



1. Index

1. Index	2
2.Important safety instructions	3
Location	3
Cleaning	3
Environment	3
Safety	3
3.Contents of packaging	4
4.Initial familiarisation	4
4.1.Switching the screen on and off	4
Switching on	4
Switching off	5
4.2.Calling up the menu	5
Volume settings	6
4.3.Other operating buttons	7
5.The Screen from A to Z	8
5.1.Using the remote control	8
5.1.1.Schematic view	8
5.1.2.Explanation of the buttons	9
5.1.3.Inserting the batteries	11
Angle at which remote control is used	12
5.2.Menu	13
5.2.1.Selecting the source	13
5.2.2.Brightness setting	14
5.2.3.Volume settings	14
5.2.4.Zoom settings	15
5.2.5.Screen settings	15
5.3.PC-module	16
5.3.1.Switching on	17
5.3.2.Switching off	17
5.4.Blu-ray module	18
Prowise Blu-ray Module	19
5.5.Connecting to an external PC	21
5.6.Connecting to an external PC using an audio and VGA connection	22
5.7.Software	23
5.7.1.Drivers	23
5.7.2.Touch Service Tool	23
5.7.2.1.Configuring the Touch Service Tool	23
5.7.2.2.Capabilities of the Touch Service Tool	24
5.7.2.2.1.WriteAssist	26
6.FAQ - Frequently asked questions	26
7.Annex:	28
7.1.Setting the BIOS on the Prowise PC module to allow installation via the network/PXE	28
7.2.Aligning the Prowise lift	31

2. Important safety instructions

Please read this document through carefully before using the screen, so you can be certain it is being used safely and correctly.

Location

- Do not use the (mobile) screen on an unstable floor.
- Make sure that the mains cable does not cross a walkway or aisle, and does not constitute a trip hazard.
- Do not locate the screen in the vicinity of equipment that generates heat.
- Make sure that all of the ventilation openings are uncovered, so that hot air can pass safely into the atmosphere.
- Do not use the screen in the vicinity of water.
- Only connect the screen to an earthed electrical socket.

Cleaning

Simply clean the screen with a dry, lint-free, microfibre cloth. If you wish to use a cleanser, apply it to a cloth first. Do not use any aggressive cleansers and never spray a cleanser directly onto the screen.

Environment

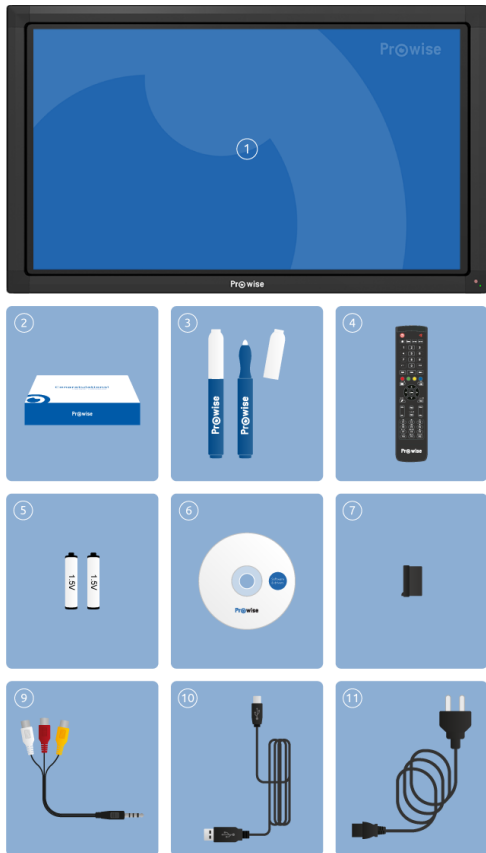
If the screen will not be used for a long time, remove the mains plug from the electricity socket. In the future, it will be possible to dispose of the screen by taking it to a recycling facility or household waste recovery centre. The product must not be disposed of using the domestic refuse collection.

Safety

- Do not unscrew the device to look inside, as there is a risk that you may receive an electric shock.
- During a lightning storm, always remove the plug from the electricity socket.
- The Blu-ray module makes use of laser technology. Do not look directly into the laser, as this may cause damage to your eyes.
- Listening to sound at a high volume may damage your hearing.
- Only use accessories recommended by Prowise.
- When changing a module, always remove the plug from the screen/electricity socket.

If a fault occurs, contact the [Prowise service desk](#).

3. Contents of packaging



1. Prowise multi-touch LED screen
2. Welcome box
3. Touch pens
4. Remote control
5. Batteries
6. CD
7. Dust cap for USB port
8. Network cable
9. Audio-visual cable
10. USB cable
11. Mains cable EU
12. Mains cable UK

4. Initial familiarisation

Get to know the basic functionalities of the touchscreen. For example, we will show you how easy it is to use the operating menu to turn the screen on or off, to call up the menu and to set the volume using the operating buttons. The operating buttons can be found on the side of the screen, as shown in the Quick Start Guide.

4.1. Switching the screen on and off

Switching on

1. Switch the screen on using the Power button (-) on the left-hand side of the screen. Make sure that the screen is connected to the mains.
2. Press the Power button (-). The indicator on the front of the screen will then light up in green, which tells you that the screen is switched on.

Switching off

1. Switch the screen off by pressing the Power button.
2. The screen will automatically shut down within ten seconds.
3. You can use the Cancel and OK buttons to interrupt or accelerate the shut down.



In order to ensure that the screen is completely free of electricity, you can turn off the Power button.

Tip: When moving the screen, switch the screen completely off using the Power button (-).

4.2. Calling up the menu

The menu enables you to manage various settings relating to the screen, such as source selection, image settings and volume settings. In this chapter, we will explain briefly the things you are able to manage using this menu. In the following chapter, entitled [The screen from A to Z](#), we will explain in detail what changes you can make and the actions you need to take in order to do so.

There are various ways of calling up the menu, namely:

1. Press the Menu button (-) on the side of the screen.
2. Drag the black frame (the passe-partout) from the bottom of the screen to the top.
3. Press the Menu button on the remote control.



Volume settings

Using the Volume buttons in the operating menu on the side of the screen, you can adjust the volume (making the sound louder or quieter).
If you use the buttons to adjust the volume, a bar will appear on the screen, showing the volume setting.



Tip: You can also operate the volume bar with your fingers, using the touch function.

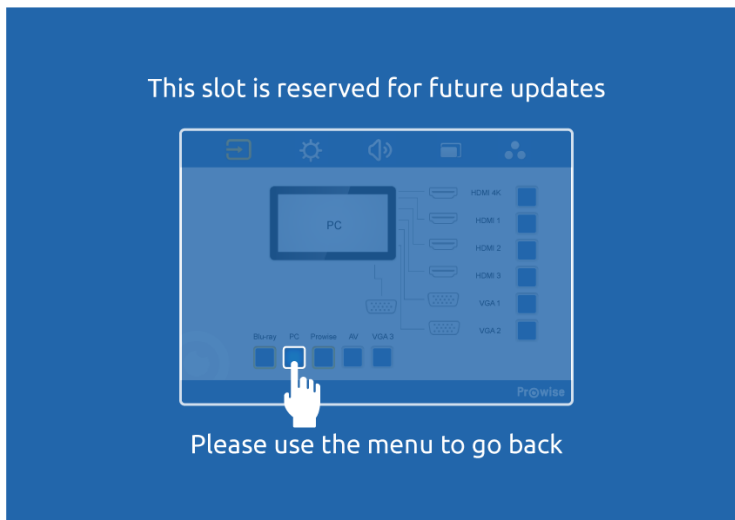
In the chapter entitled [The screen from A to Z](#) you can learn more about the advanced volume settings

Warning: see [Important safety instructions](#) for information about damage to your hearing.

4.3. Other operating buttons

In addition to the operating buttons referred to above, the operating menu also includes the following buttons:

- Return button
- The Return button (-) is used as an “Enter” key, in other words, to confirm something.
- Home button
- The Home button (-) is reserved for future updates. If you press the Home button, the following image will appear. Press on the Menu button and then on any source at random in order to exit from the environment.



5.The Screen from A to Z

5.1.Using the remote control

5.1.1.Schematic view










5.1.2.Explanation of the buttons

Button	Function
1. Power	Puts your screen into stand-by mode. If the screen is in stand-by mode, you can activate it using the Power button.
2. Mute	Switches sound on or off
3. Windows button	Opens the Start menu in Windows
4. Space	Space button (PC) or favourite channels (TV)
5. Alt+Tab	Switches between programmes
6. Alt+F4	Closes the current programme
7. Numerieke toetsen (0 – 9)	Numbered selection buttons
8. Freeze	Pauses or resumes the current frame on the screen
9. Display	Provides information regarding which (slot-in) module is activated
10. Input	Opens the operating menu, in which you can then alter the input sources
11. Home	This button has been reserved for future updates
12. Menu	Navigates to the operating menu
13. Red button	Locks the operating menu. To unlock the screen, press on the red button again
14. Other coloured buttons (green, yellow and blue)	These buttons have been reserved for future updates
15. D.MENU	Temporarily disables the picture functionality. This is depicted in the form of a black screen
16. D.TITLE	Backspace button

17. ↑	Navigation button – up
18. ←	Navigation button – left
19. →	Navigation button – right
20. ↓	Navigation button – down
21. Enter	Confirm selection
22. D.USB	Select USB source (DVD)
23. D.SETUP	Back button
24. PgUp	To previous page
25. PgDn	To following page
26. CH.+ CH.-	Changes channels
27. VOL+VOL-	Sets the menu
28. F1-F12	Built-in PC F1-F12 function keys

The buttons listed below will only work in combination with the Blu-ray module:

	Rewind
	Fast forward
	Play / pause
	Previous
	Next
	Stop
Angle	Camera angle
Sub-title	Sub-titling
	DVD eject
GOTO	Go to

AUDIO

Change audio track

REPEAT

Repeat / calibrate picture

Tip: using the freeze function, you can pause the frame that is currently on the screen or resume playback.

5.1.3. Inserting the batteries

Before using the remote control for the first time, you must insert the two (1.5V AAA) batteries supplied into the remote control. Once the batteries are running out and the remote control is no longer working properly, you must change the batteries. You can do this as follows:

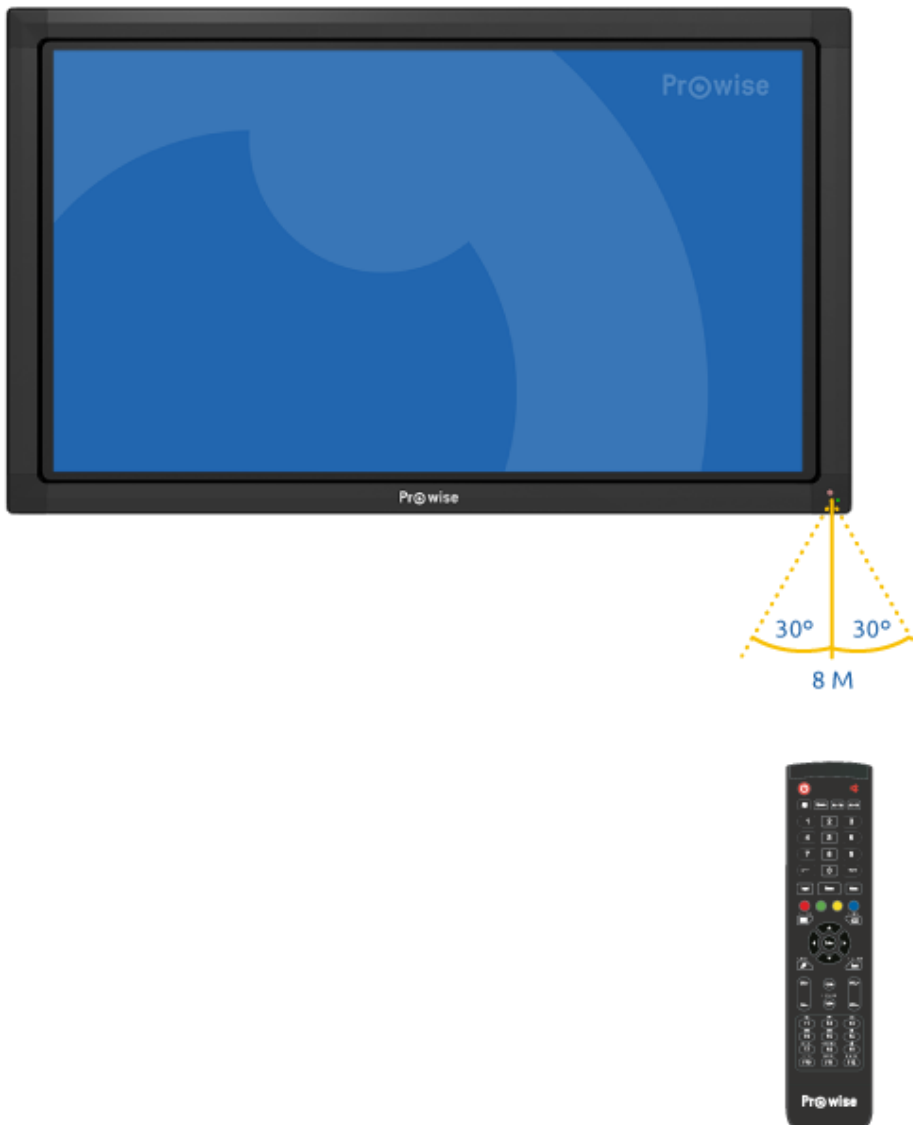
1. Carefully remove the cover plate on the reverse side of the remote control.
2. Insert the two batteries supplied into the remote control.
3. – Insert the batteries with the positive and negative poles as indicated by the (+) and (-) signs in the battery compartment.
4. Close the battery compartment again by carefully replacing the cover plate.



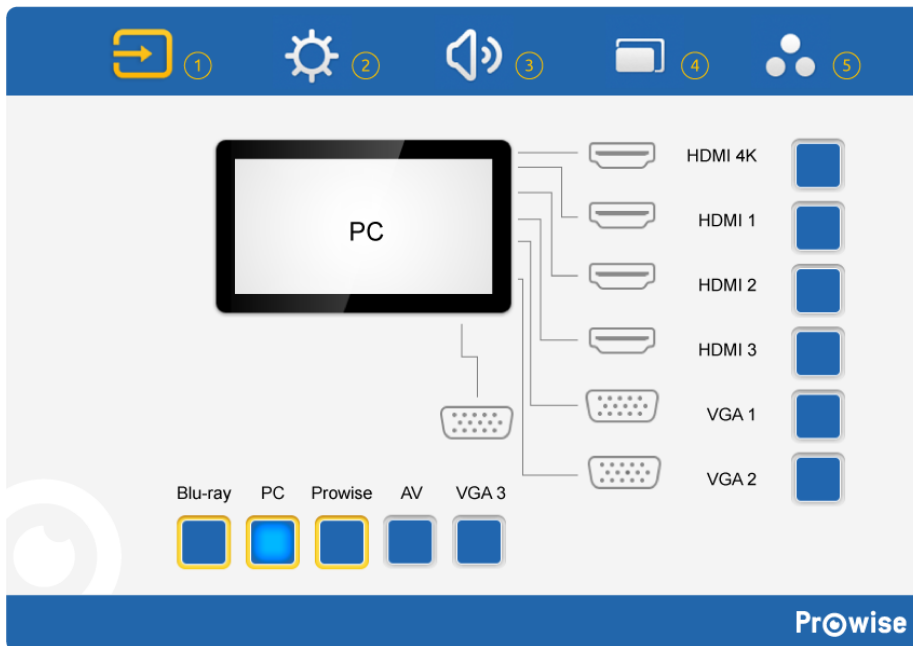
Angle at which remote control is used

Use the remote control while pointing it at the receiver within the screen. If any obstacles are situated between the remote control and the receiver within the screen, the remote control may not work properly.

The remote control has a range of around 8 metres. The maximum possible range will depend on environmental factors.



5.2.Menu




1. Source selection
2. Brightness settings
3. Volume settings
4. Zoom settings
5. Display settings

5.2.1.Selecting the source

The screen is able to access a range of sources, namely HDMI, Blu-ray, VGA, PC, AV, VGA and Prowise (this particular source is reserved for future updates). Select the source you require using the Source menu.



You will recognise the Source menu by the following icon , in the top left-hand corner of the menu. Once the menu has been opened, you can select the source you require. Is it unclear which source you should choose?

If there is no active signal from the chosen source, the screen will display the following message: "No Signal". After 15 seconds, this message will be replaced by a question asking whether you wish to shut down the screen.

5.2.2. Brightness setting

The brightness setting is simple to adjust by moving the slider. This governs the intensity of the backlight



5.2.3. Volume settings



To adjust the volume settings, select the following icon from the menu

In the Volume menu, you can adjust the following settings:

1. Volume
2. Adjust the volume by moving the slider to increase or reduce the volume. In addition to using the Volume menu, you can also adjust the volume using the remote control.
3. Bass
4. Adjust the lower tones by increasing or reducing them.
5. Treble
6. Adjust the higher tones by increasing or reducing them.
7. Balance
8. Adjust the left/right speaker balance by increasing the sound level in the right or left speaker.

There are also a number of pre-installed settings you can choose from:

- Standard – the standard setting
- Custom – your preferred setting
- Class – the class setting
- Meeting – the setting for meetings
- Movie – the film setting

5.2.4.Zoom settings

These zoom settings only apply to when using an external PC (with the following sources: VGA and AV).



You will recognise the Zoom settings by the following icon in the menu:
You can adjust the following Zoom settings when using an external PC:

- Horizontal position (H Position)
- Vertical position (V Position)
- Sharpness (Phase)
- Clock speed (Clock)
- Aspect ratio
- Three different aspect ratios are available, namely 16:9, 4:3 and PTP.

You can also adjust the following settings on an external PC, as well as on a PC module:

- Writing Mode
- The Writing Mode optimises the writing on the screen. It can however cause the picture quality to deteriorate.
- Auto fit This adjusts the image on the screen so that it fills the whole screen.

5.2.5.Screen settings

In the screen settings, you can adjust a number of aspects, such as:

- Brightness
- Adjusts the colour settings of the screen, rather than the backlight of the screen.
- Contrast
- Hue
- Sharpness
- Color temp



- You will recognise the screen settings by the following icon in the menu:

IMPORTANT: the settings you can adjust will differ for each channel.

5.3.PC-module

The PC Module is a PC that has been specially developed to be integrated with a Prowise multi-touchscreen. The module can be loaded with the most common operating systems, such as Microsoft Windows 7, 8 and 10.



1. Wifi antenna
2. USB 2.0 ports
3. Microphone connector
4. Headphone connector
5. VGA out
6. USB 3.0 ports
7. LAN port
8. HDMI port
9. Display port

5.3.1.Switching on

The PC module can be found via the Source menu. Press on the Menu button (-) and select PC as the source.

Switching on from stand-by mode

If the PC module is in stand-by mode, the indicator light on the front of the screen will light up (it will flash). Then press the Power button on the remote control / the operating menu or touch the screen to start the PC module.

5.3.2.Switching off

Close down Microsoft Windows by pressing on the Start button and then on "Shut down". You can now switch off the screen. After 30 seconds, the monitor will automatically to stand-by mode.

If the PC-module no longer responds, you can reset it by holding down the Power button for about 5 seconds. The PC module will then carry out a "forced" shut-down.

Once the PC module has shut down, the indicator lamp on the front of the screen will light up in red. Then press the Power button on the remote control or the operating menu of the screen to restart the PC module.

5.4. Blu-ray module

Just like the PC module, the Blu-ray module should be integrated with the screen. The Blu-ray module plays all media types with the best possible quality.



1. Input for SD card
2. USB connect
3. Stop playing media file
4. Playing media file start / pause
5. Eject Media Disc

Prowise Blu-ray Module


The Blu-ray Module works independently of the PC, which is why the module is invisible from within Microsoft Windows. The Blu-ray module cannot communicate with the PC, but you can control the module using the remote control. An additional benefit is that no software needs to be installed.

The Blu-ray module offers the following capabilities:

- Playing DVDs and CDs
- Photo mode (JPEG)
- Playing Blu-rays

Playing:

You can play the media listed above as follows:

1. Press the Menu button and select Blu-ray mode.
 1. Insert the disk. The Blu-ray module will load and play the disk automatically.
 2. You can operate the Blu-ray module using the buttons on the remote control that have been
 3. earmarked for that purpose.
 4. Press the Eject button ( -button) to eject the disk.

Important: when inserting the disk, ensure that when you're standing in front of the screen, the underside must be turned towards you.

The Blu-ray module supports the following formats:

Media type	Disc logo	Recorded content	Capaciteit disc (disc 12cm)
BD-ROM, BD-R, BD-RE		High Definition (HD), film and music disks	Single-layer: 25GB Dual-layer: 50GB
DVD-ROM		High-quality film and music disks	Single-layer: 4.7GB Dual-layer: 8.5GB
CD-ROM		CDDA	650M; 700M

DVD+R DVD+R W DVD-R DVD-R W	DVD-Video (audio and video)	4.7GB
CD-R/R W DVD-R/ RW DVD+R/ RW SD-card	Audio file format supported: MP3, WMA, AAC Audio file formats supported MKV, TS, AVI, MPG, RMVB, DivXPhoto format supported: JPEG Other file format supported: AVCHD	Media capacity up to 32GB

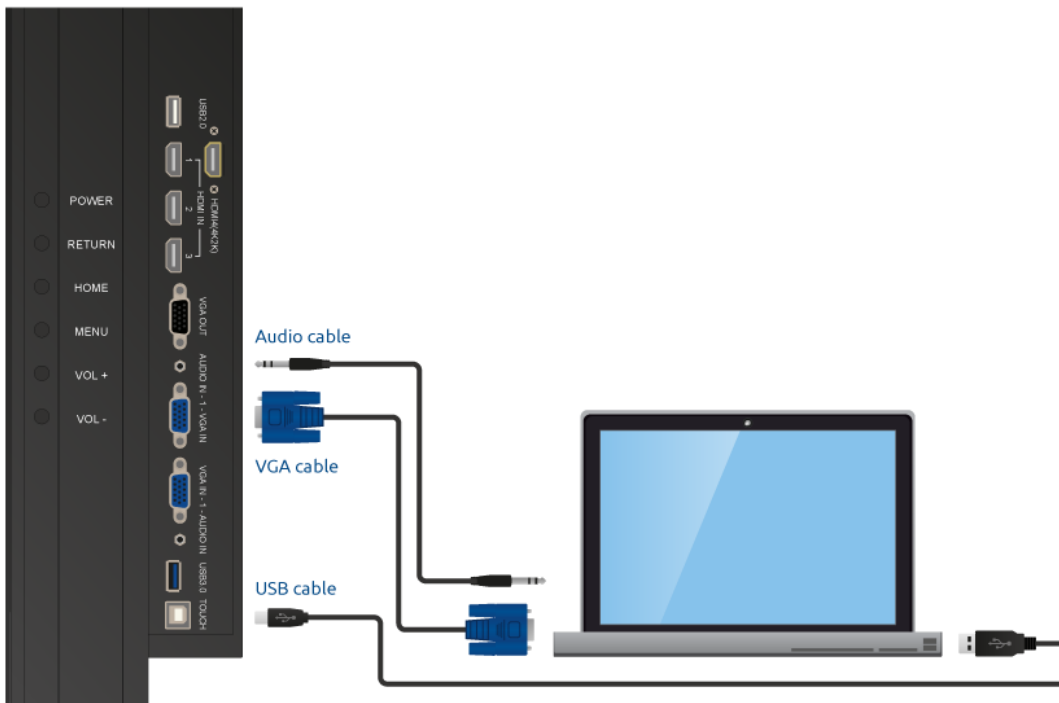
Table: Media files supported by Prowise Blu-Ray module

Tips: Select Blu-ray mode before inserting or ejecting a disk.

Using disks of poor quality may cause damage to the Blu-ray module. Original Blu-rays, DVDs, CDs etc. will provide the best results.

5.6. Connecting to an external PC using an audio and VGA connection

It is also possible to connect an external PC using the audio, USB touch and VGA connection on the side of the screen.



1. Connect the VGA cable to the VGA port of the external PC and to the VGA input of the screen.
2. Connect the audio cable to the audio output of the external PC and to the audio output of the screen.
3. Connect the USB cable to the touch USB port and to a free USB port on the external PC.
4. Once all cables have been connected, you can switch on the screen and the external PC.
5. Once the screen and the external PC have booted up, use the Menu button (see operating buttons) to navigate to VGA mode. Make sure that you select the correct VGA source.

Tips: For optimum picture and sound quality, you are recommended to use high-quality VGA and sound cables.

We recommend using a USB cable that is as short as possible and is no longer than 5 metres.

5.7. Software

In order to get the most out of your Prowise multi-touchscreen, Prowise has developed special software. The touch module of the screens can be used on the PC module, as well as on a suitable external PC. When using an external PC, the touch module is capable of supporting the following operating systems:

- Microsoft Windows XP, Vista, 7, 8 and 10
- Mac OS X
- Android
- Chrome

5.7.1. Drivers

To enable the PC module to operate as effectively as possible, the correct drivers, a control program for items such as the network or the sound, are important. The most recent drivers for the PC module are available on [our website](#).

5.7.2. Touch Service Tool

The Touch Service Tool has been developed to provide users of the screen with the optimal user experience. In addition, this particular tool allows you to configure the touch module in any way that you desire. Later on in this chapter, we will explain how to configure the Touch Service Tool in the most effective possible way.

The Touch Service tool is indispensable when it comes to getting the most out of the Prowise screen. That is why we recommend installing the Service Touch Tool.

Tip: If you are using a managed network, your system manager will probably carry out the installation of the Touch Service Tool for you. That is why you should check first of all whether the Touch Service Tool has already been installed.

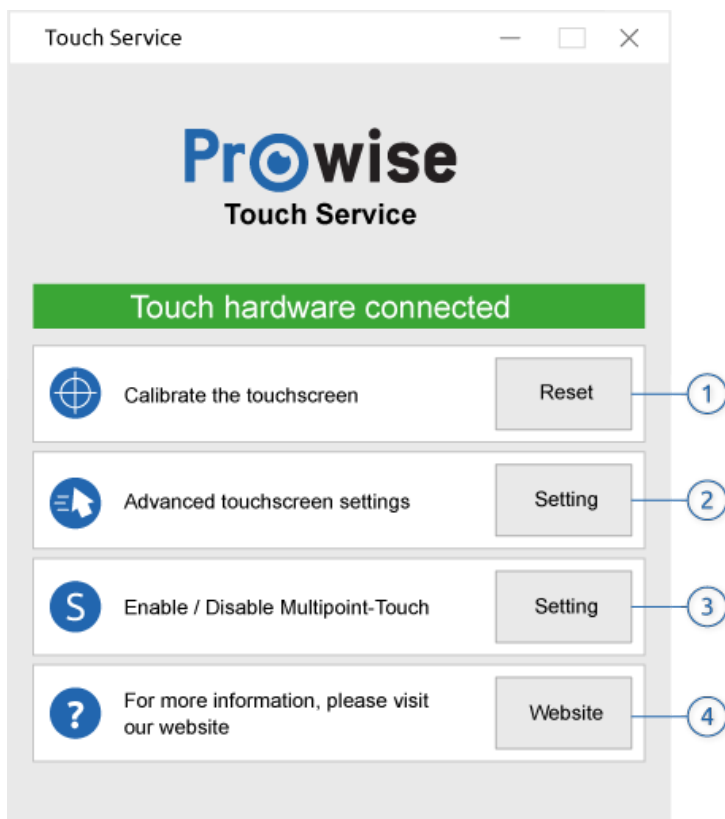
5.7.2.1. Configuring the Touch Service Tool

At all times, make sure that you have installed the most recent version of the Touch Service Tool. You can find the most recent version on the [Prowise website](#).

Then open the download with the name of "setup.exe" and follow the instructions on the screen. Once installation is complete, the Touch Service Tool will be launched automatically.

5.7.2.2.Capabilities of the Touch Service Tool

Service Touch Tool menu



Onderdeel

Omschrijving

1. Reset	Automatically calibrates the touch module
2. Settings	This is used to configure the touch module.
3. WriteAssist	Activates or deactivates multi-touch
4. Support	Opens the Prowise service page

Reset

If the calibration of the touch module is no longer precise, it can be recalibrated automatically using the Reset button.

Once the touch module has been calibrated, the message shown in the image below will be displayed. You must restart your PC to complete the calibration.

Settings

The Settings menu can be used to configure the personal preferences of users. The Settings menu is dependent on the touch option that is selected (single or multi-touch). Details about how to change the touch module settings can be found here.

Multi Touch Menu

Single touch menu

Multi touch menu

Single touch menu

Settings for Multi touch mode

Once the multi-touch feature of the screen has been activated, you are able to select from the following options concerning double-clicking and the holding down of buttons.

Once the multi-touch feature of the screen has been activated, you will be able to adjust the following settings:

- Double-clicking on the touchscreen
- Holding down buttons on the touchscreen

You can adjust these settings by clicking on items from the list in the Service Touch Menu. You then select "Settings". A menu will now appear listing the settings concerned.

Double-clicking

- The speed that is required while double clicking for an action to be carried out.
- The interval between the clicks if you click twice, once after another. The closer the clicks are set, the most precise you will need to be.

Holding down buttons

The following settings may be adjusted here:

- Activation or deactivation of the right-hand mouse button when holding down buttons.
- The time that is needed to carry out an action.

Settings for Single touch mode

If you select Single touch, you are advised to make use of the recommended settings.

5.7.2.2.1. WriteAssist

In the WriteAssist menu, you can activate or deactivate Multi touch (the operation of the screen using multiple fingers). At the present time, Multi touch is supported by Microsoft Windows 7, 8 and 10. If the software supports it, you are recommended to activate Multi touch.

Support

If you click on the Website button, you will automatically be rerouted to the Prowise service page.

6.FAQ - Frequently asked questions

Problem	Checklist
The sound isn't working.	<ol style="list-style-type: none">1. Is the volume level higher than 0?2. Is the Mute function switched on?3. Is the volume level in Microsoft Windows higher than 0?4. If using an external PC, is the audio cable connected properly?
The screen does not come on and stays black.	<ol style="list-style-type: none">1. Is the screen connected to the electricity network and is the Power button of the screen turned on?2. Has the correct source been selected?3. If using an external PC, are the connection cables properly connected?
The picture on the screen is poor or doesn't fill the entire screen.	<ol style="list-style-type: none">1. Check the screen resolution.2. Right click on the desktop.3. Select "Screen resolution".4. Under "Resolution", select the option "Recommended" (3840×2160).
The Blu-ray module will not play any Blu-ray disks.	<ol style="list-style-type: none">1. Did you know that the Blu-ray module is invisible within Windows, because the e-module works entirely independently of the PC?2. Operate the module using the remote control.

The remote control doesn't work.

1. Are the batteries in the remote control inserted correctly?
2. Do the batteries still have sufficient power?
3. Is the remote control pointing directly at the screen?

The Operating menu has been disabled. How can I reactivate it?

The buttons on the Operating menu can be activated or deactivated using the red button on the remote control.

How do I insert a disk into the Blu-ray module?

If you are standing in front of the screen, the rear side of the disc must be pointing towards you. For further information regarding the Blu-ray module, please consult this Manual.

How can I use the screen's Freeze function?

The Freeze function can be activated using the Freeze button on the remote control. If the Freeze function has been activated, the picture that is on the screen when the button is depressed will continue to be displayed.

What is the Touch Service Tool?

Using the Touch service tool you can configure the touch module in line with your personal preferences.

What must I do to set the BIOS settings on the Prowise PC module to allow installation via the network/PXE?

The answer to this question can be found in the Annex.

Is it necessary to install drivers?

No drivers need to be installed for the screen. If you use our PC module, it is necessary for the relevant drivers to be installed. Installing the incorrect drivers are installed may detract from the performance of the Prowise screen. The drivers for the PC module can be downloaded via the Prowise website or using the CD supplied.

What I need additional help or have a different question? If so, please contact our Service Desk by calling +31 (0)495 497110 or send us an e-mail at service@prowise.com

7. Annex:

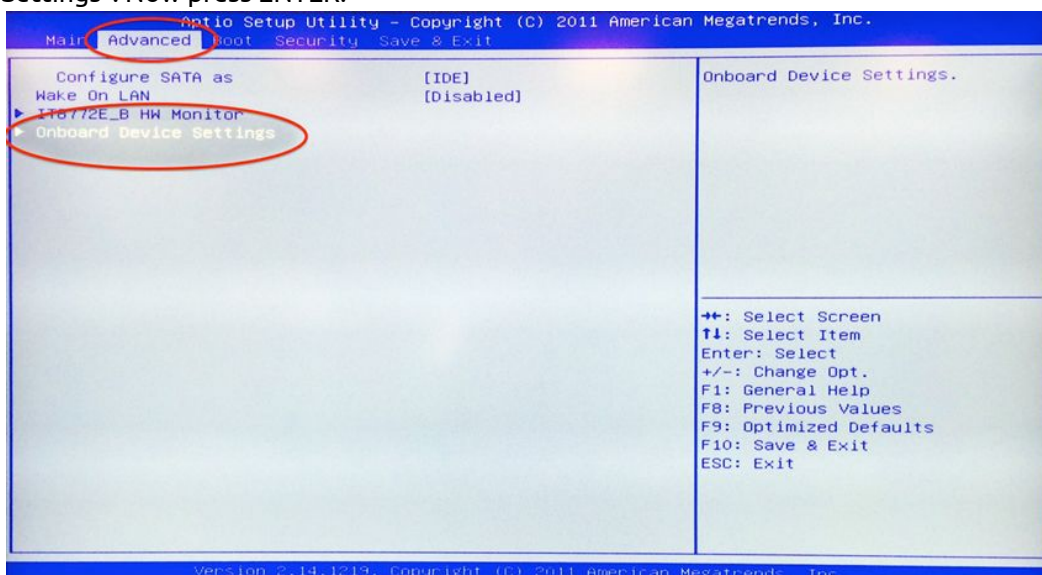
7.1. Setting the BIOS on the Prowise PC module to allow installation via the network/PXE

In order to install the Prowise PC-Module network via the network, you must set the BIOS correctly.

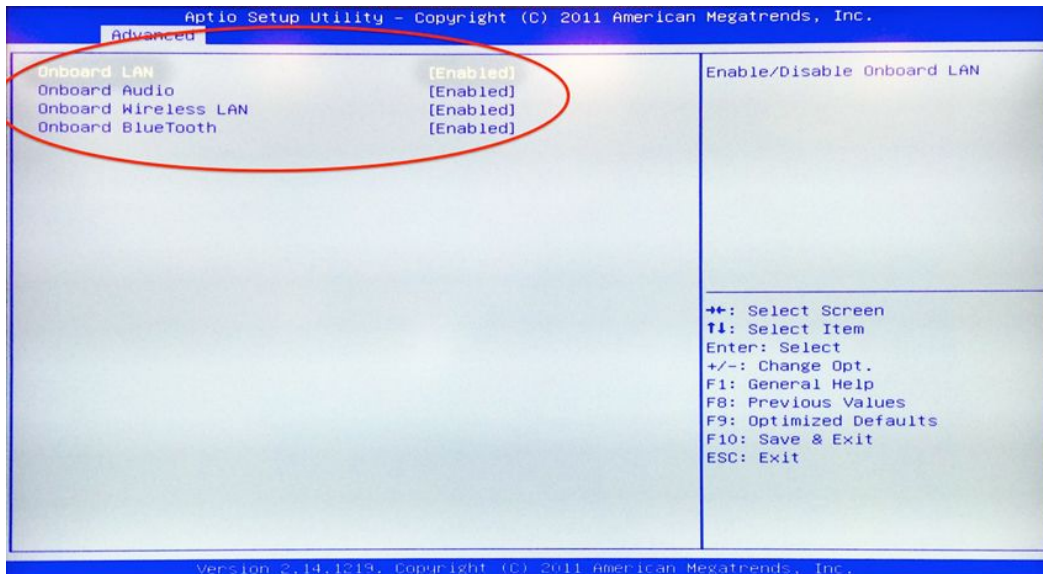
Once the BIOS has been set correctly, you can install the PC module via the network.

To set the BIOS on the Prowise PC module:

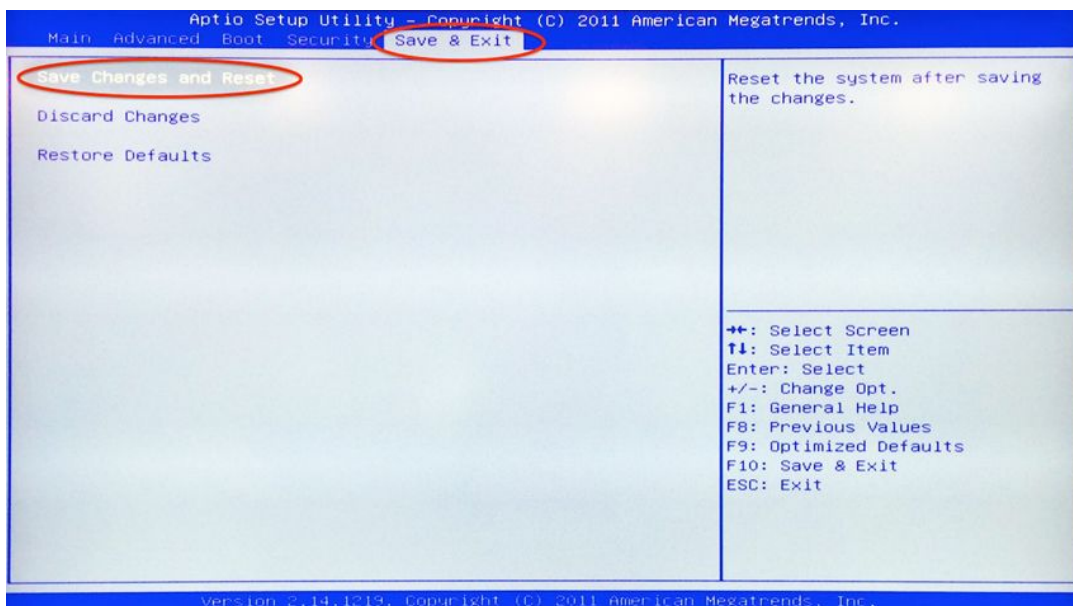
1. Connect an external keyboard to the PC module on the left-hand side of the touchscreen.
2. When you boot up the PC module, press repeatedly on the F7 key to access the BIOS. When doing this, make sure that the input is set to "PC".
3. Use the arrow keys on the keyboard to go to the "Advanced" tab and then select "Onboard Device Settings". Now press ENTER.



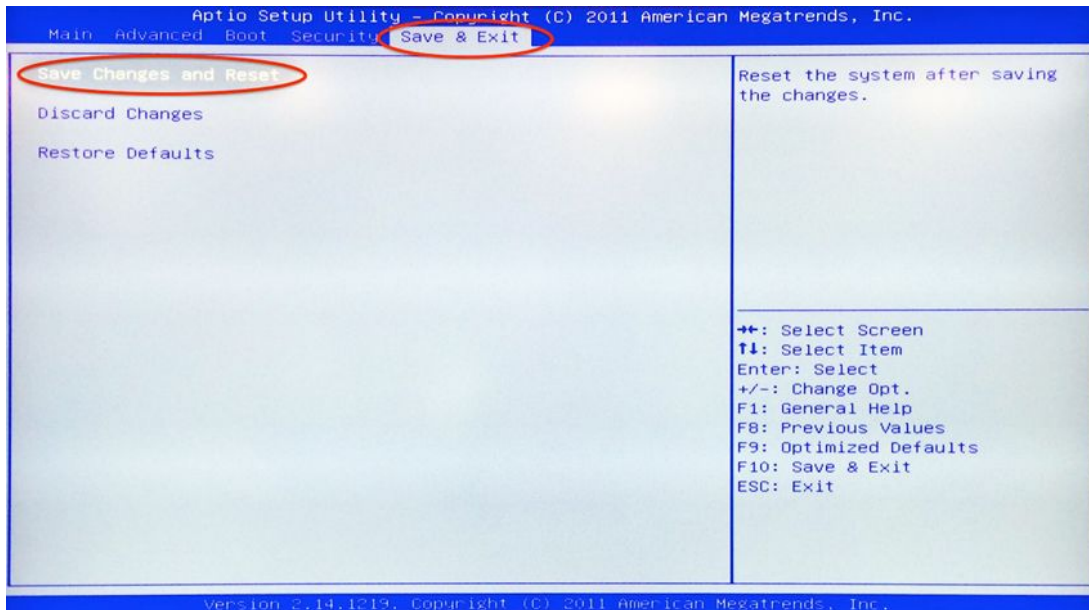
4. Make sure that all of the items are enabled.



5. Now go to the "Boot" tab and then to "Launch PXE OpROM policy". Change the details here to "Legacy only" and then press ENTER.



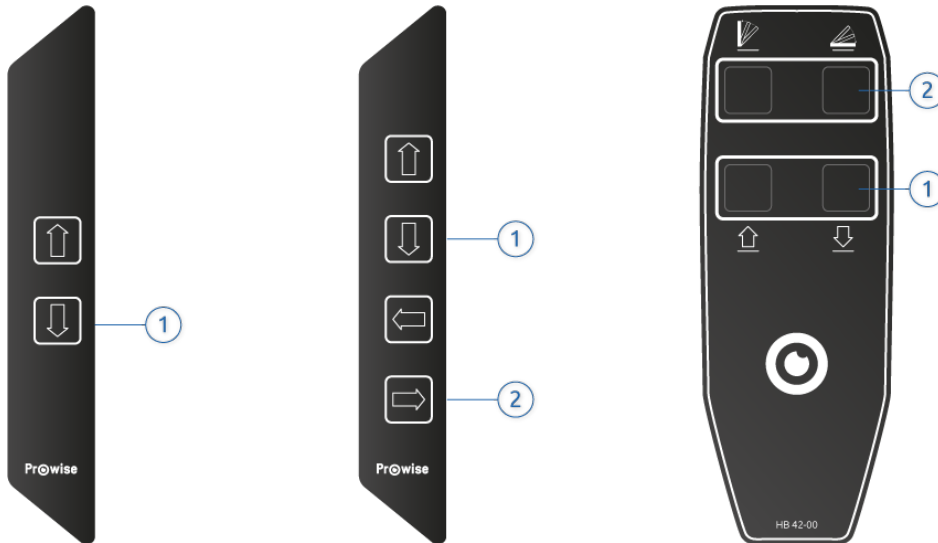
6. Now press F10 or use ESC to go to the "Save and Exit" tab. Then select "Save Changes and Reset".



The Prowise PC module has now been set to be booted via the network. While booting, press repeatedly on the F7 key on the keyboard or the remote control. A blue menu will now appear. Select the network card / PXE. Use the arrow keys to select the PXE option and press ENTER. The PC module will now be installed via the network.

7.2. Aligning the Prowise lift

The Prowise lift needs to be aligned once a month. Aligning the lift regularly helps to ensure that the lift will continue to work without a hitch.



Operating menu for the Wall-lift (left), Mobile lift (left), All-in-one (centre/right) and triolift (centre/right)

Steps to follow for the Prowise Duo or Wall lift

1. Use the Down button (1) to set the lift to its lowest position.
2. Release the Down button (1).
3. Now press the Down button (1) again and hold it down until the lift moves upwards again.
4. The lift has now been aligned.

Steps to follow for the Prowise Touch panel or All-in-one lift

1. Use the Down button (1) to set the lift to its lowest position.
2. Release the Down button (1).
3. Now press the Down button (1) again and hold it down until the lift moves upwards again.
4. Use the Down button (2) to set the lift to its most horizontal position.
5. Release the Down button (2).
6. Now press the Down button (2) again and hold it down until the lift moves upwards again.
7. The lift has now been aligned.

Tip: Whenever a mobile lift has been moved, it must be aligned once again.