

ADVANTECH

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Enabling an Intelligent Planet

ProFlat Touch Monitor User Manual : IDP-31270W



27" Projected Capacitive Touch Monitor

Version 0.1

Advantech Co., Ltd.

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FCC Notice

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
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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Important safety notice

Please read this manual carefully and save to use in the future.



Make sure to unplug the power lead before cleaning the product. Unplug the power lead from the power outlet and wipe the product using a soft, dry cloth.



Do not use components except those recommended by the manufacturer, failure to do so may cause damage.



Do not try to move the monitor by pulling only the cord nor touch the plug with wet hands.



Do not excessively bend the plug and wire nor place heavy objects upon them, which could cause damage.



Keep the product away from places exposed to oil, smoke or moisture; do not install inside a vehicle, this may cause malfunction, an electric shock or fire. Especially avoid operating the monitor near water or outdoors where it could be exposed to snow or rain.



Do not cover the vents on the monitor case, do not place the monitor or power adapter on the bed, sofa, carpet etc., as bad ventilation may cause a breakdown or fire.



When installing the product, make sure to keep it away from the wall (more than 76mm (3 inch) for ventilation purposes.



Only the type of power listed in the label of the LCD can be used. If you have questions of power type, please contact local dealer or power supply department.



Use only a properly grounded plug and receptacle. An improper ground may cause electric shock or equipment damage. If you can't insert the plug into

outlet, please change the outlet.



Make sure the outlet can support total electricity of products be plug into it, do not connect too many extension cords or plugs to an outlet. Otherwise it may cause fire.



Do not place the product on an unstable or small surface area. Place the product on an even, stable surface, as the product may fall and cause harm to someone walking by, specifically children.



Do not try to extend the power wire, otherwise it may cause fire.



Do not open the monitor cabinet by yourself, if monitor needs to be examined or repaired, please contact the professional service.



Firstly pull out the power plug and connect the professional service when it happens following:

- a. power wire or power cable is damaged.
- b. monitor fall into ground or monitor cabinet is damaged.
- c. monitor displays obviously out of the way, needs to be repaired.



Unplug the power cord from the power outlet when monitor is not used.



Do not install the product in places with poor ventilation, high light, high temperature or moisture.

1

Introduction

About this Manual

This manual is intended as a reference guide for the Advantech ProFlat Touch Monitors.

This Manual provides the information needed to install, set up and maintain the Advantech ProFlat Touch Monitors. In addition, this manual describes basic technical information about the touch sensor, troubleshooting and contact information.

This manual is organised as follows;

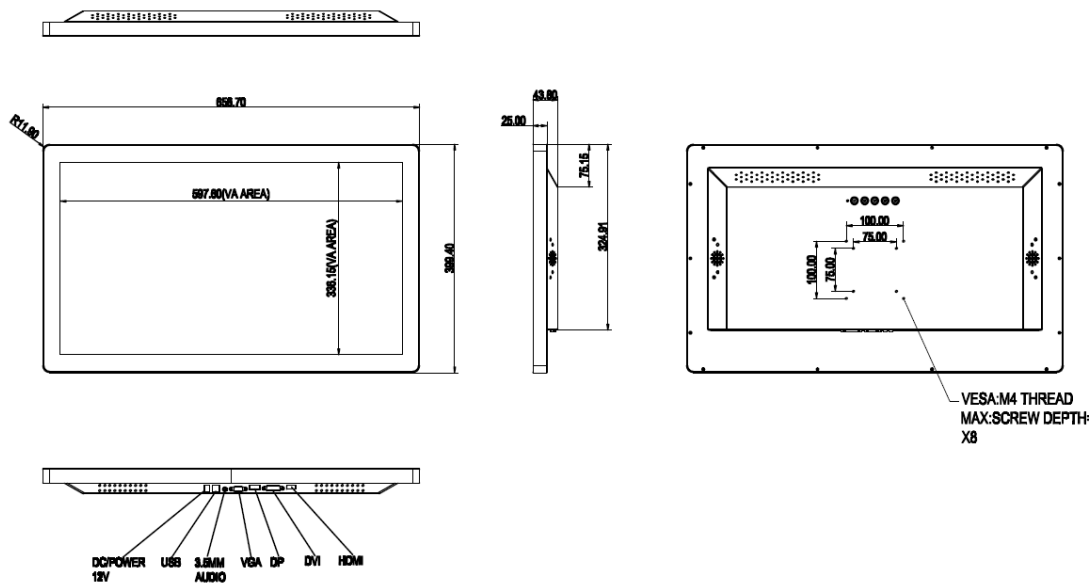
- Chapter 1 Introduction and general information.
- Chapter 2 Unpacking care and maintenance
- Chapter 3 Hardware Installation guide
- Chapter 4 Warranty information
- Chapter 5 Troubleshooting

The features

Mode name	IDP-31270W
Description	27" TFT ProFlat Touch Monitor
Native Resolution	1920 x 1080 @ 60Hz
Contrast Ratio	3000:1 Typ.
Colours	16.7 million
Response Time (LCD Panel)	12ms Typ.
Luminance(LCD Panel)	300 cd/m ² Typ.
Viewing Angle (From Centre, CR ≥ 10)	Horizontal (left/right) 178° (89° /89°) Vertical (up/down) 178° (89° /89°)
Touch Technology	Projected Capacitive Touch (P-Cap)
Touchscreen Interface	USB

Physical Specifications

Model	IDP-31270W
Length	658.7mm
Width	399.4mm
Thickness	43.8mm
Active area	597.6x336.2mm



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Unpacking

Shipping Damage/Unpacking



Advantech takes every precaution in testing and packing its products prior to shipment.

On delivery of the products, check the shipping carton for damage. If any damage is seen that could have caused damage to the contents, keep all packing materials for later inspection by Advantech or the carrier who are responsible for any shipping damage.

Handle the monitor with care. Take care not to mark or scratch the glass when removing it from its packing.

Packing list

Please open the package carefully and check the items below are in the package:

1. Touch monitor
2. Power supply (110V-240V),
3. UK/EU/US 3 power cord,
4. VGA/DVI/HDMI/DP 4 cable,
5. USB touch cable

If any items are missing, please contact your local dealer or the Advantech Service Department.

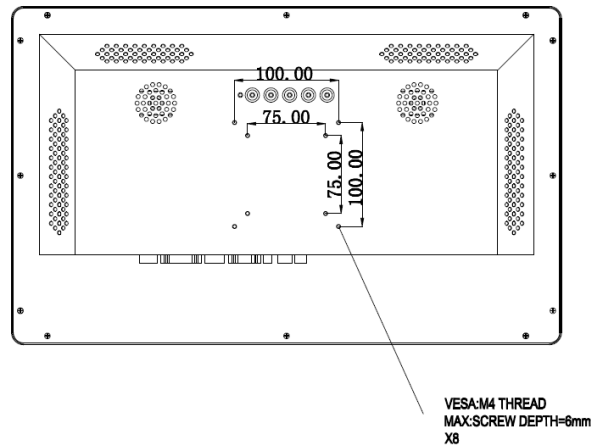
Note: please save the original package in order to ship the monitor in the future.

3

Hardware Installation

3.1 VESA standard installation

The IDP-31 touch monitor's mounting functions include ProFlat, removable base VESA and wall mount.



VESA installation holes

3.2 OSD Functions

A. MAIN MANU



B . OSD STRUCTURE

Item	Sub Menu	Description	Value	Remark	
	BRIGHTNESS	Adjust the backlight level of screen.	70(0~100)	Only <STANDARD> mode	
	CONTRAST	Adjust the picture contrast.	50(0~100)		
	ECO	Turn the contextual model to <STANDARD>、<TEXT>、<GAME>、<MOVIE>、<ECO>、<LOW BLUE1>、<LOW BLUE2>、<LOW BLUE3>	<STANDARD>、<TEXT>、<GAME>、<MOVIE>、<ECO>、<LOW BLUE1>、<LOW BLUE2>、<LOW BLUE3>		
	DCR	Turn the dynamic contrast ratio to <ON> or <OFF>	<ON> / <OFF>		
IMAGE	H.POSITION	Adjust picture horizontal position.	50(0~100)	Only RGB Input	
	V.POSITION	Adjust picture vertical position	50(0~100)		
	CLOCK	Adjust picture width	0~100		
	PHASE	Adjust picture focus quality	0~100		
	ASPECT	Select the image aspect to <4:3> or <WIDE>	<4:3>、<WIDE>		
COLOR Temp	COLOR Temp		Select the color of the picture mode	<WARM>、<COOL>、<USER>	
	User	RED	Adjust color of red rate	0~100	Only RGB Input
		GREEN	Adjust color of green color	0~100	
		BLUE	Adjust color of blue color	0~100	

OSD SETTING	LANGUAGE	Select OSD menu language	English(English、Deutsch、Chinese、Italiano、Francais、Korean etc.	
	H.POSITION	Adjust the OSD horizontal position.	50(0~100)	
	V.POSITION	Adjust the OSD vertical position	50(0~100)	
	OSD TIMER	Adjust the OSD menu timeout	10(0~100)	
	TRANSPARENCY	Select the transparency of the OSD	0(0~100)	
RESET	IMAGE AUTO ADJUST	Auto Adjust the image.		
	COLOR AUTO ADJUST	Auto color calibration	To Start	
	RESET	Reset to factory setting		
MISC	SIGNAL SOURCE	Select input signal source.	<VGA>、<DVI>、<HDMI>、<DP>	
	MUTE	on or off the audio output.	<ON>、<OFF>	
	VOLUME	Adjust the audio volume	50(0~100)	

3.3 OSD Key Information

A. OSD BOARD



DOWN UP MENU AUTO POWER

MT-OSD

B. Key Events

Button	Function	Status	Hot Key
LED	Indicates Operation status	Green: Normal Operation Red : No signal, Sleep mode, Factory mode, Burn in mode Off: Off Mode	
POWER	Turn on or turn off the power		
AUTO	1、 Adjust the Picture of Analog input 2、 Exit menu or Exit a menu of sub-menu		
MENU	Display the OSD Menu or Select highlighted function		Keep pressing the button for 6 seconds, Turn OSD LOCKED or OSD UNLOCKED,
UP	Select Previous menu item or increase value		Select Brightness Adjust menu
DOWN	Select next menu item or Decrease value		Switching signal source
POWER+ MENU	Combination Key, Enter the Factory mode	LED is red	

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Warranty

Advantech is only under obligation to offer the following Warranty Repair and Services except those authorized formal documents in written form:

LCD & Screen repairable: 2 years

The above warranty period takes the front four places of the Serial Number label on the Advantech products as the starting date.

Warranty products cover panel, controller and communication cable. Accessories included with the products are not included in the warranty

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Troubleshooting

No picture

The signal cable should be fully connected to the graphics card/computer.

The graphics card should be completely seated in its PC slot.

Power Button and computer power switch should be in the ON position.

Check to make sure that a supported mode has been selected on the graphics card or system being used. (Please consult graphics card or system manual to change graphics mode).

Check the monitor and your graphics card with respect to compatibility and recommended settings.

Check the signal cable connector for bent or pushed-in pins.

Check that the BNC or D-SUB button is in the correct position.

Power Button does not respond

Unplug the power cord of the monitor from the AC outlet to turn off and reset the monitor, or simultaneously press the RESET and Power buttons.

Image is unstable, unfocused

Signal cable should be fully connected to the computer.

Use the OSM™ Image Adjust controls to focus and adjust display by increasing or decreasing the Fine control. When the display mode is changed, the OSM Image Adjust settings may need to be re-adjusted.

Check the monitor and your graphics card with respect to compatibility and recommended signal timings.

If your text is garbled, change the video mode to non-interlace and use 60Hz refresh rate.

LED on monitor is not lit (no green or amber color can be seen)

Power Button should be in the ON position and power lead should be connected. Make certain the computer is not in a power-saving mode (touch the keyboard or mouse if present).

Display image is not properly sized

Use the OSM Image Adjust controls to increase or decrease the H. Size. Check to make sure that a supported mode and signal timing has been selected on the graphics card or system being used (Please consult the graphics card or system manual to change graphics mode or refresh rate).

Selected resolution is not displayed properly

Select the Display Resolution in the OSM Information menu to confirm that the appropriate resolution has been selected. If not, select corresponding option by pressing the control button.

No touch function

Check that the software driver is correctly installed. Or, try to uninstall the driver first, and then reinstall the driver and reboot the computer.

If there is no problem about the software driver, Please replace the Digitizer Pen to have a try.

If the problem persists, please contact our technical support engineer.