

Known Hardware Issues

Our driver works with many touch screens, digitizers, pens and whiteboard type devices and operating systems in many different system configuration and environments.

This document lists any known issues or configuration considerations.

General issues

Multi-touch devices in non Windows systems.

The vast majority of modern USB touchscreens are now multi-touch and therefore require a multi-touch driver to support them. The standard Windows 7,8 and 10 HID driver supports multi-touch devices but other OS may not. To overcome this issue in non Windows systems some touchscreen devices try to be clever and recognise when they are plugged into a non-Windows system and deliberately switch mode of operation to be that of a single touch 'mouse' like device so as to work in single touch mode.

In this case, when UPDD is installed to support the device and queries its capabilities it discovers that it is a single touch mouse and acts accordingly! To overcome this problem we can extract the multi-touch configuration file from the device when plugged into a Windows system and embed it the driver so that it can revert the device back to working as a multi-touch device in non Windows systems.

USB stalls

We have discovered that [some devices can stall](#) when initialised and may need to be configured to bypass the initialisation process.

Hardware specific issues

These notes describe known issues with certain touch hardware:

Known Hardware Issues

Baanto, Optical

CVTE

DMC DUS serial

eGalax old Single Touch

Iiyama TF6537UHSC-B1AG

PQLabs

Known Hardware Issues

Sharp devices

Slate Digital Raven

Zaagtech

Known Hardware Issues

Touch-Base Support

<http://support.touch-base.com/Documentation/50231/Known-Hardware-Issues>