commBOX

Do it Better

Intelligent Display User Manual

Contents

Intelligent Display User Manual

Keys 5

Input ports 5

43” & 55” 5

65" and above 5

Remote Control 7

Remote Control Instructions 9

Install batteries 9

Range of Remote Control 9

Connections 9

External Computer Connection 9

USB Connection 10

RS232 Connection 10

HDMI IN Connection 10

HDMI OUT Connection 10

AUDIO OUT Connection 11

LAN Connection 11

Troubleshooting 12

CommBox Display fails to work normally 12

PC Mode (optional) 12

Video function does not work normally 13

Audio function does not work normally 13

Maintenance 14

Cleaning the Screen 14

Cleaning the Frame 14

Extended Non-Use 14

Safety Warning!

Before you start operating, please ensure you thoroughly read this manual and retain it for future reference. The images in this manual are for reference purposes only. There might be variations between the pictures and the actual product, so please rely on the actual product.

Placement

Here are some important precautions to follow:

- DO NOT place heavy objects on top of the unit.
- DO NOT position the unit near appliances that generate magnetic fields.
- DO NOT expose the unit to direct sunlight or other sources of heat.
- DO NOT position the unit on an unstable cart, stand, tripod, bracket, table, or shelf.
- DO NOT allow any liquid to come into contact with the unit, and ensure that no liquid is spilled inside the unit.

Power Supply

Here are some important power-related guidelines:

- Please ensure that the power cable is protected from physical or mechanical
- damage.
- Please check and ensure that the AC power source is properly grounded.
- Please note that this power cable is intended exclusively for use with this device.
- Please unplug the power supply during thunderstorms or lightning storms.
- Check that the unit's operating voltage matches the voltage of your local power supply.
- Please use the original power cable provided in the accessory bag; do not modify or extend it.
- Please unplug the power supply when there is nobody at home or when the unit will be idle for an extended period.
- If the fuse is located in the neutral line, disconnect the mains to de-energize the phase conductors.

Cleaning

- Unplug the power cable before cleaning.
- Clean the screen with a soft, dustless, and dry cloth.
- For deep cleaning, please contact an authorized service center.
- Never use water or spray-type detergent to clean the unit.
- Avoid using hard or sharp objects to replace the touch pen.
- To prolong the panel's lifetime and display performance, avoid displaying high-brightness images for extended periods.

Temperature

- The normal operating temperature range is 0°C to 40°C.
- Avoid placing the unit near radiators or heaters.
- If you move the unit from a cold to a warm place, wait at least 2 hours and unplug the power cable to allow moisture inside the unit to evaporate.

Humidity

- Avoid exposing the unit to rain or high humidity areas.
- Ensure the indoor environment is dry and cool. Normal operating humidity is 10% to 90% RH.

Ventilation

- Place the unit in a well-ventilated area to release heat easily.
- Ensure the unit has enough space for ventilation, with the following space requirements: left, right, and back > 10cm, top > 20cm.

Earphones

- Before using earphones, lower the volume in advance.
- Prolonged exposure to loud sounds through earphones may affect hearing.

Standby

Pressing the standby key puts the unit in standby mode but doesn't turn it off completely.

Battery

- Dispose of the battery properly or recycle it after use.
- Keep batteries away from children and do not throw them into the fire.
- Caution: 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 liquid or spray directly during cleaning.

Power Switch Status Signs

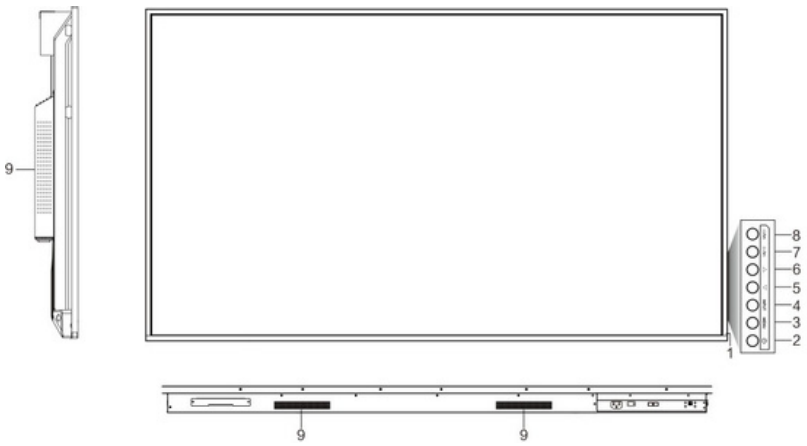
"I" means power is on.

"O" means power is off.

Maintenance

This machine can only be maintained by a certified engineer.

Keys

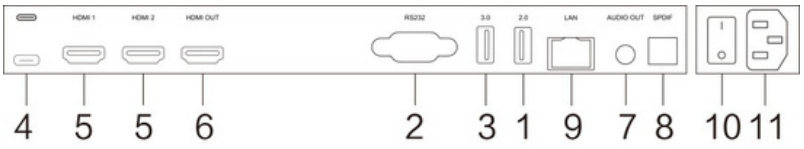


Number	Description
1	Power indicator light
2	Tap to enter energy-saving, press at least 2 seconds to enter standby mode
3	MENU: Enter settings menu
4	INPUT: Enter input settings
5	◁ Press to scroll left
6	▷ Press to scroll right
7	▽/V- Press to scroll down / Decrease volume
8	△/V+ Press to scroll up / Increase volume
9	Loudspeaker

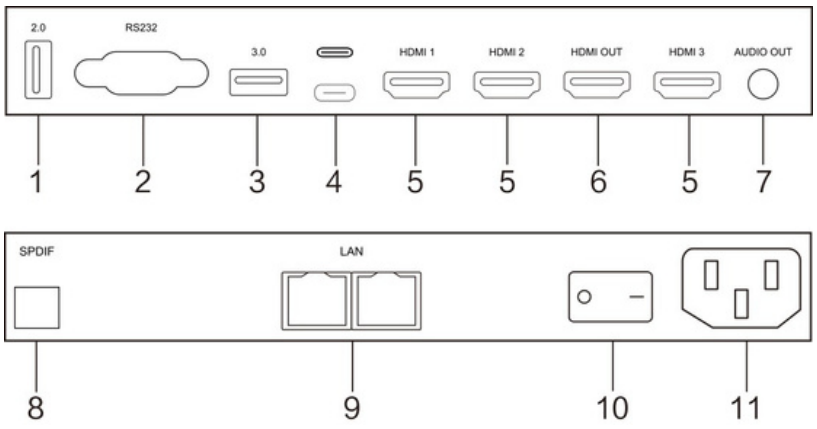
Note: Different product sizes might have different button positions.

Input ports

43” & 55”



65” and above



SN	Port	Description
1	USB 2.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard and mouse, USB drives, etc.
2	RS232	Serial interface, used for mutual transfer of data between devices
3	USB 3.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard and mouse, USB drives, etc
4	USB Type-C	Supports charging, data transmission, extension for audio and video output interface, etc. Note:The maximum rated power of the USB Type-C port of this product is 65W. When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the charging power of the electronic device exceeds the rated charging power of this port, please do not directly use this port for charging.
5	HDMI	High-definition multimedia interface signal input, connect to devices with HDMI output interface (personal computer with HDMI output, set-top box, or another video device).
6	HDMI OUT	Connect to the devices with HDMI input function.
7	AUDIO OUT	Audio output to an external speaker
8	SPDIF	Carry multichannel sound via optical signals
9	LAN	Connect RJ45 terminals
10	Power Switch	To power on (“I”) or off (“O”)
11	Power supply	Connect power supply

Note: The position of different ports might vary depending on the product size.

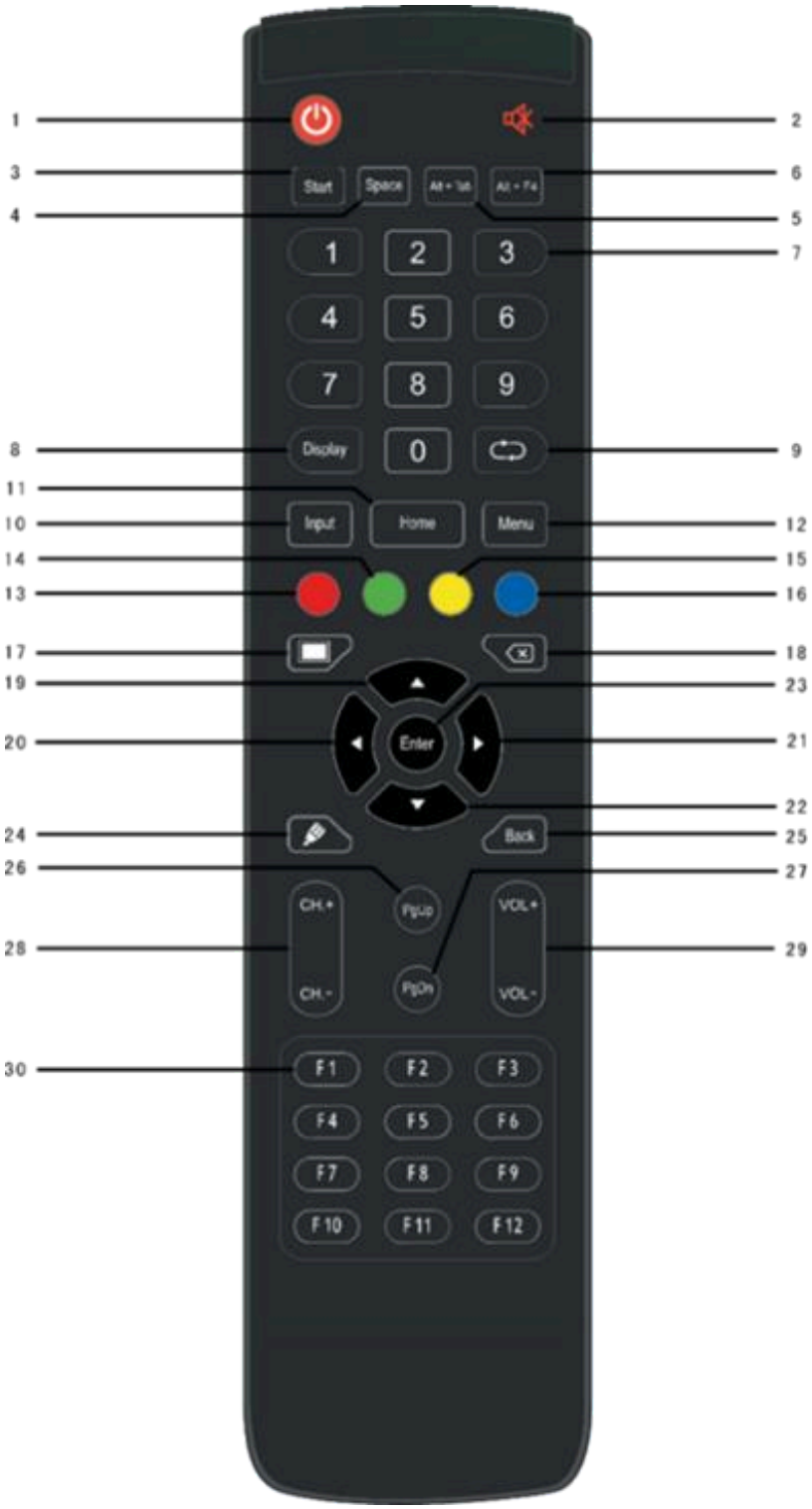
For 43” & 55”

- USB Type-C, HDMI1 and HDMI 2 support HDMI OUT
- Android Channel – does not support HDMI OUT

For 65” – 98”

- PC channel, USB Type-C, HDMI1 and HDMI 2 support HDMI OUT
- Android Channel & HDMI 3 – do not support HDMI OUT

Remote Control



Number	Icon	Description
1		Power on/off
2		Enter or exit mute mode
3	Start	PC's Windows key
4	Space	PC's space bar
5	Alt + Tab	PC's Alt + Tab key
6	Alt + F4	PC's Alt + F4 key
7	Numeric Keys	Numeric input
8	Display	Display channel information
9		N/A
10	Input	Open settings menu
11	Home	Return to Android system main screen
12	Menu	Open menu
13	Red	Enable or disable keys and touch
14	Green	Enable or disable keys
15	Yellow	Enable or disable touch
16	Blue	Open or close the screen freezing tools
17		Turn the screen backlight on or off
18		PC's backspace
19		Scroll up
20		Scroll left
21		Scroll right
22		Scroll down
23	Enter	Confirm selection
24		Shortcut to writing software
25	Back	Return to last operating interface
26	PgUp	Page Up
27	PhDn	Page Down

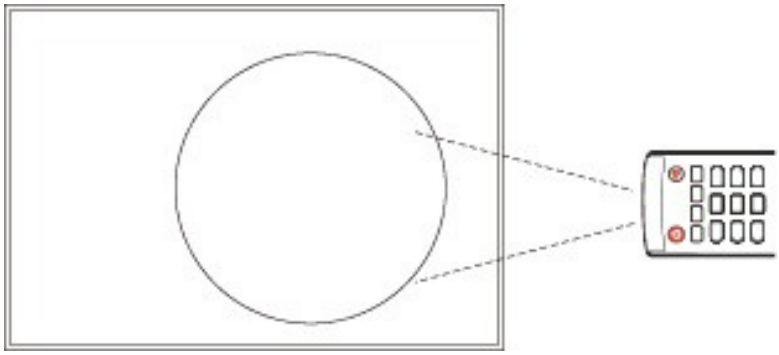
Remote Control Instructions

Install batteries

1. Open the battery compartment on the back of the remote control.
2. Insert AAA batteries, making sure the positive and negative ends match the markings inside ("+" to "+", "-" to "-"). Don't mix old and new batteries.
3. Close the battery compartment securely. Ensure the clip is fastened at the bottom.

Range of Remote Control

The remote control functions within 8 meters and within a 30-degree angle to the left and right of the receiver. Please dispose of used batteries in a recycling bin to protect the environment.
Note: The receiver is located behind the CommBox display.

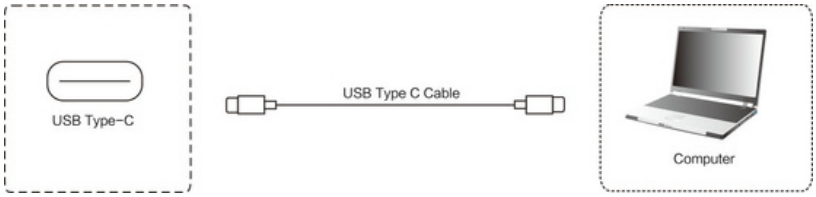


⚠ Using the wrong type of battery can cause an explosion.

Connections

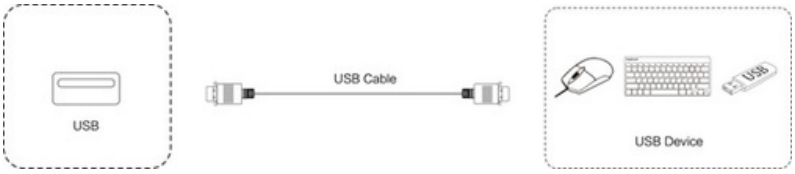
⚠ For your safety and the CommBox display's safety, please do not plug in the power cord before making the necessary connections.

External Computer Connection

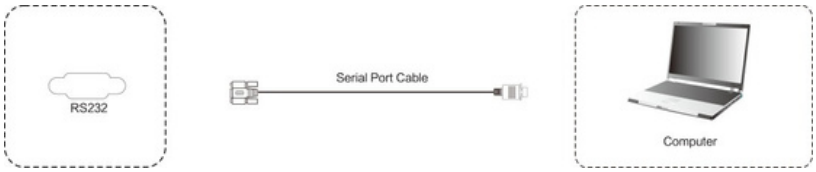


1. Connect the USB Type-C cable to the computer.
2. Once connected, plug in the power cord and turn on the power.
3. Start the external computer.
4. Press the power button, and the CommBox display will power on.
5. Press the INPUT key to switch to the USB Type-C channel.

USB Connection



RS232 Connection

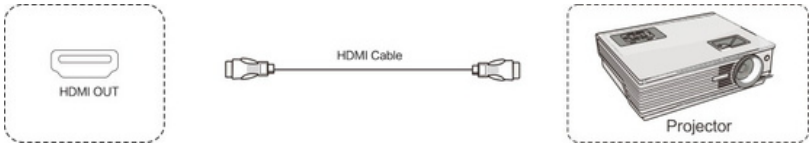


When you use the serial port cable to connect the central control equipment and the CommBox display, you can control specific functions of the CommBox display through the central control equipment. This includes turning the CommBox display on or off and adjusting the sound volume, among other functions.

HDMI IN Connection

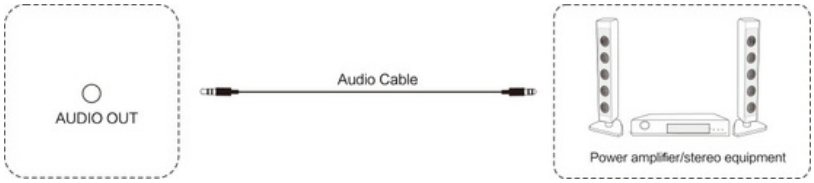
1. Connect: Use an HDMI cable to connect your audio and video source with HDMI output to the CommBox display.
2. Power: Plug in the power cord of the CommBox display and switch it on.
3. Turn On: Press the power button on the CommBox display to turn it on.
4. Input Source: In the main menu, switch the input source to the HDMI channel of the CommBox display.

HDMI OUT Connection

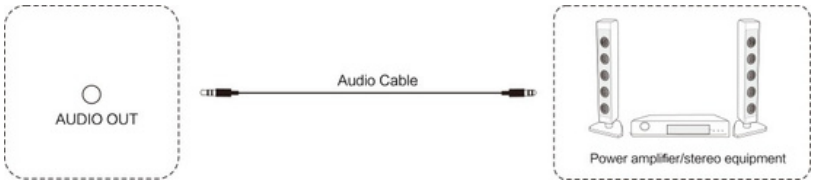


1. Connect: Use an HDMI cable to connect your audio and video source with HDMI output to the HDMI input of the CommBox display.
2. Power: Plug in the power cord of the CommBox display and switch it on.
3. Turn On: Press the power button on the CommBox display to turn it on.

AUDIO OUT Connection



LAN Connection



Troubleshooting

This chapter explains how to resolve a variety of common issues with the CommBox. 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

CommBox Display fails to work normally

Symptom	Troubleshooting steps
Remote Control failure	1. Ensure there are no objects blocking the communication between the remote control and the equipment's receiving window, as this might cause remote control failure. 2. Verify if the battery electrodes in the remote control are correctly placed. 3. Consider replacing the remote control's batteries if necessary.
CommBox display shuts downs automatically	1. Verify if the sleep mode is enabled. 2. Check for any sudden power outages, which might affect the equipment's functionality. 3. If the CommBox display loses signal from an external channel for 5 minutes, the system will automatically shut down. Ensure the input and connection of the signal are correctly established.

PC Mode (optional)

Symptom	Troubleshooting steps
Signal out of range	1. Verify if the display settings are configured correctly. 2. Ensure the resolution is set to the optimal resolution for the best display quality. 3.3. Adjust line and field synchronization settings in the menu if necessary for improved display performance.
Background has vertical lines or streaks	1. Choose "Automatic Correction" in the menu settings for automatic adjustments. 2. Fine-tune the clock and phase positions in the menu settings for precise adjustments.
Image lack of colour, colour is incorrect	1. Check VGA Connection: Make sure the VGA cable connecting your device is plugged in securely. If it's loose or damaged, it can affect the display quality. 2. Adjust Color and Brightness: Go to the menu on your display and find options like "Colour," "Brightness," or "Contrast." You can make the image clearer and more vibrant by adjusting these settings.
Display format that is not supported	1. Select automatic correction in the menu. 2. Adjust clock and phase position in the menu.

Video function does not work normally

Symptom	Troubleshooting steps
No picture and no sound	1. Machine Status: Ensure the machine is turned on. Look for indicator lights or any signs of power. 2. Signal Connection: Check if all signal wires are properly plugged in. 3. Verify that the input source (like HDMI or VGA) selected on the machine matches the connected device. 4. Internal Computer: If using the internal computer mode, make sure the internal computer is also powered on.
With horizontal or vertical stripes or image dithering	1. Signal Connection: Confirm that all signal wires are securely connected. 2. Environment: Ensure there are no other electronic devices or power tools placed near the machine, as they might interfere with the signal.
No colour, colour is weak, or image is weak	1. Adjust Settings: Use the menu to adjust chromaticity, brightness, or contrast settings. 2. Signal Connection: Double-check that the signal wire is properly connected.

Audio function does not work normally

Symptom	Troubleshooting steps
Image but no sound	1. Mute Check: Ensure the mute button is not pressed for sound. 2. Volume Adjustment: Use VOL + / - buttons to adjust volume. 3. Audio Connection: Verify the audio line is correctly connected
Only one speaker has sound	1. Sound Balance Adjustment: Adjust sound balance in the menu settings. 2. Computer Sound Settings: Ensure the computer sound control panel is set up for one sound channel only. 3. Audio Connection: Verify the audio line is correctly connected.
HDMI output without sound	Verify if an external device is connected.

Maintenance

Regular maintenance can prevent many issues and keep your CommBox display functioning like new. Here are some cleaning guidelines:
Safety First: Always unplug the power cord before cleaning to prevent electric shock.

Cleaning the Screen

For the best clean, please use a microfiber cloth with an alcohol-based cleaner, we recommend Isocol www.isocol.com.au

Gently wipe the machine screen, ensuring not to let water flow into the device. Repeat the process several times for thorough cleaning.

Cleaning the Frame

Use a dry, soft, and lint-free cloth to wipe the front frame of the CommBox display.

Extended Non-Use

If the CommBox display won't be used for an extended period (such as during holidays), unplug it to prevent potential damage from power supply issues caused by lightning or other factors.

By following these cleaning and maintenance guidelines, you can ensure the longevity and optimal performance of your machine.

commBOX

Do it Better

+61 2 9975 6001

support@commbox.com.au

www.commbox.com.au