

After-sales Service Policy

Quality warranties such as returning goods, exchanging goods and repair guarantee, are exercised according to the guarantees for products regulations. The after-sales services are listed as follows:

1. Return and Exchange

- ✧ Free of charge of returns Within 7 days (inclusive)

Within 7 days (inclusive) from the date of purchasing Julong products (hereinafter referred to as Purchase Date), customer may choose to return, exchange or repair goods in case a product performance problem is found. In case of returning goods, Julong will refund the payment for one time according to the purchase price.

Note:

The purchase date is the date of customer signing for the goods. In case that customer does not sign for the received goods within one week of receiving goods, it is deemed as the customer has signed for it by default.

In terms of the returned goods with damaged appearance or incomplete fittings, Julong will deduct the corresponding expenses in accordance with the degree of damages.

- ✧ Free of charge of replacement from the eighth day to the fifteenth day(inclusive)

In the period from the eighth day to the fifteenth day(inclusive) since the product has been purchased, customer may choose to exchange or repair the product in case that a performance problem occurs. In case of exchange of products, Julong will replace the defective product, free of charge, with the product of the same model and specifications or a new product of the same brand which has the function no less than the original one.

2. Maintenance

In Five years from the date of selling, the maintenance of interactive whiteboard set will be free of charge by the limited responsibilities. One-year maintenance for accessories (include power adapter, cables and electronic pens, USB transfer line).

Warranty doesn't cover:

- ✧ Product or some other components which exceed the warranty periods.
- ✧ Fail to provide valid bill of purchasing this product.
- ✧ The appearance of product, which has trails or some other damages during use.
- ✧ For operating trouble caused by the incompatible of the incompatibility of different components in the integrated system, Julong will assist to provide the salutations for integrated system but not carry it out.
- ✧ Malfunction or damages of the product caused by unauthorized repair, modification or alteration by any other party other than JULONG.
- ✧ Failure caused by improper installation, misuse, improper storage, improper transportation and package.
- ✧ Defects or damages of the Product (rust, metamorphosis, craze) which are caused by unsuitable physical or operating environment.
- ✧ Damages or defects caused by accident or some other external factors, including but not limited to personal factor, computer virus, natural disaster, fire, flood, war and act of God.
- ✧ Other uncertain abnormal using situation.

3. Methods of Repair Service

Sending

- ✧ Send the products to the Local distributor.
- ✧ Period of repair guarantee for repaired product: three months after repaired.

4. Charged repair or maintenance

The product which exceeds the period of repair guarantee or falls beyond the repair range, Julong may provide charged repair or maintenance.

5. Installation

Julong will provide the salutation and training for installation, but carry out by system integrated supplier.

6. Technical Support

✧ Please contact us to obtain warranty services

TEL: 0755-267458004007008696 FAX: 0755-26745115

E-mail : tech@julong.com.cn

✧ All clients shall provide us when contacting us for technical support.

The purchasing approach and date, purchasing invoice, the name of the product, model, serial Number and a detailed description of the malfunction including the indicated information displayed in the screen.

Legends



Instruction: Additional instruction for software.



Note: The problems which may occur during your using of the board and how to resolve and avoid them.



Warning: Harm to human body may occur in the course of using, or damage to the product may occur due to the improper use of the product.

Caution Note



- To avoid electric shock, please do not install the interactive whiteboard at humid locations or locations with smoke!
- After the interactive whiteboard is installed, do not touch its power cable or data cable!
- Keep the interactive whiteboard away from the equipment with strong magnetic field!
- Keep the interactive whiteboard away from fire, electric shock and direct sunlight!
- After the interactive whiteboard is installed, make sure the whiteboard is firmly fixed!



- When the interactive whiteboard is used together with the projector, do not directly watch the light beam sent from the projector.



Important Note

- Only erasable interactive whiteboard can be written on with pen of color (including normal whiteboard markers and so on), while for other kinds of boards only using the electronic pens of the interactive whiteboard.
- Please make sure the whiteboard is correctly connected with the computer, and normally powered. It is preferable that the connection cables and power cables be hidden for the wiring so as to prevent the cables from being pulled or drawn.



General Note

- Do not scratch the surface or frame of the board with sharp or hard objects.
- Environment around: there must be no intense magnetic field. If the wall is made of metal and magnetic materials, there should be 10 meters distance between the whiteboard and wall.
- When writing on the board with the electronic pen, please keep the pen upright to the board and write lightly.
- If the interactive whiteboard is fixed on the wall surface, it must be vertical to the wall surface.

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Introduction

Brief Introduction

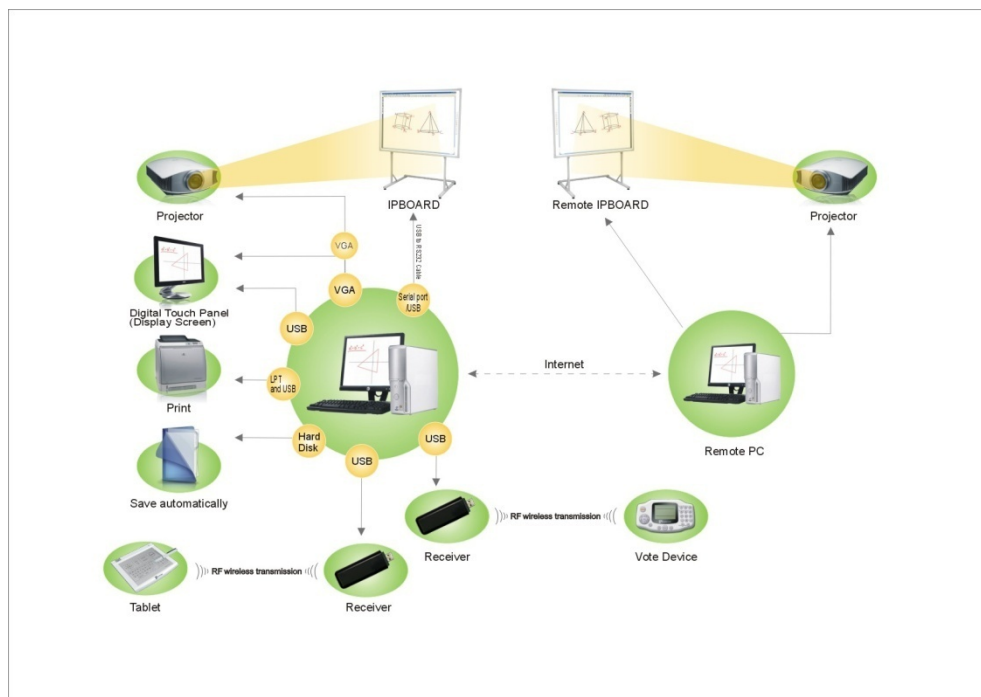
As a new generation of digital educational device that will finally substitute traditional blackboards and chalks, Interactive whiteboard is a combination of edge electronic technologies, software technologies and Internet technologies. It is a revolution to the old blackboard-and-chalk pattern that has lasted for hundreds of years.

Interactive whiteboard is a PC-based input equipment, which, when connected with projector and PC, can realized functions such as writing , noting, drawing geometric graphics, editing, printing and storing. Interactive whiteboard will become mainstream equipment for teaching, meeting, remote education and information exchange in the future.

Features

- Applying special techniques as well as advanced and reliable technologies such as electromagnetic induction and digital locating, it can create interactive environment for teaching and demonstration if connected with PC and projector under the support of dedicated software.
- Electronic pen can operate your PC instead of mouse.
- Using electronic pen, you can write, note, erase, copy, clone, replay and save files.
- The upgradeable and expandable software can offer functions such as partially magnifying, partially editing, searchlight, replaying, calligraphy effect, camera, screen and customized template.
- It also features high tracking accuracy, quick response and sensitive operation. The advanced processing algorithm adopted in this device results much better response speed and the operation sensitivity compared to pressure sensitive whiteboard and infrared-ultrasonic whiteboard.
- It also boasts of low reflection, high wear-proof, accurate focus, excellent projection effect and suitability for long time watching. The long-life panel can endures. 10 million times of scribing.
- High precision locating: resolution up to 4096×4096 . You can write fine Chinese character, English words, digitals and fine lines on it.
- Adopting independent IP and proprietary production techniques.

Topological Diagram



System Requirements

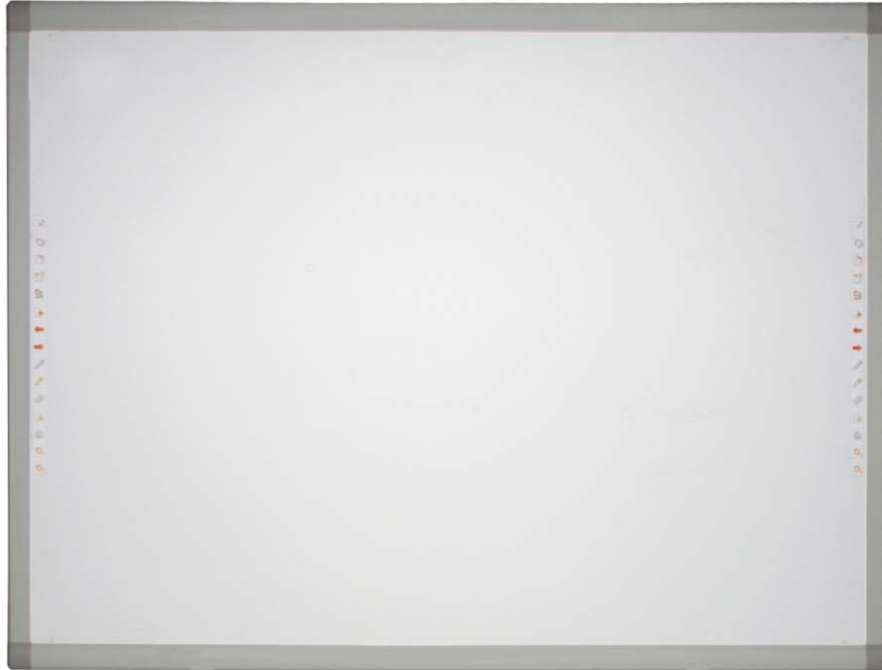
	Minimal Configuration	Suggested Configuration
Hardware Configuration	CPU: 1GHz	CPU: 1.7 GHz or more
	RAM: 256 MB	RAM: 512 MB or more
Software Configuration	Windows2000,XP,Vista,Windows 7	Windows2000, XP, Vista, Windows 7
	Microsoft Internet Explorer 6.0.0	Microsoft Internet Explorer 6.0.0or later versions

Unpacking Interactive Whiteboard

1. The Interactive Whiteboard Components

A set of Interactive whiteboard contains the following components:

- **Interactive whiteboard**

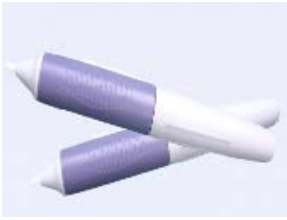


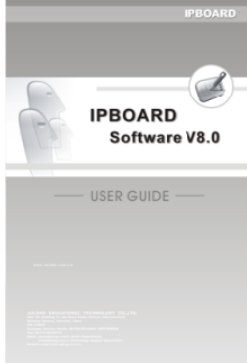





(Color of the product shall in accordance with the product in kind)

2. Standard Accessories



Standard Accessories include:

Description	Quantity	Purpose	Picture
Electronic whiteboard pen	2	The pen specially designed for interactive whiteboard, with Type-7# batteries of 1.5V.	
USB-RS232 connecting cable 10 meters	1	The dedicated cables connecting computer and interactive whiteboard	
<i>IPBOARD Software Install Disc</i>	1	Driver and application software	
<i>Interactive IPBOARD User Guide</i>	1	User Guide	
Installation Hanger (Top)	1	For wall mounted installation	
Installation Hanger (Bottom)	2	For wall mounted installation	
Gasket	2	For balancing the interactive whiteboard while wall mounted.	

3. Optional Accessories

If the interactive whiteboard is not installed on wall, you may choose to install it by mobile floor stand. As follow:



Description of Appearance

- **Appearance of Whiteboard**



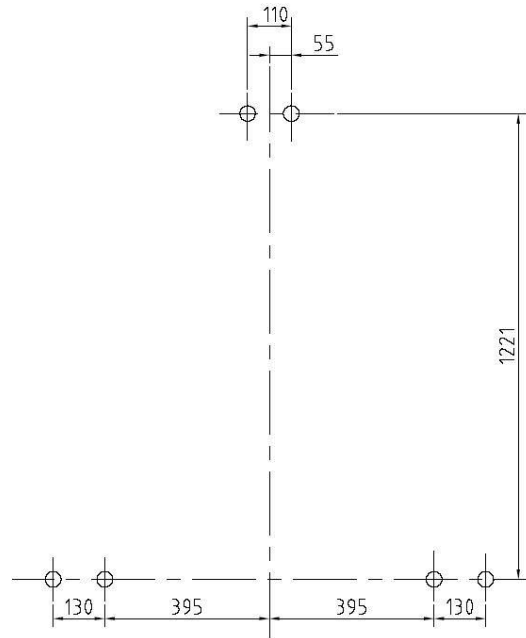
(Color of the product shall in accordance with the product in kind)

I Writing Area	①Serial port
II Function keys	②Power LED
III Interface Board	③DC Power Socket

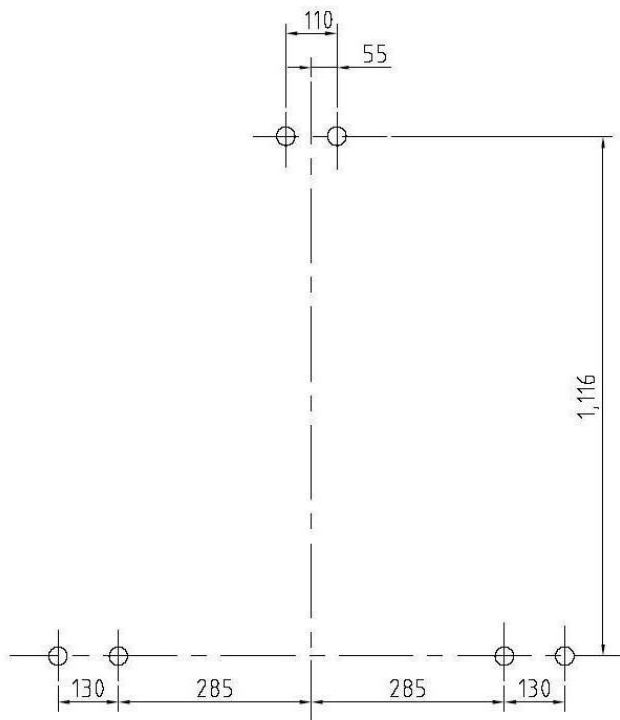
Installation

1. Install Interactive Whiteboard

- Hanging type
- 1) Select proper wall surface and fix hanging parts on wall surface according to size of interactive whiteboard.
 - 2) Then hang the interactive whiteboard onto the hanging parts. The walls must be straight edge.
Fix the hangers onto the wall according to the measurements provided as follows:

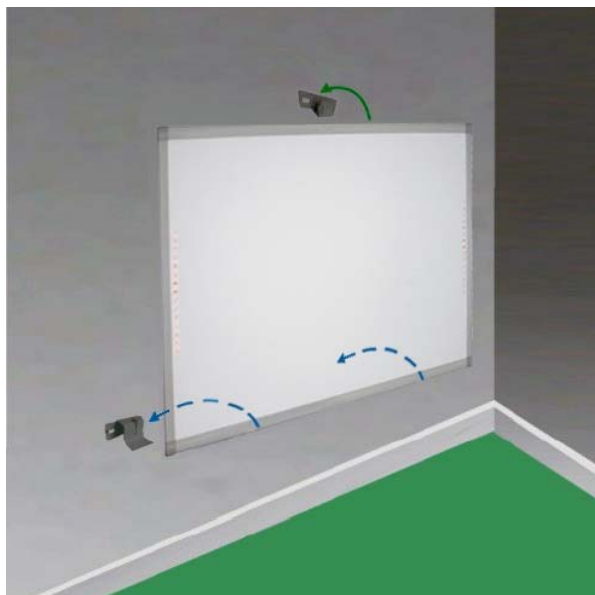


(85-inch size map of installed whiteboard)

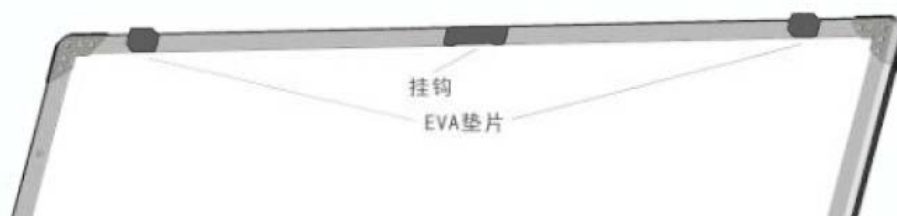


(77-inch size map of installed whiteboard)

- 3) Hitch the interactive whiteboard to the fixed hangers.

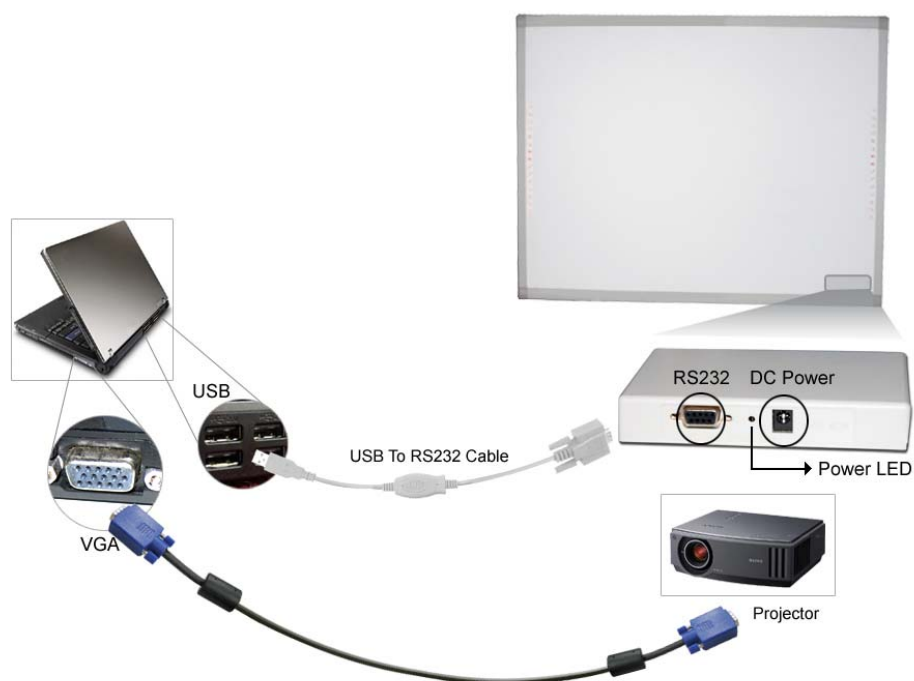


Note: Stick gasket to the back of the interactive whiteboard, please refer to figure below.



2. Connect Interactive Whiteboard

- Connect it to USB port of PC , USB supply DC Power



- 1) Fix interactive whiteboard.

- 2) Connect interactive whiteboard to PC using gorge line.



Interactive whiteboard and PC should be power off when processing all connections!!!

3. Install Battery of Electronic Pen

Turn the rear cap of the electronic pen counter-clockwise to open it, load one 7# 1.5V battery according to the following figure, then tighten the rear cap clockwise.



4. Express Installation of IPBOARD Software

This installation option is recommended for first time installation of the software.

4.1) Insert *IPBOARD Software* disc.


4.2) Click program logo.

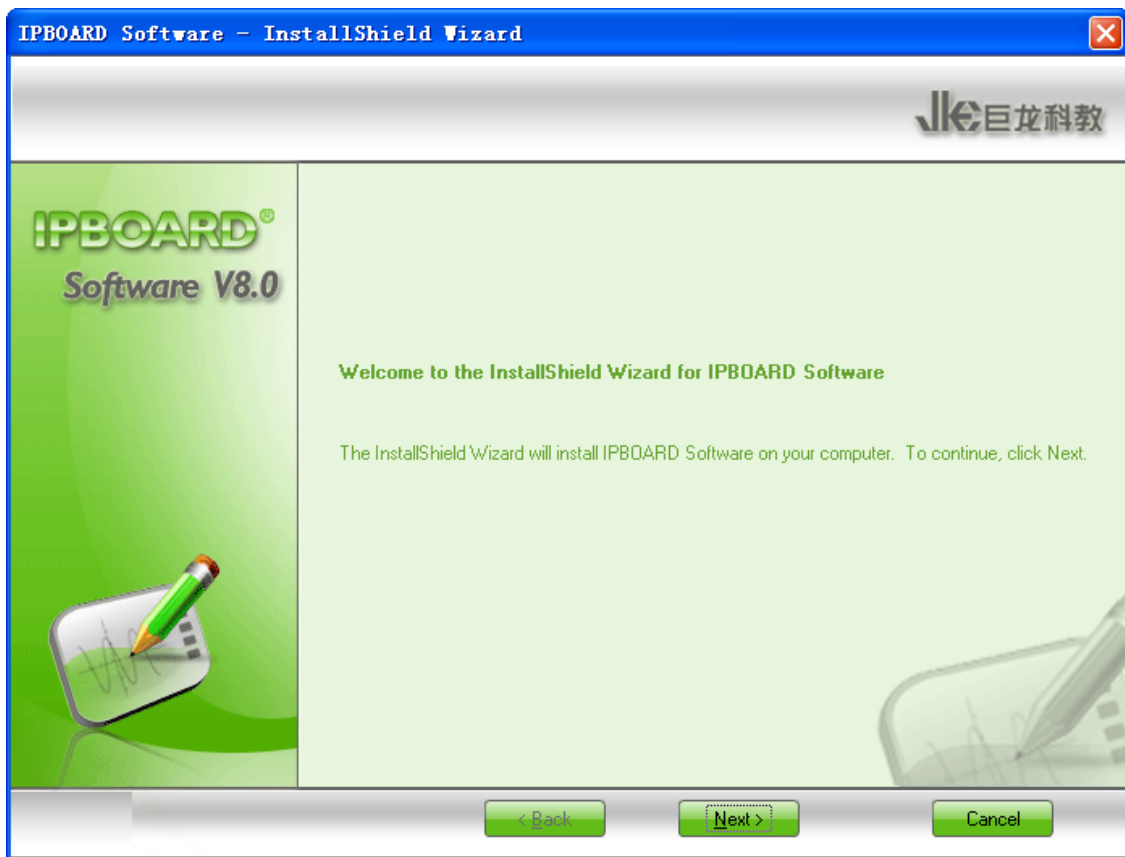


AutoRun.exe

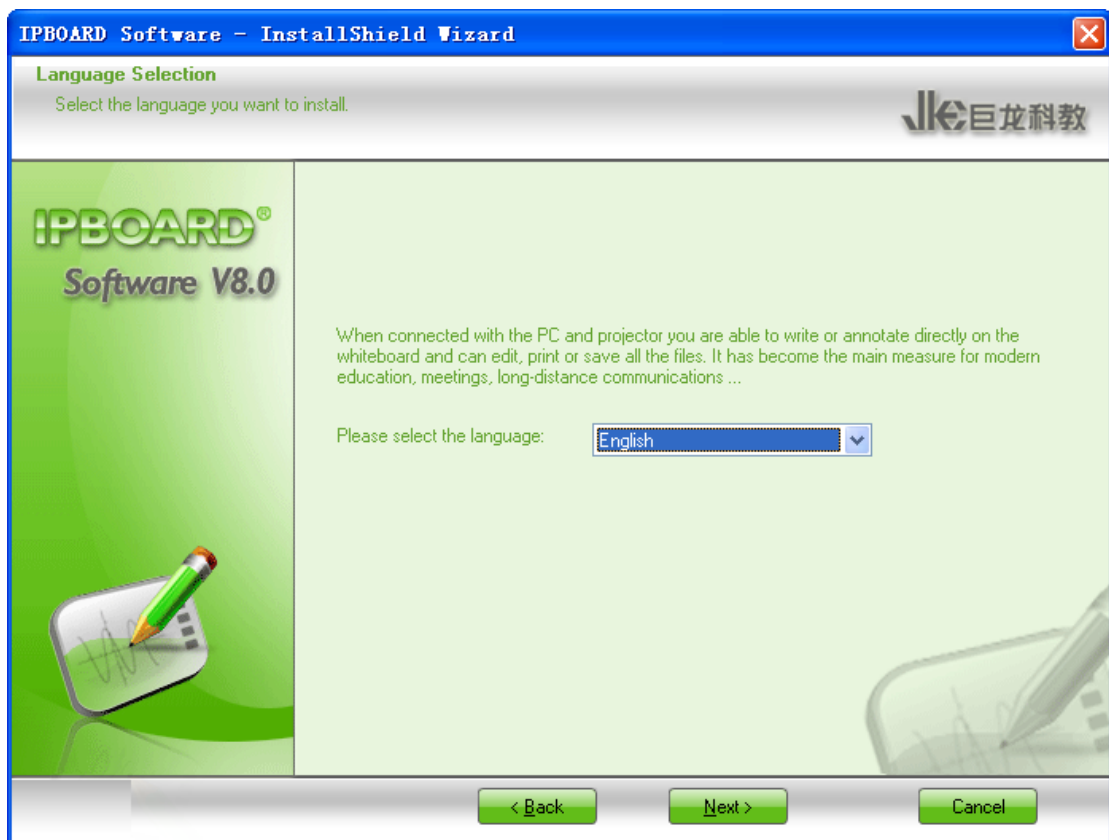
4.3) Proceed to Installation Guide window.



4.4) Click  to access to the installation interface of IPBOARD Software and USB Driver.



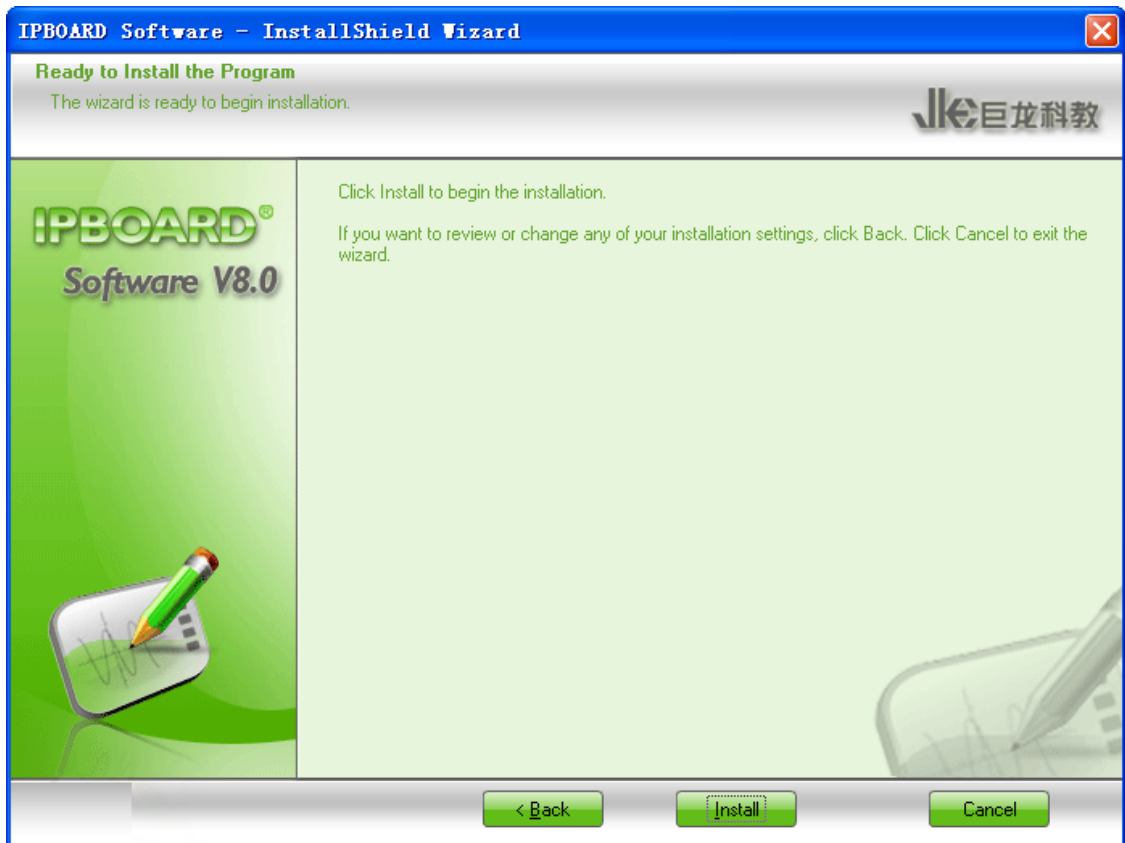
- 4.5) Click “**Next**” to select the language you want to install.



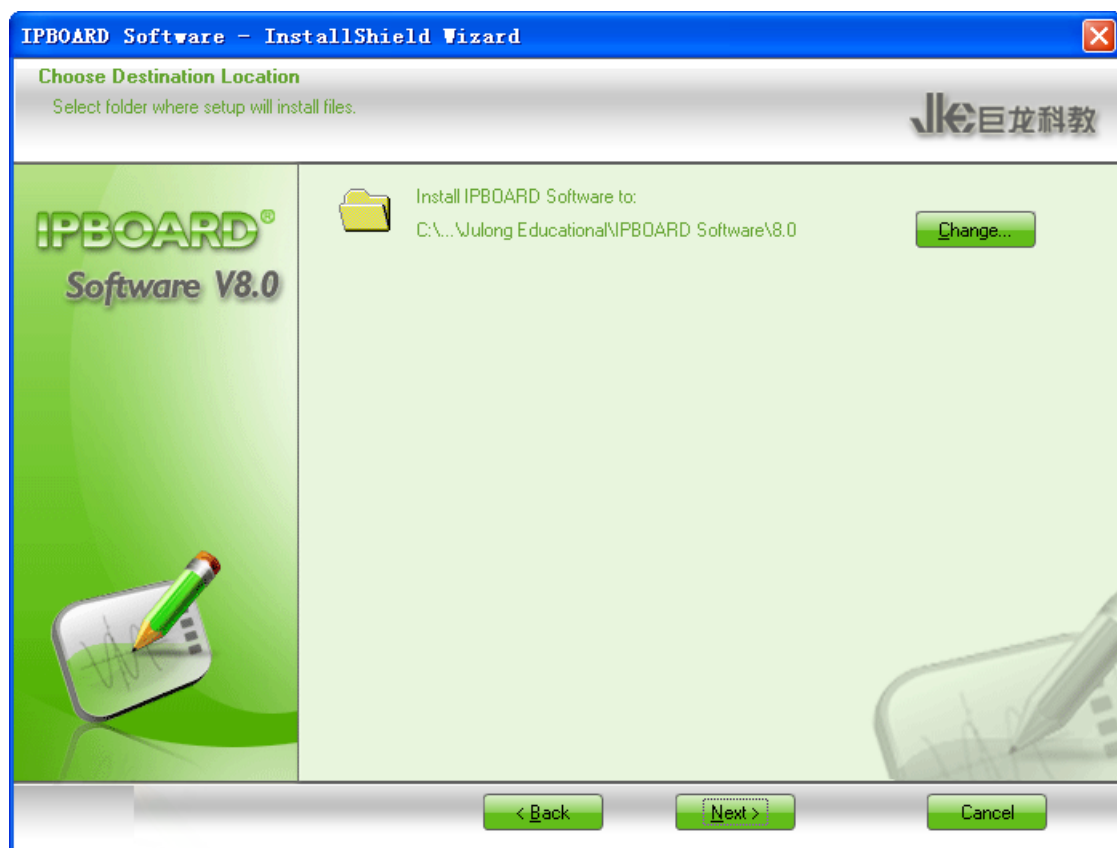
- 4.6) Select the setup type of installation. The setup type of Complete and Custom can be chosen. If select setup type “**Complete**” , you can install all the program features. If select setup type “**Custom**”, you can select the program features you want to install and set the installation path for IPBOARD Software.



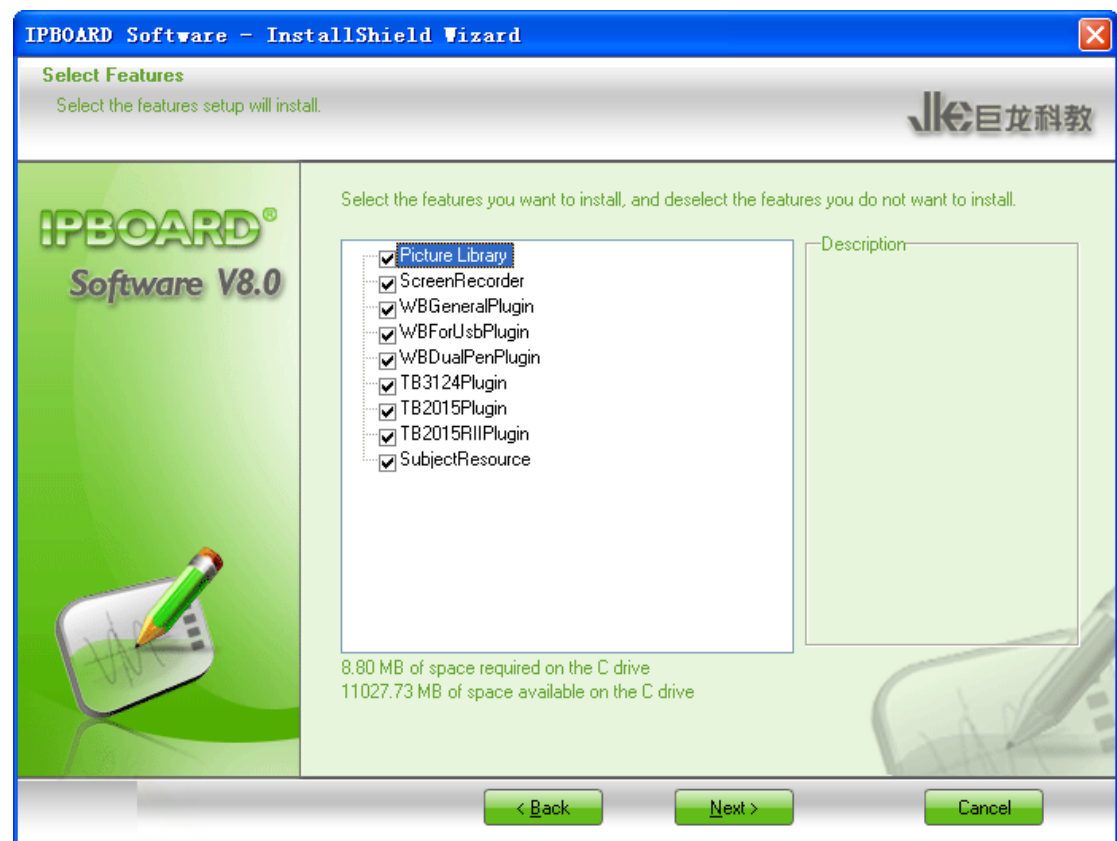
- (1) Select **“Complete”**, and click **“Next”**→**“Install”** to start installation. The default installation path is **“C:\Program Files\Julong Educational\IPBOARD Software\8.0”**



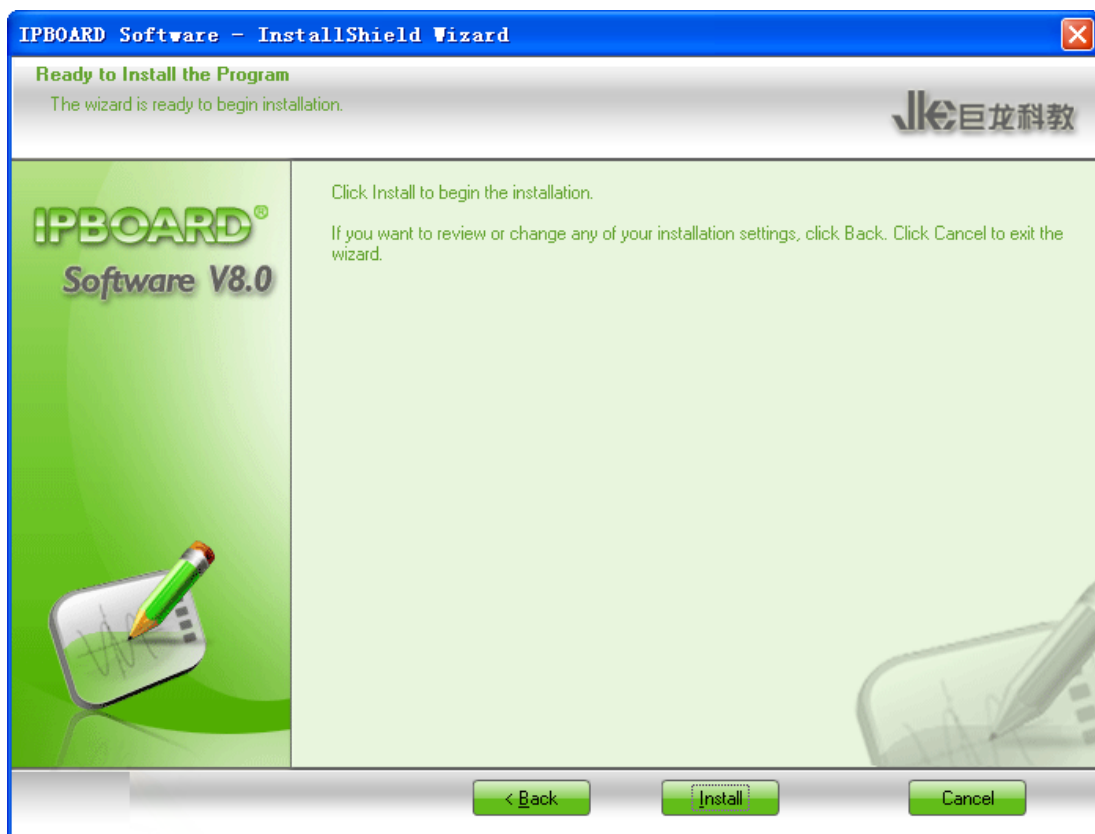
- (2) Select setup type **“Custom”**, click **“Next”** to enter Custom Dialog, and you can click **“Change”** to modify the installation path.



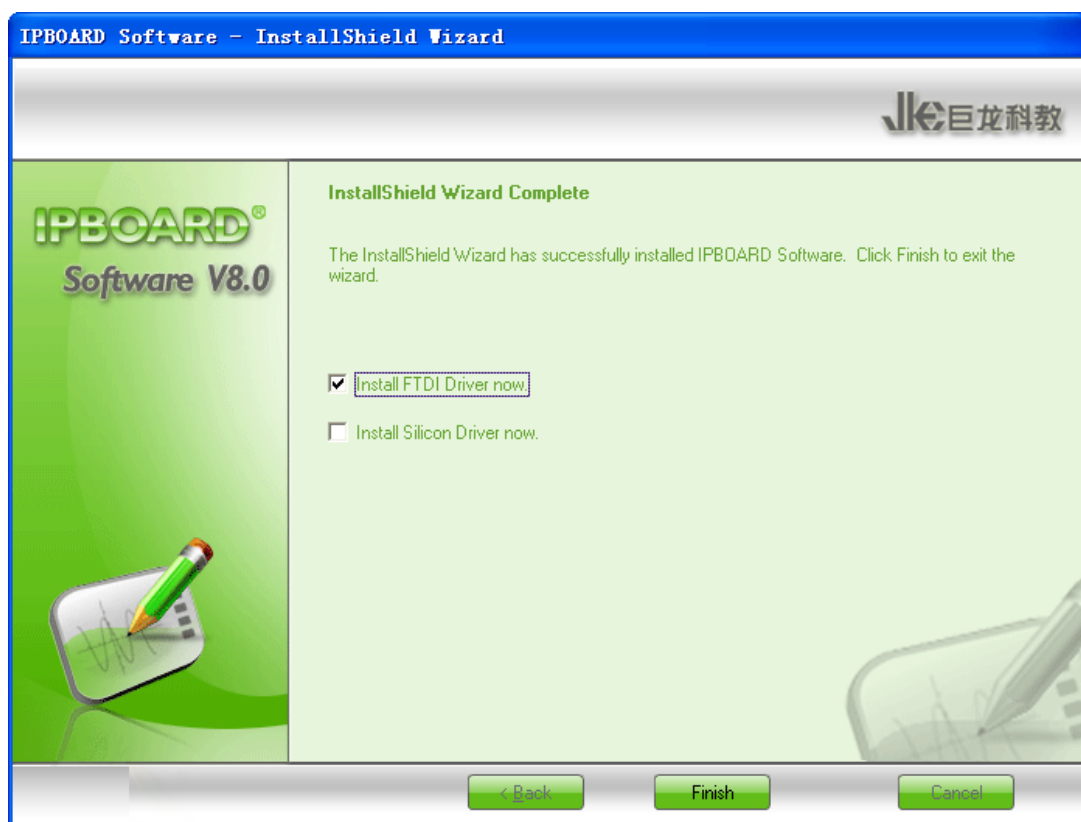
- (3) Click “**Next**” to select the features you want to install -- Picture Library, ScreenRecorder, TB3124Plugin, WBGeneralPlugin, WBForUsbPlugin, WBDualPenPlugin, TB2015Plugin , TB2015RIIPlugin and SubjectResource.



- (4) Click “**Next**”→“**Install**” to begin the installation.

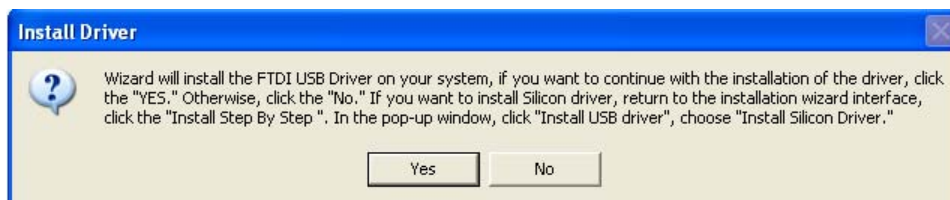


- (5) After the successful installation of IPBOARD Software, the prompt for installing FTDI USB Driver or Silicon USB Driver appears:

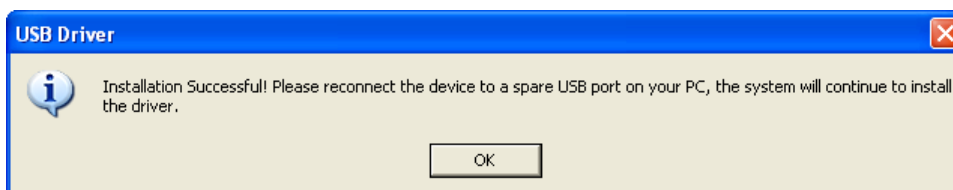


4.7) Installing USB Driver.

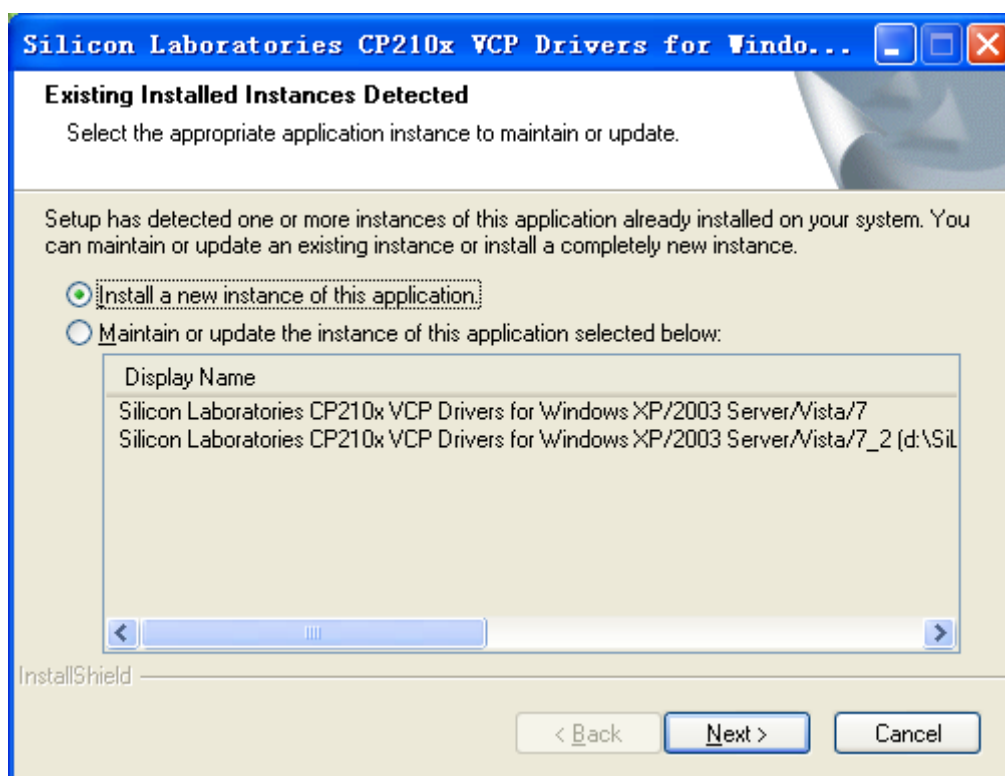
- 4.7.1) Click **“Finish”**, if you selected **“Install FIDI Driver now”**, then begin to install FTDI USB Driver,



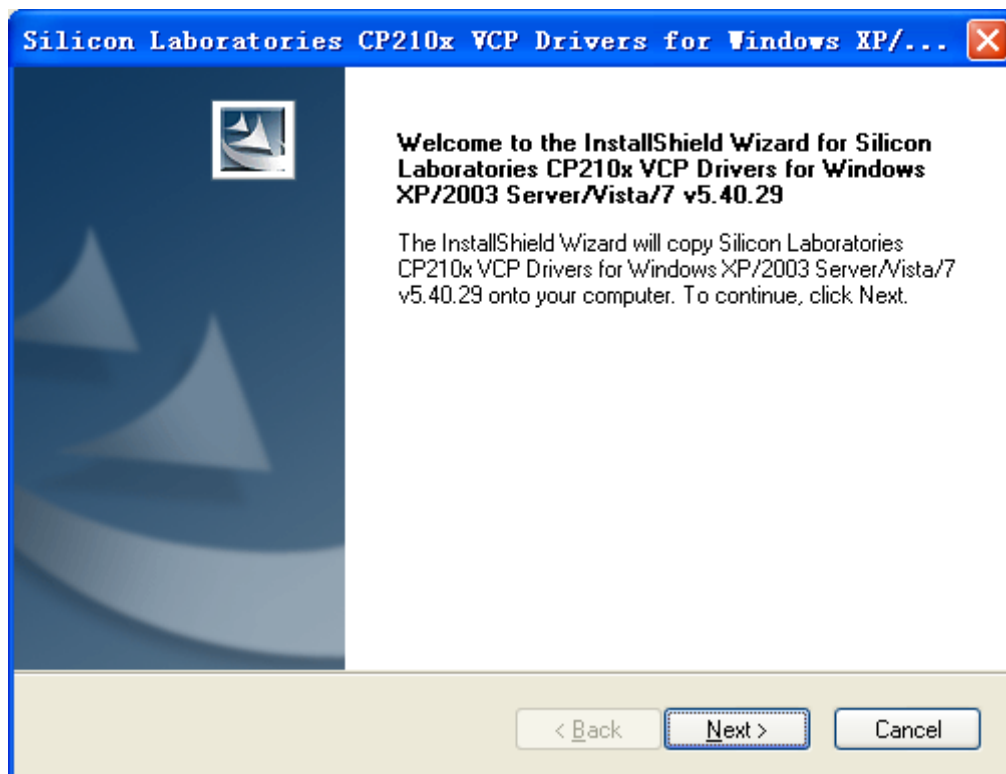
Click **“Yes”** to finish FTDI USB Driver installation. Then connect USB cable to your PC to complete the installation.



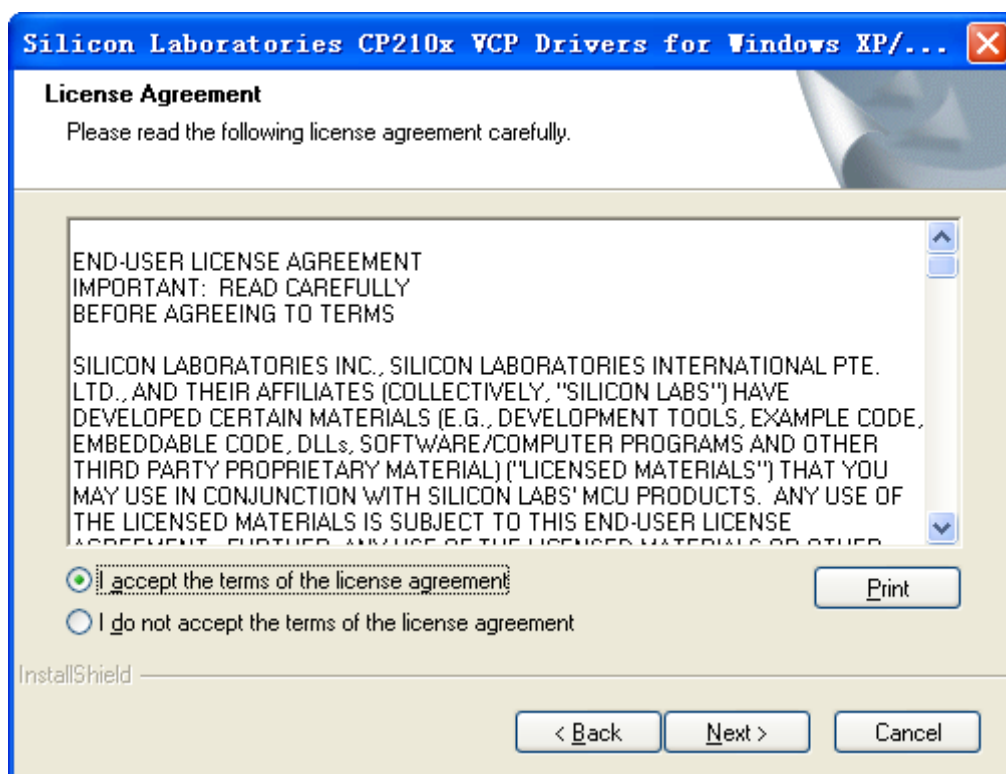
- 4.7.2) If you selected **“Install Silicon Driver now”** , then begin to install the Silicon Driver on your system.



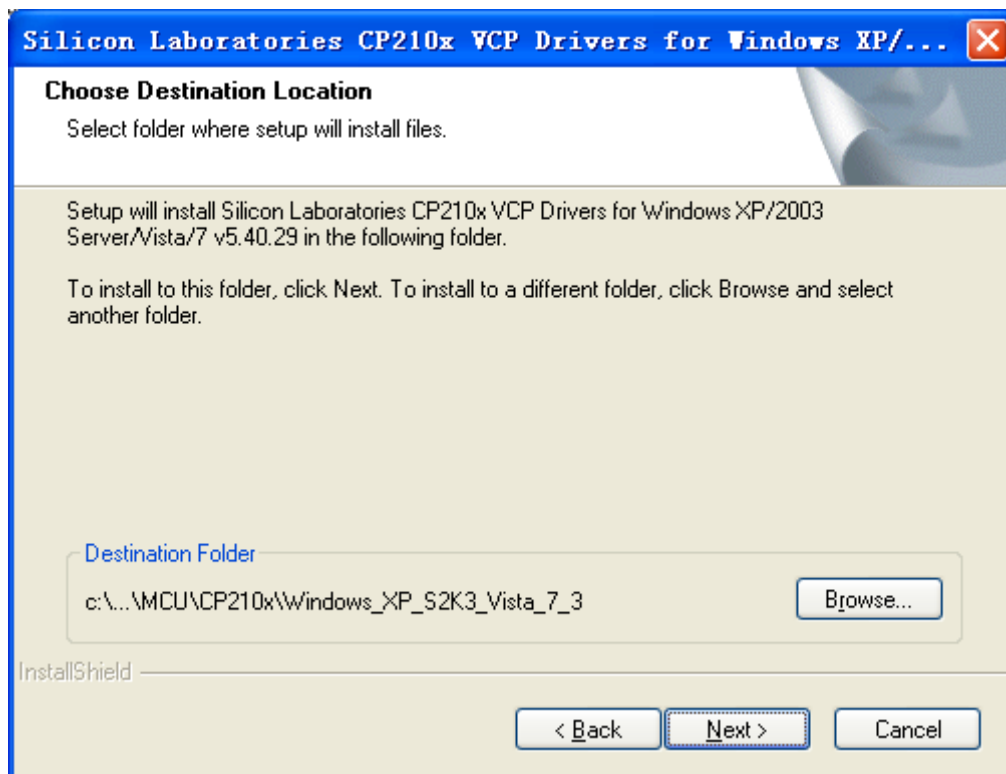
- (1) Click **“Next”**, the confirmation prompt of Silicon USB Driver installation appears:



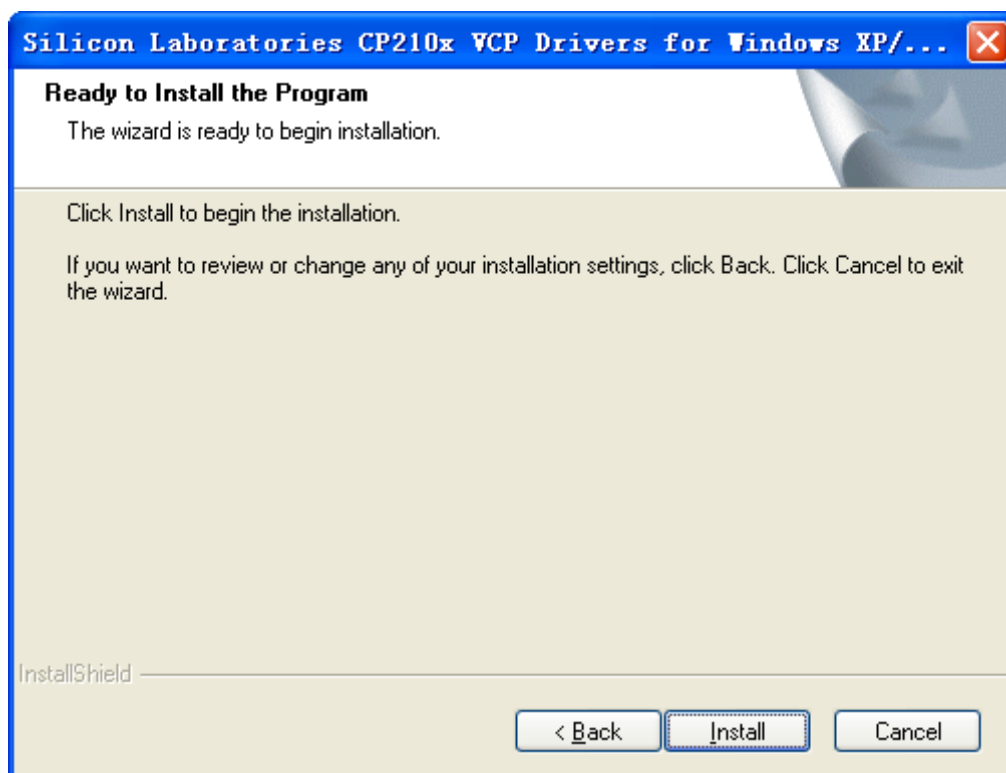
- (2) Click **“Next”**, enter into installation license agreement: select **“I accept the terms of the license agreement”**, and then click **“Next”**.



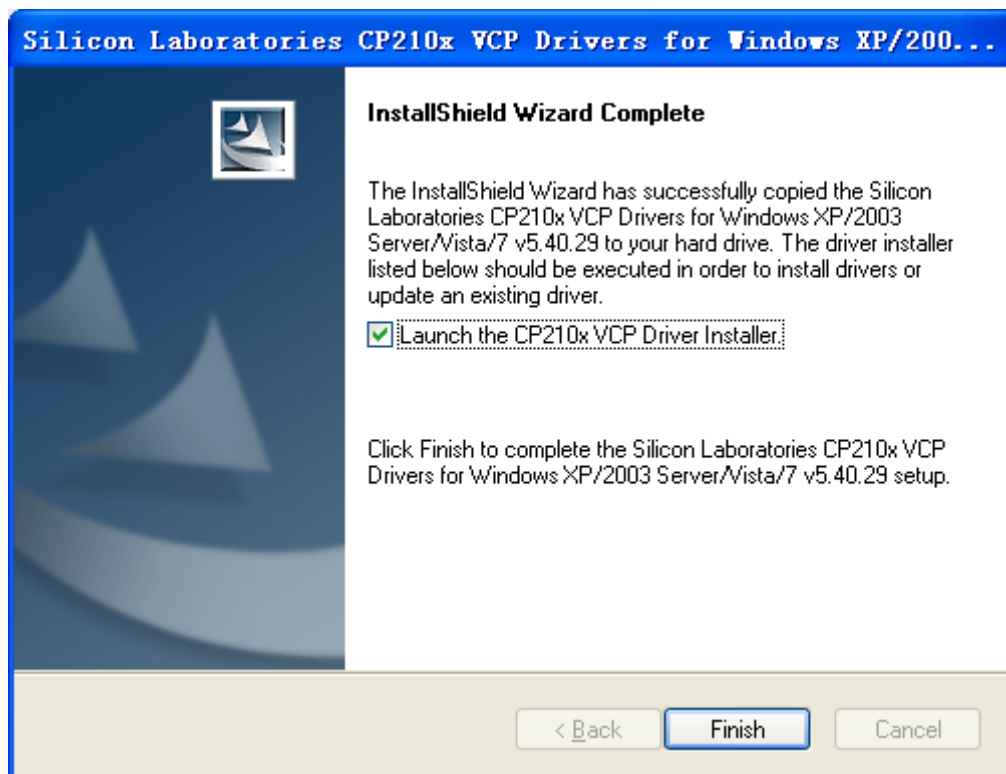
- (3) Select folder where setup will install files. Click **“Browse”** to set the destination location. The default path is **“c:\SiLabs\MCU\CP210x\Windows_XP_S2K3_Vista_7_3”**, and then click **“Next”**.



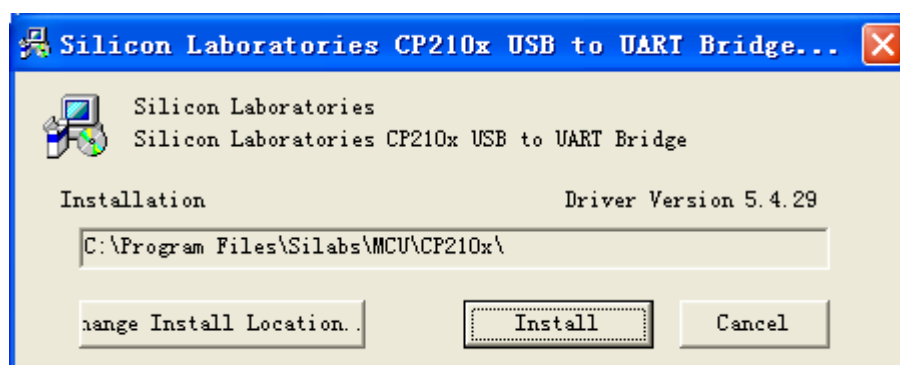
- (4) Click "Install" to start the installation.



- (5) Select "Launch the CP210x VCP Driver Installer", then click "Finish".



- (6) Click **“Install”** to start the driver installation.

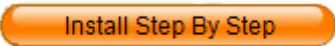


- 4.8) Complete installation.

5. Step-by-step Installation of IPBOARD Software

This installation option is recommended when upgrading IPBOARD Software or replacing the USB cable.

- 5.1) Follow 4.1) – 4.3) to enter installation guide window.

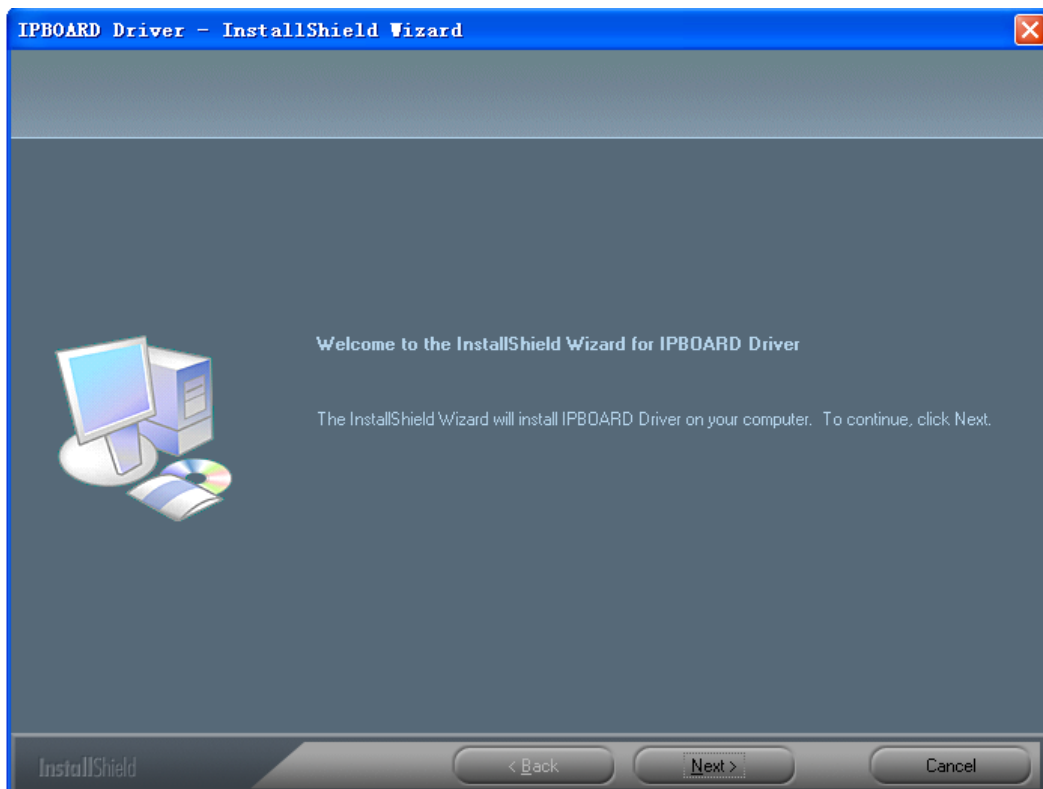
- 5.2) Click  to install IPBOARD Driver, IPBOARD Software and USB cable by following the step-by-step guide.



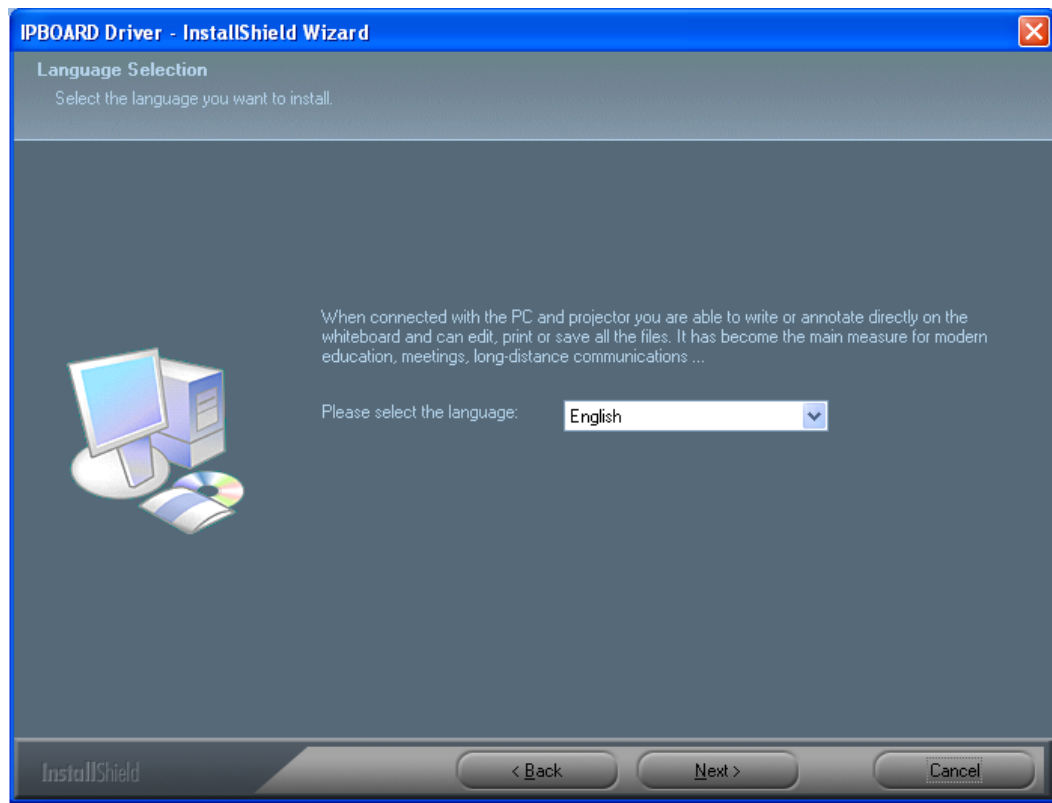
5.3) Install IPBOARD Driver

Click  to install driver for Interactive Whiteboard.

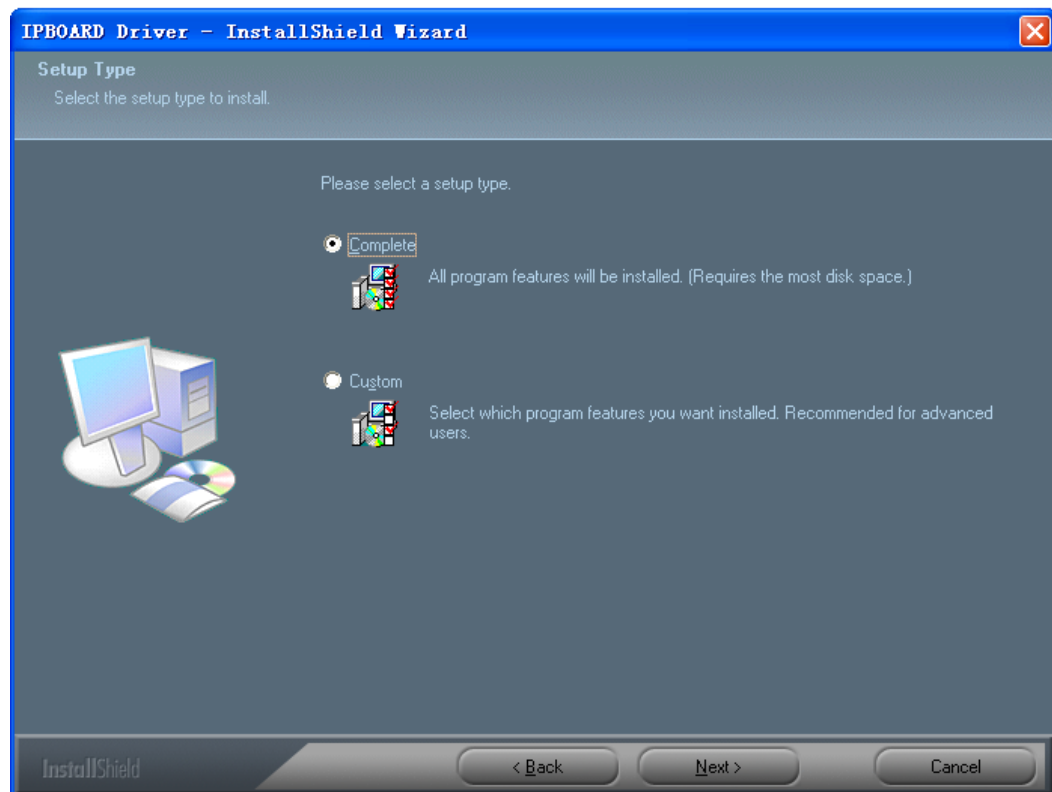
5.3.1) Access to the InstallShield Wizard for IPBOARD Driver. Click **"Next"**.



5.3.2) Select the language you want to install.

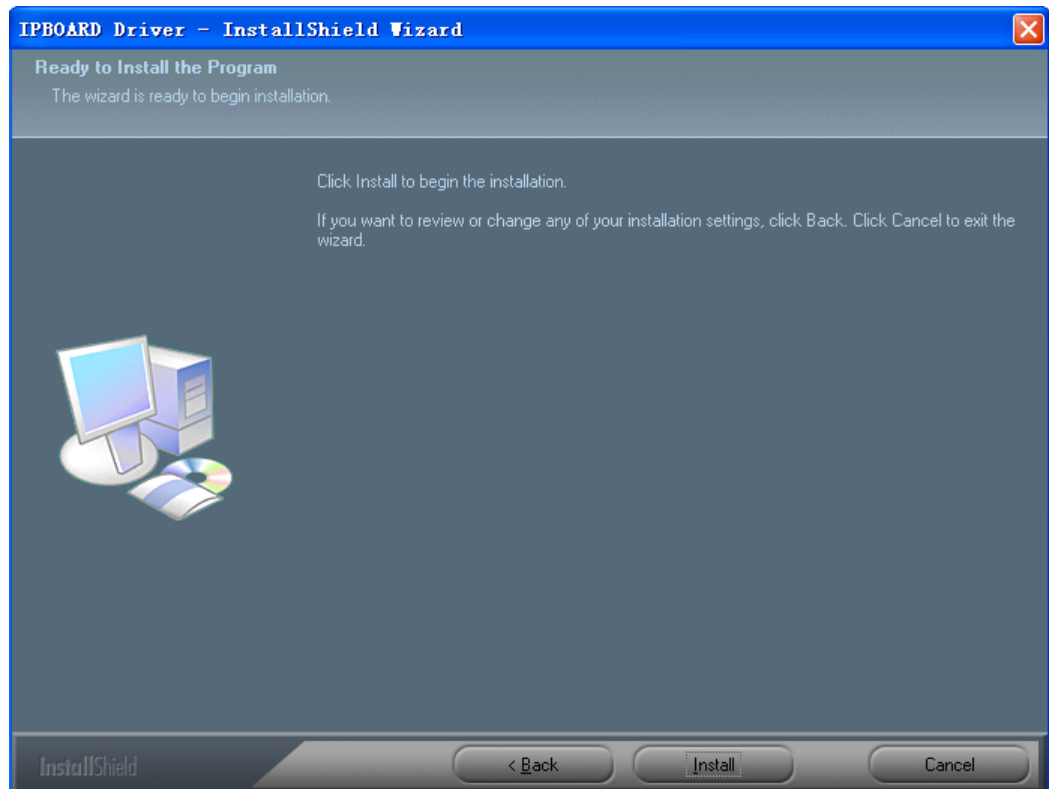


- 5.3.3) Select the setup type of installation. The setup type of “**Complete**” and “**Custom**” can be chosen. If select setup type “**Complete**”, you can install all the program features. If select setup type “**Custom**”, you can select the program features you want to install and set the installation path for IPBOARD Software.

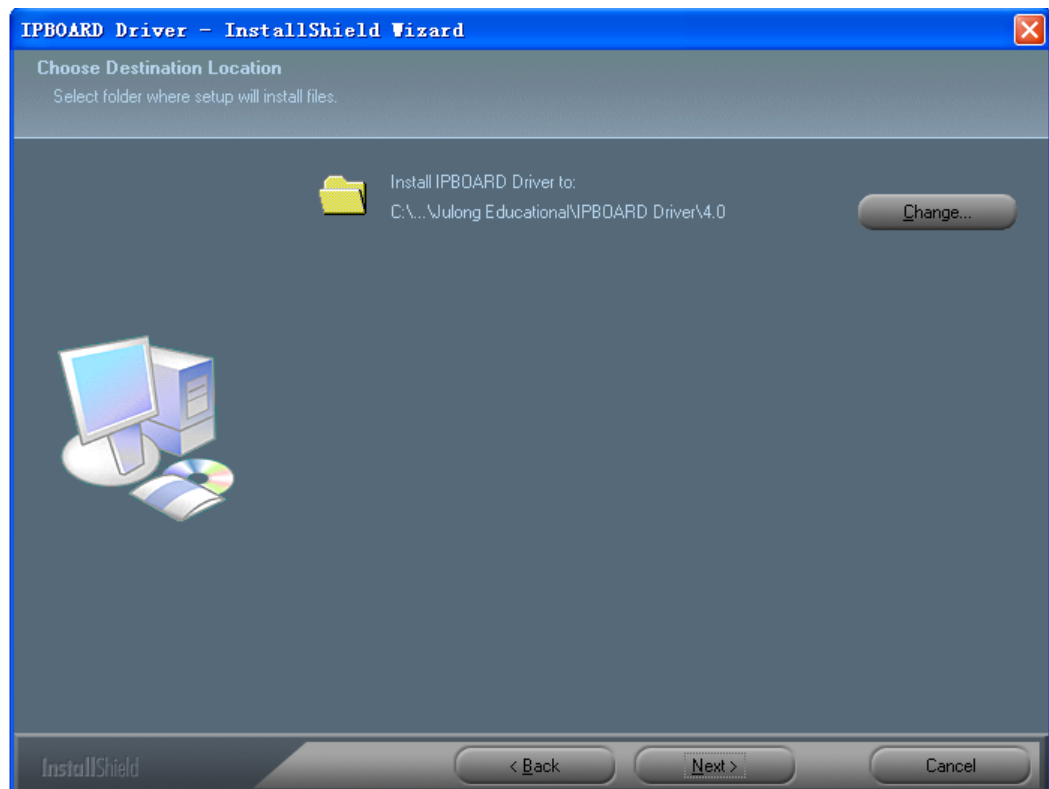


- (1) If select the “**Complete**”, and then click “**Next**”→“**Install**”to start the installation. The

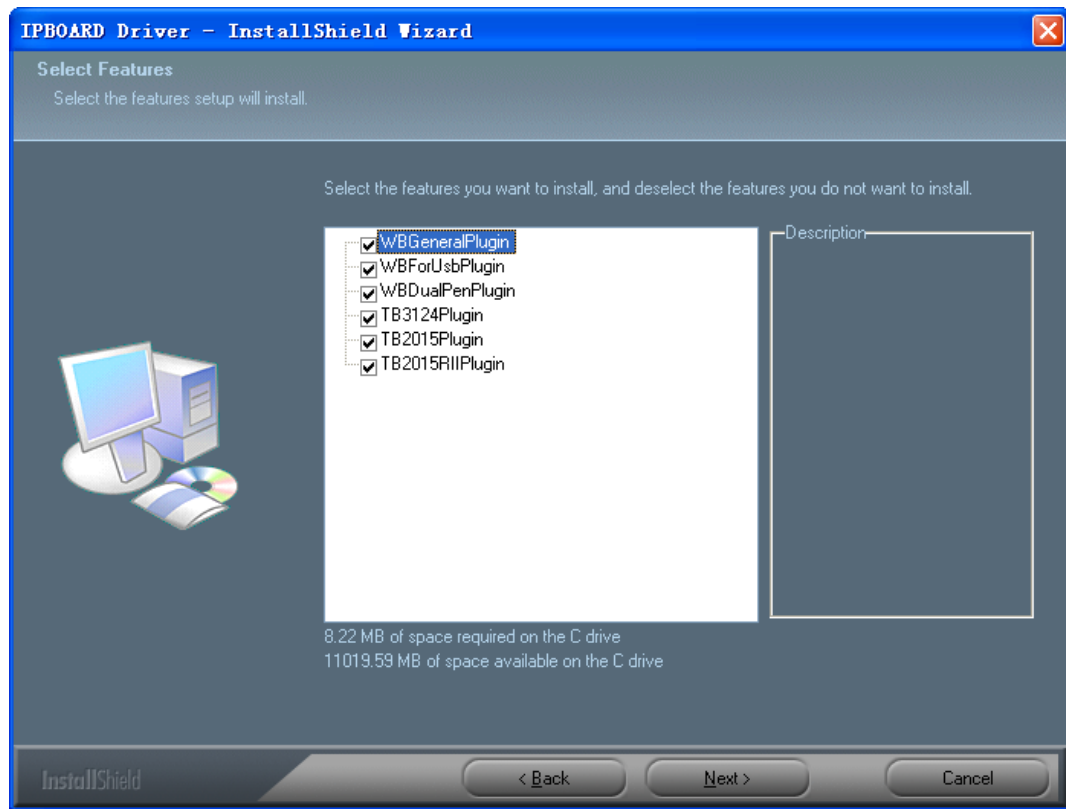
default installation path is “C:\Program Files\Julong Educational\IPBOARD Driver\4.0”.



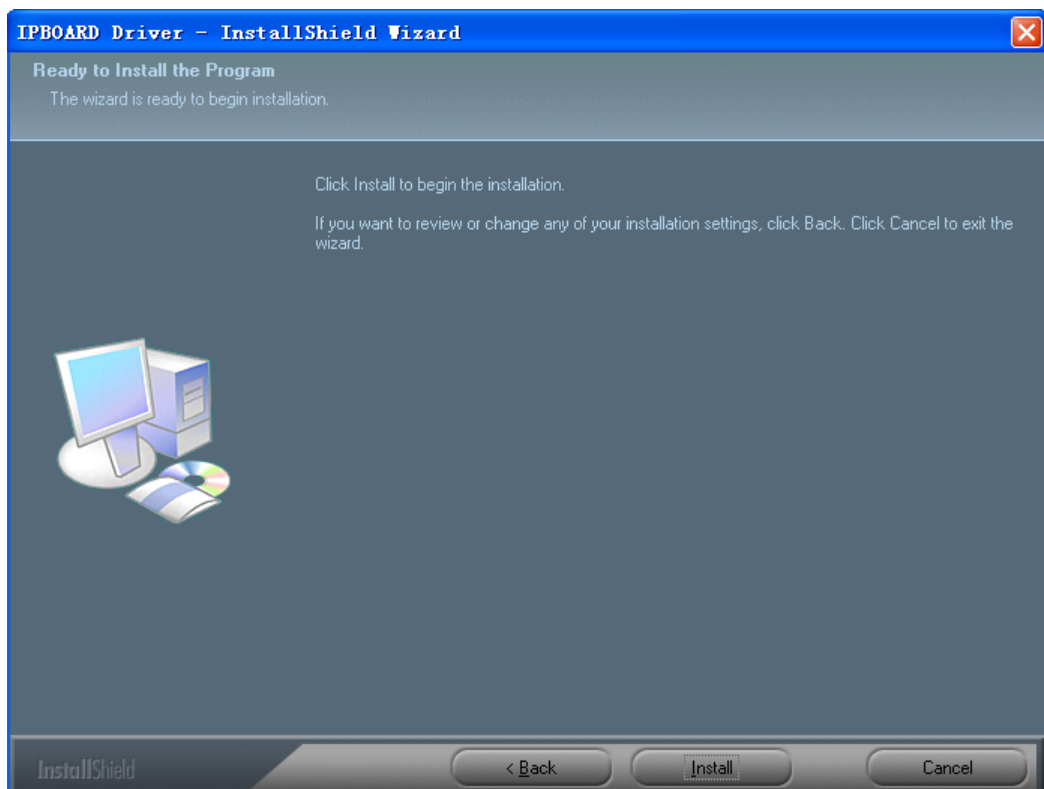
- (2) Select “**Custom**”, and then click “**Next**” to enter setup type “**Custom**” dialog, and you can click “**Change**” to modify the installation path.



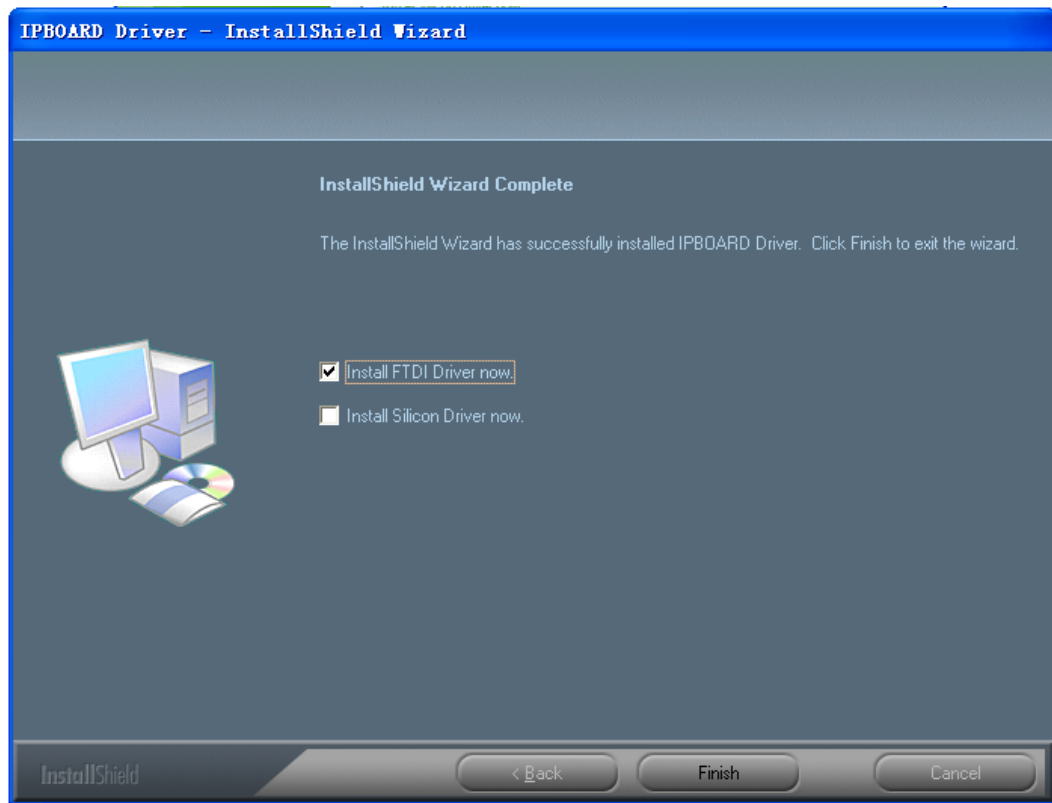
- 5.3.4) Click “**Next**”, select the driver(s) you want to install (TB3124Plugin, WBGeneralPlugin, WB ForUsbPlugin, WBDualPenPlugin, TB2015Plugin and TB2015RIIPlugin).



5.3.5) Click “Next”→”Install” to start the installation.



5.3.6) After installation, the prompt for installing FTDIUSB Driver and Silicon USB Driver appears.



5.4) Install IPBOARD Software

Click  and follow 4.4) to 4.6) to complete the installation.

6. Install USB-RS232 Connection Cable Driver

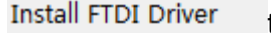
There is no need to repeat this step when using Express Installation. This step is only required when using Step-by-step Installation.



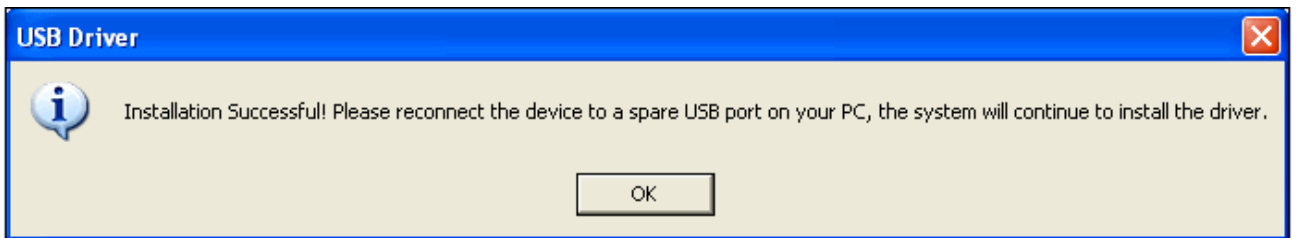
If USB-RS232 connection cable is used, the corresponding driver must be installed.

Click  to install the driver for USB-RS232 cable.

6.1) Installation of white USB-RS232 cable

If the USB cable provided with the whiteboard is white, click  to install the driver. For more information on the installation steps for FTDI Driver, see section 4.7.1).

After installing successfully, it will pop up a prompt as shown below:



After installing correctly **“My Computer”** → **“Properties”** → **“Hardware”** → **“Device Manager”** → **“Port”** are shown as the device **“USB Serial Port”**

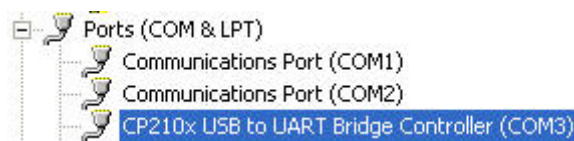


After installation of USB-RS232 cable is completed, plug-in the USB cable, and to check the COM number of the USB Serial Port in **“My Computer”** → **“Properties”** → **“Hardware”** → **“Device Manager”** → **“Port”** and to make sure that the COM number is less than 10 and the baud rate is 19200.

6.2) Installation of black USB-RS232 cable

If the cable provided with the whiteboard is black, click **Install Silicon Driver** to install the driver. For more information on the installation steps for Silicon Driver, see section 4.7.2).

After installing correctly **“My Computer”** → **“Properties”** → **“Hardware”** → **“Device Manager”** → **“Port”** can see the device **“CP210X USB to UART Bridge Controller”**



After installation of USB-RS232 cable is completed, plug-in the USB cable, and to check the COM number of the CP210X USB to UART Bridge Controller in **“My Computer”** → **“Properties”** → **“Hardware”** → **“Device Manager”** → **“Port”** and to make sure that the COM number is less than 10 and the baud rate is 19200.

7. Uninstall IPBOARD Driver

Click **Install IPBOARD Driver**, choose **“Remove”**, and uninstall step by step according to the guide.

8. Uninstall IPBOARD Software

Click **“Start”** → **“Control Panel”** → **“Add or Remove Programs”**, and select **“IPBOARD**

Software”, and then click **“Add/Remove”**. (Or insert the software disk, click



AutoRun.exe

for


guidance of software uninstalling, and process step-by-step as per the instruction.)

Run the Software


1. Startup Driver of Interactive Whiteboard

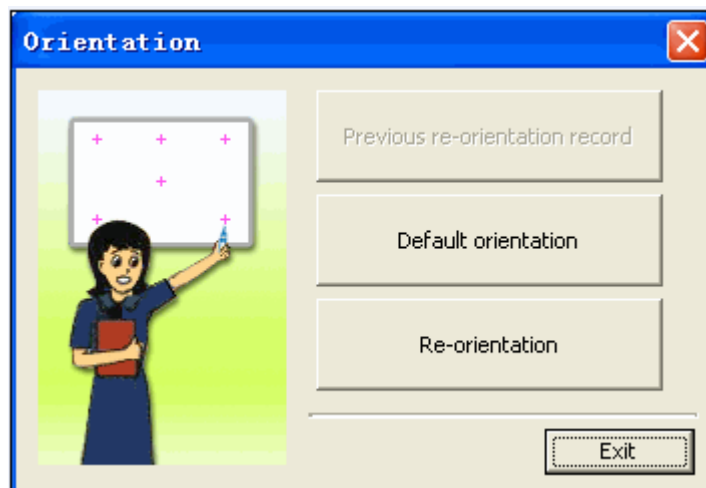
Click “Start” → “All programs” → “ Julong Educational Software” →

“ IPBOARD Software 8” → “ IPBOARD Driver 4”, or double-click the shortcut icon  IPBOARD Driver 4

on the desktop to start IPBOARD Driver. It will show a tray icon of communication module , in status bar lower-right corner of desktop.

2. Orient the Interactive Whiteboard

- 1) Click tray icon  of interactive whiteboard by left key of mouse, select “**Interactive Whiteboard**”→“**Orientation**” on the popup menu to enter locating interface of whiteboard, and select one locating mode required, as shown below.




- ◆ **Orient according to the Previous re-orientation record:** select this option if there is no hardware modification (default option) after the previous use;
 - ◆ **Use Default orientation:** select this option if precise orientation is not needed;
 - ◆ **Re-orientation:** select this option if precise orientation is needed (**it is strongly recommended to select this option for the first time**).
- 2) If precise positioning is needed, you may left click “**Re-orientation**”, it will popup window of Orientation, as shown below:



- 3) There three positioning means 6-point position, 9-point position and 12-point position. After select the orientation which you needed, click central position of the flashing sign “+” using electronic pen. Please click it according the prompt of the system. The orientation is completed

after all the points are clicked.



- ◆ Please select **"Re-orientation"** when the first time to install interactive whiteboard or position of hardware unit(projector and interactive whiteboard) has been changed.
- ◆ You can have a fast orientation by selecting **"Previous re-orientation record"** so as to ensure accuracy, if there are no hardware changes since last time.
- ◆ When no need for accurate orientation, you can select **"default orientation"**.

3. Startup Application Software of Interactive Whiteboard

When the interactive whiteboard and the PC have been properly connected, and the IPBOARD Driver has been started up,

(1) Click **"Start"** → **"All programs"** → "Julong Educational Software ▶,"

→ "IPBOARD Software 8 ▶" → "IPBOARD Software 8", or double-click the shortcut



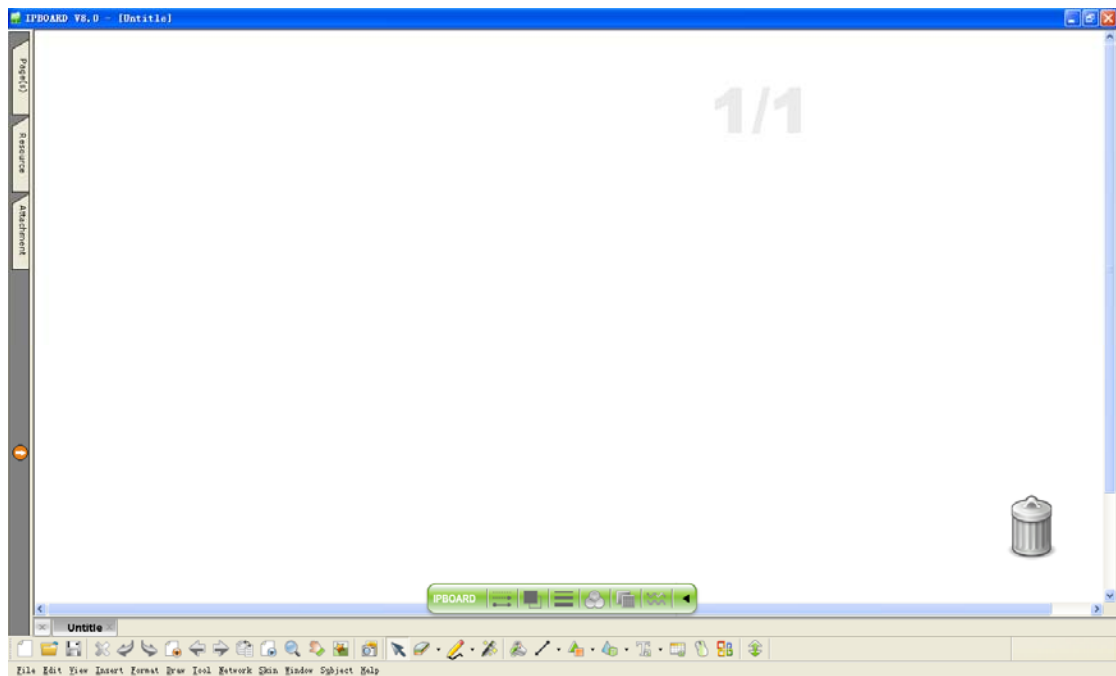
icon of IPBOARD Software on the desktop to startup application program, then it will popup a Logon window as shown below:



(2) Users can use default user account or their individual accounts to log-in IPBOARD Software.

Users are able to create customized toolbar, resources and templates if they are using their individual accounts. The default mode of the IPBOARD Software is Control Mode.

(3) The IPBOARD Software Window Mode interface as shown below:



The detailed methods of the operating software please refer the menu bar “**Help**”→ “**Help**” to open the help document.

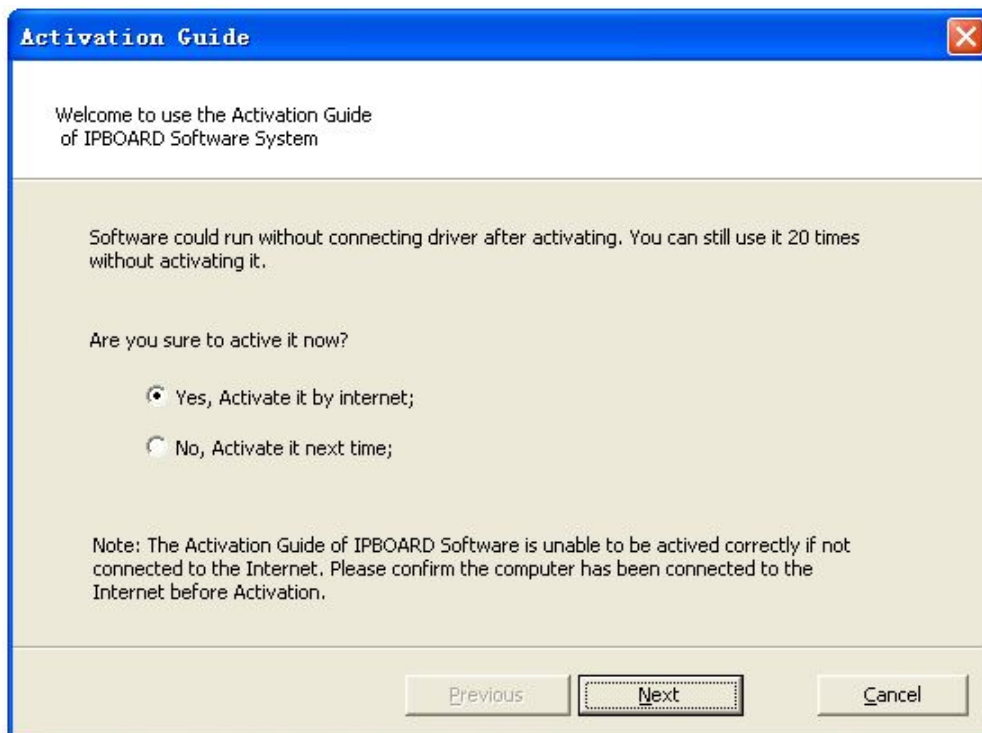
4. Activate IPBOARD Software

If the PC and the whiteboard are correctly connected by the USB connecting cable, you need not to activate the whiteboard software. If not, you have to activate the whiteboard software, or else, you can use the trial version of the whiteboard software only 20 times.

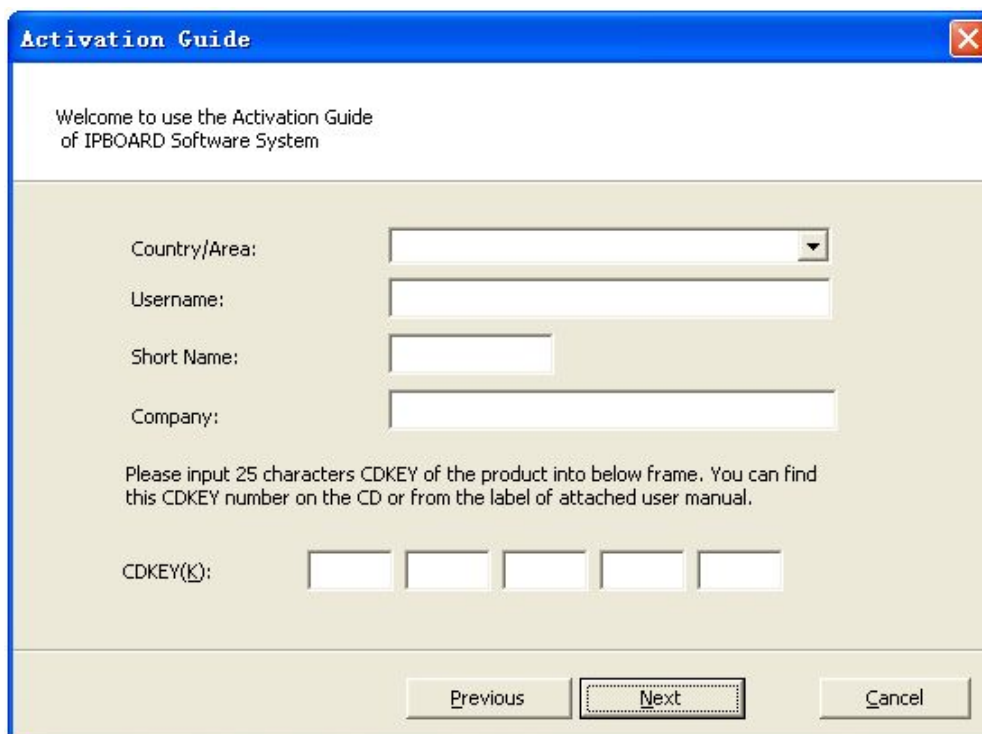
The method of activate the IPBOARD Software is:



Double click the shortcut icon of IPBOARD Software on the desktop, it will popup the dialog box as shown below:



1) If you select **“Yes, Active it by internet;”**, please click **“Next”**, as shown below:




Herein input related information, such as Country/Area, Username and so on. And follow the Activation Guide to input the CDKEY, and do the next, until completed the activation of software.

2) If select **“No, Active it next time;”**, you can continue try to use the software only 20 times before you are required to activate the software.

If you want to activate it after you have been started the software, you can also activate it by **“Help”→“Online Activation...”**, you can follow the Activation Guide to complete it.

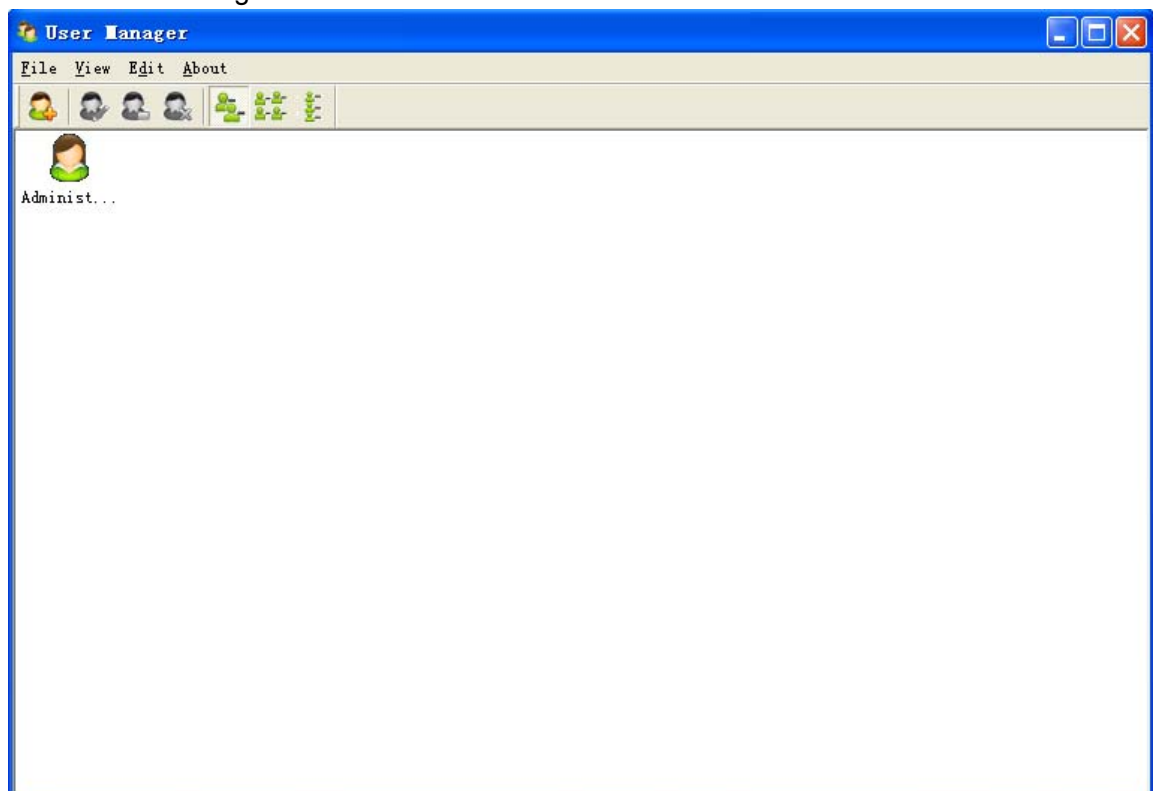
5. Create an Individual Account and Password


- 1) Click “Start” → “All Programs” → “ Julong Educational Software” → “ IPBOARD Software 7” → “ User Manager”, and will pop-up the following window:

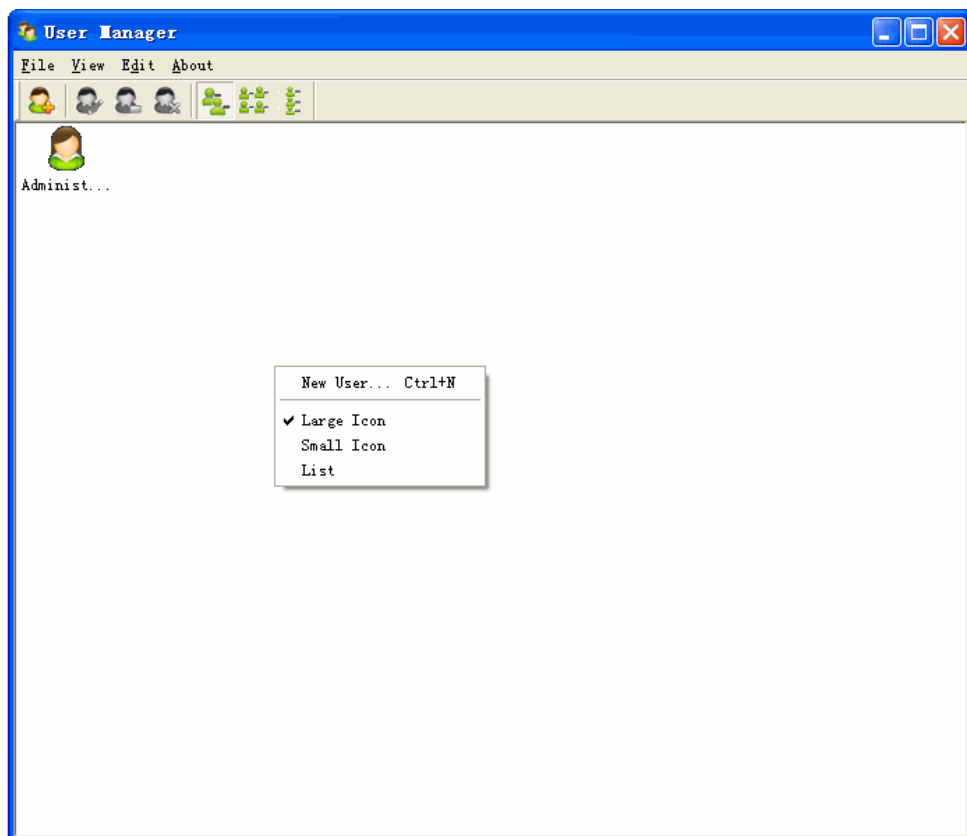


Key-in the administrator account to enter the software. **Default administrator account: administrator, Password: julong.**

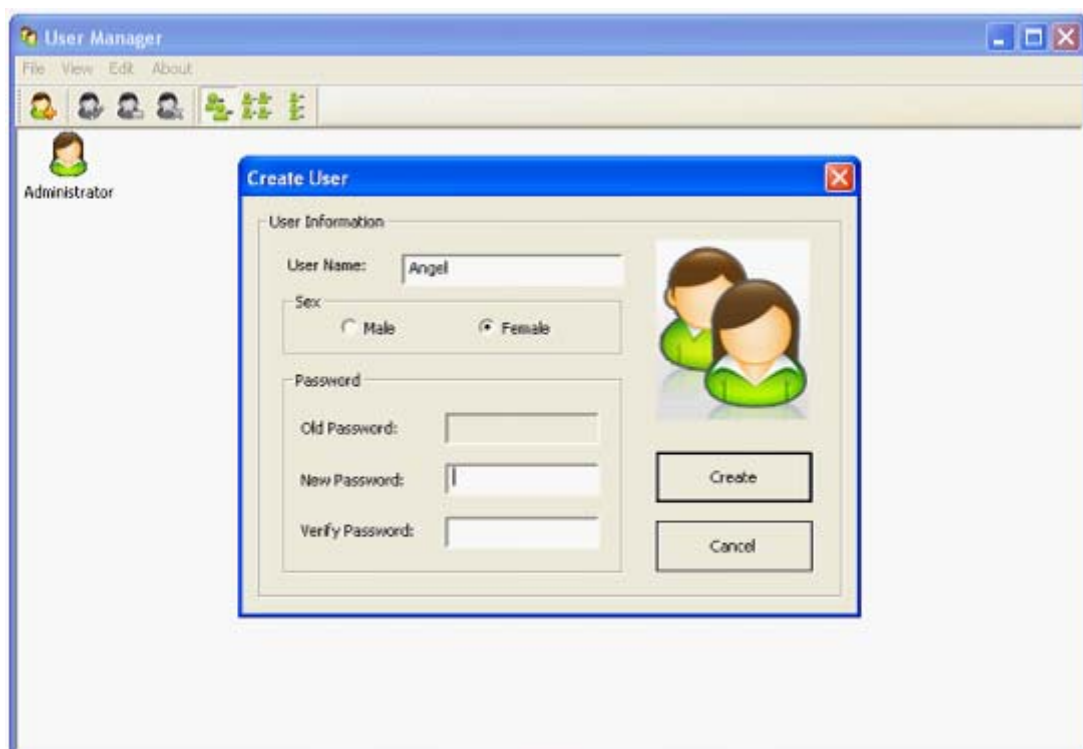
- 2) Enter the User Manager window:



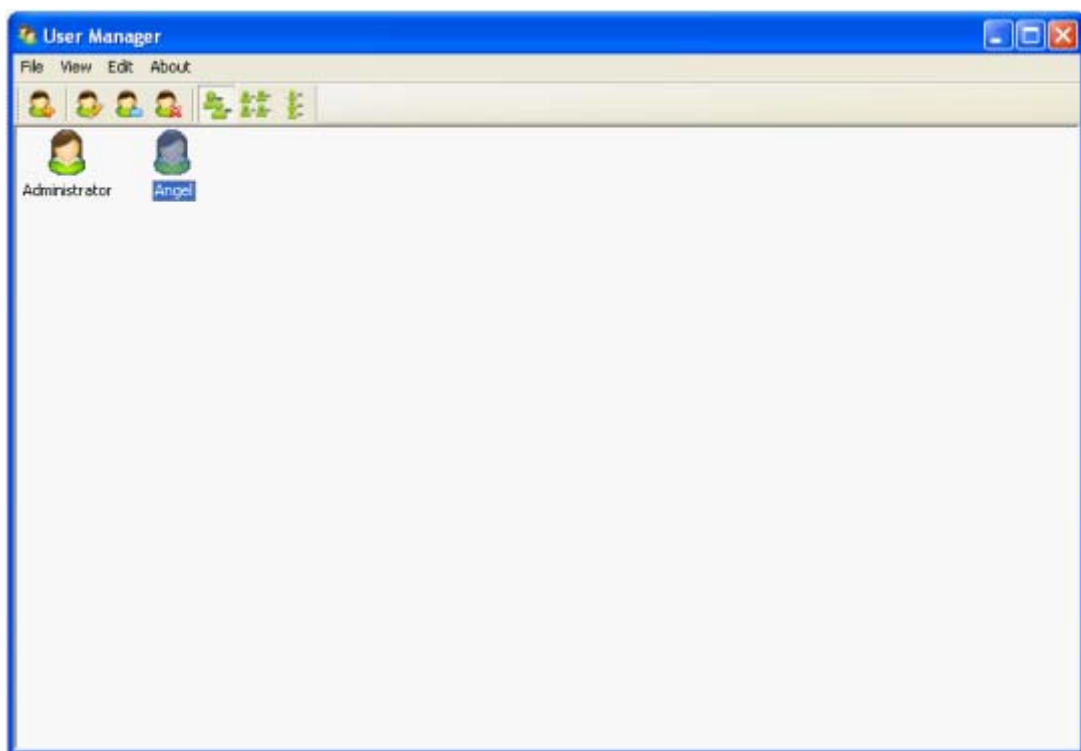
- 3) Create a new user : Click  or select “Edit”→ “New User” , also can right click the margin, then select the “New User ”from the pop-up window to create an individual account.



- 4) Key-in the user name and password and select “**Create**”.




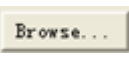
- 5) The new user will be displayed in the window after the process is completed:

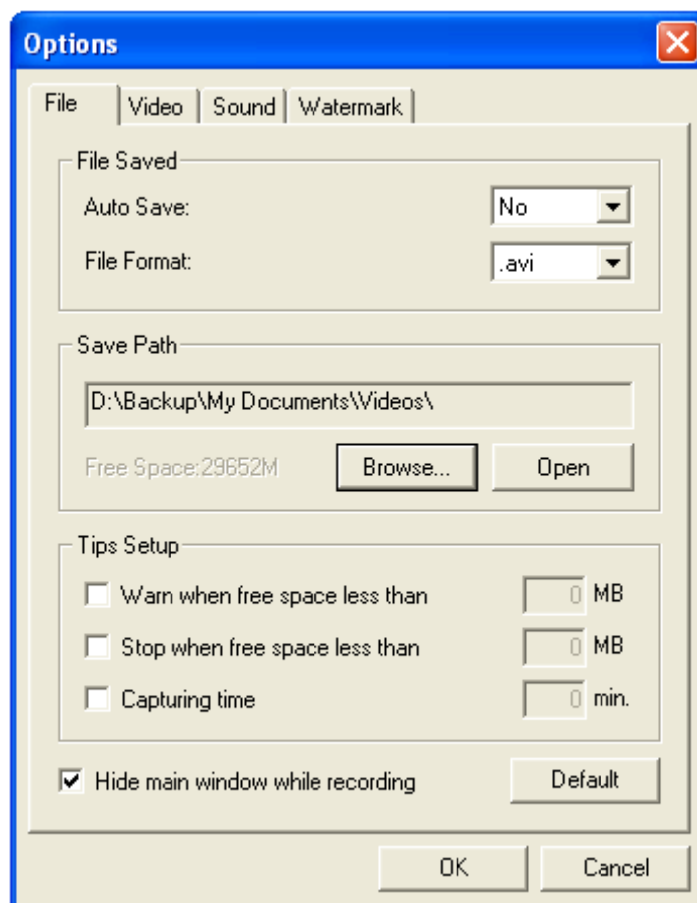


6. Screen Recorder (format is .avi or .wmv)

- 1) Click " **Start** " → " **All Programs** " → " **Julong Educational Software** " → " **IPBOARD Software 8** " → " **ScreenRecorder** ", and will pop-up the following window:



- 2) Click  , set relevant parameters.
- 3) Click  , change the save path, and the default path is "D:\Backup\我的文档\My Videos".



Function Keys

Function keys	Definition	Control Mode	Window Mode	Annotation Mode	Transparent Annotation Mode
	Orientation	Orientation	Orientation	Orientation	Orientation
	Control Mode	No Effect	Switch to control mode	Switch to control mode	Switch to control mode
	Annotation Mode	Switch to annotation mode	Switch to annotation mode	No Effect	Switch to annotation mode
	Window Mode	Switch to window mode	No Effect	Switch to window mode	Switch to window mode
	Office Embedded Mode	Switch to office embedded mode	Switch to office embedded mode	No Effect	No Effect
	Create a blank page	Create a blank page	Create a blank page	Create a blank page	Create a blank page
	Page Up	No Effect	Page Up	Page Up	Page Up
	Page Down	No Effect	Page Down	Page Down	Page Down
	Normal Pen	Switch to Transparent annotation mode and use Normal Pen	Normal Pen	Normal Pen	Normal Pen
	Transparent Pen	Switch to annotation mode and use Transparent Pen	Transparent Pen	Transparent Pen	Transparent Pen
	Eraser	Eraser	Eraser	Eraser	Eraser
	Replay	Replay Pages	Replay Pages	Replay Pages	Replay Pages
	Print	Print	Print	Print	Print
	Key1	Custom Function	Custom Function	Custom Function	Custom Function
	Key 2	Custom Function	Custom Function	Custom Function	Custom Function
	Key 3	Custom Function	Custom Function	Custom Function	Custom Function
	Key 4	Custom Function	Custom Function	Custom Function	Custom Function

1. If it shows “Failed to verify the whiteboard, the program can't run further!” please check whether there is a good connection between whiteboard and PC.”

- Please check whether having used special-purpose gorge line of whiteboard, and whether there is a good connection for gorge line.
- When connection is made through the USB2.0 to RS232C cable, check whether it is correctly connected with special-purpose gorge line.
- Check whether the whiteboard is power-on (It is normal only when the red indicator lamp on plug socket of power lightening).
- Check whether serial ports from COM1 to COM10 have been occupied, and you must select one serial port from COM1 to COM10 for whiteboard.
- Check whether driver of whiteboard has been setup correctly.

2. When startup software, it shows “Error happen when Loading XML File”.

Check the version of Internet Explorer, upgrade IE to version 6.0 when it is 5.0 or lower.

3. Only part of whiteboard can be written on.

Check whether orientation of whiteboard is correct.

4. Some orientation points can not found when orienting the whiteboard.

Check whether lateral deviation and vertical offset of projector are correct. Ensure all content on PC screen can be projected wholly to whiteboard.

5. Electronic pen cannot write normally.

- Check current working mode of software. Writing is not effective under Control Mode.
- Do not press button on electronic pen when writing.
- Please keep the neb of electronic pen is vertical to panel of whiteboard.
- You should not press the electronic pen tightly.
- Check whether the battery is full of power, if not, replace new ones.

6. How to exit from software of IPBOARD ?

- Click icon button of "Pop Menu" on Floating Tool Bar, click "Exit" in the popup menu.
- Or click "File"(on main menu)"Exit".

7. Why image Projected is shape of trapezium? why to adjust it, and how to adjust it?

- It may be that projector is not level (like the front is higher than the back or the back is higher than the front),so a trapezium appears.
- The image will be in distortion when a trapezium appears, so you must adjust it to normal condition.
- Generally, it can be adjusted by using a remote manipulator or to adjust height of projector. For details, please refer to user's manual of projector.



Trapezium



Rectangle

8. What type of projector is needed to match with the interactive whiteboard?

The projector shall satisfy with three items as below.

- 1) Front projector.
- 2) Support resolution of PC.
- 3) Least luminous power shall be more than 500 Lumina, for detail requirements, please refer to size of room.

9. How to do it when serial port is occupied.

Both desktop and laptop allow to add some new serial port. Install a serial port card on PC (**Note:** generally, PCMCIA serial port card for laptop) can solve this problem.

10. Can 25-pin serial port replace 9-pin serial port?

Yes, but only you have installed an adapter from 25 to 9 pins on PC.

11. What to do when having used an un-erasable and unctuous pen to write on whiteboard.

Never use unctuous pen writing on whiteboard! Once you have done it, clean it lightly using absorbent cotton dipped with alcohol.

12. How to clean the panel of whiteboard?

Clean the panel lightly using a piece of cleanly damping cloth.

Attention: you have to wring out the damping cloth, there are must not be floating water, and you must prevent some water infiltrating into internal side of whiteboard.

13. How to do it when the Interface Board can not working normally?

Please take the screws out which fixed the Interface Board Box with a screwdriver, then open the Interface Board Box, take the screws and the data transmission socket out, then replace a new Interface Board , It will be OK.

Performance Index

Item	Specification
Whiteboard Specification	
Operating Principle	Electromagnetic induction
Position Method	6-point, 9-point, 2-point
Data Transmission	With USB 2.0 cable
Tracking Speed	8m/s
Precision	±1mm
Operating Voltage	5V±0.5V
Operating Temperature	-10℃~50℃
Operating Humidity	Relative humidity : 30%~80%
Storage Temperature	-25℃~70℃
Storage Humidity	Relative humidity: 10%~90%
Transmission Interface	USB TO RS232 interface
Data-signaling Rate	19200bps
Transmission Distance	≤15m
Service life of battery of electronic pen	Different service life for different battery, common alkaline battery can endures three months