

i3TOUCH V-SENSE

04 FHD T10 USER MANUAL





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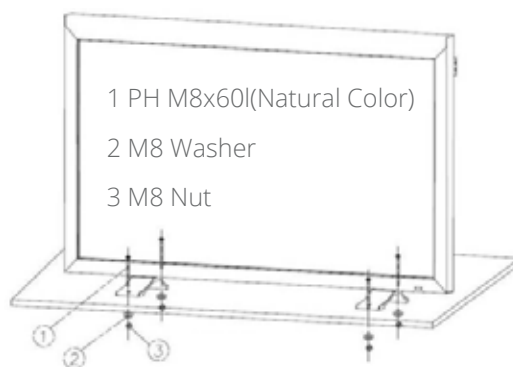
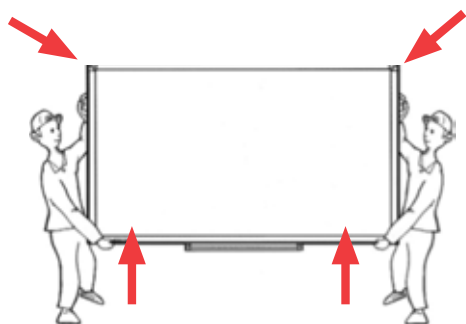
1. Important Safety Instructions

Icons used for safety precautions

ICON	NAME	MEANING
	Warning	If precautions marked with this sign are not followed, this may result in a serious injury or even a fatality
	Caution	If precautions marked with this sign are not followed, this may result in a injury or property damage

After unpacking, grab the display with the upper handle and the bottom bezel.

- The display must be kept in a horizontal stable position
- When putting the product on the bottom, make sure the bottom part (speaker bar) will not get damaged. Therefore, preferably use table stands



1.1 Safety Precautions

1.1.1 Power Related



Warning

- 1.1.1.1 Avoid using a damaged power cord or plug or a loose power outlet.
 - » Otherwise, it may result in electric shock or fire.
- 1.1.1.2 Avoid connecting multiple electric appliances to a single wall outlet.
 - » Otherwise, it may result in fire due to overheating of the wall outlet.
- 1.1.1.3 Avoid plugging in or unplugging the power supply with wet hands.
 - » Otherwise, it may result in electric shock.
- 1.1.1.4 Plug the power plug in firmly.
 - » Otherwise, it may result in fire.
- 1.1.1.5 Make sure to connect the power cord to a grounded wall outlet(for insulation class 1 equipment only).
 - » Otherwise, it may result in electric shock or injury.
- 1.1.1.6 Avoid bending or twisting the power cord excessively and avoid placing heavy objects on the cord.
 - » Otherwise, it may result in electric shock or fire due to a damaged power cord.
- 1.1.1.7 Keep the power cord and the product away from a heater.
 - » Otherwise, it may result in electric shock or fire.
- 1.1.1.8 If the pins of the power plug or the wall outlet are covered in dust, clean it using a dry cloth.
 - » Otherwise, it may result in fire.



Caution

- 1. 1.1.9 Avoid unplugging the power plug while the product is operating.
 - » Otherwise, it may damage the product due to electric shock.
- 1. 1.1.10 Make sure to use only the power cord supplied by our company. In addition, do not use the power cord of another electric appliance.
 - » Otherwise, it may result in electric shock or fire.
- 1. 1.1.11 When unplugging the power plug from the wall outlet, make sure to hold it by the plug and not by the core.
 - » Otherwise, it may result in electric shock or fire.
- 1. 1.1.12 Connect the power plug to a wall outlet that can be easily reached.
 - » When a problem occurs with the product, you must unplug the power plug to cut the power off completely. You can not cut the power off completely using only the power button on the product.

1.1.2 Installation Related



Warning

- 1. 1.2.1 Avoid placing burning candles, mosquito repellent or cigarettes on the product.
 - » Otherwise, it may result in fire
- 1. 1.2.2 Ask an installation engineer or relevant company to install the product onto the wall
 - » Otherwise, it may result in injury.
- 1. 1.2.3 Avoid installing the product in a badly ventilated location such as inside a bookshelf or closet.
 - » Otherwise, it may result in fire due to internal over-heating..
- 1. 1.2.4 Keep a distance of at least 10cm (3.93 inches) from the wall when installing the product for ventilation.
 - » Otherwise, it may result in fire due to internal over-heating.
- 1. 1.2.5 Keep the plastic bags used to pack the product away from children.
 - » If children place the plastic bags over their heads, they may suffocate.
- 1. 1.2.6 Avoid installing the product in a location that is unstable or exposed to excessive vibration such as on an unstable or slanted shelf.
 - » The product may fall and this may result in damage to the product or injury..
 - » If you use the product in a location exposed to excessive vibrations, it may result in a problem with the product or fire.
- 1. 1.2.7 Avoid installing the product in a location exposed to dust, moisture (sauna), oil, smoke or water (rain drops) and installing it within a vehicle.
 - » This may result in electric shock or fire.
- 1. 1.2.8 Avoid installing the product in a location exposed to direct sunlight and installing the product near a heat source such as a fireplace or heater.
 - » This may shorten the product life cycle or cause fire.
- 1. 1.2.9 Avoid installing the product in such a way that it could fall by children manipulations.
 - » If the display should fall, this may result in serious injuries.
 - » Since the front part is heavier, install the product on a flat and stable surface.
- 1. 1.2.10 » Avoid rainwater entering the display



Caution

- 1. 1.2.12 Do not let the product drop while moving it.
 - » This may result in a problem with the product or injury.
- 1. 1.2.13 Do not place the product face down on the floor.
 - » This may damage the panel of the product.
- 1. 1.2.14 When installing the product on a console or shelf, make sure that the front of the product does not protrude out of the console or shelf.
 - » Otherwise, this may cause the product to fall off and result in a malfunction or injury.
 - » Make sure to use a cabinet or shelf suitable to the size of the product.
- 1. 1.2.15 When putting the product down, handle it gently.
 - » Otherwise, it may result in a problem with the product or injury.
- 1. 1.2.16 If the product is installed in a location where the operating conditions vary considerably, a serious quality problem may occur due to the surrounding environment. In this case, install the product only after consulting one of our service engineers about the matter.
 - » Avoid places exposed to microscopic dust, chemicals, too high or low temperature, high humidity, airports or stations where the product is continuously used.

1.1.3 Cleaning Related



Warning

- 1. 1.3.1 Before cleaning the product, unplug the power cord.
 - » Otherwise, it may result in electric shock or fire.
- 1. 1.3.2 When cleaning the product, do not spray water directly over the product parts.
 - » Make sure that water does not enter the product.
 - » Otherwise, it may result in fire, electric shock or a problem with the product.



Caution

- 1. 1.3.3 Avoid spraying cleansing agent directly onto the product.
 - » This may result in discoloration or cracking of the exterior of the product or the panel coming off.
- 1. 1.3.4 When cleaning the product, disconnect the power cord and clean the product with the supplied cleaning cloth.
 - » Avoid using chemicals such as wax, benzene, alcohol, thinner, mosquito repellent, fragrance, lubrication or cleansing agent when cleaning the product. This may result in the exterior being deformed or the print being removed.
- 1. 1.3.5 If you can't get the product clean with just a cloth, use a soft, damp cloth with a "monitor-exclusive cleansing agent" and wipe the product with it.
 - » If no monitor-exclusive cleansing agent is available, dilute a cleansing agent with water at a ratio of 1:10 before cleaning the product.
- 1. 1.3.6 Since the exterior of the product gets easily scratched, be sure to use a cleansing cloth.

1.1.4 Usage Related



Warning

- 1. 1.4.1 Since a high voltage runs through the product, never disassemble, repair or modify the product yourself.
 - » Otherwise, it may result in fire or electric shock.
 - » If the product needs to be fixed, contact a service centre.
- 1. 1.4.2 To move the product, turn the power off and unplug the power cord, and any other wires connected to the product
 - » Otherwise, it may result in electric shock or fire due to the damaged power cord.
- 1. 1.4.3 If the product generates a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact a service centre.
 - » Otherwise, it may result in electric shock or fire,
- 1. 1.4.4 Avoid letting children hang or climb onto the product.
 - » Otherwise, it may result in the product falling and this may result in injury or death.
- 1. 1.4.5 If you drop the product or the case is damaged, turn the power off and unplug the power cord. Contact a service centre.
 - » Otherwise, it may result in fire or electric shock.
- 1. 1.4.6 Avoid placing objects such as toys and cookies on top of the product.
 - » If a child hangs over the product to grab an object, the object or the product may fall and this may result in injury or even death.
- 1. 1.4.7 When thunder or lighting occurs, unplug the power cord.
 - » Otherwise, it may result in electric shock or fire,
- 1. 1.4.8 Avoid dropping an object over the product or cause impact to the product.
 - » Otherwise, it may result in electric shock or fire.
- 1. 1.4.9 Avoid moving the product by pulling the power cord or antenna cable.
 - » Otherwise, it may result in electric shock, fire or a problem with the product due to damage to the cable.
- 1. 1.4.10 When a gas leak occurs, do not touch the product or the power plug and ventilate immediately.
 - » A spark may result in an explosion or fire.
 - » During a thunder or lightning storm, do not touch the power cord.
- 1. 1.4.11 Avoid lifting up or moving the product by holding only the power cord or signal cable.
 - » Otherwise, it may result in electric shock, fire or a problem with the product due to damage to the cable.
- 1. 1.4.12 Avoid using or placing inflammable spray or objects into the product (the vents, ports, etc)
 - » If water or substances enter the product, turn the power off, unplug the power cord and contact a service centre.
 - » Otherwise, it may result in a problem with the product, electric shock or fire.
- 1. 1.4.13 Avoid placing a liquid container such as a vase, flowerpot, beverage, cosmetics or drugs, or a metal object over the product.
 - » If water or substances enter the product, turn the power off, unplug the power cord and contact a service centre.
 - » Otherwise, it may result in a problem with the product, electric shock or fire.

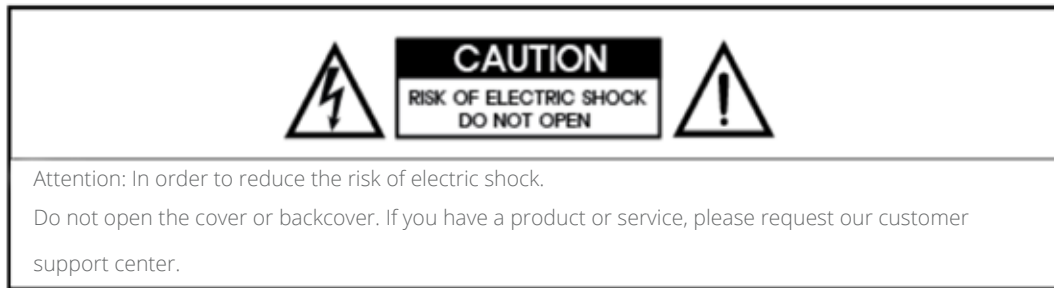


Warning

- 1. 1.4.14 Displaying a still image for a long time may create a persistent image or stain on the screen.
 - » If you do not use the product for a long time, use the power-saving mode or set the screen saver to the moving picture mode.

1. 1.4.15 When not using the product for a long time such as leaving the room, unplug the power cord from the wall outlet.
 - » Otherwise, it may cause dust accumulation and result in fire caused by overheating or short circuit or result in an electric shock.
1. 1.4.16 Set the appropriate resolution and frequency for the product.
 - » Otherwise, it may result in eye strain.
1. 1.4.17 Avoid turning the product upside down or move the product holding only the stand.
 - » This may cause the product to fall, resulting in damage to the product or injury.
1. 1.4.18 Do not place the adaptor on top of another adaptor.
 - » Otherwise, it may result in fire.
1. 1.4.19 Keep power adaptor away from any other heat source.
 - » Otherwise, it may result in fire.
1. 1.4.20 Remove the vinyl cover of the adaptor before using the adaptor.
 - » Otherwise, it may result in fire.
1. 1.4.21 Always keep power adaptor in well-ventilated area.
1. 1.4.22 Be careful that adaptor should not be in contact with water and therefore not be wet.
 - » This may cause a malfunction, electric shock or fire. Do not use adaptor by the waterside or outside particularly when it rains or snows. Be careful that adaptor should not be wet while cleaning floor with water.
1. 1.4.23 Watching the product from too close a distance continuously may damage your eyesight.
1. 1.4.24 Avoid using a humidifier or cooker near the product.
 - » Otherwise, it may result in electric shock or fire.
1. 1.4.25 It is important to give your eyes some rest(5 minutes every hour) when viewing the product screen for long periods of time.
 - » This will alleviate any eye strain.
1. 1.4.26 Since the display panel is hot after using it for a long time, do not touch the product.
1. 1.4.27 Keep the small accessories in a location out of the reach of children.
1. 1.4.28 Take care when adjusting the angle of the product or the height of the stand.
 - » If your hand or finger is caught, you may be injured.
 - » If the product is tilted excessively, the product may fall and this may result in injury.
1. 1.4.29 Avoid placing a heavy object over the product
 - » Otherwise, it may result in a problem with the product or injury.
1. 1.4.30 When using headphones or earphones, do not turn the volume too high.
 - » Having the sound too loud may damage your hearing.
1. 1.4.31 Be careful that children do not place the batteries in their mouth when removed from the remote control. Place the battery in a location that children or infants cannot reach.
 - » If children have the battery in their mouth, consult your doctor immediately.
1. 1.4.32 When replacing the batteries, insert them with right polarity(+, -).
 - » Otherwise, the battery may become damaged or it may cause fire, personal injury or damage due to leakage of the internal liquid.
1. 1.4.33 Use only specified standard batteries. Do not use new and used batteries together.
 - » This may cause a battery to break or leak and may cause fire, injury, or contamination(damage).
1. 1.4.34 The batteries(and rechargeable batteries) are not ordinary refuse and must be returned for recycling purposes. The customer is responsible for returning the used or rechargeable batteries for recycling.

» The customer can return used or rechargeable batteries to a nearby public recycling centre or to a store selling the same type of the battery or rechargeable battery.



1.2 Care and Maintenance

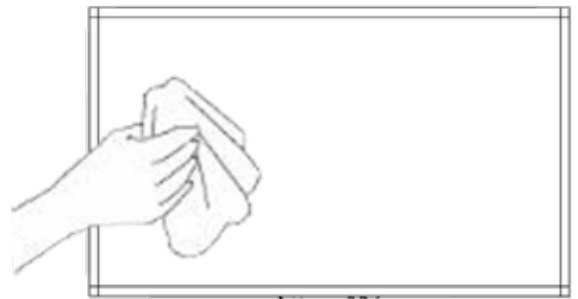
External Surface and Screen Maintenance

Clean the product with a soft dry cloth.

- Avoid cleaning the product with an inflammable substance such as benzene or thinner or with a wet cloth. This may result in a problem with the product.
- Avoid scratching the screen with your fingernails or a sharp object.
- Avoid cleaning the product by spraying water onto it. If water enters the product, it may result in fire, electric shock or a problem with the product.

A white stain may be generated on the surface of the model if a supersonic humidifier is used near it.

The appearance and the color may differ depending on models.

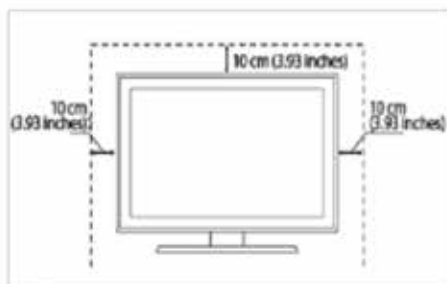


Securing the Installation Space

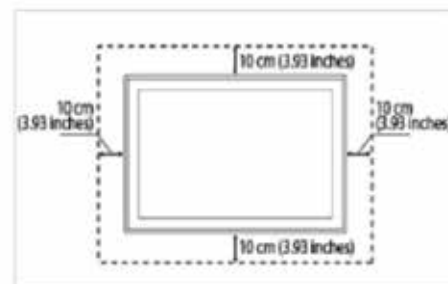
- Keep the required distances between the product and other objects (e.g. walls) to ensure proper ventilation. Failing to do so may result in fire or a problem with the product due to an increase in the internal temperature. Install the product so the required distances shown in the figure are kept.

The appearance may differ depending on the product.

When installing the product with a stand



When installing the product with a wall-mount



About persistent images

- Displaying a still image for a long time may create a persistent image or stain on the screen. If you do not use the product for a long time, set the power-saving mode or screen saver.
- Due to technological constraints of the Panel manufacturer, pixel errors are sometimes unavoidable. Please consult our pixel policy






2. Introduction

2.1 Package Contents

- Unpack the product and check if all of the following contents has been included.
- Store the packaging box in case you need to move the product later.
- If any items are missing, contact your dealer.
- Contact a local dealer to purchase optional items.

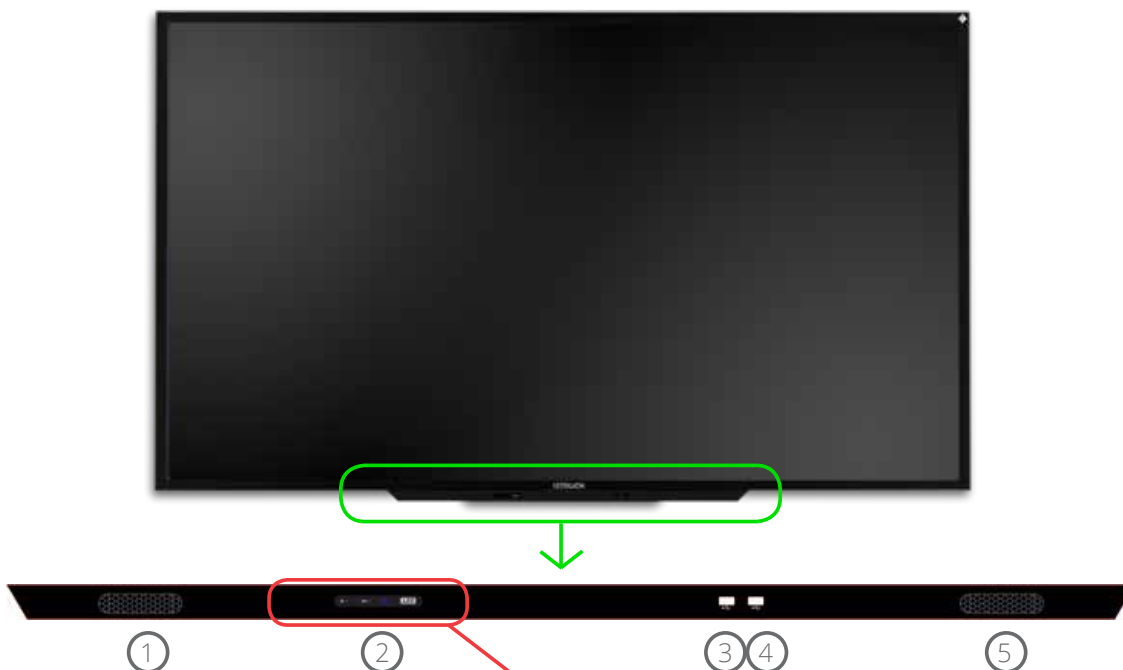




LED Display

Contents	<div></div> <div>User Manual</div>			
Cable	<div></div> <div>HDMI Cable</div>	<div></div> <div>TOUCH Sensor Cable</div>	<div></div> <div>Power Cable</div>	<div></div> <div>RGB cable</div>
Accessory	<div></div> <div>Remote Control</div>	<div></div> <div>Battery(CR-2025 x 1)</div>		<div></div> <div>PEN x 2</div>

3. Parts description

3.1 Front View



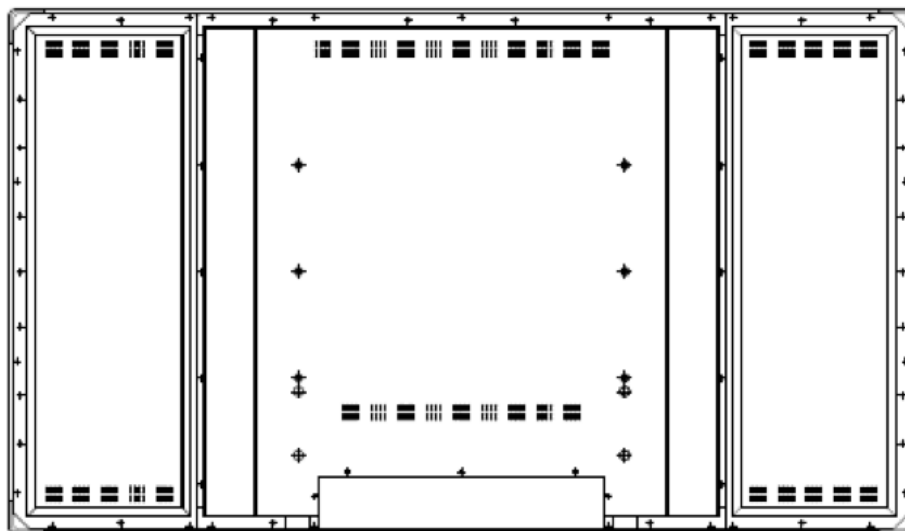
- ① ⑤ Speaker
- ② 1. POWER() : Turns the LED Display On/Off.
2. LED Indicator
Shows Power ON mode -- BLUE
Power Saver mode by blinking RED.
Shows Power OFF mode -- RED. .
3. SOURCE () : Selection Input Signal button
4. IR Receive Remote Control: Aim the remote control towards this spot on the LED Display.
- ③ USB 1 Terminal (Direct connect to PC)
- ④ USB 2 Terminal (Direct connect to PC)



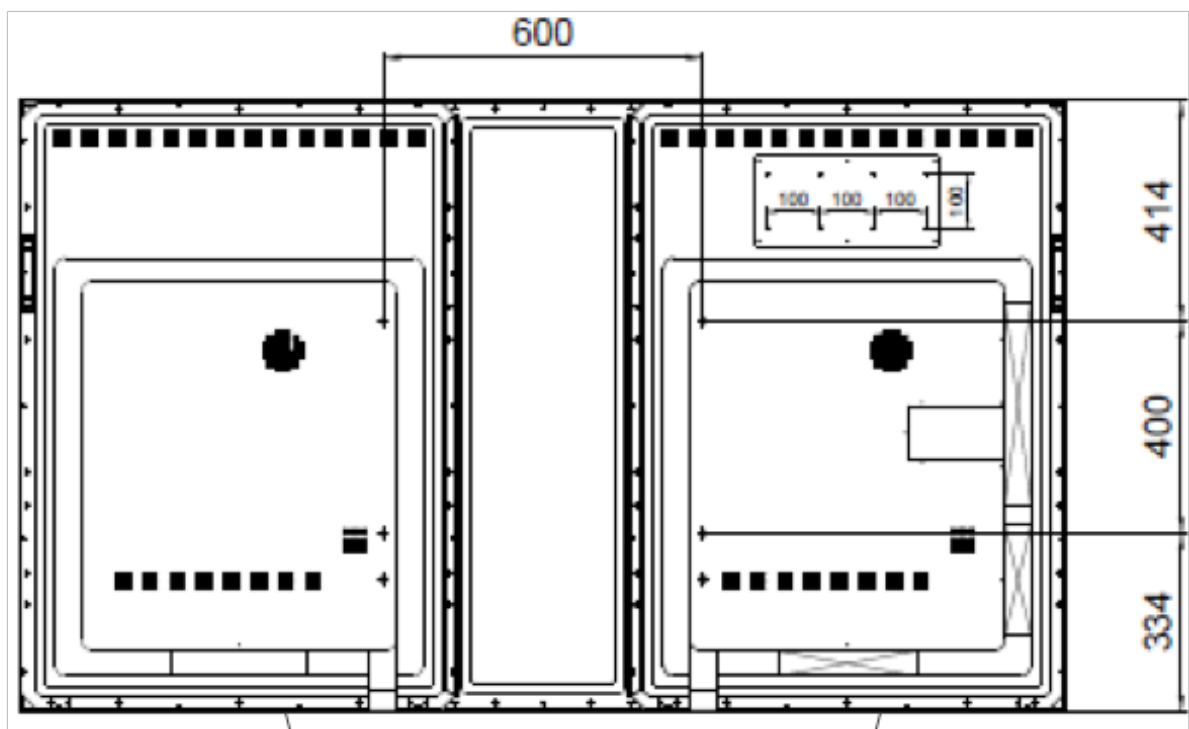
1 2 3 4

3.2 back view

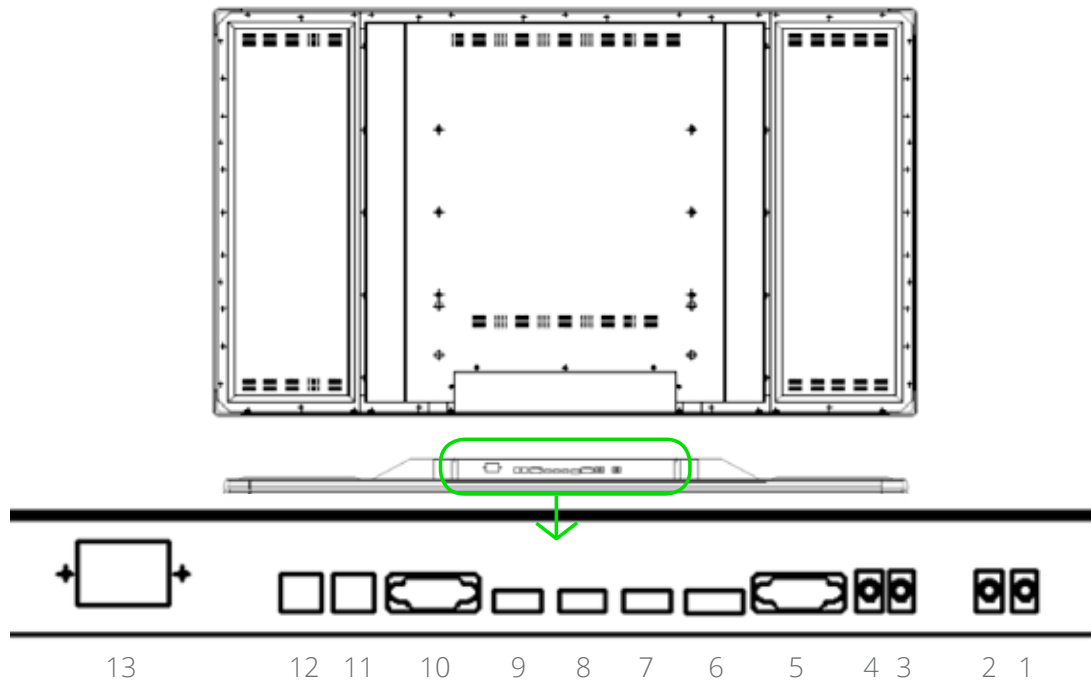
3.2.1 back view of 5504 6504 7004 FHD



3.2.2 back view of 8404 FHD



3.2.3 ports description



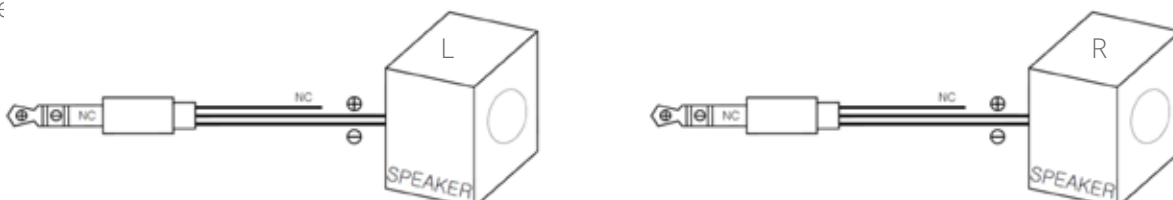
1. SPEAKER Out L. (10W , 8 Ohm)
2. SPEAKER Out R. (10W , 8 Ohm)
3. AUDIO LINE Out
4. PC AUDIO Input
5. PC RGB Input
6. DISPLAY PORT Input
7. HDMI 3 Input
8. HDMI 2 Input
9. HDMI 1 Input*
10. RS232C
- 11, USB for Touch
12. USB for Touch(Optional)
13. AC Power In. (100V ~ 240V, 50/60Hz)

(*) Do not use HDMI1 input. This input is disabled to enable HDMI via OPS.

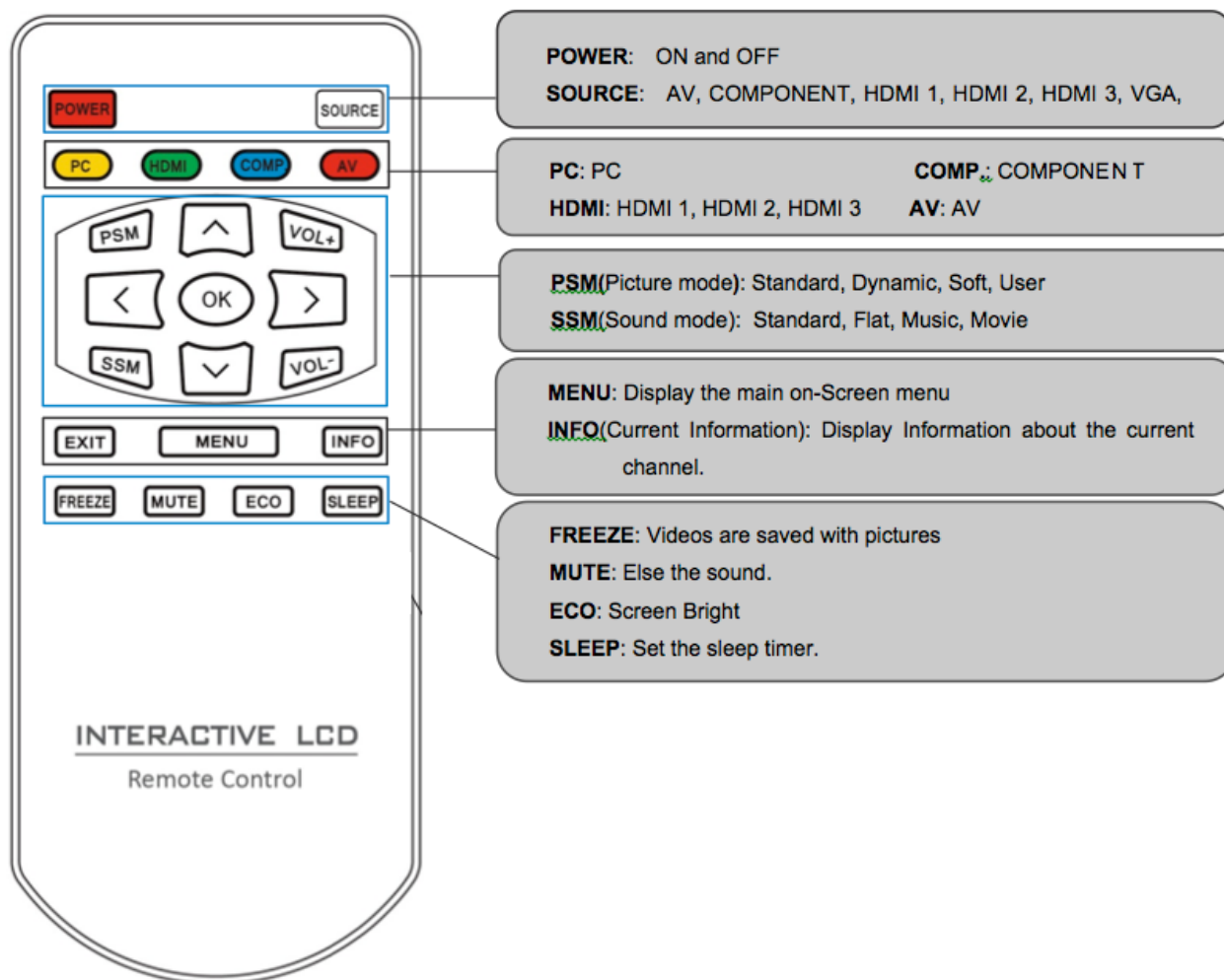
PC Connection

1. Connect RGB cable to 5, sound connection will be connected to 4 with stereo cable.
2. Or connect HDMI cable to 7 or 8 (do not use HDMI 1). HDMI transfers both video as sound.
3. External speaker will be connected to 1, 2 input with using Ø3.5 stereo cable and then connect same as below drawing. L, R connection is same. Internal speaker will not output.

Note: Internal speaker will not output.

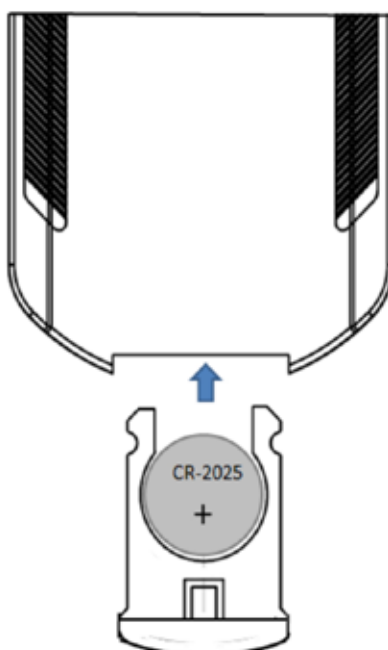


4. Remote Control



4.1 How to insert battery.

Insert the battery into proper polarities. Battery model:(CR-2025 3V)



5. OSD Menu Description

Picture Menus

- Press the [MENU] Button.
The OSD Main MENU will be shown.



- Enter the **PICTURE MENU**
Press the ▲ / ▼ buttons to move through options in the PICTURE Menu. When you have moved to the option you would like to adjust, press the ENTER button and you will enter its settings.



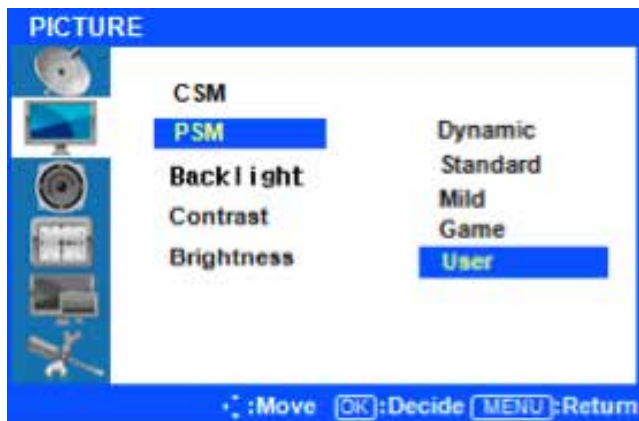
- Adjustment **CSM**(Color Status Mode)
Press the ▲ / ▼ buttons to move to CSM. Press the ENTER Button to select it.

Press the ▲ / ▼ buttons to move to either Cool, Normal, Warm, or User. Cool, Normal and Warm are preset color options. If you want to adjust the color settings individually, select USER and press the ENTER Button.



- Custom adjustment CSM
Press the ▲ / ▼ buttons to highlight the Red, Green or Blue level. Next, press the ENTER button to select one of them.

Once selected, press the ◀/▶ buttons to adjust the Red, Green, or Blue level.



• Picture Select mode

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight **PSM** (Picture Status Mode), and press the ENTER button to see the available options.

Press the ▲ / ▼ buttons to select highlight either Dynamic/Standard/Mild/Game/User, and press ENTER to select one. User is the default setting.



• Backlight Adjustment

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight **Backlight**, and press the ENTER button to change the setting.

Note that the backlight value is related to power consumption. If you set your backlight at a higher level, you may be using more energy.

• Contrast and Brightness Adjustment

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight **Contrast** or **Brightness**, and press the ENTER button to change either of their settings.

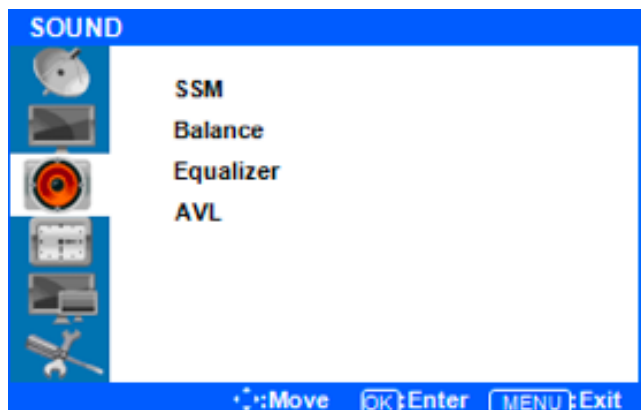
Press the ◀ / ▶ buttons to adjust both the Contrast and Brightness levels.

After finishing, press the [Exit] Button to exit the OSD MENU.

Sound Menus

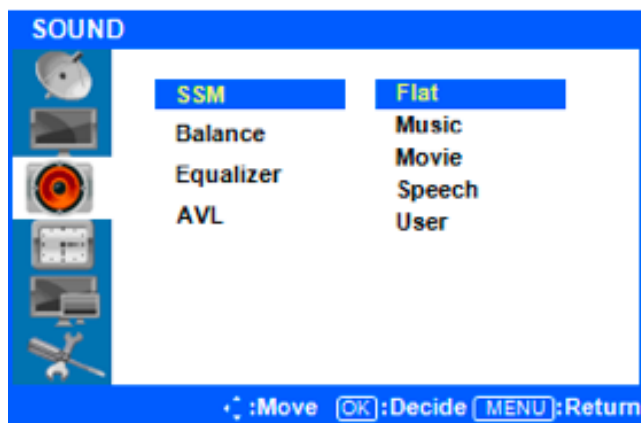
- Press [MENU] Button.

The OSD Main MENU will be shown.



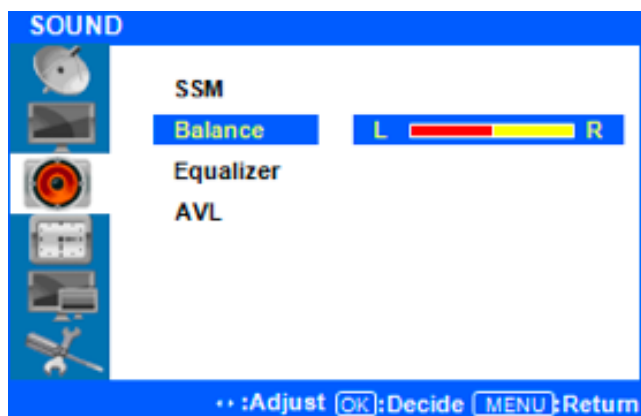
- Entering the Sound **MENU**

Press the ▲ / ▼ buttons to move up to the SOUND Menu. Press the ENTER button to enter the menu.



- Select Sound Status Mode

Press the ▲ / ▼ buttons to move up to the SSM (Sound Status Mode) Menu, and press the ENTER button to view the settings. Press ▲ / ▼ Button to select either Flat/Music/Movie/Speech/User, and press the ENTER button to select one.

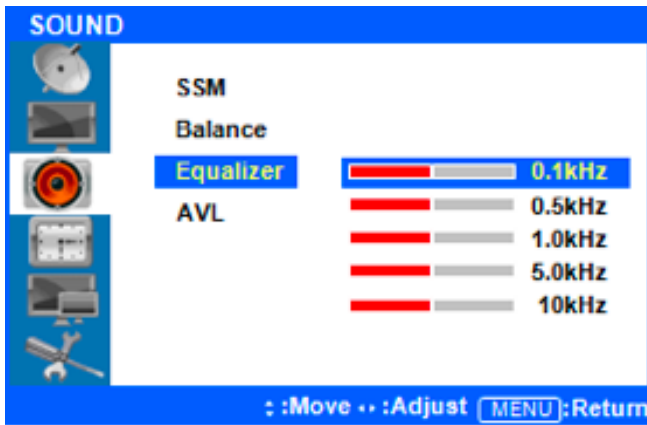


- Sound Balance

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press ▲ / ▼ Button to highlight the Balance Menu, and press the ENTER button to adjust the settings.

Press the ◀ / ▶ buttons to adjust the Left/Right Balance value.



- Equalizer Adjustment

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press ▲ / ▼ Button to highlight the Equalizer Menu, press the ENTER button to view the settings.

Press the ▲ / ▼ buttons to highlight one of the 0.1/0.5/1.0/5.0/10kHz values. Press the ENTER button to select the value and change its setting.

Press the ◀ / ▶ buttons to adjust the frequency setting.

AVL mode is not supported.

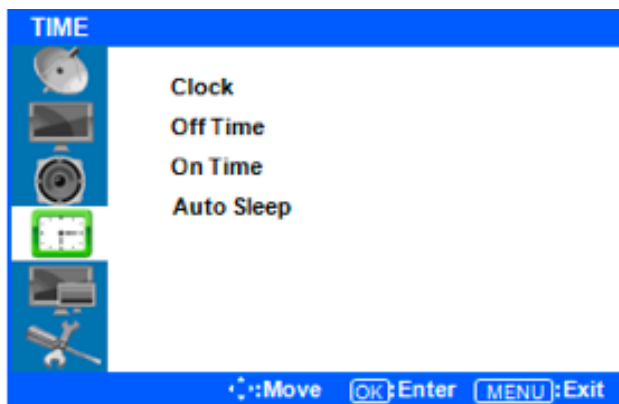
After finishing your adjustments, press the [Exit] button to exit the OSD MENU.

Time Menus

Setup your system's clock and automatic ON/OFF times.

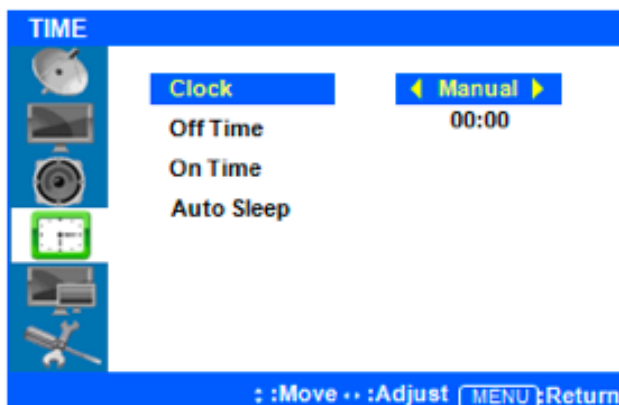
- Press the [MENU] Button.

The OSD Main MENU will be shown.



- Entering the TIME MENU

Press the ▲ / ▼ buttons to move up to the TIME Menu. Press the ENTER button to view the options in the menu.

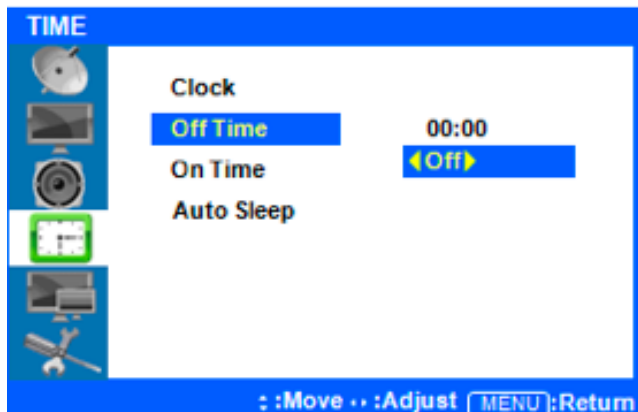


- Setup System Clock

Press the ▲ / ▼ buttons to highlight the Clock Menu. Press the ENTER button to view and adjust the time setting. Your display will not automatically detect the time. You must set the time manually. Auto mode is not available.

Press the ▲ / ▼ buttons to highlight Manual, and press the ENTER button to select it.

Press the ▲ / ▼ buttons to adjust the time, and press the ENTER button to confirm it.



- Setup System OFF Time

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight Off Time, and press the ENTER button to select it.

Press the ▲ / ▼ buttons to highlight Off, and press the ◀ / ▶ buttons to turn this feature on or off.

Press the ▲ / ▼ buttons to highlight the time, and press ◀ / ▶ buttons to adjust the minutes and hours. Set the time you would like the display to automatically power off. Exit to save these settings.



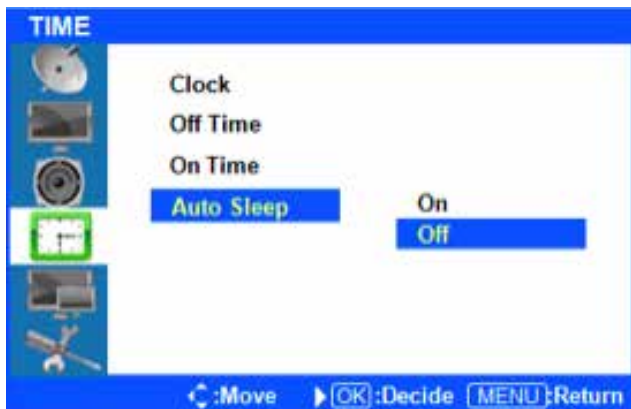
- Setup System ON Time

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight On Time, and press the ENTER button to adjust the settings.

Press the ▲ / ▼ buttons to highlight the time, and press ◀ / ▶ buttons to adjust the minutes and hours. Set the time you would like the display to automatically power off.

Use the ▲ / ▼ buttons to highlight VOL and use the ◀ / ▶ buttons to set the volume level you would like the display to automatically turn on at. The other options allow you to choose how often you want the display to automatically turn on (once/daily). Finally, you can choose to have this feature ON or OFF. Exit to save your settings.



• Setup Auto Sleep

If Auto Sleep mode is ON, the screen will go to sleep when no input signal is received and 5 minutes have passed.

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight Auto Sleep, and press the ENTER button to change the settings.

Press the ▲ / ▼ buttons to select OFF or ON, and press the ENTER button to select it.

After finish your adjustments, press the [Exit] Button to exit out of the OSD MENU.

Input Menus

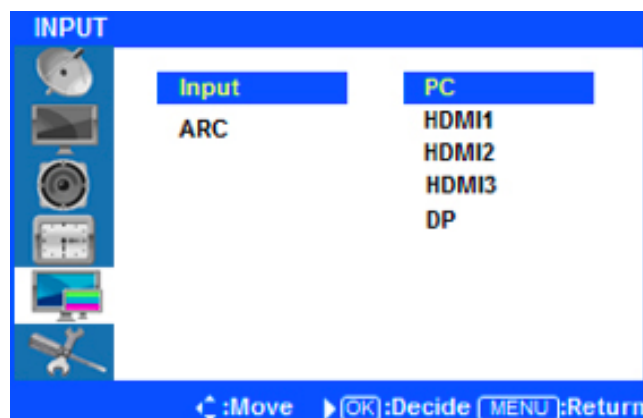
- Press the [MENU] Button.

The OSD Main MENU will show.



• Entering the Input MENU

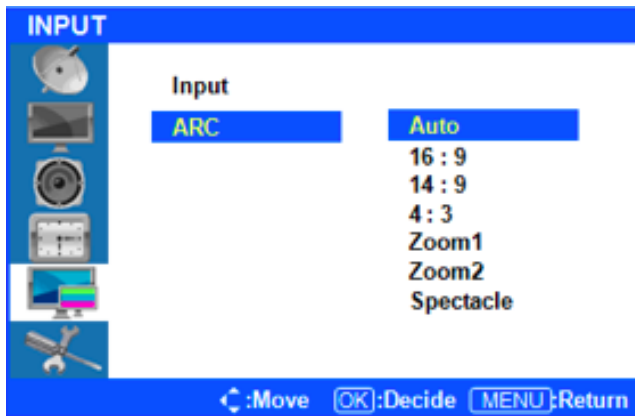
Press ▲ / ▼ Button to highlight Input, Press the ENTER button to enter and view the available settings.



• Input source select

Press the ▲ / ▼ buttons to highlight either PC/ HDMI1/ HDMI2/HDMI3/DP. Once the desired input is highlighted, press the ENTER button to select it.

Only sources that are connected to the display can be selected.



After finishing the adjustment, Press the [Exit] Button to exit the OSD MENU.

- Selecting the screen ratio

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight ARC (Auto Ratio Control), and press the ENTER button to view the available settings.

Press the ▲ / ▼ buttons to select either/16:9/ 4:3. this FHD display only supports 2 aspect ratios. The other aspect ratios are marked grey and cannot be selected. After highlighting the desired screen ration, press the ENTER button to select it.

Setup Menus

- Press the [MENU] Button. The OSD Main MENU will be shown.



- Entering the SETUP MENU

Press the ▲ / ▼ buttons to highlight SETUP and press the ENTER Button.



- Change the OSD Language

Press the ▲ / ▼ buttons to select Language, and press the ENTER button to view and select available languages. Use the ▲ / ▼ buttons to highlight the language you would like to use and press the ENTER button to select it.



- PC Control

Use this menu if the position of the displayed image is not located in the middle

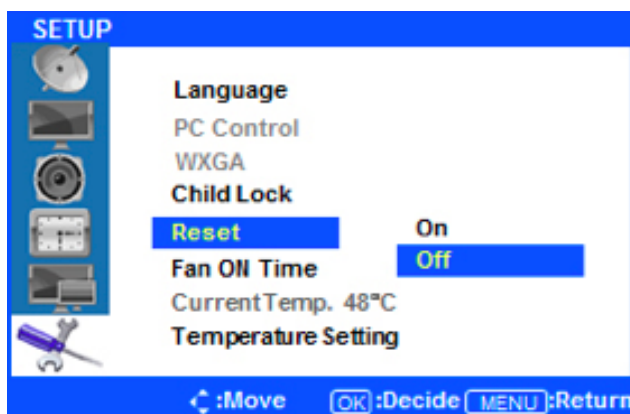


- Setup Child Lock (deactivate display buttons)

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight Child Lock, and press the ENTER Button.

Press the ▲ / ▼ buttons to select ON or OFF. Press the ENTER button to choose either option. ON will lock the display's buttons so that you can only control through the remote.

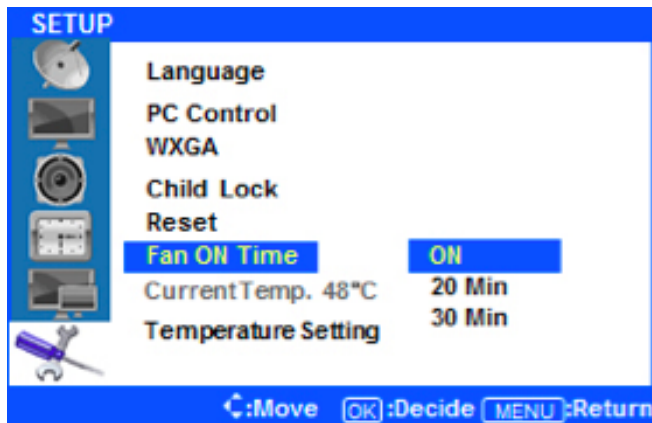


- Setup Reset

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight Reset. Press the ENTER Button.

Press the ▲ / ▼ buttons to select On Off, and press the ENTER button to confirm. Selecting Reset On will return all OSD menu settings to their factory defaults. Selecting Reset Off will cancel and exit the menu.



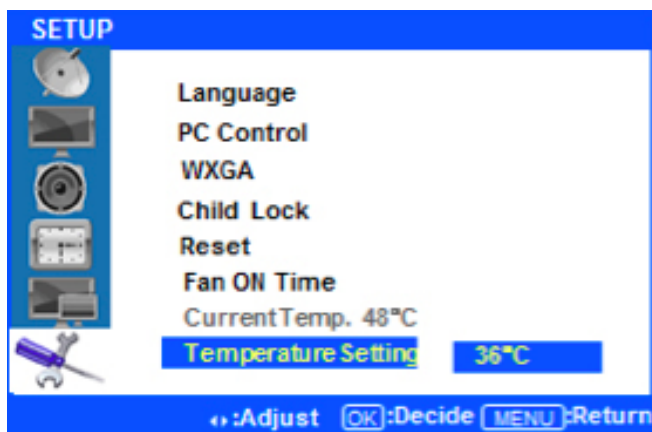
- Setup Fan ON Time

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight Fan ON Time.

Press the ENTER Button.

Press the ▲ / ▼ buttons to select ON/20 Min/30 Min and press the ENTER button to confirm. When ON is selected, the display's fan will operate constantly. If 20 Min or 30 Min are selected, the display fan will operate for those durations when the temperature selected in Temperature Setting is met.



- SETUP Temperature Setting

Press ◀ or the Menu Button to move or go back to the previous menu options.

Press the ▲ / ▼ buttons to highlight the Temperature Setting Menu, and press the ENTER button to adjust the level.

Press the ◀ / ▶ buttons to select the temperature setting at which the fan will operate. Values between 35°C~80°C are possible. Press the ENTER button to select the level.



- Internal PC

After finishing your adjustments, press the [Exit] button to exit the OSD MENU.

Use this menu ONLY if you are using an OPS computer in the display.

When the OPS computer is removed or not used, do not forget the switch if off again.

6 Troubleshooting

The display is not receiving power

If the display is connected with a power cable and the power point (power outlet) being used has electric current, first use another power cable. If the display is still not receiving power and both the single red power button in front of the display and the power on button of the remote control have been tested, please contact your i3 support contact.

The displays is not showing any image

If the display is showing a blank screen and is receiving power but no image is shown, then the display is not receiving any source. Verify the following:

1. Use the "source" button in front of the display or the source buttons on the remote control
2. Check if your computer is sending a signal to an external device (e.g.: a laptop might sometimes not duplicate its image. Press FN + the brand dependent function key of the computer to duplicate the signal. E.g. for DELL this is FN+F8).
3. Check is the video cable (e.g. VGA or HDMI) is firmly connected on the computer and display
4. Use another video cable
5. Check if the video port of the source device (e.g. computer) is working (e.g. by using another projector, monitor,...)
6. Check if the port is not defect (e.g. no image on HDMI2 when HDMI2 is selected, try HDMI3)

If the display is showing "mode not supported", check the resolution and frequency send out from your computer. Set resolution and frequency to the recommended ranges for the display

If this doesn't solve the issue, please contact your i3 support contact

Black borders on screen

When the image on the display is not filling the full screen:

1. Change the resolution of the signal send to the display. Make sure the resolution of the signal send is the optimal resolution of the display (here 16/9).
2. Try to scale the display and computer monitor to "full screen". You can do so via the "advanced settings" of the "screen resolution" menu of your computer's display settings (see service document "full screen scaling for orientation loss"). If you don't manage to get both the computer monitor and the display scaled full screen, only use the display scaled full screen.
3. Check the settings of the display in the on screen display menu (remote control)

If this doesn't solve the issue, please contact your i3 support contact

The display has no sound

Verify the following:

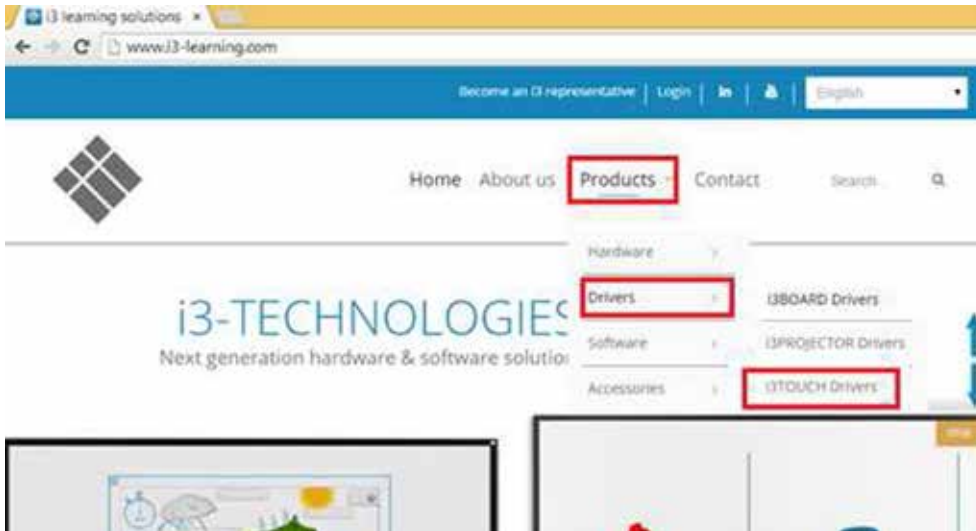
1. If using VGA, check if the separate audio cable is connected
2. If using VGA, check if the audio port of the PC is working (using a speaker set)
3. Check if all sound is turned on (sound of the computer & sound of display. None of them muted)
4. If sound is send via HDMI, check the sound settings of the computer to see if audio on HDMI is not muted.
5. Check if no other external speakers are connected

If this doesn't solve the issue, please contact your i3 support contact

7 Touch configuration

1 Driver download

Go to the i3-Technologies website www.i3-technologies.com and download the latest drivers (products -> drivers -> i3TOUCH drivers)



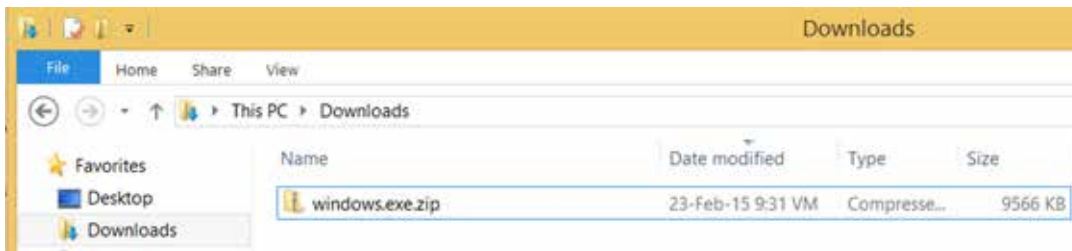
2 Connecting the touch sensor

Connect the port indicated "USB touch" with the supplied USB cable to the computer. If there are 2 USB-ports and one is indicated "USB for touch OPTION", do not use this port as it is disabled.

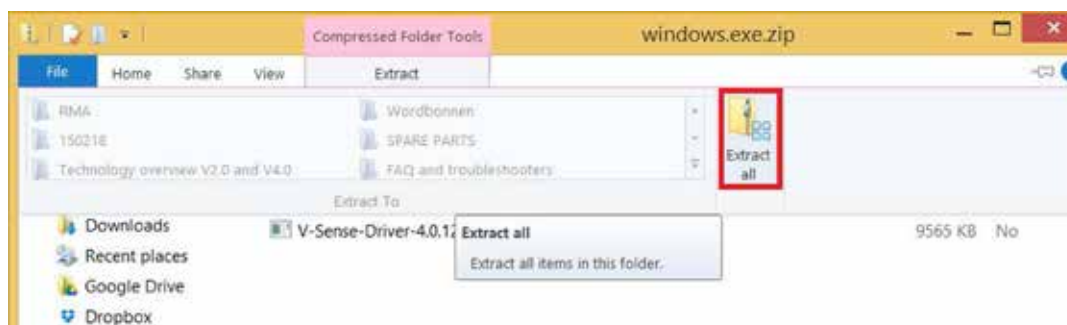


3 Installing the drivers

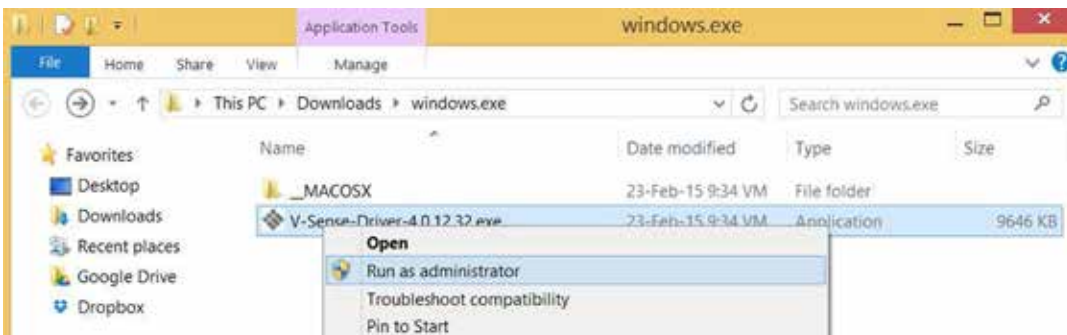
install the drivers you downloaded on the website (you will find the driver in the download folder that has been set in your browser preferences).



The drivers are compressed in a .ZIP-file. When using windows 7 or higher: double click the file and choose "extract all". Extract the content of the folder on your PC.



Now click on the file "V-Sense Driver – x.x.xx.xx.exe" (version number depends on the download date). If you cannot open the file, right click on the file and choose "run as administrator". Make sure you have installation rights.



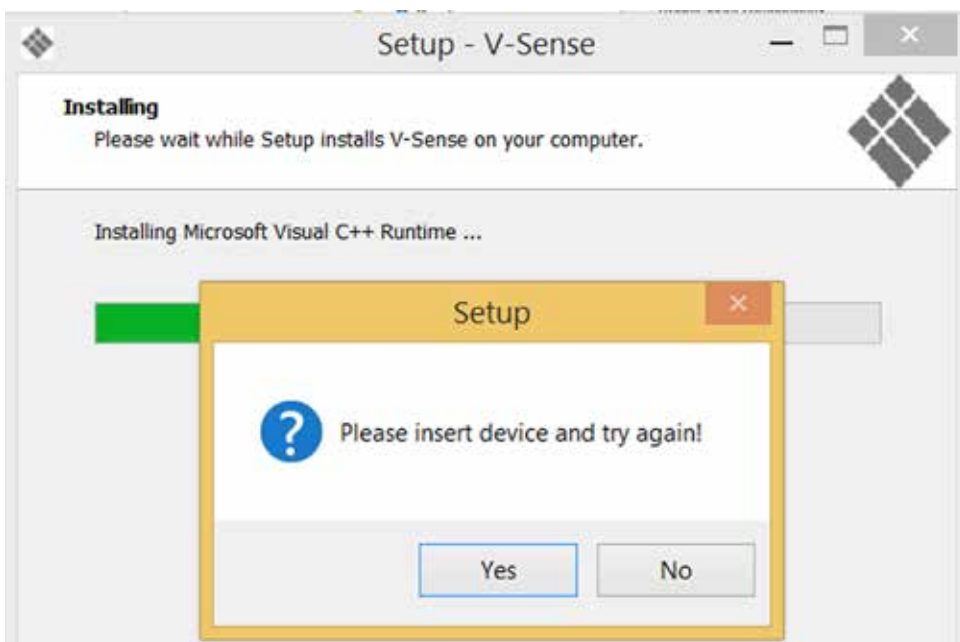
Run the installer and click 4 times “next” and finally “install”. If you can finish the installation, the drivers will ask for a reboot. Reboot your computer to finish the installation.



If the installation was successful, skip step 4

4 What to check when drivers can't be installed

The newest V-sense drivers can be installed even when no device is connected. If you install a driver and you get the message “please insert device and try again”, you are installing an older driver version. If you want to install an older driver (e.g. when the newest driver is not compatible anymore with your O.S.), make sure the computer is connected to the display when installing the drivers. If the display is not connected properly, you cannot finish the installation. The installer will ask you to insert the device and try again.



If the display is connected properly but you cannot finish the installation, make sure the USB-port and cable are working & supplying sufficient power (see step 5). To check if the USB-port & cable are working, first try another USB-port. Then try another computer and/or try another short high quality USB-cable. Do not connect the i3TOUCH with your computer using multiple USB-cables (see step 6). Unless you concluded after testing that it is defect, we advise only to use the USB-cable delivered with the i3TOUCH. Prolonging the distance from i3TOUCH to PC using multiple USB-cables can result in a loss of power and signal strength (data signal).



5 Power supply

The i3TOUCH needs around 5 volts to be recognized & work properly. The touch sensor is powered via the USB-cable and the USB-port of your computer. In very seldom situations (!) a i3TOUCH Premium XX03 (XX stands for display size) can have touch that shows strange behavior such as random “ghost touch points” on locations where no finger or pen is located. The i3TOUCH XX04 Premium and the i3TOUCH Excellence series require a lower voltage and will therefore hardly be subject to power loss.

Strange behavior or a non-recognized touch sensor - when ports & connections were checked - are mostly the result of a USB-port not supplying sufficient power, cables that are prolonged or a single cable that is too long or not high quality. If you tried another cable and/or computer and the problem is only encountered with one computer, use a powered USB-hub (a USB-hub with its separate power supply providing a power boost to all USB-ports)



When you need to prolong the cable length to the i3TOUCH, use active USB extender cables. See step 6.

6 USB-cabling of the i3TOUCH

Normally a computer and a i3TOUCH will communicate without any troubles if only the delivered USB-cable is used. In some seldom cases however other cabling is necessary because of insufficient power (see step 5) or because the PC is located away from the display. Check if your installation setting matches with the below image. The active USB extender cables (RED) are only used when cables need to be prolonged. The USB hub (GREEN) is only used when the i3TOUCH is not getting sufficient power. See step 5.



7 Connecting the display (VGA/HDMI/DVI/DP)

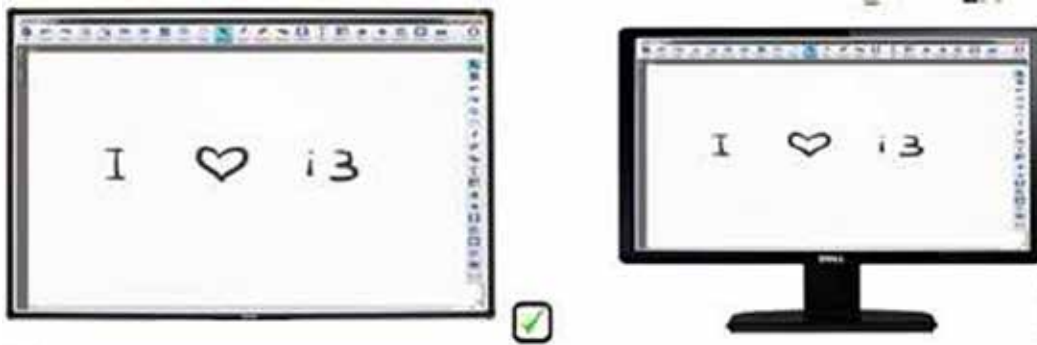
Connect your computer with your display. If necessary, duplicate the image. The keycombination to be used to extend your image depends on your computer brand. E.g. Dellcomputers: FN+F5



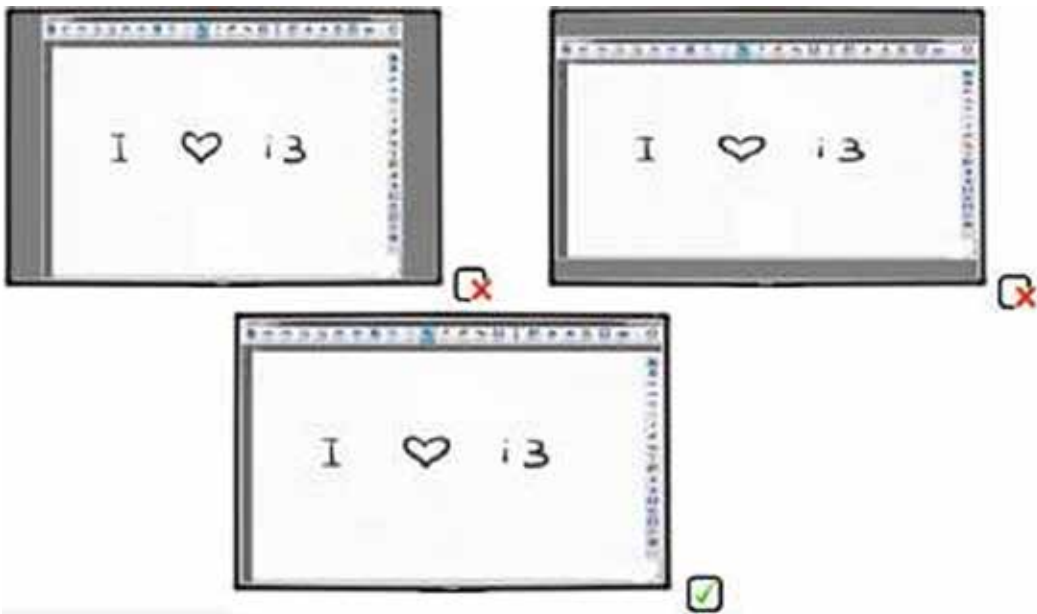
Choose “duplicate” to see the computer image on both PC display and i3TOUCH, or “projector only” to see the computer image only on the i3TOUCH.



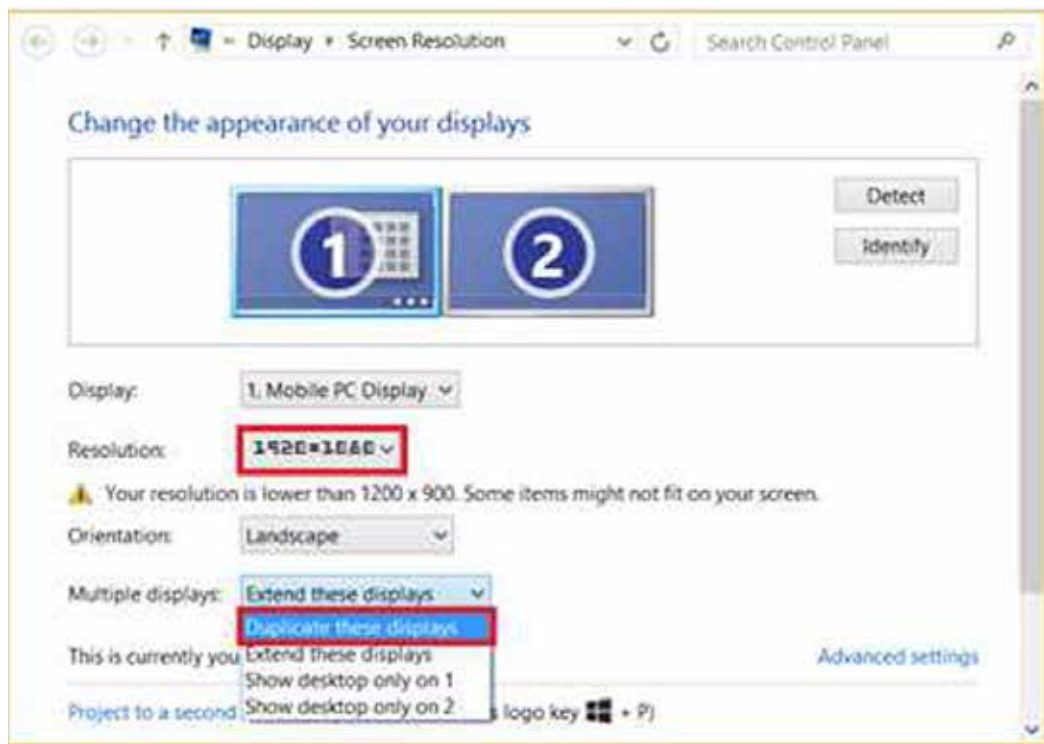
Make sure the image shown on both your computer screen as on the i3TOUCH is full screen.



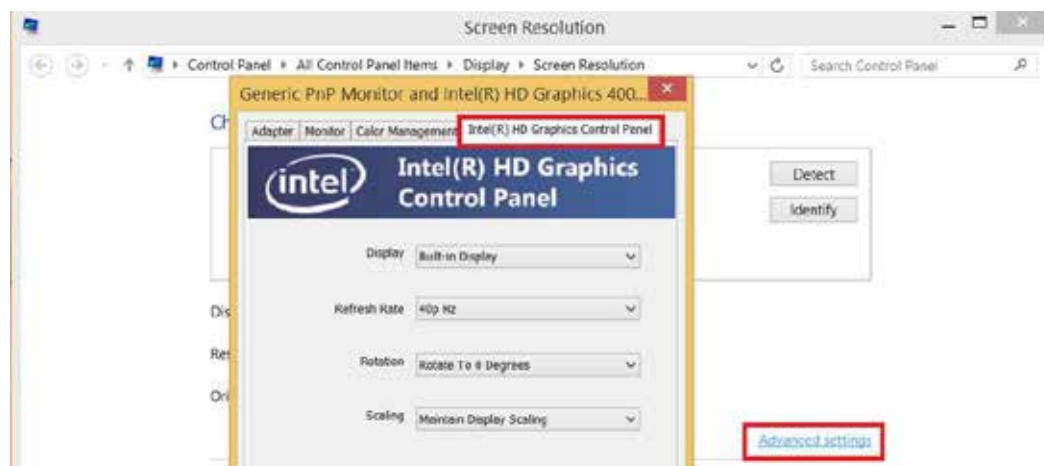
Prevent black borders left/right or top/bottom. This means there is a difference in resolution.



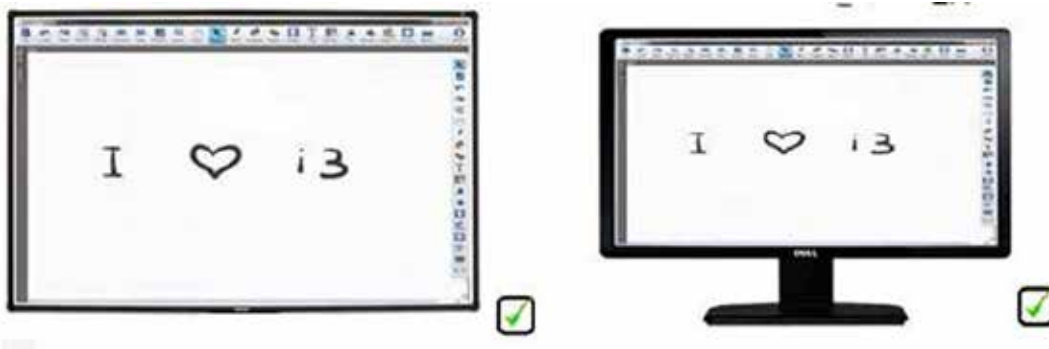
If the image on the computer display or the i3TOUCH is showing black borders, go to “control panel -> display -> screen resolution”. Choose the FHD (1920*1080) or 4K resolution (depending on I3TOUCH). Then choose duplicate.



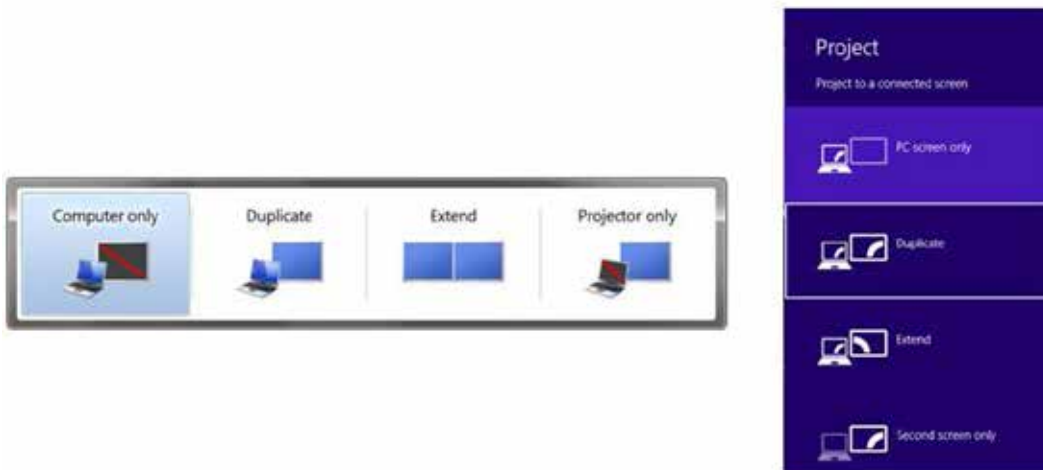
Now choose “advanced settings”. Choose the tab of your graphical card control panel. In this field you should see the options display, refresh rate, rotation and scaling.



Click “display” and select the screen that needs to be scaled. Either your computer display (for laptops called “built-in display”) or the monitor. Click “scaling” and choose “scale full screen”. Then click “apply”. If necessary, have both scaled to full screen.

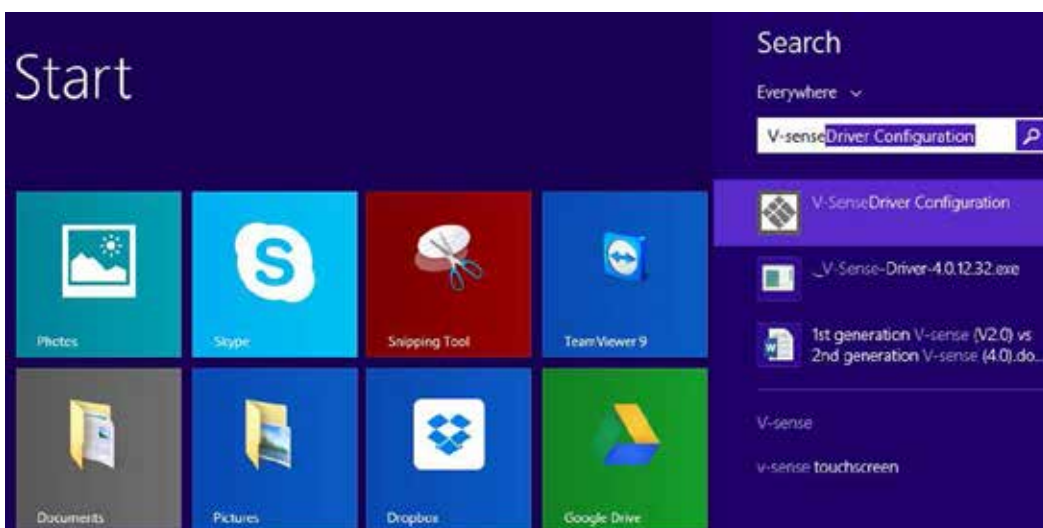


If you don't manage to have both screens scaled full screen, the graphical card of your computer or the drivers of this graphical card might need to be upgraded. As an alternative, choose “projector only” in your display settings and only use the 2nd display (i3TOUCH). If you prefer to use both computer display and i3TOUCH, move on to step 9 before heading to step 8.



8 Calibrating the i3TOUCH

Calibrate your i3TOUCH. The best method to calibrate is using the V-sense drivers. Go to start -> all programs -> i3learning -> V-sense -> V-Sense Driver Configuration. If you have a windows 8.1 computer, search for the V-sense driver in the search field of the start screen.

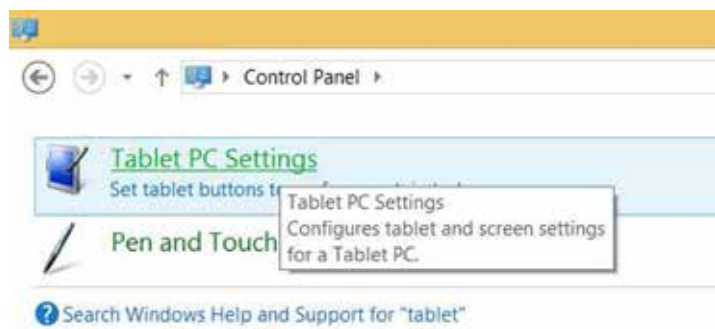


Choose calibration and press on the 9 red circles with your finger (or the i3TOUCH pen to increase accuracy) from the top left side to the bottom right side.

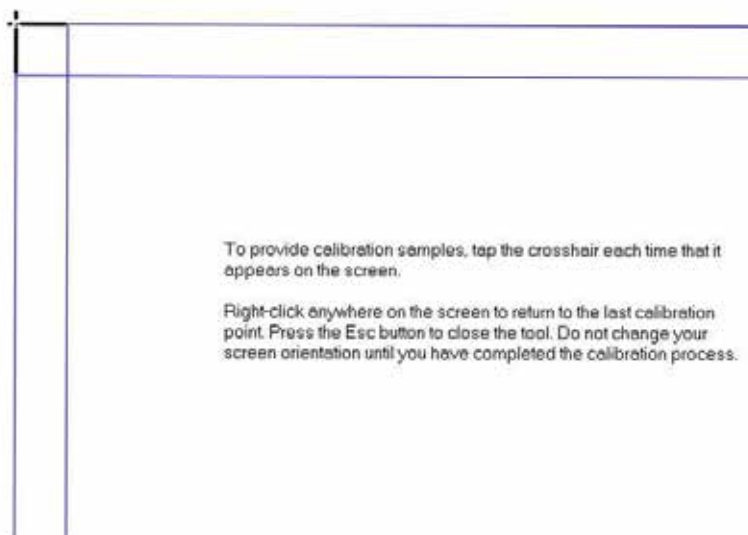
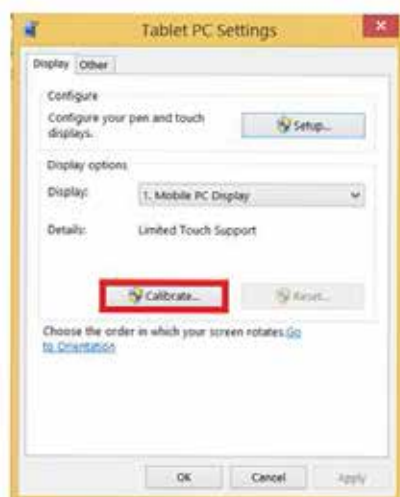


This concludes the calibration. Check if your i3TOUCH is calibrated well. If so, the display is ready to be used. Before using the display, please check step 11. If you cannot calibrate the display because of no touch, move to step 12.

If you calibrated the display but the calibration is not accurate, you can perform an extra calibration using the Windows calibration tool on top of the V-sense calibration. Go to "control panel" -> "tablet PC settings" (windows 7 / windows 8)

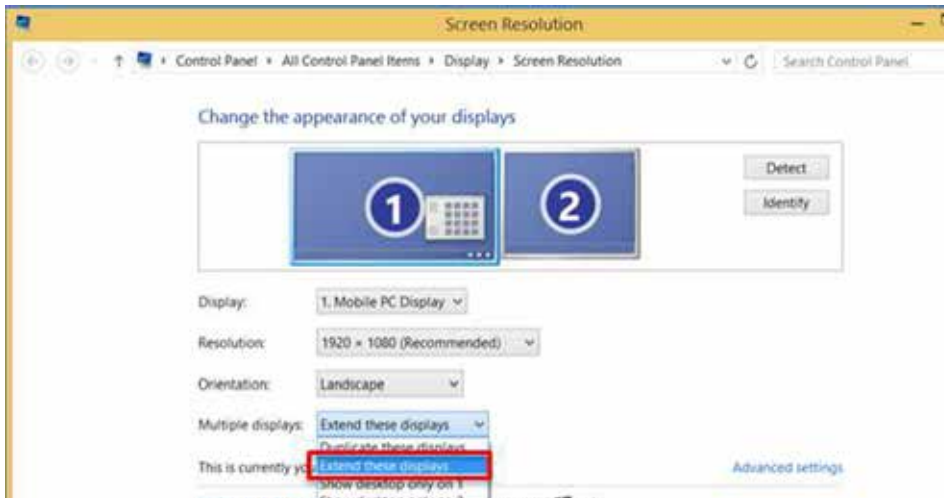


Now choose "calibrate and press with your finger on the black crosses

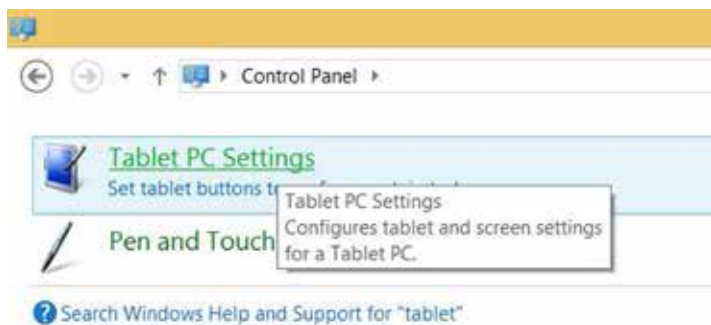


9 What to do if calibration is still inaccurate even after calibrating in V-sense & windows

If you calibrated using the V-sense drivers & windows calibration, if there are no black borders on the PC screen or the i3TOUCH image but still the calibration is not accurate, go to “screen resolution” (see step 7) and choose “extend” instead of duplicate and apply.



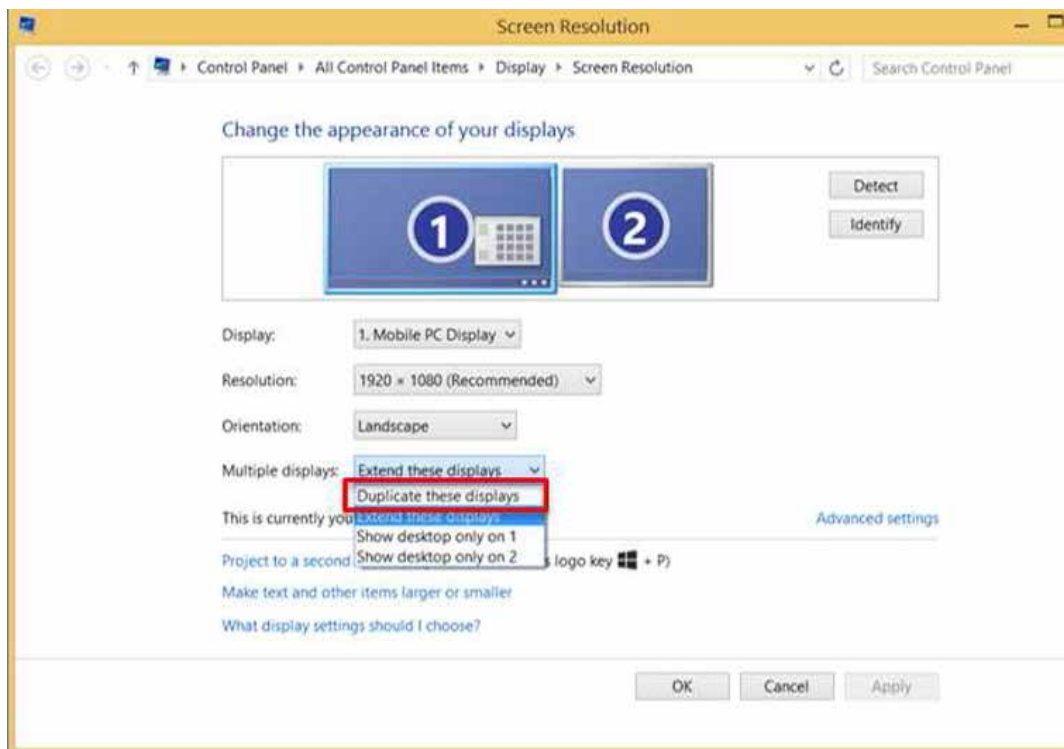
Now go to “control panel” -> “tablet PC settings” (windows 7 / windows 8)



Follow the on-screen instructions. Tap on the i3TOUCH when the below instructions are shown on the display or press “enter” when you read the instructions on your computer screen only. With this step you identify the i3TOUCH as the touch screen to be used in windows. Finish with “escape”.



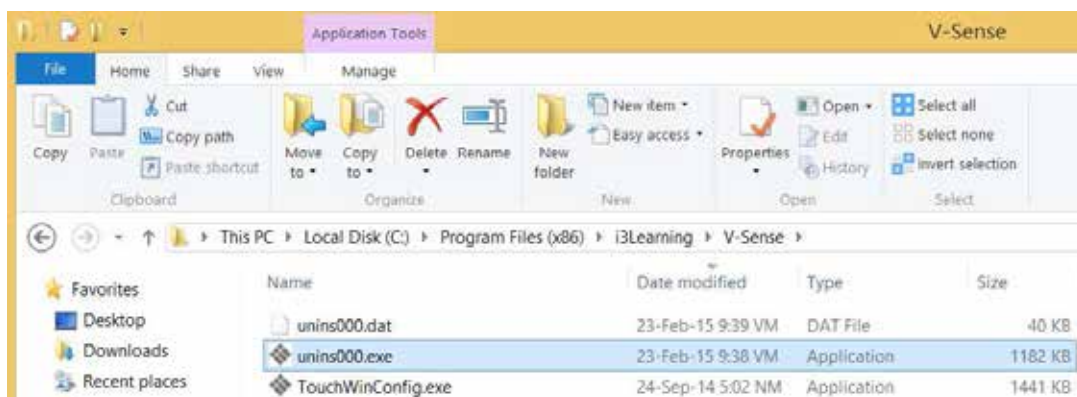
Touch the i3TOUCH and check if it recognizes touch, regardless to it's accuracy. Then check the accuracy of the touch. If not accurate, calibrate using the V-sense driver calibration. If still not accurate after calibration, go to screen resolution and choose “duplicate” again to duplicate your computer screen on the i3TOUCH.



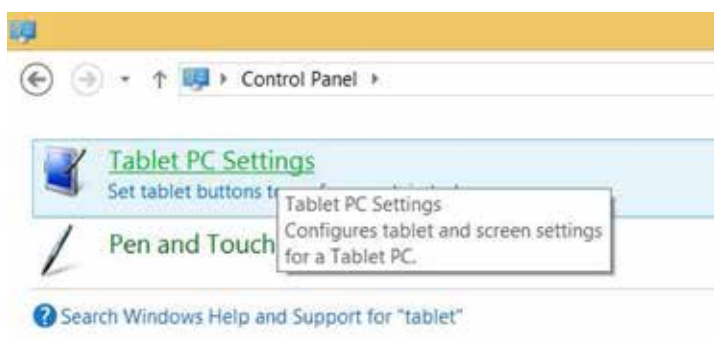
Calibrate again with the V-sense drivers and test the result. If the i3TOUCH is still not calibrated fully accurately, the problem might be related to your computer graphical card or its drivers that needs to be upgraded.

10 What to do if windows calibration does not start

Sometimes the Windows calibration cannot run because the i3TOUCH is already calibrated with the V-sense driver. Remove the V-sense drivers using the uninstaller (unins000.exe) in the folder "program files\i3 learning".



Now go to "control panel" -> "tablet PC settings" (windows 7 / windows 8)



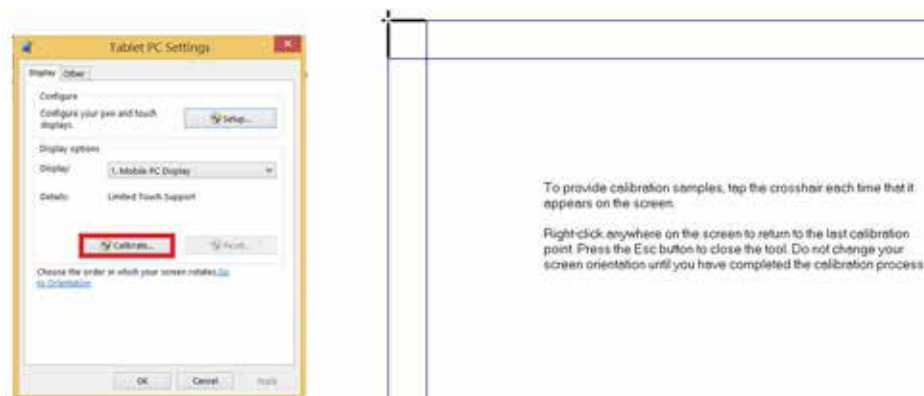
Choose "Setup"



Follow the on-screen instructions. Tap on the i3TOUCH when the below instructions are shown on the display or press "enter" when you read the instructions on your computer screen only. With this step you identify the i3TOUCH as the touch screen to be used in windows. Finish with "escape".



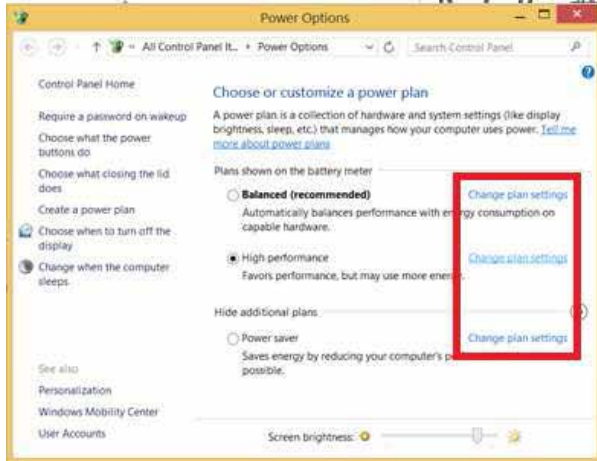
Now choose "calibrate" and press with your finger on the black crosses



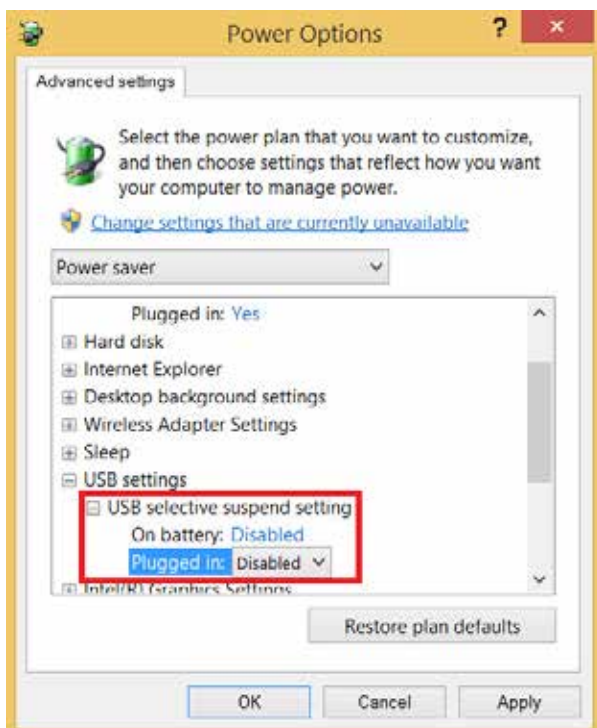
After having pressed on all the black crosses, the calibration is finished and the calibration should be fully accurate. If this is still not the case, contact your i3DEALER. Keep in mind the windows calibration tool only enables 7 touch points (windows 7 and higher).

Step. 11 Disabling “USB Selective suspend setting”

Some customers experience that touch is lost after 15 minutes. This is because the i3TOUCH touch sensor is fed by the power supplied from the USB-port of the computer and some computers have “USB selective suspend setting” enabled to save power. Go to Control Panel\All Control Panel Items\Power Options\Edit Plan Settings. Click “change advanced power settings”.



For each power plan used (!) click USB Settings -> USB selective suspend settings -> disable both “On Battery” and “Plugged In”



Step. 12 No touch after installing the driver

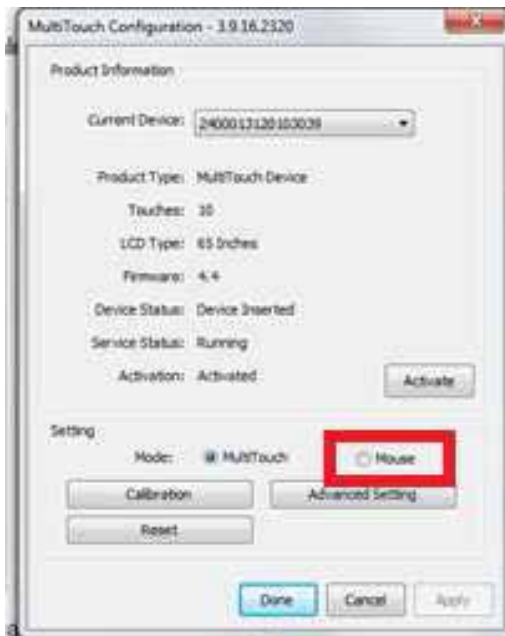
When the driver was installed but you have no touch, this may be due to:

a) The touch sensor being recognized earlier than the display screen at start-up

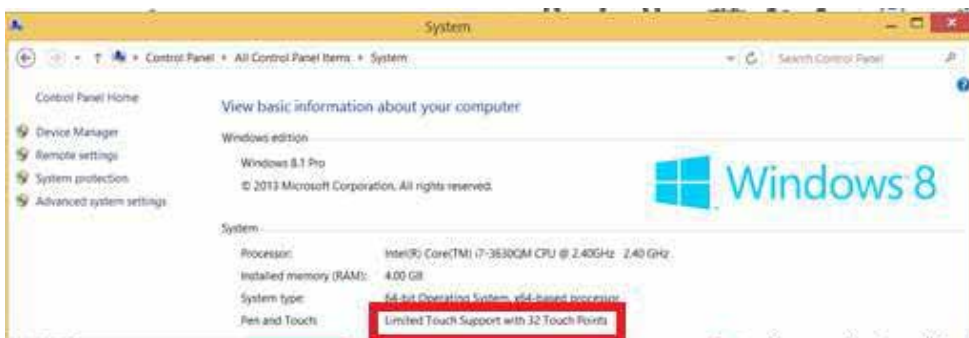
To check this, unplug the USB-cable and reboot your computer. After reboot, when an image is shown on the display, wait 10 extra seconds and plug the USB-cable. Check if there is touch. If touch is recognized but the problem is persistent, contact your i3 support contact person. You might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support.

b) A touch driver conflict

Check if you have touch when opening the V-sense driver and selecting “mouse” mode in settings and then “apply”. If you have touch, you might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support



if you don't have touch using “mouse” mode, check your system settings (Control Panel\All Control Panel Items\System). If the drivers are working the pen & touch should indicate 32 touch points.

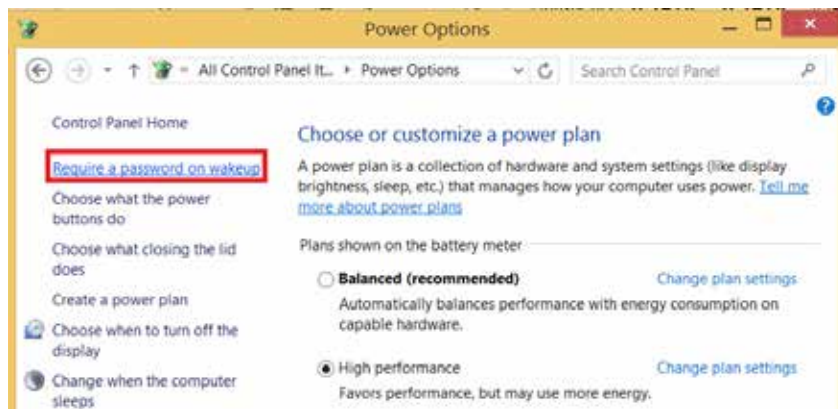


If you don't see 32 touch points, the driver is not running correctly. You might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support.

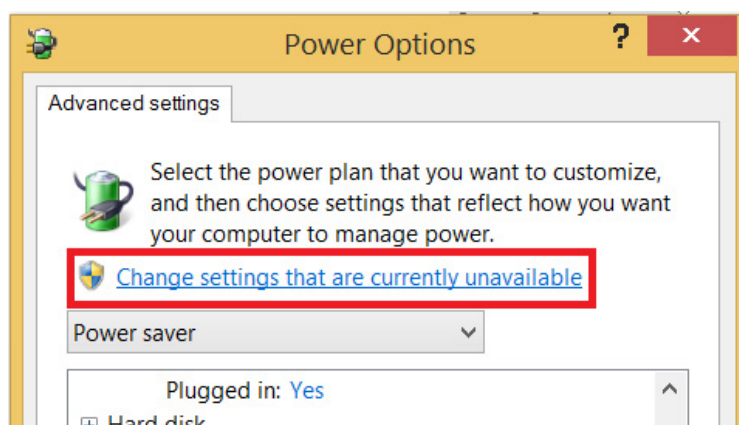
c) The “turn on fast start-up function”

Some computers have a “turn on fast start-up” function to quickly boot. If that function is enabled, sometimes the touch sensor is not recognized at start-up or the touch sensor is recognized before the projector/display, which causes a conflict.

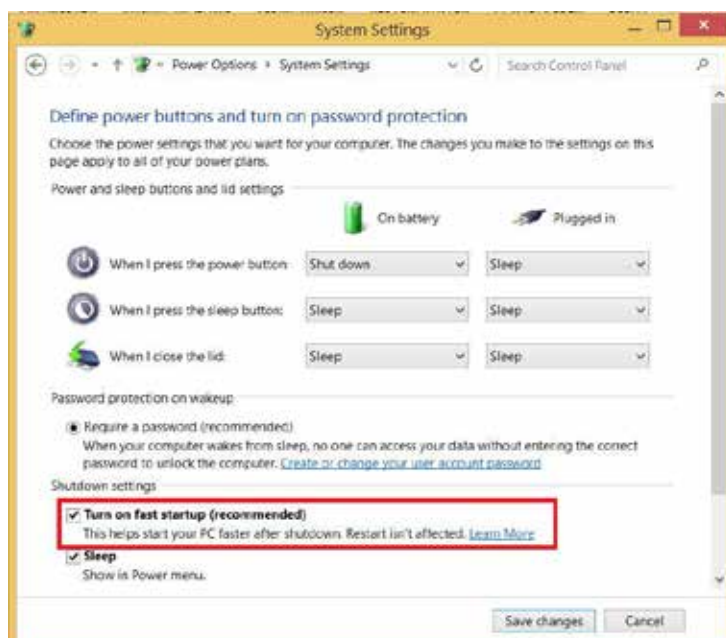
Go to Control Panel\All Control Panel Items\Power Options. Choose “require a password on wakeup”



Choose “change settings that are currently unavailable”



Turn off “fast startup”



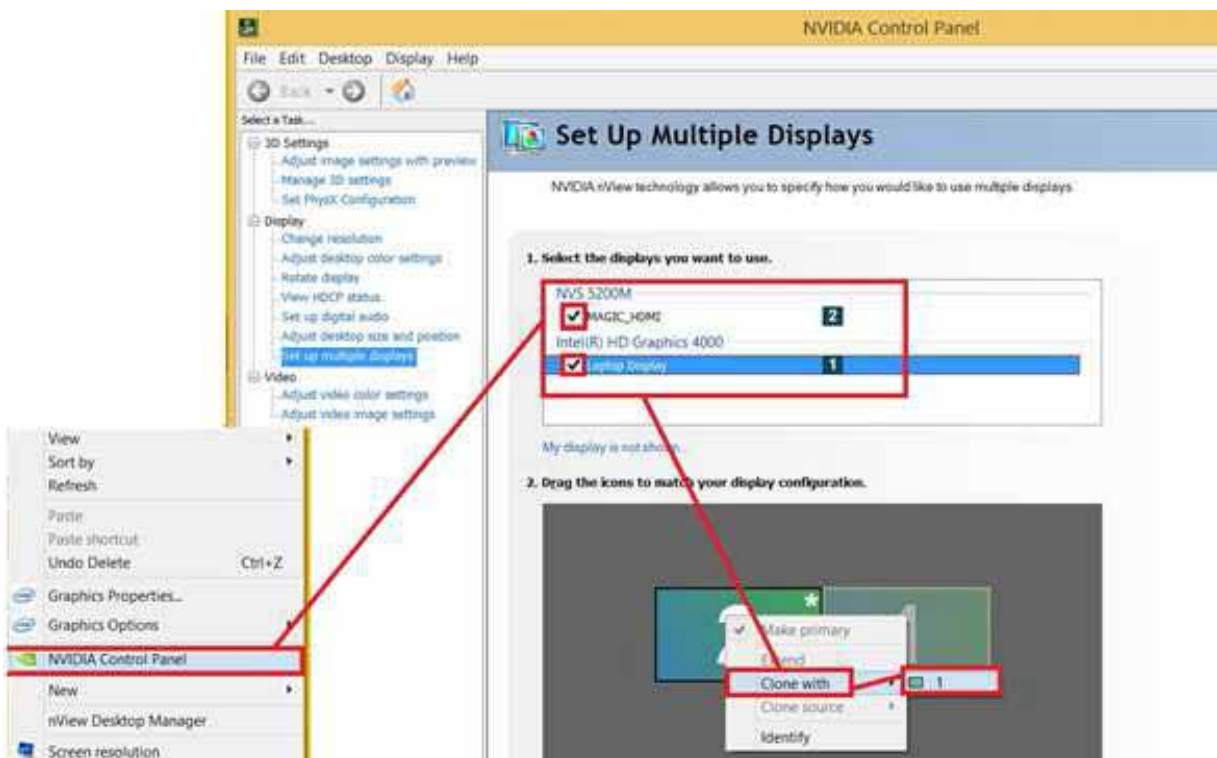
Step. 13 What to do if you can't duplicate your screen

If you can't duplicate your screen, contact your internal ICT support. Some computers have onboard graphics of the motherboard controlling the display of the laptop (e.g. intel HD Graphics 4000) but also have an extra (stronger) graphics card (e.g. Nvidia NVS 5200M) to control (F)HD projectors or displays connected to the computer.

It can happen the settings you change in "display -> screen resolution" only change the onboard graphics settings while the device connected to your HDMI-port is controlled by the graphics card and it is difficult to duplicate. When duplicating you see this



In that case you need to enter the control panel of your graphics card and choose duplicate or clone with laptop display. Below is an example of Nvidia:



AUTHORISED DISTRIBUTOR



WWW.I3-TECHNOLOGIES.COM
INFO@I3-TECHNOLOGIES.COM