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Audio Visual Center

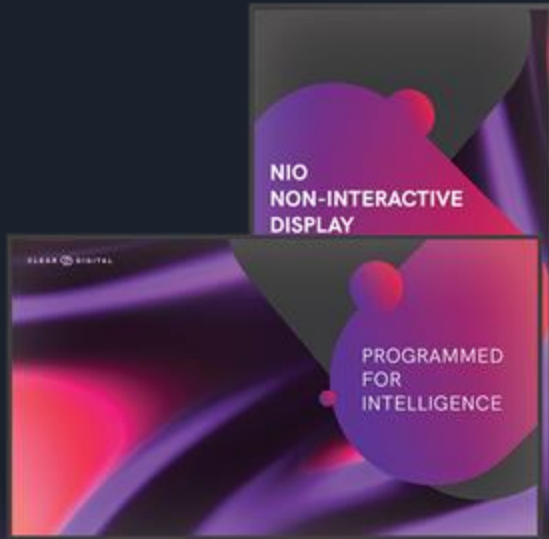
# Troubleshooting & Guides



# Panel Overview

NIO Models

(Non-Touch Cleartouch)



K+ Models



A+ Models



# Panel Ports

## 55 NIO (Non-touch)

- HDMI Input: 2
- HDMI Output: 1
- USB 2.0: 2
- USB 3.0: 1
- USB-C: 1

Reminder you will need a wireless keyboard/mouse to troubleshoot

## 6086A+

- HDMI Input 3
- HDMI Output 1
- USB 2.0 1
- USB 3.0 4 Front x2, Rear x2
- USB Type-C Input 3
- Top input camera only
- USB Type-C Output 1
- Touch 2.0 2
- Displayport Input 1

Bottom Panel



Side Panel



Bottom Panel



## 6086K+

- HDMI Output (Configurable) 1
- USB 2.0 1
- USB 3.0 4
- Touch Output 2
- USB C
- HDMI Input 3

Bottom Panel



Side Panel



Bottom Panel





# Quick Troubleshooting Guide

If possible bring with you:

- Laptop
- HDMI cable
- USB A to B or USB C cable

## 1. Power

- a. Turn off Micro PC
- b. Power Cycle Cleartouch Panel (rocker switch)
- c. Restart Micro PC
- d. Did that fix it? If so, great and you are done!

## 2. Make sure system firmware is updated

- a. FIRMWARE: Android settings->system->system update
- b. Did that fix it? If so, great and you are done!

## 3. Check all cables going into panel - HDMI and USB

- a. Did that fix it? If so, great and you are done!

## 4. Determine what Category Issue you are experiencing - see following slides

## 5. Factory Reset - kind of like a power wash

**Still not working... Submit a support ticket to your TST ASAP!**



# IDENTIFYING & ISOLATING THE ISSUE

## 5 KEY CATEGORIES

- Touch
- Audio & Video
- Power
- Network
- External Devices (PC, Cameras, etc)

Even if you can't resolve the issue, information gathered while troubleshooting is key!

# NO TOUCH!

What now...???



- Touch Issue for Micro PC ONLY
  - Check cables; look for loose connections
  - Check Cleartouch remote (Red button if pressed can turn off touch to the panel)
  - Check USB port on PC (2.0 or 3.0)
    - Use 3.0 ports if possible (Blue)
  - USB drivers on Micro PC - Are they up to date?
  - Have you tested with your own laptop?
- Touch Issue for BOTH Micro PC and Android
  - Power Cycle the panel
    - Rocker switch OR Unplug power cable
  - Factory Reset
    - How do you do that?



# Audio & Video

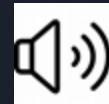
## NO AUDIO AT ALL

- Check cables
- Check PC - may be muted
- Check Panel audio - volume may be way down
- Youtube, Spotify and other apps - check volume



## AUDIO FROM PC BUT NOT PANEL

- Check output device in sound settings of PC
  - Look for “PC Monitor”



# Audio & Video

## NO VIDEO SIGNAL

- Check panel input and check if micro PC is powered
- Check HDMI cable from micro PC to panel
- Are you on the correct panel input?
- Is the Android side showing video?

## HAVE A VIDEO SIGNAL, BUT IT'S NOT GOOD (DISTORTION OR STATIC)

- Check cables and ports
- Swap HDMI cable if you have it
- Switch HDMI ports on back of micro PC
  - If this fixes the issue it is a micro PC issue, contact your TST and submit support ticket with the district for the PC.







# Current Known Video Problem

Known CT Issues:

“HDMI NO SIGNAL” or “Detecting”

CT Development Team is working on a fix for future firmware.

Current Solution until firmware fix

- Switch to Android then back to Hdmi 1 (if that's the source the PC is on)
- Power Cycle Panel
- Power Cycle PC
- Unplug and Replug Hdmi cable

# Power Issues?



NO POWER? What to do?

- Check rocker switch and power cable on the panel
- Confirm the electrical outlet is working
- Try power cycle!
- Try changing inputs to make sure not signal issue
- Is the button powered or not? Does the power button change color when you press it? Red to white LED

If truly no power, likely hotswap, send ticket to NAVC and indicate you tested for power

# Network

Is the panel connected via hardwire or Wifi?



- Ethernet
  - Make sure the data drop is live, you can do this with your laptop.
    - Connect your laptop to the data drop in question
    - Look for the Ethernet symbol
    - Check quality of Cat6 cables(network cable) you can test this with your laptop as well
- WIFI
  - Check panel settings
  - Check the wifi module on the panel (usually on the bottom of the panel, or plugged into a usb port on the back of non-touch panels)
  - Confirm login credentials (Domain, Identity, Password)



# External Devices

## Micro PC


- Problems can relate to the previous topics discussed USB drivers, cables

## Hovercam, Webcams not functioning?

- First thing to check: Is the USB from Micro PC to panel connected?
- Try to use proper cabling when plugging up cameras
- Make sure device is powered and tested (you can do this on the camera app)

## Mouse and Keyboard not functioning?

- First thing to check: Is the USB from Micro PC to panel connected?
- USB dongle plugged into Micro PC OR front of panel



# “Power Wash” - Factory Reset

## Factory Reset

- a. Go to command and take note of panels name for re-enrollment
  - i. THIS PANEL WILL BE UNENROLLED FROM COMMAND IF RESET!
- b. Press the “input” button the immediately press “1-3-7-9”
- c. Very first “Init panel” option then press confirm
- d. Allow 5-15 minutes for panel to reset
- e. Add back to command, settings and update collage
  - i. See next slide



# Update Settings after Factory Reset

## Panel Settings

- a. GOOGLE SETUP ON CLARETOUCH PANEL
  1. Panel will pull up google welcome screen (Hi there screen) press “start”
  2. next screen press “dont copy”
  3. Then “skip” Google sign in
  4. Scroll down through setting preferences then press “skip” then “skip anyway”
  5. Press “Skip” for pin setup then “Skip anyway”
- i. **SKIP THE PANEL PIN SETUP SECTION**
- ii. Set volume of panel output to 100% in the main control panel
- iii. **Change display setting to “BRIGHT”**
- iv. Remote control for panel; Hit “Input 1379” to access panel menu
- v. Go to Android Setting
  1. Change No Signal Poweroff - Off
- vi. Go to Remote Control
  1. Set Wake-On-LAN to ON
- b. Create name of panel device
  - i. HCS to provide Nisewonger AV ID naming string (ex: FES - 100)
  - ii. Command app
  - iii. Collage-make sure it is updated version
- c. Command application
  - i. Enter organization code (613673) and email address (els@hallco.org)
  - ii. Enter device name of panel (FES - Room #)
- d. Check settings of Collage app
  - i. Change device name inside application to match Command device name
  - ii. Menu- switch mode- turn permission mode on
  - iii. Disable Chomecast device support
  - iv. Disable Airplay device support
  - v. Disable Miracast device support



# Still haven't solved the problem!?

- Call or email support! Both Cleartouch and NAVC are always here to answer any questions.
- Submit a ticket within Incident IQ

Please provide the following information

- School Name & Room Number
- Serial Number of the Panel
- Model of the Panel
- A brief description of the issue
- Troubleshooting steps that have been performed



## Q & A

### Contact Information

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