



User's Manual

HIDeGalaxTouch

Touch Panel Driver

Important

Please read this "User's Manual" carefully to familiarize yourself with safe and effective usage.

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- For the latest product information including the "User's Manual", refer to our web site :

www.eizoglobal.com

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Chapter 1 Introduction

1-1. Overview

HIDeGalaxTouch is a driver required to use the following functions of EIZO touch panel monitors:

- Touch sounds
- Multi-touch operation (touch digitizer)

eGalaxTouch must be installed to enable touch sounds and mouse emulation.

Compatibility between HIDeGalaxTouch, eGalaxTouch, and the standard Windows touch panel driver is as follows:

Functions	Standard Windows touch panel driver	HIDeGalaxTouch	eGalaxTouch
Touch sounds	-	√	√
Mouse emulation	-	-	√
Multi-touch operation (touch digitizer)	√	√	-

Attention

- Do not install both eGalaxTouch and HIDeGalaxTouch at the same time. Follow the steps below to switch drivers:
 1. Uninstall the driver that is currently installed. (See ["5-1. Uninstalling" \(P.18\)](#))
 2. Reboot the computer.
 3. Install the new driver.

1-2. System Requirements

The following shows the conditions that need to be satisfied to use HIDeGalaxTouch:

OS ^{*1}	Windows 11 Windows 10 (32 bit / 64 bit) Windows 8.1 (32 bit / 64 bit)
Software	Windows 11: .NET Framework 4.8 Windows 10: .NET Framework 4.6 Windows 8.1: .NET Framework 3.5
Storage	Approximately 70MB of free space / data file capacity on the system drive
Interface	USB

^{*1} EIZO support will end when OS vendor support ends.

Attention

- The available operating system varies depending on the model you are using. For details, refer to the User's Manual of the model you are using.

Note

- "Limited Touch Support" may be indicated in the system properties but this does not affect the operation of the touch panel.

1-3. 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 conditions other than those specified in System Requirements above.
- Usage in an environment where mouse emulation software or any similarly functioning software is installed

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. Installation

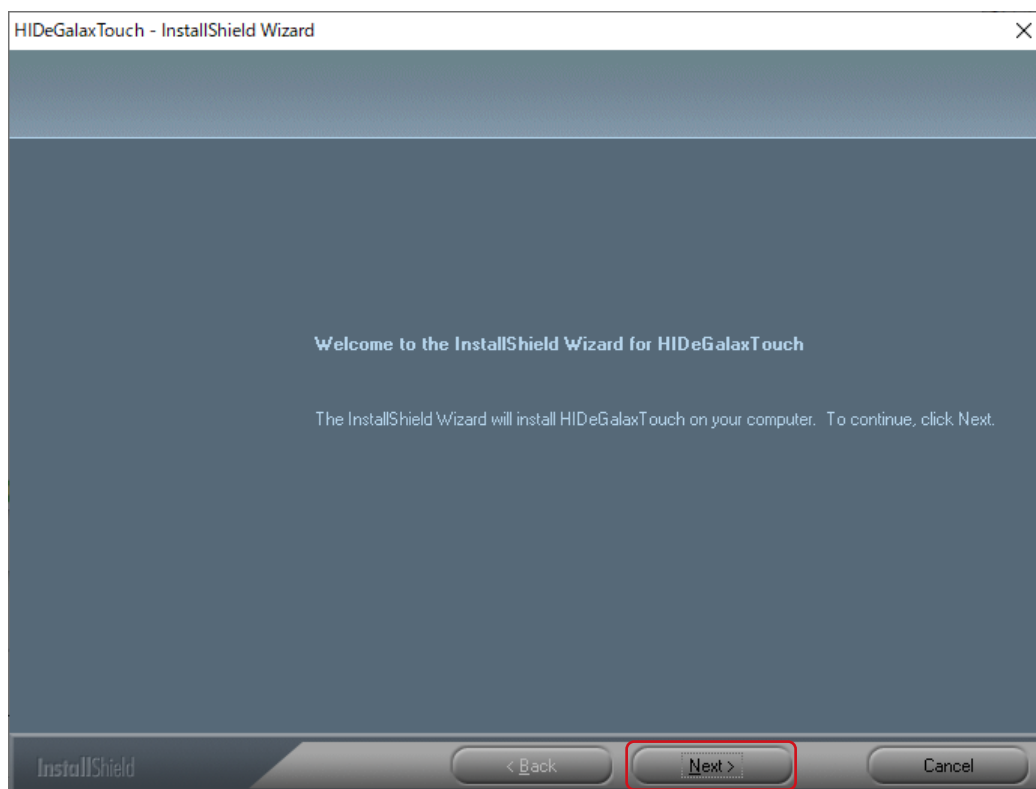
Attention

- You must have local administrative privileges for the user account. For information on user account privilege settings, contact your system administrator.
- You will need to reboot your computer after installation.

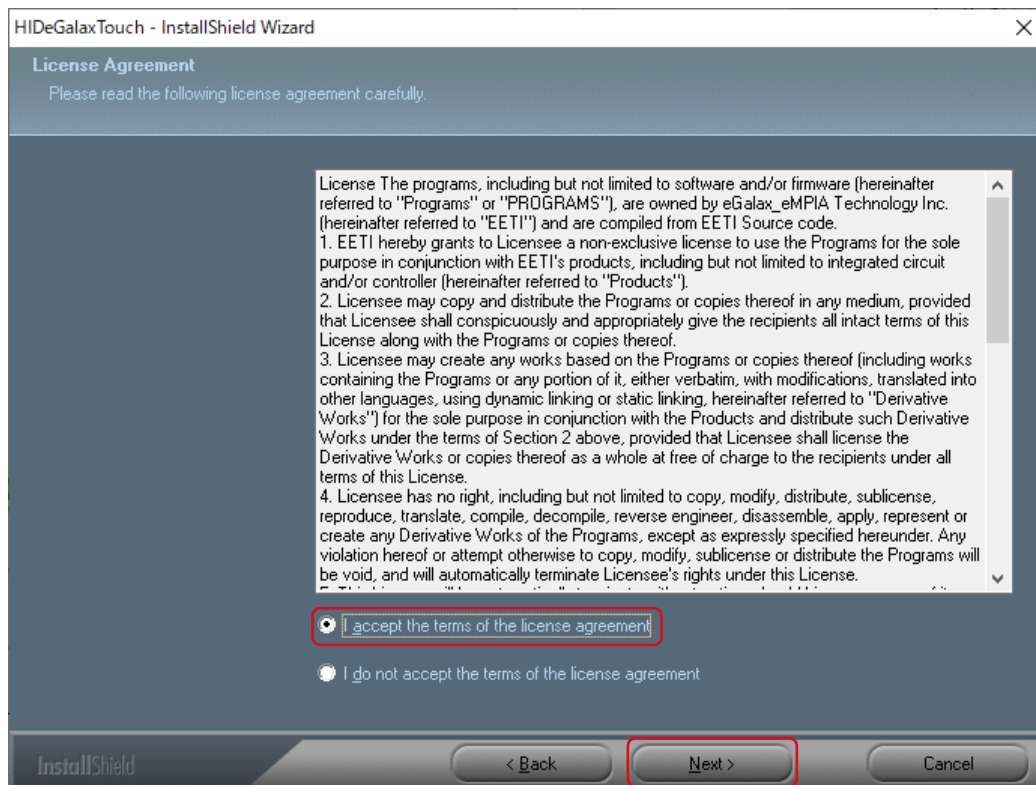
1. Open the file you downloaded from our website (www.eizoglobal.com) and click "setup.exe".

This starts the installation process.

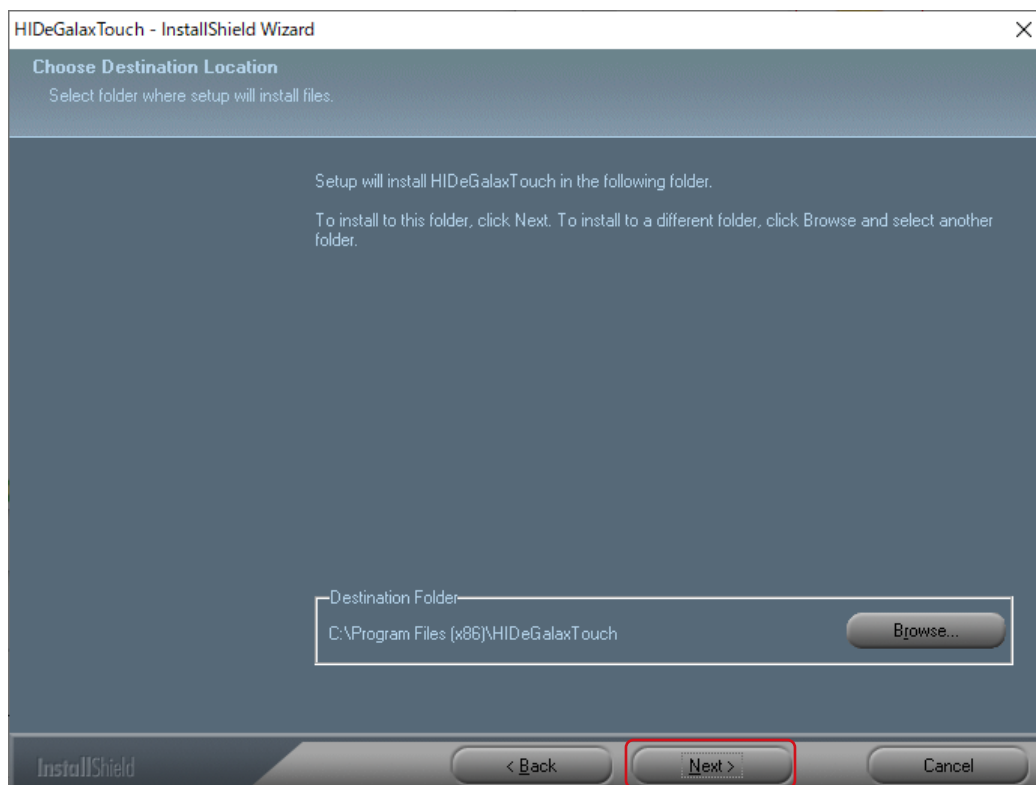
2. Click "Next".



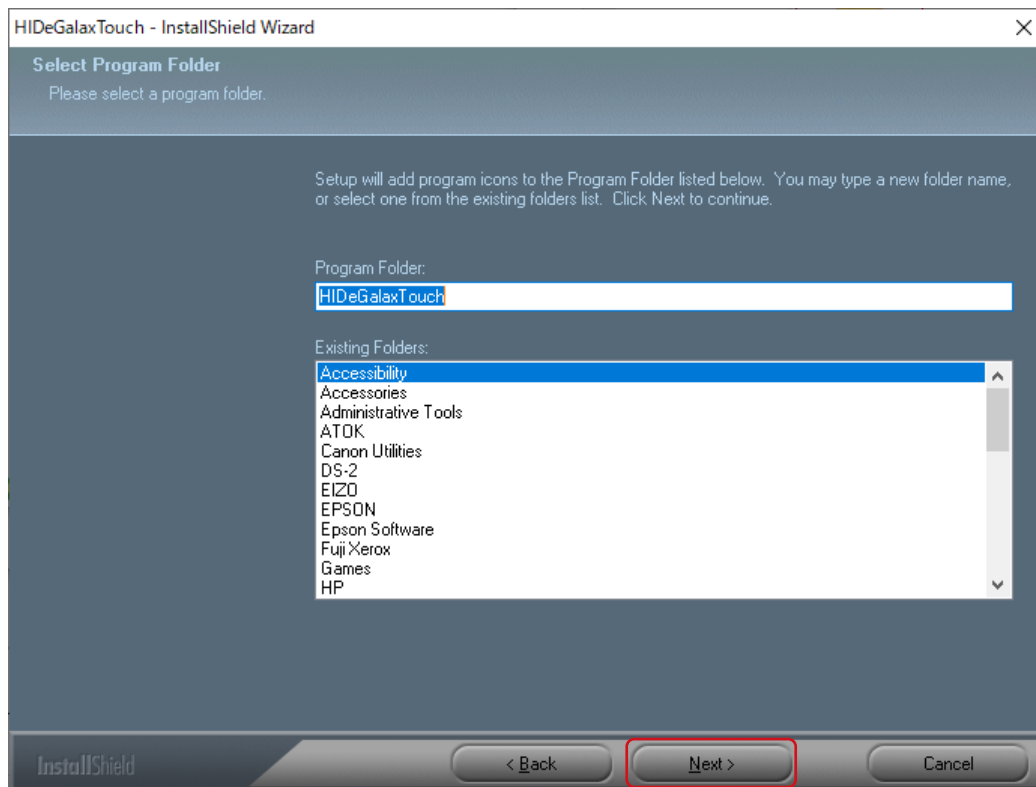
3. Select "I accept the terms of the license agreement" and click "Next".



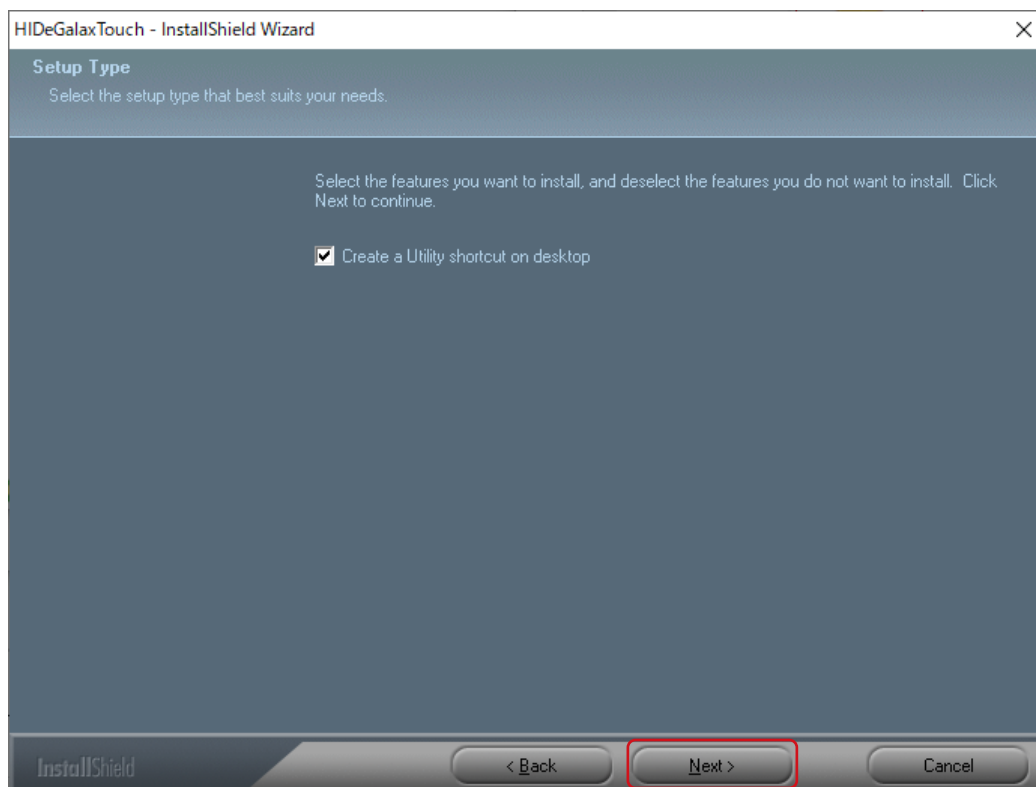
4. Click "Next".



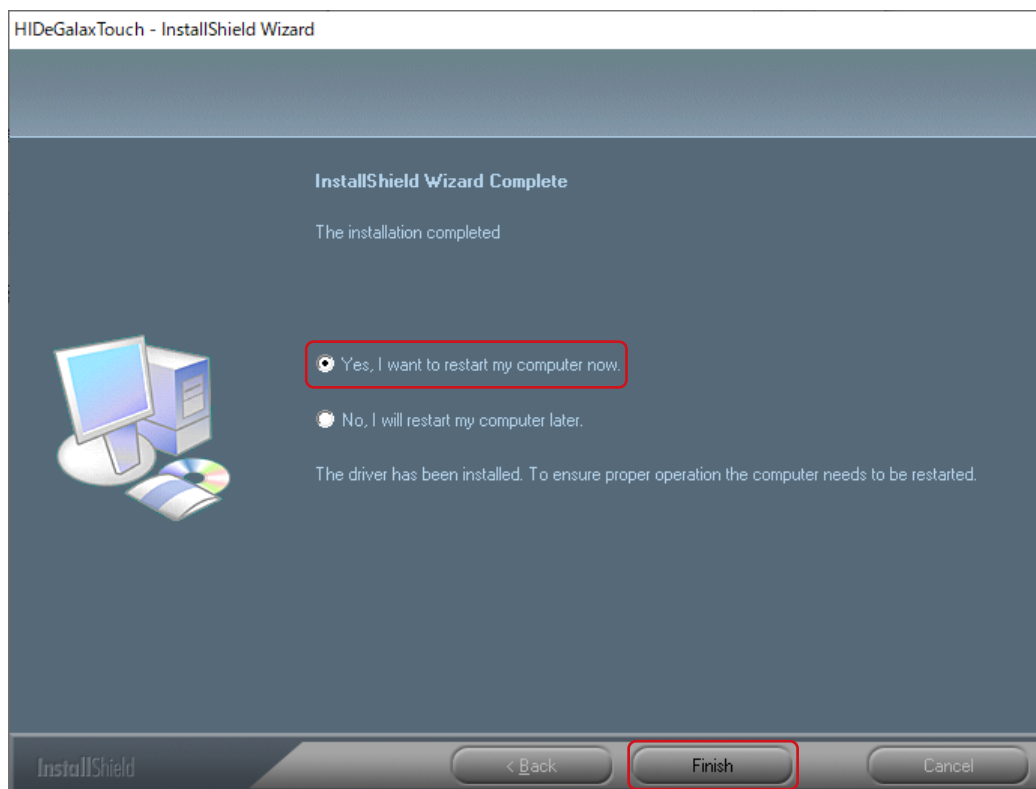
5. Click "Next".



6. Click "Next".



- 7. Select "Yes, I want to restart my computer now." and click "Finish". Your computer will reboot automatically.**



A shortcut for HIDEGalaxTouch will be created on your desktop.



2-2. Multi-Monitor Settings

Carry out the following settings when connecting more than one monitor to a single computer.

1. Open the Windows control panel.

2. Click "Hardware and Sound" - "Tablet PC Settings".

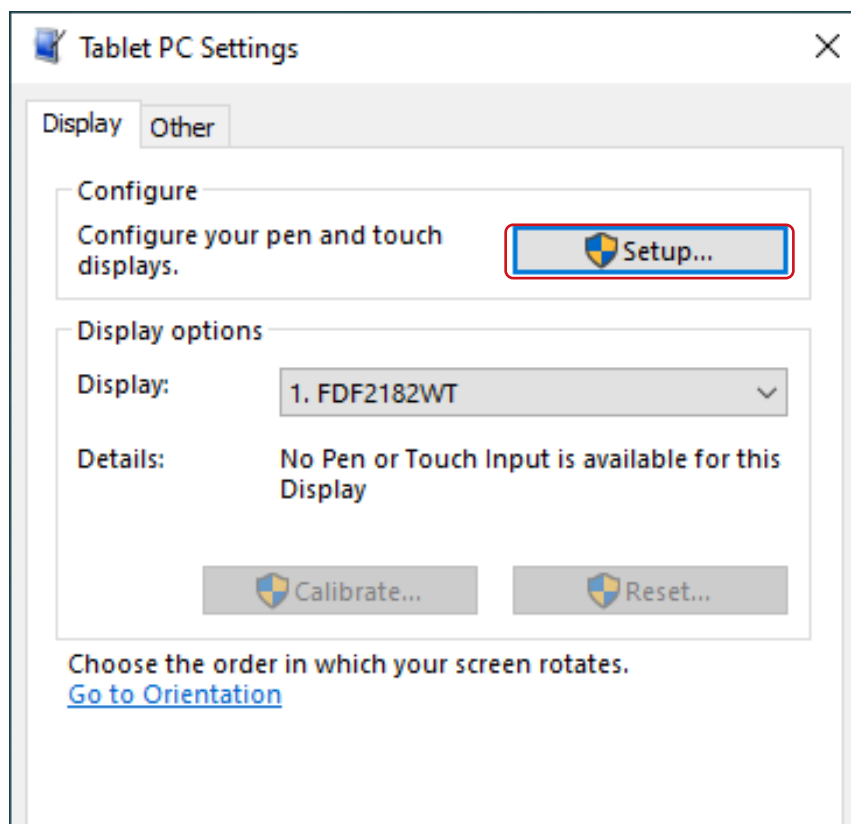
This displays the "Tablet PC Settings" window.

3. Click "Setup" in the "Display" tab.

The touch screen specification display screen will display with a white background.

Note

- When installing HIDEGalaxTouch, use the HIDEGalaxTouch Tool to correct the touch position ("3-1. [Calibrating Touch Position](#)" (P.11)). "Calibrate" in the "Tablet PC Settings" window is not used.



4. Specify the touch screen in accordance with the displayed screen.

5. Click "OK" to close the screen.

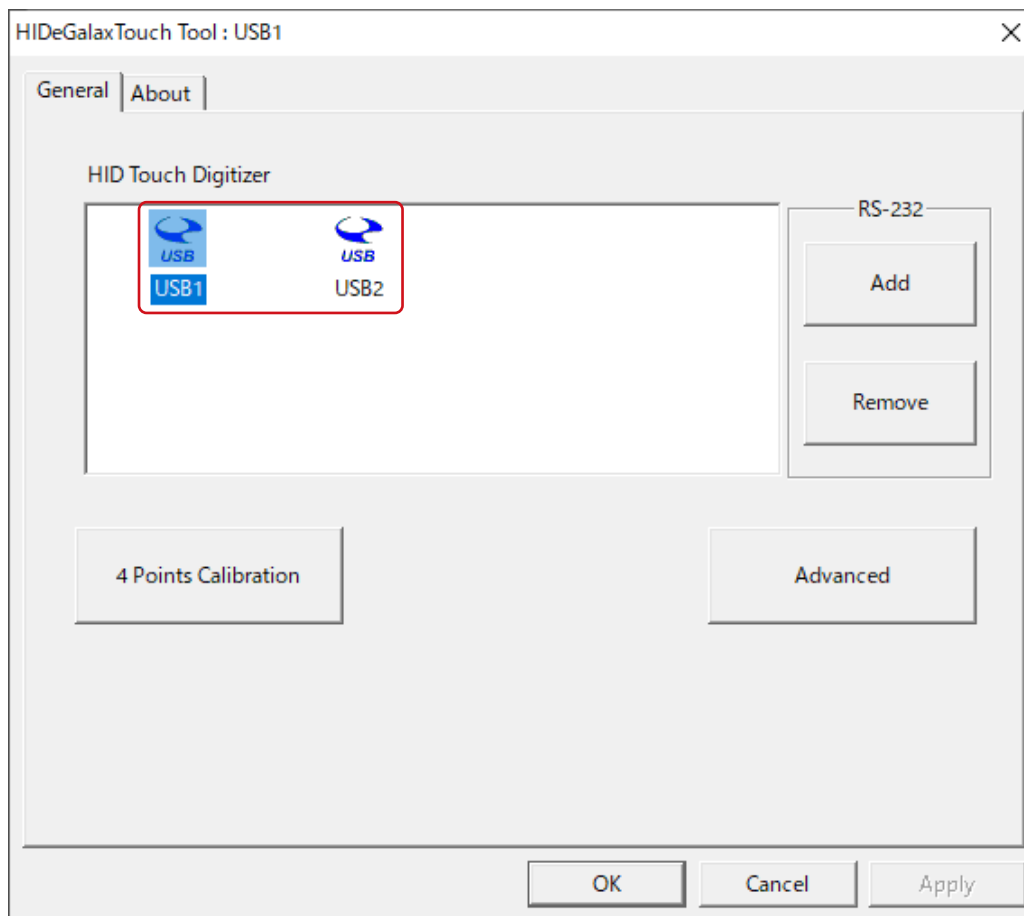
Chapter 3 HIDEGalaxTouch Functions

The HIDEGalaxTouch Tool allows you to set and correct touch panel operations.

Attention

- Do not use any of the functions that are not explained in this Manual.
- You must have local administrative privileges for the user account. For information on user account privilege settings, contact your system administrator.

When connecting multiple monitors to a single computer, you first need to select the monitor that will be configured (with the "USB X" icon on the screen). The icon background will change to blue when it is selected.



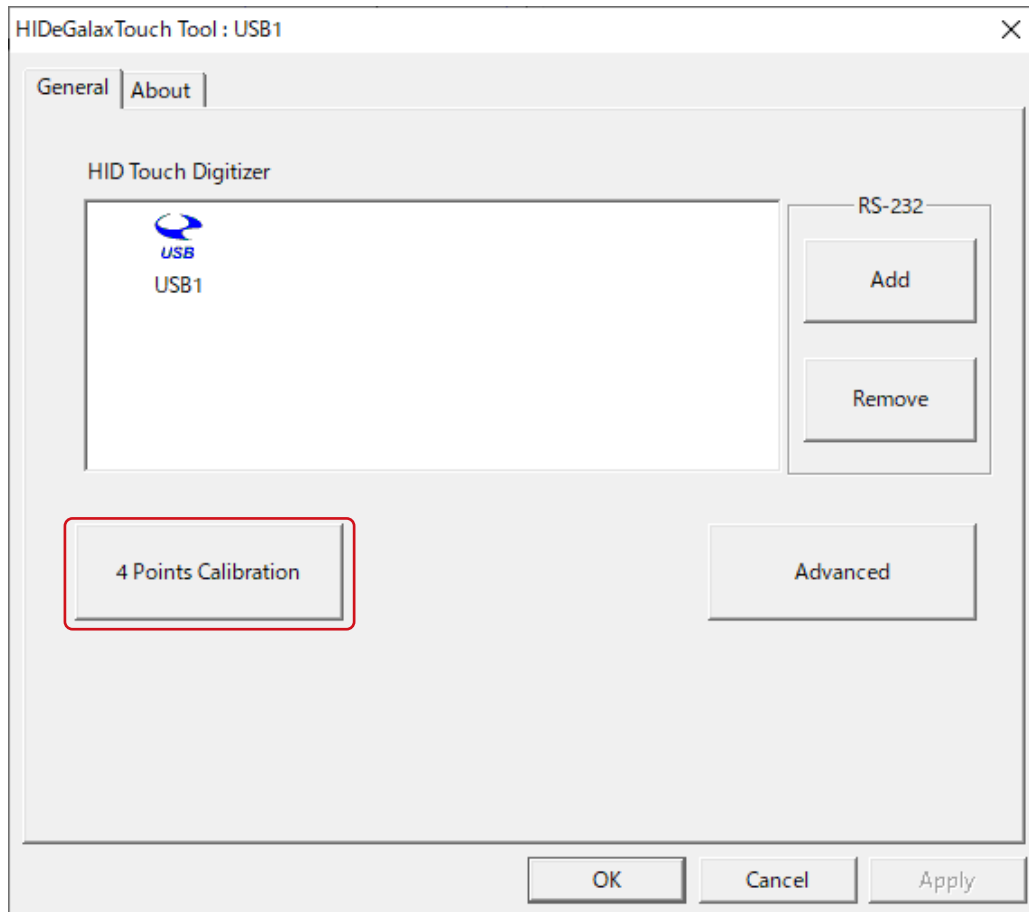
3-1. Calibrating Touch Position

This is used to calibrate the position of the cursor to make it match where you actually touch the screen.

Note

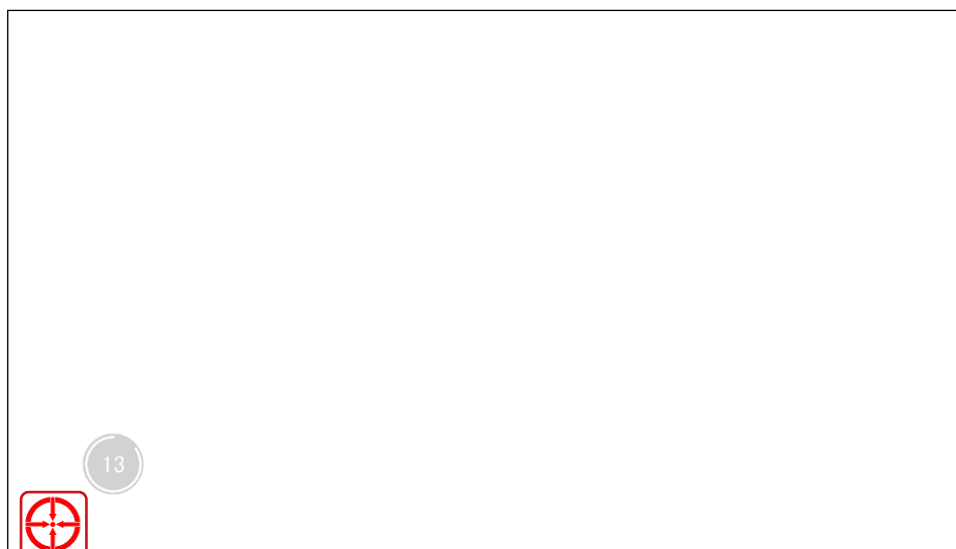
- When installing HIDEGalaxTouch, use the HIDEGalaxTouch Tool to calibrate the touch position. "Calibrate" in the "Tablet PC Settings" window is not used.

1. Click "4 Points Calibration".

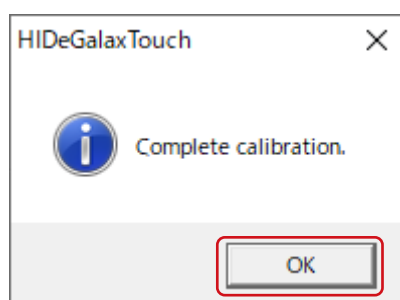


2. Touch the center of the marker displayed in the window.

Touching the marker causes the next marker to appear. Touch the center of the new marker. When all the markers are touched, calibration is completed.



3. Click "OK".



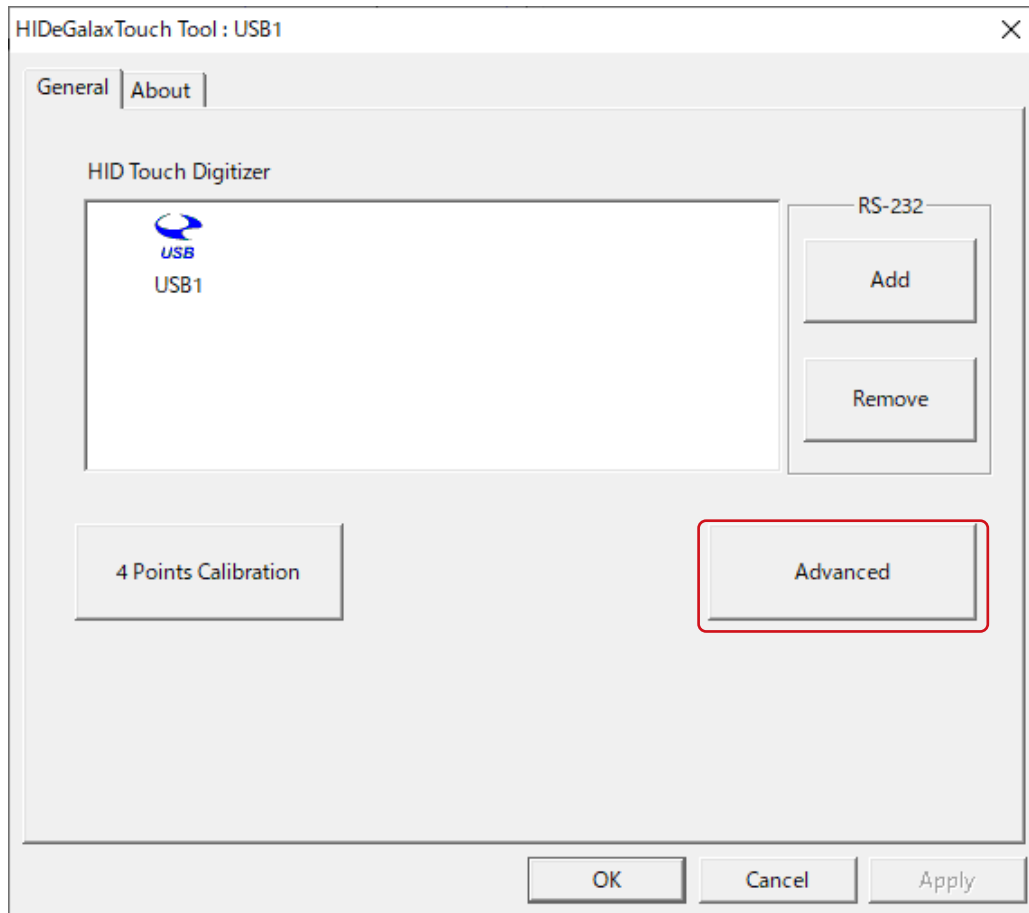
3-2. Double Click Settings

This sets the tolerance for touch position differences to be recognized as a double click.

Attention

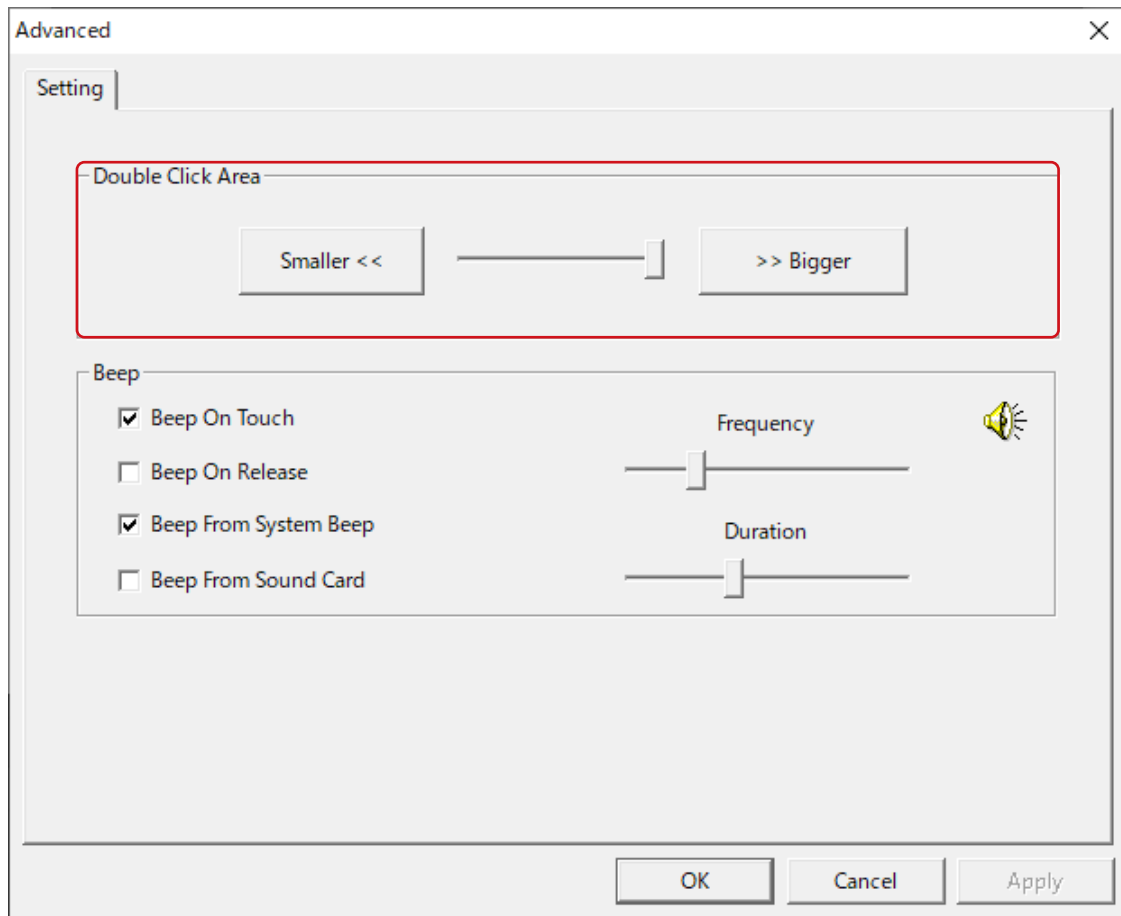
- This setting is shared among all connected monitors.

1. Click "Advanced".



2. Set the tolerance by moving the Double Click Area slider.

Moving towards "Bigger" will increase the tolerance for position differences between the first and second touch. Moving towards "Smaller" will decrease the tolerance.

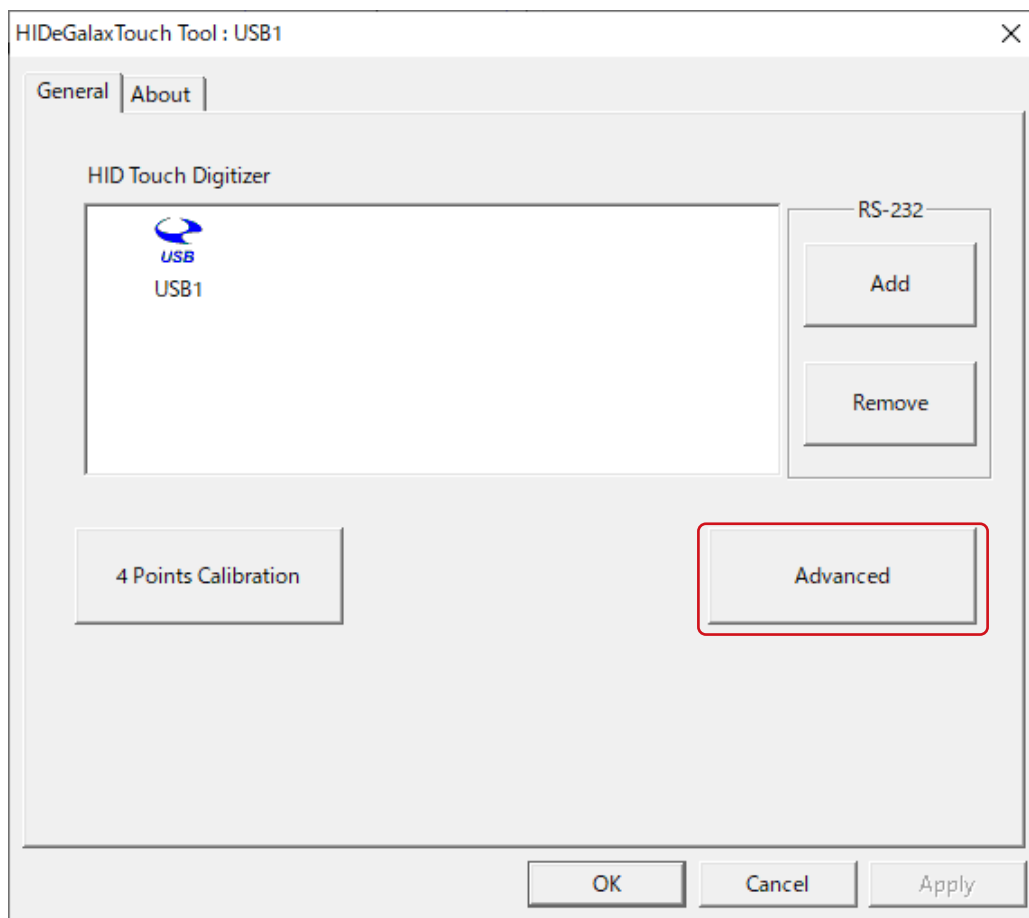


3. Click "Apply".

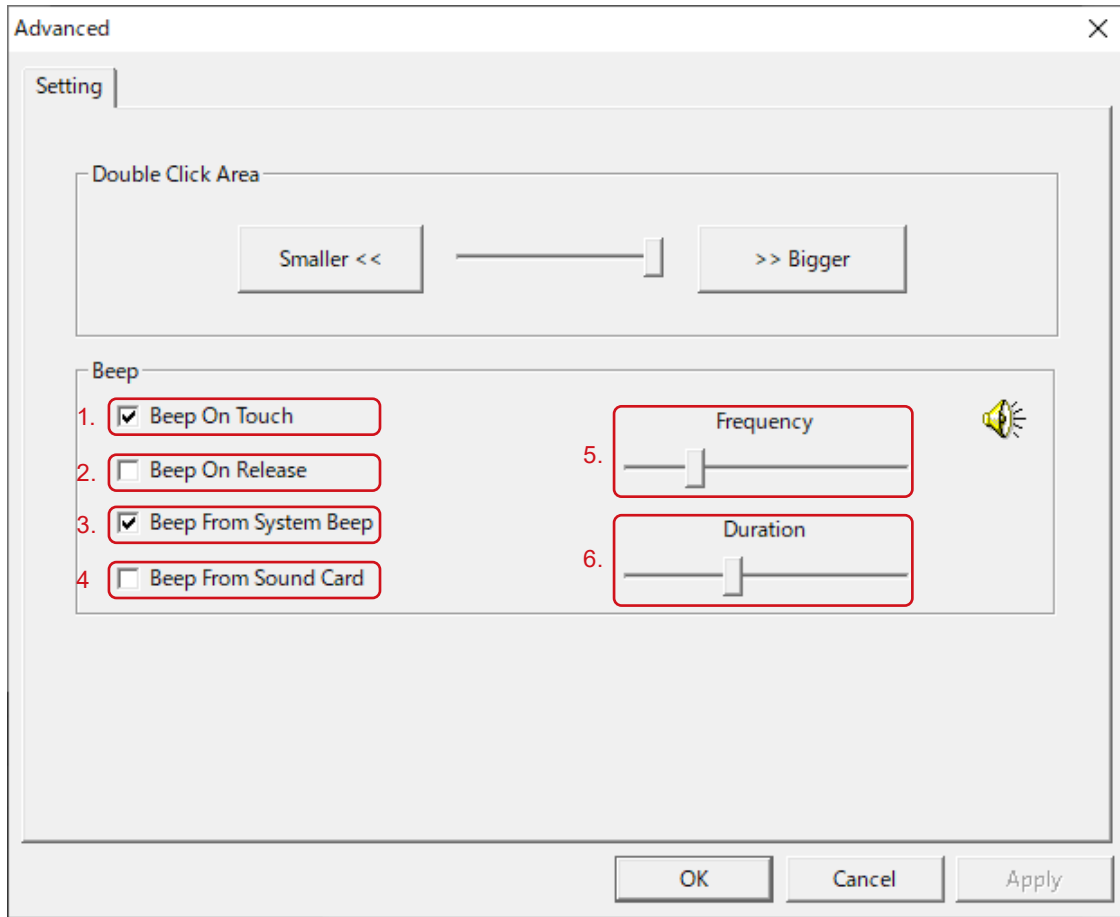
3-3. Touch Sound Settings

This sets the timing for sounds played on each touch, and the device used for them.

1. Click "Advanced".



2. Set the touch sounds.



1.	Beep On Touch	Checking this means a sound will play each time you touch the touch panel.
2.	Beep On Release	Checking this means a sound will play each time your finger leaves the touch panel.
3.	Beep From System Beep	Checking this means your computer will use the beep function in its motherboard.* 1.
4.	Beep From Sound Card	Checking this means the sound will come from the speakers connected to your computer.
5.	Frequency	This sets the frequency (pitch) of the touch sound. Moving the slider to the left lowers the pitch, and moving it to the right increases the pitch.
6.	Duration	This sets how long the sound lasts. Moving the slider to the left reduces the time, and moving it to the right increases the time.

*1 Your computer hardware configuration may prevent touch sounds from being generated.

3. Click "Apply".

Chapter 4 Troubleshooting

Symptom	Cause and countermeasure
1. The mouse cursor does not appear.	<ul style="list-style-type: none"> HIDeGalaxTouch does not support mouse emulation. Use eGalaxTouch if you want to enable mouse emulation.
2. The cursor position is displaced / the cursor jumps.	<ul style="list-style-type: none"> Calibrate the touch position (see "3-1. Calibrating Touch Position" (P.11)). Open the Windows Control Panel. In "Hardware and Sound" - "Tablet PC Settings" - "Display Options", click "Reset". Turn the monitor off then on again. Run Offset Calibration and calibrate the touch panel sensitivity.
3. The touch operation does not work.	<ul style="list-style-type: none"> Confirm that the USB cable is correctly connected. Check the touch panel monitor User's Manual and confirm that touch operation on the touch panel monitor is enabled in the monitor functions. Restart the setting tool of the touch panel driver, or reboot the computer. If using multiple monitors, check that the cursor is not being displayed on another monitor.
4. Right-clicking does not work.	<ul style="list-style-type: none"> Follow these steps to check the right-click settings. <ol style="list-style-type: none"> Open the Windows control panel. Click "Hardware and Sound" - "Pen and Touch". Click "Settings" in the "Pen and Touch" window and check the settings for clicking and holding.
5. The touch sound is not emitted.	<ul style="list-style-type: none"> Change the touch sound settings (see "3-3. Touch Sound Settings" (P.15)). If "Beep From Sound Card" is selected under "Beep" in the "Setting" tab, check the following: <ul style="list-style-type: none"> Is the output device appropriate for the Windows settings selected? Try increasing the volume. Increase the touch sound frequency (see "3-3. Touch Sound Settings" (P.15)). If "Beep From Sound Card" is selected under "Beep" in the "Setting" tab, your computer hardware configuration may prevent touch sounds from being generated.
6. (Multiple monitor configuration) When touching the screen, the cursor appears on a different monitor.	<ul style="list-style-type: none"> See "2-1. Installation" (P.5) to associate the monitor with the touch panel.

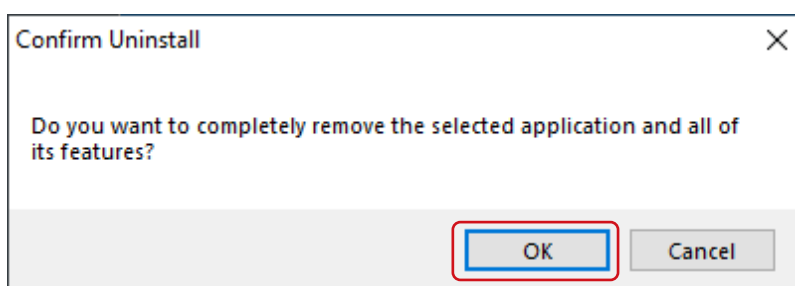
Chapter 5 Reference Information

5-1. Uninstalling

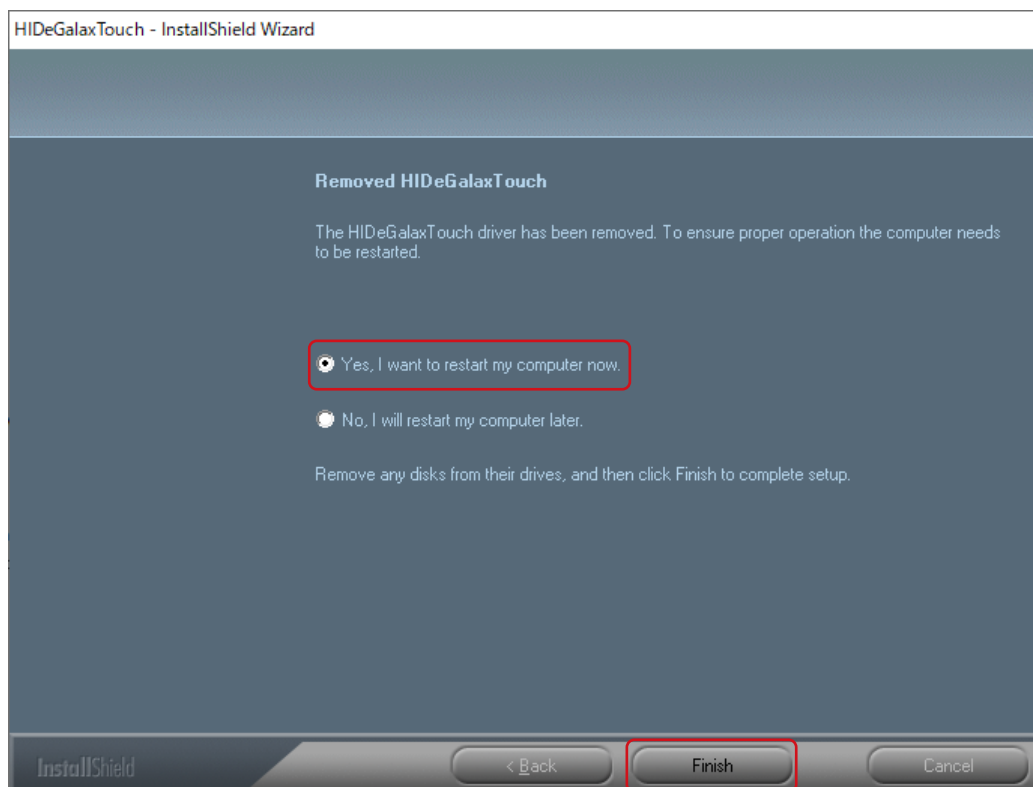
Attention

- You must have local administrative privileges for the user account. For information on user account privilege settings, contact your system administrator.

1. Click the Windows "Start" button, then "Settings" then "Apps".
2. Select "HIDeGalaxTouch" from the list and click "Uninstall".
3. Click "OK".



4. Select "Yes, I want to restart my computer now." and click "Finish". Your computer will reboot automatically.



5-2. Other Touch Panel Operation Settings

When using this driver, you can also change the touch operation settings from the "Pen and Touch" window in Windows.

1. Open the Windows control panel.

2. Click "Hardware and Sound" - "Pen and Touch".

This will display the "Pen and Touch" window.

Refer to the settings window and Windows help for details.

3. Once the settings are done, click "OK" to close the screen.

Appendix

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