

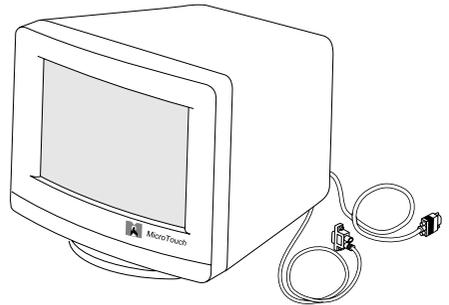
# TruePoint Touch Monitor

## *Installation Guide*

Congratulations on the purchase of your TruePoint touch monitor, and welcome to the world of MicroTouch — a world where using a computer is as simple as touching the screen.

Setting up the touch monitor is easy:

- Connect the video cable, the touchscreen cable, and the power cable
- Install TouchWare, the software for your touchscreen
- Calibrate the touchscreen

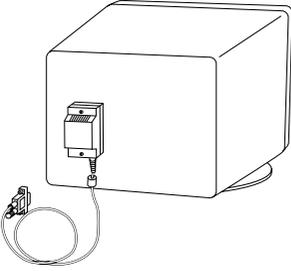


**MicroTouch**<sup>®</sup>

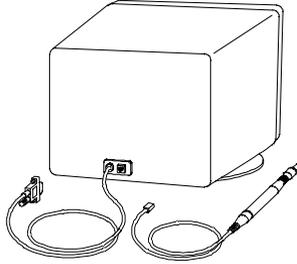
# 1. Identify Your Type of Touch Monitor

Carefully unpack the carton and inspect the contents. Your touch monitor may be using a Serial/SMT controller, a TouchPen controller, or a PC Bus controller.

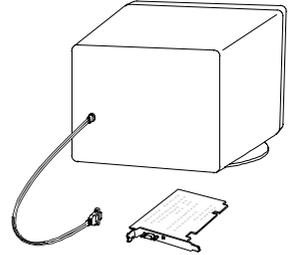
Identify your touch monitor and controller below. Make sure you received the correct items for your configuration.



Touch Monitor with a  
Serial/SMT Controller

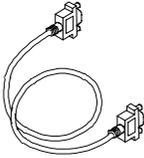


Touch Monitor with a  
TouchPen Controller



Touch Monitor with a  
PC Bus Controller

Additionally, your touch monitor includes the following components:



Monitor video cable. The video cable may already be attached to the back of your monitor.



Monitor power cable. The power cable may already be attached to the back of your monitor.

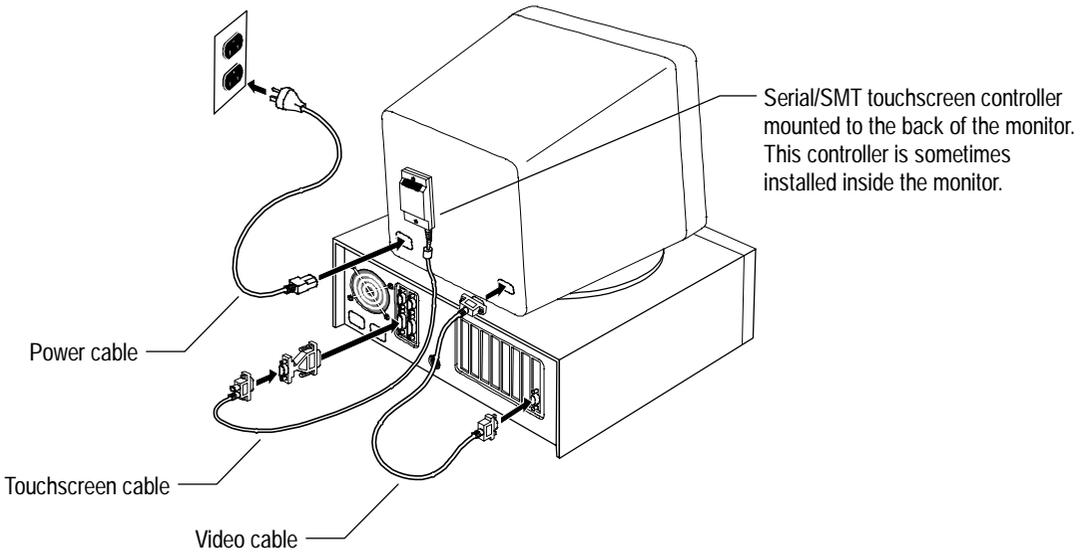


TouchWare software and documentation.

## 2. Connect the Touch Monitor

### If Your Touch Monitor Uses a Serial/SMT Touchscreen Controller:

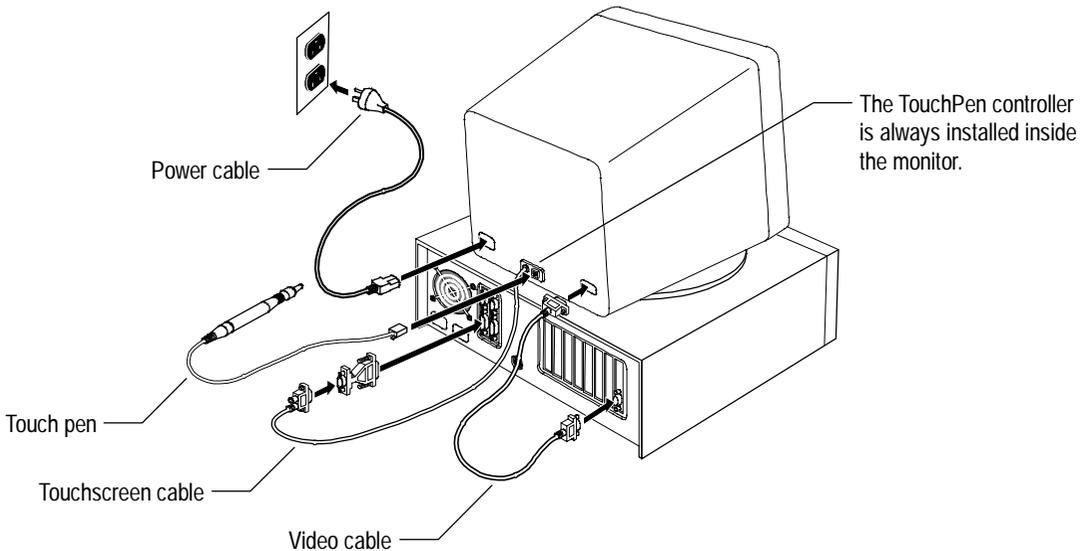
1. Turn off your computer and your monitor.
2. Connect the video cable between the monitor and the video card in your computer.



3. Connect the touchscreen cable to an available serial communication (COM) port on the back of your computer.
  - If the COM port has a 9-pin connector, attach the touchscreen cable directly to the port.
  - If the COM port has a 25-pin connector, first attach a 9-pin to 25-pin adapter (not included) to the end of the touchscreen cable, and then attach the cable to the port.
4. Plug one end of the power cable into your monitor. Plug the other end into a grounded power outlet.
5. Skip to the “Test the Touch Monitor” section to continue with the installation.

## If Your Touch Monitor Uses a TouchPen Touchscreen Controller:

1. Turn off your computer and your monitor.
2. Connect the video cable between the monitor and the video card in your computer.



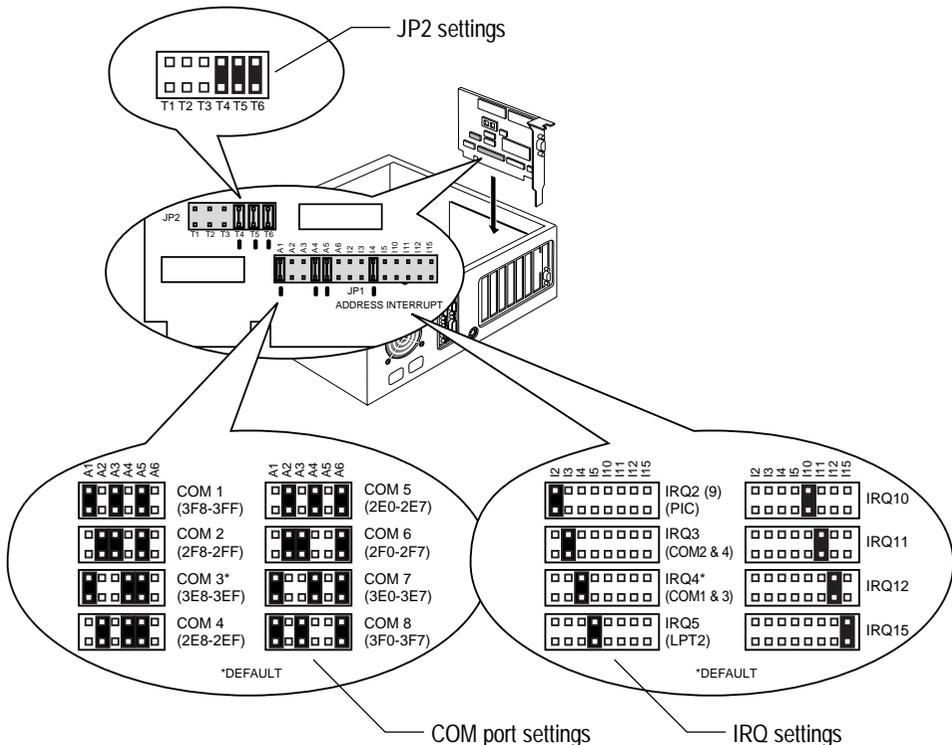
3. Connect the touchscreen cable to an available serial communication (COM) port on the back of your computer.
  - If the COM port has a 9-pin connector, attach the touchscreen cable directly to the port.
  - If the COM port has a 25-pin connector, first attach a 9-pin to 25-pin adapter (not included) to the end of the touchscreen cable, and then attach the cable to the port.
4. Plug the touch pen into the connector on the back of the monitor.
5. Plug one end of the power cable into your monitor. Plug the other end into a grounded power outlet.
6. Skip to the “Test the Touch Monitor” section to continue with the installation.

## If Your Touch Monitor Uses a PC Bus Touchscreen Controller:

The PC Bus controller communicates with the computer through an asynchronous serial port on the controller. You must use a unique serial communication (COM) port and a unique interrupt request (IRQ) for the PC Bus controller. You can use any COM port and IRQ for the PC Bus controller as long as another device in your system configuration is not using the same COM port or IRQ. The default setting is COM3 and IRQ4.

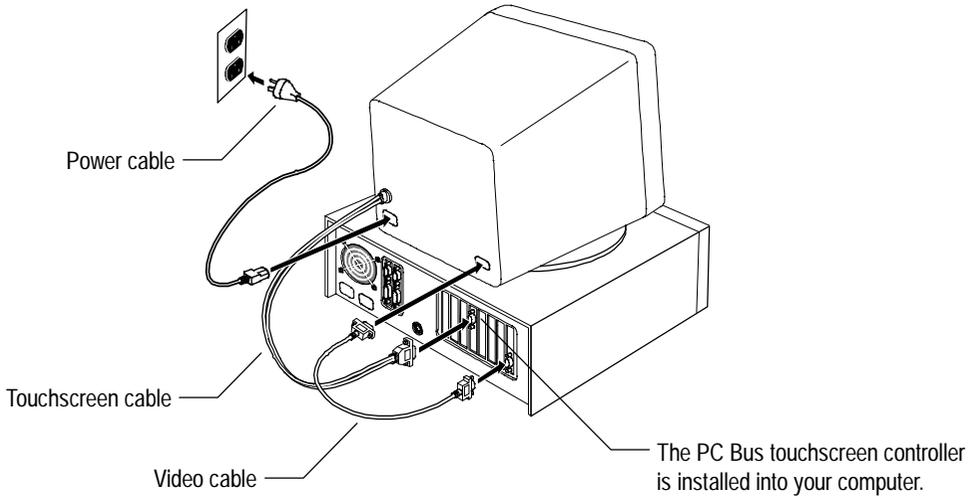
### To set the COM port and IRQ on the PC Bus controller:

1. Use JP1 to set the COM port number and IRQ number for the PC Bus controller. Refer to the figure below.
  - The pins labeled A1 – A6 define the COM port. The default is COM3.
  - The pins labeled I2 – I15 define the IRQ. The default is IRQ4.
2. Look at JP2. A jumper must be on the T4 pin and the T5 pin for the PC Bus controller to work properly. The jumper on the T6 pin is a spare and does not affect controller operation. Placing a jumper on the T1 pin, the T2 pin, or the T3 pin will prevent the PC Bus touchscreen controller from working.



### To install the PC Bus controller and connect the cables:

1. Turn off your computer and your monitor.
2. Install the PC Bus controller into your computer. Your computer must have an available 16-bit ISA expansion slot to support the PC Bus controller.
3. Connect the video cable between the monitor and the video card in your computer.



4. Connect the touchscreen cable to the 9-pin connector on the PC Bus controller.
5. Plug one end of the power cable into your monitor. Plug the other end into a grounded power outlet.
6. Skip to the “Test the Touch Monitor” section to continue with the installation.

### If You Want to Connect Multiple Touch Monitors:

TouchWare for Windows 95 and Windows NT, Version 5.0, supports up to 4 touch monitors. Your computer must have a video connector and a COM port connector for each touch monitor you connect to your PC.

Additionally, only specific video cards and COM port expansion cards are supported for multiple touch monitor operation. For more information on configuring your system with multiple touch monitors, refer to the online help or the user documentation.

# 3.

## Test the Touch Monitor

1. Turn on your monitor, and then turn on your computer.
2. Adjust the contrast and brightness to suit your personal preference and working environment.
3. Make sure the video image is centered within the screen area. Use the monitor controls to adjust the video, if necessary.

If the touchscreen controller is mounted externally, look at the status light on the controller while you touch the screen:

- If the status light brightens when you touch the screen, and dims when you remove your touch, the touchscreen hardware is functioning properly. You can now install the TouchWare software.
- If the status light is off, the controller is not receiving power and will not work. Contact Technical Support for more information.
- If the status light is blinking, the controller's internal self-test failed. There may be a problem with the controller hardware. Contact Technical Support.

# 4.

## Install TouchWare — the Touchscreen Software



TouchWare includes the software driver that lets your touchscreen work with your computer. MicroTouch has touchscreen drivers for the following PC operating systems:

- Windows 95 and Windows NT 4.0
- Windows NT 3.51
- Windows 3.1x and MS-DOS
- MS-DOS only
- OS/2

You must be sure to install the correct version of TouchWare for your operating system. For more information on installing TouchWare, refer to the user documentation.

**Note:** When the TouchWare installation is finished, be sure to restart your computer to load and activate the touchscreen driver.

# 5. Calibrate the Touchscreen

After you connect your touch monitor and install TouchWare, you must calibrate the touchscreen.

*Calibration* serves two purposes:

- Sets the active area of the touchscreen
- Aligns the touchscreen's active area to the underlying video

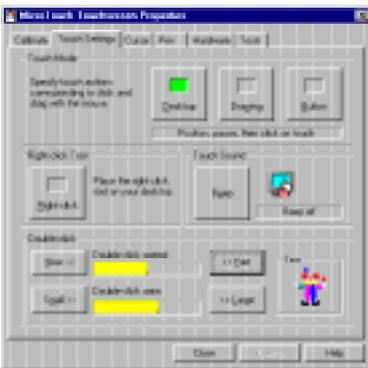


To calibrate the touchscreen, use the Calibrate option on the Touchscreen control panel and follow the directions displayed on the screen. For more information, refer to the online help or the user documentation.

**Note:** Before calibrating the touchscreen, let the monitor warm up for several minutes and then center the video image within the screen area. Also, always calibrate the touchscreen at the monitor video resolution that your touch application will use.

# 6. Set Preferences for the Touchscreen

Optionally, you can use the Touchscreen control panel to set the following preferences for the touchscreen:



TouchWare 5.0 Control Panel

- Define the touch actions that equate to a mouse click, double-click, and drag
- Define whether you hear a beep when you touch the screen or when you lift your finger off the screen
- Define how fast you must touch the screen to produce a double-click
- Tune the touchscreen controller to the best operating frequency for your current configuration
- Define whether to display the cursor and where the cursor appears relative to a touch (an offset)

In addition to calibrating and setting preferences, you can use the control panel to view status information about the touchscreen and access online help. For details on the control panel, refer to the online help or the user documentation.

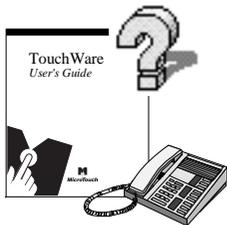
# Troubleshooting Common Installation Errors

If you are experiencing problems with your touchscreen, check the following list of common installation errors.

<b>Common Installation Errors</b>	<b>Possible Solutions</b>
Touchscreen does not respond to touch	<p>Review the installation procedures. Are all cables connected properly?</p> <p>After you installed TouchWare, did you restart your PC to activate the touchscreen driver?</p> <p>Is the controller status light on? Does the status light become bright when you touch the screen? If not, there may be a problem with the touchscreen hardware. Call Technical Support.</p> <p>Are the communication settings correct? Is the touchscreen trying to use the same COM port or IRQ as another device (for example, a mouse)? If so, a hardware device conflict will result and the touchscreen will not work.</p>
Touchscreen is not accurate	<p>Calibrate the touchscreen for the current video resolution and operating system.</p>
Cursor does not follow finger movement or does not reach the edges of the screen	<p>Calibrate the touchscreen for the current video resolution and operating system.</p>
Cursor is not located directly underneath your finger	<p>Open the Touchscreen control panel and make sure all cursor offsets (vertical, edge/horizontal) are turned off.</p> <p>Calibrate the touchscreen for the current video resolution and operating system.</p>
Cursor is extremely jittery or erratic	<p>Stabilize the cursor by adjusting the operating frequency of the touchscreen controller.</p>
Cursor lags finger	<p>Lower the baud of the touchscreen controller and the touchscreen driver.</p>

## Getting More Information

For more information on setting up your touch monitor and installing TouchWare, refer to the online help and the user documentation.



You can download MicroTouch touchscreen drivers and user documentation from our Web site or Bulletin Board System (BBS).

- Visit the MicroTouch Web site at <http://www.microtouch.com>. Click the Customer Info button and follow the instructions on the screen to download TouchWare software or documentation.
- Call 978-659-9250 to dial into the BBS. You need a modem and standard communication software to connect to the BBS. Follow the instructions on the screen to download TouchWare software or documentation.

If after consulting the documentation you need help with the setup of your touch monitor:

- Call Technical Support at 1-800-MICROTOUCH (1-800-642-7686).
- Send an e-mail to Technical Support at [support@microtouch.com](mailto:support@microtouch.com).



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