Prowise
EMPOWERING EDUCATION

User Manual
Prowise Touchscreen Pure G5



This manual applies to Prowise Touchscreens with the following product numbers:

Prowise Touchscreen Pure G5

- 65”: PW.1.16065.0005
- 75”: PW.1.16075.0005
- 86”: PW.1.16086.0005

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2. Unboxing your Prowise Touchscreen

2.1. Products and accessories

Your Prowise Touchscreen comes with a number of accessories as standard. Below is an overview of all items.



1. Prowise Touchscreen Pure G5
2. **Accessory pack:**
3. Remote control
4. 1.5V AAA batteries (2x)
5. Passive Pen (2x)
6. Quick Start Guide
7. Safety Instructions
8. VESA screws M8 (4x).

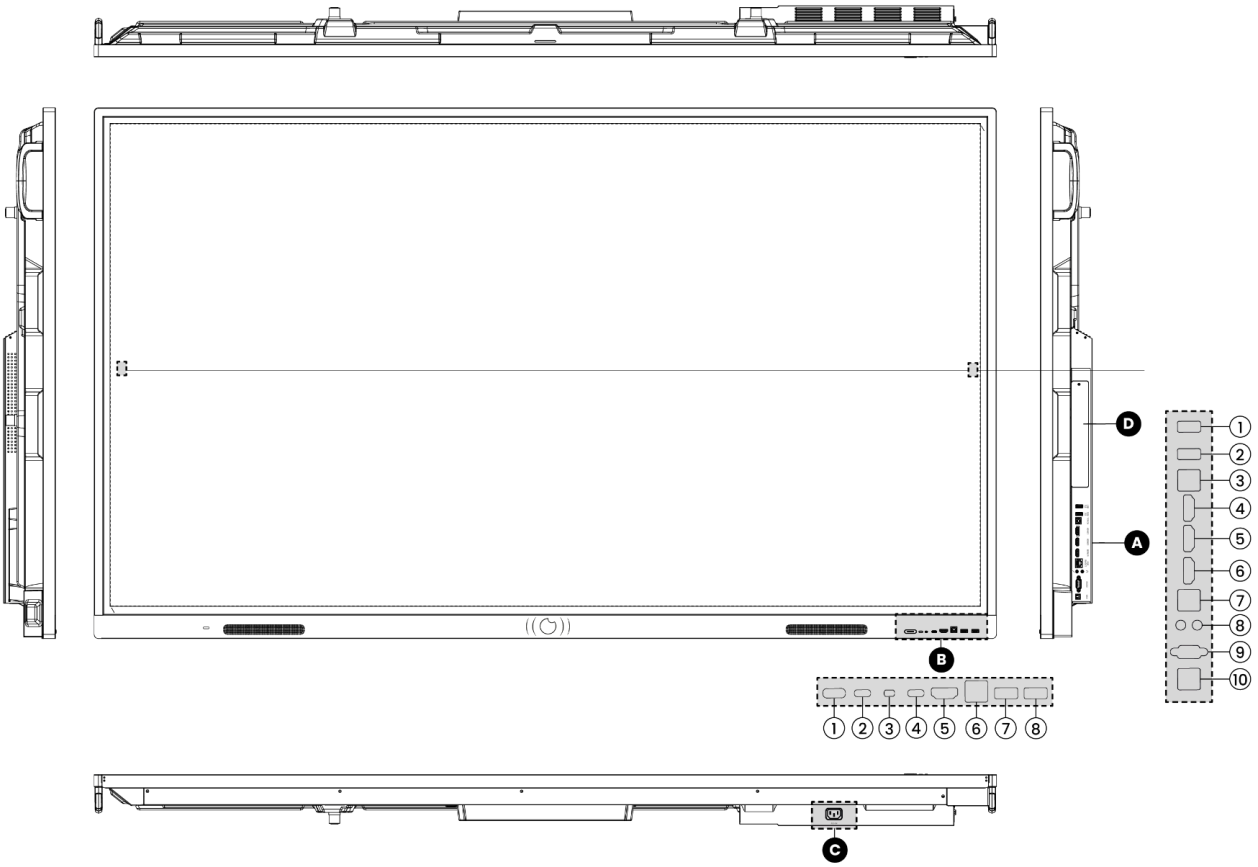
	**WARNING!** Keep packaging materials, such as the plastic bag, out of the reach of children. Improper use of packaging materials can cause a risk of suffocation.

	**CAUTION!** Check that the delivered package is complete and contact our Service department within five (5) days of delivery if anything is missing. Please state the serial number and include a copy of the invoice.

2.2. Product overview

Your Prowise Touchscreen is equipped with many ports and sensors. All options are listed below.

Prowise Touchscreen Pure G5



A. Ports/mainboard are located on the right-hand side. Ports from top to bottom:
   1. USB 3.2 Gen 1 Type A
   2. USB 2.0 Type A
   3. USB 2.0 Type-B (touch port
   4. HDMI Output 2.1
   5. HDMI 2 (2.1 Type A HDCP2.3, ARC & CEC)
   6. HDMI 3 (2.1 Type A HDCP2.3, CEC)
   7. LAN-IN port (RJ45)
   8. Audio output - line out
   9. Audio input - line in
   10. RS232 serial port
   11. S/PDIF optical digital audio output

B. Front ports
   1. From centre to right (ports are right-aligned, as are the mainboard ports
   2. Control button and status LED
   3. Remote control sensor
   4. Light sensor
   5. USB Type-C (video + audio + 65W power + touch)
   6. HDMI 1 (2.1 Type A HDCP 2.3)
   7. USB 2.0 Type-B (touch port)
   8. USB 3.2 Gen 1 Type A
   9. USB 3.2 Gen 1 Type A

C. Bottom ports
   1. * AC input

D. OPS slot, left side

3. Installing your Prowise Touchscreen

3.1. Installation guidelines

We recommend that you do not install the touchscreen yourself or have it installed by a third party. Have Prowise or an authorised Prowise partner install or mount the touchscreen to prevent possible damage.

- Do not install or place the touchscreen on an unstable wall or floor, and make sure the wall or floor is strong enough to support the screen.
- Do not use the touchscreen in an industrial environment where it is frequently exposed to vibration, moisture and dust.
- Keep the touchscreen and all connected devices away from water, and avoid dust and heat.
- Do not place the touchscreen near equipment that generates heat.
- Make sure all ventilation openings on the back of the touchscreen remain uncovered so that warm air can escape. For example, do not build it into a closed cabinet.
- Only connect the touchscreen to an earthed wall socket.

The Prowise Touchscreen can be used at an ambient temperature of 0 °C to +38 °C and a relative humidity of 10% to 90% (non-condensing). When switched off, the touchscreen can be stored at a temperature of -20 °C to 60 °C and a relative humidity of 10% to 90% (non-condensing).

	**WARNING!** Use the touchscreen for a maximum of 16 hours a day to avoid overloading the system. Failure to follow these instructions may lead to errors or damage to the touchscreen.

3.2. Installing it yourself

We do not recommend it, but if you want to install the touchscreen yourself or have someone else install it, follow the steps below:

- Do not install the touchscreen on your own.
- Use a certified Prowise wall bracket to mount the Prowise Touchscreen on a wall.
- Use a Prowise VESA bracket to install the screen on a Prowise lift system.
- Make sure the wall is strong enough to support the weight of the touchscreen.
- Connect the cables (which cables you need depends on the external devices you use or other external sources such as a lift system).

If you use an OPS PC module, make sure the module is correctly inserted and locked. Install the PC module as described in the chapter 'OPS module'.

- Only connect the power cable once the elements above have been connected, and only use the power cable certified by Prowise.

	**CAUTION!** Prowise cannot be held responsible for any damage or injury caused by incorrect installation of the touchscreen by third parties. Damage to the touchscreen caused by incorrect installation by third parties is not covered by the warranty. Always contact Prowise or an authorised partner if you have any questions about the installation.

	**WARNING!** Disconnect the power cable during thunderstorms. For extra safety, we recommend using surge protection to prevent damage to the touchscreen caused by voltage peaks or lightning strikes.

3.3. Cabling

Only use the power cable certified by Prowise to connect the Prowise Touchscreen to an earthed socket. The touchscreen must be placed close to the socket and the socket must be easily accessible. Do not run cables across walkways, to prevent anyone from stepping on them or tripping over them. Do not place objects on the cables, to prevent damage. Avoid electrical overload when using a power strip, as this can cause a short circuit. For extra safety, we recommend using surge protection.

	**CAUTION!** Only plug the power cable into earthed sockets with AC 100-240V ~ 50/60Hz. If you are unsure about the voltage at the installation location, contact your energy supplier.

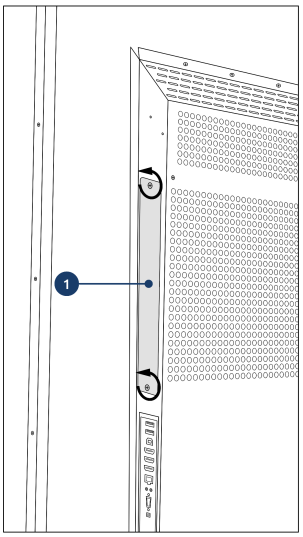
	**CAUTION!** When moving the screen, switch the touchscreen off completely by turning off the power switch and disconnecting the power cable from the screen.

3.4. OPS module

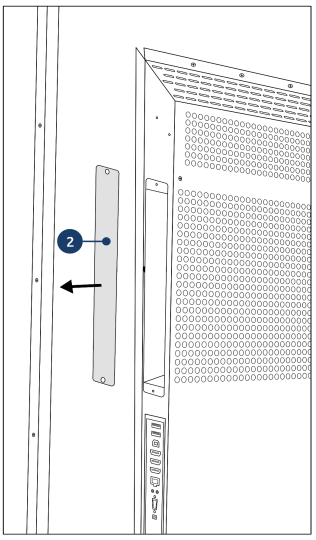
The next page shows how to easily install a PC module.

	**WARNING!** Make sure the power cable of the Prowise Touchscreen is disconnected before installing the module.

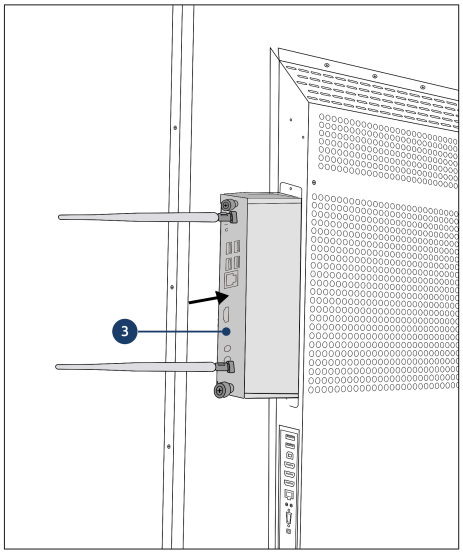
	**CAUTION!** Using an OPS PC module will increase power consumption.



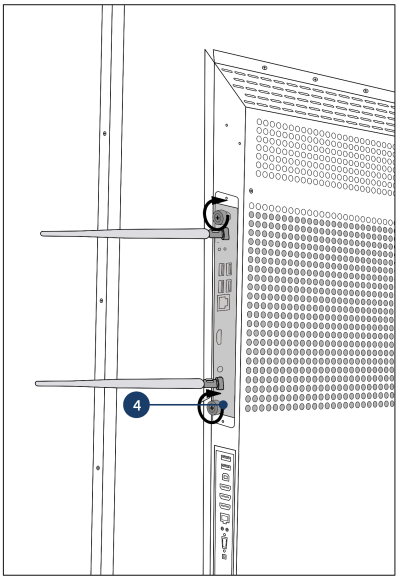
1. Loosen the screws



2. Remove the cover plate



3. Insert the OPS PC module into the slot. Make sure the ventilation holes of the PC module line up with the ventilation holes in the back panel of the screen.



4. Tighten the locking screws of the PC module

4. Starting the Prowise Touchscreen for the first time

4.1. Switching on the touchscreen

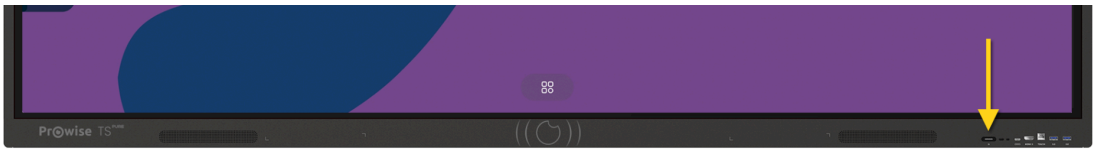
Switching on

- Make sure the touchscreen is connected to the mains.
- Turn on the power switch on the right-hand side of the touchscreen.

Once the power switch is on, there are several ways to switch on the touchscreen:

- Press the control button on the front right of the touchscreen's speaker bar
- Press the on/off button on the supplied remote control
- Via RS232
- When the proximity sensors are enabled and detect movement.

The control button is located on the front right of the touchscreen's speaker bar.

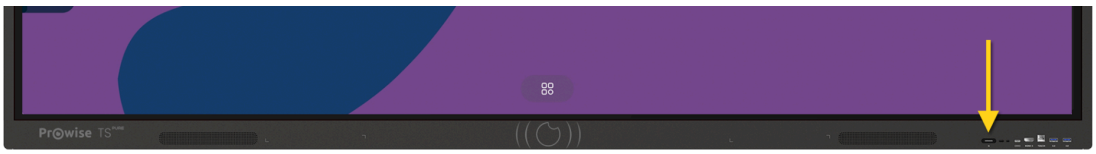


Control button

- When the touchscreen is in standby mode, briefly press this button to switch the screen back on.
- When the touchscreen is on, press and hold this button to switch the screen off or to use the 'freeze' or 'blank screen' function.
- When the touchscreen is on, briefly press this button to open the Central menu.

The LED in the control button indicates the status of the touchscreen.

- Touchscreen is on: white
- Backlight is off: white
- Sleep mode: flashes red (every 2 seconds)
- Standby mode: red



Switching off

1. Press and hold the control button on the front right of the speaker bar for a few seconds, or press the on/off button on the remote control.
2. The message 'The system will shut down in 10 seconds' is displayed.
3. Select 'Shut down' to switch off the touchscreen, or wait 10 seconds. To cancel shutting down the touchscreen, press the 'Cancel' button.

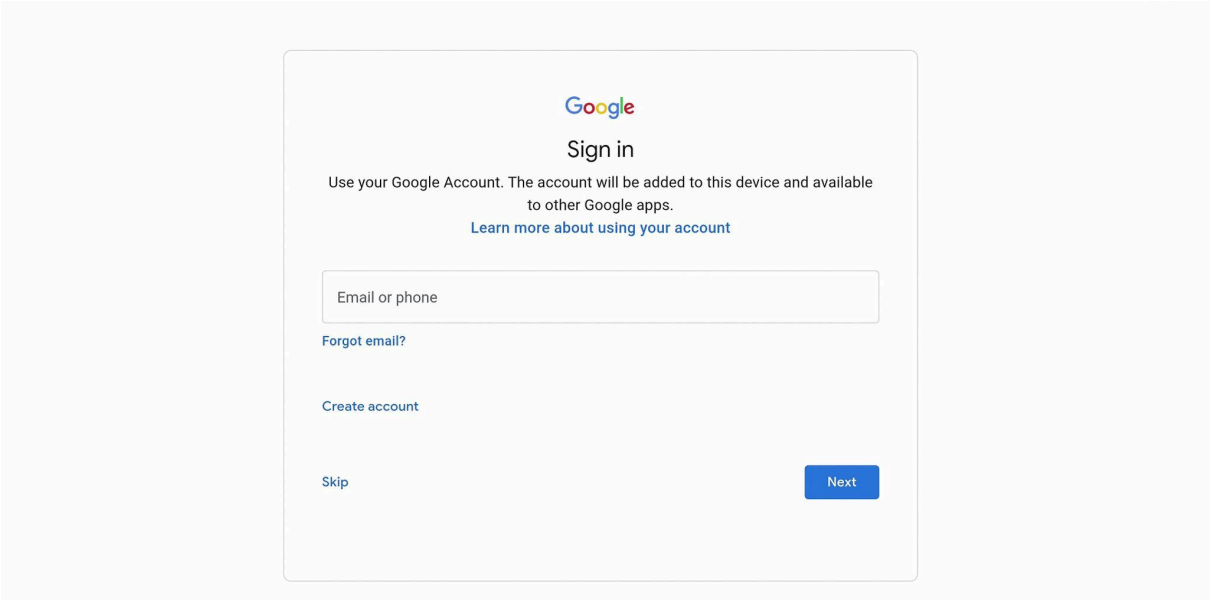
Automatic shutdown

If no active input source is detected on a specific input channel, a message to switch off the touchscreen appears after 3 minutes. The system automatically accepts this message after 10 seconds and the touchscreen switches off.

4.2. Completing the setup

The first time you start your touchscreen, the Google setup wizard opens to help you configure the most important settings. Follow the steps below to complete the setup:

1. Make sure the touchscreen is connected to the mains.
2. Press the on/off button (control button or remote control).
3. The touchscreen switches on and the Google setup wizard is displayed.
4. Follow the steps on the touchscreen to complete the setup.
5. The welcome screen is displayed.
6. You can now start using your Prowise Touchscreen.

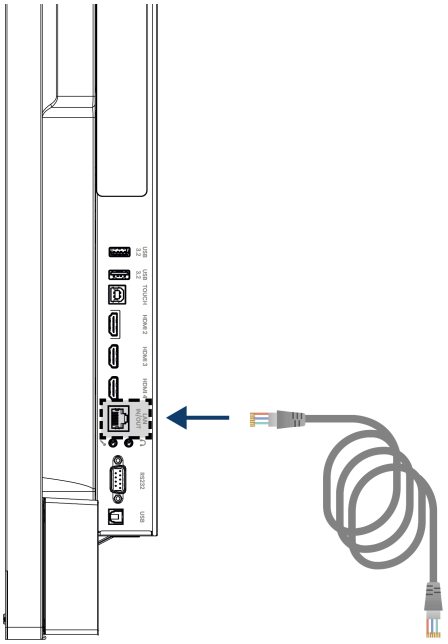


4.3. Connecting to a network

You can also connect your touchscreen to the internet after completing the setup wizard. Connect your touchscreen to a wireless Wi-Fi network or via a network cable. You can find these settings in the Prowise Central settings menu.

Ethernet

Connect the network cable to the LAN-in port of your touchscreen. The touchscreen automatically detects the network and connects to it as soon as 'Ethernet' is enabled in the settings menu.



Follow the steps below to view the network details:

1. Open the Central settings menu by pressing the hamburger icon (three horizontal lines) in the quick menu and then selecting ‘Settings’
2. Select the ‘Connectivity’ submenu
3. Enable 'Ethernet' by turning on the switch
4. The network details are displayed

Wi-Fi connection

Connect to a Wi-Fi network as follows:

1. Open the Central settings menu by pressing the hamburger icon (three horizontal lines) in the quick menu and then selecting ‘Settings’.
2. Select the ‘Connectivity’ submenu
3. Choose ‘Wi-Fi’. The touchscreen searches for available networks.
4. Choose the network you want. Click the 'Advanced' button to connect to an advanced network.
5. Enter the network password. Press the eye icon to show the password characters.
6. Press ‘Connect’ to connect to the wireless network

Bluetooth

1. Open the Central settings menu by pressing the hamburger icon in the quick menu and then selecting 'Settings'.
2. Select the ‘Connectivity’ submenu
3. Click ‘Bluetooth’
4. Turn on the Bluetooth toggle
5. Choose a Bluetooth device
6. Press ‘Connect’ to connect to a device via Bluetooth

5. Using your Prowise Touchscreen every day

5.1. The correct position

Always set the screen to the correct working height. Do not stand in a bent posture, and make sure the edges of the screen are within reach. The screen is in the optimal position when you can touch both the top and the bottom of the screen without bending down or reaching up too far. Placing the screen at the correct height helps prevent physical complaints caused by poor working posture.

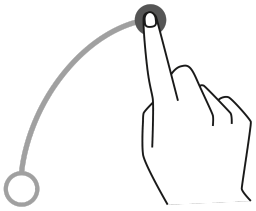
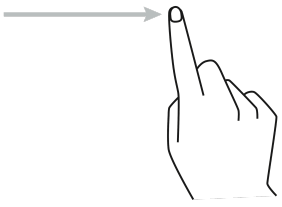
Prowise recommends using the touchscreen in combination with a Prowise lift system, so that the screen is always at the right height and position.

Prowise iPro lift systems are connected to the USB 2.0 port on the screen with a USB cable. This lets you operate the lift from the screen and set presets.

	**DANGER!** Risk of injury. Do not stand on a chair, stool or other object to operate the touchscreen. This applies to children in particular! This creates a risk of falling, which can result in serious injury. Make sure the screen is installed at the correct height, or that the lift is set to the correct height, when the screen is in use.

5.2. Operating the touchscreen

Prowise Touchscreens support 50 touch points, so several people can use the touchscreen at the same time.

	Click	To click on part of the screen, tap the touchscreen with one finger.
	Drag	Tap the item you want to move with one finger and drag it to the new location without lifting your finger from the screen.
	Right-click	Tap and hold one finger on the screen for a few seconds.
	Scroll	Slide one finger across the screen in the desired direction.

	Five-finger press and hold	Tap and hold 5 fingers on the screen for a few seconds to open the quick menu.

The touchscreen can also be operated with a computer mouse (if connected), the supplied remote control or the optional Prowise Magic Remote.

5.3. Pens

The Prowise Touchscreen comes with two brand-new pens, for smooth writing and erasing in Prowise Teach and other apps.

5.4. Prowise Central

Prowise Central is the smart operating system of your Prowise Touchscreen.

Quick menu

Three icons are always visible on the left-hand side of the Prowise Touchscreen Pure G5. We call this the quick menu. On the Prowise Touchscreen Ultra, these icons are integrated into the sidebar.



- Annotate icon: opens Prowise Teach, the included whiteboard software
- Home icon: takes you to the Prowise Central home screen
- Three lines (hamburger menu): opens the Prowise Central menu

Menu

You can open the Prowise Central menu in four ways.

1. Press the three lines on the left or right-hand side of the screen
2. Briefly press the control button at the bottom front right of the sound bar
3. Press the Prowise eye on the remote control
4. Place five fingers on the screen for a few seconds

The Prowise Central menu contains the following items:

- Log in: to log in to your Prowise Central environment, your touchscreen must be managed in Prowise Screen Control.
- Active apps: see which apps are running on your touchscreen and close them.
- Screencasting: information about the screencasting protocols. You can also enable or disable specific protocols here.
- Input sources: switch between input sources.
- Volume: turn the volume up or down.
- Lift control: raise or lower the connected lift and manage presets (if a Prowise lift system is connected to the screen).
- Settings: go to the full settings menu.
- Power button: switch off the touchscreen.

Settings

Click 'Settings' to go to the full settings menu. For more information, please refer to our Prowise Central manual.

General

- Audio
- Display
- Input
- Remote control
- Power
- Security
- Advanced

Theme

Change the screen background

Connectivity

- Wi-Fi
- LAN
- Bluetooth

About this screen

Relevant screen information, including serial number, Prowise Central version, etc.

Legal

Legal information about certifications, terms and privacy.

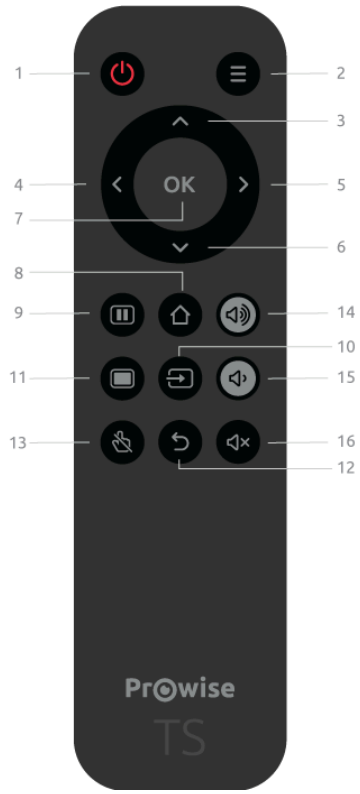
OTA updates

OTA (over-the-air) updates make sure the latest software version is always installed on the touchscreen. All you need for OTA updates is an internet connection with Prowise Central. This can be a Wi-Fi or Ethernet connection.

Check whether software updates are available:

- Go to ‘Settings’
- Press ‘About this screen’
- Press ‘Check for updates’
- Press ‘Update’ to install the update
- The screen switches itself off to complete the update and can then be switched on again if required.

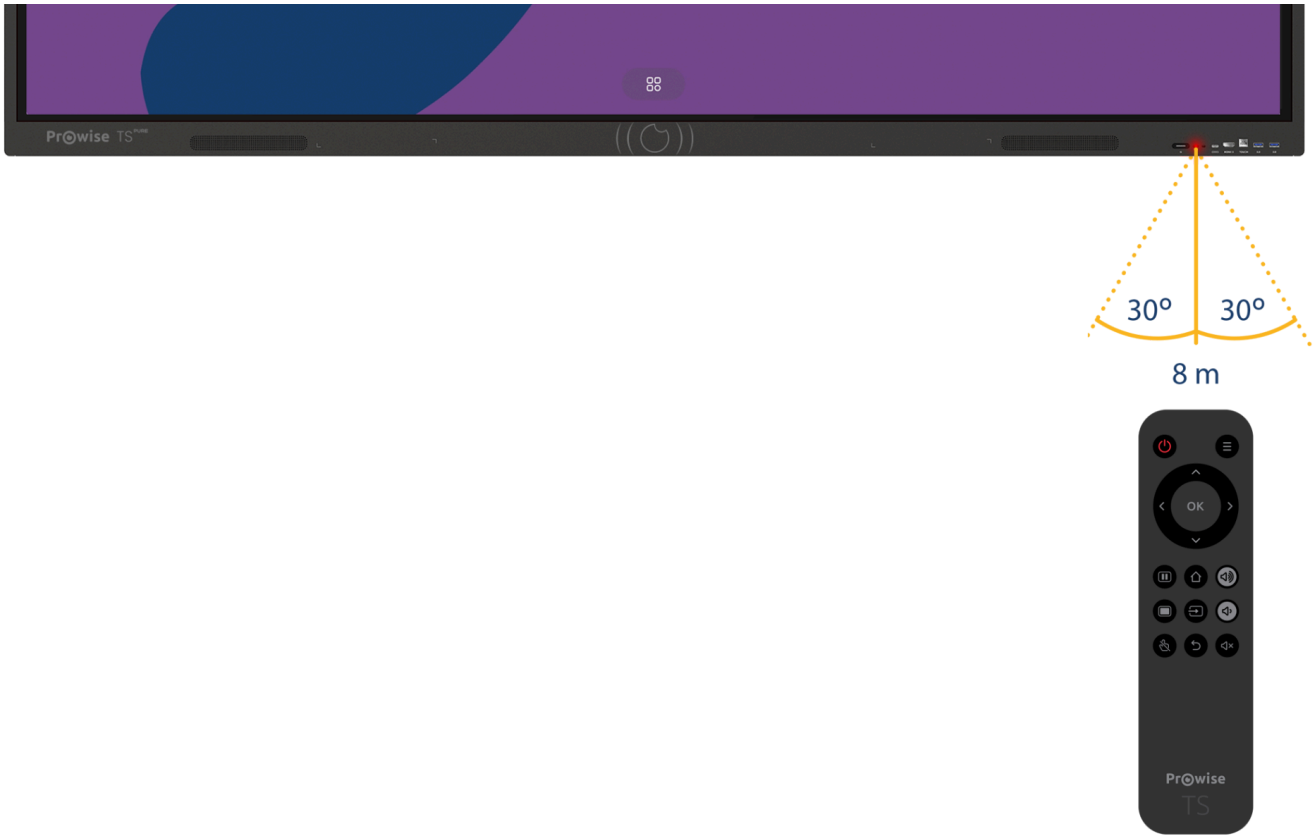
5.5. Remote control



1		Press this button to switch the touchscreen on or off. Then press the Enter button to confirm the off command.
2		Open the Prowise Central menu
3		Navigation button - up
4		Navigation button - left
5		Navigation button - right
6		Navigation button - down
7	OK	Confirm selection

8		If an input other than the Prowise Central home page is active, use this button to return to the Prowise Central home page.
9		Freeze screen
10		Open the Prowise Central input source selection
11		Temporarily switch off the display. The screen turns black while programs keep running in the background.
12		Go back one step. If the Central menu is open, this closes the menu.
13		Turn the touch function on or off.
14		Increase the volume
15		Decrease the volume
16		Turn the touchscreen's internal speakers on or off.

Point the remote control at the touchscreen's infrared receiver (bottom right of the touchscreen). The remote control has a range of approximately 8 metres.

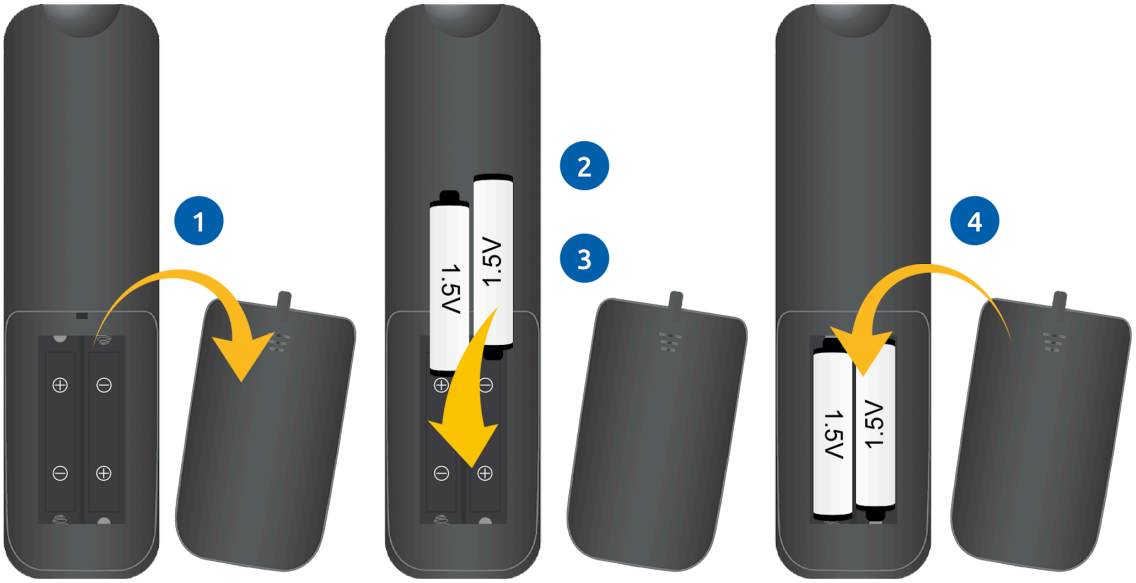


	CAUTION! If there are obstacles between the remote control and the touchscreen's receiver, the remote control may not work correctly.

Replacing the remote control batteries

Before using the remote control for the first time, insert the two supplied (1.5V AAA) batteries. When the batteries are almost empty and the remote control no longer works properly, replace them as follows:

1. Carefully remove the cover on the back of the remote control.
2. Insert two batteries (1.5V, AAA) into the remote control.
3. Align the positive and negative terminals with the (+) and (-) marks in the battery compartment.
4. Close the battery compartment by carefully putting the cover back.



	WARNING! Remove any leaking batteries from the remote control as soon as possible, then wash your hands thoroughly. The leaking chemicals are toxic and must never come into contact with the mouth, skin or eyes.

	CAUTION! Only use 1.5V AAA batteries. Insert them as shown in the instructions on the remote control.

5.6. Sensors

Several sensors are located in the bottom right corner of the screen.

IR sensor

The infrared sensor for the remote control is located here. Point the remote control at this corner to make sure the signal is received properly.

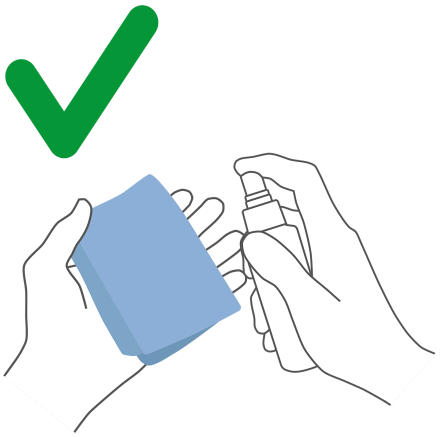
Light sensor

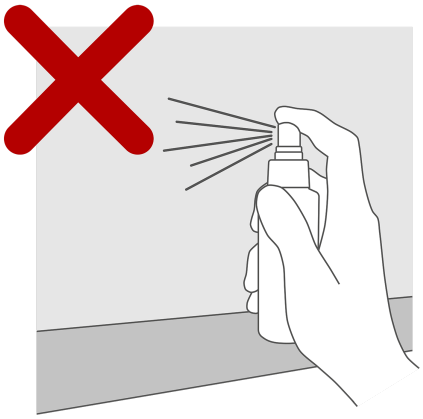
The light sensor that controls the screen brightness (if enabled) is located here. The screen brightness is adjusted based on the measured light intensity.

5.7. Cleaning

Clean the screen with a clean, dry, lint-free microfibre cloth. If you want to use a cleaning agent, always use one recommended by Prowise, such as the Prowise Screen Cleaning Kit. Do not use aggressive cleaning agents, as these can damage the screen. Make sure the cleaning agent has an alkaline pH value between 7 and 9, otherwise the glass panel or the screen may be damaged. Never use a cleaning agent with a pH value higher than 9 or lower than 7.

Never spray a cleaning agent directly onto the screen; spray it onto a cloth first. The cloth may be slightly damp but not wet, as this can damage the screen.





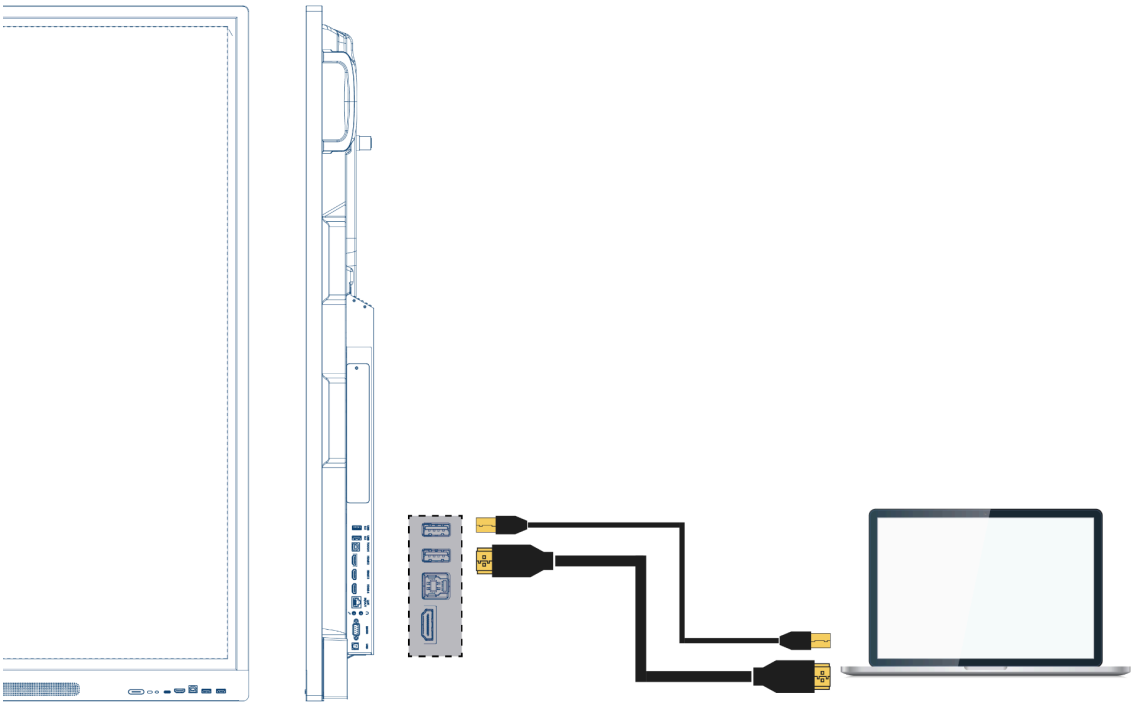
Gently wipe the screen with a cloth. For the best result, clean the screen with gentle circular movements without applying pressure. Never use an abrasive cleaner.

	**WARNING!** If the touchscreen gets wet, do not switch it on and do not plug the power cable into the socket. This can cause an electric shock. If the touchscreen gets wet while it is switched on, immediately switch off the power supply and unplug the touchscreen's power cable from the socket to prevent a short circuit.

	**CAUTION!** Disconnect the power supply before cleaning the screen.

6. Connecting peripherals

6.1. HDMI



To operate your device, such as a laptop or desktop PC, by touch on the touchscreen, you need to connect a USB touch cable (USB-B to USB-A) in addition to a wired connection for video and audio. That way you do not have to keep walking to your device to operate it, and you can teach from the touchscreen. The USB touch port is located right next to the HDMI ports. Make sure you use the correct USB touch port when connecting a device.

1. Connect an HDMI cable to the HDMI port of the external PC and to the HDMI input of the touchscreen.
2. Connect the USB touch cable to the USB touch port of the touchscreen and to a USB port on the external PC.
3. Once all cables are connected, switch on the touchscreen and the external PC.
4. Once the touchscreen and the external PC have started up, go to 'Input' in the Prowise Central menu and select the correct HDMI source.

	**CAUTION!** We recommend using a good-quality cable that is as short as possible (<5 metres) for the best connection quality.

6.2. USB-C

The screen's full-function USB-C port has several functions. It can simultaneously transfer video, audio, touch, data and up to 65W of power (front), which is enough to power your laptop. Connect your device to this port with a USB-C cable to get started straight away with a single cable. The USB-C port supports the following protocols:

- USB 3.0
- Video (DP 1.2, 3840x2160 @ 60Hz)
- Audio
- Touch (USB 3.0)
- Power (20V/5A/up to 65W)

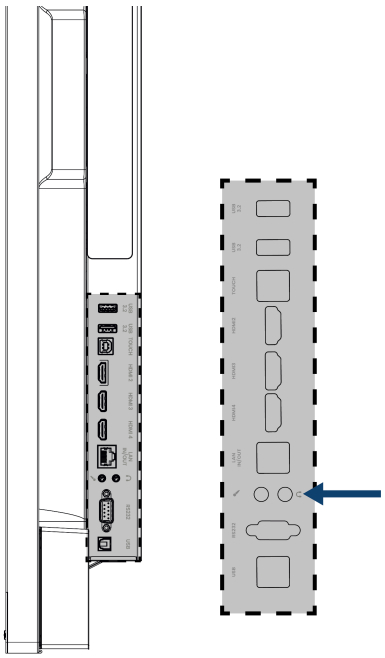
	**CAUTION!** Make sure the USB-C cable is of good quality and not too long, to ensure a good connection.

	**CAUTION!** Data transfer via the USB-C port only works via the desktop of the Prowise Touchscreen Pure G5, because this port does not switch through to other input sources (the USB-C port supports storage devices up to 16TB).

6.3. Connecting the Prowise touchscreen to audio equipment

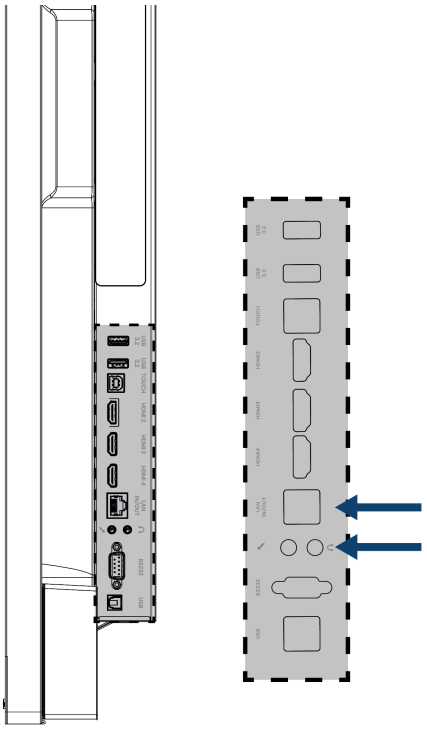
6.3.1. Connecting headphones

Connect headphones to the analogue 'headphones' audio output. Use the touchscreen's volume control to adjust the headphone volume.



6.3.2. Connecting an amplifier

Connect an amplifier to the analogue audio output or the digital optical S/PDIF port. Use the amplifier's volume control to adjust the volume.



	CAUTION! The audio outputs (the analogue line output and the digital S/PDIF audio port) are always active. If you connect an external audio device to the touchscreen and only want to use that device, press the 'Mute' button on the remote control or in the Central menu to switch off the touchscreen's internal speakers.

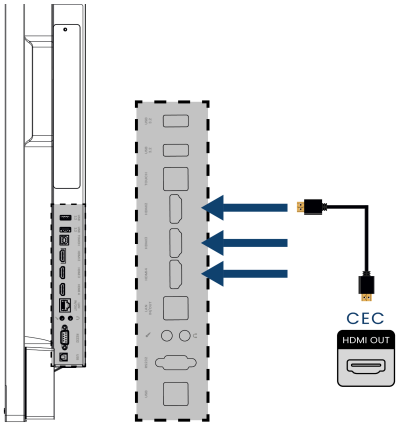
6.3.3. Connecting a microphone

Connect a microphone to the microphone port on the bottom of the screen. The microphone then works as an amplifier together with the screen's speakers.

Keep enough distance between the screen and the microphone to avoid feedback.

6.4. Connecting via the HDMI port (ARC)

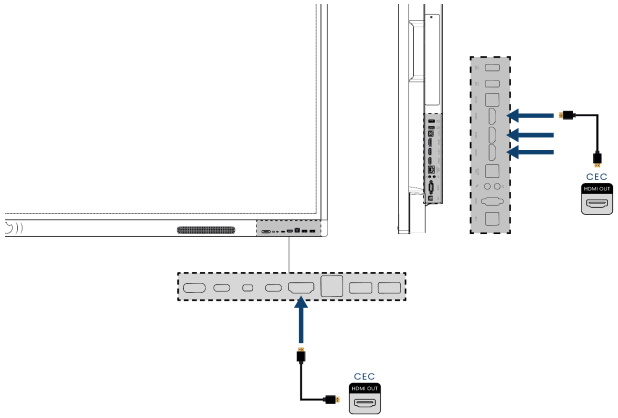
An external audio device can be connected using an ARC (Audio Return Channel) connection. This allows the external audio device to be controlled via the touchscreen. To connect an audio device via ARC, plug one end of an HDMI cable into the touchscreen's HDMI port with ARC support and the other end into the HDMI port of the external audio device.



6.5. Connecting via the HDMI port (CEC)

CEC (Consumer Electronics Control) is a function that works via HDMI. Devices connected to each other in this way communicate via CEC, so they can be controlled with the touchscreen's remote control.

Connect a device via CEC by plugging an HDMI cable into the touchscreen's HDMI port.



7. Important safety instructions

	**WARNING!** Read this user manual and the safety instructions (separate document) carefully before using the Prowise touchscreen. Follow the warnings on the device, in the user manual and in the safety instructions. Always keep the safety instructions and the user manual close at hand.

If the device is used for purposes other than those stated in the safety instructions and the user manual, Prowise B.V. accepts no liability whatsoever for material damage and/or injury. Do not make any modifications to the device without written permission from Prowise. Improper use voids the warranty.

7.1. Safety

- Never open the touchscreen housing! You could get an electric shock or cause a short circuit.
- Do not use the touchscreen during a thunderstorm, and unplug it from the socket to prevent damage from lightning.
- Make sure your touchscreen does not get wet! This can cause a short circuit and a risk of electrocution. Do not install the device near water and do not place objects containing liquid on or next to it.
- High volume causes permanent hearing damage. If the device is used at high volume for a long time, the listener may suffer hearing damage.
- Only use components and accessories supplied by Prowise.
- Always switch off the touchscreen and unplug it from the socket when replacing a module.
- Do not insert objects that are not intended for this into the openings of the touchscreen. This can cause a short circuit or even a fire.

7.2. Repair

Never repair the touchscreen yourself! Repairs carried out by third parties or unauthorised persons void the warranty.

	**WARNING!** Warning: electrical components! Never open the touchscreen housing! You could get an electric shock and/or cause a short circuit or even a fire. This can result in injury to yourself and/or damage to the touchscreen.

In the event of a defect, always contact Prowise or an authorised partner to prevent damage. For contact details, go to: www.prowise.com

7.3. Environment

- Disconnect the power cable if the screen will not be used for a long period.
- Power consumption in standby mode is less than 0.5 watts.
- The Prowise Touchscreen is ENERGY STAR certified.
- When the touchscreen can no longer be used, take it to a designated collection point.

	**CAUTION!** When WOL (Wake on LAN) and WOS (Wake on Source) are enabled, power consumption in standby mode increases!

7.4. Recycling and disposal

For questions about the correct disposal of your touchscreen, contact Prowise or an authorised partner.



Packaging

The device is packed to prevent damage during transport. The packaging is made of materials that can be reused or recycled.



Device

At the end of its service life, do not dispose of the device with household waste. Ask about the options for environmentally friendly and responsible disposal. Prowise complies with the Dutch Extended Producer Responsibility Act in cooperation with Stichting OPEN.



Batteries

Empty or broken batteries do not belong in household waste. Take them to a collection point for used batteries. The remote control uses 1.5V AAA batteries.