

Magic Touch Troubleshooting Guide

Controller: USB Operating System: Windows 2000.

Problem Observed	Possible Causes	Suggested Solutions
1. Windows did not detect Magic Touch as a new hardware.	1.1. The controller box is not connected to USB port, or the port is defective.	Check the connection. Try a different USB port, if available.
	1.2. The Windows was not logged on correctly.	The driver must be installed with the administrator's password logon.
	1.3. The controller may be defective	Contact tech support to report problem code: USB2K01
2. No response to the touch.	2.1. 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.
	2.2. Installed the wrong driver.	Make sure the installation diskette used is labeled for USB and Win2000. If wrong driver has been installed, run uninstall to remove it.
	2.3. The driver is out of dated.	Check the driver download page (at www.magictouch.com) 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.
	2.4. The driver was not installed correctly.	The Windows must detect the controller as a new hardware, but the driver is installed by running A:\setup. See readme file on the diskette.
	2.5. Other touch screen driver may be installed previously.	Make sure all the previously installed touch screen drivers are removed before installing Magic Touch driver.
	2.6. 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: USB2K02
3. The touch position is not accurate.	3.1. 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).
4. The touch position is accurate in most areas, but off a lot in certain area.	4.1. 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: USB2K03
5. The cursor keeps jumping to certain area, or is stuck	5.1. The touch screen may have shorts.	Contact tech support to report problem code: USB2K04.
6. Touch screen does not work in certain program.	6.1. The program may not be a Windows program, or not a mouse-driven	Touch screen is only compatible with Windows mouse-driven programs. The typical application is for left mouse button clicking or dragging.