

# Installation Guide

## TouchPanel Driver TouchWare

### Important

Please read this Installation Guide carefully to familiarize yourself with safe and effective usage.

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# Introducing TouchWare

TouchWare is the driver software necessary to use NANA O touch panel monitors (EIZO FlexScan L\*\*\*T-C Series) with Windows 2000 or XP.

## About this Guide

- This Guide describes how to install and uninstall TouchWare, and important precautions. For details about settings, refer to the Help of the software.
- The screen shots used in this manual are taken from 3M products.

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# 1. Setting Up

## 1-1. System Requirements

TouchWare operates under the system shown below.

OS	<ul style="list-style-type: none"> <li>• Windows 2000 Service Pack 4</li> <li>• Windows XP Service Pack 3 (32 bit)</li> </ul>
Monitor	EIZO FlexScan L***T-C series

## 1-2. Installing TouchWare

### Note

- When reinstalling TouchWare, restart the PC after uninstalling TouchWare, and then install it again.

- 1 Connect the PC and the monitor using the signal cable that matches the type of the connector**
- 2 When using the RS-232C cable, connect one end of the cable to the RS-232C port of the monitor and the other end to the COM port of the PC**

### Note

- Do not use a conversion adapter for connection. The touch panel display may not work properly.
- When using the USB cable for connection, be sure to connect the monitor to the PC after installing TouchWare.

- 3 Connect the power cord to the power connector and the power outlet**
- 4 Turn on the monitor**
- 5 Turn on the PC, and log on to the user account that has the “Administrators” privilege**

For user account privilege settings, contact your system administrator.

- 6 Insert the “EIZO Touch Panel Disk” CD-ROM into the CD-ROM drive**

The menu opens automatically.

### Tips

- If the menu does not open automatically, double click “Launcher.exe” from the drive into which the “EIZO Touch Panel Disk” CD-ROM has been inserted. The menu starts up.

## 7 Install TouchWare

Click [Touch Panel Driver (Windows 2000/XP)] on the “Drivers” tab to start the setup wizard. Follow the instruction of the menu to install TouchWare.

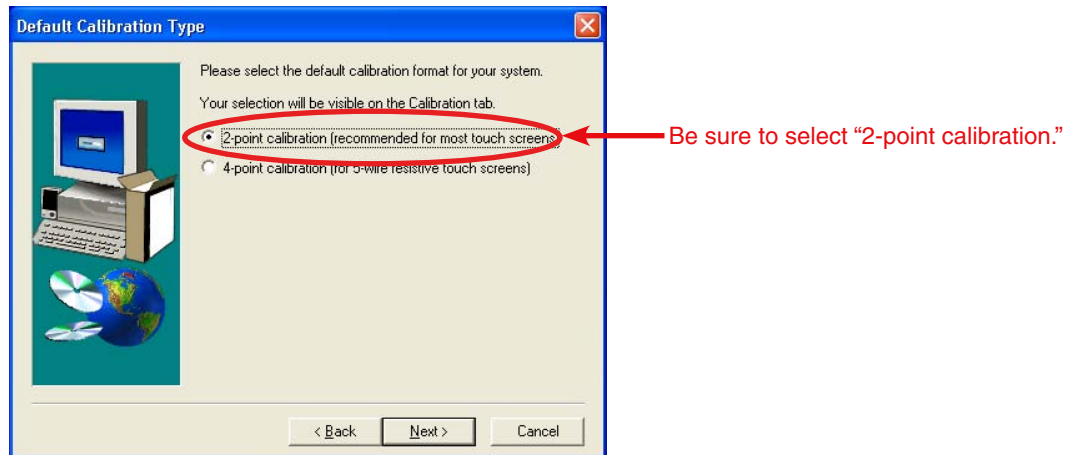
### Note

- Cautions for installation

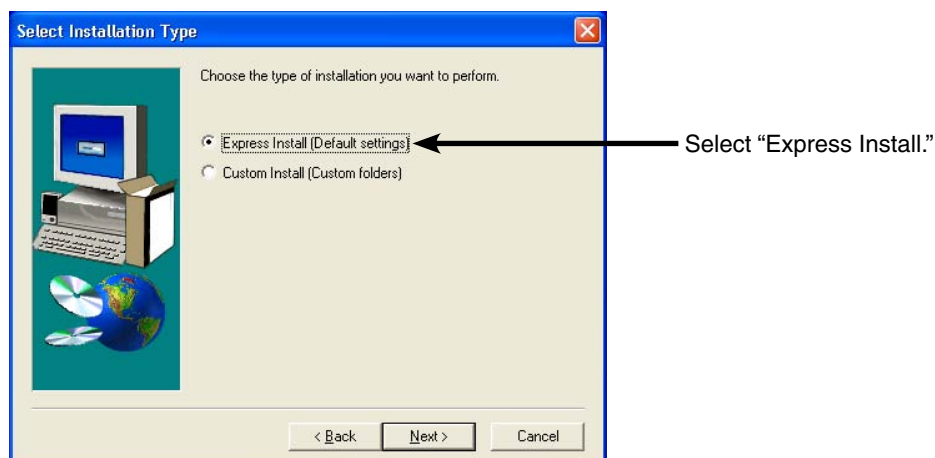
Be sure to select the indicated options in the following windows:

- On the “Default Calibration Type” window

(When using the RS-232C cable to connect your monitor to the PC)



- On the “Select Installation Type” window



- 8 When using the RS-232C cable to connect the monitor to the PC, connect the USB cable to the USB port (upstream) of the monitor and the USB port (downstream) of the PC after installing TouchWare

- 9 Restart the PC

### Note

- Although the window asking you to perform calibration appears, be sure to restart the PC first.

- 10 Perform calibration

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## 1-3. Uninstalling TouchWare

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**Note**

- Cautions for uninstallation
    - Be sure to follow the procedure described below when uninstalling TouchWare.  
If uninstalling it from [Control Panel], reinstallation and overwrite installation cannot be performed.
    - Before uninstalling TouchWare, be sure to exit all touch panel setting windows such as the calibration window and the TouchWare control panel.
    - When connecting the monitor to the PC using the USB cable, do not remove the USB cable until uninstallation is complete.
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- 1 Log on to the user account that has the “Administrators” privilege**
- 2 Click [Start] - [(All) Programs] -[TouchWare] - [Uninstall TouchWare]**
- 3 Restart the PC**

## 2. Cautions for the Use of the Touch Panel

### While starting the PC and monitor

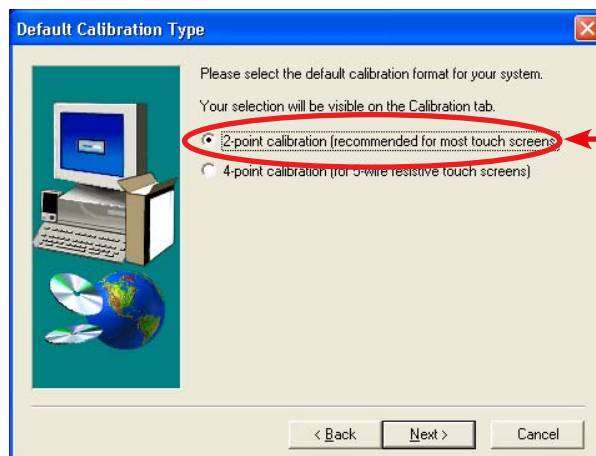
- Do not touch the touch panel.  
It may cause the incorrect cursor position or disable the touch operation.

### About the PC settings

- Do not setup the “System standby” function for the PC.  
When the PC is in system standby status, the PC cannot be resumed by touching the touch panel. Operate the mouse or the keyboard to resume the PC from system standby.  
When using Windows 2000, the touch panel does not work after resuming from system standby. In this case, restart the PC.

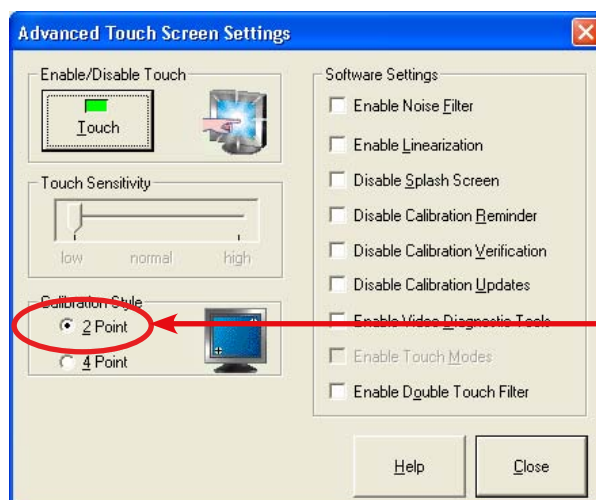
### About the Calibration Type setting

- Be sure to select “2-point calibration” for the calibration type.  
If you select “4-point calibration,” the touch panel may not work properly.
  - When installing TouchWare (using the RS-232C cable to connect the monitor and the PC)  
“Default Calibration Type” window



Be sure to select “2-point calibration.”

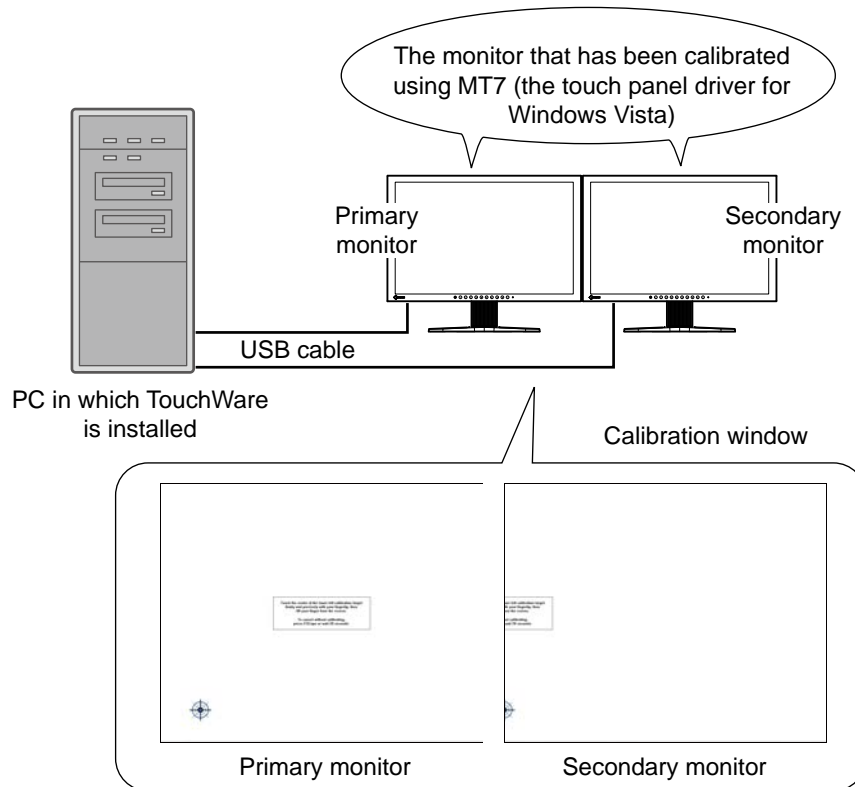
- When setting Advanced Touch Screen Settings  
(On the “Tools” tab in the [TouchWare Properties] dialog, click [Options...] – [Advanced...] to display the “Advanced Touch Screen Settings” window.)



Be sure to select “2 Point.”

## During calibration

- Do not put your hands or any metal close to the screen because the screen is susceptible to the dielectric object.
- In the multiple monitor situation that meets both of the following conditions, the calibration window for the secondary monitor may not appear in the correct position and calibration may not be performed correctly:
  - The monitor is connected to the PC using the USB cable.
  - The monitor that has been calibrated using MT7 (the touch panel driver for Windows Vista) is connected.





In this case, follow the procedure below to restore the screen of the monitor.

1. Connect the PC in which TouchWare is installed and the monitor for which the calibration window position is incorrect using the USB cable. (Connect all monitors you want to restore.)
2. In the CD-ROM drive in which the "EIZO Touch Panel Disk" CD-ROM is inserted, open the folders [Software] – [TouchWare] – [Patch], and then double-click "TouchWareUSBRestore.exe."
3. Confirm the displayed message, and click [Start].  
The screen is restored.



When restoration is complete, calibrate the monitors again.

After restoration, the touch marker of the calibration window may be different from before, but there is no difference in its function and performance.

Before restoration	After restoration
	

## 3. Troubleshooting

If a problem still remains after applying the suggested remedies, contact your local dealer.

Problems	Possible cause and remedy
<p><b>1. The following message is displayed:</b>            Message:            "Setup has detected that unInstallShield is in use. Please close unInstallShield and restart setup. Error 432."</p> 	<ul style="list-style-type: none"> <li>This message is displayed when installing or reinstalling TouchWare. The user account you have logged on does not have the "Administrators" privilege. Log on to the user account that has the "Administrators" privilege, and install TouchWare again.</li> </ul>
<p><b>2. The following message does not disappear:</b>            Message:            "Do not touch the screen. Touch screen data is being saved."</p> 	<ul style="list-style-type: none"> <li>Restart the PC.</li> </ul>
<p><b>3. The cursor does not appear on the touched position. They become point symmetric with respect to the center of the screen.</b></p>	<ul style="list-style-type: none"> <li>Click the [Calibrate] button in the "Calibrate" tab on the [TouchWare Properties] dialog to calibrate the screen.</li> </ul>
<p><b>4. The cursor does not appear on the touched position, or does not operate properly.</b></p>	<ul style="list-style-type: none"> <li>Connect the monitor to the PC with the cable indicated in the Setup Manual or User's Manual of the monitor. Using a conversion adapter, the touch panel may not operate properly.</li> <li>If the touch panel is dirty, the touch panel may not operate properly. Refer to the User's Manual of the monitor to clean the touch panel.</li> <li>Do not touch the touch panel while the PC or monitor is starting. It may cause the incorrect cursor position or disable the touch operation. Leave the touch panel untouched for approximately two minutes, or turn on and off the monitor. If the problem persists, click the [Calibrate] button in the "Calibrate" tab of the [TouchWare Properties] dialog to calibrate the screen again.</li> <li>If [Touch Mode] is set to "Drawing" in the "Touch Settings" tab of the [TouchWare Properties] dialog, select a setting other than "Drawing."</li> </ul>
<p><b>5. (When using the USB cable to connect the monitor to the PC)            Touch operation is disabled.</b></p>	<ul style="list-style-type: none"> <li>Touch operation may be disabled because of the following:               <ul style="list-style-type: none"> <li>You have installed TouchWare with the USB cable connected.</li> <li>You have uninstalled TouchWare with the USB cable disconnected.</li> </ul> </li> </ul> <p>In this case, reinstall TouchWare following the procedure below:</p> <ol style="list-style-type: none"> <li>Log on to the user account that has the "Administrators" privilege.</li> <li>Uninstall TouchWare with the USB cable connected.</li> <li>When uninstallation is complete, disconnect the USB cable.</li> <li>Restart the PC.</li> <li>Reinstall TouchWare.</li> <li>When reinstallation is complete, connect the USB cable.</li> </ol>



Problems	Possible cause and remedy
6. <b>Cursor is jittery.</b>	<ul style="list-style-type: none"> <li>When multiple monitors are placed close to each other, leave space between monitors.</li> </ul>
7. <b>“CBL Error” appears in [Controller Information] - [Touch Screen Status] in the “Hardware” tab of the [TouchWare Properties] dialog.</b>	<ul style="list-style-type: none"> <li>This may appear when using the USB cable to connect the monitor to the PC, but does not affect the operation.</li> </ul>
8. <b>(When using the monitor in the multiple monitor situations) When you try to calibrate the monitors, the calibration window for the secondary monitor does not appear in the correct position.</b>	<ul style="list-style-type: none"> <li>This may occur when the monitor that has been calibrated using MT7 (the touch panel driver for Windows Vista) is connected to the PC using the USB cable. Follow the procedure below to run the correction program. <ol style="list-style-type: none"> <li>Connect the PC in which TouchWare is installed and the monitor for which the calibration window is not displayed in the correct position using the USB cable. (Connect all monitors you want to restore.)</li> <li>In the CD-ROM drive in which the “EIZO Touch Panel Disk” CD-ROM is inserted, open the folders [Software] – [TouchWare] – [Patch], and then double-click “TouchWareUSBRestore.exe.”</li> <li>Confirm the displayed message, and click [Start].</li> </ol> </li> </ul>



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