

Warm Prompt

Dear Guest:

How are you ! Thank you for your using our products. In order to give you a better experience, we make this document with our special intention. Would you please take your valuable time to read it, it may help you solve some doubts.

About the appearance of this product

- 1.The front of the infrared touch screen is the touch panel controller and the body structure, there is a groove, usually, the data line is in the lower left corner or the lower right corner of product.
2. Our infrared touch screen with glass, there is a layer of protection membrane on the surface of glass, please tear off it when using, so as not to affect the touch effect or normal usage.

About the operating system

Multi-touch support operating system (free driving)	Single-touch support operating system(free driving)
Windows 7 Ultimate Windows 7 Professional Windows 7 Home Premium Windows 8 ‹Standard› Windows 8 Professional Windows 8 Enterprise Windows 8.1 Windows 10 Professional Windows 10 Enterprise Android ‹Need to add patch in the kernel code› Chrome	Windows XP Windows Vista Windows 7 Windows 8 Windows 8.1 Windows 10 Linux Mac OS X Android Chrome
Remark: The above systems must have multi-touch function, and the operating system must be original, otherwise it will affect touch effect or leading to the touchscreen unusable.	Remark: User of Mac OS X and Linux system, please inform us your system version number in advance.

About Water-proof and Dust-proof performance

1. The infrared touch screens our company provided can be divided into waterproof infrared touch screen and ordinary infrared touch screen, there are corresponding identification on the front of the products.
2. The ordinary infrared touch screen is dust-proof, but not water-proof, please pay attention to the environment of usage and the maintenance, in the occasions where there is a lot of dust, please clear the touch screen area edge in time, washing the touch screen is forbidden.
3. The waterproof and dust-proof grade of our infrared touchscreen reaches IP65.It can be used in a harsh environment, outdoor environment.
IP65 refers to: the dust-proof reaches Grade 6, prevent dust entering completely; the waterproof reaches Grade 5, low pressure injection from any Angle had no effect on it.
4. If it is pure outdoor usage, please be sure to choose waterproof infrared touchscreen, and inform our sales staff in advance, we will guide you for the usage.

Untouchability

1. Please make sure installation direction is correct, and also make sure touch screen from factory is teared off.
2. Please check whether the infrared touch screen cable connected to the host tightly.
3. Please replace a host or connection to link the touch screen.
4. Please check whether the host operating system is the original.
5. If you still can't touch, please contact our sales staff in time for solution.