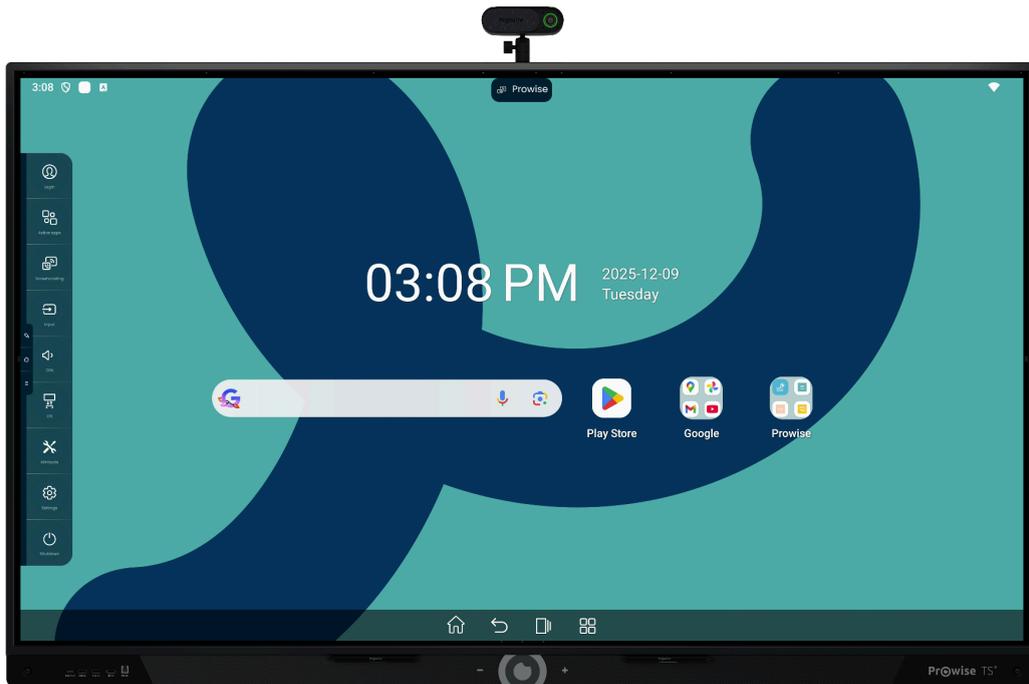


# User Manual

## Prowise Touchscreen Ten G4



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

### Prowise Touchscreen Ten G4

- 65": PW.1.17065.0004
- 75": PW.1.17075.0004
- 86": PW.1.17086.0004
- 98": PW.1.17098.0004

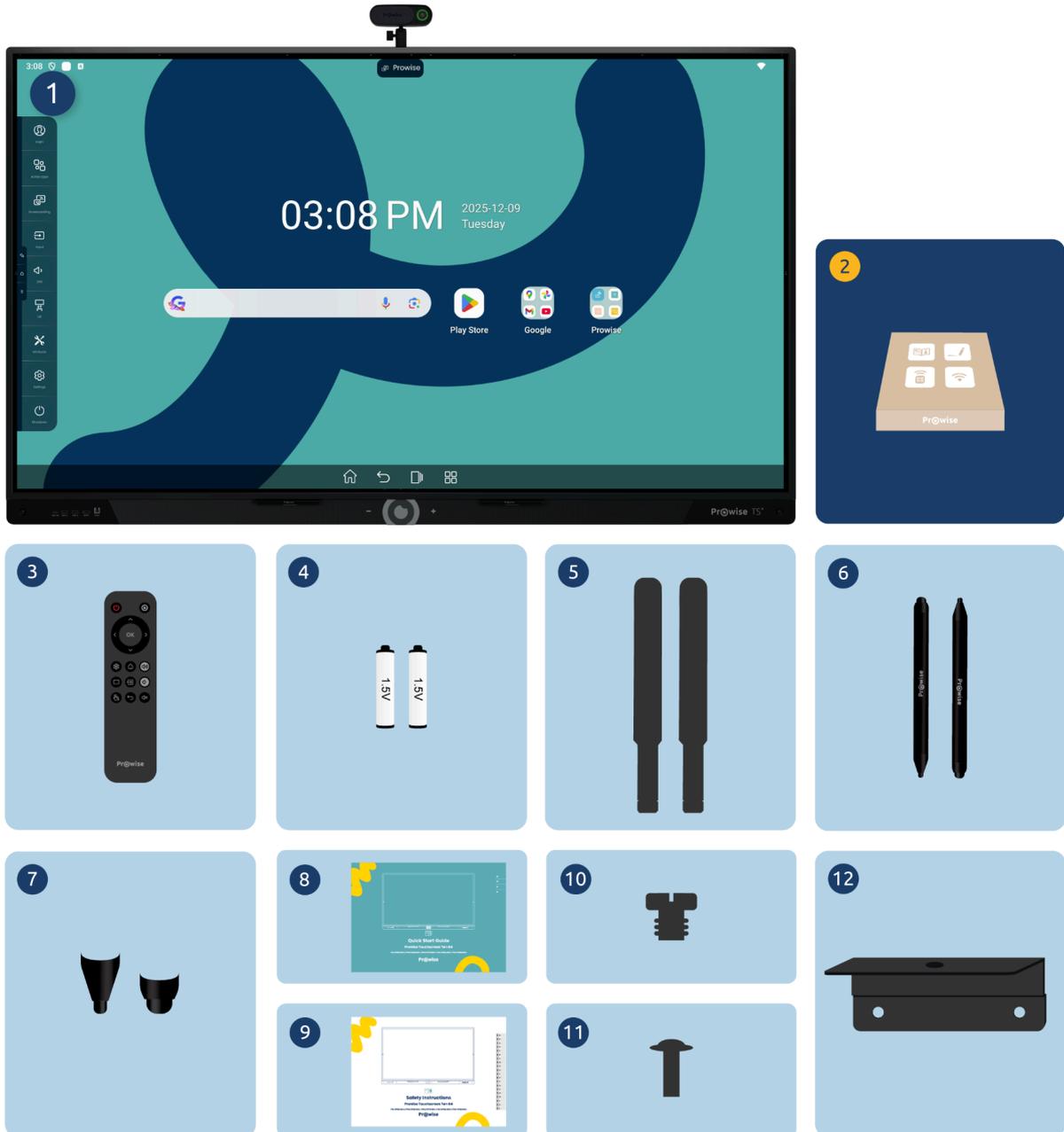
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## 2. Unboxing your Prowise Touchscreen

### 2.1. Products and accessories

Your Prowise Touchscreen comes standard with a range of accessories and items. We would like to go through all the items with you.



1. Prowise Touchscreen Ten G4
- 2. Accessory pack:**
3. Remote control
4. 1.5V AAA batteries (2x)
5. Wi-Fi antenna (2x)
6. Dual-tip Prowise Pen (2x)
7. Pen nib set (2x)
8. Quick Start Guide
9. Safety Instructions
10. 1/4-inch UNC camera screw
11. VESA screws M8 (4x)
12. Camera bracket including screw



**WARNING!** Keep the packaging material, such as the plastic film bag, out of the reach of children. Improper use of packaging materials may pose a suffocation hazard.

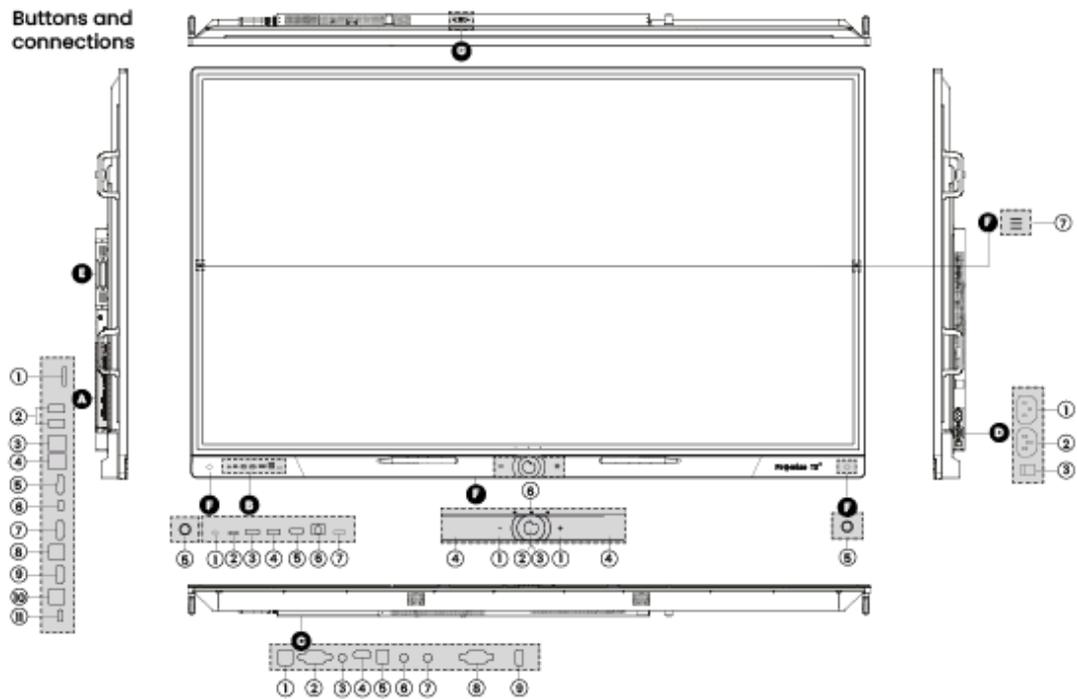


**PLEASE NOTE!** Check whether the delivered package is complete and contact our Service colleagues within five (5) days of delivery if anything is missing. Please provide the serial number and a copy of the invoice.

## 2.2. Product overview

Your Prowise Touchscreen is equipped with many ports and sensors. We have listed all the options for you.

### Prowise Touchscreen Ten G4



- A. Left-side ports
  - 1. SD card reader
  - 2. USB 3.2 Gen 1 Type A
  - 3. LAN-IN port (RJ45)
  - 4. LAN-OUT port (RJ45)
  - 5. HDMI Output 2.1
  - 6. USB Type C Output
  - 7. HDMI 2.1 Type A (HDCP2.3, ARC & CEC)
  - 8. USB 3.2 Gen 1 Type-B (Touch port for HDMI 2)
  - 9. HDMI 2.1 Type A (HDCP2.3 CEC)
  - 10. USB 3.2 Gen 1 Type-B (Touch port for HDMI 3)
  - 11. USB Type C input (HDMI + 100W power + Touch + LAN)
  
- B. Front ports
  - 1. Light sensor
  - 2. USB Type C (Video + Audio + 100W power + Touch + LAN)
  - 3. USB 3.2 Gen 1 Type A
  - 4. USB 3.2 Gen 1 Type A
  - 5. HDMI 2.0 Type A (HDCP2.2 CEC)
  - 6. USB 3.2 Gen 1 Type-B (Touch port)
  - 7. Remote control sensor
  
- C. Bottom ports
  - 1. USB 3.2 Gen 1 Type-B (Touch port for VGA and HDMI 4)
  - 2. VGA input (1920x1080p @60Hz)
  - 3. PC Audio input
  - 4. HDMI 2.1 Type A (HDCP2.3 CEC)
  - 5. S/PDIF Optical Digital Audio output
  - 6. Audio output - Line-out
  - 7. Microphone in
  - 8. RS232 serial port
  - 9. USB 2.0 Type A
  
- D. AC input and main power switch right
  - 1. AC input
  - 2. AC output
  - 3. Main power switch
  
- E. OPS slot left side
  
- F. Front buttons and sensors
  - 1. Volume -/ Volume +
  - 2. Home button
  - 3. NFC sensor
  - 4. Microphones
  - 5. Proximity sensors
  - 6. Programmable buttons
  - 7. Quick Menu buttons
  
- G. Top ports
  - 1. USB 3.2 Gen 1 Type C (Camera)

## 3. Installing your Prowise Touchscreen

### 3.1. Installation principles

We recommend not installing the touchscreen yourself or through a third party. To prevent potential damage, please have Prowise or a certified Prowise partner install or mount the touchscreen.

- Do not install or place the touchscreen on an unstable wall or floor and ensure that 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 vibrations, 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.
- Ensure that all ventilation openings on the back of the touchscreen remain uncovered so that warm air can escape; for example, do not install it in a closed cabinet.
- Only connect the touchscreen to a grounded wall outlet.

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 per day to avoid overloading the system. Failure to comply with these instructions may lead to errors or damage to the touchscreen.

## 3.2. Installing it yourself

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

- Do not install the touchscreen alone.
- Use a certified Prowise wall bracket to attach the Prowise Touchscreen to a wall.
- Use a Prowise VESA bracket to install the screen on a Prowise Lift System.
- Ensure that 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 are using an OPS PC module, ensure that the module is correctly placed and locked. Install the PC module as described in the chapter 'Installing the OPS PC module'.

- Make sure you only connect the power cable once the above elements are connected, and only use the power cable certified by Prowise.



**PLEASE NOTE!** 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 a certified partner if you have any questions about the installation.



**WARNING!** Disconnect the power cable during thunderstorms. For extra safety, we recommend using a surge protector to prevent the touchscreen from being damaged by voltage spikes or lightning strikes.

### 3.3. Cabling

- Only use the power cable certified by Prowise to connect the Prowise Touchscreen to a grounded outlet.
- The touchscreen should be placed close to the outlet, and the outlet must be easily accessible.
- Cables must not be laid across walkways to prevent anyone from stepping on or tripping over them.
- Do not place any objects on the cables to prevent damage.
- Avoid electrical overload when using a power strip, as this can lead to a short circuit.
- For extra safety, we recommend using a surge protector.



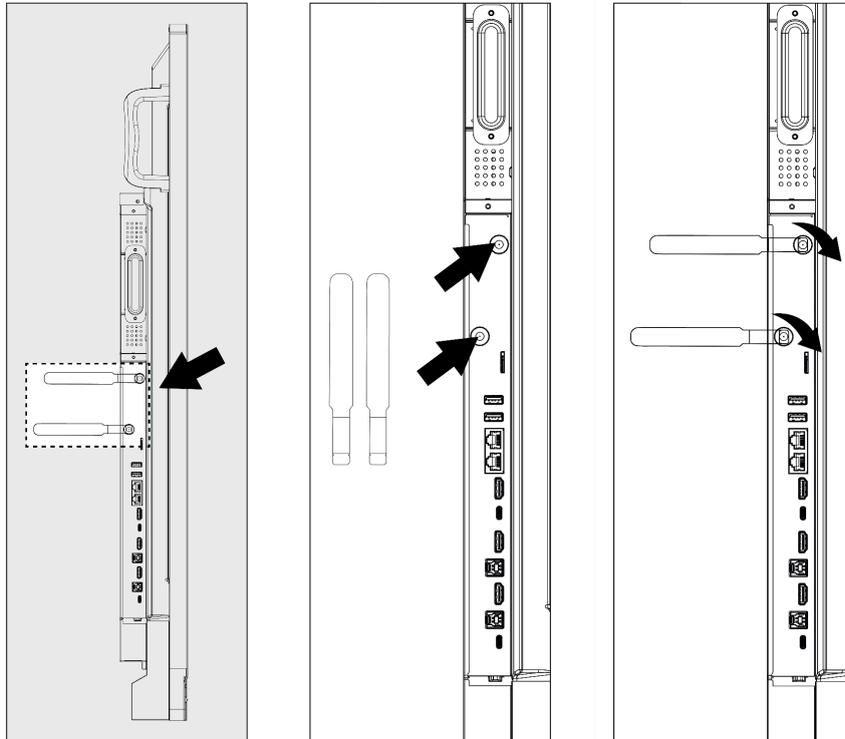
**PLEASE NOTE!** Only plug the power cable into grounded outlets with AC 100–240V ~ 50/60Hz. If you are unsure about the voltage at the installation location, please contact the energy supplier.



**PLEASE NOTE!** Completely power down the touchscreen when moving the screen by turning off the power switch and disconnecting the power cable from the screen.

### 3.4. Installing Wi-Fi antennas

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



### 3.5. OPS Module

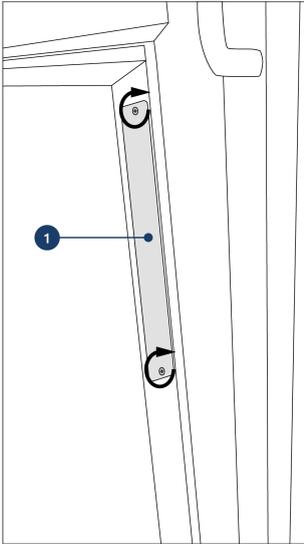
On the following page, we will show you how to easily install a PC module.



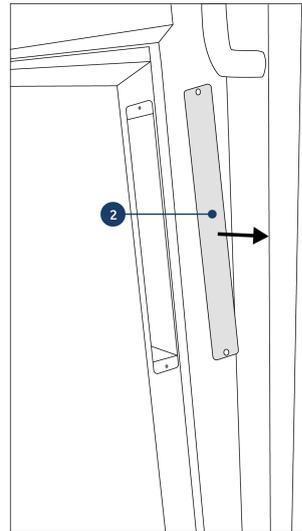
**WARNING!** Ensure that the power cable of the Prowise Touchscreen is disconnected before the module is installed.



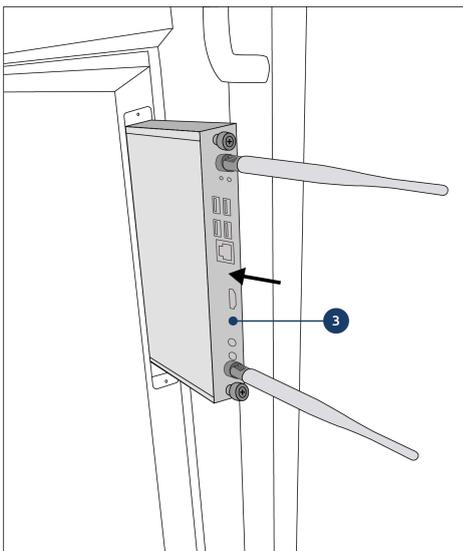
**PLEASE NOTE!** Using an OPS PC module will increase power consumption.



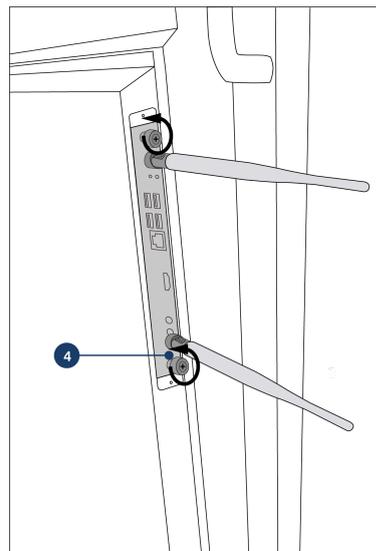
1. Loosen the screws



2. Remove the cover plate



3. Place the OPS PC module into the slot. Ensure that the ventilation holes of the PC module align with the ventilation holes in the back of the screen.



4. Tighten the locking screws of the PC module

# 4. Starting up the Prowise Touchscreen for the first time

## 4.1. Turn on the touchscreen

### Switching on

- Ensure that the touchscreen is connected to the power outlet.
- Turn on the power switch on the right side of the touchscreen.

There are several options to turn on the touchscreen after the power switch has been activated:

- Press the control button in the middle of the touchscreen's speaker bar
- Press the power button on the included remote control
- Via RS232
- If the proximity sensors are enabled and detect movement.

The control button is located in the middle of the touchscreen's speaker bar.

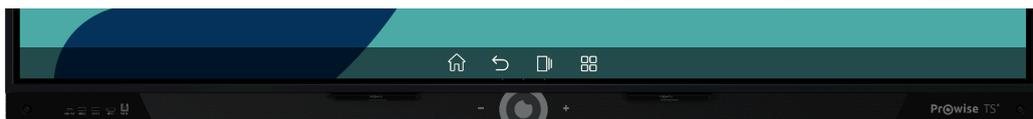


### Control button

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

The LED in the bottom-left corner indicates the status of the touchscreen.

- The touchscreen is turned on: blue
- Backlight is turned off: blue
- Sleep mode: flashes red (every 2 seconds)
- Standby mode: red



## Switching off

1. Press and hold the control button in the middle of the speaker bar or the power button on the remote control for a few seconds.
2. The message 'The system will shut down in 10 seconds' will be displayed.
3. Select 'Shut down' if you want to turn off the touchscreen or wait 10 seconds. To cancel the shutdown of the touchscreen, press the 'Cancel' button.
4. Turn off the main power using the power switch on the right side of the touchscreen (see image).

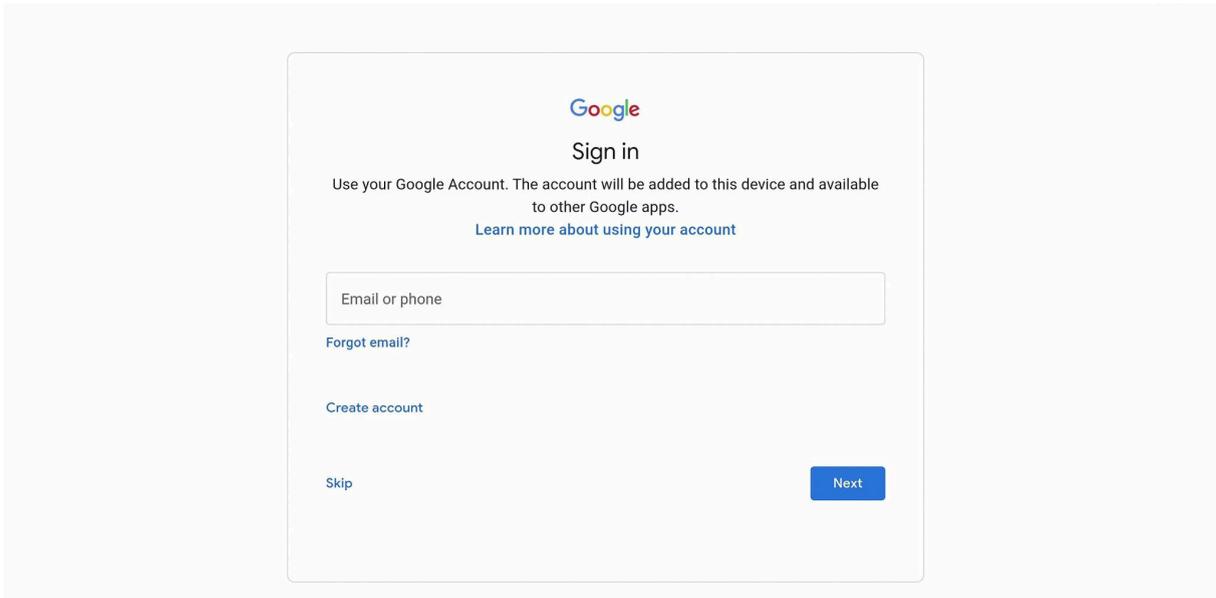
## Automatic shutdown

If no active input source is detected on a specific input channel, a message will appear after three minutes to turn off the touchscreen. This message is automatically accepted by the system after 10 seconds, and the touchscreen will shut down. If the proximity sensors are enabled, the screen will shut down after a certain period if the sensors do not detect any movement.

## 4.2. Completing the installation

The first time you start your touchscreen, the Google setup guide will open to help you configure the most important settings. Follow the steps below to complete the installation:

1. Ensure that the touchscreen is connected to the power outlet.
2. Turn on the power switch.
3. Press the power button (control button or remote control).
4. The touchscreen will turn on, and the Google setup wizard will be displayed.
5. Follow the steps on the touchscreen to complete the installation.
6. The welcome screen will be displayed.
7. You can now get started with your Prowise Touchscreen.

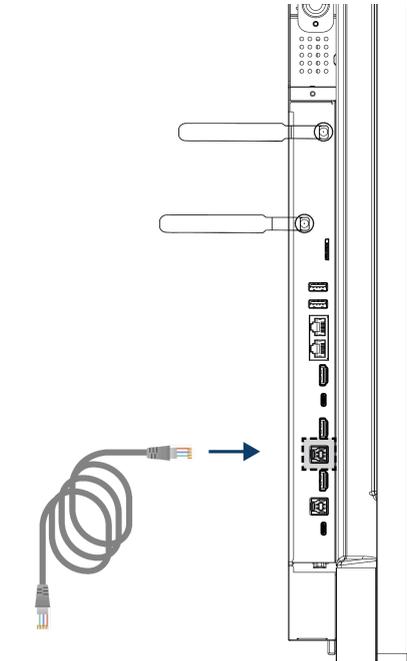


### 4.3. Connecting to a network

Even after completing the setup guide, you can still connect your touchscreen to the internet. Connect your touchscreen to a wireless Wi-Fi network or via a network cable. The settings can be found in the Prowise Central settings menu.

## Ethernet

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



Follow the steps below to view the network specifications:

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. Select 'Ethernet' by switching on the toggle.
4. The network specifications will be displayed.

You can easily daisy-chain the LAN connection by using the other LAN-OUT port of the screen. Please note that the LAN connection can only be daisy-chained when the screen itself is connected via a LAN cable and is switched on. When a device is connected to the LAN port, it will have its own IP and MAC address.

## Wi-Fi connection

Connect to a Wi-Fi network as follows:

1. Check whether the Wi-Fi antennas are correctly installed.
2. Open the Central settings menu by pressing the hamburger icon (three horizontal lines) in the Quick menu and then selecting 'Settings'.
3. Select the 'Connectivity' submenu.
4. Choose 'Wi-Fi'. The touchscreen will search for available networks.
5. Choose the network of your choice. Click the 'Advanced' button to connect to an advanced network.
6. Enter the network password. Press the eye icon to display the password characters.
7. 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 on 'Bluetooth'.
4. Switch on the Bluetooth toggle.
5. Choose a Bluetooth device.
6. Press 'Connect' to connect to a device via Bluetooth.

## 5. Your Prowise Touchscreen in daily use

### 5.1. The correct position

Always set the screen to the correct operating height. Do not stand in a bent position and ensure that the edges of the screen are within reach. The screen is in an optimal position when you can touch both the top and bottom of the screen without having to stoop or reach too far upwards. By placing the screen at the correct height, you can prevent physical issues that may result from an incorrect working posture.

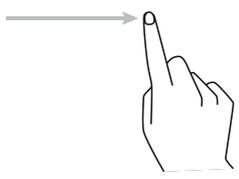
Prowise recommends using the touchscreen in combination with a Prowise Lift System to always ensure the correct height and position of the screen. The Prowise iPro Lift Systems are connected to the USB 2.0 port on the screen via a USB cable. This makes it possible to operate the lift via the screen and to set presets.



**DANGER!** Risk of injury. Do not stand on a chair, stool, or any other object to operate the touchscreen. This applies especially to children! This poses a fall hazard that can 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 being used.

## 5.2. Operating the touchscreen

Prowise Touchscreens are equipped with 50 touch points. This allows you to use the touchscreen with multiple people at the same time.

	Clicking	To click on a part of the screen, tap the touchscreen with one finger.
	Dragging	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-clicking	Tap and hold a finger on the screen for several seconds.
	Scrolling	Slide a finger across the screen in the desired direction.
	Holding five fingers pressed	Tap and hold five fingers on the screen for several seconds to bring up the Quick menu.

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

## 5.3. Pens

The Prowise Touchscreen is equipped with two dual-tip pens. This makes it possible to write with two different colours simultaneously and to erase with your palm in Prowise Teach and other applications.

The screen is also equipped with pick-up recognition. When a pen is picked up, it is possible to immediately open the touchscreen's annotation mode. This function can be adjusted in the Prowise Central menu.

## 5.4. Prowise Central

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

### Quick menu

On the left side of the Prowise Touchscreen Ten G4, three icons are continuously visible; we call this the Quick menu. On the Prowise Touchscreen Ultra, these icons are integrated into the sidebar.



- Annotate icon: use this to open Prowise Teach, the included whiteboard software
- Home icon: use this to go to Prowise Central Home
- Three lines (hamburger menu): use this to open the Prowise Central menu

### Menu

You can bring up the Prowise Central menu in three different ways.

1. Press the three lines on the left or right side of the screen
2. Briefly press the control button at the bottom centre of the touchscreen
3. Press the Prowise eye on the remote control
4. Place five fingers on the screen for several seconds

The Prowise Central menu consists of the following items:

- Login: to log in to your Prowise Central environment, your touchscreen must be managed in Prowise Screen Control.

- Active apps: view which apps are active on your touchscreen and close the active apps.
- Screencasting: information about the screencasting protocols. Here it is also possible to activate or deactivate certain protocols.
- Input sources: switch between different input sources.
- Volume: turn the volume up or down.
- Lift control: move the connected lift higher or lower and manage presets (if a Prowise lift system is connected to the screen).
- Settings: go to the extensive settings menu.
- Power button: switch off the touchscreen.

## Settings

Click on 'Settings' to go to the extensive settings menu. For more information about this, please refer to our Prowise Central manual.

### General

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

### Theme

Change the background of the screen

### Connectivity

- Wi-Fi
- LAN
- NFC
- Bluetooth

### About this screen

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

## Legal

Legal information regarding certifications, conditions, and privacy.

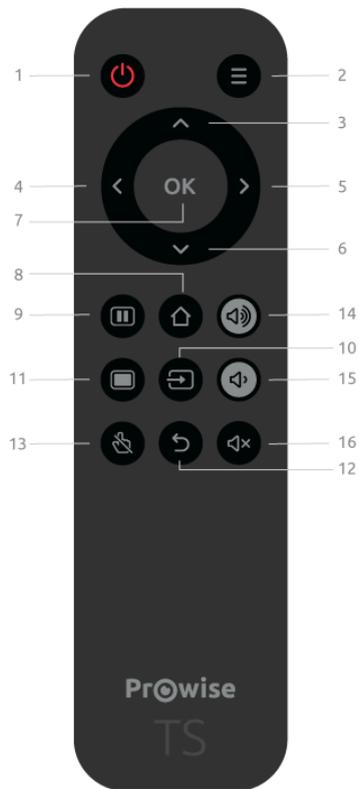
## OTA updates

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

Check if there are available software updates:

- Go to 'Settings'
- Press 'About this screen'
- Press 'Check for updates'
- Press 'Update' to perform the update
- The screen will turn itself off to complete the update and can be turned back on afterwards, if desired.

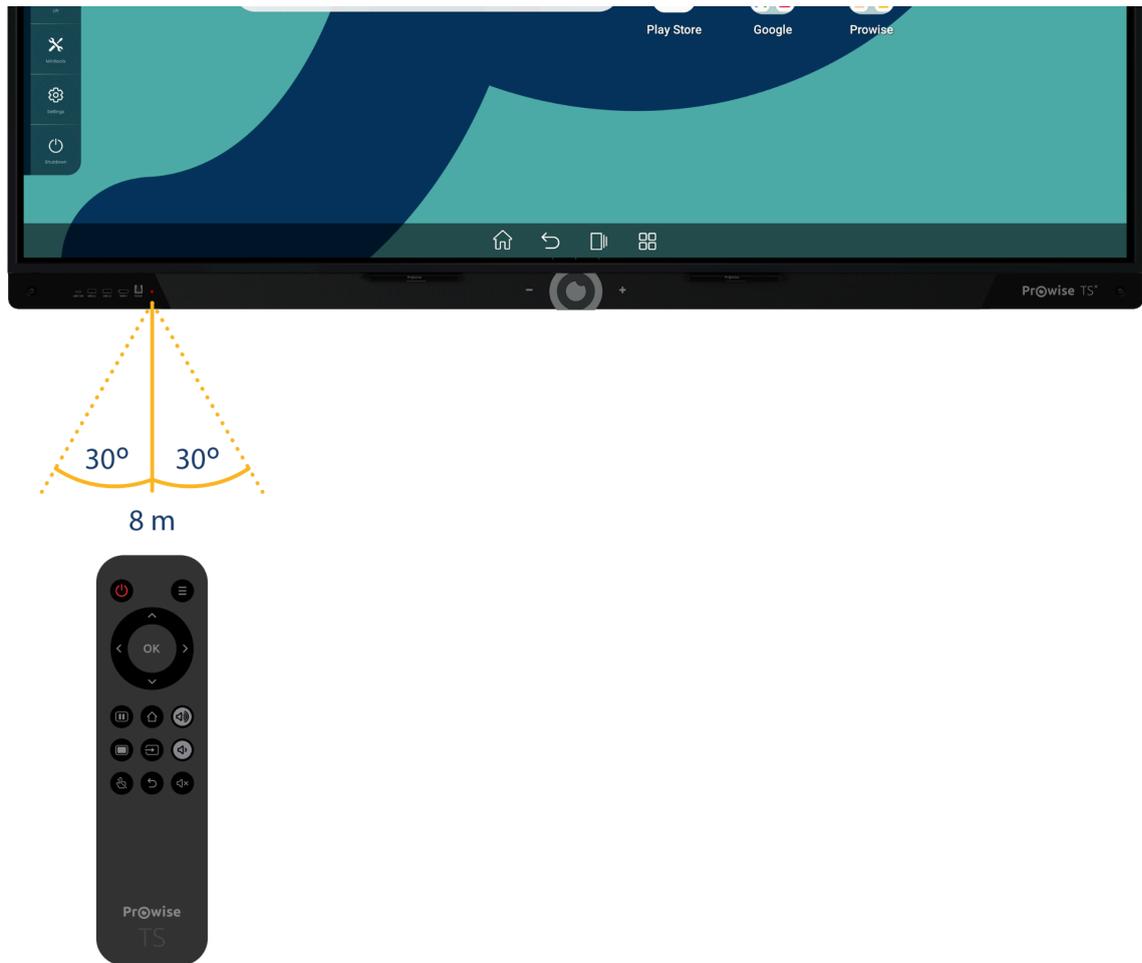
## 5.5. Remote control



1		Press this button to switch the touchscreen on or off. Then press the Enter button to confirm the shutdown 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 homepage is active, this button can be used to return to the Prowise Central homepage.
9		Freeze screen
10		Open the input source selection of Prowise Central
11		Temporarily switch off the screen. This will be displayed as a black screen. Programs 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		Decrease the volume
16		Switch the internal speakers of the touchscreen on or off.

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

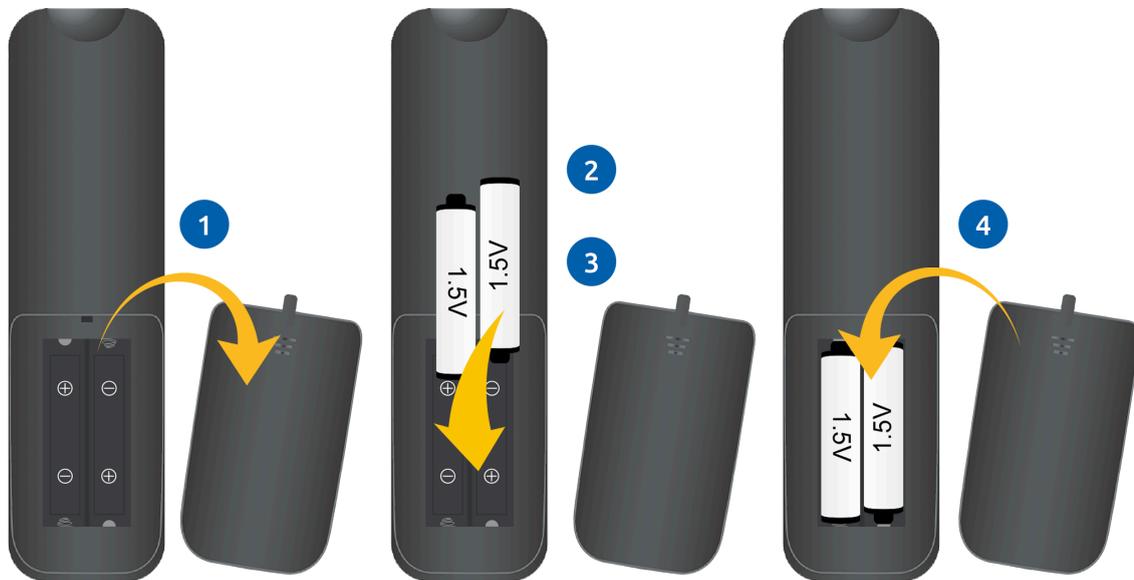


**PLEASE NOTE!** If there are obstacles between the remote control and the touchscreen receiver, the remote control may not function correctly.

## Replacing the remote control batteries

Before using the remote control for the first time, you must insert the two included (1.5V AAA) batteries into the remote control. Once the batteries are low and the remote control no longer functions properly, you must replace the batteries. Do this as follows:

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



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



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

## 5.6. NFC



The NFC sensor is located directly behind the power button in the middle of the screen. Hold the NFC card in front of the control button to log in using NFC technology. The NFC cards are an optional accessory.



**PLEASE NOTE!** To log in with an NFC card, the card must first be configured using the Prowise Central settings menu.

## 5.7. Sensors

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

### IR sensor

The infrared sensor for the remote control is located here. Point the remote control towards this corner to ensure that the signal is properly received.

### Light sensor

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

## Motion sensors

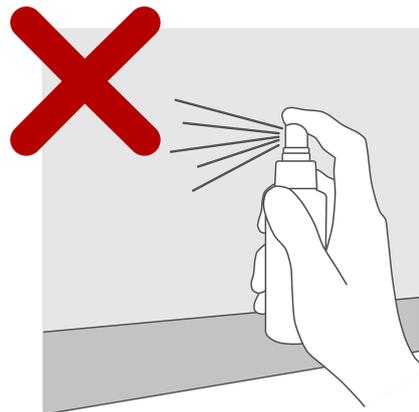
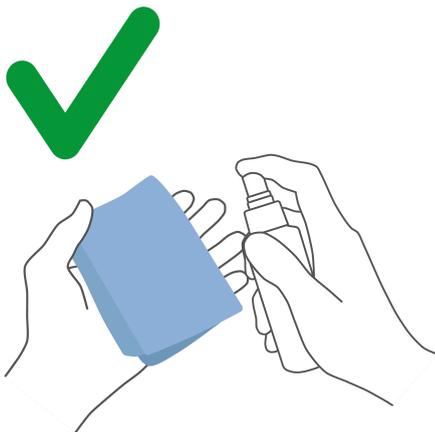
Two motion sensors, in the bottom-left and bottom-right corners. These environmental sensors reduce power consumption and therefore the environmental impact by ensuring the screen does not stay on unnecessarily. The automatic power-off function is activated when no motion is detected for a preset number of minutes. If motion is detected in the room, the screen will start up automatically. This provides a better user experience. Please note! It takes a few seconds for the screen to start automatically from standby. The motion sensors detect if someone is in the room, at a distance of three metres from the screen, and can trigger an automatic start or power-off function. This function can be configured in the distribution menu for IT administrators.

## 5.8. Cleaning

Clean the screen with a dry, lint-free, microfibre cloth. Ensure that this cloth is clean. If you wish to use a cleaning agent, always use a cleaning agent recommended by Prowise, such as the Prowise Screen Cleaning Kit. Do not use aggressive cleaning agents, as these can damage the screen. Ensure that the cleaning agent has an alkaline pH value between 7 and 9, otherwise the glass plate 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, but spray it onto a cloth first. The cloth may be slightly damp but not wet, as this can damage the screen.

Wipe the screen gently with a cloth. To get the best result, clean the screen with soft, circular motions without applying pressure. Never use an abrasive cleaner.





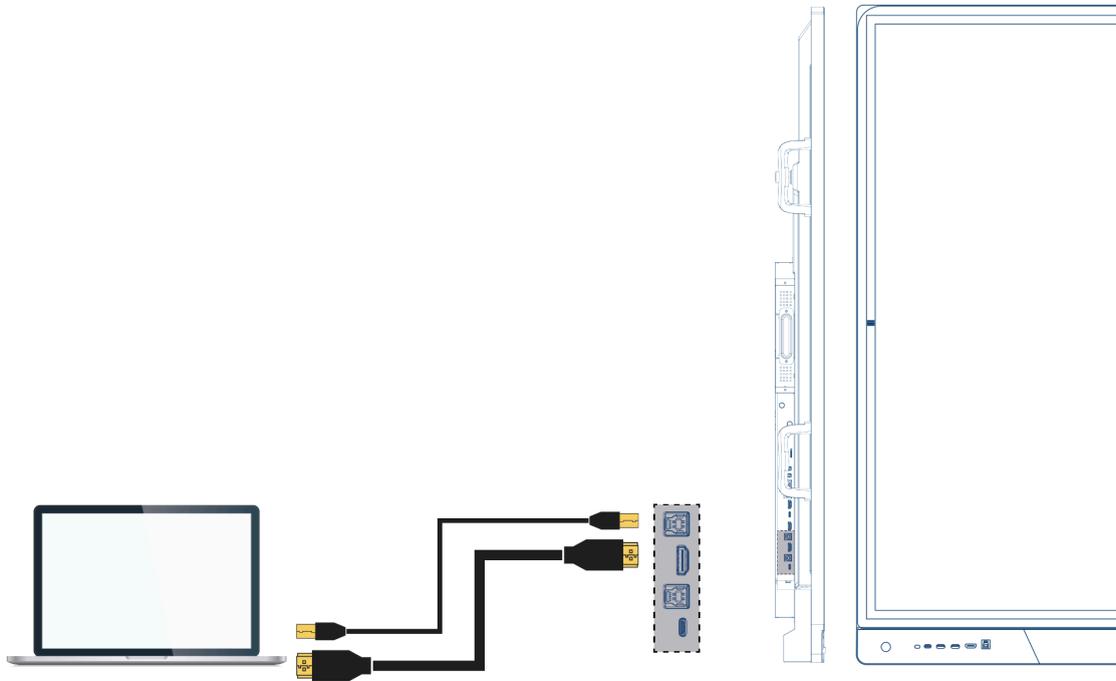
**WARNING!** In the event that the touchscreen gets wet, do not switch the touchscreen on and do not plug the power cable into the socket. This can cause an electric shock. Should the touchscreen get wet while it is switched on, immediately switch off the power supply and remove the touchscreen's power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



**PLEASE NOTE!** Disconnect the power supply before cleaning the screen.

## 6. Connecting peripherals

### 6.1. HDMI



To ensure that your device, such as a laptop or desktop PC, can also be operated with touch on the touchscreen, a USB touch cable must be connected (USB-B to USB-A) in addition to a wired connection for image and sound. This has the advantage that you do not have to keep walking to your device to operate it and can teach from the touchscreen. The USB touch port is located directly next to the HDMI ports. Ensure that the correct USB touch port is used 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. As soon as the touchscreen and the external PC have started up, navigate to 'Input' in the Prowise Central menu and select the correct HDMI source.



**PLEASE NOTE!** We recommend using the shortest possible cable (<5 metres) of high quality for the best connection quality.

## 6.2. USB-C

The full functioning USB-C ports on the screen have various functions. Through these ports, image, sound, touch, data, internet, and up to 100W (rear) of power can be transmitted simultaneously; this is sufficient to power your laptop. The USB-C port on the front of the screen has a power support of 15W. Connect your device to this port with a USB-C cable to get started immediately with just 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/up to 100W) (only applicable to the rear of the screen)
- LAN 100 Mb/s (only applicable to the rear of the screen)



**PLEASE NOTE!** Ensure that the USB-C cable is of good quality and is not too long to establish a good connection.



**PLEASE NOTE!** Data transfer via the USB-C port only works via the desktop of the Prowise Touchscreen Ten G4. This is because this port does not switch through to other input sources (the USB-C port supports storage devices up to 16TB).

## 6.3 VGA

You can also connect an external device to the Prowise Touchscreen via a VGA cable. Please note: this only establishes a video connection. The audio signal is provided via a 3.5mm jack plug (stereo) on the PC audio in port, and touch via the corresponding USB touch port.

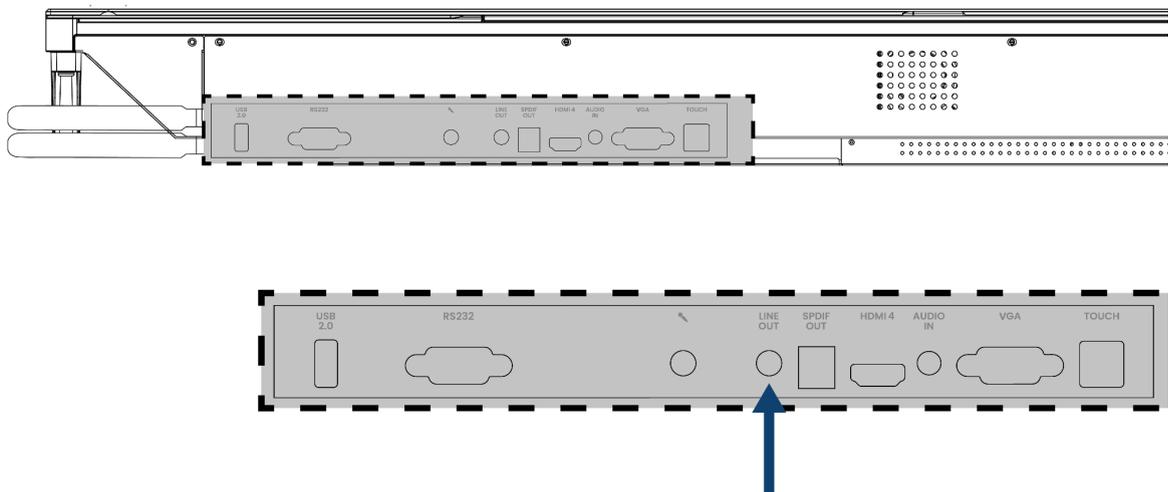
1. Connect a VGA cable to the VGA port of the external PC and to the VGA input of the touchscreen.
2. Next, connect a 3.5mm jack plug to the PC audio in port.

3. If you also wish to support the touch function, connect a USB touch cable as well (USB-B to USB-A).
4. Once all cables are connected, switch on the touchscreen and the external device.
5. As soon as the touchscreen and the external PC have started up, navigate to 'Input' in the Prowise Central menu and then select the VGA source.

## 6.4. Connecting the Prowise touchscreen to audio equipment

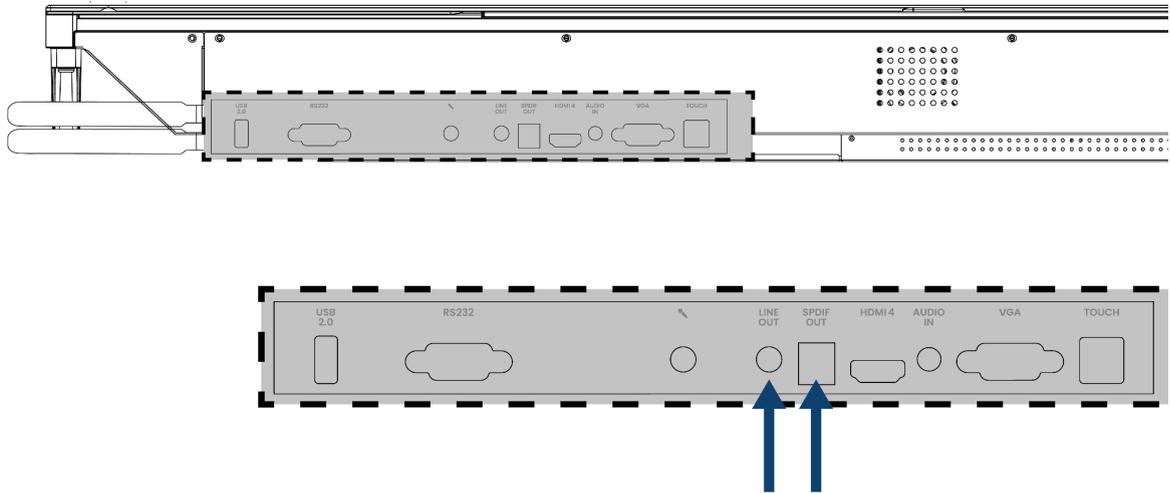
### 6.4.1. Connecting headphones

Connect headphones by plugging them into the analogue audio output marked 'headphones'. Use the volume control on the touchscreen to adjust the headphone volume.



## 6.4.2. Connecting an amplifier

Connect an amplifier by connecting it to the analogue audio output or the digital optical SPDIF port. Use the volume control on the amplifier to adjust the volume.



**PLEASE NOTE!** The audio outputs (the analogue line output and the digital SPDIF audio port) are always active. If you connect an external audio device to the touchscreen and wish to use only that device, press the 'Mute' button on the remote control or in the Central menu to switch off the internal speakers of the touchscreen.

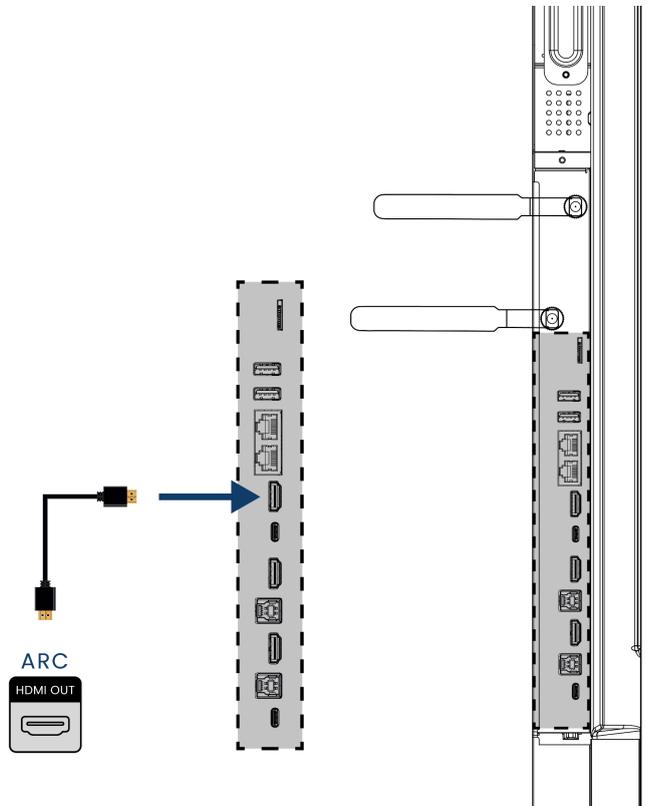
## 6.4.3. Connecting a microphone

Connect a microphone using the microphone port on the underside of the screen. The microphone will act as an amplifier in combination with the screen's speakers.

Take sufficient distance between the screen and the microphone into account to avoid a feedback loop.

## 6.5. 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 operated via the touchscreen. To connect an audio device via ARC, place one end of an HDMI cable into the HDMI port of the touchscreen with ARC support and the other end into the HDMI port of the external audio device.



## 6.6. Microphone and camera passthrough

With microphone and camera passthrough, you can redirect your microphone and camera input on the touchscreen to your personal device. This allows you to easily participate in calls via Skype, Teams, Zoom, Google Meet, etc.

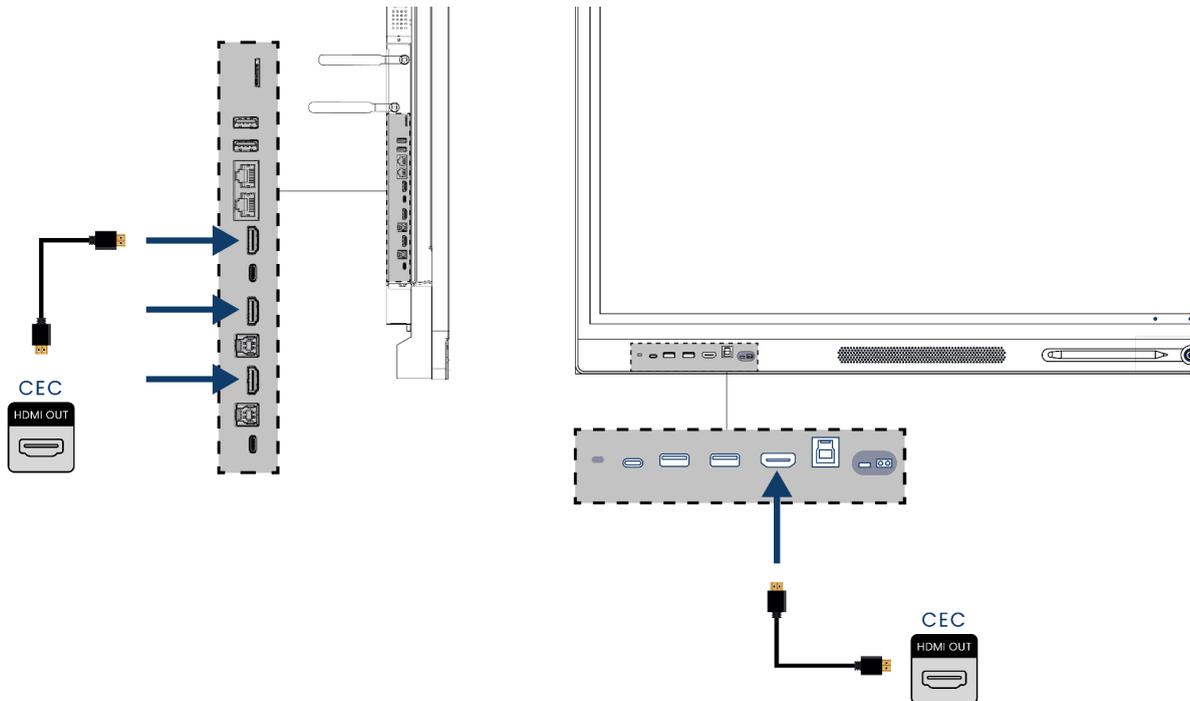
### Technical

- Your personal device must be connected to the USB touch or USB-C port.
- Ensure that the USB cable is not too long; we recommend a length between 3 and 5 metres.

## 6.7. 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. This allows these devices to be operated using the touchscreen's remote control.

Connect a device via CEC by inserting an HDMI cable into the HDMI port of the touchscreen.



## 6.8. Using an SD card

To expand the storage capacity of the screen in the Prowise Central environment, you can use an SD card that can be installed in the SD card slot. This is also an easy way to prepare files on your screen that are not available online.

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

## 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 within reach.

If the device is used for purposes other than those stated in the safety instructions and the user manual, Prowise B.V. is in no way liable for material damage and/or injury. Do not make any changes to the device without written permission from Prowise. Incorrect use will void the warranty.

### 7.1. Safety

- Never open the housing of the touchscreen! You could receive an electric shock or cause a short circuit.
- Do not use the touchscreen during thunderstorms and remove the plug from the socket to prevent damage caused by lightning.
- Ensure that your touchscreen does not get wet! This can lead to short circuits and the risk of electrocution. Do not install the device near water and do not place objects containing liquid on or next to it.
- A high sound volume causes permanent hearing damage. If the device is used at a high volume for an extended period, the listener may suffer hearing damage.
- Only use components and accessories supplied by Prowise.
- Always switch off the touchscreen and remove the plug from the socket when changing a module.
- Do not insert objects into the openings of the touchscreen that are not intended for that purpose. This can result in a short circuit or even fire.

## 7.2. Repair

Never repair the touchscreen yourself! If repairs are carried out by third parties or unauthorised persons, the warranty will be void.



**WARNING!** Warning regarding electrical components! Never open the housing of the touchscreen! You could receive an electric shock and/or cause a short circuit or even a fire. This can cause injury or damage to yourself and/or 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](http://www.prowise.com).

## 7.3. Environment

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



**PLEASE NOTE!** When WOL (wake on lan) and WOS (wake on source) are activated, power consumption in standby mode increases!

## 7.4. Recycling and disposal

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



### Packaging

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



### Device

Do not dispose of the device with household waste at the end of its lifespan. Inquire about the options for an environmentally friendly and responsible disposal method.

Prowise operates in accordance with the Producer Responsibility Act in collaboration with Stichting OPEN.



### Batteries

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