

## Frequently Asked Questions

### Touchscreen Questions

- What kind of touch screen does Mintronix Service Center products use?  
*Mintronix Service Center uses 5 wire resistive Touch Screen from ELO.*
- How can I get the drivers I need?  
*You can download all drivers from our web page.*
- What operating systems do you have drivers for?  
*ELO currently has drivers for Windows NT (works with all versions including 4.0), Windows 95/98, Windows 3.1 & 3.11, DOS, OS/2, and Macintosh. Linux and other drivers are available as well from 3rd parties.*
- How much memory is required for ELO drivers?  
*The amount of memory is insignificant, about the same as a mouse driver.*
- Can I use both my touchscreen and mouse at the same time with the ELO drivers?  
*Yes. ELO drivers work with your existing mouse drivers. For DOS and Windows 3.x, you must first install MOUSE.COM along with ELODEV.EXE and MONMOUSE.COM in AUTOEXEC.BAT. (For touchscreen only operation, load NOMOUSE.COM instead of MOUSE.COM). For Windows, configure the mouse normally before installing the touchscreen drivers.*
- What is the response time for the touchscreen?  
*The ELO AccuTouch controllers sense the quickest possible tap (contacts of only 30ms). Response time is perceived as immediate unless the application does not give proper feedback.*
- How often is it necessary to recalibrate?  
*You should never have to recalibrate ELO touchscreens, unless someone adjusts the image size or position.*
- How reliable is a touchscreen?  
*There is no standard way of measuring MTBF (Mean Time Between Failure) for a touchscreen, but AccuTouch touchscreens have been tested to more than 35 million touches in one spot with a stylus similar to a finger. The touchscreen controller MTBFs are typically 2-4 times longer than that of the display.*
- Are fingerprints and dirt a problem on touchscreens?  
*Dirt and fingerprints do not affect the operation of a properly sealed AccuTouch display. Use bright, patterned background colors to minimize the visual effects of dirt and fingerprints.*
- What can I use to clean the touchscreen?  
*Any standard glass cleaner can be used to clean the touchscreen. Always spray the glass cleaner on the cloth or towel and then clean the touchscreen. Glass cleaner sprayed directly on the monitor could possibly leak inside d unit and cause damage.*
- What COM ports can I put my touchscreen on?  
*The touch screen is installed on COM1 by default. To use any other available COM port, call Tech Support. The change includes the following setup:*
  1. Changing the touch serial controller cable to the appropriate COM port.
  2. Enable power input to the selected COM port. Disable power input to the original COM port.
  3. Change software driver setup to the new COM port selection.
- How do I calibrate the Touch Screens?  
*The technique is dependent on the touchscreen software drivers you are using. For MS-DOS. Run ELOCALIB.EXE from the c:\touch directory and follow the on screen directions. For all Windows. From the Windows Control Panel, select ELO icon and run CALIBRATE. Follow directions to finish the calibration. Reboot after to confirm the settings.*

- My touch screen does not work, what can I do?  
*Isolate the problem between software and hardware. To eliminate software problem, boot your system from a bootable floppy drive with ELO DOS driver installed. If touch works, call Tech Support to trouble shoot hardware problem.*

## Display Questions

- What are TFT and DSTN displays?  
*TFT and DSTN are two common types of Flat Panel LCD displays. They both can display color, have a back light unit and are powered by inverters.*  
  
*TFT stands for Thin Film Transistor. It is also referred to as active matrix display. The TFT panels use transistors to precisely control the voltage applied to each liquid crystal cell. Thus, each TFT screen must have over hundred thousand transistors.*  
  
*DSTN stands for Dual Scan Twisted Nematic. It is also referred to as passive display. The DSTN provides a near active-matrix display by making two simultaneous sweeps to charge the liquid crystal cells. This reduces by half the interval between charges for each cell, resulting in higher contrast and faster response time compared to the ordinary STN.*
- Why is a DSTN display a lot dimmer when I first turned it on?  
*The DSTN (passive) display takes time (about 10-15 minutes) to warm up to full brightness, as is common among fluorescent devices.*
- When I select 640x480 resolution, the video area does not fill the entire screen. How do I correct this?  
*Mintronix Service Center units with an 11.3" or 12.1" screen come standard with an 800x600 resolution, these units do not support 640x480 resolution in a full screen in Windows. Call tech support for possible solution. Models with a 10.4" screen do support the 640x480 resolution.*
- My computer does not have any display, what can I do?  
  
  1. *Is the computer seems to be running?*
  2. *If the computer is running, determine if the back light is still on?*
  3. *Call Tech Support to trouble shoot software settings or hardware failure.*
- What graphic display controller is in the Mintronix Service Center all-in-one computers?  
*They all have controller that supports LCD display digitally. They are integrated in the system main board. Depending on which main board is installed in the system the controller can be different. For systems with 586 CPU, it has a Chips & Tech (now Asilant) 65545 controller. For systems with Pentium (133-233MHz) or AMD K6-2 (300MHz) CPU's, it has either Chips & Tech 65550 or 65555 PCI graphic controller.*
- Where can I obtain video drivers?  
*You can down load current drivers from Mintronix Service Center web Driver Page. Additional drivers are located at Asilant web site.*

## Network Questions

- What Network interface does Mintronix Service Center All-in-one computer use?  
*It has either a 10 base-T NE2000 compatible ISA interface or a Realtek 10/100 base-T PCI interface.*
- Which Realtek Network controller is used in the system?  
*They have Realtek 8139X 10/100 base-T controller.*
- How can I obtain the network drivers?  
*You can find them from our Web Driver page or Realtek web site ([www.realtek.com.tw](http://www.realtek.com.tw).)*

- Are the drivers for RTL8139, RTL8139A and RTL8139B the same?  
*The drivers are the same for RTL8139, RTL8139A and RTL8139B.*

- How to make sure my RTL8139 LAN adapter is working fine?  
*Run the local and network diagnostic in RSET8139.EXE to check*

- How to run Rset8139.EXE diagnostic program?

*1. Setup a **two** station network. **Do not** connect more than two stations at a time. If you use cross-over cable (no hub) to connect each other, one side of cable pin 1,2,3,6 must connect to pin 3,6,1,2 of the other side. If you use regular network cable to connect, you must use a hub.*

*2. The RSET8139.EXE can only be run under PURE DOS. Don't load any driver, boot into DOS prompt.*

*3. Make sure cable connects properly on both machines then run rset8139.exe. Follow directions to test NETWORK.*

- Can I change the resource setting for RTL8139X?

*The RTL8139X is a plug and play PCI interface. The resource setting is predetermined. It is not user configurable.*

- What resource is my RTL8139X using?

*Run the RSET8139.EXE to find out the IRQ and I/O address being used in the system.*

- How do I setup a W95/98 peer to peer network?

*1. Make sure the correct network driver is loaded and the adapter is working properly on each workstation, no yellow "!" mark on the network adapter item on the devices tab from the system icon of the Control Panel (start--> settings--> control panel--> system).*

*2. The WORKGROUPS of network panel must be the same on the workstations (start--> settings--> control panel--> network--> identification tab--> workgroups).*

*3. Add NETBEUI protocol (start--> settings--> control panel--> network--> configuration tab--> add--> PROTOCOL--> Microsoft--> choose netbeui).*

*4. Add CLIENT FOR Microsoft NETWORK (start--> settings--> control panel--> network-->configuration tab--> add--> CLIENT--> Microsoft--> choose client for Microsoft network).*

*5. SHARE FILES AND PRINTER WITH MICROSOFT NETWORK service (start--> settings--> control panel--> network--> configuration tab--> add--> SERVICE--> share files and printers) on all of the workstations.*

*6. Both machines must login the domain (you must enter the password when you boot windows) and provide the sharing directory (point a directory then click the bottle of mouse to share directory).*

- Why my driver cannot installed properly on win95 or win98?

*1. You can run "rset8139.exe" under PURE DOS to make sure your network interface is working properly.*

*2. Check the device manager tab of SYSTEM CONTROL PANEL. Make sure you check "OTHER DEVICES". If you found Network Adapter with a yellow "!" mark. You must delete it.*

*3. Remove NETWORK ADAPTER from devices of the SYSTEM CONTROL PANEL.*

*4. Delete "RTL8139.SYS" (driver) of system directory under win95 or win98.*

*5. Delete "NETRTS5.INF" (information file) of INF\ACTALOG directory under win95 or win98.*

*6. Reboot and the system will AUTO detect new hardware.*

*7. Re-install the latest driver.*

## Other Questions

- What is the pin assignment for the RJ45 COM ports?

Pin	1	2	3	4	5	6	7	8	9
Signal	DCD	RX	TX	DTR	GND	DSR	RTS	CTS	RI+5V/+12V

- Does Mintronix Service Center products offer a Magnetic Stripe Reader (MSR)?  
*Mintronix Service Center offers a matching MSR. It is a 1-2 track keyboard wedge.*