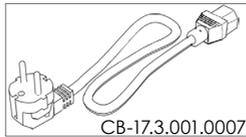


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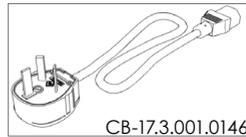
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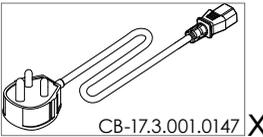


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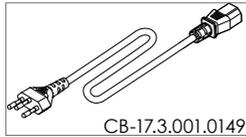


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## SOUTH AFRICA

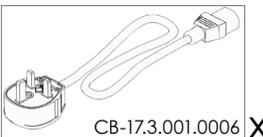


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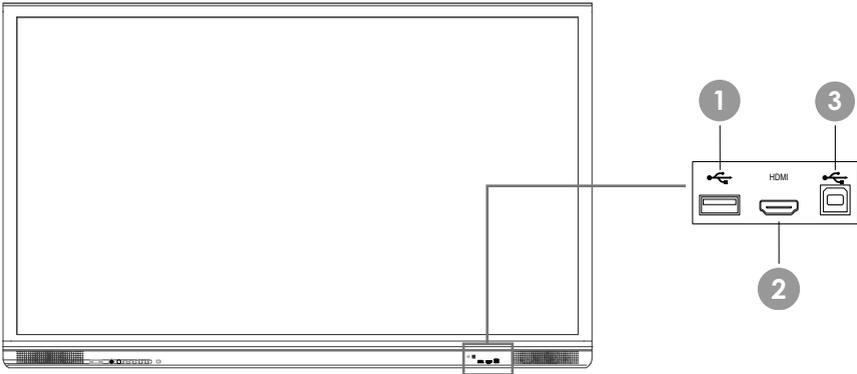
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## SAUDI ARABIA

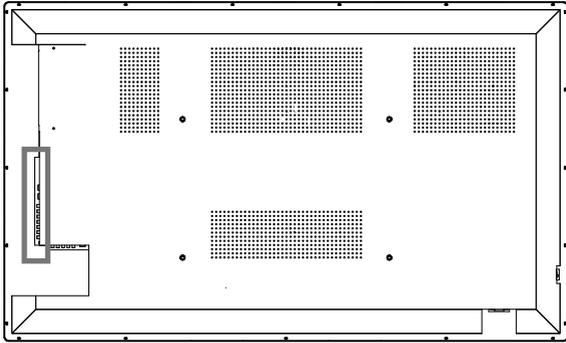


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## AP5-70

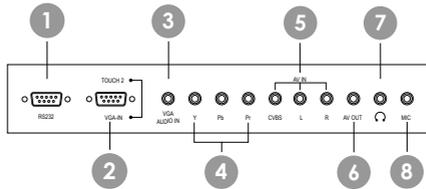
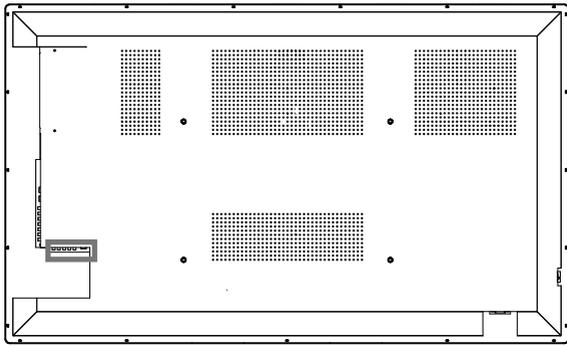


1	USB	3	TOUCH USB
2	HDMI		



1	SD	3	USB 1	5	LAN	7	TOUCH-USB 2	9	HDMI (Touch 3)
2	USB 2	4	SPDIF	6	TOUCH-USB 3	8	HDMI (Touch 2)		

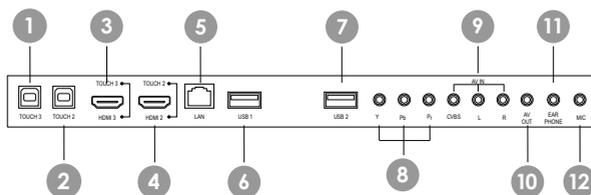
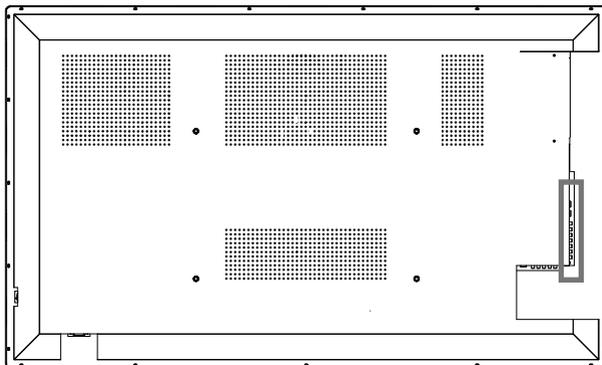
1	SD CARD	6	TOUCH-USB 2
2	USB 2	7	TOUCH-USB 3
3	USB 1	8	HDMI (Touch 2)
4	SPDIF	9	HDMI (Touch 3)
5	LAN		



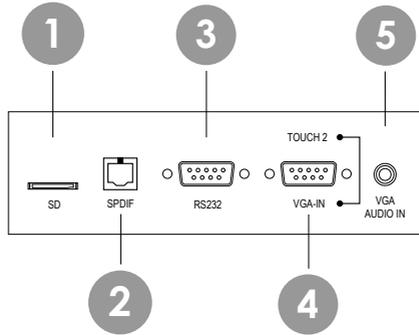
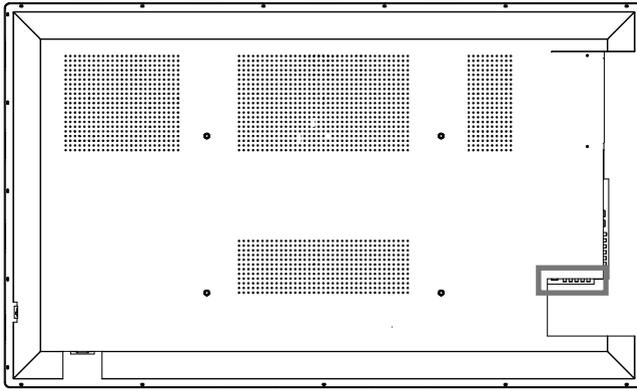
1	RS232	5	AV IN
2	VGA IN (TOUCH 2)	6	AV OUT
3	VGA AUDIO IN	7	HEADPHONES
4	COMPONENT INPUT	8	MICROPHONE



1	USB	3	TOUCH USB
2	HDMI		

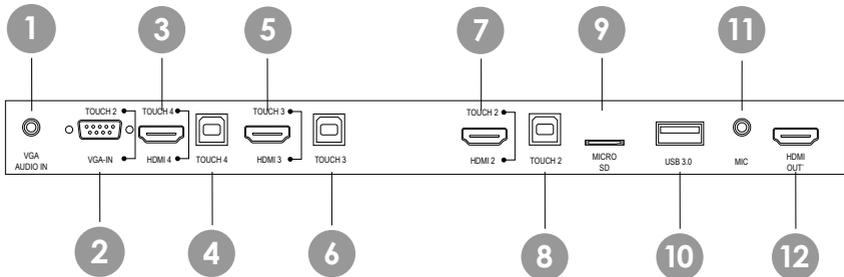
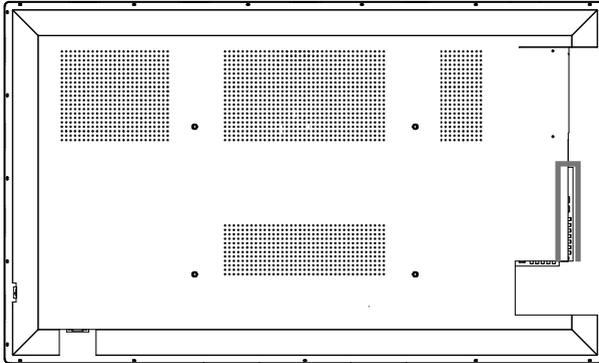
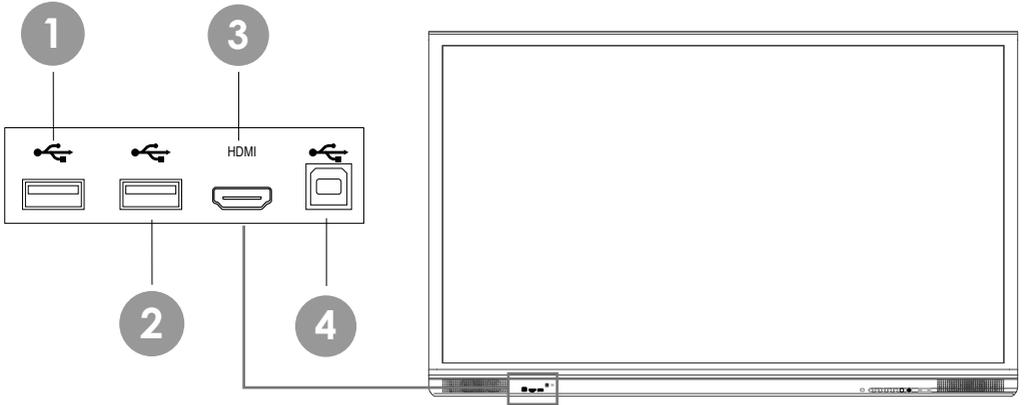


1	TOUCH-USB 3	7	USB 2
2	TOUCH-USB 2	8	COMPONENT INPUT
3	HDMI (Touch 3)	9	AV IN
4	HDMI (Touch 2)	10	AV OUT
5	LAN	11	HEADPHONES
6	USB 1	12	MICROPHONE

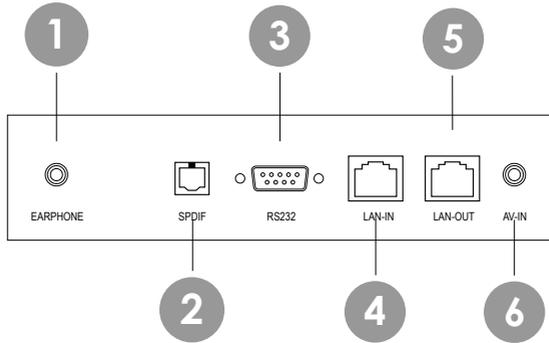
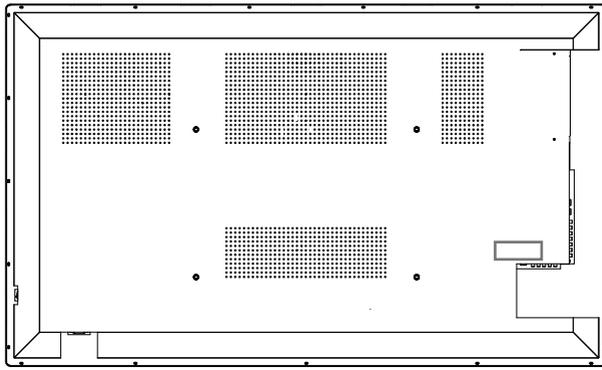


1	SD CARD	4	VGA IN (TOUCH 2)
2	SPDIF	5	VGA AUDIO IN
3	RS232		

# AP5-75-4K/AP5-86-4K

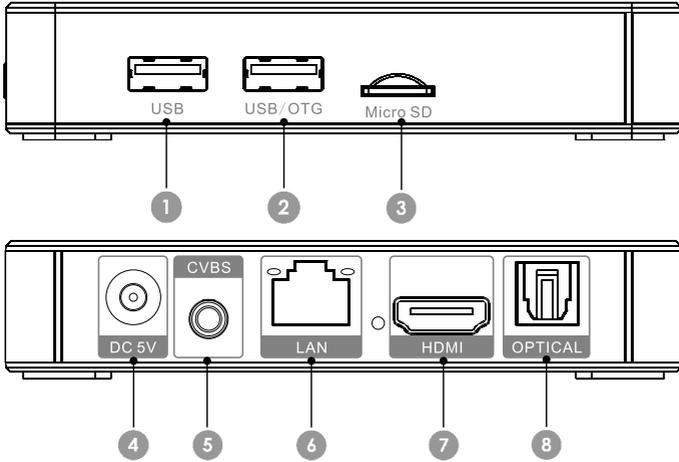


1	VGA AUDIO IN	7	HDMI 2 (Touch 2)
2	VGA-IN (Touch 2)	8	TOUCH-USB 2
3	HDMI 4 (Touch 4)	9	MICRO SD Card
4	TOUCH-USB 4	10	USB 3.0
5	HDMI 3 (Touch 3)	11	MICROPHONE
6	TOUCH-USB 3	12	HDMI OUT



1	EARPHONE	4	LAN-IN
2	SPDIF	5	LAN-OUT
3	RS232	6	AV-IN

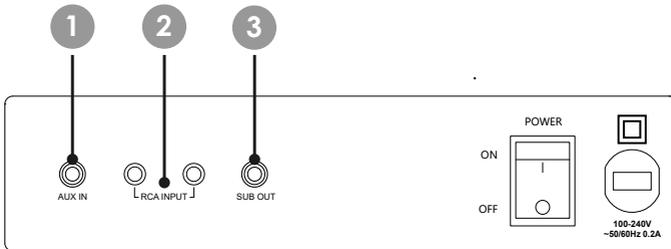
# ActivConnect G-Series



1	USB	5	CVBS
2	USB/OTG	6	RJ45 LAN
3	Micro SD	7	HDMI
4	DC 5V	8	Optical

# ActivSoundBar

THE ACTIVSOUNDBAR IS AN OPTIONAL ACCESSORY



1	AUXILLIARY IN	3	SUB-WOOFER OUT
2	AUDIO IN		

## ActivPanel

You can control the ActivPanel in the following ways:

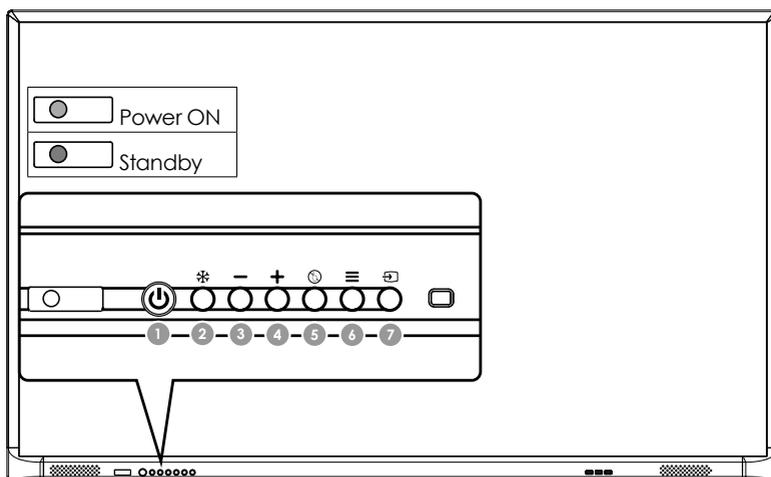
With the buttons on the control panel on the front of the device.

With the buttons on the remote control.

Using touch to manipulate menus and controls on screen.

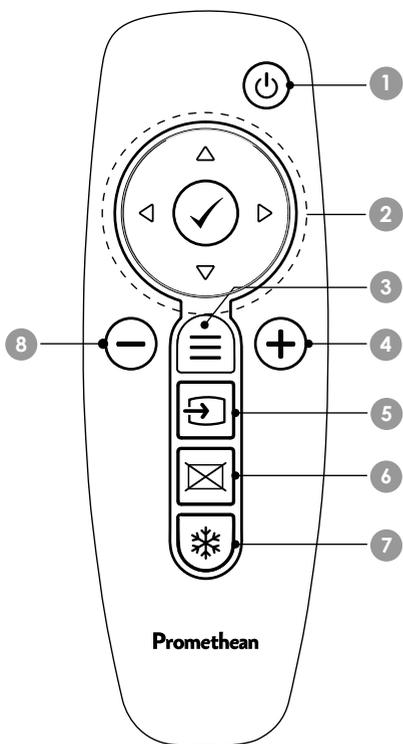
You can access basic controls, as well as On-Screen Display (OSD) menus for adjusting audio and visual settings.

## Control Panel



Basic Operation			
1	Power On/Off	5	Lock Screen
2	Freeze Screen	6	Open On Screen Menus
3	Decrease volume	7	Select Source
4	Increase volume		

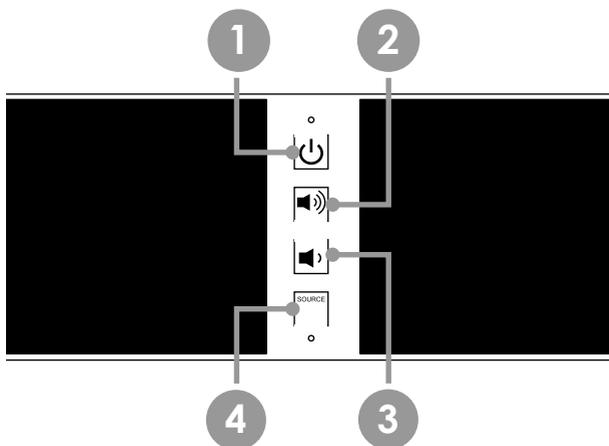
# Remote Control



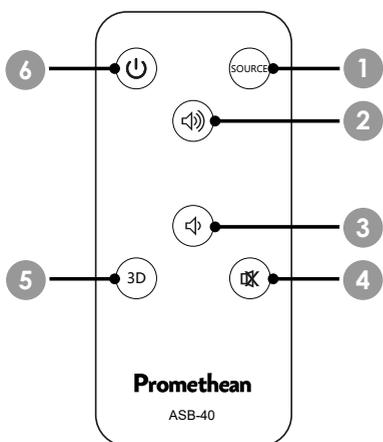
1	Power ON/OFF
2	Confirm current selection/operation
	CURSOR KEYS:UP/DOWN: select item to be adjusted LEFT/RIGHT: adjust value of selected item
3	Display OSD menus
4	Increase Volume (+)
5	Open On Screen Menus
6	Blank Screen Function
7	Freeze Screen Function
8	Decrease Volume (-)

# ActivSoundBar

THE ACTIVSOUNDBAR IS AN OPTIONAL ACCESSORY

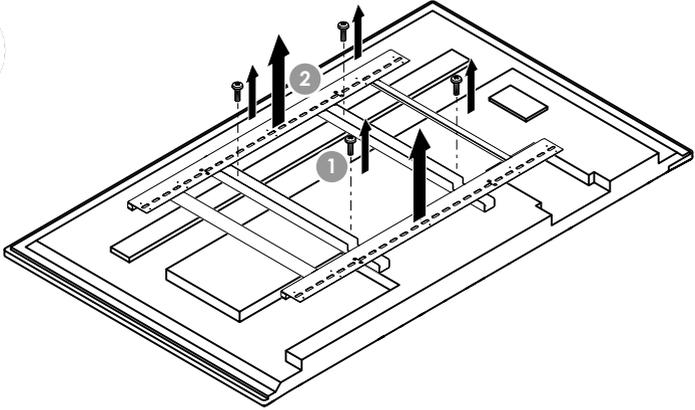


1	Power ON/OFF
2	Increase Volume
3	Decrease Volume
4	Select Audio Source

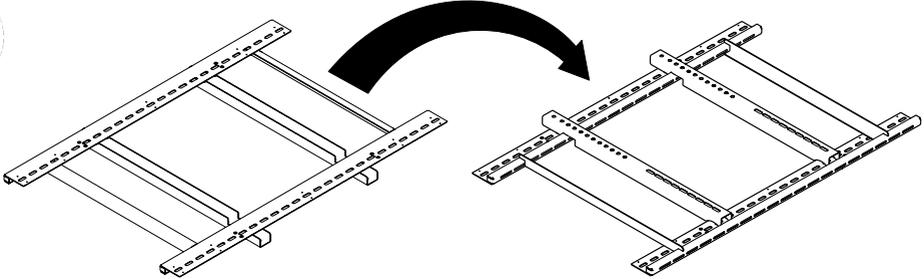


1	Select Audio Source
2	Increase Volume
3	Decrease Volume
4	Mute Volume
5	3D Sound Function ON/OFF
6	Power ON/OFF

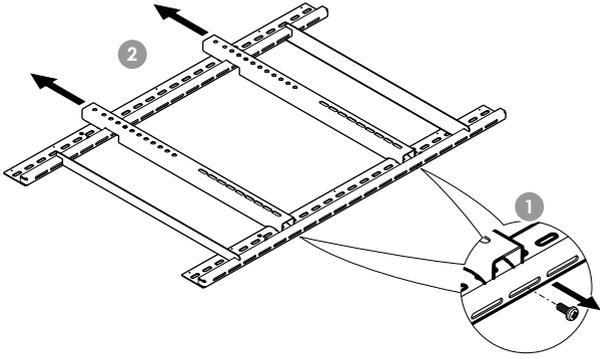
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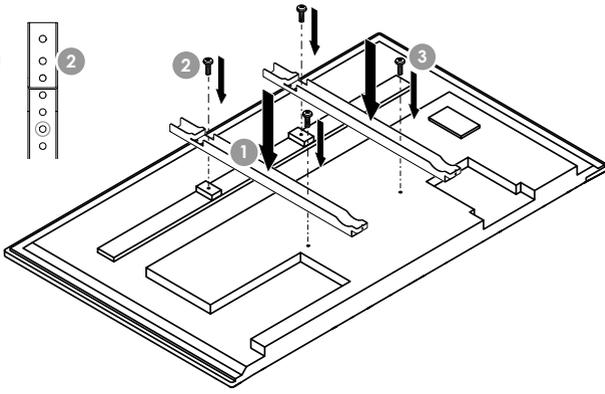
2



3

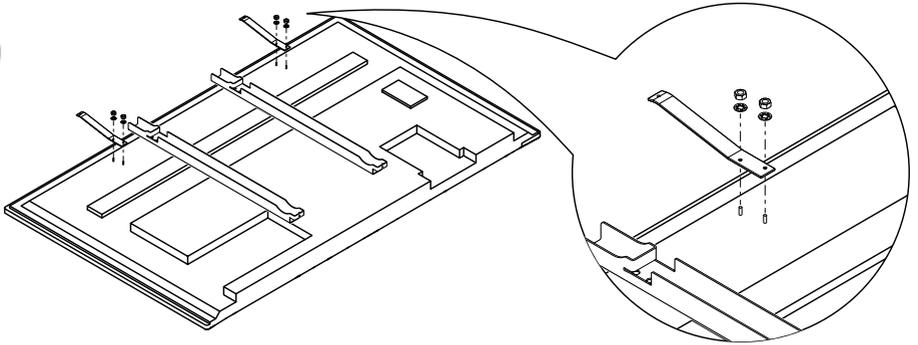


4

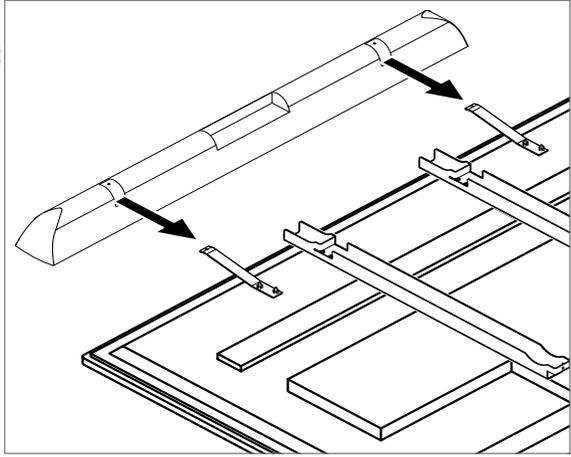


THE ACTIVOSOUNDBAR IS AN OPTIONAL ACCESSORY

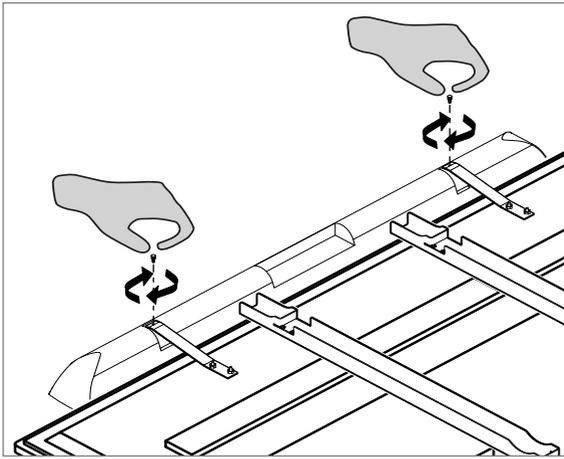
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6

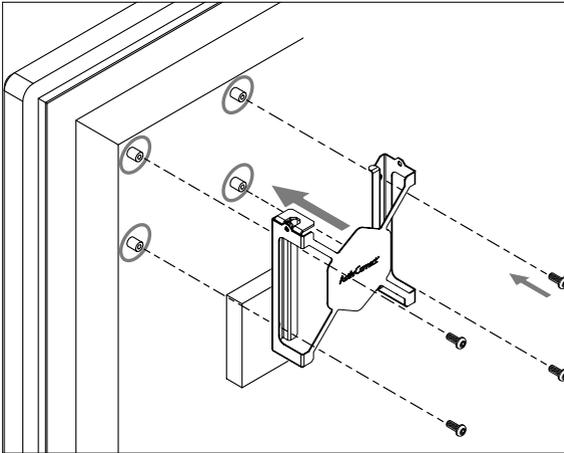


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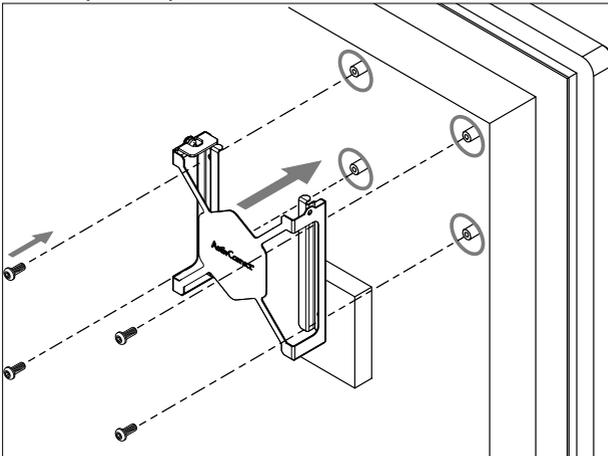


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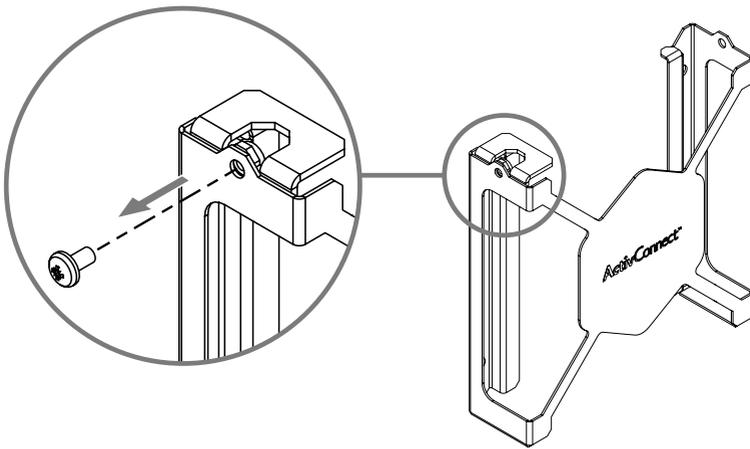
**AP5-70**



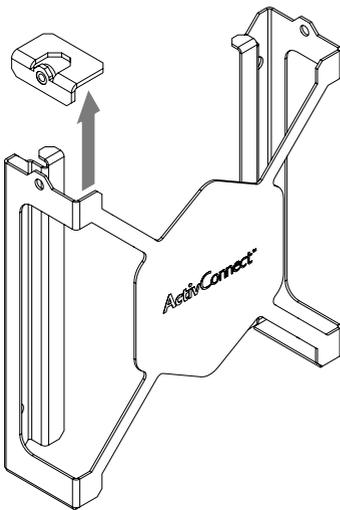
**AP5-75/75-4k/86-4k**



9

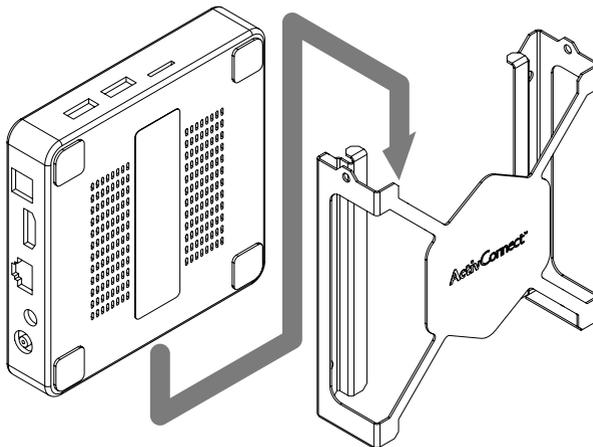


10

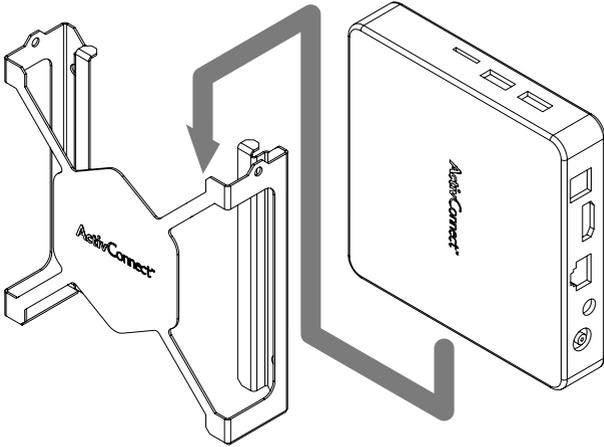


AP5-70

11

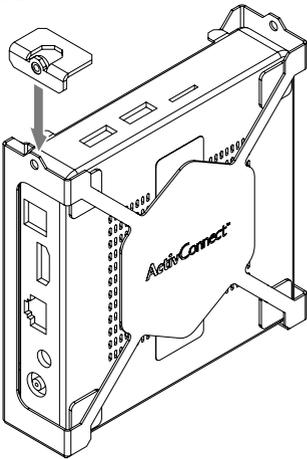


## AP5-75/75-4k/86-4k

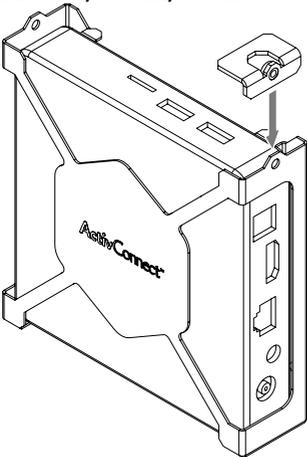


12

## AP5-70

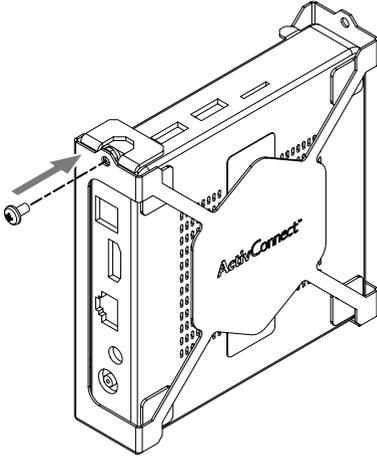


## AP5-75/75-4k/86-4k

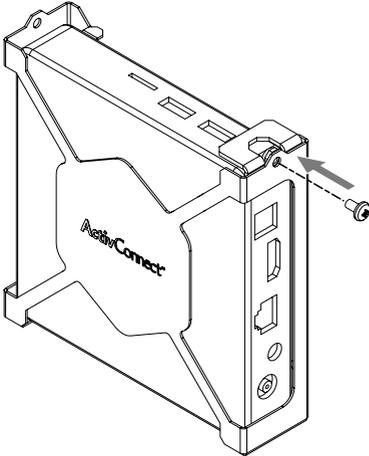


13

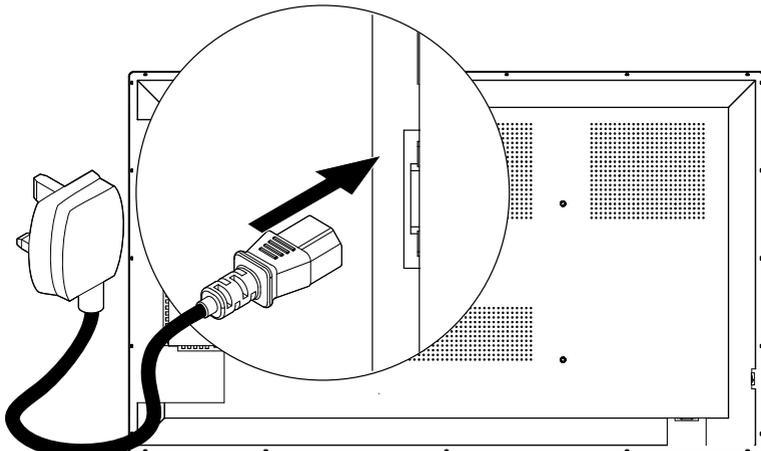
AP5-70



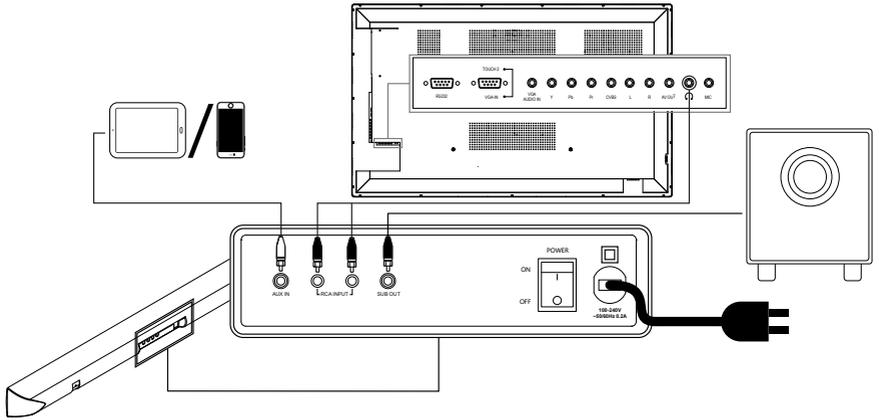
AP5-75/75-4k/86-4k



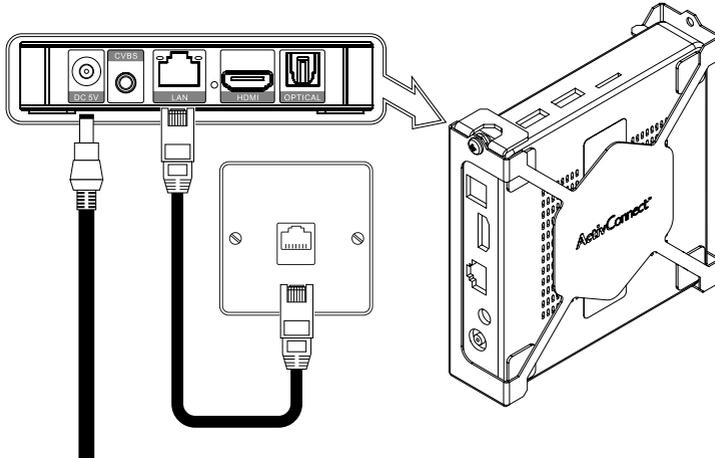
14



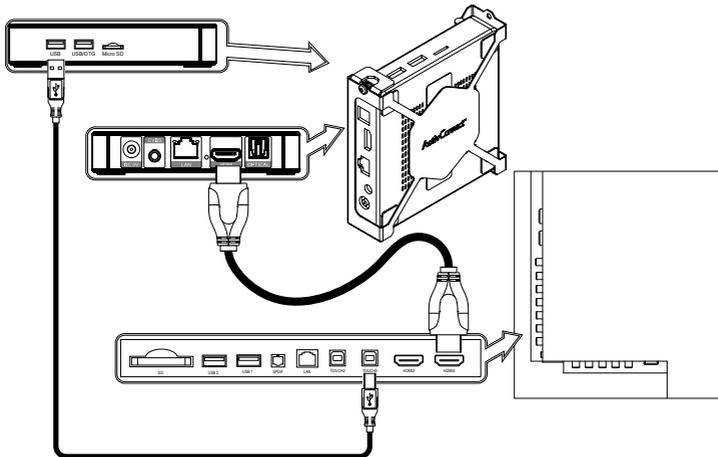
15



16

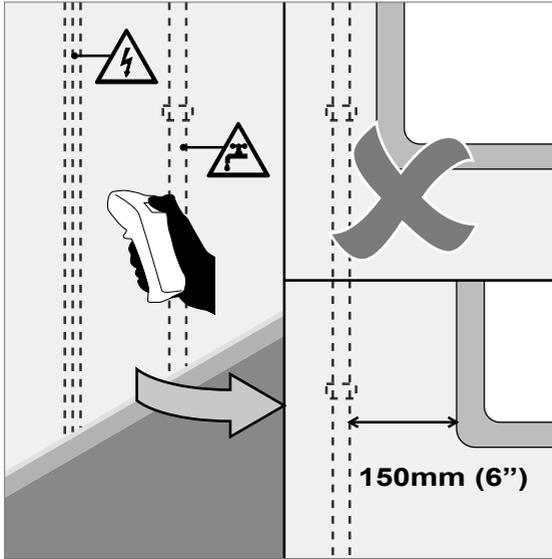


17

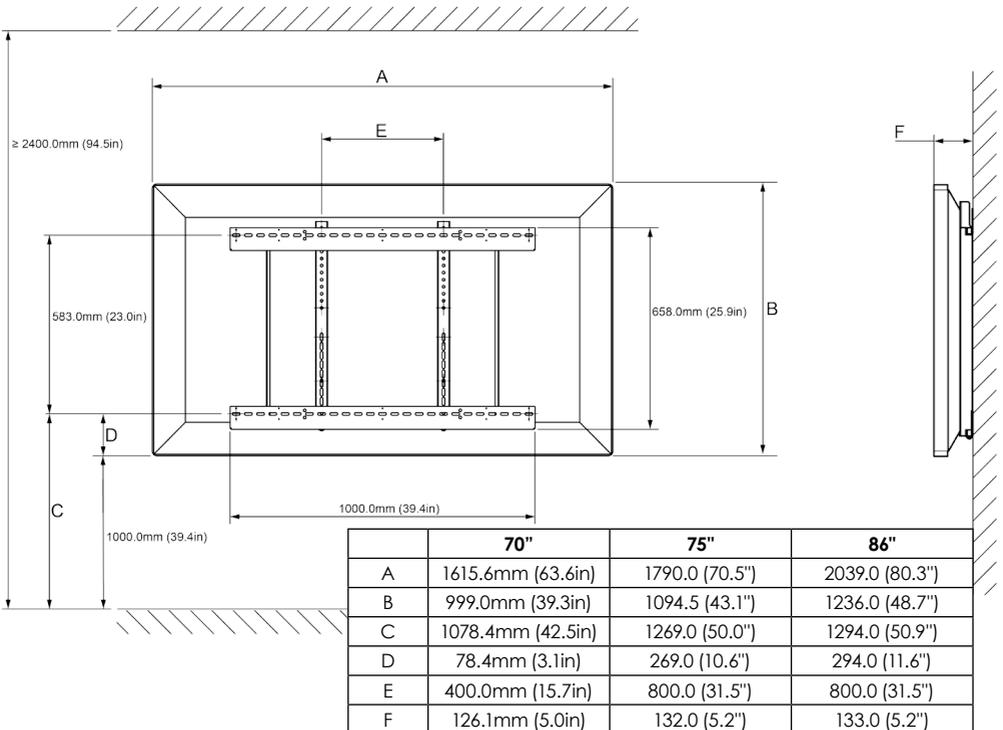


Use applicable device to detect hidden pipework in the wall.

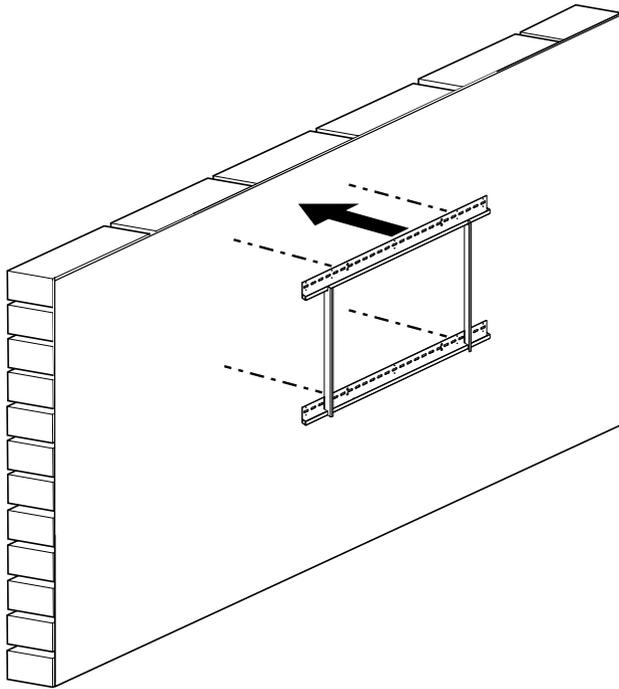
18



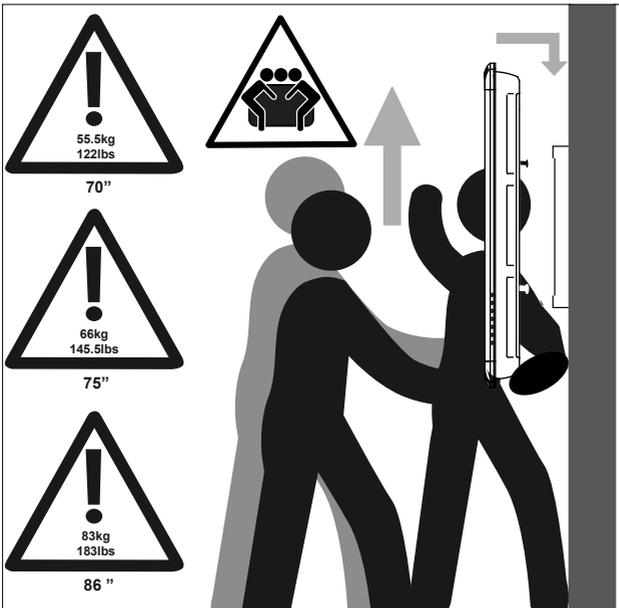
19



20

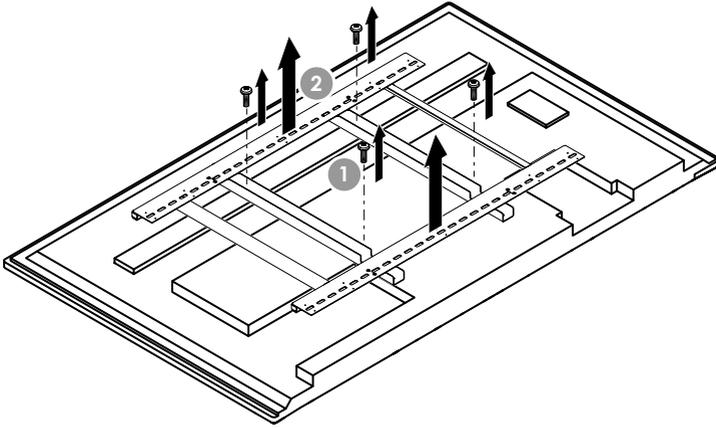


21

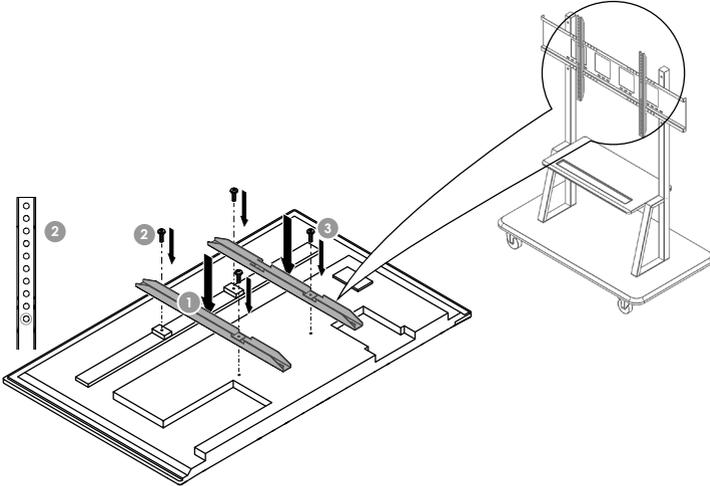


# Mounting on the APTMS

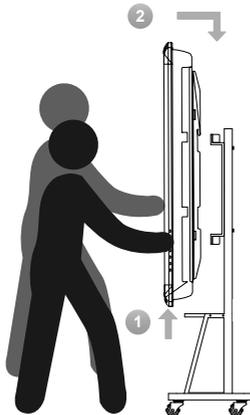
1



2

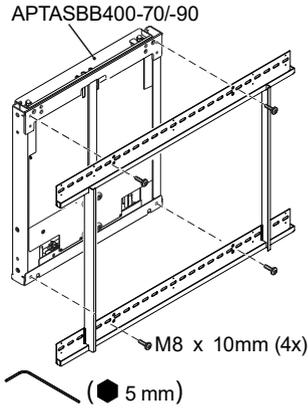


3



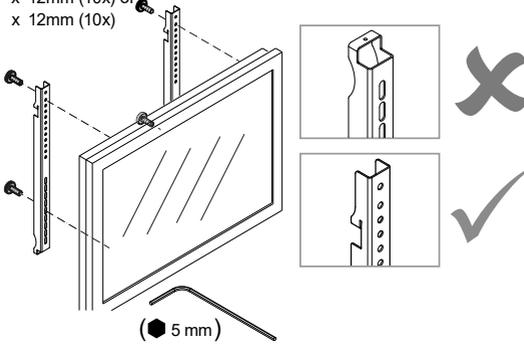
# Mounting on the APTASBB400-70/90

1

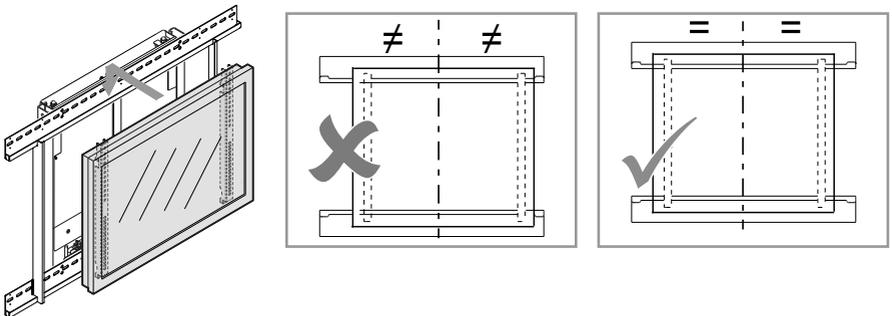


2

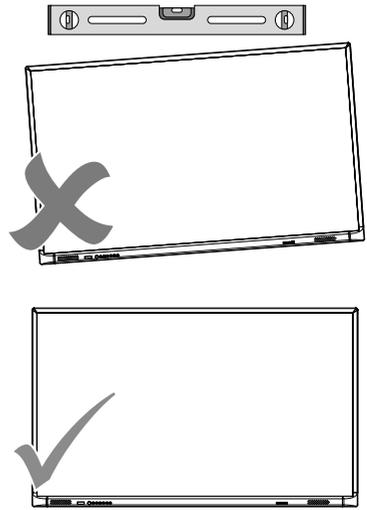
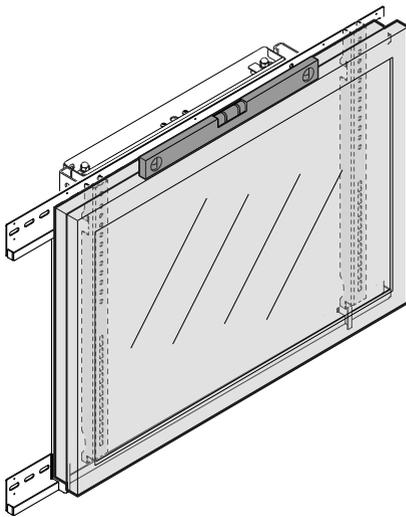
M4 x 12mm (10x) or  
M6 x 12mm (10x) or  
M8 x 12mm (10x)



3

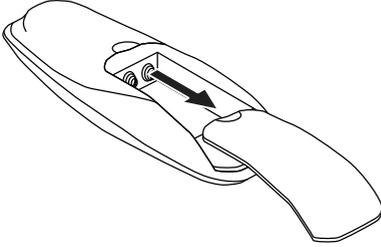


4

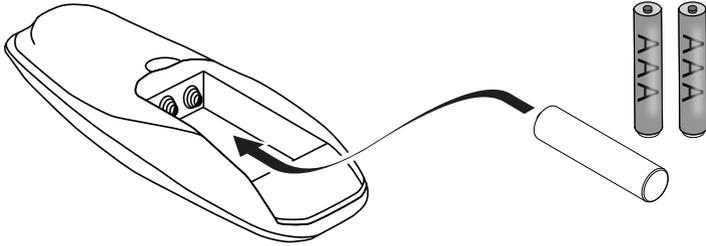


### ActivPanel Remote - Battery Installation

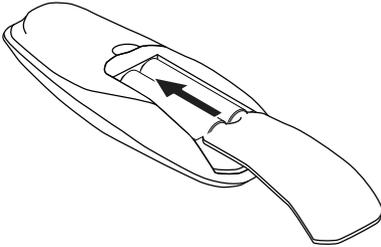
1



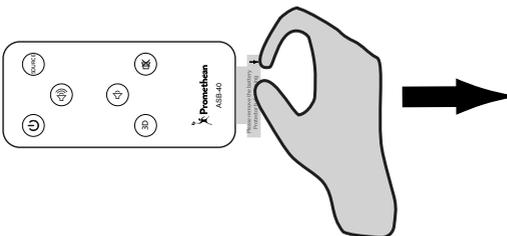
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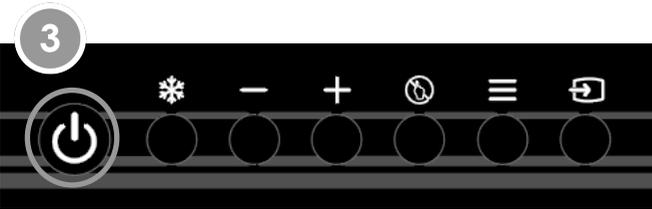
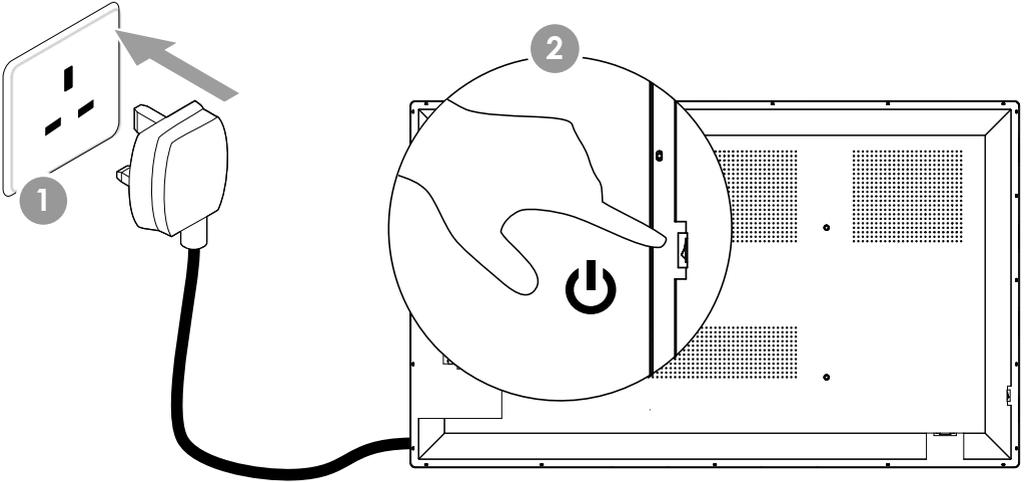
3



### ActivSoundBar Remote - Battery Activation

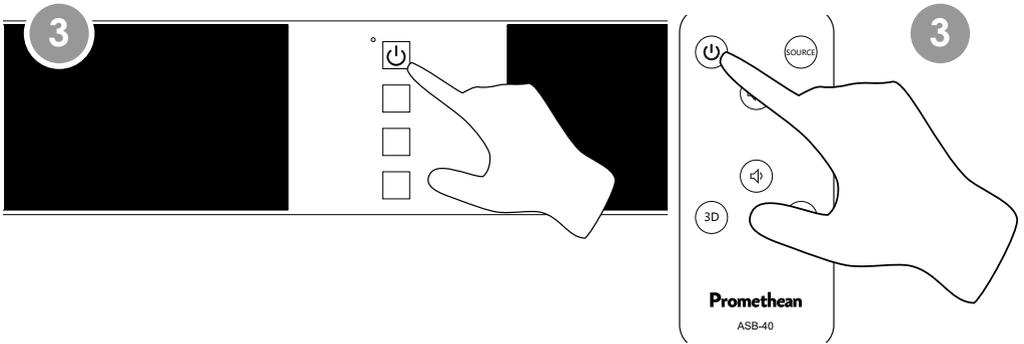
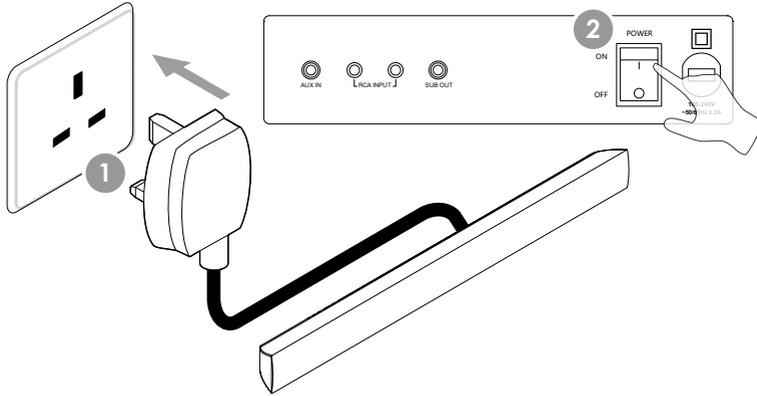


# ActivPanel - Switching On

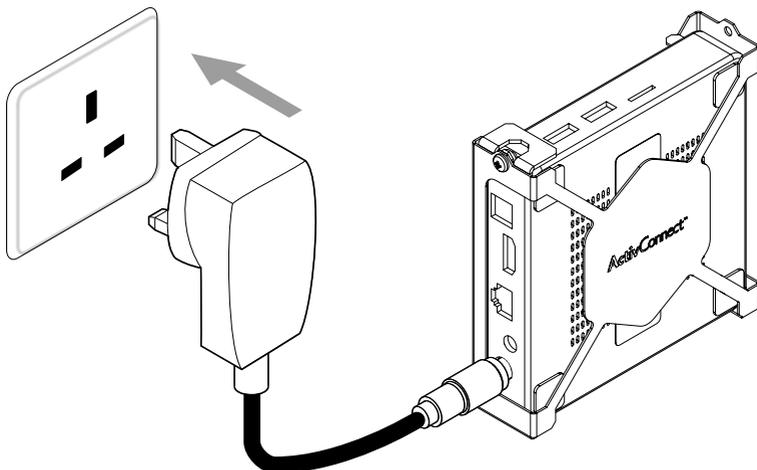


## ActivSoundBar - Switching On

THE ACTIVSOUNDBAR IS AN OPTIONAL ACCESSORY

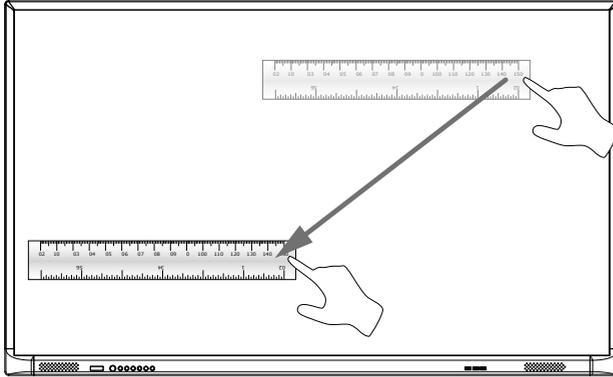


## ActivConnect G-Series Connecting Power

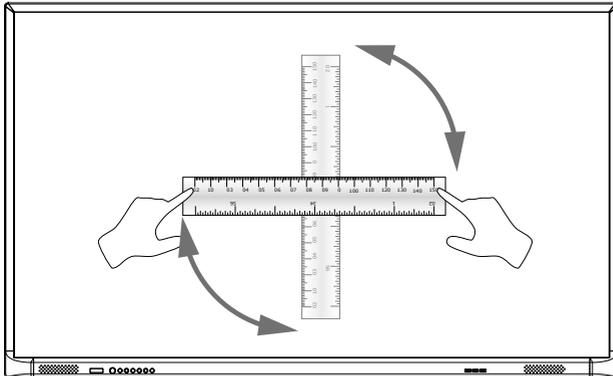


# Using Touch on the ActivPanel

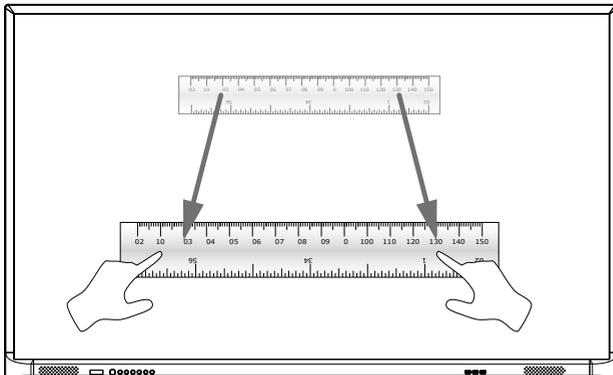
## Moving Objects



## Rotating Objects

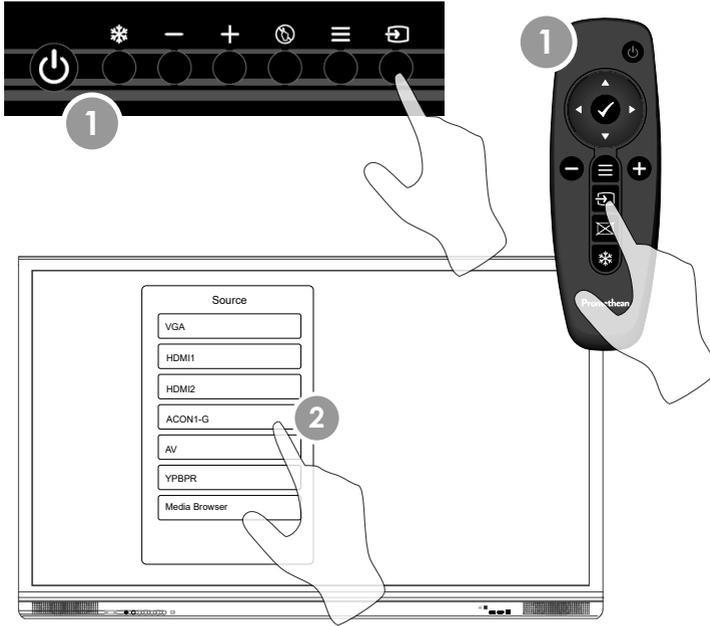


## Enlarging Objects



# Setting up the ActivConnect G-Series

## Selecting ActivConnect G-Series Source



## Connecting ActivConnect G-Series to Network



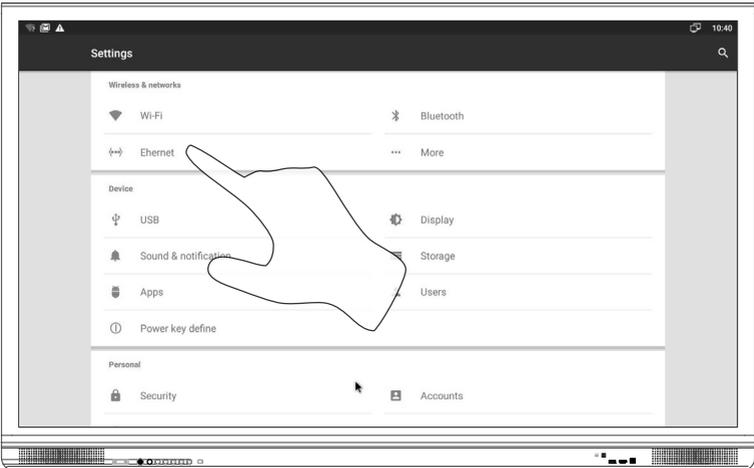
2



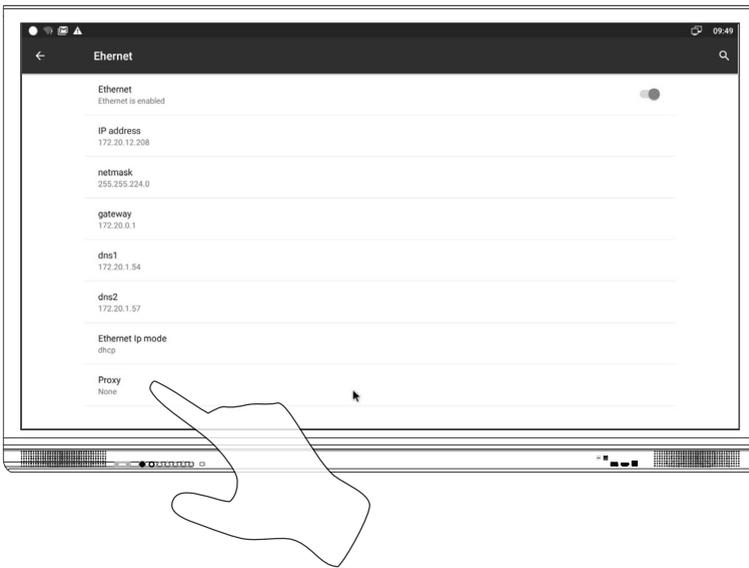
3



4



5

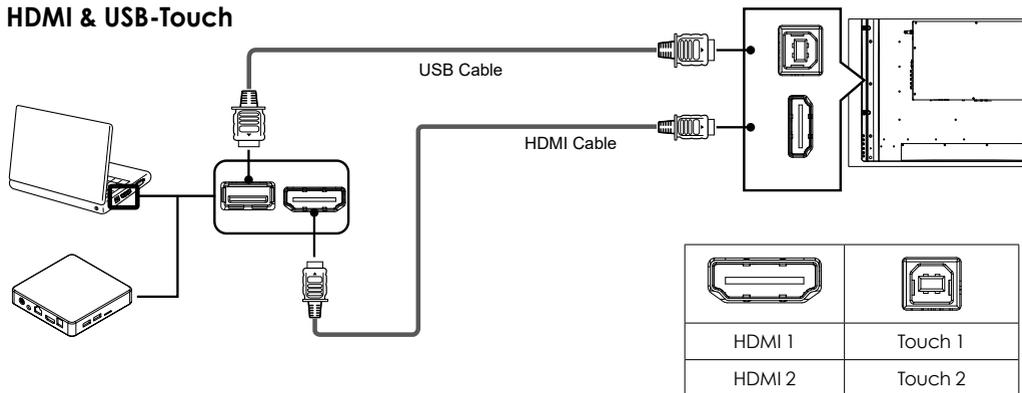


6

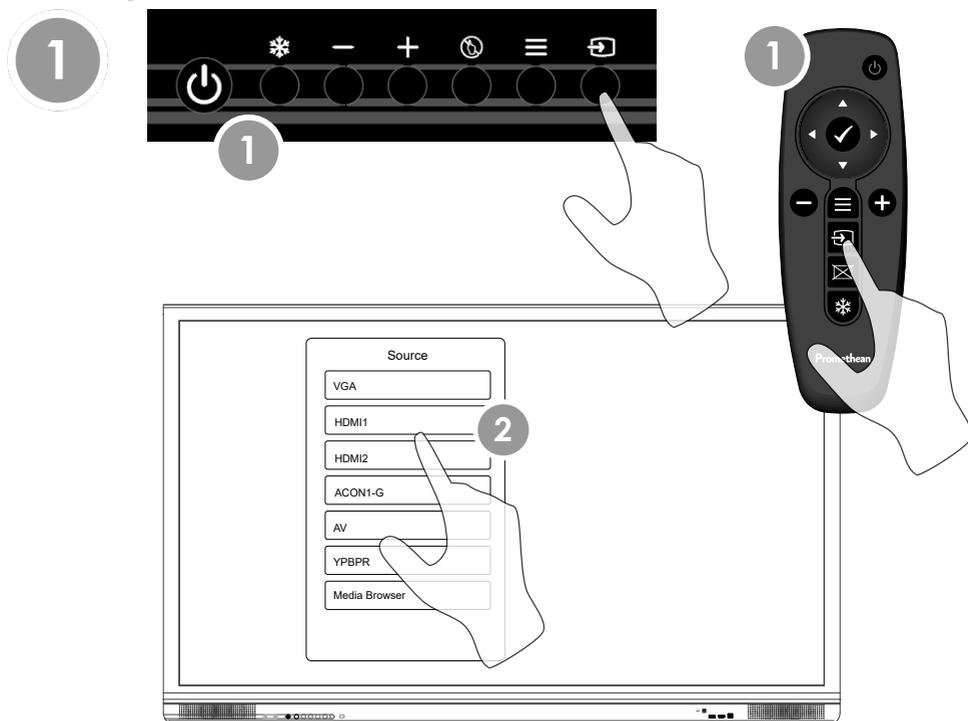


# Setting up a Laptop/Desktop Computer

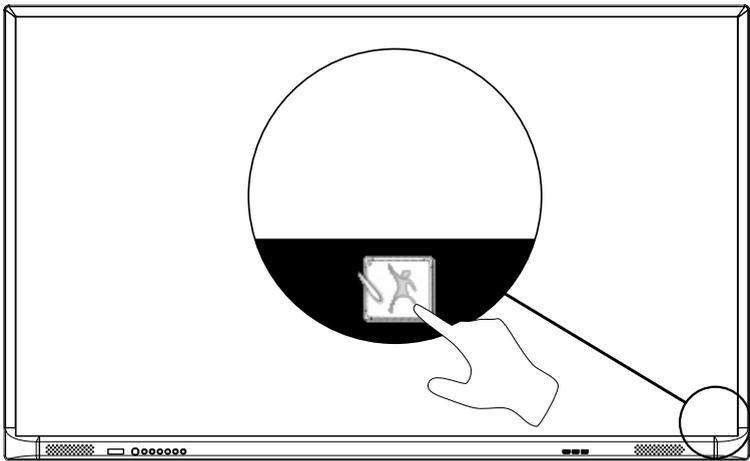
## HDMI & USB-Touch



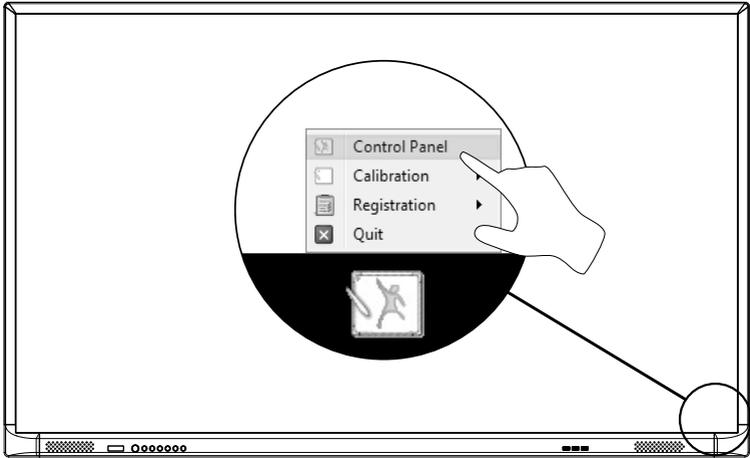
## Selecting a HDMI Source



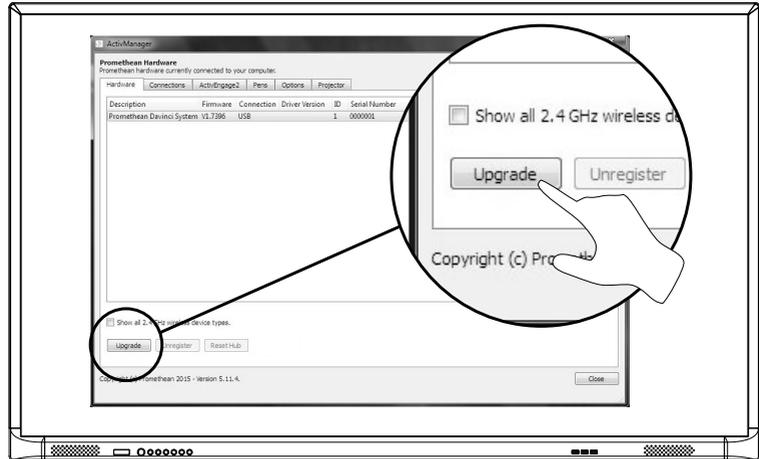
2



3



4



NOTE: ActivDriver version number must be v5.15 or later to work with the ActivPanel.

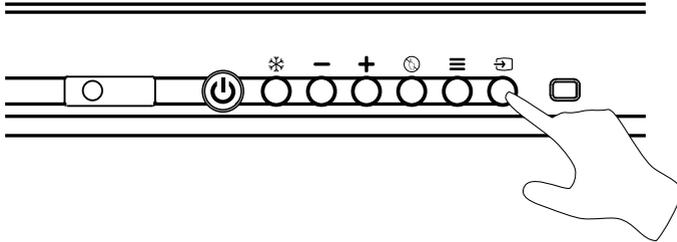
# The Media Browser

## Using the Media Browser

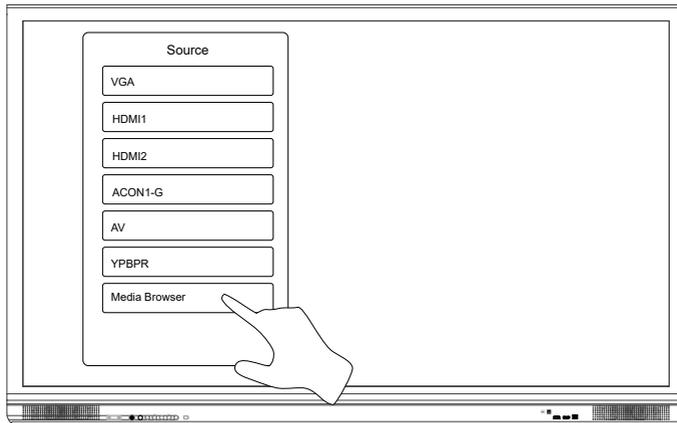
The Media Browser is used to access files on a USB flash drive or portable HDD.

- Do not remove the USB flash drive or portable HDD during the file playing process, or the device or system could be damaged.
- The system supports standard USB flash drives and portable HDDs under USB1.1, USB2.0 and USB3.0.

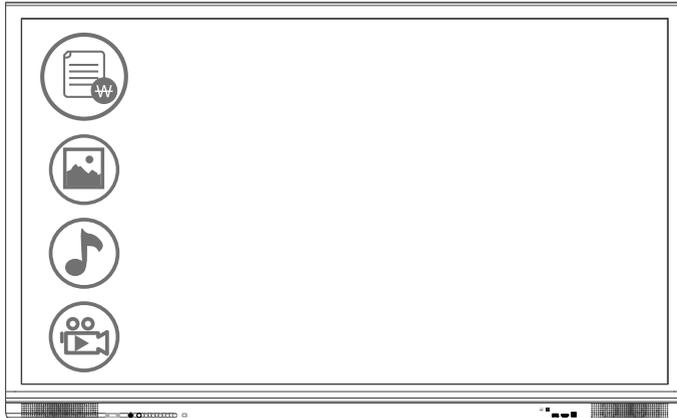
1



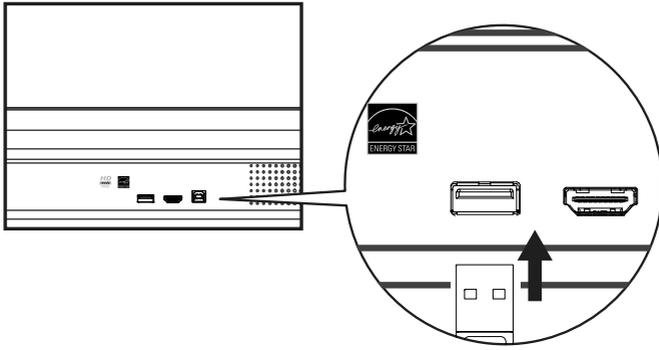
2



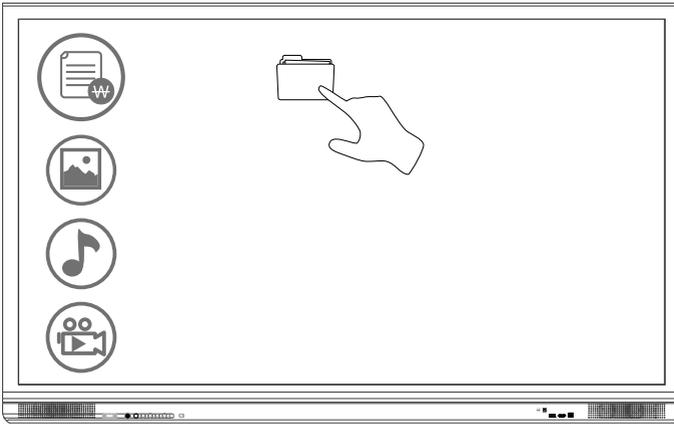
3



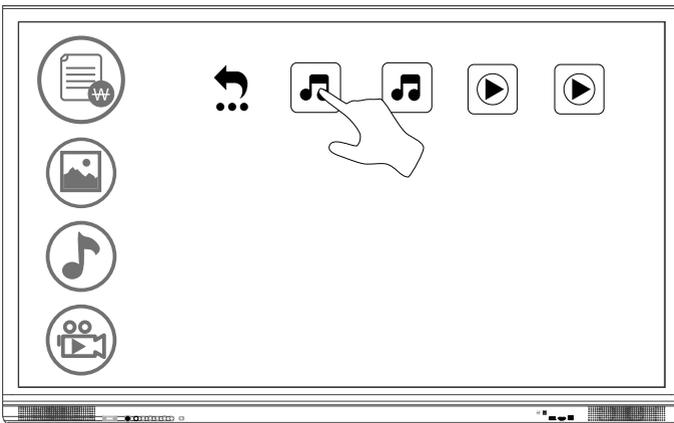
4



5



6



## Filtering Media Files

Media files can be filtered by type. The types of files that can be filtered are Pictures, Audio files and Videos. To filter, touch the icon on the left of the screen.



Show all media files



Show only Picture files



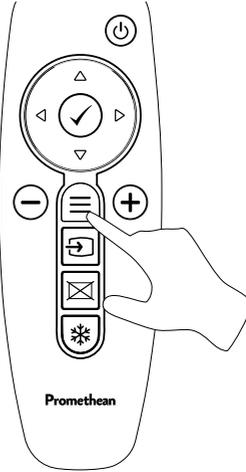
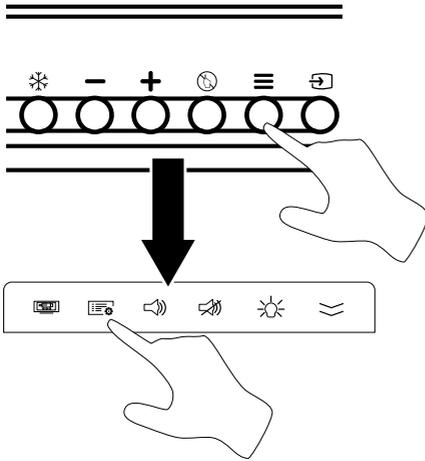
Show only Audio files



Show only Video files

## Menu Operations

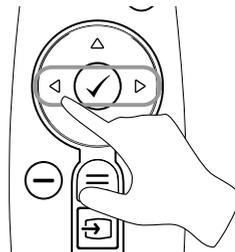
1



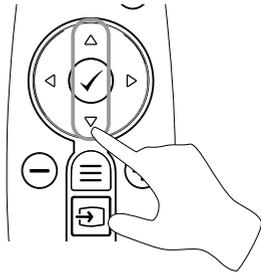
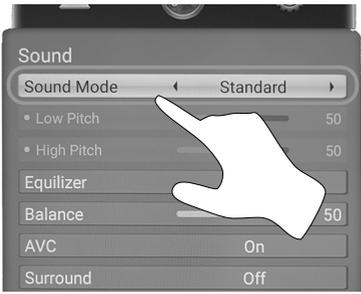
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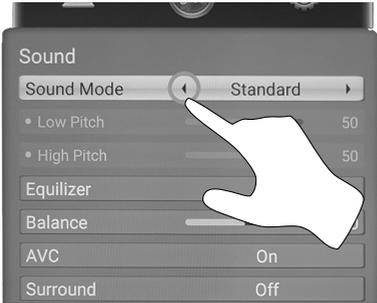
3



4



5



6



## Picture Menu

Item	Function	Description
Picture mode	Adjust the overall image effect	Standard, Soft, User or Bright
(The options below are only available when USER mode is selected)		
Contrast	Adjust the overall image layering	The greater the value (0-100), the higher the layering
Brightness	Adjust the overall image brightness	The greater the value (0-100), the higher the brightness
Hue	Adjust the colour hue	The greater/smaller the value (0-100), the greener/purpler the tone
Sharpness	Adjust the image sharpness	The greater the value (0-100), the sharper the image
Saturation	Adjust the colour depth	The greater the value (0-100), the deeper the colour
VGA Screen Adjustment		
Color temp	Adjust the overall color temperature	User, Cold, Natural or Warm
(The three options below are only available when USER mode is selected)		
Red	Adjust the amount of red color	Increase/decrease (0-100), the red value
Green	Adjust the amount of green color	Increase/decrease (0-100), the green value
Blue	Adjust the amount of blue color	Increase/decrease (0-100), the blue value
Image noise reduction	Set the noise reduction level	Middle, Strong, Off, Weak or Auto
MPEG noise reduction	Set the noise reduction level	Middle, Strong, Off or Weak
XvYcc Color		

## Sound Mode Menu

Item	Function	Description
Sound mode	Select a sound effect	Standard, Music, Movie, Sports or User
(The two options below are only available when USER mode is selected)		
Bass	Adjust the bass	Increase/decrease (0-100), the bass value
Treble	Adjust the treble	Increase/decrease (0-100), the treble value
Equalizer	Adjust the sound frequencies	Opens a sub menu screen. Increase/decrease the values to adjust the frequencies
Balance	Adjust the balance between left and right speakers	Slide to the left/right to increase the left speaker/right speaker volume (L50-R50)
AVC	Adjusts the volume depending on background noise	Off/On
Surround	Set the audio to surround sound	Off/On
SRS	Sets the audio to 3d sound	Off/On
SPDIF output	Sets the digital output	Off/RAW/PCM

# Setting Menu

Item	Function	Description
Language setting	Set the required language	Opens a sub menu screen. Choose the required language from the list.
Menu time	Set how long the menus are displayed	5s, 10s, 15s, 20s, 30s, or Always
HDMI Related Settings	Adjust settings related to the HDMI	Opens a sub menu screen. (See separate table below)
Source scan	Set if the panel scans for connected devices	Manual/Automatic
Movie mode		Off/On
Backlight setting	Adjust backlight settings	Opens a sub menu screen. (See separate table below)
Boot setting	Set how the panel should boot up	Opens a sub menu screen. (See separate table below)
Temperature setting	Set the unit of temperature to be displayed on the menu	Centigrade/Fahrenheit
Restore to default	Restore the factory default settings	Opens a dialog window OK/Cancel
No signal shutdown	Set if the panel shuts down if no source signal is found	Off/On
Version:	Shows the current panel firmware version	

## HDMI Related Settings

Item	Function	Description
Color range	Set the displayed color range	Auto
HDMI-CEC	Consumer Electronics Control	Off/On
(The two options below are only available when HDMI-CEC is On)		
CEC standby	Set the control of devices connected via the HDMI port	Off/On
CEC device list	Lists all the CEC compatible devices connected to the HDMI port	

## Backlight Setting

Item	Function	Description
Backlight mode	Set the backlight display mode	Standard, Eye Protection, Auto
Backlight level	Set the brightness of the backlight	Increase/decrease (0-100), the backlight value
Light reponse speed	Set the speed at which the backlight responds to changes in the ambient light	Slow/Fast

## Boot Setting

Item	Function	Description
Boot source	Sets the source the panel boots to when switched on	Last Channel/Fixed Channel
(The option below is only available when source is set to FIXED CHANNEL)		
Fixed source	Set the source the panel will always boot to when switched on	OPS, HDMI1, HDMI2, HDMI3, AV, YPBPR, Media Browser, VGA
OPS start up		Any Source/Only OPS Source
WOL	Set if panel can be switched on by a network message	Off/On
(If WOL is set to ON then the network address will be displayed below the WOL setting)		

## ActivPanel and ActivSoundBar

Unplug the power cable from the socket before cleaning

Do not use volatile solvents (such as alcohol, rosin, and toluene). These types of chemicals might damage the housing.

### Cleaning the Bezel And Remote Control

Use a 100% cotton cloth or micro-fiber cloth for cleaning.

If the remote control or bezel is dirty to the point where you cannot simply dry wipe it, please lightly dampen the cleaning fabric with clean water and wipe it.

Use only lightly dampened fabric to avoid malfunction and possible permanent damage to electronic components.

Finally, wipe dry with a dry micro-fiber cloth or 100% cotton cloth.

## Warranty, Registration and Support

### WARRANTY

- Promethean is confident in its product quality and to support this, offers an exceptional warranty for its parts and materials to be free of defects from date of installation (when registered) please visit the following link for the warranty for your region. <https://www.prometheanworld.com/products/warranty-activcare>
- For full warranty terms and conditions please visit: <https://www.prometheanworld.com/downloads/product-pages/warranty/File-PrometheanHardwareWarrantyTermsConditions-181184.pdf>
- The installation of this product should be completed by a suitably competent person. Promethean cannot warrant any fault occurring due to improper installation.
- This product is designed and manufactured to operate within defined design limits.
- Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect the warranty.

### REGISTRATION

- To ensure you maximize the standard warranty offered or if you have purchased an enhanced warranty and need to activate it, please register the product within 90 days of installation at:  
<http://registration.prometheanworld.com>

### SUPPORT

- If your Promethean product suffers a fault, please visit our Support Portal for initial troubleshooting:  
<https://support.prometheanworld.com>
- If the troubleshooting does not correct the fault, please contact Promethean Technical Customer Support via our Support Portal: <https://support.prometheanworld.com/contact>

## ActivPanel

If your ActivPanel is not operating correctly, please check the following table before contacting Technical Customer Support.

Problems	Solutions
No sound	<ul style="list-style-type: none"><li>• Try increasing the volume of the speaker.</li><li>• Check that the ActivPanel is not turned off.</li><li>• Check the ActivPanel volume level.</li><li>• Make sure the correct input is selected.</li><li>• Make sure the correct cables are properly connected.</li></ul>
Remote Control does not work	<ul style="list-style-type: none"><li>• Make sure the batteries are correctly inserted.</li><li>• Take the batteries out and clean the terminals in the remote and the ends of the batteries.</li><li>• If reinserting the battery has no effect, please replace the battery.</li></ul>
No power	<ul style="list-style-type: none"><li>• Make sure the AC power cable is securely connected to a power outlet.</li><li>• Make sure the AC socket is properly connected.</li><li>• Try another electrical device on the power outlet to ensure that there is an electrical current.</li></ul>

## ActivSoundBar

If your ActivSoundBar is not operating correctly, please check the following table before contacting Technical Support.

Problems	Solutions
No sound	<ul style="list-style-type: none"><li>• Try increasing the volume of the speaker.</li><li>• Check that the ActivSoundBar is not turned off.</li><li>• Check the ActivSoundBar volume level.</li><li>• Make sure the correct input is selected.</li><li>• Make sure the correct cables are properly connected.</li></ul>
Remote Control does not work	<ul style="list-style-type: none"><li>• Make sure the battery is correctly inserted.</li><li>• Take the battery out, press the buttons once or twice, then reinsert the battery and try again.</li><li>• If reinserting the battery has no effect, please replace the battery.</li></ul>
No power	<ul style="list-style-type: none"><li>• Make sure the AC power cable is securely connected to a power outlet.</li><li>• Make sure the AC power cord is securely connected to the power connector.</li><li>• Try another electrical device on the power outlet to ensure that there is an electrical current.</li></ul>
Speaker emits buzzing or humming sound	<ul style="list-style-type: none"><li>• Make sure both ends of the audio cable are properly connected.</li><li>• Test the sound bar with another audio cable.</li><li>• Test the sound bar with another audio device.</li></ul>

## ActivPanel

### United States of America

NOTE: AP5-70 equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules.

AP5-75, 75-4k, 86-4k 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

AP5-70 Class A digital apparatus complies with Canadian ICES-003.

AP5-75, 75-4k, 86-4k Class B digital apparatus complies with Canadian ICES-003.

AP5-70 appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

AP5-75, 75-4k, 86-4k appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### EU

Promethean hereby declare that the equipment is in compliance with the Low Voltage Directive 2014/35/EU and the Electromagnetic Compatibility Directive 2014/30/EU.

The device meets the following compliance standards: EN 55032, EN 55024 and EN 60950-1.

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

**WARNING:** AP5-70 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.

AP5-75, 75-4k, 86-4k are 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.



## United States of America

### **FCC ID:QAM018**

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.

## Canada

### **IC:5459A-018**

Canada – Industry Canada (IC)

This device complies with RSS 210 of Industry Canada.

Operation is subject to the following three 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.
3. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons.

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.
3. L'antenne (s) utilisée pour ce transmetteur doit être installée pour fournir une distance de séparation d'au moins 20 cm de toute personne.

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.

Italy: For private use, a general authorisation is required if WAS/RLANs 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.

## 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 the 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 and, if not installed and used in accordance with the instructions, 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 turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an output on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes and Modifications not expressly approved by Promethean can void your authority to operate this equipment under Federal Communications Commissions rules.

## Canada

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

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

## EU

Promethean hereby declare that the equipment is in compliance with the Low Voltage Directive 2014/35/EU and the Electromagnetic Compatibility Directive 2014/30/EU.

Please contact Promethean for a full copy of the EU Declaration of Conformity.

## Waste Electrical and Electronic Equipment (WEEE)

Correct Disposal of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

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



# Touchboards

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