Touch failure or does not work properly might contributed by following reasons:

1. Integration or cable connection:

1.1 Usually front bezel of touch monitor crossover active region of touchscreen will cause constant touch on edge.

1.2 Bad contact of internal cables for touchscreen, controller, and connector PCB, or external USB/RS232 cable between touch monitor and PC.
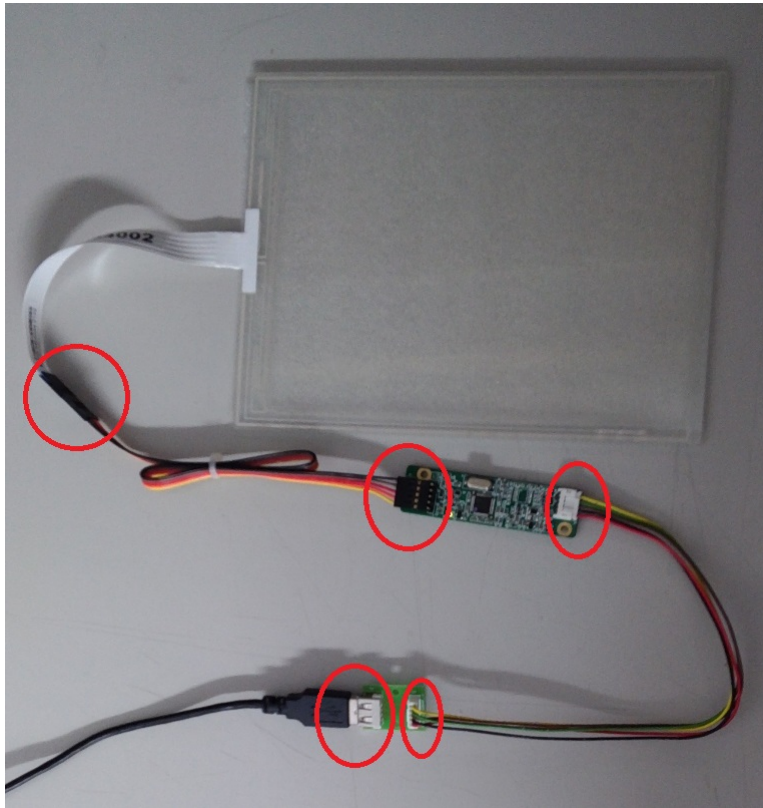


1.3 USB cable supply 5Vdc +/- 5% to controller from PC side, the power consumption of controller is about 100mA, if USB cable length too long made voltage drop or signal attenuation then touch will not work properly.

1.4 Serial RS232 controller requires 5Vdc supply by touch monitor internally.
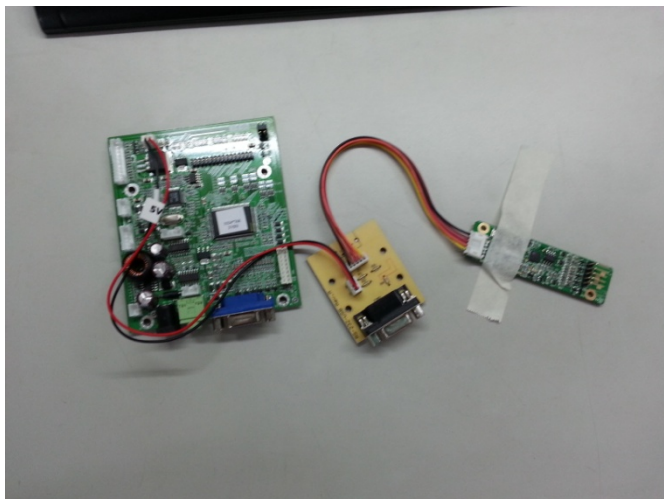
2   Software:

It's better to uninstall other touch driver completely before install resistive touch one. Touch driver/tool does not installed properly or confliction with others will cause touch malfunction.

3   Touch controller:

3.3 When touch driver tool install in system, for example, most of resistive touch will installeGalaxtouch of EETI, when touch connect to PC via USB or RS232, the tool will show touch device (USB or RS232) and in device manager of Windows OS, in "Mice and other pointing devices" will show "Touch Screen Controller (Universal)" or "Serial Touchscreen Controller (ComBus)".

3.4 Without touchscreen connect to controller, normally with controller connect to PC only can run calibration function of touch tool. If controller can run to"4 Points Calibration", and by"Clear and Calibrate" then escape the job the "Linearization Curve" will be cleaned to default, that means controller is normal, otherwise failure of controller.
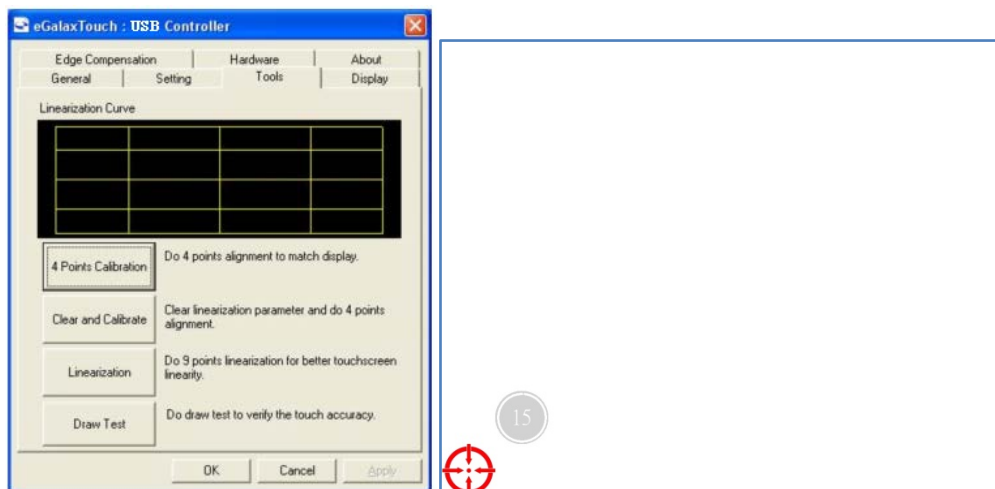


3.5 The LED indicator of controller will light on immediately to response to user point touch on touchscreen.

4   Touchscreen issues:

   4.1 Bad linearity:

First run "clear and calibrate" and set tool parameter to default with edge compensation, then by "draw test" of tool to confirm linearity issue.Check cable betweenTouchscreen and controller without bad contact. It's better to remove bezel form touch screen if possible make sure no constant point at edges. Inspect edge and surface if Touchscreen got crack or damage.
The followingpicture shows touchscreen failure that with crack at corner.
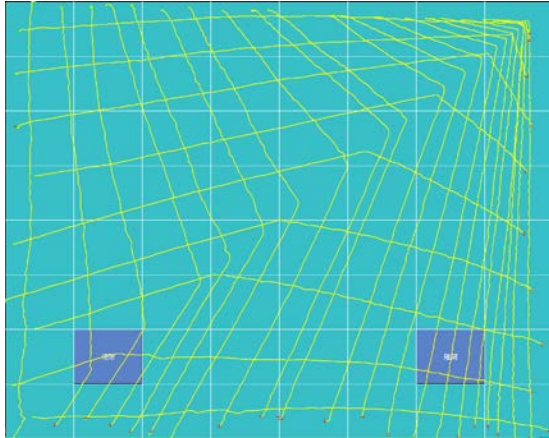


   4.2 Large offset:

Check if touch slip or displacement in assembly, and set the "edge compensation" settings to default and do "clear and calibrate".

   4.3 Failure by Intermittent, sometimes can work sometimes not:

Check if cable with bad contact and do "clear and calibrate".

5   Tip for troubleshooting

If you have good cable, controller or touchscreen, by replacement will be quick method to diagnosis failure part.