



益震科技股份有限公司  
Onetouch Technologies Co.,Ltd.

Q&A	
QUESTION	Q1: The touch screen when installed inside the monitor gives problems of calibration such as not sensing the touch on the screen of calibration
ANSWER	A1: After installation our driver, you need to restart the PC once again.
QUESTION	Q2: The mouse pointer moves any where on the screen without touching the screen
ANSWER	A2: This is the interference phenomenon. Please let FPC stay far away from LCD power, and the back of panel is Shield ITO. Please do not touch with the LCD iron components.
QUESTION	Q3: The behaviour of the touch screen is not consistent. Means after keeping the monitor on for 10 - 15 mins. the touch screen does not work requires calibration again for working. What is significance of capacitive touch controls (in control panel? Enable and Disable?)
ANSWER	A3: This should be the environment interference. Please help to connect the GROUND SHIELD of the PC power and LCD power to decrease any unstable interference caused by the power.
QUESTION	Q4: n 4 point calibration some times the touch points asked by the program are at different coordinates from corners.
ANSWER	A4: The environment interference might be possible to cause the different position while calibrating every time, therefore, it would have the inaccurate phenomenon after 4 point calibration.
QUESTION	Q5: What precautions should be taken while assembling the touch screen with monitor. Especially when the controller is to be placed inside the monitor

ANSWER	A5: Please connect the GROUND SHILED of the PC power and LCD power to decrease any unstable interference caused by the power. Please let the FPC stay far away from the LCD power. The back of the panel is SHIELD ITO, please do not touch with the LCD iron components. Hence, FPC could not touch the iron components and could not be close to LCD power inverter.
QUESTION	Q6: The extention cable of CA is essential as I have observed the behaviour of the touch screen abnormal when the FPC cable of the touch panel is touched to any metal or human body.
ANSWER	A6: FPC cannot touch the iron components. (we cover the FPC for shipments.) If the extention cable of CA is needed, please purchase while placing an order to us.
QUESTION	Q7: What is significance of the controller open lug?
ANSWER	A7: USB & SERIAL SELECT.
QUESTION	Q8: Q1: I have installed a Onetouch 5WUSB on my WINXP pro SP2 computer. The panel seems to respond while the PC boots up, but then stops responding at the login screen. I have removed and re-installed the drivers, but it does the same. Is there something I can do? Many thanks.
ANSWER	A8: Contact Microsoft Internet then update WINXP pro SP2. <a href="http://office.microsoft.com/office/redirect/tchinese">http://office.microsoft.com/office/redirect/tchinese</a>
QUESTION	Q9: Do the 4W - 5W resistive panels have the "EMC - 55011 class B standard" that is required for medical sector?
ANSWER	A9: " EMC - 55011 class B standard ", that is required for medical sector as you mentioned. This certification is for the whole device. Since touch panel have a tiny electromagnetic wave which won't cause any interference problem, that is why touch panel won't make EMC 55011 certification alone.
ANSWER	A9: EMC - 55011 class B standard 主要為醫療設備, 精密檢測儀器等產品對環境干擾問題提出的認證要求, 而此認證要求基本上是針對整組設備作的認證, 所以應包括所有設備一起送認證. 因touch panel 本身產生的電磁波相當低微, 根本不會造成干擾問題, 所以,

	touch panel 廠不會單獨作此項認證, 大多由設備供應商整機組合後作認證
ANSWER	<p>A9: EN 55022 is entitled "Emission Limits for Information Technology Equipment" (ITE). It is a CENELEC-approved standard and is published as one of many relevant standards for the EMC Directive. Prior to adoption by CELELEC, it was published as a CISPR standard and referenced as CISPR 22.</p> <p>EN 55011 is entitled "Limits and Methods of Measurement of Radio Disturbance Characteristics of ISM Radio-Frequency Equipment". It sets the emission limits for industrial, scientific, and medical RF equipment. EN 55011 is a CENELEC-approved standard and is published as one of many relevant standards for the EMC Directive. Prior to adoption by CENELEC, it was published as a CISPR standard and referenced as CISPR 11.</p>
QUESTION	<p>Q10:</p> <p>We have installed one of them on a Phillips 105s lcd monitor. The operating system is XP Service pack 2. I have downloaded and installed the latest USB 4wire drivers from your site. All works fine until the touch screen is left idle for a 20 min period. Then the touch panel becomes unresponsive. The process NEWONE.EXE is still running. The process TOUCH.EXE is still running. Only upon a reboot does the touch screen become live once again. Please could you send me some technical documentation for installation as your site does not have any? I would like to know if the jumper configuration needs to be changed on the USB controller... Or if I have missed something upon installation!</p>
ANSWER	<p>A10: 傳 NEW DRIVER 1.1.7 給客戶 記得要請客戶將 OLD DRIVER 移除 (包括 PL2303 USB DRIVER)</p>
QUESTION	<p>Q11: We are running the above touch screen on XP pro SP2. If we install Computer Associates eTrust Antivirus software V7.1 the touch screen stops working. Do you know of any incompatibility issues?</p>
ANSWER	<p>A11: Please contact our web site: <a href="http://www.onetouch.com.tw">www.onetouch.com.tw</a> download the new driver version 1.17. Please note that you have to remove the old driver INCLUDING PL2303 which is in the USB driver item (make sure</p>

	PL2303 has been removed). Then install the new driver.
QUESTION	<p>Q12:</p> <p>線式のLinearityについて 弊社の測定器で確認したところ、ドットスペーサ上は On していません。 仕様書の Active Force は110g以下になっていますが、測定したときの Active Force は150gでした。 5枚行って全てがダメでした。 御社ではどの様に測定していますか？(特にドットスペーサ上)</p>
QUESTION	<p>Q12:</p> <p>關於 5 線式的直線性( Linearity ) 經由弊公司測定器的確認後，點隔片(Dot spacer) 並沒有啓動。 說明書中的 Active Force 是 110G，但在測定時的 Active Force 是 150G。 5 片全都呈現同樣不行的結果。 貴公司是如何進行測試的呢？(特別是點隔片 Dot spacer )的部分</p>
ANSWER	<p>A12:</p> <p>5W Active force 我們之測試方式為 使用直徑 1mm 之塑膠圓頭筆,上面放置 110g 法碼 1. 置於 TOUCH PANEL 表面距離 10mm 高度,筆頭向 PANEL 表面落下,作 Active Force 測試 2. 將筆頭置於 TOUCH PANEL 表面,以每秒 50mm 速度,來回書寫,作 Active Force 測試 我們並無單針對 DOT SPACER 做 Active Dorce 測試</p>
QUESTION	<p>Q13:</p> <p>靜電容量式のLinearityについて 動作は確認できましたが、Linearityの測定方法が分かりません。 御社ではどの様に測定していますか？ 詳しい資料等があればいただけませんか？</p>
QUESTION	<p>Q13:</p> <p>關於靜電容量式的直線性( Linearity ) 雖已進行啓動の確認，但還不知道直線性的測試方法。 貴公司是如何進行測試的呢?如果有什麼詳細的資料可否請讓我參考看看。</p>
ANSWER	<p>A13: 我們電容直線性測試方法</p> <ol style="list-style-type: none"> <li>1. 目前使用為 3M 之控制卡</li> <li>2. 因電容 TOUCH PANEL 僅能用手觸控</li> </ol>

	<p>3. 使用 3M 之 DRIVER 先做 25 點定位後,再用 16 點測試,誤差值小於 1.5%若他們有更好之測試方式,可否提供參考因為想要進行環境測試 , 有些五線式以及靜電容量式的問題想請教。</p>
<p>目前客戶採用 Linux 作業系統, 於 Touch Driver 上驅動有需要技術支援的部分, 客戶使用的 Linux 版本與 Driver 版本</p> <ol style="list-style-type: none"> <li>1. Onetouch Driver for Linux Version 1.2</li> <li>2. Linux Kernel (與 RedHat 9.0 相同) :Version 2.4.20-8</li> <li>3. X Window version (與 RedHat 9.0 相同) : XFree86-4.3.0-2.90.55</li> <li>4. 客戶使用 Onetouch USB interface controller</li> </ol>	
<p><b>QUESTION</b></p>	<p><b>Q14:</b> 第一次先給客戶如附檔的 Driver-----此版為先前(2005 May)業務部拿到的版本, 客戶安裝後出現 TP 不動作, 因此請客戶到網站上下載網站版本.</p>
<p><b>ANSWER</b></p>	<p><b>A14:</b> #dmesg出來的訊息應該要有 pl2303.c: bcdDevice: 0202, bfc: 1 usbserial.c: Prolific USB Serial Adapter converter now attached to ttyUSB0 (or usb/tts/0 for devfs) 這樣的訊息, 如果沒有表示usb控制卡沒有找到, 如果有找到, 它可能會是ttyUSB0或是ttyUSB1等, 依客戶的usb 數量而有所不同, 所以這個號碼必須由dmesg來得知. 如果沒有這樣的訊息, 要檢查一下是否載入driver, 檢查方式是 #lsmod 時要有以下的訊息 pl2303                               7000    2 usbserial                           15740   2 [pl2303]  如果沒有, 則必須要先載入usb driver. #insmod usbserial.o #insmod pl2303.o 才行</p>
<p><b>QUESTION</b></p>	<p><b>Q15:</b> 安裝網路上下載版本後, 出現某些檔案找不到的現象, 客戶初判可能是後面安裝的版本與附檔中的版本不同, 要先移除先前版本? 請客戶直接刪除 xvf touchdrv-1.2.tar.gz 所解壓縮出來的檔案.</p>

ANSWER	A15: 必須確定/usr/X11R6/lib/modules/ 下有touchdrv_drv.o 這個檔案, 如果沒有也會造成3秒就消失的問題
QUESTION	Q16: 新安裝網路下載版本後, 到5點定位的 AP 執行後畫面出現約 3-5 秒鐘, 會自動關閉視窗 (尚未做任何定位狀態).應是 PL2303 有某個 RPM 未啓動, 需支援查一下是哪支 RPM..
ANSWER	<p>A16: 必須確定/etc/X11/XF86Config-4這個檔案的內容有以下設定</p> <pre> Section "InputDevice" Identifier "Touchscreen0" Driver "onetouch" Option "Device" "/dev/ttyUSB0"&lt;-----這裡不一定是0, 可能是1, 必須由 dmesg而定 Option "BaudRate"          "9600" #Option "CalibrationFile"  "/etc/onetouch.calib" Option "Smoothness"        "0" Option "TappingDelay"      "0" Option "JitterDelay"       "1" Option "DebugLevel"        "0" Option "SendCoreEvents" EndSection  還有 Section "ServerLayout" InputDevice "touchscreen0"  --&gt;這一行一定要有 EndSection </pre>
<p>以上如果都正確, 應該要能啓動校正功能, 如果還是不行, 那可能是其它的問題, 例如: <b>Compiler</b>出來的程式可能有問題等.</p>	
<p>Q: <b>Linux Driver</b>的問題, 發現以下幾點客戶很容易忽略檢查這些部份.</p>	
<p>1.要確認Linux系統中必須安裝tk這個套件, 檢查方式 <code>#rpm -qa   grep tk</code>  如果什麼都沒有顯示, 那就必須要安裝才能校正, 因為校正程式會用到它</p>	

2.有些Linux的系統因為環境參數及tk版本不同，所以在校正時會出現以下錯誤訊息  
: bad interpreter:  
那必須用以下的方式來校正才行  
#/usr/bin/wish ./touchdrv\_calib /dev/ttyUSB0

3.有些Linux的系統可能因環境參數的關係，會造成在校正時找不到touchdrv\_control，  
可以用以下的方式來避免這個問題  
#chmod +x touchdrv\_control  
#chmod +x touchdrv\_calib  
#chmod +x touchdrv\_panel  
#chmod +x touchdrv\_to\_ascii  
#chmod +x warp  
#cp touchdrv\* /usr/bin  
#cp warp /usr/bin  
這樣才不會找不到執行檔

Q: After installing the new drivers sent by you there is still problem with the calibration of SAW TP, please help to resolve this ASAP. Please check the following steps we did for installation and calibration, still giving same problem.

**QUESTION**

1. TP connected to RS232 with power taken from cable through PS2 keyboard port.
2. Installed the touch screen driver from the CD
3. After installation, we restarted the machine
4. It gave the message box to Select the controller type, USB or COM
5. Selected COM
5. Displayed Auto search Touch window with message "Touch for Auto Detect COM1"
6. Screen is touched (The LED shines on the controller)
7. In control panel we did add T1
8. COM1 tab activated on the control tabs.
9. When we click on calibrate it goes to calibration screen
10. Displays first left side touch point when touched LED shines nothing happens there after normally it goes ahead for next touch point on right side.

**ANSWER**

1. TP connected to RS232 with power taken from cable through PS2

keyboard port.

(控制卡 LED 須發亮,而後熄滅)

2. Installed the touch screen driver 1.2.0

3. It gave the message box to Select the controller type, USB or COM

4. Selected COM

5. TOUCH THE PANEL,隨即進入 calibrate

P.S. 若控制卡 LED 須發亮一直發亮即表示無法偵測到 PANEL,  
可能為 PANEL 或控制卡有問題

經過測試, WinCE 5.0 的 USB 中的 Vendor ID 要改成 10 進制即可使用,  
請將原來的設定中的

```
[HKEY_LOCAL_MACHINE\Drivers\USB\LoadClients\067B_2303\Default\Default\WDR]  
"Dll"="windrvr6.dll"
```

把它改成

```
[HKEY_LOCAL_MACHINE\Drivers\USB\LoadClients\1659_8963\Default\Default\WDR]  
"Dll"="windrvr6.dll"
```

即可正常使用了(這個是 4.2 與 5.0 的差異, 4.2 會自動轉換, 5.0 不會,  
所以用 5.0 的格式套用在 4.2 可以用, 但是用 4.2 的格式套用在 5.0 則不能使用)