

Antumbra

Next Generation User Interface for the powerful Dynalite Network

User Guide

Version 1.0

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Background

Philips Dynalite is a highly specialized company whose principal occupation is to provide 'cutting edge' solutions for lighting control. Our achievements have been recognized worldwide and Philips Dynalite is generally the system of choice for projects involving integration with third-party vendor's equipment and for large-scale applications.

Philips Dynalite's philosophy is to provide the best solution possible for each and every project. This is the key to our success. Our considerable investment in Research & Development ensures that we remain at the forefront of our industry. Our position as a world leader in lighting management systems for the future is sustained through our total commitment to innovation.

We are represented around the world by distributors and dealers who are handpicked for their ability to provide the highest possible level of service.

From a stock exchange in Shanghai, to a luxury resort in Dubai, a smart home in Sao Paulo to limestone caves in New Zealand, Philips Dynalite's innovative solutions deliver intelligent light.

Ongoing research and development has enabled Philips Dynalite to create secure automated systems that control tens of thousands of individual light fittings in high-rise office buildings from any location anywhere in the world. Our networks are engineered to deliver instant notification of power or system failure, and report via a LAN, internet, or through an SMS gateway to a mobile phone. This provides the assurance necessary in applications where continuous operation is vital, such as road tunnels, computer servers or cold storage units.

Philips Dynalite's modular product design philosophy also improves system flexibility. Through this approach, specific application requirements can be accommodated with greatly reduced lead times. As an industry leader Philips Dynalite is committed to creating superior lighting control and energy management systems, setting new benchmarks in performance and efficiency.

In receiving the International Association of Lighting Designers award for Most Innovative Product, the Philips Dynalite control system has been independently recognized as 'A user friendly and sensible modular approach, which takes it from sophisticated domestic settings to large architectural spaces'.

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About this guide

Guide Overview

This guide is designed to assist in the configuration of the Antumbra Panels.

A working knowledge of EnvisionProject and Dynalite commissioning processes is required to effectively use this document. For more information on commissioning processes, consult the Dynalite Programmers Guide.

Disclaimer

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Product Overview

Philips Dynalite introduces Antumbra Panel Series that has the most unique features and has revolutionized the way a user interacts with the user interface. Antumbra redefines the pre-conceptions of what a user interface keypad or panel can be and the way the user can intuitively interact with it to control the lighting system.

Antumbra Panel series has been designed to suit both residential and commercial markets. The Antumbra Panel series consists of the following types of panels:

- Antumbra Button
- Antumbra Display
- Antumbra Touch

Each button on the Antumbra panel can be configured using the EnvisionProject commissioning software to perform a vast range of functions.

The contemporary design of Antumbra panel incorporates multiple sensors that are used to perform advance functions like light sensing and temperature sensing.

The Antumbra Button panel consists of three sensors.

Proximity sensor

The Proximity sensor utilizes capacitive field effect technology to detect a user when the user approaches the panel and activates a light wash onto the wall around the panel welcoming the user towards the panel.

Ambient light sensor

The Ambient light sensor senses the ambient light condition around the panel and can be used to automatically adjust the LED and light wash brightness of the panel.

Temperature sensor

The temperature sensor is used to determine the temperature of the room where the panel is mounted.

The Antumbra Panel series is one of the most flexible user interface solution available in the market. The advanced flexibility is from the panel being divided into two components namely DyNet Antumbra Communication Module and Antumbra Application Module. The two components come together to form the solution for the Antumbra Panel series.

Antumbra Button Panel

The Antumbra Button Panel has a RS485 DyNet serial port and is classified as Class 2 Safety Extra Low Voltage device.

The Antumbra Button panel is available in White, Silver and Magnesium button finishes.

To complement these button finishes, the rim finishes for the buttons are available in White, Magnesium, Chrome and Aluminium providing a wide range of décor matching possibilities. It is available in Europe (EU) and North American (NA) styles.



Figure I - Antumbra Button Panel EU

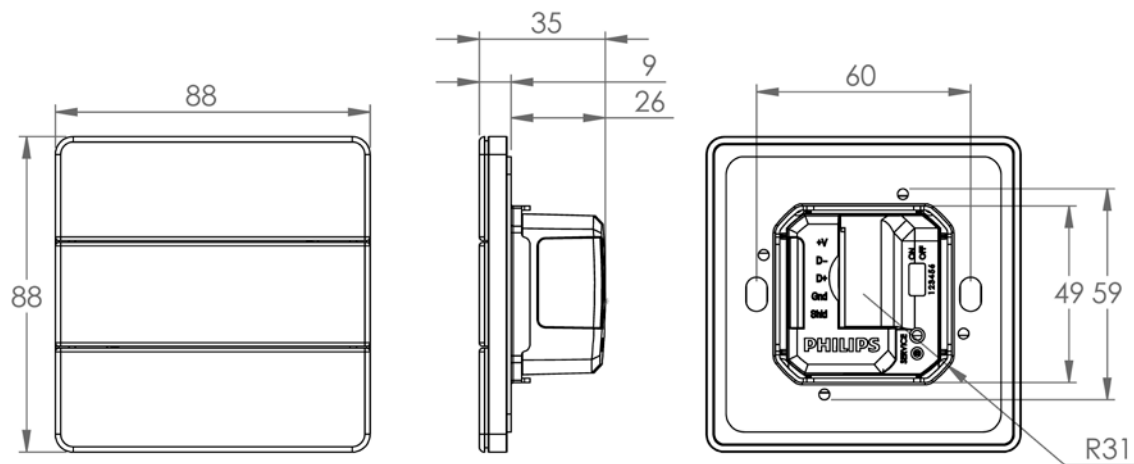
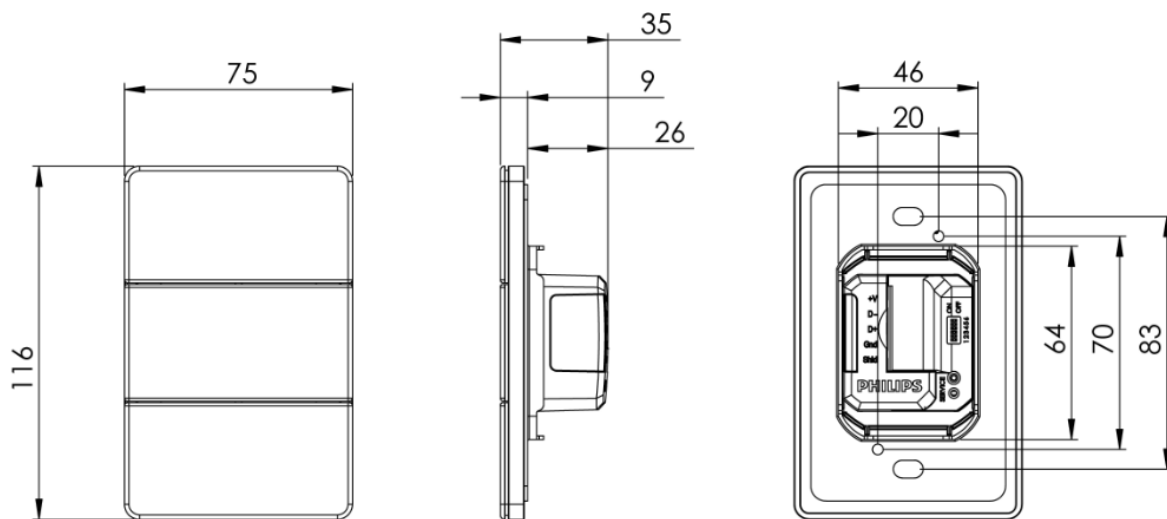




Figure 2 - Antumbra Button Panel NA



The Antumbra Panel has 6 configurable tactile buttons. They can be configured through EnvisionProject commissioning software to be used as panels having 1 to 6 buttons. This can also be done through enable/disable catches. (Enable/disable catch only removes the tactile feel on the buttons)

Customised labelling of icons and text that can be engraved on the panel is available.

Features of Antumbra Panel

- Qualitative tactile big buttons
- Enable/disable catches for tactile feel
- Seamlessly hidden LED indicators for every button
- Proximity sensing up to 15cm
- Light-wash effect
- Temperature sensing
- Ambient light sensing with seamlessly hidden window
- Scratch resistant up to 2H pencil hardness
- IP22 rated
- Mountable in portrait and landscape orientations
- Mountable to standard mounting wall boxes.



Figure 3 - Antumbra Button Panel

Lightwash Effect

The Antumbra Panel responds to a person's presence with a welcoming ring of light around it to indicate the panel's location in low light environments. A built-in light level sensor brings on the light to a comfortable level sensing the light in the surroundings. The lightwash effect can be disabled through EnvisionProject software. The lightwash effect is displayed as shown in the figure below:

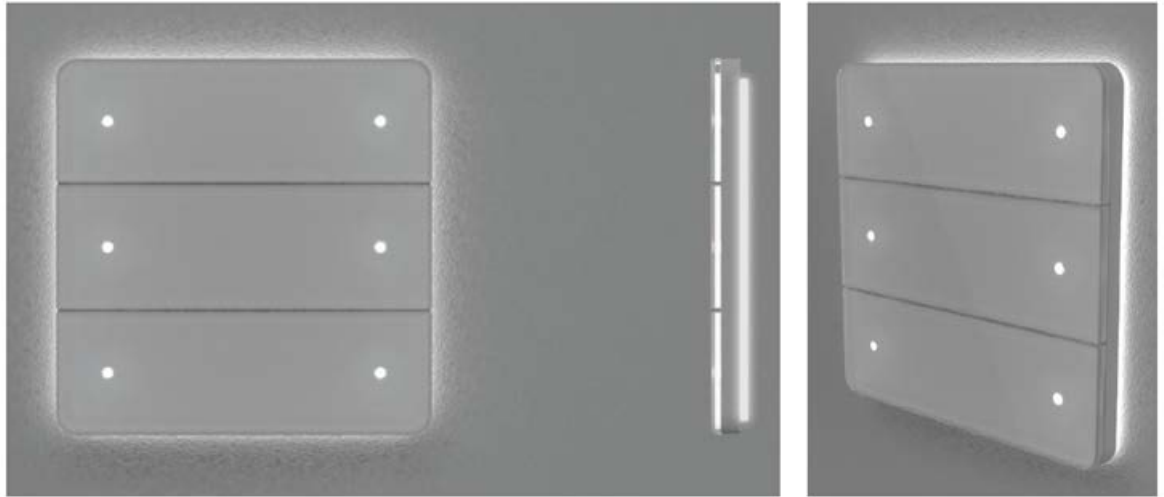


Figure 4 - Antumbra Panel with Light-Wash effect

LED Indicators

Programmable indicators appear on the Antumbra Panel as the user approaches the panel, showing the location of configured buttons on the panel. As the user moves away the LED indicators fade and become invisible on the panel. The brightness of these indicators can be configured using the EnvisionProject commissioning software.



Figure 5 - LED Indicators on Antumbra Button Panel

Structure of Antumbra Button Panel

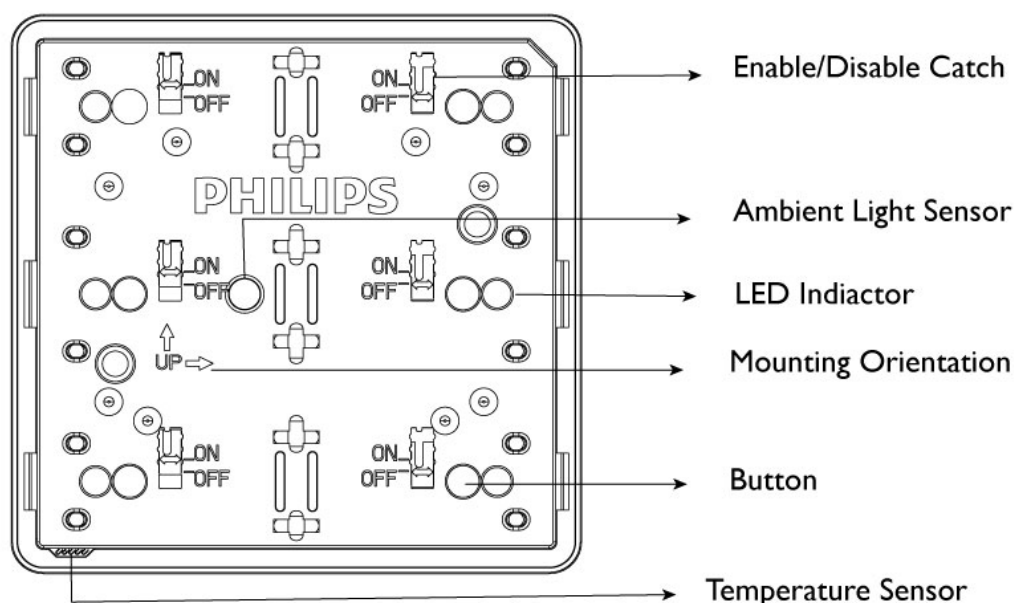


Figure 6 - Application Module-Front View

The Antumbra Button Panel Application Module unit is made up of 6 configurable buttons, 6 LED indicators, 6 back light LEDs, temperature sensor, daylight sensor and a proximity sensor.

All the configurable buttons have an Enable and Disable catch that can be used to enable/disable the tactile feel of the buttons on the panel.

The panel can be mounted in portrait and landscape orientations. Ensure the holes on the rim are located at the bottom of the panel for easy air flow that help in temperature sensing. Refer to the Application Module Front View image to mount the panel in the right orientation. The arrows indicate the side that has to be at the top when the panel is mounted.

Product Architecture

The Antumbra panel product is made up two components namely the Application Module and Communication Module. These two components come together to form the Antumbra panel.

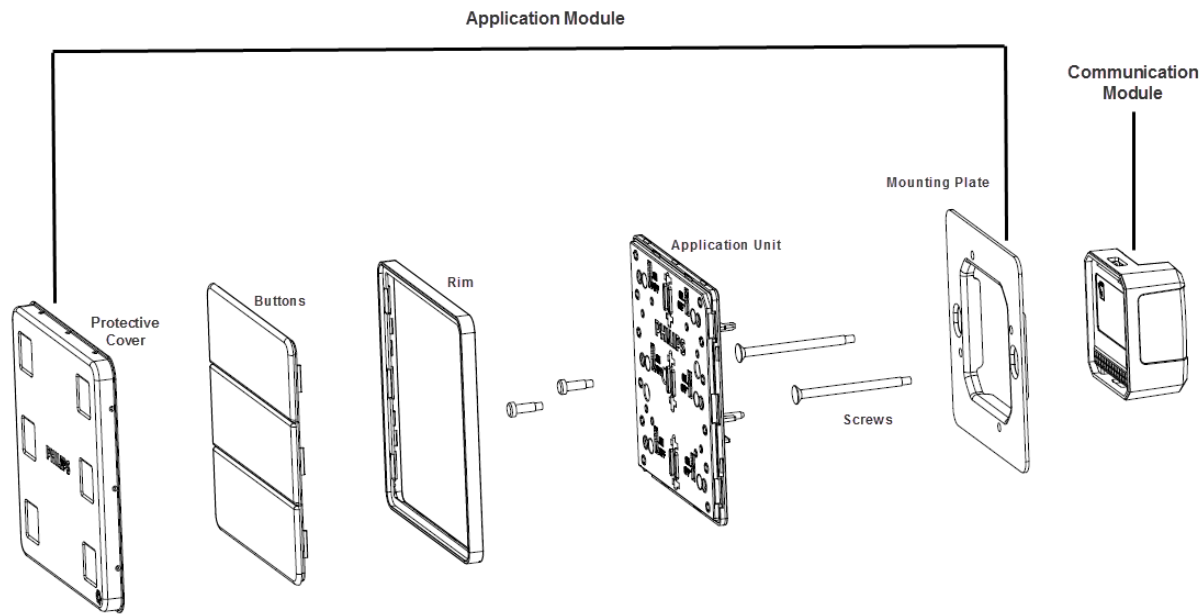


Figure 7 - Product Architecture of Antumbra Button

Application Module

The Application Module is made of protective cover, buttons, rim, application unit and the mounting plate. The buttons and rims in the Antumbra Button panel come in different colours and finishes. The button is available in White, Silver and Magnesium and the rim is available in White, Magnesium, Chrome and Aluminium.

The rim has built-in ventilation for fast acting response from the temperature sensor.

The Application unit contains all the sensor devices and the LEDs. It includes the proximity sensor, the day light sensor and the temperature sensor. The LEDs are used to provide backlight to the configured buttons on the panel. This unit also produces the light wash effect around the panel. All the parts of the Antumbra Button panel plug into the application unit.

Communication Module

The DyNet communication module is common across all the Antumbra Panel series. It contains all the logical and network functions that are used to communicate in a DyNet environment.

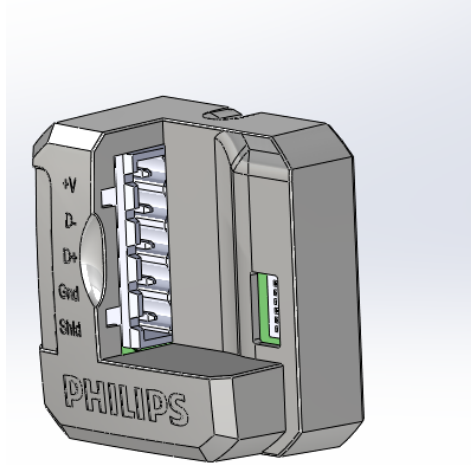


Figure 8 - DyNet Antumbra Comms Module

The communications module contains all the settings of the panel and manages the communication to the DyNet network.

The communication module can be pre-programmed using the EnvisionProject commissioning software without the application module. For example, for hotel room projects where the number of different panel configurations are known, the same software settings can be programmed on all the Comms Modules and the installer while installation has to only configure it to the required area. It consists of 6 DIP switches that can be used to make large scale project commissioning simple.

Also the front of the Comms Module, has a small white space that can be used by the installer to mark notes on the module.

The service switch can be used to test the network. A long press resets the Comms Module and a short press sends a sign-on message on to the DyNet network.

Configuration of Antumbra Button Panel

The Antumbra Button Panel is a programmable user interface with 6 configurable inputs.

The following configuration pages are available in EnvisionProject:

- Device Properties
- Buttons
- Proximity Sensor
- Area Cascading
- Tasks and Events
- Comm Ports
- Product Details

Adding the Antumbra Panel to EP

Add the Antumbra Button Panel to your project using one of the standard two methods:

 Load the device from network

 Insert the device from list

There are two types of Antumbra Button Panels available:

PABPA – Australian style

PABPE – European style

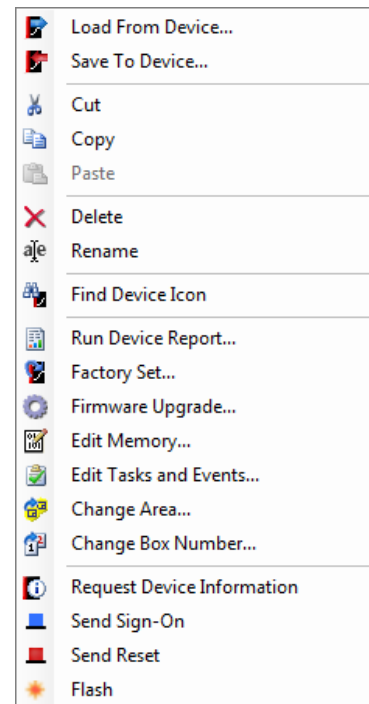


Figure 9 - Context Menu

Once the Antumbra Button Panel has been added to the project, the product is displayed in the Network View tree if added in the Network view or the Physical View tree if added in the Physical View.

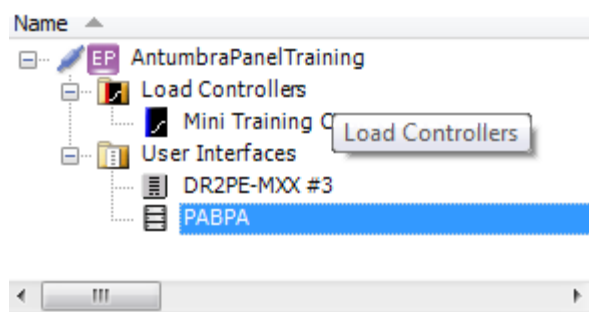


Figure 10 - Network View

When the Antumbra Panel is selected, you can access the common device functions from the Network/Physical tool bar menu or by right-clicking the name of the panel to open the Context menu.

Device Properties

The Device Properties Page displays basic and advanced information about the Antumbra Button Panel

The following buttons are available on the toolbar.

Displayed fields can be sorted in one of two ways by using the following buttons:




Categorized



Alphabetically

Initially only the basic fields are shown. To reveal all fields, click the  Advanced button.

The list can be filtered by entering a field name in the  box.

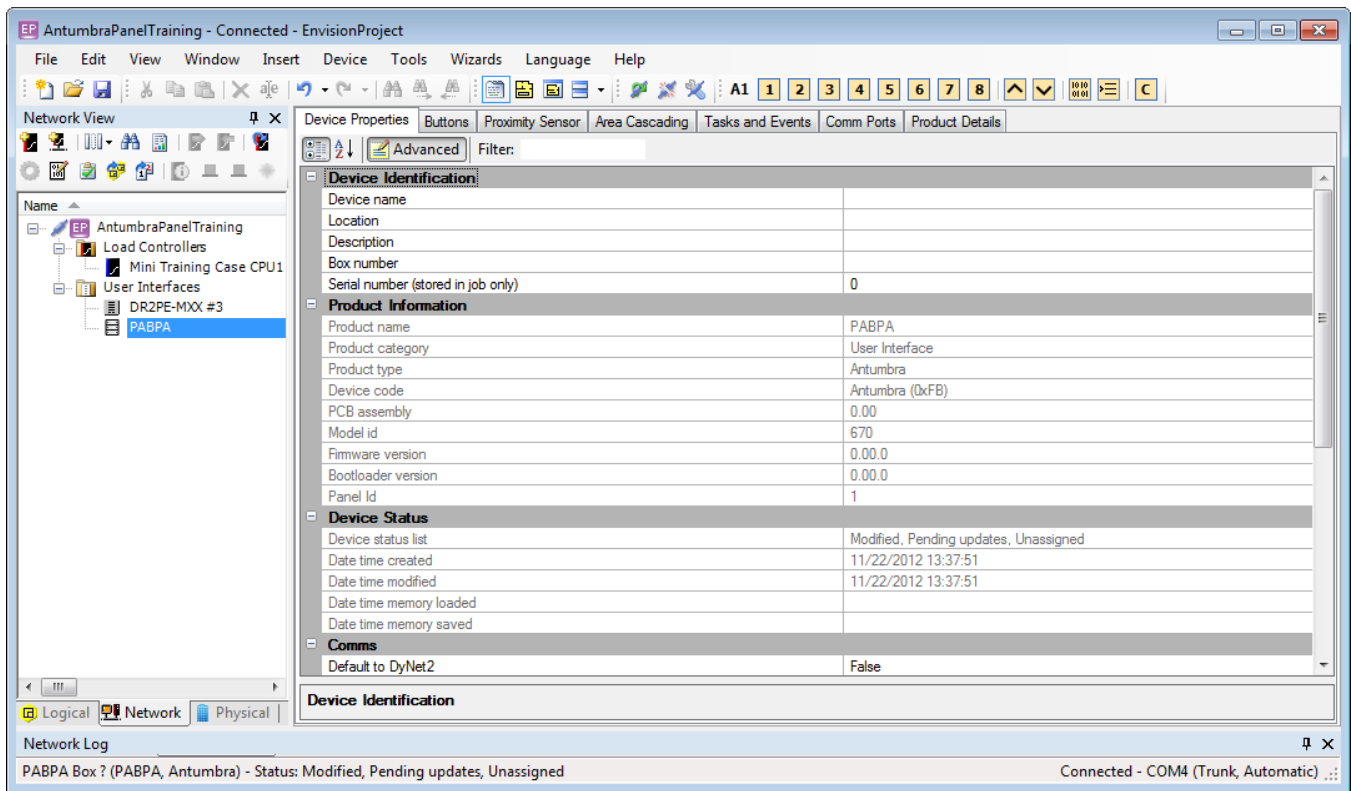


Figure 11 Device Properties Page

Panel Data

The Antumbra Panel specific settings are located in the Panel data section:

Native Logical Area

Logical Area where the panel is located

Native BLA

The Base Link Area number where the panel is located

Logical Channel

The logical channel where the panel is located

Native Join

The static join of the panel.

Buttons

The Buttons Page displays the Button Editor. Selecting a button enables you to specify the button functions and the type of press/release action that will trigger each function

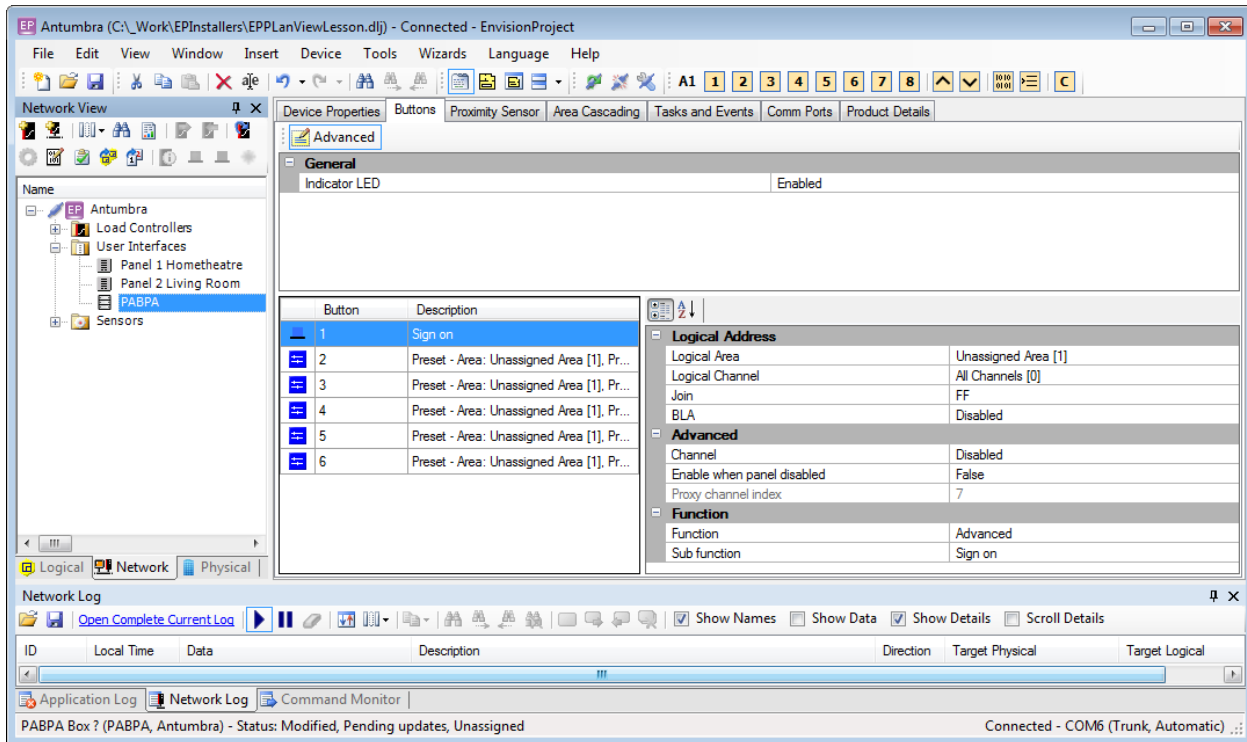


Figure 12 - Buttons page

General

The properties under the General category are global properties that are applicable for all the 6 input button LED indicator.

Indicator LED

Enable/Disable the all the indicator LEDs.

Logical Address

Logical Area

Logical Area used by the selected button function.

Logical Channel

Logical channel used by the selected button function.

Join

Join used by the selected button function

BLA

BLA used by the selected button function.

General

Button

Enable/Disable the button on the panel.

Enable when panel disabled

True/False. Function is still available in panic mode. The button is enabled when panel is disabled.

Function

You can select the input function for an Antumbra Button Panel from the following choices:

 Advanced

 Channel Level

 Custom

 One Touch

 Preset

 Ramp

 Task

 No function

Sub functions for each of the functions are described below:

Advanced

 **Sign-on**

Checks the functionality of the button by sending a DyNet message on to the network.

 **Panic**

Panic

True/False. True sets the panel to panic mode.

Fade time

The time taken by the panel to get into panic mode.

**Panel enable/Disable****Enable Panel**

True/False. Enables or disables panel

DyNet mute

Stop Dynet messages being created by this function

Channel Level**Level**

Sets the percentage level of light on the channel

Fade

The time taken to reach the defined channel level

Off preset

Defines the off preset number for the area. It is used by LED tracking

DyNet mute

Stop Dynet messages being created by this function.

Custom

Allows you to select from any of the options in the Action Chain Editor

Standard function name

Enable/Disable Base Link Area

Press actions

Opens the Action Chain Editor

Release actions

Opens the Action Chain Editor

Extended press actions

Opens the Action Chain Editor

Extended release actions

Opens the Action Chain Editor

One Touch

One touch ramp only

On Preset

Defines the preset in ON state

Off Preset

Defines the preset in OFF state

Fade

Time taken to reach the preset level

Ramp rate

Time taken to ramp up to the required level

Min Level

Minimum light level that remains on the channel while ramping.

DyNet mute

Stop Dynet messages being created by this function.

One touch ramp with program

On Preset

Defines the preset in ON state

Off Preset

Defines the off preset number for the area

Fade

Time taken to reach the preset level

Ramp rate

Time taken to ramp up to the required level

Min level

Minimum light level that remains on the channel while ramping

DyNet mute

Stop Dynet messages being created by this function

Toggle Preset

On Preset

Defines the preset in ON state

Off Preset

Defines the preset in OFF state

Fade

Time taken to reach the preset level

Preset

Preset

Preset

Set the preset in ON state

Fade

Time taken to reach the ON state

DyNet mute

Stop Dynet messages being created by this function

Off Preset

Defines the off preset number for the area. It is used by LED tracking.

Reset Preset

Fade

Time taken to reset the current preset

DyNet mute

Stop Dynet messages being created by this function

Preset Offset

Preset Offset

Moves the preset down to a number defined in the offset

DyNet mute

Stop Dynet messages being created by this function

Ramp

Ramp up

Fade

Time taken to ramp up.

DyNet mute

Stop Dynet messages being created by this function

Ramp down

Min Level

Minimum level of light that remains when ramping down

Fade

Time taken to ramp down

DyNet mute

Stop Dynet messages being created by this function

Task

Control type

Can be a start task, pause task or break task

Task number

Defines the task number

No Function

When the button switch is not used

Indicator LED

This section is used to set the functionality of the indicator LED's in the Antumbra panel. This is available only for the Custom function. For the rest of the functions the functionality of the indicator LED is automatically set by Envision Project commissioning software.

LED

Enable/Disable. Defines indicator LED status for the selected button.

Follow panel enable logic

Defines LED follow behavior based on the panel enable/disable status.

Follow panic logic

Defines LED follow behavior based on panic/unpanic mode

Follow channel level logic

Defines LED follow behavior based on current channel level.

Follow preset logic

Defines LED follow behavior based on the current preset.

LED fade time

Defines fade time for LED.

Active LED brightness

Defines the brightness percentage level of the LED when the button is in active state

Inactive LED brightness

This is to define indicator LED brightness level when button is in inactive state.

Channel level threshold

Used by channel level logic

Min preset

Together with Maximum preset, min preset is used by follow preset logic

Max preset

Together with Minimum preset, max preset is used by follow preset logic.

Logical Area

The logical area where the panel is located

Logical Channel

The logical channel where the panel is located

Join

The static join of the panel

BLA

The base link area number where the panel is located

Off preset

Defines the off preset number for the area. It is used by LED tracking.

Proximity Sensor

The proximity sensor is used to detect a user approaching the Antumbra Button Panel. As the user is detected, the proximity sensor lights the back of the panel to produce a light wash effect that welcomes the user to interact with the device. Settings for the proximity sensor are located in the Proximity Sensor page as shown below:

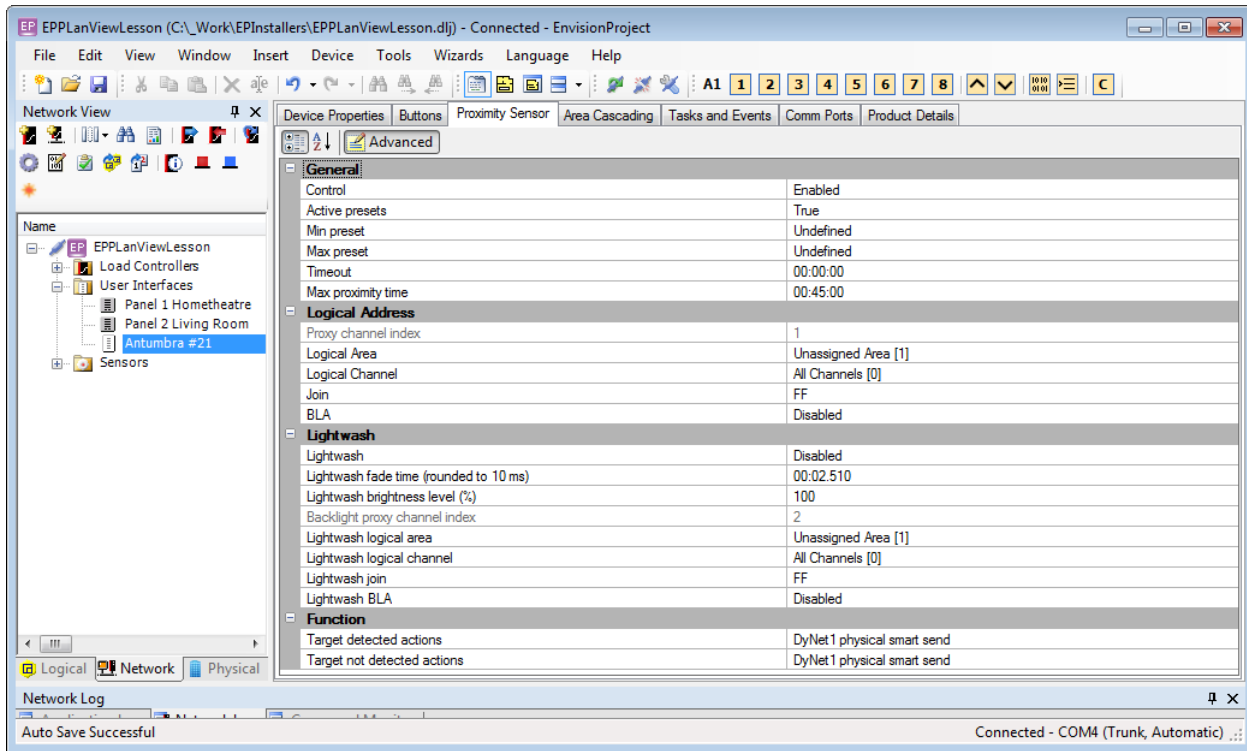


Figure 13 - Proximity Sensor tab

Properties for the proximity sensor are listed below:

General

Control

Enable/Disable. Sets the proximity sensor to active mode

Active Presets

True/False. True if the proximity sensor is in active mode and if the current preset falls into the preset range defined by minimum preset and maximum preset

Min preset

Minimum preset level for the sensor to enter active preset level. Together with max preset, it defines the preset range

Max Preset

Maximum preset level for the sensor to remain in active preset level. Together with min preset, it defines the preset range

Timeout

Time delay between the target not detected and target not detected action is executed.

Max proximity time

Maximum time that proximity sensor can be in target detected status.

Logical Address

Logical Area

Logical Area where the panel is located.

Logical Channel

Logical channel where the panel is located

Join

Static join of the panel

BLA

Disabled or the base link area where the panel is located.

LightWash

Lightwash

Enable/Disable lightwash.

Lightwash fade time

Time the lightwash effect stays before fading.

Lightwash brightness level

Light level of the Lightwash

Lightwash logical area

Logical Area where the panel is located

Lightwash Logical channel

Logical channel where the panel is located

Lightwash BLA

Disabled or base link area where the panel is located

Function

Target detected actions

Opens the Action Chain Editor for Proximity Sensor Target detected actions.

Target not detected actions

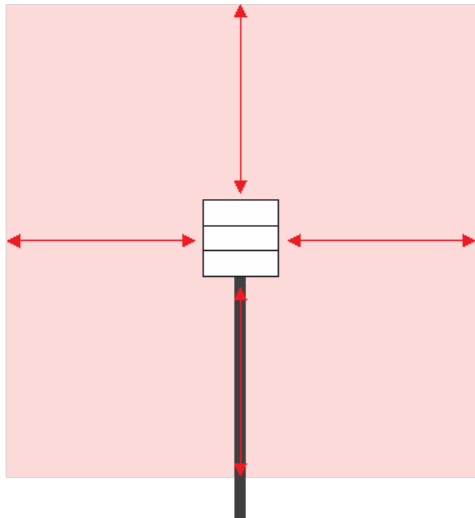
Opens the Action Chain Editor for Proximity Sensor Target not detected actions.

Installation recommendations for the Antumbra Panel

False triggering of the Proximity Sensor can be prevented by ensuring the following points are considered during installation:

- Surrounding cables are at a minimum distance of 25-30cm away from the panel.
- The first 30cm of the cable connected to the panel is fixed. The cable should not move.
- The preferable cable exit after connection to the terminal block is towards the bottom of the panel as it does not have the proximity sensing pad
- No metal objects exist within the vicinity of 0.3m radius from the panel as it may affect the proximity sensing operation and cause false triggering

Panel should have 25-30cm clearance from any nearby cables (HV and LV).



The first 30cm of the cable should be fixed and if possible bent and exiting towards the bottom of the panel as above

Area Cascading

Area cascading can be configured from the Area Cascading page in the Logical View or with the area cascading wizard.

Tasks and Events

Tasks and Events can be written on the Task Editor. Refer the EnvisionProject Training Guide for more information

Comm Ports

The Antumbra Button Panel has one standard DyNet port, For more information refer to the Comm Ports section

Product Details

The Product Details page displays the name, short description and a snapshot of the physical product.

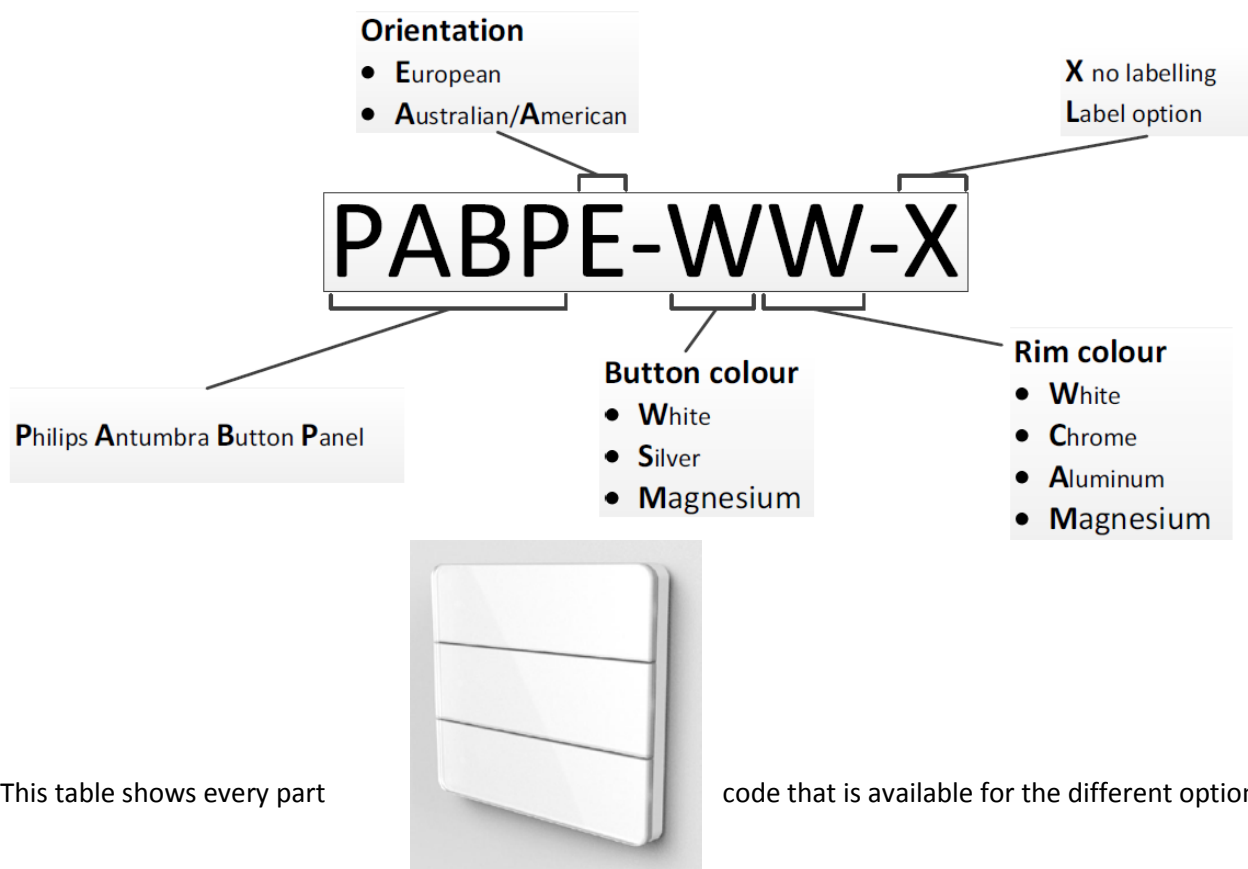
Installation steps for the Antumbra EU panel.

The following text will take an installer through a step by step process of installing an Antumbra panel to ensure the best result. The panel must be mounted on a standard European wall box with screw locations and requires a wall box depth of at least 33mm

The Full Antumbra panel is split into two parts, the “Application module” and the “Communication module”. These two units are ordered separately. Both of these units are required for a complete installation.

The Application module is available in three different button finishes and four different rim finishes. Antumbra panels are also available with an option for button labelling, to detail button functionality. The different finish types and the option of button labelling are detailed in the full panel part name. How the part code is constructed with the different options can be seen below.

This part number describes a European Antumbra button panel with white buttons, white rim and no button labelling. An example of this panel is shown below.



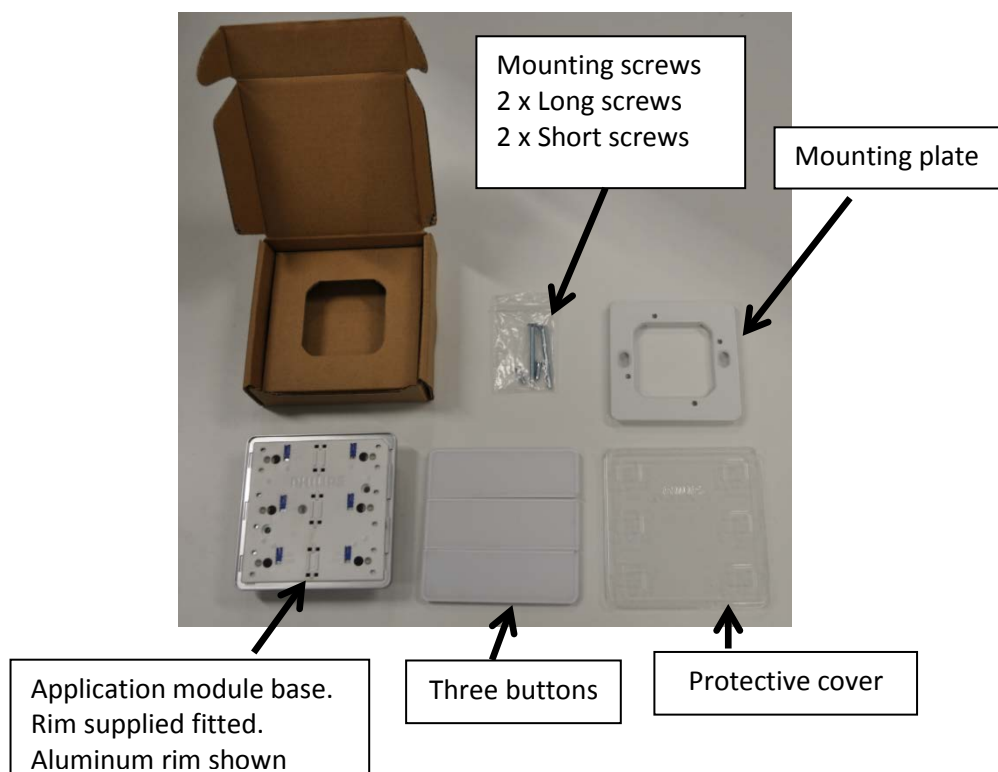
Button Finishes	Rim Finishes	Custom Label	Part number code
White	White	yes	PABPE-WW-L
White	White	no	PABPE-WW-X
White	Aluminum	yes	PABPE-WA-L
White	Aluminum	no	PABPE-WA-X
White	Chrome	yes	PABPE-WC-L
White	Chrome	no	PABPE-WC-X
White	Magnesium	yes	PABPE-WM-L
White	Magnesium	no	PABPE-WM-X
Silver	White	yes	PABPE-SW-L
Silver	White	no	PABPE-SW-X
Silver	Aluminum	yes	PABPE-SA-L
Silver	Aluminum	no	PABPE-SA-X
Silver	Chrome	yes	PABPE-SC-L
Silver	Chrome	no	PABPE-SC-X
Silver	Magnesium	yes	PABPE-SM-L
Silver	Magnesium	no	PABPE-SM-X
Magnesium	White	yes	PABPE-MW-L
Magnesium	White	no	PABPE-MW-X
Magnesium	Aluminum	yes	PABPE-MA-L
Magnesium	Aluminum	no	PABPE-MA-X
Magnesium	Chrome	yes	PABPE-MC-L
Magnesium	Chrome	no	PABPE-MC-X
Magnesium	Magnesium	yes	PABPE-MM-L
Magnesium	Magnesium	no	PABPE-MM-X

Application module

Below is the packaging for a single Antumbra button panel application module.

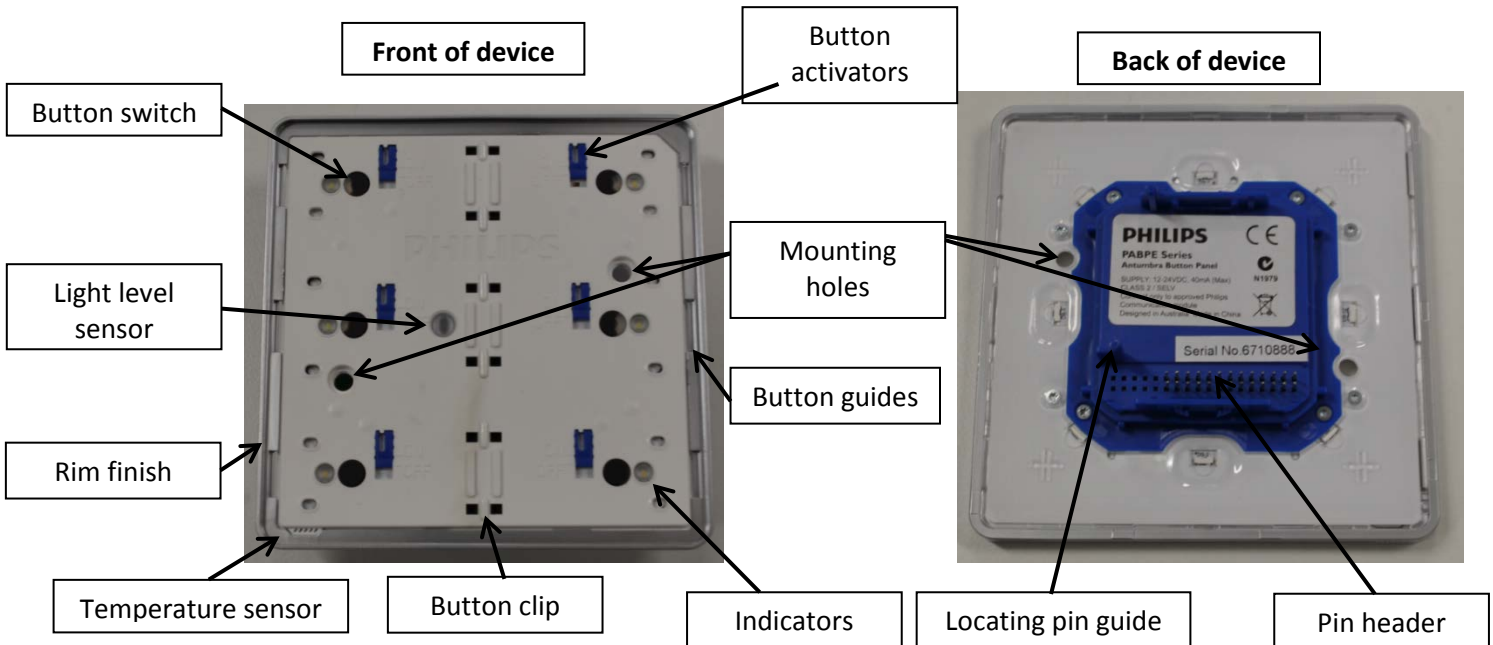


All the components required for mounting the Antumbra panel.



The Application module base contains all the sensory devices for the panel. All indicator and wall wash LEDs are also mounted within the unit. A rubber membrane is just behind the plastic face plate to give the internal electronics some protection. There are no programmable components to the application module base. The application module base is supplied with rim finish mounted, this can be gently removed if required to be swapped for another finish by pulling the rim forward. There is a locating key in the top right hand side of the panel to ensure that a replacement rim is mounted the right way around.

Application module base in detail.



Button Switch -Behind a rubber membrane the electronic micro switch is mounted.

Light level sensor - To measure the local area current light level so that the indicating and wall wash LED come on at the appropriate level. This sensor cannot be used for daylight harvesting functions.

Rim finish - Optional rim finish for the panel.

Temperature sensor -A network temperature sensor that can be programed to respond to changes in temperature

Button clip -The main locking point for the buttons. Buttons must be clicked into this location first

Indicators - White indicators that can have programmed response. Indicators shine through hidden light wells in button.

Button Guides - The sides of the buttons locate into these grooves to guide the button movement.

Mounting Holes - The short screws protrude through the front of the panel to secure into the mounting bracket.

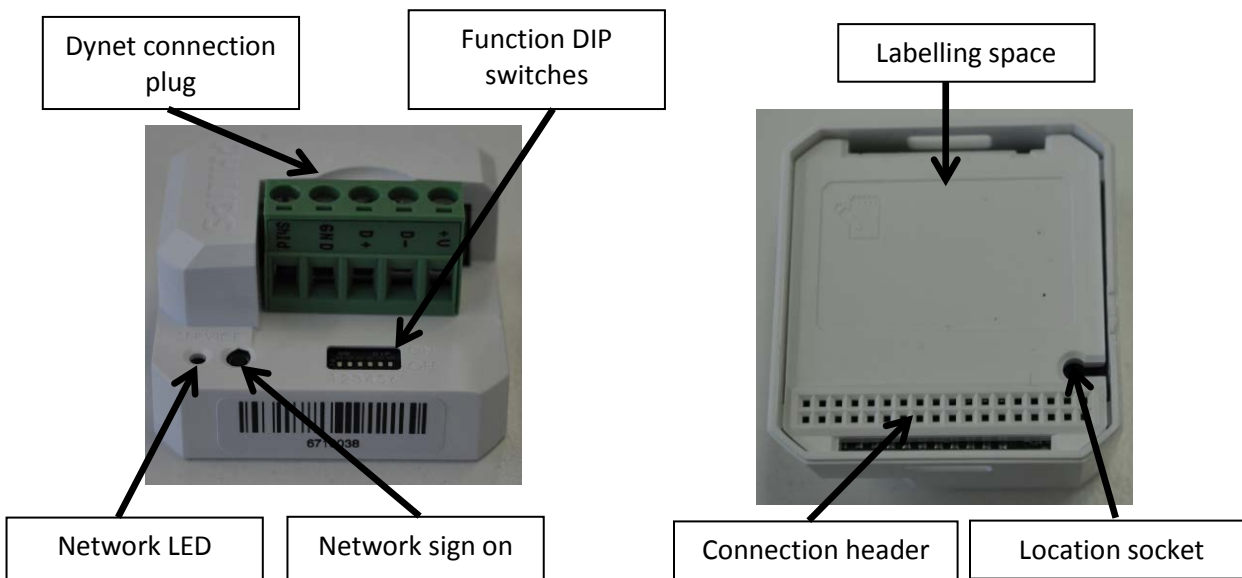
Button Activators - A blocking wedge that can be set into place to stop the button from mechanical pressing down onto the button switch. This allows the panel to be configured between one to six buttons.

Locating pin guide - Provides a guide on correctly locating the communication module onto the application module.

Pin header - Communication port between the Application module and Communication module. No detail is given to the individual pin functions.

Communication Module

The Communication module contains the microprocessor and stores all the panels settings. This unit can be pre-programmed off site and connected to the sites Dynet network without the application module if required. The communication module has no way of being physically mounted within a wall box without the Application module.



Dynet connection - A removable five-way terminal block where the Dynet network is physically terminated. Please see the following page for more details.

Network LED - This is a network indicator to show that the panel is powered and functions correctly. The LED will pulse every few seconds to indicate the panel is functioning correctly.

Network sign on - A micro switch that can be used with a small screw driver to make the Communication module broadcast its ID over the Dynet network.

Function DIP switches - An advanced feature of the device that can be used on large sites with only a few different panel configurations required such as hotel room projects.

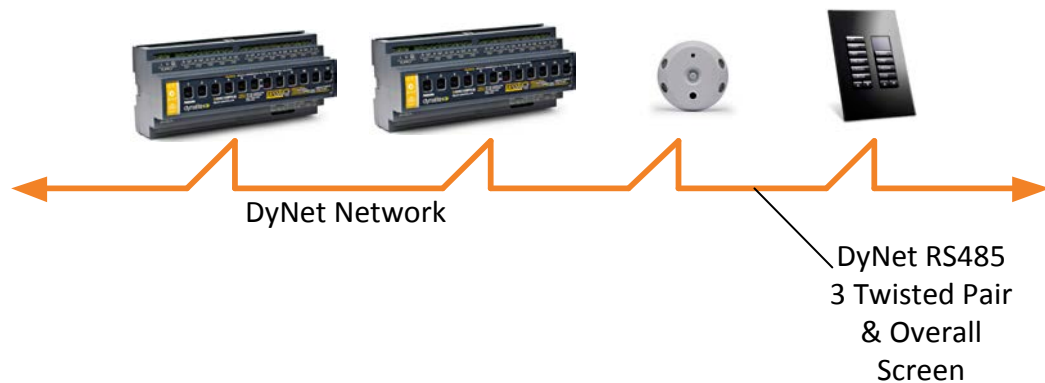
Connection header -To connect with the electronics in the application module.

Location socket - To correctly align the connection between the Communication module and the application module.

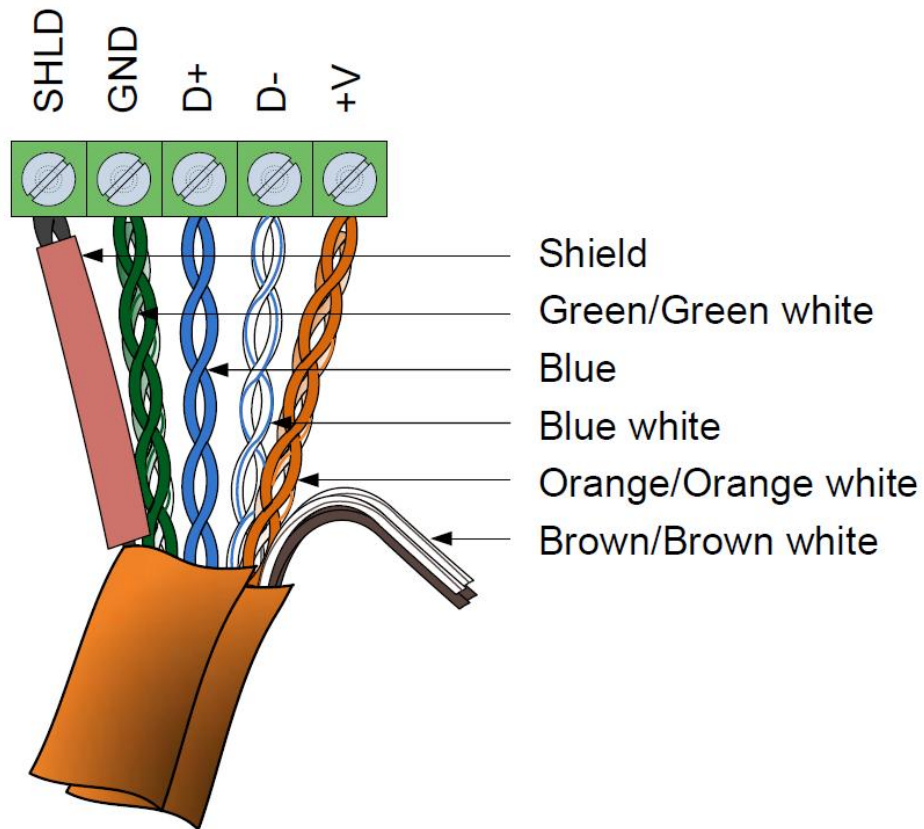
Labelling space - When communication modules are pre-programed, the required location for the panel can be shown here for easy identification.

Network termination

When installing any Philips Dynalite system it is important to maintain a daisy chain network path between all devices. Never connect network devices to a live network. Always power down all load controllers and network power supplies before adding or adjusting the Dynet network.

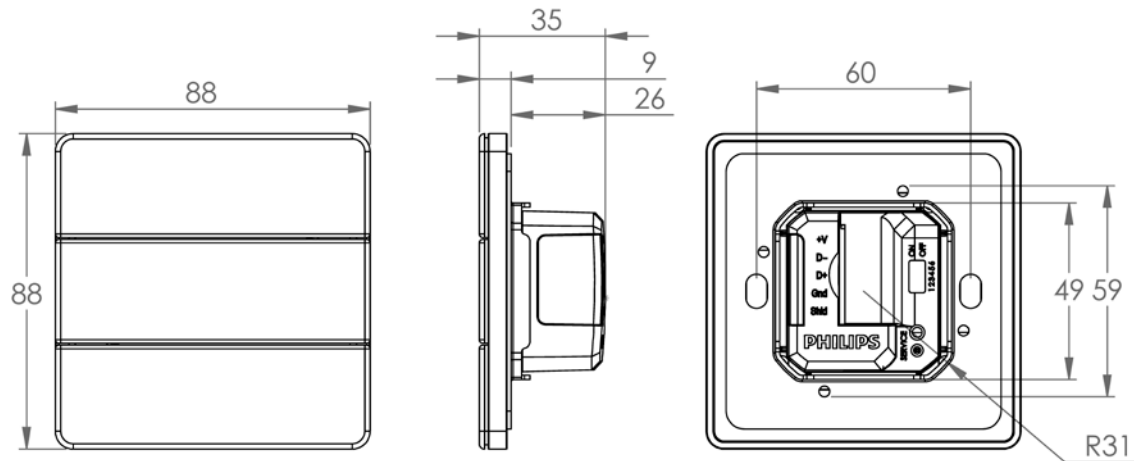


Disconnect the five way screw socket on the back of the Communication module. Terminate the network cable following the diagram below. All devices need to be terminated correctly as shown.



More details on correct network installation can be found in the Philips Dynalite installers courses.

Panel Dimensions:

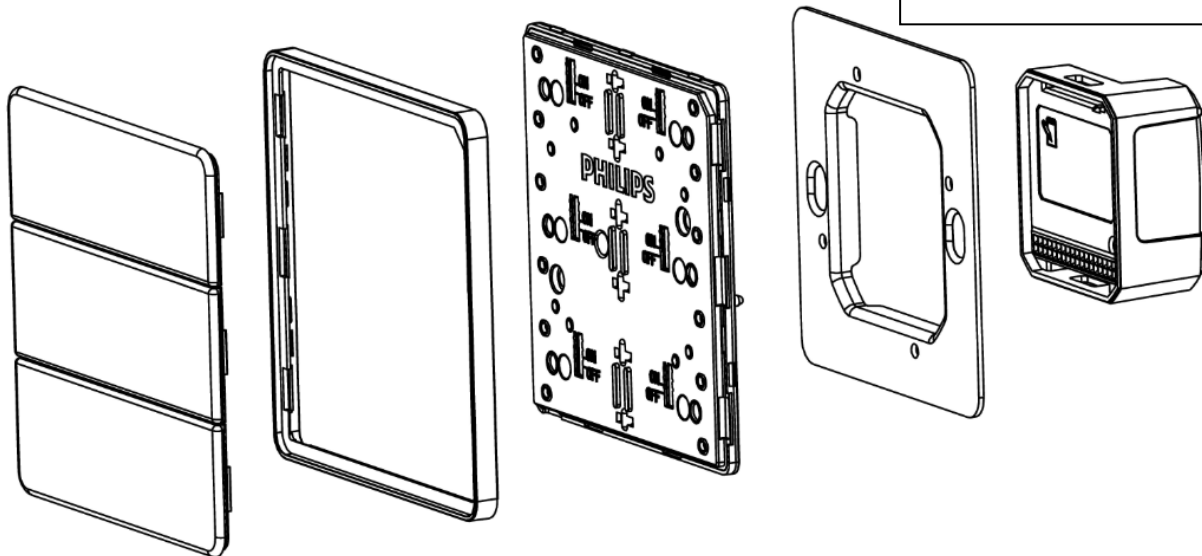


Layer view:

Below is view of all the components of the Antumbra panel.

Communication module:

Supplied separately the Communication module stores all the network panels settings and capacity to communicate over the Dynet network.



Buttons:

Three separate pieces make up the buttons. The buttons contain a hidden window for the indicator.

Rim:

The rim is made of a single piece. The rim has built-in ventilation for the temperature sensor.

Base:

Containing all the sensory input devices, including LED & light wash effect. All components of the Antumbra panel mount together into the base unit.

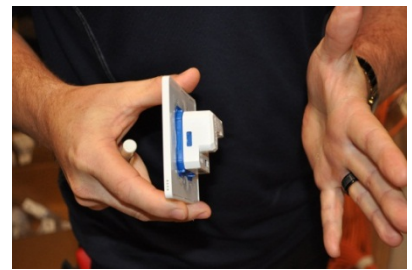
Mounting plate:

A metal mounting plate allows for installation into a standard wall box.

Installing the Antumbra panel

For a full installation, both the Application & Communication modules are required.

The Communication module and Application module will lock in together when the locating pin on the Application module lines up with the locating socket in Communication module's



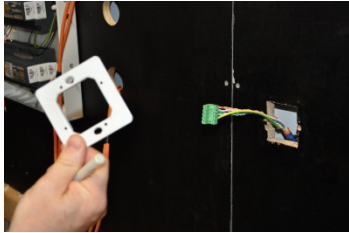
If required the Communication module and Application module can be separated again by using a small screw driver to gently unlock two clips either side of the Communication module

The mounting plate will fit any standard size European wall box or a wall cut out of **51mm x 51mm**. If using wall mounting then the smaller base mounting screw locations should also have small indent behind them, made into the wall so there is no interference from the screws while mounting the panel. The Mounting box must have a depth of **33mm** to contain all the panel

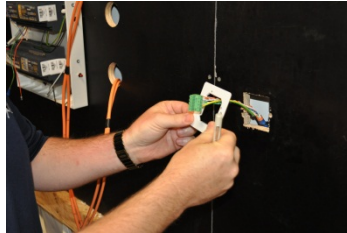
components and network cabling. Remember that there will be a need for two network cables in the wall box.

¹ The mounting plate needs to be installed with the locating tabs into the wall. ² The network cables and connector plug pulls through the mounting bracket. ³ The plate's orientation can be either way. Using the long mounting screws provided fix the mounting bracket to the wall. Installers must use the screws provided as different screws could damage the panel once fully installed.

1



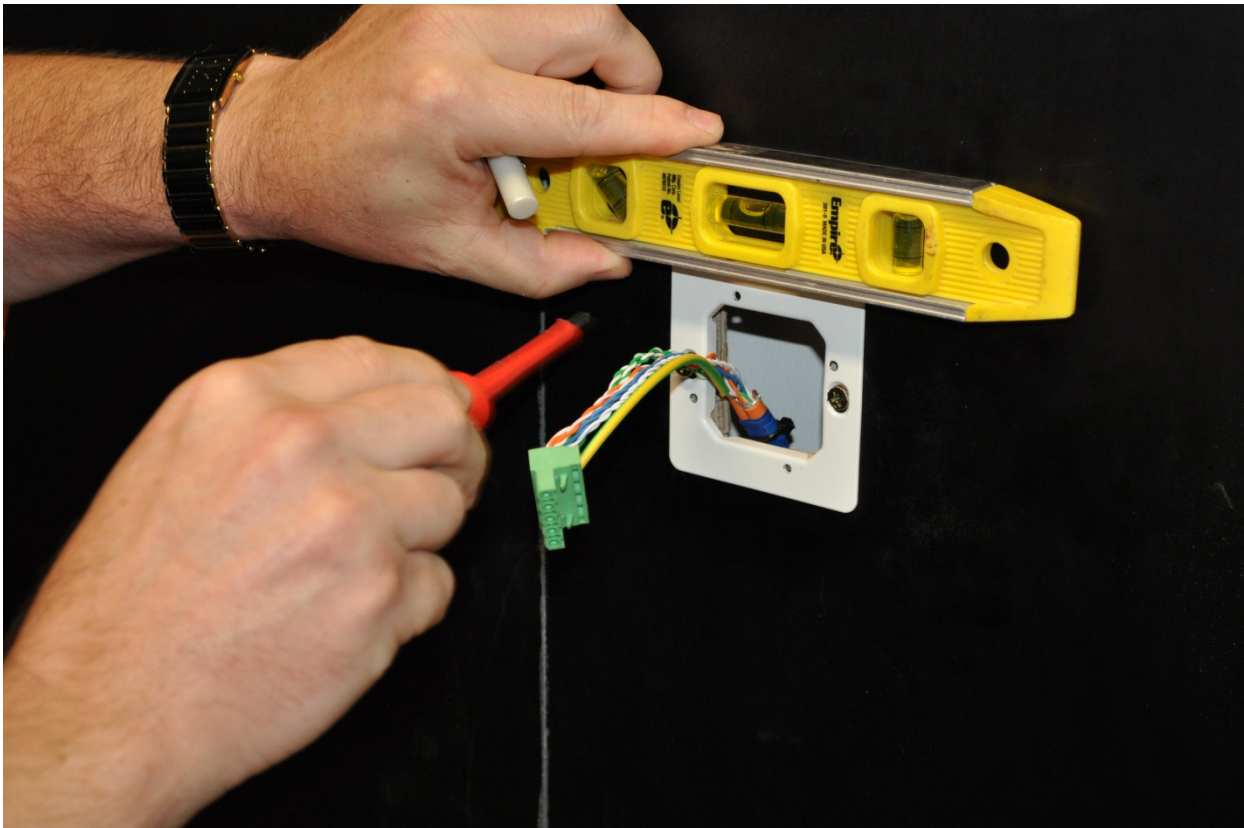
2



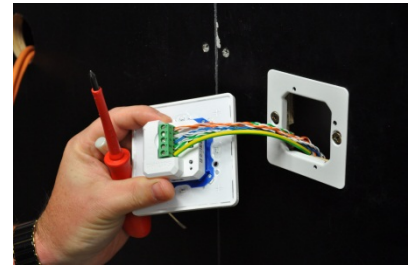
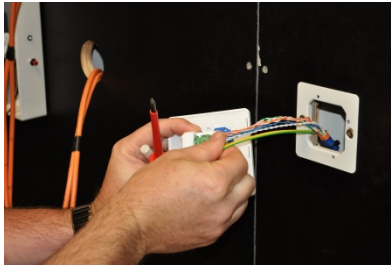
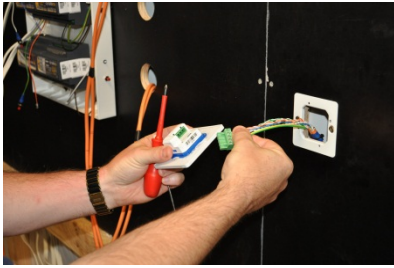
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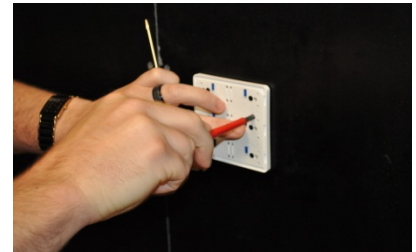
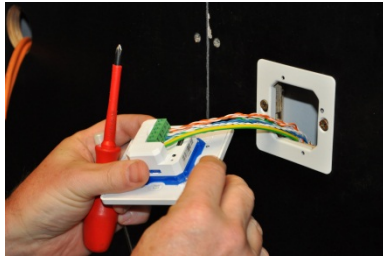
Ensure that the mounting plate is level and make adjustments if required.



Once the mounting bracket is mounted plug the five-way network socket into the mounted Communications module.



The whole panel assembly can be pushed into the mounting bracket. Locate and fix the application base to the mounting bracket using the two smaller screws through the mounting holes. Recheck the level of the panel and adjust if required.



Individual buttons can be disabled if a particular panel location does not require all six buttons to be used. By using the blue switches and buttons, mechanical action can be switched on or off.



In 'off' position



In 'on' position

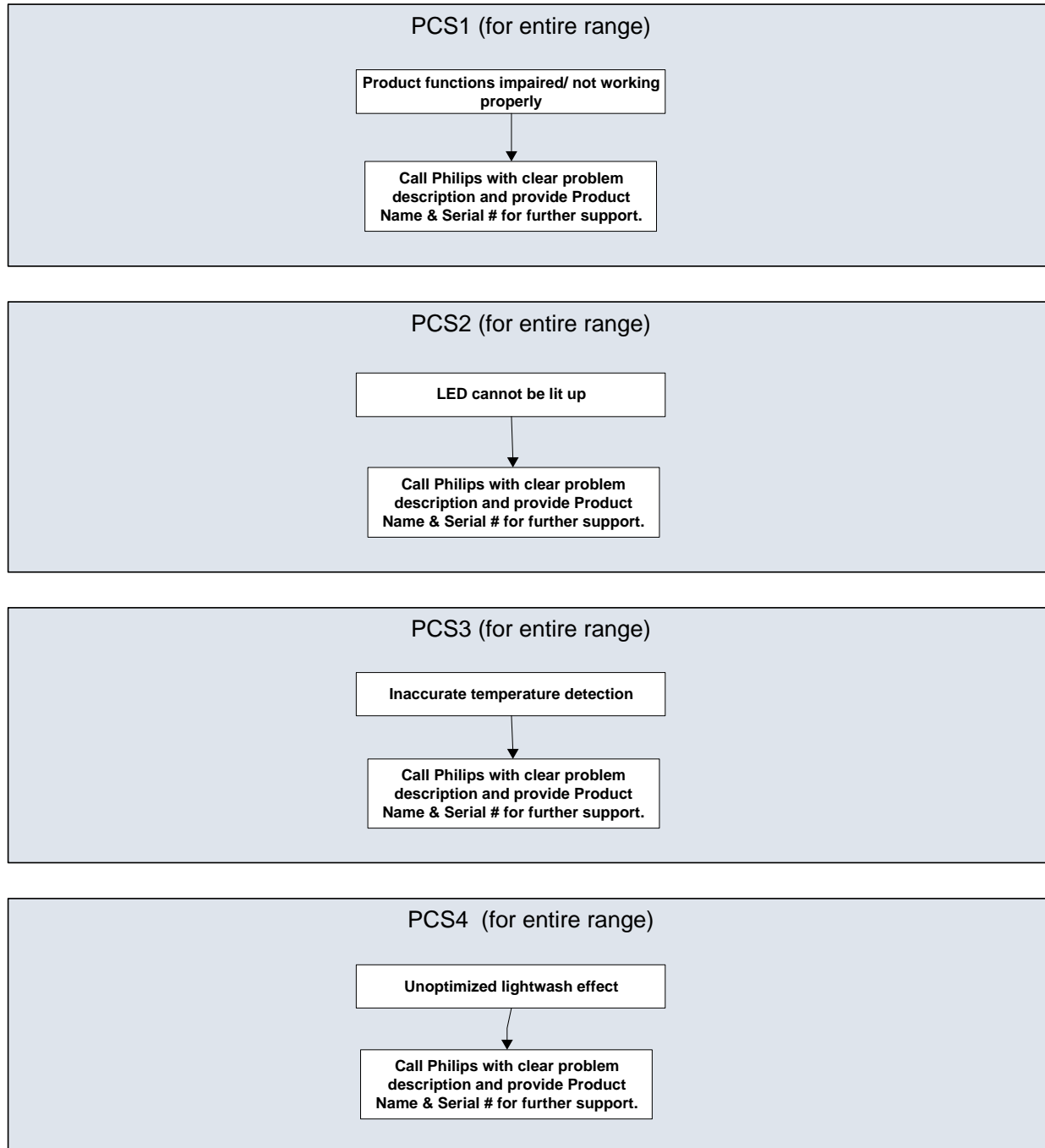
Once the buttons disable and enables have been set, the final buttons can be clicked in. The order of buttons being mounted is not important. When mounting the buttons, first click in the centre clips of the button to the application base, then make sure the button guides line up within the application base too. The end result should be a smooth button action.



Test each of the enabled buttons for a positive click when pressed. If any enabled button does not have a positive click when pressed, check for obstructions or the disable switch being set incorrectly.



Antumbra Error Search Tree



PCS5 (for Button Panel only)

Unoptimized LED indicator performance



Call Philips with clear problem description and provide Product Name & Serial # for further support.

PCS6 (for Button Panel only)

Colour peel-off



Call Philips with clear problem description and provide Product Name & Serial # for further support.

PCS7 (for Button Panel & Touch Button panel only)

Buttons/disabled buttons are jammed/
skewed/not activated/hard to press



Possible due to mounting surface



Is panel mounted on uneven walls
(>2mm)?

Yes

Done

No

Call Philips with clear problem description and provide Product Name & Serial # for further support.

PCS8 (for entire range except Button panel)

Malfunction of touch key/ wrong key recognition



Call Philips with clear problem description and provide Product Name & Serial # for further support.

PCS9 (for Display Panel & Tablet)

Glass fascia breaks



Possible due to mounting force during installation



Is mounting screw overtightened?

Yes

Done



Call Philips with clear problem description and provide Product Name & Serial # for further support.

Note: PCS = Problem Cause Solution

