

# Mondopad Upgrade to Windows 10

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Below are instructions to upgrade your Mondopad from Windows 7 Pro to Windows 10 Pro

Note: While InFocus has taken precautions to ensure that the following steps can successfully upgrade your Mondopad, Microsoft frequently updates Windows 10 and as such, InFocus cannot guarantee that the following steps can successfully provide full operation of your Mondopad following any such updates.

Windows 10 is substantially different from Windows 7 and those changes can occasionally affect Mondopad. For example, Windows 10 has a fly-in windows notification method, which cannot be prevented. Those fly-in windows will appear above the Mondopad shell. While this may occasionally distract users, it does not prevent Mondopad software from operating correctly.

Microsoft has not created a clear way to return to Windows 7, but InFocus support can assist users that require a return to Windows 7 should the upgrade to Windows 10 not meet the user's requirements.

## Customers with Dual Screen Mondopad Configurations

We recommend that customers with dual screen Mondopad configurations (Mondopad and attached JTouch screen for two-screen use) remain with Windows 7 at this time. An update will be available in the future – contact your reseller for information.

Customers with INF8022+INF8002 dual screen configurations are already using Windows 10, so this upgrade instruction sheet is not applicable.

## Customers with Single Screen Mondopad Configurations

All single screen Mondopad configurations may be updated to Windows 10 using the following instructions.

## Windows Recovery in Windows 10

There are several new steps required to recover a Windows 10-based Mondopad system. The Mondopad Windows 10 Recovery Document is located on the InFocus website in the Download section of each Mondopad model product page.

### Steps to upgrade your Mondopad from Windows 7 to Windows 10:

1. Save all data files
  - a. This includes any user files copied to the Mondopad. Check in My Documents folder for Mondopad Documents link
  - b. Export Settings under Admin web interface: <http://localhost/admin>
2. Check status of Software Maintenance Plan
  - a. Run the Mondopad shell
  - b. Go to Extras
  - c. Login to Admin
  - d. Go to About, check if your Software Maintenance Plan is ACTIVE.
  - e. If not ACTIVE, you will need to purchase an extension to the Software Maintenance Plan through your authorized Mondopad Reseller. Applicable part numbers are EPWSOFTPLAN1 for one year and EPWSOFTPLAN2 two years.
3. If necessary, enter new Software Maintenance Plan key
  - a. Run the Mondopad shell
  - b. Open Browser
  - c. Select Mondopad Admin from Favorites
  - d. Login with Admin code
  - e. Select "Software Update"
  - f. Select "Input Software Maintenance Plan Key"
  - g. Enter the new key you received from the Maintenance Plan Card
  - h. Select "OK"
4. Change Update URL
  - a. Run the Mondopad shell
  - b. Open Browser
  - c. Select Mondopad Admin from Favorites
  - d. Login with Admin code
  - e. Select "Software Update"
  - f. Change the Update Server Host to "http://update.infocus.com/Mondopad/UpdateConfigWin10.xml"
  - g. Select "Save"

5. Turn Mondopad Auto Start OFF
  - a. Under Start/Programs/Startup, remove the Mondopad link
6. Run the Microsoft Windows 10 Update
  - a. <http://www.microsoft.com/en-us/windows/>
  - b. Use the Express settings option during installation
7. Change Windows Display Text Scaling to 100%
  - a. Reboot into Windows 10
  - b. Close Mondopad shell, if it opened (Extras/Admin Login/Exit Mondopad)
  - c. From Start Menu, open Settings
  - d. Select Display
  - e. Slide the size of text slider to 100%
  - f. Select Apply
  - g. If you have dual screen, adjust the text size for both screens
  - h. Log out/sign out then log in/sign in to apply
8. Apply Driver Patch Script
  - a. If necessary, reboot and log in to your Mondopad Windows desktop as a local admin
  - b. Download the program from the InFocus Support site by enter the following line in the Edge browser:  
<http://www.infocus.com/resources/misc/Software/MPVidDrvUpd.zip>
  - c. Open the ZIP file to access the file, "MP\_VidDrvUpd.exe"
  - d. Double-click to run the program (installation is not necessary)
  - e. The patch takes about 1 minute to complete
9. Perform Mondopad Software Update
  - a. Select "Extras" application
  - b. Log in as Admin
  - c. Select "About"
  - d. Select "Check for Update"
  - e. Follow the instructions to download and install the Mondopad Field Service Pack
10. Correct Access to Edge Browser
  - a. Exit Mondopad
  - b. From Start menu's search field, enter "regedit" to run Registry Editor
  - c. Navigate to  
"HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System"
  - d. Change DWORD field "EnableLUA" to "1"
  - e. Reboot Mondopad

## Known Issues

1. PQ-Lab Windows 10 driver does not work well in dual screen setups. Our current dual display customers should stay on Windows 7.
  - a. An older version of the PQ-Lab driver could work in the dual screen setup. However, we have not conducted enough testing to verify the exact process.
  - b. Before logging into Windows in multi-user setup, touch does not work if the dual screen is set up with two PQ-Lab panels. User needs to use mouse and keyboard to log in. Once user logs in, touch will work. (This affects models INF7021 and INF8021.)
2. Text scaling MUST be set to 100% for 1080p screens.
3. Text scaling needs to be the same on dual monitors. We currently can only support the same text scaling on both screens. Please restart after changing DPI.
4. This build is only for Windows 10 systems and has not been fully tested on Windows 7.
5. The current Intel WiFi drivers for Windows 10 on Skylake PC modules does not support hosted networks (HotSpot). This is applicable only to the INF8022 model Mondopad.
6. Occasionally when Mondopad is minimized on Windows 10, it cannot be restored from the Windows taskbar. The workaround is:
  - a. Mouse over the taskbar icon (don't left click)
  - b. Right click the small preview window
  - c. Wait for the Mondopad UI to show
  - d. Left click the MP UI (UI will disappear)
  - e. Left click the taskbar icon
  - f. Now, MP UI will show again and stay.
7. User may need to turn Bluetooth off to improve the AirPlay connectivity speed.
8. Whiteboard object resize does not work using mouse interaction with the blue resize squares. Touch-based pinch and zoom will work as expected.
9. Daytime power management in Windows 10 does not make up the panel until user touches the screen or hit a key on the keyboard.