

**commBOX**  
*Do it better*

# NEO

Interactive User Manual

**commBOX.com.au**

## Learn More

This user manual as well as additional resources for your CommBox Interactive series are available in the Support section of our website ([www.commbox.com.au/support](http://www.commbox.com.au/support)). Please scan the QR code on the right to access these resources on your mobile device.



## Safety Warning

Please read this manual carefully before operating the product and retain it for future reference. The images in this manual are for reference purposes only. The actual product may differ from the illustrations shown. In case of discrepancies, the actual product will take precedence.

## Placement

- Do not place heavy objects on top of the unit.
- Keep the unit away from appliances that generate magnetic fields.
- Avoid exposing the unit to direct sunlight or other heat sources.
- Do not place the unit on an unstable cart, stand, tripod, bracket, table, or shelf.
- Keep liquids away from the unit and ensure no liquid spills inside it.

## Power Supply

- Ensure the power cable is protected from physical or mechanical damage.
- This product is a CLASS I device. Use the supplied power cable and ensure that the system is properly grounded before powering it on.
- Unplug the power supply during thunderstorms or lightning.
- Ensure that the unit's operating voltage matches your local power supply.
- Use only the original power cable provided in the accessory bag. Do not modify or extend the cable.
- Unplug the power supply when the unit is not in use for extended periods.

## Screen

1. This product is not designed to be operated 24x7. The product needs to be in OFF, Standby, Backlight Off or Sleep mode for at least 8 hours per day.
2. Unplug the power cable before cleaning the unit.
3. Use a soft, dry, lint-free cloth to clean the screen. For deep cleaning, please contact an authorised service centre.
4. Do not use water or spray-type cleaners to clean the unit.
5. Avoid using hard or sharp objects as a substitute for the touch pen.
6. To prolong the screen's lifespan and maintain display performance, avoid displaying high-brightness images for extended periods.

## Temperature Guidelines

The normal operating temperature range is 0 ~ 40°C.

Do not place the unit near or on top of radiators or heaters. If the unit is moved from a cold environment to a warm one, unplug the power cable and wait at least 2 hours before turning it on to ensure that any internal moisture has fully evaporated.

## Humidity

Do not expose the unit to rain or place it in areas with high humidity. Ensure the indoor environment is dry and cool. The recommended operating humidity range is 10% to 90% RH.

## Ventilation

Place the unit in a well-ventilated area to allow for proper heat dissipation. Ensure there is sufficient space around the unit for ventilation: at least 10 cm on the left, right, and back, and at least 20 cm on the top.

## Earphones

Before using earphones, reduce the volume to a low level. Listening to loud sounds for extended periods may damage your hearing.

## Standby Mode

Pressing the standby button will put the unit into standby mode but will not completely turn it off.

## Battery

Ensure the battery is properly disposed of or recycled after use. Keep the battery out of reach of children and never dispose of it in fire. Caution: There is a risk of fire or explosion if the battery is replaced with an incorrect type.

## Notes for Cleaning

There are vents on the back cover; do not use any liquids or sprays directly when cleaning.

## Power Switch Status

The symbol 'I' indicates power on, while 'O' indicates power off.

## Notes for Maintenance

Maintenance of this machine should only be performed by a certified technician.

SCAN



**Installation &  
Maintenance Guide**



**Power  
Scheduling Tips**

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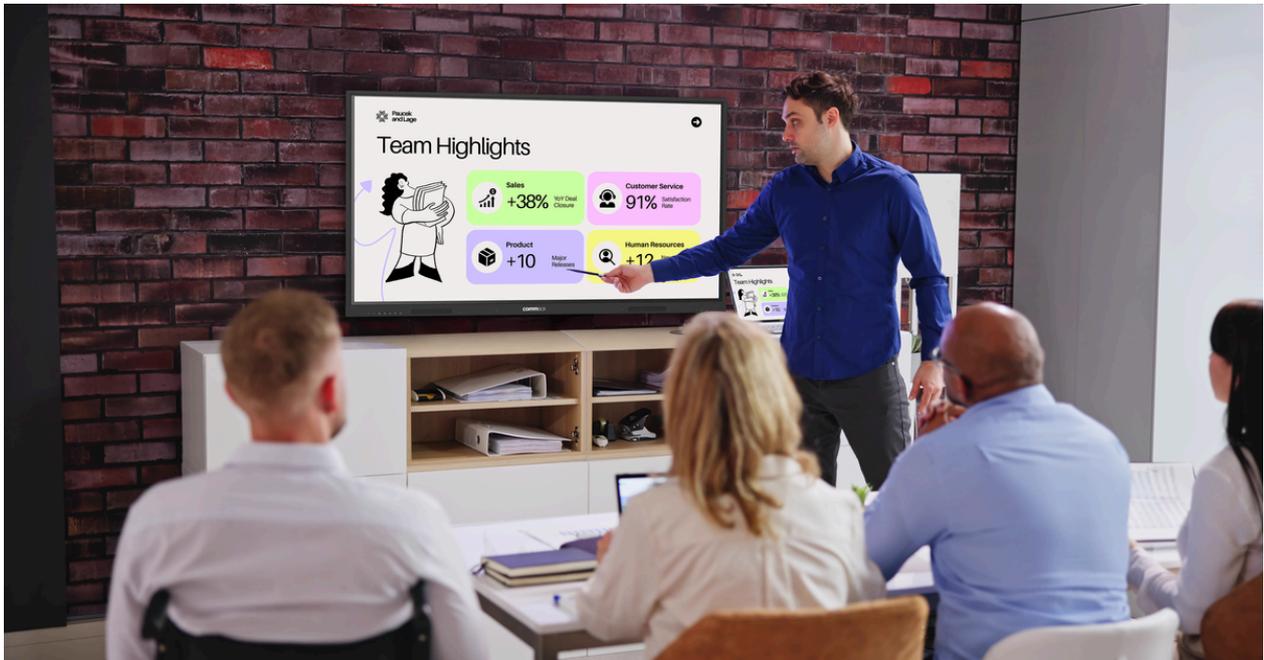
# Chapter 1: Welcome

## About this guide

This chapter welcomes you to the CommBox Neo. This guide explains how best to use the CommBox Neo. Additional information and resources are available in the Support section of our website ([www.commbox.com.au/support](http://www.commbox.com.au/support)).

## About the CommBox Neo

The CommBox Neo is an interactive screen that is simple, capable and ready to use. Built from customer feedback, it's designed for those who want a simple, yet modern, high-performance interactive screen that enhances collaboration.



## Display Screen

The CommBox Neo has a 4K high-definition LED screen for optimal image quality and viewing angles.

The display size varies by model:

<b>Model</b>	<b>Size</b>
CBIN65	65" Display
CBIN75	75" Display
CBIN86	86" Display

## Mounting Hardware

The CommBox comes with a wall bracket. This bracket is used for wall mounting, all AV furniture, such as a trolleys, include their own mounting apparatus. For documentation on the how to install and maintain the CommBox, please see the "Installation and Maintenance Guide" in our Knowledge Base. <https://support.commbox.com.au/knowledge/user-guides-and-manuals>

You can also use any VESA compliant wall mount to mount the CommBox on a wall or a stand, with the 65" at 600mm x 400mm being the smallest bracket.

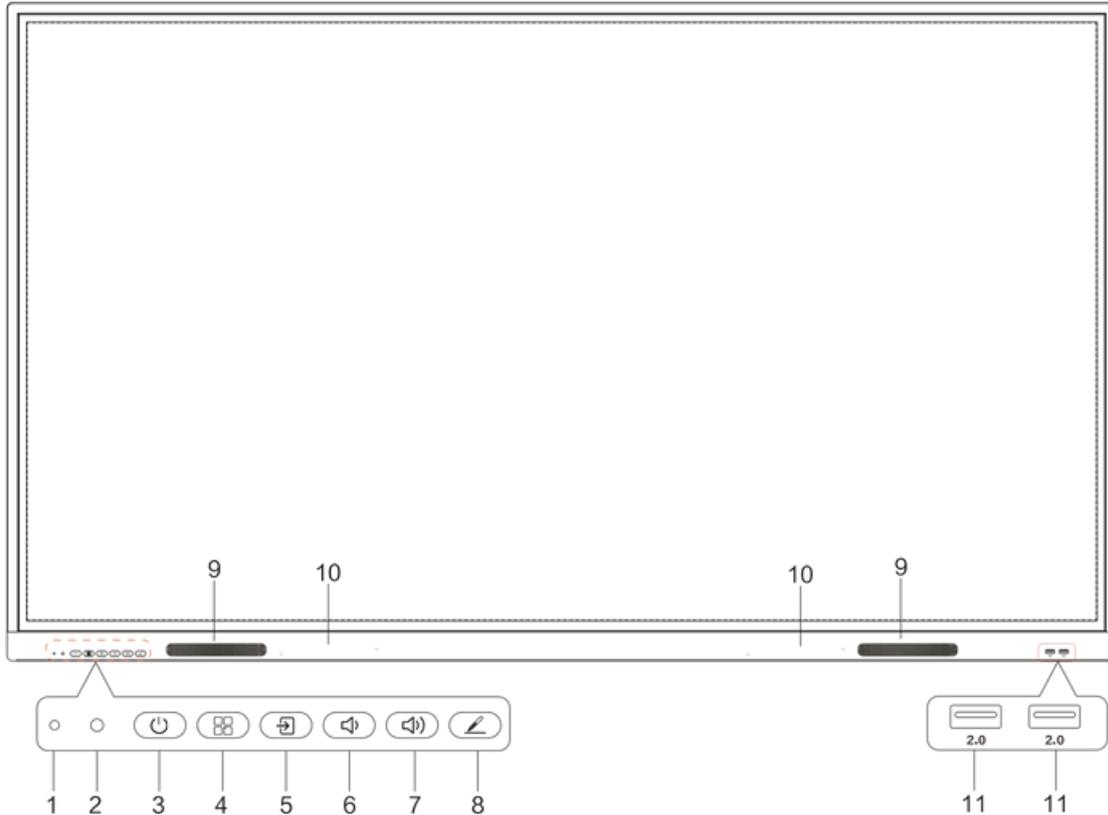
## Power

There is a power button on the front of the screen to send it to sleep and with a long press to the screen on and off. There is also a power switch at the bottom of the screen behind the right hand speaker to turn the main power on and off.

# Chapter 2: Getting started

## Front panel

The front panel provides buttons for navigation and inputs to connect other devices to the CommBox. See the legend below to learn more.

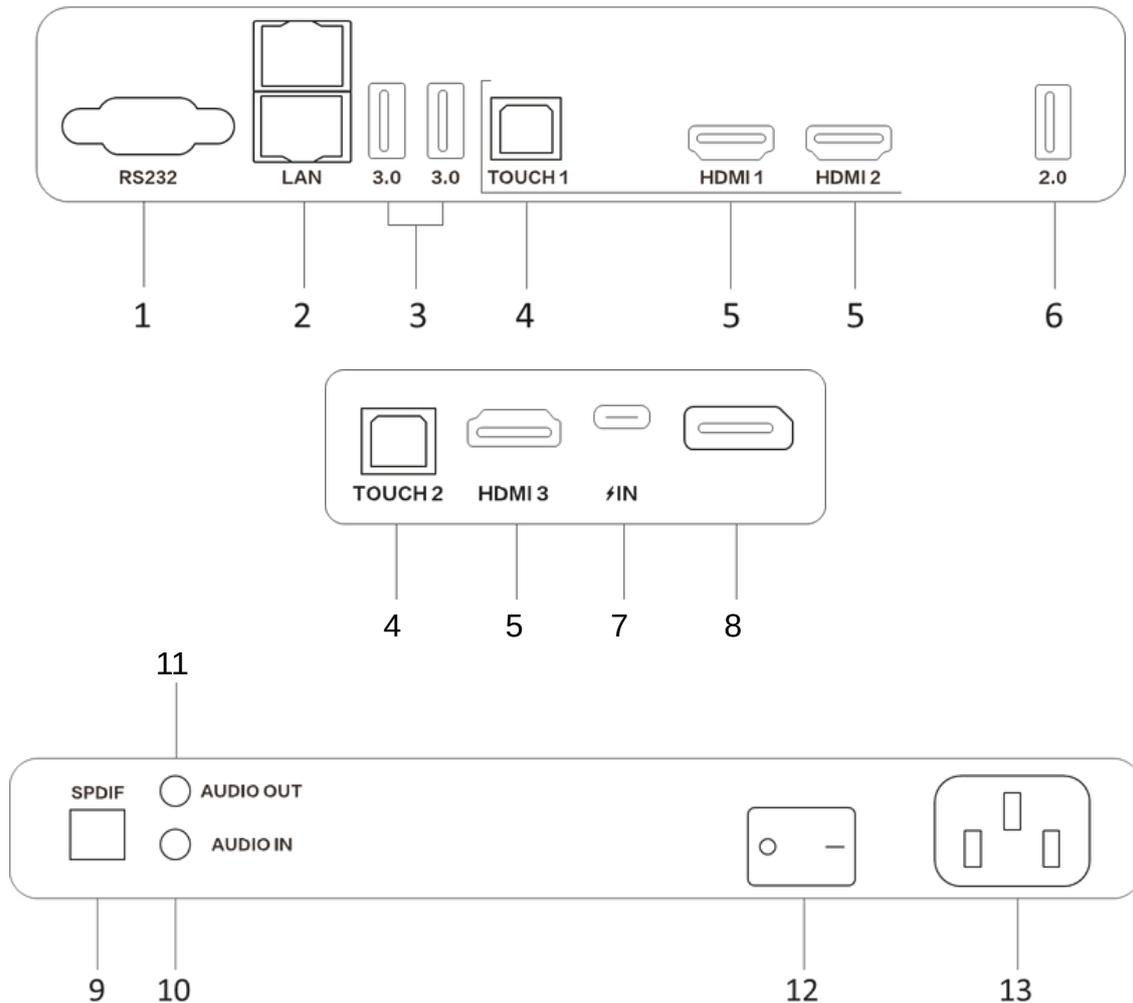


No.	Item	Description
1	Light Sensor	The light sensor automatically adjusts the screen brightness to match the room lighting. This helps reduce glare and saves energy.
2	Remote control signal receiver	The remote control sensor receives signals from the CommBox remote. Make sure it isn't blocked for the best performance.
3		Press the power button to turn the screen on or off. Hold for a few seconds to fully power down if needed.

## Front panel cont.

No.	Item	Description
4		The menu button opens the on-screen features menu so you can navigate through whiteboarding, annotation, inputs and settings.
5		Press the input button to switch between connected devices such as HDMI, USB-C, or DisplayPort.
6		Use this button to decrease the screen's volume.
7		Use this button to increase the screen's volume.
8		Press the annotate button to open the on-screen annotation tools. You can write or draw over any content currently being displayed. A long press of this button will take a screenshot
9	Speakers	The built-in dual 20W front-facing speakers provide clear, room-filling sound for presentations, videos and classroom activities.
10	Magnetic Zone	Magnetic zones on the bezel allow you to securely place the stylus when it's not in use.
11	USB 2.0 x 2	Use USB 2.0 ports to connect devices like memory sticks, webcams or peripherals. These ports support standard-speed data transfer.

## Other input panels



No.	Item	Description
1	RS232	The RS232 port is used to connect the screen to control systems such as room automation or AV controllers. It allows remote commands for power, volume and input switching.
2	LAN (RJ45)	The LAN ports allow you to connect the screen to your network for remote management, updates, or access to network features.
3	USB 3.0	USB 3.0 ports allow you to plug in high-speed storage devices for faster file access and transfer. It is backwards-compatible with USB 2.0 devices.

## Other input panels cont.

No.	Item	Description
4	USB-B (Touch)	Connect this USB-B port to your laptop using the included USB A-B cable to enable touch control on the screen. Without this connection, the display will show your laptop but won't respond to touch.
5	HDMI	HDMI ports let you connect a laptop or media device to share audio and video on the screen. This is the most common way to present from a computer.
6	USB 2.0	Use USB 2.0 ports to connect devices like memory sticks, webcams or peripherals. These ports support standard-speed data transfer.
7	USB-C	The USB-C port lets you connect a laptop or device with a single cable for video, audio, touch and up to 65W charging.
8	Display Port	DisplayPort provides a high-quality digital connection for video output from compatible devices. It's an alternative to HDMI and supports 4K resolutions
9	SPDIF	The SPDIF (optical audio) port provides a high-quality digital audio output for connecting to soundbars or AV systems.
10	Audio In	The audio in port allows you to connect an external audio source, such as a laptop or media player, so the sound plays through the screen's speakers.
11	Audio Out	Use the audio out port to connect external speakers, headphones or an amplifier. This sends sound from the screen to another audio device.
12	AC Switch	The AC switch turns the main power supply to the screen on or off. Use this switch when powering the screen down completely.
13	AC In	The AC in port is where you plug in the power cable to supply electricity to the screen.

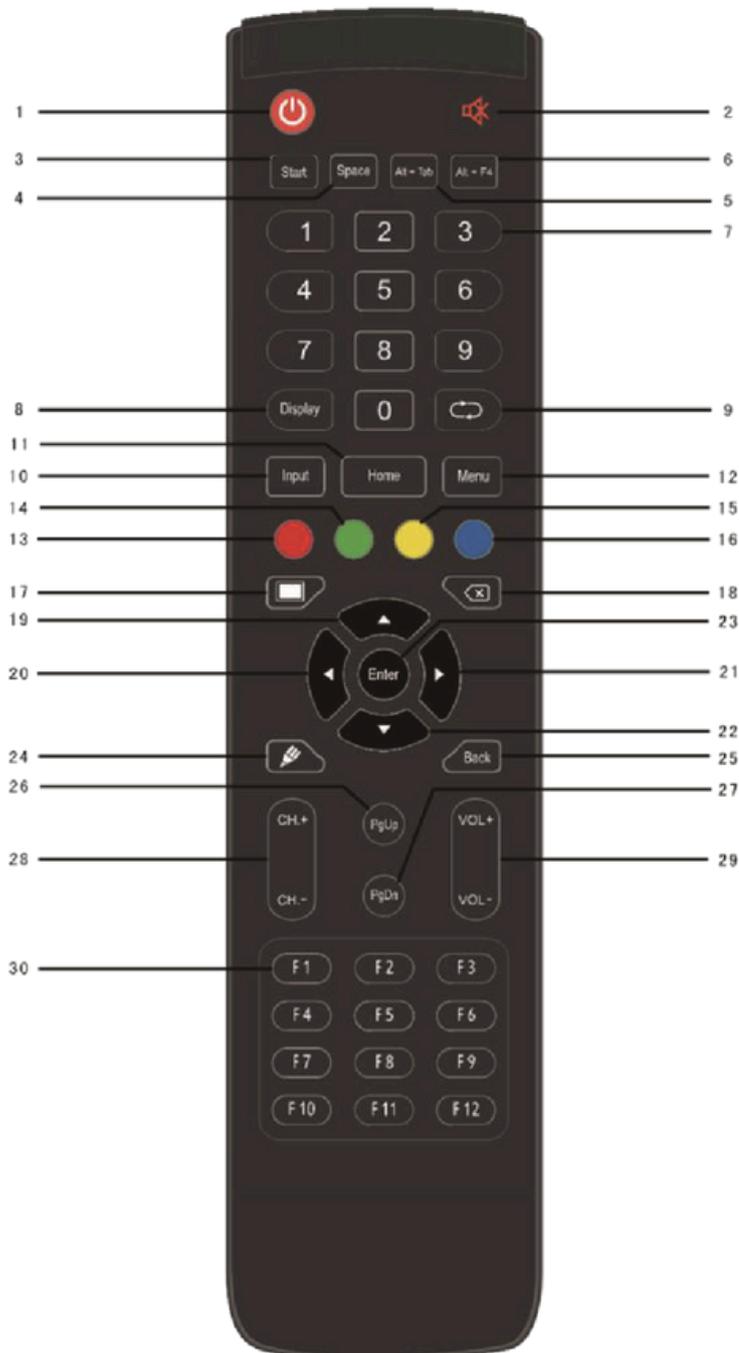
## Remote Control

### Battery Installation

- Open the battery cover on the back of the remote control.
- Insert two AAA batteries (included in the accessories box), making sure the positive (+) and negative (-) ends match the markings inside the compartment. Avoid mixing old and new batteries.
- Close the battery cover and ensure it clicks securely into place.

### Range of the remote control

The remote control works up to 8 metres away and within 30 degrees to the left or right of the remote sensor.



## Remote Control Cont.

No.	Item	Description
1	Power	Power on/off
2	Mute	Enter or exit mute mode
3	Start	PC's Windows key
4	Space	PC's Space key
5	Alt + Tab	PC's Alt+Tab key
6	Alt + F4	PC's Alt+F4 key
7	Numeric keys	Numeric input
8	Display	Display channel information
9		No function
10	Input	Open input menu
11	Home	Open function menu
12	Menu	Open input menu
13	Red	Lock or unlock touch
14	Green	Lock or unlock touch
15	Yellow	Lock or unlock touch
16	Blue	No function
17	Screen	Turn off or turn on the screen backlight

## Remote Control Cont.

No.	Item	Description
18	Backspace	PC's Backspace
19	^	Scroll Up
20	<	Scroll Left
21	>	Scroll Right
22	v	Scroll Down
23	Enter	Confirm selection
24	Pen	Open Whiteboard
25	Back	Return to the last operating interface
26	PgUp	Page up
27	PgDn	Page down
28	CH+/CH-	No function
29	VOL+/VOL-	Increase/reduce the volume
30	F1 - F12	PC's F1 - F12 function keys

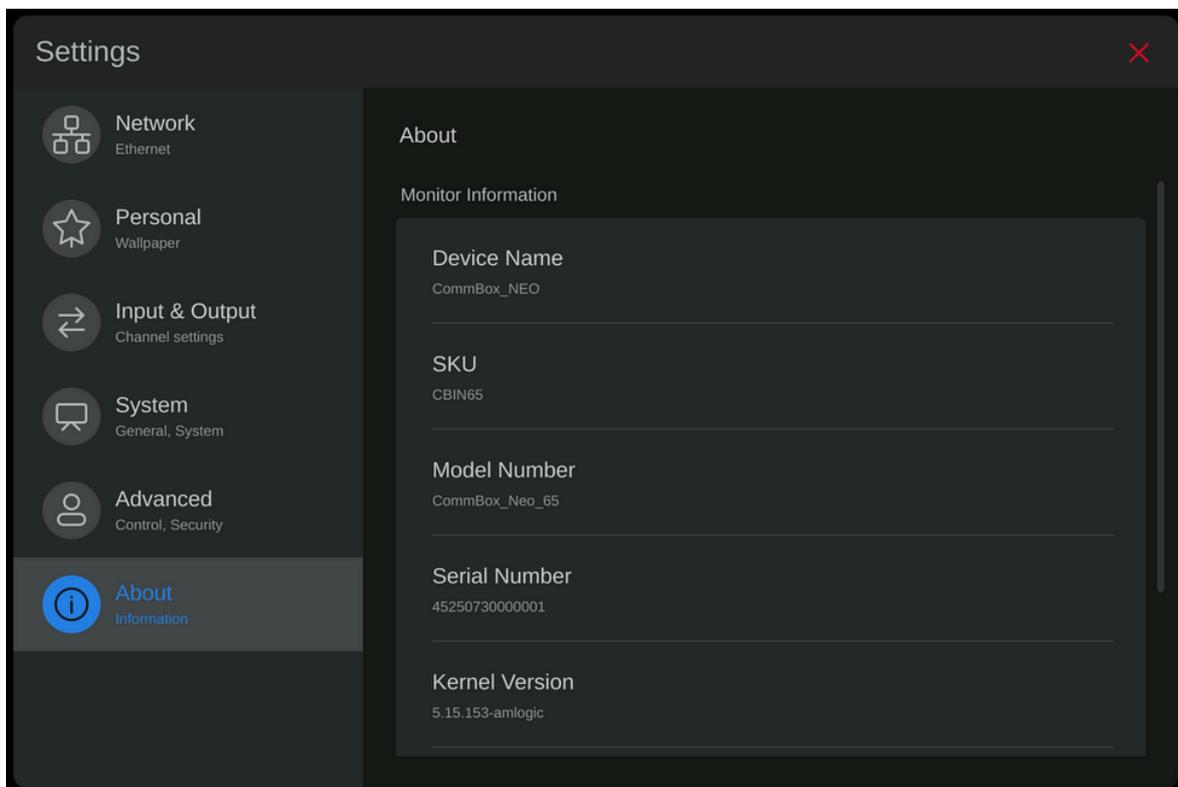
## OPS Slot-in PC Slot

A Slot-In Windows PC (OPS) with Windows installed can be purchased for an additional cost from authorised resellers. Installing an OPS Slot-in PC into the CommBox will give you access to Windows (Windows license not included). Note: Do not remove the OPS PC or other devices from the accessories slot while they are turned on.

## Identifying your model

There are two ways to help you identify which model you are using

1. See the label on the side of the screen for the serial number or
2. Go to the settings app, tap "About" and see information about this model



## Accessories for the CommBox

- Wall bracket
- Remote
- 2 AAA Batteries
- 2 stylus pens
- Eraser
- 3m HDMI cable
- 3m USB touch cable
- 3m USB-C cable
- Power cable

The following additional accessories can be purchased from a CommBox authorised reseller or the Karter website

<https://karter.com.au/collections/commbox-spares>

- OPS module
- AV Furniture
- Sound Bar
- CommBox Signage
- Additional Cables
- Additional Stylus
- Additional Eraser
- Additional Remote
- Additional Wall bracket

## OPS Slot-in PC Module

The CommBox Open Pluggable Specification (OPS) Slot-in PC module provides a simple and easy way to enjoy the benefits of Windows with your CommBox Neo. The CommBox OPS modules come with Intel Core processors and are designed to work with the CommBox Neo.

Install the OPS by removing the dust guard with a Phillips head screwdriver, slotting it into the OPS slot and enjoy a 4K Windows experience. Once installed, you can download all the Windows applications you already use and access them from the CommBox Neo.



## AV Furniture

CommBox has a complete range of AV Furniture. Every school and business is different. You may need to move your CommBox from room to room. You may want your students to access the screen which means you need a motorised stand. CommBox has a flexible range to accommodate your needs.

- Our AV Furniture range includes:
- Motorised stand
- Fixed height adjustable stands
- In-wall brackets
- And more

To see the complete range visit: [www.commbox.com.au/karter-av-furniture](http://www.commbox.com.au/karter-av-furniture)

## SoundBar

The CommBox Premium Sound Bar is an active sound bar with high fidelity audio, reinforced by Maxx Bass Technology and is the ideal audio accessory for CommBox Neo. The Sound Bar is recommended if you have a larger room and want room-filling sound.

## VC Cameras

CommBox and CommBox partners like Jabra, Poly, Logitech and Neat have a range of VC cameras and systems that work seamlessly with the CommBox Neo screen.

## More information

CommBox provides extensive support online. Our online support includes our knowledge base, online training courses and the option to book virtual training. Please visit [www.commbox.com.au/training/](http://www.commbox.com.au/training/) for more information.

## Turn on the CommBox

Once the CommBox is connected to a power point, there is a power switch at the bottom of the screen behind the right speaker. Turn this on [the I position] and the CommBox will boot.

Note: The position on of this button may vary depending on the size of your CommBox, it will be located close to the power cable.



## Chapter 3: Features of the CommBox Neo

### Waking up your CommBox and putting it in standby

If the CommBox is in standby, you can wake the CommBox by pressing the Power button on the front of the CommBox or remote control.

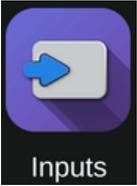
If the CommBox is set to another input like HDMI input, the CommBox will wake automatically when the device connected wakes.

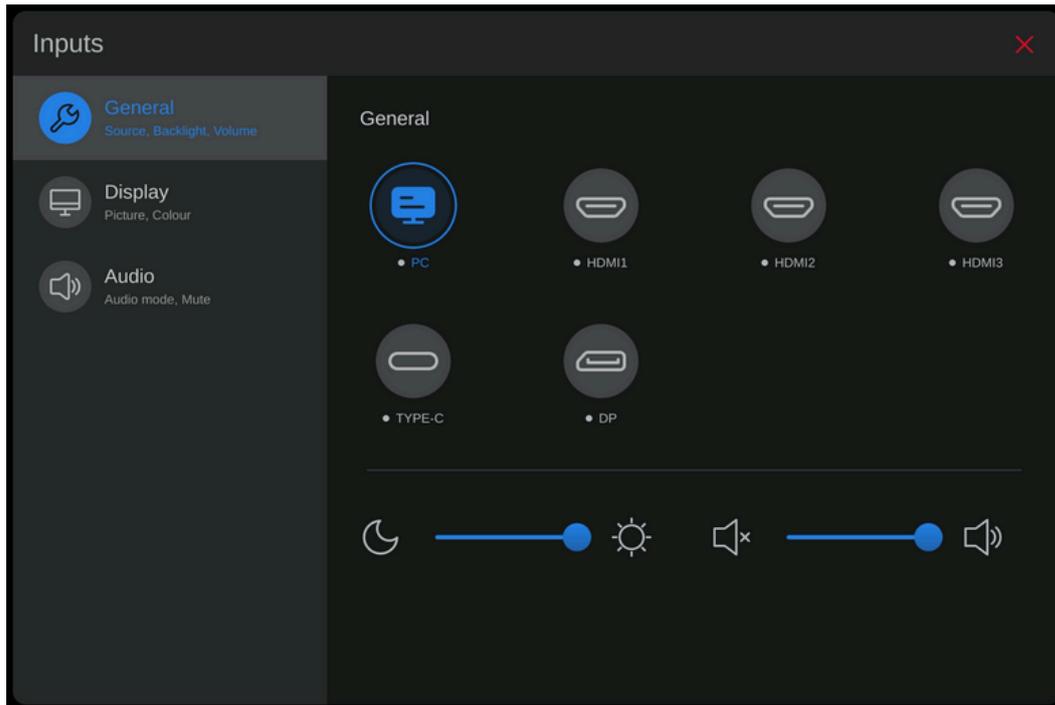
To return the CommBox to Standby mode, quick press the Power button on the front of the CommBox or remote control.

Note: you can set advanced power saving settings in device settings, which define when the screen will power off when inactive.

### Switching between inputs

To switch between inputs, you can access the inputs menu in a number of ways.

No.	Item	Description
1		The input button on the front panel
2	 	The Function button on the front panel, then tap on the inputs icon
3	Input	The Input button on the remote



## Inputs Menu

The inputs tab shows all the inputs on the CommBox. When the blue indicator is shown, that input is active

Select the input you want to switch to by tapping on it. You also have other functionality in this menu.

### **Brightness**

Increase or decrease the brightness by dragging the slider with your finger.

### **Volume**

Increase or decrease the volume by dragging the slider with your finger.

### **Display**

In this section you have access to

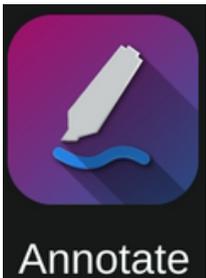
- Toggle Auto brightness on and off
- Toggle energy saving on and off
- Toggle eye care on and off
- Select your preferred picture mode
  - Standard
  - Bright
  - Soft
  - Custom - this allows you to set your own brightness, contrast, saturation and sharpness
- Set your preferred colour temperature

## Inputs Menu Cont.

### Audio

In this section you have access to

- Set the audio mode
  - Standard
  - Meeting/Class
  - Custom - this allows you to set your own bass, treble and balance
- Turn mute on and off



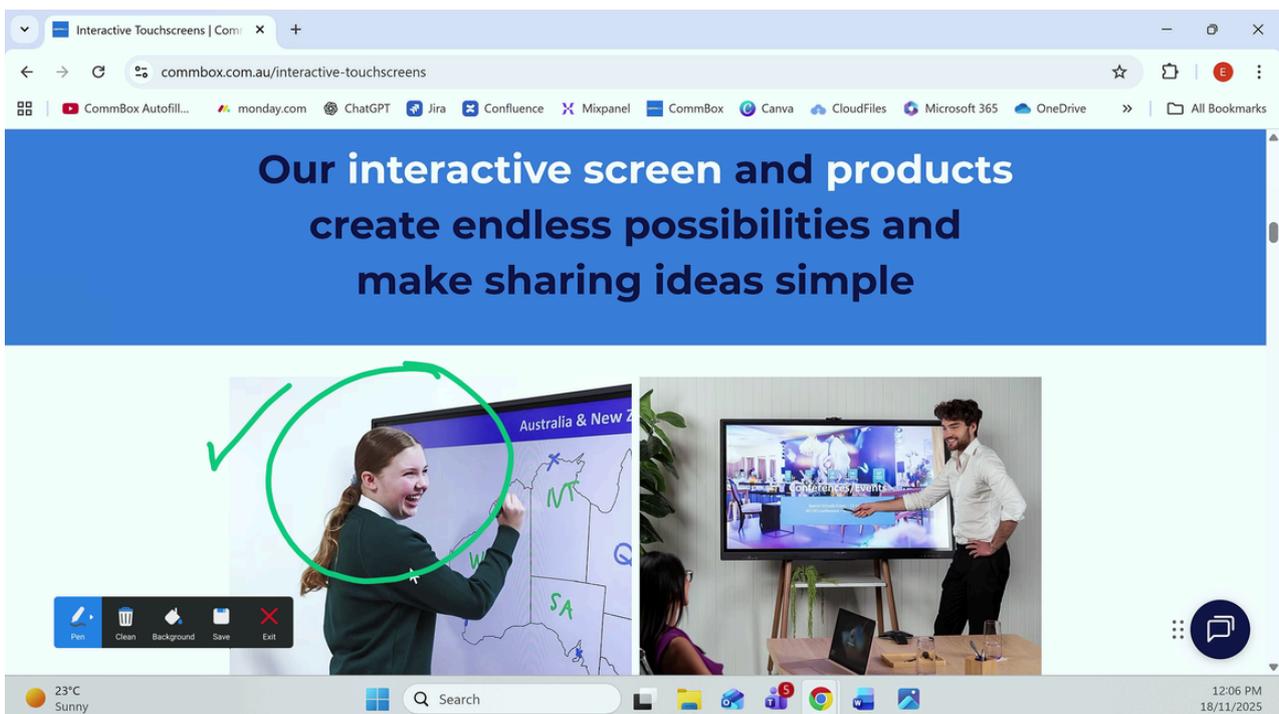
### Annotate

You can annotate over any input on the CommBox Neo.

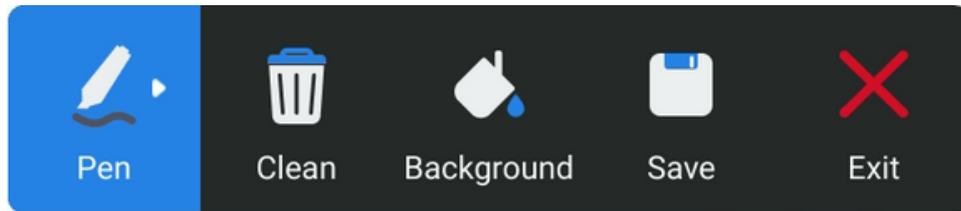
To annotate, tap the function button on the front panel and select "Annotate". This will open the annotate menu over your input. From here, you can use your finger or the double ended stylus to annotate.

Annotate can also be launched by using the annotate button on the front panel.

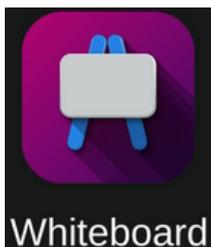
The annotate menu can be dragged around the screen so that it is in a convenient location for you.



## Annotate Functionality



No.	Item	Description
1	Pen	Allows you to control the colour and width of the pen
2	Clean	Removes all annotation from the screen
3	Background	Allows you to toggle between a coloured background or a transparent one
4	Save	Saves the Annotation into temporary storage on the device.
5	Exit	Closes the Annotation tool

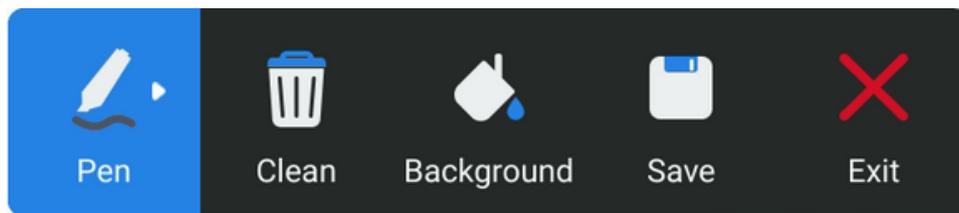
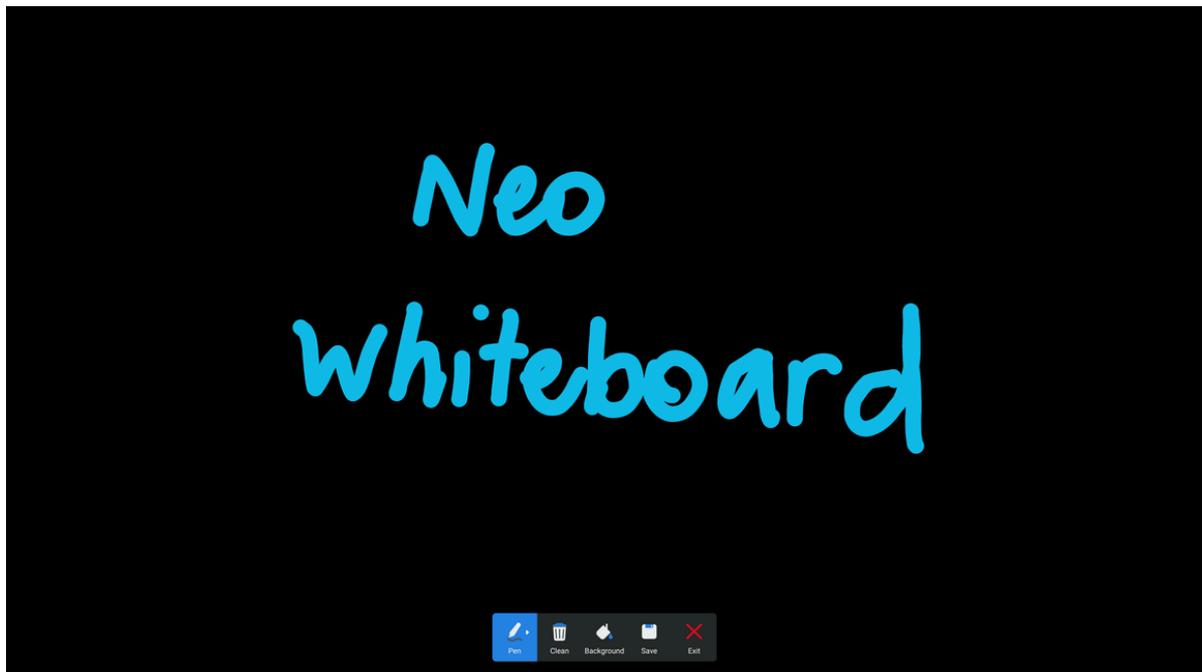


### Whiteboard

The whiteboard is a digital canvas designed to enhance your lessons, meetings and sessions.

To open the Whiteboard, tap the function button on the front panel and select "Whiteboard". From here, you can use your finger or the double ended stylus to start writing and drawing with digital ink.

## Whiteboard Functionality



No.	Item	Description
1	Pen	Allows you to control the colour and width of the pen
2	Clean	Removes all annotation from the screen
3	Background	Allows you to toggle between different coloured backgrounds
4	Save	Saves the Annotation into temporary storage on the device.
5	Exit	Closes the Annotation tool

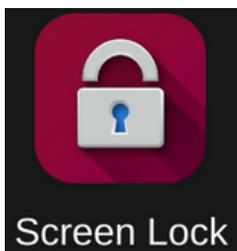


## Screenshot

The Screenshot tool allows you to grab a quick screenshot of what is displayed on the screen at that time. It can be on any input. From there image will be saved as a temporary file.

To take a screenshot, tap the function button on the front panel and select “Screenshot”.

You can also take a screenshot by pressing and holding the annotate button on the front panel



## Screen Lock

The Screen Lock tool enables you to set a PIN to lock the screen, preventing any unintended interactions or changes until you're ready to unlock it.

## Using Screensharing

The CommBox Neo comes installed with CommBox Connect. CommBox Connect gives you several options for connecting your personal devices wirelessly to the CommBox:

### Native Screensharing Protocols

CommBox Connect supports:

- AirPlay
- Chromecast

These native protocols allow you to screenshare without installing an app on your personal devices and is great for guests who need to cast, share, and present.

**Apple iOS and Mac** – AirPlay (you must be on the same network as the CommBox)

- Open Screen Mirroring
- Find the device
- Starting mirroring

**Chromecast – Android devices** (you must be on the same network as the CommBox)

- Go to Utility Menu
- Click on Cast
- Find the device
- Select Cast

### **CommBox Connect App**

You also have the option to install the CommBox Connect app onto any device. Visit [www.cc.commbox.com.au/downloads/](http://www.cc.commbox.com.au/downloads/) and download the right application for your device.

- Once you have installed the app, open it on your computer.
- Click on the device you want to connect to.
- Once connected, click screen share to share your screen.

*Note: Not all CommBox Connect features will work with Neo. Neo has a limited set of features as it is a lightweight non-OS product.*

## Using touch

The CommBox Neo has a collection of gestures built into the screen that allows you to control the screen with touch. These gestures include swiping, pinching, rotating, dragging, zooming in and out and closed fist for erasing.

The CommBox Neo supports up to 40 points of touch simultaneously. This allows more than one person to interact with the screen at a time.

Note: Not all applications support all gestures

## Writing, drawing and erasing

The CommBox Neo comes with two stylus pens, which you can use to write and draw. Each pen has a thin tip and a thick one.

The CommBox has magnetic pen holders for the stylus on the front of the device at the bottom. Please return the pens safely to their holders when done so that they don't get damaged or lost.

*Note: The stylus does not require batteries; the pens are not electrical devices.*



## Writing and drawing in digital ink

1. Pick up one of the stylus pens
2. Write or draw on the screen using the whiteboard or annotate anywhere application.

### Tips

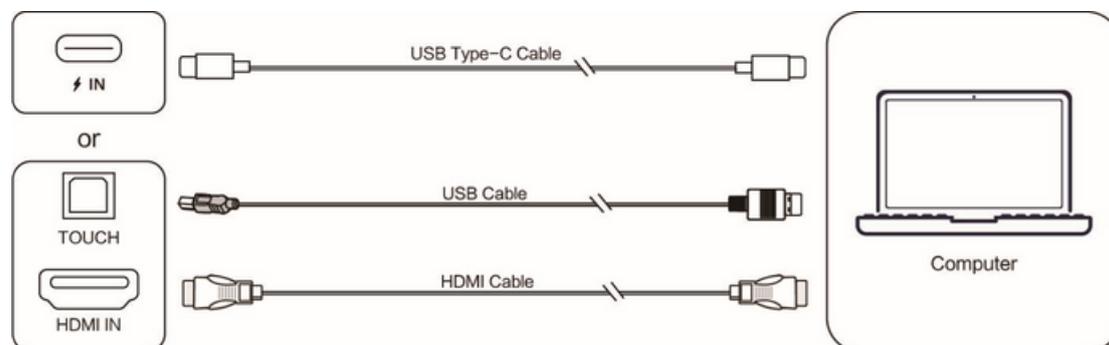
- When writing in Microsoft applications on Windows, the smaller tip will act like a pen and the thick tip will act like a finger.
- When writing or drawing in the Whiteboard you can change a pen's colour, thickness and other properties including configuring the pens tip width and eraser width

### To erase

Move you palm or eraser over your work to erase.

## Connections and Settings

### Connecting your computer

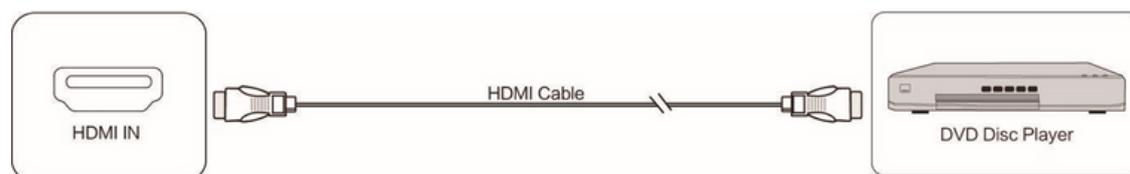


You have 2 options for connecting your computer via cable

1. **USB-C** - Connect your laptop using a USB-C cable for video, audio and touch.
2. **HDMI & USB-B/Touch Cable** - Use an HDMI cable for video and a USB cable for touch control.

- Once the cables are connected, plug in the power cord and switch the screen on.
- Turn on your laptop.
- Press the power button on the screen if it has not turned on automatically.
- Use the Input button or menu to switch to the USB-C or HDMI input, depending on which cable you used.

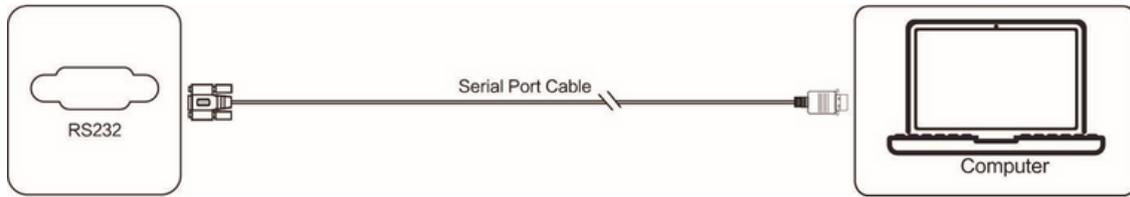
### Connecting an HDMI device



1. Use an HDMI cable to connect your device to the screen's HDMI input.
2. After connecting the cable, plug in the power cord and switch the screen on.
3. Press the power button to turn the screen on if it has not already powered up.
4. Use the Input button to select the HDMI channel in the main menu.

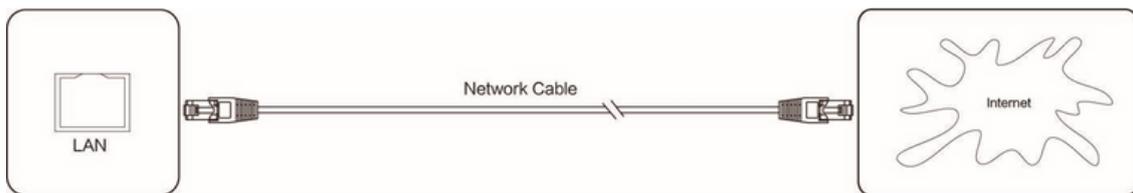
## Connections and Settings Cont.

### RS232 Connection

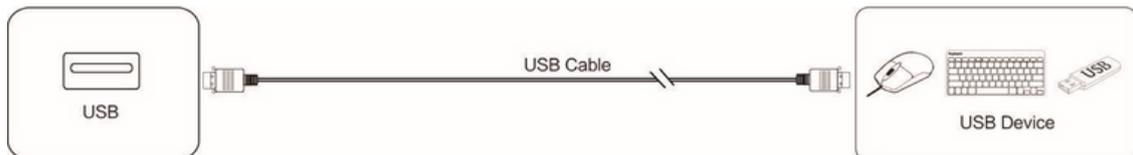


After connecting the screen to your control system using an RS232 serial cable, the central control equipment can operate key functions on the screen. This includes powering the screen on or off, adjusting the volume, switching inputs, and other supported commands.

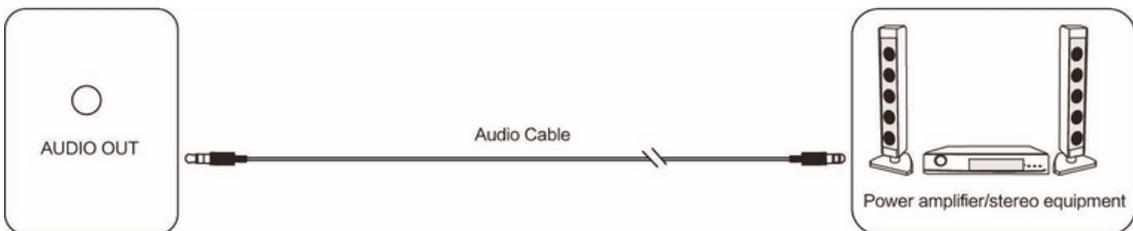
### LAN Connection



### USB Connection



### Audio Out Connection



## Connecting a Slot-In Windows PC (OPS)

If your organisation has purchased a CommBox Slot-In Windows PC (OPS), you can slot this into the Slot-In Windows PC slot following installation instructions. You can then switch to this input in the launcher as 'PC'.

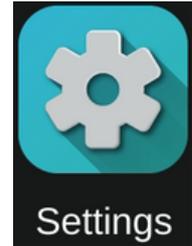
## Connecting USB devices

The CommBox Neo includes two USB 2.0 Type-A ports on the front, one USB 2.0 on the side and two USB 3.0 Type-A ports on the rear.

You can connect USB drives, peripherals (such as keyboards), and other devices to the USB 2.0 Type-A port and use these devices with the CommBox Neo system or intelligently on any other wired input.

# Chapter 4: Advanced user features

## Settings



### Network

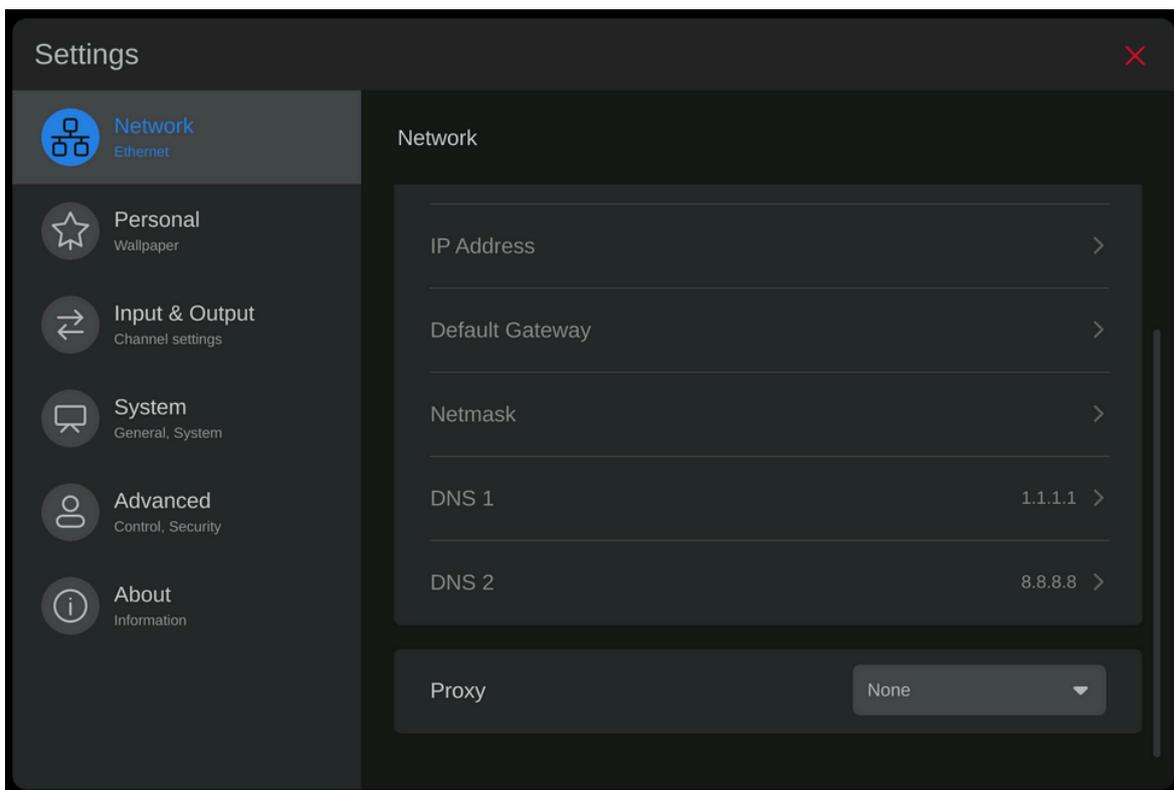
- Toggle ethernet on or off
- Obtain IP address automatically or set manually
- Set Proxy settings

### Personal

- Widgets - When no input is displayed, choose to display the wired and wireless (CommBox Connect) connection guides

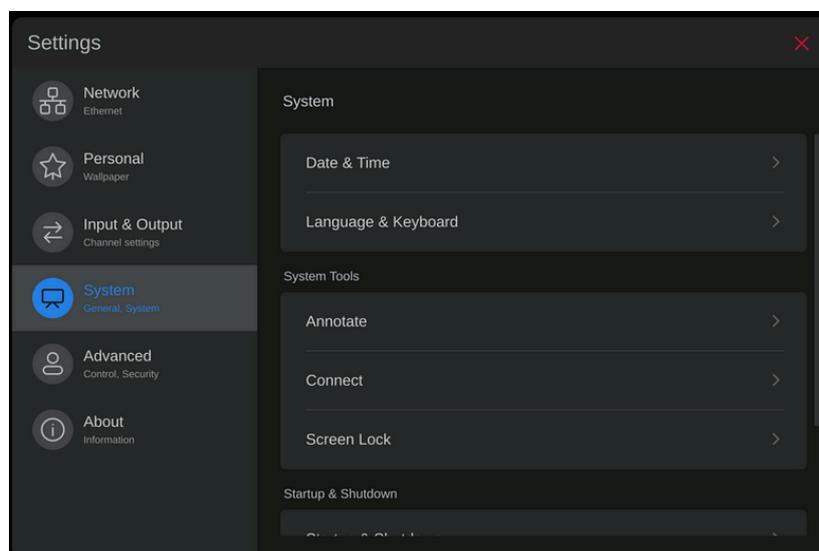
### Input & Output

- Input naming setting - allows you to rename individual ports
- Wake on active source - toggle on or off
- Auto Signal detection - toggle on or off
- HDMI EDID Version



## System

- Date and time - Auto detection or set manually
- Language & Keyboard
- System tools
  - Annotate
    - Multi-coloured pen toggle
    - Storage of annotations
    - Clean up of annotation storage
    - Clear all annotation content
  - Connect
    - Support Chromecast / AirPlay devices
    - Device Name
    - Code refresh rate
  - Screen lock - set, change or remove the screen lock PIN
- Start up and Shut down
  - Startup channel - choose where to start each time the device powers up
  - Energy saving settings
    - Power on State
    - Standby after startup
    - Fast power on
    - No Operation power off / Standby
    - No Signal Power off / Standby
    - Sleep Timer
    - Screen- OPS power sync
  - Power off reminder
  - Power scheduling
    - Add Boot / Off tasks
- Upgrade - view your current version and search for upgrades.



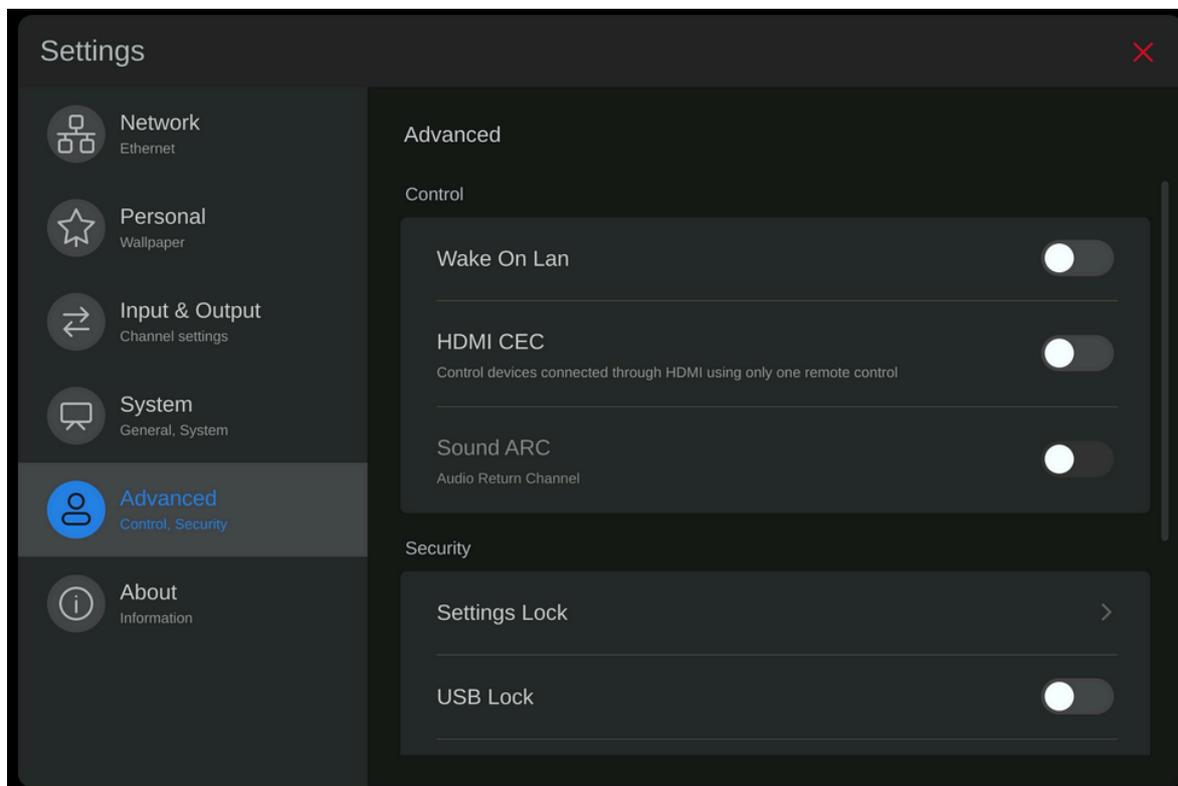
## Advanced

- Control
  - Wake on LAN - Toggle on/off
  - HDMI CEC - Toggle on/off
  - Sound Arc - Toggle on/off
- Security
  - Setting lock
  - USB Lock
  - Remote Control Lock
- Settings and Factory Reset
  - Menu turn off
  - Factory Reset

## About

Information about your device

- Device name
- SKU
- Model Number
- Serial
- Kernel
- Build number
- Firmware version



# Chapter 5: Troubleshooting the CommBox

This chapter explains how to resolve a variety of common issues with the CommBox and the optional CommBox Slot-In Windows PC (OPS). If the symptoms you're encountering aren't addressed below or the solutions don't work, refer to the CommBox knowledge base <https://support.commbox.com.au/knowledge> for additional troubleshooting information or raise a ticket with the CommBox support team <https://support.commbox.com.au/knowledge/kb-tickets/new>

## Resolving general issues

Issue	Troubleshooting steps
Remote Control Failure	<ul style="list-style-type: none"><li>• Check whether there are other objects between remote control and remote control receiver, thus leading to failure of remote control.</li><li>• Check that batteries are installed correctly</li><li>• Check whether remote control needs replacement batteries.</li></ul>
The CommBox turns off or enters Standby mode when it shouldn't	<ul style="list-style-type: none"><li>• Check the power off timer setting to determine whether there's an issue is with the setting's configuration.</li><li>• Check the automatic no-signal setting to determine whether there's an issue is with the setting's configuration.</li><li>• If the CommBox is connected to a room control system via the RS-232 connection, disconnect it to determine if the problem is being caused by the room control system</li></ul>
The status light isn't lit	<p>Make sure the power cable is securely fastened to the power outlet and the CommBox. Note: If the power cable is connected to a power bar, make sure the power bar is securely fastened to the power outlet and turned on</p> <ul style="list-style-type: none"><li>• Make sure the switch beside the AC power inlet is in the ON (I) position.</li><li>• Make sure the power outlet is working by testing it with a different device.</li></ul> <p>Make sure the power cable is working by testing it with a different device</p>

## Resolving general issues cont.

Issue	Troubleshooting steps
The status light is lit red, and the screen is blank	<ul style="list-style-type: none"><li>• Press the Power button on the front of the CommBox or on the remote control</li><li>• Restart the CommBox</li></ul>
The status light is lit green, but the screen is blank	<ul style="list-style-type: none"><li>• Wait up to 30 seconds.</li><li>• Disconnect any cables from the CommBox's HDMI Output connectors (if used) to determine whether equipment connected to the HDMI output port is causing the problem</li></ul>
The screen is blank when the status light is green	<ul style="list-style-type: none"><li>• Make sure any connected computers are on and not in Standby mode.</li><li>• Restart the CommBox and any connected computers.</li><li>• Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables.</li><li>• Ensure video cables that connect any computers to the CommBox meet the recommended specifications. See Using recommended cables.</li><li>• Ensure that any connected computer's external video port is enabled and is set to output a supported CommBox resolution</li></ul> <p><i>Note: The following resolutions are recommended: 3840 × 2160 or 1920 × 1080</i></p>

## Resolving display issues

Issue	Troubleshooting steps
<p>A computer is connected to the CommBox, but only a “No signal” message appears on the screen.</p>	<ul style="list-style-type: none"> <li>• Make sure the computer is connected to the currently selected input.</li> <li>• If the currently selected input is a computer, make sure the computer is not in Standby mode.</li> <li>• If the currently selected input is a laptop, make sure that the laptop’s external CommBox port is enabled.</li> <li>• Ensure video cables that connect any computers to the CommBox meet the recommended specifications.</li> </ul>
<p>The image on the screen is distorted. OR There are lines, snow or other visual noise on the screen. OR The image is flickering or flashing. OR The image is dim</p>	<ul style="list-style-type: none"> <li>• Switch to a different input and then back to the first input.</li> <li>• Make sure any connected computers are on and not in Standby mode.</li> <li>• Restart the CommBox and any connected computers.</li> </ul> <p><i>Note: The following resolutions are recommended: 3840 × 2160 or 1920 × 1080</i></p> <ul style="list-style-type: none"> <li>• Replace the video cables that connect any computers to the CommBox to determine if the issue is with the cables.</li> <li>• Ensure video cables that connect any computers to the CommBox meet the recommended specifications.</li> <li>• Use the supplied cables</li> </ul>
<p>There are bright spots on the screen.</p>	<p>Take a photograph of the screen and send it to CommBox support. If CommBox support determines that the issue is with the screen and the CommBox is under warranty, you may be eligible for a replacement</p>

## Resolving display issues cont.

Issue	Troubleshooting steps
Colours don't appear correctly.	<ul style="list-style-type: none"> <li>• Check the Image mode settings.</li> <li>• Be aware that if two or more CommBox screens are mounted side-by-side, there will be minor differences in colours across the CommBox. This issue is not unique to CommBox products.</li> <li>• If the screen is completely lacking one colour or the colour problems occur on the home screen, provide a photo of the screen to CommBox support.</li> </ul>
The image is cut off or shifted to the left or right	<ul style="list-style-type: none"> <li>• Adjust any connected computer's video settings, particularly zoom, crop, and under scan. See the computer's operating system documentation.</li> <li>• If any connected computers' desktops are entirely black, change them to dark grey or a different colour.</li> <li>• If any connected computers' desktops are extended across multiple screens, duplicate the desktops across the screens or set the CommBox as the only screen</li> </ul>
The image doesn't fill the entire screen.	<ul style="list-style-type: none"> <li>• Adjust any connected computers' video settings, particularly over scan. See the computer's operating system documentation.</li> <li>• Make sure the connected computer's video connector is configured to output a supported video signal</li> </ul>
The video from a device connected to the CommBox's USB Type-C connector doesn't appear on the CommBox's screen	<ul style="list-style-type: none"> <li>• Make sure the connected device supports CommBox Port Alternate Mode via USB Type-C. If there is no thunderbolt logo beside the USB Type-C connector on the device, it may not support CommBox Port Alternate Mode.</li> <li>• Make sure the cable connecting the device to the CommBox supports SuperSpeed USB data speeds of 5 Gbps (or above). The cable should be marked with the SuperSpeed USB logo. The absence of this logo may indicate the cable doesn't support a SuperSpeed USB data connection that's required for CommBox Port Alternate Mode</li> </ul>

## Resolving audio issues

Issue	Troubleshooting steps
<p>There's no sound. OR There is sound, but the volume is low. OR The sound is distorted or muted</p>	<ul style="list-style-type: none"> <li>• If you're using an external audio system, make sure it is turned on. Use of an external audio system must also be enabled in CommBox settings.</li> <li>• Make sure the cables connecting the CommBox to the computer are securely fastened</li> <li>• If you're using the CommBox's stereo 3.5 mm out connector, adjust the volume on both the CommBox and the connected computer and make sure neither is muted</li> <li>• If you're using the CommBox's S/PDIF out connector, adjust the volume on the external audio system and make sure the audio system isn't muted.</li> <li>• Adjust the CommBox's audio settings.</li> <li>• If you're using the integrated speakers, set the volume for the computer and any running applications to 80%, and then adjust the CommBox's volume.</li> <li>• OR</li> <li>• If you're using an external audio system, set the volume for the computer, any running applications and the CommBox to 80%, and then adjust the external audio system's volume</li> </ul>

## Resolving touch issues

Issue	Troubleshooting steps
<p>The CommBox doesn't respond to touch on the home screen with no computer connected</p>	<ul style="list-style-type: none"> <li>• If a lock message appears briefly on the screen, the Lock screen feature is enabled. To unlock the screen, try either of the following procedures:             <ul style="list-style-type: none"> <li>◦ Use the CommBox's remote control</li> <li>◦ Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room.</li> <li>◦ Restart the CommBox.</li> </ul> </li> </ul>

## Resolving touch issues

Issue	Troubleshooting steps
The CommBox doesn't respond to touch when viewing the input from a connected computer	<ul style="list-style-type: none"><li>• Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum</li><li>• cable length. See Using recommended cables.</li><li>• Make sure any connected computers have detected the CommBox's USB connection</li></ul>
When viewing the image from a connected computer, the CommBox responds to touch intermittently. OR When you touch the screen, the pointer doesn't appear in the correct place	<ul style="list-style-type: none"><li>• Restart the CommBox.</li><li>• Confirm that the computer is connected to the CommBox with only a single cable.</li><li>• Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room.</li><li>• Remove any USB extenders to help isolate the USB cable.</li><li>• Check for updates.</li><li>• Make sure the video and USB cables that connect any computers to the CommBox are connected using the correct connectors on the CommBox.</li><li>• Make sure the USB cable between the CommBox and the computer doesn't exceed the supported maximum cable length of 3 metres.</li></ul>

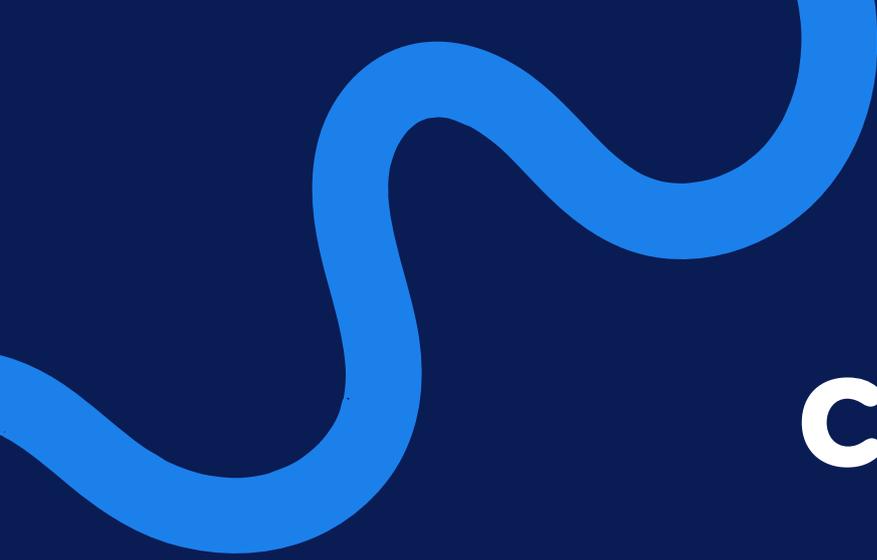
## Pens aren't working as expected

Issue	Troubleshooting steps
Symptom The CommBox responds to touch but not to writing with a pen when viewing the image from a connected computer	<ul style="list-style-type: none"><li>• Make sure you are using a CommBox Neo pen.</li><li>• Restart your PC</li><li>• Check for Windows updates</li><li>• Contact CommBox Support</li></ul>

## Pens aren't working as expected

Issue	Troubleshooting steps
When viewing the input from a connected computer and writing on the screen, the ink appears in the wrong place. OR Writing is intermittent. OR Ink disappears as you write	<ul style="list-style-type: none"><li>• Restart the CommBox.</li><li>• Remove infrared sources, such as incandescent or arc lights, desk lamps, and infrared audio devices, or move the CommBox to another location in the room.</li><li>• Update the firmware.</li><li>• Avoid wearing any jewellery or other reflective objects when using the optical touch system.</li><li>• Make sure that clothing or other objects are not touching the screen where you're touching or writing.</li></ul>
You can't write or draw in Microsoft Office when viewing the input from a connected computer.	<ul style="list-style-type: none"><li>• Make sure Microsoft Office 2013 or later is installed.</li><li>• Restart the PC</li><li>• Check for Windows updates</li></ul>

If an issue you're experiencing with the CommBox persists or isn't addressed in this chapter or the knowledge base, contact CommBox support directly ([support@commbox.com.au](mailto:support@commbox.com.au)). The CommBox Support team might ask you for the CommBox's serial number. The serial number is on a label located on the back of the CommBox. You can also obtain this by navigating to settings from the side menu then click on the about tab and you will find your serial number listed here.



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