Troubleshooting touch issues on the FHQ842-T

If the touch capabilities of the FHQ842-T panel fail intermittently, perform the following troubleshooting procedures.

If you continue to have problems with touch on the panel after completing the suggested troubleshooting, contact Christie Technical Support.

1. Disconnect and reconnect the USB cable at the computer and at the flat panel, or try a shorter USB cable.
2. Verify that the touch device is detected by the computer.

   When the touch device is detected in the Device Manager, the HID area lists AFO TCM10X-866 HID.
3. If touch is not continuously detected, *verify the USB cable is securely connected to the AD board* (on page 1).
4. *Diagnose touch issues with the AFO software* (on page 2).

Securing the touch USB cable to the AD board

Verify that the touch USB cable is securely connected to the AD board.

1. Remove the rear cover.
   a) Remove the 14 #1 Phillips screws.
   b) Remove the cover from the panel.
2. Disconnect and reconnect the touch USB cable from the AD board.

Diagnosing touch issues with the AFO touch test

Use the AFO software to diagnose issues with the touch functionality.

1. Install and open the AFOLEDCHK software provided by Christie Technical Support.
2. Click **Start**.
3. Review the results of the test.

   - **OK**—Diagnostics did not find any issues with the touch functionality.
   - **Check USB interface**—Verify the USB cable is securely connected between the panel and the computer, and start the test again.
   - **Try again after remove the object in the area**—An object is interfering with the test. Clear the panel area and start the test again.
   - **LED/PT status fail**—There is performance degradation of the touch kit. Replace the touch kit.
   - **Twisted status fail**—The touch kit frame is twisted, or the glass of the panel is curved. If the glass curvature is convex, replace the glass and touch kit. If the glass is flat or concave and the problem continues, replace the touch kit.

   If a result other than those listed above is displayed, contact Christie Technical Support.

Technical support

Technical support for Christie products is available at:

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