

commBOX

Do it Better

Atom Interactive User Manual

Learn More

This user manual as well as additional resources for your CommBox Interactive series are available in the Support section of our website (www.commbox.com.au/support). Please scan the QR code on the right to access these resources on your mobile device



Important Information

Please read all accompanying documents carefully before installing and using this product. Failure to operate the product according to the manual, or improper use due to misunderstanding or other reasons, may result in electric shock, fire, or other hazards. The pictures provided in this manual are for reference only. In case of any discrepancies between the pictures and the actual product, the actual product shall prevail. To provide better service, we reserve the right to improve and modify this manual without prior notice. Please keep this manual for future reference.

Contents

Atom Interactive User Manual

Learn More	2
Important Information	2
Safety Warning	5
Precautions	5
Product Features	6
Accessories	7
Precautions for Installation	7
Port Connections	8
Pannel Buttons	13
Remote Control	14
Basic Operations	15
Startup/Shutdown	15
Sidebar Settings	16
Inputs Preview	16
Inputs Source Switching	17
Source Settings	18
Video Quality	19
Audio Settings	20
Auto Select Source on Connection	21
Source When Power On	22
Source Lock	23
Whiteboard Settings	24
Network Settings	25
Wireless	25
Ethernet	25
Hotspot	26
Bluetooth	26

Device Management	27
Wallpaper	28
Date and Time	29
Language	30
Power Settings	31
Security	32
More Settings	33
About	34
Launcher	35
Task Switcher	36
Home Page	37
White Board	38
Menu	40
Backgrounds	41
Pens	42
Toolbox	43
Annotate	44
Additional Apps	45
Technical Parameters	45
Mode Display HDMI	45
Troubleshooting	46



Safety warnings

1. Use only the power supply and voltage indicated on the label.
2. A three-prong power cord is included. Confirm that the ground terminal of the wall outlet is well grounded before installation. Route the power cord away from passageways to avoid it being stepped on or pressed.
3. Do not overload the power outlet and ensure you use a certified power outlet.
4. In case of thunderstorms, please unplug the power cord and the network cable, and disconnect the product from the antenna to avoid damage.
5. If the product will be unused for an extended period, please power it off and unplug it.
6. In case of any abnormal sounds or smells, please power it off immediately and unplug it. If necessary, stop using it and contact maintenance personnel as soon as possible.
7. Keep the product away from flammable and explosive materials (e.g., candles, electric stoves, bulbs).
8. Prevent liquids or metal objects from entering the product. If this occurs, stop using it immediately and contact maintenance personnel.
9. When moving the product from a low-temperature environment to a warm area, allow it to sit for at least 24 hours to air-dry any condensation before restarting.
10. Handle the product with at least two people; avoid impacts and pay special attention to the display screen during transport.
11. To avoid injury, please install the base according to the instructions, and place the product on an even and stable surface. If the base is not installed, firmly fix the product to a wall according to the wall-mount bracket installation instructions.
12. Do not place the product in environments with:
 - a. Direct sunlight, moisture, extreme temperatures, or dust
 - b. Poor ventilation or enclosed spaces
 - c. Flammable or explosive materials
 - d. Combustible or corrosive gases
13. To avoid the risk of explosion, do not expose the batteries to sunlight, fire, or high temperatures.

Precautions

- **Avoid Disassembly:** Do not attempt to disassemble or assemble this product as it may expose you to dangerous voltage or other hazards. If necessary, please contact maintenance personnel.
- **Cleaning Instructions:** If the product is dirty, first disconnect the power plug. Dampen a cloth with water and gently wipe the product. Do not apply force while wiping the display screen as it may scratch. Avoid using solvents such as alcohol, gasoline, acid, alkali, detergent, volatile oil, and diluents, as these may damage the product. Condensation may appear inside the screen in high humidity, which is normal. Water droplets on the internal glass surface will disappear after 24 hours of normal use. Rest assured, this does not affect product performance.

- **Vent Safety:** Do not insert any sharp or metal objects into the vents or touch the signal connectors with sharp or metal objects to avoid short circuits or electric shock.
- **LCD Screen Care:** Do not exert pressure on the LCD screen as it is made of glass.
- **LCS Screen Protection:** This product is not warranted to operate 24x7. The screen must be placed into a power off or standby mode for at least 8 hours per day.
- **Stability:** Do not place the product on an unsteady trolley, shelf, or table as it may tip over. Move the product carefully when it is on a trolley. Emergency stops, excessive force, or uneven ground can cause the trolley and product to tip over.
- **Heat Dissipation:** Openings on the product are designed for heat dissipation to ensure optimal performance. Do not cover vent holes with objects such as newspapers, tablecloths, or curtains, as they may impede ventilation.
- **Avoid Ghost Images:** Do not allow a still picture or an active picture containing stationary text or icons to remain on the screen for too long, as this may cause a "ghost image" that will not disappear quickly after shutdown.
- **Certified Cables:** To ensure the display's optimal performance, use cables that meet certification requirements.

Product Features

This product features an HD LED-backlit panel, infrared, and multi-touch technologies. Equipped with whiteboarding software, it is convenient, highly interactive, safe and environmentally friendly.

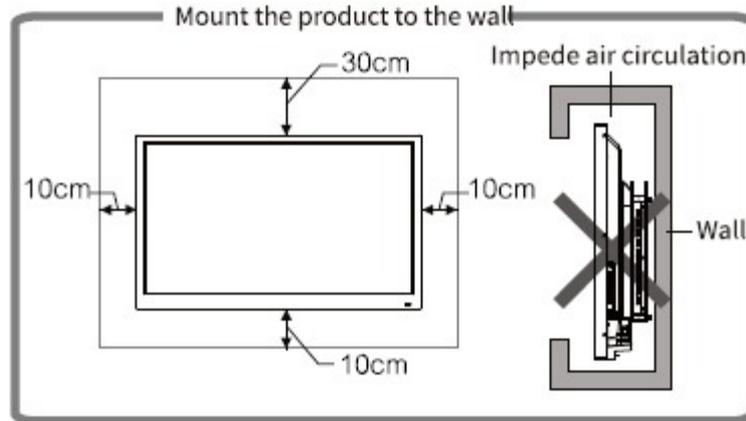
- **High Interconnectivity (optional):** This product can connect to other devices, allowing wireless connections with PCs, tablets, and mobile phones. It supports wireless transmission of documents, video push, and screen casting.
- **Extraordinary Display:** The product uses a high-quality HD LCD panel that delivers original display colors, vivid pictures, uniform display, no flickering, and quick response. Enjoy HD images from different angles.
- **Accurate Touch Control:** Featuring advanced touch technology, this product offers quick response, high positioning accuracy, strong environmental adaptability, and precise operation. No stylus is needed; you can operate it with your hand through clicking, dragging, and other actions.
- **Highly Interactive:** The product comes preinstalled with professional writing software, offering multiple types of pens, drawing tools, and other functions. You can write and move content freely.

Accessories

- Remote control
- Warranty card
- Certificate of conformity
- Wall mount instructions
- Power cord
- USB A-B Cable x 1
- HDMI Cable x 1
- Stylus x 2
- Battery x 2

Precautions for Installation

- **Professional Installation Required:** The installation of the wall-mount bracket requires at least two professional workers. Attempting to install it yourself may result in injury.
- **Assistance and Safety Measures:** Professional workers should handle the installation and ensure that the bracket can withstand a certain amount of external force. The bracket must be installed on a firm wall, not on plasterboard or other surfaces that cannot provide strong support.
- **Proper Positioning:** The product should be installed on a vertical plane, not on an oblique plane or with the front facing upwards, as this could cause the product to fall and result in personal injury.
- **Child Safety:** To prevent damage or injury, keep the bracket out of the reach of children.
- **Secure Installation:** Tighten all screws during installation to avoid product damage and injury.
- **Ventilation Space:** Ensure there is adequate ventilation space around the product as shown in the figure below.



Port Connection

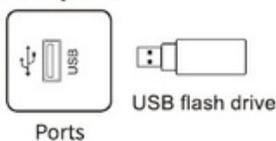
Note: The port connection instructions are provided below. The listed port types are for reference only, and do not cover all ports on this product.

■ Power port



■ Signal input ports

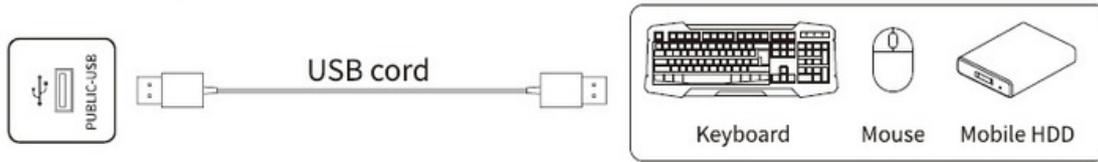
● USB port



Notes

1. **Native Interface:** The native interface supports USB 2.0 and USB 3.0. The output current for the USB 2.0 port is 500mA, while the USB 3.0 port provides 900mA.
2. **Media USB Port:** This port is used to connect external devices to the product's Android system, enabling data reading via the file manager.
3. **Wireless Keyboard and Mouse:** If you experience stuck operations or slow response, try changing the wireless receiver to another USB port or use a USB extension cable to extend the reception range.
4. **USB Device Compatibility:** Some non-standard USB devices may be unrecognisable. Please use standard USB devices.
5. **Software Upgrades:** When upgrading software with a flash drive, use a USB 2.0 flash drive.

●PUBLIC-USB port



Notes

1. **PUBLIC-USB Port:**

- a. This is a USB 3.0 port that supports reading and writing on storage devices such as USB drives and hard disks.
- b. It also supports connecting USB keyboards and mice, providing a 5V 900mA power supply.
- c. This port can automatically switch between Android and OPS systems.

2. **Connecting Mobile Storage Devices:**

- a. If you need to connect mobile storage devices that require a power supply, it is recommended to connect no more than two devices at the same time.

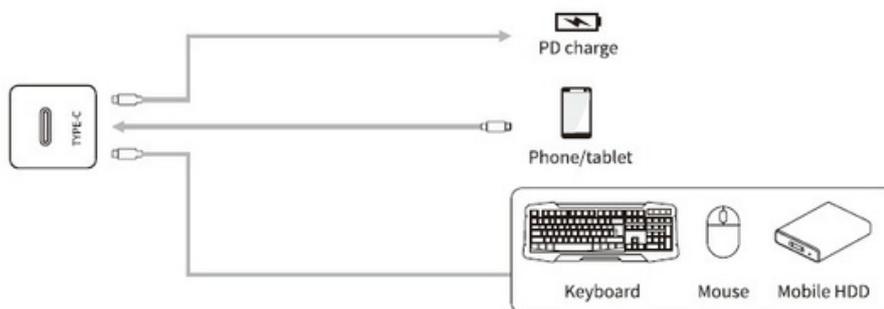
●TOUCH USB port



Note

- When the TOUCH USB port is connected to the same device as the signal source, the external device can be controlled using the TOUCH function.

●TYPE-C port



Notes

1. **Main Board Type-C Interface:**

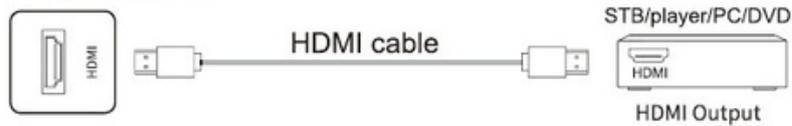
- a. Only supports DFP mode.
- b. PD supports ISW.
- c. Maximum resolution: 3840 x 2160 @ 60Hz.

2. **Front Type-C Interface:**

- a. Supports PD power supply (up to 20V, 3A)
- b. Supports DP signal display (for connection to Type-C display devices such as mobile phones and tablets).
- c. Supports high-speed USB data transmission.

3. To ensure stable and reliable use, please use certified standard cables.

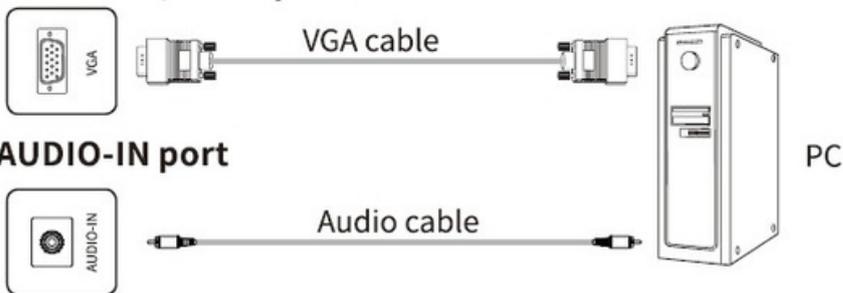
● **HDMI-IN port**



Note

- The HDMI port supports a maximum resolution of 4K @ 60Hz. For detailed signal formats, please refer to the technical parameters section. When playing 4K @ 60Hz signals, make sure to switch the EDID version in the OSD menu to EDID 2.0.

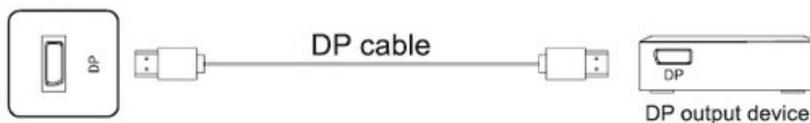
● **VGA audio/video port**



Note

- For supported signal formats via the VGA port, please refer to the Technical Parameters section.

● **DP port**

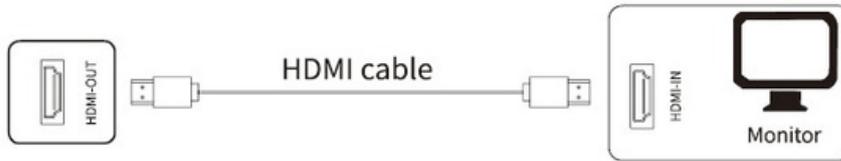


Note

- The DP port supports a maximum resolution of 4K @ 60Hz. Signal quality depends on the length and quality of the DP cable, so it is recommended to use cables from well-known brands or those specifically recommended.

■ Signal output ports

● HDMI-OUT port

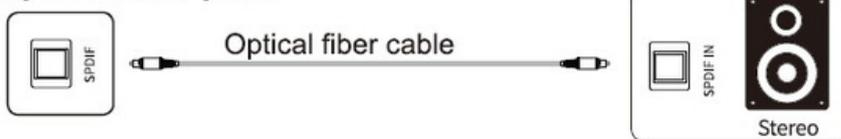


Note

- The HDMI-OUT port can output audio and video signals to the HDMI-IN port of a second device. The second device can then relay these signals to a third device, and so on. The maximum number of relays depends on the quality and length of the HDMI cable, so it is recommended to use the cables provided by us.

■ Audio ports

● Optical fiber port



Note

- This port can output the product's audio signals to speakers with an SPDIF-IN port.

● MIC port



Note

- MIC port can be connected to microphone.

● AUDIO-OUT port



Note

- The Audio-OUT port can be connected to a headset or an external speaker.

- Internet port
- LAN port



Note

- This interface is for the control board's network connection. It supports a wired network connection under Android and is compatible with 10M/100M/1000M adaptive speeds. However, only 10M/100M speeds are supported under Android, while 10M/100M/1000M speeds are supported under OPS or another LAN port when providing network access to other devices. When connecting each LAN port and setting up the internet connection, both OPS and the other LAN port can also connect to the internet by setting IP acquisition to automatic.

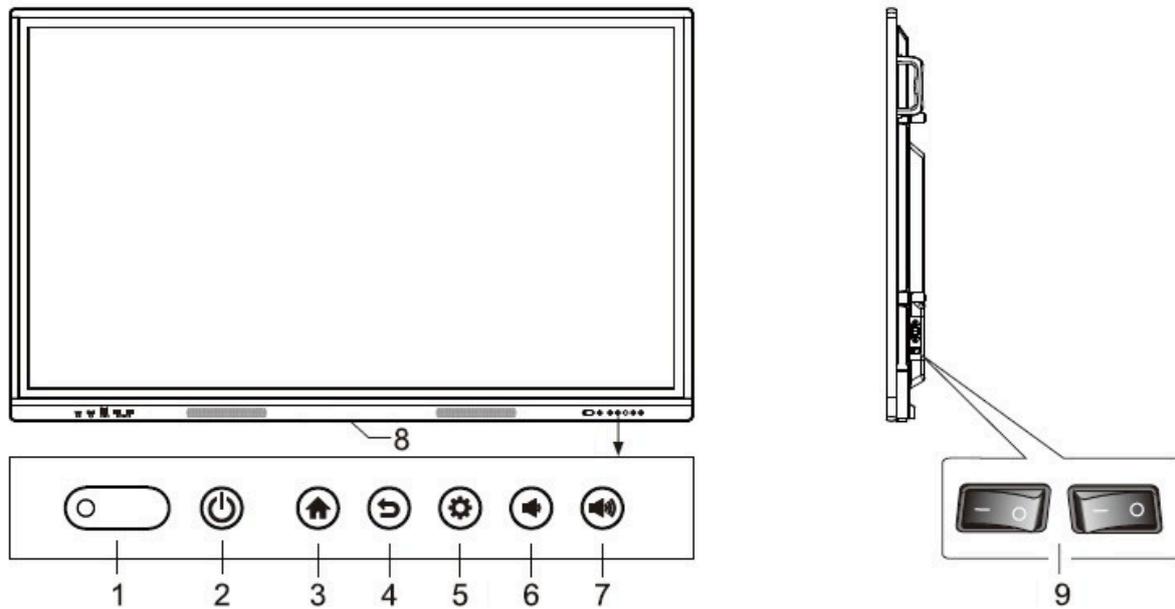
- Control port
- RS232 port



Note

- The RS232-IN port is connected to the PC, allowing the product to be operated via the PC. Please refer to the actual model's interface for accurate information, as different models may have varying types of interfaces.

Panel Buttons



1. Indicator light, remote control receiver and light sensing receiver
2. Power
3. Home
4. Touch lock/unlock
5. Settings
6. Vol-
7. Vol+
8. Position of WiFi antenna plastic fixing bracket
9. Switch

Remote Control

Precautions for Using the Remote Control

- **Aiming:** Point the remote control at the remote receiver when in use. Any object placed between the remote control and the receiver may interfere with operation.
- **Protection:** Keep the remote control protected from vibration and do not expose it to direct sunlight, as heat may deform it.
- **Lighting Interference:** If the remote receiver is exposed to direct sunlight or strong light, the remote control may malfunction. In such cases, change the lighting angle or the product's position, or operate the remote control closer to the receiver.
- **Battery Replacement:** Replace the batteries when they are low to maintain the remote control's range. If the remote control will not be used for an extended period or if the batteries are depleted, remove the batteries to prevent leakage, which could damage the remote control.
- **Battery Types:** Do not use different types of batteries or mix a new battery with a used one. Always replace batteries in pairs.
- **Battery Safety:** Do not throw batteries into a fire, recharge, or disassemble them. Do not recharge, short-circuit, disassemble, heat, or burn used batteries. Dispose of used batteries according to applicable environmental regulations. Do not expose batteries to hot environments, such as direct sunlight or fire.



Key	Symbol	Function
Power		Switch between power-on and standby states
Source		Open/ close the signal source list
Navigation Keys		Select or adjust menu options
OK	OK	Confirm the operation
Menu		Show/hide the main menu
Home		Display the Android home page
Back		Return to the previous interface
OPS	OPS	Switch to OPS source
Whiteboard		Switch to the whiteboard
Snapshot		Take a screenshot
Volume -		Decrease the volume
Mute		Enable/disable sound
Volume +		Increase the volume

Basic Operations

Startup/Shutdown

Startup/Shutdown

- **Power Supply:** Use 100-240V AC as the power source.
- **Power On/Off:**
 - The power button on the panel and the remote control can be used to switch between power-on and standby states.
 - The power switch on the rear panel has two ends: press the "O" end to power off the product and press the "I" end to power it on.

Auto Standby

- **Android Main Interface:** The product will not enter standby mode, regardless of signal input.
- **Non-Android Main Interface:** If there is no signal input for 15 minutes, the product will automatically enter standby mode.

Save Before Shutdown

- **Settings Preservation:** Before shutdown, the product will save the picture and sound settings. These settings will be used upon restart.

OPS On/Off

- **Automatic Start:** If the product is equipped with the OPS module and set to the OPS signal source, the OPS module will start automatically. Otherwise, start it manually.
- **Proper Shutdown:**
 - Before turning off the product, use the touch function or mouse to turn off the OPS module from the Start menu.
 - Use the Standby button on the panel or remote control to turn off the product only after the OPS module has completely shut down.
 - Do not press the Standby button or directly disconnect the power supply without turning off the OPS module, as this will damage the OPS module.
- **Standby Mode:** When the OPS module is off and no operation is performed on the PC for an extended period, the product will enter standby mode. To use the module again, simply restart the product.

Sidebar Settings

	Return	Returns you to the previous interface
	Home	Returns you to the home screen
	Input	Allows you to switch input sources and settings
	All Applications	Shows you list of all available applications
	Launcher	Opens the launcher where you can open apps and tools
	System Settings	Opens the settings app
	Annotate	Brings up annotate tools to allow you to annotate over the content on the screen
	Task switcher	Allows you to switch between applications and inputs

Inputs Preview

Select the sidebar menu and click the  icon to enter the "Inputs Preview" submenu. Here, you can preview HDMI, HDMI1, HDMI2, OPS, VGA, TYPE-C, and DP sources.

Input Source Switching

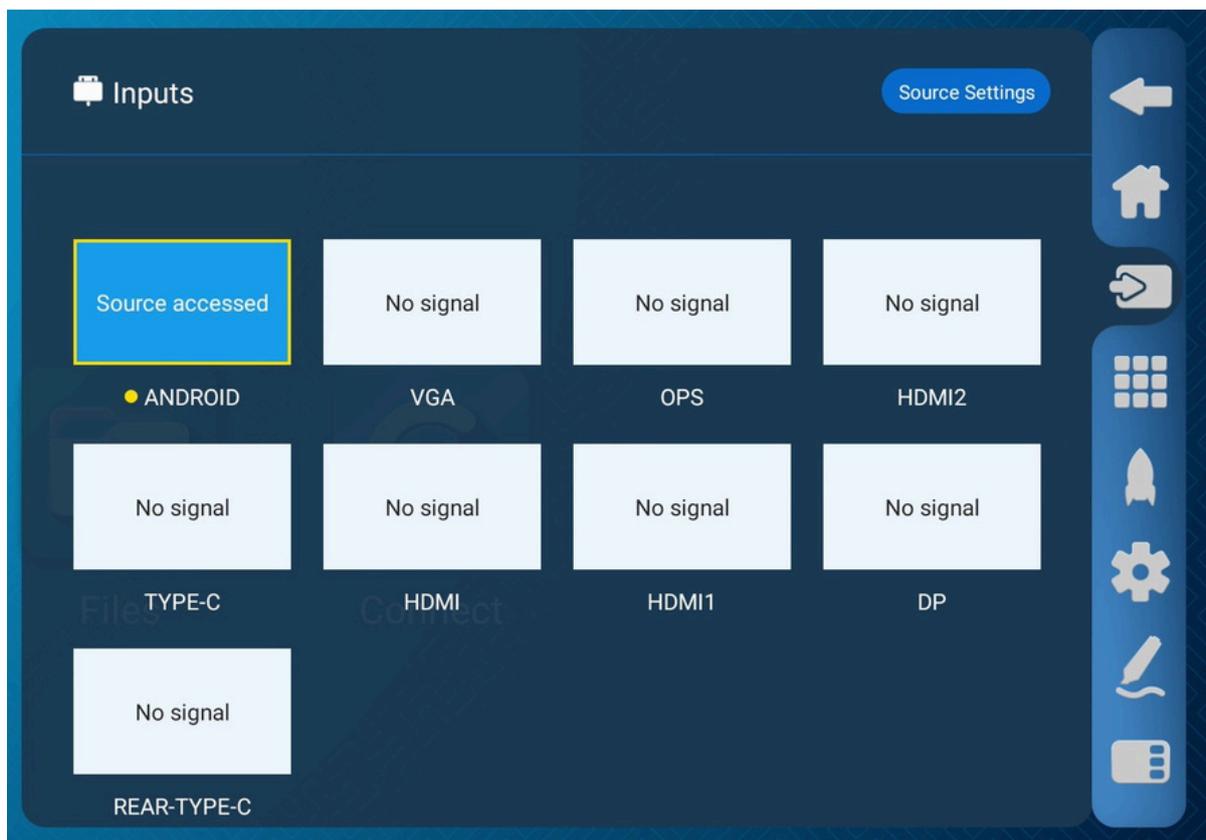
You can switch the source using the remote control or touch function through the following methods:

Remote Control:

1. Press the "Input Source" button on the remote control to open the "Input Source Menu."
2. Use the cursor buttons on the remote control to select the desired input source.
3. Press the "OK" button to switch to the selected input source.

Touch:

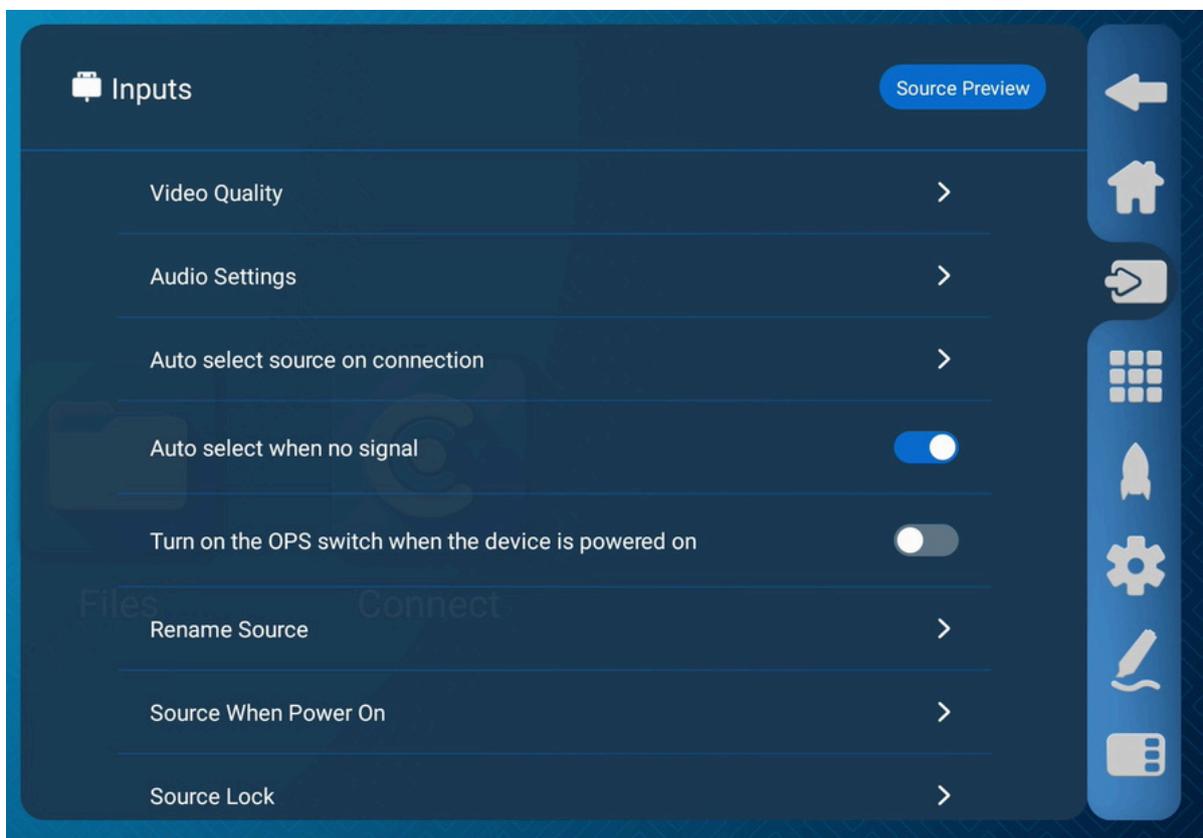
1. Select the sidebar menu and click the  icon.
2. Select the desired input source
3. The screen will then switch to the input source you selected.



Source Settings

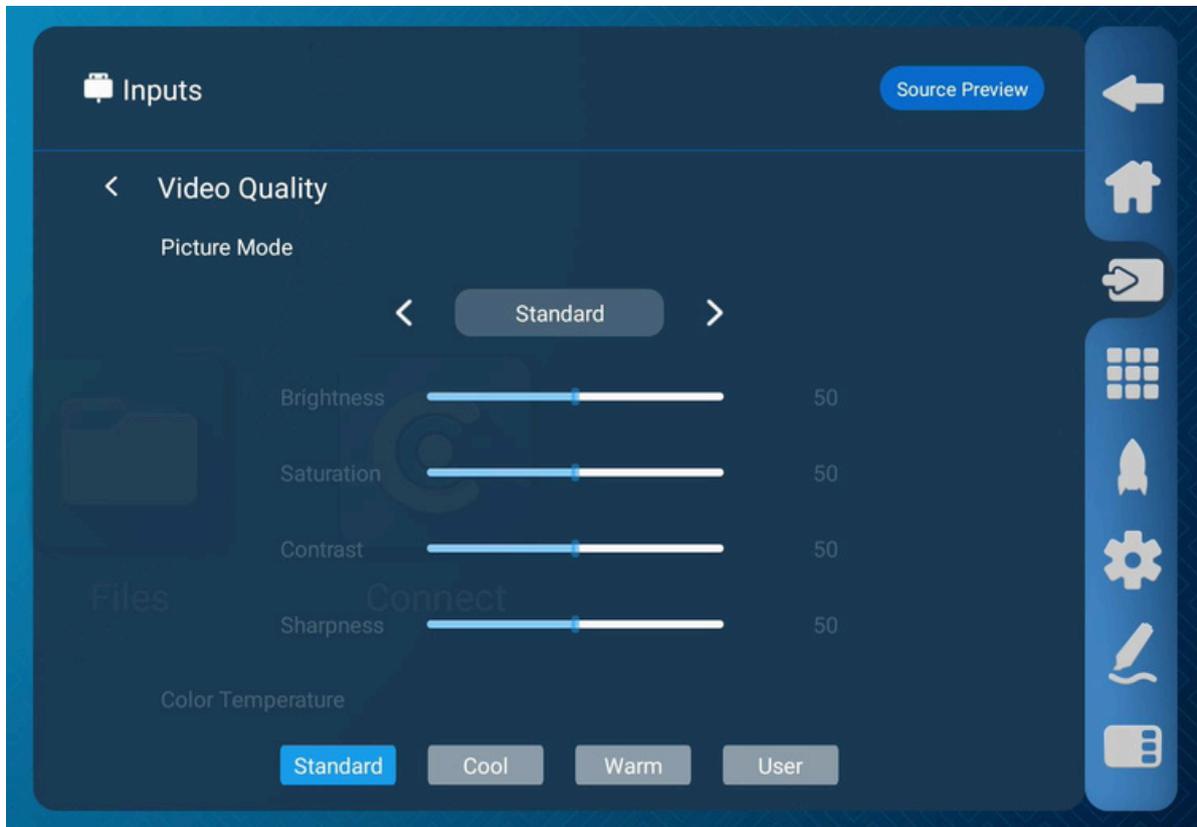
Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon to configure the following options:

- Video quality
- Audio settings
- Auto select source on connection
- Auto select when no signal
- Turn on the OPS switch when the device is powered on
- Rename Source
- Source when power on
- Source lock
- Whiteboard settings



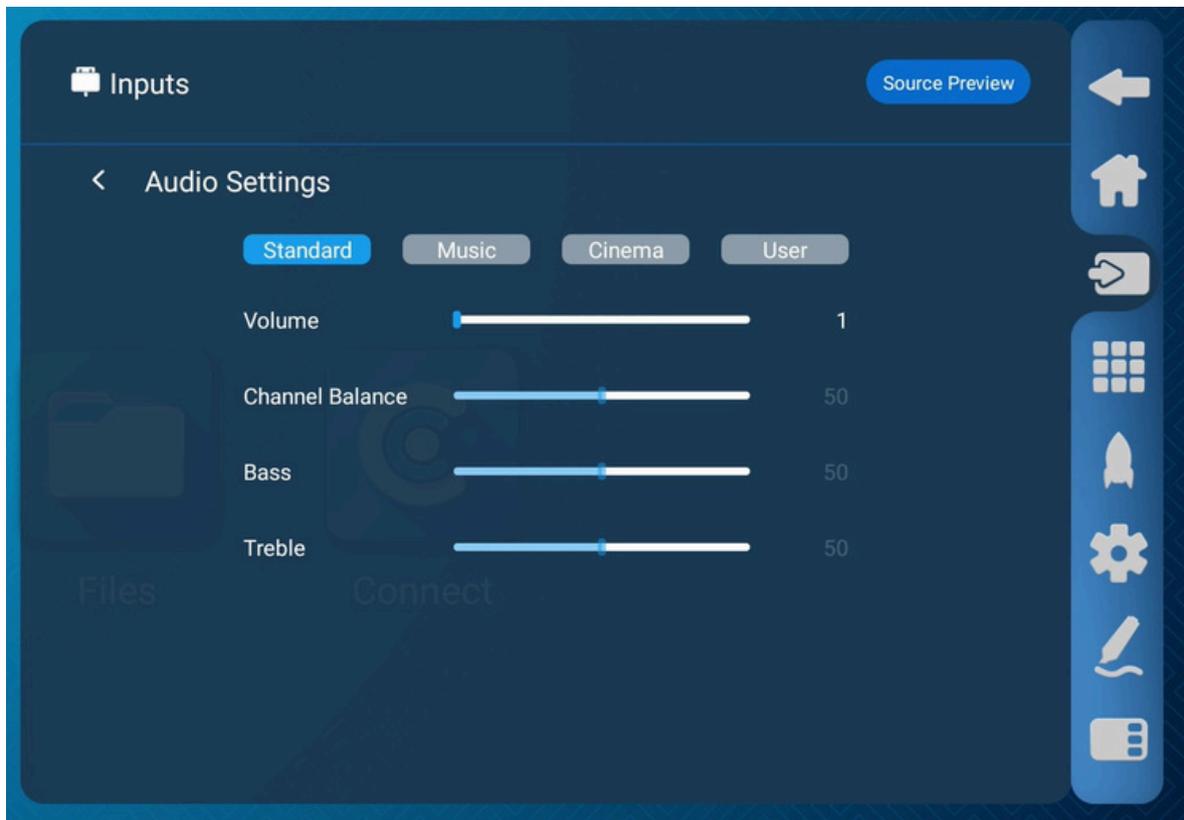
Video Quality

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Video Quality. From here you can adjust Brightness, saturation, contrast and sharpness. There are also preset templates to choose from.



Audio Settings

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Audio Settings. From here you can adjust volume, channel balance, bass and treble. There are also preset templates to choose from.

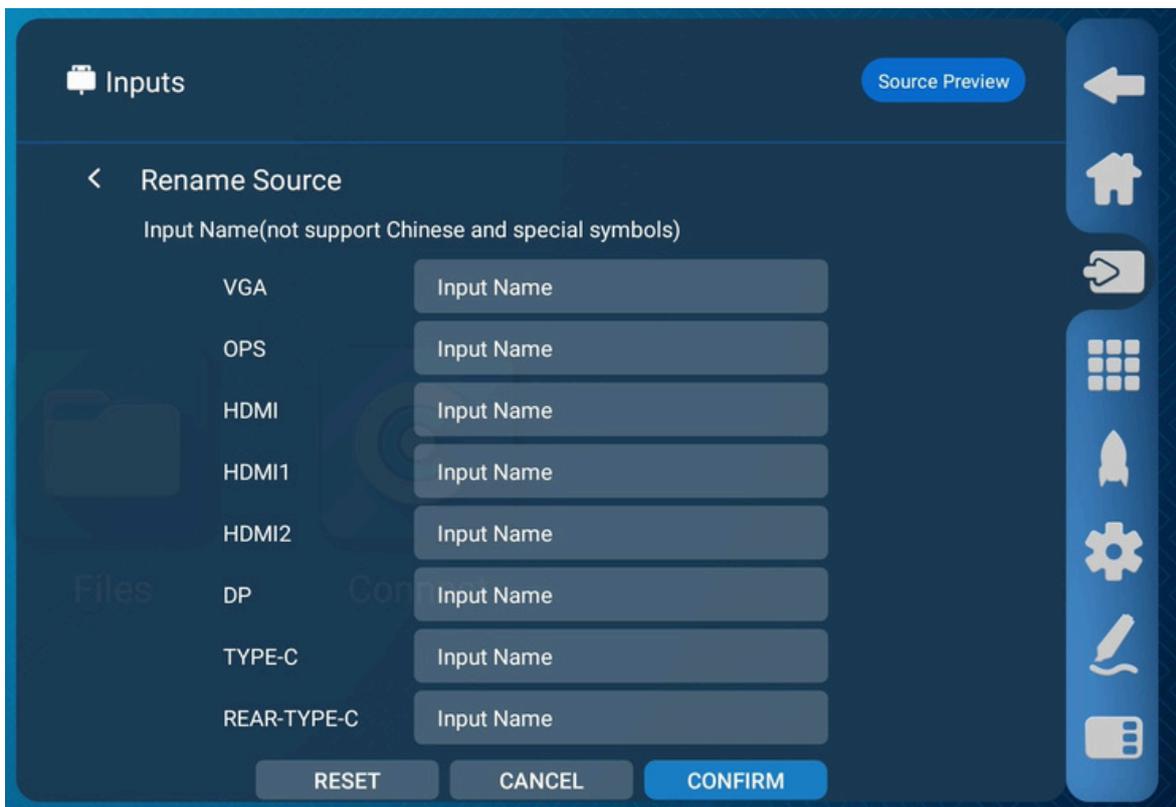


Auto select source on connection

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Auto select source on connection. From here you can choose between auto jump, pop-up prompt or no jumping.

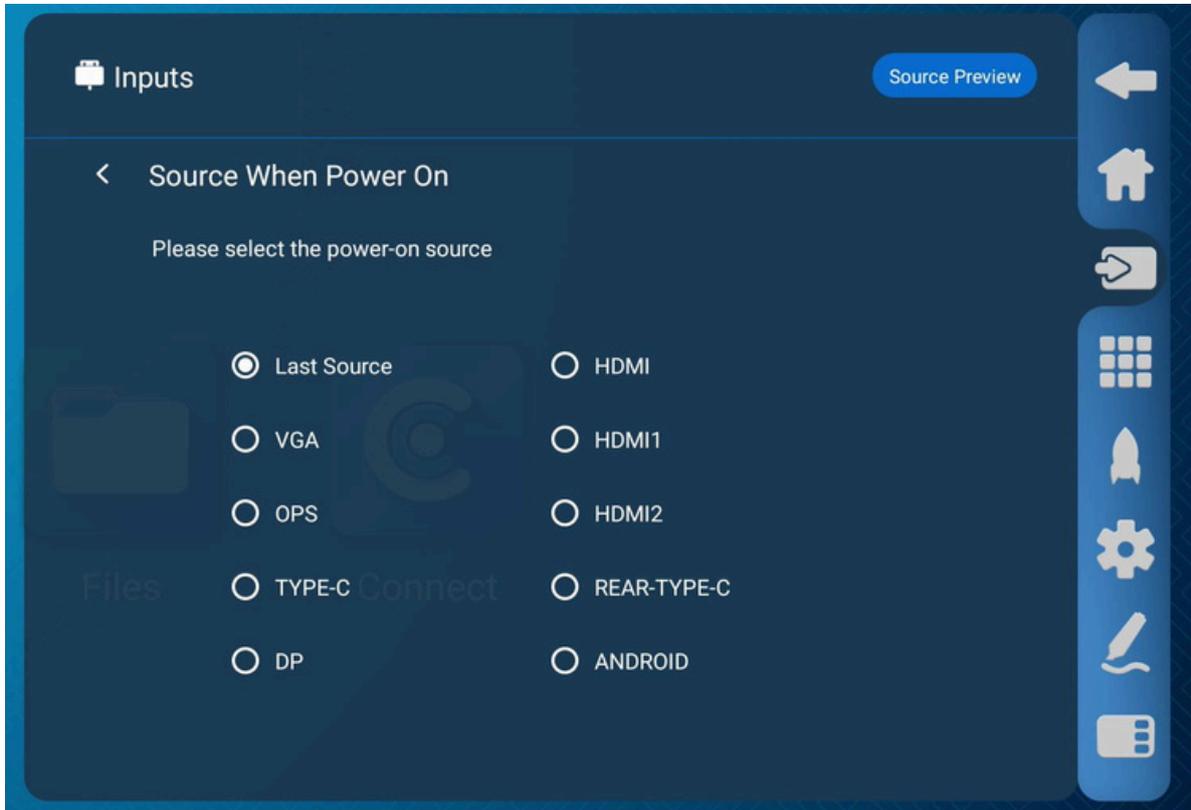
Rename Source

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Rename Source. From here you can rename the inputs.



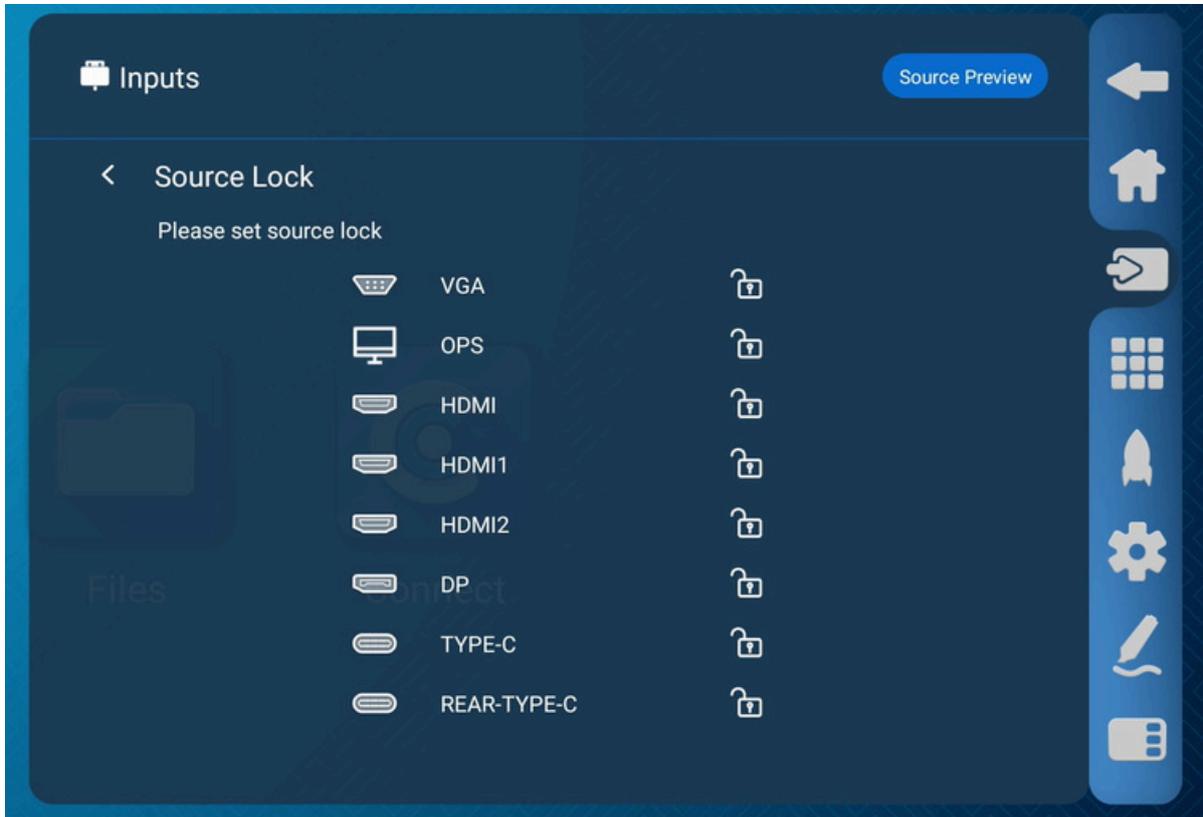
Source when power on

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Source when power on. From here you can select which source should be available when the device is powered on.



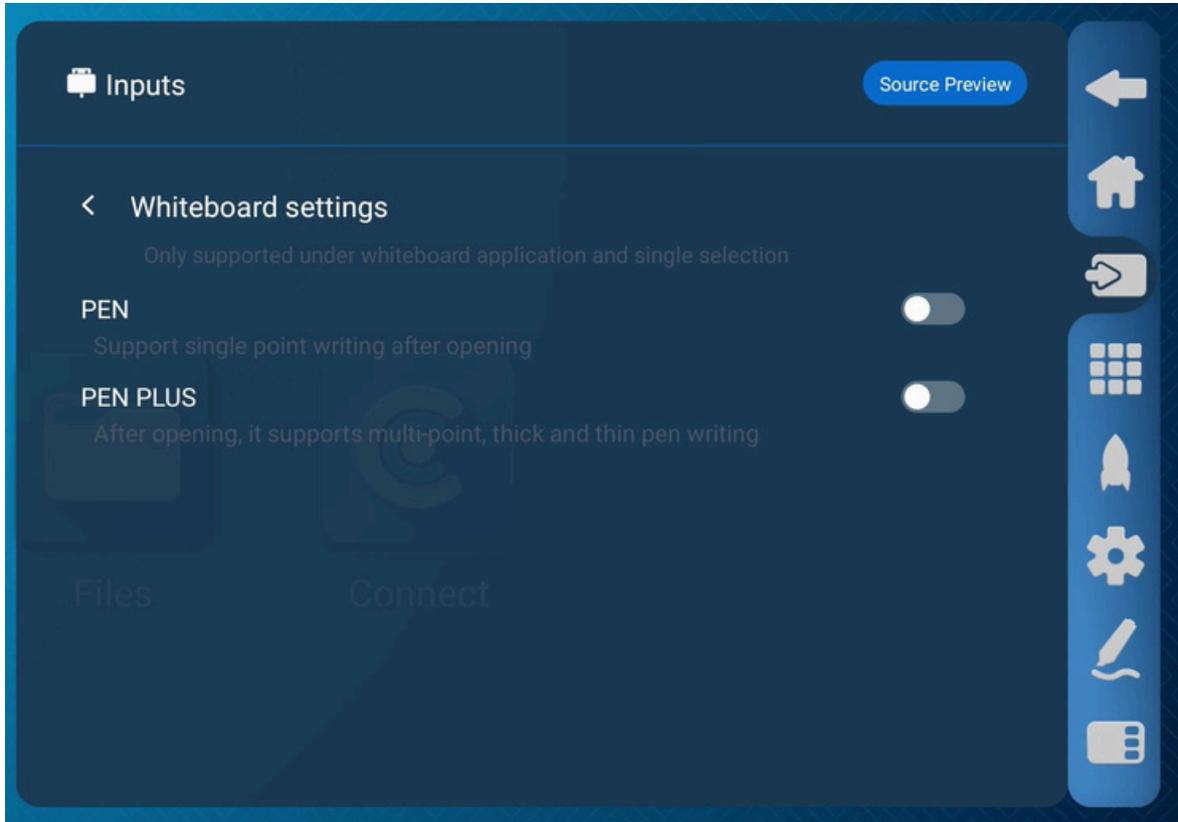
Source Lock

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Source Lock. From here you can lock individual sources.



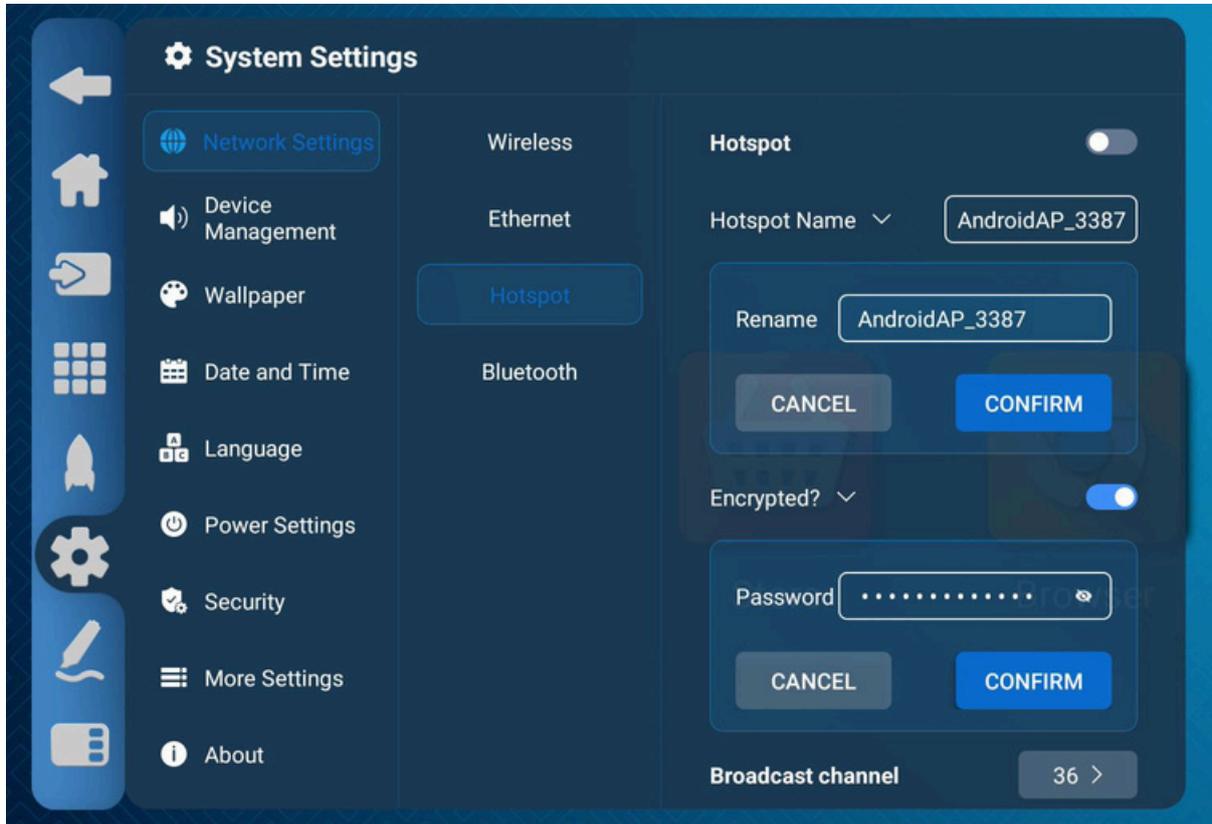
Whiteboard settings

Select the sidebar menu and click the  icon. Then, click the "Source Settings" icon then select Whiteboard Settings. From here you can adjust whiteboard input settings.



Network settings

Select the sidebar menu and click the  icon, then click “Network Settings”. From here you can choose from Wireless, Ethernet, Hotspot and Bluetooth and connect accordingly.



Wireless

1. Go to Sidebar Menu > System Settings > Network Settings > Wireless.
2. Turn on the Wireless switch.
3. Select the desired network from the Available networks, enter the password, and connect to the wireless network.
4. If the desired network is not listed, you can manually add a network.

Ethernet

1. Connect one end of the network cable to the network port on the device and the other end to a router.
2. Go to Sidebar Menu > System Settings > Network Settings > Ethernet.
3. Turn on the Ethernet switch.
4. Select Auto in IP settings to automatically obtain an IP address and connect to the network.
5. Select **Static** in IP settings to manually input the MAC address, IP address, gateway, network prefix length, and DNS address.
6. Click Confirm to connect to the network.

*Note: The device has two network ports; either one can be connected to a wired network. When one network port is connected to a router, the other can connect to an external device, forming a LAN with the Android system, OPS (Windows system only), and the external device all connected to the network simultaneously.

Hotspot

1. Go to **Sidebar Menu > System Settings > Network Settings > Hotspot**.
2. Turn on the **Hotspot** switch.
3. Enter the hotspot name in the textbox. The default name is "AndroidAP-####," which can be changed.
4. Choose whether to Encrypt or not.
5. If encryption is selected, the system will automatically configure a password, or you can enter a password manually in the password box.
6. Click **Confirm** to save the settings. Other Wi-Fi devices within range will be able to find and connect to this network.

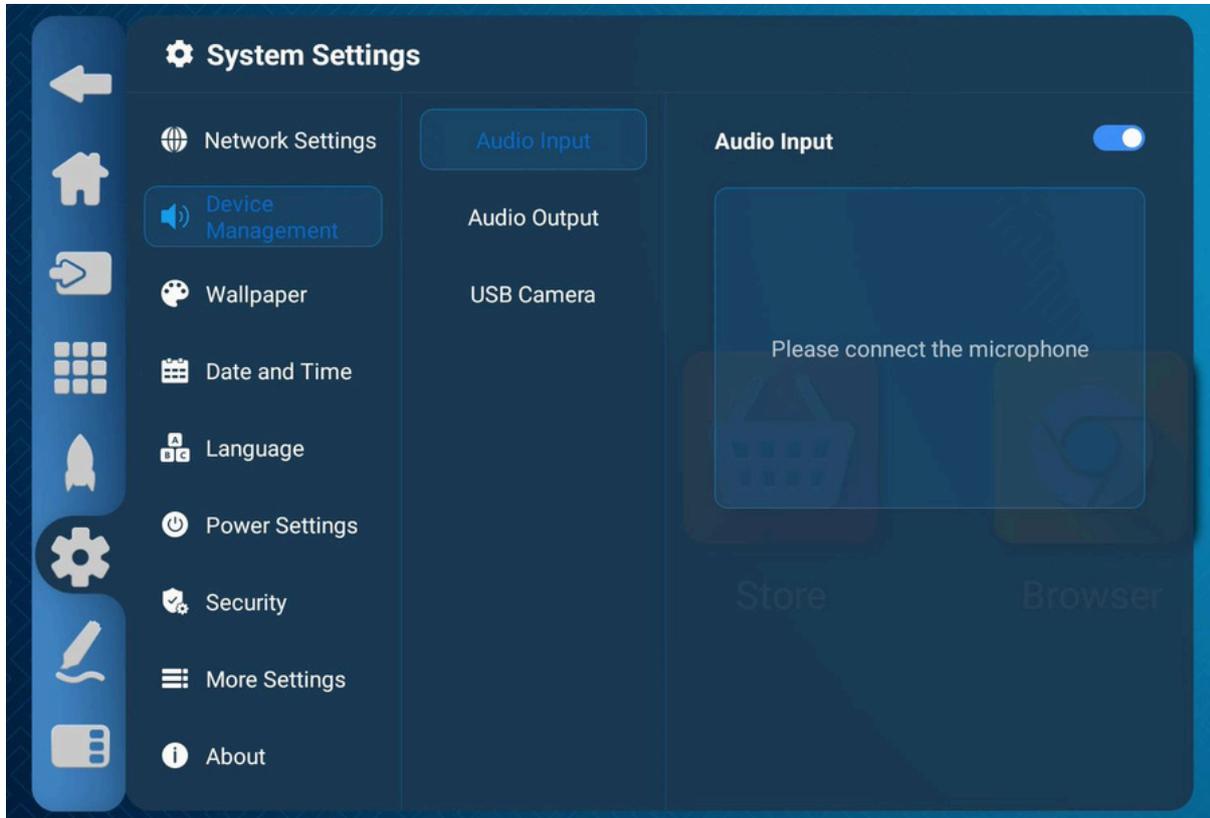
Note: Please set a complex network password for security

Bluetooth

1. Go to **Sidebar Menu > System Settings > Network Settings > Bluetooth**.
2. Turn on the **Bluetooth** switch.
3. Choose the Bluetooth device to pair and connect.

Device Management

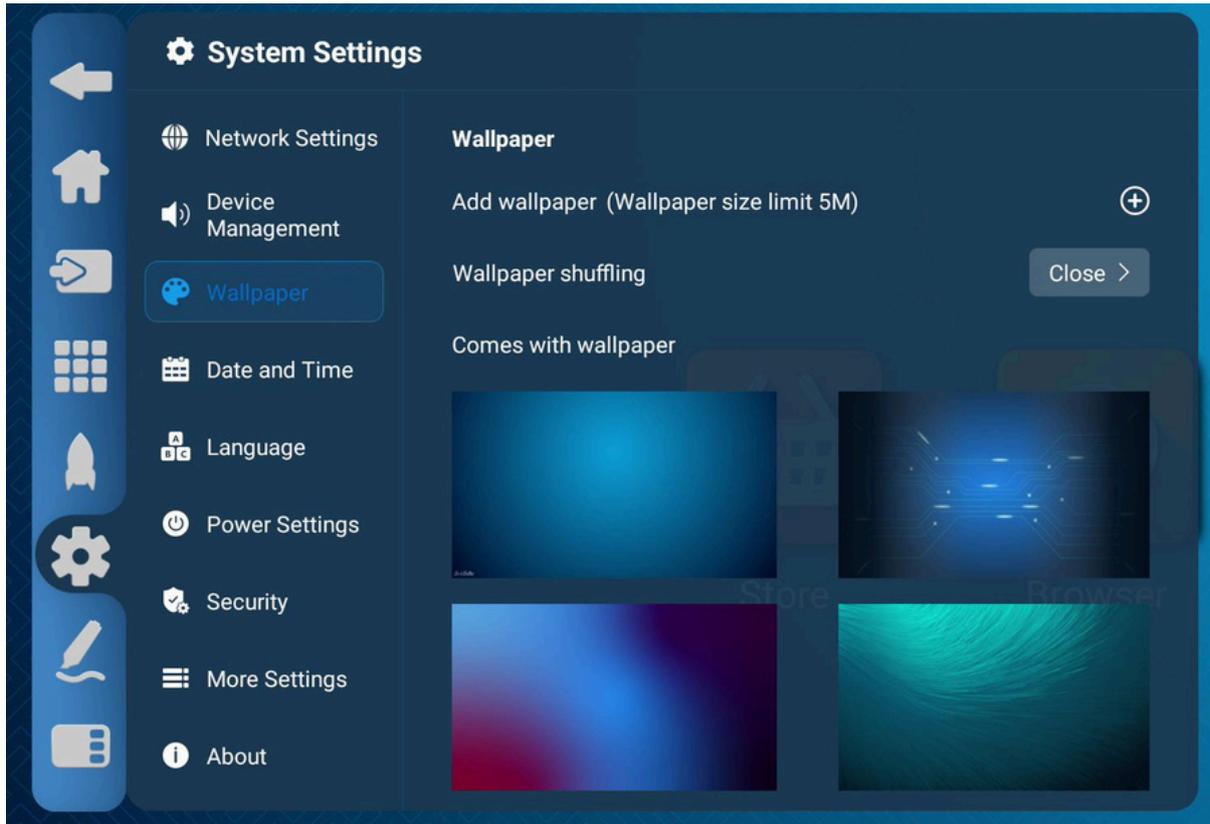
Select the sidebar menu and click the  icon, then click “Device Management”. From here you can choose administer audio input, audio output, and USB Camera.



Wallpaper

Select the sidebar menu and click the  icon, then click “Wallpaper”. From here you can add a wallpaper, set wallpaper shuffling, or select a pre-loaded wallpaper.

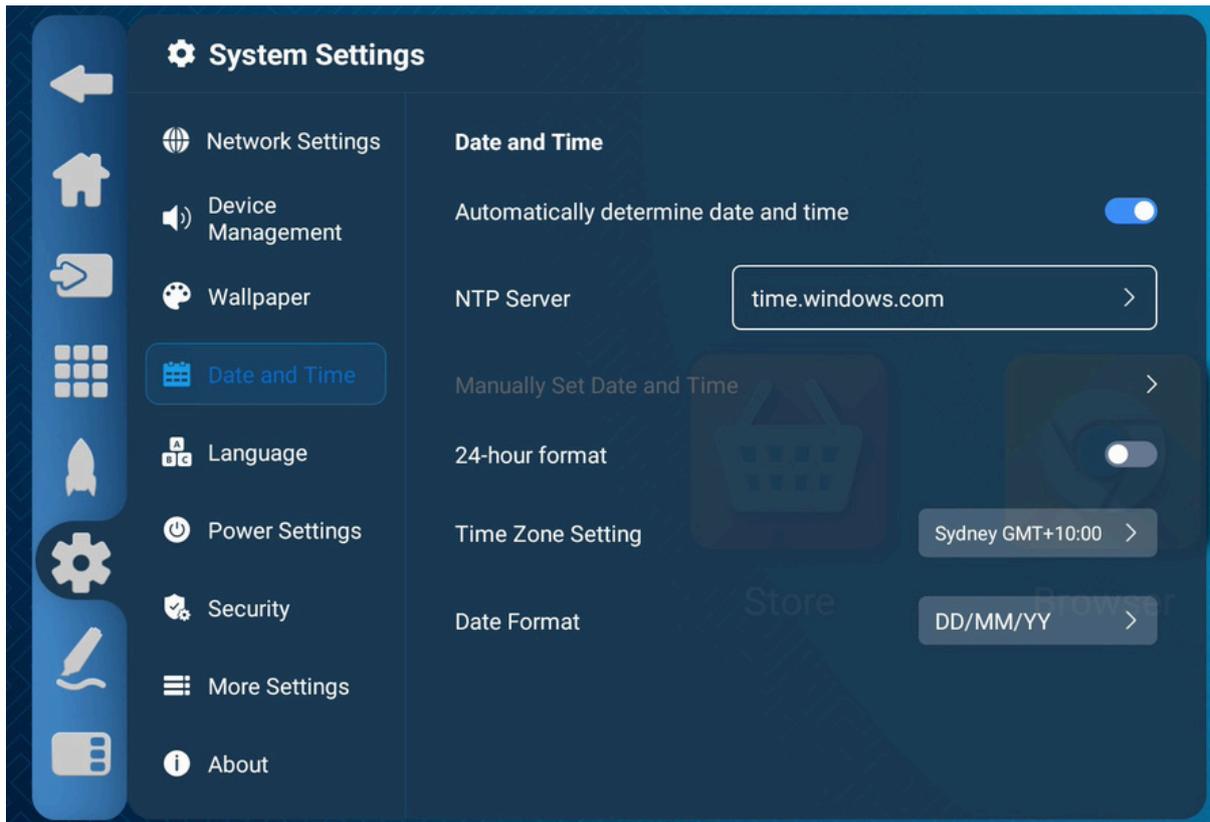
Note: The wallpaper and lock screen wallpaper should be in PNG format with a resolution of either 1920x1080 or 3840x2160. Ensure the file size is not too large to prevent import issues and maintain smooth system operation.



Date and Time

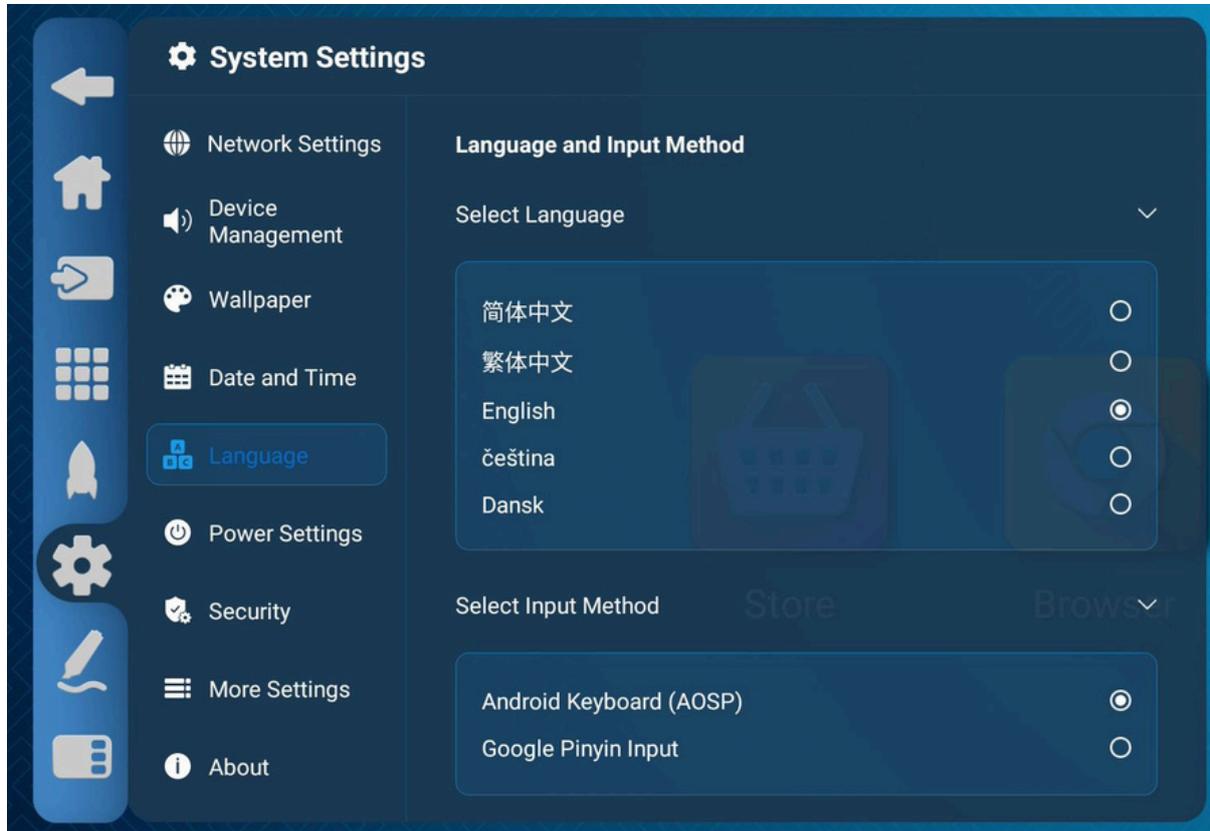
Select the sidebar menu and click the  icon, then click “Date and Time”. Here you can:

- Automatically detect the date and time
- Manually set the date and time
- Select 24-hour time format
- Set the time zone
- Change the date format



Language

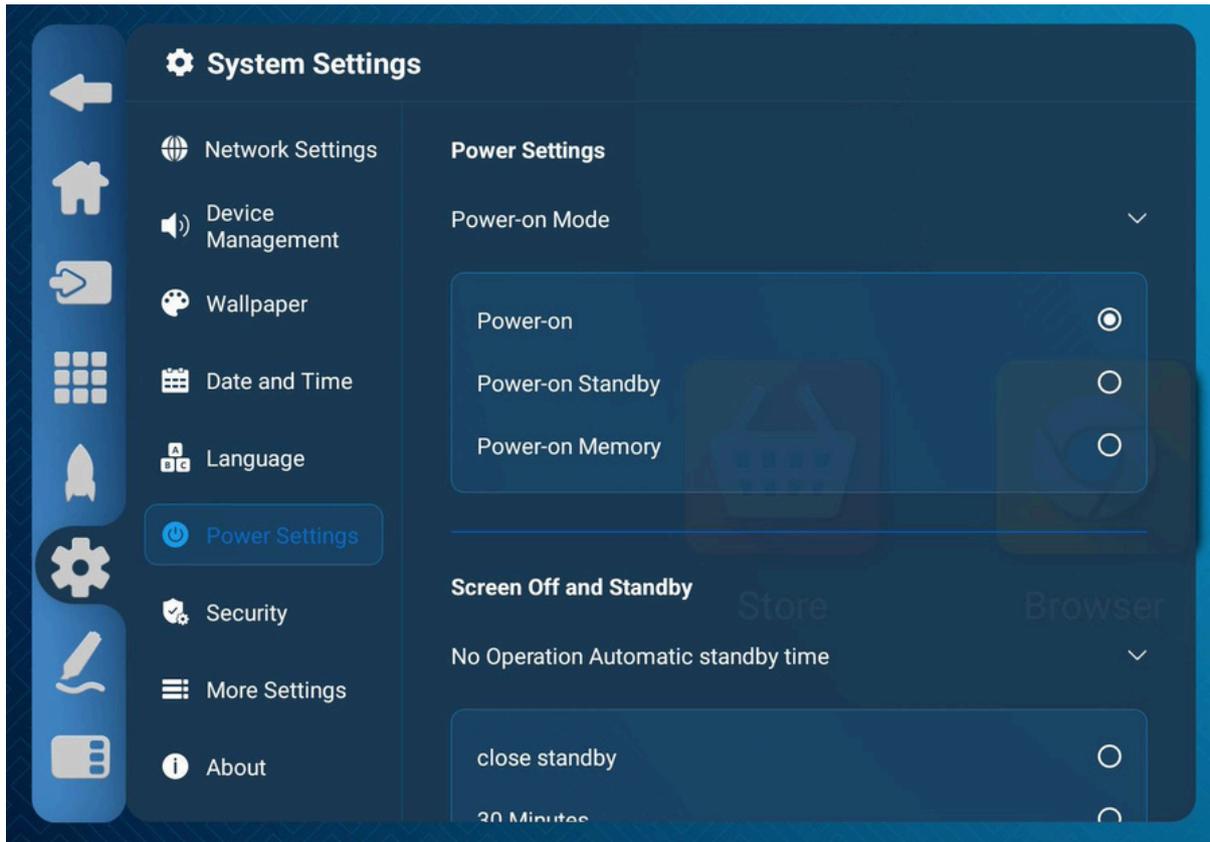
Select the sidebar menu and click the  icon, then click “Language”. Here, you can select the language and the input method.



Power Settings

Select the sidebar menu and  icon, then click “Power Settings”. Here, you can select the:

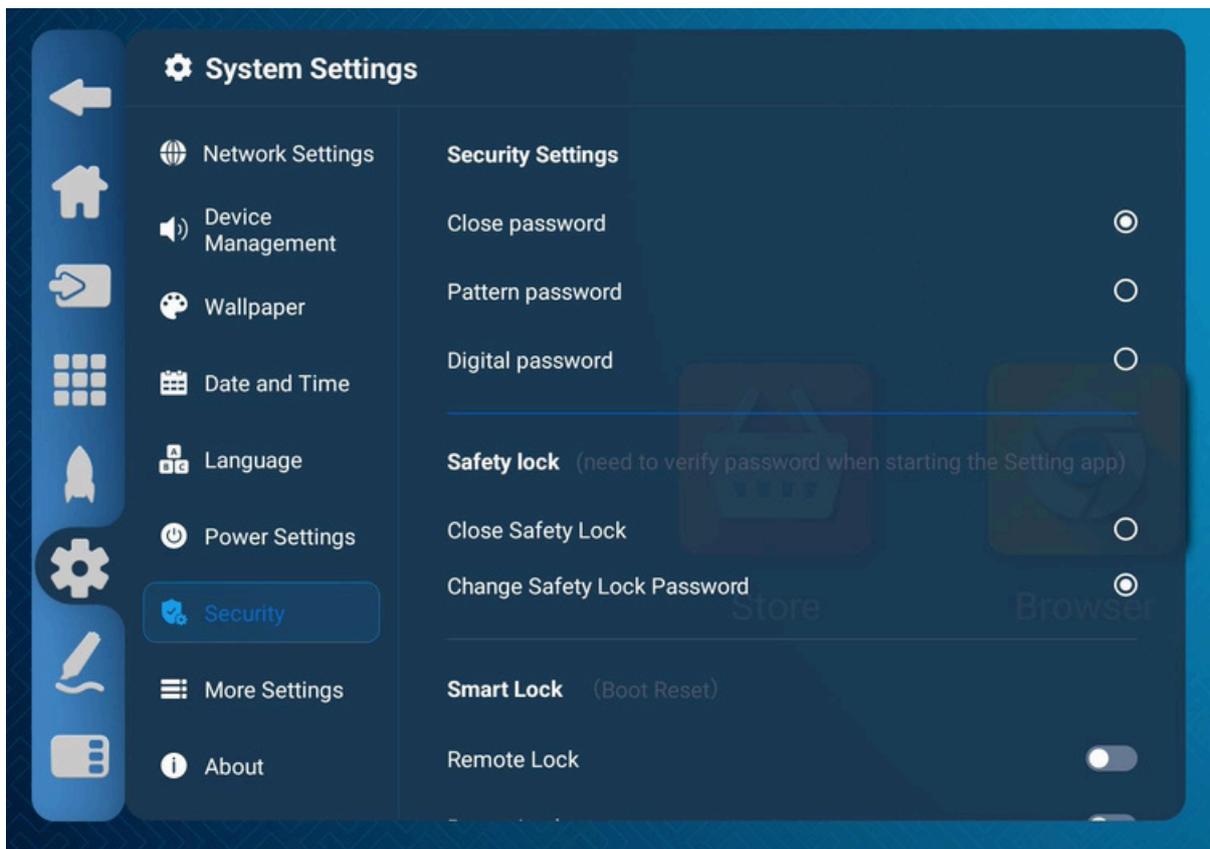
- Power-on mode
- Screen off and Standby settings
- Timers for power on/off
- Auto Wake up and Wake-On-Lan
- Sleep Mode



Security

Select the sidebar menu and click the  icon, then click “Security”. Here, you can select and set the:

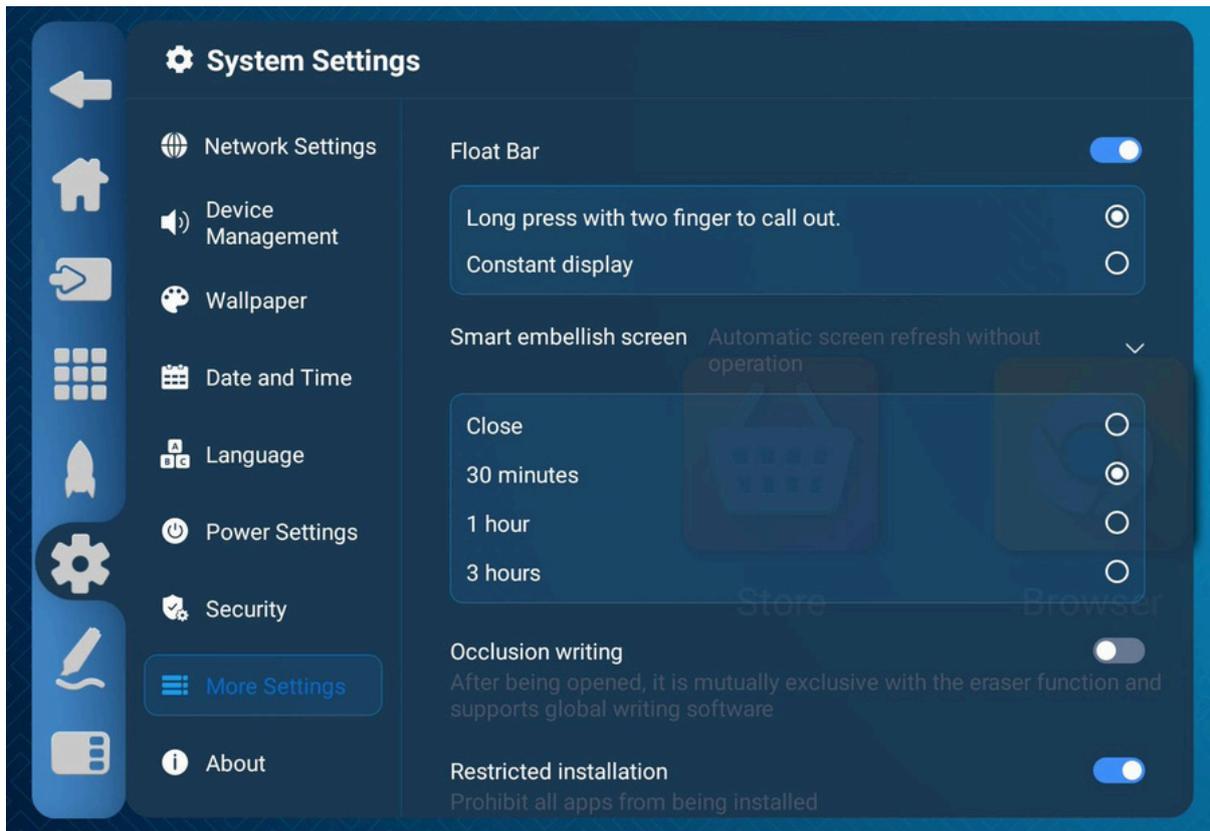
- Password type
- Safety lock for settings app
- Smart lock
- Button lock
- USB lock
- Wi-Fi Certificates
- Application permissions



More Settings

Select the sidebar menu and click the  icon, then click “More Settings”. Here, you can set and select the:

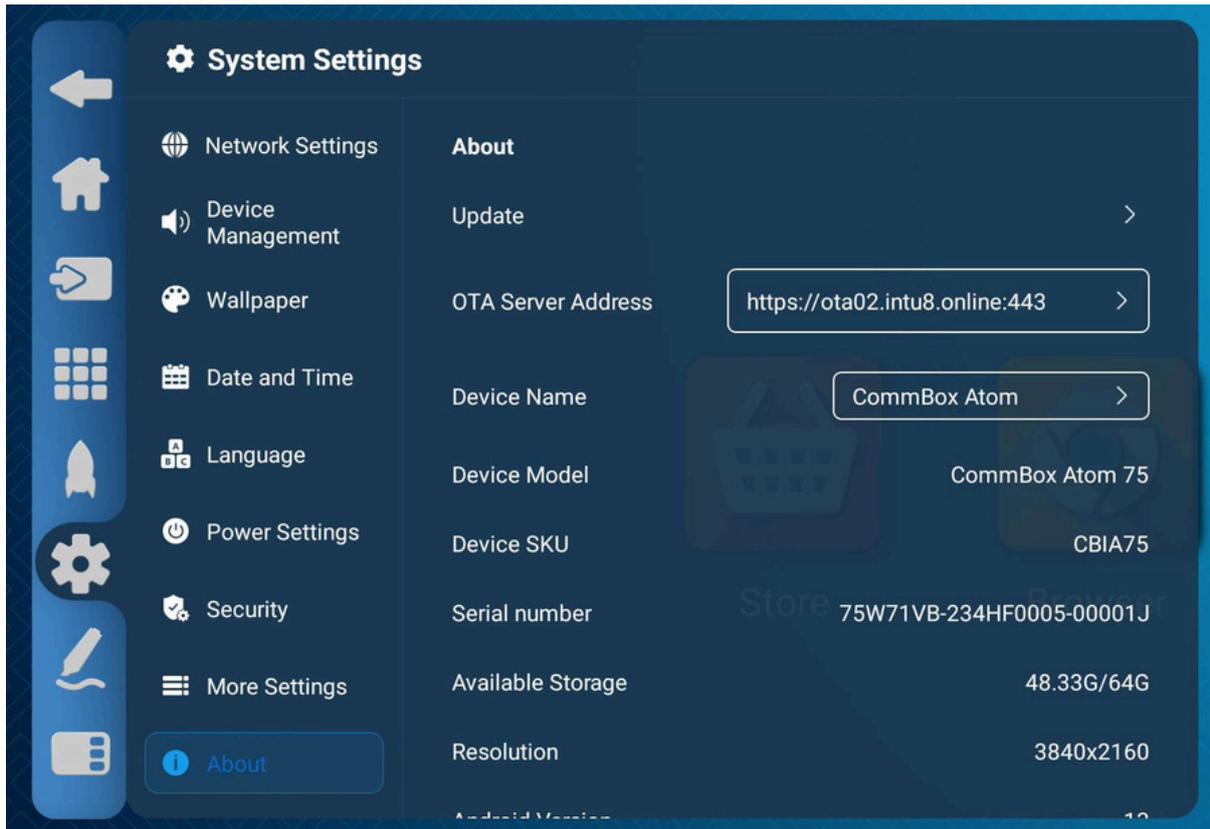
- Float Bar
- Screen refresh settings
- Occlusion writing
- Restricted installation
- Multi Window
- Print Service



About

Select the sidebar menu and click the  icon, then click "About". Here, you can administer:

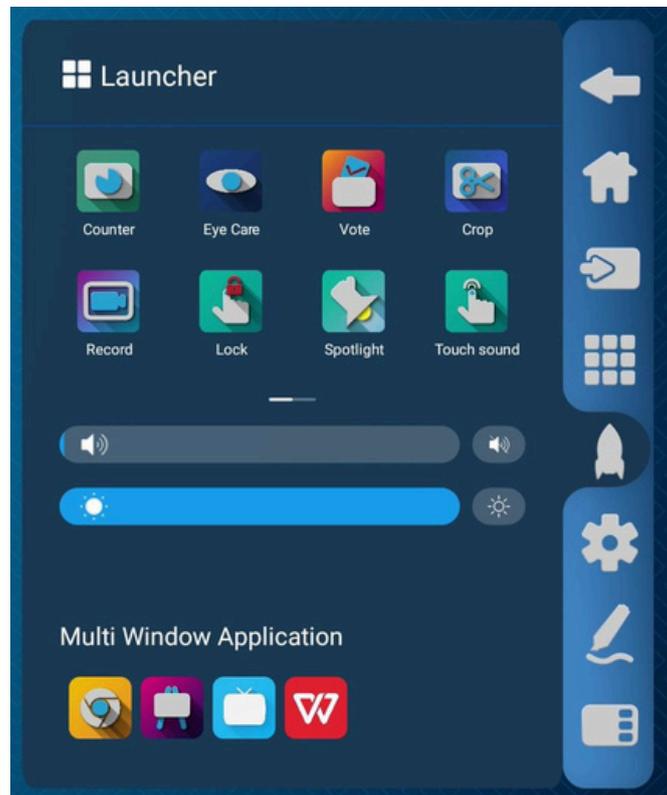
- System updates
- Factory reset
- See device information



Launcher

Select the sidebar menu and click the  icon. From here you have access to a range of tools including:

- Counter
- Eye care
- Vote
- Crop
- Record
- Lock
- Spotlight
- Touch sound
- Freeze
- Sound and brightness controls
- Multi window controls



Task switcher

Select the sidebar menu and click the  icon. From here you can manage background running processes and switch between tasks.

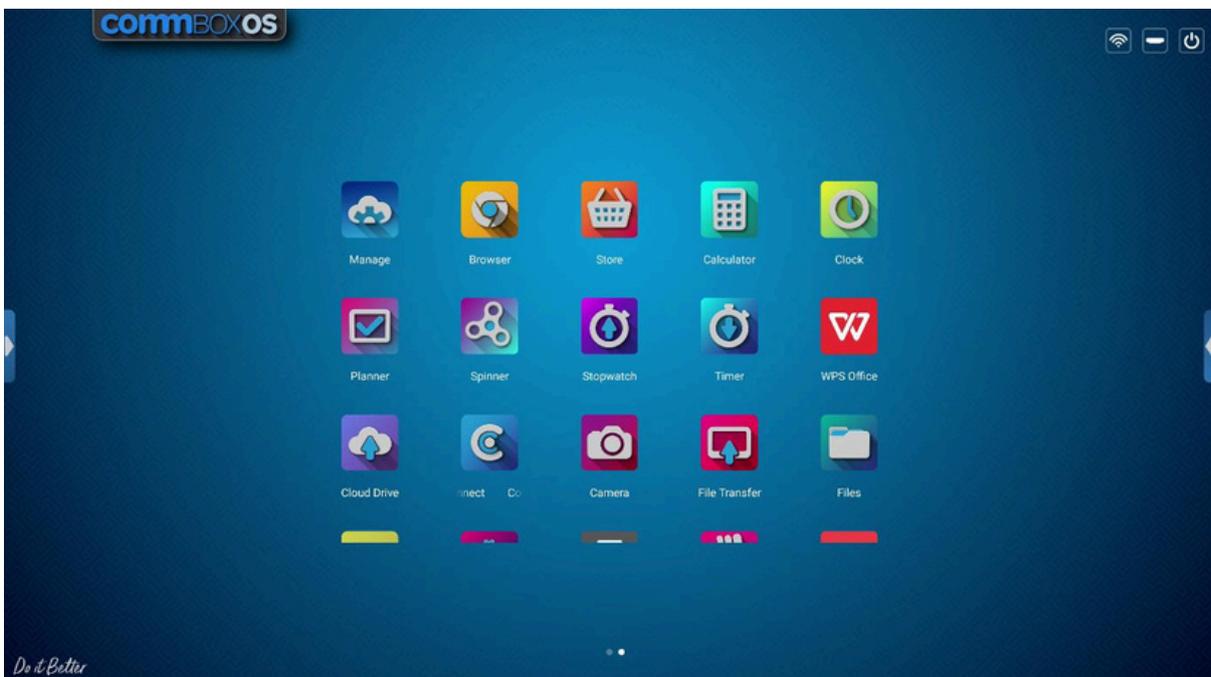


Home Page

The home page displays time, date, drive information, network information, hotspot information, and shortcuts for Store, Browser, Whiteboard, Help, Files and Connect.



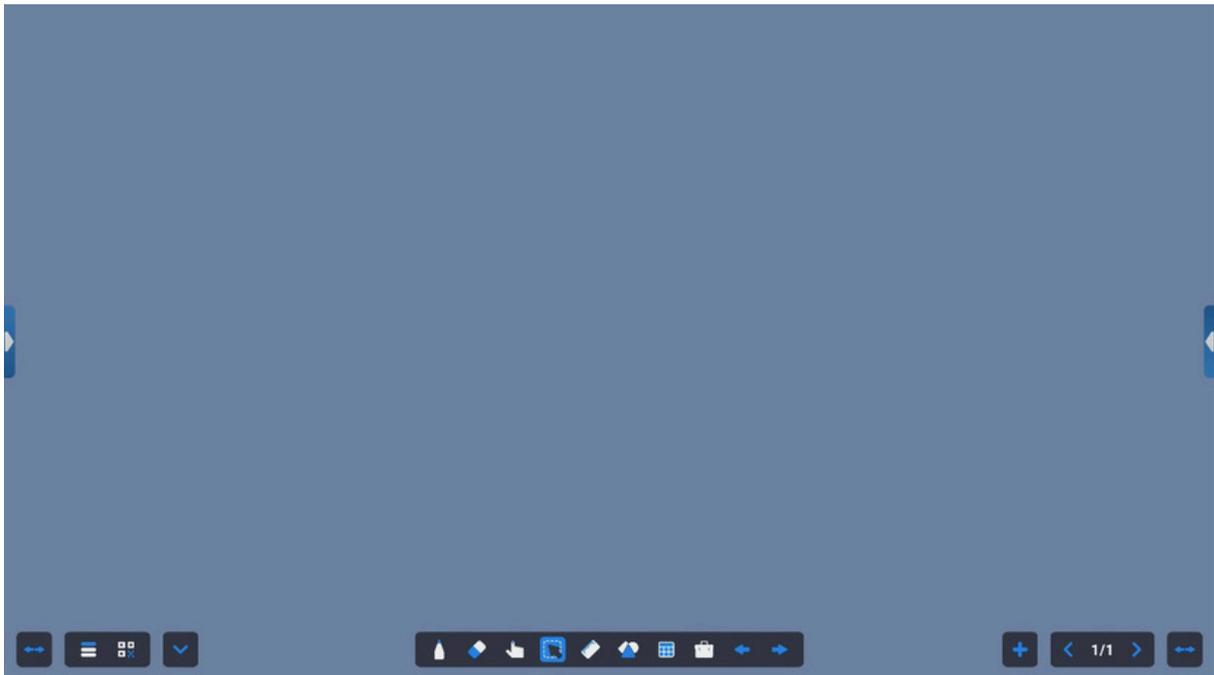
Swiping to the second page, will give you access to all applications on the device.



White Board

The electronic whiteboard contains a number of great features including;

- A range of different pen and brush tools
- Rulers
- Shapes
- Background templates
- Import images, videos and documents
- Share, export and save

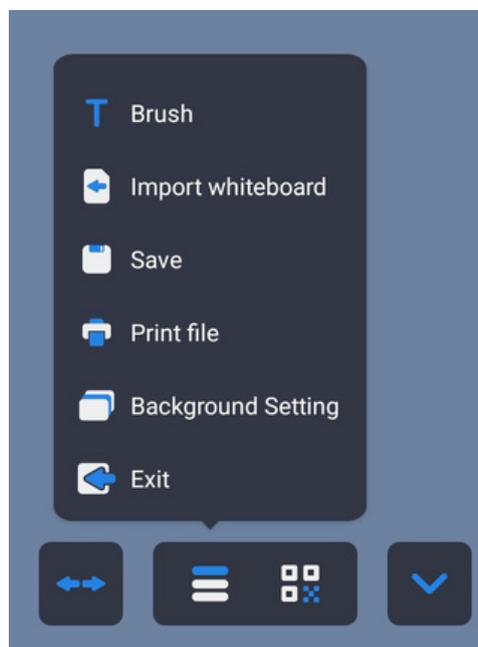


	Switch	Switches the left and right menu items
	Menu	Opens the system menu
	QR code share	Produces a unique QR code to allow you to share an image of the board
	Hide/Show Menu	Hides and shows the menu
	Pen Menu	Allows you to select from a range of pen types
	Erase	Erases elements on the board
	Single/Multi point touch	Toggle between single and multi-touch
	Select	Select an element on the board
	Rulers	Allows you to add a range of geometry tools, including ruler, set square and compass
	Shapes	Allows you to add a range of 2D and 3D shapes
	Table	Allows you to add a table template to the board
	Toolbox	A range of additional tools and functionality
	Add a page	Adds another whiteboarding page to your session
	Navigation	Allows you to navigate between the whiteboards in your session

Whiteboard – Menu

To view the menu items, select the  icon. From here you can:

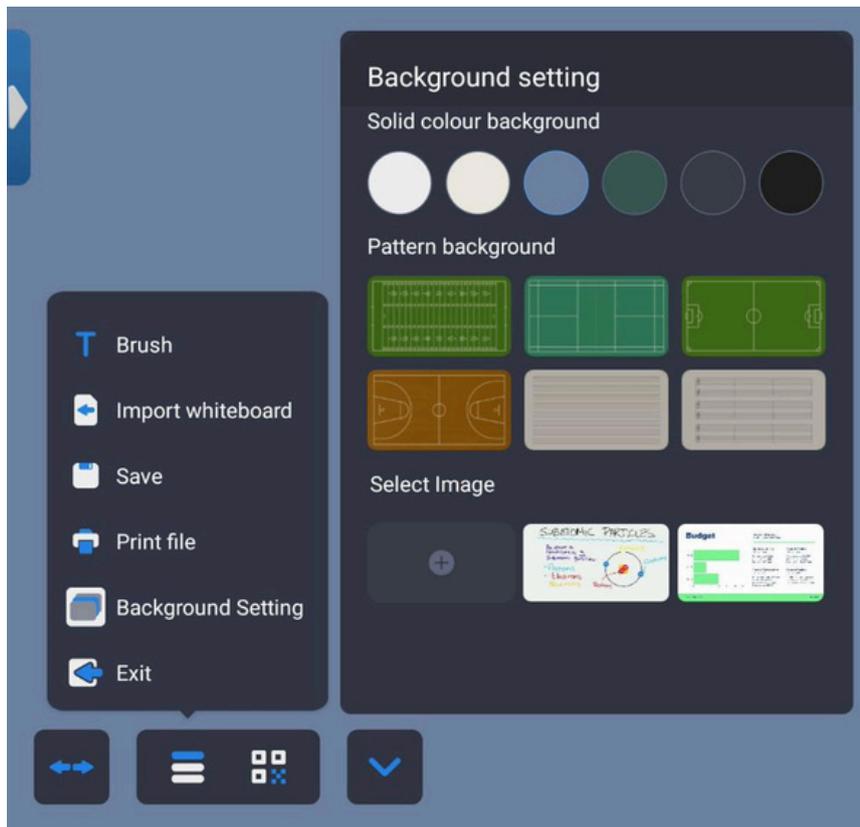
- Amend the handwriting font
- Import a Whiteboard
- Save
- Print
- Update the Background
- Exit



Whiteboard – Backgrounds

To update the background, select the  icon and select “Background Setting”. From here you can choose:

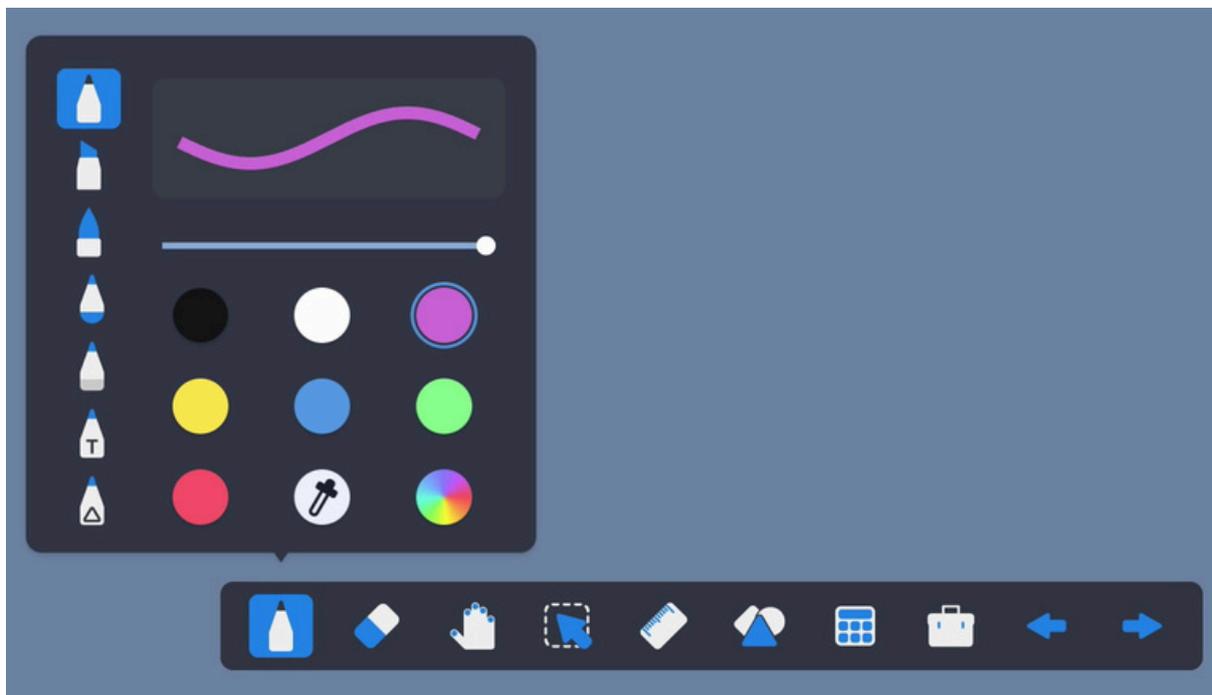
- A solid colour background
- A pattern background
- Your own image



Whiteboard – Pens

There is a wide variety of pens and brushes available, along with an extensive colour palette to choose from. Each pen comes with a quick tutorial video accessible by selecting the “?” icon on the tool. To choose a pen, click on the  icon. From here you can select:

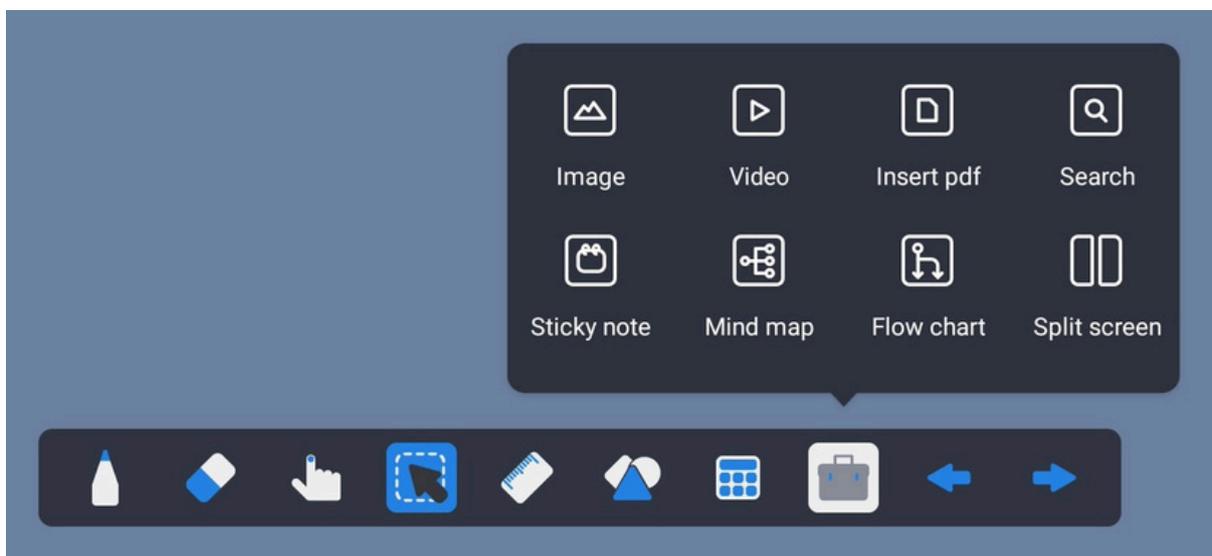
- Pen
- Highlighter
- Brush
- Double sided pen
- Double sided pen & eraser
- Write to text – your handwriting will be recognised and turned into text
- Write to shape – your hand drawn shape will be recognised and turned into a graphic



Whiteboard - Toolbox

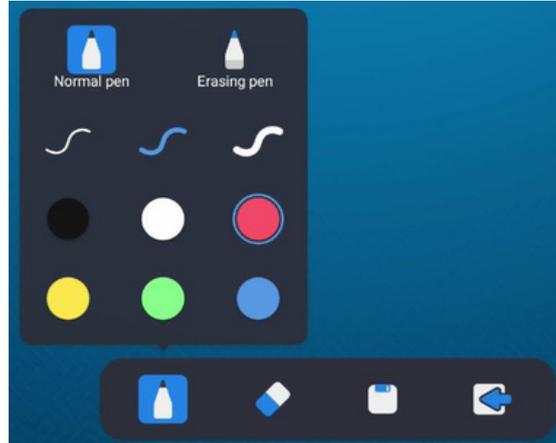
The toolbox contains additional tools for whiteboarding. Select the  icon and from the menu you can select:

- Insert an image from file
- Insert a video from file
- Insert a pdf from file
- Search – Opens a browser window
- Sticky note
- Mind map tool
- Flow chart tool
- Split screen – allows up to 6 splits

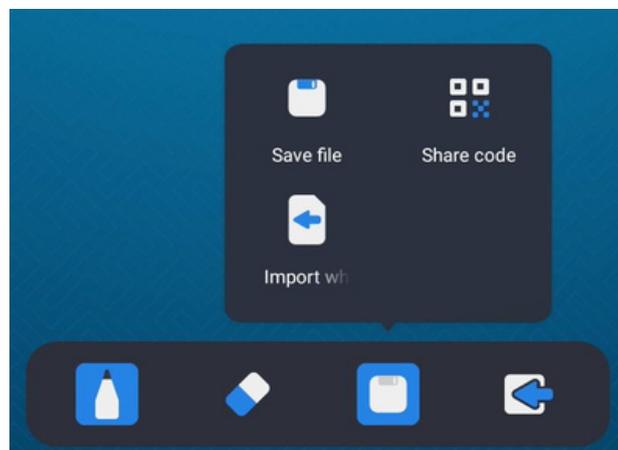


Annotate

Annotate allows you to write over the top of any content on the screen, which can then be saved and shared. Select the sidebar menu and click the  icon. A small menu will appear at the bottom of the screen. From here you can select your pen type, thickness and colour.



Once you have completed your annotation you can then save, share via a QR code or import it into the whiteboard.



Additional Included Apps

Your Atom comes with a number of additional applications to enhance your experience.

- File Browser
- Planner
- Spinner
- Stopwatch
- Timer

Technical Parameters

No.	Mode	Resolution	Refresh Rate
1	VGA	640 x 480	60 Hz
2	SVGA	800 x 600	60 Hz
3	XGA	1024 x 768	60 Hz
4	WXGA	1360 x 768	60 Hz
5	WUXGA	1920 x 1080	60 Hz

Mode Display HDMI

No.	Mode	Resolution	Refresh Rate
1	SD	720X480	70 Hz
2		720X576	50 Hz
3		1280X720	50 Hz
4		1280X720	60 Hz
5	HD	1920X1080	50 Hz
6		1920X1080	60 Hz
7	UD	3840X2160	30 Hz
8		3840X2160	60 Hz

Troubleshooting

Please check the following troubleshooting guide before performing any maintenance.

Symptom	Possible Cause	Solution
The screen does not display anything; there is no sound, and the indicator does not come on	Looseness of power plug, power connection failure	Check if the power cord is properly connected
Pictures shown on the product have a dotted line or stripe interference	Signal interference caused by automobile, neon light electric hairdryer, etc	Remove the interfering product or insert the power plug into another socket
Pictures shown on the PC are offset, do not cover the entire screen, go beyond the screen, or are blurred	1. Improper adjustment 2. Incorrect display mode	1. Use the auto adjustment function 2. Enter "PC Screen Adjustment" to adjust the horizontal or vertical position 3. Use the recommended mode
Short remote-control distance, malfunction of remote control	1. The remote receiver if the product is blocked by some other object 2. Battery level of the remote-control is low	1. Move the object to avoid blocking the remote receiver 2. Replace the battery
The product gets stuck, crashes or cannot be operated	1. Too many programs are running 2. Normal operation of the product is disturbed by external environment (e.g. lightning, static electricity)	Disconnect the product from power supply; wait for 1.2 mins and reconnect power supply; then restart the product
The touch is slow, it doesn't work	Too many programs are running	Clean up programs that use large amounts of memory or restart the product
OPS can't be turned on, no display, no touch	OPS has not been fixed well	Reinstall the OPS
Invalid touch to the external computer	1. The Signal source is inconsistent with the corresponding interface of the USB touch cable 2. The touch USB cable is too long or low quality	1. Check and change the corresponding interface of the touch USB cable 2. Change another shorter or better quality touch USB cable

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