

commBOX

Do it Better

CommBox Horizon User Guide



Learn more

This user manual and additional resources for your CommBox Interactive Horizon 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 CommBox Horizon end users. The Installation and Maintenance Guide provides important information about installing and maintaining the CommBox Horizon.

Safety Warning

Before operating, please read this manual thoroughly and keep it for future reference. The images shown in this manual are indicative only. There may be differences between the pictures and the actual product.

Placement

- DO NOT put heavy objects on top of the unit.
- DO NOT put the unit near appliances that generate magnetic fields.
- DO NOT expose the unit to direct sunlight and other sources of heat.
- DO NOT place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.
- DO NOT put any liquid near or on the unit or spill any liquid inside the unit.

Power Supply

- Please protect the power cable from physical or mechanical damage. Damage to the power cable could cause electric shock, fire or product damage which are not covered by the warranty (CommBox Warranty Documentation).
- Please check and ensure the AC source is connected to the ground. The power cable that comes with the device is exclusively for this device.
- Please unplug the power supply when the weather is thunderstorm or lightning.
- Check that the unit's operating voltage is identical to your local power supply.
- Please use the original power cable from the accessory bag; don't modify or lengthen it.
- Please unplug the power supply when nobody is home, and it will be idle for a long time.
- The fuse may be neutral, but the mains should be disconnected to de-energise the phase conductors.

LED Screen

- Unplug the power cable before cleaning.
- Clean the screen with a soft, dustless and dry cloth. For deep cleaning, please contact an authorised service centre. Never use water or spray-type detergent to clean the unit.
- Never use any other hard or sharp object to replace the touch pen.
- It is better for the panel lifetime and the display performance not to display high-brightness images for longer.
- This product is designed to be operated 24x7. The product needs to be in power off or standby mode for at least 8 hours per day.

Temperature

- Normal operating temperature is 0 ~ 40°C.
- Do not place the unit near or over a radiator or a heater. If your unit is suddenly moved from a cold to a warm place, please unplug the power cable and do not turn it on for at least 2 hours, ensuring the moisture inside the unit evaporates.

Humidity

Do not expose the unit to rain or place it in a humid area. Please make sure the indoor environment is dry and cool. Normal operating humidity is 10% ~ 90% RH.

Ventilation

Please put the unit in a well-ventilated place to release the heating easily. Ensure that the unit has enough space for ventilation. Space requirement:

- Left >10cm
- Right >10cm
- Back >10cm
- Top > 20cm

Earphone

Before using earphones, please turn down the volume in advance. Using earphones to listen to loud sounds for a long time might affect hearing.

Standby

It will enter standby mode but will not turn off the unit after pressing the standby key.

Battery

- Please make sure the battery is properly disposed of or recycled after use.
- Please keep the battery away from kids, and don't throw the battery into fire.
- Caution - Risk of fire or explosion if the battery is replaced by an incorrect type.

Notes for Cleaning

There are vents on the back cover; please do not use any liquid or spray directly during cleaning.

Power Switch Status Signs

"I" means power on, "O" means power off.


Notes for Maintenance

This machine can only be maintained by a certified engineer.

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Chapter 1: Welcome

About this guide

This chapter welcomes you to the CommBox Interactive Horizon screen and explains how best to use it. For documentation on how to install and maintain the Horizon, please visit the Installation and Maintenance Guide.

About The Horizon

The CommBox Horizon is a feature-rich interactive display with everything you need for a classroom or meeting room setting. The Horizon includes a comprehensive set of features.

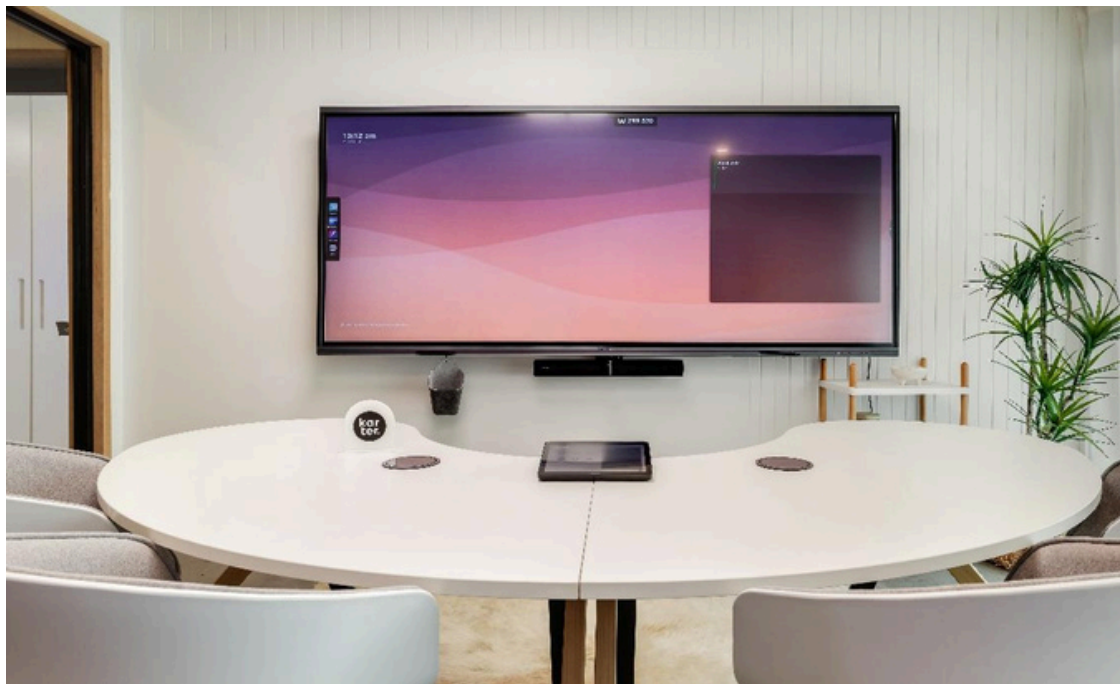


Figure 1: The Horizon interactive screen in a meeting room space.

Touch

You can interact with the screen as you would with a tablet or phone. You can tap the screen to open apps, use the browser, and write on the built-in whiteboard. In applications, you can use gestures such as swiping, pinching, rotating, dragging, and zooming in and out. You can touch the screen with your finger, an eraser, or the two stylus pens that have been included. To erase anything on the screen, you can use the eraser or any flat surface, like the palm of your hand.

Display Screen

The CommBox Horizon is a 5K ultra-high-definition LCD screen for optimal image quality and viewing angles. The Display size varies by model:

CBIH92	92" Display
CBIH105	105" Display

Power

You can send the screen to sleep by pressing the power button at the front. A long press of the power button will turn the screen on and off. A power switch at the bottom of the screen at the back also turns the main power on and off.

There is a power indicator light at the front of the screen, and it indicates the power status as follows:

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

The front and back input panels provide inputs to connect other devices to the Horizon. It has the following front inputs:

- **Front** – 1 x USB-C, 2 x USB 3.0
- **Back** – 3 x HDMI In, 1 x HDMI Out, 1 x Display port, Touch ports, 1 x USB-C, 1 x USB 2.0, 2 x USB 3.0, 2 x LAN ports, 1 x RS232, 1 x SPDIF, 3.5mm Audio In/Out.

For more information, refer to Chapter 6.

Remote control and infrared sensor

The remote control allows you to turn the Horizon on and off, adjust its settings, and quickly open applications. The CommBox's infrared sensor is on the bottom right corner of the bezel. For more information, refer to Using the remote control.

Writing, Drawing, and Erasing

The Horizon comes with two stylus pens for writing and drawing on the screen. Each end of the pen can be assigned a different colour for writing or drawing. 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 smart object awareness, the Horizon responds automatically to the tool or object you are using, whether it is a finger, stylus, or palm.

Audio

The Horizon screen comes with two 20W integrated front-facing speakers designed to provide sound at the front of the room. It also has a SPDIF and a 3.5mm audio out jack.

Network Connections

The Horizon requires an internet connection for downloading software and firmware updates. You can connect the Horizon 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.

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

CommBox OS

CommBox OS Lite is the Android operating system built into the Horizon. 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

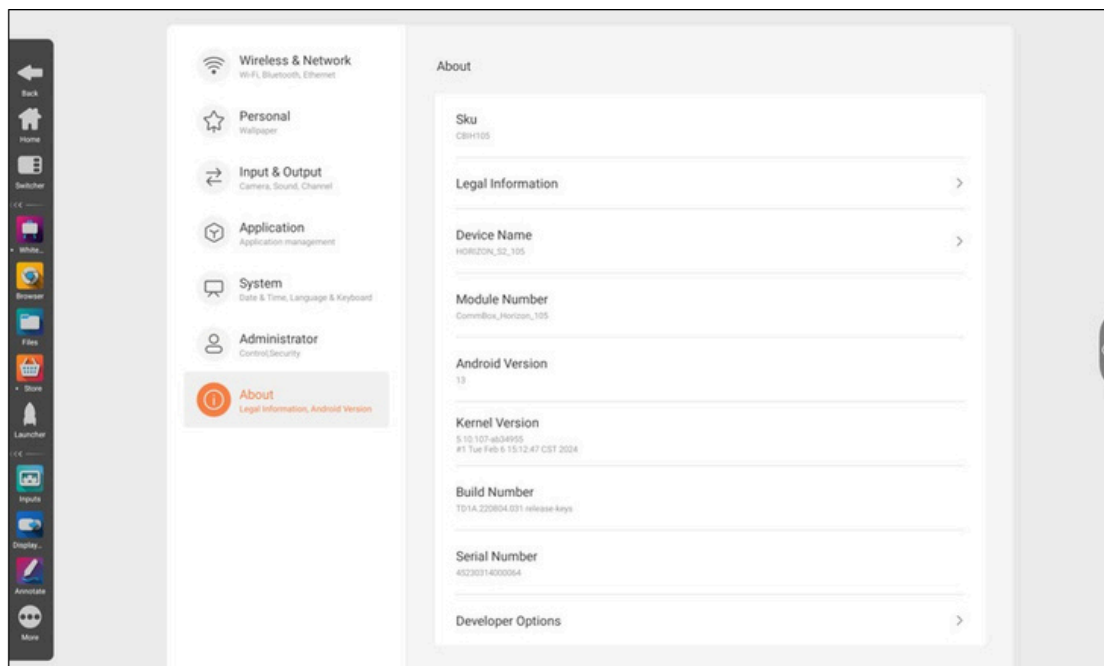
A Slot-In Windows PC (OPS) with Windows installed can be purchased for an additional cost from authorised resellers. Installing an OPS Slot-in PC into the CommBox will give you access to Windows.

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

There are two ways to help you identify which model Horizon screen you are using: 1. See the label on the side of the screen or 2. Go to the screen and open the side menu (arrows on the right and left side of the screen), open the Launcher and go to 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
- Additional 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 Horizon. The CommBox OPS modules come with Intel Core processors and are designed to work with the Horizon screen. 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 your Windows applications and access them from the CommBox Horizon.

AV Furniture

CommBox has a complete range of AV Furniture. 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 MaxxBass Technology and is the ideal audio accessory for the Horizon screen. The Sound Bar is recommended if you have a larger room and want room filling sound.

VC Cameras

CommBox and CommBox partners like Jabra, Poly, Logitech and Neat have a range of VC cameras and systems that work seamlessly with the CommBox Horizon 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 for more information.

Chapter 2: Getting started

CommBox has created a get started wizard to help you set up your CommBox Horizon screen. 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 Horizon.

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

Note: Please ensure that the Wi-Fi module is installed before turning on the screen. The Wi-Fi module comes in the accessories bag and mounts at the bottom of the Horizon, 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 Horizon

Once the screen is connected to a power point, there is a power switch at the left back of the screen. Turn this on (the 1 position) and the CommBox will boot.

Note: The position of the power switch may vary depending on the size of the Horizon, 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 Horizon.

[Set your language](#)

Select what is best for you.

[Set the date and time](#)

The date and time affect 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 meeting room or name of room 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 Horizon.

Chapter 3: Using basic features of the CommBox Horizon and CommBox OS

Waking up the Horizon and putting it on standby

If the screen is in Standby mode, you can wake it up by pressing the **Power** button on the front of the screen or using the remote.

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

To return the screen to Standby mode, press the Power button on the front of the screen or use the remote.

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

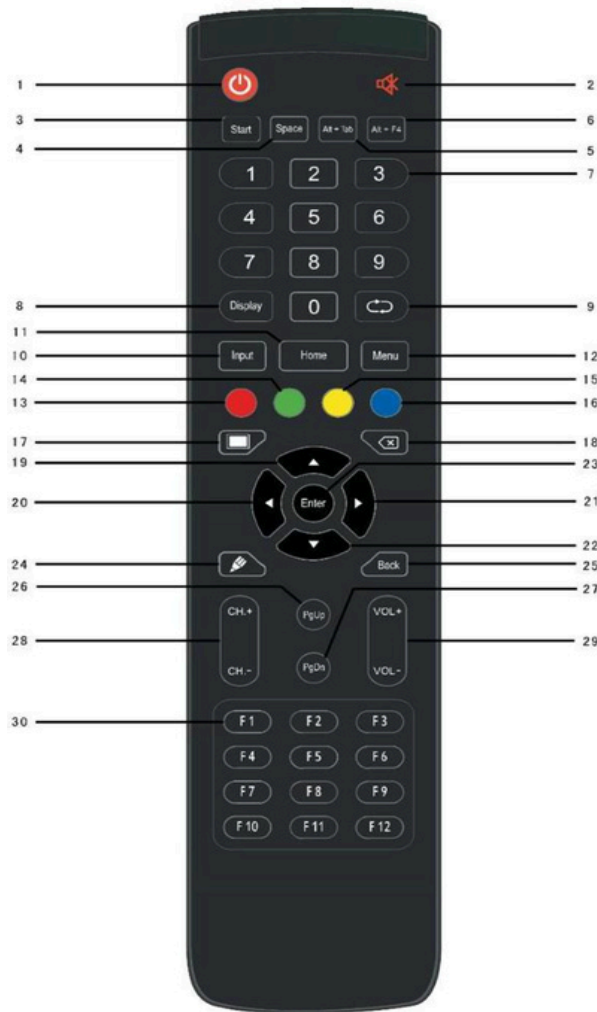
Using the remote control

You can use the remote control to turn the screen 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 screen settings. You cannot take a screenshot using the remote control.

Note:








- *For the 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 remote control part other than the battery compartment.*

The image and table below will list the remote control's key functions



Detailed Function Description

No.	Items	Function description
1		Power on/off
2		Enter or exit mute mode
3	Start	PC's Windows key
4	Space	PC's Space key
5	Alt+Tab	PC's Alt+Tab key
6	Alt+F4	PC's Alt+F4 key
7	Numeric keys	Numeric input
8	Display	Display channel information
9		/
10	Input	Pop up settings menu
11	Home	Return to Android system main screen
12	Menu	Pop up menu

13	Red	Enable or disable keys and Touch
14	Green	Enable or disable keys
15	Yellow	Enable or disable Touch
16	Blue	Pop out or close the screen freezing tools
17		Turn off or turn on the screen backlight
18		PC's Backspace
19		Scroll Up
20		Scroll Left
21		Scroll Right
22		Scroll Down
23	Enter	Confirm selection state
24		Quickly start writing software
25	Back	Return to the last operating interface
26	PgUp	Page Up
27	PgDn	Page Down
28	CH./CH.-	Non-function
29	VOL+/VOL-	Increase/reduce the volume
30	F1-F12	PC's F1 - F12 function keys

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

Remote Control Instruction

Install Batteries

1. Open the back cover of the battery component on the back of the remote control.
2. Install an AAA-type battery according to the corresponding electrode. Make sure the battery's positive and negative poles are correct ("+" to "+", "-" to "-"). Please do not mix old and new batteries.
3. After the battery is installed, close the back cover of the components and make the following clip buckle to the bottom.

Range of remote control

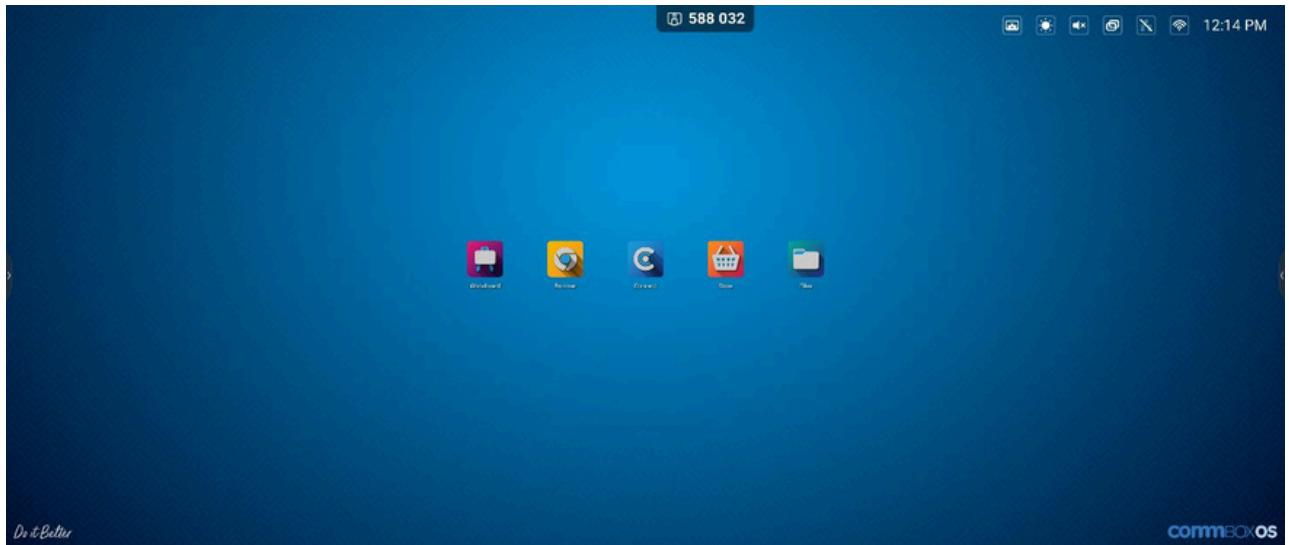
The remote control can normally work within a range of 8 meters, 30 degrees left and right from the remote-control receiver; to protect the environment, please dispose of the waste battery in the recycling box.



If the battery is replaced by an incorrect type, it may lead to an explosion.

Horizon Home screen

The CommBox OS home screen is the heart of the Horizon. It is completely customisable. You can drag your own shortcuts to apps, inputs onto the home screen.



The home screen has three components:

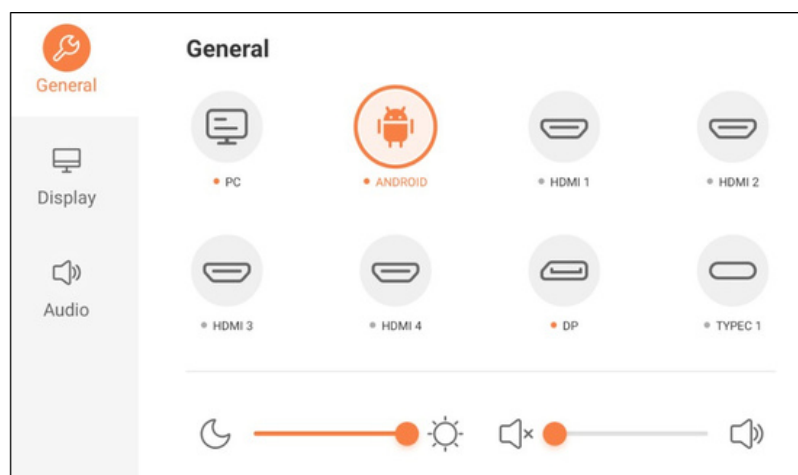
1. Top toolbar
2. Home screen widget
3. Shortcut drop zone
4. Swipe up menu

Top toolbar





The top toolbar shows the time, connection indicators, brightness and sound change. To change the time, just tap on it, which will take you to Settings.



You can switch the inputs by clicking on the display settings from the toolbar, which also lets you adjust the screen's brightness and volume.



The connection indicators provide information about the screen's network connection and hotspot status:

Icon	Notes
	Shows if the screen is connected to the internet via Wi-Fi and the signal strength
	Indicates if the screen is connected to the internet via wired ethernet
	Indicates if the screen is not connected to the internet via wired ethernet
	Indicates the CommBox's hotspot feature is enabled

Home screen widget

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

1. Whiteboard
2. Browser
3. CommBox Connect for screen sharing
4. Store
5. Files

Browser

Open the Chrome browser to view websites on the screen.

Whiteboard

Open the CommBox whiteboard application, where you can draw, insert images, change backgrounds, and write.

CommBox Connect

Open CommBox's screen-sharing application, CommBox Connect. This application allows you to connect your personal device wirelessly to the screen with touch compatibility.

Store

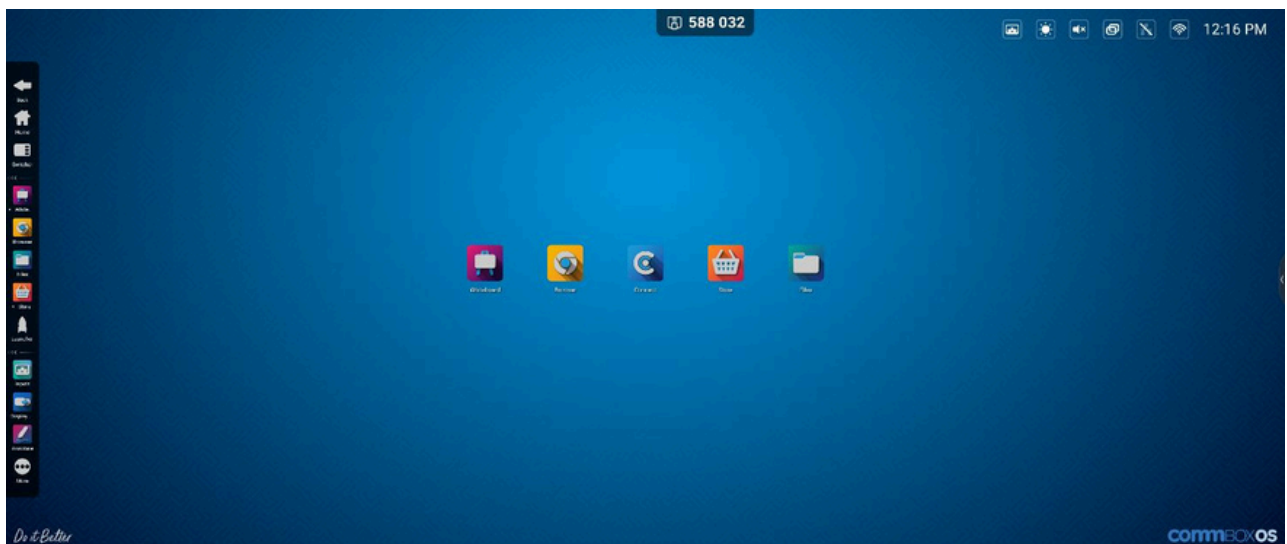
Open the Store to see the list of apps that can be installed on the CommBox Horizon. The store includes apps developed by CommBox and other app developers, such as Vivi, ClickView, ABC, and more.

Files

Open the files app to navigate through files saved on your CommBox or a USB stick. You can also connect to your OneDrive or Google Drive and import files from here.

Using the side menu and launcher

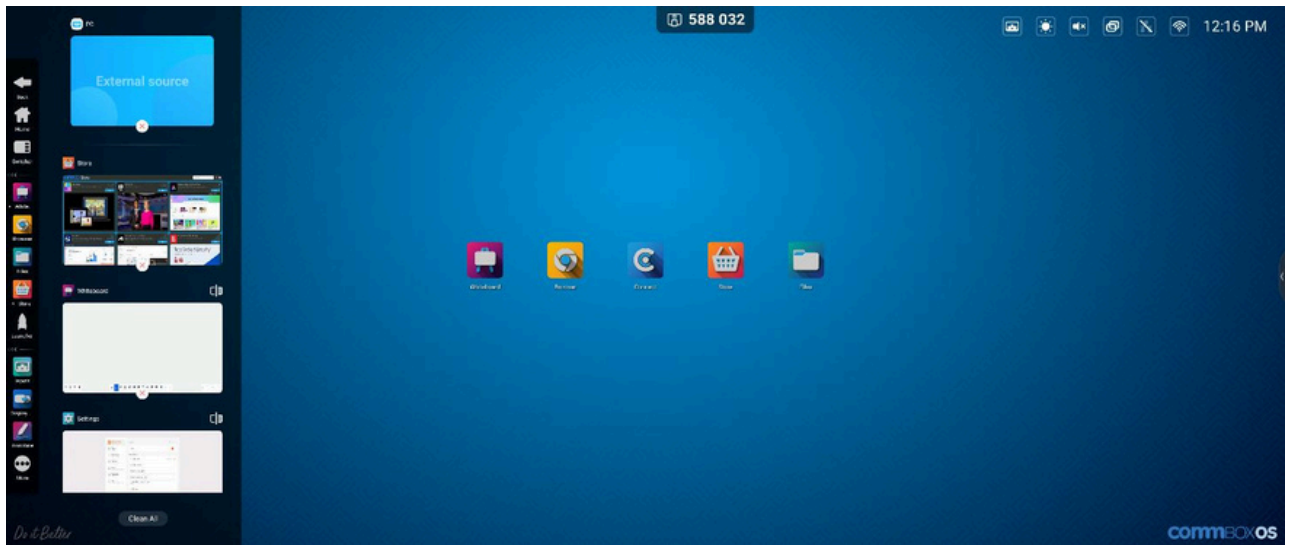
The side menu arrows are always visible at the edge of both sides of the screen. Once you tap on the arrow, the side menu will pop up. You can hide the menu by sliding the arrow from the menu bar. The side arrows are visible no matter the input you are on.



The side menu is generally divided into three sections. The top section allows you to go back to the previous page and the home page and switch between the minimised applications you have opened. You can access all the apps and the launcher from the middle section. Lastly, You can switch the inputs, extend the displays and use the overlay tools from the bottom section of the sidebar.

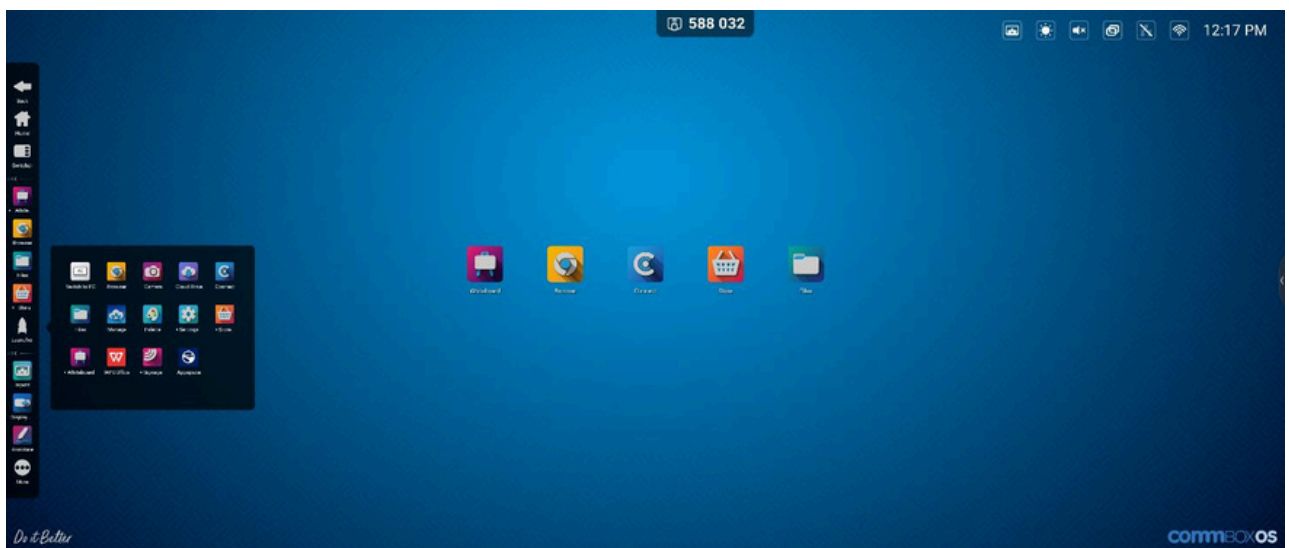
Switcher

From the switcher, you will be able to switch between multiple apps. You can also close any apps or all the open apps at the same time from this option.



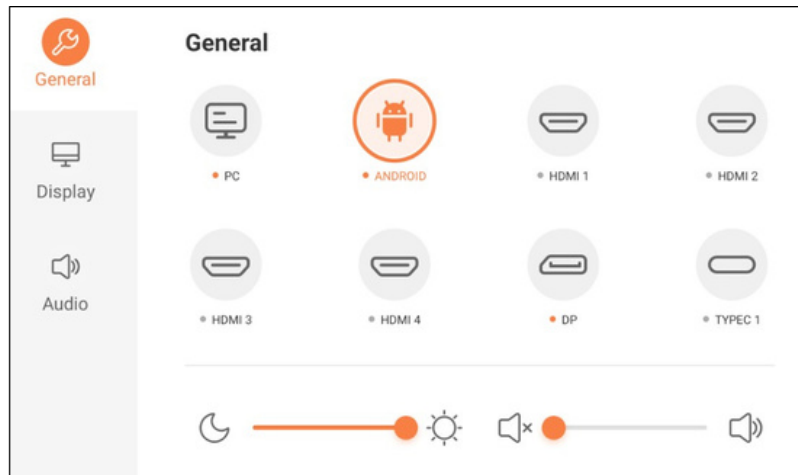
Launcher

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



Inputs

If you have connected a laptop, a Microsoft Teams Room device, or your laptop via HDMI, USB A, Type C, or display port, simply open the inputs and switch to your desired input. This includes the OPS Slot-in PC, which will also appear as an input source. You can set the screen to auto-switch to the latest input source as well.



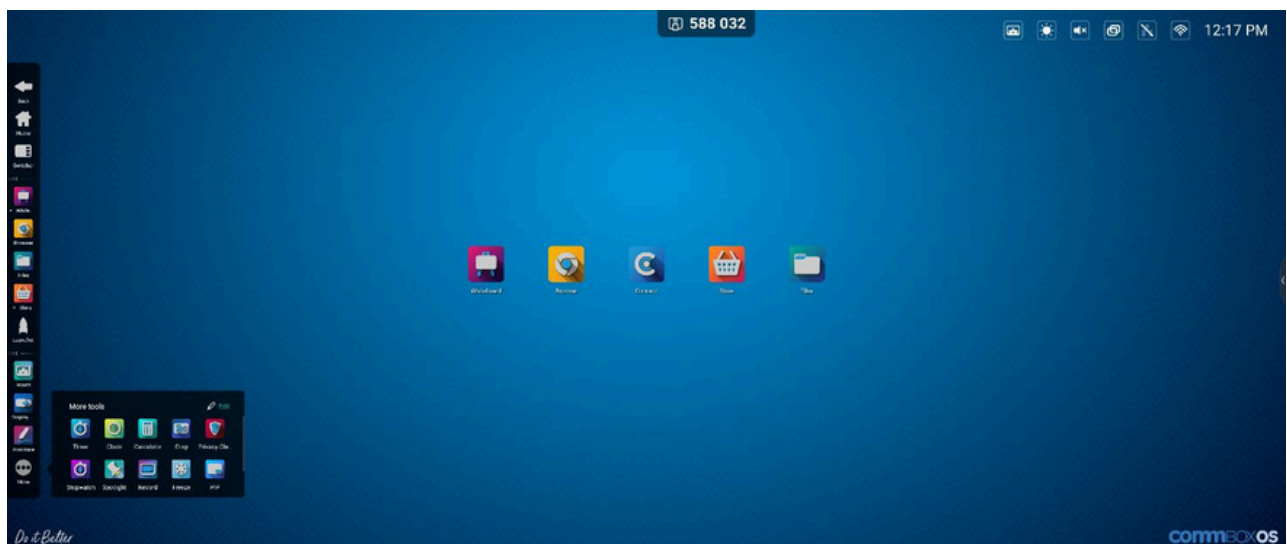
You can also adjust the display and audio settings, such as the brightness, colour temperature, and audio bass and treble, from the input menu.

Apps

Apps are programs and tools such as the whiteboard, internet browser, etc. Most apps come pre-installed on the Horizon, and others can be downloaded from the CommBox App Store. The apps section of the launcher shows you all the apps that are installed on the screen.

Overlay Tools

Overlay tools are apps that CommBox has developed 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. You open an overlay tool such as calculator, timer etc. from the sidebar by tapping on more and leverage the value of the CommBox tools while being on a different app or input. You can also open the overlay tools when you are screensharing from your laptop or phone.



Screen sharing

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

Native Screensharing Protocols

Horizon supports:

- Miracast with Touch
- Airplay
- Chromecast

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

Windows PC – Miracast with Touch

Most Windows PCs have Miracast, a peer-to-peer device sharing protocol, installed into the devices. To connect your Windows laptop or device to the Horizon you need to:

1. Press the Windows and 'K' keys 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 Horizon)

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)

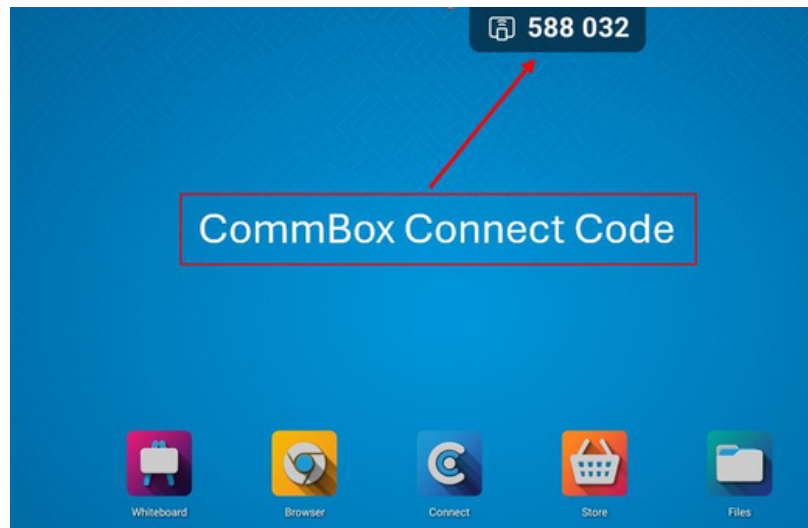
1. Go to the Utility Menu
2. Click on Cast
3. Find the device
4. Select Cast

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.

Open the CommBox Connect app on your computer. Select the screen you want to connect from the list of devices on the same network, or you can enter the code displayed at the top of the Horizon's screen. You will also find the connect code from the CommBox connect app on the Horizon screen.



Screenshare

Once connected, click screen share to share your screen. You can enable or disable the touch. You can also adjust the aspect ratio and use the horizon as an extended display for your laptop.

Desktop Sync

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

Using cables

You can use the Horizon as an extended display for your laptop or as a big screen with touch. You can also open and close apps, draw on the whiteboard, create new documents, visit websites, stream videos, and more. To do that, you can either connect your device with a Type C cable, which will give you screen sharing with touch capabilities and charge your device, or via an HDMI and Touch cable.

The Horizon has several gestures built into the screen that allow you to control the screen with touch.

These gestures include swiping, pinching, rotating, dragging, zooming in and out, closing your fist for erasing, and the 'two-finger long press'. The Horizon supports up to 50 points of touch simultaneously, allowing more than one person to interact with the screen at a time.

Note: Not all applications support all gestures.

Chapter 4: Using CommBox OS apps and Overlay tools

Personalising CommBox OS

Home screen

You can customise the home screen. You can arrange your favourite apps on the home page by dragging them over from the launcher.

Wallpapers

Open settings, go to personal, and then wallpaper, and select one of the default wallpapers. Alternatively, with a PNG or JPEG file saved on a USB stick, open files, go to USB, tap on the image, then settings, and select set as wallpaper.

Device name

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

Using the Chrome browser

The Chrome browser is the default browser on the Horizon. The browser is also available as a shortcut in the side menu.








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 return to.












Whiteboard tools and controls

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

Tool	Icon	Functions
Menu Tools	 Menu	<ul style="list-style-type: none"> • Create a new whiteboard file • Open an existing whiteboard file • Save a whiteboard file • Import an image or file • Export the whiteboard in a 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	 Exit	<ul style="list-style-type: none"> • Cancel (resume working) • Don't Save • Save
Share	 Share	<ul style="list-style-type: none"> • Generate a QR code to share
List	 List	<ul style="list-style-type: none"> • Create a new whiteboard • Shows open whiteboard in a navigation panel
Select	 Select	<p>Allows you to select parts drawing or writing on the whiteboard. For each selection you can:</p> <ul style="list-style-type: none"> • 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	 <p>Pen</p>	<p>Select which pen tip end you want to edit:</p> <ul style="list-style-type: none"> • Thin pen tip • Thick pen tip • Change pen tip style • Change pen tip width • Change pen tip colour <p>Note that the wand pen tip has a library of icons you can insert into the whiteboard</p>
Eraser	 <p>Eraser</p>	<ul style="list-style-type: none"> • Use the eraser provided, use your palm and the back of your hand • Change the size of the eraser
Clean All	 <p>Clean All</p>	<ul style="list-style-type: none"> • Deletes all the content on the whiteboard
Ruler	 <p>Ruler</p>	<p>There are four ruler options:</p> <ul style="list-style-type: none"> • Ruler • Protractor • Triangular • Scale (ruler) • Use the edge of the rules to draw lines against
Shape	 <p>Shape</p>	<ul style="list-style-type: none"> • Insert 2D Shapes • Choose shape • Choose colour • Insert 3D Shapes • Choose shape • Choose colour
Pair Mode	 <p>Pair Mode</p>	<ul style="list-style-type: none"> • Select to open split screen for multiple users
Table	 <p>Table</p>	<ul style="list-style-type: none"> • Insert a table into the whiteboard • Increase the number of rows or columns by drawing them
Mind Map	 <p>Mind map</p>	<ul style="list-style-type: none"> • Insert a mind map

Sticky-Notes	 Sticky-Notes	<ul style="list-style-type: none"> • Insert a sticky note
Preview	 Preview	<ul style="list-style-type: none"> • Show you the zoomed-out version of the whole whiteboard canvas • Select specific elements to move around on the whiteboard
Grid	 Grid	<ul style="list-style-type: none"> • Insert text into a lined post it notes • Simply start writing and it will suggest the text conversion
Undo	 Undo	<ul style="list-style-type: none"> • Undo last action
Redo	 Redo	<ul style="list-style-type: none"> • Redo last action
Add	 Add	<ul style="list-style-type: none"> • Add a new page to the whiteboard file
Previous	 Previous	<ul style="list-style-type: none"> • Go back to previous page
Page Number	 Page number	<ul style="list-style-type: none"> • Show the number of pages in the whiteboard file
Next	 Next	<ul style="list-style-type: none"> • Go to the next page

Starting a new whiteboard session

There are three ways you can start a whiteboard session:

- From the 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.

Opening a whiteboard file

You can easily continue from where you left off in a saved whiteboard. A whiteboard format is IWB. Tap the menu icon and 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 be generated. Simply scan the QR code with your personal device and share the file 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 screen's storage 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, each page is saved as a separate PNG file. If you would like to reuse the whiteboard, we recommend using option 1, which is to save it to the CommbOX storage or a USB.

Using Annotate

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



Annotate tool has the following features:

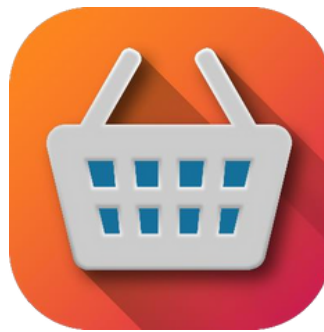
Select	Pressing select will change from drawing to navigating	Press on the pen to change back to drawing
Pen	Allows you to control the colour and width of the pen	You can draw with this
Brush	Allows you to highlight text	This is helpful for PDF documents
Clean	Removes all Annotation from the screen	Clears the screen
Save	Saves the Annotation into the Mark folder in Files.	It is saved as a PNG

More	<ul style="list-style-type: none"> • <i>Finder</i> – opens the Files app to show you the saved Annotations • <i>Inset</i> – inserts the PNG of the Annotation into the Whiteboard • <i>Share</i> – generates a QR code • <i>Cloud</i> – saves it to the connected Cloud drive 	
Close	Closes the Annotation tool	

Using the CommBox store

The CommBox Store allows you to install 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 Horizon screen 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 best way to 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 the 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 leave the Auto Updates on. This will ensure that your CommBox has the latest operating system.

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 always updated

Silent App install	You have the option to install apps that need updating silently. You can toggle this on or off.	A silent update means that the app will automatically install without you having to go 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 the App that needs 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 3 am.
Save	Save will store the changes to the you have made settings.	

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 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.

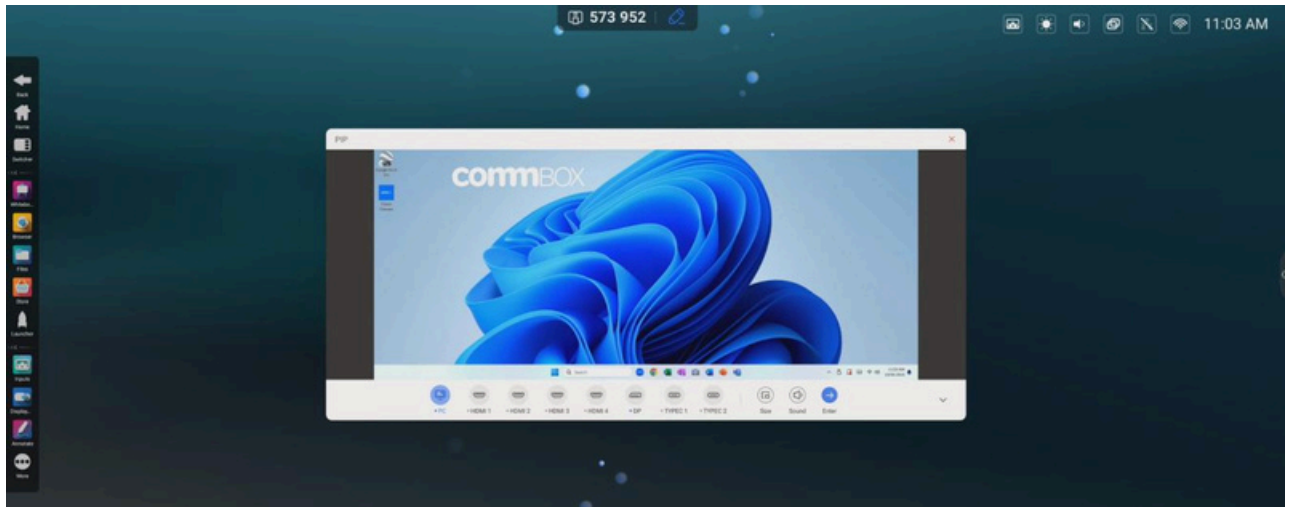
Using WPS Office

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 <http://www.help.wps.com/android-office> support site.

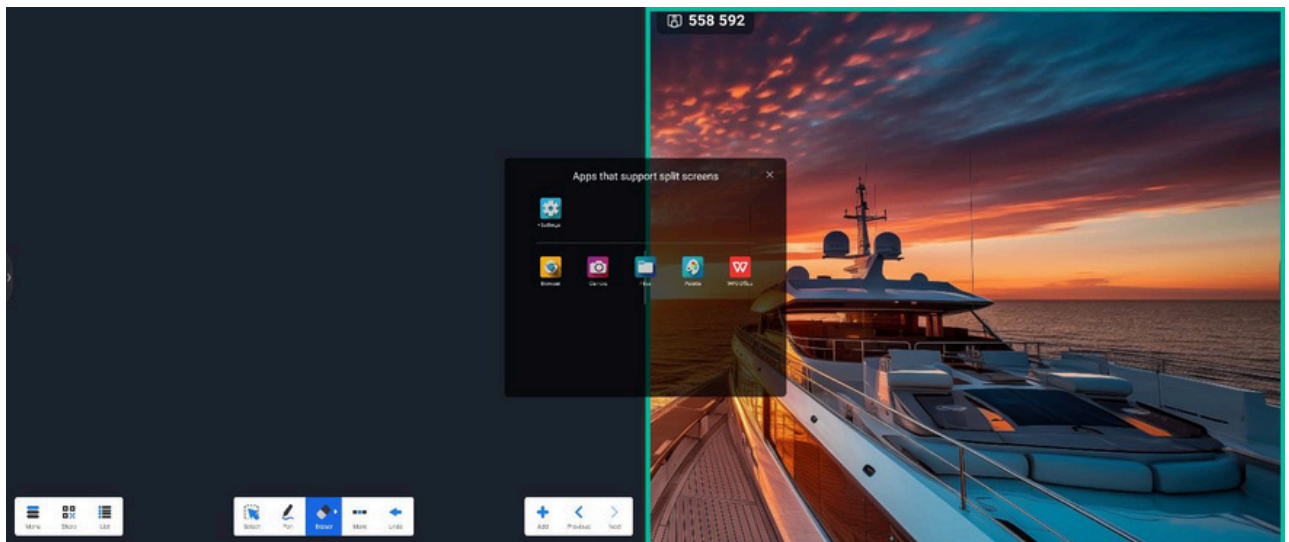
Using Picture in Picture (PIP) overlay tools



The PIP gives you the benefit of having another input source as an overlay. For example, let's say while using the whiteboard on the horizon, you want to show something on a spreadsheet or play a video. You can simply open PIP and select the source (it can be your phone, laptop, tablet, or OPS), and it will display the contents on top of your whiteboard. PIP is touch-enabled, which means you can control the other device on the horizon screen using touch. You can also change the volume and adjust the screen size of the input source.

Using Split Screen

Split Screen is another cool tool where you can use two apps at the same time side by side on the screen.



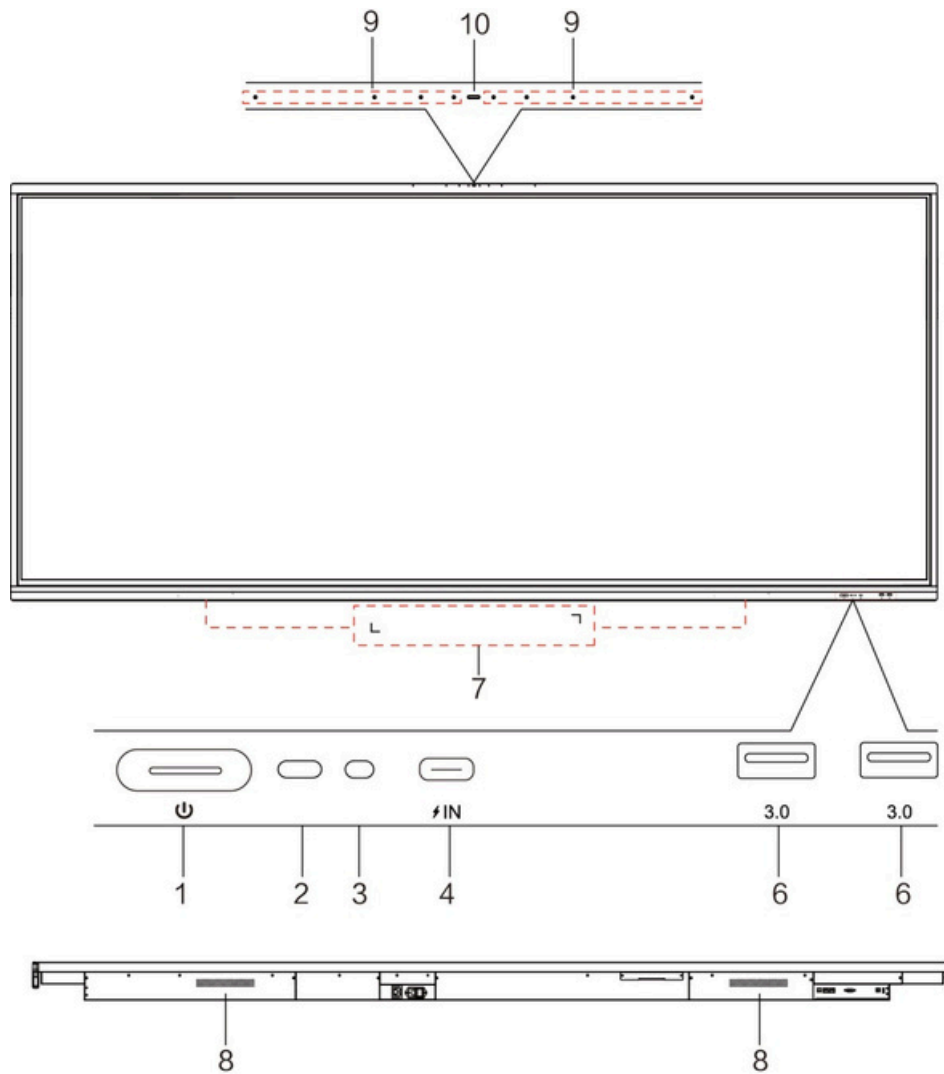
Adding new Apps and Overlay tools in the store

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 5: Connecting computers and other devices

Terminal Interface

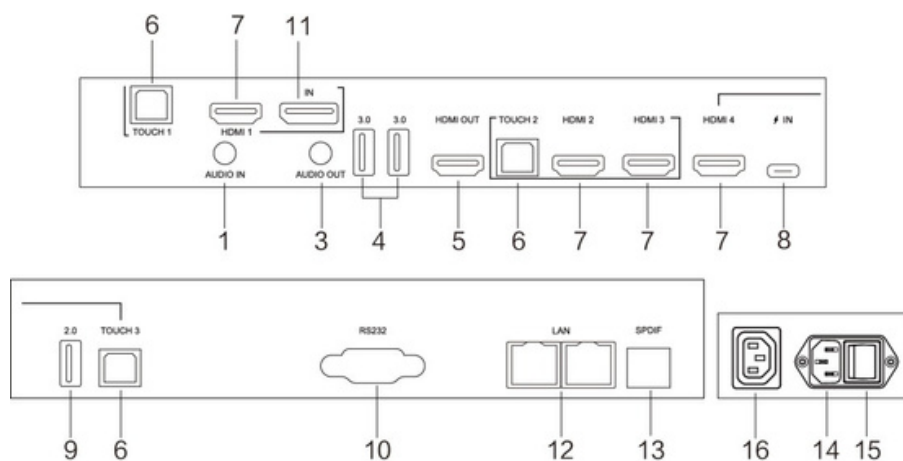
Horizon Interactive Display (Front):



No.	Items	Function description
1	⏻	Power Button: Tap to enter the energy-saving function. Press at least 2 seconds to enter standby mode
2	Remote control signal receiver	Receive remote control signal
3	Light sensor	Sense ambient light to adjust the backlight for appropriate brightness; it can be switched in the menu

4	⚡ IN	1 x USB Type C: Support 15W charging, data transmission, extension for audio and video output interface, ethernet, etc. <i>When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the electronic device's charging power exceeds this port's rated charging power, please Do not directly use this port for charging</i>
6	2x USB 3.0	Connect USB devices such as mobile hard disks, U disks, USB keyboards, mice, and drives
7	Magnetic zone	Area for placing the absorptive magnetic pen
8	Loudspeaker	Sound output
9	Array microphone	The sound is received when the microphone is on
10	Microphone indicator light	White light means the microphone is working

Horizon Interactive Display (Back):



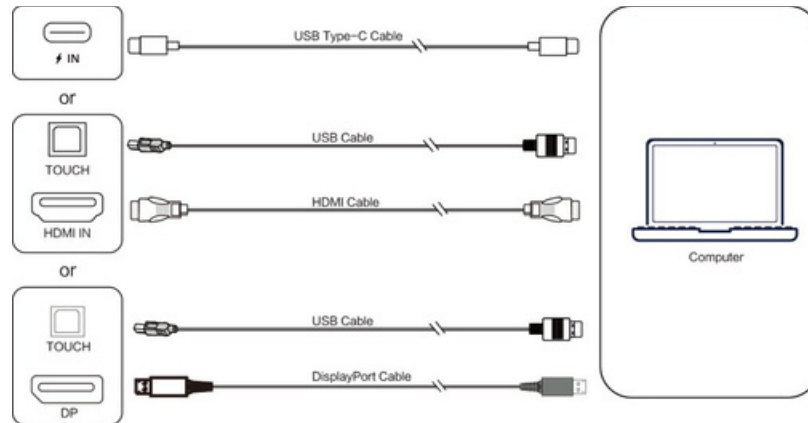
No.	Items	Function description
1	AUDIO IN	External audio sources input (It is generally used as the sound input of the VGA interface)
3	AUDIO OUT	Audio output to the external speaker
4	2 x USB 3.0	Connect USB devices such as mobile hard disks, U disks, USB keyboards, mice, and drives.

5	HDMI OUT	Connected to the devices with HDMI input function (monitor)
6	TOUCH	Touch signal output to the external computer
7	HDMI 1/2/3/4	High-definition multimedia interface signal input, connect to devices with HDMI output interface (a personal computer with HDMI output, set-top box, or another video device) HDMI 1 – supports up to 5k@60Hz HDMI 2 – supports up to 4k@60Hz HDMI 3 – supports up to 4k@60Hz HDMI 4 – supports up to 4k@60Hz
8	⚡ IN	It supports 65-100W charging, data transmission, audio and video output interface extension, ethernet, etc. <i>When using this port to charge electronic devices, the charging power of the electronic device cannot exceed the rated power of this port. If the electronic device's charging power exceeds this port's rated charging power, please Do not directly use this port for charging.</i>
9	1 x USB 2.0	Connect USB devices such as mobile hard disks, U disks, USB keyboards, mice, and drives.
10	RS232	Serial interface, used for mutual transfer of data between devices
11	DP IN	Connected to devices with Display Port output function.
12	LAN In/Out	It supports up to 5K@60Hz To Connect to Ethernet 1 x LAN In: 1000Mb/sec 1 x Lan Out: 1000 Mb/sec
13	SPDIF	Carry multichannel sound via optical signals.
14	AC IN	AC power input, connecting AC power supply
15	AC SWITCH	To open or shut down the AC power supply. "I" means power on, "O" means power off
16	AC OUT	AC power output, connecting AC power supply

Connection and Input Settings

⚠ For the safety of you and the machine, please do not connect any power plug before connection.

External Computer and Touch Connection



1. Use a USB Type-C cable to connect the computer (Or use an HDMI cable to connect to the HDMI output port of the external computer or a Display Port cable to connect to the display output port of the external computer).
2. Use a USB cable to connect to an external computer's USB port.
3. After the cable connection, plug in the power cord and switch the power on.
4. Start the external computer.
5. Press **⏻** key, and the device will power on.
6. Switch the input source to the USB Type-C/HDMI /Display Port channel in the main menu.

⚠ NOTE:

External computer input, the equipment's best resolution is 3840*2160.

Recommended computer configuration:

1GB Available Hard Drive

2.0GHz Processor, 1GB Memory

More than 256 colour display cards

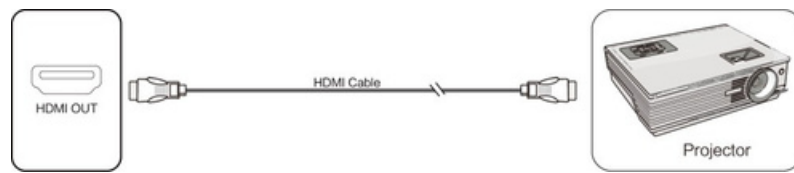
VGA OUT / HDMI OUT, Audio-OUT, USB Interface


Support Resolution: 800×600,1024×768, 1920×1080, 3840×2160.

Audio and Video Equipment

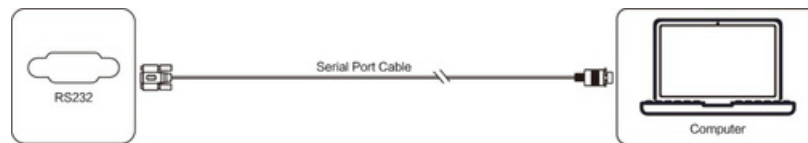


1. Use an HDMI cable to connect audio and video equipment with HDMI output. After the cable connection, plug in the power cord, and switch the power on.
2. Press **⏻** to turn the device on.
3. Switch the input source to the HDMI channel in the main menu.



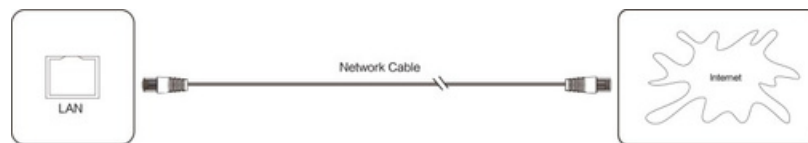
1. Use an HDMI cable to connect audio and video equipment with HDMI input.
2. After the cable connection, plug in the power cord, and switch the power on
3. Press  to turn the device on

RS232 Connection

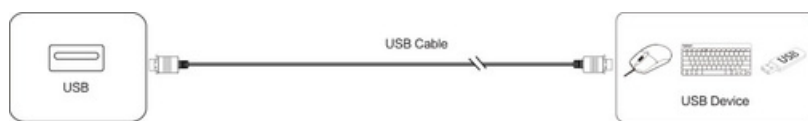


After using a serial port cable to connect the central control equipment and the machine, certain functions of the machine can be controlled via a central control device, such as turning the machine on/off and adjusting the sound volume, etc.

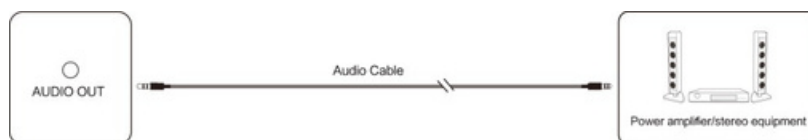
LAN Connection



USB Connection



AUDIO OUT Connection



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>

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 <u>Important</u> : Use a 3.5 mm stereo jack (15 mm long barrel) only to connect to the CommBox. .
USB 2.0	3 Metres	If the distance between the computer and the CommBox is greater than 16' (5 m), use a Hi-Speed USB 2.0 extender. For more information, see USB extenders
USB Type-C	2 Metres for SuperSpeed 5Gbps cables	<p>Use a certified USB 3.2 Gen 1 Type-C cable, SuperSpeed (5 Gbps) support to use a USB Type-C cable for video, you need:</p> <ul style="list-style-type: none"> • A full-featured cable that supports SuperSpeed 5Gbps (or faster) data rates. • A computer that supports CommBox Port Alternate Mode via USB Type-C <p>Note: <i>The USB Type-C connector on the Horizon can supply up to 100 W of power to connected devices.</i></p>

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.

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.

Chapter 6: Advanced user features in 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

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)

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

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

Chapter 7: Troubleshooting the Horizon

This chapter explains how to resolve any issue that arises with the Horizon 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 for additional troubleshooting information or raise a ticket with the CommBox support team.

Resolving general issues

Symptom	Troubleshooting steps
Forgot the lock screen passcode or settings passcode	Contact CommBox support 02 9975 6001
The screen doesn'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 : <i>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.</i>
The stylus pen is broken/lost	Contact your reseller to purchase a new stylus.
App is missing or not available	The app might not be included with the CommBox Horizon. NOTE : Apps that require Google Play Services (such as the Google Play store) cannot be used on theCommBox

The CommBox isn't turning on

Symptom	Troubleshooting steps
The status light isn't lit	<ul style="list-style-type: none"> • Make sure the power cable is securely connected to the power outlet and the Horizon. • 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.
The status light is lit red, and the screen is blank	<ul style="list-style-type: none"> • Press the Power button on the front of the CommBox or the remote control.

	<ul style="list-style-type: none"> • Restart the CommBox and wait up to 30 seconds. • Disconnect any cables from the screen's HDMI Output connectors (if used) to determine whether equipment connected to the HDMI output port is causing the problem.
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The CommBox is turning off automatically

Symptom	Troubleshooting steps
The screen turns off or enters Standby mode automatically	<ul style="list-style-type: none"> • Check the power-off timer setting to determine whether there's an issue 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 screen 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	<ul style="list-style-type: none"> • 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.

<p>A computer is connected to the CommBox, but only a “No signal” message appears on the screen</p>	<ul style="list-style-type: none"> • Make sure the computer is connected to the current 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.
<p>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</p>	<ul style="list-style-type: none"> • 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. • 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.
<p>There are bright spots on the screen</p>	<p>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.</p>
<p>The colours don’t appear correctly</p>	<ul style="list-style-type: none"> • Check the Image mode settings. • 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.

<p>The image is cut off or shifted to the left or right</p>	<ul style="list-style-type: none"> • 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.
<p>The image doesn't fill the entire screen</p>	<ul style="list-style-type: none"> • Adjust any connected computers' video settings, particularly overscan. • See the computer's operating system documentation. • Make sure the connected computer's video connector is configured to output a supported video signal.
<p>The video from a device connected to the screen's USB Type-C connector doesn't appear</p>	<ul style="list-style-type: none"> • 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 it.

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

Symptom	Troubleshooting steps
<p>There's no sound OR There is sound, but the volume is low OR The sound is distorted or muffled</p>	<ul style="list-style-type: none"> • If you're using an external audio system, make sure it is turned on. The 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. • 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.

	<ul style="list-style-type: none"> • If you're using the screen's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted. • Adjust the screen'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 screen's volume.
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The touch isn't working as expected

Symptom	Troubleshooting steps
The Screen doesn't respond to touch on the home screen with no computer connected	<ul style="list-style-type: none"> • If a lock icon appears briefly on the left and right sides of the screen, the Lock screen feature is enabled. To unlock the screen, try either of the following procedures: <ul style="list-style-type: none"> ◦ Touch the lock icon when it appears. ◦ Use either the remote control or a USB mouse connected to the Service connector on the side connector panel to access 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 screen to another location in the room. • Restart the Horizon.
The CommBox doesn't respond to touch when viewing the input from a connected computer	<ul style="list-style-type: none"> • Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length • Make sure any connected computers have detected the CommBox's USB connection.

<p>When viewing the image from a connected device, the screen responds to touch intermittently OR When you touch the screen, the pointer doesn't appear in the correct place</p>	<ul style="list-style-type: none"> • 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. • Ensure that the video and USB cables connecting any computers to the screen use the correct connectors. • Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length of 3 metres.
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The pens aren't working as expected

Symptom	Troubleshooting steps
<p>The CommBox responds to touch but not to writing with a pen when viewing the image from a connected computer</p>	<ul style="list-style-type: none"> • Make sure you are using a CommBox Interactive Horizon pen. • Restart you PC • Check for windows updates • Contact CommBox Support Restart the CommBox.
<p>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 Ink disappears as you write</p>	<ul style="list-style-type: none"> • 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 updates

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

Symptom	Troubleshooting steps
The CommBox OPS PC module isn't working as expected	<ul style="list-style-type: none"> • See the CommBox OPS PC user guide



If an issue you're experiencing with the screen 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 screen'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 Horizon CommBox support pages on the CommBox website.

Troubleshooting apps and tools

This appendix explains how to troubleshoot the apps and tools on Horizon.

Resolving issues with Whiteboard

Symptom	Troubleshooting steps
The pen doesn't write	<ul style="list-style-type: none"> • If you're using the thick end of the pen, ensure the fine erase setting is disabled in the Whiteboard app's pen settings. • Ensure that no other objects (such as your hand or clothing) touch 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Tap the pen icon to switch back to single-finger drawing.
You can't set an image as the background	<ul style="list-style-type: none"> • Make sure the image's file format is JPG or PNG.
The CommBox can't open a saved Whiteboard	<ul style="list-style-type: none"> • Whiteboards are saved in IWB 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
The browser isn't working correctly	<ul style="list-style-type: none"> • 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 • Contact your network administrator
Can't find your downloads	<ul style="list-style-type: none"> • Check the Downloads folder in File Manager app. • The screen's storage might be full. Delete files or move them to a USB drive for backup

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