

User Manual

interactive Flat Panel Display (Version 1.0)



RoHS



Remarks:

- Technical parameters and pictures in this manual are for reference only and subject to change without notice. The actual product may differ.
- Before using our product please read this manual carefully and keep for future reference if required.
- This manual should not be copied fully or partially in any kind or manner without the written approval of StarBoard Solution

Version history list

Version	description	date	remarks
User Manual interactive Flat Panel (version 1.0)	Newly made	2016.7	



Introduction

Thank you for buying our new generation interactive multi-touch StarBoard iFPD product. This manual provides you with the necessary information to assist in the operations of this device. If you have further queries please do not hesitate to contact our support team.

StarBoard is dedicated to developing and improving the performance and reliability of our products. We have designed and manufactured this device with one objective in mind and that is to ensure that our customers' needs and user experience are fulfilled.

Thank you for your purchasing this product.

StarBoard Solution

Safety Considerations

WARNING

1. Do not place containers with liquid on or near this product.
2. Use only dry cloth to clean.
3. Do not block any ventilation holes.
4. Install this product according to manufacturer's User Manual.
5. A distance of at least 16cm must be kept from this product and other objects and/or walls.
6. Do not install this product near heat sources.
7. This product must be connected to a power point which is appropriately earthed.
8. Use the earthed power plug supplied by with this product, must use the power cable provided together with the iFPD, do not use other power cable.
9. Be sure not use power cable together with the iFPD to other products.
10. Keep the power cord tangle free.
11. Use a properly functioning power point at all times.
12. Disconnect the power plug during storm or if you intend not to use for a long period of time.
13. The device is a heavy product and when moving use appropriate equipment to avoid injury.
14. Use qualified technicians to mount the device on the wall and/or mobile trolley. by manufacturers' mounting instructions.
15. Use only qualified technicians for all repairs.
16. The external antenna must be connected to earth to prevent potential damage caused by voltage surge or ESD(Electro Static Discharge)
17. Follow instructions when inserting batteries into the remote control unit. Discard all batteries appropriately.
18. Do not use mixed batteries (old and new, carbon-zinc and alkaline).

Precautions Regarding Disposal

At time of disposal, handle this product as industrial waste according to all applicable laws and regulations.

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Product Introduction

The StarBoard interactive Flat Panel Display is a combination of two advance technologies. The IR (Infra Red) touch technology and high definition (HD) display technology creating the interactive Flat Panel (iFPD). This combination provides the user the ability to interact with an flat panel using a finger or any solid object.

Main functions

Acute touch

The StarBoard iFPD is a high resolution touch displaying screen. Users interact with the iFPD using finger, pen or other non-transparent object.

HD display

The StarBoard iFPD is a high resolution display terminal, a HD monitor.

Technical Specification

Specification		55"	65"	70"	75"	80"	84"	98"
Display	Resolution	Up to 1920X1080 Up to 3840 X2160 Optional 4K/2K	Up to 1920X1080 Up to 3840 X2160 Optional 4K/2K	Up to 1920X1080 2K	Up to 1920X1080 Up to 3840 X2160 optional 4K/2K	Up to 1920X1080 2K	Up to 3840 X 2160 4K	Up to 3840X2160 4K
	Active Area	1209.6*680.4mm	1428.5*803.5mm	1538.8*865.6mm	1650.2* 928.26mm	1771.2*996.3mm	1860.5*1046.5mm	2158.8X1214.4mm
	Glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass	4mm acid-etched tempered glass
	View angle	178°	178°	176°	178°	178°	178°	178°
	Aspect Ratio	16:9	16:9	16:9	16:9	16:9	16:9	16:9
	Brightness	350/320cd/m2	330cd/m2	350cd/m2	450cd/m2	350cd/m2	350cd/m2	500cd/m2
	Contrast	1400:1/4000: 1	5000:1	4000:1	4000:1	5000:1	1400:1	1300:1
	Colors	8 bit	10 bit	10 bit	10 bit	10bit	10 bit	10 bit
	Resolution	2K : 1024x768/1280x720/1280 x 960/1280 x 1024/1360 x 768/1440 x 900/1600 x 1200/1920 x 1080 4k : 1024x768/1280x720/1280 x 960/1280 x 1024/1360 x 768/1440 x 900/1600 x 1200/1920 x 1080/3480 x 2160						
	Responding time	<17ms	<17ms	<17ms	<19ms	<19ms	<19ms	<19ms
Power Consumption	Standby	<1W	<1W	<1W	<1W	<1W	<1W	<1W
	Rated Consumption:	<150W	<220W	<250W	<250W	<350W	<415W	<510W
	Voltage range	AC(90~240)V-50/60HZ						
AV	Color System	PAL / NTSC / SECAM						
	Composite (in)	1.0 Vp-p±5%@75ohm						
	Audio (in)	500mV rms						
	Sound Mode	D/K, B/G, I, M						
YPbPr/HDMI	Component	Y:1.0Vp-p@75 Ω, PbPr:0.7Vp-p@75 Ω						
	Support format	Up to 1080P						
	HDMI Format	HDMI 1.3 /HDCP 1.2						
USB File System		FAT32,FAT16,NTFS (NTFS compressed file is not supported)						
Output Terminals	CVBS/Audio Input	1 X 3RCA(yellow, white, red)						
	YPbPr	1 X MINI3.5MM (three-in-one terminal)						
	USB input	2 X Monitor USB-A (one is horizontal at the front, one is vertical at the back) 1 X PC USB-A (horizontal at the front, only have function when connect an OPS PC to the OPS slot.)						
	PC VGA Input	2 X VGA In (blue)						
	PC Audio Input	2 X 3.5mm Stereo audio-in jack (on the right of VGA In)						
	HDMI input	2 X HDMI-A(vertical), one inside for connecting OPS.						
	RS232	1XRS232						
	Touch Input	1X USB-B (Touch USB)						
	OPS connector	Covered but reserved, remove the cover can connect an OPS mini PC.						
Input Terminals	PC VGA output	1 X VGA out (black)						
	Audio Output	1 X 3.5mm Stereo audio-out jack (on the right of VGA out)						

Specification		Size	55"	65"	70"	80"	75"	84"	98"
Packing Information	Product Size (mm / ±2mm)		1324	1547	1656	1890	1764	1975	2227
			799	936	964	1109	1012	1155	1292
			81	84	72	96	87	84	120
	Packing Size (mm / ±5mm)		1455	1677	1785	2020	1894	2105	2378
			930	1066	1095	1240	1145	1285	1455
			200	200	200	200	200	210	307
	Gross Weight KG		67±2KG	83±2KG	77±2KG	108±2KG	104±2kg	108±2KG	net weight+weight of flight case
	Gross Weight LBS		151.8	187	173.8	200.2	180.4	200.2	
	Net Weight KG		45±2kg	67±2kg	62±2kg	89±2KG	82±2KG	89±2KG	158±2kg
Net Weight LBS		103.4	151.8	140.8	242	233.2	242	352	
QTY per pallet		10	10	5	5	5	5	9	
Pieces for Transportation	Pallet size :								
	20GP LOAD		80	56	27	25	25	25	18
	40GP LOAD		160	114	54(for 40GP) 108(40HQ)	50	50	50	36

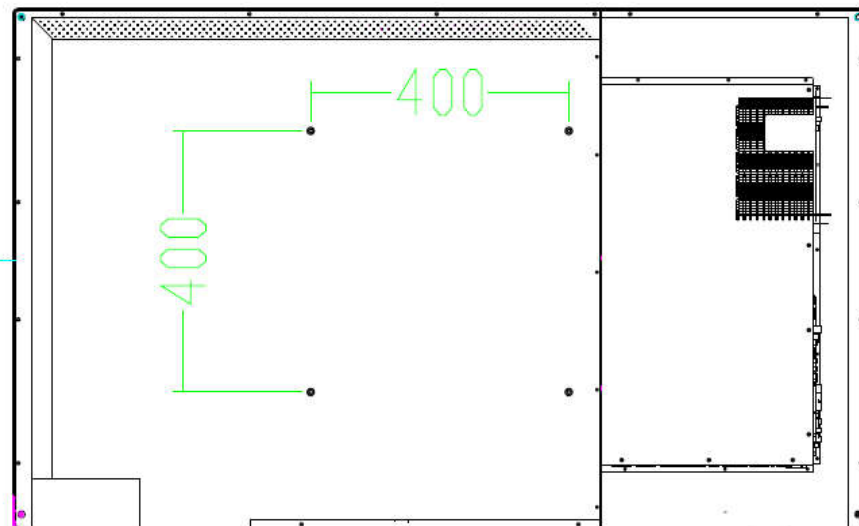
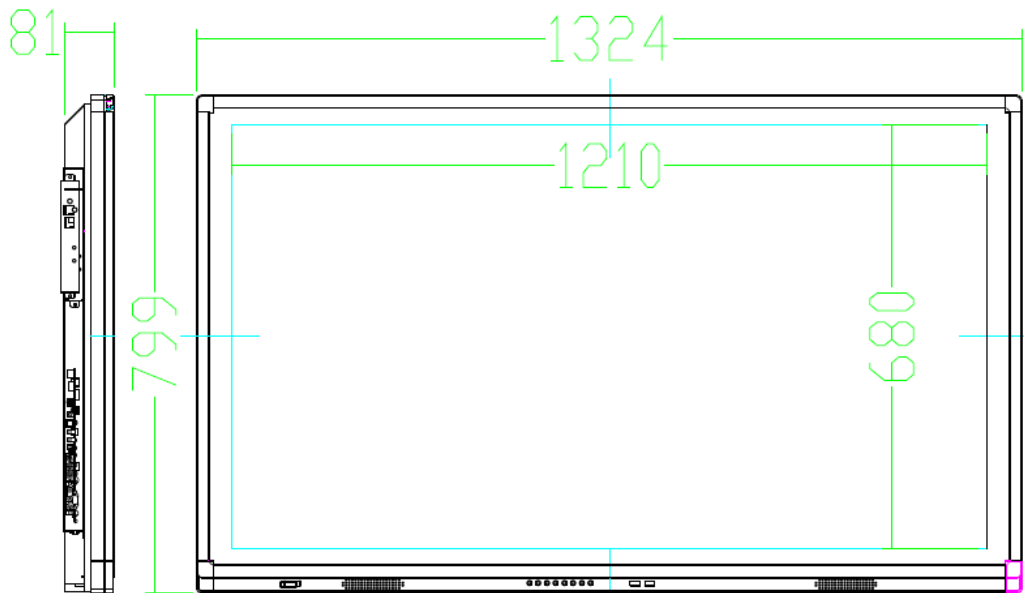
Technical Specification (continued)

working Temperature	0°C~40°C
Set up	As per this Operations Manual
Touch Points	Single/Two/Four/Six points available
Writing mode	Finger, writing pen or any non-transparent object
Positioning technology	IR technology
Positioning accuracy	<3mm
Positioning resolution	4096*4096/16384*16384/32768*32768
Writing response time	<8ms
Cursor speed	>180 dot/sec
Communication port	USB
Operating system	WINDOWS/LINUX/MAC /Android
PC response	System auto response

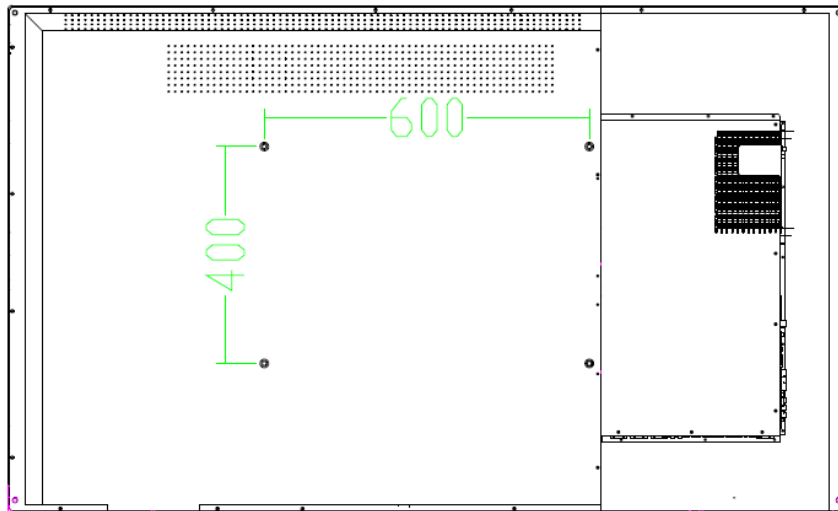
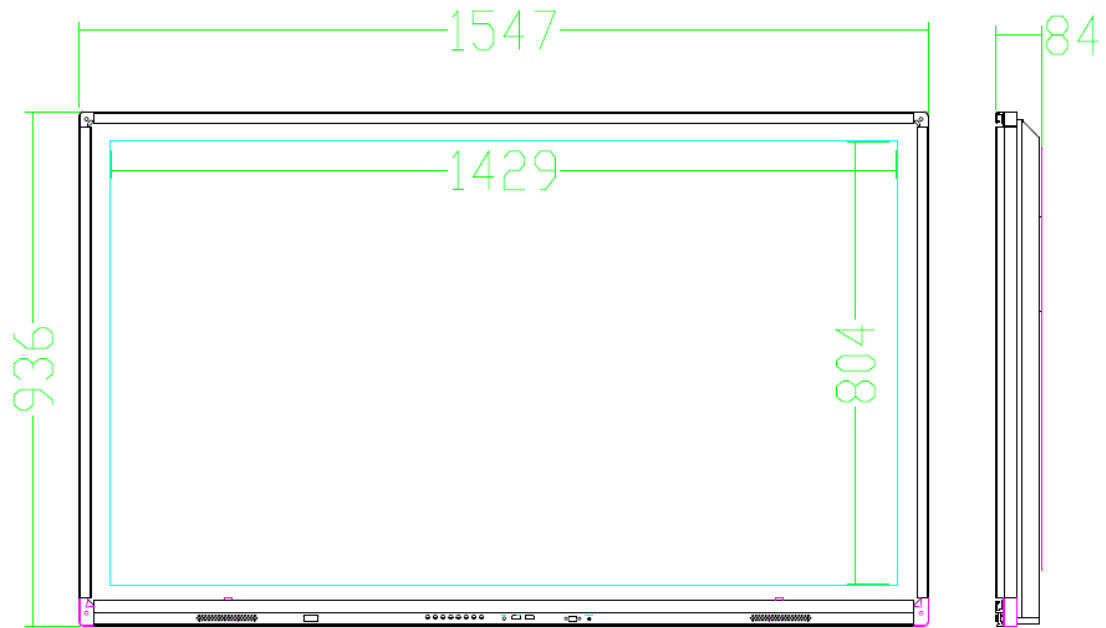
Remark:

Above mentioned parameters are for standard models and are subject to change without notice.

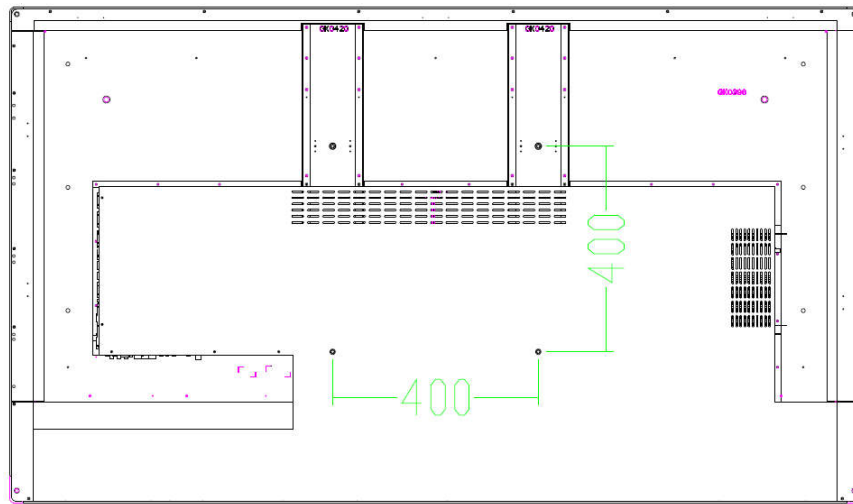
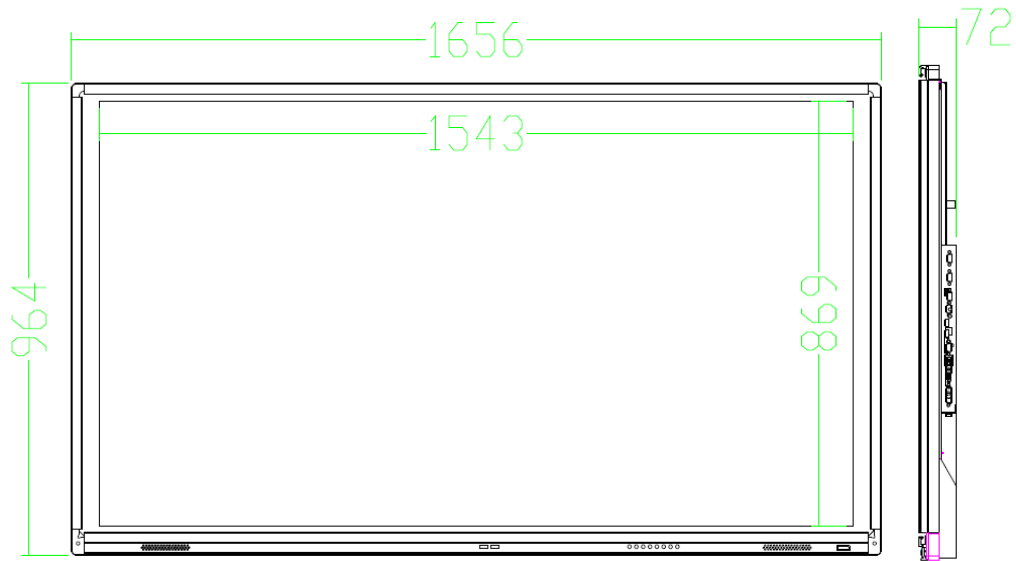
55" Technical Drawing



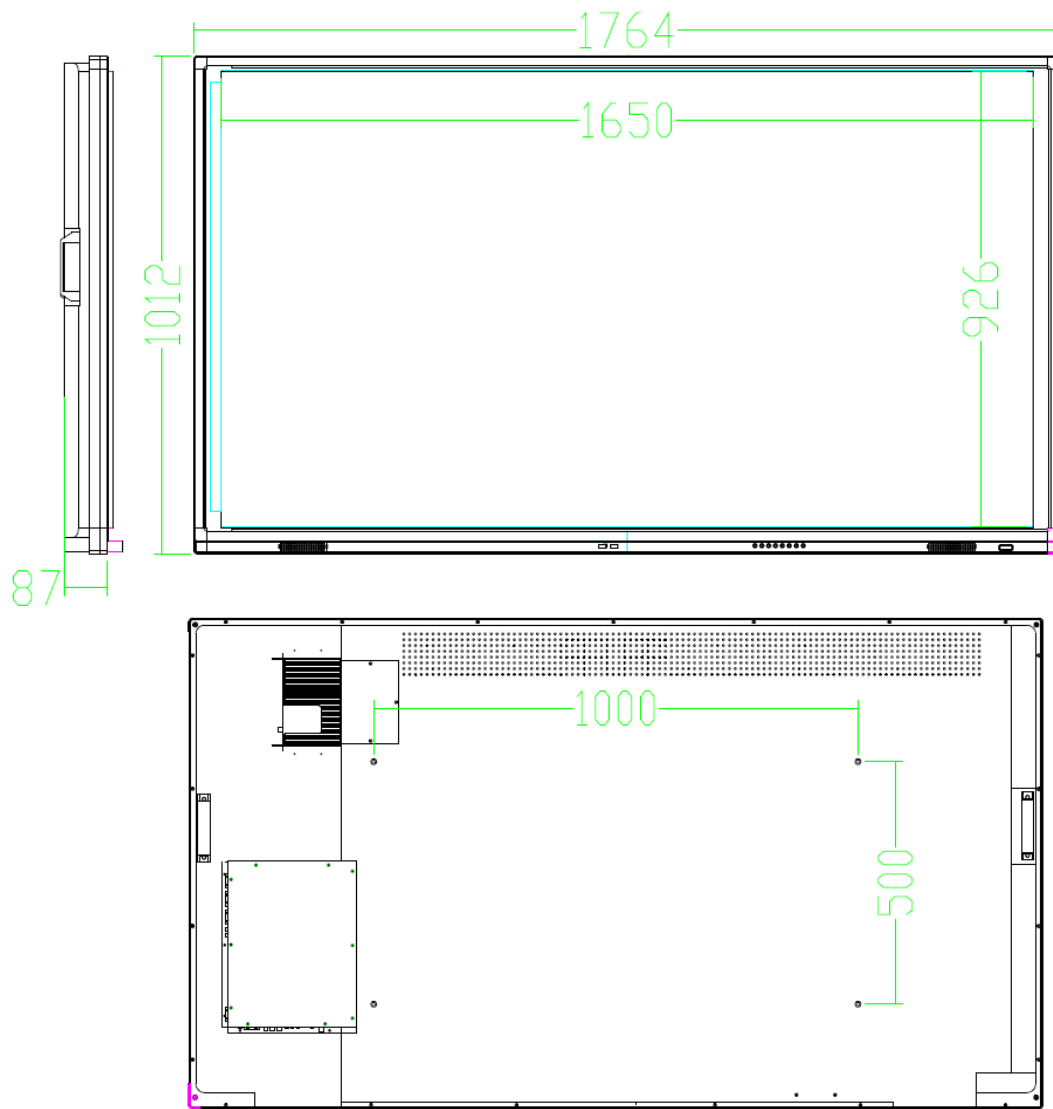
65" Technical Drawing



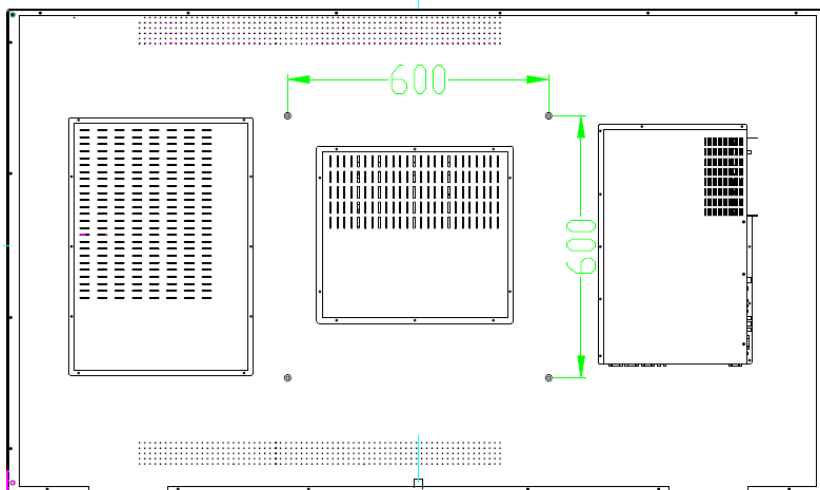
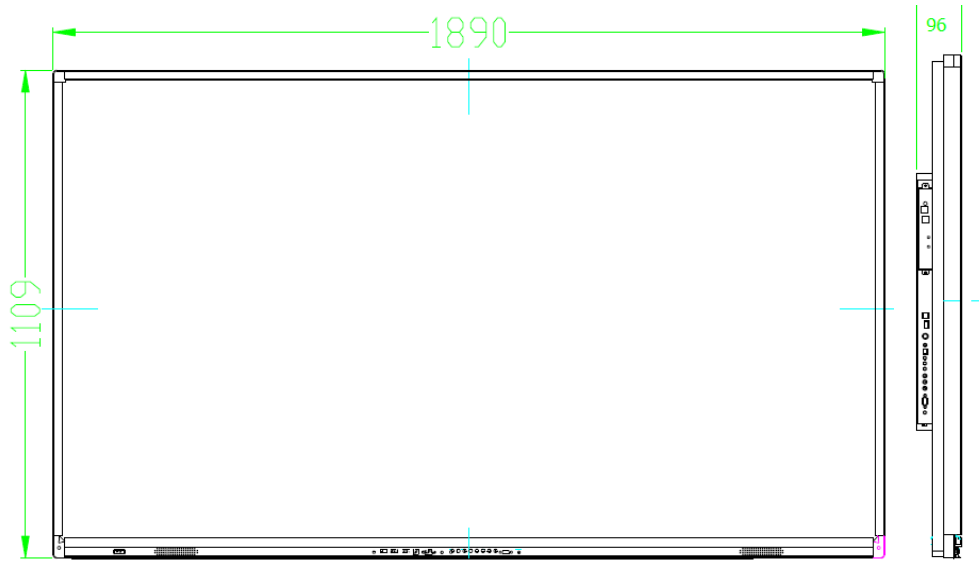
70" Technical Drawing



75" Technical Drawing

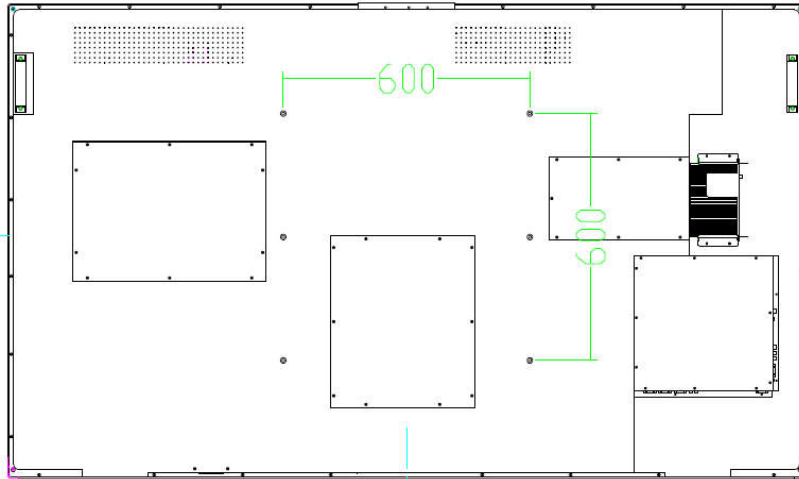
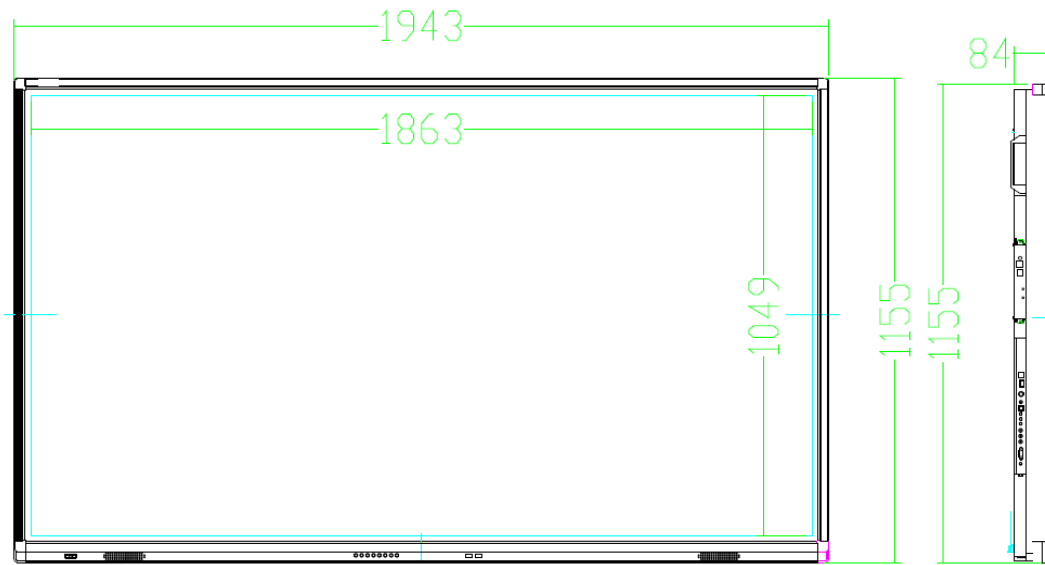


80" Technical Drawing



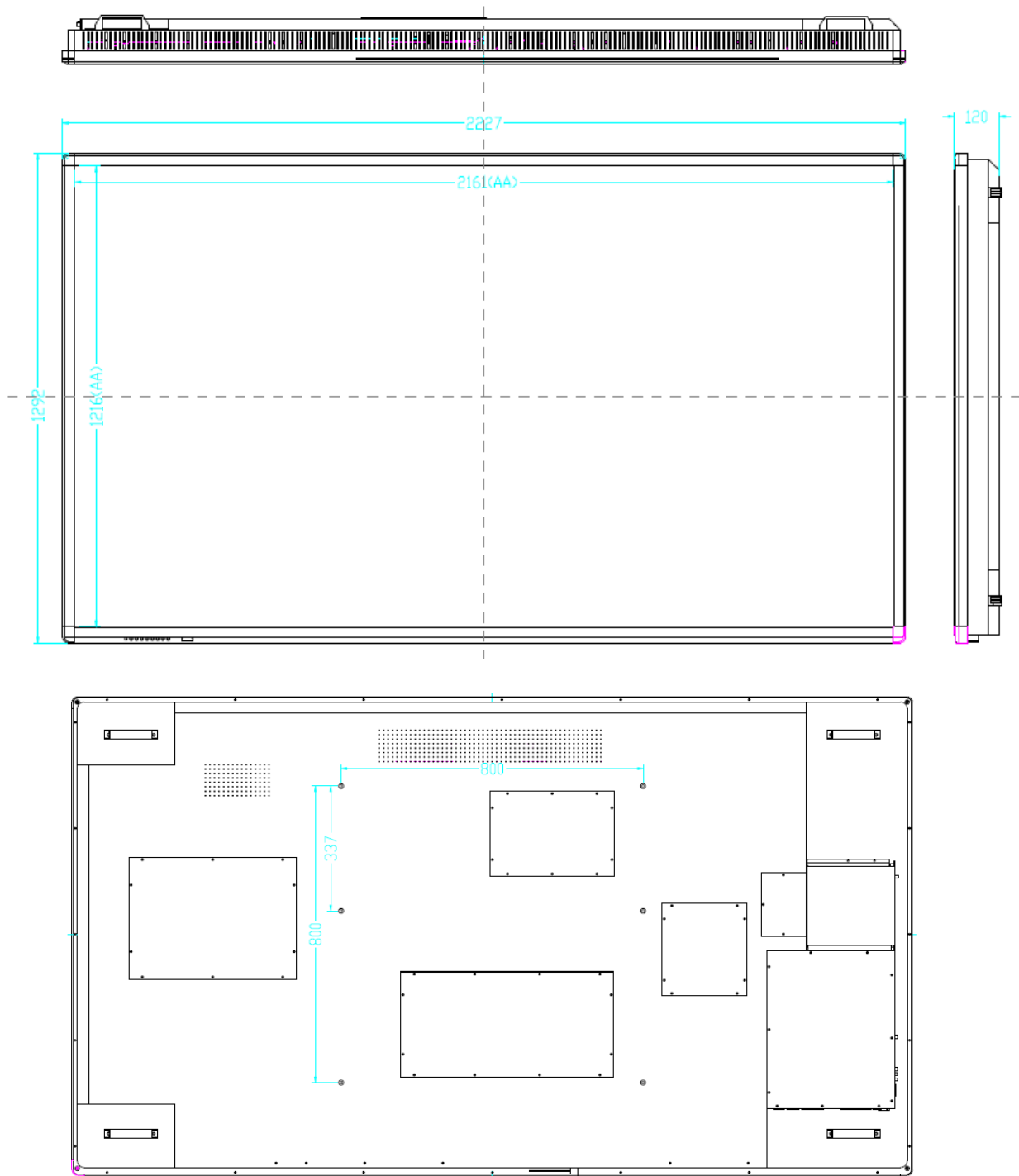
StarBoard

84" Technical Drawing

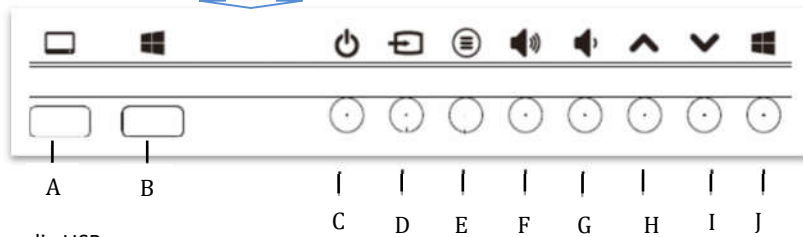
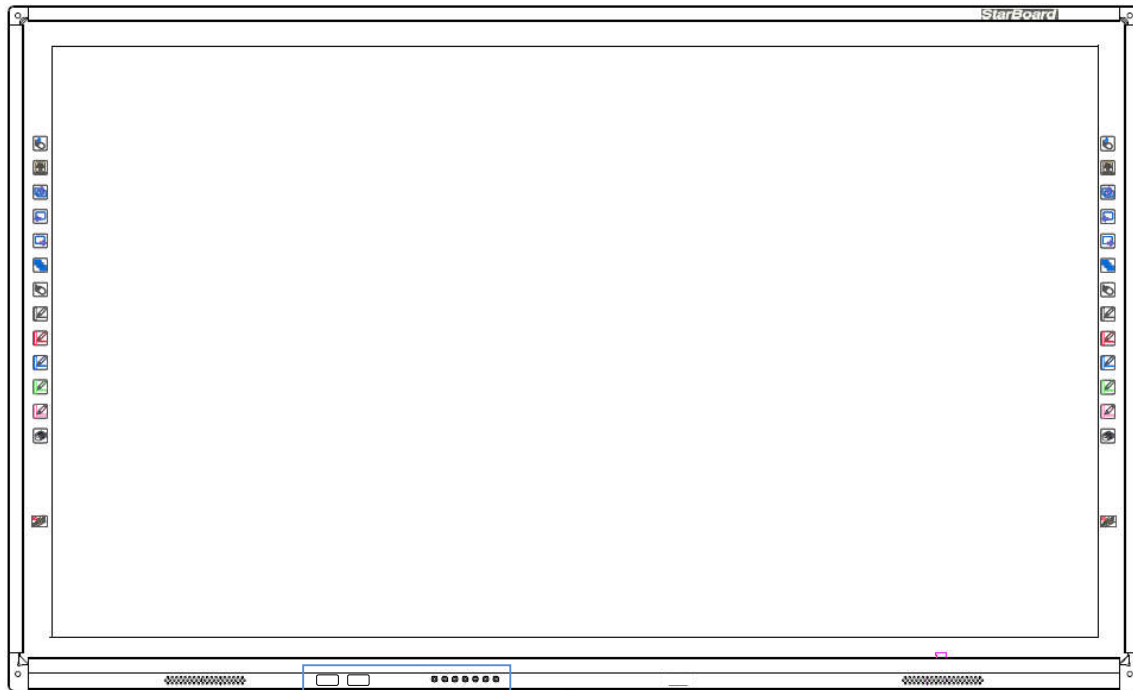


StarBoard

98" Technical Drawing

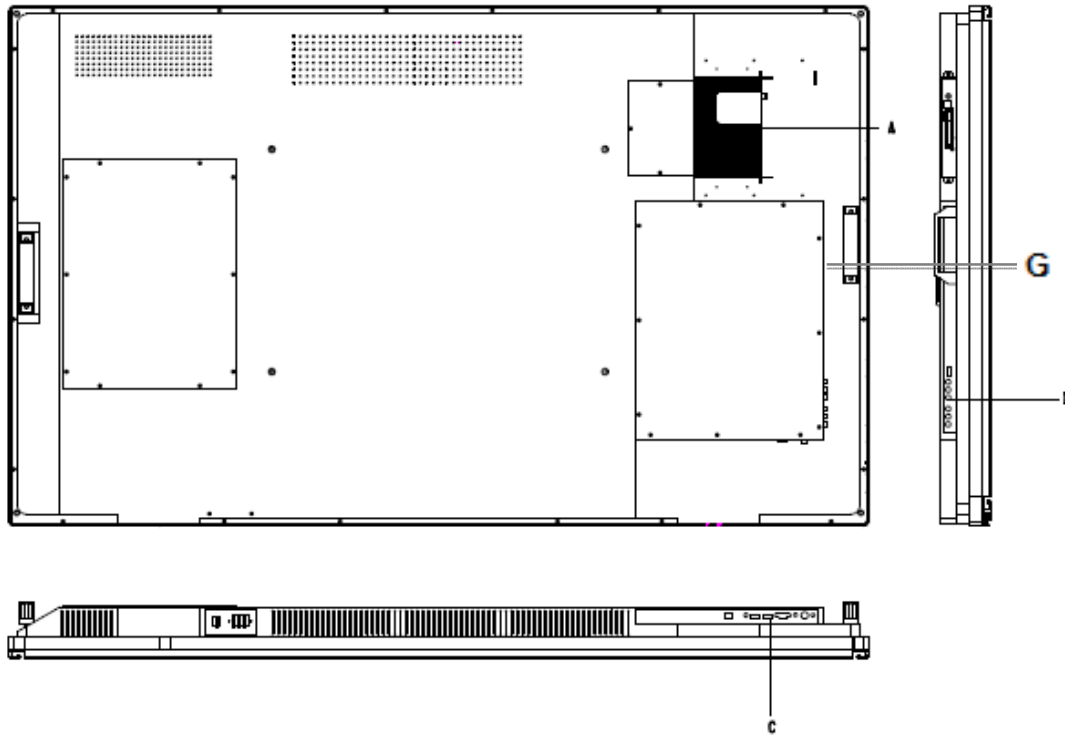


Front Panel of StarBoard iFPD

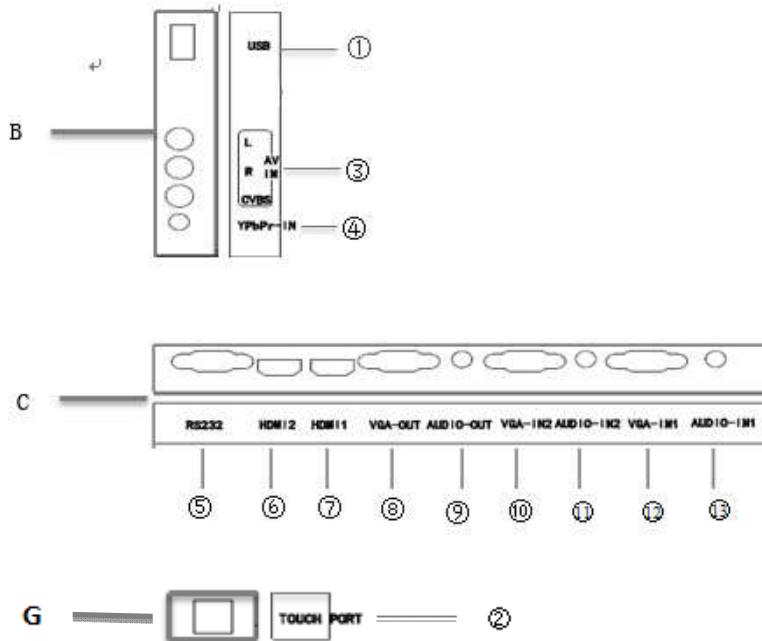


- A- Multimedia USB
- B- Extension USB from OPS
- C- Turn On/Off
- D- Source Input
- E- Menu
- F- Volume+
- G- Volume -
- H- Menu item ^
- I- Menu item v
- J- OPS Switch

Remark: Front Panel Picture for reference only may differ from actual product

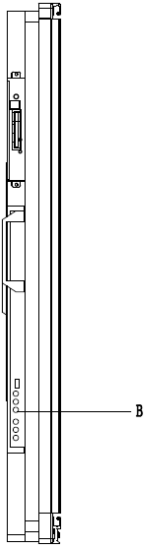


Remark: Reference only



- | | |
|---------------|--------------|
| 1.USB | 8.VGA-OUT |
| 2. TOUCH PORT | 9. AUDIO-OUT |
| 3.AV IN | 10.VGA-IN2 |
| 4.YPbPr-IN | 11.AUDIO-IN2 |
| 5.RS232 | 12.VGA-IN1 |
| 6. HDMI1 | 13.AUDIO-IN1 |
| 7. HDMI2 | |

Side/Real ports description



Side View

Remark: For reference only.

Video Input: Connect VGA cable with StarBoard iFPD and chose the source.

Audio Input: When using VGA input, an audio cable is needed to connect PC and StarBoard iFPD.

Touch Input: Using a USB cable to connect PC and StarBoard iFPD.

Packing List

No.	Part name	Quantity
1	RCU(Remote Control Unit)	1
2	Warranty Card	1
3	USB cable (1.5 Meter,B-type)	1
4	Writing Pen(2 pieces with different color)	1
5	Accessory Box	1
6	Back LOGO	1
7	Mark of High Voltage Warning	1
8	CD for Touch frame	1
9	User Manual	1
10	Wall Mount Brackets	1
11	Wall Mount Screws	4
12	Power cable(1.8 meter, Depend on import country request standard)	1
13	VGA cable (1.8 meter, black)	1
14	Audio cable (1.5 meter, black)	1



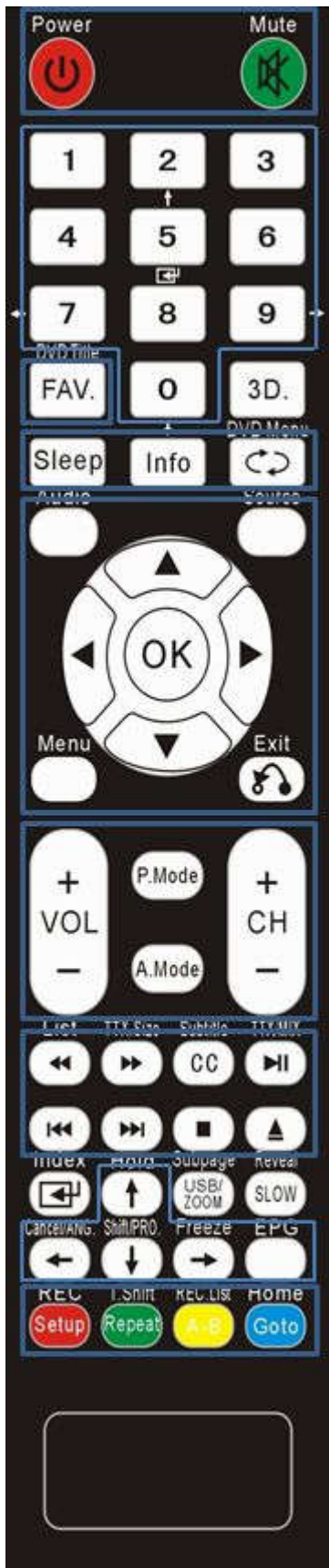
205 Westwood Ave, Long Branch, NJ 07740



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

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

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RCU (Remote Control Unit)

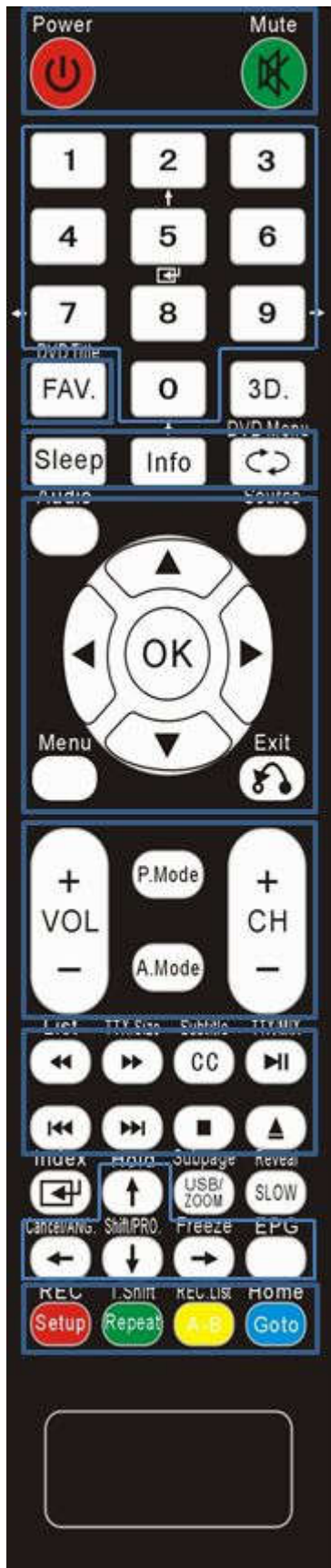


 Power on/ off
 Mute sound. Press again or press VOL+/- to resume.

NUMBER BUTTONS
N/A

CH +/-
N/A
VOL +/-
Press to increase / decrease volume.
P.MODE
Press to cycle through the available picture modes: Standard, Dynamic, Movie and User.
A.MODE
Press to cycle through the different
Press to select favorite channel.
3D.
N/A






CANCEL
Reserved.
SHIFT
Press to shift, and image freeze.
Freeze
Freeze or un-freeze picture.
EPG
Open or close EPG menu.



List

Brings out the LIST pattern. Will return to the Home page when exit from LIST, allowing browsing.

USB Function.

-  Fast back.
-  Fast front.
-  Play or pause.
-  Previous.
-  Next.
-  Stop.

REC

N/A

T. SHIFT

Press to time shift, and image freeze.

REC.List

Record files list.

Home

Return to Home mode set.

Sleep

Set the auto off mode.

Info

Press to display the information of current system.

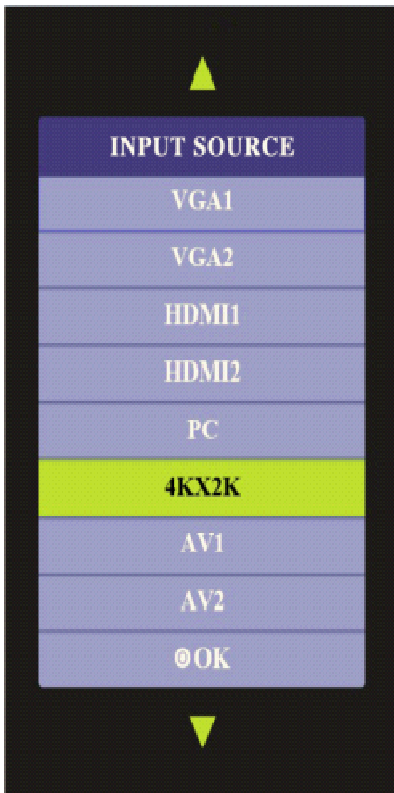


Return to the last channel viewed.

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Menu Operation

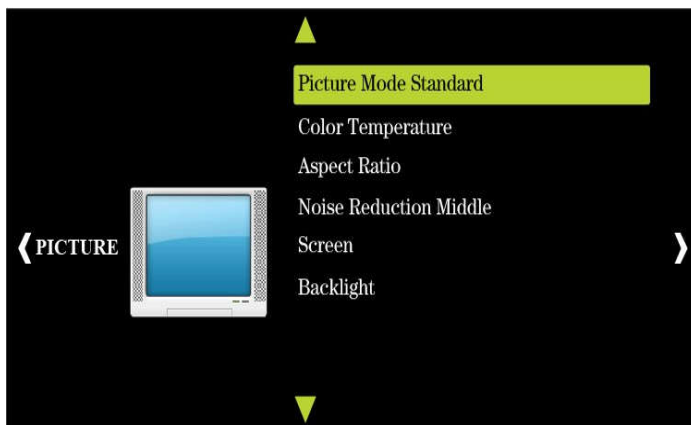
Source selection



1. Press the source button
2. Press ▲/▼ to move the cursor
3. Press "OK" to enter the source you selecting

Note: 4KX2K only available for panel support 4KX2K.

Picture

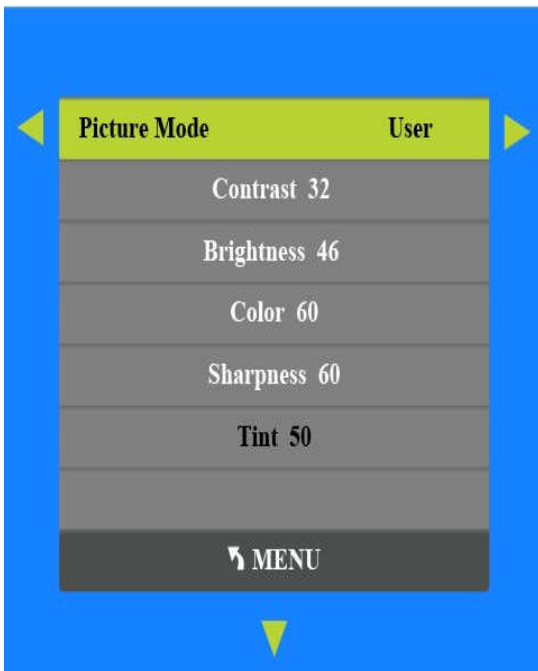


1. Press ◀/▶ to enter the Picture menu
2. Press ▲/▼ to up and down
3. Press "OK" to modify the value of the options
4. Press "OK" to enter sub menu
5. Press "menu" to get back last menu
6. Press "exit" to exit menu

StarBoard

Picture Mode

Enter the sub menu of the Picture Mode ,with the options of Contrast ,Brightness Color ,Sharpness and Tint .When we set the mode of Picture Mode to user ,we can press ▲/▼ to change the options.



1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Note: Tint 50 function is not available for TE-SN-65.

Color Temperature

Enter Color Temperature menu ,with the options of Red ,Green and Blue .When we set the mode of Color Temperature to user ,we can press ▲/▼ to change the options.

1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



Aspect Ratio

Enter the sub menu of Aspect Ratio ,with the options of Auto ,4:3 ,16:9 ,Zoom 1,Zoom 2 and Just Scan .There may exist difference of the options under different signal ,press ▲/▼ to change the options.

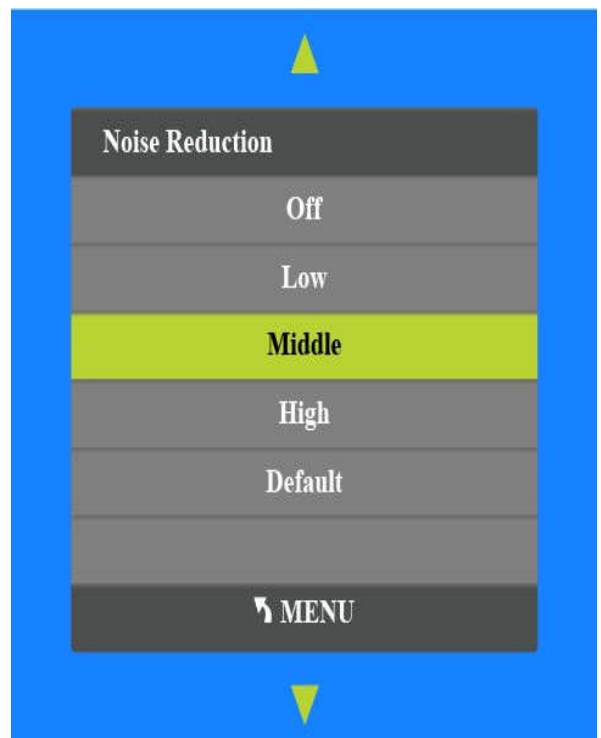


1. Press ▲/▼ to up and down .
2. Press "OK " to ensure the mode we select.
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Noise Reduction

Enter the sub menu of Noise Reduction ,with the options of Off , Low, Middle, High, and Default .Press ▲/▼ to change the options

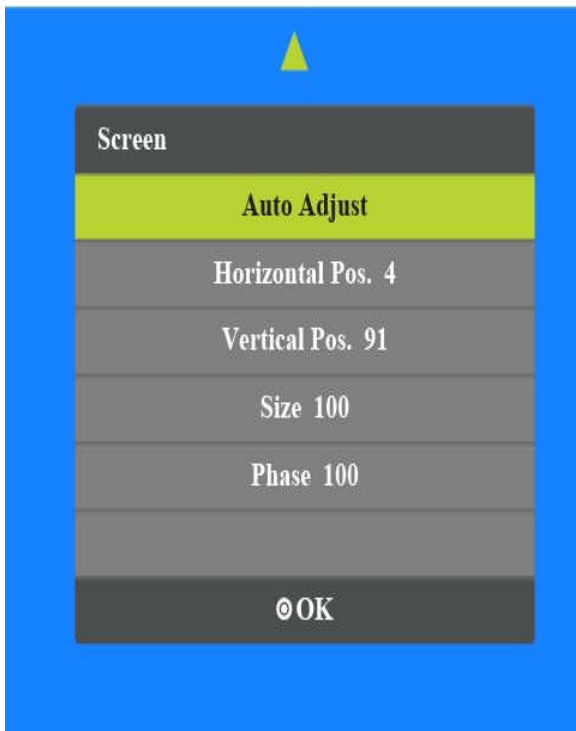
1. Press ▲/▼ to up and down .
2. Press "OK " to ensure the mode we select.
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



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Screen (Only works under the PC mode)

Enter the sub menu of Screen , with the options of Auto Adjust , Horizontal Pos, Vertical Pos, Size and Phase. Press ▲/▼ to change the options



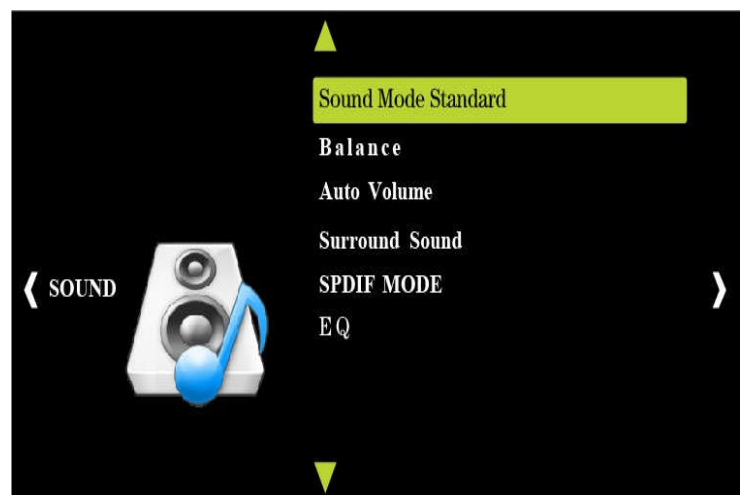
1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "OK" to auto adjust the window(The more bright around the screen will increase the accuracy of the auto adjust.)
4. Press "menu "to get back last menu.
5. Press "exit" to exit menu.

Note: Enter the Backlight menu ,with the options of Backlight with value 60 . Press ◀/▶ to modify the value of the options

Sound

Enter the Sound menu ,with the options of Sound Mode Standard, Balance, Auto Volume, Surround Sound , SPDIF MODE and EQ .Press ▲/▼ to change the options.

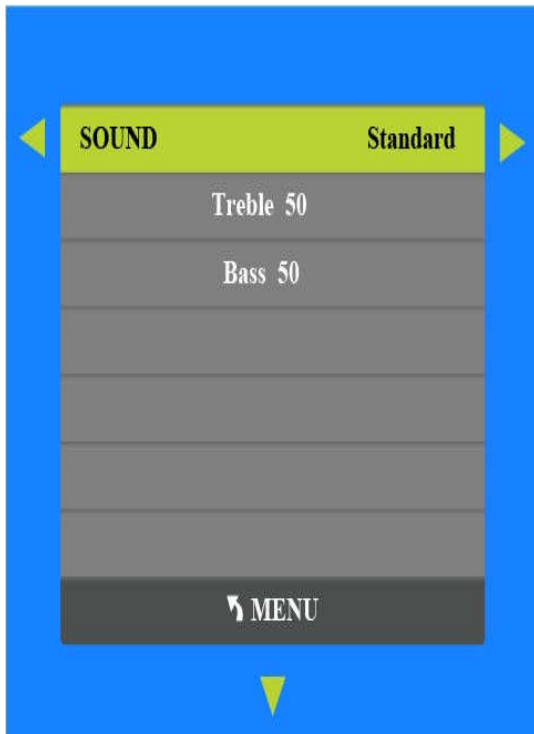
1. Press ◀/▶ to select Sound menu.
2. Press ▲/▼ to up and down .
3. Press ◀/▶ to modify the value of the options
4. Press "OK "to enter sub menu.
5. Press "menu "to get back last menu.
6. Press "exit" to exit menu.



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Mode of the Sound

Enter the sub menu of Sound ,with the options of Treble and Bass .Press ▲/▼ to change the options.

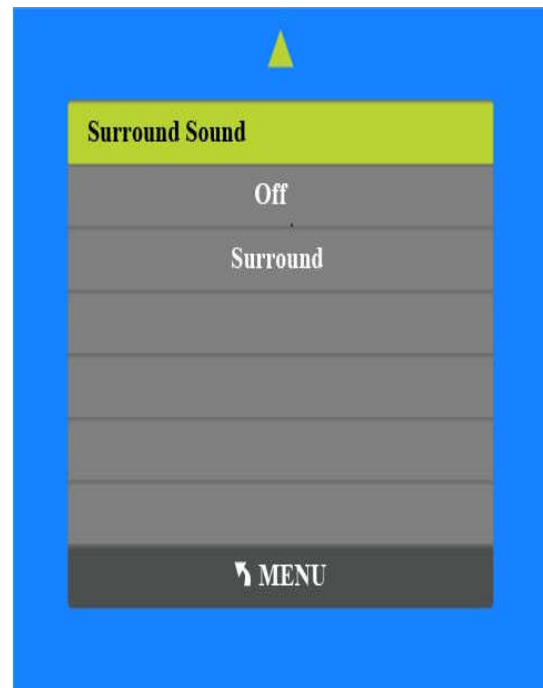


1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Surround Sound

Enter the sub menu of Surround Sound ,with the options of Off and Surround .Press ▲/▼ to change the options.

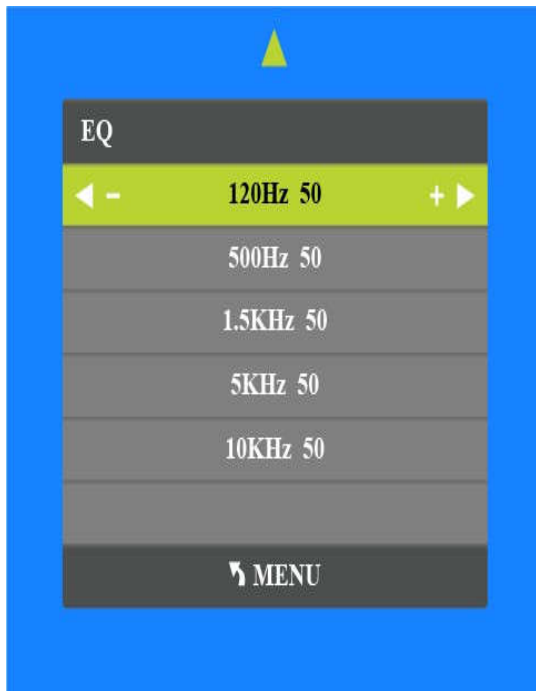
1. Press ▲/▼ to up and down .
2. Press "OK " to ensure the mode we select.
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



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EQ

Enter the sub menu of EQ ,with the options of 120Hz, 500Hz, 1.5KHz, 5KHz,10KHz .Press ▲/▼ to change the options.

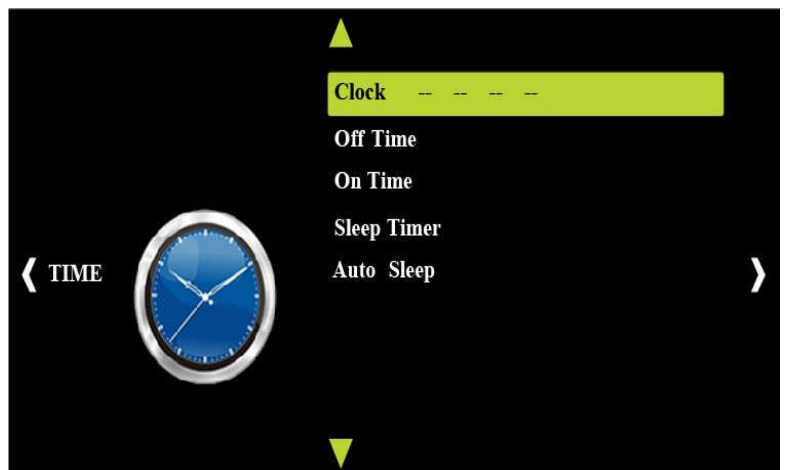


1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Time

Enter the Time menu, with the options of Clock, Off Time, On Time, Sleep Timer, Auto Sleep .Press ▲/▼ to change the options.

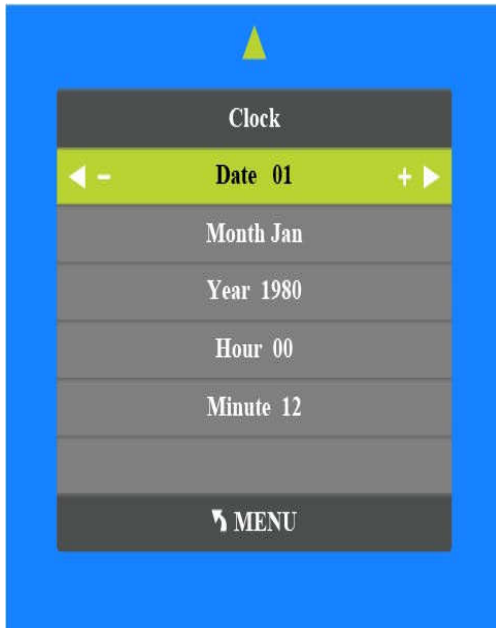
1. Press ◀/▶ to enter the Time menu.
2. Press ▲/▼ to up and down .
3. Press "OK "to enter sub menu.
4. Press ◀/▶ to modify the value of the options
5. Press "menu "to get back last menu.
6. Press "exit" to exit menu.



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Clock

Enter the sub menu of Clock ,with the options of Date, Month, Year, Hour, and Minute. Press ▲/▼ to change the options.

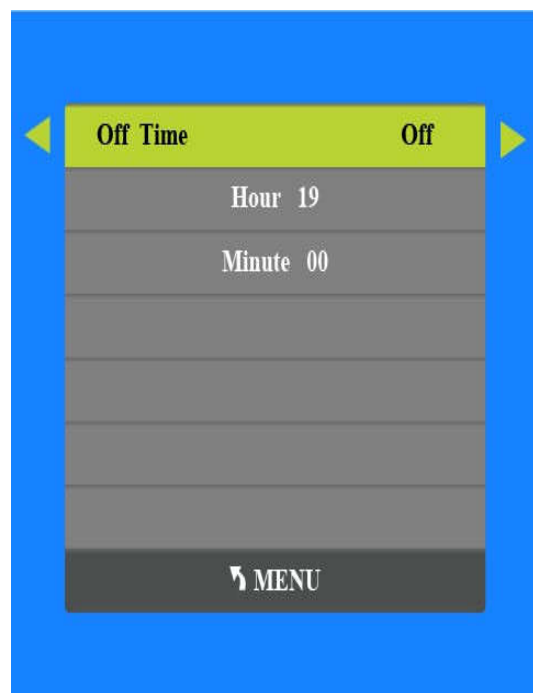


1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Off Time

Enter the sub menu of Off Time ,with the options of Hour and Minute,The Mode of the Off Time have one time, everyday , Monday to Sunday, Monday to Saturday, Monday to Sunday and Sunday . Press ▲/▼ to change the options.

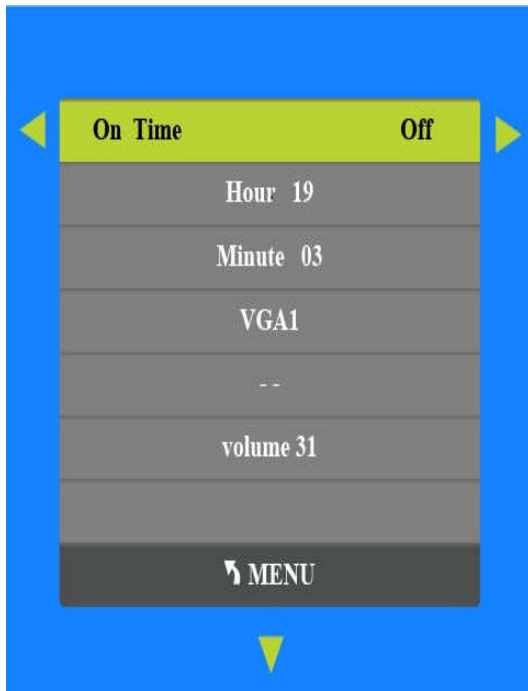
1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



StarBoard

On Time

Enter the sub menu of On Time, with the options of Hour , Minute, VGA1, Program and volume. The Mode of the Off Time have one time, everyday , Monday to Sunday, Monday to Saturday, Monday to Sunday and Sunday . Press ▲/▼ to change the options.



1. Press ▲/▼ to up and down .
2. Press ◀/▶ to modify the value of the options
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.

Sleep Timer

Enter the sub menu of Sleep Timer, with the options of Off, 10min, 20min, 30min, 60min, 90min, 120min, 180min and 240min. Press ▲/▼ to change the options.

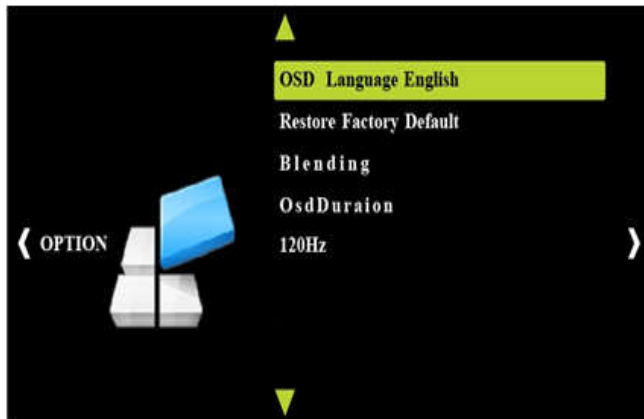
1. Press ▲/▼ to up and down .
2. Press "OK " to ensure the mode we select.
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



StarBoard

Option

Enter the Option menu , with the options of OSD Language, Restore Factory Default, Blending, Osd Duraion and 120HZ . Press ▲/▼ to change the options.

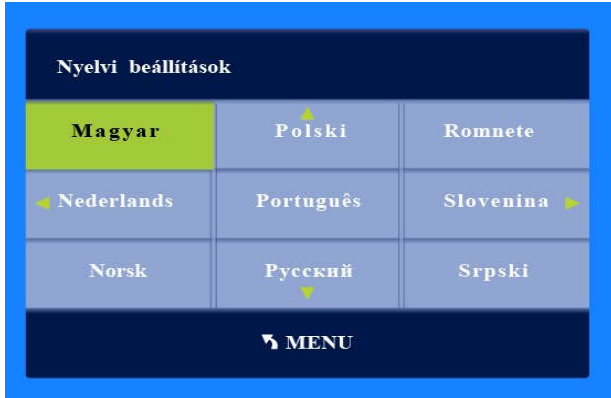


1. Press ◀/▶ to enter the Option menu.
2. Press ▲/▼ to up and down .
3. Press "OK "to enter sub menu.
4. Press ◀/▶ to modify the value of the options
5. Press "menu "to get back last menu.
6. Press "exit" to exit menu.

Language Menu

Enter the sub menu of Language, with the 23 options , include Chinese, English and so on . Press ▲/▼ to change the options.

1. Press ▲/▼ to up and down .
2. Press "OK " to ensure the mode we select.
3. Press "menu "to get back last menu.
4. Press "exit" to exit menu.



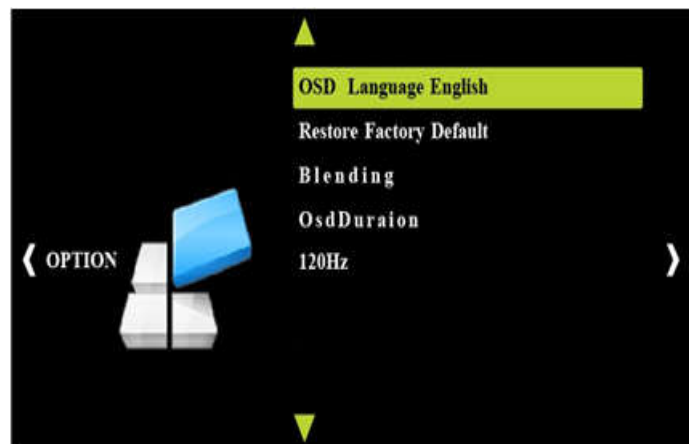
StarBoard

Restore Factory Default

Enter the sub menu of Restore Factory Default, press ◀ to confirm Restore, or press ▶ to exit.

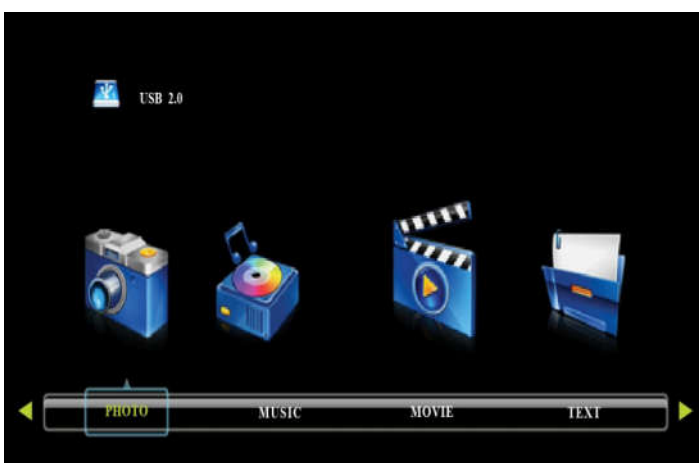


- Enter the Blending menu to select the menu background transparency degree , there are four options: High, Middle, Low, Off.
- Enter the OsdDuraion menu to show time option , there are four options: 15Sec, 10Sec, 5Sec, Off.
- Enter the 120HZ menu , there are five options: Off, High, Middle, Low, PASS.



Multi media

Enter the multimedia source, with options of pictures, music, movies, document , recognition USB, press ◀/▶ key selection. USB icon color display whether the USB is recognition, the blue shows recognition, gray screen not recognition



1. press ◀/▶ key, selection content
2. press OK key enter relevant content
3. press ▲/▼/◀/▶ key Choose to play the file.
4. press the play key
5. Press the "exit" to return to main menu.

StarBoard

Photo

Enter the photo option, press ▲/▼/◀/▶ key Choose picture to play, Press the “OK” button to choose the play or cancel, press the play button to play. Relevant operation according to the remote shortcut keys

1. Press “info” to enter the menu
2. Press ▼ to exit this menu
3. press ◀/▶ key, selection content
4. press OK key enter relevant content
5. Press “exit” to return to main menu.

Page 1

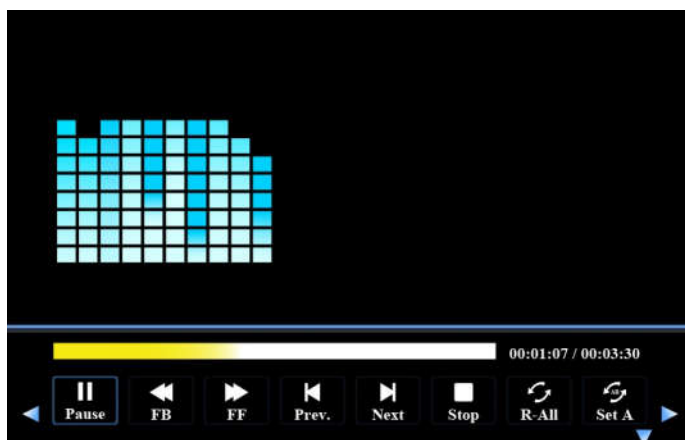


Page 2



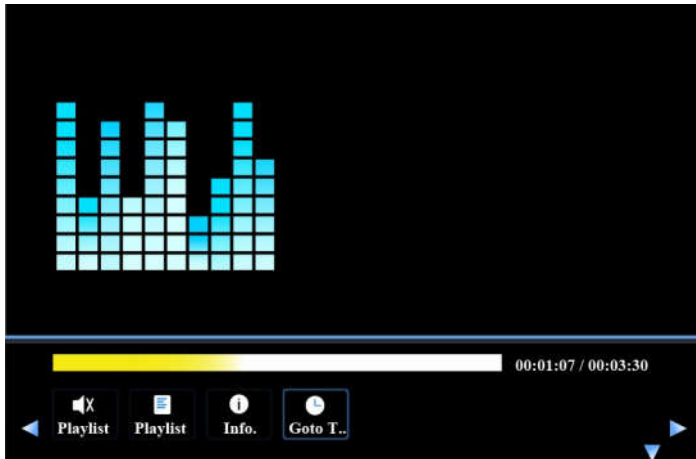
Music

enter the music option, press ▲/▼/◀/▶ key Choose picture to play, Press the “OK” button to choose the play or cancel, press the play button to play. Relevant operation according to the remote shortcut keys



1. Press “info” to enter the menu
2. Press ▼ to exit this menu
3. press ◀/▶ key, selection content
4. press OK key enter relevant content
5. Press “exit” to return to main menu

Page 1



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Movies

enter the movies option, press ▲/▼/◀/▶ key Choose picture to play, Press the “OK” button to choose the play or cancel, press the play button to play. Relevant operation according to the remote shortcut keys

- press “info” to enter the menu

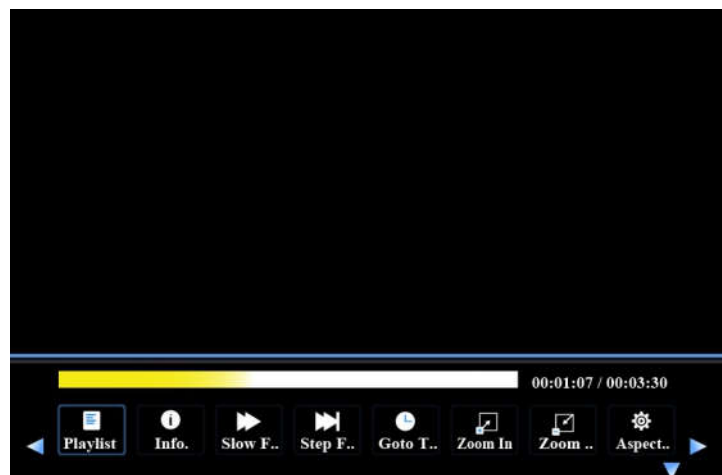
 1. Press ▼ to exit this menu
 2. press ◀/▶ key, selection content
 3. press OK key enter relevant content
 4. Press “exit” to return to main menu

Page1 →

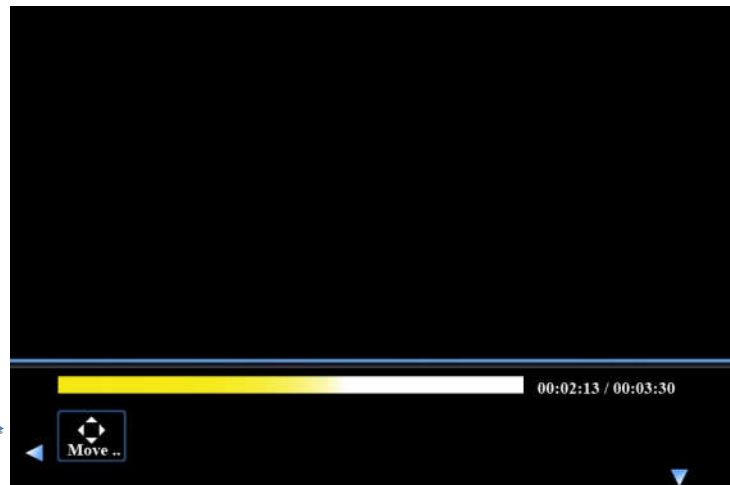
Movies



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Document

enter the movies option, press ▲/▼/◀/▶ key Choose picture to play, Press the “OK” button to choose the play or cancel, press the play button to play. Relevant operation according to the remote shortcut keys



1. Press “info” to enter the menu
2. Press ▼ to exit this menu
3. press ◀/▶ key, selection content
4. press OK key enter relevant content
5. Press “exit” to return to main menu

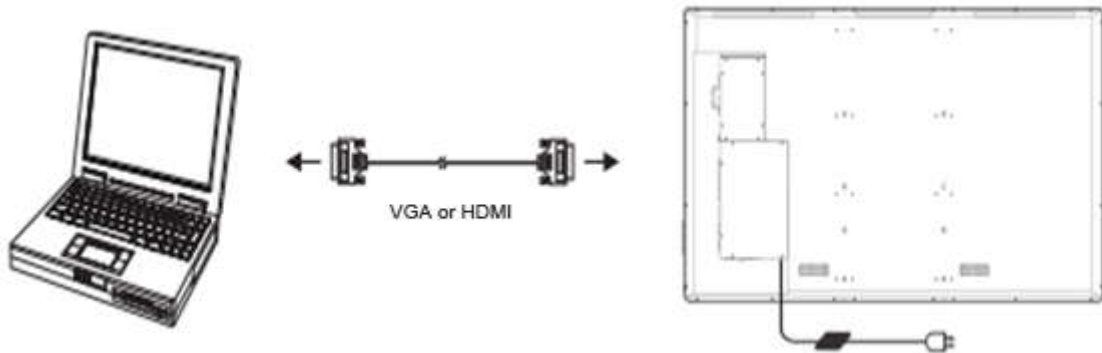
USB Multimedia playback format

Media	File Ext	Codec		Remark
		Video	Audio	
Movie	.mpg	MPEG-1, MPEG-2	MP3 WMAAAC AC3 AC3+ DTS	Max Solution: 1920×1080 Max Data Rate: 40 Mbps
	.avi	DivX,Xvid, MPEG-4, MPEG-4 SP/ASP		Max Solution: 1920×1080 Max Data Rate: 20 Mbps
	.ts	MPEG-2		
	.mov/.mkv	MPEG-4 SP/ASP		
	.dat	MPEG-1		
	.mp4	MPEG-4 SP/ASP		
		MPEG-1, MPEG-2		
	.vob	MPEG-2		Max Solution: 720×576 Max Data Rate: 40 Mbps
rm,rmbv	Rv30,Rv40	Max Solution: 1920×1080 Max Data Rate: 40 Mbps		
Music	.mp3	--	MP3	Sample Rate: 8K~48KHz Bit Rate: 32K~320Kbps Channel: Mono/Stereo
	.wma	--	WMA	
	.m4a/.aac	--	AAC	Sample Rate: 16K~48KHz Bit Rate: 32K~442Kbps Channel: Mono/Stereo
Photo	.jpg/.jpeg	Baseline JPEG		Max Resolution: 15360×8640
		Progressive JPEG		Max Resolution: 1024×768
	.bmp	BMP		Max Resolution: 9600×6400 Pixel Depth: 1/4/8/16/24/32 bpp
	.png	Non-Interlaced PNG		Max Resolution: 9600×6400
Interlaced PNG		Max Resolution: 1280×800		
Note: Licenses are required for Divx, MPEG-1, MPEG-2, MP3, WMA, AAC and AC3.				

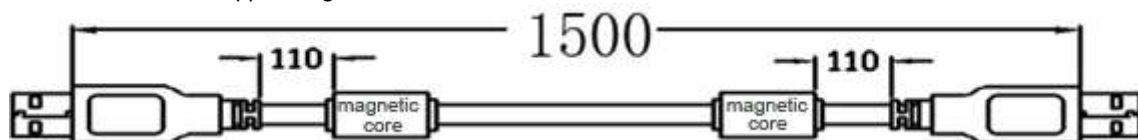
Connecting to the PC

Connecting to a PC

- Leave the StarBoard iFPD unit powered off
- Using the VGA cable connect the StarBoard iFPD unit VGA port with that of the PC
- Connect USB cable to the PC and to the StarBoard iFPD unit.



- Power up the StarBoard iFPD unit and use the remote control unit (RCU) to select input source (VGA Source)
- Use cables supplied together with this StarBoard iFPD unit.



The StarBoard iFPD unit has a driver-less touch frame.

Connect the USB cable to

Once the USB cable is connected, the unit is touch-ready.

Allow a few seconds for the StarBoard iFPD to register the connected PC.

Maintenance of touch frame

- The IR technology is sensitive to excessive dust
- Keep the screen surface free from dust
- Clean with a soft dry cloth

Trouble Shooting

No Signal

Possible Causes: Connecting ports damage, VGA or HDMI line failure, Source input selection error, VGA or HDMI line not fixed connected

Corrective actions: Re-connect VGA or HDMI line and check if it is fixed firmly

Select the right input source

No Audio

Possible causes: audio line not connected, check audio output from PC (eg volume, mute etc)

Corrective actions: Ensure audio cable is connected if using VGA, check volume and mute output in PC

Touch frame issues

Off calibration.

Corrective action: Re-do the calibration, using Windows or IR frame calibration software included with the StarBoard iFPD unit, Check display resolution of your PC

Touch point drift

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When the cursor drifts away from the touch point.

Corrective action: Ensure there are no 'other' accidental touches from sleeves, elbows, etc.

Only single touch

Check if your PC has installed WIN7 or higher version OS

Check that the software you are using is multi touch capable

Corrective action: Install and use multi touch capable OS and application software.

Trouble shooting for StarBoard iFPD problems

No audio and picture

- Check if the power is on and power cord connected firmly with power supply
- Check if you have turned the power button on – rendering the unit on standby
- Check brightness and contrast setting
- Check volume
- Check the Source selection is appropriate

Picture but no audio

- Check volume
- Check if the mute button is activated in the RCU

No picture or only black and white picture

- Adjust color setting
- Check if the color format is right

Disturbance in audio and picture

- Relocated StarBoard iFPD unit
- Plug the power line to another power socket
- Re adjust antenna

Picture is not clear or distorted

- Check antenna orientation, position and connection.

Non responsive RCU

- Change batteries
- Clean RCU emitting window
- Unblock the receiving window at the StarBoard iFPD unit
- Check batteries' contact points.

Product Warranty Policy

1. During the free warranty service period, if a malfunction occurs during normal use, the malfunction will be corrected without charge, according to the provisions of the warranty. Furthermore, if the customer registration card accompanying the warranty is not returned to our company, the customer information will not be registered; so free repairs might be unavailable. After receiving this product, please immediately fill out and return this customer registration card.

2. The warranty coverage is listed in the following table:

Product Name	Part Name	Warranty Coverage
Interactive	Touch frame	+
	Panel	+
	Mother board	+
	Power board	+
	Speaker	+
	Remote controller	-
	Audio cable	-
	Power cable	-
	VGA cable	-
	USB cable	-
	Whiteboard pen	-

(Explanatory note): + → Covered by warranty (excluding wear or physical damage)

- → Not covered by warranty

3. Warranty service period for this product is one year after procurement. Fee repairment period is five years maximum.

4. Even during the warranty period, there will be a repair charge in the following cases:

- (1) If the registration card accompanying the warranty is not returned to our company.
- (2) If the warranty is not presented.
- (3) If specified fields on the registration card accompanying the warranty are not completed, or if the wording has been changed without authorization.
- (4) The warranty applies only to the original purchasers. (It does not apply to a third party to whom the customer resold this product.)
- (5) In the event of a malfunction or damage resulting from the customer's improper handling (e.g., a fall, impact, etc., caused by the customer during transportation or movement).
- (6) In the event of problems resulting from handling contrary to the handling and precautions mentioned in this user's guide.
- (7) In the event of failure or damage resulting from abnormal voltages, pollution or other natural disasters (e.g., fire, earthquake, and lightning).
- (8) In the event of a malfunction in this product caused by the connection to this product of equipment other than the equipment specified by our company.
- (9) In the event that there is no abnormality in this product, but a defect in a part other than this product was detected or remedied.
- (10) In the event of ordinary wear and tear, wear, deterioration, etc., of consumables, even during normal use.

5. If this product malfunctions, review the contents of this user's guide. If the problems remain irreparable, contact the dealer. The dealer will determine whether or not the product must be repaired, so please contact them. If the customer sends the product to our company without RMA (Return Merchandise Authorization) number, it might not be covered by warranty.

6. As a rule, the customer is responsible for shipping charges required to send all or part of the product for repair, etc. Our company will assume responsibility for the return shipping to the customer.

7. This warranty does not cover labor fees for repair-associated equipment assembly or disassembly.

StarBoard

8. Incidental damage caused by the failure of this product (e.g., loss of profit that should have resulted from the use of this product) is outside the scope of this warranty.
9. The aforementioned provisions define this warranty, and they supersede those of all express or implied warranties that include legal defect liability.
10. No warranty if customer fixed the product in a method other than our company specified. Our company has no responsibility for compensation of board falling accident.
11. This warranty is limited to use of this product within the country where the user bought this product.



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