

## Touch Troubleshooting

### WARNING

DO NOT try to install any touch drivers. The below instructions apply to T1V and T1V-certified touchscreen display systems. Any non-approved touchscreen display systems are not supported by T1V.

### WHAT YOU'LL NEED

- MultitouchCalibrate App
- USB mouse and keyboard

### IF EXPERIENCING ISSUES WITH TOUCH, FOLLOW THESE INSTRUCTIONS:

1. Plug in a USB mouse and keyboard
2. Type Command Q; enter password where prompted (note: a password may or may not apply to your account)
  - Go to Finder > T1V Apps Folder > MultitouchCalibrate
  - Double click to launch MultitouchCalibrate
  - Look for touch sensor name to appear
    - i. If touch sensor name does not appear, will read 'No Touch Device Connected'.
      - Make sure touch sensor is plugged in / powered on
    - ii. \*If it says PQ Lab Connected, go to step 3.
  - Drag finger across the touchscreen - a line should appear just behind your touch
    - iii. If nothing happens, you should now calibrate your touchscreen.
      - Tap 'Calibrate' button, then tap on all 'X's that appear in each of the four corners of the display. When you tap on the 'X', it should turn into a check mark. If it doesn't turn into a check mark, something is wrong with the sensor.
      - Check calibration
        - a. Open a sketch (located in the bottom tray of the Canvas) and drag to the upper left corner of the ThinkHub Canvas. Draw an 'X.' Then, draw two lines (one vertical, one horizontal) that will bisect the center of the 'X.' This is how you'll be able to see if the touch calibration of your touchscreen is accurate. Replicate this exercise in all four corners of the ThinkHub Canvas.
        - b. If calibration is misaligned, recalibrate by tapping the 'calibrate' button
3. If MultitouchCalibrate says PQ Lab Connected...
  - a. Try to draw. If still not working, Launch the PQ Lab Multitouch Platform software.
  - b. The serial number of the sensor should show up
    - i. If serial number doesn't show up, something is wrong with the sensor, or it's not connected
      1. Try rebooting

2. Reset all hardware cables
  - ii. Run Multitouch Platform Calibration routine
  - iii. Run MultitouchCalibrate Calibration routine

If touch is still not responsive, contact T1V Support.