

## **Magic Touch Troubleshooting Guide**

Controller: Pro      Operating System: Windows NT4.0.

<b>Problem Observed</b>	<b>Possible Causes</b>	<b>Suggested Solutions</b>
1. No response to the touch.	1.1. Touch screen cable is not connected properly to the	Make sure the touch screen cable is connected to the controller box. When the screen is touched, the light on the controller box should dim.
	1.2. Installed the wrong driver.	Make sure the installation diskette used is labeled for Pro and WinNT4.0. If wrong driver has been installed, run uninstall to remove it.
	1.3. The driver is out of dated.	Check the driver download page (at <a href="http://www.magictouch.com">www.magictouch.com</a> ) to compare the version listed with the one printed on your diskette label. If it is different, uninstall your driver. Download and install the new one.
	1.4. The driver was not installed correctly.	The driver must be installed with the administrator's password logon. See User's Manual.
	1.5. The com port setting is not correct.	The default com port is com2. Open the touch panel icon and change it to com1. Restart the computer. If it still doesn't work, switch to a different com port, if available.
	1.6. The com port or the controller box is defective.	Run TEST from the diskette as instructed in your User's Manual. If testing failed (controller error), try it on a different com port or computer, if available. If the controller is defective, contact tech support to report problem code: ProNT01.
	1.7. Other touch screen driver may be installed previously.	Make sure all the previously installed touch screen drivers are removed before installing Magic Touch driver.
	1.8. The touch screen panel may be defective.	The light on the controller box dims when the screen is touched. If the light on the controller box does not respond to the touch, contact tech support to report problem code: ProNT02
2. The touch position is not accurate.	2.1. The screen needs to be calibrated.	Make sure to use the stylus to touch the center of each X, one at a time (total 3 X's).
3. The touch position is accurate in most areas, but off a lot in certain area.	3.1. The touch screen may have linearity problem.	Open the paint program and use stylus to draw horizontal and vertical lines on the screen. If the line is curved in certain area, contact tech support to report problem code: ProNT03
4. The cursor keeps jumping to certain area, or is stuck	4.1. The touch screen may have shorts.	Contact tech support to report problem code: ProNT04.
5. Touch screen does not work in certain program.	5.1. The program may not be a Windows mouse program.	Touch screen is only compatible with Windows mouse-driven programs. The typical application is for left mouse button clicking or dragging.
6. A serial mouse is plugged through the controller and it does not work.	6.1. Only the mouse with Microsoft compatible format can work in this connection.	Devices, such as track ball, touch pad, mouse with a middle wheel, or any thing requires its special driver, won't work when plugged through the Pro controller. A serial mouse can be checked if it is Microsoft compatible by running mdet in TEST under DOS (the mouse must be connected to com port directly).