

ShadowSense Troubleshooting Guide AN-HW-003

# **DOCUMENT REVISION HISTORY**

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1.8	Jun\11\2020	Rafay Rashid	Added Section 2.1 Calibrating touch screen using geometry parameters
1.7	<b>1.7</b> Feb\03\2020 Rafay Rashid		Section 8, 9 & 10 were completely rewritten.
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## **DESCRIPTION**

This document lists the common issues experienced by users of ShadowSense™ touch frames and it lists step-by-step procedures for fault finding and debugging the touch frame.

The document is divided up based on the most common problems users will experience and contact tech support about.

### **1.0 Touch Does Not Work**

If the touch frame is not working, refer to the flow chart on the next page for step-by-step instructions on how to resolve issues or determine if the unit needs to be repaired.

Do not use this flow chart if the end user has been upgrading or downgrading firmware. The end user should not be upgrading or downgrading firmware without the help of an experienced support person. The touch screen is tested prior to shipping and should work right out of the box without the use of Dashboard.



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### **1.1 Device Manager Touch Frame Recognition**

One of the first things that should be done when troubleshooting a touch frame is to check if the ShadowSense frame is being recognized in Windows<sup>®</sup> **Device Manager**. The **Device Manager** can be found by searching **Device Manager** in the Windows search bar or under *Control Panel*. Open it and you should get a window that looks like the image in Figure 1.

🚔 Device Manager 🗕 🛛	×
File Action View Help	
🔺 🖑 Baanto-LP6	^
Audio inputs and outputs	
Batteries	
Biometric devices	
Bluetooth	
👂 🍓 Computer	
Disk drives	
🖻 🏪 Display adapters	
DVD/CD-ROM drives	
Image: Human Interface Devices	
IDE ATA/ATAPI controllers	
Imaging devices	
> 🔤 Keyboards	
Memory technology devices	
Mice and other pointing devices	
Monitors	
Network adapters	
Print queues	
Processors	
Sensors	~

Figure 1: Device Manager Window

Once the *Device Manager* has been launched the user must check under *Human Interface Devices (HID)* as well as *Mice and other pointing devices* to see if there are any entries. Figure 2 shows the device manager when a ShadowSense touch frame is connected to a PC and Figure 3 shows the same PC without a ShadowSense touch frame. As can be seen there are five different human interface devices in addition to one HID compliant mouse under mice and other pointing devices.

As per the USB specification, all ShadowSense touch screens can be identified via the Vendor ID (VID) and Product ID (PID). The following table describes the values for the products.

VID	0x2453
PID	0x0100

Based on the version of Windows being used (7, 8 or 10) not all of the entries will be same as shown in the figures. The important point is to note that some combination of entries are shown when the touch screen is connected to the PC and the same entries disappear if the frame is disconnected.

🚔 Device Manager — 🗆	×				
File Action View Help					
> 🖳 Computer	~				
Disk drives					
Display adapters					
DVD/CD-ROM drives					
Human Interface Devices					
🖏 HID-compliant pen					
🖏 HID-compliant touch screen					
HID-compliant vendor-defined device					
Microsoft Input Configuration Device					
🖏 USB Input Device					
DE ATA/ATAPI controllers					
The second se					
Exploration     Memory technology devices					
<ul> <li>Mice and other pointing devices</li> </ul>					
HID-compliant mouse					
ThinkPad UltraNav					
Monitors					
Network adapters					
Print queues	~				

Figure 2: Device Manager Window with ShadowSense frame connected



Figure 3: Device Manager Window with no ShadowSense frame connected

#### **1.2 Resetting Configuration Parameters**

In order to reset the configuration parameters for the ShadowSense touch frame the Dashboard application must be launched. Once Dashboard is open, the user must go into the Configuration view where the following screen shown in Figure 4 will show up. Click the reset button in the bottom right of the window. This resets most of the parameters back to the default for the ShadowSense frame.

SS s	HADOWSENSE   DASHE	IOARD 3.0.0.1	104	SETTINGS _	• ×
$\equiv$	Home	Diagnos	tics Configuration Test Upgrade 🔯 🔟		
Gei ‡	neral USB Options	^	USB Options Allows the user to configure the USB settings.		
D+	Power Options		USB Boot Delay Controls the delay for USB detect on connect. Longer delay required for certain motherboards.		
72	Data Pipes		Ō 0 sec		
2	IR Options		0 sec		
Filt	ers	^			
<i>I</i>	Motion				
	Charms				
쁥	Contaminants				
ľ	Confidence				
Q	Shadow				
٨	Liquid				
Tra	nsforms	^			_
Ś	Apple Settings	Ļ	Reset	Load A	pply

Figure 4: Dashboard Configuration tab

The parameters under *Transforms* **do not reset** when the Reset button is clicked, these parameters are *Apple Settings, Touch Regions Mask, Screen Rotation,* and *Transformations* which contains the screen calibration settings. Apple Settings should be off unless using ShadowSense products on OSX. By default, Touch Regions Mask should have all zones deactivated, Screen Rotation should be Landscape, and any calibrations in the Transformations section should be reset as illustrated below:

Transforms	Transformations Allows the user to alibrate the touch screen with respect to the LCD image. Touch calibration will calibrate a warried of effects such as gain, offset, rotation, skew.	
Touch Regions Mask	Manual will allow the user to precisely control offset and gain of the touch data. Enter Geometry will calculate a transformation based on the measurements entered.	Reset Calibration
Screen Rotation Transformations	Reset Calibration Touch Calibrate	Touch Calibrate
Mouse  Mouse Options	Enter Geometry	Enter Geometry
💥 Touch Rejection		
<ul><li>Deadband</li><li>Hover</li></ul>	Notice a calibration has been applied previously	Now it has been reset after clicking
New Touch Delay	Enable Manual Touch Calibration Mode Cick the button to toggle the mode of touch calibration.	'Reset Calibration'
Auxiliary Ports	React Load Apply	

Remember to hit the Apply button on the bottom right corner of dashboard when done.

## **1.3 Exporting LED View and Configuration file**

In order to export the *LED View* for diagnostics, Dashboard must first be launched. The next step is to open the main menu in the top left corner of the window. Click the 3-line icon button this will open the main menu which will slide out from the left side. Next the user must select *File Options* then *Export LED View*. This will generate an .xml file, save the file to the PC



Next click on the *Save Configuration File* button, this will generate another .xml file, save this file to the PC.

Please provide techsupport with both the LED Data and Configuration file via email if you require support.

## 2.0 Calibration

Regardless of the OS the touch screen is used with, it is important to do the calibration on a Windows PC as that is the only OS that supports the Dashboard application.

- Before doing any calibration, connect the touch frame to a Windows PC and open up *Tablet PC Settings* located inside the *Control Panel*.
- 2) Notice the *Tablet PC Settings* icon will not show up in the control panel if the touch frame is not powered up or USB is disconnected. If you are using a laptop with a touch screen this icon will always appear since the PC is always connected to a touch screen.
- 3) From the *Display* drop down menu select the touch monitor. Ensure the *Reset* button is greyed out. If the *Reset* button is not disabled, click the *Reset* Button and then click *Apply*. This will reset the Microsoft touch calibration on the PC for the corresponding touch monitor.

Tablet PC Settings						
Display Other Configure Configure your pen and touch displays.						
Display options Display: 1. SMS27A350H  Details: Pen and Touch Input Available						
Details: Pen and Touch Input Available Calibrate Choose the order in which your screen rotates. Go to Orientation						
OK Cancel Apply						

4) Open Dashboard. Go to *Transforms > Transformations* from the Configuration view.

	Charms	$\uparrow$	Transformations			
-14	Contaminants		Allows the user to calibrate the touch screen with respect to the LCD image. Touch calibration will calibrate a variety of effects such as: gain, offset, rotation, skew.			
ıڻ	Confidence		Manual will allow the user to precisely control offset and gain of the touch data. Enter Geometry will calculate a transformation based on the measurements entered.			
Q	Shadow		Reset Calibration			
٨	Liquid		Touch Calibrate			
Tra	nsforms		Enter Geometry			
Ś	Apple Settings					
<del>:  :</del>	Touch Regions Mask					
$\bigcirc$	Screen Rotation					
	Transformations					
Mo	use 🔨					
4	Mouse Options		Enable Manual Touch Calibration Mode Click the button to toggie the mode of touch calibration.			

- 5) Click on Calibrate. If prompted for confirmation, click OK.
- 6) Touch and hold your finger on the center of the cross hair shown below. Hold finger on glass for 5 sec.



- 7) After 5 sec the circle will disappear and you will see a green dot. Move to the next circle. Do this for the four circles.
- 8) If for any reason you make a mistake click the back button using the mouse and redo the specific touch point.



Note: It is normal for the green dots to not be aligned up with the cross hair shown on the circle, Dashboard will measure this offset and use it to calibrate the screen.

9) Enter the full screen view by pressing the ESC Key on the keyboard or select the full screen view icon [7] from the top right side of Dashboard.

Refer to the Application Note **AN-FW-008 Calibration Process** for detail instructions on how to calibrate the screen with the new GUI.

# 2.1 Calibration Using Geometry Parameter

Section 2.0 is the preferred method for Calibrating a single monitor using Dashboard. But often times in a Modular System Install the PC driving the Video Wall is physically located in a separate room that is not accessible. The user also cannot drive the Video Wall displays using a Laptop as the Laptop does not have the multiple Video outputs that a desktop PC with the Graphics card can support.

So, in this situation one can calibrate the Modular Touch System or any ShadowSense touch screen using the Geometry Method. This method relies on measuring the width of the black boarder from the inside of the modular bar to the start of the active pixel on the Video wall Monitors.

Note: The Geometry method is not as accurate then compared to the method described in Section 2.0 because it does not compensate for skew and other rotational anomalies but on a large video wall the results are quite good.



1) Ensure all the Monitors are working and turned on during the measurement.

- 2) Disconnect the USB Cable from the Modular system.
- 3) Take a 15 cm ruler (6 Inch ruler) as this will be used to measure the thickness of the black border around the perimeter of the video wall.

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4) On the Right Side measure the distance between the inside of the Right Modular Bar to the start of the active Pixel on the Video Wall. Record the measurement in mm



#### Zoom in Version is shown below



5) On the Left Side measure the distance between the inside of the Left Modular Bar to the start of the active Pixel on the Video Wall.



Zoomed in Version. Notice it is about 8 mm





6) On the Bottom Side measure the distance between the inside of the Bottom Modular Bar to the start of the active Pixel on the Video Wall.

Zoomed in version. Notice this distance is 20 mm or 2 cm.



- 7) On the Top Side measure the distance between the inside of the Top Modular Bar to the start of the active Pixel on the Video Wall.
- 8) Connect the USB from the Modular to the Laptop and run Dashboard on the Laptop.
- 9) Select **Configuration** then Select **Transformations.** Hit the **Enter Geometry** Button.

	Charms	$\uparrow$	Transformations		
-	Contaminants		Allows the user to calibrate the touch screen with respect to the LCD image. Touch calibration will calibrate a variety of effects such as: gain, offset, rotation, skew.		
ıС	Confidence		Manual will allow the user to precisely control offset and gain of the touch data. Enter Geometry will calculate a transformation based on the measurements entered.		
õ	Shadow		Reset Calibration		
٨	Liquid		Touch Calibrate		
Tra	nsforms ^		Enter Geometry		
Ś	Apple Settings				
<del>:  :</del>	Touch Regions Mask				
$\bigcirc$	Screen Rotation				
	Transformations				
Мо	use 🔨				
•	Mouse Options		Enable Manual Touch Calibration Mode Clock the button to toggle the mode of touch calibration.		

10) Click **OK** to clear the existing touch transform

1

?	Device touch	transform dat	ta will be reset
		ок	Cancel

11) Enter the measured distances in mm in the Dialog box and click the Calculate Transform button

Calculate a transformation by entering dimensional data between the bezel and display					
Тор		0	mm		
Bottom		0	mm		
Left		0	mm		
Right		0	mm		
Calculate Transform					

# 3.0 Dual Monitor Setup with a Single PC

In Windows<sup>®</sup> 7, 8 and 10, it is easy to add a second monitor to the same PC. This section will show how the user can add a secondary touch monitor to the same PC.

1) Connect the second touch monitor to the PC via a VGA, DVI or HDMI port. Connect the USB cable corresponding to the touch monitor to the PC. Right click on the desktop and select *screen resolution*.



2) Notice the second screen will be shown as number 2 on the PC. For *Multiple displays* select *Extend these displays* from the drop down menu.

		Detect
		Identify
Disalara	1 Mahila DC Disalas	
	1. Mobile PC Display V	
	1366 × 768 🗸	
Display: Resolution: Orientation:		

Hit the *Apply* button and click *OK*. This will extend the desktop on the secondary monitor. You may want to open up *screen resolution* again to verify the change. In our setup the primary monitor is a laptop screen (Number 1) while the secondary monitor (Number 2) is a 65" touch monitor. Here you can independently adjust the resolution of the secondary monitor. Click *OK* when done.

		Detect
		Identify
D' LOS		
Display:	1. Mobile PC Display 🗸 🗸	
	1. Mobile PC Display ♥ 1366 × 768 (Recommended) ♥	
Display: Resolution: Orientation:		

- 3) Next we assign the touch to the respective monitors. Open the *Tablet PC Settings* from the control panel.
- 4) Notice the secondary monitor will show up as number 2 in the *Display* drop down box. Select the second display and ensure the *Reset* button is greyed out. This will ensure that on the secondary monitor Microsoft calibration is off.

Conf	igure		
Conf displ		r pen and touch 🛛 🛞	Setup
Disp	lay option	s	
Displ	lay:	1. Mobile PC Display	¥
Deta	ils:	1. Mobile PC Display 2. Generic Non-PnP Monitor	-
	-	🚱 Calibrate	Reset

5) Assign touch to the right monitor by selecting the Setup button under configure.

Configure	
Configure your pen and touch displays.	🚱 Setup

6) The message shown below will appear on the primary monitor. Press enter to display the message on the secondary monitor then double touch the second display to identify it as a touch screen.

Touch this screen to identify it as the touchscreen.
If this is not the Tablet PC screen, press Enter to move to the next screen. To close the tool, press Esc.

7) Click the **OK** button. The second monitor is now setup as a touch monitor.

# 4.0 Setup two ShadowSense monitors connected to a Single PC

Section 3.0 describes how to setup up and assign touch to the secondary monitor which is a ShadowSense touch device. This section will describe how to setup two ShadowSense touch monitors each with its own USB cable connected to a single PC. The PC will have two USB and video cables connected to a single PC. This method can be extended for more than two touch monitors as long as the video card can identify each monitor.

- 1) Connect the two monitor video and usb cables to a single Windows machine.
- 2) Follow steps 1 to 2 in section 3.0 to ensure graphics card can identify each monitor.
- 3) As an example, screen shot below shows you two monitors 1 and 2. In the example below monitor 2 is the main display



Open up *Tablet PC Settings* from the control panel, Verify both of the monitors show up under Display, click and select each one and ensure the Reset Button is greyed out for both monitors. This step will ensure Microsoft calibration is turned off for each touch monitor

Configure	our pen and touch	
displays.	our pen and touch	😽 Setup
Display opti	ons	
Display:	1. P403	•
Details:	Pen Input Availabl	e
	_	
	🛞 Calibrate	Reset
	order in which your scre	een rotates.
<u>Go to Orient</u>	ation	

4) Next click on the Setup button, under Configure

🚱 Setup

5) It will ask for **Pen input** or **Touch input**. Select Touch input

Display Othe	r
Configure Configure displays.	your pen and touch
Display op Display: Details:	What type of screen do you want to identify?
Choose the <u>Go to Orier</u>	
	OK Cancel Apply

6) Monitor 1 will display the message **Touch this screen to identify it as the touchscreen**. Double tap monitor 1 because it is a touch screen.



7) Once the touch is detected on monitor 1 the message on monitor 1 will change to Press Enter to proceed to the next step to complete your configuration as shown below



8) Press the Enter key and now a message will appear on monitor 2 as shown below. Touch this screen to identify it as the touchscreen double tap monitor 2 and it will be detected as a touch monitor.



9) After touch is detected on monitor 2 the white screen will close and desktop will appear.



10) Click the OK button to close the tablet PC settings. Now if the user touches monitor 1 touch will show up on monitor 1 rather than being mapped to the main display which is monitor 2.

Notes:

With this kind of setup you cannot touch both monitor 1 and 2 simultaneously.

The example above was done on a Windows 7 machine but the procedure is the same for Windows 8 and 10 machines.

# 5.0 Turning off Flicks

Windows<sup>®</sup> 7 and 8 and 10 offer gestures called flicks with tablet touch screens. These allow the user to quickly navigate and perform shortcuts on smaller touch screens. On larger touch screens these gestures are more of a nuisance and not really desired. This section will talk about how to disable flicks.

- 1) Open up *Pen and Touch* settings located inside the Control Panel.
- 2) Select the *Flicks* tab.

/ Pen and Touch				
Pen Options Flicks Handwriting Panning				
Jse flicks to perform common actions quickly and easily				
Navigational flicks				
○ Navigational flicks and editing flicks				
$ \qquad \qquad$				
t to the second se				
Sensitivity You can adjust how easily your flicks are recognized. A more relaxed setting may lead to accidental flicks.				
Relaxed Precise Precise				
Display flicks icon in the notification area Practice using flicks				
OK Cancel Apply				

- 3) Un-check the box 'Use flicks to perform common actions'
- 4) Click the *Apply* button and then the *OK* button.

# 6.0 Configuring for Use with a Mac

On Mac OS systems above version 10.9, ShadowSense products are plug-and-play and no extra configurations are needed.

If the ShadowSense frame is used on a Mac OS system with a version of 10.9 or earlier however, there can be an offset between the touch location and where the mouse cursor is reported. This offset is due to a difference in the co-ordinate system between Mac and Windows PCs. To fix this, enable *Apple Settings* under *Transforms*.



If apply settings is turned ON, then remember to hit the Apply button on the bottom right corner of dashboard.

### 7.0 Unable to Run Dashboard

Dashboard requires .NET Framework 4.6.2 in order to run. If you are unable to run the Dashboard after installing it you must ensure the framework is installed on your PC. Windows 8.1 and Windows 10 by default have .NET Framework installed. On Windows 7 you can download and install .NET Framework 4.6.2 from the link below

https://www.microsoft.com/en-us/download/details.aspx?id=53344

# 8.0 How to Enable/Disable Press and Hold for Right Clicking

In certain applications the user would like to disable right click action in Windows, because the end application does not support right clicks. In Windows<sup>®</sup> 7 and 8 and 10 when the user presses and hold the finger at a stationary point, after a few secs the right click animation shows up (Square) and upon releasing the finger from the glass the right click is activated.

To Enable/Disable this action follow the instructions below

1) Open *Pen and Touch* settings located inside the Control Panel.

III Control Panel Items					
← → ✓ ↑ 📴 > Control Panel ⇒ All Control Panel Items					
Adjust your computer's settings					
Device Manager	Devices and Printers	Ease of Access Centre			
File History	<b>f</b> Flash Player (32-bit)	Fonts			
Infrared	Intel(R) Rapid Storage Technology	Intel® Graphics Settings			
	Mail (Microsoft Outlook 2016)	🥏 Mouse			
NVIDIA Control Panel	Pen and Touch	Phone and Modem			
Programs and Features	Pen and Touch Configures pen options for a PC.	Tablet Region			
a	-	<u> </u>			

2) Select the *Touch* Tab, then highlight *Press and hold* action and click the *Settings* button.

Touch action	Equivalent mouse action
Press and hold	Right-click
ouch feedback	
ouch feedback	
	when touching the screen

3) The Press and Hold Settings Dialog box will show up as shown below.



Here you can **Enable/Disable** the press and hold action for touch input. There are other parameters you can adjust if you need to.

# 9.0 Touch Visual Feedback

In Windows<sup>®</sup> 10, the touch point on the screen can be shown in 3 different ways. This section will describe how to change the touch visual and show examples of what each one looks like.

- 1) Open *Pen and Touch* settings located inside the Control Panel.
- 2) Select the *Touch* Tab
- 3) Under *Touch feedback* you can have three states. Depending on which checkbox is selected.

#### 9.1 Small Diamond Point

Ensure none of the checkboxes are selected as shown below and hit the *Apply* button.

2 Pen and Touch		×	
Pen Options Touch			
Touch actions			
Use your finger to interact with i adjust the settings for each touc			
Touch action	Equivalent mouse action		
Double-tap	Double-click		
Press and hold	Right-dick		
	Settings		
Touch feedback			
Show visual feedback when t	ouching the screen		
Optimise visual feedback monitor	for projection to an external		
ОК	Cancel Apply		

The touch point will show up as a white Diamond shape, this diamond is small and good for checking the calibration of the touch frame. This setting is not recommended for end users as it too small and can be easily missed. The Diamond only tracks the first touch point. Multiple touch points are not shown.

#### 9.2 Translucent Bubble

If only the *Show visual feedback when touching the screen* box is selected, then traslucent Bubble are shown for each touch point.

Touch actions		
Use your finger to inte adjust the settings for	eract with items on the screen. You can r each touch action	
Touch action	Equivalent mouse action	
Double-tap	Double-click	
Press and hold	Right-click	
	Settings	
Touch feedback		

This setting is great for showing multiple touch points on the screen. Since the bubble is translucent it can be harder for end customer to track the points. This setting is recommended for smaller monitors.

#### 9.3 Dark Circle with an Outline

If the *Optimize visual feedback for projection to an external monitor* check box is also selected, then a dark circle with an outline is shown.

	Touch			
Touch acti				
Use your f adjust the	settings for each	with items on the screen. You can n touch action		
Touch ac	tion	Equivalent mouse action		
Double-t	ар	Double-click		
Press and	d hold	Right-dick		
- 17		Settings	$\bigcirc$	
Touch fee	dback			
Show v	visual feedback w	hen touching the screen		
	timise visual feed	lback for projection to an external		
	timise visual feed			

This dark circle is shown for each touch point and is easy for end customer to see when interacting with the touch frame. This setting is highly recommended for larger video wall systems or large monitors.

# **10.0** Pen options in Windows 10

ShadowSense supports Pen input, if the touchscreen is being used with the pen input then Windows<sup>®</sup> 10 offers some configuration options that should be explored and adjusted to improve pen experience.

1) Type **Settings** in the search bar and click on the Settings App.



#### 2) Select Devices from the Windows Settings

Settings

	Windows Settings		/indows Settings			
		E	Find a setting	g	م	
<b>System</b> Display, sound, notifications, power		Devices Bluetooth, printers, mouse		Phone Link your Android, iPhone		1

#### 3) Select *Pen & Windows Ink* from the left menu and examine the Pen options.

← Settings	
යි Home	Pen & Windows Ink
Find a setting	Pen
Devices	Choose which hand you write with Left Hand $\sim$
Bluetooth & other devices	
品 Printers & scanners	Show visual effects
() Mouse	Show cursor
🖬 Touchpad	Let me use my pen as a mouse in some desktop apps
📼 Typing	Ignore touch input when I'm using my pen
c∅ Pen & Windows Ink	
(P) AutoPlay	Handwriting
🖞 USB	Use handwriting to input text. You can do this by writing directly ir the text field when it supported or by using the handwriting panel.
	Size of font when writing directly into text field

Here you can adjust some settings

Show Visual effects: Double clicks using pen are shown as animationsShow Cursor: When pen is on glass and you drag it, windows draws a selected rectangleIgnore touch input when I'm using my pen: If the pen is detected then any finger touch points on the screen will be rejected. Recommended for use in Palm rejection.

# **11.0 Baanto Tech Support**

If you have bought the item directly from Baanto please contact <u>techsupport@baanto.com</u> for issues not listed in this document. You may also contact your local sales representative for immediate help.

Refer to section 1.3 and provide both the LED Data and Configuration file via email if contacting techsupport about touch related issues.