

## Large Size Touch Kiosk

### User manual



#### **To the buyer of this product:**

Thank you for purchasing our faytech touch-screen PC. You purchased a powerful system that is suitable for conference rooms, trade shows, convention centers and many more applications. It is distinguished from standard PC systems through silent operation and an increased stability, especially through the robust aluminum housing. Not to mention the high quality and attractive design (the housing is made out of refined aluminum).

To avoid mistakes and for the optimal use of the touch screen computers, please read this manual in detail before first use.

**Warranty:**

faytech touch PCs are produced following the most modern production and test processes. Carefully selected components and accurate production ensure reliable operation and long life. faytech warrants to the original purchaser that each faytech touch PC delivered shall be free from defects in material or workmanship at time of shipment, and that each such module delivered will meet the published specifications for a period of 24 months as measured from the date of original shipment. faytech's obligation under the Warranty contained herein is limited to the repair or replacement of any faytech touch PC that does not meet the specifications, provided that said product is returned to faytech, transportation charges pre-paid, and provided that upon faytech's examination, the product, when tested within the specified ratings and in accordance with good engineering practice, does not meet the specifications as defined. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

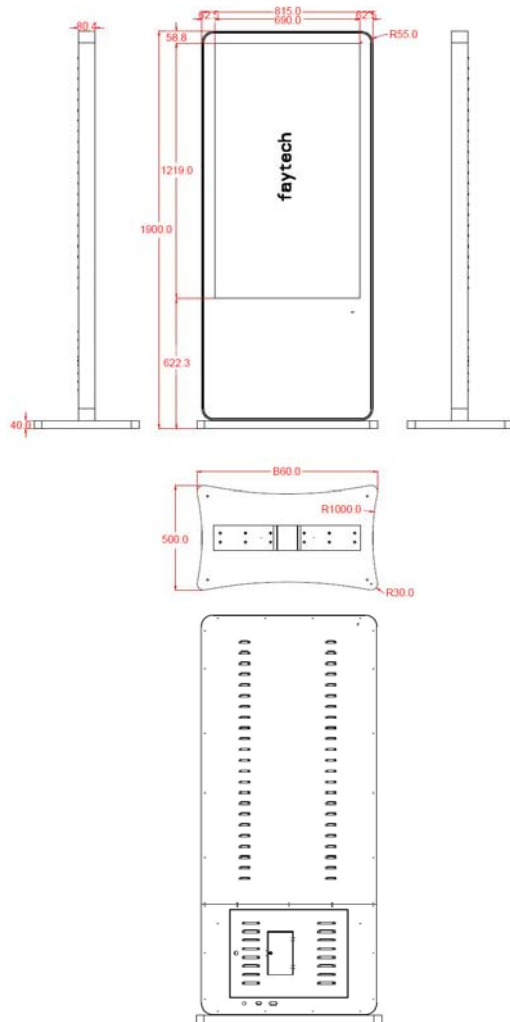
**Electrical Safety Tips:**

The device should only be opened by technical service personnel. Improper opening can result in loss of warranty. Please separate the touch PC from the power supply before opening.

**Operating Safety:**

- Please check before first use if all the external adapter and cables are properly connected.
- The PC must not have in any case loose objects, especially any exposed, conductive objects. Otherwise there is a risk of a short circuit and the permanent damage to the touch PC.
- Dust, moisture and temperature jumps drastically shorten the life of the touch screen PC. Please avoid, if possible, these external negative factors.
- Although the touch PC is provided with an anti-vibration mechanism please do not drop the PC and try to avoid strong and jarring movements.
- Please clean your faytech touch PC not chemical supplies but use a dry cloth for cleaning.

## Connectors 55" Touch-PC



- 1 SSD Shelf for 2.5" SSD/harddisk, 9mm in height
- 2 HDMI 1.3
- 3 2x 10/100/1000 Mbits Lan Connector
- 4 2x USB 2.0
- 5 4x USB 2.0
- 6 serial RS232/422/485, 5/12V switchable in BIOS
- 7 Power Supply 100-240V ACDC IN
- 8 On-/ Off Button
- 9 W-LAN Antenna connectors

## **Commission and Installation**

faytech offers you a well-engineered, high-quality PC hardware. For the software installation, use and maintenance the respective user is responsible.

On the bundle driver CD are Windows and Linux drivers for our faytech Touch PCs included. Feel free to check [www.faytech.com](http://www.faytech.com) to see whether there are updated drivers.

If you purchased the system with a SSD an operation system is already installed. Please check with your sales partner which version. A current Ubuntu image is always available with which you can become familiar with the hardware and the use of the touch-panel.

The touch software manual is also downloadable on our website in the Category "Service". For Win7/Win8 no driver installation is needed to use the touch.

To start, connect your faytech-touch PC simply with the power supply cable and press the On/Off Button.

If you have bought a faytech touch PC without hard disk, please follow the following instructions.

- The installation of an external Device is really simple. Just open the SSD Shelf to insert a fitting 2.5" SSD/harddisk with 9mm in height.

## **BIOS-settings**

In the following, the most important BIOS settings are explained. Please note that the BIOS is a special BIOS for PC's with built-in display solutions.

Accordingly, it can occur after adjustments to the BIOS that you see no image on your monitor. For this reason, only experienced users should make changes to the BIOS. If the system is wrongly adjusted, proceed as described in the following: press (even if you see no image) on a connected keyboard the Delete key until you are sure you are in the BIOS. Then press F5 Enter F10 Enter. The system will reboot and you should have on internal monitor again a picture.

The major graphic settings to use the touch PCs internal built in monitor:

Advanced -> North Bridge LVDS Config Select

- LVDS Panel Config Select = [1920x1080]

EDID Panel Option = [Enabled]

## **Pre-installation Linux-Software (Optional)**

When an actual Ubuntu has been preinstalled in the Touch-PC with SSD the User Name is “user” and the password is “user123”.

If you want to change the password, please open a terminal. Type “sudo su”, then press “Enter”. The password is “user123”. Please chose “passwd user” and give your new password.

## **Optional features**

Since the faytech touch PC series is widely used in industry applications, we offer a number of extensions that you can order from our distribution partners. See a selection below:

- Customizable cables
- Customizable connections (external I/O-ports)
- Transflective & High Brightness (up to 1000 NITS)
- Ignition Control
- IP65 & IP68, vandalism secure
- Aluminum Case
- Flat Front Case Design
- Webcam, Scanner, Printer, RFID
- i5 CPU
- Advanced RAM and SSD
- Individual Buttons for steering PC-functions

In project business, further adjustments are possible to meet your requirements.

## **Troubleshooting**

### **1. No picture**

- First, check whether the power supply is properly connected and working (red LED on the On/Off-button).
- When you install new video card drivers, the BIOS is under certain circumstances adjusted and there is no boot screen to see. Wait a minute or two until Windows/your OS is loaded.
- Connect an external keyboard via USB and check whether the Num Lock LED illuminates (press Num Lock on the keyboard). When it's on, there is usually only misaligned BIOS. Turn off the PC, reboot and then press DELETE so often until you are sure that you are in the BIOS. Set the graphics options in the BIOS following Chapter BIOS settings, if necessary with the help of an external monitor.
- Leads none of the above suggestions to success, please contact our direct manufacturer service under the below shown contact information.

### **2. Touch function is not exact**

Please download from our website [www.faytech.com](http://www.faytech.com) the actual manual for the use of the touch-function. Please do a recalibration to improve the exactness of the touch panel.

## **faytech touch PC specification**

. CPU	Intel LGA1155 connector core I5 CPU
. Chipset	Intel Q67/H61 (Sandy Bridge )
. Graphics	Intel HD Video
. Audio	Realtek HD ALC662
. Memory	4GB DDR3 SODimm
. SSD:	64GB SATA DOM SSD
. W-LAN	6200
. Driver Support	WinXP/7/8; Linux; 32Bit/64Bit
. WiFi (802.11 b,g)	Integrated
. Touch Technology	IR
. Touch Panel Drivers	Windows; Linux; Mac
. Touch Life (Contacts)	35 million touch in 1 location
. Surface Hardness	3H
. Screen Diagonal (inch/cm)	55 inch/1388mm
. Aspect Ratio	'16:9
. Resolution	HD 1920x1080
. Colors Displayed	16.7M
. Viewing Angle (Horizontal/Vertical)	178°/178°
. Brightness (cd/m2)	360nits
. Contrast Ratio	'1600:1
. Backlight/Backlight Lifetime (Hours)	LED/50000 HOURS
. Output connecter	VGA、HDMI
. Battery:	N/A
. Power Adapter:	24V 9170mA

**Contact, RMA service (in English):**

Support Number: +1 720 251 4158

Support-E-Mail: [support@faytech.com](mailto:support@faytech.com)

Home page: [www.faytech.com](http://www.faytech.com)

China Headquarter:

Bldg.C, Hongmen Tech. Zone, Jihua Rd., Bantian,

Shenzhen, China 518129

Support Hotline: +86 755 89580612

Support-E-Mail: [sales@faytech.com](mailto:sales@faytech.com)

**RMA-service:**

If you think your faytech product has a defect please always contact us directly. Our trained after sales service specialists can help you resolve your problems. Please check the manual and our frequently asked questions before contacting us – you will usually find an answer to your question.

If there is a defect you can open a RMA-case (Return Merchandise Authorization) under <http://rma.faytech.com>. Please be informed that today we just offer this service to European customers. Outside Europe please contact us at [support@faytech.com](mailto:support@faytech.com). Please attach in the contact e-mail your invoice and what problems you are experiencing. In reply, you will receive an e-mail/fax with your RMA number and additional information. For accessories like cables, adaptors or power supplies which are not working, we can usually send you a replacement before receiving the damaged goods. Make sure that shipping has been paid before sending goods back to us. We do not accept postage due packages at our service centers. Anything received with postage due will be returned to you without any testing or resolution. Within the first 30 days after you buy a new faytech product, we will refund your shipping costs for returned products. For the rest of the warranty period, we will pay the shipping costs for any repaired or replaced items that we ship back to you.

For support outside of China, we work with local representatives / local service partners together who may work on our behalf in our name. On request, more information can be obtained at the above contact information.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not

occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter