User's Manual

Offset Calibration

Sensitivity Calibration Software

Important

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

- **For the latest product information including the "User's Manual", refer to our web site :**
  www.eizoglobal.com

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Overview

Offset Calibration is a software to calibrate sensitivity for capacitive touch panel monitors.

When using an EIZO capacitive touch panel monitor, Offset Calibration must be run when initially installing the monitor.
Offset Calibration must be run again when the monitor environment has changed significantly or when touch operations no longer have the intended effect.

Refer to our website (www.eizoglobal.com) for the applicable monitors.

System Requirements

To use Offset Calibration, your computer needs to meet the following system requirements:

OS	Windows 10 (32 bit / 64 bit) Windows 8.1 (32 bit / 64 bit)
Computer	Equipped with USB port

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.

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.

Usage

Attention

- Calibrate one monitor at a time. When multiple monitors are connected, calibrate them using the following steps:
  1. Connect the first touch panel monitor to the computer with a USB cable and run Offset Calibration.
  2. Remove the USB cable connecting the first touch panel monitor from the computer.
  3. Connect the second touch panel monitor to the computer with a USB cable and run Offset Calibration. Repeat for each monitor.

  After completing calibration of the last touch panel monitor, connect all monitors with USB cables.
- Confirm that touch operation on the touch panel monitors is enabled.

Reference

- Offset Calibration can also be downloaded from our website (www.eizoglobal.com).

1. Insert the EIZO LCD Utility Disk into the computer.

EIZO LCD Utility Disk Setup will run.

2. Open the Touch Panel tab and click "Offset Calibration".

Explorer will open.

3. Double click "Offset Calibration.exe".

Sensitivity calibration will run automatically.

Attention

- Do not touch the touch panel monitor while the message "Calibrating Don't Touch Screen!" is displayed on the monitor.

Troubleshooting

Symptom	Cause and countermeasure
1. Monitor power turned off while Offset Calibration was running.	• Run Offset Calibration again.
2. Touch does not work even after running Offset Calibration.	• Turn the monitor off then on again, then run Offset Calibration again.
3. An error occurs when Offset Calibration is run.	• Check the touch panel monitor User's Manual and confirm that touch operation on the touch panel monitor is enabled in the monitor functions.
4. The message "Can't find Touch Controller" appears.	• Confirm that the USB cable is correctly connected.
5. The message "Calculate System Offset Map Fail" appears.	• Check the touch panel monitor User's Manual and confirm that touch operation on the touch panel monitor is enabled in the monitor functions.

Appendix

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