

Touch monitor trouble shooting

Touch monitor troubles:

1. No display
2. No touch

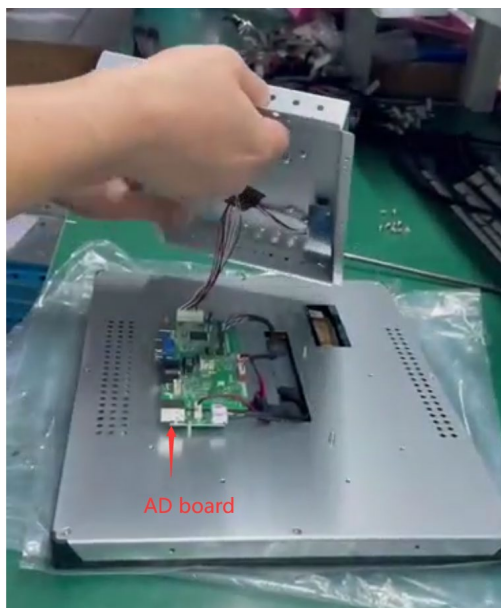
1. Solution for No display, changing the AD board.

Methods:

- a) Disconnect the cables and laydown the touch monitor on your desk.
- b) Open the small back cover at the touch monitor back as below picture showed.



- c) You will find the AD board which controls the display function.



- d) You will be able to change the AD board by loosen the screws on it. After you replaced it, please make sure all the cables are firmly connected.
- e) Connect the touch monitor to the PC again to check if display problem solved.
- f) If the problem not solved, you will need to replace the touch monitor with a new one.

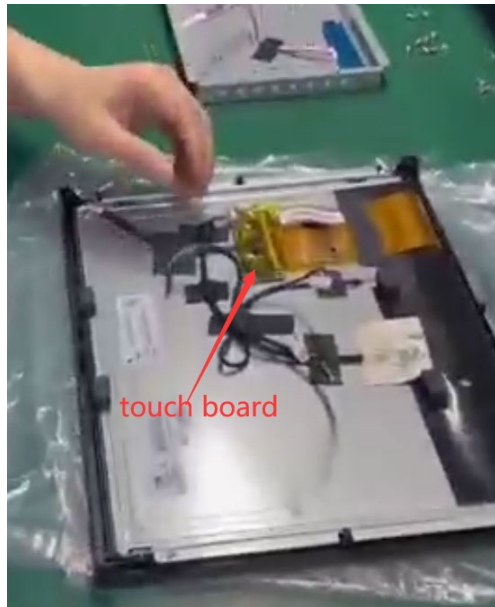
2. Solution for no touch, replace the touch board.

Methods:

- a) Disconnect the cables and laydown the touch monitor on your desk, protect the monitor surface from scratch.
- b) Open the small back cover first, then open the big back cover at the touch monitor back as below picture showed.



- c) You will see the touch board as below picture showed



- d) Disconnect the cables and replace a new touch board carefully. Make sure the cables are firmly connected after changed the touch board.
- e) Put the covers back.

Here is the video manual for how to change the AD board and Touch board.

<https://youtu.be/cDYPbgWPYKo>