Troubleshooting: Setup

The SimplicityTouch (ST) will either be wall mounted or mounted to a mobile stand. To use the SimplicityTouch with you PC you will need to connect the ST to your PC with a VGA cable (with stereo audio) or an HDMI cable (with audio built in). At this point you will be able to mirror or extend your desktop image onto the ST. In order to use touch you will additionally need to connect the ST to your PC via a USB cable.

Description of Symptom/Problem	Resolution
Board does not appear to power on. The Power LED is not RED.	There are two power switches: a physical rocker switch located at the bottom left rear of the panel (when facing the panel), and a soft standby power button located on lower front right of panel frame. If the Power LED is not red then the board is either not getting power or the physical rocker switch is powered off. Resolve: Make sure board is plugged into powered grounded 110V electrical outlet; Make sure physical rocker switch is on; Power LED will turn RED; then press power button on panel or remote; Power LED will turn BLUE and panel will begin boot process and display Recordex logo during boot process.
Board is hung up on boot process. Continuously showing the Recordex logo.	This may happen from time to time. If this happens it simply means something hung up during the boot process. Simply hard cycle the power (using physical rocker switch) and the panel should boot normally.
Board is not displaying a video signal.	This is typically due to incorrect input being selected or a loose cable connection. Recheck cables, confirm input and try again. Also, make sure the connected device is setup to output video signal: i.e. that it is turned on and if it is a PC that it is setup to project to external display.
Audio is too quiet. It is limited to 50% and won't go any higher.	The panel is equipped with a Mic Sound Mode that is designed to help prevent users from experiencing sound feedback when using a microphone with the panel. The Mic Mode will limit volume to 50% of max levels. You can disable this feature by pressing the S.M. Button on the remote to switch back to Standard Sound Mode.

Troubleshooting: Audio and Video Input Signal Troubleshooting

Description of Symptom/Problem	Resolution

The image from the attached computer is not filling up the entire screen, or it is stretched.	1. Image from computer is not full screen on panel
	
	    1.1 For optimum performance the output device (Mac/PC/AppleTV,etc) should be configured to output an HD resolution (1920x1080 recommended). If the device is not able to output at 1920x1080 then 1366x768 is next best option.
	
	    1.2 After device output resolution is properly set then use the zoom button on the remote control to cycle through the aspect ratio options. The panel should be set on Just Scan or 16:9. One of these settings should cause the image to fill the screen.
	
	If the image is still slightly too large (i.e. it is extending slightly beyond the viewable screen area) then you will need to check the output device settings for an overscan option. For example, when initially configuring AppleTVs for use with the panel it is necessary to turn off overscan under display settings.

The image from the attached computer is blank.	This is typically due to incorrectly selected input or a loose cable. However, sometimes the computer is not set to output to external display. Try both Mirror and Second Screen only options to see if you can get an image to display on the panel.
Image is 'blue, or green, or red'.	This is nearly always due to a defective signal cable. Replace the HDMI or VGA cable to fix this problem.
There is no audio.	Make sure the audio cable is connected if you are using VGA with Audio (audio cable not required for HDMI connections). Make sure audio levels are turned up to at least 50% on panel, computer, and application.
There is no audio (Mac OS X specific).	If you are a Mac user hold down the Option Key and click the Volume Icon in the OS X menu bar. Select LED-MONITOR as your audio source. OR – Go into Settings and do the same.

Troubleshooting: Touch Connection & Calibration

Description of Symptom/Problem	Resolution
The computer is connected but touch is not working.	There are 2 cables that need to be connected. Both the display cable (VGA or HDMI) as well as the USB connection from the Simplicity Touch to the computer. The USB must be secured and the driver installed on the PC (Note: The driver will install automatically upon USB connection for Windows & Chrome OS; For Mac OS X users the driver package needs to be installed). If the touch isn't working after these steps have been addressed, change to a different USB port on the PC. If that still does not resolve the issue, you may have a USB cable that is too long and isn't receiving enough power from port to panel.
I am using a Windows OS computer and the touch is not calibrated.	If you are using a VGA connection, please try the below troubleshooting options based on your hardware: o Adjust your screen resolution from 1920 X 1080 to 1366 X 768 o Use the Panel Remote Control and select the Zoom button. Just Scan will pick up the best fit but if that doesn't resolve it, you can flip through the zoom options. o Use your Projector Options and change from Extend or Duplicate to Projector Only.
I am using Windows OS and the touch is way off.	It is possible that someone tried to calibrate the touch and failed. To reset the touch calibration go to: Windows Control Panel, Tablet PC Settings, Calibrate the Screen for pen or touch Input, and then choose "RESET" under calibration. If the RESET button is grayed out already then this is not the issue causing the calibration to be off. See next page for screen shot of Windows Calibration Reset.
The USB Cable is connected but I am hearing the 'found new hard ware sound" repeatedly; or I am getting "USB Device Not Recognized"	Change the USB connection to a different port in the PC. The port is potentially not providing enough power and therefore causing the intermittent failures. If it continues, change the USB cord. There is a good chance that your PC may not be able to handle the long USB connection. In this case a powered USB hub may resolve the issue; or you can use a shorter USB cable or an active USB cable (booster cable).