R&S®EPL1000 Touch input issues Troubleshooting



1353589302 Version 02



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, $\mathsf{R}\&\mathsf{S}^{\circledast}$ is indicated as $\mathsf{R}\&\mathsf{S}.$

Contents

1	Touch-input issue	. 5
1.1	Preparations	5
1.2	Installing the driver on the R&S EPL1000	5
1.3	Verifying the installation	9
2	Contacting customer support	13

1 Touch-input issue

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

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 >= 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.

Installing the driver on the R&S EPL1000



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.

Touch-input issue

Installing the driver on the R&S EPL1000

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Analyzer	HIDdAPISp.dll	8/25/2017 3:43 AM 3/26/2024 4:19 AM	Application extensi Application	3,216 KB 3,708 KB		Network +
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Enter the password

► Enter the password: "894129".

User Account Control	×
Do you want to allow this app to make changes to your device?	
InstallScript Setup Launcher	
Verified publisher: EGALAX_EMPIA TECHNOLOGY INC. File origin: Hard drive on this computer	
Show more details	
To continue, enter an admin user name and password.	
Admin	
Password	
EPL1000-XXXXXXX\Admin	
Yes No	

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".

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HIDeGalaxTouch - InstallShield Wiza	rd		
	InstallShield Wizard Complete		
	Setup has finished installing HIDeGalaxTouch on your computer.		
	• Yes, I want to restart my computer now.		
	No, I will restart my computer later.		
	The driver has been installed. To ensure proper operation the computer needs to be restarted.		
InstallShield	< Back Finish Cancel		h
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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.

2	USB HID Digitizer Device x64 Properties ×			
pu	General	Driver	Details	Events
	USB HID Digitizer Device x64			zer Device x64
		Driver P	rovider:	eGalax_eMPIA Technology Inc.
ices		Driver D	ate:	3/19/2024
n		Driver V	ersion:	2.13.0.18719
nde		Digital S	Signer:	Microsoft Windows Hardware Compatibility Publisher
nde	Dri	ver Details	5	View details about the installed driver files.
De	Up	date Drive	r	Update the driver for this device.
	Roll	Back Driv	er	If the device fails after updating the driver, roll back to the previously installed driver.
	Disa	able Devic	e	Disable the device.
lers	Unir	nstall Devi	De	Uninstall the device from the system (Advanced).
ing				OK Cancel

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