

v1.0



UI24R Touchscreen Compatibility

What Touchscreens Are Supported On The Ui24R?

Some touchpanels do not work, even though they are in the list of supported panels in the User Guide and Addendums.

Touschscreen manufacturers use different hardware in their devices, even on the same model number.

Ui24R will operate with a touchscreen connected to the HDMI and USB port, but those panels must have a driver written and included in the mixer's firmware, or it will not be recognized and will not work correctly, if at all.

The Ui24R requires that the touch screen information be passed via a USB cable to one of the USB A connections on the mixer. Each screen has its own USB ID number called VID and PID (Vendor ID and Product ID), in some instances even the same model may have a different VID and PID depending on which country it was purchased from, or which vendor the manufacturer purchased the electronics from. We have implemented several such ID's in the Ui24R but it is impossible for us to know all the ID numbers and all the screens that may be available at a future time. In such cases that the touchscreen doesn't work, we will need to identify your touchscreen's VID and PID, touchscreen manufacturer, model number and version, so we can add it to the firmware of the Ui24R at a future date.

Another thing we have found is that the touchscreen vendors will buy touch overlays and controllers from various manufacturers and they may be totally different, even on same model number. So if a panel is on the supported list but doesn't operate, check the VID and PID on the list, then check it on the panel to make sure it is the same. One good example we are seeing now is the Dell P2418HT. We have drivers already for VID 1FD2 and PID 6103. We also have VID 424 and PID 274C. But now they have a model with VID 1FD2 but PID 8105. This does not work. So just because a certain model number is on the list, it doesn't necessarily mean it will work or will be supported.

To find the VID and PID of the device, plug it in to your computer.

MAC OS:

Click Apple logo upper left. Hit Option key on keyboard to toggle to the system profiler, or About This Mac. Then click on Hardware.

		MacBook Pro
▼ Hardware	Hardware Overview:	
ATA		
Audio	Model Name: Model Identifier:	MacBook Pro
Bluetooth	Processor Name:	Intel Core i7
Camera	Processor Speed:	3 GHz
Card Reader	Number of Processors:	1
Controller	Total Number of Cores:	2
Diagnostics	L2 Cache (per Core): L3 Cache:	200 KB 4 MR
Disc Burning	Memory:	8 GB
Ethernet Cards	Boot ROM Version:	162.0.0.0
Fibre Channel	SMC Version (system):	2.16f68
FireWire	Serial Number (system):	C02NX10UG3Q1 E67C18EE_BC83_EEEA_B821_DEE6E47D42B7
Graphics/Displays	Haluwale COID.	F0/C10FF-0C03-3EFA-0021-0FF0E4/0420/
Hardware RAID		
Memory		
NVMExpress		
PCI		
Parallel SCSI		
Power		
Printers		
SAS		
SATA/SATA Express		
SPI		
Storage		
Thunderbolt		
USB		
Network		
Firewall		
Locations		
Volumes		
WWAN		
Wi-Fi		
▼ Software		
Accessibility		
Applications		
Components		
Developer		
Disabled Software		
Extensions		
Fonts		
Frameworks		
Installations		

Next, scroll down and click on USB. Look down the list to see the actual device and copy down the Product ID (PID) and Vendor ID (VID) (These examples are from a USB printer, but results will be the same)

HARMAN

	M	acBook Pro	
▼ Hardware	USB Device Tree	^	
ATA	VUSB 3.0 Bus		
Audio	Internal Memory Card Beader		
Bluetooth	Apple Internal Keyboard / Tracknad		
Camera	BDCM20702 Hub		
Card Reader	Plustaath USB Hast Controller		
Controller	Brieter		
Diagnostics	Finitei		
Disc Burning			
Ethernet Cards		0	
Fibre Channel	Speed:	Up to 12 Mb/sec	
FireWire	Manufacturer:	Apple Inc.	
Graphics/Displays	Location ID:	0x14300000 / 3	
Hardware RAID	Current Available (mA):	500	
Memory	Current Required (mA):	94	
NVMExpress	Built-In:	u Yes	
PCI	Durit ini		
Parallel SCSI	Bluetooth USB Host Co	ontroller:	
Power			
Printers	Product ID:	0x8289	
SAS	Version:	0x05ac (Apple Inc.)	
SATA/SATA Express	Speed:	Up to 12 Mb/sec	
SPI	Manufacturer:	Apple Inc.	
Storage	Location ID:	0x14330000 / 5	
Thunderbolt	Current Available (mA)	500	
USB	Extra Operating Current	: 0 νt (mΔ): 0	
Vetwork	Built-In:	Yes	
Firewall			
Locations	Printer:		
Volumes	Desident (D)	0.0500	
WWAN	Product ID: Vendor ID:	0x0588 0x09c5 (Memory Corporation)	
Wi-Fi	version:	2.00	
▼ Software	Serial Number:	588U2922031	
Accessibility	Speed:	Up to 12 Mb/sec	
Applications	Manufacturer:	Printer	
Components	Current Available (mA):	500	
Developer	Current Required (mA):	100	
Disabled Software	Extra Operating Current (mA):	0	
Extensions	1284 Device ID:		
Eonte		MFG:Printer;CMD:XPP,XL;MDL:ThermalPrinter;CLS:PRINTER;DES:ThermalPrinter	
Frameworke		, 1	
Installations			



Windows PC:

Open the "Device Manager". Find the USB device, then right click on it and hit properties.

📇 Device Manager			_		×
<u>F</u> ile <u>A</u> ction <u>V</u> iew <u>H</u> elp					
🗢 🔿 📰 🔛 🖬 🖳 💺 🗙 📀					
✓					^
> 4 Audio inputs and outputs					
> 🦢 Batteries					
> 🗑 Biometric devices					
> ଃ Bluetooth					
> 👰 Cameras					
> 💻 Computer					
> 👳 Digital Media Devices					
> 🚔 Disk drives					
🔉 🏣 Display adapters					
> 🏧 Human Interface Devices					
> 🦏 IDE ATA/ATAPI controllers					
> 🛁 Imaging devices	> 🚡 Imaging devices				
✓	🗸 🔤 Keyboards				
IID Keyboard Device					
IID Keyboard Device					
📖 Logitech HID-compliant Unifying keyboard	d				
Standard PS/2 Keyboard					
> Memory technology devices	> Memory technology devices				
Mice and other pointing devices					
IID-compliant mouse					
📗 Logitech HID-compliant Unifying Mo					
Synaptics Pointing Device	U <u>p</u> date driver				
> 🛄 Monitors	Disable device				
> 🖵 Network adapters	Uninstall device				
Ports (COM & LPT)					¥
Opens property sheet for the current selection.	Scan for hardware changes				
	P <u>r</u> operties				



In the resulting window, select the tab "Details. Then choose "Hardware IDs".

Logite	ch HID-co	mpliant l	Jnifying	Mouse Properties		×
Gener	al Driver	Details	Events	Power Management		
	Logited	ch HID-co	mpliant U	nifying Mouse		
Prop	erty					
Dev	vice descript	tion			~	
Dev Dev Dev Con Cap Stat Prot Cas Clas Clas Clas Clas Clas Clas Clas	vice descript ice descript ice instance dware Ids apatible Ids abilities us blem code fig flags is Guid hame er date er version vider section ection exter uded Infs ching devic k of driver vice filters ress e container number relations	nsion e ld				
Bus Chile Con	type Guid dren tainer Id					



Copy down the VID and PID info. (These examples are from a USB mouse, but results will be the same.)

Logitech HID-compliant Unifying Mouse Properties X
General Driver Details Events Power Management
Logitech HID-compliant Unifying Mouse
Property
Hardware Ids ~
Value
HIDI VID_046D&PID_C52B (REV_2401&MI_02&Qid_401B&WI_01&Class) HIDI VID_046D&PID_C52B&MI_02&Qid_401B&WI_01&Class_00000004 HIDI Vid_046D&Qid_401B HIDI Vid_046D&Class_00000004 HIDI VID_046D&UP:0001_U:0002 HID_DEVICE_SYSTEM_MOUSE HID_DEVICE_UP:0001_U:0002 HID_DEVICE
< >>
OK Cancel

Please email this information, along with touchscreen manufacturer, model number and version, to the Harman Support email address. <u>HProTechSupportUSA@harman.com</u> In subject line write "Ui24R Touchscreen Feature Request"

About HARMAN Professional Solutions

AKG AMX

Crowr

dbx

HARMAN Professional Solutions is the world's largest professional audio, video, lighting, and control products and systems company. Our brands comprise AKG Acoustics®, AMX®, BSS Audio®, Crown International®, dbx Professional®, DigiTech®, JBL Professional®, Lexicon Pro®, Martin®, Soundcraft® and Studer®. These best-in-class products are designed, manufactured and delivered to a variety of customers in markets including tour, cinema and retail as well as corporate, government, education, large venue and hospitality. For scalable, high-impact communication and entertainment systems, HARMAN Professional Solutions is your single point of contact. www.harmanpro.com

JBL

exicon

Martin

Soundcraff

STUDER

::: Dıgilech