commBOX
Do it better

CLASSIC S5

Interactive User Manual

commBOX.com.au

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.

Safety Warning

Please read this manual carefully before operating the product and retain it for future reference. The images in this manual are for reference purposes only. The actual product may differ from the illustrations shown. In case of discrepancies, the actual product will take precedence

Placement

- Do not place heavy objects on top of the unit.
- Keep the unit away from appliances that generate magnetic fields.
- Avoid exposing the unit to direct sunlight or other heat sources.
- Do not place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.
- Keep liquids away from the unit and ensure no liquid spills inside it.

Power Supply

- Ensure the power cable is protected from physical or mechanical damage.
- This product is a CLASS I device. Use the supplied power cable and ensure that the system is properly grounded before powering it on.
- Unplug the power supply during thunderstorms or lightning.
- Ensure that the unit's operating voltage matches your local power supply.
- Use only the original power cable provided in the accessory bag. Do not modify or extend the cable.
- Unplug the power supply when the unit is not in use for extended periods or when no one is home.

Screen

1. This product is not designed to be operated 24x7. The product needs to be in OFF, Stand By, Backlight OƲ or Sleep mode for at least 8 hours per day.
2. Unplug the power cable before cleaning the unit.
3. Use a soft, dry, lint-free cloth to clean the screen. For deep cleaning, please contact an authorised service centre
4. Do not use water or spray-type cleaners to clean the unit.
5. Avoid using hard or sharp objects as a substitute for the touch pen.
6. To prolong the panel's lifespan and maintain display performance, avoid displaying high-brightness images for extended periods.

Temperature Guidelines

The normal operating temperature range is 0 ~ 40℃.

Do not place the unit near or on top of radiators or heaters. If the unit is moved from a cold environment to a warm one, unplug the power cable and wait at least 2 hours before turning it on to ensure that any internal moisture has fully evaporated.

Humidity

Do not expose the unit to rain or place it in areas with high humidity. Ensure the indoor environment is dry and cool. The recommended operating humidity range is 10% to 90% RH.

Ventilation

Place the unit in a well-ventilated area to allow for proper heat dissipation. Ensure there is sufficient space around the unit for ventilation: at least 10 cm on the left, right, and back, and at least 20 cm on the top.

Earphones

Before using earphones, reduce the volume to a low level. Listening to loud sounds for extended periods may damage your hearing.

Standby Mode

Pressing the standby button will put the unit into standby mode but will not completely turn it off.

Battery

Ensure the battery is properly disposed of or recycled after use. Keep the battery out of reach of children and never dispose of it in fire. Caution: There is a risk of fire or explosion if the battery is replaced with an incorrect type.

Notes for Cleaning

There are vents on the back cover; do not use any liquids or sprays directly when cleaning.

Power Switch Status

The symbol 'I' indicates power on, while 'O' indicates power off.

Notes for Maintenance

Maintenance of this machine should only be performed by a certified technician.

SCAN

Installation & Maintenance Guide

Power Scheduling Tips

Contents

CommBox Classic S5 Interactive User Manual

Chapter 1: Welcome

About this guide

This chapter welcomes you to the CommBox Interactive Classic S5. This guide explains how best to use the CommBox Classic S5. For additional information and resources are available in the Support section of our website (www.commbox.com.au/support).

About the CommBox Classic S5

The CommBox Classic S5 is a feature rich interactive display with everything you need to aid you in a classroom or meeting room setting. The CommBox includes a comprehensive set of features.

Touch

You can touch the screen and use it the same as a tablet or phone. You can tap the screen to open apps, use the browser and write on the built-in whiteboard. You can use an array of gestures within applications including swiping, pinching, rotating, dragging and zooming in and out. You can touch the screen using your finger, eraser or the two stylus pens that are included with the screen. You can use the eraser or any flat surface, like the palm of your hand, to erase anything on the screen.

Display Screen

The CommBox Classic S5 has a 4K ultra high-definition LED screen for optimal image quality and viewing angles.

The Display size varies by Model:

Model	Size
CBIC65S5	65" Display
CBIC75S5	75" Display
CBIC86S5	86" Display
CBIC98S5	98" Display

Mounting Hardware

The CommBox comes with a wall bracket already mounted to the back of the screen, this bracket is used for wall mounting, all AV furniture such as a trolley include their own mounting apparatus. For documentation on the how to install and maintain the CommBox please visit the Installation and Maintenance Guide.

You can also use any VESA compliant wall mount to mount the CommBox on a wall or a stand, with the 65" at 600mm x 400mm being the smallest bracket.

Power

There is a power button on the front of the screen to send it to sleep and with a long press to the screen on and off. There is also a power switch at the bottom of the screen behind the right hand speaker to turn the main power on and off. There is a power indicator light on the front of the CommBox, and it indicates the power status:

Screen	Power light	How to Achieve this
On	On	Short press of button
Backlight Off	Solid Red	Short press of button
Standby	Fast flash, then solid red	Long press of button
Sleep Mode	Slow blink red and white	1. By a connected device going into sleep mode 2. Setting the CommBox to go to sleep after a period of inactivity
Power off	None	Flicking switch at the bottom of the device

Front input panel

The front input panel provides inputs to connect other devices to the CommBox. The CommBox Classic S5 has the following front inputs:

- USB-C – for display, audio, touch input, media, and charging [Thunderbolt 3.1, USB 3, 4k @60Hz]
- HDMI – display and audio devices with an HDMI port [4K @60Hz]
- Touch – for enabling touch to pass between a device (like a laptop) and the CommBox, as well as media and external devices such as a camera [USB 2.0]
- USB - for a USB device such as a camera, mouse & keyboard, or USB stick
- USB - for a USB device such as a camera, mouse & keyboard, or USB stick

Remote control and infrared sensor

You can use the remote control to turn the CommBox on and off, adjust CommBox settings and quickly open applications.

The CommBox's infrared sensor is on the bottom right of the bezel, next to the power button.

For more information refer to **Using the remote control**.

Ambient Light Sensor

The CommBox has a light sensor that detects the amount of light in the room and automatically adjusts the screen brightness for optimal content viewing.

You can disable the ambient light sensor by swiping up from the menu, selecting "Screen," and then choosing "Auto Backlight."

Writing drawing and erasing

The CommBox comes with two stylus pens that you can use to write and draw on the CommBox. Each end of the pen can be assigned to write or draw in a different colour.

You can erase the digital ink by either moving your flat palm over it or by using the physical eraser included in the accessory box with the CommBox.

Audio

The CommBox includes two 25W integrated front facing speakers, which are designed to provide sound at the front of the room. There is also a SPDIF and 3.5mm audio out jack.

Network connections

The CommBox requires an internet connection for downloading software and firmware updates. You can connect the CommBox to the internet using Wi-Fi, Ethernet cable or tethering to a hotspot from another device. Ethernet is recommended for long term network connectivity.

You can connect the CommBox to a network using Wi-Fi or Ethernet cable.

- The Wi-Fi module is removable and supports 2.4, 5GHz and 6GHz bands.
- The two RJ45 ports allow you to connect the CommBox to the network and act as a switch that passes network connection through to other devices.

Room computers and guest laptops

You can connect room computers and laptops to the CommBox and view and interact with them.
The CommBox comes with CommBox Connect software that enables you to connect your computers too.

For more information refer to **CommBox Connect**

CommBox OS Experience

Your CommBox Classic S5 will come out of the box ready to use. When you first switch it on, it will be in the Google Certification mode. This is a requirement of Google and whilst there are many useful features available to you immediately, you will gain all of that and more by switching the screen over to the CommBox OS Experience.

By enabling the CommBox OS Experience, you'll benefit from:

- Enhanced Cyber Security: Gain additional layers of protection.
- Consistent User Experience: Enjoy the same look and feel across all CommBox products.
- Simpler Workflows: Navigate and operate the system with ease.
- Customisable Interface: Personalise sidebars, the home screen, and the launcher.
- CommBox Accounts: Access your personalised environment on any screen.
- Secure Lobby and Preset Screens: Customise layouts with built-in security features.
- Integrated Help App: Access support and tips directly from the screen.
- Exclusive Tools: Make use of built-in utilities like a clock, spinner, scoreboard, and more.
- Fleet Management: Manage your devices remotely with the pre-installed CommBox Manage, complete with a 7-year license.

Switching to the CommBox OS Experience unlocks the device's full potential, delivering the tools and functionality you need for both education and business settings.

OPS Slot-in PC Slot

A Slot-In Windows PC (OPS) with Windows installed can be purchased for an additional cost from authorised resellers. Installing an OPS Slot-in PC into the CommBox will give you access to Windows (Windows license not included). Note: Do not remove the OPS PC or other devices from the accessories slot while they are turned on.

Identifying your specific model

CommBox offers several models of the CommBox Classic. There are two ways to help you identify which model you are using

1. See the label on the side of the screen or
2. Go to the settings app, tap about and see the serial number.
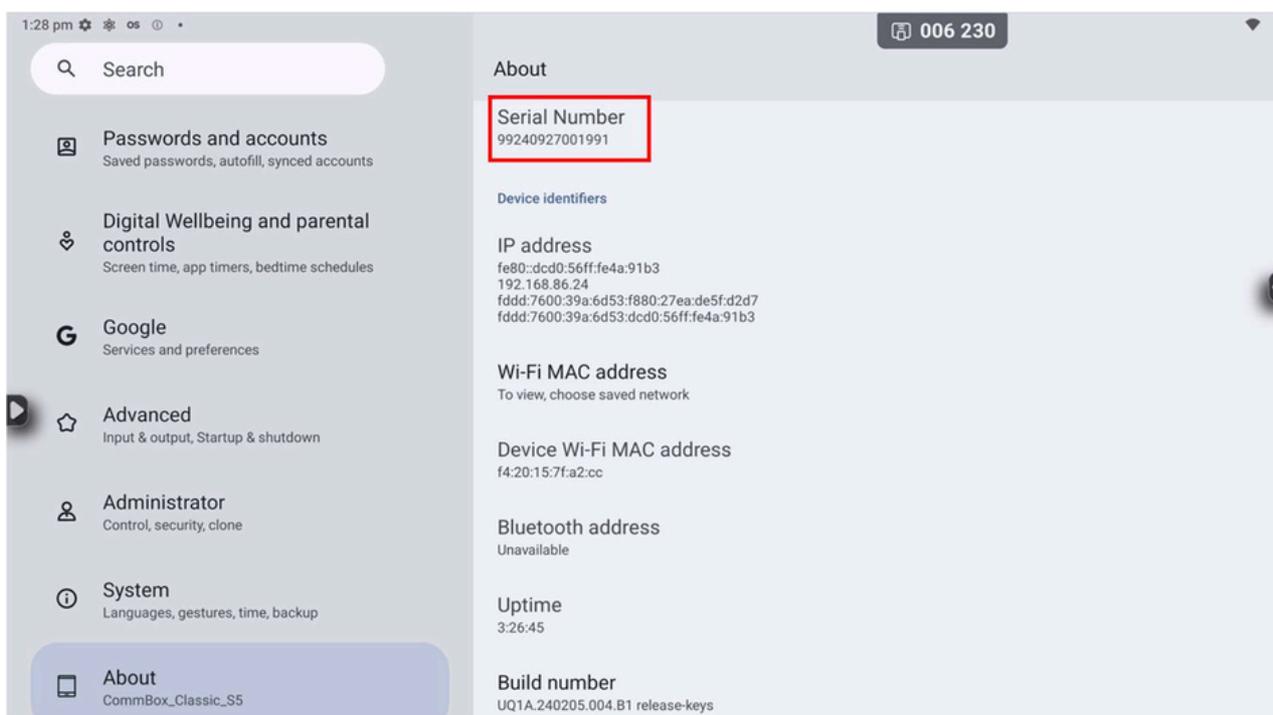
Accessories for the CommBox include:

- Wi-Fi module
- Wall bracket
- Remote
- 2 AAA Batteries
- 2 stylus pens
- Eraser
- 3m HDMI cable
- 3m USB touch cable
- 3m USB-C cable
- Power cable

The following additional accessories can be purchased from a CommBox authorised reseller or the Karter website
https://karter.com.au/collections/commbox-spares

- OPS module
- AV Furniture
- Sound Bar
- CommBox Signage
- Additional Cables
- Additional Stylus
- Additional Eraser
- Additional Remote
- Additional Wall bracket

OPS Slot-in PC Module

The CommBox Open Pluggable Specification (OPS) Slot-in PC module provides a simple and easy way to enjoy the benefits of Windows with your CommBox Classic S5. The CommBox OPS modules come with Intel Core processors and are designed to work with the CommBox Classic S5 CommBox.

Install the OPS by removing the dust guard with a Phillips head screwdriver, slotting it into the OPS slot and enjoy a 4K Windows experience. Once installed, you can download all the Windows applications you already use and access them from the CommBox Classic S5.

AV Furniture

CommBox has a complete range of AV Furniture. Every school and business is diＵerent. You may need to move your CommBox from room to room. You may want your students to access the screen which means you need a motorised stand. CommBox has a flexible range to accommodation your needs.

- Our AV Furniture range includes:
- Motorised stand
- Fixed height adjustable stands
- In-wall brackets
- And more

To see the complete range visit: www.commbox.com.au/karter-av-furniture

Sound Bar

The CommBox Premium Sound Bar is an active sound bar with high fidelity audio, reinforced by Maxx Bass Technology and is the ideal audio accessory for CommBox Classic S5. The Sound Bar is recommended if you have a larger room and want room filling sound.

VC Cameras

CommBox and CommBox partners like Jabra, Poly, Logitech and Neat have a range of VC cameras and systems that work seamlessly with the CommBox Classic S5 screen.

More information

CommBox provides extensive support online. Our online support includes our knowledge base, online training courses and the option to book virtual training. Please visit www.commbox.com.au/training/ for more information.

Chapter 2: Getting started

The first time you switch on your CommBox Classic S5, you will need to go through the Google Set-up Wizard. Note that this may have already been completed for you by the installer at the time of installation. If so, please proceed to the next chapter where we show you how to use the basic features of the CommBox Classic S5.

For the remainder of this section, we are assuming that the CommBox Classic S5 has been installed correctly and is now connected to power. Note: Please ensure that the Wi-Fi module is installed before turning on the CommBox.

The Wi-Fi module comes in the accessories bag and mounts at the bottom of the Classic S5, you will need a Phillips head screwdriver to remove the dust cover. The Wi-Fi module is required for wireless screensharing and internet connectivity if Ethernet is not available.
For more information see the CommBox installation and maintenance guide.

Turn on the CommBox

Once the CommBox is connected to a power point, there is a power switch at the bottom of the screen behind the right speaker. Turn this on [the 1 position] and the CommBox will boot.
Note: The position on of this button may vary depending on the size of your S5 CommBox, it will be located very close to the power cable.

Set-up wizard

After the CommBox has booted, you will immediately be taken to the Set-up Wizard. This wizard will step through the basic configuration requirements for the CommBox Classic S5.
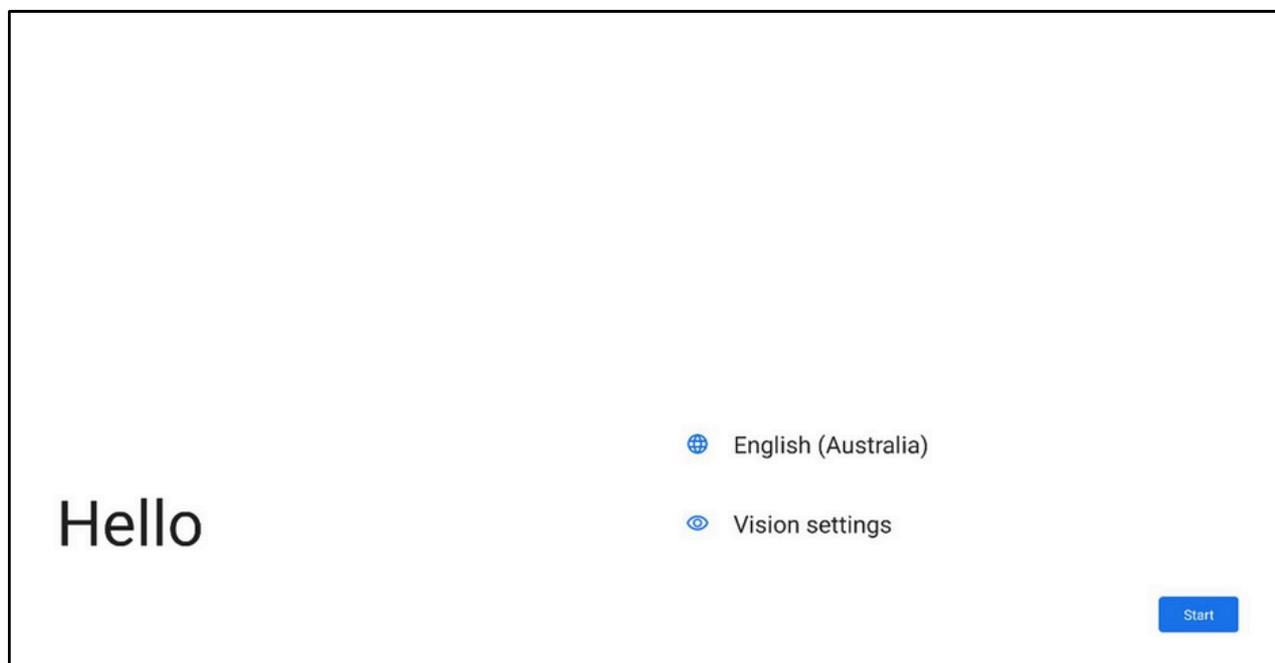
- **Hello** – Set your language and vision settings here.
- **Network** – connect via Wi-Fi or Ethernet. An internet connection is required for downloading software and firmware updates.
- **Getting your tablet ready...** - Essentially, the Google treats Interactive Flat Panels like the S5 as a giant tablet, so you will see references to tablets and phones throughout the set up.
- **Copy apps and data** – this is an example of the tablet-like behaviour. We recommend tapping "Don't copy".
- **Google Sign in** – This is an opportunity to enter your google account details. Please be aware that any files attached to this account can easily be accessed on the screen, so if the screen is to be used in a public space like a meeting room or a classroom, you may wish to use a Google Account that does not have access to certain files in the Google Drive. Or you may wish to not log in at all.
- **Google Services** - You will be asked to accept a number of Google policies. We recommend reviewing policies to ensure they're in line with your organisation.

- **PIN** – You will be asked to create a Pin at this point to secure your device. We recommend setting a pin that will be memorable for those who need to use the device and to keep the pin information stored safely with the IT or AV department.

If you choose not to enable the PIN, certain Google Applications will have limited functionality. Including Google Drive and Google Play Store. You can set a PIN later if required.

- **Navigation Mode** - Next, it will ask you about your preferred navigation mode. We highly recommend the **traditional navigation.**
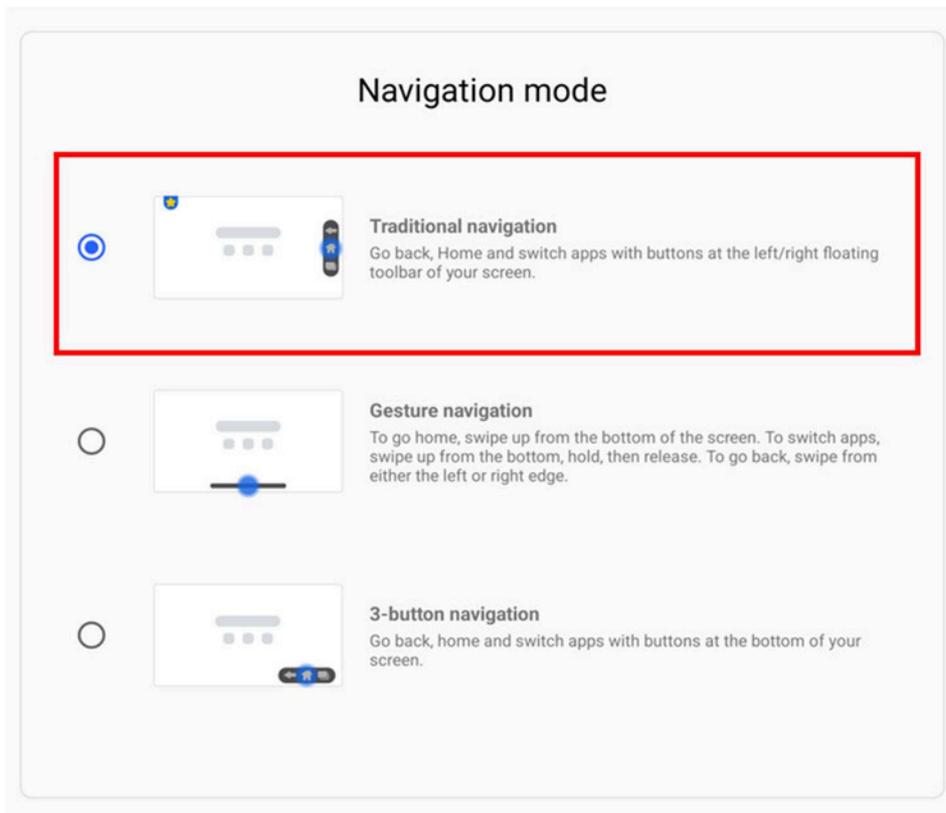
- **Country or Region Settings** – Set your country or region here.
- **CommBox Services** - You will be asked to accept a number of CommBox policies. We recommend reviewing policies to ensure they're in line with your organisation.

Well done! You've made it through the Set-up wizard. Your Classic S5 will start in "Google Certified mode", offering a basic Android interface that may feel familiar.

However, we recommend switching to CommBox OS Experience mode, designed to provide greater control, security, flexibility and a better user experience.

Update your firmware

Make sure your device is running the latest firmware to ensure you have the most up-to- date security patches and access to new features.

- Open the Settings app.
- Scroll to the System menu and select System Update.
- Tap Check Update to see if any updates are available.
- Install and download if there are
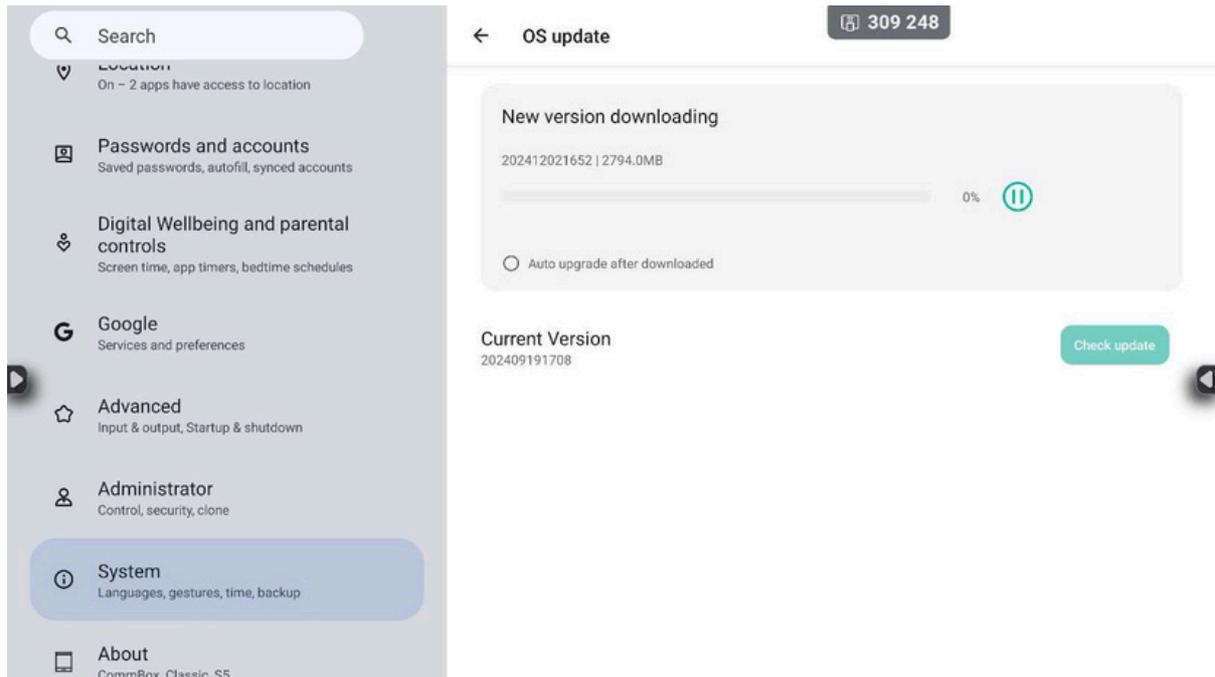
CommBox OS Experience

By enabling the CommBox OS Experience, you'll unlock a host of advanced features designed to enhance your workflow and security:

- **Enhanced Cyber Security**: Benefit from robust security measures tailored for your environment.
- **Consistent User Experience**: Enjoy a unified look and feel across all CommBox products.
- **Simpler Workflows**: Streamlined navigation makes it easy to operate and manage.
- **Customisable Interface**: Personalise sidebars, the home screen, and the launcher to suit your needs.

- **CommBox Accounts**: Access your personalised workspace on any CommBox screen.
- **Secure Lobby and Preset Screens**: Customise secure layouts to match your organisation's requirements.
- **Integrated Help App**: Get assistance and tips directly on the screen.
- **Exclusive Tools**: Take advantage of built-in utilities like a clock, spinner, scoreboard, and more.
- **Fleet Management**: Manage multiple devices remotely with the pre-installed CommBox Manage, featuring a 7-year license.

To enable CommBox OS Experience, ensure your device has the latest firmware. Then, follow these steps

Experience

1. **Open the CommBox Experience app**: Locate and launch the app on your home screen.
2. **Enable CommBox OS Experience**: Use the toggle to turn CommBox Experience mode on
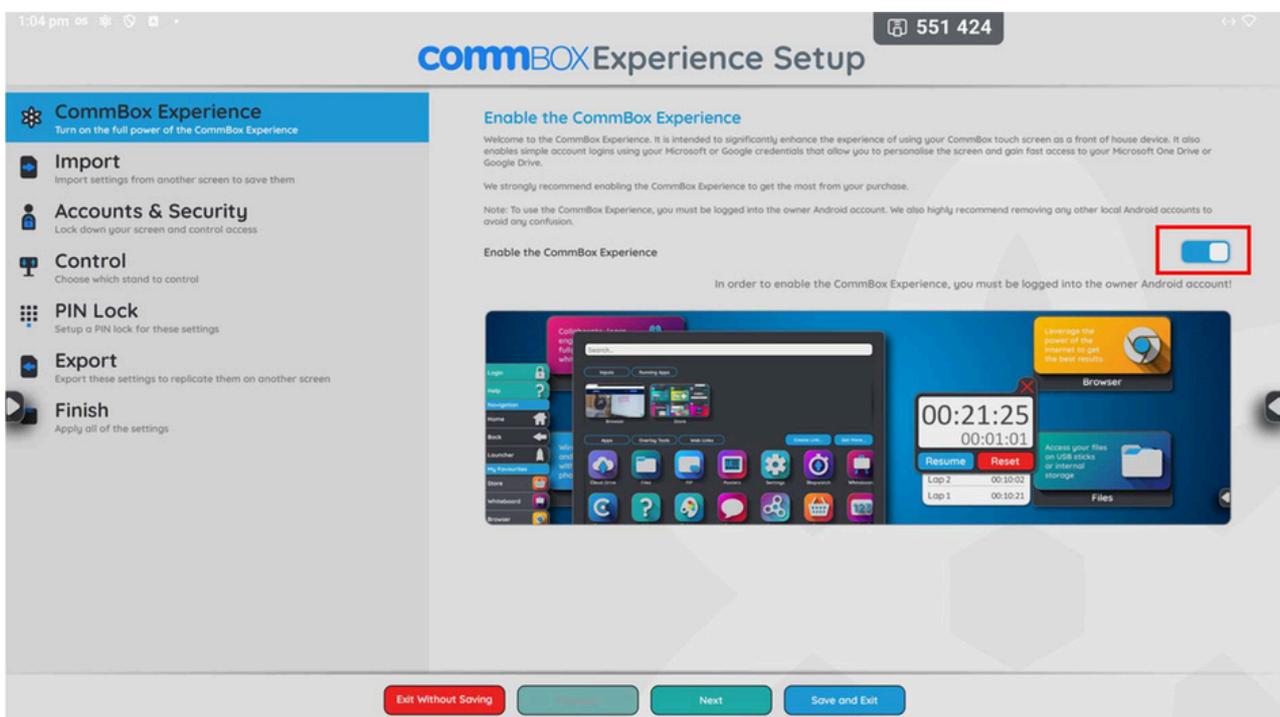
3. **Configure your device settings** to suit your organisation's needs:
- **Accounts and Security**:
  - **CommBox Lobby** – this ensure the ultimate in Cyber security, whilst still allowing logged in users full access to their favourite apps and tools
  - **Access Policy** – Choose if you'd like to use CommBox Accounts, keep the screen open, or both
  - **Allow Input switching from the Lobby** – for additional security
  - **App Access** - Limit access to any apps. For example, you can choose to remove access to the Google Play Store if desired.
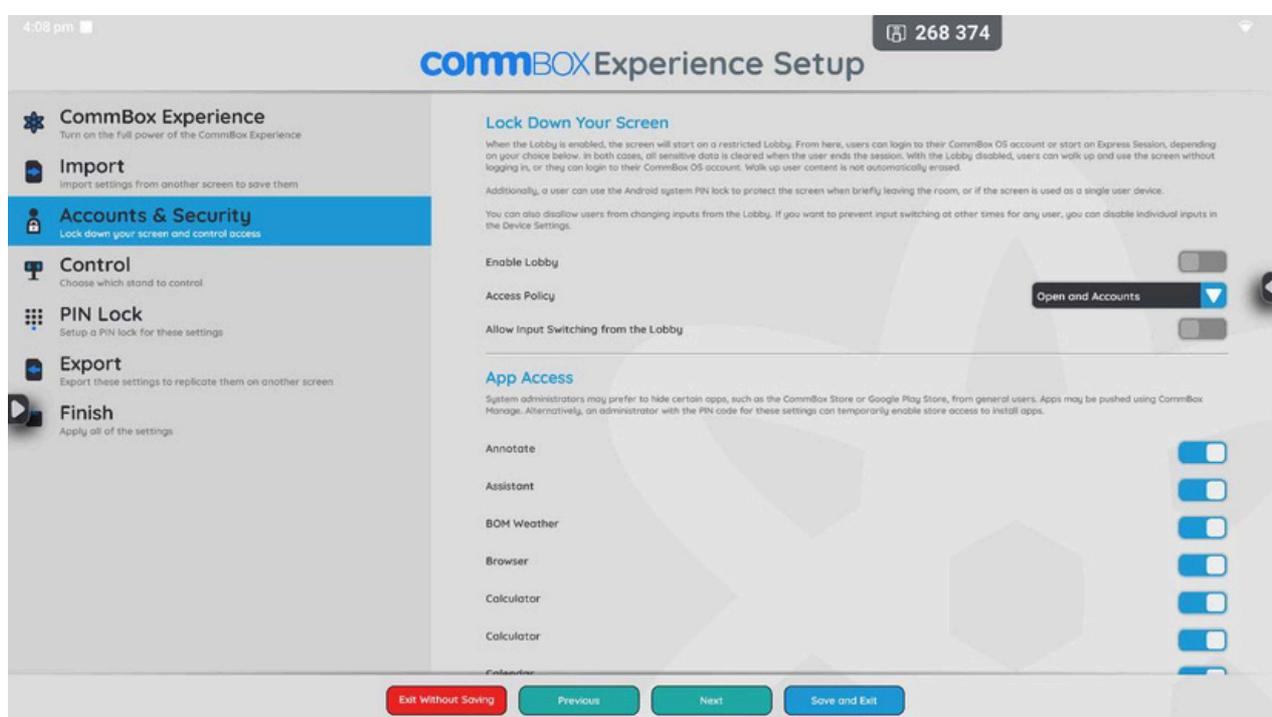
- **Control**: This is where you can select a compatible stand that can be controlled through the S5
- **PIN Lock**: Protect the settings menu by setting an administrator PIN. This is a unified PIN that will be used for these settings, the Device settings and the System Settings.
  - Tap **Set**, enter a 6-digit (or longer) code, then confirm it when prompted.
- **Export Settings**:
  - Save your configured settings for easy deployment on other CommBox S5 devices.
  - Plug in a USB drive, tap Export, and name the file.
  - To replicate the setup, import the file into CommBox Experience on another S5 device.
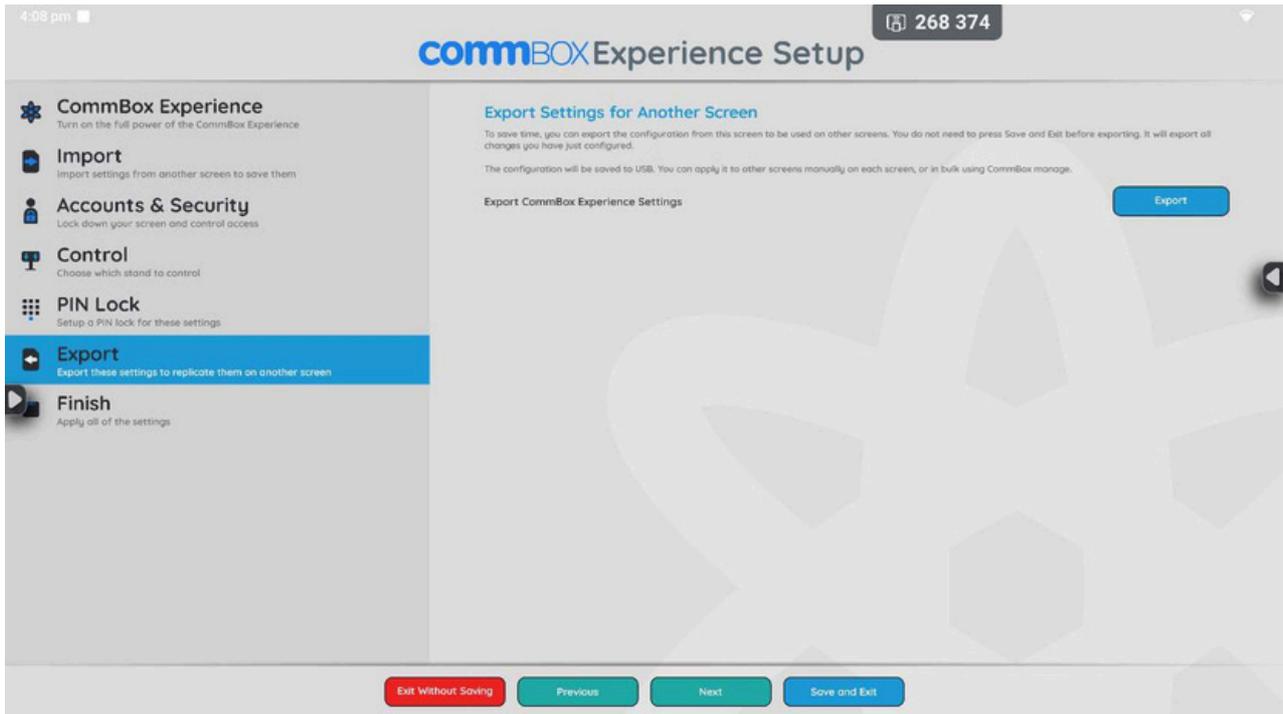
4. **Save and Exit:** Finalise your settings and exit the menu.

5. **Reboot the Screen:** The device will restart to apply the changes.

When the screen restarts, it will now operate in CommBox OS Experience mode, providing access to all the advanced features and capabilities.

CommBox OS Experience update

Updates to CommBox OS experience are available through the CommBox Store. There will be an OS indicator on the top tool bar of the home screen whenever there is an update to download.
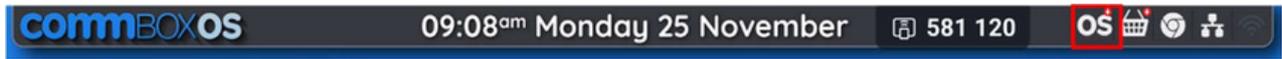
- Tap the indicator, or open the CommBox
- Store Tap the "Update Now" button
- The CommBox OS Experience update will download and install.

Chapter 3: Using basic features of the CommBox Classic S5 and CommBox OS

Waking up your CommBox and putting it in standby

If the CommBox is in Standby mode, you can wake the CommBox by pressing the Power button on the front of the CommBox or remote control.

If the CommBox is set to another input like HDMI input, the CommBox will wake automatically when the device connected wakes.

To return the CommBox to Standby mode, quick press the Power button on the front of the CommBox or remote control.

Note: you can set advanced power saving settings in device settings, which define when the screen will power off when inactive.

Using the front buttons and inputs

The CommBox Classic S5 has a power button on the front of the screen, to turn the CommBox on and off.

You can plug devices into the front inputs

- USB-C – for connecting audio, touch input, media and charging [Thunderbolt 3.1, USB 3, 4k@60Hz]
- HDMI – for CommBox and audio for devices with an HDMI port [4k @60Hz]
- Touch – for enabling touch to pass between a device (like a laptop) and the CommBox, as well as media and external devices such as a camera [USB 3.0]
- USB – for a USB device such as a camera, mouse & keyboard or USB stick
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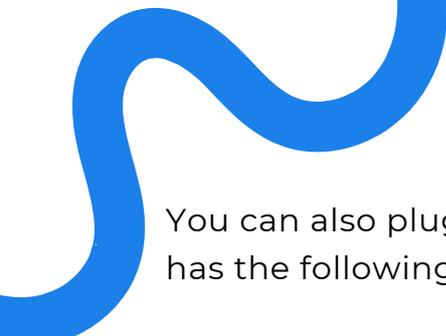
You can also plug devices into the side inputs. The CommBox Classic S5 has the following inputs on the side.

- USB 2.0 Type-B Touch
- SD Card slot x 1
- USB 3.0 x 2 – for USB storage & cameras
- HDMI out - supports 4K @60Hz
- HDMI 1 – supports 4K @60Hz
- HDMI 2 - supports 4K @60Hz
- Display port – for connecting a video source like a computer
- USB-C – for connecting audio, touch input, media and charging [Thunderbolt 3.1, USB 3, 4k@15Hz]
- VGA – supports 1080p FHD

The CommBox Classic S5 has the following inputs on the Bottom.

- AUDIO IN – to supply audio for the VGA input 3.5mm
- AUDIO OUT – 3.5mm stereo output
- USB 2.0 - for wireless mouse & keyboard and firmware updates
- SPDIF – digital optical audio out
- LAN x2 – The Classic S5 has an internal network switch that will pass network through
- RS232 – DB9 connector for control

Depending on the input, when you plug in the device, the screen will automatically switch to that input and the content will be visible on the CommBox. For example, when you connect an Apple TV via HDMI to the CommBox, then the Apple TV home screen will be visible.

In the case of a USB thumb drive, you can access the files two ways:

1. Click on the USB indicator at the top of screen

2. Open the Files app and go to the USB drive to access the files.

- CommBox OS Experience: From the Home screen or Launcher
- Google Certified: From the All Apps launcher
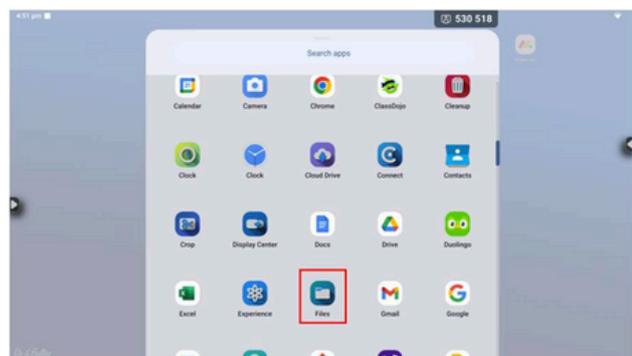
Switching between inputs

There are two ways you can switch between the devices you have connected to inputs:

1. CommBox OS Experience: Launcher

2. The Swipe up device menu - Inputs

Using the remote control

You can use the remote control to turn the CommBox on or off, change the input source, control the volume, and more. You can also use the remote control to open the on-screen menus and change the CommBox's settings. You cannot take a screenshot using the remote control.

Note:
- For best result point the remote at the remote receiver on the bottom right of the screen
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

The image and table below will list the remote control's key functions
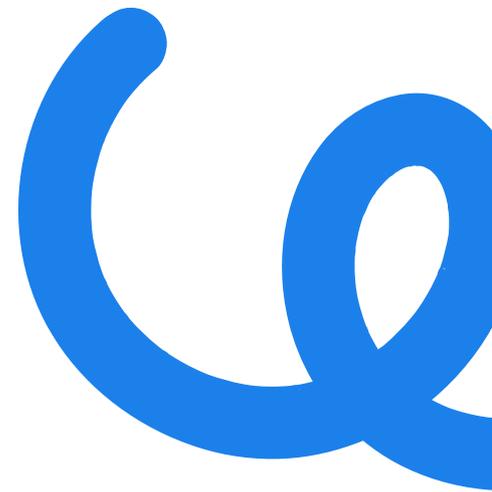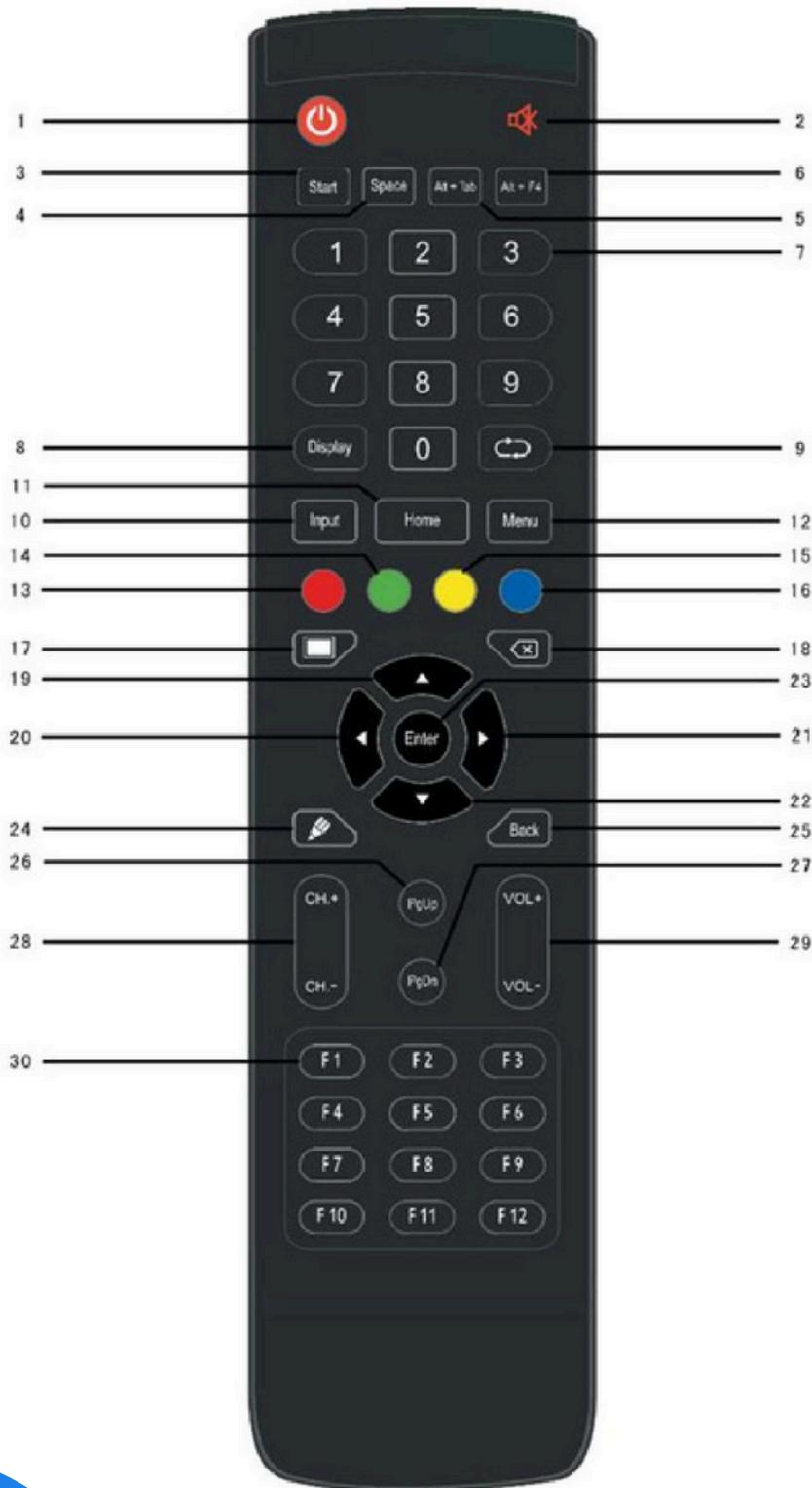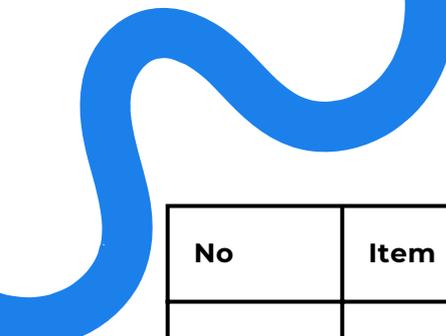
No	Item	Function description
1	Power	Power on, off or standby the CommBox
2	Mute	Mute on/off
3	Start	Built-in computer Windows key
4	Space	Built-in computer Space key
5	Alt + Tab	Built-in computer space bar Alt + Tab
6	Alt + F4	Built-in computer program window close button
7	Numeric keys	Numeric input keys
8	Display	Display channel information
9	Cycle Key	Non-function
10	Input	Input signal source selection key, choose different sources according to need
11	Home	Android system main screen button
12	Menu	Setting menu button, press this button to pop up
13	Red	Lock and unlock the touch function, the screen menu (except the input function of the remote) and the front button
14	Green	Lock and unlock front
15	Yellow	Call up the clock

16	Blue	Freeze and zoom
17	Blank Screen	One key for blank screen
18	Back Space	Backspace key
19	^	Direction Key, press this button for upwards selection
20	<	Direction key, press this button for left selection
21	>	Direction key, press this button for right selection
22	v	Direction key, press this button for downwards selection
23	Enter	Confirmation key, press this key to confirm selection state
24	Pen	Open Whiteboard
25	Back	Return key
26	PgUp	Built-in computer page (previous page)
27	PgDn	Built-in computer page (next page)
28	CH.+ \CH.-	Non-function
29	VOL + \ VOL -	Volume switch key
30	F1-F12	Built-in computer F1-F12 function keys

Note: All computer-related function keys are not available without a built-in computer

Google Certified Mode: Home Screen

By default, the Google Certified home screen has the Google search bar, the Google Play Store and Google folder with access to Google apps available on the home screen.

These main features are:

1. Google Search Bar
2. Google Play Store
3. Google Apps Folder
4. CommBox Experience
5. Notification Panel

Google Search Bar

The Google Search bar is a streamlined tool for quickly accessing information, located prominently on the home screen and within the Google app. It allows users to type or speak queries, providing instant search results, suggestions, and shortcuts to commonly used features.

CommBox Experience

The CommBox OS Experience is a versatile and secure operating environment designed to optimise your workflow. It offers a consistent interface across all CommBox devices, with customisable sidebars, home screens, and tools to meet your specific needs. With advanced cybersecurity features and intuitive navigation, CommBox OS Experience delivers a seamless and efficient experience for both education and business users.
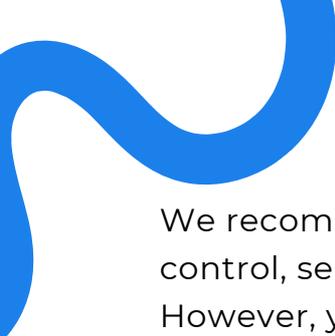
We recommend enabling the CommBox OS Experience for enhanced control, security, flexibility, and an improved user experience. However, your CommBox S5 is still filled with great functionality in Google Certified mode.

Google Play Store

The Google Play Store is a digital marketplace for downloading apps, games, books, movies, and other content. It features a user-friendly interface with curated recommendations, search functionality, and personalised suggestions based on user activity. As the official app store for Android, it ensures secure downloads and updates, backed by Google's Play Protect security features.

Google Apps Folder

The Google Apps folder is a pre-installed collection that consolidates Google's core applications for easy access. It includes essential apps like Gmail, Google Drive, YouTube, Google Maps, and Google Photos. This folder is designed to streamline organisation, offering a centralised location for users to manage their Google services efficiently.

Notification panel

The Notification Panel, is a versatile and convenient feature that provides quick access to notifications, settings, and shortcuts.
To access it, swipe down from the top edge of the screen. The menu displays your notifications, such as app alerts, messages, and system updates. You can tap on a notification to interact with it or swipe it left or right to dismiss it.

At the top of the menu, you'll find Quick Settings tiles, which provide shortcuts to frequently used settings. Tap a tile to toggle a setting on or off, or long-press it to open its detailed settings menu. Press the pen icon to edit the tiles available.

Google Certified Mode: Side Menus and All Apps Launcher
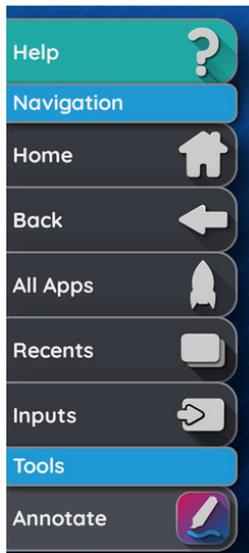
Side menus

The side-menus are always visible at the edge of both sides of the screen and are a great way you navigate through the screen. The side menus are visible no matter the input you are on.

To open the side-menu, tap on the side-menu handles on either side the screen.

No	Command	Function
1	Help	Opens the Help app with video and user guides to help you get the most out of the CommBox Classic S5. The apps works online and offline
2	Navigation	This tab is a subtitle and is not interactive
3	Home	Returns you to the Home screen
4	Back	Takes you back to the last action you did
5	All Apps	Opens the All Apps launcher where you can access all of the apps on the device
6	Recent	This allows you to see the most recently opened applications and connected device.
7	Inputs	Opens the Device Menu and shows inputs. A blue light will appear next to any input that has a connected device
8	Tools	This tab is a subtitle and is not interactive
9	Annotate	This will open the annotation tool allowing you to annotate over an input. Your Classic S5 also has instant annotation, simply tap the stylus to the screen to initiate.

All Apps Launcher

The "All Apps" Launcher is the central hub on your Classic S5, providing access to all installed applications. To open it, select the "All Apps" option from the side menu or tap the rocket icon at the bottom of the home screen.

Within the launcher, you can quickly locate apps using the search bar or swipe up and down to browse. By default, your most recently used apps appear at the top, while all other apps are listed alphabetically.
Tap an app icon to launch it, or long-press the icon to access App Info or enable Split Screen mode
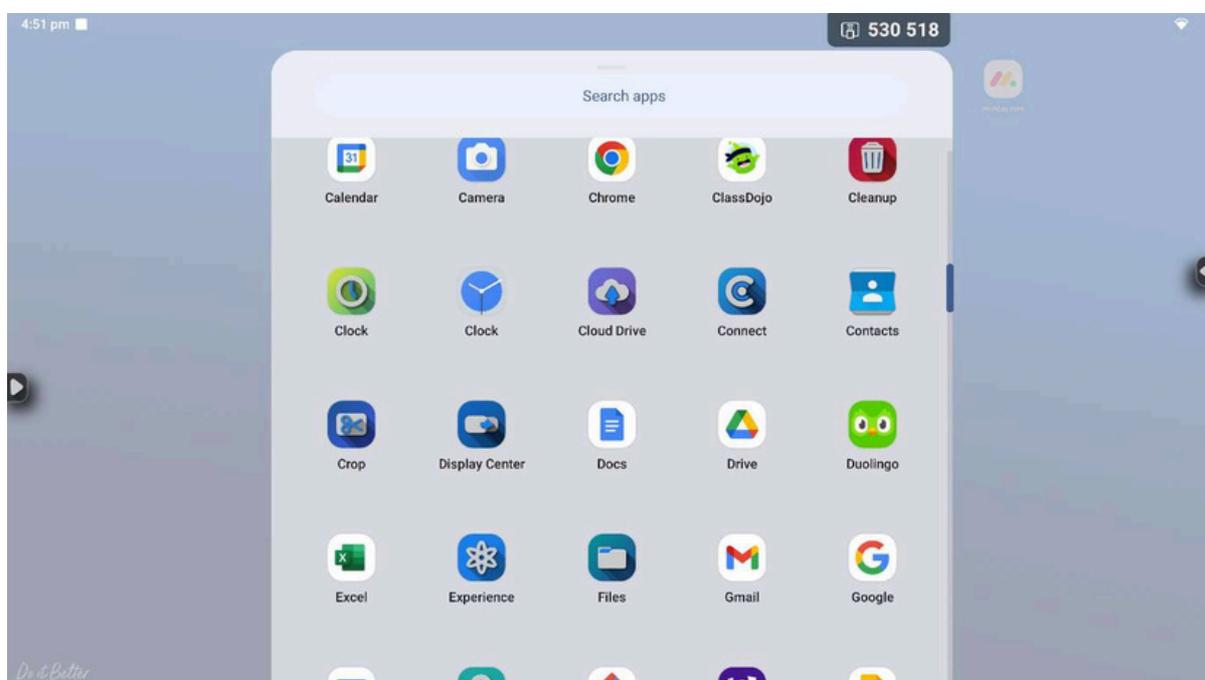
Google Certified Mode: Customising your home screen

To add an app, open the all app launcher, then drag the app icon to your desired spot on the home screen. If you want to remove an app shortcut, simply long-press the icon and drag it to the "Remove" option at the top of the screen; note that this doesn't uninstall the app.

To add a widget, long-press an empty area on the home screen, select "Widgets," and drag your chosen widget to a suitable position.

You can also rearrange app icons and widgets for a more organised layout. Long-press an app icon or widget to drag and drop it to a new location. If you want to group similar apps, drag one app icon onto another to create a folder. This helps keep your home screen tidy and easy to navigate.

Changing the wallpaper is another way to personalise your device. Long-press an empty area on the home screen, then select "Wallpaper" or "Styles & Wallpapers" from the menu. You can choose a wallpaper from your gallery, select a preloaded option, or download a new one to give your tablet a fresh look.

If you need more space, you can add additional home screens. Simply drag an app or widget to the edge of the current screen, and a new panel will automatically be created.

You can then swipe between these panels to access your customised layouts easily.

CommBox OS Experience: Home screen

The CommBox OS home screen is the heart of the CommBox Classic S5. The CommBox OS home screen is completely customisable. You can drag your own shortcuts to apps, tools, and web links onto the home screen. The home screen has four components:

1. Top tool bar
2. Default home screen
3. Shortcut drop zone
4. Swipe up menu

Top tool bar

The top tools bar shows you the day and time as well as the connection indicators and notifications of available updates. The connection indicators provide information about the CommBox's network connection and hotspot status as well as if any USB devices are connected

Icon	Notes
	Shows if the CommBox is connected to the internet via Wi-Fi and the signal strength
	Indicates the CommBox is connected to the internet via wired ethernet
	Indicates the CommBox is not connect to the internet via wired ethernet
	Indicates the CommBox's hotspot feature is enabled
	Indicates a USB media device is connected to the CommBox
	Shows that an update to the OS is available. This will take you to the CommBox store where you can download and install the latest update
	Shows that an update to a CommBox app or tool is available. This will take you to the CommBox store where you can download and install the latest update
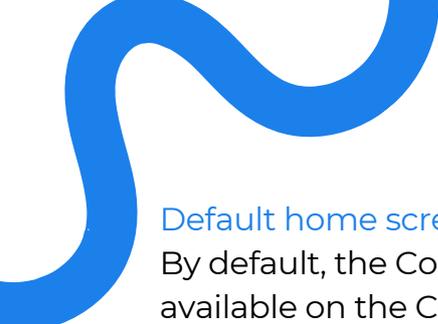
Default home screen

By default, the CommBox home screen has 6 buttons for the main features available on the CommBox Classic S5 CommBox. These main features are:

- Browser
- Whiteboard
- Screensharing
- Store
- Help
- Files

Browser

Open the Chromium browser to view websites on the CommBox.

Whiteboard

Open the CommBox whiteboard application, where you can draw, insert images, change backgrounds, write, present and collaborate

Screensharing

Open the CommBox's screensharing application, CommBox Connect, which allows you to connect your personal device wirelessly to the screen.

Store

Open the Store to see the list of CommBox exclusive apps and tools that can be installed on the CommBox Classic S5. More apps can be found in the Google Play Store.

Help

Open the Help app to get assistance using the CommBox Classic S5. The Help app has an online and offline mode so that you can access help no matter your internet connection.

Files

Open the files app to navigate through files saved on your CommBox, Cloud Drive (if you have connected it) or a USB stick.

CommBox OS Experience: Side-Menus and Launcher

The side-menus are always visible at the edge of both sides of the screen and are the main way you navigate through the screen. The side menus are visible no matter the input you are on.

To open the side-menu, tap on the side-menu handles on either side the screen.

No	Command	Function	Notes
1	Login	If you have CommBox Accounts enabled, you will see the login tab at the very top. Logging in, gives you access to personalise the screen to suit you.	You can also log in with the built-in NFC card reader at the bottom of the screen.
2	Logged in: Your name	If you have CommBox Accounts enabled and you are logged into your CommBox account, you will see your name at the top instead of "Login".	Tapping your name will give you access to • Manage your NFC Card • Extend your Session • Logout
3	Help	Opens the Help app with video and user guides to help you get the most out of the CommBox Classic S5	The apps works online and offline
4	Navigation	This is the locked down part of the side-menu that helps you navigate around the screen	This tab is a subtitle and is not interactive
5	Home	Returns you to the Home screen	Home button just like on your phone

6	Back	Takes you back to the last action you did	Back button just like on your phone
7	Launcher	Opens the launcher where you can open inputs, apps, overlay tools and web links	This is where you can drive you whole CommBox Screen from
8	My Favourites	This is the customisable part of the side-menu that allows you to choose which short-cuts you have on your side-menu	Drag any app from the launcher into there to pin it to the sidebar
9	Browser	This opens the Chromium browser	Search through the internet using google
10	Whiteboard	This opens the Whiteboard	Start a whiteboard session using the whiteboard app
11	Connect	This open the screensharing app	Cast to your CommBox Screen from your phone, computer or other CommBox Screen
12	Store	This opens the CommBox store	Browse through over 100 apps that you can download onto your CommBox
13	Files	This opens the Files app	Browse through downloaded documents and pictures
14	Settings	This opens the Settings app	Customise your CommBox device settings and preferences

Launcher

The launcher is the feature where we bring everything together that is installed on the screen so that you can access everything quickly
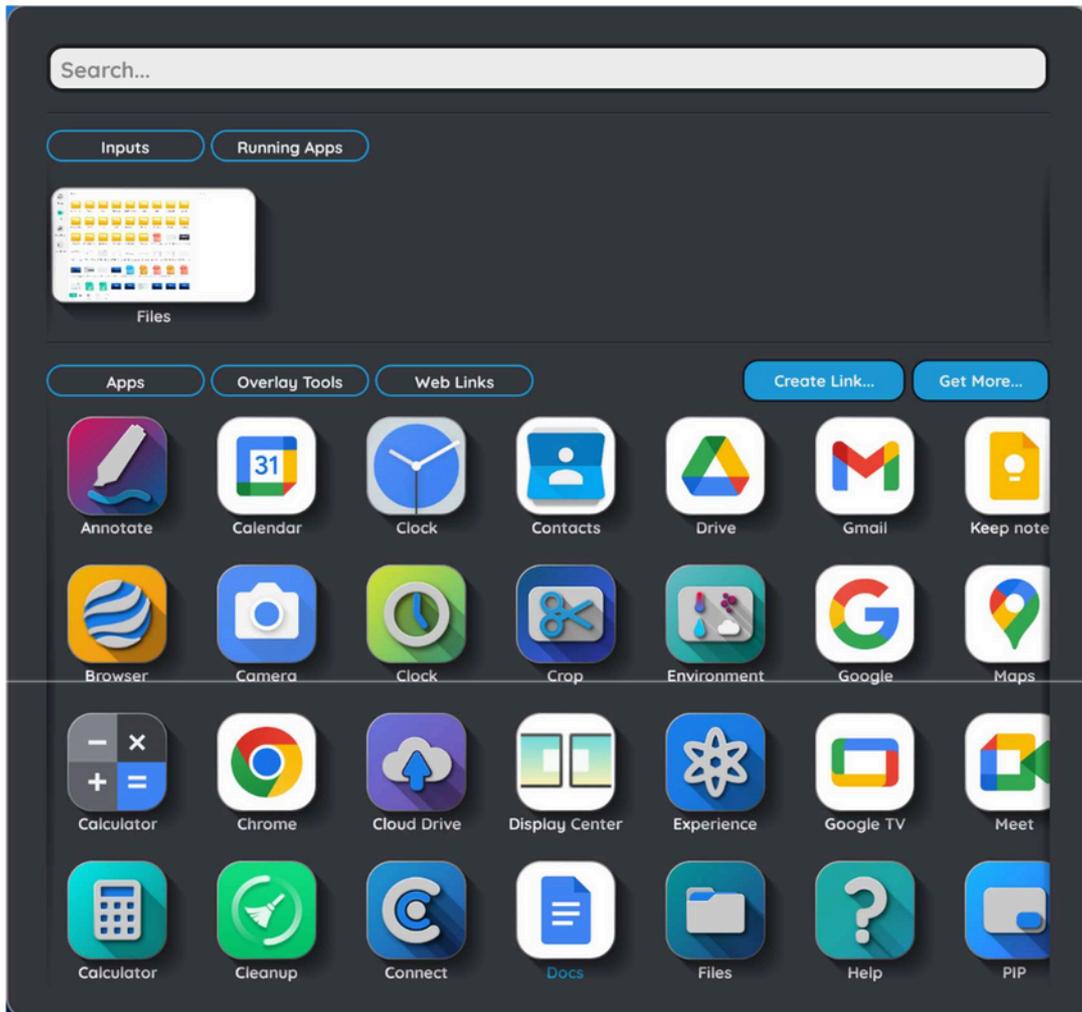
The launcher has the following functionality

No	Command	Function	Notes
1	Search	Search for any input, app or overlay tool installed in the CommBox	Just like on your Phone
2	Connected Devices	Shows all the connected devices so you can toggle between them	See below for more information
3	Running Apps	Shows all the apps that open on the CommBox so you can toggle between them	See below for more information
4	Overlay Tools	Shows all the Overlay Tools installed	See below for more information

5	Apps	Shows all the apps installed	See below for more information
6	Web links	Shows all the web links you have created	See below for more information
7	Create link	Allows you to save web link as app style icons so you can access your favourite website quickly	This creates a shortcut to a website that you can save to your home screen
8	Get more	Links to the CommBox Store so you can find new apps to add to the CommBox Classic S5	See below for more information

Connected devices

Connected devices are devices like a laptop that you connect to you CommBox as an input like HDMI. Devices connect to the CommBox via the input ports on the front and back of the screen.

This includes the OPS Slot-in PC which is also an input port. If you have connected an Apple TV, a Microsoft Teams Room device or your laptop via HMDI & USB cables, simply open the launcher and where is says 'connected devices' is where you switch over to your desired input.

The launcher will automatically show you only the connected devices and will give you a preview of the content open on that device

Apps

Apps are programs and tools such as the whiteboard, most apps come pre-installed on your CommBox, others you can download from the CommBox Store.

The apps section of the launcher shows you all the apps that are installed on the CommBox

Running apps

Running apps are apps that have either been pre-installed on the CommBox or have been added by you via the CommBox Store.

You can use the launcher to see a preview of the content live on the app in the top half of the launcher. You can tap to switch between running apps. If you want to open an app select the app in the bottom half of the Launcher
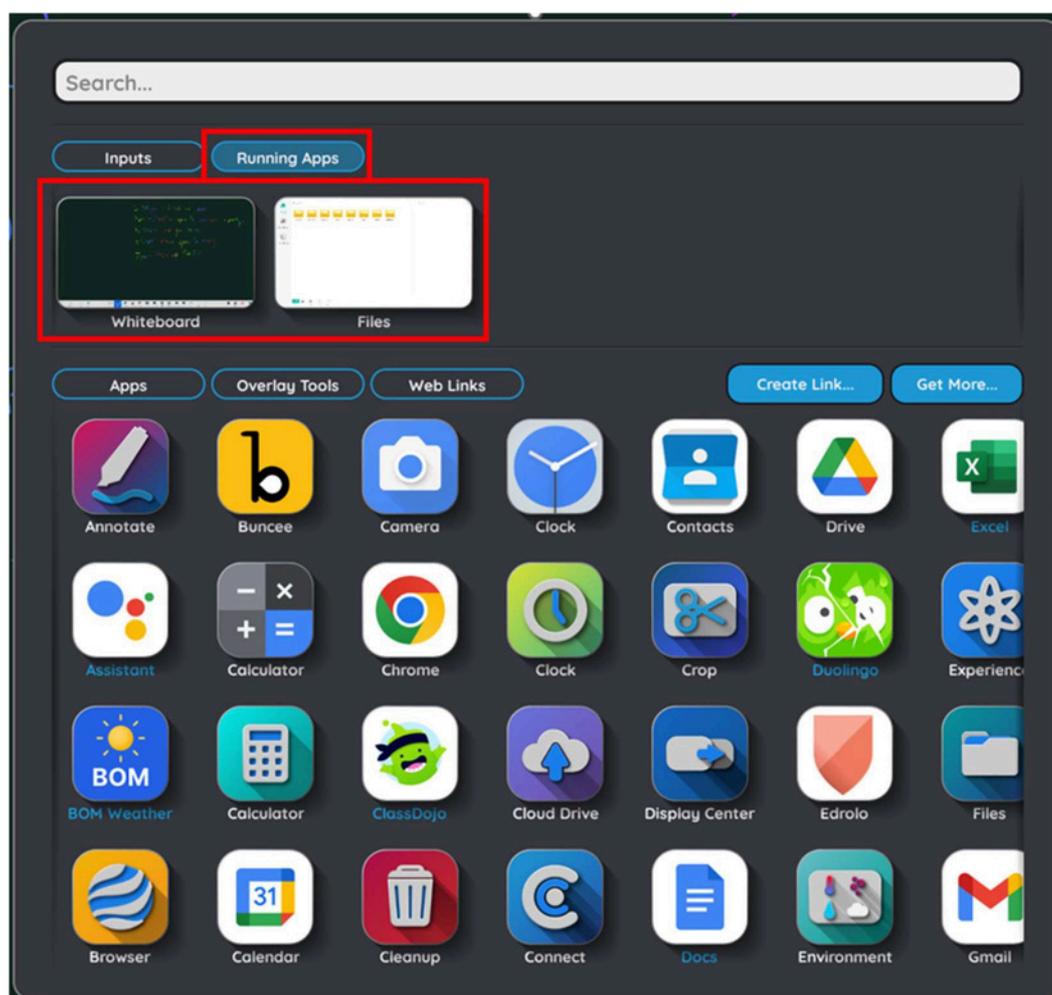
CommBox OS Experience: Customising the side menu

The tabs in the "My Favourites" section is customisable. This means that you can add and delete shortcuts to apps, tools, inputs, and websites so that the side-menu shows you items you frequently use.

'Help' and 'Navigation' cannot be customised as they are headings.

Deleting side menu items

To delete a menu item, long press and tap delete.

Add side menu items

To add an app or web link to the side-menu, open the Launcher. Find the app or web link you want to add and drag it to the side-menu. You can drop the new menu item into the last spot or drag and drop it between existing menu items.

Re-order side menu items

To re-order the apps or web links in the side-menu, long press on the menu item and drag it to the new position. Note: If you have edited the side-menu and you would like it to return to the default layout provided by CommBox when the screen was installed, you can either:

1. Drag them all back into their original position by referring to the image above
2. Reset the side menu app. Open settings, applications, side menu, clear cache

CommBox OS Experience: Accounts

CommBox Accounts provide users with the ability to create personalised accounts on the CommBox Classic S5, delivering a tailored and seamless experience across devices. With CommBox Accounts, you can access your customised settings, files, and applications from any room equipped with a CommBox S5, ensuring your experience is consistent and efficient wherever you go.

Personalised User Experience

Logging into your CommBox Account is quick and easy. Simply scan a QR code and sign in using your Microsoft or Google account. Once logged in, you'll have access to your personalised home screen and sidebar, customised settings, and session preferences. These settings are securely saved to your CommBox Account, allowing you to access your personalised experience on any CommBox S5 device.

To maintain control of your session, you can set a custom session duration, after which you'll be automatically logged out. You also have the option to log out manually at any time, ensuring your account remains secure when you're finished using the device.

Secure Cloud Integration

CommBox Accounts offer secure and instant access to cloud storage solutions. Using OAuth technology and data stored safely in Microsoft Azure within Australia, you can rest assured that your account and data are protected. Once logged in, you can seamlessly access your OneDrive or Google Drive accounts without the need to re- enter your credentials.

With this integration, you can save whiteboard sessions directly to your cloud storage, eliminating the need for manual transfers and freeing up your laptop for other teaching or meeting tasks. Whether you're sharing lesson notes or collaborating with colleagues, your files are just a few taps away.

Streamlined Workflow for Educators and Professionals

The CommBox Account system is designed to optimise your teaching or meeting experience. By saving your preferences and integrating with cloud services, CommBox Accounts make it easier to switch between devices and focus on what matters most. Enjoy the convenience of having your files, whiteboard sessions, and settings ready to go, no matter which room or device you're using.

With CommBox Accounts on the S5, you'll have a secure, personalised, and efficient experience every time.

Control bar

At the base of the side- menu is control bar. This is the fastest and easiest way to change controls of the screen, such as volume and brightness.
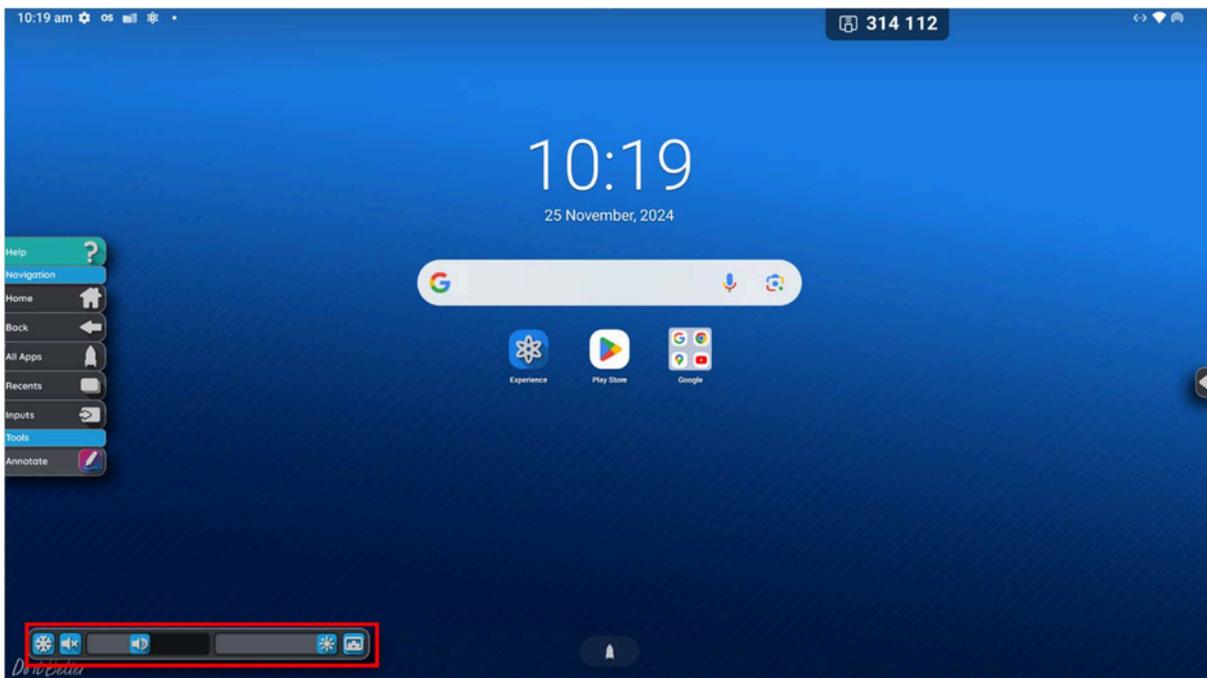
Icon	Notes
Freeze	Freeze allows you to freeze the content on the screen from any connected device and enable you to continue using your device for other purposes while the students still see the content on the screen that you froze
Mute	Mute turns off all audio
Volume	Change the volume on the screen using the slider

Backlight	Change the brightness level using the sliders
Stand up	Move a connected CommBox stand (such as the CommBox Cadence) up (stand must support this feature)
Stand down	Move a connected CommBox stand down (stand must support this feature)
Device settings	Open the device settings app to control other aspects of the screen

Device Settings - Swipe up menu

The device settings menu allows you to control the following aspects of the CommBox:

Icon	Notes	Options
Inputs	The inputs tab shows all the inputs on the CommBox. When the blue indicator is showing in the top right that the input is active. Select the input you want to switch to by tapping on it.	HDMI1 HDMI2 HMDI3 USB C Slot-in PC Port VGA
Image	You can adjust the image using the settings in the image tab. Most settings are sliders allowing you to adjust it until you are happy with the result. Image mode and colour temperature have pre-sets you can choose from	Image Mode: • Standard • Bright • Soft • Custom Contrast Brightness Sharpness Saturation Colour Temperature: • Standard • Cold • Warm
Sound	You can adjust the sound using the settings in the sound tab. Most settings are sliders allowing you to adjust it until you are happy with the result. Mode allows you to change the sound EQ between four pre-sets. Output allows you to select which output you would like the audio sound to come out of	Mode Bass Treble Balance Output: • Speaker • Line out • Mixed
Screen	Allows you to configure energy saver, blue light, VGA framing etc	Pixel shift Auto backlight Eye care Energy saver VGA aspect H, V, A position Phase

Power	Configure the power settings of your screen, set timing schedules and WoL	Boot input Power on state Start PC Wake on LAN Android power save Power saves after time No signal power state Power saves after time Schedule power on/off
Other	Configure control and signal settings for your CommBox	Allow USB C Ethernet Passthrough HDMI Version HDMI ARC HDMI CEC Auto source change HDMI Out HDMI out format HDMI out encryption HDMI Passthrough Screen Control
Lock	Lock or unlock buttons and remote control	Allow Input source renaming Inputs to Lock • PC • Home • HDMI 1 • HDMI 2 • HDMI 3 • DP • VGA • TYPEC1 • TYPEC2 Physical Locks • Lock remote • Lock buttons Device Setting Set PIN Change PIN
About	User and privacy agreements	

Note: Your organisation might have elected a non-Android installation of the CommBox Classic S5. This means that you cannot access Android and need to use the CommBox Classic S5 on an input like HDMI 1. You will only have access to device setting dialogue box to control the screen

Overlay Tools

Overlay tools are apps that CommBox develops that are designed to be used on top of any other app or input like a laptop. This means that these apps work when you are inside an app like the whiteboard, on the Windows input, or an input like Vivi. These tools work anywhere.

You can be teaching on Windows and open an overlay tool from the sidebar, like the calculator, and leverage the value of the CommBox tools while being on Windows.

You can also open the overlay tools when you are screensharing from your laptop or phone.

Web Links

A web link is just like a shortcut on your computer. If you create a web link from the launcher you can pin this to the side menu or your home screen. This means that you don't need to keep typing in your favourite websites into the browser.

When they are created, they look like an app. This is because CommBox creates an app style icon on the fly for you to use to access the web app anytime you like.

Creating web links

You can create a web link from the Launcher to act as a shortcut.
1. Select the Create Link button
2. Type in the web address for example canva.com
3. Select Populate from URL
4. Select Save
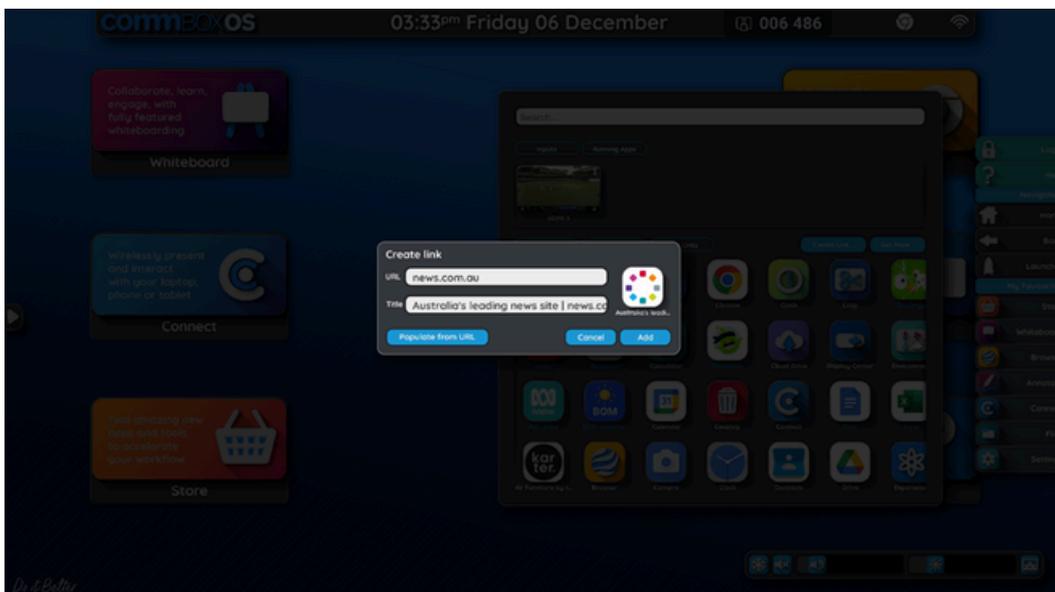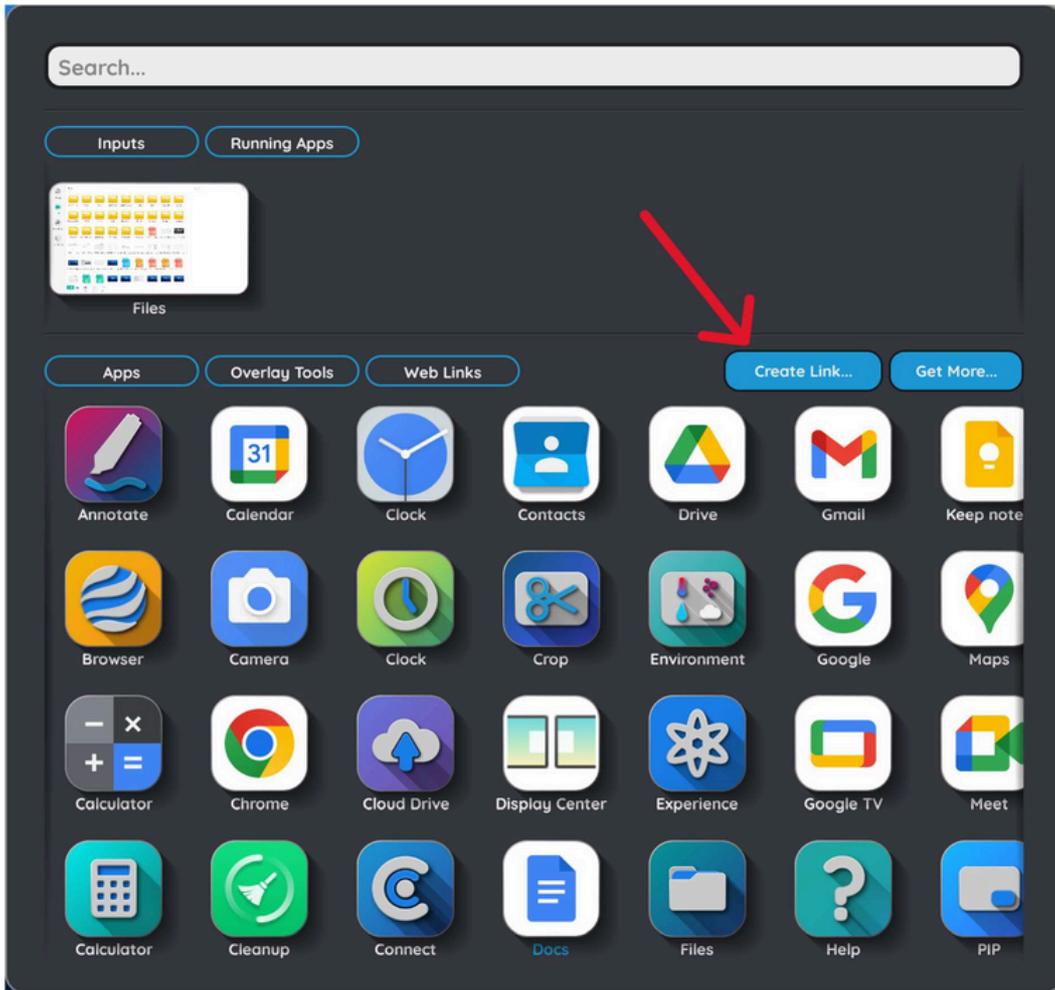
This will add the web link as an app icon on the launcher. If you select the Web Links filter in the launcher you can see all the web links, you have added.

Once a web link has been created you can drag it side-menu for quick easy access

Using screensharing

The CommBox Classic S5 comes installed with CommBox Connect. CommBox Connect gives you several options for connecting your personal devices wirelessly to the CommBox:

Native Screensharing Protocols

CommBox Connect supports:

- Miracast with Touch
- Airplay
- Chromecast

These native protocols allow you to screenshare without installing an app on your personal devices and is great for guests who need to cast, share, and present.

Windows PC – Miracast with Touch

Most Windows PC's have Miracast, a peer-to-peer device sharing protocol, installed into the devices. To connect your windows laptop or device to the CommBox you need to:

1. Press the Windows and 'K' key on your keyboard simultaneously
2. Find the device name in the list of the devices that you want to connect to
3. Select connect
4. Select allow touch input

Apple iOS and Mac – Airplay (you must be on the same Wi-Fi network as the CommBox)

1. Open Screen Mirroring
2. Find the device
3. Starting mirroring

Chromecast – Android devices (you must be on the same Wi-Fi network as the CommBox)

1. Go to Utility Menu
2. Click on Cast
3. Find the device
4. Select Cast

CommBox Connect App

You also have the option to install the CommBox Connect app onto any device. Visit www.cc.commbox.com.au/downloads/ and download the right application for your device.

Note: Your organisation might have elected a non-Android installation of the CommBox Classic S5. This means that you cannot access Android and need to use the CommBox Classic S5 on an input like HDMI 1. You will only have access to device setting dialogue box to control the screen

Switching to Windows Slot-in PC (OPS)

Switching to the Windows Slot-in PC (OPS) to access Windows 10 or 11 is easy.
1. Go to the Side Menu and open the Launcher.
2. Select PC.
This will start up the Windows Slot-in PC (OPS).

Using touch

You can do everything on the CommBox Classic S5 that you can do on your laptop, using touch.

You can open and close apps, you can draw on the whiteboard, you can create new documents, visit websites, watch videos and more.

The CommBox Classic has a collection of gestures built into the screen that allows you to control the screen with touch. These gestures include swiping, pinching, rotating, dragging, zooming in and out, closed fist for erasing and the 'two finger long press'.

The CommBox Classic S5 supports up to 50 points of touch simultaneously. This allows more than one person to interact with the screen at a time.

Note: Not all applications support all gestures

Writing, drawing and erasing

The CommBox Classic S5 comes with two stylus pens, which you can use to write and draw. Each pen has thin tip and a thick one.

The CommBox has magnetic pen holders for the stylus on the front of the device at the bottom. Please return the pens safely to their holders when done so that they don't get damaged or lost.

The built-in palm rejection lets your hand rest comfortably on the screen while you write. Simply touch the stylus to the board, then gently rest your palm and write comfortably along the board.

The Classic S5 also features pen and finger differentiation. This means you can draw with the stylus, and select with your finger, without having to switch between tools.

Note: The stylus does not require batteries, they are not an electrical device.

Writing and drawing in digital link

1. Pick up one of the stylus pens
2. Write or draw on the screen using the whiteboard or annotate anywhere application.

Tips

- When writing in Microsoft applications on Windows, the smaller tip will act like a pen and the thick tip will act like a finger.
- When writing or drawing in the Whiteboard or overlay apps, you can change a pen's colour, thickness and other properties including configuring the pens tip width and eraser width

To erase

Move you palm or eraser over your work to erase.

Freezing the screen

You can temporarily freeze the screen by pressing the freeze icon in the control bar of the side menu.

The freeze screen feature allows you to pause when screensharing.

Note: Freezing the screen does not pause applications it simply freezes the image on the screen.

To unfreeze the screen, press the freeze button again

Chapter 4: Using CommBox OS apps on the CommBox

Personalising CommBox OS

Home screen

You can make the home screen your own. Arrange your favourite apps on the home page by dragging them over from the launcher.

Side-menu

The tabs in the "My Favourites" section is customisable. This means that you can add and delete shortcuts to apps, tools, inputs, and websites so that the side-menu shows you items you frequently use. 'Help' and 'Navigation' cannot be customised as they are headings

Wallpapers

Open settings, personal, wallpaper and select out of the seven default wallpapers. Alternatively, with a png or jpeg file saved on a USB stick, open files, USB, tap on the image tap settings and
 select set as wallpaper

Device name

To configure your device's name, open settings, about, device name and set you device name.

Using the Chrome browser

The Chrome browser is the default browser on the CommBox Classic. The browser is also available as shortcut in the side-menu.
Use the browser as you would on your computer or mobile devices.
Note: By default, the browser will be in mobile mode. In the settings of the Chrome browser, switch to desktop mode if you prefer this.

Using the CommBox Whiteboard

The CommBox Whiteboard allows you to draw, add shapes, find different backgrounds and embed images into an infinite canvas that you can save, share and come back to.
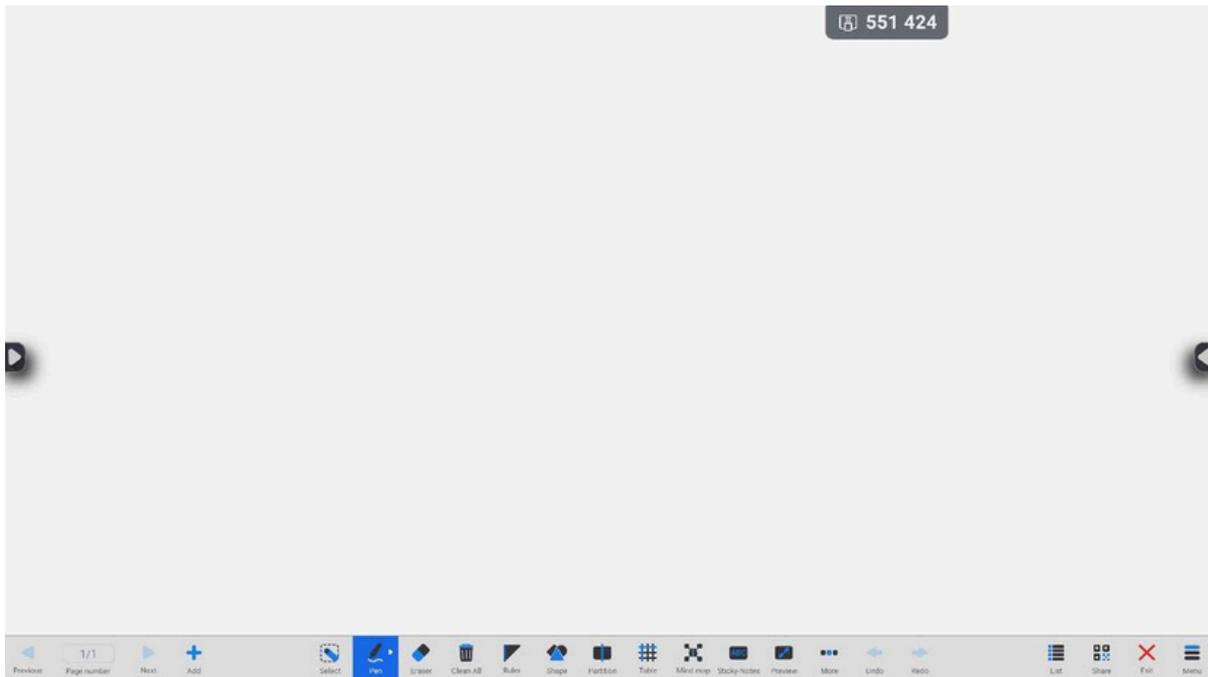
Whiteboard tools and controls

The whiteboard has several tools for accessing and managing whiteboard sessions.

Tool	Icon	Description
Previous		Shows the number of pages in the whiteboard file. Tapping this will show all available pages.
Page Number		Shows the number of pages in the whiteboard file. Tapping this will show all available pages.
Next		Go to the next page
Add		Add a new page to the whiteboard file
Select		Allows you to select parts drawing or writing on the whiteboard. For each selection you can: • Change the colour • Use Smartwrite to convert the selection to text • Formula will attempt to change your selection into a math equation • Search the selection in Google • Flip - selection • Top - order selection • Clone – copy selection • Fade - This will fide the selection out over a set time. Great for memory games! • Delete – selection • Use two fingers zoom to zoom the content on the whole whiteboard

Pen	**Pen**	Choose if you'd like to use your finger to select or draw • Thin pen tip • Thick pen tip • Change pen tip style • Change pen tip width • Change pen tip colour (including rainbow ink) Note that the wand pen tip has a library of icons you can insert into the whiteboard
Eraser	**Eraser**	Use the eraser provided, use your palm and the back of your hand. Change the size of the eraser
Clean All	**Clean All**	Deletes all the content on the whiteboard
Ruler	**Ruler**	There are four ruler options: Ruler Protractor Triangular Scale (ruler) Use the edge of the rules to draw lines against
Shape	**Shape**	Insert 2D Shapes Choose shape Choose colour Insert 3D Shapes Choose shape Choose colour
Partition	**Partition**	Select to open split screen for multiple users
Table	**Table**	Insert a table into the whiteboard Increase the number of rows or columns by drawing them
Mind map	**Mind map**	Insert a mind map
Sticky Notes	**Sticky-Notes**	Insert a sticky note. Use voice to text to add notes
Preview	**Preview**	Show you the zoomed-out version of the whole whiteboard canvas Select specific elements to move around on the whiteboard
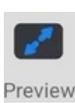
Lines	**Lines**	Use the lines to add your handwriting and then have it turned into text. Simply start writing and it will suggest the text conversion
Formula	**f(x)** Formula	Insert a math formula into the whiteboard. This can be used to insert complex formulas as well as simple.
Search	**Search**	Use Google to search for images or videos to insert into the whiteboard
More	**More**	More gives you access to any tools that do not fit across the toolbar at the bottom of the screen
Undo	**Undo**	Undo last action
Redo	**Redo**	Redo last action
List	**List**	Shows open whiteboard in a navigation panel
Share	**Share**	Generate a QR code to share
Exit	**Exit**	Cancel (Resume Working) Don't Save Save
Menu	**Menu**	• Create a new whiteboard file • Open an existing whiteboard file • Save a whiteboard file • Import an image or file • Export the whiteboard in variety of options • Save to Cloud Storage • Theme – change the background • Send via Email • Settings – Eraser mode, multi-finger writing, auto brightness and custom toolbars
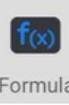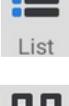
Starting a new whiteboard session

There are three ways you can start a whiteboard session:

1. From home screen open the whiteboard application
2. From the side-menu
3. From the app menu in the launcher

Changing the background

You can change the whiteboard's background. If a whiteboard has multiple pages, each page can have a different background. When you export or share the whiteboard, the background you've selected also appears.

1. Tap the Menu icon
2. Select a background or tap the Add Background icon to add a background from the CommBox or a USB drive.
3. The background appears

Navigating in the whiteboard

Use two fingers to zoom in with a pinch gesture Use two fingers to zoom out.

Opening a saved whiteboard

You can easily continue from where you left off in a saved whiteboard. A whiteboard format is IWB.

- Tap Menu icon
- Select Open
- Find the save whiteboard in the File manager

Sharing a whiteboard

To share a whiteboard, select the Share icon on the menu bar
A QR code will generate.
Hold up your personal device and scan the QR code.
Share via email, text etc

Saving a whiteboard

There are a few ways to save a whiteboard:

- Save (to CommBox)
- Export
- Cloud Storage

Save

Save will save it to the internal storage of the CommBox or a USB device if one is connected. This is in a whiteboard format (ENB) that can be opened later and edited again in the whiteboard

Export

Export allows you to export the whiteboard in a number of formats:
- Image file
- PDF
- SVG
- IWB (whiteboard format to allow you to continue later)

You have the option of exporting to the storage of the CommBox or to a USB device if one is connected. IWB format allows you to use the whiteboard on another whiteboard screen (if compatible)

Cloud Storage

You can save the whiteboard to your Cloud Drive. There are two cloud drive options:
1. Google Drive
2. One Drive

When you save the whiteboard to the cloud drive it will save each page of the whiteboard as a separately PNG file.
If you would like to reuse the whiteboard, we recommend using option 1 which is to save the whiteboard to the CommBox storage or to a USB

Using Annotate

Annotate is a feature that enables you to draw and write on anything displayed on your screen. The S5 includes Instant Annotation, which activates the moment the stylus touches the screen. Alternatively, you can access the Annotate tool via the side menu.
This versatile tool even allows annotation over live video
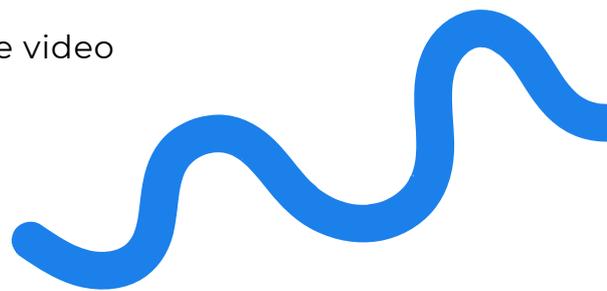
When the Annotate tool opens it has the following features:

Pen	Allows you to control the colour and width of the pen	Allows you to control the colour and width of the pen
Clean	Removes all Annotation from the screen	Clears the screen
Save	Saves the Annotation into the Mark folder in Files	It is saved as a PNG
More	Files – opens the Files app to show you the saved annotations Insert – inserts the PNG of the Annotation into the Whiteboard Share – generates a QR code Cloud – saves it to the connected Cloud drive Auto - toggles between Auto Annotate being on or off.	
Close	Closes the Annotation tool	

Using the CommBox Store

The CommBox Store allows you to install both CommBox apps and tools as well as third party applications onto the screen. The CommBox store has a huge range of third-party applications that have been tested on the CommBox Classic by the CommBox team. The third-party applications include Android applications and Web applications that run in a browser

Note: The CommBox Store is the main way you receive new features from CommBox. CommBox ships new tools to the store approximately every 6 to 8 weeks. We are also regularly updating our existing apps with new features. We will also ship improvements to core features of the screen via the CommBox Store. For this reason, it is very important that you leave your CommBox connected to the internet, and you leave the Auto Updates on. This way you will ensure that you have the latest operating system on your CommBox.

When the CommBox store opens, it will show the complete list of application. From this list there are four options:

1. Open a web app – this will launch the web app in the Chrome browser.
2. Open Android app – this will open an app that has already been installed on the CommBox.
3. Install – this will install a new Android app onto the CommBox.
4. Update – this is when an Android app that has already been installed, has an update

The CommBox Store has a number of settings you can access by tapping on the settings cog when you open the Store:

Store version	Shows you the version of the store that you are on	This can be helpful when communicating with CommBox support
Up to Date	If the button is enabled (coloured) it means that there is an update to the Store available	Please keep the CommBox store updated at all times
Silent App install	You have the option to silently install apps that need updating. You can toggle this on or off.	Silent update means that the app will automatically install without the need for you step through the installation wizard. This is particularly helpful when you need to install or update more than 1 app
Auto App Updates	This setting will automatically update App that need updating when your screen is connected to the Internet.	This is default to On. Please ensure that you leave this toggle ON to receive all the new apps and update CommBox ships every month.
Daily Update Hour	This setting lets you set when the apps will update	For example, if you enter 3. The apps will update at 3am
Save	Save will store the changes you have made to the settings	

Using CommBox Help

CommBox Help is our built-in help application. CommBox Help has been designed to work when your screen is online (connected to the Internet) and offline (no Internet connection).

The help app has the following features:

1. Get Started and Help videos
2. Links to download a one-page instructional guide
3. Link to Live Chat (if you are connected to the Internet)
4. Link to log support tickets or access our knowledge base

Using CommBox Connect

There are two primary ways that you can connect your personal device to the CommBox with CommBox Connect powered:

1. Using native screensharing protocols built into your personal device
    a. Miracast for PC's
    b. Airplay for Mac and iOS
    c. Chromecast for Android and Chrome devices
2. Using the CommBox Connect app installed onto your personal device
    a. Additional functionality is available with the CommBox Connect app such as mirroring the CommBox back to the personal device

Native Screensharing

Windows PC – Miracast with Touch

Windows PC's have Miracast, a peer-to-peer device sharing protocol, installed into the devices. To connect your windows laptop or device to the CommBox you need to:

1. Select Windows K on your keyboard
2. Find the device name in the list of the devices that you want to connect to.
3. Select connect
4. Select touch input

Apple iOS and Mac – Airplay

1. Open Screen Mirroring
2. Find the device
3. Starting mirroring

Chromecast – Android devices

1. Go to Utility Menu
2. Click on Cast
3. Find the device
4. Select Cast

CommBox Connect App

Open the CommBox Connect app on your computer. Click on the device you want to connect to.

Screenshare

Once connected, click screen share to share your screen.

Desktop Sync

Alternatively, click desktop sync to share the CommBox screen back to your computer, you can control the screen completely from here.

Using Files

Use the File Manager to access files saved on the CommBox, USB drives, Google Drive or OneDrive Cloud storage.

Opening Files

1. Go to Launcher
2. Tap on files
3. Navigate through your folders and double tap to open your desired file

Viewing files

Depending on your file type, different apps will open to view, for example WPS office will open pdfs, you can also use this to edit and save pdfs

Using Palette

Palette is the perfect solution for the designers out there. It allows you to bring out your inner artist and create something beautiful on the CommBox! Access to several paint brush types and colour wheel with the ability to save and share via a QR code

Using Clean-up

The clean-up app deletes temporary files the CommBox has created as you use it. These are files you don't necessarily need. It also closes all the background apps that are running. This is great to use at the end of the week ready for the next week or every month!

Using Camera

You can connect a USB Camera to one the USB ports on the CommBox S5 and the camera app will allow you to preview the image. You can take photos, annotate over the top and compare images side by side.

Using Crop (Screenshot)

Our Screenshot tool, Crop, allows you to grab a quick screenshot of what is display on the screen at that time. It can be on any input. You can select a full screen grab or just capture a particular section of the CommBox. From here you can save the image to files or insert it directly into a whiteboard to begin annotating over.
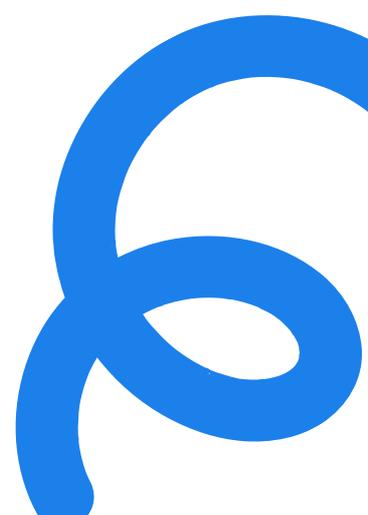
Chapter 5: Using CommBox OS tools on the CommBox

Freeze
The Freeze tool to pause the display on the screen, allowing you to interact with content without it being visible to your audience.

Lock
The Lock tool enables you to lock the screen, preventing any unintended interactions or changes until you're ready to unlock it.

Clock
Display the current time on your screen using the Clock tool, helping you and your audience stay aware of time during presentations or activities

Timer
Set a countdown with the Timer tool to keep track of specific intervals, ideal for timed activities or presentations

Stopwatch
The Stopwatch tool allows you to track time on-the-go, measuring durations for exercises, discussions, or events

Spotlight
Use the Spotlight tool to hide and then progressively show content, perfect for quizzes, games, or gradual information disclosure

Planner
The Planner App is our gift to every teacher, no matter which interactive touchscreen you use.
Plan classes and activities for each day of the week with a simple drag-and-drop interface. Create your own activities or use the template library. Mark off completed activities so students can keep track of their day. Planner App floats over other apps and can be minimised and recalled with a simple tap

Phonemes

Phonemes is a front-of-classroom tool that helps teachers to lead engaging lessons on phonemes, graphemes and syllables, and aligned with the Australian National Curriculum.

Requested by a Catholic school in NSW, and designed and developed by CommBox, Phonemes is for students from their very first day of kindergarten through to upper primary school.

Spinner

The Spinner is a random selection tool and overlay app that sits over other applications. It's a colourful and customisable spinner dial that makes decision-making fun, engaging and immersive.

Set your custom choices, and then spin the dial. Decide if you want the outcome to be good or bad, with either a happy or sad sound to accompany the Spinners final decision

Rewards

Motivate and encourage students to complete tasks, activities and duties using the Rewards App.

Rewards is designed to replace any printed rewards systems, giving teachers the ability to track multiple boards across subjects, classes or even years – saved directly to the screen

Posters

An ever-growing library of teaching aids and posters, Posters App covers topics such as literacy, geography, languages, numeracy and more.

Enjoy quick and easy teaching aids at your fingertips with posters designed for preschoolers through to Year 6. With regular additions to the library, you can submit a poster request to us here.

Quotes

The Quotes tool will display inspirational or thought-provoking quotes with the Quotes tool to add motivational or reflective moments to your session

Adding new tools

CommBox is always developing new tools. New tools are added to the CommBox store. Please visit the CommBox store regularly to find and download new tools. You don't have to look at our store through the CommBox. You can also search the store at store.commbox.com.au

Chapter 6: Connecting computers and other devices

Connecting laptops and computers via cables

You can connect room computers, personal laptops and guest laptops to the CommBox to view and interact with them.

Note: Your CommBox Classic S5 comes with cables to connect your devices. The USB type-C port on the front and the provided cable provides 65 watts of power for charging connecting devices.

USB Type-C

Connector	Standard	Connection Type	Cable
USB Type-C	USB 3.2 Gen 1 (SuperSpeed, 5 Gbps)	Video/audio/touch/ media/data/power	SuperSpeed USB Type-C

HDMI 1

Connector	Standard	Connection Type	Cable
HDMI 1	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 1	USB 2.0 Type-B	Touch	High Speed USB 2.0

HDMI 2

Connector	Standard	Connection Type	Cable
HDMI 2	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 2	USB 2.0 Type-B	Touch	High Speed USB 2.0

HDMI 3

Connector	Standard	Connection Type	Cable
HDMI 3	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 3	USB 2.0 Type-B	Touch	High Speed USB 2.0

VGA

Connector	Standard	Connection Type	Cable
VGA	VGA	Video	VGA
Audio In	Stereo 3.5 mm	Audio	Stereo 3.5 mm
Touch	USB 2.0 Type-B	Touch	High Speed USB 2.0

Viewing a connected computer or other device's input

1. Connect a device to the CommBox using USB Type-C, HDMI 1, HDMI 2, HDMI 3 or VGA connectors

Note: To enable touch control of the device, connect a USB cable to the associated USB connector. Devices connected to the USB Type-C connector don't require an additional USB connection to enable touch

2. Select the source using one of the following methods:

Using the Side Toolbar menu	Using the remote control	Using the Slide-Up Menu
Open the Side Toolbar menu by tapping either of the Side Toolbar menu arrows located on either side of the screen	Press the Input Select button on the remote control	Using your finger slide up from the bottom – centre of the screen
Tap the Input Select icon	Using the input select button on the remote	Tap the input you wish to change to

The Input Selection dialog box appears.

Note: Three dots appear below inputs name with a connected device

3. Tap the device's input source or use the navigation keys on the remote control to select the input source and then press the OK button. The device's output appears on the screen.

Tip: You can configure the CommBox to automatically switch to the newest input plugged in, lock the current source, or choose other priorities or input options.

Setting a connected computer's resolution and refresh rate

This table presents the supported resolutions and refresh rates for the CommBox inputs:

Input source	Resolution	Refresh Rate
USB Type-C	3840 × 2160	60 Hz
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

If possible, set connected computers to these resolutions and refresh rates. See the computer's operating system documentation for instructions.

Using recommended cables

CommBox recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	3 Metres	Use only certified premium high-speed HDMI cables that have been tested to support the performance standard you require
VGA	3 Metres	Use VGA cables with all pins in their connectors fully populated and wired
Stereo 3.5 mm	3 Metres	Use only shielded 3.5 mm cables Important: Use a 3.5 mm stereo jack (15 mm long barrel) only to connect to the CommBox
USB 2.0	3 Metres	Use a Hi-Speed USB 2.0 USB extender if the distance between the computer and the CommBox is greater than 16' (5 m).
USB Type-C	2 Metres for SuperSpeed 5Gbps cables	USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support to use a USB Type-C cable for video, you need: • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports CommBox Port Alternate Mode via USB Type-C Note: The USB Type-C connector on the CommBox can supply up to 65 W of power to connected devices

Using cables that exceed these maximum lengths may produce unexpected results, degraded picture quality or degraded USB connectivity. CommBox will not support any technical issues with cables outside of this list.

Sharing USB Type-B Touch Input Ports

The two HDMI and one VGA Ports on the rear of the CommBox all share one single USB Type-B Touch input port. This means the touch system can be used with only one device connected at time

USB Type-B Touch Input	Video connectors
Touch	HDMI 1 HDMI 2 HDMI 3 VGA

Connecting a Slot-In Windows PC (OPS)

If your organisation has purchased a CommBox Slot-In Windows PC (OPS), you can slot this into the Slot-In Windows PC slot following installation instructions. You can then switch to this input in the launcher as 'PC'.

Connecting USB devices

The CommBox Classic S5 CommBox includes two USB 3.0 Type-A ports on the front, one USB 2.0 at the bottom and two USB 3.0 Type-A ports on the rear.

You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 2.0 Type-A port and use these devices with the CommBox Classic S5's Android system or intelligently on any other wired input.

The front and rear USB 3.0 Type-A ports will also intelligently switch to the active wired input

Chapter 7: Advanced user features

Settings

Bluetooth (Connect to a Bluetooth device, such as a wireless speaker or headphones)

- Launch the Settings application
- Tap on Connect Devices, then Connection Preferences
- Tap on Bluetooth
- Toggle Bluetooth to the ON position (Toggled to the right)
- The CommBox will begin searching for nearby Bluetooth devices
- Tap on any available device to pair

Touch Sounds (Enable or disable sounds from tapping on the screen when navigating or using the on-screen keyboard)

- Launch the Settings application
- Sound
- Toggle on/off "Tap and click sounds"

Input Naming (Enable and edit custom names for input channels)

- Swipe up to access the device setting menu
- Scroll across to "Lock"
- Toggle on ""Allow input naming"
- Tap on the input you want to configure and set a name
- This name will appear on the Inputs menu and when changing inputs

HDMI Out format (Change HDMI out port format)

- Swipe up to access the device setting menu
- Scroll across to "Other"
- Next to "HDMI OUT Format" tap on the dropdown box and select the desired resolution for the HDMI out port

Clear app data and cache

- Launch the Settings application
- Tap on "Apps"
- Tap "All Apps"
- Select the application you wish
- Tap "Storage and cache"
- Tap on "Clear storage" and "Clear cache"

Date/Time | Region (Configure Date, Region, and Time zone)

- Launch the Settings application
- Tap on "system"
- Tap on "Date and time"
- Either toggle on "Set time automatically, or untoggle this to figure your date and time manually

Change Language (Change Settings menu language)

Open Settings > System > Languages - configure your language here

Pixel Shift

Open the swipe up menu, navigate to "Screen", toggle on pixel shift

Check System and touch firmware versions

Open settings, about, see firmware version

Check for updates

Open Settings > System > System update - Check for update

Different power modes

Open the swipe up menu, navigate to "Screen" and select energy saver.

Scheduling Power On/Off

Open the swipe up menu, navigate to "Power" then "Add schedule" you can now configure the on and off time schedule for your device

Network connections

- Wireless
- Hotspot
- Ethernet

Chapter 8: Troubleshooting the CommBox

This chapter explains how to resolve a variety of common issues with the CommBox and the optional CommBox Slot-In Windows PC (OPS). If the symptoms you're encountering aren't addressed below or the solutions don't work, refer to the CommBox knowledge base https://support.commbox.com.au/knowledge for additional troubleshooting information or raise a ticket with the CommBox support team https://support.commbox.com.au/knowledge/kb-tickets/new

Resolving general issues

Symptom	Troubleshooting steps
You've forgotten the lock screen passcode or settings passcode	Contact CommBox support 02 9975 6001
The CommBox can't connect to a 5 GHz wireless network.	The wireless network may be operating on bands that the CommBox doesn't support. Contact your network administrator. Ensure the Wi-Fi module underneath the CommBox is correctly connected. NOTE The range of a 5 GHz wireless connection is more limited than that of a 2.4 GHz connection. 5 GHz connections are also more susceptible to interference from obstacles between the access point and the CommBox, such as large metallic objects
The stylus pen is broken/lost.	Visit https://karter.com.au/collections/commbox-spares to purchase a new stylus

The CommBox isn't turning on

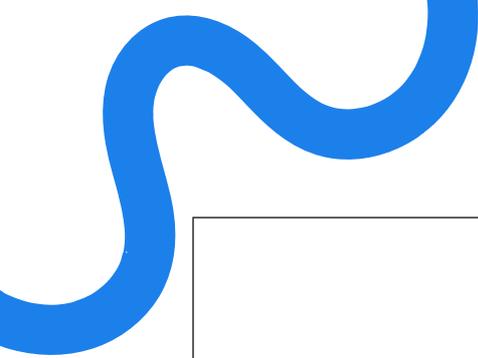| Symptom	Troubleshooting steps
The status light isn't lit	Make sure the power cable is securely fastened to the power outlet and the CommBox. Note: If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on • Make sure the switch beside the AC power inlet is in the ON (I) position. • Make sure the power outlet is working by testing it with a different device.

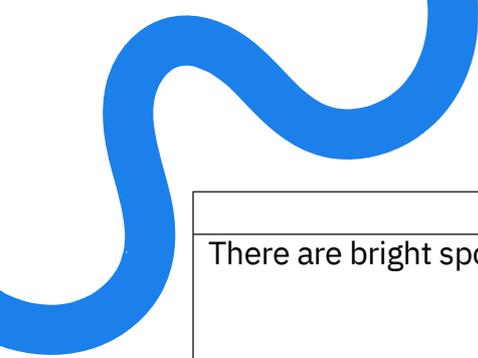|	• Make sure the power cable is working by testing it with a different device
The status light is lit red, and the screen is blank	• Press the Power button on the front of the CommBox or on the remote control • Restart the CommBox
The status light is lit green, but the screen is blank	• Wait up to 30 seconds. • Disconnect any cables from the CommBox's HDMI Output connectors (if used) to determine whether equipment connected to the HDMI output port is causing the problem

The CommBox is turning off when it shouldn't

Symptom	Troubleshooting steps
The CommBox turns off or enters Standby mode when it shouldn't	• Check the power off timer setting to determine whether there's an issue is with the setting's configuration. • Check the automatic no-signal setting to determine whether there's an issue is with the setting's configuration. • If the CommBox is connected to a room control system via the RS-232 connection, disconnect it to determine if the problem is being caused by the room control system

The screen is blank or there's a problem with the image on the screen

Symptom	Troubleshooting steps
The screen is blank when the status light is green	• Make sure any connected computers are on and not in Standby mode. • Restart the CommBox and any connected computers. • Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. See Using recommended cables.

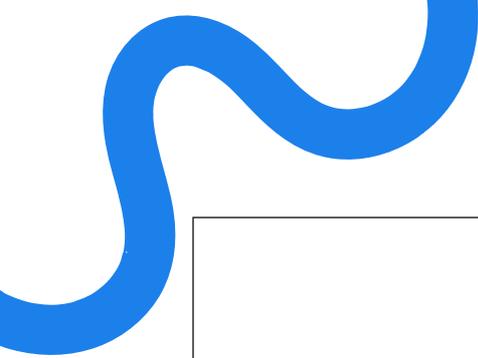|	• Ensure that any connected computer's external video port is enabled and is set to output a supported CommBox resolution *Note: The following resolutions are recommended: 3840 × 2160 or 1920 × 1080*
A computer is connected to the CommBox, but only a "No signal" message appears on the screen.	• Make sure the computer is connected to the currently selected input. • If the currently selected input is a computer, make sure the computer is not in Standby mode. • If the currently selected input is a laptop, make sure that the laptop's external CommBox port is enabled. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. See Using • recommended cables
The image on the screen is distorted. OR There are lines, snow or, other visual noise on the screen. OR The image is flickering or flashing. OR The image is dim	• Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in Standby mode. • Restart the CommBox and any connected computers. • Make sure the computer's CommBox output is configured to a recommended resolution and refresh rate for the CommBox's inputs *Note: The following resolutions are recommended: 3840 × 2160 or 1920 × 1080* • See Setting a connected computer's resolution and refresh rate. • Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. • See Using recommended cables

There are bright spots on the screen.	Take a photograph of the screen and send it to CommBox support. If CommBox support determines that the issue is with the screen and the CommBox is under warranty, you may be eligible for a replacement
Colours don't appear correctly.	• Check the Image mode settings. • Be aware that if two or more CommBox are mounted side-by- side, there will be minor differences in colours across the CommBox. This issue is not unique to CommBox products. • If the screen is completely lacking one colour or the colour problems occur on the home screen, provide a photo of the screen to CommBox support. • If you're using an analogue video input, such as VGA, use a different cable or connect a different source to see if the issue is with the cable or input source
The image is cut off or shifted to the left or right	• Adjust any connected computer's video settings, particularly zoom, crop, and under scan. See the computer's operating system documentation. • If any connected computers' desktops are entirely black, change them to dark grey or a different colour. • If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the CommBox as the only screen
The image doesn't fill the entire screen.	• Adjust any connected computers' video settings, particularly over scan. See the computer's operating system documentation. • Make sure the connected computer's video connector is configured to output a supported video signal

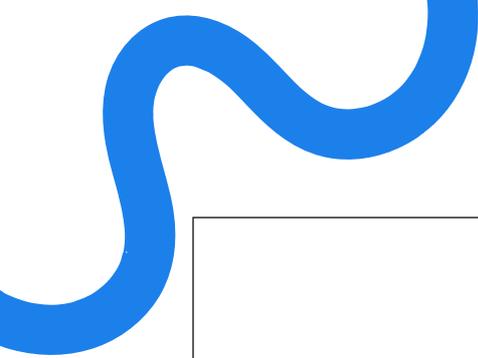| The video from a device connected to the CommBox's USB Type-C connector doesn't appear on the CommBox's screen	• Make sure the connected device supports CommBox Port Alternate Mode via USB Type-C. If there is no thunderbolt logo beside the USB Type-C connector on the device, it may not support CommBox Port Alternate Mode. • Make sure the cable connecting the device to the CommBox supports SuperSpeed USB data speeds of 5 Gbps (or above). The cable should be marked with the SuperSpeed USB logo. The absence of this logo may indicate the cable doesn't support a SuperSpeed USB data connection that's required for CommBox Port Alternate Mode

There's no sound or there's a problem with the sound

Symptom	Troubleshooting steps
There's no sound. OR There is sound, but the volume is low. OR The sound is distorted or muʊled	• If you're using an external audio system, make sure it is turned on. Use of an external audio system must also be enabled in CommBox settings. • Make sure the cables connecting the CommBox to the computer are securely fastened *Note: The CommBox's stereo 3.5 mm input connector works with the VGA input only. The CommBox Classic S5 panel has the option to play out through both audio outputs at the same time.* • If you're using the CommBox's stereo 3.5 mm out connector, adjust the volume on both the CommBox and the connected computer and make sure neither is muted • If you're using the CommBox's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted.

	• Adjust the CommBox's audio settings.
	• If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the CommBox's volume.
	OR
	• If you're using an external audio system, set the volume for the computer, any running applications and the CommBox to 80%, and then adjust the external audio system's volume

Touch isn't working as expected

Symptom	Troubleshooting steps
The CommBox doesn't respond to touch on the home screen with no computer connected	• If a lock icon appears briefly on the left and right sides of the screen, the Lock screen feature is enabled. To un-lock the screen, try either of the following procedures: ○ Touch the lock icon when it appears. ○ Use either the CommBox's remote control or a USB mouse connected to the Service connector on the side connector panel to access CommBox Settings > Lock and remote control and disable the Touch lock setting. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. • Restart the CommBox.
The CommBox doesn't respond to touch when viewing the input from a connected computer	Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum

	• cable length. See Using recommended cables. • Make sure any connected computers have detected the CommBox's USB connection
When viewing the image from a connected computer, the CommBox responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place	• Restart the CommBox. • Confirm that the computer is connected to the CommBox with only a single cable. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. • Remove any USB extenders to help isolate the USB cable. • Check for updates. • Make sure the video and USB cables that connect any computers to the CommBox are connected using the correct connectors on the CommBox. • Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length of 3metres. See Using recommended cables

Pens aren't working as expected

Symptom	Troubleshooting steps
The CommBox responds to touch but not to writing with a pen when viewing the image from a connected computer	• Make sure you are using a CommBox Interactive Classic S5 pen. • Restart your PC • Check for windows updates • Contact CommBox Support
When viewing the input from a connected computer and writing on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write	• Restart the CommBox. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. • Update the firmware.

	• Avoid wearing any jewellery or other reflective objects when using the optical touch system. • Make sure that clothing or other objects are not touching the screen where you're touching or writing.
You can't write or draw in Microsoft Office when viewing the input from a connected computer.	• Make sure Microsoft Office 2013 or later is installed. • Restart the PC • Check for windows update

The Slot-In Windows PC (OPS) isn't working as expected

Symptom	Troubleshooting steps
The CommBox OPS PC module isn't working as expected	• See the CommBox OPS PC user guide

If an issue you're experiencing with the CommBox persists or isn't addressed in this chapter or the knowledge base, contact CommBox support directly (support@commbox.com.au). The CommBox Support team might ask you for the CommBox's serial number. The serial number is on a label located on the back of the CommBox. You can also obtain this by navigating to settings from the side menu then click on the about tab and you will find your serial number listed here.

TIP: Scan the QR code on the label to view the CommBox Interactive Classic S5 CommBox support pages on the CommBox website.

# Chapter 9: Troubleshooting tools and apps

This appendix explains how to troubleshoot the CommBox Interactive Classic S5 CommBox's tools and apps

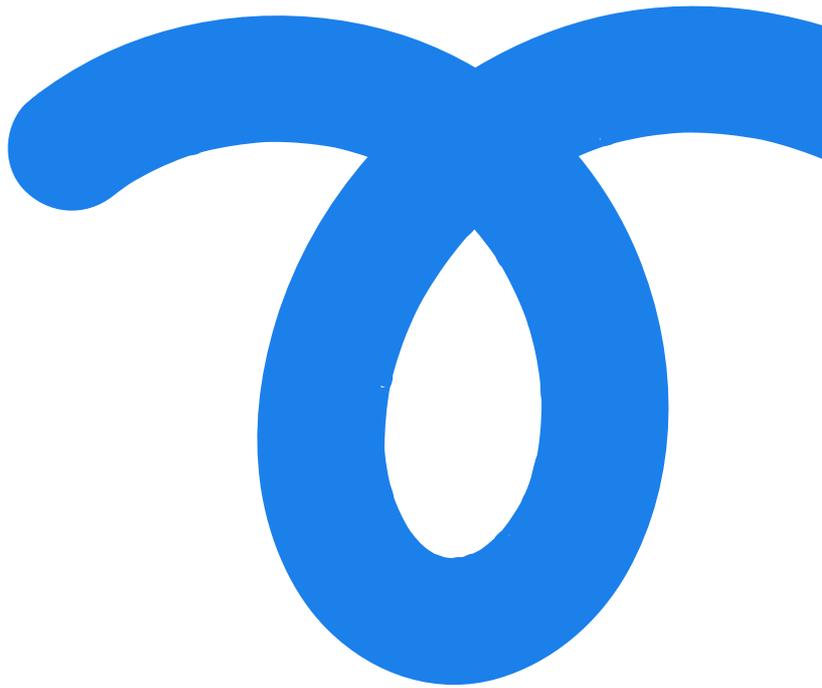## Resolving issues with Whiteboard

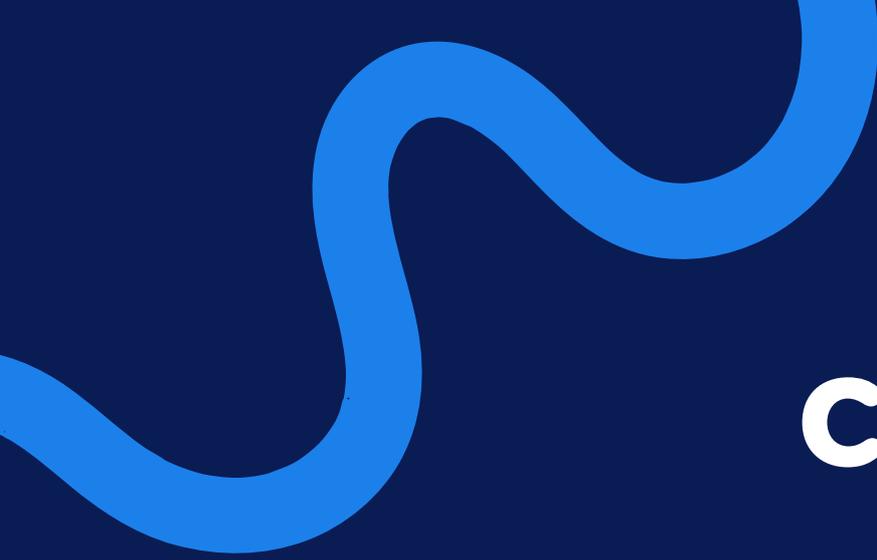| Symptom	Troubleshooting steps
The pen doesn't write.	• If you're using the thick nib end of the pen, ensure the fine erase setting is disabled in the Whiteboard app's pen settings. • Make sure no other objects (such as your hand or clothing) are touching the screen close to the pen nib. • A worn pen nib may act as a finger rather than a pen. • Replacement pens are available
Your finger draws ink instead of selecting an object	• Use the selection tool to select objects or pan/zoom with two fingers
Multiple fingers draw multiple lines instead of performing pan, zoom, or rotate gestures	• Tap the pen icon to toggle between using your finger to select or draw
You can't set an image as the background	• Make sure the image's file format is .jpg or .png. • Other formats are not supported
The CommBox can't open a saved Whiteboard	• Whiteboards are saved in. enb format. The file the CommBox is trying to open might not be saved in a Whiteboard file format.

Resolving issues with Browser

Symptom	Troubleshooting steps
Browser isn't working correctly	• Make sure the CommBox is connected to a properly configured network and the network is connected to the internet. • Make sure Ethernet or Wi-Fi is enabled in Settings under Network settings. • If Browser can't visit secure (https) websites, ensure the CommBox's date and time are correct. • Contact your network administrator
You can't find your downloads.	• Check the Downloads folder in File Manager app.
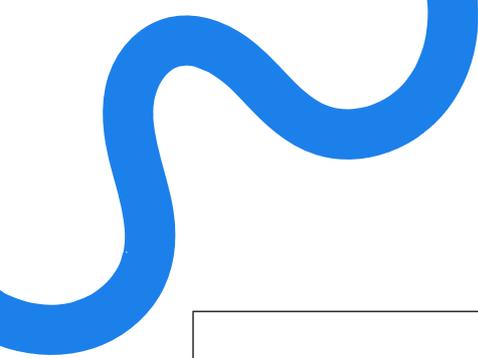
	• The CommBox's storage might be full. Delete files or move them to a USB drive for backup
There is an issue with audio.	• Make sure the volume isn't muted on the CommBox's remote control. • Turn up the volume

commBOX

Do it better