

How to check the signal of the infrared touch frame

If your infrared touch frame or infrared touch screen panel is not working or working abnormally, you can identify and solve the problem by checking the signal.

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1. Open the infrared touch configuration software

First, download the **infrared touch configuration software** to a Windows computer (supports Windows 7/8/10/11), unzip it, and open "InfraRedTouch.exe"

2. Click "Check Signal"

Click "Check Signal" as shown in the image below, and the software will check and display the signal of the infrared touch screen.

3. Normal signal

If the signal looks like the following image, the signal is normal.

4. If the signal shows the following fault, please check the connection cable in the upper right corner

If the following signal appears, it indicates that there is no signal on the X-axis, which is likely caused by the connection cable in the upper right corner being incorrectly connected or not connected. Please check the upper right connection cable (metal side facing down); you can refer to the installation instructions for details.

If the problem is not solved after correctly installing the upper right connection cable, please contact us.

If the signal result shows other conditions, please provide the signal diagram to us. We will judge the problem based on the signal result and guide you through the inspection.

Video on how to check the signal of the infrared touch frame