

# User manual Prowise Touchscreen Ten G2



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

- PW.1.17075.0002
- PW.1.17086.0002



## Table of contents

<b>Unboxing Prowise Touchscreen Ten G2</b>	<b>2</b>
Attributes, Boxes, and Cables	2
Product Overview	4
<b>Installing Prowise Touchscreen Ten G2</b>	<b>7</b>
Installation Principles	7
Install It Yourself	7
Cabling	8
Installing Antennas of Wi-Fi Modules	9
OPS module	10
<b>Starting Up Prowise Touchscreen Ten G2 for the First Time</b>	<b>12</b>
Switch On the Touchscreen	12
Finishing Installation	13
Connecting to a Network	14
<b>Daily Use of Prowise Touchscreen Ten G2</b>	<b>17</b>
The Correct Position	17
Operating the Touchscreen	17
Stylus Pens	19
Prowise Central	19
Remote Control	21
NFC	25
Sensors	25
Cleaning	26
<b>Connecting Peripheral Equipment</b>	<b>28</b>
HDMI	28
USB-C	29
VGA	29
AV	29
<b>Connecting the Prowise Touchscreen to Audio Equipment</b>	<b>30</b>
Connecting Headphones	30
Connecting an Amplifier	30
Connecting Through the HDMI Port (ARC)	31
Microphone and Camera Passthrough	32
Connecting Through the HDMI Port (CEC)	32
Using an SD Card	33
<b>Important Safety Instructions</b>	<b>34</b>
Safety	34
Repairs	34
Environment	35
Recycling and Disposal	35

# Unboxing Prowise Touchscreen Ten G2

## Attributes, Boxes, and Cables

Your Prowise Touchscreen Ten G2 comes with a number of attributes, boxes, and cables as a standard. We would like to go through all the items with you.



### 1. Prowise Touchscreen Ten G2

## 2. Accessory box:

3. Remote control
4. 1.5V AAA batteries (2x)
5. Wi-Fi antenna (2x)
6. ProWrite® stylus pen with different pensizes (4x)
7. Pen tips (3 types)
8. Quick Start Guide & Safety Instructions
9. Screw for camera
10. VESA screws (M8)



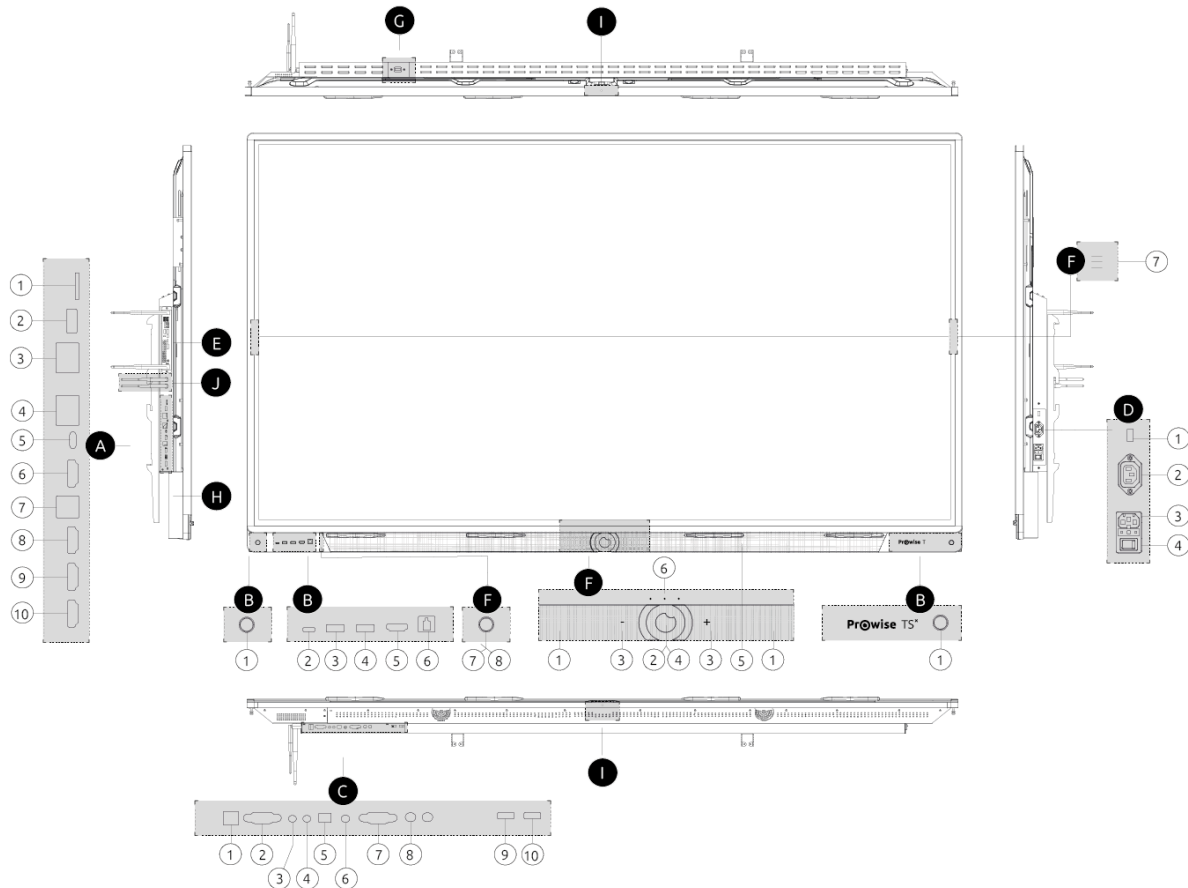
**WARNING!** *Keep the packaging material, such as plastic foil, away from children. Improper use of packaging materials can result in a choking hazard.*



**PLEASE NOTE!** *Check whether the supplied package is complete, and contact our colleagues at the Customer Service within five days after delivery, in case something is missing. Please provide the serial number and a copy of the invoice.*

## Product Overview

Your Prowise Touchscreen Ten G2 is equipped with a multitude of ports and sensors. We have listed all the options for you.



### A. Ports (left-hand side)

1. Micro SD card reader
2. USB 3.2 Type A
3. LAN-IN port (RJ45)
4. LAN-OUT port (RJ45)
5. USB Type C (DP1.2 + 80W power + USB 3.0 Touch + LAN) *for transmission of video, audio, data, Ethernet and power*
6. HDMI Output 2.1
7. USB 3.0 Type B (Touch port)
8. HDMI 2.1 Type A (HDCP2.2 CEC & ARC)
9. HDMI 2.1 Type A (HDCP2.2 CEC)
10. HDMI 2.1 Type A (HDCP2.2 CEC)

## **B. Ports (front)**

1. Motion sensor
2. USB Type C (DP1.2 + 15W power + USB 3.0 Touch + LAN) *for transmission of video, audio, data, Ethernet and power*
3. USB 3.2 Type A
4. USB 3.2 Type A
5. HDMI 2.1 Type A (HDCP2.2 CEC)
6. USB 3.0 Type B (Touch port)
7. Light sensor
8. Remote control receiver

## **C Ports (bottom)**

1. USB 3.0 Type B (Touch port)
2. VGA Input (1920x1080p @60Hz)
3. PC Audio Input
4. AV Video Input (567i)
5. S/PDIF Optical Digital Audio Output
6. Headphones
7. RS232 Serial port
8. Analog Audio Output RCA (L+R)
9. USB 2.0 Type A
10. USB 3.2 Type A

## **D. AC Input and main switch (bottom)**

1. USB 3.2 Type A
2. AC Output
3. AC Input
4. Main power switch

## **E OPS slot (left-hand side)**

### **F. Interactive buttons (front)**

1. Wide-area microphones (6x)
2. ON/OFF button
3. Volume control
4. NFC reader/writer
5. Magnetic pen holder with pick-up detection
6. Adjustable on-glass buttons
7. On-glass menu button

## **G. USB 3.2 Type A (Camera) (top)**

## **H. Sensors (back)**

Ambient sensors (Temperature, Humidity, VOC and 2.5PM)

## **I. ¼ inch Camera mount**

## **J. Wi-Fi Antennas (left-hand side)**

# Installing Prowise Touchscreen Ten G2

## Installation Principles

We recommend not to install the touchscreen yourself or to have it done by a third party. Let Prowise or a certified Prowise partner install or mount the touchscreen to avoid 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 will frequently get exposed to vibrations, moisture and dust.
- Keep the touchscreen and all connected devices away from water and avoid dust and heat.
- Do not place the touchscreen close to equipment that generates heat.
- Make sure all the ventilation openings on the back of the touchscreen remain uncovered in order to let hot air escape, and do not build-in the touchscreen in a closed cupboard, for example.
- Only connect the touchscreen to a grounded electrical socket.

The Prowise Touchscreen can be used at an ambient temperature of 0 °C to +38 °C (32 °F to 100.4 °F) and a relative humidity of 10% to 90% (without condensation). 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% (without condensation).

Use the touchscreen up to a maximum of 18 hours per day, in order not to overload the system. Non-compliance with these instructions can lead to errors or damage to the touchscreen.

## Install It Yourself

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

- Do not install the touchscreen alone.
- Use a certified Prowise wall bracket to install the Prowise Touchscreen on a wall.
- Use a Prowise VESA mount when installing the screen on a Prowise lift system.
- Please ensure the wall is strong enough to carry the weight of the touchscreen.
- Connect the cables. Which cables you require depends on the external devices you use, or other external sources such as a lift system.

When using an OPS PC module, you need to make sure the module is placed correctly and is locked. Install the PC module as described in the chapter 'Install OPS PC module'.

- Make sure to only connect the power cable when the above elements have been connected, and only use the power cable supplied and certified by Prowise.





**PLEASE NOTE!** Prowise cannot be held responsible for any damage or injury caused by the 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 a certified partner if you have any questions about the installation.



**WARNING!** Disconnect the power cable during a thunderstorm. For extra safety, we recommend using a surge protector. This helps prevent the touchscreen from sustaining damage as a result of power surges or lightning strikes.

## Cabling

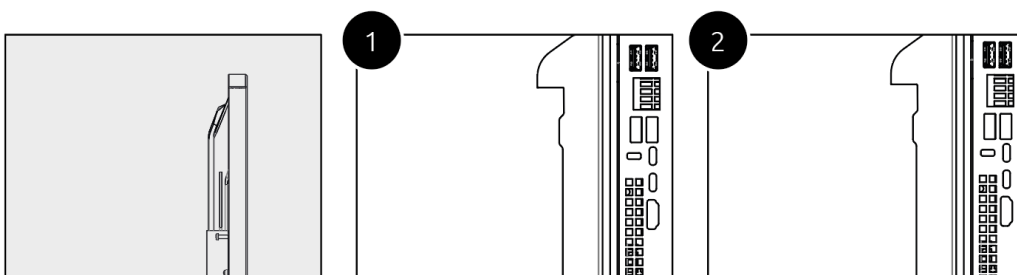
Only use the power cable supplied and certified by Prowise to connect the Prowise Touchscreen to a grounded outlet. The touchscreen must be placed close to the electrical outlet, and the electrical outlet should be easy to reach. Cables should not be laid in the walkway to avoid anyone stepping on them or tripping over them. To avoid damage to the cables, do not place any objects on the cables. Prevent electrical overloads when using a distributing plug, since this can lead to short circuiting. For extra safety, we recommend using a surge protector.



**PLEASE NOTE!** Only plug the power cable into grounded electrical outlets with AC 100-240V ~ 50/60Hz. If you are not sure about the power supply at the installation location, consult your energy company.

## Installing Antennas of Wi-Fi Modules

The Prowise Touchscreen is equipped with built-in Wi-Fi. Follow the steps below to successfully install the Wi-Fi antennas.





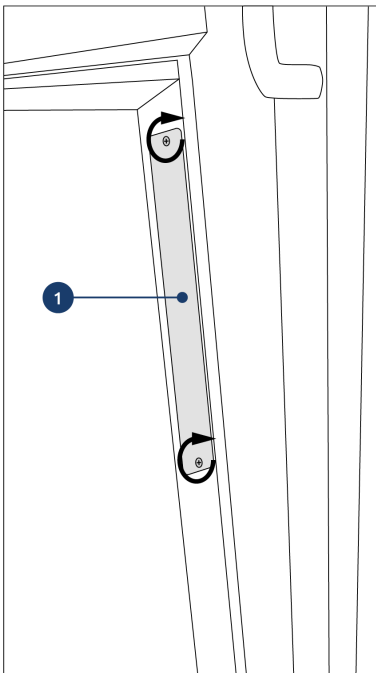
## OPS module



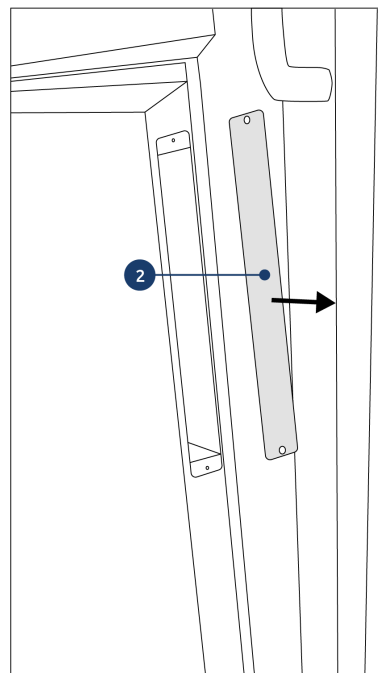
**WARNING!** Make sure the power cable of the Prowise Touchscreen Ten is disconnected before installing the module.



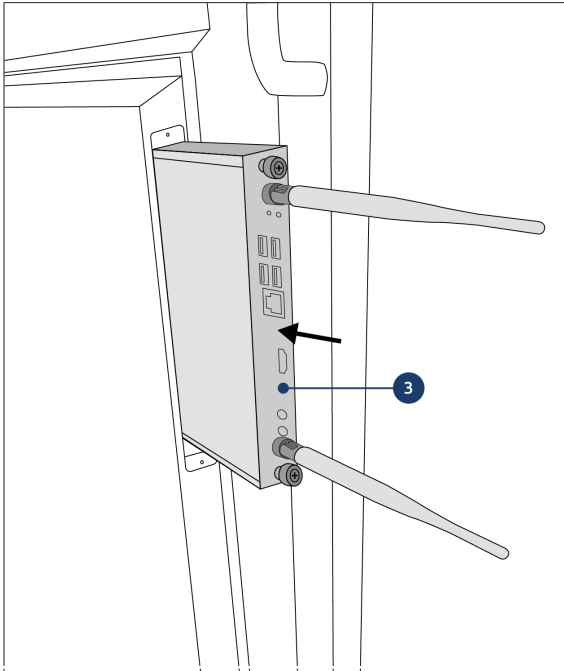
**PLEASE NOTE!** With the use of an OPS PC module, the power consumption will increase.



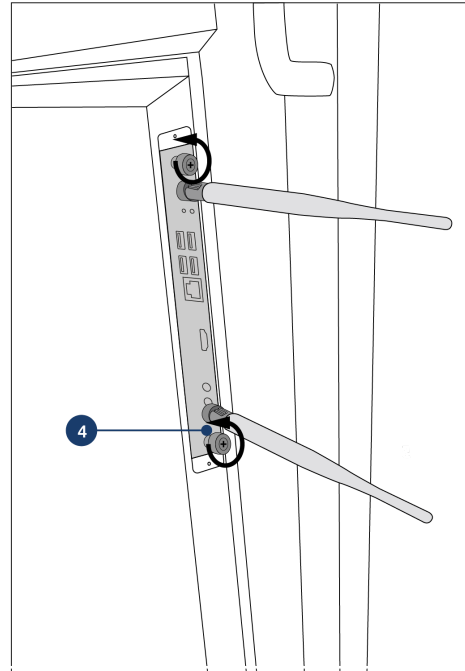
1. Unscrew the screws



2. Remove the cover plate



3. Insert the OPS PC module into the slot. Make sure the ventilation openings of the PC module correspond with the ventilation openings in the rear panel of the screen.



4. Tighten the lock screw of the PC module

# Starting Up Prowise Touchscreen Ten G2 for the First Time

## Switch On the Touchscreen

### Turn ON

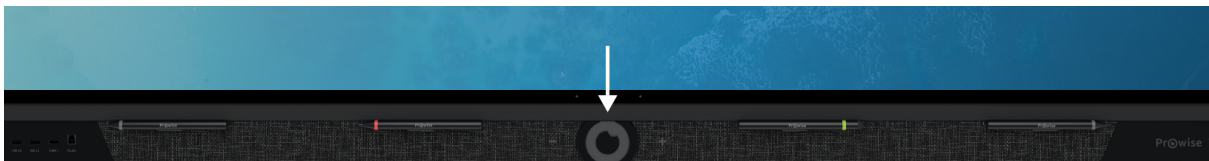
- Make sure the touchscreen is connected to the electrical outlet.
- Set the power switch at the bottom left-hand side of the touchscreen to ON.

There are a few different options to turn on the touchscreen, once activated with the power button.

Press the control button in the middle of the speaker bar of the touchscreen.

- Press the control button in the center of the touchscreen speaker bar
- Press the on/off button on the supplied remote control
- Via RS232
- If the proximity sensors are enabled and they detect motion

The control button can be found in the middle of the speaker bar of the touchscreen.



### Control Button

- When the touchscreen is in standby mode, briefly press this button to turn the screen back on again.
- When the touchscreen is turned on, press this button longer to turn off the screen, or to use the freeze function or the blank screen function.
- When the touchscreen is turned on, briefly press this button to open the Central menu.

The LED inside the control button indicates the touchscreen's status.

- The touchscreen is turned on: White
- Background lighting is disabled: White
- Sleep mode: Flashing red (every 2 seconds)
- Standby mode: Red



## Turn Off

1. Press the control button in the middle of the speaker bar or the on/off button of the remote control.
2. The notification 'The system will shut down in 10 seconds' will appear.
3. Select 'Shut down' if you want to shut down the touchscreen immediately, or wait 10 seconds. Press 'Cancel' to cancel the shut-down process.
4. Turn off the main power supply by using the power switch on the left-hand side of the touchscreen (see picture).

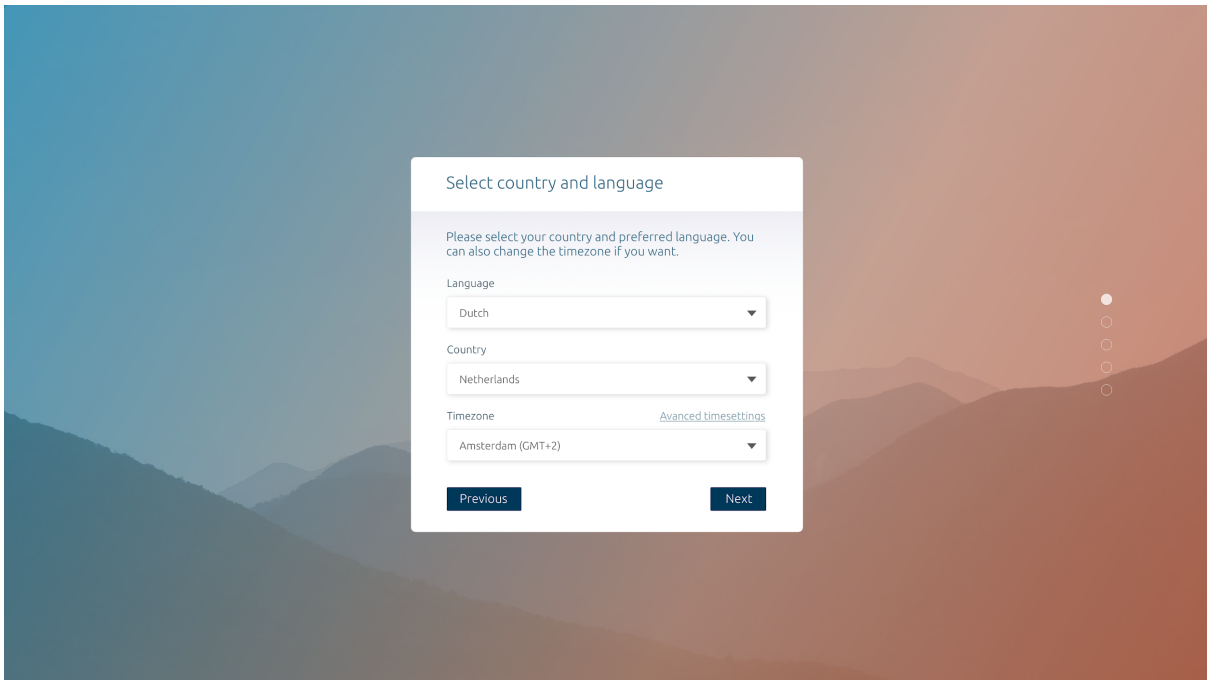
## Shut down Automatically

When no active input source has been detected in a specific input channel, the touchscreen will show a shutdown notification after 3 minutes. This notification will be automatically accepted by the system after 10 seconds, and the touchscreen will shut down.

## Finishing Installation

The first time you start your touchscreen, a setup guide 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 electrical outlet.
2. Turn on the main power switch.
3. Press the ON/Off button (control button or remote control).
4. The touchscreen will turn on and the setup guide will appear.
5. Follow the steps on the touchscreen to finish the installation process.
6. The welcome screen will appear and the Prowise Central environment will open right after that.
7. Now you can start working with your Prowise Touchscreen.

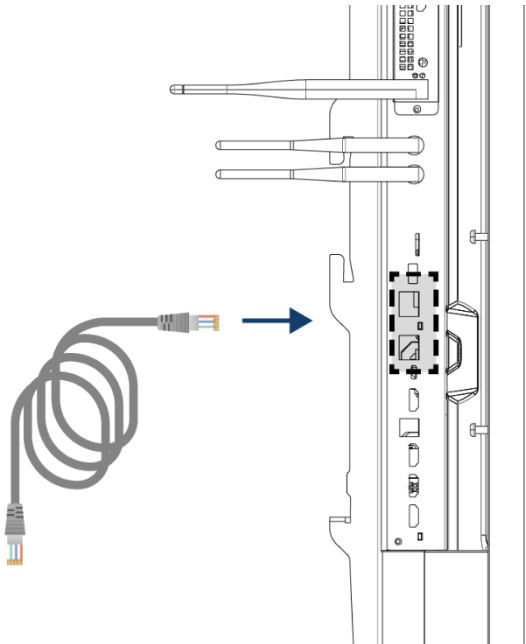


## Connecting to a Network

You can also connect your touchscreen to the Internet after you have worked through the installation manual. Connect your touchscreen to a wireless Wi-Fi network or through a network cable. You can find the settings in the Central settings menu.

### **Ethernet**

Connect the network cable to the LAN port of your touchscreen. The touchscreen will automatically detect the network and connect to it as soon as 'Ethernet' has been activated in the settings menu.



Follow the steps below to view the specifications of the network:

1. Open the Central menu by clicking the hamburger menu icon in the quick menu.
2. Open the sidebar to access the settings menu
3. Select the submenu 'Connectivity'
4. Select 'Ethernet' by activating the switch
5. The network specifications will be displayed

You can easily daisy-chain the LAN connection by using the LAN OUT port of the screen. Remember that the LAN connection can only be looped through if the screen itself is connected through a LAN cable, and is switched on. When a device is connected to the LAN OUT port, this device will have its own IP and MAC address.

## Wi-Fi Connection

This is how you connect to a Wi-Fi network:

1. Check if the Wi-Fi antennas are installed correctly
2. Open the Central menu by clicking the hamburger menu icon in the quick menu.
3. Open the sidebar to access the settings menu
4. Select the submenu 'Connectivity'
5. Select 'Wi-Fi'. The touchscreen will scan for available networks
6. Select the preferred network. Click the 'Advanced' button if you want to connect to an advanced network
7. Enter the network password. Click on the eye icon to display the characters of the password.
8. Press the 'Connect' button to connect to the wireless network



9. Use the 'Advanced' button in the Connectivity menu to open the advanced network settings.

## **Bluetooth**

1. Open the Central menu by clicking the hamburger menu icon in the quick menu.
2. Open the sidebar to access the settings menu
3. Select the submenu 'Connectivity'
4. Click 'Bluetooth'
5. Activate the Bluetooth toggle
6. Select a Bluetooth device
7. Press 'Connect' to connect to a device through Bluetooth.


# Daily Use of Prowise Touchscreen Ten G2

## The Correct Position

Always adjust the screen to the correct height before use. Avoid standing in a stooped or bent posture and ensure that the ends of the screen are located within arm's reach. The screen is in an optimal position if you can touch both the top and the bottom without bending down or reaching up high. By putting the screen in the correct position you can prevent physical complaints caused by an incorrect posture. Avoid physical complaints caused by a poor posture.


Prowise recommends using the touchscreen together with a Prowise lift system in order to guarantee the correct height and position of the screen at all times.

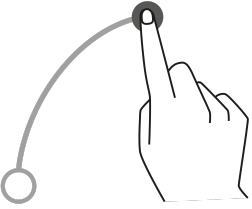

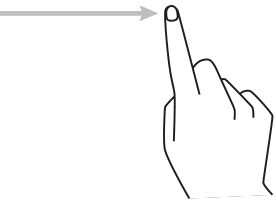
The Prowise lift systems are connected to the USB 2.0 port on the screen through a USB cable. This enables you to operate the lift via the screen, and configure presets.

	<p><b>DANGER!</b> Risk of injury. Do not stand on a chair, stool or other object to operate the touchscreen. This especially applies to children! This involves a risk of falling that could result in serious injury. Ensure that the screen is installed at the correct height or that the lift is set to the correct height when the screen is used.</p>
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## Operating the Touchscreen

The Prowise Touchscreen is fitted with 40 multi-touch points. This allows you to use the touchscreen with multiple people at once.

	<p>Click</p>	<p>To click a part of the screen, gently tap on the touchscreen using one finger.</p>
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	<p>Drag</p>	<p>With one finger, tap on the item that you want to move and drag it to the new location without releasing your finger from the screen.</p>
	<p>Right-click with the mouse</p>	<p>Tap and hold one finger on the screen for a few seconds for the right-click function.</p>
	<p>Scroll</p>	<p>Slide one finger across the screen in the desired direction.</p>

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

## Pens

The Prowise Touchscreen Ten G2 comes with 4 stylus pens in 3 different colours. This enables you to write simultaneously with 3 different colours, and erase things with the palm of your hand in ProNote, among other applications.

Furthermore, the screen is equipped with pickup recognition of the pens. When a pen is picked up, the annotation mode on the touchscreen is opened at once. This function can be adapted in the Central menu.

## Prowise Central

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

## Quick Menu

On the left-hand side of your Prowise Touchscreen you will permanently see three icons, which we call the quick menu.



- ProNote icon: this opens ProNote, the integrated whiteboard software
- Home icon: go to Prowise Central home
- Three dashes: this opens the Prowise Central menu

## Menu

You can open the Prowise Central menu in four different ways.

1. Press the three dashes on the left-hand side of the screen
2. Briefly press the control button in the middle, at the bottom of the touchscreen
3. Press the Prowise eye on the remote control

The Prowise Central menu consists of the following items:

- Active apps: see which apps are active on your touchscreen
- Screencasting: information on the screencasting protocols
- Input sources: switch between different input sources
- Volume: turn the volume up or down
- Lift control: higher or lower the connected lift and manage presets
- Settings: access the extended settings menu
- Off switch: turn off the touchscreen

## Settings

Click 'Settings' to view the extended settings menu. For more information we would like to refer you to our Prowise Central manual.

### General

- Audio
- Display
- Input
- Remote control
- Localization
- Energy
- Security
- Advanced

### Theme

#### Connectivity

- Wi-Fi

- LAN
- NFC

## About this screen

### Legal

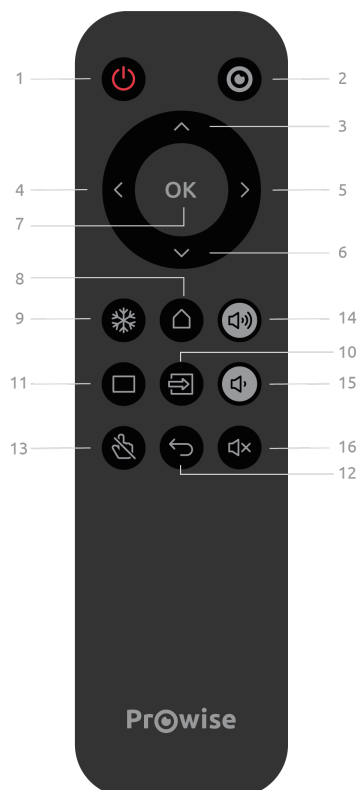
### OTA updates

OTA updates (over-the-air updates) ensure that you always have the latest software version installed on the touchscreen. The only thing you need for the OTA updates is an Internet connection with Prowise Central. This can be a Wi-Fi or an Ethernet connection.

Check for available software updates:

- Click 'Settings'
- Click 'About this screen'
- Click 'Check for updates'
- Press 'Update' to execute the update
- The screen shuts down automatically to complete the update and can be turned on again, if so desired.

## Remote control



1		Press this button to turn the touchscreen on or off. Next, press the Enter button to confirm the Off command.
2		Opens 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 Prowise Central home is active, this button can be used to return to Prowise Central home.
9		Freeze display.
10		Open the input source selection of Prowise Central.
11		Temporarily disables the screen. This is displayed in the form of a black screen. Programs will remain active in the background.
12		Go back one step. If the Central menu is active, this closes the menu.
13		Enable or disable the touch function.
14		Increase the volume level.
15		Lower the volume level.
16		Enable or disable the internal speakers of the touchscreen.

Point the remote control at the infrared receiver of the touchscreen (bottom-left-hand side of the screen). The remote control has a range of approximately 8 metres.



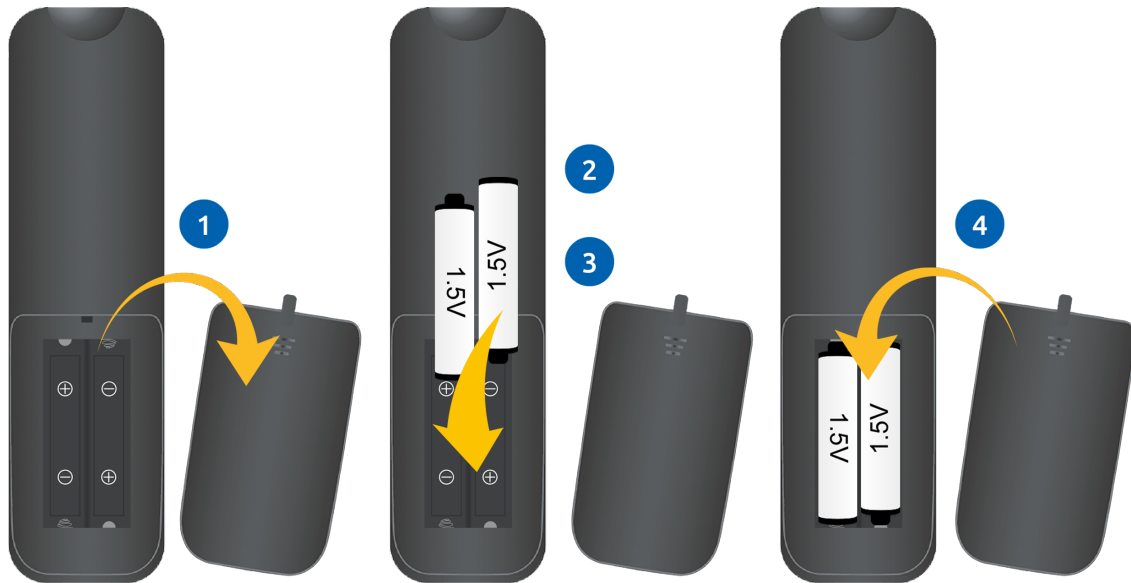
**PLEASE NOTE!** Any obstacles between the remote control and the receiver of the touchscreen can obstruct the signal and may cause the remote control to not work properly.

## Replacing the Batteries of the Remote Control

Before using the remote control for the first time, you need to place the (1.5V AAA) batteries (supplied) in 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 back of the remote control.

2. Insert the two batteries (1.5V, AAA) into the remote control.
3. Place them in the battery compartment, with the positive and negative poles as indicated by the (+) and (-) signs .
4. Close the battery compartment again by carefully replacing the cover plate.



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



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



## NFC



### NFC

The NFC sensor is located right behind the ON/OFF switch, on the screen. Hold the NFC card in front of the switch to log in using NFC technology.



**PLEASE NOTE!** In order to log on with an NFC card, the card must first be configured using the Prowise Central settings menu.

## Sensors

Various sensors are implemented in the top left-hand corner of the screen.

### IR sensor

The remote control's infrared sensor is located here. Point the remote control towards this corner to make sure the signal is received correctly.

### Light sensor

The light sensor that determines the brightness of the screen is located here (if enabled). The brightness of the screen will be adjusted by means of this light intensity.

### Motion sensors

Two motion sensors in the bottom left and bottom right corners. Due to these motion sensors the impact on the environment is reduced, because the screen does not remain active if it is not necessary. The automatic shut-off function is activated when no movement is detected during a preset amount of time (in minutes). As soon as any movement is detected in the space, the screen will automatically start up. This ensures a better user experience. Please note! It takes a few seconds for the screen to automatically start up from standby mode. The motion

sensors detect the presence of somebody in the space at a distance of three metres from the screen, and can trigger an automatic start-up or shut-off function. This function can be set in the Central menu.

## Ambient Sensors

The screen is equipped with ambient sensors that provide an indication of the general air quality in the space. Research has demonstrated that the air quality has a direct effect on the ability to concentrate.

The following sensors are built-in in the screen:

- VOC
- PM2.5
- Humidity
- Temperature

The measured values can provide an indication of the CO<sub>2</sub> level. These values can also be found in Prowise Central, as a widget indication.

Very good	CO <sub>2</sub> value: 0-500 ppm
Good	CO <sub>2</sub> value: 500-1000 ppm
Not good	CO <sub>2</sub> value: 1000-1500 ppm
Bad	CO <sub>2</sub> value: +1500 ppm

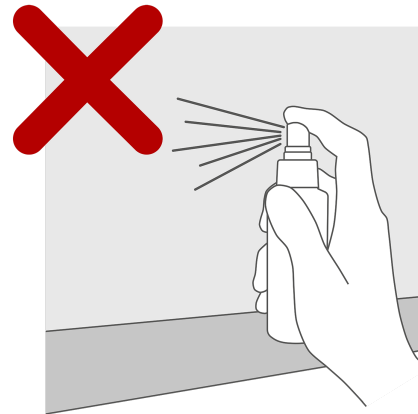
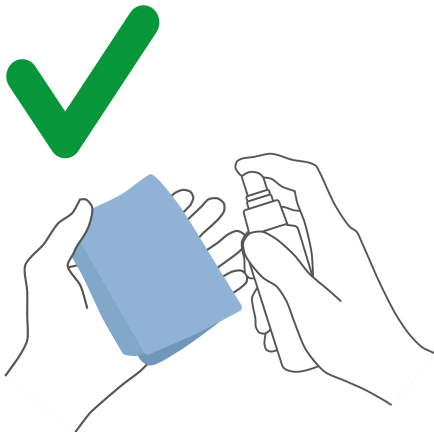
Accuracy: ±(50 ppm+5%)

By means of the values measured, it can be decided to ventilate the space.

## Cleaning

Clean the screen with a dry, lint-free, microfibre cloth. Make sure this cloth is clean. If you wish to use a cleaning agent, always use a cleaning agent recommended by Prowise. Do not use any aggressive cleaning agents, as these can cause damage to the screen. Make sure the cleaning agent has an alkaline pH value between 7 and 9, otherwise the glass pane or the screen may be damaged. Never use a cleaning agent with a pH value higher than 9.

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



Gently wipe down the screen with the cloth. For the best result, clean the screen by making gentle, circular movements without applying too much pressure. Never use an abrasive cleaning agent.



**WARNING!** In the unlikely event that the touchscreen gets wet, do not turn the power on and do not plug the power cable into the electrical outlet. This can cause an electric shock. Should the touchscreen get wet when it is turned on, immediately turn off the power supply and disconnect the power cable of the touchscreen from the electrical outlet, to avoid short-circuiting.



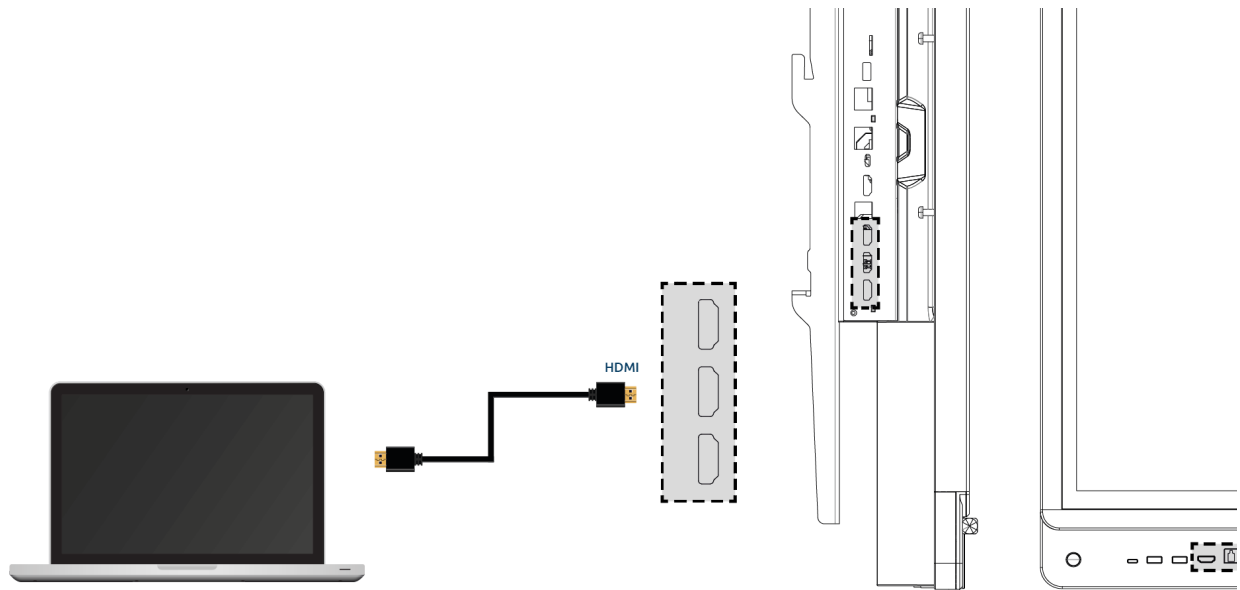
**PLEASE NOTE!** Unplug the power cord before cleaning the screen.



**PLEASE NOTE!** Turn the touchscreen off completely when moving it, by turning off the power switch and unplugging the power cable from the screen.

# Connecting Peripheral Equipment

## HDMI



In order to make sure your device, such as a laptop, desktop PC or tablet, can also be operated through touch on the touchscreen, a USB Touch cable needs to be connected as well (USB-B to USB-A), apart from the wired connection for video and audio. The advantage is that you will not need to walk to your device every time to operate it, and can teach directly from the touchscreen. The USB Touch port is close to the HDMI ports. Make sure to use the correct USB Touch port when you connect a device.

1. Connect an HDMI cable to the HDMI port of the external PC and to the HDMI input port 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 have been connected, switch on the touchscreen and the external PC.
4. Then, go to the Central menu and navigate to 'Input', and select the correct HDMI source.



**PLEASE NOTE!** We recommend using a high quality cable that is as short as possible for the best connection quality, and is not longer than 5 metres.

## USB-C

The fully functional USB-C port at the front of the screen has multiple functionalities. This port can be used for simultaneous transfer of visuals, sounds, touch, data and a 15W electric current. The USB-C port at the side of the screen can support a 80W electric current, enough to charge your laptop. Connect your device to this port with a USB-C cable to get started straight away with only one 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/80W)
- LAN 100 MB/s

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

Please note: transferring data through the USB-C port will only work in Central. This is because this port does not redirect to other input sources. (Android only for Data: Max supported storage 16TB)

## VGA

You can also connect an external device to the Prowise Touchscreen with a VGA cable. Please note: this only enables a video connection. The audio signal is provided by plugging in a 3.5mm jack (stereo) into the Audio In port and Touch via the corresponding USB Touch port.

1. Connect a VGA cable to the VGA port of the external PC and the VGA In port of the touchscreen.
2. Next, plug in a 3.5 mm jack into the PC Audio In port.
3. If you want to support the touch function too, you also need to connect a USB touch cable (USB-B to USB-A).
4. Once all the cables are connected, switch on the touchscreen and the external device.
5. Then, navigate to 'Input' in the Central menu and select the VGA source.

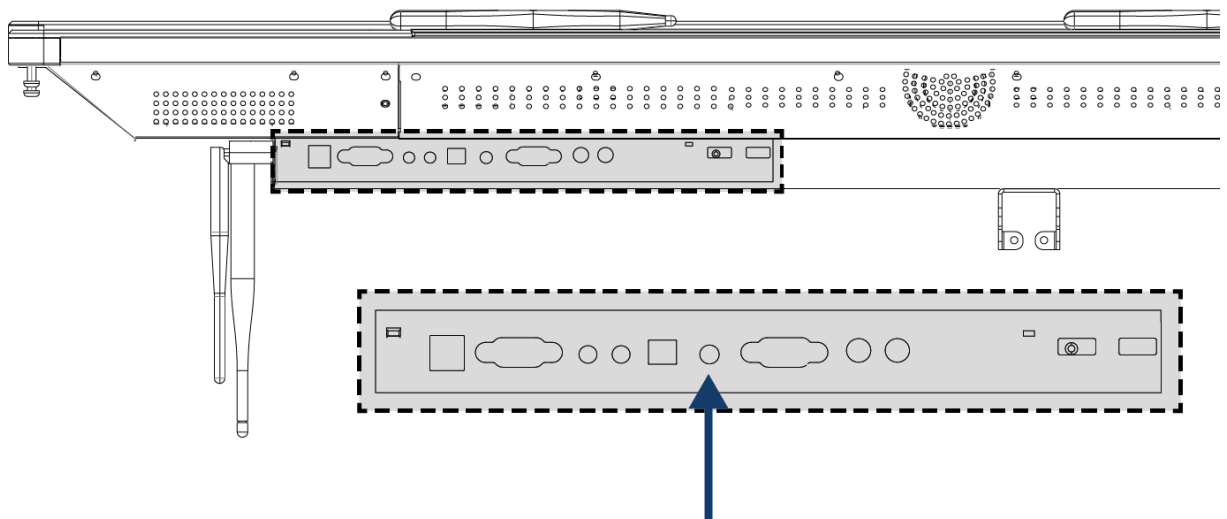
## AV

The Composite video signal (CVBS) is a signal that transmits a combination of both video and audio. You can transmit the Composite video signal to the Prowise Touchscreen through a 3.5mm jack plug (Male with 3 rings, Audio L, Audio R and Video).

## Connecting the Prowise Touchscreen to Audio Equipment

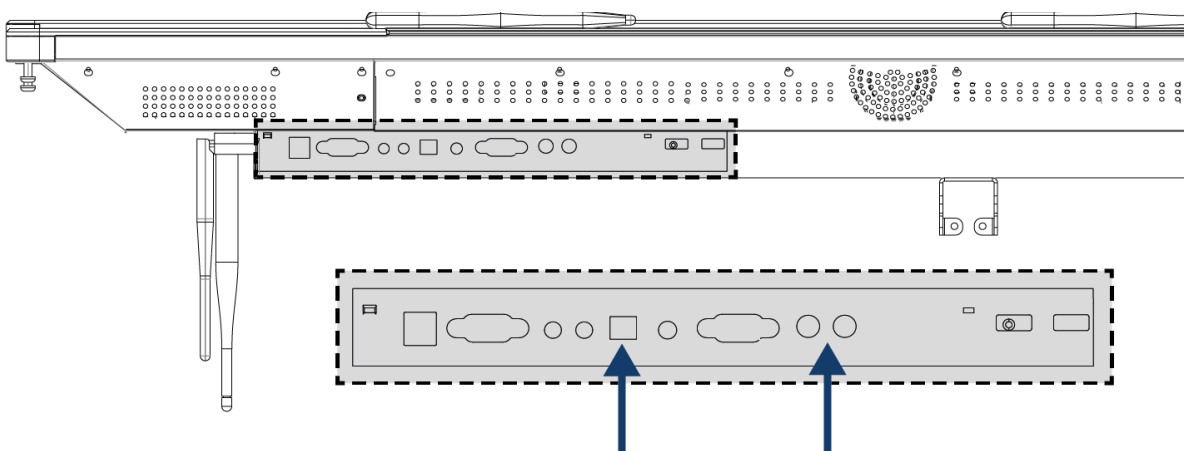
### Connecting Headphones

Connect headphones by plugging them into the analog audio output for 'headphones'. Use the touchscreen's volume control to adjust the headphones volume.



### Connecting an Amplifier

Connect an amplifier by plugging it into the analog audio output or the digital optical S/PDIF port. Use the amplifier's volume control to adjust the amplifier's volume.

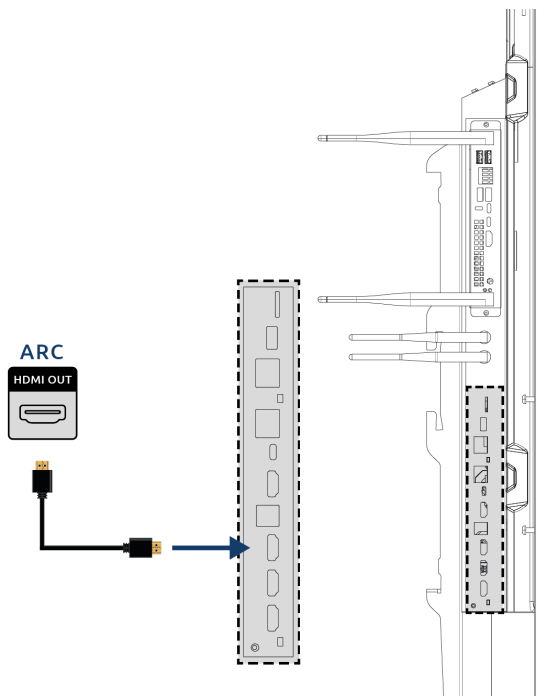




**PLEASE NOTE!** The audio outputs (the analog line output and the digital S/PDIF audio port) are always active. If you connect an external audio device to the touchscreen and only wish to use this audio device, press the 'Mute' button on the remote control. You can also turn off the touchscreen's internal speakers via the Central menu.

## Connecting Through the HDMI Port (ARC)

It is possible to connect an external audio device using an ARC (Audio Return Channel) connection. This allows the external audio device to be controlled through the touchscreen. To an audio device through ARC, insert one end of an HDMI cable into the touchscreen's HDMI port with ARC support, and the other end into the external audio device's HDMI port.



## Microphone and Camera Passthrough

Microphone and camera passthrough allows you to redirect your microphone and camera input on the touchscreen to your personal device. This enables you to easily take part in conversations in Skype, Teams, Zoom, Google meet, etc.

### Technical

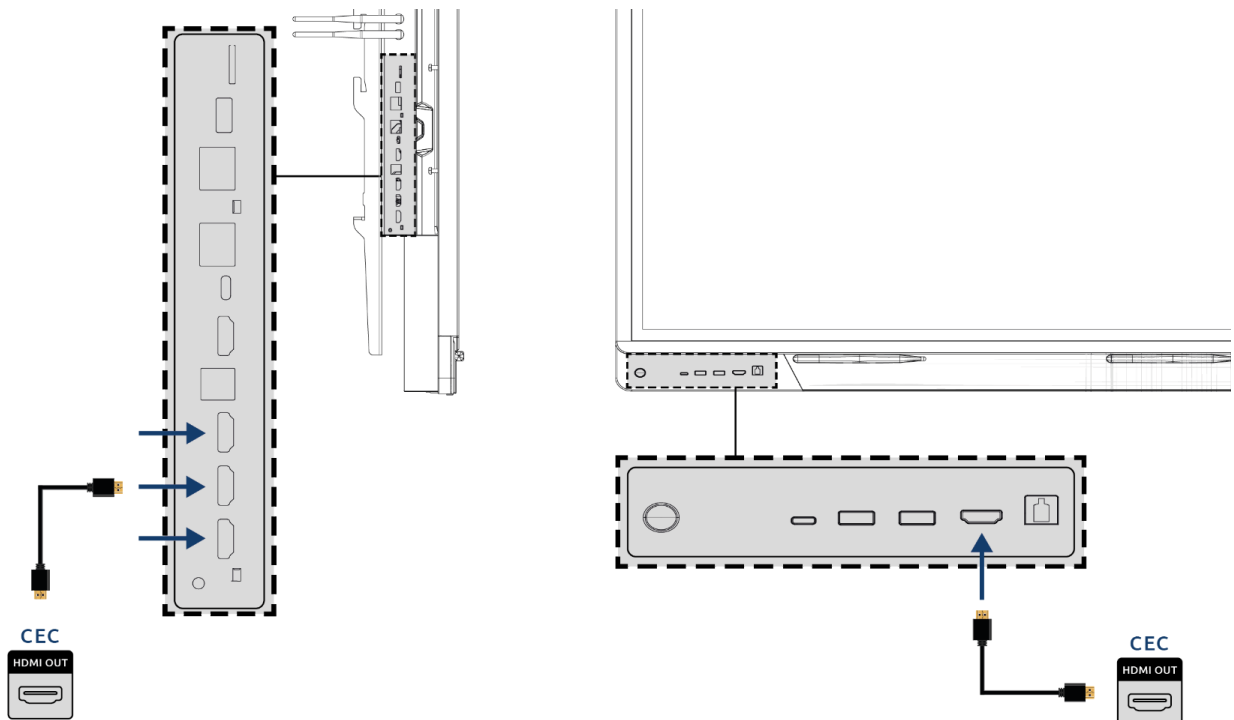
Your personal device needs to be connected to the USB Touch or USB-C port.

Make sure the USB cable is relatively short; we recommend a length of 3 to 5 metres.

## Connecting Through the HDMI Port (CEC)

CEC (Consumer Electronics Control) is a function that works through HDMI. The devices that are connected to each other in this way communicate through CEC. This allows these devices to be controlled with the touchscreen's remote control.

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

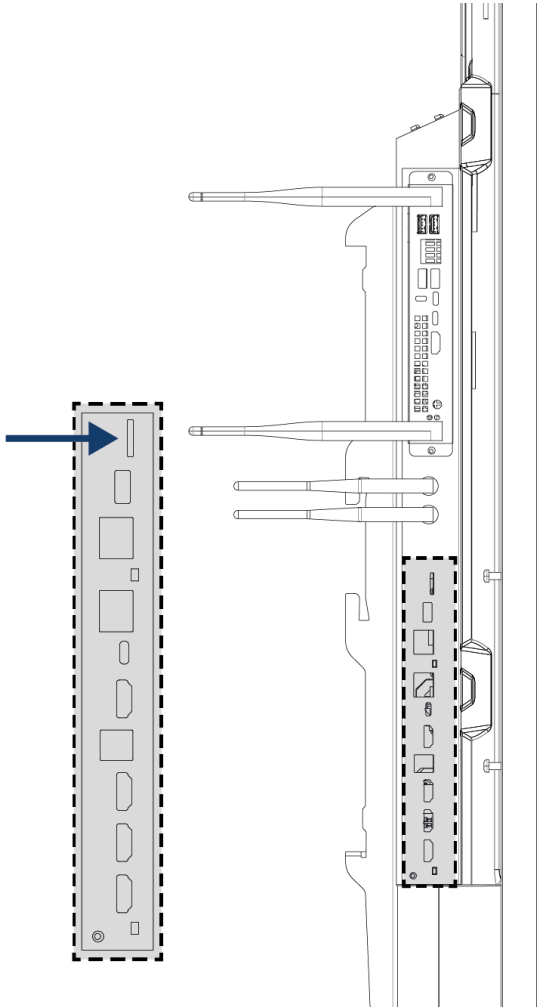


## Using an SD Card

If you want to expand the memory in the Central environment, insert an SD card into the SD slot. This is also a simple way of setting up files that are not online on your screen.

Please note! The SD card slot supports SD cards up to 128GB (FAT32).





# Important Safety Instructions



**WARNING!** Please read this user manual and the safety instructions (separate document) carefully before using the Prowise Touchscreen. Adhere to the warnings on the device, in the user manual and in the safety instructions. Always keep the safety instructions and the user manual within reach.

If the device is used for purposes other than those stated in the safety instructions and the user manual, Prowise B.V. shall not be liable in any way in case of material damage and/or injury. Do not make any changes to the device without written permission from Prowise. Incorrect use will void the warranty.

## Safety

- Never open the case of the touchscreen! You can get an electric shock or cause short-circuiting.
- Do not use the touchscreen during thunderstorms and unplug the power cable to avoid damage due to a lightning strike.
- Make sure your touchscreen does not get wet! This could lead to short-circuiting and danger of electrocution. Do not install the device close to water and do not place objects containing liquid on or next to it.
- A high audio volume level can cause permanent hearing damage. If the device is used at high sound volume for an extended period of time, it can cause hearing damage to the listener.
- Only use the components and accessories supplied by Prowise.
- Always turn off the touchscreen and unplug it from the electrical outlet when changing a module.
- Do not insert objects into the openings of the touchscreen that are not intended for this purpose. This can cause short-circuiting or even fire.

## Repairs

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



**WARNING!** Warning for electrical parts! Never open the case of the touchscreen! You can get an electrical shock, cause short-circuiting or even a fire. This can cause injuries or damage to yourself and/or the touchscreen.

Always contact Prowise or a certified partner in case of a defect, to avoid damage. Contact information can be found at: [www.prowise.com](http://www.prowise.com)

## Environment

- Unplug the power cable if the screen is not used for an extended period of time.
- The power consumption in standby mode is less than 0.5 watt.
- The Prowise Touchscreen Ten G2 is ENERGY STAR-certified.
- When the touchscreen is no longer usable, it can be disposed of at a designated collection point.



**PLEASE NOTE!** When WOL (wake on LAN) and WOS (wake on source) are enabled, the energy consumption in standby mode increases!

## Recycling and Disposal

If you have any questions about the correct disposal of your touchscreen, please contact Prowise or a certified partner.



### Packaging

The device is packaged to prevent transport damage. The packaging is made of resources that can be reused or recycled.



### Device

Do not dispose of the device together with the household waste, at the end of its lifespan. Ask about possibilities to dispose of the device in an environmentally-friendly and responsible way.

Prowise operates in accordance with the Dutch Producer Responsibility Act, in cooperation with the OPEN Foundation.



### Batteries

Depleted or defective batteries do not belong in the household waste. Dispose of them at a collection point for empty batteries. The remote control uses 1.5V AAA batteries.