

Touch Function Trouble Shooting Guide

This document provides solutions to common problems that may be encountered with the NextWindow 5200-series touch screen.

1. Software and Operating Problems

1.1 Check the Operating system

Not all features are supported on older versions of Windows or MacOSX and Linux machines. Check the following table to determine if the feature required is supported:

| | Win7 ⁵ | Win7 ⁴ | Vista | XP | MacOSX | Linux |
|----------------------------|-------------------|-------------------|-------|----|--------|-------|
| Default Mouse ¹ | √ | √ | √ | √ | √ | √ |
| Digitizer ² | √ | √ | √ | X | X | X |
| Win7 Gestures ³ | √ | X | X | X | X | X |

¹ Default Mouse (click, drag, double-click and right-click)

² Touch Digitizer (click, drag/selection, double click, right click, flick and visual feedback)

³ Digitizer with Windows7 multi-touch gestures

⁴ Windows7 starter and Home basic versions

⁵ Windows7 Home Premium, Professional, Enterprise and Ultimate Versions

1.2 Touch screen does not respond to touches

Check the following items:

1. Make sure the USB cable is connected from the monitor to the computer. Remove and replace to ensure good connection. (USB Cable Length <3m)
2. The USB Cable from the monitor must be connected to a USB port that provides enough power to operate the controller board (some peripherals, such as keyboards may have inbuilt USB ports that do not provide sufficient power for certain devices). Connect the monitor to a different USB port on the computer.
3. Ensure that the HID touch device is recognized in the relevant category in the Control Panel/Device Manager. Before changing any settings, note the current settings and try restarting the computer to see if the problem resolves itself.

1.3 Monitor does not wake up when touched

The touch screen must be touched for a few seconds before the computer wakes from sleep mode. Try touching the screen for 3-5 seconds

1.4 Cursor does not accurately follow when the user touches the screen

This may occur if:

1. The touch screen requires calibrating. See "Calibrating the Touch Screen."
2. The screen resolution has been changed. The touch screen is calibrated at factory to the native resolution of the LCD monitor.
3. The touch screen has been recalibrated. Restore the default (factory) default settings using TSCU.

1.5 Cursor moves erratically

1. Check that the screen is not being touched in more than one place at the same time. Make sure that when pointing and touching the screen, use no more than two fingers. Keep other fingers, palm, clothing etc. away from the screen.
2. Make sure there is nothing blocking the sensors mounted on the touch screen. There are two sensors in the top corners of the screen that must have unobstructed views across the surface of the glass to the bottom and side edges. Check for items which may be interfering with a clear path across the screen from the sensors.
3. Clean the glass and particularly the edges of the screen bezel next to the screen. For recommended methods, see "Cleaning the Touch Screen."
4. If the above remedies do not work, try restarting the computer.

1.6 Cannot use gestures such as scroll or rotate

1. Check the operating system on their PC. Not all features are supported by older or non Windows operating systems. See the table of capabilities in the section "Check the Operating System".
2. Make sure that the application software supports gestures.

1.7 No Response to Double-click touching

1. Use the Double-Tap settings in Pen and Touch (Windows 7) or Pen/Input Devices (Vista) in the Control Panel settings to adjust the double-click speed and area. (The double-click speed defines how quickly the screen must be touched for system to interpret the actions as a double click.
2. Set the double-click speed in the slow to medium range for optimum performance

1.7.1 Procedure (Windows 7)

1. Navigate to Control Panel/Pen and Touch feature and then select the Touch tab.

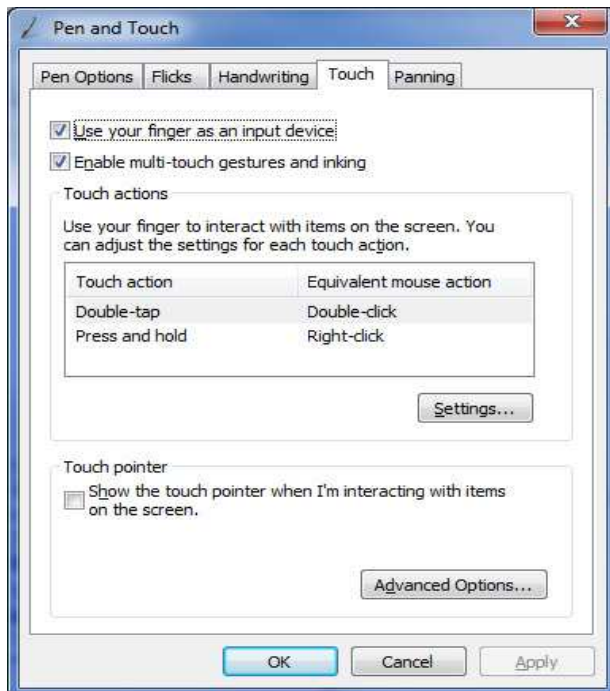


Figure1. Pen and Touch Window

2. To change the speed, select Double-tap and click [Settings]

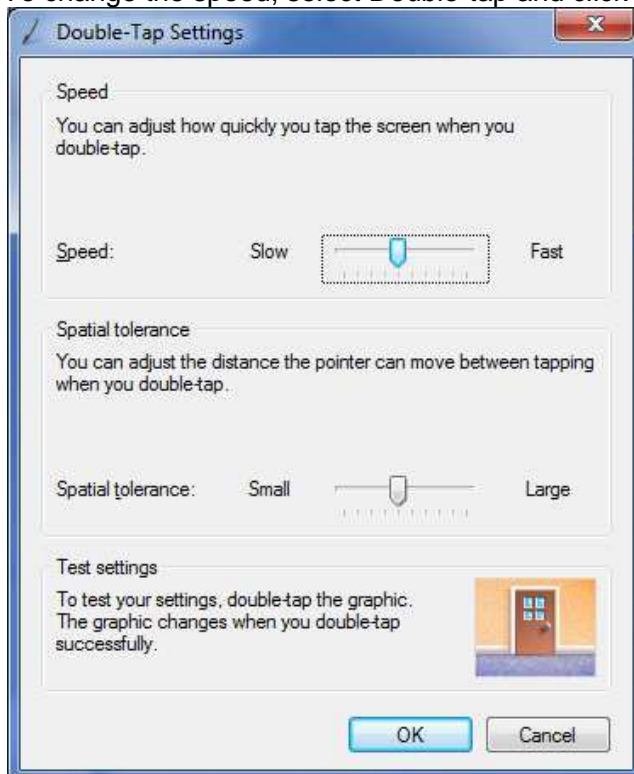


Figure2. Double Tap Settings Window

3. Use the slider to change the speed and tolerance.
4. If adjusting these sliders does not solve the problem, speed of tapping the screen may be too fast for the system to respond.

1.8 “USB not recognized” message appears on screen

1. Unplug the USB cable, and reinsert the USB cable into the USB port on the computer
2. Restart the computer.

1.9 Calibrating the Touch Screen

Some problems may require NextWindow's Touch Screen Calibration Utility (TSCU) software. It may be necessary to install this on the computer.

See Touch Screen Calibration Utility on www.iiyama.com , download TAB of each Product.

When TSCU is installed, the following logo appears in Windows Control Panel.



Figure3. Touch Screen Application Icon

Check that the TSCU is installed before proceeding.

When TSCU is running, the following icon appears in the System Tray.



Figure4. Touch Screen Application Icon on System Tray

1.9.1 Calibration Procedure

1. This procedure may be necessary to correct various problems encountered with cursor movement or positioning.
2. For Windows XP and Vista operating systems, the calibration procedure uses NextWindow's TSCU utility program on Windows XP and Vista.
3. For Windows 7 the built in Win 7 utility for calibrating touch screens is used instead. This is accessed via Control Panel - Tablet PC Settings.

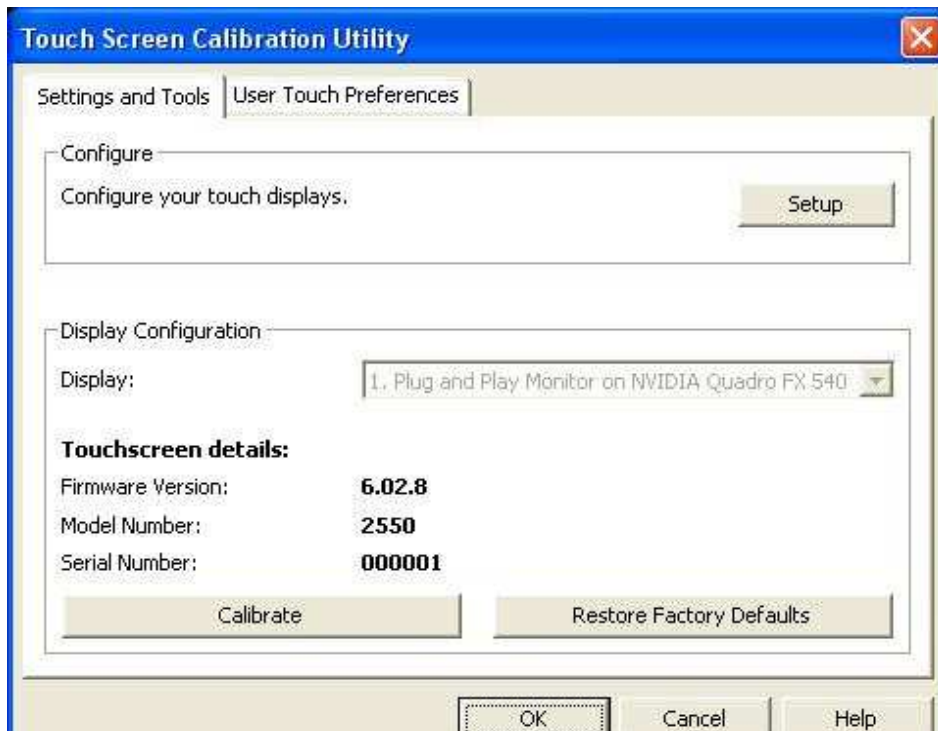


Figure5. Calibration Utility Window

1.10 Calibration Procedure using TSCU Utility Program

Note - for best performance, it is recommended that all NextWindow touch screens should be calibrated before initial use.

1. Run TSCU by clicking its icon in the system tray or Windows Control Panel.
2. Click on the [Calibrate] button to start the calibration procedure.
3. The cursor will indicate 4 successive calibration points on the screen. Touch and hold each calibration point for 3 seconds. After successfully detecting a calibration point, the cursor automatically moves to the next point.
4. Press "ESC" at anytime to cancel calibration or close the tool.
5. This completes the calibration procedure.

1.10.1 Calibration Notes

1. Make sure each calibration point is touched accurately by following the recommendations below:
2. Lift their finger or stylus straight up from the screen. Do not drag the finger or stylus away as this does not give a precise point of contact.
3. Following calibration, move the mouse pointer around the screen and check that it closely

follows the touch.

4. If the calibration is not satisfactory, re-calibrate the screen.
5. A small stylus provides a more accurate result than a finger. Do not use anything sharp (which may scratch the glass), or too small (the touch screen may not detect styli smaller than 4 mm diameter).
6. The [Restore Defaults] button can be used to restore factory calibration.

2. Hardware and Assembly Problems

2.1 Uninstalling and Reinstalling the USB device

2.1.1 Uninstalling

1. Uninstall the USB device using Device manager. Right click on the device name and select the Uninstall option

2.1.2 Installing

1. Connect the USB cable from the monitor to the computer.
2. Once the cable is connected, the computer will automatically detect the USB device (the monitor) and, after a short pause, displays a series of messages on screen.



Figure6. New Hardware Report

Note: the computer will only display the message the first time the USB cable is connected to the computer. If the cable is connected again, because the computer is already configured for the device, the message will not be displayed.

2.2 Cleaning the Touch Screen

To clean the touch screen, use a lint-free soft cloth as follows:

1. Wipe the glass of the touch screen to remove any dirt, dust, or finger marks.
2. Wipe the clear acrylic surfaces around the side and bottom edges of the screen. Note - Do not use abrasive cleaner or rough cloth as this could damage the optical components.