

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~ 3

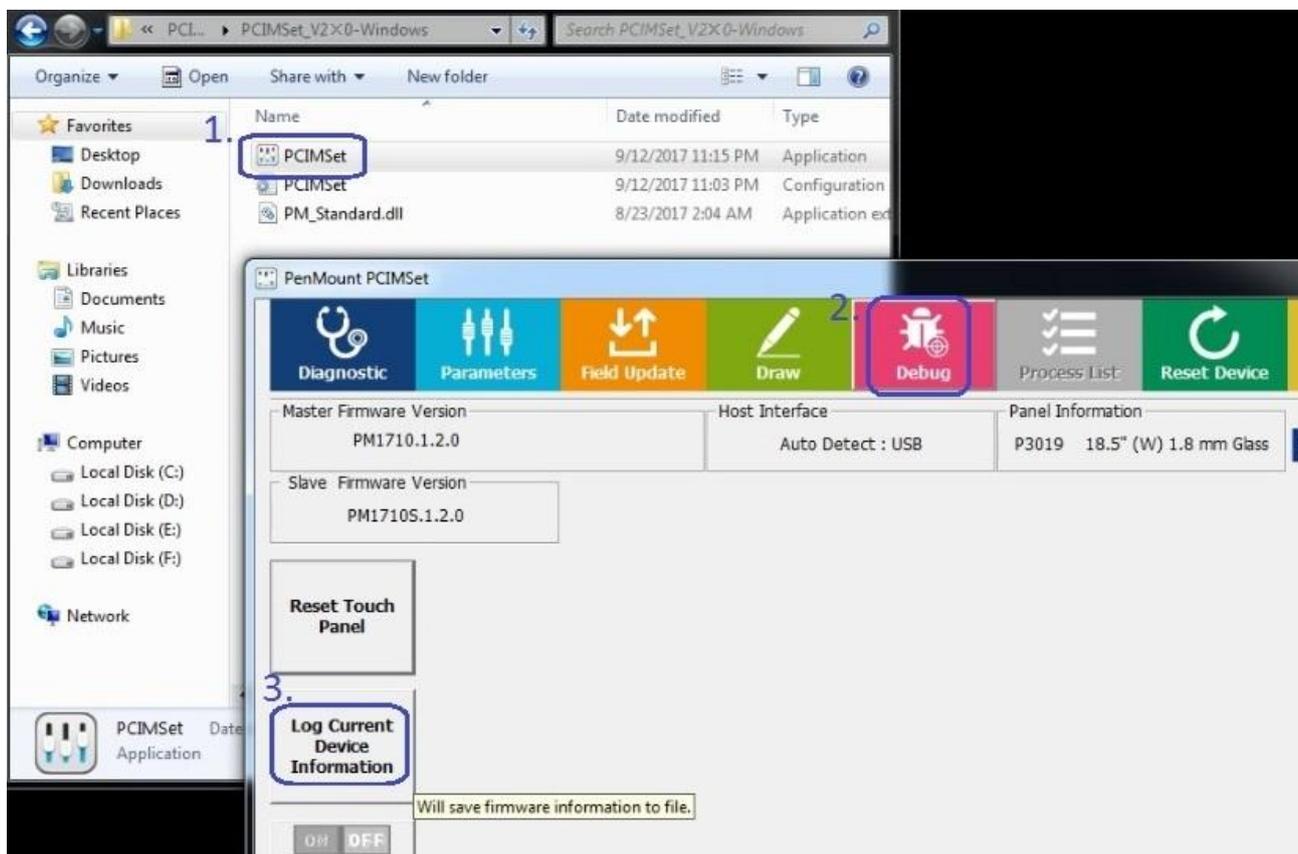


Figure a

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

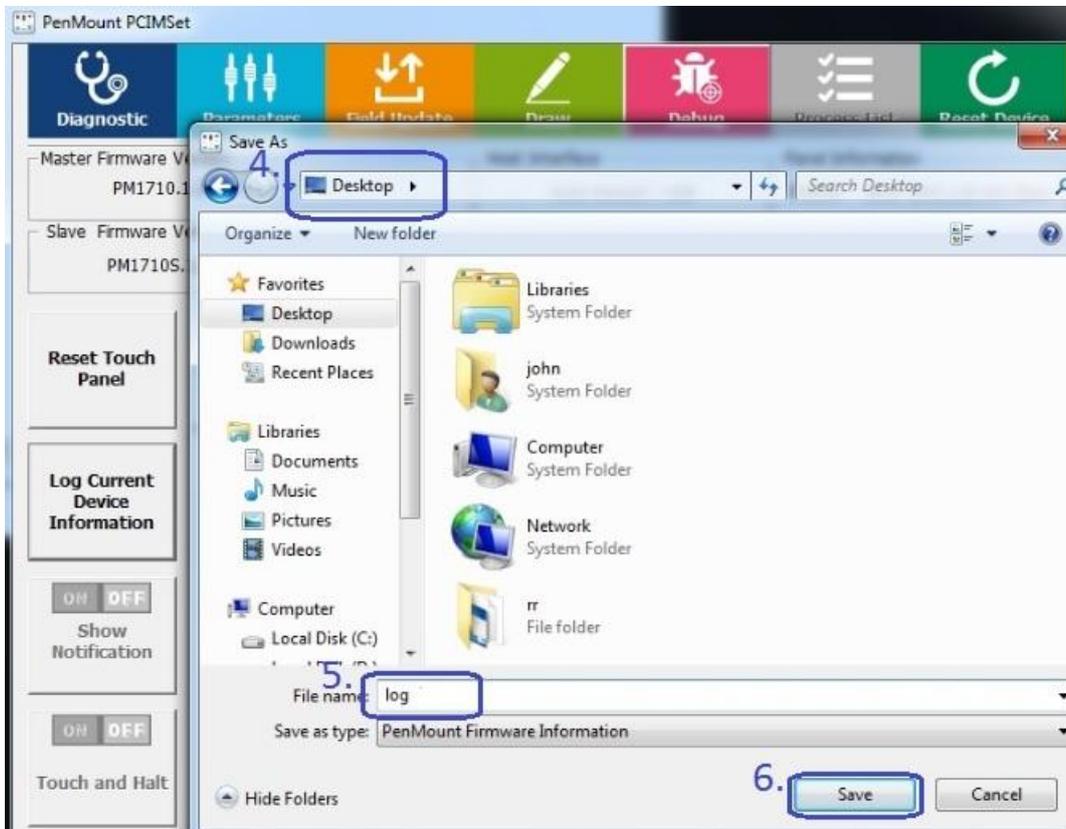


Figure b

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.

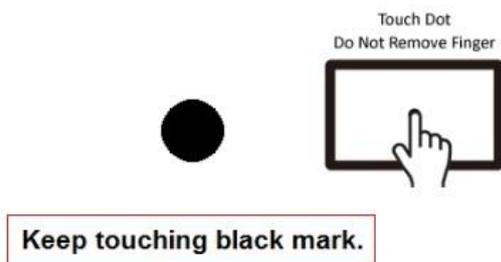


Figure c

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.

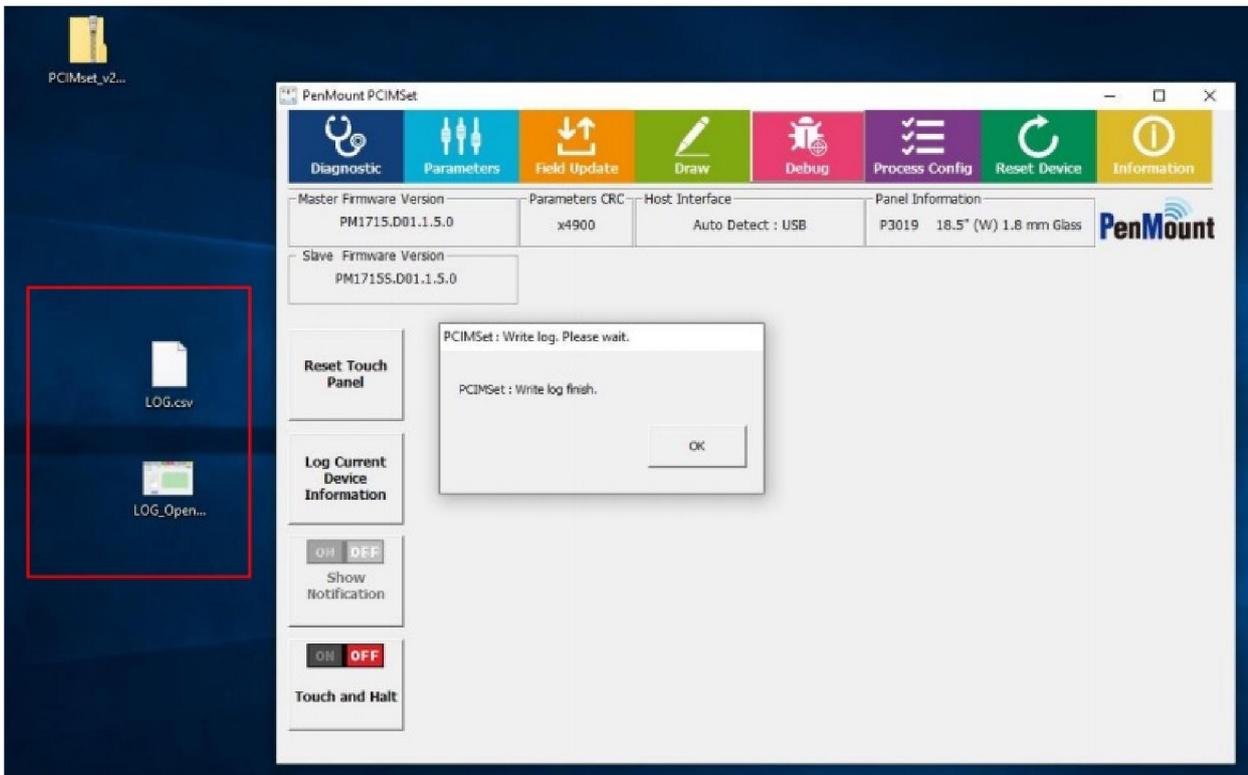


Figure e