User's Manual

DMT-DD

Touch Panel Setting Tool

Important

- **Please read the Precautions and this User's Manual carefully to familiarize yourself with safe and effective usage.**
- **The software described in this document is provided based on the Software License Agreement, and can be used only when you agree with the contents of the agreement.**
- **This document exclusively describes analog resistive touch panel monitors.**

- **For information about how to connect the monitor, refer to the Setup Manual of your monitor.**
- **The latest software and User's Manual are available for download from our web site:**
  www.eizoglobal.com

EIZO ®

About This Document

This document describes the procedures required to operate EIZO analog resistive touch panel monitors in Windows 11 / Windows 10.

About DMT-DD

DMT-DD is the software used to operate EIZO touch panel monitors in Windows 11 / Windows 10.

Contents

Chapter 1 Introduction

1-1. Outline

DMT-DD provides the functions necessary to operate a touch panel. The functions are as follows:

- Install and Uninstall of the touch panel driver
- Configuration of the touch panel driver

● Operating Conditions

The following shows the conditions that need to be satisfied to operate DMT-DD on an EIZO analog resistive touch panel monitor.

OS[1]	• Windows 11 (64 bit) • Windows 10 (32 bit / 64 bit)
Software	.Net Framework 4.6
Hard disk	Approximately 10MB of free space / data file capacity on the system drive
Interface	• USB • RS-232C (COM port connection)

*1   EIZO support will end when OS vendor support ends.

Attention

• System-builder version of Windows 11 / Windows 10 is not supported.

Note

• "(Limited) Touch Support" may be indicated in the system properties, however, this does not affect the operation of the touch panel.

1-2. Precautions

- If this software is used under the following conditions, the software may not operate properly.
  - Usage methods that are different from the instructions contained in this document
  - Usage in operating conditions other than those specified
  - Usage in an environment where mouse emulation software or any similarly functioning software is installed
  - Using after installing the software by overwriting a previous version
- EIZO shall not be liable in any way for any issues that may arise from using this software. Be sure to back up your system before installing this software.

Chapter 2　Setup

2-1.　Setup Flow

1. Connecting the product
• Refer to the Setup Manual of your model.

↓

2. Starting the computer

↓

3. Installing DMT-DD (page 6)

↓

4. Installing the touch panel driver (page 9)

↓

5. Configuring the touch panel (page 13)

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6. Registering the configuration file (page 15)

↓

7. Calibrating the touch positions (page 16)

↓

Completion
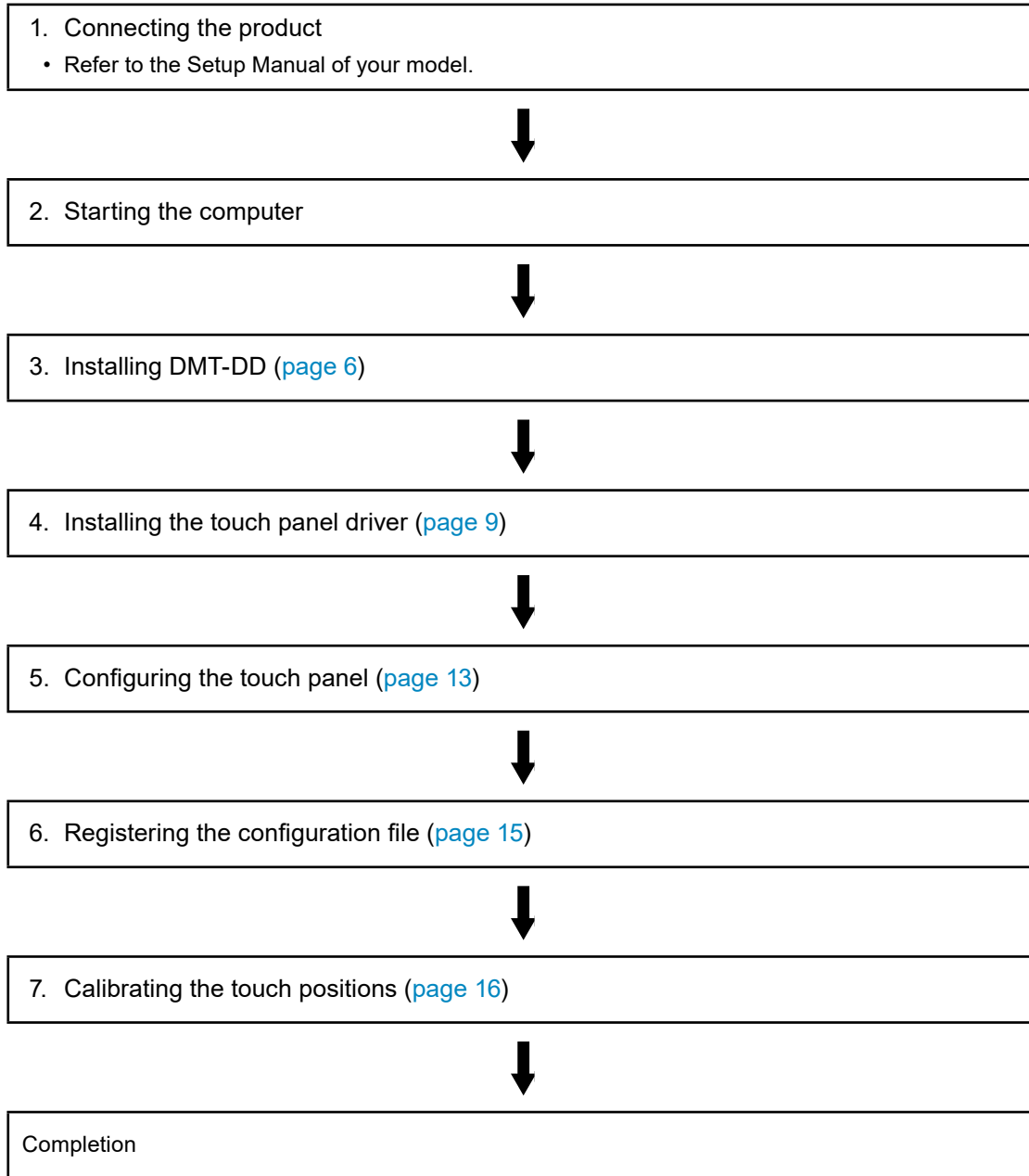
2-2. Installing DMT-DD

Attention

• If you need to re-install DMT-DD, e.g. when upgrading, uninstall DMT-DD first. Then restart your PC and install DMT-DD.

1. Log in to the computer using an account that has administrator privileges.

For information on user account privilege settings, contact your system administrator.

2. Insert the "EIZO LCD Utility Disk" into the optical disk drive.

3. Open the "Touch Panel" tab, and under "Touch Panel Driver", click "Install".

The "Welcome to the DMT-DD Setup Wizard" window will appear.

Note

• To perform installation by downloading DMT-DD from our website, carry out the following procedure.
    1. Extract the downloaded file.
    2. Double-click "DMT-DDSetup_ms.msi".

Attention

• If an installer other than the installer dedicated to the OS used is executed, a message appears and installation fails. Be sure to execute the dedicated installer.

4. Click "Next".
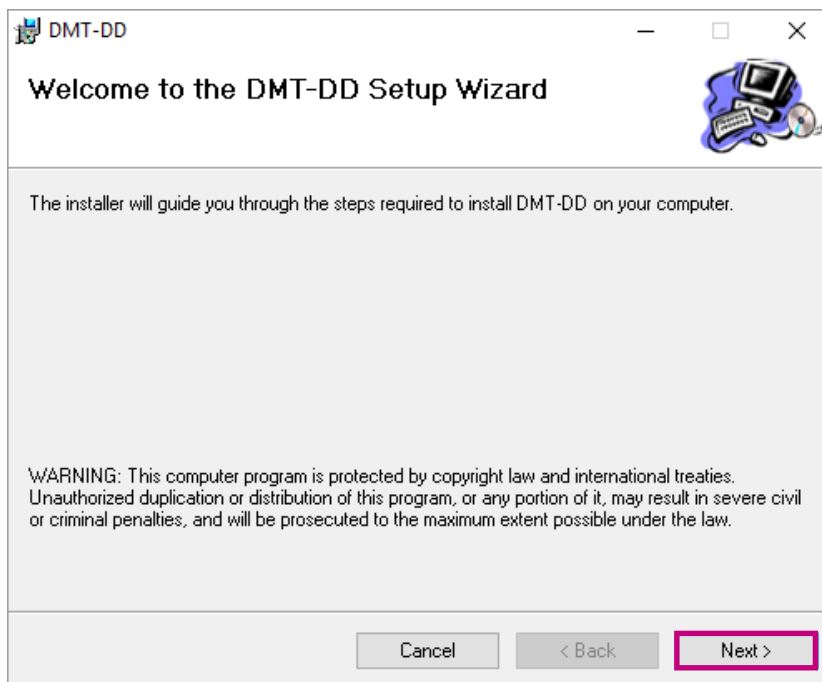
The "License Agreement" window will appear.

5. **Read the contents. Select "Agree" and click "Next".**
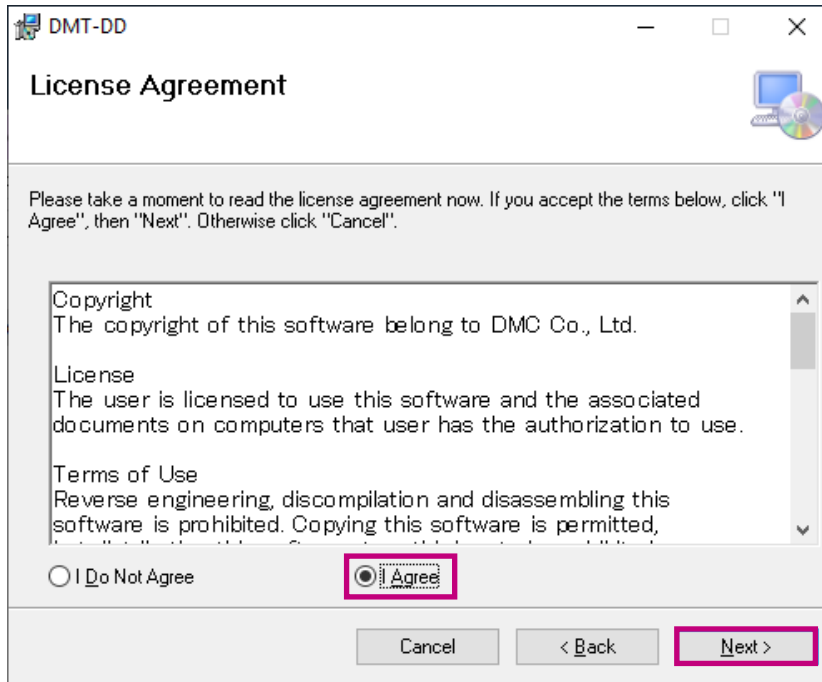
Installation will start.

When the installation procedure is completed, the message "Installation Complete" will appear.

Note

• During the installation procedure, the following screen may appear several times. If so, click on "Install".

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6. Click "Close".

If DMT-DD was installed successfully, a shortcut is created on the desktop.

2-3. Installing the Touch Panel Driver

Merely installing DMT-DD does not enable the touch panel to function. You must install the driver in each touch panel monitor. The installation procedure differs depending on the method used to connect the touch panel.

Attention

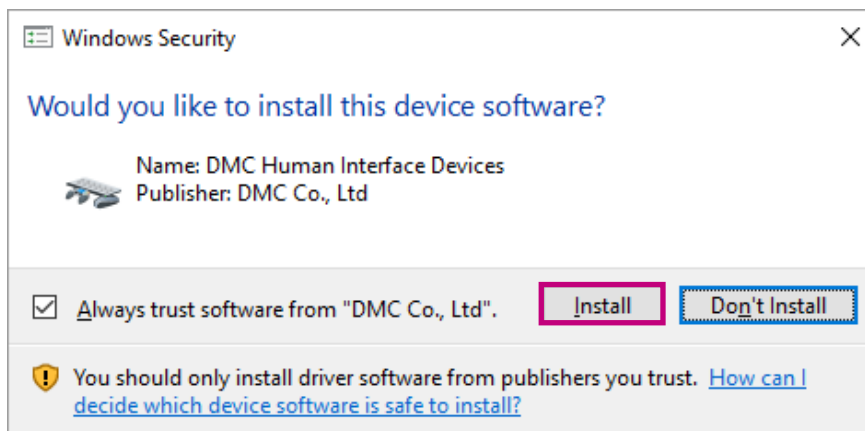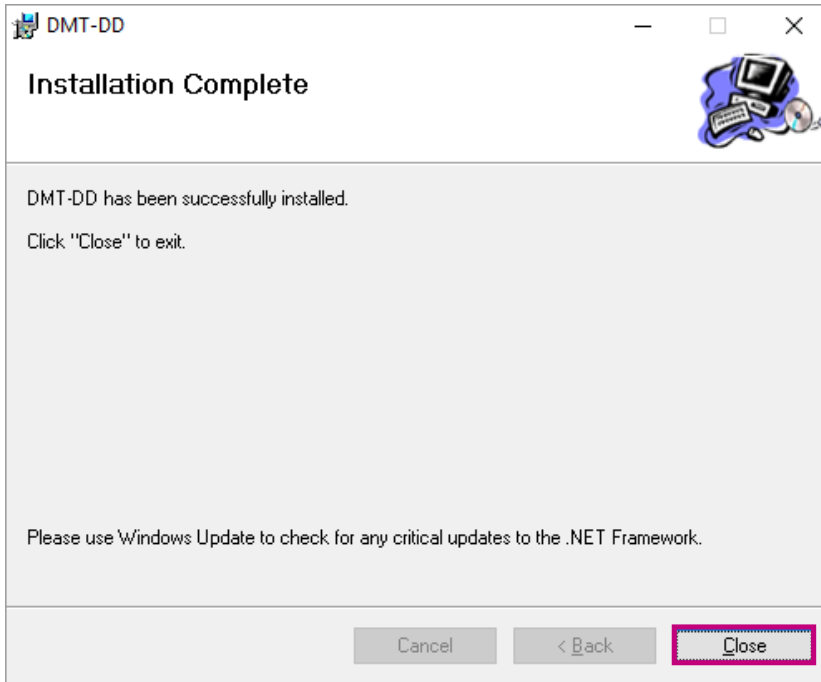- You must have local administrative privileges for the user account. For information on user account privilege settings, contact your system administrator.
- Depending on the user account control settings, the following window may appear. Click "Yes".
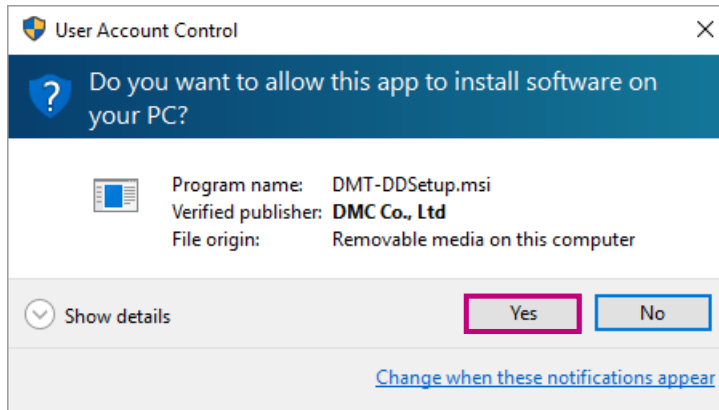
Note

- When you add or change a touch panel monitor to be connected to your computer, you need to install a driver for the touch panel monitor.
- The installation method of the touch panel driver differs depending on the connection cable.
  - For details on the installation procedure for "COM port connection" that uses an RS-232C cable, refer to "Installing the Touch Panel Driver (COM Port Connection)" (page 10).
  - For details on the installation procedure for "USB connection" that uses a USB cable, refer to "Installing the Touch Panel Driver (USB Connection)" (page 10).
- The COM port connection and the USB connection cannot be used at the same time on the same touch panel monitor.

● Installing the Touch Panel Driver (USB Connection)

The touch panel driver will be installed automatically when a USB cable is connected after DMT-DD is installed. If the USB cable is already connected before installing DMT-DD, disconnect and connect the USB cable again, or click "Install".

Attention

• After the installation procedure is completed, you must reboot the computer.

● Installing the Touch Panel Driver (COM Port Connection)

1. **Check if the signal cable is properly connected.**

2. **Launch DMT-DD.**

3. **From the "Touch Panel Device List", select the icon of the touch panel to which the touch panel driver is to be installed.**

Note

• Touch the screen of the monitor to which the touch panel driver is to be installed, then the icon connected with the monitor that you touched will be selected.
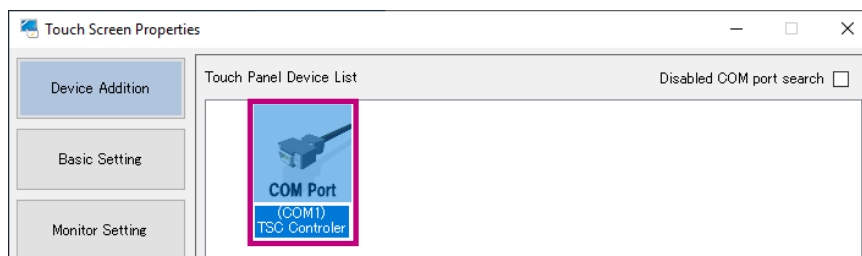
4. Click "Install".
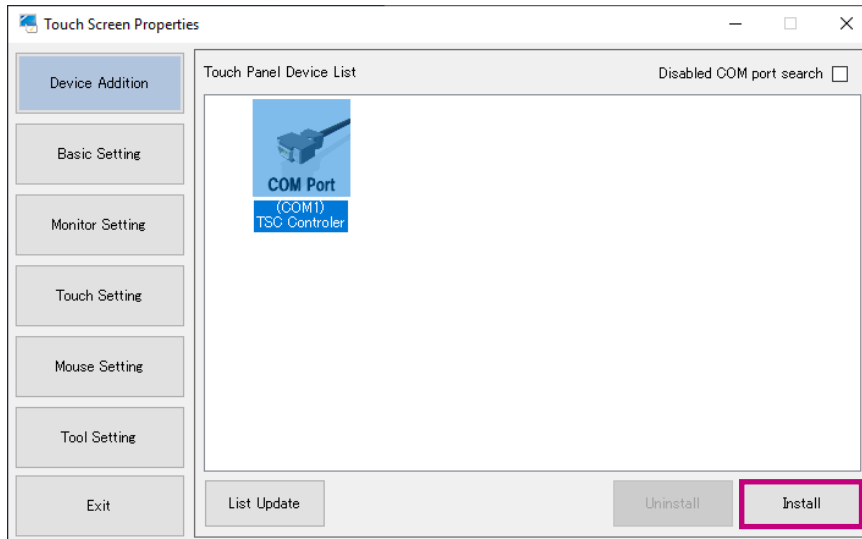
Attention

• When you click "Install", a message may appear.

• Check the following points, then click "Install" again.
  - Uncheck "Disabled COM port search" if it is checked.
  - Check that the RS-232C cable is properly connected.

The confirmation window will appear.

5. Click "Yes".

Installation will start.

```
Install                                    ✕

   ?    Do you want to start install?


           [ Yes ]            No
```

Note

• If the driver is being installed for the first time, the following window will appear several times. Click "Install".

```
▣ Windows Security                                    ✕

  Would you like to install this device software?

          Name: DMC Human Interface Devices
          Publisher: DMC Co., Ltd


  ☑  Always trust software from "DMC Co., Ltd".    [ Install ]   Don't Install

  ⚠  You should only install driver software from publishers you trust. How can I
     decide which device software is safe to install?
```
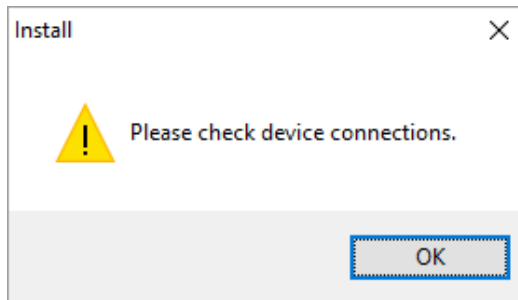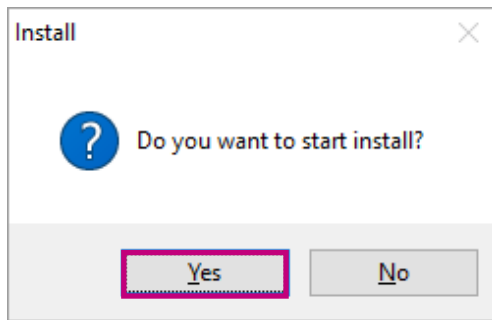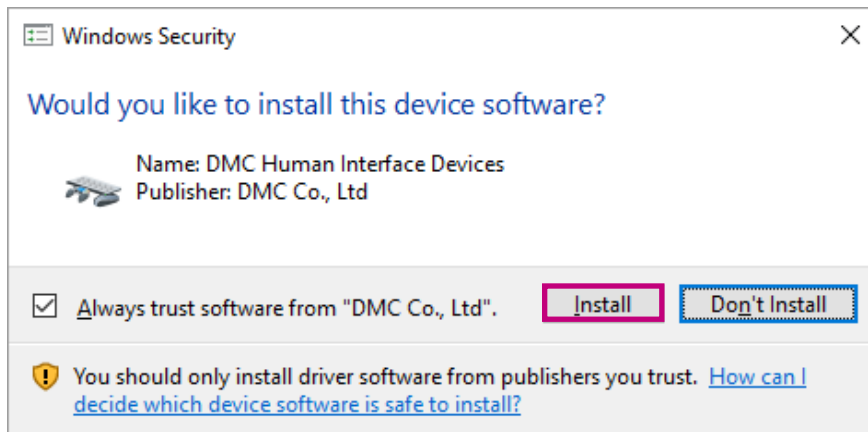
When the installation procedure is completed, a message will appear.

```
Install                                    ✕

   ⓘ    Install has been completed.

        Please restart the PC.


                          [ OK ]
```
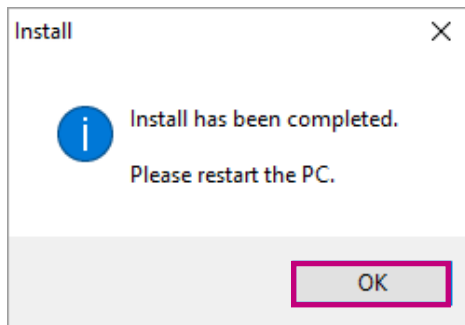
6. Click "OK".

Installation is completed at this point.

When the installation procedure has been completed successfully, the icon in the "Touch Panel Device List" will change to the "Installed" icon.

```
🖳 Touch Screen Properties                           —  ▢  ✕

                      Touch Panel Device List    Disabled COM port search ☐
  Device Addition

  Basic Setting

                             TP Driver
  Monitor Setting           (COM1)
                             ID:1
```

7. Reboot the computer.

2-4. Configuring a Touch Panel

Associate the touch panel device (USB connection or COM port connection) with the monitor (video signal cable connection such as DVI and D-Sub).
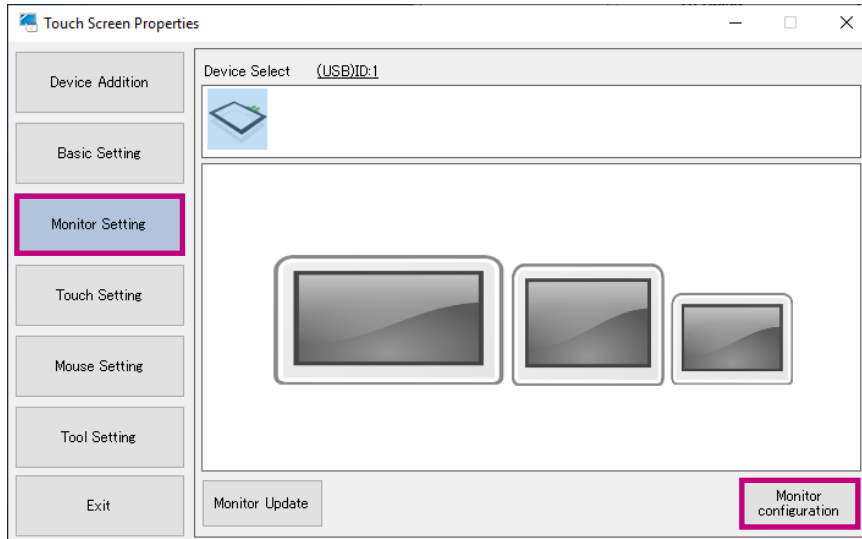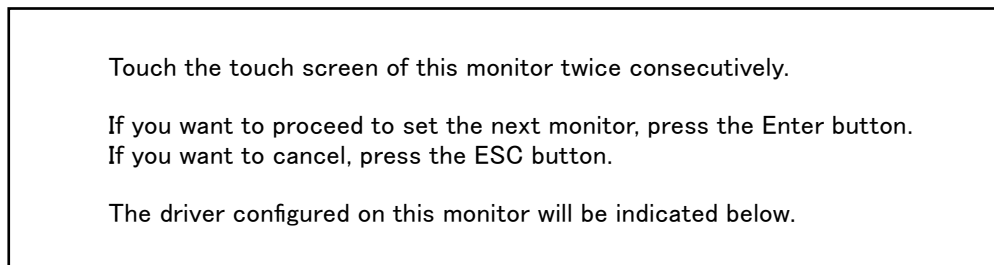
Attention

• If you replace the monitor or change the COM port or USB port used to connect the monitor, you will need to run "Monitor configuration" from "Device Addition".
• If you have changed any display setting(s) of the monitor (expansion or reproduction display, or aspect ratio), you will need to perform the procedure shown below.

1. **In "Monitor Setting", click the "Monitor configuration" button.**

The following window will appear on the first monitor.

> Touch the touch screen of this monitor twice consecutively.
>
> If you want to proceed to set the next monitor, press the Enter button.
> If you want to cancel, press the ESC button.
>
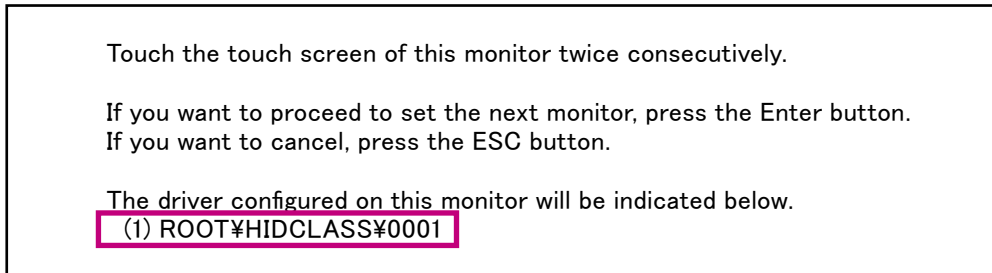> The driver configured on this monitor will be indicated below.

If the monitor displaying this window is not a touch panel monitor, press "Enter" on the keyboard. The window shown above moves to the next monitor to the right. Repeat this until the window is displayed on the relevant touch panel monitor.

To cancel the setting, press "Esc" on the keyboard.

2. Touch the touch panel twice.

The touch panel device is associated with the monitor, and the display on the touch panel monitor changes to the following window.

> Touch the touch screen of this monitor twice consecutively.
>
> If you want to proceed to set the next monitor, press the Enter button.
> If you want to cancel, press the ESC button.
>
> The driver configured on this monitor will be indicated below.
> (1) ROOT¥HIDCLASS¥0001

Note

• Displayed contents differ depending on the environment.

3. Close the selection window.

Press "Enter" on the keyboard.

The execution result will appear.

The associated monitor will become active and the driver ID will appear.
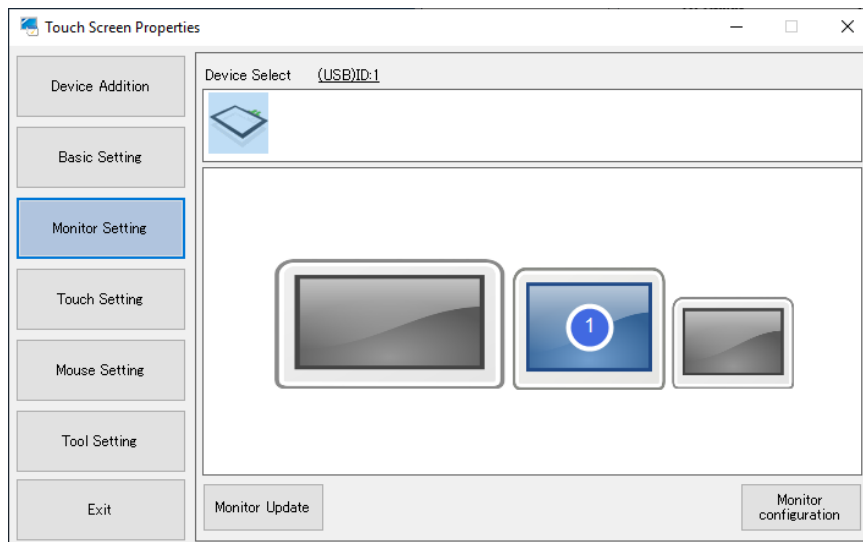

4. Reboot the computer.

2-5. Registering a Configuration File

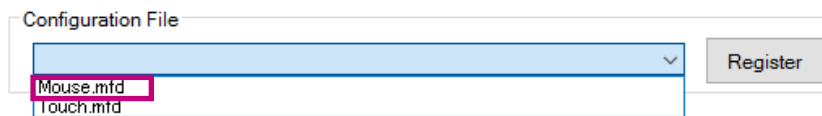Register a configuration file and configure the operation mode of the touch panel.

Attention
- You must register a configuration file for each installed touch panel driver.
- In the default setting, no configuration file is registered. When no configuration file is registered, the "Touch.mfd" file will be set.

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1. **In "Basic Setting" - "Device Select", select the touch panel driver for which a configuration file is to be registered.**
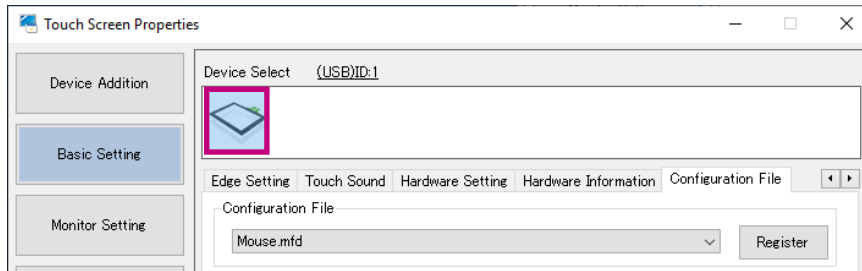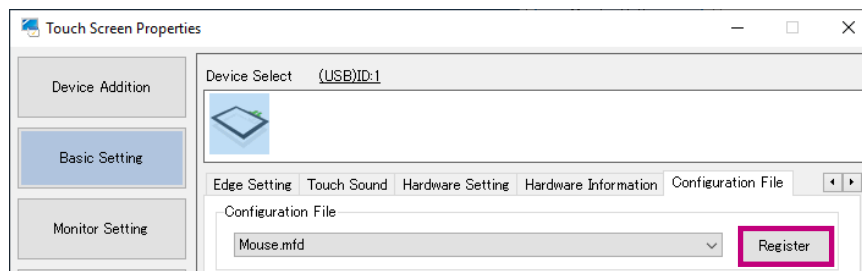

2. **In the "Configuration File" tab, select "Mouse.mfd" from the "Configuration File" pull-down menu.**

Note
- For details on the "Touch.mfd" file, refer to "3-9. Configuration File" (page 32).

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3. **Click "Register".**

A message will appear, indicating that the setting has been completed.
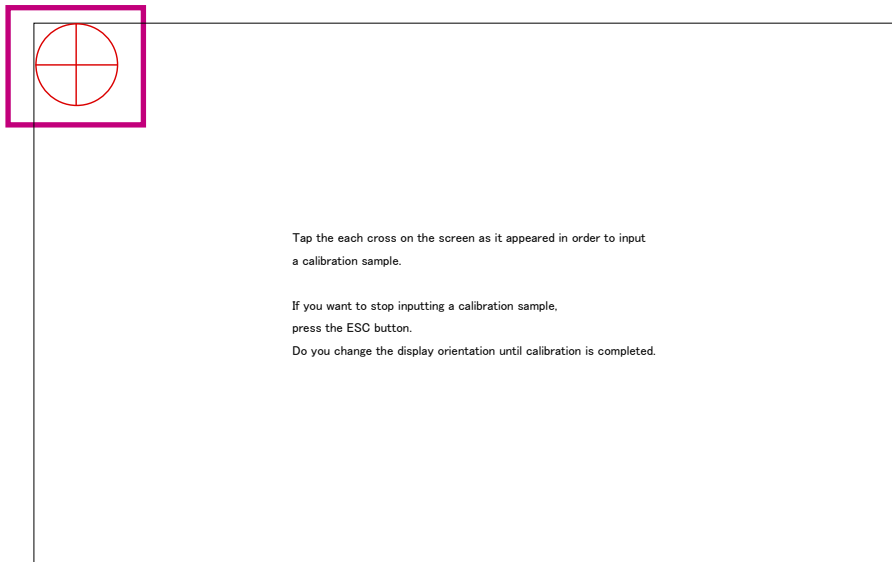
2-6. Calibrating the Touch Panel Monitor

Calibrate the touch panel monitor to align the touched positions with the positions at which the cursor is displayed in response to each touch.

1. **In "Basic Setting" - "Device Select", select the touch panel monitor on which positions are to be calibrated.**

2. **Click "4Point" or "9Point" in the "Software Setting" tab.**
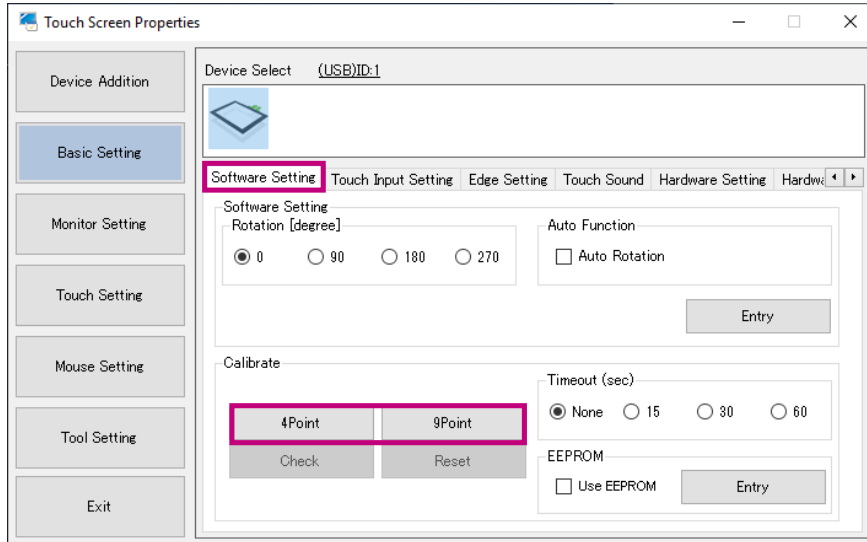
The calibration window will appear.

3. **Touch the center of the marker displayed in the window.**

Tap the each cross on the screen as it appeared in order to input a calibration sample.

If you want to stop inputting a calibration sample, press the ESC button.
Do you change the display orientation until calibration is completed.

Touching the marker causes the next marker to appear. Touch the center of the new marker.

When all the markers are touched, the calibration is completed. The confirmation window will appear.
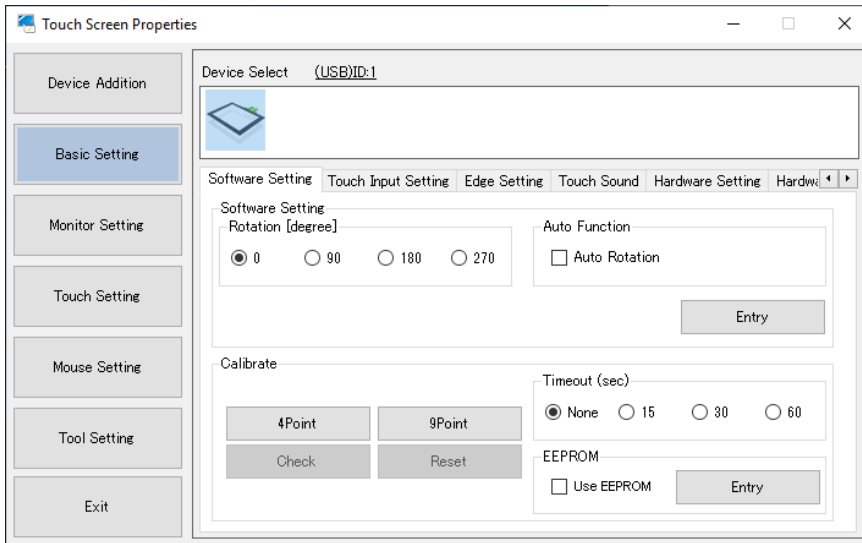
4. **Click "OK".**

The position calibration is completed at this point.

# Chapter 3 Touch Screen Properties

When you launch DMT-DD, the "Touch Screen Properties" window will appear.
Using the "Touch Screen Properties", you can configure the operation settings and calibrate the touch panel.

3-1. Touch Panel Device List

If you click "Device Addition", icons of USB connected touch panels, connectable COM ports, or installed touch panels are displayed in the "Touch Panel Device List".
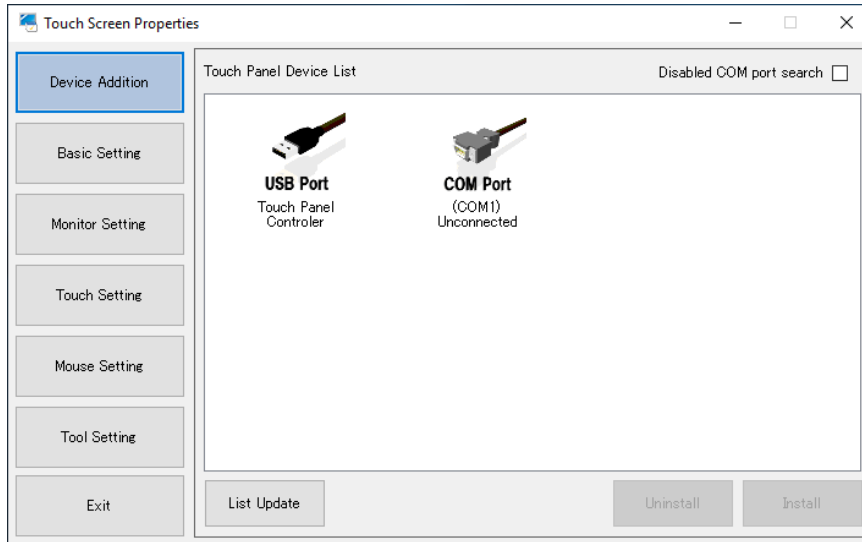
Note

- When you connect or disconnect a USB connected touch panel, the "Touch Panel Device List" will be updated automatically.
- Click "List Update" to update the "Touch Panel Device List".
- If you check "Disabled COM port search", touch panels connected to COM ports will not be searched. This check box is unchecked by default. If you uncheck this, touch panels connected to COM ports will be searched automatically.
- The "Touch panel device list" is not automatically updated when installing or uninstalling the touch panel driver.
- The icons will appear as below.

Icon	COM Port (COM1) TSC Controler	COM Port (COM1) Unconnected	TP Driver (COMx) ID:1	USB Port Touch Panel Controler	TP Driver (USB) ID:1
Connection Type	Unconnected	COM Port	COM Port	USB Port[*1]	USB Port
Touch Panel Driver	-	Before installation	After installation	Before installation	After installation
Status	-	-	√	-	√

√ : They can be used as a touch panel monitor.

*1   This icon appears if the touch panel monitor has been connected via USB before installing DMT-DD. The driver will be installed by selecting the icon then clicking "Install", or by disconnecting and connecting the USB cable again.

3-2. Software Settings

Touch positions can be rotated and calibrated in accordance with the rotation of the monitor.

To configure the settings, in "Basic Setting", select the "Software Setting" tab.

Attention

• It is necessary to complete the setup of "Monitor configuration". (Refer to "2-6. Calibrating the Touch Panel Monitor" (page 16).)
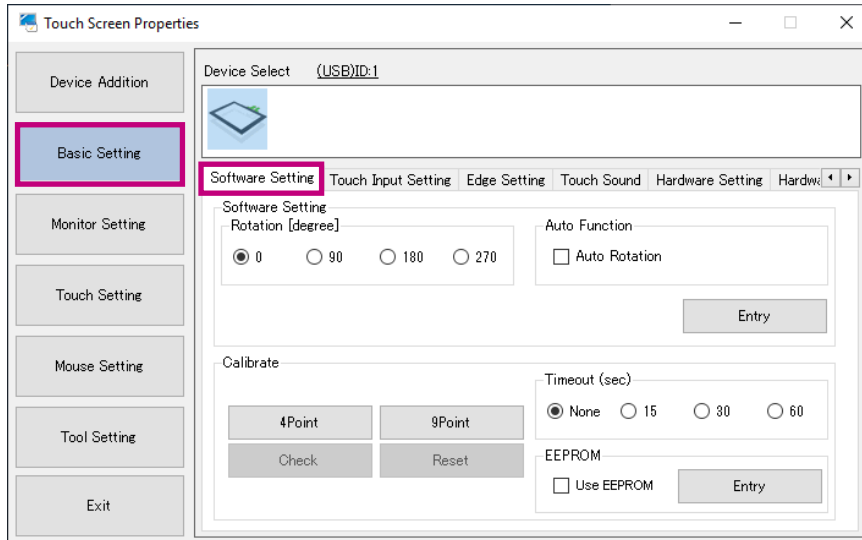
● Software Settings

If the monitor display is rotated by the setting of the OS, the touch positions may not be detected correctly.

Configure the software in accordance with the rotation of the screen. After the settings are configured, click "Entry" to enable the settings.

The settings depend on the selection in "3-9. Configuration File" (page 32).

If the "Mouse.mfd" file is selected

If you have checked "Auto Rotation", touch positions will be rotated in accordance with the rotation of the screen.

If you have unchecked "Auto Rotation", in order that the touch positions rotate in accordance with the rotation of the monitor screen, you must configure the "Rotation [degree]" setting in accordance with the rotation of the screen.

Attention
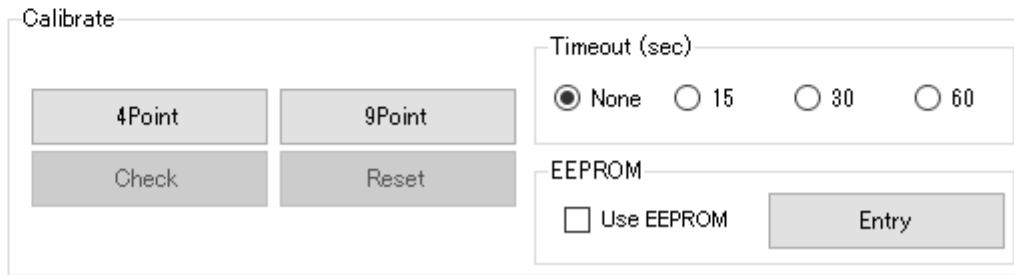
• To enable the "Auto Rotation" function, you must enable the resident function. If you check "Auto Rotation" and click "Entry" while the resident function is disabled, a message will appear. If you click "OK", both the resident function and the auto rotation function will be enabled. (Refer to "Resident Function" (page 36).)

If the "Touch.mfd" file is selected

Coordinates are rotated by a Windows function. It is not necessary to configure the "Rotation [degree]" and "Auto Rotation" settings. Use the auto rotation function if coordinates are not rotated by Windows due to reasons specific to your environment.

● Calibration

You can calibrate the touch panel monitor. If you are using an analog resistive touch panel monitor, be sure to perform calibration. After the settings are configured, click "Entry" to enable the settings.

4Point / 9Point

Align the touched position with the cursor position. For details, refer to .

Check

Check the result of the 4-point or 9-point calibration. The ideal positions are indicated in blue, and the touched positions are indicated in red. Click "Enter" on the screen or press "Enter" on the keyboard to finish the check.
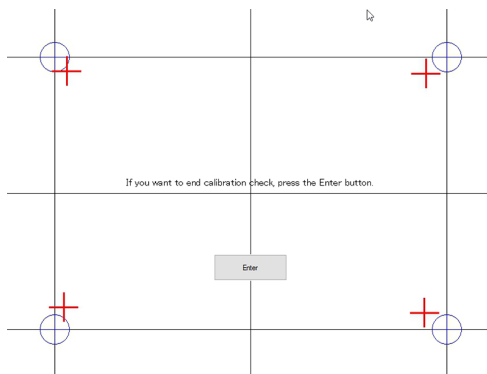
Example of 4-point calibration result
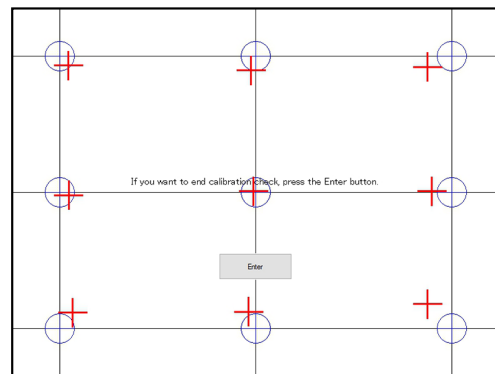
Example of 9-point calibration result

Reset

Delete the result of the 4-point or 9-point calibration.
On the confirmation window that appears, click "Yes" if you want to delete the calibration result.
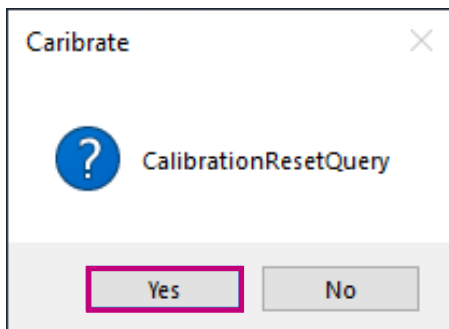
Timeout (Sec)

Default setting: None
Available range: "None" / "15" / "30" / "60" seconds
When this is set to anything other than "None", 4-point or 9-point calibration will time out if no touch occurs for the specified number of seconds. The system returns to the pre-adjustment state when you click "OK" after the calibration has timed out, or when the specified timeout time has elapsed.
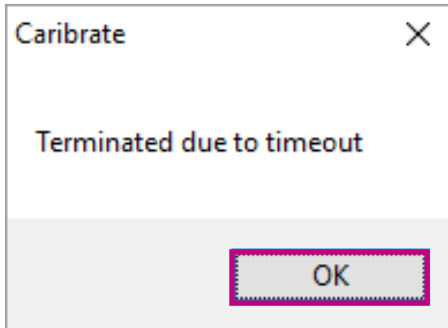
EEPROM

Default setting: Unchecked (do not use)
Check the "Use EEPROM" option, then click the "Entry" button to save the calibration data to the memory in the touch panel monitor.

Attention

• Depending on the monitor you are using, you may not be able to use it. In this case, the icons will appear as shown below.
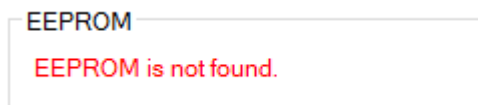
3-3. Touch Input Setting

Touch operation can be configured for each touch panel. In "Basic Setting", select the "Touch Input Setting" tab, and configure the settings. Click "Entry" to enable the settings.
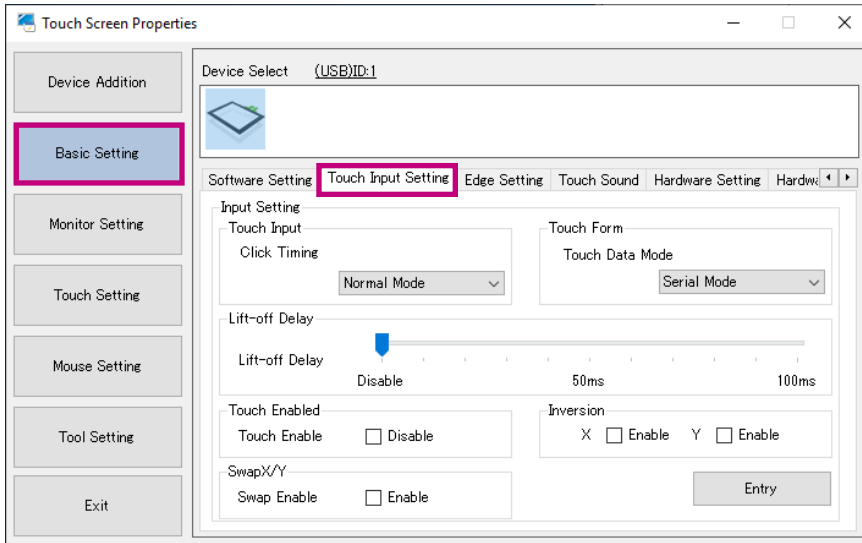
● Touch Input

You can configure the touch input actions.

Click Timing
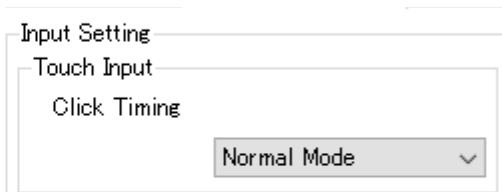
The timing at which the system is notified of instances of touch down and up operations are as follows.
√ : The system is notified at the moment the operation is carried out.
- : The system is not notified at the moment the operation is carried out.

Setting	Touch down operation	Touch up operation
Normal Mode (default setting)	√	√
Click at touch up	–	√[*1]
Click at touch down	√[*1]	–

*1 The system is notified of instances of touch down and up operations at the same time they occur.

Attention

- If "Click at touch up" / "Click at touch down" is selected, the touch input actions are as follows.
    - The drag operation will not be available.
    - If you select "During touch down" in "Sound Timing" (page 28) for the touch sound, the touch sound will not be played.
    - If you select "Touch.mfd" in "3-9. Configuration File" (page 32), the touch input actions are as follows.
        - The pointer will change to a cursor.
        - Flick operations or right-clicking using a long touch will not work.
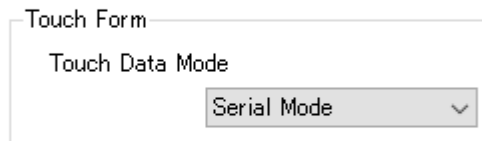
● Touch Form

The touch data mode of the selected touch panel driver can be configured according to the operating system you are using. Configure this if you select Touch.mfd in "Configuration File" (page 32).

Attention
- You must reboot the computer after changing the mode.
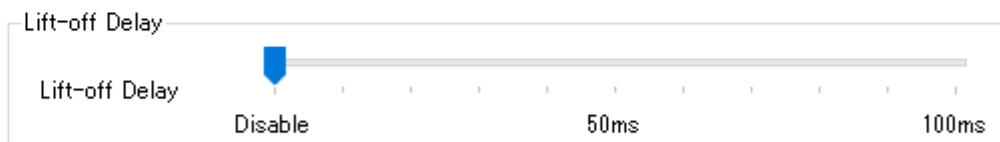
Touch Data Mode

Setting	Description
Serial Mode	Select this mode if you are using Windows 8.1 or an earlier operating system.
Hybrid Mode (default setting)	Select this mode if you are using Windows 10 or a later operating system.

● Lift-off Delay

Default setting: Disabled
Available range: Disable / 10 ms to 100 ms (10 ms units)
The timing at which the system is notified of the user removing their finger can be delayed. The system is notified of the user removing their finger the specified length of time after the finger is removed from the panel surface. Increasing the length of the notification time allows the system to ignore the user's instantaneous failure to maintain contact with the panel surface.

● Touch Enabled

Default setting: Not enabled (Touch enabled)
You can disable touch input by checking "Disable".

● Inversion

```
┌─ Inversion ──────────────────────────────┐
│   X  ☐ Enable   Y  ☐ Enable              │
└──────────────────────────────────────────┘
```

X

Default setting: Not enabled
If "Enable" is checked, the X coordinate of the touch will be inversed before being output.

Y

Default setting: Not enabled
If "Enable" is checked, the Y coordinate of the touch will be inversed before being output.

● SwapX/Y

```
┌─ SwapX/Y ────────────────────────────────┐
│   Swap Enable      ☐ Enable              │
└──────────────────────────────────────────┘
```

Default setting: Not enabled
If "Enable" is checked, the X and Y coordinates of the touch will be replaced with each other before being output.

3-4. Edge Setting

You can increase or decrease the cursor's movement when the cursor approaches the screen edges. Click "Entry" to enable the setting.
For example, when the automatic taskbar hiding is enabled, this feature is effective for showing the taskbar by moving the cursor.
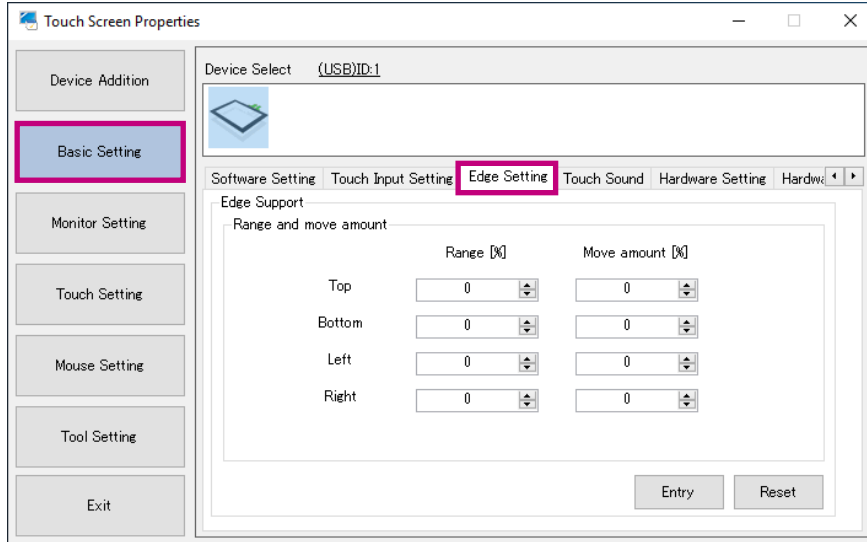
● Edge Support

Specify the range and movement for the top, right, bottom, and left screen edges.

Range [%]

Default setting: 0
Available range: 0 % to 50 %

Move amount [%]

Default setting: 0
Available range: -50 % to 50 %

Note

• By clicking "Reset", all the settings will be restored to the default setting values.
  Example: When the automatic taskbar hiding is enabled and the taskbar is located at the bottom part of the screen, go to the "Bottom" field, then set "Range[%]" to a value around 10 and "Movement[%]" to a value around 20. The taskbar can be displayed easier in this setting. Adjust the setting values according to your environment.

3-5. Touch Sound

The touch sound produced by the driver can be configured. In "Basic Setting", select the "Touch Sound" tab. Click "Entry" to enable the setting.
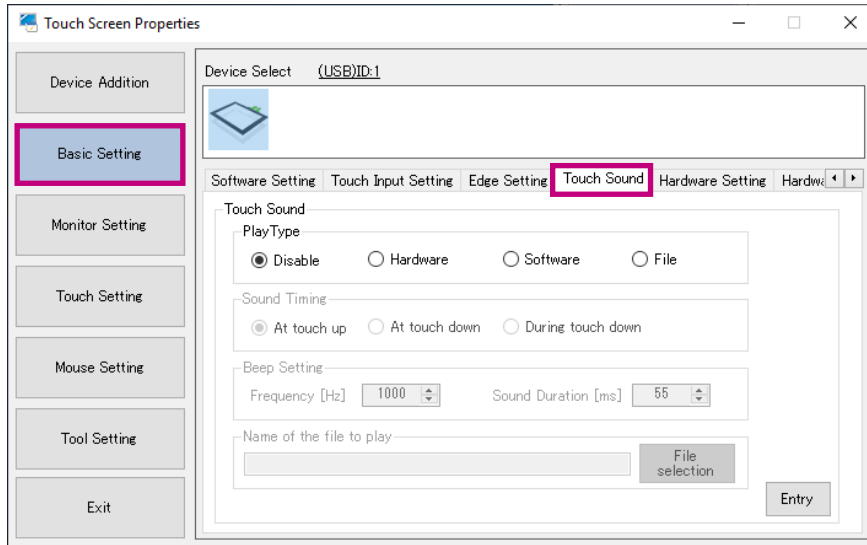
● Play Type

Configure the method of playing the touch sound.

Setting	Description	Optional setting	Resident
Disabled (default setting)	No touch sound.	–	Unnecessary
Hardware	The touch sound will be emitted using the BEEP function of the computer's motherboard.	"Beep Setting" (page 28)	Unnecessary
Software	The touch sound will be output from the speaker by emitting BEEP sounds.	"Beep Setting" (page 28)	Necessary
File	An audio file will be played to emit the touch sound.	"Name of the file to play" (page 28)	Necessary

Attention

- Depending on the computer you are using, the touch sound may not be played.
- When "Hardware" is selected, depending on the hardware configuration of the computer, the touch sound may not be played.
- When "Software" or "File" is selected, the resident function must be enabled.
- If the resident function is disabled during registration, a message will appear. When you click "OK", the resident function will be enabled, and playback of the touch sound will be enabled. (Refer to "Resident Function" (page 36).)

● Sound Timing

Set the timing to emit the touch sound.

Setting	Description
At touch up (default setting)	The touch sound will be emitted at touch up (when a touch ends).
At touch down	The touch sound will be emitted at touch down (when a touch begins).
During touch down	The touch sound will continue when the panel surface is being touched.[*1]

*1 If "Click at touch up" or "Click at touch down" is selected in "Touch Input" (page 23), the touch sound will not be emitted.

● Beep Setting

If "Hardware" or "Software" is selected in "Play Type" (page 27), configure the frequency and sound duration of the touch sound to be emitted from the speaker.

Frequency [Hz]

Default setting: 1000 Hz
Available range: 37 Hz to 32767 Hz
The frequency of the touch sound can be configured.

Sound Duration [ms]

Default setting: 55 ms
Available range: 1 ms to 5000 ms
The duration of the touch sound can be configured.

● Name of the file to play

If you select "File" in "Play Type" (page 27), set the audio file to be played.

Note

• Wav files (file extension: .wav) can only be used as an audio file.

3-6. Right-click

You can configure the touch panel operation to achieve the same result as that which can be achieved by right-clicking the mouse. In "Basic Setting", select the "Right-click" tab to configure the setting. Click "Entry" to enable the setting.

Attention
• If the "Touch.mfd" file is selected in "3-9. Configuration File" (page 32), the "Right-click" tab will not appear. If the "Touch.mfd" file is selected, configure the right-click method using Windows' standard "Pen and Touch" window. (Refer to "Pen and Touch" (page 34).)
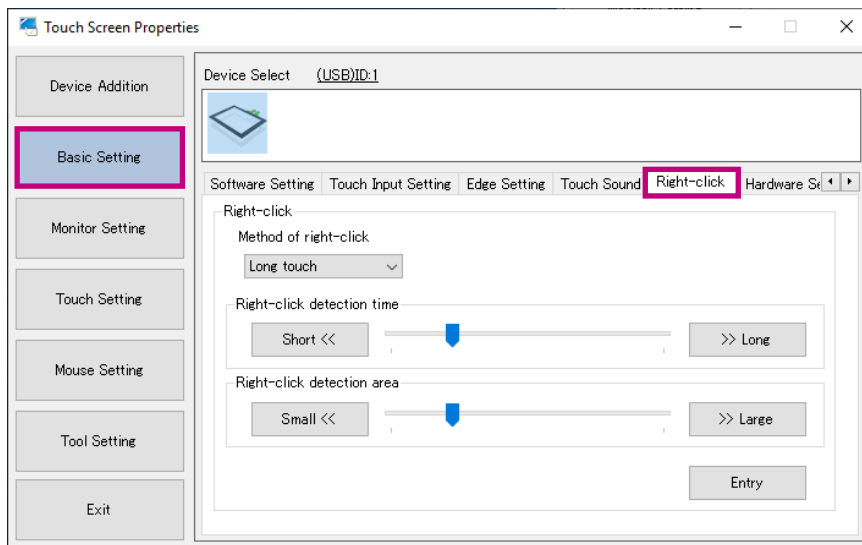
Method of right-click

Select from the following.

Setting	Description
Disabled (default setting)	No right-click input.
Long touch	Pressing and holding down a finger on the touch panel will produce the same result as that which can be achieved by right-clicking.
2-point touch	Not available on analog resistive touch panel monitors.

Set "Right-click detection time" and "Right-click detection area" when "Long touch" is selected.

Right-click detection time

Default setting: 300 ms

Available range: 100 ms to 1000 ms

Pressing and holding down a finger on the touch panel for a time period that is longer than the set time will produce the same result as that which can be achieved by right-clicking.

Right-click detection area

You can configure the setting so that the result produced by right-clicking can be achieved even if you move your finger within the set area.

3-7. Hardware Setting

For resistive touch panel monitors, you can configure the output rate. In "Basic Setting", select the "Hardware Setting" tab.
Click "Entry" to enable the setting.
Use the default settings under normal circumstances. If the system is unstable due to the higher load being applied, decreasing the output rate may reduce the load on the touch panel and the entire system.
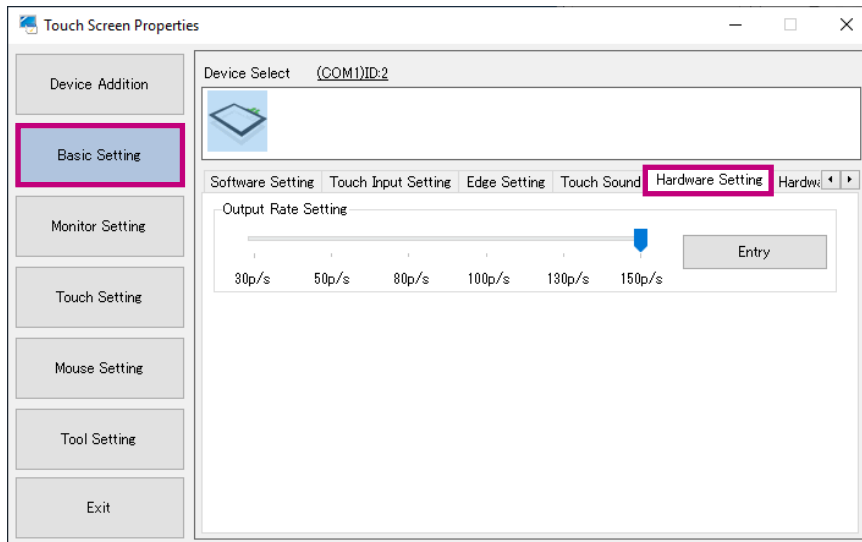
Touch Screen Maintenance

Default setting: 150p/s
Available range: 30p/s to 150p/s

3-8. Hardware Information

Check the version information and status of the touch panel driver. In "Basic Setting", select the "Hardware Information" tab.
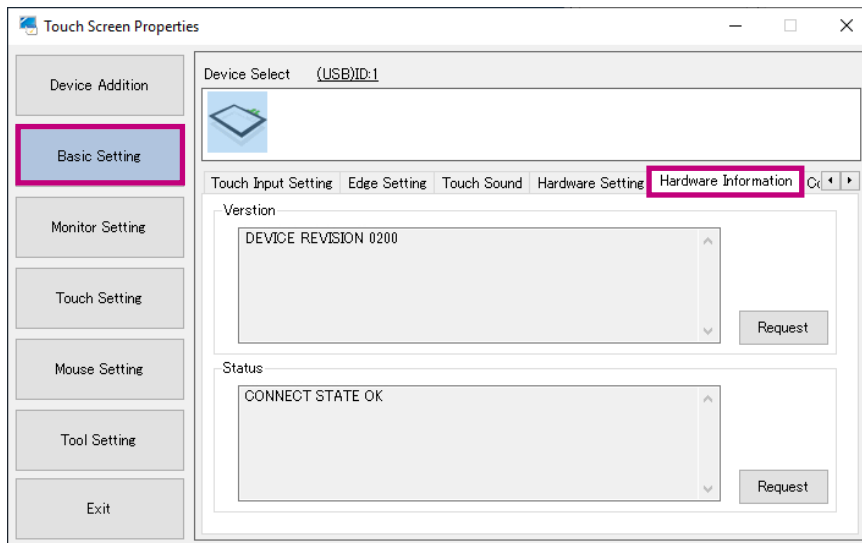
Version

You can check the version of the touch panel being selected. Click "Request" to display the version of the selected touch panel.

Status

You can check the status of the touch panel being selected. Click "Request" to display the status of the touch panel being selected.

3-9. Configuration File

You can select a configuration file for defining the operation mode of the touch panel according to the usage. In "Basic Setting", select the "Configuration File" tab to configure the setting.

● Configuration File

Default setting: Not registered ("Touch.mfd" will be selected.)

You can change the configuration file of the touch panel driver or touch panel controller being selected. Select a file according to the input method from the "Configuration File" pull-down menu, and then click "Register". Select "Mouse.mfd" for analog resistive touch panel monitors.
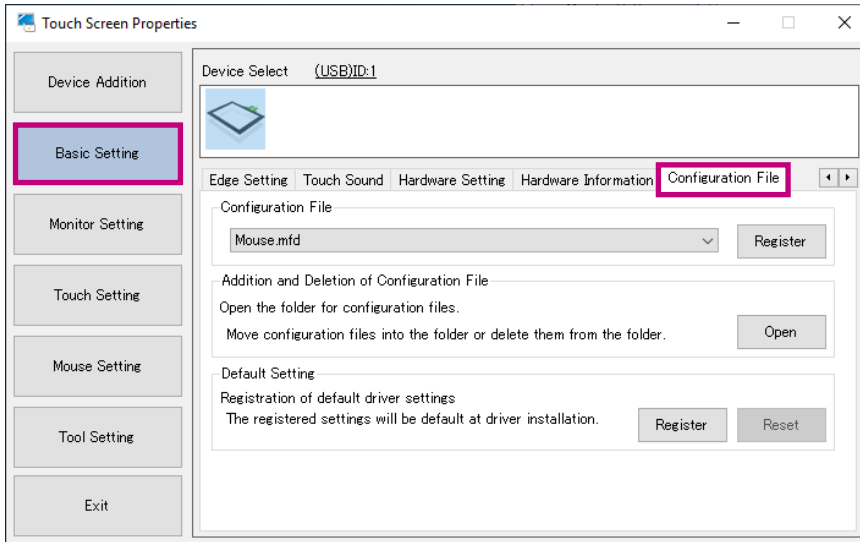
Operation mode	File name
Touch digitizer	Touch.mfd
Mouse emulation	Mouse.mfd

Note

- By default, no configuration file is registered. When no configuration file has been registered, the "Touch.mfd" file is selected.
- When you want to use the "Touch.mfd" file, you must configure the settings in "2-6. Calibrating the Touch Panel Monitor" (page 16) and touch digitizer settings. In "Touch Setting" - "TabletPC Setting", click "Open", and perform "Setup" in Windows' standard "Tablet PC Settings" setting window.

● Addition and Deletion of Configuration File

Click "Open" to open the configuration file saving folder. Normally, it is not necessary to use this function.

● Default Setting

The settings of the selected touch panel can be registered as default settings to be used when a touch panel is newly connected on and after the next time. Configure the settings in "Software Setting" (page 19), "Touch Input Setting" (page 23), "Touch Sound" (page 27), "Right-click" (page 29) and "Configuration File", and then click "Register". The registered settings will be used as default settings when a touch panel driver is newly installed on and after the next time. If you wish to delete the registered settings, click "Reset".


Attention

- Due to individual differences between touch panels, the settings configured as a result of "4Point" or "9Point" may differ between multiple touch panels. Perform calibration on each touch panel.

3-10. Monitor Setting

Associate the touch panel device (USB connection or COM port connection) with the monitor (video signal cable such as DVI and D-Sub).

Attention

• Before you run the monitor configuration, "Installing the Touch Panel Driver" must be completed. (Refer to "2-3. Installing the Touch Panel Driver" (page 9).)
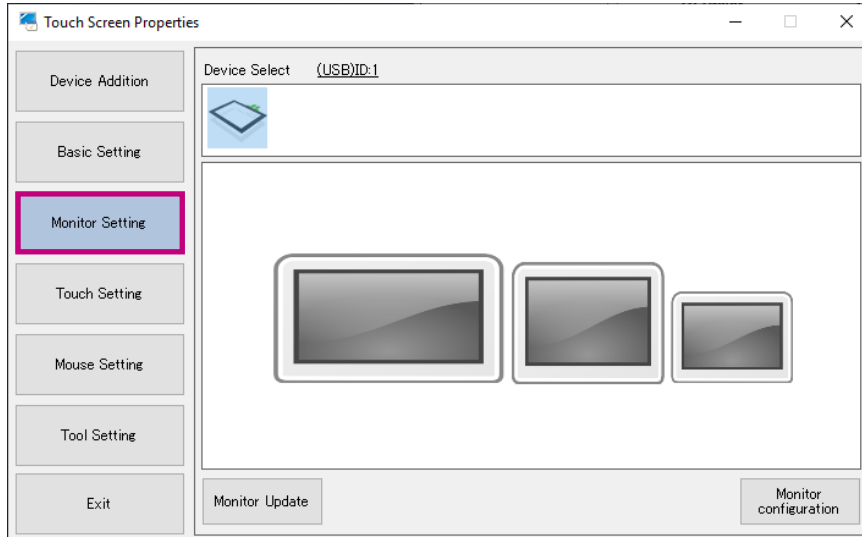
Monitor Update

The positions of the connected monitors can be updated. Click "Monitor Update" to update the positions.
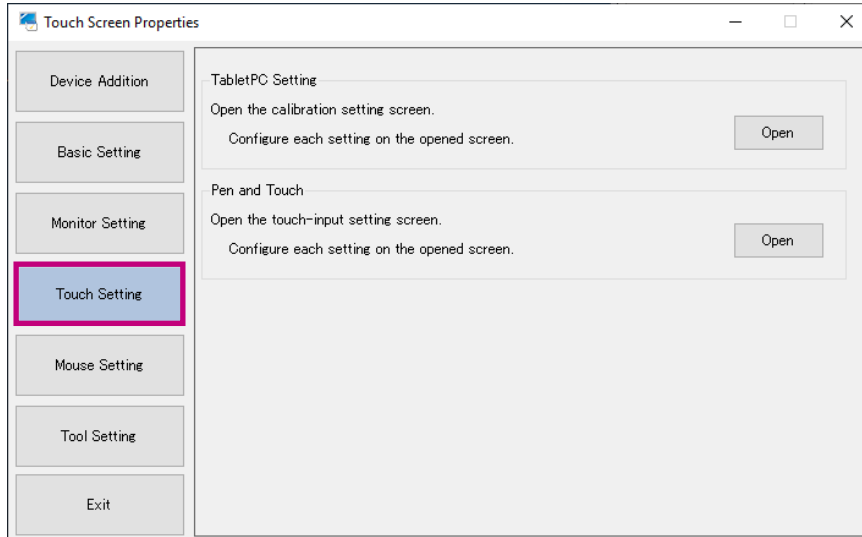
Monitor Configuration

The touch panel device and the monitor can be associated. When the settings are completed, the monitors will be activated.

3-11. Touch Setting

Attention

- If "Mouse.mfd" is selected in "3-9. Configuration File" (page 32), the "Touch Setting" operation is not required. Configure the setting if "Touch.mfd" is selected.

Touch panel monitor configuration and calibration, and touch input calibration can be performed.

TabletPC Setting

Touch panel monitor configuration and calibration can be performed. Click "Open". Windows' standard "Tablet PC Settings" setting window will appear.

Attention

- If you performed "4Point / 9Point" (page 21), do not use Windows' standard calibration function. If the setting has already been made, it must be reset. In Windows' standard "Tablet PC Settings" setting window, click "Reset".

Pen and Touch

This calls up various Windows settings related to touch input.
Touch input can be calibrated. Click "Open". Windows' standard "Pen and Touch" setting window will appear.

3-12. Mouse Setting

Windows' standard mouse setting window will appear.
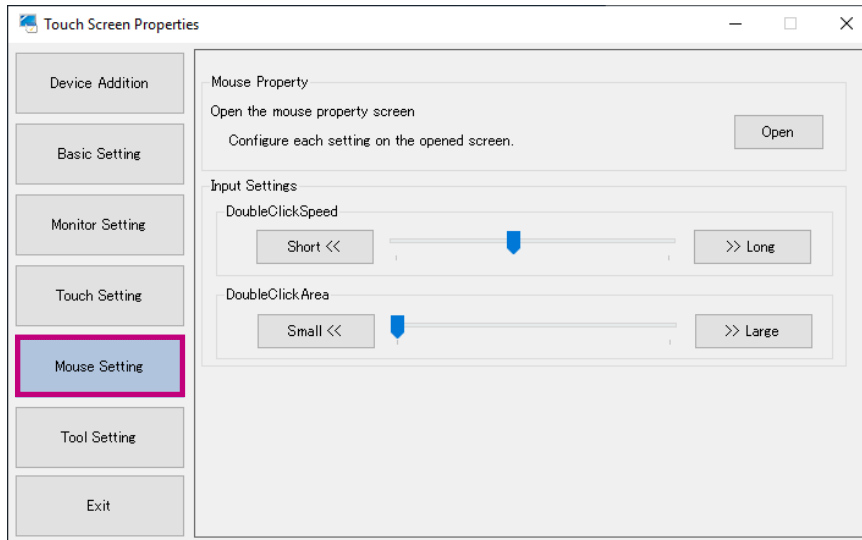
Mouse Property

1. Under "Mouse Properties", click "Open".

   Windows' standard "Mouse Properties" setting window will appear.

Input Settings

- **DoubleClickSpeed**
  The interval between two successive clicks that are recognized as a double-click can be set.

- **DoubleClickArea**
  The area that is recognized as a double-click response area can be set.

3-13. Tool Setting

Various types of information are shown.
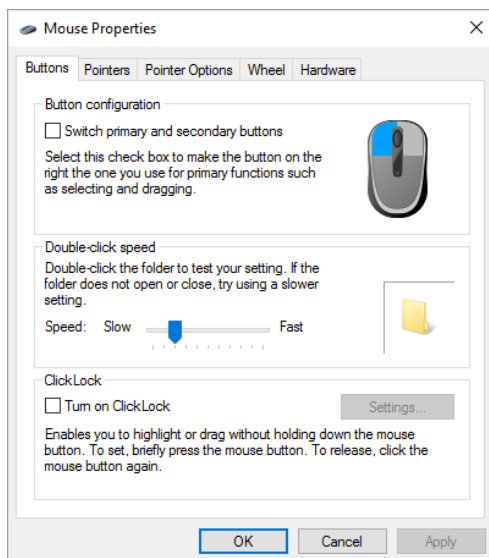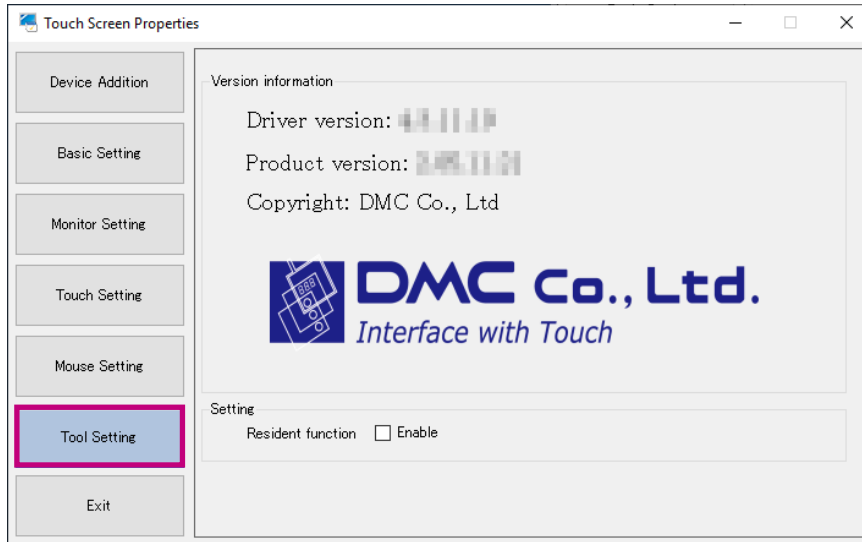
Version information of the driver and setting tool can be checked.

● Resident Function

Depending on the function, DMT-DD may have to be installed as a resident function on the PC.
Enable the resident function as needed.

- **Resident function checkbox**

Checkbox	Resident function
Checked	Enabled [*1]
Unchecked (default setting)	Disabled [*2]

[*1] The resident function will be automatically executed when the computer is started.

[*2] Normal touch operation is possible.

Resident function

When the resident function is enabled, the following functions will be enabled.

- **Touch sound**

If "Software" or "File" is selected in "Touch Sound" - "Play Type" in the "Touch Input Setting" tab, the touch sound will be played according to the setting. (Refer to "3-5. Touch Sound" (page 27).)

- **Auto-rotate function**

Functions if the "Mouse.mfd" file is selected in "3-9. Configuration File" (page 32). (Refer to "3-2. Software Settings" (page 19).)

Chapter 4   Troubleshooting

Symptom	Cause and countermeasure

1. The touch panel driver cannot be installed.	• Connect the touch panel to another COM port or USB port, and try to install the driver.
	• Connect the monitor and the computer using the cable specified in the Setup Manual or User's Manual of the monitor. Use of a conversion adapter may prevent the touch panel monitor from operating properly.
	• When the touch panel is connected to a COM port, if "Disabled COM port search" in "Device Addition" is checked, the touch panel driver cannot be installed. Configure the settings in accordance with the following procedure. (Refer to "3-1. Touch Panel Device List" (page 18).)
	    1. Uncheck "Disabled COM port search".
	    2. Click "List Update".
	    3. Select the port from which you wish to install the driver, and click "Install".

2. The mouse cursor does not appear.	• In "Basic Setting" - "Configuration File", select "Mouse.mfd", and click "Register". (Refer to "3-9. Configuration File" (page 32).) • Uninstall the touch panel driver, and then install it again. (Refer to "5-1. Uninstalling the Touch Panel Driver" (page 39) and "2-3. Installing the Touch Panel Driver" (page 9).)
3. The cursor position is displaced / the cursor jumps.	• Go to "Basic Setting" and open the "Software Setting" tab. In "Calibrate", try calibrating the position by using "4Point" or "9Point". (Refer to "2-6. Calibrating the Touch Panel Monitor" (page 16).) • Go to "Basic Setting" and open the "Edge Setting" tab. Try adjusting the range and movement. (Refer to "3-4. Edge Setting" (page 26).) • In "Touch Setting" - "TablePC Setting", open the calibration window for the touch panel and try resetting "Calibrate". (Refer to "3-11. Touch Setting" (page 34).) • Turn the monitor off and on again.
4. The touch operation does not work.	• Check that the communication cable (USB or RS-232C) is correctly connected. • Check that the touch panel driver is installed. (Refer to "2-3. Installing the Touch Panel Driver" (page 9).) • The setting may have been changed by another user. Configure the settings again. • Display the "Touch Input Setting" tab from "Basic Setting", uncheck "Disable". (Refer to "Touch Enabled" (page 24).) • Restart the setting tool of the touch panel driver, or reboot the computer.
5. Right-clicking does not work.	• In "Basic Setting" - "Right-click" - "Method of right-click", select "Long touch", and click "Entry". (Refer to "3-6. Right-click" (page 29).) • If the "Right-click" tab is not displayed, select "Touch Setting" - "Pen and Touch", click "Open" to display Windows' standard "Pen and Touch" window, and configure the right-click settings. (Refer to "3-11. Touch Setting" (page 34).)

6. The touch sound is not emitted.	• In "Basic Setting", configure the "Touch Sound" settings. (Refer to "3-5. Touch Sound" (page 27).)
	• If "During touch down" is selected in "Basic Setting" - "Touch Sound" - "Sound Timing", select "Normal Mode" in "Basic Setting" - "Touch Input". (Refer to "Touch Input" (page 23).)
	• If "Software" or "File" is selected in "Basic Setting" - "Touch Sound" - "Play Type", check the following points.
	  - Connect the speaker.
	  - Turn up the speaker volume.
	  - In "Tool Setting" - "Resident function", check "Enable". (Refer to "Resident Function" (page 36).)
	  - If "File" is selected, check that the correct wav file is selected.
	• Depending on the hardware configuration of the computer, the touch sound may not be output.

Symptom	Cause and countermeasure
7. **The touch position is displaced when the screen is rotated.**	• In "Basic Setting" - "Software Setting", check "Auto Rotation", or configure "Rotation [degree]" according to the screen rotation. (Refer to "Software Settings" (page 20).) • In "Tool Setting" - "Resident function", check "Enable". (Refer to "Resident Function" (page 36).)
8. **Dragging is interrupted in the middle of the operation.**	• The system may have recognized that your finger had been removed momentarily from the panel surface. Change the setting for "Lift-off Delay" (page 24) to anything other than "Disable".
9. **(Multiple monitor configuration) When touching the screen, the cursor appears on a different monitor.**	• Refer to "2-4. Configuring a Touch Panel" (page 13) to associate the monitor with the touch panel. • If you select "Touch.mfd" in "2-5. Registering a Configuration File" (page 15), you must associate the monitor with the touch panel in "Tablet PC Settings". (Refer to "3-11. Touch Setting" (page 34).)
10. **(Multiple monitor configuration) A message stating "Multiple monitors are detected" will appear.**	• The touch panel setting is not complete. Refer to "2-4. Configuring a Touch Panel" (page 13) to associate the monitor with the touch panel.
11. **DMT-DD cannot be uninstalled.**	• Under "Tool Setting", uncheck "Enable" for "Resident Function". (Refer to "Resident Function" (page 36).).

Chapter 5   Reference Information

5-1. Uninstalling the Touch Panel Driver

● USB Connection

When you uninstall DMT-DD, the touch panel driver will be automatically uninstalled.

● COM Port Connection

1. Launch DMT-DD.

The "Touch Screen Properties" window will appear.

2. Select a touch panel from which you want to uninstall the software.

From the Touch Panel Device List, select the icon of the touch panel from which you will uninstall the software.

Note
• Touch the screen of the monitor from which the touch panel driver is to be uninstalled, then the icon connected with the monitor that you touched will be selected.
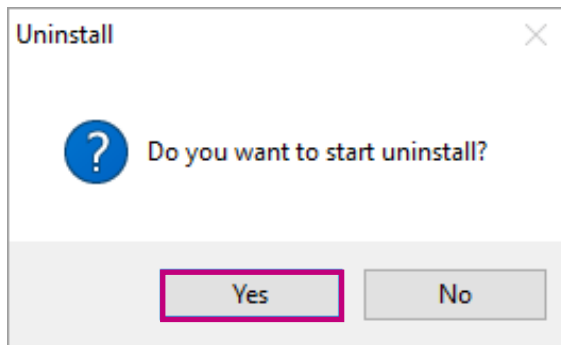
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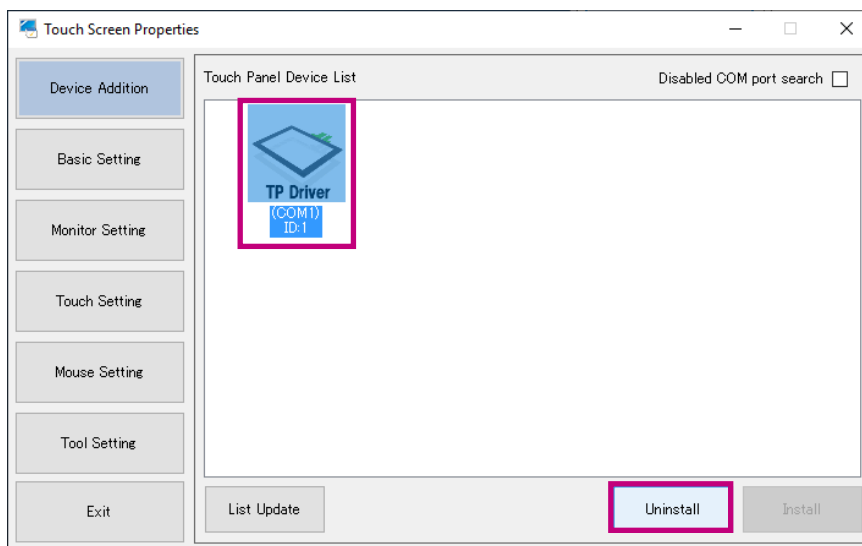
3. Click "Uninstall".

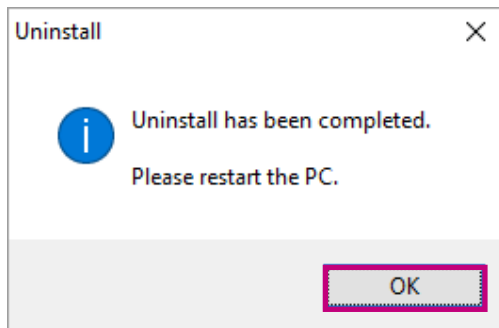The confirmation window will appear.

4. Click "Yes".

Uninstallation will start.

Uninstall

? Do you want to start uninstall?

Yes   No

When the uninstallation procedure is completed, a message will appear.

5. Click "OK".

The uninstallation procedure is completed at this point.

Uninstall

i Uninstall has been completed.

Please restart the PC.

OK

6. Reboot the computer.

5-2. Uninstalling DMT-DD

Attention

- If you uninstall DMT-DD, all installed touch panel drivers will be automatically uninstalled.
- If the resident function is enabled, uninstallation may fail. Disable the resident function when uninstalling DMT-DD. (Refer to "Resident Function" (page 36))

1. **Double-click "DMT-DDSetup_ms.msi".**

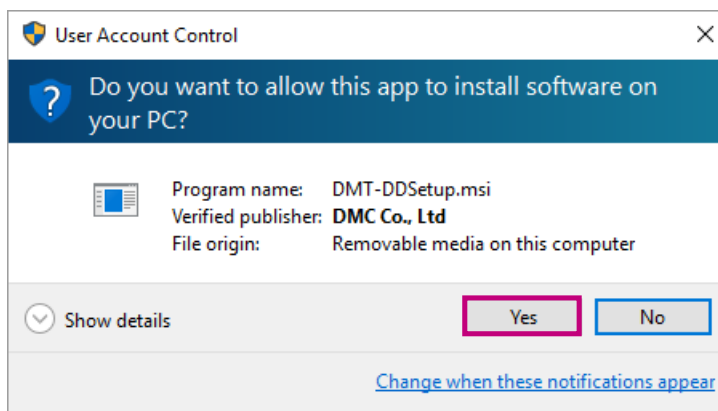The installer starts up. The "Welcome to the DMT-DD Setup Wizard" window will appear.

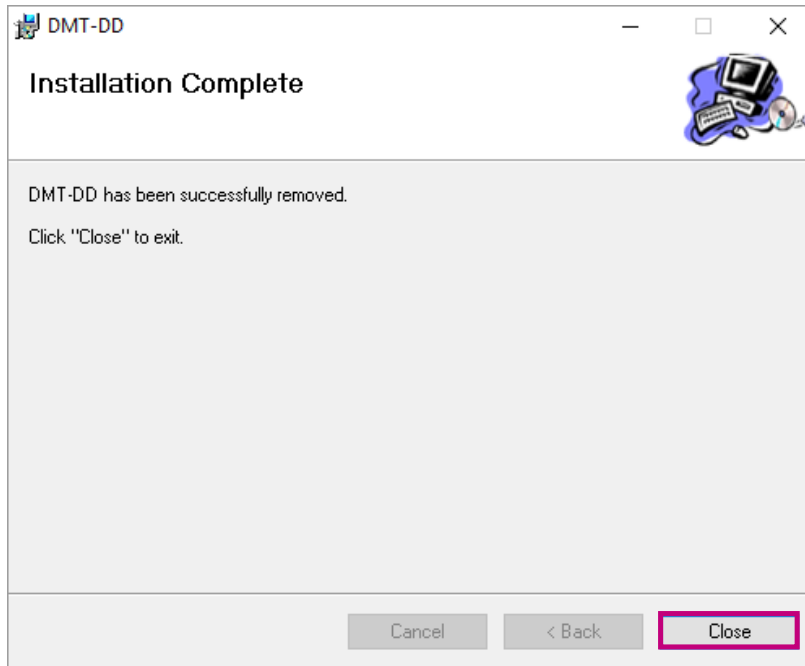**2.** **Select "Remove DMT-DD", and click "Finish".**
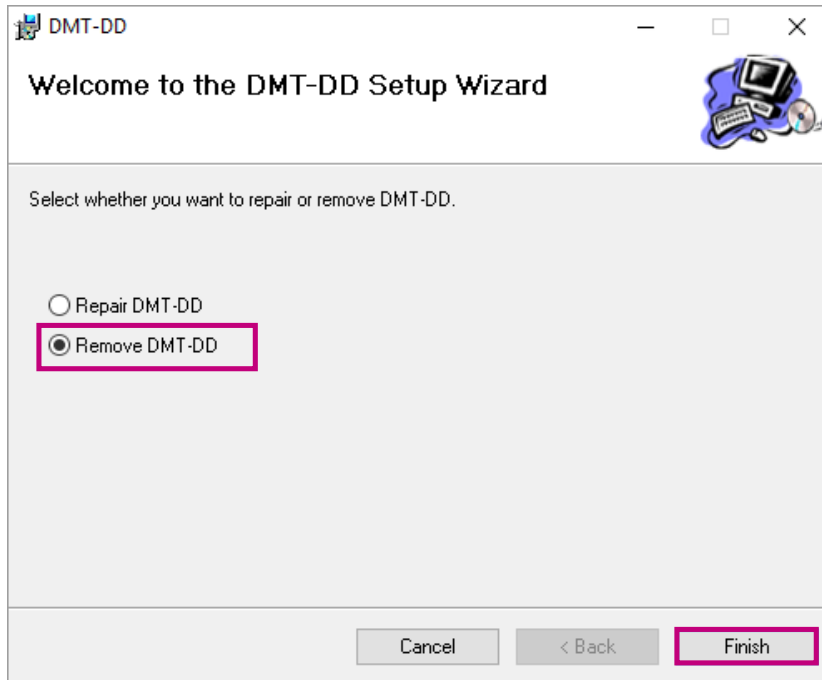
Uninstallation will start. When the uninstallation procedure is completed, the completion window will appear.

Note

- Depending on the user account control settings, the following window may appear. If you wish to delete the software, click "Yes".

3. Click "Close".


```
DMT-DD                                    —    □    ✕

Installation Complete

DMT-DD has been successfully removed.

Click "Close" to exit.




                          Cancel    < Back      Close
```

The uninstallation procedure is completed at this point.

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