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***NextWindow Touch Panel Overlay***

***2403 USB / Serial***

***Installation Guide***

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V1.4

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## **Terminology**

Display screen: refers to the plasma or LCD screen.

Touch panel: refers to the panel that fits over the display screen and provides the touch functionality.

Touch screen: refers to the combined product—the display screen and the touch panel.

## ***Introduction***

Congratulations on your purchase of a NextWindow 2403 Touch Panel Overlay. This product turns any large display, such as a plasma or LCD, into an interactive display. You can control a computer application simply by touching the screen.

The 2403 can be connected to the computer via a serial or USB cable, thus providing maximum versatility. The USB option is HID compliant, providing true plug-and-play operation, just like a USB mouse.

The main steps in installing the 2403 Touch Panel Overlay are as follows:

- Unpack the 2403 Touch Panel Overlay
- Fit the touch panel to the display screen.
- Connect all the cables.
- Perform a simple calibration procedure.

### **Touch + Software Suite**

- For USB communications, you do not need to install any software. However, an optional USB Configuration program that allows you to change various default settings is available in the Touch+ software suite.
- To use the serial option, you need to install the serial communications program, which is available in the Touch+ software suite.
- Touch+ can be downloaded from our webpage:  
<http://nextwindow.com/support/software/index.html>

### **Safety Note**

- For large touch panel overlays, two people may be required to install the touch panel safely.

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## ***Unpacking the Unit***

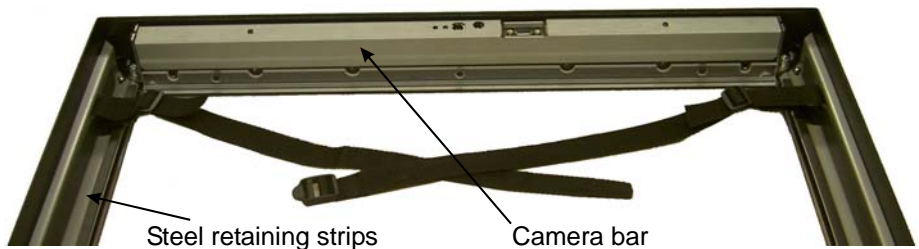
- Unpack the unit, taking care not to damage the surfaces..
- Check the product for any signs of damage in transit.
- Remove the protective tape from around the frame.
- Make sure the glass is clean, particularly the inside surface.

## ***Installation Requirements***

Once you have unpacked the unit, make sure you have the following:

- The display screen that you are going to mount the touch panel onto.
- The computer that runs your software application, including the cable that connects the computer to the display screen.
- The USB or serial cable to connect the touch panel to the computer.
- The 12 VDC power adaptor for the touch panel.

## ***Parts of the Touch Panel***



## ***Installation Instructions***

Different methods are used for different applications:

- For pedestal-mounted screens, the touch panel can be fitted to the screen where it stands.
- For wall-mounted screens, the screen may need to be removed from the wall first and then fitted to the touch panel.
- The installation may require two people.

### **Important**

Before you start:

- If the display screen's on/off button could be obscured by the touch panel, make sure the button is in the ON position before you install the panel, but make sure the screen is turned off by using the remote control unit or wall switch.

### ***Installing on Pedestal-Mounted Display Screens***

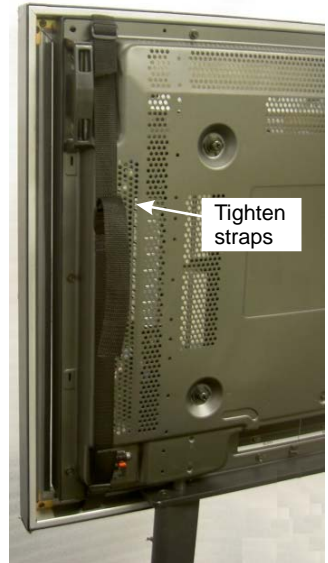
Lift the touch panel and place the camera bar end onto the screen first so that the camera bar fits snugly against the screen; then push the other end into place.

Landscape orientation—the camera bar can be on the left or right.

Portrait orientation—the camera bar should be on the top.



Tighten the straps firmly around the display screen, making sure that they do not cover any speaker connections.



## ***Installing on Wall-Mounted Display Screens***

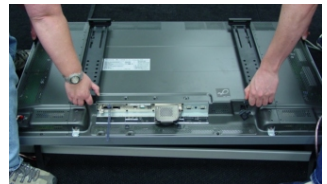
To install the touch panel on a wall-mounted screen, first remove the screen from the wall, and then place it onto the panel. This may require two people.

Lower the display screen onto the touch panel, camera bar end first. Make sure the camera bar end is a snug fit, then lower the other end.

Landscape orientation—the camera bar can be on the left or right.

Portrait orientation—the camera bar should be on the top.

Tighten the straps firmly around the display screen, making sure that they do not cover any speaker connections.



## **Re-hanging the display screen**

Replace the screen on the wall, taking care not to dislodge the touch panel.

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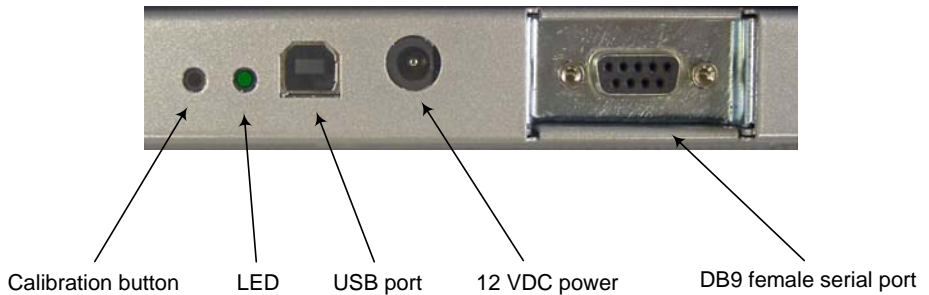
## Connecting Cables and Switching On

Connect the cables and switch on power in the following order:

1. Connect the video cable from the computer to the display screen.
2. Connect power to the display screen and switch on.
3. Connect power to the computer and switch on.
4. Plug the power adaptor into a wall socket. Connect the 12 VDC jack plug into the socket at the back of the touch panel, and then switch on the power adaptor at the wall.

The next part of the installation depends on whether you are using the USB or the serial communications option. The appropriate procedures are described in the following sections.

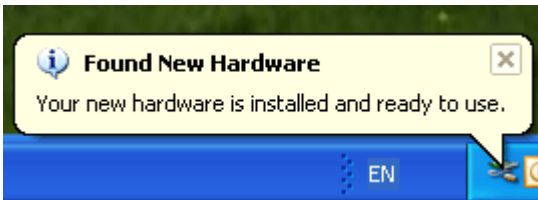
### NextWindow 2403 Touch Panel Overlay – connections



## USB Installation

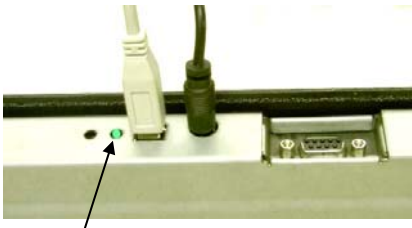
USB installations require no special software; the touch panel communicates directly with the computer's operating system via the USB interface, just like a USB mouse.

- With the 12 VDC power already connected to the touch panel, connect the USB cable from the computer to the touch panel. The computer then automatically detects the USB device (the touch panel) and, after a short pause, displays a series of messages on screen.



(Note: the computer only displays the above message the first time you plug in the USB cable. The next time you plug in the cable, the computer will be already configured for the device.)

Once the computer has established USB communications with the touch panel, the LED at the back of the unit glows green.



LED glows green

For details of other LED colours, see “LED Colour Codes” on page 11.

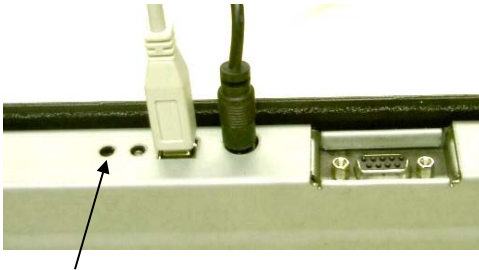
For USB communications, you do not need to install any software. However, an optional USB Configuration program is provided that allows you to change the default operating parameters if required (see page 9).

Before operating the touch screen, you need to calibrate it.

## USB Calibration

With a clear desktop on the computer,

- Press [Scroll Lock] on the computer keyboard six times,  
Or
- Gently push a ballpoint pen into the hole next to the LED in the back of the unit until the touch screen beeps.



Calibration button

(When in calibration mode, the LED on the back of the unit glows red.)

The mouse pointer automatically moves to a position at the top left of the screen.

- Touch and hold your finger on the screen at that position until you hear a long beep.
- The pointer moves to three further positions in sequence—touch each point in turn until you hear the beep.

This completes the USB calibration procedure.

### Calibration notes

- When removing your finger, lift it straight off the screen, making sure you don't drag it across the screen.
- You can exit calibration mode by pressing the calibrate button again or by pressing the [Scroll Lock] key twice.

Test the calibration by moving the mouse pointer (cursor) around the screen checking that it closely follows your finger. If the calibration is not satisfactory, you can re-calibrate.

## Serial Installation

- Connect the serial cable from the computer to the touch panel.

For the serial option, you need to install software on the computer to provide communications to the touch screen.

### Installing the NextWindow software

- You can download and run the installation program from the following webpage:  
<http://nextwindow.com/support/software/index.html>

This installs five programs:

Program Name	Purpose
USBConfig	Allows you to change the default USB operating parameters
SerialConfig	Allows you to configure the serial communications and to calibrate the touch screen
SerialRuntime	Provides serial communications between the touch screen and the computer
PanelDesigner	Allows you to design an off-screen touch panel
PanelRuntime	Runs the off-screen touch panel

Once installed, these programs are available from the Start / Programs / NextWindow Touch+ menu.

### Running the SerialRuntime program

This program must be running for the touch screen to work in serial mode.


At installation time, you can choose to run this program automatically every time the computer starts. Otherwise, you can start the program via the Start menu.

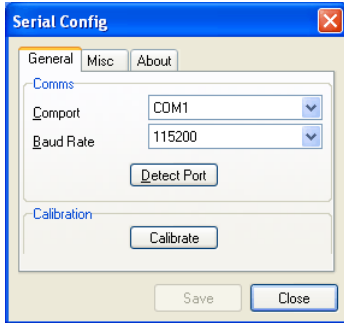
When the program is running, an icon appears in the computer's system tray (Windows). You can click this icon to access the serial configuration and calibration options, or to close the program.



## Serial Calibration

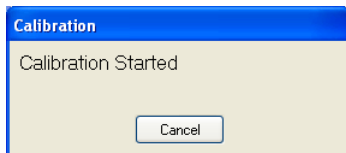
With a clear desktop on the computer,

1. Click the serial icon on the taskbar , then select Serial Config.



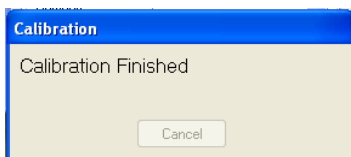
2. Click the [Calibrate] button, then let go of the mouse without moving it.

The program moves the mouse pointer to a position at the top left of the screen and displays the following dialog.



3. Touch and hold your finger on the screen at that position until you hear a long beep.
4. The pointer moves to three further positions in a sequence—touch each point in turn until you hear the beep.

This completes the serial calibration procedure. The program displays the following dialogue for a few seconds.



## Calibration notes

- When moving your finger to the next calibration point, lift it straight off the screen, making sure you don't drag it across the screen.
- Test the calibration by moving the mouse pointer (cursor) around the screen checking that it closely follows your finger. If the calibration is not satisfactory, you can re-calibrate.

## LED Colour Codes

LED colour	Meaning
Red	Calibration in progress (during calibration) or Touch in progress (during normal operation)
Flashing red	Touch screen error
Green	USB connected

## Cleaning Instructions

To clean the touch screen, use a lint-free, soft cloth dampened with standard, household glass cleaning solution as follows:

1. Spray a small amount of glass cleaner onto the cloth.
2. Wipe the glass of the touch screen to remove any dirt, dust, or finger marks.
3. Wipe the clear acrylic surfaces around the edges of the screen.
4. Remove any residual glass cleaner with a dry, soft, lint-free cloth.

### WARNING:

- Do not spray the cleaner directly onto the touch screen as this could leave residue on the optical surfaces.
- Do not use an abrasive cleaner or rough cloth as this could damage the optics.

## ***Troubleshooting***

This section provides some diagnostic tests and solutions that you can apply in the event of a problem with the touch screen.

If the problem persists, contact your NextWindow product support provider for further advice.

### **Touch screen does not respond to touches**

- Make sure the 12 VDC power supply is connected to the touch panel.
- Make sure the communications cable (USB or serial) is connected to the computer and to the touch panel.

### **Touch screen beeps when you touch it, but the software does not respond correctly**

- This can occur if the USB cable was connected before the power cable. To fix the problem, disconnect the USB cable and the 12 VDC power cable from the touch panel, then re-connect in the following order:
  1. Connect the 12 VDC power cable.
  2. Connect the USB cable. The computer should then correctly detect the USB device (the touch panel). For further information, see “USB Installation” on page 7.

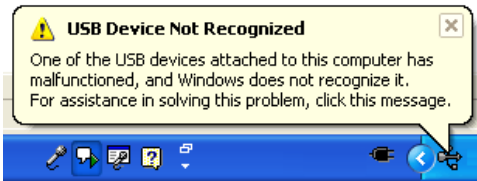
### **Touch produces erratic responses on screen**

- This can occur if the touch panel has not been calibrated correctly. To fix the problem, re-calibrate the touch panel—see the relevant sections on USB or serial calibration in this manual.

### **Unable to calibrate the touch panel.**

- If you have a problem with calibrating the touch panel, contact your NextWindow support provider for assistance.

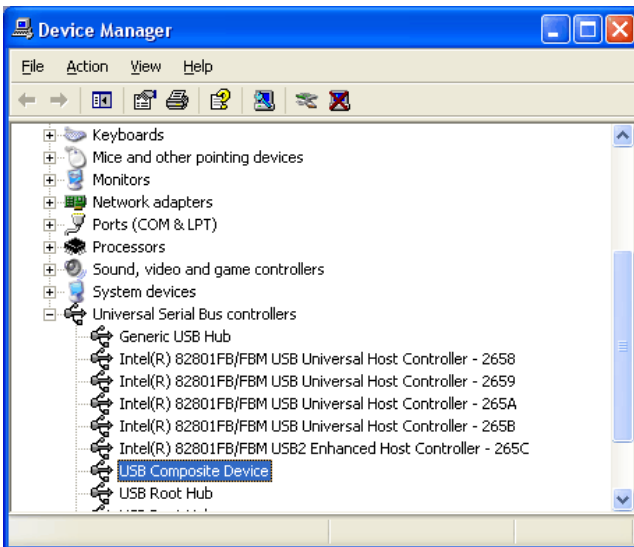
## “USB not recognized” message appears on screen



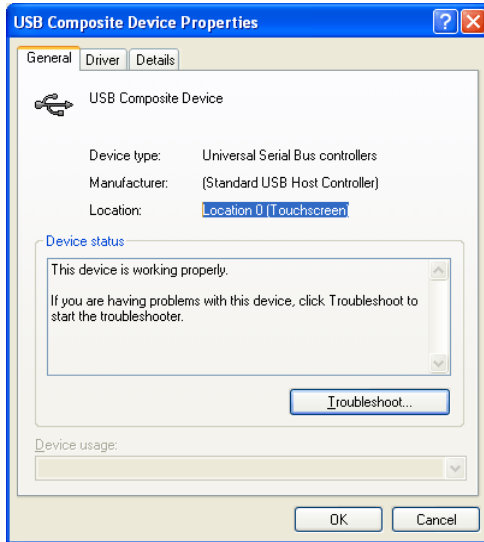
This message may appear if you connect the USB cable without first connecting power to the touch panel. To remedy, unplug the USB cable, connect the 12 VDC power, then plug in the USB cable.

## Uninstalling and Reinstalling the USB Device

1. From the Start menu on your computer, select:  
Settings / Control Panel / System / Hardware / Device Manager/Universal Serial Bus Controllers

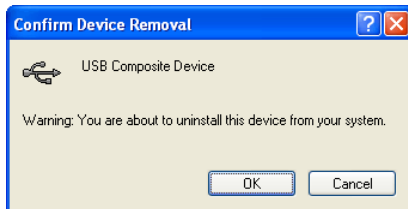


2. Right click on [USB Composite Device] and choose [Properties].



3. On the Properties screen, verify that the location refers to the touch screen.
4. Close the Properties screen.
5. With USB Composite Device selected in the Device Manager list, press [Delete] on your keyboard.

The computer displays the following dialog.



6. Click [OK] to confirm.

This will remove the touch screen from the Hardware Device list. To reinstall the USB device, follow the instructions given in “USB Installation” on page 7.

## ***Regulatory Compliance Information***

### **Federal Communication Commission (FCC) Statement**

(For the United States of America.)

This equipment has been tested and found to comply with the limits for a class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Damaged Goods

In the event of damage to this Product or packaging you should immediately advise the shipper and the reseller who sold you the product. Retain all original packaging. Future shipment of this product in incorrect packaging may void your warranty.

## Limited Warranty

NextWindow Limited (trading as Next Holdings Inc in the United States and NextWindow (UK) Limited in the UK) (Supplier) warrants to the original end-user retail purchaser from an authorized reseller, and each subsequent end-user owner of this Touch Unit (the Product) that the Product will be free from defects in materials and workmanship under normal use and will substantially conform to the specifications and descriptions in the user documentation for 12 months from the date of purchase (the Warranty Period).

If the Product fails to meet the requirements of this warranty and the reseller from whom you purchased the Product receives the Product and all other required information and materials from you before the end of the Warranty Period, Supplier will repair and/or replace (at Supplier's option) the Product.

To claim under this warranty, you must return the Product to the reseller from whom you purchased the Product with proof of purchase. You will be responsible for all shipping and insurance charges. You assume all risk of loss and/or damage to the Product until it arrives at the reseller from whom you purchased the Product's facility. If the reseller from whom you purchased the Product reasonably determines that the Product has not failed to meet the standards of the warranty, you will be liable for the cost of return shipment to you. The reseller from whom you purchased the Product may require payment of such costs before returning the Product to you, and the risk of loss and/or damage will remain with you notwithstanding the reseller from whom you purchased the Product's possession of the Product.

This remedy is the only remedy under the warranty. By exercising this remedy, you waive all other claims arising out of or relating to the failure of the Product to conform to the warranty.

Limitations: This warranty does not apply if the Product has been damaged or rendered defective as a result of incorrect installation, misuse, accident, corrosion, abuse, shipment of this Product in incorrect packaging or other external causes, wear and tear in excess of that normally expected failure of any external resources necessary for the Product's operation, or exposure to water. Repair or attempted repair by any person other than Supplier or one of its approved service centres, commercial use and/or alteration or removal of any serial number each will void this warranty.

Except where Supplier or one of its authorized installers has completed the installation, Supplier assumes no responsibility for damage incurred during installation.

Any implied warranties will only last for 12 months from the date of purchase. Some states and countries do not allow limitations on how long an implied warranty lasts, so the above warranty period may not apply to you. If any limitation or exclusion of liability in this warranty is invalid and Supplier becomes liable for loss or damage that would otherwise have been excluded, such liability will be limited to the total amount actually paid by you for the Product.

You will need to provide proof of purchase showing date, place and serial number at the time you request Warranty service.

Travel costs are specifically excluded on all Products. Travel costs include but are not limited to: taxi, launch fees, aircraft rental, subsistence, customs, shipping and communication charges etc.

Disclaimers and Other Provisions: EXCEPT AS SPECIFICALLY STATED IN THIS LIMITED WARRANTY (A) SUPPLIER PROVIDES THE PRODUCT WITH ALL FAULTS, (B) THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY, AND EFFORT IS WITH THE PURCHASER AND USER, (C) SUPPLIER MAKES NO WARRANTY AGAINST INTERFERENCE WITH ANY PURCHASER'S OR USER'S ENJOYMENT OF THE PRODUCT OR AGAINST INFRINGEMENT, AND (D) SUPPLIER DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE CONTINUOUS OR ERROR-FREE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL NEXTWINDOW OR ITS SUPPLIERS OR LICENSORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR ANY INJURY TO ANY PERSON OR PROPERTY, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF PRIVACY, DAMAGES FOR FAILURE TO MEET ANY DUTY INCLUDING THE DUTIES OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE NEXTWINDOW PRODUCT, THE TECHNOLOGY OR ANY COMPONENT THEREOF OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF NEXTWINDOW OR ANY SUPPLIER OR LICENSOR HAS BEEN ADVISED OR IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES AND COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. Each of these disclaimers is in addition to, and does not reduce the effect of, any other disclaimer. No reseller has the authority to change this warranty. No event that voids this warranty will have any effect on these disclaimers or limitations of liability. This warranty will be construed under the laws of New Zealand without regard to any conflict of law rules.

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