

MANUAL Touch monitors



Touch monitor

23,8"

DG2380-0008-C810

Touch Monitor with frame
Industrial open frame



23,8"

Touch monitor

DG2380-0008-C810

Open Frame Touch Monitor

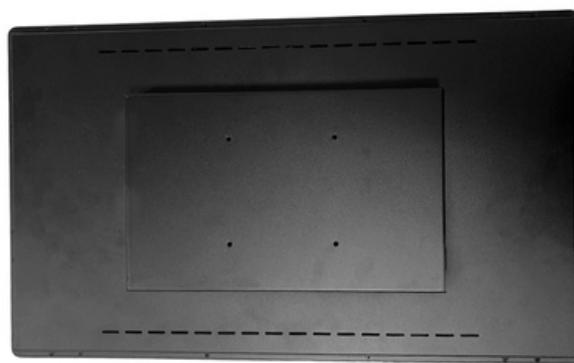
Application

- Self service
- Healthcare
- Gaming
- Industrial automation

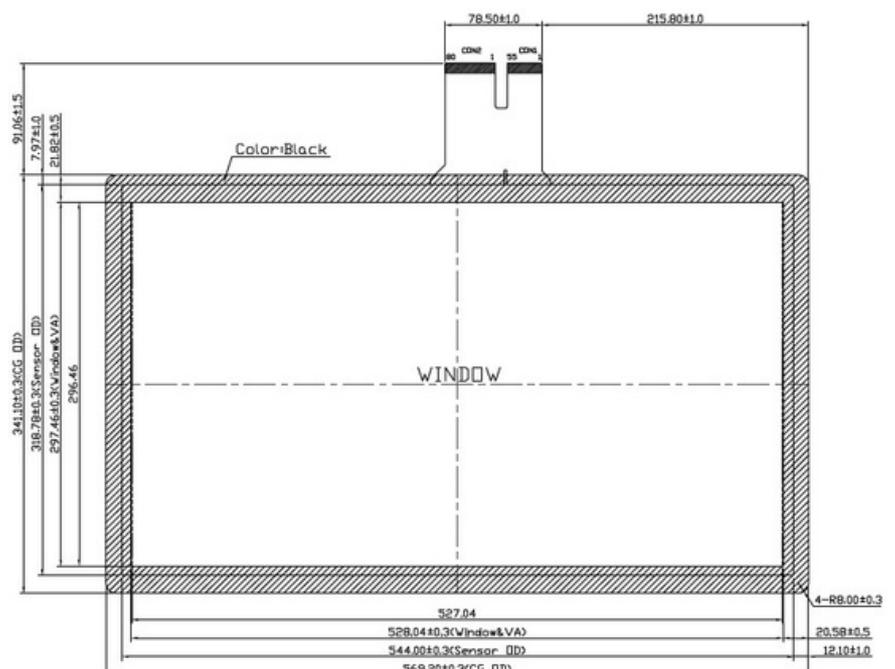


Features

1. Integrated design with better stability and reliability.
2. Capacitive touchscreen for premium image quality and support 10-point touch.
3. 178°(h) x 178°(v) visible angle, no matter mounted in landscape or portrait, also have optimal clarity and the viewing experience.
4. High-definition LCD displays offer superior high-definition interactivity, clarity and resolution.
5. 2-year warranty.



FRONT VIEW



Specifications

| | |
|---------------------------------------|---|
| Part number | DG2380-0008-C810-B0 |
| Enclosure color | Black |
| Active area | 527.04mm (H) x 296.46mm (V) / 20.75" x 11.67" |
| Diagonal | 23.8 inch |
| Aspect Ratio | 16:9 |
| Resolution | 1920(H) ×1080(V) |
| Other Supported Resolutions | 640x480 60Hz; 720x400 60Hz; 800x500, 60Hz; 800x600 56, 60Hz; 1024x768 60Hz;1280x800 60Hz; 1280x1024 60Hz; 1366x768 60Hz, 60Hz RB; 1440x900 60Hz, 60Hz RB;1680x1050 60Hz, 60Hz RB; |
| Number of Colors | 16.7M |
| Brightness (typical) | LCD panel: 250 nits |
| Response Time (typical) | 14ms |
| Viewing Angle 89°(H) | 89°/178°(H) ; 89°/178°(V) |
| Contrast Ratio | 1000:1 |
| On Screen Display | Accessible through switches on the unit's tethered OSD Control box. Controls: Menu, Up, Down, Select, Power Settings: Brightness, Contrast, Clock, Phase, H-position, V-position, Auto-Adjust, Aspect Ratio, Sharpness, Color Temperature, OSD timeout, OSD Language, OSD H-Position, OSD V-Position, Information Languages: English, French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, Japanese, Russian, Korean |
| I/O Ports | Serial port (IntelliTouch only), USB Type B, RJ45 for OSD remote key, VGA, HDMI, Display Port, 12V D/C in |
| Input Video Format&Frequency | HDMI V1.3 Type A receptacle for HDMI input, Analog VGA on Female DB-15 connector, DisplayPort V1.1a - Supports later versions of DisplayPort video input, Horizontal: 54.69 – 84.5 KHz, Vertical: 48 – 75 Hz |
| Power Supply | External DC - Optional power brick (sold separately), Input voltage range: 100–240 VAC, Input frequency: 50–60 Hz, Output Voltage: 12VDC +/- 5% |
| Power Consumption (Typical) | ON (Default - 80% Brightness): 17W SLEEP FROM PC (monitor + adapter): 0.3W OFF (monitor + adapter): 0.2W |
| Temperature | Operating : 0°C ~ 40°C (32°F ~ 104°F) Storage: -20°C ~ 60°C (-4°F ~ 140°F) |
| Humidity | Operating: 20% - 80%RH; Storage: 10% - 95%RH |
| Weight | Unpackaged: 6.22 kg; Packaged: 8.20 kg |
| Shipping Box Dimensions | 800mm (L) x 110 mm (W) x 440 mm (H) |
| Mounting Options | 100x100mm VESA mount on rear of unit. 2 Hole mounting interface on all four sides. Flush mount with included brackets. |
| Compliance | ESD: 15 kV air / 8 kV contact ESD compliant IK08 impact compliant |
| Warranty | 2-year |
| MTBF | 50,000h |
| Regulatory approvals and declarations | CE or other according to customer requirements |
| Accessory for options | HDMI cable, VGA cable, OSD remote, Touch USB cable, OSD cable, DC-Power, QuickInstall Guide, "L" (Side Mount) Brackets and w/Screws |

Installation

Unpacking the Touchscreen Monitor

- ◆ VGA cable
- ◆ HDMI cable
- ◆ Mounting brackets
- ◆ USB cable
- ◆ OSD remote

Connector Panel & Interfaces



Touchscreen Monitor Connections

1. Connect the HDMI/DP/VGA video cables between the monitor's HDMI/DP/VGA input connectors and your HDMI/DP/VGA video source. Tighten the video cable's screws for best performance on VGA connector.
2. Connect the USB touch cable between the monitor's USB connector and your PC's USB port.
* Or Connect the Serial touch cable between the monitor's COM (Serial) connector and your PC's COM (Serial) port.
3. Connect a 12VDC power supply to the monitor's input power jack.

Installing the Touch Technology Software Drivers

No additional drivers are required for your projected-capacitive touchscreen displays with Windows 7 ,8.1 and 10 or later operating systems, it uses Windows HID drivers. If the monitor is used with Windows XP operating system, follow below steps to install Windows XP touch driver.

To download the latest touch drivers

Please request the latest touch screen driver from Dignity according to the operating system.

Operation

Power

The touch monitor ships in an ON state.

To turn the touch monitor on or off, press the touch monitor power button on the OSD controller once.

The power status LED on the OSD controller functions according to the following table:

| touch monitor/Computer Module Status | LED Status |
|--------------------------------------|------------|
| OFF | OFF |
| SLEEP | ON |
| ON | ON |

The system consumes low power when in SLEEP and OFF modes.

Touching the screen will bring the attached host PC out of SLEEP mode (similar to moving the mouse or pressing a keyboard key).

To improve reliability and reduce wasteful power consumption, disconnect the AC power cable from the monitor when long periods of disuse are planned.

Touch

Your touchscreen monitor is factory-calibrated and should not need manual calibration (unless the input video is not fully scaled to the native resolution, or the touch experience needs to be calibrated to a specific user).

Projected Capacitive Touch

When connected to Windows 7, 8.1 and 10 or later computers, the touch monitor can report 10 simultaneous touches. When connected to Windows XP computers, the touch monitor reports single touch.

No additional drivers are required for this technology to work with Windows 7, 8.1 and 10 or later, it uses Windows HID drivers. Refer to Chapter 2, Section "Installing the Touch Technology Software Drivers" to find instructions to download touch drivers for Windows XP.

Gesture Support

Microsoft Website <http://msdn.microsoft.com/en-us/library/dd940543> on the various gestures that are supported in Windows 7.

Video

A display's native resolution is its width and height measured in number of pixels. Generally, for best performance, an image displayed on this monitor will look best when your computer's output resolution matches this monitor's native resolution.

For computer output resolutions at non-native resolutions, the monitor will scale the video to its panel's native resolution. This involves stretching or compressing the input image as needed in the X- and Y-dimensions to fit the display's native resolution. An unavoidable by product of the scaling algorithms is a loss of fidelity when the computer's output video image is scaled by the monitor to fit the display. This loss of fidelity is most apparent when viewing feature-rich images at close distances (for example images containing small-font text).

Your touch monitor will likely not require video adjustments. However, for analog VGA video, variations in video graphic card outputs may require user adjustments through the OSD to optimize the quality of the monitor's displayed image. These adjustments are "remembered" by the touchscreen display. Also, to reduce the need for adjustments for different video mode timings, the monitor correctly scales and displays some of the video industry's most common video timing modes.

On-Screen Display

Four OSD buttons are located on a wired control box. These can be used to adjust various display parameters. The buttons and their functionality are:

The buttons and their functionality are:



Button

Function when OSD is not displayed

Function when OSD is displayed

Display OSD Main menu

Display OSD Main menu

Select submenu to enter / select parameter to adjust

| | | |
|-------|--|--|
| LEFT | Display OSD Contrast submenu / reduce brightness | Decrease value of selected parameter / select next menu item |
| RIGHT | Display OSD Brightness submenu / increase brightness | Increase value of selected parameter / select previous menu item |
| AUTO | Automatic image adjustment of VGA video | Back to previous menu / Exit OSD setting |
| POWER | ON/OFF | Shut on/ off |

Using the OSD buttons controls an on-screen graphical user interface which displays on top of your input video, allowing intuitive adjustment of the following display parameters:

| Parameter | Available Adjustment |
|-------------|---|
| Brightness | Increase/decrease monitor brightness. Default: maximum |
| Contrast | Increase/decrease monitor contrast. Default: best gray-shade performance |
| Clock | Allow fine adjustments of the panel's pixel dot clock. Only applicable for VGA input video |
| Phase | Allow fine adjustments of the panel's pixel dot clock phase. Only applicable for VGA input video |
| Auto Adjust | Automatically adjusts the system clock to the input analog VGA video signal, affecting the H-position, V-position, Clock, and Phase menu items. Only applicable for VGA input video |
| H-position | Move the image horizontally on the display in single-pixel increments. Default: centered Only applicable for VGA input video |
| V-position | Move the image vertically on the display in single-pixel increments. Default: centered Only applicable for VGA input video |

| Parameter | Available Adjustment |
|-------------------|---|
| Aspect Ratio | <p>Switch the scaling method between Full Scaling and Maintain Aspect Ratio. Default:Wide scaling</p> <p>Wide scaling - scale the X- and Y-dimensions of the input video (up or down as needed) to the display's native resolution. 5:4 – Adjust the aspect ratio of the input video to 5:4 and fill the rest of the display with the same number of black bars on the left and right.</p> <p>4:3– Adjust the aspect ratio of the input video to 4:3 and fill the rest of the display with the same number of black bars on the left and right.</p> <p><i>Other touchscreen technologies may need recalibration when switching between Aspect Ratio options. *this function is available only on wide monitors.</i></p> |
| Sharpness | <p>Adjust sharpness of the displayed images.</p> <p>Default: no sharpness adjustment</p> <p>Only applicable at non-native input video resolutions.</p> |
| Color Temperature | <p>Select the display's color temperature. The available color temperatures are 9300K, 7500K, 6500K, 5500K,sRGB and User Defined.If the User Defined option is selected, the user can change the color temperature by changing individual R, G, and B gains on a scale from 0 to 100.</p> <p>Default: User Defined with R, G, and B all set to 50.</p> |
| OSD H-Position | <p>Adjust the horizontal location of the OSD menus on the display.</p> <p>Default: centered</p> |
| OSD V-Position | <p>Adjust the vertical location of the OSD menus on the display.</p> <p>Default: centered</p> <p>VGA Priority, DP Priority</p> <p>Default: VGA Priority</p> |
| Touch on Sleep | <p>Touch function enabled / disabled when the monitor goes into the sleep mode. Default: On</p> |

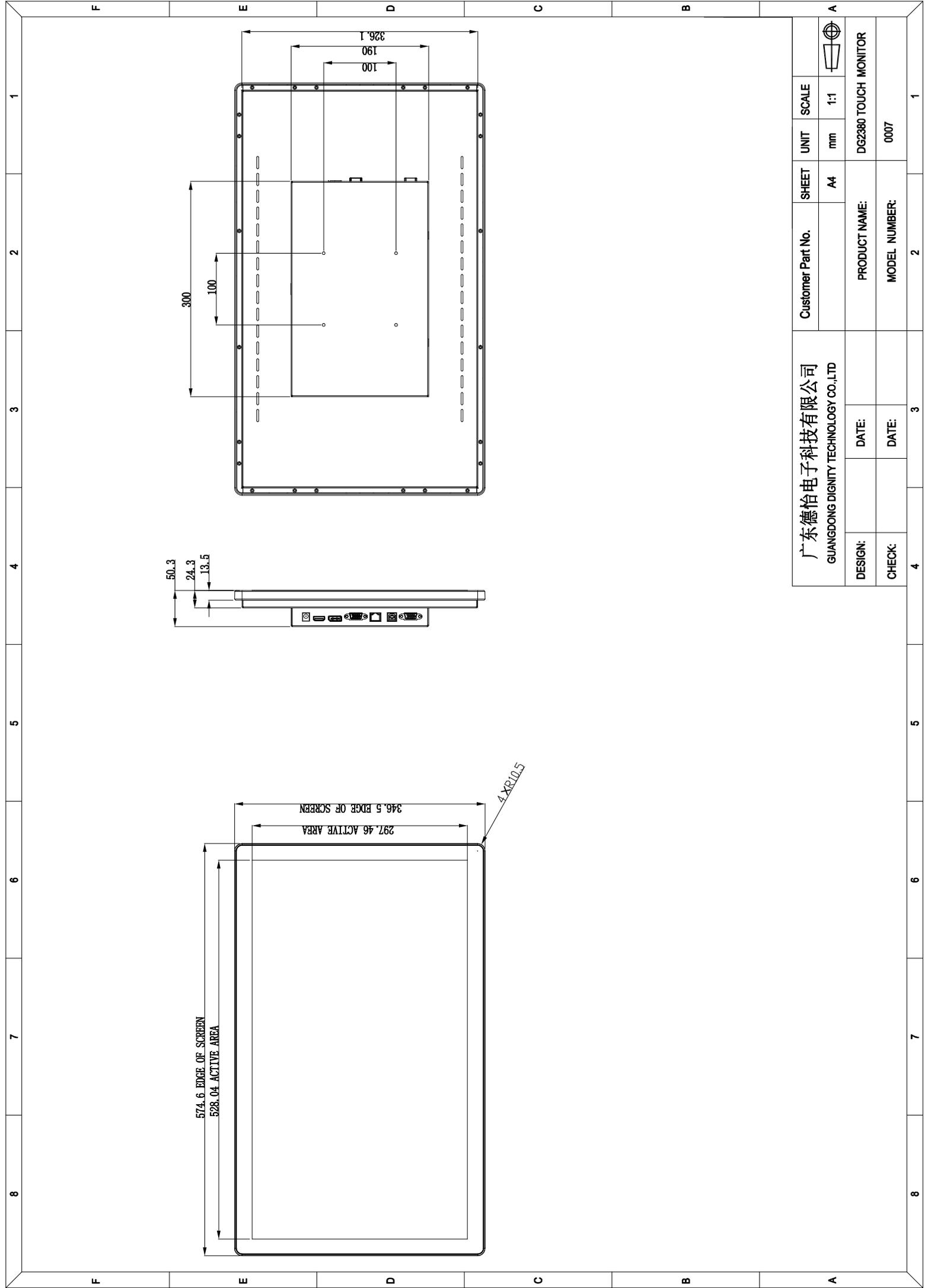
All touchscreen monitor adjustments made through the OSD are automatically memorized as soon as they are entered.This feature saves you from having to reset your choices every time the touchscreen monitor is unplugged or powered off and on. If there is a power failure, the touchscreen display settings will not default to the factory specifications.

Technical Support

If you are experiencing trouble with your touch monitor, refer to the following suggestions. If the problem persists, please contact your local dealer or contact Dignity Customer Service. Worldwide technical support phone numbers are available on the last page of this user manual.

Solutions to Common Problems

| Problem | Suggested Troubleshooting |
|---|--|
| The touchscreen display does not respond when turning on the system | Check that the DC power adaptor is properly connected Verify the DC power adaptor is functioning |
| Monitor display is dim | Use the OSD to increase the brightness. Use the OSD to increase the contrast |
| Monitor display is black | If the Power Status LED is blinking, the monitor or Computer Module may be in SLEEP mode touch the touchscreen to see if the image reappears |
| Monitor display image looks strange | Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touchscreen display Use the Auto Adjust function in the OSD |
| Touch functionality doesn't work | Verify your PC has the latest PCAP drivers installed, Perform PCAP latest drivers |
| The OSD buttons or power button does not respond when pressed | Check if the OSD cable is loose |
| Can't wake on touch | Check to see if the OSD touch is supported |



1 2 3 4 5 6 7 8

F E D C B A

F E D C B A

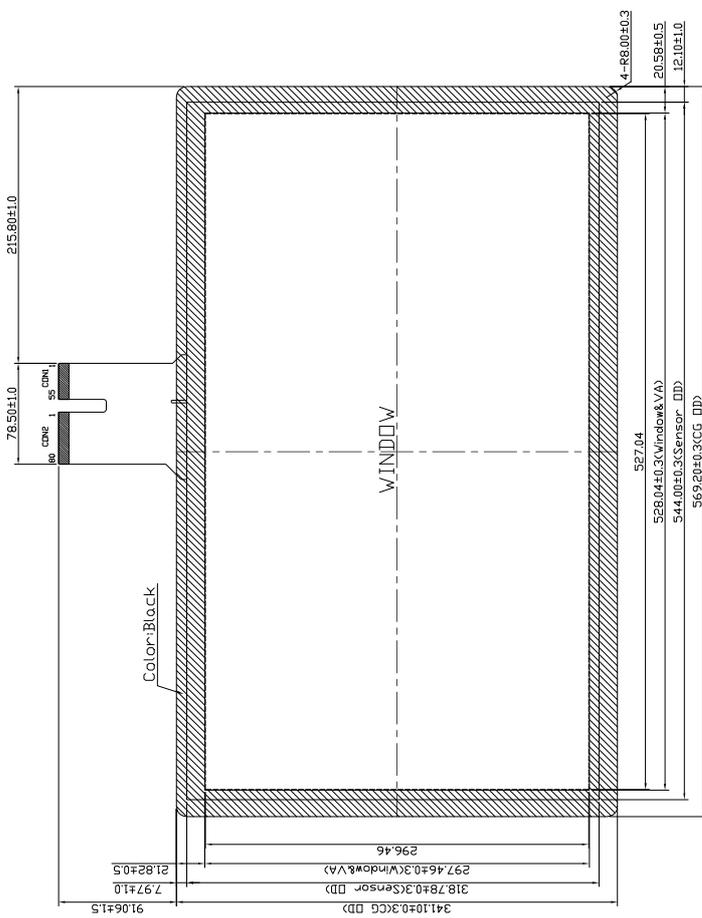
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 GUANGDONG DIGNITY TECHNOLOGY CO.,LTD

| | | | | |
|-------------------|-------|---------------|----------------------|--|
| Customer Part No. | SHEET | UNIT | SCALE | |
| | A4 | mm | 1:1 | |
| DESIGN: | DATE: | PRODUCT NAME: | DG2380 TOUCH MONITOR | |
| CHECK: | DATE: | MODEL NUMBER: | 0007 | |

1 2 3 4 5 6 7 8

| MARK | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
|------|---------|------|------|------|---------|------|------|---|
| MARK | HISTORY | NAME | DATE | MARK | HISTORY | NAME | DATE | |
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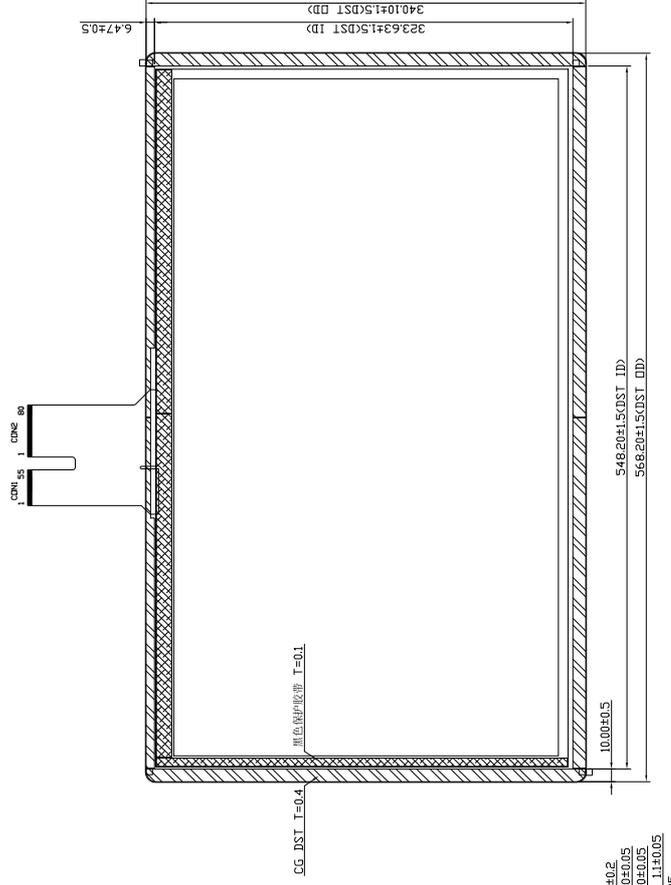
FRONT VIEW



SIDE VIEW



REAR VIEW



- Notes:
1. Operating Temperature: $-10^{\circ}\text{C} \sim +60^{\circ}\text{C}$.
Storage Temperature: $-20^{\circ}\text{C} \sim +70^{\circ}\text{C}$.
 2. Hardness $\geq 7\text{H}$.
 3. Transparency $\geq 85\%$.
 4. Unspecified Tolerance: ± 0.5 .
 5. ROHS Compliance.

DY2382W-5256

| | | | | | | | | |
|-------------------|----------|-------|----|------|----|-------|-----|-------|
| Customer Part No. | 23.8inch | SHEET | A4 | UNIT | mm | SCALE | 1:1 | ver.1 |
|-------------------|----------|-------|----|------|----|-------|-----|-------|

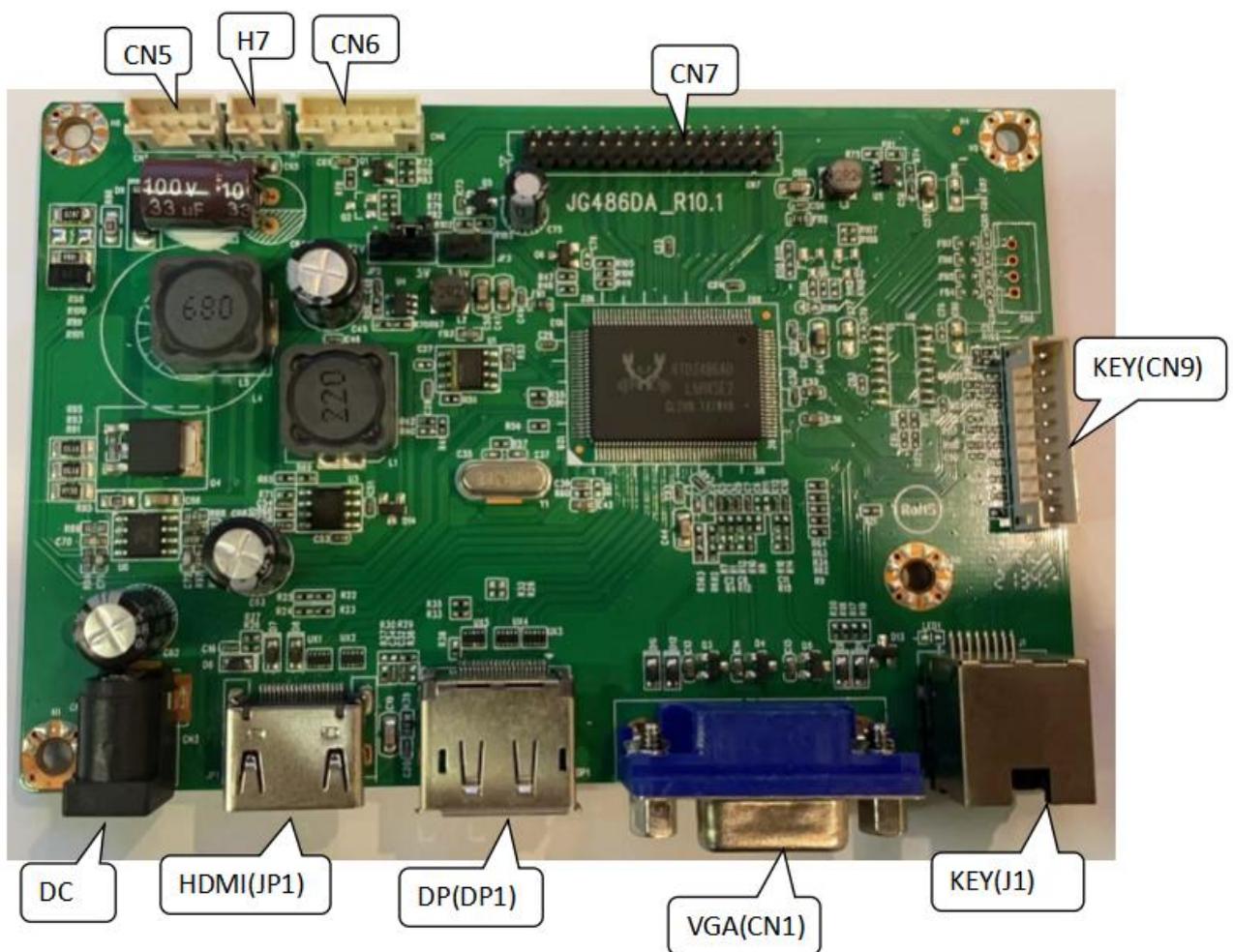
| | | | |
|--------|--------|------|------------|
| DESIGN | MURPHY | DATE | 2022.10.14 |
| CHECK | | DATE | |

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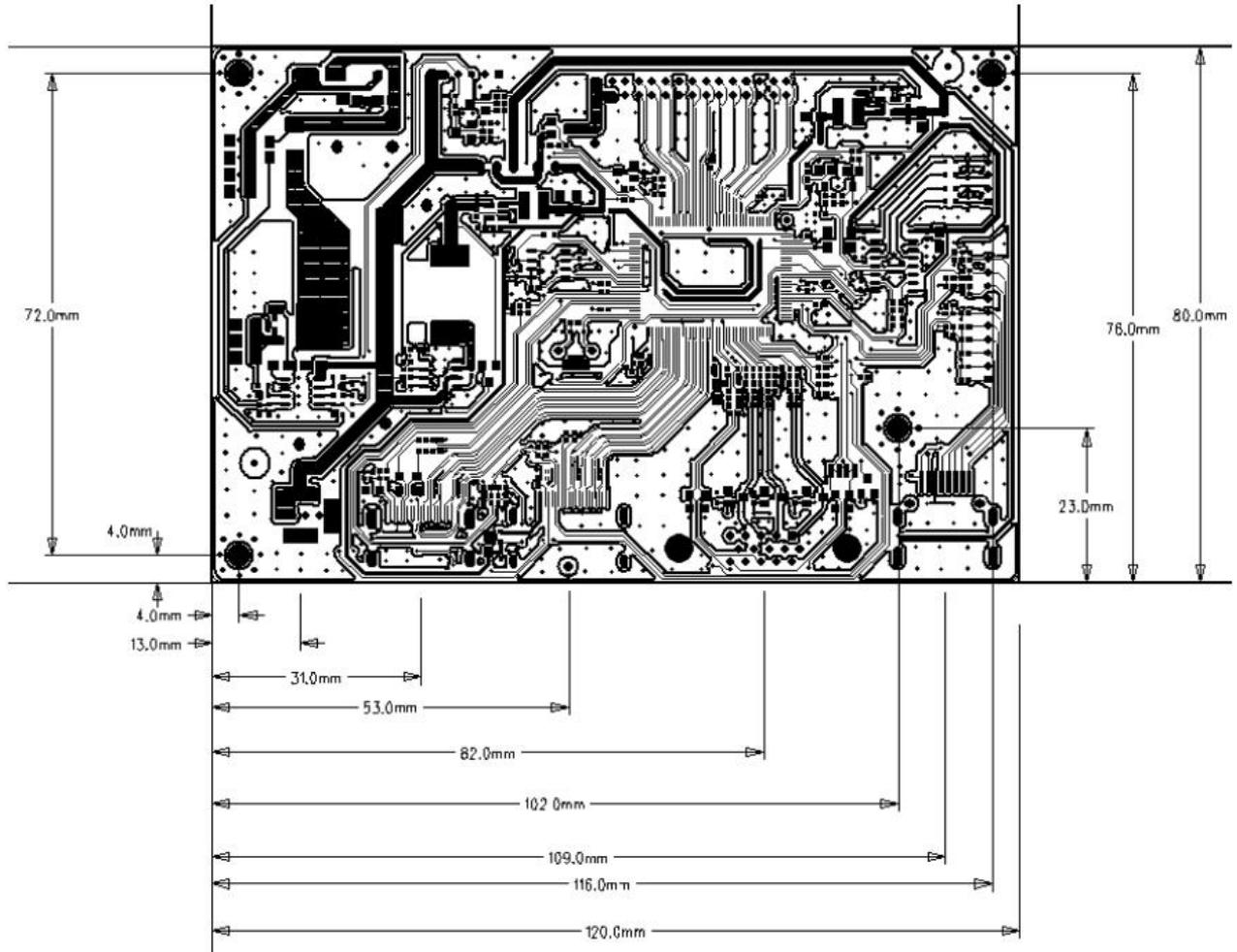
| | | |
|---------------|------|----|
| 1024*768(XGA) | 48.4 | 60 |
| | 56.5 | 70 |
| | 60.0 | 75 |
| 800*600(SVGA) | 37.9 | 60 |
| | 48.1 | 72 |
| | 46.9 | 75 |
| 640*480 (VGA) | 31.5 | 60 |
| | 37.9 | 72 |
| | 37.5 | 75 |

Mechanical Description

- Dimensions: 120x80mm (L x W)
- Screw Hole: 3.5mm×4



PCB Dimensions





www.dignity-eu.com

