

Interactive Solution FAQ

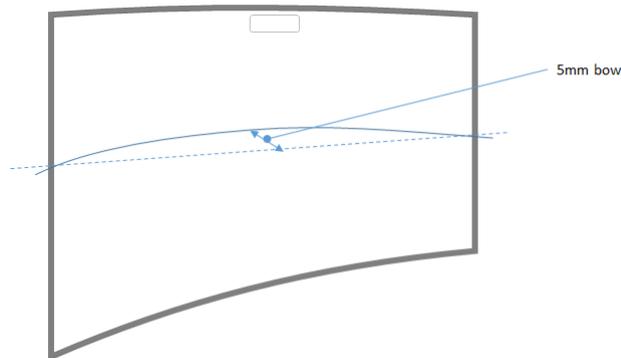
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Troubleshooting

Q1 How to optimize the touch function?

A: 408

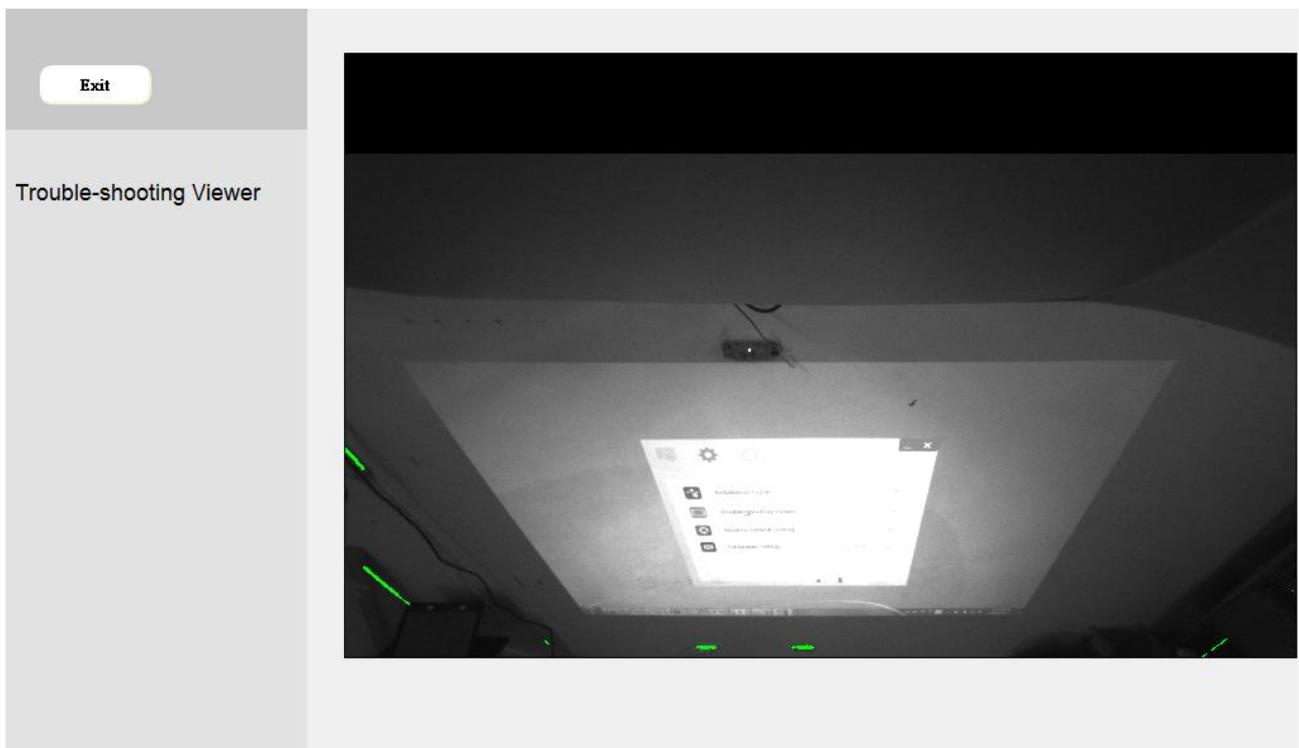
1. To optimize the touch function the whiteboard needs to be flat and in good condition, without dents or warping. The surface can either be a flat wall or a whiteboard. Please check if the screen surface is a flat, smooth surface with no unevenness of more than 5mm.



2. Sometimes infrared red light (IR light) from ambient light sources may interfere with touch performance. The troubleshooting viewer shows real time images for debugging purposes.

Any light interference is marked in green. If green obstacles appear within image area, remove to secure proper interactivity.

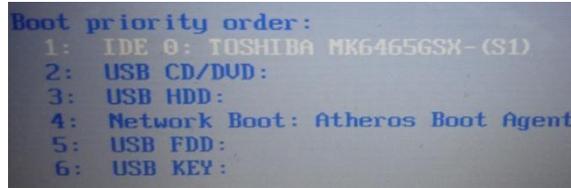
Note: Interactive function is disabled under trouble-shooting viewer, click to exit.



Q2 Why won't the PC boot when the USB cable is connected to the projector?

A:

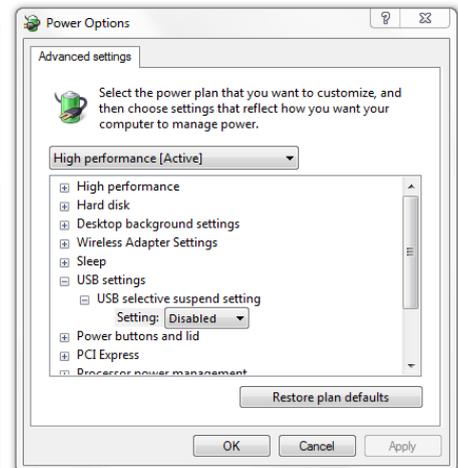
1. Unplug USB cable from PC; or
2. Go to BIOS setup page of PC and modify the "Boot priority order." Choose Hard disk as top priority, save the change and reboot PC.



Q3 What to do when Windows system cannot identify the USB device?

A:

1. Unplug/re-plug in the USB cable and check again.
2. Switch to another USB port and check again.
3. Restart your computer and check again.
4. Go to Power Options in Control Panel, check USB selective suspend settings status in USB settings under Advance Settings. Switch to "Disabled".

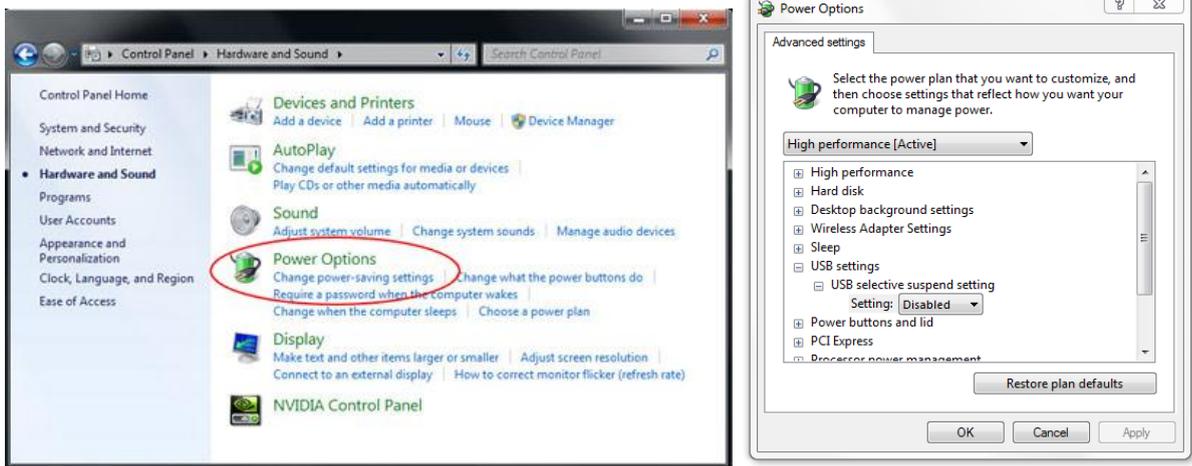


5. Go to the official website of the laptop/PC manufacturer, and update the USB driver to the latest version.
6. Use the USB cable included with your projector and check again. If a USB extension is needed please contact your distributor.
7. The USB port of your computer may not be working. Please contact your IT staff.

Q4 Why is the utility icon (🔴) red and not green (🟢/🟢)?

A: Red icon (🔴) indicates a failed connection. This may be caused by the following:

1. Unplug/re-plug in the USB cable and check again.
2. Switch to another USB port and check again.
3. Restart your computer and check again.
4. Go to Power Options in Control Panel; check USB selective suspend settings status in USB settings under Advance Settings. Switch to “Disabled”.



5. Go to official website of the laptop/PC manufacturer, and update the USB driver to the latest version.
6. Go to official website of the laptop/PC manufacturer, and update the BIOS driver to the latest version.
7. Use the USB cable included with your projector and check again. If an USB extension is needed, please contact your distributor.
8. The USB port of your computer may not be working. Please contact your IT staff.

Q5 When should Calibration and Touch Area Setting be completed?

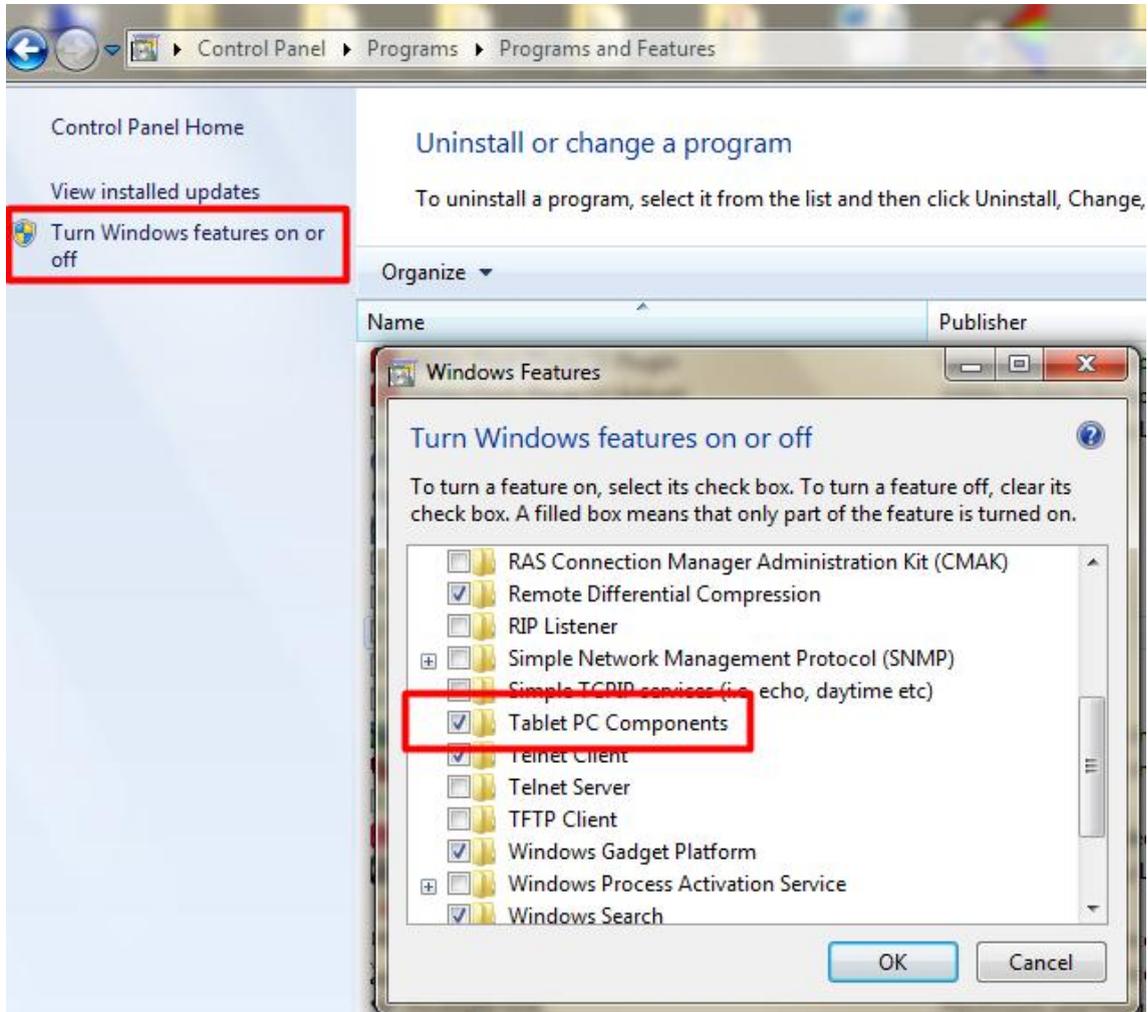
A: Please perform Calibration and Touch Area setting during first installation. If the projector or whiteboard is moved, Touch Area Setting and Calibration should be performed again.

- When Laptop/PC resolution is changed, calibrate again.
- For better accuracy, please complete manual calibration.
- If an overlarge offset is observed, please perform Manual Calibration and see Step 8 Calibration for troubleshooting.

Q6 What to do when there is only single touch point?

A:

1. Re-plug USB cable from PC.
2. Go to “Control Panel” and make sure “Tablet PC Components” is selected.



Q7 What to do when Auto Calibration and Auto Touch Area Setting both fail?

A:

1. When the projectors OSD message is shown, this may result in Auto Calibration failure and Auto Touch Area Setting failure. Please wait until the OSD message is hidden before performing Auto Calibration and Auto Touch Area Setting.



2. Please follow the troubleshooting steps shown below to perform Auto Calibration and Auto Touch Area Setting again.
 - a. Quit all software applications
 - b. Reduce ambient light

- c. Do not obstruct or shake lens during Calibration
 - d. Check if projection image is clear. If not, adjust focus to sharpen the image.
 - e. If the "Auto Touch Area Setting failed" or "Auto Calibration failed" message pops up on screen again, please switch to Manual Mode to complete Touch Area Setting and Calibration.
3. Please check Projector Brightness Mode selection. Lower lamp brightness (ECO mode) may affect both Auto Touch Area Setting and Auto Calibration. Please switch to Bright mode to complete Touch Area Setting and Calibration.
 4. Please check Projector Display Mode selection. To ensure accuracy of both Auto Touch Area Setting and Auto Calibration, it is suggested to switch display mode to Bright Mode.

Q8 What to do when the mouse cursor () flashes or jumps on screen, or when the Touch function does not work well for a certain projection area?

A:

1. Check if there is strong ambient light shown on the whiteboard. If yes, turn off the light.
2. Check if there are any foreign objects on the whiteboard. If yes, remove the object.
3. Refer to Step 6 Laser Beam Alignment for detailed procedures, to see if laser beam is aligned.
4. Refer to Step 7 Touch Area Setting for detailed procedures, check if Manual Touch Area boundary is located properly.

Q9 What to do when the projection area corner is insensitive or intermittent lines are observed?

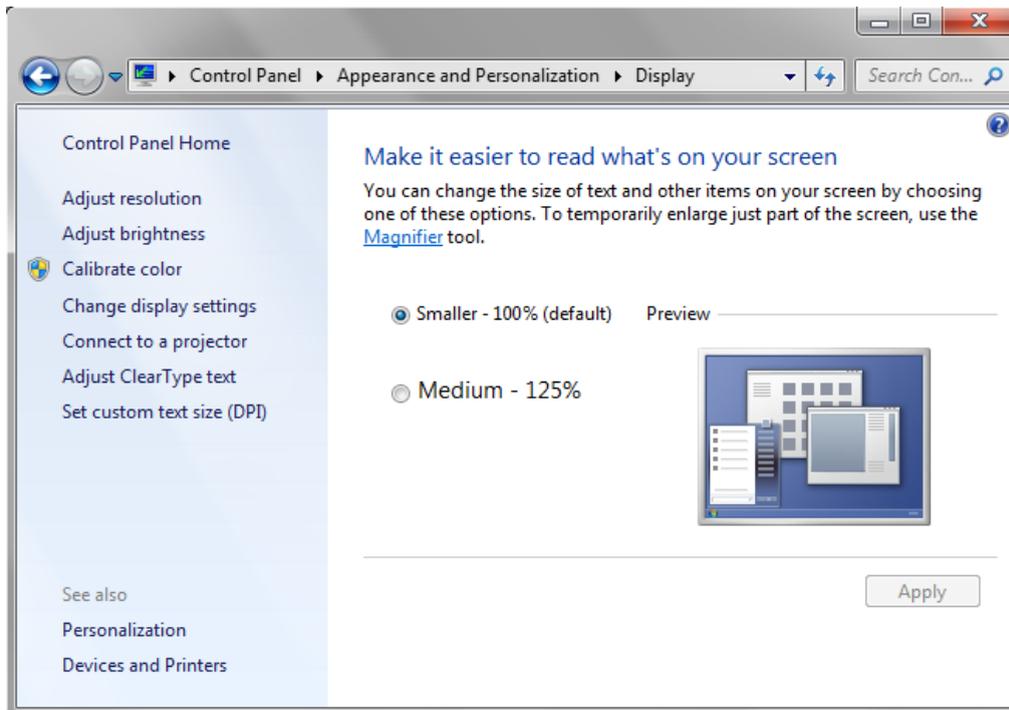
A:

1. Adjust the level of Touch Sensitivity to enhance sensitivity, see Step 9 Touch Sensitivity for troubleshooting.
2. If Touch function remains insensitive, please check the optical port condition. If dust or particles are observed, gently clean the optical port with dust blower.

Q10 What to do when the touch function is not accurate?

A: Touch accuracy may be impacted when the Windows default display has been changed.

1. Go to the setting page <Start menu/Control Panel/Appearance and Personalization>



2. Select "Smaller - 100%(Default) " and click "Apply".

Appendix

Measuring projection surface flatness

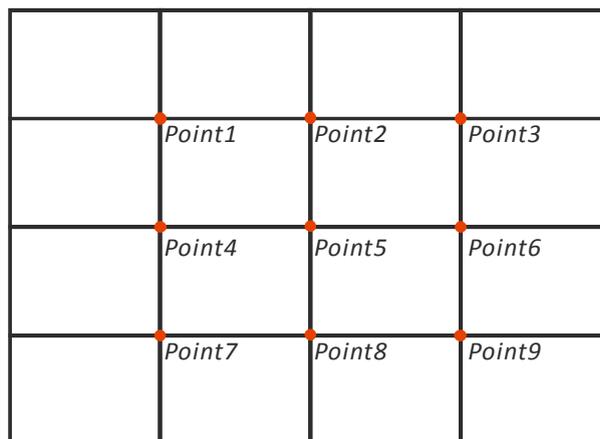
- ✓ Criteria: overall surface flatness should have variance of less than 5mm.
- ✓ Equipment: leveling instrument (1.2~1.5m) and thickness gauge.



Split projection area into 16 segments equally as shown on chart below. Place leveling instrument on whiteboard.

Insert the 5mm thickness gauge at point 1~9 positions following below order:

<p>Horizontal:</p> <ul style="list-style-type: none"> - Measure point 1, 2 & 3. - Measure point 4, 5 & 6. - Measure point 7, 8 & 9. 	<p>Vertical:</p> <ul style="list-style-type: none"> - Measure point 1, 4 & 7. - Measure point 2, 5 & 8. - Measure point 3, 6 & 9.
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If a 5mm thickness gauge cannot be inserted between the whiteboard and the level then the whiteboard is not suitable for finger touch control.