

CCD Troubleshooting Guide

02/01/24

displayplan

If you face any issues with the CCD unit, this guide will assist you in diagnosing the issue to see if it can be fixed on site, is broken and needs replacing, or needs to be sent for a repair.



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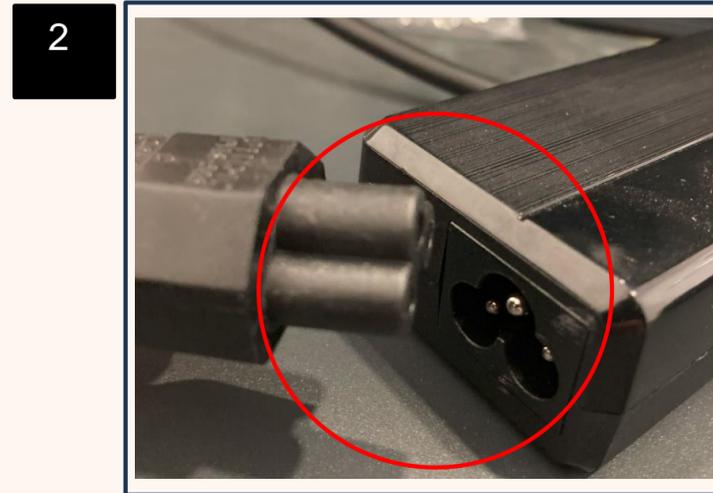
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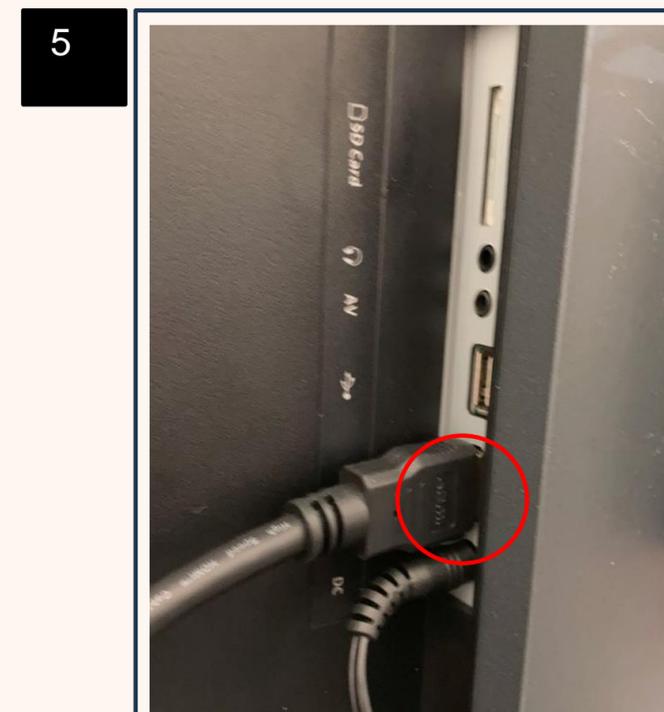
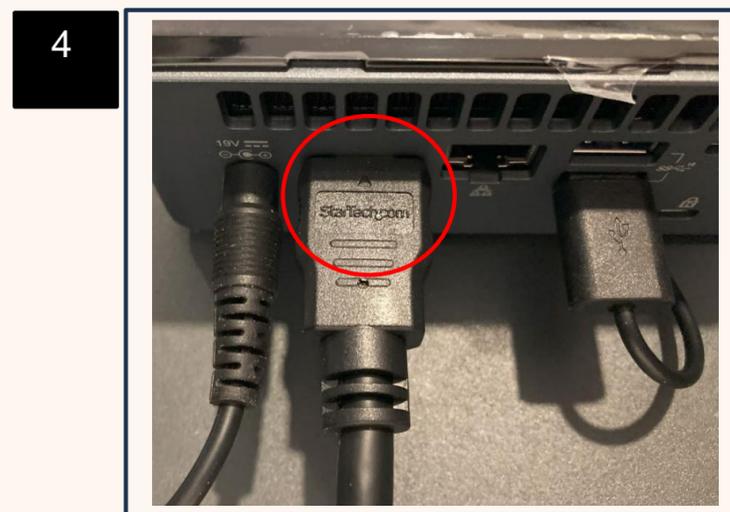
Checking Hardware Connectivity

The first thing we should check if there is a fault is if the hardware is connected and receiving power.

- Check the IEC lead to the power supply is connected to a live socket (1)
- Check the other end of the IEC lead is connected firmly to the power supply (2)
- Check the power supply is connected to the PC (3)



- Check the HDMI lead is connected from the PC (4) to the screen (5)



If you are still experiencing problems with hardware connectivity, please try some of the steps below:

If you can't see an image on the screen:

- Connect the HDMI from the PC to a laptop.
- Check if you can see the laptop display on the CCD screen.
- If you cannot see the laptop on the screen, try a different HDMI cable.
- If you still can't see the laptop, the screen is most likely faulty.



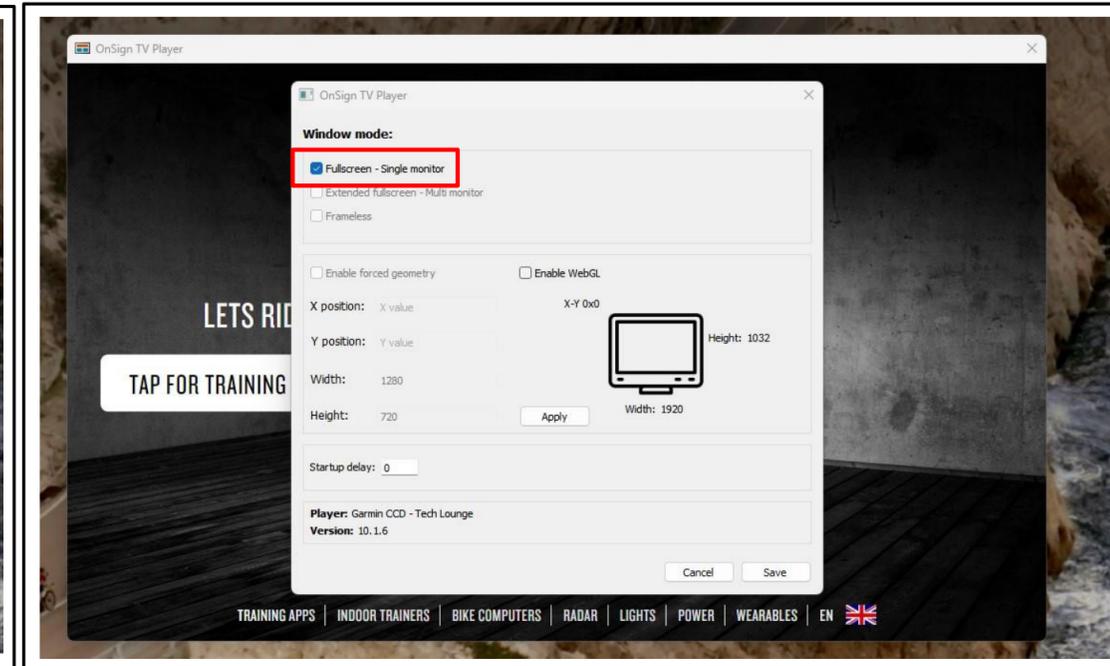
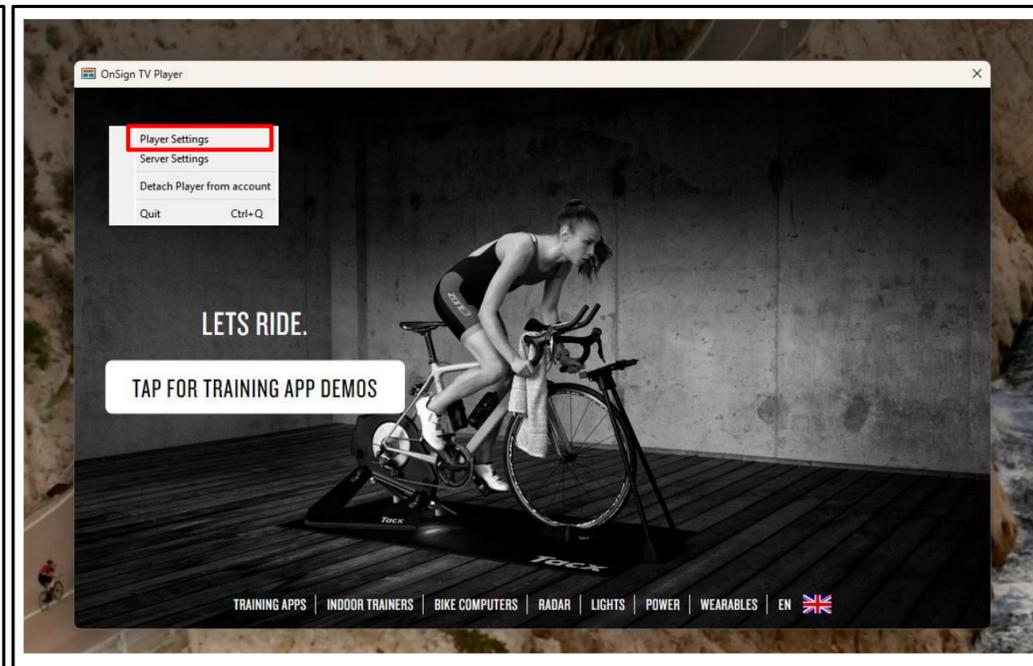
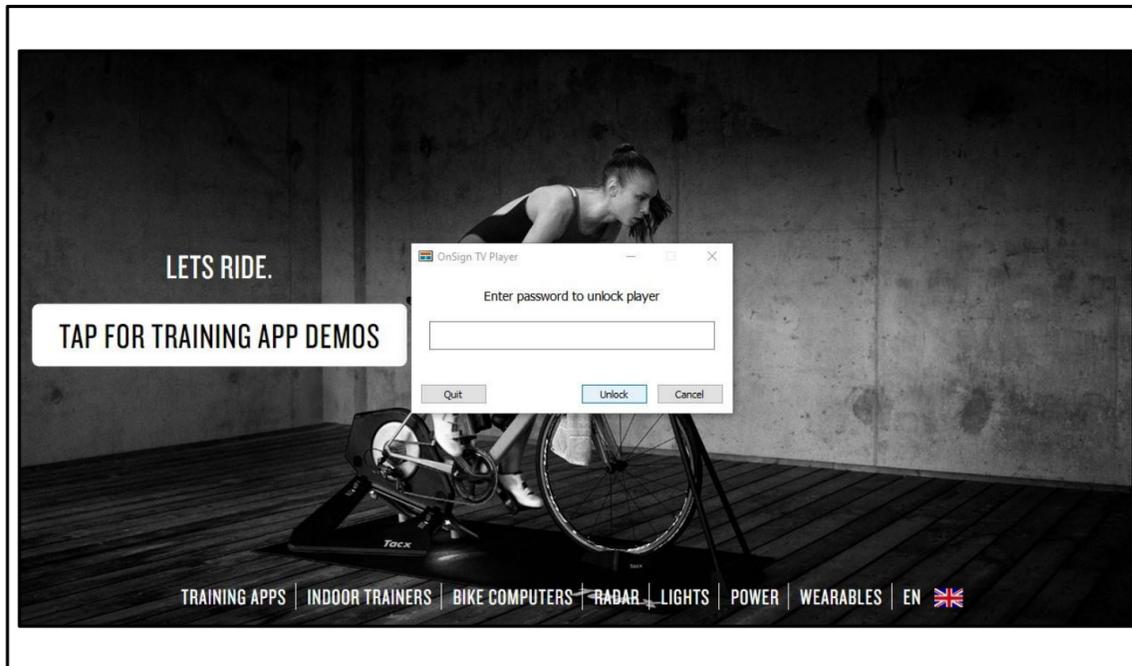
The touch input isn't working:

- Disconnect the USB lead from the PC that is connected to the touch USB input on the screen and connect it to a laptop.
- Check touch functionality works with your laptop as the input.
- If it isn't working, try a different USB cable.
- If you still don't get a response from touch input, its most likely the touch input on the screen is faulty.



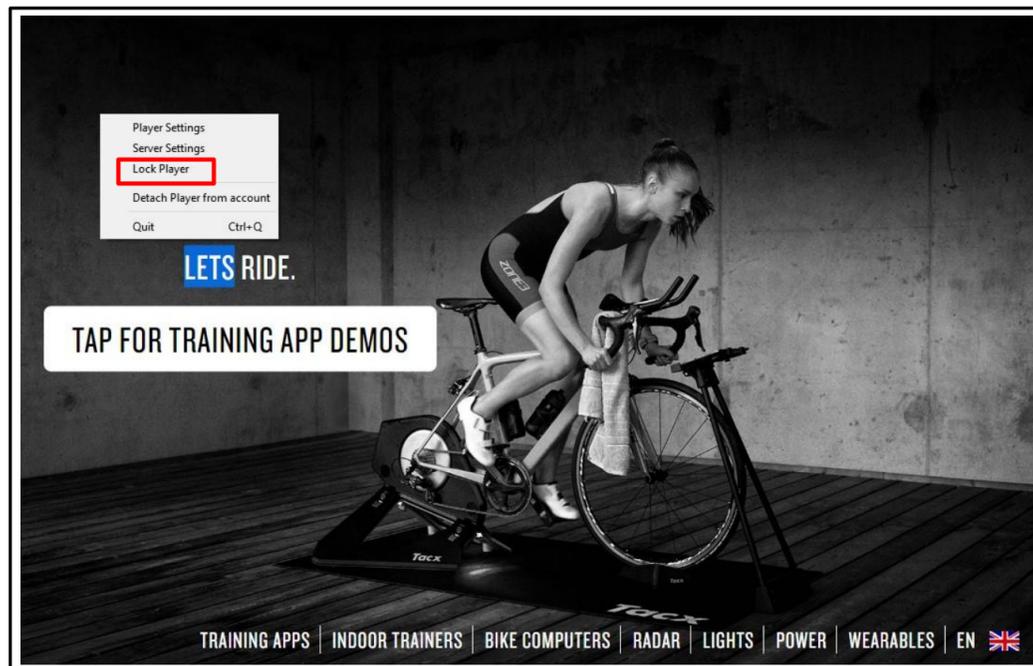
Software Troubleshooting

OnSign app is running in a window:



If the OnSign app isn't full screen when you first install it, **tap 7 times** in any corner to bring up the exit dialogue box. Input **tacxg** as the password and then click **Unlock**.

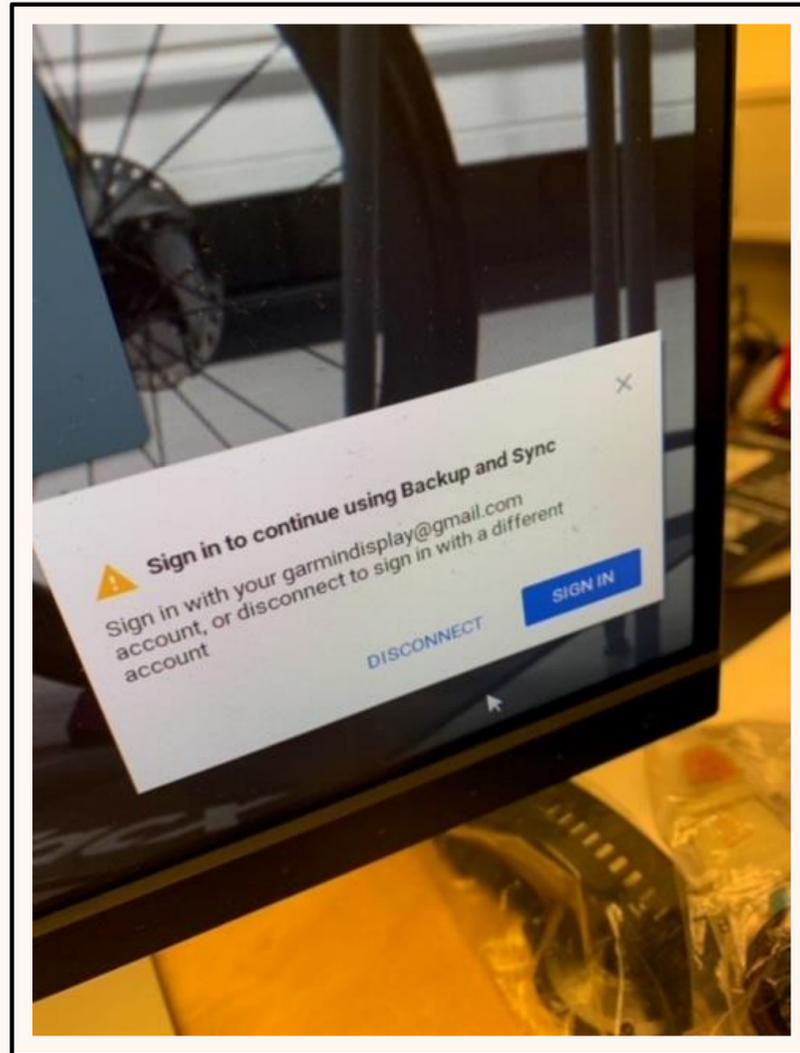
Click **Player Setting** in the context menu that appears.



Push and hold the screen to bring up the menu again and click **Lock** to lock the player again.

Tick **Fullscreen – Single Monitor** and click **Save**.
The app will now go into full screen mode.

Pop ups appearing over content



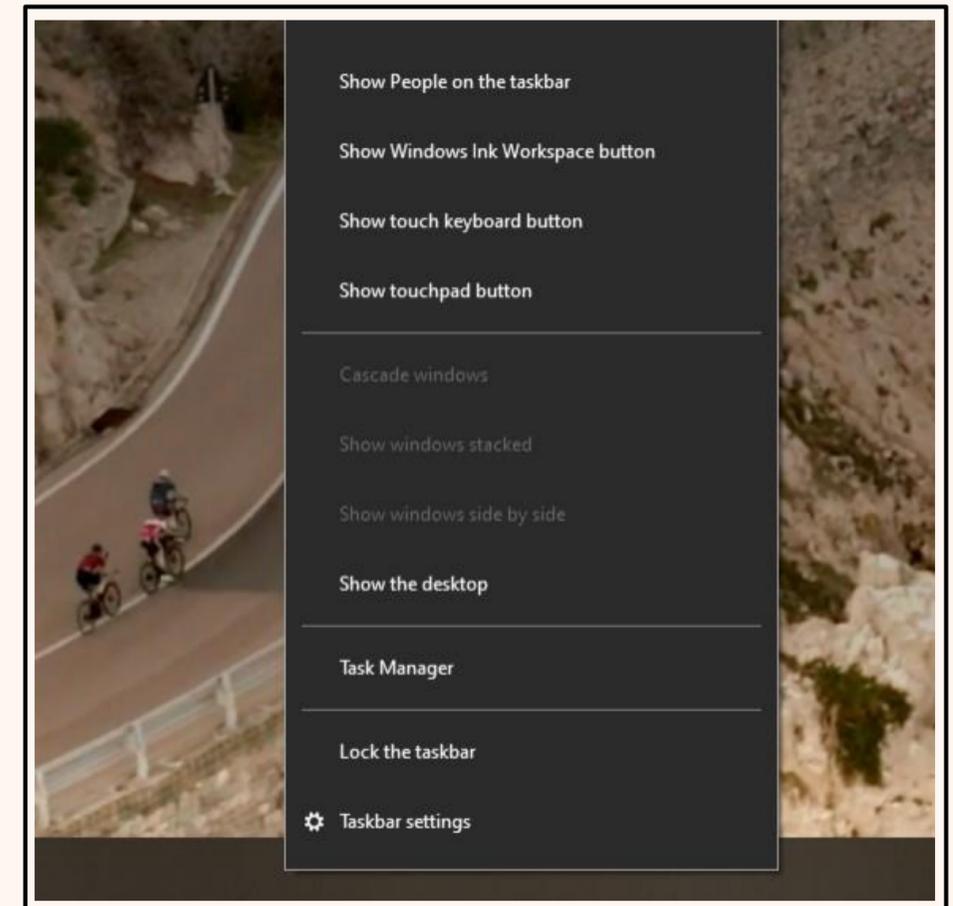
If you experience any pop ups after installing new content, or refreshing the new device, follow these steps to stop any pop ups appearing over the experience.

Pop ups appearing over content

Launch Task Manager

There are several ways to access Windows Task Manager:

- Press **CTRL+SHIFT+ESC**
- Press **CTRL+ALT+DELETE** and choose **Task Manager** to launch Task Manager
- Press the **Windows Key** and then type Task Manager. It will automatically launch the search function for you.
- **Right Click** an empty part of the taskbar and choose **Task Manager** form the context menu.



Right Click and choose **Task Manager**

Pop ups appearing over content

Disable the application in Startup Tab

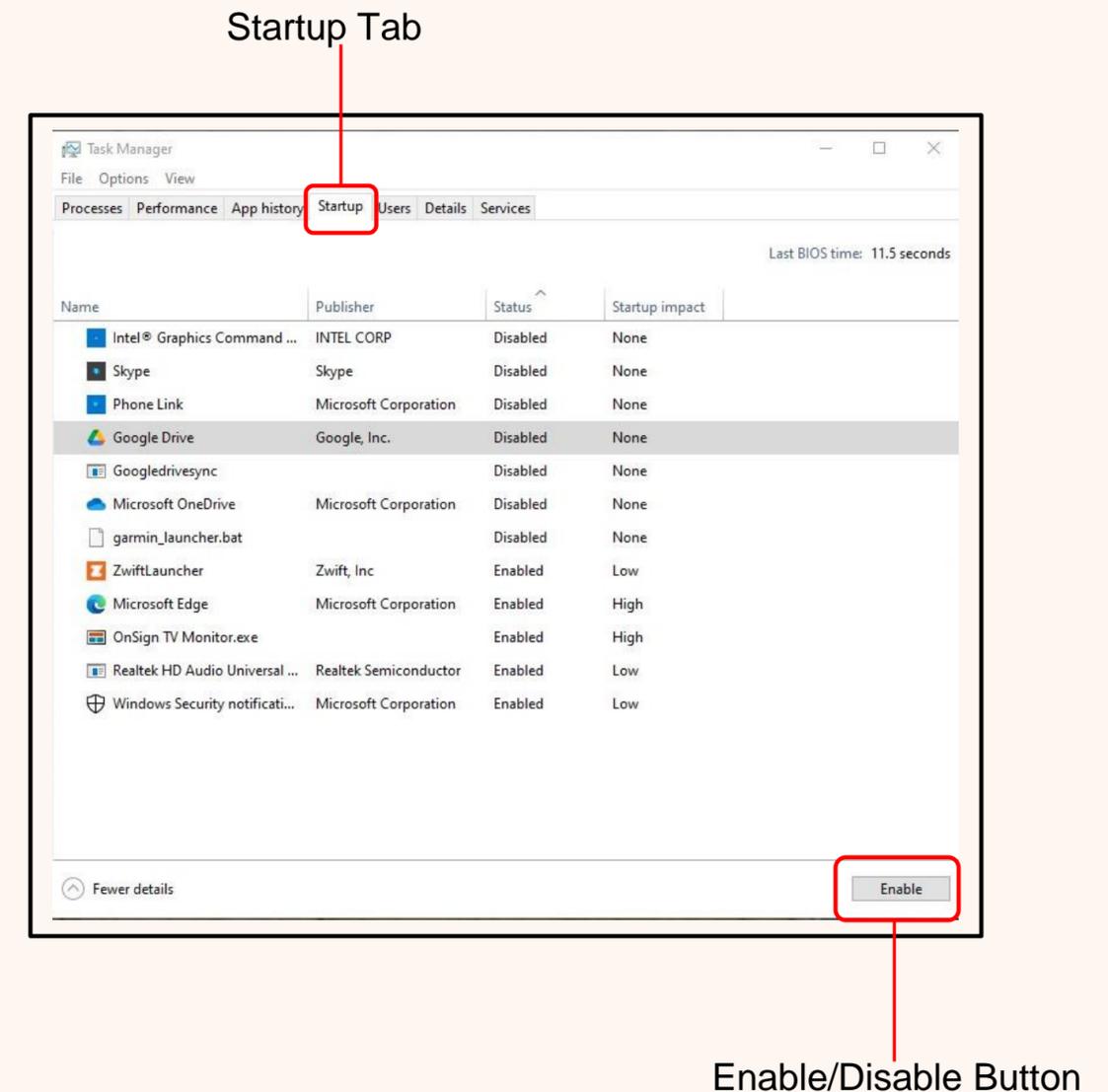
Select the Startup Tab across the top and select the application you want to disable.

In this case Google Drive applications.

Once highlighted, click **Disable** in the bottom right corner.

The Status column should now indicate the application is Disabled.

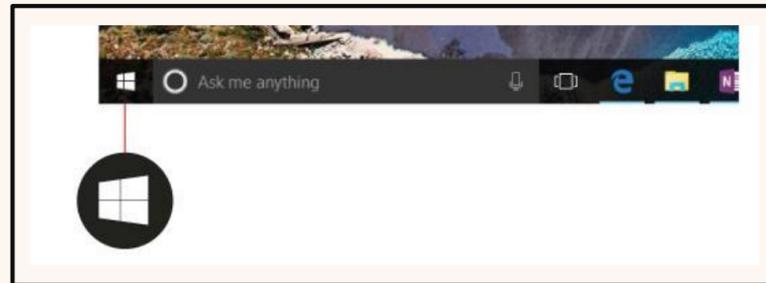
NB If the button says **Enable**, not **Disable**, then the application has already been disabled.



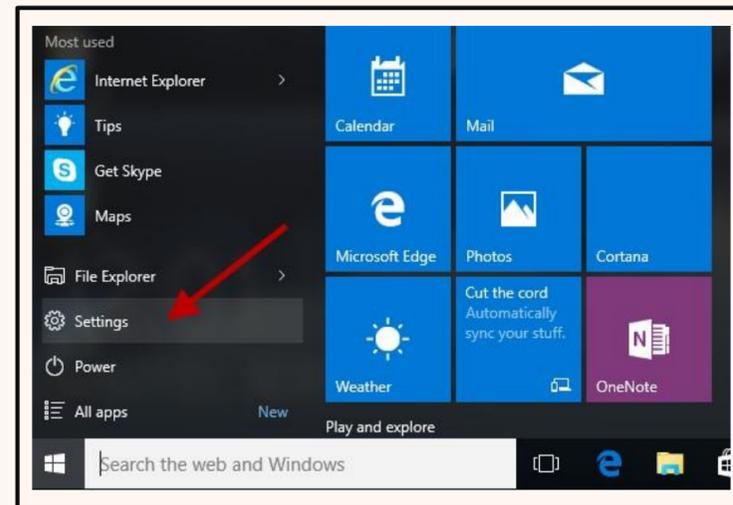
Cannot see On-Screen Keyboard

If you experience an issue seeing the on-screen keyboard, please follow the steps below.

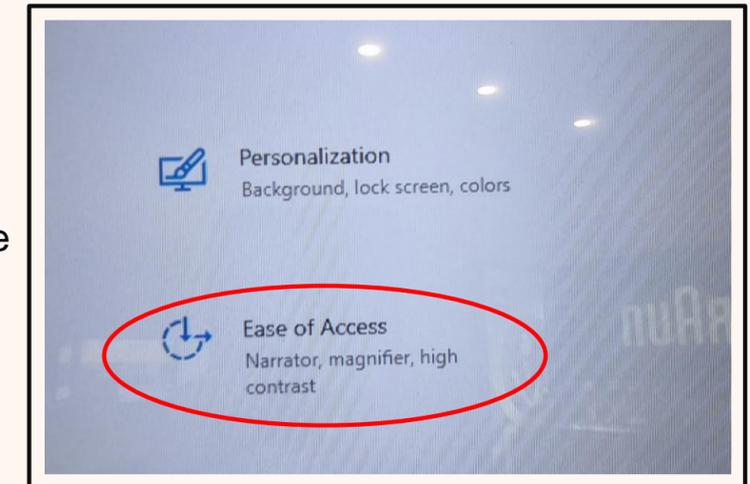
1. Press the **Windows start menu** icon



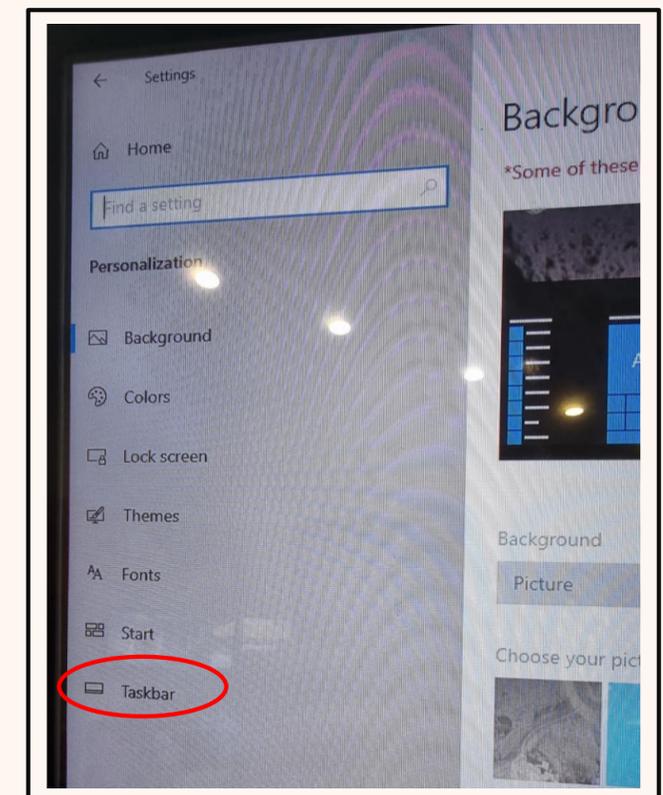
2. Next press the **Settings** icon in the Start Menu



3. Now press **Ease of Access** in the settings menu

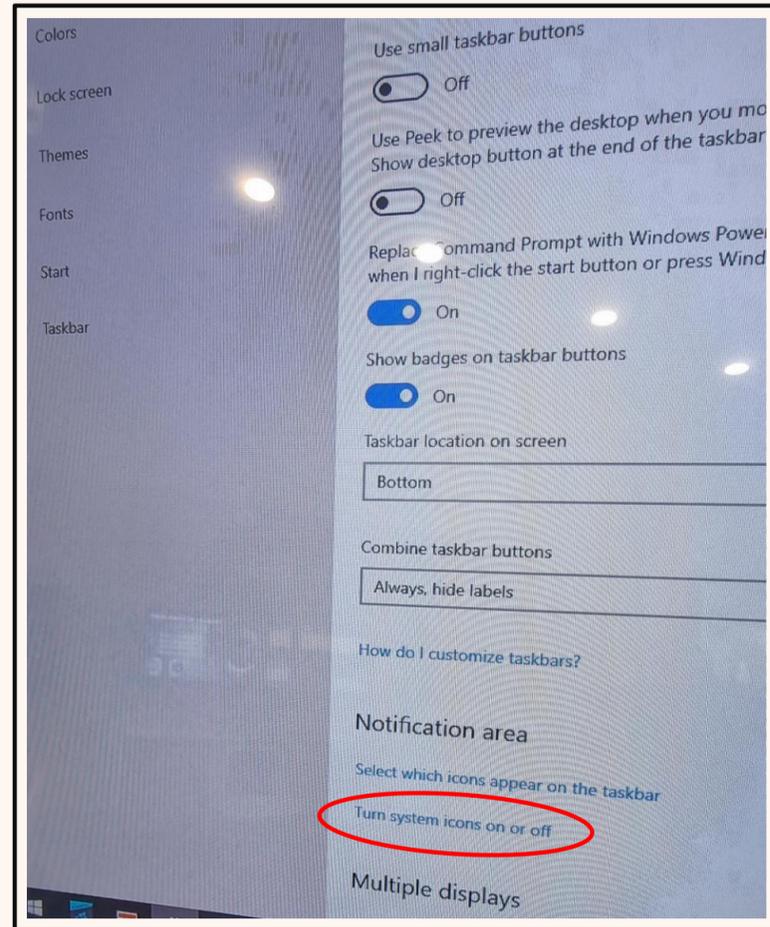


4. Next, select **Taskbar** at the bottom of the list on the left

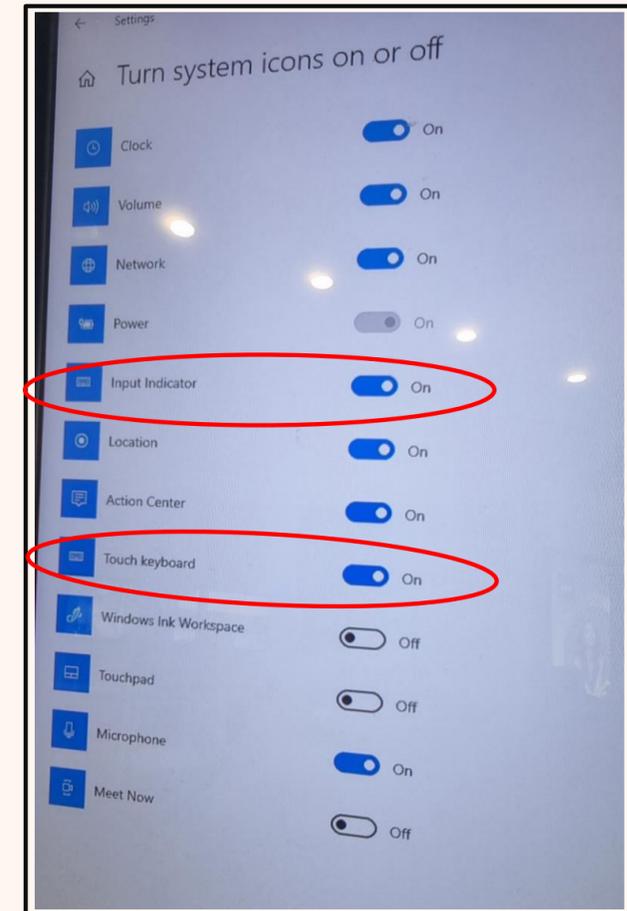


Cannot see On-Screen Keyboard

5. At the bottom of the options on the right-hand side, choose **Turn system icons on or off**.



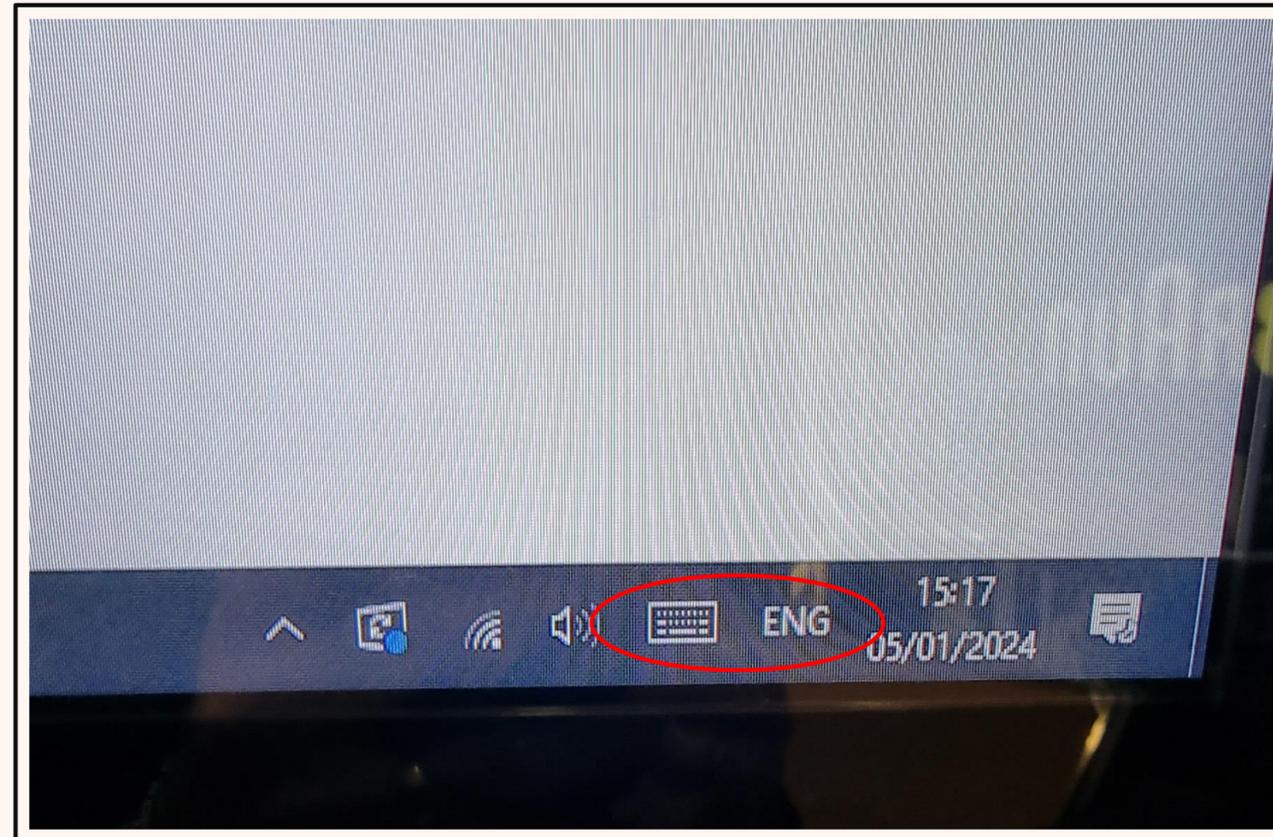
6. Finally, turn the radio buttons to **On** for **Input Indicator** and **Touch Keyboard**



Cannot see On-Screen Keyboard

7. You should now see two icon in the system tray on the right.

- The Keyboard icon will bring up the on-screen keyboard and shows it is available.
- The other icon allows you to change language if required.



Support & Repair Contact Information

For Support & Repairs:

If you require further support or need to make a request to send of faulty hardware for repair, please contact Displayplan Support:

Email: support@displayplan.com

Tel: 01482 886 009 Mon - Fri 9am – 5pm

Let's get to work!

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