CyberTouch

Infrared Multitouch Monitor Set Up Instructions

Driver Download Manual for Advanced Infrared Touch Monitors

- 2, 6, 12, 32 & 40 simultaneous touch points

- USB 2.0 HID compliant

- Compatible with the following Infrared product lines:

    - Rio
    - Echo/Echo-H
    - Moto/ Terra/Mono
   - Photon/Invidia

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Thank you for your recent CyberTouch multitouch monitor order! In this manual, you will find step-by-step instructions to get your multitouch monitor up and running. From downloading drivers to trouble-shooting, these instructions should provide you all the information needed to start using your new monitor. If you have followed all the instructions and you're still having issues, we're happy to have our technical team walk you through it.
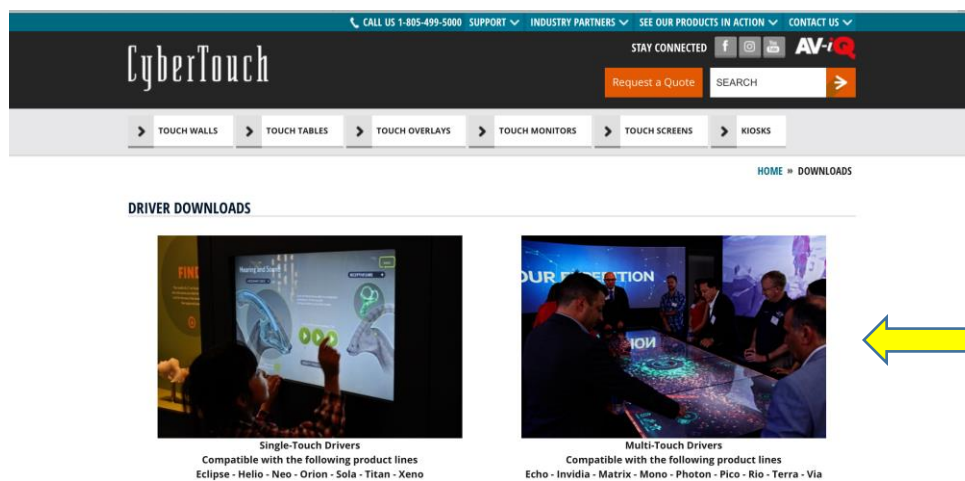
via email: software@cybertouch.com
via phone: 805.499.5000 x 5220

PLEASE KEEP USB CABLE UNPLUGGED DURING INSTALLATION!

1. If the monitor did not come with a Driver CD, please:
    a. Go to our website, www.cybertouch.com.
    b. On the top blue column under the "Support" drop-down click "Downloads".
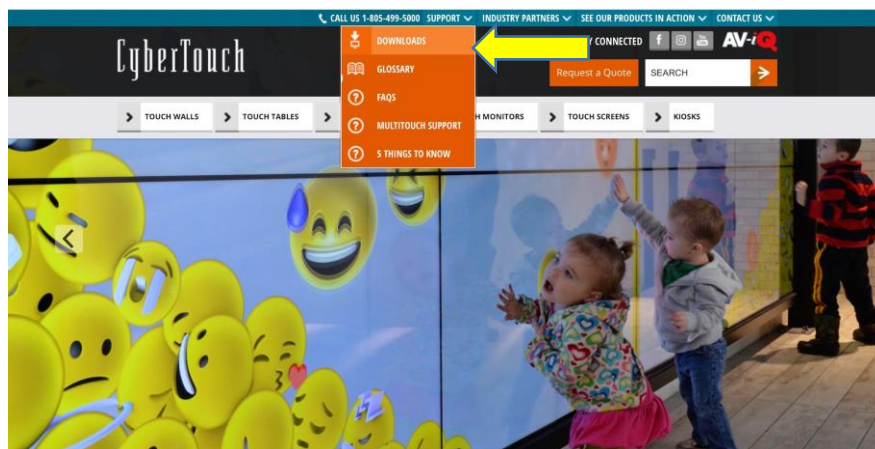
2. Once on the "Driver Downloads" page, choose "multitouch".

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Setup Instructions for Mac OS:

Setup: Plug USB/DC Cable And Calibrate

- Once your PC has booted up, plug in the USB cable and power cable that was provided. **(note: if your monitor(s) does not have a DC jack, just plug the USB cable) (Fig.1)**
- Go to your *Application* folder and open the *MultiTouch Platform App*.
- Your *Platform* should look similar to this image. (*Fig.2*)
- Click "*Calibration*" and follow the onscreen instructions.
- If there is any issue, please contact tech support.

Fig.1
INSTRUCTIONS

USB
DC JACK (5V/4A)

Fig.2

Version:4.1405 (build 110259)   PQ Labs MULTITOUCH PLATFORM

INFORMATION

Overlay connected

Serial Number: Firmware Version:
IL2211012448   6.06.0012

Hardware Version:
2.10

OPTIONS

TUIO   ON
IP: 127. 0. 0. 1
Port: 3333

Flash TUIO   ON
Port: 3000

CALIBRATION

Please make sure:

A. The touch screen is correctly connected.

B. Do not touch the screen during the process.

C. No strong ambient light during the process.

Enable Mouse/
Keyboard Simulation   ON

Log Touch Data   OFF

Night Club Mode
(Where ambient light
flashing frequently)   OFF

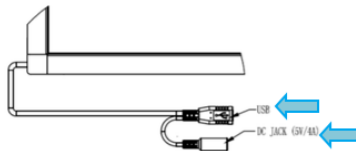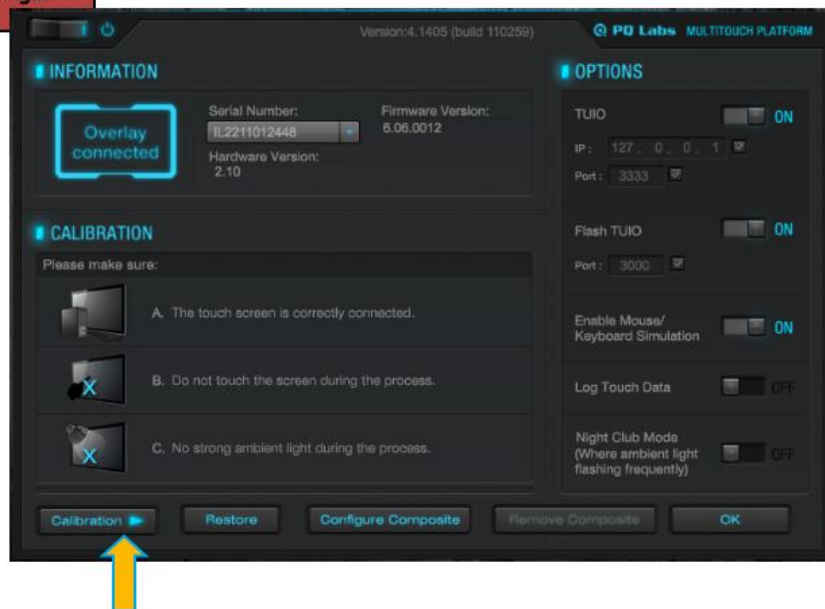Calibration ▶   Restore   Configure Composite   Remove Composite   OK
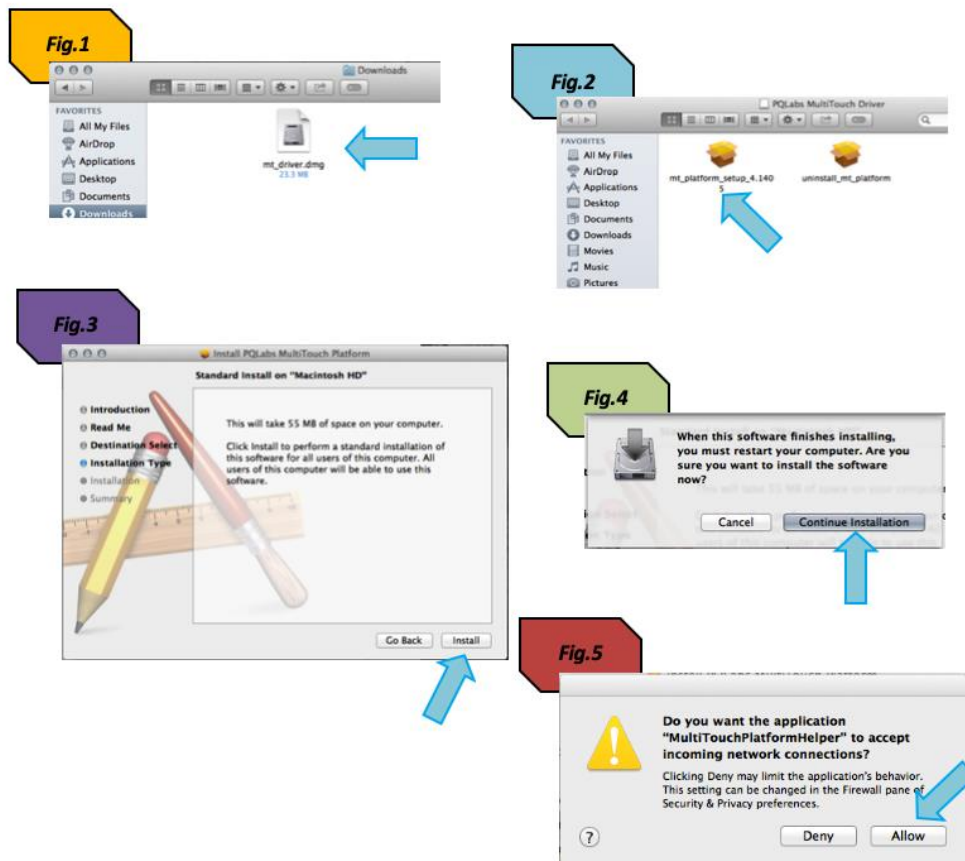
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Setup Instructions for Mac OS part 2:

Setup: Install

- Locate the downloaded file (*mt_driver.dmg*) and double click to begin installation. (*Fig.1*)
- Open *mt_platform_setup_#.####*. (*Fig.2*)
- Continue clicking *Continue* in the setup, then click *Install*. (*Fig.3*)
- To complete the installation, please save any open files or application(s). You will be asked to restart your computer once installation finishes. Click on *Continue Installation*. (*Fig.4*)
- On the *pop up*, click *Allow.* **(Note: You may be asked to download or update Adobe Air. Please do so.) (*Fig.5*)**
- Once installation is complete your computer will ask you to *Restart*. If not, please do so.

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Setup Instructions for Windows OS:

Setup: Install

Locate the downloaded file (*mt_driver_kit*) and double click to begin installation. (*Fig.1*)
- Click **next** on the set up page. (*Fig.2*)
- Keep the *Destination Folder* as is. And click **Install**. (*Fig.3*)
- To complete the installation, please save any open files or application(s). Select **Reboot now** and click **Finish**. (*Fig.4*)
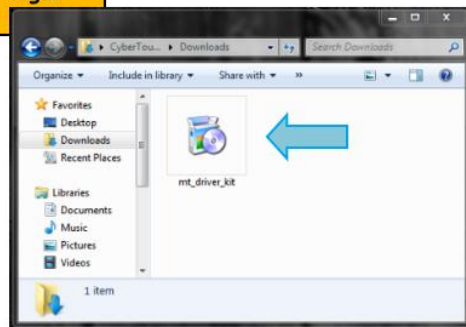
Fig.1

Fig.2

Fig.3

Fig.4

© CyberTouch   853 Lawrence Drive   Newbury Park, CA 91320   (805) 499-5000
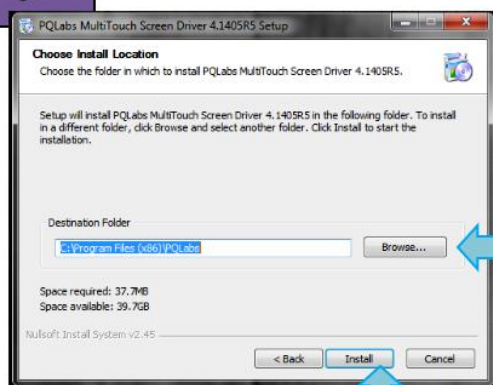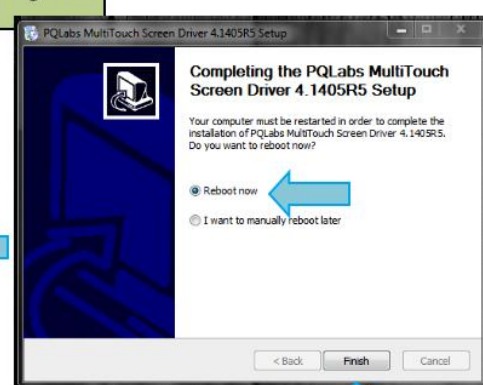
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Setup Instructions for Windows OS continued:

Setup: Plug USB/DC Cable

- Once your PC has booted up, plug in the USB cable and power cable that was provided. **(note: if your monitor(s) does not have a DC jack, just plug the USB cable) (*Fig.1*)**
- Let Windows finish detecting the device and installing the remaining touch drivers. **(*Fig.2*)**
- Once completed, your PC may ask you to *Restart*. If it does not, restart anyway to save current settings. **(note: please save any open files then restart your PC.) (*Fig.3*)**
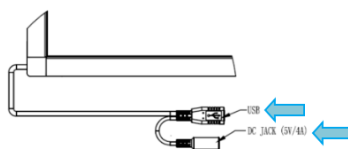
Fig.1
INSTRUCTIONS

USB
DC JACK (5V/4A)

Fig.2

Driver Software Installation

Your device is ready to use

USB Composite Device	✓ Ready to use
USB Input Device	✓ Ready to use
Pqlabs Multi-Touch Bulk Driver Plus	✓ Ready to use
HID-compliant device	✓ Finished, restart required

Close

Your device is ready to use
Device driver software installed successfully.

Fig.3

Microsoft Windows

You must restart your computer to apply these changes

Before restarting, save any open files and close all programs.
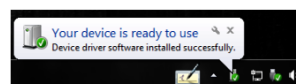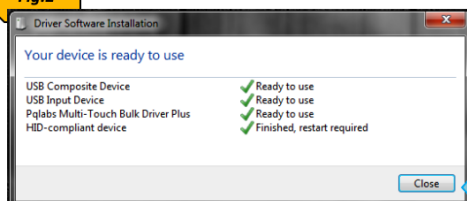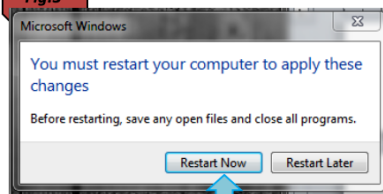
Restart Now   Restart Later

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Setup Instructions for Windows OS continued:

Setup: Calibration

- Once your PC has booted up, touch will be available.
- To finish, go to **START** menu – **ALL PROGRAMS** – *PQLABS SOFTWARE* – and click on the **MULTITOUCH PLATFORM** application.
- If your touch is off, click on *CALIBRATE* and follow the onscreen instructions.
- Please have everything checked, like the image below. (*Fig.1*)
- If your **STATUS** is displaying something other than, "*running ok*", please contact tech support.

Fig.1
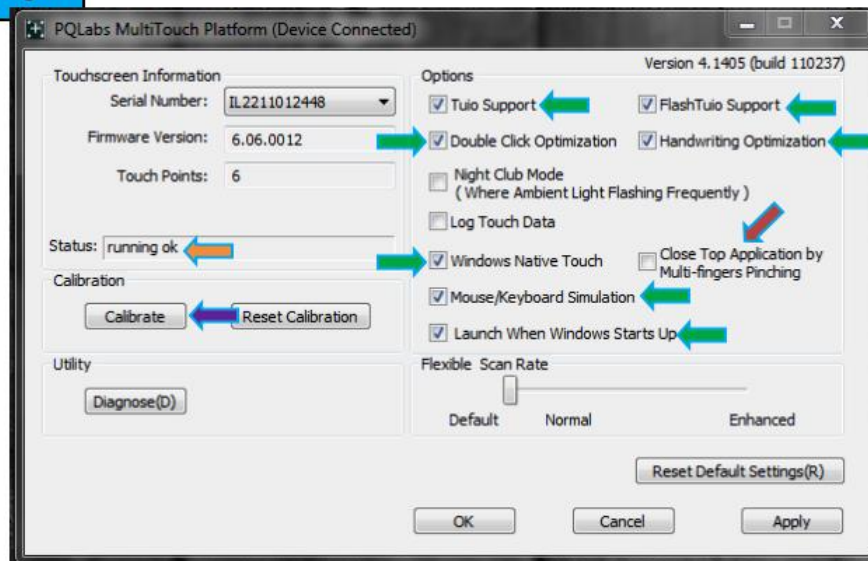
NOTE:

"*Close Top Application by Multi-Fingers Pinching*", uses *five* fingers to close any selected open *Apps*. When used on the **Desktop** screen, it will ask you if you want to shut down your PC.

- Five finger pinch gesture, to close Apps.
- Handy to use on Windows 8 and 8.1 (**single person desktop mode**)

Care and Maintenance of your CyberTouch Monitor

- After installation, prevent any dust or contamination from being introduced to the Touch Monitor.

- Dust particles and debris when accumulated on the IR sensors will interrupt proper operation of the Touch Monitor. In which case, the lower IR sensors must be cleaned with a microfiber towel and a light spray of ammonia-free foam cleaner.

- Never spray the foam cleaner directly at the glass, but at the microfiber towel; clean the glass making circular motions.

- Prevent any sharp and or heavy objects from coming into contact with the glass surface.

- Prevent any large amount of liquids being introduced to the Touch Monitor. Long term exposure to liquids will permanently damage the IR sensors.

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Trouble-Shooting for Advanced Infrared

This manual provides trouble-shooting solutions for problems that might occur during or after the installation of a CyberTouch product which utilizes advanced infrared touch technology.

A. Visual

1. Locate the USB and power jack originating either at the bottom left, or right hand corners of the monitor. Inspect both cords and ensure there is no physical damage.


2. After inspecting USB and power jack, conduct a thorough inspection of all Infrared sensors on the monitor. Look for any signs of physical discrepancies such as accumulation of dust on the sensor, scratches to the sensor or any signs of water damage.

3. After inspecting the USB and power jacks along with the Infrared sensors, do an overview of the safety glass, to ensure there are no signs of physical damage such as scratches or cracks.

4. If all visual aspects of your touch monitor are free of any signs of damage, please move on to the next section.

B. Electrical

1. Locate the power jack at either the bottom left, or right hand corners of the monitor. To be sure sensor is receiving proper voltage, use a volt Ohm meter to measure the voltage supplied by the power supply; it should read 5 volts and the power supply should be rated a minimum of 4 amps.

2. If the power supply and voltage readings are correct, using an iPhone on selfie mode, place the long side of the phone on the safety glass with the camera facing the Infrared sensor. Using this technique, you will be able to detect if the Infrared beams are transmitting.
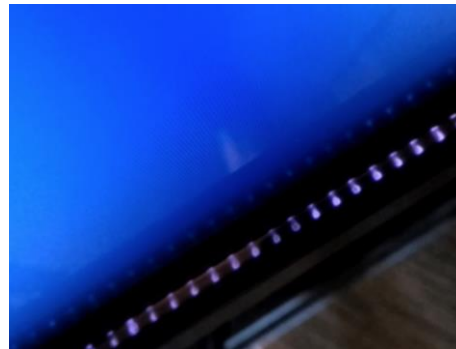
3. If both physical and electrical components of the touch monitor are functional, please move on to the next section.

C. Software

1. Make sure you have a computer that has drivers already downloaded and installed from the CyberTouch website.

2. Locate the USB and connect your computer to the touch monitor.

3. Once your computer recognizes the touch monitor, run a software diagnostic and send the report to software@cybertouch.com.

D. CyberTouch Technical Support

1. In an event where none of these trouble-shooting techniques remedy your touch monitor's error, please contact our Technical Support Team:

via email: software@cybertouch.com
via phone: 805.499.5000 x 5220

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WARRANTY

Products purchased directly from CyberTouch are guaranteed to be free from defects in material and workmanship for a period of one (1) year from the date of the original invoice. The warranty is made solely to the Customer at CyberTouch's sole obligation (and Customer's sole remedy). In no event shall CyberTouch be liable for any consequential damage or damages of any kind or nature alleged to have resulted from any breach of warranty.

It is the customer's responsibility to notify CyberTouch within 15 days of receipt of product of any defect of hardware goods. The Customer shall request a Return Material Authorization (RMA) prior to returning any product to CyberTouch. The Customer shall bear the expense of RMA product(s) return shipping to CyberTouch headquarters and repaired or replaced goods back to the Customer. If goods were not found to be defective, the Customer shall bear all reasonable expenses incurred in inspecting and testing the goods.

In all events, the Customer shall bear the risk of loss or damage during transit. This warranty covers defects in manufacturing discovered while using the product as instructed and intended. CyberTouch shall not be obligated to repair or replace goods rendered lost or stolen, any damage caused by improper installation or removal of components, defects, in whole, or in part, by causes external to the goods such as, but not limited to, natural catastrophes, power failure or transients, over voltage to interface, environmental extremes, abuse, neglect, improper use or maintenance and application of the goods, or unauthorized use, parts or repairs.

CyberTouch does not warrant the merchantability of the goods or their fitness for any particular purpose. CyberTouch makes no warranty with respect to any goods that are not manufactured by CyberTouch or manufactured specifically for resale by CyberTouch. CyberTouch makes no warranty express or implied, other than those specifically set forth herein.

TERMS AND CONDITIONS 2019

CyberTouch OEM is committed to provide quality products to our customers. In the event that you are experiencing problems with your CyberTouch OEM product (s) this guideline will provide information for contacting CyberTouch OEM's Technical Support and if needed, obtaining a Return Material Authorization number for the CyberTouch OEM product.

If you have purchased CyberTouch OEM hardware or CyberTouch OEM software, and experience any related issues, contact our technical support team:

> via email: Software@cybertouch.com
> via phone: 805.499.5000 x 5220

If the product is still under its original warranty you may request a Return Material Authorization (RMA) to Michelle Kay:

> via email: ctadmin@cybertouch.com
> via phone: 805.499.5000 x 5230

Please note the following exclusions:

- o Improper Use
- o Accident, abuse, neglect, fire lighting, water or other acts of nature
- o Improper installation or removal
- o Unauthorized repair; modification or damage through misuse; or by subsequent manufacturing or integration processes not approved by CyberTouch OEM
- o External product damage; including field damage
- o Unit(s) damaged in returns process

In order to obtain a Return Material Authorization (RMA) Number:

Please note: Custom-made items are not eligible for returns.

1.) Prior to returning the product, please email ctadmin@cybertouch.com or call 805.499.5000 x 5230 to obtain a Return Material Authorization. Please include part number(s), serial number(s) and date code(s) along with any relative supplemental information.

2.) CyberTouch OEM will email a corresponding RMA number and detailed shipping instructions, please note: sender is responsible for return shipping.

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3.) Once issued, the generated RMA number is valid for 15 days.

<u>General Shipping Instructions:</u>

1.) Please send to: 853 Lawrence Drive, Newbury Park CA 91320

2.) Label all boxes clearly with Return Material Authorization Number. Returns without an RMA number clearly marked on shipping boxes will not be accepted.

3.) Special attention must be paid to the proper packaging of CyberTouch OEM products to minimize shipping damage and allow for effective defect analysis. If you are shipping a monitor, please be sure to remove the base and placed separately in the box with the monitor. If a mount is attached to a monitor it must be removed before the shipment of the product back to CyberTouch. Products that are improperly shipped potentially damaging the product, will be documented and refused.

Please note: If you have a Touch Wall or Touch Table installed onsite and are unable to ship - CyberTouch technicians are able to travel for an onsite repair. Please email a@cybertouch.com or call 805.499.5000 x 4140 for more information.