

# QTM-1500/1700/1900

15"/17"/19" Multi-touch Bezel-Free Flat Panel Monitor

## User's Guide



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*Changes which affect the operation of the unit will be documented in the next revision of this user's guide.*

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# Safety Instructions

## ■ Before You Begin

Before handling the product, read the instructions and safety guidelines on the following pages to prevent damage to the product and to ensure your own personal safety. Refer to the “Advisories” section in the Preface for advisory conventions used in this user’s guide, including the distinction between Warnings, Cautions, Important Notes, and Notes.

- Always use caution when handling/operating a computer. Only qualified, experienced, authorized electronics service personnel should access the interior of a computer. The power supplies produce high voltages and energy hazards, which can cause bodily harm.
- Use extreme caution when installing or removing components. Refer to the installation instructions in this user’s guide for precautions and procedures. If you have any questions, please contact Quanmax Post-Sales Technical Support.

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### WARNING



High voltages are present inside the chassis when the unit’s power cord is plugged into an electrical outlet. Turn off system power, turn off the power supply, and then disconnect the power cord from its source before removing the chassis cover. Turning off the system power switch does not remove power to components.

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## ■ When Working Inside a Computer

Before taking covers off a computer, perform the following steps:

1. Turn off the computer and any peripherals.
2. Disconnect the computer and peripherals from their power sources or subsystems to prevent electric shock or system board damage. This does not apply when hot swapping parts.

3. Follow the guidelines provided in “Preventing Electrostatic Discharge” on the following page.
4. Disconnect any telephone or telecommunications lines from the computer.

In addition, take note of these safety guidelines when appropriate:

- To help avoid possible damage to system boards, wait five seconds after turning off the computer before removing a component, removing a system board, or disconnecting a peripheral device from the computer.
- When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs. If you are disconnecting this type of cable, press in on the locking tabs before disconnecting the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before connecting a cable, make sure both connectors are correctly oriented and aligned.

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### CAUTION



Do not attempt to service the system yourself except as explained in this user's guide. Follow installation and troubleshooting instructions closely.

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## ■ Preventing Electrostatic Discharge

Static electricity can harm system boards. Perform service at an ESD workstation and follow proper ESD procedure to reduce the risk of damage to components. Quanmax strongly encourages you to follow proper ESD procedure, which can include wrist straps and smocks, when servicing equipment.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- When unpacking a static-sensitive component from its shipping carton, do not remove the component's antistatic packing material until you are ready to install the component in a computer. Just before unwrapping the antistatic packaging, be sure you are at an ESD workstation or grounded. This will discharge any static electricity that may have built up in your body.

## Safety Instructions

- When transporting a sensitive component, first place it in an antistatic container or packaging.
- Handle all sensitive components at an ESD workstation. If possible, use antistatic floor pads and workbench pads.
- Handle components and boards with care. Don't touch the components or contacts on a board. Hold a board by its edges or by its metal mounting bracket.
- Do not handle or store system boards near strong electrostatic, electromagnetic, magnetic, or radioactive fields.

# Preface

## ■ How to Use This Guide

This guide is designed to be used as step-by-step instructions for installation, and as a reference for operation, troubleshooting, and upgrades.

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### NOTE



Driver downloads and additional information are available under Downloads on our web site: [www.quanmax.com](http://www.quanmax.com).

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## ■ Unpacking

When unpacking, follow these steps:

1. After opening the box, save it and the packing material for possible future shipment.
2. Remove all items from the box. If any items listed on the purchase order are missing, notify Quanmax customer service immediately.
3. Inspect the product for damage. If there is damage, notify Quanmax customer service immediately. Refer to “Warranty Policy” for the return procedure.

## ■ Regulatory Compliance Statements

This section provides the FCC compliance statement for Class A devices.

### FCC Compliance Statement for Class A Devices

The product(s) described in this user’s guide has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the user’s guide, may cause harmful interference to radio communications. Operation of this equipment in a residential

area (domestic environment) is likely to cause harmful interference, in which case the user will be required to correct the interference (take adequate measures) at their own expense.

Changes or modifications not expressly approved by Quanmax could void the user's authority to operate the equipment.

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**NOTE**



The assembler of a personal computer system may be required to test the system and/or make necessary modifications if a system is found to cause harmful interference or to be noncompliant with the appropriate standards for its intended use.

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## ■ Warranty Policy

### Limited Warranty

Quanmax Inc.'s detailed Limited Warranty policy can be found under Support at [www.quanmax.com](http://www.quanmax.com). Please consult your distributor for warranty verification.

The limited warranty is void if the product has been subjected to alteration, neglect, misuse, or abuse; if any repairs have been attempted by anyone other than Quanmax or its authorized agent; or if the failure is caused by accident, acts of God, or other causes beyond the control of Quanmax or the manufacturer. Neglect, misuse, and abuse shall include any installation, operation, or maintenance of the product other than in accordance with the user's guide.

No agent, dealer, distributor, service company, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever.

Quanmax reserves the right to make changes or improvements in any product without incurring any obligation to similarly alter products previously purchased.

### Return Procedure

For any Limited Warranty return, please contact Support at [www.quanmax.com](http://www.quanmax.com) and login to obtain a Return Material Authorization (RMA) Number. If you do not have an account, send an email to [support@quanmax.com](mailto:support@quanmax.com) to apply for one.

All product(s) returned to Quanmax for service or credit must be accompanied by a Return Material Authorization (RMA) Number. Freight on all returned items must be prepaid by the customer who is responsible for any loss or damage caused by common carrier in transit. Returns for Warranty must include a Failure Report for each unit, by serial number(s), as well as a copy of the original invoice showing the

date of purchase.

To reduce risk of damage, returns of product must be in a Quanmax shipping container. If the original container has been lost or damaged, new shipping containers may be obtained from Quanmax Customer Service at a nominal cost. Quanmax owns all parts removed from repaired products. Quanmax uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Quanmax repairs or replaces a product, its warranty term is not extended.

Shipments not in compliance with this Limited Warranty Return Policy will not be accepted by Quanmax.

### **Limitation of Liability**

In no event shall Quanmax be liable for any defect in hardware, software, loss, or inadequacy of data of any kind, or for any direct, indirect, incidental, or consequential damages in connection with or arising out of the performance or use of any product furnished hereunder. Quanmax's liability shall in no event exceed the purchase price of the product purchased hereunder. The foregoing limitation of liability shall be equally applicable to any service provided by Quanmax or its authorized agent.

## **■ Maintaining Your Computer**

### **Environmental Factors**

#### **■ Temperature**

The ambient temperature within an enclosure may be greater than room ambient temperature. Installation in an enclosure should be such that the amount of air flow required for safe operation is not compromised.

Consideration should be given to the maximum rated ambient temperature.

Overheating can cause a variety of problems, including premature aging and failure of chips or mechanical failure of devices.

If the system has been exposed to abnormally cold temperatures, allow a two-hour warm-up period to bring it up to normal operating temperature before turning it on. Failure to do so may cause damage to internal components, particularly the hard disk drive.

#### **■ Humidity**

High-humidity can cause moisture to enter and accumulate in the system. This moisture can cause corrosion of internal components and degrade such

properties as electrical resistance and thermal conductivity. Extreme moisture buildup inside the system can result in electrical shorts, which can cause serious damage to the system.

Buildings in which climate is controlled usually maintain an acceptable level of humidity for system equipment. However, if a system is located in an unusually humid location, a dehumidifier can be used to maintain the humidity within an acceptable range. Refer to the “Specifications” section of this user’s guide for the operating and storage humidity specifications.

### ■ **Altitude**

Operating a system at a high altitude (low pressure) reduces the efficiency of the cooling fans to cool the system. This can cause electrical problems related to arcing and corona effects. This condition can also cause sealed components with internal pressure, such as electrolytic capacitors, to fail or perform at reduced efficiency.

## **Power Protection**

The greatest threats to a system’s supply of power are power loss, power spikes, and power surges caused by electrical storms, which interrupt system operation and/or damage system components. To protect your system, always properly ground power cables and one of the following devices.

### ■ **Surge Protector**

Surge protectors are available in a variety of types and usually provide a level of protection proportional with the cost of the device. Surge protectors prevent voltage spikes from entering a system through the AC power cord. Surge protectors, however, do not offer protection against brownouts, which occur when the voltage drops more than 20 percent below the normal AC line voltage level.

### ■ **Line Conditioner**

Line conditioners go beyond the over voltage protection of surge protectors. Line conditioners keep a system’s AC power source voltage at a fairly constant level and, therefore, can handle brownouts. Because of this added protection, line conditioners cost more than surge protectors. However, line conditioners cannot protect against a complete loss of power.

### ■ **Uninterruptible Power Supply**

Uninterruptible power supply (UPS) systems offer the most complete protection against variations on power because they use battery power to keep the server running when AC power is lost. The battery is charged by the AC power while it is available, so when AC power is lost, the battery can provide power to the system for a limited amount of time, depending on the UPS system.

UPS systems range in price from a few hundred dollars to several thousand dollars, with the more expensive units allowing you to run larger systems for a longer period of time when AC power is lost. UPS systems that provide only 5 minutes of battery power let you conduct an orderly shutdown of the system, but are not intended to provide continued operation. Surge protectors should be used with all UPS systems, and the UPS system should be Underwriters Laboratories (UL) safety approved.

# Chapter 1

## Introduction

### ■ Overview

The QTM-1500/1700/1900 is a 15" / 17" / 19" multi-touch bezel-free flat panel monitor. It features 10-point PCT multi-touch panel and enables fast / intuitive operation.

Besides, it comes with a variety of display ports, including 1x HDMI, 1x DVI-D and 1x VGA, for various viewing options, and 1x USB 2.0 for touch functionality.

Equipped with an IP65-rated front bezel and anti-scratch glass surface, the QTM-1500/1700/1900 provides excellent resistance to harsh environments and thus is highly suited to a wide range of industrial applications.

### Checklist

- QTM-1500/1700/1900
- Power Adapter
- Power Cord
- Quick installation Guide
- 1x Panel Mounting Kit (with screw bag)
- Optional VESA Mounting Kit

### Features

- 15"/17"/19" 10-point PCT multi-touch LCD Display
- 1x HDMI, 1x DVI-D, 1x VGA
- 1x USB2.0 for touch functionality
- IP65 approved front bezel
- Glass hardness of 6H
- Bezel-free flat panel design

## ■ Product Specifications

LCD Display	QTM-1500	QTM-1700	QTM-1900
Display Size	15"	17"	19"
Aspect Ratio	4:3	5:4	5:4
Resolution	1024 x 768	1280 x 1024	1280 x 1024
Backlight	LED	LED	LED
Contrast Ratio (typical)	600:1	1000:1	1000:1
Brightness (typical)	350 cd/m2	350 cd/m2	250 cd/m2
Touch Sensor	10-point PCT multi-touch sensor		
External Display	1x HDMI (on rear) 1x DVI-D (on rear) 1x VGA (on rear)		
Audio	1x Line-out (on rear) 1x Line-in (on rear)		
USB	1x USB2.0 (on rear for Touch)		
Power	Connector: DC Jack (on rear) Input Voltage: DC 12V (Optional: DC 24V)		
Cooling	Fanless		
Dimensions (W x H x D)	381.7 x 305.6 x 68.2 mm / 15.03" x 12.03" x 2.69"	413.0 x 334.0 x 73.3 mm / 16.26" x 13.15" x 2.89"	447.3 x 372.0 x 70.4 mm / 17.61" x 14.65" x 2.77"
Environment	Operation Temperature: 0°C ~ 50°C / 32°F ~ 122°F Storage Temperature: -20°C ~ 70°C / -4°F ~ 158°F Humidity: 0% ~ 95%		
Mounting	VESA Mount, Panel Mount		
Certification	CE, FCC Class A		

Table 1 QTM-1500/1700/1900 product specifications

## ■ System Tour

Refer to the diagrams below to identify the components of the system.

### ■ I/Os



Figure 1 I/Os

#### USB

This USB (Universal Serial Bus) port for touch functionality only

#### DC Jack

The supplied power adapter converts AC power to DC for use with this jack. Power supplied through this jack supplies power to the PC. To prevent damage to the PC, always use the supplied power adapter.

#### HDMI

HDMI connector for display output

#### DVI-D

DVI-D is an acronym which means Digital Video Interface Digital. Essentially it is a cable that connects two devices producing an output image on a screen.

#### VGA

D-Sub 15 pin VGA connector for display output

#### Line-Out (Green)

The stereo headphone jack is used to connect the system's audio out signal to amplified speakers or headphones.

#### Line-In (Blue)

The Line-in jack is designed to take input from a higher-powered sound source.

## ■ Control Panel Keypad



Figure 2 Control Panel Keypad

### **Power Button**

To turn the monitor on and off

### **Power LED**

To indicate the power status of the LCD panel

### **Menu / Enter Button**

To turn on the OSD menu or to confirm the selection

### **Up Button**

To move to the next item, to display the next setting function, or to increase the setting value

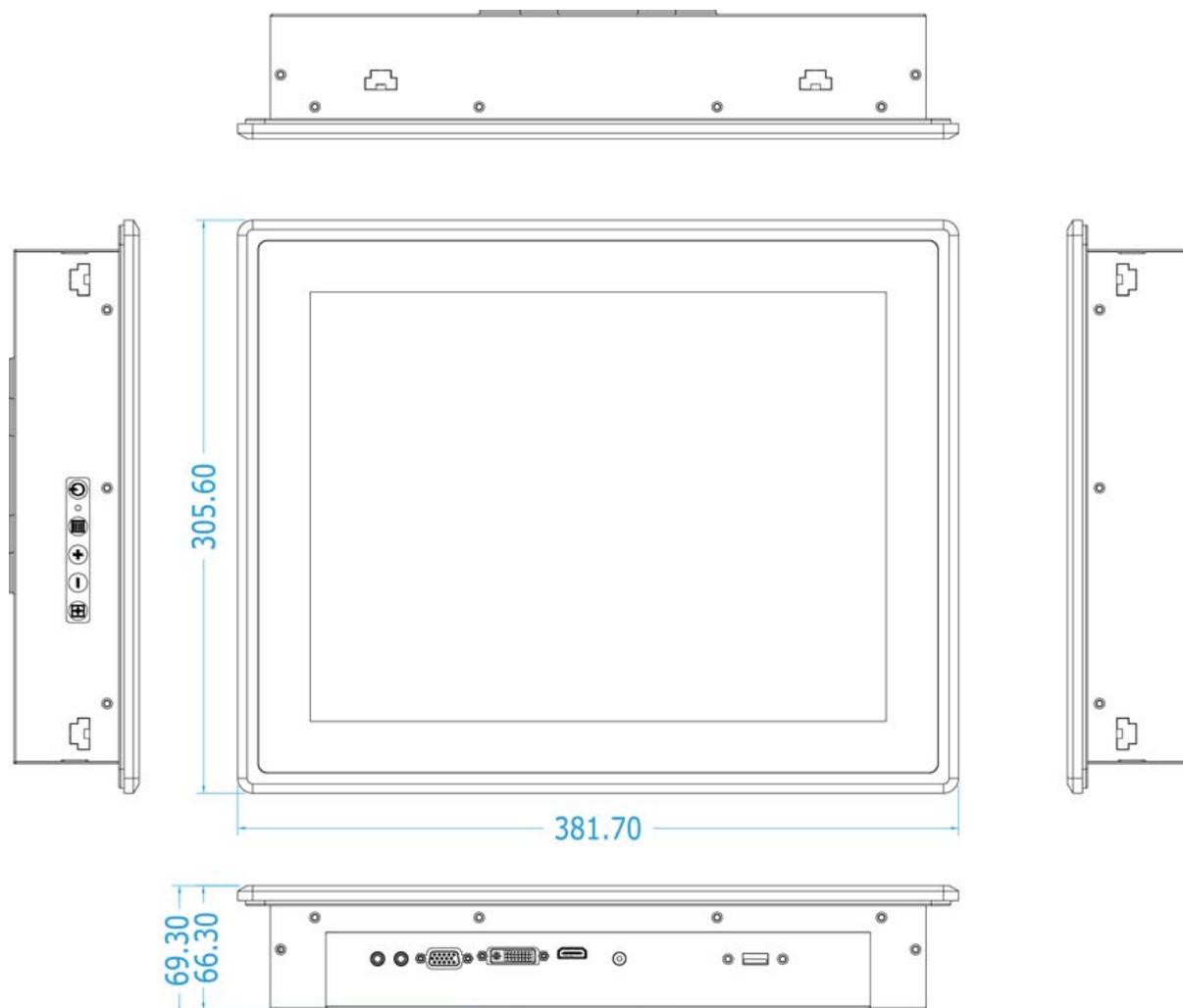
### **Down Button**

To move to the previous item, to display the previous setting function, or to decrease the setting value

### **Exit Button**

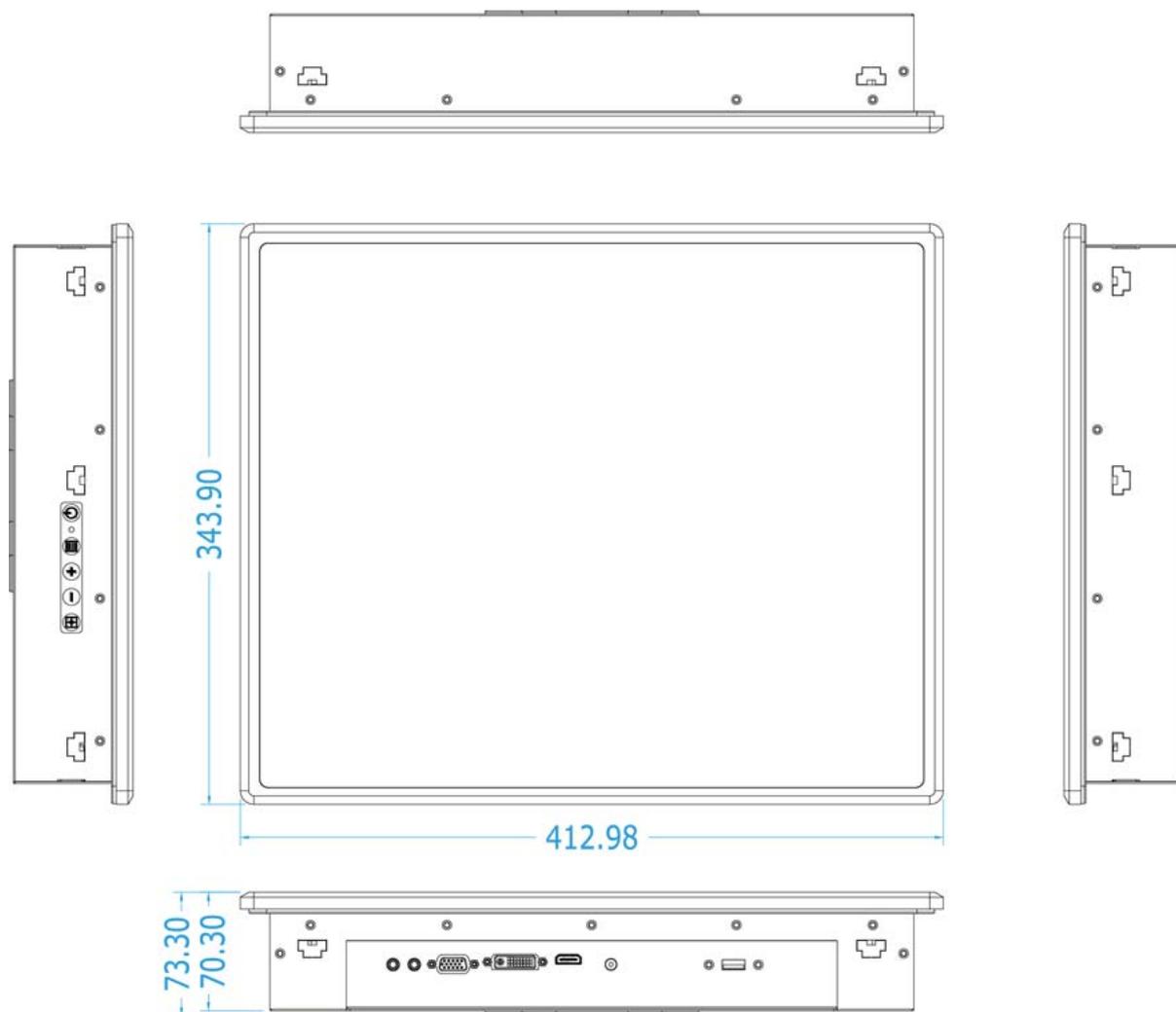
To turn off the OSD menu or to move from a sub-menu to main menu and save the changes made in the sub-menu

## ■ Mechanical Dimensions



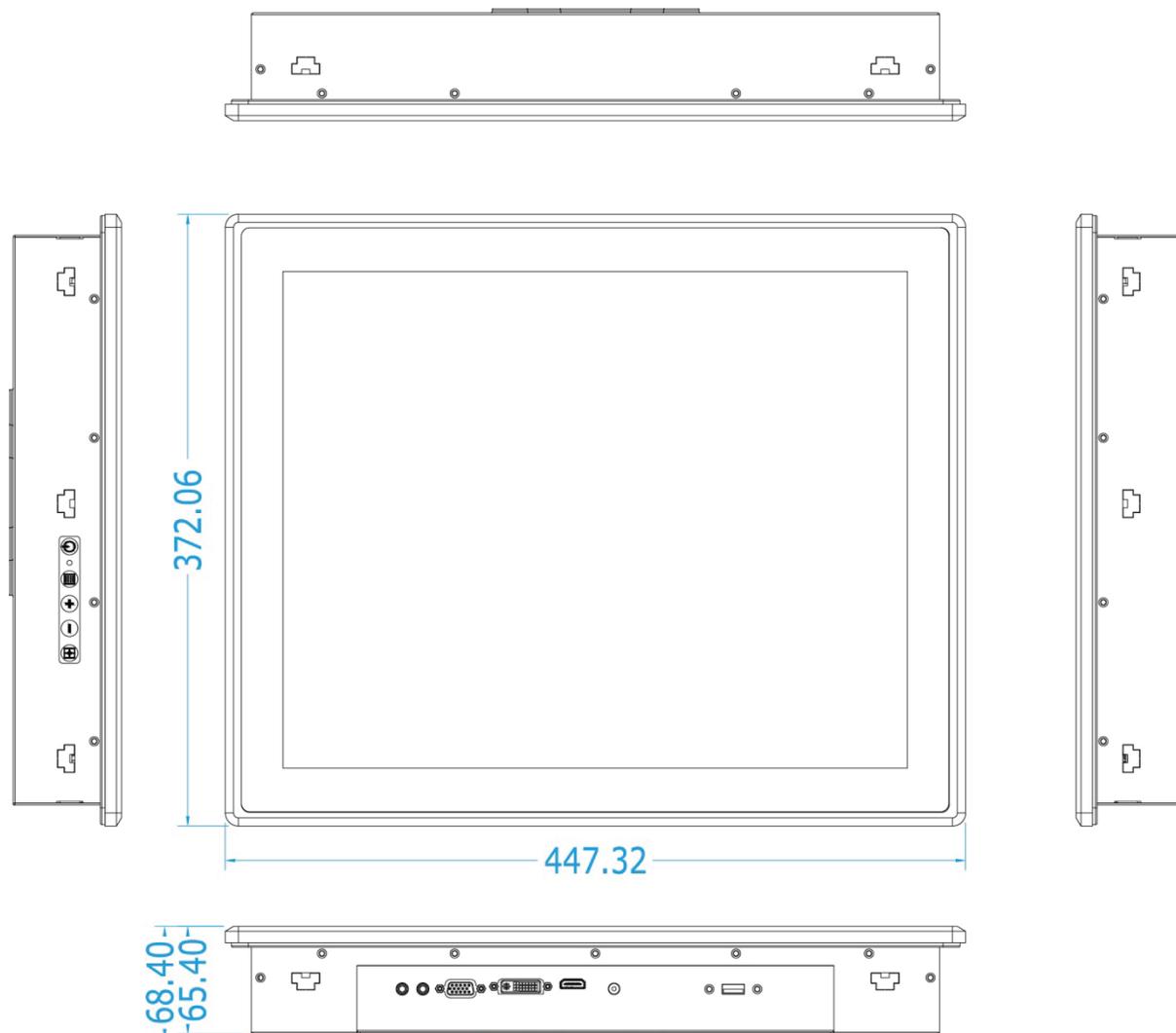
381.7 x 305.6 x 69.3 mm (W x H x D)

Figure 3 Mechanical Dimensions of QTM-1500



413.0 x 343.9 x 73.3 mm (W x H x D)

Figure 4 Mechanical Dimensions of QTM-1700



447.3 x 372.1 x 68.4 mm (W x H x D)

Figure 5 Mechanical Dimensions of QTM-1900

## Chapter 2

# Getting Started

### ■ Setting up your monitor

#### ■ Connecting the PC

Connect the HDMI / DVI-D / VGA cable from your PC to the HDMI / DVI-D / VGA port.

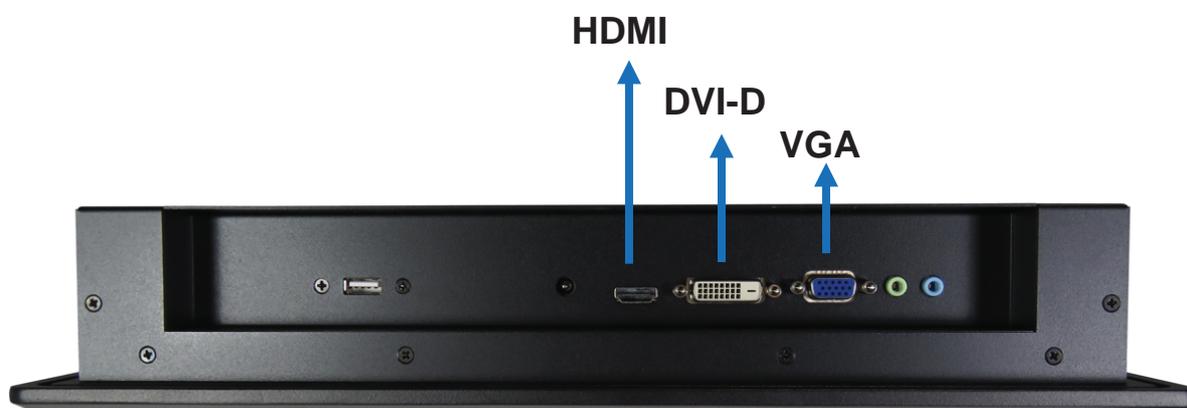


Figure 6 HDMI / DVI-D / VGA

### ■ Connecting touch panel

Connect the USB cable of touch panel to the USB port



Figure 7 Connect touch panel

### ■ Turning on the monitor

1. Connect the power adapter cable to the DC jack (DC In) of QTM-1500/1700/1900
2. Connect the power cable to the power adapter
3. Connect the power cable to a power outlet
4. Press the power button on the control panel keypad (turning on your PC simultaneously if necessary)



Figure 8 Turning on the system

## ■ VESA Mounting

The product comes with VESA FDMI 75/100 standard mounting holes as shown below. Use 4 screws with the appropriate length for your mounting bracket.

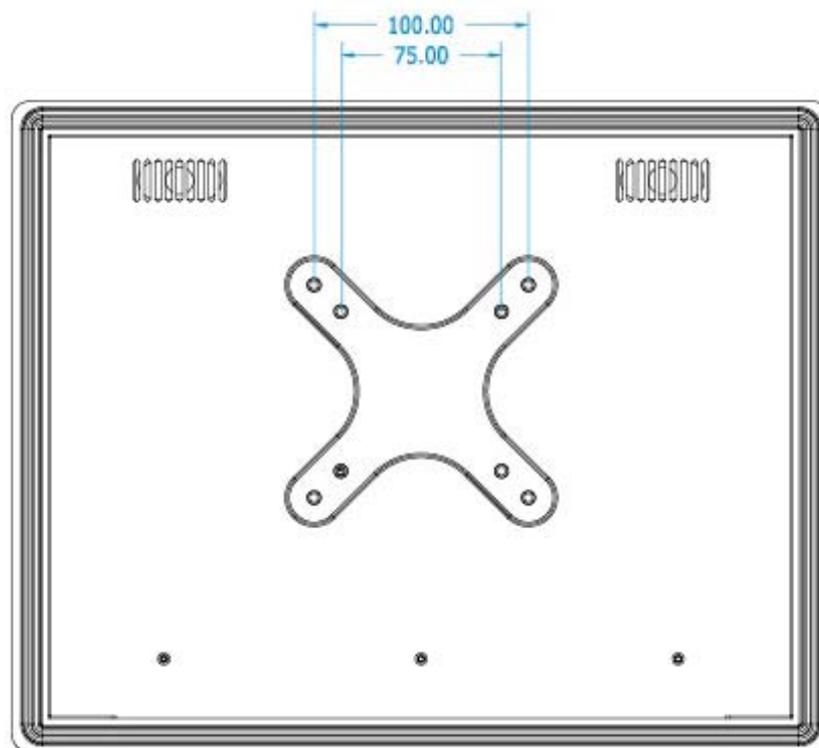


Figure 9 VESA Mounting Hole Locations

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### NOTE



To fasten the metal shelf, your monitor must comply with VESA75 or VESA100 standard. The VESA mounting kit is optional.

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## ■ Panel Mounting

The Panel PC can be panel mounted and comes with brackets and screws for this purpose. The required cutout for panel mounting and maximum panel thickness is shown below.

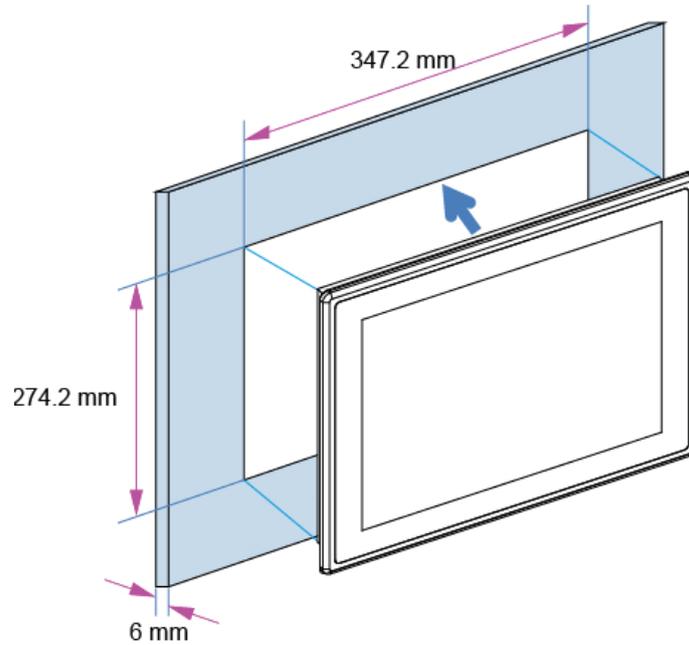


Figure 10 Panel Mount Cut-out hole and maximum panel thickness (QTM-1500)

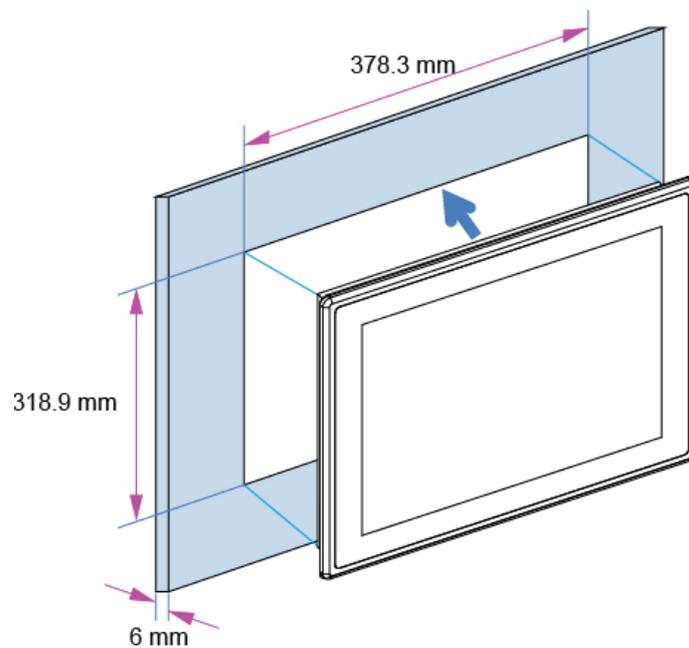


Figure 11 Panel Mount Cut-out hole and maximum panel thickness (QTM-1700)

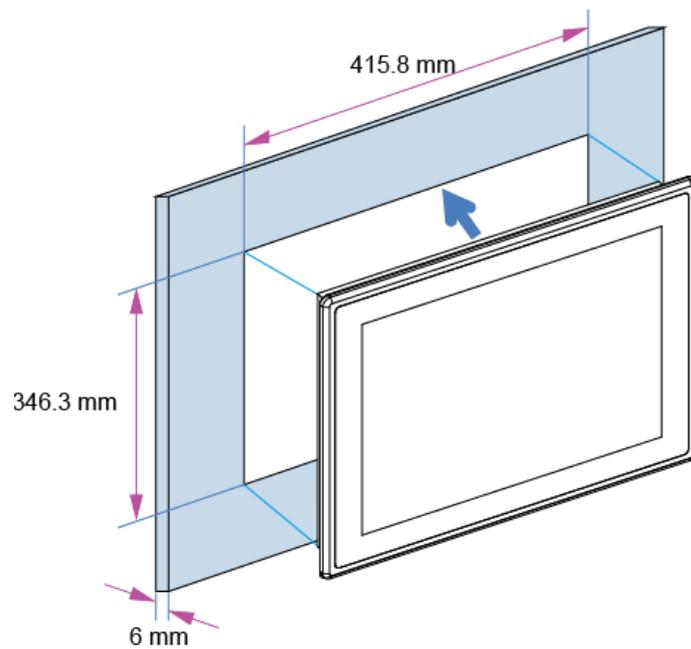


Figure 12 Panel Mount Cut-out hole and maximum panel thickness (QTM-1900)

Below are the demonstrations of how to do panel mounting.

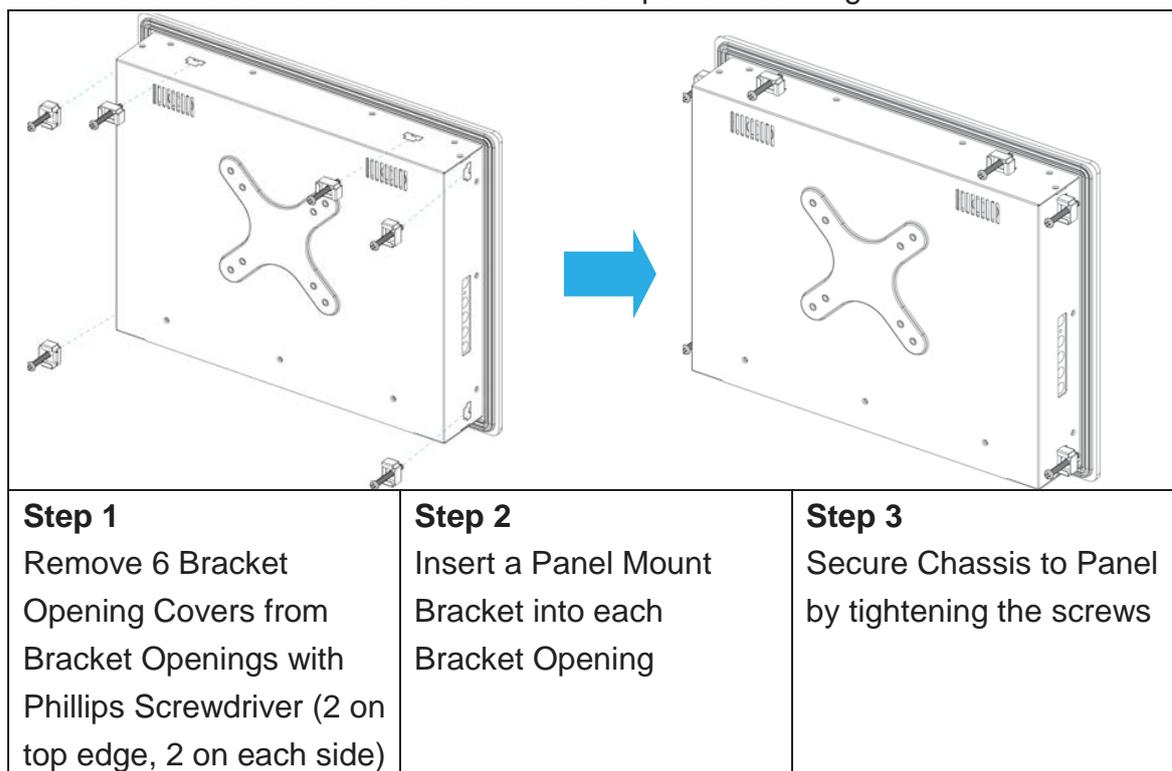


Figure 13 Panel Mounting (QTM-1500)

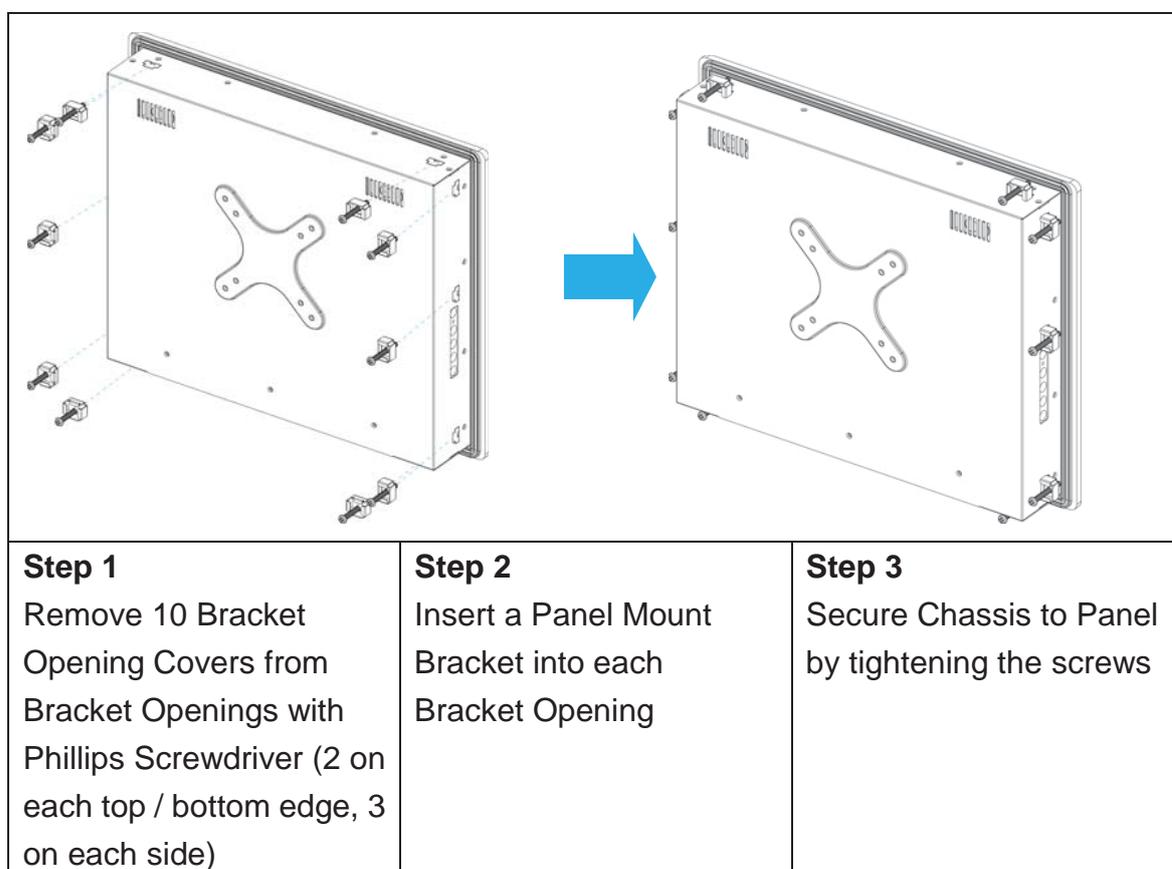


Figure 14 Panel Mounting (QTM-1700/1900)

## Chapter 3

# OSD Functions

### ■ Control Buttons

Button Name	Image	Functions
<Menu / Enter>		<ol style="list-style-type: none"> <li>1. To turn on the OSD menu</li> <li>2. To confirm the selection</li> </ol>
<Up>		<ol style="list-style-type: none"> <li>1. To move to the next functional icon</li> <li>2. To move to the next setting item</li> <li>3. To display the next setting option</li> <li>4. To increase the setting</li> </ol>
<Down>		<ol style="list-style-type: none"> <li>1. To move to the previous functional icon</li> <li>2. To move to the previous setting item</li> <li>3. To display the previous setting option</li> <li>4. To decrease the setting</li> </ol>
<Exit>		<ol style="list-style-type: none"> <li>1. To turn off the OSD menu</li> <li>2. To move from a sub-menu to the main menu and save the changes made in the sub-menu</li> </ol>

Table 2 OSD Control Button

## ■ Setting Instruction

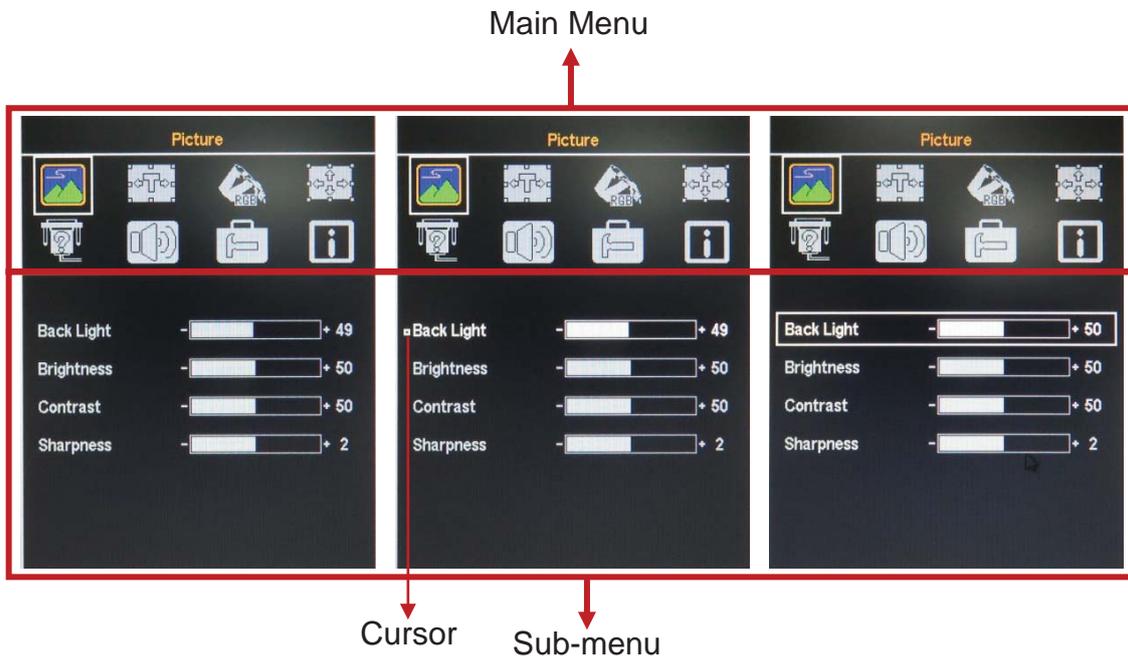


Figure 15 OSD Main Menu and Sub-menu

There are in total 8 functional icons in the main menu. One of the 8 icons will be displayed in colors to indicate the relationship with the setting items or information in the sub-menu below (as shown in the left figure above).

Use <Up> and / or <Down> button to move to the functional icon you want to operate or set and then press <Menu / Enter> button to enter the sub-menu under that functional icon. A cursor will appear in front of one of the setting items in the sub-menu when entering the sub-menu (as shown in the middle figure above).

Use <Up> and / or <Down> button to move to the setting item you want to set and then press <Menu / Enter> button to enter the setting mode. A frame will appear around the setting item when entering the setting mode. (as shown in the right figure above).

Use <Up> and / or <Down> button to display the next or previous setting option or increase or decrease the setting value and then press <Menu / Enter> or <Exit> button to confirm the selection and save the setting. The frame will disappear when the setting is complete.

## ■ Function Instruction

Table 3 “Picture” Menu

 <p>The screenshot shows the 'Picture' menu with four sliders: Back Light (+49), Brightness (+50), Contrast (+50), and Sharpness (+2). The menu title 'Picture' is at the top, and there are navigation icons below it.</p>	<p><b>Picture</b></p> <ul style="list-style-type: none"> <li>■ <b>Back Light</b> Options: 0 ~ 100</li> <li>■ <b>Brightness</b> Options: 0 ~ 100</li> <li>■ <b>Contrast</b> Options: 0 ~ 100</li> <li>■ <b>Sharpness</b> Options: 0 ~ 4</li> </ul>
--	---

Table 4 “Image Setting” Menu

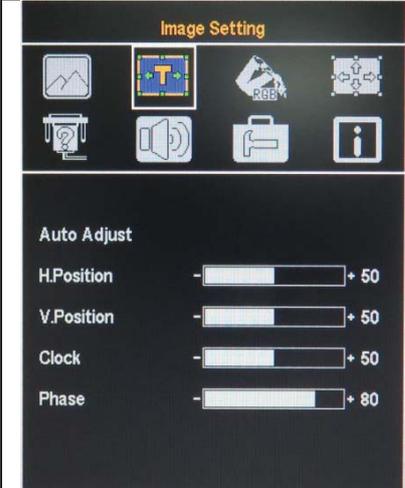
 <p>The screenshot shows the 'Image Setting' menu with five sliders: Auto Adjust, H.Position (+50), V.Position (+50), Clock (+50), and Phase (+80). The menu title 'Image Setting' is at the top, and there are navigation icons below it.</p>	<p><b>Image Setting</b></p> <ul style="list-style-type: none"> <li>■ <b>Auto Adjust</b> Options: N/A</li> <li>■ <b>H.Position</b> Options: 0 ~ 100</li> <li>■ <b>V.Position</b> Options: 0 ~ 100</li> <li>■ <b>Clock</b> Options: 0 ~ 100</li> <li>■ <b>Phase</b> Options: 0 ~ 100</li> </ul>
--	---

Table 5 “Color” Menu

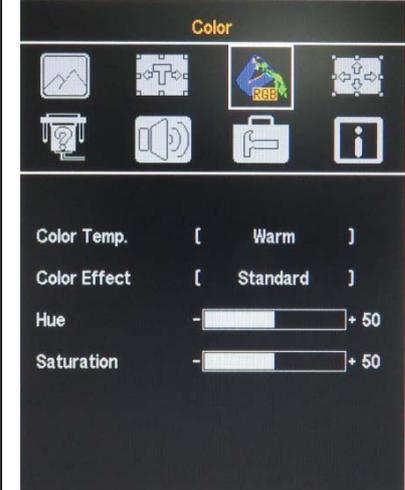
 <p>The screenshot shows the 'Color' menu with four settings: Color Temp. (Warm), Color Effect (Standard), Hue (+50), and Saturation (+50). The menu title 'Color' is at the top, and there are navigation icons below it.</p>	<p><b>Color</b></p> <ul style="list-style-type: none"> <li>■ <b>Color Temp.</b> Options: Cool, Warm, User</li> <li>■ <b>Color Effect</b> Options: Standard, Game, Movie, Photo, Vivid, User</li> <li>■ <b>Hue</b> Options: 0 ~ 100</li> <li>■ <b>Saturation</b> Options: 0 ~ 100</li> </ul>
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Table 6 "Signal Source" Menu

	<p><b>Signal Source</b> Options: Auto Search, VGA 1, VGA 2, HDMI, DVI</p>
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Table 7 "Audio" Menu

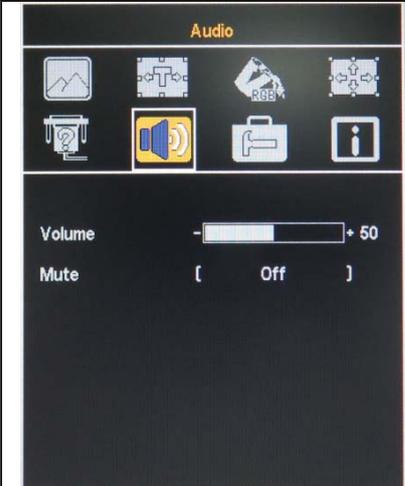
	<p><b>Audio</b></p> <ul style="list-style-type: none"> <li>■ <b>Volume</b> Options: 0 ~ 100</li> <li>■ <b>Mute</b> Options: Off, On</li> </ul>
--	--

Table 8 "OSD Menu" Menu

	<p><b>OSD Menu</b></p> <ul style="list-style-type: none"> <li>■ <b>OSD Timer</b> Options: 5 ~ 60</li> <li>■ <b>OSD H.Position</b> Options: 0 ~ 100</li> <li>■ <b>OSD V.Position</b> Options: 0 ~ 100</li> <li>■ <b>OSD Transparency</b> Options: 0 ~ 7</li> <li>■ <b>Language</b> Options: English, Français (French), Deutsch (German), Español (Spanish), 中文(Chinese)</li> <li>■ <b>Reset</b> Options: N/A</li> </ul>
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Table 9 "Information" Menu

 <p>The screenshot shows a dark-themed menu titled "Information" in orange. Below the title is a row of seven icons: a line graph, a circuit diagram, a hand holding a pen, a network diagram, a question mark, a speaker, and a briefcase. Below the icons, the text reads: "VGA 1", "1024x768@59.9Hz", "H: 48.3K Hz V: 59.9Hz", and "Version : KEDBM02V01".</p>	<p><b>Information</b> Options: N/A</p>
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## Chapter 4

# Driver Installation

You can download the Touch-Screen drivers for the QTM-1500/1700/1900 from our website and install as instructed there.