LED Interactive Multi-Touch Display

User Manual

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

V901.20140901Please properly keep the manual for further reference. This is the general user manual for all interactive panels. Therefore, it may be different from the actual product.

Qomo HiteVision, LLC

www.qomo.com

Table of Contents

NOTICE 4
Mounting Requirements 5
- Bearing 5
- Ventilation 5

Introduction 7
- Characteristics 7
- Outer Appearance 8
- Interface Panel 10
- Functions of Remote Controller 11

Basic Operation 12
- Start Up 12
- Shutdown 12
- Software Installation 13
- Software Uninstall 13
- Software Calibrate 14

Assemble OPS Computer 18
Smartbar 18
Home Page 19
Task Manager 21
White Board 22
Gallery 25
File Manager 26
System Settings 28
- Set Time/Date 29
- Net State 30
- Input Method 33
- Printer 34
- Language 35
- Clear Screenshots 35
- Auto Brightness 36

Restore Default Setting 37
Browser 38
Programs 39
- Calculator 40
- Clock 40
- Music 41
- ES File 41
- Temperature Measuring 42

Select Signal Channel 42
Menu 43
- Picture 43
- Sound Mode 44

Setting..... 45
Time..... 45
Parent Control..... 46
ECO Mode..... 46
Serial Port Control..... 47
Specifications of PC Mode (VGA Input)..... 49
Formats Supported by USB Mode..... 50
FAQ & Troubleshooting..... 50
Maintenance Tips..... 53
Specifications..... 53

NOTICE

- Install or place components of which power supply voltage is high enough to cause personal injury in places out of the reach of children.
- Do not use any types of power cables other than the one provided together with the product to prevent the product from being damaged.
- Do not open the enclosure unless you are a professional maintenance engineer to prevent an electric shock.
- Check if the electric supply voltage complies with the product's receiving power supply before use. Disconnect the product from the power supply if the product is not to be used in a long period of time.
- Use a three-phase power socket and ensure that it is properly grounded.
- Disconnect the product from power supply and stop using it if you sense any abnormal sound or smell emitted by the product. Find a professional maintenance engineer to service it.
- Do not let any liquid and metal object go into the product. If any liquid or metal object goes into the product, cut off the power and find a professional maintenance engineer to handle it.
- Do not place the product on an unstable stand, bracket or table. Otherwise, it may fall off and cause personal injury.
- Move the product carefully to prevent it from being hit or squeezed, especially the display part, which may cause injury if broken.
- Mount the product as instructed and using only mounting accessories recommended by the manufacturer.
- The product can only be mounted on a concrete wall, solid wall and wood plank wall that can bear over three times of the weight of the interactive panel. Ensure proper ventilation. You should assess the bearing capability of the wall before mounting the product on a special wall such as a steel-structure, hollow, glass or marble wall.

Mounting Requirements

Bearing

You can choose the potable or wall mounting method according to your needs. Wall mounting can substantially save the space.

If you choose portable mounting, use the mounting rack or support. If you want to use a self-made mounting rack, the bearing capacity of the rack should be at last four times of the actual weight of the display. The bearing capacity of the mounting support must be at least four times of the actual weight of the display to ensure steadiness of the interactive panel.

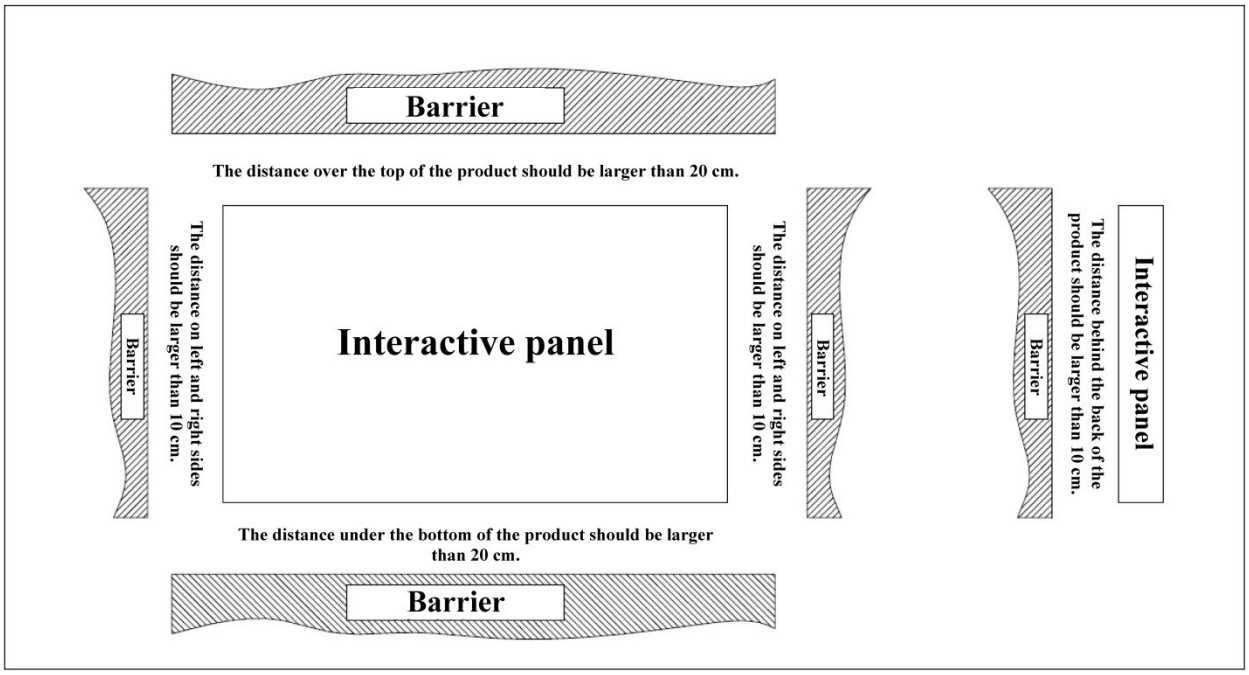
When you choose wall mounting, the bearing capacity of the mounting surface must be at least four times of the weight of the display. When the mounting surface is a wall or ceiling of a building, the wall must be built with solid bricks, concrete or materials of equal intensity. If you need to mount the display on a loose surface such as an old brick wall, wood plank wall, solid brick wall, metal or non-metal structure wall, or a wall with a thick decoration layer, take necessary consolidating measures to ensure that the display is steadily mounted.

Ventilation

Ventilation requirements	Distance to the mounting surface (cm)			
Nominal power	Left and right sides	Top	Bottom	Back
Larger than 100W	10	20	20	10

Note: If the product is mounted inside a wall or a cabinet, in addition to the above-mentioned requirements, the area of ventilation holes at the bottom, top and two sides must be at least 50% of the sealing surface to ensure proper ventilation.

Figure:



* See CAS 132-2006

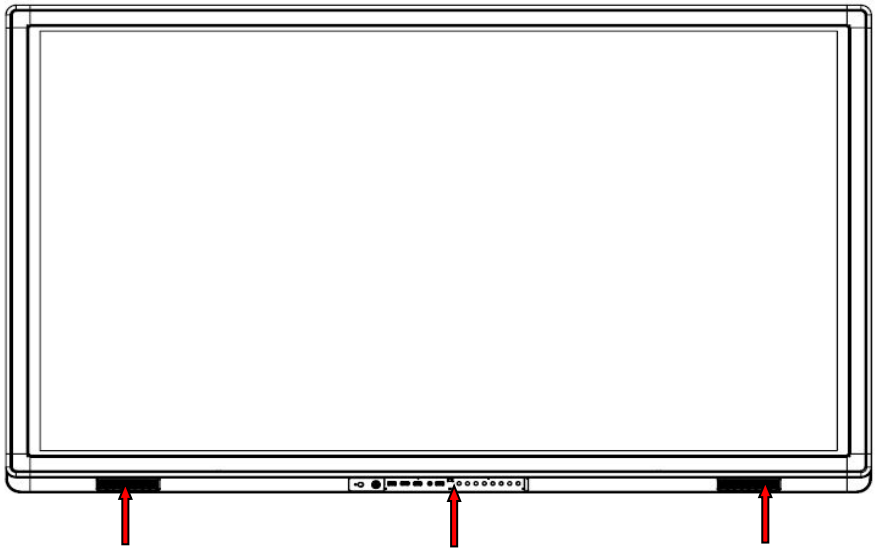
Introduction

Thank you for buying Interactive touch screen. As our latest independently developed and produced human-machine interactive products, the Interactive touch screen are multi-functional teaching displays for interactive teaching, digital demonstration, multi-media presentation, touch operations and handwriting. They are well designed and produced to meet needs of education applications, and provide a user-friendly experience, digital intelligent control as ideal apparatus for modern education. You can use your fingers or opaque objects to write, edit and delete any things on them.

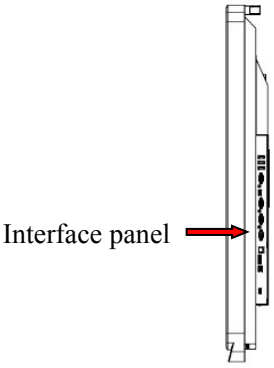
Characteristics

- Specially designed for teaching and meeting systems
- Integrating user management module to realize user adding/deleting, switching and user information customized functions that coincide with users' preference
- Adopting infrared array scanning and sensing technology, HID drive-free, plug-and-play
- Outstanding display edit functions, supporting instant editing
- Multiple optional pens, width and colors; simulative brushes that are vigorous
- Multiple backgrounds, supporting customized background with any images and graphs inserted
- Support dual-point touch and multi-finger roaming; simulative mouse operation
- Supporting identification of handwritten Chinese, English, number and special characters
- Supporting conversion of handwritten files into other formats including PDF, JPEG, GIF, PNG, TIFF and BMP
- Intelligent geometric figure identification, able to identify multiple figures with high recognition rate and multi-pen identification
- Vector-based graphic processing with high compression rate and low distortion
- ECO back-light mode, lower power consumption
- High luminance and contrast display to ensure clear display under straight light or in outdoor environment
- Supporting SD card

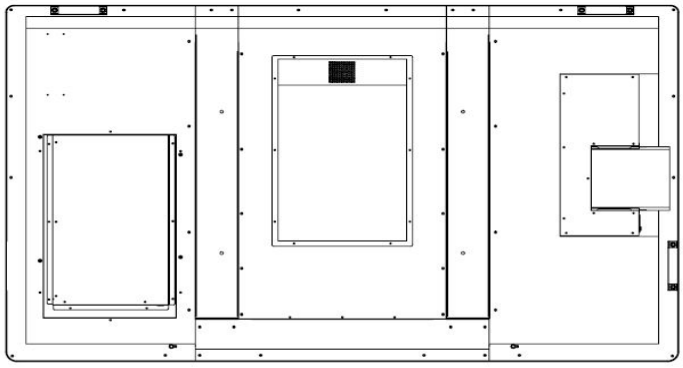
Outer Appearance



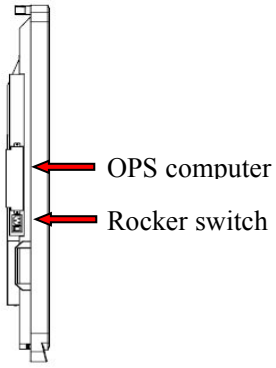
(Front view)



(Left view)



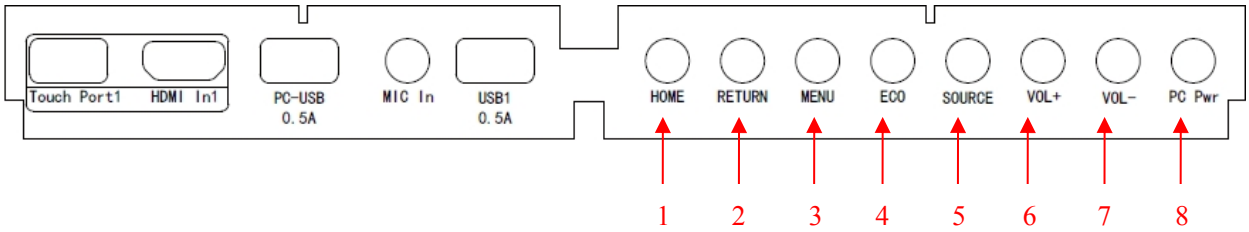
(Rear view)



(Right view)

(Front view)

Control panel



1]. HOME: Open the Android home page.

2]. RETURN: Go back or return to the parent menu.

3]. MENU: Show or hid menu. .

4]. ECO: Switch over to ECO, Auto or Standard mode.

5]. SOURCE: Show or exit from the list of signal sources.

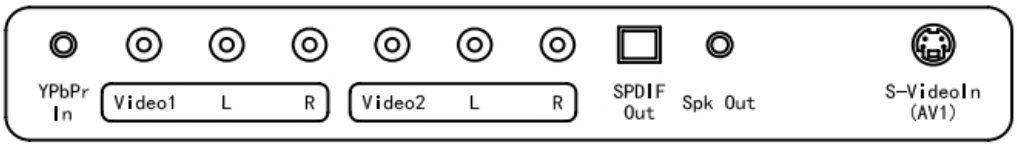
6]. VOL+: Increase the volume.

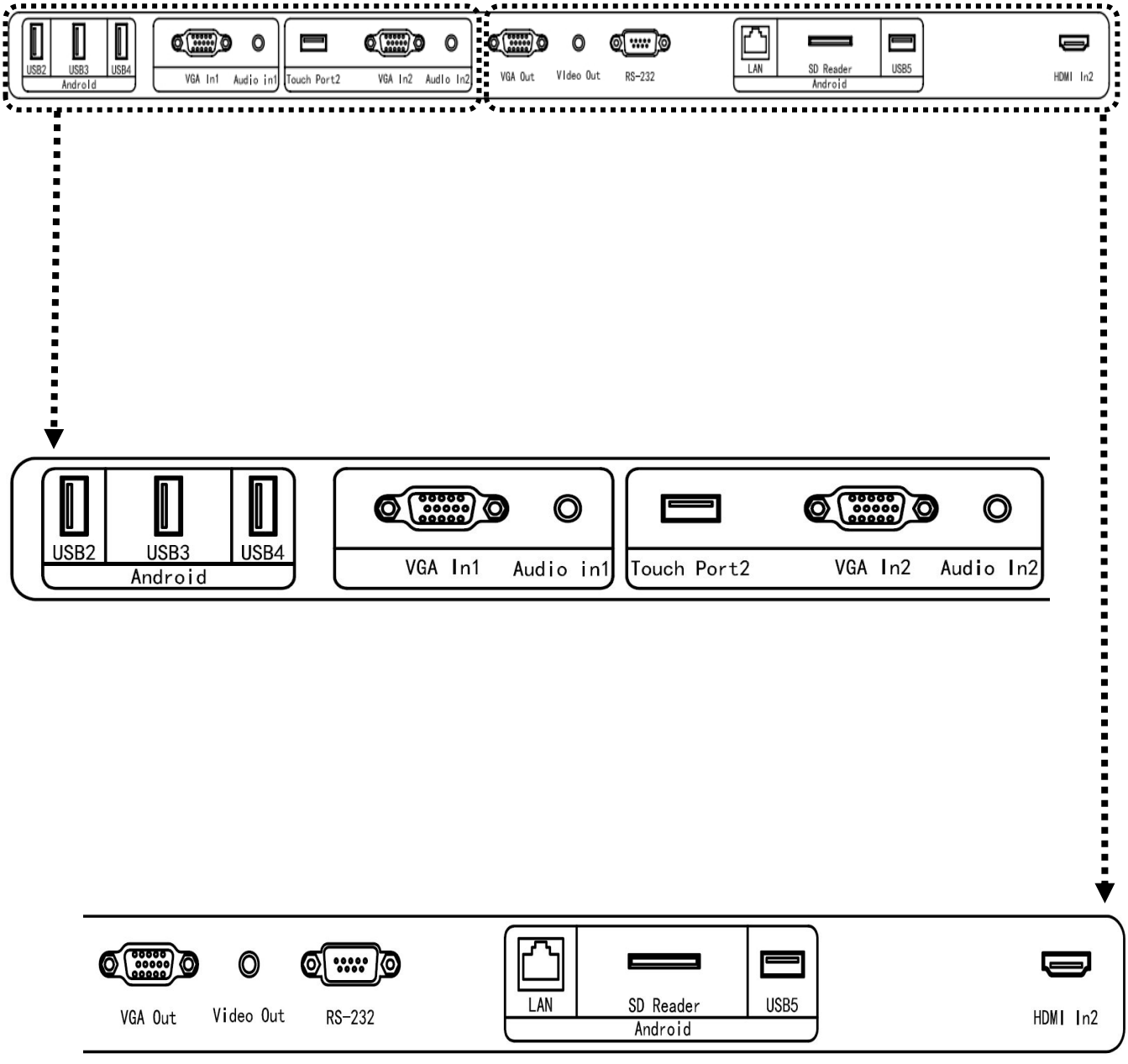
7]. VOL-: Decrease the volume.

8]. PC Pwr: Turn on/off the OPS computer.

9]. Touch port 1 only supports 2m USB cable.

Interface Panel





Functions of Remote Controller

1]. : On or standby

2]. : Mute

3]. 0--9: Select TV channel or enter number

4]. : Open the Android home page.

5]. : Go back or return to the parent menu.

6]. : Show or hid menu.

7]. : Show or exit from the list of signal sources.

8]. : Enable Alone mode.

9]. : Freeze.

10]. : Up/Down/Left/Right direction buttons

11]. : Confirm.

12]. : Capture screen shots.

13]. : Show the current signal source. You cannot show it in Android.

14]. : Adjust screen displaying.

15]. : Open WIFI on the computer.

16]. : Change the display mode.

17]. : Turn to the previous page on white board software and PPT.

18]. : Turn to the next page on white board software and PPT.

19]. : Open white board software.

20]. : Switch over to VGA signal source.

21]. : Switch over to HDMI signal source.

22]. : Switch over to OPS computer signal source.

23]. : Zoom up and down.

Basic Operation

Start Up

- Power the interactive panel with a 100-240V 50/60Hz AC power supply.
- Connect the panel to the power supply. Switch on the rocker switch (on the left of the rear of the panel, next to the power cable port) to enter the standby status. The power LED turns red.
- Press **Power** on the control panel or **Standby** on the remote controller to turn on the interactive panel. The OPS computer is started. The power LED turns green.

Shutdown

- Press **PC Power** to turn off the OPS computer (for all-in-one models only).
- Press **Power** on the control panel or **Standby** on the remote controller to enter the standby status. The power LED turns red.
- Under the standby status, switch off the rocker switch to turn off the interactive panel.

Note:

1] Please turn off the OPS computer before the interactive panel. Otherwise, the computer can be damaged.

2] Please disconnect the interactive panel from power after the panel enters standby status. Otherwise, the panel can be damaged. A sudden power failure can damage the interactive panel.

Software Installation

- **Recommended configuration:**

  CPU: Inter (R) Core i3 2.27GHz or AMD CPU with equivalent performance

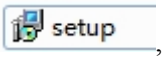
  Memory: 1GB

  Hard drive: 1GB

  Graphics card: supports DirectX 9 or above

- If the interactive panel is equipped with the latest version of handwriting software in the PC before being delivered, please skip the step.

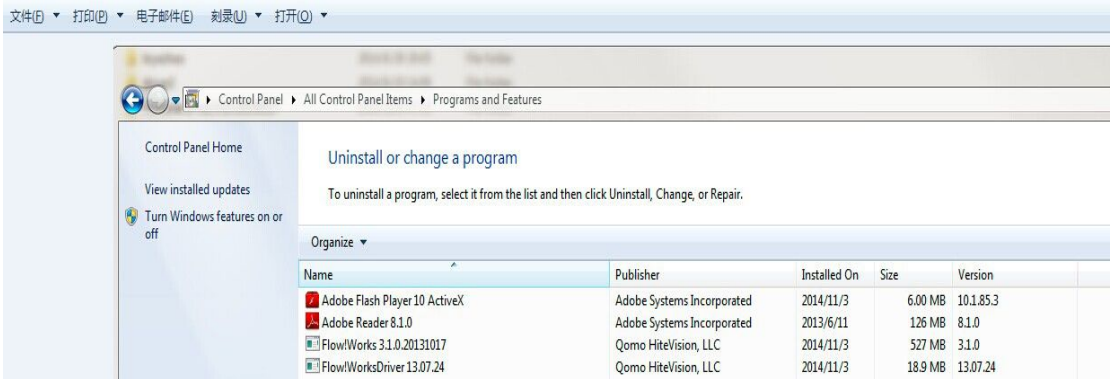
- HID drive-free function only applies for Vista, Windows 7or higher version (realize the functions of multi-touch etc.). The touch LCD display with Windows XP version should install/run the software for normal use.

1. Insert the official USB cable into the USB ports of the computer and touch LCD display.
2. Insert the official software installation disk into the computer.
3. Double click the 

, follow the instructions and complete the installation of the touch LCD display software.
4. The computer needs to restart so as to activate the software after installation completed. Save all the files in the computer and restart.

Software Uninstall

If you are sure to delete the touch LCD display software from your computer, click "Add or Remove Programs" in "Control Panel". Choose "Flow!Works" and click "Uninstall" to uninstall.



Software Calibration

To work normally, the handwriting of the projected image on the touch LCD display should coincide with the actual one so as to calibrate accurately. The following situations need calibration.

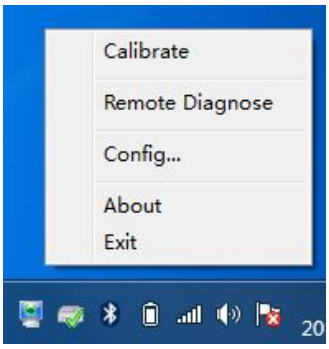
- When you first use the interactive LCD panel;
- Re-install the drive program;
- When you connect the panel to another PC;

The handwriting panel adopts nine-point calibration method. The position process is described as follows:

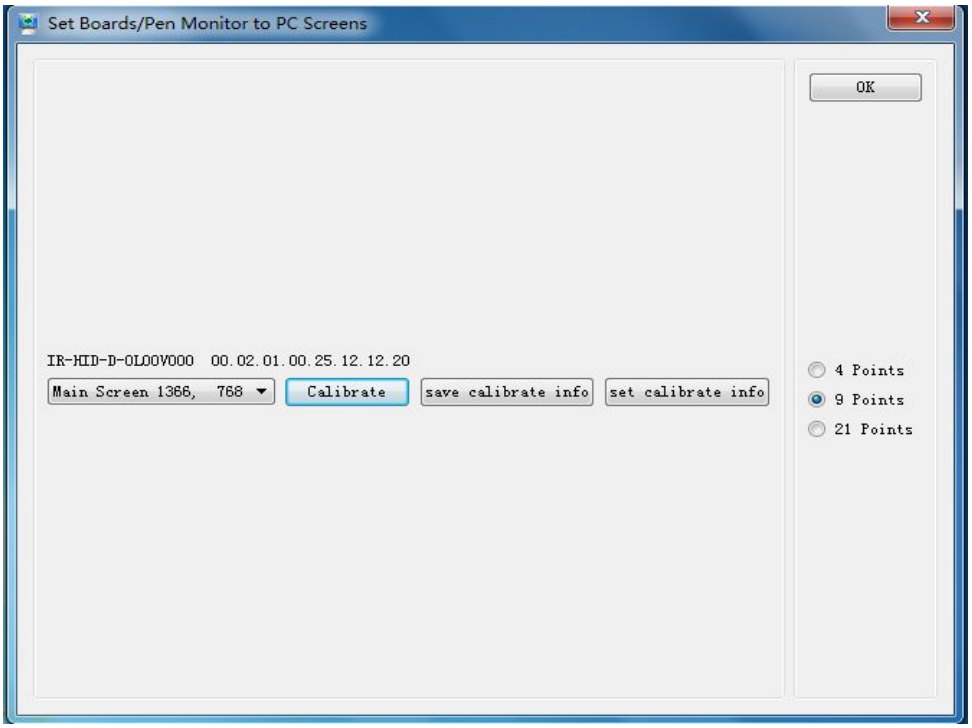
① Connect the panel and run the drive program;

Click the handwriting drive icon on the right bottom of the panel to show the following image::

1. Connect the display and run the drive program;
2. Click the handwriting drive icon on the right bottom of the display to show the following image:



3. Select **Nine Points** and click **Calibrate**.

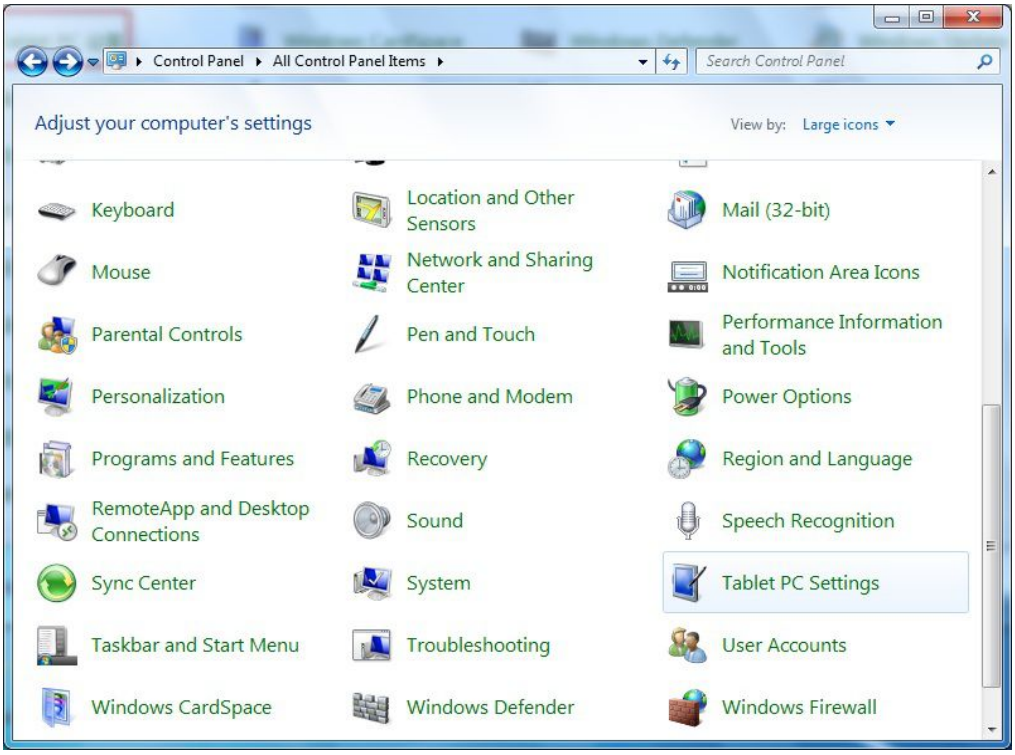


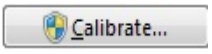
4. Use the pen to click and hold the center of the flickering cross. Do not release it until the flickering cross moves to the next positioning point. Complete the calibration process as instructed. After it completes, you will return to the desktop automatically.

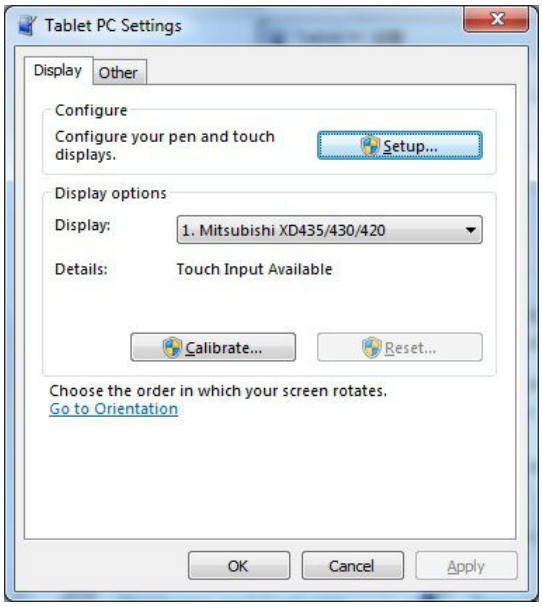
Positioning Method for Windows 7

1. Connect the interactive panel to PC using the USB lead via the USB interface on the panel;

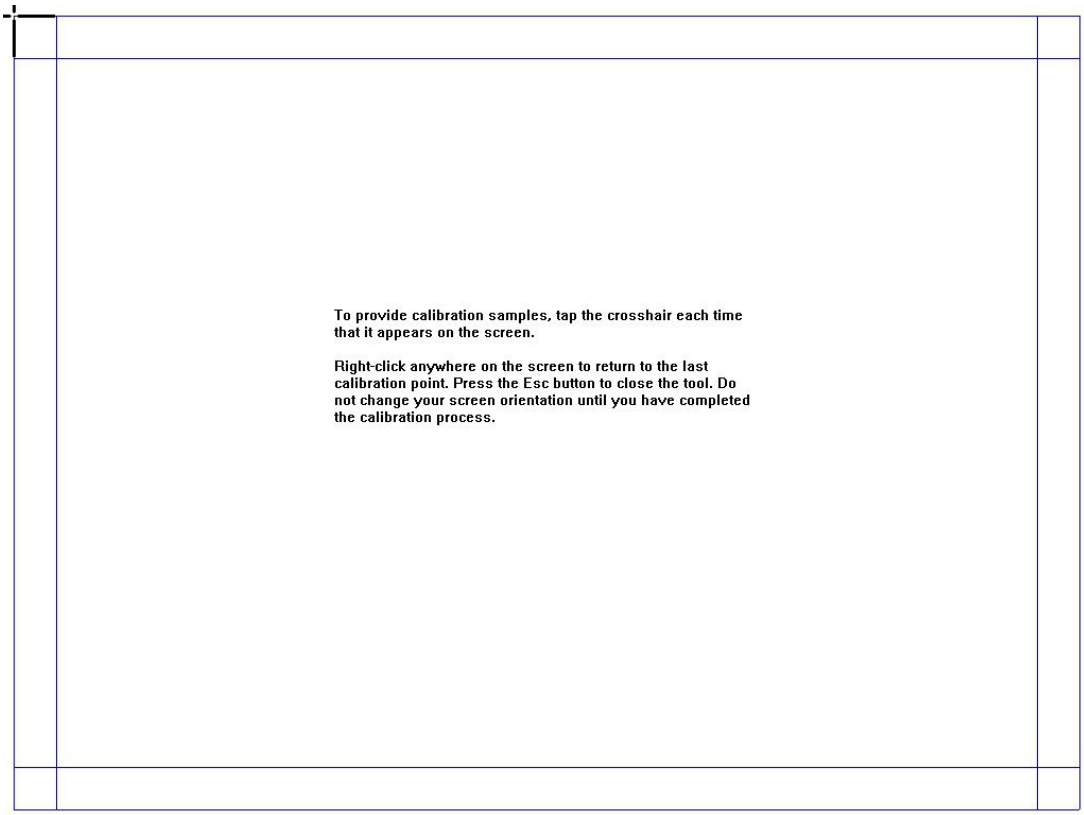
2. Select **Tablet PC Setting** on **Control Panel**.



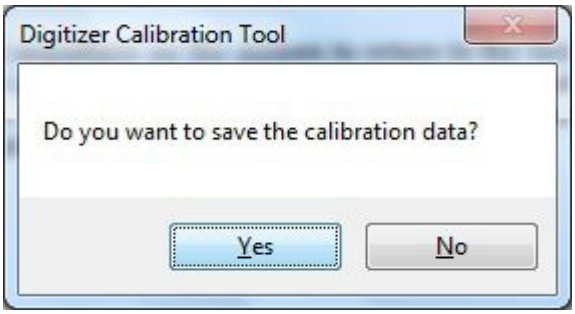
3. Select  on the setting window.



Use the pen to click and hold the center of the flickering cross. Do not release it until the flickering cross moves to the next positioning point. Complete the positioning process as instructed.



Click **Yes** after it completes.

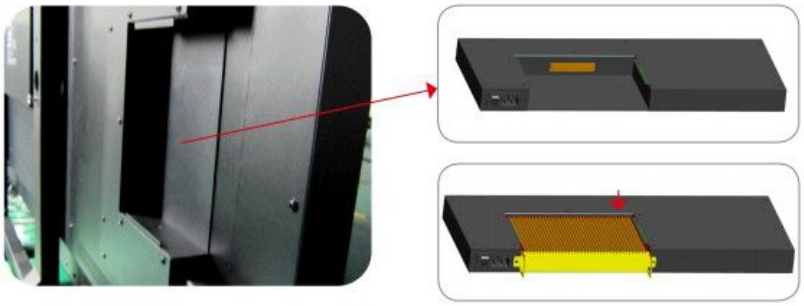


Hits & Tips

- To ensure the handwriting accuracy, use the pen provided together with the interactive panel rather a finger to perform calibration.
- Calibration errors may cause touch functions of the interactive panel fail. In that case, please perform positioning again.
- Tap ESC on the keyboard during the positioning process to cease positioning.
- The calibration interface varies between different software versions. Please follow instructions provided on the actual interface.

Assemble OPS Computer

Insert OPS computer into the slot and fasten it with two M4 screws on the left and right.



Note:

The OPS computer is not plug-and-play. Disconnect the interactive panel from the power before inserting the OPS computer.

Smartbar

The smartbar has three modes: Home Page, White Board, and Remarks.

Under any of the three modes, you can click on the toolbar to go back to the previous page and click to exit from other programs or go back to the home page from other signal sources.

- On the home page, the smartbar is under the home page mode and shows icons of the white board, album, file manager, system setting, browser and listen alone mode. You can click an icon to open the corresponding program.

(Home page mode)

- After the white board program is started, the smartbar enters the white board mode, under which you can choose a pen, line and color to write on the white board. Click and select New Page, Overview, Delete or Setting from the menu.

(White board mode)

- In programs other than the white board, the smartbar is in the Remarks mode. You can select a pen, line and color to add notes and remarks on the file opened (including image, PPT and PDF).

(Remarks mode)

Note: Click ▼ on the right to hide the toolbar. Scroll down with your finger to show the smartbar.

Home Page

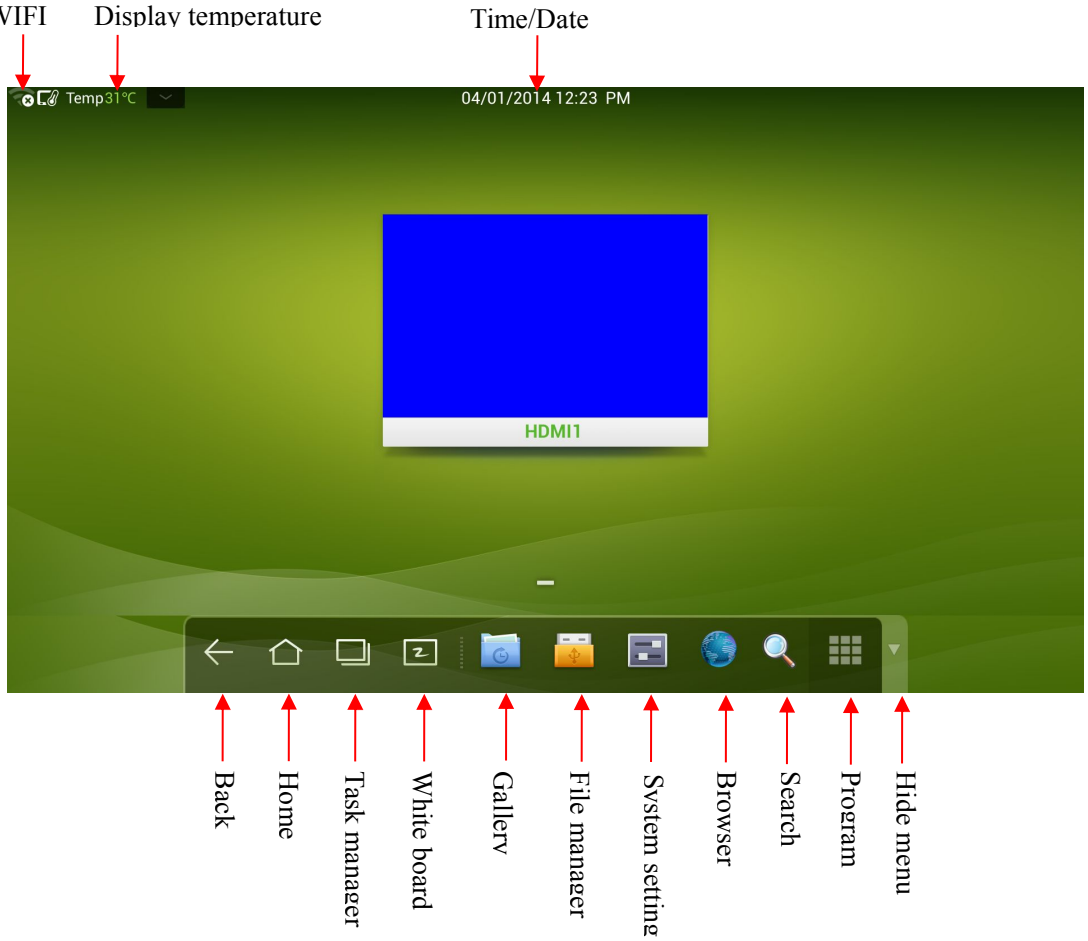
The home page provides the preview function that displays three items:

1] OPS computer preview

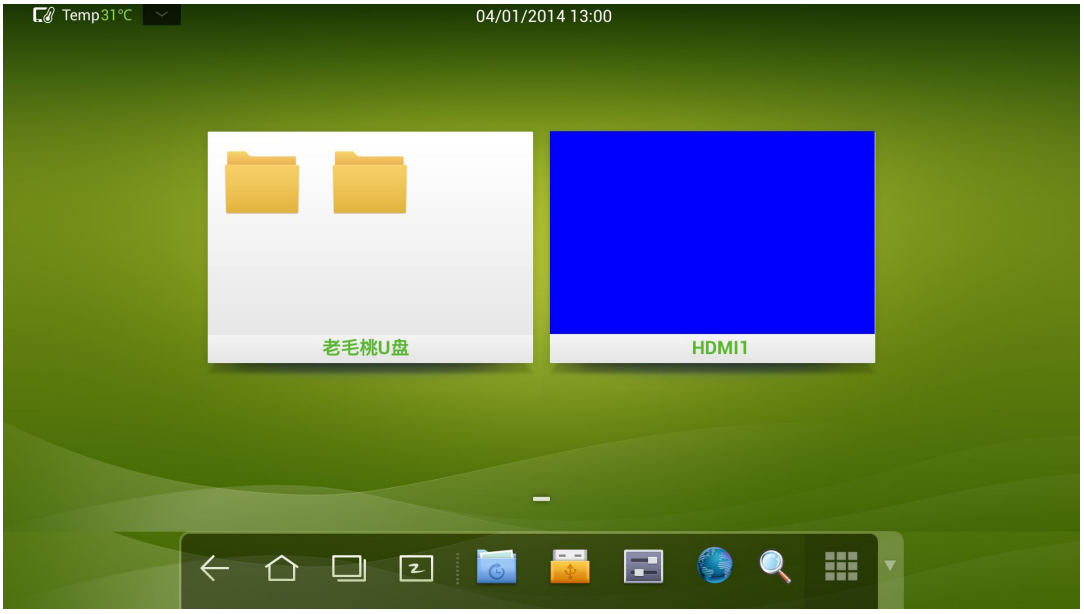
2] External PC preview such as laptop

3] Portable device preview such as flash disk and SD card

Click on the smartbar or Home button to enter the home page and show the preview window. When more than three preview windows are displayed, additional windows will be displayed on the second page. Scroll left and right to turn page.

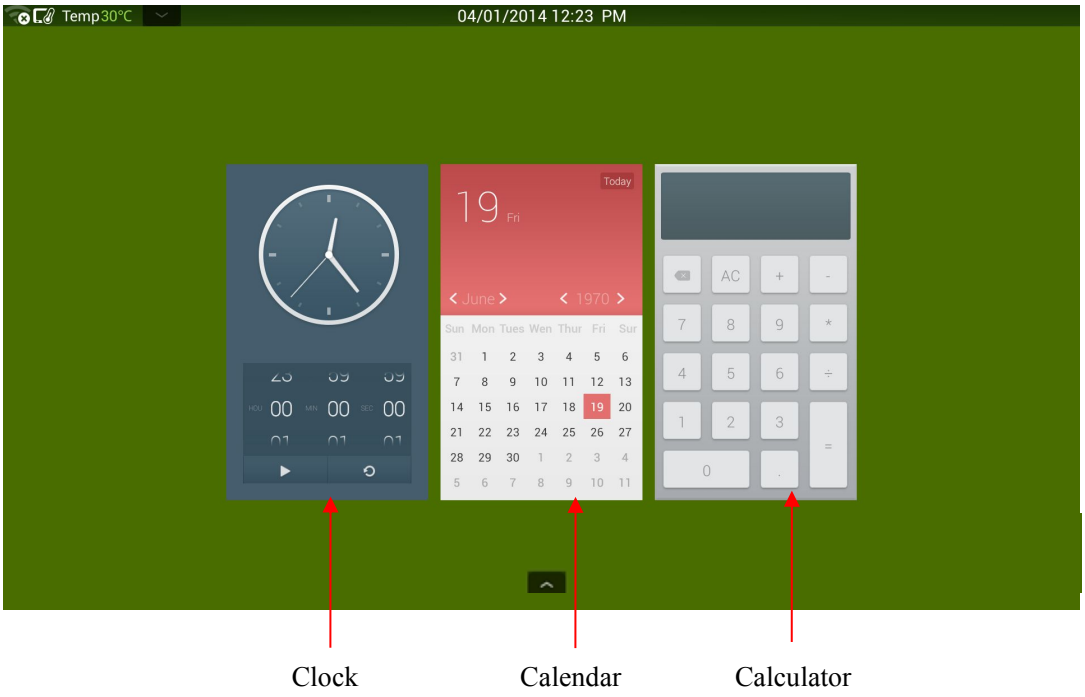


The following figure shows the interface when a SD card is inserted into an all-in-one interactive panel.



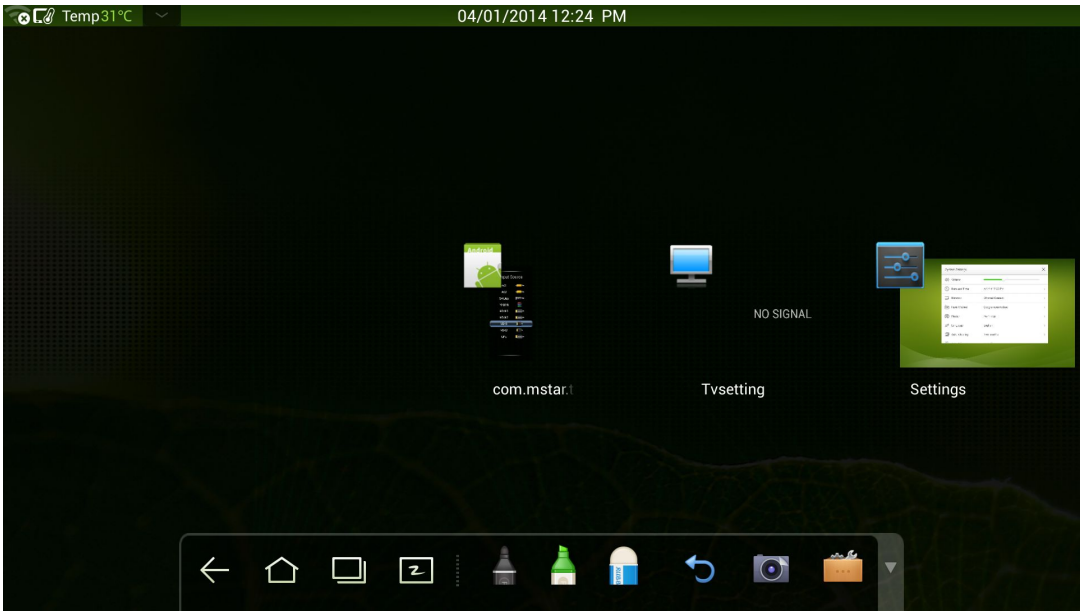
Click the SD card preview window to open the SD card interface.

Click on the upper left corner of the home page to show tools, clock, calendar and calculator. Click at the bottom to hide tools and go back to the home page.



Task Manager

In the task manager, you can view currently running programs, switch and end programs. Click to enter the task manager as shown in the following figure:



- **View running programs**

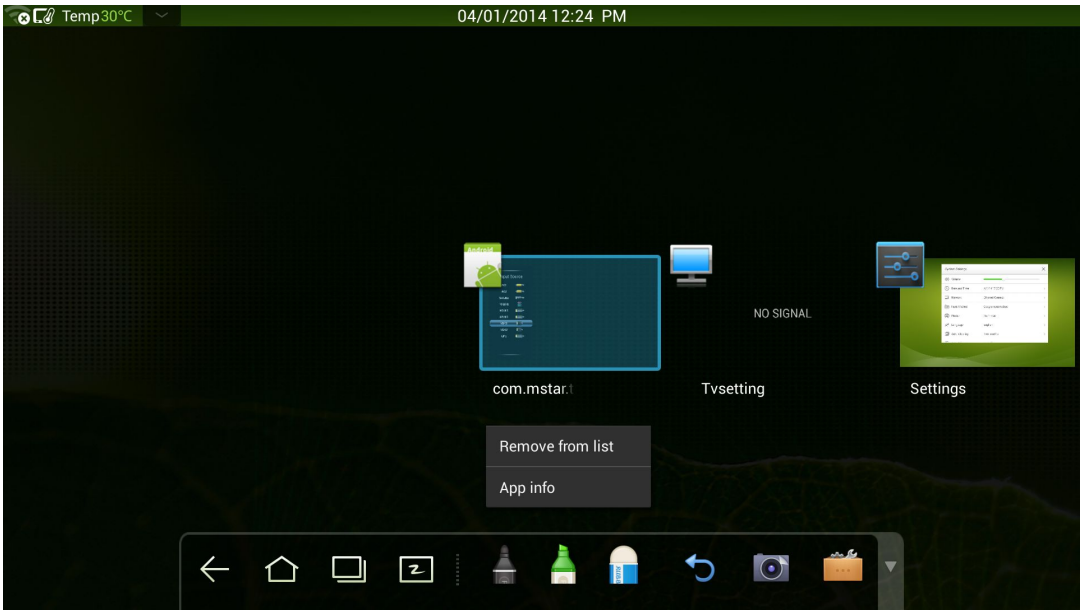
  In the task manager, scroll left and right to view currently running programs.

- **Switch programs**

  In the task manager, click a program to switch over to the program. For example, click **View ES File** to switch over to the ES file program; click **Albums** to switch over to the gallery; and click **File Browser** to switch to the browser program.

◆ **End programs**

In the task manager, click a program and scroll up and down to end the program, or click a program and hold it for several seconds to show a prompt box. Click **Remove from List** to end the program.



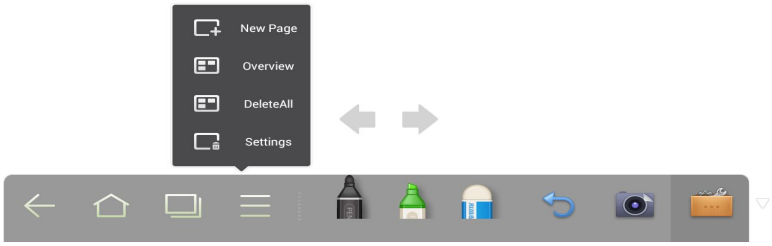
White Board

The white board provides the writing function. In the white board program, you can select a pen, line and color to write and use eraser to erase content on the white board. You can also print and clear the content on the white board.

Click on the smartbar or press White Board on the remote controller to enter the white board interface:

◆ **New White Board and Setting**

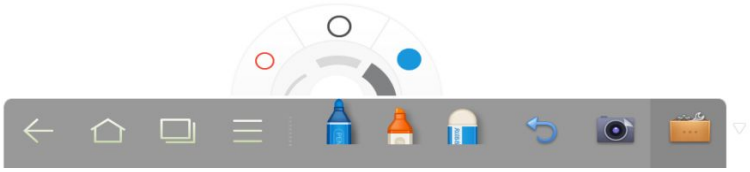
Click and select New Page, Overview, Delete All or Settings from the menu.



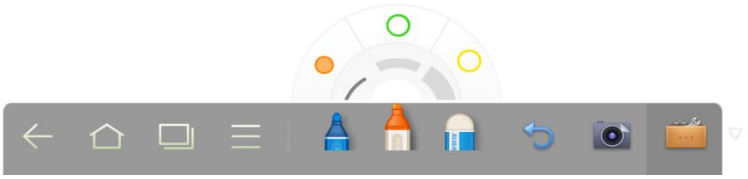
Click Settings to set the color and shade of the white board.

◆ **Pen/Line/Color**

If you want to use marker, click and hold for two seconds to set the line and color.



If you want to use highlighter, click and hold for two seconds to set the line and color.



- **Eraser**

  If you make an error or want to erase something, click to use the eraser to erase the content that you want to erase.

- **Cancel**

  Click to cancel operations.

- **Capture**

  Click to capture the content on the white board and save it as an image under the Screenimage directory. You can open the directory through the following ways:

  (1) Go back to the home page and click on Smartbar to enter the file manager. Find folder Screenimage in the file system.

  (2) Click to enter **Fast View** and open folder Screenimage.

  Note: Press **Capture** on the remote controller to save it as an image under the Screenshot directory in the file manager.

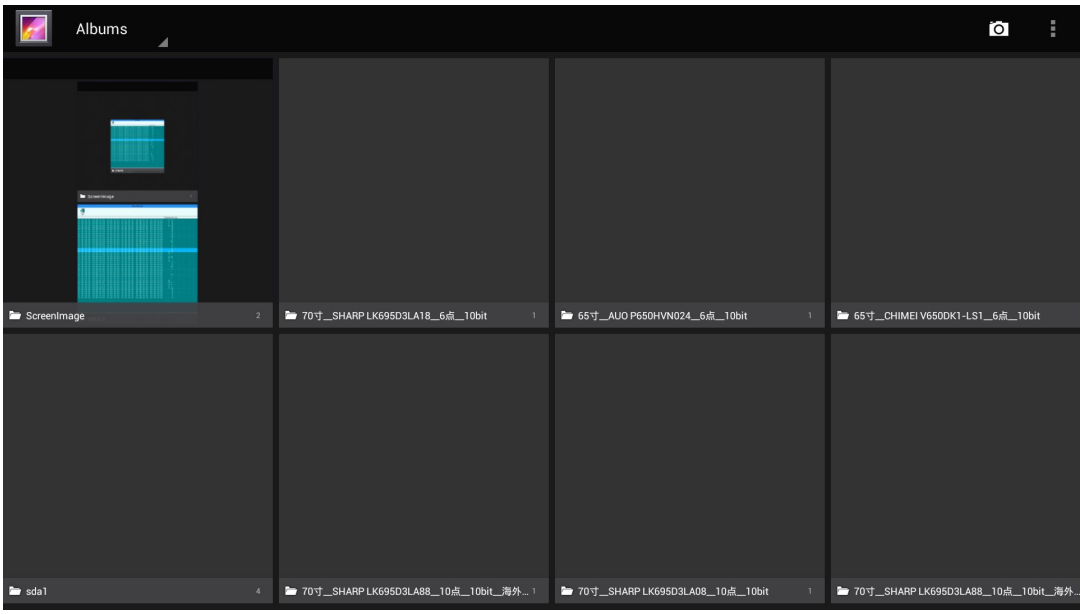
- **Print/Clear**

  Click to show **Print** and **Clear** item. Click Print to print the content on the white board. Click Clear to clear things written on the white board.

Gallery

You can enter the album to view images one by one or as slides.

Click on Smartbar to enter the album to show all folders containing images.

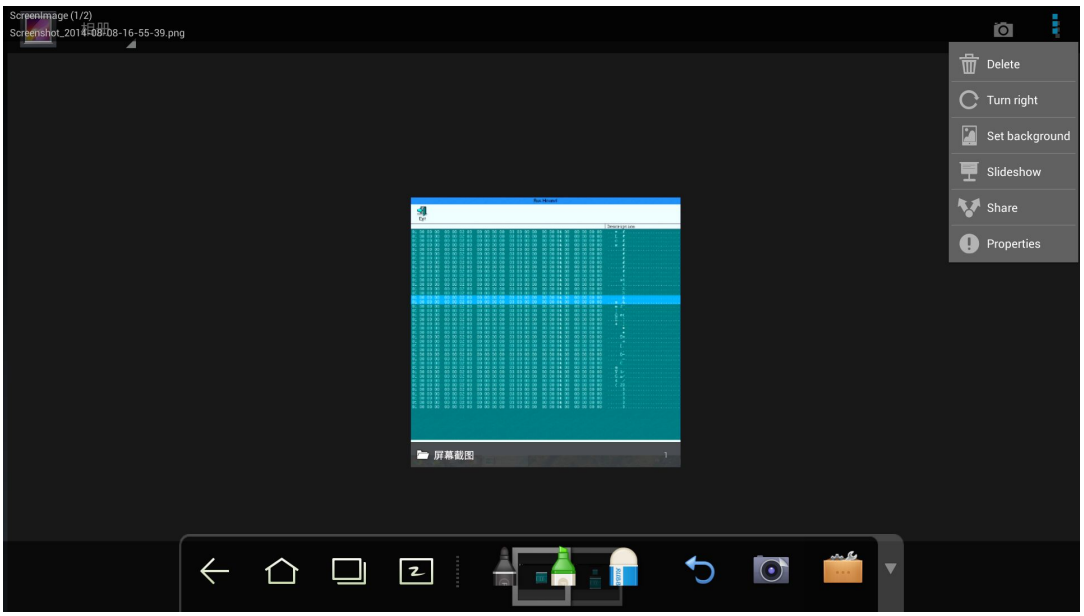


Click a folder to show images contained in the folder.

- **Single image**

  Click one image in a folder. Scroll left to show the previous image and right to show the next.

  Under the single image mode, you can click icons on upper right corner of the image to delete, cut and edit the image.



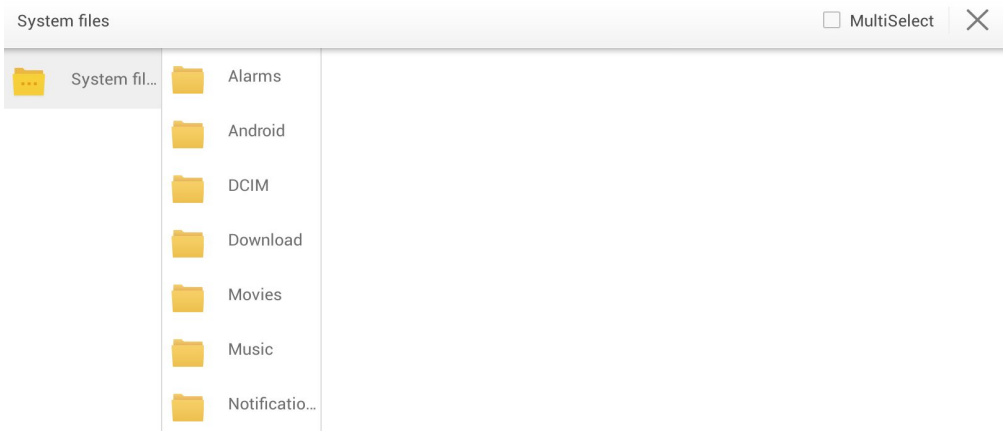
◆ **Slide**

Click ⋮ on the upper right corner of the folder and select Slide to view images as slides.

File Manager

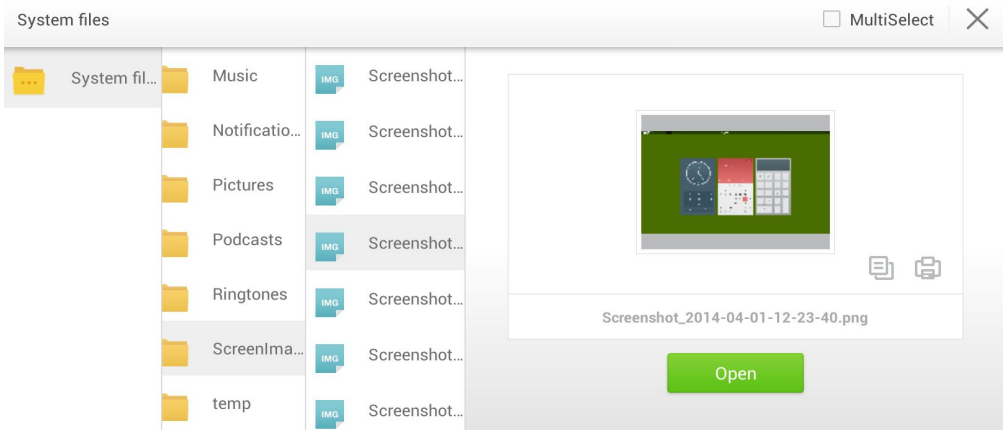
In fire manager, you can copy, print and view files in the system.

Click on Smartbar to enter the fire manager interface and show the file system. It also shows files in portable devices such as SD card and flash disk.

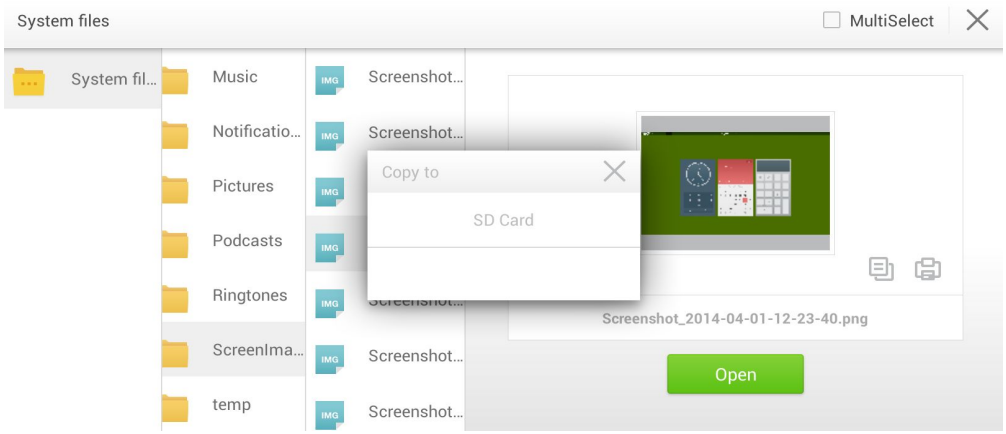


◆ **Copy**

Click one file or tick off **Multiple** and choose several files.

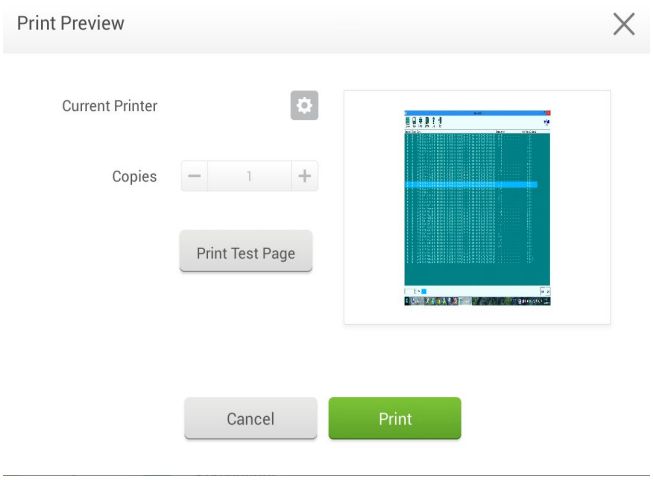


Click to copy selected files to the portable device.

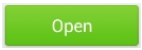


◆ **Print**

Click to open the preview page. Click to set the printer. Click and to set the number of copies to be printed. Click to start printing.

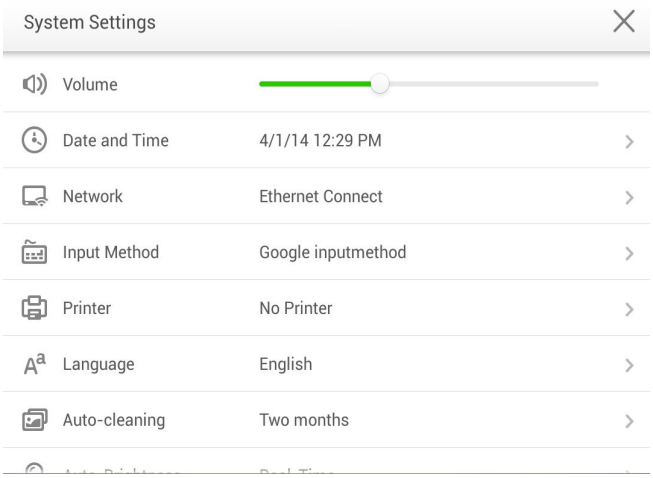


◆ **View**

Click  to open a file. You can view files including images, music, word, PPT and PDF.

System Settings

Click on Smartbar to enter the system settings page, which includes options including **Volume**, **Date and Time**, **Network**, **Input Method**, **Printer**, **Language**, **Clear Screenshot**, **Auto Brightness**, and **About Android**.

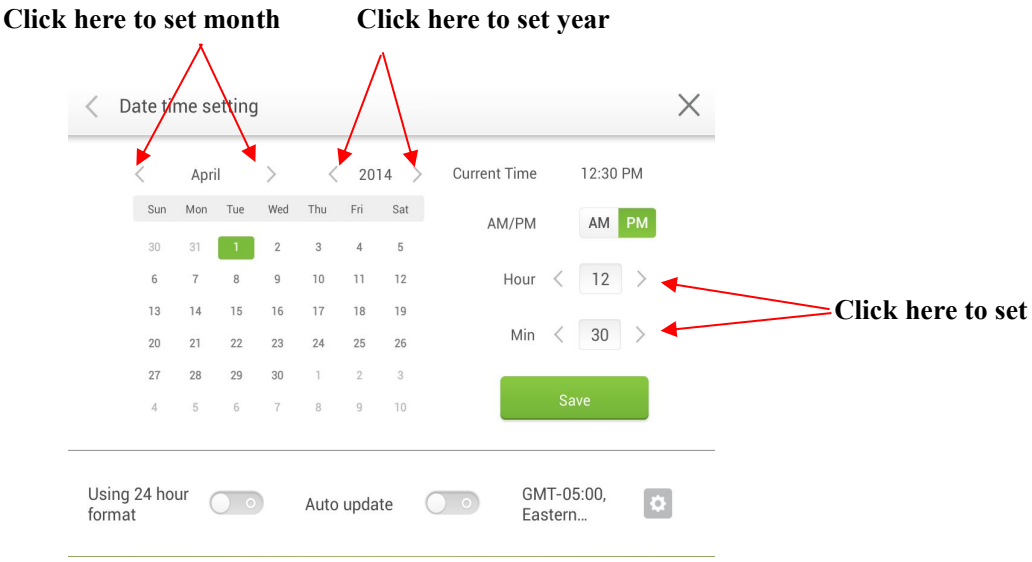


Set Time/Date

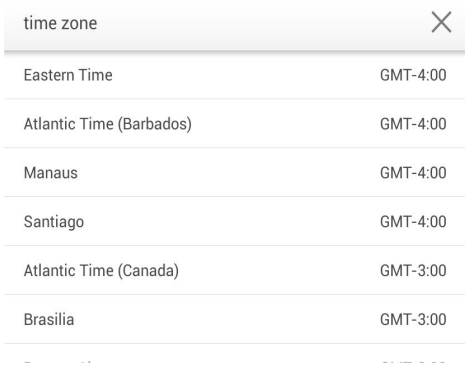
Click **Date and Time** to enter the time/date setting interface.

Click **Using 24 hour format**. When it is grey, it is 12-hour system. You can click **AM** or **PM**. When it is green, it is 24-hour system.

Click Auto Update. When it is grey, you can modify the time and date. When it is green, the time and date will be automatically updated by the system.



Click to enter the time zone setting interface as follows:

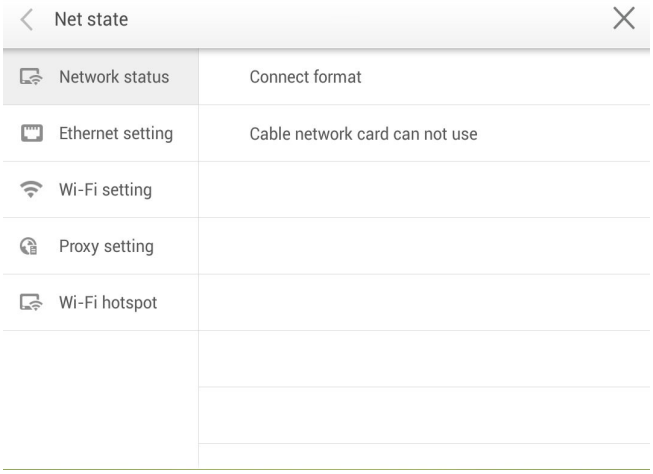


After setting, click

to save it. Click < on the upper left corner or Back on the remote controller to go back to the parent menu. Click × to close the current page.

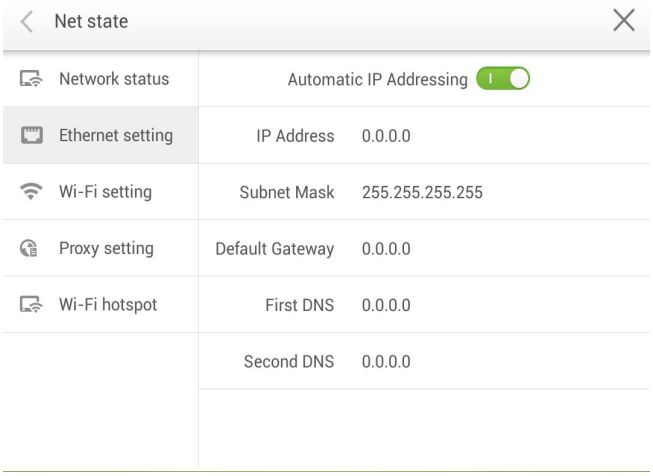
Net State

Click Network to show the Network status, Ethernet, WI-FI and Proxy settings. Choose a network connection method and set parameters accordingly.

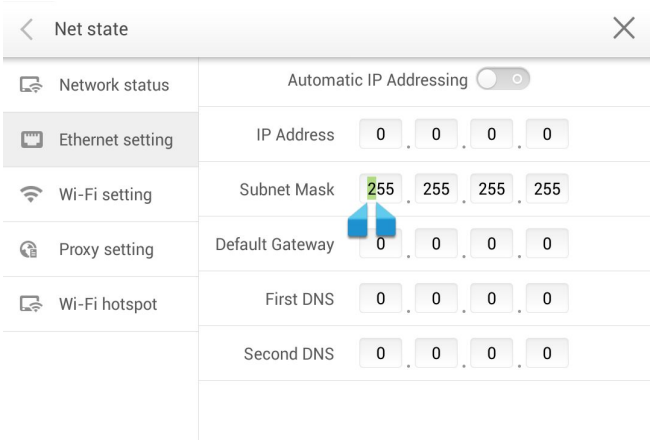


- **LAN setting**

  If the panel is connected with LAN cable and supports Dynamic Host Configuration Protocol (DHCP), the system will automatically configure the network protocol (IP) value.

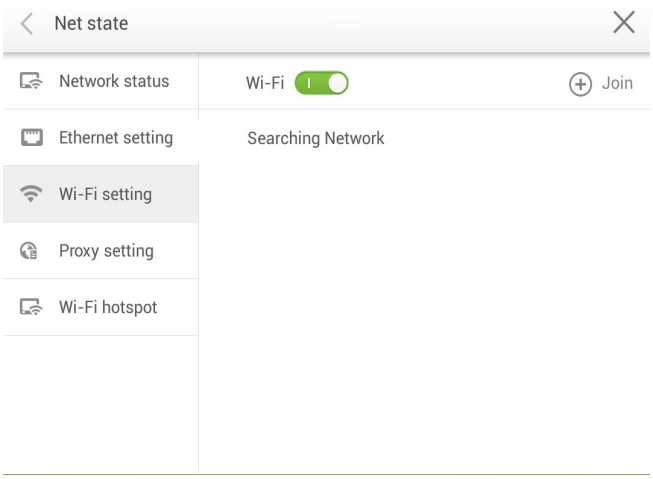


If you want to manually set the network protocol, enter the IP address, default gateway, and DNS server parameters on the software keyboard or remote controller. Slide / to select the subnet mask to be changed. After setting, click < on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.



◆ **WIFI setting**

When WI-FI is enabled, the system will automatically search available WI-FI access points (AP). You can choose an AP on the list.

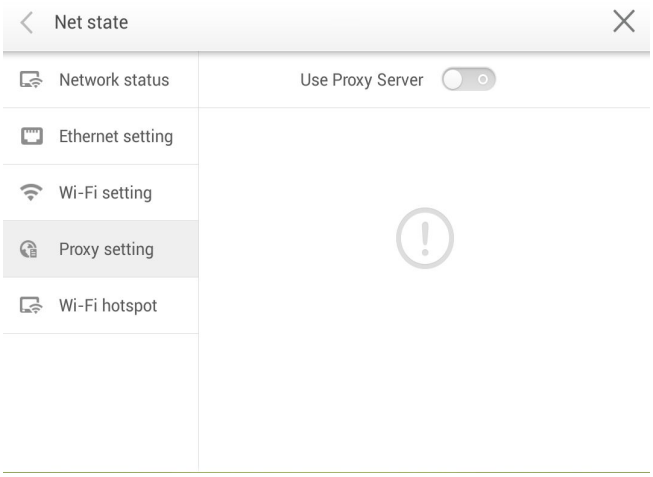


If you select an AP with safety authentication, you need to enter the password on the software keyboard on the safety authentication interface.

After setting, click < on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.

- **Proxy**

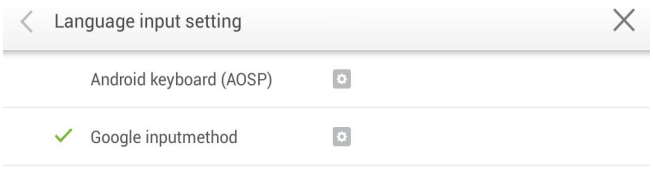
When the proxy server is enabled, you can enter the master and proxy server port numbers on the software keyboard or remote controller.



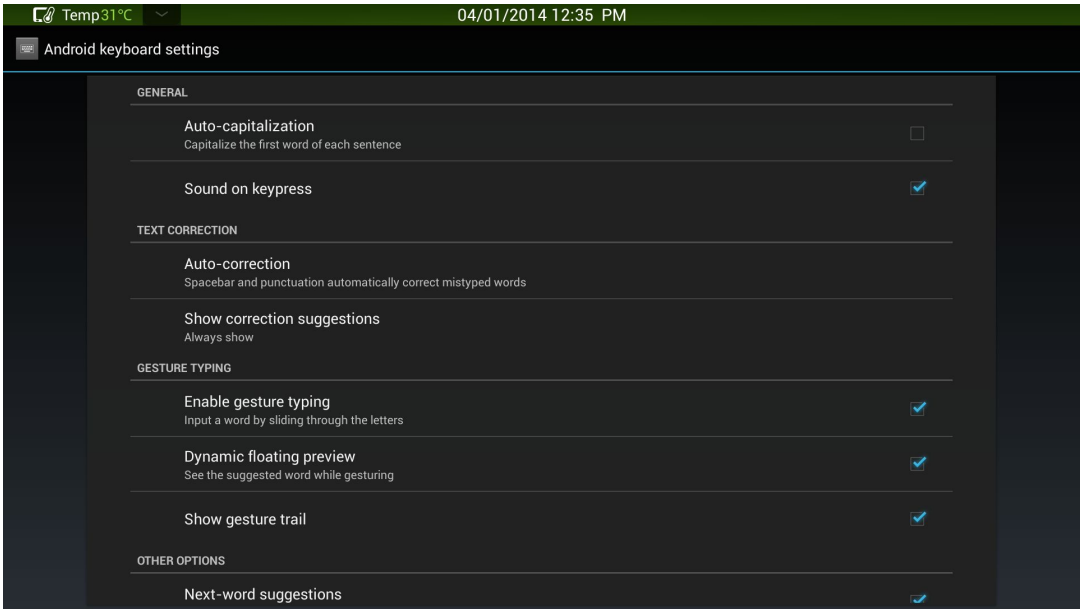
After you enter the master and proxy server port numbers, click **Verify** and enter the username and password. After setting, click < on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.

Input Method

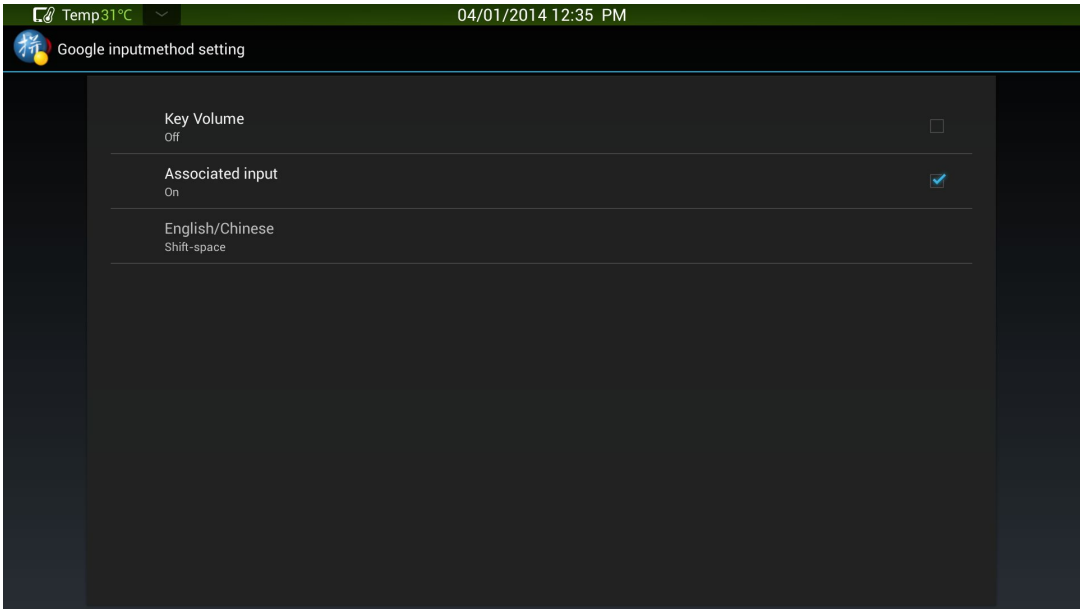
Click Input to show options including ASOP and Google inputmethod. You can choose an input method according to your preference. After setting, click < on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.



Click AOSP and configure functions as follows:

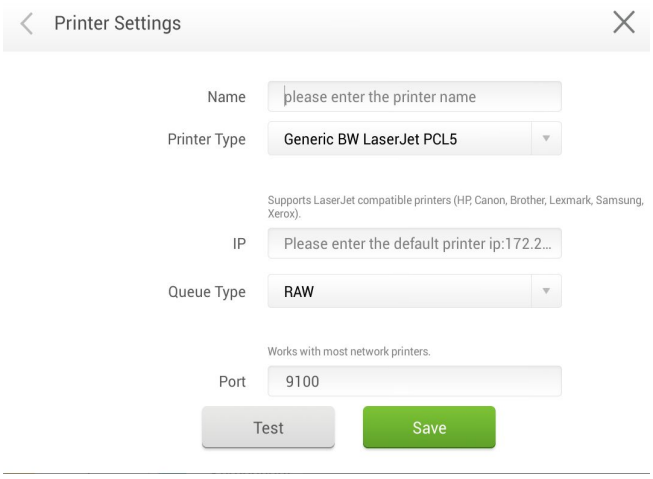


Click Google inputmethod and configure functions as follows:



Printer

Click **Printer** to show the printer setting interface. Enter the name, type and IP of the printer. After setting, click **<** on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.

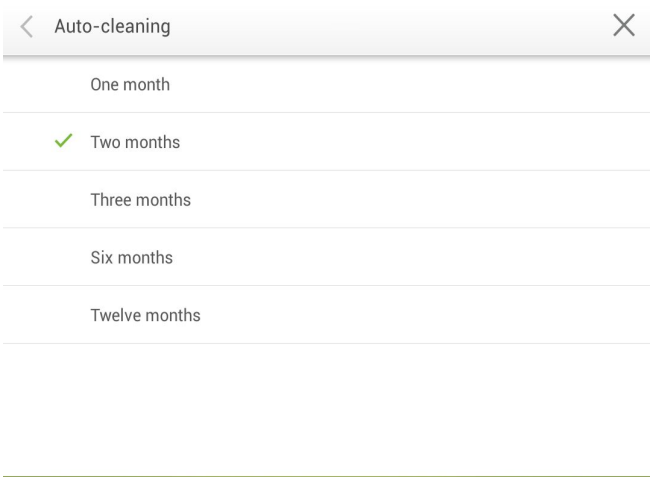


Language

Click **Language** to show options including Chinese (Simplified), Chinese (Traditional), and English. Select a language. Click < or **Back** to return to the parent menu. Click × to close the current interface.

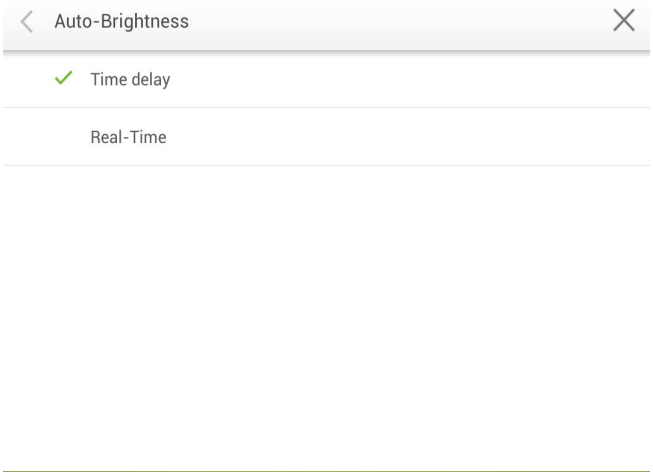
Clear Screenshots

Click **Clear Screenshots** to show options including One Month, Two Months, Three Months, Six Months, and Twelve Months. Select a period. Click < or **Back** to return to the parent menu. Click × to close the current interface.



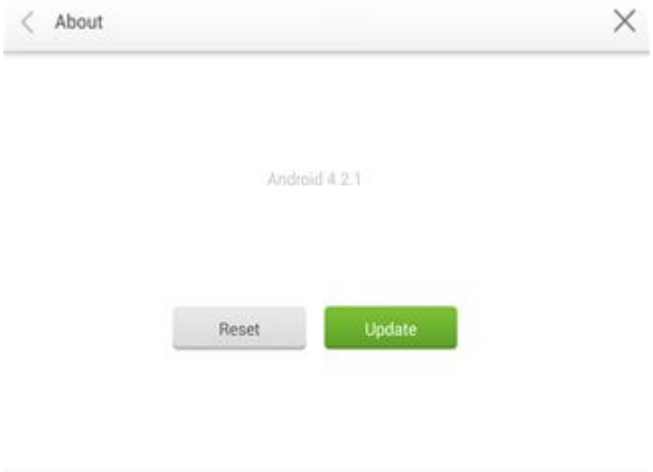
Auto Brightness

Click **Auto Brightness** to show options including Time delay and Real-Time. Click **Time-Delay** and auto brightness adjustment will be delayed for five minutes. Click **Real-Time** to enable auto brightness adjustment immediately. Click < or **Back** to return to the parent menu. Click × to close the current interface.

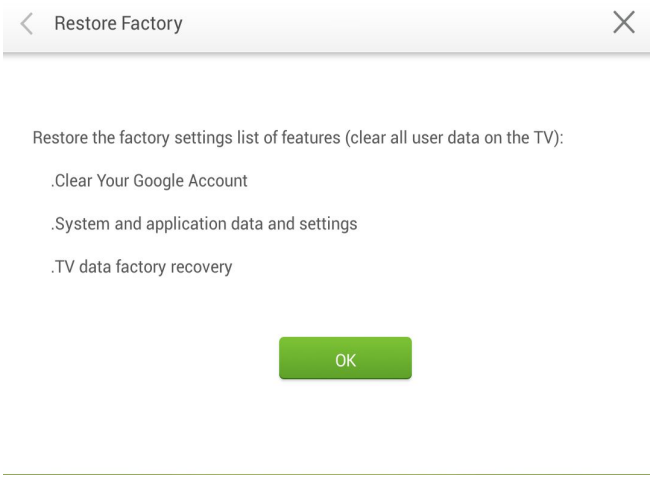


Restore Default Setting

Click **About Android** to show the following interface. Click **Reset**.

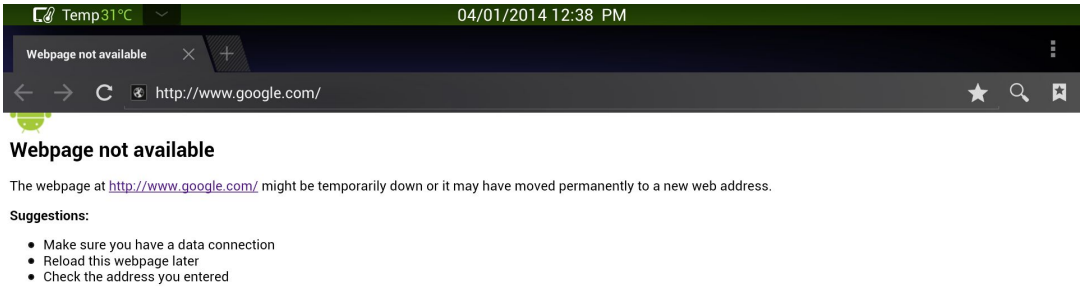


Click **OK** to restore the default setting. Click < on the upper left corner or **Back** on the remote controller to go back to the parent menu. Click × to close the current page.



Browser

Click on Smartbar to open the web browser. Enter a website and keywords to search on the software keyboard or remote controller.



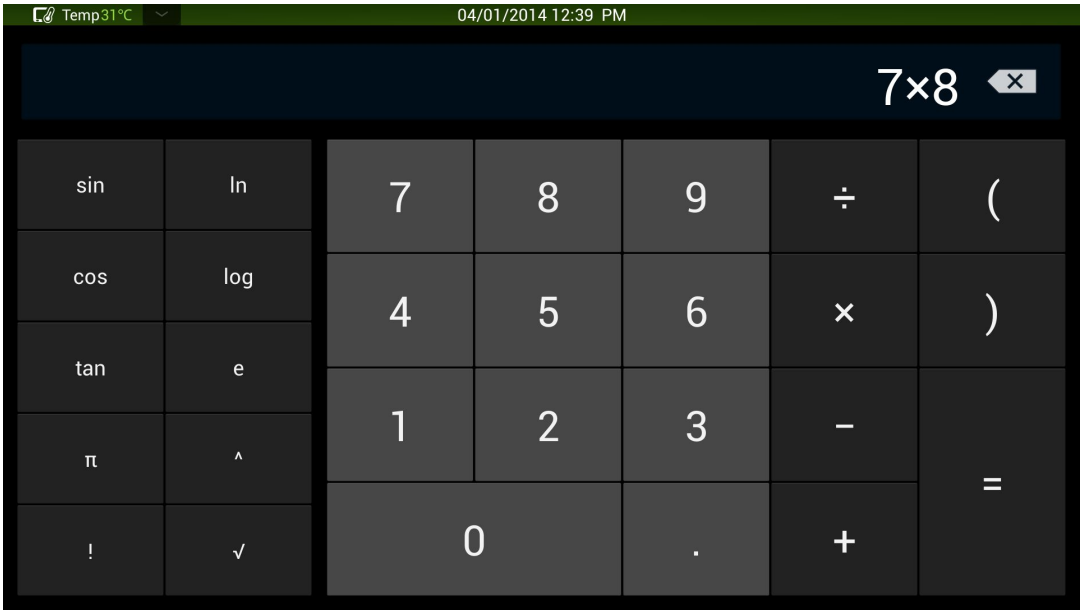
Programs

Click on the Smartbar to enter the program interface and show all programs in the system. Scroll right and left to turn the page as follows:

(Page 1)

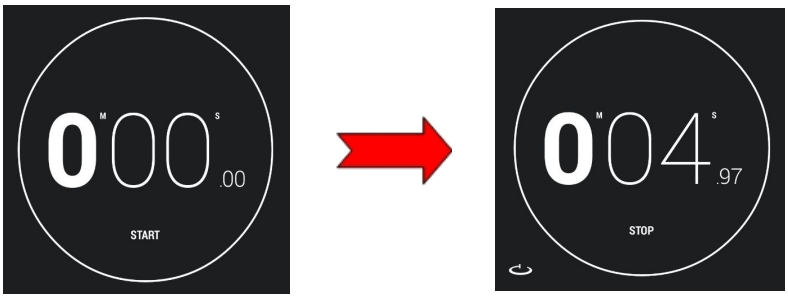
Calculator

Click to enter the calculation page. Click numbers and characters on the keyboard.



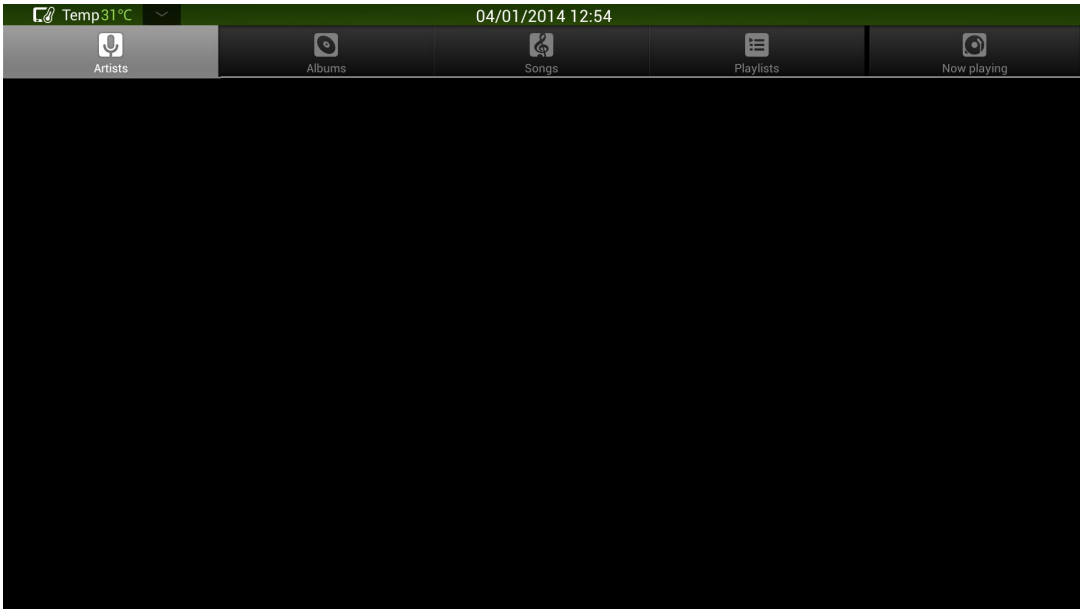
Clock

Click to enter the clock page. Click **Start** to start timing and **Stop** to stop it.



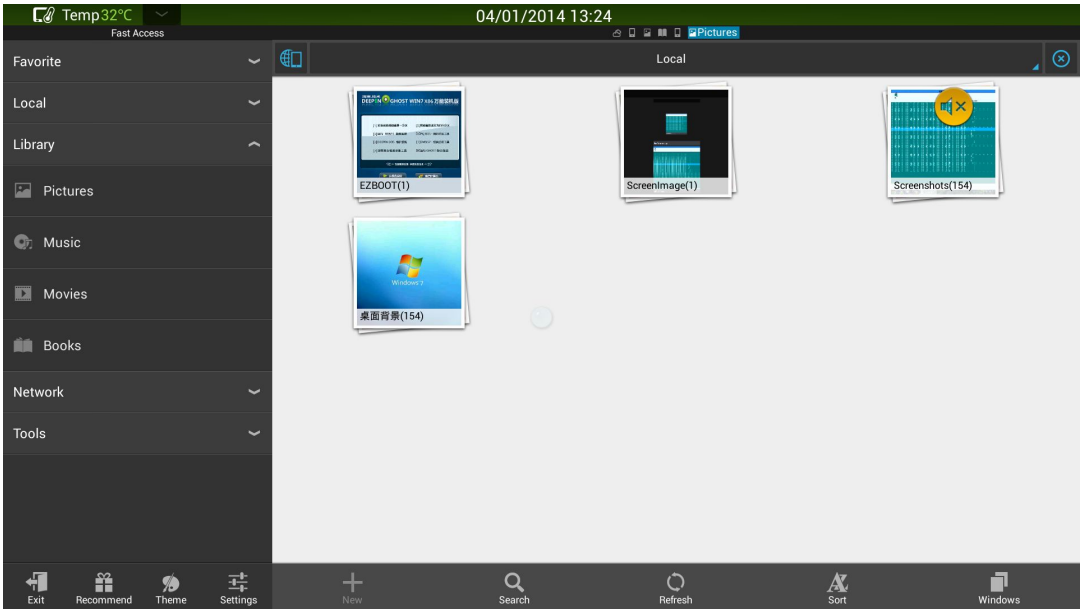
Music

Click to start the music program. The system will display songs in the local disk by artists, albums, file names, playlist and playing status.

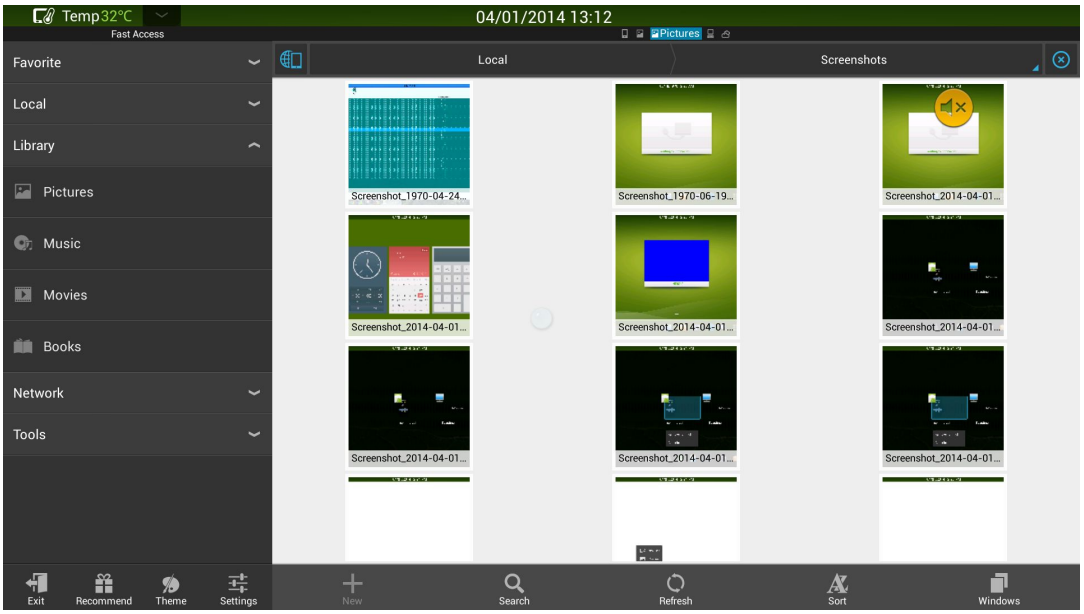


ES File

Click to open ES File. You can copy, cut, delete, move and rename files.

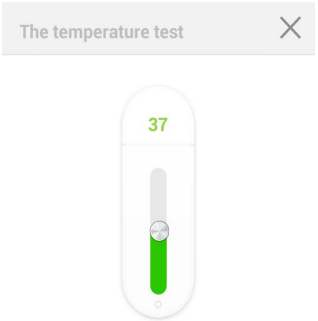


Select an image to display and on the upper right corner of the interface. Click on the upper right corner of the interface to select a file and click to select all files.



Temperature Measuring

Click to measure the temperature of the panel.



Select Signal Channel

There are three ways to select a signal channel:

1.1 Press **Signal** on the remote controller.

1.2 Press **Signal** on the control panel of the interactive panel.

1.3 Click in the Programs page.

Open **Signal** to show the following interface. Press ▲/▼ to select an option and press **OK**. You can also click an icon on the interface.

Note: The interactive panel will automatically detect signals when it is started or there is no signal.

Menu

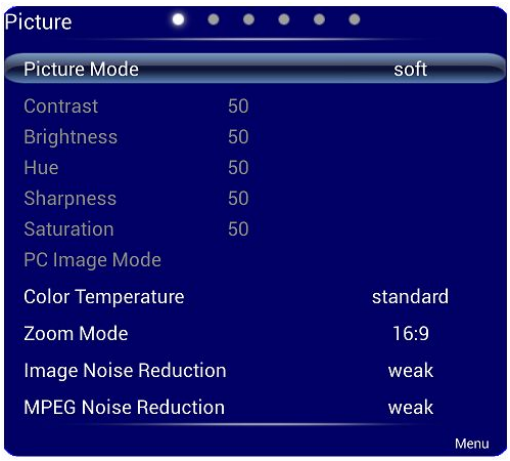
Press Menu on the remote control to show the menu (**Image→Sound Mode→Channel→Setting→Time→Parent Control**). Scroll left and right on the screen or press ◄/► to switch between options.

Picture

The **Image** menu shows options including **Picture Mode**, **Color Temperature**, **Zoom Mode**, **Image Noise Reduction**, and **MPEG Noise Reduction**. There are two ways to set it:

1.1 Click an icon and set it.

1.2 Press ▲/▼ to move the cursor onto an option. Press **OK** and press ◄/► to adjust the value. Press Back to quit the menu.



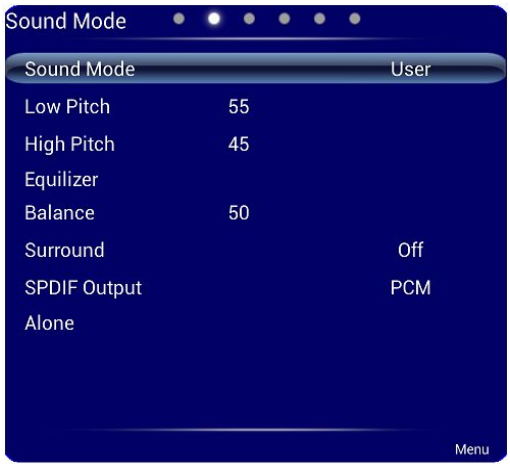
Note: When the image mode is **User**, you can adjust the contrast, brightness, hue, sharpness and saturation.

Sound Mode

The **Sound Mode** menu shows options including **Sound Mode**, **Equalizer**, **Balance**, **Surround**, **SPDIF Output** and **Alone**. There are two ways to set it:

1.1 Click an icon and set it.

1.2 Press ▲/▼ to move the cursor onto an option. Press **OK** and press ◄/► to adjust the value. Press **Back** to quit the menu.



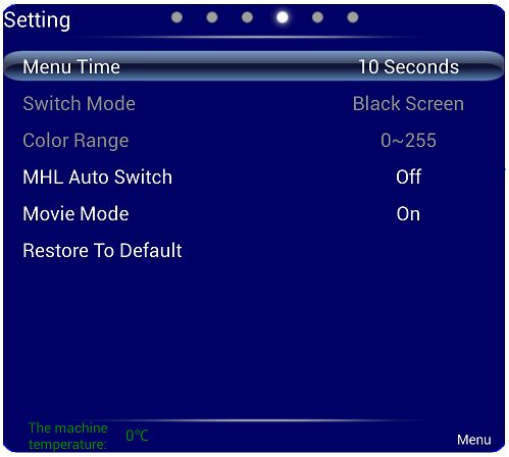
Note: When the sound mode is set to **User**, you can adjust **High Pitch** and **Low Pitch**.

Setting

The **Setting** menu shows options including **Menu Time**, **Switch Mode**, **Color Range**, **MHL Auto Switch**, **Movie Mode**, and **Restore To Default**. There are two ways to set it:

1.1 Click an icon and set it.

1.2 Press ▲/▼ to move the cursor onto an option. Press **OK** and press ◄/► to adjust the value. Press **Back** to quit the menu.



Time

The **Time** menu shows options including **Date**, **Current Time**, **Off Time**, **Scheduled Time**, and **Sleep Time**. There are two ways to set it:

1.1 Click an icon and set it.

1.2 Press ▲/▼ to move the cursor onto an option. Press **OK** and press ◄/► to adjust the value. Press **Back** to quit the menu.

Parent Control

The **Parent Control** menu shows options including **Lock System**, **Set Password**, **Block Program**, and **Lock Children**. There are two ways to set it:

1.1 Click an icon and set it.

1.2 Press ▲/▼ to move the cursor onto an option. Press **OK** and press ◄/► to adjust the value. Press **Back** to quit the menu.

Note: This menu is only available when TV signal source is used.

ECO Mode

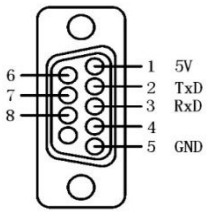
Press **ECO** on the remote controller to enter the ECO mode (ECO-Auto-Standard). Press this button to switch among the three modes.

- The power consumption will be halved under the ECO mode.
- Under the Auto mode, the display will automatically adjust the brightness of the screen according to the light from the environment. When the surrounding light is strong, the screen will bright up. When the surround light is weak, the screen will darken.
- Under the Standard mode, the screen brightness will stay the same.

Note: To save energy, please switch off the panel when it is used; and switch the panel to Alone when you do not need to watch the display, thus cutting power consumption.

Serial Port Control

The RS-232 port of the interactive panel is defined as follows:



Connect RS-232 port to the PC or controlling device. Enable RS-233 serial port connection and complete the following configuration.

Port: COM1 (Set according to PC or controlling device's port number)			
Bit rate	115200	Odd/even check	None
Data bits	8	Stop bit	1

The following table lists button controlling codes. The buttons share same functions with corresponding buttons on the remote controller:

Function	Controlling codes	Function	Controlling codes
Power on	7F 08 99 A2 B3 C4 02 ff 01 00 CF	**1**	7F 08 99 A2 B3 C4 02 ff 01 21 CF
Power off	7F 08 99 A2 B3 C4 02 ff 01 01 CF	**2**	7F 08 99 A2 B3 C4 02 ff 01 22 CF
Mute	7F 08 99 A2 B3 C4 02 ff 01 02 CF	**3**	7F 08 99 A2 B3 C4 02 ff 01 23 CF
Touch status	7F 08 99 A2 B3 C4 02 ff 01 03 CF	**4**	7F 08 99 A2 B3 C4 02 ff 01 24 CF
WIFI	7F 08 99 A2 B3 C4 02 ff 01 04 CF	**6**	7F 08 99 A2 B3 C4 02 ff 01 26 CF
White board	7F 08 99 A2 B3 C4 02 ff 01 07 CF	**7**	7F 08 99 A2 B3 C4 02 ff 01 27 CF
Signal source	7F 08 99 A2 B3 C4 02 ff 01 06 CF	**8**	7F 08 99 A2 B3 C4 02 ff 01 28 CF
Display status	7F 08 99 A2 B3 C4 02 ff 01 09 CF	**9**	7F 08 99 A2 B3 C4 02 ff 01 29 CF
HD 1	7F 08 99 A2 B3 C4 02 ff 01 0A CF	**0**	7F 08 99 A2 B3 C4 02 ff 01 2A CF
HD 2	7F 08 99 A2 B3 C4 02 ff 01 0B CF	**OK**	7F 08 99 A2 B3 C4 02 ff 01 2B CF
OPS computer	7F 08 99 A2 B3 C4 02 ff 01 0C CF	←	7F 08 99 A2 B3 C4 02 ff 01 2C CF
PC 1	7F 08 99 A2 B3 C4 02 ff 01 0D CF	→	7F 08 99 A2 B3 C4 02 ff 01 2D CF
PC 2	7F 08 99 A2 B3 C4 02 ff 01 0E CF	↑	7F 08 99 A2 B3 C4 02 ff 01 2E CF
YPbPr	7F 08 99 A2 B3 C4 02 ff 01 10 CF	↓	7F 08 99 A2 B3 C4 02 ff 01 2F CF
Video 1	7F 08 99 A2 B3 C4 02 ff 01 11 CF	Search	7F 08 99 A2 B3 C4 02 ff 01 1E CF
Video 2	7F 08 99 A2 B3 C4 02 ff 01 12 CF	Capture	7F 08 99 A2 B3 C4 02 ff 01 1F CF
Up	7F 08 99 A2 B3 C4 02 ff 01 13 CF	Auto ADJ	7F 08 99 A2 B3 C4 02 ff 01 20 CF

Function	Controlling codes	Function	Controlling codes
Down	7F 08 99 A2 B3 C4 02 ff 01 14 CF	Listen Alone	7F 08 99 A2 B3 C4 02 ff 01 15 CF
VOL -	7F 08 99 A2 B3 C4 02 ff 01 17 CF	ECO	7F 08 99 A2 B3 C4 02 ff 01 16 CF
VOL +	7F 08 99 A2 B3 C4 02 ff 01 18 CF	Model	7F 08 99 A2 B3 C4 02 ff 01 31 CF
Channel -	7F 08 99 A2 B3 C4 02 ff 01 19 CF	Audio mode	7F 08 99 A2 B3 C4 02 ff 01 34 CF
Channel +	7F 08 99 A2 B3 C4 02 ff 01 1A CF	Power status	7F 08 99 A2 B3 C4 02 ff 01 37 CF
Menu	7F 08 99 A2 B3 C4 02 ff 01 1B CF		
Home page	7F 08 99 A2 B3 C4 02 ff 01 1C CF		
Back	7F 08 99 A2 B3 C4 02 ff 01 1D CF		

New search：

DEVICE TYPE	99 A2 B3 C4 02 ff 01 31
VOLUME	99 A2 B3 C4 02 ff 01 33
ECO MODE	99 A2 B3 C4 02 ff 01 35
POWER STATE	99 A2 B3 C4 02 ff 01 37
DISPLAY STATE	99 A2 B3 C4 02 ff 01 32
AUDIO MODE	99 A2 B3 C4 02 ff 01 34
TOUCH STATE	99 A2 B3 C4 02 ff 01 36

Specifications of PC Mode (VGA Input)

SN	Standard	Resolution	Refresh Rate (Hz)	Horizontal Frequency (Khz)	Vertical Frequency (Hz)	Horizontal/Vertical Sync Polarity (TTL)
1	VESA	640X480	60	31.5	60	N/N
2	VESA	640X480	72	37.9	72	N/N
3	VESA	640X480	75	37.5	75	N/N
4	VESA	800X600	56	35.1	56	P/P
5	VESA	800X600	60	37.9	60	P/P
6	VESA	800X600	72	48.1	72	P/P
7	VESA	800X600	75	46.9	75	P/P
8	VESA	1024X768	60	48.4	60	N/N
9	VESA	1024X768	70	56.5	70	N/N
10	VESA	1024X768	75	60	75	N/N
11	VESA	1280X960	60	60	60	N/N
12	VESA	1280X960	75	75.159	75	N/N
13	VESA	1280X1024	60	64	60	P/P
14	VESA	1280X1024	75	80	75	P/P
15	VESA	1600X1200	60	75	60	P/P
16	VESA	1920X1080	60	66.547	59.988	P/P

Formats Supported by USB Mode

Media category	Formats	Extension
Image	JPEG, BMP and PNG	.jpg, .bmp, and png
Movie	MPEG1, MPEG2, MPEG4, H264, RM, RMVB, MOV, MJPEG, FLV	.avi, .mpg, .dat, .vob, .div, .mov, .mkv, .rm, .rmvb, .mp4, .mjpeg, .ts, .trp, .asf, and .flv
Music	WMA, MP3, M4A, (AAC)	.mp3, and .m4a
Text	TXT	.txt

FAQ & Troubleshooting

Failure	Possible cause	Solution
Fail to connect to the service program	The drive program is not correctly installed.	Install the drive program correctly.
	The USB interface (lead) is not connected or is faulty.	Change the USB lead or check if the USB interface is faulty.
	The infrared tube is blocked.	Ensure that the surrounding infrared tubes are not blocked.
The panel needs re-positioning every time it is switched on.	The computer is equipped with a recovery card.	Disable computer protection and perform the positioning again.
The positioning is inaccurate.	You do not perform the positioning as instructed.	Press **Auto** on the remote controller to fully cover the display with an image and use the pen provided together with the panel to perform positioning again.
The cursor of the pen is unstable when the pen is used.	Wrong writing method	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the display.
	Strong light or infrared interference	Remove the interference source or change the using environment.
The handwriting is discontinuous.	Wrong writing method	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface.

Failure	Possible cause	Solution
	The required covering area is not reached when writing or the nib is too small.	Change the nib or use a pen with a larger covering area.
	The infrared tube is blocked.	Check if infrared tubes are blocked.
	Strong light or infrared interference	Remove the interference source or change the using environment.
Unable to write	The color of strokes is same as or similar to the background color.	Change the color of strokes.
	You hand or other objects are put on the display when writing.	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface.
	Strong light or infrared interference	Remove the interference source or change the using environment.
	Wrong writing method	Use the pen rather than a finger to write. Grasp the pen as far to the nib as possible. The angle between the pen and display should be larger than 60 degrees. Do not let sleeve or wrist touch the writing surface.
Not sound and image	1. Check if the power cable is connected to the power socket and if the panel is connected to power. 2. Check if the rocker switch on the interactive panel is switched on. 3. Check if the **Standby** button on the panel is pressed. 4. Check if the video and audio input cables are connected correctly. 5. Check if the panel is switched to the right signal source. 6. Check settings including image brightness and contrast. 7. Check the volume.	
Image is normal, but no sound	1. Check the volume. 2. Check if the **Mute** button on the remote controller is pressed. 3. Check if the audio cable between the PC and interactive panel is connected correctly.	
No image or the image is black and white	1. Adjust color settings. 2. Check the color system.	
Image or sound is interrupted	1. Find out the electric appliance that causes the interference and move it away from the interactive panel. 2. Do not connect the panel to a power socket that a disrupting electric appliance is connected to.	

Failure	Possible cause	Solution
The remote controller fails.	1. Change the batteries. 2. Clean the launch window at the top of the remote controller. (Check if it is blocked) 3. Check contacts of the batteries.	
Computer cannot be started (applicable for models with computers)	1. Check if the computer adapter is correctly connected and is connected to power. 2. Check if the computer is connected correctly to the interactive panel.	

Self-inspection:

The following phenomena are not failures:

- Given the high-precision production technology, the LED panel may have a very few constantly bright or dark pixels, which turn out to be tiny red, blue, green or dark points on the panel. The phenomenon is normal.
- The panel may make slight sound when it is adjusting backlight or it is cooling.
- When the image and sound are normal, and you touch the LED panel with fingers, you may feel static electricity. The temperature of the rear of the panel and product is high. These are normal phenomena.

Maintenance Tips

- Do not put or install the product near a heat source or under direct sunlight, in dusty or humid places, or where the product can be affected or damaged by mechanical vibration. To maximize the performance, it should be put away from equipment such as grid, large metal objects and radar stations as far as possible.
- Do not wipe the panel with any chemical agent. Solvents may damage the enclosure or paint. If the panel is stained by dust, please cut off the power, soak the clean cloth in warm water, wring it to clean the panel. You should use a clean soft cloth to clean the LED display of the panel.
- Do not frequently switch on and off the product. This can shorten the product's service life. After the panel is switched off, please wait for three minutes before switching on it again. If the product is not to be used for a long period of time, please disconnect the product from power supply.
- Do not maximize the brightness and contrast of the LED display for a long period of time, which can shorten the LED display's service life.
- Do not write on the touch screen with a hard object, which can scratch the LED display.

Specifications

Backlight type	LED
Aspect ratio	16:9
Viewing angle	178°
Physical resolution	1920*1080 Pixel
Image/Sound system	PAL/DK, I
Working voltage	AC 90-265V, 50/60Hz
Touch screen material	Tempered glass
Sensing method	Infrared
Technical feature	HID drive-free
Touch point	Multi-touch
Writing method	Fingers or pen
Resolution of touch screen	32767*32767
Communication interface	USB
Storage temperature/humidity	-20°C～60°C, 10%～90%
Working temperature/humidity	5°C～50°C, 10%～90%
Installation method	Wall or portable mounting

* HiteVision may modify the user manual without prior notice.

* If you discover any unclear presentation, mistake or omission in this manual, please contact with us immediately. HiteVision is not liable for any loss or damage if you fail to contact with us.

If you want to learn more about our products, please visit our website:
www.qomo.com
If you need more assistance, please kindly send email to our technical support:
support@qomo.com

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

28265 Beck Road, Suite C-1
Wixom, MI, 48393, USA
Phone: 1-866-990-QOMO (1-866-990-7666)
Fax: (248)281-1999(US) or (248)281-1998(International)
Sales Information and Quotes: info@qomo.com
Literature Request: info@qomo.com
Technical Assistance and Service:support@qomo.com