



Kontron Touchscreen – Frequently Asked Questions

Q1) How is the Kontron touchscreen mounted?

A) The standard VESA mount (100mm and 75mm) on the back of the touchscreen fits most desktop stands, pole mounts or wall mounts. The screen can be viewed in landscape or portrait mode using the standard pole mount offered by PPG.

Q2) How do I connect the Kontron touchscreen to a computer?

A) Follow these steps:

1. The transmitter box and computer should be located in a non-hazardous area outside the mixing room.
2. Connect the Green Cable (CAT 7 Ethernet cable) from the Kontron touchscreen to the transmitter box.
3. Connect the USB and HDMI cables to the transmitter box and to the computer. Connect the power cable to the transmitter box then to the power outlet. LED indicators confirm connections. Note: there is no “On/Off” switch on the transmitter box or touchscreen.

Q3) Do I need to run conduit when a Kontron touchscreen is installed?

A) No conduit is needed. The green network cable included with the touchscreen is a specialized, heavy-duty cable and is UL rated for hazardous areas.

Q4) Does the Kontron touchscreen need drivers or software?

A) No drivers or calibration software is required.

Q5) What cable lengths are available for the Kontron touchscreen?

A) 25', 50' and 100'. Note: The touchscreen and cable are permanently connected.

Q6) How do I clean the Kontron touchscreen?

A) A razor blade is best for cleaning. Do not use liquids.

Q7) How do I calibrate touch on the Kontron touchscreen?

A) No calibration needed. If calibration is off, this is a warranty issue.

Q8) What is the Kontron touchscreen warranty?

A) 2 years from ship date.

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Q9) What is needed if using a Kontron touchscreen to replace an existing Planar or ELO device?

A) Follow these steps:

1. Uninstall Planar or ELO Drivers
2. Connect as described in Question 2

Q10) What version of Windows does the Kontron touchscreen work?

A) The touchscreen is certified to be used with a Windows 10 Operating System.

Q11) Will the Kontron touchscreen work if I have a Windows 7 Operating System?

A) Replace the computer or upgrade the operating system and memory, if needed, to meet current PaintManager® XI system requirements.

Q12) What hardware is needed if using a Kontron touchscreen to replace a TouchMix® XI?

A) Treat as a new install. The Kontron touchscreen is not an all-in-one computer like the TouchMix® XI, therefore a computer will be required.

Q13) How do I connect my scale when replacing a TouchMix® XI with the Kontron touchscreen?

A) Identify which scale you have and follow the instructions below:

- A Sartorius scale will use existing cable.
- A Mettler scale will need to replace the short serial cable with an “off the shelf”, 9 pin male (Scale end) to female (PC end) serial to serial, or a serial (male Scale end) to USB (PC end). The cable length would be determined by setup.

Q14) What is the part number for the Kontron touchscreen?

A) There are three part numbers for different cable lengths needed.

- PPG150/EA Kontron Touchscreen w/ 25ft Cable
- PPG151/EA Kontron Touchscreen w/ 50ft Cable
- PPG152/EA Kontron Touchscreen w/ 100ft cable

Q15) Who can I contact for help?

A) For questions, contact the Color IT team at 1-800-647-6050 or ColorITSupport@ppg.com

