Displax - Upload Metal Mesh Firmware

Applies to: Displax Metal Mesh Devices
Symptoms: No touch on MacOS (BigSur, Catalina, Mojave)
Affected OS: MacOS (BigSur, Catalina, Mojave)
Prerequisite Software: A Windows Device, <u>Displax Connect x64</u> or <u>Displax Connect x32</u>, and <u>ch262-firmware</u>

1. Download and install Displax Connect from the link above onto a Windows Device. Then download the ch262-firmware from the above link onto the same Windows Device.

2. Connect touch screen via USB to the Windows machine and open Displax Connect. The firmware should say 1.5.0 or lower.

Displax Connect	t		
DI	SPLAX	Stand-by	
Product	MESH 55 DSPLX-MMBH55LPT-128X072-01	Touch	
Serial	261001000050		
Firmware	1.5.0	Stand-by	
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3. Click on Advanced.

Firmware 1.5.0	stang-py
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Number Touches	10
Optimize 🔵 👅	
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4. Click on Load Firmware.

SETTINGS	CALIBRATION	
Number Touche		10
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Settings File	SAVE	LOAD
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5. Navigate to where you have the firmware stored and select "ch262-firmware.enc" then click Open.

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6. Do not touch or disconnect the device while the screen below is showing. The device will reconnect multiple times during this process.

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- 7. Once complete the firmware should now say 1.6.0.
 - Displax Connect

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Serial	261001000050	
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SETTINGS	CALIBRATION	ADVANCED

- 8. Exit the Displax Connect Software.
- 9. Disconnect the USB cable from the Windows device.

10. Plug the USB into your MacOS device and test the touch. You should now have single point touch on the MacOS

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.