

Promethean®

# ActivPanel®

Nickel System Install and User Guide

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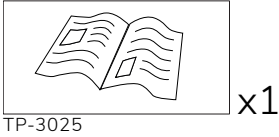
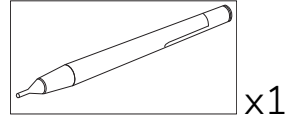
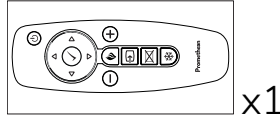
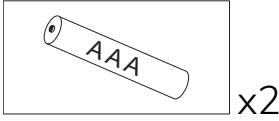
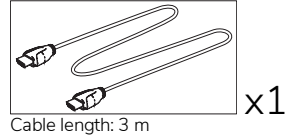
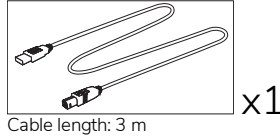
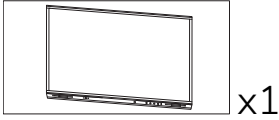
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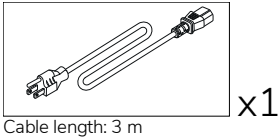
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# Box contents

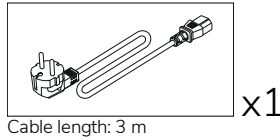
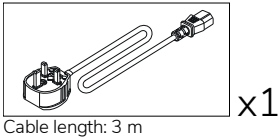
## ActivPanel



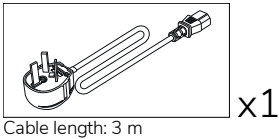
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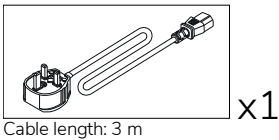
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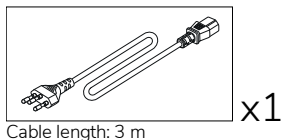
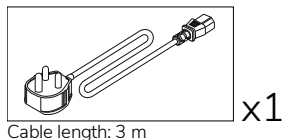
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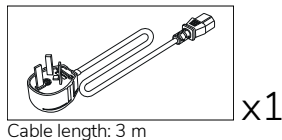
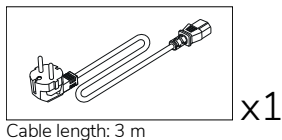
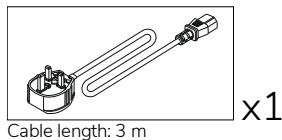
## Saudi Arabia



## South Africa



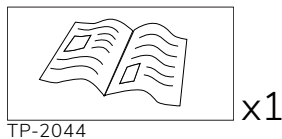
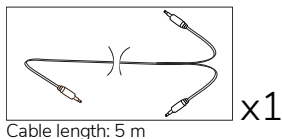
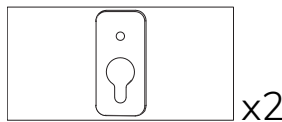
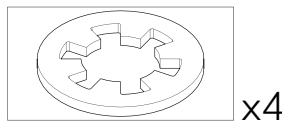
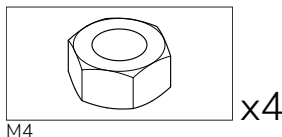
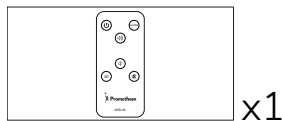
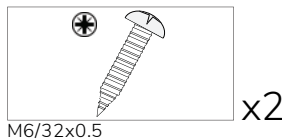
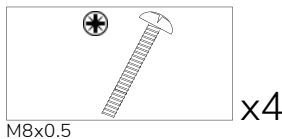
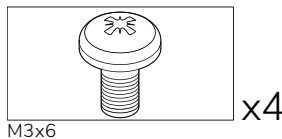
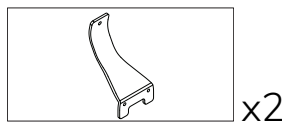
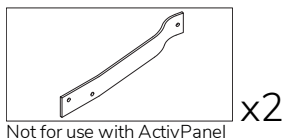
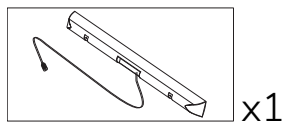
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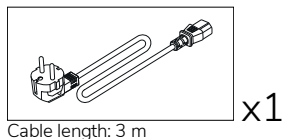
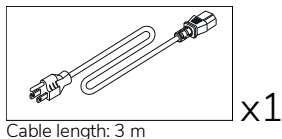
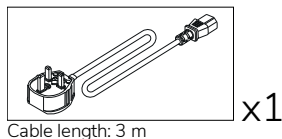
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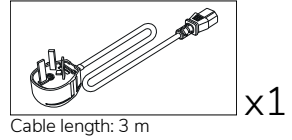
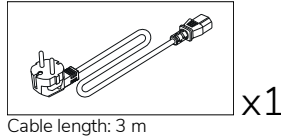
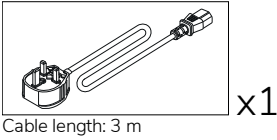
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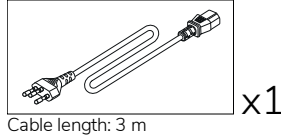
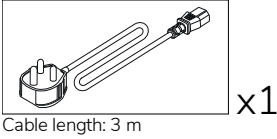
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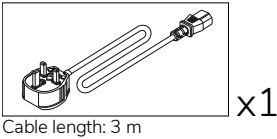
## ASIA



## SOUTH AFRICA



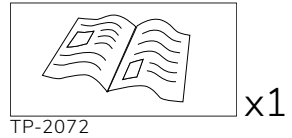
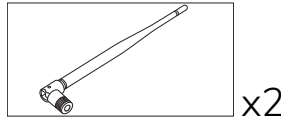
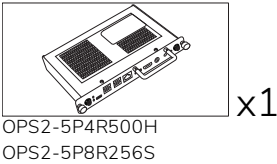
## SAUDI ARABIA



## OPS-M



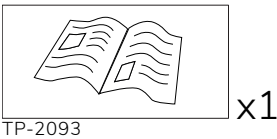
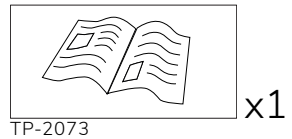
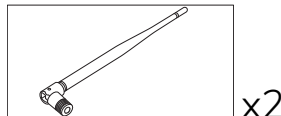
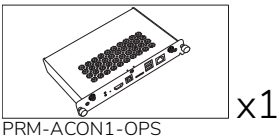
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## ActivConnect OPS-G



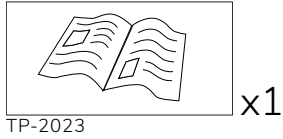
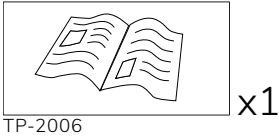
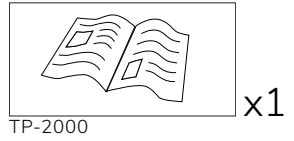
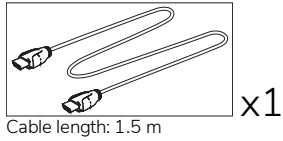
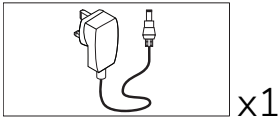
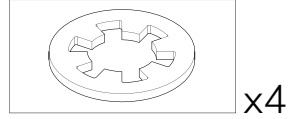
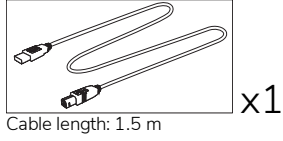
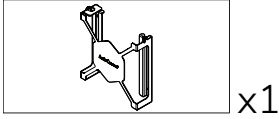
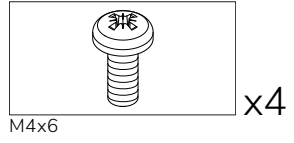
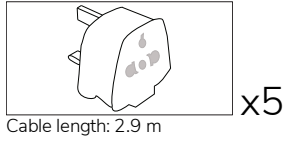
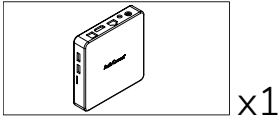
This product is an optional accessory.



# ActivConnect G-Series



This product is an optional accessory.





## Promethean Chromebox

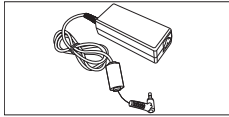


This product is an optional accessory.

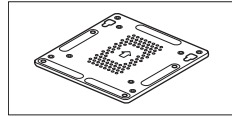


x1

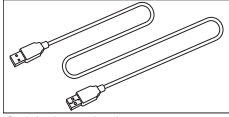
PRM-CHROMEBOX-OS-COMP



x1

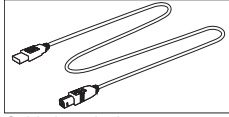


x1



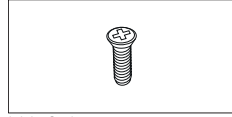
x1

Cable length: 1 m



x1

Cable length: 1 m



x4

M4x6-1



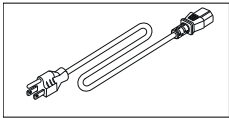
x2

M4x9.0-C



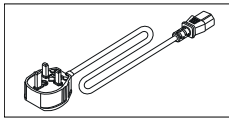
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TP-3009



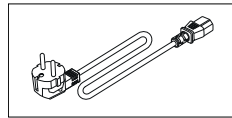
x1

Cable length: 1 m  
US



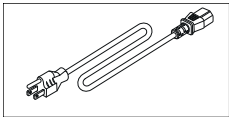
x1

Cable length: 1 m  
UK



x1

Cable length: 1 m  
EU



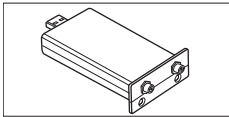
x1

Cable length: 1 m  
AUS

## Promethean Wi-Fi module (Nickel & Cobalt)

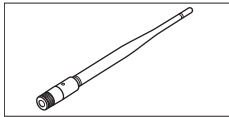


This product is an optional accessory.



x1

DR-7322026



x2



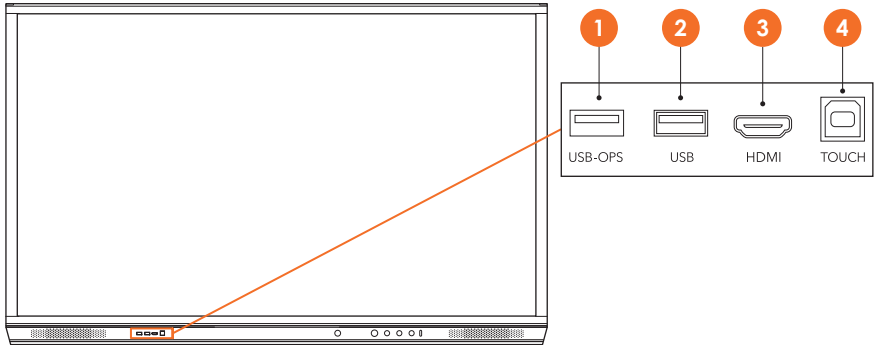
x1

TP-3001

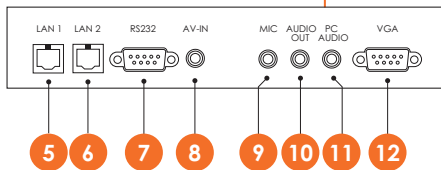
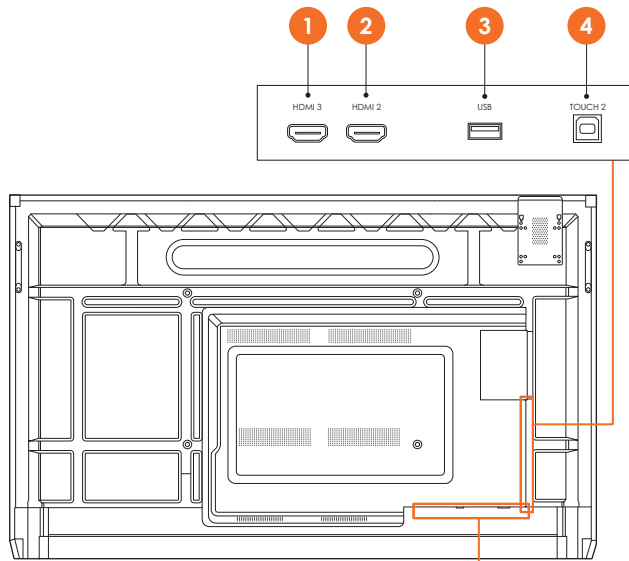
# Overview

## Interfaces

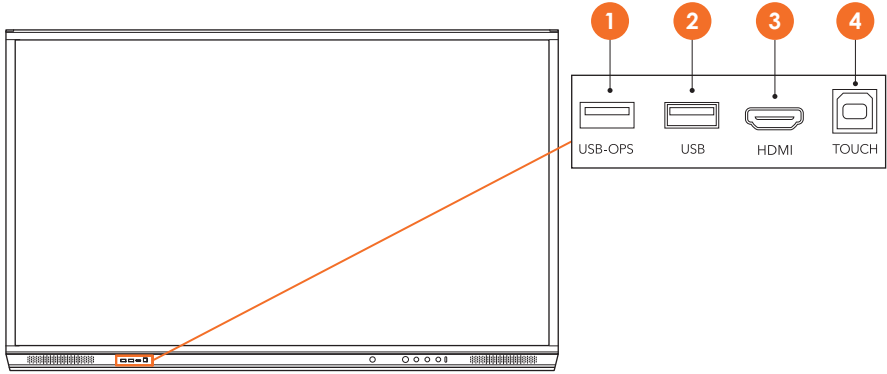
### AP7-U65



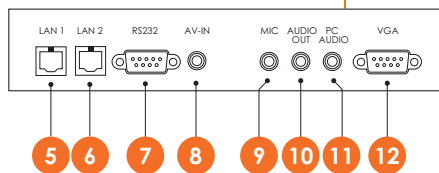
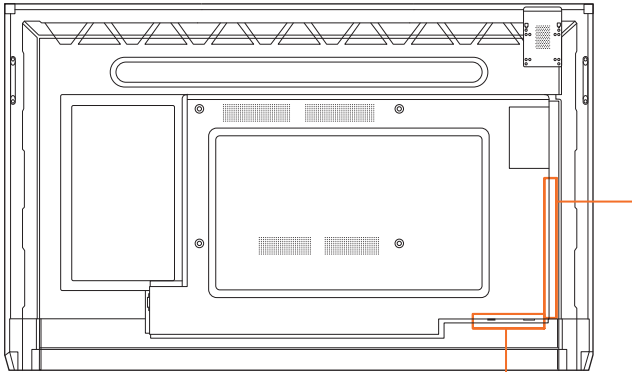
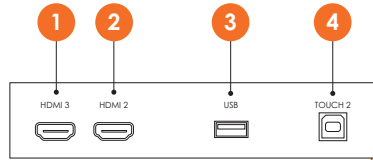
1	USB-OPS	2	USB
3	HDMI 1	4	TOUCH USB



<b>1</b>	HDMI 3	<b>2</b>	HDMI 2
<b>3</b>	USB	<b>4</b>	TOUCH USB 2
<b>5</b>	LAN	<b>6</b>	LAN
<b>7</b>	RS232	<b>8</b>	AV IN
<b>9</b>	MICROPHONE	<b>10</b>	AUDIO OUT
<b>11</b>	PC AUDIO	<b>12</b>	VGA IN

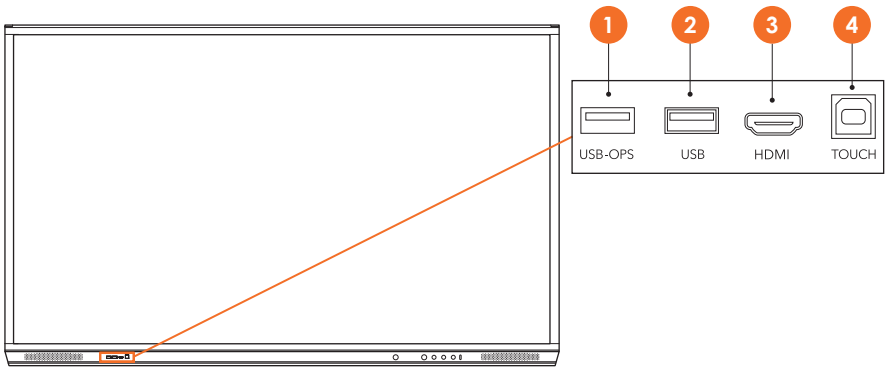


1	USB-OPS	2	USB
3	HDMI 1	4	TOUCH USB

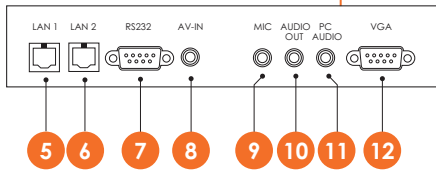
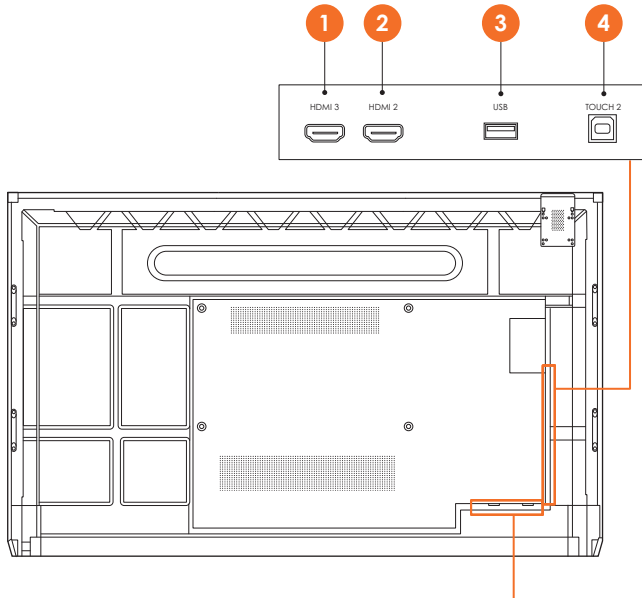


1	HDMI 3	2	HDMI 2
3	USB	4	TOUCH USB 2
5	LAN	6	LAN
7	RS232	8	AV IN
9	MICROPHONE	10	AUDIO OUT
11	PC AUDIO	12	VGA IN

## AP7-U86



1	USB-OPS	2	USB
3	HDMI 1	4	TOUCH USB

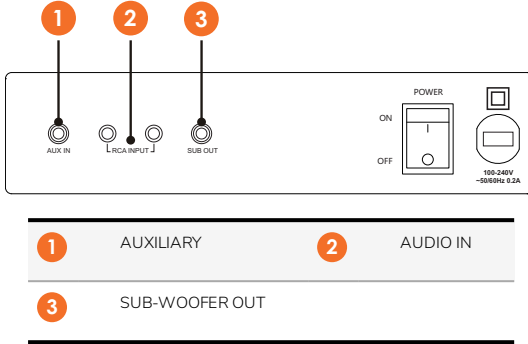


<b>1</b>	HDMI 3	<b>2</b>	HDMI 2
<b>3</b>	USB	<b>4</b>	TOUCH USB 2
<b>5</b>	LAN	<b>6</b>	LAN
<b>7</b>	RS232	<b>8</b>	AV IN
<b>9</b>	MICROPHONE	<b>10</b>	AUDIO OUT
<b>11</b>	PC AUDIO	<b>12</b>	VGA IN

# ActivSoundBar



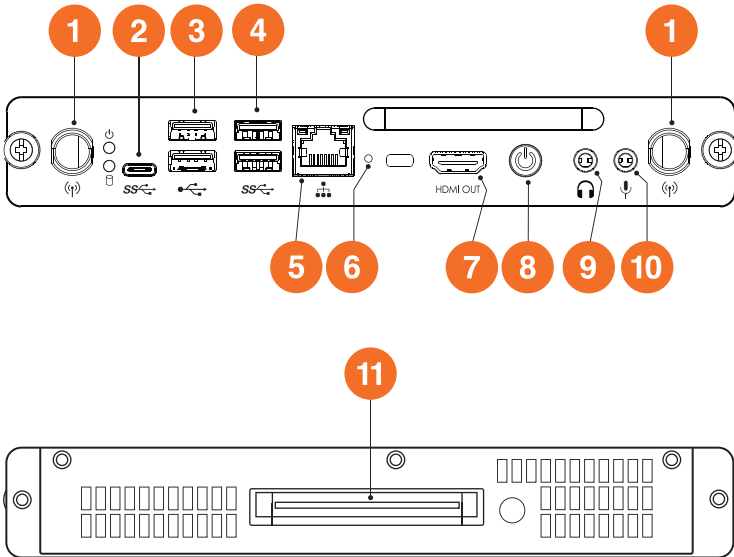
This product is an optional accessory.



# OPS-M



This product is an optional accessory.

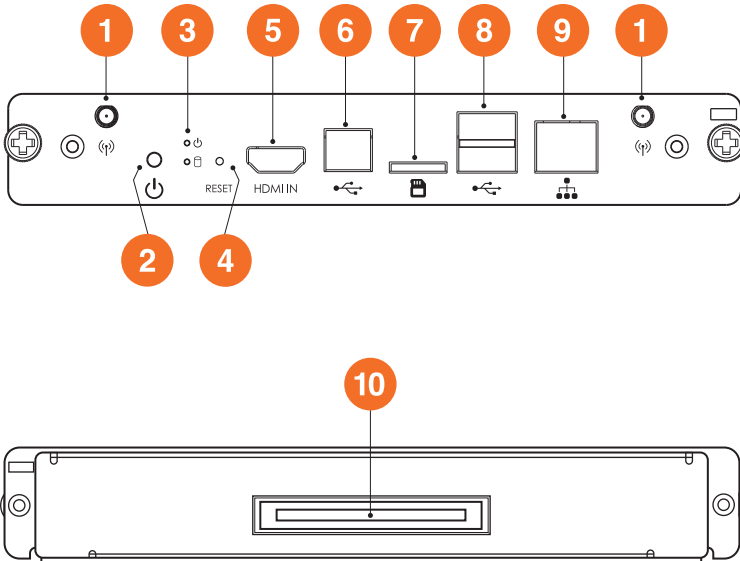


1	Wireless antenna	2	USB-C
3	USB 2.0	4	USB 3.0
5	LAN	6	Reset
7	HDMI out	8	Power
9	Audio out	10	Audio in
11	OPS connector		

## ActivConnect OPS-G



This product is an optional accessory.



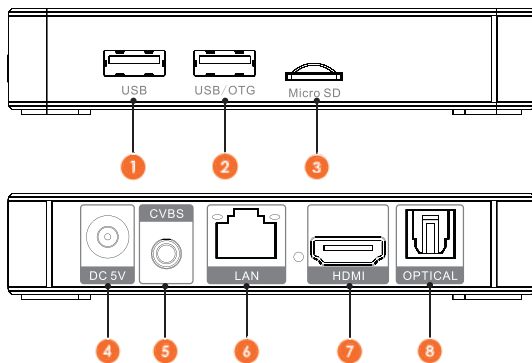
1	Wireless antenna	2	Power
3	Reset LED	4	Reset
5	HDMI in	6	USB-B
7	SD card	8	USB 2.0
9	LAN	10	OPS connector



## ActivConnect G-Series



This product is an optional accessory.

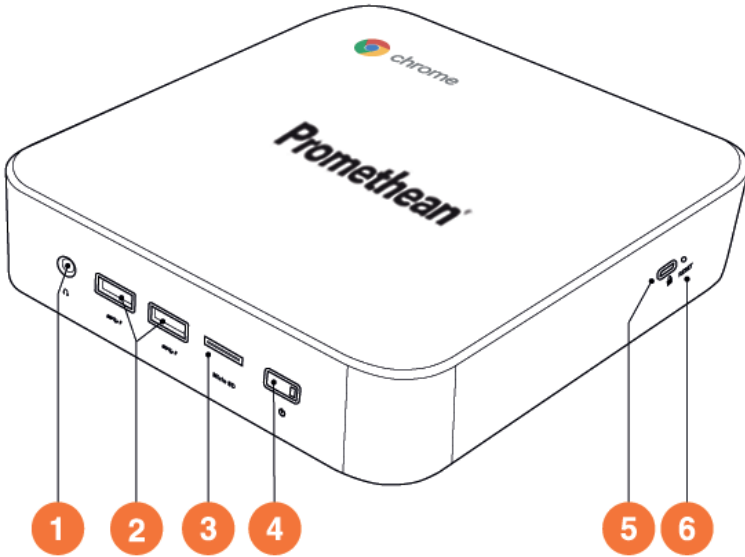


1	USB	2	USB/OTG
3	Micro SD	4	Power input
5	CVBS	6	RJ45 LAN
7	HDMI	8	Optical

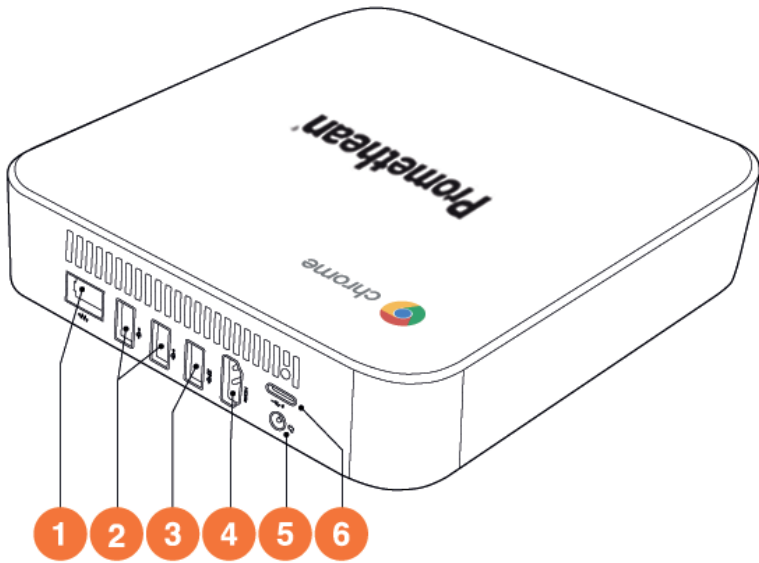
# Promethean Chromebox



This product is an optional accessory.



<b>1</b>	Audio output	<b>2</b>	USB 3.0 (supports battery charging)
<b>3</b>	MicroSD	<b>4</b>	Power
<b>5</b>	Kensington lock port	<b>6</b>	Reset



<b>1</b>	LAN	<b>2</b>	USB 2.0
<b>3</b>	USB 3.0	<b>4</b>	HDMI
<b>5</b>	Power socket	<b>6</b>	USB-C

# Controls

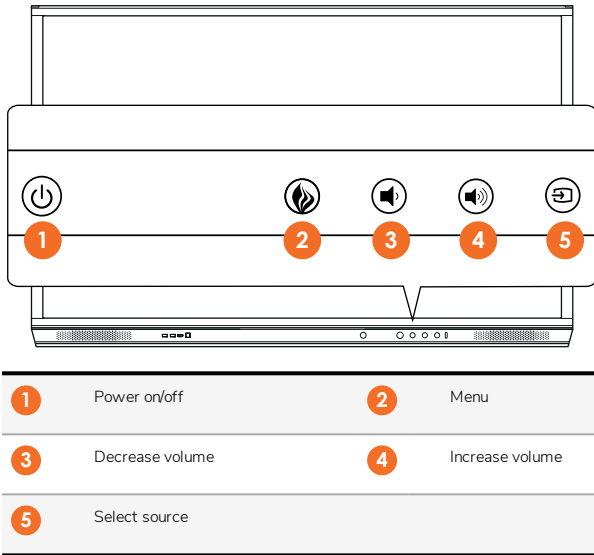
## ActivPanel

You can control the ActivPanel 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.

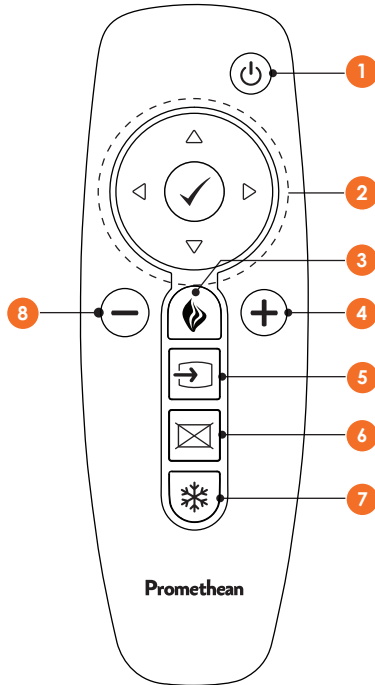
## Control panel



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

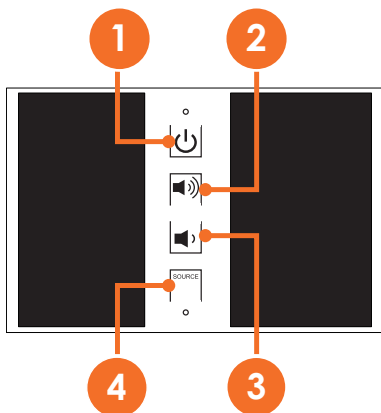


<b>1</b>	Power on/off	<b>2</b>	Confirm current selection/operation cursor keys: <ul style="list-style-type: none"><li>• up/down: select item to be adjusted</li><li>• left/right: adjust value of selected item</li></ul>
<b>3</b>	Display OSD menus	<b>4</b>	Increase volume (+)
<b>5</b>	Open source menu	<b>6</b>	Blank screen function
<b>7</b>	Freeze screen	<b>8</b>	Decrease volume (-)

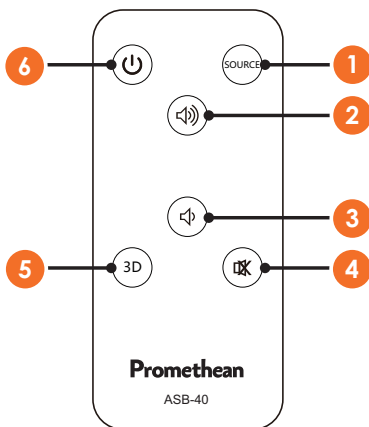
# ActivSoundBar



This product is an optional accessory.



<b>1</b>	Power on/off	<b>2</b>	Increase volume
<b>3</b>	Decrease volume	<b>4</b>	Select audio source



<b>1</b>	Select audio source	<b>2</b>	Increase volume
<b>3</b>	Decrease volume	<b>4</b>	Mute volume
<b>5</b>	3D sound function on/off	<b>6</b>	Power on/off

# Installation

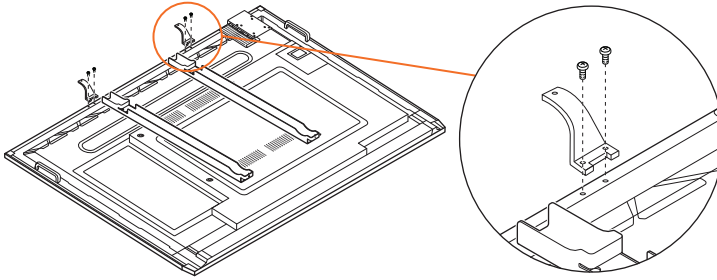
## Installing accessories

### Installing the ActivSoundBar

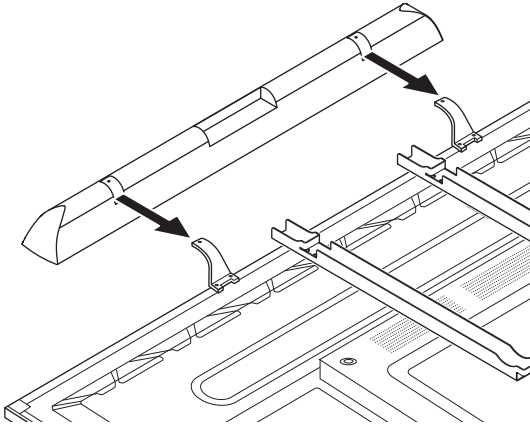


This product is an optional accessory.

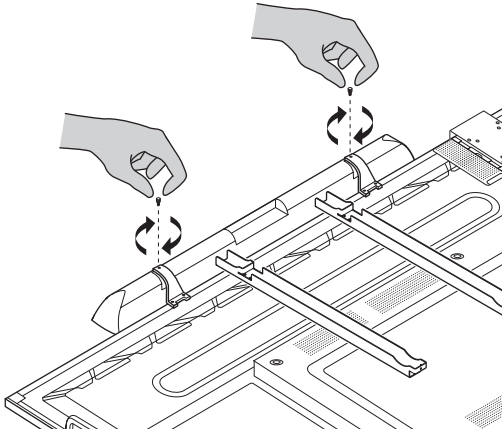
1



2



3



### Installing the OPS-M

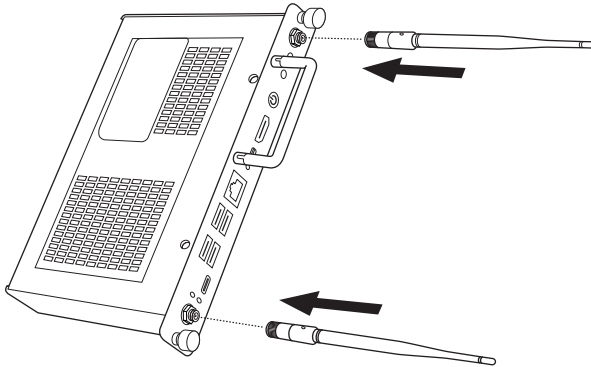


This product is an optional accessory.



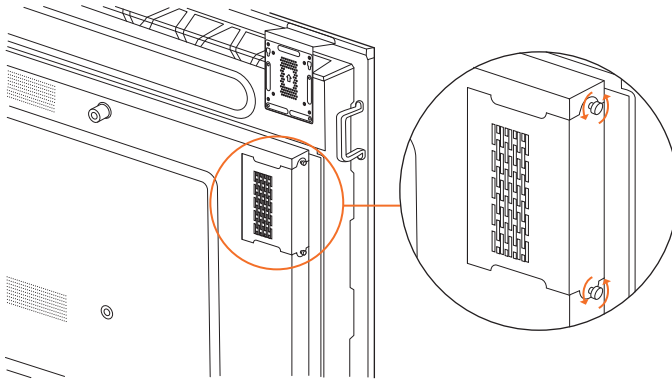
Before installing or removing the product, disconnect the ActivPanel from the power supply.

1



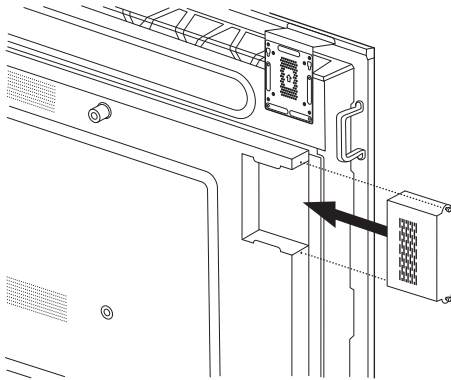


2

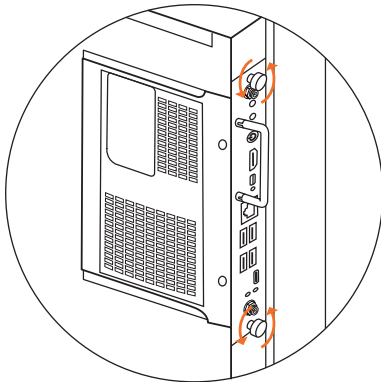


3

**Note:** When installing the OPS-M, ensure the venting holes are not covered when in position.



4



## Installing the ActivConnect OPS-G

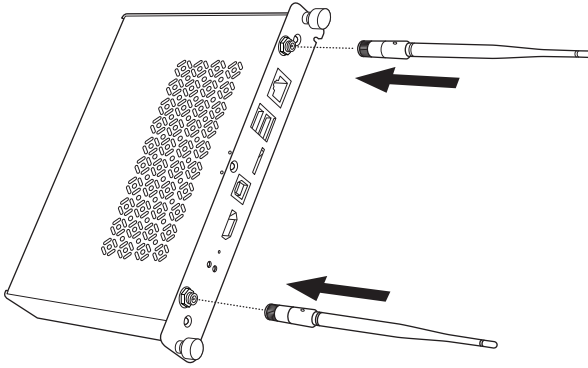


This product is an optional accessory.

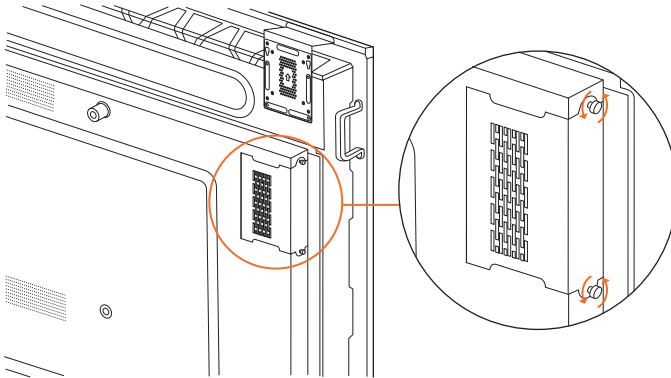


Before installing or removing the product, disconnect the ActivPanel from the power supply.

1

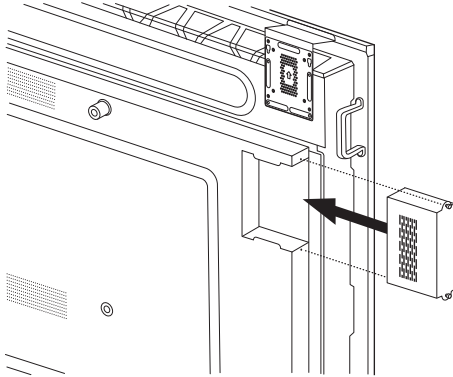


2

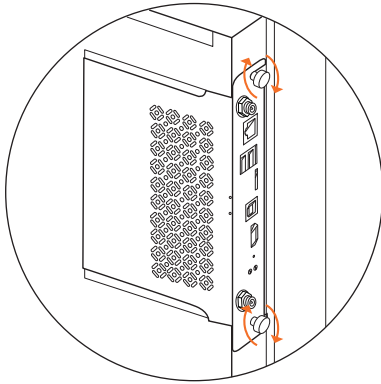


3

**Note:** When installing the ActivConnect OPS-G, ensure the venting holes are not covered when in position.



4

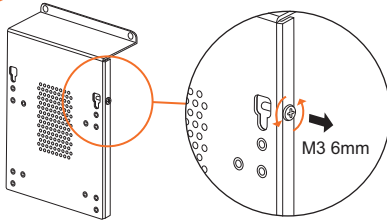


## Installing the Mini-PC bracket

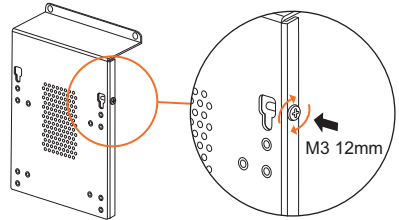
You can install an external computing device, for example an ActivConnect G-Series or a Promethean Chromebox, on the Mini-PC bracket.

1

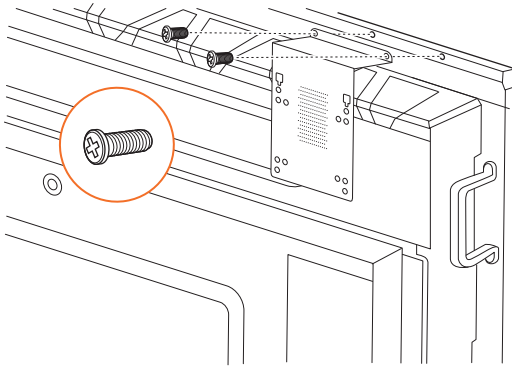
i



ii



2

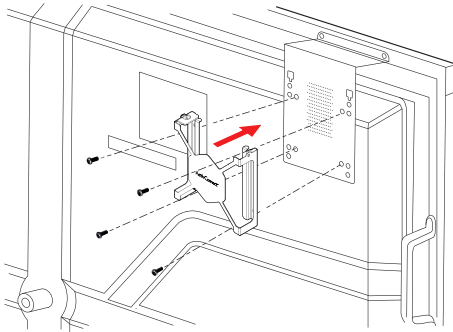


## Installing the ActivConnect G-Series

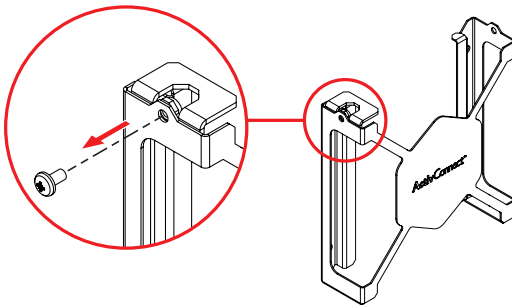


This product is an optional accessory.

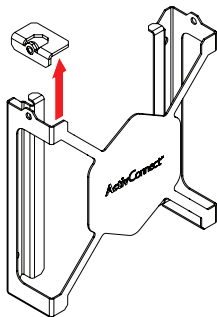
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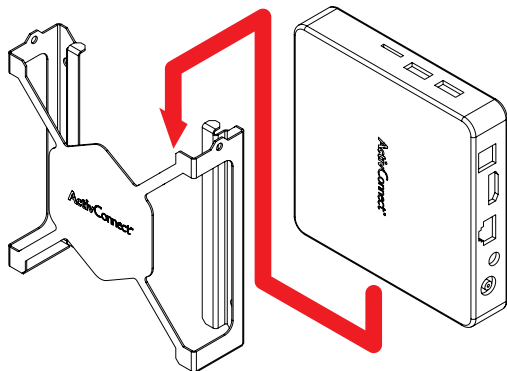
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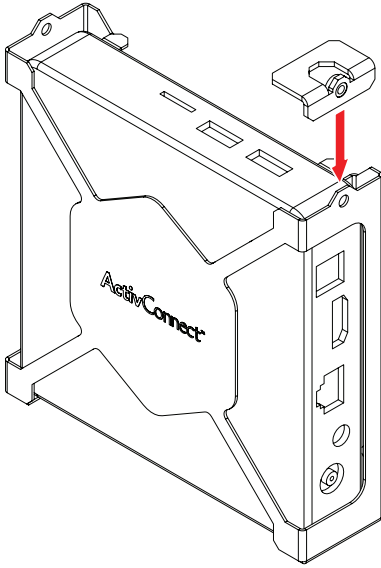
3



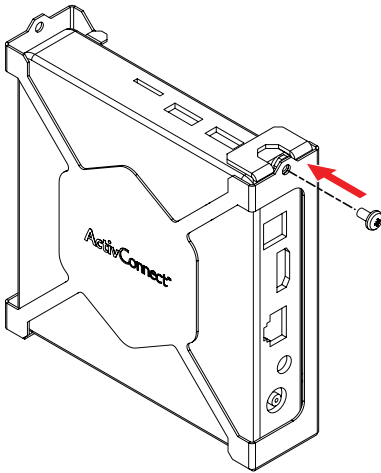
4



5



6

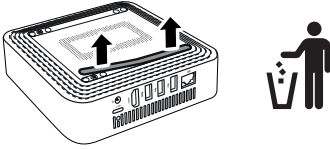


# Installing the Promethean Chromebox

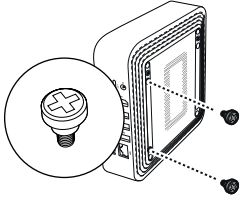


This product is an optional accessory.

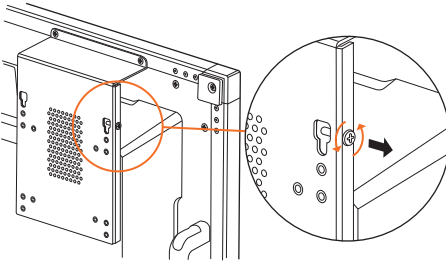
1



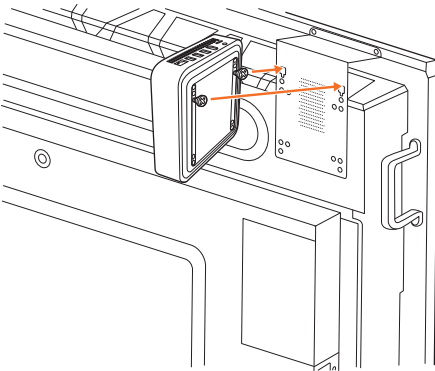
2



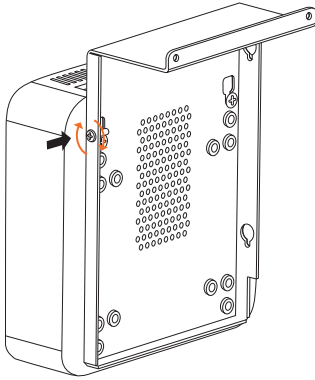
3



4



5

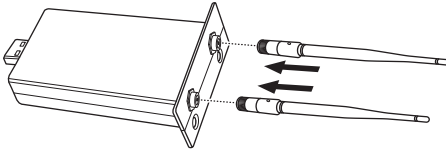


## Installing the Promethean Wi-Fi module (Nickel & Cobalt)

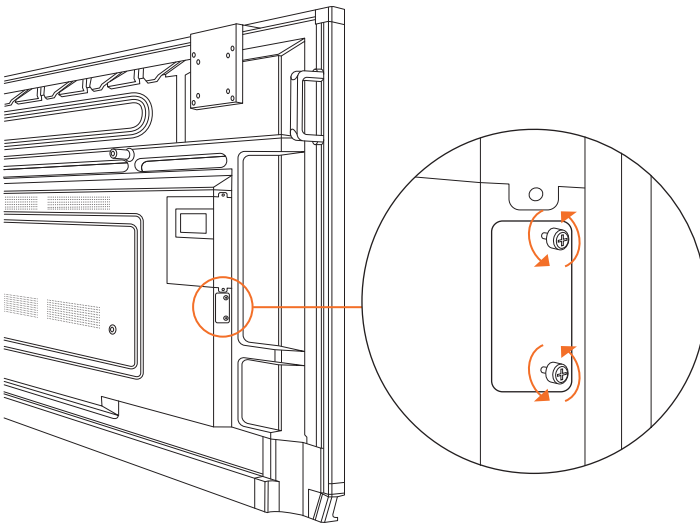


This product is an optional accessory.

1

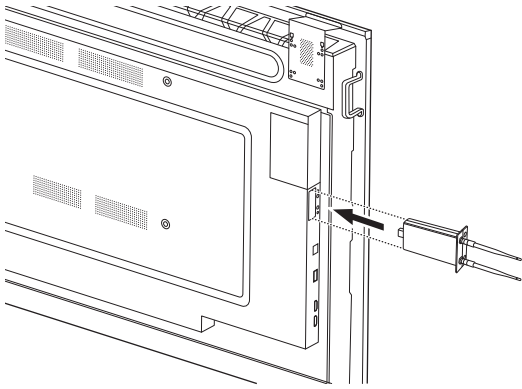


2

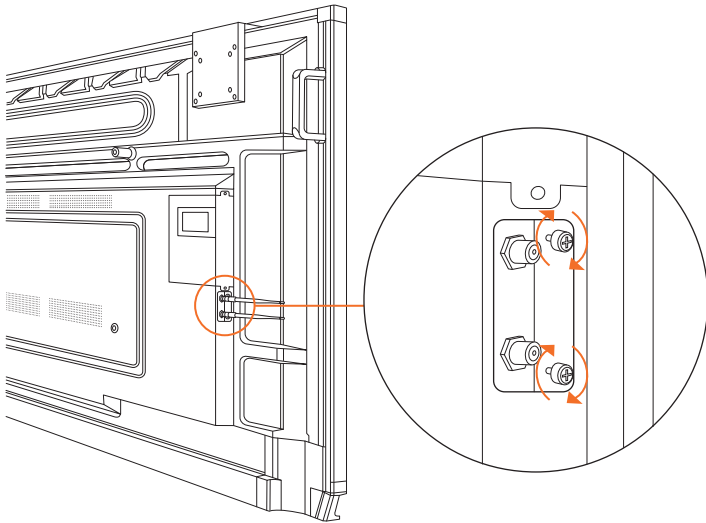




3



4



# Mounting the ActivPanel on the wall mount

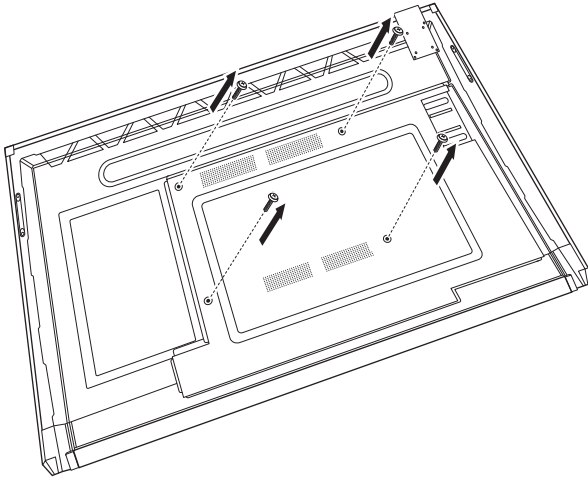


This product is an optional accessory.

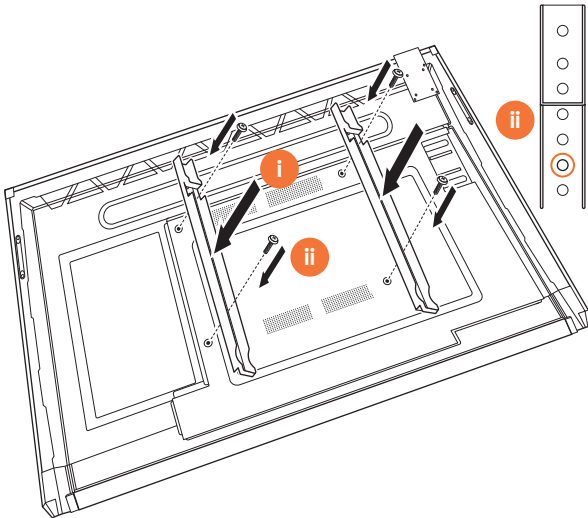


For more information, see TP-3024.

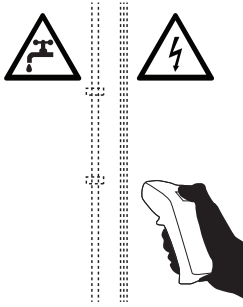
1



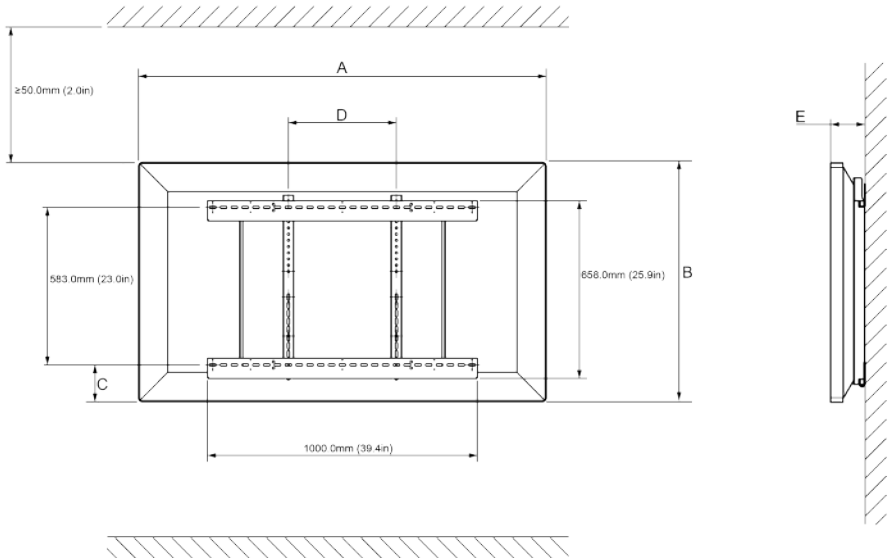
2



3

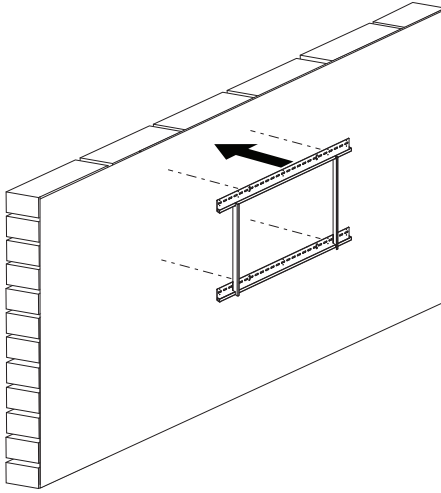


4

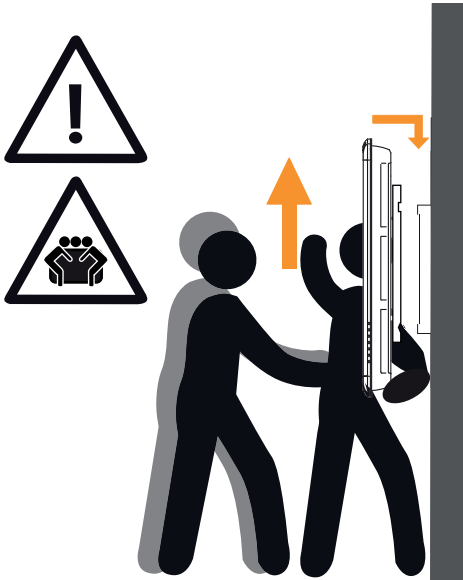


	65"	75"	86"
A	1536.0 mm (60.5")	1767.0 mm (69.6")	2018.0 mm (79.4")
B	960.0 mm (37.8")	1093.0 mm (43")	1236.0 mm (48.7")
C	151.0-289.0 mm (5.9-11.4")	228.0-365.0 mm (9.0-14.4")	292.0-430.0 mm (11.5-16.9")
D	600.0 mm (23.6")	600.0 mm (23.6")	700.0 mm (27.6")
E	134.0 mm (5.3")	146.0 mm (5.7")	155.0 mm (6.1")

5



6

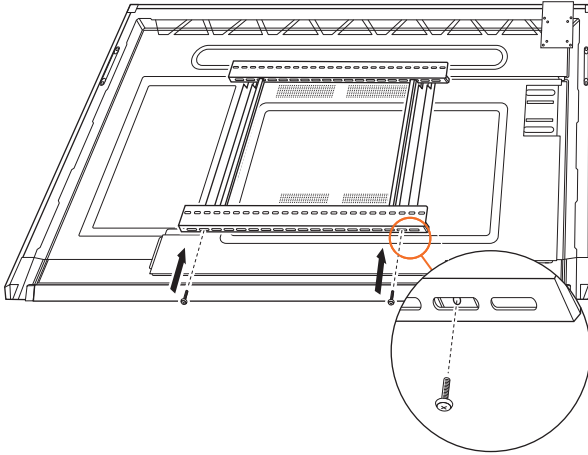


65"	46 kg	101.4 lbs
-----	-------	-----------

75"	64 kg	141.1 lbs
-----	-------	-----------

86"	84 kg	185.2 lbs
-----	-------	-----------

7

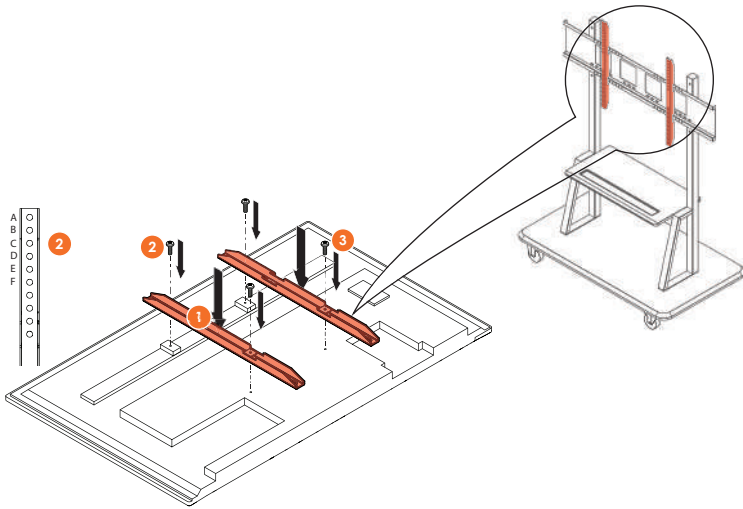


# Mounting on the APTMS



For more information, see TP-1924.

1



Model	Highest vertical blade position
AP7-U65	F
AP7-U75	C
AP7-U86	C

2

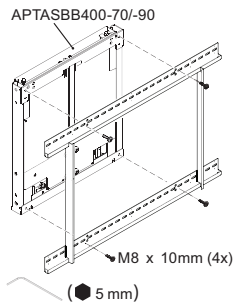


## Mounting on the APTASBB400-70/90



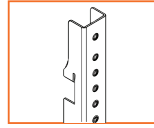
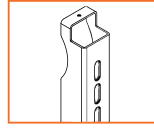
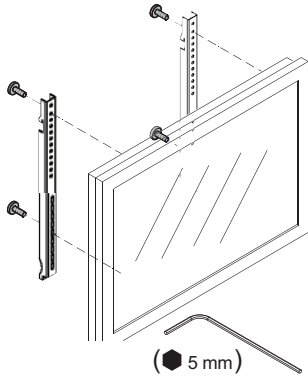
For more information, see 902852-01.

1



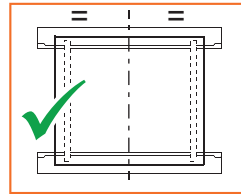
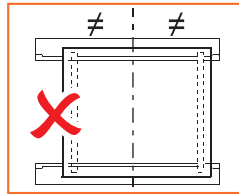
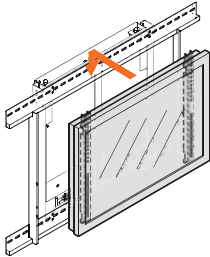
2

M4 x 12mm (10x) / M6 x 12mm (10x) / M8 x 12mm (10x)



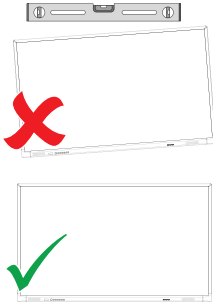
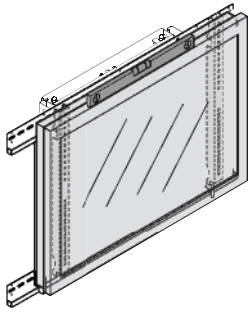
Model	Highest vertical blade position
AP7-U65	F
AP7-U75	C
AP7-U86	C

3



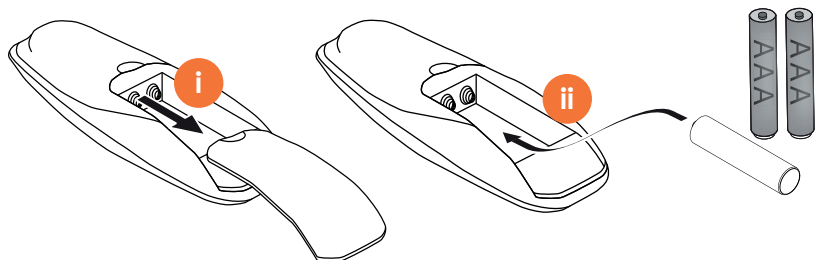


4



# Setup

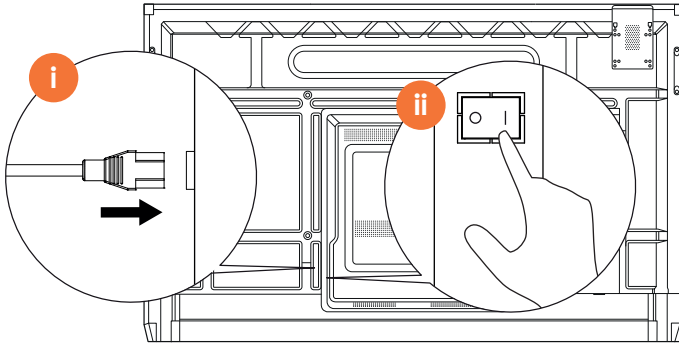
## Installing batteries in the ActivPanel remote control



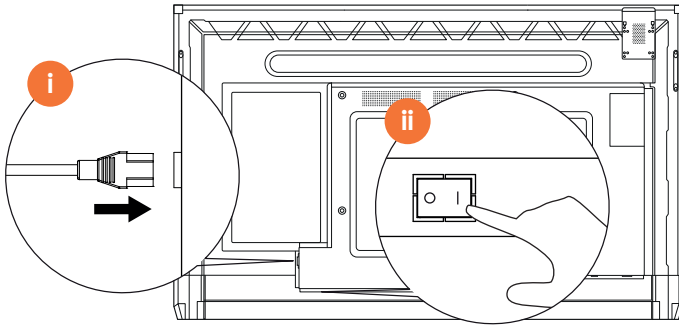
# Switching on the ActivPanel

1

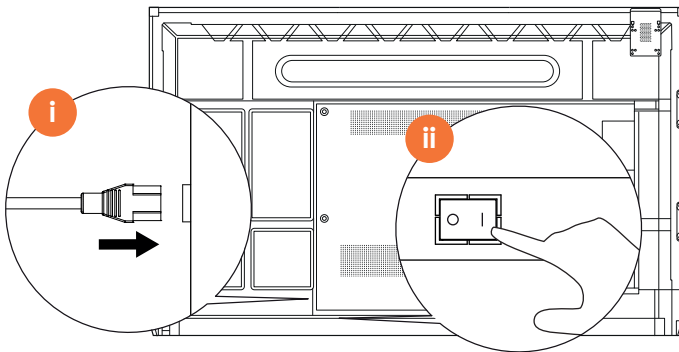
AP7-U65



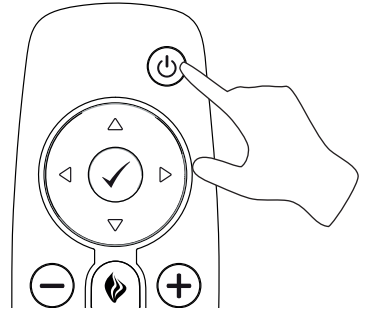
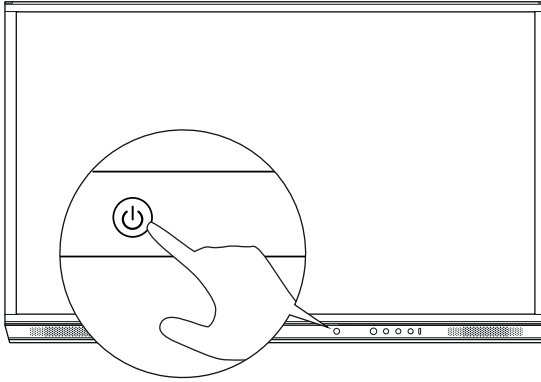
AP7-U75



AP7-U86

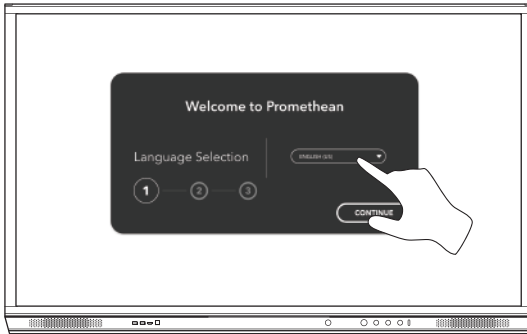


2

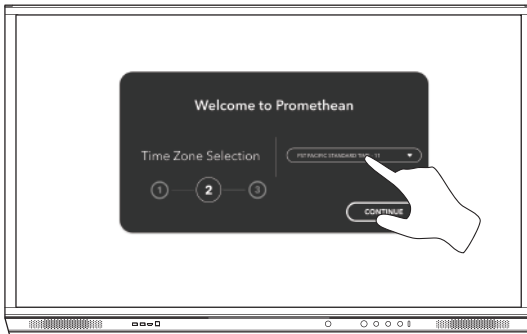


## Setting up the ActivPanel for the first time

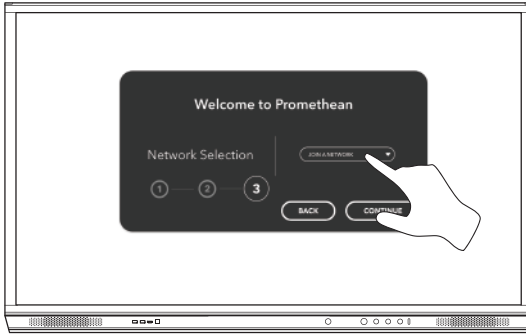
1



2



3

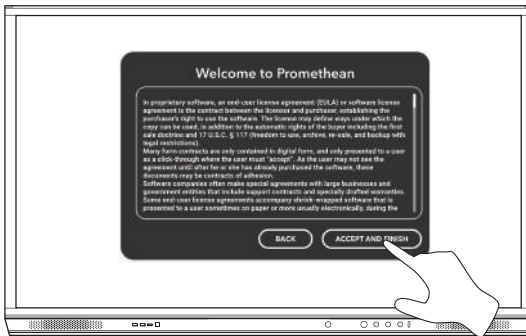


If you connect your ActivPanel to the Internet by an Ethernet cable, you will not be prompted to select a network.

4



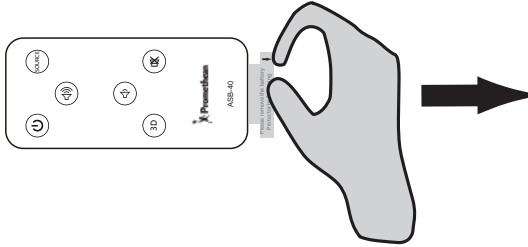
5



## Activating the battery in the ActivSoundBar remote control



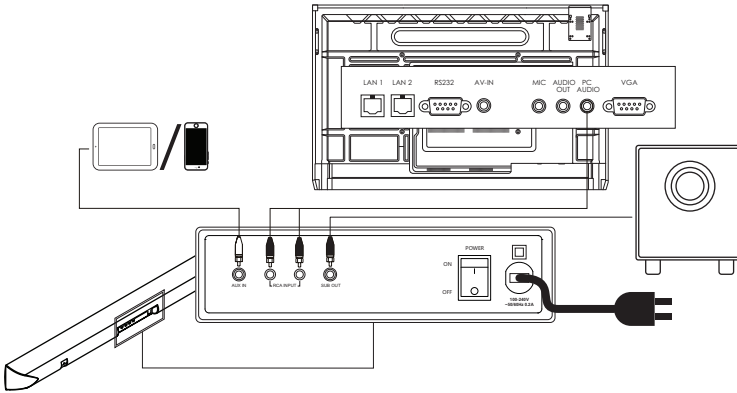
This product is an optional accessory.



## Connecting the ActivSoundBar



This product is an optional accessory.

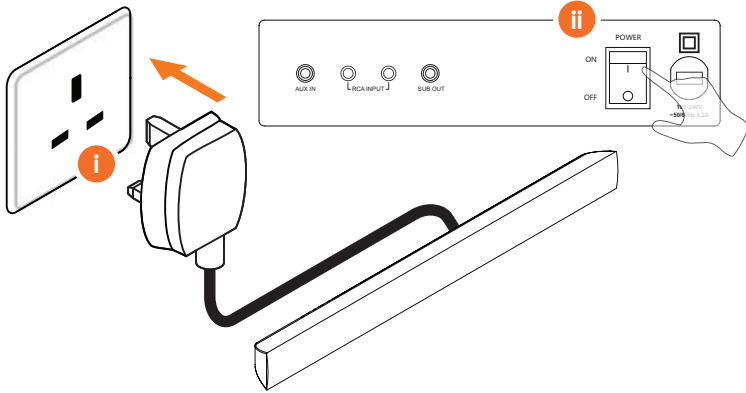


# Switching on the ActivSoundBar

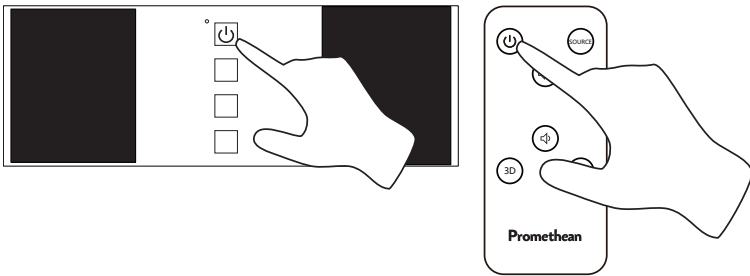


This product is an optional accessory.

1



2

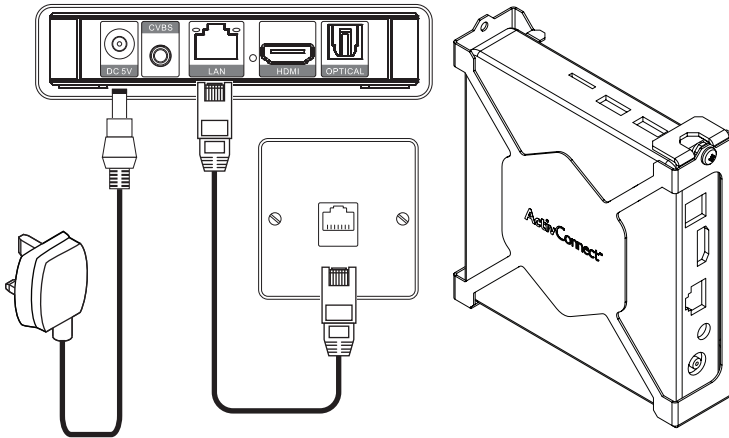


# Connecting the ActivConnect G-Series

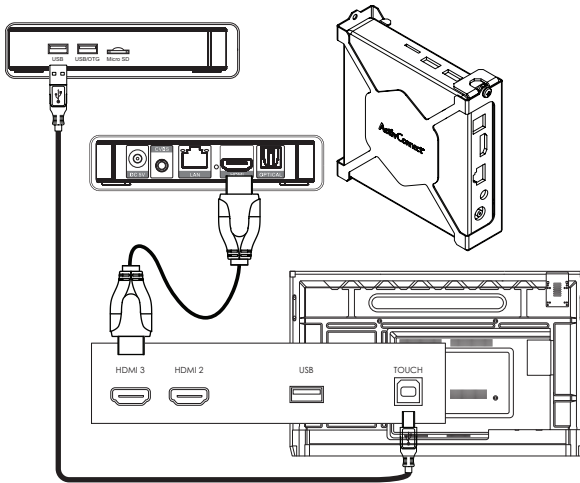


This product is an optional accessory.

1



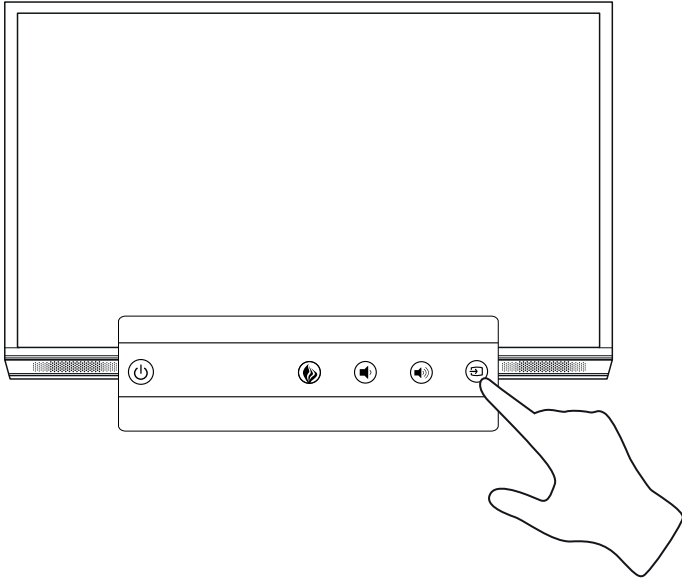
2



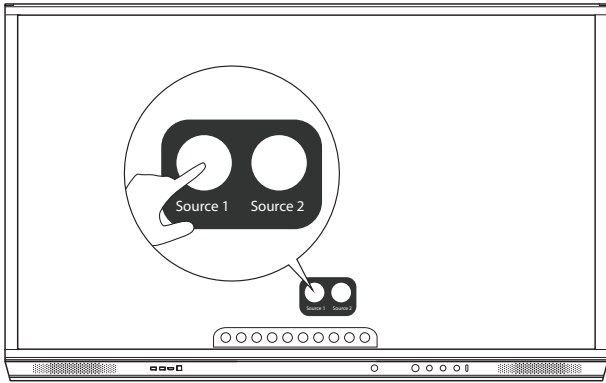


# Switching on the OPS-M, ActivConnect OPS-G, and ActivConnect G-Series

1



2

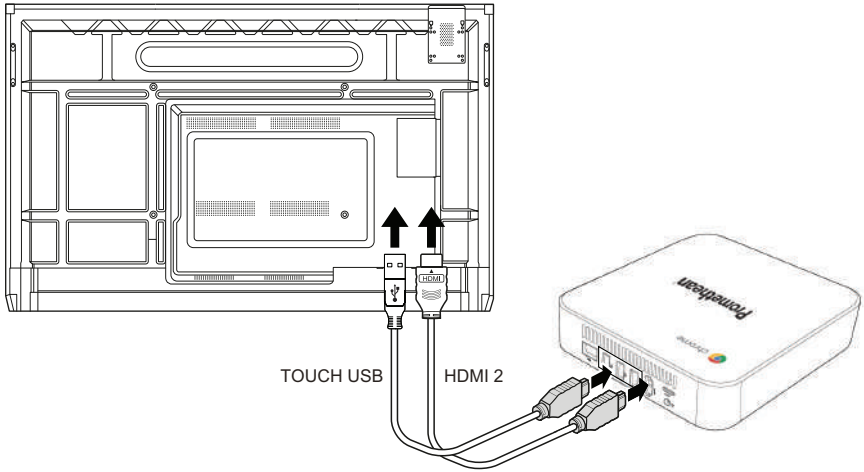


## Connecting the Promethean Chromebox



This product is an optional accessory.

1

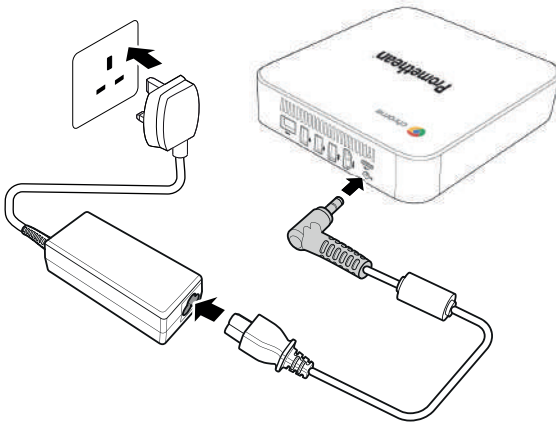


## Switching on the Promethean Chromebox

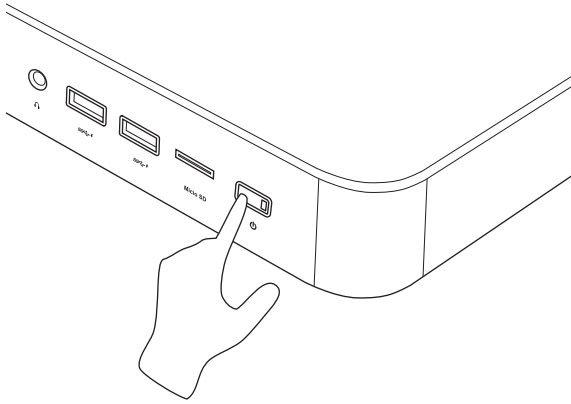


This product is an optional accessory.

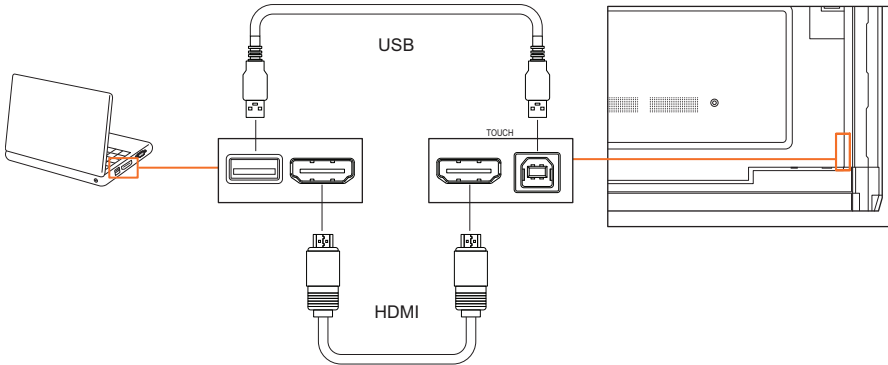
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2

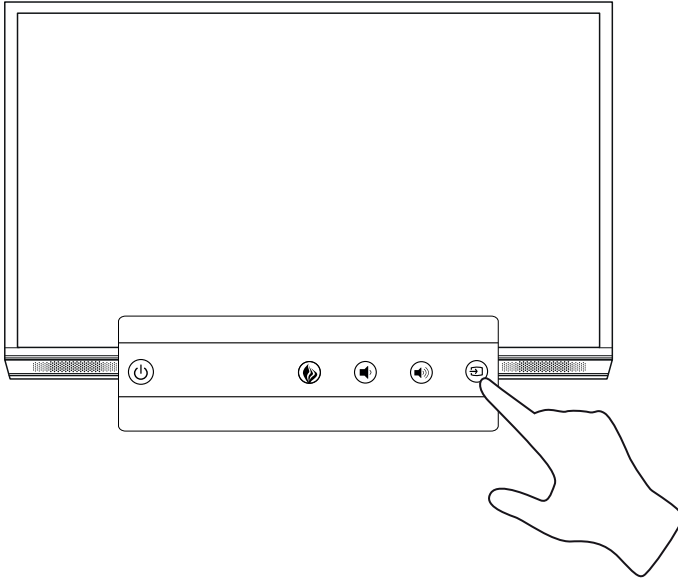


## Connecting a laptop or desktop computer to the ActivPanel

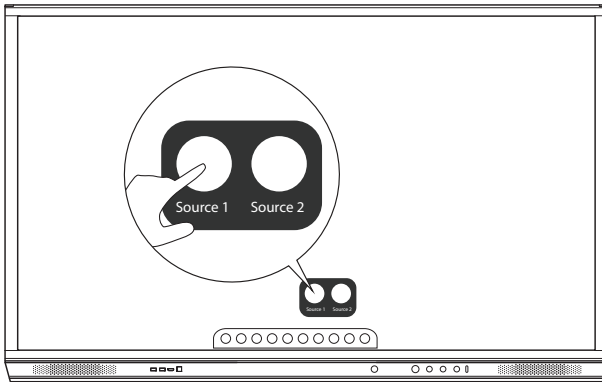


## Selecting an HDMI source on the ActivPanel

1

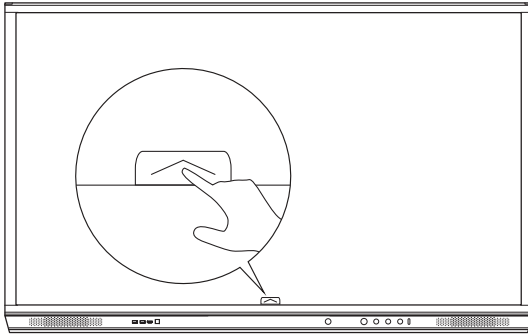


2

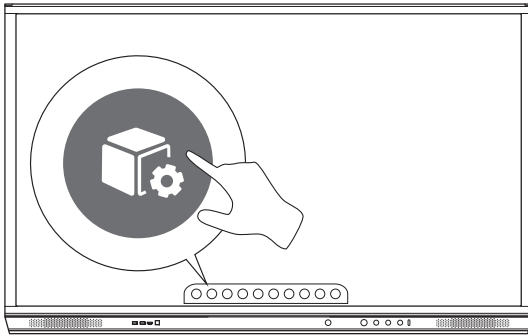


# Connecting to the Internet on the ActivPanel

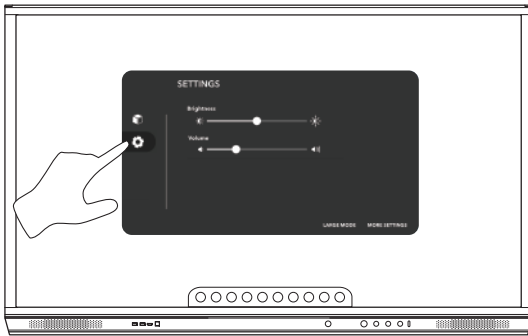
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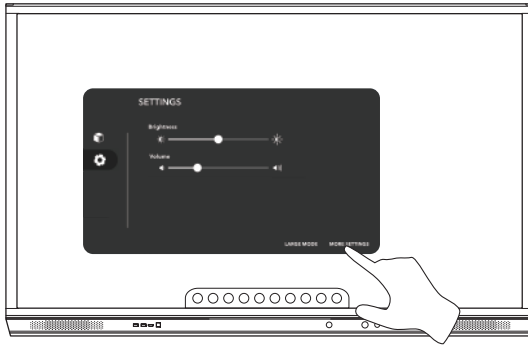


2



3





## Connecting to a wireless network

1. Select **Wi-Fi**.
2. Turn **Wi-Fi** on.
3. Select the network you want to connect to.

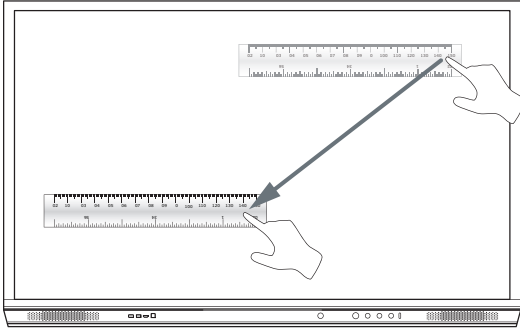
## Changing the network proxy settings

1. Select **Ethernet configuration > Proxy > Manual**.
2. Enter the relevant proxy details.
3. Select **Connect**.

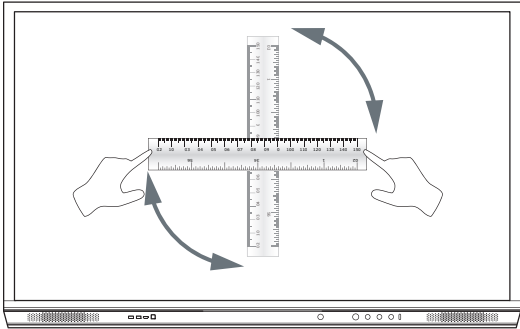
# Operation

## Using touch on the ActivPanel

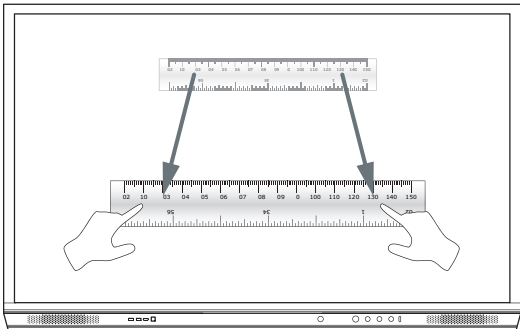
### Moving objects






### Rotating objects



### Enlarging objects



## About the menu

Icon	Name	Description
	<b>Back</b>	Navigates to the previous screen.
	<b>Locker</b>	Includes the following sub menus: <ul style="list-style-type: none"><li>• Apps (provides access to all applications)</li><li>• Settings (provides access to the ActivPanel settings such as brightness, volume, and language)</li></ul>
	<b>Owner</b>	Navigates to the Owner menu with QR codes to connect user profiles to the ActivPanel.
	<b>Home</b>	Navigates to the main menu.
	<b>Whiteboard</b>	Turns the screen into an interactive whiteboard.
	<b>Capture</b>	Captures a screenshot of the current screen.
	<b>Annotate</b>	Adds a drawing layer on top of the current screen.
	<b>Source</b>	Changes the input source.
	<b>Screen Share</b>	Launches the Screen Share software.
	<b>Recent Apps</b>	Navigates to the Apps menu.

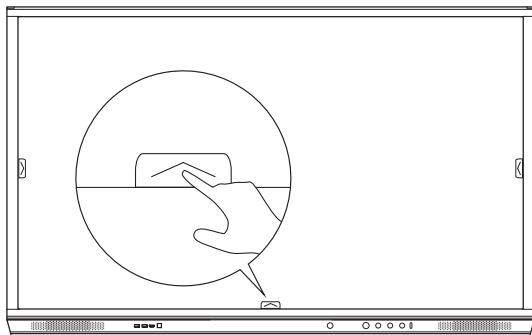


## Accessing the menu

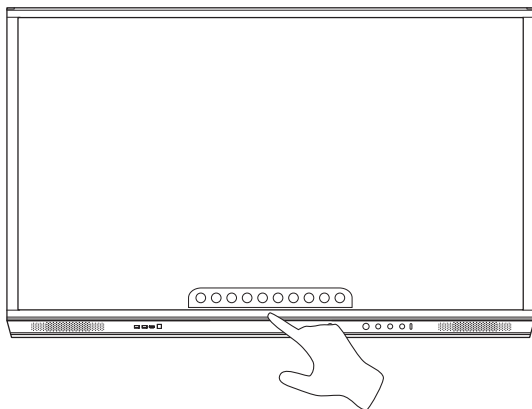
To access the menu, you can do either of the following:

- Touch the Menu arrow at the bottom or side of the screen
- Press the Menu button on the front of the ActivPanel or the remote control

1

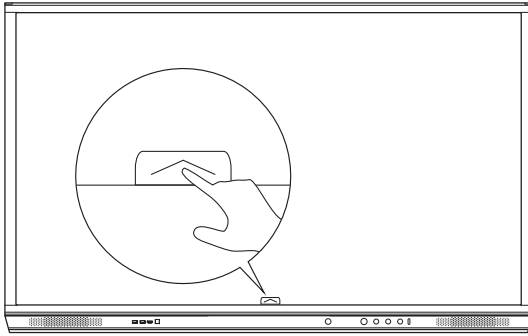


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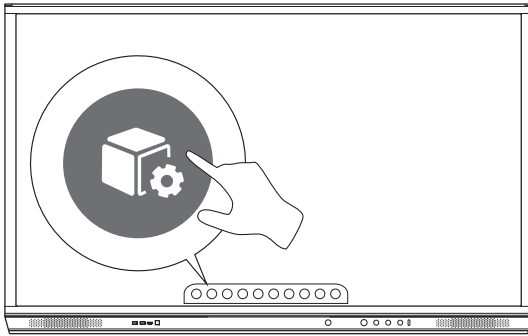


# Opening apps

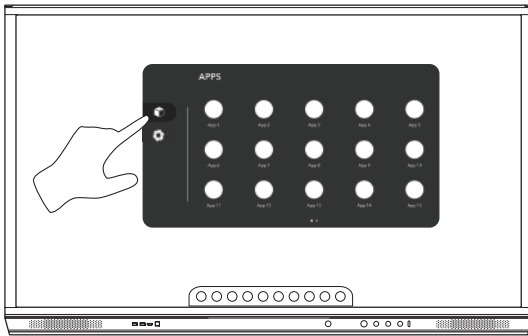
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2

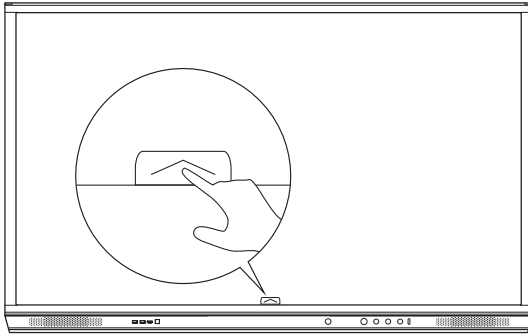


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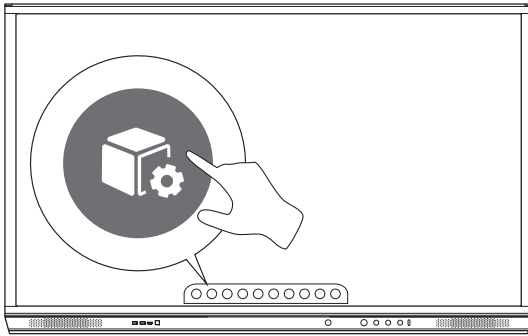


# Changing settings

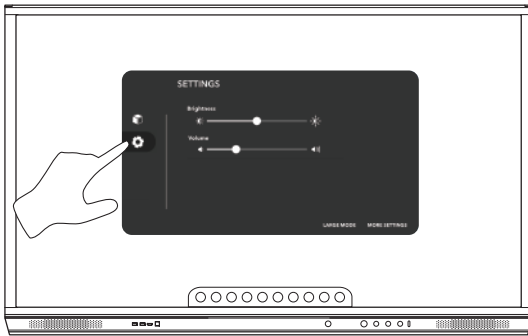
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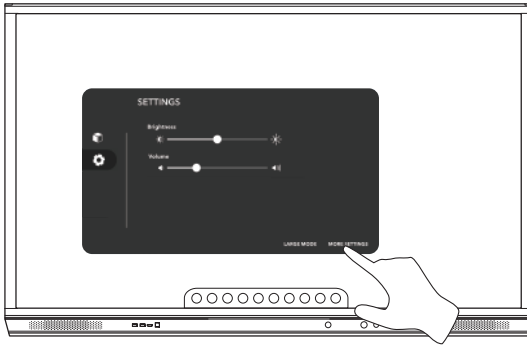
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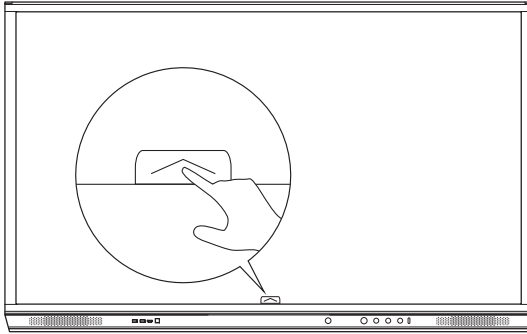


4

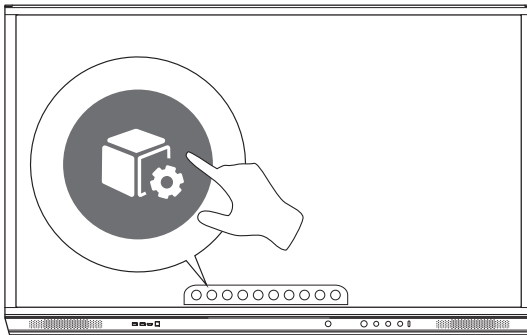


## Updating the ActivPanel firmware

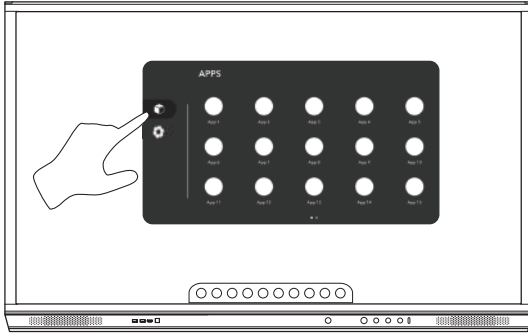
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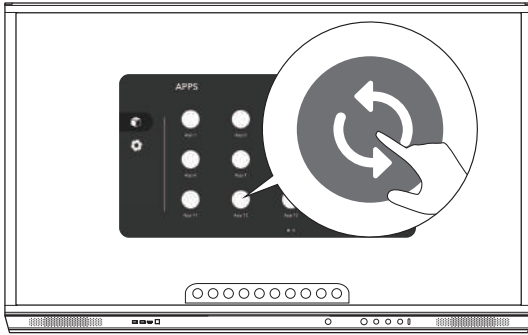
2



3



4



# 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

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

Problems	Solutions
No sound	<ul style="list-style-type: none"><li>• Try increasing the volume of the speaker.</li><li>• Check that the ActivPanel is not turned off.</li><li>• Check the ActivPanel volume level.</li><li>• Make sure the correct input is selected.</li><li>• Make sure the correct cables are properly connected.</li></ul>
Remote Control does not work	<ul style="list-style-type: none"><li>• Make sure the batteries are correctly inserted.</li><li>• Take the batteries out and clean the terminals in the remote and the ends of the batteries.</li><li>• If reinserting the battery has no effect, please replace the battery.</li></ul>
No power	<ul style="list-style-type: none"><li>• Make sure the AC power cable is securely connected to a power outlet.</li><li>• Make sure the AC socket is properly connected.</li><li>• Try another electrical device on the power outlet to ensure that there is an electrical current.</li></ul>

# ActivSoundBar



This product is an optional accessory.

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

Problems	Solutions
No sound	<ul style="list-style-type: none"><li>• Try increasing the volume of the speaker.</li><li>• Check that the ActivSoundBar is not turned off.</li><li>• Check the ActivSoundBar volume level.</li><li>• Make sure the correct input is selected.</li><li>• Make sure the correct cables are properly connected.</li></ul>
Remote Control does not work	<ul style="list-style-type: none"><li>• Make sure the battery is correctly inserted.</li><li>• Take the battery out, press the buttons once or twice, then reinsert the battery and try again.</li><li>• If reinserting the battery has no effect, please replace the battery.</li></ul>
No power	<ul style="list-style-type: none"><li>• Make sure the AC power cable is securely connected to a power outlet.</li><li>• Make sure the AC power cord is securely connected to the power connector.</li><li>• Try another electrical device on the power outlet to ensure that there is an electrical current.</li></ul>
Speaker emits buzzing or humming sound	<ul style="list-style-type: none"><li>• Make sure both ends of the audio cable are properly connected.</li><li>• Test the sound bar with another audio cable.</li><li>• Test the sound bar with another audio device.</li></ul>



## List of serviceable parts

<b>Part name</b>	<b>Part number</b>
AP5 3M Mains Cable EU	AP5-CB-MAINS-EU
AP5 3M Mains Cable US	AP5-CB-MAINS-US
AP5 3M Mains Cable AP	AP5-CB-MAINS-AP
AP5 3M Mains Cable CN (AP)	AP5-CB-MAINS-CN-1
AP5 3M Mains Cable CN (CN)	AP5-CB-MAINS-CN-2
AP5 3M Mains Cable ZA	AP5-CB-MAINS-ZA
AP7 Pen Nickel	AP7-PEN-U
AP Remote Control	AP-REMOTE-CONTROL

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