commBOX

Do it Better

Classic S4 & S4+ Interactive User Manual

Learn more

This user manual as well as additional resources for your CommBox Interactive series are available in the Support section of our website (www.commbox.com.au/support). Please scan the QR code on the right to access these resources on your mobile device.

Important Information

This guide is a product manual for end users of the CommBox Classic S4 and S4+. Refer to the Installation and Maintenance Guide for important information about installing and maintaining the CommBox Classic S4 and S4+.

Warning

- Only use the supplied power cable and rated voltage for the CommBox Classic S4. A three- pronged power cord is included.
- Do not open the inside or disassemble the CommBox. You risk electrical shock from high voltage.
- Opening the casing voids warranty.
- Ensure all users are always firmly standing on the ground when using the CommBox.
- To reduce the risk of fire or electrical shock, do not expose the CommBox to rain, moisture, or excessive direct sunlight.
- Do not insert objects inside the cabinet ventilation holes.
- Do not place heavy objects on the power cable. Damage to the power cable could cause electric shock, fire or product damage which are not covered by the warranty.
- CommBox Warranty Documentation
- Do not leave the CommBox in a horizontal position for extended periods of time, this will damage the LCD.
- The CommBox Classic S4 and S4+ is not warranted to run 24x7. The screen needs to be in power off or stand by mode for 8 hours per day.
- If the glass is broken, do not touch the glass or liquid crystals. To prevent injury, handle glass fragments with care when disposing of them.
- Switch off the power at the wall outlet and seek assistance from the CommBox support team if any of the following occur:
    - The power cable or plug is damaged
    - Liquid is spilled on the CommBox
    - Objects fall onto the CommBox
    - The CommBox is dropped
    - Structural damage, such as cracking, occurs
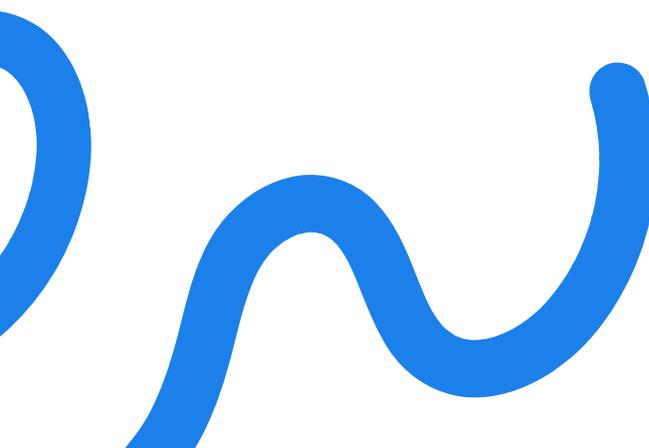   - The CommBox behaves unexpectedly when you follow operating instructions.

In this document we refer to the S4 and we take it mean S4 and S4+ interchangably.

Contents

CommBox Classic S4 Interactive User Manual

Chapter 1: Welcome

About this guide

This chapter welcomes you to the CommBox Interactive Classic S4. This guide explains how best to use the CommBox Classic S4. For documentation on the how to install and maintain the CommBox Classic S4 please visit the Installation and Maintenance Guide

About the CommBox

The CommBox Classic S4 is a feature rich interactive display with everything you need to aid you in a classroom or meeting room setting.
The CommBox includes a comprehensive set of features.

Touch

You can touch the screen and use it the same as a tablet or phone. You can tap the screen to open apps, use the browser and write on the built-in whiteboard.

You can use an array of gestures within applications including swiping, pinching, rotating, dragging and zooming in and out.

You can touch the screen using your finger, eraser or the two stylus pens that are included with the screen.

You can use the eraser or any flat surface, like the palm of your hand, to erase anything on the screen.

Display Screen

The CommBox Classic S4 has a 4K ultra high-definition LED screen for optimal image quality and viewing angles.

The Display size varies by model:

CBIC55S4	55" Display
CBIC65S4	65" Display
CBIC75S4	75" Display
CBIC86S4	86" Display
CBIC98S4	98" Display

Mounting Hardware

The CommBox comes with a wall bracket already mounted to the back of the screen, this bracket is used for wall mounting, all AV furniture such as a trolley include their own mounting apparatus. For documentation on the how to install and maintain the CommBox please visit the Installation and Maintenance Guide.

You can also use any VESA compliant wall mount to mount the CommBox on a wall or a stand, with the 55" at 200mm x 400mm being the smallest bracket. Check out this link for a complete list of mounting specifications.

Power

There is a power button on the front of the screen to send it to sleep and with a long press to the screen on and off. There is also a power switch at the bottom of the screen at the back to turn the main power on and off.

There is a power indicator light on the front of the CommBox, and it indicates the power status:

Power button	CommBox Status
Off	Not receiving power
Red (solid)	Standby mode
Red (flashing)	Shutting down
White	Normal operating mode

Front input panel

The front input panel provides inputs to connect other devices to the CommBox. The CommBox Classic S4 has the following front inputs:

- USB-C – for display, audio, touch input, media, and charging [Thunderbolt 3.1, USB 3, 4k @60Hz]
- HDMI – display and audio for devices with an HDMI port [4k @60Hz]
- Touch – for enabling touch to pass between a device (like a laptop) and the CommBox, as well as media and external devices such as a camera [USB 2.0]
- USB – for a USB device such as a camera, mouse & keyboard, or USB stick
- USB - for a USB device such as a camera, mouse & keyboard, or USB stick

For more information refer to Chapter 6.

Remote control and infrared sensor

You can use the remote control to turn the CommBox on and off, adjust CommBox settings and quickly open applications.

The CommBox's infrared sensor is on the bottom left corner of the bezel.

For more information refer to Using the remote control.

Ambient light sensor

The CommBox has a light sensor that will detect the amount of light in the room and automatically adjust the brightness of the screen for optimal viewing of content.

You can turn off the ambient light sensor by swiping up from the menu, selecting screen followed by auto backlight.

Writing, drawing, and erasing

The CommBox comes with two stylus pens you can use to write and draw on the CommBox. Each end of the pen can be assigned to write or draw in a different colour. You can erase the digital link by moving your flat palm over the digital ink or using the physical eraser that comes in the accessory box with the CommBox.

With smart object awareness, the CommBox responds automatically to the tool or object you are using, whether it is finger, stylus, or palm.
For more information watch our video here

Audio

The CommBox includes two 16W integrated front facing speakers, which are designed to provide sound at the front of the room. There is also a SPDIF and 3.5mm audio out jack.

Network Connections

The CommBox requires an internet connection for downloading software and firmware updates.

You can connect the CommBox to the internet using Wi-Fi, Ethernet cable or tethering to a hotspot from your mobile device. Ethernet is recommended for long term network connectivity.

You can connect the CommBox to a network using Wi-Fi or Ethernet cable.
- The Wi-Fi module is removable and supports both 2.4 and 5GHz bands.
- The two RJ45 ports allow you to connect the CommBox to the network and act as a switch that passes network connection through to other devices.

Room computers and guest laptops

You can connect room computers and laptops to the CommBox and view and interact with them.
The CommBox comes with CommBox Connect software that enables you to connect your computers too.

For more information refer to CommBox Connect.

CommBox OS

CommBox OS is the Android operating system (software) built into the CommBox. CommBox OS includes a suite of apps that give you all the features and functionality you need to do what you do, even better.
The tools include:
- Chrome browser for viewing website content
- CommBox store for downloading CommBox and other apps
- Built in help app
- CommBox tools like clock, spinner, scoreboard and more
- CommBox Manage is preinstalled with a 7-year license enabling you to manage your fleet remotely

OPS Slot-in PC Slot

A Slot-In Windows PC (OPS) with Windows installed can be purchased for an additional cost from authorised resellers. Installing an OPS Slot-in PC into the CommBox will give you access to Windows (Windows license not included).

Note: Do not remove the OPS PC or other devices from the accessories slot while they are turned on.

For more information refer to OPS Module on the next page.

Identifying your specific model

CommBox offers several models of the CommBox Classic. There are two ways to help you identify which model you are using:

1. See the label on the side of the screen or go to the CommBox open the side menu, open settings, tap about and see the serial number.
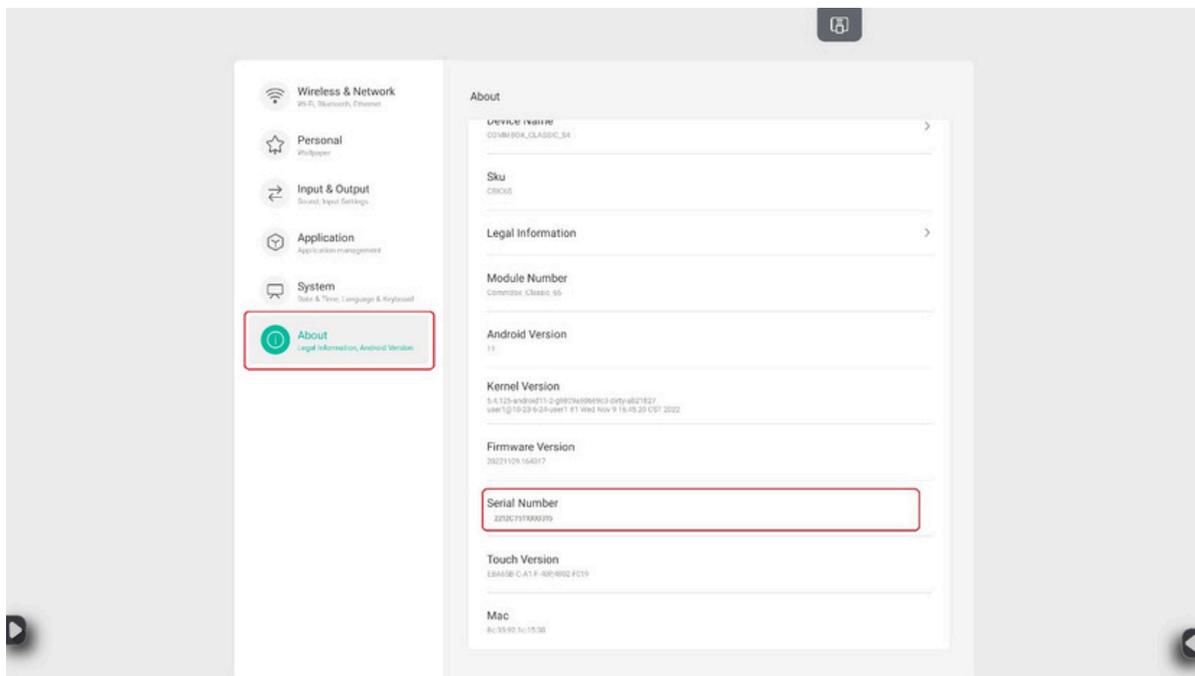
Accessories

Accessories for the CommBox include:
- Wi-Fi module
- Wall bracket
- Remote
- 2 AAA Batteries
- 2 stylus pens
- Eraser
- 3m HDMI cable
- 3m USB touch cable
- 3m USB-C cable

The following additional accessories can be purchased from a CommBox authorised reseller:

- OPS module
- AV Furniture
- Sound Bar
- CommBox Signage
- Addition Cables
- Additional Stylus
- Additional Eraser
- Additional Remote
- Additional Wall bracket

OPS Slot-in PC Module

The CommBox Open Pluggable Specification (OPS) Slot-in PC module provides a simple and easy way to enjoy the benefits of Windows with your CommBox Classic S4. The CommBox OPS modules come with Intel Core processors and are designed to work with the CommBox Classic S4 CommBox.

Install the OPS by removing the dust guard with a Phillips head screwdriver, slotting it into the OPS

slot and enjoy a 4K Windows experience. Once installed, you can download all the Windows applications you already use and access them from the CommBox Classic S4.

AV Furniture

CommBox has a complete range of AV Furniture. Every school and business are different. You may need to move your CommBox from room to room. You may want your students to access the screen which means you need a motorised stand. CommBox has a flexible range to accommodation your needs.

Our AV Furniture range includes:

- Motorised stand
- Fixed height adjustable stands
- In-wall brackets
- And more

To see the complete range visit: www.commbox.com.au/products.

Sound Bar

The CommBox Premium Sound Bar is an active sound bar with high fidelity audio, reinforced by Maxx Bass Technology and is the ideal audio accessory for CommBox Classic S4. The Sound Bar is recommended if you have a larger room and want room filling sound.

VC Cameras

BodyCommBox and CommBox partners like Jabra, Poly, Logitech and Neat have a range of VC cameras and systems that work seamlessly with the CommBox Classic S4 screen.

More information

CommBox provides extensive support online. Our online support includes our knowledge base, online training courses and the option to book virtual training. Please visit www.commbox.com.au/training/ for more information.

Chapter 2: Getting started

CommBox has created a get started wizard to help you set up your CommBox Classic S4 CommBox. Note that this may have already been completed for you by the installer at the time of installation. If so, please proceed to the next chapter where we show you how to use the basic features of the CommBox Classic S4.

For the remainder of this section, we are assuming that the CommBox Classic S4 has been installed correctly and is now connected to power.

Note: Please ensure that the Wi-Fi module is installed before turning on the CommBox. The Wi-Fi module comes in the accessories bag and mounts at the bottom of the Classic S4, you will need a Phillips head screwdriver to remove the dust cover. The Wi-Fi module is required for screensharing and internet connectivity if Ethernet is not available.
For more information see the CommBox installation and maintenance guide here.

Turn on the CommBox

Once the CommBox is connected to a power point, there is a power switch at the back of the screen behind the front inputs. Turn this on [the 1 position] and the CommBox will boot.
Note: The position on of this button may vary depending on the size of your S4 CommBox, it will be located very close to the power cable.

Getting Started Wizard

After the CommBox has booted, you will immediately be taken to the Getting Started Wizard. This wizard will step through the basic configuration requirements for the CommBox Classic S4.

Set your language
Select what is best for you.

Set the date and time
The date and time effects when your screen is scheduled to power on and off, receive updates and interface with websites.

Connect to a network

Ensure you know your Wi-Fi name and password for a quick set up.

Add a device name
Name your CommBox something you won't forget such as room or class name to all to avoid any confusion. This is the name you will select when casting to the screen using CommBox Connect or MiraCast.

Choose your style
Select which default wallpaper you would like to use; you can change this later to your very own image.

Your device is all set up. You are now ready to use the CommBox Classic S4.

Chapter 3: Using basic features of the CommBox Classic S4 and CommBox OS

Waking up your CommBox and putting it in standby

If the CommBox is in Standby mode, you can wake the CommBox by pressing the **Power** button on the front of the CommBox or remote control.

If the CommBox is set to another input like HDMI input, the CommBox will wake automatically when the device connected wakes.

To return the CommBox to Standby mode, quick press the Power button on the front of the CommBox or remote control.

Note: you can set advanced power saving settings in device settings, which define when the screen will power off when inactive. For more information refer to Chapter 7.

Using the front buttons and inputs

The CommBox Classic S4 has a power button on the front of the screen, to turn the CommBox on and off.

Note: If you have used a CommBox V3, the volume, settings and back buttons are now also available on the screen in the side-menu and control bar.

You can plug devices into the front inputs
- USB-C – for CommBox, audio, touch input, media and charging [Thunderbolt 3.1, USB 3, 4k
- @60Hz]
- HDMI – for CommBox and audio for devices with an HDMI port [4k @60Hz]
- Touch – for enabling touch to pass between a device (like a laptop) and the CommBox, as
- well as media and external devices such as a camera [USB 3.0]
- USB – for a USB device such as a camera, mouse & keyboard or USB stick
- USB - for a USB device such as a camera, mouse & keyboard or USB stick

You can also plug devices into the back inputs. The CommBox Classic S4 has the following back inputs.
- LAN x2 – The Classic S4 has an internal network switch that will pass network through
- USB 3.0 x2 – for USB storage & cameras
- USB 2.0 Type-B Touch
- HDMI 1 – supports 4K @60Hz
- HDMI 2 - supports 4K @60Hz
- HDMI out - supports 4K @60Hz
- USB 2.0 - for wireless mouse & keyboard
- VGA – supports 1080p FHD
- SPDIF – digital optical audio out
- AUDIO IN – to supply audio for the VGA input 3.5mm
- AUDIO OUT – 3.5mm stereo output
- RS232 – DB9 connector for control

Depending on the input, when you plug in the device, the screen will automatically switch to that input and the content will be visible on the CommBox. For example, when you connect an Apple TV via HDMI to the CommBox, then the Apple TV home screen will be visible.
In the case of a USB thumb drive, you can access the files two ways:

1. Click on the USB indicator at the top of screen

2. Open the Files app and go to the USB drive to access the files.

Switching between inputs

There are two ways you can switch between the devices you have connected to inputs:

1. Launcher

2. Inputs

Using the remote control

Use the remote control to turn the CommBox on or off, change the input source, control the volume, and more. You can also use the remote control to open the on-screen menus and change the CommBox's settings. You cannot take a screenshot using the remote control.

Note:
- For best result point the remote at the remote receiver on the bottom right of the screen
- Keep the remote control away from liquids. If it gets wet, wipe it dry immediately.
- Do not expose the remote control to heat or steam.
- Do not open any part of the remote control other than the battery compartment.

The image and table below will list the remote control's key functions
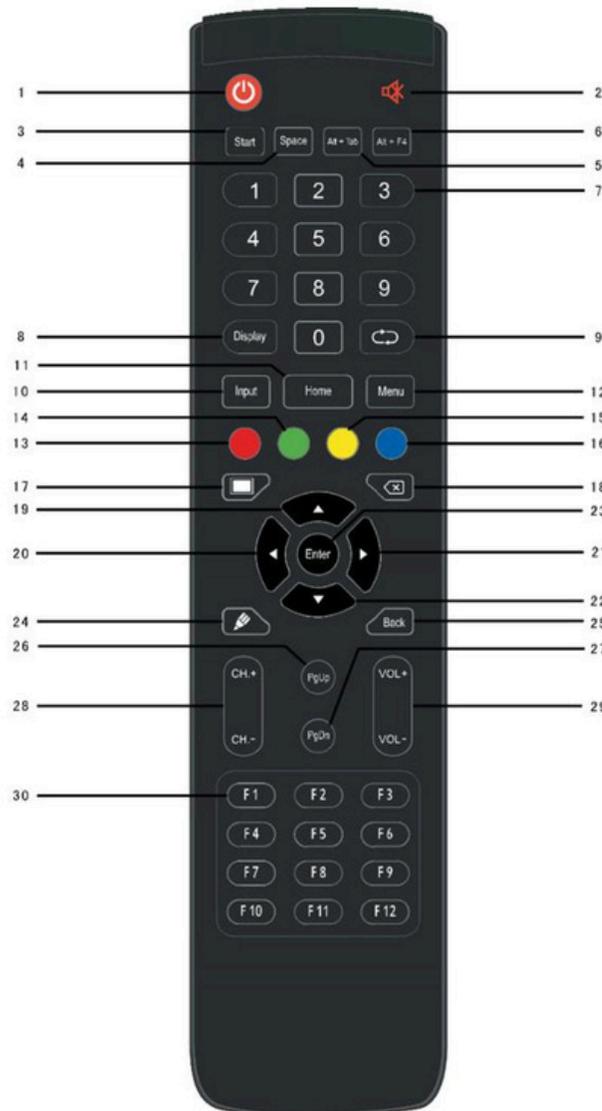
Number	Item	Function description
1	Power	Power on, off or standby the CommBox
2	Mute	Mute on/off
3	Start	Built-in computer Windows key
4	Space	Built-in computer Space key
5	Alt + Tab	Built-in computer space bar Alt + Tab
6	Alt + F4	Built-in computer program window close button
7	Numeric keys	Numeric input keys
8	Display	Display channel information
9		Non-function

10	Input	Input signal source selection key, choose different sources according to need
11	Home	Android system main screen button
12	Menu	Setting menu button, press this button to pop up
13	Red	Lock and unlock the touch function, the screen menu (except the input function of the remote) and the front button
14	Green	Lock and unlock front key
15	Yellow	Call up the clock
16	Blue	Freeze and zoom
17	■	One key for blank screen
18	⌫	Backspace key
19	▲	Direction key, press this button for upwards selection
20	◀	Direction key, press this button for left selection
21	▶	Direction key, press this button for right selection
22	▼	Direction key, press this button for downwards selection
23	Enter	Confirmation key, press this key to confirm selection state
24	✎	Open Whiteboard
25	Back	Return key
26	PgUp	Built-in computer page (previous page)
27	PgDn	Built-in computer page (next page)
28	CH.+ \ CH.-	Non-function
29	VOL+ \ VOL-	Volume switch key
30	F1-F12	Built-in computer F1-F12 function keys

Note: All computer-related function keys are not available without a built-in computer

Using the CommBox Home screen

The CommBox OS home screen is the heart of the CommBox Classic S4. The CommBox OS home screen is completely customisable. You can drag your own shortcuts to apps, tools, and web links onto the home screen. The home screen has four components:

1. Top tool bar
2. Home screen widget
3. Shortcut drop zone
4. Swipe up menu

Top tool bar

The top tools bar shows you the day and time as well as the connection indicators. To change the date and time go to the Settings app. The connection indicators provide information about the CommBox's network connection and hotspot status as well as if any USB devices are connected.

Icon	Notes
	Shows if the CommBox is connected to the internet via Wi-Fi and the signal strength

	Indicates the CommBox is connected to the internet via wired ethernet
	Indicates the CommBox is not connect to the internet via wired ethernet
	Indicates the CommBox's hotspot feature is enabled
	Indicates a USB media device is connected to the CommBox

Home screen widget

By default, the home screen has widgets that contains icons for the main features available on the CommBox Classic S4 CommBox. These main features include:

1. Browser
2. Whiteboard
3. Screensharing
4. Store
5. Help
6. Files

Browser

Open the Chrome browser to view websites on the CommBox.

Whiteboard

Open the CommBox whiteboard application, where you can draw, insert images, change backgrounds, and write.
For more information check out this video

Screensharing

Open the CommBox's screensharing application, CommBox Connect, which allows you to connect your personal device wirelessly to the screen.
For more information check out this video

Store

Open the Store to see the list of apps that can be installed on the CommBox Classic S4.
The store includes apps developed by CommBox but also other app developers like Vivi, Clickview, ABC and more.

Help

Open the Help app to get assistance using the CommBox Classic S4. The Help app has an online and offline mode so that you can access help no matter your internet connection.

Files

Open the files app to navigate through files saved on your CommBox or a USB stick.

Using the side-menus and launcher

The side-menus are always visible at the edge of both sides of the screen and are the main way you navigate through the screen. The side menus are visible no matter the input you are on.
To open the side-menu, tap on the side-menu handles on either side the screen.

No.	Command	Function	Notes
1	Help	Opens the Help app with video and user guides to help you get the most out of the CommBox Classic S4	The apps works online and offline.
2	Navigation	This is the locked down part of the side-menu that helps you navigate around the screen	This tab is a subtitle and is not interactive
3	Home	Returns you to the Android Home screen	Home button just like on your phone
4	Back	Takes you back to the last Android action you did	Back button just like on your phone

5	Launcher	Opens the launcher where you can open inputs, apps, overlay tools and web links	This is where you can drive you whole CommBox Screen from
6	My Favourites	This is the customisable part of the side-menu that allows you to choose which short-cuts you have on your side-menu	Drag any app from the launcher into there to pin it to the sidebar
7	Browser	This opens the Chrome browser	Search through the internet using google
8	Whiteboard	This opens the Whiteboard	Start a whiteboard session using the whiteboard app
9	Screensharing	This open the screensharing app	Cast to your CommBox Screen from your phone, computer or other CommBox Screen
10	Store	This opens the CommBox store	Browse through over 100 apps that you can download onto your CommBox
11	Files	This opens the Files app	Browse through downloaded documents and pictures
12	Settings	This opens the Settings app	Customise your CommBox device settings and preferences
13	+ Add	This takes you straight to the CommBox Store so you can download more apps onto your CommBox	Browse through over 100 apps that you can download onto your CommBox

Launcher

The launcher is the feature where we bring everything together that is installed on the screen so that you can access everything quickly.

The launcher has the following functionality:

No.	Command	Function	Notes
1	Search	Search for any input, app or overlay tool installed in the CommBox	Just like on your phone
2	Connected Devices	Shows all the connected devices so you can toggle between them	See below the table for more information.
3	Running Apps	Shows all the apps that open on the CommBox so you can toggle between the	See below the table for more information.
4	Overlay Tools	Shows all the Overlay Tools installed	See below the table for more information.
5	Apps	Shows all the apps installed	See below the table for more information.
6	Web links	Shows all the web links you have created	See below the table for more information.
7	Create link	Allows you to save web link as app style icons so you can access your favourite website quickly	This creates a shortcut to a website that you can save to your home screen
8	Get more	Links to the CommBox Store so you can find new apps to add to the CommBox Classic S4	For more information

Connected devices

Connected devices are devices like a laptop that you connect to you CommBox as an input like HDMI. Devices connect to the CommBox via the input ports on the front and back of the screen. This includes the OPS Slot-in PC which is also an input port. If you have connected an Apple TV, a Microsoft Teams Room device or your laptop via HMDI & USB cables, simply open the launcher and where is says 'connected devices' is where you switch over to your desired input.

The launcher will automatically show you only the connected devices and will give you a preview of the content open on that device.

Apps

Apps are programs and tools such as the whiteboard, most apps come pre-installed on your CommBox, others you can download from the CommBox Store.

The apps section of the launcher shows you all the apps that are installed on the CommBox.

Running apps

Running apps are apps that have either been pre-installed on the CommBox or have been added by
you via the CommBox Store.

You can use the launcher to see a preview of the content live on the app in the top half of the launcher. You can tap to switch between running apps.

If you want to open an app select the app in the bottom half of the Launcher.

Overlay Tools

Overlay tools are apps that CommBox develops that are designed to be used on top of any other app or input like a laptop. This means that these apps work when you are inside an app like the whiteboard, on the Windows input, or an input like Vivi. These tools work anywhere.

You can be teaching on Windows and open an overlay tool from the sidebar, like the calculator, and leverage the value of the CommBox tools while being on Windows.

You can also open the overlay tools when you are screensharing from your laptop or phone.

Web Links

A web link is just like a shortcut on your computer. If you create a web link from the launcher you can pin this to the side menu or your home screen. This means that you don't need to keep typing in your favourite websites into the browser.

When they are created, they look like an app. This is because CommBox creates an app style icon on the fly for you to use to access the web app anytime you like.

Creating web links

You can create a web link from the Launcher to act as a shortcut.
1. Select the Create Link button
2. Type in the web address for example canva.com
3. Select Populate from URL
4. Select Save
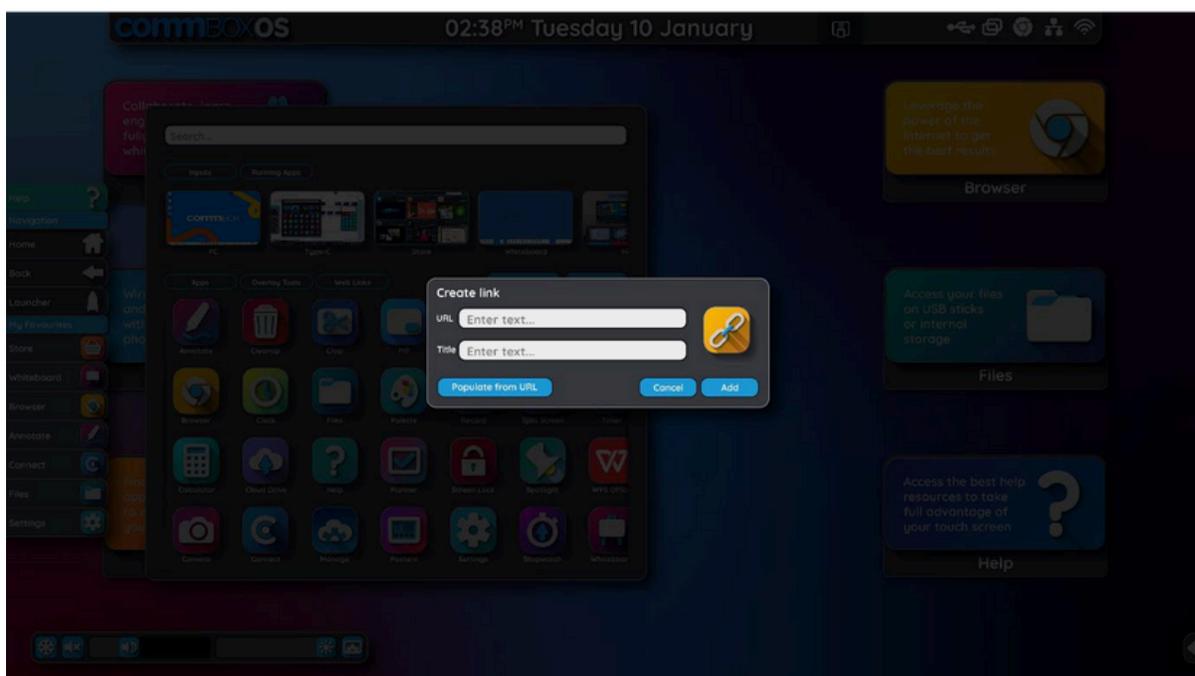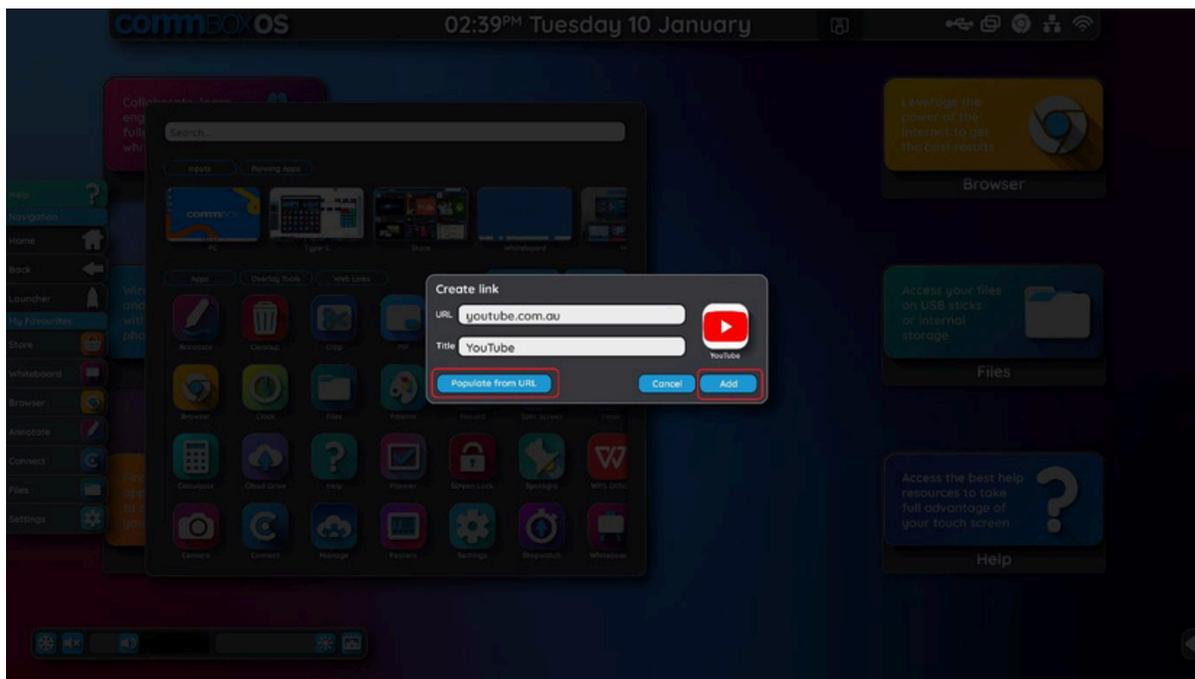
This will add the web link as an app icon on the launcher. If you select the Web Links filter in the launcher you can see all the web links, you have added.

Once a web link has been created you can drag it side-menu for quick easy access.

Customising the side menu

The tabs in the "My Favourites" section is customisable. This means that you can add and delete shortcuts to apps, tools, inputs, and websites so that the side-menu shows you items you frequently use.

'Help' and 'Navigation' cannot be customised as they are headings.

Deleting side menu items

To delete a menu item, long press and tap delete.

Add side menu items

To add an app or web link to the side-menu, open the Launcher. Find the app or web link you want to add and drag it to the side-menu. You can drop the new menu item into the last spot or drag and drop it between existing menu items.

Re-order side menu items

To re-order the apps or web links in the side-menu, long press on the menu item and drag it to the
new position. Note: If you have edited the side-menu and you would like it to return to the default layout provided
by CommBox when the screen was installed, you can either:
1. Drag them all back into their original position by referring to the image above
2. Reset the side menu app. Open settings, applications, side menu, clear cache.

Using control bar and device settings

You can control all aspects of your CommBox Classic S4 from the side-menu. At the base of the side- menu is control bar. This is the fastest and easiest way to change controls of the screen, such as volume and brightness.

Control Bar

Icon	Notes
Freeze	Freeze allows you to freeze the content on the screen from any connected device and enable you to continue using your device for other purposes while the students still see the content on the screen that you froze
Mute	Mute turns off all audio
Volume	Change the volume on the screen using the slider
Backlight	Change the brightness level using the sliders
Stand Up	Move a connected CommBox stand (such as the CommBox Cadence) up (stand must support this feature)
Stand Down	Move a connected CommBox stand down (stand must support this feature)
Device Settings	Open the device settings app to control other aspects of the screen

Device Settings- Swipe up menu

The device settings menu allows you to control the following aspects of the CommBox:

Icon/Screenshot	Notes	Options
Inputs	The inputs tab shows all the inputs on the CommBox. When the green indicator is showing in the top right that the input is active. Select the input you want to switch to. The blue highlight shows which input you are currently on. To change the input name, go to settings, Input/Output and select Input naming setting.	HDMI1 HDMI2 HMDI3 USB C Slot-in PC Port VGA
Image	You can adjust the image using the settings in the image tab. Most settings are sliders allowing you to adjust it until you are happy with the result. Image mode and colour temperature have pre-sets you can choose from.	Image Mode: • Standard • Bright • Soft • Custom Contrast Brightness Sharpness Saturation Colour Temperature: • Standard • Cold • Warm
Sound	You can adjust the sound using the settings in the sound tab.	Mode Bass

	Most settings are sliders allowing you to adjust it until you are happy with the result. Mode allows you to change the sound EQ between four pre-sets Output allows you to select which output you would like the audio sound to come out of.	Treble Balance Output: - Speaker - Line out - Mixed
Screen	Allows you to configure energy saver, blue light, VGA framing etc	- Pixel shift - Auto backlight - Eye care - Energy saver - VGA aspect - H, V, A position - Phase
Power	Configure the power settings of your screen, set timing schedules and WoL	- Boot input - Power on state - Start PC - Wake on LAN - Android power save - Power saves after time - No signal power state - Power saves after time - Schedule power on/off
Other	Configure control and signal settings for your CommBox	- HDMI CEC - Auto source change - HDMI out - Screen Control
Lock	Lock or unlock buttons and remote control	- Lock remote - Lock buttons

*N*ote: Your organisation might have elected a non-Android installation of the CommBox Classic S4. This means that you cannot access Android and need to use the CommBox Classic S4 on an input like HDMI 1. You will only have access to device setting dialogue box to control the screen.

Using screensharing

The CommBox Classic S4 comes installed with CommBox Connect. CommBox Connect gives you several options for connecting your personal devices wirelessly to the CommBox:

Native Screensharing Protocols

CommBox Connect supports:
- Miracast with Touch
- Airplay
- Chromecast

These native protocols allow you to screenshare without installing an app on your personal devices and is great for guests who need to cast, share, and present.

Windows PC – Miracast with Touch

Most Windows PC's have Miracast, a peer-to-peer device sharing protocol, installed into the devices. To connect your windows laptop or device to the CommBox you need to:
1. Press the Windows and 'K' key on your keyboard simultaneously
2. Find the device name in the list of the devices that you want to connect to
3. Select connect
4. Select allow touch input

Apple iOS and Mac – Airplay (you must be on the same Wi-Fi network as the CommBox)

1. Open Screen Mirroring
2. Find the device
3. Starting mirroring

Chromecast – Android devices (you must be on the same Wi-Fi network as the CommBox)

1. Go to Utility Menu
2. Click on Cast
3. Find the device
4. Select Cast

CommBox Connect App

You also have the option to install the CommBox Connect app onto any device.

Visit www.cc.commbox.com.au/downloads/ and download the right application for your device.

Note: Your organisation might have elected a non-Android installation of the CommBox Classic S4. This means that you cannot access Android and need to use the CommBox Classic S4 on an input like HDMI 1. You will only have access to device setting dialogue box to control the screen.

Switching to Windows Slot-in PC (OPS)

Switching to the Windows Slot-in PC (OPS) to access Windows 10 or 11 is easy.
1. Go to the Side Menu and open the Launcher
2. Select PC

This will start up the Windows Slot-in PC (OPS).

Using touch

You can do everything on the CommBox Classic S4 that you can do on your laptop, using touch. You can open and close apps, you can draw on the whiteboard, you can create new documents, visit websites, watch videos and more.

The CommBox Classic has a bunch of gestures built into the screen that allows you to control the screen with touch. These gestures include swiping, pinching, rotating, dragging, zooming in and out, closed fist for erasing and the 'two finger long press'.

The CommBox Classic S4 supports up to 20 points of touch simultaneously. This allows more than one person to interact with the screen at a time.

Note: Not all applications support all gestures.

Writing, drawing and erasing

The CommBox Classic S4 comes with two stylus pens, which you can use to write and draw. Each pen has thin tip and a thick one. By default, the thin tip writes in white ink and the thick tip writes in red.
The CommBox has magnetic holders for the stylus on the front of the CommBox. Please return the
pens safely to their holders when done so that they don't get damaged or lost.
Note: The stylus does not require batteries, they are not an electrical device.

Writing and drawing in digital link

1. Pick up one of the stylus pens
2. Write or draw on the screen using the whiteboard or annotate anywhere application

Tips
- When writing in Microsoft applications on Windows, the smaller tip will act like a pen and the thick tip will act like a finger.

When writing or drawing in the Whiteboard or overlay apps, you can change a pen's colour, thickness and other properties including configuring the pens tip width and eraser width.

To erase

Move you palm or eraser over your work to erase

Freezing the screen

You can temporarily freeze the screen by pressing the **freeze icon** in the control bar of the side menu.
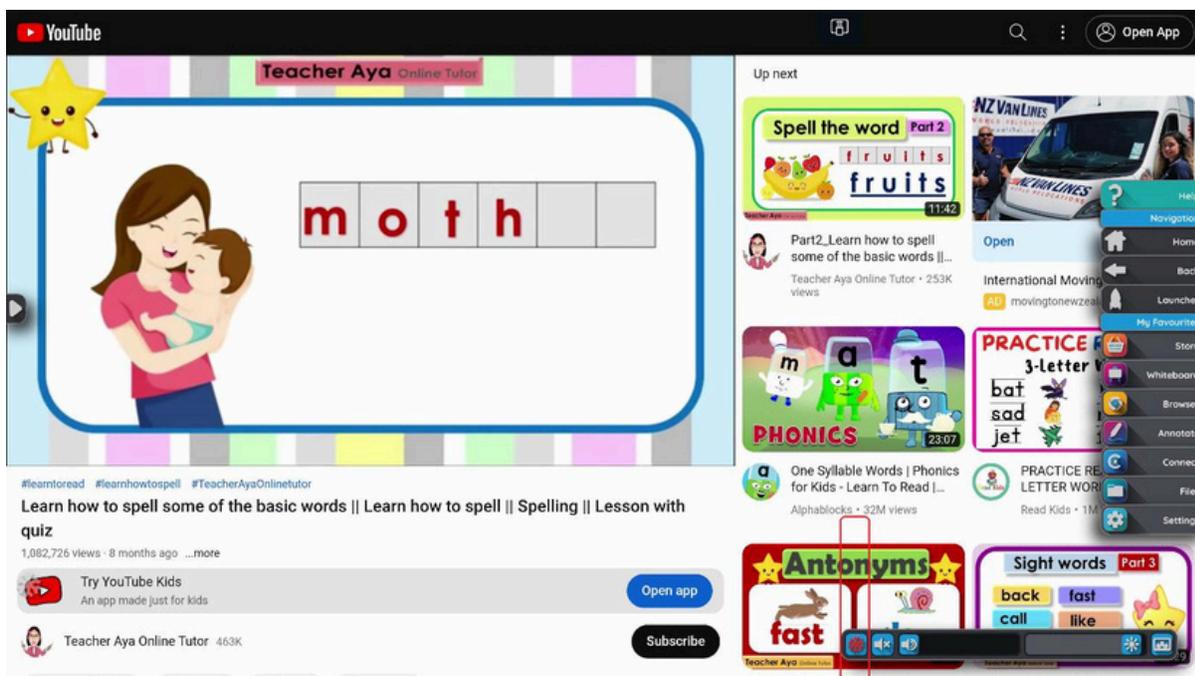
The freeze screen feature allows you to pause when screensharing.

Note: Freezing the screen does not pause applications it simply freezes the image on the screen.

To unfreeze the screen, press the freeze button again.

Chapter 4: Using CommBox OS apps on the CommBox

Personalising CommBox OS

Home screen
You can make the home screen your own. Arrange your favourite apps on the home page by dragging them over from the launcher.

Side-menu
The tabs in the "My Favourites" section is customisable. This means that you can add and delete shortcuts to apps, tools, inputs, and websites so that the side-menu shows you items you frequently use. 'Help' and 'Navigation' cannot be customised as they are headings

Wallpapers
Open settings, personal, wallpaper and select out of the seven default wallpapers. Alternatively, with a png or jpeg file saved on a USB stick, open files, USB, tap on the image tap settings and select set as wallpaper.

Device name
To configure your device's name, open settings, about, device name and set you device name.

Using the Chrome browser

The Chrome browser is the default browser on the CommBox Classic. The browser is also available as shortcut in the side-menu.

Use the browser as you would on your computer or mobile devices.
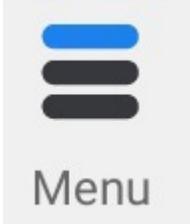
Note: By default, the browser will be in mobile mode. In the settings of the Chrome browser, switch to desktop mode if you prefer this.

Using the CommBox Whiteboard

The CommBox Whiteboard allows you to draw, add shapes, find different backgrounds and embed images into an infinite canvas that you can save, share and come back to.

The whiteboard has several tools for accessing and managing whiteboard sessions.

Tool	Icon	Description
Menu Tools		• Create a new whiteboard file • Open an existing whiteboard file • Save a whiteboard file • Import an image or file • Export the whiteboard in variety of options • Save to Cloud Storage • Theme – change the background • Send via Email • Settings – Eraser mode, multi-finger writing, auto brightness and custom toolbars
Exit		• Cancel (resume working) • Don't Save • Save
Share		• Generate a QR code to share

List	**List**	• Create a new whiteboard • Shows open whiteboard in a navigation panel

Select	**Select**	• Allows you to select parts drawing or writing on the whiteboard. For each selection you can:
		  ○ Change the colour
		  ○ Use Smartwrite to convert drawing to text
		  ○ Search the selection in Google
		  ○ Flip - selection
		  ○ Top - order selection
		  ○ Clone – copy selection
		  ○ Delete – selection
		• Use two fingers zoom to zoom the content on the whole whiteboard
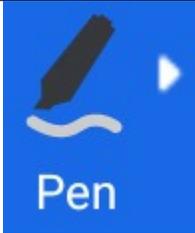
Pen	**Pen**	• Select which pen tip end you want to edit:
		  ○ Thin pen tip
		  ○ Thick pen tip
		• Change pen tip style
		• Change pen tip width
		• Change pen tip colour
		• Note that the wand pen tip has a library of icons you can insert into the whiteboard

Eraser	**Eraser**	• Use the eraser provided, use your palm and the back of your hand • Change the size of the eraser
Clean All	**Clean All**	• Deletes all the content on the whiteboard

Ruler	**Ruler**	• There are four ruler options:
		  ○ Ruler
		  ○ Protractor
		  ○ Triangular Scale (ruler)
		• Use the edge of the rules to draw lines against

Shape		• Insert 2D Shapes
		  ○ Choose shape
		  ○ Choose colour
		• Insert 3D Shapes
		  ○ Choose shape
		  ○ Choose colour

Pair Mode		• Select to open split screen for multiple users
Table		• Insert a table into the whiteboard • Increase the number of rows or columns by drawing them
Mind Map		• Insert a mind map
Sticky-Notes		• Insert a sticky note
Preview		• Show you the zoomed-out version of the whole whiteboard canvas • Select specific elements to move around on the whiteboard
Grid		• Insert text into a lined post it notes • Simply start writing and it will suggest the text conversion
Undo		• Undo last action
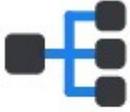
Redo		• Redo last action
Add		• Add a new page to the whiteboard file
Previous		• Go back to previous page
Page Number	1/1 Page number	• Show the number of pages in the whiteboard file
Next		• Go to the next page

Starting a new whiteboard session

There are three ways you can start a whiteboard session:
- From home screen open the whiteboard application
- From the side-menu
- From the app menu in the launcher

Changing the background

You can change the whiteboard's background. If a whiteboard has multiple pages, each page can have a different background. When you export or share the whiteboard, the background you've selected also appears.

1. Tap the Menu icon
2. Select a background or tap the Add Background icon to add a background from the CommBox or a USB drive.
3. The background appears

Navigating in the whiteboard

Use two fingers to zoom in with a pinch gesture Use two fingers to zoom out

Opening a whiteboard

You can easily continue from where you left off in a saved whiteboard. A whiteboard format is IWB
Tap **Menu** icon
Select Open
Find the save whiteboard in the File manager.

Sharing a whiteboard

To share a whiteboard, select the **Share** icon on the menu bar
 A QR code will generate.
Hold up your personal device and scan the QR code.
Share via email, text etc

Saving a whiteboard

There are a few ways to save a whiteboard:
1. Save (to CommBox)
2. Export
3. Cloud Storage

Save

 Save will save it to the internal storage of the CommBox or a USB device if one is connected. This

is in a whiteboard format (ENB) that can be opened later and edited again in the whiteboard.

Export

Export allows you to export the whiteboard in a number of formats:
- Image file
- PDF
- SVG
- IWB *(whiteboard format to allow you to continue later)*

You have the option of exporting to the storage of the CommBox or to a USB device if one is connected. IWB format allows you to use the whiteboard on another whiteboard screen (if compatible).

Cloud Storage

You can save the whiteboard to your Cloud Drive. There are two cloud drive options:
1. Google Drive
2. One Drive

When you save the whiteboard to the cloud drive it will save each page of the whiteboard as a separately PNG file.

If you would like to reuse the whiteboard, we recommend using option 1 which is to save the whiteboard to the CommBox storage or to a USB.

Using Annotate

Annotate is a tool that allows you to draw and write over anything on the screen.

When the Annotate tool opens it has the following features:

Select	Pressing select will change from drawing to navigating	Press on the pen to change back to drawing
Pen	Allows you to control the colour and width of the pen	You can draw with this
Brush	Allows you to highlight text	This is helpful for PDF documents
Clean	Removes all Annotation from the screen	Clears the screen
Save	Saves the Annotation into the Mark folder in Files.	It is saved as a PNG
More	Finder – opens the Files app to show you the saved Annotations Inset – inserts the PNG of the Annotation into the Whiteboard Share – generates a QR code Cloud – saves it to the connected Cloud drive	
Close	Closes the Annotation tool	

Using the CommBox store

The CommBox Store allows you to install both CommBox apps and tools as well as third party applications onto the screen. The CommBox store has a huge range of third-party applications that have been tested on the CommBox Classic by the CommBox team.

The third-party applications include Android applications and Web applications that run in a browser.
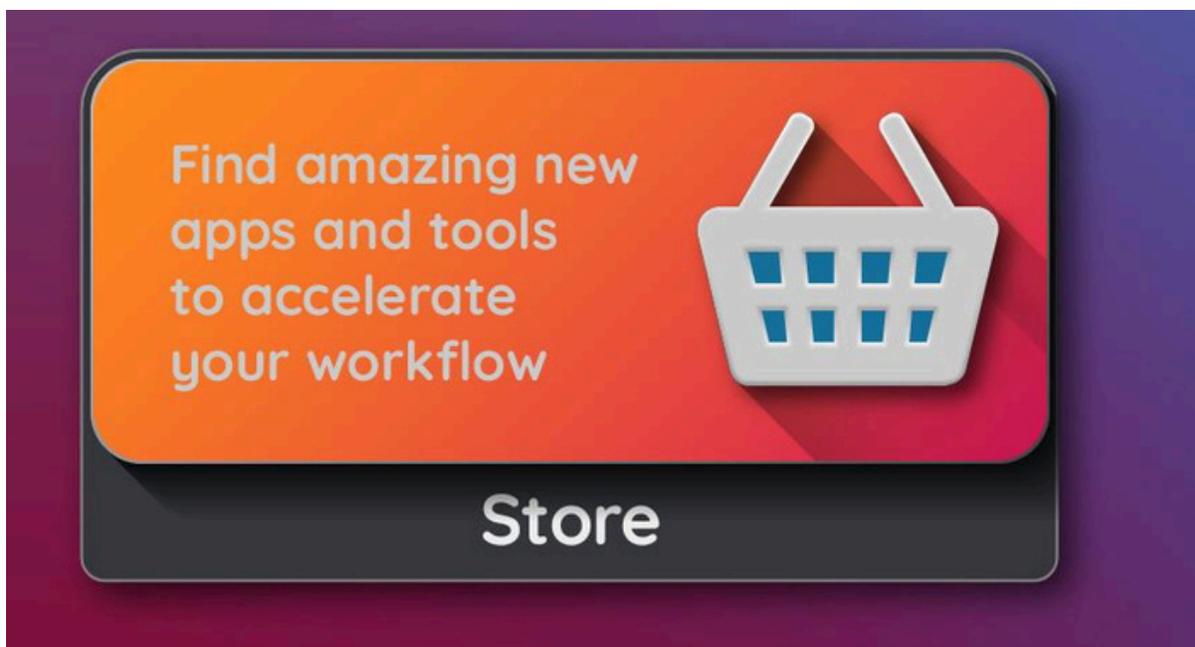
Note: The CommBox Store is the main way you receive new features from CommBox. CommBox ships new tools to the store approximately every 6 to 8 weeks. We are also regularly updating our existing apps with new features. We will also ship improvements to core features of the screen via the CommBox Store. For this reason, it is very important that you leave your CommBox connected to the internet, and you leave the Auto Updates on. This way you will ensure that you have the latest operating system on your CommBox.

When the CommBox store opens, it will show the complete list of application. From this list there are four options:

1. Open a web app – this will launch the web app in the Chrome browser
2. Open Android app – this will open an app that has already been installed on the CommBox
3. Install – this will install a new Android app onto the CommBox
4. Update – this is when an Android app that has already been installed, has an update

The CommBox Store has a number of settings you can access by tapping on the settings cog when you open the Store:

Store version	Shows you the version of the store that you are on.	This can be helpful when communicating with CommBox support
Up to Date	If the button is enabled (coloured) it means that there is an update to the Store available.	Please keep the CommBox store updated at all times
Silent App install	You have the option to silently install apps that need updating. You can toggle this on or off.	Silent update means that the app will automatically install without the need for you step through the installation wizard. This is particularly helpful when you need to install or update more than 1 app.
Auto App Updates	This setting will automatically update App that need updating when your screen is connected to the Internet.	This is default to On. Please ensure that you leave this toggle ON to receive all the new apps and update CommBox ships every month.
Daily Update Hour	This setting lets you set when the apps will update.	For example, if you enter 3. The apps will update at 3am
Save	Save will store the changes you have made to the settings.	

Using CommBox Help

CommBox Help is our built-in help application. CommBox Help has been designed to work when your screen is online (connected to the Internet) and offline (no Internet connection).

The help app has the following features:

1. Get Started and Help videos
2. Links to download a one-page instructional guide
3. Link to Live Chat (if you are connected to the Internet)
4. Link to log support tickets or access our knowledge base

Using CommBox Connect

There are two primary ways that you can connect your personal device to the CommBox with CommBox Connect powered:

1. Using native screensharing protocols built into your personal device
   a. Miracast for PC's
   b. Airplay for Mac and iOS
   c. Chromecast for Android and Chrome devices
2. Using the CommBox Connect app installed onto your personal device
   a. Additional functionality is available with the CommBox Connect app such as mirroring the CommBox back to the personal device

Native Screensharing

Windows PC – Miracast with Touch

Windows PC's have Miracast, a peer-to-peer device sharing protocol, installed into the devices. To connect your windows laptop or device to the CommBox you need to:

1. Select Windows K on your keyboard
2. Find the device name in the list of the devices that you want to connect to
3. Select connect
4. Select touch input

Apple iOS and Mac – Airplay

1. Open Screen Mirroring
2. Find the device
3. Starting mirroring

Chromecast – Android devices

1. Go to Utility Menu
2. Click on Cast
3. Find the device
4. Select Cast

CommBox Connect App

Open the CommBox Connect app on your computer. Click on the device you want to connect to.

Screenshare

Once connected, click screen share to share your screen.

Desktop Sync

Alternatively, click desktop sync to share the CommBox screen back to your computer, you can control the screen completely from here.

Using Files

Use the File Manager to access files saved on the CommBox, USB drives, Google Drive or OneDrive Cloud storage.

Opening Files

1. Go to Launcher
2. Tap on files
3. Navigate through your folders and double tap to open your desired file.

Viewing files

Depending on your file type, different apps will open to view, for example wps office will open pdfs, you can also use this to edit and save pdfs.

Using Palette

Palette is the perfect solution for the designers out there. It allows you to bring out your inner artist and create something beautiful on the CommBox! Access to several paint brush types and colour wheel with the ability to save and share via a QR code.

Using Clean-up

The clean-up app deletes temporary files the CommBox has created as you use it. These are files you don't necessarily need. It also closes all the background apps that are running. This is great to use at the end of the week ready for the next week or every month!

Using Camera

You can connect a USB Camera to one the USB ports on the CommBox S4 and the camera app will allow you to preview the image. You can take photos, annotate over the top and compare images side by side.

Using Crop (Screenshot)

Our Screenshot tool, Crop, allows you to grab a quick screenshot of what is display on the screen at that time. It can be on any input. You can select a full screen grab or just capture a particular section of the CommBox. From here you can save the image to files or insert it directly into a whiteboard to begin annotating over.

Using WPS Office

You can use Writer, Presentation and Spreadsheet features of this office suite to create and view a variety of document types. WPS office allows you to open and edit documents created with a variety of other software including Microsoft Office, Google Docs and Adobe Acrobat PDF.

Opening the WPS Office app

For information about using WPS, see the help.wps.com/android-office support site.

Chapter 5: Using CommBox OS tools on the CommBox

Adding new tools
CommBox is always developing new tools. New tools are added to the CommBox store. Please visit the CommBox store regularly to find and download new tools. You don't have to look at our store through the CommBox. You can also search the store at store.commbox.com.au.

Chapter 6: Connecting computers and other devices

Connecting laptops and computers via cables

You can connect room computers, personal laptops and guest laptops to the CommBox to view and interact with them.

Note:

- Your CommBox Classic S4 comes with cables to connect your devices.
- The USB type-C port and cable provides 65 watts of power for charging connecting devices.

USB Type-C

Connector	Standard	Connection Type	Cable
USB Type-C	USB 3.2 Gen 1 (SuperSpeed, 5 Gbps)	Video/audio/touch/media/data/power	SuperSpeed USB Type-C

HDMI 1

Connector	Standard	Connection Type	Cable
HDMI 1	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 1	USB 2.0 Type-B	Touch	High Speed USB 2.0

HDMI 2

Connector	Standard	Connection Type	Cable
HDMI 2	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 1	USB 2.0 Type-B	Touch	High Speed USB 2.0

HDMI 3

Connector	Standard	Connection Type	Cable
HDMI 3	HDMI 2.0	Video/audio	Premium High-Speed HDMI (18 Gbps)
Touch input 2	USB 2.0 Type-B	Touch	High Speed USB 2.0

VGA

Connector	Standard	Connection Type	Cable
VGA	VGA	Video	VGA
Audio In	Stereo 3.5 mm	Audio	Stereo 3.5 mm
Touch	USB 2.0 Type-B	Touch	High Speed USB 2.0

Viewing a connected computer or other device's input

1. Connect a device to the CommBox using USB Type-C, HDMI 1, HDMI 2, HDMI 3 or VGA connectors.

Note: To enable touch control of the device, connect a USB cable to the associated USB connector. Devices connected to the USB Type-C connector don't require an additional USB connection to enable touch.

2. Select the source using one of the following methods:

Using the Side Toolbar menu	Using the remote control	Using the Slide-Up Menu
Open the Side Toolbar menu by tapping either of the Side Toolbar menu arrows located on either side of the screen	Press the Input Select button on the remote control.	Using your finger slide up from the bottom –centre of the screen
Tap the Input Select icon	Using the input select button on the remote.	Tap the input you wish to change to

The Input Selection dialog box appears.

Note:

Three dots ••• appear below inputs name with a connected device

3. Tap the device's input source or use the navigation keys on the remote control to select the input source and then press the OK button.

The device's output appears on the screen.

Tip: You can configure the CommBox to automatically switch to the newest input plugged in, lock the current source, or choose other priorities or input options.

See the CommBox Installation and Maintenance guide at https://hubs.ly/Q01w5DvJ0

Setting a connected computer's resolution and refresh rate

This table presents the supported resolutions and refresh rates for the CommBox inputs:

Input source	Resolution	Refresh rate
USB Type-C	3840 × 2160	60 Hz
HDMI 1	3840 × 2160	60 Hz
HDMI 2	3840 × 2160	60 Hz
HDMI 3	3840 × 2160	60 Hz
VGA	1920 × 1080	60 Hz

If possible, set connected computers to these resolutions and refresh rates. See the computer's operating system documentation for instructions.

Using recommended cables

CommBox recommends the following varieties of cable:

Cable type	Maximum length	Recommendation
HDMI	3 Metres	Use only certified premium high-speed HDMI cables that have been tested to support the performance standard you require.
VGA	3 Metres	Use VGA cables with all pins in their connectors fully populated and wired.
Stereo 3.5 mm	3 Metres	Use only shielded 3.5 mm cables Important: Use a 3.5 mm stereo jack (15 mm long barrel) only to connect to the CommBox.
USB 2.0	3 Metres	Use a Hi-Speed USB 2.0 USB extender if the distance between the computer and the CommBox is greater than 16' (5 m). For more information, see USB extenders on page 14.

USB Type-C	2 Metres for SuperSpeed 5Gbps cables	USB-IF certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support to use a USB Type-C cable for video, you need: • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports CommBox Port Alternate Mode via USB Type-C Note: The USB Type-C connector on the CommBox can supply up to 65 W of power to connected devices.

Using cables that exceed these maximum lengths may produce unexpected results, degraded picture quality or degraded USB connectivity. CommBox will not support any technical issues with cables outside of this list.

Sharing USB Type-B Touch Input Ports

The two HDMI and one VGA Ports on the rear of the CommBox all share one single USB Type-B Touch input port. This means the touch system can be used with only one device connected at time.

USB Type-B Touch Input	Video connectors
Touch	• HDMI 1 • HDMI 2 • HDMI 3 • VGA

Connecting a Slot-In Windows PC (OPS)

If your organisation has purchased a CommBox Slot-In Windows PC (OPS), you can slot this into the Slot-In Windows PC slot following installation instructions. You can then switch to this input in the launcher as 'PC'.

Connecting USB devices

The CommBox Classic S4 CommBox includes two USB 3.0 Type-A ports on the front one USB 2.0 and two USB 3.0 Type-A ports on the rear.

You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 2.0 Type-A port on the rear and use these devices with the CommBox Classic S4's Android system or intelligently on any other wired input.

The front and rear USB 3.0 Type-A ports will also intelligently switch to the active wired input.

Chapter 7: Advanced user features

Settings

Bluetooth (Connect to a Bluetooth device, such as a wireless speaker or headphones)

- Tap on the side menu arrows and then launch the Settings application
- Tap on Wireless & Network
- Tap on Bluetooth
- Toggle Bluetooth to the ON position (Toggled to the right)
- The CommBox will begin searching for nearby Bluetooth devices
- Tap on any available device to pair
- Tap on the circle arrows button to refresh the available devices in the list

SAMBA Service (Access CommBox local storage from a networked computer or other device)

- Tap on the side menu arrows and then launch the Settings application
- Tap on Wireless & Network
- Tap on SAMBA Service
- Toggle SAMBA to the ON position (Toggled to the right)
- If you require a username and password, toggle password protection on and set a password
- You can access the SAMBA storage from another computer on the same network by opening the file explorer and navigating to *ipaddress*\share
- IP address is the network IP address of the CommBox panel
- For example, \\192.168.0.100\share

Touch Sounds (Enable or disable sounds from tapping on the screen when navigating or using the on-screen keyboard)

- Tap on the side menu arrows and then launch the Settings application
- Tap on "Input & Output"
- Toggle Touch sounds (Toggled to the right for enabled)

Input Naming (Enable and edit custom names for input channels)

- Tap on the side menu arrows and then launch the Settings application
- Tap on "Input & Output"
- Tap on Input Naming Settings
- Tap on the Input Alias Switch toggle option to enabled input naming
- Tap on the input you want to configure and set a name
- This name will appear on the Inputs menu and when changing inputs

HDMI Out format (Change HDMI out port format)

- Tap on the side menu arrows and then launch the Settings application
- Tap on "Input & Output"
- Next to "HDMI OUT Format" tap on the dropdown box and select the desired resolution for the HDMI out port

Clear app data and cache – reset all

- Tap on the side menu arrows and then launch the Settings application
- Tap on "Application"

Date/Time | Region (Configure Date, Region, and Time zone)

Open settings, system, date and time, configure your time here

Change Language (Change Settings menu language)

Open settings, system, language & keyboard, configure your language here

Power off reminder (Enable/Disable pop up message when entering shutdown sequence)

Open settings, system, start-up & shutdown, toggle off power off reminder switch

Pixel Shift

Open the swipe up menu, navigate to 'screen', toggle on pixel shift

Check System and touch firmware versions

Open settings, about, see firmware version

Check for updates

Open settings, system, system update, check for update

Different power modes

Using the slide up menu, navigate to screen and select energy saver.

Scheduling Power On/Off

Using the swipe up menu, navigate to power then add schedule, you can now configure the on and off time schedule for your device

Network connections

- Wireless
- Hotspot
- Ethernet
- VPN

Chapter 8: Troubleshooting the CommBox

This chapter explains how to resolve a variety of common issues with the CommBox and the optional CommBox Slot-In Windows PC (OPS). If the symptoms you're encountering aren't addressed below or the solutions don't work, refer to the CommBox knowledge base https://support.commbox.com.au/knowledge for additional troubleshooting information or raise a ticket with the CommBox support team https://support.commbox.com.au/knowledge/kb-tickets/new

Resolving general issues

Symptom	Troubleshooting steps
You've forgotten the lock screen passcode or settings passcode.	Contact CommBox support 02 9975 6001
The CommBox can't connect to a 5 GHz wireless network.	The wireless network may be operating on bands that the CommBox doesn't support. Contact your network administrator. Ensure the Wi-Fi module underneath the CommBox is correctly connected.
	NOTE The range of a 5 GHz wireless connection is more limited than that of a 2.4 GHz connection. 5 GHz connections are also more susceptible to interference from obstacles between the access point and the CommBox, such as large metallic objects.
The stylus pen is broken/lost.	Contact your reseller to purchase new stylus
An app is missing or not available	The app might not be included with the CommBox Classic S4.
	NOTE Apps that require Google Play Services (such as the Google Play store) cannot be used on the CommBox.

The CommBox isn't turning on

Symptom	Troubleshooting steps
The status light isn't lit	• Make sure the power cable is securely fastened to the power outlet and the CommBox.
	NOTE If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on.
	• Make sure the switch beside the AC power inlet is in the ON (I) position. • Make sure the power outlet is working by testing it with a different device. • Make sure the power cable is working by testing it with a different device.
The status light is lit red, and the screen is blank.	• Press the Power button on the front of the CommBox or on the remote control.

	• Restart the CommBox
The status light is lit green, but the screen is blank.	• . Wait up to 30 seconds. • Disconnect any cables from the CommBox's HDMI Output connectors (if used) to determine whether equipment connected to the HDMI output port is causing the problem.

The CommBox is turning off when it shouldn't

Symptom	Troubleshooting steps
The CommBox turns off or enters Standby mode when it shouldn't.	• Check the power off timer setting to determine whether there's an issue is with the setting's configuration. • Check the automatic no-signal setting to determine whether there's an issue is with the setting's configuration. • If the CommBox is connected to a room control system via the RS-232 connection, disconnect it to determine if the problem is being caused by the room control system

The screen is blank or there's a problem with the image on the screen

Symptom	Troubleshooting steps
The screen is blank when the status light is green.	• Make sure any connected computers are on and not in Standby mode. • Restart the CommBox and any connected computers. • Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. See Using recommended cables • Ensure that any connected computer's external video port is enabled and is set to output a supported CommBox resolution. **NOTE** The following resolutions are recommended: 3840 × 2160 or 1920 × 1080
A computer is connected to the CommBox, but only a "No signal" message appears on the screen.	• Make sure the computer is connected to the currently selected input. • If the currently selected input is a computer, make sure the computer is not in Standby mode. • If the currently selected input is a laptop, make sure that the laptop's external CommBox port is enabled. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. See Using recommended cables.

The image on the screen is distorted. OR There are lines, snow or, other visual noise on the screen. OR The image is flickering or flashing. OR The image is dim.	• Switch to a different input and then back to the first input. • Make sure any connected computers are on and not in Standby mode. • Restart the CommBox and any connected computers. • Make sure the computer's CommBox output is configured to a recommended resolution and refresh rate for the CommBox's inputs.
	NOTE The following resolutions are recommended: 3840 × 2160 or 1920 × 1080
	• See Setting a connected computer's resolution and refresh rate. • Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables. • Ensure video cables that connect any computers to the CommBox meet the recommended specifications. • See Using recommended cables.
There are bright spots on the screen.	Take a photograph of the screen and send it to CommBox support. If CommBox support determines that the issue is with the screen and the CommBox is under warranty, you may be eligible for a replacement.
Colours don't appear correctly.	• Check the Image mode settings. • Be aware that if two or more CommBox are mounted side-by-side, there will be minor differences in colours across the CommBox. This issue is not unique to CommBox products. • If the screen is completely lacking one colour or the colour problems occur on the home screen, provide a photo of the screen to CommBox support. • If you're using an analogue video input, such as VGA, use a different cable or connect a different source to see if the issue is with the cable or input source.
The image is cut off or shifted to the left or right.	• Adjust any connected computer's video settings, particularly zoom, crop, and under scan. See the computer's operating system documentation. • If any connected computers' desktops are entirely black, change them to dark grey or a different colour. • If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the CommBox as the only screen.

The image doesn't fill the entire screen.	• Adjust any connected computers' video settings, particularly over scan. See the computer's operating system documentation. • Make sure the connected computer's video connector is configured to output a supported video signal.
The video from a device connected to the CommBox's USB Type-C connector doesn't appear on the CommBox's screen.	• Make sure the connected device supports CommBox Port Alternate Mode via USB Type-C. If there is no thunderbolt logo beside the USB Type-C connector on the device, it may not support CommBox Port Alternate Mode. • Make sure the cable connecting the device to the CommBox supports SuperSpeed USB data speeds of 5 Gbps (or above). The cable should be marked with the SuperSpeed USB logo. The absence of this logo may indicate the cable doesn't support a SuperSpeed USB data connection that's required for CommBox Port Alternate Mode.

There's no sound or there's a problem with the sound

Symptom	Troubleshooting steps
There's no sound. OR There is sound, but the volume is low. OR The sound is distorted or muffled.	• If you're using an external audio system, make sure it is turned on. Use of an external audio system must also be enabled in CommBox settings. • Make sure the cables connecting the CommBox to the computer are securely fastened
	NOTES The CommBox's stereo 3.5 mm input connector works with the VGA input only. The CommBox Classic S4 panel has the option to play out through both audio outputs at the same time.
	• If you're using the CommBox's stereo 3.5 mm out connector, adjust the volume on both the CommBox and the connected computer and make sure neither is muted • If you're using the CommBox's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted. • Adjust the CommBox's audio settings. • If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the CommBox's volume. OR • If you're using an external audio system, set the volume for the computer, any running applications and the CommBox to 80%, and then adjust the external audio system's volume.

Touch isn't working as expected

Symptom	Troubleshooting steps
The CommBox doesn't respond to touch on the home screen with no computer connected.	- If a lock icon appears briefly on the left and right sides of the screen, the Lock screen feature is enabled. To un-lock the screen, try either of the following procedures: - Touch the lock icon when it appears. - Use either the CommBox's remote control or a USB mouse connected to the Service connector on the side connector panel to access CommBox Settings > Lock and remote control and disable the Touch lock setting. - Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. - Restart the CommBox.
The CommBox doesn't respond to touch when viewing the input from a connected computer.	- Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length. See Using recommended cables. - Make sure any connected computers have detected the CommBox's USB connection.
When viewing the image from a connected computer, the CommBox responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place.	- Restart the CommBox. - Confirm that the computer is connected to the - CommBox with only a single cable. - Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. - Remove any USB extenders to help isolate the USB cable. - Check for updates. · Make sure the video and USB cables that connect any computers to the CommBox are connected using the correct connectors on the CommBox. - Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length of 3metres. See Using recommended cables

Pens aren't working as expected

Symptom	Troubleshooting steps
The CommBox responds to touch but not to writing with a pen when viewing the image from a connected computer.	- Make sure you are using a CommBox Interactive Classic S4 pen. - Restart you PC - Check for windows updates - Contact CommBox Support

When viewing the input from a connected computer and writing on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Lnk disappears as you write.	• Restart the CommBox. • Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room. • Update the firmware. • Avoid wearing any jewellery or other reflective objects when using the optical touch system. • Make sure that clothing or other objects are not touching the screen where you're touching or writing.
You can't write or draw in Microsoft Office when viewing the input from a connected computer.	• Make sure Microsoft Office 2013 or later is installed. • Restart the PC • Check for windows update

The Slot-In Windows PC (OPS) isn't working as expected

Symptom	Troubleshooting steps
The CommBox OPS PC module isn't working as expected.	• See the CommBox OPS PC user guide

If an issue you're experiencing with the CommBox persists or isn't addressed in this chapter or the knowledge base, contact CommBox support directly (support@commbox.com.au). The CommBox Support team might ask you for the CommBox's serial number. The serial number is on a label located on the back of the CommBox. You can also obtain this by navigating to settings from the side menu then click on the about tab and you will find your serial number listed here.

TIP

Scan the QR code on the label to view the CommBox Interactive Classic S4 CommBox support pages on the CommBox website.

Chapter 9: Troubleshooting tools and apps

This appendix explains how to troubleshoot the Commbox Interactive Classic S4 CommBox's tools and apps.

Resolving issues with Whiteboard

Symptom	Troubleshooting steps
The pen doesn't write.	• If you're using the thick nib end of the pen, ensure the fine erase setting is disabled in the Whiteboard app's pen settings. • Make sure no other objects (such as your hand or clothing) are touching the screen close to the pen nib. • A worn pen nib may act as a finger rather than a pen. Replacement pens are available.
Your finger draws ink instead of selecting an object.	• Use the selection tool to select objects or pan/zoom with two fingers.
Multiple fingers draw multiple lines instead of performing pan, zoom, or rotate gestures.	• Tap the pen icon to switch back to single finger drawing.
You can't set an image as the background.	• Make sure the image's file format is .jpg or .png. Other formats are not supported.
The CommBox can't open a saved Whiteboard.	• Whiteboards are saved in. enb format. The file the CommBox is trying to open might not be saved in a Whiteboard file format.

Resolving issues with Browser

Symptom	Troubleshooting steps
Browser isn't working correctly.	• Make sure the CommBox is connected to a properly configured network and the network is connected to the internet. • Make sure Ethernet or Wi-Fi is enabled in Settings under Network settings. • If Browser can't visit secure (https) websites, ensure the CommBox's date and time are correct. • Contact your network administrator
You can't find your downloads.	• Check the Downloads folder in File Manager app. • The CommBox's storage might be full. Delete files or move them to a USB drive for backup
There is an issue with audio.	• Make sure the volume isn't muted on the CommBox's remote control. • Turn up the volume.