

Quick Guide



Optika Collaborate UHD Display Issue Resolution Video Performance Issues

Blank Display

Check display power and connections. Verify that the host computer is powered on as indicated by the **green** power light. Verify the correct input source is selected.

Garbled Display

Verify the display cable is securely attached.

Wrong Frequency

Verify that the host video source is capable of **4K (3840 x 2160) @ 60Hz**.

Note that **HDMI 1.4** is capable of a maximum **4K @ 30Hz**. **HDMI 2.0** and **DisplayPort** are capable of **4K @ 60Hz**.

Poor Color

Verify the resolution is **4K (3840 x 2160)**. Lower resolutions are **not optimal** and can result in color shift as well as overall display softness.

Can't access correct input

Verify that the video source is active and that all cable connections are secure.

Flickering on DisplayPort (periodic screen blanking)

Replace DisplayPort cable. Ensure that the entire Displayport cable length is no longer than 16', unless using active

signal amplification.

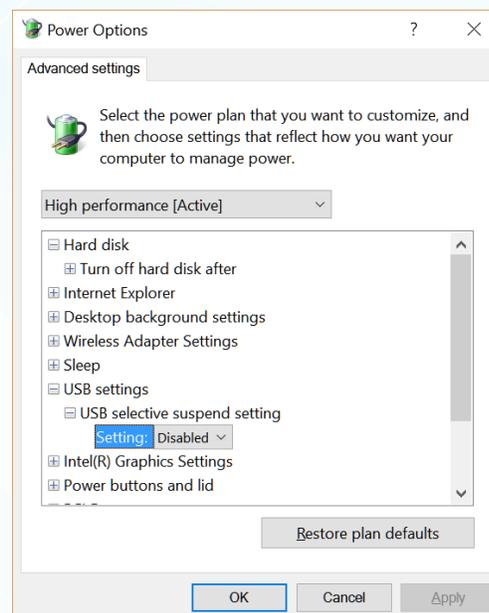
Flickering or tearing on HDMI Port

Users may see flickering or tearing on the HDMI port when sending an interlaced signal. This is commonly seen in broadcast environments when the default signal is **1080i**. **Optika displays require progressive scan input for optimal performance.**

"No Support" message on OSD

Escalate to tier three.

Touch and Pen Issues



Intermittent touch interruption

Verify the fixes listed above, and also be sure that the **"USB selective suspend setting"** in the advanced power

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settings (Windows) is set to “Disabled”.

Slow Touch

Users may perceive high levels of touch latency if the host system does not have high enough performance to keep up, or if the display is set to a refresh rate of **30Hz** as opposed to **60Hz**.

Off axis

Verify there are no physical obstructions twisting the frame of the display. In Windows, you may also run “Calibrate the screen for pen and touch input” through the settings menu.

No Touch

Check the **USB cable** for a secure connection between the display and host computer.

Verify the **USB cable** connects directly to the computer and not through the built in powered **USB 3.0 hub**.

Be sure to keep your cable length to 16’ or shorter, unless using active powered extension cables.

Blocked Areas

Check that there is no debris present on the surface of the display. Surface contaminants may cause errant touches and distorted touch events.

Pen doesn’t activate

Verify that the host application has pen support

Device Manager shows USB Malfunction

Run the following tool: <https://support.microsoft.com/en-us/help/17614/automatically-diagnose-and-fix-windows-usb-problems>

Windows 7 Issues

Touch and pen do not function

Windows 7 can have issues with USB driver enumeration on touch displays. Plug the **USB cable** into a different slot. Escalate to tier three if unresolved.

Macintosh Issues

Touch and pen do not function predictably

Macintosh systems **do not** currently support pen or multitouch.

Some OSX versions have issues with touch displays, users should run OSX 10.12 or greater for single point touch.

Installation Questions

Enabling Serial or Network Commands

Serial commands may be sent over Ethernet or via the DB9 connection using RS-232. Users may use one or the other, but not both simultaneously. See the **Optika Network Control** guide for details.

For **Support** call: 844-308-9813 (option 3) or email support@optikadisplay.com