BESTBOARD

Interactive Touch Panel

User's Manual

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1. Features

1. Configured with Android 8.0 over the hardware of 4-core Processor, DDR4 2GB memory, and 32GB eMMC.
2. Optional detachable OPS computer, pre-loaded with Windows operating system based on user's demand.
3. Built-in dual touch with switching, where EMR touch supports original handwriting over two EMR active pens concurrently with 1024 pressure levels and 0.037mm resolution, and P-Cap touch supports handwriting within ±2.0mm accuracy. All these have been the best choices for business, conference, and education.
4. Front surface is protected by tempered glass, and treated with anti-glare coating for human eyes protection. Also boasted with the features as water-proof, moisture-proof, dust-free, splash-free that ensure a guaranteed quality.
5. Designed with dual WiFi modules, supporting WiFi hot-spot, and is able to support connection with client devices even no WiFi signal is available.
6. Quick Menu is available on the two sides of the screen, offering users quick interaction, configuration, as well as all other functions and features.
7. Built-in camera and voice recognition module for enhanced conference efficiency.

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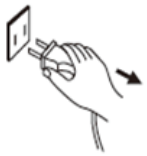
2. Safety Precautions

Thank you for purchasing from us such a high-performance intelligent conference hub with multiple functions. All safety measures have been considered in order to protect users as well as others involved in the deployment

and applications of the device. A series of proper and strict test plan has been arranged before this product was released from manufacturer. However, any incorrect installation has the potential to trigger electrical shock and hazardous flame. To ensure safety, extend life span, and maximize the performance, please read through this user's manual with reference to the corresponded marking on the product itself. It is user's responsibility to follow all safety precautions and keep available this user's manual.

⚠ Warning	Potential to cause casualty	⚠ Warning	Potential to cause injury or property damage
⃠	Indicate behaviors that must be prohibited	●	Indicate behaviors that must be operated

In case these occurs:

● Blackout or unstable power source ● Unusual sound or smell is sensed ● AC power cord is decayed or dismantled ● Bestboard is damaged due to falling, rapping, or ramming ● Any liquid or object was confirmed to encroach the housing	Please shutdown the power, remove the power cord from wall socket, and contact authorized personnel for further inspection and service. 

In the presence of natural gas or flammable gas, do not plug-in or unplug the power cord. Proceed immediately to shut the source of leakage and open up all the windows.

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Warning

● Please use nothing but 100-240V, 50/60Hz power source ● Please ensure power is off whenever a cable is plugged in or unplugged (any cable). ● Please ensure Bestboard is secured on a stable surface to avoid damage by falling or flame ● Never place Bestboard at places that: 1. Expose Bestboard directly to sunlight, moisture, heat, coldness, or dust. 2. store or deploy flammable material 3. contains flammable or corrosive gas 4. is served as bathroom or kitchen.	● Never use battered or improper power wall socket to ensure perfect contact between the power cord and wall socket. ● Please remove any dust or metallic substance on power cord and wall socket before connecting. ● Please do not disqualify the power cord by: 1. modifying power cord 2. placing power cord underneath heavy load 3. placing power cord in the vicinity of any heat source 4. instead of the connector itself, holding the power cord cable to remove it from wall socket ● The output current of HDMI connector with MHL function is 500mA ● The output current of USB 2.0 port is 500mA ● The output current of USB 3.0 port is 1A ● The output power of OPS docking interface is 130W

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Attention

● Do not place Bestboard in places with moisture or drippling liquid. ● Do not insert any object into Bestboard. ● Do not place heave object on the top of Bestboard. ● Do not place Bestboard in places which are not flat or could become askew. ● Do not expose Bestboard in direct sunlight, or in the vicinity of heater or other source of heat and strong light. ● Do not place Bestboard close to any device with strong radiation ● Scrambling onto Bestboard is not allowed.	● In case of displaying the content for a long time or some texts or icons are constantly present at the same location on the screen, afterimage could occur, even after the unit has been turned off for a long period of time. Such is not covered under the warranty. ● Removing power cord from the wall socket or the unit itself is equivalent to cutting the main power. ● In case LCD is broken and the internal liquid is spilled onto your skin, please rinse immediately with running water for 15 minutes and consult your doctor.

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● Keep the small accessories away from the reach of young children to prevent accidental ingestion. ● In case Bestboard is not to be used for a longer time, please remove the power cord from wall socket. ● If Bestboard is to be relocated or re-tilting, please remove all external cable and cord and proceed with gentleness to prevent falling. ● Never scrub or rap the screen with hardened object, or press hard on the screen surface. ● After being relocated from low temperature places to high temperature places, do not turn on Bestboard immediately to prevent damage by defrosting. ● Please remove power cord from wall socket before cleaning. Use a soft cloth. Never use industrial detergent. Watch to prevent any object being accidentally inserted into the unit. Any incorrect cleaning approach, such as detergent or water, could damage the housing, remove the printed message, or even encroach into the unit to disable the internal components and paralyze the unit.	● To move Bestboard, please hold the four corners and the bottom side. Do not press directly on the screen surface. ● Always use Bestboard in proper lighting. Insufficient lighting or watching Bestboard for a long period of time could hard your eyes. ● If a power station or an appliance coupler is used to introduce AC power, ensure they are easy to use. ● Please add power cord connector completely into the wall socket. A loose connection could cause sparkle or even flame. ● The contents of this user's manual and the specifications availed on the packing are subject to change without any notice. In case your installation is not completely identical to what is addressed in this user's manual, please stay with your installation for future reference.

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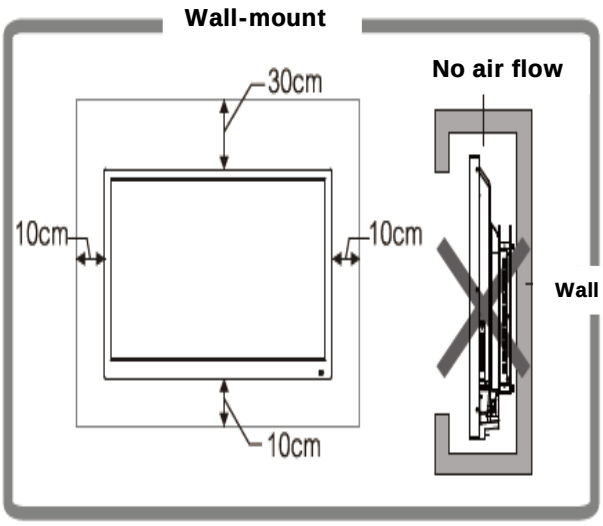

Ventilation

- Please reserve as the minimum gap as indicated in the drawing.
- Do not cover the ventilation opening or insert any object into through the housing.
- Avoid placing the unit in a closed space, such as book shelf or closet. The unit should be installed with enough space surrounding it unless sufficient ventilation is provided.

3. I/O Ports and Buttons

Android I/O ports on the right:

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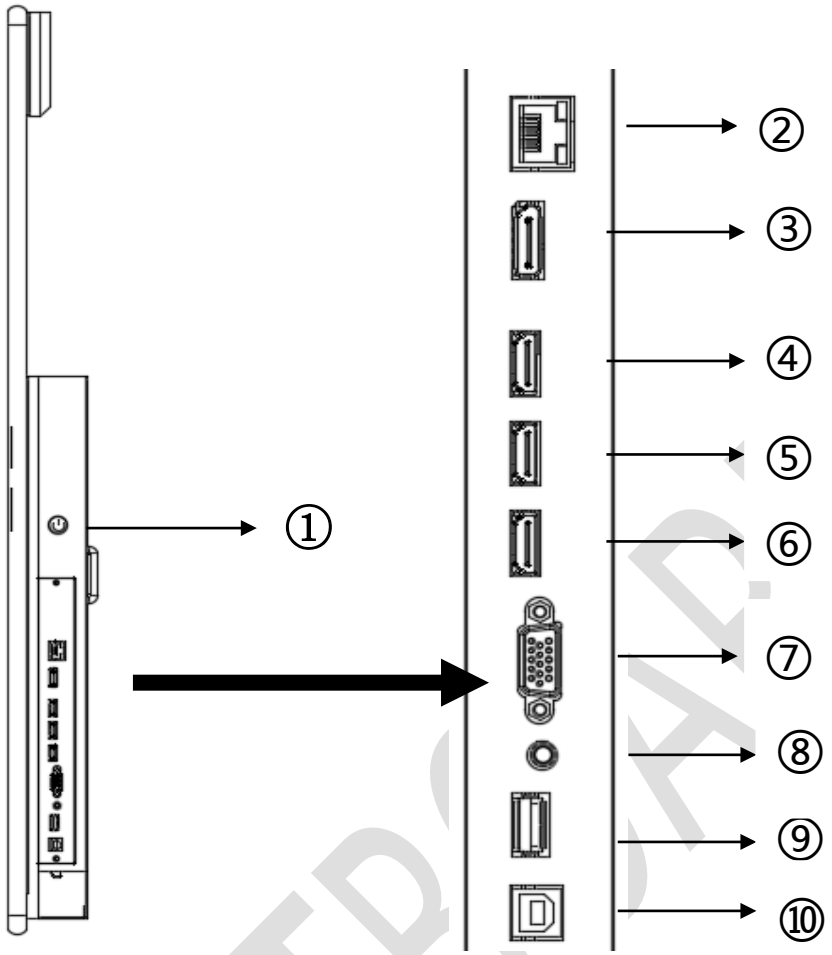
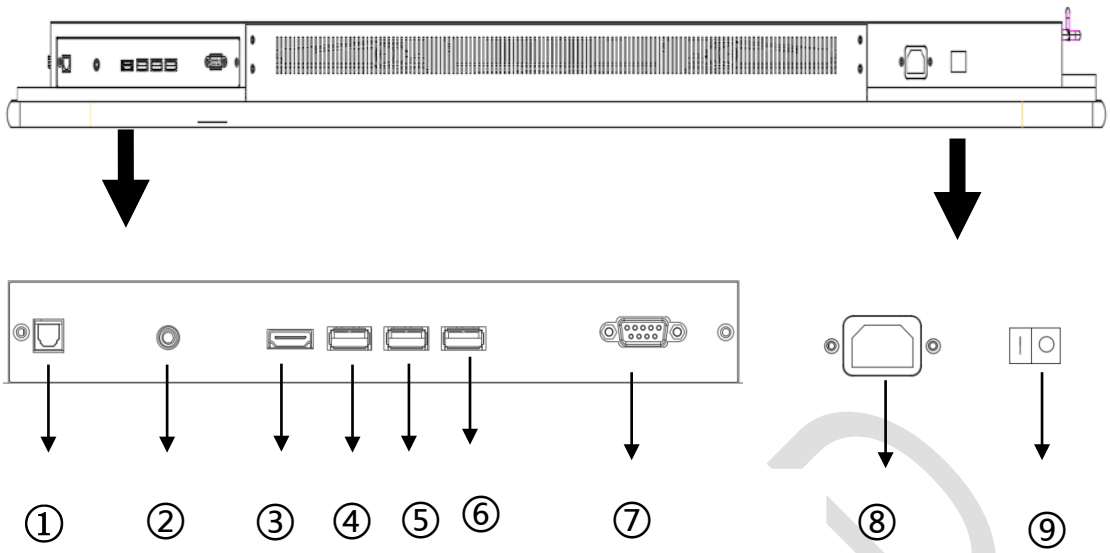


Number	Name	Description
①	POWER	DC Power Switch
②	LAN	RJ-45 LAN
③	DP	DisplayPort (output)
④	HDMI 1	HDMI input ports Maximum resolution: 3840*2160 (4K) 60HZ；
⑤	HDMI 2	
⑥	HMDI 3	
⑦	VGA IN	VGA input port
⑧	PC AUDIO	Audio input port, 3.5mm
⑨	USB3.0	USB input port, for firmware upgrade
⑩	TOUCH	Touch input port from external PC

Android I/O ports on the bottom:



Number	Name	Description
①	SPDIF	Digital Audio Interconnect
②	PHONE	3.5mm Earphone Output
③	HDMI OUT	HDMI Output Port
④	USB 1	Read/Please external USB drive
⑤	USB 2	
⑥	USB 3	
⑦	RS232	Connect to RS232 control device
⑧	AC IN	100-240Vac input
⑨	AC Switch	AC Power Switch (to enable/disable AC power input)

OPS I/O ports on the left:

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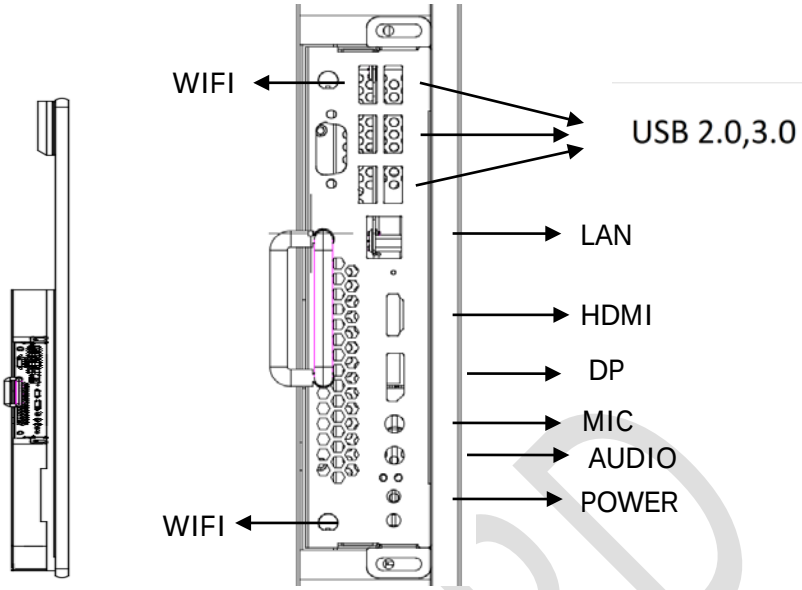
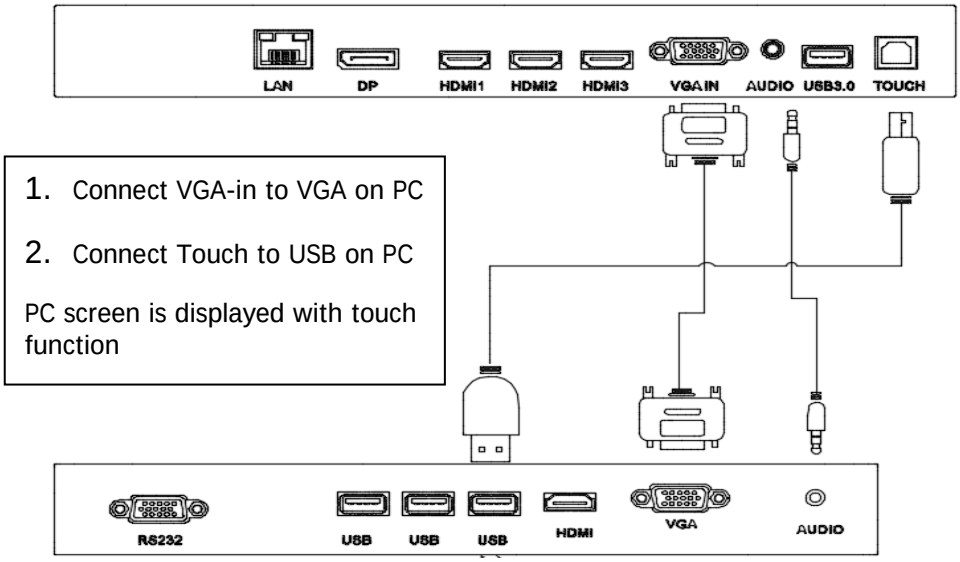


4. Installation and Connection

Diagram to connect an external PC；

Bestboard I/O Ports

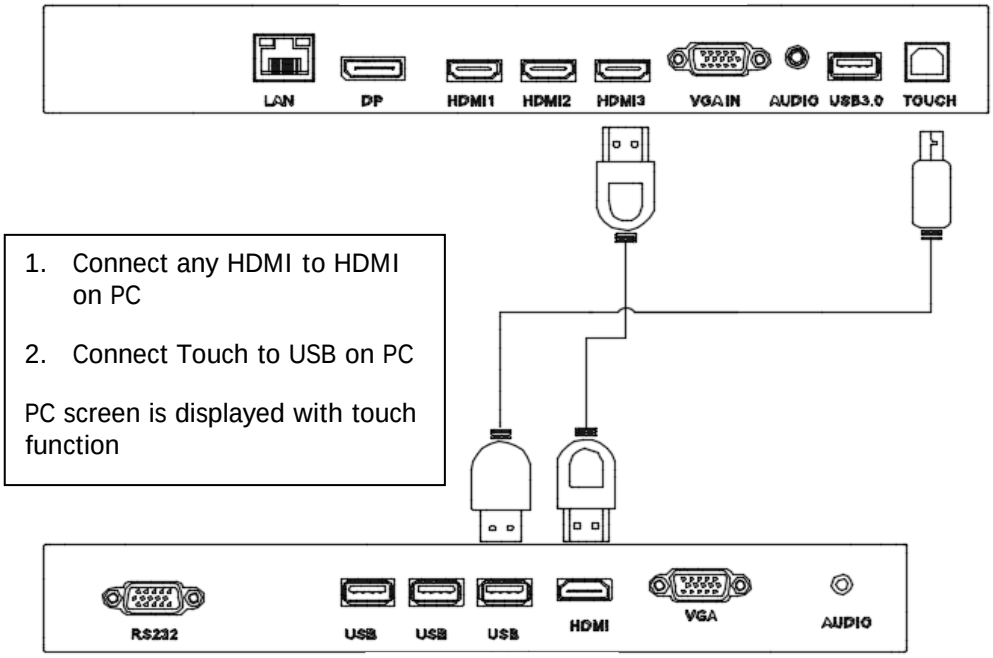


1. Connect VGA-in to VGA on PC
2. Connect Touch to USB on PC

PC screen is displayed with touch function

PC I/O Ports

Bestboard I/O Ports



PC I/O Ports

Remark: This diagram shows only connections with PC. It may not cover all scenarios as could occur at any field site.

5. Remote Control

Remote Control device can be designated by customers.

6. Basic Navigation

6.1 Turn On / Standby

Add power cord and enable AC power switch. This will light up the red LED in the remote control access window at the front.

Press on the remote control or the power button on the right side " ⏻ ". This will turn on the unit, turn the red LED to green, and wake up OPS controller.

At power on mode, press the " ⏻ " button on remote control or that on the right side to push the unit to standby mode and power off OPS controller

6.2 Intelligent Conference Desktop

At power on, users will be prompted with this desktop.

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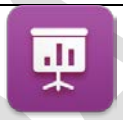
,

Icon	Description	Icon	Description
	Local conference Handwriting		Access document. Open up local storage and external USB
	Multi-location conference		Multiple screen sharing
	Switching to Windows		Click to access more applications
	Wake/Hide Quick Menu		Wired/Wireless network status

6.3 Handwriting

Dual touch functions (P-Cap + EMR) are supported at this mode. P-Cap touch can be triggered by fingers and support single point touch. EMR touch can be triggered by EMR active pen, and support two concurrent pens handwriting with multiple pen tip sizes.

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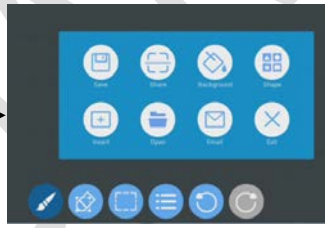
Handwriting Features:

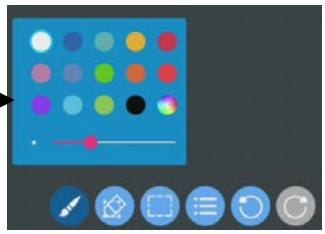
① Save content , Change background, Send content by email, Scan to go (Scan and email is only supported when internet is connected);

② Erase: Slide to erase, hand gesture to erase, or touch to erase;

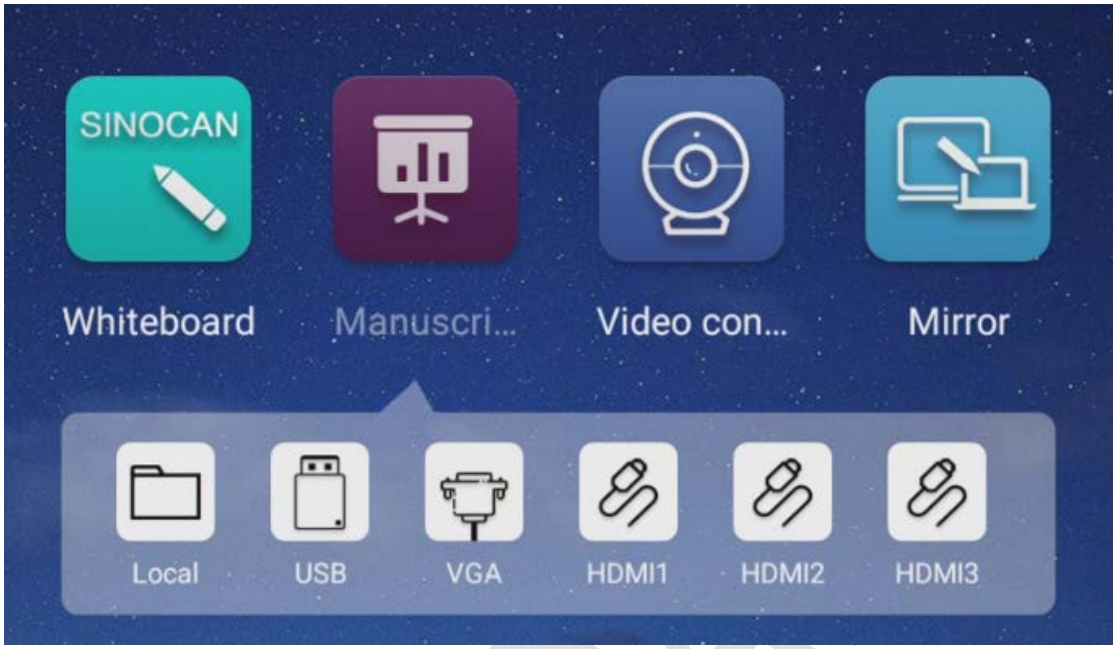
③ Change to 15 writing colors at any time;

④ Support writing over what has been written;





6.4 Access Document



➢ Click on Document to open or preview the content of local and external USB drive, as well as switching to other frequently used signal channel.

6.5 Video Conference

Click on Conference to bring up conference system.

Video Conference Features :

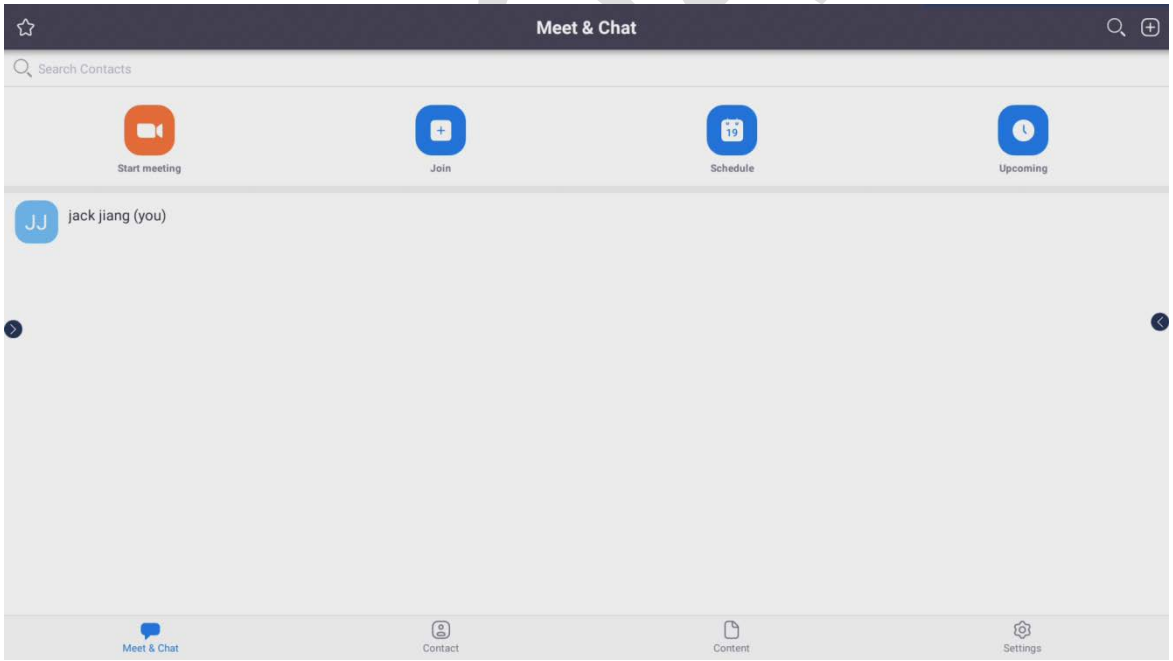
① Video Conference: Initiate multiparty video conference and generate a conference ID;

② Audio Conference: Initiate multiparty audio conference and generate a conference ID;

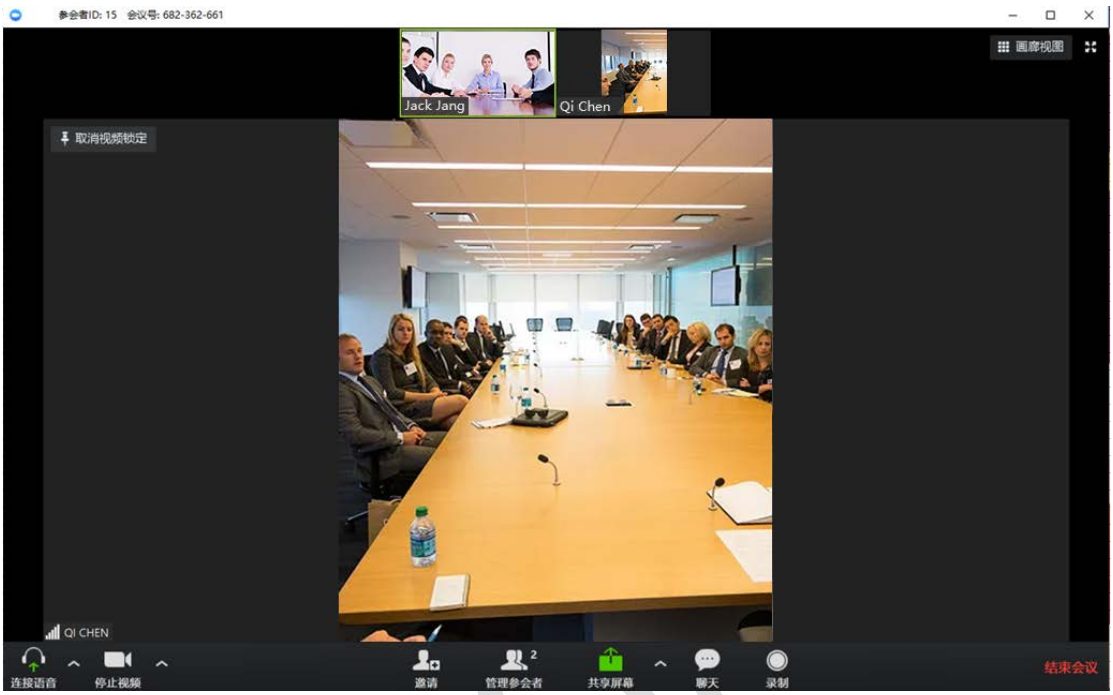
③ Join Conference: Join a conference with a generate conference ID;

④ Schedule : Schedule a meeting

⑤ Share screens; share reports;

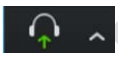


Once in the conference, users are able to see video shot from multiparty for further easy discussion and communication.



Details of all conference buttons：

Disable audio；

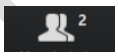

Enable audio; Click the arrow on the right to control your device

Disable video

Enable video; Click the arrow on the right to control your device

Record meeting

Manage participants and configure permissions


Invite other participants；

Share screen, report, and document

Initiate chat with mojo

Exit meeting

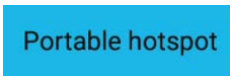
6.6 Screen Sharing

➢ Please enable hot-spot before using screen sharing:

① Click all applications

② Click Setup

③ Click network and device

④ Click mobile hot-spot 

Please configure these

- SSID
- Password
- Select Band: 5G preferred;
- Select default AP Channel;

Click “Save” after setup

- Please follow these step to start screen sharing;

1. Please ensure Android apk has been installed. The QR-code will take you to find this apk;
2. Connect to the mobile hot-spot;
3. Start Eshare, and click on WiFi sharing to cast the screen of your device to the large screen.
4. IOS device does not need any apk. Once connected with mobile hot-spot, start screen mirroring function

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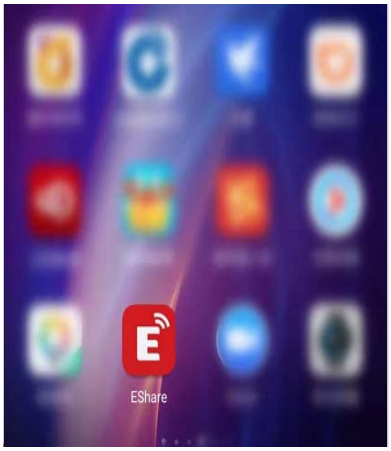
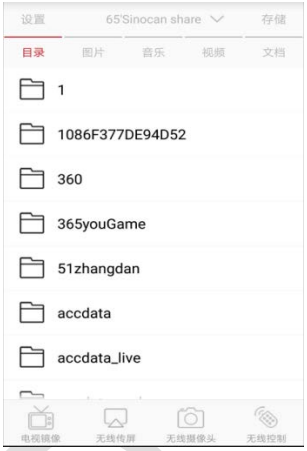


Install Eshare；

Connect to mobile hot-spot



Start EShare, click to share;

Using Wireless Screen Sharer：

1. Turn on mobile hot-spot；
2. If the Share has never been used before, please plug this Sharer into the USB port of our hub product for pairing. Successful pairing will prompt a message on the screen;
3. Plug this Wireless Screen Sharer into PC USB port, after driver is automatically loaded, Sharer starts to blink and at last stops blinking with prompt message on the screen, it is time to share PC content to large screen;
4. Screen sharing a PC supports full controlling PC over the large screen. It is recommended to use Windows-7 or above.

Screen Sharer

Bestboard supports concurrent screen sharing from 9 sources.

6.7 Quick Menu

Left Menu

Return

Main

Multi-task

Annotation

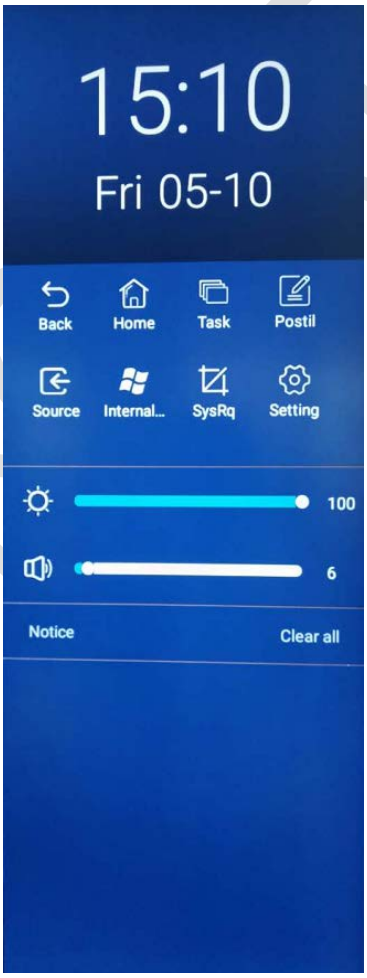
Wake up left menu

Brightness Control

Volume Control

Screenshot

Windows

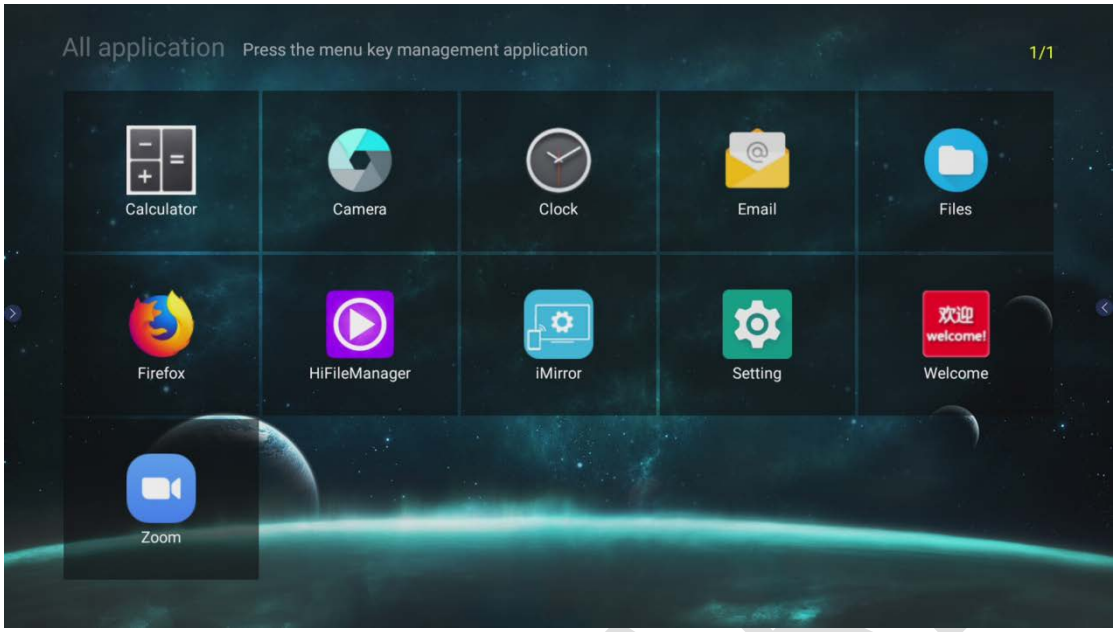


Right Menu

Introduction of all functions

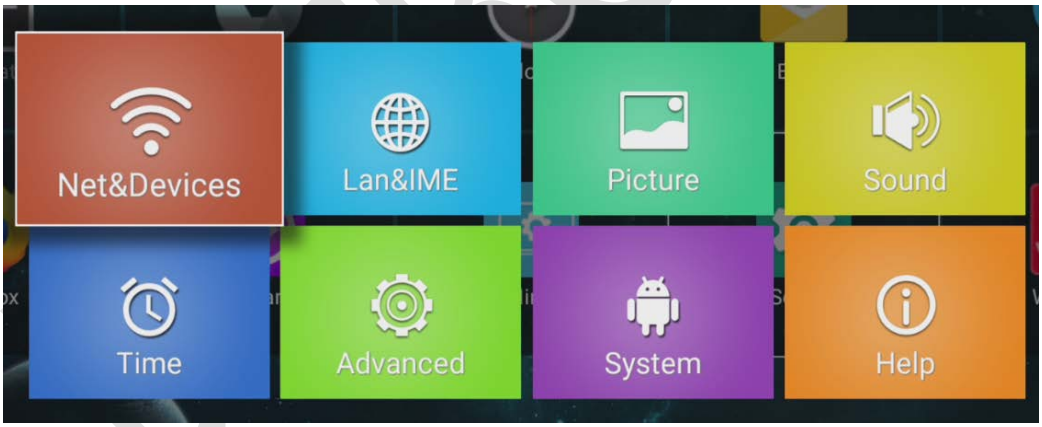
Please download all app and complete installation as follows;

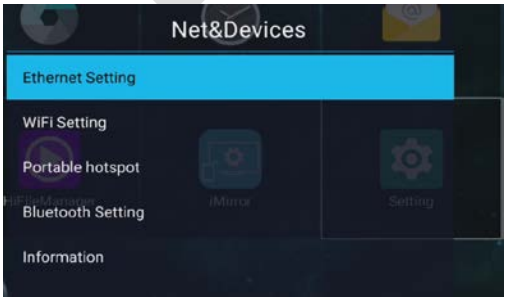
DESTROYED

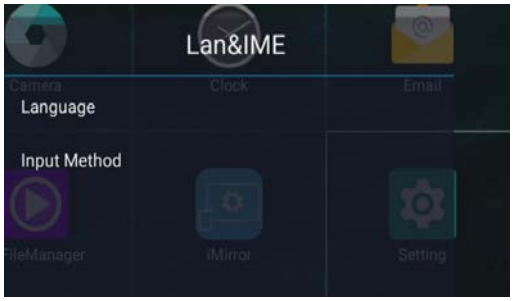


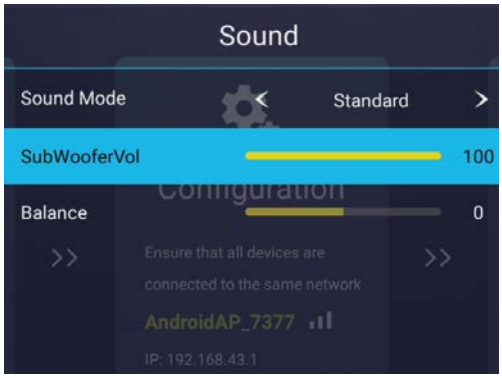
6.8 Configuration

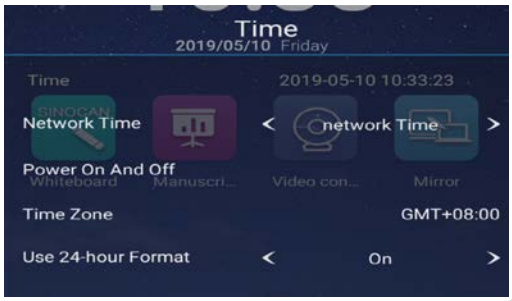
Click on setup to bring up the configuration；

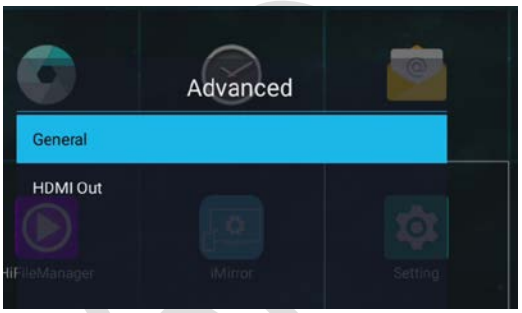


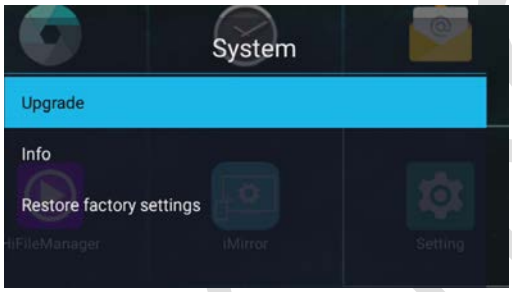






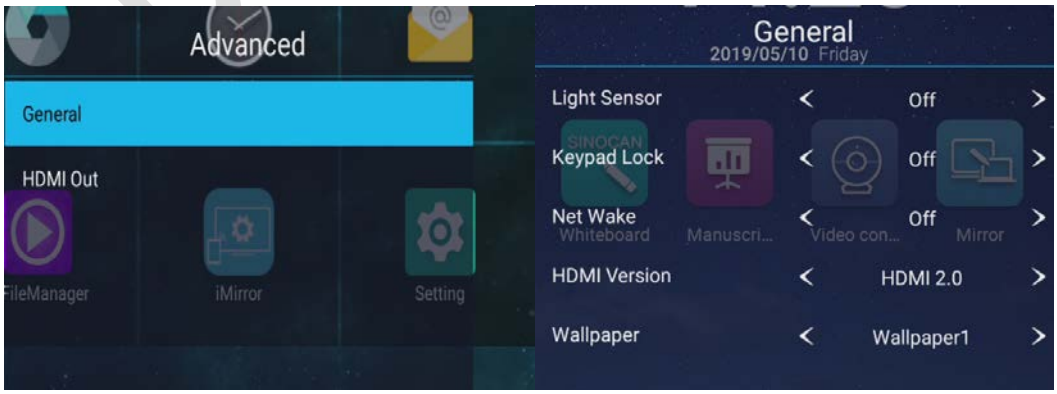






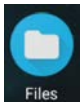
6.9 Change Wallpaper

Click on Advanced Setup to set HDMI resolution and personal wallpaper;

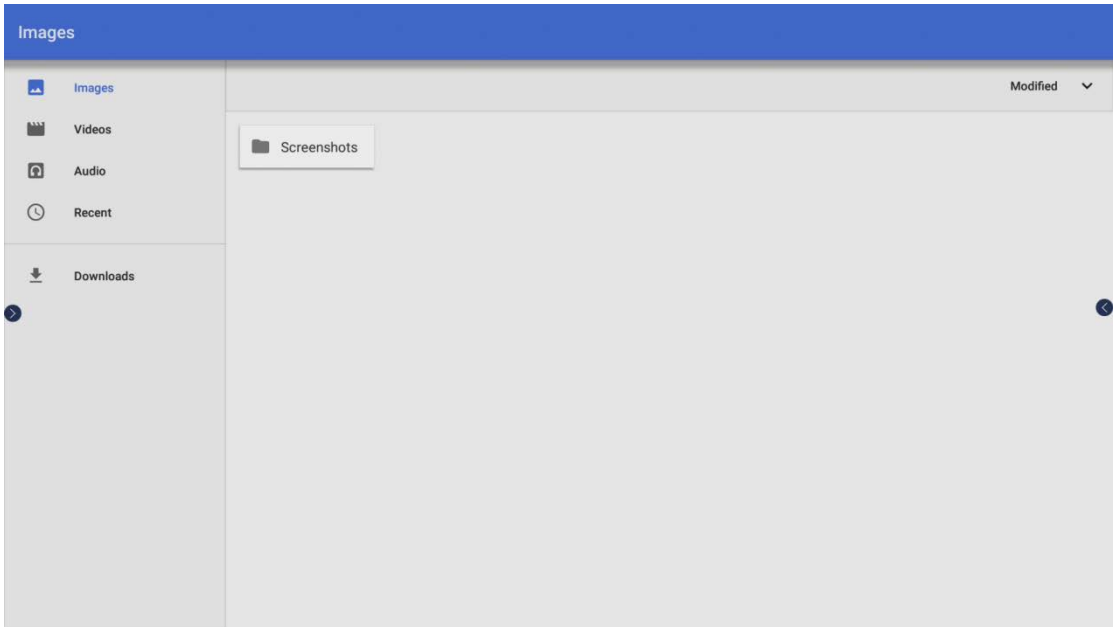


There are 5 default wallpapers for users to choose;

6.10 Document Preview

Click on 

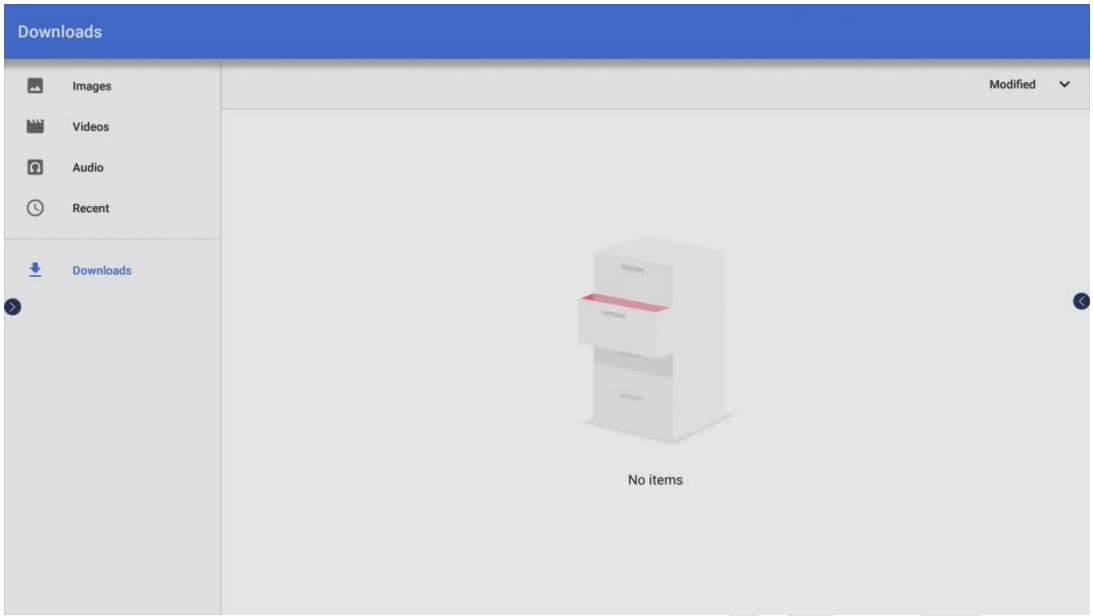
to bring up the following interface;



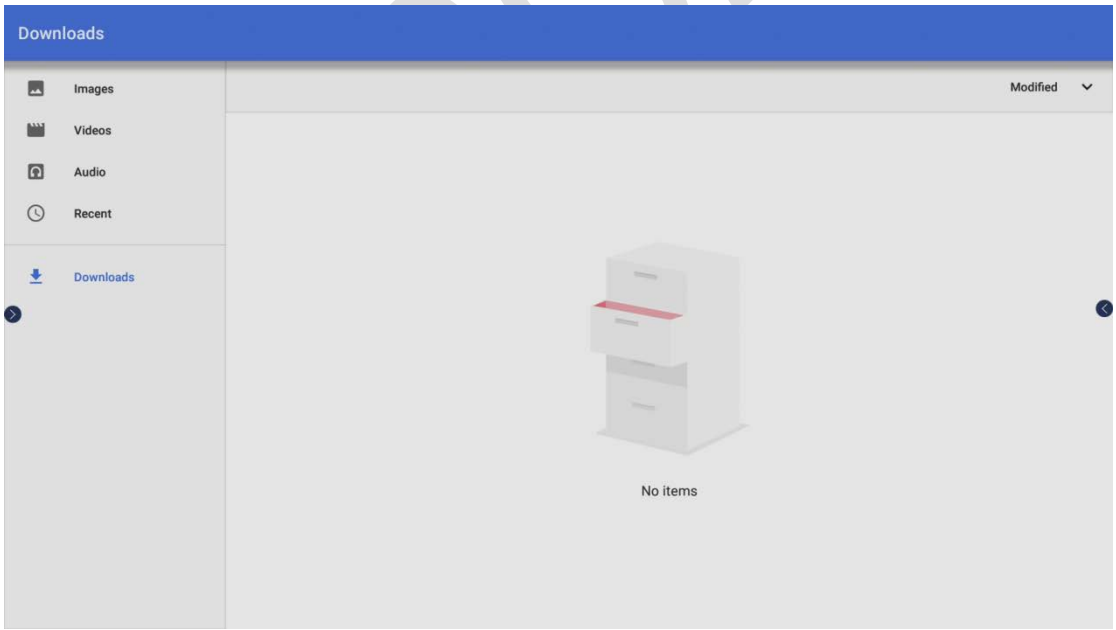
How to copy a picture to external USB drive;

① , Select a picture to be copied, which will prompt a blue tick. Click on at the upper right corner to select copy to or move to…

BESTI



This will bring up the following interface. Please click on download to see the external USB drive. Click on this USB drive to select it, copying or moving.



7. Technical Specifications

Size	**65”**	**75”**	**86”**
Android	Android 8.0		
CPU	2×ARM Cortex-A73+2×ARM Cortex-A53 1.5GHZ		
GPU	Mali-G51 GPU		
DDR	4G		
EMMC	32G		
Resolution	3840*2160		
Pixel Pitch	0.429mmX0.372mm	0.429mmX0.429mm	0.4935mmX0.4935mm
Response Time	≤8ms		
Brightness	≥400 cd/m^2	≥400 cd/m^2	≥350 cd/m^2
Contrast Ratio	1200:1	1100:1	1200:1
Viewing Angle	178°		
Color Depth	1.07B		
P-Cap Touch	Supported point: 10 (Max. up to 40, some app supports only single point) Wakeup response time: 30ms; Accuracy: ±2.0mm High Quality Bonding Technique		
EMR Touch	Dual Pen supported, pressure sensor pen tip；resolution：0.037mm (688LPI); Pressure Level：1024		
Camera	1080P 30f/s，acquisition angle 90°		
Microphone	Microphone Array，48KHz sampling rate；Pickup Distance：8m;		
Power Input	100V-240V/AC		

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Max. Power	210W	350W	400W
Product Dimension (mm)	1511.5*60*866.5mm	1733.24*60*1011.26mm	1978*60*1149mm
Packing Dimension (mm)	1720*250*1080mm	1942*250*1200mm	2186*250*1340mm
Net/Gross Weight (KG)	45/68KG	65/108.8KG	80/118KG
VESA	4*M8/400mm*300mm	4*M8/600mm*300mm	4*M8/600mm*300mm
Mounting	Wall Mounting, Mobile Stand Mounting		
Material	Aluminum/Sheet Metal		
Environment Safety	All components compliant to international environment safety standard		
OPS Configuration	Options. Compatible with 30MM/42MM Height OPS modules Config: Intel® Core-i3/i5/i7 selectable. OS: WIN7/WIN10 selectable.		
antenna gain	1dBi		
antenna type	Rod antenna / white / length 197mm		

8. FAQ

1. Multi-touch function does not work on some products.

   In case of Windows-XP, no multi-touch is available. As to Windows-7, multi-touch is only supported by Windows-7 Home Premium or above, both on external PC and OPS. There are totally 6 Windows-7 versions for client devices, such as Windows Starter, Windows-7 Home Basic, Windows-7 Home Premium, Windows-7 Professional, Windows-7 Enterprise, and Windows-7 Ultimate, etc.

2. Audio function does not work when a laptop is connected externally.

PESTBOARD

VGA port does not carry audio signal. If VGA port is the display signal on the external laptop, please ensure to add audio cable between laptop and BESTBOARD. In case of HDMI, no such audio cable is needed as audio signal has been covered by HDMI pin-out.

3. Touch function does not work when a laptop is connected externally.

   To attach an external laptop or PC, in additional to connecting display signal via VGA or HDMI port, please ensure USB cable is present between the USB port of laptop or PC, as well as the TOUCH USB port on BESTBOARD.

4. There are only limited active pens found in the packing as standard accessory. In case they become part of some lost property, what can be used as the substitute?

   If the active pens are no longer working or have been lost, users can still trigger the P-Cap touch by their fingertips. In the mean time, all users are welcome to order active pens from our office web-site or contact their direct sales representative for additional assistance.

5. It is found that the housing becomes very hot after being used for a period of time, is this considered standard incident? Any negative impact?

   This is considered standard incident as with a home TV set. No negative impact shall be introduced. All products pass thermal test at development phase, and are compliant to national safety regulation.

6. Will there be any harm to human eyes after using BESTBOARD for a long period of time?

   Human eyes can only respond to changes below 50Hz. Any light blinking at the frequency below 50Hz will be easily caught by human eyes that actually alter themselves incessantly to achieve such a goal. This will eventually occasion eyes muscle fatigue. The LCD panel built-in BESTBOARD operates only at 60Hz and 120Hz frequency which is beyond the sensing range of human eyes and, in comparison with other products in the market, will dramatically minimize any possible harm to human eyes.

BESTBOARD

9. Trouble Shooting

Boot up issues

- Automatic shutdown

1. Ensure schedule shutdown or standby is turned off;
2. Check input source. Bestboard will be brought to save mode for standby if no input signal is present;
3. Check if AC power is stable;

- No indication

1. Check power;
2. Check if the rock switch is at “on” position;

- Remote Control Access Window shows red indication, but nothing occurs on the press of remote control or power button.

1. Remove all external cables, cut the power for 10 minutes prior to next retry;
2. If nothing occurs after the first approach, please contact customer support;

- Incorrect color on display

1. If external PC is connected, please check VGA connector or change VGA cable;
2. If first approach does not resolve the issue, please change to use another PC for verification;

- Only display but no sound

1. Adjust the volume;
2. If external PC is connected, check audio cable and the audio port which is connected;

- Touch is not accurate or no touch function

BESTBOARD

1. Check if EMR active pen or finger is touching the screen vertically;
2. Check if any other object is touching the screen, for example, a metallic object;
3. In the case of external PC being connected, check if the touch USB cable is correctly connected.

10. Maintenance

Some correct maintenance could help to prevent the occurrence of most little issues. Periodic cleaning could help to hold the unit nice and tidy as well as excellent operation. Please ensure to unplug the power cord to prevent any electrical shock.

Clean the screen:

1. Use a solution of mild soap and water, and mix them together.
2. Immerse a dry cloth, preferably micro-fiber cleaning cloth into the mixed solution.
3. Wring the cloth until dry and mop the screen gently.
4. Repeat a few times (Remember no water is allowed to be present within the device) to complete the cleaning.

Clean the frame

Please use a dry, soft, lint-free cloth to clean

If the device is to be put aside for a long time, please remove the power cord to avoid any damage by external power source such as thundering

11. Copyright Statement

1. Copyright statement: All hardware design and software program are protected by copyright. The corresponding legal responsibility should be inflicted if any interpretation of this user's manual is attempted without the authorization by Sinocan International.

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2. All contents delivered within this user's manual is only for the purpose of reference. No form of promise is issued.

3. The product outlooking design, function, and hardware improvement is reserved by Sinocan International and is subject to change without further notice.

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Warning：

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

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: 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.
NOTE: This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20Cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter