

Displax Tile Video Wall - Calibration

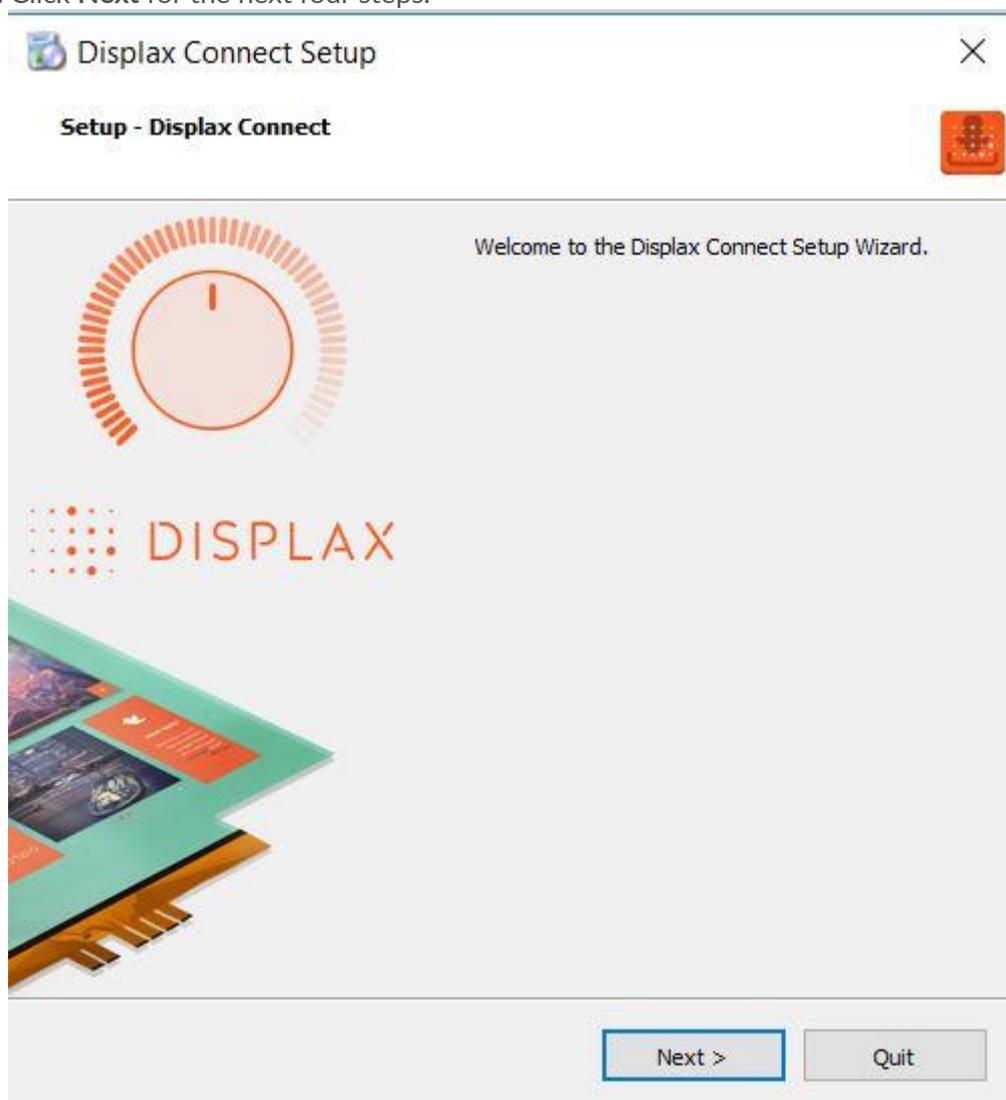
Applies to: Displax Tile Video Walls

Symptom(s): Misaligned Calibration

Affected OS: Windows 10

Prerequisite Software: [Displax Connect x64](#), or [Displax Connect x32](#)

1. To download **Displax Connect** click on the link above that matches your version of Windows.
2. Click **Next** for the next four steps.



Installation Folder



Please specify the directory where Displax Connect will be installed.

C:\Program Files\DISPLAX

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Cancel

License Agreement

Please read the following license agreement. You must accept the terms contained in this agreement before continuing with the installation.



By accepting this End User License Agreement (EULA) or by downloading or using the software you signify that you have read and agree to all the terms of this license agreement.

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If User does not agree to the terms of this Agreement, User must not select the "I accept the licence agreement" button below.

II. Introduction.

Please read this End User License Agreement ("EULA") carefully before using the Software. This EULA includes DISPLAX Privacy Policy located at www.displax.com/privacy-policy/, which is incorporated by this reference into this EULA. We have included several annotations in boxes to explain or emphasize key sections.

a. Binding Agreement.

This EULA constitutes a binding agreement between you and DISPLAX S.A. and its affiliates and subsidiaries ("DISPLAX," "we," or "us"). "You" and "users" mean all users of the Software. You accept this EULA each time you access the Software. If you do not accept this EULA, you must not use the Software. If you are under 18 years of age, you represent and agree that you possess the legal consent of your parent or guardian to access and use the Software.

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Start Menu shortcuts

Select the Start Menu in which you would like to create the program's shortcuts. You can also enter a name to create a new directory.



Displax Connect

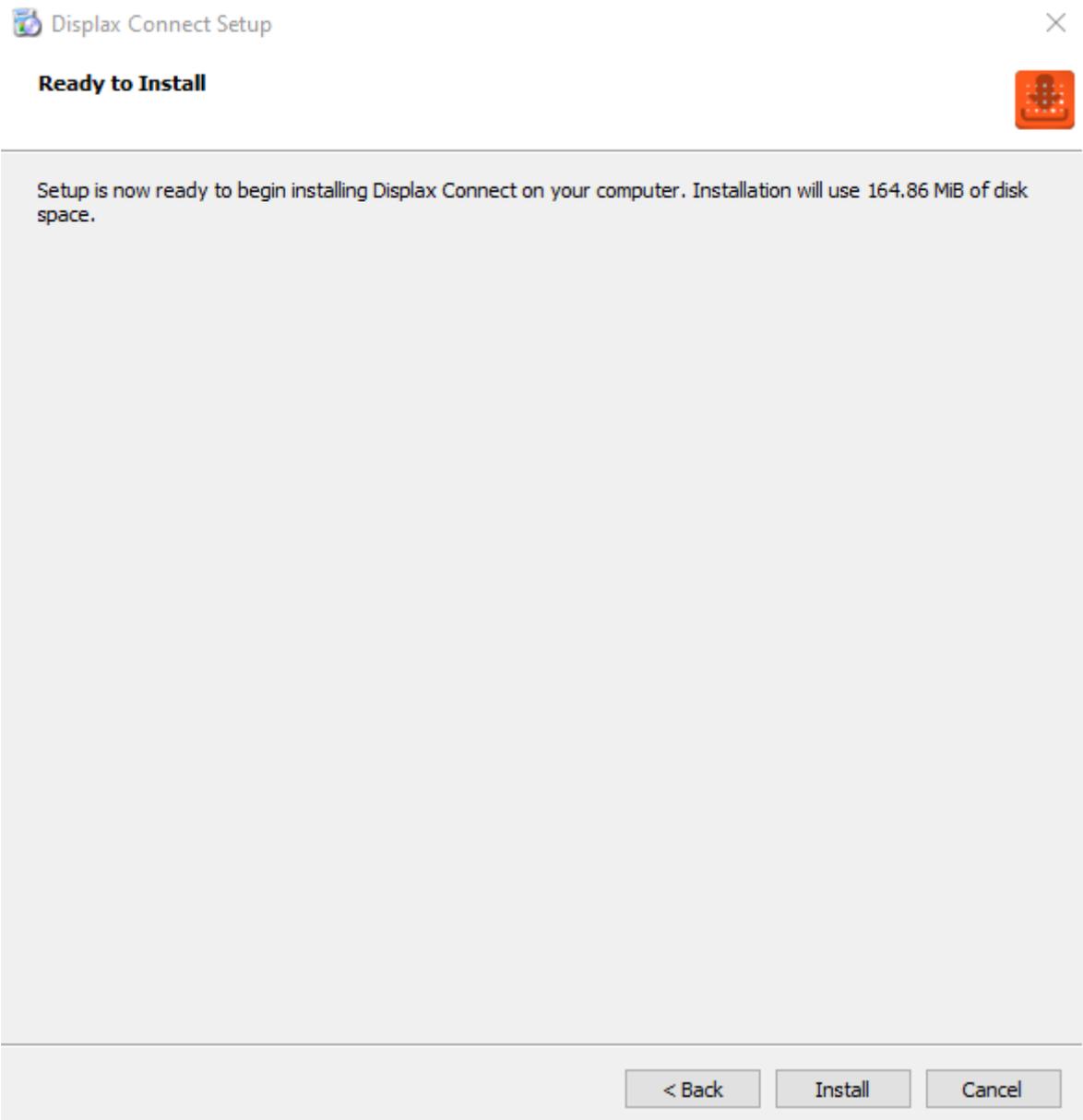
- Accessibility
- Accessories
- Administrative Tools
- Bomgar
- Maintenance
- Startup
- System Tools
- Windows PowerShell

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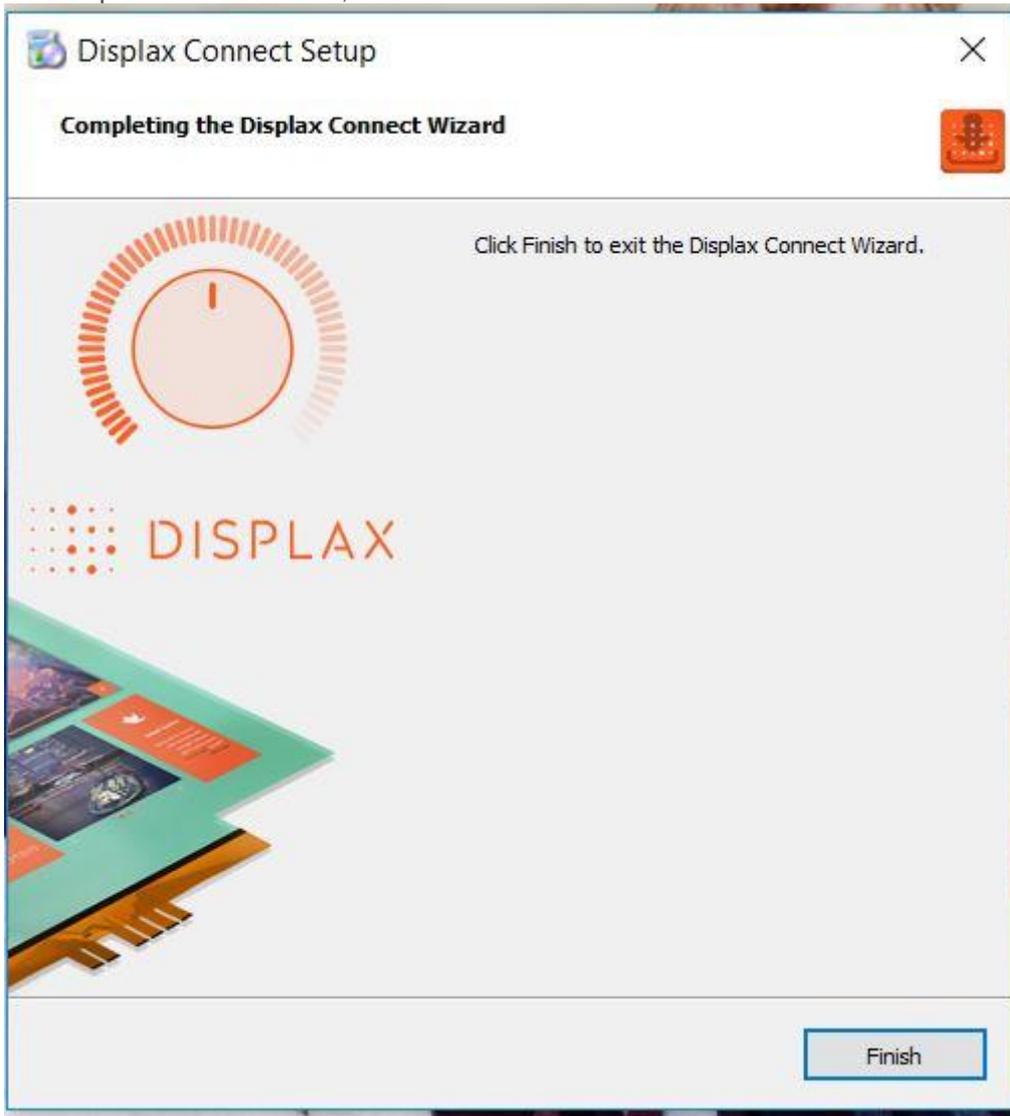
Next >

Cancel

3. Click **Install**.



4. To complete this download, Click **Finish**.



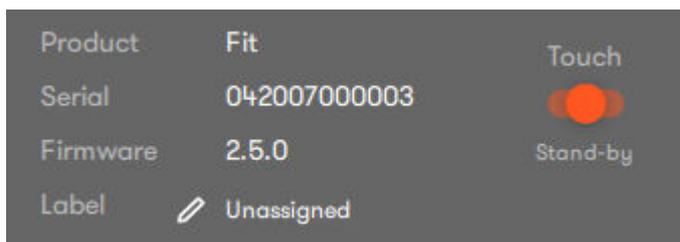
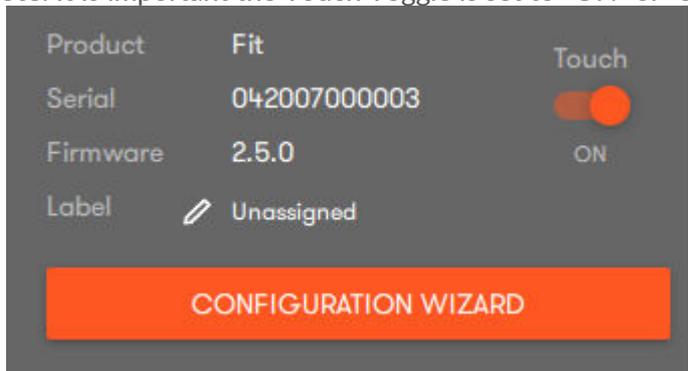
5. To open the **Displax Connect** program, double-click the icon on your desktop.



6. The following window will appear.

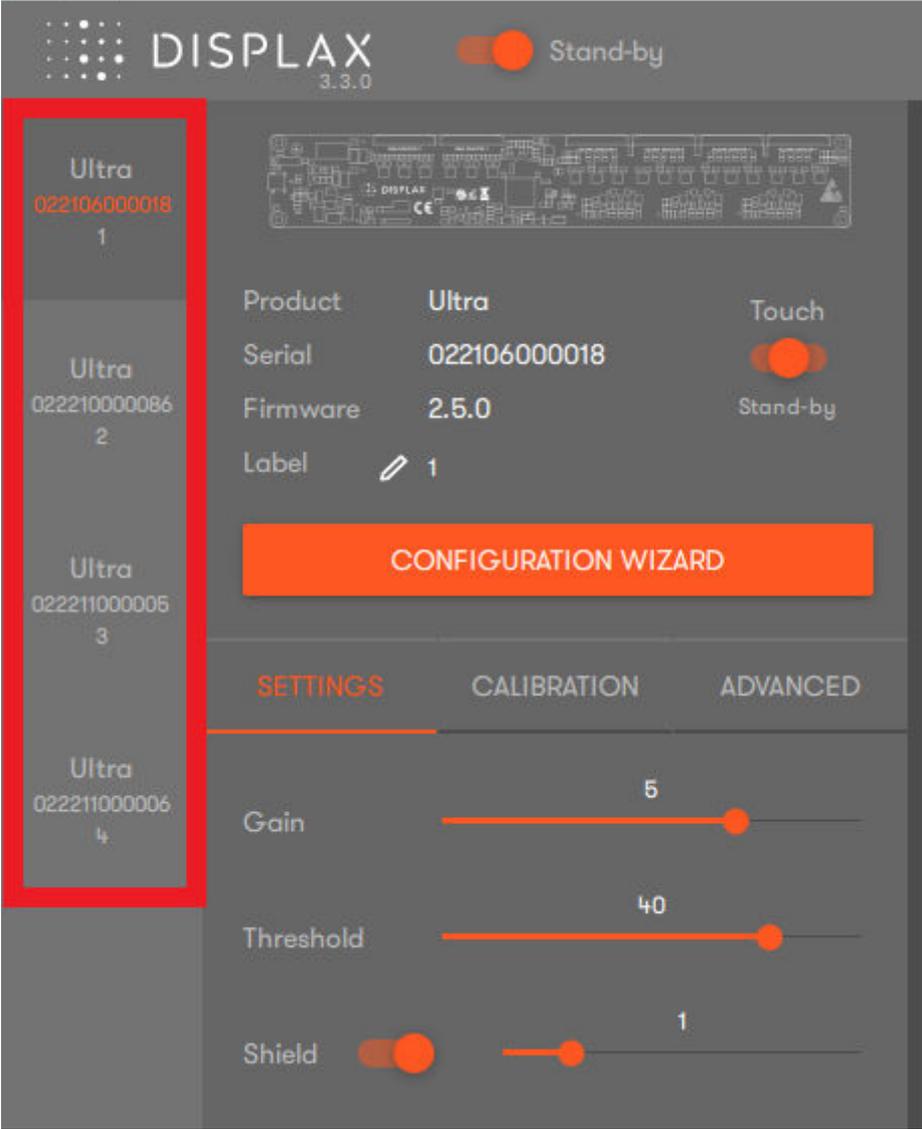


Note: It is important the Touch Toggle is set to "ON" or "Stand-by" for Touch to be detected.



On a 2x2 Video Wall you will see 4 Controllers on the left hand margin, one for each monitor.

Displax Connect



The screenshot displays the Displax Connect interface. At the top left is the Displax logo (a grid of dots) and the text "DISPLAX 3.3.0". To the right of the logo is a "Stand-by" toggle switch, which is currently turned off. Below the logo is a list of four "Ultra" controllers, each with a unique serial number and a number (1-4). The first controller (serial 022106000018, number 1) is highlighted with a red border. To the right of the list is a detailed view of the selected controller, showing its product name, serial number, firmware version (2.5.0), and a label with an edit icon. A large orange button labeled "CONFIGURATION WIZARD" is positioned below the controller details. At the bottom of the interface, there are three tabs: "SETTINGS", "CALIBRATION", and "ADVANCED". The "SETTINGS" tab is active, showing sliders for "Gain" (set to 5), "Threshold" (set to 40), and "Shield" (set to 1). The "Shield" setting also includes a toggle switch.

DISPLAX 3.3.0 Stand-by

Ultra
022106000018
1

Ultra
022106000018
2

Ultra
022210000086
2

Ultra
022211000005
3

Ultra
022211000006
4

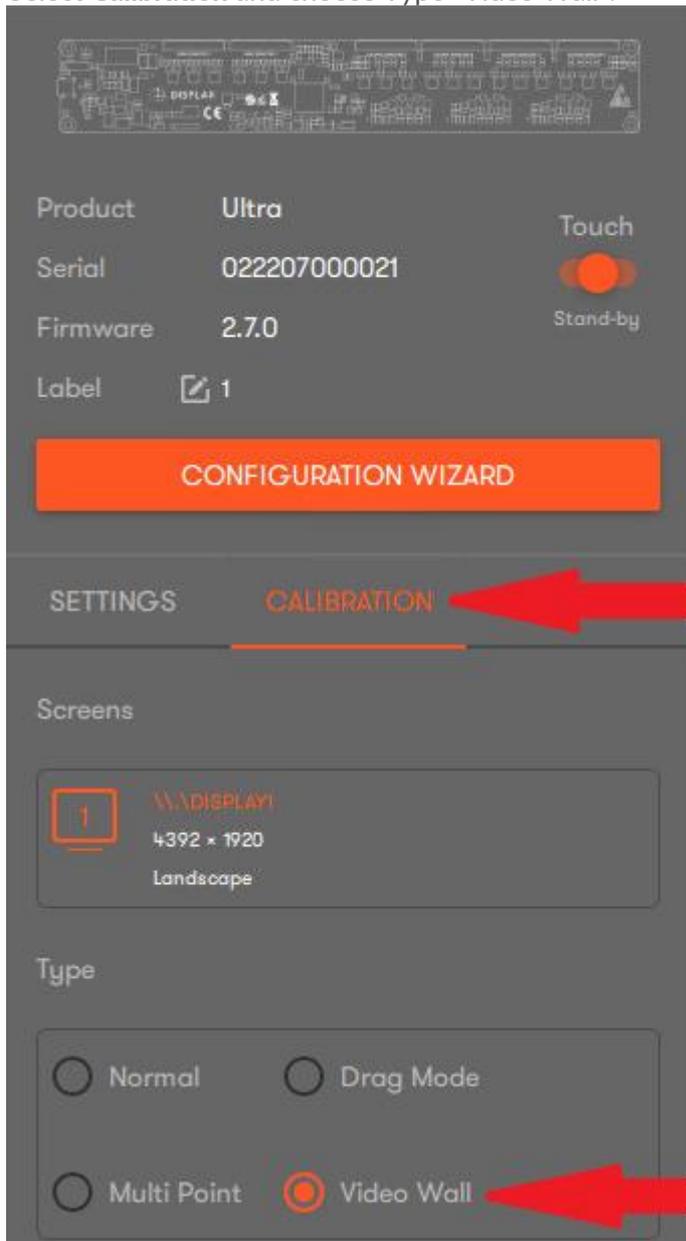
Product Ultra Touch
Serial 022106000018
Firmware 2.5.0 Stand-by
Label 1

CONFIGURATION WIZARD

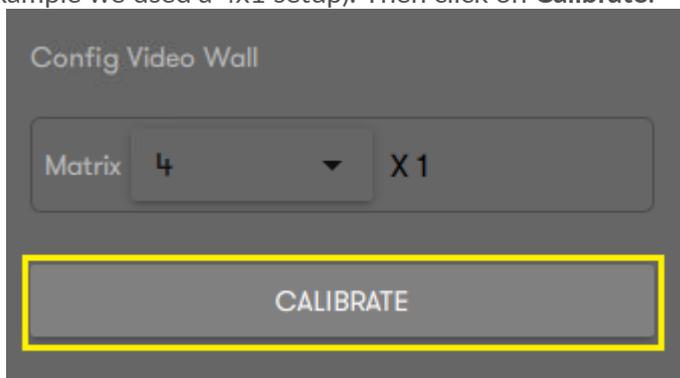
SETTINGS CALIBRATION ADVANCED

Gain 5
Threshold 40
Shield 1

7. Select **Calibration** and choose Type "Video Wall".



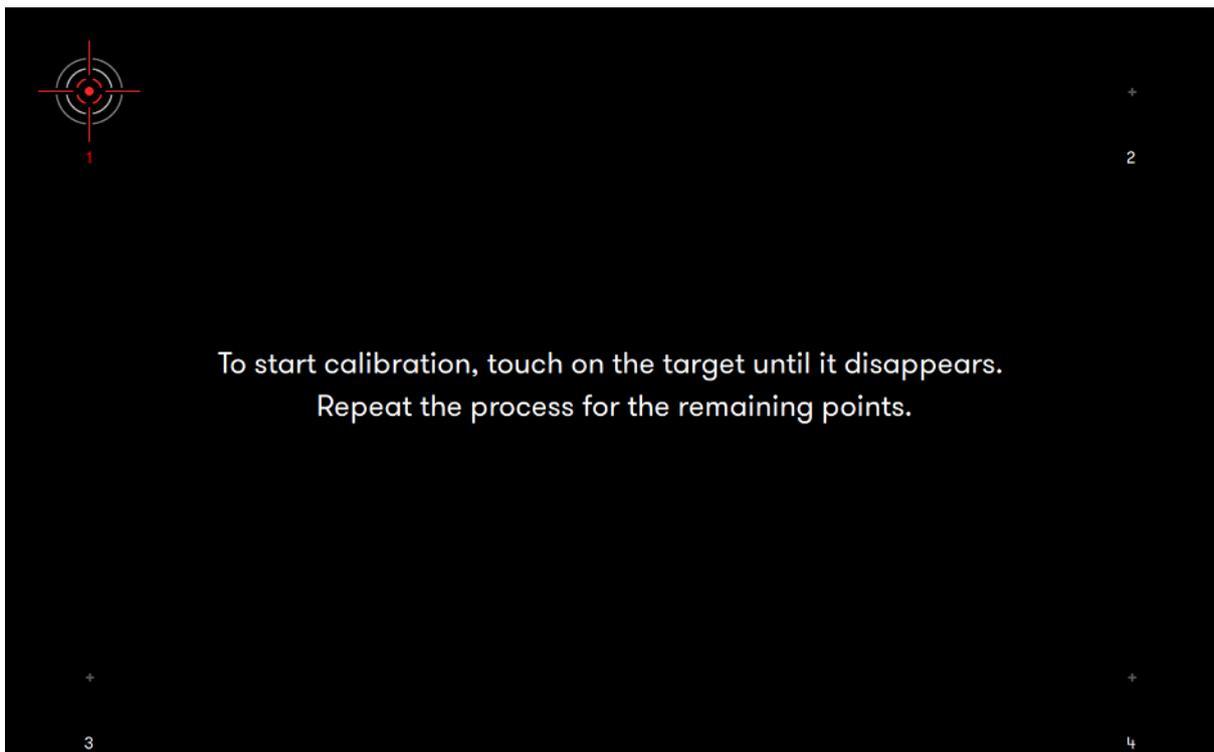
8. A Config Video Wall Option will appear. Select the appropriate videowall matrix (In this example we used a 4x1 setup). Then click on **Calibrate**.



9. Calibration area will automatically show up for all monitors. Each box should be within one monitor each, if not adjust the boxes accordingly. Then press Space to begin calibration.



10. **Calibration Points** will appear on one monitor at a time. Touch the calibration point until the circle turns green. Continue the same process with the remaining calibration points. You may be prompted to re-touch targets.



11. If the above steps do not resolve the issue, please contact the TSI Touch Customer Service team at 802-874-0123 Option 2; email: support@tsitouch.com; or by visiting our [TSI Touch website](#) and clicking on the red "Help" icon in the lower right corner of the webpage.