4

Troubleshooting

If your ActivConnect-G does not appear on the panel screen please check that the HDMI is connected to the panel and that the correct source is selected on the panel.

If the touch does not work then please make sure that the USB is connected to the correct USB touch port of the panel.
For example if the ActivConnect-G is connected to HDMI 2 then the USB cable coming from the device should use be connected to USB2 on the panel.

If your panel only has one USB source please connect this to the one labeled USB-touch on the panel.

If the ActivConnect-G has gone into standby please touch the panel to wake it up.

The ActivConnect-G User Guide can be found at :
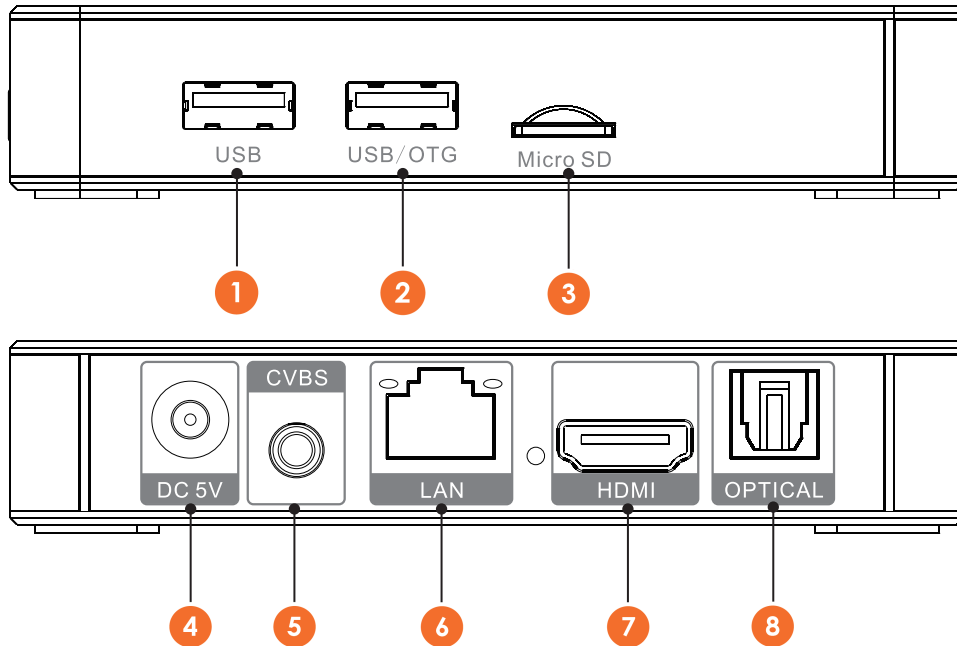https://support.prometheanworld.com/files/public/pdfs/ActivConnect+G-Series+User+Guide+TP-2005-V01.pdf

Further support can be found at:
www.prometheankb.com
support.prometheanworld.com

Promethean

TP-2000-V01

Safety

Before installing/using the ActivConnect-G make sure that you have read the safety instructions in the online User Guide.

1

Interface

USB USB/OTG Micro SD
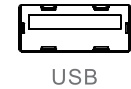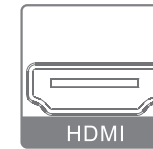
① ② ③

CVBS

DC 5V LAN HDMI OPTICAL

④ ⑤ ⑥ ⑦ ⑧

1. USB: Connect USB cable from ActivPanel for touch to this port only.
2. USB/OTG: Connect other USB device (ie pen drive) to this port.
3. Micro SD: Slot to insert Micro SD card
4. DC 5V: AC power adapter connection.
5. CVBS: Connect ActivPanel with AV cable.
6. RJ45 LAN: Network Device connection.
7. HDMI: High Definition cable connection.
8. Optical: Digital audio connection
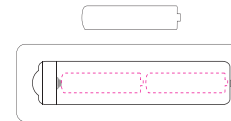Note: Above interfaces are for reference only. Check device for actual connections

2

Prepare

① Use the HDMI cable to connect your ActivConnect-G device to your panel or projection device. Connect a USB from the device to the panels USB touch port. Please see your panel's user guide to determine the appropriate port to attach to for interactivity.
The ActivConnect-G has two USB ports. Please attach to the port labeled USB for correct touch/pen functionality The port labeled USB/OTG is not to be used for touch connectivity. You may only use that port for other USB devices such as pen drives, cameras or a mouse/keyboard.

HDMI DC 5V USB

② Insert the batteries into the remote control.
Note: If the remote control is not used for an extended period, remove batteries.

③ Connect the power

DC

④ Turn on the panel.

3

Remote Control

You do not normally need the remote control as many of the functions are integrated into your panel. However if you have mounted the ActivConnect-G where it is visible you may use the remote to switch/on and off the ActivConnect-G