

# When the touch function fail, please follow the step to provide

## controller signal log for PenMount team to know more information at

### issue happen situation.

- a. PenMount Tool : PCIMSet V2.10.0.2 or later.
- b. When controller is normal situation export the log of signal, it can not see the abnormal situation, so need to understand the malfunction, please run the PCIMset-Debug step process at touch function fail status.

Step1. Execute the PCIMset tool => Select the Debug page => Press the Log Current Device Information, as below figure a :  $1 \sim 3$ 



Figure a



Step2. Setting the log file path, For example : Desktop => Type the file name => Save the file, as below figure  $b : 4\sim 6$ .



#### Figure b

Step3. As below figure c, please use the finger to keep touching the black mark, when count finish program will auto save the log file.



Figure c



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Step4. Program will appear as below figure d, please do not touch the panel, when count finish program will auto to next step.



#### Finish sampling, please remove your finger!!!

### Figure d

Step5. Please provide these two log files as below figure e to PenMount team, let us could know more detail to analysis the issue situation.

	PenMount PCIMS	iet LAI	LΦ	1	-	<u> </u>	×- A	
	Diagnostic	Parameters	Field Update	Draw	7. 🍈 Debug	Process Config	Reset Device	Information
	– Master Firmware PM1715.D	- Master Firmware Version PM1715.D01.1.5.0		Host Interface Auto Detect : USB		Panel Information P3019 18.5" (W) 1.8 mm Glass	PenMoun	
	- Slave Firmware PM17155.D	Version	]					
LOG.csv	Reset Touch Panel	PCIMSet : V PCIMSet	Vrite log. Please wait. : Write log finish.					
LOG_Open	Log Current Device Information			ок	J			
	OH DEF Show Notification							
	ON OFF							

Figure e