

R&S®EPL1000

Touch input issues

Troubleshooting



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Version 02

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, it is necessary to update the MS Windows driver for the touch controller.

On some of the affected R&S EPL1000 an alternative "single touch" driver is already installed as a workaround. It works stable, but only supports touching with a single finger. Devices with this "single touch" driver show a mouse cursor wherever the screen is touched.

Since April 2024, a stable "multi touch" driver is available for the R&S EPL1000. It enhances the R&S EPL1000 user experience, for example with zoom-gestures using 2 fingers. This document shows how to install this driver.

For R&S EPL1000 with serial \geq 100913 it is not necessary to install the driver. However it will not do any harm to the unit.

1.1 Preparations

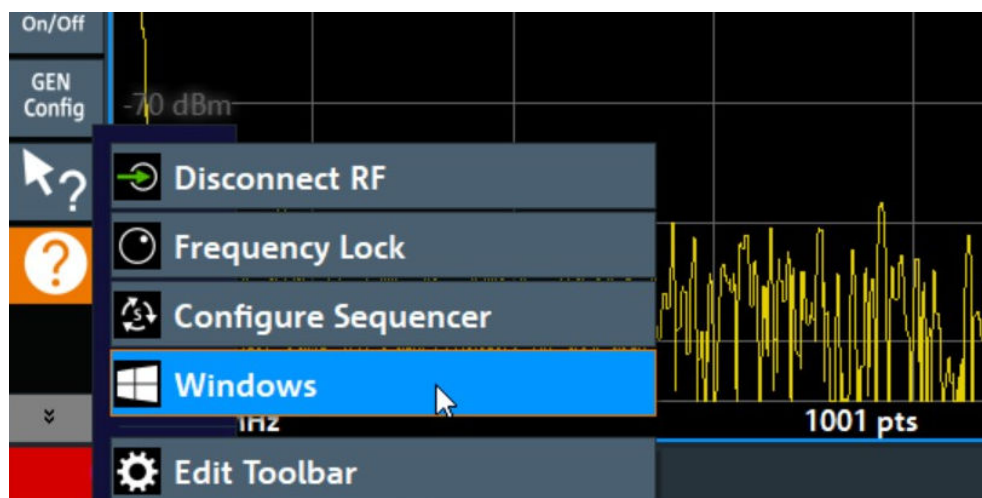
Get the driver files

1. Download the driver by using the following link: [Touch Driver for EPL1000](#)
2. Unpack the ZIP file on a USB memory stick.
3. Connect the USB memory stick to the R&S EPL1000.

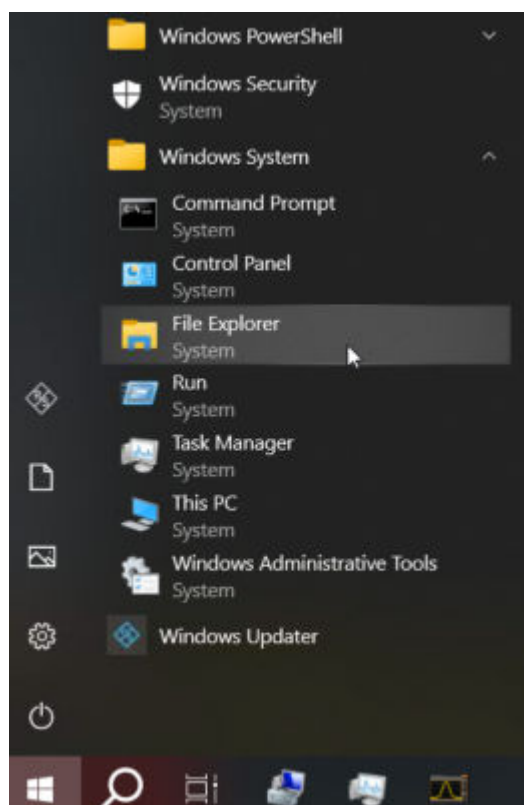
1.2 Installing the driver on the R&S EPL1000

Start the File Explorer on the R&S EPL1000

1. Click the Windows button in the left toolbar.



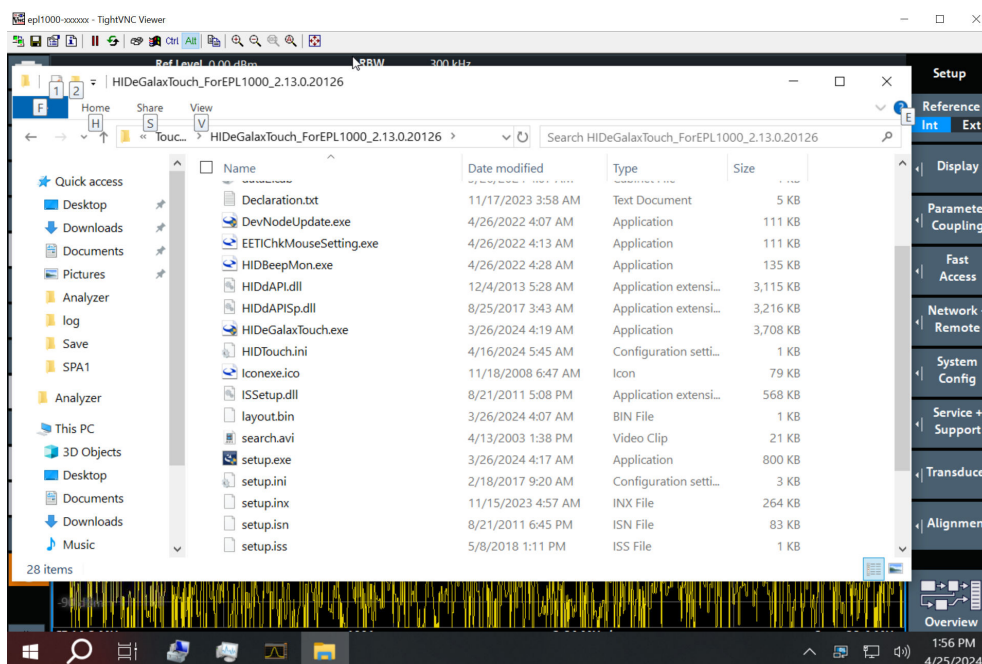
2. Locate and start the "File Explorer" in the start menu.



Locate and execute the setup.exe file of the driver

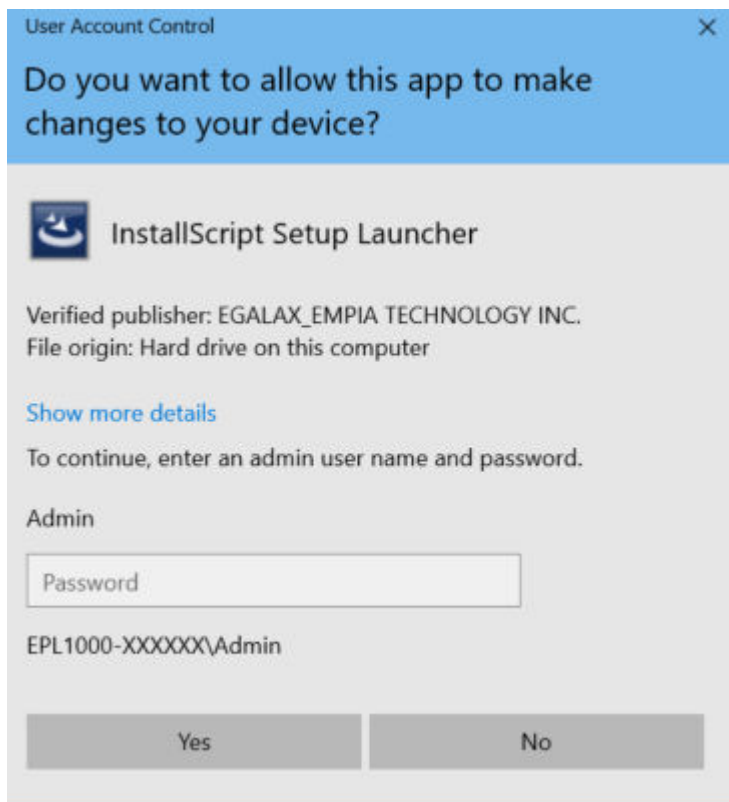
- ▶ Double-click the `setup.exe` file to start the driver installation.

Installing the driver on the R&S EPL1000



Enter the password

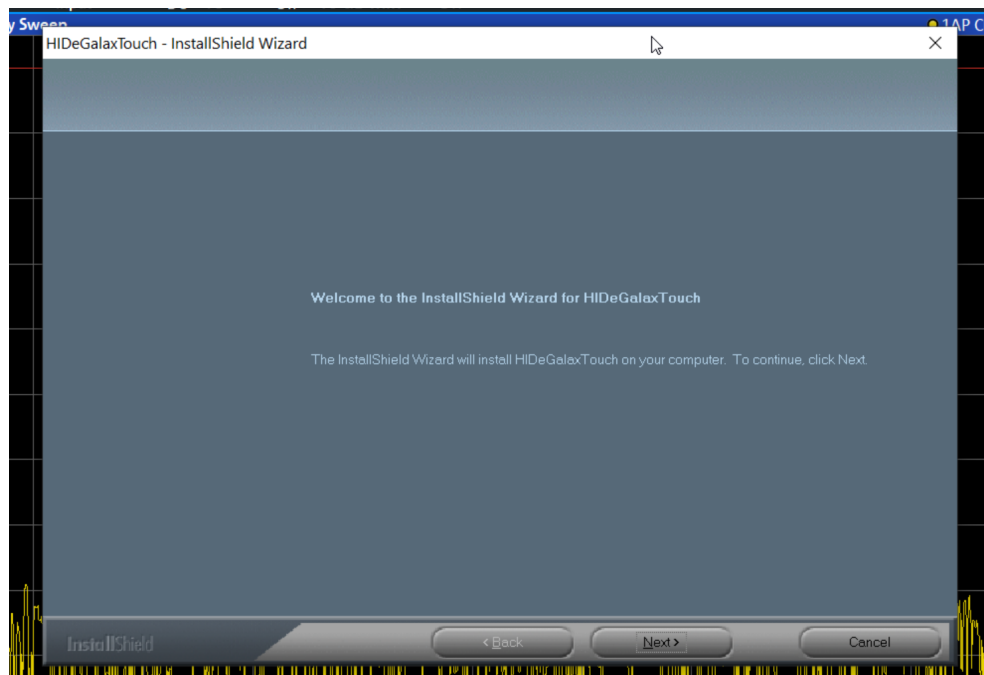
- ▶ Enter the password: "894129".



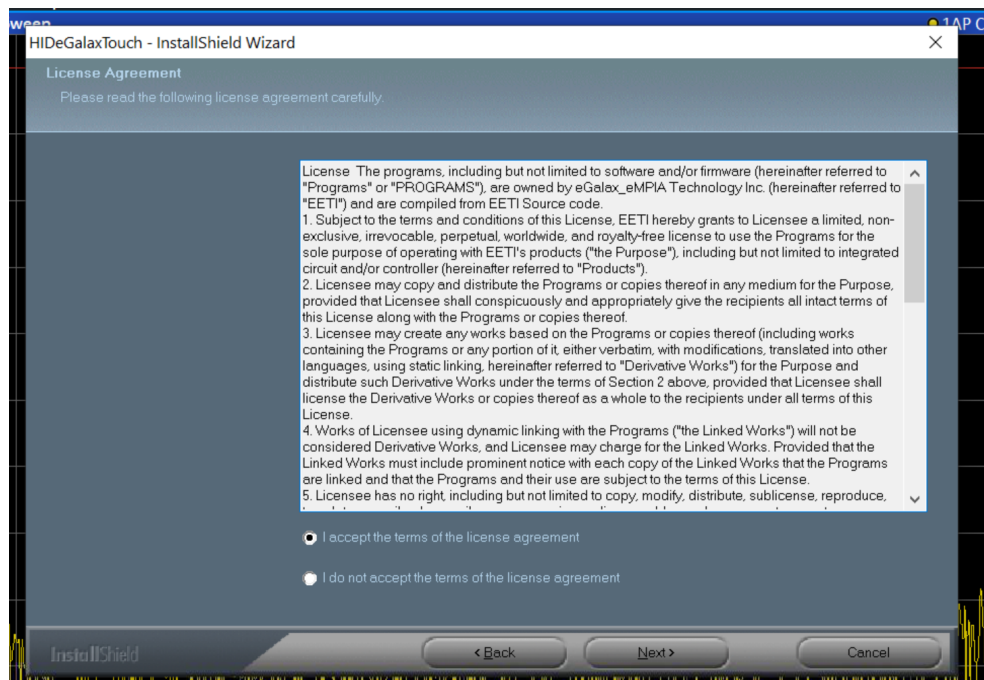
Installing the driver on the R&S EPL1000

Follow the instructions of the driver installation

- ▶ Click "Next".

**Accept the license agreement**

1. Click "Next".

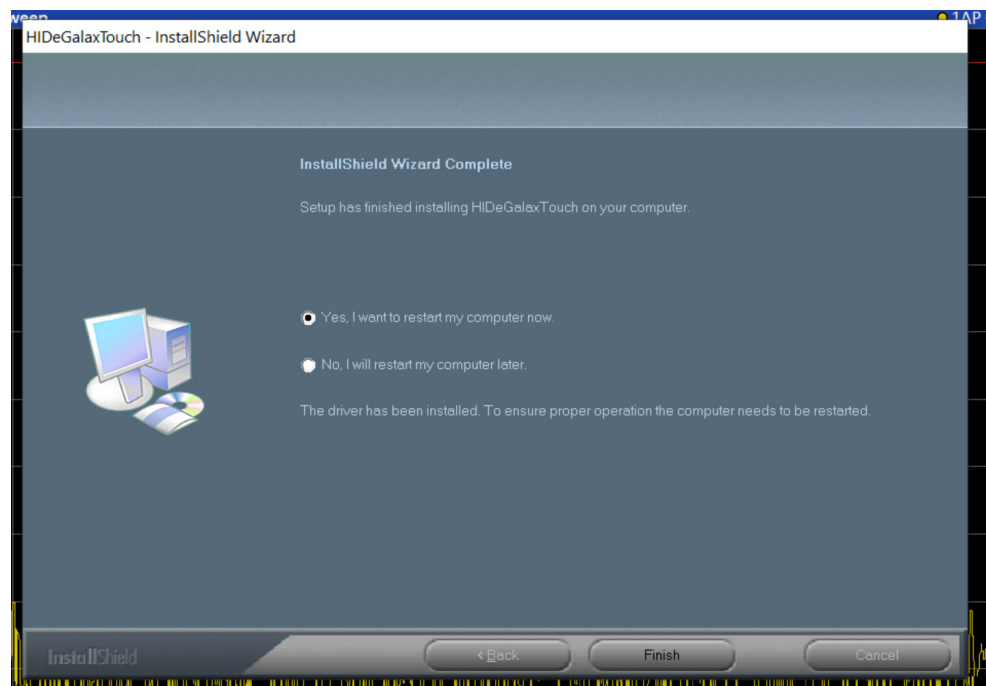


Note: As this is a third-party product, R&S has no influence on the license text.

2. Click "Next" for three more times.
The installation runs for approx. one minute.

Finalize the installation

- ▶ Click "Finish".



The installation was finalized.
The R&S EPL1000 is restarting.

1.3 Verifying the installation

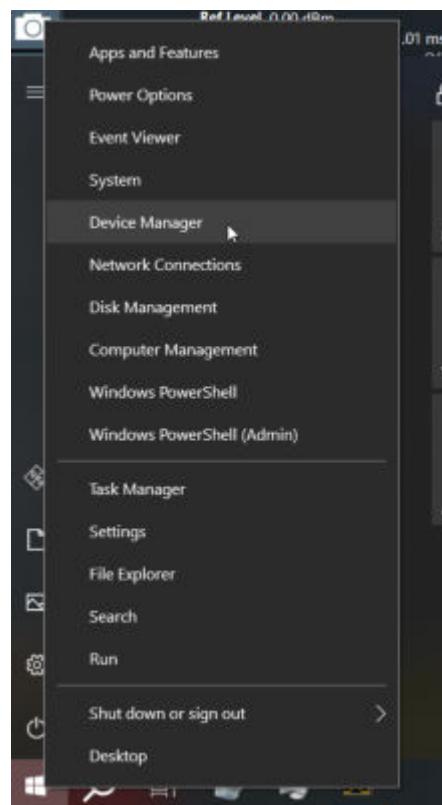
After the reboot, the multi-touch functionality shall work.

Trying out

- ▶ Try the zoom-gesture with two fingers on a graph and check if the graph is changing its scale.

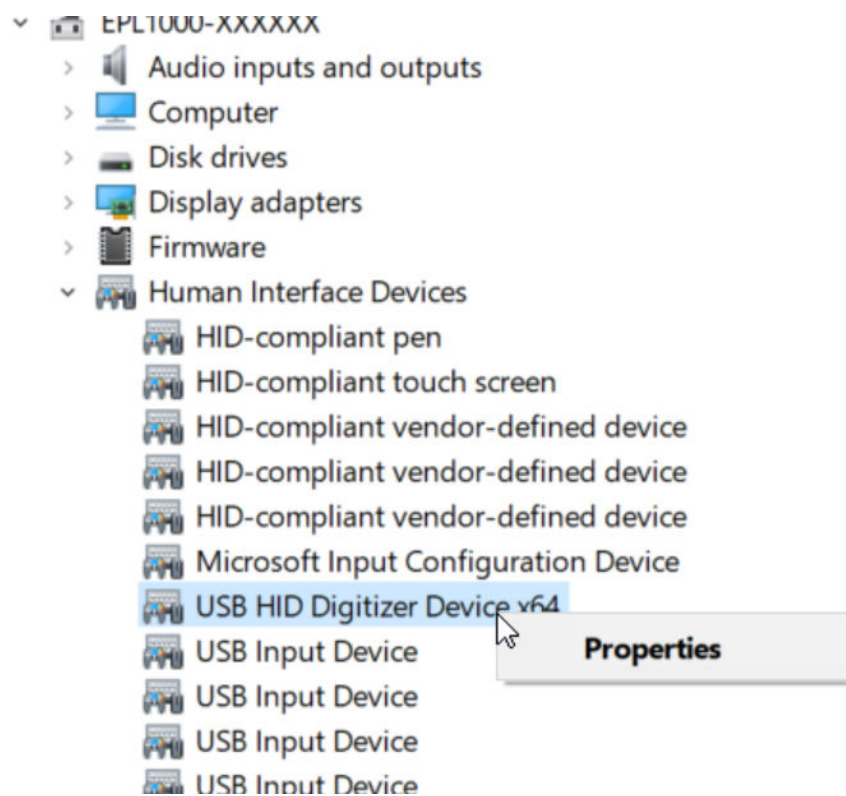
Check the driver version

1. Click the Windows button and right-click on the start menu.
2. Start "Device Manager".



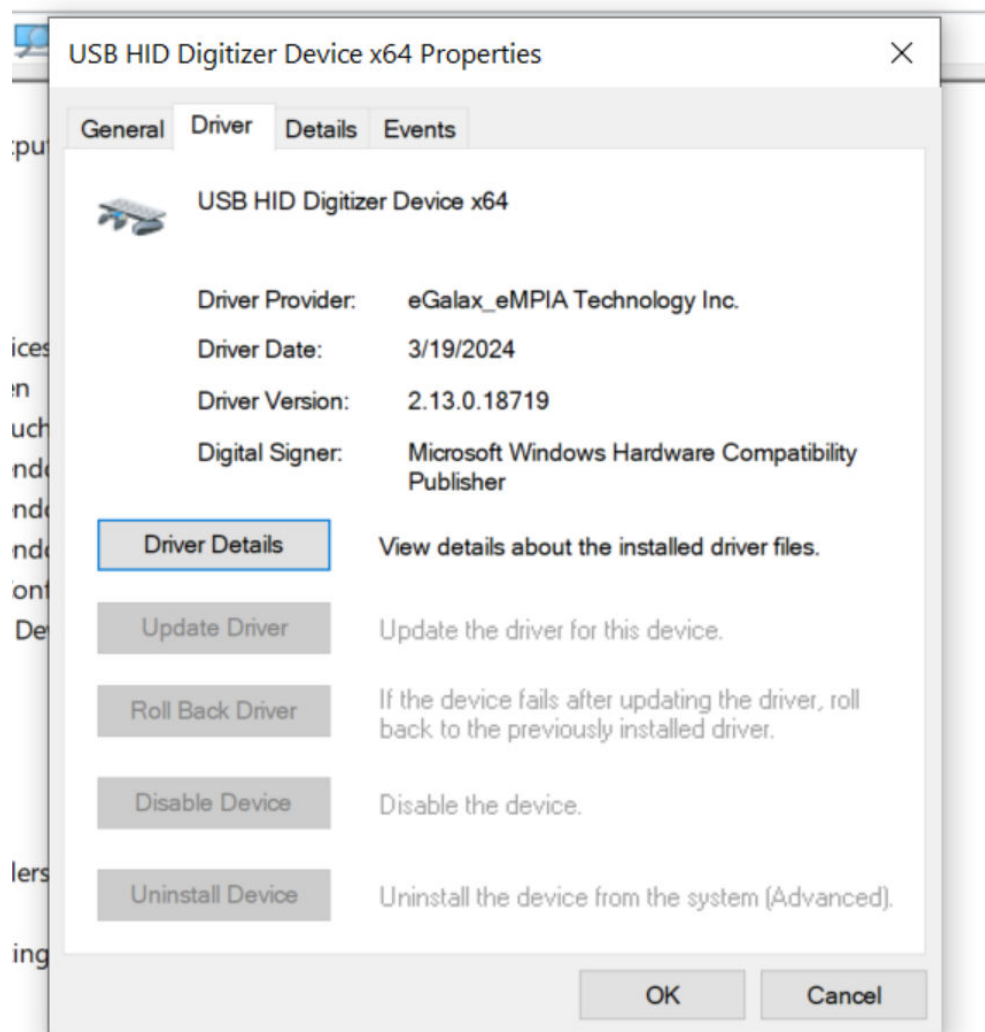
Note: Acknowledge that you are a standard user and cannot make changes.

3. Expand "Human Interface Device".
4. Right-click on "USB HID Digitizer".
5. Click "Properties".



Note: If the "USB HID Digitizer" does not appear, the device may have a newer touch controller which does not need an extra driver. Check if your serial is < 100913.

6. Select the "Driver" tab.



7. Check the driver version for 2.13.0.18719 or newer.

Note: Older versions of this driver may cause the touch-input issue.

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