

AVer CP series

CP654I/CP754I/CP864I

User Manual



Federal Communications Commission

NOTE- This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radiofrequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.



This product is herewith confirmed to comply with the requirements set out in the Council Directives on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility Directive 2014/30/EU.

Warning - This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures to correct this interference.

DISCLAIMER

No warranty or representation, either expressed or implied, is made with respect to the contents of this documentation, its quality, performance, merchantability, or fitness for a particular purpose. Information presented in this documentation has been carefully checked for reliability; however, no responsibility is assumed for inaccuracies. The information contained in this documentation is subject to change without notice.

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The mark of Crossed-out wheeled bin indicates that this product must not be disposed of with your other household waste. Instead, you need to dispose of the waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. For more information about where to drop off your waste equipment for recycling, please contact your household waste disposal service or the shop where you purchased the product.

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Safety Instruction

As a valuable offering better audio and visual experience, this product has considered the personal safety factors in design and been tested strictly before delivery. However, improper installation and use may cause electric shock or fire. To ensure its safe use, maintain its service life and bring its best performance into full play, please read and understand the operating instructions and nameplates and observe the following safety precautions carefully before using the product, and keep this Manual properly for future reference.

For your safety, please read the following instruction before you use the product. Serious injury or property loss may be caused by improper operations. Do not try to repair the product by your own.



WARNING



Disconnect the product from power supply immediately if major failures occur.

The major failures include the following:

- Smoke, peculiar smell or abnormal sound is discharged from the product.
- No image or sound is displayed, or the image error occurs.
- Where the mains plug or an appliance coupler is used as the disconnect device the disconnect device shall remain readily operable.

In the preceding scenarios, do not continue to use the product, disconnect power supply immediately and contact professional staff for troubleshooting.

The socket-outlet shall be installed near the equipment and shall be easily accessible.



Do not drop liquid, metal or combustible into the product.

- If any liquid or metal is dropped into the product, power off the product and disconnect power supply, then contact professional staff for solutions.
- Pay attention to the children when they are close to the product.

Do not damage the power cable.

- Do not damage, change, wind, bend, heat or drag the power cable forcibly.



WARNING

- Do not put weights (such as the product itself) on the power cable.
- Do not drag the cable forcibly when you pull out the power plug. If the power cable is damaged, please contact the local distributor to repair or replace it.
- The power cable in the accessory box is for this product only. Don't use it on other devices.

Put the product on a stable surface.

An unstable surface includes and does not limit to an inclined plane, a shaky stand, desk or platform, which might cause the turnover and damage.

Use the battery correctly.

- Galvanic corrosion, electric leakage and even fire may be caused by improper battery usage.
- It is recommended to use the designated type of battery and install the battery by correct electrodes (positive and negative electrodes).
- Do not install and use new battery together with the used one.
- Take out the battery if the remote control is not used for a long period.
- Do not expose the battery under overheated environments such as sunlight and firing.
- Dump the used battery based on local regulations.



Do not open the cover or change the product by your own.

High voltage components are installed in the product. When you open the cover, high voltage, electric shock or other dangerous situations may occur. If inspection, adjustment or maintenance is required, contact the local distributor for help.



Use the specified power supply.

- Do not use any types of power cables other than the one provided with the product to prevent the product from being damaged.
- Use a three-wire socket and ensure that it is properly grounded.
- Pull out the power plug from the socket if the product is not used for a long period.



WARNING

Before you move the product, disconnect all external connections and separate all toppling preventing devices.

Move the product carefully to prevent it from being hit or squeezed, especially the screen, which may cause injury if broken.

Clean the dust and metal on the power plug regularly.

- When you are cleaning, fire or electric shock may be caused if the product is powered on.
- Keep in mind to pull out the power plug before cleaning it by using a dried cloth.



Do not put items on the top of the product.

- Do not put items, such as a container for liquid (a vase, flowerpot, cosmetics or liquid medicine), on the top of the product.
- If any water or liquid is spilled on the product, short circuit may occur and cause fire or electric shock.
- Do not tread on the product or hang any items on the product.



Do not install the product in an improper place.

- Do not install the product in humid places, such as the bathroom, the shower room, the place near windows or outdoor environments where experience rain, snow or other harsh weather. The product installation is also required to avoid a place around by hot spring vapor. The preceding environments may cause faults or electric shock under extreme conditions.
- Do not put exposed fire source, such as an ignited candle, on the product.



Pull out the power plug during thunderstorms.

- Do not touch the product when lighting to avoid electric shock.
- Install or place components which power supply voltage is high enough to cause personal injury in places out of the reach of children.



Do not cover or block up any vents on the product.

- The overheated components may cause fire, damage the product and shorten the service life.



WARNING

	<ul style="list-style-type: none">• Do not put the venting surface of the product facedown.• Do not install the product on a carpet or bed clothes.• Do not use a cloth such as table cloth to cover the product.
	<p>Do not touch the power cable with wet hands to avoid electric shock.</p> <p>Altitude during operation (m): less than 5000m</p>



CAUTION

	<p>Do not install the product in high temperature environments.</p> <ul style="list-style-type: none">• Do not install the product near heat source, such as the radiator, the heat reservoir, the stove or other heating devices.• Do not expose the product under sunlight, which may cause high temperature and subsequent faults in the product.
	<p>For transport:</p> <ul style="list-style-type: none">• Pack the product for mobility or maintenance by using the cartons and cushioning material provided with the product.• Vertically move the product during transport. The screen or other components are easily broken if the product is moved by an improper way.
	<p>Keep away from the product when you use a radio.</p> <p>The product design to prevent radio interference complies with the international EMI standard. However, the interference still exists and causes noise in the radio.</p> <ul style="list-style-type: none">• If noise occurs in the radio, try the following solutions.• Adjust the direction of the radio antenna to avoid the interference from the product.• Keep the radio away from the product.



CAUTION

Advice for watching:

- Use the product in an environment with comfortable light. It is harmful to your eyes to watch in a too bright or too dark environment.
 - Relax your eyes after a period of time for watching.
 - When you are watching, the distance which is 3 to 7 times of the display height should be kept, and it is the best distance to protect eyes and prevent eyestrain.
 - Adjust the volume to an appropriate level, especially at night.
 - Use amplifier equipment as the audio input source with caution. If you must use amplifier equipment, the input power should not exceed the maximum of speaker power. Otherwise, problems occur, such as the speaker is overpowered and damaged.
-
- Sudden temperature or environment humidity changes may cause moisture condensation. This may cause poor picture quality on screen. If this occurs, please keep the IFP on to evaporate moisture.
 - When the IFP is not in use for several days, please disconnected IFP from the power socket for environment and safety reasons.
 - IFP may have features that require it to be left in standby to work correctly.
 - For children, please do not allow children to climb on the IFP, keep small accessories out of reach of children, so that they are not mistakenly swallowed.

Notice

The technical specifications provided in this Manual and on the carton are subject to change without further notice. If there is any difference between this Manual and any actual operation, such actual operation shall prevail.

Introduction

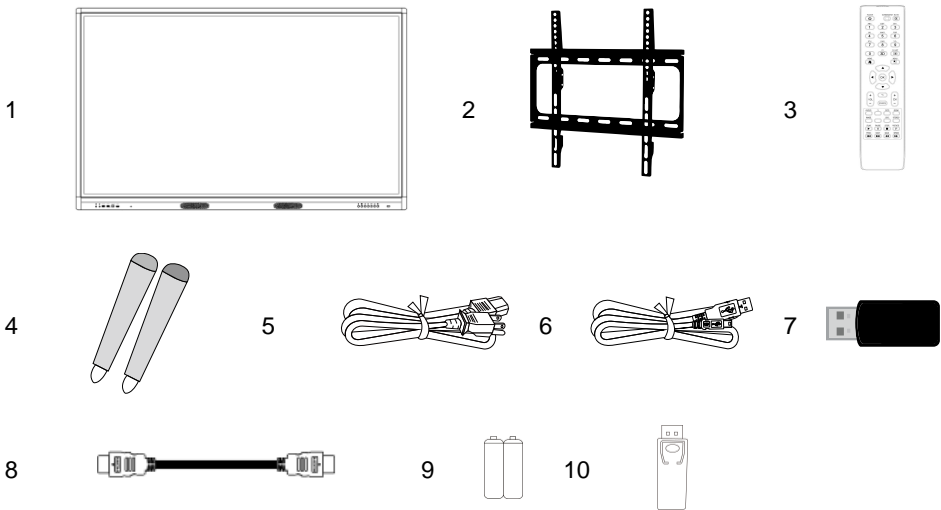
Thank you for choosing our interactive display. As our latest independently developed and produced human-machine interactive product, the interactive display is a multi-functional display for interactive teaching, digital demonstration, multi-media presentation, touch operations and handwriting. They are well designed and produced to meet the needs of education and corporate applications, and provide a user-friendly experience, digital intelligent control as an ideal equipment for schools and companies. You can use your fingers or opaque objects to write, edit and delete any things on the screen.

The product features are as follows:

- Run on Android 5.0.1 operating system with unique UI design, offering you more convenient operations and better visual experience.
- Support convenient operation through a mouse and keyboard with USB port, just like a computer.
- Built-in large-capacity memory and large-capacity buffer, running 4K movies.
- High-quality LCD screen featured by flicker free, low radiation, high brightness, high contrast, large view angle and short response time, greatly reducing the ghosting of fast moving images and eye fatigue.
- De-interlaced image processing and industry-leading motion compensation technology, improving the jagged and blurred edges of moving images thoroughly.
- Dynamic contrast technology, significantly improving image definition and contrast.
- Multiple USB ports, supporting HD streaming media function.
- Ultrathin body and ultra-narrow edges.

Hardware Introduction

Package Contents

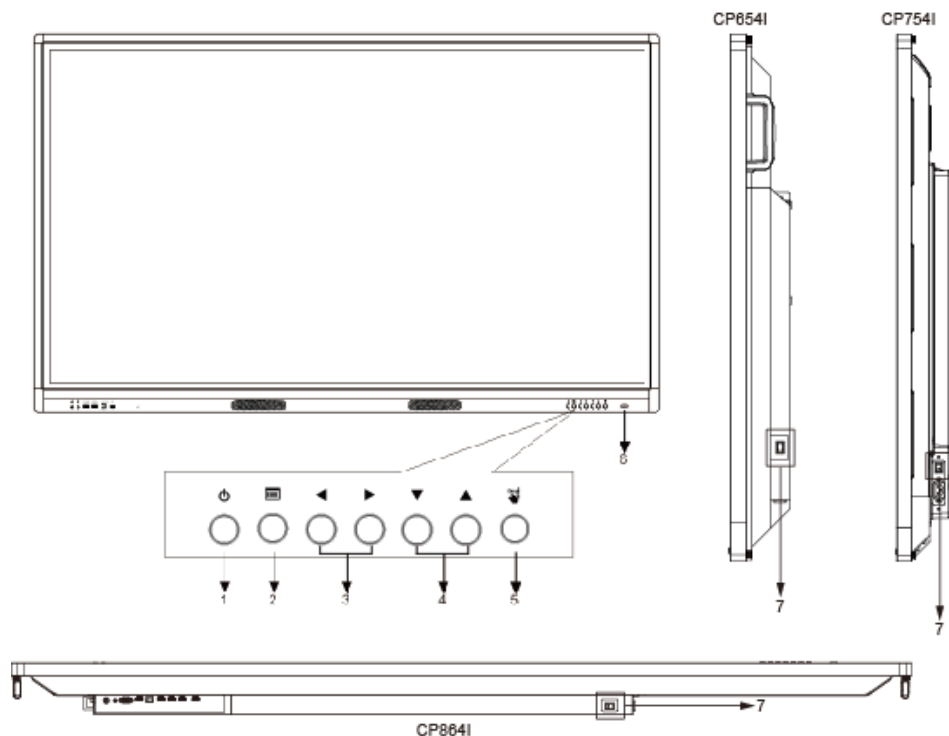


- | | |
|-----------------------------------|----------------------------------|
| 1. AVer CP series (65", 75", 86") | 6. USB cable |
| 2. Wall mount | 7. WiFi dongle (For US only) |
| 3. Remote Controller | 8. HDMI cable |
| 4. Stylus pen x 2 | 9. AAA battery x 2 (For US only) |
| 5. Power cable | 10. DP to HDMI port converter |

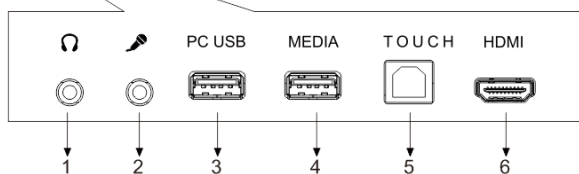
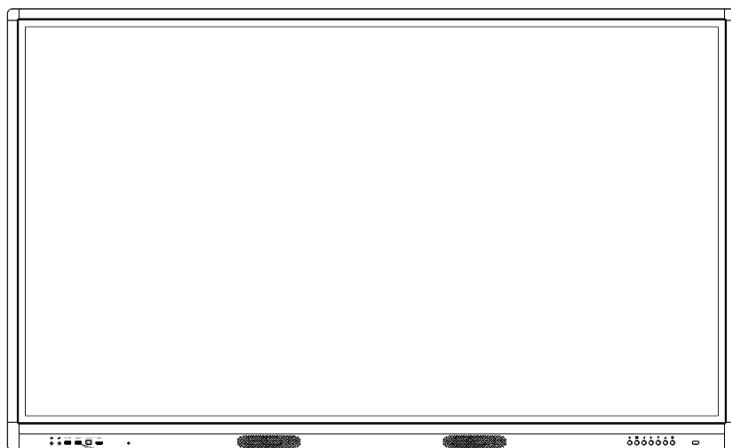
Optional Accessories

Floor Stand OPS

Front Side

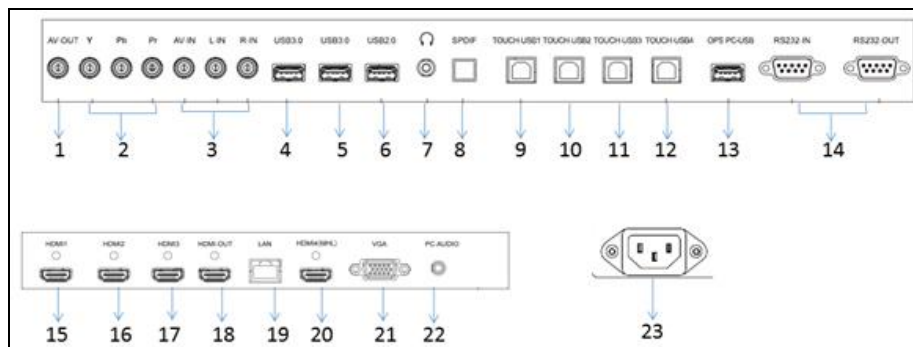


Item	Description
1	Power on/off
2	Press to show the OSD(On Screen Display) menu (Non Android screen)
3	VOL +/VOL - button; select or adjust menu options
4	Select or adjust menu options
5	Gesture control on/off (Long press > 2s to activate/inactivate)
6	Indicator and remote receiver
7	AC power On/Off switch



Item	Description
1	Headset port
2	MIC IN port
3	OPS-USB port
4	Android-USB port
5	TOUCH-USB port
6	HDMI IN port

Back Side



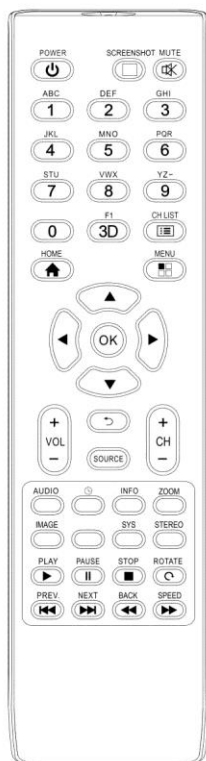
Item	Description	Item	Description
1	AV-OUT port	13	OPS-USB port
2	YPbPr IN ports	14*	RS232 IN/OUT port
3	AV-IN port	15	HDMI1 IN port
4	Android-USB port 3.0	16	HDMI2 IN port
5	Android -USB port 3.0	17	HDMI3 IN port
6	Android -USB port 2.0	18	HDMI 1/2/3 OUT port
7	Headset port	19	LAN port
8	SPDIF OUT port	20	HDMI4-IN port
9	TOUCH-USB1 port	21	VGA-IN port
10	TOUCH-USB2 port	22	VGA-AUDIO IN port
11	TOUCH-USB3 port	23	POWER port
12	TOUCH-USB4 port		

*The RS232 In/Out ports are in different position on CP654I unit.

Remote Controller

Install Batteries before using remote controller.

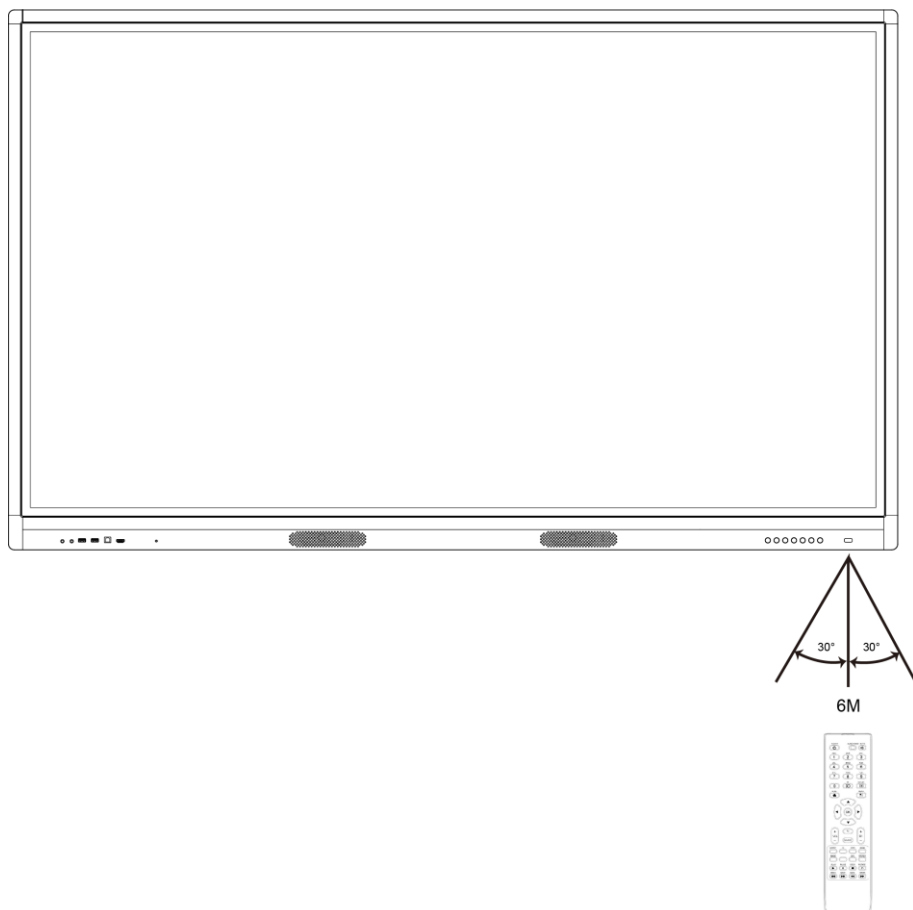
Aim the remote control at the remote receiver when using the remote control. Any object placed between the remote control and the remote receiver may disturb normal operation.



Name	Descriptions
	Power on/off
SCREENSHOT	Take screenshot.
MUTE	Enable or disable sound.
NUMERIC KEYS	Input any number.
F1(FREEZE)	Enable or disable freeze function in the system (Only works in non-Android mode)
CH LIST	Allow backspace when input characters/view TV channel list (No used currently)
HOME	Jump back to Android Home
MENU	Display the on screen menu.
	Select or adjust menu options.
OK	Confirm the operation.
VOL +/-	Adjust volume.
	Return to the previous setting interface.
SOURCE	Display the source selection menu (Valid only in TV mode).
CH +/-	Turn channel up/down. (No used currently)
AUDIO	Select the sound mode.
SLEEP	Set the sleep time and auto standby when the specified time is reached.
ZOOM	Switch the channel display ratio on the screen.
IMAGE	Select the picture mode of the product.
SYS	Only for switching TV system.
	For operation of multimedia functions in the intelligent platform.
INFO	Display the content information of the input source.

Remote control Receiver range

The effective area of the remote controller is the vertical distance within 6 meters in front of the product and the area within an angle of 30 degrees from the vertical point to the left and the right.



[Note] To avoid probable faults, please read the following instructions and use the remote controller properly.

- Do not drop or beat the remote controller.
- Do not spill water or other liquid on the remote controller.
- Do not put the remote controller on wet items.
- Do not expose the remote controller under sunlight or put it near overheated source.

Wall Mounting Installation

Safety tips for installation

1. At least 2 professional installers should on site when installing the wall mounting bracket and the IFP. To prevent injury and damage to the wall and device, user should not perform the installation without professional guidance.
2. The installation position should be on the wall that can bear the weight of the IFP and bracket, and measures should be taken to calculate the effects of other external forces.
3. To avoid accidental damage to the device and human safety, please install the bracket in a place which avoids the contact of children.
4. When the installed screws become loose, please turn off the device and unplug the power cord for further check.
5. The bracket should be installed on a vertical flat surface.
6. For the best working performance, these places should be avoided: strong electric field, strong magnetic field and potential leakage of inflammable gas.
7. For the best panel viewing, the bracket should be installed in the place where the direct intense light and reversed light situations should be avoided.
8. In case of fire, please avoid the places as described below: heavy soot, windy and dusty place, intense humidity and intense heat.
9. During installation, please make sure connection between the screws and bracket are secured firmly.
10. This instruction should be strictly followed. The manufacturer isn't responsible for **any damages and lost caused by inappropriate installation and operation.**

List of Wall-mounting bracket

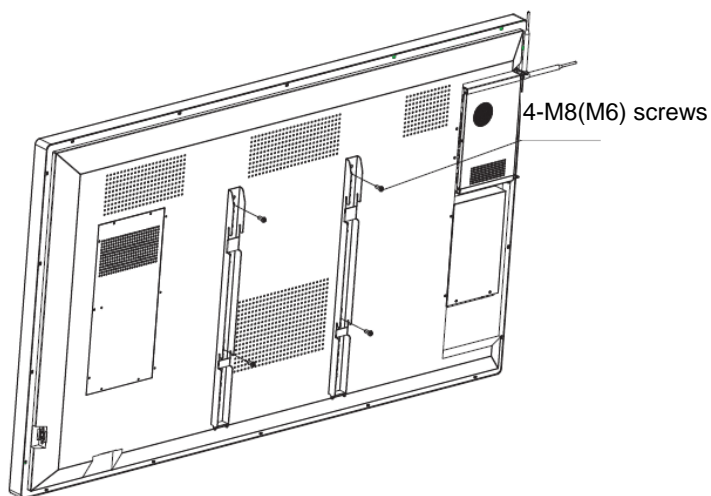
1. Wall-mounting bracket (installed onto the wall), you just need to do this step.
2. 4 pieces of M8 (M6) screws (already attached to the IFP) 12 pieces of M4X6MM B-head screws.)

Installation tools needed

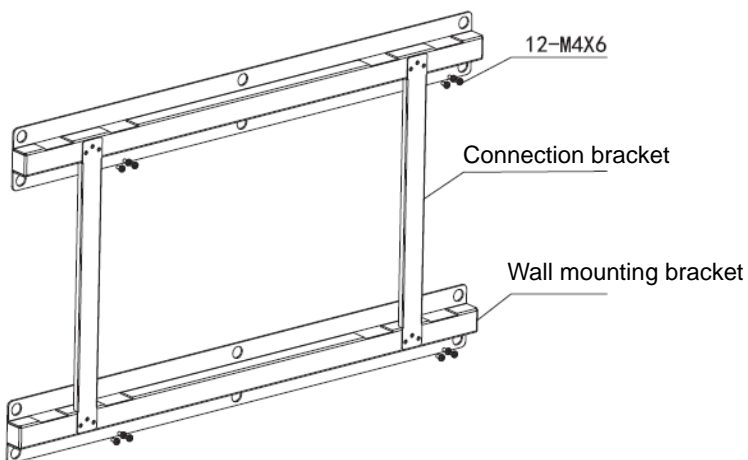
Churn (impact) drill, pencil, screwdriver, hammer, wrench, grinder (polisher).

Installation methods

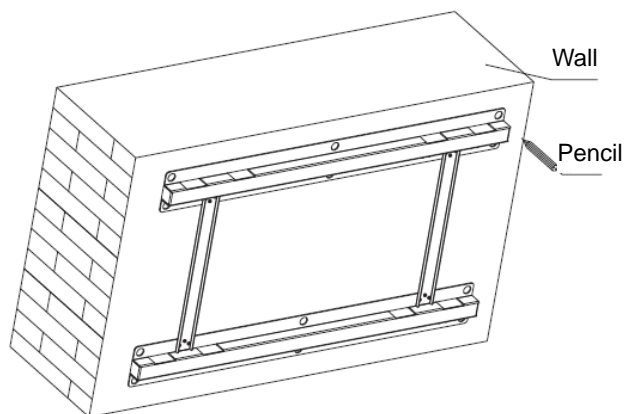
1. As shown below: Lock the hanging bracket to the corresponding VESA holes of IFP, with 4 pieces of M8 (M6) screws.



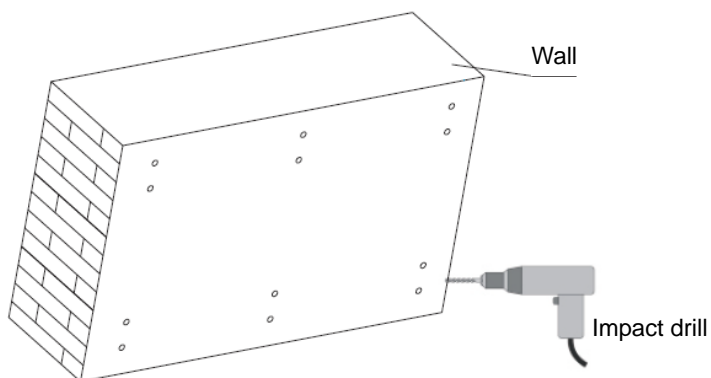
2. As shown below: Lock the connection bracket and wall-mounting bracket together with 12 pieces of M4X6 B-head screws.



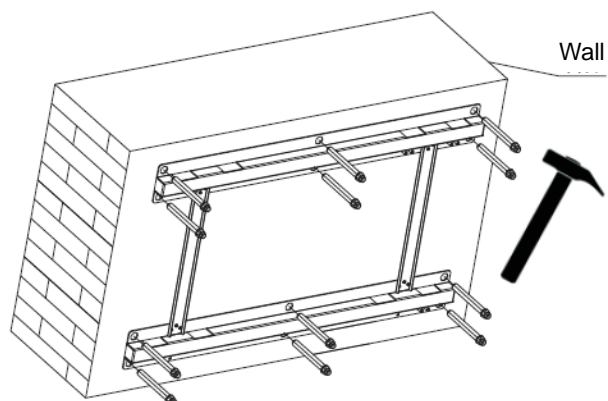
3. Pictured below: put the combined wall mounting bracket on the suitable wall, use the pencil to mark the right hole for expansion screws (12 holes):



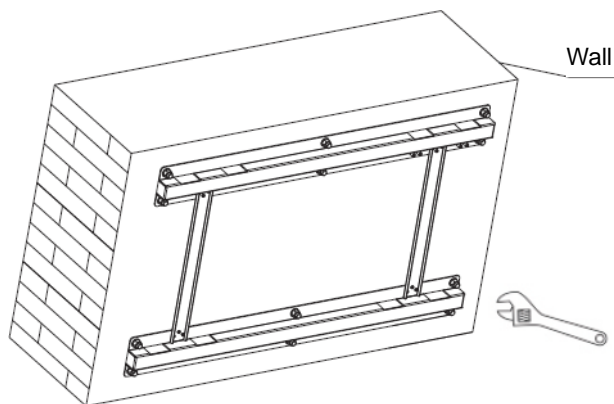
4. Picture shown as below: Use churn (impact) drill to drill 12 holes on the wall according to the position marked by pencil in Step 3. The diameter and depth should be chosen according to the spec. and the type of the expansion screws used in the wall.



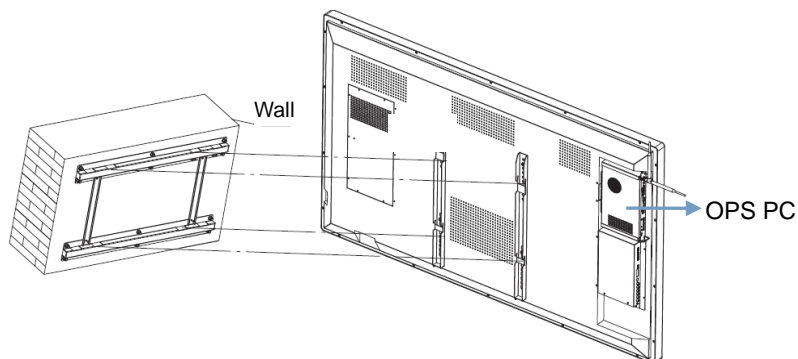
5. Use a hammer to drive the 12 pieces of expansion screws into the wall. The client should choose the right specification of the expansion screws (you just need to prepare these screws in the whole process) according to the wall type.



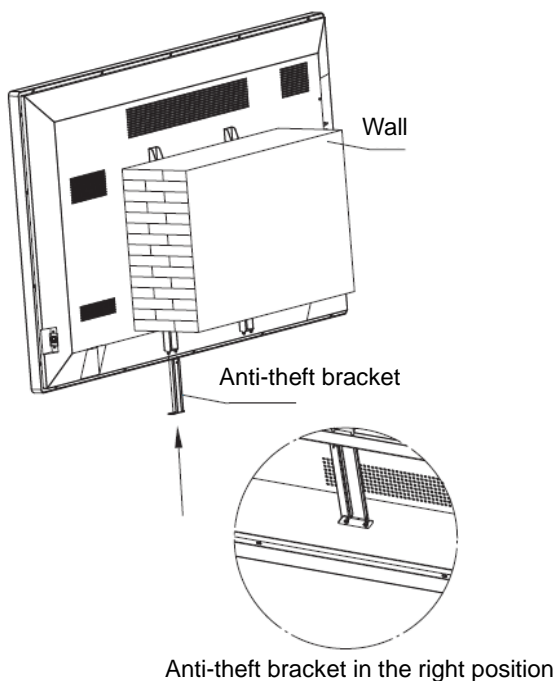
6. Use the wrench to tighten the nuts of the expansion screws.



7. Verify the specification (length * width, mm) of the hanging bracket on the IFP, then put the IFP onto the corresponding hole on the wall mounting bracket. (400*400mm or 600*400mm, 2 types optional, you need to verify!)



8. As pictured below, push the anti-theft bracket (in the accessory bag) into the corresponding hole which is at the bottom of the IFP. Use the screws to lock the anti-theft bracket in place.

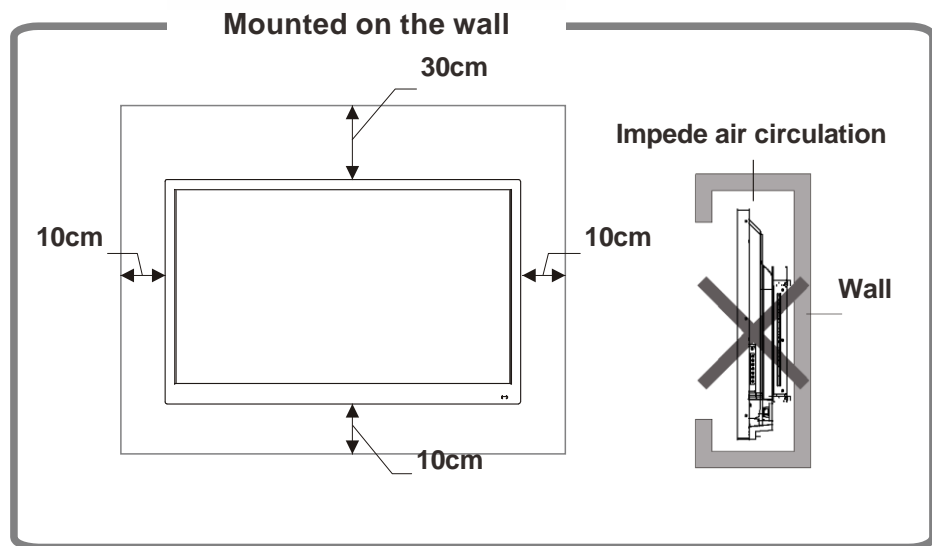


Ventilation

Keep clearances around the product according to the minimum dimensions shown in the picture.

Never cover the ventilation holes or insert any object into the housing.

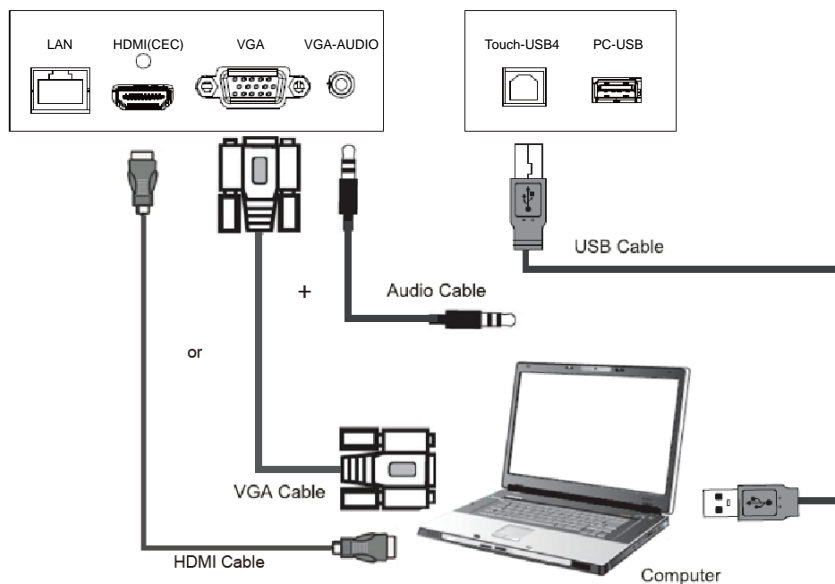
Do not place the product in a confined space such as bookcase or imbedded closet unless appropriate ventilation conditions are provided. There should be adequate clearances around the product to ensure good ventilation.



Installation

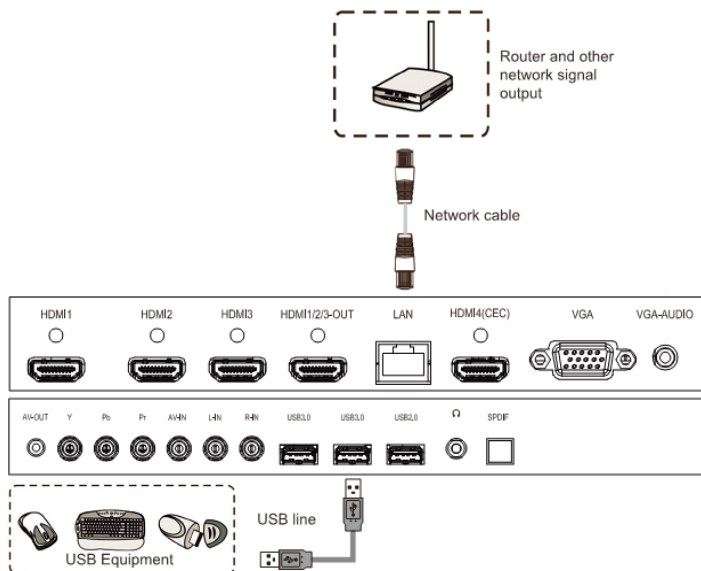
Connect to PC

[Note] Disconnect the power plug before installing or removing the product.



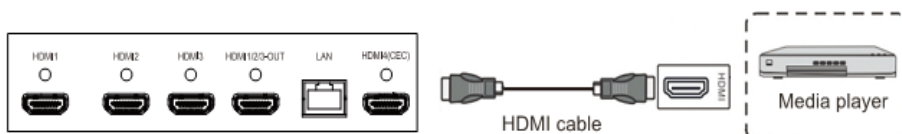
[Remark] Either connects the HDMI cable (or VGA + Audio cable) from the external computer.

Connecting USB Peripherals

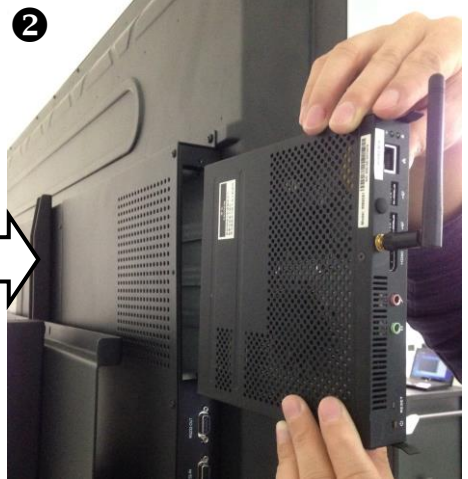
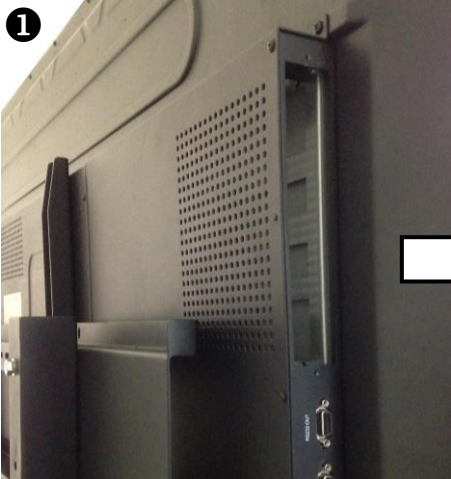


1. **WiFi Adapter (& other supported USB devices):** Plug into USB IN port.
2. **Networking and modem cables:** Plug the router cable into the LAN port.

HDMI Connections



Install OPS



Slide the OPS into the OPS slot.

[Note] The fan side of OPS is face outside.



Power on/off OPS

The OPS will not turn on when IFP system power on.

When IFP system switches to OPS source, the OPS will automatically power on.

When IFP power off, the OPS will be powered off.

Using AVer CP System

Power on

Connect the power plug to the power outlet on the wall. Then, press the power button on of AVer CP unit. Also, user can press power button on the remote controller to power up, too. After power on, the main screen is displayed.



Power Off

While in power on status, press power button on the AVer CP unit or on the remote controller and the power off message is displayed on screen; press power button again to turn off the AVer CP system.

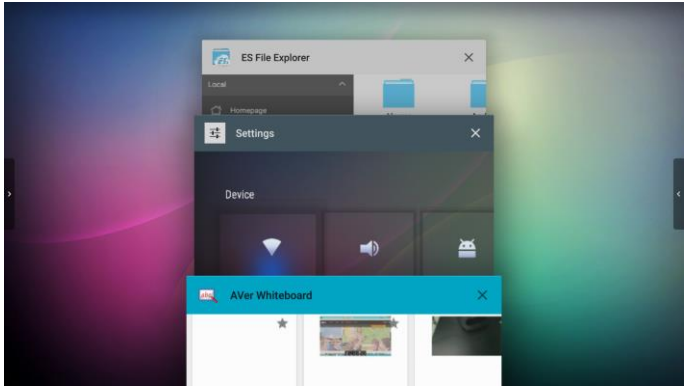
Main Screen

After power on, the main screen will display as below shown.






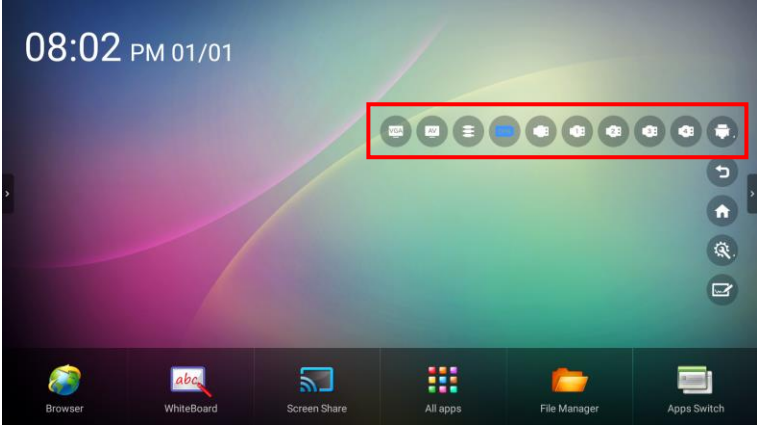


Name	Descriptions
(1) Timer and Date	Display the current time and date.
(2) Tool bar	Select to extend the tool bar. For more detail, see Toolbar section.
(3) Browser	Call out browser to explore the Internet if Internet connection is available.
(4) Whiteboard	Call out the whiteboard interface to use whiteboard functions.
(5) Screen Share	To display the screen that is share from other device such as Android phone/tablet, Apple phone/iPad, Chromebook..etc.
(6) All apps	To enter the application program page. All application programs in the system are displayed.
(7) File Manager	Select to call out the file manager screen.

Name	Descriptions
(8) App Switch	View recent running programs, switch to one of running program, and close the running programs.



Toolbar

The toolbar is located at both of the screen, touch  or  on the both side of screen to call out the tool bar. Touch aging to hide the tool bar.

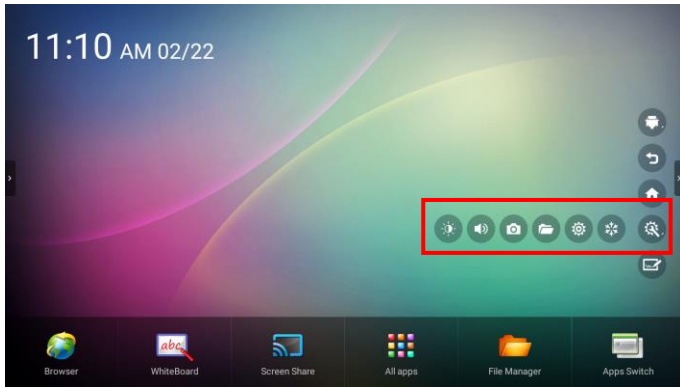
Name	Descriptions
	<p>Select the input source which devices are connected with the AVer CP system through HDMI, VGA, and USB interface.</p> 
	<p>Back to previous screen.</p>
	<p>Return to main screen.</p>

Name

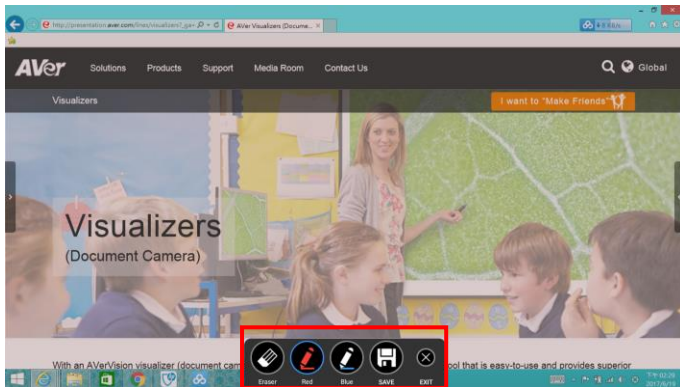
Descriptions



Call out setting function list. Setting function includes backlight adjustment, volume +/-, snapshot, file manager, system setting, and freeze. For more detail please see [Settings](#) section.



Call out the annotation tool. The annotation tool can be used in any input source screen. For more detail please see [Annotation Tool](#) section.



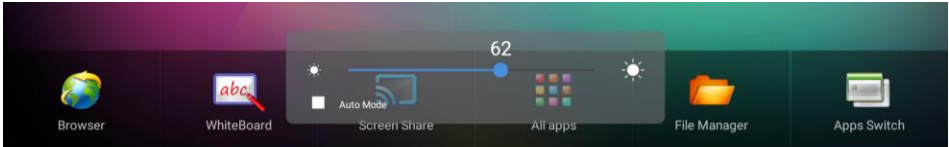
Settings

Settings function includes volume +/-, snapshot, file manager, system setting, and freeze.

Backlight adjustment (☀️)

Adjust backlight value (0~100). The default is auto mode.

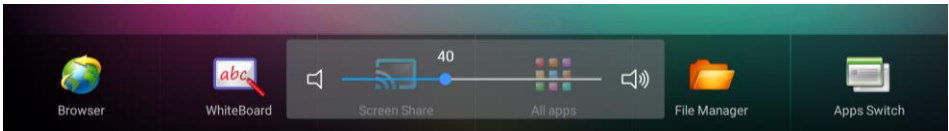
Select ⚙️ > ☀️ to call out backlight adjust bar. To manual adjust, un-mark the “**Auto Mode**”. Touch and hold the blue dot and move to adjust the backlight value.



Volume (🔊)

Adjust system volume.

Select ⚙️ > 🔊 to call out volume adjust bar. Touch and hold the blue dot and move to adjust the volume.



Snapshot (📷)

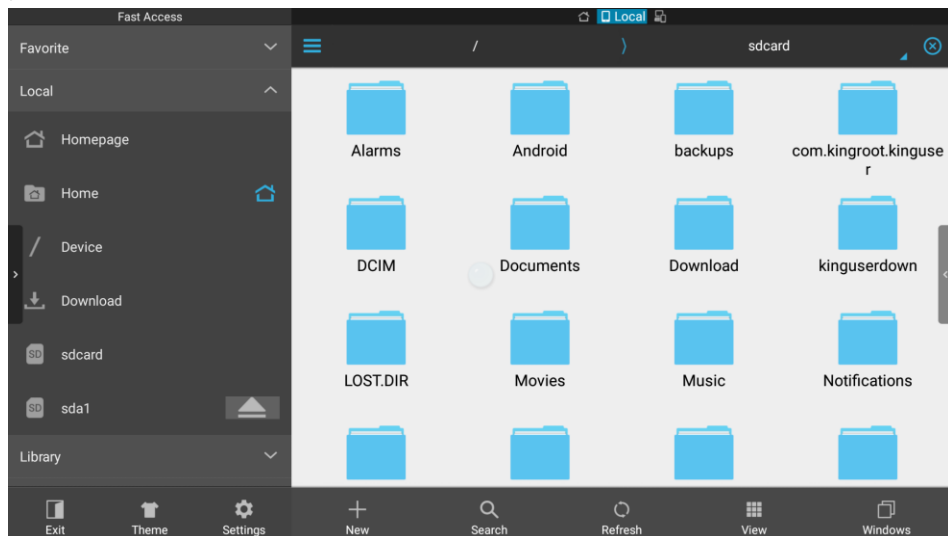
Capture the current screen shot.

Select ⚙️ > 📷 to take a screen shot. User can view the screen shot in Gallery.

File manager (📁)

Open the ES file explorer screen.

Select ⚙️ > 📁 to open ES file explorer screen. User can manage the files on IFP system.

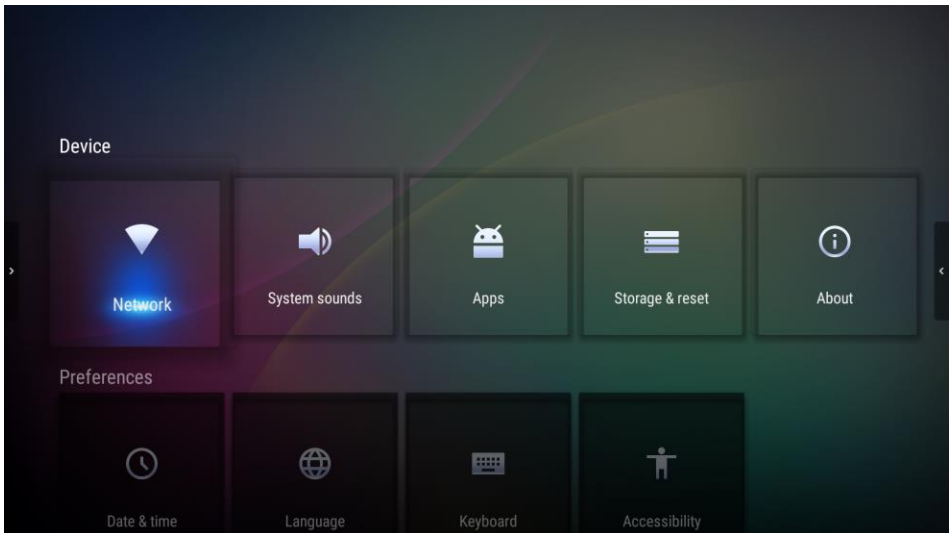


System Setting (⚙️)

Setup IFP system's parameters – Network, System Sounds, Apps, Storage & reset, About, Date & Time, Language, Keyboard, Accessibility Add accessory, and Security & Restrictions.

Select 🔍 > ⚙️ to open IFP system settings screen.

- **Network:** Turn on/off the WiFi function and make a WiFi connection.
- **System Sounds:** Turn on/off the IFP system sound.
- **Apps:** Manage the apps on the IFP system.
- **Storage & reset:** View the storage capacity on the IFP system and reset the IFP system back to factory default.
- **About:** View the version and related information of the IFP system.
- **Date & Time:** Setup the date and time of the IFP system.
- **Language:** Select the language of the IFP system.
- **Keyboard:** Setup keyboard format.
- **Accessibility:** Setup parameters of caption, speak passwords, and text to speech.
- **Add accessory:** Bluetooth device setup.
- **Security & Restrictions:** Setup Apps installation authority on the IFP system and security of restriction profile.



Freeze(❄️)

To temporary freeze the current screen. While freezing, no functions can be operated.

[Note] Freeze function doesn't support on Android system.


Select ⚙️ > ❄️ to freeze the screen. The left upper corner of screen will display "Freeze On".


Freeze On





Annotation Tool


The annotation tool can be used in any input source screen.

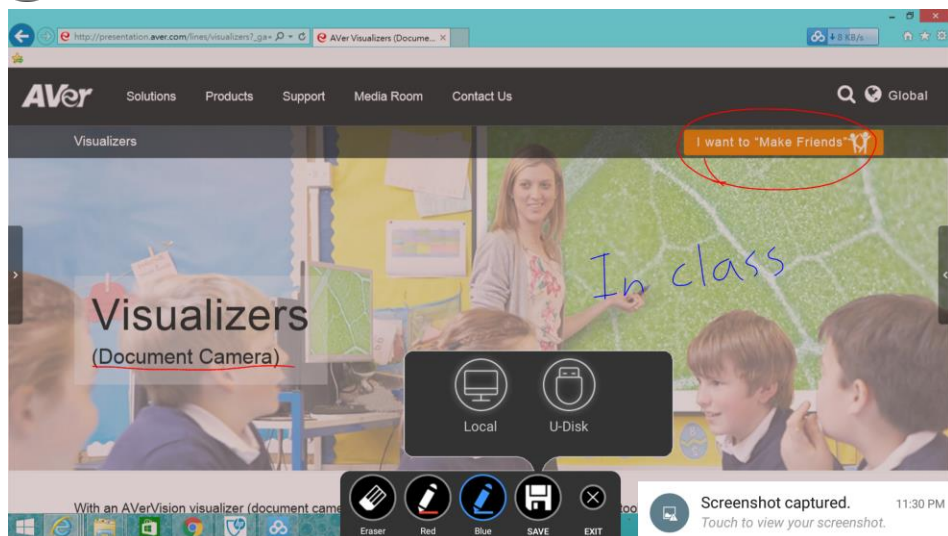
Select  to call out annotation tool.

 (Eraser): Clear the annotation on the screen.

 (Red) &  (Blue): Red and blue color pen. User can draw and write on the screen.

 (Save): Save the screen to local (, IFP) or U-Disk (, external USB pen drive).




 (Exit): Close the annotation tool.

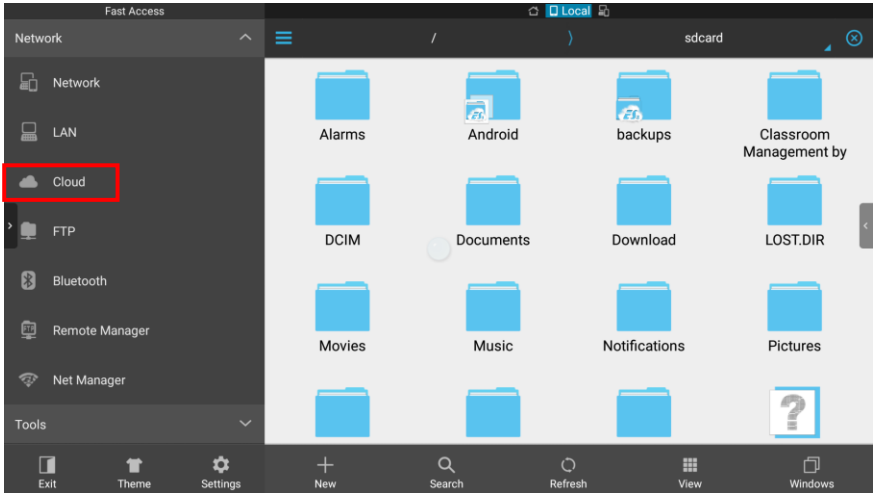


Cloud Storage

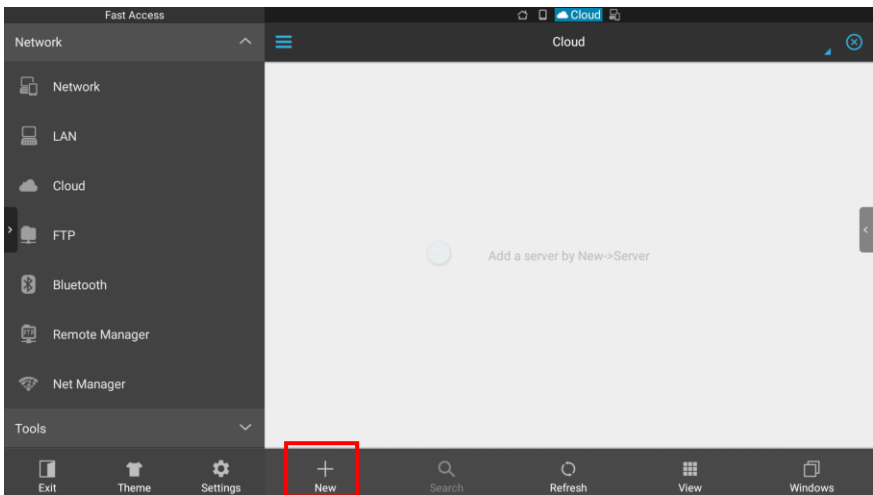
Create the google drive on IFP for file accessing and storage.

Build an Account

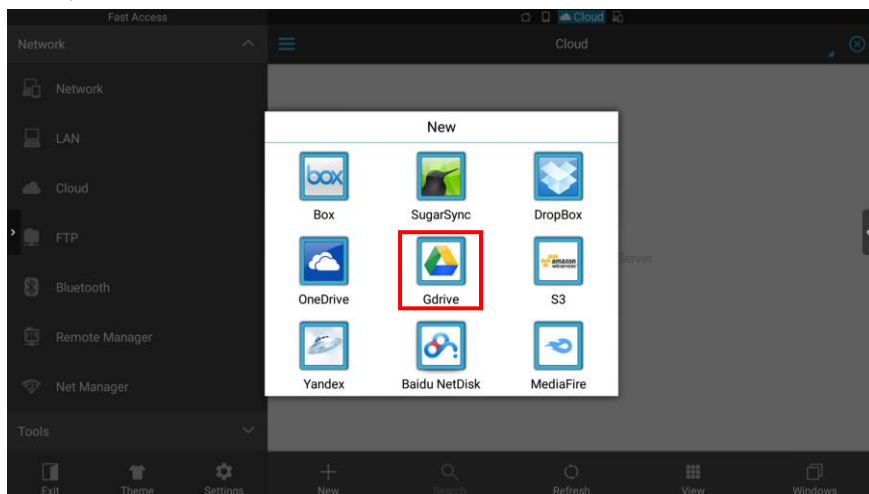
1. Open the ES file explorer. Select  >  or  from main screen to open ES file explorer.
2. In ES file explorer screen, select **Network** > **Cloud**.



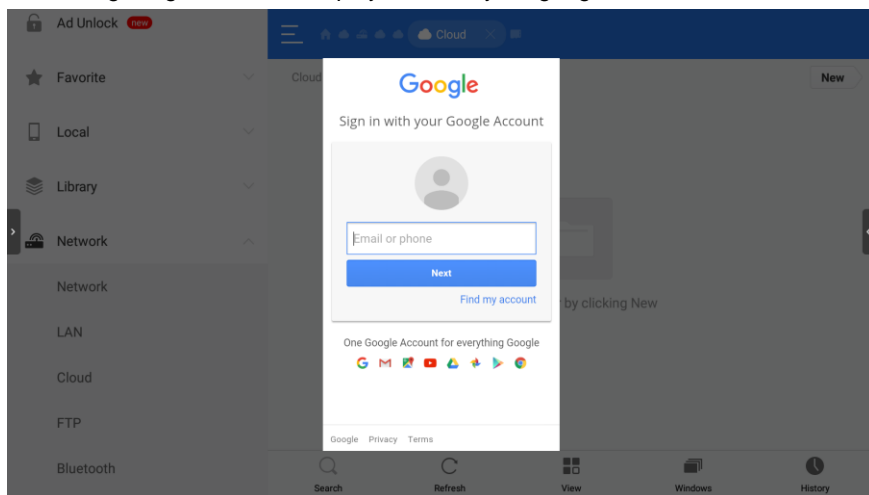
3. In Cloud screen, select **"New"**.



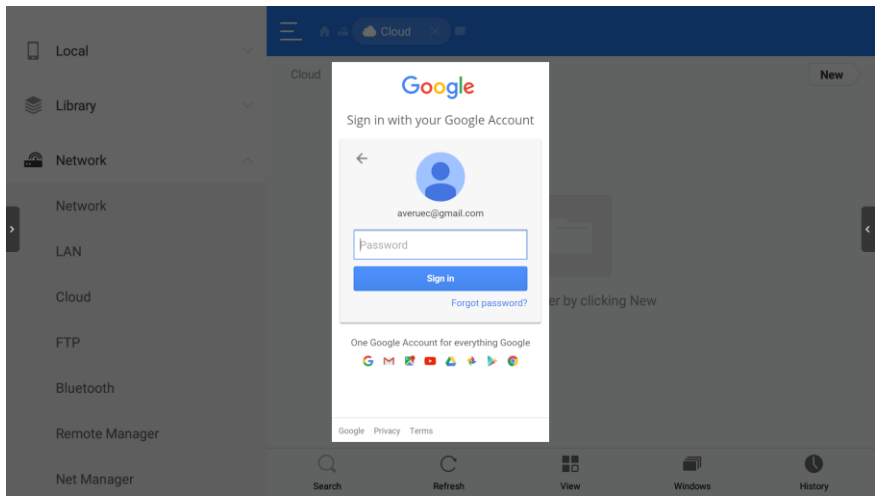
4. Then, select **"Gdrive"**.



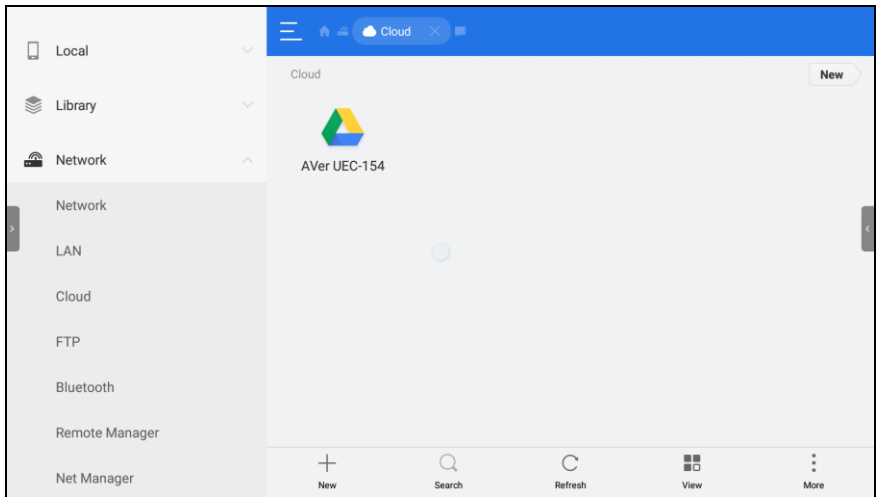
5. The Google login screen is displayed. Enter your google account and select **"Next"**.



6. Enter your Google account's password and select “**Sign in**”.

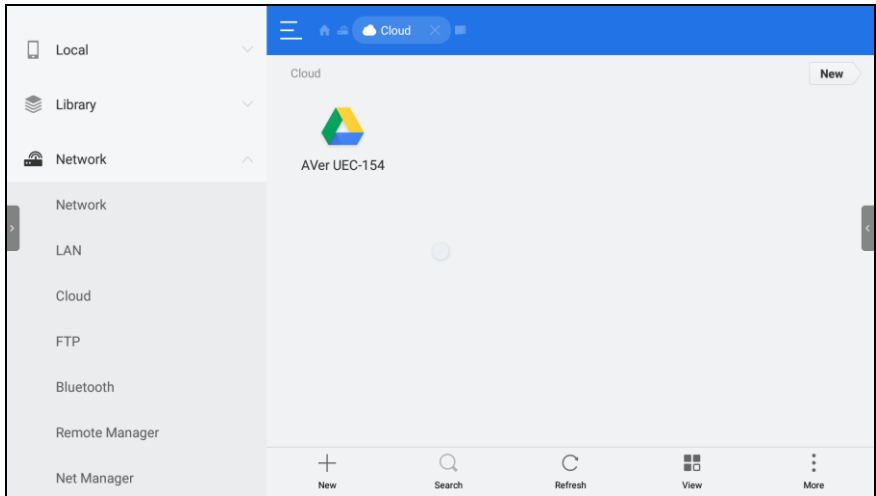


7. After sign in, the google drive is build.

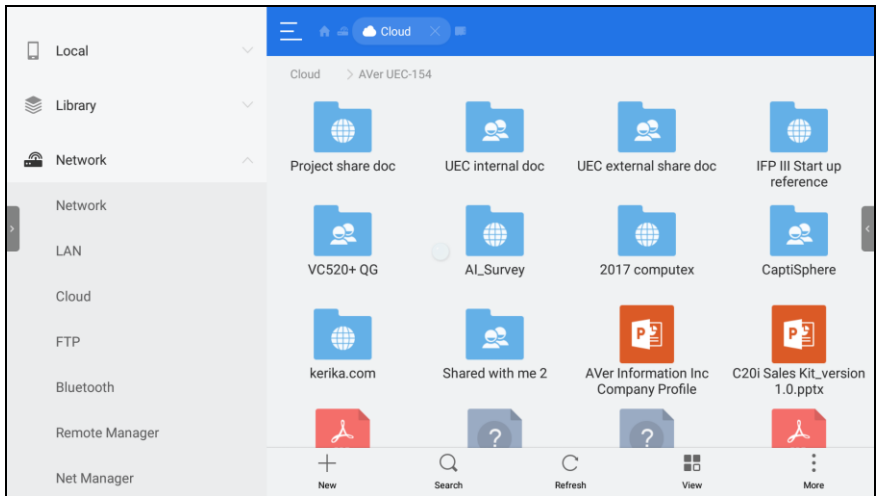


Using OfficeSuite to open a file

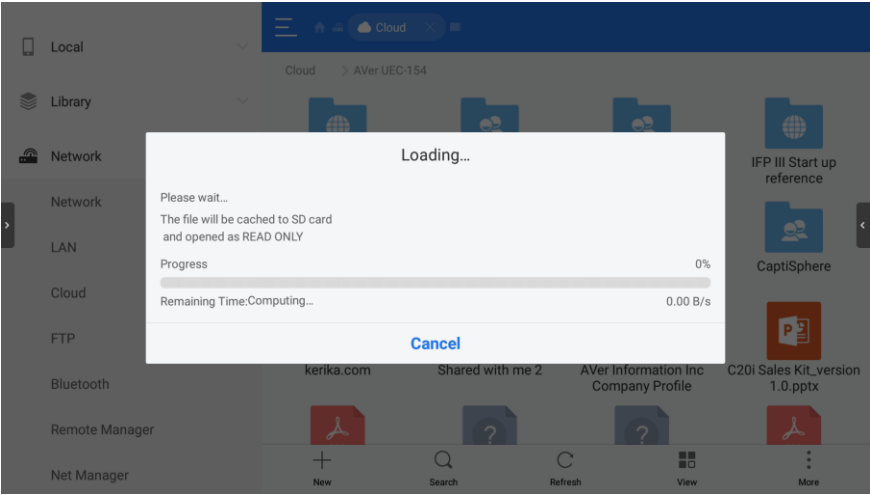
1. Open the ES file explorer > Network > Cloud > your Google drive account.



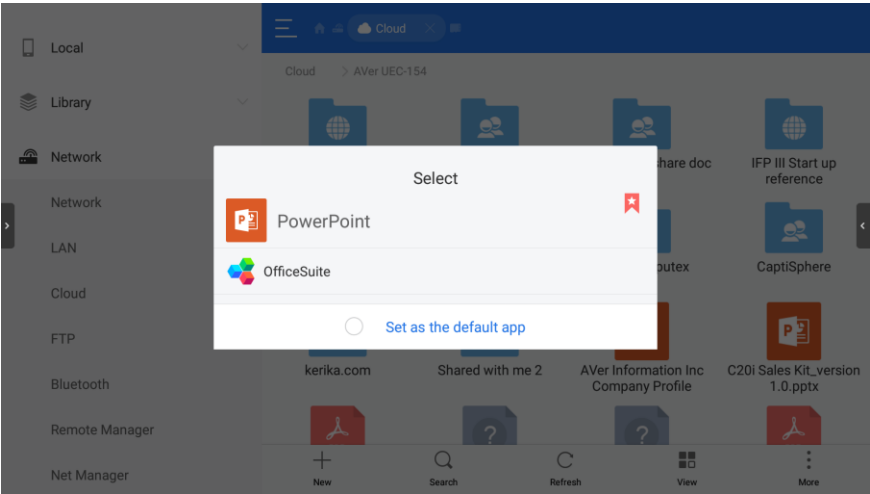
2. Select the file from your google drive.



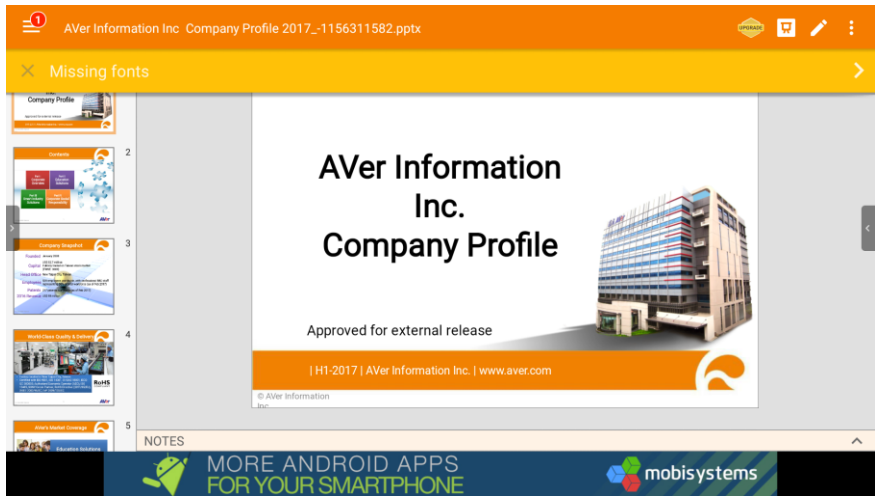
3. Wait for selected file will be downloading to local disk to open.



4. Select “OfficeSuite” to open the file.



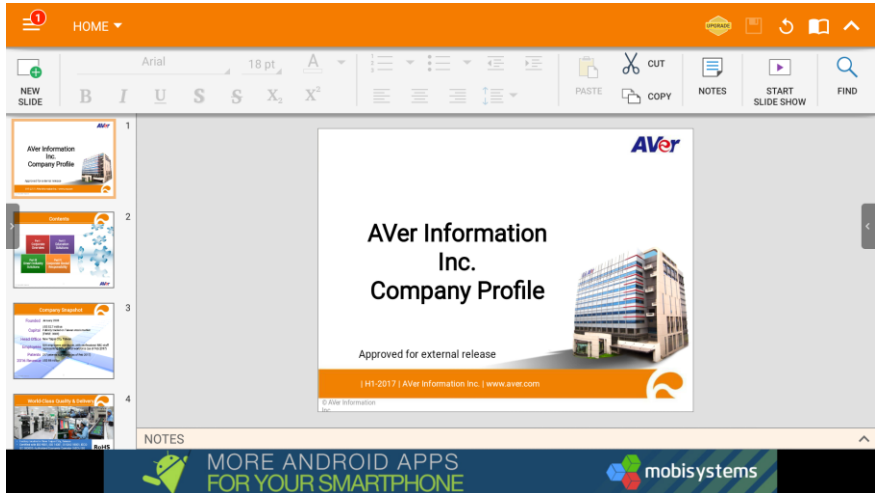
5. The file is opened by OfficeSuite.




6. If file is a *.ppt file. Select  > **Start slide show** can switch to slide show mode.



7. Select  can edit the file.

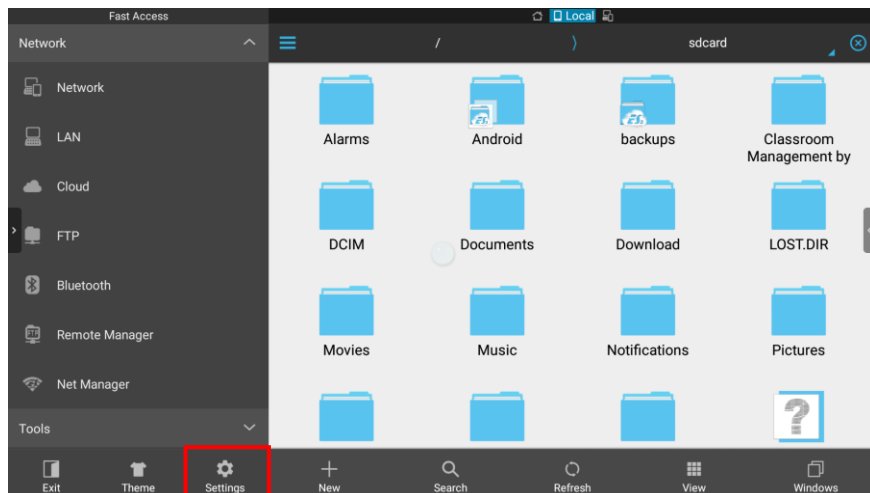


8. Edited file can be saved as PDF file. Select  to save the edited file.

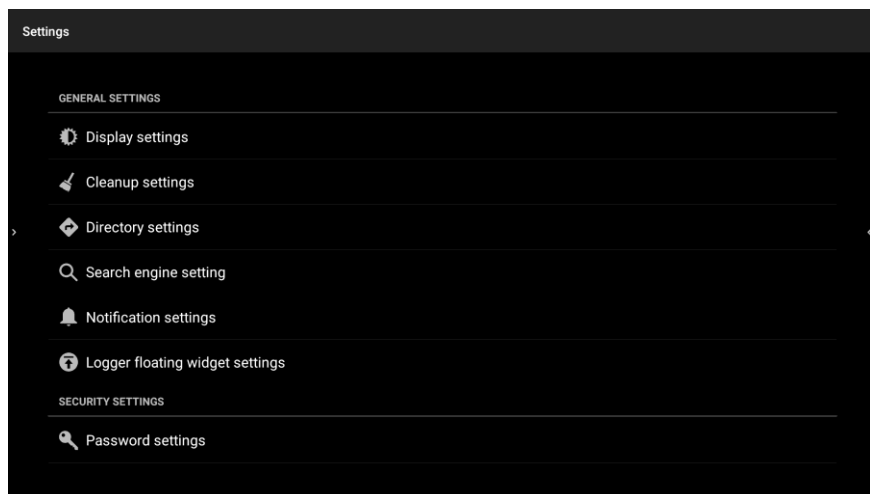
Set Password for ES File Explorer

Set the password to protect ES File Explorer.

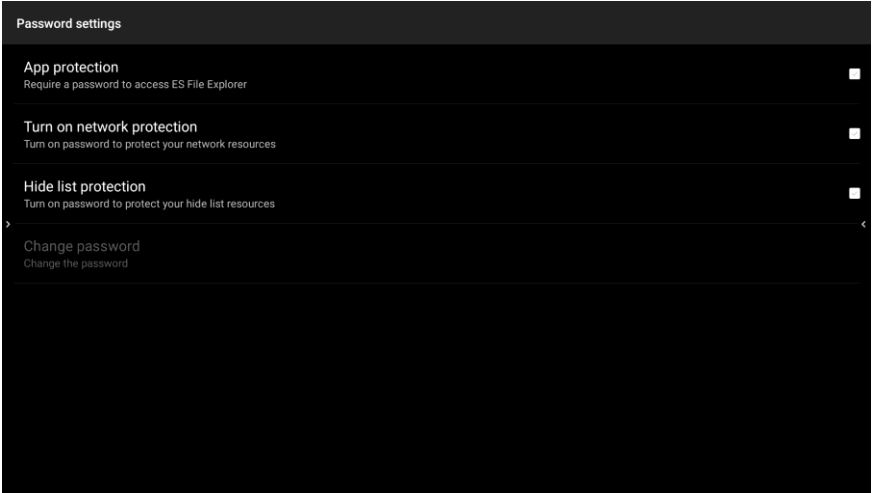
1. Open ES file explorer and select **“Settings”**.



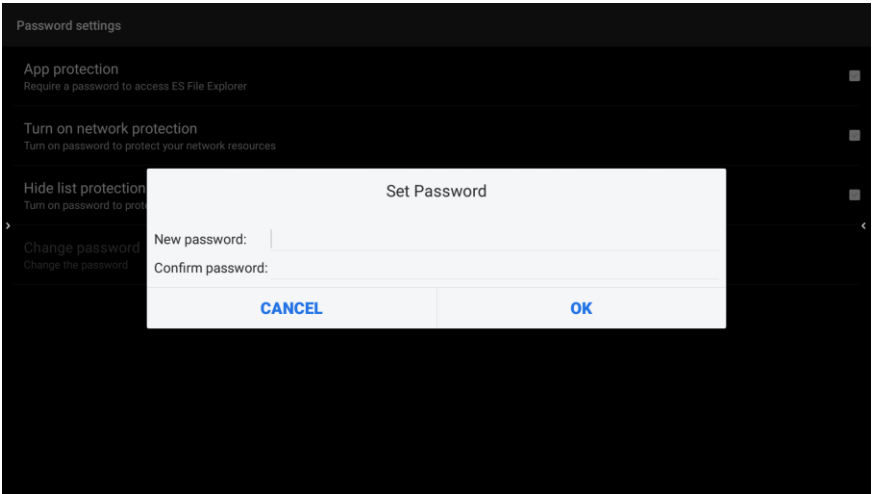
2. Select **“Password Settings”**.




3. Select “**App protection**”.






4. Enter the password and re-enter password to confirm. Then, select “**OK**” to complete.

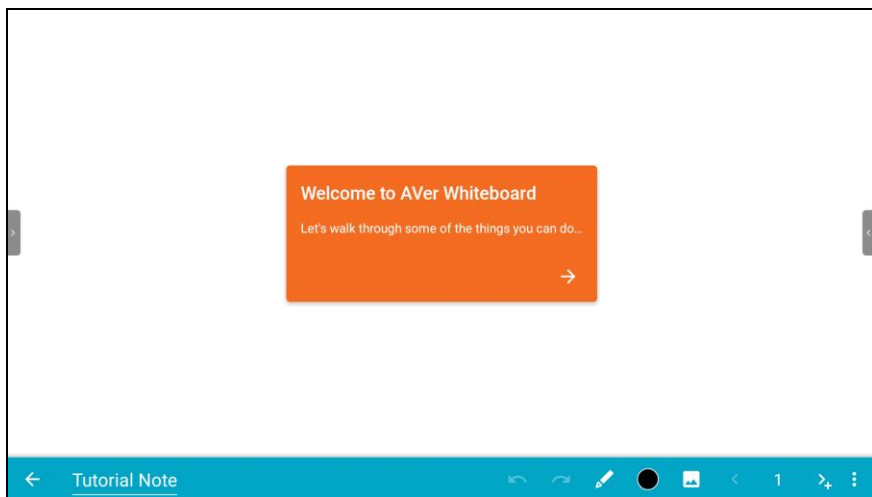


Whiteboard

Select  on main screen to call out Whiteboard application.

Tutorial


For the first time use, the tutorial will guide the user how to use whiteboard; select  to go next step, select  to back previous step. Select **TRY** the tutorial will close, select  can continue the tutorial.

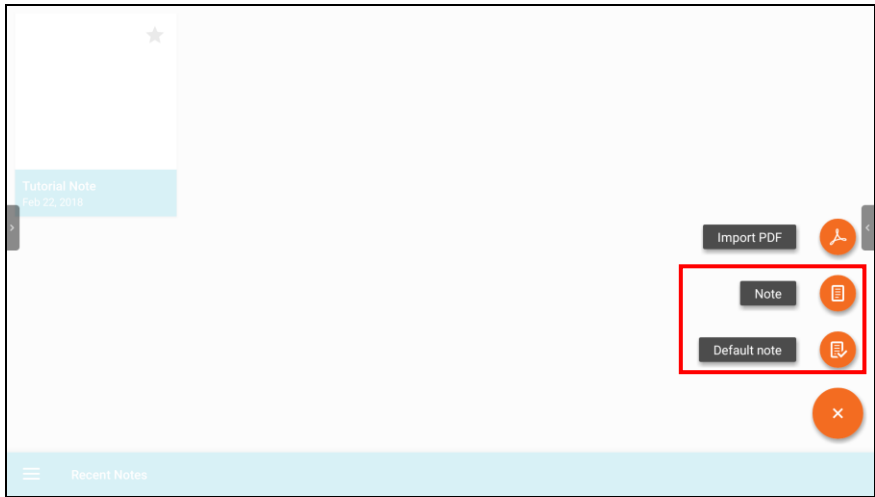


If user wants to view the tutorial again after tutorial, select the **"VIEW TUTORIAL"** at main page of whiteboard. Select **"DISMISS"** will close the tutorial selection.

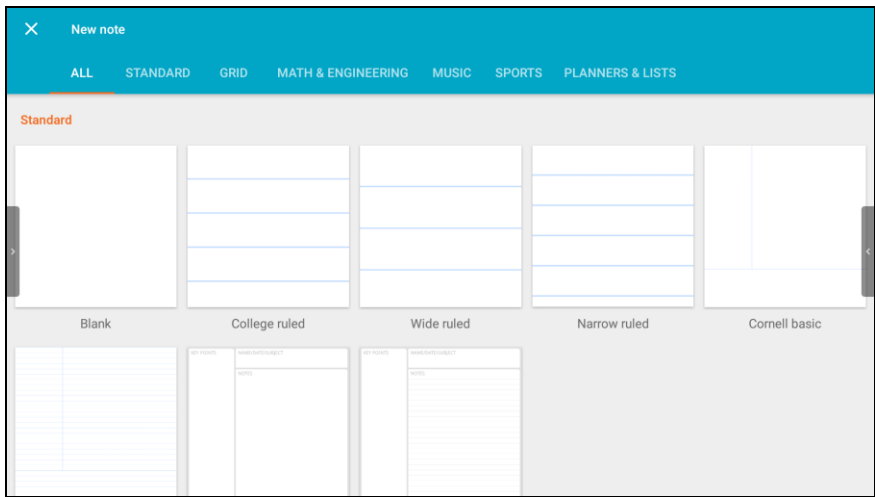
Note Format

The note page has different format and user can choose the proper format to use.

- 1. Select  and select **Note**. Also, user can select “Default note”. The default note will be a blank page.




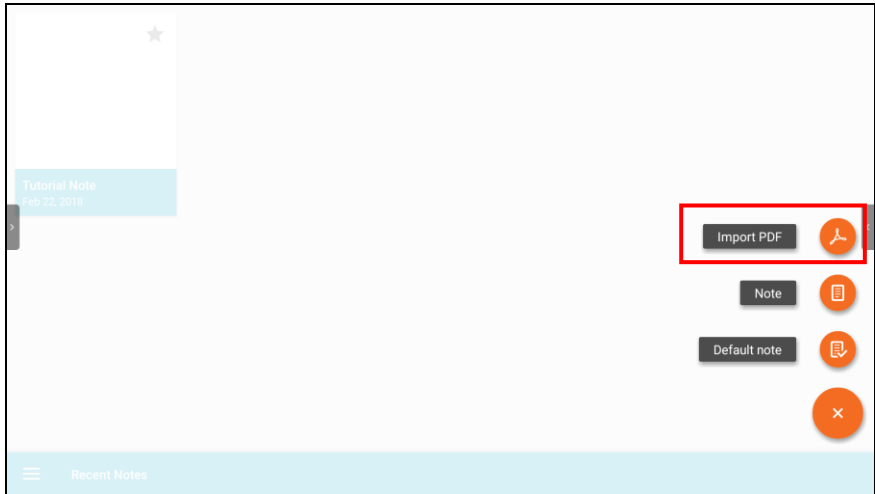
- 2. The note formats are category in Standard, Grid, Math&Engineering, Music, Sports, and Planners&Lists. Choose the proper note format to use.



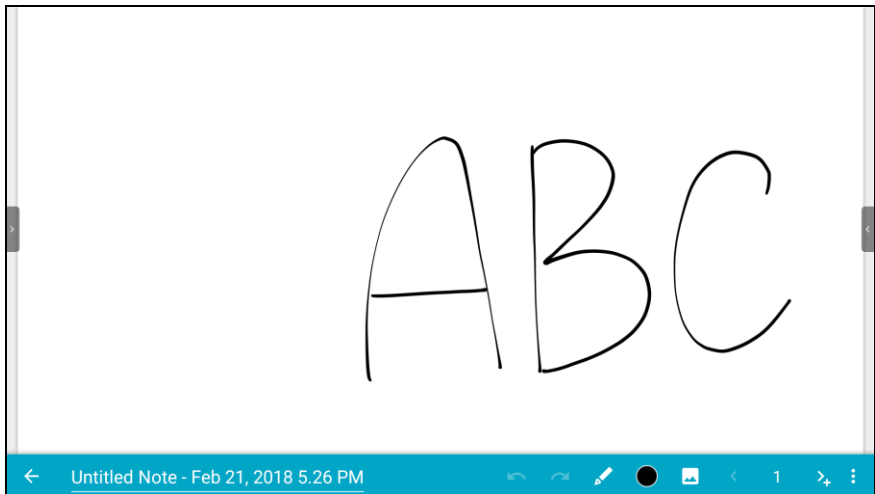
Import PDF

User can import the PDF file from external USB pen drive, local (IFP system), or Google drive into whiteboard.

1. Select  and select "Import PDF".



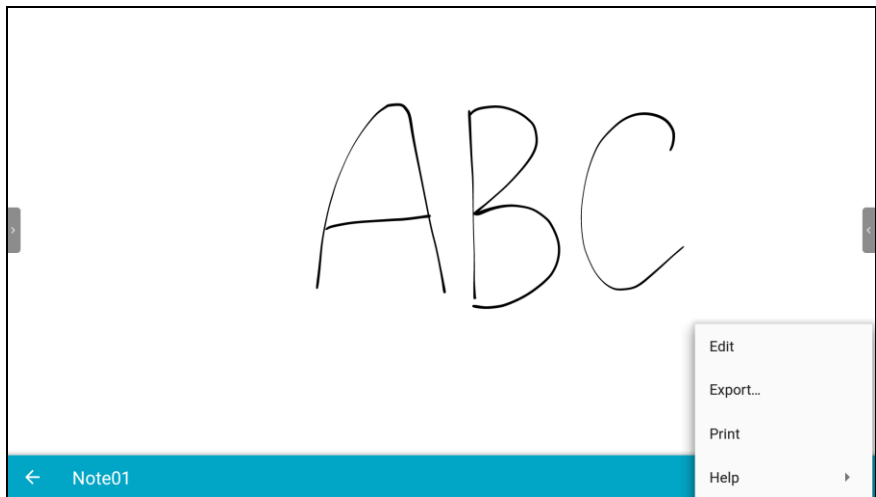
2. Locate the PDF file. If use wants to open the PDF file from Google drive, select ES file explorer > select the path > your Google drive.
3. The imported PDF file is displayed on whiteboard screen.



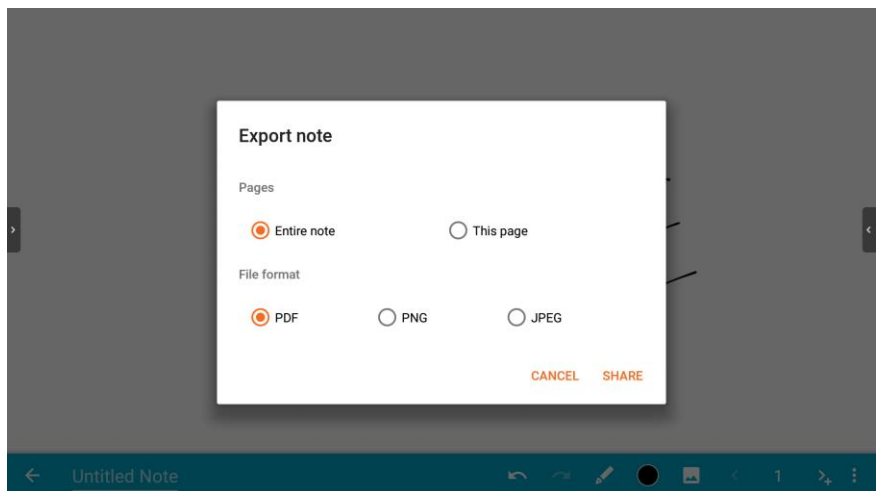
Save the PDF file to Google Drive

[Note] The Google drive must have built on IFP (See also chapter of Cloud Storage).

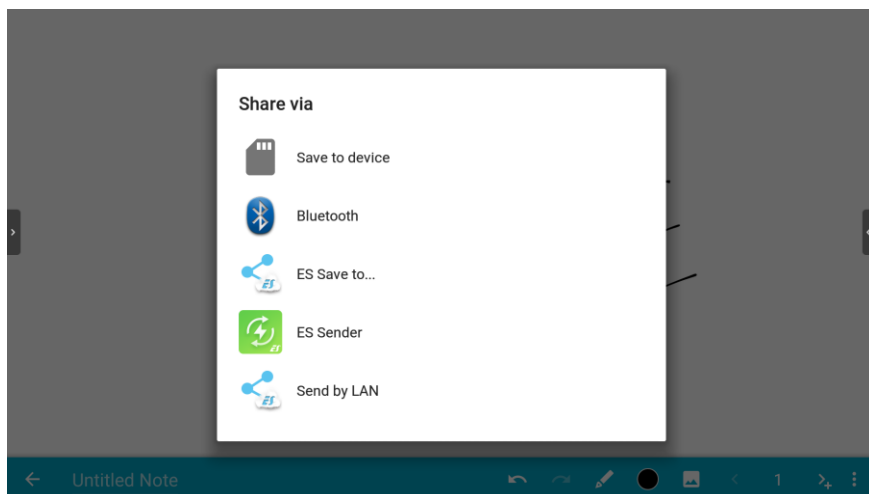
1. In Whiteboard note page, select  > **Export**.



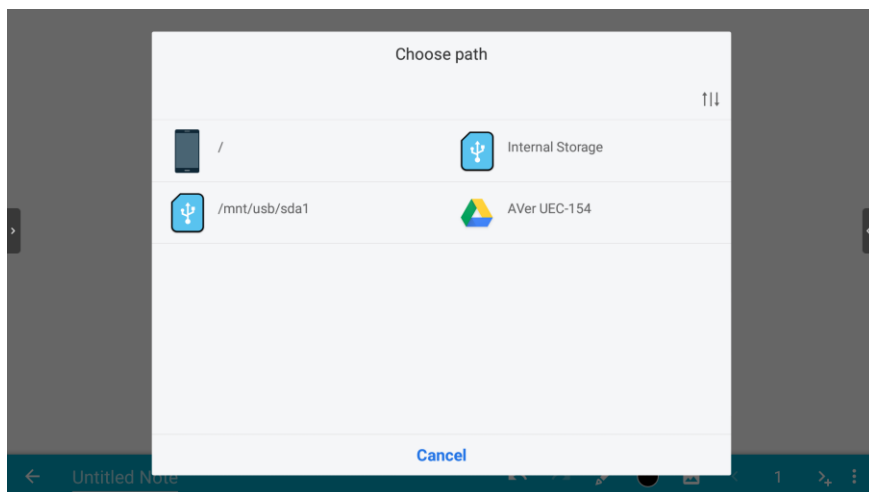
2. Select **"Pages"** and **"File format"** as PDF and select **"Share"**.



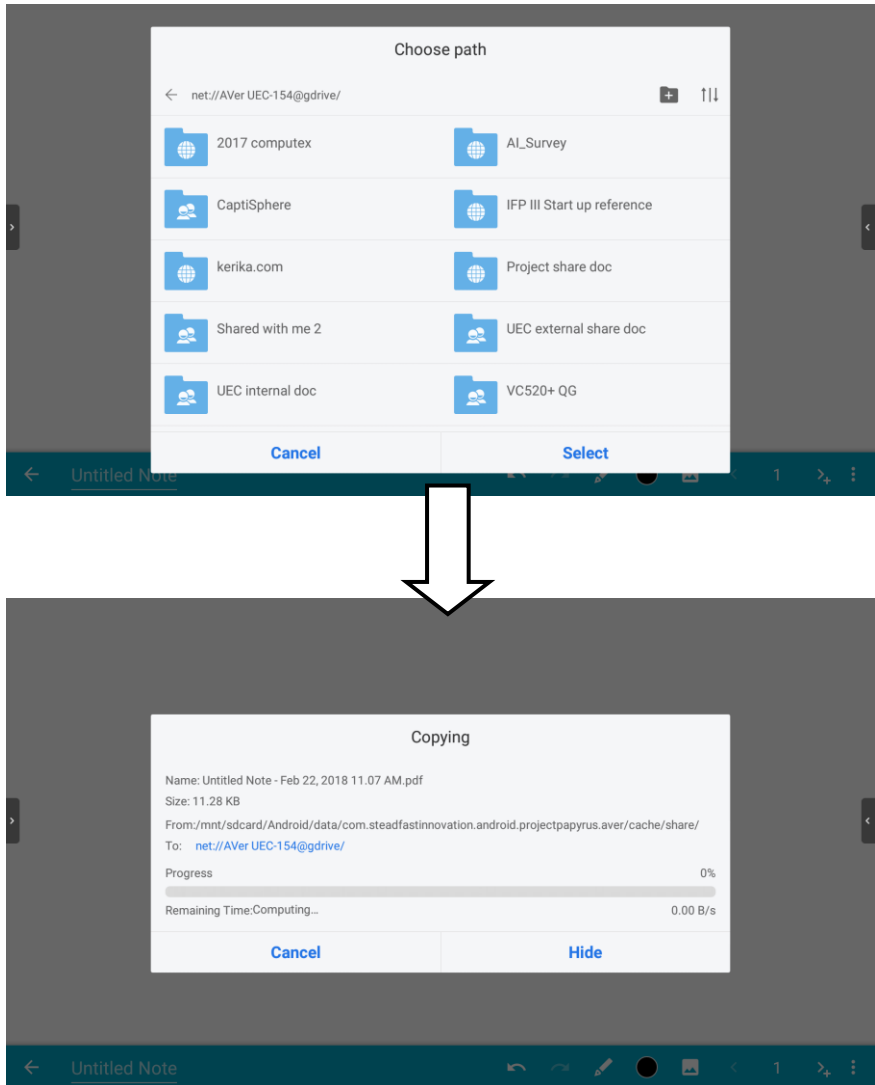
3. Select **"ES Save to..."**.



4. Select ← to go to main root direction. Then, select your Google drive.



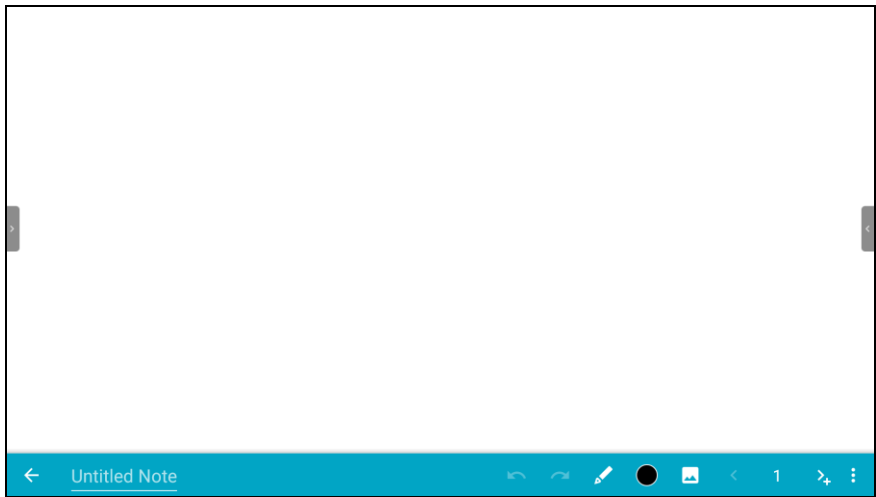
5. Select the folder and Select **"Select"**. The note page will be saved to your Google drive.



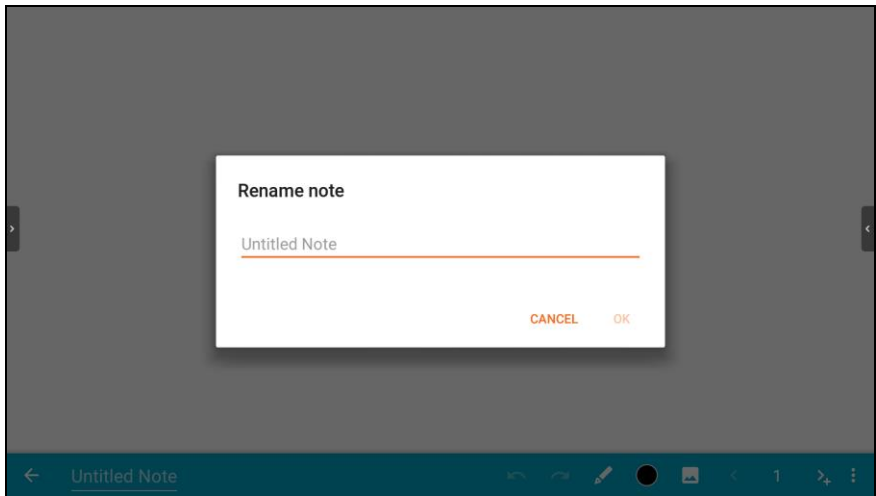
Change Name of the Note

User can rename the note.

- 1. Select the note name is located at left upper corner.





- 2. Enter the new name of the note and select **OK** to confirm.





Using Whiteboard


The Whiteboard function tools are described in following.






 /  : Undo and redo the actions.

 : Pen function includes pen, eraser, mark, shape, and text function.

 : Color selection. User can select the color of pen, text, shape, and background of note.

 (Add image): Take a picture from camera that is connected with IFP or select an image to display on whiteboard.

 2  : Note page switch and add new note page. Touch page number will switch to page list screen. Touch and hold the page number will call out note page select dialog.

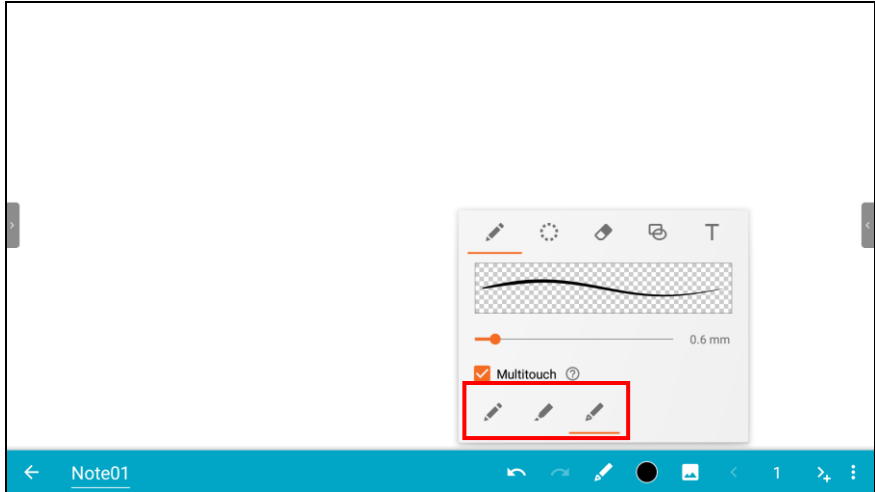
 : Call out sub menu list – view only, export, print, page settings, and help.

Pen ()

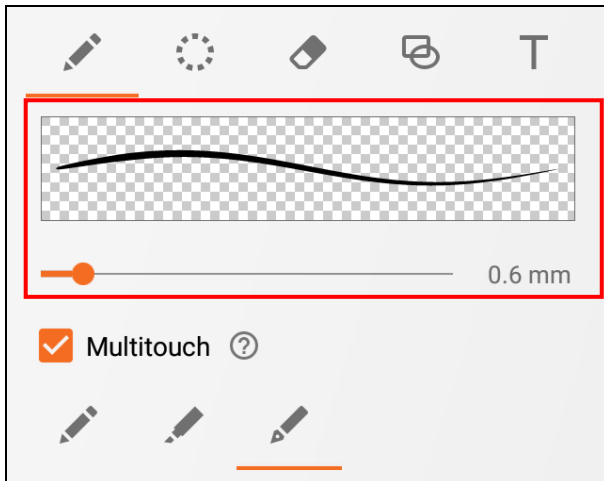
The function includes pen, eraser, mark, shape and text functions.

■ Pen

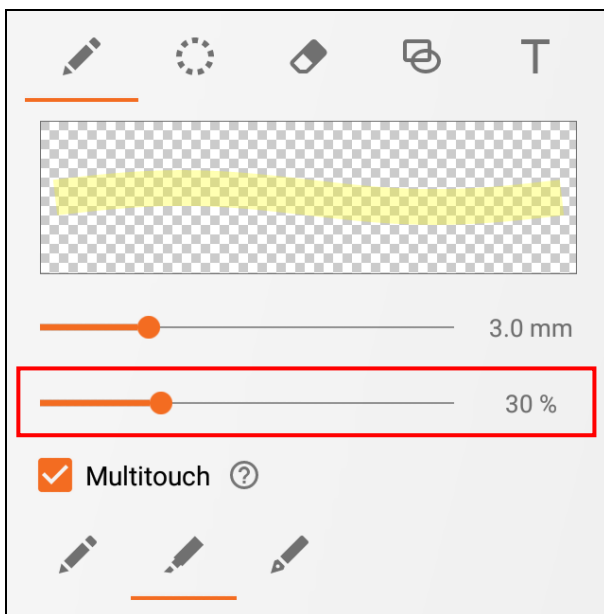
- **Type:** Pen has three types – pencil (), highlight pen (), and pen ().




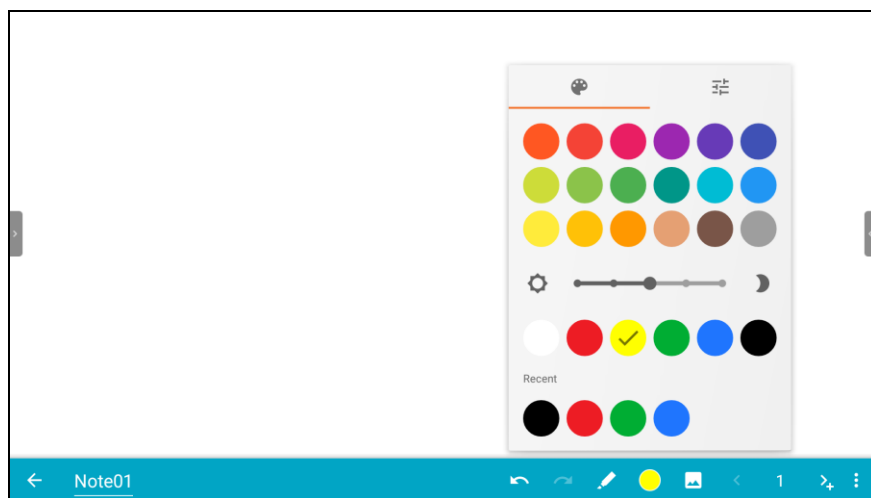
- **Multitouch:** Allows multiple users to write on the screen.
- **Pressure:** To make writing more smooth.
- **Thickness:** Adjust the thickness of pen. Move the dot to adjust the thickness.



- **Color Depth:** Highlight pen can adjust color depth.





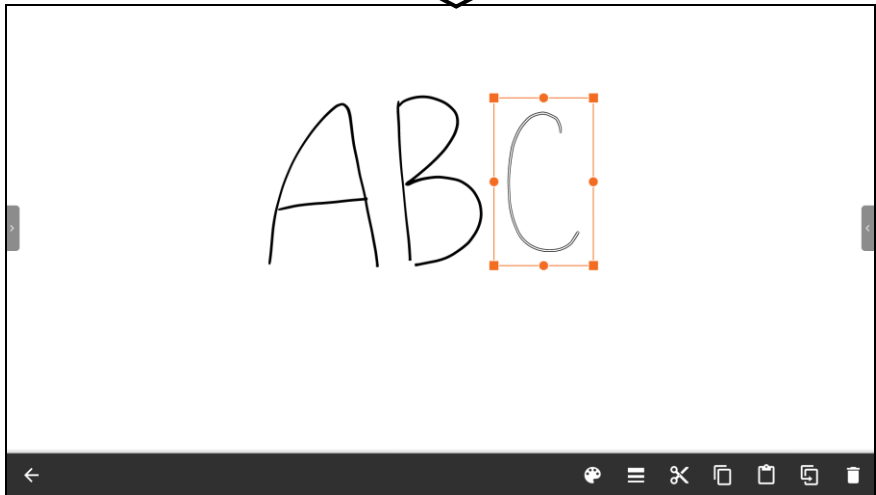
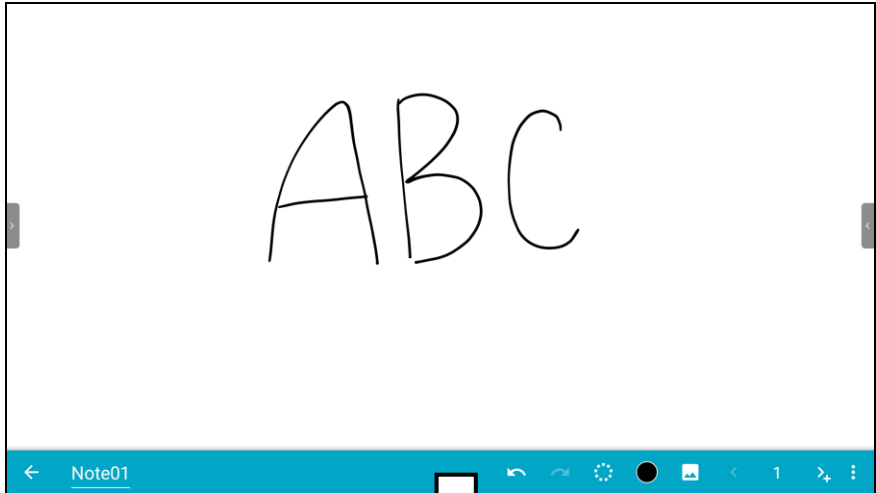
- **Color:** The color of all pens can be changed. Select the type of pen and go to Color selection () and select the color.




■ Select()

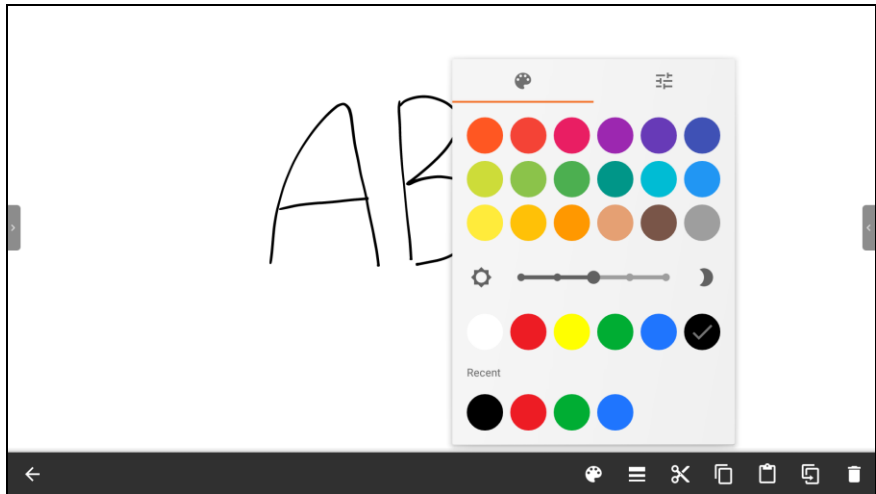
Allows user to select the object on the screen to edit. After selecting, the screen will switch to edit mode. In edit mode, user can modify the selected object.


Select  and use finger to select the object on the screen and the screen will switch to edit mode. In edit mode, select  can switch to whiteboard screen.

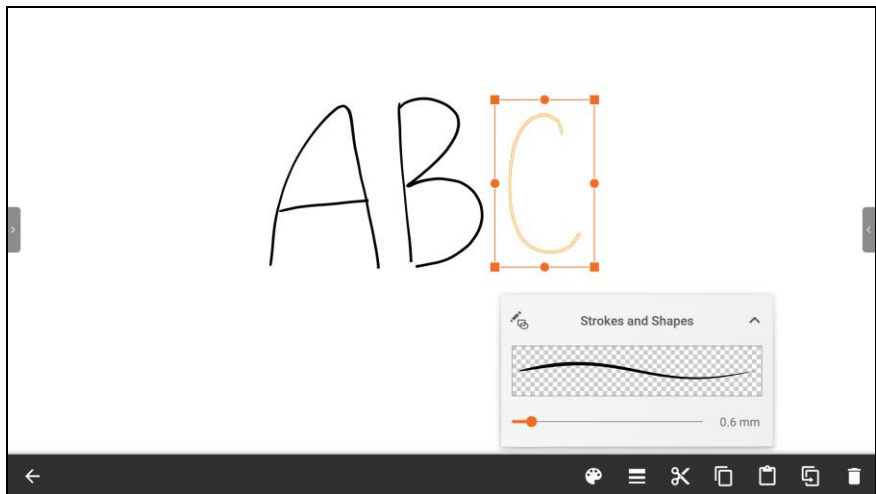



In edit mode, user can perform the following actions.

- : Change the color of selected object.








- : Change thickness of strokes and shapes.





- : Cut the selected object. The cut object can be passed on the note page.

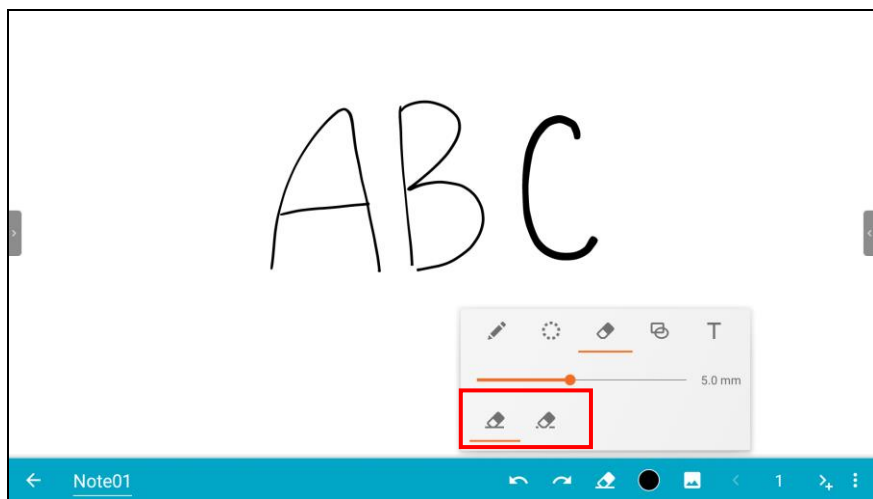
Select  to paste

-  : Make a copy of selected object. Select  can past the copy object on the note page.
-  : Past the cut or copy of the selected object.
-  : Duplicate the selected object. The duplicate object will paste on note screen immediately.
-  : Delete the selected object.

■ Eraser()

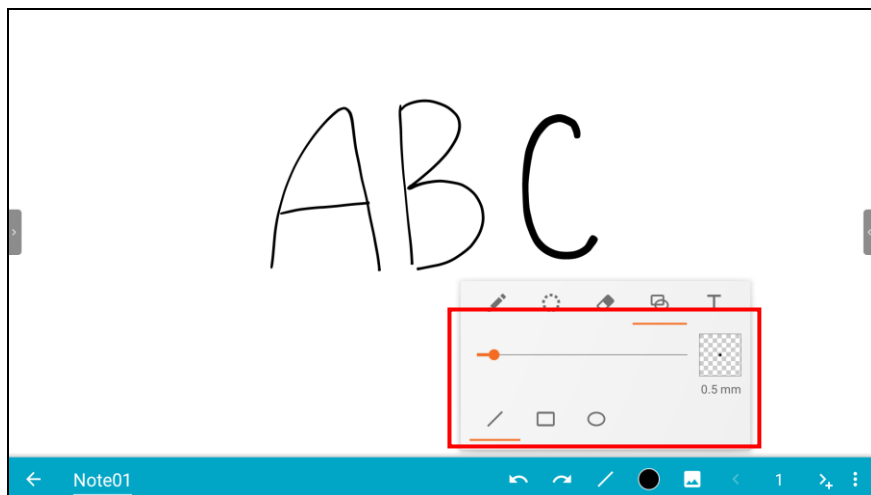
To clear the handwriting or drawing on screen as required.

-  : Clear large area.
-  : Clear part by part.



■ Shape()

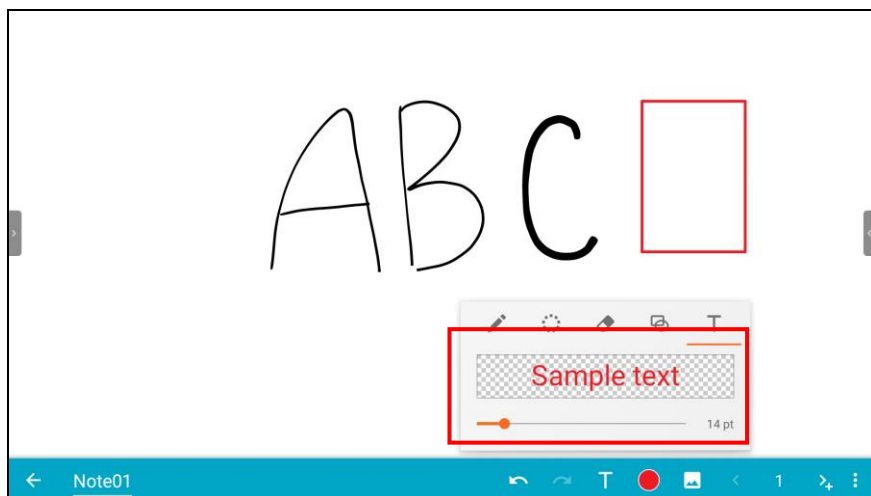
Draw the shape object on the note page. Shape objects are included line, square, and round. Move the dot to adjust thickness of the shape object.



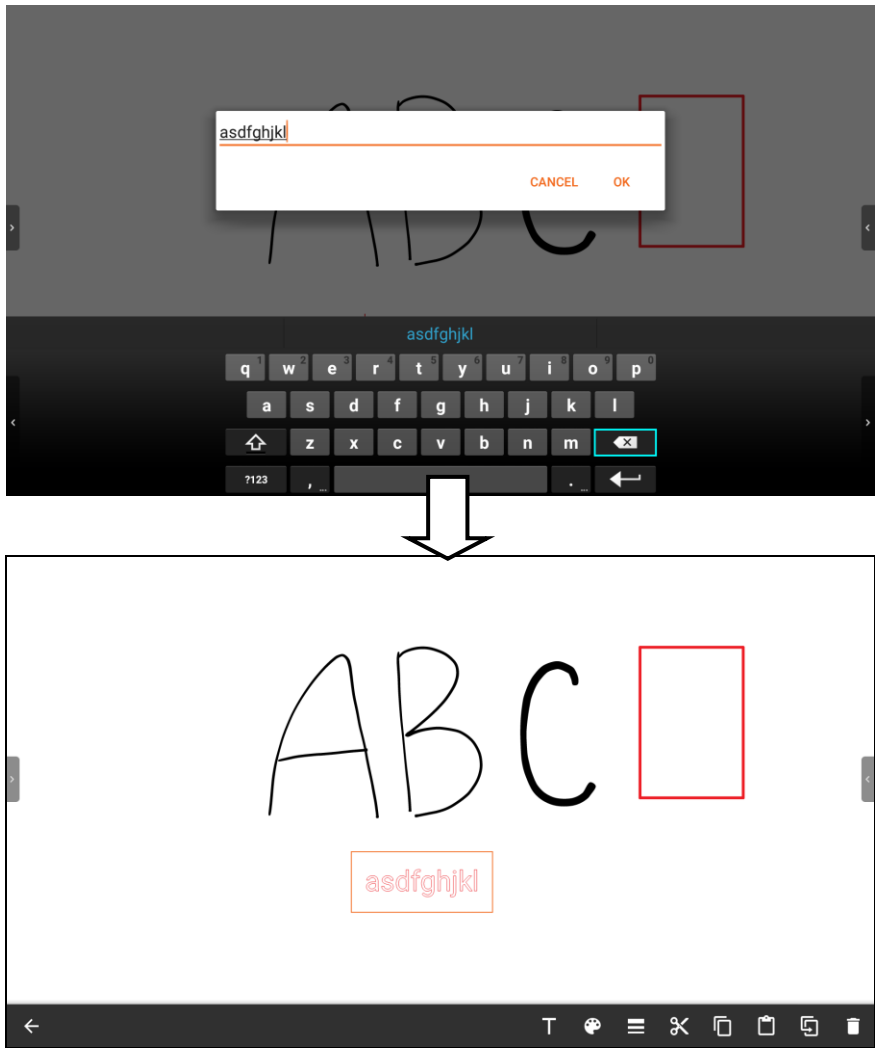
■ Text()

Type the text on the note page.

Move the dot to adjust the font of the text.



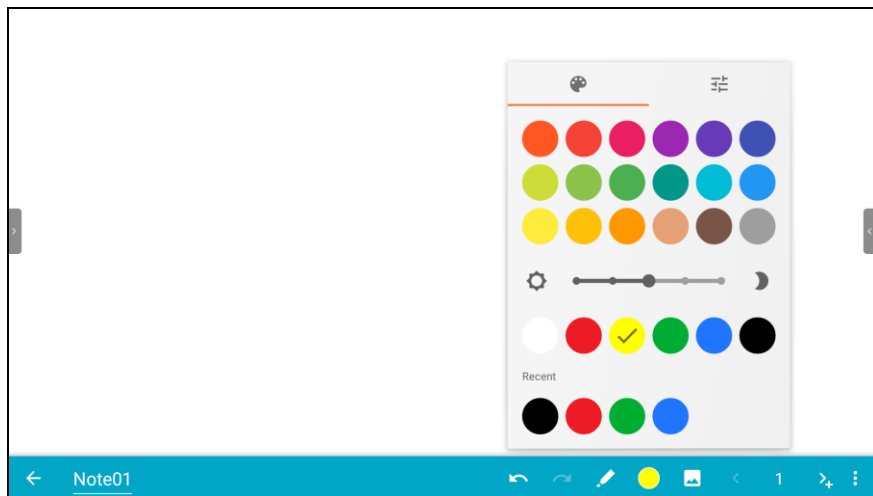
Select the **T** and enter the text and select **OK**.




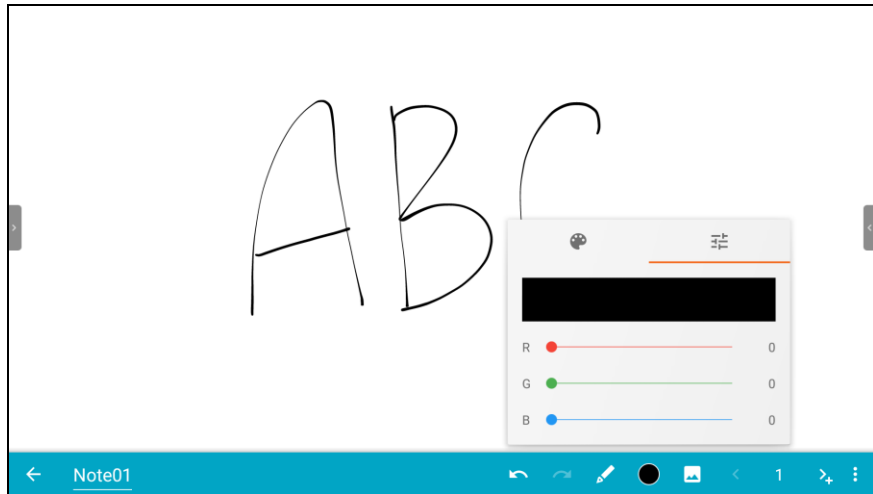
Color (●)

Change the color of pens, Shape, and text.

Select the pen, shape, or text function first, then, select ● to select the color.



If the color user wants don't list in color pattern, select  to define the color on your own.




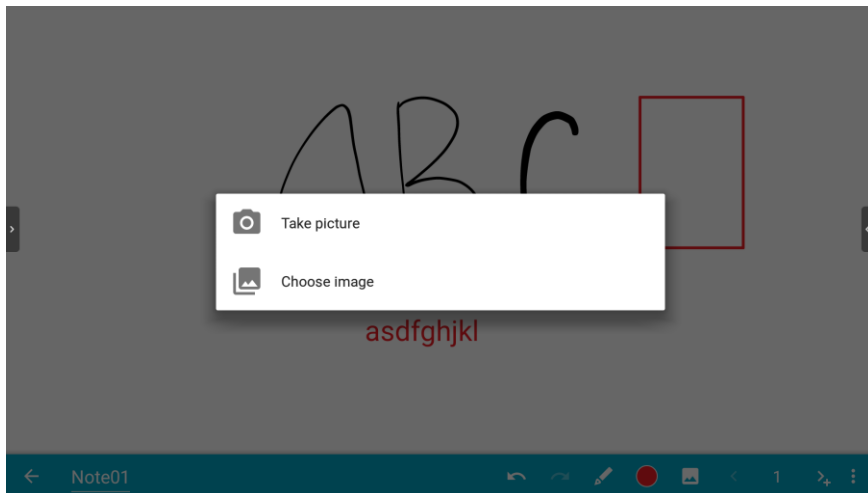
Add image()

To take a picture from connected camera or select an image from local or external USB pen drive.

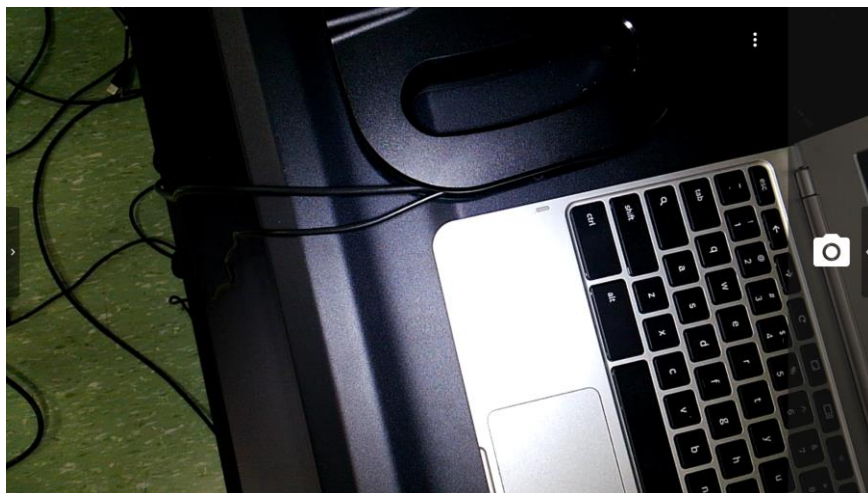
■ Take picture





Take pictures from connected camera. Please make sure the camera is well connected and power on.

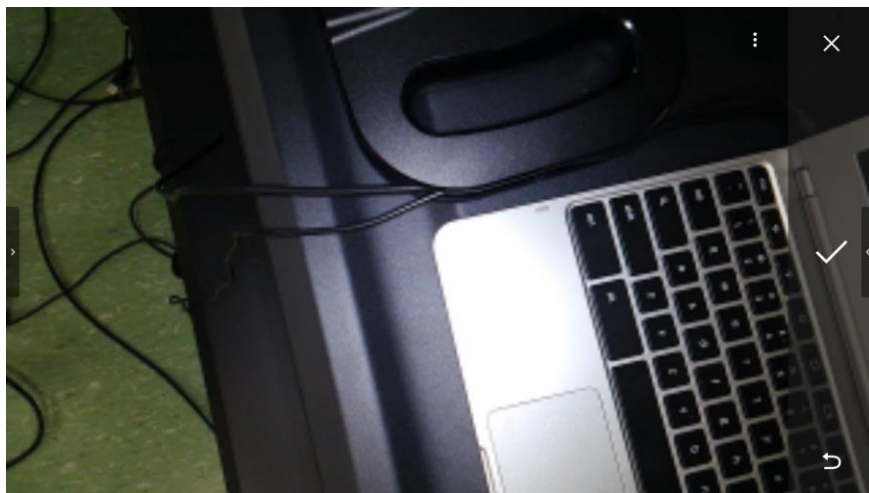
1. Select  and select "Take picture".




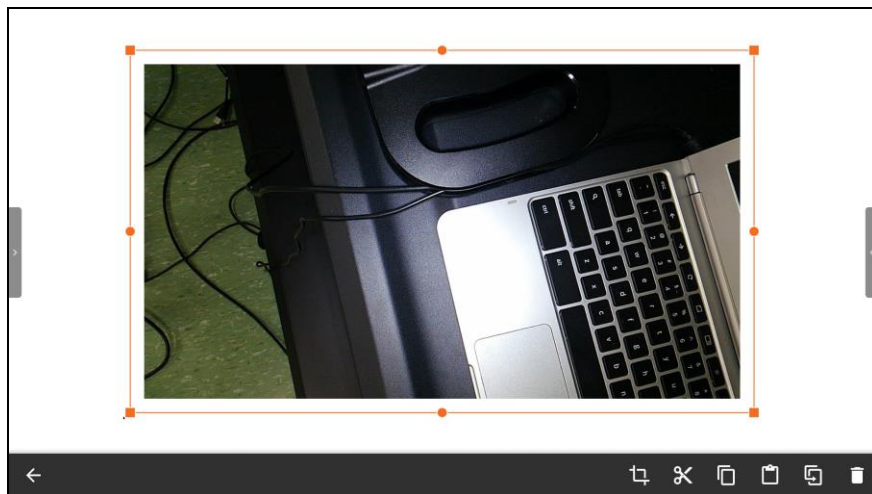
2. Select  to take picture.










3. Select  to accept the picture. To re-take, select . To discard the taken picture, select . Select  can adjust the flash, display grid, and time if camera support those function.





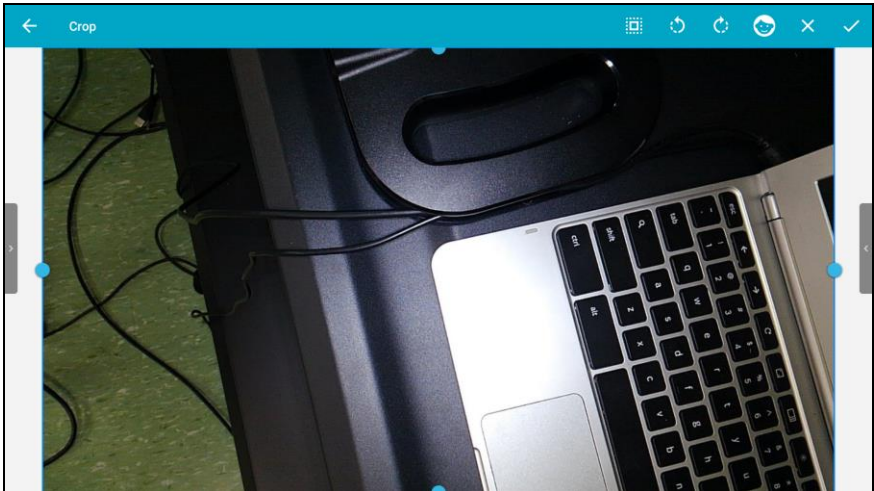
4. After accepting the picture, the screen will switch to edit mode. Touch the picture can move picture around. Select  can back to whiteboard screen.










-  : To crop the image. In Crop mode, user can do following action:

- | | | | |
|---|--------------|---|-------------|
|  | Select all |  | Detect face |
|  | Rotate left |  | Cancel |
|  | Rotate right |  | Save |

Select  or  can go back to edit mode.




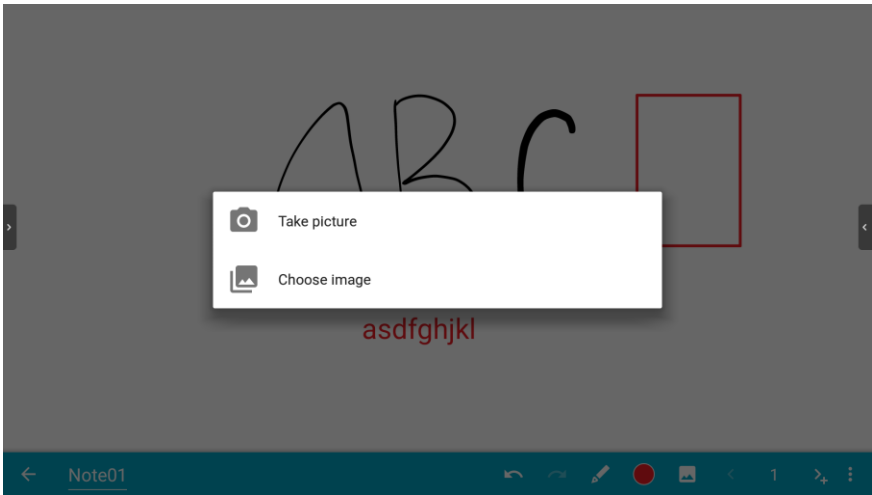
-  : Cut the picture. The cut image can be passed. Select  to paste
-  : Make a copy of picture. Select  can past the picture.
-  : Past the cut or copy of the picture.
-  : Duplicate the picture. The duplicate picture will paste on the screen immediately.
-  : Delete the selected part.

5. In edit mode, select  can switch to whiteboard screen.

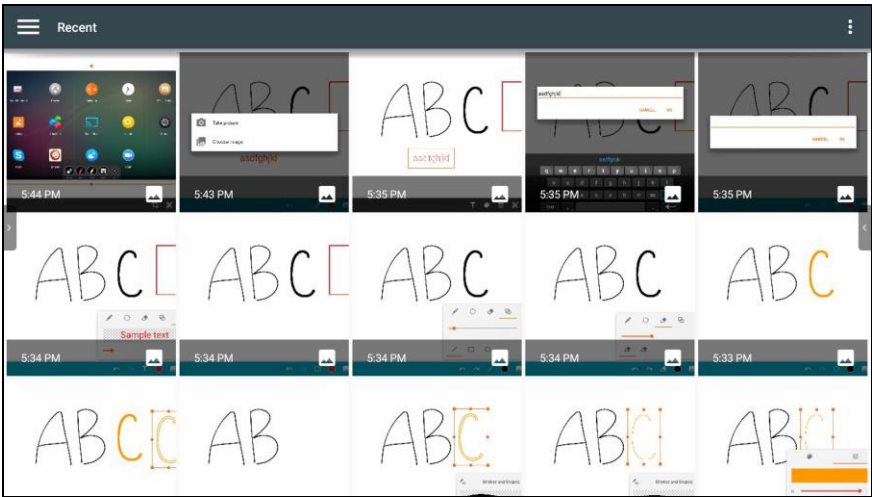
■ **Choose image**

Take pictures from connected camera. Please make sure the camera is well connected and power on.

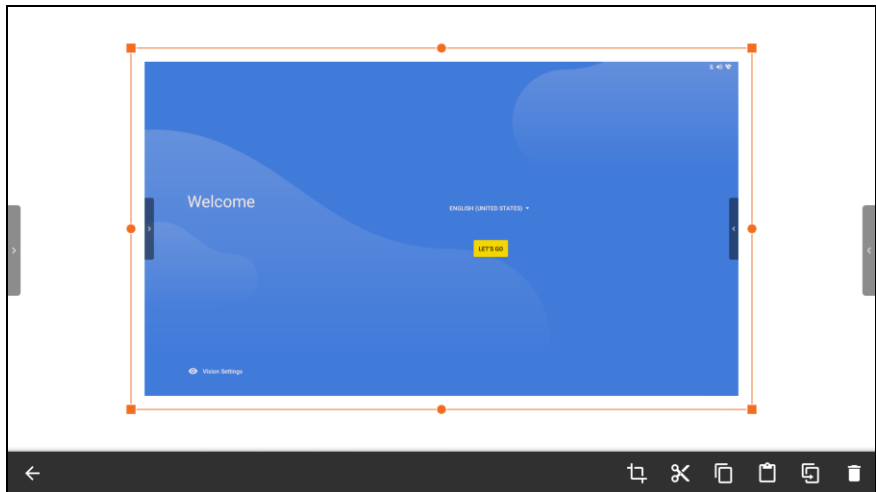
- 1. Select  and select **“Choose image”**.









- 2. Select the image from local or external USB pen drive. Select  to locate the image from other drive.







3. The image can be edited.






-  : To crop the image. In Crop mode, user can do following action:


- | | | | |
|---|--------------|---|-------------|
|  | Select all |  | Detect face |
|  | Rotate left |  | Cancel |
|  | Rotate right |  | Save |


Select  or  can go back to edit mode.


-  : Cut the picture. The cut image can be passed. Select  to paste.

-  : Make a copy of picture. Select  can past the picture.

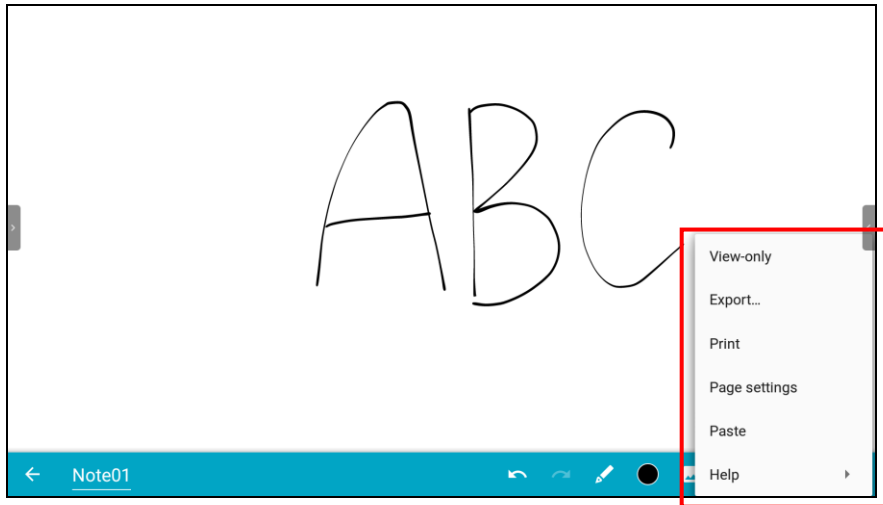
-  : Past the cut or copy of the picture.


-  : Duplicate the picture. The duplicate picture will paste on the screen immediately.

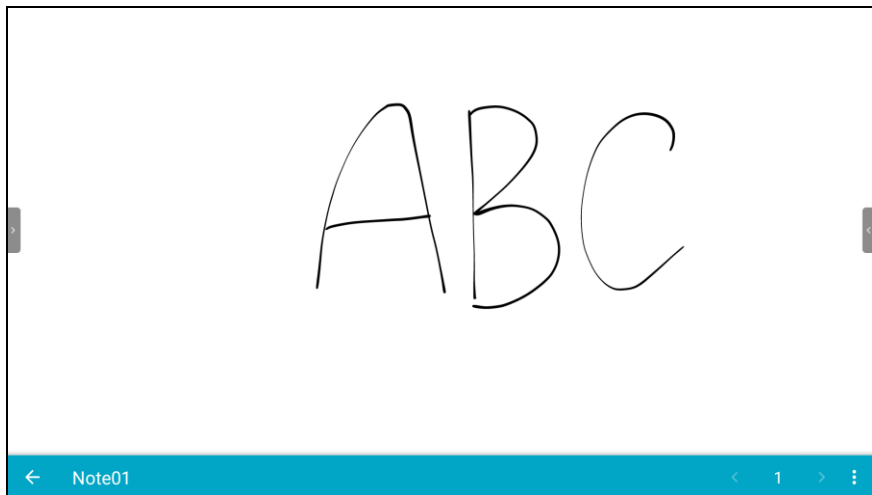
-  : Delete the selected part.

4. In edit mode, select  can switch to whiteboard screen.

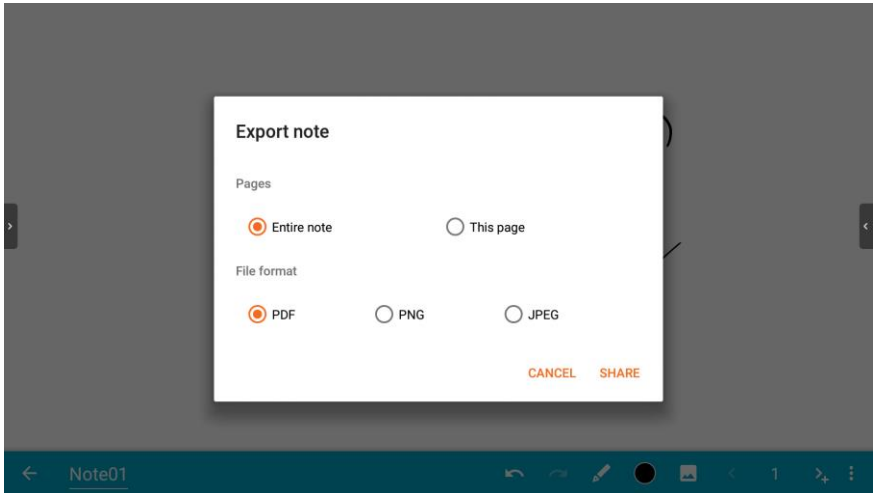
Sub-menu()



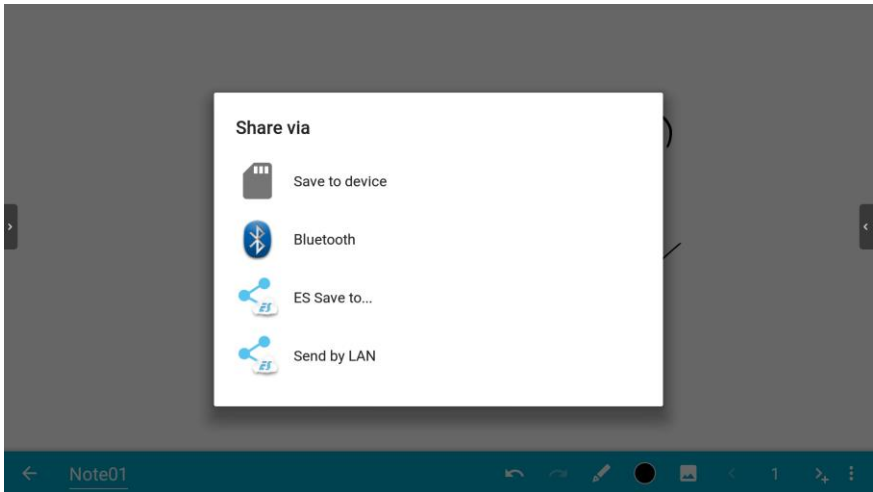
- **View Only:** Change to view only mode. No action can be operated. Select  can back to normal mode.



- **Export:** Export the note page or all note pages to PDF, PNG, JPE file and share to specify path.



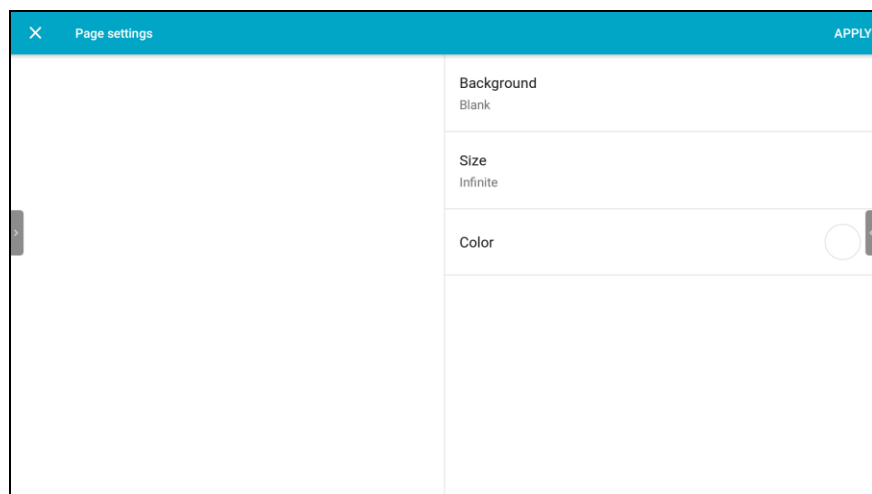
Select **"SHARE"** and select the type to share.



■ **Print:** To print out the note page.

■ **Page Setting**

Change background (note format), note page size, and color of note page.



■ **Paste:** In edit mode, user does the cut, copy, or duplicate and select “**Paste**” from sub-menu list can be pasted the object on note page.

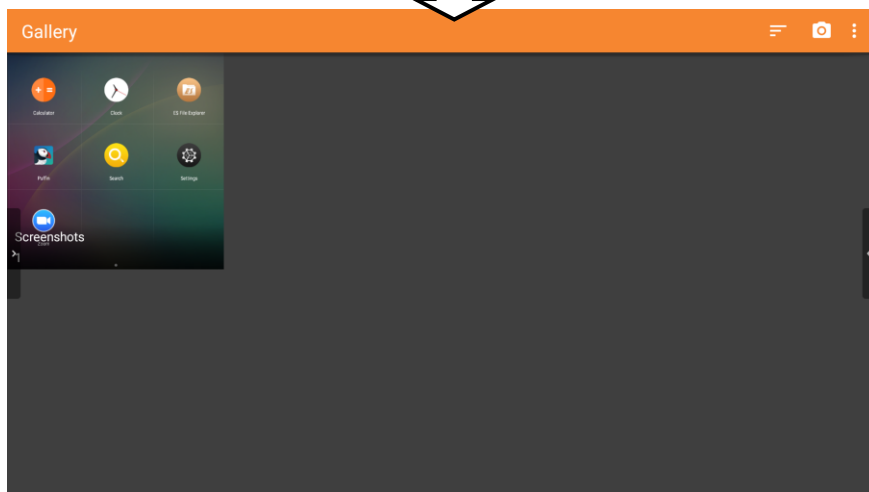
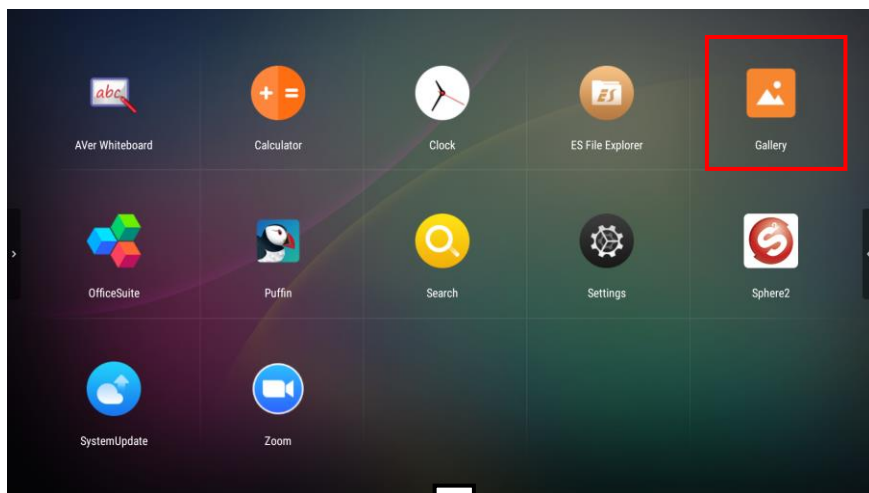
■ **Help:** View the tutorial and FAQ.

Gallery

In gallery, user can take pictures by connected camera, view screenshots, pictures, and share screenshots/pictures to whiteboard.


Open gallery

Select “**All Apps**” from main screen, then, select “**Gallery**”.

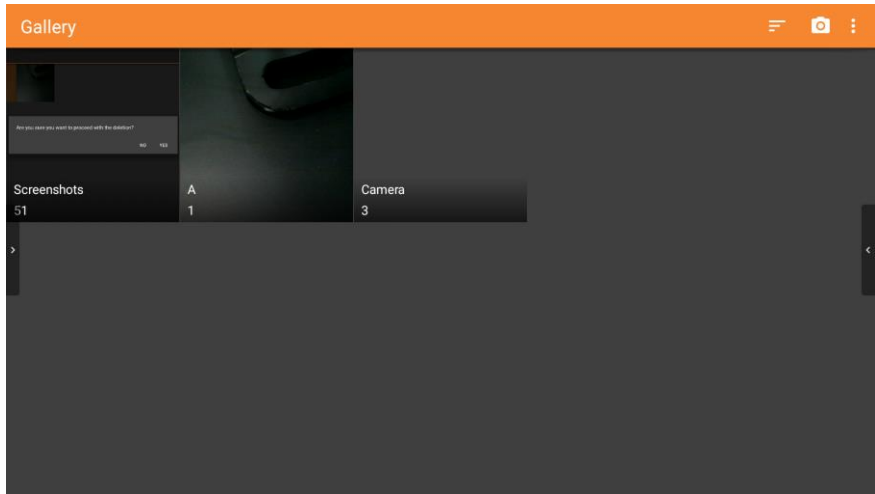


View screenshots and pictures

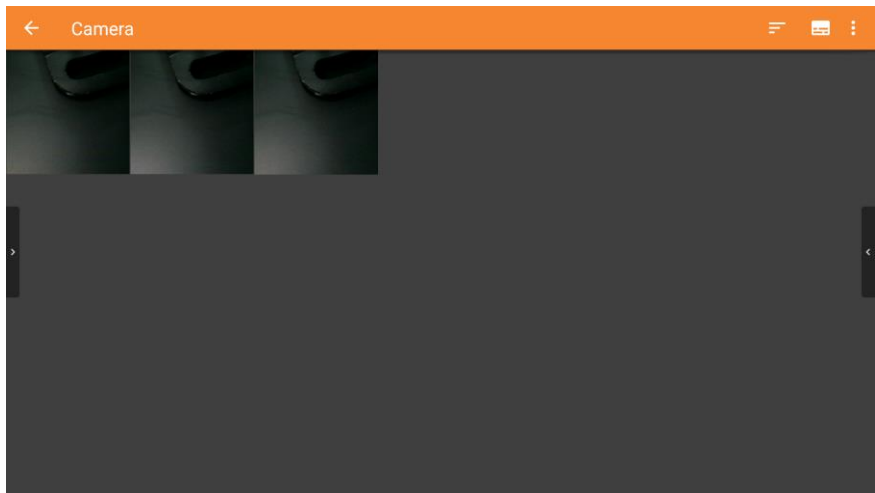
In gallery screen, user can see images are divided into screenshots and camera folder.

Screenshot folder is the screenshots taken by press snapshot button on remote or by selecting  from tool bar to capture the screen shot.


Camera folder is the pictures are taken by connected camera.

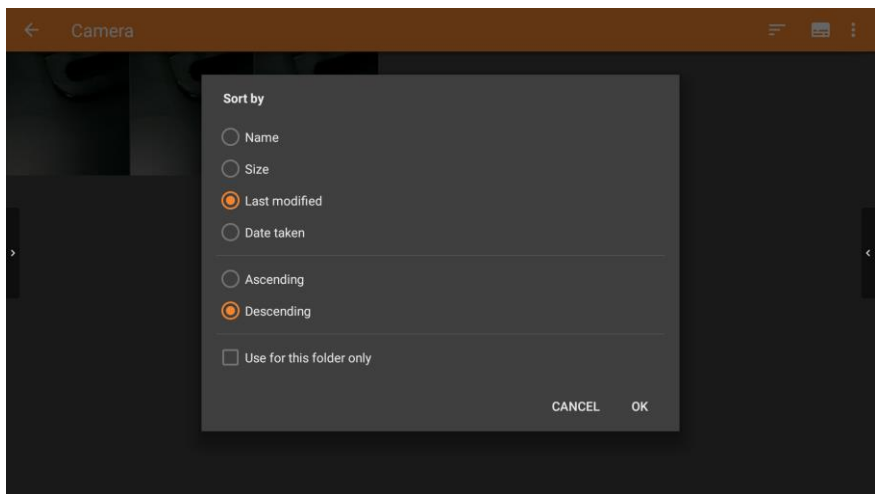


To view the images, select the folder and select the image to view.

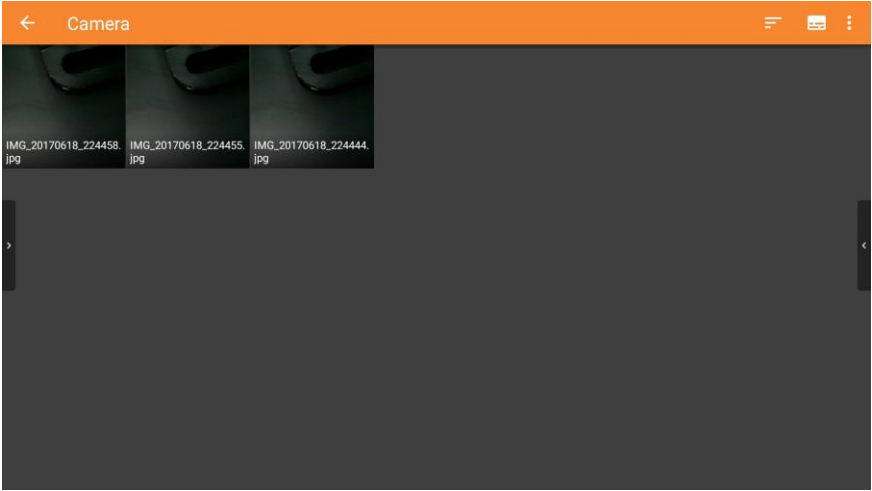





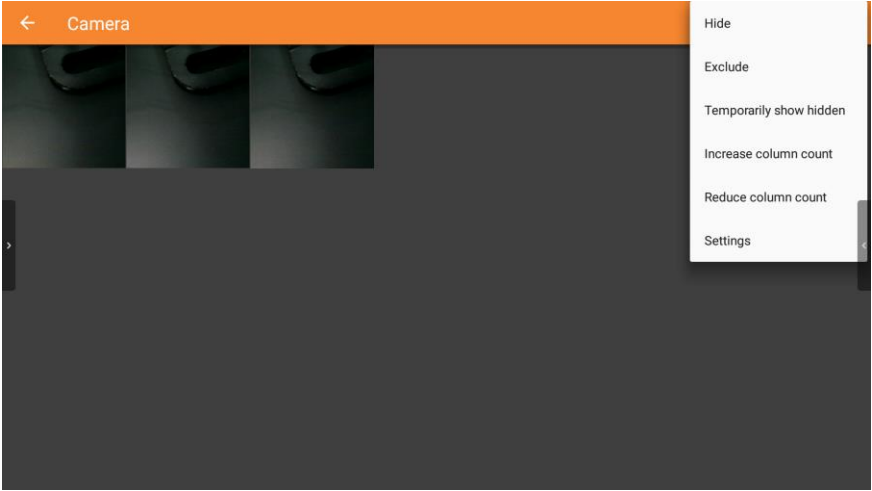
Select  to open “Sort by” dialog to select sorting order.




Select  to display image's file name.




Select  to call out sub-menu list. In sub-men, user can hide the image, exclude image, temporarily show hidden image, increase/reduce column count and setup more detail of image.

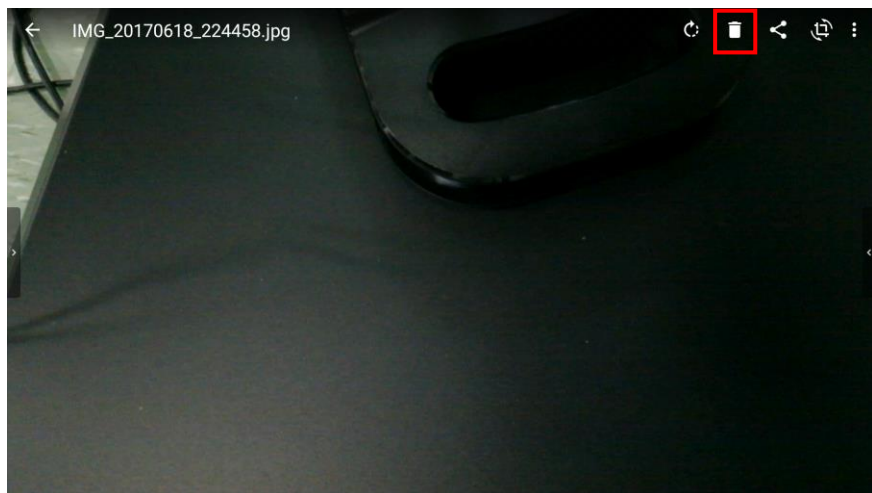



The functions of image view screen are:

: Rotate the image to right, left, or 180°.




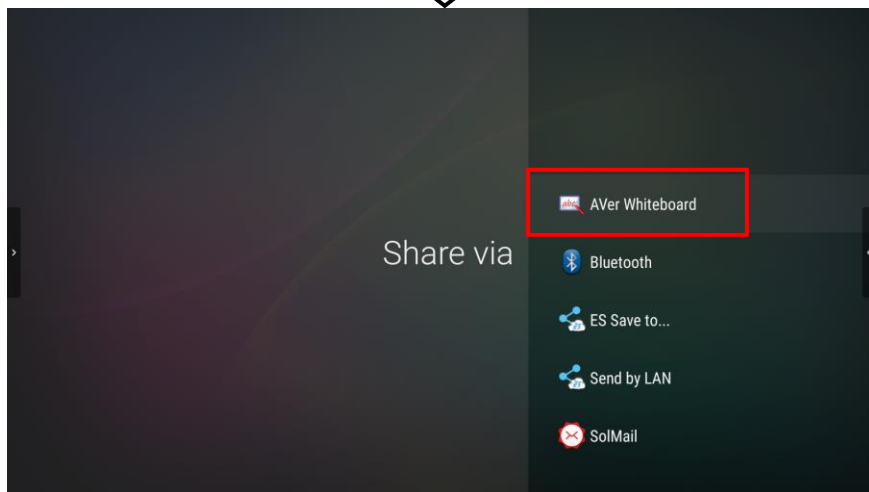
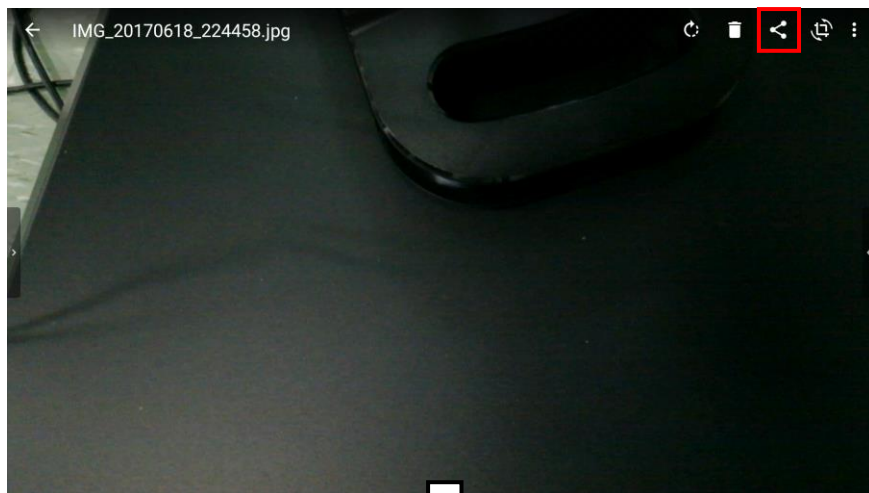
: Delete the image.



: Share the image to whiteboard, through Bluetooth, email, LAN to share, save the image to ES explorer file.

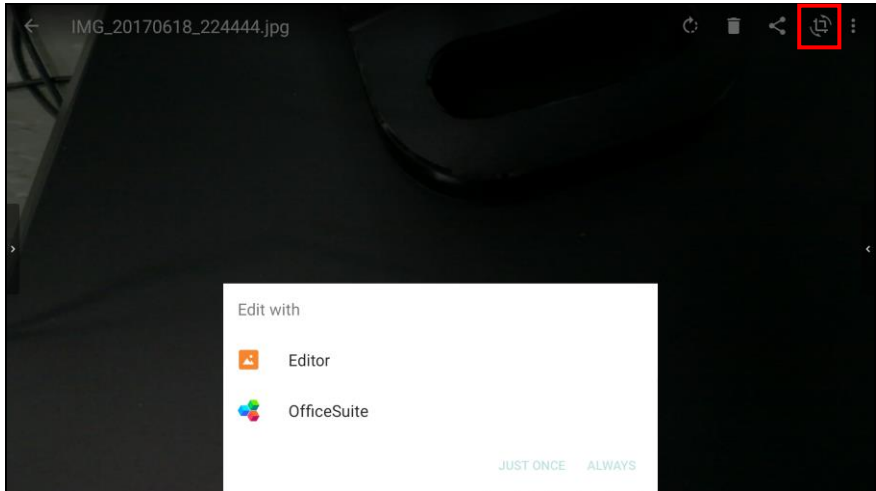
The following example is sharing the image to AVer Whiteboard.

1. Select  and select “**AVer Whiteboard**”.
2. The image will display on whiteboard screen.

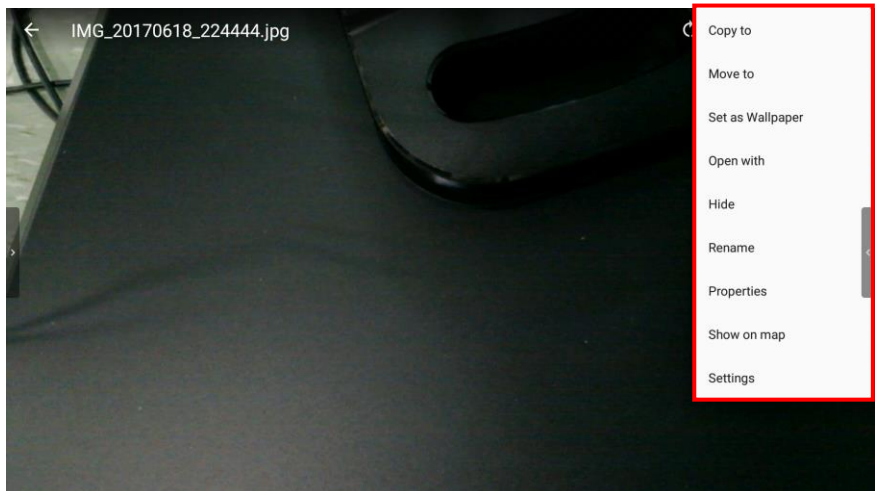





: Use other app to edit the image.



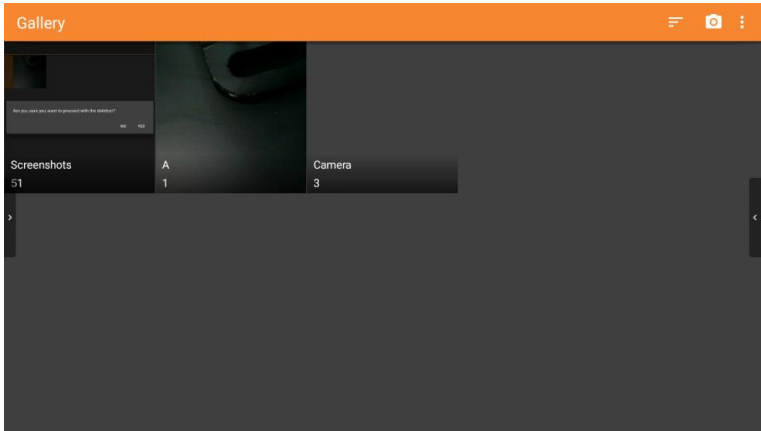
: Call out sub-men. User can copy and move the image to other folder on the IFP, save the image as wallpaper, open the image by other app, hide the image, rename the image file name, view the detail information of image, display the image on the map.




Snapshot

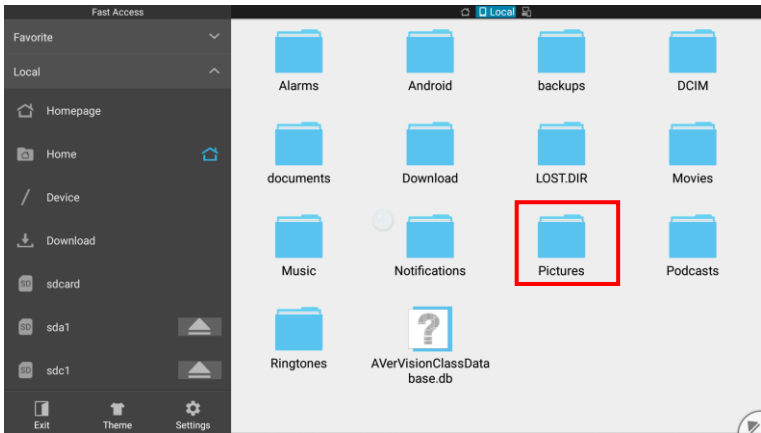
Press the “**Screenshot**” button on the remote controller or select the  of setting on the tool bar to capture the screen view.

To view the snapshot images, select “**All apps**” on the main screen > “**Gallery**”. In Gallery app, user can select the screenshot images to view and edit. For more detail on using gallery refer to [Gallery](#) section.



Also, user can view snapshot images in ES file explorer (select  from tool bar to open or select “**All Apps**” > “**ES file explorer**”). In ES file explorer, the screenshot images are saved at folder called “**Picture**”

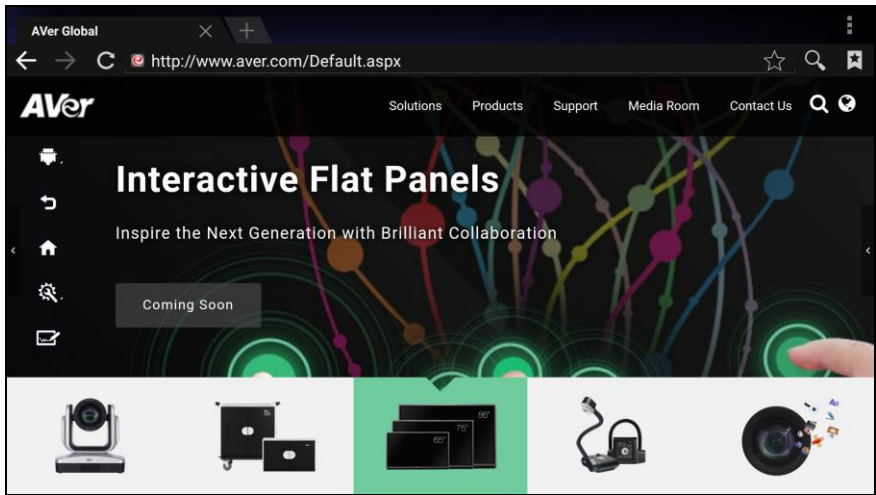
If the external USB pen drive has installed on AVer CP system, then, the screenshot is saved to external USB pen drive; a folder called “**Picture**” will be created.



ES file explorer

Using Browser

User can operate the browser same as on PC, beside use the finger instead of the mouse. Select the “Browser(🌐)” to launch the browser app.



Connect to DocCam



The AVer CP system can connect to DocCam device through the Sphere2 to use the class interactive function in Sphere2.

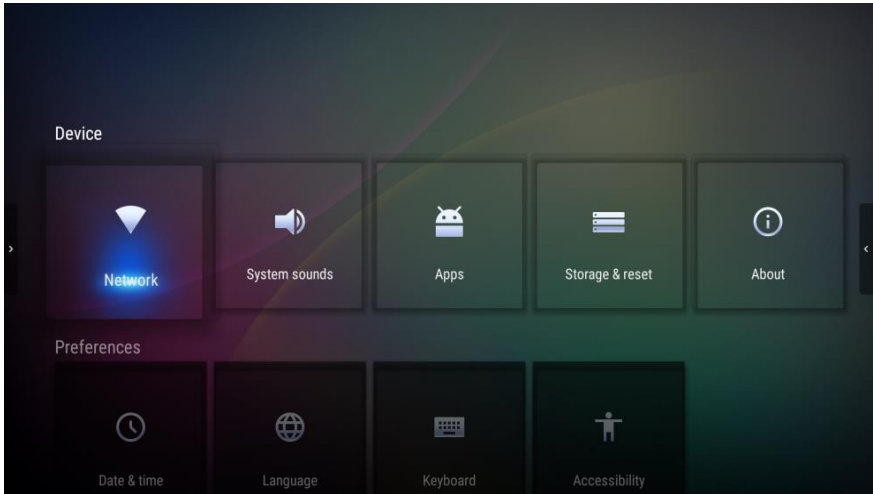
1. Select **All apps** > **Sphere2**.
2. Please make sure the DocCam and the AVer CP system are at same local network. The Sphere2 will auto search the available DocCam on your local network and list on screen.
3. Select the DocCam device that wants to connect.
4. Enter the “**Password**” of DocCam and select **OK** to confirm.
5. And, select “**Start**” to connect.



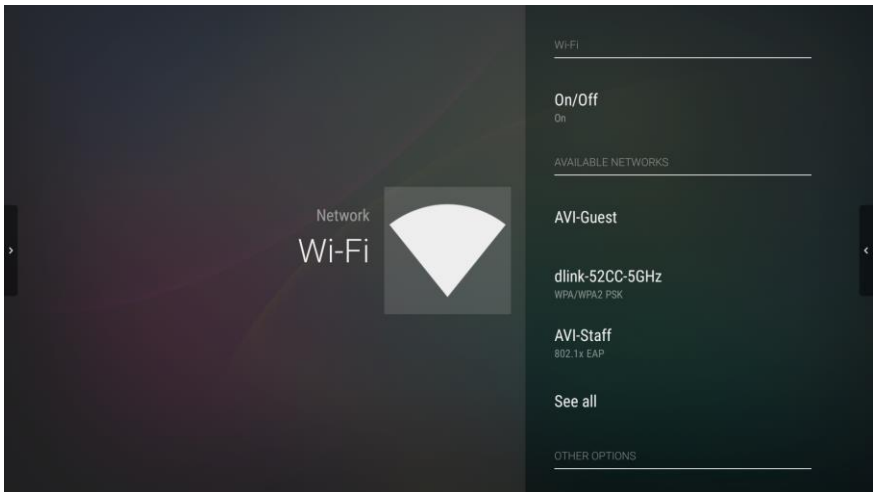
6. How to use Sphere2 application; please refer to user manual of Sphere2.

Connect to WiFi



1. Install the WiFi dongle to the IFP system.
2. Select the  >  and select **"Network"**.



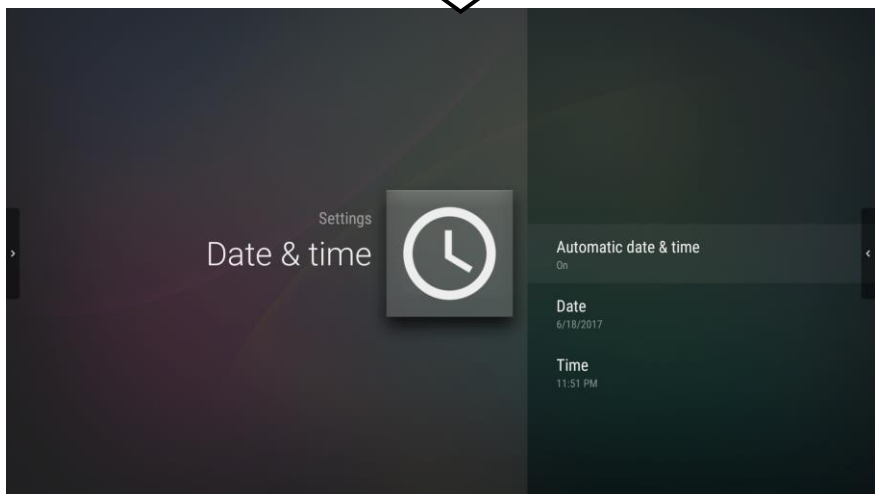
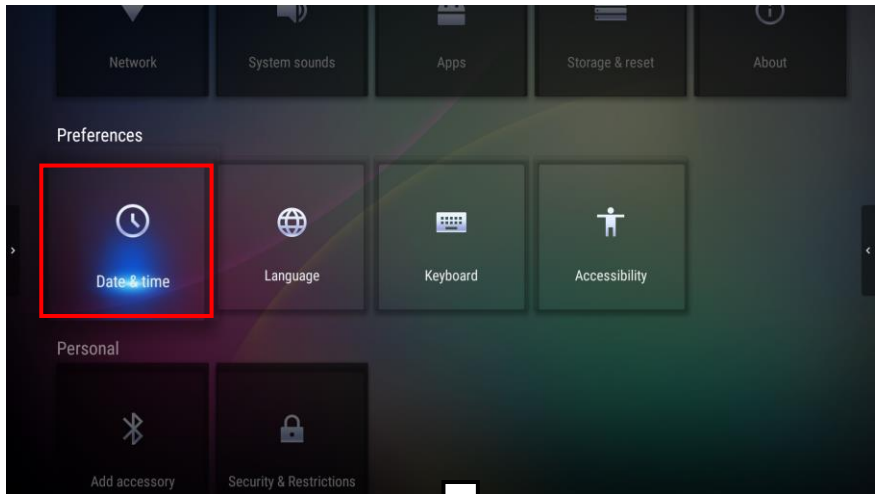
3. Next, select WiFi and turn on WiFi. The AVer CP system will search the available WiFi connection on your local network. Then, select the available WiFi connection to connect.




Adjust Date and Time

Select  >  on the tool bar to call out settings page. In settings page, select the “automatic date & time” to adjust date and time to local time area.

[Note] The internet connection is required for auto date and time adjustment.



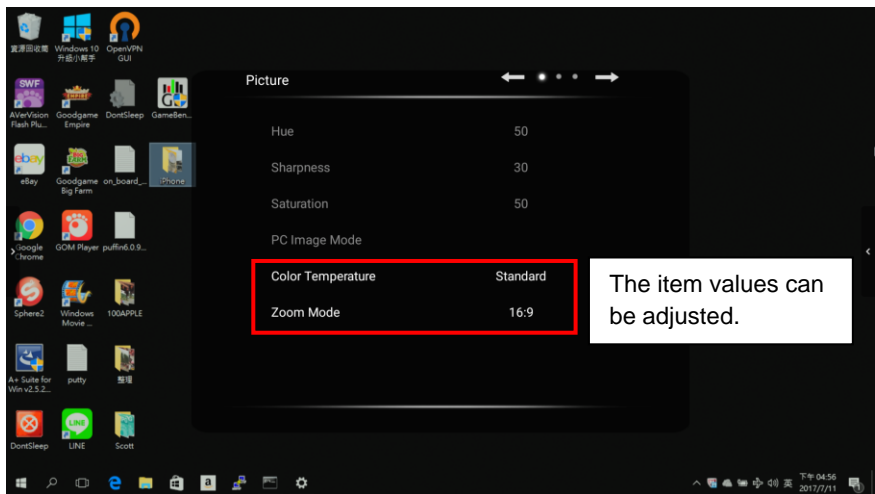
OSD Menu Operation

Select any external input, press Menu () button on the front panel of AVer CP system unit to call out OSD menu. Swipe on the screen between each setting or press ◀ or ▶ button on the front panel to switch. Touch the item on the screen to change the settings.



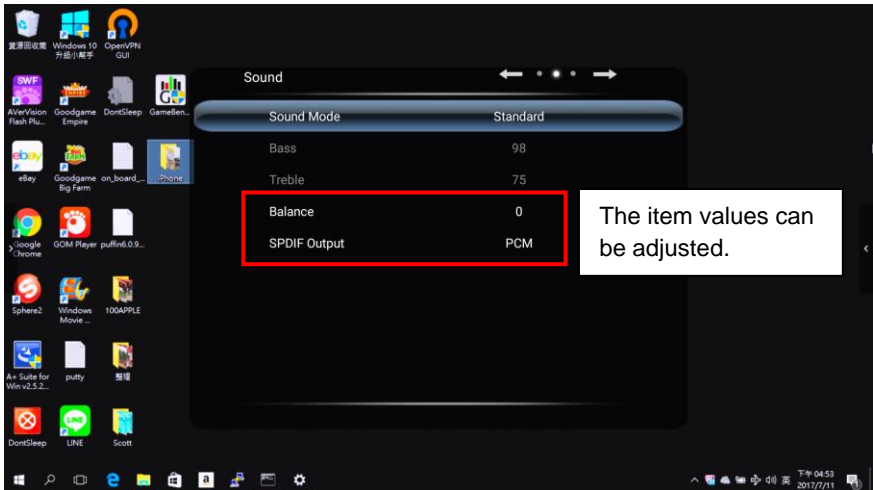
Picture Mode

Select the picture mode and adjust the parameters. Picture mode has **Standard**, **User**, **PC**, **Soft**, and **Lightness** modes. Each mode can be adjusted the some value for user want. The gray-out item means it's not available for adjusting.



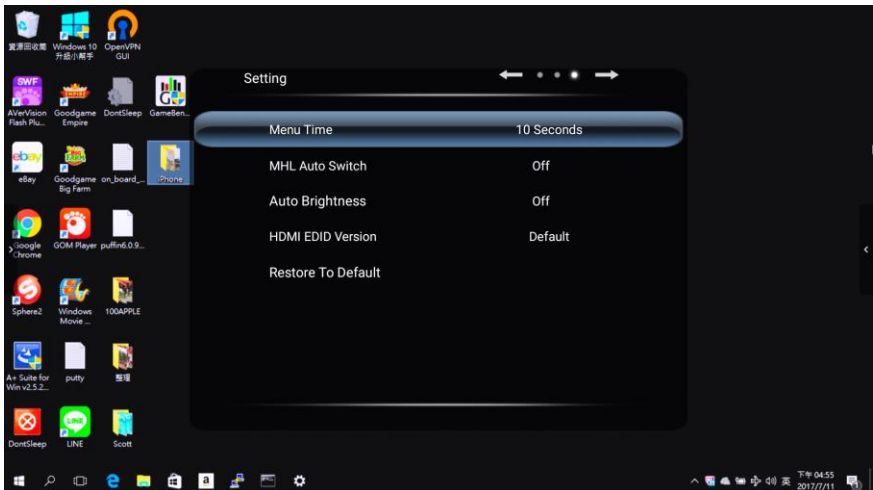
■ Sound Mode

Sound mode has Standard, Music, Movie, Sports, and User modes. Each mode can be adjusted the some value for user want. The gray-out item means it's not available for adjusting.



■ Setting




In Setting, user can setup Menu Time(how long the OSD menu display on screen), MHL Auto Switch, Auto Brightness, HDMI EDID Version, and Restore to Default.



Panel Security Settings

Screen Lock

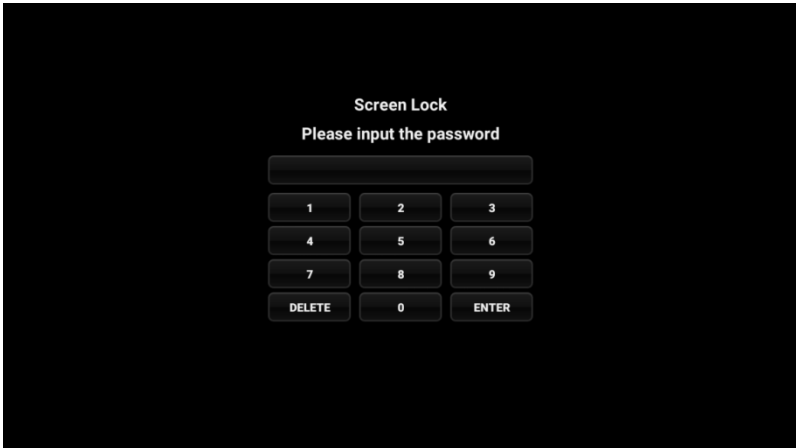
Two ways to setup screen lock:

1. Select  >  from menu bar to setup screen lock with password.
2. Select  > **Security & Restrictions** in the system **“Settings”** to setup screen lock with password.

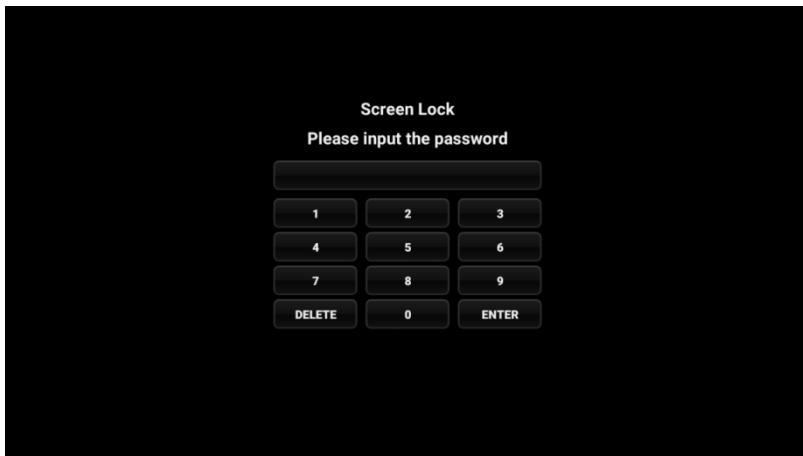
■ When the “Screen Lock” is enabled

Two ways to unlock the panel:



1. Touch the screen and the system will prompt for password to unlock the screen.

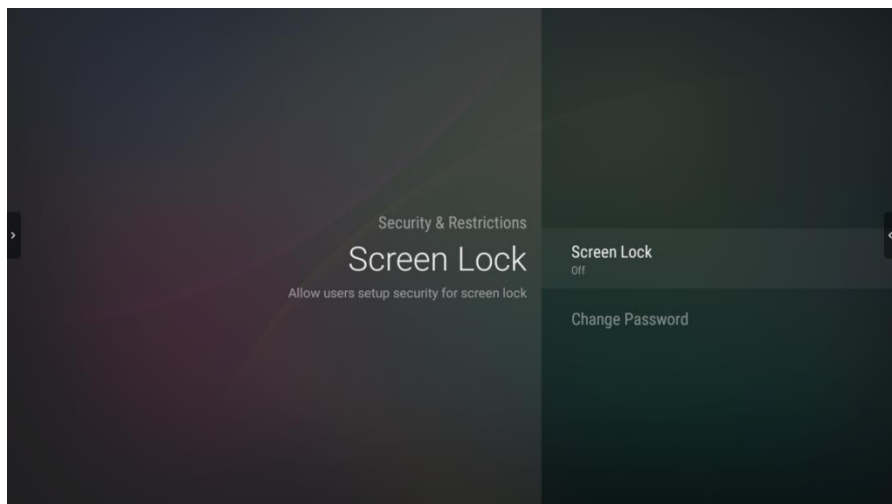


2. Press “**power on**” button of the front panel and the system will prompt for password to unlock the screen.

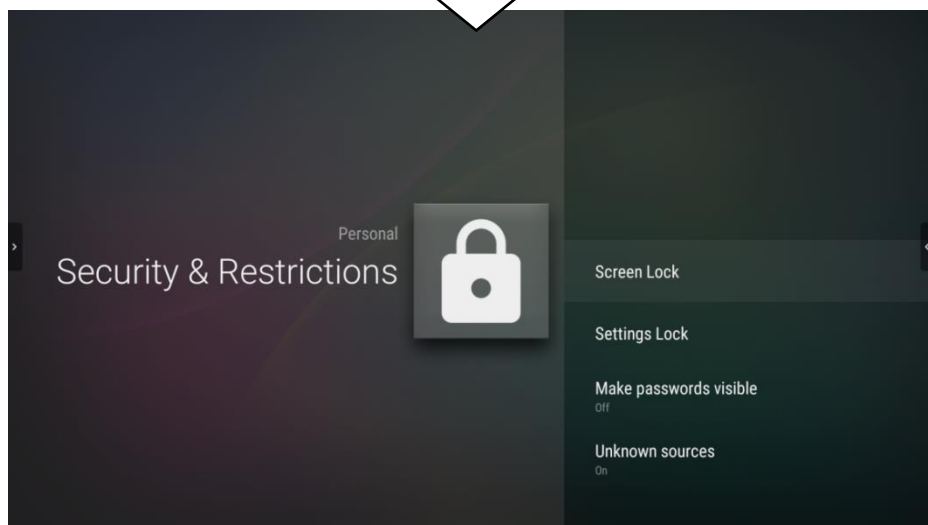
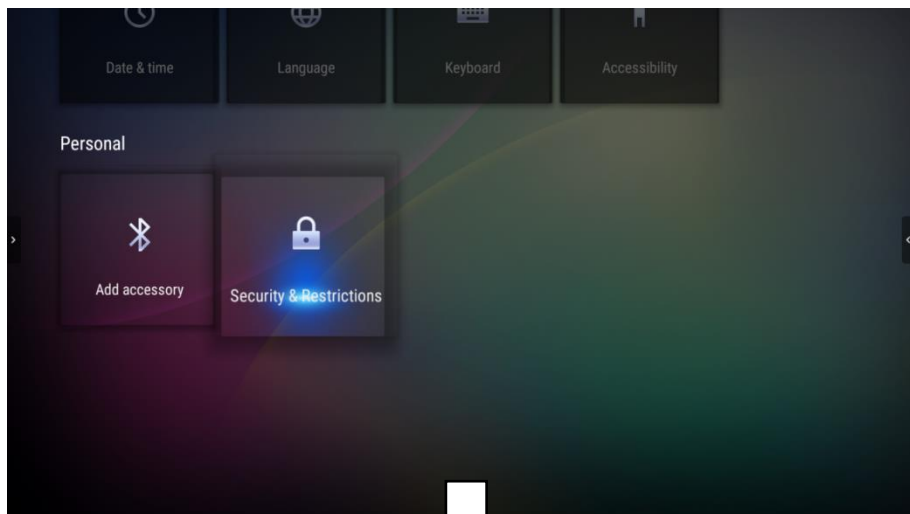


- When the “**Screen Lock**” is disabled, you can setup screen lock with two different ways:

1. Select  >  from menu bar to setup the screen lock.



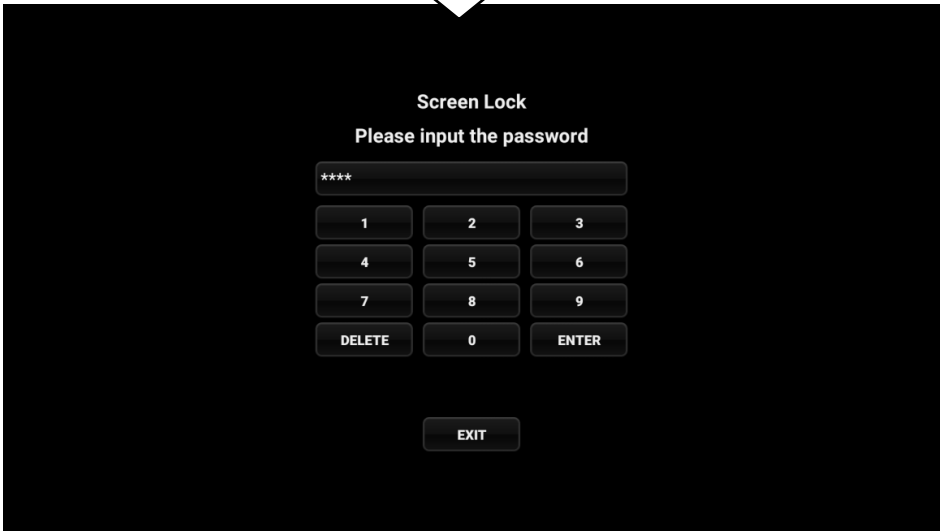
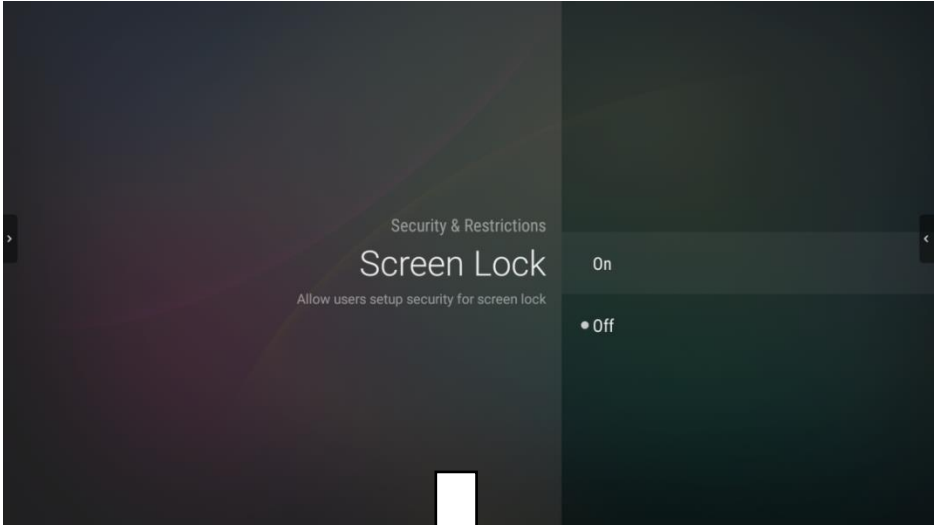
2. Select  > **Security & Restrictions** in the system “**Settings**” to setup the screen lock.



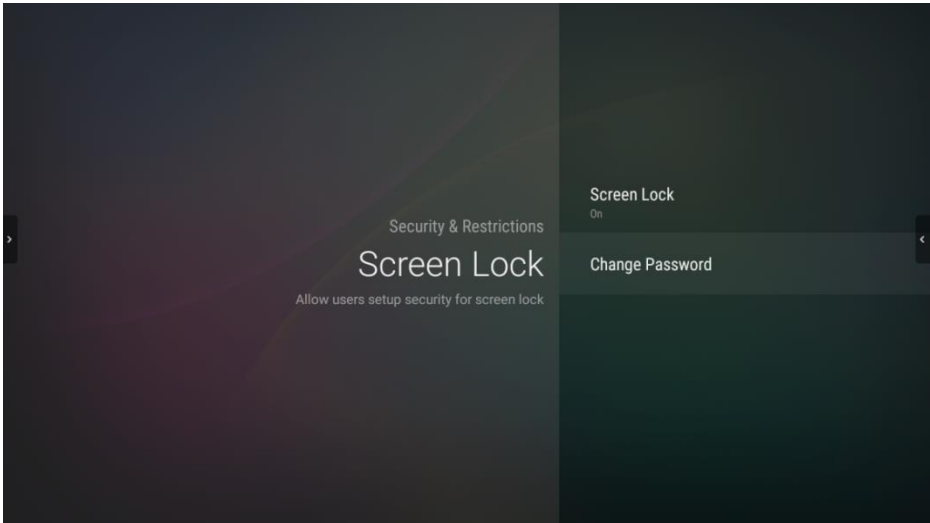
Setup screen lock

- 1. Enable the screen lock and setup password.

[Note] The password need 4~6 numbers.



2. For “Change Password”, you need to input your old password to modify it.



■ **Reset the password for Screen Lock when you forgot your password**

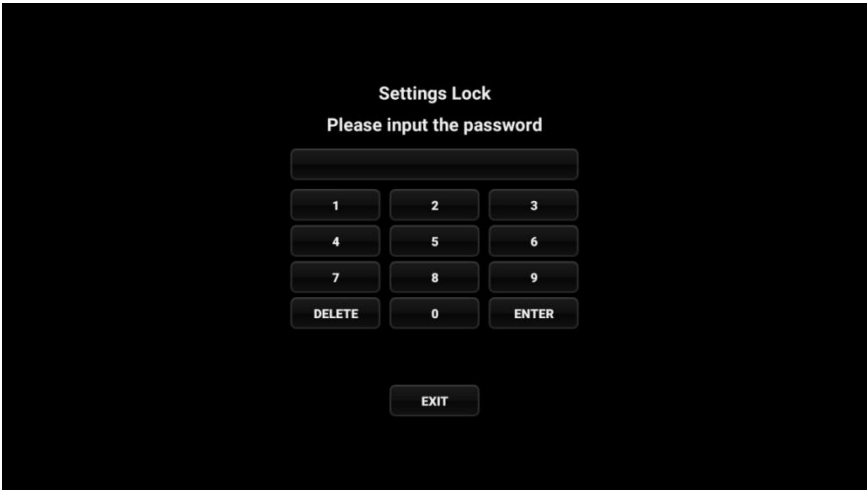
1. Disable the screen lock
2. Factory reset
3. Please use remote controller with source + “2” “5” “8” “0” to select screen lock to reset password.

Settings Lock

Select “Security & Restrictions” in the system “Settings” to setup the settings lock.

When the ‘Settings Lock’ is enabled

While the settings lock is enabled, you need to enter password to unlock the Settings.

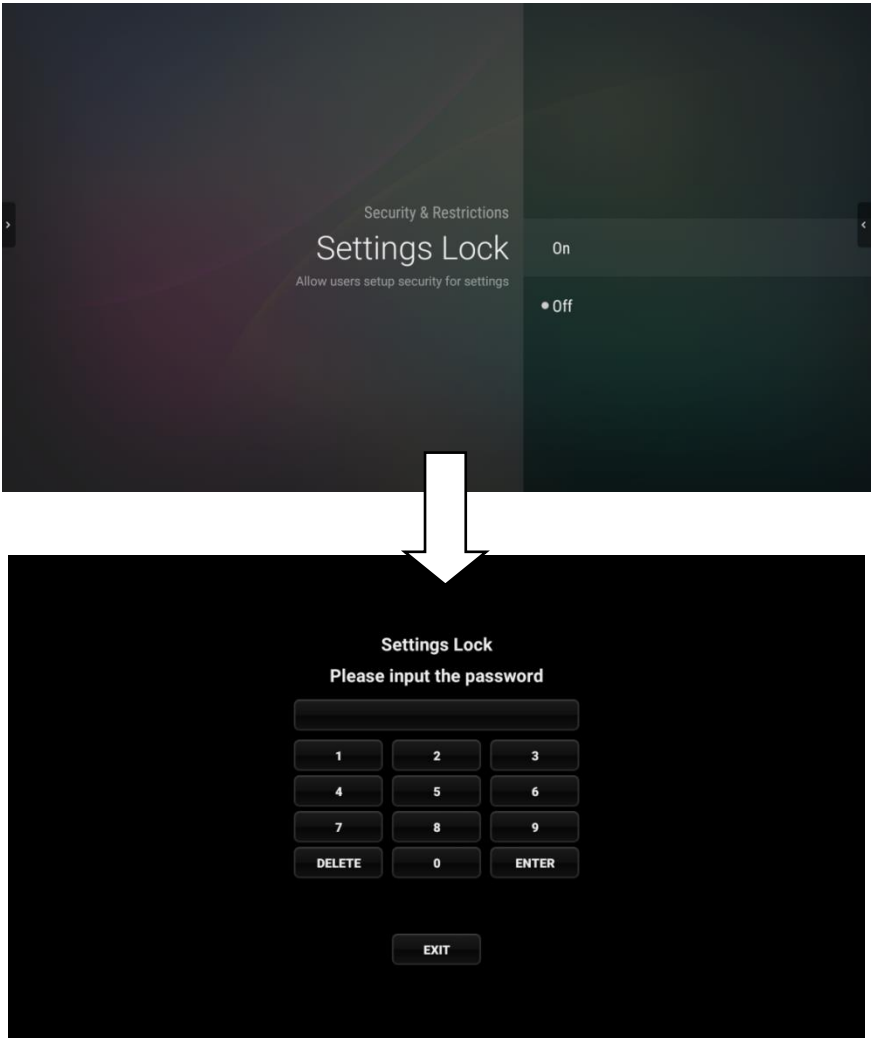


When the “Settings Lock” is disabled, you can use system “Settings” to enable ‘Settings Lock’.

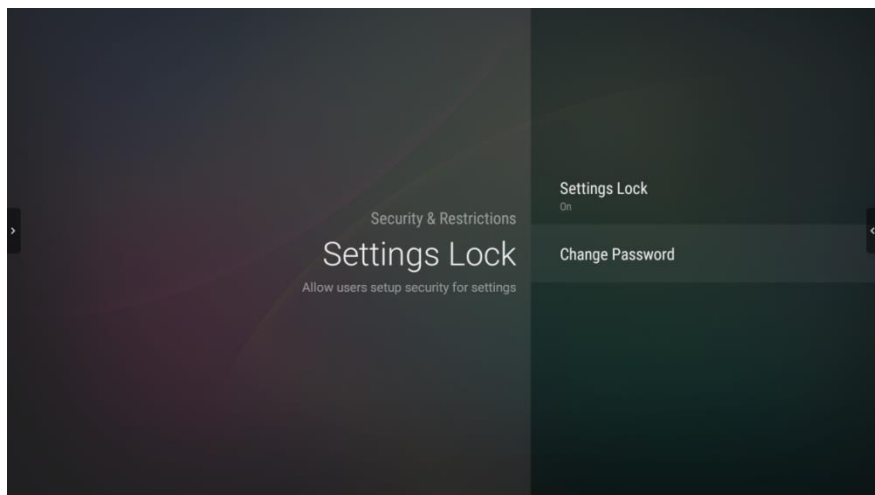
Setup Settings Lock

1. Enable the settings lock and setup password.

[Note] The password need 4~6 numbers.



2. For **“Change Password”**, you need to input your old password to modify it.



■ **Reset the password for Setting Lock when you forgot your password**

1. Disable the settings lock
2. Factory reset
3. Please use remote controller with source + “2” “5” “8” “0” to select settings lock to reset password.

Display Management

To manage the IFP devices on your LAN – manual power on/off/reboot IFP and scheduling IFP for power on/off/reboot.

[Note] An Ethernet cable connection is required for IFP devices.

Please download the Display Management application from

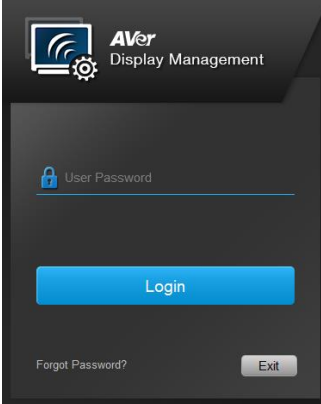
<http://www.aver.com/download-center>

Minimum Server System Requirements

- **Operating System** : Win 7 / Win8 / Win10
- **CPU** : Intel Core 2 Duo 2.00GHz or later
- **RAM** : 1 GB of RAM (2 GB recommended)
- **Resolution** : 1024 x 768 or higher resolution display
- **Graphic card** : DirectX 9.0c compatible video card
- **Hard Disk** : 500 MB free hard disk space for basic installation

Login

1. Run the AVer Display Management application.
2. The login dialog is displayed. Enter the password; for the first time login, the default password is “**admin**”.

The image shows the login dialog of the AVer Display Management application. At the top, there is a logo consisting of a monitor with a Wi-Fi symbol and a gear, followed by the text "AVer Display Management". Below this, there is a label "User Password" with a lock icon to its left. A horizontal line indicates the password input field. Below the input field is a large blue button labeled "Login". At the bottom left, there is a link "Forgot Password?". At the bottom right, there is a small grey button labeled "Exit".

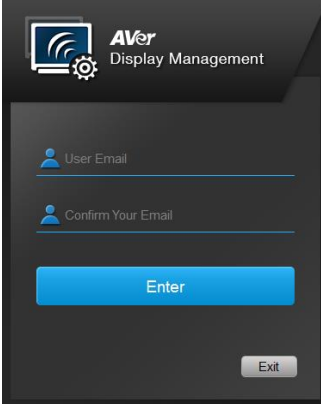
AVer Display Management

User Password

Login

[Forgot Password?](#) [Exit](#)

3. After entering the password, select “**Login**” to go next step.
4. Enter the email for sending password if forgot the password in future. Select “**Enter**” to login.

The image shows the forgot password dialog of the AVer Display Management application. At the top, there is a logo consisting of a monitor with a Wi-Fi symbol and a gear, followed by the text "AVer Display Management". Below this, there are two labels: "User Email" and "Confirm Your Email", each with a person icon to its left. Each label has a horizontal line indicating the email input field. Below the input fields is a large blue button labeled "Enter". At the bottom right, there is a small grey button labeled "Exit".

AVer Display Management

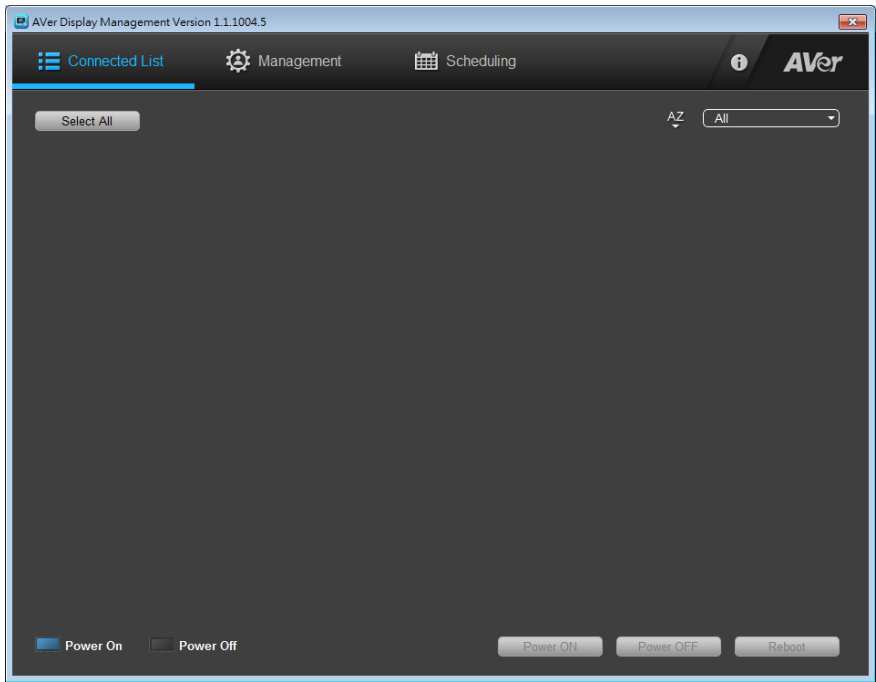
User Email

Confirm Your Email

Enter

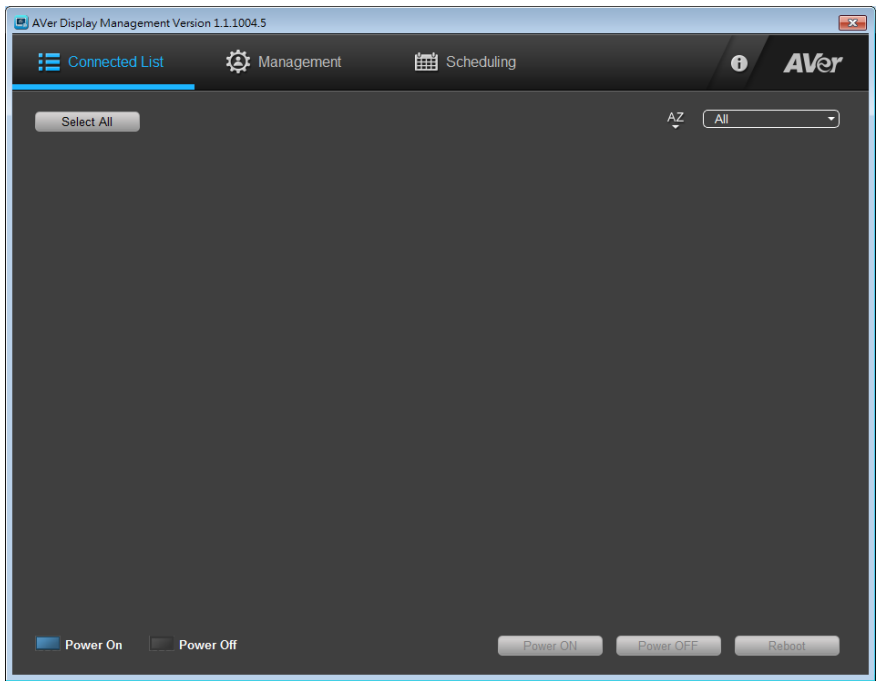
[Exit](#)

5. After login, the Display Management UI is displayed.

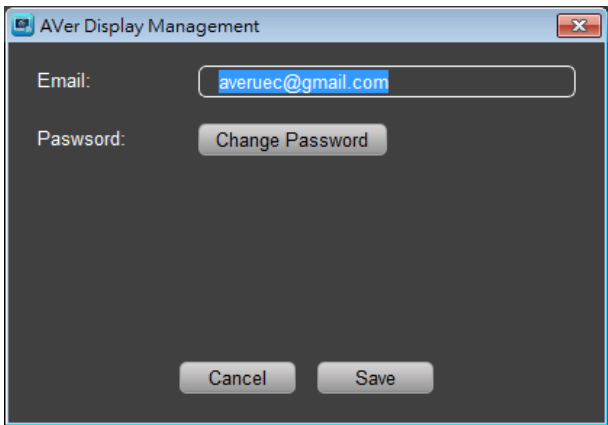


Change Password

- 1. Select “” icon.

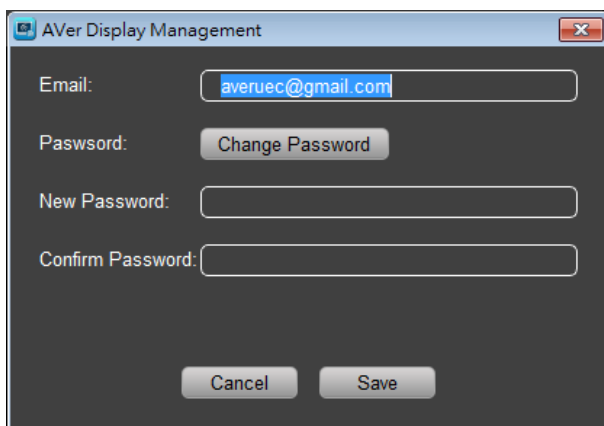


- 2. The email and password dialog will show up.



- 3. Select “**Change Password**”. Then, enter the new password and re-enter the new password to confirm.

4. Select **“Save”** to save the changes.



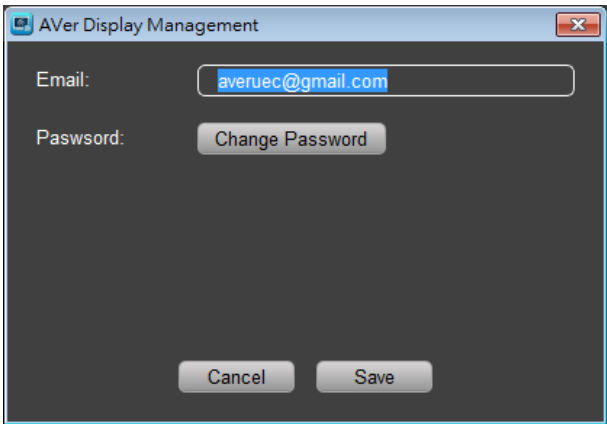
The screenshot shows a dialog box titled "AVer Display Management" with a standard Windows-style title bar (minimize, maximize, close buttons). The dialog has a dark gray background. It contains the following elements:

- Email:** A text input field containing the email address "averuec@gmail.com".
- Paswsord:** A label followed by a button labeled "Change Password".
- New Password:** A text input field.
- Confirm Password:** A text input field.
- At the bottom, there are two buttons: "Cancel" and "Save".

Change Email

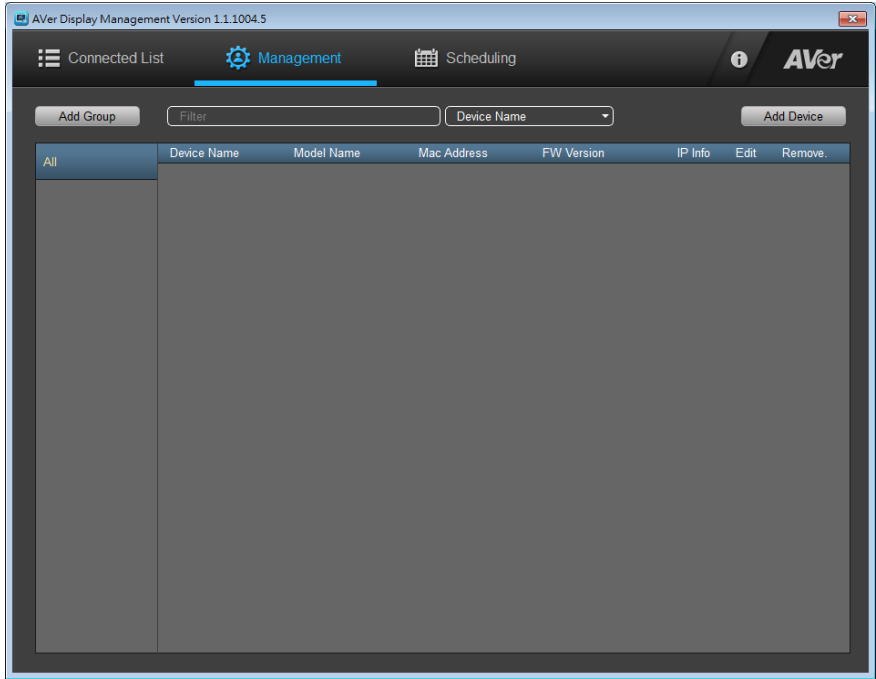
- 1. Select “The screenshot shows the AVer Display Management software interface. The title bar reads "AVer Display Management Version 1.1.1004.5". The main menu includes "Connected List", "Management", and "Scheduling". The "Management" tab is active. In the top right corner, there is an information icon (a lowercase 'i' inside a circle) and the "AVer" logo. Below the menu, there is a "Select All" button on the left and a dropdown menu showing "All" on the right. At the bottom of the window, there are three buttons: "Power On", "Power Off", and "Reboot".

- 2. The email and password dialog will show up.
- 3. Enter the new Email address. Then, select “**Save**” to save the changes.



Add IFP Device

1. Select “Management”.

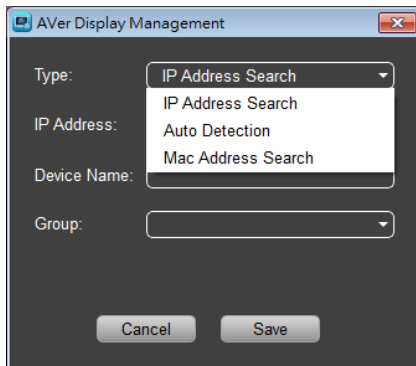


2. Click “Add Device”.

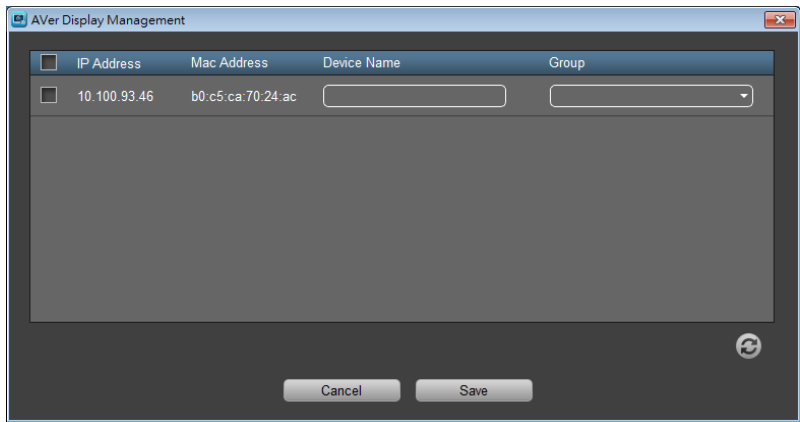
3. In Add Device dialog, you can choose “IP Address Search”, “Auto Detection”, or “Mac Address Search” to find the IFP device on your LAN network.

[Note]

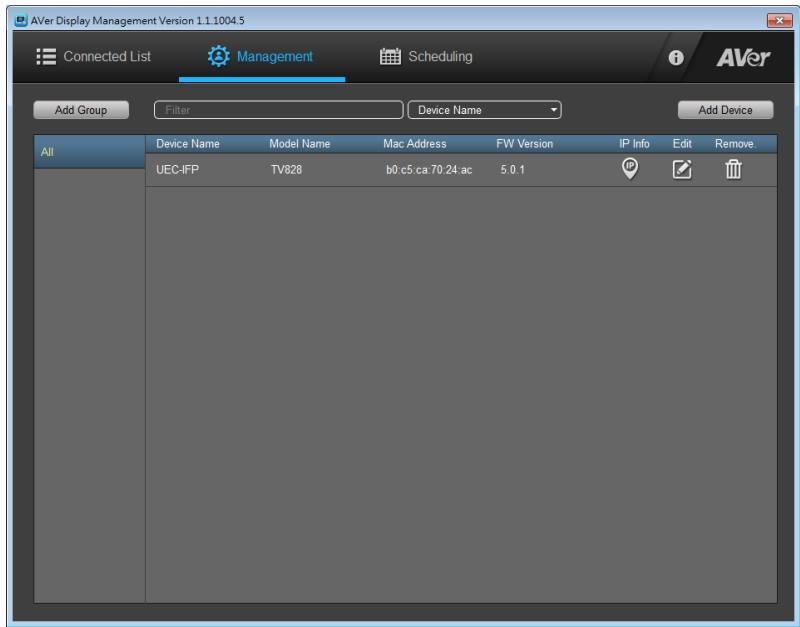
- a. An Ethernet cable connection is required for IFP devices.
- b. The IFP devices and Display Management must be in the same network.



- 4. The search result will be listed. Select the IFP device and enter “**Device Name**” and select the “**Group**” if there are groups for selecting.
- 5. Select “**Save**” to add IFP device.



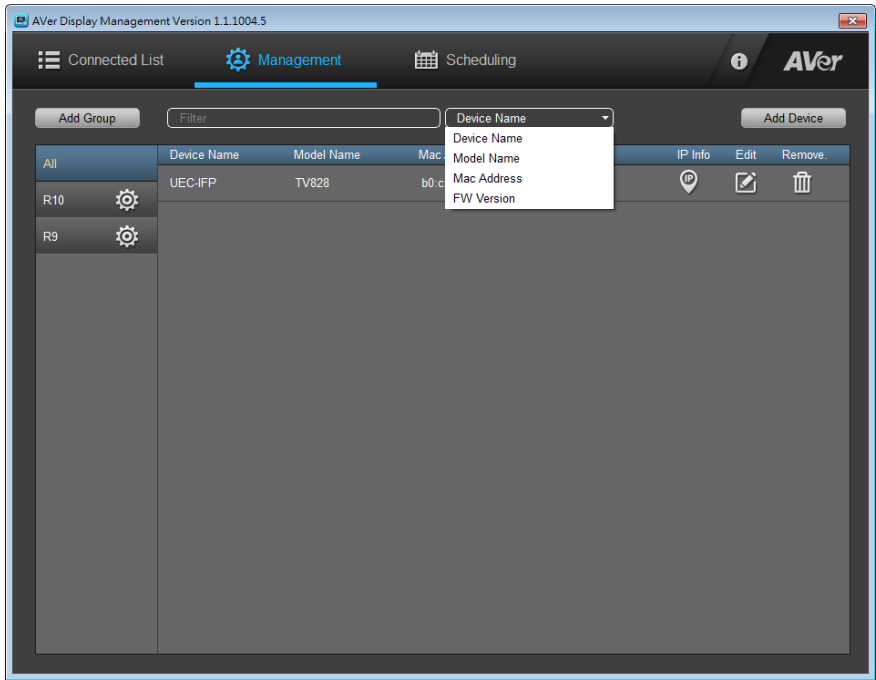
- 6. The added IFP device will be listed in management list.
- ✓ : View IFP device's IP, mask, and gateway information.
- ✓ : Edit IFP's device name.
- ✓ : Delete IFP device from management list.



Filtering IFP Device

To find IFP devices from management list by searching of “Device Name”, “Model Name”, “Mac Address”, or “FW Version”.

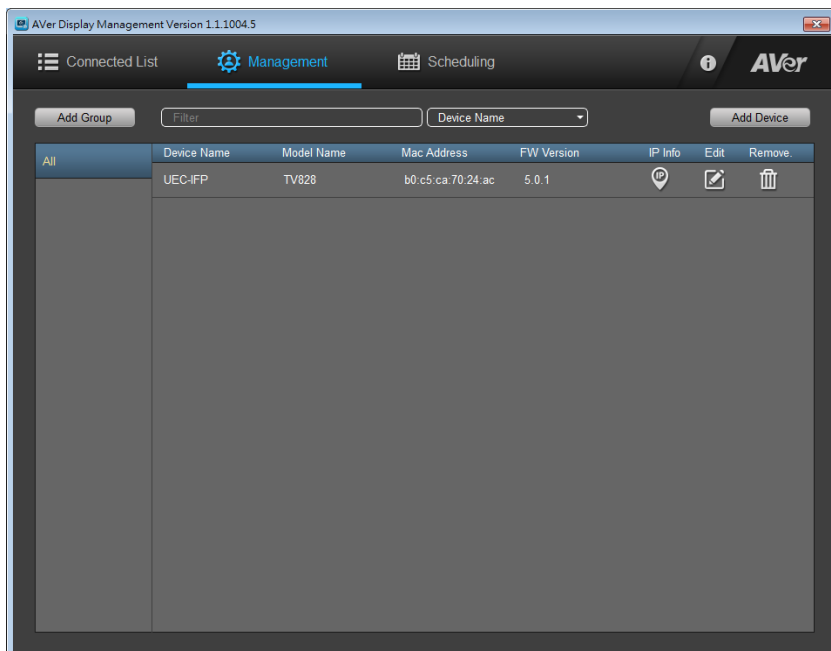
Select the filter condition – Device Name, Model Name, Mac Address or FW Version or enter the specific words to filter. Then, the filter result will display.



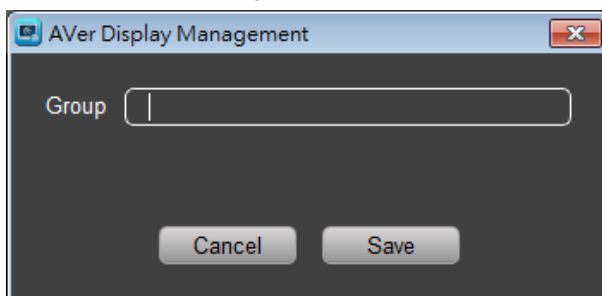
Add Group

Create the group and assign IFP devices to specific group for managing.

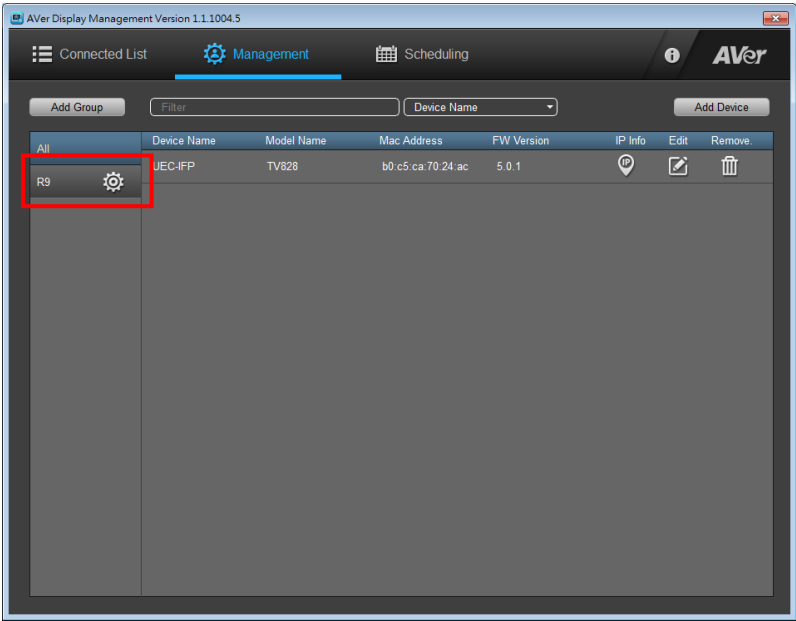
1. Select “**Add Group**” in Management screen.




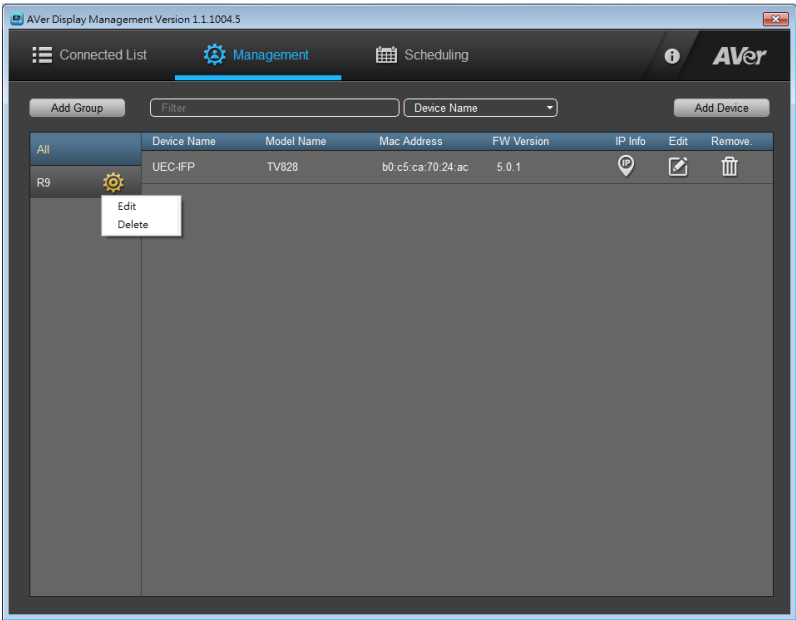
2. Enter the group name in Group dialog and select “**Save**”.



3. The crated group will list at left side of Management screen. Select the group to view the IFP devices in the group. When add IFP device, you can assign IFP device to the group.



4. Select “” can edit and delete group. Edit can change the group name.

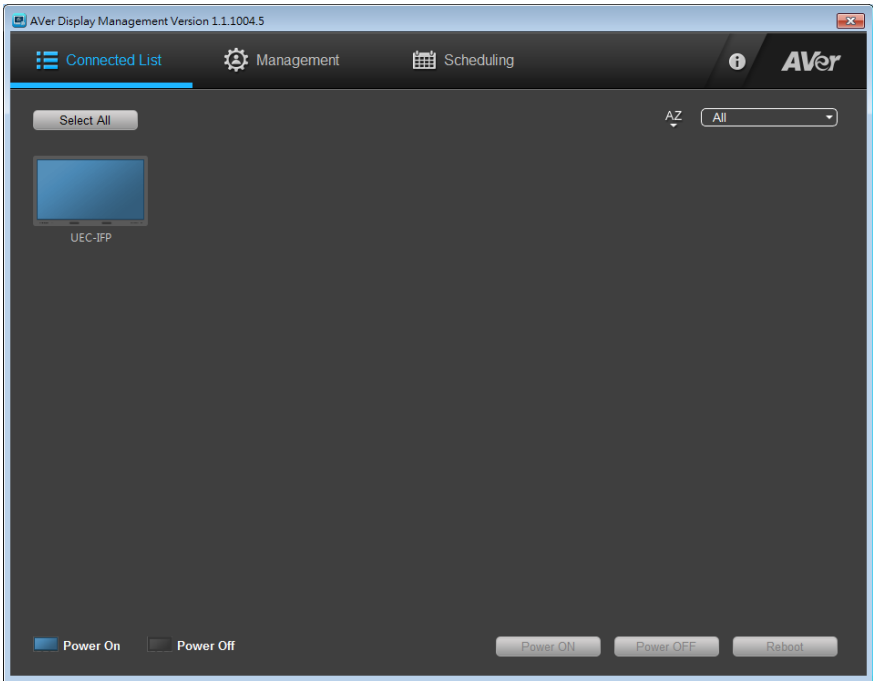


Power On, OFF, and Reboot IFP Device

In Connected List screen, display the IFP devices that have added into Display management app. You can manual power on, power off, and reboot the IFP devices that list in Connected List screen.

[Note]

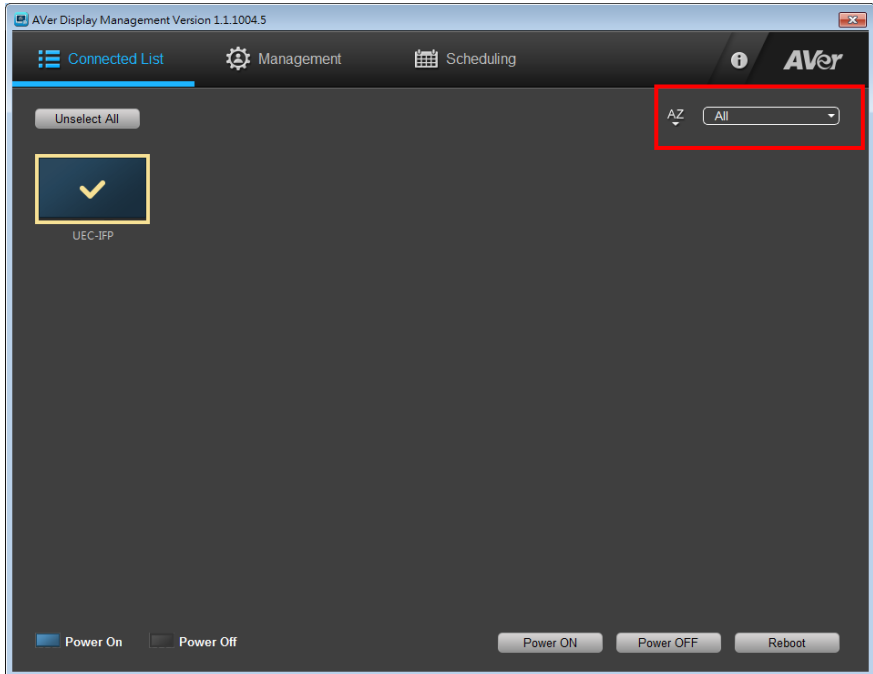
- a. An Ethernet cable connection is required for IFP devices.
- b. The IFP devices and Display Management must be in the same network.
- c. The Display Management app must be running in order to control the IFP devices on/off/reboot.



1. Select “**Connected List**”.
2. Select the IFP devices from screen list or select “**Select All**”. The selected IFP device will be marked. Then, select “**Power on**”, “**Power Off**”, or “**Reboot**” button to execute.

[Note]

- a. After selecting IFP device, the power on, power off and reboot button will be enabled.
- b. The IFP devices display order can be change by select A-Z order or group (drop-down list).



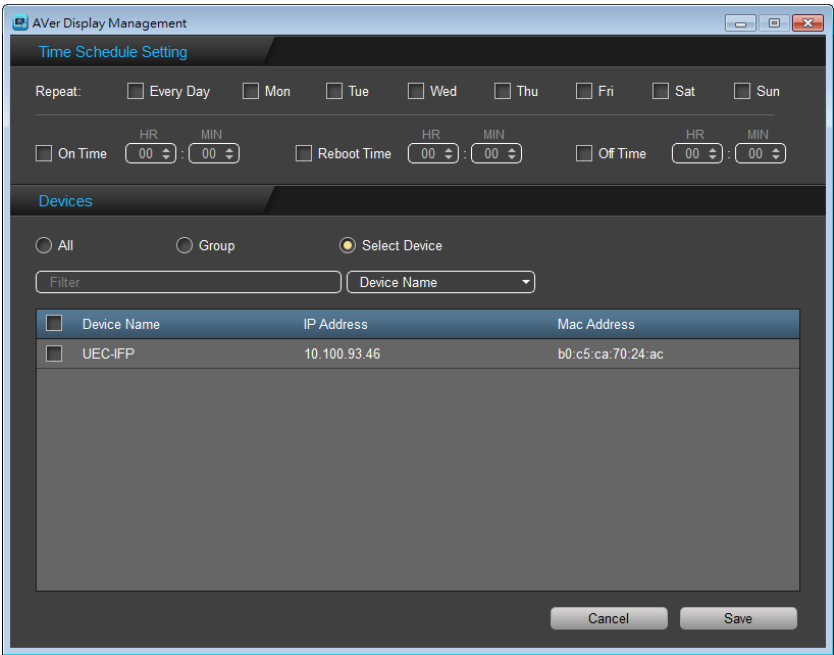
Scheduling

Set the specific day and time to power on, power off, and reboot the selected IFP devices. The schedule will execute until you disable the schedule.

[Note]

- a. An Ethernet cable connection is required for IFP devices.
- b. The IFP devices and Display Management must be in the same network.
- c. The Display Management app must be running in order to control the IFP devices on/off/reboot.

1. Select “**Scheduling**”.
2. Select “**Add Schedule**”. The Time Schedule Setting dialog is displayed.



3. **Select the Day:** Every Day, Mon, Tue, Wed, Thu, Fir, Sat, or Sun.

[Note] When select ‘Every Day” schedule, Mon to Sun will be all marked. If un-select one of day, then, the “Every Day” schedule is invalid.

4. **Select the action:** Power on, Reboot, or Power off. Then, set the time (HR:MIN) for action.

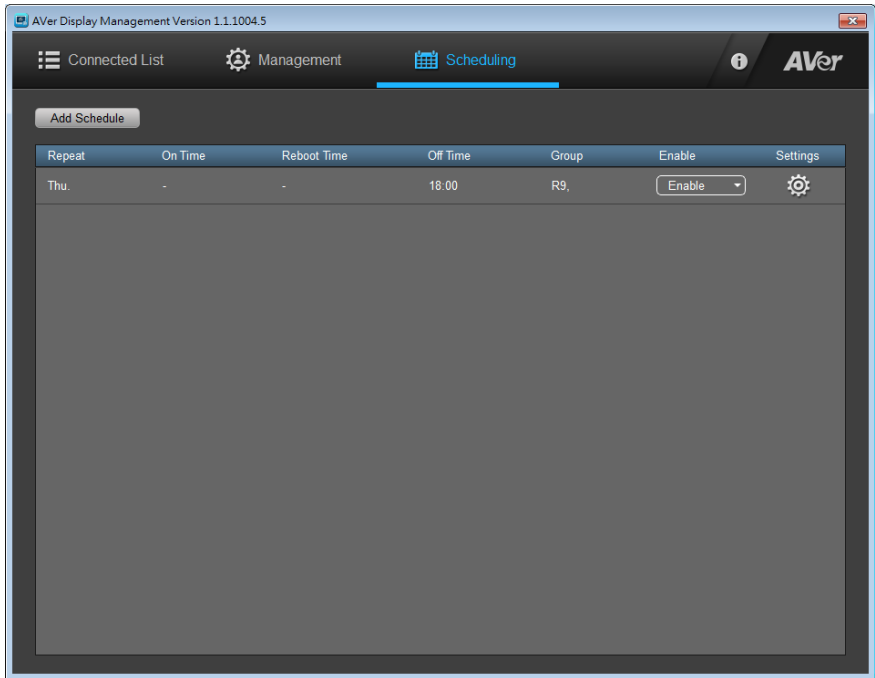
5. **Select Device:**

- ✓ **All** : Select all IFP devices.


- ✓ **Group:** Select IFP devices by group.
- ✓ **Select Device:** Select IFP device one by one from IFP device list.

[Note] Using filter function to find the IFP device if you know IFP device's name or group.

6. Select "**Save**" to save the schedule.



7. From Enable drop-down list, select "**Disable**" can stop schedule to run.

8. Select " " can modify schedule's setting.

Specification

Specification	CP654I
Physical resolution	3840 x 2160 (pixels)
Response time	8ms
Brightness	450cd/m ²
Contrast	1200:1
Viewing angle	178° /178°
Chroma	1.07B
Control mode	Key control/infrared remote control/RS232 control
Input voltage	AC 100-240V
Power consumption	180W(Not include OPS)
Dimension (without packing)	1510.5mm x 926.5mm x 106.1mm (depth)
Net weight/gross weight	52.95kg/66.45kg
Wall mounting holes	400mm(H) x 400mm(W)
Installation method	Through the wall mounting holes (screw size: M6)
Working conditions:	0° C~40° C; RH: 20%~80%; atmospheric pressure: 86kPa~104kPa.
Storage conditions:	-10° C~60° C; RH: 10%~60%; atmospheric pressure: 86kPa~104kPa.
AV video input	1+0.3Vp-p, RCA terminal
AV audio input	500mV RMS
HDMI video input	480i, 480P, 576i, 576P, 720P, 1080i, 1080P, 4K
Intelligent operating system	Android 5.0.1

Specification	CP754I
Physical resolution	3840 x 2160(pixels)
Response time	8ms
Brightness	450cd/m ²
Contrast	1200:1
Viewing angle	178° / 178°
Chroma	1.07B
Control mode	Key control/infrared remote control/RS232 control
Input voltage	AC100-240V
Power consumption	320W(Not include OPS)
Dimension (without packing)	1736.8mm x 1055.3mm x 109.5mm (depth)
Net weight/gross weight	61.95kg/79.1kg
Wall mounting holes	400mm(H) x 600mm(W)
Installation method	Through the wall mounting holes (screw size: M8)
Working conditions:	0° C~40° C; RH: 20%~80%; atmospheric pressure: 86kPa~104kPa.
Storage conditions:	-10° C~60° C; RH: 10%~60%; atmospheric pressure: 86kPa~104kPa.
AV video input	1+0.3Vp-p, RCA terminal
AV audio input	500mV RMS
HDMI video input	480i, 480P, 576i, 576P, 720P, 1080i, 1080P, 4K
Intelligent operating system	Android 5.0.1

Specification	CP864I
Physical resolution	3840 x 2160(pixels)
Pixel pitch	0.4935mm x 0.4935mm
Response time	8ms
Brightness	350cd/m ²
Contrast	1200:1
Viewing angle	178° / 178°
Chroma	1.07B
Control mode	Key control/infrared remote control/RS232 control
Input voltage	AC100-240V
Power consumption	500W(Not include OPS)
Dimension (without packing)	1990mm x 1201mm x 114.5mm (depth)
Net weight/gross weight	89.2kg/116.6kg
Wall mounting holes	400mm(H) x 700mm(W)
Installation method	Through the wall mounting holes (screw size: M8)
Housing material	Aluminum profile, plastic
Working conditions:	0° C~40° C; RH: 20%~80%; atmospheric pressure: 86kPa~104kPa.
Storage conditions	-10° C~60° C; RH: 10%~60%; atmospheric pressure: 86kPa~104kPa.
AV video input	1+0.3Vp-p, RCA terminal
AV audio input	500mV RMS
HDMI video input	480i, 480P, 576i, 576P, 720P, 1080i, 1080P, 4K
Intelligent operating system	Android 5.0.1

[Note]

- The capacity of internal memory is subject to actual configuration;
- The cache capacity is subject to actual configuration
- If you discover any unclear presentation, mistake or omission in this manual, please contact us immediately.

Multimedia Supported Formats

Type	Format	File Extension
Image	JPEG、BMP、PNG	.jpg\ .bmp\ .png
Video	MPEG1、MPEG2、MPEG4、H264、RM、RMVB、MOV、MJPEG、VC1、DivXFLV	.avi\ .mpg\ .dat\ .vob\ .div\ .mov\ .mkv\ .rm\ .rmvb\ .mp4\ .mjpeg\ .ts\ .trp\ .wmv\ .asf\ .flv
Audio	MP3、M4A（AAC）	.mp3\ .m4a

RS-232 Command Table

Baud Rate : 38400 bps

Data bits: 8 bits

Parity: None

Stop bits: 1 bits

[Example 1]

Steps to use RS-232 to turn on or turn off the power of touch display under Android environment.

1. Sent the hex code to switch on and off the touch display, ex: sent 69 76 20 for [Power off] ; sent 69 53 43 for [Power on]
2. Within 5 secs after step1, sent the hex code of [Enter] : 69 07 8F.

[Example 2]

Steps to use RS-232 to switch video source under Android environment.

1. Sent the hex code of the video source to switch to, ex: sent 89 65 05 0C for [HDMI1].
2. Sent the hex code of [Source] : 69 19 7D.
3. Within 5 secs after step2, sent the hex code of [Enter] : 69 07 8F.

Function	Command			
Power off	69	76	20	
Power on	69	53	43	
Enter	69	07	8F	
MUTE	69	37	5F	
VOL+	69	82	14	
VOL-	69	85	11	
SOURCE	69	19	7D	

Function	Command			
MENU	69	80	16	
LEFT	69	63	33	
RIGHT	69	66	30	
DOWN	69	43	53	
UP	69	46	50	
LAN	69	34	62	
AV1	89	55	0D	14
YCbCr	89	55	04	1D
VGA	89	65	03	0E
HDMI1	89	65	05	0C
HDMI2	89	65	07	0A
FREEZE	89	55	06	1B
HDMI3	89	65	09	08
HDMI4	89	65	0B	06
OPS	89	65	0D	04
HDMI	89	65	0E	03

Troubleshooting

Symptom	Possible Cause	Solution
The screen does not display anything; there is no sound, and the indicator does not come on	Looseness of power plug, power connection failure	Check if the power cord is properly connected
Pictures are colorless	Color saturation is set too low	Enter "Picture" settings to increase the color saturation
The product has no accompanying sound	1. Volume is set too low 2. Sound is muted	1. Adjust the volume to a proper level 2. Press the "MUTE" key on the remote control to unmute the product
The PC does not display anything, and gives a prompt indicating no signal input; the red indicator blinks	Looseness or come-off of the signal connection cable	Check if the signal connection cable is loosened or comes off; if so, reconnect it
Pictures shown on the PC are offset, do not cover the entire screen, go beyond the screen, or are blurred	1. Improper adjustment 2. Wrong display mode	1. Use the auto adjustment function 2. Enter "PC Screen Adjustment" to adjust the horizontal or vertical
Short remote control distance, malfunction of remote control	1. The remote receiver of the product is blocked by some object 2. Battery level of the remote control is low	1. Move the object to avoid blocking the remote receiver 2. Replace the battery
The white noise problem has occurred on screen when MAC computer connect with HDMI in 3840 x 2160 30Hz setting	Might be the compatibility issue	Please change to HDMI 4 connection for normal output

Symptom	Possible Cause	Solution
A link cannot be accessed via the browser	<ol style="list-style-type: none"> 1. Wrong network parameter configuration 2. Improper network connection 3. Network service is not activated 	<ol style="list-style-type: none"> 1. Ask the network administrator for available network IP addresses and other parameters 2. Check if the network connection cable is properly connected 3. Consult the network service provider
Video gets seriously stuck when played online	<ol style="list-style-type: none"> 1. Network bandwidth is low 2. Several movies are buffered or other content is downloaded 	<ol style="list-style-type: none"> 1. Upgrade your network bandwidth to a higher one 2. Try replacement with other VOD addresses to
The product gets stuck, crashes or cannot be operated	<ol style="list-style-type: none"> 1. Too many programs are running 2. Normal operation of the product is disturbed by external environment (e.g., lightning, static electricity) 	Disconnect the product from power supply; wait for 1-2min and reconnect power supply; then restart the product
MAC /Win extend desktop touch control won't work.		AVer CP series don't support touch control on extend desktop.
In 1366*768 resolution, Windows touch offset and cannot do the screen correction.		1366*768 resolution doesn't fit on AVer CP series screen display, please change to the suitable resolution.