

# Installation Guide

## GenTouch Software

### TouchPanel Driver

#### Important

- Please read this Installation Guide carefully to familiarize yourself with safe and effective usage.
- The software described in this document is provided based on the Software License Agreement, and can be used only when you agree with the contents of the agreement.

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- The latest software and Installation Guide are available for download from our site:

[www.eizoglobal.com](http://www.eizoglobal.com)

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# Introducing GenTouch Software

GenTouch Software is a driver software necessary to use EIZO Surface Acoustic Wave touch panel monitor with Windows.

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The screen shots used in this manual are taken from GeneralTouch Technology Co., Ltd. products.

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# Cautions for the Use of the Touch Panel

Be careful of the following points. Otherwise, damage to the monitor or malfunctions may occur.

## ● While starting the PC and monitor

Do not touch the touch panel.

- It may cause the incorrect cursor position or disable the touch operation.
- If this occurs, restart the monitor to restore the correct operation.

## ● During touch operation

Do not strongly press, rub or poke the touch panel.

Do not touch the touch panel with hard objects such as a pen or metal object.

## ● During power-saving mode

When the PC is in system standby status, the PC may not be resumed from the standby status by touching the screen depending on the PC's hardware configuration. In this case, operate the mouse or the keyboard.

# CONTENTS

<b>Introducing GenTouch Software .....</b>	<b>2</b>
<b>Cautions for the Use of the Touch Panel.....</b>	<b>3</b>
● While starting the PC and monitor .....	3
● During touch operation.....	3
● During power-saving mode .....	3
<b>CONTENTS.....</b>	<b>4</b>
<b>Chapter 1 Setting Up.....</b>	<b>5</b>
1-1. System Requirements .....	5
1-2. Installing GenTouch Software .....	5
1-3. Calibration .....	9
1-4. Uninstalling GenTouch Software .....	9
<b>Chapter 2 Advanced Settings .....</b>	<b>11</b>
● Starting “GenPanel” .....	11
2-1. “Calibration” tab .....	12
2-2. “Settings” tab.....	13
● Changing Mouse Mode [Mouse Mode].....	14
● Enabling the Right-clicking Operations [Right click].....	14
● Setting the Speed of Drag [Drag Delay] .....	15
● Setting the Time until a Right-click Operation is Recognized [Right Click Delay] .....	15
● Setting the Sensitivity Level [Sensitivity Level] .....	15
2-3. “Sound” tab .....	15
● Setting Touch-Sound [Sound Mode].....	16
● Setting Sound [Sound Settings].....	16
2-4. “Diagnostics” tab .....	16
2-5. “About” tab .....	16
<b>Chapter 3 Right-click Operations .....</b>	<b>17</b>
<b>Chapter 4 Troubleshooting.....</b>	<b>18</b>

# Chapter 1 Setting Up

## 1-1. System Requirements

GenTouch Software operates under the system shown below.

OS*1	<ul style="list-style-type: none"><li>• Windows 11</li><li>• Windows 10 (32 bit / 64 bit)</li></ul>
Monitor	<ul style="list-style-type: none"><li>• EIZO touch panel monitor using Surface Acoustic Wave technology</li></ul>

\*1 EIZO support will end when OS vendor support ends.

### Note

- 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.
- You cannot use multiple monitors as touch panel monitors. You may only connect one touch panel monitor to a PC.

## 1-2. Installing GenTouch Software

### Note

- The driver version may be different depending on the operating system you are using. Install the driver version that is compatible with your operating system.
- If a different version of the driver is installed, firstly uninstall it, and then install this driver.

### 1. Use the USB cable or RS-232C cable to connect the monitor and the PC (The USB upstream port and the RS-232C port cannot be used at the same time).

#### Note

- The cables that can be connected vary depending on the model you are using. For details, refer to the User's Manual of the model you are using.

#### When using the USB cable

Connect the USB cable to the PC USB Downstream port and to the monitor USB Upstream port.

#### Note

- Please make sure to connect the USB cable before installing the driver. If you connect the USB cable after installing the driver, the monitor will not be recognized.

#### When using the RS-232C cable

Connect one end of the cable to the RS-232C port of the monitor and the other end to the COM port of the PC.

#### Note

- Do not use a conversion adapter for connection. The touch panel display may not work properly.
- Always connect the RS-232C cable before installing the driver. If you connect the RS-232C cable after installation, the monitor will not be recognized.

**2. Connect the power cord to the power connector and the power outlet.**

**3. Turn on the monitor.**

**4. Turn on the PC, and log on to the user account that has the “Administrators” privilege.**

For user account privilege settings, contact your system administrator.

**5. Prepare for the installation.**

**When installing from the “EIZO LCD Utility Disk” CD-ROM**

Insert the “EIZO LCD Utility Disk” CD-ROM into the CD-ROM drive. The menu screen appears.

**Tips**

- If the menu screen does not appear automatically, double-click “Launcher.exe” for the drive in which the “EIZO LCD Utility Disk” CD-ROM is inserted to open the menu screen.

1. Click “Touch Panel Driver Windows 11/10” in the “Touch Panel” tab.

2. Click “Install”.

After agreeing to the terms of use/cautions, the “Launcher” screen appears.

3. Click “OK”.

**When downloading and installing from our web site**

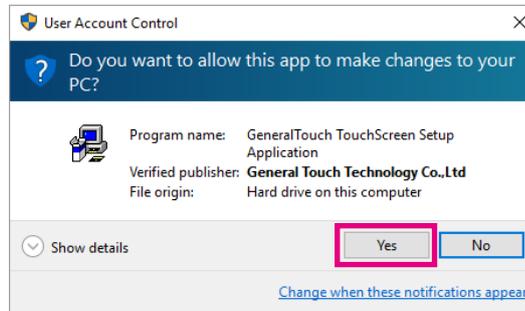
1. Extract the downloaded file.

2. Double-click “Setup.exe” in the “GenTouch” folder.

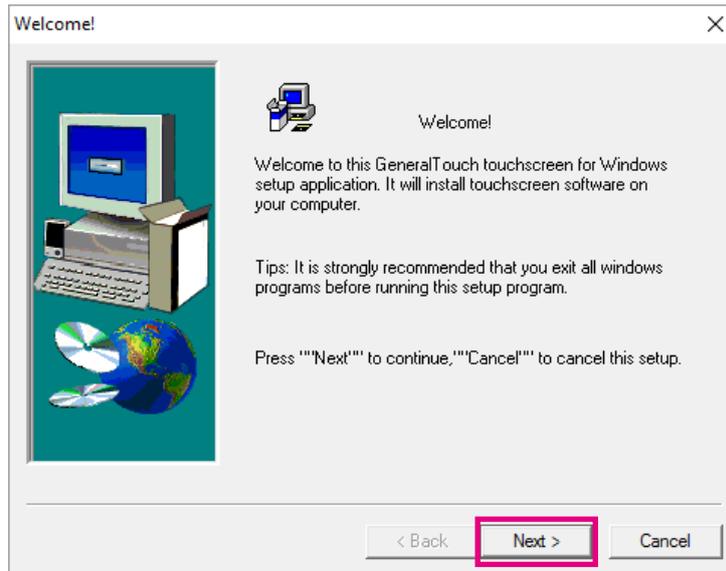
The “Welcome!” screen appears.

**Tips**

- The “User Account Control” dialog may appear. Click “Yes” to run the installer.

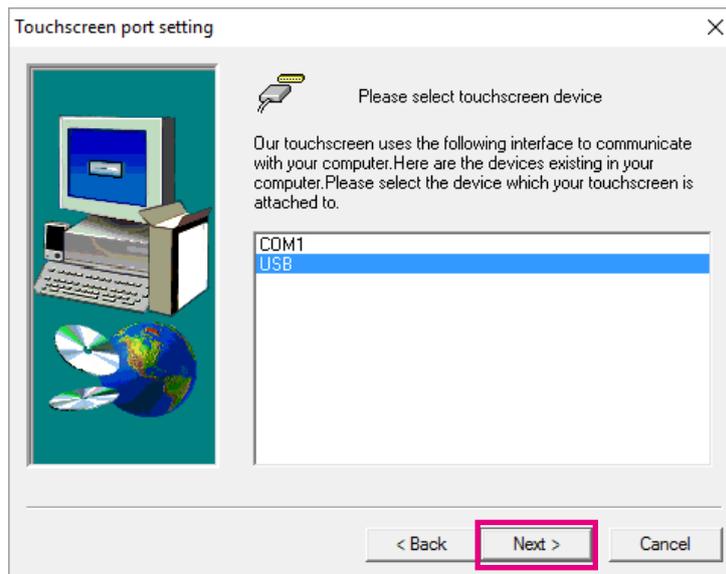


## 6. Click “Next”.



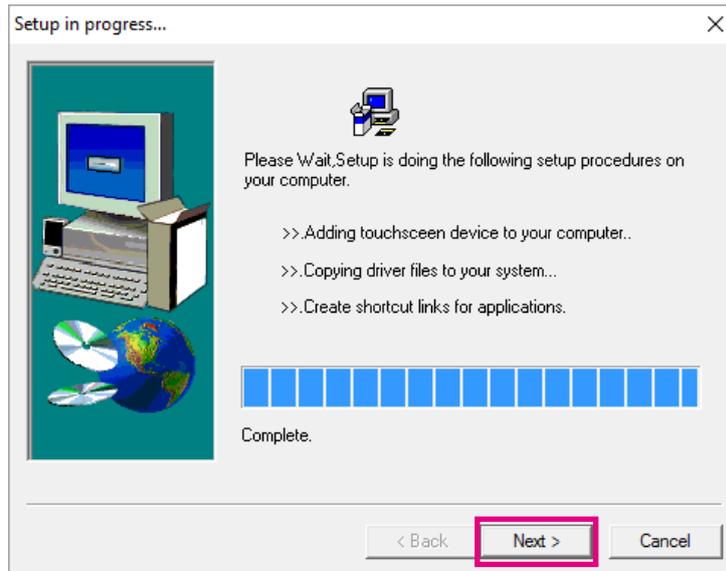
The “Touchscreen port setting” screen appears.

## 7. Select the connection interface, and then click “Next”.



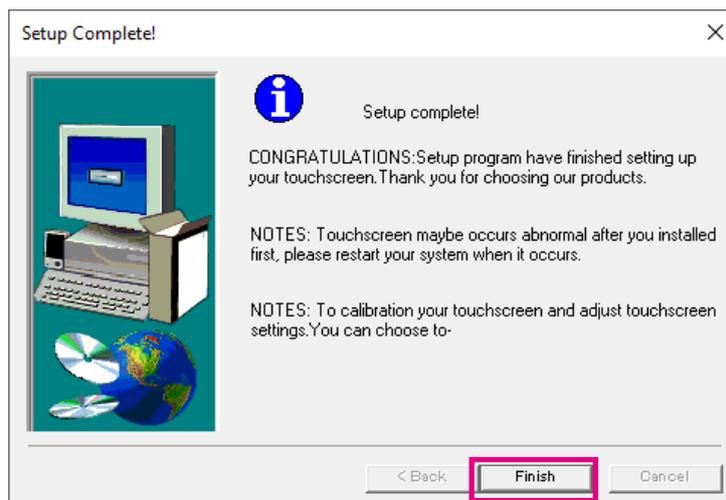
The installation begins and the “Setup in progress” window is displayed.

## 8. Click “Next”.

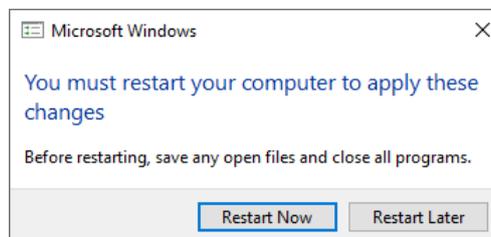


The “Setup Complete!” screen appears.

## 9. Click “Finish”.



When the installation procedure is completed, a message will appear.



## 10. Reboot the computer.

## 1-3. Calibration

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After installation of the driver is complete, please make sure to perform calibration. Calibration is used to fine-tune the touch area position and obtain the optimal position (Refer to “2-1. “Calibration” tab” (page 10) for details).

### Note

- Start the calibration within 30 seconds after the calibration window opens. Otherwise, the calibration is canceled.
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## 1-4. Uninstalling GenTouch Software

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### Note

- Before uninstalling GenTouch Software, be sure to exit all touch panel setting windows.
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### 1. Log on to the user account that has the “Administrators” privilege.

### 2. Start the uninstallation wizard.

1. Select “Start” - “Settings” - “Apps” - “Apps and features”.
  2. Select “GeneralTouch TouchScreen Driver” from the list, then click “Uninstall”  
Follow the instructions on-screen to uninstall the software.
- 

### Tips

- The “User Account Control” dialog may appear. Click “Yes” to open the uninstallation wizard.
- 

### 3. Click “Next”.

The “Removal in progress” screen appears.

### 4. Click “Next ”.

The “Removal Complete!” screen appears.

### 5. Finish the uninstallation.

Click “Finish”.

### 6. Restart the PC.

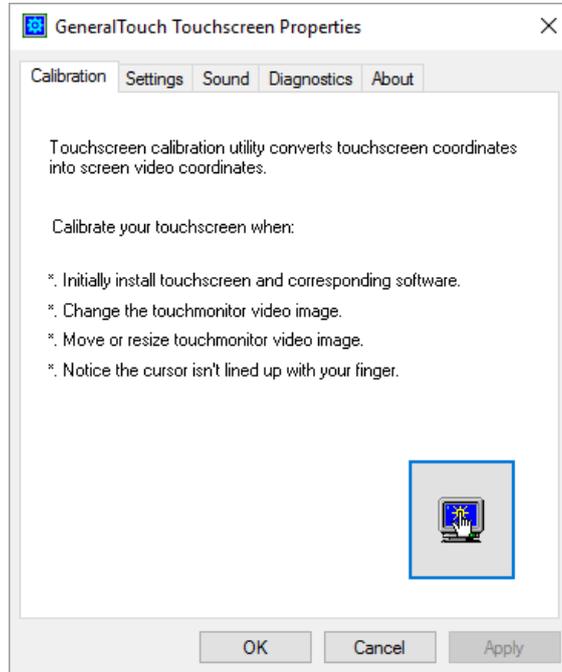
# Chapter 2 Advanced Settings

In “GenPanel”, you can configure click and sound settings for the touch panel.

## ● Starting “GenPanel”

Click “Start” - “All Apps” - “GenTouchScreen” - “GenPanel”.

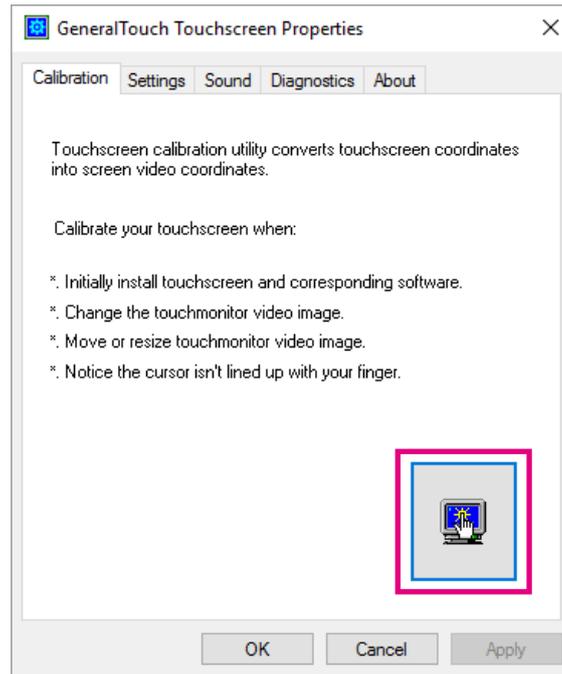
The “GeneralTouch Touchscreen Properties” window appears.



## 2-1. “Calibration” tab

You can perform calibration in the “Calibration” tab. Calibration fine-tunes the touch area position to obtain the optimal position. After driver installation is complete, please make sure to perform calibration in accordance with the following procedure.

## 1. Click under the “Calibration” tab.

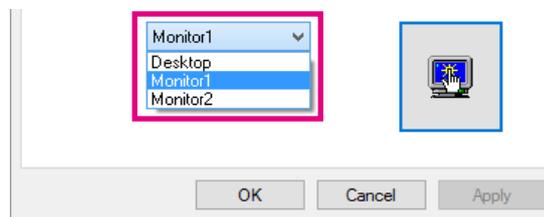


The calibration window opens.

### Note

- When using an environment in which multiple monitors are connected:

Under the “Calibration” tab, select the monitor to be calibrated from the pull-down menu, and then click  on the right.



Do not select [Desktop], otherwise calibration cannot be performed correctly.

## 2. Touch the calibration target with a finger, then release.

The calibration target appears on the screen in three locations, the top left, bottom right and top right, in this order.



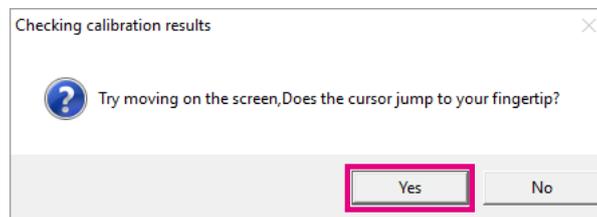
After the calibration is completed, the “Checking Calibration results” window opens.

### Tips

- If you press the “ESC” key when the calibration window is displayed, the calibration will be interrupted.

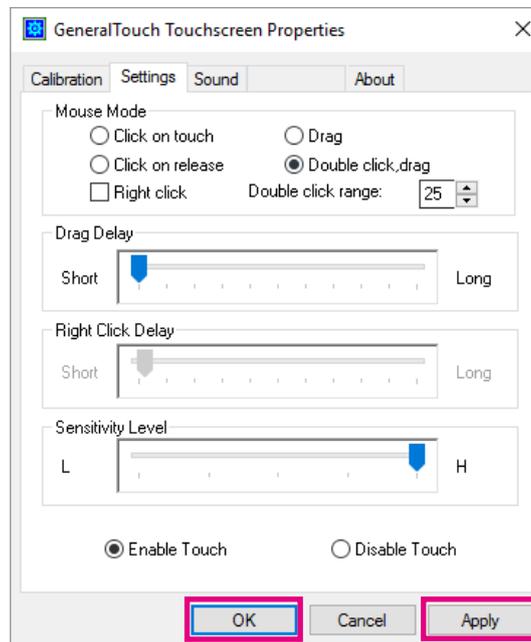
## 3. Touch the screen to check operation.

If the cursor moves without any issue, click “Yes” to complete calibration. If you need to perform calibration again, click “No”.



## 2-2. “Settings” tab

You can configure the screen’s response to your touch.



### Note

- The settings become available after clicking “OK” or “Apply”.

## ● Changing Mouse Mode [Mouse Mode]

### Click on touch

Suitable for applications such as a calculator, which uses button-based operation. Drawing and dragging are not supported.

Click : The action is recognized by touching the screen.

Double-click : Touch the same spot twice on the screen with a finger.

### Drag

Suitable for drawing software.

Click : The action is recognized by touching the screen.

Double-click : Touch the same spot twice on the screen with a finger.

Drag : Hold finger on the screen and slide.

### Click on release

Suitable for applications that require very precise clicking. Drawing and dragging are not supported.

Click : The action is recognized by lifting a finger off the screen.

Double-click : Touch the same spot twice on the screen with a finger.

### Double click, drag

Suitable for all applications.

Click : The action is recognized by touching the screen.

Double-click : Touch the same spot twice on the screen with a finger.

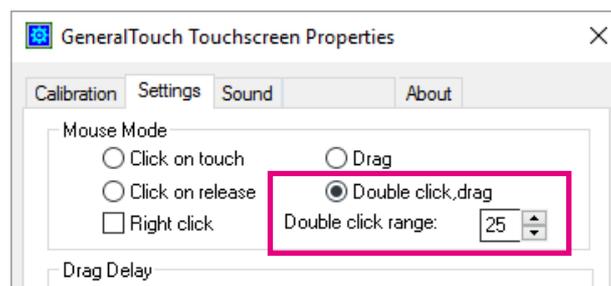
Drag : Hold finger on the screen and slide.

## Setting the Double-click Operation Range [Double click range]

Sets the range in which the double-click operation is recognized.

Default setting: 25 × 25 (pixels)

The Double click range is specified using ▲/▼, and can be adjusted in pixel units.



#### Note

- The double-click speed cannot be changed. Even if you change the double-click speed on your PC, the speed will be reset to the default value when you click "Apply" on the "GeneralTouch Touchscreen Properties" screen.

## ● Enabling the Right-clicking Operations [Right click]

Check [Right click].

## ● Setting the Speed of Drag [Drag Delay]

Enables to adjust the response time for a drag operation.

Move the slide bar for [Drag Delay] left or right.

The response time for a drag operation is longer when moved to the right and shorter when moved to the left.

## ● Setting the Time until a Right-click Operation is Recognized [Right Click Delay]

Enables to adjust the response time for a drag operation.

Move the slide bar for [Right Click Delay] left or right.

The time until a click is recognized as a right-click gets longer as the slide is moved to the right, and gets shorter when moved to the left.

## ● Setting the Sensitivity Level [Sensitivity Level]

Enables to adjust the touch sensitivity.

Move the slide bar for [Sensitivity Level] left or right.

The touch sensitivity is higher when moved to the right. The higher the sensitivity level, the less power is required for a click to be detected.

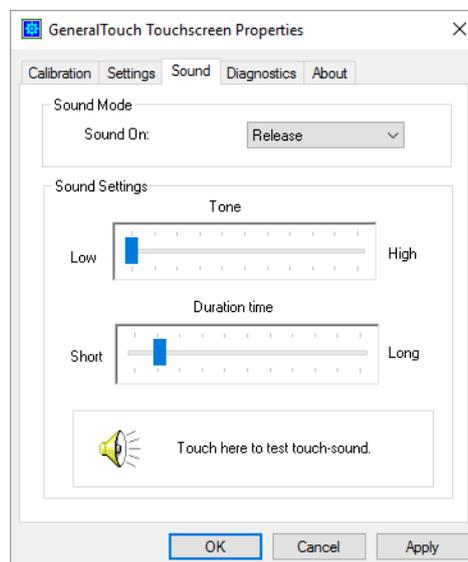
## 2-3. “Sound” tab

Enables setting of the touch sound that occurs in response to the touch.

The touch-sound setting can be checked by touching the [Touch here to test touch -sound.].

### Note

- Touch sound is only output through the audio output terminal of the PC. To hear touch-sound, connect speakers.



## ● Setting Touch-Sound [Sound Mode]

Specifies the timing at which touch-sound occurs.

Sound On	Setting Detail
Disabled	No touch-sound occurs during touch operation.
Touch	The touch-sound occurs when touching the screen.
Release	The touch-sound occurs when lifting a finger off the screen.

## ● Setting Sound [Sound Settings]

### Setting Sound Frequency for Touch-Tone [Tone]

Enables setting of the sound frequency for touch-tone.

Move the slide bar for [Tone] left or right.

The sound frequency for touch-tone is higher when moved to the right and lower when moved to the left.

### Setting Touch-Sound Duration [Duration time]

Enables setting of the touch-sound duration.

Move the slide bar for [Duration time] left or right.

The touch-sound duration is longer when moved to the right and shorter when moved to the left.

## 2-4. “Diagnostics” tab

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Enables to confirm the product information about the touch panel controller.

## 2-5. “About” tab

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Shows the version information for the GenTouch Software.

# Chapter 3 Right-click Operations

Right-click operations can be performed when you use the RightButtonTool.

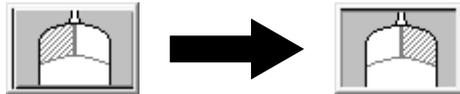
## 1. Launch RightButtonTool.

Select “Start” - “All Apps” - “GenTouchScreen” - “RightButtonTool”.

The “RightButtonTool” screen will appear in the top center of the desktop.

## 2. Click “RightButtonTool”.

The icon switches to right-clicking.



## 3. A right-click can be performed by touching the icon.

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**Note**

- Do not use “GenPanel” and “RightButtonTool” at the same time. The right-click operation may not be detected.
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# Chapter 4 Troubleshooting

If a problem still remains after applying the suggested remedies, contact your local dealer.

Problems	Possible cause and remedy
<b>1. Right click does not work</b>	<ul style="list-style-type: none"><li>• Check that an appropriate mouse mode is set for the right-click operation method (“<a href="#">Chapter 3 Right-click Operations</a>” (page 16)).</li></ul>
<b>2. No touch-sound</b>	<ul style="list-style-type: none"><li>• The touch-sound may not be output from the external line out of the PC depending on the hardware configuration.</li><li>• Touch-sound is only output through the audio output terminal of the PC. To hear touch-sound, connect speakers.</li><li>• Touch-sound is not output when the volume of the PC is set to mute.</li><li>• Touch-sound may be difficult to hear when the sound is set to the lowest level.</li><li>• After installing the driver, you need to restart your PC. If you do not restart your PC, touch-sound may not occur.</li></ul>
<b>3. Touch sound is not set</b>	<ul style="list-style-type: none"><li>• After installing the driver, you need to restart your PC. If you do not restart your PC, touch-sound settings may not be applied.</li></ul>
<b>4. When using an environment in which multiple monitors are connected When the monitor mode (single, dual, or clone) is changed, the cursor does not appear on the touched position</b>	<ul style="list-style-type: none"><li>• After the monitor is changed, it is necessary to calibrate the screen again.</li></ul>



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