



THE DISPLAY CHOICE
OF PROFESSIONALS™

www.agneovo.com

TX-4302 Touch Screen Display
User Manual

TABLE OF CONTENTS

SAFETY INFORMATION

WEEE	4
------------	---

PRECAUTIONS

Notice	5
Cautions When Setting Up	5
Cautions When Using	6
Cleaning and Maintenance	7
Notice for the Touch Screen Display	7

CHAPTER 1: PRODUCT DESCRIPTION

1.1 Package Contents	8
1.2 Removing/Attaching Cable Cover	9
1.3 Wall Mounting	10
1.4 Mounting in Portrait Position	11
1.5 Touch Screen Display Overview	12
1.5.1 Front View	12
1.5.2 Rear View	12
1.5.3 Control Buttons	13

CHAPTER 2: MAKING CONNECTIONS

2.1 Connecting the Power	15
2.2 Connecting Input Source Signals	16
2.3 Connecting USB for Touch Screen Control	17
2.4 Connecting Audio Input	18
2.5 Connecting the Wired OSD Controller	19
2.6 Connecting the DC Power Output	19
2.7 Ventilation Requirements for Enclosure Locating	20

CHAPTER 3: USING THE TOUCH SCREEN DISPLAY

3.1 Turning on the Power	21
3.2 Displaying the OSD Menu	22

CHAPTER 4: ON SCREEN DISPLAY MENU

4.1 Using the OSD Menu	23
4.2 OSD Menu Tree	25

CHAPTER 5: ADJUSTING THE

5.1 Picture Menu	26
5.2 Colour Menu	28
5.3 OSD Menu	29
5.4 System Menu	30

CHAPTER 6: APPENDIX

6.1 Warning Messages	32
6.2 Timing	33
6.3 Touch Screen Driver Installation	33
6.3.1 Optional Calibration Tool Install	34
6.3.2 Driver Installation Instructions	35

TABLE OF CONTENTS

6.4 Cleaning	36
6.5 Troubleshooting	37
6.6 Transporting the Touch Screen Display	38

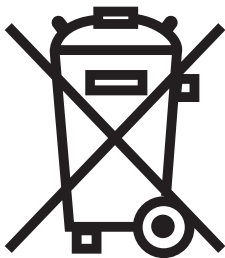
CHAPTER 7: SPECIFICATIONS

7.1 Display Specifications	39
7.2 Display Dimensions	40

SAFETY INFORMATION

WEEE

Information for users applicable in European Union countries.



The symbol on the product or its packaging signifies that this product has to be disposed separately from ordinary household wastes at its end of life. Please kindly be aware that this is your responsibility to dispose electronic equipment at recycling centers so as to help conserve natural resources. Each country in the European Union should have its collection centers for electrical and electronic equipment recycling. For information about your recycling drop off area, please contact your local related electrical and electronic equipment waste management authority or the retailer where you bought the product.

PRECAUTIONS

PRECAUTIONS



Symbols used in this manual



This icon indicates the existence of a potential hazard that could result in personal injury or damage to the product.



This icon indicates important operating and servicing information.

Notice

- Read this User Manual carefully before using the touch screen display and keep it for future reference.
- The product specifications and other information provided in this User Manual are for reference only. All information is subject to change without notice. Updated content can be downloaded from our web site at www.agneovo.com.
- To protect your rights as a consumer, do not remove any stickers from the touch screen display. Doing so may affect the determination of the warranty period.

Cautions When Setting Up



Do not place the touch screen display near heat sources, such as a heater, exhaust vent, or in direct sunlight.



Do not cover or block the ventilation holes in the housing.



Place the touch screen display on a stable area. Do not place the touch screen display where it may be subject to vibration or shock.



Place the touch screen display in a well-ventilated area.



Do not place the touch screen display outdoors.



Do not place the touch screen display in a dusty or humid environment.



Do not spill liquid or insert sharp objects into the touch screen display through the ventilation holes. Doing so may cause accidental fire, electric shock or damage the touch screen display.

PRECAUTIONS

Cautions When Using



Use only the power cord supplied with the touch screen display.



The power outlet should be installed near the touch screen display and be easily accessible.



If an extension cord is used with the touch screen display, ensure that the total current consumption plugged into the power outlet does not exceed the ampere rating.



Do not allow anything to rest on the power cord. Do not place the touch screen display where the power cord may be stepped on.



If the touch screen display will not be used for an indefinite period of time, unplug the power cord from the power outlet.



To disconnect the power cord, grasp and pull by the plug head. Do not tug on the cord; doing so may cause fire or electric shock.



Do not unplug or touch the power cord with wet hands.



WARNING:

Unplug the power cord from the power outlet and refer to qualified service personnel under the following conditions:



- When the power cord is damaged.
- If the touch screen display has been dropped or the housing has been damaged.
- If the touch screen display emits smoke or a distinct odor.



Ceiling mount or mount on any other horizontal surface overhead are not advisable.



WARNING:

Installation in contravention of the instructions may result in undesirable consequences, particularly hurting people and damaging property. Users who have already mounted the display on the ceiling or any other horizontal surface overhead are strongly advised to contact AG Neovo for consultations and solutions to help ensure a most pleasurable and fulfilling display experience.



PRECAUTIONS

Cleaning and Maintenance



Do not attempt to service the touch screen display yourself, refer to qualified service personnel.

Opening or removing the covers may expose you to dangerous voltage or other risks.

Notice for the Touch Screen Display

In order to maintain the stable luminous performance, it is recommended to use low brightness setting.

Due to the lifespan of the lamp, it is normal that the brightness quality of the touch screen display may decrease with time.

When static images are displayed for long periods of time, the image may cause an imprint on the touch screen display. This is called image retention or burn-in.

To prevent image retention, do any of the following:

- Set the touch screen display to turn off after a few minutes of being idle.
- Use a screen saver that has moving graphics or a blank white image.
- Switch desktop backgrounds regularly.
- Adjust the touch screen display to low brightness settings.
- Turn off the touch screen display when the system is not in use.

Things to do when the touch screen display shows image retention:

- Turn off the touch screen display for extended periods of time. It can be several hours or several days.
- Use a screen saver and run it for extended periods of time.
- Use a black and white image and run it for extended periods of time.

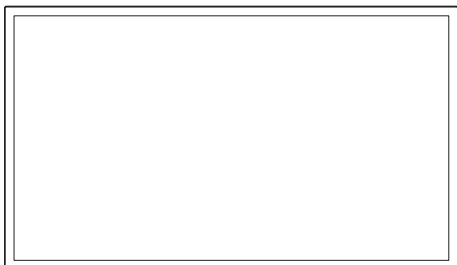
There are millions of micro transistors inside the touch screen display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.

CHAPTER 1: PRODUCT DESCRIPTION

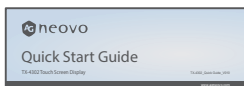
1.1 Package Contents

When unpacking, check if the following items are included in the package. If any of them is missing or damaged, contact your dealer.

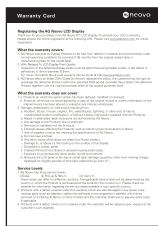
☐ Touch Screen Display



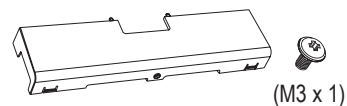
☐ Quick Start Guide



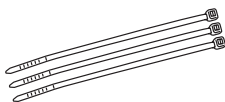
☐ Warranty Card



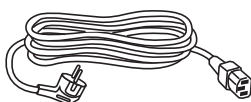
☐ Cable Cover and Screw



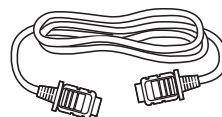
☐ Cable Ties (x3)



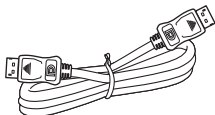
☐ Power Cord



☐ HDMI Cable



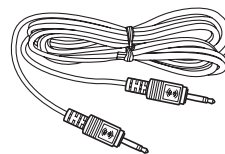
☐ DisplayPort Cable



☐ USB Cable



☐ Audio Cable



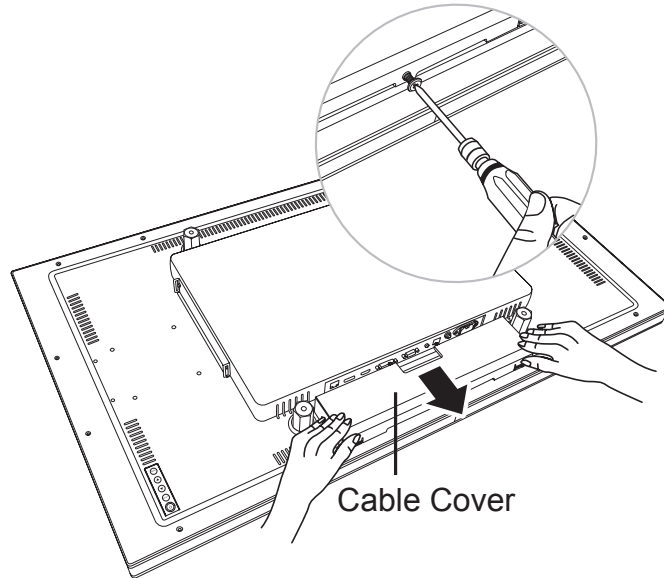
Note:(*)

- Use only the supplied power cord.
- The above pictures are for reference only. Actual items may vary upon shipment.

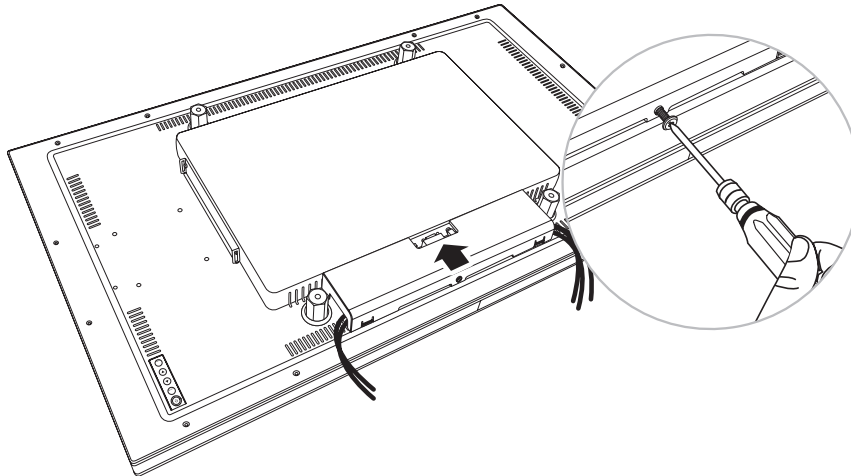
PRODUCT DESCRIPTION

1.2 Removing/Attaching Cable Cover

1. Lay the touch screen display face down on a flat even surface.
2. Loosen the cable cover screw and remove the cover off the display.



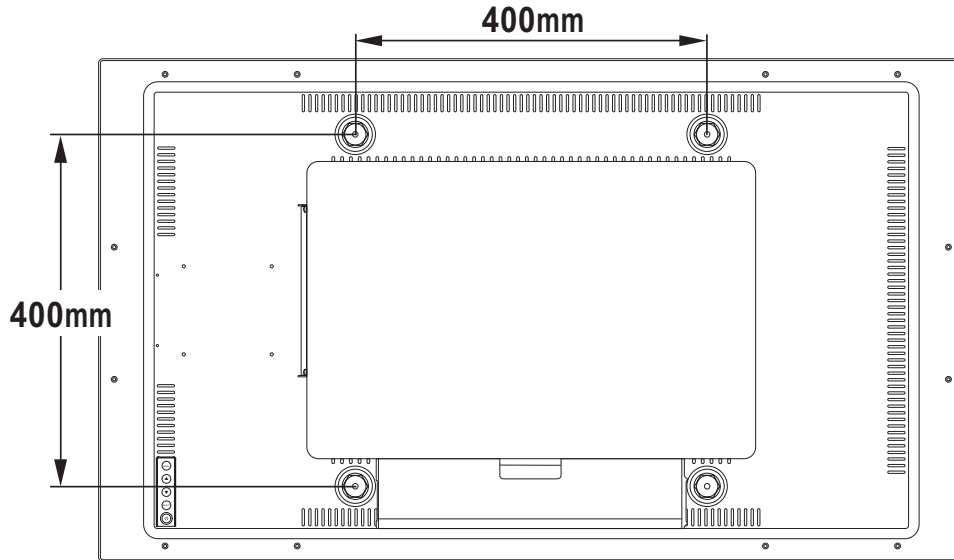
3. Connect the cables to the appropriate connectors and route them through the openings on the sides of the cable cover. Then attach the cable cover and tighten the cable cover screw.



PRODUCT DESCRIPTION

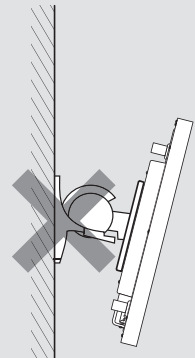
1.3 Wall Mounting

To wall-mount the touch screen display, screw the mounting bracket to the VESA holes at the rear of the touch screen display.



Note: Take measures to prevent the touch screen display from falling down and lessen possible injury and damage to the display in case of earthquakes or other disasters.

- Use only the 400 x 400 mm wall mount kit recommended by AG Neovo. All AG Neovo wall mount kits comply with VESA standard.
- Secure the touch screen display on a solid wall strong enough to bear its weight.
- It is suggested to wall mount the touch screen display without tilting it facing downward.
- The distance between the back cover surface and the bottom of the screw hole is 10 mm. Please use four M6 screws diameter with proper length to mount your display. The mounting stand must be able to support at least 43.0 lb (19.5 kg).

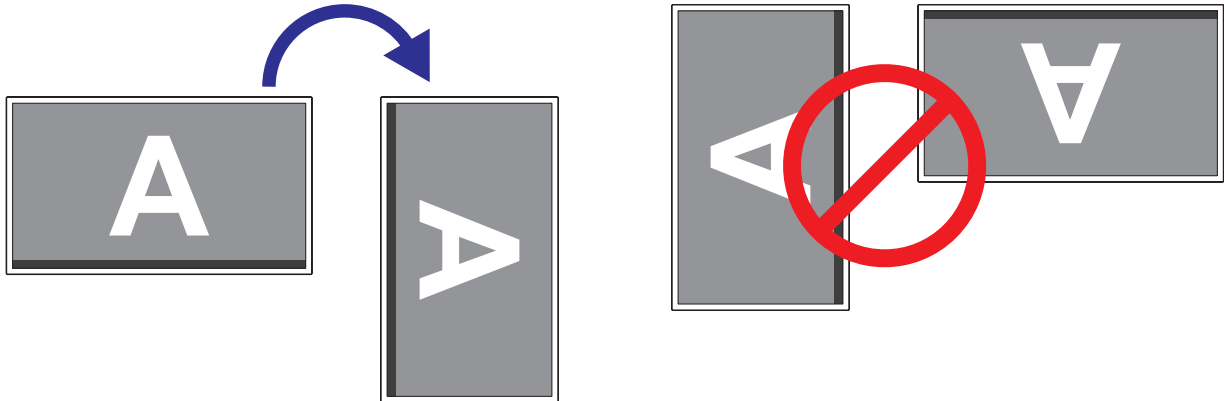


PRODUCT DESCRIPTION

1.4 Mounting in Portrait Position

This display can be installed in portrait position.

Rotate the display 90° clockwise.



Note:

- ◆ Before mounting, make sure there is space to connect your devices. See “Chapter 2: Making Connections” on page 15.

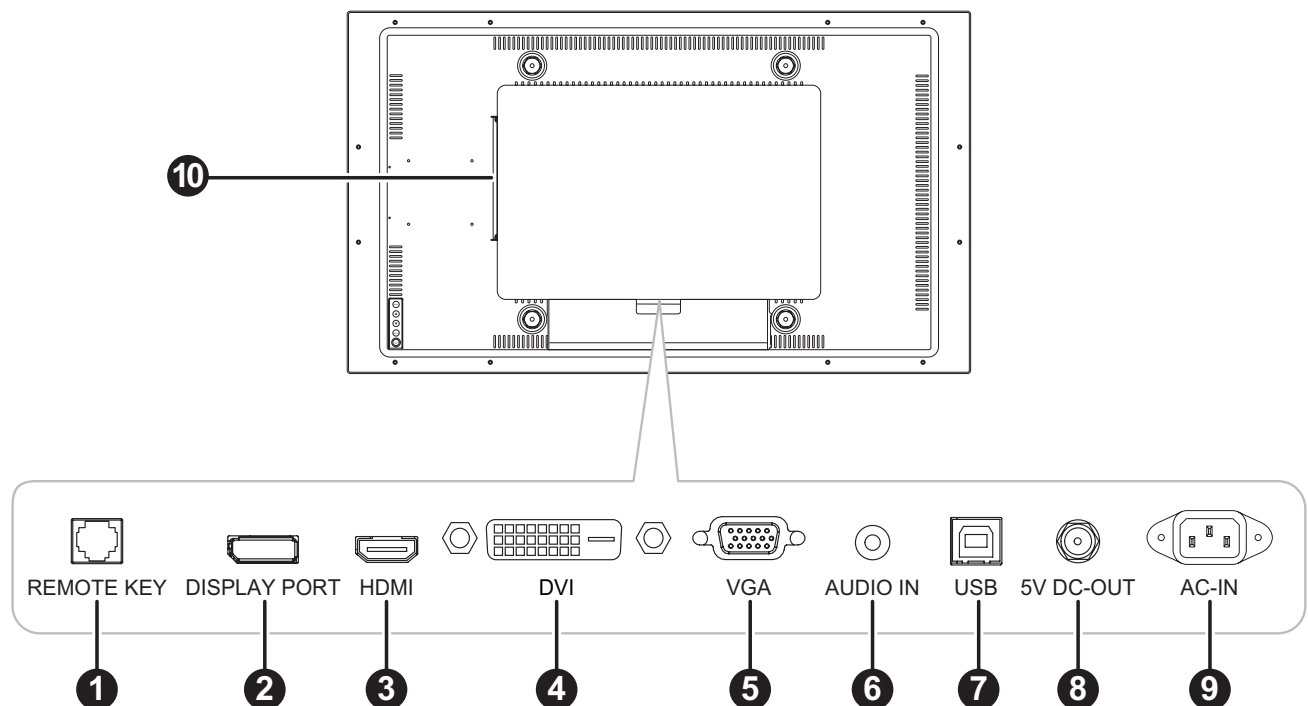
PRODUCT DESCRIPTION

1.5 Touch Screen Display Overview

1.5.1 Front View



1.5.2 Rear View



1

REMOTE KEY:

Connect with wired OSD controller. (Don't connect telephone or internet cable to RJ-Type port.)

2

DISPLAYPORT:

Connect DisplayPort signals input.

3

HDMI:

Connect HDMI signals input.

PRODUCT DESCRIPTION

4

DVI

Connect DVI signals input.

5

VGA:

Connect VGA signals input.

6

AUDIO IN:

Connect audio signals input (3.5 mm Stereo Audio Jack).

7

USB:

Connect USB for touch screen control.

8

5V DC-OUT:

Connect DC 5V, 2A (Max.) power output. For charger cable with 5.5 mm (outer), 2.1 mm (inner) male coaxial/barrel plug with positive center pin.

9

AC-IN:

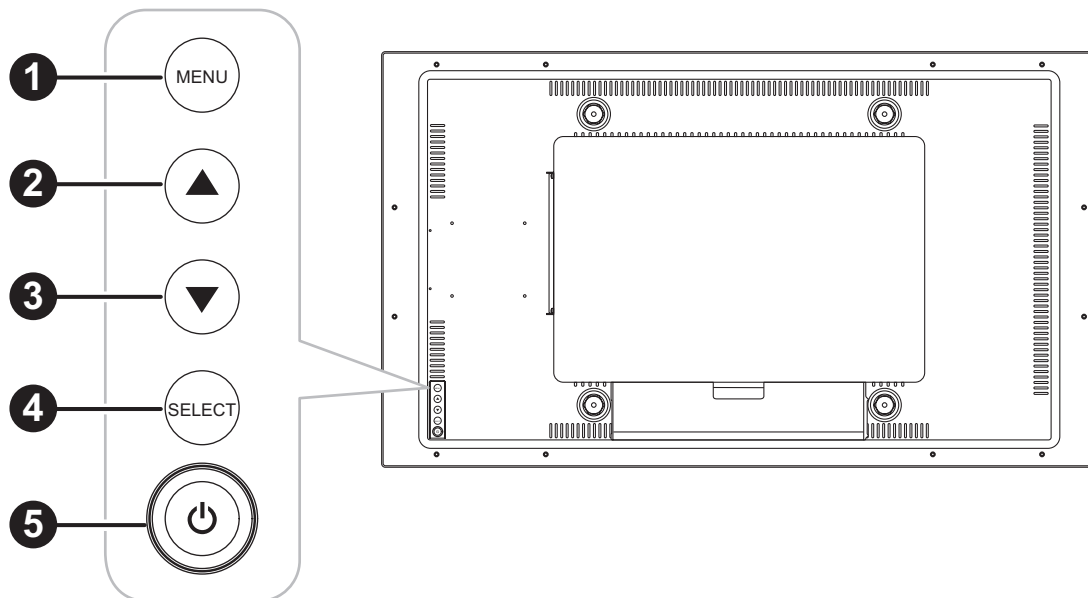
AC power input.

10

SDM Slot:

Connect the SDM module. Remove SDM slot cover firstly, then connect the SDM-L module.

1.5.3 Control Buttons



1

MENU:

- OSD menu ON/OFF and return to main item.

2

UP (▲):

- When OSD menu is ON, navigate through adjustment icons or adjust a function.

PRODUCT DESCRIPTION

3

DOWN (▼):

- When OSD menu is ON, navigate through adjustment icons or adjust a function.

4

SELECT:

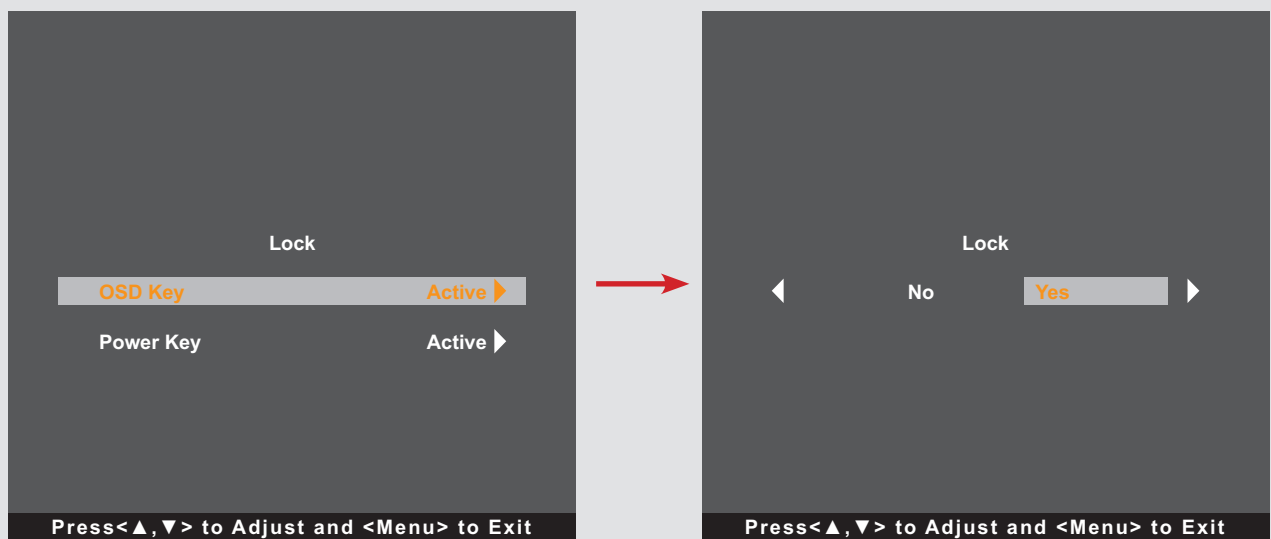
- When OSD menu is ON, the key is used for function adjustment confirmation.

5

POWER (⏻):

- Press to turn the display ON or OFF.

Note: To lock/unlock the MENU key and/or the ⏻ key, press the MENU and ▼ keys simultaneously. Then select the desired lock/unlock function.



CHAPTER 2: MAKING CONNECTIONS



CAUTION:

Make sure that the touch screen display is not connected to the power outlet before making any connections. Connecting cables while the power is ON may cause possible electric shock or personal injury.

2.1 Connecting the Power

1. Connect one end of the power cord to the AC-IN connector at the rear of the touch screen display.
2. Connect the other end of the power cord to a power outlet or a power supply.



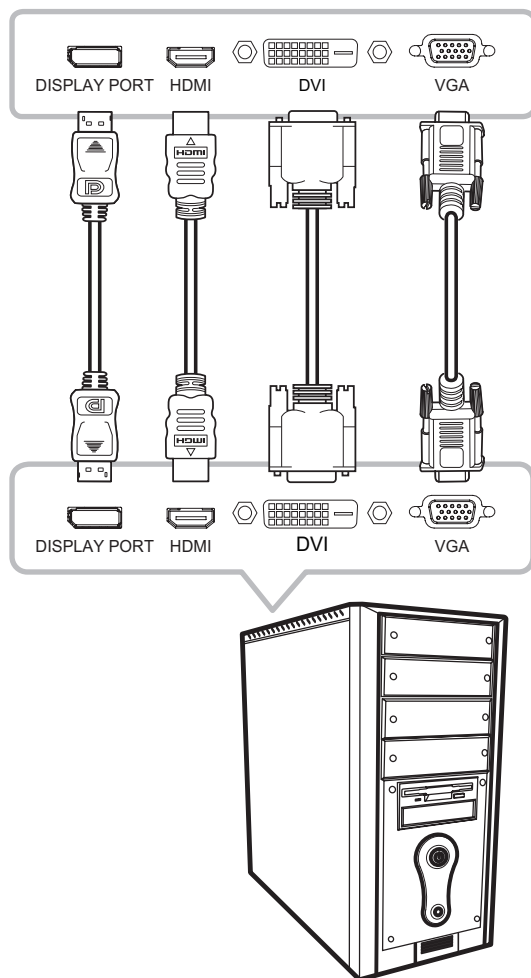
CAUTION:

When unplugging the power cord, hold the power cord by the plug head. Never pull by the cord.

MAKING CONNECTIONS

2.2 Connecting Input Source Signals

Input source signals can be connected with either of the following cables:



- **DisplayPort**

Connect one end of a DP cable to the DISPLAYPORT connector of the touch screen display and the other end to the DISPLAYPORT connector of the computer.

- **HDMI**

Connect one end of an HDMI cable to the HDMI connector of the touch screen display and the other end to the HDMI connector of the computer.

- **DVI**

Connect one end of a DVI cable to the DVI connector of the touch screen display and the other end to the DVI connector of the computer.

- **VGA**

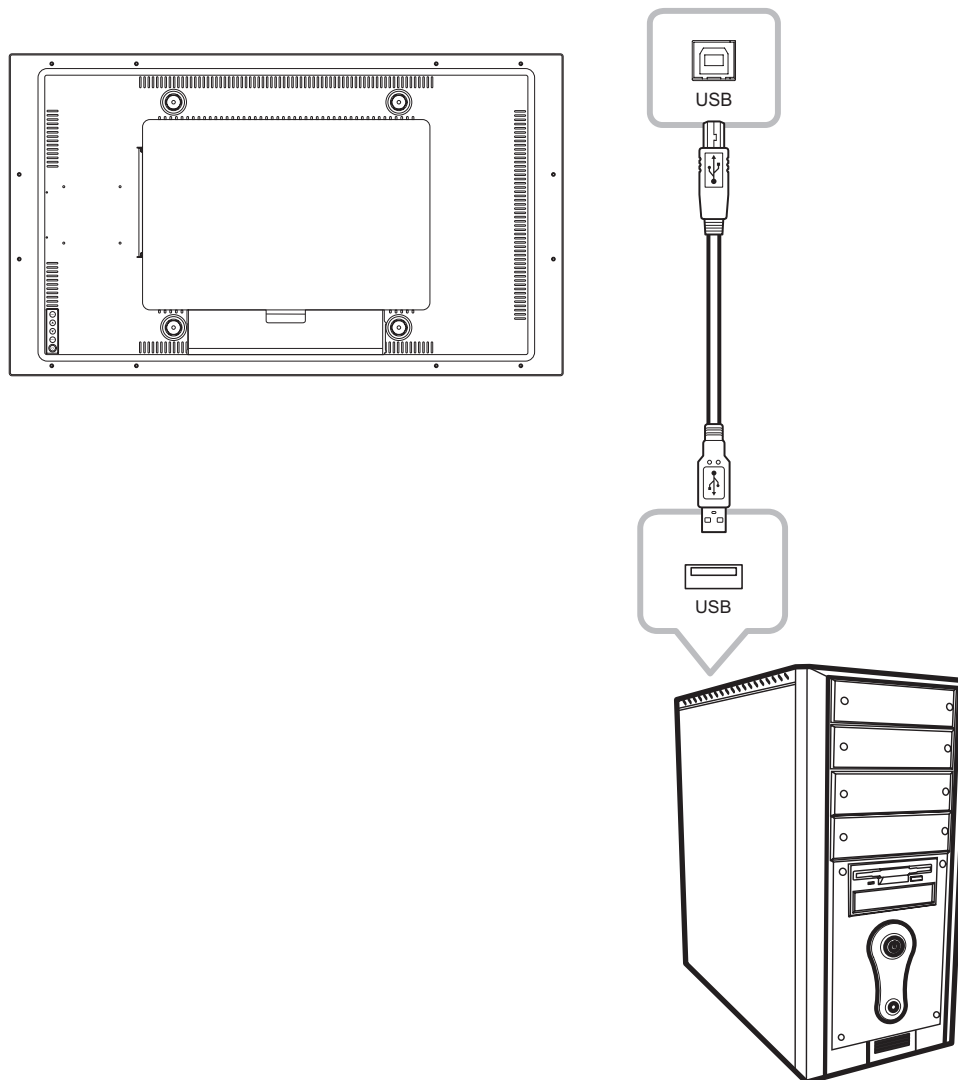
Connect one end of a D-Sub (VGA) cable to the D-Sub (VGA) connector of the LCD display and the other end to the D-Sub (VGA) connector of the computer.

Note: To ensure the touch screen display works well with your computer, please configure the display mode of your graphics card to make it less than or equal to 1920 x 1080 resolution and make sure the timing of the display mode is compatible with the touch screen display. For compatible Video Modes of your touch screen display, please refer to “6.2 Timing” on page 33.

MAKING CONNECTIONS

2.3 Connecting USB for Touch Screen Control

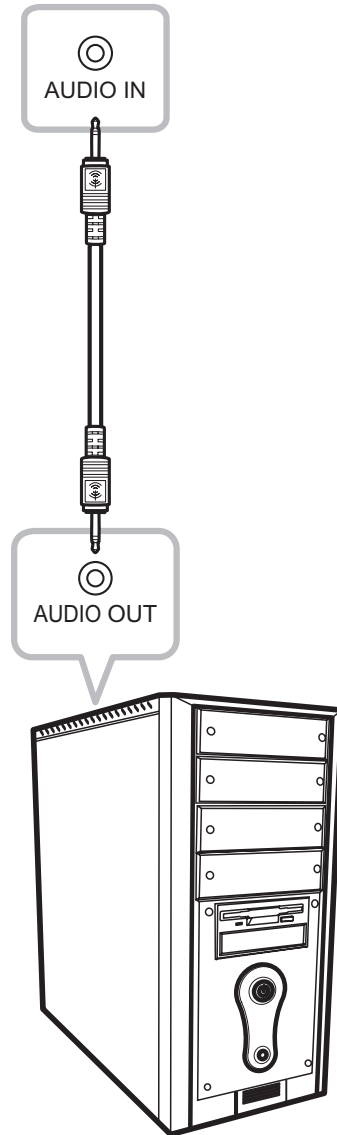
Connect one end of a USB cable to the USB connector of the touch screen display and the other end to the USB connector of the computer.



MAKING CONNECTIONS

2.4 Connecting Audio Input

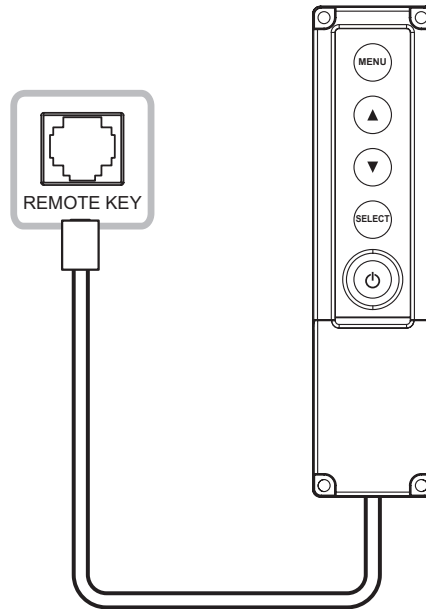
Connect one end of an audio cable to the AUDIO IN port at the rear of the touch screen display and the other end to the audio out port of the computer.



MAKING CONNECTIONS

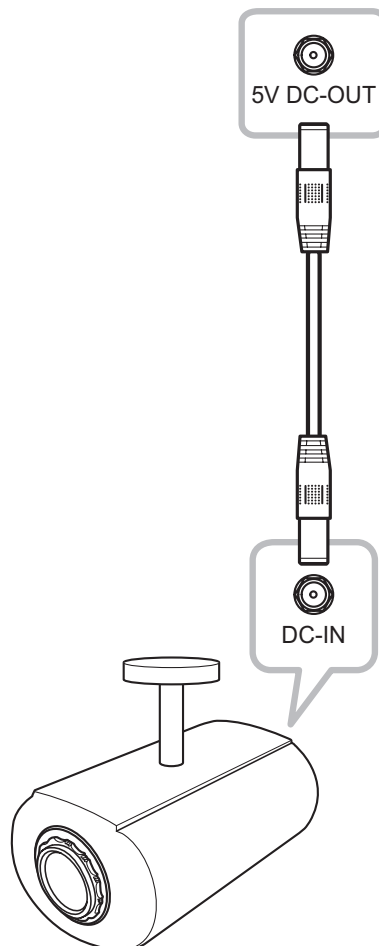
2.5 Connecting the Wired OSD Controller

Connect the wired OSD controller (optional, not supplied) to the REMOTE KEY connector of the touch screen display.



2.6 Connecting the DC Power Output

Connect one end of a DC jack cable to the 5V DC-OUT port at the rear of the touch screen display and the other end to the DC-IN port of the other device.



MAKING CONNECTIONS

Note:

- *The DC power output connector provides DC power to other devices using a 2.5 mm DC jack cable.*
- *Ensure that the device you are connecting to conforms to the specifications before making any connections.*
- *If the connected device exceeds the power current, the display automatically cuts off power as a security measure.*


2.7 Ventilation Requirements for Enclosure Locating

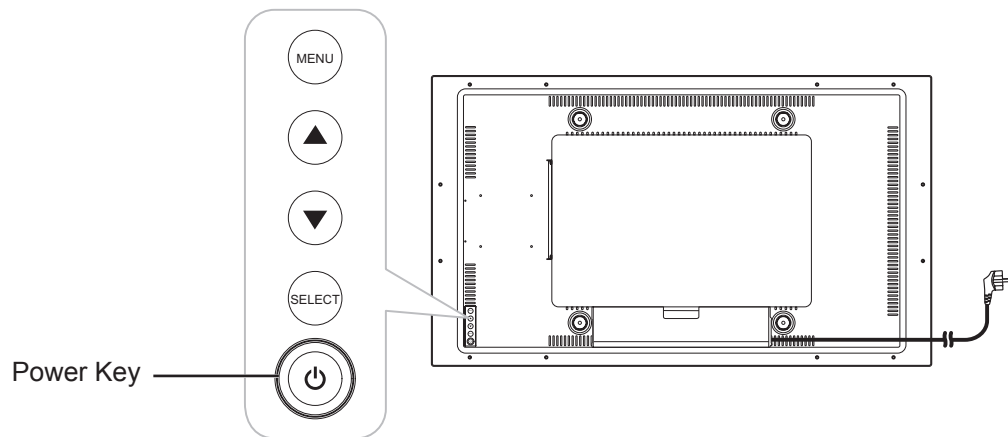
To allow heat to disperse, avoid installing the touch screen display directly on the cabinet wall and make sure the operating/storage temperature/humidity requirements are met as described below:

- Operating conditions: 0°C-40°C (32°F-104°F)
- Operating humidity (non-condensing): 20%-80%
- Operating altitude: < 10,000 feet (3,048m)
- Storage conditions: -20°C-60°C (-4°F-140°F)
- Storage humidity (non-condensing): 10%-90%
- Storage altitude: < 40,000 feet (12,192m)

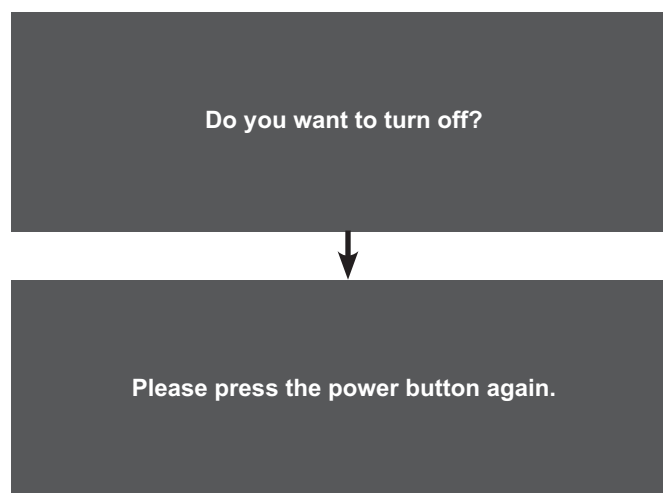
CHAPTER 3: USING THE TOUCH SCREEN DISPLAY

3.1 Turning on the Power

1. Connect the power to the touch screen display. Refer to “2.1 Connecting the Power” on page 15.
2. Press the  key on the control panel to turn the touch screen display on.



When the touch screen display is turned on, press the  key on the control panel three times to turn off the touch screen display.



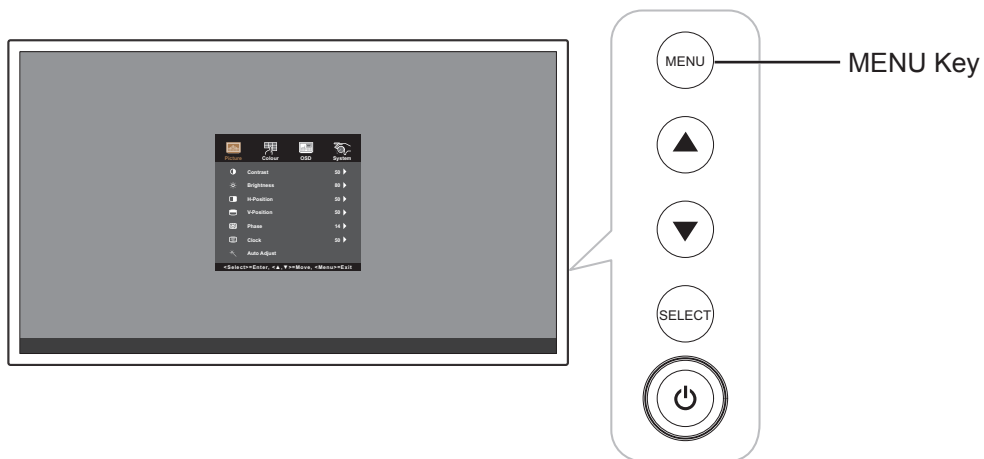
Note: The touch screen display still consumes power as long as the power cord is connected to the power outlet. Disconnect the power cord to completely cut off power.

USING THE TOUCH SCREEN DISPLAY

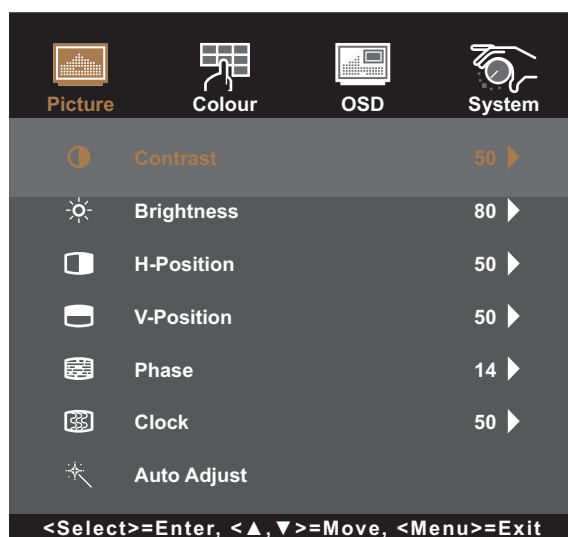
3.2 Displaying the OSD Menu

Press the MENU key to open the OSD menu. Press the MENU key again to close the OSD menu.

For more information on adjusting settings, refer to page 25.

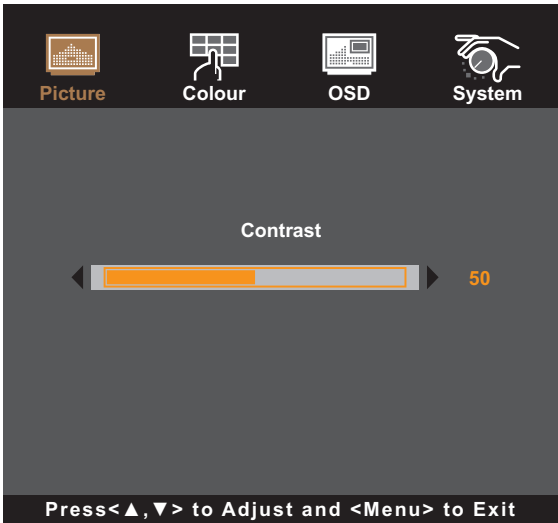


The following menu appears on the screen:




CHAPTER 4: ON SCREEN DISPLAY MENU

4.1 Using the OSD Menu

#	Menu Navigation	Operation
1	<p>Display the main menu screen.</p> 	<p>Press MENU.</p>
2	<p>Enter the submenu.</p>  <p>The active main menu and submenu icon is highlighted in orange.</p>	<ol style="list-style-type: none">1 Press ▲/▼ to select the main menu item.2 Press SELECT to enter the submenu.3 Press ▲/▼ to select the submenu item.4 Press SELECT to enter the selected submenu.

ON SCREEN DISPLAY MENU

#	Menu Navigation	Operation
3	<p>Adjust the settings or select the value. For example:</p> 	<p>1 Press ▲/▼ to adjust the value or select the setting. 2 Press SELECT to confirm the setting (if necessary).</p>
4	<p>Return to the previous menu and/or close the OSD window.</p>	<p>Press MENU once to return to the previous menu. Press MENU repeatedly (if necessary) to close the OSD window.</p>

Note: When settings are modified, all changes are saved when the user does the following:

- Proceeds to another menu
- Exits the OSD menu
- Waits for the OSD menu to disappear

ON SCREEN DISPLAY MENU

4.2 OSD Menu Tree

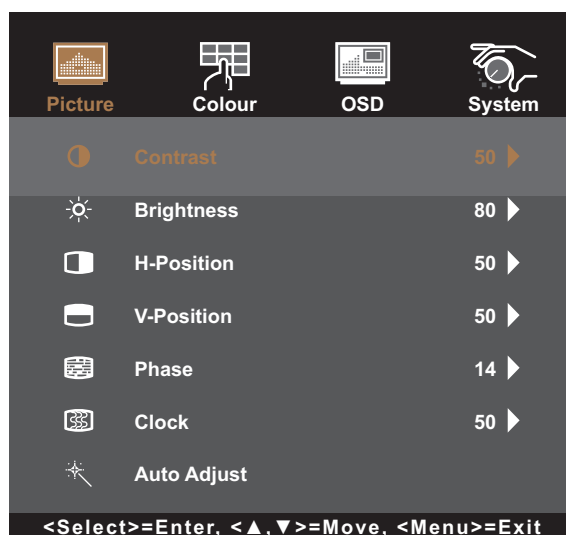
Main Menu	Submenu	Reference
Picture	Contrast	Refer to page 26.
	Brightness	
	H-Position	
	V-Position	
	Phase	
	Clock	
	Auto Adjust	
Colour	Colour	Refer to page 28.
	Red	
	Green	
	Blue	
	Sharpness	
OSD	OSD Timeout	Refer to page 29.
	OSD Position	
	OSD H-Position	
	OSD V-Position	
	Touch Switch	
System	Reset	Refer to page 30.
	Language	
	Source Select	
	Information	
	Volume	
	Mute	
	EcoSmart Sensor	

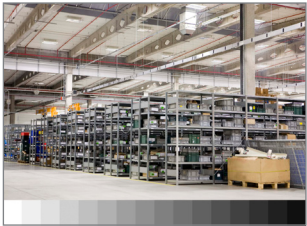
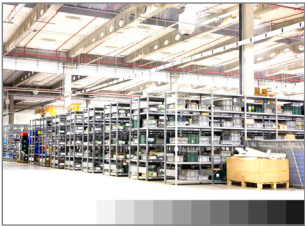
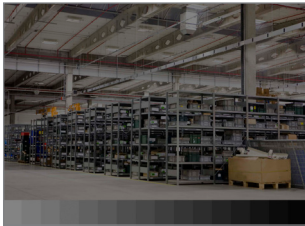
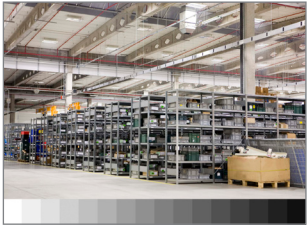
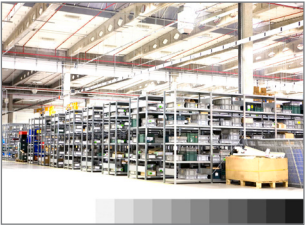
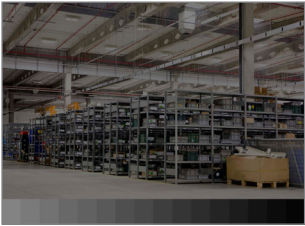
Note: Availability of some menu items depend on the input source signal. If the menu is not available, it is disabled and greyed out.

CHAPTER 5: ADJUSTING THE LCD DISPLAY

5.1 Picture Menu

1. Press MENU on the control panel to call out the OSD window.
2. Press ▲/▼ to select Picture and then press SELECT to enter the menu.
3. Press ▲/▼ to select the submenu item and then press SELECT to enter its settings.



Item	Function	Operation	Range
Contrast	Adjusts the difference between the black level and the white level.	Press ▲/▼ to adjust the value.	0 to 100
	<div>Original Setting</div>  <div>High Setting</div>  <div>Low Setting</div> 		
Brightness	Adjusts the luminance of the screen image.	Press ▲/▼ to adjust the value.	0 to 100
	<div>Original Setting</div>  <div>High Setting</div>  <div>Low Setting</div> 		
H-Position (Horizontal Position)	Moves the screen image to the left or to the right. Note: This menu item is only available if the source is VGA.	Press ▲/▼ to adjust the value.	0 to 100

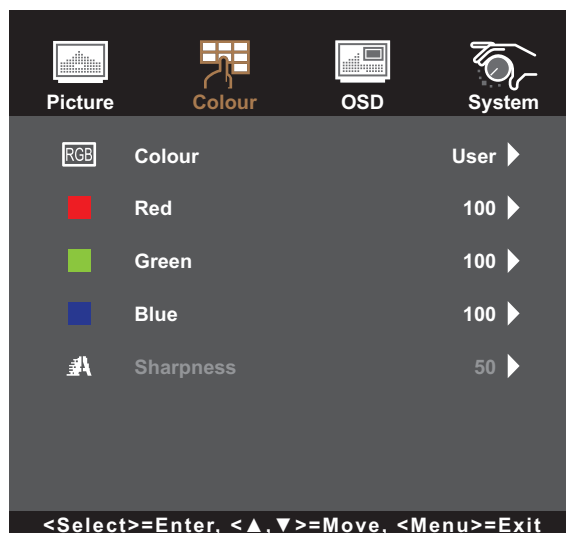
ADJUSTING THE LCD DISPLAY

Item	Function	Operation	Range
V-Position (Vertical Position)	<p>Moves the screen image up or down.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p>	Press ▲/▼ to adjust the value.	0 to 100
Phase	<p>Adjusts the phase timing to synchronise with the video signal.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p>	Press ▲/▼ to adjust the value.	0 to 100
Clock	<p>Adjusts the frequency timing to synchronise with the video signal.</p> <p>Note: <i>This menu item is only available if the source is VGA.</i></p>	Press ▲/▼ to adjust the value.	0 to 100
Auto Adjust	<p>Automatically optimises image display.</p> <div>Auto In Progress</div> <p>Note: <i>This menu item is only available if the source is VGA.</i></p>	Press ▲/▼ to select the setting and then press SELECT to confirm.	No Yes

ADJUSTING THE LCD DISPLAY

5.2 Colour Menu

1. Press MENU on the control panel to call out the OSD window.
2. Press ▲/▼ to select Colour and then press SELECT to enter the menu.
3. Press ▲/▼ to select the submenu item and then press SELECT to enter its settings.

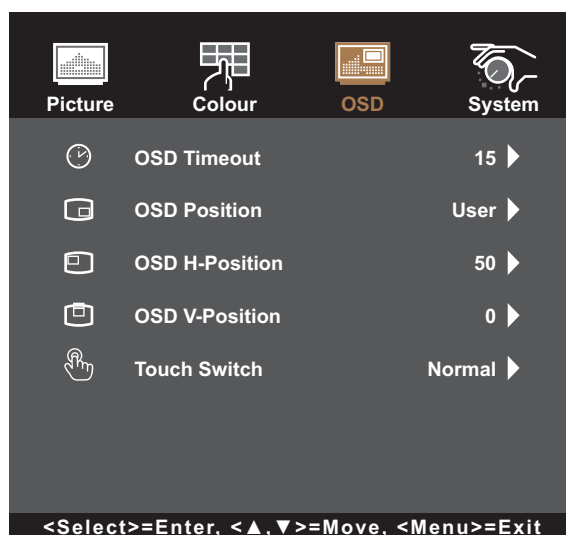


Item	Function	Operation	Range
Colour	Provides several colour adjustment settings.	Press ▲/▼ to select the setting and then press SELECT to confirm.	5500K 6500K 7500K 9300K User
	Colour temperature can be set to: <ul style="list-style-type: none"> • 5500K: Applies a reddish tint for warmer colours. • 6500K: This is the default colour temperature commonly used for normal lighting conditions. • 7500K: Applies the screen colour between red and blue. • 9300K: Applies a bluish tint for cooler colours. • User: This allows users to set the colour temperature by adjusting the Red, Green, and Blue value according to one's preference. 		
Sharpness	Adjusts the clarity and focus of the screen image.	Press ▲/▼ to adjust the value.	0 to 100

ADJUSTING THE LCD DISPLAY

5.3 OSD Menu

1. Press MENU on the control panel to call out the OSD window.
2. Press ▲/▼ to select OSD and then press SELECT to enter the menu.
3. Press ▲/▼ to select the submenu item and then press SELECT to enter its settings.



Item	Function	Operation	Range
OSD Timeout	Sets the length of time (in seconds) the OSD screen is displayed. When the time elapses, the OSD screen is automatically inactivated.	Press ▲/▼ to adjust the value.	5 to 60
OSD Position	Sets the OSD window location on the screen.	Press ▲/▼ to select the setting and then press SELECT to confirm.	L-U L-D R-U R-D USER
OSD H-Position (Horizontal Position)	Moves the OSD window to the left or right of the screen.	Press ▲/▼ to adjust the value.	0 to 100
OSD V-Position (Vertical Position)	Moves the OSD window up or down the screen.	Press ▲/▼ to adjust the value.	0 to 100

ADJUSTING THE LCD DISPLAY

Item	Function	Operation	Range
Touch Switch	<p>Sets the touch setting.</p> <ul style="list-style-type: none"> • Normal: Supports 40 points multi-touch. Touch the screen with bare fingers or stylus. • Glove (2-layer latex glove): Supports 5 points multi-touch. Touch the screen with gloves on. • Through-Glass (with extra glass on the touch panel): Touch the screen through the glass. Supports 2 points multi-touch and maximum cover glass thickness should be less than 6 mm. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <ul style="list-style-type: none"> • When the extra glass thickness is 4 mm, drawing line can reach the edge of the active area. • When the extra glass thickness is 6 mm, drawing line can reach inner 15 mm of active area. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: After setting the Touch Switch setting, exit the OSD menu and restart the touch screen display.</p> </div>	Press ▲/▼ to select the setting and then press SELECT to confirm.	Normal Glove Through-Glass

5.4 System Menu

1. Press MENU on the control panel to call out the OSD window.
2. Press ▲/▼ to select System and then press SELECT to enter the menu.
3. Press ▲/▼ to select the submenu item and then press SELECT to enter its settings.

ADJUSTING THE LCD DISPLAY

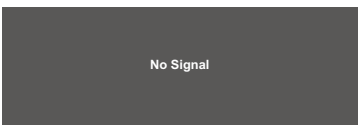

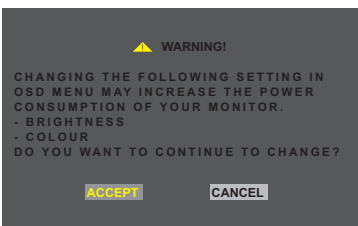
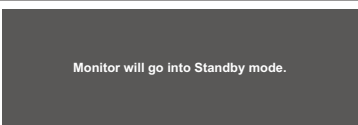


Item	Function	Operation	Range
Reset	Resets the device to the factory default settings.	Press ▲/▼ to select the setting and then press SELECT to confirm.	No Yes
Language	Selects the language used for OSD menus.	Press ▲/▼ to select the setting and then press SELECT to confirm.	English Français Deutsch Italiano Español 日本語 繁中 簡中
Source Select	Sets the input source.	Press ▲/▼ to select the setting and then press SELECT to confirm.	Auto VGA DVI HDMI DP SDM
Information	View the source, resolution, and frequency.	Press MENU to return to the System menu.	N/A
Volume	Adjusts the volume level of the builtin speaker.	Press ▲/▼ to adjust the value.	0 to 100
Mute	Turns the audio speaker on or off.	Press ▲/▼ to select the setting and then press SELECT to confirm.	Yes No
EcoSmart Sensor	If enabled, adjusts display backlight brightness based on the ambient luminance.	Press ▲/▼ to select the setting and then press SELECT to confirm.	Yes No

CHAPTER 6: APPENDIX

6.1 Warning Messages

When any of these warning messages appear, check the following items.

Warning Message	Cause	Solution
 <p>No Signal</p>	<p>The touch screen display cannot detect the input source signal.</p>	<ul style="list-style-type: none"> ✓ Check if the input source is turned ON. ✓ Check if the signal cable is properly connected. ✓ Check if any pin inside the cable connector is twisted or broken.
 <p>Out of Range</p>	<p>The resolution or the refresh rate of the graphics card of the computer is set too high.</p> <div> <p>Note: If you see the “Out of Range” message on the screen, then the OSD menu cannot be operated.</p> </div>	<ul style="list-style-type: none"> ✓ Change the resolution or the refresh rate of the graphics card.
 <p>WARNING! CHANGING THE FOLLOWING SETTING IN OSD MENU MAY INCREASE THE POWER CONSUMPTION OF YOUR MONITOR. - BRIGHTNESS - COLOUR DO YOU WANT TO CONTINUE TO CHANGE? ACCEPT CANCEL</p>	<p>Increasing the brightness and/or contrast may increase the power consumption of the display.</p>	<ul style="list-style-type: none"> ✓ Select “ACCEPT” to confirm or “CANCEL” to cancel the modifications.
 <p>Monitor will go into Standby mode.</p>	<p>The touch screen display is in Standby mode. The touch screen display will enter Standby mode when experiencing a sudden signal disconnecting problem.</p>	<ul style="list-style-type: none"> ✓ Check if the signal cable is properly connected. ✓ The display can be activated by pressing any keyboard, triggering the mouse, or touching the screen. ✓ Check if the correct source is selected in the OSD > System > Source select menu. Refer to page 31.

CHAPTER 6: APPENDIX

6.2 Timing

Mode	Resolution	H-Freq. (KHz)	Bandwidth (MHz)	Polarity	
				H	V
1	VGA 640 x 480 60Hz	31.47	25.175	-	-
2	VESA 800 x 600 56Hz	35.16	36	+	+
3	VESA 800 x 600 60Hz	37.88	40	+	+
4	VESA 1024 x 768 60Hz	48.36	65	-	-
5	VESA 1280 x 720 60Hz	44.772	74.5	-	+
6	VESA 1280 x 768 60Hz	47.776	79.5	-	+
7	VESA 1280 x 1024 60Hz	64	108	+	+
8	VESA 1280 x 960 60Hz	60	108	+	+
9	VESA 1440 x 900 60Hz	56	106.5	-	+
10	VESA 1680 x 1050 60Hz	65.2	146	-	+
11	VESA 1920 x 1080 60Hz	67.5	148.5	+	+

6.3 Touch Screen Driver Installation

The touch screen display is available with USB connections. The touch driver can be downloaded from <https://www.eeti.com/documentation.html> website.

The supported operating systems are Windows® 7/8/10, Windows VISTA/XP/2000/CE/XP Embedded, Mac OS 10.10-10.14, Linux 2.6.36 later/3.x.x/4.x.x/5.x.x, Android 2.3 upwards (Windows 7/8/10 Multi touch without driver).

Please Note:

- Your touch screen display is Microsoft® Windows® HID (Human Interface Device) compatible if you use the USB touch screen interface. No additional software driver is required for general operation of the touch screen.

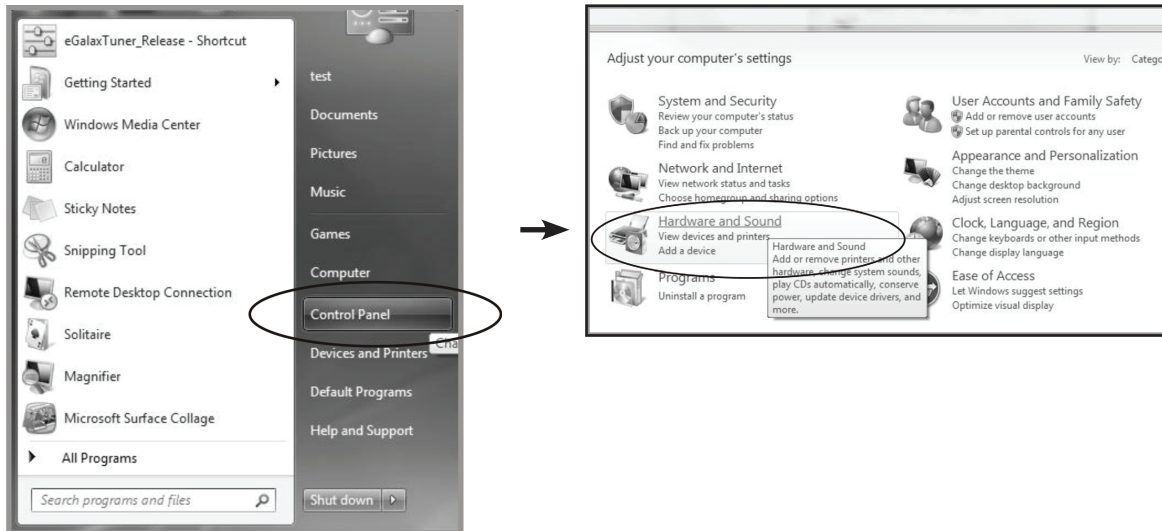
Note: A calibration tool can be installed for improved touch position accuracy. Please refer to “6.3.1 Optional Calibration Tool Install”.

CHAPTER 6: APPENDIX

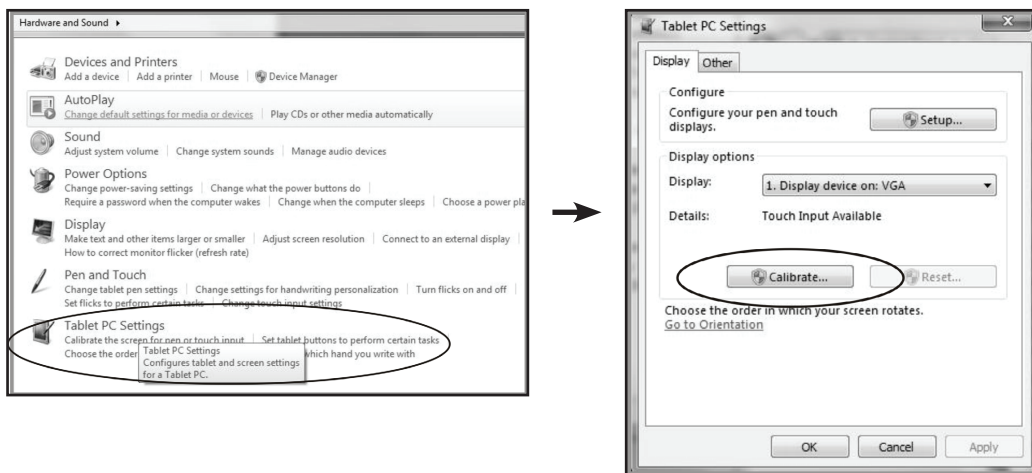
6.3.1 Optional Calibration Tool Install

To calibrate the touch screen in Windows 7/8/10 environment:

1. Tap Start > Control Panel > Hardware and Sound.



2. In Tablet PC Settings, tap “Calibrate the screen for pen or touch input”.
3. On the Display tab, in Display options, tap “Calibrate” and then “Yes” to allow the program to make changes.



4. Follow the on-screen instructions to calibrate the touch screen.

CHAPTER 6: APPENDIX

6.3.2 Driver Installation Instructions

If you are using a PC running Windows VISTA, XP, 2000, follow the instructions below:

1. Power on the PC.
2. Make sure the USB cable is connected from the PC to the touch screen display.
3. Open the corresponding driver folder file.
4. Follow the step-by-step instructions as shown on the pop-up windows.

If you are using a PC running Windows® XP Embedded, follow the instructions below:

- **Express:**

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Make sure your EWF is disabled. If your EWF is enabled, please disable the EWF by using the EWF Manager command.
4. Once the EWF is disabled, click on the XP driver and follow the step-by-step instructions as shown on the pop-up windows.

- **Custom:**

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Follow the step-by-step instructions found in the driver folder file.

If you are using a PC running Windows® CE, follow the instructions below:

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Using Platform Builder, build an image file by following the step-by-step instructions found in the driver folder file.

If you are using a PC running Linux 2.6.36 upwards, Android 2.3 upward and 4.0, Apple® Mac OS, follow the instructions below:

1. Power on the computer.
2. Make sure the USB cable is connected to the computer.
3. Follow the step-by-step instructions found in the driver folder file.

CHAPTER 6: APPENDIX

6.4 Cleaning

Front Panel Cleaning Instructions

- The front of the display has been specially treated. Wipe the surface gently using only a cleaning cloth or a soft, lint-free cloth.
- If the surface becomes dirty, soak a soft, lint-free cloth in a mild detergent solution. Wring the cloth to remove excess liquid. Wipe the surface of the display to remove dirt. Then use a dry cloth of the same type to dry.
- Do not use volatile substances such as insect sprays, solvents and thinners.

Cabinet Cleaning Instructions

- If the cabinet becomes dirty, wipe the cabinet with a soft, dry cloth.
- If the cabinet is extremely dirty, soak a lint-free cloth in a mild detergent solution. Wring the cloth to remove as much moisture as possible. Wipe the cabinet. Use another dry cloth to wipe over until the surface is dry.
- Do not allow any water or detergent to come into contact with the surface of the display. If water or moisture gets inside the unit, operating problems, electrical and shock hazards may result.
- Do not scratch or hit the cabinet with fingers or hard objects of any kind.
- Do not use volatile substances such as insect sprays, solvents and thinners on the cabinet.
- Do not place anything made from rubber or PVC near the cabinet for any extended periods of time.

APPENDIX

6.5 Troubleshooting

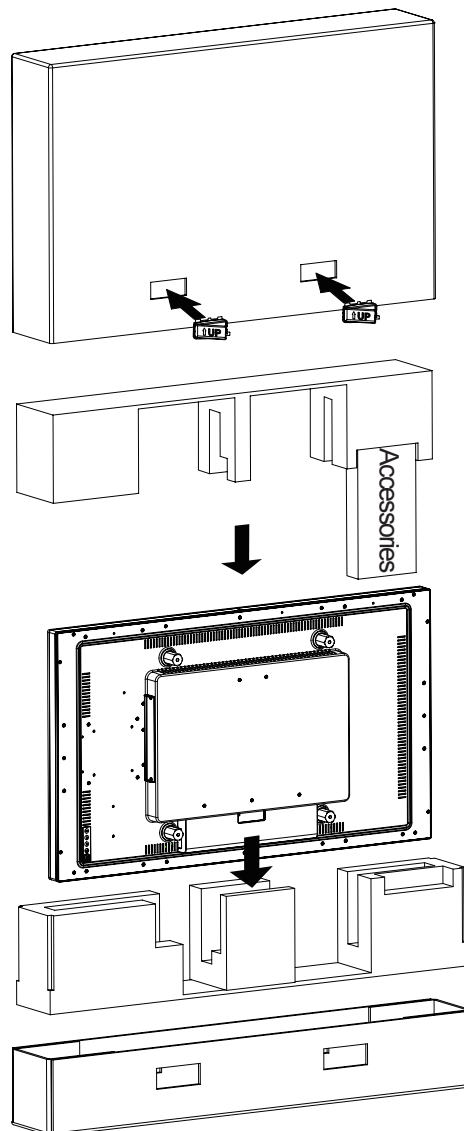
Problems	Possible Cause and Solution
No picture.	<ul style="list-style-type: none"> • Check if the touch screen display is turned ON. • Check if the power cord is plugged into the power outlet and to the touch screen display. • Check if the touch screen display is properly connected to the input source. • Check if the input source is turned ON. • Check if the input source is in standby mode, move the mouse or press any key to wake it up. <p>Note: Do not connect the USB cable to the touch screen display in order to charge your laptop. Doing so will disable the touch screen display to wake up from standby mode by simply touching the screen.</p>
Partial image or incorrectly displayed image.	<ul style="list-style-type: none"> • Check to see if the resolution of your computer is higher than that of the touch screen display. • Reconfigure the resolution of your computer to make it less than or equal to 1920 x 1080.
Image position is incorrect.	<ul style="list-style-type: none"> • For VGA input, adjust the “H-Position (Horizontal Position)” and “V-Position (Vertical Position)” settings in Picture menu. Refer to page 27.
The displayed texts are blurry.	<ul style="list-style-type: none"> • For VGA input, run the Auto Adjust function in Picture menu. Refer to page 27.
Red, blue, green, white dots appear on the screen.	<ul style="list-style-type: none"> • There are millions of micro transistors inside the touch screen display. It is normal for a few transistors to be damaged and to produce spots. This is acceptable and is not considered a failure.
Faint shadows from a static image appear on the screen.	<ul style="list-style-type: none"> • Turn off the touch screen display for extended periods of time. • Use a screen saver or a black and white image and run it for extended periods of time.
Dew formed on the touch screen display.	<ul style="list-style-type: none"> • This normally happens when the touch screen display is moved from a cold room to a hot room temperature. Do not turn ON the touch screen display, wait for the dew condensation to disappear.

APPENDIX

6.6 Transporting the Touch Screen Display

To transport the touch screen display for repair or shipment, place the display in its original packaging box.

1. Place the lower foam cushion inside the box.
2. Place the touch screen display down in the box.
3. Place the upper foam cushion on the top of the touch screen monitor.
4. Place the accessory box on the designated area (if necessary).
5. Place the upper box on the touch screen display.
6. Secure the upper box to the lower box with the supplied locks.



Note:

- It is recommended to use the original packaging box.
- When repacking, carefully place the touch screen display in its box and protect the glass panel from touching any object.

CHAPTER 7: SPECIFICATIONS

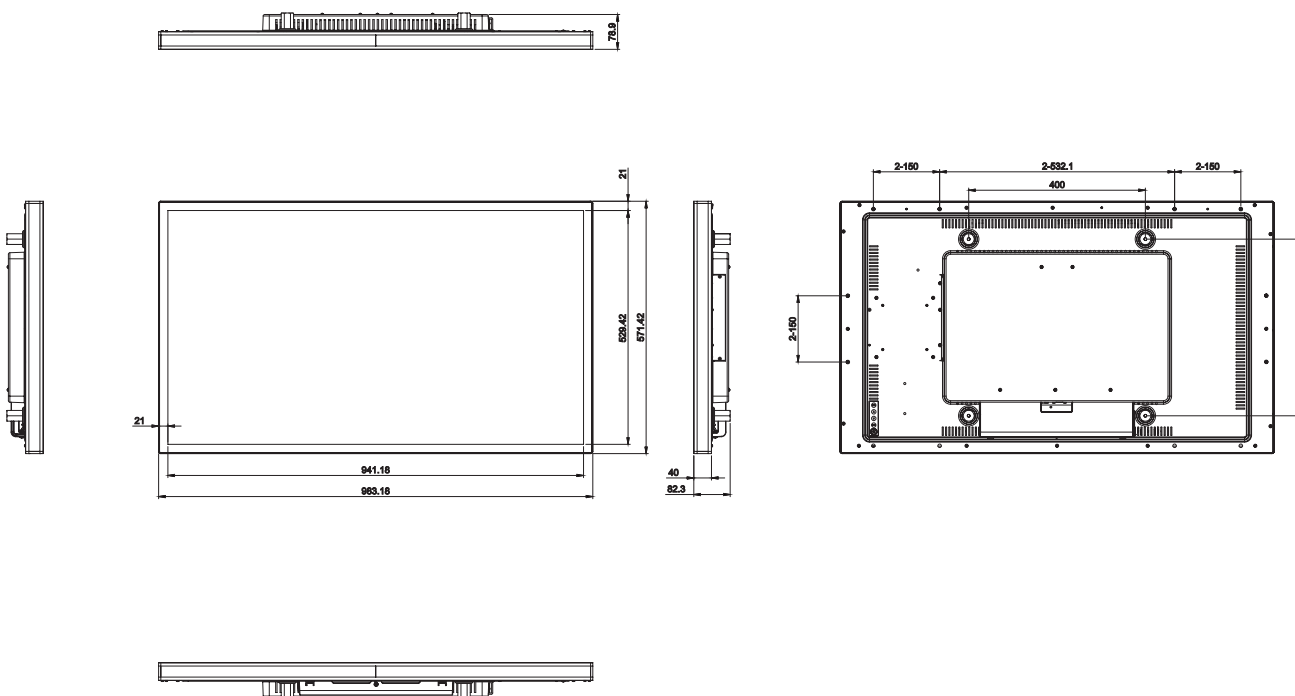
7.1 Display Specifications

TX-4302		
Panel	Panel Type	LED-Backlit TFT LCD (VA Technology)
	Panel Size	42.5"
	Max. Resolution	FHD 1920 x 1080
	Pixel Pitch	0.49 mm
	Brightness	400 cd/m ²
	Contrast Ratio	4000:1
	Viewing Angle (H/V)	178°/178°
	Display Colour	16.7M
	Response Time	5 ms
	Surface Treatment	Anti-Glare Treatment (Haze2%), 3H Hard Coating
Frequency (H/V)	H Freq.	30 kHz-73 kHz
	V Freq.	47 Hz-63 Hz
Input	DisplayPort	x 1
	HDMI	1.3 x 1
	DVI	24-Pin DVI-D
	VGA	15-Pin D-Sub x 1
External Control	RJ11	Yes
Other Connectivity	DC Output	DC 5V, 2.0A
	SDM Slot	SDM-L
Audio	Audio In	Stereo Audio Jack (3.5 mm)
	Internal Speakers	8W x 2
Touch Screen	Technology	Projective Capacitive
	Positional Accuracy	± 2.5 mm
	Panel Interface	USB (Type-B)/Service Port
	Multi-touch Plug & Play	40-point touch Windows® 7, 8, 10
	Single Touch Support by Driver	Windows VISTA/XP/2000/CE/XP Embedded, Mac OS 10.10-10.14
	Multi-touch Support by Driver	Linux 2.6.36 later/3.x.x/4.x.x/5.x.x Android 2.3 upwards
Power	Power Requirements	AC 100-240V, 50/60 Hz
	On Mode	42 W (On)
	Stand-by Mode	< 1.2W
	Off Mode	< 0.3W
	Power Supply	Internal
Operating Conditions	Temperature	0°C-40°C (32°F-104°F)
	Humidity	20%-80% (non-condensing)
Storage Conditions	Temperature	-20°C-60°C (-4°F-140°F)
	Humidity	20%-90% (non-condensing)
Mounting	VESA FPMPI	Yes (400 x 400 mm)
Security	Kensington Security Slot	Yes
Dimensions	Product w/o Base (W x H x D)	983.2x 571.4 x 82.3 mm (38.7" x 22.5" x 3.2")
	Packaging (W x H x D)	1130.0 x 710.0x 190.0 mm (44.5" x 28.0" x 7.5")
Weight	Product w/o Base	19.5 kg (43.0 lb)
	Packaging	25.0 kg (55.1 lb)

Note: All specifications are subject to change without prior notice.

CHAPTER 7: SPECIFICATIONS

7.2 Display Dimensions



AG Neovo

Company Address: 5F-1, No. 3-1, Park Street, Nangang District, Taipei, 11503, Taiwan.

Copyright © 2021 AG Neovo. All rights reserved.

TX4320_UM_V010

TX-4302 Eprel registration number: 839410