



# SCA™-LE Device User Manual

All You Need to Work from Anywhere

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## 4. Introduction

### 4.1. Know your SCA™-LE Device



**Figure 1: SCA-LE Device**

The USB Type-C port of the SCA™-LE device connects to a USB hub or a monitor. The functions of the Wake-up button ☀, and Power and Wi-Fi LEDs will be covered in the [Wake up](#) and [Connect / Disconnect from known networks](#) sections respectively.

## 5. Getting Started

### 5.1. Setting up your SCA™-LE Device

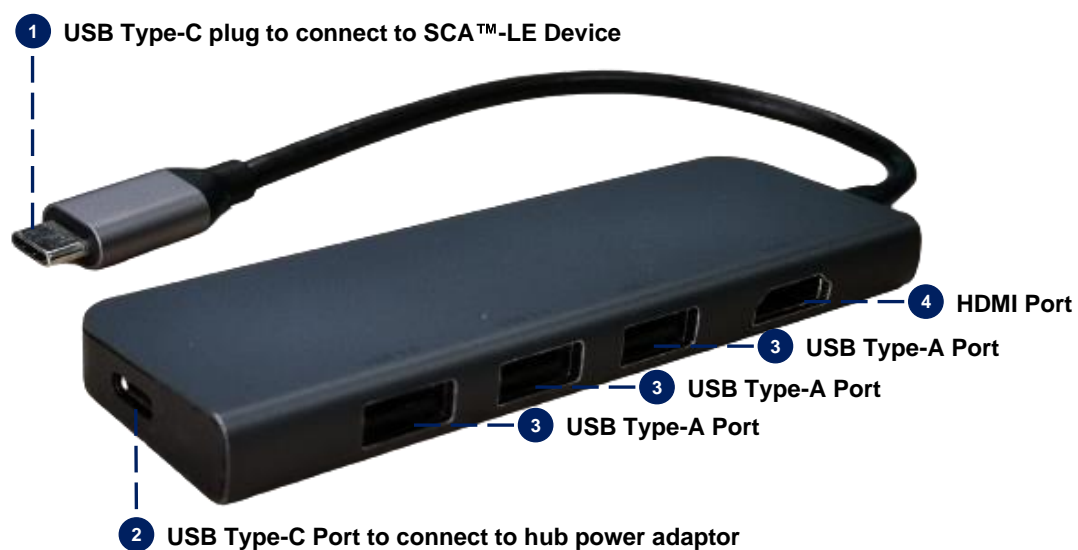
Peripherals required:

- Monitor (refer to [Table 2](#): Antenna Information)

<ul style="list-style-type: none"><li>• <b>Antenna Part Number</b></li></ul>	<b>Antenna Gain</b>	<b>Antenna Connector</b>
AYP6P-100034	1.76dBi	I-PEX
AYP6P-100035	2.33dBi	I-PEX
AYP6P-100036	1.69dBi	I-PEX

- Supported PeripheralsKeyboard and mouse (refer to [Table 3](#) for the full list of supported keyboards and mouse)
- HDMI cable (for monitor with HDMI connector), or
- USB Type-C cable (for monitor with USB Type-C connector), or
- USB Type-C hub with power adaptor (optional, depending on method of connection)

Example of USB Type-C Hub:



**Figure 2: USB Type-C Hub**

For SCA™-LE device specifications, refer to Table 1 in [SCA™-LE Specifications](#).

## 5.2. Connecting the device to your monitor

### 5.2.1. Connecting via USB Type-C cable

Connect the SCA™-LE device to your monitor directly using a USB Type-C cable. All wired peripherals are to be connected to your monitor directly.

Refer to Chapter: Supported peripherals for list of monitors that support Type-C ports.



**Figure 3: Connecting to your monitor without USB Type-C hub**

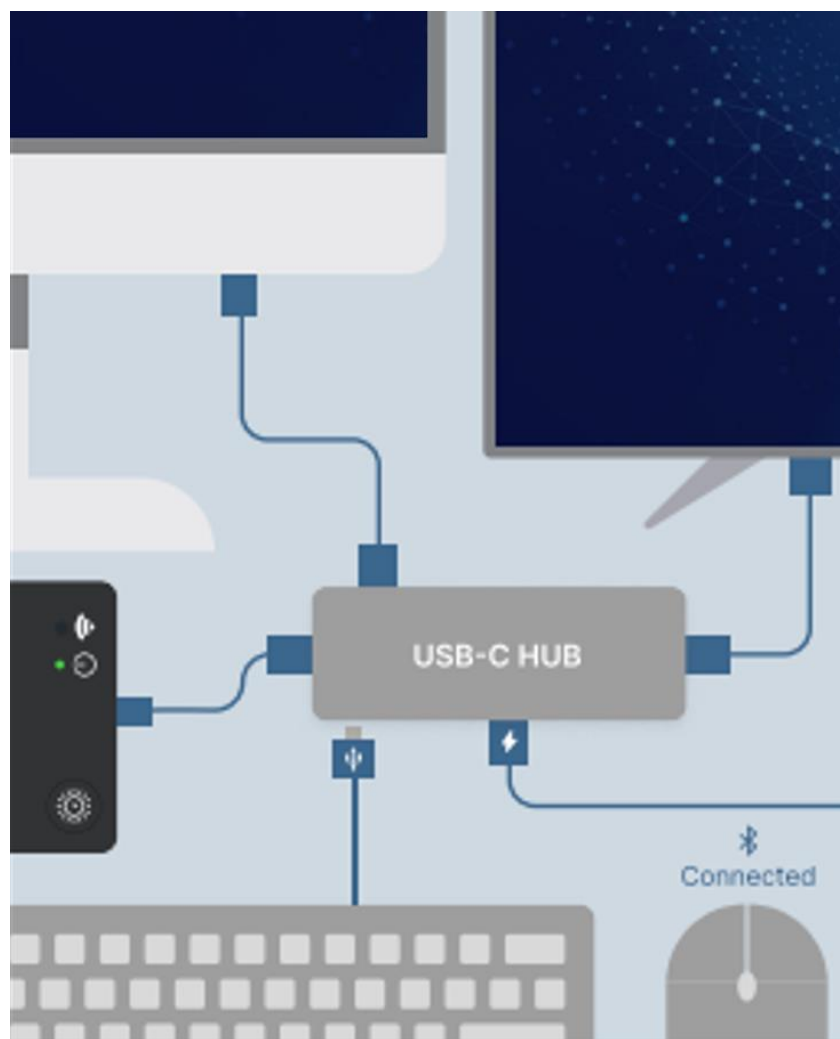
## 5.2.2. Connecting via USB Type-C hub

**Step 1:** Connect your USB Type-C hub to its a power adaptor.

**Step 2:** Connect the USB hub to the monitor via the HDMI / USB Type-C port.

**Step 3:** Connect the USB Type-C connector to the SCA™-LE device and turn on the power adaptor for the USB Type-C hub.

**Step 4:** Upon successful connection, the Power and Wi-Fi LEDs will appear orange while the device is being powered on.



**Figure 4: Connect your SCA™-LE device**

## 5.3. SCA™-LE device boot

Once the SCA™-LE device is connected to an appropriate power source, both the LEDs for power and Wi-Fi will turn orange (as seen in figure 5).



**Figure 5: Device is being powered on**



**Figure 6: Device is not connected to Wi-Fi Network**

The device will take approximately 60 seconds to boot. Assuming this is your first start up, the device will not have internet connections. The Power LED will turn green while the Wi-Fi LED will turn off momentarily before turning red, indicating that there are no internet connections as shown in Figure 6. Else if Wi-Fi connection was previously configured, both LEDs should turn green upon start up. The SCA™-LE device Home Screen will be displayed on your monitor as shown in Figure 7. Access to your virtual desktop would require more set-ups depending on your host server. Should the device fail to boot or if the LEDs are reflecting a different combination of colors, do refer to the [Troubleshooting Guide](#) to understand the issue faced.



Figure 7: SCA™-LE Home Screen

## 5.4. Power management of SCA™-LE device

### 5.4.1. Sleep mode

When the device goes into sleep mode, the Power LED turns orange, and the Wi-Fi LED turns off. The fan in your device will also be turned off in sleep mode.

### 5.4.2. Wake up

To resume the system, press the Wake-up button ☀ once or simply click / move your connected keyboard / mouse. The Power LED will turn green and if Wi-Fi / Ethernet connection is stable, the Wi-Fi LED will reflect green and orange respectively.




### 5.4.3. Power off

Simply disconnect the USB Type-C cable of the power supply from the SCA™-LE device.


## 6. SCA™-LE Device Configuration

This section describes the functions on the right-hand menu on your Home Screen of your virtual desktop as shown in Figure 7.

### 6.1. Connection to the internet

The SCA™-LE device supports both Wi-Fi and Ethernet connection to your local area network. If your SCA™-LE device is currently not connected to a network, the Wi-Fi icon at the top of the right-hand menu bar appears as . Otherwise, the Wi-Fi icon would appear as  if connected to the network using Wi-Fi or  if it is connected using the ethernet cable.

#### 6.1.1. Network connection via Ethernet

To connect your device using the Ethernet cable, ensure your Type-C USB hub has an ethernet port. If it does, connect your ethernet cable to your USB hub and the Wi-Fi icon should change to the Ethernet icon . If not, please refer to the later parts of this section to connect your device using Wi-Fi.

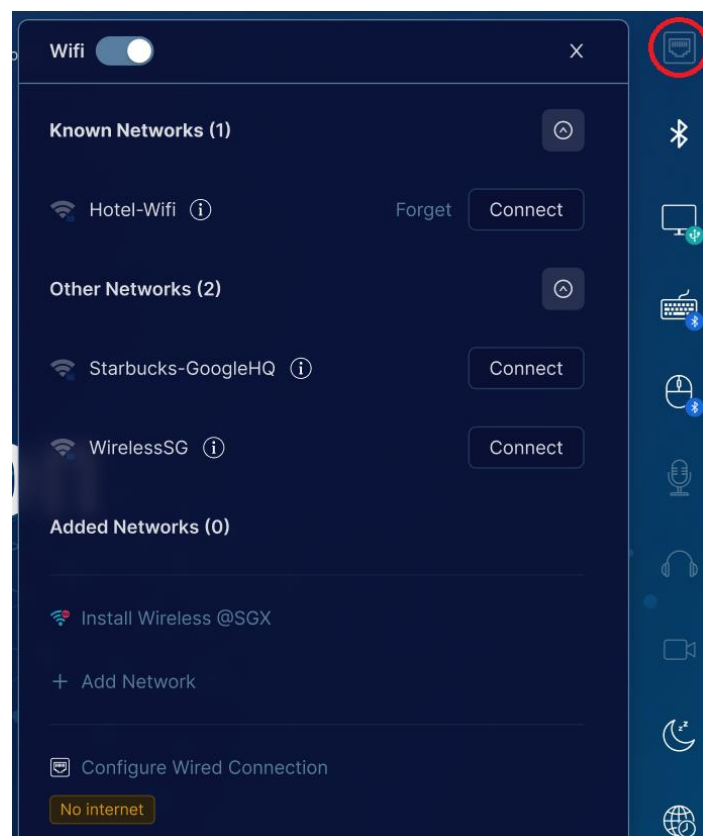
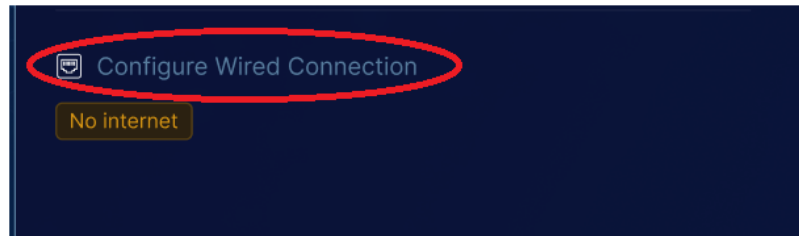


Figure 8: Internet control panel (via Ethernet)



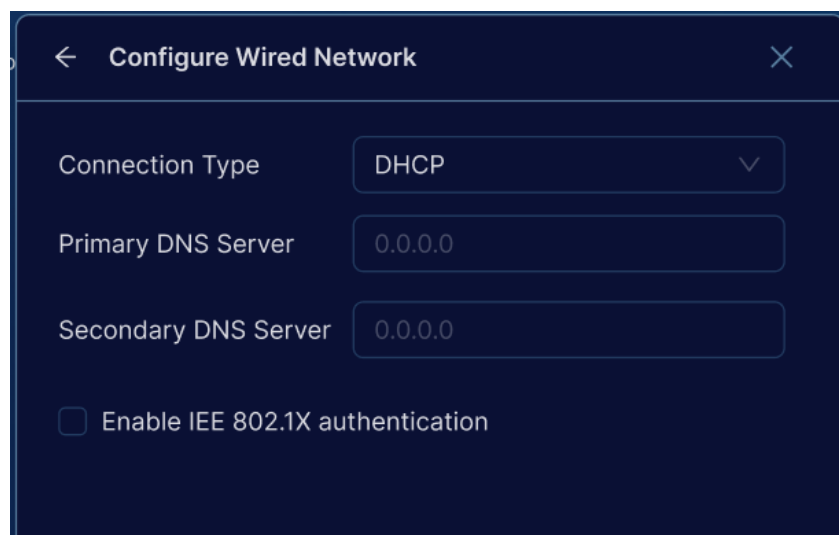
Under the '**Configure Wired Connection**' tab, if it is an unknown network, it will require further steps to access the internet. Else, your device will be able to use the internet via the ethernet connection.

Should further configurations be required. Click on configure Wired Connection.



**Figure 9: Click on Configure Wired Connection**

This action will bring you to a new panel where certain credentials are required to access the internet.



**Figure 10: Example of the Configure Wired Network window**

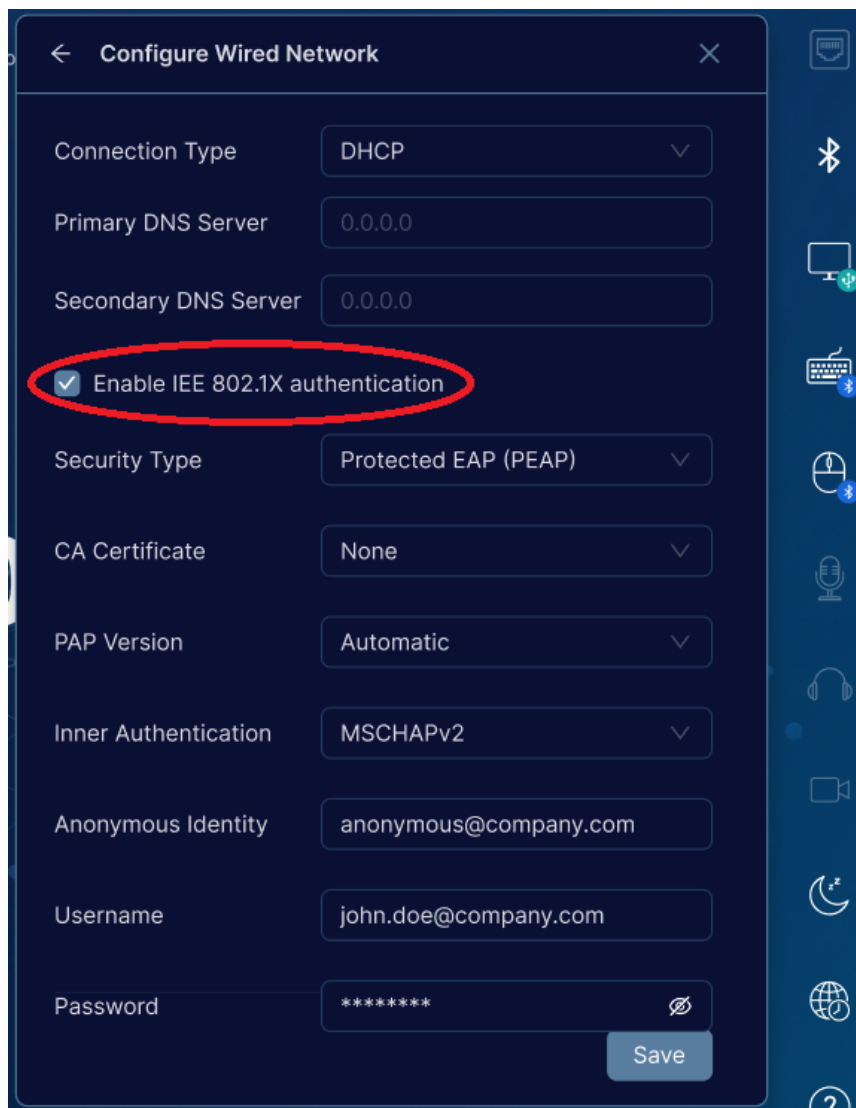
After verifying the DNS server number, simply click 'save' at the bottom of the window, and you will be connected to the internet. With the following prompt.



**Figure 11: Network connected prompt**

## 6.1.2. Ethernet IEEE 802.1X configuration

Should your network manager require more credentials to authorize your access via your host server and requires IEEE 802.1X authentication. Check the box 'Enable IEEE 802.1X authentication' to reveal more information required to be authenticated by your network manager.




The screenshot shows a 'Configure Wired Network' dialog box with the following fields and values:

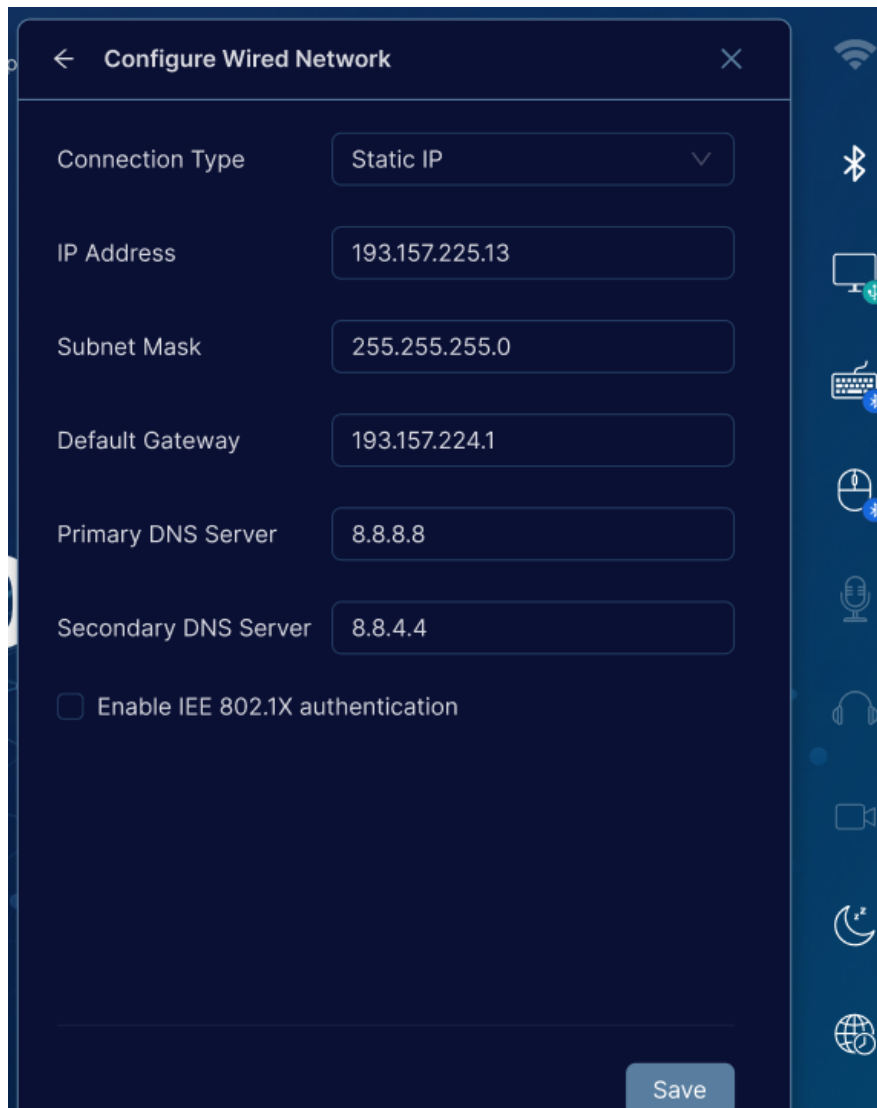
- Connection Type: DHCP
- Primary DNS Server: 0.0.0.0
- Secondary DNS Server: 0.0.0.0
- ☒ Enable IEEE 802.1X authentication (highlighted with a red circle)
- Security Type: Protected EAP (PEAP)
- CA Certificate: None
- PAP Version: Automatic
- Inner Authentication: MSCHAPv2
- Anonymous Identity: anonymous@company.com
- Username: john.doe@company.com
- Password: \*\*\*\*\*
- Save button

**Figure 12: Example of the fields required to authenticate your device**

Click 'save' after you have completed the form with your credentials and once authenticated, you will see the same prompt as seen in figure 12.

## 6.1.3. Ethernet Static IP configuration

To configure your Wired network settings to 'Static IP' connection, click the  in the connection type field to review additional options. Select Static IP to review the fields required to configure the wired network connection.



**Figure 13: Example of the fields required for Static IP connection**

Click 'save' after you have completed the form with your credentials and once authenticated, you will see the same prompt as seen in figure 13.

## 6.1.4. Network connection via Wi-Fi

To connect to available Wi-Fi networks, click on the Wi-Fi icon to access the Wi-Fi networks control panel.

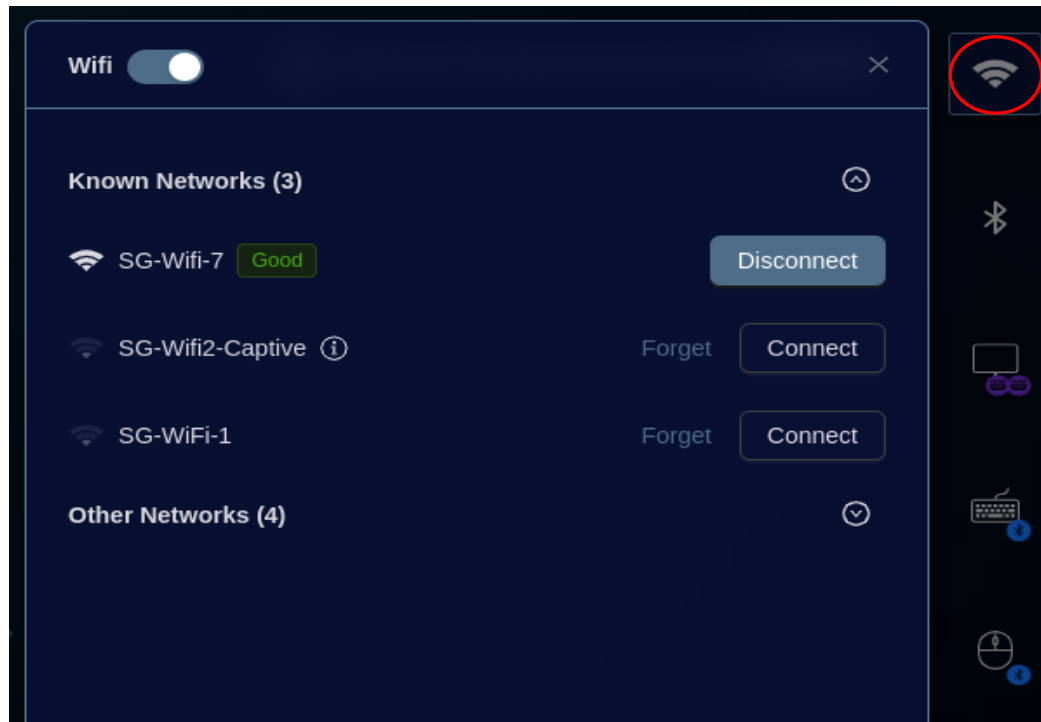




Figure 14: Internet control panel (via Wi-Fi)

Click on the downwards arrow  to reveal all available Wi-Fi networks and click on the upwards arrow  to hide them.

## 6.1.5. Connect / Disconnect from known networks

Wi-Fi networks to which your device had been connected previously will be listed under **Known Networks**.

Click the **Connect** button to the right of the Wi-Fi network you wish to connect to.

If the Wi-Fi network does not have a captive portal, no additional steps are needed.

If the Wi-Fi network has a captive portal, a captive portal screen will appear as shown in 15.

## Captive Screen

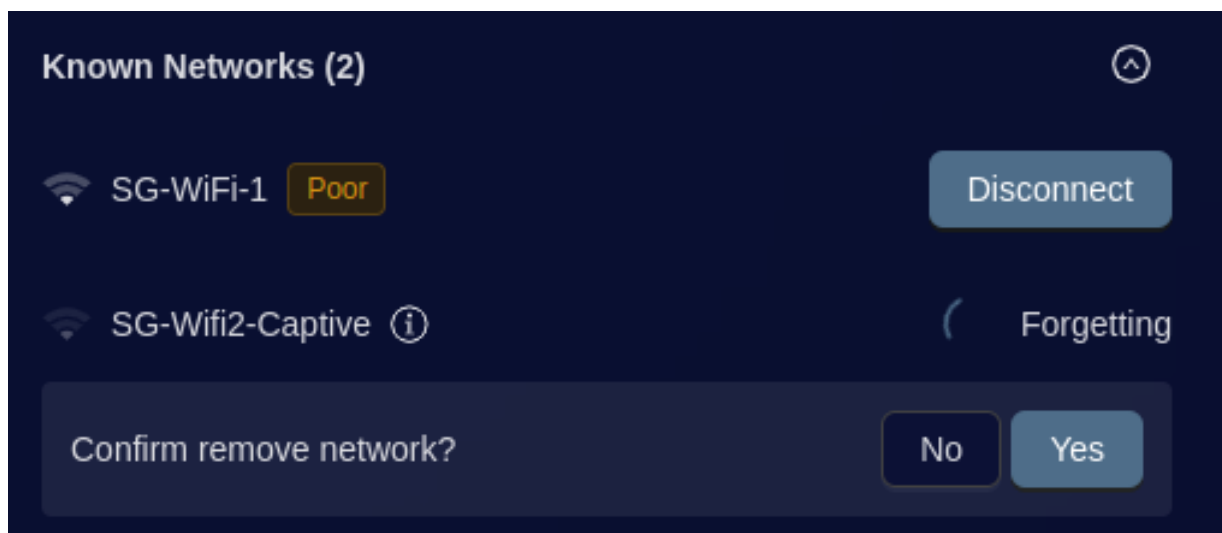


**Figure 15: Captive portal screen**

To connect to the Wi-Fi network, simply click on **Start Network Connection**. Once successfully connected, the Wi-Fi network name will appear at the top of the screen.

The indication [**Good** / **Fair** / **Poor**] to the right of the network name shows the Wi-Fi signal strength of the specific network.

Click **Forget** to remove a Wi-Fi network from your **Known Networks** list. To confirm, click **Yes**, else, click **No** (see Figure 16). The removed Wi-Fi networks are then added to the **Unknown Networks** list.



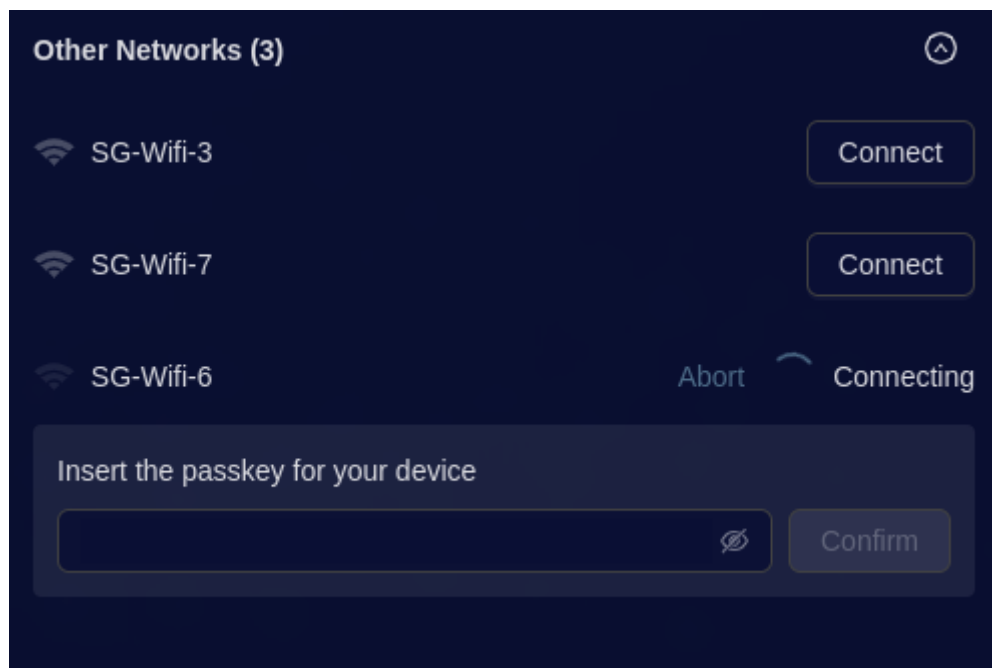
**Figure 16: Forget Wi-Fi networks**

To disconnect your device from a Wi-Fi network, simply click on **Disconnect**.

## 6.1.6. Connect / Disconnect from unknown networks

To connect to an unknown network, click on **Connect**. Enter the passkey for the network, then click on **Confirm**.


Once your device has been connected to a previously unknown Wi-Fi network, the Wi-Fi network joins the list of **Known Networks**. There is no need to enter the passkey on subsequent connection to that network.



**Figure 17: Enter the passkey to connect to the Wi-Fi network**

If you change your mind and choose not to connect to this network anymore, click on **Abort**.


## 6.1.7. Secured and tunneled Network connection

By default, your connection using the SCA™-LE device is secured through the SCA™-LE device. The Wi-Fi icon should reflect the following symbol: .



**Figure 18: Default Connection**

However, to further improve the security of your internet access, you can connect to Sentry, a VPN to achieve better network security which is **automatically** enabled after successfully connected to the internet.

Once Device has successfully connected to the VPN Sentry, The Wi-Fi icon should reflect the following Symbol:  alongside with Figure 20 in the network access interface.

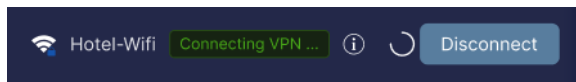


Figure 20: Attempt to connect VPN

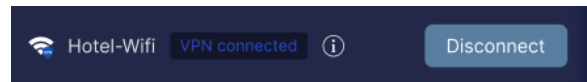


Figure 19: Successful connection to VPN

## 6.2. Device authentication

--- place holder for device authentication [TBD]

## 6.3. Connecting Bluetooth peripherals to your device

As mentioned in Connecting the device to your monitor, you may use wired / wireless peripheral devices by connecting them to your monitor or USB Type-C hub. If you are using Bluetooth devices, you can pair and connect them through the Bluetooth control panel. Refer to [Table 2](#): Antenna Information

Antenna Part Number	Antenna Gain	Antenna Connector
AYP6P-100034	1.76dBi	I-PEX
AYP6P-100035	2.33dBi	I-PEX
AYP6P-100036	1.69dBi	I-PEX

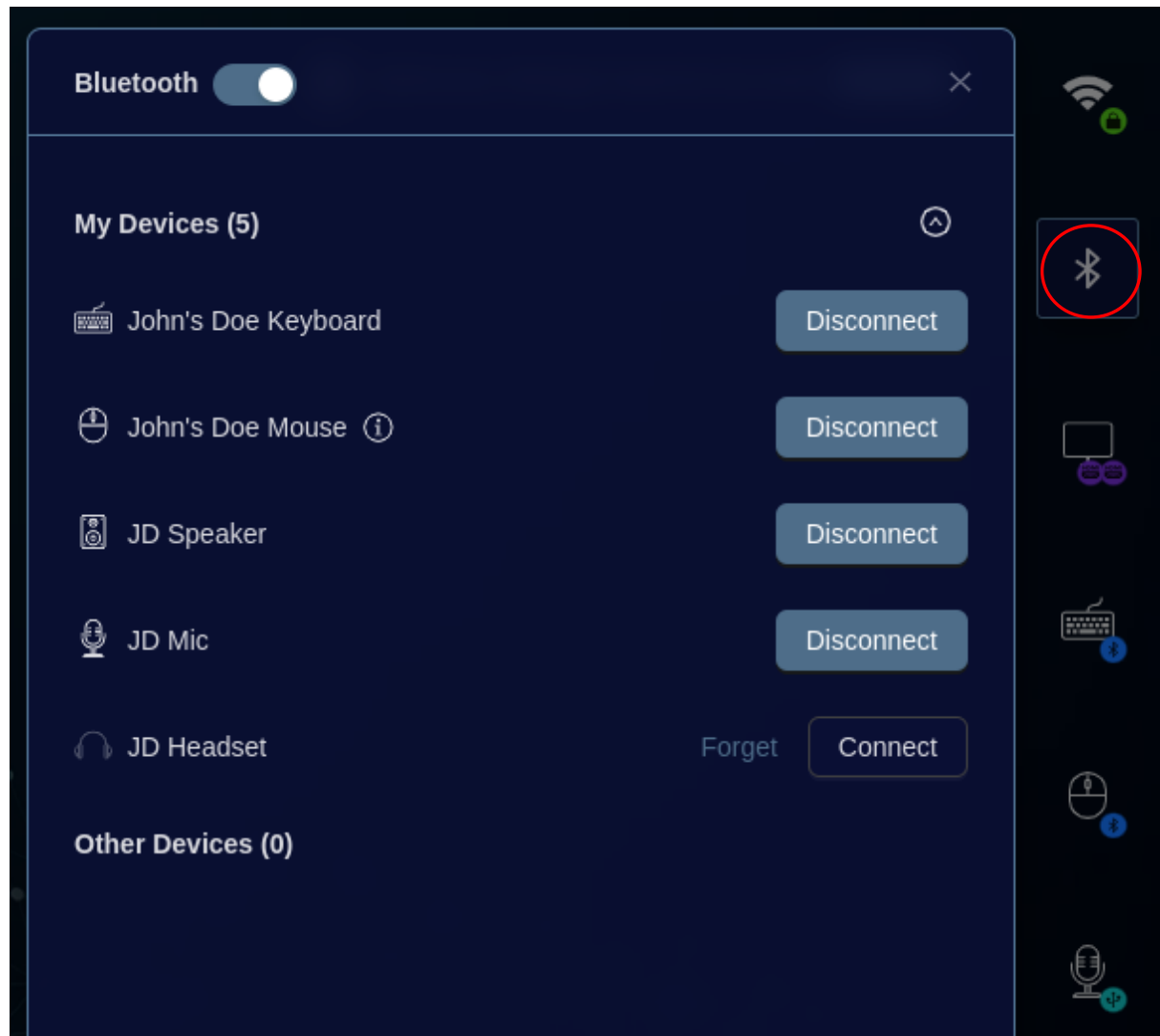
Supported Peripherals for the full list of supported peripherals.

To determine if Bluetooth has been turned on, check the menu bar at the right-hand side of the home screen.

The Bluetooth icon  indicates that Bluetooth has been turned on. Else, the Bluetooth icon appears as .

To connect Bluetooth devices, ensure that the devices are close to your SCA™-LE device. Click on the Bluetooth icon to reveal the control panel for Bluetooth.







**Figure 21: Bluetooth control panel**

Activate pairing mode on your Bluetooth device and wait for it to appear under the 'Other devices' tab where you can then connect.

As different Bluetooth devices may require different steps to establish connection, ensure that you follow the instructions in your Bluetooth device user manual to connect your Bluetooth devices.

## 6.3.1. Connect / Disconnect known Bluetooth peripherals to your device

If a Bluetooth peripheral device had been previously connected to your SCA™-LE, it will be listed under **My Devices**. You may also use the upwards  and downwards  arrows to hide and reveal the Bluetooth devices respectively.

To connect to the Bluetooth device, click on **Connect**. If the Bluetooth connection to the device is successful, the prompt **[device name] successfully connected** will appear at the top of the screen for approximately five seconds.

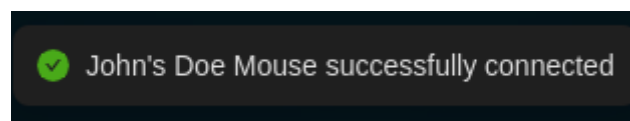


Figure 22: Connection successful

To disconnect Bluetooth devices, click on the **Disconnect** button and the prompt **[Device name] disconnected** will appear at the top of your screen.

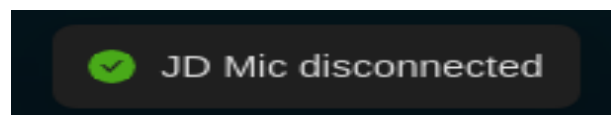


Figure 23: Bluetooth device disconnected

To forget Bluetooth devices, click on **Forget**. Click **Yes** to confirm.



Figure 24: Forget Bluetooth device

For both connection and disconnection of Bluetooth devices, if you change your mind and decide not to connect or disconnect the Bluetooth device, click on **Abort** as shown in Figure 25.

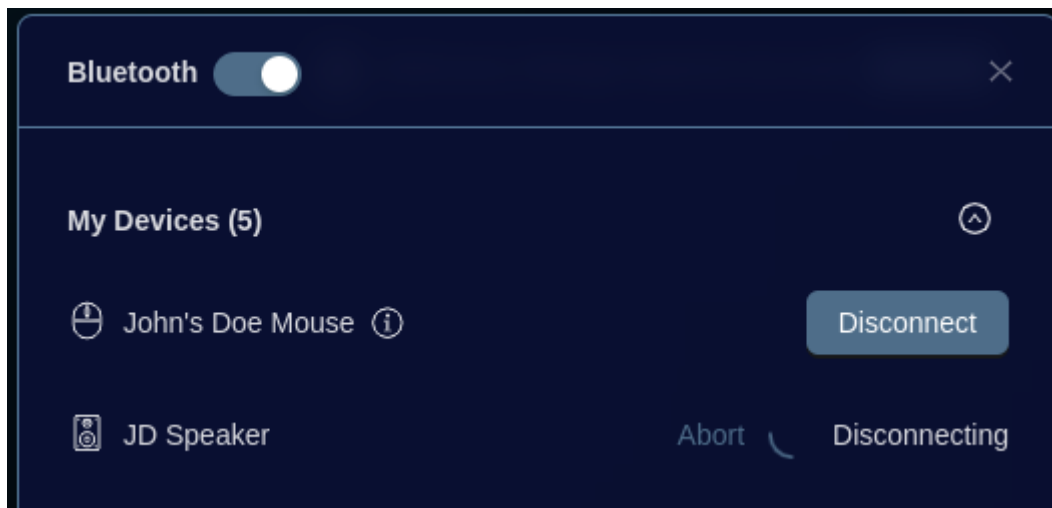
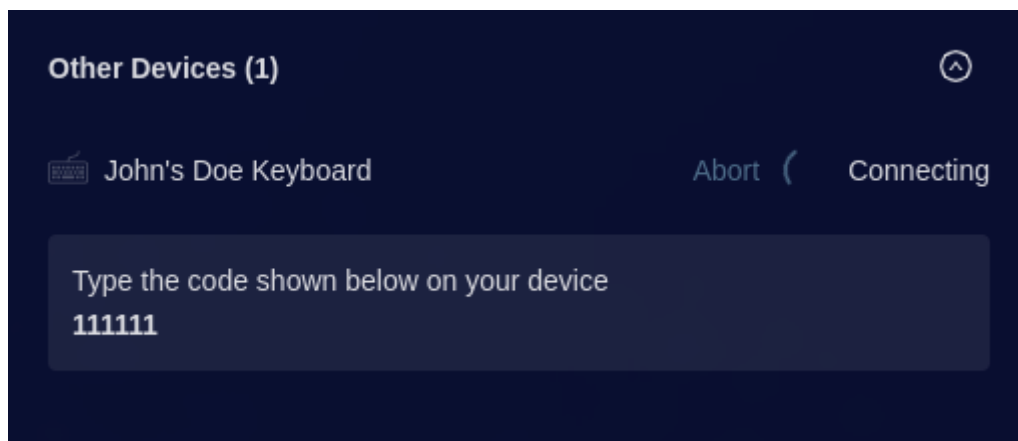


Figure 25: Abort button during process of disconnecting

## 6.3.2. Connect / Disconnect unknown Bluetooth devices

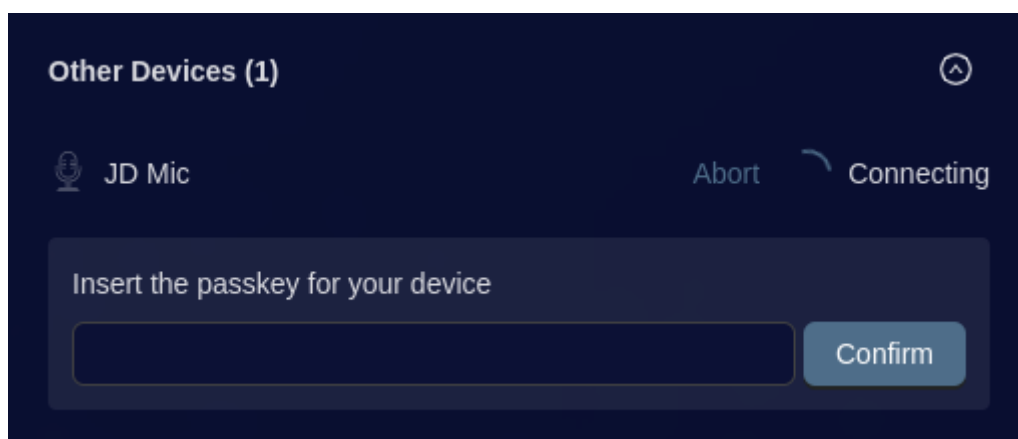
Unknown Bluetooth devices will be detected by the SCA™-LE device and listed under **Other Devices**.

To connect to the Bluetooth device, click on **Connect**. Your Bluetooth device will require extra steps for pairing. For example, to pair your Bluetooth keyboard with the SCA™-LE device, you are required to enter a numerical code displayed on the monitor screen using your keyboard.



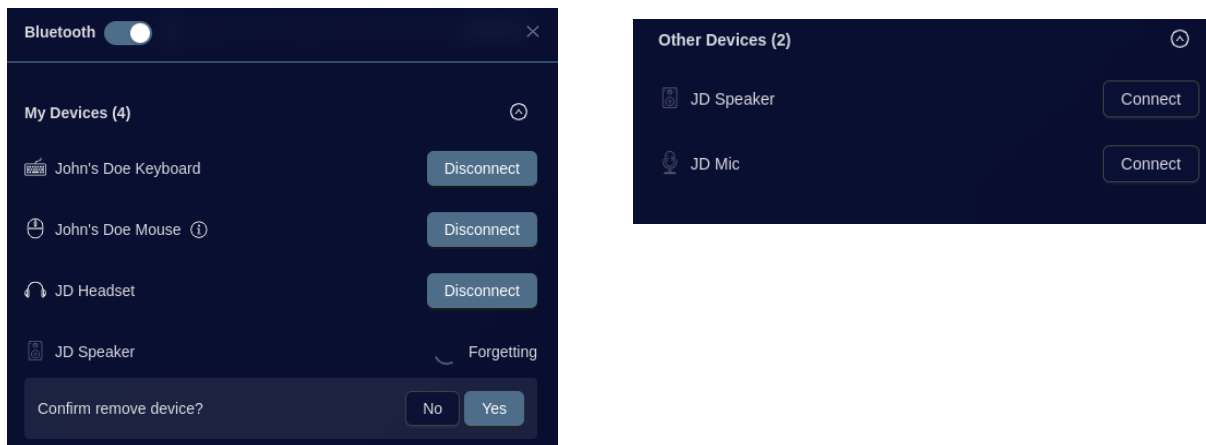
**Figure 26: Pairing your Bluetooth keyboard with the SCA™-LE device**

To pair other peripherals with the SCA™ -LE device like a microphone or a mouse, you may need to enter a passkey unique to your Bluetooth peripheral.



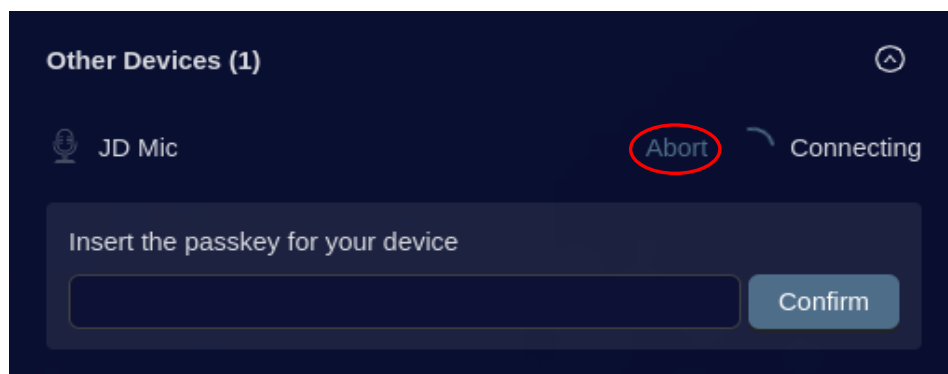
**Figure 27: Pairing other Bluetooth devices with your SCA-LE device**

Take note that devices listed under **My Devices** that have been forgotten will be moved to **Other Devices**.



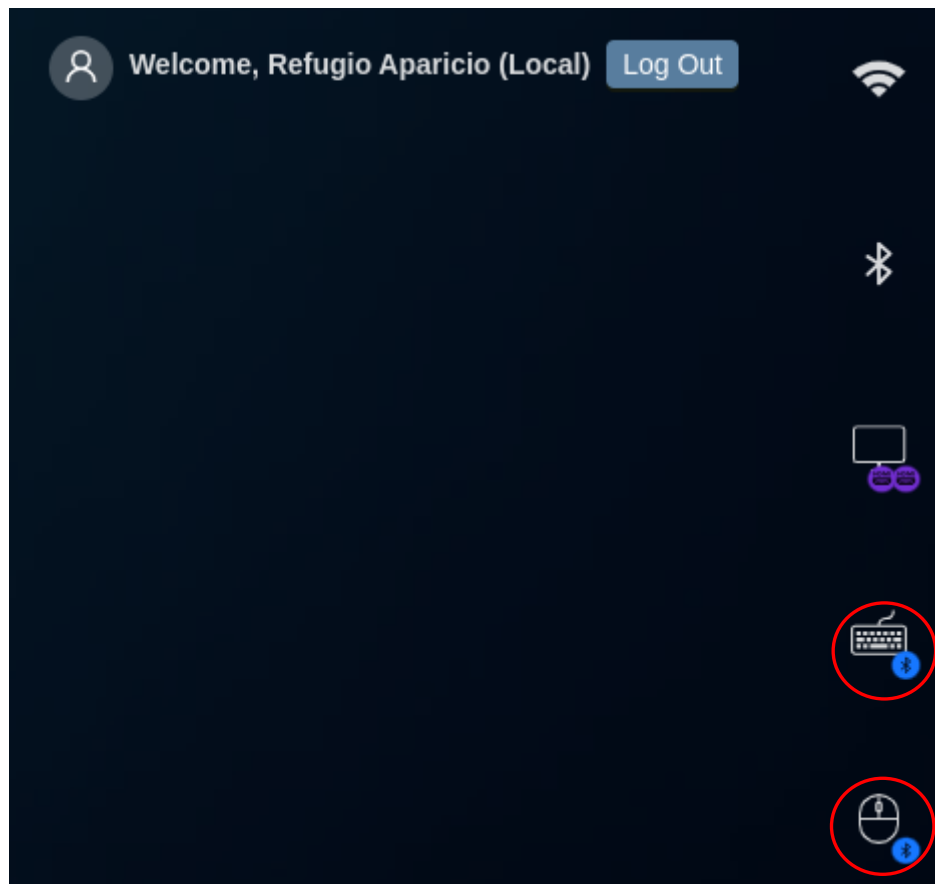
**Figure 28: Forgotten devices will be moved to Other Devices**

If you would like to abort the connecting or disconnecting process, click on **Abort**. The **Abort** button will remain available until the **Confirm** button has been clicked.



**Figure 29: Click on Abort to quit the connecting or disconnecting process**

All connected Bluetooth devices can be viewed via the menu on the right-hand side of the Home Screen for each Bluetooth device category, e.g. keyboard or mouse (see Figure 30).




**Figure 30: Menu displays to access connected Bluetooth devices connected**


The Bluetooth control panel does not allow you to switch on or adjust the volume of audio devices. You may do so via the **audio input** and **audio output** control panels in the Audio input and Audio output sections respectively.

**Note:** After pairing your Bluetooth audio device with your SCA™R device, ensure that it is also switched on in the audio input and output control panels. Otherwise, the audio device will be muted.

**Note:** If there is no USB Type-C or Type-A keyboard / mouse connected to your SCA™R device during boot-up, the device is designed to automatically connect to a previously paired Bluetooth keyboard / mouse or search for new Bluetooth keyboard / mouse that are in pairing mode. However, if the Bluetooth device is disconnected by the system before next boot-up, you may need to pair the device again.

### 6.3.3. Forget all Bluetooth devices

Press the 'Wake-up' button  until the alert "Bluetooth devices successfully unpaired" appears on the screen.

 **Note:** Bluetooth connection is automatically disabled when non-Bluetooth devices are connected to your virtual desktop via the USB Type-A ports.

## 6.4. Connect a second monitor to your device

To simultaneously use two monitors, your Type-C USB hub must support at least two HDMI ports. Connect both HDMI cables of the associated monitors to the USB hub.

### 6.4.1. Display settings

The SCA™-LE device supports up to three displays: **Main Display**, **Extended Display**, and **Mirrored Main Display**. The three screens are numbered as 1, 2 and 3 respectively for ease of reference.

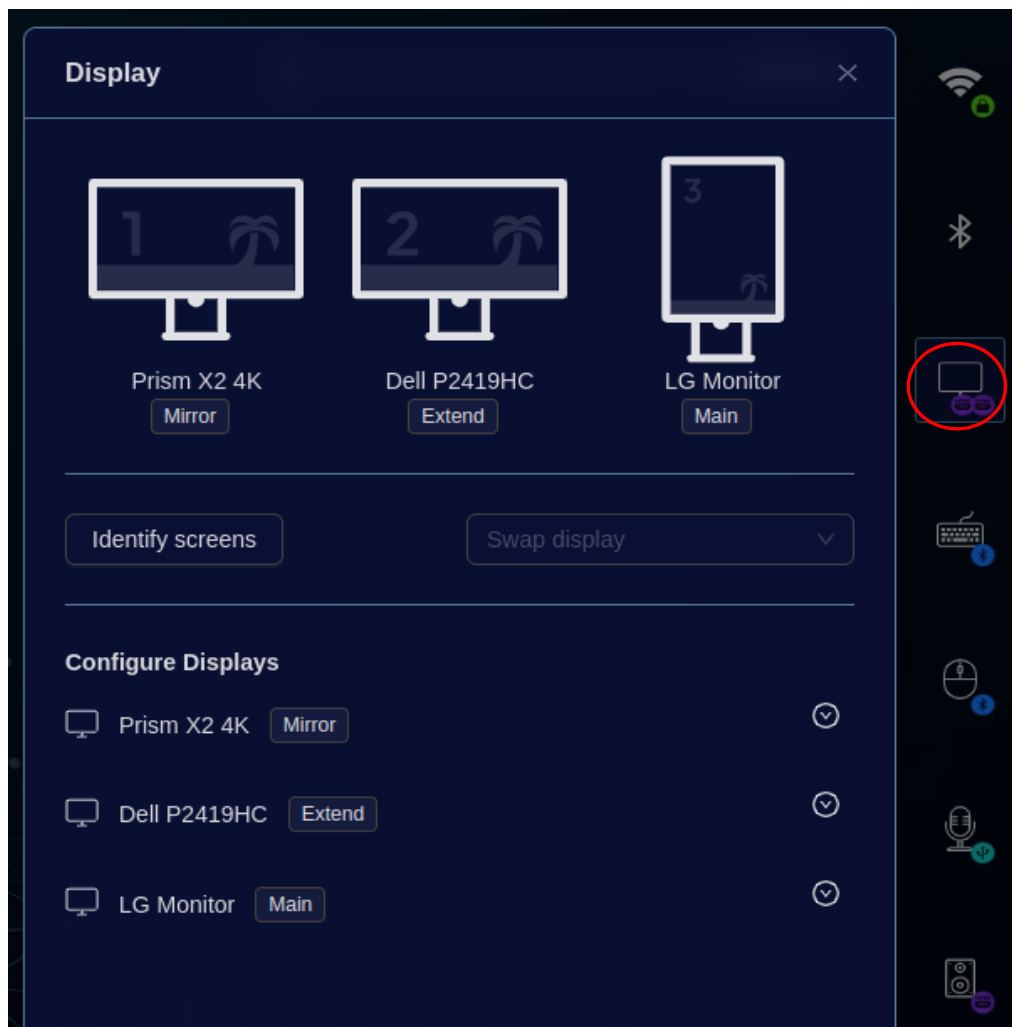
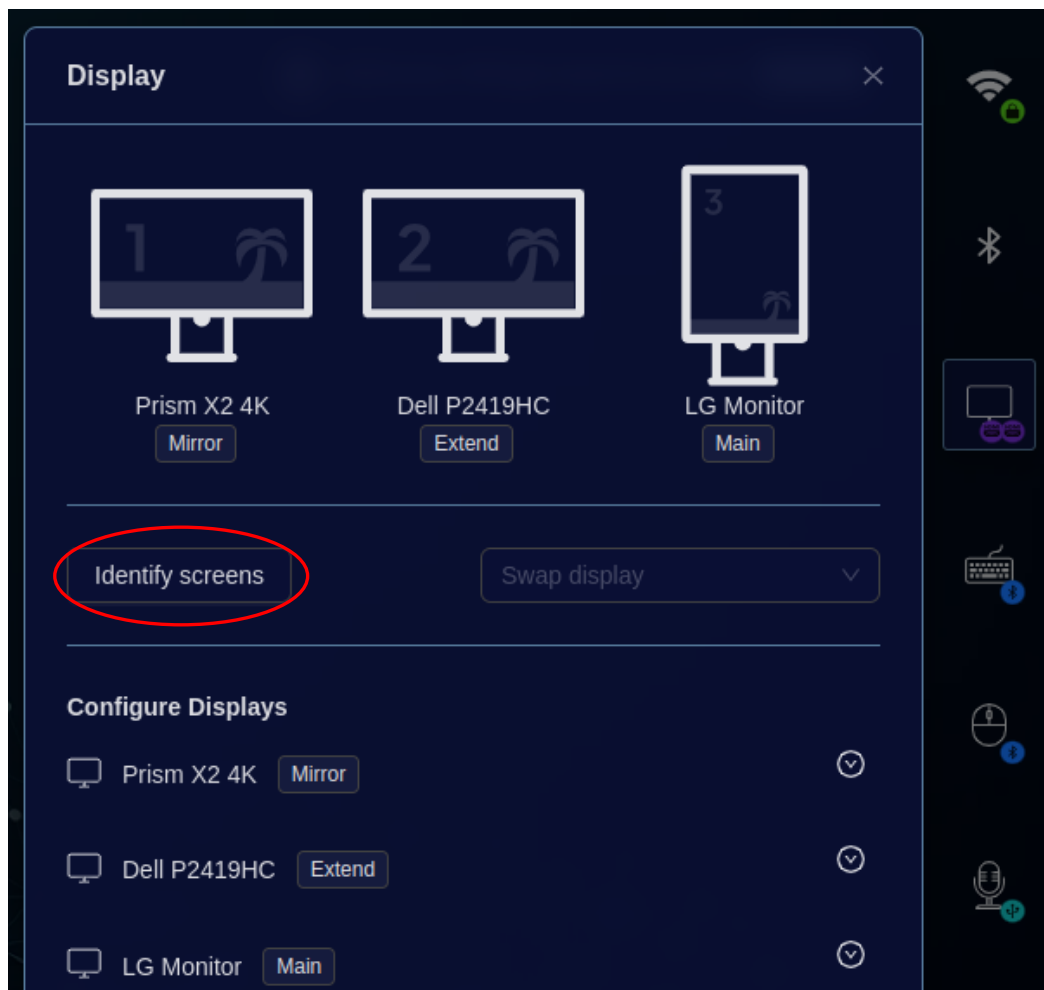


Figure 31: Device display control panel



To identify which screen is being displayed on a particular monitor, click on the **Identify screens** button.



**Figure 32: Device Display Screen Control Panel**

The software will take you through the monitors on which screens 1, 2 and 3 are displayed. For example, when screen 1 is being spotlighted, the **Mirrored Display** Prism X2 4K will appear as follows:

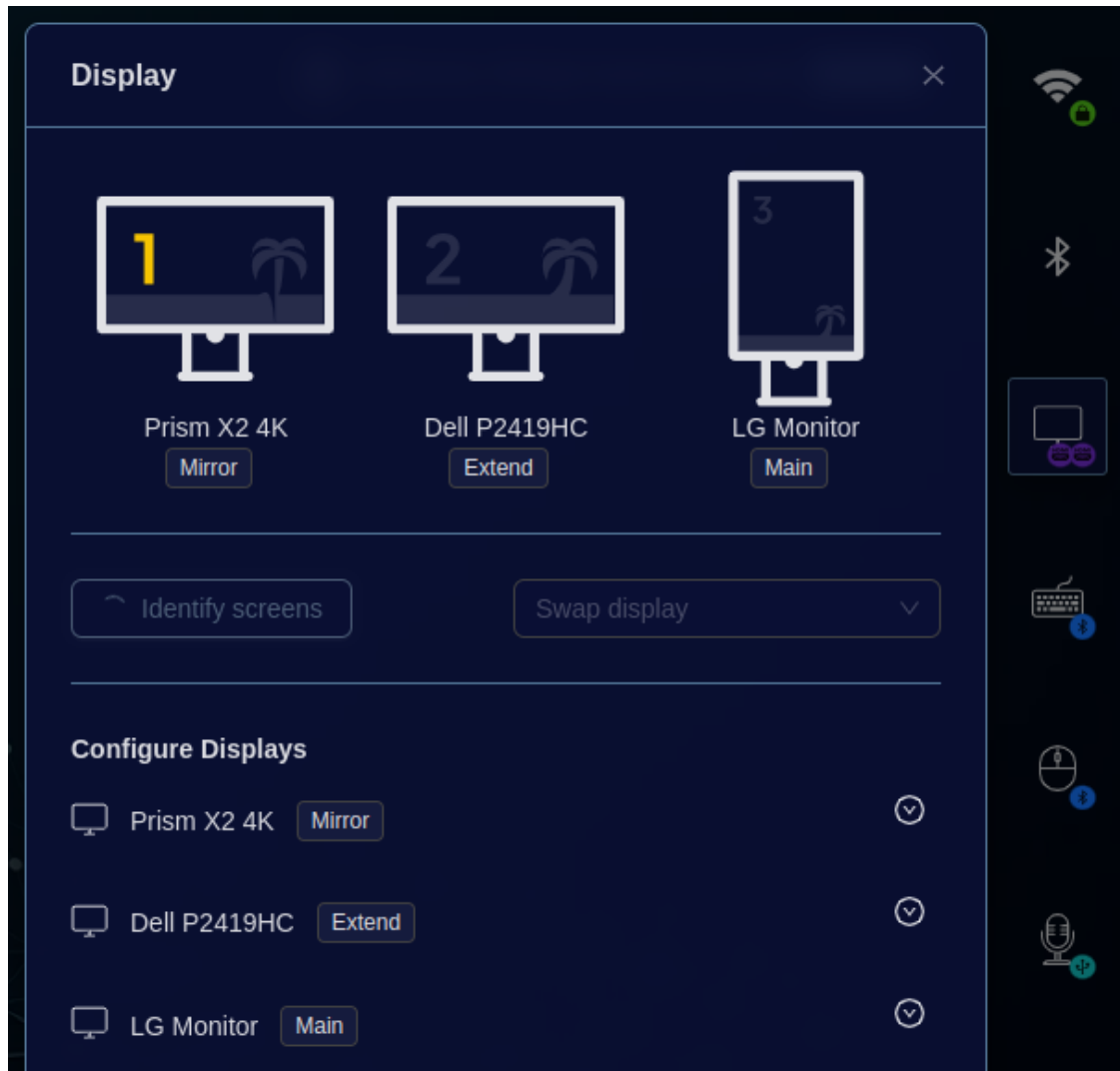


Figure 33: PRISM X2 4k is identified as screen 1 or display 1

When screen 2 is being spotlighted, the **Extended Display** (Dell P2419HC) appears as follows:

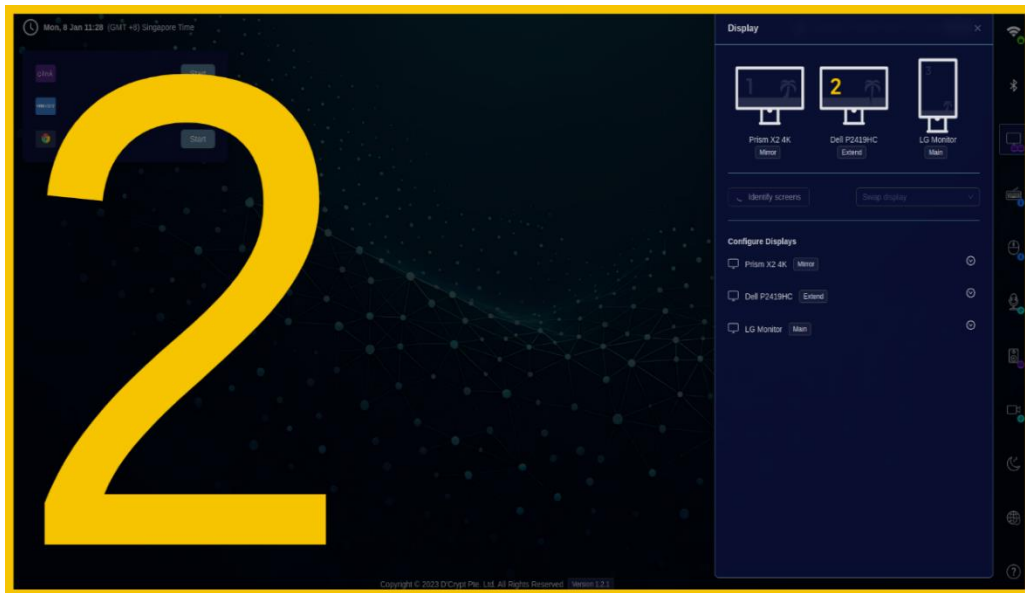


Figure 34: Extended display screen when screen 2 is being spotlighted

## 6.4.2. Swap display

To swap the display screen between the devices, click on **Swap display** and select one of the options from the dropdown menu.

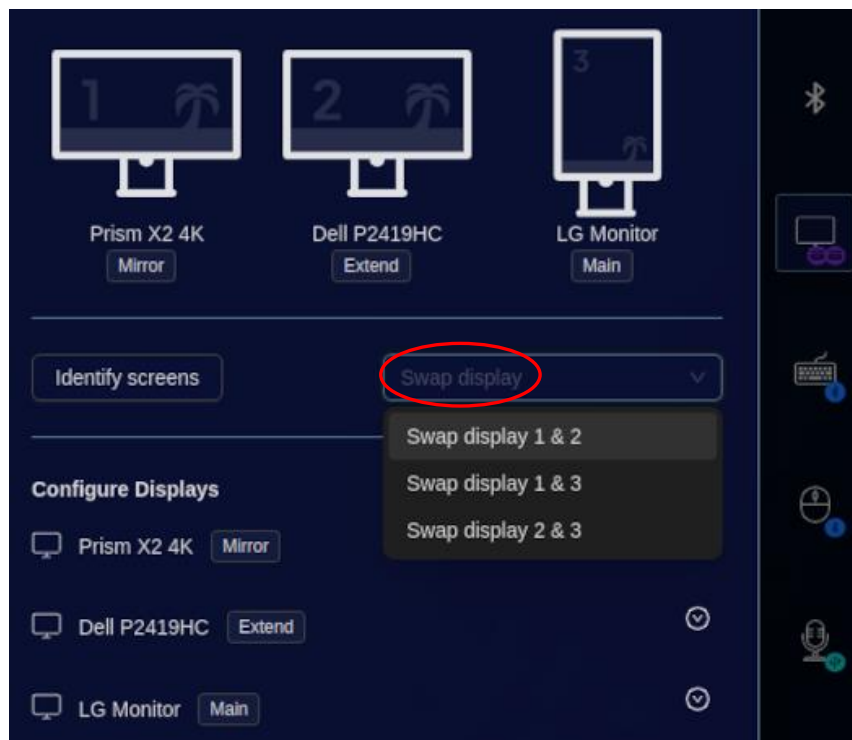


Figure 35: Click on 'Swap display' to swap display screen between devices

Following figure 35 as an example, to swap the screens between Prism X2 4K and Dell P2419HC, you will need to select **Swap display 1 & 2**. Likewise, if you would like to swap the screens between Dell P2419HC and LG Monitor, you will need to select **Swap display 2 & 3**.

Under the **Configure Displays** section, all three devices will be listed.

Click onto the downward arrow to reveal the display settings of each device.

You can change the following display settings of each of the devices:

- Whether the device shows the **Main Display screen**, **Extended Display screen** or the **Mirrored Main Display screen**
- Orientation
- Resolution
- Refresh rate
- Scaling

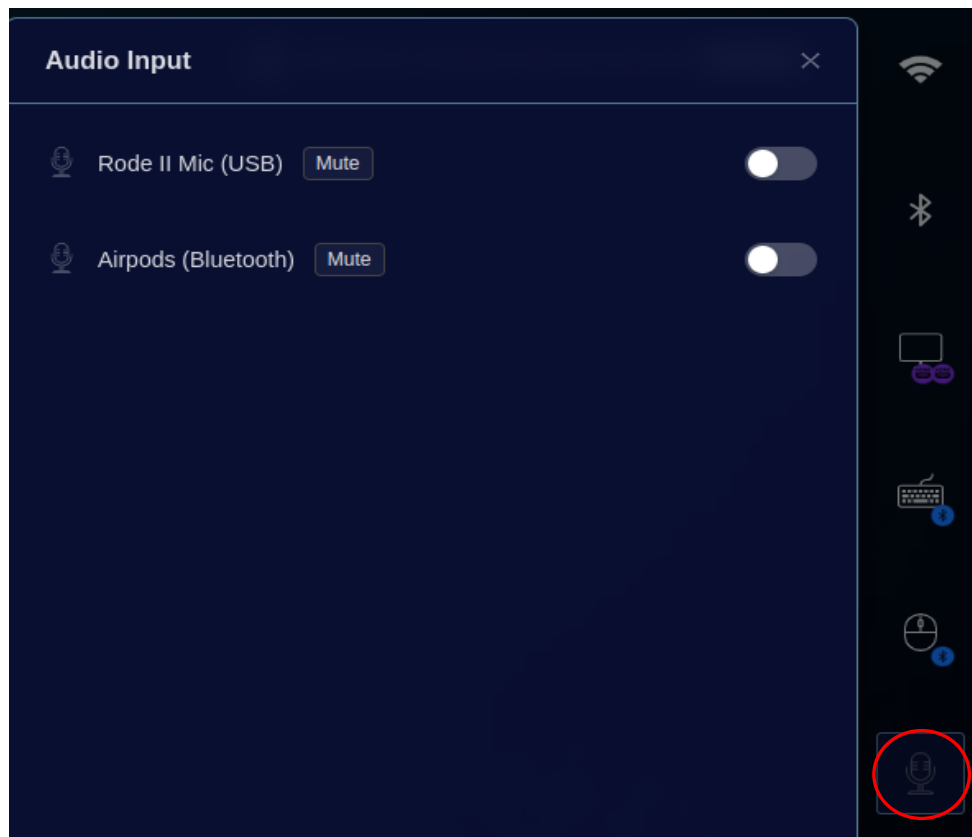


**Figure 36: Change display settings of each device**


Click on the upwards arrow  to hide the display settings.


## 6.5. Audio input

Your audio device can either be connected to the SCA™-LE device via Bluetooth or USB Type-C cable (via USB hub). When no audio device is switched on, the audio input icon appears greyed out. When an audio device is switched off, it will appear as **Mute**.

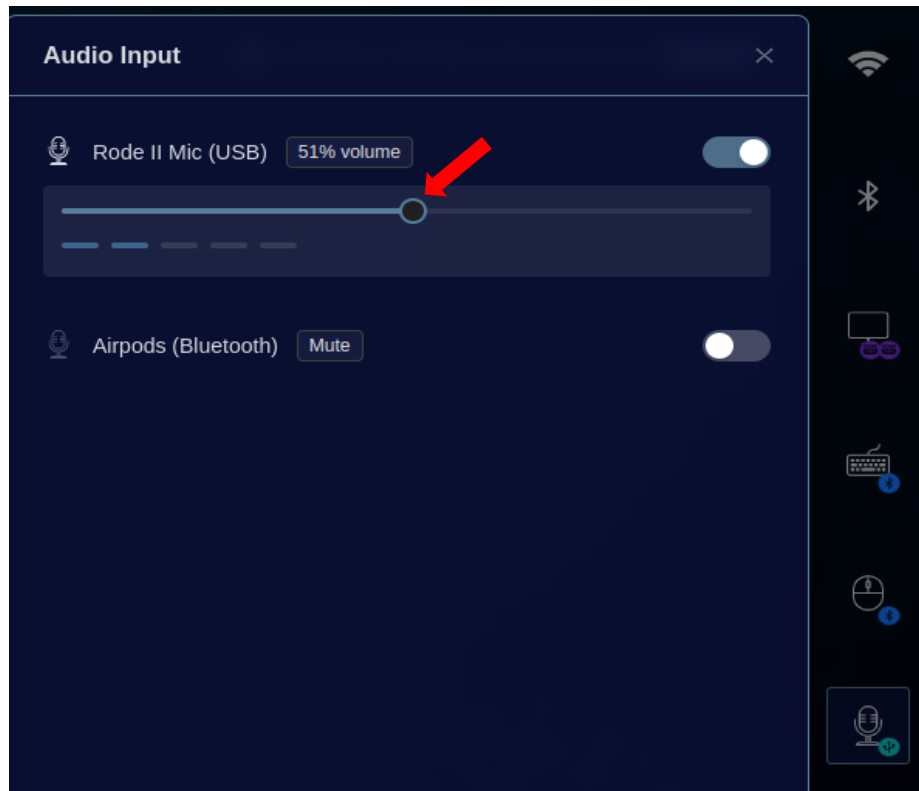


**Figure 37: Audio icon is greyed out when no audio input devices are enabled**

If your audio input device is connected to the SCA™-LE device via Bluetooth and is switched on with volume, the audio input icon will appear as .

If it is connected through USB cable and is switched on with volume, the audio input icon will appear as .

To adjust the volume of the audio device, click on the black circle and adjust it across the scrollbar or simply click on any point on the scrollbar. Audible beeping sounds will help you find a suitable volume for your audio input device.

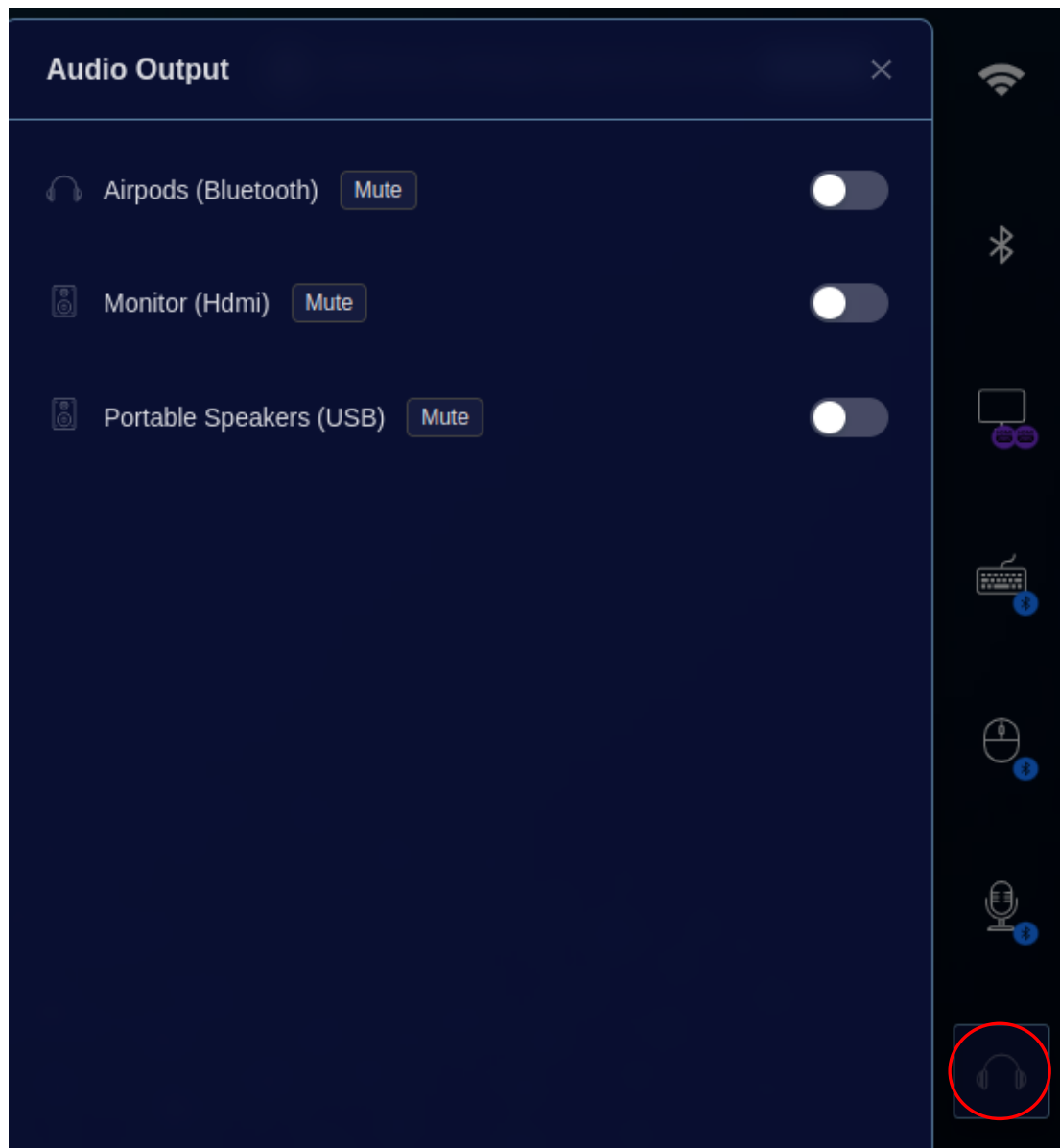


**Figure 38: Adjust the audio volume**


At any point in time, only one audio input device can be selected. Selecting one audio input device will cause all other audio input devices to be switched off automatically.


## 6.6. Audio output


Click on the Audio Output icon to access the Audio Output control panel.




**Figure 39: Audio Output control panel**

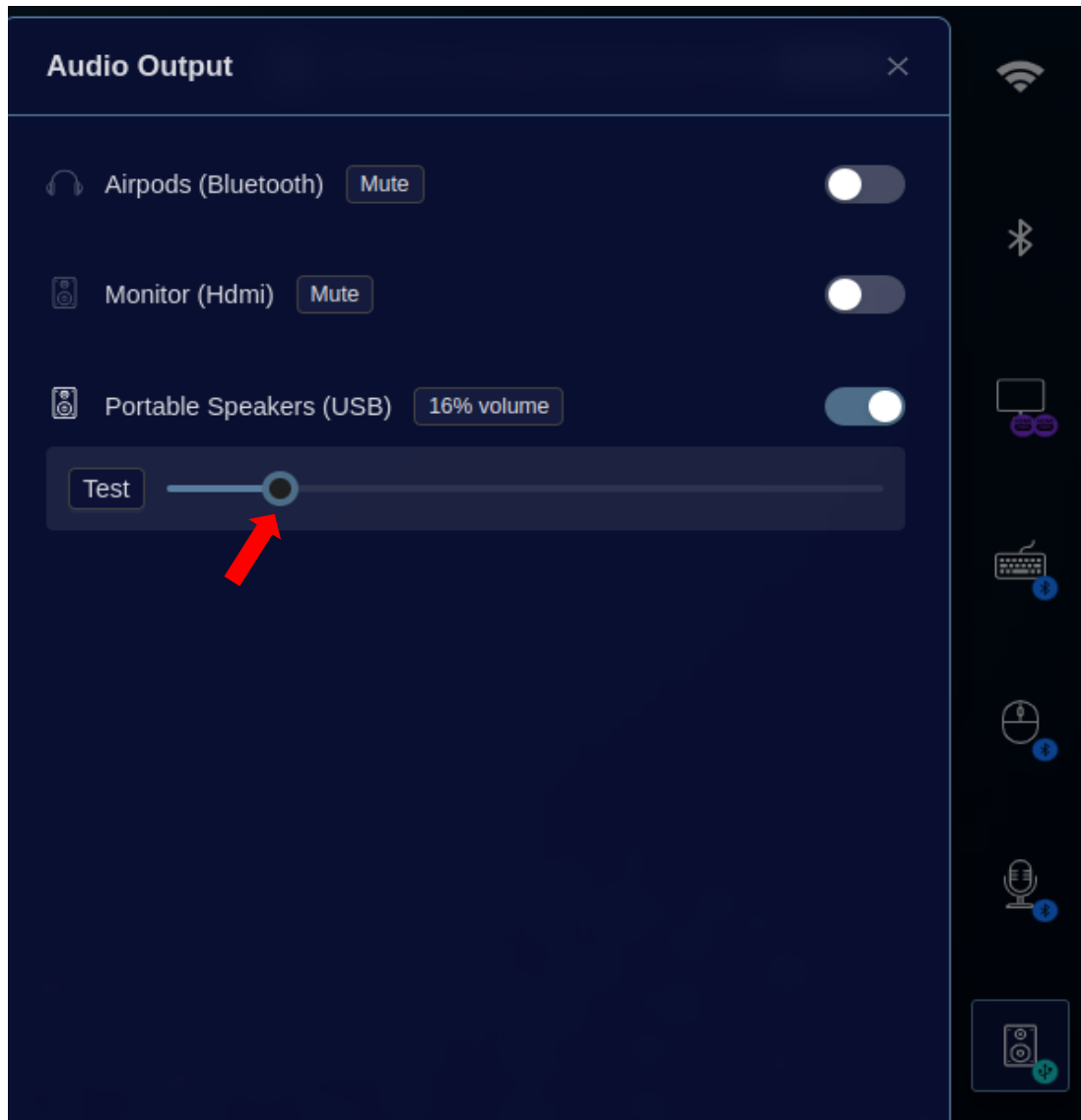
When the audio output device is turned off, the device will appear as **Mute**. When all audio output devices are turned off, the **audio output** icon  will be greyed out.

When the audio output device in use is connected via Bluetooth and switched on with volume, the audio output icon will appear as .

When the audio output device in use is connected via HDMI cable and switched on with volume, the audio output icon will appear as .


When the audio output device in use is connected via USB cable and switched on with volume, the audio output icon will appear as .

To adjust the volume of the audio device, click on the black circle and drag it across the scrollbar. Alternatively, click on any point on the scrollbar for the desired volume level.



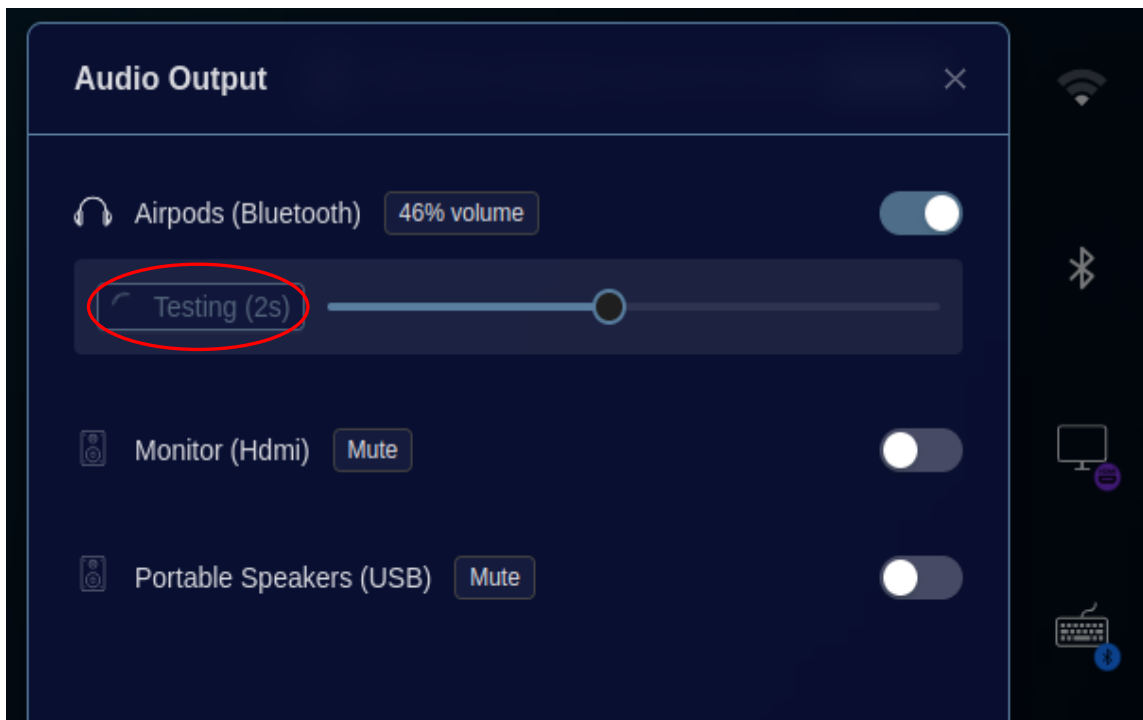
**Figure 40: Adjust audio output device (portable speakers) volume**

At any point in time, only one audio output device can be selected. Choosing one audio output device causes all other audio output devices to be disconnected from the SCA™-LE device.

When the selected audio output device has 0% volume, the **audio output** icon appears as .



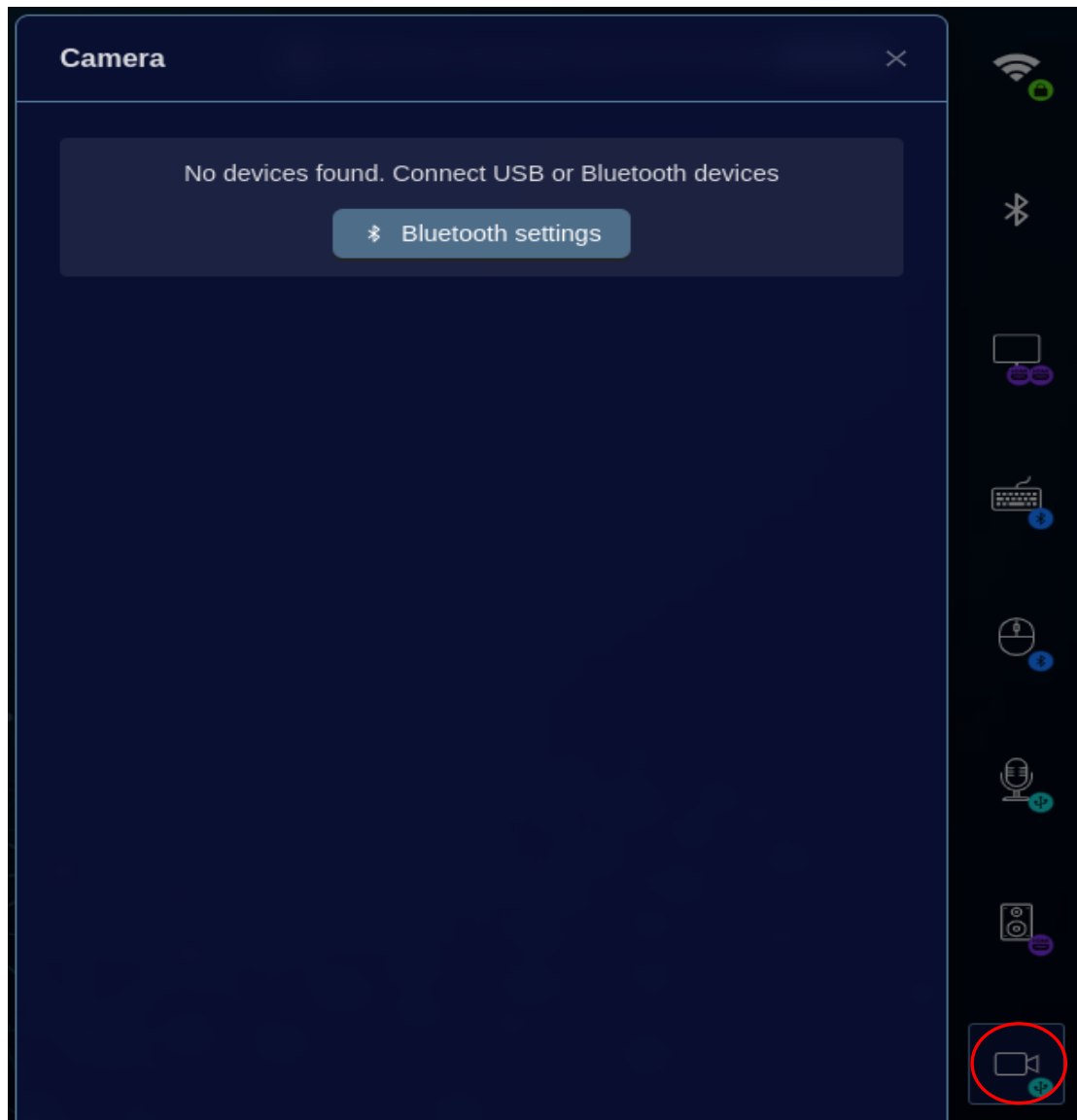
You can also test the volume of the audio output device by clicking on the **Test** button. You will hear 4 seconds of beeping sounds played at the volume you have selected.



**Figure 41: Testing the volume of audio output**

## 6.7. Camera

Click on the **camera** icon to access the camera control panel.




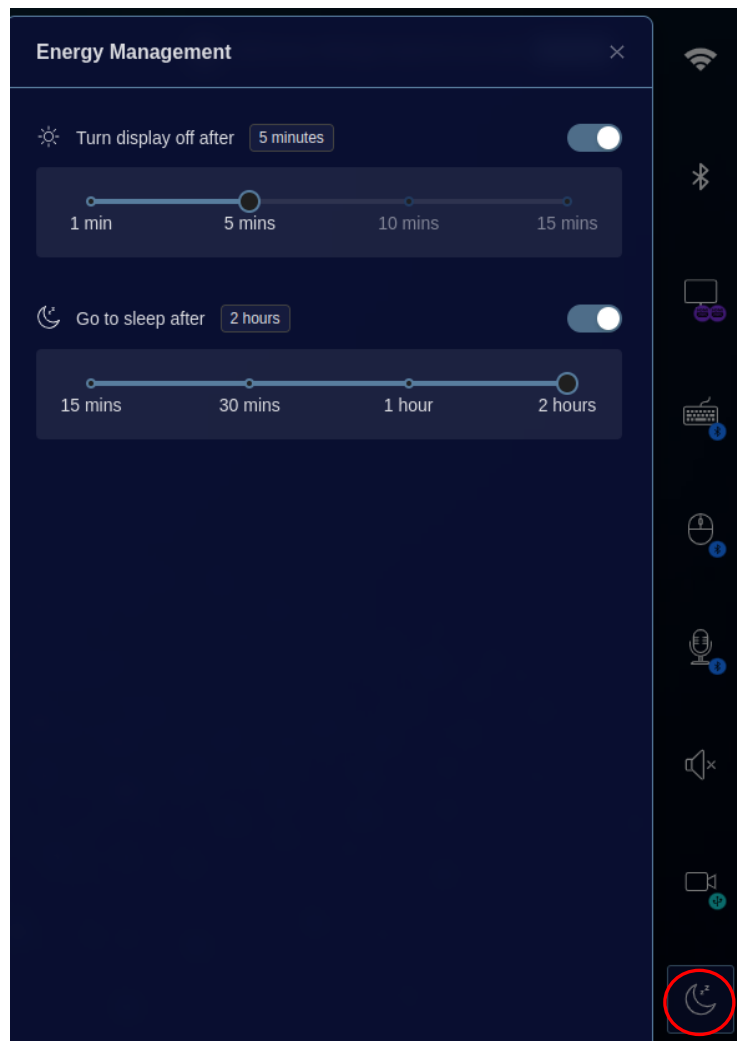
**Figure 42: Camera Control Panel**

You may connect your camera to your virtual desktop via USB Type-A cables. The USB Type-A plugs can either be connected to USB Type-A ports on the monitor or the USB Type-C hub.

Alternatively, you can connect your camera to your virtual desktop via Bluetooth connection. Click on **Bluetooth Settings** to access the Bluetooth control panel.

## 6.8. Energy saving

Click on the  icon to access the energy management control panel.



**Figure 43: Energy management control panel**

In the Energy management control panel, you will find two configurable functions.

– **Turn display off** and – **Go to sleep**. It is recommended that you enable both functions after a set amount of time to save energy.

There are four configuration options for the **Turn display off** function:


**[1 min / 5 mins / 10 mins / 15 mins]**

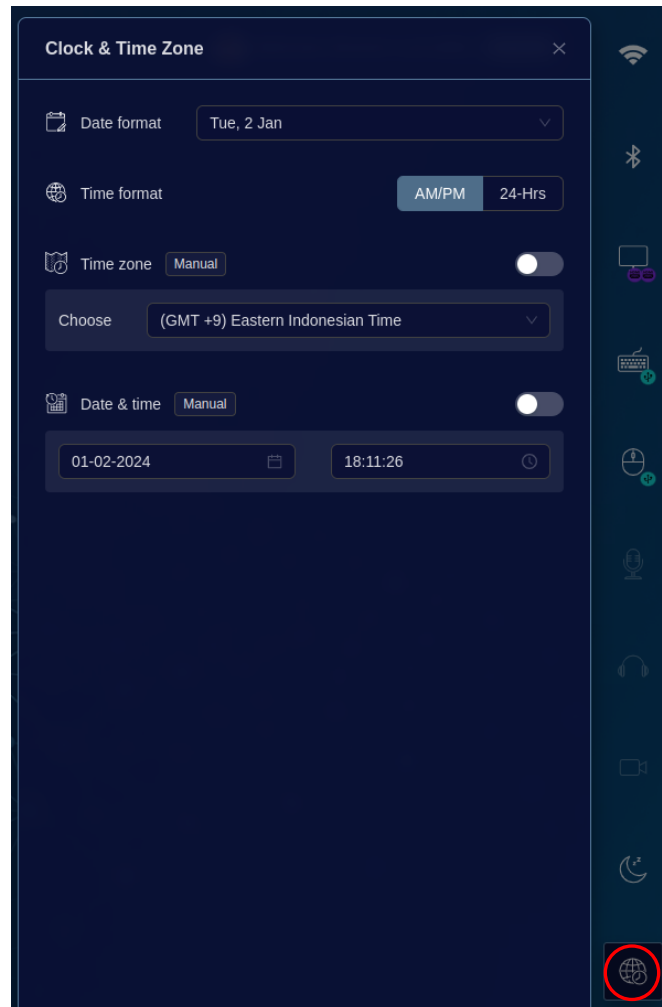
There are four configuration options for the **Go to sleep** function:

**[15 min / 30 mins / 1 hour / 2 hours]**

For each function, there are no other intermediate configurable values available.

## 6.9. Clock & Time Zone settings

Click on the  icon to access the clock & time zone control panel.

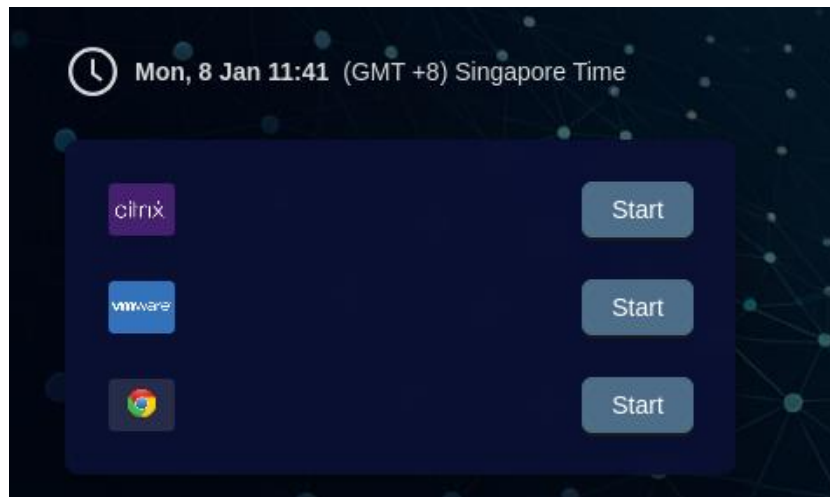


**Figure 44: Clock & Time zone control panel**

Using this panel, you may change the following settings:

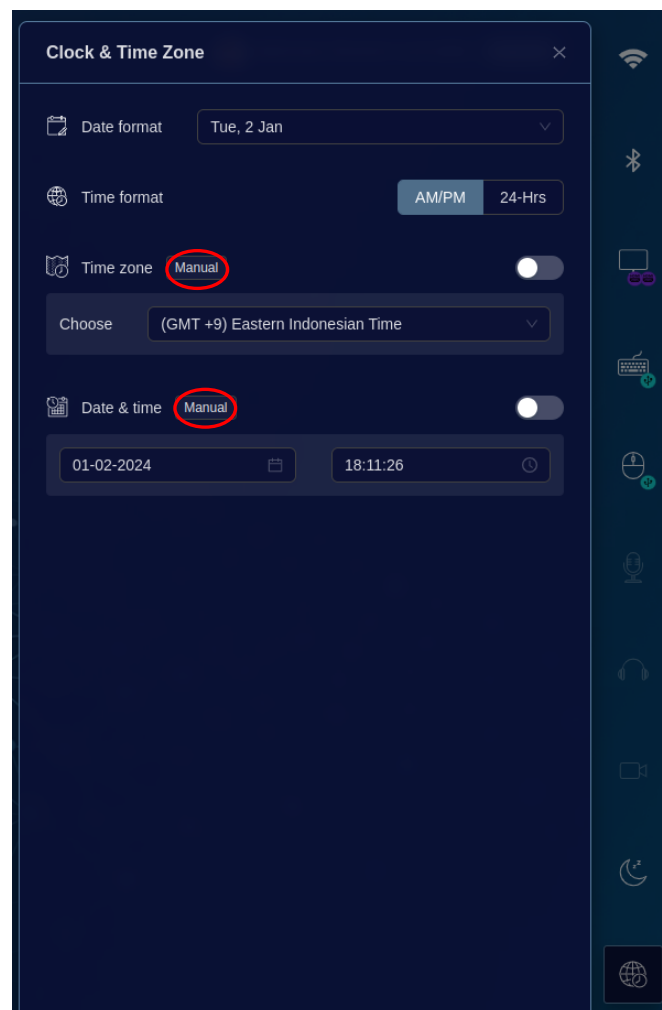
- Date format
- Time format
- Time zone
- Date & time

Changes in the date format, time format and time zone will be reflected in the top left corner of the screen.



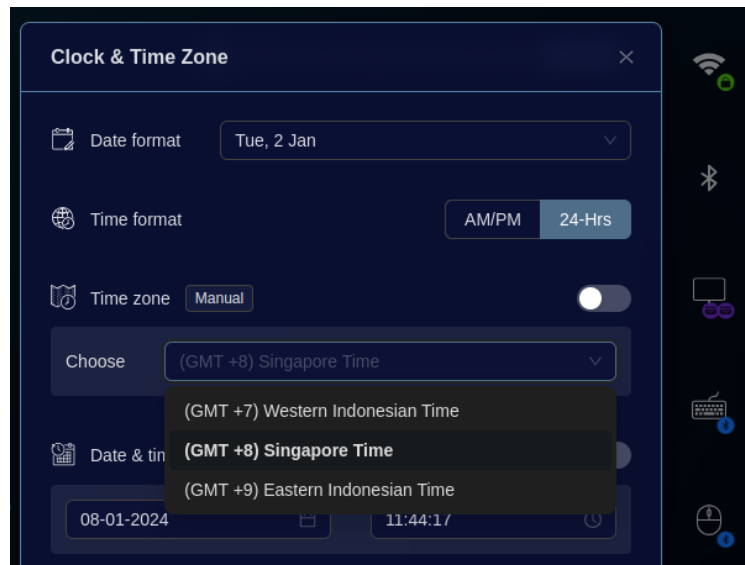
**Figure 45: Date and time found at the top left corner**

The **time zone** and **date & time** are set to be manually configured by default.



**Figure 46: Time zone and Date & time set to be manually configured by default**

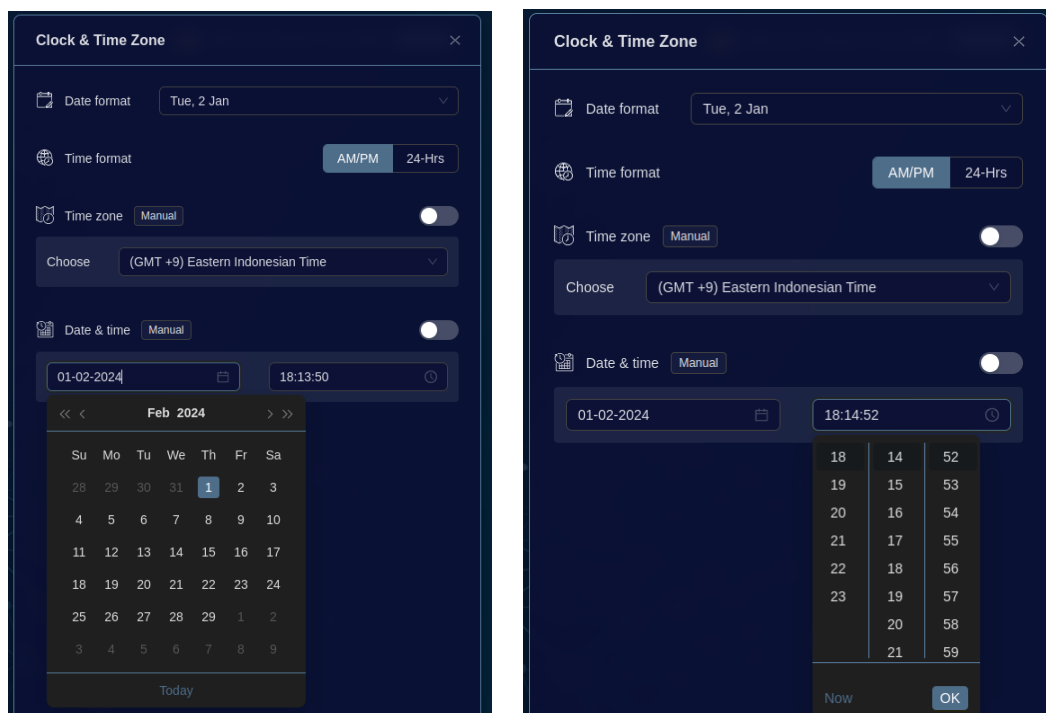
For the **time zone** setting, manual configuration allows you to choose other time zones from the dropdown menu.



**Figure 47: Time zone dropdown menu**

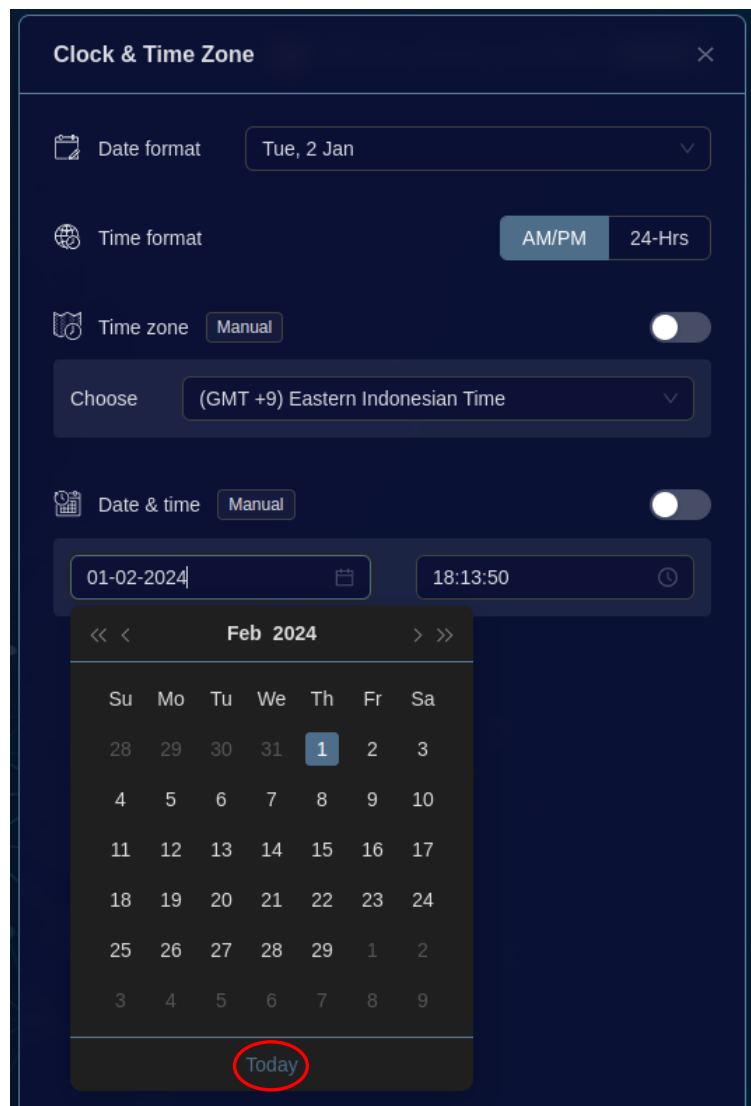
For the **Date & Time** setting, manual configuration allows you to change the date and time to be displayed on your device without changing the time zone.

To configure the time reflected on your device manually, scroll through the numbers in each of the three columns for hour, minute and second. Click on **OK** to confirm.



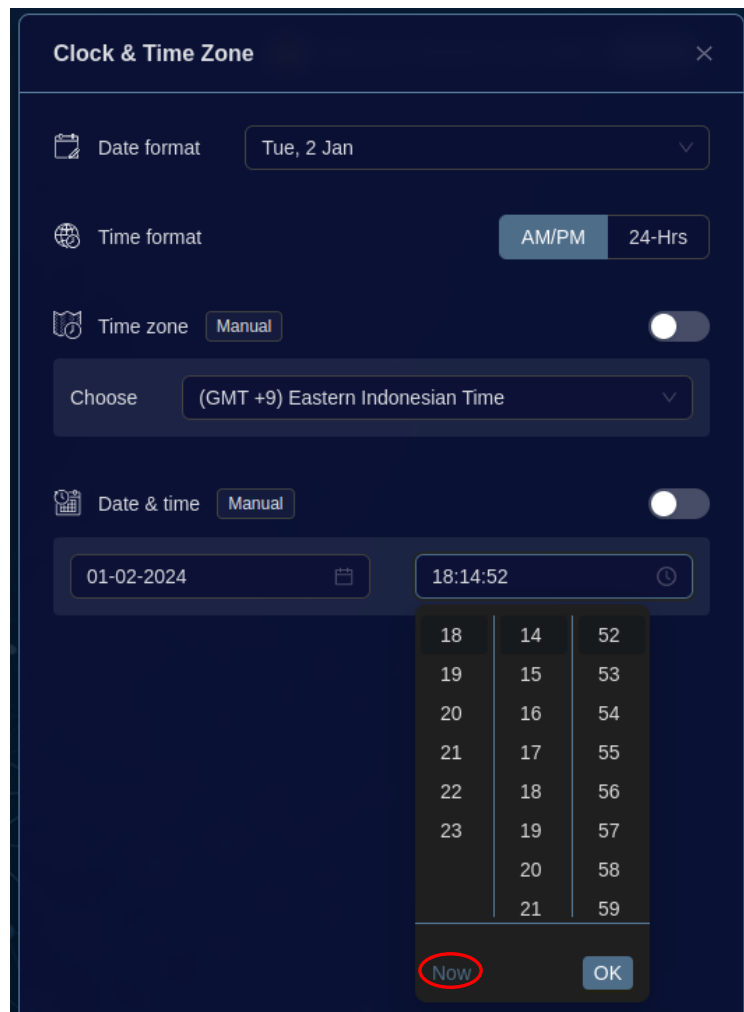
**Figure 48: Manual configuration of date and time**

If you would like to use the current date, click on **Today** as shown in Figure 49.



**Figure 49: Click on Today to use the current date**

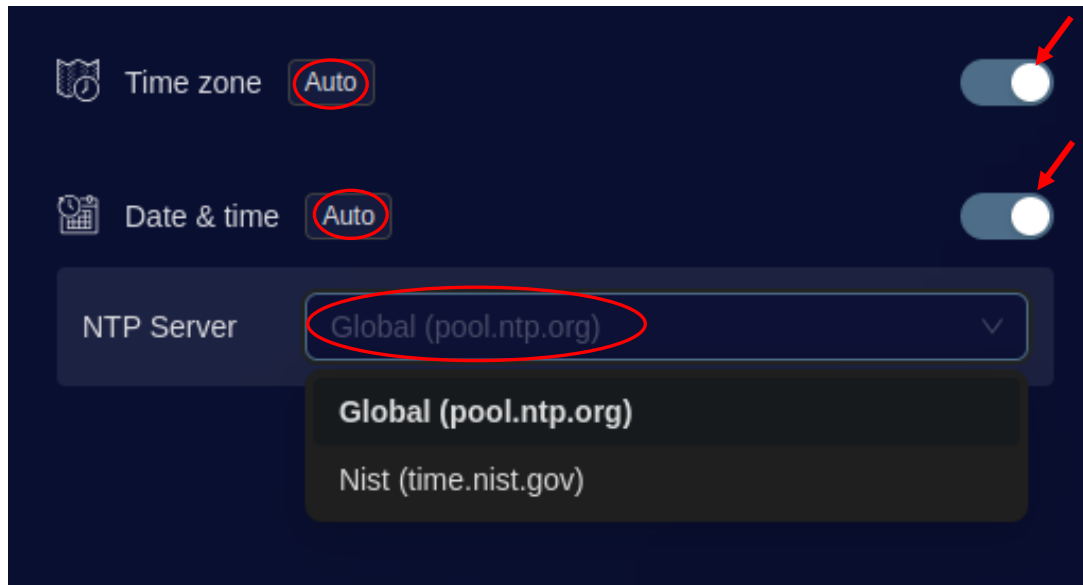
If you would like to use the current time, click on **Now** as shown in Figure 50.



**Figure 50: Click on Now to use the current time**

You may also toggle the switch button to the “off” position (see Figure 51) such that the time zone, date and time are automatically set to the current time zone.



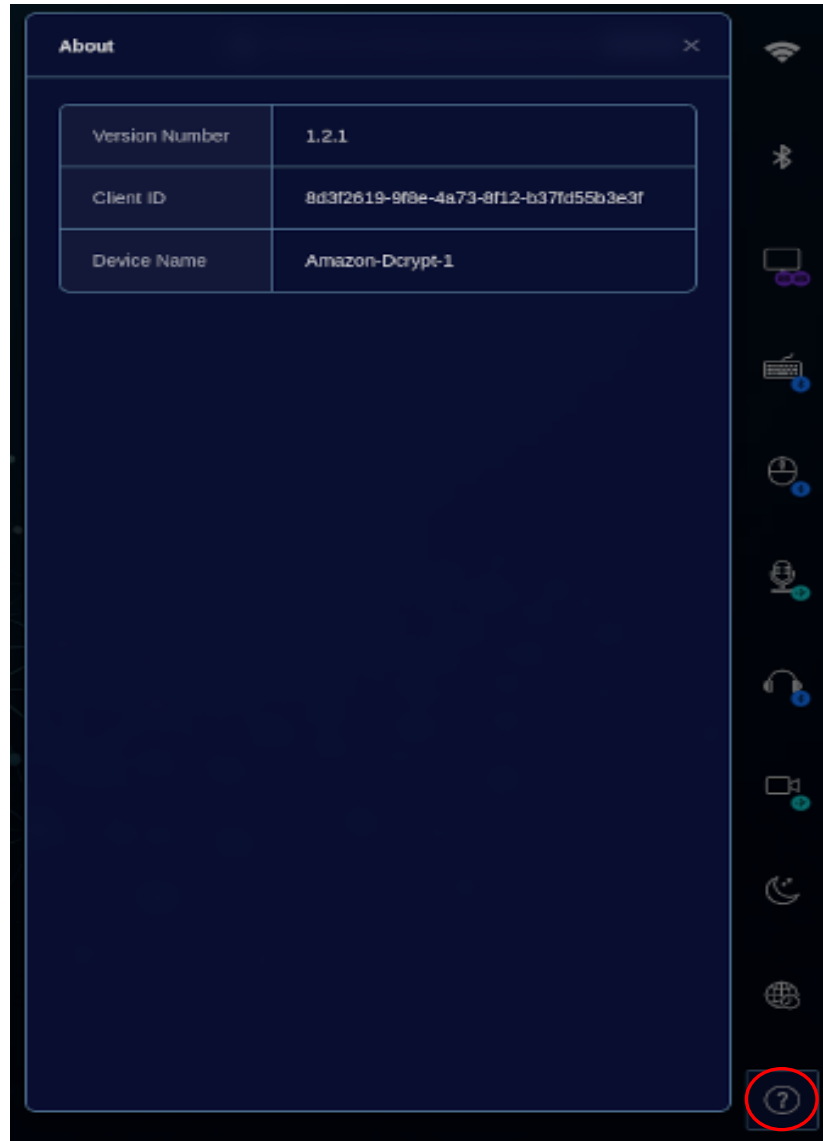


**Figure 51: Toggle-switch to configure date, time and time zone manually or automatically**

You may select the Network Time Protocol (NTP) server as reference for your date and time by scrolling through the dropdown menu. The configured date and time will be reflected in the top left corner of the screen as well. To change from **manual** configuration to **automatic** time and date settings, click on the white circle again to toggle the switch button to the “on” position.

## 7. About Page

To access the **About Page**, click on the following icon:



**Figure 52: About page**

The About Page displays the product version number, client ID and name of your device.

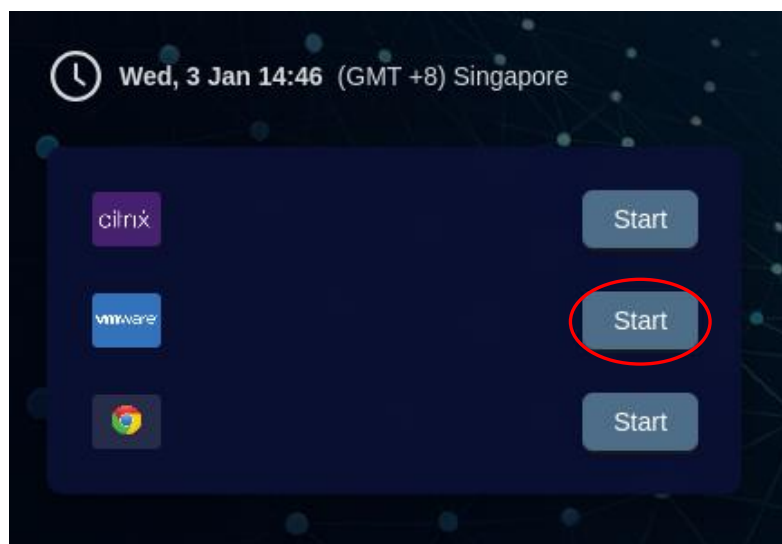
--- Need to update image

## 8. Accessing Your VDI

After all necessary peripherals have been connected to your SCA™-LE device, you may now login to your VDI account.

To select a particular VDI, click on **Start** button beside the desired VDI. The Wi-Fi LED will turn to orange and start blinking, indicating that the device is trying to establish connection with your VDI backend.

If your device remains in the blinking state and the VDI application does not launch, it means a captive portal has been detected. Refer to the [Connect / Disconnect from known networks](#) section for more details.



**Figure 53: Launch your VDI**

Once the VDI application has been successfully launched, your session will begin, and the **Start** button will change to the **End** button.

## 9. SCA™-LE Specifications

Table 1: Specifications

Feature	Specification
Ambient operation	25°C-30°C
Humidity	20%-80%
Processor	Intel x6413E
CPU core	4 core 1.5GHz
Graphics	Intel UHD Graphics for 10th Gen Intel Processors
System memory	2x2GB LPDDR4
Storage	64GB eMMC
Ethernet	Yes (Via USB Hub)
Wi-Fi	2.4GHz or 5G Hz
Bluetooth	BLE and BT3.0 / 5.0
LEDs	2 x (Red / Green / Amber)
USB2.0	Yes (via USB Hub)
USB-C	1 (support DP1.4 alt mode)
Height (mm)	136
Width (mm)	75
Depth (mm)	14
Weight	150g
Power input voltage range	3A @9V
Bootloader	UEFI
Support Wake-on-USB keyboard / mouse	Yes
Security	UEFI secure boot, TPM 2.0, Full Disk Encryption

4K supported	Yes
Number of Displays Supported	3

**Table 2: Antenna Information**

<b>Antenna Part Number</b>	<b>Antenna Gain</b>	<b>Antenna Connector</b>
AYP6P-100034	1.76dBi	I-PEX
AYP6P-100035	2.33dBi	I-PEX
AYP6P-100036	1.69dBi	I-PEX

## 10. Supported Peripherals

Your SCA™-LE device can be used with a variety of peripherals. The table below provides a comprehensive list of peripherals that are compatible with your SCA™-LE device.

**Table 3: Supported peripherals**

<b>Monitor with USB Type-C &amp; HDMI ports</b>	<ul style="list-style-type: none"> <li>• Dell S2722QC</li> <li>• LG 32UN880</li> <li>• ThinkVision T24h-20</li> </ul>
<b>Monitor with HDMI only</b>	<ul style="list-style-type: none"> <li>• Samsung monitor (S24D300H)</li> <li>• DELL monitor (SE2419HR)</li> <li>• PRISM+ W270 monitor</li> <li>• PRISM+ Nomad Pro 16 Portable Monitor</li> <li>• LG TV (65NANO75SQA)</li> <li>• LG TV (75NANO75SQA)</li> <li>• Samsung TV (UA55CU7000K)</li> </ul>
<b>USB Type-C Hubs</b>	<ul style="list-style-type: none"> <li>• Mono Dsign 5-in-1 (1x HDMI)</li> <li>• Acer 9-in-1 ODK390 (1x HDMI) (used in ternal deployment)</li> <li>• UGREEN CD 226 (2x HDMI)</li> <li>• KOZYC K1AD14UH (2x HDMI)</li> <li>• Plugable UD-MSTH-UK (2x HDMI)</li> <li>• LIONWEI LIUC 3306 (2x HDMI)</li> <li>• OBester OB-HB010A (3x HDMI)</li> <li>• MOKiN MOUC3707 (3x HDMI)</li> </ul>

<b>Bluetooth Keyboards &amp; Mouses</b>	<ul style="list-style-type: none"><li>• Logitech K650 &amp; M650</li><li>• BOW foldable Keyboard</li><li>• Rii RT518S</li><li>• ARTECK HB098-Black</li><li>• HP X3000 G2</li><li>• Bianco Mouse</li></ul>
<b>Power Adaptor</b>	<ul style="list-style-type: none"><li>• Innergie ADP-65JW DZD 65C</li><li>• GlobTek GTM96605-G2A1-T3</li><li>• j5 20W PD USB Type-C JUP1420</li><li>• Mazer GaNPrestige 35W (used for internal deployment)</li></ul>




## 11. Troubleshooting Guide



### User accidentally disconnects Bluetooth mouse

If you have a USB Type-A mouse, connect your USB Type-A mouse to your monitor or USB Type-C hub to re-establish Bluetooth connection with your Bluetooth mouse.

If you **do not** have a USB Type-A mouse, follow the steps below:

**Step 1:** Press the  button on your SCA™-LE until the alert “Bluetooth devices successfully unpaired” appears on the screen.

**Step 2:** Reboot your SCA™-LE device by disconnecting the USB Type-C cable from the SCA™-LE device and reconnecting the USB Type-C cable to the SCA™-LE device.

**Step 3:** You can now reconnect your Bluetooth mouse to your SCA™-LE device.



### No display on the monitor after connecting SCA™-LE device to monitor

When there is no display on the monitor, the Power LED light would turn green and blink.

There are a few things to look out for:

- Are your HDMI cables properly connected to the ports of the monitor and USB Type-C hub?
- Does your power adaptor, monitor and USB Type-C hub meet the power requirement of 9V and 3A? Change your power adaptor and USB-C hub if the current power adaptor does not meet this requirement.
- Are your power adaptor and USB Type-C hub working? Check if your power adaptor and USB Type-C hub are working by connecting a different power adaptor or hub.

When your display is shown, the Power LED will remain green without blinking.



## Both Power and Wi-Fi LED appear red

This means that a system error has been encountered while setting up your device.

[Contact us](#) for technical assistance.



## Power LED is green while Wi-Fi LED turns red

This means that the device has lost its Wi-Fi network connection. Please check your Wi-Fi network and follow the table below to do basic troubleshooting.

**Table 4: LED Behavior Trouble-shooting**

Power LED	Wi-Fi LED	Description
Off	Off	Device has no power
Orange	Orange	Device is in booting process
Red	Off	Input voltage insufficient
Red	Red	Contact technical support
Orange	Off	Device is in sleep mode
Green Blinking (2Hz)	N.A.	Monitor Display lost
Green	N.A.	Monitor display resumed
Green	Red	No Network connection

Green	Orange blinking (1Hz)	Connection in progress
Green	Orange blinking (1Hz)	Wi-Fi connected, attempting to connect to concentrator
Green	Green blinking (2Hz)	No captive portal detected, establishing secure tunnel
Green	Green	Connection established



## **Observe VDI Windows lag when moving around the desktop**

Right-click anywhere on the desktop -> Personalize -> Enter "animations" in the search box and select "Show animations in Windows" and disable it.

For further technical assistance, contact us at [sca\\_customer\\_support@stengg.com](mailto:sca_customer_support@stengg.com).

## 12.Safety and Handling



**WARNING:** Failure to follow these safety instructions could result in fire, electric shock, injury, or damage to SCA-LE or other property. Read all the safety information below before using SCA-LE.

**Handling.** Handle SCA-LE with care. They contain sensitive electronic components, including batteries, and can be damaged, impair functionality, or cause injury if dropped, burned, punctured, crushed, disassembled.

**Battery.** Don't attempt to replace the battery by yourself—risk of fire if the battery is replaced by an incorrect type.

**Prolonged heat exposure.** Avoid prolonged skin contact with a device or its power adapter because it may cause discomfort or injury. Take special care if you have a physical condition that affects your ability to detect heat against your body.

### FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This device should be installed and operated with a minimum distance of **20 cm** between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For compliance with RF exposure requirements, use only the supplied antenna or an antenna certified with the device.

This product also meets the requirements for RF exposure compliance under **European CE regulations.**