

Important Initial Steps

Internet connection

- Enter Settings menu>select Wi-Fi & add network details.
- **Note.** If Proxy settings are required, hold down on the desired network>modify network>check the box marked Advanced Options>enter details required

Date & time

- Go to Settings menu>Select Date & Time>Turn off Automatic Date & Time / Automatic Time Zone>Manually enter details>Re-enable Automatic selectors

Image Settings

No display

- Check HDMI cable is securely connected at both ends
- Check that correct source is selected on ActivPanel via select button(s) (located at both sides of the panel)

Image does not fill screen

- Ensure a 16:9 resolution is in use and the panel is set to 'pc' in Picture mode
- Go to Settings menu>Display>Screen Scale>Adjust via arrow buttons until red edges are at the edge of the screen

Incorrect resolution

- Enter Settings menu>Display>HDMI Mode>Select correct resolution

Connecting your ActivConnect G

No touch

- Check USB is connected to ActivConnect via USB port and that the cable does not exceed 3M
- Check USB is connected to the ActivPanel using USB port corresponding to HDMI port e.g. Source is HDMI 1, USB input must be USB 1

No sound

- If connected via HDMI check HDMI is securely connected at both ends, if connected via VGA, ensure 3.5mm jack is connected to HDMI converter & in the output of the computer
- Ensure computer audio playback device is set for the ActivPanel AP4 65, 75, 84.

ActivCast Setup

Device will not connect to display

- Ensure device & ActivConnect are on the same network
- For Apple devices, ensure that the Bonjour Service is enabled at Network Level

MAC Book does not display correctly

- MAC books & iMACs must be run in ActivCast's Compatibility Mode. Within ActivCast application go to Settings>Select "Run in Compatible mode"

Image displayed is pixelated

- Within ActivCast application, enter Settings menu>Select "Mirroring Resolution">Select 1080p or 3096 if a 4k panel
- If using a 4k panel ensure that the resolution is set to 3096 x 2160 and not 4096 x 2160
- Ensure that the G-series resolution is set to the same as the broadcasting machine when using a 4k panel, for example if using a windows machine running a 1080 resolution then ensure the G-series is set to 1080 otherwise the G-series has to upscale causing blocking and lag.

Google Chromebook & Android devices cannot connect

- Chromebooks must have the ActivCast Sender Extension which can be obtained from the Chrome Web Store. Android devices need the ActivCast Sender application, available from Google Play Store

General Troubleshooting

Error message displayed

- Check that Date & Time are correct
- Ensure applications are updated before adding to Home Screen

ActivConnect appears slow

- Ensure that open applications are "cleared down" regularly by swiping up from the bottom of the panel & selecting the square icon (right of Centre). This will show your open tabs which can also be used to switch between application easily.

Intermittent touch

- Ensure USB cable is connected via USB & NOT "USB OTG" port

Tools bubble has vanished

- Go to Settings>Communication>Select ActivConnect-Tools

Software Related "Issues"

Cannot use fast forward/rewind or volume controls on-screen as demonstrated

- Ensure that QuickPic application is installed & is set as default program for media playback

4K media playback is not smooth

- Ensure that QuickPic application is installed & is set as default program for media playback. QuickPic is the best application we found to use for 4K Media Playback

Cannot access network drives

- Mapping a Shared Storage Area or "Network Drive" can be done using an application, for example, ES File Explorer

Cannot access Google programs

- The Google Play Services (& related programs). APK is available via our support team

Multi touch doesn't work

- This feature is application led. This means that if the application in question is multi touch, users will experience this feature. If the application is single touch only, this will be replicated on the ActivPanel