Training Guide

The computer is connected but the touch on the panel isn't working.

There are 2 cables that need to be connected. Both the display cable (VGA or HDMI) as well as the USB connection from the Simplicity Touch to the computer. The USB must be secured and the driver installed on the PC (Note: The driver will install automatically upon USB connection for Windows & Chrome OS; For Mac OS X users the driver package needs to be installed). If the touch isn't working after these steps have been addressed, change to a different USB port on the PC. If that still does not resolve the issue, you may have a USB cable that is too long and isn't receiving enough power from port to panel.

I am using a Windows OS and the touch is not calibrated. How do I adjust it?

NO CALIBRATION necessary for Windows users. One time calibration package for Mac users. If you are using a VGA connection, please try the below troubleshooting options based on your hardware:

- Adjust your screen resolution from 1920 X 1080 to 1366 X 768
- Use the Panel Remote Control and select the Zoom button. Just Scan will pick up the best fit but if that does not resolve it, you can flip through the zoom options.
- Use your Projector Options and change from Extend or Duplicate to Projector Only.
- If your machine has an HDMI connection, we recommend it above all else as the quality and resolution will be best.

I successfully connected the USB cable for touch but I hear a sound from my PC (like it is finding new hardware) and experience intermittent touch capability. What is causing this?

Change the USB connection to a different port in the PC. The port is potentially not providing enough power and therefore causing the intermittent failures. If it continues, change the USB cord. There is a good chance that your PC may not be able to handle the long USB connection. In this case a powered USB hub may resolve the issue; or you can use a shorter USB cable or an active USB cable (booster cable).

## The audio is restricted to 50% and is very soft, how do I fix this?

Point the remote control at the power light on the Simplicity Touch and depress the S.M. button (this stands for Sound Mode). Change it to STANDARD MODE instead of MIC MODE. This will release the tempered sound.

Why isn't any sound coming from the panel speakers?

- If you are a Mac user hold down the Option Key and click the Volume Icon in the OS X menu bar. Select LED-MONITOR as your audio source. OR – Go into Settings and do the same.

Why is touch working everywhere except inside of my Chrome browser?

- In some cases the Chrome browser needs to be "told" to enable touch events. To do this type **chrome://flags** into the omnibox and then scroll down until you see **Enable touch events** and change the setting to **Enabled.** This will enable touch events inside the Chrome browser.
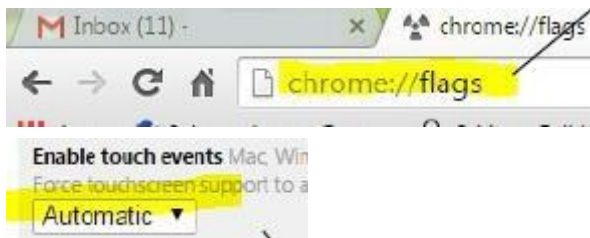

- (type **chrome://flags** in the omnibox)

- (change from automatic or disabled to **enabled**)

The calibration is way off and acting very strange, how do I fix this?

It is possible for the calibration data to be modified by accident or for it to become corrupted. To fix this in Windows go to Control Panel, Tablet PC Settings, and then click Reset next to the Calibration button, then OK. This will reset the calibration to defaults.
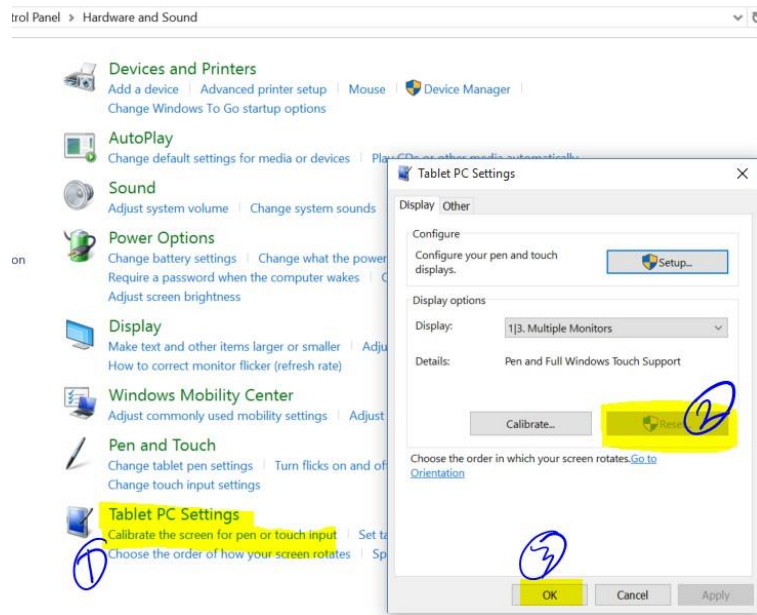
To fix this in OS X open the Touch Screen application and click on the Reset button under the Setting category. Next- Recalibrate.

I plan to use extended desktop at times, how do I designate the Interactive Flat Panel as the touch surface?

When working in extended desktop, Windows asks you to identify which surface will operate with touch. To do this:

Open Control Panel > Select Tablet PC Input

On the Display Tab select SETUP. Follow the directions on the screen until the Touch Identification instructions are on the panel. Double tap and if the screen closes, then the panel should be touch enabled.