

Training: Course Two-Troubleshooting & Support

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# **SimplicityTouch**

## Interactive Flat Panel

## 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.

<b>Description of Symptom/Problem</b>	<b>Resolution</b>
Board does not appear to power on. The Power LED is not RED.	<p>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.</p> <p>If the Power LED is not red then the board is either not getting power or the physical rocker switch is powered off.</p> <p>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.</p>
Board is hung up on boot process. Continuously showing the Recordex logo.	<p>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.</p>
Board is not displaying a video signal.	<p>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.</p>
Audio is too quiet. It is limited to 50% and won't go any higher.	<p>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.</p>

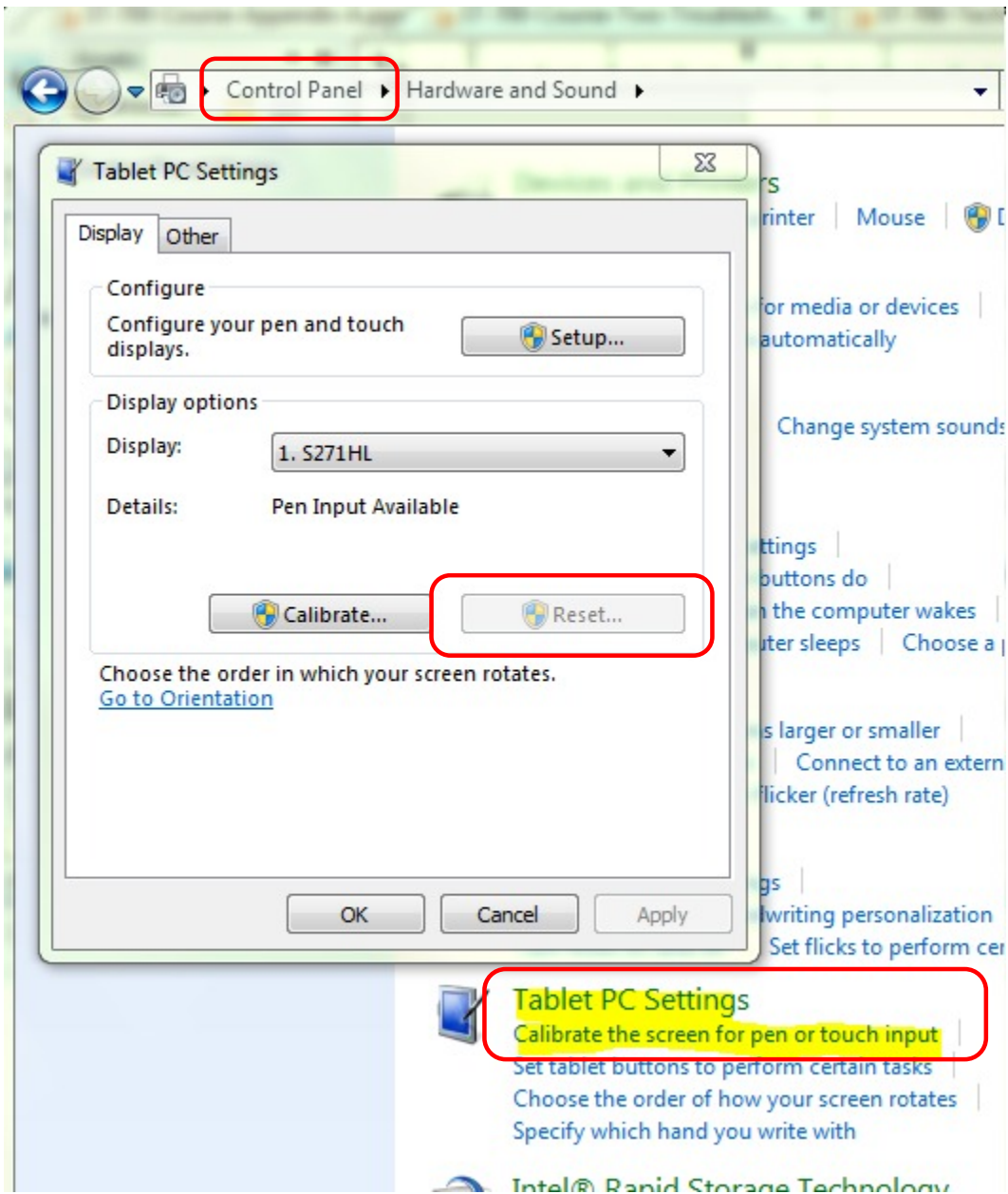
## Troubleshooting: Audio and Video Input Signal Troubleshooting

Description of Symptom/Problem	Resolution
The image from the attached computer is not filling up the entire screen, or it is stretched.	<p>1. Image from computer is not full screen on panel</p> <p>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.</p> <p>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.</p> <p>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.</p>
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.

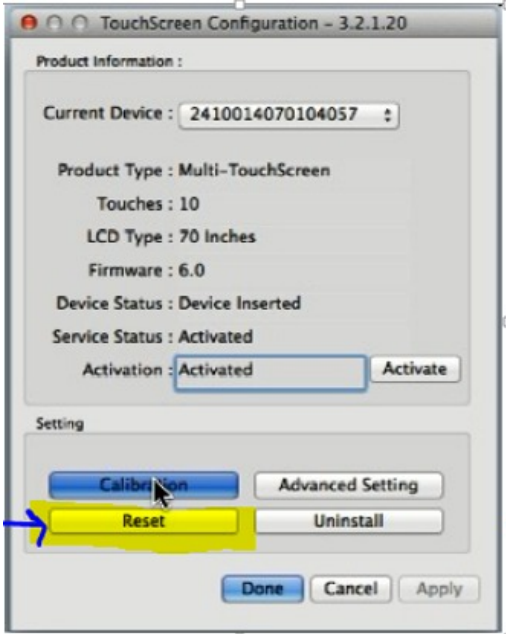
## Troubleshooting: Touch Connection & Calibration

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.	<p>If you are using a VGA connection, please try the below troubleshooting options based on your hardware:</p> <ul style="list-style-type: none"> <li>o Adjust your screen resolution from 1920 X 1080 to 1366 X 768</li> <li>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.</li> <li>o Use your Projector Options and change from Extend or Duplicate to Projector Only.</li> </ul>
I am using Windows OS and the touch is way off.	<p>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.</p> <p>See next page for screen shot of Windows Calibration Reset.</p>
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).

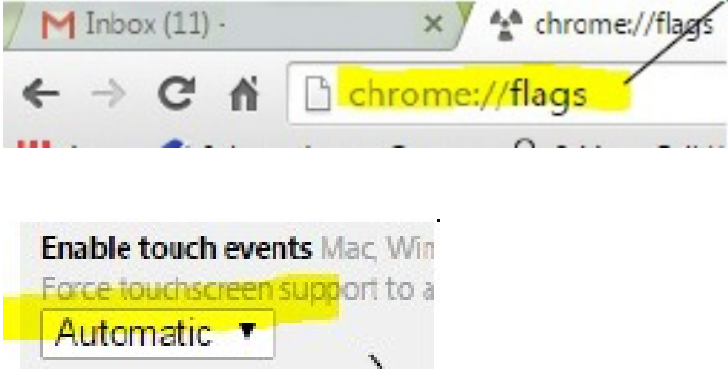
## Screen Shot: Resetting Calibration Under Windows



## Troubleshooting: Touch Connection & Calibration

Description of Symptom/Problem	Resolution
I am using a Mac running OS X and the touch is not working.	<p>Apple Mac OS X computers require a touch screen driver to be installed before they will work with a SimplicityTouch panel. The driver package is named: TouchScreenSetup[3.7.7.17].pkg and is available from the Recordex web server. The link is included in Appendix A.</p> <p>After driver is installed you may need to calibrate the touch. This is done easily by running the touch screen application and then clicking on Calibrate and following the steps on screen.</p> <p>If at some point the touch is extremely off then resetting the touch calibration points can be helpful. After resetting you may need to re-calibrate.</p> 

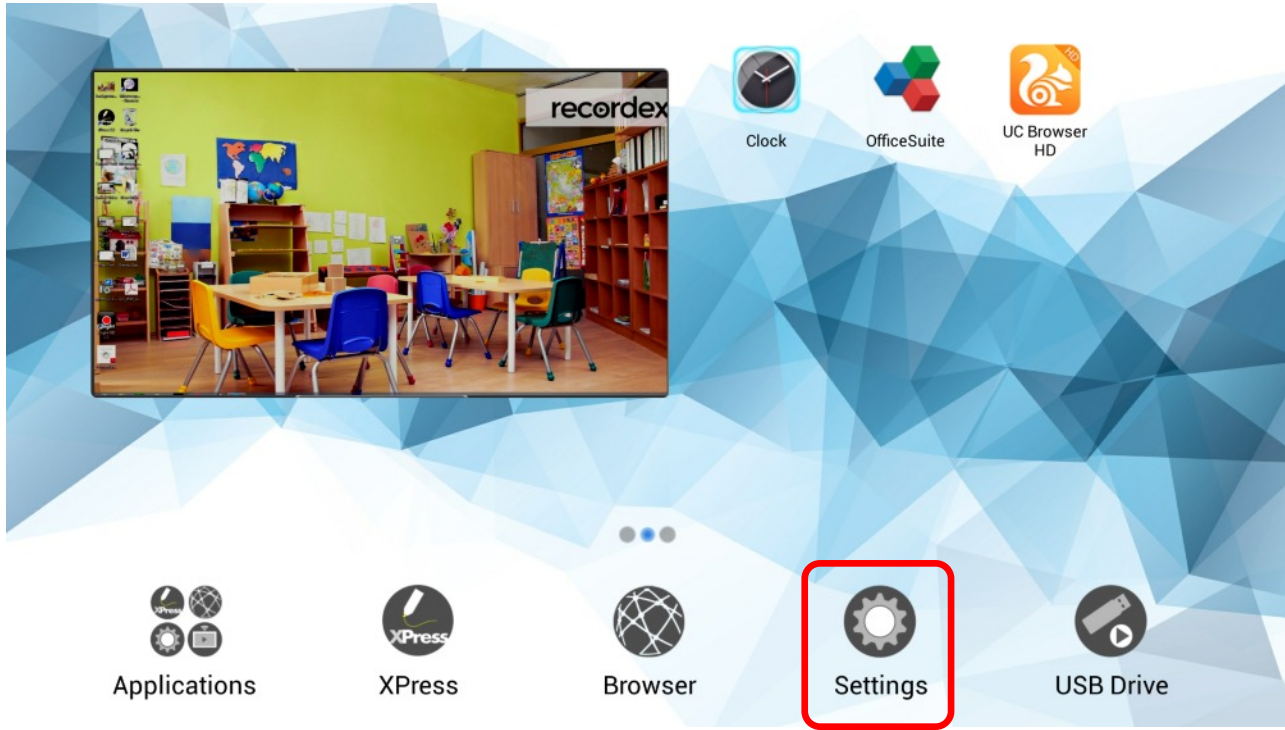
## Troubleshooting: Touch Connection & Calibration

Description of Symptom/Problem	Resolution
Touch works everywhere except inside the Google Chrome browser.	<p>In some cases the Chrome browser needs to be "told" to enable touch events. To do this type <b>chrome://flags</b> into the omnibox and then scroll down until you see <b>Enable touch events and change the setting to Enabled</b>. This will enable touch events inside the Chrome browser.</p>  <p>The image shows a Chrome browser window with the address bar containing 'chrome://flags'. Below the address bar, the 'Enable touch events' flag is visible, with the setting 'Automatic' selected. The text 'Force touchscreen support to a' is partially visible below the flag.</p>
The transparent mode for XPress for Windows is not working. Just get black background.	<p>This is due to Windows Aero themes being disabled. To fix this Aero themes need to be turned on. Watch this YouTube video from Recordex to learn how to fix this: <a href="https://youtu.be/mZDK9TyeVaA">https://youtu.be/mZDK9TyeVaA</a></p>

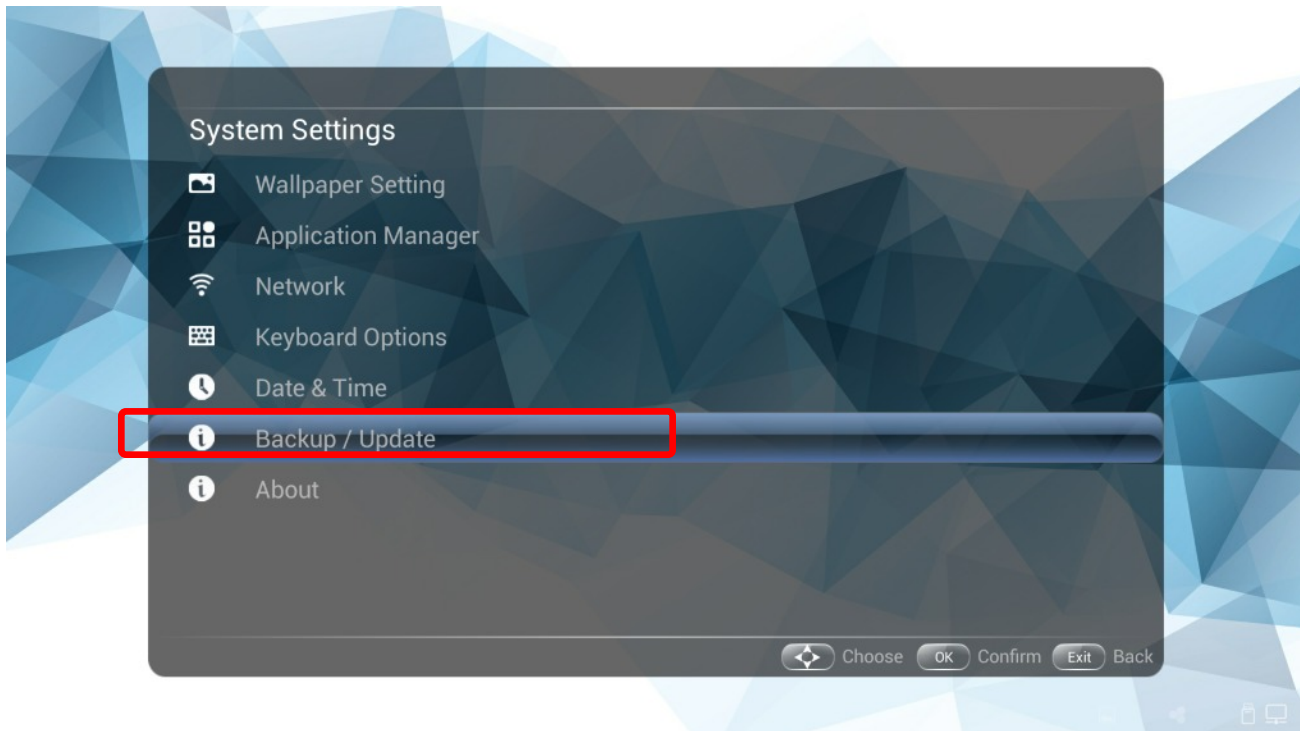
# Troubleshooting: Resetting Panel to Factory Defaults

There may be cases where the panel is acting strange and it is recommended by Recordex technical support to reset the panel to factory defaults.

1.1 Go to the Home Screen and tap on Settings

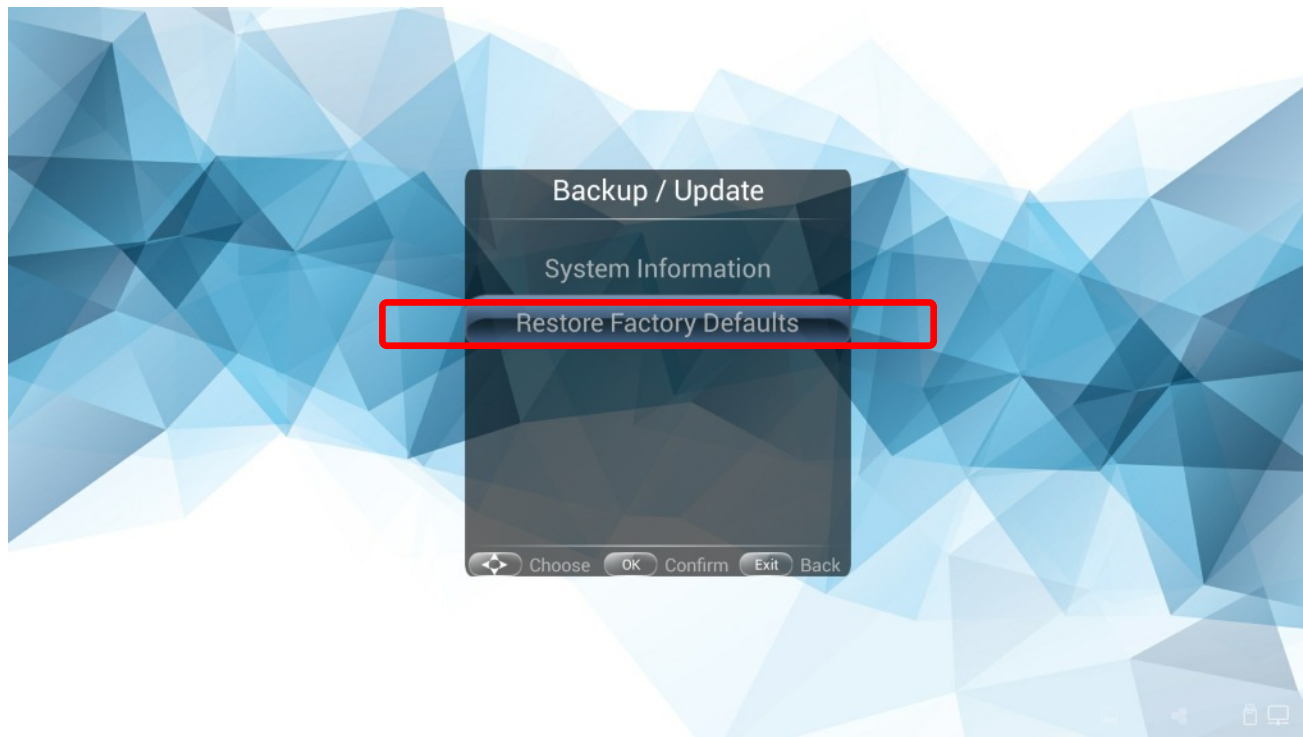


1.2 Then tap on Backup/Update





## 2.3 Tap on Restore Factory Defaults



Then follow steps in this guide to reinstall the apps.

## Troubleshooting: Reinstalling Panel Applications

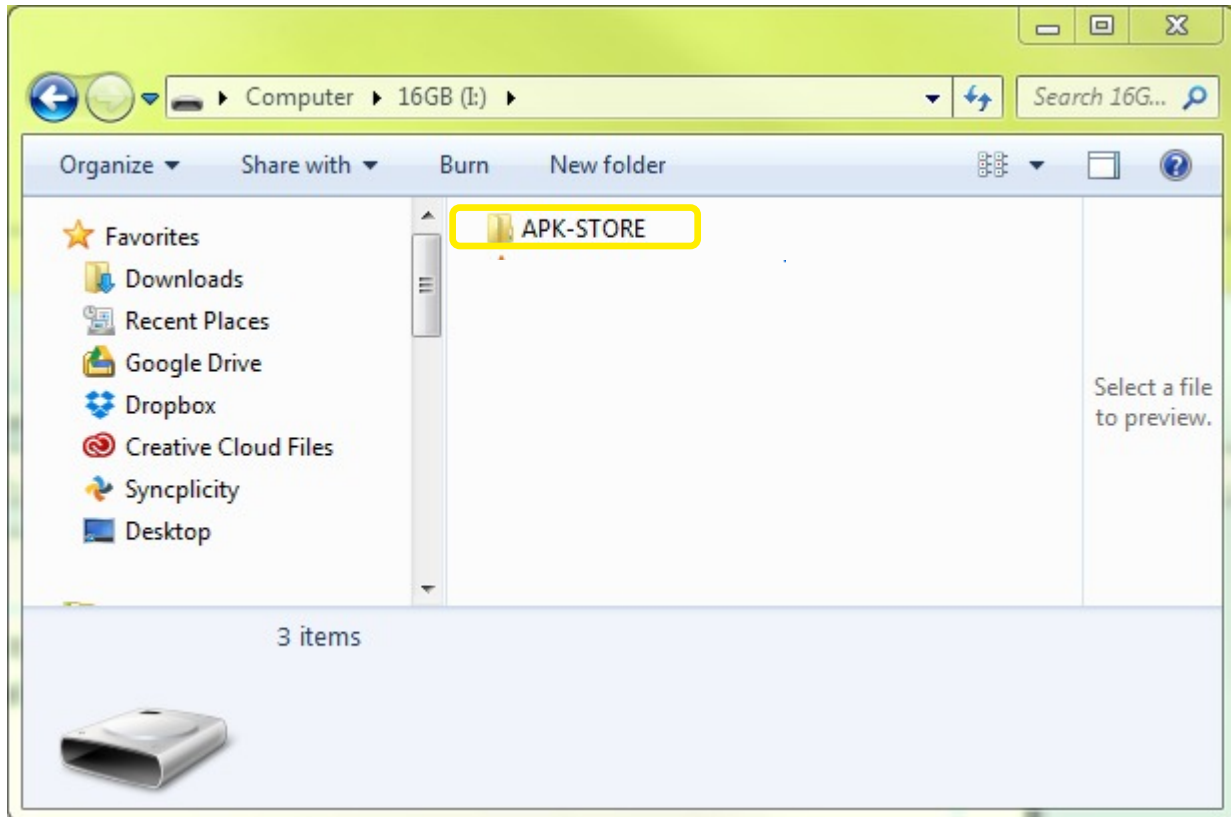
Anytime that the panel firmware is installed or the panel is reset to factory defaults the panel will need to have the Android applications reinstalled.

### 1. Prepare USB Thumb Drive with Setup Files

1.1 Unzip the **ST-700-APKS-012916.zip** file

1.2 Place APK-STORE folder onto the USB Drive.

Contact [support@recordexusa.com](mailto:support@recordexusa.com) or call 718-392-5380x702 to retrieve the zip file necessary for this process.  
Be sure to request file:  
ST-700-APKS-012916.zip

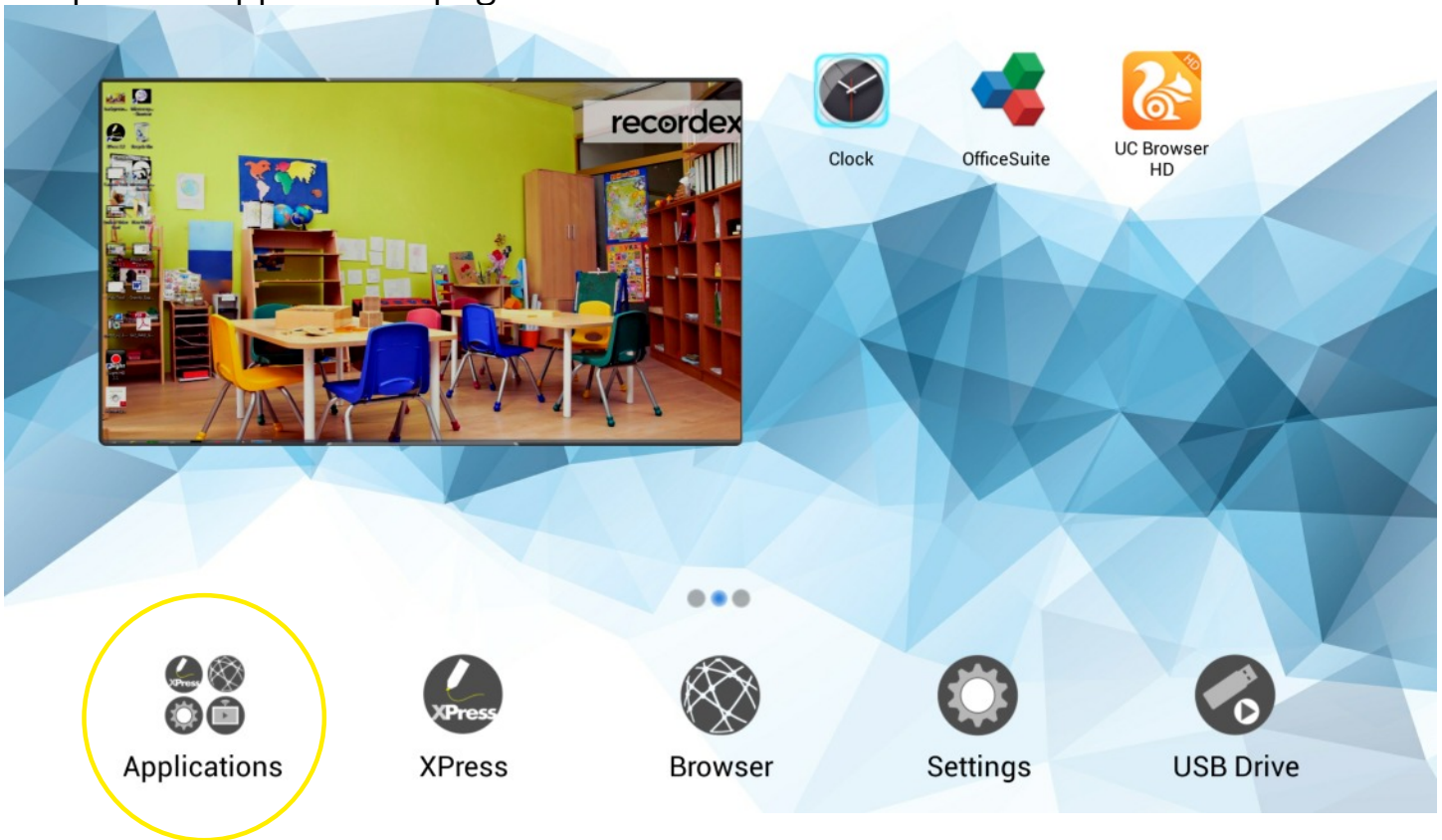


2. Turn on ST-700 and insert USB thumb drive in front USB port (note: must use port with Android label)



### 3. Install Apps

3.1 Press **Home** button to go to Home screen and then touch **Applications** icon to open the applications page.

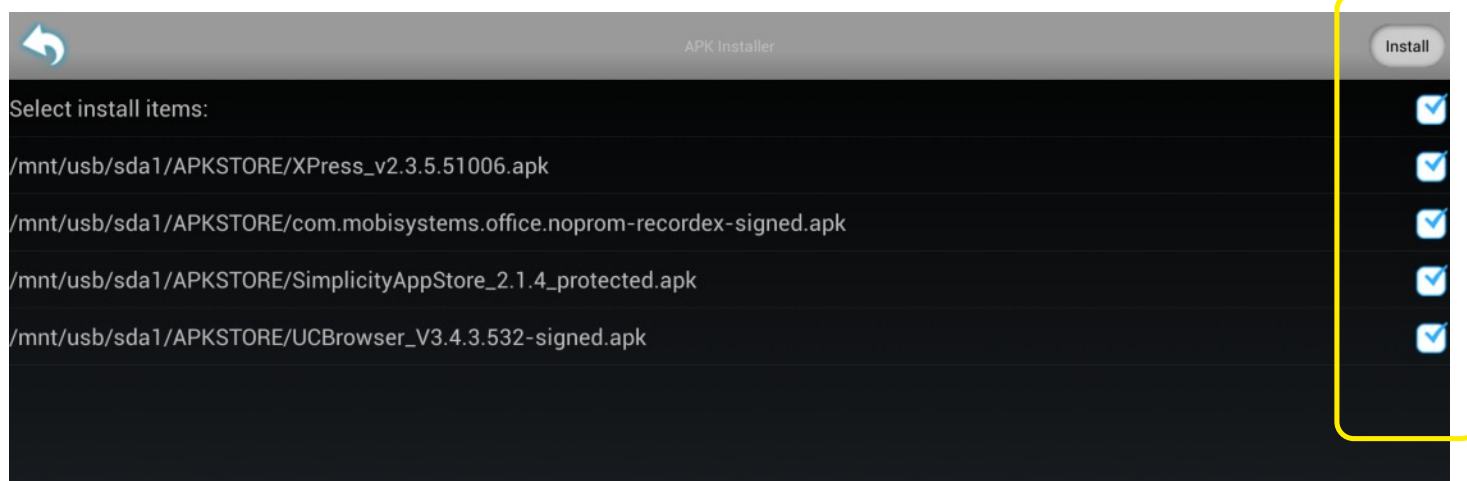


3.2 Open the **APK Installer** Application

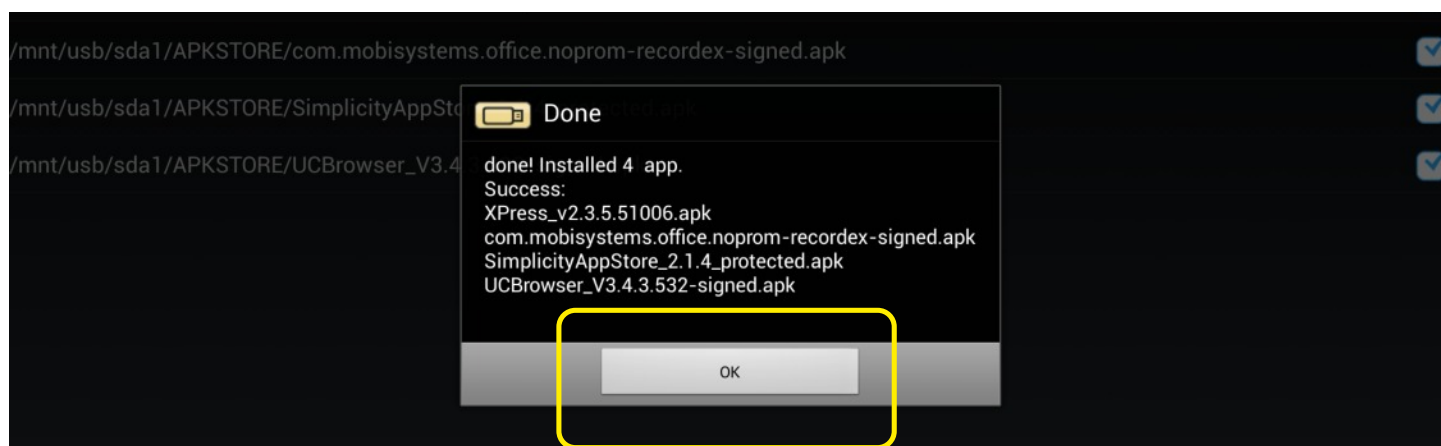


### 3. Install Apps – Continued

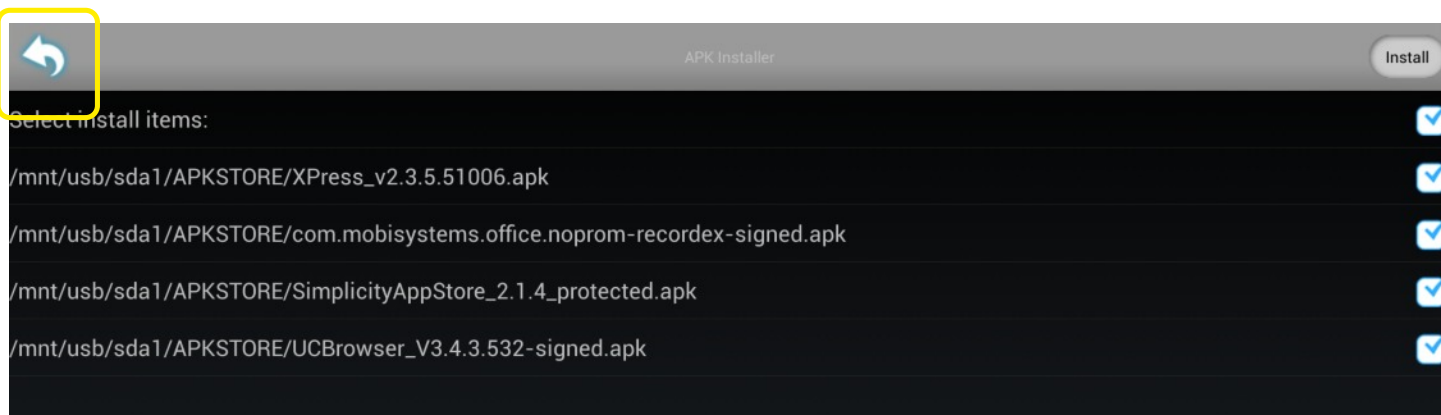
3.3 Make sure all apps are selected and then press **Install**.



3.4 Wait for apps to install. You will see success message showing 5 apps installed.



3.5 Press the back arrow button to exit APK Installer.

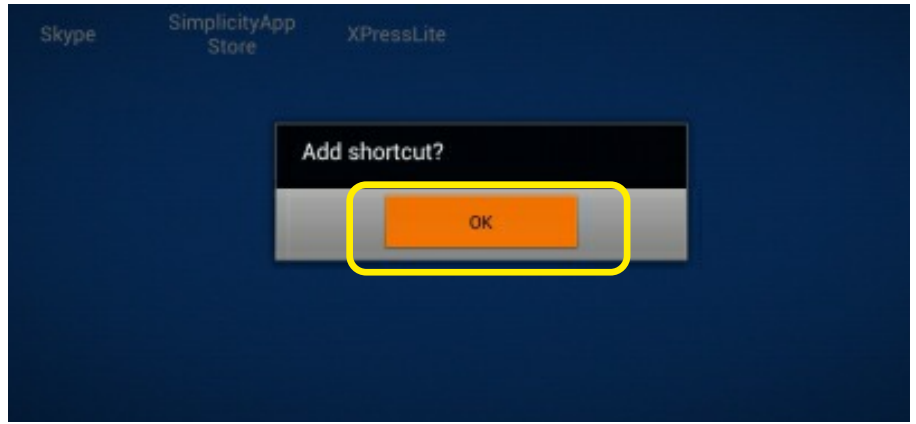


## 4. Create App Shortcuts

4.1 Use remote control arrow buttons to select/highlight the OfficeSuite App.



4.2 When app is highlighted press the **App Shortcut button (MEMC/APP)** on the remote and then select **OK** to add shortcut.



4.4 Go back to Home Screen and verify that App shortcut is present.



**END OF GUIDE.**