



**ALPHA INTERACTIVE
SERIES 6 ANDROID
AND REMOTE USER
GUIDE**



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HOME SCREEN

Welcome to your new Alpha Interactive Series 6 Touchscreen. This guide will talk you through all the features and controls of the built-in Android 6.0.0.

This is the Android Home Screen



From the Home screen, you can navigate to various functions.

From here, you can:

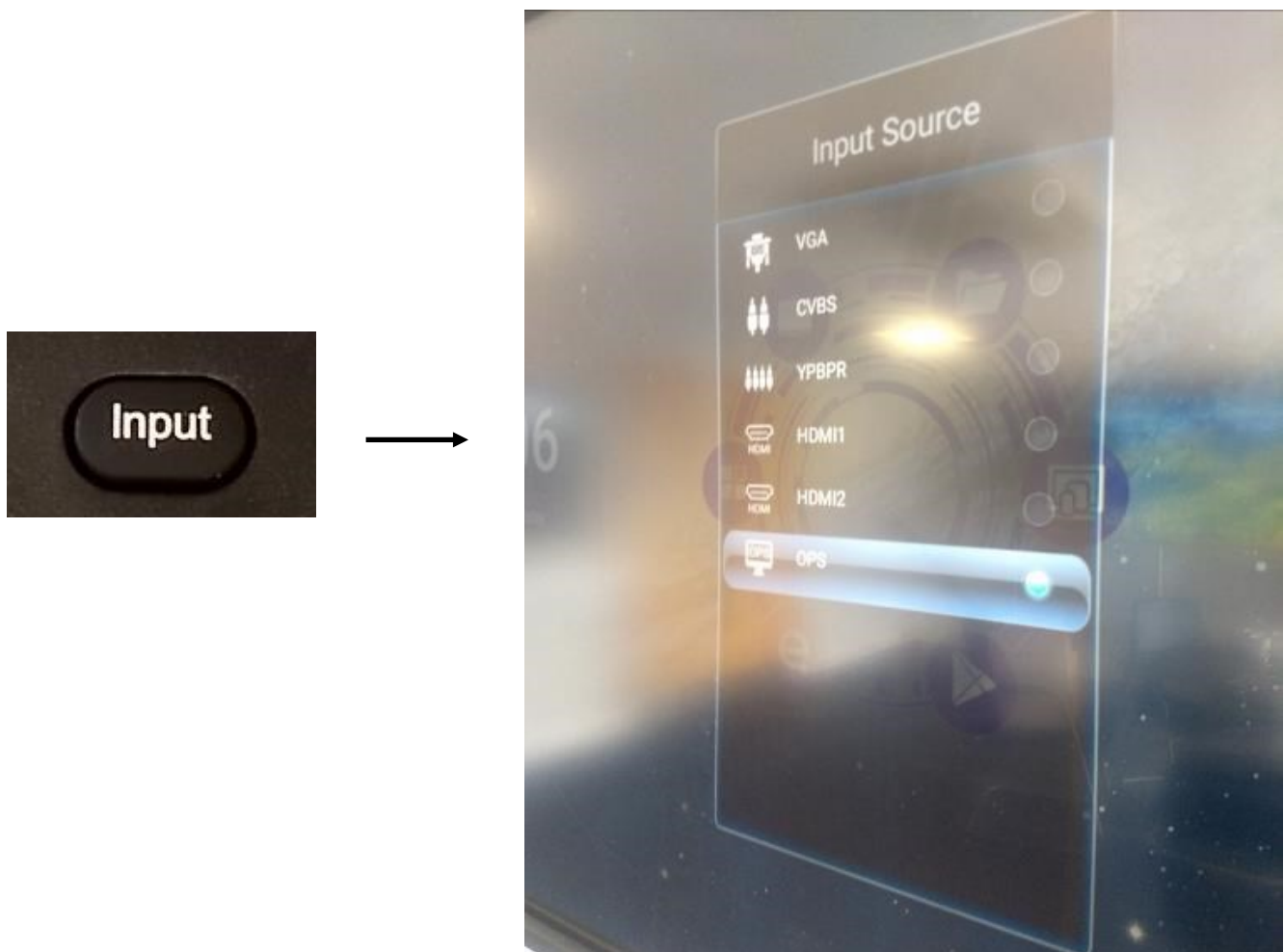
- Use the screen as a whiteboard
- View files with File Manager
- Cast your tablet or phone to the screen with EShare
- Purchase apps via the App Store
- Browse the web
- Access your downloaded apps

POWERING ON & CHANGING SOURCE

To turn the screen on, you just need to press the red button on the top left-hand side of the remote. This will change the red 'stand-by' light to blue and the screen will power on.

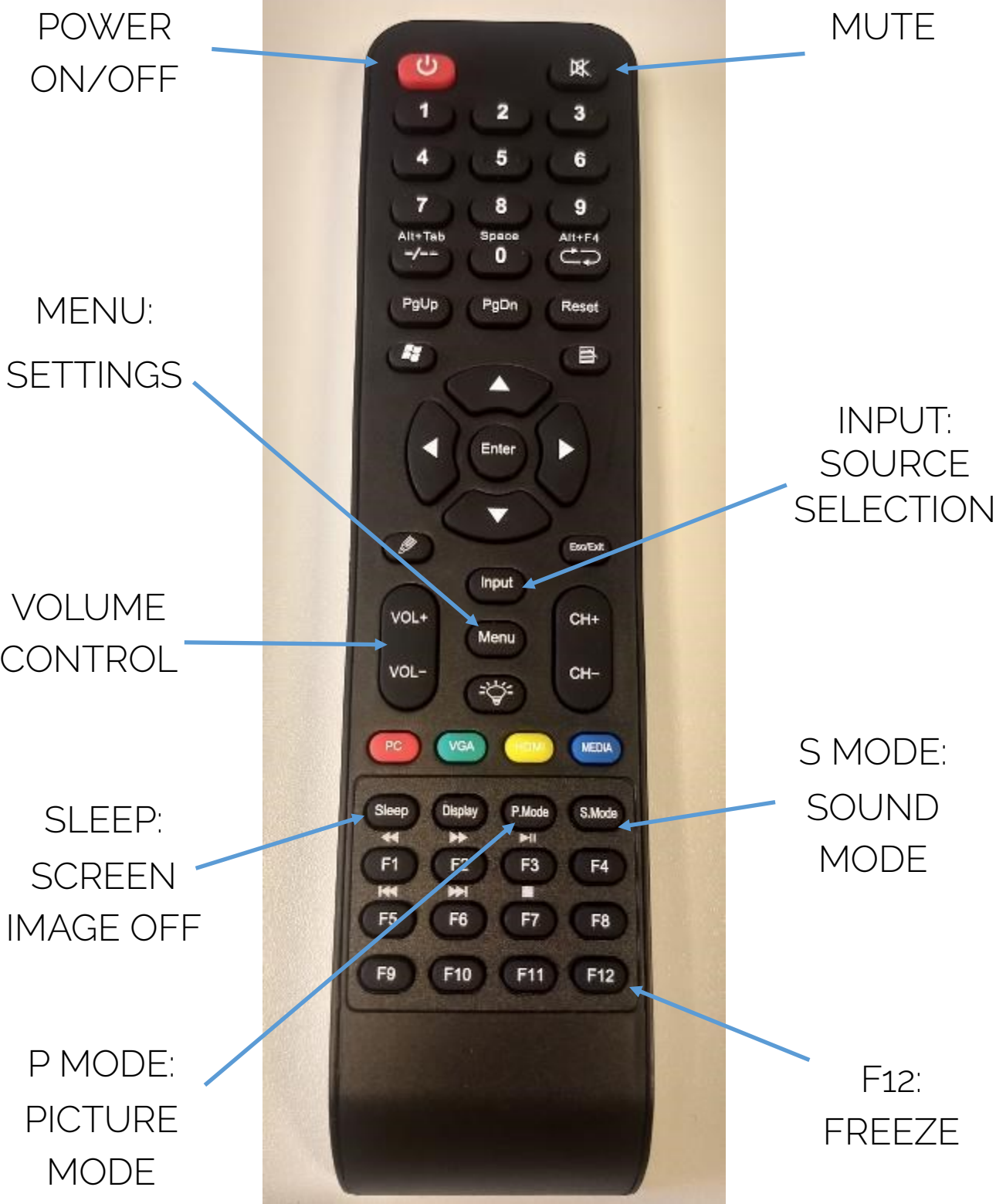


To change the source, you click on the 'input' button on the remote control, the source selection list will appear on the screen. You can then select the source you need.



REMOTE CONTROL GUIDE

The remote control for the series 6 Alpha Interactive Touchscreens are slightly different to previous screens. This is your remote for your Series 6 screen.



SCREEN FREEZE

It's often useful to be able to freeze the screen. To do this, simply press the F12 button at the bottom of the remote. This will bring up a 'pause' icon on the screen and you will not be able to press anything on the screen until you have turned the 'freeze' off. To turn the 'freeze' off, press the F12 button once again and the 'pause' icon will disappear and you will be able to touch the screen again.

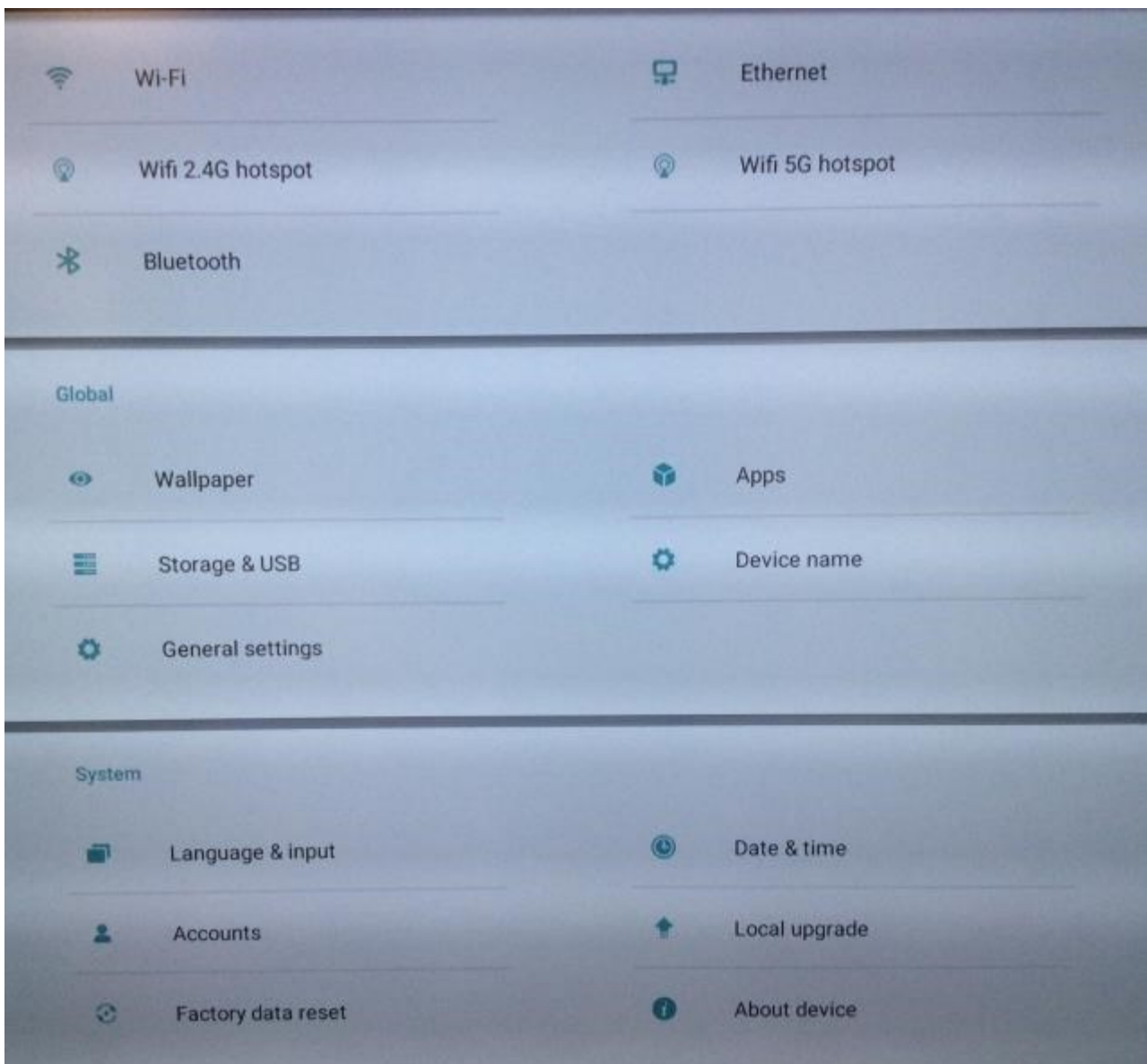
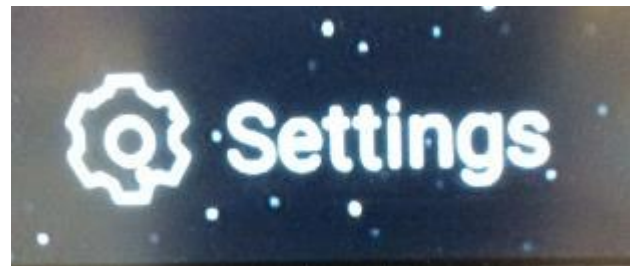


GENERAL SETTINGS

In the bottom right-hand corner of the Home screen, there is a settings button. Click where it says 'settings' to access the screen general settings.

From here, you can:

- Connect to the network
- Manage storage
- Change the date and time
- Perform a factory reset

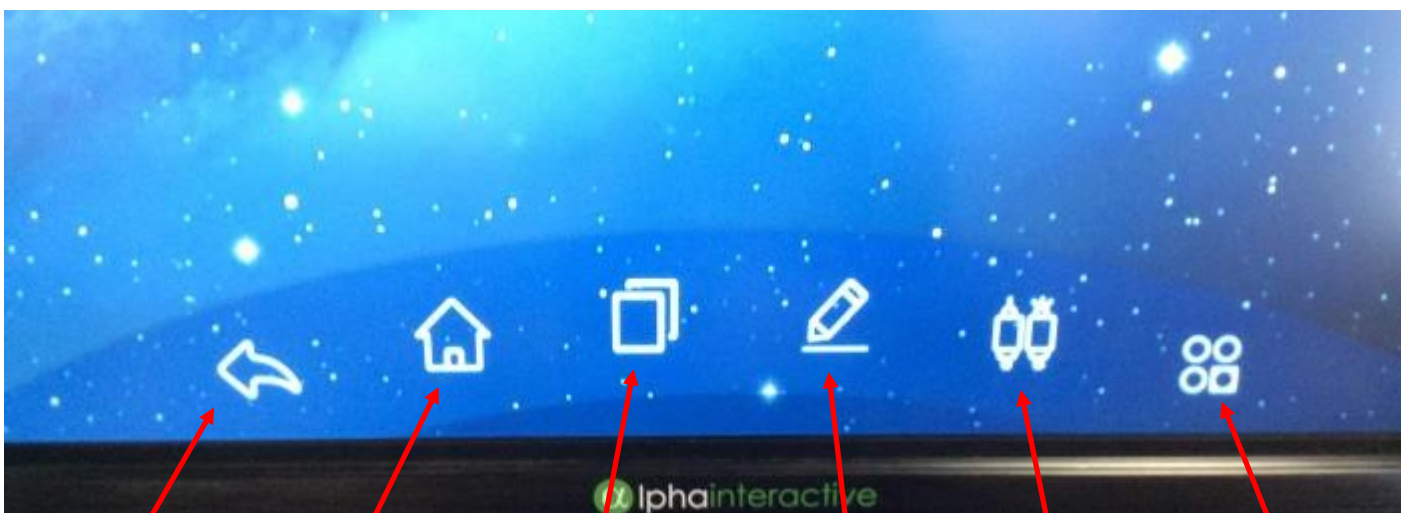


SHORTCUT BAR

Swipe up from the bottom of the screen to access the shortcut bar. You can access this when on any screen or app on Android.

This shortcut bar will enable you to:

- Go 'back'
- Go to the Home screen
- Multi-task by showing all apps you have open (like on your mobile phone). This also gives you the ability to clear all open apps.
- Annotate over the screen
- Access all inputs
- Access the screen settings



BACK

HOME

MULTI-TASK

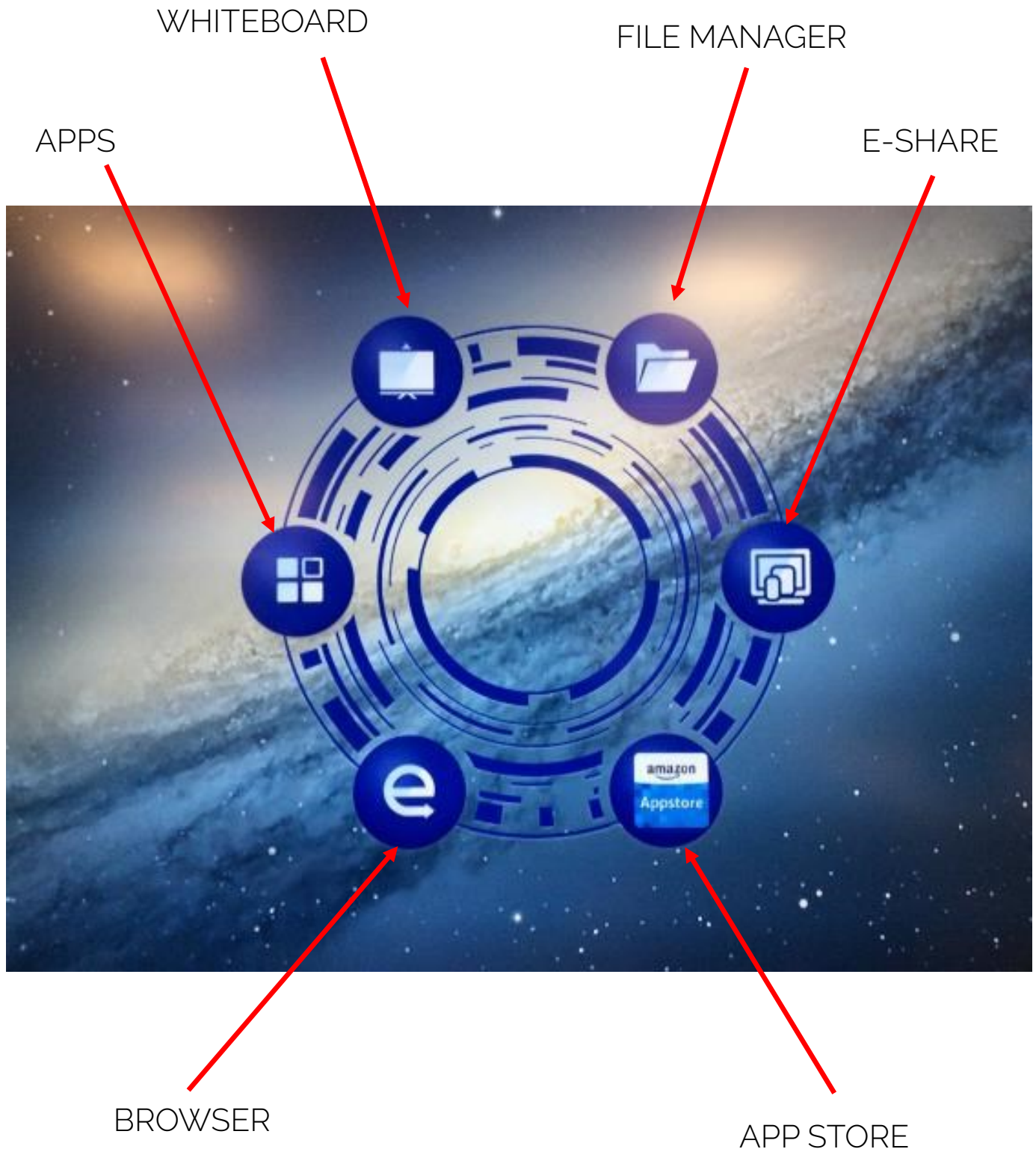
ANNOTATE

INPUTS

SETTINGS

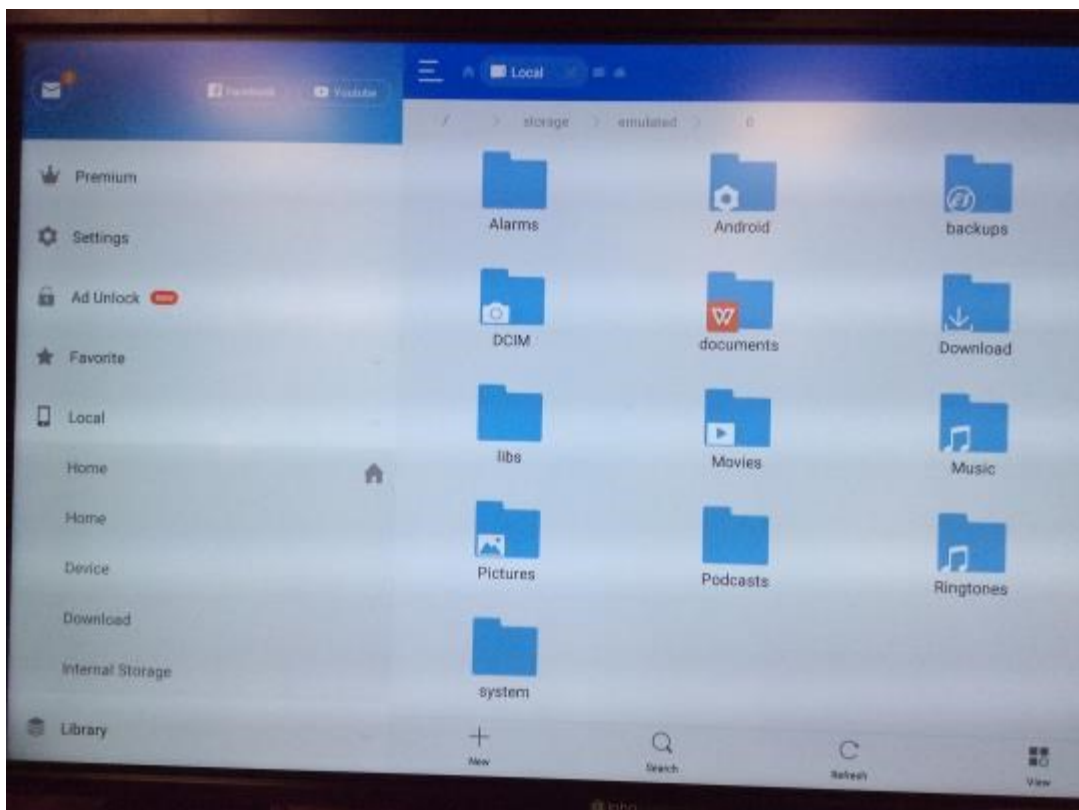
HOME SCREEN APPS

If you tap these icons on the Home screen, you can access these areas.



FILE MANAGER

If you click on this icon on the Home screens, you can access all your files, such as videos and images.



E-SHARE

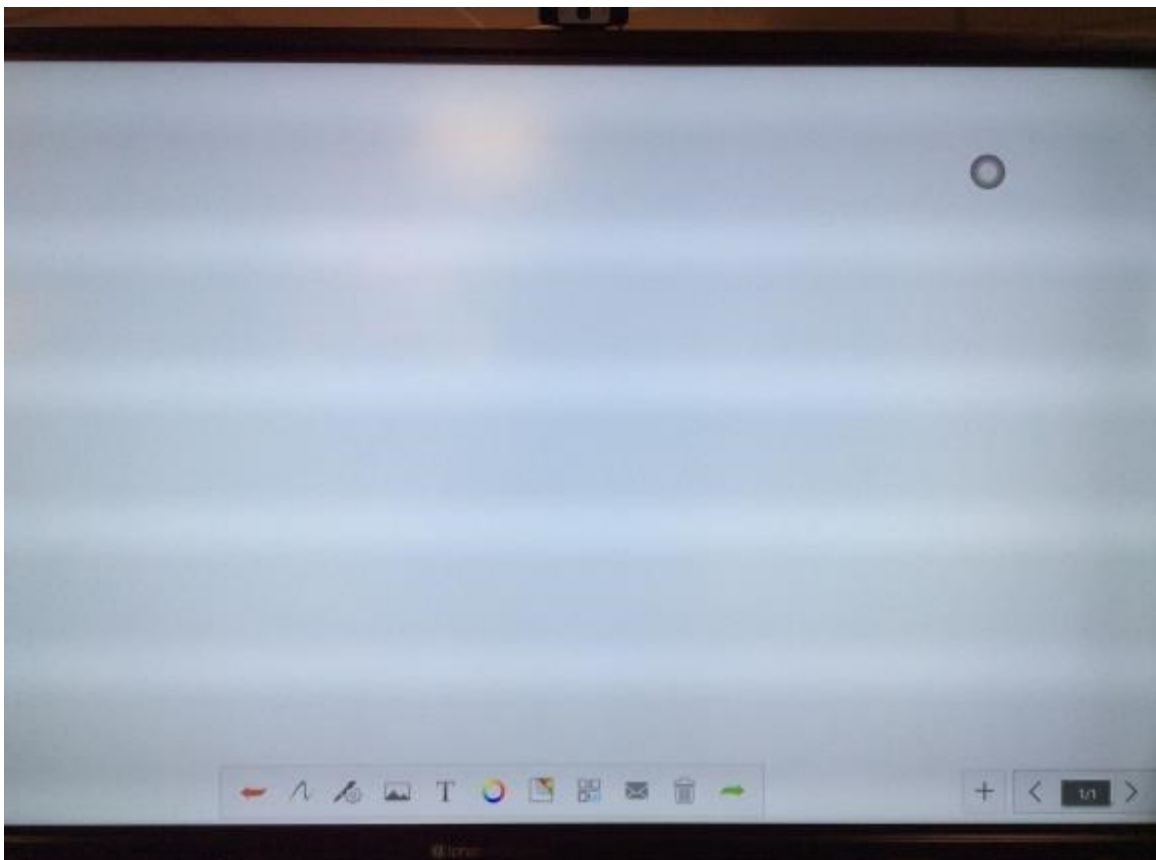
If you click on this icon on the Home screen, you can cast your tablet or phone to the screen. This piece of screen mirroring software has easy-to-follow instructions when you tap this icon.

Simply follow the instructions on-screen to start mirroring. Please note, your screen and tablet or phone must be on the same network.



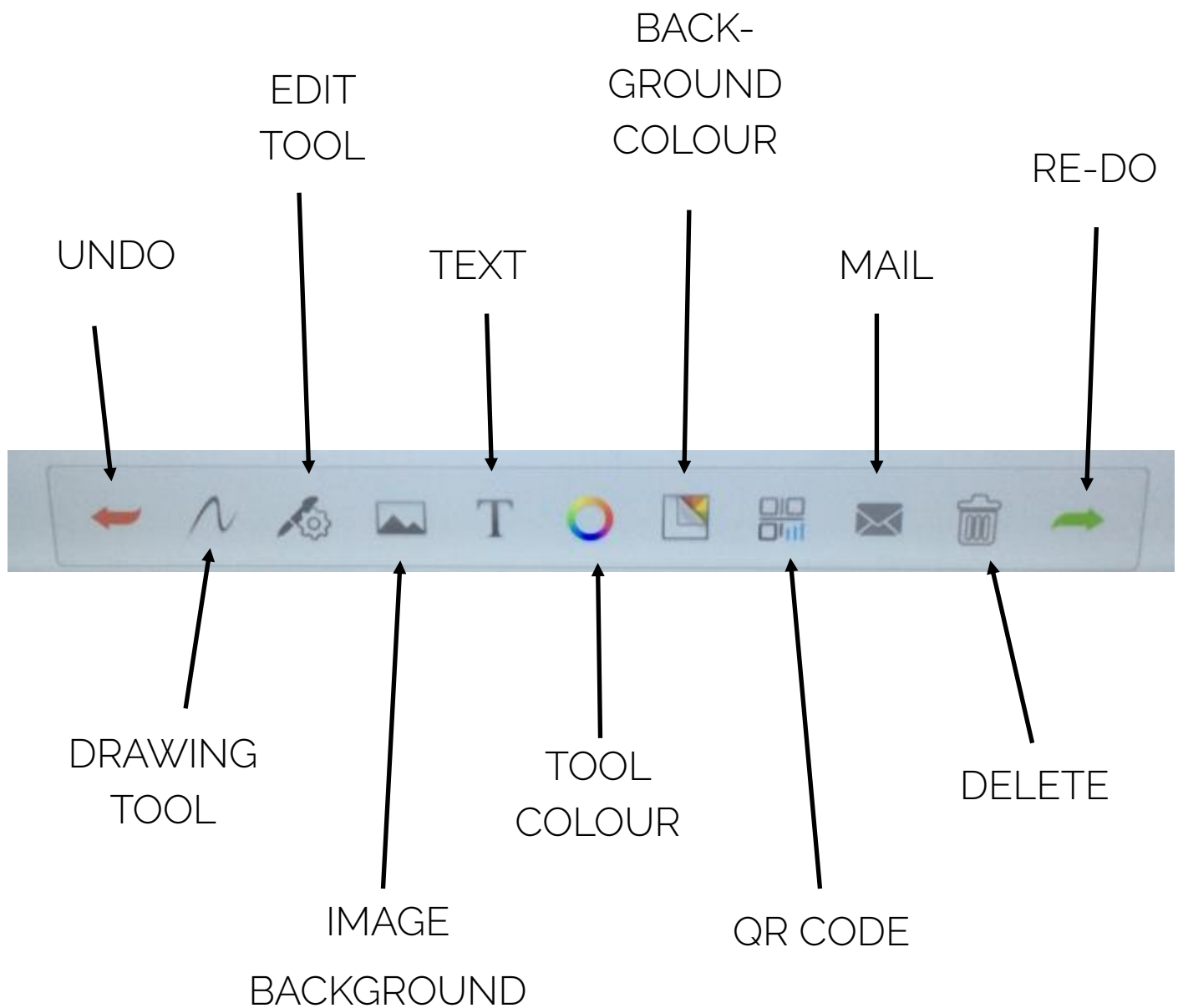
WHITEBOARD

If you click on this icon on the Home screen, you can use the screen as a traditional whiteboard. With different pens, colours and shapes, you can teach effectively.



WHITEBOARD TOOLBAR

When using the 'whiteboard' function on the screen, you will use the toolbar to change pen, delete and add images etc.



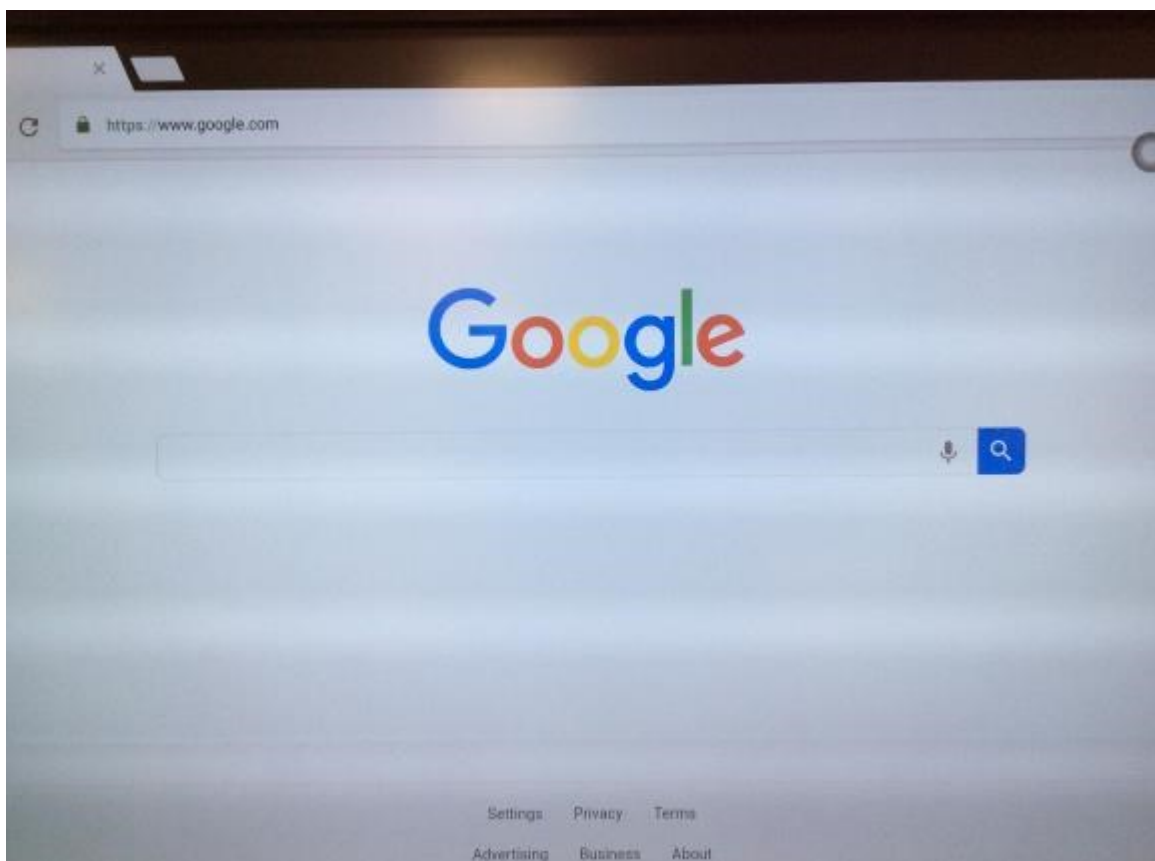
APPLICATIONS

If you click on this icon on the Home screen, you can access the apps you have on your screen. You will already have some apps pre-loaded but you can add any apps that you want.



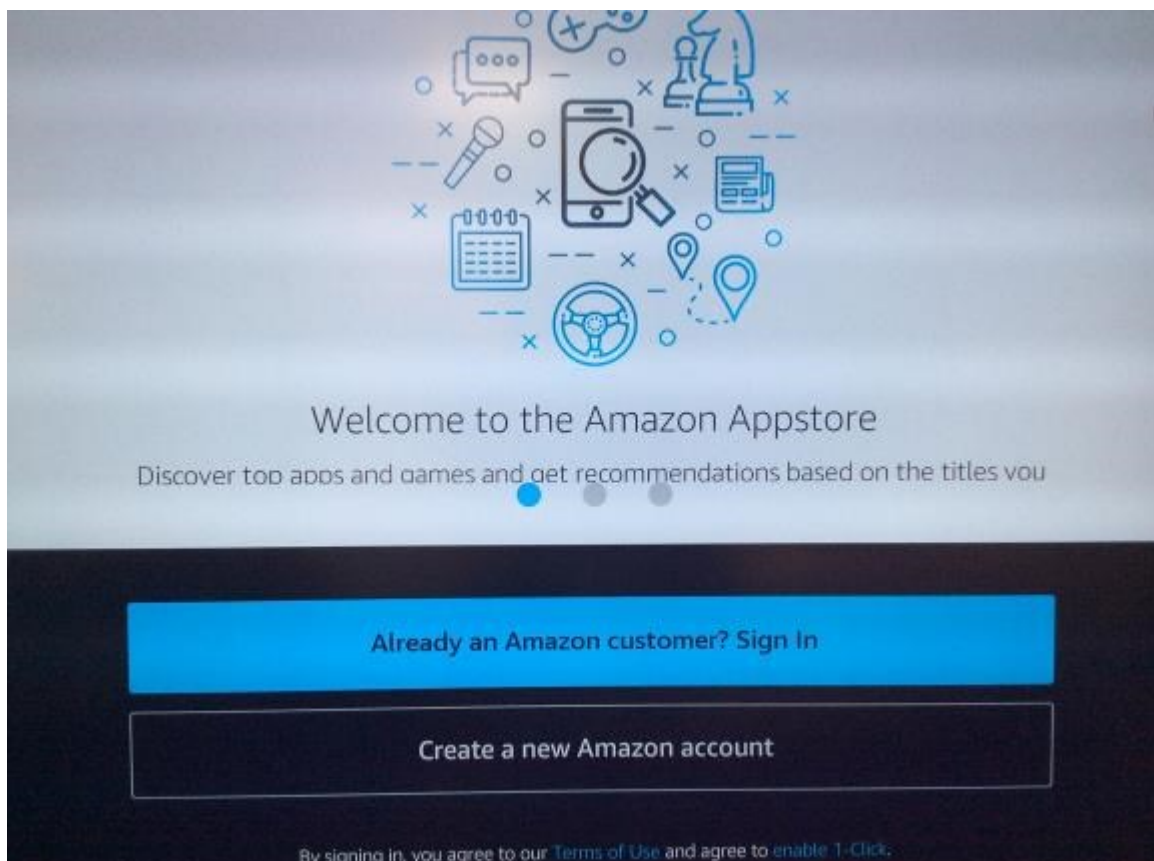
BROWSER

If you click on this icon on the Home screen, you can access the internet browser. Here, you can view websites, watch videos or access online resource portals.



APP STORE

If you click on this icon on the Home screen, you can access the App store. Here, you can download any compatible apps to use on your screens.



CHANGE ICONS ON HOME SCREEN

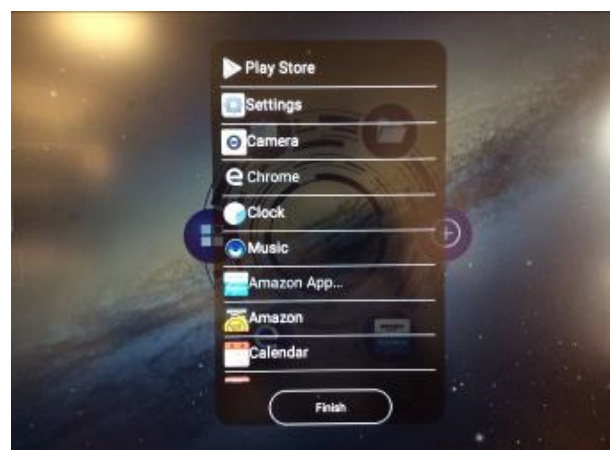
You can change the shortcut icons on the Home screen at anytime.

Hold your finger on the icon you want to change/remove. A cross will appear next to the icon. If you click this cross, this will delete the shortcut so you can replace it.



Click this 'plus' icon to open a list of the applications you can select to put in this space.

Select your new shortcut from this list and press 'finish'. Your new app will now appear as an icon on the Home screen.



SHORTCUT INTERFACE

The shortcut interface is an easy way to access useful apps, even when you are using an app already.

This dot will always be on your screen, even when you are using an app.

If you click on this dot, it will bring up some shortcuts to useful apps.

You can change these shortcuts at anytime. Simply, hold your finger on the icon you want to change and a red 'minus' will appear. Click this to remove the shortcut icon. A 'plus' icon will be in its place. Click on this 'plus' and select the app you want from the list and click 'finish'. Your new app will now be listed on the shortcut interface.



FAQs

Where can I find the screen serial number?

The serial number for your screen is in two parts. You will need to keep a record of these two numbers for any warranty calls in the future. We will need to know this number so our Engineers can bring the correct parts for your screen if we need to repair the screen under warranty. These will be on two white stickers on the side of the screen. They will look something like KI65AGAN0000 and 051001.

How long is the warranty for my Alpha Interactive?

As of September 2017, all our Alpha Interactive touchscreens come with a 5-year on-site warranty as standard. This is valid from the installation or delivery date.

I bought my screen through a re-seller. Who do I contact if I have an issue?

If you have bought a screen through a re-seller, you must contact your re-seller in the first instance. If they determine there is an issue with the hardware, we will then come out and have a look at the screen.

My screen won't turn on, what is the issue?

Please ensure that your screen is plugged in to the plug socket correctly and the socket is working. There is also a red rocker switch on the back of the screen. This may have been knocked. Please ensure this rocker switch is lit up. You should have a red 'stand-by' light visible on the front of the screen. If you do, please try the power button on the side of the screen and the power button on the remote. If you do not have a red 'stand-by' light on the front of the screen or the rocker switch is not lit up, this means your screen is not getting power. Please ask your IT Dept to investigate further.

Do I need to calibrate my screen?

No, the Alpha Interactive will calibrate automatically. However, if you are having an issue with your touch and calibration, this could be due to the aspect ratio setting on your laptop. Please see our helpful video on our support page: <https://www.adnplc.com/adn-support/>

Will my Apple Macbook work with the screen?

No. Unfortunately, the Alpha Interactive screen series is not compatible with Apple Macbooks. However, it will work perfectly with Windows PCs.

We have misplaced our remote. Where can we get a replacement?

You can purchase a new remote control from Alpha Digital Networks by emailing info@adnplc.com. However, if you have bought your screen through an approved re-seller, you must purchase this replacement through them.

My remote control isn't working, why?

Make sure you are pointing the remote directly at the screen sensor in the bottom right-hand corner of the screen. If it is still not working and you have another Alpha screen, please try the remote on the other screen. Make sure batteries are new. If nothing is working, please contact our support team by via our website: <https://www.adnplc.com/adn-support/> If you have purchased your screen through an approved re-seller, please contact them for first-line support.

The sound isn't working from the screen, why?

If you have any issues with the sound on our screen, this could be something as simple as a setting on your PC. We have lots of troubleshooting guides on our support page: <https://www.adnplc.com/adn-support/> Please have a look at these resources to try and resolve the issue. However, if you are still having issues, please fill out the contact form on the Support page and our team will be in touch promptly.

Why isn't the touch working on the screen?

If you are having issues with the touch on your screen, this could be due to something as simple as the USB being plugged into the incorrect port. We have lots of troubleshooting guides on our support page: <https://www.adnplc.com/adn-support/> Please have a look at our guides and videos to do with touch. Also, please note that if you have a USB cable over 3m long, you may need a booster. If you are still having issues, please fill in the contact form on the Support page and our team will be in touch promptly.

How do I clean the screen?

We can provide a screen cleaning kit for you for a small charge. To order this, please email us at info@adnplc.com. Use a PC screen cleaning kit to clean the front of the screen and inside the bezel (on the IR sensor) regularly as a build-up of dust and dirt can affect the touch.

Can I freeze/pause the screen and continue to work on my computer?

Yes, if you press F12 on the remote control, your screen will be frozen, and you can work on your PC. To un-freeze the screen, simply press F12 again.

I can't create full stops/dots with my pen on the screen, why?

This is an issue with your PC, not the screen. Please visit our support page: <https://www.adnplc.com/adn-support/> and see how to update the touch drivers on your PC. Please speak to your IT dept about this issue.

How do I use E-Share?

E-Share is the screen mirroring app installed on your screen. If you open up the app, there will be easy to follow steps on screen on how to set up the screen mirroring. Please ensure your screen and other device are on the same network.

If you have a question that is not answered in this guide, please contact your re-seller or Alpha Digital Networks on **03300 020120** or email **info@adnplc.com**

