

i3TOUCH Excellence

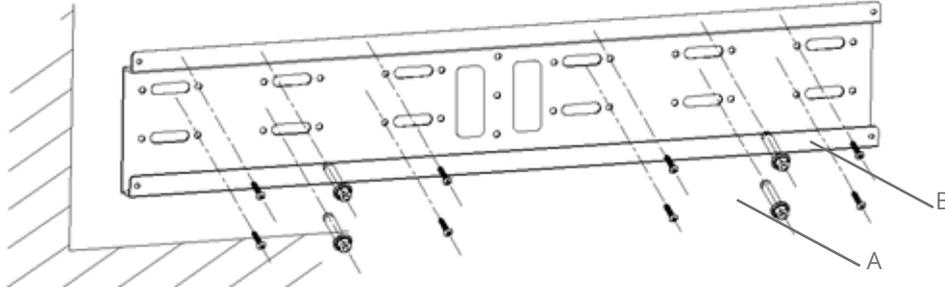
Installation guide
Version 3.5.1



I 42"~ 70" Wall mount Installation Guide

Step 1 : Choose the siding appropriate for mounting.

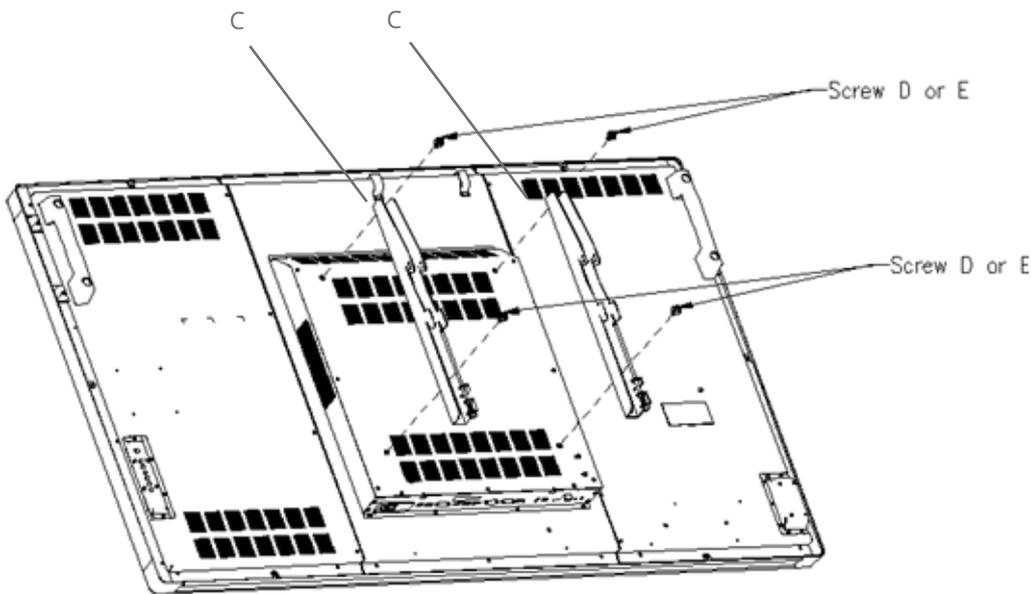
- The thickness of siding is 5 cm at least or above.
- Please confirm the material and strength of the wall is appropriate to mounting.
- Use the expansion bolts (A) or wood screw (B) to fix the hanging bracket (C) on the wall.



Step 2 : Mounting the hanging plate (C) on the display.

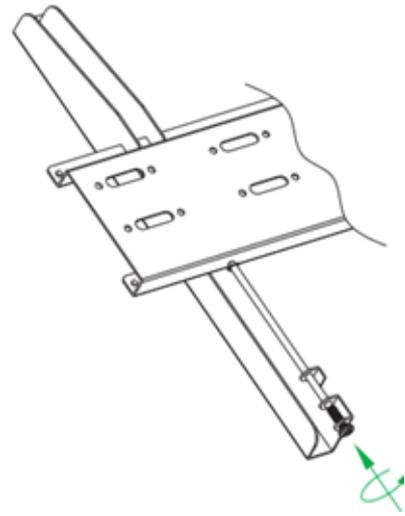
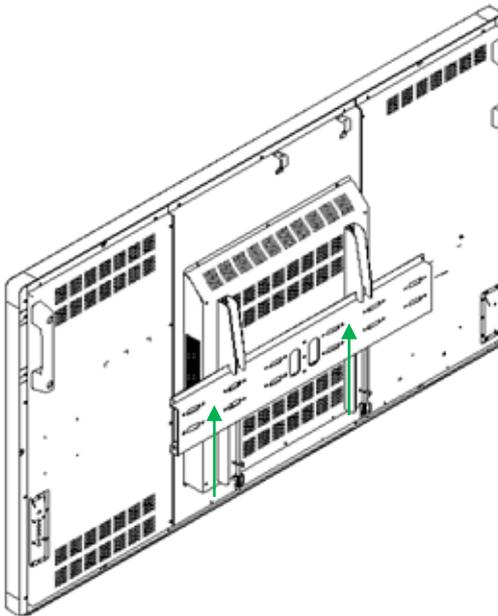
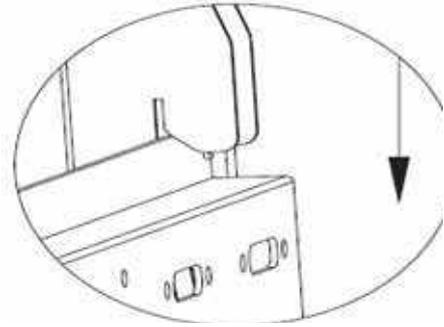
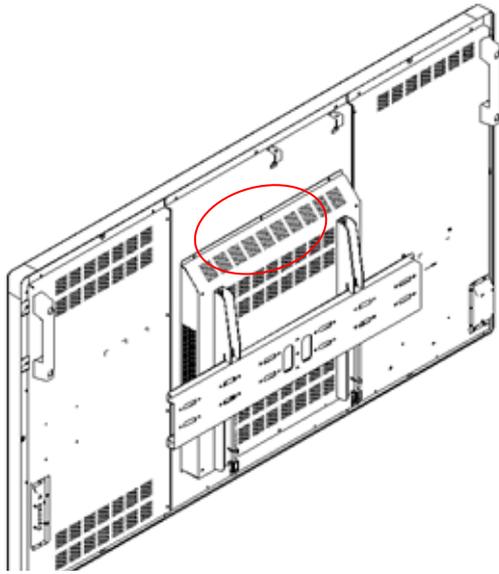
- Please power off the display between mounting.
- Use screw to fix the hanging plate (C) on the display.

Screw D	M6*L20mm+spring washer, 4PCS	For 42"~55"
Screw E	M8*L20mm+spring washer, 4PCS	For 65"~70"



Step 3 : Suspend the display on the hanging bracket.

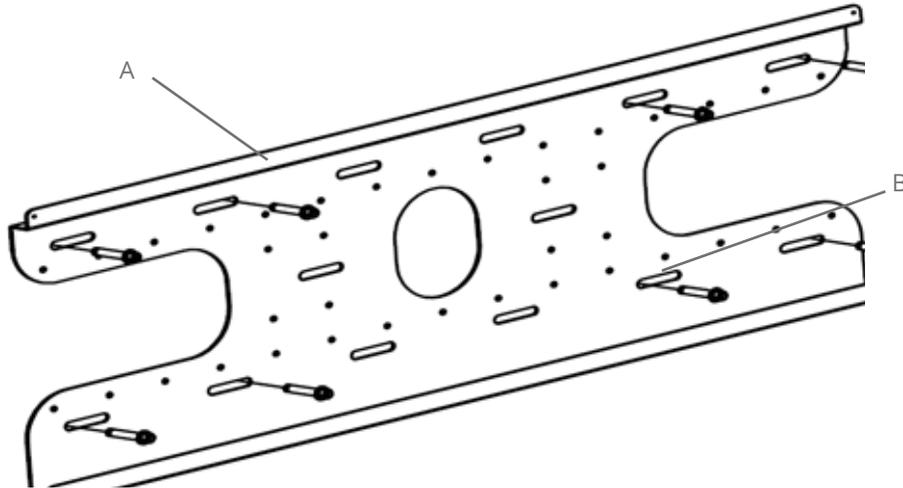
- Two adult prop up the display.
- Put down the display slow on the hanging bracket.
- Please confirm the hook with hanging plate to be joined on the hanging bracket.



II 75"~84" Wall mount Installation Guide

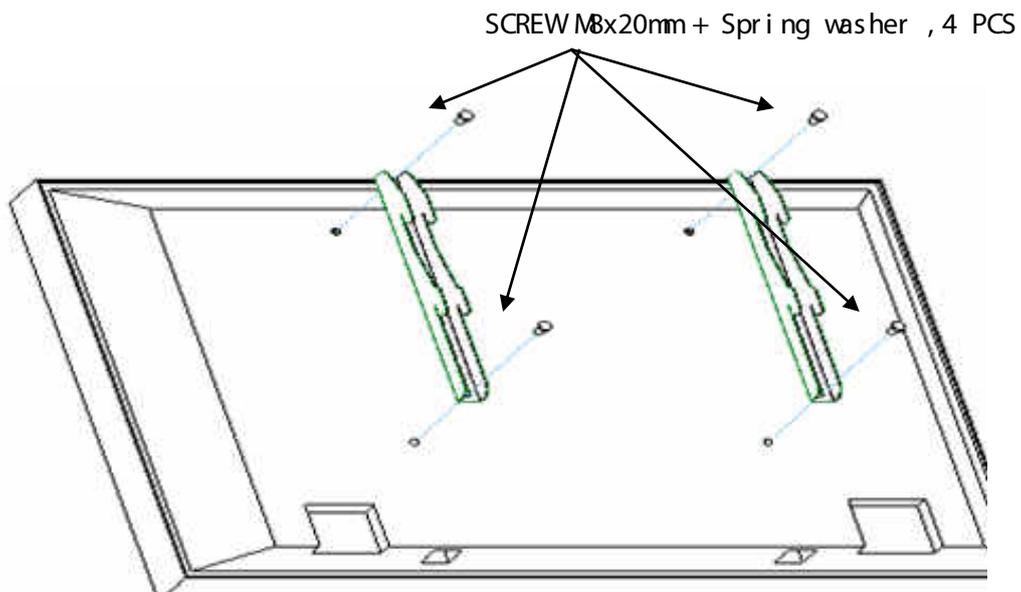
Step 1 : Choose the siding appropriate for mounting.

- The thickness of siding is 5 cm at least or above.
- Please confirm the material and strength of the wall is appropriate to mounting.
- Use the expansion bolts (B) to fix the hanging bracket (A) on the wall.



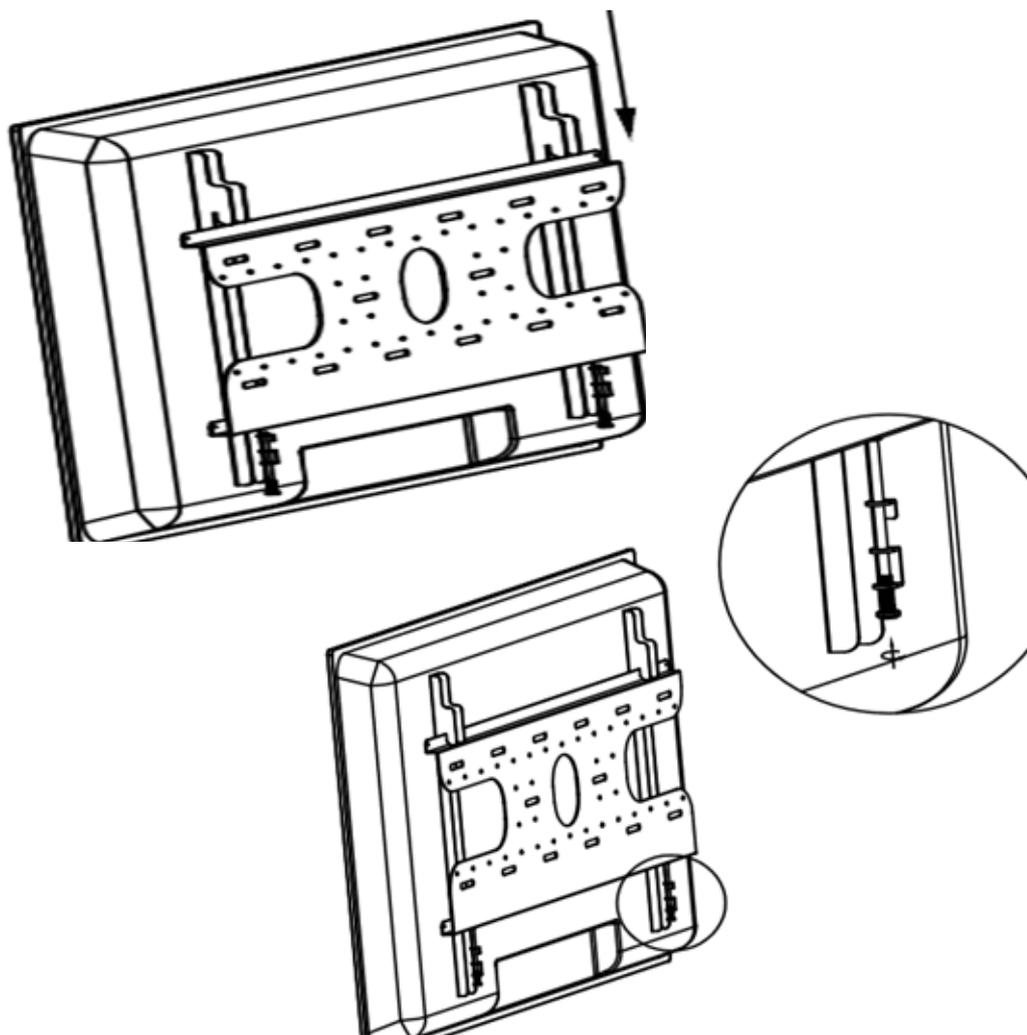
Step 2 : Mounting the hanging plate (C) on the display.

- Please power off the display between mounting.
- Use screw to fix the hanging plate (C) on the display.



Step 3 : Suspend the display on the hanging bracket.

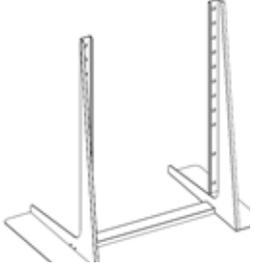
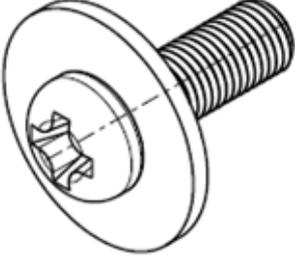
- Two adult prop up the display.
- Put down the display slow on the hanging bracket.
- Please confirm the hook with hanging plate to be joined on the hanging bracket.



V 65"~ 84" Stand Installation Guide

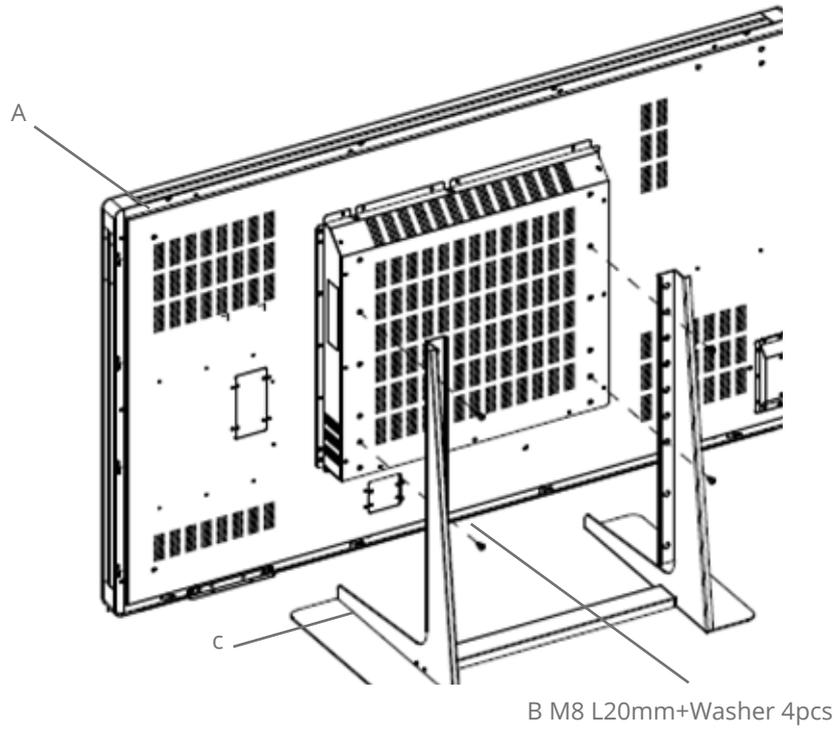
Step 1 Open the package and to take out the stand.

- Check the parts and that amount, please see the bellow picture.

	
1 . Stand .1PCS	2 . Screw M8 L20mm+Washer . 4 PCS

Step 2 Mounting the display (A) on the stand.

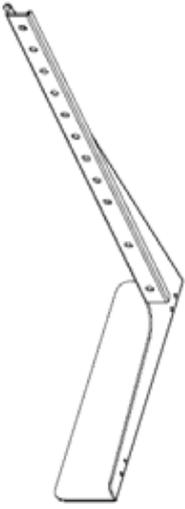
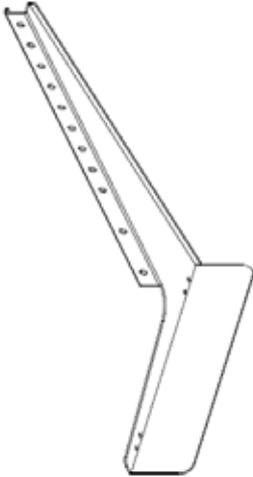
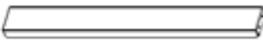
- Use screw (B) to fix the display on the stand (C).



VI 42"~84" Stand Assembly Guide

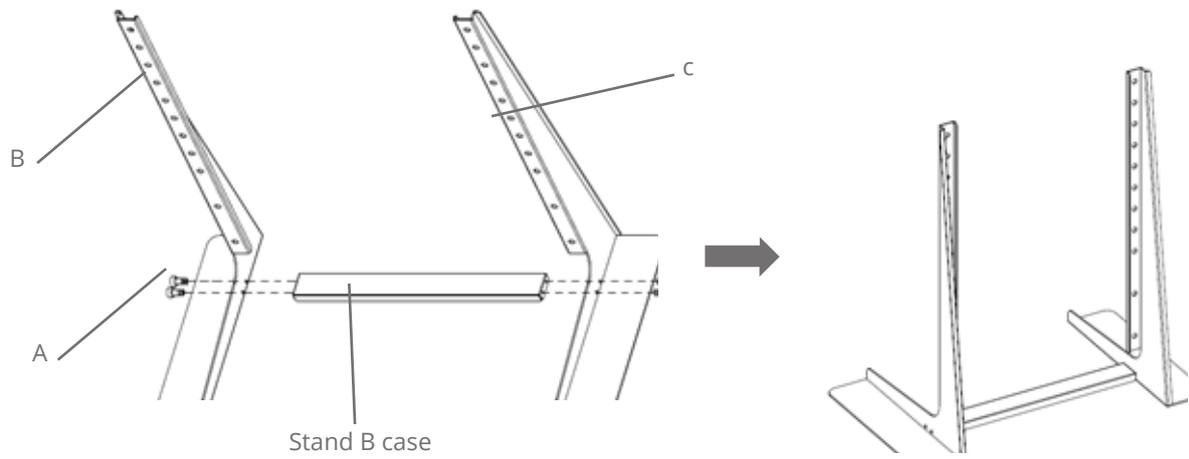
Step 1 Open the package and to take out the stand.

- Check the parts and that amount, please see the bellow picture.

			
<p>1 Stand R case 1PCS.</p>	<p>2 Stand L case 1PCS.</p>	<p>3 Stand B case 1PCS.</p>	<p>4 Screw M4 L8mm 4PCS.</p>



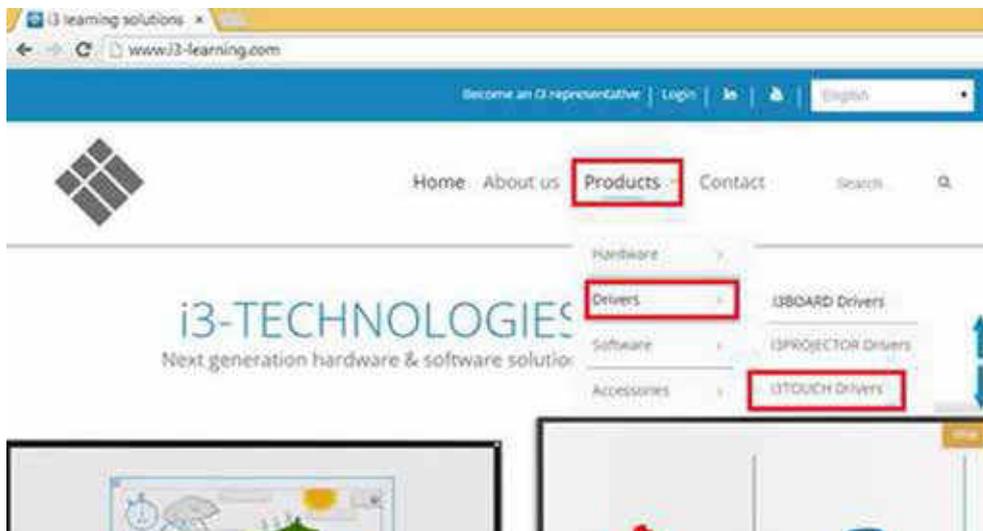
Step 2 Use screw (A) to fix the stand (B) case between (B) and (C).



Appendix on i3TOUCH manual - touch configuration

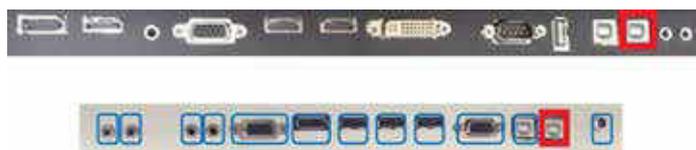
1 Driver download

Go to the i3-learning website www.i3-learning.com and download the latest drivers (products -> drivers -> i3TOUCH drivers)



2 Connecting the touch sensor

Connect the port indicated "USB touch" with the supplied USB cable to the computer. If there are 2 USB-ports and one is indicated "USB for touch OPTION", do not use this port as it is disabled.



3 Installing the drivers

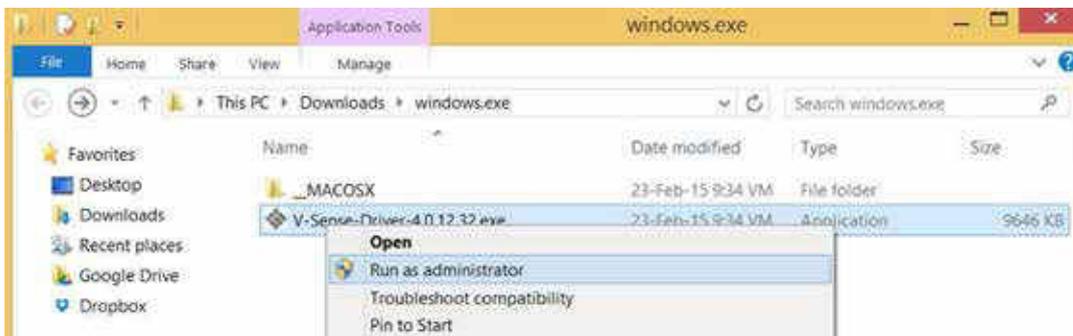
install the drivers you downloaded on the website (you will find the driver in the download folder that has been set in your browser preferences).



The drivers are compressed in a .ZIP-file. When using windows 7 or higher: double click the file and choose "extract all". Extract the content of the folder on your PC.



Now click on the file "V-Sense Driver - x.x.xx.xx.exe" (version number depends on the download date). If you cannot open the file, right click on the file and choose "run as administrator". Make sure you have installation rights.



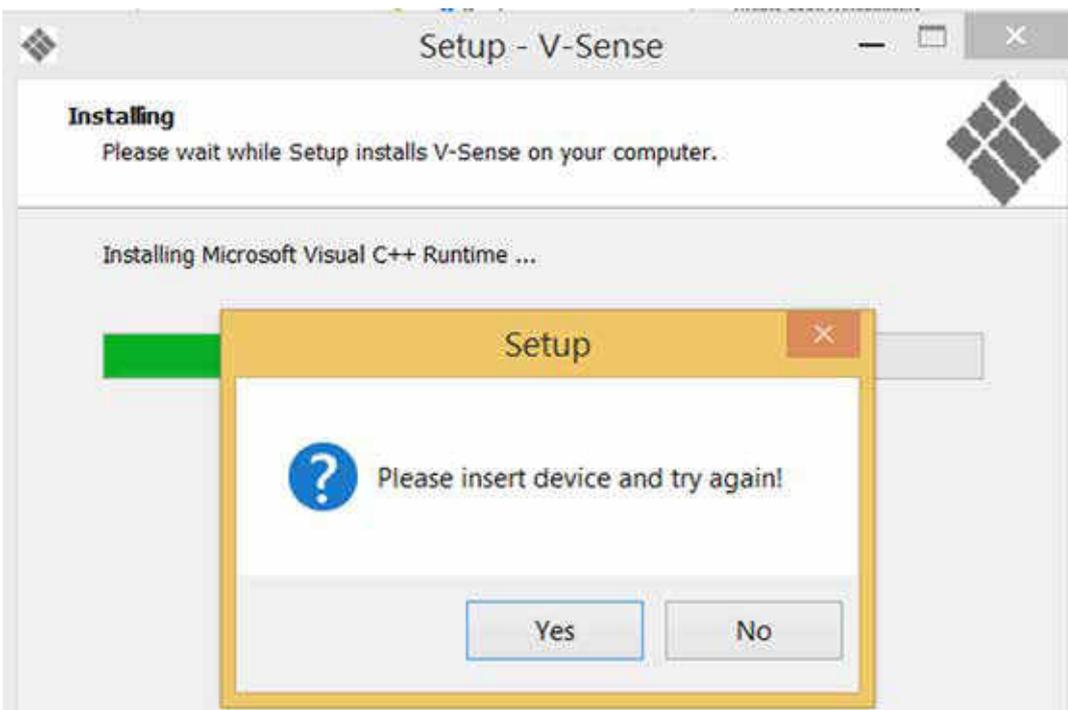
Run the installer and click 4 times “next” and finally “install”. If you can finish the installation, the drivers will ask for a reboot. Reboot your computer to finish the installation.



If the installation was successful, skip step 4

4 What to check when drivers can't be installed

Make sure the computer is USB-connected to the display when installing the drivers. If the display is not connected properly, you cannot finish the installation. The installer will ask you to insert the device and try again.



If the display is connected properly but you cannot finish the installation, make sure the USBport and cable are working & supplying sufficient power (see step 5). To check if the USB-port & cable are working, first try another USB-port. Then try another computer and/or try another short high quality USB-cable. Do not connect the i3TOUCH with your computer using multiple USB-cables (see step 6). Unless you concluded after testing that it is defect, we advise only to use the USB-cable delivered with the i3TOUCH. Prolonging the distance from i3TOUCH to PC using multiple USB-cables can result in a loss of power and signal strength (data signal).



5 Power supply

The i3TOUCH needs around 5 volts to be recognized & work properly. The touch sensor is powered via the USB-cable and the USB-port of your computer. In very seldom situations (!) a i3TOUCH Premium XX03 (XX stands for display size) can have touch that shows strange behavior such as random “ghost touch points” on locations where no finger or pen is located. The I3TOUCH XX04 Premium and the i3TOUCH Excellence series require a lower voltage and will therefore hardly be subject to power loss.

Strange behavior or a non-recognized touch sensor - when ports & connections were checked - are mostly the result of a USB-port not supplying sufficient power, cables that are prolonged or a single cable that is too long or not high quality. If you tried another cable and/or computer and the problem is only encountered with one computer, use a powered USB-hub (a USB-hub with its separate power supply providing a power boost to all USB-ports)



When you need to prolong the cable length to the i3TOUCH, use active USB extender cables. See step 6.

6 USB-cabling of the i3TOUCH

Normally a computer and a i3TOUCH will communicate without any troubles if only the delivered USB-cable is used. In some seldom cases however other cabling is necessary because of insufficient power (see step 5) or because the PC is located away from the display. Check if your installation setting matches with the below image. The active USB extender cables (RED) are only used when cables need to be prolonged. The USB hub (GREEN) is only used when the i3TOUCH is not getting sufficient power. See step 5.

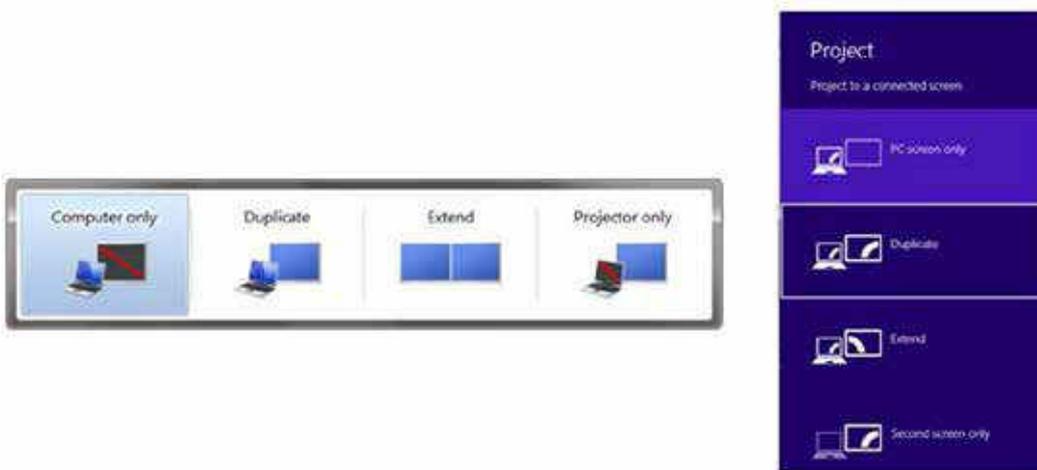


7 Connecting the display (VGA/HDMI/DVI/DP)

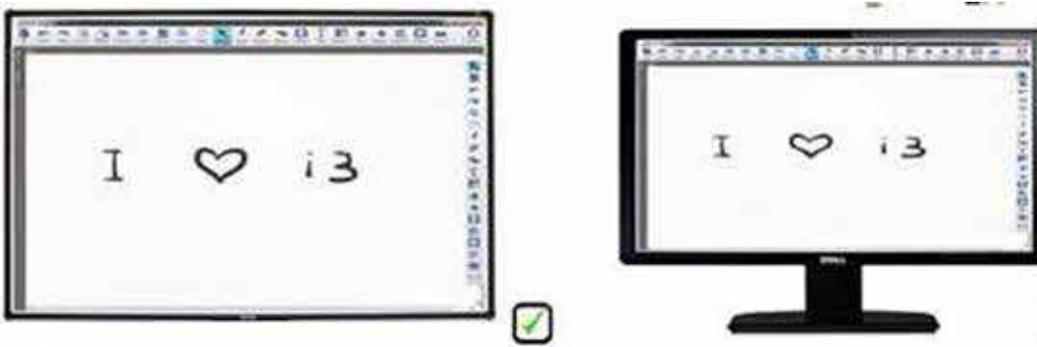
Connect your computer with your display. If necessary, duplicate the image. The keycombination to be used to extend your image depends on your computer brand. E.g. Dellcomputers: FN+F5



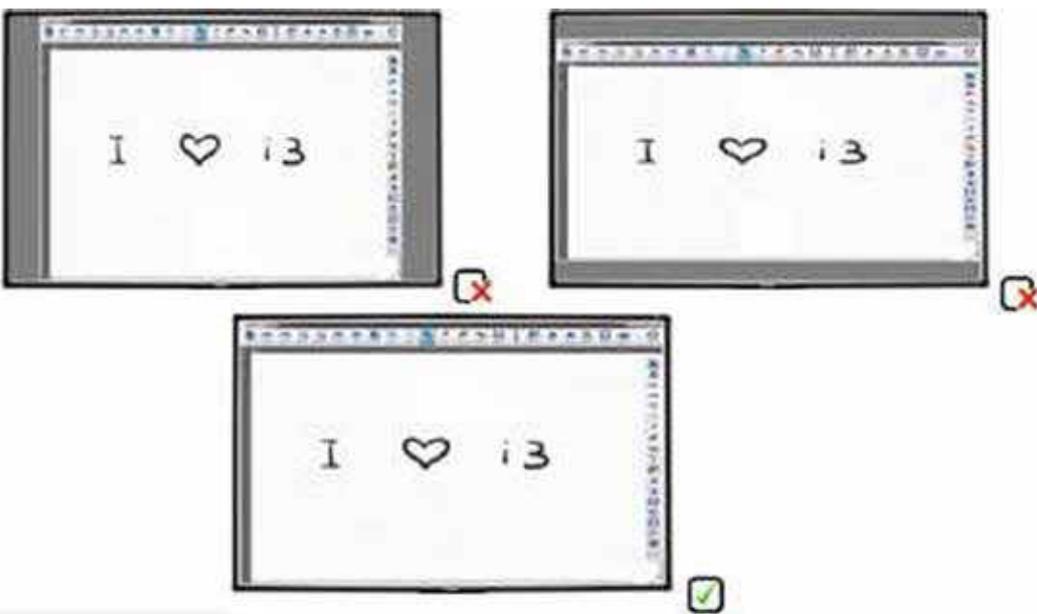
Choose "duplicate" to see the computer image on both PC display and i3TOUCH, or "projector only" to see the computer image only on the i3TOUCH.



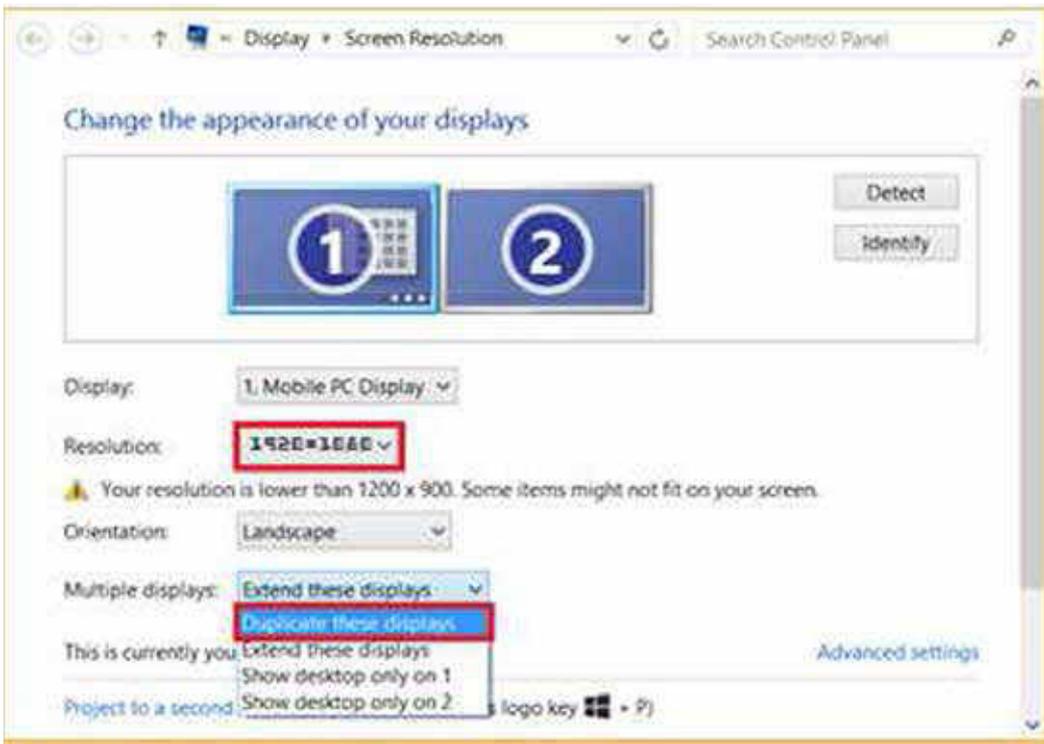
Make sure the image shown on both your computer screen as on the i3TOUCH is full screen.



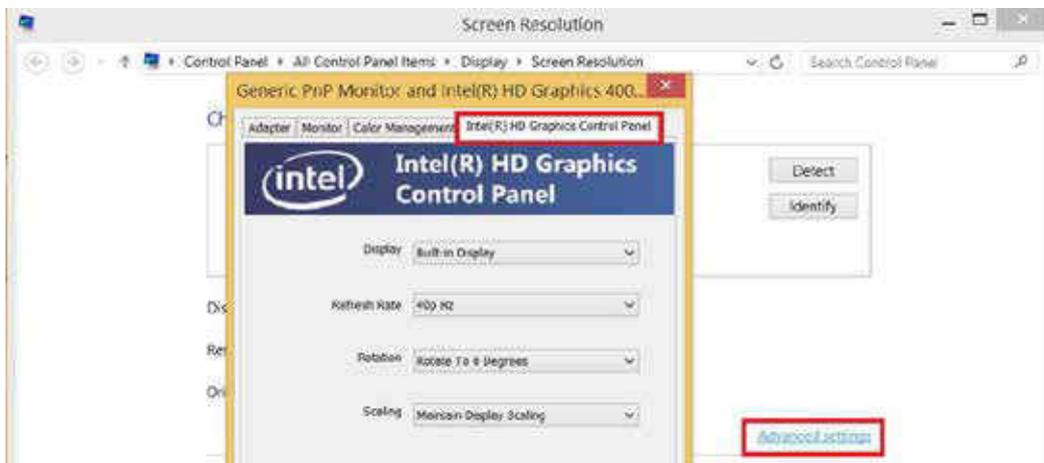
Prevent black borders left/right or top/bottom. This means there is a difference in resolution.



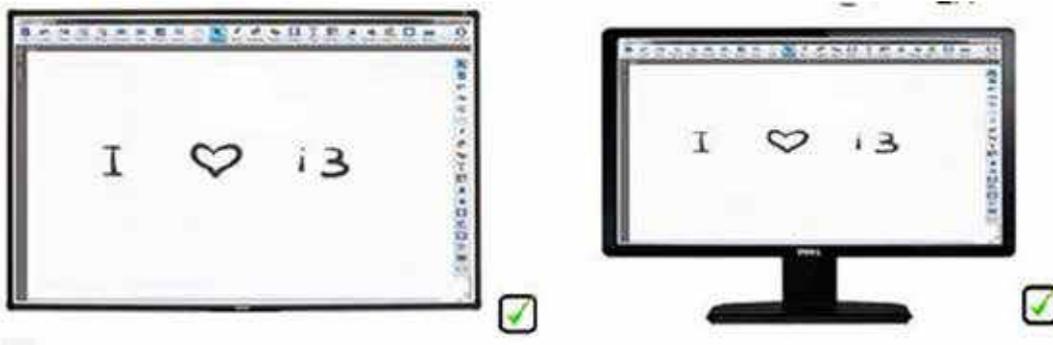
If the image on the computer display or the i3TOUCH is showing black borders, go to “control panel -> display -> screen resolution”. Choose the FHD (1920*1080) or 4K resolution (depending on i3TOUCH). Then choose duplicate.



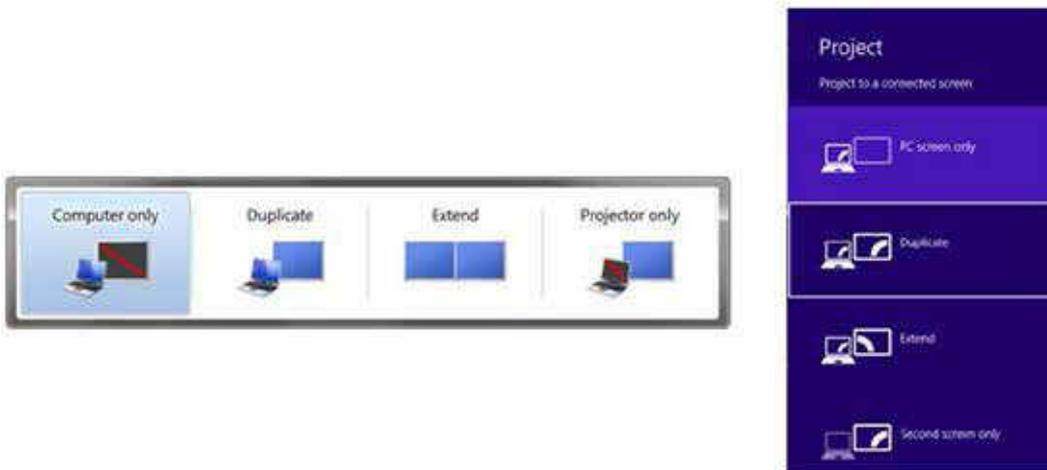
Now choose “advanced settings”. Choose the tab of your graphical card control panel. In this field you should see the options display, refresh rate, rotation and scaling.



Click “display” and select the screen that needs to be scaled. Either your computer display (for laptops called “built-in display”) or the monitor. Click “scaling” and choose “scale full screen”. Then click “apply”. If necessary, have both scaled to full screen.

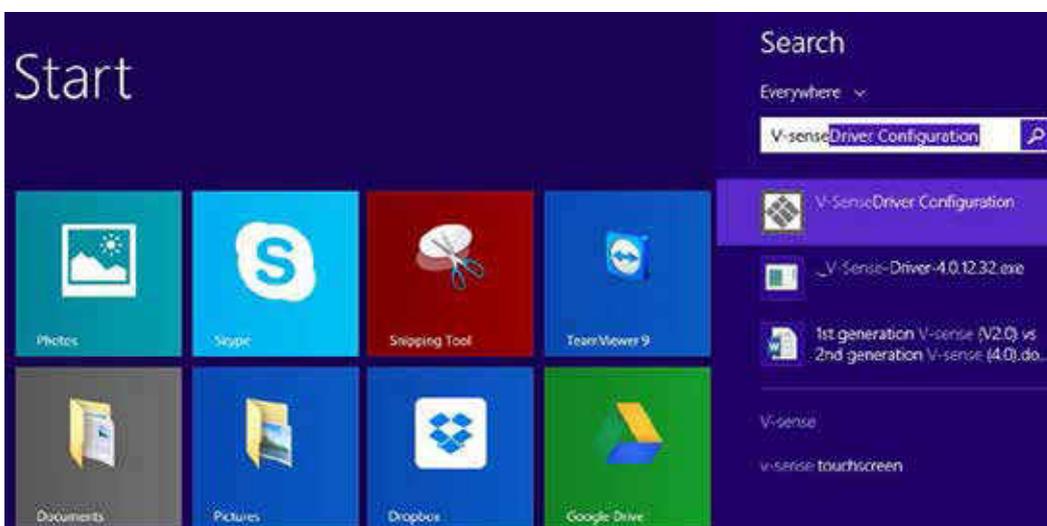


If you don't manage to have both screens scaled full screen, the graphical card of your computer or the drivers of this graphical card might need to be upgraded. As an alternative, choose “projector only” in your display settings and only use the 2nd display (i3TOUCH). If you prefer to use both computer display and i3TOUCH, move on to step 9 before heading to step 8.



8 Calibrating the i3TOUCH

Calibrate your i3TOUCH. The best method to calibrate is using the V-sense drivers. Go to start -> all programs -> i3learning -> V-sense -> V-Sense Driver Configuration. If you have a windows 8.1 computer, search for the V-sense driver in the search field of the start screen.

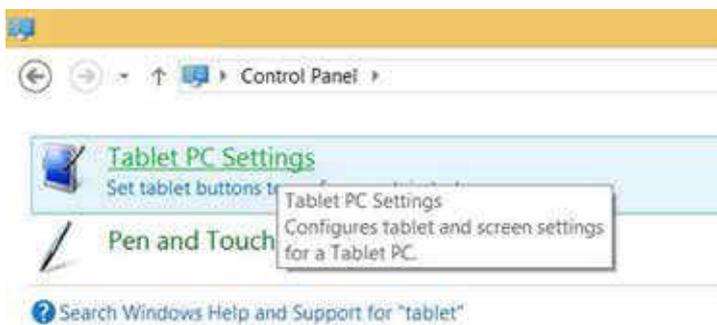


Choose calibration and press on the 9 red circles with your finger (or the i3TOUCH pen to increase accuracy) from the top left side to the bottom right side.

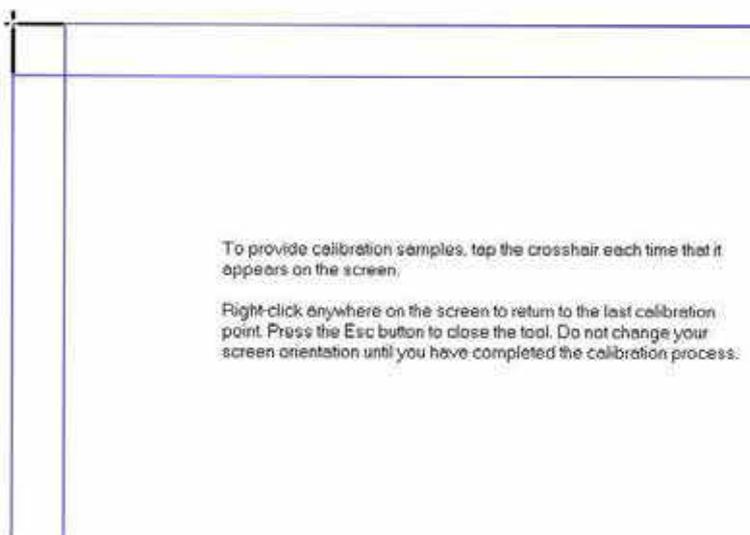
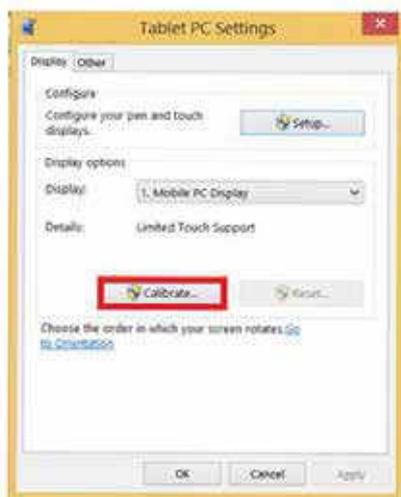


This concludes the calibration. Check if your i3TOUCH is calibrated well. If so, the display is ready to be used. Before using the display, please check step 11. If you cannot calibrate the display because of no touch, move to step 12.

If you calibrated the display but the calibration is not accurate, you can perform an extra calibration using the Windows calibration tool on top of the V-sense calibration. Go to "control panel" -> "tablet PC settings" (windows 7 / windows 8)

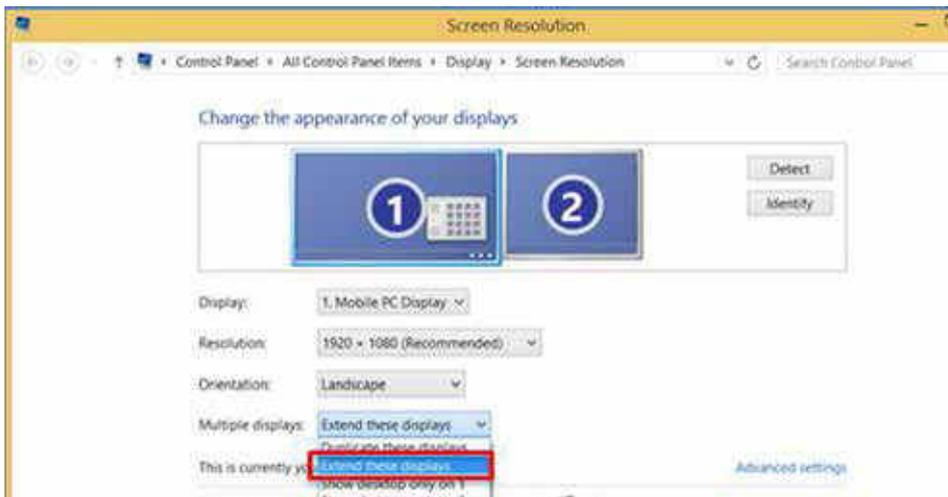


Now choose "calibrate and press with your finger on the black crosses

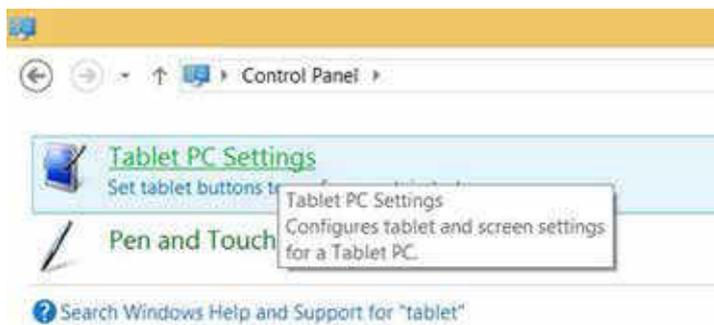


9 What to do if calibration is still inaccurate even after calibrating in V-sense & windows

If you calibrated using the V-sense drivers & windows calibration, if there are no black borders on the PC screen or the i3TOUCH image but still the calibration is not accurate, go to “screen resolution” (see step 7) and choose “extend” instead of duplicate and apply.



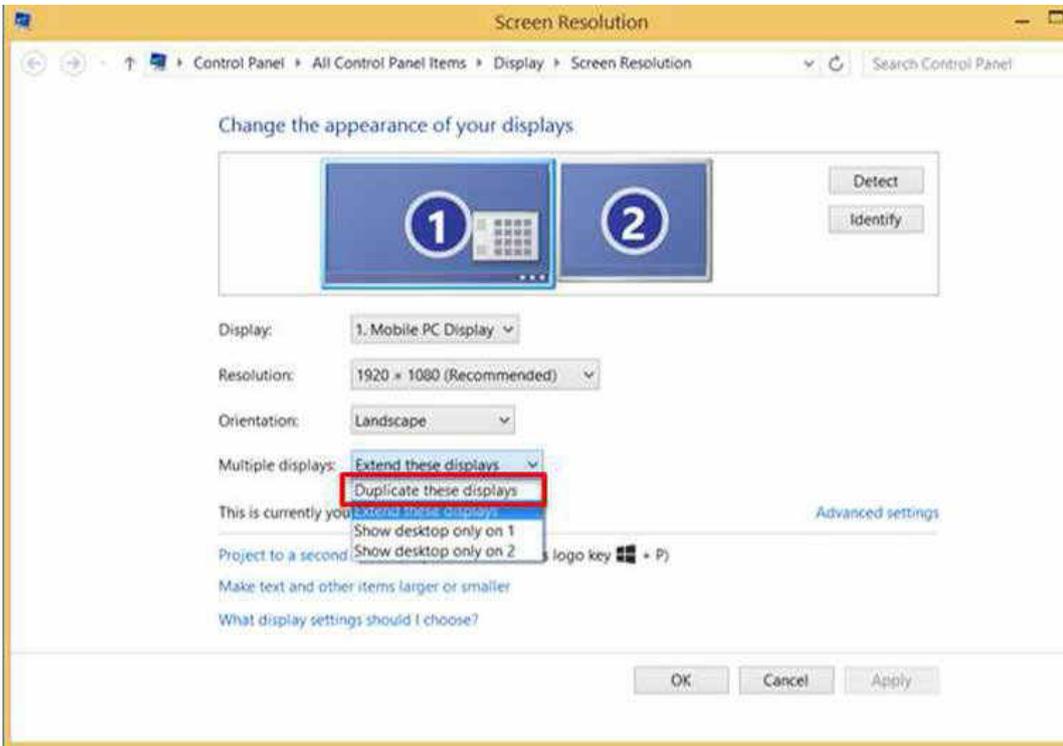
Now go to “control panel” -> “tablet PC settings” (windows 7 / windows 8)



Follow the on-screen instructions. Tap on the i3TOUCH when the below instructions are shown on the display or press “enter” when you read the instructions on your computer screen only. With this step you identify the i3TOUCH as the touch screen to be used in windows. Finish with “escape”.



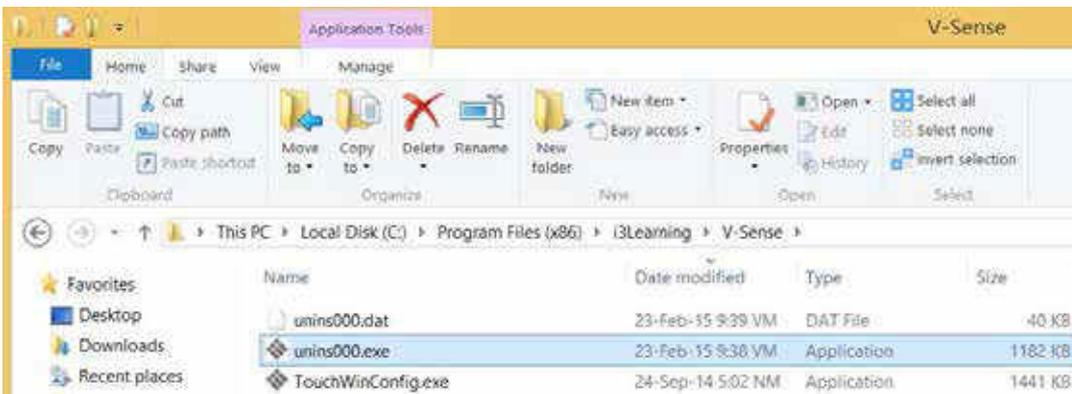
Touch the i3TOUCH and check if it recognizes touch, regardless to it's accuracy. Then check the accuracy of the touch. If not accurate, calibrate using the V-sense driver calibration. If still not accurate after calibration, go to screen resolution and choose “duplicate” again to duplicate your computer screen on the i3TOUCH.



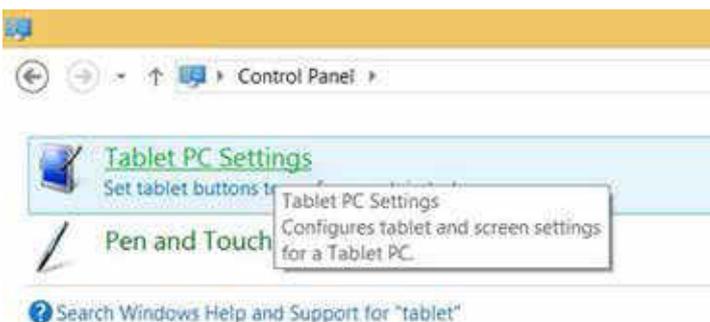
Calibrate again with the V-sense drivers and test the result. If the i3TOUCH is still not calibrated fully accurately, the problem might be related to your computer graphical card or its drivers that needs to be upgraded.

10 What to do if windows calibration does not start

Sometimes the Windows calibration cannot run because the i3TOUCH is already calibrated with the V-sense driver. Remove the V-sense drivers using the uninstaller (unins000.exe) in the folder "program files\i3 learning".



Now go to "control panel" -> "tablet PC settings" (windows 7 / windows 8)



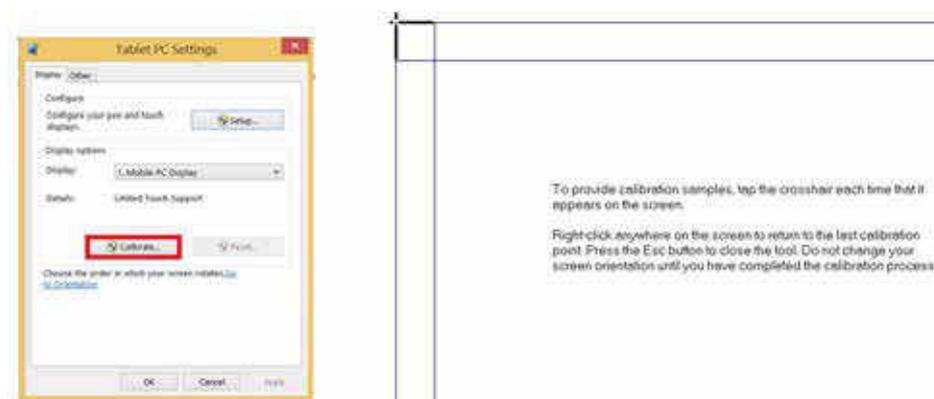
Choose "Setup"



Follow the on-screen instructions. Tap on the i3TOUCH when the below instructions are shown on the display or press "enter" when you read the instructions on your computer screen only. With this step you identify the i3TOUCH as the touch screen to be used in windows. Finish with "escape".



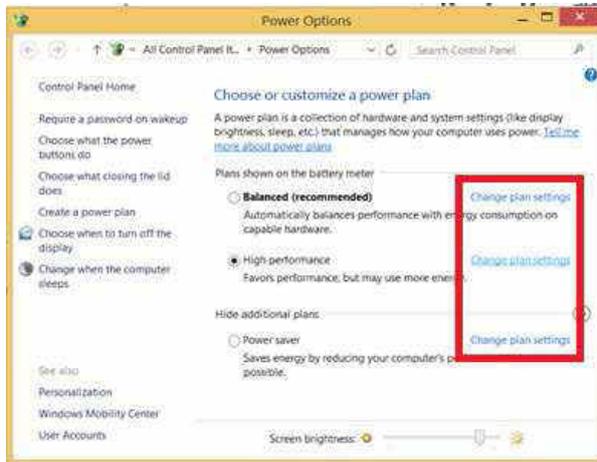
Now choose "calibrate and press with your finger on the black crosses



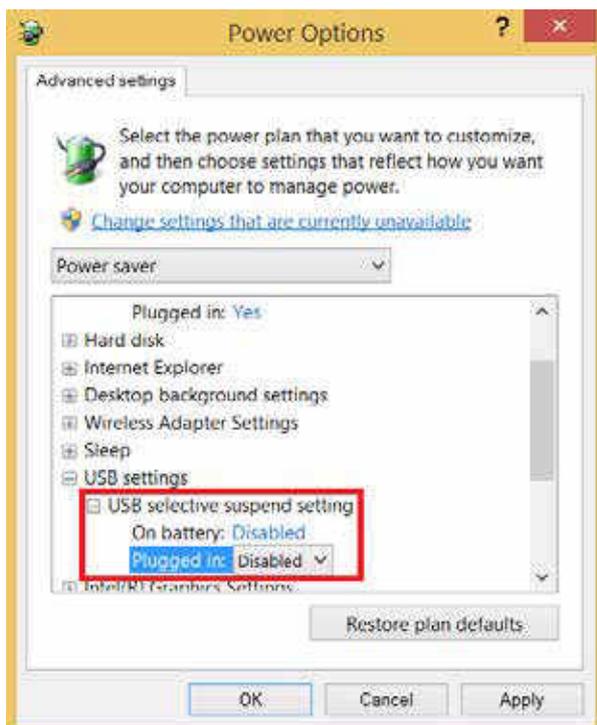
After having pressed on all the black crosses, the calibration is finished and the calibration should be fully accurate. If this is still not the case, contact your i3DEALER. Keep in mind the windows calibration tool only enables 7 touch points (windows 7 and higher).

Step. 11 Disabling “USB Selective suspend setting”

Some customers experience that touch is lost after 15 minutes. This is because the i3TOUCH touch sensor is fed by the power supplied from the USB-port of the computer and some computers have “USB selective suspend setting” enabled to save power. Go to Control Panel\All Control Panel Items\Power Options>Edit Plan Settings. Click “change advanced power settings”.



For each power plan used (!) click USB Settings -> USB selective suspend settings -> disable both “On Battery” and “Plugged In”



Step. 12 No touch after installing the driver

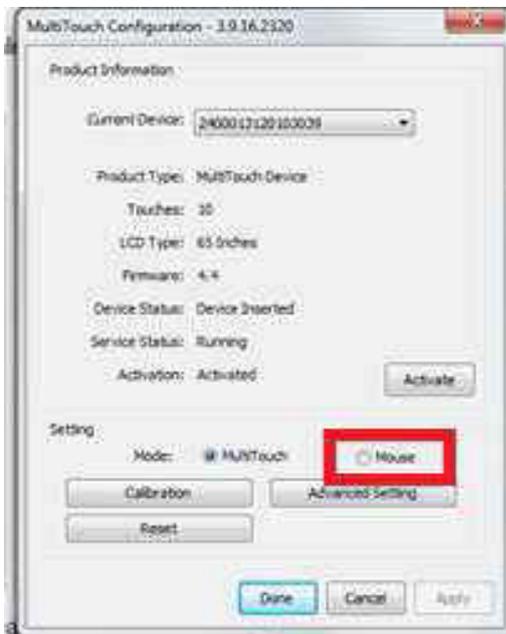
When the driver was installed but you have no touch, this may be due to:

a) The touch sensor being recognized earlier than the display screen at start-up

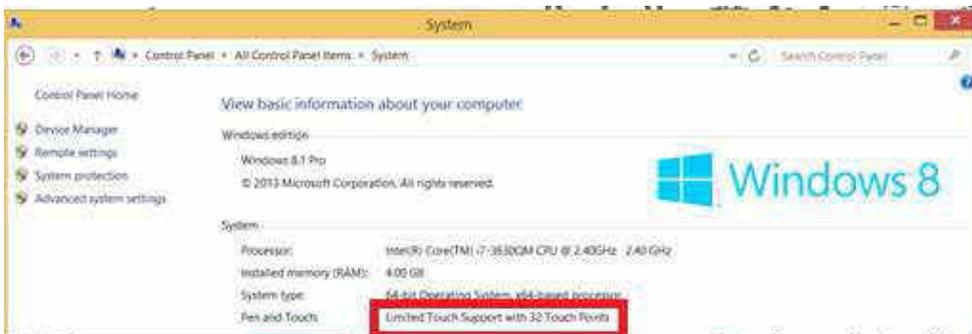
To check this, unplug the USB-cable and reboot your computer. After reboot, when an image is shown on the display, wait 10 extra seconds and plug the USB-cable. Check if there is touch. If touch is recognized but the problem is persistent, contact your i3 support contact person. You might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support.

b) A touch driver conflict

Check if you have touch when opening the V-sense driver and selecting “mouse” mode in settings and then “apply”. If you have touch, you might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support



if you don't have touch using “mouse” mode, check your system settings (Control Panel\All Control Panel Items\System). If the drivers are working the pen & touch should indicate 32 touch points.

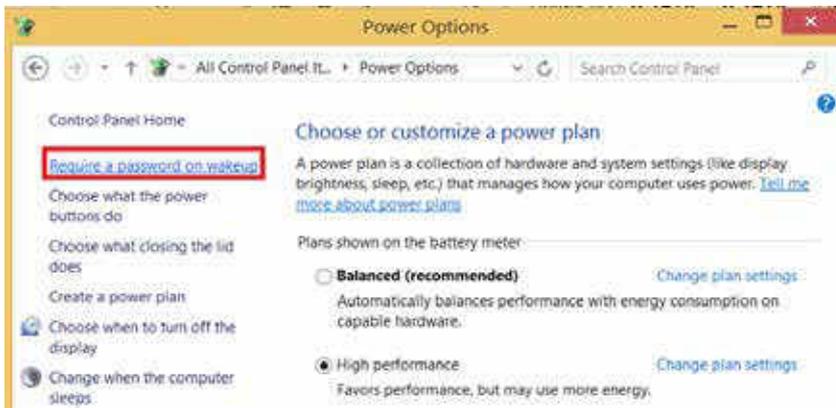


If you don't see 32 touch points, the driver is not running correctly. You might need a driver update. Check if you downloaded the latest drivers on the website and if so, contact i3 support.

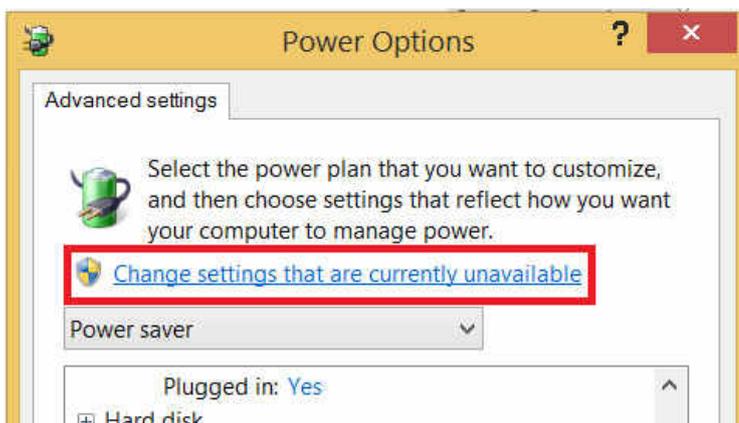
c) The “turn on fast start-up function”

Some computers have a “turn on fast start-up” function to quickly boot. If that function is enabled, sometimes the touch sensor is not recognized at start-up or the touch sensor is recognized before the projector/display, which causes a conflict.

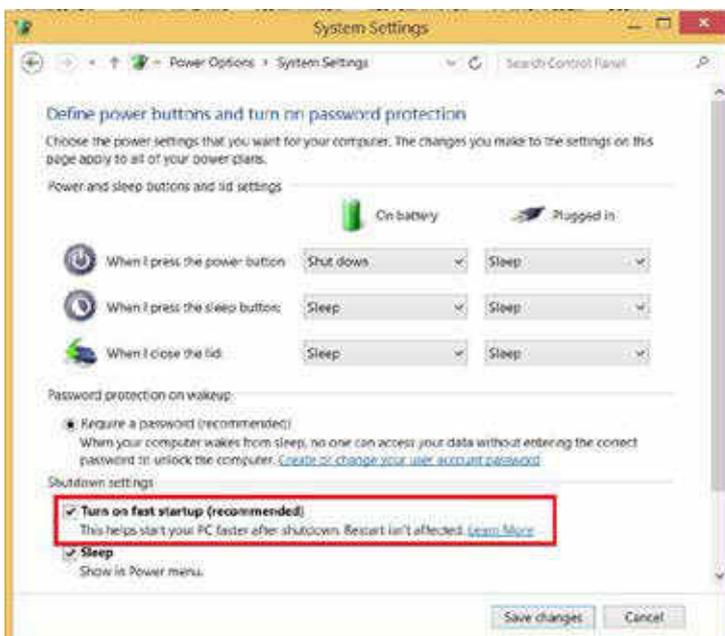
Go to Control Panel\All Control Panel Items\Power Options. Choose “require a password on wakeup”



Choose “change settings that are currently unavailable”



Turn off “fast startup”



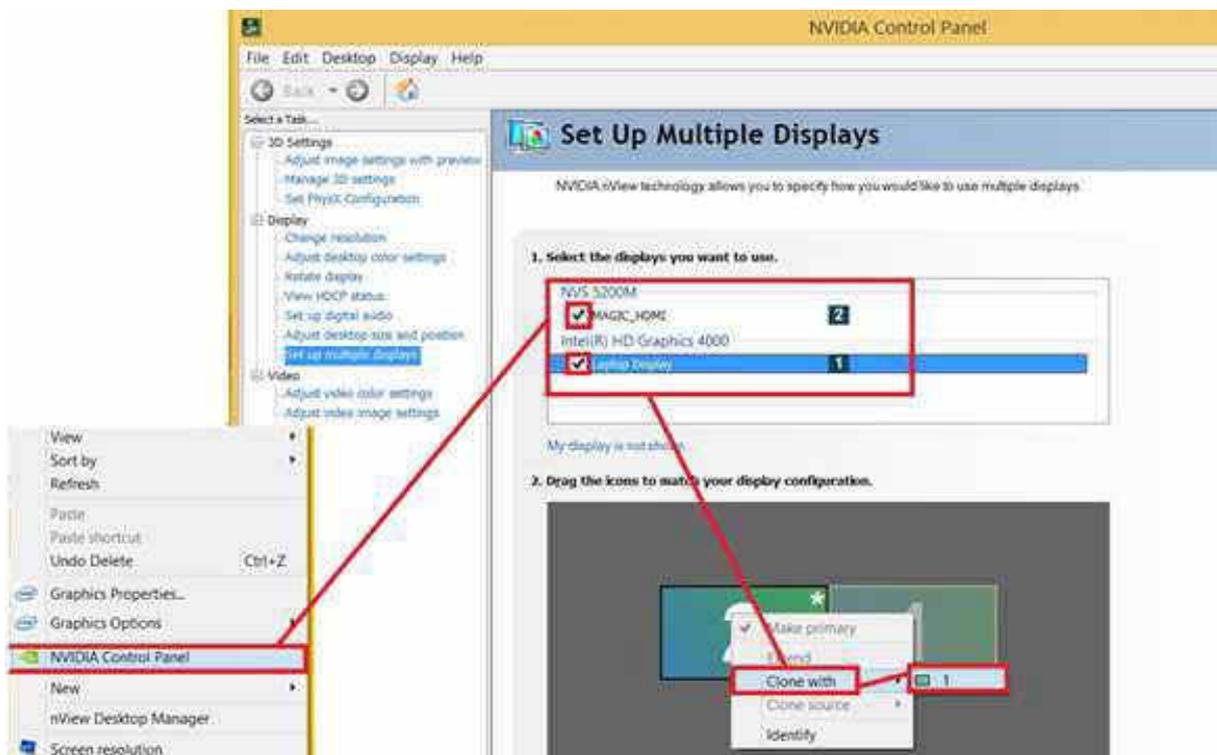
Step. 13 What to do if you can't duplicate your screen

If you can't duplicate your screen, contact your internal ICT support. Some computers have onboard graphics of the motherboard controlling the display of the laptop (e.g. intel HD Graphics 4000) but also have an extra (stronger) graphics card (e.g. Nvidia NVS 5200M) to control (F)HD projectors or displays connected to the computer.

It can happen the settings you change in "display -> screen resolution" only change the onboard graphics settings while the device connected to your HDMI-port is controlled by the graphics card and it is difficult to duplicate. When duplicating you see this



In that case you need to enter the control panel of your graphics card and choose duplicate or clone with laptop display. Below is an example of Nvidia:





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