

[Issue Descriptions]: Touch issue solution

1. Please check your operating system. If it is Windows base, please try to recovery OS and check the touch function again.
2. If recovery OS cannot solve the problem, please contact Winmate Customer Service to get touch firmware and follow the following steps to update.

Touch FW update SOP

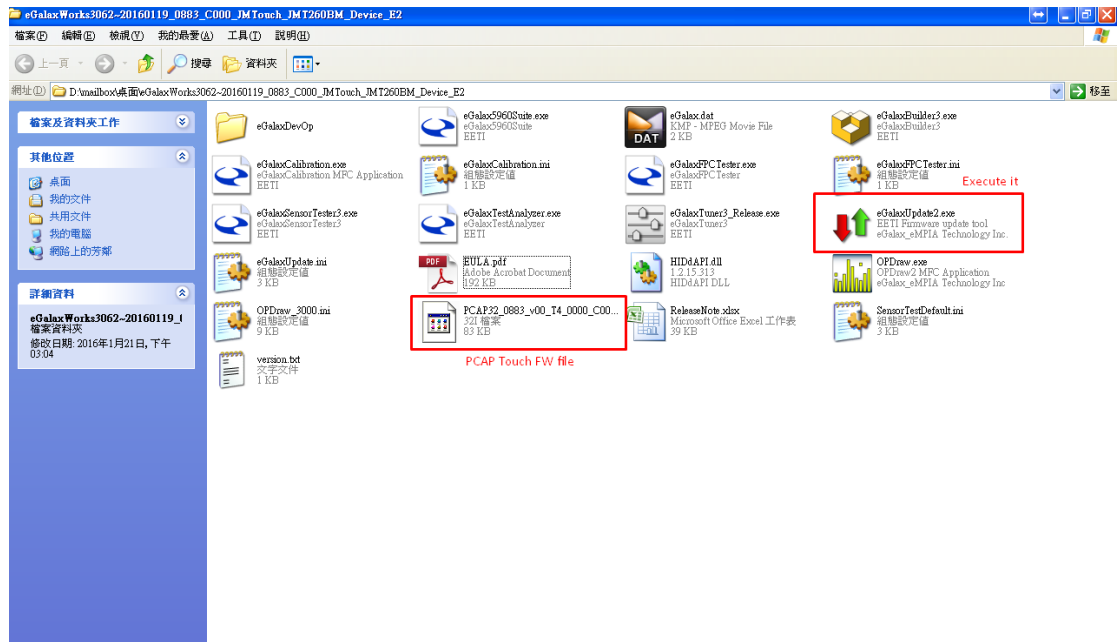
1. Unzip the zip file which provided from Winmate customer service.



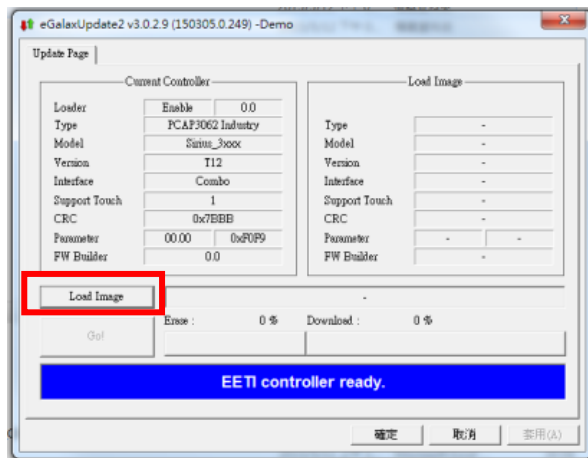
2. Open the file folder.



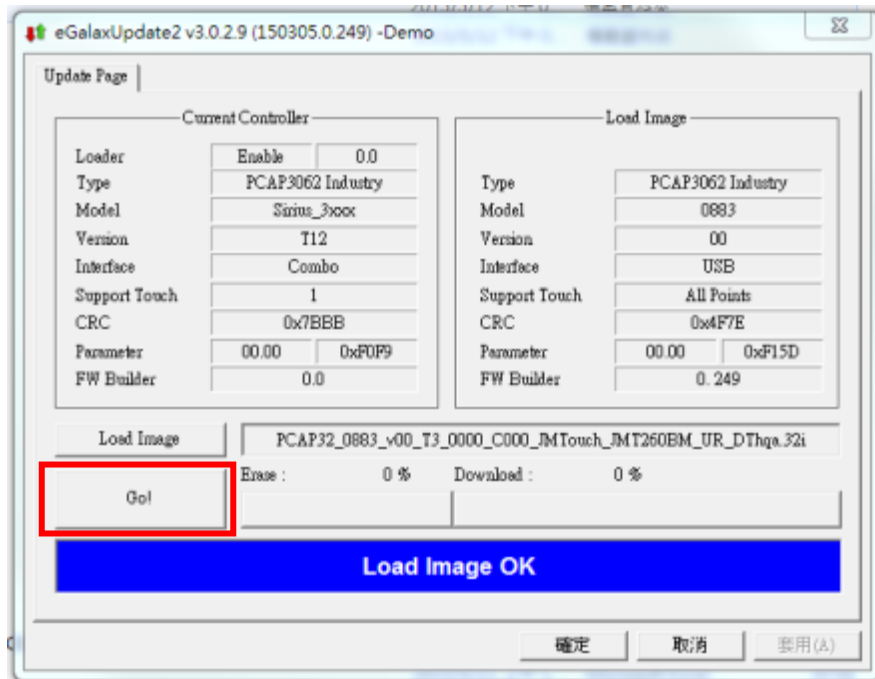
3. Execute the software.



4. Click to load PCAP touch FW which is in the unzip folder.



5. Press "Go".



When installing FW, clean touch surface and do not touch it. The process will finish in 1~2 minutes.

6. Click “eGalaxSebsirTester3” in the folder. And press “Start Test”. Let us know the test result.

eGalaxDevOp	2018/9/25 下午 0...	檔案資料夾	
eGalaxUpdateLog	2018/10/30 下午 ...	檔案資料夾	
Log_0945	2018/9/25 下午 0...	檔案資料夾	
(EP1010MLG3)EXC3160-0945-Release...	2018/9/25 下午 0...	Adobe Acrobat ...	283 KB
0945_RawBase	2018/9/25 下午 0...	Microsoft Excel ...	43 KB
0945_RawBase_04T2	2018/9/25 下午 0...	WinRAR 壓縮檔	651 KB
eGalax.dat	2018/9/19 下午 0...	DAT 檔案	2 KB
eGalax5960Suite	2018/9/11 下午 0...	應用程式	1,806 KB
eGalaxBuilder31xx	2018/9/11 下午 0...	應用程式	2,237 KB
eGalaxCalibration	2018/8/23 上午 1...	應用程式	3,108 KB
eGalaxCalibration	2016/10/4 下午 0...	組態設定	1 KB
eGalaxFPCTester	2018/9/11 下午 0...	應用程式	1,854 KB
eGalaxFPCTester	2015/9/22 下午 0...	組態設定	1 KB
eGalaxSensorTester3	2018/8/6 下午 07...	應用程式	2,407 KB
eGalaxTestAnalyzer	2014/7/3 下午 04...	應用程式	2,170 KB
eGalaxTuner31XX	2018/9/11 下午 0...	應用程式	2,576 KB
eGalaxUpdate	2015/11/3 下午 0...	組態設定	3 KB
eGalaxUpdate2	2018/9/11 下午 0...	應用程式	3,557 KB
EULA	2014/10/28 上午 ...	Adobe Acrobat ...	192 KB
HIDdAPI.dll	2018/9/11 下午 0...	應用程式擴充	1,859 KB
OPDraw	2018/9/11 下午 0...	應用程式	2,377 KB
OPDraw_3000	2016/8/10 下午 0...	組態設定	9 KB
PCAP3160UR_0945_v04_T2_000000_C...	2018/9/25 下午 0...	3160UR 檔案	119 KB
SensorTestDefault	2018/9/26 下午 0...	組態設定	4 KB
version	2018/8/23 上午 1...	文字文件	1 KB

