
NextWindow Touch Frame

2100 USB

Setup Guide



V1.2

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Terminology

Display screen: refers to the plasma or LCD screen.

Touch frame: refers to the frame that fits onto the display screen and provides the touch functionality.

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

Introduction

Congratulations on your purchase of a NextWindow 2100 Touch Frame. This product turns a display, such as a plasma or LCD, into an interactive display. You can control a computer application simply by touching the screen.

The USB interface that connects the 2100 Touch Frame to a computer is HID compliant.

The main steps in setting up the 2100 Touch Frame are as follows:

- Unpack the 2100 Touch Frame
- Fit the touch frame to the display screen.
- Connect all the cables.
- Perform a simple calibration procedure.

Note

Installing the touch frame into a manufacturer's display screen is not covered in this guide.

Setup Requirements

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

- The touch frame and remote connection box.
- The USB cable to connect the touch frame to the computer.
- The 12 VDC power adaptor for the touch frame.

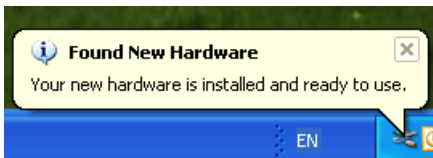
Setup Instructions

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.
5. Connect the 12 VDC jack plug into the socket in the remote connection box, and then switch on the power adaptor at the wall.
6. Connect the USB cable from the computer to the remote connection box.

The computer then automatically detects the USB device (the touch frame) and, after a short pause, displays a series of messages on screen.



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

Calibrating the Touch Screen

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.

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 touch screen 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 computer's [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 recalibrate.

Buzzer Tones

The following table explains the different buzzer tones that occur on various actions.

| Action | Buzzer Tones |
|------------------------|-------------------------------------|
| Power up | <beep> |
| Touch | <beep> |
| Double touch | <beep> <highest beep> |
| Touch and hold | <beep> <high beep> |
| Fault | <long beep> <long beep> <long beep> |
| Enter calibration mode | <long beep> |
| Exit calibration mode | <long low beep> |

Notes

- Double touch (tap the screen twice with your finger) is equivalent to double click with a mouse.
- Touch and hold is equivalent to right click with a mouse.
- These actions can be configured using NextWindow's USBConfig utility. For further information, see "Installing the NextWindow Software" on page 6.

Installing the NextWindow Software

The NextWindow Touch Frame 2100 USB requires no special software; the touch frame communicates directly with the computer's operating system via the USB interface. However, an optional USB Configuration program is available that allows you to change the default operating parameters if required.

Installing the NextWindow software

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

When run, the installation program 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.

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 remote connection box and switched on.
- Make sure the USB cable is connected to the computer and to the touch frame.

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 remote connection box, then reconnect 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 frame).

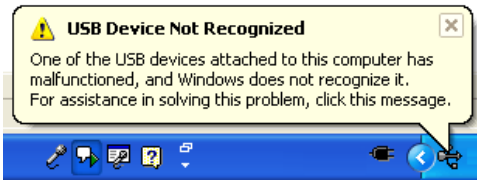
Touch produces erratic responses on screen

- This can occur if the touch frame has not been calibrated correctly. To fix the problem, recalibrate the touch frame—see “Calibrating the Touch Screen” on page 4.

Unable to calibrate the touch frame.

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

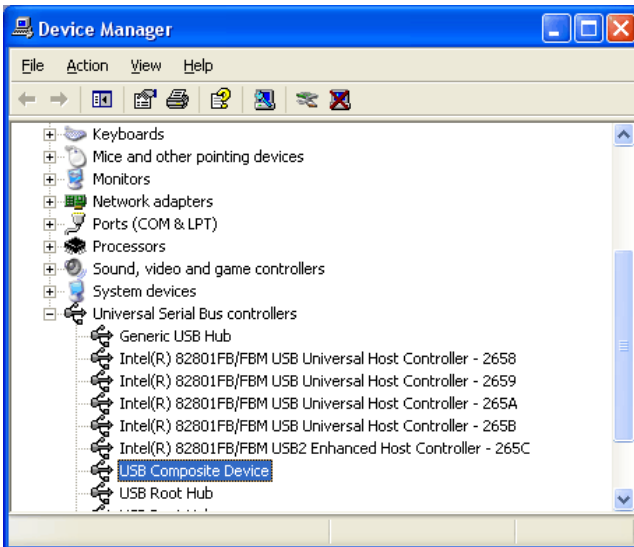
“USB not recognized” message appears on screen



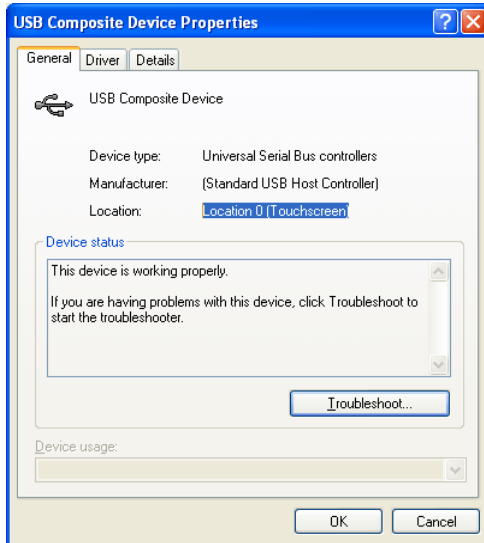
This message may appear if you connect the USB cable without first connecting power to the touch frame. To remedy, unplug the USB cable, connect the 12 VDC power, and then plug in the USB cable.

Uninstalling and Reinstalling the USB Device

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

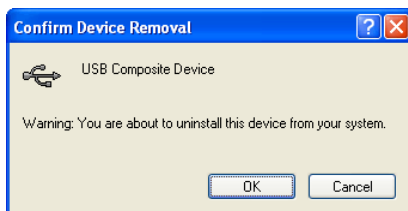


2. Right click on [USB Composite Device] and choose [Properties].



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 “Setup Instructions” on page 3.

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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