

TECHNICAL BULLETIN

Calibrating the Touch Screen on the Go!Control Panel

PRODUCTS

- 2GIG-CP21-345E
- 2GIG-CNTRL2-345

ISSUE

Customers are experiencing issues with touch screen calibration, resulting in incorrect screen navigation on panel. This bulletin provides information to properly diagnose and resolve this issue.

SYMPTOMS

- Unable to program the panel after installation and/or entering an incorrect code.
- Consistent problems disarming the system with the master code.
- Unable to navigate to desired panel options (e.g., opens the wrong selection, results in an unexpected response, or produces no response).

POSSIBLE CAUSES

- Touch screen calibration was not properly executed.
- User may be pressing with a flat finger, touching multiple spots on the screen.
- User may have long fingernails, leading the screen to detect both the finger and the nail.

CORRECTIVE ACTION

Calibrate the touch screen to fine tune the system to improve its ability to detect input.

Step 1: Test the Touch Screen

- 1 Test the screen's accuracy using your finger.
- 2 Repeat the test using a pencil eraser or stylus.
- 3 If the touch screen is experiencing an issue, continue with *Step 2: Calibrate the Touch Screen*.

Step 2: Calibrate the Touch Screen


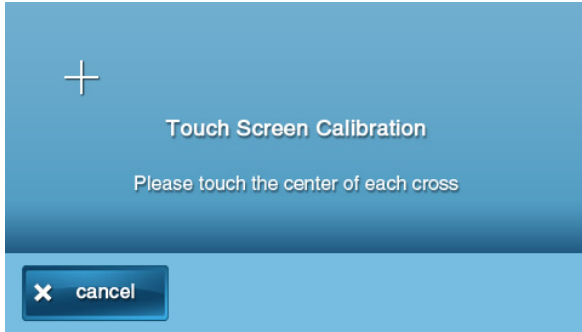
- 1 Ensure the control panel is powered ON. Then tap the Home  button.
- 2 On the control panel screen, tap **Security**.
- 3 Tap **Menu**.
- 4 Tap **Toolbox**.
- 5 At the **Enter Your Code** page, enter the master code.
- 6 At the **Toolbox (1 of 3)** screen, tap → to scroll to the **Toolbox (2 of 3)** screen. Then tap **Calibrate Touch Screen**.

Figure 1 Calibrate Touch Screen



- 7 At the Touch Screen Calibration screen, the system displays a sequence of cross (+) signs. Tap the center of each cross after it appears.

Figure 2 Touch Screen Calibration

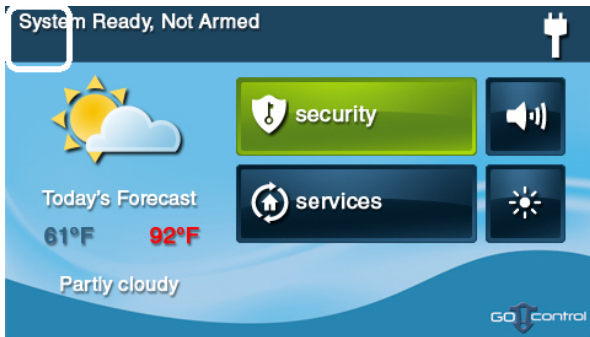


- 8 When the "Calibration has been successfully completed" message appears, tap **OK**.
- 9 Tap **Back to**
- 10 Retest the touch screen. If the issue persists, continue with *Step 3: Reset the Touch Screen Axis*.

Step 3: Reset the Touch Screen Axis

- 1 Press and hold the top-left corner of the control panel Home screen.

Figure 3 Control Panel Home Screen



- 2 After approximately 10 seconds, the control panel will emit a single beep to indicate that the axis has been reset.
- 3 After resetting the X and Y Axis, repeat "Step 2: Calibrate the Touch Screen" on page 1.

NOTE: If the steps above do not resolve the issue, contact technical support for assistance.

For technical support in the USA and Canada:

855-2GIG-TECH (855-244-4832)

Email: 2gigtechsupport@linearcorp.com

Visit web site for technical support hours of operation

For technical support outside of the USA and Canada:

Contact your regional distributor

Visit dealer.2gig.com for a list of distributors in your region

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