



We would like to share with you some experiences that may appear while integrating and using a Touch Screen.

There are not many examples, because following the User Manual you should be able to make the Touch Screens work without any problems.

If there is anything else we can do for you, please don't hesitate to ask.

Best regards.

**1) PRODUCT: ZYBRIDX 42" & 47" TRANSFLECTIVE TT MONITOR
ZYBRIDX TOUCH SCREEN AND 4+4MM SACRIFICIAL GLASS**

**PROBLEM: AUTO CLICKS AND CURSOR IS NOT STABLE, UPON
FLICKERING**

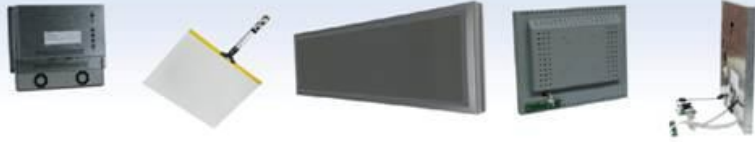
SOLUTION:

1. Check the sensibility in the Test Sensor menu (Hardware + Firmware Options + Test Sensor).
2. If you don't touch the screen, values should be between 0 and 4 maximum, if over 4 we have an EMC problem, so electromagnetic interferences.
3. Please separate the touch screen from the rear metal frame.
4. Please ground the Touch Controller Board.
5. Please increase the Threshold in order to reduce the sensibility, and increase the stability.

If you don't use a front sacrificial glass you don't need to have a low value of Threshold (Hardware/Firmware Options/Threshold "by default the value is 22, if you don't use sacrificial glass then try to set the value around 25")

PLEASE, MAKE SURE YOU HAVE ENOUGH GROUNDS, NOT ONLY THE CONTROLLERS BUT ALSO THE METAL CHASSIS AND YOUR TOTEM OR KIOSK.

NOTE THAT WHILE USING A LARGE SCREEN MONITOR & TOUCH SCREEN PANEL, THERE MUST BE AT LEAST A MINIMUM GAP OF 9MM BETWEEN THE TOUCH SCREEN AND THE FIRST METAL.



2) PRODUCT: TOUCH SCREEN WITH 4+4MM FRONT SACRIFICIAL GLASS

PROBLEM: DIFFICULTIES DETECTING AND INTERACTING WHEN TOUCHING THE TOUCH SCREEN

SOLUTION:

1. If we use a sacrificial glass of 4+4MM (8,5MM considering lamination process) + the 3MM that the touch screen already has, we are trying to work with a front sacrificial glass of around 11,5MM. That's not an issue, but we must consider some parameters.
2. Go to Test Sensor (Hardware + Firmware Options + Test Sensor)
3. The values without interacting (touching) the touch screen must be between 0 and 4, if over 4 we have an EMC (electro magnetic interference)
4. Please separate the touch screen from the rear metal frame
5. Please ground the Touch Controller Board
6. In this particular case while touching the screen values are 19-20
7. Go back and adjust the Threshold In this particular case to 16-17 (Hardware + Firmware Options).
8. Adjust Thickness to "thick" (Hardware + Firmware Options)
9. Another possibility, when we use a very thick sacrificial glass we should use the touch screen on the film side, instead of on the front with the 3MM glass, that means to integrate the touch screen with the 3MM on the back side – panel - and the wires & film on the front side.

With this "tip" you will definitely improve the sensitivity.

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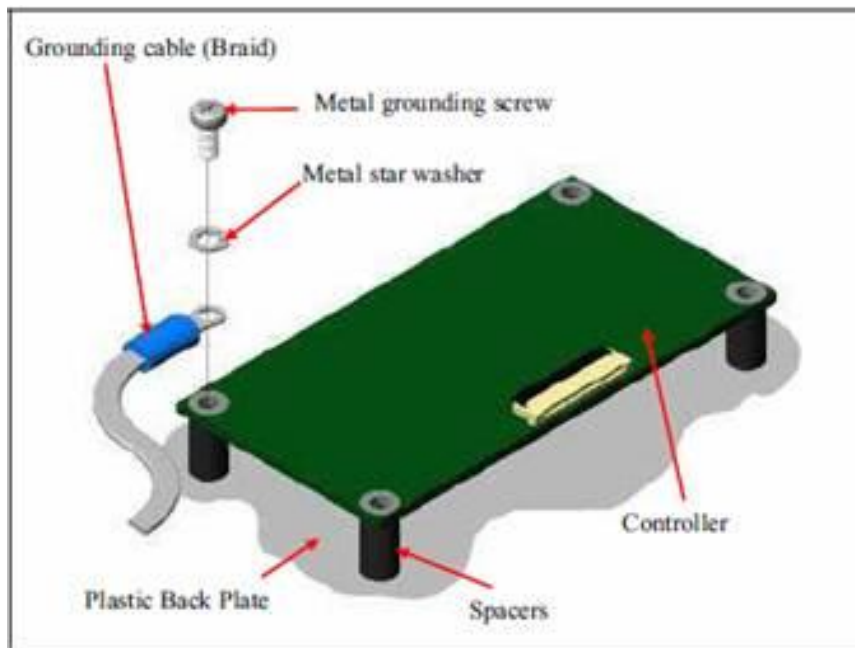
3) ABOUT THE TAIL AND THE CONTROLLER'S POSITION

1- The flex-tail has been taped directly onto the metalwork but the Zytronic user manual states that the flex-tail should always be at least 2.5mm away from the metalwork. The client should investigate using a 3mm gasket to raise the flex-tail away from the metalwork.

2- The top of the flex-tail does not seem to be separated from the aperture in the metalwork. Again, this should be 2.5mm away from the metalwork. (Additionally: if the aperture has been cut into the metalwork then this edge could be sharp and damage the flex-tail).

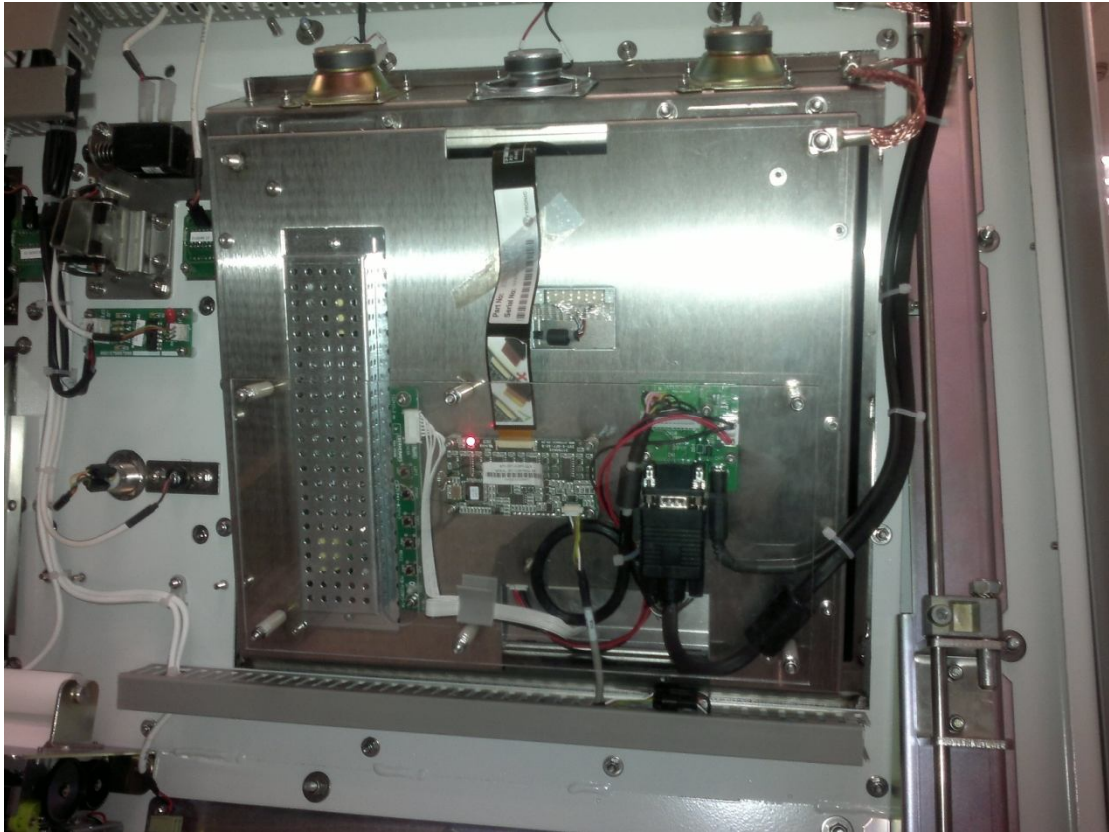
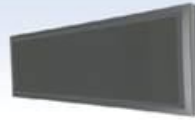
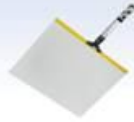
3- The LCD inverter electronics are located very close to the touch screen controller. This sort of PCB has been known to interfere with the measurement circuit.

Integrations example:



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4) TO USE MULTIPLE TOUCH SCREEN MONITORS WITH 1 PC

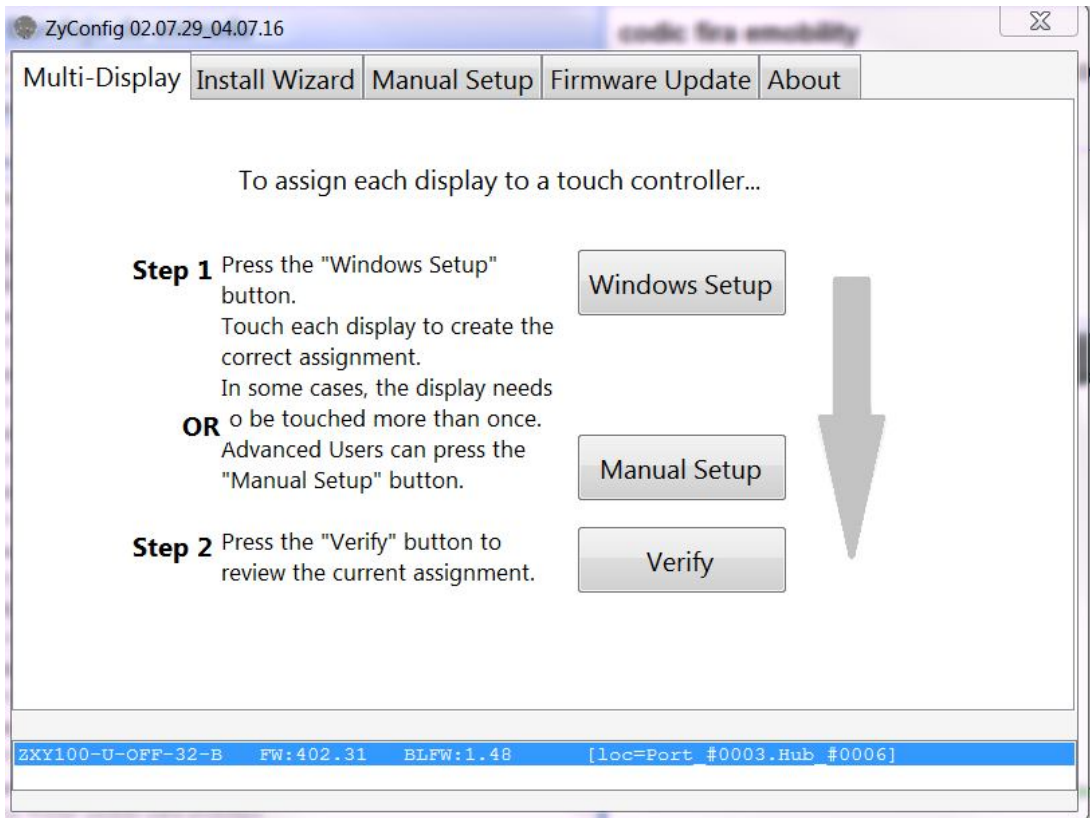
To use multiple monitors with touch screen on 1 PC, you need to look at the button on the Zyconfig tool that says “Multi-display”.

If you click on this, you will see a list of different monitors and different monitor areas.

Using this button you can assign each touch screen controller to a different monitor. Once you have assigned each monitor, you will need to re-calibrate the touch screen controller.

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5) PRODUCT: 2 x 17" ZYBRIDX TOUCH SCREEN WORKING TOGETHER CONNECTED TO 1 PC

PROBLEM: IS NOT POSSIBLE TO WORK WITH TWO TOUCH SCREENS AT THE SAME TIME.

There are two 17" touch screen working together with the same PC. The touch screen has been set up and the calibration works perfectly. Each touch zone works correctly. **BUT** When keeping one touch screen pressed, the other one doesn't work.

SOLUTION:

- 1) Windows only support one mouse cursor which makes it impossible for the touchscreen driver to allow 2 touches to appear from different sensors at exactly the same time. Please note: This is a limitation of the Windows OS and not necessarily the touchscreen driver.
- 2) From Windows 7 to Windows 10, these only allows two touches to appear on the same monitor – it is not possible to have one touch on the PLEASE, MAKE SURE YOU HAVE ENOUGH GROUNDS, NOT ONLY THE CONTROLLERS BUT ALSO THE METAL CHASSIS AND YOUR TOTEM OR KIOSK.

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1st monitor and another touch on the 2nd monitor. Again, this is a limitation of the OS and not the touchscreen driver.

6) PROBLEM:

What happens if the monitor works under a very heavy heat conditions?

SOLUTION:

In the desert as example, some of our clients use different types of cooling devices available to remove the heat from industrial enclosures, but as the technology advances, thermoelectric cooling is emerging as a truly viable method that can be advantageous in the handling of certain small-to-medium and HMI enclosure applications. As the efficiency and effectiveness of thermoelectric cooling steadily increases, the benefits that it provides including self-contained, solid-state construction that eliminates the need for refrigerants or connections to chilled water supplies, superior flexibility and reduced maintenance costs through higher reliability will increase as well. In an industry that is ceaselessly searching for better ways to cool enclosures, thermoelectric cooling is one option that users need to consider as they evaluate possible solutions for their application requirements.

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