

Frequently Asked Questions

Before contacting NextWindow's technical support, check the following frequently asked questions and answers. If you are experiencing a problem with one of NextWindow's touchscreens, there could be a simple solution below that would quickly get your application up and running and save you time.

Note

Some of the following solutions require you to run the **USB Config** program. For further information on this, see the [USB Diagnostics](#) page.

Serial Number, Model Number and Firmware Version

If you need to contact NextWindow technical support, please list the model number and serial number of your touch screen. These numbers are printed on a label on the back of the unit. In case the label is obscured, the numbers can also be displayed by the USB Config program.

In USB Config, the Info tab displays the serial number, the model number and the firmware version of the unit.

Touch screen does not respond at all

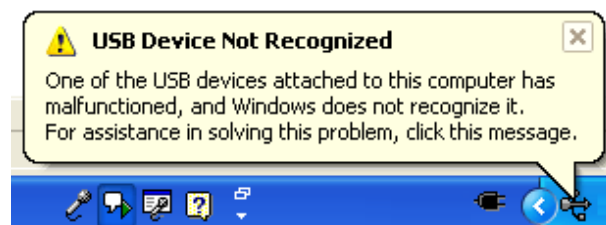
When you connect power to the unit, and each time you touch the screen thereafter, the touch screen should beep. If not, check the following:

(Note: This does not apply to the 1900 model, which is USB powered.)

- The power supply unit is the one provided by NextWindow.
- The power supply unit is plugged in to the mains electricity supply.
- The mains electricity supply is switched on at the wall.
- The 12 VDC cable is connected to the touch screen.

“USB not recognized” message appears on screen

Or, touch screen beeps but does not operate correctly



This may occur if you connect the USB cable before connecting the power. To fix the problem, disconnect the cables, and then re-connect in the following order:

(Note: This does not apply to the 1900 model, which is USB powered.)

1. Connect the 12 VDC power cable.
2. Connect the USB cable.

The computer should then correctly detect the USB device (the touch screen).

Touch produces erratic responses on screen

This can occur if the touch screen has not been calibrated correctly. To fix the problem, re-calibrate. If you cannot calibrate the touch screen, contact [NextWindow Technical Support](#).

Portrait Mode and Landscape Mode

NextWindow's touch screens can be installed in portrait or landscape orientation. The calibration procedure allows the touch screen to align itself correctly with the picture on the display screen. Note that, the display itself may need software to rotate the picture into portrait orientation.

Identifying the camera locations

NextWindow's touch screens incorporate two small cameras in two adjacent corners of the screen. For diagnostic purposes, it may be necessary to identify the cameras. The cameras are always numbered '1' and then '2' in a clockwise direction. In other words, the first camera you see when you follow around the edge of the screen in a clockwise direction is camera 1; the next is camera 2. For example, if the cameras are on the top of the screen, the top left is camera 1 and the top right is camera 2.

On some products, the section that supports the two cameras and the connections to the touch screen is known as the "camera bar."

You can rotate a NextWindow's touch screen to the required orientation, fix to the display screen, and then calibrate.

The optimum position of the camera bar for different models is as follows.

2101 Models

The 2101 touch frames normally have the camera bar at the top for both portrait and landscape applications.

2400 Series Models

The camera bar must be on the top for portrait mode.

The camera bar can be on the left or right for landscape mode. The normal convention is to have the camera bar on the left of the screen - then camera 1 is at the bottom left corner and camera 2 is at the top left corner.

Touch screen behaves erratically after calibration

This can be caused by interference from a nearby light source, such as a halogen light.

Background light interference can be filtered using USB Config as follows. Go to the Cameras tab. Select the frequency of the mains electricity in your country. For example, Europe is 50 Hz and North America is 60 Hz. This will synchronise the camera sensors with the lights and prevent interference.

Also, tilting or turning the screen away from the light source can reduce the effects of lights.

See also our [Lighting FAQ](#) page.

Where is the calibration key / button?

The default calibration key is the Scroll Lock key on a computer keyboard. The default way to start a calibration is to press the scroll-lock key 6 times. In addition, a recessed hardware button is located on the touch frame components and can be used to start the calibration procedure with one press.

How do I turn the beeping sound off?

In USB Config, go to the General tab and set the buzzer time to zero.

How do I disable right mouse click?

For some applications, such as kiosks, it may be necessary to disable the right-click option so that users cannot access operating system functions. To disable the right-click option, go to the Mouse tab in USB Config and set Right Click Delay to zero.

Can I use an Apple computer with the touch screen?

Answer - Yes.

Plug in the USB cable and wait for the computer to recognise the USB device. Start the calibration procedure using the recessed button on the touch screen. If you want to change any of the default settings, you can run USB Config on a PC connected to the touch screen before connecting the Apple computer.

Working with Macromedia Flash?

A Macromedia Flash application sometimes needs a double tap but works fine with a normal mouse click.

Macromedia Flash and Director have a "rollover" state on buttons. Touch screens, however, do not have this luxury. So you can either remove the rollover state from your code or set the drag threshold of the touch panel to as low as possible (but not 0%).

To set the drag threshold, go to the Mouse tab in USB Config and set the drag threshold to 0.5%.
