

PT Product Family FAQ

1. What operating systems are supported for each PT model?

A. See PT OS system compatibility list below:

Size	Model	Sensor	Controller	Supported Operating Systems
15	PT1510MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
15	PT1500MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
15	P1500M	Resistive	Serial	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
15	PT1500MU	Resistive	USB	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
15	PT1550MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
15	PT1501MU	Capacitive	USB	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
15	PT1501MX	Capacitive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
15	PT1505MU	SAW	USB	Windows® VISTA, XP, 2000, 98, XP Embedded
15	PT1555MU	SAW	USB	Windows® VISTA, XP, 2000, 98, XP Embedded
17	PT1710MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
17	PT1700M	Resistive	Serial	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
17	PT1700MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
17	PT1701MU	Capacitive	USB	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
17	PT1701MX	Capacitive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
17	PT1705MU	SAW	USB	Windows® VISTA, XP, 2000, 98, XP Embedded
19	PT1910MX	Resistive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
19	PT191MU	Capacitive	USB	Windows® Vista, XP, 2000, 98, Server 2003, XP Embedded
19	PT1911MX	Capacitive	Dual	Windows® VISTA, XP, 2000, ME, 98, Linux, Apple® Mac OS, NT, XP Embedded
19	PT1915MU	SAW	USB	Windows® VISTA, XP, 2000, 98, XP Embedded

2. What is HID?

A. HID is an acronym for “Human Interface Device”, a USB input device such as a mouse.

3. What is HID-Compliant?

A. HID-compliant means that the device is compatible with Windows® operating systems without loading drivers when using the USB interface. This reduces disk space needed and potential for driver conflicts

4. Which models support HID?

A. The following models support HID:

- > PT1501MX
- > PT1510MX
 - Starting serial numbers for HID compliant:
 - (PT1510MX-BK – 997-3198-00: A577924V0A21K0001)
 - (PT1510MX-WH – 997-3394-00: A577926V0A21K0001)
- > PT1710MX
 - Starting serial numbers for HID compliant:
 - (PT1710MX-BK – 99-3349-00: A569919P0A21K0097)
- > PT1701MX
- > PT1911MX

5. What tools are needed?

A. Even though our HID compliant products do not need drivers to work with USB, we do have a calibration tool that is used when the touchscreen needs to be calibrated. This tool is called CalTouch and there are two ways to access this tool – via the CD or via the Web. For enhanced features, our driver set, TouchKit, needs to be installed, also found on the CD or the Web.

6. What versions of Macintosh operating systems are supported by the PT product line?

A. The following models support all Mac OS and Mac OS X operating systems via the USB port:

- > PT1500MX
- > PT1501MX
- > PT1510MX
- > PT1550MX
- > PT1710MX
- > PT1700MX
- > PT1701MX
- > PT1910MX
- > PT1911MX

7. Do you have support for Linux OS?

A. Yes, we have Linux driver for the PT1500MX, PT1510MX, PT1501MX, PT1510MX, PT1550MX, PT1710MX, PT1700MX, PT1701MX, PT1910MX and PT1911MX monitors USB/RS232 Kernel 2.4.18-20:

- > Fedora Core 1, 2, 3 - 32 bit
- > Fedora Core 3 - 64 bit
- > Mandrake 9 and 10 - 32 bit

- > Red Hat 8 and 9 - 32 bit
- > SUSE 9.3 - 32 and 64 bit

8. Do you have support for XPe OS?

A. Yes, you can install the XP driver for the PT1500MX, PT1501MX, PT1550MX, PT1510MX, PT1505MU, PT1555MU, PT1705MU, PT1710MX, PT1700MX, PT1701MX, PT1915MU, PT1910MX, and PT1911MX monitors. Just disable the Enhanced Write Filter (EWF) and install the standard XP driver, then enable the EWF again.

9. Which PA_PT models can be used with the MSR Kit?

A. The following models support the optional MSR Kit:

- | | |
|------------|------------|
| > PA1575R | > PT1705MU |
| > PT1500MX | > PT1910MX |
| > PT1501MX | > PT1911MX |
| > PT1505MU | > PT1915MU |
| > PT1700MX | > PT2275SW |
| > PT1701MX | |

10. How would I clean the Touchscreen?

A. Use a 50/50 mixture of isopropyl alcohol and water or a non-abrasive glass cleaner. Avoid using cleaners other than glass cleaners. Do not use any vinegar-based solutions.

- > Apply the cleaner with a clean soft cloth.
- > Always dampen the cloth and then clean the screen.
- > Always handle the touchscreen with care. Do not pull on or stress the cables.

Planar has also confirmed that the following items can be safely used to clean the PT1500MX, PT1501MX, PT1550MX, PT1505MU, PT1700MX, PT1701MX, PT1705MU, PT1910MX, PT1911MX and PT1915MU monitors:

- > Quaternary ammonium (Virex, PDI Sanicloth HB)
- > Bleach 5.25% or 6.25% at (1:10 dilution-1:100)
- > Quaternary ammonium in combination with 70% alcohol (iso or ethanol) (PDI Sanicloth or PDI Super Sanicloth)

11. No touch after fresh driver installation.

A. More than likely this is due to a resource conflict. The touchscreen cannot share an IRQ with another device in your system configuration, even though the other device may support IRQ sharing. Your PC configuration must have a unique communication (COM) port and interrupt request (IRQ) available to assign to the Touchscreen. Use the OS Device Manager to display and eliminate any resource conflicts.

12. How do I connect multiple monitors to my system?

A. To connect multiple monitors and touchscreens to your system:

1. Shut down your system.
2. Install additional video cards, if required.
3. Connect each monitor to a video port in your system.
4. Apply power to your system and monitors. Windows detects the new video adapters and loads the appropriate display drivers.

Configuring Windows for Multiple Monitors

Next you must configure Windows for multiple monitor support. If necessary, refer to your Windows documentation for more information.

13. Removing Elo Drivers

- > Use the Remove Programs utility in Control Panel (This disables the files but the folders and files remain in tact – you must manually delete them to get them off the system)
- > Reboot to complete the process

14. What certifications are currently in place for the PT touch monitors?

A. There are two types of certification:

- > Electrical safety
- > EMC emissions

The monitors are certified and listed for electrical safety per UL/CUL(US and Canada) and TUV (German agency, but widely accepted by most of Europe). Standard of certification is UL 60950: March 2002 and EN 60950:2000 respectively.

The monitors are certified and listed for EMC per two standards: FCC (US) but virtual universal acceptance by Canada; and CE (Europe).

The following models meet the CCC / China RoHS certification:

- > PT1510MX
- > PT1710MX

Our monitors are not specifically certified for Korea or Taiwan.

15. What kind of customers buy touch screens/ what applications use touch screens?

A. Education, Government, Healthcare, Hospitality, Kiosks, Manufacturing, Point-of-sale terminals, and Retail.

16. What are important things to ask when trying to sell touch screen monitors?

- > Do you currently purchase touch screen monitors?
- > Are you building any applications for touch screen monitors?

- > Do you currently use a POS system? If so, have you considered using a touch screen monitor versus a desktop monitor?
- > Do you have any plans to use a self-service kiosk?

17. What advantages do you have over ELO?

- > Cost-effective pricing
- > 3-Year Customer First™ Warranty featuring FREE 2-Day Advance Replacement versus ship to depot or ship and repair.
- > Responsive bid desk with 4-hour turnaround time commitment
- > Demo program to help close business
- > Dedicated sales team to help the channel sell more touch screen monitors
- > Pre-sales technical support for configuration or integration questions

18. When did Planar introduce touch screen monitors?

A. For 25 years Planar has been a world-class provider of specialty displays for demanding applications. During this time Planar has sold touch screen displays for industrial, healthcare, retail and other applications.