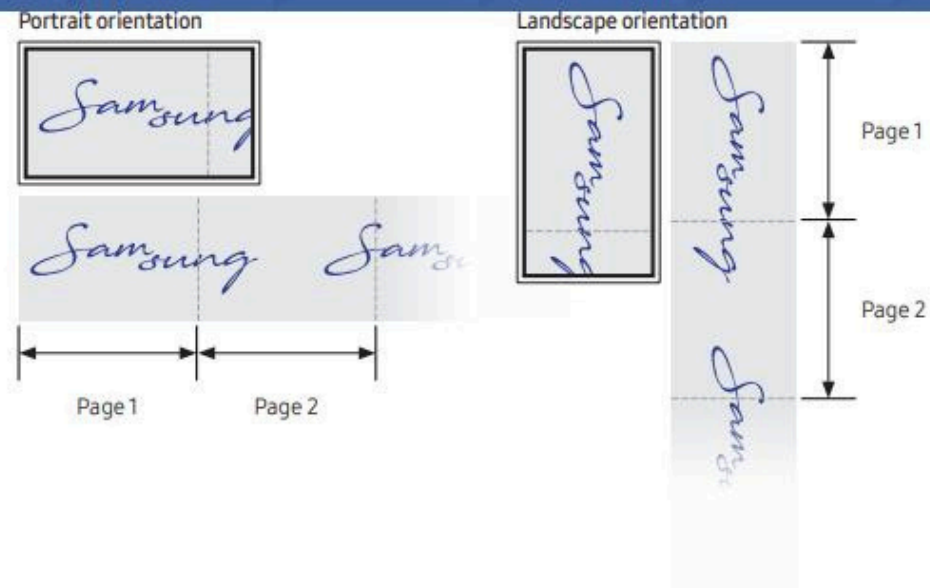


# Chapter 03

## Writing

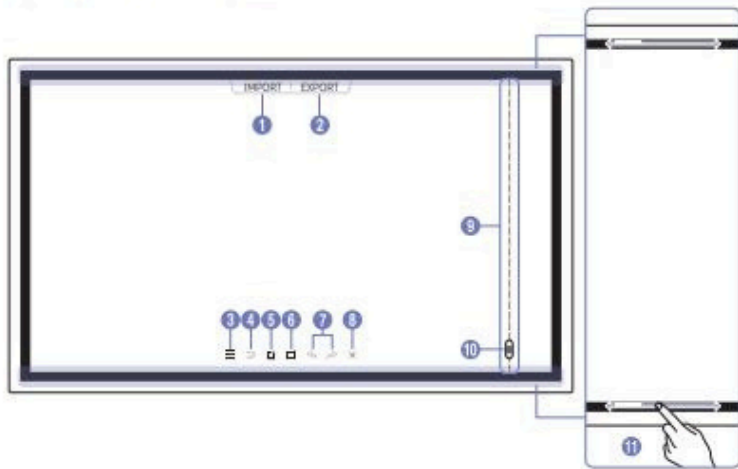
### What's a 'Roll'?

- Files are called 'rolls' in this product. A 'roll' is a file with multiple pages linked together.
- A roll can have up to 20 pages linked together.
  - ✦ **BRUSH MODE** supports one page only.
- Pages are linked horizontally in landscape orientation, and vertically in portrait orientation.
  - ✦ You can open only one roll on one screen. For more information, refer to [Managing Rolls](#).



# PEN MODE

## Screen Elements



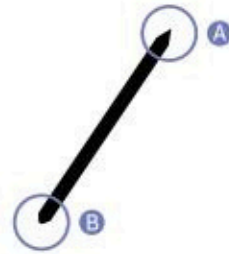
| Buttons                     | Description  |
|-----------------------------|--|
| 1 <b>IMPORT</b>             | View the screen of a mobile device or PC connected to the product, or import data such as images from a connected USB or network drive.  |
| 2 <b>EXPORT</b>             | Share your creations in various ways.  |
| 3                           | Manage and change the rolls and settings.  |
| 4                           | Move or edit the created rolls for each page.  |
| 5                           | Create a layer to write or draw on over the screen which can also be saved the captured image.   |
| 6                           | Select and edit / capture / email / print the pen or brush content.  |
| 7                           | Undo or redo the last action. <ul style="list-style-type: none"> <li>If any page editing actions such as page adding, deleting, and moving are found,  is reset.</li> <li> can be performed up to 20 times for each individual.</li> </ul> |
| 8                           | Close the current roll and create a new roll.  |
| 9 <b>Page breaking line</b> | See page lines.  |
| 10                          | Scroll through pages.  |
| 11 <b>Bezel Scroll</b>      | Scroll the black area to move the pages.   |

---

## Drawing

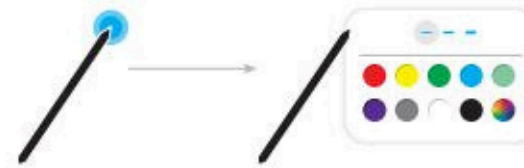
You can freely use the supplied pen to write anything you want.

- Thin Tip (A): Pen Type
- Thick Tip (B): Highlighter Type



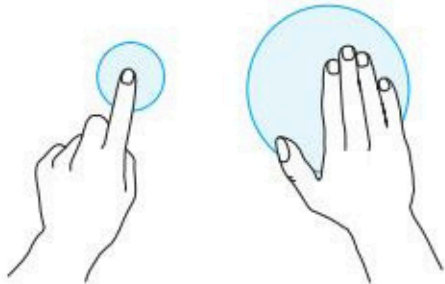
## Changing the pen thickness and colour

You can change the pen colour by touching and holding the screen with the pen.



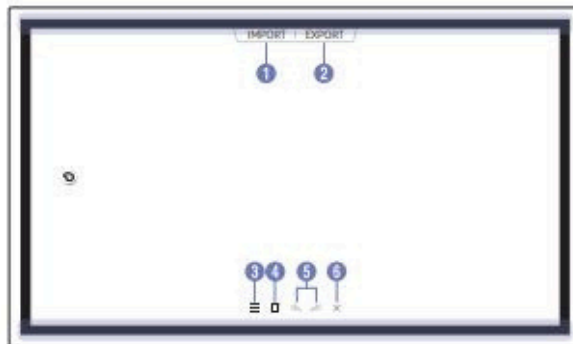
## Erasing

You can use your finger or palm to erase your writing.



# BRUSH MODE

## Screen Elements



| Buttons         | Description   |
|-----------------|---|
| 1 <b>IMPORT</b> | View the screen of a mobile device or PC connected to the product, or import data such as images from a connected USB or network drive.   |
| 2 <b>EXPORT</b> | Share your creations in various ways.   |
| 3               | Manage and change the rolls and settings.   |
| 4               | Select and edit / capture / email / print the pen or brush content.   |
| 5               | Undo or redo the last action. <ul style="list-style-type: none"><li>• If any page editing actions such as page adding, deleting, and moving are found,  is reset.</li><li>  can be performed up to 5 times for each individual.</li></ul> |
| 6               | Close the current roll and create a new roll.   |

Changes in the thickness depending on the area touching the screen apply immediately. (WM55R / WM65R: max. 3.5 cm, WM85R: max. 5.0 cm)

Brush use is recommended.


**BRUSH MODE** supports single touch only.

## Changing the brush mode and colour

1 Go to  → **BRUSH MODE** to select between **WATERCOLOUR** and **OIL PAINTING** modes.



2 Touch  on the screen.

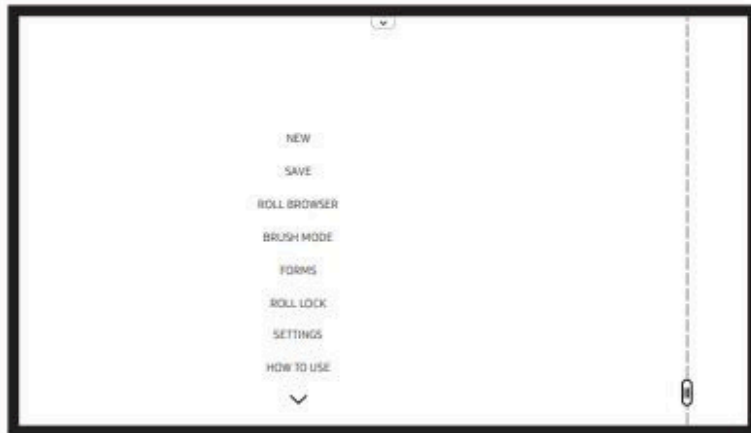
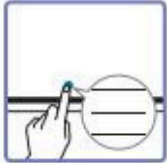
3 Change or edit colour. Select from  /  /  depending on the task to perform.



 The screen below is provided when **OIL PAINTING** mode is selected.



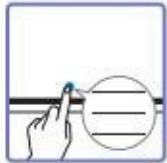
- : Dry colours to stop blending.
- : Extract the colour from the selected point.
- : Delete the selected area.

## Managing Rolls



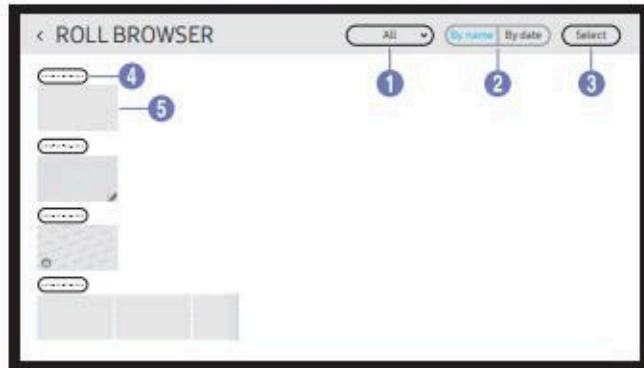
| Buttons                      | Description   |
|------------------------------|---|
| <b>NEW</b>                   | Create a new roll.  |
| <b>SAVE</b>                  | Save the current roll.  |
| <b>ROLL BROWSER</b>          | Open, delete or export saved rolls.   |
| <b>PEN MODE / BRUSH MODE</b> | Choose a mode.  |
| <b>FORMS</b>                 | Change the background format.<br> This menu is only visible in <b>PEN MODE</b> mode.   |
| <b>ROLL LOCK / UNLOCK</b>    | <ul style="list-style-type: none"><li>• <b>ROLL LOCK:</b> Press a six-digit password to lock the current roll.</li><li>• <b>UNLOCK:</b> To unlock a locked roll, press the six-digit password you set when locking the roll.</li></ul>  Once unlocked, the current roll remains unlocked until it is locked again. |
| <b>SETTINGS</b>              | You can see the configuration menu.   |
| <b>HOW TO USE</b>            | You can view How To Use.  |

## ROLL EXPLORER



→ **ROLL BROWSER**

Open, browse and manage rolls via the Rolls explorer.

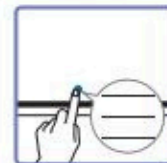


| Parts                      | Description  |
|----------------------------|--|
| 1 <b>All</b>               | You can view the list by the mode you want. <ul style="list-style-type: none"> <li>• <b>All / Pen Mode / Brush Mode</b></li> </ul> |
| 2 <b>By name ↔ By date</b> | Set the sort order of files.   |
| 3 <b>Select</b>            | Select multiple rolls to export or delete.   |
| 4 <b>File name</b>         | Rename the file.   |
| 5 <b>Rolls</b>             | Browse and open a desired roll.  |

To open a locked roll (🔒), press the six-digit password.

The rolls are sorted by recent date.

## Deleting / Exporting rolls



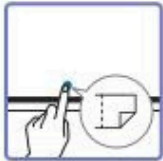
→ **ROLL BROWSER** → **Select**

You can select multiple rolls to export or delete.

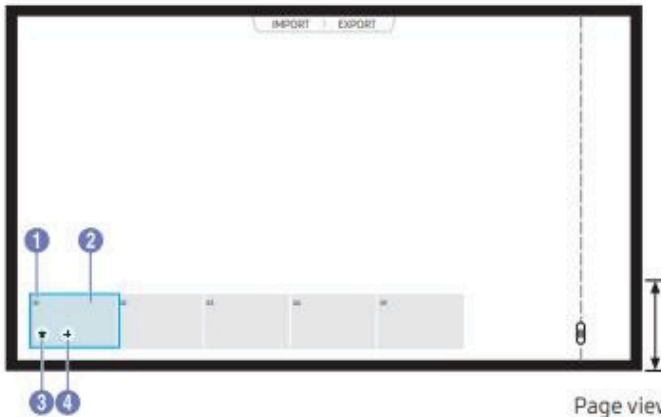


| Parts           | Description  |
|-----------------|--|
| 1 <b>Export</b> | Share the selected rolls any way you like. <ul style="list-style-type: none"> <li>• <b>Email(📧) / USB(📁) / Network Drive(🌐)</b></li> </ul> |
| 2 <b>Delete</b> | Delete the selected rolls.   |
| 3 <b>Cancel</b> | Deselect the roll.   |

## Page Viewer





You can move or edit the created rolls for each page.



Page viewer area

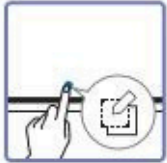
*The displayed image may differ depending on the model.*

*This menu is only visible in **PEN MODE** mode.*

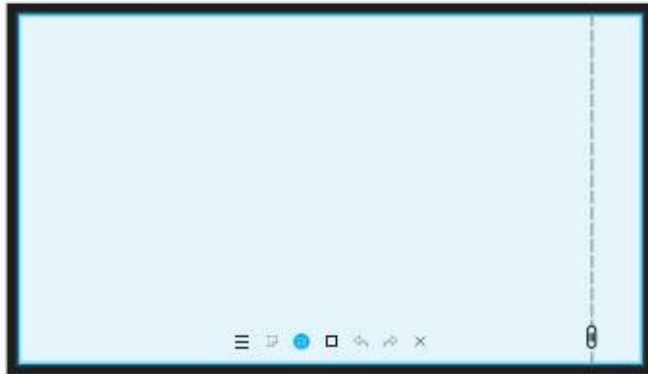
| Parts   | Description   |
|---|---|
| 1 Page number   | Displays the page number.   |
| 2 Focus   | Displays the page you are currently viewing. <ul style="list-style-type: none"><li>When you tap a page, the focus is moved to it.</li></ul> |
| 3  | Delete the focused page.  |
| 4  | Add a new page to the focused position.<br><i>You can create up to 20 pages per roll.</i>   |

---



## Note On/Off



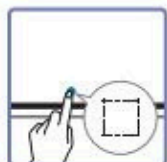
Add a layer over the screen to write or draw on. This can be useful for adding note to content from an external source.



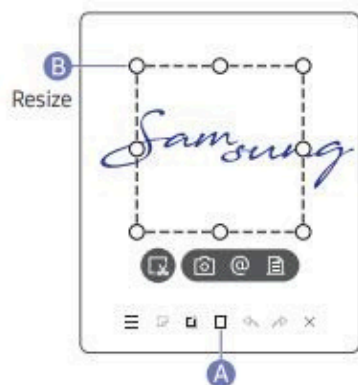
 This menu is only visible in **PEN MODE** mode.

- 1 Tap  to add a new note layer over the screen.
- 2 Take note on the layer.
- 3 Tap  and close.
  - **Save / Don't Save / Cancel**

## Using the Selection Tools

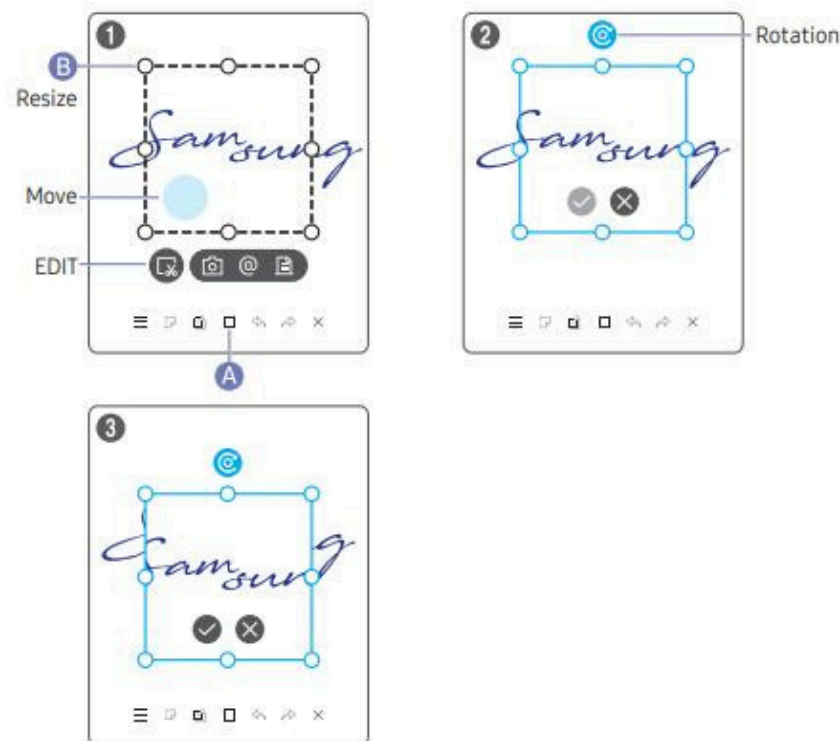


Select and edit / capture / email / print the pen or brush content. Use to move, rotate, or resize the selection.



### Capture / email / print

- 1 Tap in the screen bottom. A select box appears on the screen.
  - Drag the of the select box to adjust the size.
- 2 Select the area and choose from / / options.
  - The product must be connected to a network to use the email or print option.



### Editing pen and brush content

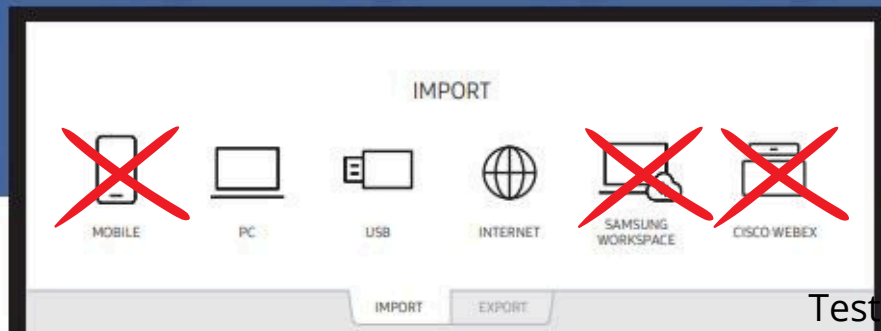
- The changes apply to pen and brush content only.
- 1 Tap in the screen bottom. A select box appears on the screen.
    - Drag the of the select box to adjust the size.
  - 2 Tap to enable editing for the selected area.
  - 3 Move, rotate or resize the selected area and tap .
  - Tap to abort the changes.

# Chapter 04

## IMPORT

You can view the screen of a mobile device or PC connected to the product, or import data such as images from a connected USB or network drive.

- Touch **IMPORT** at the top of the screen to select the desired device.



Testo del paragrafo

| Icons | Description   |
|-------|---|
|       | Displays the screen of a mobile device by using Smart View or Screen Mirroring function. <b>Not available</b>   |
|       | Displays your PC screen imported using HDMI, DP (Supported models: WM85R), OPS (Supported models: WM85R) connection or Wireless Display.  |
|       | Import videos, images, native FLIP files, or document files from a USB device.  |
|       | Connect the network to access the internet from the product like accessing the Internet from a computer.  |
|       | Access to remote PC and your work resources with this function. <b>Not available</b>  |
|       | When you connect the WebEx Room Kit Mini for the first time, select <b>IMPORT</b> → <b>PC</b> → <b>HDMI</b> to generate the icon. When you tap the icon, it is switched to CISCO WebEx mode. <b>Not available</b> |

- ✎ The native FLIP format (.iwb) refers to files that are directly saved from the device and only supported by FLIP devices.
- ✎ Supported video file formats: avi, mkv, asf, wmv, .mp4, mov, 3gp, vro, mpg, mpeg, ts, tp, trp, flv, vob, svi, m2ts, mts, .webm, .rmvb
- ✎ Supportable image file formats: JPG, BMP, PNG, MPO
- ✎ Supported document file formats: DOC, PPT, PDF, XLS, XLSX

## Connecting to a PC

IMPORT → PC

WM55R / WM65R



HDMI 3 is available when the product is equipped with a tray (optional purchase).

WM85R



## Connecting using a cable

Connecting parts may differ in depending on the model.

- 1 Connect the product to the PC using an HDMI, DP (Supported models: WM85R) cable.
  - HDCP contents will not show on the screen if **PIP Capture** is set to **On**.
  - When the screen is black, turn off **PIP Capture** because some graphic cards can support HDCP automatically.

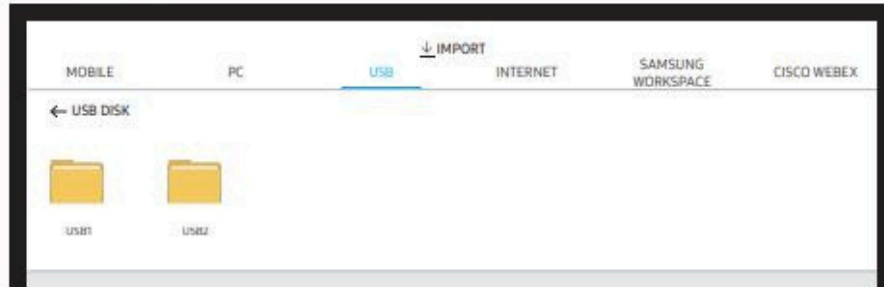


- 2 Select **IMPORT** → **PC** → **HDMI, DisplayPort** (Supported models: WM85R) from the top of the screen.
- 3 To control the PC from the product screen, connect the supplied USB cable to the **TOUCH OUT** port on the product.
  - If used in a multi-screen setup, make sure you have configured **FLIP** as the main display.



## Importing from a USB Device

### IMPORT → USB



Connect an external HDD or a USB storage device.

 Import videos, images, native FLIP files (.iwb), or document files.

## Connecting to Internet

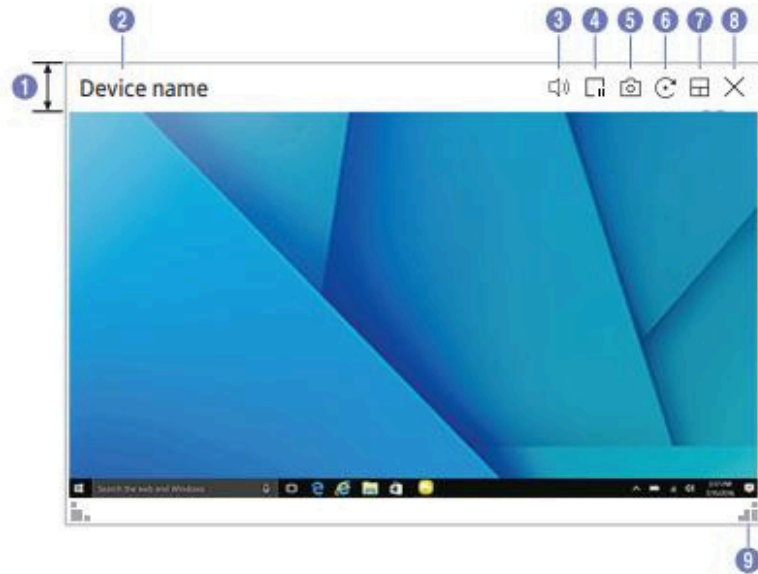
### IMPORT → INTERNET

Connect the network to access the Internet from the product like accessing the Internet from a computer.

Capture, reposition, or see the browser window in full screen view.













 A specific page may not appear or work due to compatibility issues.

## Source Window

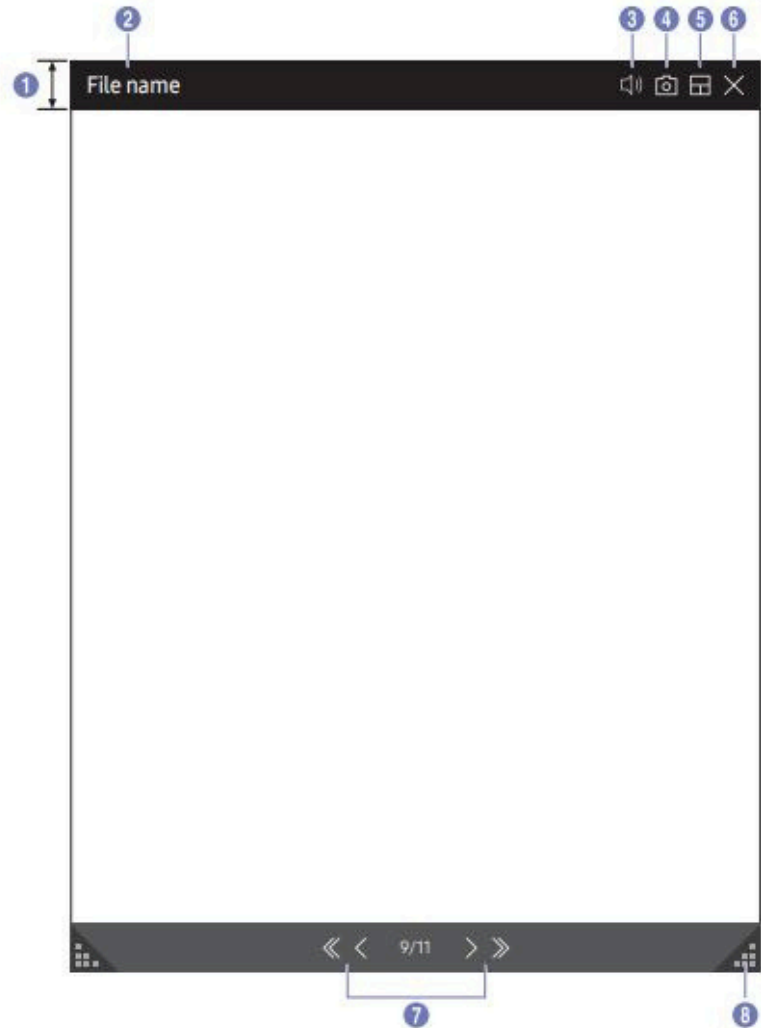


Available functions may differ depending on the PIP setting.

When you connect a PC or a mobile device to the product, the source window appears.

| Parts   | Description  |
|---|--|
| 1 Menu bar  | Drag the source window to move to the desired position.  |
| 2 Device name   | Displays the name of the connected device.   |
| 3    | Adjust the volume.   |
| 4    | Pause the input screen display.  |
| 5    | Capture the source window.<br>This feature is not available when <b>PIP Capture</b> is set to <b>Off</b> .   |
| 6    | Rotate the source window.<br>This function is supported only on Android 8.0 Oreo version or later of Samsung mobile devices.   |
| 7   | Change the input screen position or view it on full screen.<br><ul style="list-style-type: none"> <li> /  /  /  / </li> </ul> When the product is in portrait orientation, the full screen mode is supported only on the Android 8.0 Oreo version or later of Samsung mobile devices.<br>The icon images are for position reference only. The size of the screen may differ from what is shown. |
| 8  | Close the viewer.  |
| 9  | Adjust the size of the source window.  |

## Document view



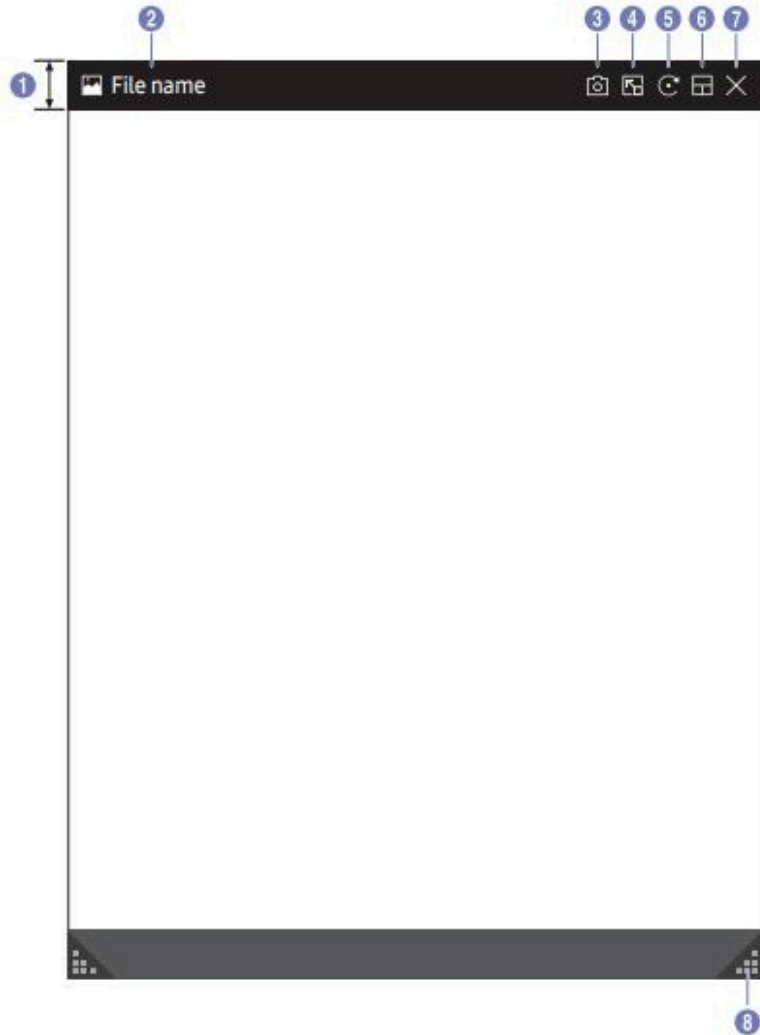
Displays the document file you select to import from a USB device or network drive.

Supported document file formats: DOC, PPT, PDF, XLS, XLSX









| Parts     | Description   |
|-----------|---|
| Menu bar  | Drag the menu bar to move the viewer around.  |
| File name | Name of the currently viewing file.   |
|           | Adjust the volume.  |
|           | Capture the viewer screen.  |
|           | Change the input screen position or view it on full screen.<br><ul style="list-style-type: none"> <li></li> </ul> |
|           | Close the viewer.   |
|           | Tap  to move between pages.   |
|           | Adjust size of the viewer.  |

Available functions may differ depending on the PIP setting.

## Image view



Select the file to import from the USB device or network drive.

| Parts   | Description   |
|---|---|
| 1 Menu bar  | Drag the menu bar to move the viewer around.  |
| 2 File name   | Name of the currently viewing file.   |
| 3  | Capture the image viewer screen.  |
| 4  | Tap  to paste the image to the roll.   |
| 5  | Rotate the image.   |
| 6  | Change the input screen position or view it on full screen. <ul style="list-style-type: none"><li></li></ul> |
| 7  | Close the viewer.   |
| 8  | Adjust size of the viewer.  |















## Video view



Available functions may differ depending on the PIP setting.

Select the video file to import from a USB or network device and display.

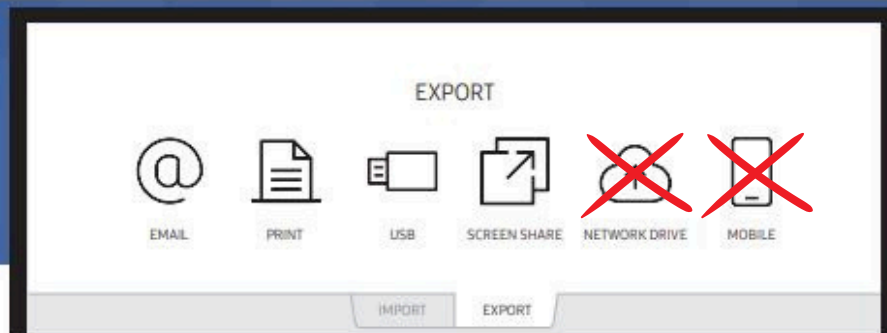
Supported video file formats: avi, mkv, asf, wmv, .mp4, mov, 3gp, vro, mpg, mpeg, ts, tp, trp, flv, vob, svi, m2ts, mts, .webm, .rmvb







| Parts  | Description  |
|--|--|
| 1     | Menu bar<br>Drag the menu bar to move the viewer around.   |
| 2     | File name<br>Name of the currently viewing file.   |
| 3    | Adjust the volume.   |
| 4    | Rotate the video screen.   |
| 5    | Change the input screen position or view it on full screen.<br><ul style="list-style-type: none"> <li> /  /  /  / </li> </ul> |
| 6    | Close the viewer.  |
| 7    | Play or pause the video.   |
| 8   | Playback slider and time details<br>Navigate through the video and view time details for the file.   |
| 9  | Adjust size of the viewer.   |

# Chapter 05

## EXPORT

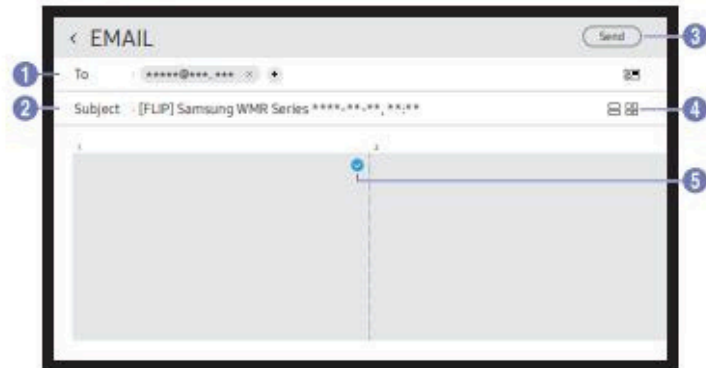
You can export your created rolls in various ways.



| Icons   | Description  |
|---|--|
|    | Send your created rolls via email.   |
|    | Print your created rolls.  |
|    | Export your created rolls to a connected USB device.   |
|    | Share your screen with selected devices.   |
|   | Export your created rolls to a registered and connected network drive.<br><b>Not available</b> |
|  | Send the roll to a mobile device.<br><b>Not available</b>                                      |

# Sending Email

EXPORT → EMAIL



To send your created rolls via email, first register your email account.

You can register your email account at **SETTINGS** → **Connect** → **Advanced Settings** → **Email**.

If you set **Sender Authentication** to **Personal Account** or **Personal (LDAP) Account** at **SETTINGS** → **Connect** → **Advanced Settings** → **Email**, you must authenticate your account each time you send an email. See below.

- You can send emails when **Sender Authentication** is set to **Personal Account** as long as you have an account on that mail server (**SMTP Server Name** and **SMTP Port Number**).

Note that it requires the sender to provide the SMTP account ID and password, as well as the sender address for every email.

- If you set **Sender Authentication** to **Default Account**, you can use the SMTP ID and password you saved to **Default Account** to send emails. (The sender address is usually identical to the SMTP ID, with some exceptions depending on the SMTP server.)
- For the SMTP information required to register a mail server, contact your mail server administrator.
- If **Sender Authentication** is set to **Personal (LDAP) Account**, use the same account and password as in your **LDAP** account.

Files saved as dedicated files are converted to PDF files and sent.

| Parts     | Description   |
|-----------|---|
| 1 To      | <p>Enter the recipient's email address.</p> <ul style="list-style-type: none"> <li>• Press <b>+</b> and type text by using the virtual keyboard. <ul style="list-style-type: none"> <li>✎ Press <b>⌘</b> on the virtual keyboard to enter text by handwriting.</li> <li>✎ Search recipient in <b>Local Address Book</b> or <b>LDAP</b> server.</li> </ul> </li> <li>✎ Equip the product with a tray (optional purchase) to automatically enter the address by tagging an NFC card or sticker containing the information. <ul style="list-style-type: none"> <li>- WM55R / WM65R model only.</li> <li>- <b>Ⓜ</b>: Explains where to tag the NFC card.</li> <li>- Using the NFC Writing App in mobile device or PC, etc, register an email address with the NDEF Standard &lt;Text&gt; Record Type to an NFC Forum Type 2 Card sold on the market.</li> </ul> </li> </ul> |
| 2 Subject | The email subject is automatically set to the device name and the current date.   |
| 3 Send    | Send the email.   |
| 4         | Change the page view mode for the roll to send.   |
| 5         | Select the pages to send.   |

---

## Printing

To print, you must set up the **Print Server** and the **Clock Set**.

To set up the **Print Server**, the product and the printer you want and your PC must be connected to the same network.

**Flip Printing Software** must be also installed on the PC connected.

- ✎ For information about how to connect to a network, see '[Connecting to a network](#)'.
- ✎ You can set up the **Print Server** at ☰ → **SETTINGS** → **Connect** → **Advanced Settings** → **Print Server**.
- ✎ You can set **Clock Set** at ☰ → **SETTINGS** → **System** → **Time** → **Clock Set**.
- ✎ The Flip Printing Software is available on the website
  - <http://displaysolutions.samsung.com>
  - <http://www.samsung.com>
- ✎ Devices that transfer files, such as virtual printers (PDF, XPS, One note, etc.) or fax machines, are not supported, but only printers that can print actual paper are supported.
- ✎ For print paper size, only A4 is supported.

## Installing Flip Printing Software

Follow the onscreen instructions to install **Flip Printing Software**.

- ✎ The installation takes about 10 minutes, and the time taken may vary depending on your PC environment.

### PC installation requirements

- Supported operating systems:  
Windows 7(32/64 bit), Windows 10(32/64 bit), MAC
  - ✎ When installing the software, make sure that critical Windows updates are already installed. Update Windows to the latest version before beginning the setup.
  - ✎ For Windows 7, make sure that Service Pack1 is already installed.

## Setting up the printer

After the **Flip Printing Software** is installed, make the following settings on the product onscreen menu.

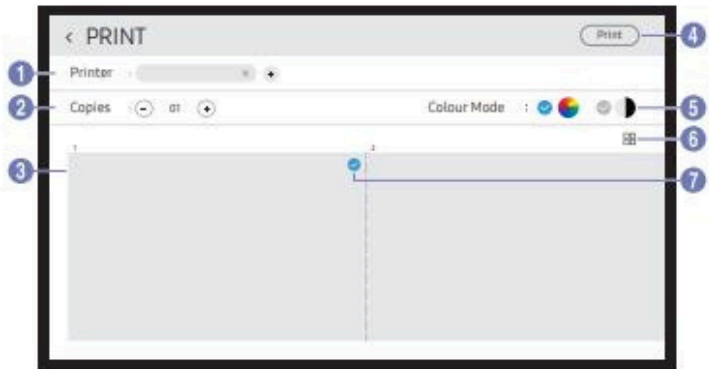
### Setting up automatically




- 1 Select ☰ → **SETTINGS** → **Connect** → **Advanced Settings** menu.
- 2 Select **Print Server** → **Connect to Server** → **Auto**.

### Setting up manually

- 1 Select ☰ → **SETTINGS** → **Connect** → **Advanced Settings** menu.
- 2 Select **Print Server** → **Connect to Server** → **Manual**, and then enter the **Server IP** address of the PC where Flip Printing Software is installed.

## EXPORT → PRINT

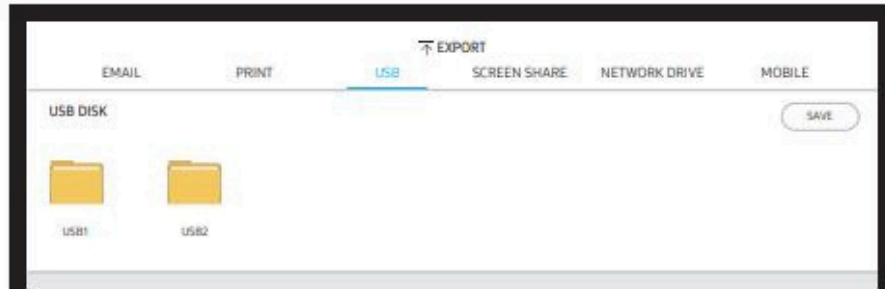


| Parts  | Description   |
|--|---|
| 1 Printer  | Displays a list of connected printers. Select a printer to print the roll with. |
| 2 Copies   | Set the number of prints.   |
| 3 Print preview area   | Preview the roll to print.  |
| 4 Print  | Start the printing.   |
| 5 Colour Mode  | Select the colour to print the roll with.                                       |
| 6  /  | Change the page view mode of the roll to print.                                 |
| 7    | Select the pages to print.  |

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## Exporting to a USB Device

EXPORT → USB



Connect an external HDD or a USB storage device.

 Your device saves files in two versions (IWB and PDF formats).

# Sharing your screen

EXPORT → SCREEN SHARE



Share your screen with selected devices.

## Connecting with HDMI cables

- 1 Use an HDMI cable to connect the **SCREEN SHARE** port to the external display.
- 2 From the top of the screen, select **EXPORT** → **SCREEN SHARE** → **Wired**.
  - ✎ WM55R / WM65R: If the PC is connected to the HDMI IN 3 port on a tray (optional purchase) without setting it, the PC screen is shared on the display instead.
  - ✎ WM85R: If the PC is connected to the HDMI IN 2 port on a tray without setting it, the PC screen is shared on the display instead.
- 3 The screen is shared on the display.

- ✎ This option supports UHD (50 Hz / 60 Hz) and FHD (50 Hz / 60 Hz) only.
- ✎ Some devices may not support 50 Hz depending on the connected external display.
- ✎ The screen may blink once or twice upon when connecting for the first time or when there is a change in the WMR product or source state.
- ✎ When any device does not work, change the screen resolution for **SCREEN SHARE**. (⊖) → **SETTINGS** → **Picture** → **Screen Share (Wired) Resolution**
- ✎ If the UHD or FHD1 output is not available for the external device due to compatibility, set **Screen Share (Wired) Resolution** to **FHD2**.
- ✎ **SCREEN SHARE** connecting with HDMI cables is optimized for direct connection with Samsung display product.

## Connecting wirelessly

From the top of the screen, select **EXPORT** → **SCREEN SHARE** → **Wireless** and then the device to share the screen with.

- ✎ **SCREEN SHARE** feature works best when using FLIP in landscape orientation.
- ✎ Devices must support receiving Screen Mirroring to project the shared screen using **SCREEN SHARE**.

| Buttons              | Description                              |
|----------------------|--|
| <b>Change Device</b> | Change devices to share the screen with. |
| <b>Disconnect</b>    | Stop sharing.                            |

## How to connect via Apple AirPlay

- ✎ It is only available when you agree to the terms and conditions.
- Connect your FLIP and your iPhone, iPad or Mac to the same AP.

# Chapter 07


## Troubleshooting Guide

### Problems and Solutions

✎ Test your product as follows before calling Samsung Customer Service Centre. If the problem persists, contact Samsung Customer Service Centre.

✎ If the product is not turned on or off when you operate the buttons of the product, you can turn it on or off with the Samsung remote control or Samsung remote control application.

| Source window (HDMI) issue  |  |
|---|--|
| Blank spaces are found on all four sides of the screen when an HDMI cable is connected to the product and PC. | The blank spaces found on the screen have nothing to do with the product.  |
|   | Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI settings for the graphics card.   |
|   | If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version.<br>(Please contact the graphics card or computer manufacturer for further details about how to adjust the screen settings.) |
| The images on the screen look distorted.  | Check the connected cable. Compatibility is not guaranteed if you use a cable that has not been supplied by Samsung.   |
| The screen is not clear. The screen is blurry.  | Set the resolution and frequency to the recommended level.   |
| The screen appears unstable and shaky.  | Check that the resolution and frequency of the PC and graphics card are set within a range compatible with the product. Then, change the screen settings if required by referring to 'Preset Timing Modes'.  |
| There are shadows or ghost images left on the screen.   |  |

| Source window (HDMI) issue                     |   |
|--|---|
| White does not really look white.              | Go to <b>Picture</b> and adjust the <b>White Balance</b> settings.  |
| The product will turn off automatically.       | Make sure the power cable is connected properly to the product and power outlet.  |
| The screen display does not look normal.       | Encoded video content may cause the display to appear corrupted in scenes featuring fast moving objects such as in a sports event or action video.  |
|  | Low signal level or low picture quality may cause the display to appear corrupted. This does not mean the product is defective.   |
|  | A mobile device within a distance of one-meter radius may cause static on analogue and digital products.  |
| The brightness and colour do not look normal.  | From the menu, select  → <b>SETTINGS</b> → <b>Support</b> → <b>Reset All</b> to try resetting the screen.                              |
| The display looks unstable and then freezes.   | The screen may freeze when a resolution other than the recommended resolution is used or if the signal is not stable. To resolve the issue, change the PC resolution to the recommended resolution.                       |
| The screen cannot be displayed in full screen. | If the source window is set to full screen mode while in portrait orientation, a black bar appears at both the top and bottom.<br>Change to landscape orientation, and then switch the Source window to full screen mode. |

| Sound issue                                      |   |
|--|---|
| There is no sound.                               | Check the volume.   |
| The volume is too low.                           | Adjust the volume.  |
|  | If the volume is still low after turning it up to the maximum level, adjust the volume on your PC sound card or software programme.   |
| Video is available but there is no sound.        | If an HDMI cable or a DP cable is connected, check the audio output settings on the PC.   |
|  | If a source device is used <ul style="list-style-type: none"> <li>Check the audio output settings for the source device.<br/>(For example, if your monitor is connected to HDMI, you may need to change the audio option of your video output device to HDMI.)</li> </ul> |
|  | Reconnect the power cable to the device and then reboot the device.   |
| There is static coming from the speakers.        | Low signal level can cause corrupted sound.   |
| There is audible sound when the volume is muted. | Audio settings for main speakers are separate from the internal speakers on the product.<br>Changing or muting the volume on the product does not affect an external amplifier(decoder).  |

## Touch function issues

|  |   |
|--|---|
| The icons can be touched but the drawings cannot.                          | Use the provided product-specific pen.  |
| Touching does not work when HDMI connection is used.                       | <p>Check whether the TOUCH OUT port on the product is connected to a USB port on the PC using the supplied USB cable.</p> <ul style="list-style-type: none"><li>• WM55R / WM65R<ul style="list-style-type: none"><li>✎ HDMI IN 1 or HDMI IN 2 → TOUCH OUT on the rear of the product</li><li>✎ HDMI IN 3 → TOUCH OUT on the tray</li></ul></li><li>• WM85R<ul style="list-style-type: none"><li>✎ HDMI IN 1 or DP IN → TOUCH OUT on the rear of the product</li><li>✎ HDMI IN 2 → TOUCH OUT on the tray</li></ul></li></ul> |
| I use two pens, but they do not work well.                                 | Make sure that there is enough space between the two pens at multi-touching.  |
| There is a screen touch malfunction such as slow or inaccurate responding. | <p>Make sure that there are no foreign substances on the screen surface.</p> <p>Check whether the screen is broken.</p> <p>Make sure that the product is not exposed to direct sunlight.</p> <p>When the product is turned on after turning off, do not tap the screen because touch calibration is performed for 5 seconds.</p>  |

| Other issue   |  |
|---|--|
| The product smells like plastic.  | The plastic smell is normal and disappears over time.  |
| Small particles are found on the edges of the product.  | The particles are part of the product design. The product is not defective.  |
| When I try to change the PC resolution, a message "The defined resolution is not supported." appears. | The message "The defined resolution is not supported." appears if the input source resolution exceeds the maximum resolution of the product.<br>To resolve the issue, change the PC resolution to a resolution supported on the product. |
| There is no sound from the speakers in HDMI mode when a DVI-HDMI cable is connected.                  | DVI cables do not transmit sound data.   |
| HDMI Black Level is not functioning properly on an HDMI device with YCbCr output.                     | This function works only when the HDMI signal of the external device is RGB output.  |
| There is no sound in HDMI mode.   | Displayed picture colours may not look normal. Video or sound may not be available. This can occur if a source device that only supports an older version of the HDMI standard is connected to the product.                              |