Touch Expert/IRT - Disable Multipoint Touch in Windows

Applies to: Touch Expert/IRT Touch Frames
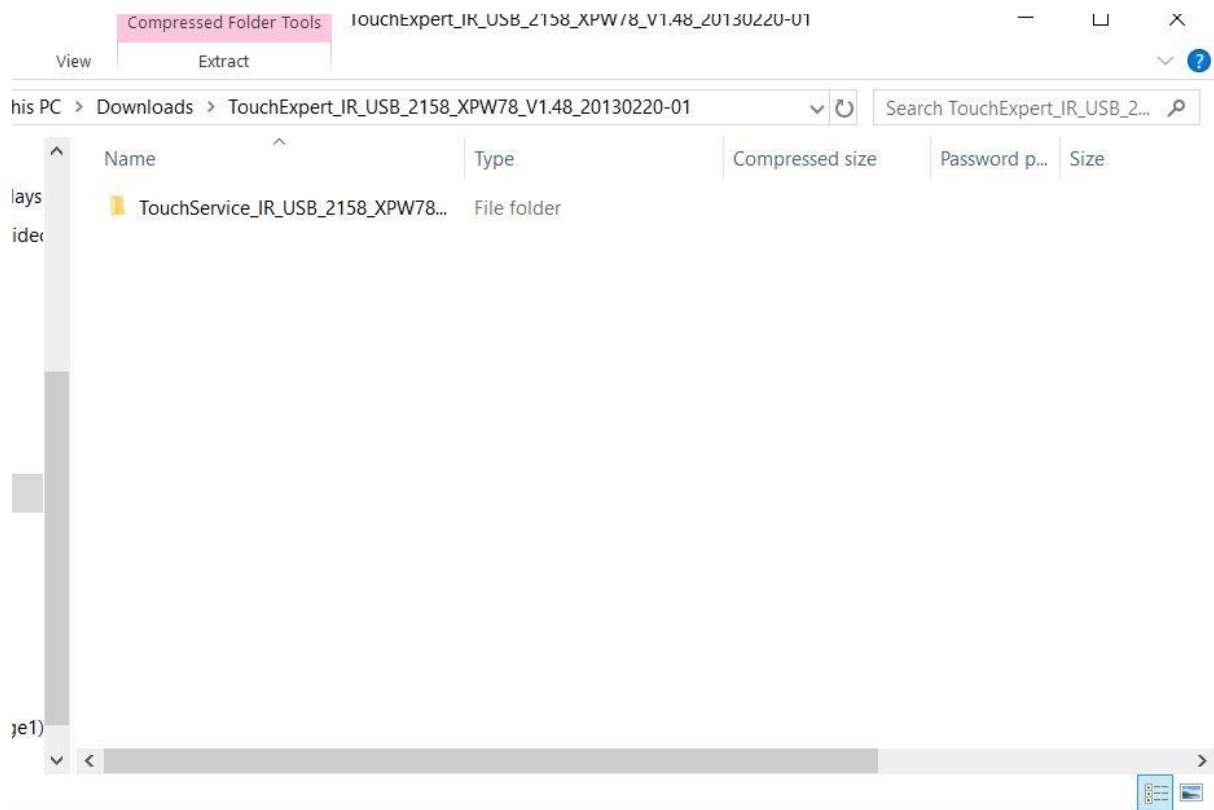**Symptom(s):** X and Y Touch Axis Flipped with Poor Calibration
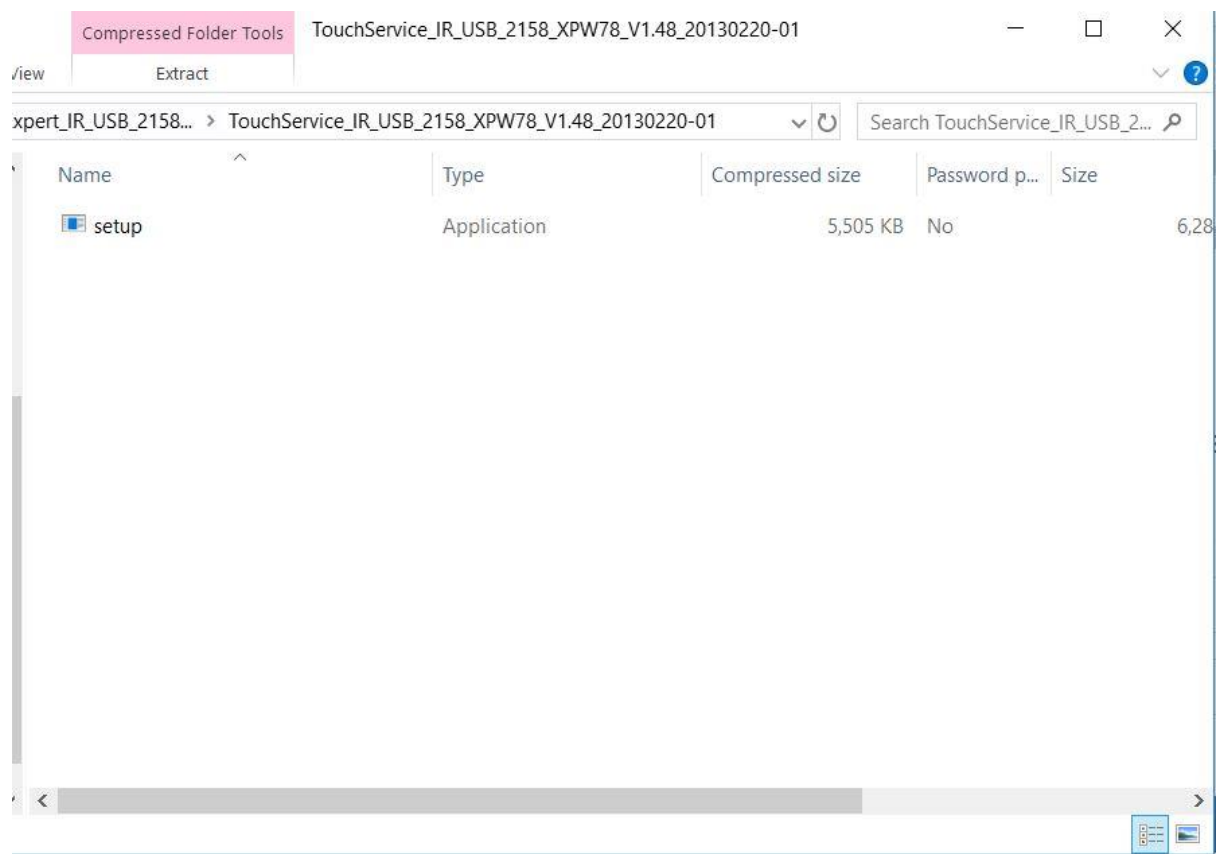**Affected OS:** Windows 10
Prerequisite Software: [Touch Service](#)

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. Download the **Touch Service** Utility from the link above.

2. Open the below file.

3. Double click the **Setup** application.

4. To install the **Touch Service** application, click **Next** and then click **Install.**

Touch Service Installation v1.48 - InstallShield Wizard ✕

Welcome to the InstallShield Wizard for Touch Service Installation v1.48

The InstallShield(R) Wizard will install Touch Service Installation v1.48 on your computer. To continue, click Next.

WARNING: This program is protected by copyright law and international treaties.

< Back   Next >   Cancel

Touch Service Installation v1.48 - InstallShield Wizard ✕

Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
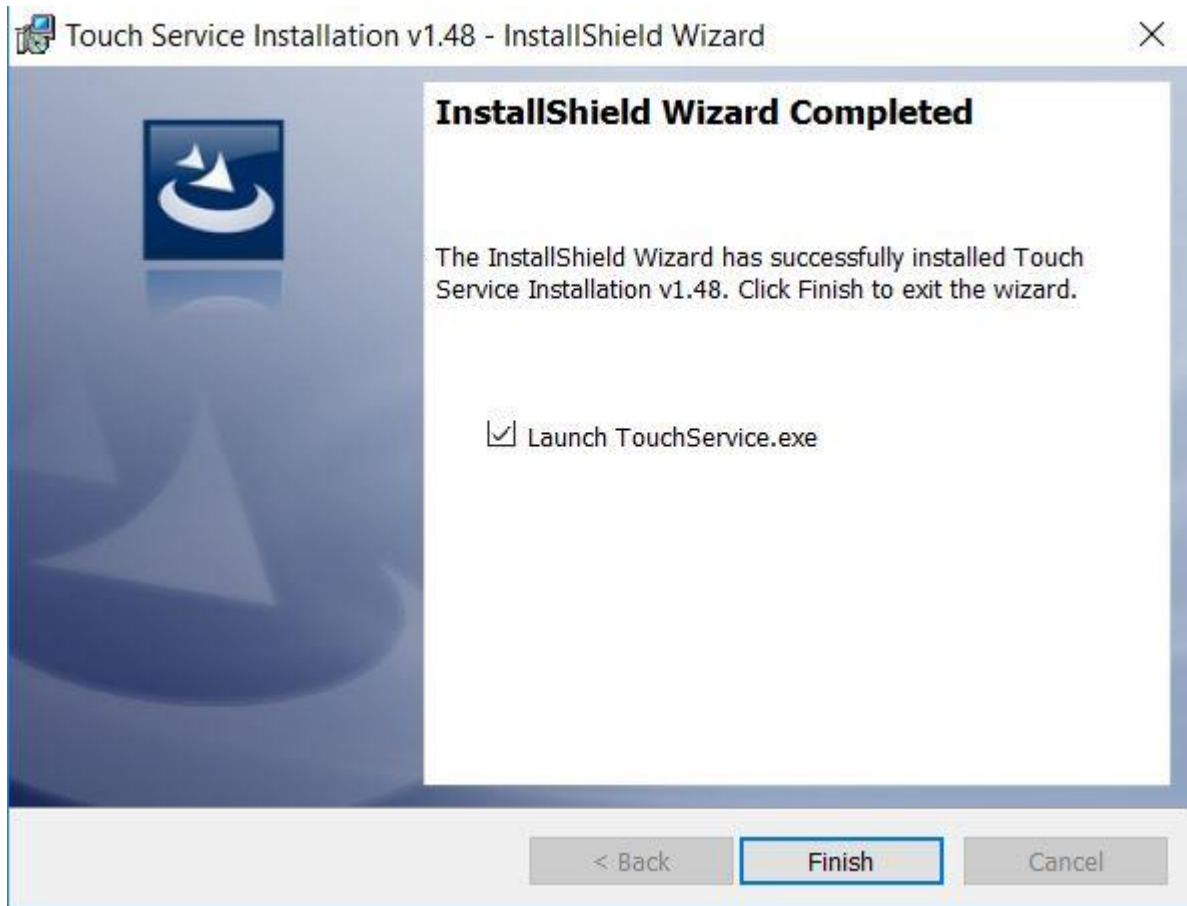
InstallShield

[< Back]   [**Install**]   [Cancel]

5. To complete the installation, click **Finish**.

6. Once installation is complete, open the **Touch Service** application located on your desktop.

7. This will bring you to the main menu. Make sure that the touch screen USB is connected to your device. If it is connected correctly, it will state "**Already link equipment**". Should the device not be correctly installed, it will state "**Have not linked equipment**". In order to disable right click, the touch screen must be properly connected.

Touch Service

Already link equipment

🖥️	Calibrate your touch device, make it more suitable for your screen.	Calibration
🖱️	Set your touch device, make it more suitable for your custom.	Setting
👆	In win7/8, you can set parameters of the multipoint touch.	Multipoint

Reset

Service version: 2.1.5.8

Touch Service

Have not linked equipment

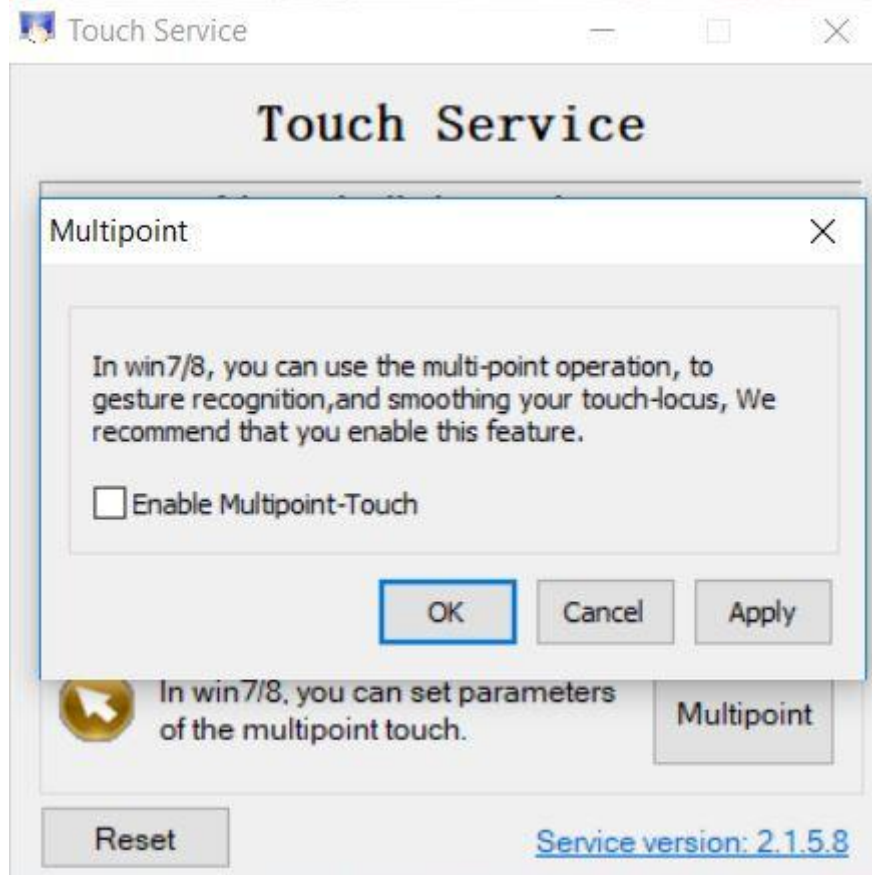|		
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8. To disable the **Multipoint Touch**, click on the **Multipoint button**. The following dialog box will appear. Click to deselect the **Enable Multipoint-Touch**. Click **Apply** and then click **OK**.

9. 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.

10. 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.