

Date: 14-12-2021

# **SERVICE INFORMATION**

(Only for authorized service)

#### *How to enter the Panel ID after replacing a mainboard*

Model:	CTOUCH Canvas: CC-55X03, CC-65X03, CC-75X03, CC-86X03
<b>Required:</b>	Standard tools / Service manual:
	https://support.ctouch.eu/hc/en-us/articles/360020108259-Service-Manual
Problem:	1. How to enter the Panel ID after replacing a mainboard.
	2. How to Enable HDMI-Out
Service:	It is mandatory to set the correct Panel ID. With this Panel ID the firmware knows how to handle the video part.



## ENTER THE PANEL ID ON A REPLACED MAINBOARD

## Enter the Panel ID

- 1. Activate the Dealer Menu.
- 2. Move to "Control settings" and press the OK button to confirm. Select Panel ID from the "Panel Index" to confirm.

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#### Panel Index table

Panel Index	Panel Name	Inch +revision	HDMI-out
1	AUO_T550QVN05_HDMIOUT	55" - A	Х
2	AUO_T650QVN07_HDMIOUT	65" - A	Х
3	AUO_T750QVN04_HDMIOUT	75" - A	Х
4	LG_LC860EQY_FJA5	86" – A	Х
4	LG_LC860EQY_FJA5	86" B, C, D	-
5	AUO_T550QVN05	55" – B, C	-
6	AUO_T650QVN07	65" – B, C, D	-
7	AUO_T750QVN04	75" - B, C, D	-
8	AUO_T860QVN01	86"	-

### HDMI-Out Option

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sken On API Takan On Index 6 Panel Index 2				System ID	
Index 6. Panel Index 2				API Token	
				Panel Index	
AUG. 1550 QM07_HDM10			<b>70</b>	(Second)	

- If Your Canvas display is equipped with an HDMI-output select panel ID 1–4.
- If Your Canvas display is **Not** equipped with an HDMI-output select panel ID 4–8
- Index 4 (LG\_LC860EQY) is the exception, does not depend on HDMI-out presence.