

Photon Troubleshoot

This manual provides troubleshooting solutions that might occur during the installation of a CyberTouch Photon Frame.

A. Visual

1. Locate the USB and power jack originating either at the bottom left, or right hand corners of the Photon Frame. Inspect both cords and ensure there is no physical damage.



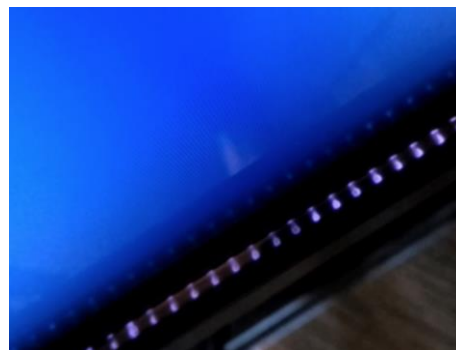
2. After inspecting USB and power jack, conduct a thorough inspection of all Infrared sensors on the Photon Frame. Look for any signs of physical discrepancies such as accumulation of dust on the sensor, scratches to the sensor or any signs of water damage.



3. After inspecting USB and power jack along with the Infrared sensors, do an overview of the safety glass, to ensure there are no signs of physical damage such as scratches or cracks.
4. If all visual aspects of your Photon Frame are free of any signs of damage, please move on to the next section.

B. Electrical

1. Locate the power jack and either at the bottom left, or right hand corners of the Photon Frame. To be sure sensor is receiving proper voltage, use a volt Ohm meter to measure the voltage supplied by the power supply; it should read 5 volts and the power supply should be rated a minimum of 4 amps.
2. If the power supply is and voltage is correct, using an iPhone on selfie mode, place the long side of the phone on the safety glass with the camera facing the Infrared sensor. Using this technique, you will be able to detect if the Infrared beams are transmitting.



1. If both physical and electrical components of the Photon Frame are functional, please move on to the next section.



C. Software

1. Make sure you have a computer that has drivers already downloaded and installed from the CyberTouch website.
2. Locate the USB and connect your computer to the Photon Frame.
3. Once your computer recognizes the Photon Frame, run a software diagnostic and send CyberTouch the report.

D. CyberTouch Technical Support

1. In an event where none of these troubleshooting techniques remedies your touch solution's error, please contact our Technical Support Team:

via email: techsupport@cybertouch.com

via phone: 805.499.5000 x 5220