



commBOX



User Manual

Interactive Horizon 105”





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

Important Information

This guide is an instruction manual for end users of the CommBox Interactive Horizon. Refer to the Installation and Maintenance Guide for important information about installing and maintaining the display. If you have any questions, please feel free to contact us at support@commbox.com.au.

Safety Information

The CommBox Interactive Horizon is designed in line with safety standards. However, improper use may result in electric shocks, fire accidents, and even personal injury and property damage. To prevent potential dangers, ensure your safety and extend its service life, make sure the following notes are carefully read and complied with prior to installation, use and cleaning of the product.

Carefully read all instructions and labels before use and keep this user manual for further use.

- Disconnect the display's power cable from the wall outlet and seek assistance from the qualified CommBox support team if any of the following occur:
 - The power cable or plug is damaged or worn.
 - Liquid is spilled on the display.
 - Objects fall onto the display.
 - The display is dropped or the outer casing is damaged.
 - Structural damage, such as cracking, occurs.
 - The display behaves unexpectedly when you follow operating instructions.
- Do not open or disassemble the display. You risk electrical shock from high voltage inside the casing. Please contact CommBox for servicing.
- Keep the display away from direct sunlight, moisture, high/low temperature and ensure good ventilation.
- Keep the display away from flammable and explosive materials.
- Avoid blocking the vents.
- Do not place or install the product in a confined space unless well-ventilated.
- Do not place heavy objects on the power cable. Damage to the power cable could result in electric shock, fire or product damage which may not be covered by the warranty.
- Ensure the power plug is properly inserted into the socket, otherwise a fire accident may result.
- Connect to the mains supply and avoid connecting to a circuit with high-power devices like an elevator. Use a voltage stabiliser under circumstances with unstable voltage like a metro station as unstable voltage may damage the product.
- Do not plug/unplug the display with wet hands, otherwise electric shock may result.
- Do not service the display within 2 minutes after power off since instantaneous discharge can occur.
- Do not touch the signal connectors with a sharp object or metal, or insert anything into the vent, as this could result in a short circuit, product damage or electric shock.
- Do not knock, crush and scratch your CommBox Interactive Horizon.
- Handle with care and hold the handle while moving the CommBox Interactive Horizon to avoid falling or impact.
- Turn off the screen before cleaning. Use a soft microfiber cloth with an alcohol-based cleaner to clean the display. We recommend Isocol www.isocol.com.au. Do not use any detergent, spray detergent, solvent, or liquid containing ammonia to clean the screen.


Precautions

- Do not attempt to disassemble or assemble your CommBox Interactive Horizon as you may get exposed to dangerous voltage or other hazards. If necessary, please contact the CommBox support at support@commbox.com.au
- If the CommBox Interactive Horizon is dirty, first unplug the power cable, then dampen a microfiber cloth with water and wipe the display with the slightly wet cloth. Do not apply force while wiping the screen as it may damage the display.
- If the CommBox Interactive Horizon is exposed to high humidity, condensation may build up inside the screen. This is normal due to the temperature difference between the external and internal glass. Condensation will generally disappear after 24 hours and should not impact your use of the CommBox Interactive Horizon.
- Do not touch the signal connectors with a sharp object or metal, or insert anything into the vent, as this could result in a short circuit, product damage or electric shock.
- Do not exert pressure on your CommBox Interactive Horizon as the screen is made out of glass and is therefore fragile.
- Do not install the CommBox Interactive Horizon on an unsteady trolley, shelf or table as it might fall and break.
- Move the CommBox Interactive Horizon carefully when it is on a trolley. If the trolley is stopped abruptly, excessive force is exerted or it is rolled over uneven surfaces, it can trip over and result in damage of the CommBox Interactive Horizon.
- Your CommBox Interactive Horizon has a range of vents to avoid overheating. Do not cover any of these vents.
- Ensure that images, text and icons displayed on the CommBox Interactive Horizon are not idle for too long as it can lead to image shadows on the screen.



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Chapter 1:

Introduction to the CommBox Interactive Horizon

Product Features

Your CommBox Interactive Horizon features a HD LED-backlit touchscreen paired with IR and multi-touch technologies. Equipped with the built-in CommBox Whiteboard, the CommBox Interactive Horizon is convenient, highly interactive, safe and environmentally friendly.

High Interconnectivity (optional):

The CommBox Interactive Horizon can connect to a range of other devices. It allows wireless connections with PCs, Mac devices and mobile phones enabling easy transmission of documents, videos and screen casting.

Extraordinary Display:

The CommBox Interactive Horizon consists of a high-quality HD LCD touchscreen featuring original display colours, vivid pictures, a uniform display, no flickering and quick touch response. You can enjoy HD pictures from different angles.

Accurate Touch Control:

The CommBox Interactive Horizon includes advanced touch technology featuring quick touch response, high position accuracy, strong environmental adaptability, accurate operations and much more. You are able to control all screen operations such as clicking, dragging etc. with your hand if you prefer not to use a stylus.

High Interactivity:

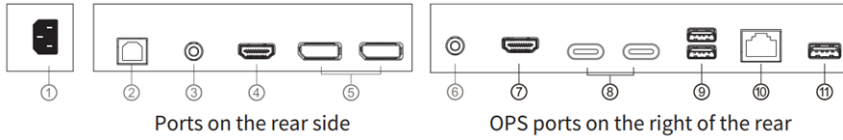
The CommBox Interactive Horizon is equipped with the Microsoft Whiteboard. It offers you multiple types of pens, drawing tools as well as many other functionalities such as writing and moving content as you desire.

Packing List

The following items are included:

- 1x Power Cord
- 1x HDMI cable
- 1x Touch USB cable
- 2x Stylus pens
- 1x Eraser
- 1x Wall Mount
- 1x Remote Control

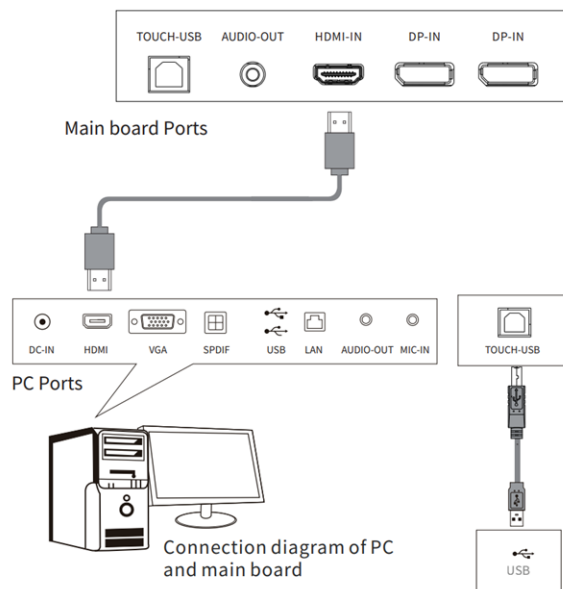
Connection Ports



Port	Description	Notes
1	Power Port	
2	Touch USB	Enables touchback when connected to a wired device
3	Audio OUT	
4	HDMI In	
5	DP In	
6	Line Out & Mic In	
7	HDMI Out	
8	USB C	
9	USB 3.0	
10	Ethernet	
11	USB 2.0	

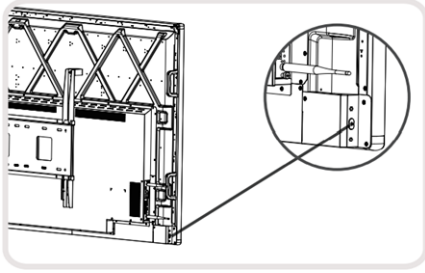
Note: Actual port availability and position may vary for different models and are subject to the actual product.

Connection Diagram

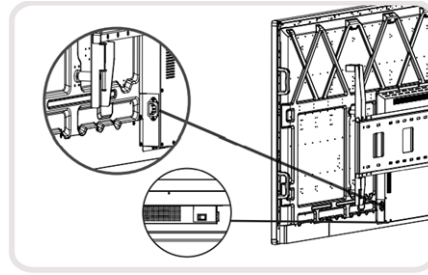


Note: Actual port availability and position may vary for different models and are subject to the actual product.

Display Keys



Power button
Press once for standby mode.
Press and hold to turn display off.



Power port and switch
Access to power supply and power switch for full shut down of the touchscreen

Remote Control



Key	Description
Power (⏻)	Press once for standby mode. Press & hold to turn touchscreen off.
Mute (🔇)	Turn sound on or off
Direction	Menu selection
Return (↶)	Return to the previous settings page
Volume +	Increase volume
Volume -	Decrease volume
Menu (☰)	Settings menu selection
Source (⏮)	Input source selection
OK	Confirm selection
Home (🏠)	No function
Ghost (☺)	Restore OPS system

Note:

1. The picture above is for reference only. The actual remote control may vary.
2. The functions on the remote control keys may vary and are subject to the actual product.

Chapter 2:

Operating the CommBox Interactive Horizon

Startup/Shutdown

Hard switch on/off

Connect the provided power cord to the touchscreen (Port 1 as per connection port diagram above) and plug it into a standard power point.


After connecting the power cord, flip the power switch to the “I” end to switch on the touchscreen. Flip the power switch to the “O” end to switch off the touchscreen.

Power on/off

1. After switching on the touchscreen press the power button to start the CommBox Interactive Horizon. The panel indicator light will change from red to blue.
2. Press the power button again to turn off the screen. The CommBox Interactive Horizon will enter standby mode.
3. While the CommBox Interactive Horizon is powered on, press the power button for 3 seconds to enter the 10-second shutdown countdown. The panel indicator will change from blue to red.


Note: When using an OPS, we recommend turning off the OPS before turning of the touchscreen. Use the touch function or a connected mouse to turn off the OPS from the start menu.

Input Source Selection

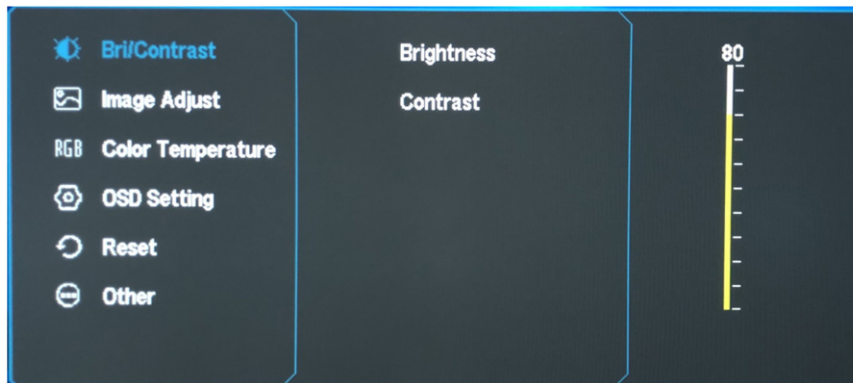
Press the  button on the remote control to access the input source selection. You can toggle between Windows, DP1, DP2 and HDMI.



Menu Operation

Press the  button on the remote control to access the settings menu. Here you can adjust the brightness and contrast of the screen, the overall image as well as colour temperature, OSD settings, reset the touchscreen and more.

- Bri/Contrast: Adjust screen brightness and contrast by pressing the up and down cursor keys on the remote control
- Image Adjustment: Adjust sharpness and gamma settings
- Colour temperature: Select from cool, normal and warm or personalise the settings
- OSD setting: Adjust language settings, horizontal and vertical position, time out as well as transparency
- Reset: Allows you to restore the screen parameters to factory settings (except for language)
- Other: Input source selection, volume control and low blue light setting



Chapter 3:

Troubleshooting

Follow the solutions below to solve common issues, read through our knowledge base at <https://support.commbox.com.au/knowledge> or contact us at support@commbox.com.au if the issue persists.

Issue	Possible causes	Solutions
The display does not show anything. There is no sound, and the power indicator light does not come on.	<ul style="list-style-type: none"> a. The power cable might not be plugged in correctly b. The power connecting is failing 	Check if the power cord is properly connected and the power point is turned on
Images on the CommBox Interactive Horizon have a dotted line or stripe across them.	An electric device nearby is interfering with the input signal	Turn off the electric device or relocate your CommBox Interactive Horizon
Pictures on the PC are offset, are not full-screen, go beyond the screen or are blurred.	<ul style="list-style-type: none"> a. The display settings have been adjusted incorrectly b. The incorrect display mode has been selected 	<ul style="list-style-type: none"> a. Use the auto adjustment function b. Select "PC Screen Adjustment" to adjust the vertical or horizontal position c. Use the recommended display mode
The CommBox Interactive Horizon freezes, crashed or is unresponsive	<ul style="list-style-type: none"> a. Too many programs are running at the same time b. External factors (e.g. lightning, static electricity) are interfering with the normal operation of the CommBox Interactive Horizon 	Disconnect the CommBox Interactive Horizon from the power point and wait for 1-2 minutes. Reconnect the power supply and restart the CommBox Interactive Horizon
The touch functionality is slow or unresponsive	Too many programs are running at the same time	Close all programs that are using large amounts of memory or restart the CommBox Interactive Horizon
The OPS cannot be turned on, does not display anything and has no touch	The OPS has not been setup properly	Reinstall the OPS
The two-way-touch functionality is not consistent between 2 devices	<ul style="list-style-type: none"> a. The input source selection does not match the corresponding touch USB cable interface b. The touch USB cable is too long or of low quality 	<ul style="list-style-type: none"> a. Check and if necessary, change the corresponding interface of the touch USB cable b. Change the touch USB cable to a shorter, higher quality one

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