OneScreen TL6

All your collaboration tools are right here



65” | 75” | 86”

Interactive Display Hardware Manual

OneScreen TL6

All your collaboration tools are right here

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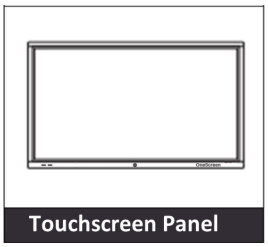
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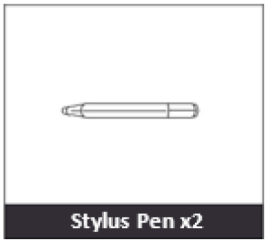
1. What's included

1.1 OneScreen Touchscreen

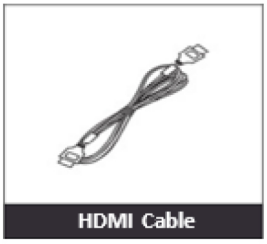


1.2 Accessories


Touchscreen Panel


Stylus Pen x2

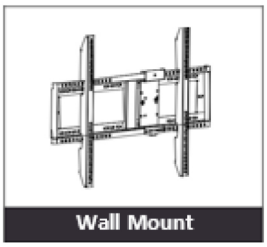

Remote Control

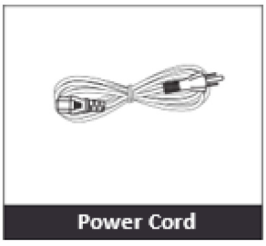

HDMI Cable


Screws


USB Touch Cable


Extendable Stylus


Wall Mount


Power Cord

2. About OneScreen

2.1 Introduction to OneScreen

OneScreen provides technological solutions to educators and businesses all over the world. Our technology empowers teachers, students, leaders and teams to learn and collaborate in innovative ways whether they are across the table or across the globe.

From video conferencing solutions to interactive learning tools, OneScreen offers customized solutions with an emphasis to improve our customer's experience. Our software bundle comes with each of our hardware and allows users to collaborate over video/audio, share screens, present, Write and remotely manage devices. A unique feature is the quick access to the Screen Skills Guru Team that is just a button away from providing you with live technical support and free online training.

2.2 About the Hardware Overview Manual

This guide will lead you through a brief but comprehensive overview of OneScreen solutions including set up, safety warnings, handling, cleaning, precautions, and troubleshooting. It discusses the specifications and set up of OneScreen Touchscreen (TL6). The chapters included also cover how to install the unit and provide schematics of the various components for better understanding. The guide will help you set up your hardware quickly and easily and will also discuss how you can utilize the hardware with your own computer.

The information herein is given to describe the basic functionalities of OneScreen. The hardware details, description of all the software that comes along with the OneScreen's purchase and troubleshooting of the common issues are also described. The company details can be found in Contact Us section.

3. Safety First!

3.1 General Safety Instructions

Read and understand all safety information, operating instructions, and product labels before operating the equipment. Keep this guide in a safe place for future reference.

CAUTION
RISK OF ELECTRIC SHOCK. DO NOT OPEN

CAUTION: To reduce the risk of fire or electric shock, do not expose this product to smoke, rain, dust or moisture. Do not remove the back cover. Refer servicing to qualified service personnel.

	The lightning flash with arrow-head symbol, within a triangle, is intended to alert the user to the presence of “dangerous voltage” within the product’s enclosure that may be sufficient to constitute a risk of electric shock to persons.	This product is designed and manufactured to operate within defined design limits, and misuse may result in electric shock or fire.
	The exclamation mark within a triangle is intended to alert the user to the presence of important operating and maintenance (ser66vicing) instructions.	The installation of this product should be completed by an OneScreen Trained Installer.

3.2 Safety Information - OneScreen

	**NOTE**	Provides additional information to supplement operation in the main text.
	**TIPS**	Provides tips for operation.
	**CAUTION**	Indicates a potentially hazardous situation that, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results.
	**WARNING**	Indicates a hazard with risk that, if not avoided, could result in death or injury.

⚠ WARNING	
	Disconnect the product from the power supply immediately if major failures occur. Some of the major failures are: Unusual smell, smoke or any abnormal sound coming from the product. No image or sound, or any image errors. In the preceding scenarios, immediately stop using the product and disconnect the power supply. Contact support team for troubleshooting.
	Do not drop liquid, metal or anything combustible into the product. Immediately switch off the product and disconnect the power cable, in case any liquid is dropped. Pay attention to children when they are close to the product. Install this product on a stable surface to avoid turnover and damage. Few examples of unstable surfaces are, inclined plane, a shaky stand, desk or platform.
	Do not open the back case of OneScreen. High voltage components are present at the back so there is a danger of electric shock due to the presence of high voltage. If inspection, adjustment, or maintenance is required, contact our support team for help.
	Use the specified power supply. To prevent the product from being damaged, do not use any cables other than the one provided with the product. Ensure that the power socket is properly grounded. Avoid leaving the product on standby for long hours. Clean the dust and metal on the power plug regularly. Fire or electric shock may be caused if the product is powered on, when you are cleaning. Pull out the power plug before cleaning it with a dried cloth. Do not expose to dust, moisture, or smoke. The voltage/current of the rear power output port is 5 V/2 A (maximum). Purchase the power code/AC adapter according to customer needs. The port can be used for Newline Android box X10D. Please do not connect any products with different power requirement. Otherwise, it may cause damage to products or fire.
	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, a short circuit may occur and cause fire or electric shock Do not walk on or hang any items on the product

⚠ WARNING	
	Do not install the product in an improper place. Do not install the product in humid places, such as the bathroom, the shower room, near windows, or outdoor environments that experience rain, snow or other harsh weather. Avoid installation near hot spring vapor. The preceding environments may cause faults in the product 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 during a lightning storm to avoid electric shock Install or place components that supply high enough voltage to cause personal injury out of the reach of children.
	Do not touch the power cable with wet hands.

⚠ CAUTION	
	Do not install the product in high temperature environments. Do not install the product near a heat source, such as a radiator, a heat reservoir, a stove or other heating products. Do not expose the product to direct sunlight, which may cause high temperatures and subsequent faults in the product.
	For transport. Pack the product for transport 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. Before you move the product, disconnect all external connections and separate all toppling preventing products. Move the product carefully to prevent it from being hit or squeezed, especially the screen, which may cause injury if broken.
	Do not cover or block up any vents on the product. Any overheated components may cause fire, damage the product, and shorten the service life. Do not position the product in a way where the venting surface will be covered.

4. Getting Ready!

4.1 Installing the Wall mount

For mounting the unit, check the integrity of the wall, whether it can endure the load of the unit. After that, clean the surface on which the unit is to be installed. Make sure your technician has the proper tools to install the wall mount. Use the images below to identify the specific parts to be used in each step.

Follow the steps given below:

1. Drill holes inside the wall and hammer in the screw plugs (labelled B).

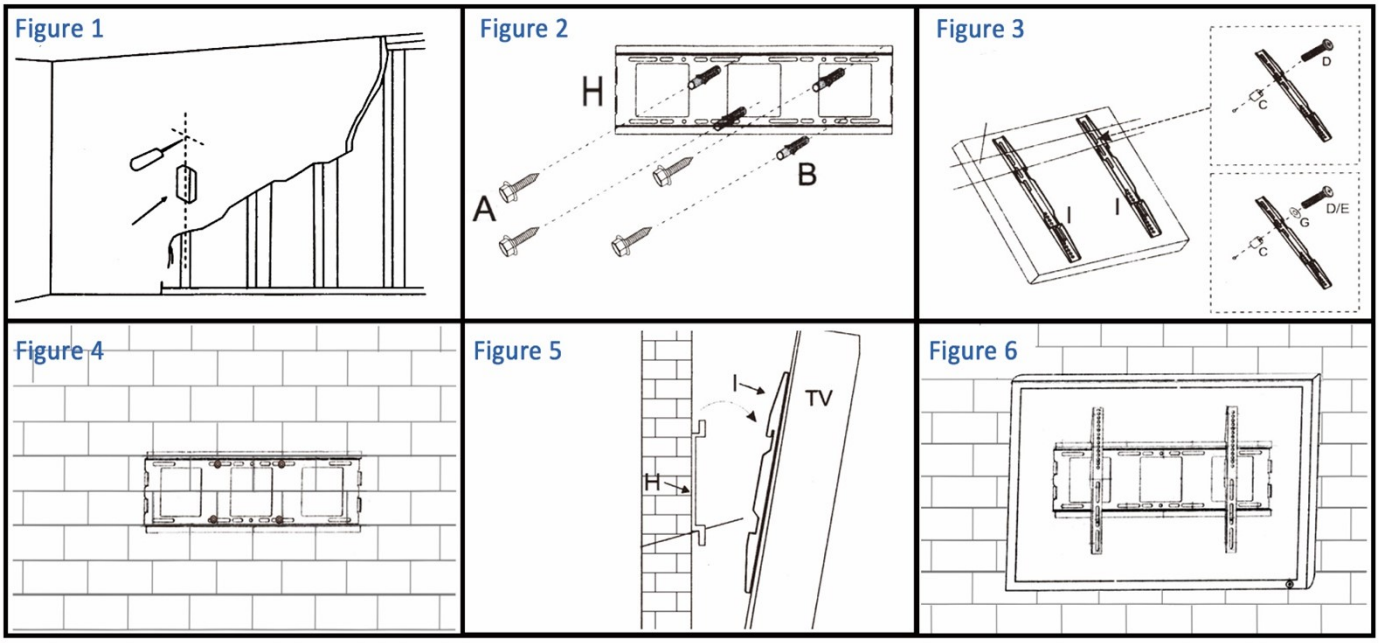
2. Level the wall plate (labelled H) on the wall and tighten using the screws (labelled A).

3. Attach the mounting arms (labelled I) on the back side of the unit properly. Fix and tighten the screws (labelled D) using washers (labelled G) and studs (labelled C) to increase the gap for ventilation.

4. Hang the screen on the bracket. Make sure that the mounting arms are aligned properly and fix themselves on the mount, figure 5.

5. Make sure that spacing between wall and screen is 5 cm or more for proper ventilation.

6. Finally, place a light force downward and sideways to test the sturdiness of the installation.



A	M7X55	8	
B	M10X50	8	
C	H10	4	
D	M8X25	4	
E	M6X25	4	
F	M5X45	2	
G	D8	4	
H		1	
I		2	

Screen Size	VESA Mounting Standard
65 inches	500 x 400
75 inches	600 x 400
86 inches	800 x 400

5. Hardware Details

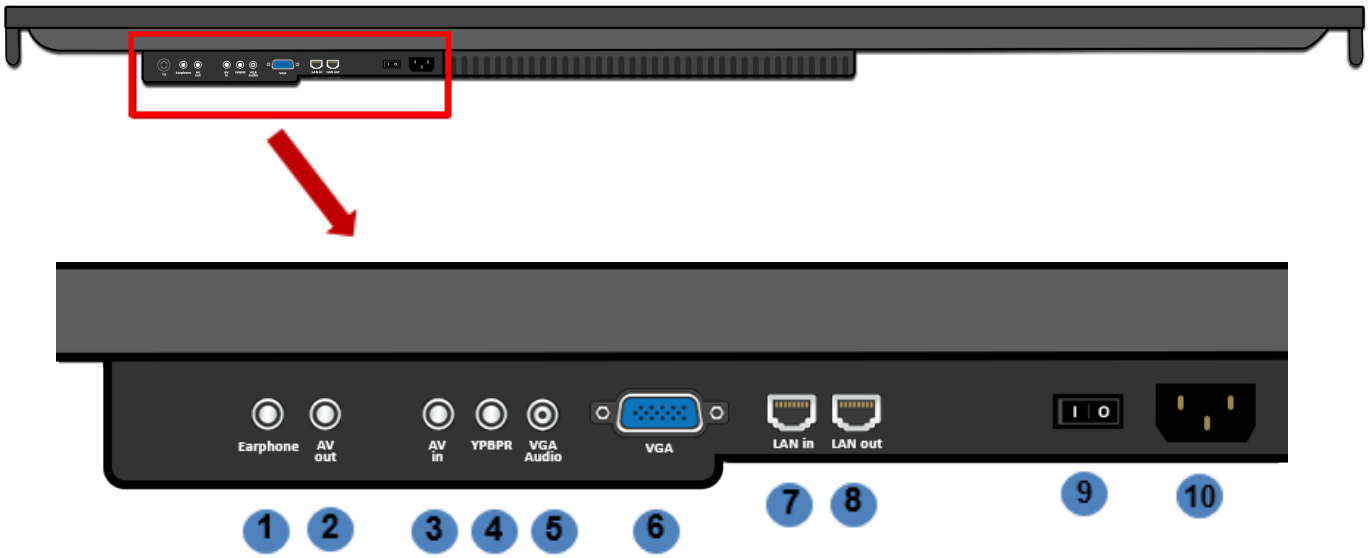


5.1 Front Ports



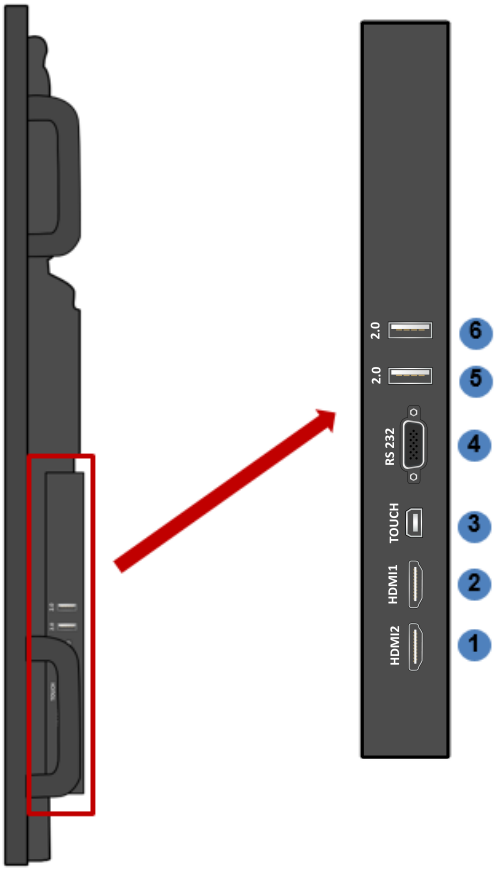
1. USB Port 3.0	**2.** USB Port 3.0	**3.** Power Button

5.2 Bottom Ports



1. Earphone port	**6.** VGA port
2. AV out port	**7.** LAN in port
3. AV in port	**8.** LAN out port
4. YPBPR port	**9.** Power rocker switch
5. VGA Audio port	**10.** Power supply port

5.3 Left side Ports



1. HDMI 2 Port	**4.** RS-232 port
2. HDMI 1 Port	**5.** USB 2.0 port
3. Touch USB-B input (for HDMI & VGA)	**6.** USB 2.0 port

6. Setting Up Your Unit!

6.1 OneScreen Touchscreen

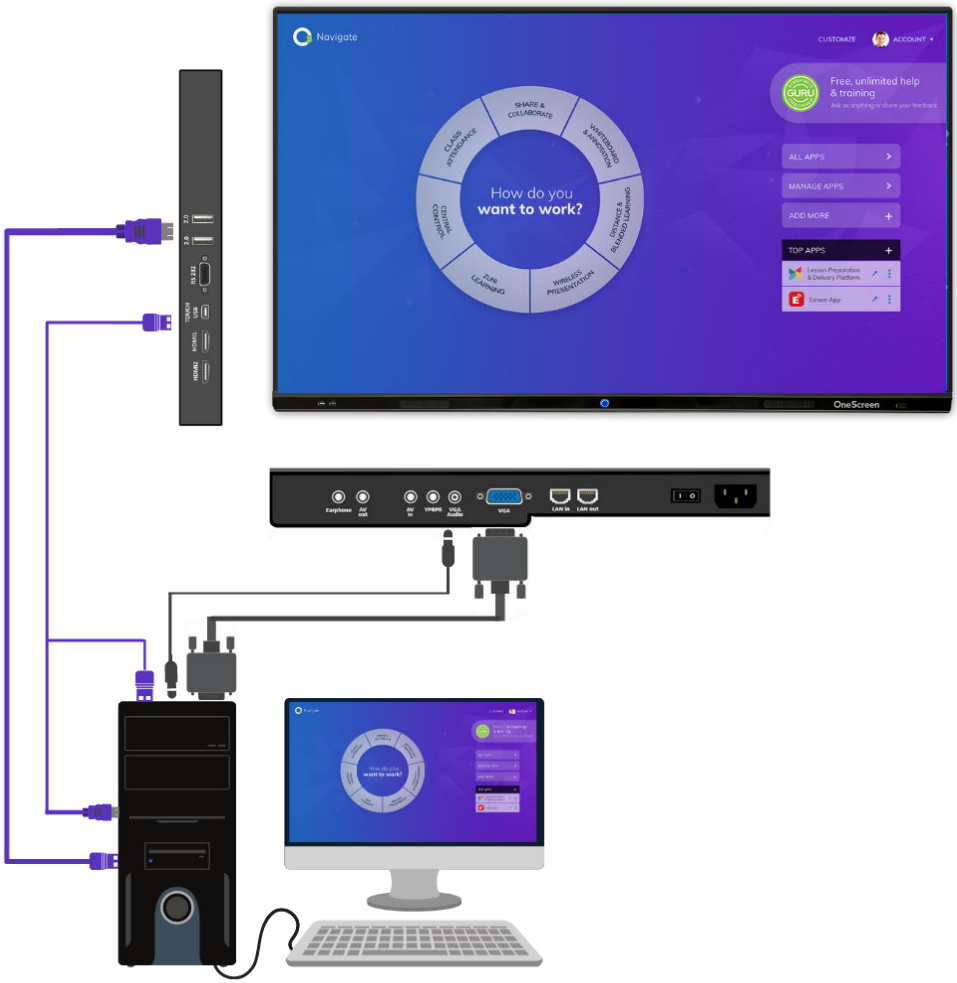
OneScreen Hubware and Touchscreen come with perpetual licenses of OneScreen Write & EShare and the first-year subscriptions of OneScreen Hype, OneScreen Attend and OneScreen Central. If you are not using an OPS PC, you will have to install these softwares on your external PC. Please contact us for the digital copy of the software and licenses. To connect an external PC to the Touch Screen please follow the steps mentioned below.

6.2 Connecting an External PC

To connect an external PC, please use the HDMI or VGA cable and the USB touch cable (as shown in What's Included section).

Connect one end of the HDMI or VGA cable to your laptop and the other end to one of the corresponding ports on OneScreen Touchscreen. If you are connecting the VGA cable, please also use the 3.5 mm audio cable to transfer audio.

Connect the standard USB end of the USB Touch Cable to your laptop and the other end to the port on OneScreen Touchscreen. The USB Touch Cable will be connected to the USB Touch Port at the left side of the screen for both connections.



7 Usage Guide

7.1 Home Screen

Pressing the OneScreen home button will take you to the Android Home Screen as shown below. Here you will see the time, date, connectivity status and other essential buttons on which the details are given on the next page.



7.1.1 Icons on the Home Screen

Sr.	Icon	Function
1.		**GURU:** Pressing the GURU icon will connect you to the Screen Skills Guru Team via Audio/ Video. Please ensure that you have a microphone/Camera connected to OneScreen. Screen Skills Guru Team will provide online training and support when needed.
2.		**SOURCE:** Pressing the source icon will take you to the source menu, and let you select the active input source. Once you select the source type, tap on the mini screen to switch to the respective source.
3.		**MY APPS:** Pressing the My Apps icon will take you to the Android Applications. The Applications window is shown on page no. 17.
4.		**SETTINGS:** Pressing the settings icon will take you to the settings menu. The settings menu is shown on page no. 18.
5.		**MY FILES:** Pressing the My Files icon will take you to the file Explorer. Here you can access the internal storage and external storage devices. The Explorer window is shown on page no. 18.
6.		**ESHARE:** Pressing the EShare icon will launch the EShare Application. This application is used for wireless screen sharing. The EShare application is shown on page no. 19.
7.		**Write:** Pressing the Write icon will launch the whiteboard application. This application allows the user to perform basic annotation.
8.		**PLAY STORE:** Pressing the Play Store icon will launch the Play store, which is used to access the Play Store and download relevant applications for the unit. (Note: You may have to sign in)
9.		**HYPE:** Pressing the Hype icon will launch the Hype application, OneScreen premiere video conferencing software (Note: You may have to sign in).
10.		**YOUTUBE:** Pressing the YouTube icon will launch the YouTube application.
11.		**CHROME:** Pressing the Chrome icon will launch the Chrome Browser.

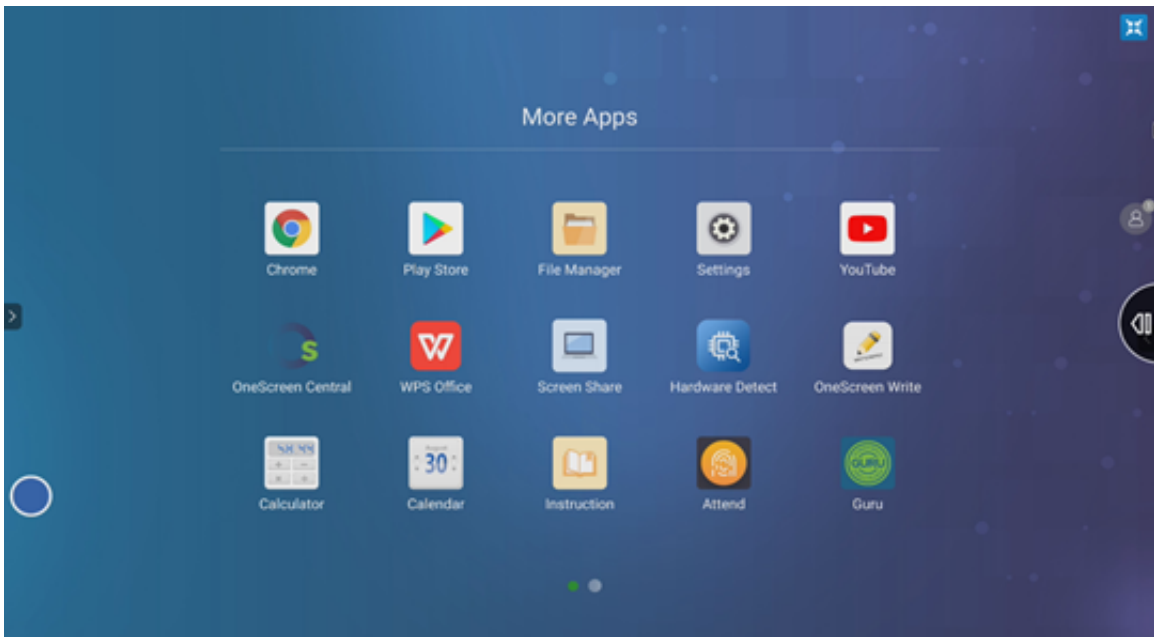
7.1.2 Source

Clicking on the “source button” opens up the source menu on the left side. Simply select the source, and then click on the central black screen to switch to the source selected.



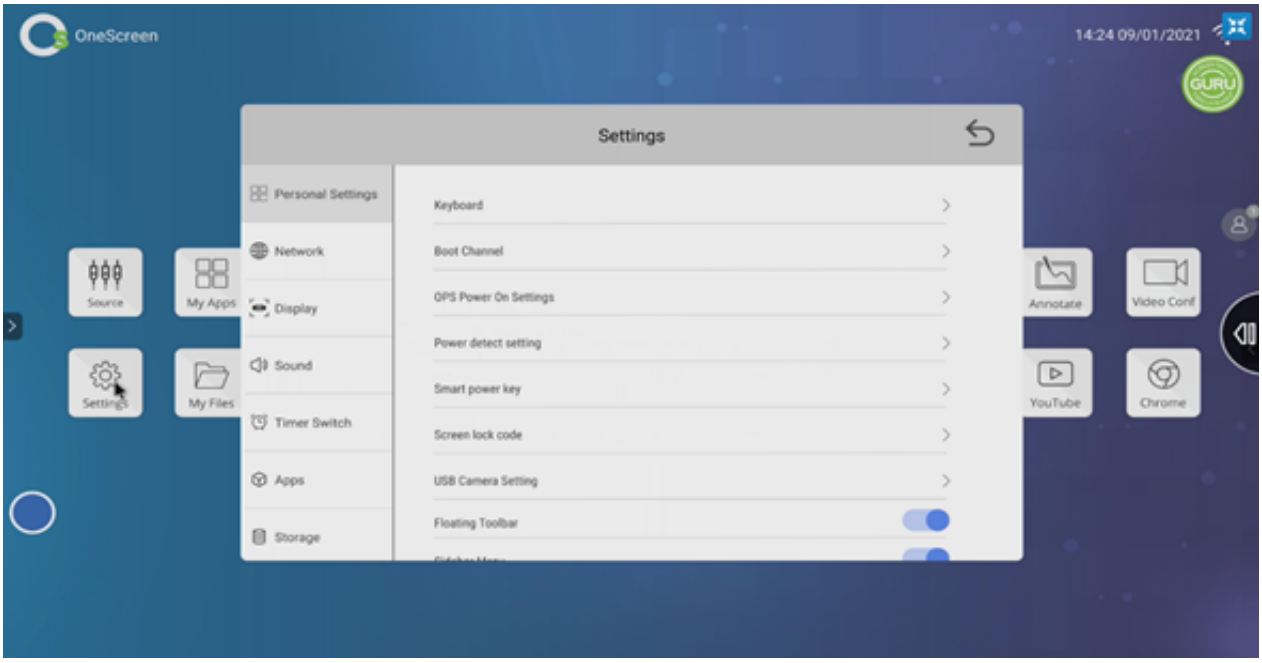
7.1.3 My Apps

“My apps” lets you access the applications that have been installed on the OneScreen unit.



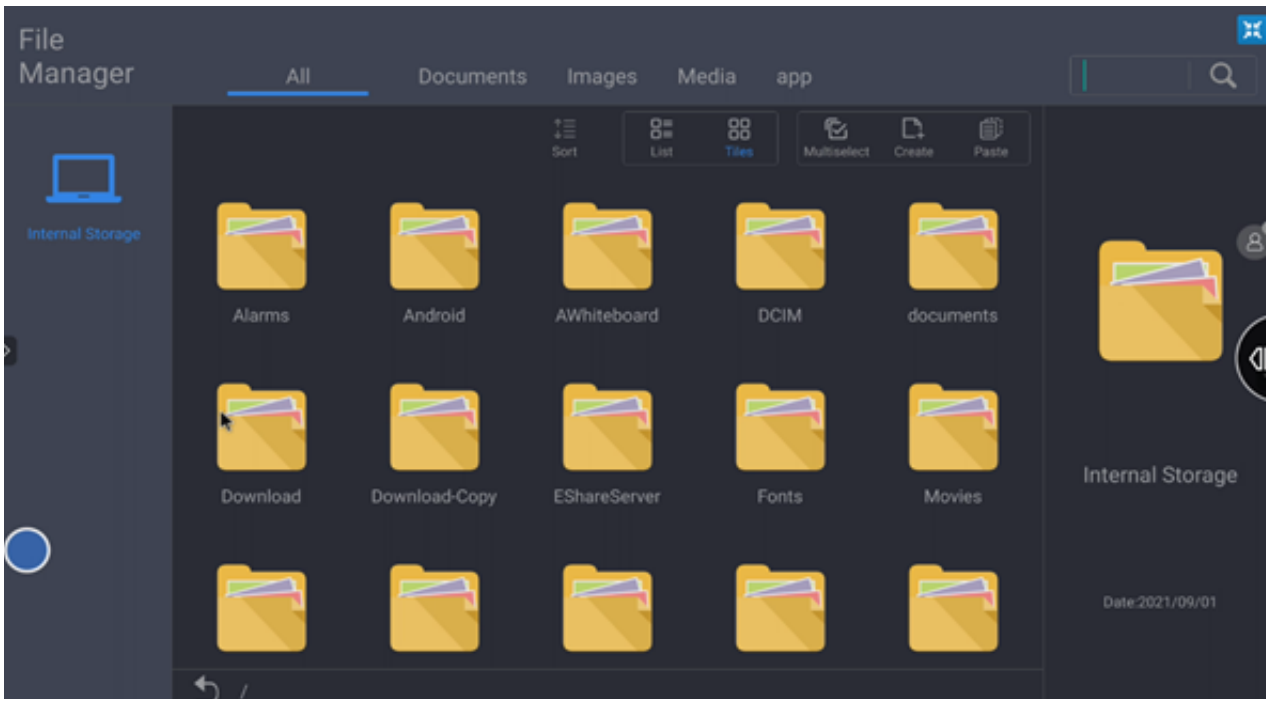
7.1.4 Settings

Settings allow you to change Personal, Network, Display, Sound and App settings (among others). For more details, refer to page 26.



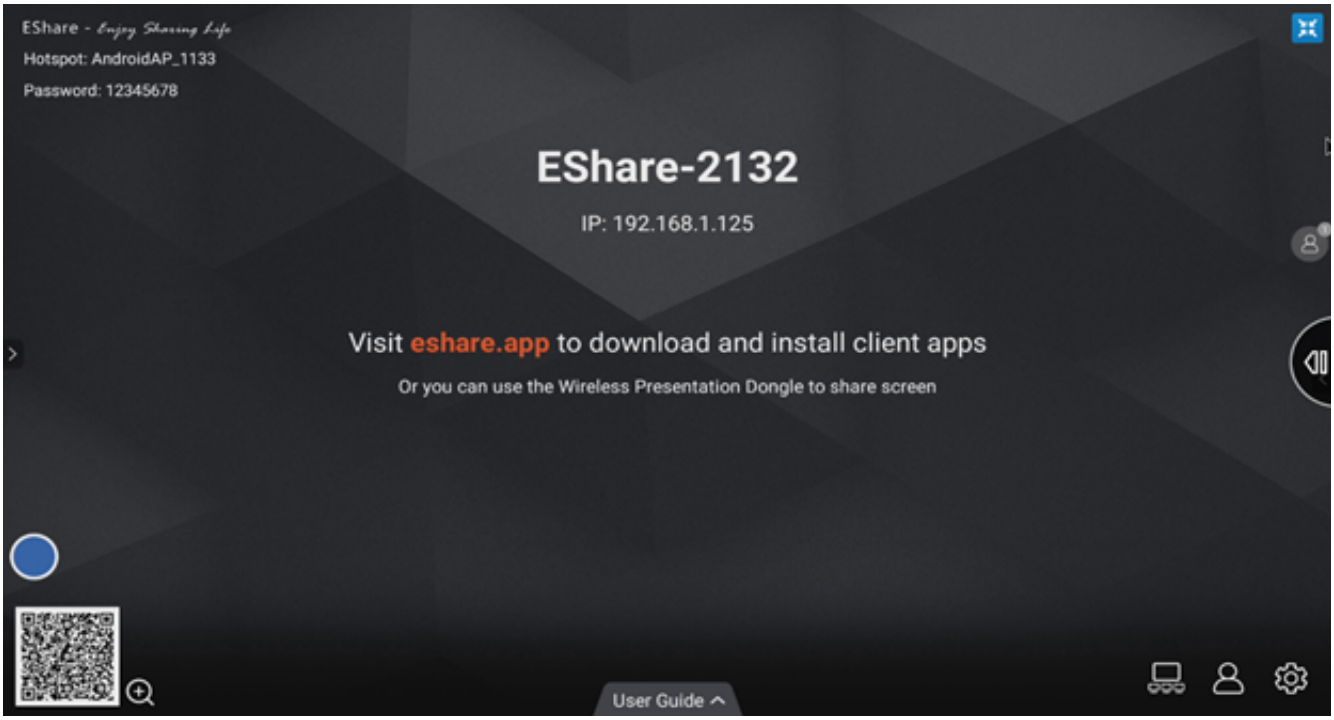
7.1.5 My Files

All downloaded/saved content, or external folder content can be accessed from “My Files”. Simply select the folder, and tap on the file that needs to be opened.



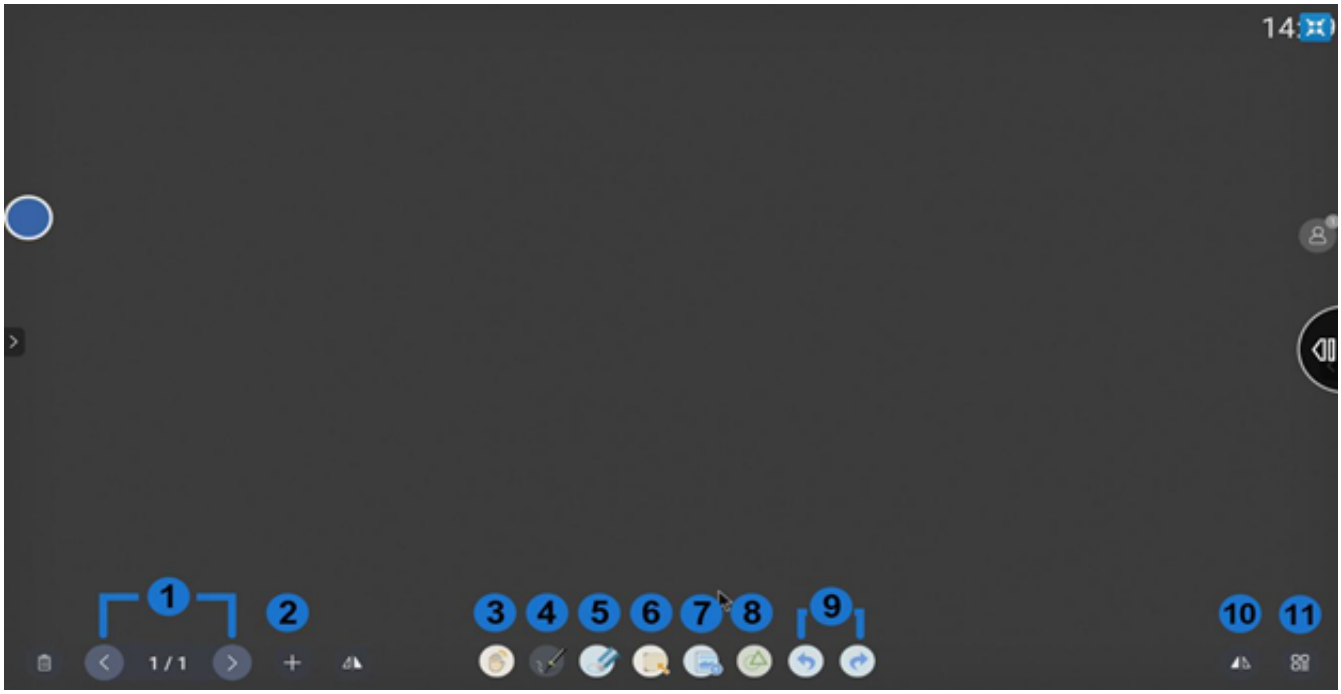
7.1.6 EShare

The EShare application can be accessed by clicking on the “EShare” button. Further information about the multi-screen interaction platform can be found on page 29.



7.1.7 Write

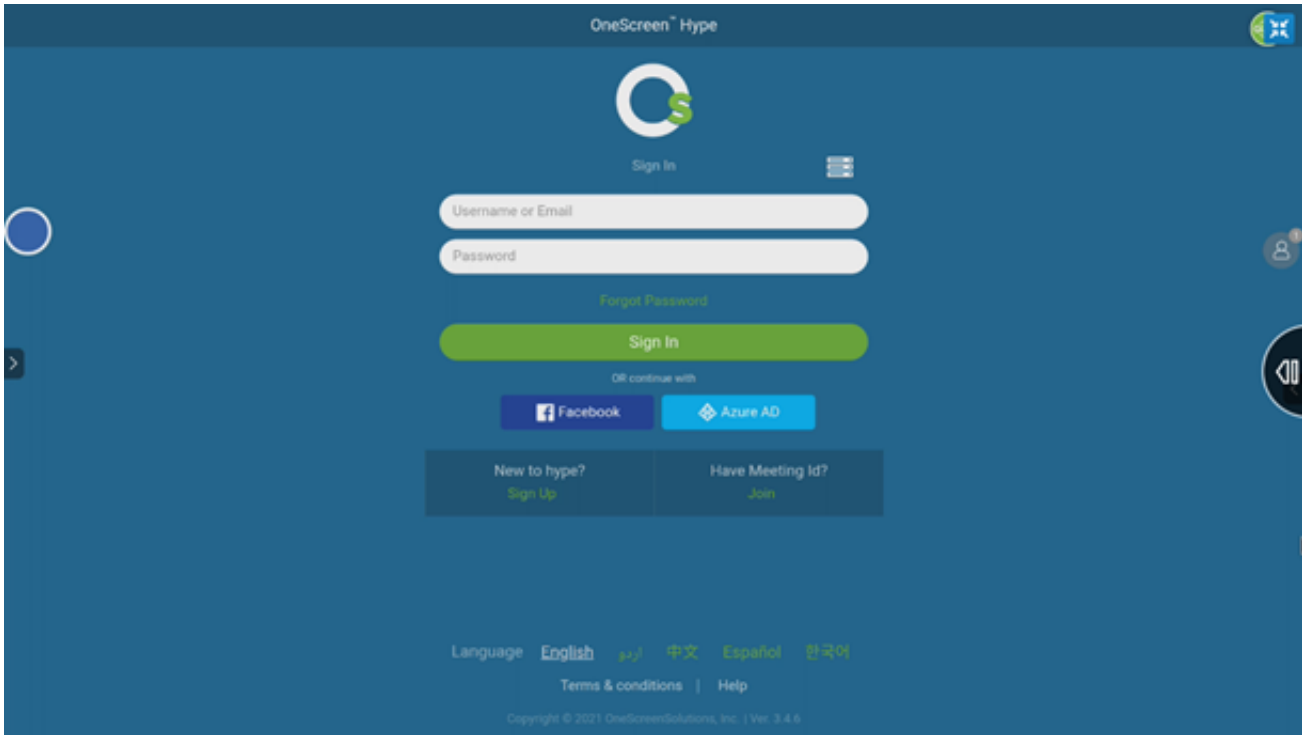
“OneScreen Write” is an interactive whiteboard application giving users an unrivaled experience for collaboration, teaching, document editing and brainstorming situations.



1. Move between multiple whiteboard pages	**7.** Insert image option
2. Add a new page	**8.** Insert tool option
3. Scroll tool	**9.** Undo and redo keys
4. Pen Tool	**10.** Flip location of options key
5. Eraser tool	**11.** More options
6. Select tool	

7.1.8 Hype

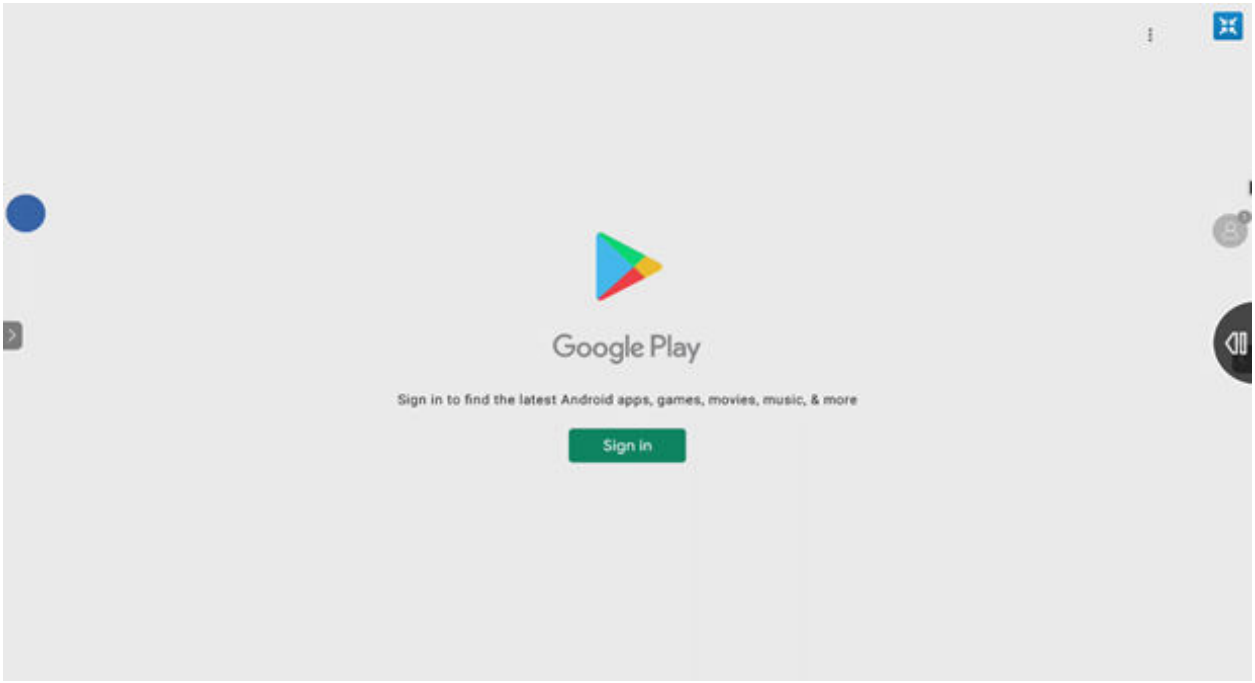
Pressing the “Video Conf” icon opens the OneScreen Hype, which is the video conferencing software (more information on page 28).



7.1.9 Play Store

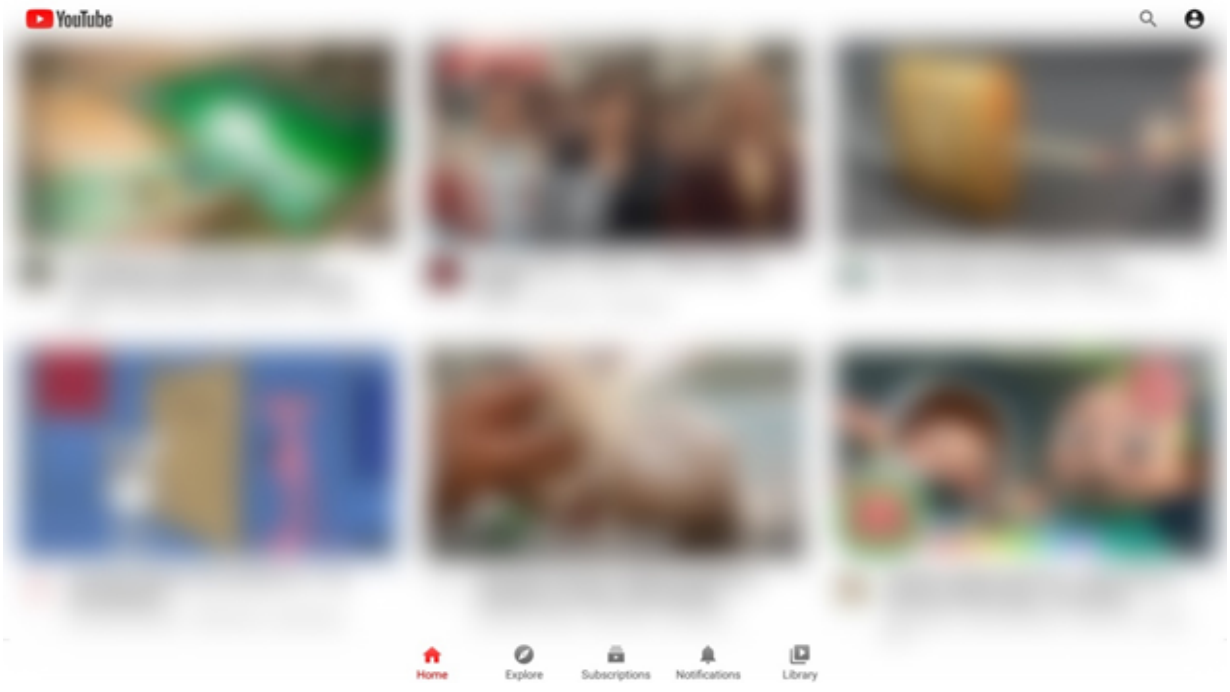
The “Playstore” opens up the Google Play Store, used to download applications onto the OneScreen unit.

(Note: you have to sign in with your google account in order to access Google Play)



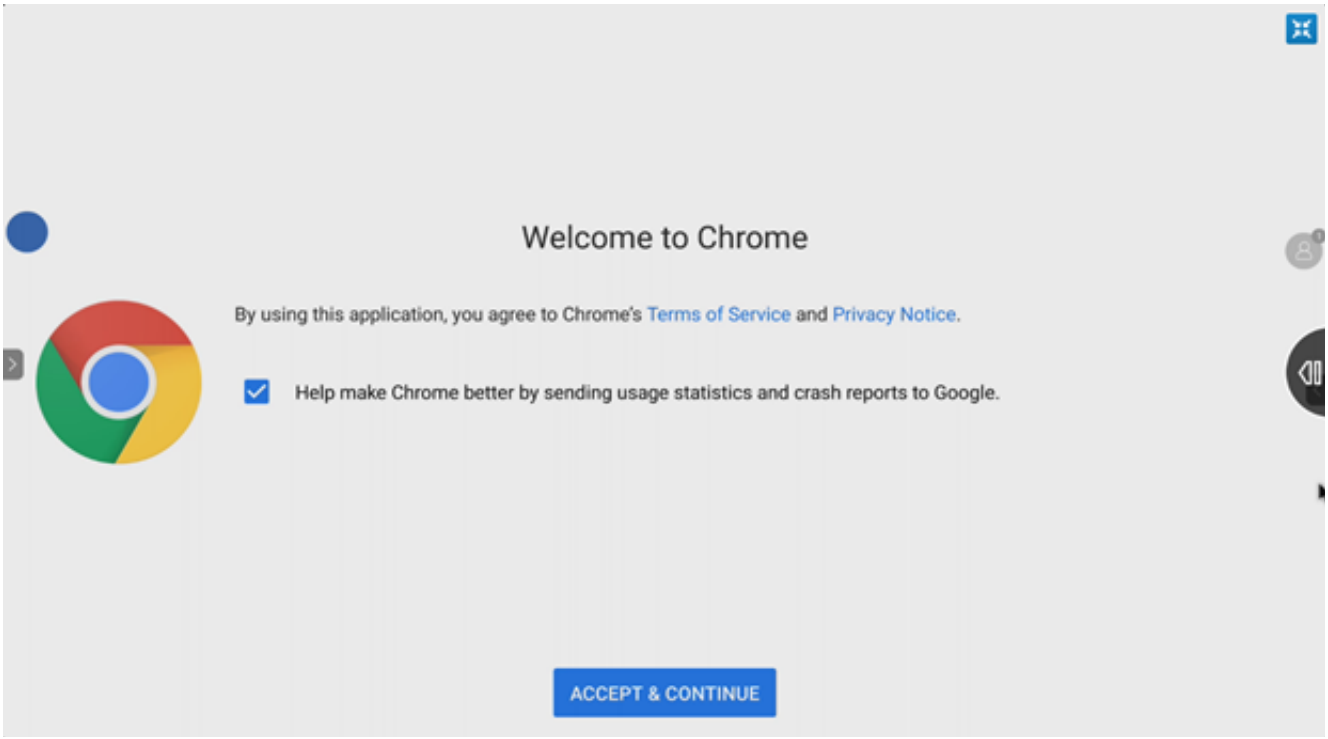
7.1.10 YouTube

The YouTube application can be accessed by clicking on the YouTube icon (Used for video sharing and accessing social media content)



7.1.11 Google Chrome

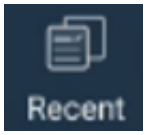
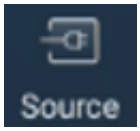
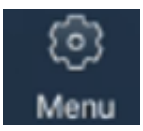
The YouTube application can be accessed by clicking on the YouTube icon (Used for video sharing and accessing social media content)

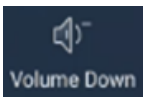
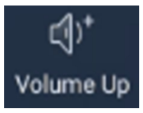
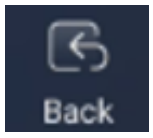


7.2 Toolbars

7.2.1 Bottom toolbar

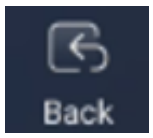
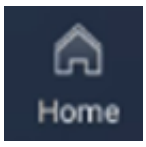
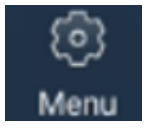
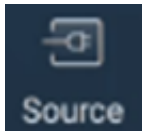
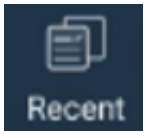
Swiping up from the bottom of the screen brings the bottom toolbar.

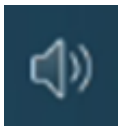
Sr.	Icon	Function
1.		This button will show the running applications. Users can close individual or all applications.
2.		This button will take the user to the source menu.
3.		This button takes the user to the settings panel.

Sr.	Icon	Function
4.		Tap this button to decrease the volume.
5.		Tap this button to increase the volume.
6.		This button takes you to the home screen.
7.		This button will take you to the previous window.

7.2.2 Side toolbar

Clicking on the side arrows brings up the side toolbar.

Sr.	Icon	Function
1.		This button will take you to the previous window.
2.		This button takes you to the home screen.
3.		This button takes the user to the settings panel.
4.		This button will take the user to the source menu.
5.		This button will show the running applications. Users can close individual or all applications.

Sr.	Icon	Function
6.		This button opens up the annotation (OneScreen write) application, and allows you to Write on any surface on the OneScreen.
7.		This button allows you to change the volume of the OneScreen unit.

7.2.3 Side Swipe Menu

Swiping on the left/right of the unit, bring the swipe menu bar.



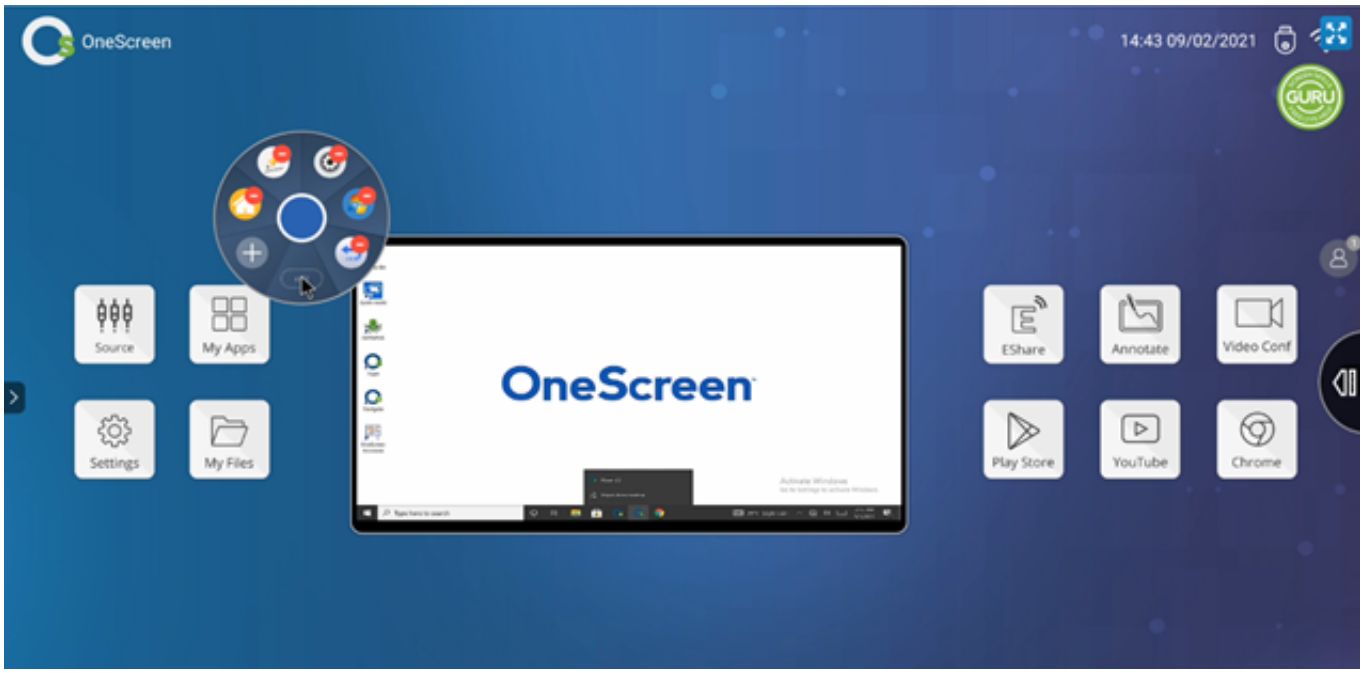
1. Network Settings Shortcut	**7.** Camera
2. Polling Tool	**8.** Touch Sensing
3. Timer	**9.** Eye Protection On/Off
4. Screen Capture/Screenshot	**10.** Brightness Slider
5. Screen Lock/Unlock	**11.** Volume Slider
6. Screen Recording	**12.** Power Off

7.2.4 Floating Toolbar

You can use the floating toolbar to open various tools and applications. Drag the toolbar from the side of the screen and tap on it once to open the options.
Tap on the circular toolbar once to open the options.



You can also edit the options visible by tapping on “edit” and removing any one or more of the options by tapping on them again once the red symbol appears.

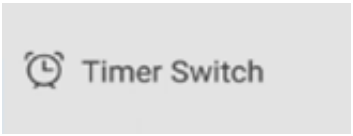
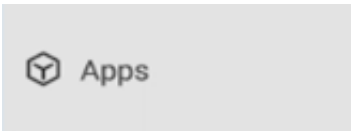
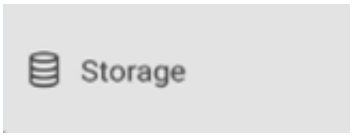
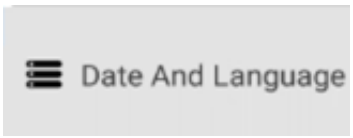
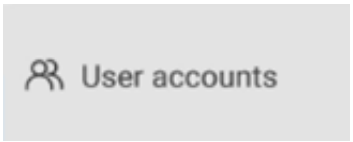
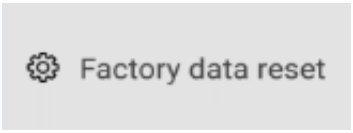
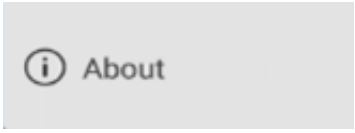


After removing an option, tap on the “+” icon to add another option at its place. You can choose from any one of the options visible in the scrollable list. To complete the addition, tap on the option. Once selected, tap on “complete”.



7.3 Device Settings Menu

Sr.	Tabs	Details
1.	Personal Settings	Toggle and/or change keyboard, boot channel, OPS Power On Settings, Power Detect Settings, Smart power key, Screen lock code, USB camera Setting, Floating Toolbar, Sidebar Menu, Pull Up Menu, Centralized Control, Shared front USB, Intelligent Recognition, USB Drive lock.
2.	Network	Toggle and/or change wi-fi and wired networks, create a WLAN hotspot, connect through Bluetooth or check the network status of the OneScreen.
3.	Display	Change the Screen Saver settings, Wallpaper Settings, or the Color Temperature Adjustment.
4.	Sound	Toggle System sounds, surround sound, digital audio output and control the equalizer.

Sr.	Tabs	Details
5.		Toggle auto-boot and auto shutdown. Set the boot and shutdown times.
6.		Uninstall or disable apps. Allow or revoke app permissions.
7.		Overview and manage your internal storage through this option.
8.		Change the date and/or time. Change the language and input methods.
9.		Manage user accounts for the OneScreen.
10.		Reset the device i.e., delete all data, settings and downloaded applications.
11.		Provides information about the device name, android version, MAC address, firmware version and the serial number.

8 OneScreen Software

8.1 OneScreen Hype

OneScreen Hype is a video collaboration software developed by OneScreen Solutions. It is an easy to use, browser-based software that has all the features you would want in a video conferencing software. The software supports multi-point video/audio calls with up to 50 participants in a meeting. It gives users the ability to share screens and pass control of their screens to meeting participants. Interoperability with SIP and PSTN as well as the ability to invite guest users via email makes this solution ideal for your conference room, connecting you with users from different platforms. Hype comes with free online training and support which is just one click away from the Screen Skills Guru team. Apart from being functional on web browsers, the software has a standalone application as well for Windows, Mac, Android and iOS users.

For more details on OneScreen Hype, please visit the following link or contact our support team .
https://www.onescreensolutions.com/en/product/hype/

8.2 OneScreen Central

OneScreen central is a centralized virtual command and control system for your IT team. The software manages information about your OneScreens across multiple networks and schedules device maintenance management tasks – power management, monitor web activity, firmware/software upgrades, usage reports, etc. The Anti-theft module of Central helps you protect your data and track your device geographically.

OneScreen Central is a software and application management platform. It allows application installation based on set criteria, blacklists unwanted apps and websites, manages software package installation collectively for multiple devices and restricts to role-based application access.

Central is a cloud-based centralized control system for Windows, Apple, Chrome and Android devices.

Please click here for guide on how to connect OneScreen to Central

8.3 OneScreen Write

OneScreen Write is an interactive whiteboard application giving users an unrivaled experience forcollaboration, teaching, document editing and brainstorming situations. The software allows up to 50 users to gainaccess to the whiteboard and contribute in real-time. Write is compatible with any machine running Windowsand Mac OS and is available with OneScreen products. Write has an unlimited canvas size and is presented inan easy to use interface allowing multiple input devices such as fingers & stylus.

OneScreen Write saves your work in multiple formats such as .png, .jpeg, .ppt & pdf while also allowing .wmvfiles to save the audio and annotations simultaneously. This can be particularly useful for classroom sessions sothat students can view the lectures later.

Major features include text, shape, and handwriting recognition. Furthermore, Write allows the ability to import documents, pdfs, and webpages as well. The intelli-pen feature brings shape recognition converting hand drawn images into pixel perfect clipart and even renders pen drawn text into typed text with advanced text formatting.

For more details on OneScreen Write, please visit the following link or contact our support team.

https://www.onescreensolutions.com/en/product/annotate/

8.4 OneScreen EShare

EShare is a multi screen interaction application for smart phones, tablets or computers to interact with OneScreen. Using EShare you can mirror your phone, tablet and computer screen to the OneScreen and vice versa. It also allows remote control of your OneScreen. EShare allows up to nine users to simultaneously project their screens on OneScreen and is an ideal choice when it comes to mirroring/wireless screen sharing software.

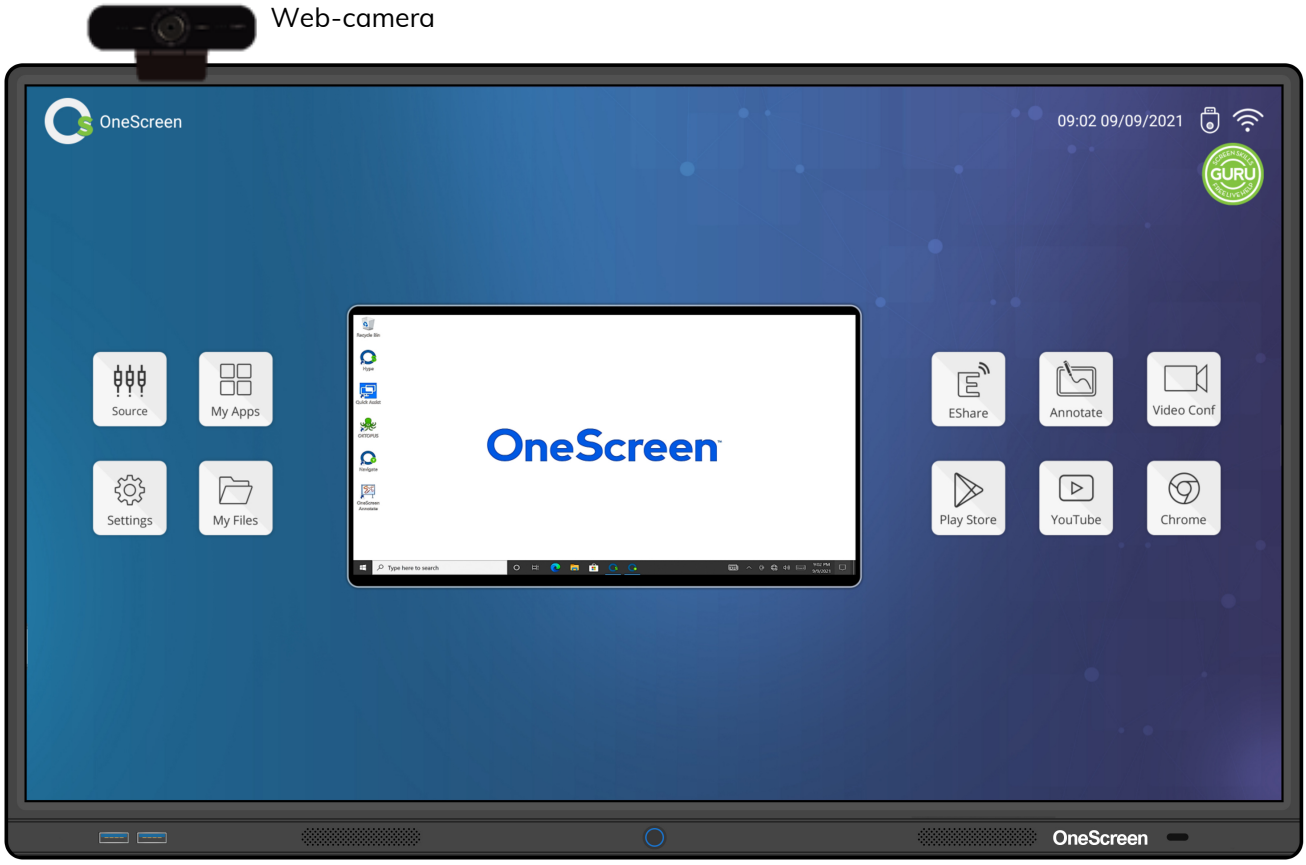
https://www.eshare.app/

Please click here on guide to use EShare

9 Camera Set-ups

9.1 Web-camera

Use the clip of the web-camera to pin it on top of the screen. Insert the USB cable of the camera into either the USB port of the OneScreen to use it on the android OS or the USB port of the OPC to use it on the Windows OS. Tilt the camera up or down or Pan left or right to adjust the frame it captures.



Note: For a complete guide on installing the OneScreen Webcam, please visit: Onescreensolutions.com/en/resources

10 RS 232 Guide

10.1 Settings for RS 232 Control

Use a Straight through Female - Female cable. Connect RS-232 cable between control Processor and OneScreen display. Set your program RS-232 port to the setting below. Control is one-way serial. However, you may receive feedback when sending the power on/off commands.

Port number:	COM1 (set according the PC or Central control equipment)		
Bit rate:	38400	**Parity check:**	No
Data byte:	8	**Stop byte:**	1

10.2 RS 232 Commands

Function	Required Command
Power On	52 50 08 01 00 00 00 E7
Power Off	52 50 08 01 00 00 01 E7
Source	52 50 08 01 00 00 03 E7
Input Source	52 50 08 01 00 00 03 E7
Up	52 50 08 01 00 00 1C E7
Down	52 50 08 01 00 00 1D E7
Left	52 50 08 01 00 00 1A E7
Right	52 50 08 01 00 00 1B E7
OK	52 50 08 01 00 00 19 E7
Menu	52 50 08 01 00 00 0A E7
Exit	52 50 08 01 00 00 0B E7
Mute	52 50 08 01 00 00 02 E7
Sound Mode	52 50 08 01 00 00 28 E7
Picture mode	52 50 08 01 00 00 27 E7
Volume plus(+)	52 50 08 01 00 00 06 E7
Volume plus(-)	52 50 08 01 00 00 05 E7
Switch to YPBPR	52 50 08 01 00 00 86 E7

Function	Required Command
Switch to VGA 1	52 50 08 01 00 00 85 E7
Pause	52 50 08 01 00 00 1F E7
Play	52 50 08 01 00 00 20 E7
Stop	52 50 08 01 00 00 21 E7
Switch to HDMI 2	52 50 08 01 00 00 81 E7
Switch to HDMI 3	52 50 08 01 00 00 82 E7 (Opens Pre HDMI)
Switch to OPS	52 50 08 01 00 00 83 E7
Switch to front HDMI	52 50 08 01 00 01 80 E7
Switch to AV 1	52 50 08 01 00 00 87 E7
Number 1	52 50 08 01 00 00 0F E7
Number 2	52 50 08 01 00 00 10 E7
Number 3	52 50 08 01 00 00 11 E7
Number 4	52 50 08 01 00 00 12 E7
Number 5	52 50 08 01 00 00 13 E7
Number 6	52 50 08 01 00 00 14 E7
Number 7	52 50 08 01 00 00 15 E7
Number 8	52 50 08 01 00 00 16 E7
Number 9	52 50 08 01 00 00 17 E7
Number 0	52 50 08 01 00 00 18 E7
Lock/Unlock	52 50 08 01 00 00 26 E7
Only Music	52 50 08 01 00 00 29 E7
Whiteboard	52 50 08 01 00 00 2A E7
Screen shot	52 50 08 01 00 00 0C E7
Home	52 50 08 01 00 00 09 E7
White Board	52 50 08 01 00 00 2A E7
Close touch	52 50 08 01 00 01 00 E7
Open Touch	52 50 08 01 00 01 01 E7
Close IR	52 50 08 01 00 01 06 E7
Open IR	52 50 08 01 00 01 07 E7
Close/Open IR	52 50 08 01 00 01 08 E7

11 Technical Specifications

11.1 Touchscreen Specifications

Specification	Details
Screen Type	LED Backlit Display
Resolution	3840(H) ×2160 (V)
Response Time	<6ms
Touch Capability	20 Points (Finger or Pen)
Surface Protection	Anti-glare Glass
Panel Size	65" / 75" / 86"
Brightness	350 cd/m²
Display colors	10-bit
Audio/Video Input Ports	2x HDMI, 1x VGA, 1x Audio in
Audio/Video Output Ports	1x Earphone
Connectivity	1x RS232, 1x Lan in,1x Lan out, 1x Bluetooth (2.4 GHz), 1x Wi-Fi (2.4 GHz / 5.0GHz), 1x Hotspot (2.4GHz / 5.0GHz), 4x USB, 1x Touch USB
Refresh Rate	60 Hz
Speakers	Speakers 15W + 15W
Power Supply	100-240V AC

12 Troubleshooting

It is always advisable to contact OneScreen technical support team in case of any problem. Technical Support team can be reached by clicking on the Screen Skills Guru button on your screen (camera, mic and Internet connection required), calling **+1855-898-8111** or sending an email to **support@onescreensolutions.com**.

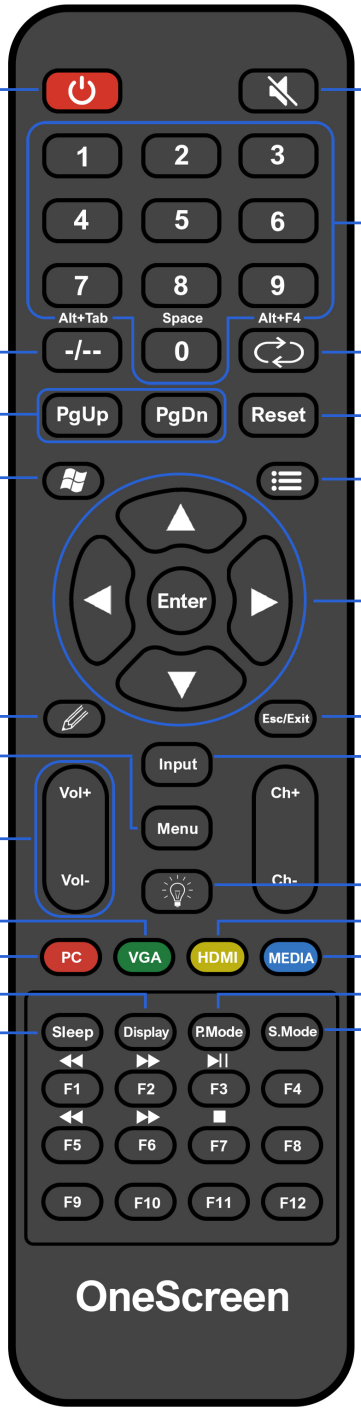
The table below will help you identify how to get the system running efficiently in case you encounter any of the following problems:

Issue	Do's	Don'ts
OPS-PC not working	1. Check if the cables are intact. 2. Check whether the ports are functional. 3. Check for the power button for powering ON the OPS-PC from the side. 4. Remove the OPS-PC from the screen and insert back. 5. Make sure the OPS-PC is seated on the OPS connector properly this can be ensured if there is no gap between OPS and screen within the OPS slot. 6. Switch the settings on Settings>Personal Settings>OPS Power on settings.	1. Do not press the ON/OFF button of the OPS-PC repeatedly. 2. Do not push the OPS in the screen too hard as it can damage the connectors. 3. Do not dismantle the OPS-PC or make changes to internal components.
Touch not working on HDMI source	1. Check the cables to ensure they are functioning properly. 2. Check whether the Touch USB ports and HDMI ports are functional. 3. Check whether the USB touch cable is connected properly. 4. Restart the system.	1. Do not press the ON/OFF button of the OPS-PC repeatedly. 2. Do not push the OPS in the screen too hard as it can damage the connectors. 3. Do not dismantle the OPS-PC or make changes to internal components.
Touch being recorded incorrectly	1. Confirm that the aspect ratio of the screen and that of the PC is the same. 2. Check the calibration of the screen with the PC. 3. Check if there is any dust on the IR frame and clean it. 4. Perform Factory data reset in Settings menu, and restart system	1. Do not try to dismantle the screen. 2. Do not damage the IR frame with a sharp object.

Issue	Do's	Don'ts
Forgot lock screen password	1. Tap on "Forgot my password". 2. Enter "2580". 3. Hit "confirm".	
Touch not working on HDMI source	1. Try connecting a hotspot from mobile. 2. Check for unauthorized mac address filtering on the router. 3. Perform Factory data reset in Settings menu, and restart system 4. Check with LAN cable connection to ensure that internet is accessible	1. Do not damage the Wi-Fi antennas.
Display misaligned	1. Press the Menu button from the OneScreen remote. 2. Change the Windows 10 display resolution to 1920 x 1080 and set zoom to 100% on on-board pc. 3. Perform Factory data reset in Settings menu, and restart system	1. Do not use an aspect ratio on the PC that is different from that of the screen.
App Not Compatible	1. Search for the application name over Google followed by "apk" to download the installation file e.g., "Spotify APK". 2. Run the installation file and wait for the installation to complete. 3. Launch the app from the app drawer.	1. Do not download from unverified sources. Refer to trusted websites for downloading APKs.
Screen does not wake up from sleep mode	1. Navigate to the "Display" option inside the settings menu on the OneScreen. 2. Go to Settings>Display>Enable screen saver, and choose Never 3. OneScreen can be awoken when the screen saver is visible with a tap on the screen.	1. Do not switch off the screen directly as it may lead to a loss of data.
OneScreen not reading the camera	1. Ensure that the camera is connected to the Touchscreen USB ports and not the ones on the OPS. 2. Go to Settings>Personal Settings> USB Camera settings, and switch between camera 1 & camera 2 options.	1. Do not connect the camera with the ports on the front side of the OPS.

Issue	Do's	Don'ts
OneScreen won't detect hidden network	1. Ensure you have added the right security settings while adding the network. 2. Bring the router closer to the screen for the first connection.	
Can't Access Pull Up menu, Sidebar Menu, Floating toolbar	3. Restart the Unit 4. Go to Settings>Personal Settings> and make sure 'Pull Up Menu', 'Sidebar Menu' & 'Floating Toolbar' are turned on	
Front USB connections not working	5. Try connecting a different USB device to make sure the connecting device ports aren't faulty 6. Go to Settings>Personal Settings, and make sure 'Shared Front USB' is on, and 'USB Drive Lock' is off	

13 Remote Control



F1 : Fast Forward Video on Android
F2 : Fast Reverse Video on Android
F3 : Pause/Play Video on Android
F5 : Refresh Button on Windows & Chrome
F6: Navigate Programs on Windows
F7: Switch to PC

F8 : Enable Touch on PC
F9 : Lock/Unlock Screen
F10 : Take Screenshot
F11 : Enable/Disable Full Screen on Chrome
F12 : Disable Touch on PC

14 OneScreen TL6 Training

To schedule free training with the OneScreen Guru team for the TL6 and/or any OneScreen software, scan the QR code below, or email support at **support@onescreensolutions.com**



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