



Partner Support Desk Fault Finding Information Requirements

Dear Partner,

There are a few things that we can do together to help minimize the request of information between us on support cases. By gathering this information it will help us on the support desk speed up the process of providing a swift resolution to the reported fault.

If a customer reports a fault to you and an engineer hasn't visited, the following is required as a minimum.

1. A photo of the Software information page:
 - a. Using your remote, can you please complete the following steps:
 - b. Press "input" with your remote close to the IR Reader
 - c. Next, in sequence please press 3 9 3 9.
2. A photo of the Android version page:
 - a. Go to the screen's "Settings"
 - b. Select the option "about"
3. A photo of the all the serial numbers of the affected products (this refers to the Android and/or PC module (if fitted) and the Clevershare dongles and Clever cable)
4. A brief description of the fault and if possible some photos or even a video

If an engineer is on site (as well as the information above) please carry out the following

All of these tests should be carried out, with all of the external inputs disconnected i.e. HDMI and RS232

For all Display and Touch faults (as well as the customer information, the following should also be applied)

1. Carry out an "Init TV"
 - a. With the remote, hold it next to the IR reader and press Input 1379
 - b. Press the first option "Init TV" and then confirm.
2. Factory reset the Android Module (all the files and folder will need to be saved on a USB drive before this carried out)
 - a. Press the "home" on the remote control ,
 - b. On the board, select the left or right arrow on the side of the screen
 - c. Select "Favourites"
 - d. Select "Settings"

- e. Select "Factory reset & backup"
- f. Select "Factory Reset"

If a Touch issue is still present.

1. Open note or Lynx and draw horizontal lines and vertical lines covering the whole display (This will show where the touch breaks are happening)
2. Take a picture of the results

If a Display issue is still present.

1. A video of what is displayed on an external monitor connected to the HDMI out on the clevertouch board
2. A video of the display in Burn mode (Starting at the serial number, panning to a close up of the issue and then panning to a full screen of the clevertouch board)
 - a. With the remote, hold it next to the IR reader and press "Input" 1 3 7 9
 - b. Go to "Burn Mode" Press "Enter"
 - c. To exit burn mode press the Back button a couple of times

Please then send all of the gathered information in a support ticket to

Clevertouch Support

support.cleverproducts.com/support-cases/create

For Engineers only

If an engineer is on site and would like to discuss a particular issue, please call the support desk helpline on

+44 (0)208 319 7705

We are available from 08:00 am until 23:00 pm GMT
(excluding weekend and UK public holidays)

For more information about this document in relation to the Advanced Technical Training course please contact

academyhelp@clevertouch.com