

FAQ for PTC series

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Issue	Solution
The machine can't be properly turned on / the indicator is off	<ul style="list-style-type: none">• Check whether the power socket is connected to the power source.• Check whether the power plug is properly plugged in.• Check whether the power line is in poor condition.• Check whether the rocker switch has been turned on.
Automatically turn on/off when unused.	<ul style="list-style-type: none">• Turn off the automatic power on/off function.• Check whether the device has been idle for a significant period and therefore the machine has entered sleep mode.• Check whether the input power is stable.
No image display	<ul style="list-style-type: none">• Check whether the power cord is connected to an electrical outlet and whether the power is turned on.• Check whether the rocker switch of the machine has been turned on.• Check whether the power is turned on.• Check whether the input computer is correctly connected.• Check whether the input source is correct.
The image is normal, but there is no sound.	<ul style="list-style-type: none">• Check the volume.• Check whether the mute button on the remote control has been pressed.• Check whether the mute function in the menu is turned on.
Image or sound is disturbed	<ul style="list-style-type: none">• Find interfering electrical equipment nearby and move it away from the machine.• Do not share the same power outlet with interfering electrical equipment.
Remote control failure	<ul style="list-style-type: none">• Replace the battery.• Clean the transmission port in the top of the remote control (check whether it is blocked).• Check whether the batteries are poorly installed.

Issue	Solution
Image color is abnormal	<ul style="list-style-type: none"> • Check whether the HDMI cable is connected properly. • Check whether the VGA cable is connected properly.
There is no touch control under external source channel	<ul style="list-style-type: none"> • Try switching between different external sources. • Make sure that the USB cable is connected to the correct interface. For details, see the “Rear Port” section. • Re-plug the USB cable.
Built-in computer has no signal	<ul style="list-style-type: none"> • Check whether the built-in computer is properly inserted into the slot. • Check whether the built-in computer is in sleep mode. • Press the power button on the built-in computer (refer to the built-in computer manual for details) and turn it on manually.
Built-in computer can't be turned on	<ul style="list-style-type: none"> • Check whether the computer and the machine are properly connected. • Replace the built-in computer.
Pen shakes (jitters) when writing	The use of a stylus is recommended. Hold the stylus far away from the tip and keep the angle between the stylus and the screen surface greater than 60° (keep your sleeve or wrist away from the screen surface).
	Remove sources of interference or change to an environment without interference.
Strokes are intermittent when writing (only certain part allows writing)	The use of a stylus is recommended. Hold the stylus far away from the tip and keep the angle between the stylus and the screen surface greater than 60° (keep your sleeve or wrist away from the screen surface).
	Replace the tip or write with a larger occlusion area.
	Check whether there is any foreign object on the infrared strip.
	Remove sources of interference or change to an environment without interference.

Issue	Solution
Unable to write	Replace with a different colored pen.
	The use of a stylus is recommended. Hold the stylus far away from the tip and keep the angle between the stylus and the screen surface greater than 60° (keep your sleeve or wrist away from the screen surface).
	Remove sources of interference or change to an environment without interference.
	The use of a stylus is recommended. Hold the stylus far away from the tip and keep the angle between the stylus and the screen surface greater than 60° (keep your sleeve or wrist away from the screen surface).

The following conditions are not failures:

- Since the panels require precise production technology, there may be very few pixels that are bright or dark, such as tiny red, blue and green spots (bright spots) on the screen, or dark spots on some screens. This isn't malfunction and will not affect the overall performance of the machine.
- The machine will make a slight noise due to backlight adjustment or heat dissipation. This phenomenon is normal.
- When the projected image and audio sounds are normal, static energy may be felt by touching the screen and the metal back cover.