



HELGI X-SERIES

Interactive Flat Panel

USER MANUAL

MANUALE UTENTE | USER MANUAL

Safety Warning

Before operating, please read this manual thoroughly, and keep it for future reference. Image shown in this manual is indicative only. There may be differences between the pictures and the actual product, please prevail in kind.

Positioning

DO NOT put heavy objects on top of the unit.
DO NOT put the unit near appliances that generate magnetic fields.
DO NOT expose the unit to direct sunlight and other sources of heat.
DO NOT place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.
DO NOT put any liquid near or on the unit, make sure do not spill any liquid inside the unit.

Power Supply

Please keep power cable from physical or mechanical damage.
Please check and ensure AC source is connected with the ground.
This power cable comes with the device exclusively for this device only.
Please unplug power supply when the weather is thunder-storm or lightning.
Check that the unit's operating voltage is identical with your local power supply.
Please use the original power cable from the accessory bag, don't modify or lengthen it.
Please unplug power supply, when there is nobody home or the unit will be in idle for a long time.

LED Screen

Unplug the power cable before cleaning. Clean the screen with a soft, dustless and dry cloth.
For deep clean, please contact an authorized service center. Never use water or the spray type detergent to clean the unit.
Never use any other hard or sharp object to replace the touch pen. Better for the panel lifetime and the display performance, do not display high brightness image for long time.

Temperature

Normal operating temperature is 0 ~ 40°C.
Do not place the unit near or over a radiator or a heater.
If your unit is suddenly moved from a cold to a warm place, please unplug the power cable and do not turn it on at least 2 hours, making sure the moisture inside the unit is all evaporated.

Humidity

Do not expose the unit in rain, or place in high humidity area.
Please make sure indoor environment is dry and cool. Normal operating humidity is 10%-90%RH.

Ventilation

Please put the unit in a well-ventilated place, so the heating can be released easily.
Ensure that the unit has enough space for ventilation. Space requirement: left, right and back >10cm, top > 20cm.

Earphones

Before using earphone, please turn down the volume in advance.
Using the earphone to listen loud sound for a long time might affect the hearing.

Standby

It will enter standby mode but not turn off the unit after press the standby key.

Battery

Please make sure the battery gets proper disposal or recycle after using.
Please keep the battery away from kids and don't throw the battery into fire.

Cleaning

There are vents on back cover, please do not use any liquid or spray directly during cleaning.

Power Switch Status Signs

"I" means power on, "O" means power off.

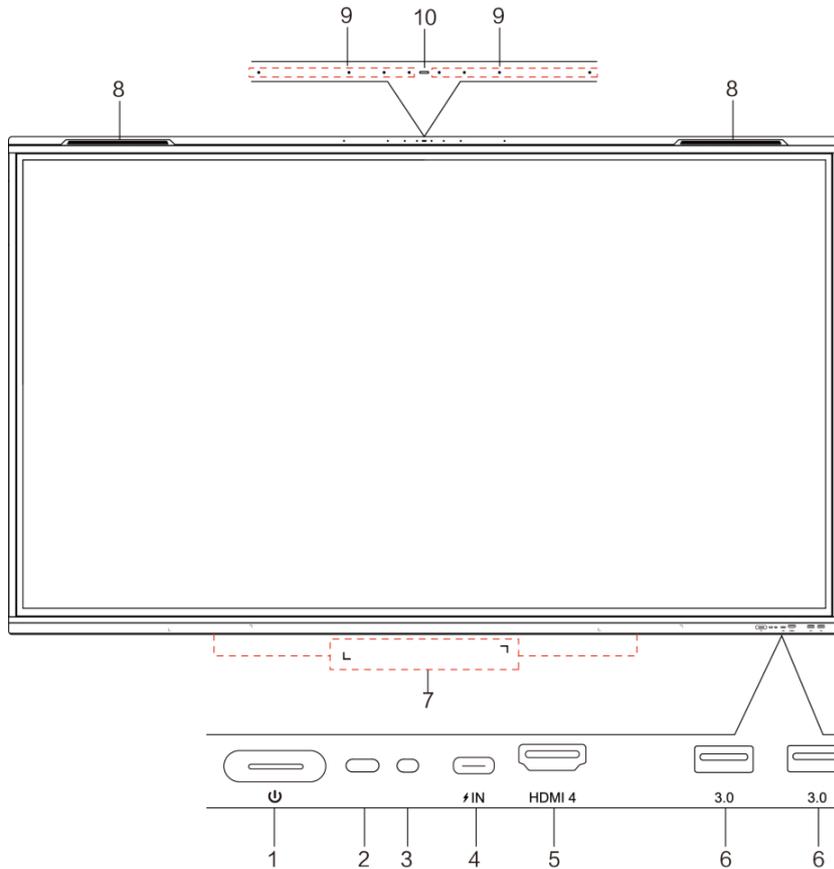
Notes for Maintenance

This machine can only be maintained by certified engineer.

Installation

Control Panel

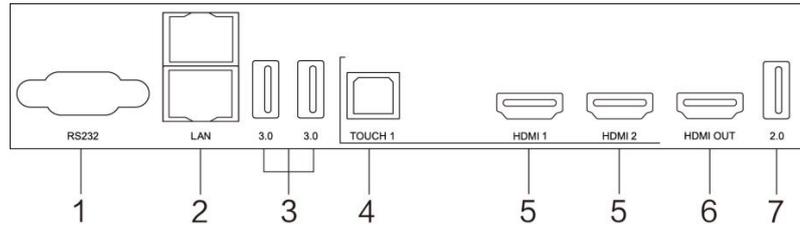
1. Prepare to Install



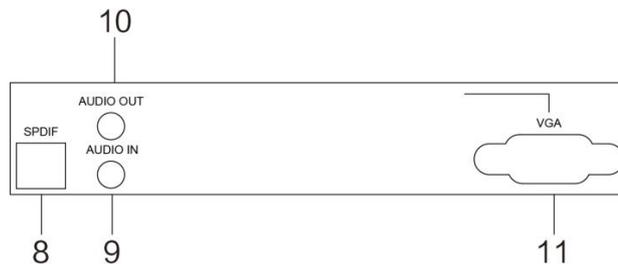
No.	Items	Function
1		Power Button: tap to enter energy saving function press at least 2 seconds to enter standby mode
2	Remote control signal receiver	Receive remote control signal: do not place any objects in front of the IR signal, otherwise the remote control will not work
3	Light sensor	Sense ambient light to adjust backlight for appropriate brightness. It can be switched in the menu
4	USB Type-C Full-Link	USB Type C: Support 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 20V 5A (20V 3.25A when OPS is plugged in); 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 4	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	USB 3.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse, USB drives, etc.
7	Magnetic zone	Area for placing the absorptive magnetic pen
8	Loudspeaker	Sound output
10	Array microphone	The sound is collected when the microphone is on
11	Microphone indicator light	White light means the microphone is working

Installation

2. I/O interface
Side panel



Lower panel



No.	Items	Function
1	AUDIO IN	External audio sources input
2	USB Type-C OUT*	Support data transmission, extension for audio and video output interface, etc.
3	AUDIO OUT	Audio output to the external speaker
4	USB 3.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse, USB drives, etc.
5	HDMI OUT	Connected to the devices with HDMI input function (monitor)
6	TOUCH	Touch signal output to the external computer
7	HDMI 1/2/3/4	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)
8	USB Type-C Full Link	Support charging, data transmission, extension for audio and video output interface, etc. The maximum rated power of the USB Type-C port of this product is 5V 3A. 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.
9	USB 2.0	Connect USB devices such as mobile hard disk, U disk, USB keyboard ,mouse, USB drives, etc.
10	RS232	Serial interface, used for mutual transfer of data between devices
11	DP IN	Connected to devices with Display Port output function.
12	LAN	Connected to Ethernet
13	SPDIF	Carry multichannel sound via optical signals.
14	AC IN	AC power input, connecting AC power supply
15	AC SWITCH	To open or shut down AC power supply. "I" means power on, "O" means power off
16	AC OUT	AC power output,connecting AC power supply

* indicates partial terminals are optional.

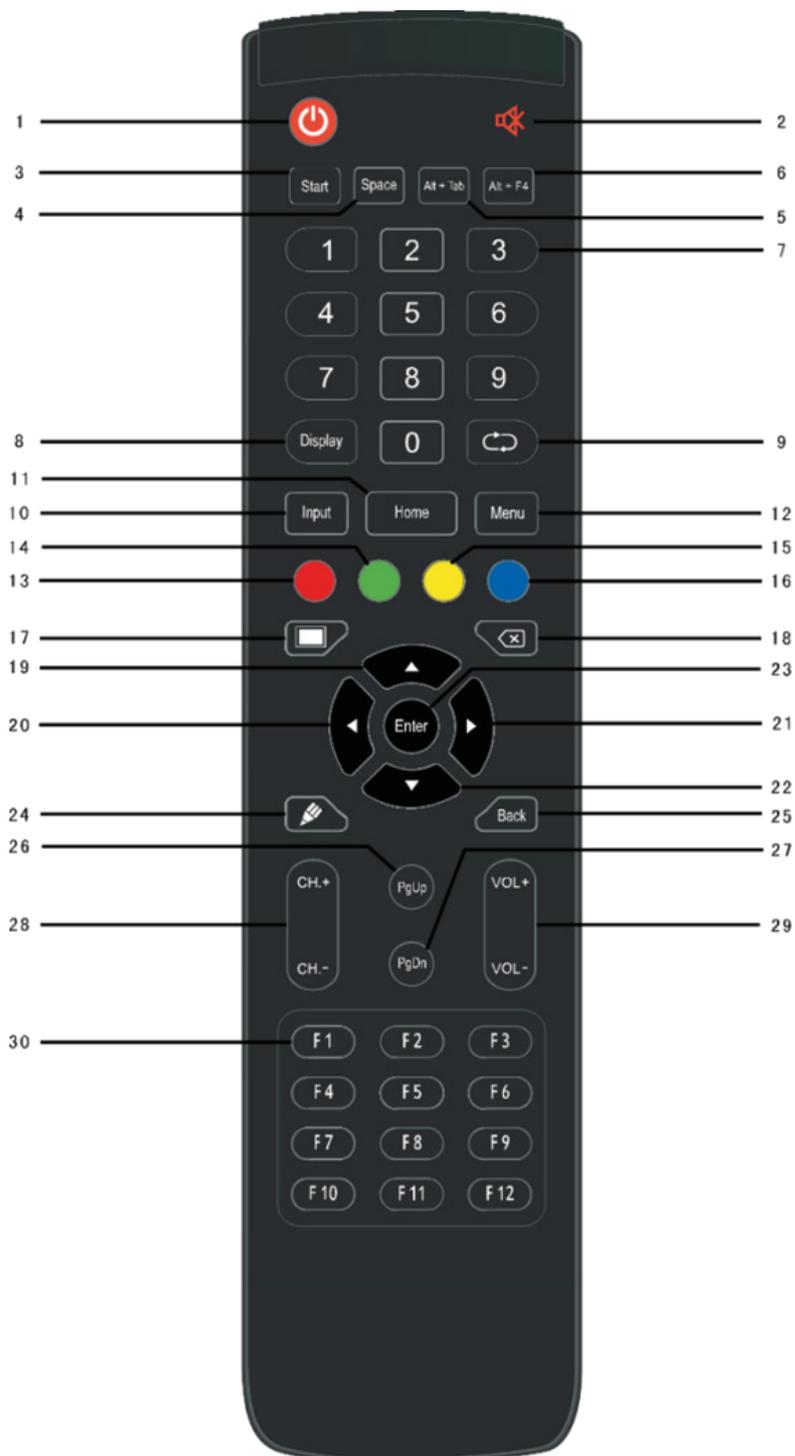


NOTICE: The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries

Remote control

1. Remote control

1) Remote control button functions



Remote Control

2. Control Panel

Detailed Function Description

1		Power on/off
2		Mute switch
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		Non-function
10	Input	Input signal source selection key, choose
11	Home	Android system main screen button
12	Menu	Setting menu button, press this button to pop
13	Red	Lock and unlock Buttons and Touch function
14	Green	Lock and unlock Buttons function
15	Yellow	Lock and unlock Touch function
16	Blue	Freeze and zoom
17		One key for blank screen
18		Backspace key
19		Direction key, press this button for upwards
20		Direction key, press this button for left selection
21		Direction key, press this button for right
22		Direction key, press this button for downwards
23	Enter	Confirmation key, press this key to confirm selection state
24		Quickly start writing software
25	Back	Return key
26	PgUp	Built-in computer page (previous page)
27	PgDn	Built-in computer page (next page)
28	CH.+ \ CH-	Channel switch key
29	VOL+ \ VOL-	Volume switch key
30	FI-F12	Built-in computer F1 - F12 function keys

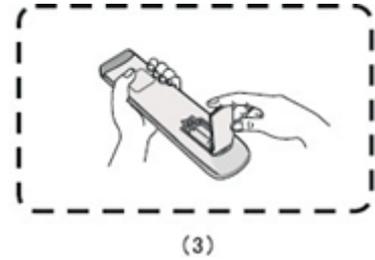
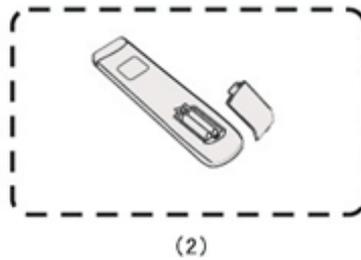
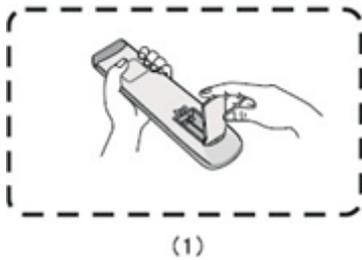
NOTE: All computer - related function keys are not available without a built-in computer.

Remote Control

3. Remote Control Instruction

Install Batteries

- 1) Open back cover of battery component on the back of remote control.
- 2) Install AAA type battery according to the corresponding electrode, make sure battery positive and negative pole are correct ("+"to"+", "-" to "-"), please do not mix using old and new batteries.
- 3) After battery is installed, close the back cover of battery components, and make the following clip buckled to the bottom.

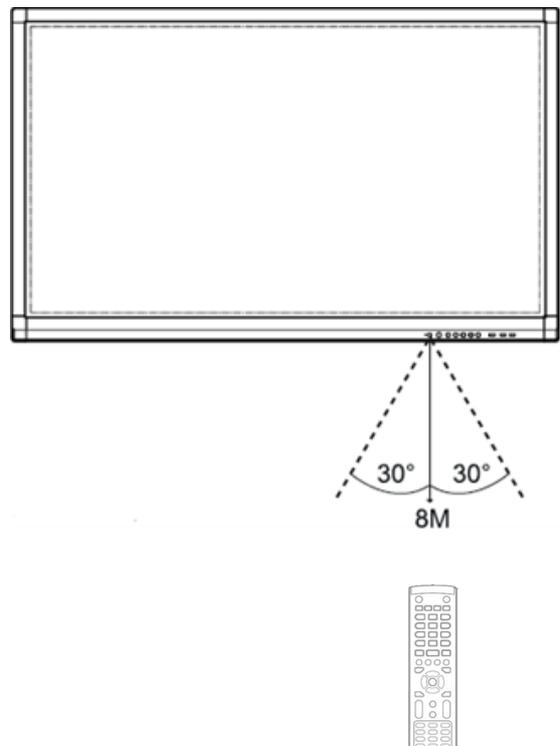


Please, pay attention:

If the battery is replaced by an incorrect type, it may lead to explosion.

Range of remote control

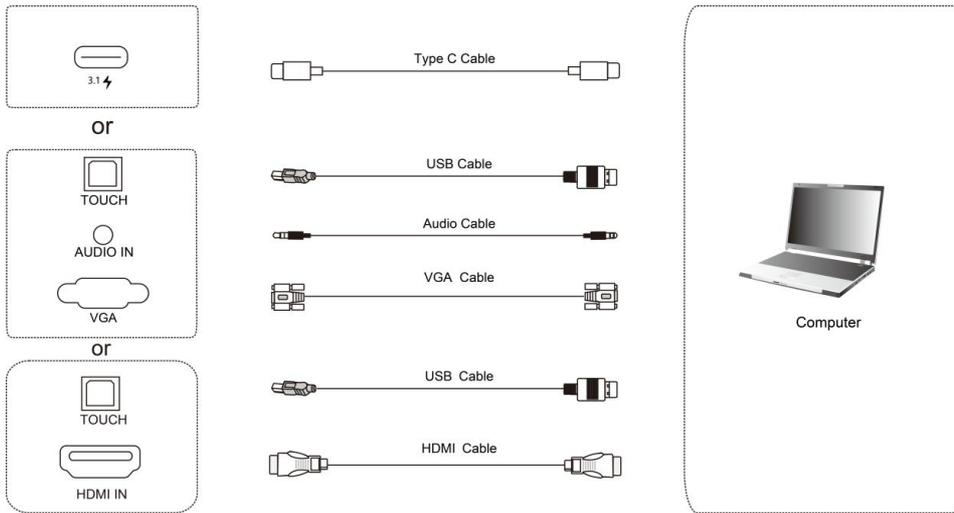
Remote control can work normally within the range of 8 meters distance, 30 degrees left and right from the remote-control receiver; in order to protect environment, please dispose waste battery into recycling box.



I/O Connections

Connection and Setting

1. External Computer Connection

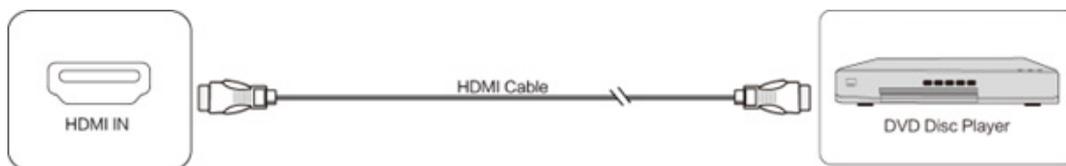


- 1) Use USB Type-C cable to connect the computer (Or use HDMI cable to connect to HDMI output port of external computer. Or use Display Port cable to connect to display output port of external computer).
- 2) Use USB cable to connect to external computer USB port.
- 3) After cable connection, plug in power cord, and switch power on.
- 4) Start external computer.
- 5) Press  key, and the equipment is power on.
- 6) Switch the input source to the USB Type-C/HDMI /Display Port channel in the main menu.

Recommended computer configuration:

2.0GHz Processor, 1GB Memory, More than 256 color display cards
Support Resolution 800×600, 1024×768,
1920×1080, 3840×2160, VGA OUT / HDMI OUT, Audio-OUT, USB Interface

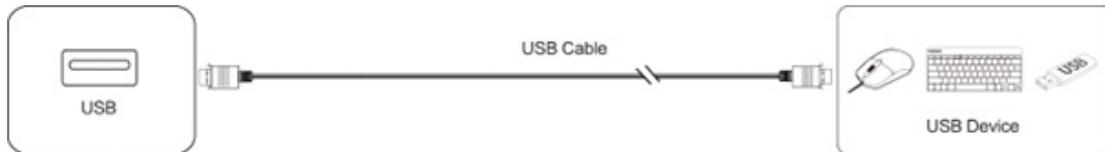
2. Input from external AV players



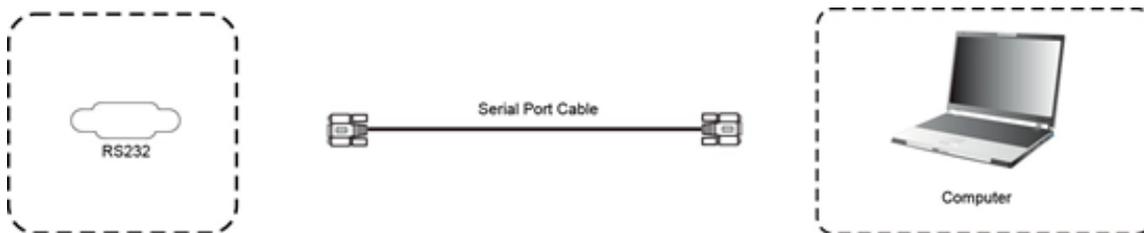
- 1) Use HDMI cable to connect audio and video equipment with HDMI output.
- 2) After cable connection, plug in power cord, and switch power on.
- 3) Press  to turn equipment on.
- 4) Press INPUT key to switch to HDMI port.

I/O Connections

3. USB Connection

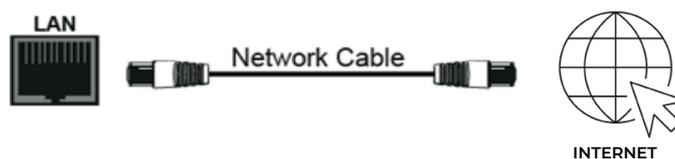


4. RS232 Connection



After using serial port cable to connect central control equipment and machine, certain function of the machine can be controlled via central control equipment, such as: machine ON/OFF, and adjustment of sound volume, etc.

5. LAN Connection



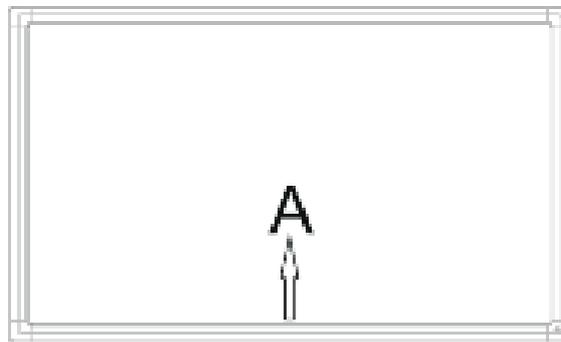
OSD

Menu Operation

Touch Menu Operation (Touch A Method)

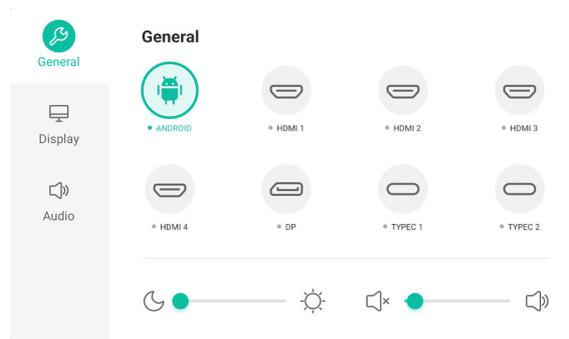
Take middle point position on the bottom of display screen as starting point, use touch pen to drag towards screen center position to call up touch menu, as shown below.

Note: "Touch A Method" mentioned in this manual to call up touch menu method is shown above.



Settings Menu

General Settings



Press the INPUT button on the remote control or use Touch A Method A to access general settings.

Press the buttons  on the remote control to select the desired channel
Press the Enter button on the remote control or tap with your finger to confirm the choice
Press Enter on the remote control, or touch the area outside the menu to exit

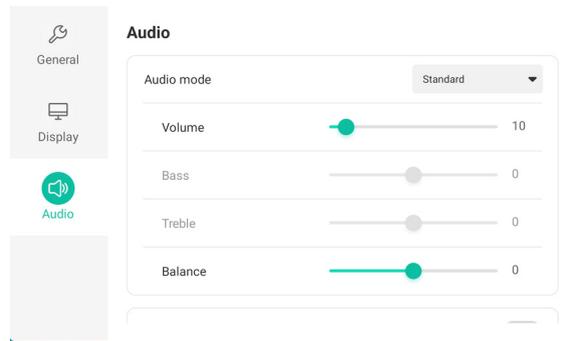
Note: the PC channel will show as available only with a built-in PC actually connected to the monitor.

OSD

Detail Setting Menu

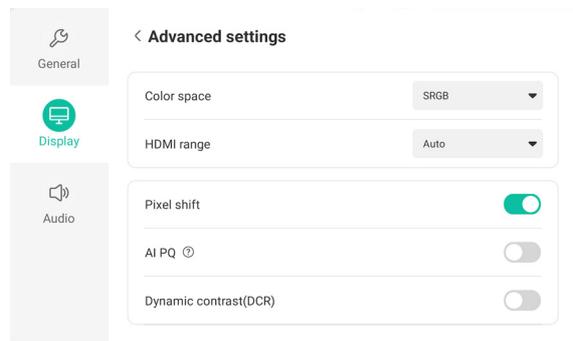
Press Menu on remote control or click the icon  on General Setting menu with touch pen to call up detail setting menu. Detail setting menu includes Audio and Screen.

Audio



Press  button on remote control to select Audio setting menu.
 Press  button on remote control or directly click with touch pen to select the option.
 Press Enter on remote control to enter adjustment mode, and press  button or directly click with touch pen to adjust each option. Press Enter/Back to exit adjustment.
 Press Mute on remote control or directly click with touch pen to open or close mute state.
 Press Back on remote control or click blank area outside menu with touch pen to exit menu.

Screen



Press  button on remote control to select Screen setting menu.
 Press  on remote control or directly click with touch pen to select the option.
 Press Enter on remote control or directly click with touch pen to enter the selected mode.
 Press Back on remote control or click blank area outside menu with touch pen to exit menu.

Software

Chimpa RDM

Chimpa RDM is a Remote Display Management software solution that allows you to manage, monitor, diagnose and protect Android devices used within your organization.

It only takes a few minutes to activate

Chimpa and its ease of use makes it suitable even for inexperienced users.

1 Year license included with the monitor

Follow the procedure to activate:

**The activation request must be sent to education@helgi-europe.com
Include in the mail subject "Activation license Chimpa RDM - Monitor HELGI".
Always include the product code and serial number in the body of the email.**



Touch Display +

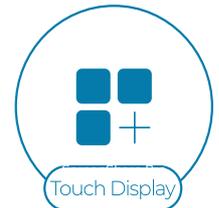
The Touch Display+ suite includes Note+ and Capture software.

These software are only compatible with Windows operating systems (min. Windows 7) and digital licenses are provided for the first activation.

The installation files can be downloaded from:

<https://www.ligra.it/educational/area-download-educational/> nella sezione "Touch Display +"

Activation licenses can be found on the distributor's transport document/invoice.



BytelloShare

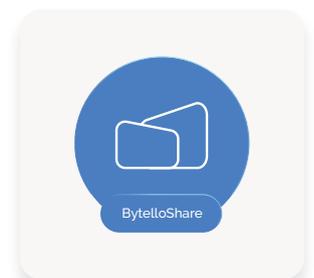
The BytelloShare Wireless Mirroring software is already installed and activated within the Interactive Monitor's Android operating system.

The mirroring function from a mobile device to the Monitor is compatible with AirPlay, Chromecast and Miracast protocols (the latter requires the Monitor to be connected via Wi-Fi only).

To enable screen sharing, simply connect to the same network as the Monitor, follow the procedures for the individual device, and search for the Interactive Monitor among the devices available to receive your network.

To use all the other BytelloShare functions (reverse mirroring, direct file sharing, etc.), it is necessary to install the specific client applications for each supported operating system that can be downloaded from:

<https://www.ligra.it/educational/area-download-educational/> nella sezione **ScreenShare Pro**



Simple Troubleshooting

Machine Fails to Work Normally

Remote control failure	Check whether there are other objects between remote control and equipment control receiving window, thus leading to failure of remote control. Check whether the battery electrode in the remote control is correct. Check whether remote control needs to replace battery.
Machine automatically shut down	Whether set sleep or not. Check whether there is sudden power outage. The system will automatically shut down if the interactive intelligent Panel's external channel loses signal for 5 minutes. Please check the input and connection of the signal.

PC Mode

Signal out of range	Check whether display is set correctly. Check whether resolution is the best resolution. Adjust line and field synchronization in menu.
Background has vertical lines or streaks	Select automatic correction in menu. Adjust clock and phase position in menu.
Image lack of color, color is incorrect	Adjust chromaticity and brightness or contrast in menu.
Display format that is not supported	Select automatic correction in menu. Adjust clock and phase position in menu.

Touch Function

Touch function invalid	Check that the driver has been installed and run. With an external computer, check the USB connection between the computer and the monitor.
Touch positioning not correct	Start the calibration procedure from the controller. Start the calibration procedure from Control Panel> Tablet PC Settings.

Video Malfunction

No picture and no sound	Check that the monitor is turned on. Check the cables and that the input signal is selected correctly. With an integrated computer, check that the computer itself is turned on.
With horizontal or vertical stripes or image dithering	Check the cables. Check for possible sources of electromagnetic interference near the monitor.
The image is not colored or the colors are faded	Check the cables. Adjust the color, brightness and contrast settings from the menu.

Audio Malfunction

With image but without sound	Press the Mute button on the remote control. Adjust the volume with the VOL + / - button Check the output volume of your PC. Using an external computer, check the cables.
Only one speaker works	Adjust the audio balance from the menu. Check the output audio settings of your PC. Using an external computer, check the cables.
Correct HDMI video output, but no sound	Check the audio output settings of the PC.

Notes for technical assistance

For all additional requests related to software management (app installation on Android, Chimpa RDM profile removal, data initialisation, firmware update...) and product faults/malfunctions, you should forward your request to your reseller and to assistenza@ligra.it, always including the product code and serial number in the body of the email.

Maintenance

Proper maintenance can avoid many problems, and regular cleaning of the monitor is the best way to ensure that it works perfectly. To avoid electric shock, disconnect the plug before any cleaning and maintenance.

Cleaning

Use a soft cloth soaked in hot water and a drop of dish detergent. Wring out the cloth before gently wiping it over the display surface. Repeat the step several times, taking care that the liquid droplets do not penetrate the monitor. Use a soft, dry cloth to remove dust from the front frame.

No Use of Machine for A Long Time

In case of no use of machine for a long time, such as holiday, please make sure to unplug the plug to prevent any possible dangers caused by power supply ripple from lightning.



This symbol, affixed to the product or its packaging, indicates that the product must not be processed with household waste. It must be brought to an electric and electronic waste collection point for recycling and disposal. By the appropriate disposal of this product you also help in preventing potentially negative consequences for the environment and human health. The recycling of materials helps preserve our natural resources. For further information regarding the recycling of this product, please contact your municipality, local waste disposal centre or the store where the product was purchased.

Certificazioni



FCC Questo dispositivo è conforme alla Parte 15 delle norme FCC. L'operazione è soggetta alle due seguenti condizioni:

(1) questo dispositivo non può causare interferenze dannose e (2) questo dispositivo deve accettare qualsiasi interferenza ricevuta, comprese le interferenze che potrebbero causare un funzionamento indesiderato.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



ENERGY STAR è un programma volontario dell'Agenzia per la protezione ambientale degli Stati Uniti, che aiuta aziende e privati cittadini a risparmiare denaro e a proteggere l'ambiente con prodotti dotati di un'efficienza energetica superiore. I prodotti, che hanno ottenuto il logo ENERGY STAR, prevengono le emissioni di gas a effetto serra, rispettando rigorosi criteri o requisiti di efficienza energetica imposti dall'Agenzia per la protezione ambientale degli Stati Uniti.

Il seguente logo compare su tutti i modelli certificati ENERGY STARS

Questo prodotto si qualifica per ENERGY STAR nell'impostazione "Modalità standard" e questa è l'impostazione, settata la quale si otterrà il risparmio energetico. La modifica delle impostazioni dell'immagine in modalità Standard o l'abilitazione di altre funzioni aumenteranno il consumo di energia, che potrebbe superare i limiti per permettere al prodotto di qualificarsi per la classificazione ENERGY STAR. Consultare EnergyStar.gov per maggiori informazioni sul programma Energy Star. Il seguente logo compare su tutti i modelli certificati ENERGY STARS Questo prodotto si qualifica per ENERGY STAR nell'impostazione "Modalità standard" e questa è l'impostazione, settata la quale si otterrà il risparmio energetico. La modifica delle impostazioni dell'immagine in modalità Standard o l'abilitazione di altre funzioni aumenteranno il consumo di energia, che potrebbe superare i limiti per permettere al prodotto di qualificarsi per la classificazione ENERGY STAR. Consultare EnergyStar.gov per maggiori informazioni sul programma Energy Star.



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