

Problem:

- The touchscreen pointer does not appear directly under the fingertip
- There is an area of the screen where the touchscreen does not work

Root Cause:

The touchscreen is out of calibration.

Procedure:

This procedure can be performed while the system is running production.

1. Attach a Windows keyboard with a PS-2 (small round) connector to the side of the PC.



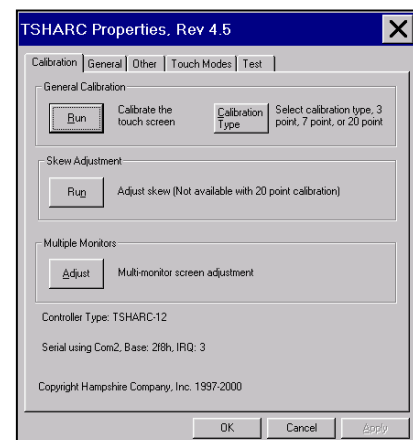
2. Press the "Windows" key on the keyboard to show the "Start" button on the screen. If the keyboard does not have the Windows Start Key press the "control and ESC" keys at the same time



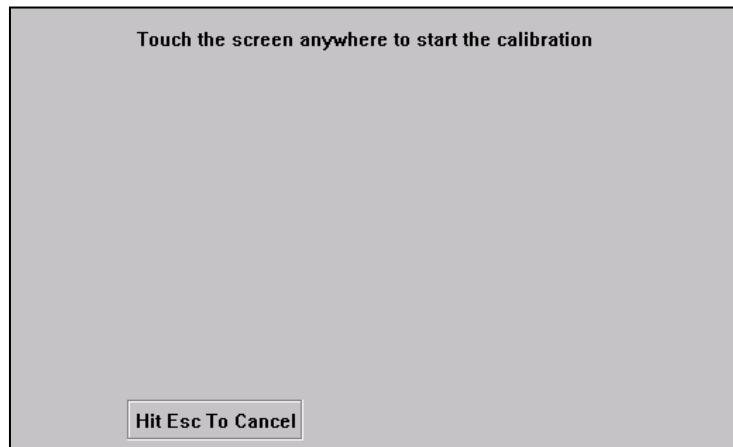
3. Use the arrow keys to go to "Programs" and choose "Touchscreen Calibration"



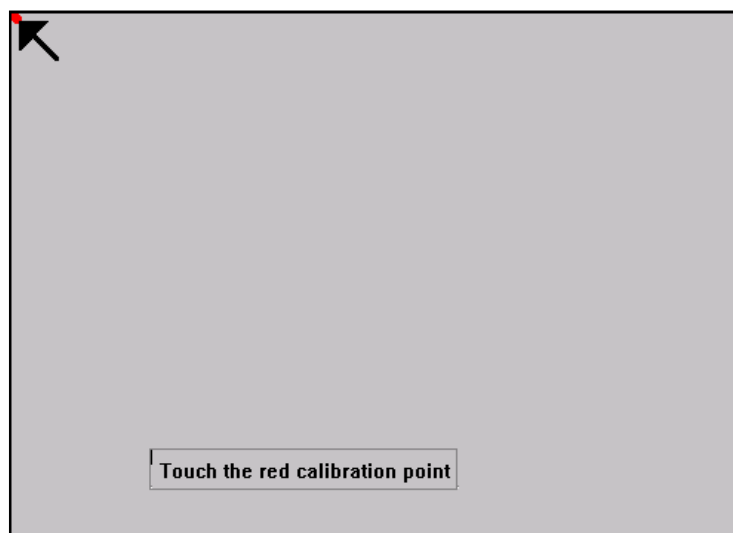
4. The Calibration Screen will appear with the "General Calibration/Run" button highlighted. Press the [Enter] key.



5. Touch the screen anywhere when it prompts you.



6. Follow the steps on the screen and touch the red point everywhere it shows up.



7. Touch "OK" to accept the new calibration and touch "OK" to close the calibration utility.