

TouchIT LED Duo Manual

Q3 2014 Model - With EZ Connect



Chapter 1

TouchIT LED Duo

Inside the manual you will learn all about the TouchIT LED Duo models of Interactive LED.

For more information, please visit
www.touchittechnologies.com



Safety Instructions

IMPORTANT SAFETY INSTRUCTIONS

Please read these instructions carefully before using the product and keep them safe for future reference.

PLEASE NOTE :-

The TouchIT LED Duo has been designed to be a **MONITOR** and **NOT** a Television. It does not contain a TV Tuner of any description.

IMPORTANT SAFETY INSTRUCTIONS

1. Please read these instructions carefully before using the product and keep them safe for later reference.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet (power socket) before cleaning. Clean the product with a damp soft cloth. Do not use liquid or aerosol cleaners as it may cause permanent damage to the screen.
4. Caution of use varies from model to model; please observe appropriate operation as per model in use.
5. Do not place this product on an unstable cart, stand, or surface which may cause damage or harm to the product or individual.
6. Slots and openings on the cabinet, in the back cover or in the bottom, are for ventilation; to ensure reliable operation and to prevent from overheating, these openings must not be blocked or covered at any time. The openings should never be placed near or over a radiator, heat source, or placed in a built-in installation unless proper ventilation space (min. 2 inches/5cm of gap) is provided.

7. This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local service company.

8. This product is equipped with a 3-wire grounding type power plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you do not have proper outlet to insert the plug, contact your electrician to replace your obsolete outlet. Do not break the ground pin and circumvent the grounding.

9. Do not allow anything to rest, or persons to walk on the power cord.

10. If an extension cord is used with this product, make sure that the total ampere rating plugged into the extension cord does not exceed the maximum ampere rating of the extension cord.

11. Never insert any object/tool of any kind through housing slots of this product as they may touch dangerous voltage points or short out components that could result in risk of fire or electric shock. Never spill liquid of any kind on the product (except IP-rated models).

12. Do not attempt to service this product yourself, always refer to qualified or authorized person for the servicing of this product.

13. Unplug this product from the wall outlet and contact a qualified service provider in the following circumstances:

When the power cord or plug is damaged, frayed or broken.

In the event that liquid has been spilled into the product (except IP-rated models).

User/owner of this product is advised to keep all packaging material for use in case for repackaging the unit for further transportation, or for repair service which demands returned unit to be properly packed in original packaging as well as proof of purchase and other required documents per each warranty instance.

Introduction

CHAPTER CONTENTS

1-1 About the Product

1-2 Notice

1-3 Check List

1-1 About the Product

The TouchIT LED Duo is made of TFT LED panel and microprocessor-controlled main board. It is designed to meet the demanding performance requirements of education/schools, public premises, corporate, and industrial applications.

1-2 Notice

1. Do not use any sharp object on the original LED panel surface if the model is supplied without protective glass.
2. Do not use corrosive or abrasive detergents, waxes or solvents for cleaning. Use only a dry or damp cloth and use with clean water when cleaning.
3. Use qualified and safety-approved AC power cord only.

GENERAL FUNCTION

Display type: TFT-LCD MODULE DRIVE BOARD

RESOLUTION: UP TO 1920X1080 with a 16:9 ASPECT RATIO @60Hz

AUDIO/ VIDEO SIGNAL CONNECTIONS

- SOURCE INPUT:
 - HDMI 1
 - HDMI 2
 - HDMI 3
 - VGA
- SOURCE OUTPUT:
 - VGA(sometimes called “Pass Through”or”Loop Through”)
 - HDMI(For HDMI 1, HDMI 2 and HDMI 3)
- AUDIO INPUT:
 - For VGA audio input.
- AUDIO OUTPUT:
 - Audio output follow source.

DATA CONNECTIONS

USB A1 (A type)/ USB player, support formats listed in section 3-5-2

USB A2 (A type)/ USB Player, support formats listed in section 3-5-2

USB B1 (B type)/ only for connection touch control data to a user PC

USB B2 (B type)/ only for connection touch control data to a user PC

RS232 CONTROL input

AMBIENT LIGHT DETECT: to see detail in section 3-4(Option: Light Sensor)

FREEZE: Freeze current picture on screen. (Freeze works with under source VGA/ HDMI. Under source USB1/ USB2, please press on handheld remote control to pause the picture)

Aspect Ratio

1-3 Check List

When opening the carton, please make sure that all the items listed below are present:

1. VGA cable (male-to-male) ×1
2. Power cord ×1
3. USB cable ×1(for touch monitor models only)
4. HDMI cable x1
5. Audio cable 3.5E x1
6. User guide ×1 (e-file in CD and specific driver).
7. Remote control x 1, battery included.
8. Cleaning fabric x2
9. Stylus x2
10. Wall mount installation guide x1

If any items are missing or damaged, please contact your local dealer immediately.

Following items are optional at specific ordering:

11. VGA cable (male-to-male) (optional) for VGA out application

Adapter/Converter Advisory

Should specific adapter/converter is required, i.e. tablet PCs, in order to connect to this monitor, please use original adapter/converter recommended by the original brand. The length of cables should not be longer than 2 meters each.

Installing the TouchIT LED Duo

POWER AND SIGNAL CONNECTIONS

2-1. Power cord connection

2-2. Power on

2-3. Input Source VGA (HDMI1/ HDMI2/ HDMI3) Signal cable connection

2-4. VGA/ HDMI output connection (Optional male to male VGA/ HDMI cable)

2-5. USB cable connection (for touch monitor models)

2-1. Power cord connection:

Connect the power cord to the AC outlet.

2-2. Power on:

Switch on the main power of your monitor (switch is located next to the AC outlet)

2-3. Input Source VGA (HDMI1/ HDMI2/ HDMI3) Signal cable connection:

Plug one end of the 15-pin signal cable to the video signal connector at the rear of the PC/laptop system (or engine box) and the other end to the monitor.

Or plug one end of the HDMI signal cable to signal source (PC, laptop, IPC, media player of any kind with proper HDMI or other out port), and the other end to the HDMI connector on the monitor.

Tighten the connector screws on both ends of the cable to secure good signal connection.

2-4. VGA/ HDMI output connection (Optional male to male VGA/ HDMI cable):

Plug one end of the VGA/ HDMI signal cable to signal source and the other end to another VGA/ HDMI in connector to daisy-chain, of cascading, signal to the other monitor.

Tighten the connector screws on both ends of the cable to secure good signal connection.

2-5. USB cable connection (for touch monitor models):

Plug one end of the USB (B type) cable to the USB (A type) connector at the rear of the (PC, or, IPC, or, media player), and the other end to the USB connector on monitor.

There are two USB (B type) connectors, one for dynamic source (VGA/ HDMI1/ HDMI2) on rear, the other for HDMI3 on side.

Please connect the signal source first, then follow by connecting USB cable for touch.

Using the TouchIT LED Duo

USING THE LED

3-1 Get to know the LED

3-2 Connector ports

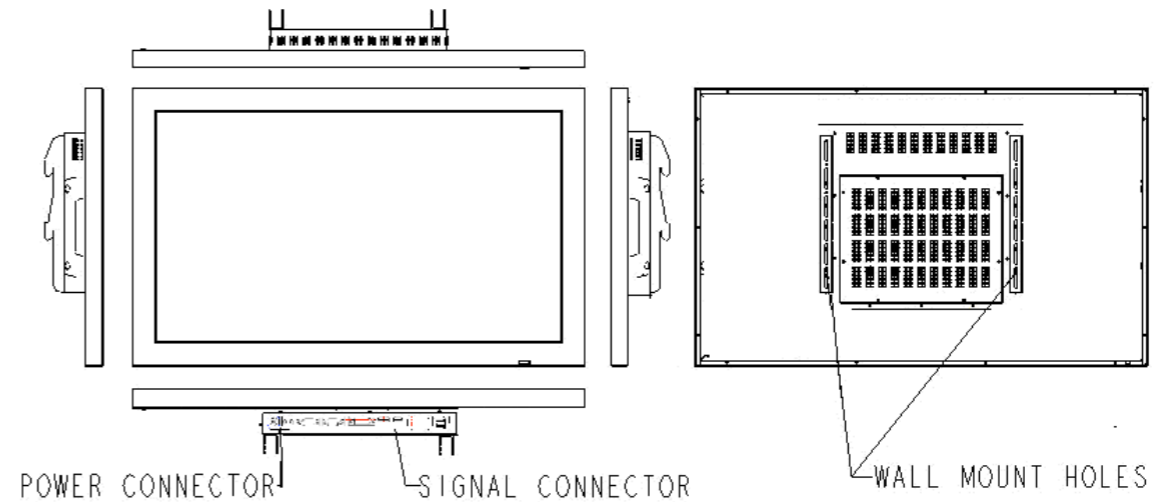
3-3 Remote Control

3-4 Understanding the OSD Menu (with Remote control)

3-5 Understanding the Keypad

3-1 Get to know the monitor

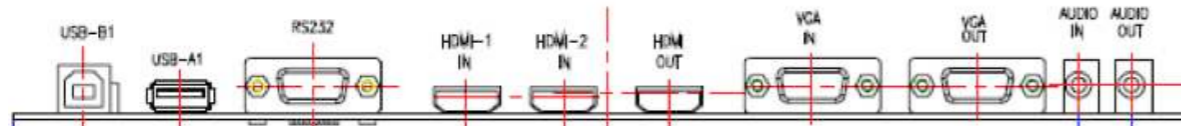
The Monitor connectors are located on the rear side. They are shown in the physical monitor as per the figure below and described in the following paragraphs. Please note that connectors may vary in some derivative models, please refer to individual model for special instructions.



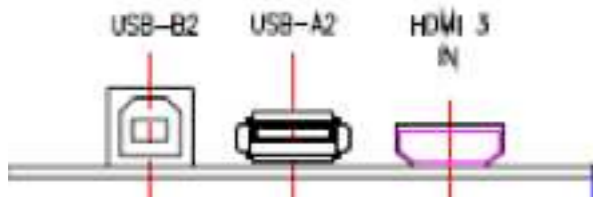
3-2 Connector ports

The Figure below depicts the signal connectors on the main board.

Rear

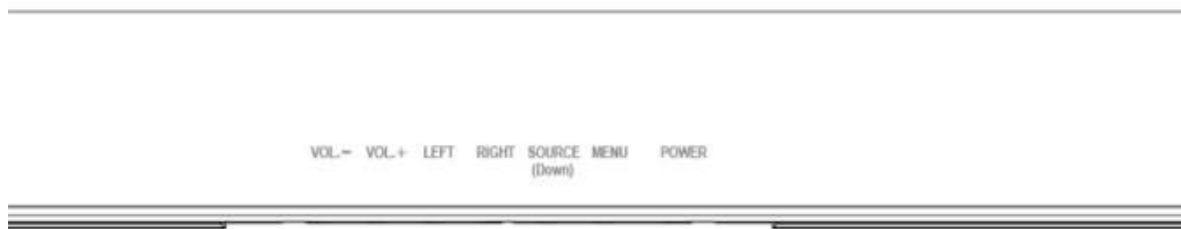


Side (EZ Connect)

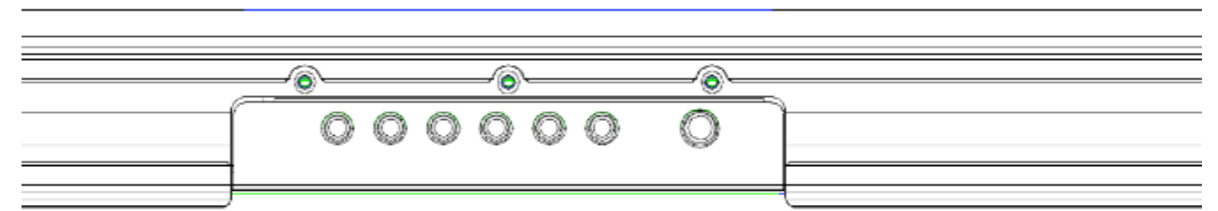


3-3 Keypad

Front View



Bottom View



3-4 Remote Control

The remote control is shown in the drawing below.



Size: 197.2 x 47.1 x 23.2mm (7.7 x 1.85 x 0.9 x in.)

Operation distance: > 10 meter (32ft.)

Working angle: not more than +/- 40 degree

3-4 Understanding the OSD Menu(with Remote control)

a. Power

Press the power button to turn on/off the monitor.

b. HDMI 1

Press this button to select the HDMI 1 signal source.

c. HDMI 2

Press this button to select the HDMI 2 signal source.

d. HDMI 3

Press this button to select the HDMI 3 signal source.

e. Touch

Press the Touch to turn ON/OFF Touch function

f. VGA

Press this button to select the VGA signal source. Source default is at VGA source.

g. Picture

Press the Picture to select Zoom mode.

h. USB 1

Press this button to select the USB 1 signal source.

i. USB 2

Press this button to select the USB 2 signal source.

j. Vol.+ / Vol.-

Press Vol.+ / Vol- to adjust Volume UP / DOWN.

k. Mute

Press this button to mute or un-mute.

l. Misc.

Reserved

m. Freeze

Press this button to Freeze picture on screen.

n. Auto

Press this button to auto-adjust and optimize picture screen of the monitor.

o. Select function for adjustment

Press the (▲/▼/Enter) button to scroll up and down the intended function items for adjustment, and then press the Enter button to activate that function item.

p. Menu

Press the Menu button to go into OSD menu.

q. Exit

Press Exit button to exit setting, or, exit OSD menu. Alternatively, press “Menu” button to exit the OSD Menu instantly at any time.





r. Info.

Press to show timing and resolution

s. USB Function

Press       to control USB function.

3-4 Content of OSD Menu

Picture // press /   (UP/Down) to select sub menu, press /   to next page(Sound/ Option)

λ **Picture mode**

Contrast

Brightness

Color

Sharpness

Tint

λ **Color Temperature**

Standard

Cool

Medium

Warm

λ Aspect Ratio

λ Noise reduction

λ PC Setup

Auto Adjust

λ Backlight

Sound

λ Sound mode

User

Treble

Bass

Standard

Music

Movie

Sports

Arabic

中文(Simple)

λ **Balance**

λ **Auto Volume (Auto Gain Control)**

Volume up

Volume down

Option

λ OSD Language

English

Français

Español

Português

λ **Restore Factory Default**

λ **Blending (OSD transparency)**

λ Light Sensor ON/ OFF(When this function has been turned ON, the Monitor will automatically adjust back light(Luminance). Adjusting the luminance automatically has three stages. The light sensor is located with IR sensor.)

λ Auto Detect ON/ OFF (When this function has been turned ON, the Monitor will automatically seeking signal form input sources (status standby mode).

λ **OSD Duration**

OFF

5 sec.

10 sec. (Factory Default)

15 sec.

3-5 USB

3-5-1 USB F/W Update (please call technical support)

3-5-2 USB Player Support Format

Video (1080p)	Audio	Image	TXT
MP4	MP3	JPEG	TXT
RMVB/RM	AAC	BMP	
MOV	WMA	PNG	
MPEG2	M4A		
MPEG1			

Note: It will take a while to load data from your USB (USB Hard Drive). The more data in the hard disk are, time is the longer if read.

Note: When video comes out only picture without audio, it could be audio format doesn't support or over range of audio bit rate.

Note: The Keypad doesn't support full function of USB menu. Please to use remote control.

3-6 RS232 Command

3-6-1 Introduction

This document is the communication protocol between the Monitor and PC Via RS232.

3-6-2 Data format

Data will be transferred serially according to RS232 protocol using the following settings.

Female DB9DCE pin numbering and definitions: recommended communication rates are: (higher baud rates are fine but 9600 is by far the most common and is sufficient for the volume of data being transmitted)

Baud Rates	9600
Data Bits	8
Stop Bits	1
Parity	No

3-6-3 Data structure

Note• All numbers shown are in the protocol description are in string unless indicated otherwise. Percentages are shown in decimal.

General Command Form

•STX. The first character is the standard Start of Text (STX) character 'S'.

•Address. The second character is the device address. If a device does not support addressing, these should be 0 and 9 to act as the global address.

•Type. The third character is the command type. There are four types of commands:

- o Command0
- o Ack1
- o Nak2 (option)
- o Notification 3 (option)

•Property ID. The four and fifth and characters are the property identifier. By using one byte we have 256

•Data Length. The sixth character is the number of characters in the parameter data section.

•Data. Following the sixth character is the parameter data section that is as many characters long as the sixth character indicates. If the sixth character is 00 (as with the Reset command for example) then there are no characters in the parameter section.

This parameter section contains the value (hexadecimal) for the property.

•ETX. The last character is the standard End of Text (ETX) 'EN'.

Sample:

STX	Address	Type	Property ID	Length	Data	ETX
S	0	0	0	1	1	EN

In this example (Power On to everything), the Address character 0, which is the global address for all devices connected to the serial port. The Type character is 0 to indicate the transmission is a command. The Property ID characters indicate a property identifier of 1, which in this protocol is the value for power. The Length character is a 1, which indicates that there is one character of data associated with this command. The Data has a value of 1, which is the value for ON. The ETX is command End code.

3-6-4 Command code

3-6-4-1 User Command

In the following samples, the global device address of 0 issued.

The numbers in brackets are the string value that has associated with the property or the property value.

Note that these values are used in the command string.

For the properties that support ranges such as brightness and volume, examples are provided for low, and high. Any intervening values can be deduced from these.

This section only covers the commands sent from the computer to the device. For responses from the device, see sections 3-6-4-2-ACKs/Notifications.

Command		1	3	4	5	6	7	8	9	Note
Power	OFF	S	0	0	0	1	1	0	EN	
	ON							1		
InputSource	VGA	S	0	0	0	2	1	0	EN	
	HDMI 1							1		
	HDMI 2							2		
	HDMI 3							3		
	USB 1							4		
	USB 2							5		
Brightness	0%	S	0	0	0	3	2	00	EN	
	100%							64		
	Plus							65		
	Minus							66		
Contrast	0%	S	0	0	0	4	2	00	EN	
	100%							64		
	Plus							65		
	Minus							66		
Clock	0%	S	0	0	0	5	2	00	EN	
	100%							64		
Phase	0%	S	0	0	0	6	2	00	EN	
	100%							64		
Sharpness	0	S	0	0	0	7	2	00	EN	
	100%							64		
Horizontal Position	Minus	S	0	0	0	8	1	0	EN	
	Plus							1		
Vertical Position	Minus	S	0	0	0	9	1	0	EN	
	Plus							1		
OSDTime	5secs	S	0	0	0	C	1	0		
	Never							3		

Color		S	0	0	1	0	1	0	EN	
Temperature								4		
Language		S	0	0	1	1	1	0	EN	
								5		
Volume	0%	S	0	0	1	2	2	00	EN	
	100%							64		
	Plus							65		
	Minus							66		
Mute	OFF	S	0	0	1	3	1	0	EN	
	ON							1		
Zoom(Aspect Ratio)		S	0	0	1	4	0		EN	
Set Value of Volume (User)	5%	S	0	0	1	5	2	5	EN	Note*
	80%							50		
Touch	OFF	S	0	0	1	6	1	0	EN	
	ON							1		
Freeze	OFF	S	0	0	1	7	0		EN	
	ON									
AutoColor		S	0	0	2	0	0		EN	
Auto Processing		S	0	0	2	1	0		EN	
Auto AmbientLight	OFF	S	0	0	2	2	1	00	EN	
	ON							01		
Auto Notification	OFF	S	0	0	2	3	1	0	EN	
	ON							1		
Serial Exclusive	OFF	S	0	0	3	0	1	0	EN	
	ON							1		
OnScreen Menu		S	0	0	3	1	0		EN	
FW_VERSION for ISP		S	0	0	3	3	0		EN	PS: ISP F/W
Auto Detect Source	OFF	S	0	0	3	D	1	0	EN	
	ON							1		
Internal SPK	OFF	S	0	0	3	E	1	0	EN	
	ON							1		
FW_VERSION for USB		S	0	0	6	0	0		EN	PS: USB F/W

		S	0	0	F	F	1	0	EN	
								F		
Ping		S	1	0	5	0	0		EN	Note**
Query		S	1	0	5	1	2	00	EN	Note**
								FF		Note***
Reset		S	0	0	F	0	0		EN	
Engineer Mode		S	0	0	F	2	2	0	EN	
								FF		

Note*do reset this value will be set as default 15. it works on power on status.

Note**the system doesn't allow to“Ping/Query/BulkQuery”more than one device at one time.

Note*** if your system need “Query” function, please contact engineer. It's a standard function.

Installing the Stand & Wall Mounts

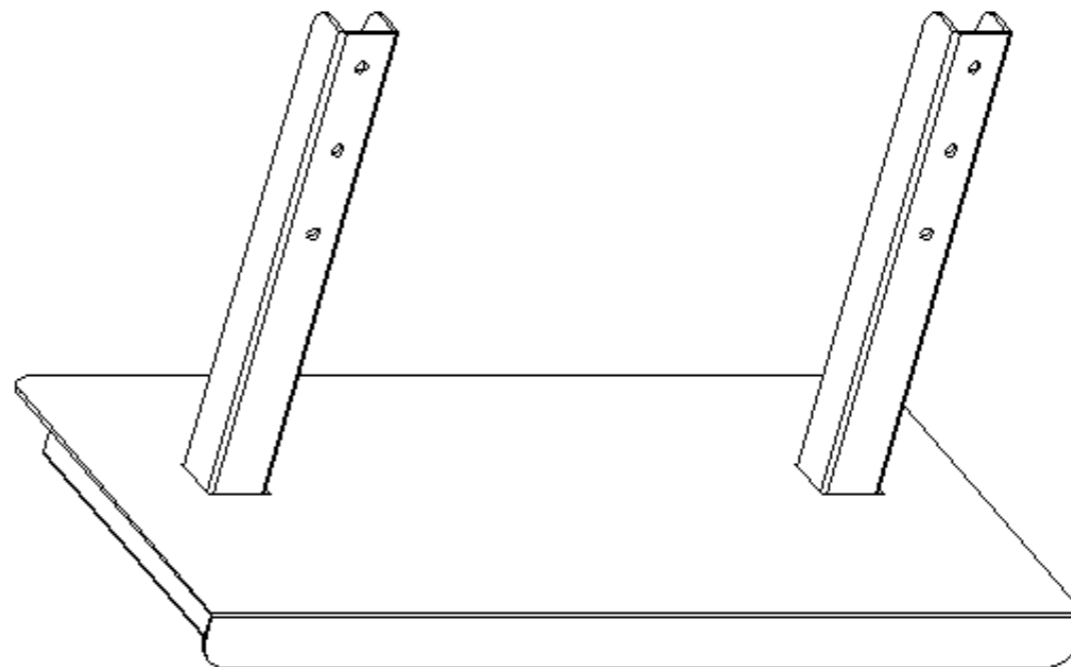
INSTALLING THE STAND

The stand is included with the 32" TouchIT LED Duo, but a table top stand is available for all other sizes up to 84"

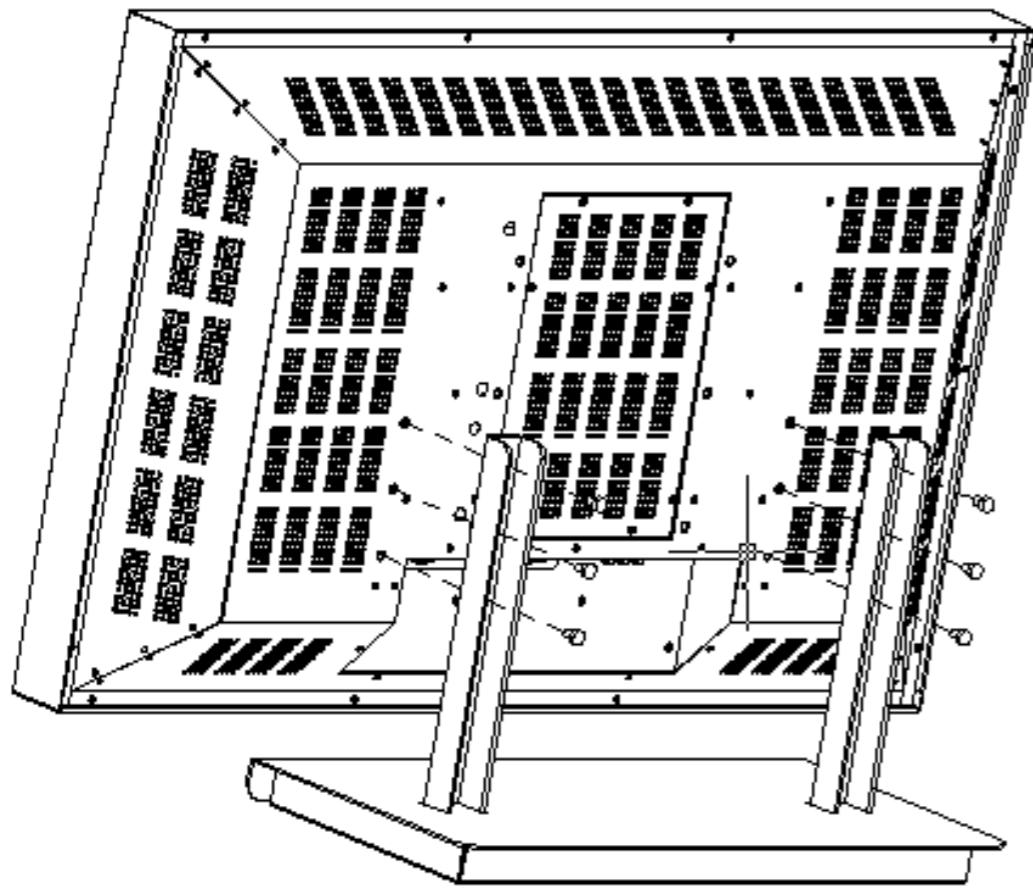
Installation

This stand is included for 32" and is optional for all other sizes.

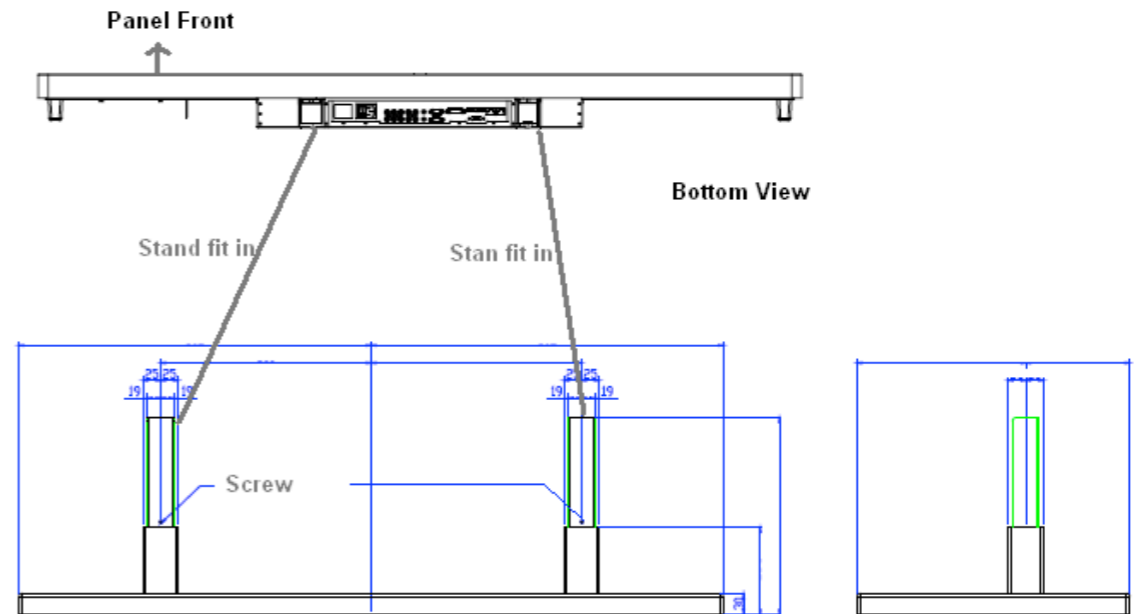
1. Find the appropriate stand, take out the packaging and use the bolts included to install the back plate first.



2. Assemble the stand and supporting upright. Align the sliding groove, and slide in the stand then tighten the securing bolts.



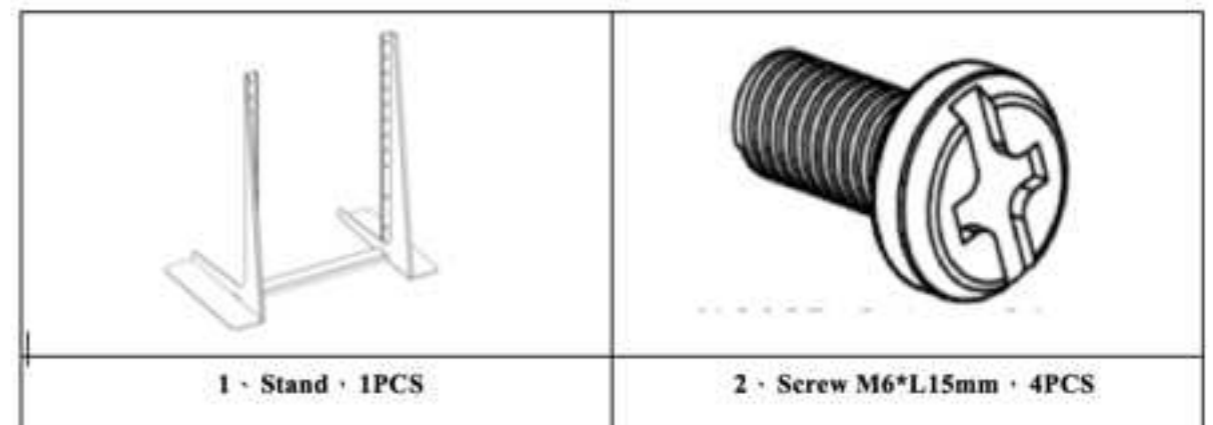
3. Stand the monitor upright, and place it to desirous position.



42" ~ 55" Stand Installation guide

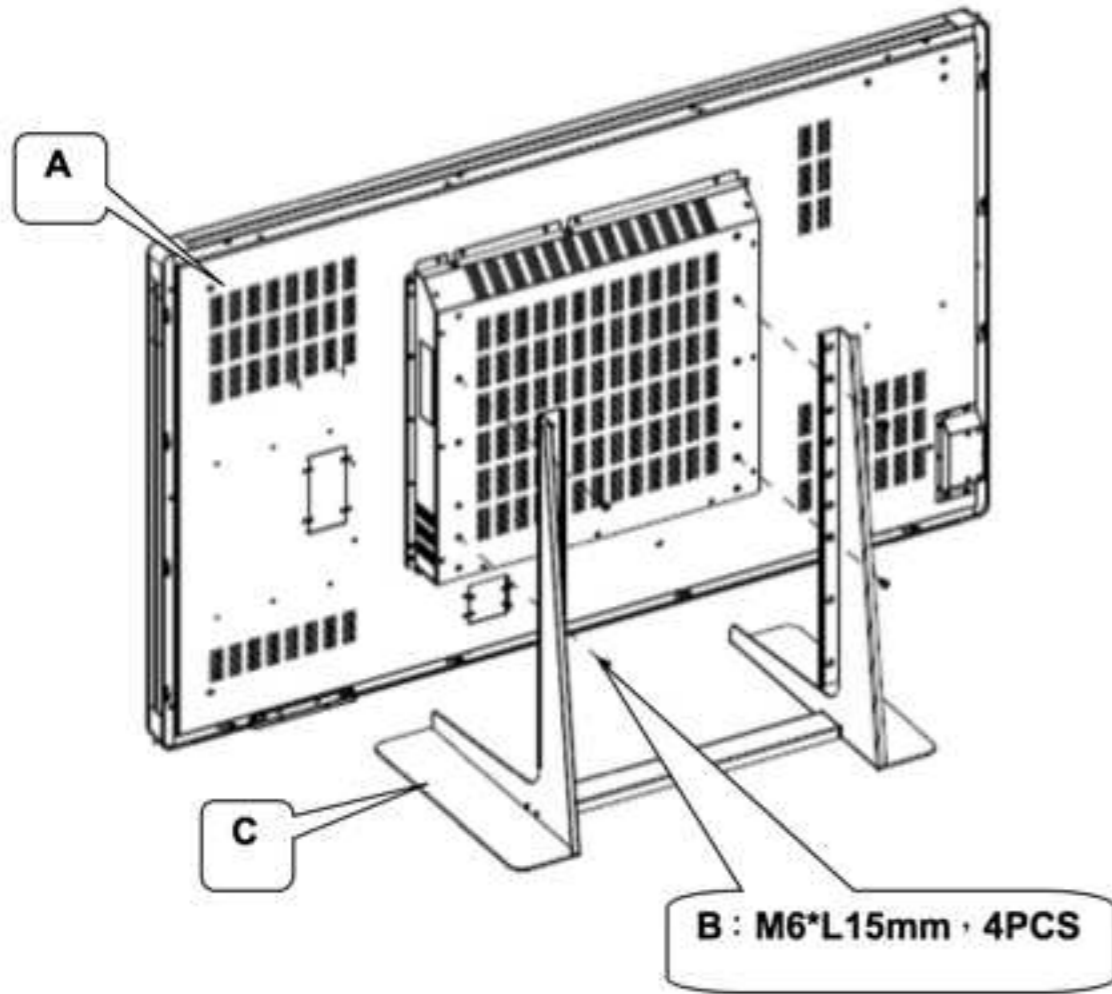
Step 1 : Open the package and to take out the stand.

*Check the parts and that amount, please see the bellow picture.



Step 2 : Mounting the display (A) on the stand.

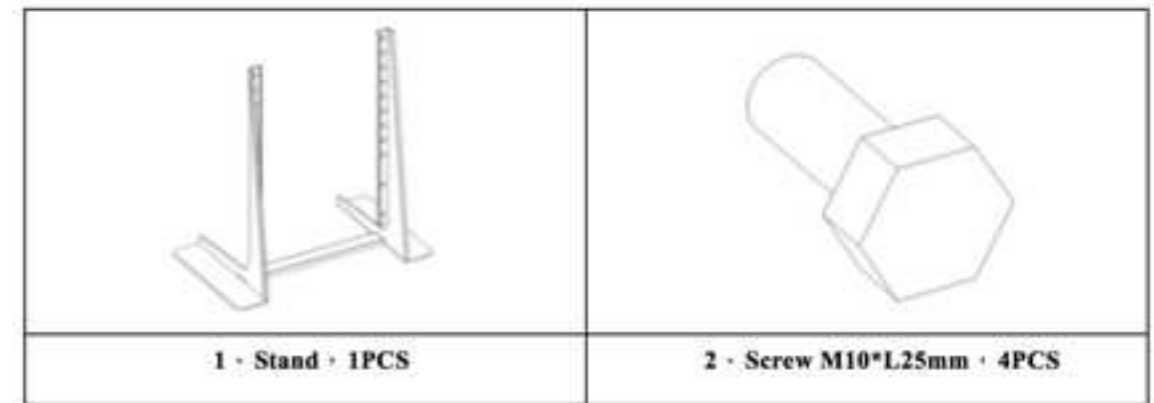
*Use screw (B) to fix the display on the stand (C) .



VI、 65”~ 70”Stand Installation guide

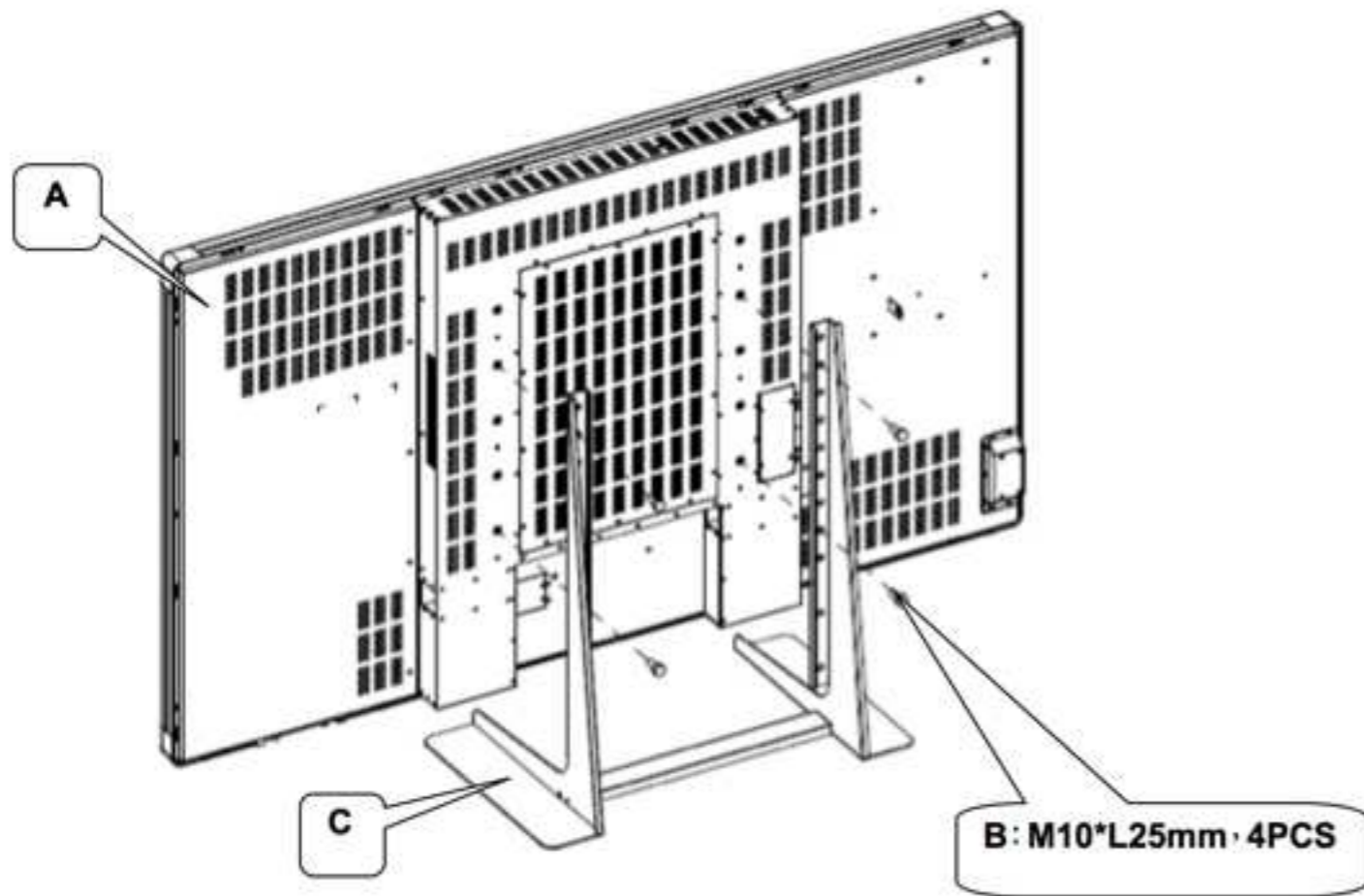
Step 1 : Open the package and to take out the stand.

*Check the parts and that amount, please see the bellow picture.



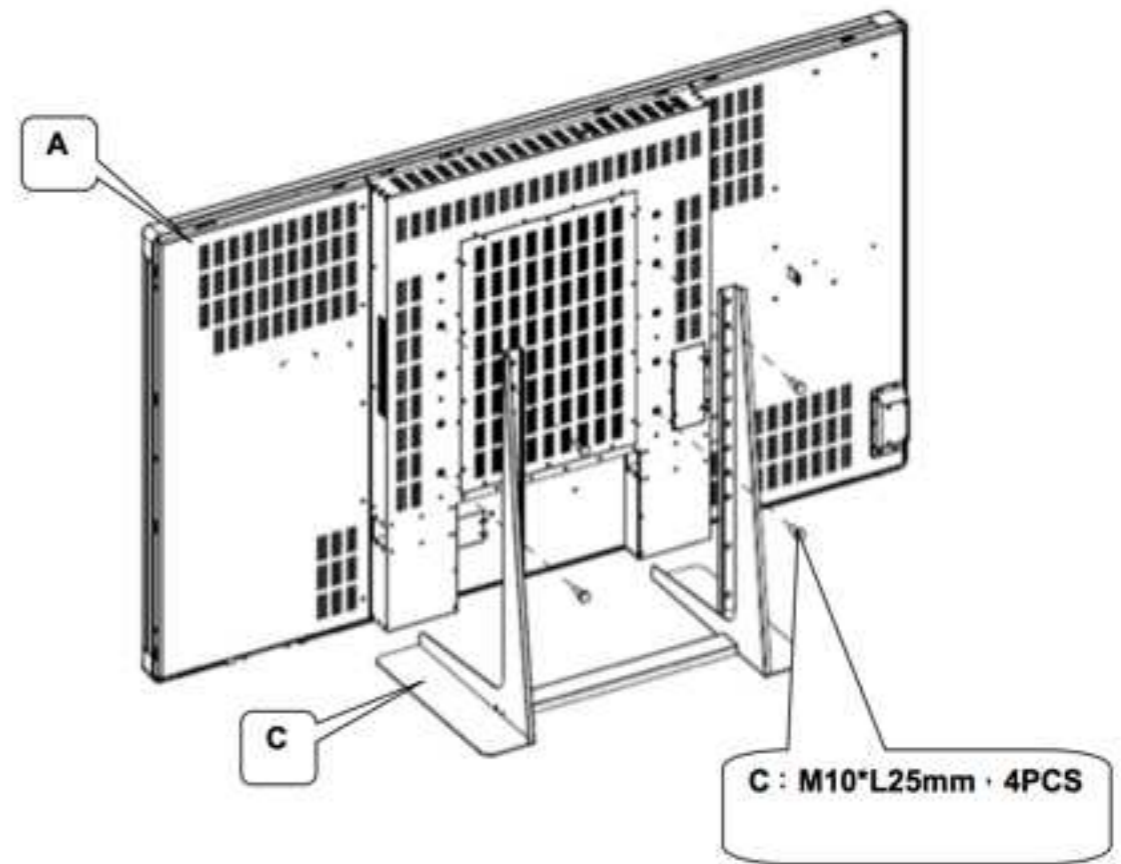
Step 2 : Mounting the display (A) on the stand.

*Use screw (B) to fix the display on the stand (C) .



Step 2 : Mounting the display (A) on the stand.

*Use screw (B) to fix the display on the stand (C) .



VII、 84”Stand Installation guide

Step 1 : Open the package and to take out the stand.

*Check the parts and that amount, please see the bellow picture.

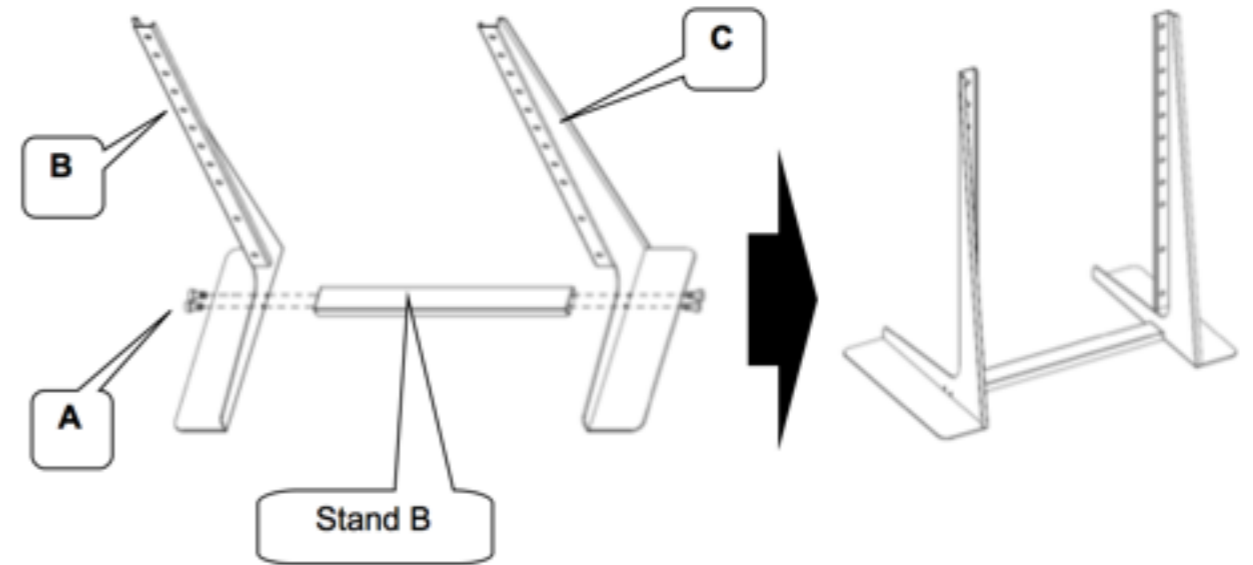
<p>1 · 84" Stand · 1PCS</p>	<p>2 · Screw M4*L8mm · 4PCS</p>





42"~84"Stand Assembly guide

Step 1 : Open the package and to take out the stand.

*Check the parts and that amount, please see the bellow picture.

Step 2 : Use screw (A) to fix the stand B case between (B) and (C)

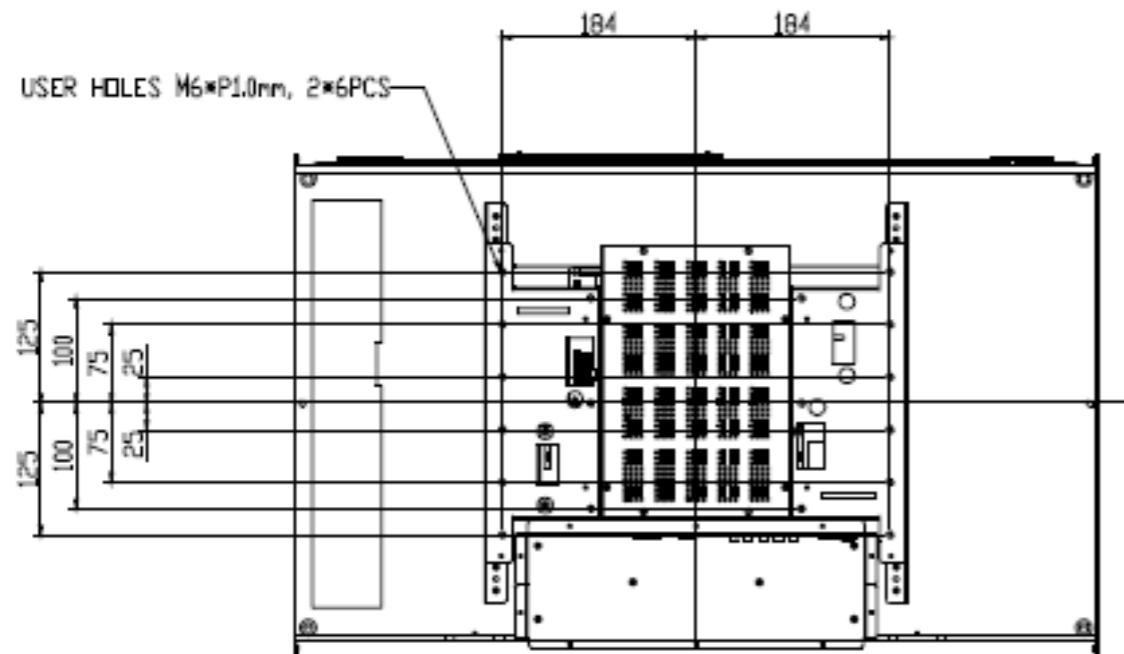


			
1 · Stand R case · 1pcs .	2 · Stand L case · 1pcs .	3 · Stand B case · 1pcs .	4 · Screw M4*L8mm · 8pcs .

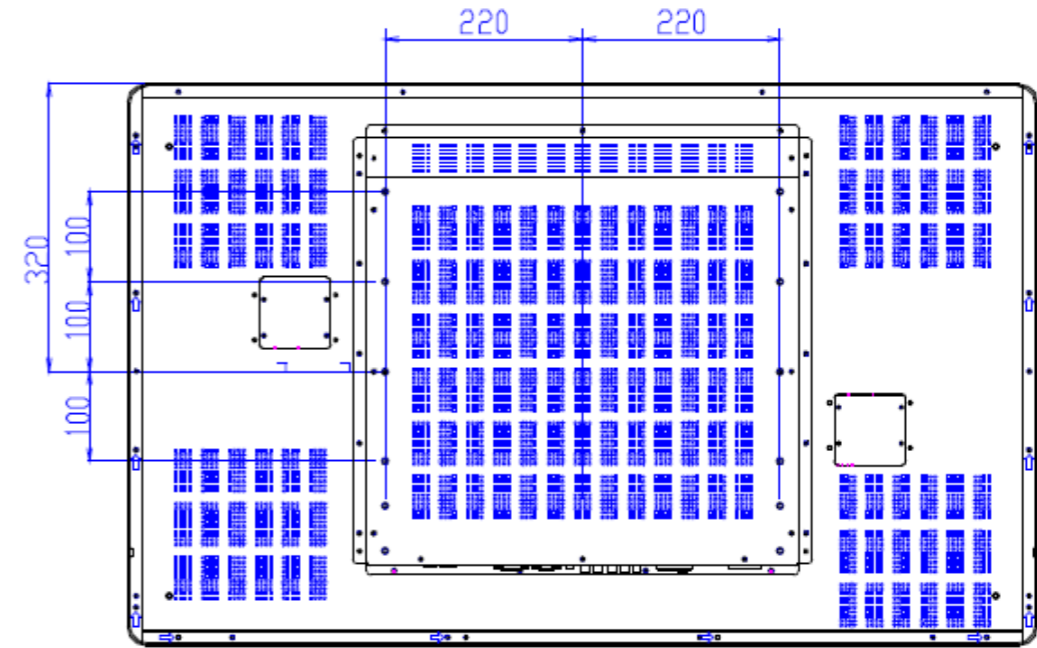
Wall Mount Kits

Due to the difference in weight of each model, please use only the wall mount kit that is designed for each model. If you are unsure, please check with your reseller.

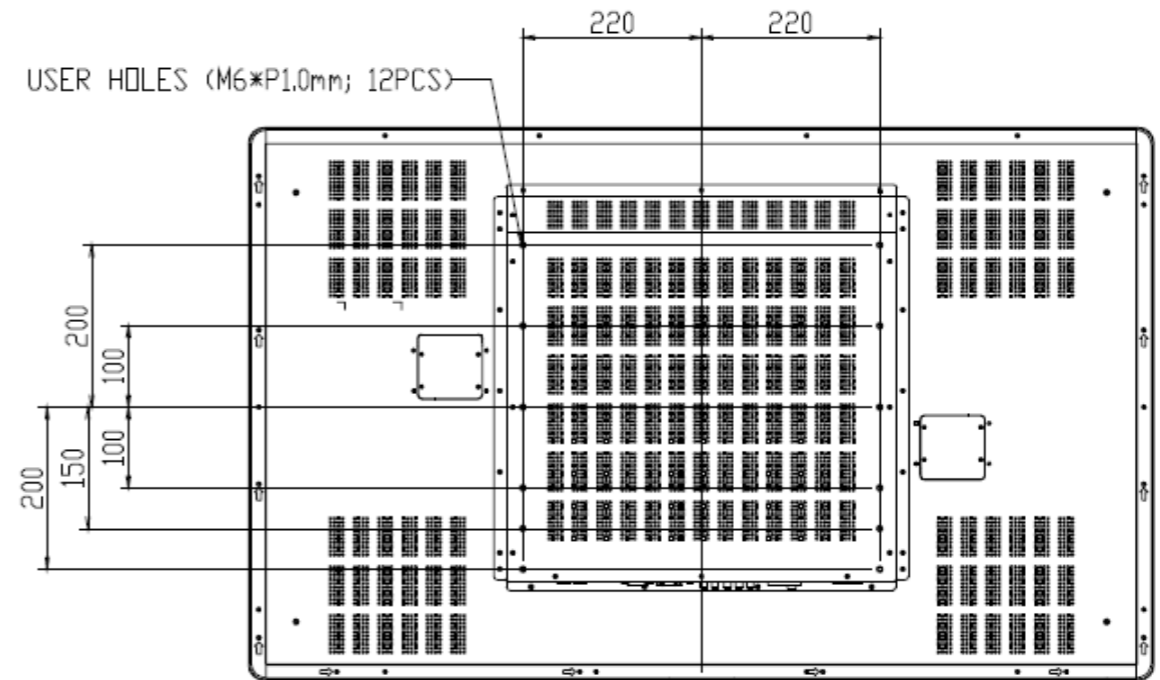
32"



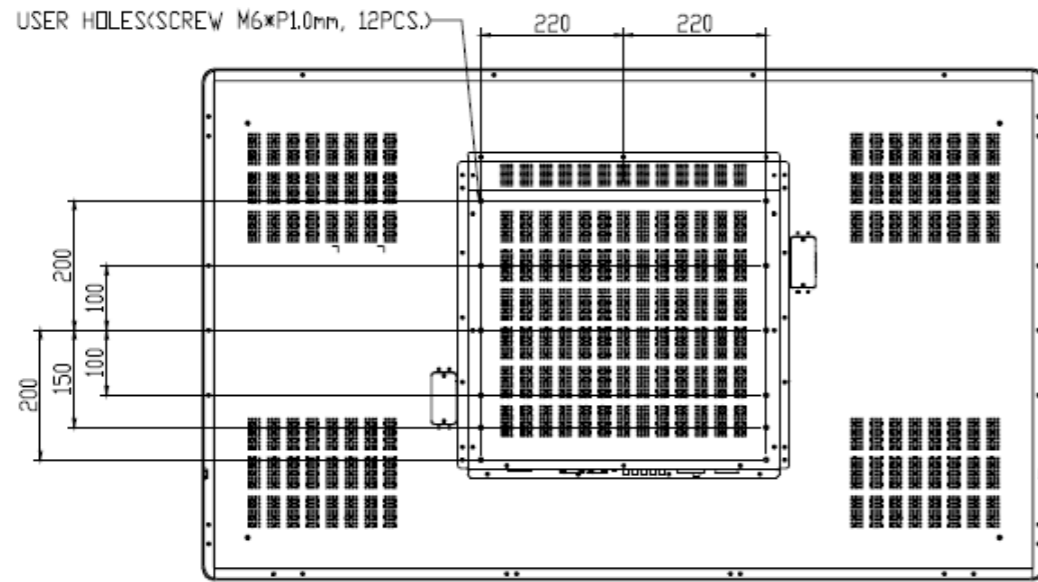
42"



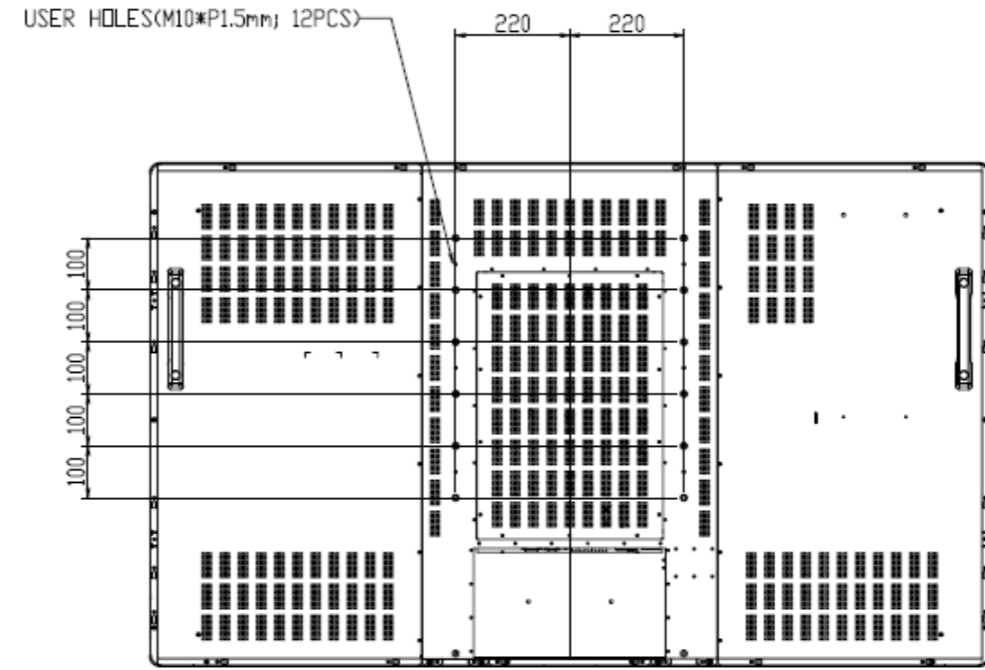
46"



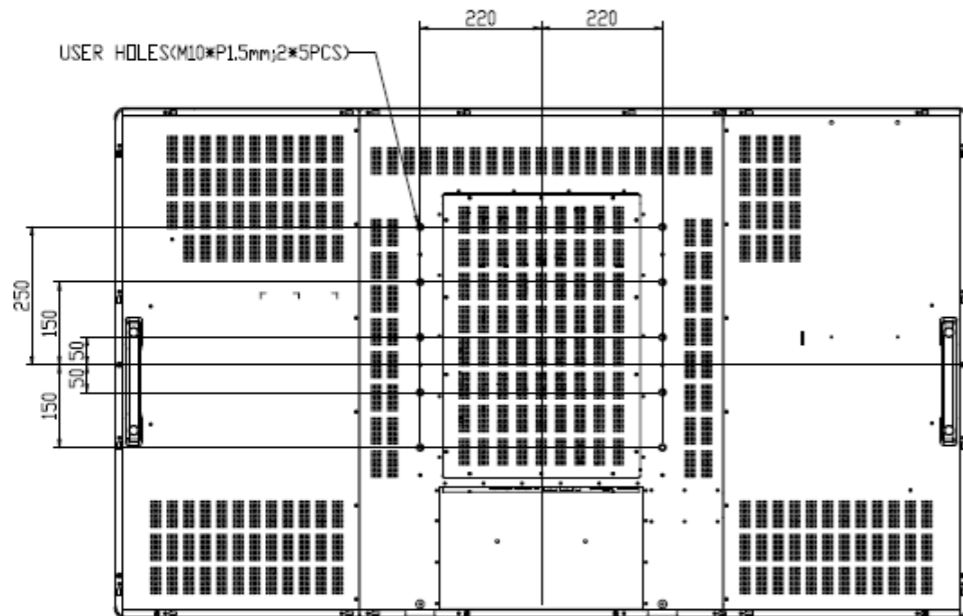
55"



70"



65"



Care and Maintenance

CARE AND MAINTENANCE

Cleaning the LED Monitor

Disclaimer

Troubleshooting

Cleaning the LED Monitor

1. Make sure the monitor is turned off.
2. Never spray or pour any liquid directly onto the screen or casing
3. Do not use chemical solvents or alcohol to clean the unit or screen. It may cause permanent damage to the device.
4. Use a clean, soft, lint-free cloth, or apply a small amount of non-ammonia, non-alcohol based glass cleaner to achieve the best results.

Disclaimer





The manufacturer assumes no responsibility, and will not be liable of any damage resulting from non-conforming safety actions, operation, or cleaning of this product.

Troubleshooting


Before calling for assistance, please try following these simple steps to check your TouchIT LED Duo:


Symptoms and Checks

1. No picture


-  Check if the signal cable is firmly located in the socket.
-  Check if the Power is ON at the computer
-  Check if the brightness control is at the appropriate position and not at the minimum.
-  Check the state of the monitor and that it is powered on and the LED of power is GREEN. Unplug the VGA cable and plug it in again.


2. The screen is not synchronized

-  Check the LED light and if it indicates red, the device is in power off status. Use the remote and press “Power” to turn the power on.


-  Use the “Auto” key on the remote control to automatically adjust the monitor timing scan.

-  Check if the signal cable is firmly located in the socket.


-  Make sure the signal timings of the computer system are within the specification of the monitor.

-  If your computer was working with a CRT monitor, you should check the current signal timing and turn off your computer before you connect the VGA Cable to this monitor.


3. The picture is not centered

-  Adjust the H-position, and V-position, or Perform the Auto adjustment.

5. The screen is flickering

-  Press the “Auto” - adjustment control by remote control or OSD to adjust.

Check nearby devices such as a motor or transformer, which generate magnetic fields and move them away from the monitor. Check if the specified voltage is being applied.

 Check if the signal timing of signal source is within the specifications of the monitor. If you are unable to correct the fault by following this check list, stop using your monitor and contact your distributor or dealer for further assistance.