

R&S®EPL1000

Touch input issues

Troubleshooting



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Version 01

ROHDE & SCHWARZ
Make ideas real



This user manual applies to the following R&S®EPL1000 models:

- R&S®EPL1000 (1350.4444K10)

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Throughout this manual, R&S® is indicated as R&S.

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1 Touch-input issue

R&S EPL1000 devices with serial number < 100913 may show an issue with the touch-screen.

It was discovered that the touch input stops working after some time. Usually, this happens after several hours. However, sometimes the touch input went dead during touch operations.

To fix this issue, we recommend updating the related driver as described below. After the update, multi-touch operations are not working. Multi-touch operations might be convenient in special cases but are not required for instrument operation.

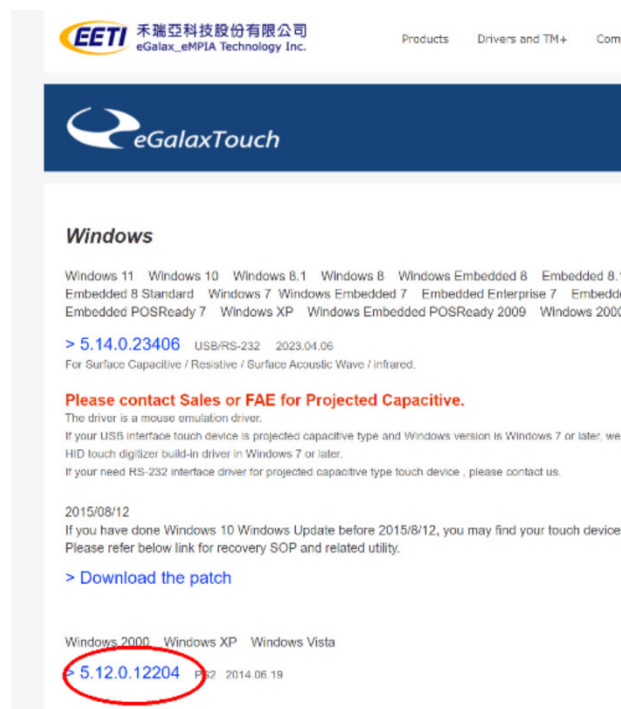
1.1 Fixing the touch-input issue

Prerequisite

- ▶ Close the measurement application on the R&S EPL1000.

Get the driver file

1. Visit the manufacturers website: https://www.eeti.com/drivers_Win.html.
2. Choose the version "5.12.0.12204" for "Windows 2000 Windows XP Windows Vista".

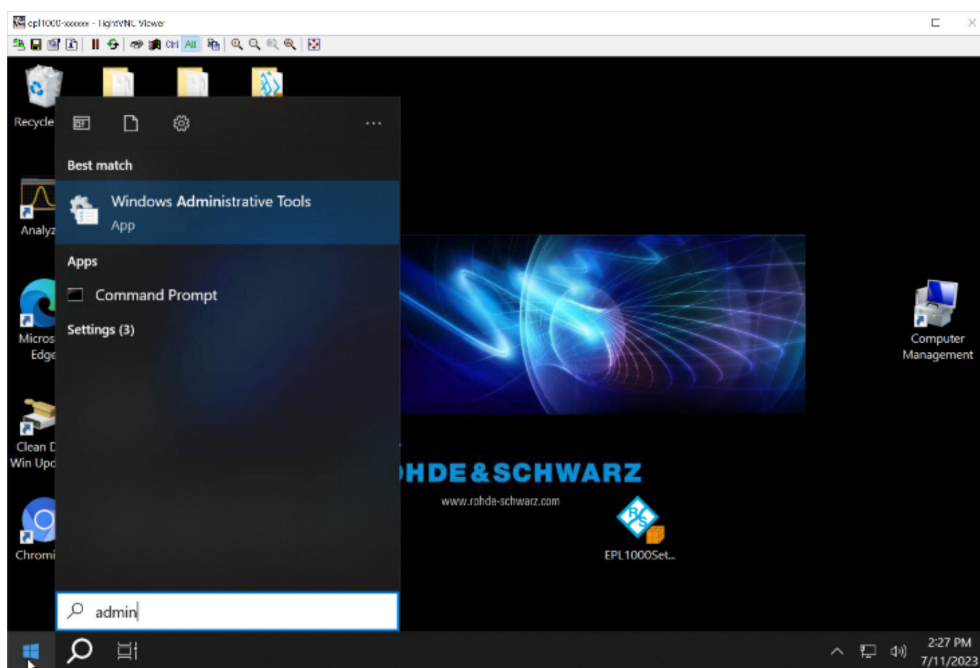


3. Download the ZIP file.

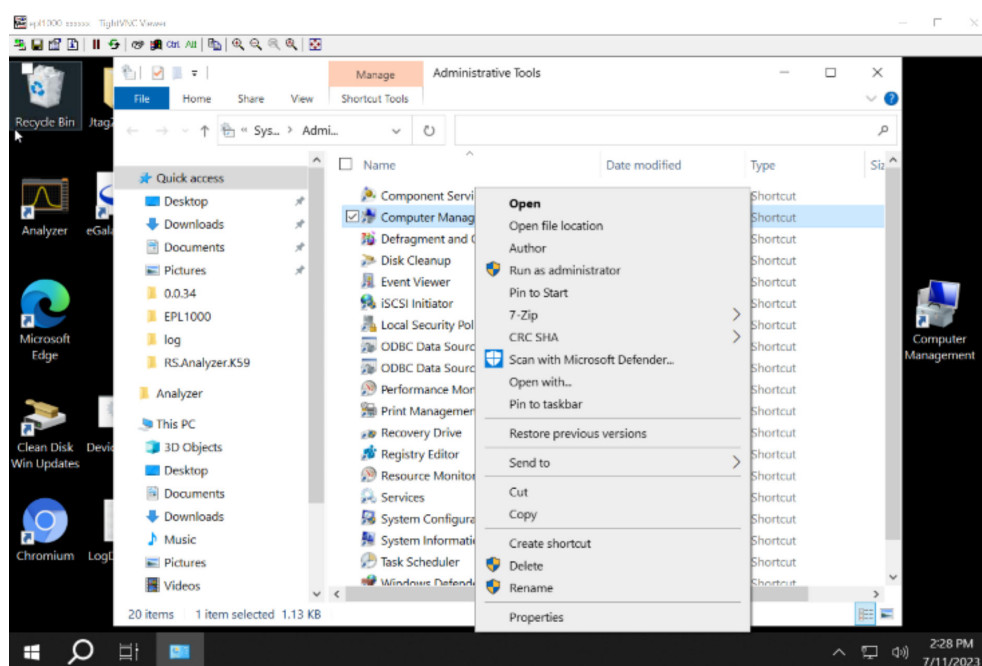
4. Unpack it on a USB memory stick.
5. Do not execute the Setup.exe.
6. Connect the USB memory stick to the R&S EPL1000.

Open "Computer Management"

1. Click on the Windows search button and type in "admin".



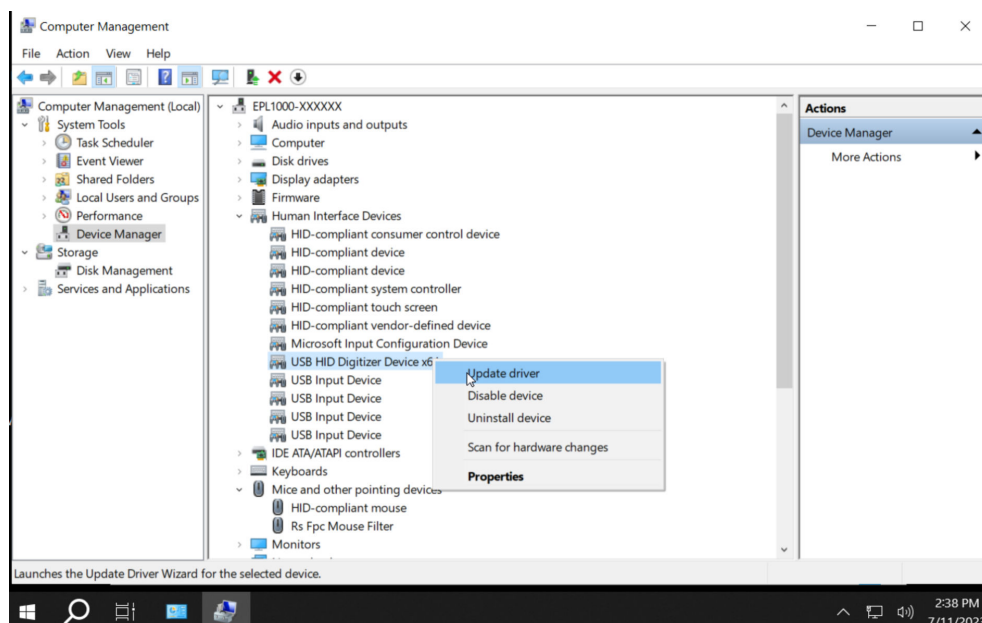
2. Start "Windows Administrative Tools".
3. Right-click on "Computer Management".



4. Select "Run as administrator".
5. Type in the administrator password (default "894129").

Open the "Device Manager"

- ▶ Select "Device-Manager".



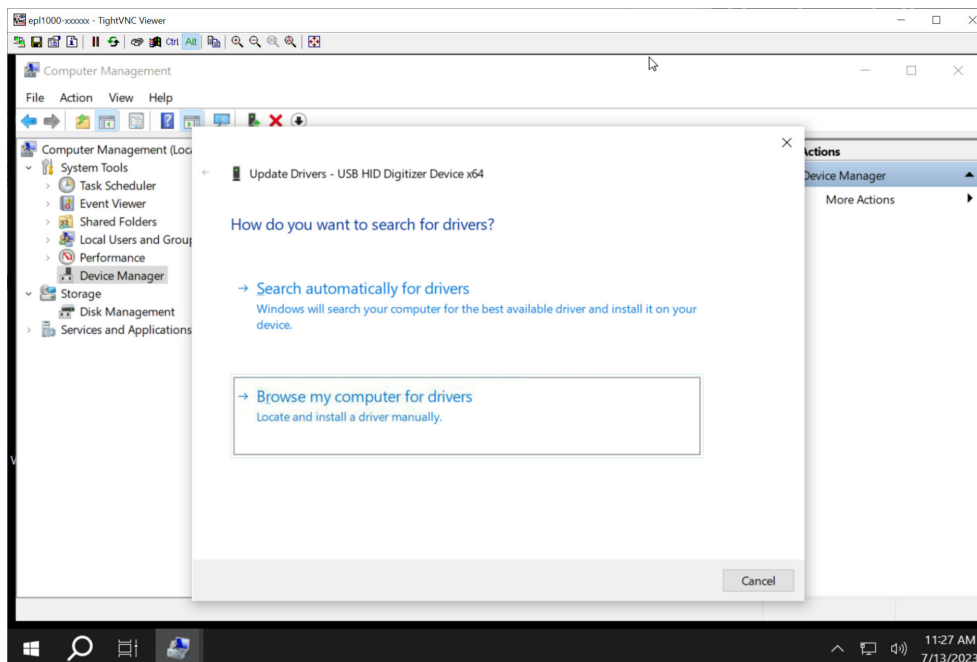
Update the driver

1. Expand "Human Interface Devices".

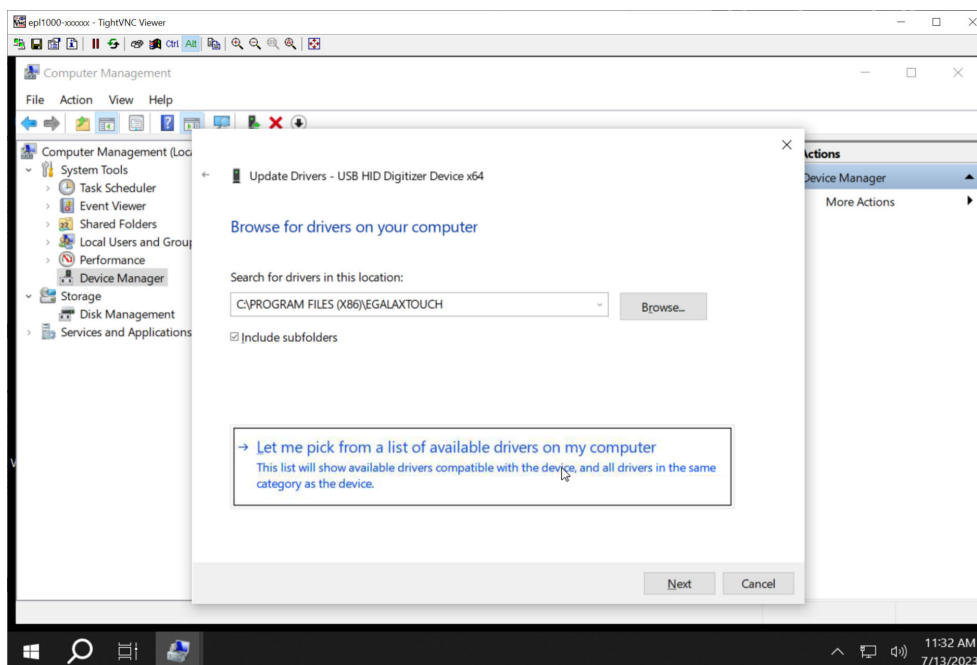
2. Right-click on "USB HID Digitizer Device" and select "Update driver".

Browse for drivers

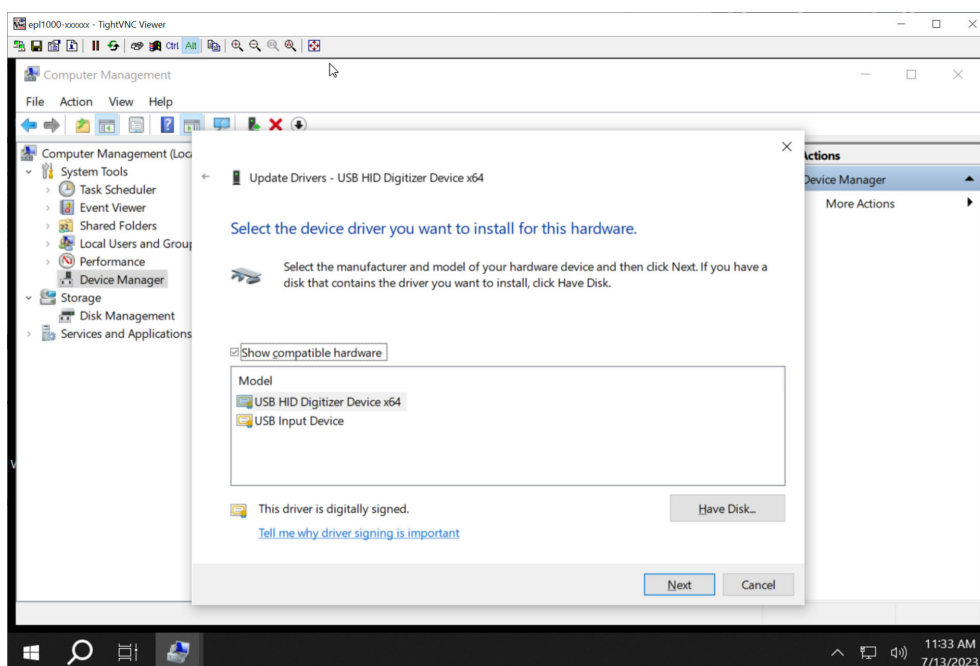
1. Select "Browse my computer for drivers".



2. Select "Let me pick from a list of available drivers on my computer".

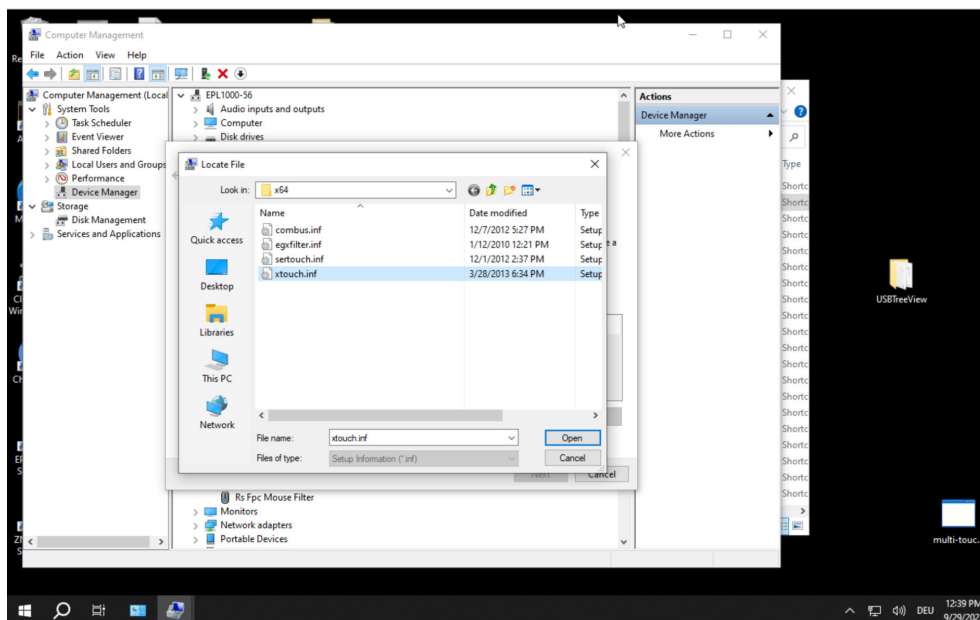


3. Click on "Have Disk...".



Navigate to the USB memory stick

1. Open the folder "eGalaxTouch_5.12.0.12204-Release131204".
2. Open the folder "x64".

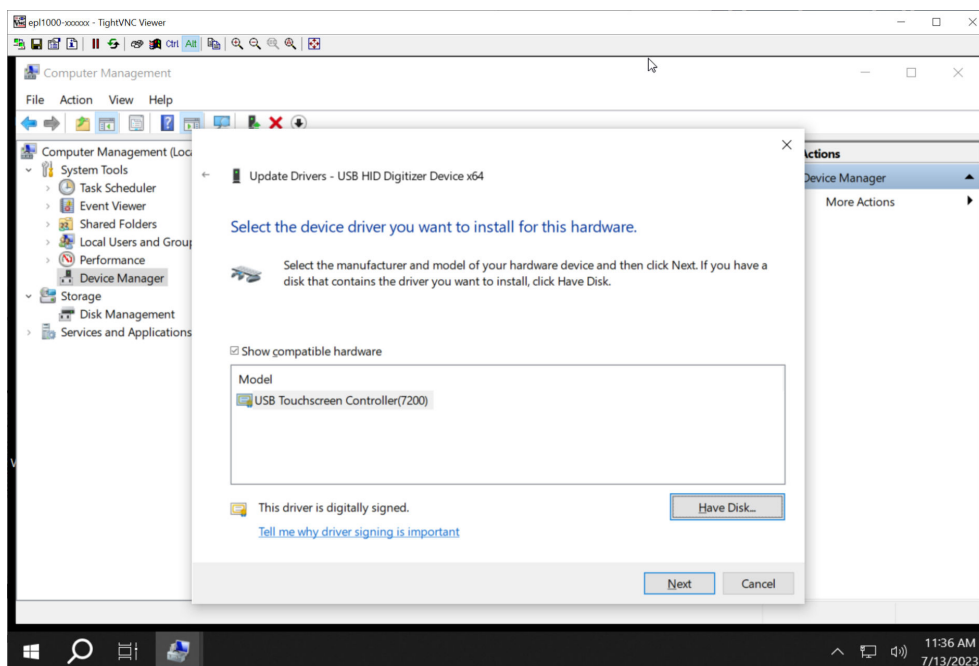


Select the driver file

1. Select "xtouch.inf".
2. Click on "Open".

3. Confirm with "OK".

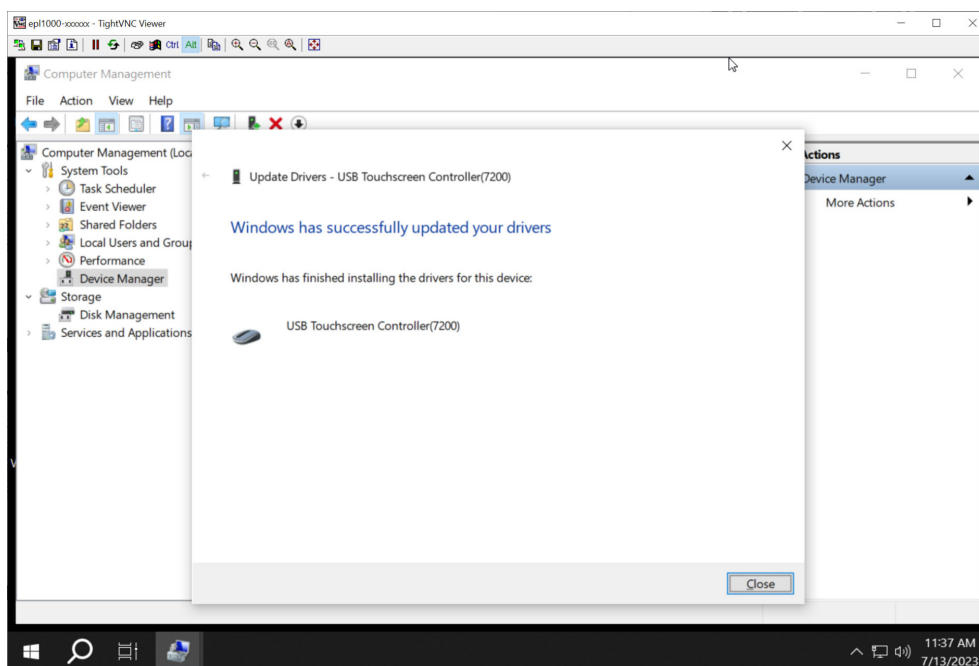
The new driver is displayed.



Complete the driver installation

- ▶ Click on "Next".

The driver installation is complete.



1.2 Restoring the original touchscreen driver

The same procedure can be used to restore the original driver.

- ▶ Instead of “Have Disk...”, select the model “USB HID Digitizer Device x64” (see ["Browse for drivers"](#) on page 8).
There is no need to browse a new driver file.

2 Contacting customer support

Technical support – where and when you need it

For quick, expert help with any Rohde & Schwarz product, contact our customer support center. A team of highly qualified engineers provides support and works with you to find a solution to your query on any aspect of the operation, programming or applications of Rohde & Schwarz products.

Contact information

Contact our customer support center at www.rohde-schwarz.com/support, or follow this QR code:



Figure 2-1: QR code to the Rohde & Schwarz support page