

PQ Labs - Running and Saving a Diagnostic File in Windows

Applies to: PQ Labs Touch Frames

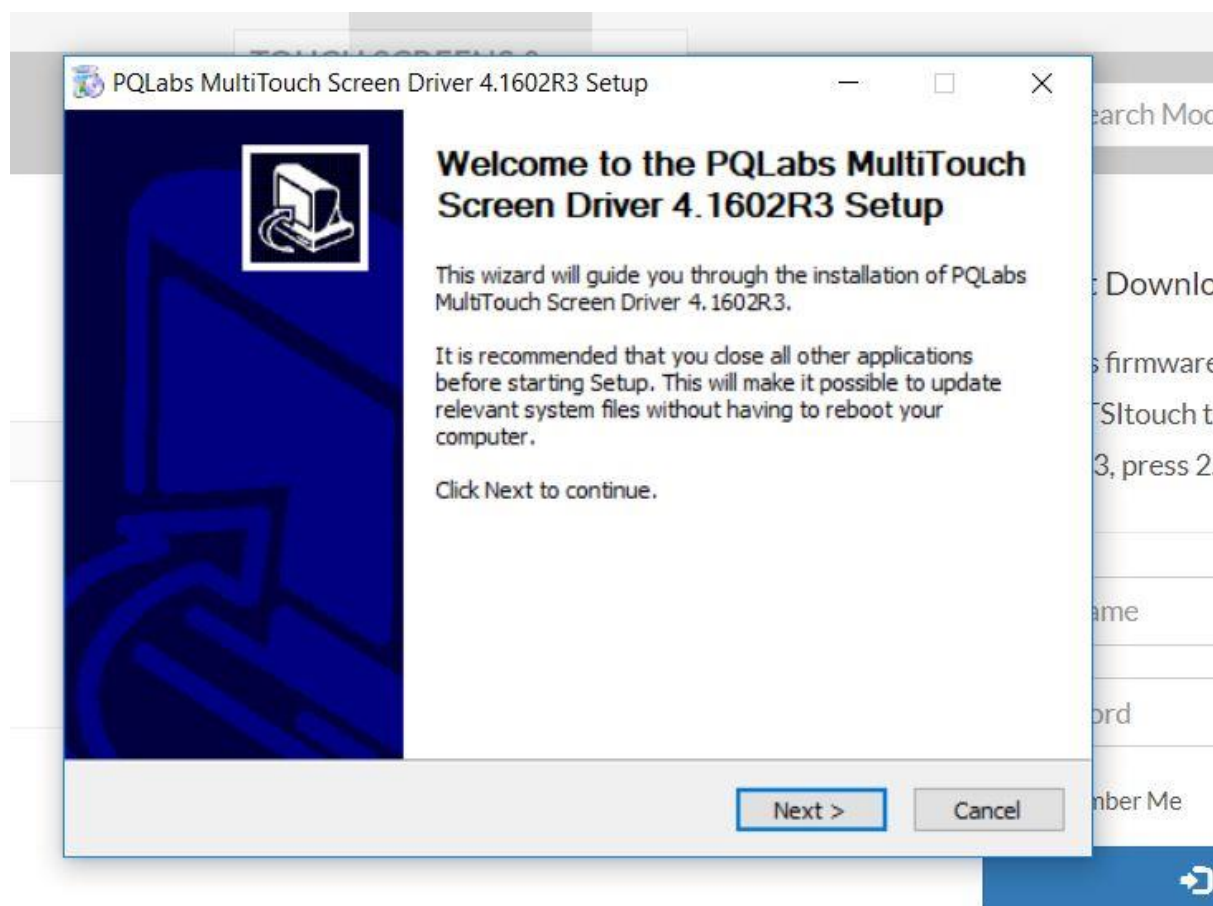
Symptom(s):

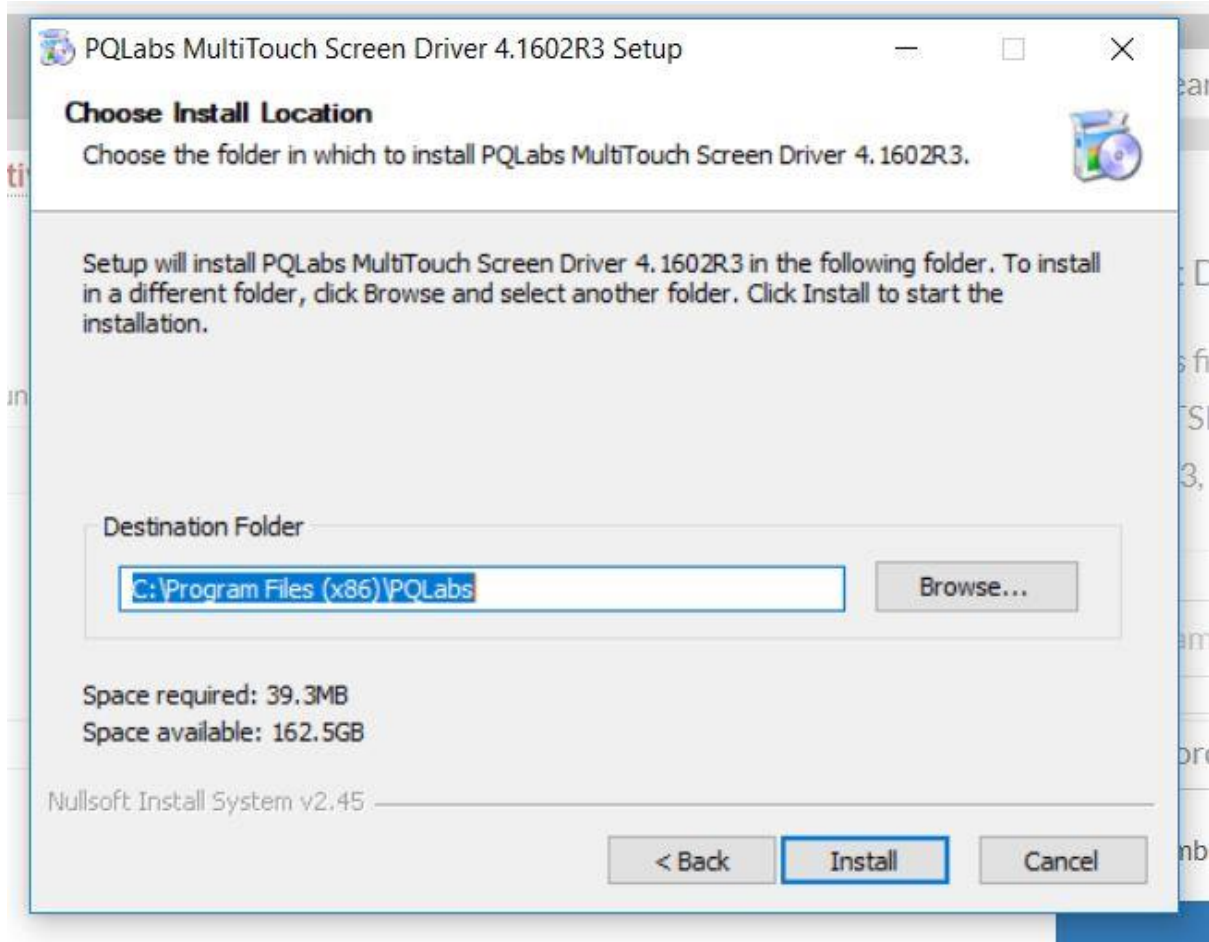
Affected OS: Windows 10

Prerequisite Software: [PQ Labs Windows Driver](#)

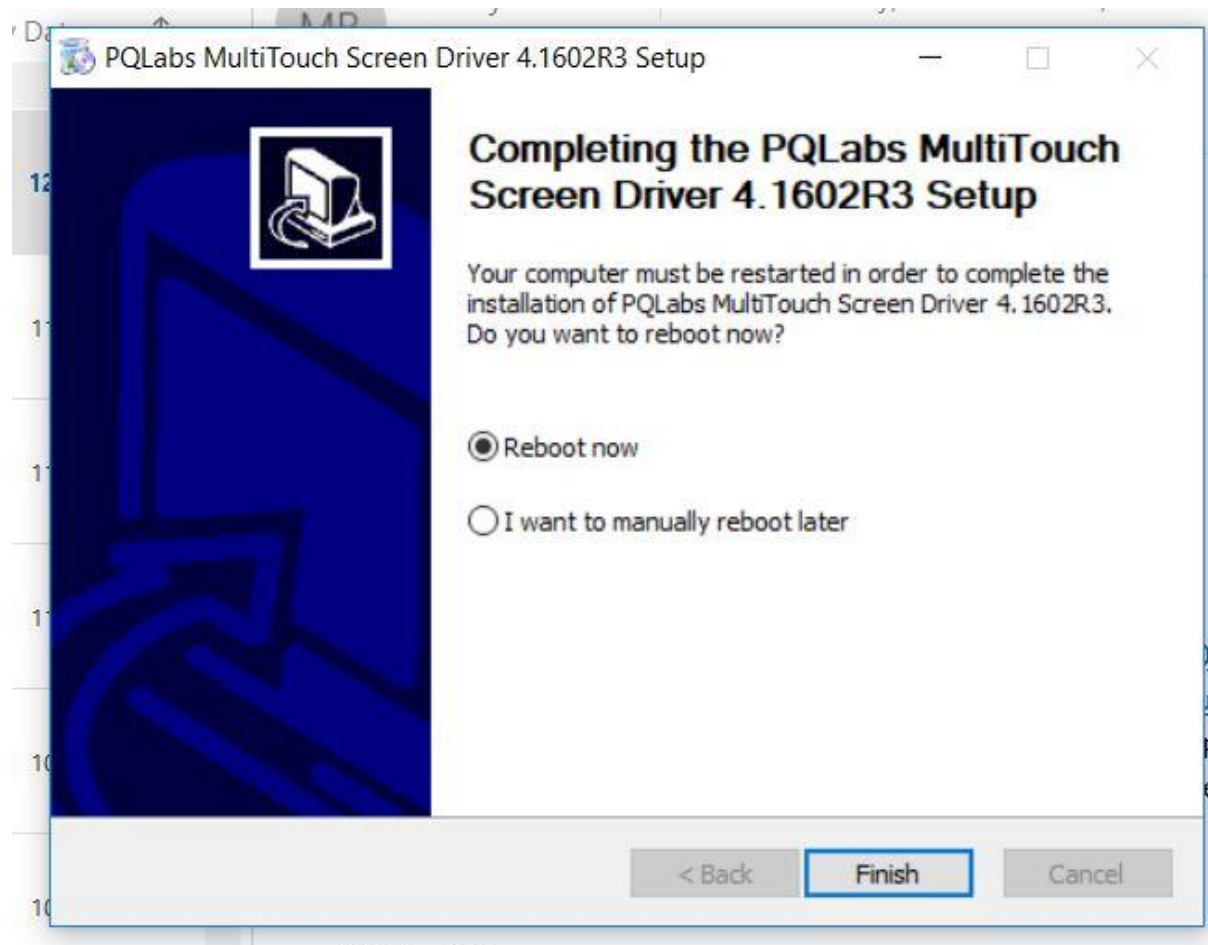
The following steps *must* be done in a Windows environment, even if your touch screen is being used with a different operating system. After connecting the touch screen USB to a Windows device, follow the steps below.

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.

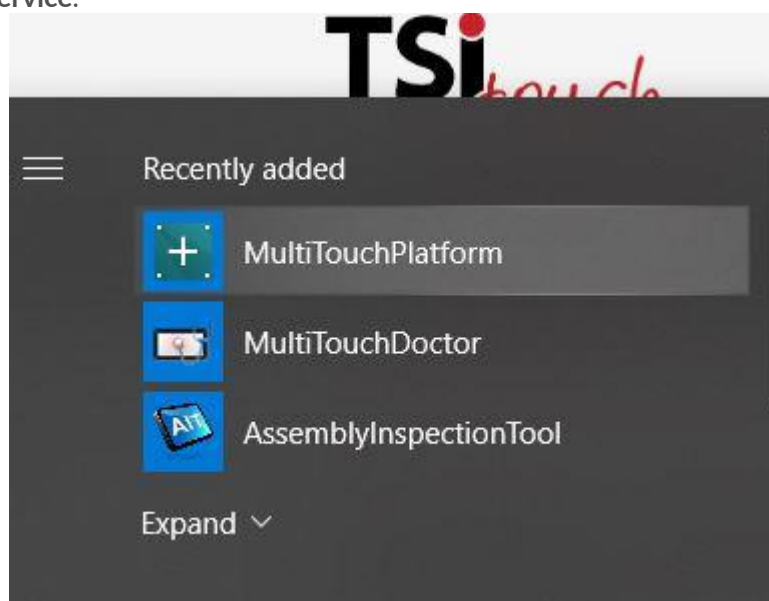




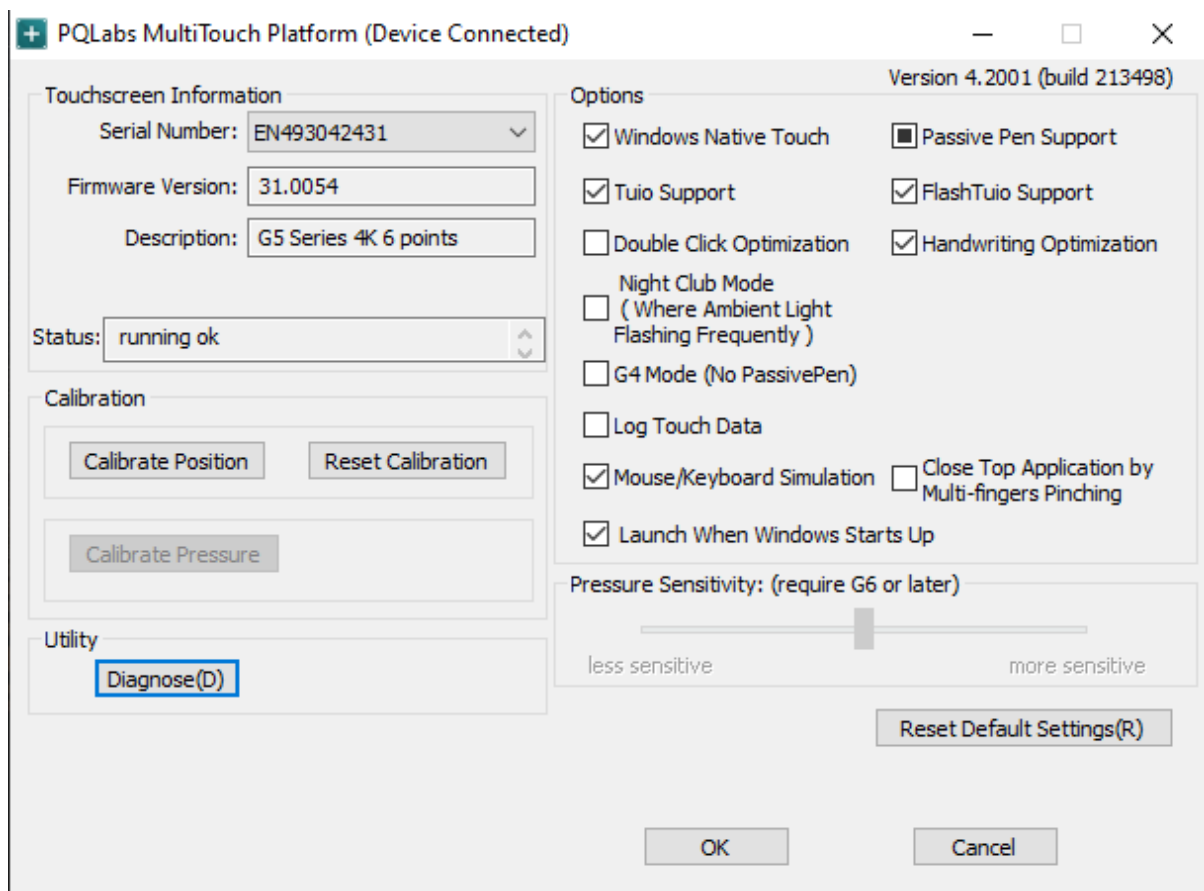
3. Once the download is complete, you will be prompted to restart your computer. It is recommended to restart your computer at this time. Select **Reboot** now and click **Finish**.



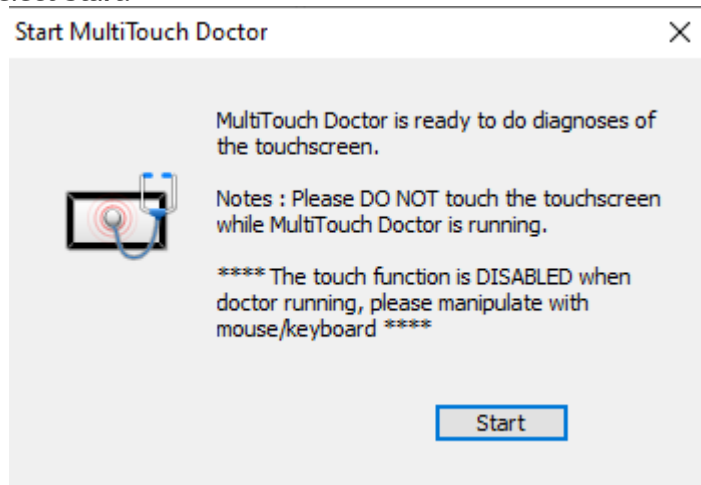
4. After your computer restarts, click on the Windows icon in the bottom left-hand corner of your screen to open the Start menu. Select **MultiTouchPlatform** under Recently added. If you are unable to find this application in your Start menu, you can perform a search using the Windows search bar located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



5. The application will open to the window below, select **Diagnose** in the Utility section to start diagnostics.

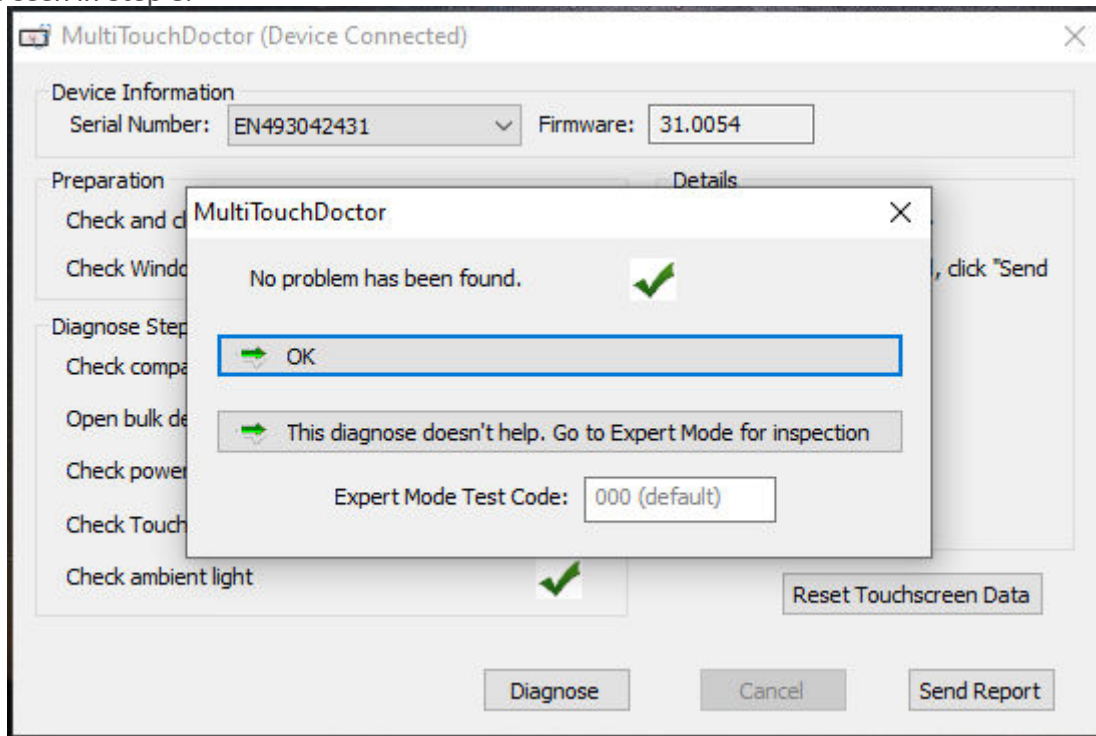


6. The following prompt will appear. Make sure **Not to Touch** screen while Diagnostics is running. Select **Start**.

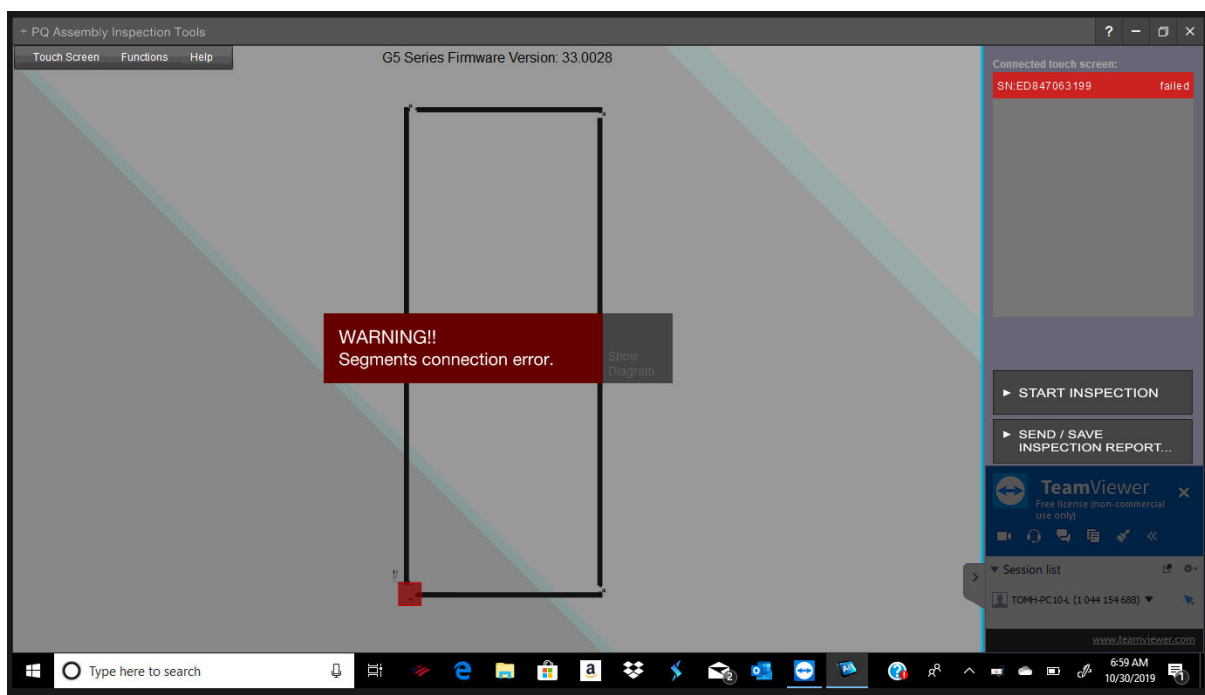


7A. Once Diagnostics is complete, if message reads "**No problem has been found**", select **This Diagnose doesn't help. Go to Expert Mode for Inspection**. This will bring up the Inspection Tool

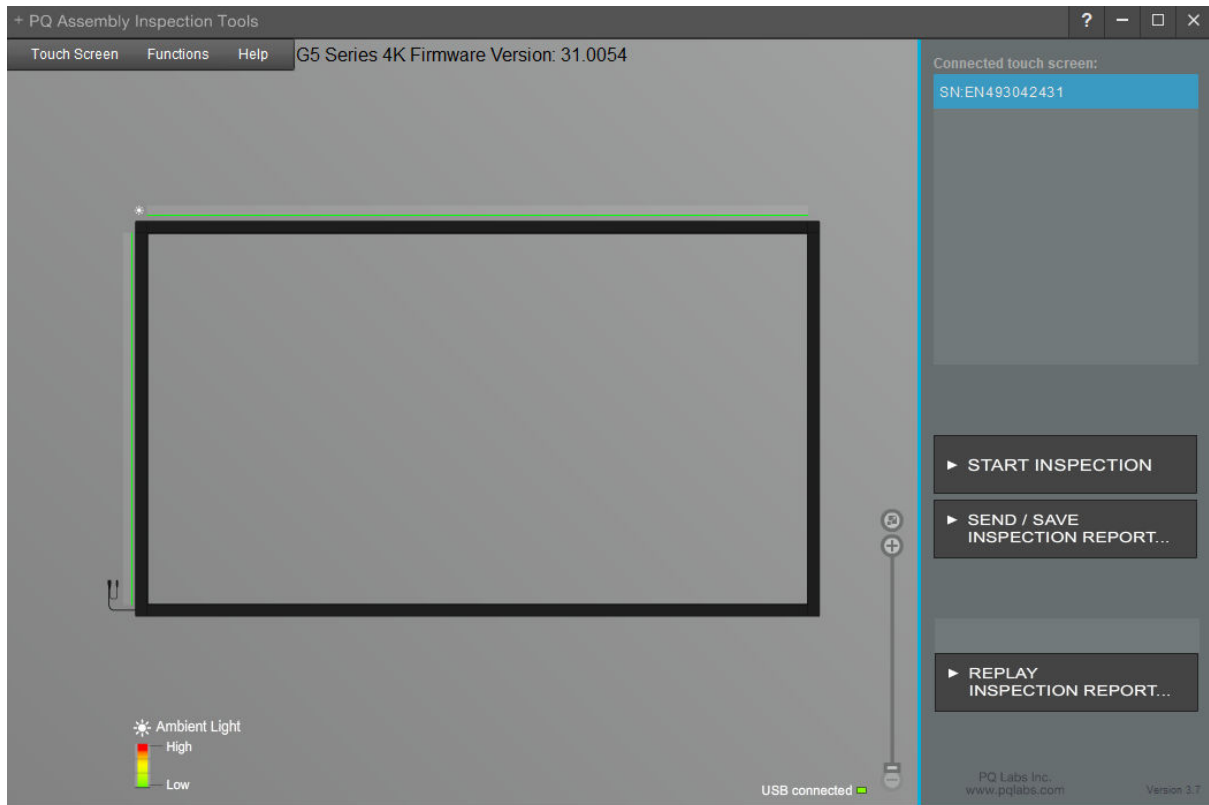
as seen in Step 8.



7B. If the Diagnostics detects an issue, you will be prompted with the **Inspection Tool** and an error message. For Example:



8. Once the Inspection Tool is Open, select **Start Inspection**. When the Inspection is complete select **Send/Save Inspection Report**.



9. This will open the following window. Selecting **SAVE AS** will allow you to Save your Inspection Report. It is best practice to **not** change the File Name of the Inspection Report.

To **Send** your Inspection Report to TSItouch fill in the following fields:

Reporter: Your Name

From: Your Email Address

To: support@tsitouch.com

You also have the option in the **Message** field to provide more details on the issue you are experiencing.

SEND / SAVE INSPECTION REPORT

Reporter: Please enter your name

From: Please enter your email

To: support@tsitouch.com

Subject: AIT Report

Attached: EN493042431.pqrd

SAVE AS...

Message: To expedite the support process, please elaborate more, including issue observations, troubleshooting you have done.

e.g. Hi support, there are some erratic points without anybody touching it, we have already tried different USB cables, and have updated the driver and the problem persists.

SEND

10. Once all information is entered, select **SEND** to send the file to the Customer Service Team at TSI Touch.

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.