



**PT2245PW**

**Touch Screen Monitor**

**USER'S GUIDE**

[www.planar.com](http://www.planar.com)

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The test results show that this device meets the FCC rules. Those limits are set to protect residential areas from the devices with harmful emission. This device will produce, use and radiate radio frequency energy. In addition, failure to follow the user's manual to install or use this device might produce harmful interference with radio communication. Notwithstanding the foregoing, it does not guarantee that this type of harmful interference does not occur in some special installations. The interference caused by this device to the reception of radio or television signals may be verified by turning it on and off. Any changes or modifications to this TFT LCD would void the user's authority to operate this device.

For more information on how to recycle your product, please visit [WWW.PLANAR.COM/GREEN](http://WWW.PLANAR.COM/GREEN).

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# Usage Notice



**Warning** - To prevent the risk of fire or shock hazards, do not expose this product to rain or moisture.



**Warning** - Please do not open or disassemble the product as this may cause electric shock.

## Precautions

Follow all warnings, precautions and maintenance as recommended in this user's manual to maximize the life of your unit.

### **Do:**

- Turn off the product before cleaning.
- Touch screen surface may be cleaned using a soft clean cloth moistened with mild window glass commercial cleaners or 50/50 mixture of water and isopropyl alcohol.
- Use a soft cloth moistened with mild detergent to clean the display housing.
- Use only high quality and safety approved DC adapter.
- Disconnect the power plug from outlet if the product is not going to be used for an extended period of time.

### **Don't:**

- Do not touch the Display screen surface with sharp or hard objects.
- Do not use abrasive cleaners, waxes or solvents for your cleaning.
- Do not operate the product under the following conditions:
  - Extremely hot, cold or humid environment.
  - Areas susceptible to excessive dust and dirt.
  - Near any appliance generating a strong magnetic field.
  - In direct sunlight.

# Introduction

## About PT2245PW Series

The PT2245PW Series is a 21.5" flat panel screen with an active matrix, thin-film transistor (TFT) edge-lit LED LCD.

This unit is to be used as commercial and light industrial equipment only.

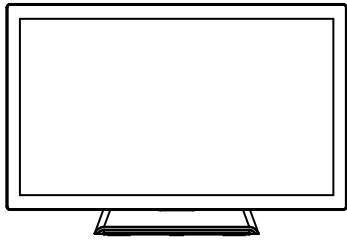
### Features include:

- Direct Analog signal input
- Direct Digital signal input
- Active matrix TFT LCD technology
- 1920 x 1080 resolution
- 21.5" viewable display area - 16:9 aspect ratio
- 31.47 ~ 82.3 KHz horizontal scan
- 56 ~ 75 Hz high refresh rate
- 0.24795mm x 0.24795mm pixel pitch
- Auto adjustment function
- Multilingual OSD user control
- 100 mm VESA mount
- Removable base for flexible mounting solutions.
- Touch screen with USB controller

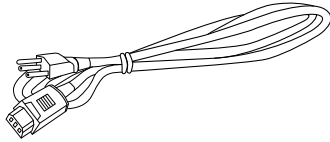
## Touch Screen for PT2245PW

- Number of Touch Points: 10
- Projected Capacitive touch screen for finger input only
- Surface: Glare treatment
- Interface: USB controller
- Transmittance: 90%±5%
- HID: Windows® 7/8
- Driver: VISTA, XP, 2000, CE, XP Embedded,  
Linux kernel 2.6.x (32 bit & 64 bit), Apple® Mac OS

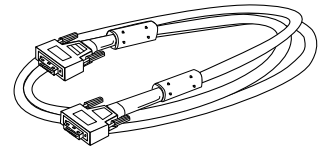
# Package Overview



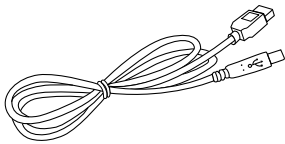
LCD Display



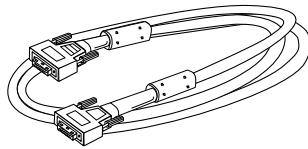
Power Cord



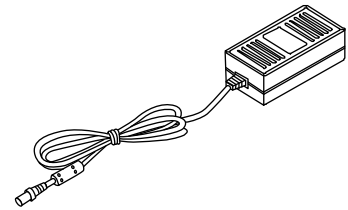
VGA Signal Cable



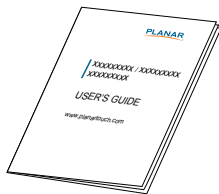
USB Cable ( A to B)



DVI-D Cable



DC Power Supply



User's Guide



Landing Strip

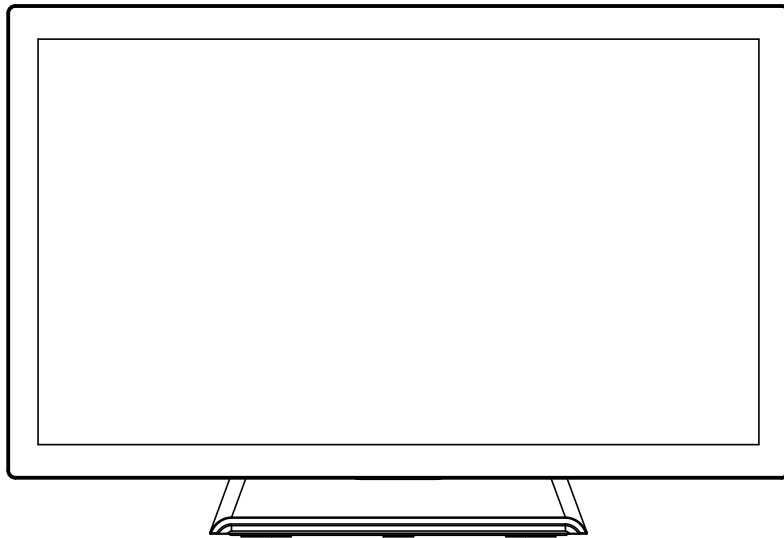


Cable Cover Screw

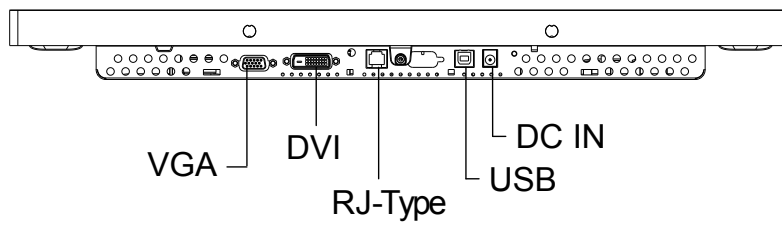
# Installation

## Product Overview

- Front View



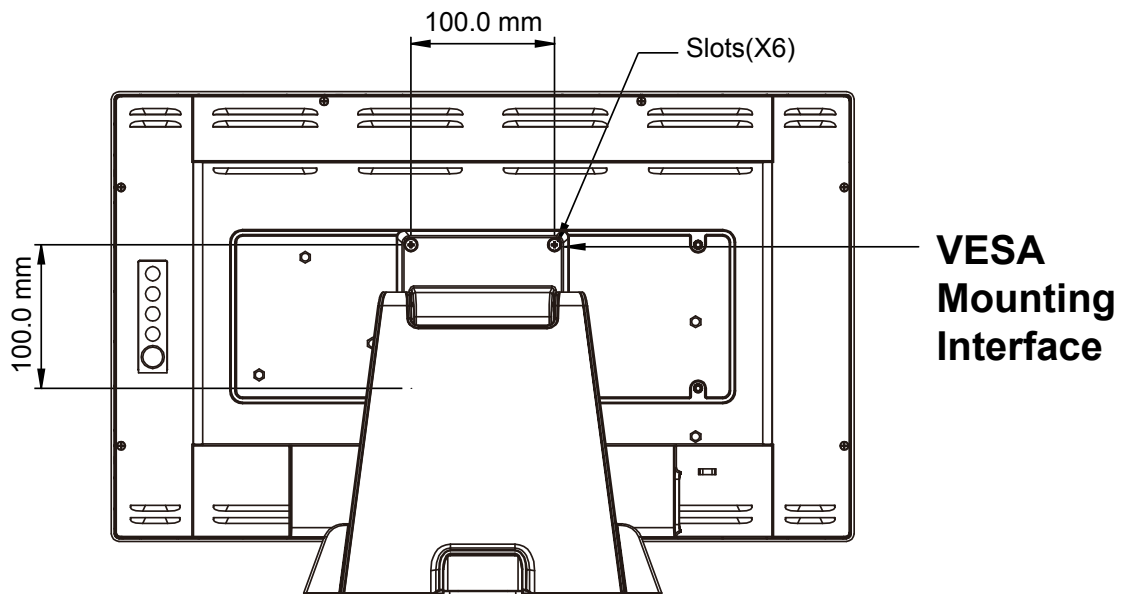
- Bottom View (Without Stand)



## VESA Mount for Your Monitor

This monitor conforms to the VESA Flat Panel Mounting Physical Mounting Interface standard which defines a physical mounting interface for flat panel monitors, and corresponding with the standards of flat panel monitor mounting devices, such as wall and table arms. The VESA mounting interface is located on the back of your monitor.

To mount the monitor on a UL certified swing arm or other mounting fixture, follow the instructions included with the mounting fixture to be used.



### **⚠ Warning!**

***Please select the proper screws!***

***The distance between the back cover surface and the bottom of the screw hole is 8 mm. Please use four M4 screws diameter with proper length to mount your monitor.***

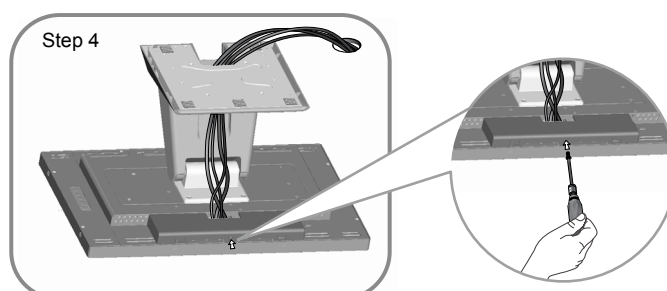
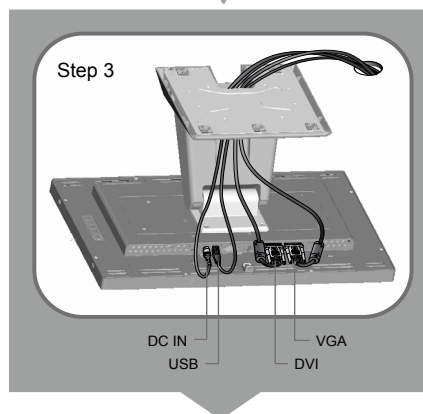
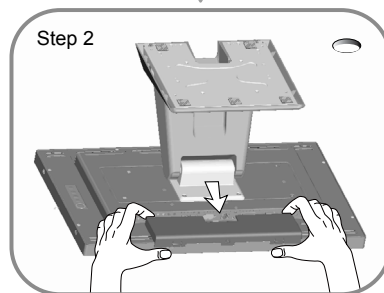
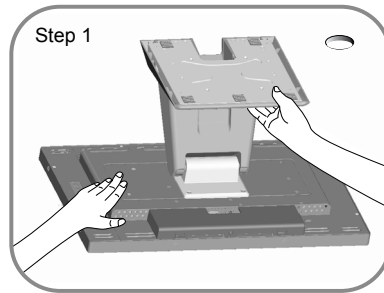
***Please note: the mounting stand must be able to support at least 17.6 lbs (8Kg).***



## Start Your Installation

Please follow these instructions so that you can hook up the cables to associated connectors.

1. Lay the display flat on an even surface.
2. Move the stand into position as seen in the step 1 diagram.
3. Remove the cable cover as seen in the step 2 diagram.
4. Connect the cables to the appropriate connectors as seen in the step 3 diagram.
5. Re-attach the cable cover. Take the screw (CBM M3x6) out of the accessory box, and insert the screw into the cable cover and monitor as seen in the step 4 diagram.



## Connecting the Display (Figure 8.1)

To setup this display, please refer to the following figure and procedures.

1. Be sure all equipment is turned off.
2. Connect the DC plug to the power connector on the monitor and the other end into an electrical outlet (8.1).
3. Connect the D-SUB or DVI cable from the display's D-SUB or DVI input connector to the D-SUB or DVI connector of your host computer and tighten the screws (8.1).
4. Connect the USB cable from the USB port of your display to the USB port (8.1) of your computer.
5. Configure the touch screen. Refer to the "Touch Screen Driver Installation" section on page 17.
6. Once the touch screen is configured, the monitor is ready for use.

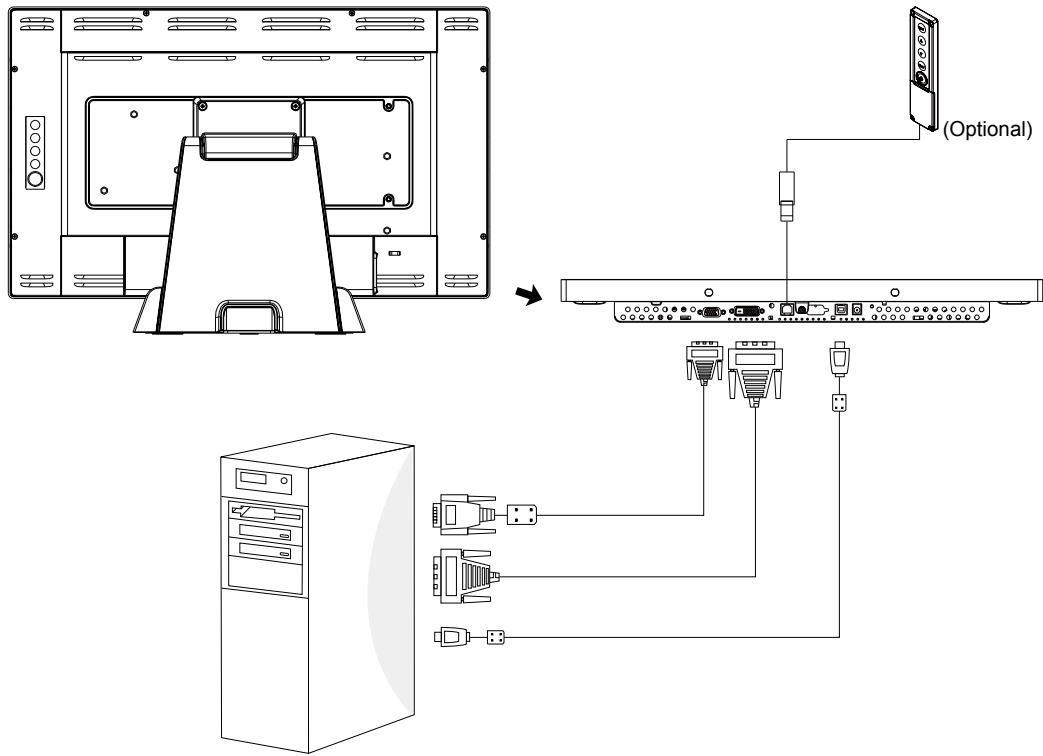
### ***Notice!***

***To ensure the display works well with your computer, please configure the display mode of your graphics card to make it less than or equal to 1920 x 1080 resolution and make sure the timing of the display mode is compatible with the LCD display.***

***We have listed the compatible "Video Modes" of your LCD display in the appendix (on page 16) for your reference.***

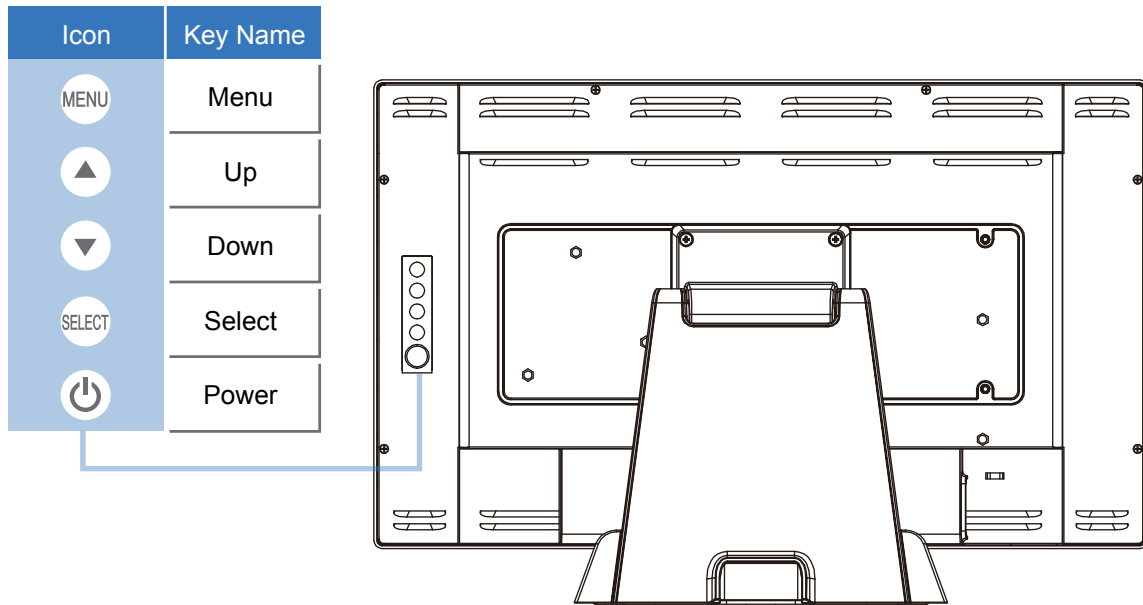
***Applicable external power supply: Lite-On/PA-1051-0***

(Figure 8.1)








# User Controls

## Side Panel Controls



| OSD<br>Key | Menu off status          | Menu on status                       |
|------------|--------------------------|--------------------------------------|
| MENU       | Menu appear              | Menu disappear / return to main item |
| ▲          | Brightness               | Main item select up / Adjust up      |
| ▼          | Contrast                 | Main item select down / Adjust down  |
| SELECT     | Select sub-item function |                                      |
| ⏻          | Power On / Off           |                                      |

## How to Use the OSD Menu

| Icon  | Key Name |
|---|----------|
|  | Menu     |
|  | Up       |
|  | Down     |
|  | Select   |
|  | Power    |

1. Press the “Menu” button to pop up the “on-screen menu” and press “Up” or “Down” button to select among the five functions in the main menu.
2. Choose the adjustment items by pressing the “Select” button.
3. Adjust the value of the adjustment items by pressing the “Up” or “Down” button.
4. With the OSD menu on the screen, press the “Menu” button to return to the main menu or to exit OSD.
5. The OSD menu will automatically close, if you have left it idle for a pre-set time.
6. To Lock the OSD / Power menu buttons, please follow the instructions below.  
(Please note: the monitor has to be turned ON with a valid signal pre-set)
  - (a.) Press the “Menu” key; the OSD menu will open.
  - (b.) Press and hold the “Menu” key again with the OSD menu on the screen; the OSD menu will disappear. Then press the “Power” key 1 time while the menu key is still being pressed. The “Lock/Unlock” menu will appear for 3 seconds.
  - (c.) Use the “Select” key to select OSD or Power setting then set at “Lock” by pushing the “UP” or “Down” button.
  - (d.) When the “UP” or “Down” button is released, the previous setting will be saved and exit the “Lock/Unlock” menu automatically.
7. To Unlock the OSD / Power menu buttons, please follow the instructions below.  
(Please note: the monitor has to be turned ON with a valid signal pre-set)
  - (a.) Press and hold the “Menu” key then press the “Power” key simultaneously; the “Lock/Unlock” menu will appear for 3 seconds.
  - (b.) Use the “Select” key to select OSD or Power setting then set at “Unlock” by pushing the “UP” or “Down” button.
  - (c.) When the “Up” or “Down” button is released, the previous setting will be saved, and the “Lock/Unlock” menu will close automatically.

**Please note:**

- a. When the OSD Lock function is selected, this indicates that all the buttons except the “power” button are now disabled.
- b. When the Power Lock function is selected, the “Power” key is disabled. The user cannot turn off the monitor with the “Power” key.

## On-Screen Display Menus

### Main OSD Menu:

| ITEM                   | CONTENT  |
|------------------------|--|
| <b>Contrast</b>        | The monitor luminance level control.   |
| <b>Brightness</b>      | The monitor backlight level control.   |
| <b>Auto Adjust</b>     | Fine-tune the image to full screen automatically.  |
| <b>Left/Right</b>      | Moving screen image horizontal position to left or right.  |
| <b>Up/Down</b>         | Moving screen image vertical position to up or down.   |
| <b>Horizontal size</b> | The screen image horizontal dot clock adjustment.  |
| <b>Fine</b>            | The screen image pixel phase adjustment.   |
| <b>OSD Left/Right</b>  | Moving OSD menu horizontal position to left or right.  |
| <b>OSD Up/Down</b>     | Moving OSD menu vertical position to up or down.   |
| <b>OSD Time out</b>    | OSD auto-disappear time selection.   |
| <b>OSD Language</b>    | OSD menu language selection. ( English, French, Japanese, Deutsch, Spanish, Italian, Traditional Chinese and Simplified Chinese) |
| <b>Factory Reset</b>   | Factory default value restored.  |
| <b>RGB</b>             | Color temperature selection. (9300K, 6500K, 5500K, 7500K, User)  |

# Appendix

## Troubleshooting

If you are experiencing trouble with the display, refer to the following. If the problem persists, please contact your local dealer or our service center.

***Problem: No image appears on screen.***

- ▶ Check that all the I/O and power connectors are correctly and well connected as described in the “Installation” section.
- ▶ Make sure the pins of the connectors are not crooked or broken.

***Problem: Partial Image or incorrectly displayed image.***

- ▶ Check to see if the resolution of your computer is higher than that of the display.
- ▶ Reconfigure the resolution of your computer to make it less than or equal to 1920 x 1080.

***Problem: Image has vertical flickering line bars.***

- ▶ Use “Horizontal size” to make an adjustment.
- ▶ Check and reconfigure the display mode of the vertical refresh rate of your graphic card to make it compatible with the display.

***Problem: Image is unstable and flickering***

- ▶ Use “Fine” to make an adjustment.

***Problem: Image is scrolling***

- ▶ Check and make sure the VGA signal cable (or adapter) is securely connected.
- ▶ Check and reconfigure the display mode of the vertical refresh rate of your graphics card to make it compatible with the display.

***Problem: Vague image (characters and graphics)***

- ▶ Use “Horizontal size” to make an adjustment. If this problem still exists, use “Fine” to make an adjustment.

## Warning Signal

If you see warning messages on your screen, this means that the display cannot receive a clean signal from the computer graphics card.

Below are the three kinds of Warning Signal. Please check the cable connections or contact your local dealer or our service center for more information.

### No Signal

This message means that the display has been powered on but it cannot receive any signal from the computer graphics card. Check all the power switches, power cables, and VGA/DVI signal cable.

### Going to Sleep

The display is under the power saving mode. In addition, the display will enter power saving mode when experiencing a sudden signal disconnecting problem.

The monitor can be activated by pressing any keyboard, triggering the mouse or touching the screen.

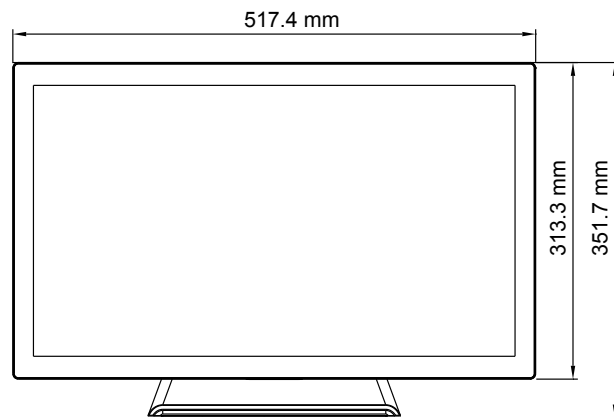
### Out of Range

This message means that the signal of the computer graphic card is not compatible with the display. When the signal is not included in the "Video Modes" list we have listed in the Appendices of this manual, the monitor will display this message.

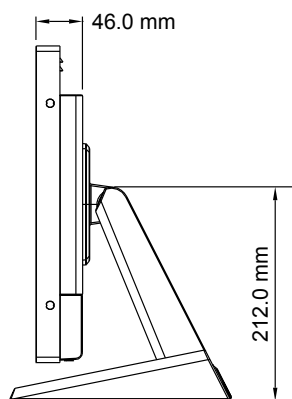


## Product Dimensions

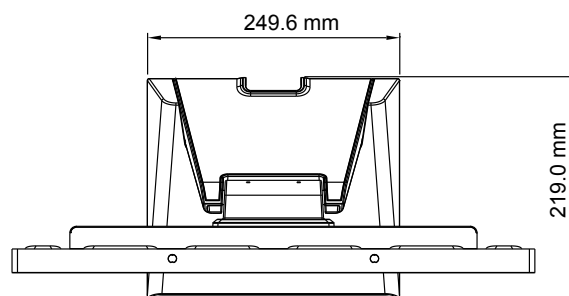
► Front View



► Side View

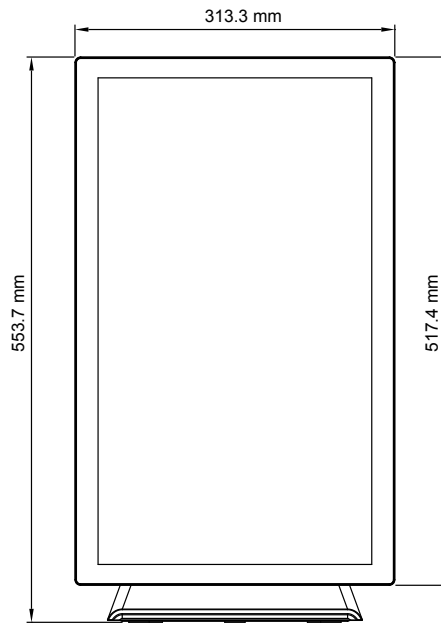


► Top View

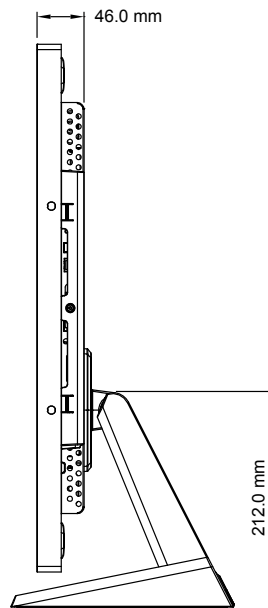


# Rotate

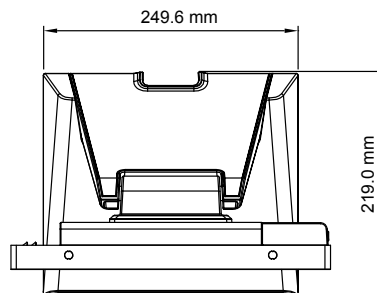
► Front View



► Side View



► Top View



## Compatibility Modes

| Mode        | Resolution           | H-Frequency(khz) | V-Frequency(hz) |
|-------------|----------------------|------------------|-----------------|
| IBM VGA     | 720X400              | 31.47            | 70              |
| IBM VGA     | 640X480              | 31.47            | 60              |
| Apple MacII | 640X480              | 35.00            | 66              |
| VESA VGA    | 640X480              | 37.86            | 72              |
| VESA VGA    | 640X480              | 37.50            | 75              |
| VESA SVGA   | 800X600              | 35.16            | 56              |
| VESA SVGA   | 800X600              | 37.88            | 60              |
| VESA SVGA   | 800X600              | 48.08            | 72              |
| VESA SVGA   | 800X600              | 46.88            | 75              |
| Apple Mac   | 832X624              | 49.72            | 75              |
| VESA XGA    | 1024X768             | 48.36            | 60              |
| VESA XGA    | 1024X768             | 56.48            | 70              |
| VESA XGA    | 1024X768             | 60.02            | 75              |
| VESA SXGA   | 1280X1024            | 64.00            | 60              |
| VESA SXGA   | 1280X1024            | 80.00            | 75              |
| VESA SXGA   | 1152X864             | 67.50            | 75              |
| VESA SXGA   | 1280X960             | 60.00            | 60              |
| WXGA+       | 1440X900             | 56.00            | 60              |
| WXGA+       | 1440X900             | 70.60            | 75              |
| WSXGA+      | 1680X1050            | 65.20            | 60              |
| WSXGA+      | 1680X1050 (VGA only) | 82.30            | 75              |
| VESA WXGA   | 1280X768             | 47.776           | 60              |
| WSXGA+      | 1920X1080            | 67.50            | 60              |

## Touch Screen Driver Installation

The is available with USB connection. The touch driver is available at [www.planar.com/support](http://www.planar.com/support) for these operating systems: Windows® 7/8, VISTA, XP, 2000, CE, XP Embedded, Linux kernel 2.6.x (32 bit & 64 bit), Apple® Mac OS. (Windows 7/8 Multi touch without driver)

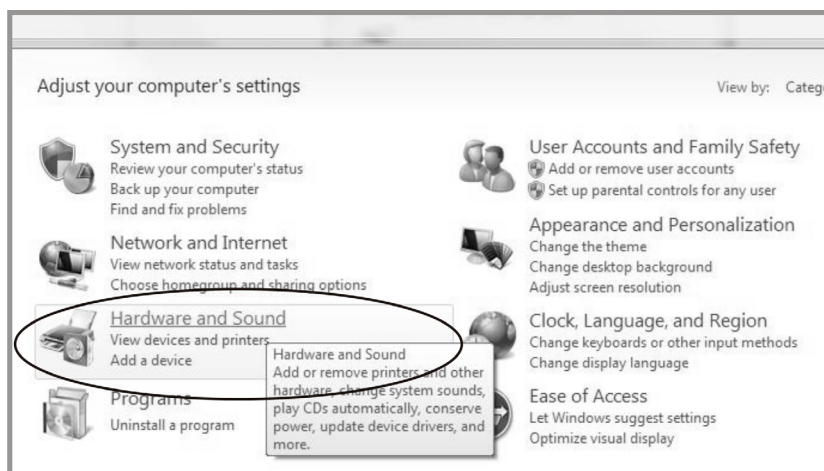
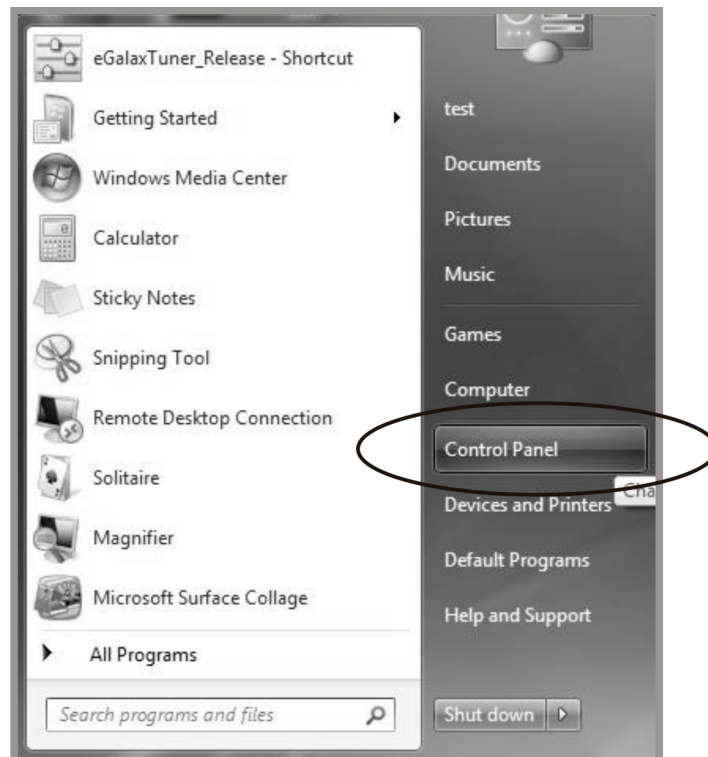
### **Please Note:**

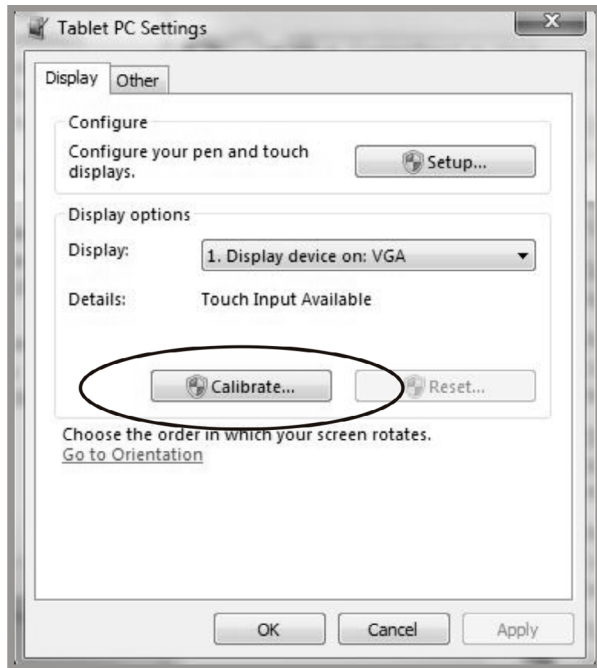
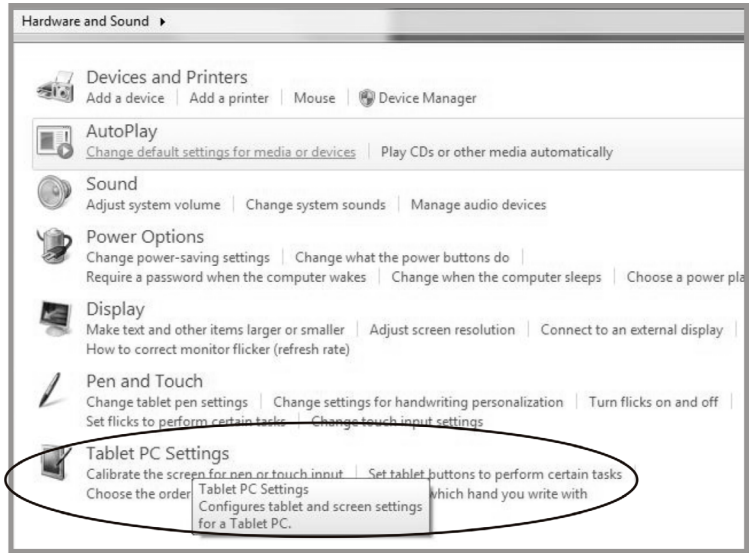
1. The PT2245PW is Microsoft® Windows® HID (Human Interface Device) compatible if you use the USB touch screen interface. No additional software driver is required for general operation of the touch screen. A calibration tool can be installed for improved touch position accuracy. See “Optional Calibration Tool Install” section for more information.
2. For PT2245PW, the system requires 15 seconds for Windows 7/8 to process the touch program while turning power on/off or plugging/unplugging USB cable.

## PT2245PW Calibration Instruction:

Calibrating the touch screen in Windows 7/8:

1. Tap the Start button, Control Panel and then Hardware and Sound.
2. Under Tablet PC Settings, tap Calibrate the screen for pen or touch input.
3. On the Display tab, under Display options, tap Calibrate and then Yes to allow the program to make changes.
4. Follow the on-screen instructions to calibrate the touch screen.





## **PT2245PW Install Instruction:**

**If you are using a PC running, Windows® 7/8, VISTA, XP, 2000, follow the instructions below:**

1. Power on the PC.
2. Make sure that the USB cable is connected to the computer.
3. Visit [www.planar.com/support](http://www.planar.com/support).
4. Follow the step-by-step instructions as shown on the pop-up windows.

**If you are using a PC running driver Linux kernel 2.6.x (32 bit & 64 bit), follow the instructions below:**

1. Power on the PC.
2. Make sure that the USB cable is connected to the computer.
3. Visit [www.planar.com/support](http://www.planar.com/support).
4. Follow the step-by-step instructions as shown on the pop-up windows.

**If you are using a PC running Windows® XP Embedded, follow the instructions below:**

### **Express:**

1. Power on the computer.
2. Make sure that the USB cable is connected to the computer.
3. Be sure that your EWF is disabled. If your EWF is enabled, please disable the EWF by using the EWF Manager command.
4. Once the EWF is disabled click on the XP driver at [www.planar.com/support](http://www.planar.com/support). and follow the step-by-step instructions as shown on the pop-up windows.

### **Custom:**

1. Power on the computer.
2. Make sure that the USB cable is connected to the computer.
3. Follow the step-by-step instructions found in the zipped file at [www.planar.com/support](http://www.planar.com/support).

**If you are using a PC running Windows® CE, follow the instructions below:**

1. Power on the computer.
2. Make sure that the USB cable is connected to the computer.
3. Using Platform Builder, build an image file by following the step-by-step instructions found in the zipped file at [www.planar.com/support](http://www.planar.com/support).

**If you are using a PC running Linux or Apple® Mac OS, follow the instructions below:**

1. Power on the computer.
2. Make sure that the USB cable is connected to the computer.
3. Follow the step-by-step instructions found in the zipped file at [www.planar.com/support](http://www.planar.com/support).

# Technical Support

## **Cables and Accessories**

To find cables and accessories for your Planar monitor, touch screen or other Planar products visit our online store at **[www.PlanarOnline.com](http://www.PlanarOnline.com)**.

## **Technical Support**

Visit Planar at **<http://www.planar.com/support>** for operations manuals, touchscreen drivers, warranty information and access to Planar's Technical Library for online trouble shooting.

To speak with Planar Customer Support please have you model and serial number available and dial:

### **Planar Support**

Tel: 1-866-PLANAR1 (866-752-6271) or +1 503-748-5799 outside the US.

Hours: 24 hours a day, 7 days a week.

**Toll or long distance charges may apply.**



**Planar Systems, Inc.**

Customer Service

24x7 Online Technical Support: <http://www.planar.com/support>

1195 NW Compton Drive

Beaverton, OR 97006-1992

**Tel:** 1-866-PLANAR1 (866-752-6271) or +1 503-748-5799 outside the United States.

**Hours:** 24 hours a day, 7 days a week

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