

# Scape® Tangible

Operating manual

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## Operating manual

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## Notes

**This is a class A device according to EN55022.**

**For more information, please refer to Chapter 1.1 - Radio interference.**

**This device complies with Part 15 of the 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.**

**This Class A digital apparatus complies with Canadian ICES-003.**



This manual is applicable for the following devices:

- Scape® Tangible 43" (st43-004 R1.1)
- Scape® Tangible 55" (st55-004 R1.1)
- Scape® Tangible 65" (st65-004 R1.1)

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# 1. General

This manual describes the safe installation, configuration and correct operation of the **Scape® Tangible**.

If necessary, pay attention to the supplementary documents, such as the installation instructions.

## 1.1. Safety instructions

Before using and operating your **Scape® Tangible**, observe the following safety instructions to prevent yourself, your environment and the **Scape® Tangible** from being damaged.

### Fire and electric shock

Overloaded sockets, extension cords and power strips can cause fire and electric shock.

- Avoid using power strips and extension cords if possible.
- Do not chain multiple extension cords or power strips together.

### Overheating

Heat build-up can overheat the screen. This can damage the device.

- Ensure there is sufficient air circulation around the **Scape® Tangible**.
- Make sure all the ventilation holes on around the screen are uncovered.

### Excess voltage from lightning strikes

In the event of a thunderstorm there is a risk of excess voltage damage from lightning strikes electrical appliances that are plugged in.

- Do not install the **Scape® Tangible** during a thunderstorm.
- Disconnect the devices from the mains during thunderstorms.

### Moisture, liquid and steam

Moisture, liquids and **steam** inside the **Scape® Tangible** can cause electric shocks or short circuits.

- Only use the **Scape® Tangible** indoors.
- Do not allow liquids to get inside the **Scape® Tangible**.
- Protect your **Scape® Tangible** from steam and moisture.

## Improper cleaning

Improper cleaning with harsh detergents and solvents or soaking wet cloths can damage the **Scape® Tangible**.

- Observe the information on cleaning your **Scape® Tangible** (chapter **1.3 Cleaning instructions**).

## Improper opening and repair

Improper opening and improper repairs may be dangerous to users of the device.

- Do not open the housing of the device.
- In case of repair contact the manufacturer or a specialist dealer.

## Radio interference

Radio interference can be generated by any device that emits electromagnetic signals. Due to the large number of devices that transmit and receive radio waves, interference from overlapping radio waves can occur.

- Do not use the **Scape® Tangible** in locations where the use of radio equipment is prohibited.
- Always follow the instructions and instructions of authorized persons to switch off radio equipment, especially in hospitals, outpatient health centers, medical practices and other medical facilities, to avoid interference with sensitive medical equipment.
- Check with your doctor or the manufacturer of your medical device (pacemaker, hearing aid, implant with electronic control, etc.) to see if it can work your **Scape® Tangible** without interference.
- If necessary, maintain the minimum distance of 15 cm recommended by medical device manufacturers to avoid interference with your medical device.

## Hazardous environments

Under unfavorable conditions, radio waves near explosive atmospheres may lead to fire or explosions.

- Do not install and operate the **Scape® Tangible** near explosive gases, flammable gases, areas where the air contains chemicals or particles such as grain, dust or metal powders, and near detonation zones.
- In places with potentially explosive gases and near detonation zones, follow the instructions for switching off the electronic devices to avoid disruption of the blasting and ignition systems.

## Load and damage to the surface

Rough, hard or sharp-edged materials and heavy objects can damage the screen surface of the **Scape® Tangible**.

- Do not place heavy objects on the screen.
- Use only objects with smooth or soft bottom surfaces on the screen.
- Clean the undersides of the objects before and after each use.
- The glass surface protrudes 1.5 mm on each side. Never place the Scape® Tangible on its edge. When storing vertically and during transport, make sure that the device is packed in its original packaging or packaging that is equally soft.

## 1.2. Scope of delivery

The following accessories are included with your **Scape® Tangible**:

- Power cord for connection to the mains
- Network cable for connection to a local network
- USB cable for direct connection to a PC
- Infrared remote control (receiver on the back of the device)
- Screw cover
- Screen cleaning kit
- Operating instructions (possibly by email)

## 1.3. Cleaning instructions

The touch sensor of the **Scape® Tangible** does not usually need to be serviced. Nevertheless, it is recommended to clean the glass surface of the screen regularly.

- Disconnect the device from the mains before cleaning.
- Typically, a solution of isopropyl alcohol and water (50:50 blend ratio) or the included screen cleaning kit are best for cleaning the touch sensor.
- Apply the solution to a soft, lint-free cloth. Avoid using rough cloths.
- Use the cloth to clean the glass surface. Apply the liquid only to the cloth and never directly to the device. This will prevent liquid from entering the inside of the device or causing marks on the frame.

## 1.4. Transportation instructions

The safest way to transport your device is in a **Scape® Tangible** flight case (sold separately).

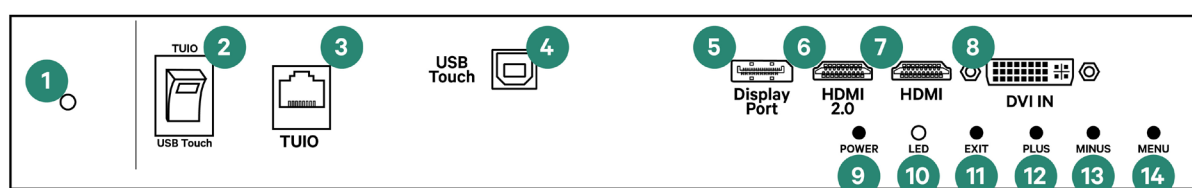
- Transport the device upright.
- Do not transport the device upside down.
- Secure the device against slipping and tilting.

## 2. Specifications and set up

### 2.1. Specifications

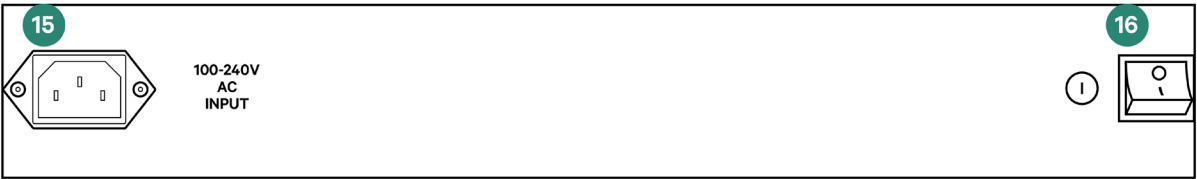
|              |                                                                     |
|--------------|---------------------------------------------------------------------|
| Screen       | 3840 x 2160 (UHD) 60 Hz                                             |
|              | 16.7 million colors                                                 |
|              | 8 ms response time                                                  |
| Connections  | 2x HDMI                                                             |
|              | 1x DisplayPort                                                      |
| Touch sensor | 3M – PCAP (80 touches)                                              |
|              | (optional) integrated <b>Capore® Touch &amp; Object Recognition</b> |

### 2.2. Connections and controls



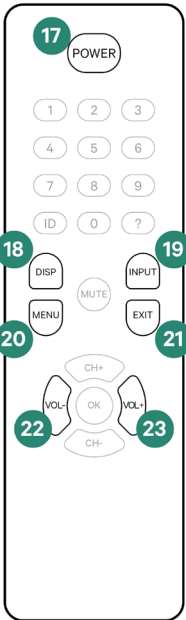
|    |                                                                              |
|----|------------------------------------------------------------------------------|
| 1  | IR-Sensor for remote control                                                 |
| 2  | Switch between Touch TUJO / USB Touch                                        |
| 3  | RJ-45 Lan interface – to use the <b>Capore® Touch &amp; Object Assistant</b> |
| 4  | USB-Connection Type B – for direct connection of touch and PC                |
| 5  | DisplayPort input                                                            |
| 6  | HDMI 2.0 input (UHD 60 Hz)                                                   |
| 7  | HDMI input                                                                   |
| 8  | DVI input                                                                    |
| 9  | Stand-by * <a href="#">c17</a>                                               |
| 10 | Status LED                                                                   |
| 11 | Close OSD / > back / > show input selection * <a href="#">c21</a>            |
| 12 | Plus / Right * <a href="#">c23</a>                                           |
| 13 | Minus / Left * <a href="#">c22</a>                                           |
| 14 | Open OSD / confirm selection * <a href="#">c20</a>                           |

\*analogue to button on remote control



|    |                                        |
|----|----------------------------------------|
| 15 | IEC socket for connection to 230V 50Hz |
| 16 | Main power switch                      |

2.3. Remote control



|    |                                  |
|----|----------------------------------|
| 17 | Stand-by *19                     |
| 18 | Display mode selection           |
| 19 | Show input-selection             |
| 20 | Show OSD / confirm selection *14 |
| 21 | Close OSD *11                    |
| 22 | Left / Minus *13                 |
| 23 | Right / Plus *12                 |

\* analogous to buttons on the screen

All keys on the remote control which are not explained above are not required for operation of **Scape® Tangible** and do not have any function.

## 3. Installation

When installing the **Scape® Tangible**, ensure that there is sufficient space for ventilation.

The **Scape® Tangible** is approved for upright or hanging operation as well as for horizontal operation.

For ventilation, the **Scape® Tangible** has 6 fans on the rear – 3 for taking air in and 3 for blowing air out. Both inlet and outlet sides move 0.5 m³ air / min.



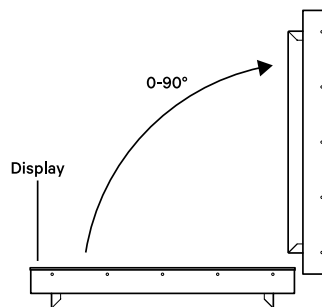
**When operating both upright and lying down, there must be at least 10 cm of space between the back of the unit and the next object.**

**When housing the Scape® Tangible in an enclosure, make sure that sufficient air can reach the fans and be transported away.**

When the screen is suspended, secure the screen against falling using the metal eyelets mounted on the upper side if possible.

If necessary, you can unscrew the metal eyelets and insert the supplied screw covers.

The **Scape® Tangible** may only be operated at a tilt angle of 0 - 90°.



**Scape® Tangible 65:**

**For horizontal mounting (0 ° tilt angle the screen must be supported at least at its 4 corners. Ideally, the frame is supported along its entire circumference.**

The **Scape® Tangible** comes with VESA compatible threaded holes. The monitor can be mounted in a landscape format by using these holes.

For mounting with VESA brackets, use a suitable wall bracket with a load equivalent to the weight of the monitor. To attach the VESA mount you must use 4 M6x25 metal screws.

VESA formats:

MIS-F 400 x 400 mm (M6)

MIS-F 600 x 400 mm (M6)

MIS-F 800 x 400 mm (M6)

## 4. Connection

### 4.1. Notes

**Observe the following notes when setting up the device:**

- Give the device sufficient time to adapt to the ambient temperature. Otherwise, the unit may be damaged or destroyed by condensation inside the unit.
- Operate the **Scape® Tangible** indoors only.
- Do not expose the **Scape® Tangible** to direct sunlight.

### 4.2. Connection to the power supply

Connect the **Scape® Tangible** to the power supply via the power supply socket on the underside of the device (see chapter **2.2 - Connections and controls - point 15**) with the supplied power cable.

To do so, first insert the IEC connector into the appropriate connection and then the plug into the power socket.

When unplugging the unit, always pull the plug rather than the cable.

Do not touch the plug with wet hands.

### 4.3. Connection to the PC

Connect the display to your application PC with the enclosed HDMI cable via HDMI (see chapter **2.2 - Connections and controls - Point 6**).

The display will recognize the selected interface automatically.

To use the device without Capore® Touch & Object Recognition, connect the USB port on the underside of the **Scape® Tangible** (see chapter **2.2 - Connections & Controls - Point 4**) directly to your application PC.

Set the switch for the touch signal to "Touch USB" (see chapter **2.2 - Connections and controls - point 2**).

### 4.4. Connection to the network

The **Scape® Tangible** can operate completely without an internet connection.

To use **Capore®** object recognition or touch via TUIO, connect the network connection on the underside of the **Scape® Tangible** (see chapter **2.2 - Connections and controls - point 3**) to your application PC or your existing LAN network on which your application PC is reachable. Set the switch for the touch signal to "TUIO" (see chapter **2.2 - Connections and controls - point 2**).

The default IP address of the integrated **Capore® API Box** is 10.0.0.20, subnet 255.255.255.0.

The **Capore® API Box** can receive IP addresses from a DHCP server. You can then reach the **Capore® API Box** via the assigned IP address or hostname (requires a DNS server on the network). The host name can be found on the nameplate on the underside of the **Scape® Tangible**.

For further information on setting up Capore® Touch & Object recognition, refer to the operating manual for the "**Capore® Touch & Object Assistant**".

## 5. Switching on

Switch on your device at the main switch (see chapter **2.2 - Connections & controls - point 16**).  
Turn on the display first and then your PC.



**Make sure that there are no objects on the display when the device is switched on.**

**Do not touch the touch screen during device startup, otherwise there will be errors in the touch and object detection.**

The device will take about 1.5 hours to power up before it reaches its final operating temperature. During this time, the touch sensor of the device constantly adapts to its environment. This has a direct effect on long-term object recognition.



**If your application requires the Capore® objects to remain on the screen for a long time, do not use object detection until the device has reached its operating temperature.**

## 6. Display settings – OSD

### 6.1. OSD usage

The **Scape® Tangible** OSD offers a variety of on-screen settings, such as signal input, display mode, and color and brightness settings.

The factory settings are suitable for most applications.

Press the **Menu (20)** button to display the OSD (see chapter **2.2 - Connections & Controls - 14**).

Use the **Plus (22)** and **Minus (23)** buttons to navigate through the individual menu items.

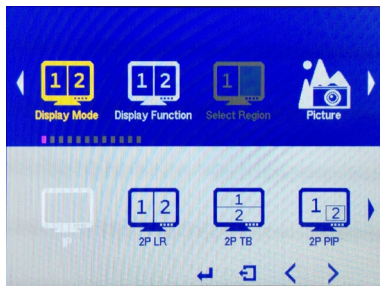
The **Menu (20)** button takes you to the next level of the selected menu item or setting.

Use the **Plus (22)** and **Minus (23)** buttons to adjust the values for each setting or to select the appropriate option.

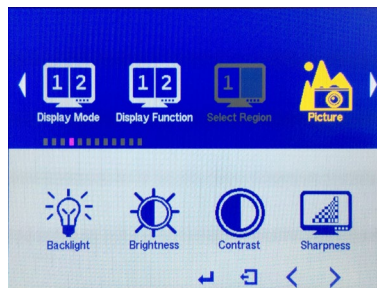
The **Menu (20)** button activates the selected option and returns to the last selection level.

The **Exit (21)** button resets the setting to its original value and returns to the next higher menu level or closes the OSD when you are at the top menu level.

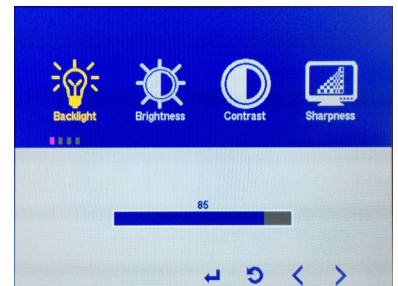
The OSD automatically shuts off after a few seconds of inactivity.



Menu opened – select menu item



Menu item selected – confirm



Menu item opened – set value

### Select input source

If no active device is connected to the selected input of the screen, you can use the OSD only to a limited extent. Press **Input (19)** or **Exit (21)** on the IR remote control to open the input selection. Use the **Plus (22)** and **Minus (23)** buttons to select the appropriate input and confirm the selection with the **Menu (20)** button.



Input selection

The signal source is set to "Auto" by default and automatically detects the input.

## 7. Troubleshooting tips

Do not open the housing of the **Scape® Tangible** by yourself.

If your **Scape® Tangible** does not work as intended, see Chapter **7.2 - Troubleshooting - Problems and Solutions** to find out if there is a solution to your problem.

If you cannot find a solution, contact **Interactive Scape Hardware Support**. You can reach them on weekdays at **+49 30 698 094 150**.

### 7.1. Manufacturer – Support

Interactive Scape GmbH  
Wilhelmine-Gemberg-Weg 6  
10179 Berlin

+49 (0)30 698 094 150

### 7.2. Problems and solutions

| Error                                                       | Possible cause                                | Possible solution                                                                                               |
|-------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>No picture is shown even though the PC is turned on.</b> | The DisplayPort or HDMI cable has come loose. | Check the connection of cable with the PC.<br>Plug the cable into another connector on the PC.                  |
|                                                             | The screen is switched to the wrong input.    | Set the input correctly (see chapter <b>6 - Display Settings - OSD - Select Image Source</b> ).                 |
| <b>The PC does not start up.</b>                            | The PC is not getting any power.              | Check on the back of the PC if the PC is connected to the power supply.                                         |
| <b>The PC or the screen turns off unexpectedly.</b>         | Loose contact in the power supply.            | Check whether the device is connected to the power supply and whether the IEC connector is correctly connected. |

## 8. Annex

### 8.1. Technical data

|                          |           |                                                |
|--------------------------|-----------|------------------------------------------------|
| Display diagonal         | 43        | 1079.5 mm (42.5")                              |
|                          | 55        | 1397.0 mm (55")                                |
|                          | 65        | 1639.1 mm (64.53")                             |
| Resolution               |           | 3840 x 2160 (UHD)                              |
| Brightness (panel)       |           | 700 cd/m <sup>2</sup>                          |
| Contrast (panel)         |           | 3000:1                                         |
| Backlight                |           | LED                                            |
| Viewing angle            |           | 178° / 178°                                    |
| Color gamut              |           | 16.7 million                                   |
| Latency                  |           | 8 ms                                           |
| Backlight - lifetime     |           | 60,000 h                                       |
| Pixel class              |           | ISO 9241-307 (Pixel Error Class II)            |
| Touch controller         |           | 3M – PCAP                                      |
|                          |           | 80 touches                                     |
|                          |           | Palm recognition                               |
|                          |           | Object recognition possible ( <b>Capore®</b> ) |
| Interfaces               | Touch     | HID USB                                        |
|                          |           | TUIO 1.1                                       |
| Operating period         |           | 24 hours / 7 days                              |
| Max. ambient humidity    | Operation | 10 ~ 90 % (not condensing)                     |
|                          | Storage   | 10 ~ 90 % (not condensing)                     |
| Max. ambient temperature | Operation | 0 ~ 35 °C / 32 ~ 95 °F                         |
|                          | Storage   | -20 ~ 60 °C / -4 ~ 140 °F                      |
| Operating voltage        |           | 100 – 240 VAC                                  |
| Power draw               | 43        | 154W                                           |
|                          | 55        | 180W                                           |
|                          | 65        | 245W                                           |
| Dimensions (B x H x T)   | 43        | 990 x 587.5 x 81 mm                            |
|                          | 55        | 1274 x 744 x 113 mm                            |
|                          | 65        | 1521.5 x 896.4 x 94 mm                         |
| Weight                   | 43        | 32 kg                                          |
|                          | 55        | 57 kg                                          |
|                          | 65        | 72 kg                                          |

|                    |                                         |                                                      |
|--------------------|-----------------------------------------|------------------------------------------------------|
| Mounting           | VESA 400x400 mm, 600x400 mm, 800x400 mm |                                                      |
| Max. tipping angle | 0° - 180°                               |                                                      |
| Air flow cooling   | 0.5 m <sup>3</sup> / min                |                                                      |
| Material           | Sheet steel                             | Powder coated (fine structure), deep black (RAL9005) |

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