Troubleshooting for Touch panel card cages

1. No signals output to the display
➢ Please check the cable connection between the display and matrix switcher, sources input to the matrix switch.
➢ Try to plug out the input/output cards and insert in again.
➢ Please make sure the resolution is compatible
➢ Cables are too long

2. Flicking/ snowing screen
➢ Please check the cable connections to the display, sources, matrix switcher
➢ Try to reduce the output resolution
➢ Replace with new cards or test on new slots
➢ The cables are too long

3. Touch panel didn't light up
➢ Connection wires too loose(long haul transportation) to cause this
➢ Phenomenon: touch panel didn't light up; Still can switch either by the WEB/APP or the RS232 and hear a beep sound while switching. Solution: Need to dis-assemble the front panel and check the wires connection between the touch panel and control board.
➢ Control board is broken to cause this.
➢ Phenomenon: touch panel didn't light up; couldn't switch either by the WEB/APP or the RS232 and no beep sound. Solution: Need to replace the control board.

4. Couldn't use the WEB GUI control
➢ Please make sure to use the correct IP address and LAN ports on the matrix switcher.
➢ Default IP for LAN port 1: 192.168.0.80
➢ Default IP for LAN port 2: 192.168.1.80
➢ Remember to modify the control PC IP address to be at the same segment.
➢ Replace with a new Ethernet cable to connect

5. IOS APP doesn't work
➢ Please make sure that have downloaded and use the correct APP
➢ Make sure the IP address for the matrix switcher and WIFI/network router at the same segment
➢ Make sure the control IOS devices is well connected to the network from the same WIFI/network router with the matrix switcher.
➢ Type the corresponding IP to enter into the matrix control system APP.