

IRTO55-XHB4

IR Touch Overlay for Xtreme XHB554-EUK display

Calibration & Orientation

Prerequisite Software: Expert Calibration Tool; Rotating Orientation Tool

Calibration:- https://tsitouch.com/knowledge-base/touch-expert-irt-calibration-in-windows

Rotation:- https://tsitouch.com/knowledge-base/touch-expert-irt-rotating-orientation-in-windows

The following steps must be done in a Windows environment, even if your touch screen is being used with a different operating system. <u>Touch Service</u> needs to be installed before using the Touch Rotation Tool.

If Calibration is needed, it must be done in Landscape Orientation and before the Rotation Tool is used

Calibration in Windows

Applies to: Touch Expert/IRT Touch Frames Symptom(s): Misaligned Calibration, Flipped Orientation Affected OS: Windows 10 Prerequisite Software: Expert Calibration Tool; Rotating Orientation Tool

The following steps **must** be done in a Windows environment, even if your touch screen is being used with a different operating system. After connecting the touch screen USB to a Windows device, follow the steps below.

- 1. Download the Touch Service Utility from the link above.
- 2. Open the below file.



3. Double click the **Setup** application.

	Compressed Folder Tools	TouchService_IR_USB_2158_XPW78_V1.48_2013	0220-01	-		×
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xpert <u></u>	_IR_USB_2158 > TouchSe	ervice_IR_USB_2158_XPW78_V1.48_20130220-01	V 🖸 Sea	rch TouchService	_IR_USB_2	P
•	Name	Туре	ompressed size	Password p	Size	
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4. To install the Touch Service application, click Next and then click Install.

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<u>ی</u>	Welcome to the InstallShield Wizard for Touch Service Installation v1.48	Ready to Install the Program The wizard is ready to begin installation.
	The InstallShield(R) Wizard will install Touch Service Installation v1.48 on your computer. To continue, click Next.	Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
2	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	InstallShield < Back Install Cancel

5. To complete the installation, click **Finish**.

🔀 Touch Service Installation	v1.48 - InstallShield Wizard	×
2	InstallShield Wizard Completed	
0	The InstallShield Wizard has successfully installed Touch Service Installation v1.48. Click Finish to exit the wizard.	
	Launch TouchService.exe	
	< Back Finish Cance	2

6. Once installation is complete, open the Touch Service application located on your desktop.



7. This will bring you to the main menu. Make sure that the touch screen USB is connected to your device. If it is connected correctly, it will state "Already link equipment". Should the device not be correctly installed, it will state "Have not linked equipment". In order to disable right click, the touch screen must be properly connected.

Touch Service —		Touch Service	
Touch Servic	е	Touch	Service
Already link equipn	nent	Have not link	ed equipment
Calibrate your touch device, make it more suitable for your screen.	Calibration	Calibrate your touch of it more suitable for your	
Set your touch device, make it more suitable for your custom.	Setting	Set your touch device more suitable for you	Setting
In win7/8, you can set parameters of the multipoint touch.	Multipoint	In win7/8, you can se of the multipoint touc	
Reset Servic	ce version: 2.1.5.8	Reset	Service version: 2.1.5

NOTE: If the issue is Flipped Orientation, the Operating System Display Settings must be set to Landscape

8. To calibrate your touch screen, click on the Calibration button. Cross-hairs will appear on the display. Touch the centre of each cross-hair as they appear.



9. After calibration is completed, you will be prompted to save the changes. Click Yes to save the calibration or No if you wish to re-calibrate. If there was an error while calibrating, an error will appear asking to either save the calibration or reset. It is recommended that you calibrate the touch screen again to ensure accuracy.

Touch Service Already link equipment	
Touch Calibration ×	
Calibration error is too large.We recommend calibrate it again. Do you want to save the Calibration results? Yes No = 10	
In win 7/8, you can set parameters of the multipoint touch. Multipoint	
press ES Grice Version 21.5. Dat	

10. Disconnect the USB cable from the Windows device and reconnect to the intended device. Touch should now function as expected in the new operating system.

11. If performing Calibration does not resolve Flipped Orientation issue, the Touch Rotation Tool will need to be used. See following pages for the Rotation Tool

12. If the above steps do not resolve the issue, please contact the TSI Touch Customer Service team at 802-874-0123 Option 2; email: support@tsitouch.com; or by visiting our TSI Touch website and clicking on the red "Help" icon in the lower right corner of the webpage.

Rotating Orientation in Windows

Applies to: Touch Expert/IRT Touch Frames Symptom(s): Touch Orientation off by 90 Degree Increment Affected OS: Windows 10 Prerequisite Software: Expert Calibration Tool; Rotating Orientation Tool

The following steps **must** be done in a Windows environment, even if your touch screen is being used with a different operating system. <u>Touch Service</u> needs to be installed before using the Touch Rotation Tool. Follow this <u>guide's</u> previous steps to install Touch Service. ***If Calibration is needed, it must be done in Landscape Orientation before the Rotation Tool is used***

1. Download the Rotation Tool Utility from the link

2. Extract all Files to the desired location on your PC.

C:\Users\alex.thompson\Downloads\M22695 Touch Rotation Win32.V1050.zip\

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Add Extract												
1 C:\Users\alex.thompson\Downloads\M22695 Touch Rotation Win32.V1050.zip\												
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20190920.M2	2695.To	uch	10	742 272	4 711 335	2019-02-11 22:32	2019-09-20 03:06	2019-09-20 03:06	D	-		2

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3. Open the TouchRotate.exe file.

Name	Status	Date modified	Туре	Size
🗟 libgcc_s_dw2-1.dll	٥	2/7/2012 4:12 AM	Application exten	42 KB
🖄 mingwm10.dll	0	2/7/2012 4:12 AM	Application exten	12 KB
🗟 QtCore4.dll	0	2/7/2012 4:13 AM	Application exten	2,777 KB
🖄 QtGui4.dll	0	2/7/2012 4:13 AM	Application exten	9,898 KB
📓 TouchAPI.dll	0	7/8/2014 5:21 AM	Application exten	76 KB
📓 TouchDevice.dll	0	7/8/2014 5:21 AM	Application exten	72 KB
📑 TouchRotation	0	11/11/2014 6:37 AM	Application	110 KB
TouchSDK.dll	0	7/8/2014 5:21 AM	Application exten	107 KB

Note: There is a possibility of being prompted by Microsoft Defender SmartScreen with the following message. If so, select **More Info**, then Select **Run anyway**.



4. This will bring you to the Touch Rotation Tool. If the Touch Expert Frame is detected, options to Adjust **System** or **Touch** will be selectable. If the Frame is not detected, this interface will be greyed out.

Rotation Tool 1.0.1.0	_		\times
Adjust			
System Clockwise 0	-		
Touch Clockwise 0	-		
Setting Save	Reset]	
Result			

5. To Rotate Touch to the proper Orientation select the Drop Down menu for **System**. This will give you four options for Degrees of Rotation, 0, 90, 180, and 270 Degrees.

Note: Rotating Orientation must be done from **System** Drop Down Menu. The Touch Drop Menu will have no affect on Orientation.

Rotation Too	l 1.0.1.0	—	×
Adjust			
System	Clockwise 0	-	
Touch	Clockwise 0 Clockwise 90 Clockwise 180		
Setting	Closewise 270	Basat	
	Save	Reset	
Result			

6. When placing a Touch Expert (TE) IPxx rated IR touch frame in portrait in any type of outdoor configuration, (e.g. kiosk or enclosure), the rotation of the touch frame needs to be 90-degree counter-clockwise. The USB cable will end up in the lower right corner.

Note: This is the same as 270 degrees clockwise for purposes of the TE Rotation software if needed to assist with rotation of the touch orientation.



7. Depending on the Degree of Rotation needed, select that option and press **Save**. If Rotation is successful, **Succeeded** will be posted under Result

Ex. of 180 Degree Rotation:



8. Once proper Degree of Rotation is selected and saved, retest frame to ensure Touch Points are aligned to the correct Orientation. If Frame is in working order, close out the Rotation Tool and these settings will be Saved.

9. If the above steps do not resolve the issue, please contact the TSI Touch Customer Service team at 802-874-0123 Option 2; email: <u>support@tsitouch.com</u>; or by visiting our <u>TSI Touch website</u> and clicking on the red "Help" icon in the lower right corner of the webpage.