PQ Labs - Running and Saving a Diagnostic File in Windows

Applies to: PQ Labs Touch Frames Symptom(s): 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, select **Diagnose** in the Utility section to start diagnostics.

Touchscreen Information Version 4.2001 (build 213498) Serial Number: EN493042431 Firmware Version: 31.0054 Description: G5 Series 4K 6 points Calibration Image: Calibration Calibrate Position Reset Calibration Calibrate Pressure Mouse/Keyboard Simulation Utility Pressure Sensitivity: (require G6 or later) Vility Mouse/Icon Sensitive Reset Default Settings(R)	軠 PQLabs MultiTouch Platform (Device Connecte	d)	– 🗆 X
Firmware Version: 31.0054 Description: G5 Series 4K 6 points Status: running ok Calibration G4 Mode (No PassivePen) Calibrate Position Reset Calibration Calibrate Pressure Mouse/Keyboard Simulation Utility Pressure Sensitivity: (require G6 or later) Utility more sensitive Reset Default Settings(R)	Touchscreen Information Serial Number: EN493042431 V	Options Windows Native Touch	Version 4.2001 (build 213498) Passive Pen Support
Status: running ok Calibration (Where Ambient Light Flashing Frequently) Calibrate Position Reset Calibration Calibrate Pressure (Utility Utility Diagnose(D) Utility more sensitive Reset Default Settings(R)	Firmware Version: 31.0054	─ Tuio Support	
Utility Diagnose(D) less sensitive more sensitive Reset Default Settings(R)	Status: running ok Calibration Calibrate Position Reset Calibration Calibrate Pressure	Double Click Optimization Night Club Mode (Where Ambient Light Flashing Frequently) G4 Mode (No PassivePen) Log Touch Data Mouse/Keyboard Simulation Launch When Windows Sta Pressure Sensitivity: (require G6	Close Top Application by Multi-fingers Pinching rts Up
OK Cancel	Utility Diagnose(D)	less sensitive	more sensitive Reset Default Settings(R)

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

Start MultiTouch	Doctor	\times
O	MultiTouch Doctor is ready to do diagnoses of the touchscreen. Notes : Please DO NOT touch the touchscreen while MultiTouch Doctor is running. ***** The touch function is DISABLED when doctor running, please manipulate with mouse/keyboard ****	: 1
	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.

Senai Number:	EN493042431 V Firmware: 31.0054	
Preparation	Details	
Check and d M	ultiTouchDoctor	×
Check Windo	No problem has been found.	, dick "Send
Diagnose Step		
Check compa	⇒ ok	
Open bulk de	🐡 This diagnose doesn't help. Go to Expert Mode for	rinspection
Check power	Expert Mode Test Code: 000 (default)	
Check Touch		
Check ambient	ght 🗸	Reset Touchscreen Data

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		×
SEND	7 SAVE INSPECTION REPORT	
Reporter:	Please enter your name	
From:	Please enter your email	
To:	support@tsitouch.com	
Subject:	AIT Report	
Attached:	EN493042431.pgrd 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.	
	S	END

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.