

# INTERACTIVE FEEDBACK PANEL

Code: HK-INFE

## Smart iClean



### Product Description:

Interactive Satisfaction & Advertisement Display Terminal

(Supports Custom Functions: Satisfaction Survey, Advertisement Playback, Fault Reporting)

### Function Overview:

- Collects user feedback through satisfaction surveys
- Plays advertisements in video or image format
- Allows for customized fault reporting functionality

Powered by DC 12V with Ethernet Transmission

### SOFTWARE & MEDIA FEATURES:

Pre-installed feedback application

Advertisement support for  
MP4 / JPG / PNG formats

Data upload protocol: HTTP POST

Custom UI services available (additional cost applies)

### TECHNICAL SPECIFICATIONS:

#### DISPLAY:

Type	LED LCD (a-Si TFT-LCD with WLED backlight) Grade A
Size	10.1 inches (Aspect Ratio: 16:10)
Active Display Area	220.51 mm (W) × 139.51 mm (H)
Resolution	1280 X 800
Brightness	400 cd/m <sup>2</sup>
Viewing Angle	Ultra-wide 89° (Left/Right/Up/Down), Contrast Ratio ≥10

#### POWER SUPPLY:

Input	12V / 3A via power adapter
Power Consumption	Operating: <22W
	Standby: <0.5W
	Speaker Output: 8Ω, 2W

#### Weight & Dimensions:

850 g  
255 mm (W) × 172 mm (H) × 26 mm (D)

#### Environmental Durability:

**Anti-light Interference:**  
Operates reliably under direct sunlight,  
incandescent, and fluorescent lighting

**Surface Hardness:**  
Chemically tempered explosion-proof glass,  
Mohs hardness level 6

#### Operating Environment:

Temperature: -10°C to +60°C  
Humidity: 0% -90% RH (non-condensing)

#### Installation Method:

Wall-mounted, VESA 75mm / 100mm  
Recommended height: 150 cm

### WARRANTY:

Smart iClean® warranty covers both hardware and software for a period of  
1-year from the date of installation.

Hardware warranty covers the device against any manufacturing defects and  
faults arising during normal, intended operation.

The information on warranty provided here is not comprehensive and the user is advised to contact  
Smart iClean for a detailed information on the terms and conditions.

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### CONNECTIVITY:

#### Network:

100 Mbps adaptive RJ45 Ethernet

Wi-Fi 2.4 GHz

Bluetooth 4.1

Optional 4G / 5G module

#### USB Ports:

Full-speed USB 2.0 / 3.0

#### OTA Firmware Updates:

Supported via USB

### TOUCH TECHNOLOGY:

#### Projected Capacitive Touchscreen

Touch Response Time

<5 ms

Touch Points

10-point multi-touch  
(supports gestures like pinch-to-zoom)

Touch Sensitivity

Recognizes touch inputs > 1.5 mm

### PERFORMANCE:

RAM + Storage

2GB RAM + 16GB ROM

Operating System Options

Default: Android 11

Optional:  
Android 7.1 / Android 9.0 / Android 12  
(contact for availability)

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