

Interactive Panel Trouble Shooting Guide

Below are some common questions and troubleshooting tips for your Interactive panel.

Q – *There is no picture on my panel?*

A – Please do the following:

- Ensure one end of the HDMI cable is connected into your laptop.
- Ensure the other end of the HDMI cable is connected to the panel.
- Put your laptop in Duplicate mode. To do this hold down the  key and the **P** key at the same time and select the Duplicate option.
- If the HDMI cable is connected to HDMI 1 ensure the source on the T.V is HDMI 1.

Q – *How do I change the source on my panel?*

A – Press the Source button on the top of your remote and scroll down to select the source that you want.

Q – *There is no sound coming out of the panel?*

A – Ensure the HDMI cable is plugged in. If so and there is still no sound take the following steps:

- Click on the windows icon on your desktop.
- Click on the Control Panel.
- Click on Sound option.
- In the menu that appears select HDMI Source then press ‘Select Default’. This will make the HDMI cable your primary audio source when it is plugged it in and will ensure the audio will come through the panel when the HDMI cable is plugged in.

Q – *My panel is not Interactive?*

A – The USB cable carries the interactive function so firstly ensure the USB cable is plugged into your laptop and the other end is plugged into the USB Touch port on the panel. If this is plugged in and there are still issues do the following:

- Take the USB cable out of the USB port on your laptop and plug into a different port. (When laptops are getting older the ports can wear out and they don't make the connection with the cable)
- If you have tried all of the ports and the cable is connected to the panel the cable may be faulty. At this stage contact Direct National.

Q – My panel does not turn on?

A – Firstly check the front of the unit. If there is a solid red light all you need to do is to press the power button either on the remote or on the panel itself. If there is not a red light then check the following:

- Ensure the power at the wall is turned on.
- Ensure the power cable is plugged into the panel.
- Ensure the main power switch is turned on. This switch is located next to where the power cable plugs into the panel.

If all of the above are turned on and plugged in your panel will have power.

If you have no touch:

Check 1- USB cable must be connected to panel and laptop and or computer.

Check 2- Check the cables are not loose- the port in the panel is a firm fit,*(you should not be able to move the USB cable)*.

Check 3- when you connect the panel to the laptop it should make a notification sound when connected, if this does not happen there is a connection issue.

Check 4- if none of the above work, shut of the Smart-Pad, then unplug entire device wait 30 seconds and start the trouble shoot check again.

Wi-Fi interference can also cause touch issues at times if you are having issues turn of Wi-Fi functions to ensure that this is not the issues – if it is infact Wi

If you have not been able to resolve this issue please call through to one of our technicians for more assistance. 07 3352 4222

If there above instructions do not fix your issue or there is an issue that is not stated in the troubleshooting guide please contact Direct National on 07 3352 4222.

