TMC Series Medical-grade Touch Monitors

User Manual

Version: 1.0

Revision History:

No.	Version	Description	Date
1	V1.0	First release	Nov. 9, 2022

Table of Contents

Foreword

Thank you for purchasing Vantron touch monitor ("the Touch Monitor" or "the Product"). Currently, TMC Series Medical-grade Touch Monitors comprise four models, TMC156, TMC190, TMC215 and TMC270. This manual intends to provide guidance and assistance necessary on setting up, operating, or maintaining the Product. Please read this manual and make sure you understand the structure and functionality of the Product before putting it into use.

Intended Users

This manual is intended for:

- Device owners
- Technical support engineers
- Other users

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Disclaimer

While all information contained herein has been carefully checked to assure its accuracy in technical details and typography, Vantron does not assume any responsibility resulting from any error or features of this manual, nor from improper uses of this manual or the software.

It is our practice to change part numbers when published ratings or features are changed, or when significant construction changes are made. However, some specifications of the Product may be changed without notice.

Technical Support and Assistance

Should you have any question about the Product that is not covered in this manual, contact your sales representative for solution. Please include the following information in your question:

- Product name and PO number;
- Complete description of the problem;
- Error message showing up on the device, if any.

US Office: Vantron Technology, Inc.
Address: 48434 Milmont Drive, Fremont, CA 94538
Tel: (650) 422-3128
Email: sales@vantrontech.com

China Office: Chengdu Vantron Technology Co., Ltd.
Address: 6th Floor, 1st Building, No.9, 3rd WuKe East Street, WuHou District, Chengdu, P.R. China 610045
Tel: 86-28-8512-3930/3931, 8515-7572/6320
Email: sales@vantrontech.com.cn

Regulatory Information

The Product is designed to comply with:

- China Compulsory Certification (CCC)
- Part 15 of the FCC Rules;
- CE

Please refer to the **Appendix** for Regulatory Compliance Statements.

Symbology

This manual uses the following signs to prompt users to pay special attention to relevant information.

⚠	Caution for latent damage to system or harm to personnel
	Attention to important information or regulations

General Safety Instructions

The Product is supposed be installed by knowledgeable, skilled persons familiar with local and/or international electrical codes and regulations. For your safety and prevention of damage to the Product, please read and observe carefully the following safety instructions prior to installation and operation. Keep this manual well for future reference.

- Do not disassemble or otherwise modify the Product. Such action may cause heat generation, ignition, electronic shock, or other damages including human injury, and may void your warranty.
- Keep away from heat source, such as heater, heat dissipater, or engine casing.
- Do not insert foreign materials into the openings of the Product as it may cause the Product to malfunction or burn out.
- Use only the adapter and power cord that are approved for use with this Product. Otherwise, it may cause fire or explosion.
- Be sure that nothing rests on the power cable and that the cable is located at a place without risk of trips.
- Cut off the power before inspection of the Product to avoid human injury or product damage.

Precautions for Power Cables and Accessories

⚠ Use proper power source only. Make sure the supply voltage falls within the specified range.

⚠ Place the power cable properly at places without extrusion hazards.

Cleaning instructions:

- Power off before cleaning the Product
- Do not use caustic or aggressive liquids, vapor, or spray
- Clean with a damp cloth
- Do not try to clean exposed electronic components unless with a dust collector

⚠ Power off and contact Vantron technical support engineer in case of the following faults:

- The Product is damaged
- The temperature is excessively high
- Fault is still not solved after troubleshooting according to this manual

⚠ Do not use in combustible and explosive environment:

- Keep away from combustible and explosive environment
- Keep away from all energized circuits
- Unauthorized removal of the enclosure from the device is not allowed
- Do not change components unless the power cable is unplugged
- In some cases, the device may still have residual voltage even if the power cable is unplugged. Therefore, it is a must to remove and fully discharge the device before replacement of the components.

CHAPTER 1

INTRODUCTION

1.1 Product Overview

Chengdu Vantron offers medical-grade closed-frame touch monitors that vary in screen size from 15.6 inches to 27 inches and resolution from 1280 x 1024 to 1920 x 1080. When used with Vantron industrial panel PCs, such touch monitors will offer flexible solutions for customers to meet the requirements of application in different scenarios, in particular in the medical health area.

The TMC series features quick response time, large active area and viewing angle to optimize the display performance. The screen is designed to be anti-fingerprint, and users have the option to equip the touch screen with anti-glare and anti-reflection coatings that offer excellent visual experience and improve human-machine interaction accuracy. Moreover, the touch monitor is designed with VESA hole patterns to simplify mounting onto a variety of stands, arms, walls or medical carts. The OSD controls allow users to change settings of the display in a more convenient manner to enhance user experience.

1.2 Packaging List

The Product has been carefully packed with special attention to quality. However, should you find anything damaged or missing, please contact your sales representative in due time.

Accessories:

- Touch monitor
- Power adapter & power cable
- USB cable
- HDMI cable/VGA cable/DP cable (DP cable applicable only to TMC215 and TMC270)

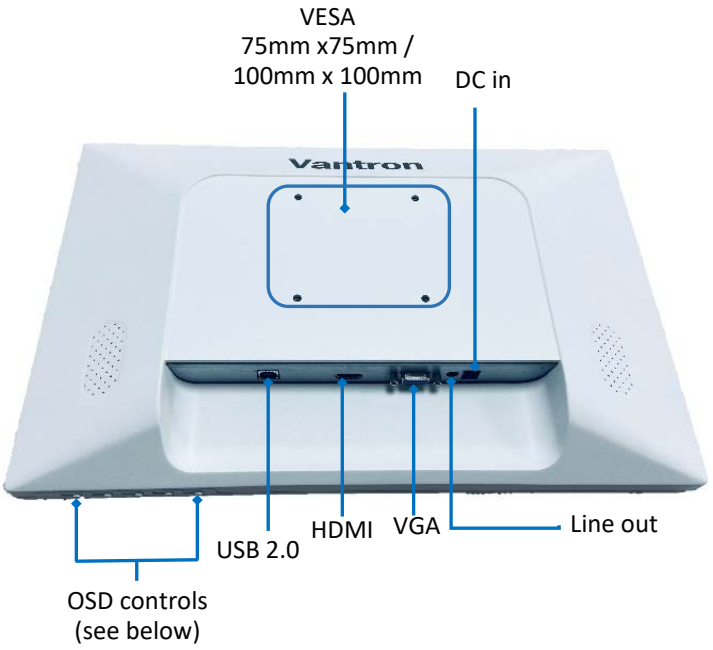
Actual accessories might vary slightly from the list above as the customer order might differ from the standard configuration options. The plastic film will protect the screen during installation, only remove the film after installation.

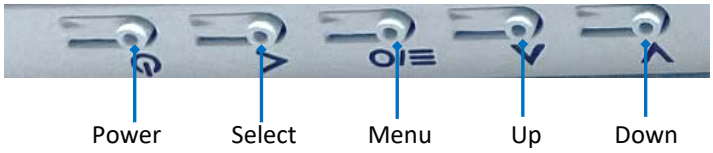
1.3 Specifications

TMC Series		
Display	Diagonal size	15.6"/19.0”/21.5”/27.0” TFT LCD with LED backlight
	Aspect ratio	16:9/5:4
	Resolution	1920 x 1080/1280 x 1024
	Brightness	300/250 nits
	Active area	Please refer to the datasheet of the specific model
	Contrast ratio	500:1/1000:1/3000:1
	Number of colors	16.7 million
	Response time	10ms/15ms/14ms/12ms
	Viewing angle	Horizontal: 170°/178°
		Vertical: 160°/178°
Touch panel	Touch point	10-point PCAP touch screen
	Touch control	Finger, stylus pen
	Cover lens thickness	2mm/3mm
	Surface treatment	Anti-fingerprint, tempered glass (Optional: Anti-glare/Anti-reflection)
	Light transmittance ratio	>85%
	Touch communication interface	USB 2.0
Video	Video interface	1 x HDMI 1 x VGA 1 x DP (Exclusive for TMC215 & TMC270)
Audio	Audio interface	1 x Line out (Optional)
Mechanical	Dimensions	Please refer to the datasheet of the specific model
	Weight	Please refer to the datasheet of the specific model
	Installation	VESA mount (100mm x 100mm / 75 x 75mm)
	OSD	Built-in OSD (set up with OSD keys) Controls: Menu, Up, Down, Select, Power
Software	Power input	12V DC adapter
	Power consumption	< 14W/18W/28W
	Language	Chinese and English
	Adjustment of brightness, contrast ratio and color temperature	Supported
Environment Condition	Temperature	Operating: 0℃~+40℃ Storage: -20℃~+60℃
	Humidity	RH10%~90% (non-condensing)
	MTBF	50,000 hours
	Warranty	3 years
	ESD	ESD: ±4KV (contact) and ±8KV (air)
	Certificate	CCC, FCC, CE, UL

Please refer to respective datasheet of the specific model for more information.

1.4 Product Layout





Drawings for illustration only, the diagonal sizes and I/Os vary with device models.

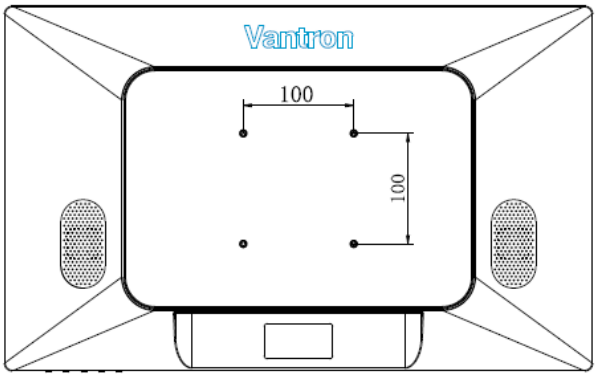
75mm x 75mm VESA pattern applies only to TMC156 while the other three models are provided with 100mm x 100mm VESA pattern.

1.5 Mounting & Wiring

Before you proceed with the configuration of the Product, follow the steps below to finish hardware connection.

1. Mounting:

   Four models are currently available in Vantron TMC series medical-grade touch monitors (TMC156, TMC 190, TMC 215, TMC270). Such touch monitors are designed to be mounted onto a variety of stands, arms, walls or medical charts with the VESA patterns on the back, which comprise 75mm x 75mm and 100mm x 100mm.

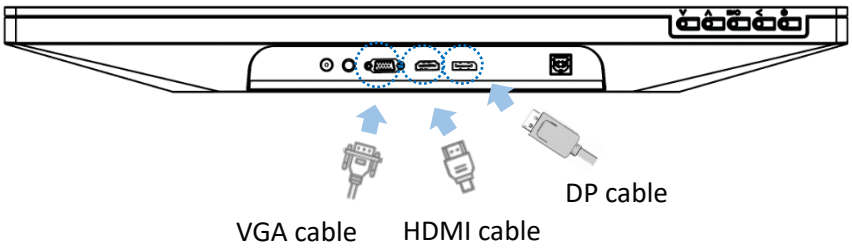


Drawing for illustration only. The VESA pattern on TMC156 is 75mm x 75mm.

Screw specification:

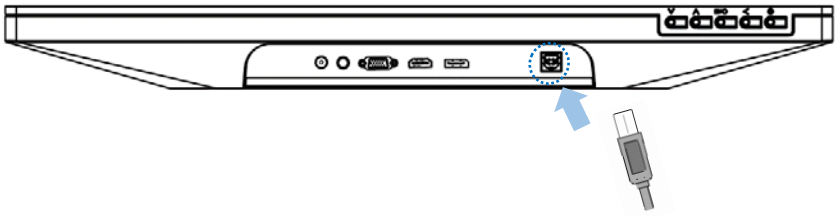
- M4 screws
- Thread depth: 8mm

2. Connect the video input interface of the touch monitor and the video source with the HDMI/VGA/DP cable(s);



DP port is exclusive for TMC215 & TMC270. The display cable shall vary with the interface to be connected, and adapter connectors are sometimes needed.

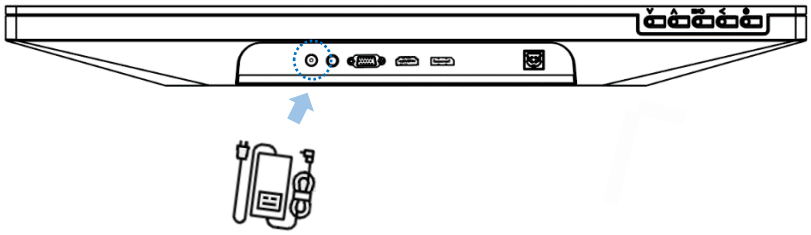
3. Connect the USB 2.0 port of the touch monitor and the PC/master device (e.g., Vantron IBOX3588) with the USB cable to enable the touch control;



4. Plug in the audio cable, if needed;

The audio interface is provided as per requirement of the customer.

5. Connect a 12V DC power supply to the power jack of the touch monitor and the LED indicator will turn solid red to get into the sleep mode;



6. Wait about 2-3 seconds and the LED indicator will turn solid green if the PC/master device connected to functions properly;
7. Press the OSD power button on the back of the monitor to power off the touch monitor.

CHAPTER 2

GETTING STARTED

2.1 Operation

This section is going to brief on the settings of the touch monitor and how to troubleshoot the device in the event of a trouble/failure.

2.1.1 Power

When a 12V DC power supply is plugged into the power jack of the touch monitor, the power indicator will turn solid red and the monitor will get into the sleep mode. Wait about 2-3 seconds and the LED indicator will turn solid green if the PC/master device connected to functions properly. To turn off the touch monitor, users just need to press the power button once.

The relationship between the power indicator and the touch monitor is as follows:

Indicator status	Touch monitor status
OFF	OFF
Solid red	SLEEP
Solid green	WORKING

2.1.2 Touch

The touch monitor is factory calibrated and does not require manual calibration.

2.1.3 Video

Generally, the image displayed on the touch monitor looks the best when the output resolution of the PC/master device matches the resolution of the touch monitor.

In most cases, the touch monitor will not require video adjustments. For output videos at non-native resolutions, users can use the OSD control keys to select the resolution scale that suits the native resolution of the touch monitor.

2.1.4 On-screen Display (OSD)

OSD control keys function as follows:

Key	OSD panel not displayed	OSD panel is displayed
Menu	OSD menu	Get into the submenu of a selected parameter
Up	OSD brightness submenu (Increase brightness)	Increase value of selected parameter/ Move to next menu upwardly
Down	OSD brightness submenu (Decrease brightness)	Decrease value of selected parameter/ Move to next menu downwardly
Select	NA	Return to previous OSD menu

2.2 Troubleshooting

Please refer to the following solutions/suggestions in case you encounter a trouble during use of the touch monitor.

If the problem is not covered here or the problem persists after troubleshooting, please contact your sales representative as indicated in **Technical Support and Assistance** in the **Foreword**.

1. The touchscreen display does NOT respond when turning on the system.

- Check if the DC power adaptor is properly connected and functions well.

2. The touch monitor is dim.

- Use the OSD control keys to adjust the brightness or contrast of the display.

3. The touch monitor does NOT wake up automatically and the indicator is solid red.

- Tap the screen and wait for the monitor to respond. If it fails, press the power button, or re-connect the power supply, and wait a few seconds till the indicator turns green.

4. The image is NOT properly displayed.

- Adjust the resolution/timing mode of the PC/master device to be within the allowable ranges specified for the touch monitor. Or, adjust the display parameters manually with the OSD control keys.

CHAPTER 3

DISPOSAL AND WARRANTY

3.1 Disposal

When the device comes to end of life, you are suggested to properly dispose of the device for the sake of the environment and safety.

Before you dispose of the device, please back up your data and erase it from the device.

It is recommended that the device is disassembled prior to disposal in conformity with local regulations. Please ensure that the abandoned batteries are disposed of according to local regulations on waste disposal. Do not throw batteries into fire or put in common waste canister as they are explosive. Products or product packages labeled with the sign of “explosive” should not be disposed of like household waste but delivered to specialized electrical & electronic waste recycling/disposal center.

Proper disposal of this sort of waste helps avoid harm and adverse effect upon surroundings and people’s health. Please contact local organizations or recycling/disposal center for more recycling/disposal methods of related products.

3.2 Warranty

Product Warranty

VANTRON warrants to its CUSTOMER that the Product manufactured by VANTRON, or its subcontractors will conform strictly to the mutually agreed specifications and be free from defects in workmanship and materials (except that which is furnished by the CUSTOMER) upon shipment from VANTRON. VANTRON's obligation under this warranty is limited to replacing or repairing at its option of the Product which shall, within **36 months** after shipment, effective from invoice date, be returned to VANTRON's factory with transportation fee paid by the CUSTOMER and which shall, after examination, be disclosed to VANTRON's reasonable satisfaction to be thus defective. VANTRON shall bear the transportation fee for the shipment of the Product to the CUSTOMER.

Out-of-Warranty Repair

VANTRON will furnish the repair services for the Product which are out-of-warranty at VANTRON's then-prevailing rates for such services. At customer's request, VANTRON will provide components to the CUSTOMER for non-warranty repair. VANTRON will provide this service as long as the components are available in the market; and the CUSTOMER is requested to place a purchase order up front. Parts repaired will have an extended warranty of 3 months.

Returned Products

Any Product found to be defective and covered under warranty pursuant to Clause above, shall be returned to VANTRON only upon the CUSTOMER's receipt of and with reference to a VANTRON supplied Returned Materials Authorization (RMA) number. VANTRON shall supply an RMA, when required within three (3) working days of request by the CUSTOMER. VANTRON shall submit a new invoice to the CUSTOMER upon shipping of the returned products to the CUSTOMER. Prior to the return of any products by the CUSTOMER due to rejection or warranty defect, the CUSTOMER shall afford VANTRON the opportunity to inspect such products at the CUSTOMER's location and no Product so inspected shall be returned to VANTRON unless the cause for the rejection or defect is determined to be the responsibility of VANTRON. VANTRON shall in turn provide the CUSTOMER turnaround shipment on defective Product within **fourteen (14) working days** upon its receipt at VANTRON. If such turnaround cannot be provided by VANTRON due to causes beyond the control of VANTRON. VANTRON shall document such instances and notify the CUSTOMER immediately.

Appendix: Regulatory Compliance Statements

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate this equipment.

IC Statement

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be chosen so that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. Le dispositif ne doit pas produire de brouillage préjudiciable, et
2. Ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radio électrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

CE Regulatory Statement

This Information Technology Equipment (ITE) is required to have a CE Marking on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Marking as required by EMC Directive 2014/30/ EU and the Low Voltage Directive 2014/35/EU.

Notice to Users in the European Union: Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or the CE Certification for emissions.

ESD Precautions

While setting up an electronic system or handling electronic components, certain precautions and proper handling procedures should be followed to prevent ESD-induced failures. Handling the Product without proper ESD protection may destroy or damage it permanently.

- There should not be any hand contact while transporting or storing electrostatic discharge sensitive (ESDS) components. This can be achieved by placing components in static-safe containers.
- It is important to place ESDS components in static-protected areas before taking them from their packages.
- Be careful to keep ESDS components in their respective anti-static containers until they are moved to static-protected workstations.
- No human touch is permitted on the pins and leads of ESDS components or ESDS circuitries.
- While touching ESDS components or circuits, personnel should be properly grounded.
- There is no plastic, foam, or vinyl allowed in static-protected workstations.

Heat Related Concerns

The Product may become very warm during normal use. It complies with the user-accessible surface temperature limits defined by the International Standards for Safety. Still, sustained contact with warm surfaces for long periods of time may cause discomfort or injury. To reduce potential heat-related concerns, follow these guidelines:

- Keep the Product and its adapter in a well-ventilated area when in use or charging. Allow for adequate air circulation under and around the Product.
- If the Product is used for long periods, its surface can become very warm. While the temperature may not feel hot to the touch, if you maintain physical contact with the Product for a long time, your skin might suffer a low-heat injury.
- Never place the Product or the adapter on furniture or any other surface that might be marred by exposure to heat since the screen itself and the surface of the adaptor may increase in temperature during normal use.