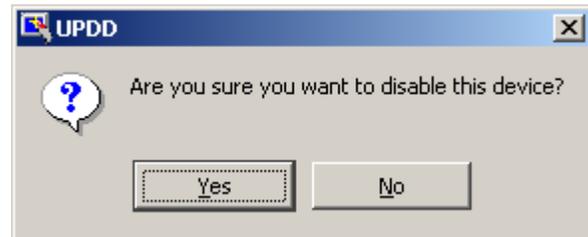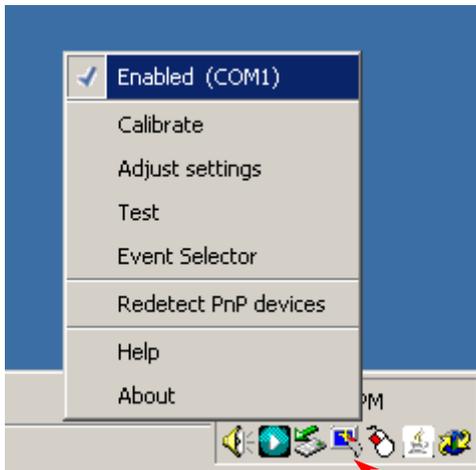# ISTTOUCH Screen Troubleshooting Guide

If you have already installed the IST Touch Screen drivers you will need to disable them to use the windows Hyperterminal to communicate with the touch panel. This can be done by clicking the UPDD tray icon and selecting the 'Enabled' option. The program will then prompt you to confirm your selection.

UPDD Tray Icon

Once the drivers have been turned off, unplug the power to the touch panel and plug it back in to cycle power.

A copy of Hyperterminal that is already configured to work with the touch panel is located on the IST Driver disk, and can be opened by double clicking the icon.

IST TP.ht

If you do not have the driver disk you can access and configure Hyperterminal by following theses step.

Start>Programs>Accessories>Communications>Hyperterminal

Once the program is opened this should be the first window that you see.

If instead of this you get a window that asks if you want to make Hyperterminal your default telephony device just answer no and then you will get the Connection Description window. You can name the connection anything you want, but you cannot leave it blank. Press OK, and then you will get this.

COM1 is the default RS232 port but if you are using a USB adapter you may need to check you port settings to see which port the Touch Panel is connected to.
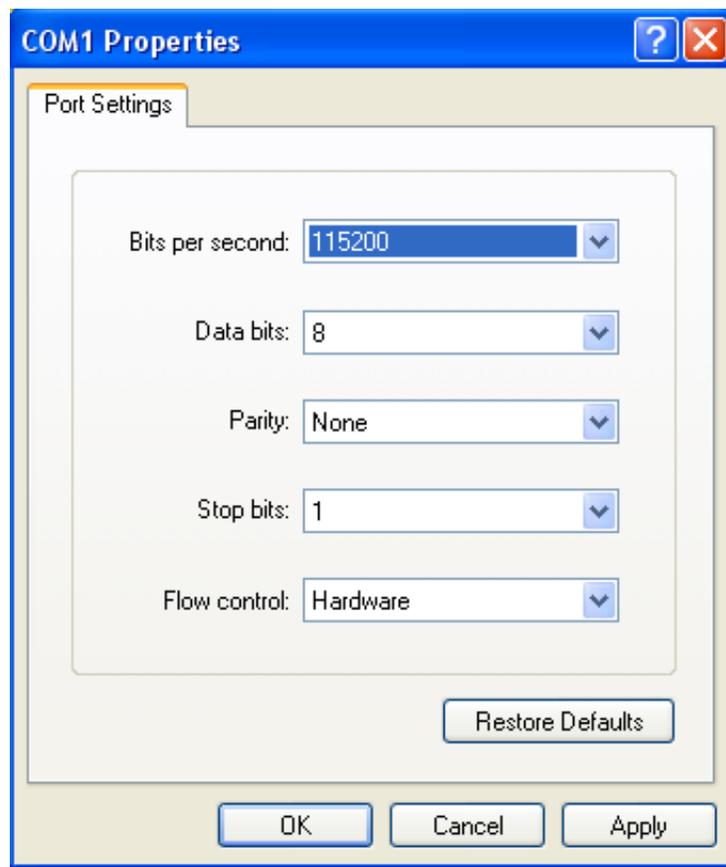
Make sure that you COM port settings match what is above, and press OK. Then you will get the open Hyperterminal window.
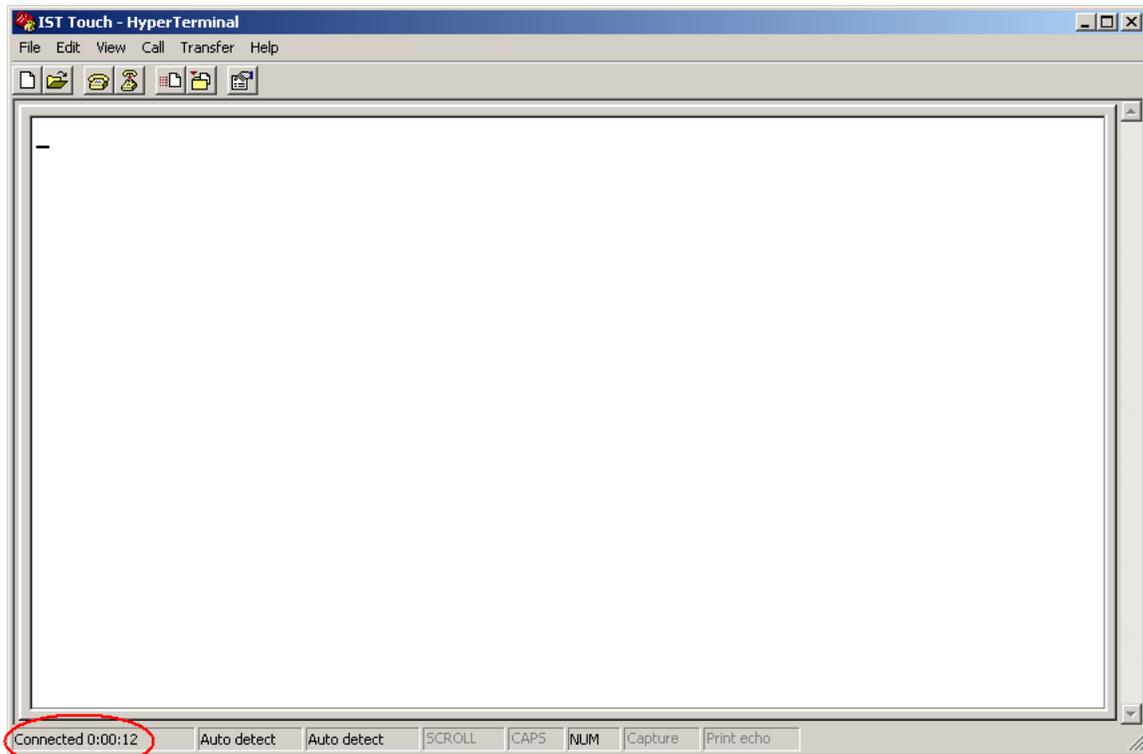
Make sure the connection is open and active. Unplug the power to the touch panel and plug it back it. This will cause the panel to run through a self-test. If everything is working fine you will see the following text in the Hyperterminal window.

y channels(000-159):
x channels(000-215):

End of Test (15)

Which shows that all LEDS are working. If you receive an output like this:

y channels(000-159):
x channels(000-215):
x 60:p 0 a(0)
x 61:p 0 a(0)
x 62:p 0 a(0)
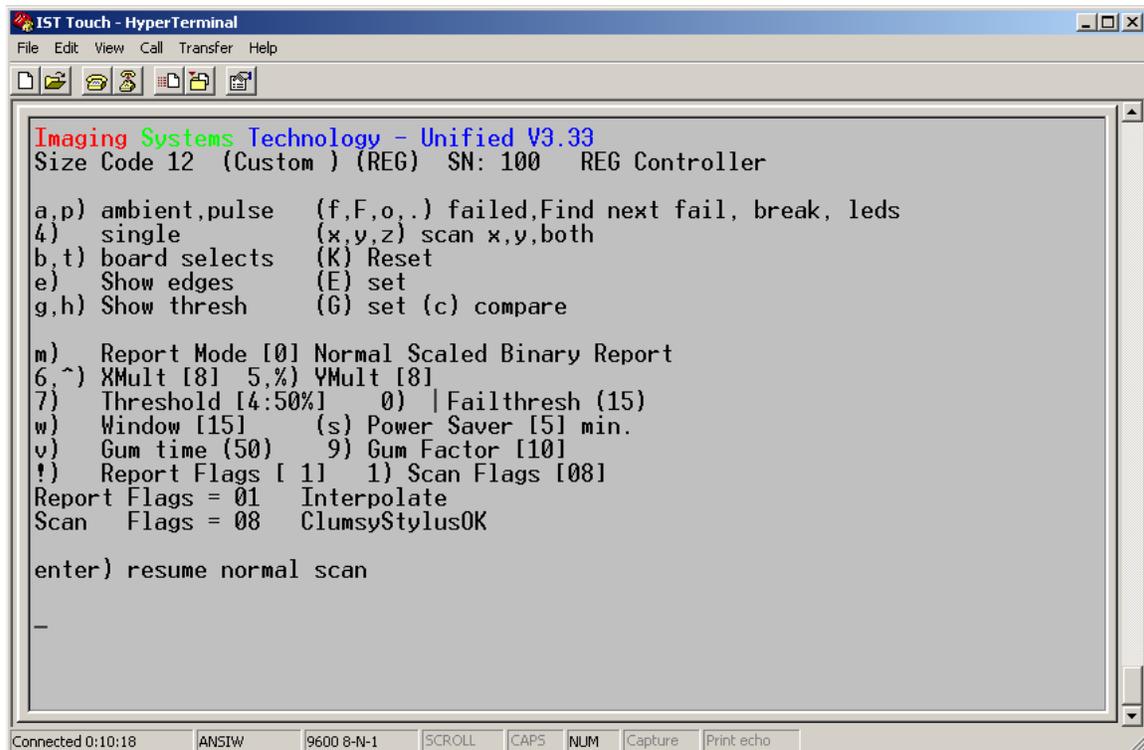**x 69:p 0 a(0)**
x 70:p 0 a(0)
x 71:p 0 a(0)
x 215:p   8 a(0)

End of Test (15)

Then check to make sure that nothing is blocking the LEDS and run the test again.
Mounting the panel to close to the display screen can cause the logo or display bezel to
obstruct the touch panel beams. If it is possible I would suggest taking the Touch Panel
off of the display to be certain that nothing is obstructing the beams. Also with the Touch
Panel off you can look at the LEDS to see if any are damaged or bent.
.
Next, after cycling power press ESC and then T, one after the other 3 times. ESC and
then T, ESC and then T, ESC and then T. There is a rhythm to this and once you get it
the main menu screen will appear.

Then press M and then ENTER, this will bring another test mode. Using your finger or a stylus run the perimeter of the touch panel, you should see coordinates of the LED beams that you are activating as you go around.
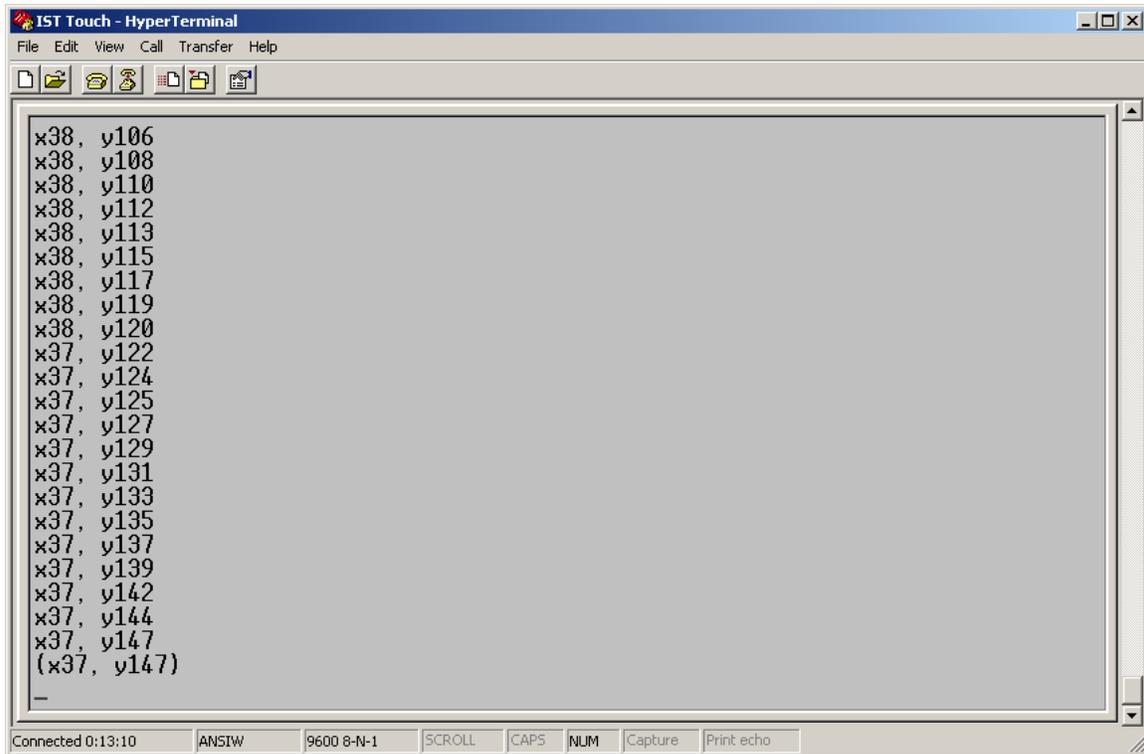
```
x38, y106
x38, y108
x38, y110
x38, y112
x38, y113
x38, y115
x38, y117
x38, y119
x38, y120
x37, y122
x37, y124
x37, y125
x37, y127
x37, y129
x37, y131
x37, y133
x37, y135
x37, y137
x37, y139
x37, y142
x37, y144
x37, y147
(x37, y147)
```

The number will scroll down the screen, when you see numbers in ( ) that means that the touch panel is no longer sensing the stylus. If the stylus is still breaking the beam, this is considered a false break and you will examine the LEDS in that area for damage. Also, if you see something like this:
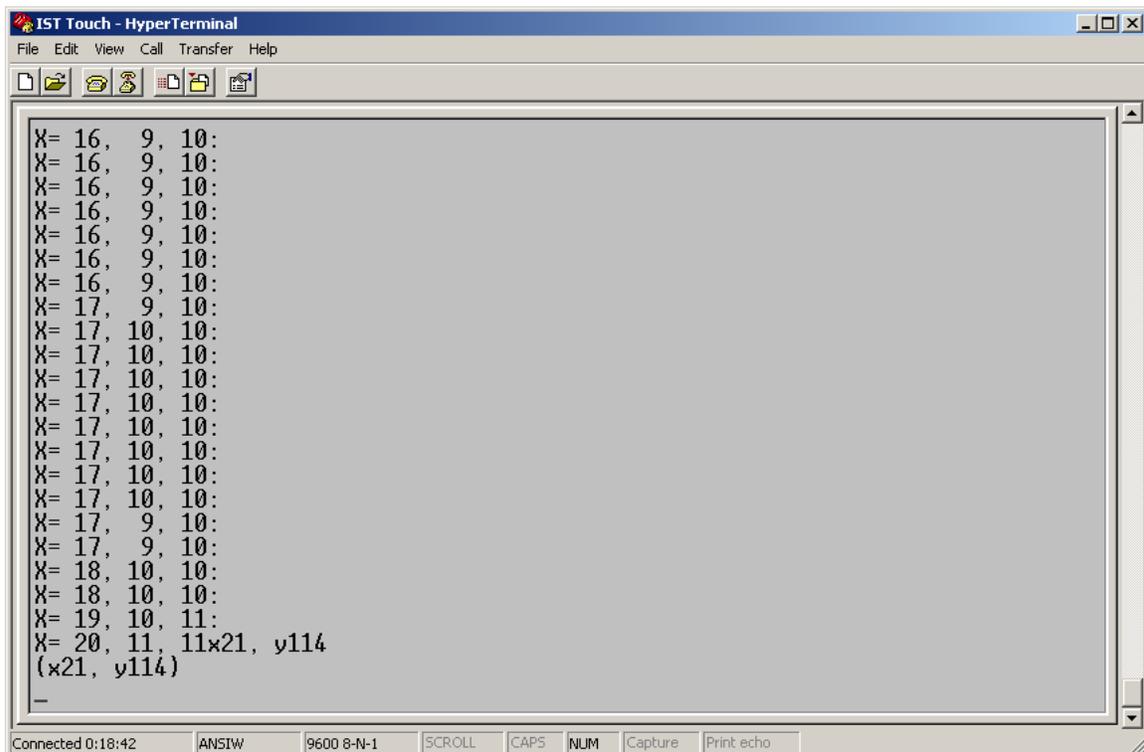
```
X= 16,  9, 10:
X= 16,  9, 10:
X= 16,  9, 10:
X= 16,  9, 10:
X= 16,  9, 10:
X= 16,  9, 10:
X= 16,  9, 10:
X= 17,  9, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17, 10, 10:
X= 17,  9, 10:
X= 17,  9, 10:
X= 18, 10, 10:
X= 18, 10, 10:
X= 19, 10, 11:
X= 20, 11, 11x21, y114
(x21, y114)
```

This is a double break, and either you are accidentally breaking the beam somewhere else, or more then one LED is sensing at once. If you see any false or double breaks the unit is most likely damaged and will need to be sent back for service.

If you have further question regarding the Touch Screen please call IST customer service at 1-866-TEAM-IST ext 123