

Executive Summary

Many times, we have customers stating they are getting bad touch response such as; dead zones, touch only works in one spot, half of screen works, portions of the screen has no touch, etc. This TB describes what to look for whenever someone is having the above-mentioned issues.

Steps

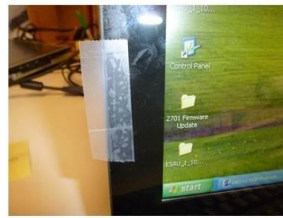
Is there anything sticking to the glass? On most Elo products (especially our IntelliTouch products) you cannot have anything sticking to or touching the glass, ie: **stickers, labels, sticky notes, asset tags, ID labels, tape, plastic cover sheets, etc.** Nothing can adhere to the glass even in the black border area or around the edges of the glass. We find this often happens on our zero-bezel products that have the black border. The glass black border is still active and cannot have any contaminants on it.

- If anything is touching the glass, it must be removed.
- After removing the contaminant, clean the area of any sticky residue
- Remove the power cable from the monitor for 30-seconds, then reconnect power cable and test for proper touch.

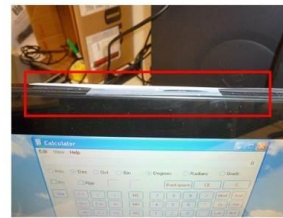
Below are examples of types of contaminants that cause touch issues:



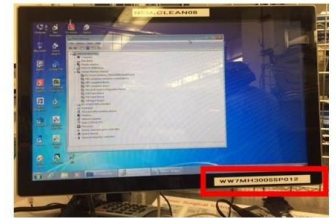
Sticky Note on border



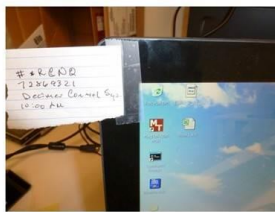
Tape stuck to border



Paper taped to edge of glass



Identification label stuck to bottom border



Note taped to border



Identification label stuck to border



Notes taped to border



Identification label stuck to top of border