PQ Labs - Calibration in Windows

Applies to: PQ Labs Touch Frames Symptom(s): Misaligned Calibration Affected OS: Windows 10 Prerequisite Software: <u>PQ Labs Windows Driver</u>

The following steps *must* be done in a Windows environment, even if your touch screen is being used with a different operating system. After connecting the touch screen USB to a Windows device, follow the steps below.

1. To download PQ Labs Windows Driver, click on the link above.

2. Follow the instructions as prompted to complete the download. Click the **Next** button and then click the **Install** button.



			E4
Choose the folder in which	to install PQLabs MultiTouch Screen I	Driver 4.1602R3.	
Setup will install PQLabs M in a different folder, click I installation.	ultiTouch Screen Driver 4. 1602R3 in t Browse and select another folder. Clic	he following folde k Install to start t	r. To install he
Destination Folder			
C:\Program Files (x86)\PQLabs	Brow	se
Concernational 20 2MP			
space required: 39.3Mb			
Space available: 162.5GB			
Space available: 162.5GB			

3. Once the download is complete, you will be prompted to restart your computer. It is recommended to restart your computer at this time. Select **Reboot** now and click **Finish**.



4. After your computer restarts, click on the Windows icon in the bottom left-hand corner of your screen to open the Start menu. Select **MultiTouchPlatform** under Recently added. If you are unable to find this application in your Start menu, you can perform a search using the Windows search bar located on the Taskbar. Should you be unable to find the application, you can try redownloading using Steps 1 - 3. If further assistance is required, contact **TSI Touch Customer Service**.



5. The application will open to the window below, click **Calibrate**. Do not touch or move the touch screen at this time.

ouchscreen Informa	tion	Options	Version 4.1002 (Duild 112127)
Serial Number: Firmware Version:	EN491800465 ~ 31.0076	✓ Windows Native Touch ✓ Tuio Support	Passive Pen Support
Description:	G5 Series 6 points	Double Click Optimization	Handwriting Optimization
Status: running ok		Log Touch Data Mouse/Keyboard Simulation Close Top Application I Multi-fingers Pinching Launch When Windows Starts Up	
Utility Diagnose(D)		Flexible Scan Rate (already bei Default Normal	ng maximum) Maximum
			Reset Default Settings(R)

6. A target will appear on the screen, touch and hold for more than one second and the target will turn green. Continue touching the targets as they appear on the touch screen. Once completed, the calibration screen with close.

Press "Esc" to quit			
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		Touch "+" for more than 1 second	

7. Click OK to complete this task.

Touchscreen Informa	tion	Options	Version 4.1602 (build 112127)
Serial Number:	EN491800465 ~	Windows Native Touch	Passive Pen Support
Firmware Version:	31.0076	Tuio Support	FlashTuio Support
Description:	G5 Series 6 points	Double Click Optimization	Handwriting Optimization
tatus: running ok	^	Night Club Mode (Where Ambient Light Fla	shing Frequently)
Calibration Calibrate	Reset Calibration	Mouse/Keyboard Simulation	n □Close Top Application by Multi-fingers Pinching arts Up
Utility		Flexible Scan Rate (already bei	ng maximum)
Diagnose(D)		Default Normal	Maximum
			Reset Default Settings(R)
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8. Disconnect the USB cable from the Windows device and reconnect to the intended device. Touch should now function as expected in the new operating system.

9. 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.