peerless-AV®

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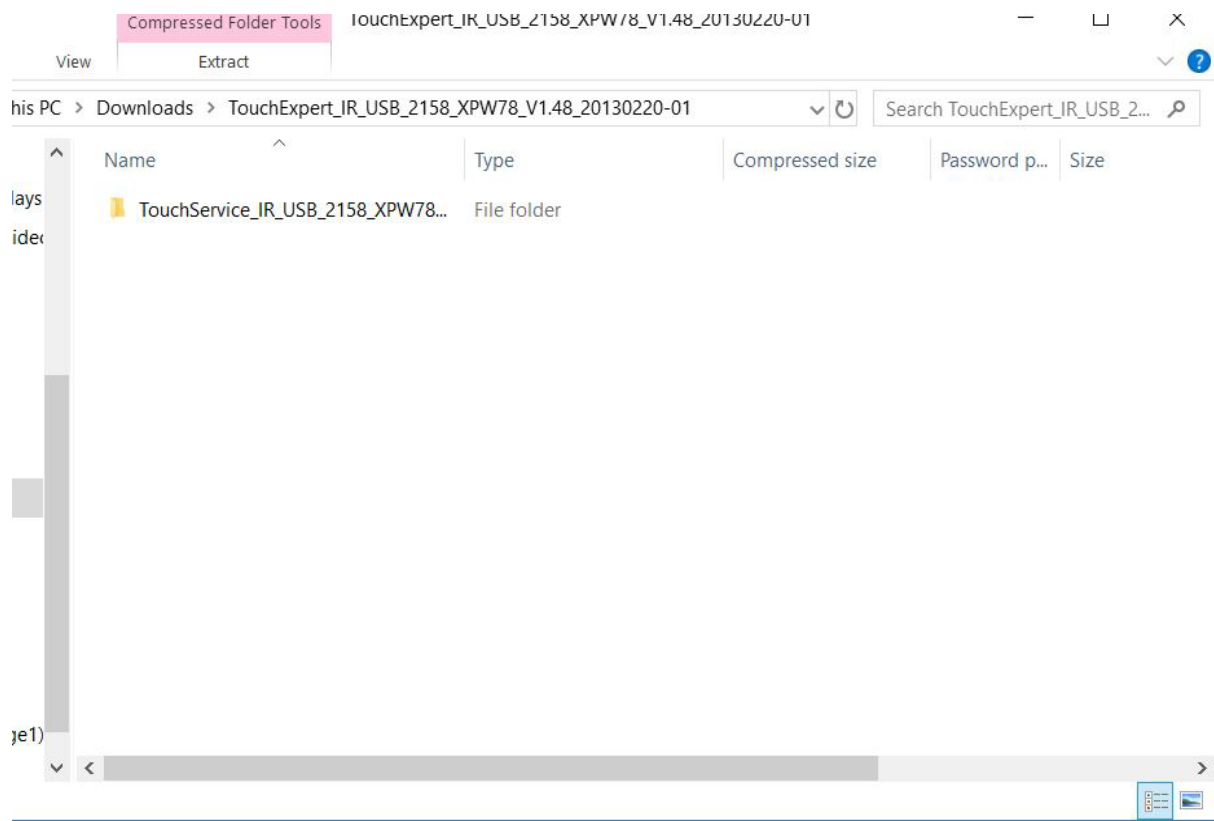
Applies to: Touch Expert/IRT Touch Frames
Symptom(s): Misaligned Calibration, Flipped Orientation
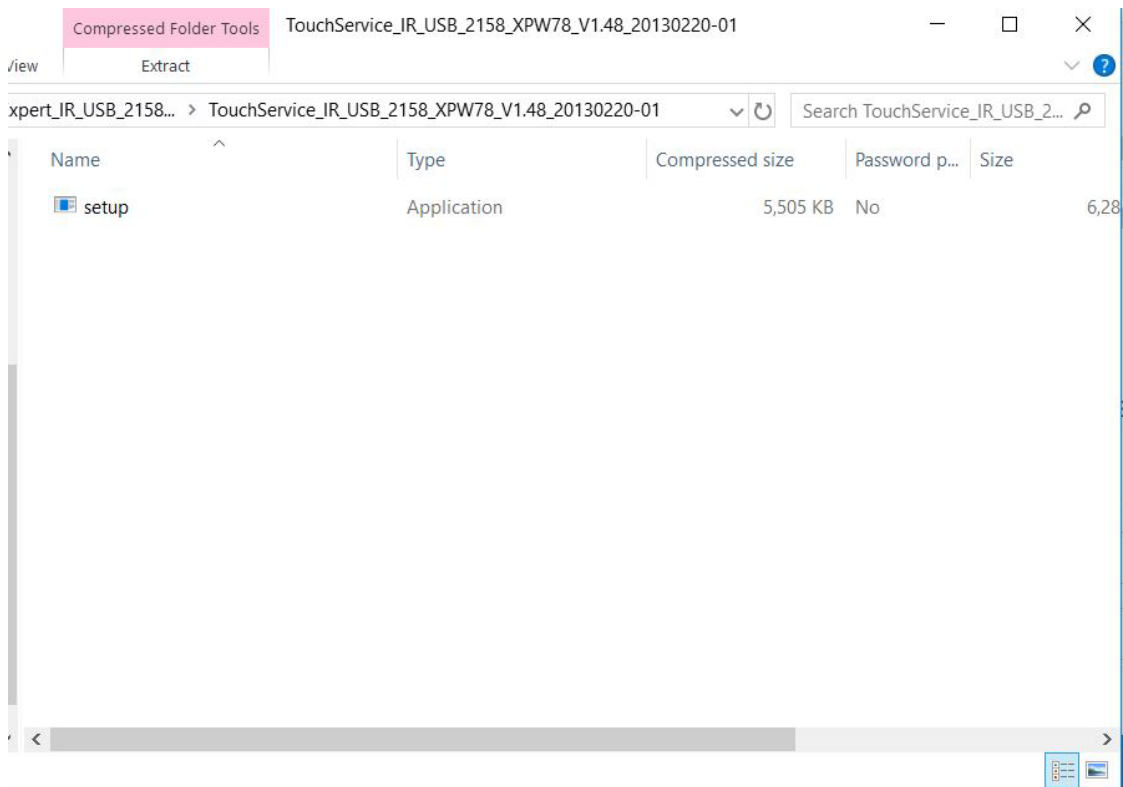**Affected OS:** Windows 10
Prerequisite Software: Expert Calibration Tool; Rotating Orientation Tool

*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.*
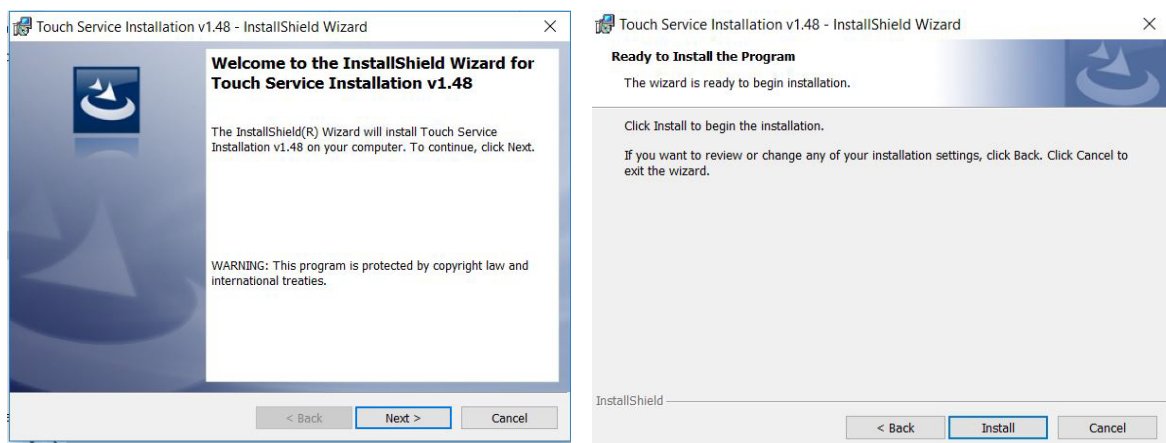
1. Download the **Touch Service** Utility from the link above.

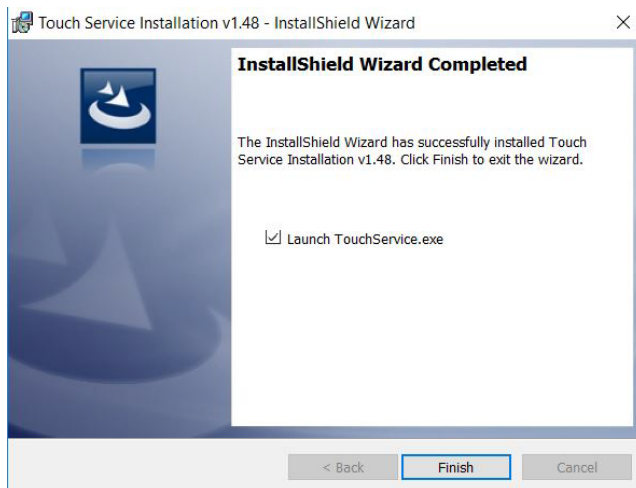**2.** Open the below file.

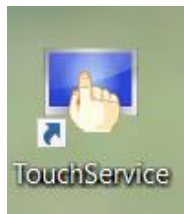**3.** Double click the **Setup** application.

4. To install the **Touch Service** application, click **Next** and then click **Install**.
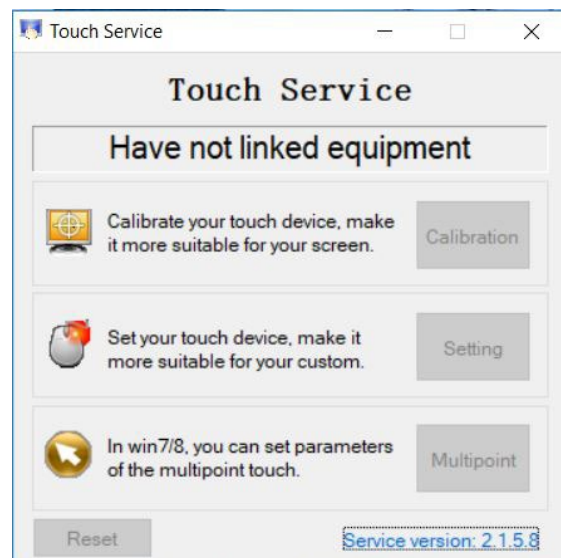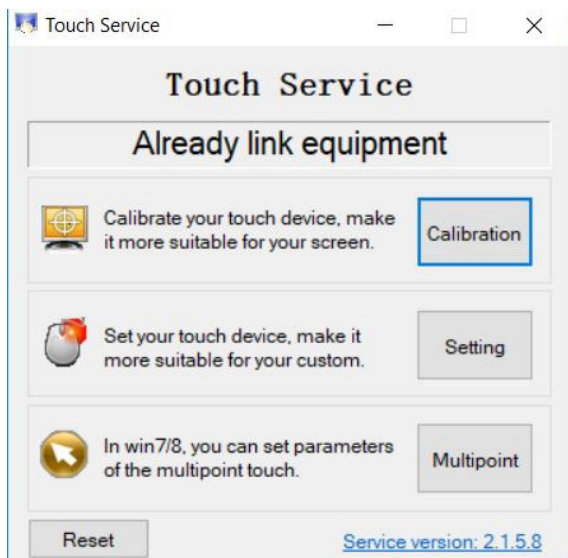
5. To complete the installation, click **Finish**.

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

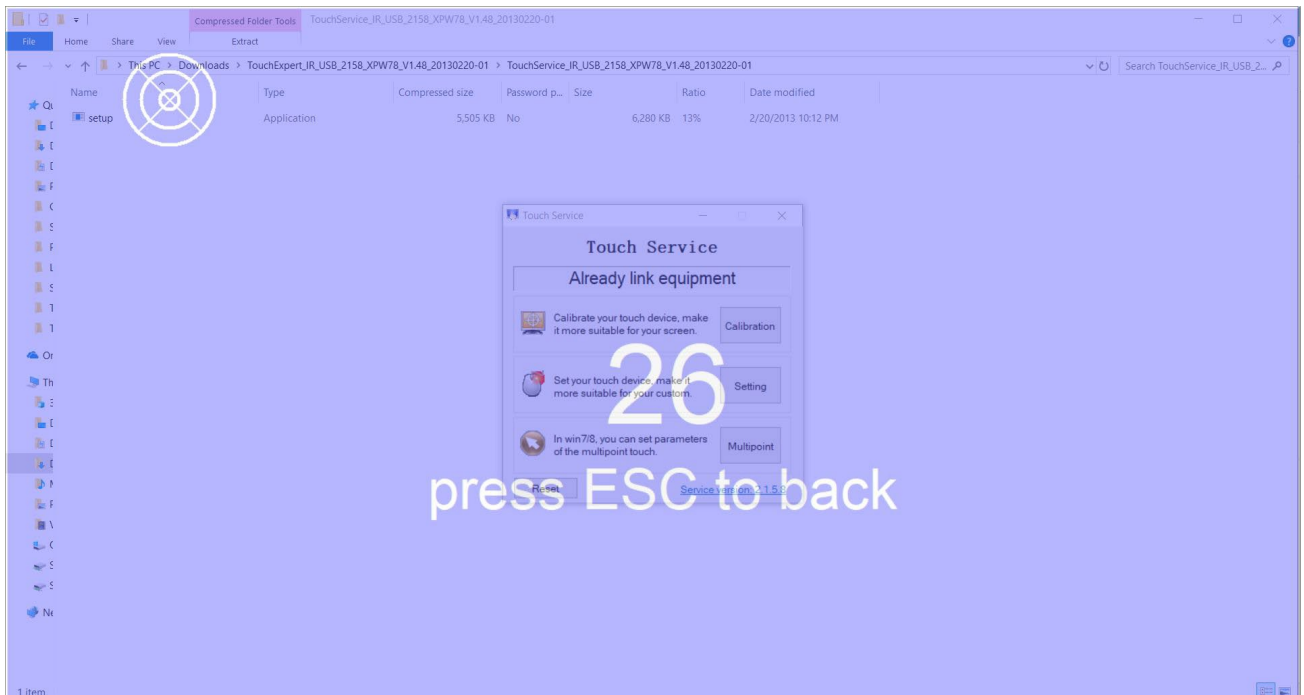**7.** This will bring you to the main menu. Make sure that the touch screen USB is connected to your device. If it is connected correctly, it will state "**Already link equipment**". Should the device not be correctly installed, it will state "**Have not linked equipment**". In order to disable right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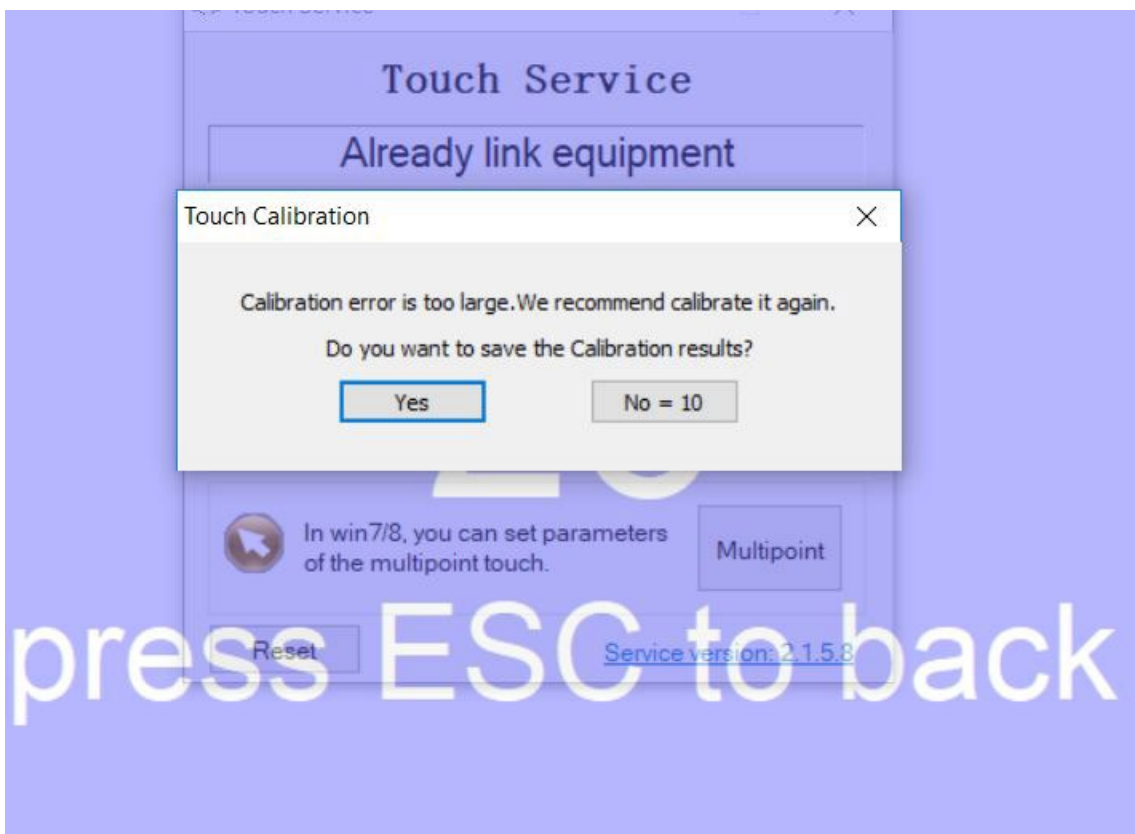

NOTE: If the issue is Flipped Orientation, the Operating System Display Settings must be set to Landscape

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.

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
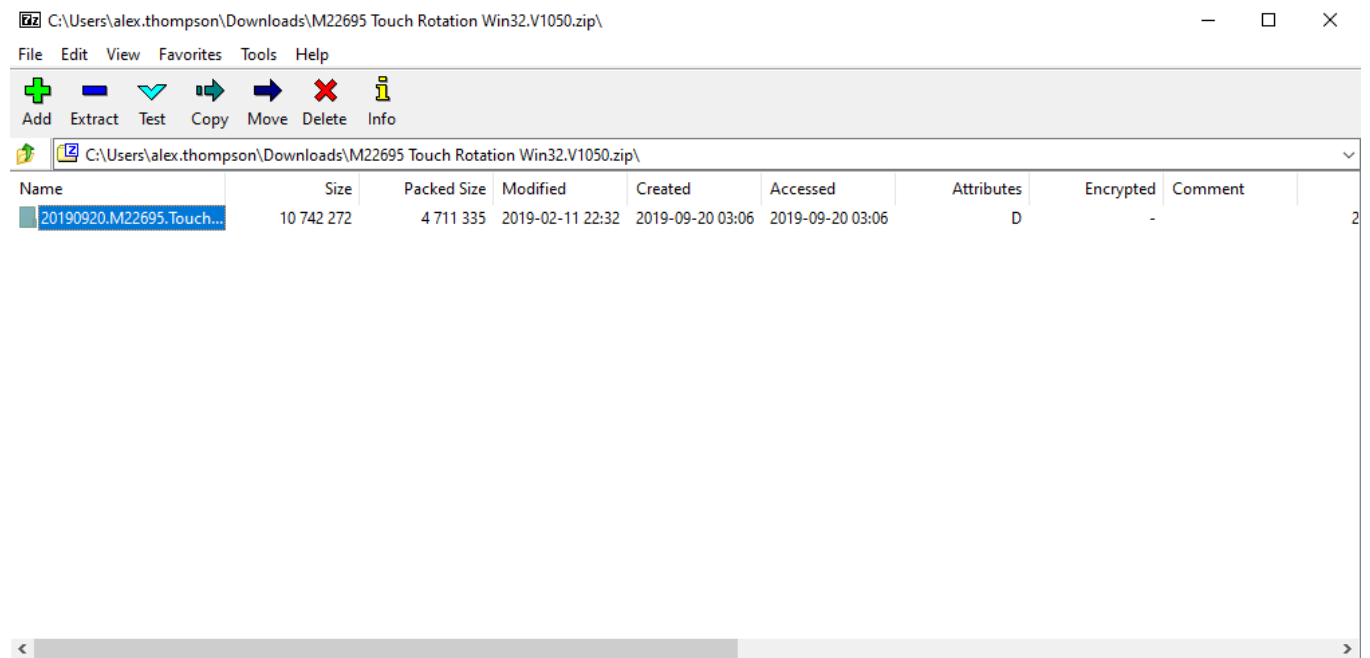**Prerequisite Software:** Expert Calibration Tool; Rotating Orientation Tool

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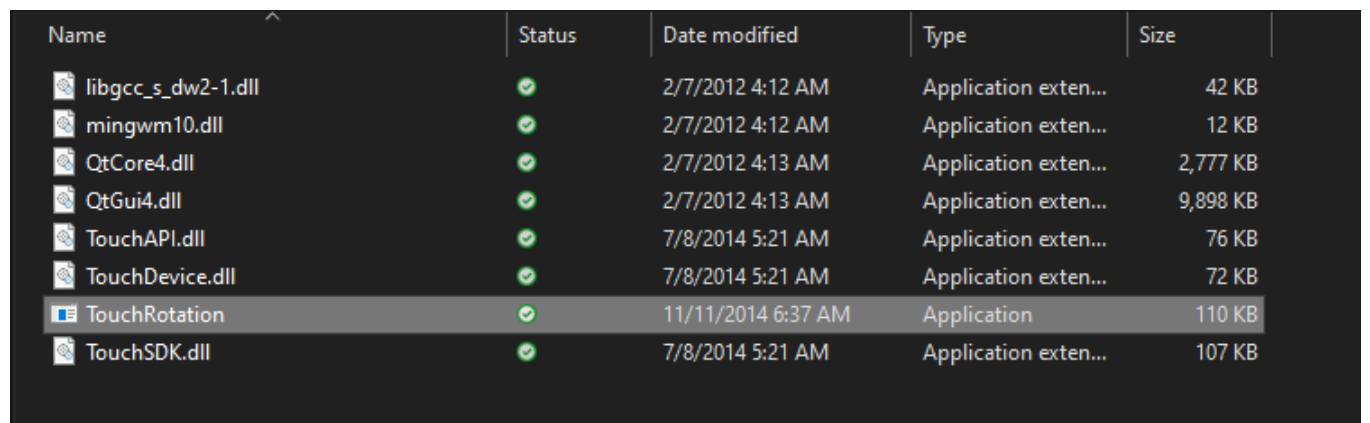***If Calibration is needed, it must be done in Landscape Orientation before the Rotation Tool is used***

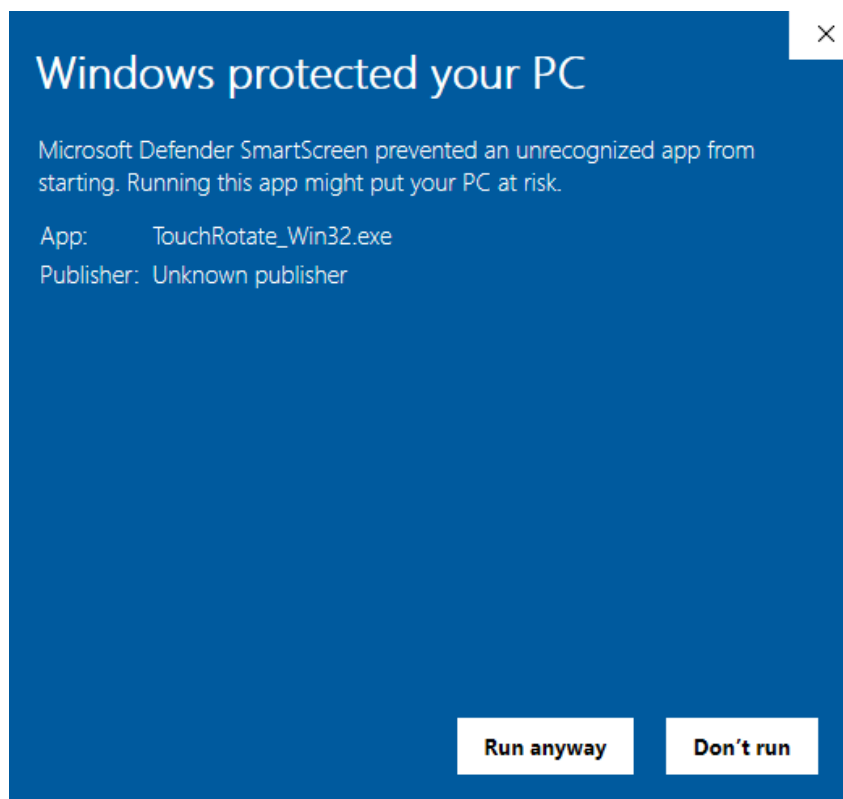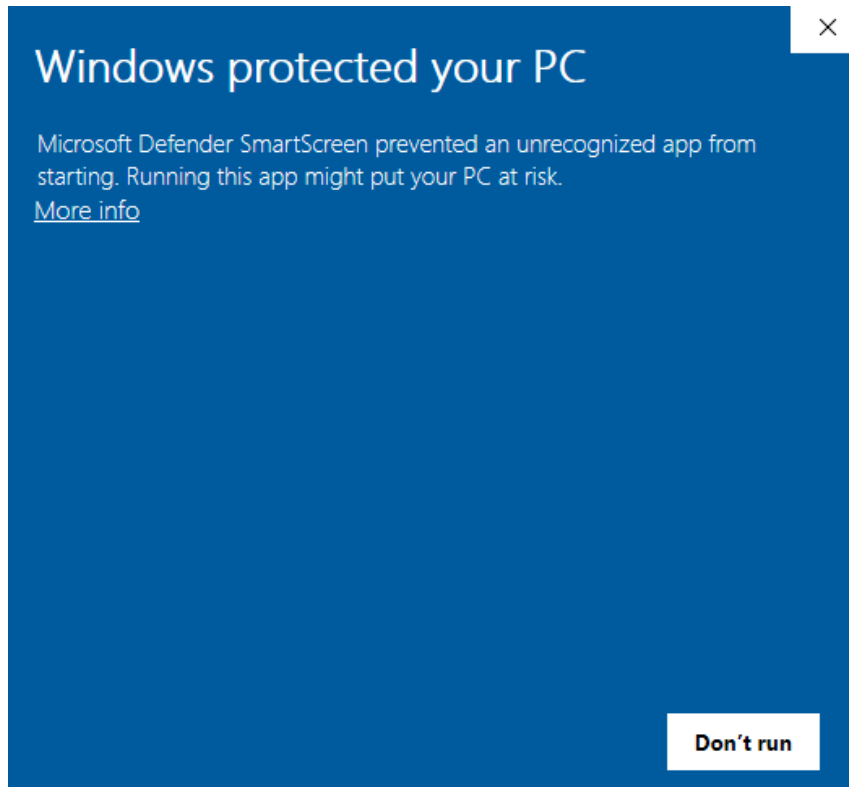**1.** Download the **Rotation Tool** Utility from the link

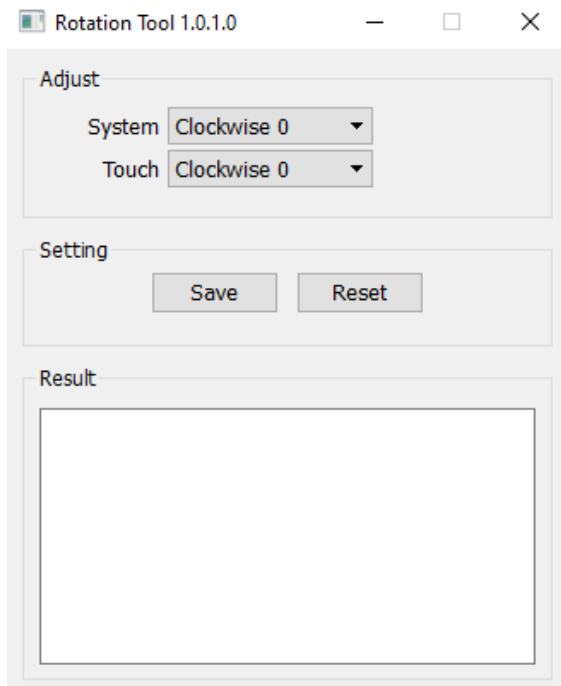**2. Extract** all Files to the desired location on your PC.

3. Open the **TouchRotate.exe** file.

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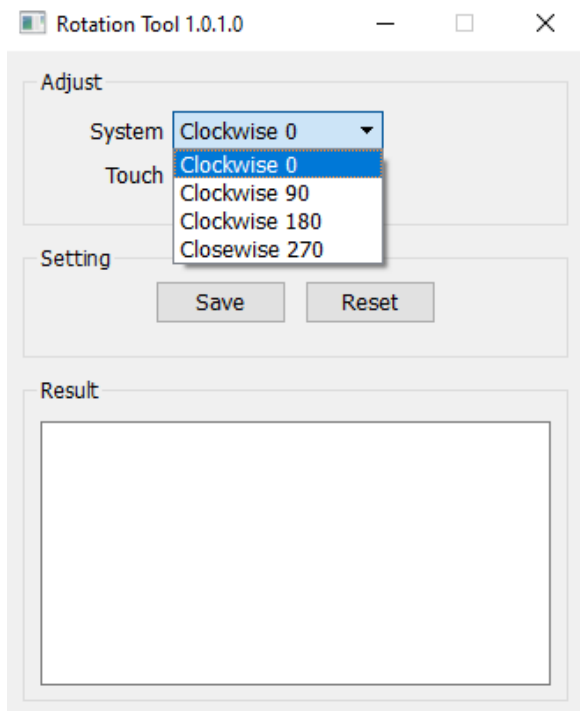
4. This will bring you to the Touch Rotation Tool. If the Touch Expert Frame is detected, options to Adjust **System** or **Touch** will be selectable. If the Frame is not detected, this interface will be greyed out.
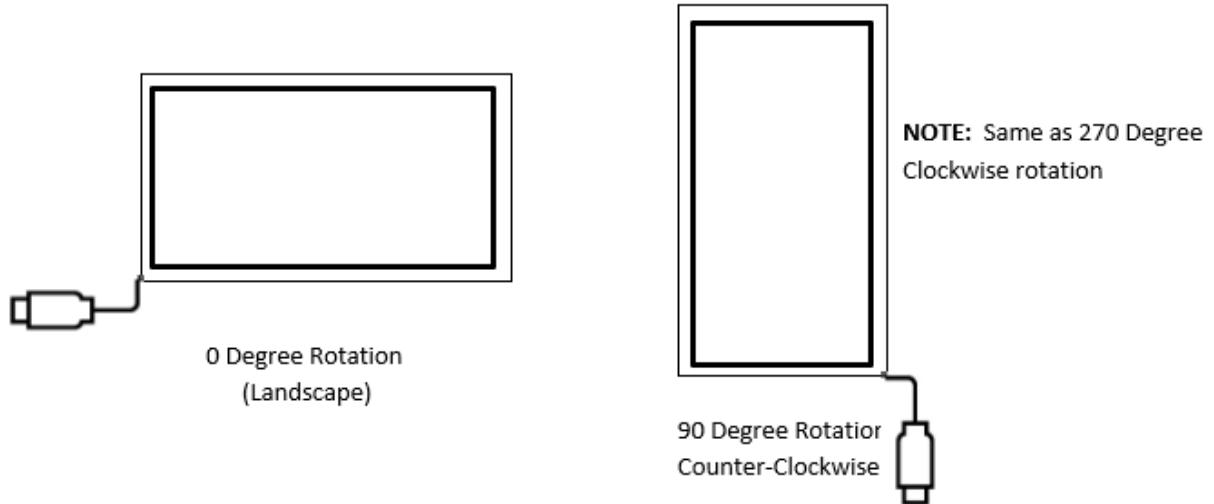

5. To Rotate Touch to the proper Orientation select the Drop Down menu for **System**. This will give you four options for Degrees of Rotation, 0, 90, 180, and 270 Degrees.

*Note: Rotating Orientation must be done from **System** Drop Down Menu. The Touch Drop Menu will have no affect on Orientation.*
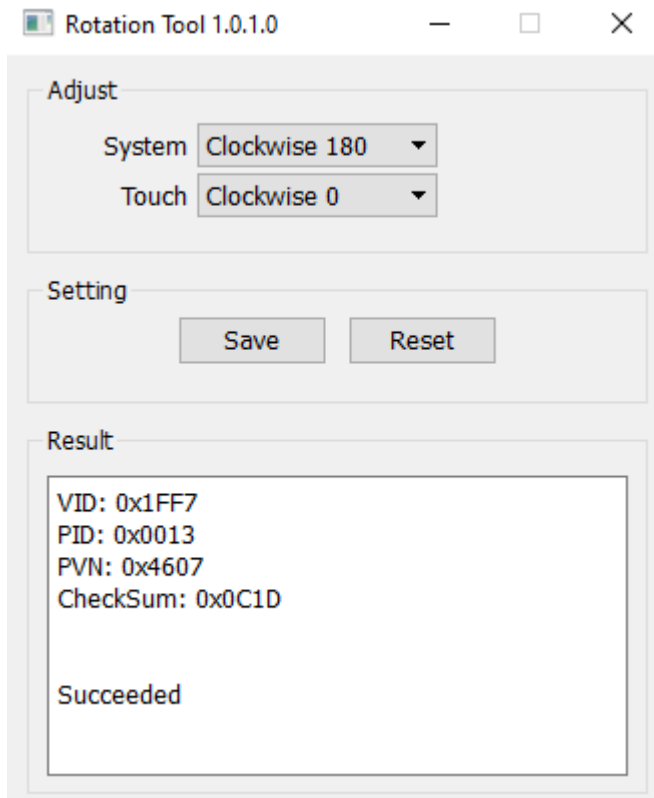
6. When placing a Touch Expert (TE) IPxx rated IR touch frame in portrait in any type of outdoor configuration, (e.g. kiosk or enclosure), the rotation of the touch frame needs to be 90-degree counter-clockwise. The USB cable will end up in the lower right corner.

   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.

0 Degree Rotation
(Landscape)

NOTE: Same as 270 Degree Clockwise rotation

90 Degree Rotation
Counter-Clockwise

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: 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.