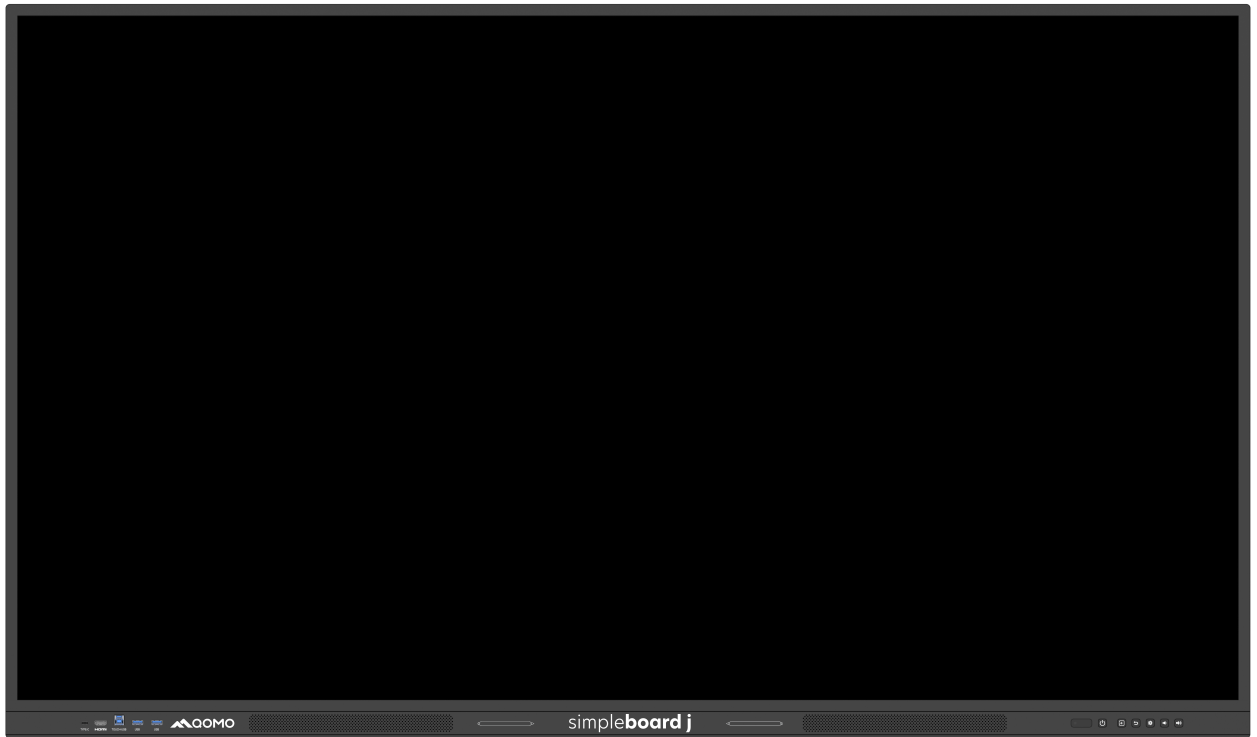




## **User' s Manual for LCD Electronic Whiteboard**

---

Note: Please read this Manual carefully before using the product!

Do not attempt to disassemble the product. If the product does not work, please contact us or our dealer in your area.

# Foreword

Thanks for purchasing our LCD electronic whiteboard.

Please carefully read all accompanying documents before installing and using this product, as failure to operate according to the manual, or misoperation attributable to wrong understanding or other reasons, may result in electric shock, fire or other hazards. Pictures provided in this manual are for reference only. In case any picture deviates from the actual product, the latter shall prevail. To provide better services, we reserve the right to improve and modify this manual without further notice. Please keep this manual properly for future reference.

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## Safety Warnings

1. Use only the power supply and voltage indicated on the label.
2. A three - prong power cord is included. Confirm that the ground terminal of the wall outlet is well grounded before installation. Route the power cord away from passageways to avoid treading. Also keep away from areas where the power cord may get pressed.
3. Do not overload the power outlet, and use a certified power outlet.
4. In case of thunderstorms, please pull out the power plug and the network cable and disconnect the product from the antenna to avoid damage.
5. If it is to be left unused for a long period of time, please power it off and pull out the power plug.
6. In case of any abnormal sound or smell, please power it off immediately and pull out the power plug. If necessary, stop using it and contact the maintenance personnel as soon as possible.
7. Keep away from flammable and explosive materials (e.g., candle, electric stove, bulb).
8. Be careful to prevent any liquid or metal objects from entering into the product. If so, stop using it immediately and contact the maintenance personnel.
9. When it is moved from a low - temperature environment to a warm area, condensate may form inside it. In such case, the product should be placed still for at least 24h prior to restart to air - dry the condensate.
10. Handle it with at least two people. Avoid impact and pay special attention to the display screen during the transfer.
11. To avoid injury, please install the base according to the instructions, and then place the product on an even and steady ground. Or, if the base is not installed, the product should be firmly fixed to the wall according to the wall - mount bracket installation instructions.
12. Do not place the product in any environment:
  - To direct sunlight, moisture, high/low temperature, or dust.
  - To poor ventilation or an enclosed environment.
  - To where any flammable or explosive material is present.
  - To where any combustible or corrosive gas is present.
13. In order to avoid the risk of explosion, do not expose the batteries to sunlight, fire or high temperature.

## Precautions

- ◆Do not attempt to disassemble/assemble this product as you may get exposed to dangerous voltage or other hazards. If necessary, please contact the maintenance personnel.
- ◆If the product is dirty, first disconnect the power plug, then dampen the cloth with water and wipe with the slightly wet cloth. Do not apply force while wiping the display screen as it may scratch the screen. Do not wipe with such solvents as alcohol, gasoline, acid, alkali, detergent, volatile oil and diluents since these solvents may damage the product.
- ◆Condensate may appear inside the screen in high humidity, and this is a normal phenomenon as generally temperature difference between the external and internal glass surfaces may lead to water droplets on the internal glass surface. Such water droplets will disappear automatically after 24h of normal use. Please rest assured to use the product.
- ◆Do not insert any sharp or metal object into the vent or touch the signal connector with any sharp or metal object. Otherwise short circuit or electric shock can be caused.
- ◆Do not exert pressure on the LCD screen as it is made of glass.

## Precautions

- ◆ Do not place the product on an unsteady trolley, shelf or table. Otherwise it may turn over. Move the product carefully when it is on a trolley. Emergency stop, excessive force or uneven ground can result in tipping over of the trolley and the product.
- ◆ Openings on the product are designed for heat dissipation to ensure good performance./ And the holes should not be covered with objects such as newspapers, tablecloths and curtains as they may impede ventilation.
- ◆ Do not allow a still picture or an active picture containing stationary text or icon to remain on the screen for too long because this will leave a "ghost image" on the screen, and it will not disappear long after shutdown.
- ◆ To ensure the display effect of this product, please select the cables that meet the certification requirements.

## Product Features

1. No built-in operating system, ensuring user privacy and security and preventing data leakage.
2. All signal sources annotation enable freely annotating.
3. Supports PIP & PBP functions.
4. Flexibly choosing Windows/Android/Chrome-OS by OPS compatible design.

## Accessories



Note: Some models are not equipped with USB A-B cable and HDMI cable as standard. Please refer to the actual configuration.

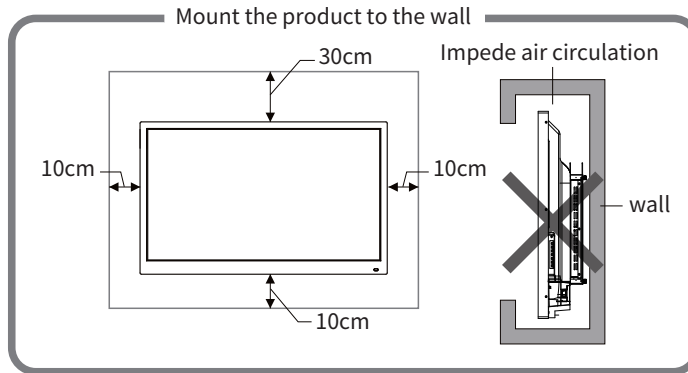
## Wall Mount

1. Precautions for installation
  - For installation of the wall-mount bracket, at least two professional workers are required. You should not attempt to install it, otherwise injury may result.
  - During installation, assistance from professional workers is needed to designate the installation also, measures should be taken to make sure it can bear a certain amount of external force. Make sure the bracket is installed onto a firm wall rather than plaster board or other surfaces which can not

## Wall Mount

provide strong support.

- This product should be installed on a vertical plane, not on an oblique plane; also, it should not be installed with the front facing upwards. Otherwise, falloff of the product or personal injury may be caused.
- To avoid damage to the product or injury, keep the bracket out of the reach of children.
- Tighten the screws during installation to avoid product damage and injury.
- The installation is shown in the figure below: ventilation space should be kept around the product.

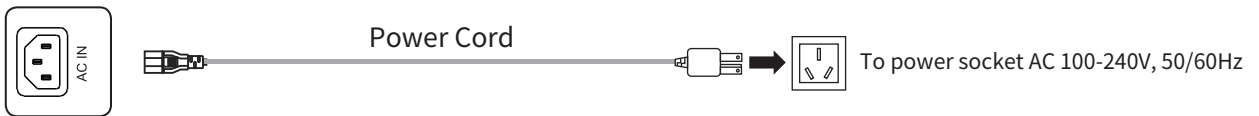


2. For specific installation steps, see the wall mount instructions.

## Port Connection

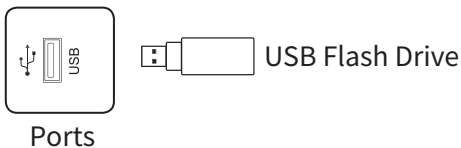
Note: The port connection instructions are provided below. The listed port types are for reference only, and do not cover all ports on this product.

### ■ Power port



### ■ Signal input ports

#### ● USB port

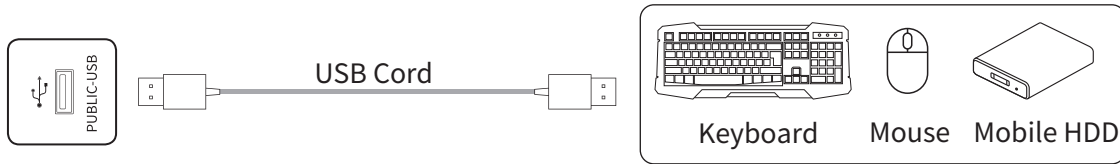


#### ◆ Note:

1. The interface of this machine is USB2.0, and the output current of USB2.0 is 500mA.
2. USB2.0 is the interface for the whole machine firmware upgrade, and it is recommended to use a USB2.0 USB flash drive when upgrading the firmware with USB flash drive.

# Port Connection

## ●PUBLIC-USB port



### ◆Note:

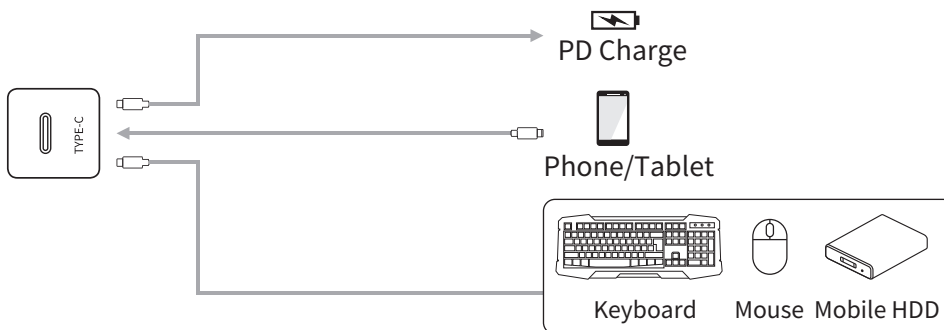
1. PUBLIC-USB interface: This interface is a USB3.0 interface, which can support the connection of storage devices such as USB flash drives and external hard drives for reading and writing, and can be used to connect USB-type devices such as mice and keyboards. It can switch automatically under OPS and external PC (need to connect TOUCH-USB line at the same time under external PC), and it can also supply power to external USB devices. The maximum output current of the power supply is 900mA.
2. If connected mobile storage devices which need power supply, we suggest no more than 2 device connect at the same time.

## ●TOUCH USB port



◆Note: When the TOUCH USB port is connected to the same device with the signal source, the external device can be operated by the TOUCH function.

## ●TYPE-C port

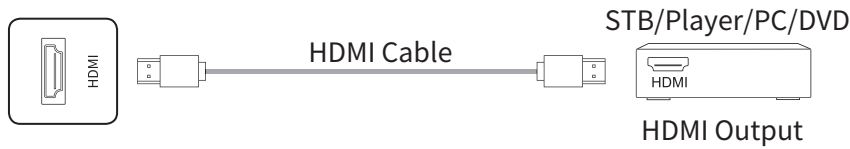


### ◆Note:

1. Motherboard Type-C interface: Supports DRP mode, PD up to 100W (OPS off), maximum resolution supported :3840×2160@60Hz.
2. Front Type-C port: Supports DRP mode, PD up to 65W, maximum resolution supported :3840×2160@60Hz.
3. Note: To ensure stable and reliable use, please match with certified standard wire.

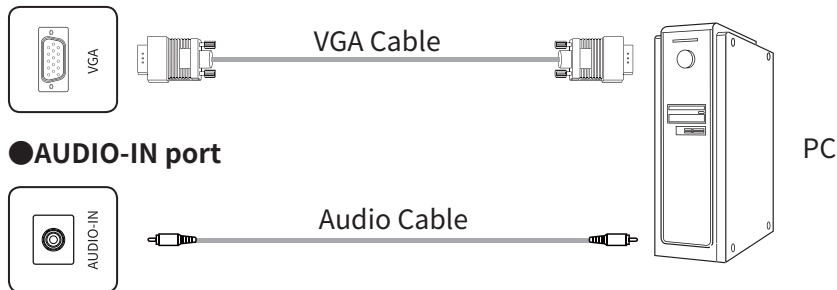
# Port Connection

## ●HDMI-IN port



◆Note: HDMI interface supports a maximum resolution of 4K@60Hz, for specific signal formats, please refer to the technical parameters section. When playing 4K@60Hz signals, the EDID version in the OSD menu needs to be switched to Mode2.

## ●VGA audio/video port

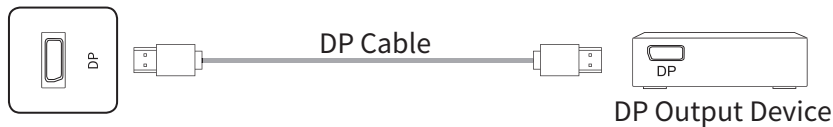


## ●AUDIO-IN port



◆Note: For signal formats supported by the VGA port, see the Technical Parameters.

## ●DP port



◆Note: The maximum resolution supported by DP port is 4K@60HZ. The signal quality depends on length and quality of the DP cable, so please use the recommended cables or those of famous brands on market.

## ■Audio port

### ●AUDIO-OUT port



◆Note: Audio-OUT port can be connected with a headset or an external speaker.

# Port Connection

## ■Internet port

### ●LAN port



◆Note: This interface is the network of control board,Support wired network connection to other devices under OPS or ring out other devices, this interface is an adaptive interface of 10M/100M1000M; OPS under or the other end of the interface to other device network support 10M/100M/1000M After connecting to any of the interfaces, OPS can share a priority network connection (need to be set to automatically obtain IP), and the other interface can be connected to other through a network cable to share a wired network (need to be set to automatically obtain IP).

## ■Control port

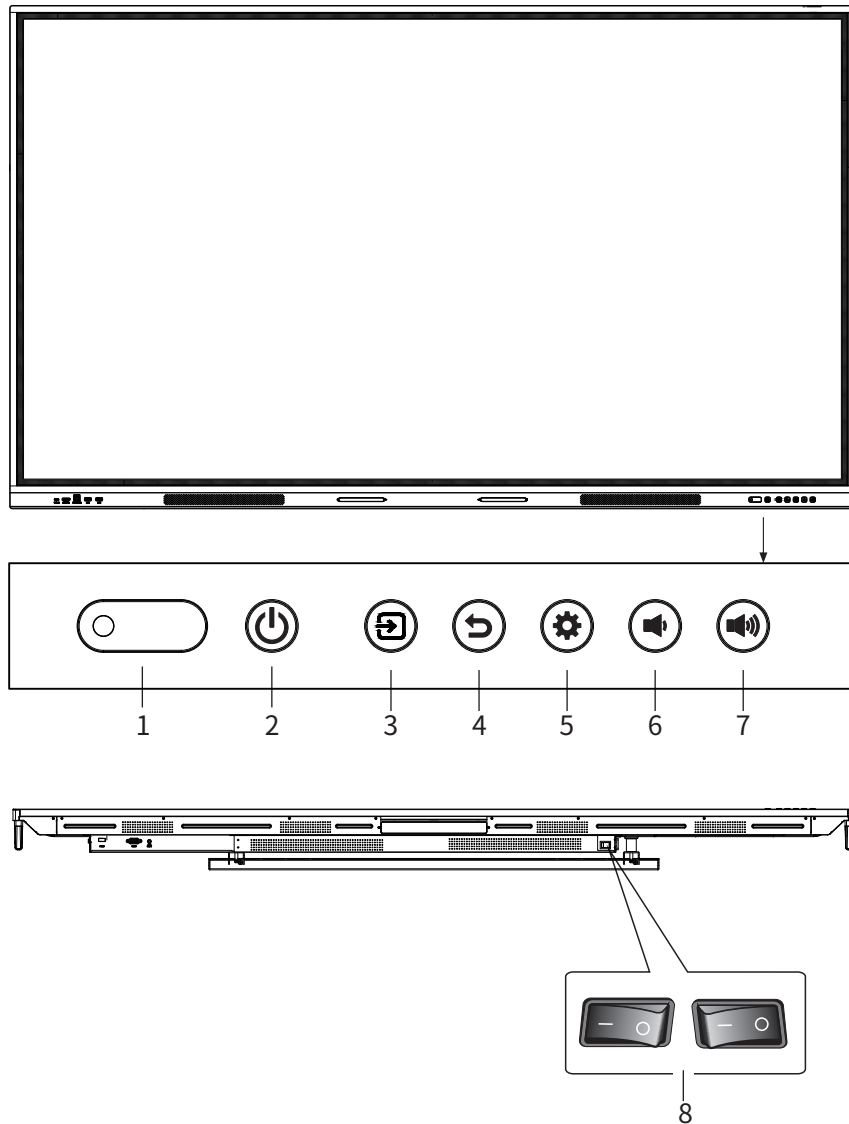
### ●RS232 port



◆Note: RS232-IN port is connected to the PC. The product is operated via the PC.

**Note: There may be slight differences in the ports and appearance of different models, please refer to the actual product.**

# Instruction of Panel Buttons



1.Indicator light, remote control receiver and light sensing receiver

2. ⏻ : Power

3. 📺 : Inputs

4. ↶ : Return

5. ⚙️ : Setting

6. 🔊 : Vol-

7. 🔊 : Vol+

8.Switch(The " | " end is open and the " O " end is closed)

**Note: Different models appearance, please refer to the real object.**

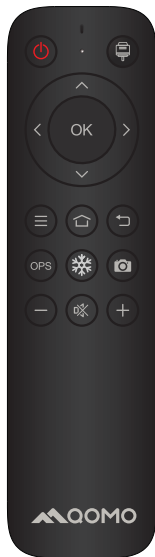
# Remote Control

## Precautions for Use of Remote Control:

- Aim the remote control at the remote receiver when using the remote control. Any object placed between the remote control and the remote receiver may disturb the operation.
- Protect the remote control from vibration. Do not expose the remote control to direct sunlight as heat may deform it.
- When the remote receiver is subject to direct sunlight or strong light, the remote control may malfunction. In such case, please change the angle of lighting or the product, or operate the remote control close to the remote receiver.
- Replace the batteries in case of low battery as it will reduce the range of the remote control. If the remote control is to be left unused for a long period of time or the batteries are depleted, please remove the batteries as battery leakage may damage the remote control.
- Do not use batteries of different types or mix a new battery with a used one. Always replace batteries in pairs.
- Do not throw batteries into a fire or recharge or disassemble batteries. Do not recharge, short-circuit, disassemble/assemble, heat or burn any used batteries. Please dispose of waste batteries according to applicable environmental regulations. Do not expose batteries to any hot environment, like direct sunlight, over the fire.

## Keys on the Remote Control

Type A Remote Control



| KEY                     | Function                                        |
|-------------------------|-------------------------------------------------|
| POWER (  )              | Switch between power - on and standby states    |
| SOURCE (  )             | Open / close the signal source list             |
| NAVIGATION KEYS (     ) | Select or adjust menu options                   |
| OK (OK)                 | Confirm the operation                           |
| MEUN (  )               | Show/hide the main menu                         |
| HOME (  )               | No function                                     |
| BACK (  )               | Return the previous Settings page               |
| OPS                     | Switch to OPS source                            |
| FREEZE (  )             | Enable or disable freeze function in the system |
| SNAPSHOT (  )           | No function                                     |
| VOL- (  )               | Decrease the volume                             |
| MUTE (  )               | Enable/disable sound                            |
| VOL+ (  )               | Increase the volume                             |

1. The picture is for reference only, subject to the actual remote control.
2. Functions of keys on the remote control may vary, subject to actual functions.

# Basic Operations

## Startup/Shutdown

### ◆ Startup/Shutdown

Use 100-240V AC power as the power supply.

The rocker switch on the rear shell turns off the power when toggled to "  " and turns on the power when toggled to "  ". Press on the panel and the remote control the "  " key to switch between the power-on and standby states.

### ◆ Automatic standby function

Under any signal source, if no signal is input for 15 minutes, the machine will automatically enter standby mode.

### ◆ Save before shutting down

When the device is turned off, the image and sound Settings will be automatically saved. When it is turned on again, it will be in the state before the most recent shutdown.

### ◆ OPS switch

When the machine installs OPS, if the machine boots up at an OPS source or switches from another source to an OPS source, OPS will start automatically. If OPS does not start by itself due to unexpected circumstances, it can be started manually. Before shutting down the machine, please first use touch or mouse to follow the normal computer shutdown steps from the Start menu to close OPS. Only after OPS is completely shut down can you use the standby button on the panel or remote control to shut down the machine. It is forbidden to directly cut off the rocker switch on the rear shell without turning off the OPS. Otherwise, forced shutdown will cause damage to the OPS.

**Note: OPS optional**

## System Settings Menu

Press the "  " key on the remote control or the "  " key on the control panel, or the "  " key brought up by clicking the shortcut key arrow on the sidebar, The OSD menu will be displayed on the screen, Press the "Up" and "Down" keys on the remote control to select the first-level menu: "Image settings", "Audio settings", "System settings", "Power settings", "Other settings", "Network settings", "About". After selecting the first-level menu, press the "Right" key on the remote control to enter the second-level menu, and then press the "OK" key on the remote control to enter the lower-level menu. Press the "Up" and "Down" keys on the remote control to select the items that need to be adjusted, then press the "OK" key on the remote control to confirm, or press the "  " key on the remote control or the "  " key on the control panel to return to the upper-level menu.

Under the OSD menu Press the "  " key on the remote control or the Control Panel "  " key again or the "  " key brought up by clicking the shortcut key arrow on the sidebar, the OSD menu will be closed.

# Basic Operations

## Sidebar settings

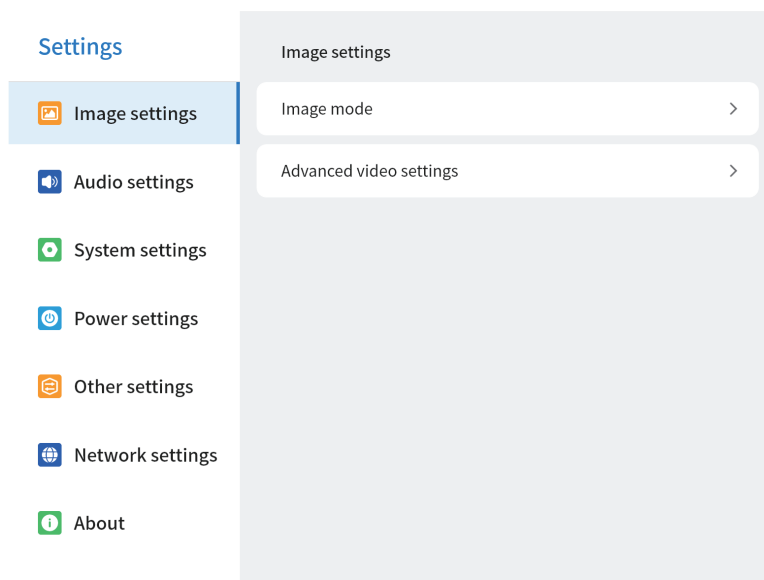
By clicking the arrow of the sidebar shortcut key, the sidebar menu can be brought up, which is in the order of "Source", "Comment", "Adjustment", "Settings".

|                                                                                   |            |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Source     | Click to open the source list                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | Comment    | Click to open the annotation function, and you can set  (brush Settings),  (eraser),  (save),  (exit). |
|  | Adjustment | Click to pop up the volume and brightness adjustment menu                                                                                                                                                                                                                                                                                                                                                                                   |
|  | Settings   | Click to open the OSD Settings menu                                                                                                                                                                                                                                                                                                                                                                                                         |

## Image settings

After selecting "Image settings", and click it or press the "Right" key on the remote control to enter the **Image settings** submenu, where you can adjust the **Image mode**, **Advanced video settings**.

- After entering the **Image mode** submenu, you can set the following Image mode: Custom, Standard mode, Soft mode, Eye protection mode, Vivid mode.
- After entering the **Custom** submenu, you can adjust the Brightness, Contrast, Hue, Saturation, Sharpness and Color temperature. After entering the Color temperature submenu, you can select: Standard, Cold color, Warm color.
- After entering the **Advanced video settings** submenu, you can set the Scale mode: 16:9, 4:3, Noise reduction on/off, Gamma: OFF, 2.2, 2.4, HDR mode on/off, Reset video settings.

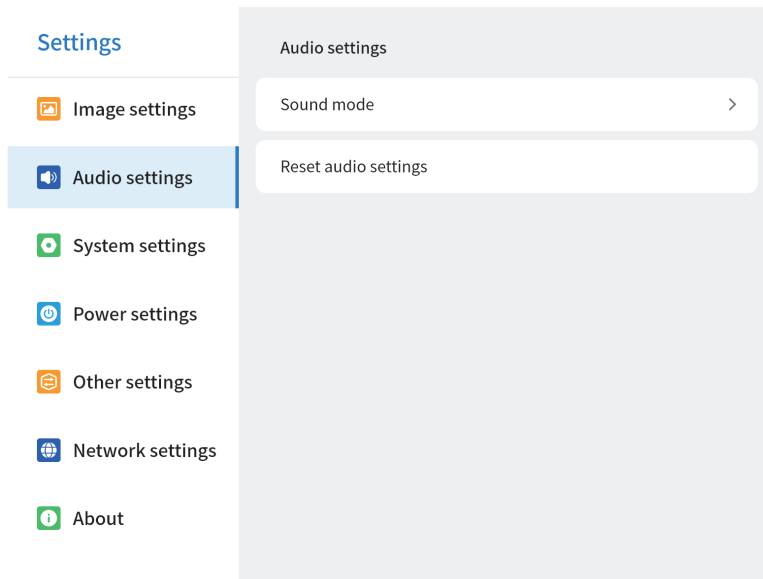


# Basic Operations

## Audio settings

After selecting "Audio settings", and click it or press the "Right" key on the remote control to enter the **Audio setting** submenu, where you can select **Sound mode** ,**Reset audio settings**.

- After entering the **Sound mode** submenu, you can set the sound mode: Standard sound, Sports sound, Music sound, Cinema sound, Classic sound.
- After entering the **Reset Audio Settings** submenu, you can set Confirm or Cancel.

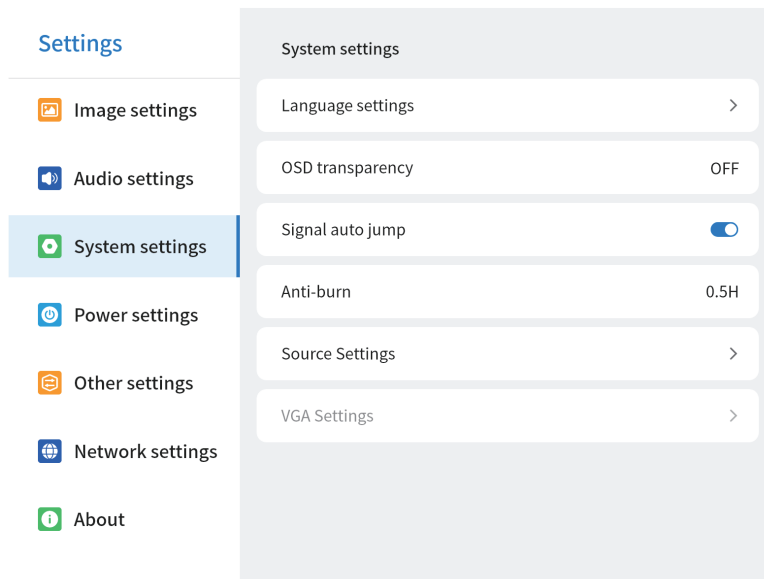


# Basic Operations

## System settings

After selecting "System settings", and click it or press the "Right" key on the remote control to enter the **System settings** submenu, where you can select **Language settings**, **OSD transparency**, **Signal auto jump**, **Anti-burn**, **Source Settings**, **VGA Settings**.

- After entering the **Language setting** submenu, you can set the OSD Language.
- After entering the **OSD transparency** submenu, you can set the OSD transparency: OFF, 25%, 50%, 75%.
- After entering the **Signal auto jump** submenu, you can set it to be on or off.
- After entering the **Anti-burn** submenu, you can set the anti-burn time: OFF, 0.5H, 1H, 2H.
- After entering the **Source Settings** submenu, you can set CEC on/off, EDID mode: Mode1, Mode2, Video Range: Auto, Source signal, Extended signal, Signal Compatibility on/off.
- After entering the **VGA Settings** submenu, Auto adjust can be set, Horizontal position, Vertical position, Clock, Phase, Reset VGA settings (this function can only be set after connecting to a VGA source).

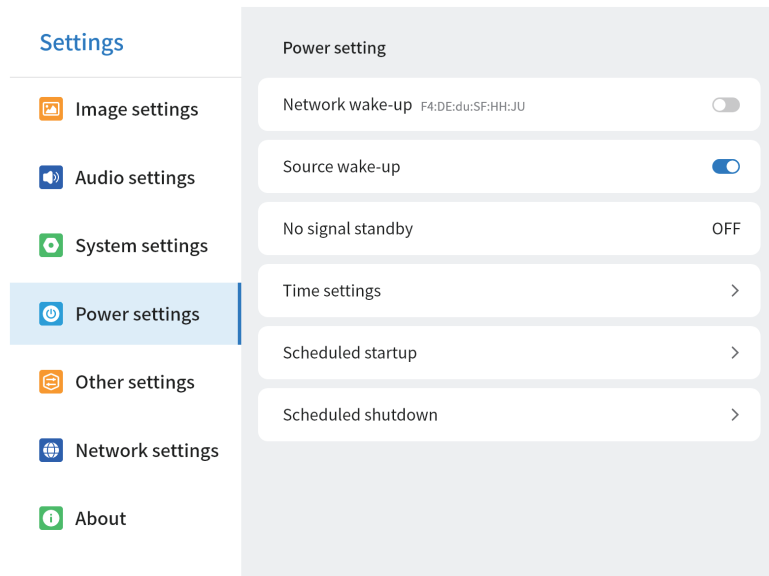


# Basic Operations

## Power settings

After selecting "Power settings", and click it or press the "Right" key on the remote control to enter the **Power settings** submenu, where you can select **Network wake-up**, **Source wake-up**, **No signal standby**, **Time settings**, **Scheduled startup**, **Scheduled shutdown**.

- After entering the **Network wake-up** submenu, you can set on/off.
- After entering the **Source wake-up** submenu, you can set on/off.
- After entering the **No signal standby** submenu, you can set the no signal standby time: OFF, 5 minutes, 15 minutes, 30 minutes.
- After entering the **Time settings** submenu, you can turn on or off the Automatic acquisition time, also may manually set up the time.
- After entering the **Scheduled startup** submenu, you can set or cancel the scheduled startup time.
- After entering the **Scheduled shutdown** submenu, you can set or cancel the scheduled shutdown time.

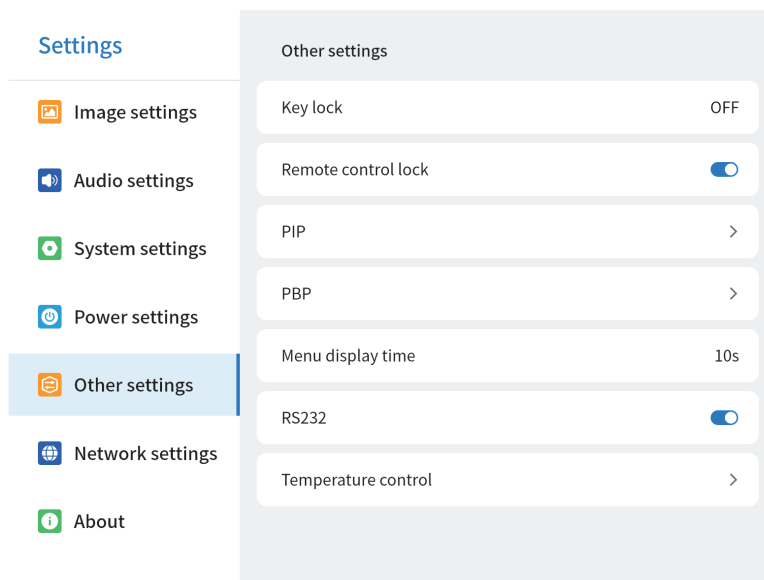


# Basic Operations

## Other settings

After selecting "Other settings", and click it or press the "Right" key on the remote control to enter the **Other settings** submenu, where you can choose **Key lock**, **Remote control lock**, **PIP**, **PBP**, **Menu display time**, **RS232**, **Temperature control**.

- After entering the **Key lock** submenu, you can set OFF, Power lock, Key lock.
- After entering the **Remote control lock** submenu, you can set the Remote control lock on/off.
- After entering the **PIP** submenu, you can turn on or off the PIP function, and after turning on the PIP function, you can set the PIP Small window position: Upper left, Lower left, Upper right, Lower right, Small window size: Large/Small, Main window: OPS, HDMI2, FRT-HDMI, DP, FRT-TYPE-C, TYPE-C, VGA, Small window: HDMI1, DP, VGA, Sound source: Main window, Small window.
- After entering the **PBP** submenu, you can turn on or off the PBP function, and after turning on the PBP function, you can set the PBP Left window: OPS, HDMI2, FRT-HDMI, DP, FRT-TYPE-C, TYPE-C, VGA, and the Right window: HDMI1, DP, VGA, Sound source: Left window, Right window.
- After entering the **Menu display time** submenu, you can set the menu display duration: OFF, 5S, 10S, 20S, 30S.
- After entering the **RS232** submenu, you can set RS232 on/off.
- After entering the **Temperature control** submenu, you can view the Device temperature, set the Temperature control switch: on/off.

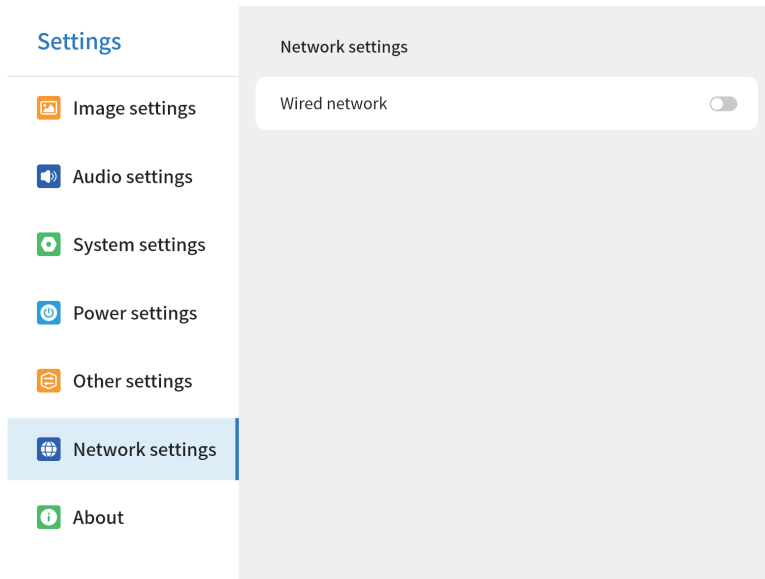


# Basic Operations

## Network settings

After selecting "Network settings", and click it or press the "Right" key on the remote control to enter the **Network settings** submenu, where you can choose **Wired network**.

- After entering the **Wired network** submenu, you can set Wired network: on/off, When the wired network is on, you can set the Auto obtain IP on/off. When the Auto obtain IP is off, you can customize the Settings: IP, Gateway, Network prefix length, DNS, view MAC, IP.

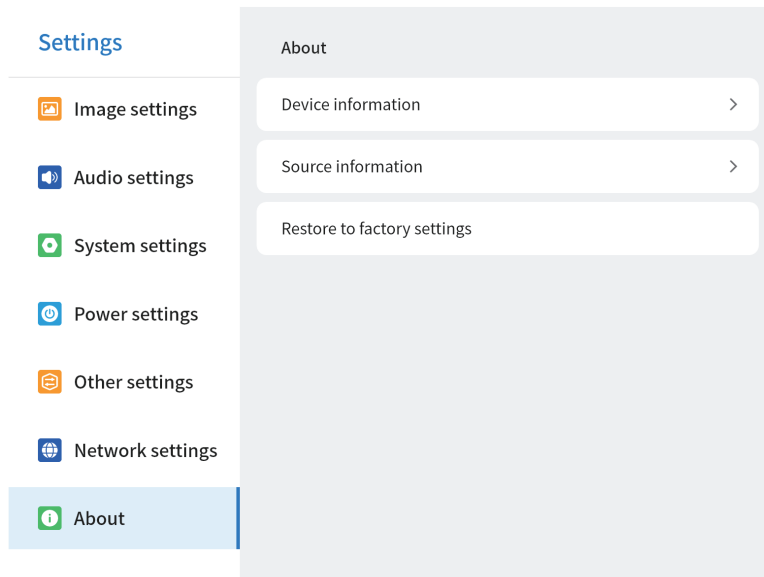


# Basic Operations

## About

After selecting "About", and click it or press the "Right" key on the remote control to enter the **About** submenu, where you can choose **Device information**, **Source information**, **Restore to factory settings**.

- After entering the **Device information** submenu, you can view the Device name, Screen resolution, SN, MCU Version. Software version information.
- After entering the **Source information** submenu, you can view the Current source, Current resolution, Horizontal frequency, Vertical frequency, Signal color gamut.
- After entering the **Restore to factory settings** submenu, you can set the Restore to factory settings.



# Troubleshooting

## Special Tips:

Please check the following table to see if it can help to find out the reason for the malfunction encountered before performing maintenance. When it still cannot remove the fault according to the operation of this instruction book completely, please contact the service center to conduct product maintenance.

| Symptom                                                                                                   | Possible Cause                                                                                                                                     | Solution                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| The screen does not display anything. There is no sound, and the indicator does not come on               | Looseness of power plug, power connection failure                                                                                                  | Check if the power cord is properly connected                                                                                                    |
| Pictures shown on the product have dotted lines or stripe interference                                    | Signal interference caused by automobile, neon light, electric hairdryer, etc.                                                                     | Try to find out the machine that affect the product, and then put them away from the product, or insert the power plug to another socket.        |
| Pictures shown on the PC are offset, do not cover the entire screen, go beyond the screen, or are blurred | 1.Improper adjustment<br>2.Wrong display mode                                                                                                      | 1.Use the auto adjustment function<br>2.Enter “PC Screen Adjustment” to adjust the horizontal or vertical position<br>3.Use the recommended mode |
| Short remote control distance, malfunction of remote control                                              | 1.The remote receiver of the product is blocked by some other object<br>2.Battery level of the remote control is low                               | 1.Move the object to avoid blocking the remote receiver<br>2.Replace the battery                                                                 |
| The product gets stuck, crashes or cannot be operated                                                     | 1.Too many programs are running<br>2.Normal operation of the product is disturbed by external environment (e.g., lightning, static electricity)    | Disconnect the product from power supply; wait for 1-2min and reconnect power supply; then restart the product                                   |
| The touch is slow, it doesn't work                                                                        | Too many programs are running                                                                                                                      | Clean up a program that runs memory large or restart the product                                                                                 |
| OPS can't be turned on, no display, no touch                                                              | OPS has not been fixed well                                                                                                                        | Reinstall the OPS computer                                                                                                                       |
| Touch excursion                                                                                           | Caused by the computer's coordinate system, need to do some correction.                                                                            | Enter the control panel to select the correction processing                                                                                      |
| Invalid touch of the external computer                                                                    | 1.the signal source is inconsistent with the corresponding interface of the touch USB cable<br>2.the touch USB cable is too long or of low quality | 1.Check and change the corresponding interface of the touch USB cable,<br>2.Change another shorter or better quality touch USB cable.            |

## Important Statement on Network Service

All contents and services obtained from the machine are owned by third parties and protected by copyright, patent, trademark and/or other intellectual property laws.

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