



Advanced Technical Training

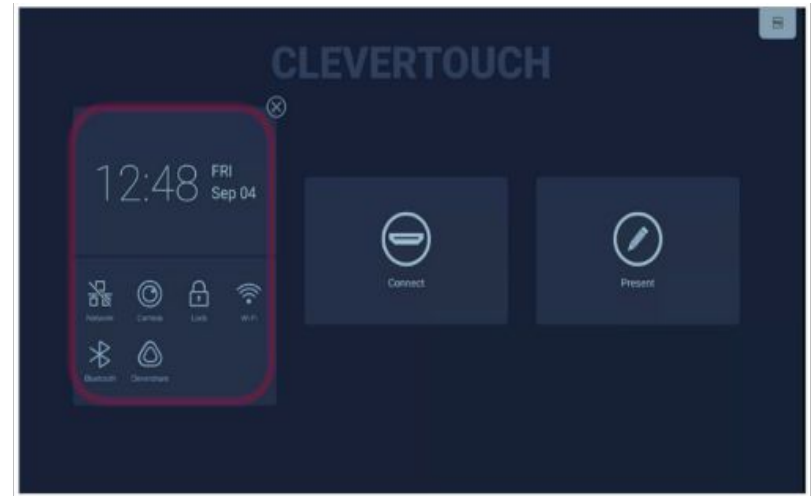
Initial Configuration



Main Screen



Status Screen



Connect Screen



Present Screen



Setting the room name

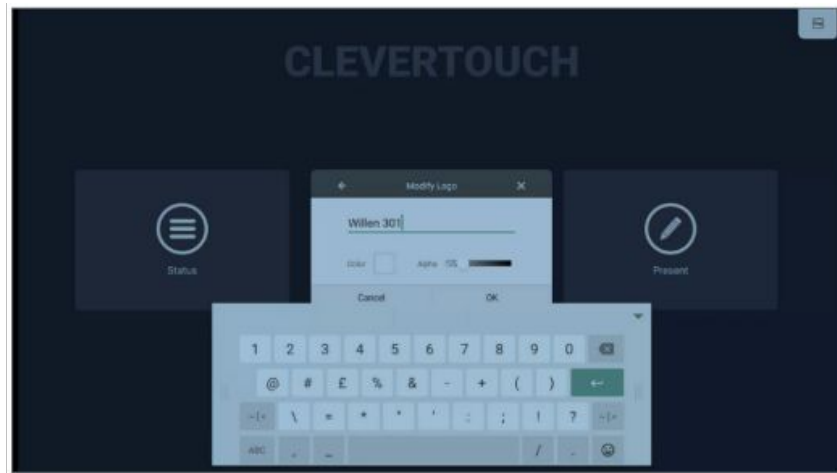


Tap on the word Clevertouch on the main screen 5 times in quick succession to bring up the modify logo option.



Select "Input String" to change the name of the board to reflect the room name.

Setting the room name



The LOGO name will ONLY display 12 characters.

Setting the room name



Options Configuration



Click on the “Present” icon on the LUX home screen



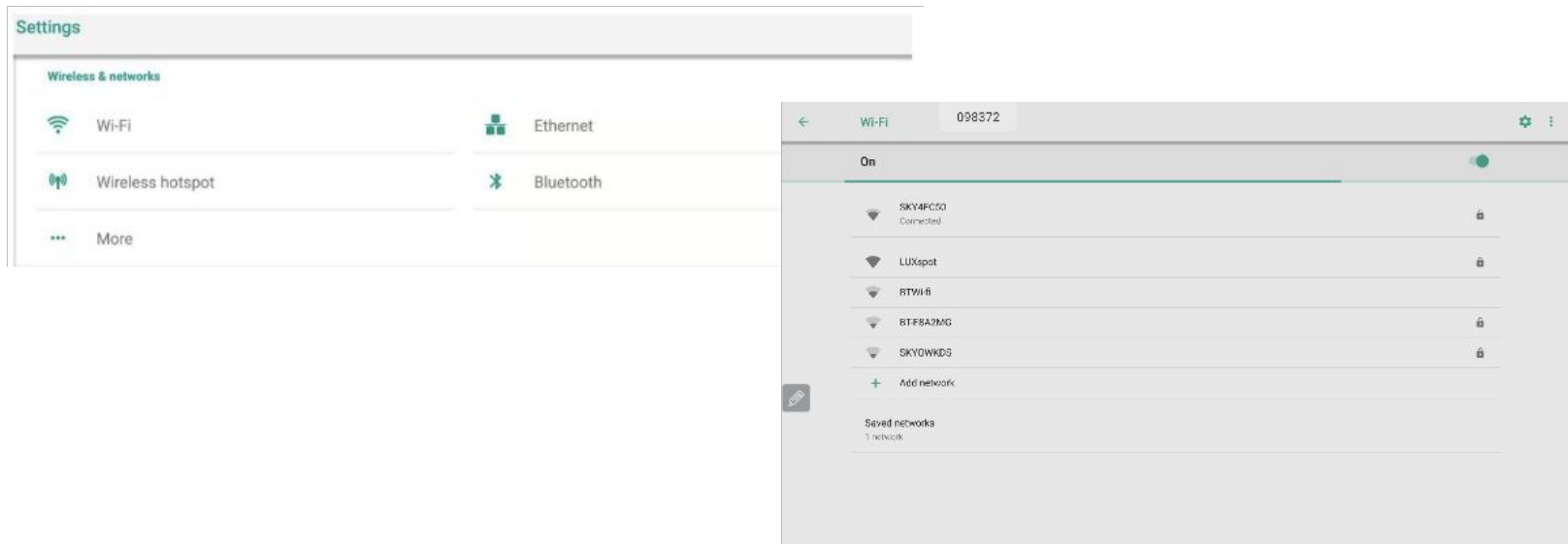
Click on the “Apps” icon

Options Configuration



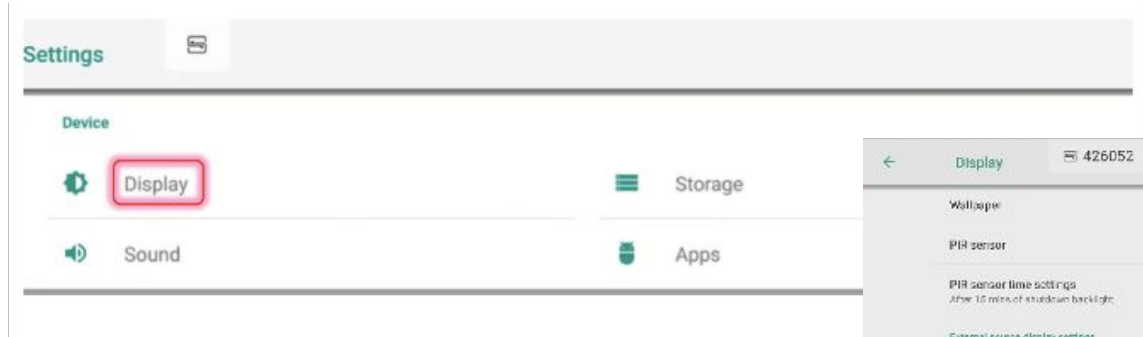
Click on the "Settings" icon

Settings Menu Wireless

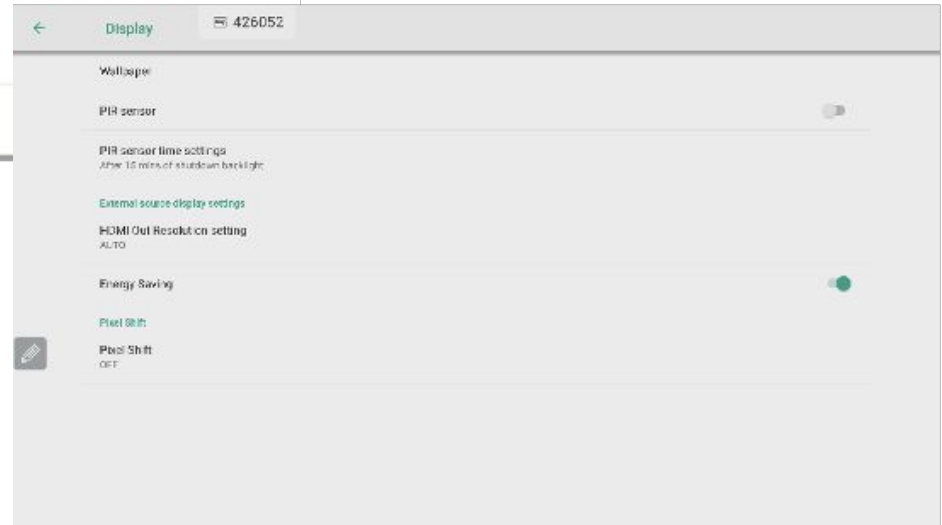


Click on the “Present” icon on the LUX home screen

Device – Suggested Display Settings



1. Leave Wallpaper at default
2. Set PIR Sensor to desired level
3. Leave HDMI Out Resolution Setting to AUTO
4. Leave Pixel Shift "Off"
5. Slide Energy Saving to "On"



Start up and Shutdown

Startup and shutdown options

Startup channel

☒ Last shutdown channel ☐ Default startup channel PC ▼

Automatically remove files when Clevertouch is shutdown

<input type="checkbox"/> Video	<input type="checkbox"/> Audio	<input type="checkbox"/> Documents/Images/ Whiteboard	<input type="checkbox"/> Browser
<input type="checkbox"/> .mp4	<input type="checkbox"/> .mov	<input type="checkbox"/> .mp3	<input type="checkbox"/> .m4a
<input type="checkbox"/> .avi	<input type="checkbox"/> .rmvb	<input type="checkbox"/> .wav	<input type="checkbox"/> .flac
<input type="checkbox"/> .mkv	<input type="checkbox"/> .wmv	<input type="checkbox"/> .MIDI	<input type="checkbox"/> .aac
<input type="checkbox"/> .enb	<input type="checkbox"/> .xls	<input type="checkbox"/> .jpeg	<input type="checkbox"/> .pdf
<input type="checkbox"/> .docx	<input type="checkbox"/> .jpg	<input type="checkbox"/> .doc	<input type="checkbox"/> .xlsx
<input type="checkbox"/> .png	<input type="checkbox"/> .android user	<input type="checkbox"/> Cloud Account	<input type="checkbox"/> Email Account

1. Select Default Startup Channel, click on the down arrow to select desired channel
2. Select relevant boxes to "Automatically remove files when End Meeting is selected.
3. Select "Close power off reminder"
4. Add task for "Timer Switch" at 07.00 all Work Days and "Off Time at 18.00 Every Day

Start up and Shutdown

←

Startup and shutdown

☰

Built-in PC startup options

☒ Startup only through built-in PC startup option ☐ Startup through any channel

Standby Mode

☒ Hibernate ☐ Sleep

Standby after startup (blank screen)

☑

Close power off reminder

☑

Timer switch

Boot time

Off time

6

59

7

:

00

am

8

01

pm

☐

☒

☒

☒

☒

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Sun

Mon

Tue

Wed

Thu

Fri

Sat

Every day

Working day

5

59

am

6

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pm

7

01

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☒

☒

☒

☒

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Every day

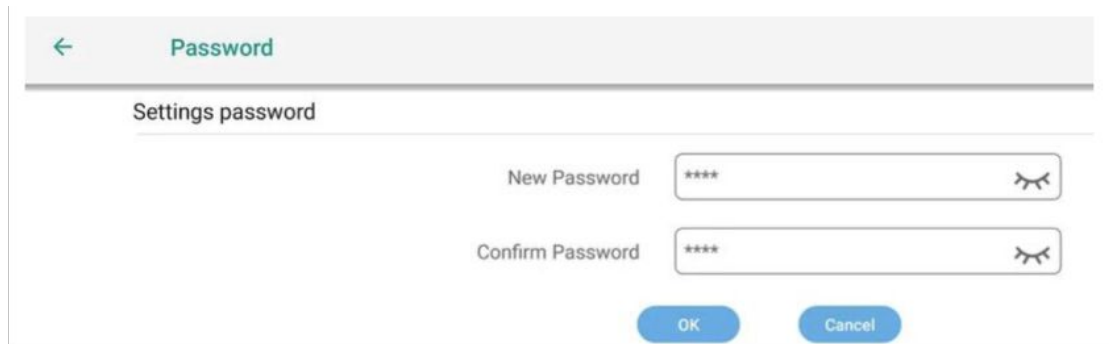
Working day

☑

🗑

+ Add task

Password





The screenshot shows a mobile application interface for setting a password. At the top, there is a header bar with a back arrow on the left and the title "Password" in green. Below the header, the text "Settings password" is displayed. There are two input fields: "New Password" and "Confirm Password", both containing four asterisks. Each field has a small icon of an eye with a slash, indicating that the password is hidden. At the bottom of the form, there are two blue buttons: "OK" and "Cancel".


Select Password and enter
Management Password

Input Settings


Select Input Alias Switch, rename the ports depending on what is connected to them.
For example if you have a "Wyse Terminal" connected to HDMI!, simply change to "Wyse Terminal"

Input Settings

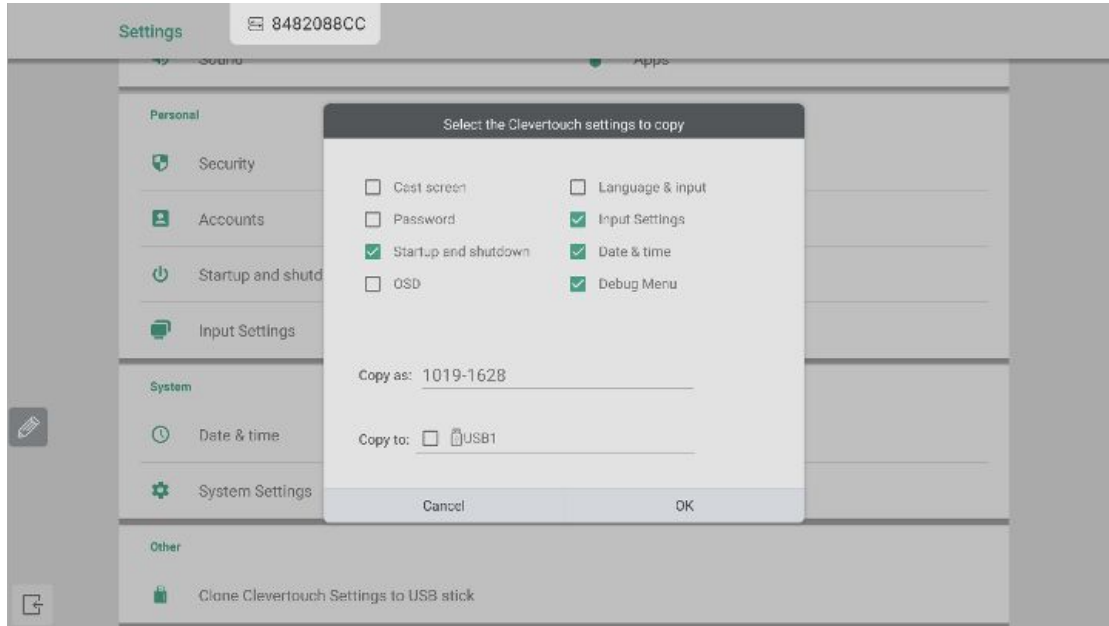
 **Input Settings** 

Input Alias Switch 

PC	<u>Slot PC</u>	<input checked="" type="radio"/> display <input type="radio"/> hide
LUX	<u>LUX</u>	
HDMI1	<u>Table</u>	<input checked="" type="radio"/> display <input type="radio"/> hide
HDMI2	<u>Miracast</u>	<input checked="" type="radio"/> display <input type="radio"/> hide
HDMI3	<u>HDMI3</u>	<input type="radio"/> display <input checked="" type="radio"/> hide
Type-C1	<u>Type-C1</u>	<input type="radio"/> display <input checked="" type="radio"/> hide
Type-C2	<u>Type-C2</u>	<input type="radio"/> display <input checked="" type="radio"/> hide
DP	<u>DP</u>	<input type="radio"/> display <input checked="" type="radio"/> hide
VGA	<u>VGA</u>	<input type="radio"/> display <input checked="" type="radio"/> hide

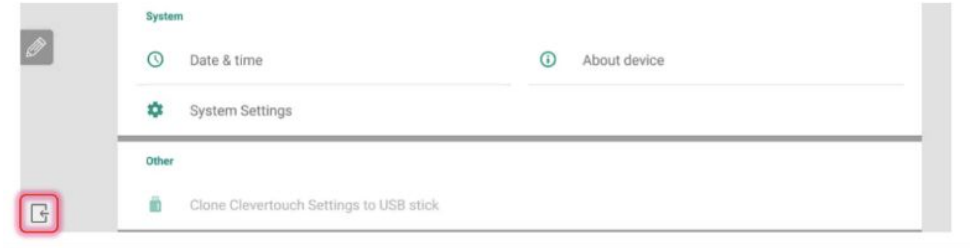


Clone Settings to USB Stick



Select clone settings to USB stick, when the pop up menu appears select all folders that need to be copied to other Clevertouch Screens, Insert a USB into the screen and rename as necessary.

Finish Configuration



Exit from the settings screen (bottom left)



Click the Home Icon (bottom right)

Certificates

There are 3 certificates that have been tested with the Clevertouch screens.

. PFX . CER & .P7B

To install these certificates follow the following steps

- 1. Copy the files onto a USB stick**
- 2. Go to Apps>Settings>Security>Install from storage**



Proxy settings WiFi

- Open the “settings” application
- Press the WiFi option under “Wireless and Networks”
- Enable the WiFi
- Press and hold on the wireless network you are connected to
- Open the pop-up menu, press “Modify network settings”
- Select advanced options
- Press on “Proxy” “None”, change the settings

Proxy Settings Ethernet

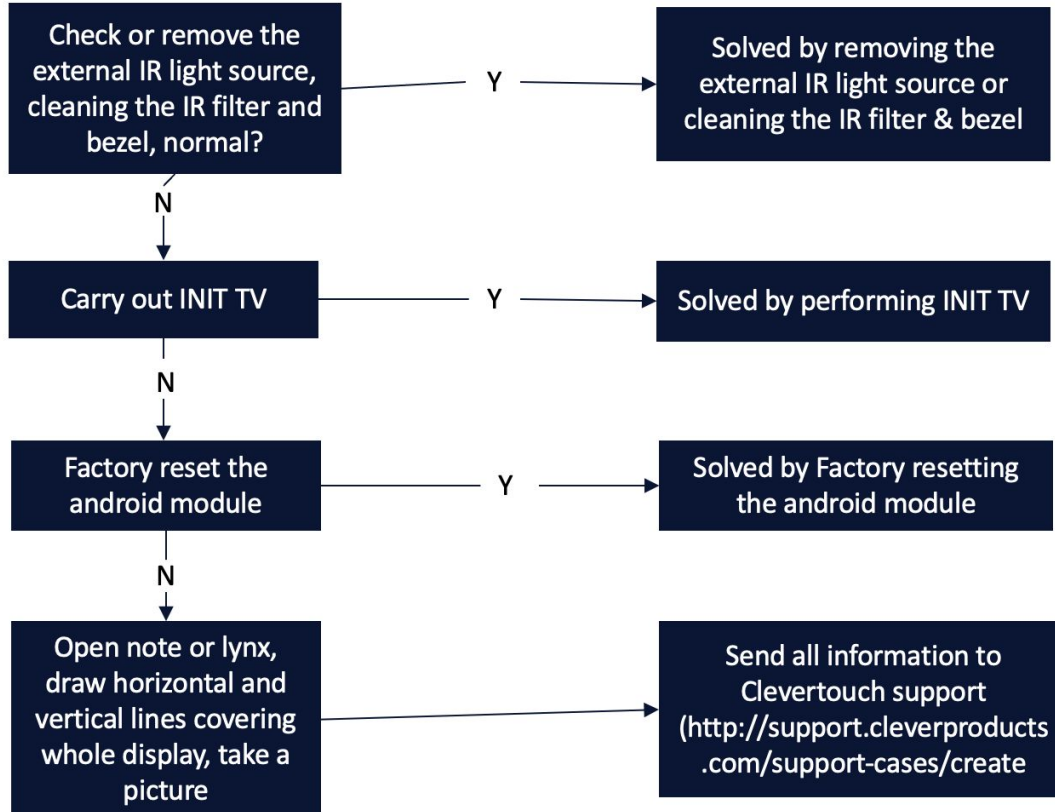
- Open the “settings” application
- Press the Ethernet option under “wireless and Networks”
- Enable the Ethernet
- Select “Proxy” “Manual”, change the settings



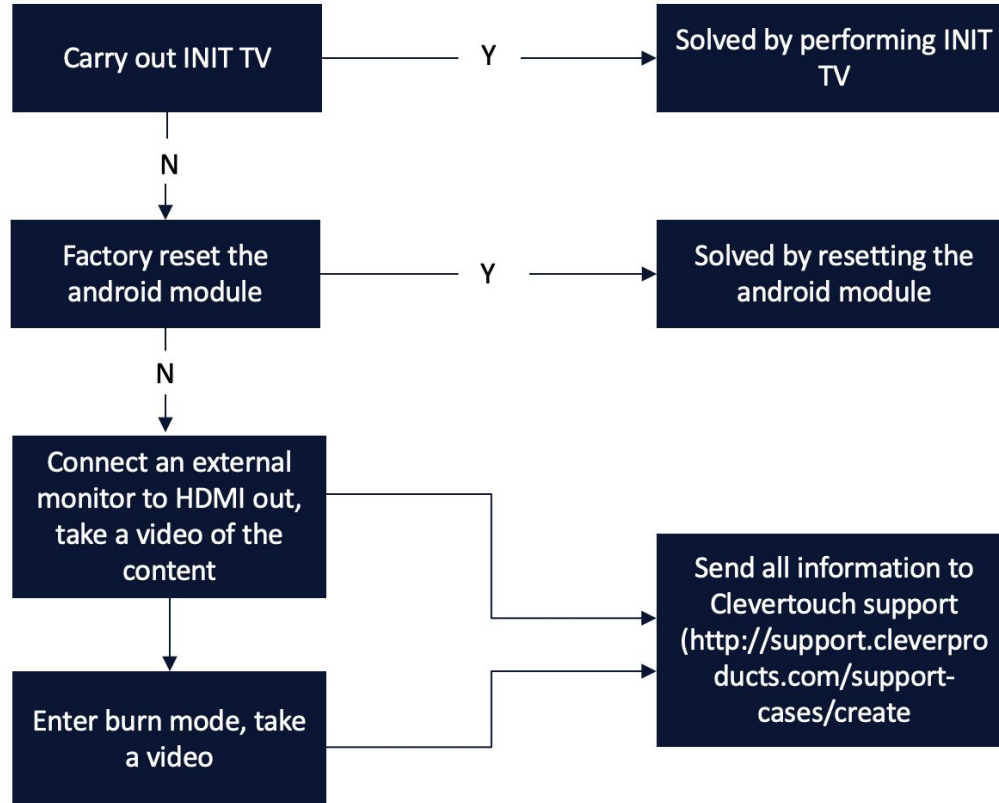
Troubleshooting



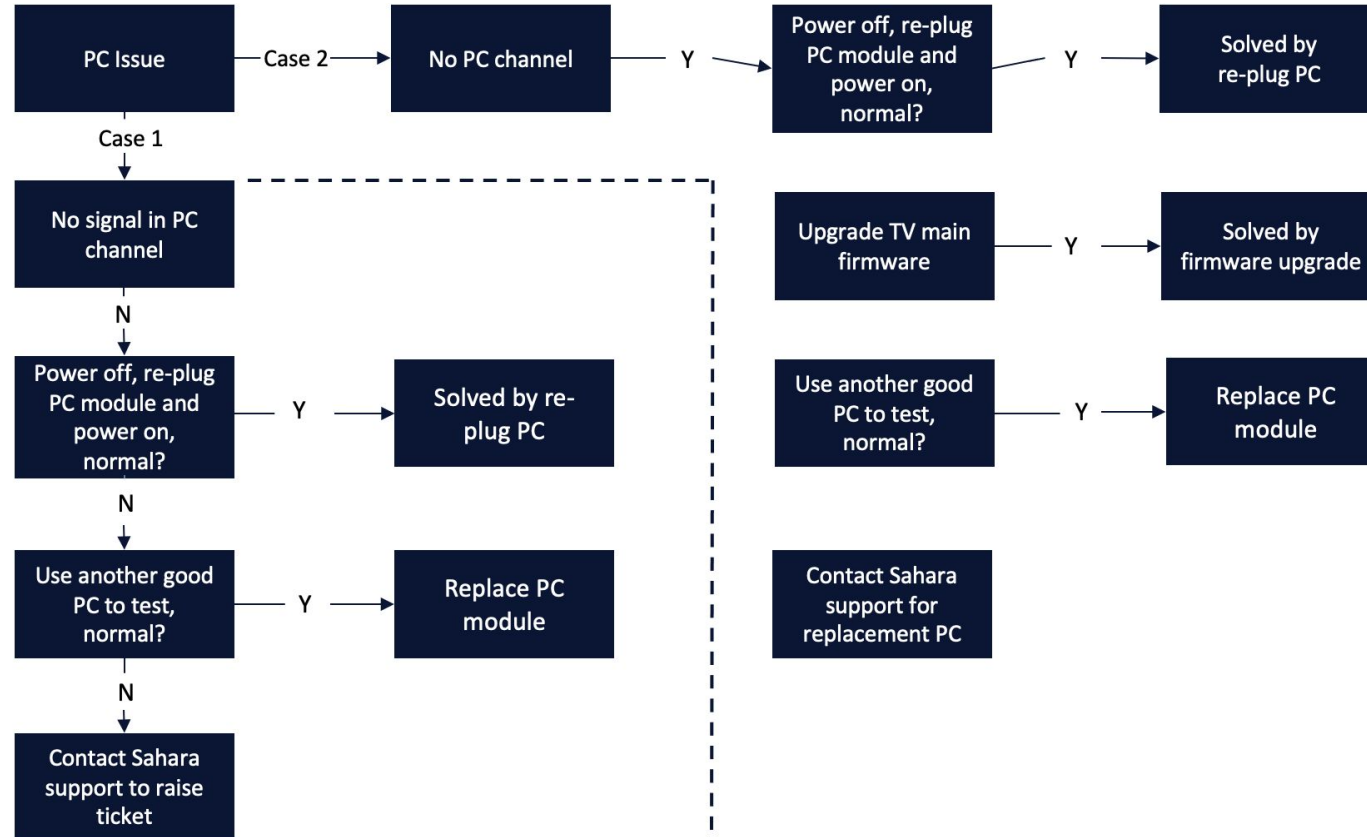
Touch Abnormal



Abnormal Display

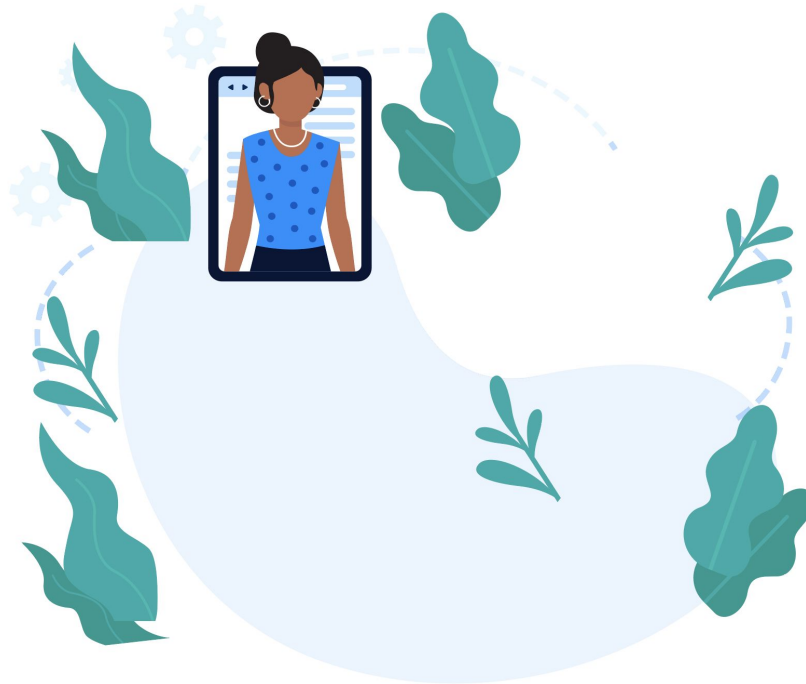


PC Issue



Partner Support Desk

Fault-Finding Information Requirements



Partner Support Desk

Fault-Finding Information Requirements

Before undergoing any troubleshooting procedures please provide the following information, This will help the support desk to speed up the process of providing a swift resolution to The reported fault.

1. A photo of the software information page: Using the remote, press input, 3939 to access SW info page
2. A photo of the android version page: Go to screen's settings, select "about" to obtain android version
3. A photo of all of the serial numbers of the affected products (This refers to Android and or PC module (if fitted), Clevershare dongles
4. A brief description of the fault, if possible include photos or video

Partner – Support Desk Team

Introduction – Contacts



The Sahara support team speaks to resellers and customers.

The team will assist in resolving issues with the clevertouch, M-Touch and Sedao screens.

See below the members who are now a part of the Sahara support team

Helpdesk DDI +44 (0) 208 319 7705

Support@clevertouch.com

The helpdesk is open from 8.00am until 23.00pm (Except weekends and UK public holidays)

Paul Harnett - Product Support Team Leader

+44 (0) 208 319 7796

Paul heads up the department, with a career spanning almost 18 years, working with a number of market-leading AV integrator's. The knowledge gained here has given Paul a detailed understanding of the AV project cycle from equipment specification, system engineering/integration and AV project management. This technical knowledge is used to assist the customers in resolving their technical questions relating to hardware and software on Clevertouch, M-touch and Sedao screens.

Mateusz Jedrych

Product Support Specialist

+44 (0) 208 319 7705

Matt has an IT and engineering background spanning across 12 years, during that time Matt was responsible for the IT housekeeping before moving to a field engineering role assisting councils, NHS and other clients from Exeter to Liverpool, predominantly working with banks and insurance companies in central London.

Brandon McNamara

Product Support Specialist

+44 (0) 208 319 7705

Brandon had previously worked in the IT industry in central London, working with restaurants, bars, hotels and Iron Maiden. Brandon now assists customers with software issues, also working with the Sedao team, while managing the new communication system

Raising a support ticket

We have a dedicated support site:

<http://support.clevertouch.com>

If technical advice is required it is advisable to open a support case from here:

<http://support.clevertouch.com/support-cases/new>

Please provide as much information as possible including any tests and the results of you have carried out.

By opening a support case it is visible to all the support engineers rather than just the recipient of an email.

To contact the support team email:

support@saharapl.com

Tel. +44 20 8319 7705.

The screenshot shows the 'CLEVER SUPPORT' website. The header includes the site name, a tagline 'Help and support for Clevertouch and all Sahara products', and navigation links for 'Engineers', 'Knowledge Base', 'Downloads & Drivers', 'View My Cases', and 'Account'. A 'New Support Case' button and a search bar are also present. The main content area features a large heading 'Need some help? You're in the right place.' followed by a paragraph of introductory text. Below this are four main service tiles: 'Knowledge Base' (with a speech bubble icon), 'Downloads & Drivers' (with a download icon), 'Email Support' (with an envelope icon), and 'Video Tutorials' (with a play button icon). To the right, there is an 'Announcements' section with two entries: 'OTA Service Resumed' dated October 12, 2017, and 'OTA Service Shutdown' dated October 6, 2017. At the bottom right, a 'Change Log' section shows an entry for October 15, 2017.

CLEVER SUPPORT
Help and support for Clevertouch and all Sahara products

Engineers Knowledge Base Downloads & Drivers View My Cases Account

New Support Case Product Search

Need some help? You're in the right place.

We have plenty of support resources which can be accessed via this website. In many cases, your question may have already been asked by someone else previously, so if you haven't already, search for your product above and check the FAQs for that product. Otherwise, check out the following great places to start.

Knowledge Base

A growing list of frequently asked questions and solutions to common issues relating to CleverProducts. All you need to get started is the type or model of your CleverProduct.

Downloads & Drivers

Get the essential downloads for your CleverProduct. All you need to get started is the type or model of your CleverProduct and the name of operating system you are using.

Email Support

If you can't find the information you need to solve your issue, submit a support case and our experts will assist you with anything you need. You can also view the status of your existing cases.

Learn more about support cases.

Start a New Case View my Cases

Video Tutorials

We have a wealth of video tutorials to help you make the most of your CleverProducts.

Find them in the Knowledge Base or visit our YouTube channel.

Announcements

▼ Add New Announcement

October 12, 2017
OTA Service Resumed
All available updates for Android Modules are now being served via our OTA server.
Apologies for any inconvenience caused during this maintenance window.
Edit Delete

October 6, 2017
OTA Service Shutdown
Clevertouch OTA service has been shutdown for maintenance purposes, we will get it back online as soon as we can. Apologies for any inconvenience this may cause.
If you need help with updates please start a new support case using this site.
Edit Delete

Change Log

October 15, 2017

Creating a case

Select the “New Support Case” icon in order to make a case, follow the instructions on screen to log the fault.

CLEVER SUPPORT

Help and support for Clevertouch and all Sahara products

[Knowledge Base](#)[Downloads & Drivers](#)[Login](#)[Contact Support Team](#)[New Support Case](#)

Get Support

Before you submit a request for help, please answer a couple of questions so we can direct your request to the most appropriate team.

Are you in the UK?

Knowledge Base

Visit support.clevertouch.com to see a knowledge base article which includes FAQ's and useful [documentation/downloads](#)

CLEVER SUPPORT

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Plus Series



Designed for education, **Plus Series** interactive touchscreens have found their home in the classroom. Clevertouch has none of the disadvantages of projectors: no obscuring shadows and no issues with bright light. Our entire range showcases beautiful screens and simple controls, allowing teachers to focus on what really matters: communicating ideas to their students.

Clevertouch have combined superior connectivity, innovative software, and a simple user interface to create their most enhanced model yet. Designed for education, Plus Series screens feature a dual platform interface and a cross-platform connectivity structure, allowing complete collaboration in the classroom.

Built specifically for the demanding school, college and university environment, the Plus Series is built without compromise. An all metal frame, 4mm safety glass, and an industry leading warranty guarantees your Clevertouch will be enhancing your classroom for many years.

If you're new to touchscreens for teaching you'll be amazed as pupils of any age experience no learning curve interacting with the Clevertouch, and any child familiar with apps on smartphones and tablets can immediately engage with our integrated Clevestore - the only advert-free and cost-free educational app store.

Teacher-friendly features such as full internet access, child-proof screen lock, intuitive file management and common-sense connectivity leave Clevertouch at both the front of the classroom, and at the fore-front of learning.

Now with OTA, MDM and dual module slots.

Frequently Asked Questions

Hardware

Why do I have no touch response when I have my computer connected?

I have no picture.

Which is the "Freeze" button?

Drivers & Downloads

Network requirements document, useful for IT administrators

[Clevertouch Network Requirements3.pdf](#)

Enable gesture control for Apple macOS & OS X

[UPDD_V1476_Area1.zip](#)

Guide on best practice for cleaning Clevertouch Anti-glare glass

[Clevertouch screen cleaning method.pdf](#)

Document of RS232 codes for Clevertouch IFPD 2017 products

[Clevertouch IFPD RS232 codes for V510 product.pdf](#)

Clevertouch LUX User's Operating Manual

[Clevertouch LUX User's Operating Manual.pdf](#)

OTA Update Path For Plus LUX System Oct 2017

[Support Info Doc - OTA 1541034 Update Path 12102017-01.pdf](#)



For more information about this document in relation to
the Advanced Technical Training course please email us:

academyhelp@clevertouch.com