



Our driver works with many touch devices (controllers) and operating systems in many different system configuration and environments.

This document lists known issues or configuration consideration that we have observed / discovered along the way.

Touch Controllers

This section lists any issues we have encountered with touch controllers:

IQboard, Serial	<p>Although this is a USB device it is actually a Silicon Labs CP2101 USB to UART bridge so requires the Silicon Labs VCP driver to be installed to create a virtual com port. At the time of writing 12/12/11 we downloaded and tested with version 6.5.</p> <p>This device does not stay active unless the device driver pulses the device so the UPDD driver looks for a device called IQboard and if found pulses every 1 second unless the user mode UPDD setting iqboardtimerms is used to define a different timer pulse (in milliseconds).</p>
Keetouch USB	<p>Under Windows 7 the driver is receiving an error return to our standard USB Set Configuration request. The device returns error "USB Buffer Underrun" message. This means that the driver tries to re-establish a connection with the USB device and goes into an endless loop. One customer reported (December 2010) that updating Windows 7 to the latest patch status fixed the issue. Another customer (Jan 2011) reported that KeeTouch controller must have firmware 1.42 or higher when used with Windows 7</p>
iNexio	<p>Their USB device with vendor id 1870 and product id 0001 is available as a single touch device which uses firmware 1.x and a dual touch device which uses firmware 2.x. Firmware 1.x outputs 5 bytes of touch data and 2.x outputs 100's of bytes of data and caters for 2 stylus and unfortunately we do not know it's format, hence it is not supported. The 2 stylus 0001 controller was soon replaced with 1870 / 010x which we do support.</p> <p>To summarise:</p> <p>1870/0001 - single touch – firmware 1.x - 5 bytes of data - supported 1870/0001 - dual touch – firmware 2.x - 100's bytes of data - not supported 1870/010x - dual touch - supported</p>
3M SCXXX range	<p>The 3M range of controllers commonly known as the SC5 (SC40n, SC50n, SC80n) may need initialising before they generate the full range of touch coordinates. With un-initialised controllers, coordinates are not generated across the entire screen which can result in dead touch areas at the edges. If you are using these controllers and find that, after calibration, there is no reaction to touch around the edges then either use 3 point calibration in UPDD Calibration and check the EEprom check box (this hardware initialises the controller and stores calibration in the controller's EEprom) or run the Windows initialisation program available on the 3M web site at http://www.3m.com/3MtouchSystems/downloads/drivers/HIDCalibUtility.zip and then recalibrate with the UPDD calibration utility.</p>
OneTouch USB	<p>The OneTouch USB controller is actually an onboard Prolific PL2320 serial to USB adaptor so requires an appropriate driver to create a virtual serial port. For Mac OS X, OneTouch sent us file md_pl2303H_HX_X_dmg_v1.1.ob1.zip for testing which worked fine. Once this driver is installed use the OneTouch UPDD serial driver to support the device.</p>
Zytronic X-Y	<p>A UPDD Console firmware dialog is enabled if this controller is configured</p>
Zytronic ZXY100	<p>A UPDD Console firmware dialog is enabled if this controller is configured. UPDD 4.1.10 supports this device on Mac OS. This supports the ZXY100 controller and firmware page. Note that to get to the advanced settings the key combination is "Apple-Z-A-M". There is a slight issue with focus for the advanced settings (for the keystroke to work one of the buttons on the FW page needs to have been pressed).</p>
ELO 2216 USB	<p>This is a delta mode controller in that touch co-ordinates are not transmitted when touch is held steady in the same position. The UPDD Console, Properties, Lift off time setting should be set to 0 to reflect this mode of operation.</p>

Contact

For further information or technical assistance please email the technical support team at technical@touch-base.com