

User Guide

IPPC-15-6000

IPPC-22-6000



Comfort

PRO DVX | ALWAYS ON

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1. Unpacking

1.1 General instructions

This electronic user guide is intended for all ProDVX product users. Take time to read it before you use your product. It contains important information and notes regarding the use of your product. The ProDVX guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealers name and model and the product production number. Please read and follow the safety precautions and maintenance instructions starting on page 18 when connecting and using your display.

1.2 Package content

Verify that the box contains:

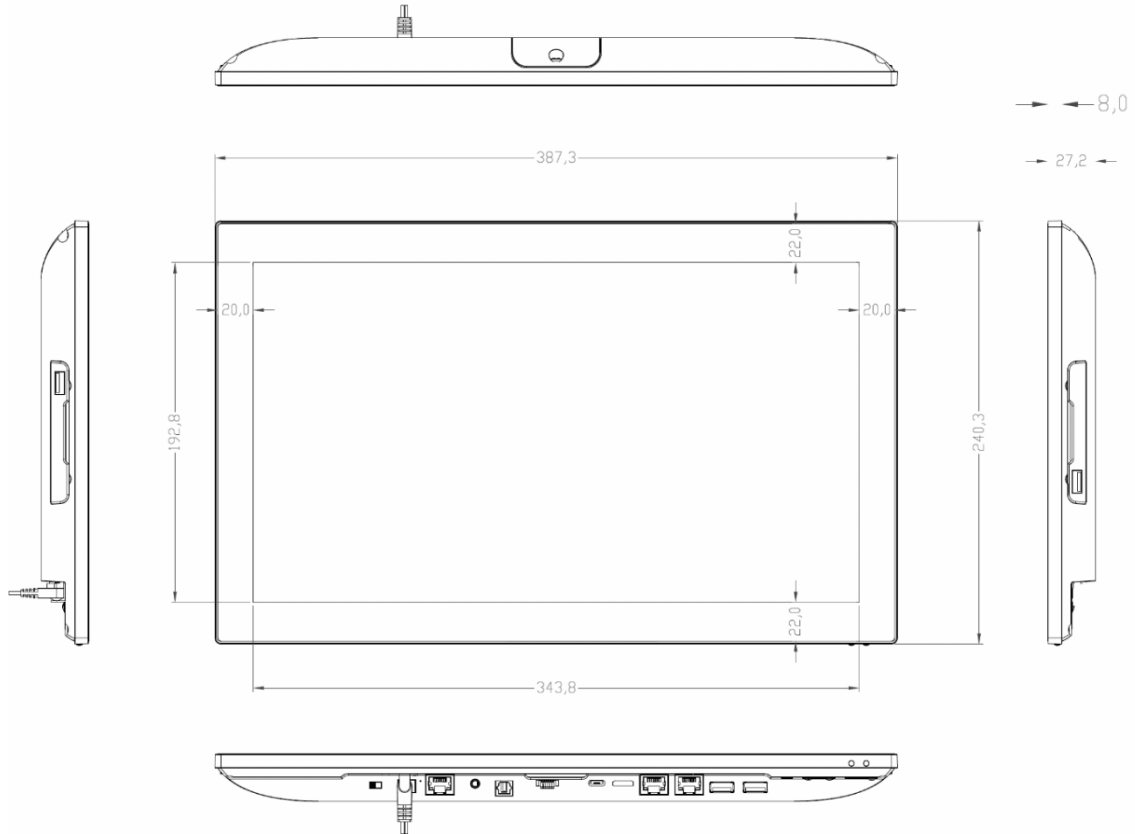
- ProDVX IPPC-15/22-6000 device
- Power adapter
- Region specific power cable
- Quick Start Guide

Preliminary steps:

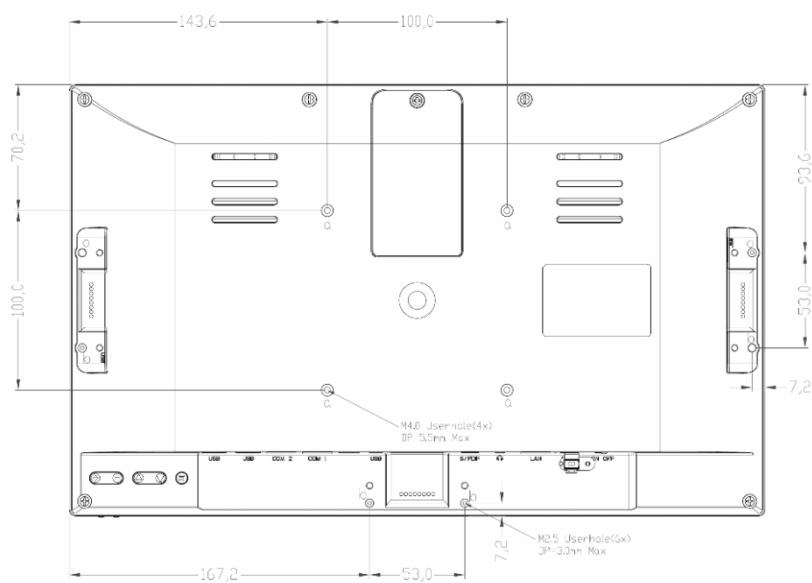
- Please remove all protective materials from the device.
- Inspect the device for damage.
- Contact ProDVX if there is damage or something is missing.

2. Physical view and features

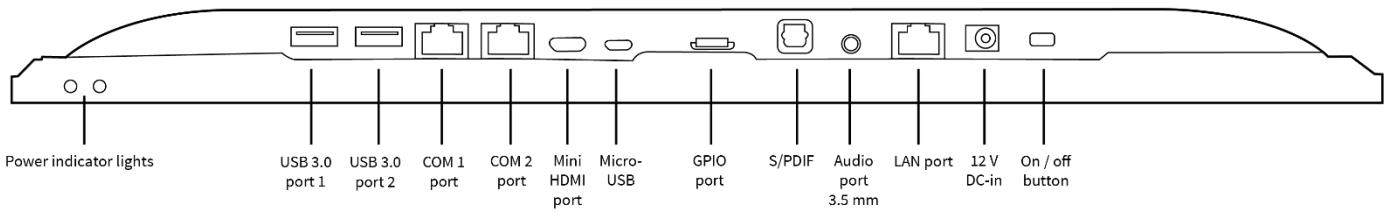
2.1 Front view IPPC-15-6000



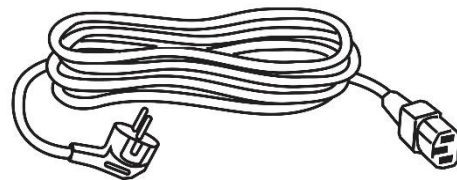
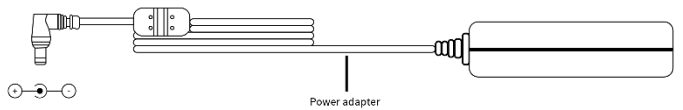
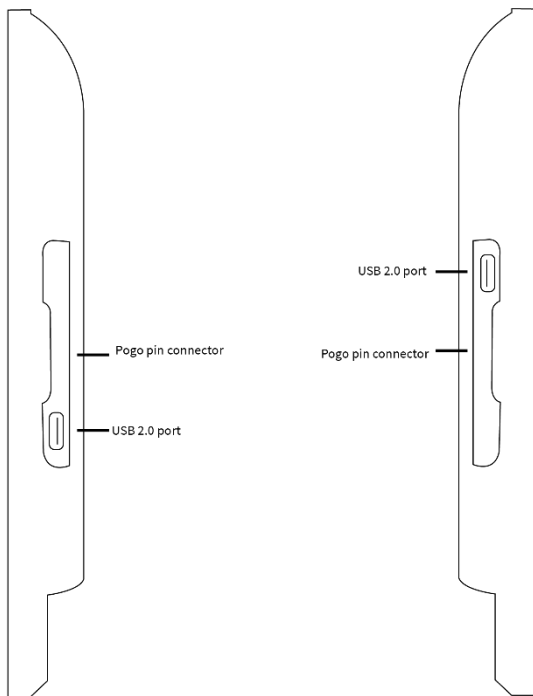
2.2 Rear view IPPC-15-6000



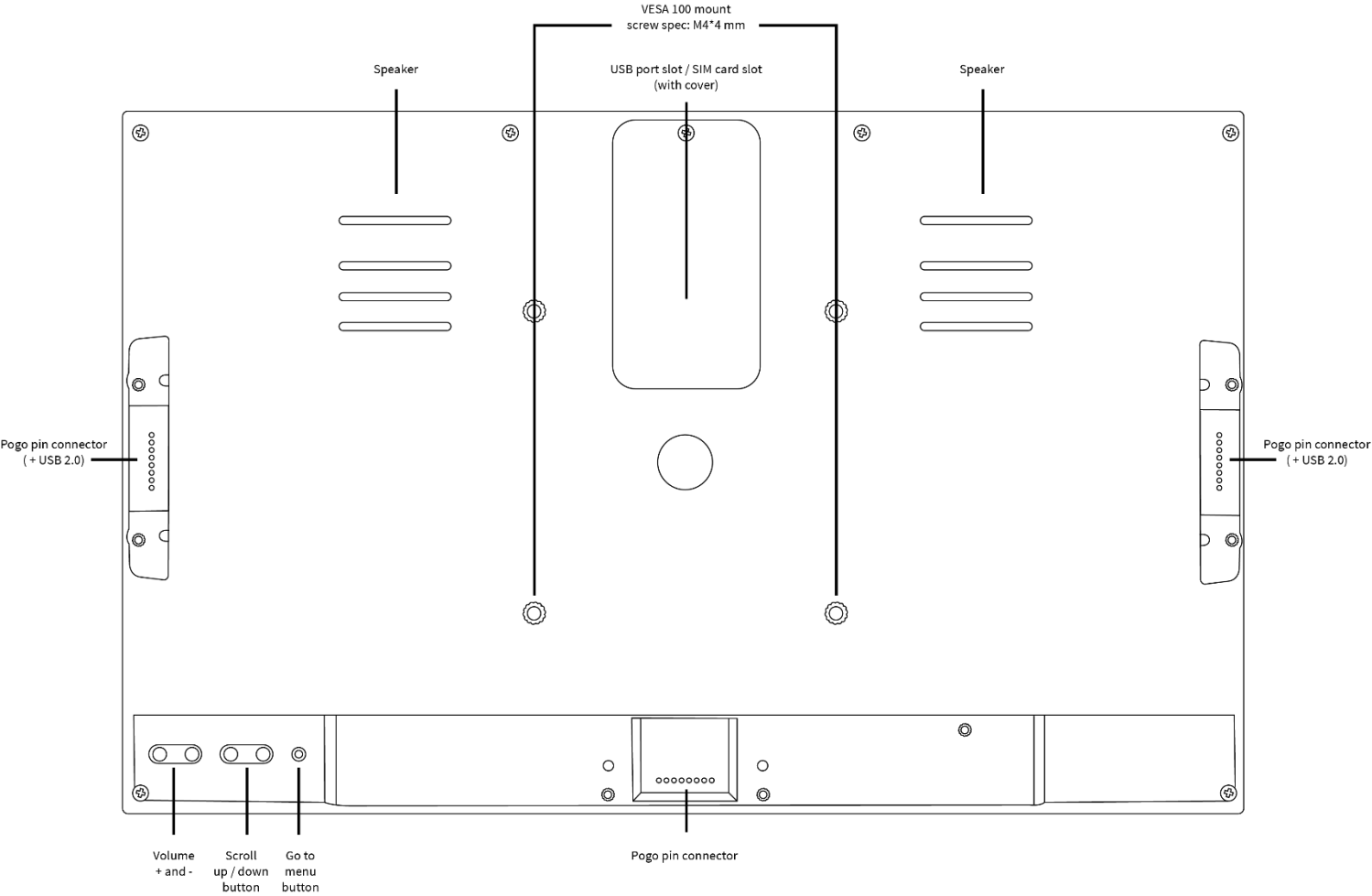
2.3 I/O ports and buttons IPPC-15-6000 bottom



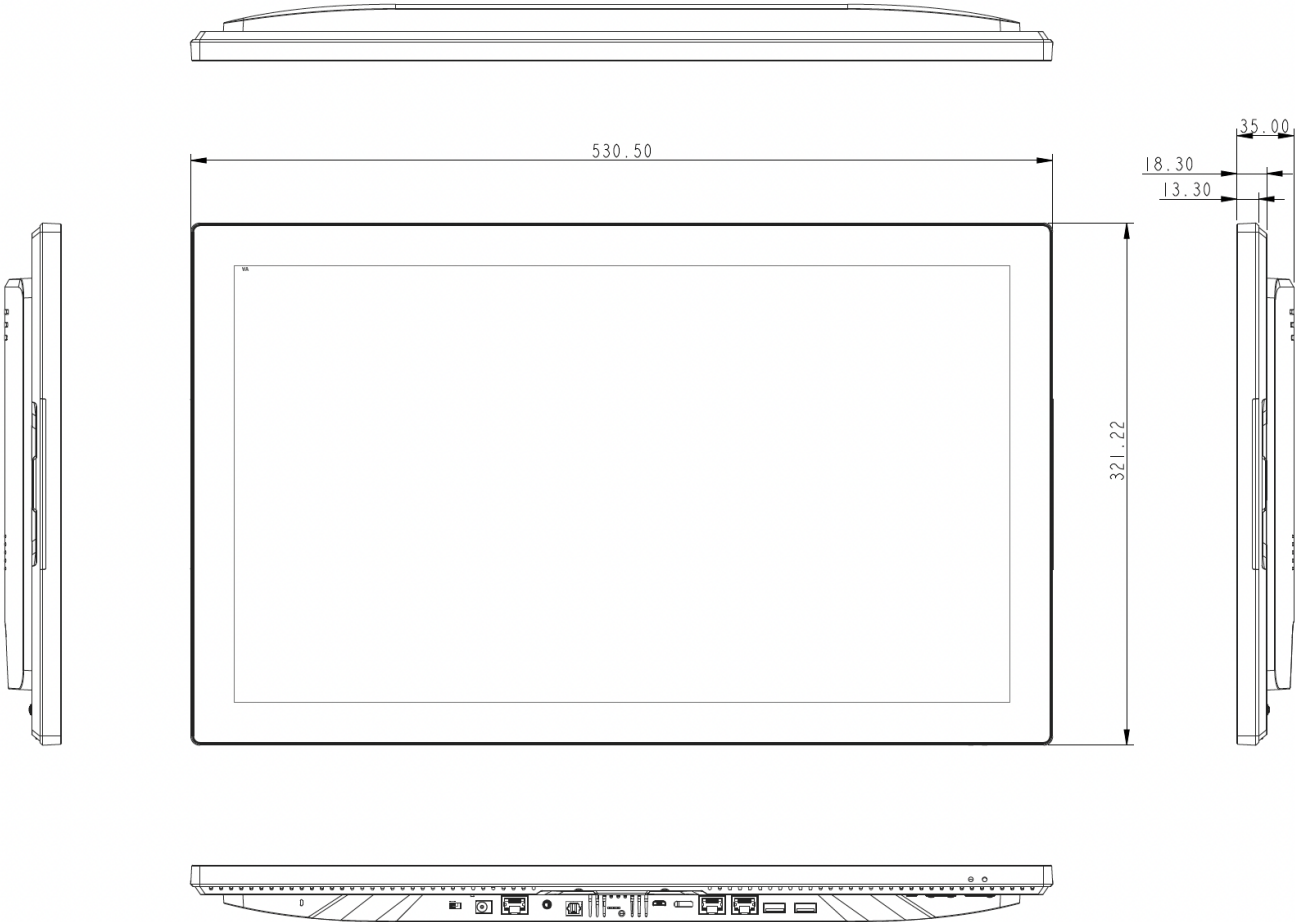
2.4 I/O ports and buttons IPPC-15-6000 side + adapter



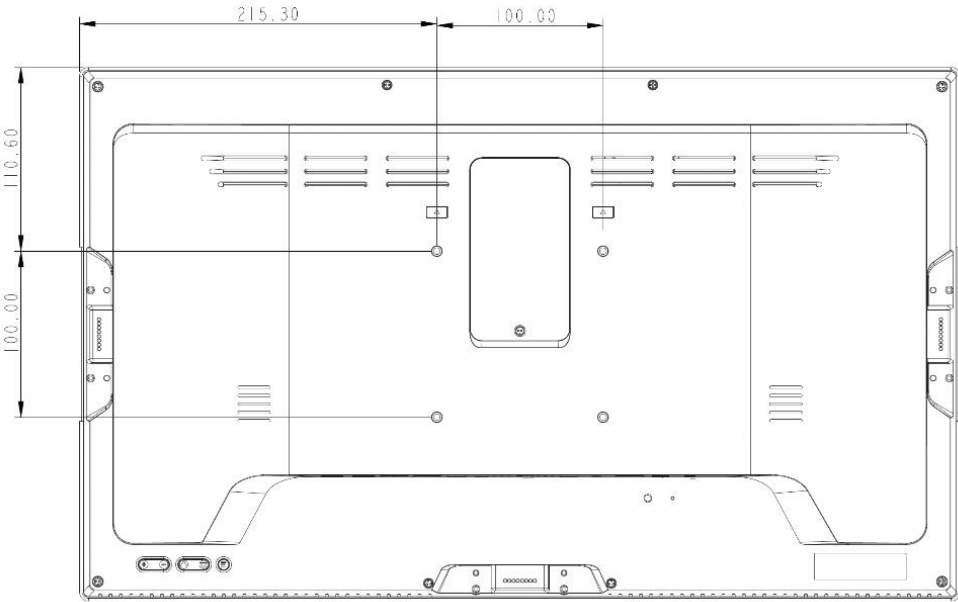
2.5 I/O ports and buttons IPPC-15-6000 back side



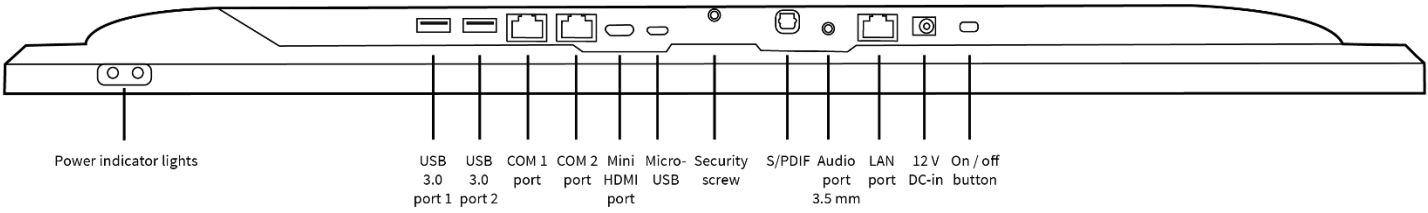
2.6 Front view IPPC-22-6000



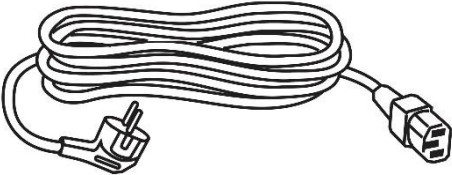
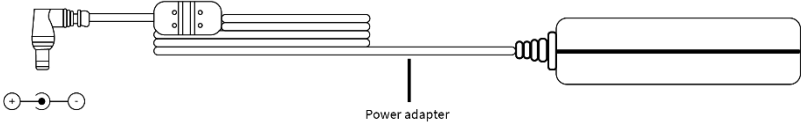
2.7 Rear view IPPC-22-6000



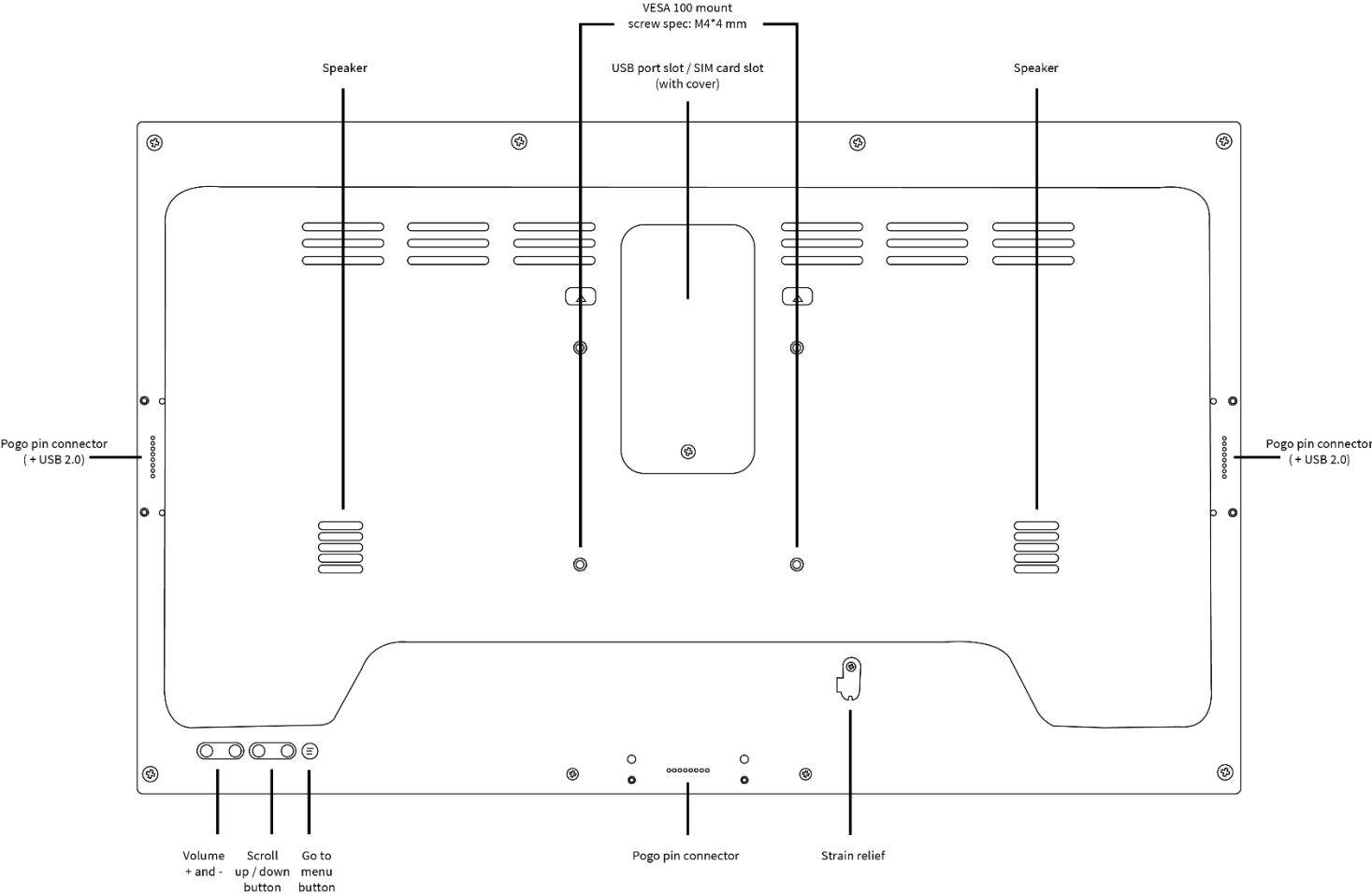
2.8 I/O ports and buttons IPPC-22-6000 bottom



2.9 I/O ports and buttons IPPC-22-6000 adapter



2.10 I/O ports and buttons IPPC-22-6000 back side



3. Powering on the product

STEP 1 – Power ON

When connecting the power adapter to the mains and the display, switching the on/off switch will power on the device.

STEP 2 – OS (de)installation

We have preinstalled a version of Microsoft Windows Enterprise 10 LTSC as a service, including all relevant drivers, because that is the most commonly used operating system on the IPPC-15-6000 and IPPC-22-6000 models. It is also possible to remove this operating system and replace it with one of your choice (e.g. Linux or a different Windows version). Please bear in mind that the device doesn't come with a Microsoft Windows 10 license. These are obtained separately.

STEP 3 – User account

After fully booting the device, it is recommended to create a new user ID, elevate the user access level to administrator and delete the default (demo) user. By doing so, you have the possibility of disabling/enabling certain Windows features. For a full overview of Microsoft Windows 10 configuration settings, please refer to the documentation from Microsoft.

STEP 4 – Windows update

It is likely that not all Windows updates are downloaded and installed because of an overlap in production date and the new release of Windows updates. To be able to guarantee proper Windows functionality, we suggest you fully update the device with all available Windows updates before you start configuring the device and install the desired applications.

4. Product functionality

The IPPC-15-6000 and IPPC-22-6000 are fitted with several connectivity options.

VESA mount holes

These devices are fitted with a 100x100 mm VESA pattern. Please mount the device according to the documentation provided with the mount. Take extra care with the screws: please use screws with a length of 4 mm, up to 8 mm (minus the thickness of the mount). Longer screws might damage the device internals. Please do not over-tighten the screws as this will damage the device internals.

USB port slot / SIM card slot (with cover)

Beneath the small door in the back cover you will find a USB 2.0 port and a SIM card slot capable of containing one regular-sized SIM card. The IPPC-15-6000 and the IPPC-22-6000 have the option of embedding a 4G/LTE module (mPCIe). To enable a 4G/LTE connection, the mobile operator requires a SIM card to be connected to the module. Please refer to the 4G/LTE module documentation for further details.

Pogo pin connector (USB-2.0)

The devices are fitted with 3 Pogo pin connectors on which devices like our external NFC reader, 1D/2D bar code scanner or camera can be securely connected.

Function keys

The devices have a set of function keys on the back side of the display. The function keys consist of 2 volume buttons, 2 buttons to increase/decrease brightness and one button which lets you mute the audio coming from the device's internal speakers.

On / off switch

This button can be used to switch the device on or off. You can change the behavior of this button in the Windows settings.

LAN port / Wi-Fi / Bluetooth

The device has a 10/100/1000 Mbps LAN (RJ45) connection.

Next to the Ethernet port, the device has an embedded wireless LAN module (802.11 b/g/n/ac) that supports Bluetooth 4.2

Audio port

This port can be used to connect a headphone, including a microphone. Please note that when plugged in, the internal speakers are disabled.

S/PDIF

This is the digital audio port using a Toslink cable interface.

Micro-USB

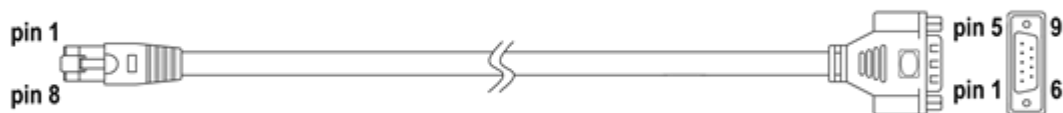
The Micro-USB port can be used as a regular USB 2.0 port.

HDMI-out port

The device has a mini HDMI connector for connecting an external display to the device. Please note this is an HDMI-out port only.

COM ports

The devices have two COM ports in the I/O section. These can be used for RS232 communication. Two RJ45 to DB9 (male) converter cables are provided.



RJ45	Color	DB9 (male)	Function
		1	CD (Carrier Detect)
6	Green	2	RxD (Receive Data)
3	Red	3	TxD (Transmit Data)
2	Brown	4	DTR (Data Terminal Ready)
4	Orange	5	GND (Ground)
7	Blue	6	DSR (Data Set Ready)
1	Black	7	RTS (Request to Send)
8	Purple	8	CTS (Clear to Send)
5	Yellow	9	RI (Ring indicator)

USB 3.0

This is a high-speed USB version 3.0 port, suitable for high speed connection with external peripherals, such as USB storage devices, webcams, etc.

LED indicators

The LED indicators show the power status of the display. When red, the display is powered, but turned off. When flashing in green, the display is in stand-by mode. When green, the display is on.

5. Support and cleaning

5.1 Support

Symptom	Possible cause	Possible remedy
I have no connection	1. Is a network cable inserted?	1. Insert the cable. Make sure to insert it into the correct connector.
	2. Is the device connected to a Wi-Fi network?	2. Connect the device to a Wi-Fi network.
	3. Are the drivers installed?	3. If not, contact ProDVX support.
I have no sound	1. Is the sound level correct?	1. Use the volume buttons to adjust the level.
	2. Are the headphones connected?	2. Disconnect the headphones to enable the internal speakers.
	3. Are the drivers installed?	3. If not, contact ProDVX support.
I have no display	1. Is the device switched off?	1. Press the small power switch on the device.
	2. Is the PSU connected?	2. Connect the PSU.
My USB stick isn't recognized	1. Is the USB stick properly formatted?	1. Format the USB stick in NTFS file format.
	2. Is the USB stick properly inserted?	2. Disconnect the USB stick and reconnect it to the USB port.
My display is not correct	1. Has the resolution been altered?	1. Increase or decrease the resolution setting.

5.2 Cleaning

Caution When Using the Monitor

- Be sure to disconnect all cables before moving the monitor. Moving the monitor with the cables attached may damage the cables and cause fire or electrocution.
- Disconnect the power plug from the wall outlet as a safety precaution before performing any type of cleaning or maintenance procedure.

Front Panel Cleaning Instructions

- The front of the display has been specially treated. Wipe the surface gently using only a cleaning cloth or a soft, lint-free cloth.
- If the surface becomes dirty, soak a soft, lint-free cloth in a mild detergent solution. Wring the cloth to remove excess liquid. Wipe the surface of the display to remove dirt. Then use a dry cloth of the same type to dry it.
- Do not scratch or hit the surface of the panel with fingers or hard objects of any kind.
- Do not use volatile substances such as insect sprays, solvents or thinners.

6. Technical specifications

Panel		System	
Size	15.6", 22.1"	CPU	Intel® Pentium N4200
Resolution	1920x1080	GPU	Intel® HD Graphics
Brightness	250 cd/m ²	System Memory	505
Viewing Angle	H 160 ° / V 160 °	Internal Storage	8GB DDR3L SDRAM
Touch Type	10 point touch projected capacitive	OS (optional)	64GB M.2 Flash Windows 10 LTSC (optional Linux)
Contract Ratio	3000:1	Network LAN RJ45	10/100/1000 Mbps
Aspect Ratio	16:9 wide	Wi-Fi	LAN
		Bluetooth	802.11 b/g/n/ac BT 4.2

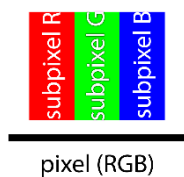
Physical		Other	
Housing	Plastic	I/O Ports	USB3.0x2, USB2.0x3, MicroUSB2.0x1, HDMI type C, 3.5mm Audio- out, RJ45, COM port
Color	Black		RJ45x2, 12V DC-in
Weight	1400 g (15"), 4200 g (22")	Audio Jack output	Yes
Dimensions	388 x 242 x 28 mm (15"), 531 x 322 x 35 mm (22")	Speakers	2 x 2 W
Mounting / VESA	VESA 100		
Power Supply	12 V / 5 A (EU, UK, US)		

7. Pixel defect policy

We make every effort to deliver the highest quality products and use some of the industry's most advanced manufacturing processes whilst practicing stringent quality control. However, pixel or sub-pixel defects on the panels used in LCD displays are sometimes unavoidable. No manufacturer can guarantee that all panels will be free of pixel defects, but ProDVX guarantees that any LCD display with an unacceptable number of defects will be repaired during the warranty period in line with your local guarantee conditions.

This notice explains the different types of pixel defects and defines the acceptable defect level for the LCD screen. In order to qualify for repair under warranty, the number of pixel defects must exceed a certain level as shown in the reference table. If the LCD screen is within specification, a warranty exchange/claim back will be refused. Additionally, given that certain types or combinations of pixel defects are more noticeable than others, ProDVX sets even higher quality standards for these.

7.1 Pixels and sub-pixels



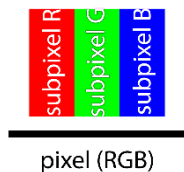
A pixel, or picture element, is composed of three sub-pixels in the primary colors red, green and blue. Many pixels together form an image. When all the sub-pixels of a pixel are lit, the three colored sub-pixels together appear as a single white pixel. When they are all dark, the three colored sub-pixels together appear as a single black pixel. Other combinations of lit and dark sub-pixels appear as single pixels of other colors.

7.2 Types of pixel defects + dot definition

Pixel and sub-pixel defects appear on the screen in different ways. There are three categories of pixel defects and several types of sub-pixel defects within each category.

Dot definition = what is a defective “dot”? :

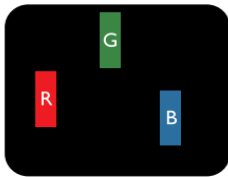
One or more defective, adjacent sub-pixels are defined as one “dot”. The number of defective sub-pixels is not relevant to define a defective dot. This means that a defective dot may consist of one, two or three defective sub-pixels which may be dark or lit.



One dot = one pixel; consists of three red, green and blue sub-pixels.

7.3 Bright dot defects

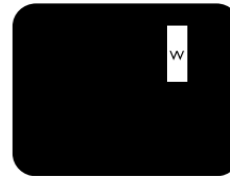
Bright dot defects appear as pixels or sub-pixels that are always lit or “on”. These are the examples of bright dot defects:



One lit red, green or blue sub pixel



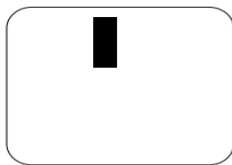
Two adjacent lit sub pixels:
 red + blue = purple
 red + green = yellow
 green + blue = cyan



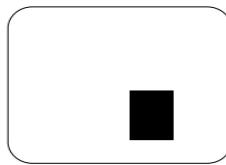
Three adjacent lit sub pixels
 (one white pixel)

7.4 Dark dot defects

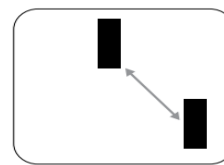
Black dot defects appear as pixels or sub-pixels that are always dark or “off”. These are the examples of black dot defects:



One dark dot



Two adjacent dark dots
 (1 pair of dark dots)



Two dark dots

7.5 Pixel defect tolerances

In order to qualify for repair due to pixel defects during the warranty period, an LCD display must have pixel or sub-pixel defects exceeding the tolerances listed in the following table.

Bright dot effect:	Acceptable level
1 lit sub pixel	1
Black dot effect:	Acceptable level
1 dark subpixel	3
Total dot defects* of all types:	1

NOTE: * 1 - 3 adjacent sub pixel defects = 1 dot defect

7.6 Mura

Dark spots or patches may occasionally appear on some liquid crystal display (LCD) panels. This is known in the industry as Mura, a Japanese term for “unevenness.” It is used to describe an irregular pattern or area in which uneven screen uniformity appears under certain conditions. Mura is a result of the deterioration of the liquid crystal alignment layer and is most commonly caused by long-term operation under high ambient temperatures. It is an industry- wide phenomenon and Mura is not repairable. It is also not covered by our warranty terms.

Mura has been around since the introduction of LCD technology and with screens getting bigger and in operation 24/7, many displays run in low light conditions. This all adds to the possibility of Mura affecting displays.

How to detect Mura

There are many symptoms of Mura and also multiple causes. Several of these are listed below:

- Impurities or foreign particles in the crystal matrix
- Uneven distribution of LCD matrix during manufacturing
- Non-uniform luminance distribution of the backlight
- Panel assembly induced stress
- Flaws within the LCD cell
- Thermal induced stress - high temperature operation over long periods of time

How to avoid Mura

Although we cannot guarantee the complete eradication of Mura every time, in general the appearance of Mura can be minimized by these methods:

- Lower the backlight brightness
- Use a screensaver
- Reduce the ambient temperature around the unit

8. Warranty

Please refer to our website <https://www.prodvx.com/support>, or scan the QR Code, for the updated warranty information and RMA procedures.



9. Safety instructions

Safety precautions and maintenance

This electronic user guide is intended for all ProDVX product users. Take time to read it before you use your product. It contains important information and notes regarding the use of your product. The ProDVX guarantee applies provided the product is handled properly for its intended use, in accordance with its operating instructions and upon presentation of the original invoice or cash receipt, indicating the date of purchase, dealer's name, and model and product production number.



WARNING: Use of controls, adjustments or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

Read and follow these instructions when connecting and using your display:

Operation

- Keep the display out of direct sunlight and away from stoves or any other heat sources.
- Remove any object that could fall into ventilation holes or prevent the proper cooling of the display's electronics.
- Do not block the ventilation holes on the cabinet.
- When positioning the display, make sure the power plug and outlet are easily accessible.
- When turning off the display by detaching the power cord or DC power cord, wait 6 seconds before re-attaching the power cord or DC power cord for normal operation.
- We strongly recommend you use a proper "shut-down" command instead of disconnecting the display from the power source, to prevent potential damage to the internal systems
- Ensure the use of an approved power cord provided by ProDVX at all times. If your power cord is missing, please contact your local service center.
- Do not expose the display to severe vibration or high impact conditions during operation.
- Do not knock or drop the display during operation or transportation.

Maintenance

- To protect your display from possible damage, do not put excessive pressure on the LCD panel. When moving your display, grasp the frame to lift it; do not lift the display by placing your hand or fingers on the LCD panel.
- Unplug the display if you are not going to use it for a long period of time.
- Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use organic solvents such as alcohol, or ammonia-based liquids to clean your display.
- To avoid the risk of shock or permanent damage to the set, do not expose the display to dust, rain, water or an excessively moist environment.
- If your display becomes wet, wipe it with dry cloth as soon as possible.
- If a foreign substance or water enters your display, turn the power off immediately and disconnect the power cord. Then remove the foreign substance or water and send the unit to the maintenance center.
- Do not store or use the display in locations exposed to heat, direct sunlight or extreme cold.

- In order to maintain the best performance of your display and ensure a longer lifetime, we strongly recommend using the display in a location that has the following temperature and humidity ranges:
 - Temperature: 0-40°C 32-104°F
 - Humidity: 10-85% RH

IMPORTANT: Always activate a moving screen saver program when you leave your display unattended. Always activate a periodic screen refresh application if the unit displays unchanging static content. Uninterrupted display of still or static images over an extended period may cause “burn-in”, also known as “after-imaging” or “ghost imaging”, on your screen. This is a well-known phenomenon in LCD panel technology. In most cases, the “burned in”, “after-imaging” or “ghost imaging” will disappear gradually over a period of time once the power has been switched off.

WARNING: Severe “burn-in”, “after-image” or “ghost image” symptoms will not disappear and cannot be repaired. This is also not covered by the terms of your warranty.

Service

- The casing cover should only be opened by qualified service personnel.
- If there is any need for repair or integration, please contact your local service center.
- Do not leave your display in direct sunlight.


If your display does not operate normally, even after following the instructions set out in this document, please contact a technician or your local service center.

Read and follow these instructions when connecting and using your display:

- Unplug the display if you are not going to use it for a long period of time.
- Unplug the display if you need to clean it with a slightly damp cloth. The screen may be wiped with a dry cloth when the power is off. However, never use alcohol, solvents or ammonia-based liquids.
- Consult a service technician if the display does not operate normally when you have followed the instructions in this guide.
- The casing cover should only be opened by qualified service personnel.
- Keep the display out of direct sunlight and away from stoves or any other heat sources.
- Remove any object that could fall into the vents or prevent the proper cooling of the display’s electronics.
- Do not block the ventilation holes on the cabinet.
- Keep the display dry. To avoid electric shock, do not expose it to rain or excessive moisture.
- When turning off the display by detaching the power cable or DC power cord, wait for 6 seconds before reattaching the power cable or DC power cord for normal operation.
- To avoid the risk of shock or permanent damage to the set, do not expose the display to rain or excessive moisture.
- When positioning the display, make sure the power plug and outlet are easily accessible.
- **IMPORTANT:** Always activate a screen saver program during your application. If a still image in high contrast remains on the screen for an extended period of time, it may leave an ‘after-image’ or ‘ghost image’ on the front of the screen. This is a well-known phenomenon that is caused by the shortcomings inherent in LCD technology. In most cases, the afterimage will disappear gradually over a period of time once the power has been switched off. Bear in mind that the after-image symptom cannot be repaired and is not covered by the warranty.

10. Declaration and statements

10.1 EU Declaration of Conformity pixels and sub-pixels

 This product complies with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility (2014/30/EU), Low-voltage Directive (2014/35/EU), RoHS directive (2011/65/EU), and Radio Equipment Directive (2014/53/EU).

This product has been tested and found to comply with the harmonized standards for Information Technology Equipment. These harmonized standards are published under Directives of Official Journal of the European Union.

Radio Equipment Directive (2014/53/EU): EN 60950-1/EN 62311/EN 300328/EN 301489

ESD Warnings

When the user is close to the monitor, this may cause the equipment to discharge and reboot to the display of main menu.

WARNING: This equipment is compliant with Class A of EN 55032/CISPR 32. In a residential environment, this equipment may cause radio interference.

10.2 FCC Declaration of Conformity (U.S. only)



NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the user guide, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Use only an RF shielded cable that is supplied with the display when connecting this display to a computer device. To prevent damage which may result in fire or shock hazard, do not expose this appliance to rain or excessive moisture.

USA

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device must not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas

produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radiation Exposure Statement

This equipment complies with FCC/CE-RED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations : Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

The suitable temperature for the display and accessories is 0°C - 45°C. An adaptor with ferrite must be used with this equipment to ensure compliance with the Class A FCC limits.

Power Adapter information: INPUT: 100-240 V~50 / 60 Hz 0.6 A O OUTPUT: 12 V DC 5.0 A

10.3 Waste Electrical and Electronic Equipment-WEEE



Warning for users in European Union private households

This marking on the product or on its packaging illustrates that, under European Directive 2012/19/EU on waste electrical and electronic equipment, this product may not be disposed of with normal household waste. You are responsible for disposal of this equipment through a designated waste electrical and electronic equipment collection.

To determine the locations for dropping off such waste electrical and electronic, contact your local government office, the waste disposal organization that serves your household or the store at which you purchased the product.

Warning for users in the United States

Please dispose of according to all Local, State and Federal Laws. For the disposal or recycling information, contact: www.mygreenelectronics.com or www.eiae.org.



End of Life Directives / Recycling

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- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
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10.4 Software end user license agreement

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