NETVIO

13-INCH POE+/WIFI NETVIOGO TOUCH SCREEN

TS-13-10



Netvio Ltd
www.netvio.co.uk

support@netvio.co.uk

UK +44 (0) 800 464 7445
US +1-833 720 0637

Safety Information



Do not attempt to remove the product casing, as this may result in electrical shock. Repairs should not be attempted by anyone other than qualified personnel. For any service or repair needs, please contact Netvio Ltd or an authorized reseller to follow the proper service procedures. Any unauthorized repairs or the use of non-approved components will void the product warranty. For complete warranty terms and conditions, please visit: www.netvio.co.uk.

The TS-13-10 is a sleek and versatile touch screen designed to enhance control and interaction across a wide range of applications. Preloaded with the powerful NetvioGo license free application, it offers seamless access to media control, and AV system management. Featuring a modern, low-profile design and intuitive interface, it adds robust wired or wireless control to complement existing support for mobile devices. With flexible mounting options and robust functionality, the TS-13-10 delivers reliable performance, making it an ideal solution for stylish and practical control in any space.

CABLE & CONNECTIONS

- **Important Notice on Cable Installation and Performance**
- Advertised cable distances are for reference only. Transmission distances can be influenced by various factors, including cable construction, quality, installation standards, patch panels, faceplates, and external elements such as electromagnetic interference (EMI).
- This product is designed to operate over unshielded twisted pair (UTP) Cat5e, Cat6, and Cat7 cables. When using shielded (STP) category cables, ensure that all drain wires and shielding are properly grounded.
- **RJ45 Termination Standards:**
- Follow the EIA/TIA-568-B termination standard. Do not simply wire pin-to-pin (e.g., Pin 1-1, Pin 2-2). The 568-B standard requires splitting the green pair between Pins 3 and 6.
- Maintain the twists in the Cat5e/Cat6/Cat7 cable pairs as close as possible to the point of termination.
- **Cable Installation Guidelines:**
- Avoid sharp bends or twists. Use gradual bends, with a minimum bend radius of 25mm wherever possible.
- Ensure that cables are not pulled too tightly or stretched. Excess tension can damage the cable. The maximum pulling force should not exceed 11kgf.
- Dress the cable with moderate to low pressure, ensuring the cable jacket is not pinched.
- Never splice, join, or bridge the cable, as this can cause significant transmission issues.
- **Electromagnetic Interference (EMI):**
- Keep category cables at least 300mm away from sources of EMI, such as electrical cables, transformers, and light fixtures. If necessary, cross electrical cables at right angles to minimize interference.
- **Testing and Certification:**
- After installation, ensure that the cable is thoroughly tested. A basic continuity check may not be sufficient to identify issues or certify performance.
- Finally, always verify compliance with local building and fire codes before installation.

IN-THE-BOX

- 1 × TS-13-10
- 1 × Multi Region PSU
- 1 × Wall Mounting Plate
- 1 × Screws & Plugs

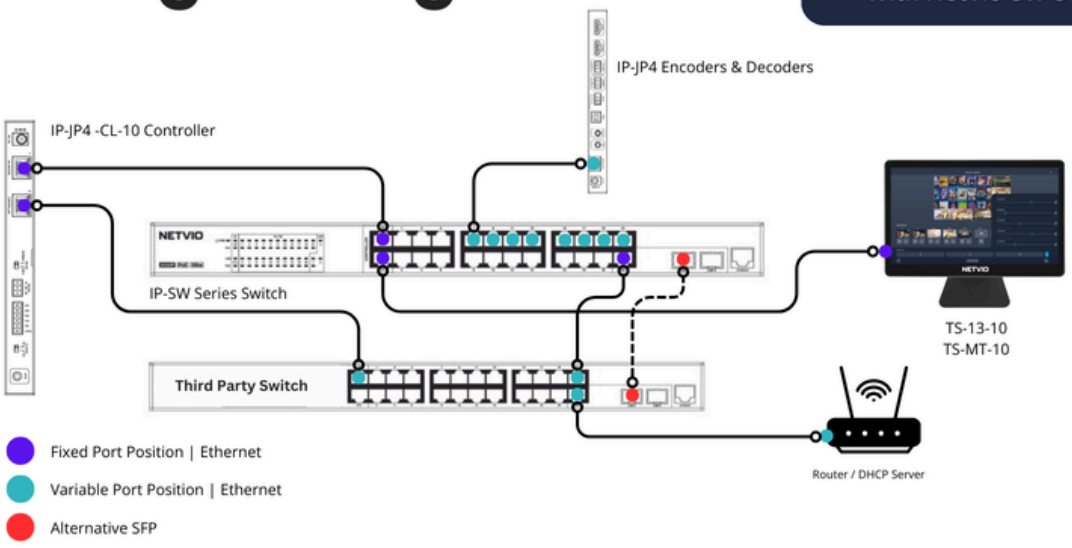
WARRANTY

- Standard 5-Year warranty. Details available at www.netvio.co.uk/warranty

The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

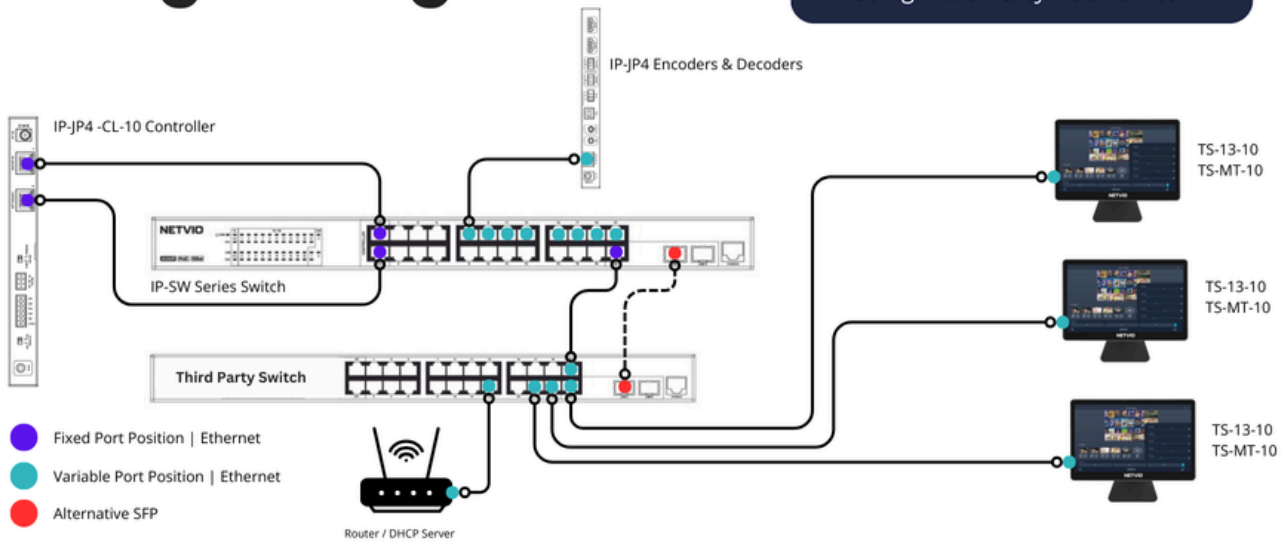
Wiring Configurations

Single Touch Screen
With Netvio SW Series Switch

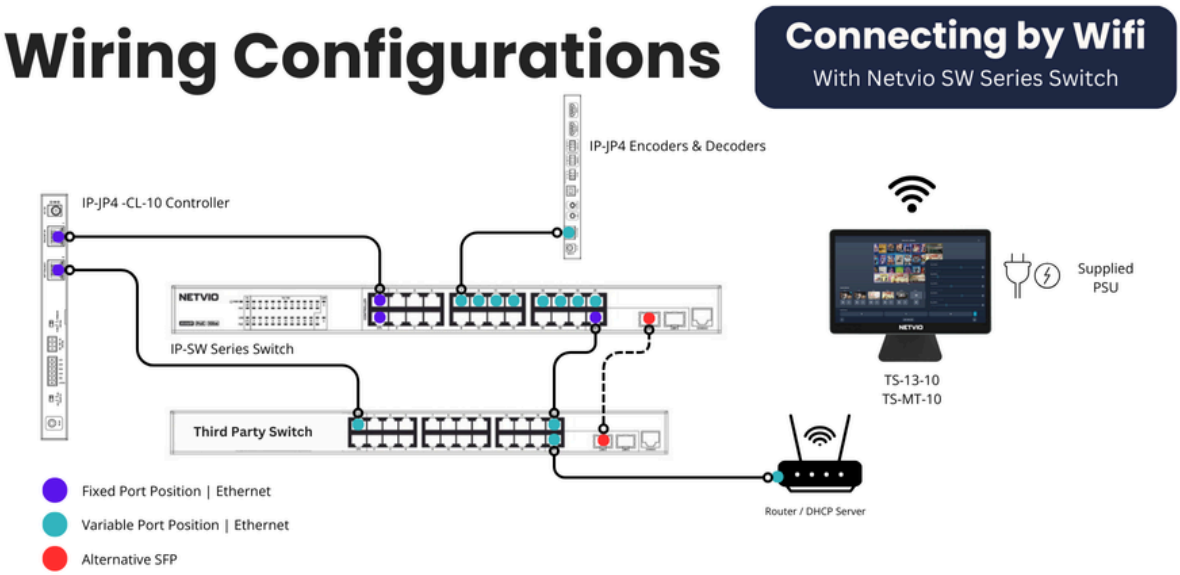


Wiring Configurations

Multi-Touch Screen
Using Third Party PoE+ Switch



The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.



GETTING STARTED

TS-13-10 Touch Panel Overview: Wiring and Setup

Powering Options

- PoE+ (Power over Ethernet): Connect via a PoE+ switch or injector for power and network connectivity over a single Ethernet cable.
- Local Power Adapter: Use the provided power supply unit for situations where PoE+ is unavailable.

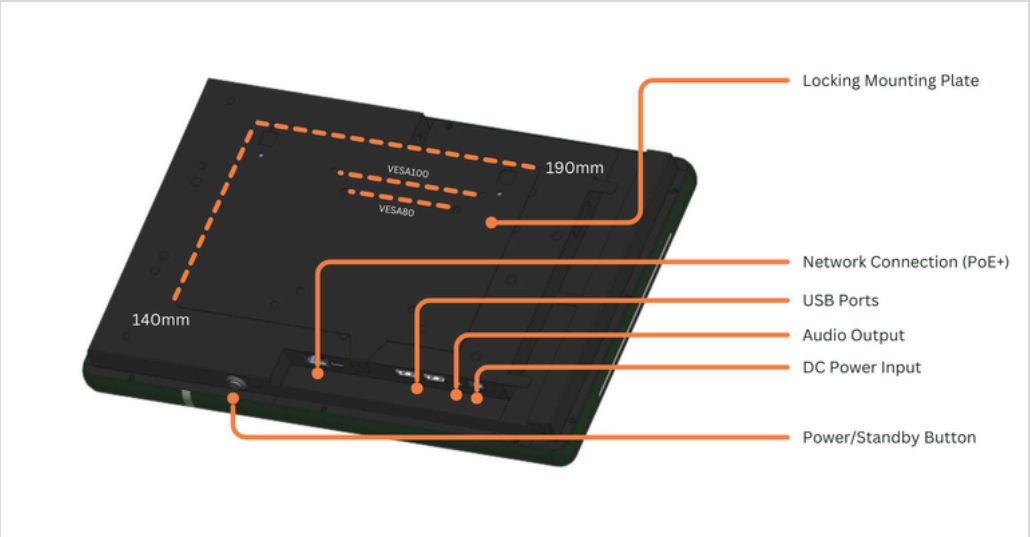
Network Settings

- Connect the TS-13-10 to the network via Ethernet cable according to the recommended wiring diagrams.
- The TS-13-10 and the primary Netvio device (AVoIP controller or Matrix) should be in the same network or VLAN.
- ·The default network mode is DHCP
- ·Network settings are not locked down and are accessed from the Settings icon on the Applications menu.
- The touch screen can connect via WiFi if the included local power supply is used. If preview streams are used a wired connection is preferred unless careful consideration of stream bandwidth use is considered.

The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

Mounting Options

- Wall Mount: Use the provided locking wall-mount plate for permanent installations.
- Table Mount: An optional TS-MT-10 table stand accessory is available for tabletop setups.
- Other options: Some VESA80 & VESA100 mounts are also compatible.



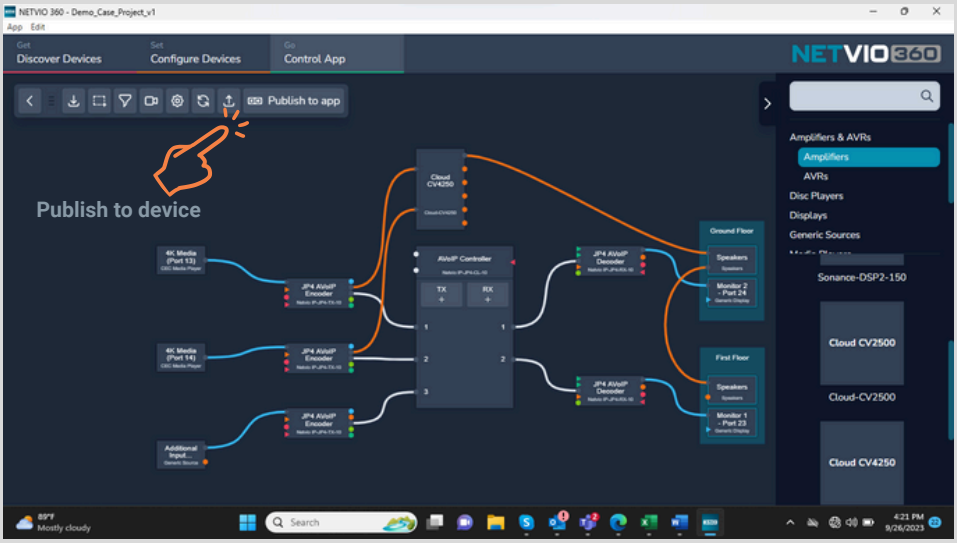
Build your control interface using AppBuilder

- **AppBuilder** is an extension of the **Netvio360** configuration software. After completing your video device configuration, you can start creating your control application by clicking the **CREATE APP PROJECT** button located in the top-right corner of the screen.
- With AppBuilder, no programming experience is required. Simply design your interface by selecting system devices and drawing connections to define relationships and control methods.
- Once your project is complete, upload the file to primary Netvio devices, such as the AVoIP controller or Matrix, to implement your application. It is not necessary to create a special project for the TS-13-10, unless you different functions on multiple end-user devices.

The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

Publish to Netvio Device:

Once you have finished your AppBuilder project, you have to **SAVE TO NETVIO DEVICE**.



Loading NetvioGo project:

After the TS-13-10 boots up, it will automatically start the NetvioGo application. You will be presented with a **SCAN FOR DEVICES** button. At this stage, you can also try one of the pre-loaded demo projects.

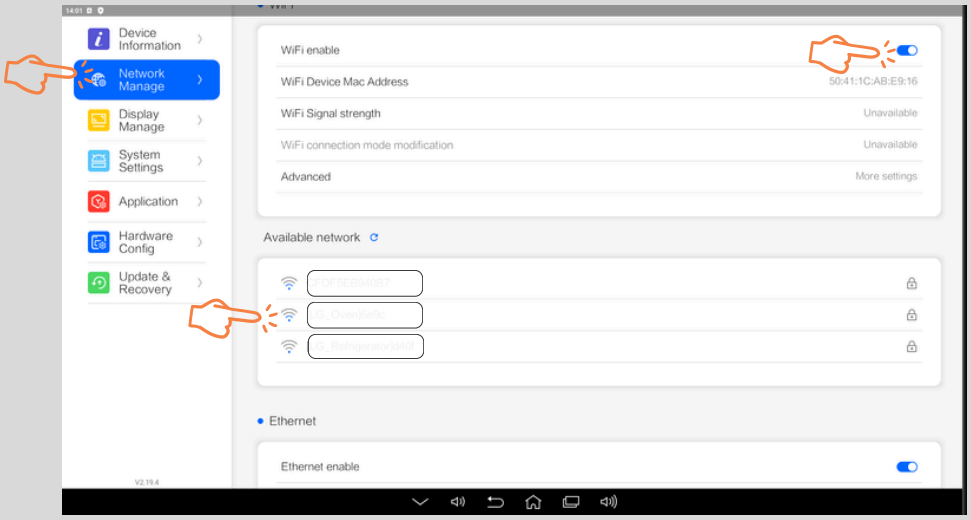


The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

After Discovery of Netvio primary product:
Simply select the discovered Netvio device. Your NetvioGo project will immediately appear on the touch screen. It is now ready to use.



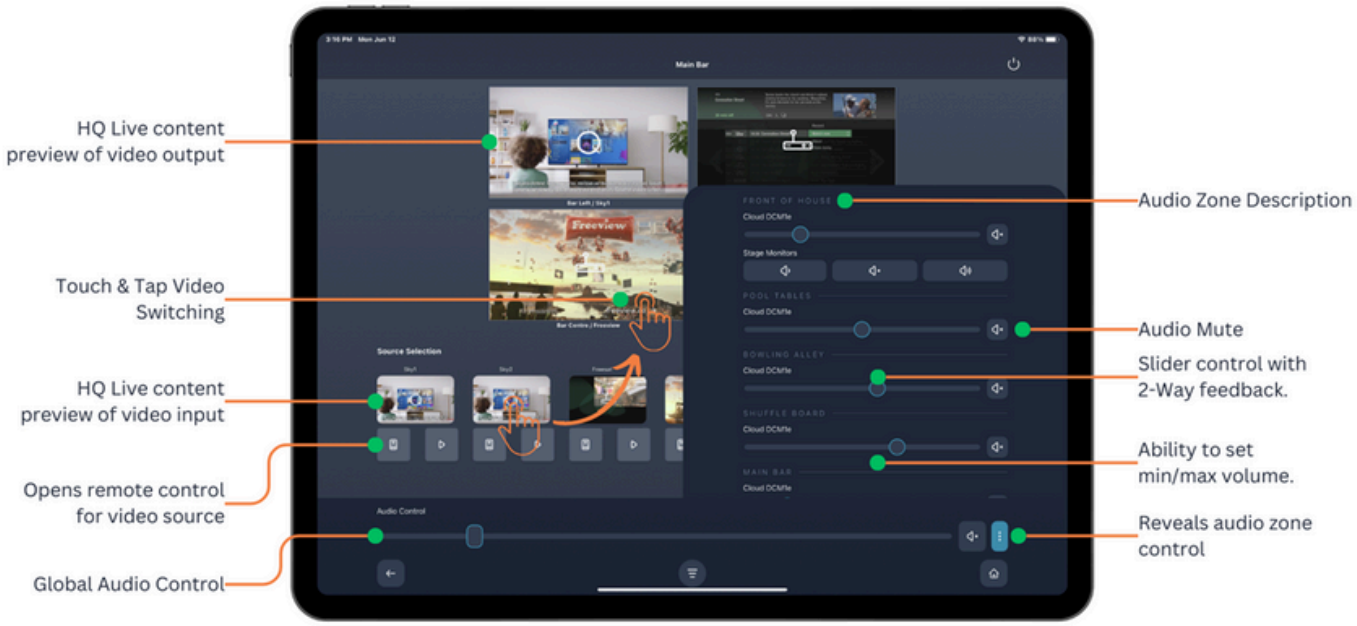
Enabling Wifi:
Using the touch screen home page at the bottom of display, select OS TOOLS icon, then moving to **NETWORK MANAGEMENT**. Move the **WIFI ENABLE** toggle to the on position.



The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

NetvioGo Functions:

The following graphic provides a brief overview of the NetvioGo application. There are further resources available at www.netvio.co.uk



Comparing Available Functionality

The TS-13-10 is compatible with Netvio's JP4, H2 & HT2 Series products. The following table represents a breakdown of expected functions available.

JP4 Series TS-13-10 Functions	HT2 Series Matrix TS-13-10 Functions
Video System Control with Embedded Live Streaming	Video System Control with Library Footage motion graphics.
3rd Party Audio System Control	3rd Party Audio System Control
Source Input Control via CEC, RS-232, IR	Source Input Control via CEC, RS-232, IR
Custom branding & graphics	Custom branding & graphics
Video Wall Control (MultiView Coming Soon)	Global Display Control
Global Display Control	
Use as HQ 1080p display with audio.	

The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

SPECIFICATIONS

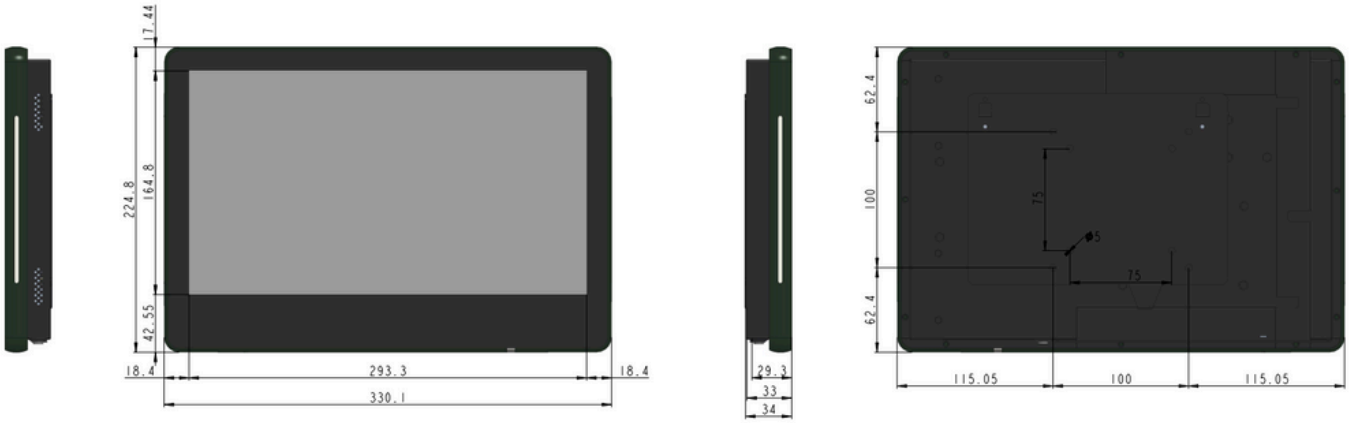
- **Touch Screen Specifications**
  - Pre-Loaded with Netvio license free application.
  - Unlocked allowing additional 3rd party apps.
  - 13.3 Inch Screen Size with resolution of 1280 x 800
  - 16:10 Screen ratio
  - 300cd/m2 Brightness, with 1500:1 contrast
  - Latest ARM Quad Core Processor
  - Supports Android 12 operating system
  - Network support for wired or wireless connection.
  - PoE+ Device
  - Overall dimensions: W: 330mm H: 225mm D: 28mm

- **Approvals**
  - Product Approvals CE, UKCA, RoSH
  - Regionalized PSU with CE, UKCA, FCC, C-Tick Approvals

- **Warranty**
  - 5-Years

- **Environmental**
  - Operating temperature | 32 ºF to 104ºF / -20 ºC to 60ºC
  - Storage temperature | -4 ºF to 140ºF / -20ºC to 60ºC

- **Mechanical**



The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

TROUBLE SHOOTING

- **The primary Netvio product does not show up when I scan for devices**
  - Ensure both touch screen and primary Netvio device are connected to the same network.

- **The project design appears to be unresponsive**
  - Move to Netvio360. Ensure the host IP of the controller (Controller Options) is the same IP Control - IP address (AppBuilder, hover over the primary Netvio, then left click on the pencil edit icon).

- **Video previews are missing from the user interface**
  - From Netvio360, select all encoder (TX) devices, then selecting the Video icon in the lower menu bar. Ensure the ENABLE PREVIEW STREAM is enabled.
  - If using Netvio SW Series switches, go to the Network icon in the lower menu bar. Ensure the USE SETTINGS FOR NETVIO IP-SW Switches is enabled.

The terms HDMI and HDMI High-Definition Multimedia interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.