Promethean

ActivPanel 9

User Guide

TP-3169 ActivPanel 9

V01

Copyright information

TP-3169-EN-V01 ©2022 Promethean Limited. All rights reserved.

All software, resources, drivers and documentation supplied in the Promethean ActivInspire download are copyright Promethean Limited 2022. Promethean grants a license to install and use Promethean ActivInspire software, including any resources, drivers and documentation supplied in the download. Refer to the licence agreement for information about the terms and conditions of this licence.

Promethean is owner of a number of trademarks in several jurisdictions across the world. The Promethean products documented in this guide include aspects which are protected under their respective patent, copyright, design copyright, registered design and trademark laws.

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

VESA is a registered mark of Video Electronics Standards Association.

All other trademarks remain the property of their respective owners.

This guide is distributed online. It may only be reproduced for use within the institution in which the product is used. For use outside of your institution, no part of this guide may be reproduced, transmitted, stored in a retrieval system or translated into any other language without the prior permission of Promethean Limited.

Please note that the content in this guide is protected under copyright law. Although every care has been taken in the compilation of this guide, Promethean Limited accepts no responsibility for errors or omissions, or for damages resulting from the use of information contained within the following pages.

Table of contents

Copyright information 2

Overview 4
- Interfaces 4
- Controls 9

Setup 11
- Installing batteries in the ActivPanel 9 remote control 11
- Switching on the ActivPanel 9 12
- Setting up the ActivPanel for the first time 13
- Connecting a laptop or desktop computer to the ActivPanel 16
- Selecting an HDMI source 17
- Connecting to the Internet on the ActivPanel 19

Operation 24
- About the menu 24
- Accessing the menu 26
- Opening apps 28
- Changing visual, audio and interaction settings 29
- Updating the ActivPanel 9 firmware 34

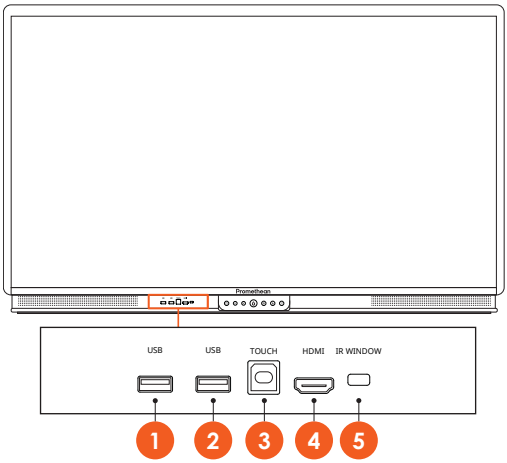
Warranty, registration and support 36
- Warranty 36
- Registration 36
- Support 36

Troubleshooting 37
- ActivPanel 9 37

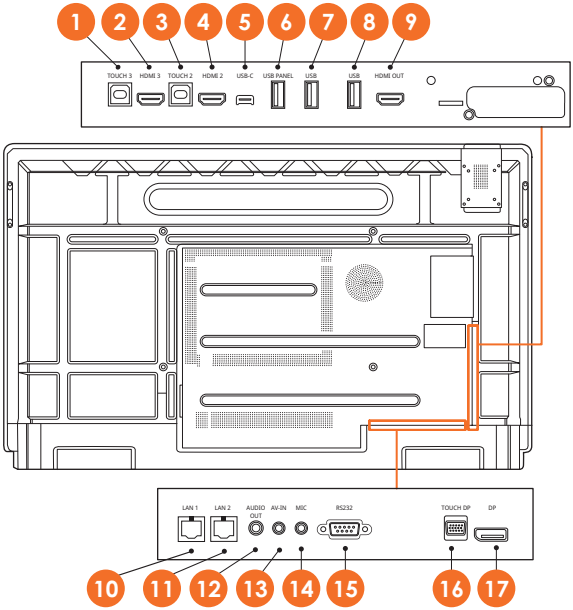
Overview

Interfaces

AP9-A65

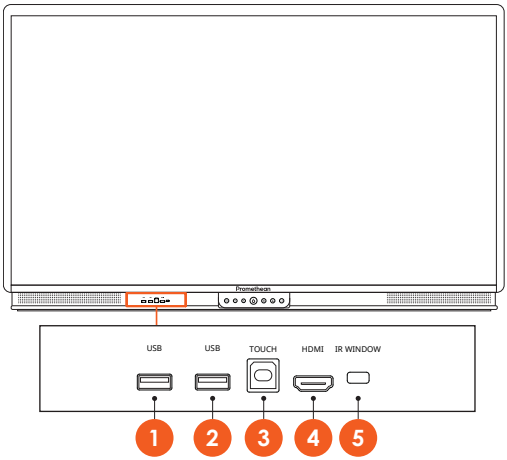


1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		

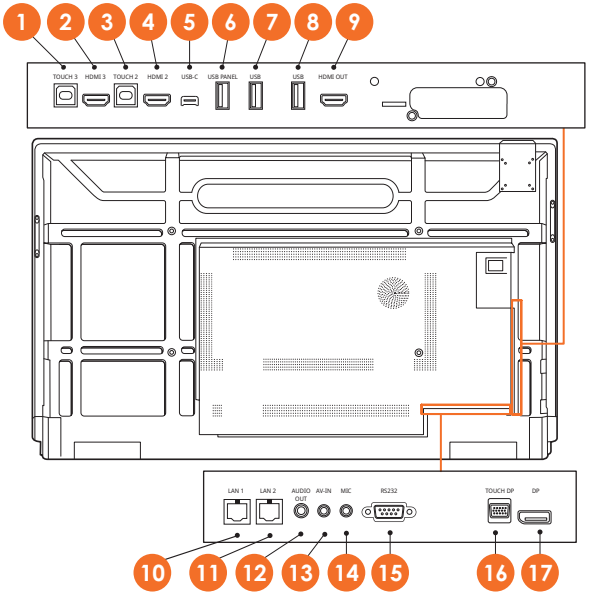


1	TOUCH 3	2	HDMI 3
3	TOUCH 2	4	HDMI 2
5	USB-C	6	USB PANEL
7	USB	8	USB
9	HDMI OUT	10	LAN 1
11	LAN 2	12	AUDIO OUT
13	AV-IN	14	MIC
15	RS232	16	TOUCH DP
17	DP		

AP9-A75

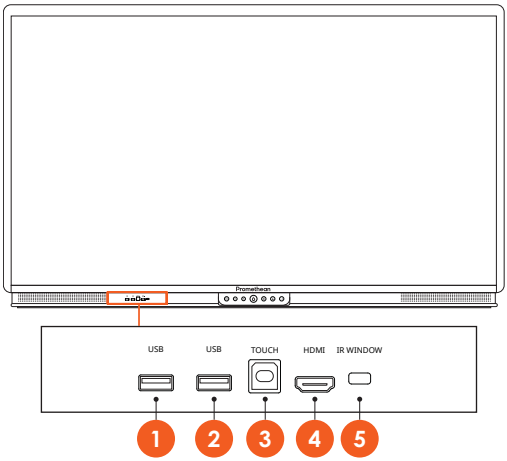


1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		

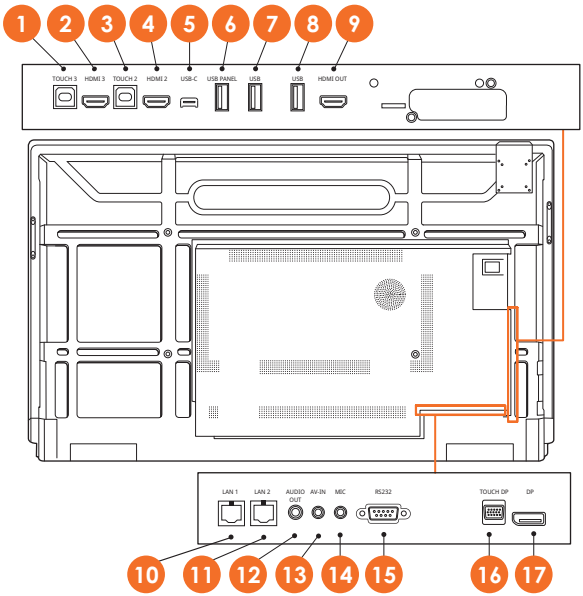


1	TOUCH 3	2	HDMI 3
3	TOUCH 2	4	HDMI 2
5	USB-C	6	USB PANEL
7	USB	8	USB
9	HDMI OUT	10	LAN 1
11	LAN 2	12	AUDIO OUT
13	AV-IN	14	MIC
15	RS232	16	TOUCH DP
17	DP		

AP9-A86



1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		



1	TOUCH 3	2	HDMI 3
3	TOUCH 2	4	HDMI 2
5	USB-C	6	USB PANEL
7	USB	8	USB
9	HDMI OUT	10	LAN 1
11	LAN 2	12	AUDIO OUT
13	AV-IN	14	MIC
15	RS232	16	TOUCH DP
17	DP		

Controls

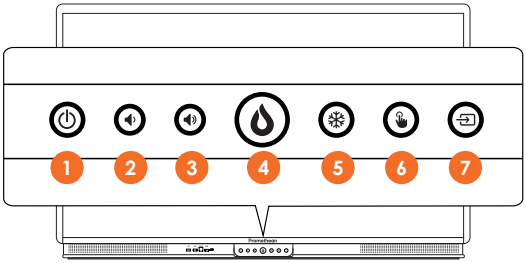
ActivPanel 9

You can control the ActivPanel 9 in the following ways:

- With the buttons on the control panel on the front of the device.
- With the buttons on the remote control.
- Using touch to manipulate menus and controls on screen.

You can access basic controls, as well as On-Screen Display (OSD) menus for adjusting audio and visual settings.

Control panel

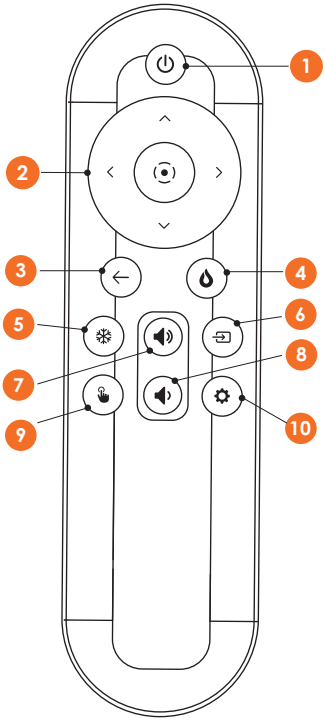


1	Power on/off	2	Decrease volume
3	Increase volume	4	Menu
5	Freeze screen	6	Touch on/off
7	Select source		

The Power on/off and the Menu button light up to indicate whether the panel is powered on, in standby or in sleep mode.

	Power on	Standby	Sleep
Power on/off button	○	●	●
Menu button	○	○	-

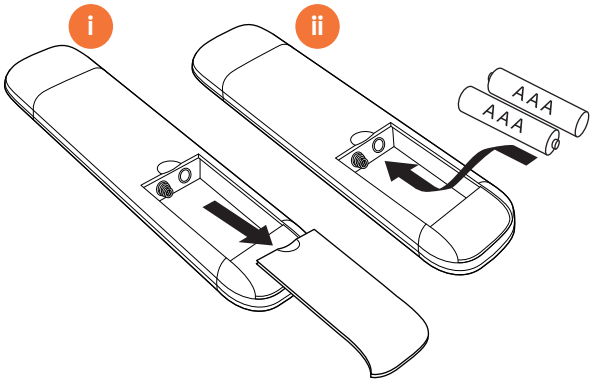
Remote control



1	Power on/off	2	Confirm current selection/operation cursor keys: • up/down: select item to be adjusted • left/right: adjust value of selected item
3	Back	4	Display OSD menus
5	Freeze screen	6	Open source menu
7	Increase volume (+)	8	Decrease volume (-)
9	Touch on/off	10	Settings

Setup

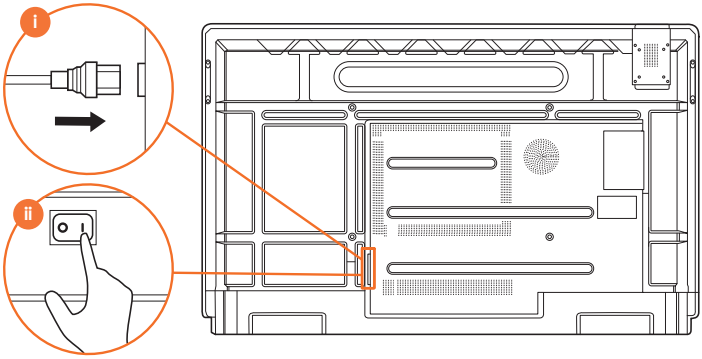
Installing batteries in the ActivPanel 9 remote control



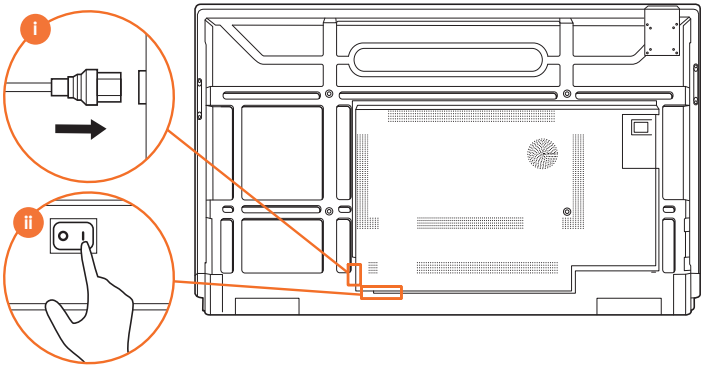
Switching on the ActivPanel 9

1

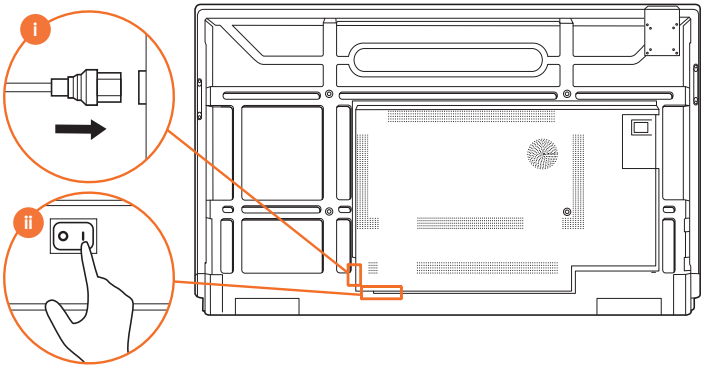
AP9-A65



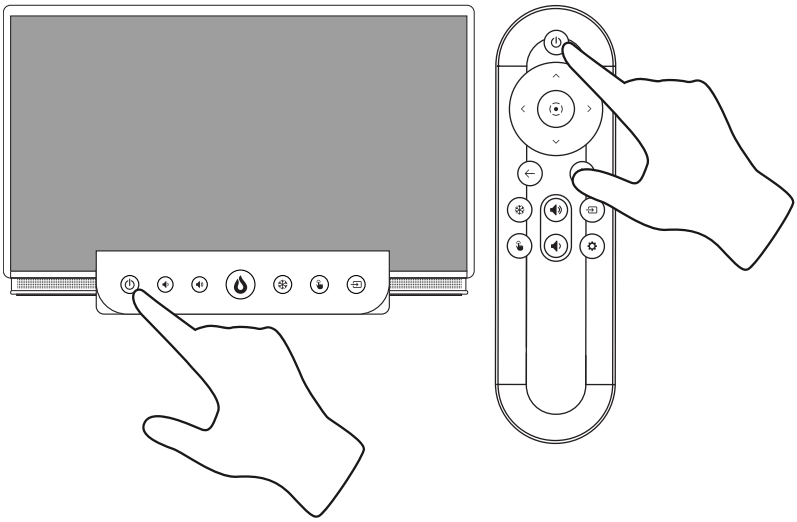
AP9-A75



AP9-A86

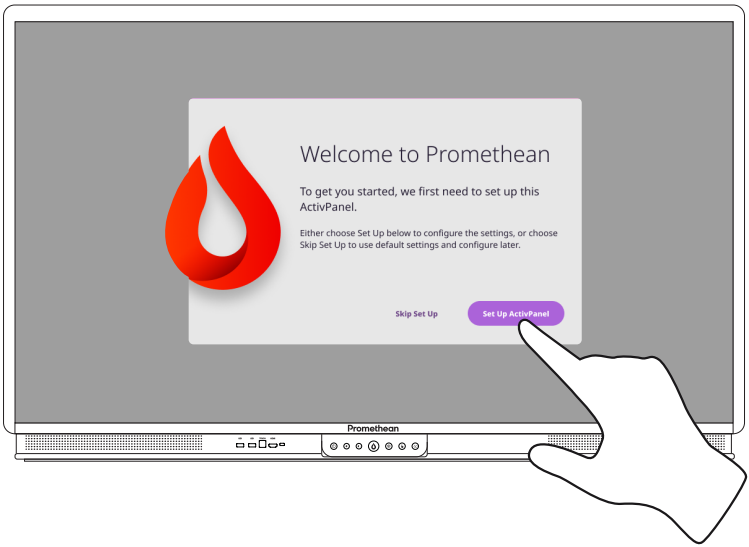


2

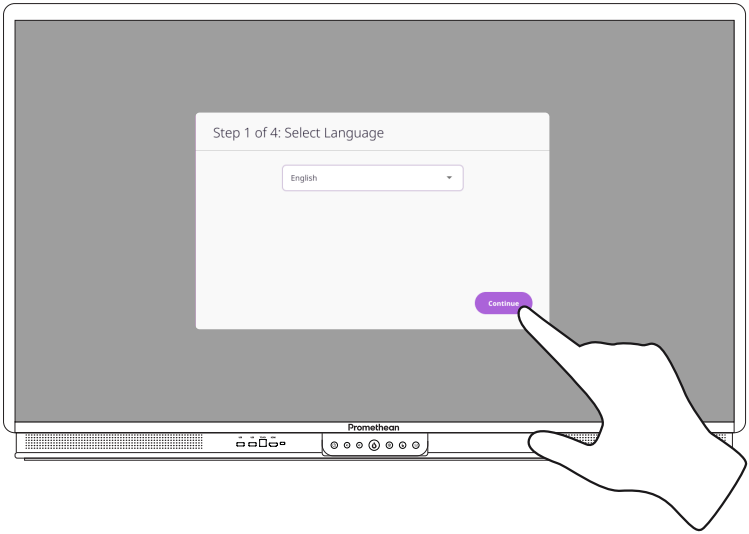


Setting up the ActivPanel for the first time

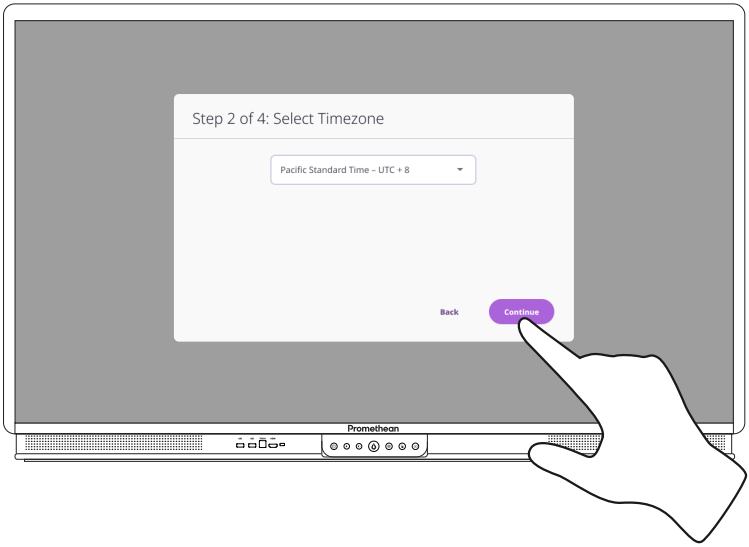
1



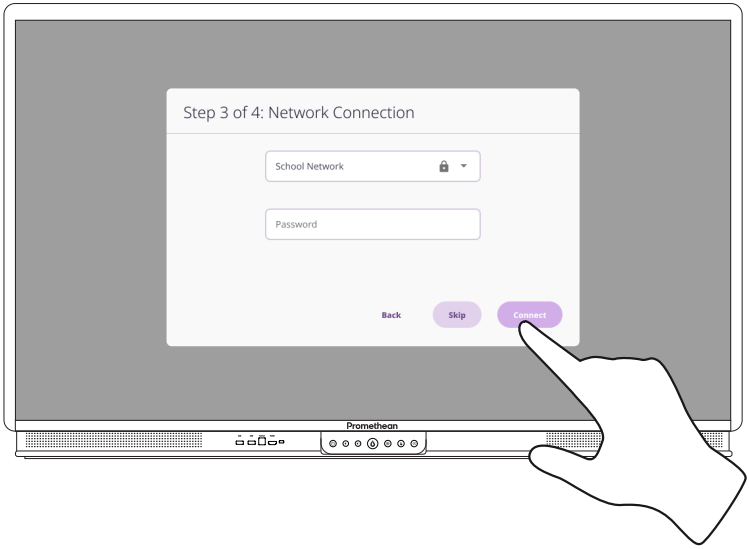
2


Step 1 of 4: Select Language
English
Continue
Promethean

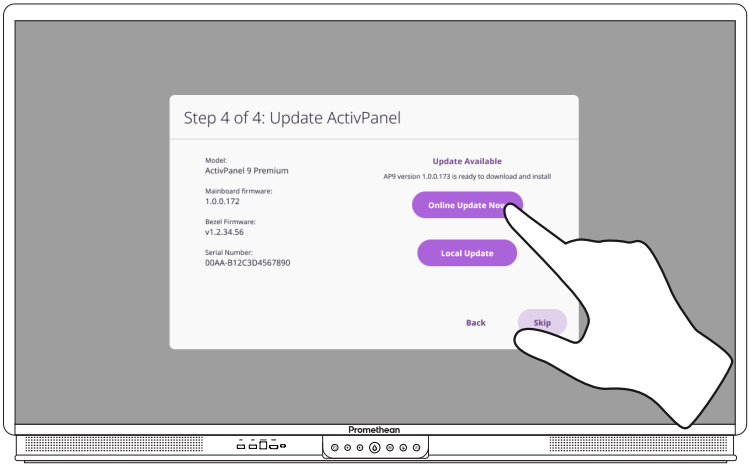
3


Step 2 of 4: Select Timezone
Pacific Standard Time – UTC + 8
Back
Continue
Promethean

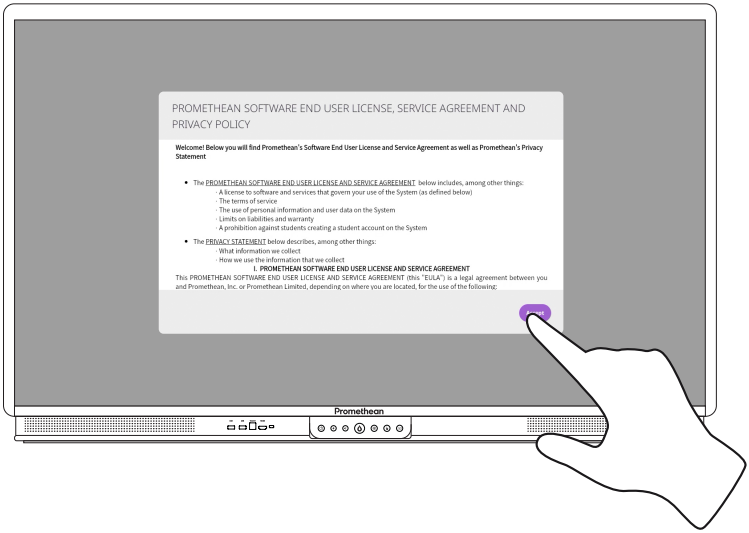
4


Step 3 of 4: Network Connection
School Network
Password
Back
Skip
Connect
Promethean

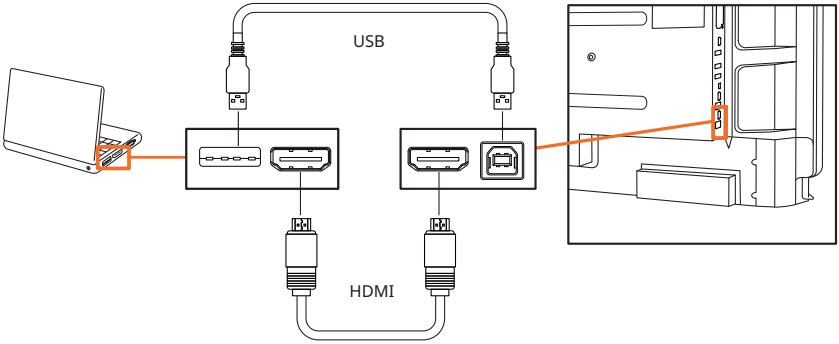
5


Step 4 of 4: Update ActivPanel
Model:
ActivPanel 9 Premium
Mainboard firmware:
1.0.0.172
Bezel Firmware:
v1.2.34.56
Serial Number:
00AA-B12C3D4567890
Update Available
AP9 version 1.0.0.173 is ready to download and install
Online Update Now
Local Update
Back
Skip
Promethean

6



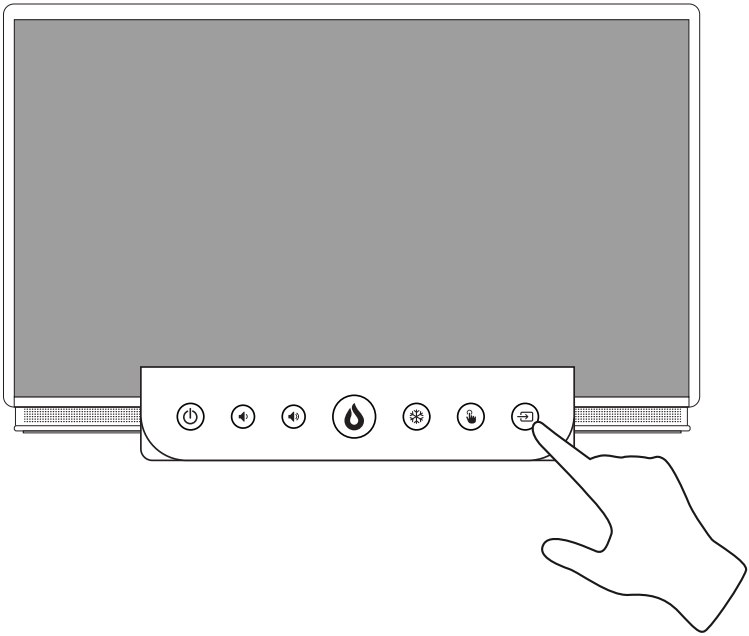
Connecting a laptop or desktop computer to the ActivPanel



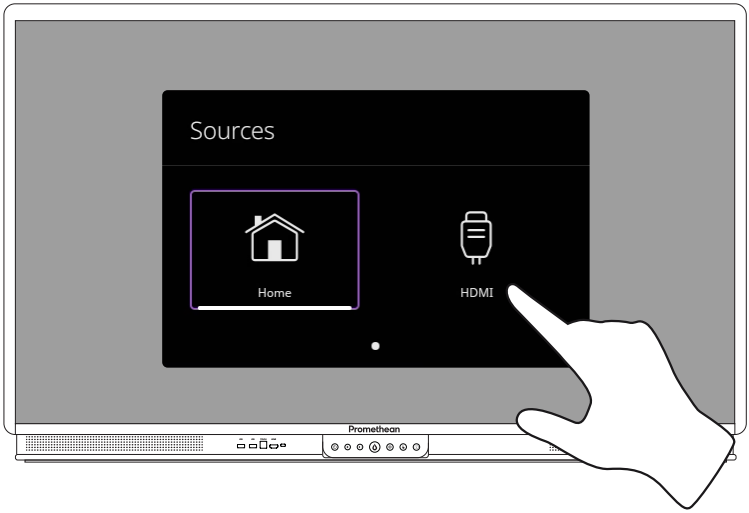
Selecting an HDMI source

Selecting an HDMI source on the ActivPanel

1

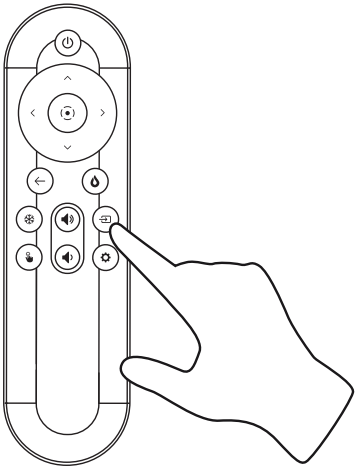


2

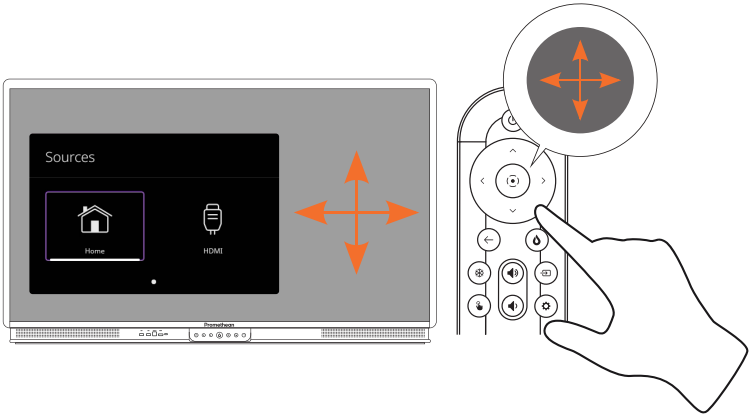


Selecting an HDMI source using the remote control

1

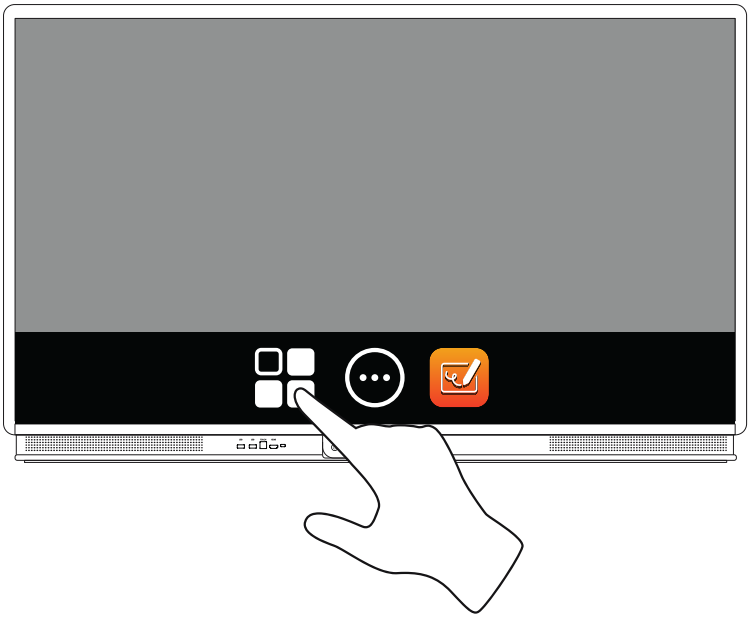


2



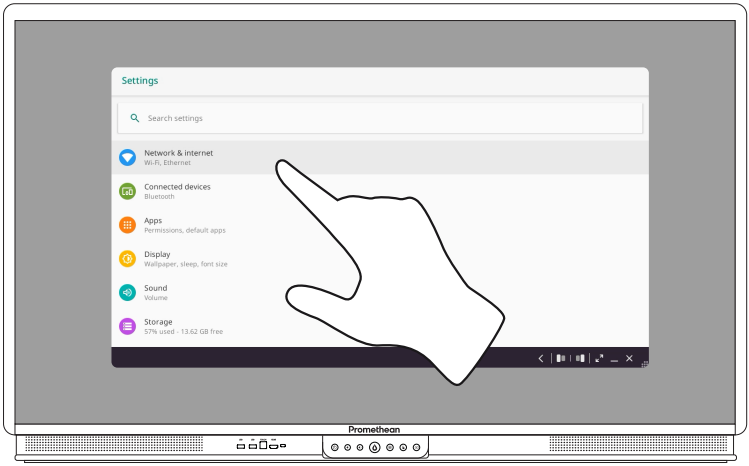
Connecting to the Internet on the ActivPanel

1



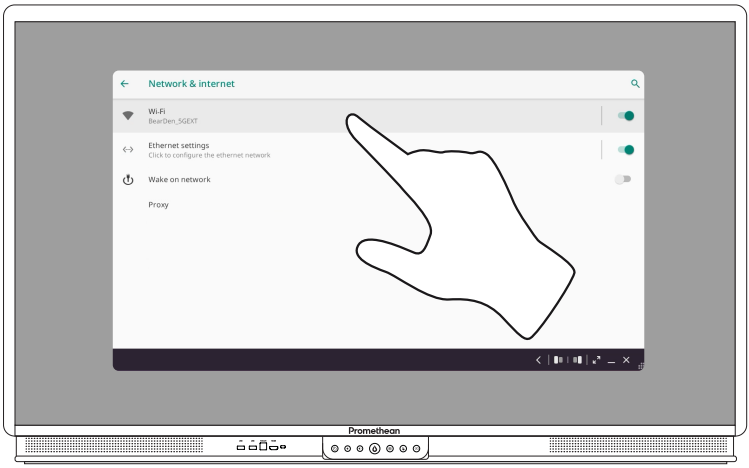
2

3

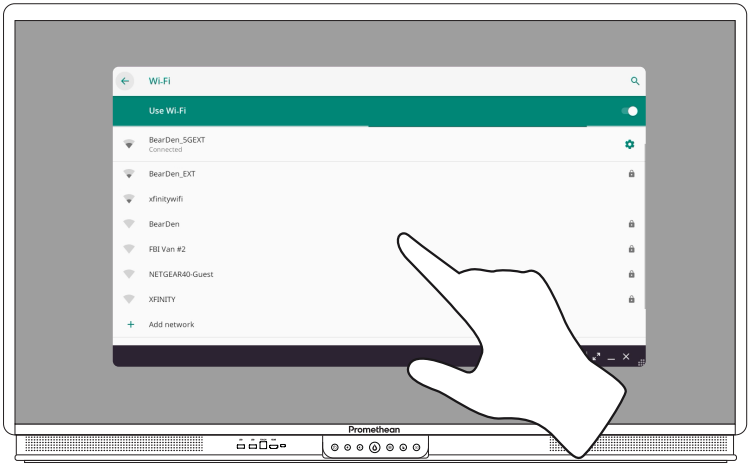


Connecting to a wireless network

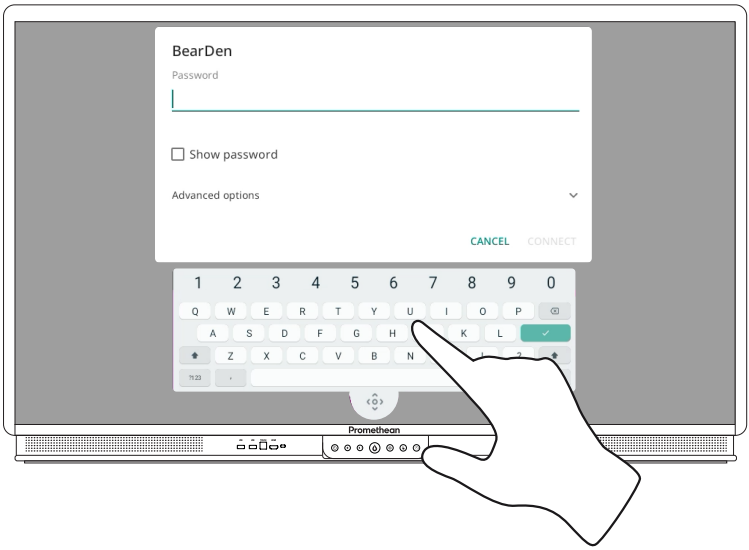
1



2

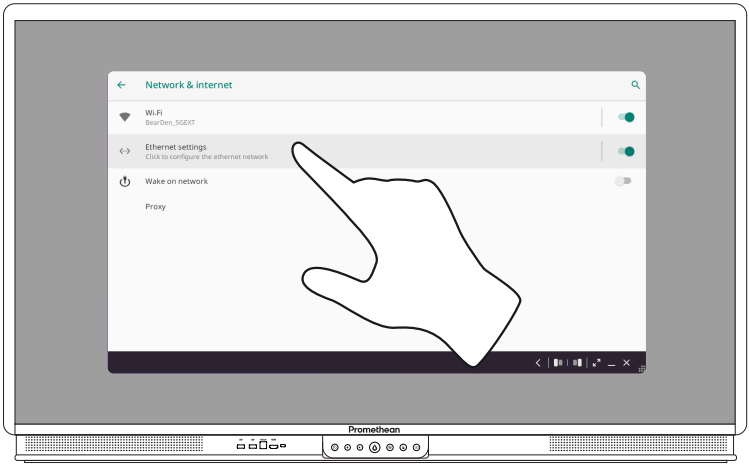

Wi-Fi
Use Wi-Fi
BearDen_5GEXT
Connected
BearDen_EXT
xfinitywifi
BearDen
FBI Van #2
NETGEAR40-Guest
XFINITY
Add network
Promethean

3

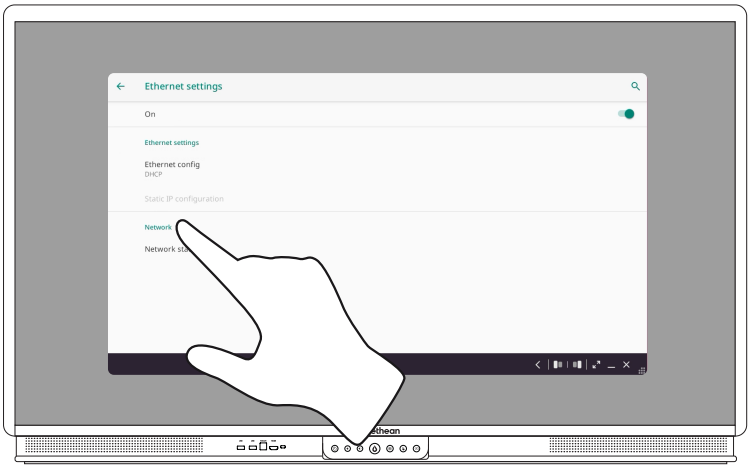

BearDen
Password
Show password
Advanced options
CANCEL
CONNECT
Promethean

Connecting to an ethernet network

1

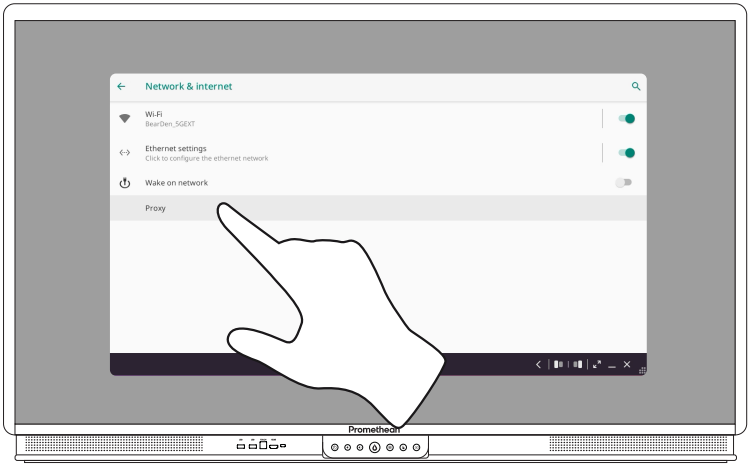


2

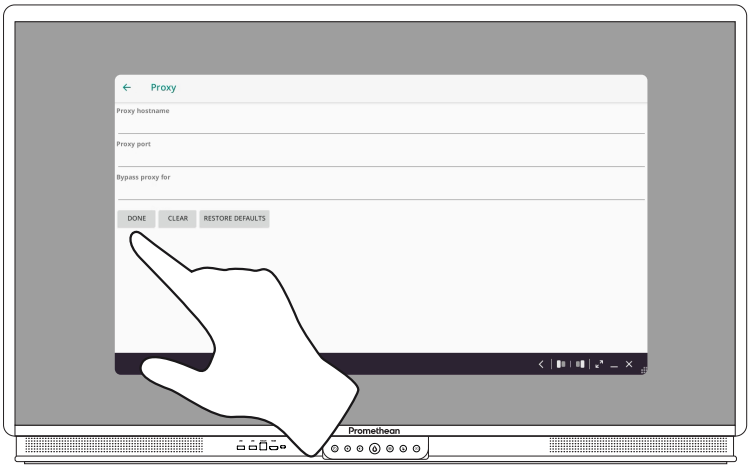


Changing the network proxy settings

1



2



Operation

About the menu

Icon	Name	Description
	Activities	
	Annotate	Adds a drawing layer on top of the current screen.
	Back	Navigates to the previous screen.
	Blockly	Visualizes programming language in simple blocks that can be converted into complex programming code.
	Capture	Captures a screenshot of the current screen.
	Cloud connect	Connects a user to cloud drives like Google Drive and Microsoft OneDrive.
	Home	Navigates to the main menu.

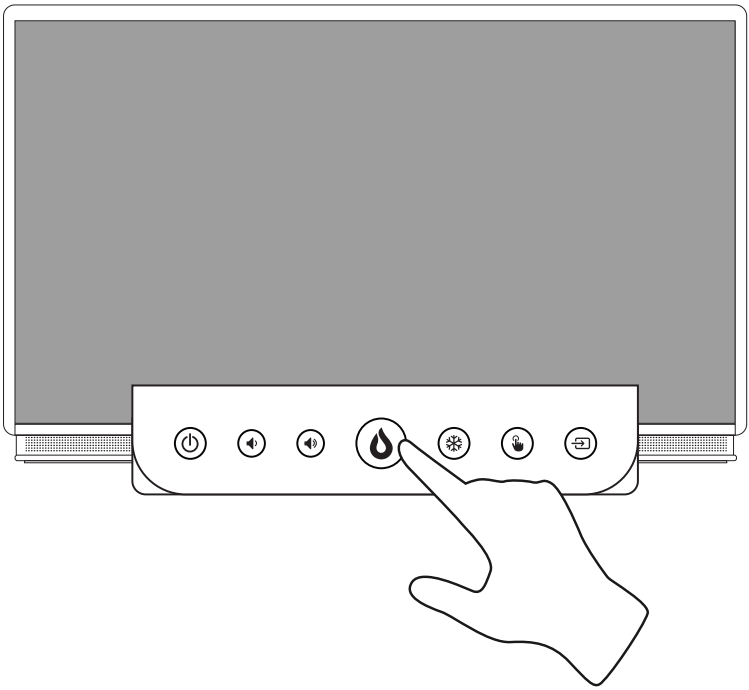
Icon	Name	Description
	Locker	Includes the following sub menus: • Apps (provides access to all applications) • Settings (provides access to the ActivPanel 9 settings such as brightness, volume, and language)
	Open Apps	Navigates to currently open apps.
	Panel management	Enrolls panels into the Promethean Panel Management.
	Promethean Account	Signs users into their Promethean account where they can customize their panel experience.
	Screen Recording	Records content displayed on the panel to an MP4 video file.
	Screen Share	Launches the Screen Share software.
	Source	Changes the input source.
	Spinner	Provides random selection with configurable spinners.

Icon	Name	Description
	Timer	Floating countdown Timer, Stopwatch, and Clock for time management.
	Update	Installs the latest available version of ActivPanel firmware.
	Whiteboard	Turns the screen into an interactive whiteboard.

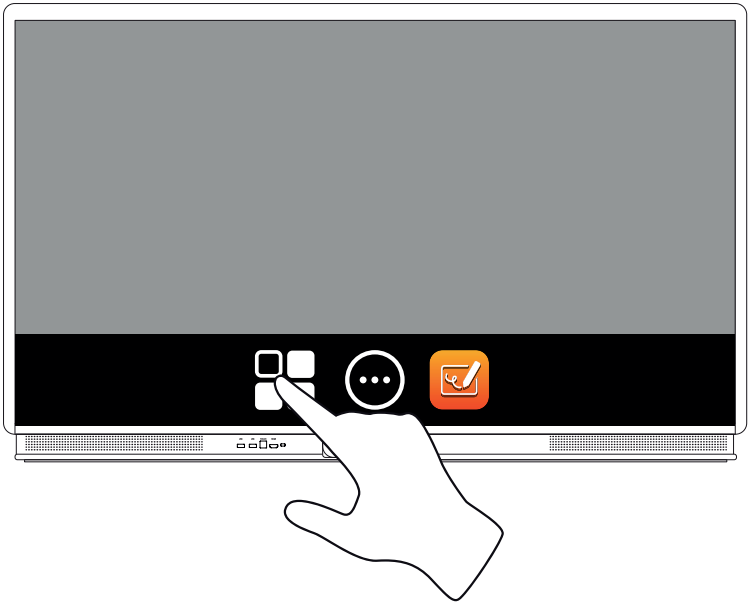
Accessing the menu

Accessing the menu from the ActivPanel

1

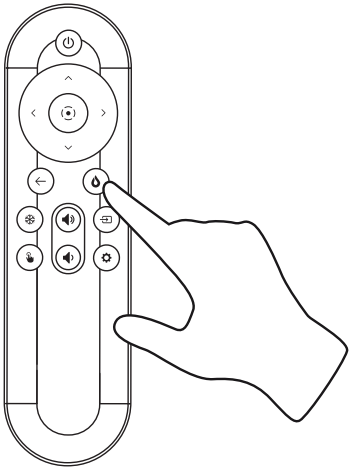


2

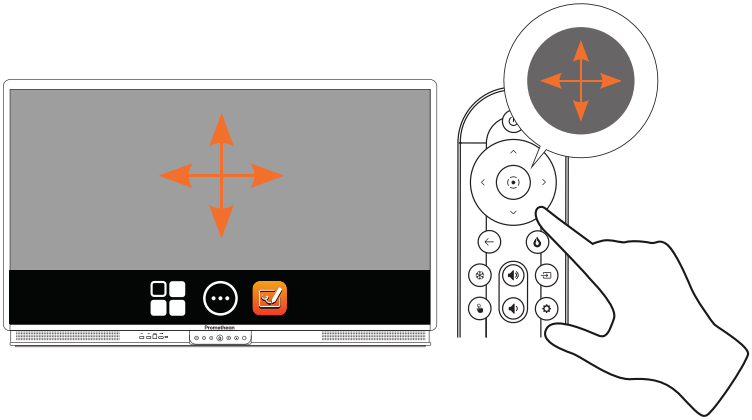


Accessing the menu using the remote control

1

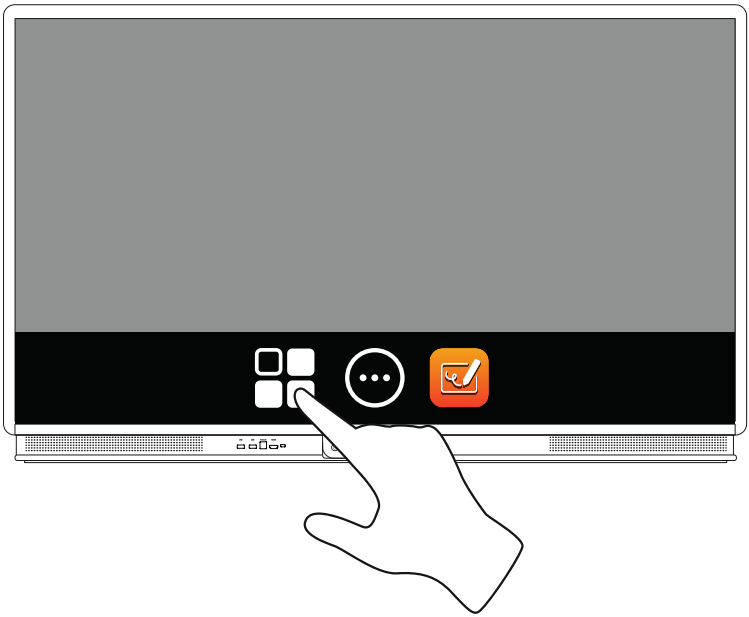


2



Opening apps

1

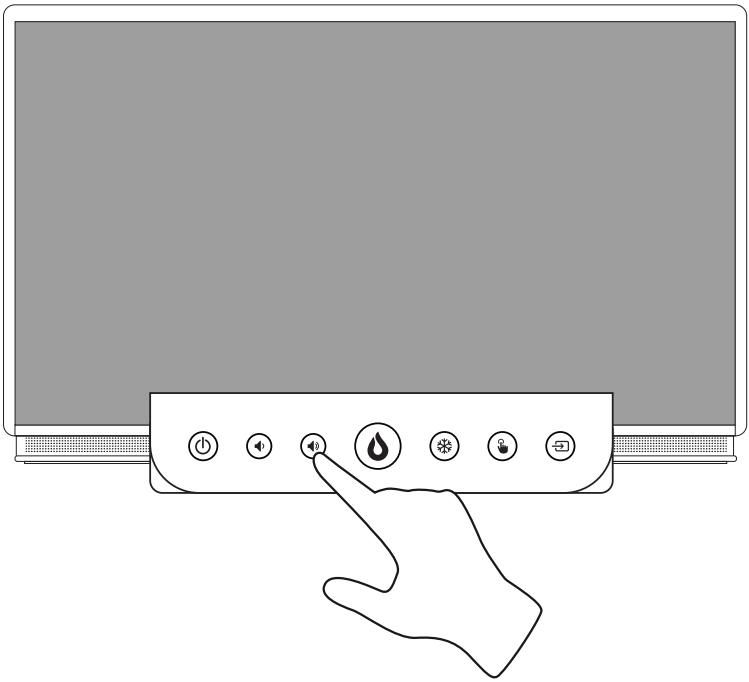


2

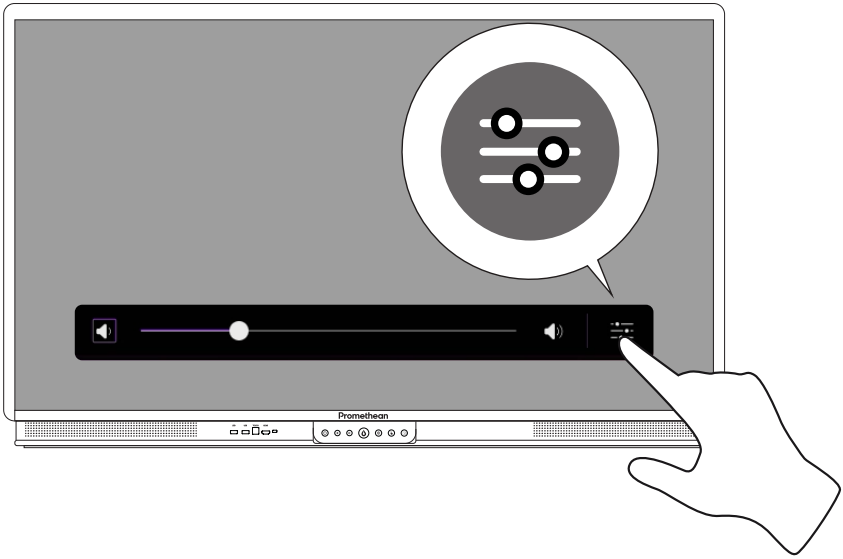
Changing visual, audio and interaction settings

Changing visual, audio and interaction settings from the ActivPanel

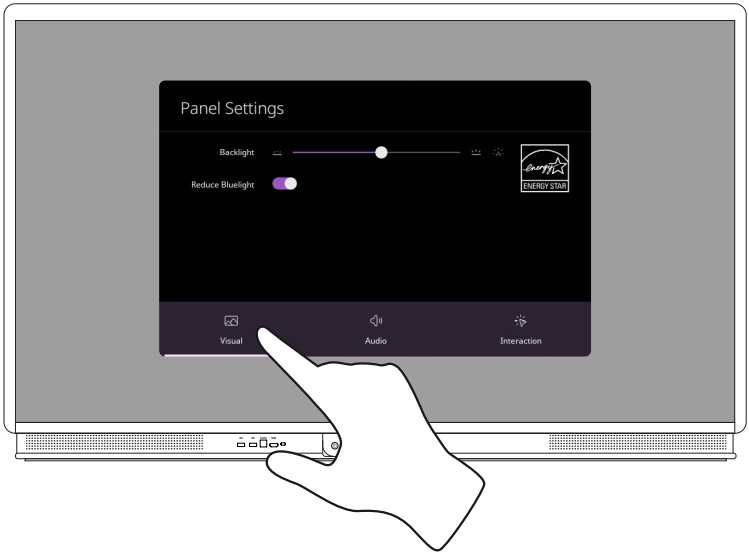
1



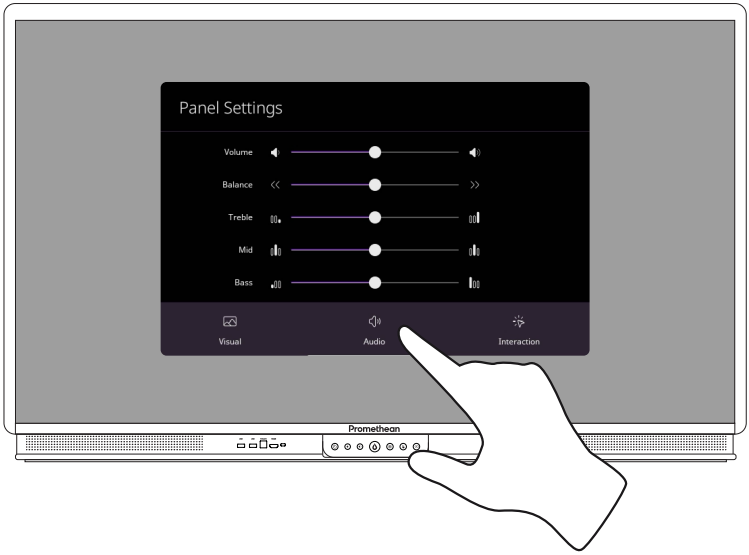
2


Promethean

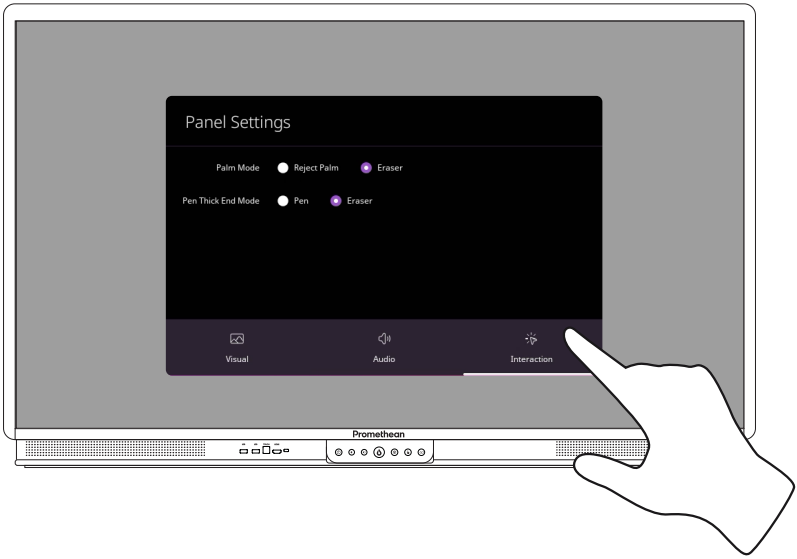
3


Panel Settings
Backlight
Reduce Bluelight
ENERGY STAR
Visual
Audio
Interaction

4

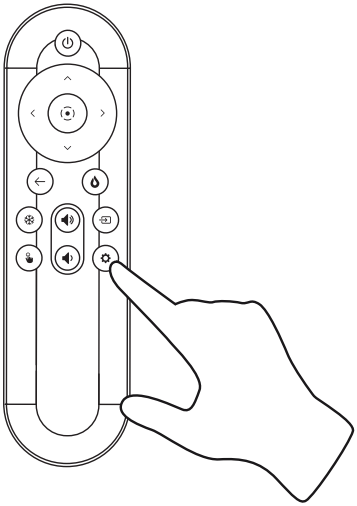

Panel Settings
Volume
Balance
Treble
Mid
Bass
Visual
Audio
Interaction
Promethean

5

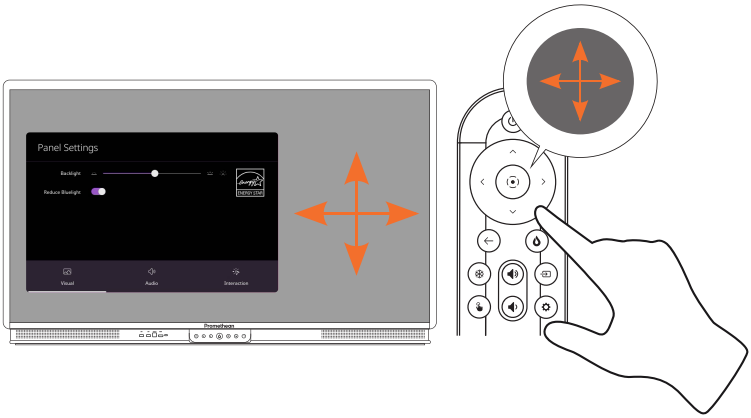

Panel Settings
Palm Mode
Reject Palm
Eraser
Pen Thick End Mode
Pen
Eraser
Visual
Audio
Interaction
Promethean

Changing visual, audio and interaction settings using the remote control

1



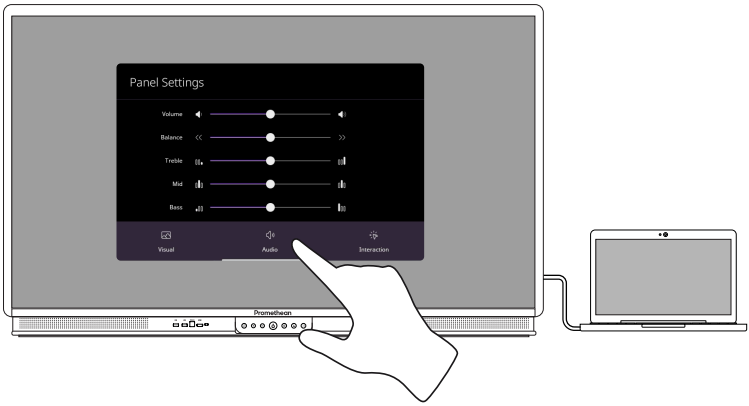
2



Changing visual, audio and interaction settings from an external source

1

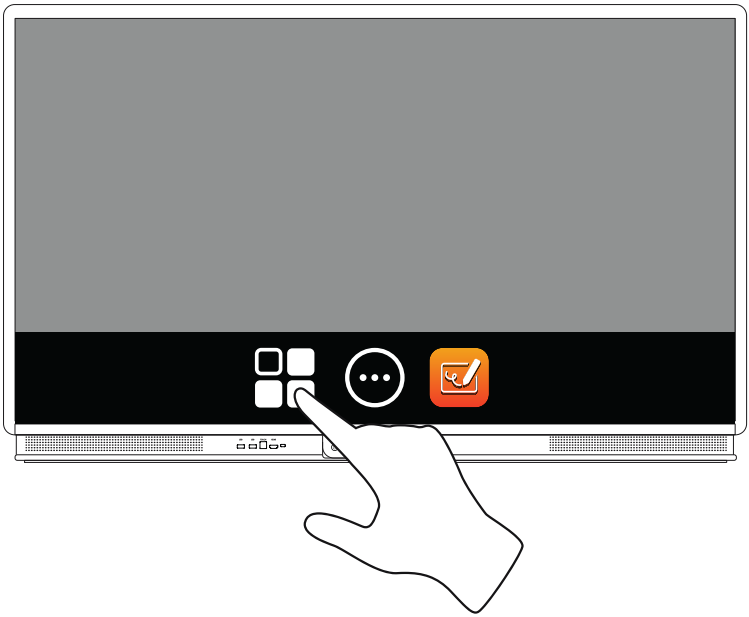
2



3

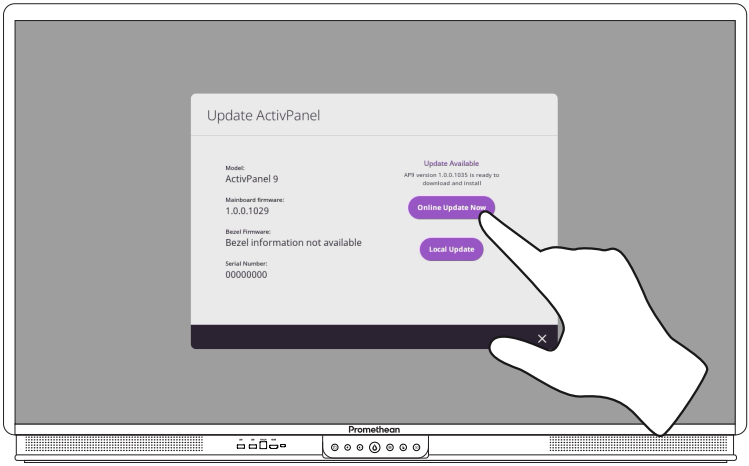
Updating the ActivPanel 9 firmware

1



2

3


Update ActivPanel
Model:
ActivPanel 9
Mainboard firmware:
1.0.0.1029
Bezel Firmware:
Bezel information not available
Serial Number:
00000000
Update Available
AP9 version 1.0.0.1035 is ready to download and install
Online Update Now
Local Update
Promethean

Warranty, registration and support

Warranty

- Promethean is confident in its product quality and to support this, offers an exceptional warranty for its parts and materials to be free of defects from date of installation (when registered). To view warranty information for your region, visit https://www.prometheanworld.com/activcare
- The installation of this product should be completed by a Promethean trained installer or other qualified installer. Promethean cannot warrant any fault occurring due to improper installation.
- This product is designed and manufactured to operate within defined design limits.
- Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect the warranty.

Registration

- To ensure you maximize the standard warranty offered or if you have purchased an enhanced warranty and need to activate it, please register the product within 90 days of installation at: http://registration.prometheanworld.com

Support

- If your Promethean product suffers a fault, please visit our Support Portal for initial troubleshooting: https://support.prometheanworld.com
- If the troubleshooting does not correct the fault, please contact Promethean Technical Customer Support via our Support Portal: https://support.prometheanworld.com/contact

Troubleshooting

ActivPanel 9

If your ActivPanel 9 is not operating correctly, please check the following table before contacting Technical Customer Support.

Problems	Solutions
No sound	• Try increasing the volume of the speaker. • Check that the ActivPanel 9 is not turned off. • Check the ActivPanel 9 volume level. • Make sure the correct input is selected. • Make sure the correct cables are properly connected.
Remote Control does not work	• Make sure the batteries are correctly inserted. • Take the batteries out and clean the terminals in the remote and the ends of the batteries. • If reinserting the battery has no effect, please replace the battery.
No power	• Make sure the AC power cable is securely connected to a power outlet. • Make sure the AC socket is properly connected. • Try another electrical device on the power outlet to ensure that there is an electrical current.

TP-3169-EN-V01 ©2022 Promethean Limited. All Rights Reserved. Products are subject to availability by country. Product specifications are subject to change without notice.