



# CommBox Interactive 4k Classic User Manual

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# 1 Preparations

## 1.1 Parts List

If these items are missing, contact your dealer or service center:

- Power Cable (Option)
- Remote Controller
- HDMI Cable
- AAA 1.5V Battery x 2
- Touch USB Cable & Extension cable

## 1.2 Control product

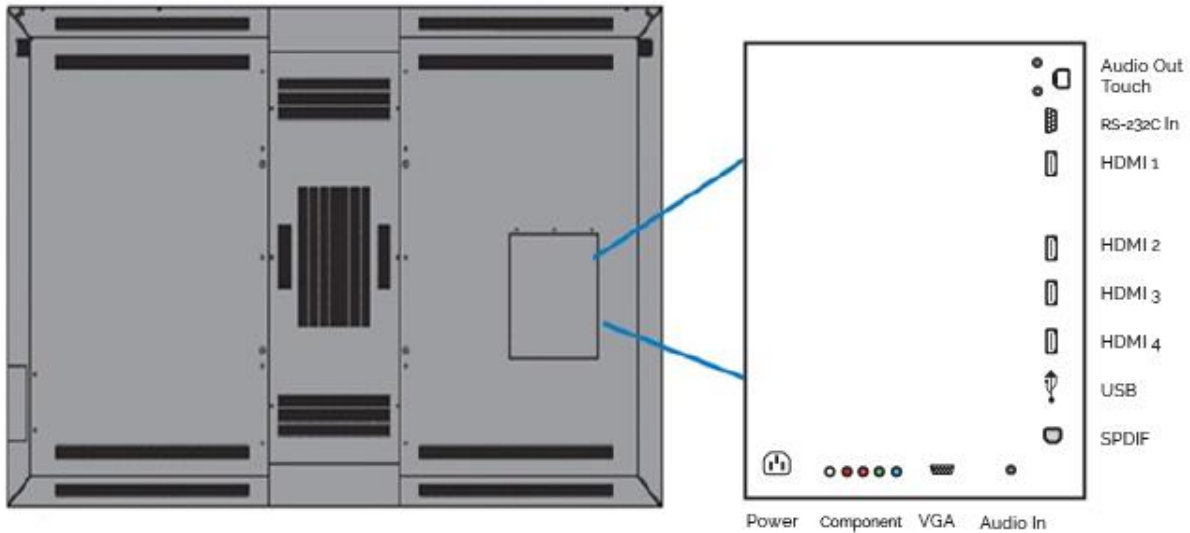
1.2.1 • You can control the touchscreen by using the control buttons on the right side of the frame. Remote Sensor / Power indicator -

Power on	Green
Stand-by	Red
Power Saving (Eco)	Red
Power Saving (Normal)	Orange or Red/Green Blinking

## 1.2.2 Control buttons –

<b>Up</b>	When a menu is visible on-screen, this button operates identically to the up-arrow.
<b>Down</b>	When a menu is visible on-screen, this button operates identically to the down- arrow.
<b>Vol-</b>	Press this button to decrease the volume. When a menu is visible on-screen, this button operates identically to the left-arrow button.
<b>Vol+</b>	Press this button to decrease the volume. When a menu is visible on-screen, this button operates identically to the right-arrow button.
<b>Source</b>	Press this button to open and close source menu.
<b>Menu</b>	Press this button to display the on-screen display OSD, or to exit the on-screen display and return to the previous one.
<b>Power</b>	Turns the power on/off.

## 1.3 Input/output connection



### 1.3.1 Connector name and description

No.	Connector	Description
	Audio Out	To connect audio output
	Touch	To Connect Touch
	RS-232C In	To connect RS232 input cable with control device (D-sub 9pin)
	HDMI 1 In/(MHL3.0)	To connect HDMI 1.4/2.0 video & audio input – 1
	HDMI 2 In/(MHL3.0)	To connect HDMI 1.4/2.0 video & audio input – 2
	HDMI 3 In	To connect HDMI 1.4 video & audio input - 3
	HDMI 4 In	To connect HDMI 1.4 video & audio input - 4

	USB In	To connect with USB Device
	SPDIF	To connect SPDIF
	Audio In	To connect audio input
	VGA In	To connect VGA video input
	Component	To connect component DVD etc
	Power Input	Power connector (AC 100-240V, 50/60Hz)

### 1.3.2 USB Multi media playback format

Media	File Ext.	Detail
Music	WMA, MP3, M4A, AAC	.wma, .mp3, .m4a
Photo	JPG, BMP, PNG	.jpg, .bmp, .png
Movie	MPEG1, MPEG2, MPEG4, H264, RM, RMVB, MOV, MJPEG, VC1, Divx, FLV	.avi, .mpg, .dat, .vob, .div, .mov, .mkv, .rm, .rmvb, .mp4, .mjpeg, .ts, .trp, .wmv, .asf, .flv
TXT	.TXT	



#### NOTE

- If the product does not operate even though the power is connected, check the power switch on the touchscreen is turned on.

## 1.4 Remote Controller Button Description

### 1.4.1 Button Description

<b>POWER</b>	Power on/off button
<b>SOURCE</b>	Select input signal
<b>ASPECT</b>	Adjust the window's ratio
	Move to the upper menu
	Move to the lower menu
	Move to the left menu
	Move to the right menu
<b>OK</b>	Select to change menu
<b>MENU</b>	Display or hide menu on the screen
<b>+</b>	Volume up
<b>-</b>	Volume down



## 2 Setup

### 2.1 Remote Control Setup

#### 2.1.1 Inserting batteries into the remote

- Press the tab on the battery case and open it.
- Insert the battery (1.5V AAA) into the battery case.
- Replace the battery case and push it down until clack sounds.

#### 2.1.2 NOTICE:

- When loading the battery, check if the polarity of the batteries is correct.
- If you are not using the remote for long time, remove the batteries to prevent damage caused by leaking battery fluid.
- Don't expose the battery to direct sunlight or excessive heat such as a fire.
- If anything obstructs the front of the IR receiver the remote may not work.

### 2.2 Touchscreen Setup

#### 2.2.1 Turning on the power

1. Connect the power cable of the product into outlet with AC 100-240V 50 / 60Hz.
2. Turn on the main AC power switch.
3. If the power indicator is green, the screen turns on automatically.
4. If the power light is red not green, press the power button on the remote or on the bottom right hand side of the touchscreen to turn on the power.

#### 2.2.2 Changing language of the menu

- The menu's language is set to English as the default.
- Users can select alternative languages if required.
- To change the menu language,
  1.
    - a. Press the Menu button to open the menu.
    - b. Select Setup from the main menu.
    - c. Select Language of the Setup menu..
    - d. Scroll to the language you want to select and click OK, and then exit the menu.





## 2.3 Cleaning

After disconnecting the power cable, clean the product screen lightly with a dry and soft cloth.

Do not clean the product with a wet cloth or spray.

If washed with any cleaning agent including brighteners, abrasives, waxes, benzene, alcohol, solvent or surface active agent, the surface of the product may be damaged.

If cleaning inside the product is required, please contact your dealer or service center.

## 3 Connect to a PC or Laptop

### 3.1 HDMI Connection

HDMI input is recommended because it receives a digital signal input from an external device with HDMI output to ensure high quality of digital signal.

Use the cable provided with the product. Otherwise, no image may be shown on the screen or normal display may not be shown.

If connecting the product to the PC, it supports the VESA Display Data Channel (DDC) standard. This standard supports "plug and play" function which helps the PC recognize the product automatically to output the optimal resolution.

In order to operate the 'plug and play' after connecting the product, connect the video cable of the PC to the product before turning on your PC, and turn on the power of this product first and then turn on the power of the PC.

When the incompatible resolution of the input signal is input to the product no image is shown on the screen or normal display is not shown.

For touch functionality to work you are also required to connect the Touchscreen's USB Cable to the laptop you will be using with the touch system.

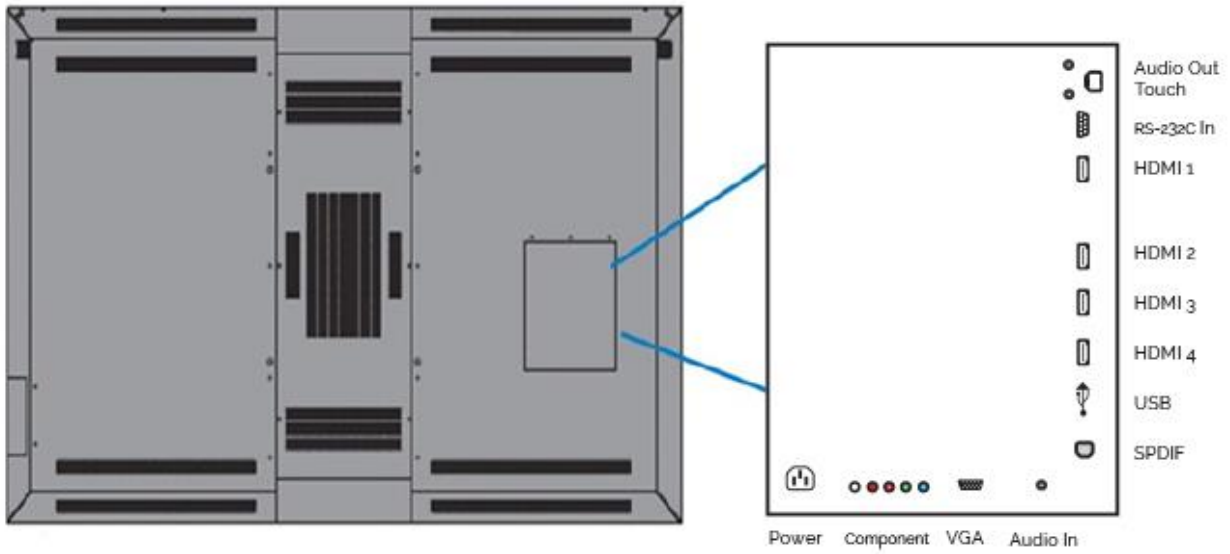
### 3.2 VGA Connection

To see the video, connect D-Sub 15P cable of the PC to the VGA In port of the product. For VGA, you will also need to connect audio output to PC Audio.

If connecting the product to the PC, it supports the VESA Display Data Channel (DDC) standard. This standard supports "plug and play" function which helps the PC recognize the product automatically to output the optimal resolution.

In order to operate the 'plug and play' after connecting the product, connect the video cable of the PC to the product before turning on your PC, and turn on the power of this product first and then turn on the power of the PC.

When the incompatible resolution of the input signal is input to the product no image is shown on the screen or normal display is not shown. For touch functionality to work you are also required to connect the Touchscreen's USB Cable to the laptop you will be using with the touch system



## 4 Menu Control

### 4.1 Input selection

1. To select a source, first press the top right Source button on your remote. This will bring up the Input Menu (pictured right).
2. Use the Up and Down arrows in the centre of the remote to move up and down to highlight your source.
3. Press OK to select your chosen source.

Input	Description
AV	Composite
Component	Component input
HDMI1	HDMI1 input
HDMI2	HDMI2 input
HDMI3	HDMI3 input
PC	VGA input
USB	USB input





Sound Mode	Standard Soft User Dynamic	(Default : Standard)
SPDIF	PCM RAW Off	(Default : PCM)
Surround	On / Off	(Default : off)
Auto Volume	On / Off	(Default : On)

## Setup Adjusting

VIDEO	Menu Language	◀ English ▶
AUDIO	Transparence	◀ 0% ▶
CHANNEL	CES	
SETUP	HDMI Setting	
PARENTAL	All Reset	
SELECT     ENTER     EXIT		

VIDEO	HDMI 1	◀ 2.0 ▶
AUDIO	HDMI 2	◀ 2.0 ▶
CHANNEL	HDMI 3	◀ 2.0 ▶
SETUP	HDMI 4	◀ 2.0 ▶
PARENTAL		
SELECT     ENTER     EXIT		

Menu Language	English / Spanish / French
Transparence	0 / 25 / 50 / 75 / 100%
Clock	
Timer	
CES	
HDMI Setting	HDMI 1 HDMI 2     1.4 / 2.0 HDMI 3 HDMI 4
Power Saving	
All Reset	Reset the setting related Setup

## 5 Trouble Shooting

### Touch Issues

<b>Issue</b>	<b>Check</b>	<b>Action</b>
No Touch	USB cable	Install USB lead between device and Touch USB connection on touchscreen
	Laptop USB socket	Try alternative USB connections on laptop
	USB cable length	Recommended length for USB is 5m. If laptop is further away, then a USB powered extender is required
	Reflected sunlight	If possible, reposition out of reflected sunlight
	Internal USB lead	Replace internal USB lead
Alignment	Output Resolution	Ensure the output resolution of the attached device is set to a 16:9 aspect ratio
	Camera	Using T3k software check the alignment of the cameras

### Sound

<b>Issue</b>	<b>Check</b>	<b>Action</b>
No Sound on HDMI	Sound setting on Windows	Right click volume control in System tray, click Playback devices, select DTV and set as default
	Sound setting on Mac	Click Apple symbol on top left corner, click System Preferences, Sound, Output, Select DTV



No Sound on VGA or DVI-D	PC audio cable – 3.5 mm M to M	Install into the “Sound” socket
No sound on internal speaker	Volume level	Increase the volume level on both the CommBox Touchscreen, Media Player and Device e.g laptop or PC
	Audio Board	Replace the Audio board
No Sound on External Speakers	Speaker Outputs	Ensure the external speakers are connected to the correct jacks
	Speaker Connections	Check for any shorts on the wires connecting to the speakers
	Internal Amplifier	Power down the touchscreen, remove any external speaker connections, wait for 30 seconds, reapply power and test internal speakers only

**Image**

<b>Issue</b>	<b>Check</b>	<b>Action</b>
No Signal	Signal cable connections	Ensure that the signal cables are seated correctly
	Selected Input	Ensure that the correct input has been selected according to the input that is connected
Invalid Format	Output resolution	Ensure that a 16:9 output resolution is being sent from the device
	Check HDMI Setup	Refer to section “Setup Adjusting”. HDMI ports must be set to 2.0 for 4K resolution. If using FHD set to 1.4
VGA Alignment	Auto Adjust	When in PC input there is an Auto Adjust in the Picture Menu
Stretching image	Device output	When mirroring or Duplicate displays is selected the output resolution can only be as high as the device screen will go. Hold Windows key and press P to Projector only.

What kind of computer or specification do I need for 4K@60Hz?	<ul style="list-style-type: none"> <li>• Video output must be 4K@60Hz</li> <li>• Memory and graphic card: 8GB above and NVIDIA® GeForce® GTX 745 (included 4GB DDR3)</li> <li>• HDD : 1TB(64MB cash)7200RPM SATA 6Gb/S</li> </ul> <p>Same or above specification (※ e.g Gaming desktop is normally suitable for this specifications : Dell Alienware X51 series)</p>
UD@60Hz is not displayed.	<ul style="list-style-type: none"> <li>• Connect directly from HDMI 2.0 of PC to HDMI port of the screen. Screen has to be set HDMI 2.0 in OSD setting menu.</li> <li>• Use the above's gender of DP and HDMI port if your computer has only DP port for UD@60Hz.</li> </ul> <p>-Nextlink-MDPHC220</p>

### **Touchscreen**

<b>Issue</b>	<b>Check</b>	<b>Action</b>
No remote	Batteries	Replace batteries in the remote.
	Remote Control	If possible test remote on a different Commbox Touchscreen
	Touchscreens Buttons	Check that the control buttons on the bottom right side of the Commbox Touchscreen are working

## 6 Supported Resolutions

Signal Types	Supported Video Timings	Note
	640 x 480 @ 60Hz	
	800 x 600 @ 60Hz	
	1024 x 768 @ 60Hz	
D-SUB	1280 x 768 @ 60Hz	
	1360 x 768 @ 60Hz	
Component & HDMI	3840 x 2160 60Hz	
	1080p 50Hz / 60Hz	
	1080i 50Hz / 60Hz	
	720p	
	576p	
	576i	
	480p	
	480i	
CVBS	NTSC / PAL	