User Manual

7” Multi Function Pad

mPAD2-7-CHT4-I

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ECS ELITEGROUP

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Intel and Pentium are trademarks of Intel Corporation.

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Declaration of Conformity

FCC Class B

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.

FCC Label Compliance Statement:

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.

Part No. 2014050100 Edition 1

Printed in China May 2014

Warning! *Any changes or modifications made to the equipment which are not expressly approved by the relevant standards authority could void your authority to operate the equipment.*

Attention! *Toute modification apportée à l'équipement qui n'est pas expressément approuvé par l'autorité des normes pertinentes peuvent annuler votre droit à faire fonctionner l'équipement.*

Caution! *Danger of explosion if battery is incorrectly replaced.*
Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions

Attention! *Danger d'explosion si la pile est remplacée de façon incorrecte.*
Remplacez-la uniquement avec le même type ou équivalent recommandé par le fabricant.
Jetez les piles usagées selon les instructions du fabricant

RF Exposure Information (SAR) This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/eot/ea/fccid after searching on FCC ID: WL6TC7A-W

Packing List

Before setting up the system, check that the items listed below are included and in good condition. If any items are missing, please contact your dealer immediately.

- mPAD2-7-CHT4-I Pad x1
- Strap x1
- DC Charge Cable x1
- HDMI Docking cable x1
- USB3.0 Docking cable x1
- Docking x1
- MSR Module x1
- SCR Module x1
- Barcode scanner Module x1
- USB Ethernet Module x1

Warning! *To prevent electric shock, Do not remove cover.*
No user serviceable parts inside, refer servicing to qualified personnel.

Attention! *Pour éviter un choc électrique, ne pas retirer le couvercle.*
Aucune pièce réparable par l'utilisateur, voir l'entretien à du personnel qualifié.

Additional Information and Assistance

1. Visit the ECS websites at www.ecs.com.tw where you can find the latest information about the product.
2. Contact your distributor, sales representative, or ECS's customer service center for technical support if you need additional assistance. Please have the following information ready before you call:
   - Product name and serial number
   - Description of your peripheral attachments
   - Description of your software (operating system, version, application software, etc.)
   - A complete description of the problem
   - The exact wording of any error messages
   - This equipment is a source of electromagnetic waves. Before use, please make sure that there are not EMI sensitive devices in its surrounding which may

- ***Warning!***
- *1. Input voltage rated 100 – 240Vac, 50-60 Hz, 1.0 – 0.5 A, Output Voltage*
- *rated 12Vdc / 3A*
- *2.*Use a 3.7V, 4100mAh Lithium0ion battery (Model No. MICA-071)
  3. Maintenance: to properly maintain and clean the surfaces,
  use only approved products or clean with a dry applicator

- ***Attention!***

1. Tension de sortie Tension d'entrée nominale 100 – 240Vac, 50-60 Hz, 1.0 – 0.5 A, la note de 12Vdc / 3A

2.Utiliser un V @ 4100 mA Batterie Lithium-ion (modèle n ° LWN436789) 3.7

3. Entretien: bien entretenir et nettoyer les surfaces, utiliser uniquement des produits approuvés ou nettoyer avec un applicateur sec

Caution!

This adapter Asian Power Devices Inc Type: WA-36A12RU-AAAG is a forming part of the medical device.

IEC 60417 – 5009 : STAND-BY

IEC 60417 – 5031 : Direct Current

IEC 60417-5172 : Class Ⅱ equipment

Operation Instructions

Safety Instructions

Your system is designed and tested to meet the latest standards of safety for information technology equipment. However, to ensure your safety, it is important that you read the following safety instructions.

Setting up your system

- Read and follow all instructions in the documentation before you operate your system.
- Do not use this product near water or a heated source such as a radiator.
- Set up the system on a stable surface.
- Use this product in environments with ambient temperatures between 0°C and 35°C.

Attention during use

- Do not step on the power cord or let anything rest on top of it.
- Do not spill water or any other liquid on your system.
- When the system is turned OFF, a small amount of electrical current still flows. Always unplug all power, modem, and network cables from the power outlets before cleaning the system.
- If you encounter the following technical problems with the product, unplug the power cord and contact a qualified service technician or your retailer.
- The power cord or plug is damaged.
- Liquid has been spilled into the system.
- The system does not function properly even if you follow the operating instructions.
- The system was dropped or the cabinet is damaged.
- The system performance changes

Intend use

The equipment is intended for infant or adults by profession Health care professionals.

Mobile electronic medical records (EMR)
Move the image library
Mobile rounds
Move the drug
Mobile registration branch

Safety Instructions

1. Read these safety instructions carefully.

2. Keep this User Manual for later reference.

3. Disconnect this equipment from any AC outlet before cleaning. Use a damp cloth. Do not use liquid or spray detergents for cleaning.

4. For plug-in equipment, the power outlet socket must be located near the equipment and must be easily accessible.

5. Keep this equipment away from humidity.

6. Put this equipment on a reliable surface during installation. Dropping it or letting it fall may cause damage.

7. The openings on the enclosure are for air convection. Protect the equipment from overheating. DO NOT COVER THE OPENINGS.

8. Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.

9. Position the power cord so that people cannot step on it. Do not place anything over the power cord.

10. All cautions and warnings on the equipment should be noted.

11. If the equipment is not used for a long time, disconnect it from the power source to avoid damage by transient overvoltage.

12. Never pour any liquid into an opening. This may cause fire or electrical shock.

13. Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel.

14. If one of the following situations arises, get the equipment checked by service personnel:

    a. The power cord or plug is damaged.

    b. Liquid has penetrated into the equipment.

    c. The equipment has been exposed to moisture.

    d. The equipment does not work well, or you cannot get it to work according to the user's manual.

    e. The equipment has been dropped and damaged. f. The equipment has obvious signs of breakage.

15. DO NOT LEAVE THIS EQUIPMENT IN AN ENVIRONMENT WHERE THE STORAGE TEMPERATURE MAY GO BELOW -20° C (-4° F) OR ABOVE 60°C (140° F). THIS COULD DAMAGE THE EQUIPMENT. THE EQUIPMENT SHOULD BE IN A CONTROLLED ENVIRONMENT.

16. If your computer is losing time significantly or the BIOS configuration resets itself to the default, the battery may have no power.

1. Do not replace battery yourself. Please contact a qualified technician or your retail provider.

Caution!

2 .**The computer is provided with a battery-powered real-time clock circuit. There is a danger recommended by the manufacturer.** Discard used batteries according to the manufacturer's instructions.

1. Ne pas remplacer la batterie vous-même. S'il vous plaît contacter un technicien qualifié

Attention!

ouvotre fournisseur de détail.

2. L'ordinateur est muni d'un circuit en temps réel de l'horloge alimentée par batterie. Il ya un danger d'explosion si la pile est remplacée de façon incorrecte. Remplacez uniquement par un type identique ou équivalent recommandé par le fabricant. Jetez les piles usagées selon les instructions du fabricant.

17. CLASSIFICATION: Supply Class II adapter
(EDAC, EM1024PR)
No applied part
Continuous Operation
Not AP or APG category

18.Disconnect device: Removed the supply plug of direct plug–in adapter from the wall.

19.Follow national, state or local requirements to dispose of unit.

20.Maintenance: to properly maintain and clean the surfaces, use only the approved products or clean with a dry applicator.

21.Contact information:
No.239, Sec. 2, Tiding Blvd., Neihu District, Taipei City 11493, Taiwan (R.O.C.).
TEL: +886 2-2162-1177

22.This equipment shall not be used as a life support system.

23. Accessory equipment connected to the analog and digital interfaces must be in compliance with the respective nationally harmonized IEC standards (i.e. IEC 60950 for data processing equipment, IEC 60065 for video equipment, IEC 61010-1 for laboratory equipment, and IEC 60601-1 for medical equipment.) Furthermore all configurations shall comply with the system standard IEC 60601-1-1. Anyone who connects additional equipment to the signal input part or signal output part is configuring a medical system, and is therefore, responsible that the system complies with the requirements of the system standard IEC 60601-1-1. The unit is for exclusive interconnection with IEC 60601-1 certified equipment in the patient environment and IEC 60XXX certified equipment out- side of the patient environment. If in doubt, consult the technical services department or your local representative.

CLASSIFIED C UL US
E465090

MEDICAL - GENERAL MEDICAL EQUIPMENT
AS TO ELECTRICAL SHOCK, FIRE AND MECHANICAL
HAZARDS ONLY IN ACCORDANCE WITH ANSI/AAMI
ES 60601-1 (2005) + AMD (2012),
CAN/CSA-C22.2 No. 6060-1 (2008) + (2014)

24.Users must not allow SIP/SOPs to come into contact with the patient at the same time.

25.The sound pressure level at the operator's position according to IEC 704-1:1982 is no more than 70dB (A).

DISCLAIMER: This set of instructions is given according to IEC 704-1. ECS disclaims all responsibility for the accuracy of any statements contained herein.

26. Turning off 7” multi function Pad, mPAD2-7-CHT4-M properly is important for system reliability.
There are two ways to turn off the system.
1. On the start menu, click “Shut down” and select “OK”
2. Push the power button and then the system will shut down automatically

27. Product disposal notice

INPORTANT:

This symbol if the crossed out wheeled bin indicates that the product (electrical and electronic equipment) should not be placed in municipal waste. Check local regulations for disposal of electronic products.

28. mPAD2-7-CHT4 product service life is 3 Years.
29. The expected service life of the battery pack is expected to be approximately 3000 cycles.
This device has no shelf life, however the battery contained within has, therefore the device shall be charged to full battery volume at least once every 6 months.
30. Do not modify this equipment without authorization of the manufacturer
31. The separable plug is used as isolation means, the device do not be positioned so that it is difficult to disconnect device.
32. If power supply cord is optional in CCL, then need some statement in manual indicating user to use suitable supply cord, ex medical grade and reliable grounding?
1. Grounding reliability can only be achieved when the equipment is connected to an equivalent receptacle marked" Hospital Only" or "Hospital Grade".
2. Use a power cord that matches the voltage of the power outlet, which has been approved and complied with the safety standard of your particular country.
33. Contact information:
ECS(ELITEGROUP COMPUTER SYSTEM) Co., Ltd.
No.239, Sec. 2, Tiding Blvd., Neihu District, Taipei City 11493, Taiwan (R.O.C.).
TEL: +886 2-2162-1177
FAX: +886 2-2797-0690
http://www.ecs.com.tw

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Chapter 1

General Information

1.1 Introduction

mPAD2-7-CHT4 is a multimedia Atom Mobile processor-based computer. It is a PC-based system with 7" TFT LCD display and a stereo audio controller. mPAD2-7-CHT4 is a simple, complete and highly integrated mobile multimedia system which allows system integrators to easily build a Mobile Clinical Assistant Terminal into their applications.

Common industrial applications include factory automation systems, precision machinery, and production process control. It is also suitable for many non-industrial applications, including interactive kiosk systems, entertainment management, and car park automation. mPAD2-7-CHT4-M is a reliable, cost-effective solution to meet an application's processing requirements.

1.2 Medical Application

The all new 7 " tablet from ECS are high performance tablets for professionals. Featuring an IPx0 ingression-resistant housing that can be wiped with clean water for infection control and 80 cm drop resistance, mPAD2-7-CHT4 is designed for the healthcare environment. The 1D/2D barcode scanner supports positive patient identification and the 15Wh battery provides uninterrupted use 5 hrs. mPAD2-7-CHT4 is secure for healthcare. Two factor authentication is delivered through integrated NFC or optional USB smartcard accessories. Optional mobile device management (MDM) solutions enable full control over applications, encryption, connectivity and more on a single or group user level. With integrated WIFI, Bluetooth® 4.0, mPAD2-7-CHT4 offers always-on connectivity in all environments. Retrieve patient data, view lab results in real time and communicate with clinical team members using the integrated cameras and microphone

1.3 Specifications

Table 1.1: mPAD2-7-CHT4-I

Item	Description
Dimensions (WþDþH)	125 mm x 200 mm x 15.5 / 23.5 mm (bottom / top)
Weight	490g
CPU and Chipset	Intel Cherry Trail-T MSP Type4 Z8550
Memory	DDR3L 1600MHz
Graphics	Intel HD Graphics , Gen8-LP 16EU up to 650MHz Max display resultion up to 2560 x 1600 7" LCD, Mipi ,1280 x 800 pixels
Audio	Realtek ALC5645 Internal Speaker x1
I/O Ports	1 x Mic/Head phone jack combo
	1 x Micro SD card slot
	1 x Docking Port (with AC-IN, HDMI, USB)
	1 x USB3.0 micro type B
Display	7" TFT LCD Panel
Touch Panel	Support 10-points multi-touch(Capacitive)
Max. Resolution	1280 x 800 pixels
Stylus Pen	Active Stylus Pen
Storage	EMMC 32G/64G
Communication	WiFi- Wi-Fi 802.11 a/b/g/n/ac Bluetooth 4.0 LE NXP NPC100 ISO14443 Type A, Type B, PC/SC (windows driver support)
Thermal Solution	Fan less Design
Operating System	Windows 10 Industry Pro 64Bits
Barcode Scanner	1D/2D Barcode scanner

Camera	8.0 Mega pixel camera with LED light Auto-focus supported
Web Camera	2.0 Mega pixel VGA camera
Frequency Stability	tolerance limit is +/- 20 ppm
Control Button	Power button: On the right side of mPAD2-7-CHT4-M
	Barcode scanner buttons: On the Top side
	Volume control button
	Home Key button
Indicated LED	Power LED & Battery status LED Full → Blue Charging → Orange
Power Adapter	ADP WA-36A12RU-AAAG Input voltage rated: 100-240Vac, 50-60Hz, 1.0-0.5A Output voltage rated: 12Vdc, 3A
Battery	3 Hr charging time
Certification	FCC Part 15 Class B, CE, CB EN60950, IEC60601-1, RoHS , WEEE (Documents ready only), BSMI, NCC Battery Pack: UL2054, IEC62133, UN38.3
Environment Condition	Drop : 0.8m / 2.7ft. Drop to steel surface, 1drops per 6 sides Vibration : 4Gs peak, 5Hz to 2kHz, 1 hour duration per axis Operating Temp : 0 ℃ to 35℃ Altitude: : 3,000 m Storage / Transportation Temp : -20° C ~ +60° C Storage / Transportation : 500 – 1013hpa Operating Relative Humidity: 10% - 90%RH; Storage/ Transportation Relative Humidity: 5% - 90%RH Operation Pressure : 700 – 1013hpa Transportation / Storage Pressure : 500 – 1013hpa

1.4 Cleaning/Disinfecting

- During normal use mPAD2-7-CHT4-I may become soiled and should, therefore, be cleaned regularly. Steps:
  1. Wipe mPAD2-7-CHT4-I with a clean cloth that has been moistened in the cleaning water.
  2. Prepare water per manufacturer's instructions or hospital protocol.
  3. Wipe thoroughly with a clean cloth.

Caution! *Do not immerse or rinse* mPAD2-7-CHT4-I *or its peripherals. If you accidentally spill liquid on the device, disconnect the unit from the power source. Contact your Biomed personnel regarding the continued safety of the unit before placing it back in operation.*

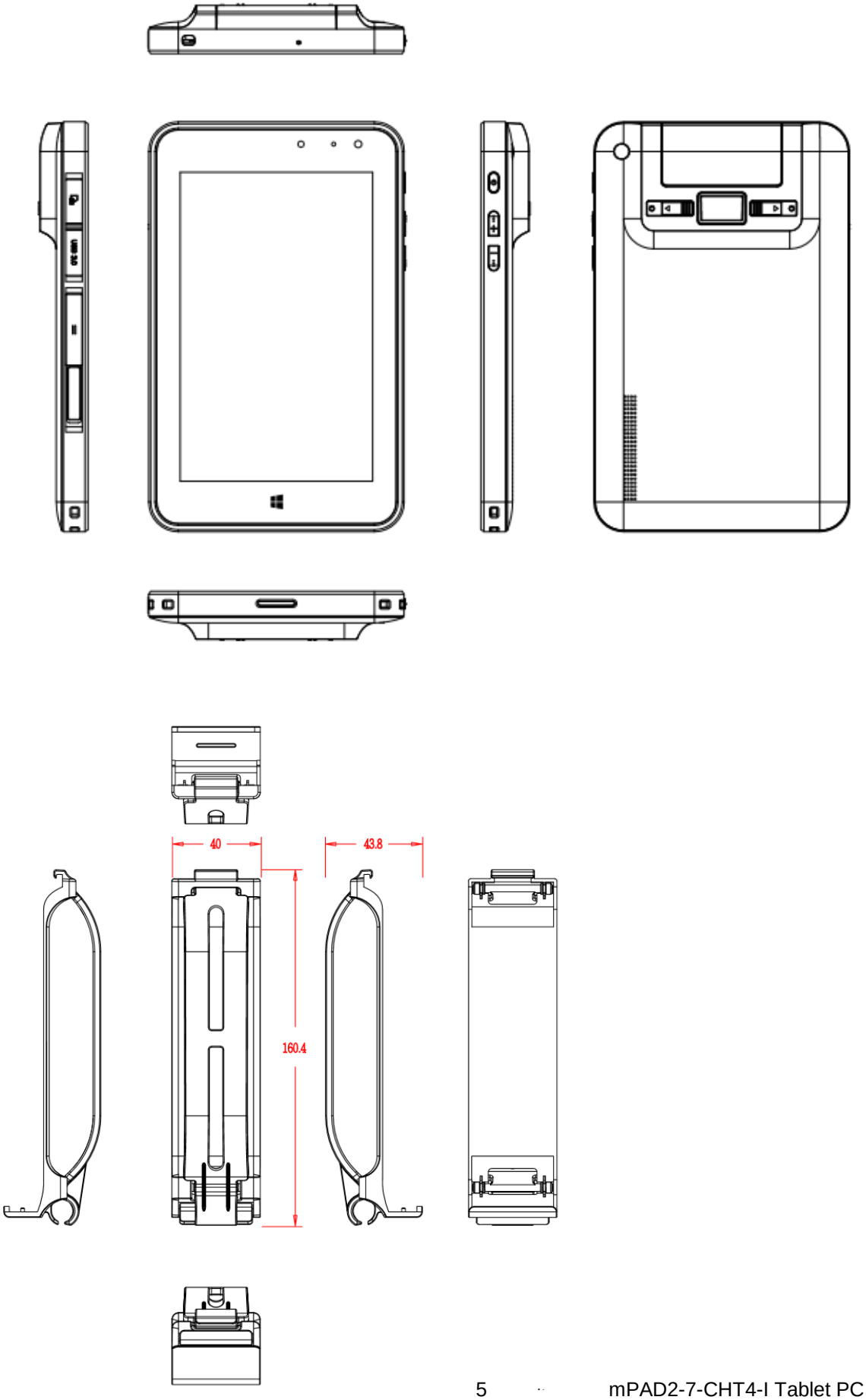
Do not spray cleaning agent on the chassis.

Do not use disinfectants that contain phenol.

Do not autoclave or clean mPAD2-7-CHT4-I *or its peripherals with strong aromatic, chlorinated, ketone, ether, or other solvents, sharp tools or abrasives. Never immerse electrical connectors in water or other liquids.*

Attention! *Ne pas immerger ou rincer* mPAD2-7-CHT4-I *ou ses périphériques. Si vous renversez par accident un liquide sur l'appareil, débranchez l'appareil de la source d'alimentation. Contactez votre Biomed concernant la sécurité continue de l'unité avant de la remettre en service.*
Ne pas pulvériser l'agent de nettoyage sur le châssis.
Ne pas utiliser de désinfectants contenant du phénol.
Ne pas passer à l'autoclave ou mPAD2-7-CHT4-I *A propre ou ses périphériques avec fortes, cétone, éther, ou d'autres solvants, des outils tranchants ou abrasifs aromatiques chlorés. Ne jamais plonger connecteurs électriques dans l'eau ou d'autres liquids.*

1.5 Dimensions



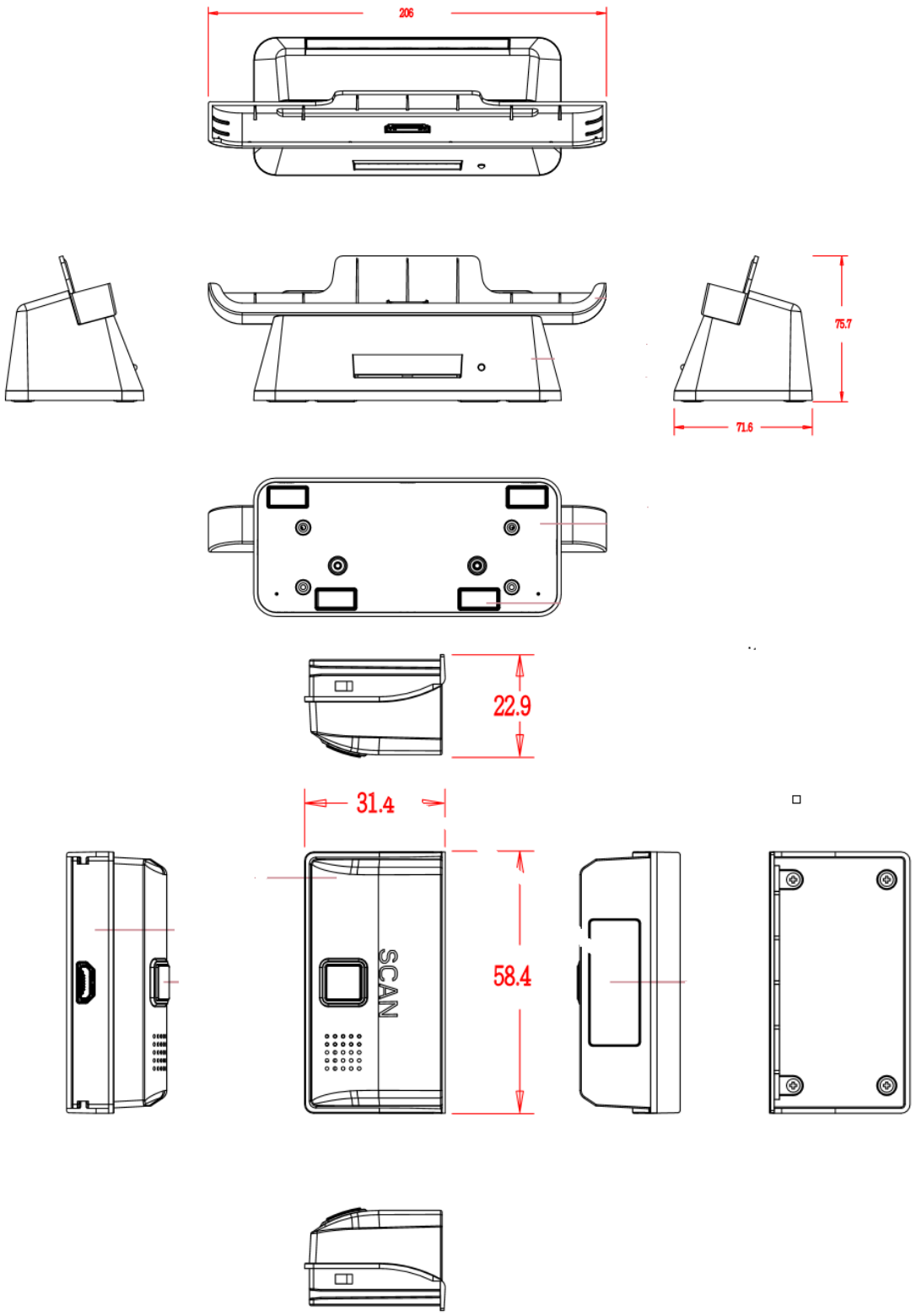


Figure 1.1 mPAD2-7-CHT4-I Dimensions

Chapter 2

Getting Started

2.1 A Quick Tour of mPAD2-7-CHT4-I

Before you start to set up mPAD2-7-CHT4-I, take a moment to become familiar with the locations and purposes of the controls, drives, connections and ports, which are illustrated in the figures below.

When placed upright on the desktop, the mPAD2-7-CHT4-I front panel appears as shown in Figure 2.1.

Figure 2.1 Front View

The card slots, USB3.0 Port and docking connector are on the Light side of the tablet PC.

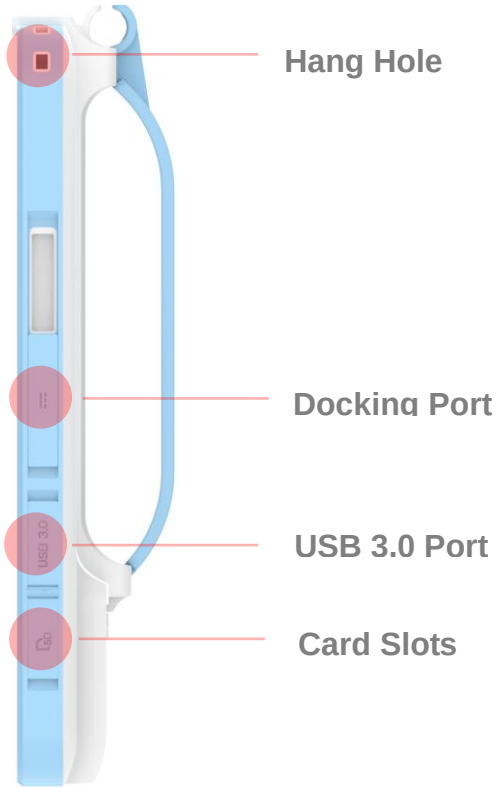


Figure 2.2 Left Side View

The volume control button, Power on button on the right side of the tablet PC.

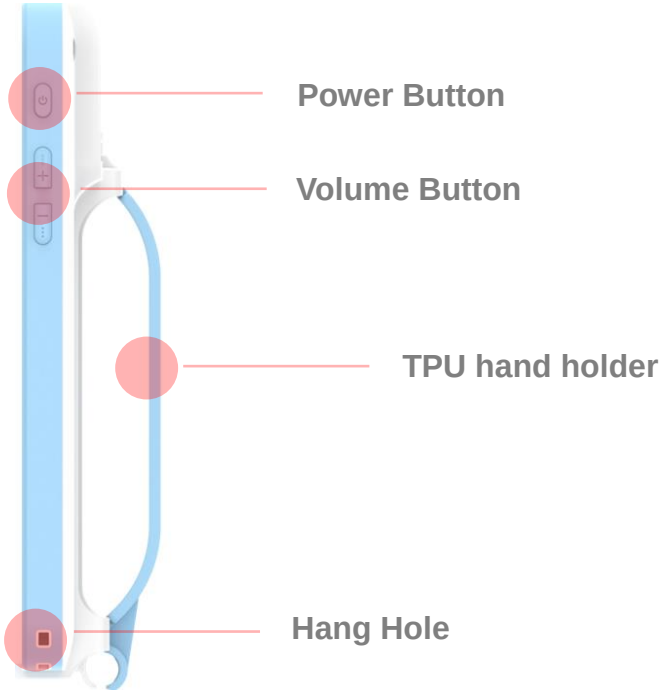


Figure 2.3 Right Side View

The rear view of the tablet PC is depicted in Figure 2.4.

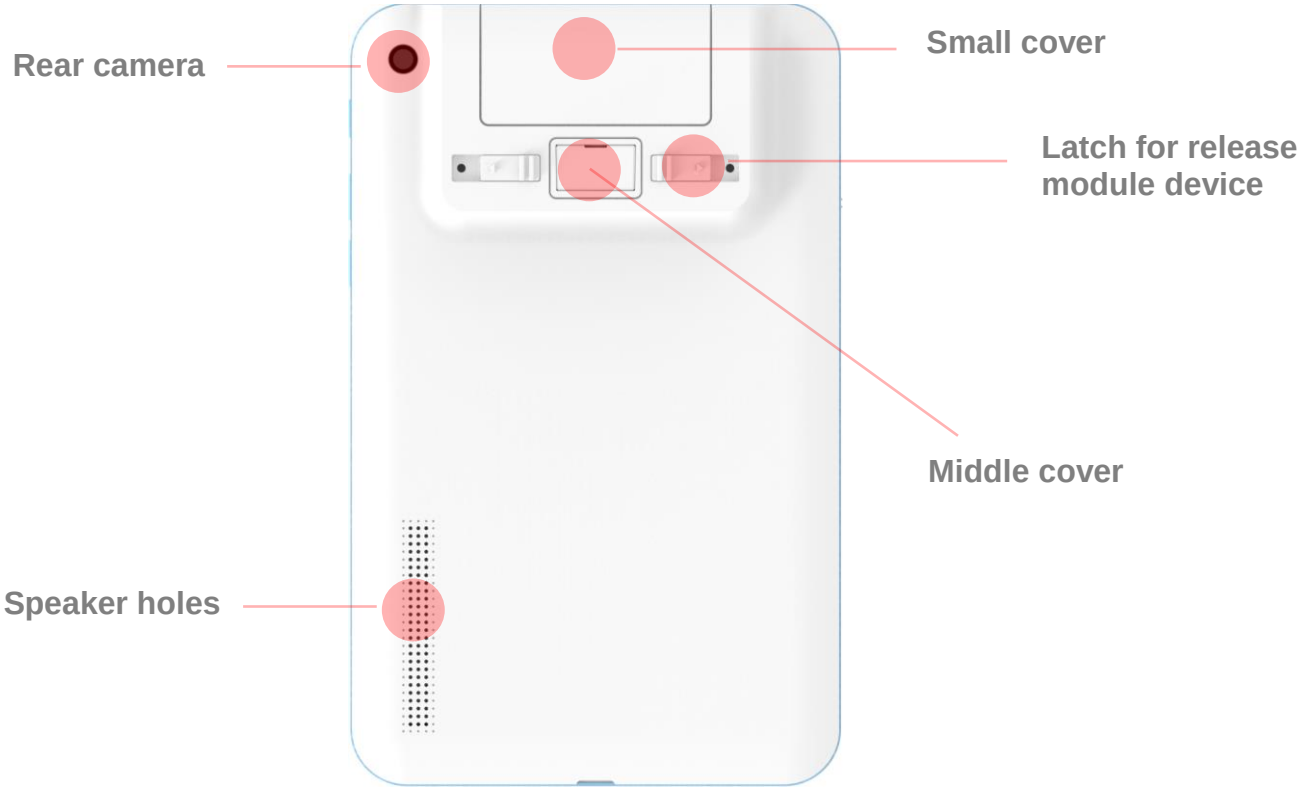


Figure 2.4 Rear View

The top side of the tablet PC contains headphone jack.

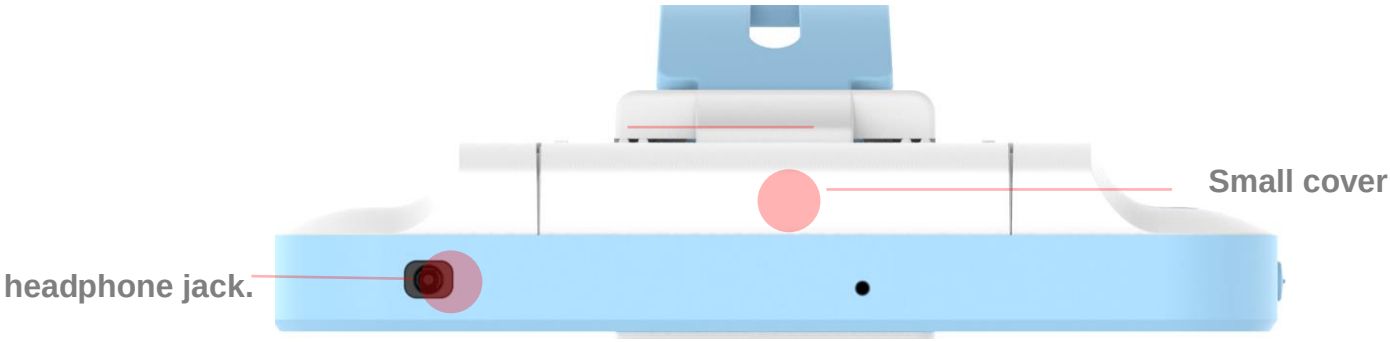


Figure 2.5 Top View

2.2 A Quick Tour of mPAD-7-CHT4-I Docking Holder (Optional)

When you place the docking station on the desktop, its front panel appears as shown in Figure 2.6.

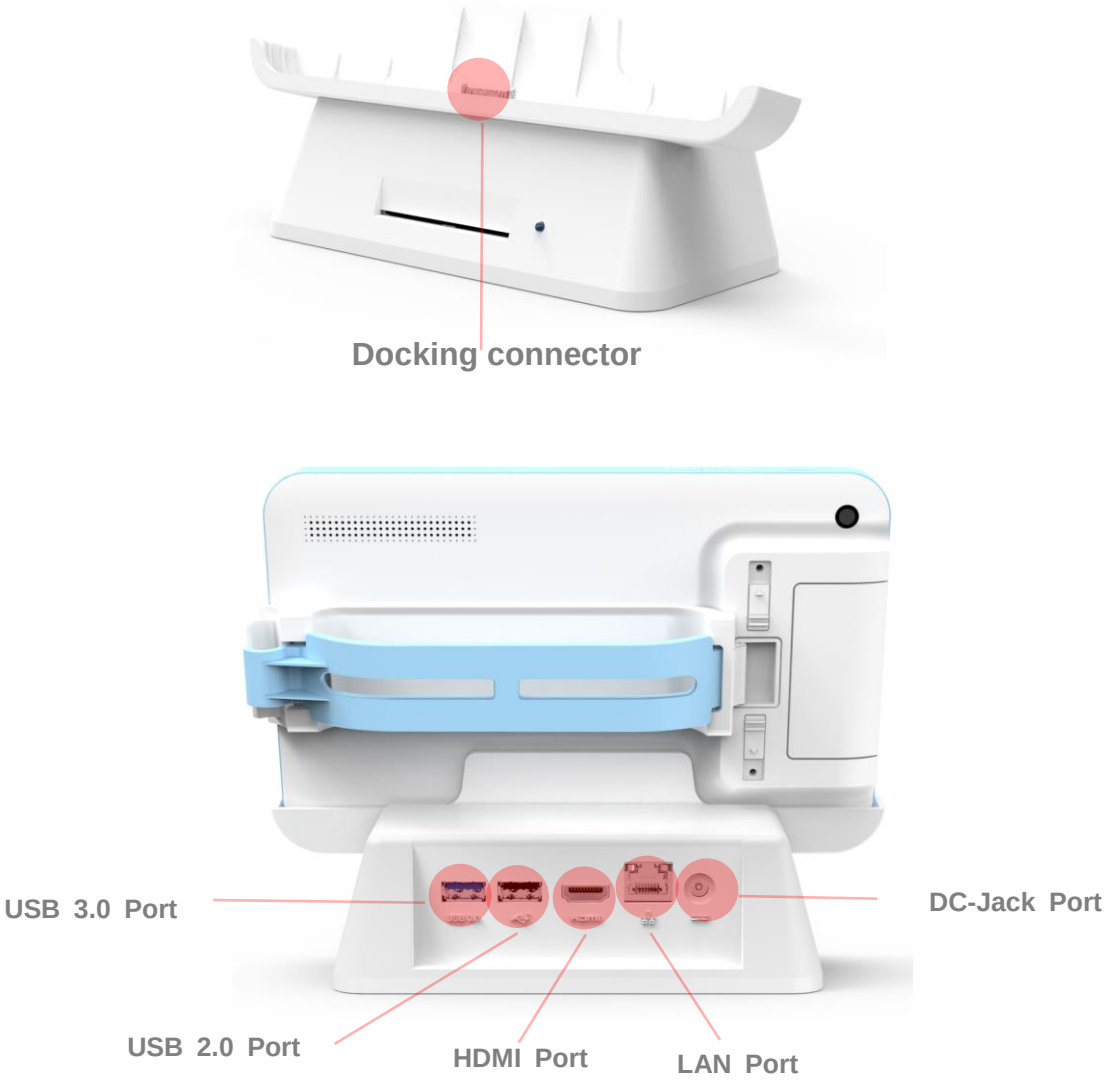
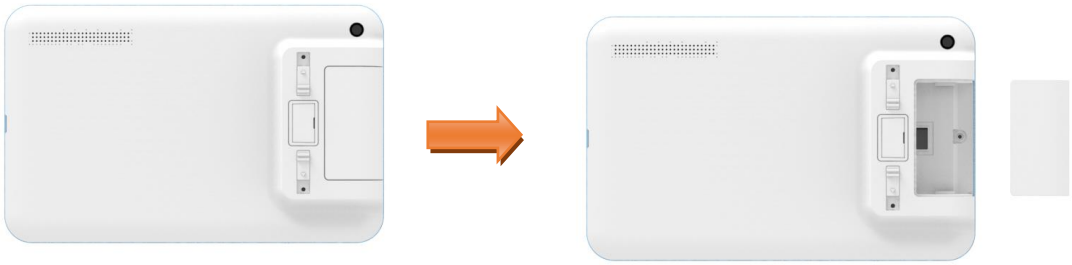


Figure 2.6 Rear View of Docking Station

2.3 Insert the USB Module into the mPAD2-7-CHT4-I TABLET (Optional)



Step 1. Removed the small cover

Step 2. Insert the USB Module into the mPAD2-7-CHT4 TABLET

2.4 Installation Procedures

2.4.1 Install the Strap (Optional)

This strap is designed for the mPAD2-7-CHT4-I, which make the tablet convenient to hold.

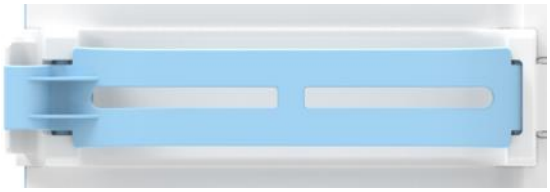


Figure 2.7 Strap

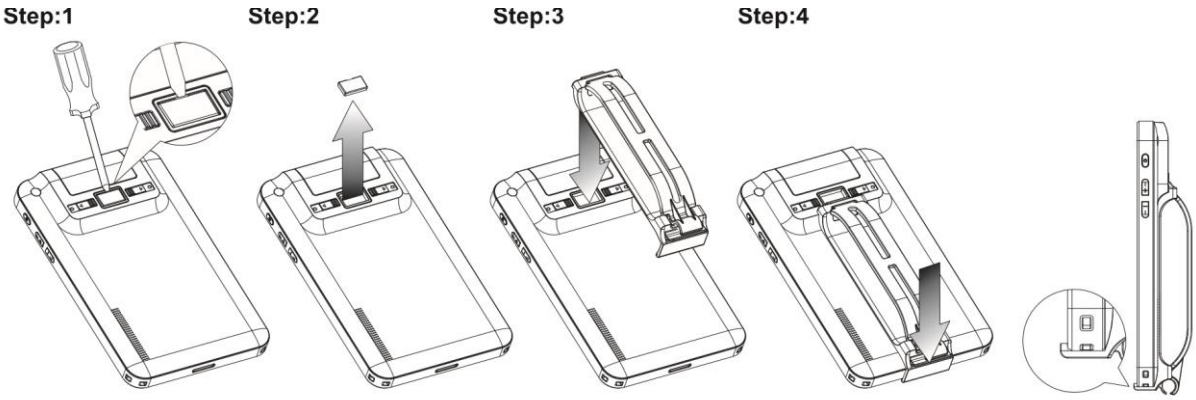


Figure 2.8 Install the Strap

2.4.2 Insert / Hang the Stylus Pen (Optional)

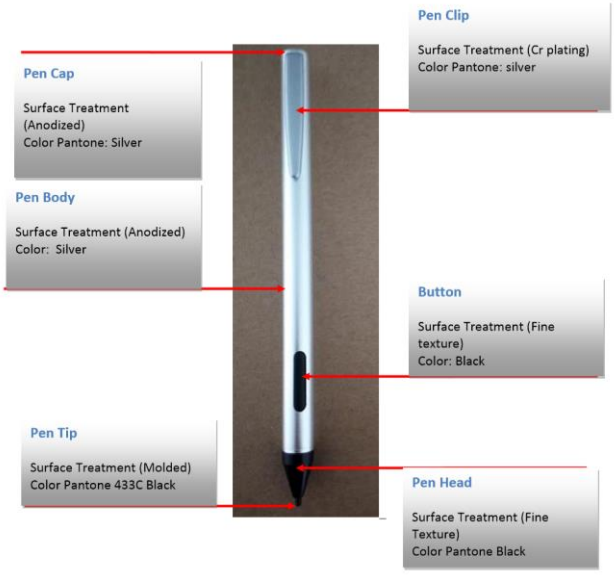


Figure 2.9 Stylus Pen

a. Hang and secure the stylus Pen through the hang hole of the mPAD2-7-CHT4-I
b. Insert and secure the stylus Pen onto the strap.

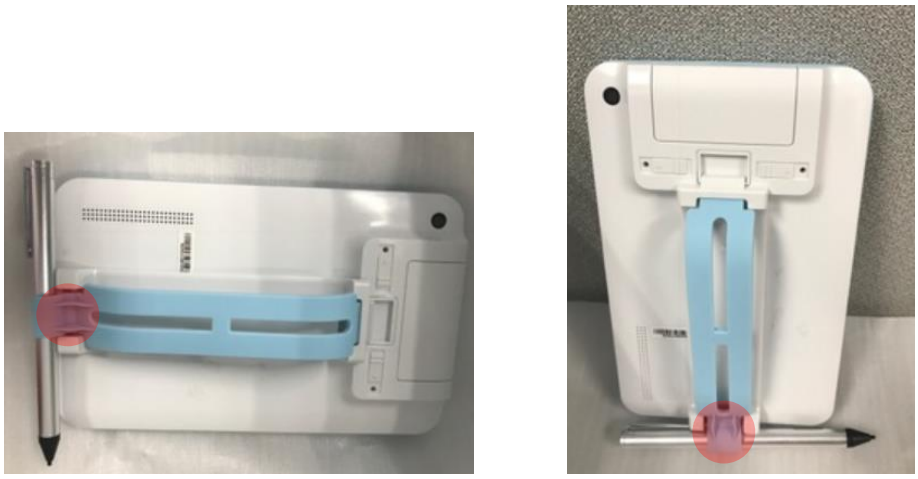


Figure 2.10 Secure the stylus Pen.

2.4.3 Insert the mPAD2-7-CHT4-I into the Docking Station (Optional)

1. Open and turn the protective cover of the docking port to the opposite side and press to lock it into its reserved slot.

Figure 2.11 Open and secure the protective cover

2. Align the docking port to the docking connector to insert the tablet into the docking station and press it right into position.

Figure 2.12 mPAD2-7-CHT4-I in Docking Station

Note! *Before placing the tablet into the docking station, please make sure that the protective cover of docking port is placed right into its reserved slot.*

2.4.4 Connecting the Power Cord for the Docking Station

Be sure to always handle the power cords by holding the plug ends only. Follow these procedures in order:

1. Insert the mPAD2-7-CHT4-I into the docking station as previous section 2.3.3.(See Figure 2.13).
2. Connect the female end of the power cord to the DC-in jack of the docking station.
3. Connect the 2-pin male plug of the power cord to an electrical outlet.

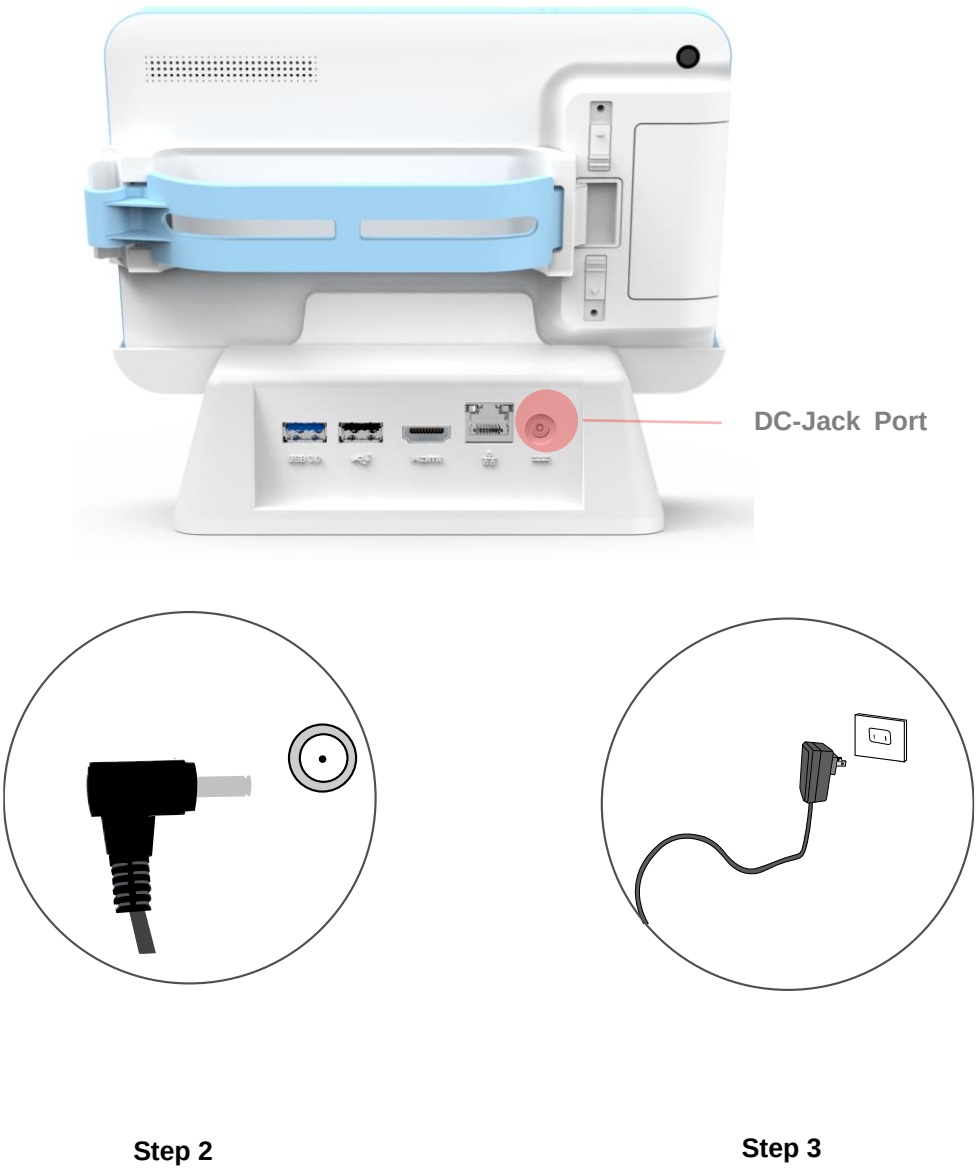
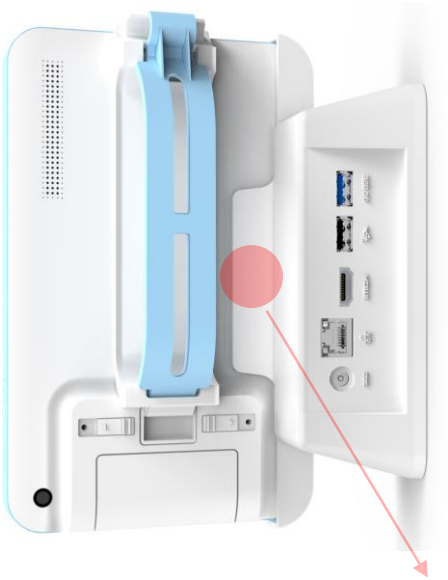


Figure 2.13 Connecting the AC Adapter Power Supplier to the Docking Station

Note! The docking station is for mPAD2-7-CHT4-I battery charge only. Do not operate the mPAD2-7-CHT4-I once it has been inserted into the docking station.

2.4.5 Warning information for table use.

2.4.5.1 Connect to HDMI monitor



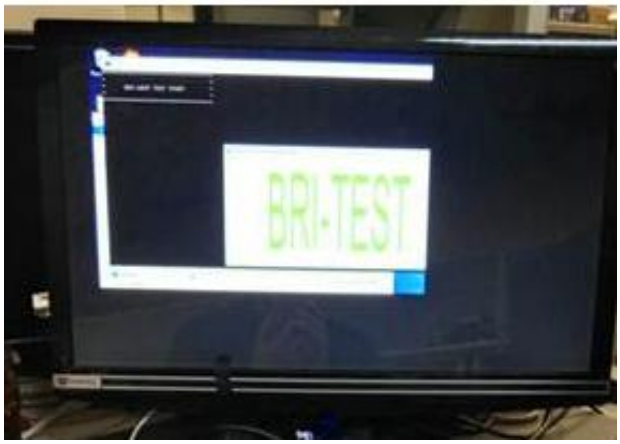
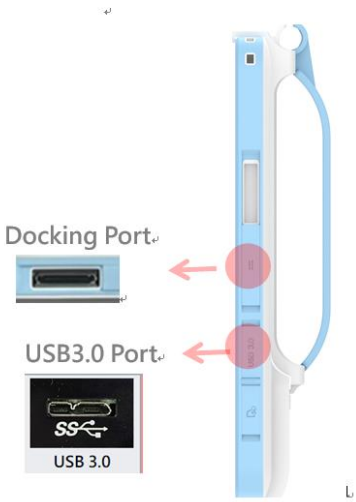


Figure 2.14 when table put into Dock.

When table put into Dock, Connect to HMDI monitor, the display will not show full screen on first time, please restart operation system, it will be normal.

2.4.5.2 Precautions for use with output port



1. Connect dock port only, please use usb2.0 device or usb3.0 device.
2. Connect usb3.0 port only, please use usb2.0 device or usb3.0 device.
3. Connect dock port and usb3.0 port as same time, please use usb2.0 device, don't use usb3.0 device.
4. Please don't connect Dock port, usb3.0 port, module usb port as same time, it will be safety consideration.

Chapter 3

EMC TEST REPORT

Chapter 3 EMC TEST REPORT

3.1 Description of Standards and Results for EN55022/EN55024

EMISSION			
Description of Test Item	Standard	Limits	Results
Conducted disturbance	CISPR 11:2009+A1:2010 EN 55011:2009+A1:2010	Group 2, Class B	PASS
		Minimum passing margin is 6.69dB at 0.158MHz	
Radiated disturbance (30-1000MHz)	CISPR 11:2009+A1:2010 EN 55011:2009+A1:2010	Group 2, Class B	PASS
		Minimum passing margin is 3.10dB at 593.628MHz	
Radiated disturbance (Above 1GHz)	CISPR 11:2009+A1:2010 EN 55011:2009+ A1:2010	Group 2, Class B	PASS
		Minimum passing margin is 3.22dB at 1482.48MHz	
Harmonic current emissions	IEC 61000-3-2:2014	Class D	PASS
Voltage fluctuations & flicker	IEC 61000-3-3:2013	Section 5	PASS
IMMUNITY (EN 60601-1-2 2015)			
Description of Test Item	Standard	Limits	Results
Electrostatic discharge (ESD)	IEC 61000-4-2: 2008	Section 6.2.1.10	PASS
Radiated RF electromagnetic fields	IEC 61000-4-3: 2010	Section 6.2.1.10	PASS
Electrical fast transients and bursts	IEC 61000-4-4: 2012	Section 6.2.1.10	PASS
Surge	IEC 61000-4-5: 2005	Section 6.2.1.10	PASS
Conducted disturbances, induced by RF fields	IEC 61000-4-6: 2013	Section 6.2.1.10	PASS
Power frequency magnetic fields	IEC 61000-4-8: 2009	Section 6.2.1.10	PASS
Voltage dips	IEC 61000-4-11:2004	Section 6.2.1.10	PASS
Voltage interruptions		Section 6.2.1.10	PASS NOTE
N/A is an abbreviation for Not Applicable NOTE: means a deviation from the requirement of EN 60601-1-2 Section 6.2.1.10), but it's allowed.			

Chapter 4

Troubleshooting

Chapter 4 Troubleshooting

After Power on the TABLET for the first time you may experience some start up

problems. Before calling for technical support or returning for warranty, this chapter

may help to address some of the common questions using some basic troubleshooting tips.

4.1 Solving Problems

Follow these tips when you troubleshoot your computer:

• If you added or removed a part before the problem started, review the installation

procedures and ensure that the part is correctly installed.

• If a peripheral device does not work, ensure that the device is properly connected.

• If an error message appears on the screen, write down the exact message. This

Message may help support personnel diagnose and fix the problem(s).

• If an error message occurs in a program, see the program's documentation.

Note: The procedures in this document were written for the Windows default view, so they may not apply if you set your computer to the

Windows Classic view.

4.2 Troubleshooting Display Problems

Setting display background and icon properties:

1. Right-click the desktop anywhere except over an icon, then select Personalize from the pop-up menu.

2. From here, select the appropriate options to:
• Change the desktop background

• Select a screen saver

• Select colors and appearance options for icons and characters

• Set resolution and colors by using Display Settings options.

Problem: Ripple on screen
Troubleshooting and problem resolution:

1. Check for devices located less than one meter from the computer such as refrigerators, electric fans, electric dryers, UPSs, regulators, fluorescent lamps or other computers that may be generating magnetic interference.

2. Move any interfering devices away from the computer.

3. If the problem persists, consult with our Service.

4.3 Troubleshooting Audio Problems

Problem: No sound from integrated speakers.

Troubleshooting and problem resolution:

• Adjust the windows volume control — Double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted. Adjust the volume, bass, or treble controls to eliminate distortion.

• Reinstall the audio driver.

• Disconnect headphones from the headphone connector — Sound from the speakers is automatically disabled when headphones are connected to the computer's side-panel headphone connector.

Problem: No sound from headphones.

Troubleshooting and problem resolution:

• Check the headphone cable connection — Ensure that the headphone cable is securely inserted into the headphone connector.

• Adjust the windows volume control — Click or double-click the speaker icon in the lower-right corner of your screen. Ensure that the volume is turned up and that the sound is not muted.

4.4 Clean tips

The following steps explains how to clean the panel:

1. When cleaning the computer, please make sure that the computer is switched off.
2. Put on gloves to prevent stains on the touch panel and prevent injured by the sharp edge of the touch panel.
3. Do not hold FPC/Copper tail while handing the touch panel.
4. Do not pile up touch panel and put heavy matter on touch panel.
5. Do not add any stress on touch film.
6. Use dry cloth or soft cloth with water for clearing, the touch panel in case of dirt on it.
7. Do not use any organic solvents.