



Paradigm 7" Touchscreen

P-TS7 (all models)

User Manual

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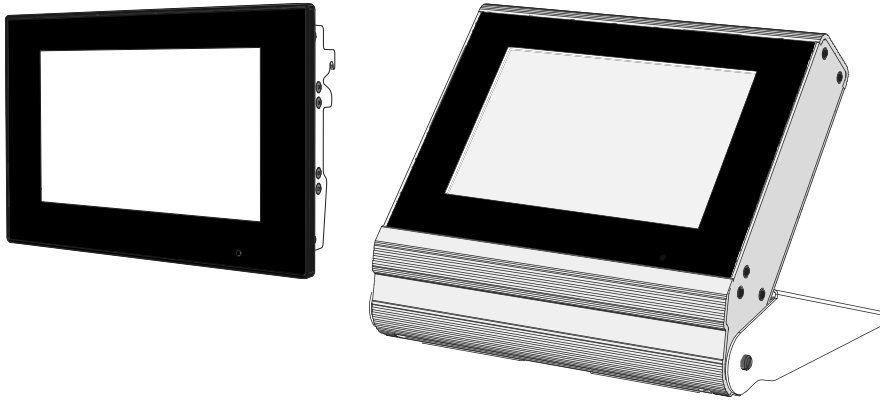
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Introduction

Welcome to the Paradigm P-TS7 touchscreen user manual. This document applies to all P-TS7 touchscreen models including wall-mount, rack-mount, and portable units (Ethernet and LON).



This document is intended specifically for instruction to setup the software on P-TS7 touchscreens. For hardware installation information, reference the installation or setup guide provided with your touchscreen or touchscreen accessory.

Specifications

P-TS7 touchscreens use high-resolution, color displays that are bright and easy to read. The touch sensitive panels provide audible and visual feedback that show when commands are fully registered.

P-TS7 touchscreens are designed for use with the Paradigm Architectural Control Processor (P-ACP, Paradigm Processor) and ControlDesigner software to provide intuitive graphics that integrate with your control system, providing advanced lighting and control options.

- 7" WVGA, color LCD touchscreen with 800x480 pixel resolution utilizing 24-bit color depth and a 10:6 aspect ratio.
- Support for hue, saturation, and brightness (HSB) color picker for dynamic selection of color with LED and multi-parameter fixtures.
- Timed Event creation, edit, and override from the Setup menu.
- Configurable, software-based access level control with multiple levels of access utilizing numeric passcodes.
- Supports Cat5 with PoE to connect to a networked Paradigm system.
- Supports USB flash drives and SD media for upload and download (backup) of configuration data.
- Supports standard or custom graphical control pages created through ControlDesigner software.

Help from ETC Technical Services

If you have questions that are not answered by this document, try the ETC support website at support.etcconnect.com or the main ETC website at etcconnect.com. If none of these resources are sufficient, visit etcconnect.com/contactETC and contact ETC Technical Services. Emergency technical support is available from all ETC offices outside of normal business hours.

When calling for help, take these steps first:

- Prepare a detailed description of the problem.
- Go near the equipment for troubleshooting.
- Prepare a list of other installed components in your system.
- Find your ticket number if you have called in previously.

Overview

Power and Data Connections

The available power and data connections vary depending on the touchscreen model.

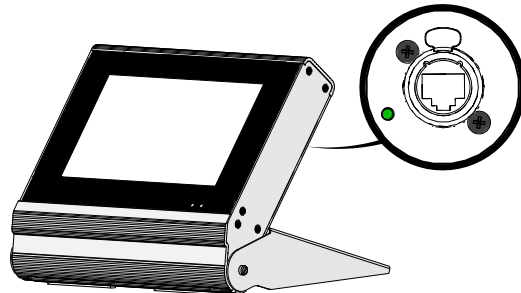
Model	Description	NetConnect (Ethernet)	LinkConnect (LON)	24 VDC Auxiliary
P-TS7	7" Touchscreen	X	X	X
P-TS7-E	7" Touchscreen (Ethernet only)	X		X
P-TS7-P	7" Portable Touchscreen		X	X
P-TS7-PE	7" Portable Touchscreen (Ethernet only)	X		

Portable Touchscreens (P-TS7-P) connects to the Paradigm control system using a portable receptacle station (UH1RS) which supplies both power and data to the touchscreen.

- Ethernet (Category 5 or equivalent) for data connection to the network.
- Ethernet with PoE 802.3af (Category 5 or equivalent) for power and data connection to the network.
- LinkConnect (Belden 8471) for LON data connection to the network.
- 24 VDC Auxiliary Power is required for the portable receptacle station (UH1RS), and utilizes 1.5 mm² (16 AWG) typically a black and red wire pair. Touchscreen power when connected to the portable station.

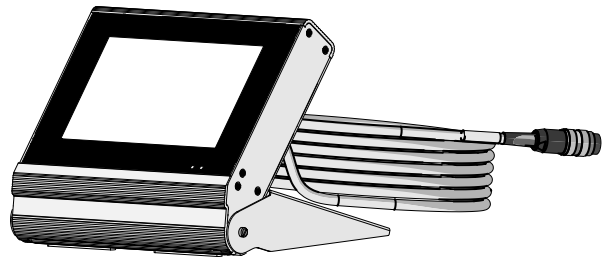
Paradigm portable touchscreens offer a flexible way to remotely control your Paradigm control system over either an Ethernet connection (P-TS7-PE) or a LON connection (P-TS7-P).

The P-TS7-PE is provided with a RJ45 to etherCON cable that connects the touchscreen to a compatible Power over Ethernet (PoE 802.3af) network port that is also connected to the Paradigm control system.



The P-TS7-P is provided with a 5 m (16 ft) cable that connects the touchscreen to a Unison portable receptacle station (UH1RS), available separately.

The portable receptacle station (UH1RS) uses LinkConnect and 24 VDC Auxiliary Power wiring that supplies both power and data to the touchscreen.



NetConnect

NetConnect uses Power over Ethernet (PoE 802.3af) communications to connect between the touchscreen (P-TS7-E/P-TS7-PE) and the Paradigm Processor. Reference the related touchscreen installation guide for details on hardware installation, wiring requirements, and power up procedure.

LinkConnect

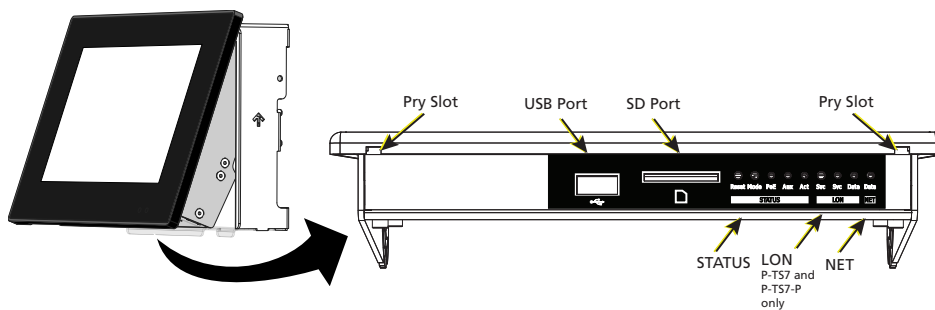
LinkConnect uses Echelon LonTalk® with LinkPower to connect between the touchscreen (P-TS7 model only) and the Paradigm Architectural Control Processor (P-ACP, Paradigm Processor).

The P-TS7 wall-mount, when connected over LinkConnect, uses 3 watts of power at 24 VDC. Reference the related touchscreen installation guide for details on hardware installation, wiring requirements, and power up procedure.

Service Panel

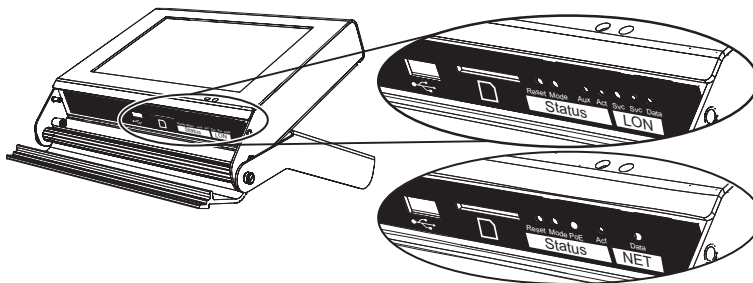
Each model of the touchscreen has a service panel that provides access to the USB port, SD card slot, and a selection of indicators and service pins.

The wall-mount and rack-mount I/O panel is located on the bottom of the unit, viewable only when the LCD is in its service position.



To move the touchscreen into a service position, gently insert a flat blade screwdriver into the pry slot (indicated in the image above) and unsnap the touchscreen from the collar, then lift the bottom upward slightly and rotate outward. Rest the touchscreen on the pins in the mounting collar.

The portable touchscreen (P-TS7-P/P-TS7-PE) I/O panel is located behind an access door on the bottom of the unit.



Ports

USB

This connection is used for local upload and download of the configuration and theme files, as well as firmware updates. The USB port supports all USB keys that utilize 250 mA of power or less.

Secure Digital (SD)

This connection is used for local upload and download of the configuration and theme files, as well as firmware updates. The SD card slot supports standard SD media up to 2 GB.

Buttons and Indicator LEDs

Each of the buttons and indicators on the touchscreen I/O panel are labeled and grouped according to its relationship and function.

The "Status" section includes all buttons and indicators related to the touchscreen's functions and features, including software reset, access to the setup menu, and power source. Buttons and indicators that relate specifically to [LinkConnect](#) data use are labeled in the "LON" section and others that relate specifically to [NetConnect](#) data use are labeled in the "NET" section.



Note: *Availability of buttons and indicators vary according to the touchscreen model.*

Status

- **[Reset]** - when pressed, resets the touchscreen software causing a reboot and service pin message to the connected processor.
- **[Mode]** - press once to access the Setup menu. Press and hold four seconds to calibrate the touchscreen.
- **PoE** - indicates solid when Power over Ethernet is present (NetConnect only).
- **Aux** - indicates solid when the touchscreen is powered by auxiliary power (LinkConnect only).
- **Act** - reserved for future development.

LON

- **[Svc]** - sends the station ID to the connected Paradigm Processor (P-ACP).
- **{Service Pin}** - located in the [Setup Menu](#).
- **Svc** - indicates when a service pin command has been sent to the Paradigm Processor.
- **Data** - indicates (flashing) when data is transmitted by LinkConnect.

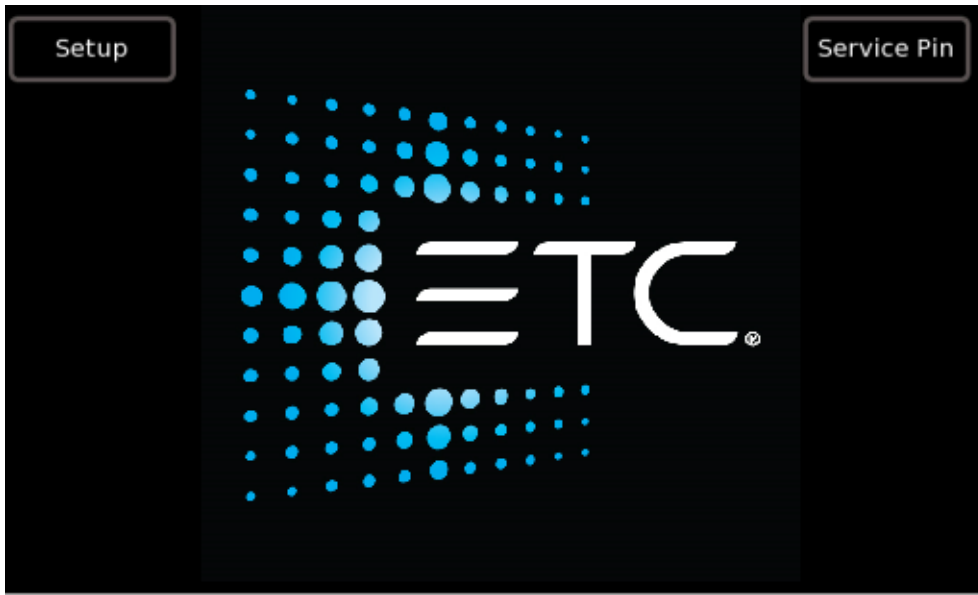
NET

- **Data** - indicates (flashing) when data is transmitted over NetConnect.

ControlDesigner Software

Paradigm ControlDesigner software is used to create graphical layouts and page navigation features, also known as the configuration file, for the P-TS7 touchscreen. The P-TS7 supports configuration files that are uploaded from the connected Paradigm Processor or loaded directly to the touchscreen using removable media, such as USB or SD media.

On initial power-up, with no ControlDesigner configuration installed or when the touchscreen is not bound/connected to a Paradigm Processor, the touchscreen displays the default splash page which includes the ETC logo and two buttons; **{Setup}** and **{Service Pin}**.



Pressing the **{Setup}** button accesses the [Setup](#) menu where setup options and technical information are displayed. Pressing the **{Service Pin}** button issues a service pin request to the Paradigm Processor over the control network. When the touchscreen is bound/connected, the configuration file will begin to load.

Setup

Pressing the **{Setup}** button on the default page displays the [About](#) page of the touchscreen Setup menu. Alternatively, you can access the Setup menu by pressing the **[Mode]** button on the I/O panel. See also [Service Panel on page 4](#).

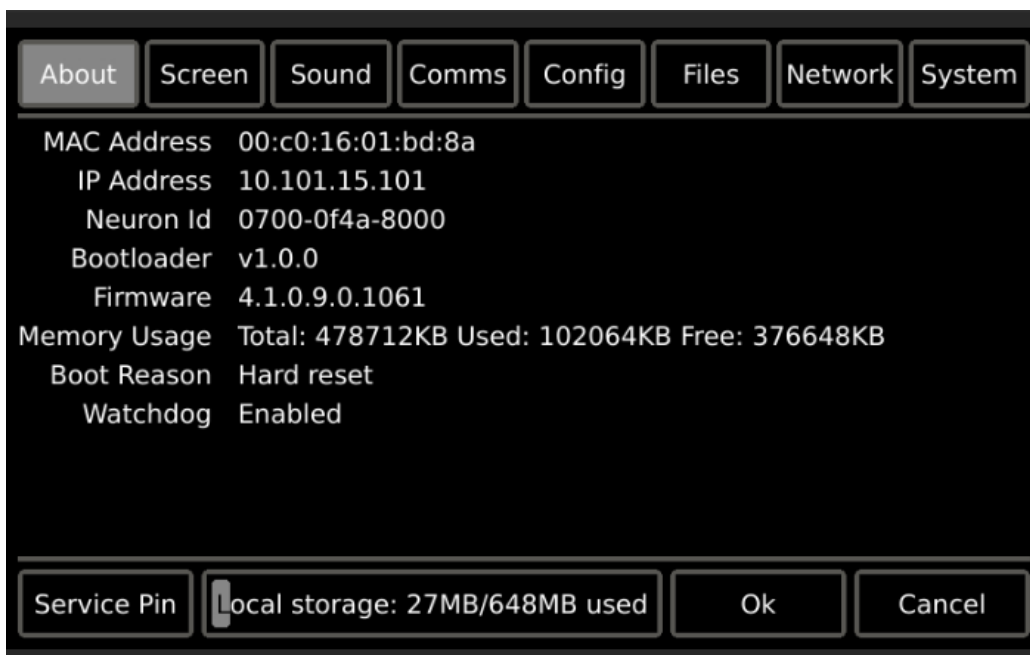
Each page of the Setup menu displays additional controls and information including **{Service Pin}**, *Local storage: available/used* (read-only), **{Ok}**, and **{Cancel}**.



Note: *Information displayed for selection and configuration throughout the Setup menu vary depending on the model of touchscreen.*

About

The About page displays read-only information pertaining to the touchscreen firmware and operation.



- **MAC Address** a unique identifier assigned to the touchscreen by ETC for identification over the Paradigm network.
- **IP Address** the current network IP address assigned to the touchscreen. This number can be modified from the [Network](#) tab.
- **Neuron Id** a station specific unique hardware address that is permanent to the touchscreen. This ID is used by the Paradigm Processor to bind/associate (bind) stations within the LightDesigner configuration.
- **Bootloader** the bootloader software version.
- **Firmware** the firmware version loaded onto the touchscreen. Firmware can be updated, see [System on page 24](#) for instructions.



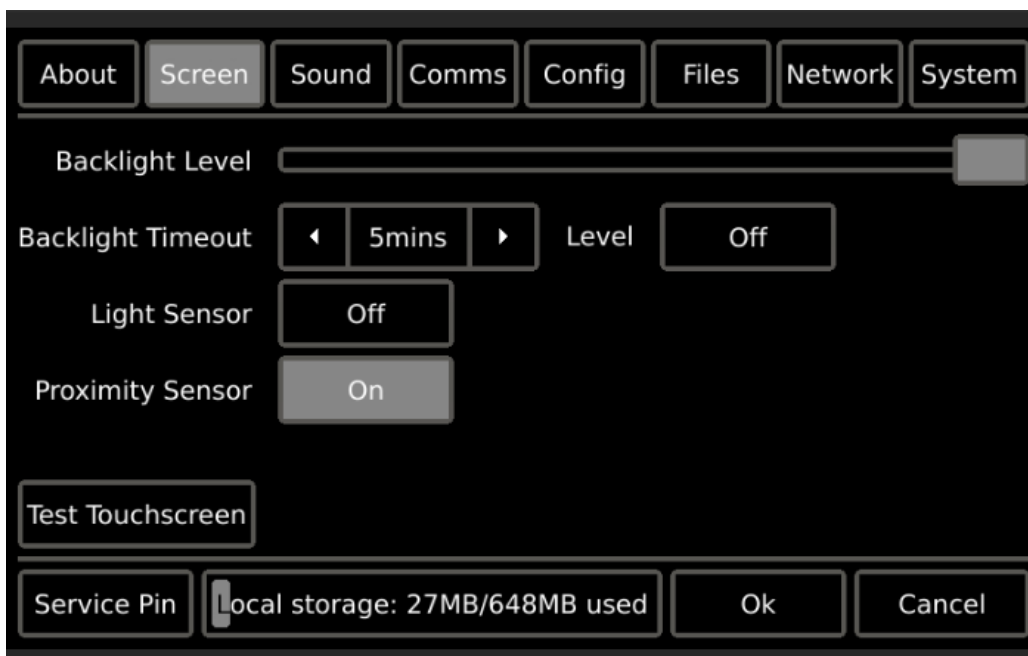
Note: The firmware version in the touchscreen must be compatible with the firmware version in the Paradigm Processor for the two devices to communicate.

- **Memory Usage** the "Memory Usage" section displays the "Total" memory available, the memory "Used" and the available memory that is "Free" for use.
- **Boot Reason** the last action that caused the touchscreen to boot. Reasons for reboot could be due to a [Reset] button press on the touchscreen I/O panel, power loss, etc.
- **Watchdog** displays the status of the Watchdog service.



Note: Watchdog is a service that monitors touchscreen activity and will automatically reboot the device in the event it would suffer a crash or lockup. Watchdog should be enabled unless instructed otherwise by ETC Technical Services.

Screen



The Screen page provides user level settings for the touchscreen including:

- **Backlight Level** - a level bar is provided to set the relative brightness of the touchscreen backlight. By default, the level is set to full.



Note: On touchscreen models with a light sensor, the **Backlight Level** sets the maximum level of brightness.

- **Backlight Timeout** - sets the length of inactivity time before the backlight fades to its backlight timeout level. This is separate from any configuration related Inactivity Timeout settings.
- **Level** - the intensity level the backlight will fade to when its *Backlight Timeout* has been reached. This level can be set to either "Off" or "Dim".



Note: Light and Proximity Sensors are not available on all P-TS7 touchscreen models.

- **Light Sensor** - allows the touchscreen to determine an appropriate backlight level based on ambient light in the space. The internal light sensor measures the ambient light and adjusts the backlight proportionally based on the established backlight level settings. By default, the light sensor is set to Off.
- **Proximity Sensor** - when set to On (the default), proximity allows the touchscreen to detect a user's presence as they approach the touchscreen for use. When proximity is detected, the touchscreen automatically turns on the backlight and displays the inactivity page that was configured in ControlDesigner. Proximity is only supported on the wall-mount P-TS7.
 - The proximity sensor uses active IR to determine proximity to the touchscreen. The sensor has a sensing distance of approximately one foot with a field angle of 15 degrees.
 - If the sensor registers any moving or stationary objects within this range, it will "wake" the station from its sleeping state and reset the backlight timeout and the station inactivity timer as set in ControlDesigner.



Note: *Be aware of stationary objects (such as rack doors) that remain within the sensing range as it may interfere with the function of the sensor. In these applications, it is best practice to disable the proximity sensor.*

The proximity sensor is looking for reflected IR; therefore any IR devices (such as alarms or listening assistance systems) within a range of the proximity sensor may prevent the system from sleeping or displaying an inactivity page.

Test Touchscreen

The **{Test Touchscreen}** button, located on the [Screen](#) page, launches a tool used to test the touchscreen.



Note: *You can also press and hold the **[Mode]** button (located on the I/O panel of the touchscreen) for four seconds to launch the Test Touchscreen tool.*

Complete touchscreen calibration is completed at the factory prior to shipment. This function is provided only to test the touchscreen is working as expected. If pressing on the screen causes unintended results (such as the press registering elsewhere on the screen), contact ETC Technical Support at an office near you for additional support.

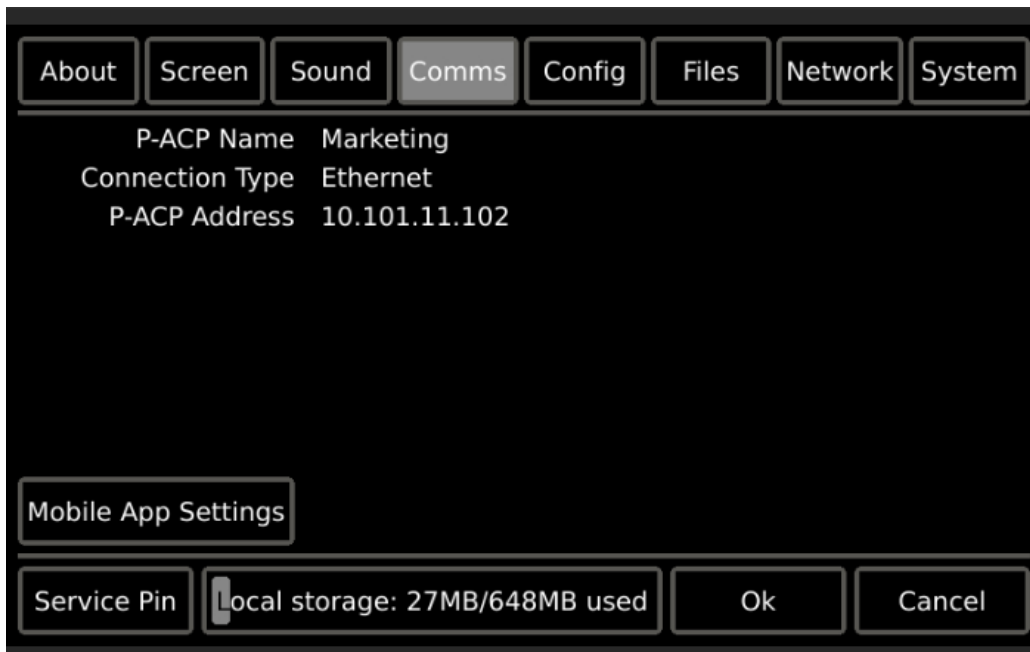
Sound

The Sound page provides a volume control for the master volume level of the touchscreen's built-in speaker.



Comms

The Comms page provides read-only information about the Paradigm Processor to which the touchscreen is connected (bound to) over the Paradigm control network. This page also provides secured access to the touchscreen [Mobile App Settings](#), allowing connection and use of the Paradigm Touchscreen Remote App.



- **P-ACP Name** - the name of the Paradigm Processor the touchscreen is connected (bound) to.
- **Connection Type** - the type of connection that is made to the P-ACP. Options include "Ethernet" which is NetConnect, or "LON" which is LinkConnect.



Note: This information is useful when troubleshooting your communication connection between the P-TS7 and your Paradigm control system. When the touchscreen is connected by NetConnect, the IP address of the connected Paradigm Processor is shown.

A portable touchscreen (P-TS7-P) indicates the Connector ID of the Portable Connector Station (UH1RS) it is connected to.

Mobile App Settings

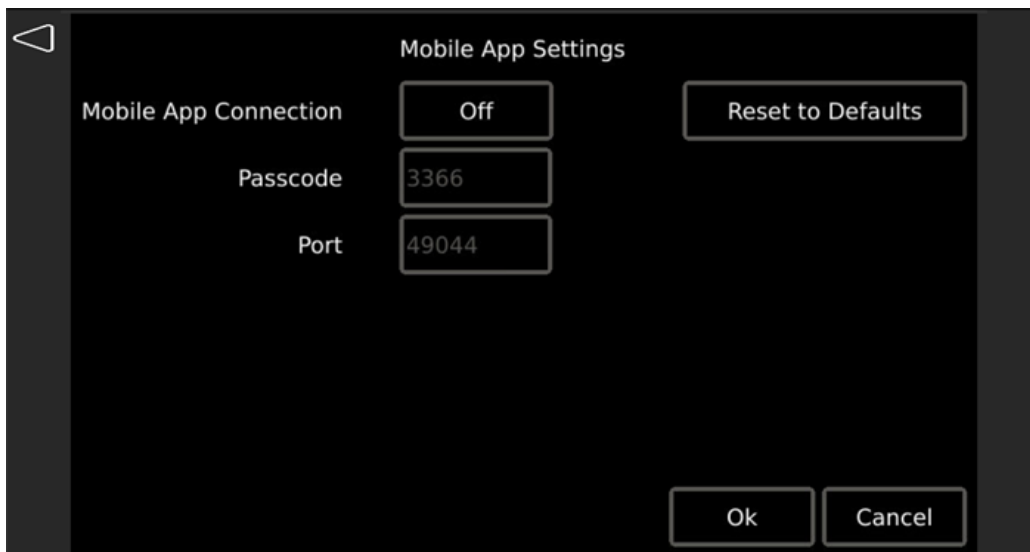


Note: Mobile App Settings is a protected page. You must enter the Setup passcode to enter the Mobile App Settings page.

The Paradigm Touchscreen Remote App interfaces with the Paradigm control system by connecting over Wi-Fi to your lighting system and an Ethernet (NetConnect) connected P-TS7 touchscreen.



Note: Touchscreen Remote App connection is incompatible with LON and wireless connected touchscreens.



To configure an Ethernet-connected P-TS7 touchscreen for use with the Paradigm Touchscreen Remote App, select the **{Mobile App Settings}** button located on the Comms page. The Mobile App Settings page provides access to enable the touchscreen for connection via the Touchscreen Remote App and sets the passcode security and port address for the connection.

When configured and connected, the Paradigm Touchscreen Remote App mimics all current display activity for an online P-TS7 onto the remote mobile device and transmits touch events from the remote mobile device back to the Paradigm system. Each touch event from the mobile device tracks on the P-TS7, and vice versa.



Note: Only one Paradigm Touchscreen Remote App connection is allowed per P-TS7 touchscreen at any given time.

- **Mobile App Connection** - this setting toggles On/Off the ability for the Paradigm Touchscreen Remote App to connect to this P-TS7. This setting is Off by default.



Note: The following settings are available for configuration when the Mobile App Connection setting is set to On.

- **Passcode** - is a four-digit numeric code used to secure a connection to the touchscreen from the Touchscreen Remote App. On initial setup, the P-TS7 will automatically generate a random four-digit code, alternatively you can choose your own four-digit code, or leave the field blank to disable the passcode requirement.

Mobile App Settings

Mobile App Connection ☐ On Reset to Defaults

Passcode

Port

Ok Cancel



Note: A passcode may be required when connecting to the P-TS7 using the Touchscreen Remote App.

- **Port** - UDP port. The port defaults to 49044.

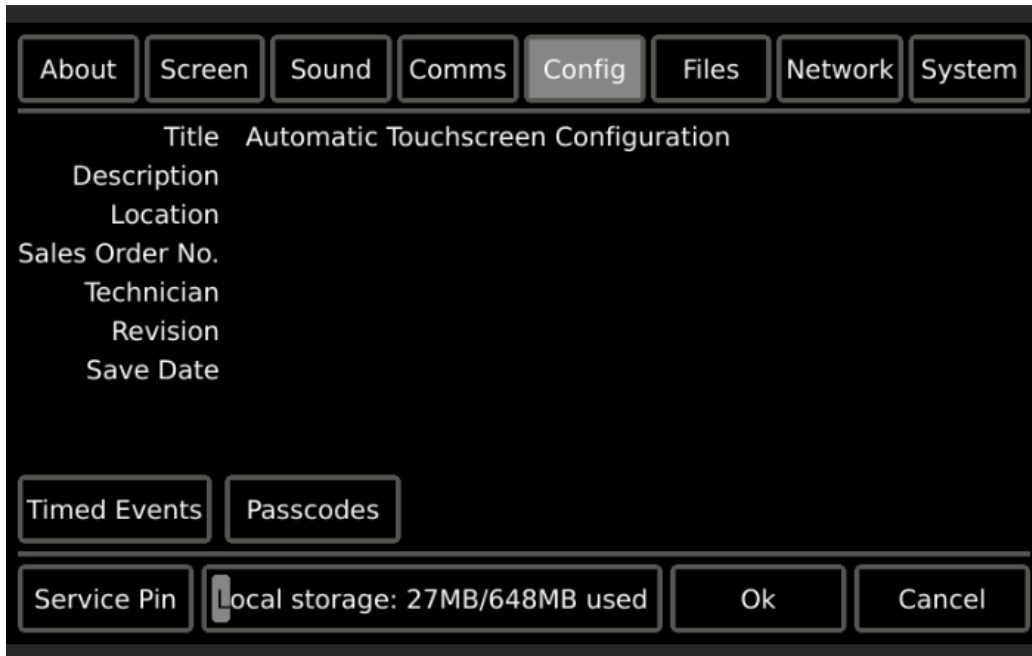


Tip: When the UDP port is not default (49044), you must specify the port number with the IP address in the Touchscreen Remote App. For example, 10.101.15.101:49045.

- Pressing the **{Reset to Defaults}** button resets the Mobile App Settings to factory defaults:
 - Toggles the Mobile App Connection Off.
 - Resets the passcode to a new random four-digit code.
 - Resets the Port to 49044.

Config

The Config page displays the project information that was provided in ControlDesigner, or it displays "Automatic Touchscreen Configuration" if the configuration was generated in LightDesigner using a standard theme. Project information can only be modified in the ControlDesigner configuration.



The screenshot shows a software interface with a dark background. At the top, there is a horizontal menu with eight buttons: "About", "Screen", "Sound", "Comms", "Config" (which is highlighted), "Files", "Network", and "System". Below the menu, the main area displays project information. The title is "Automatic Touchscreen Configuration". Below the title, there are labels for "Description", "Location", "Sales Order No.", "Technician", "Revision", and "Save Date", each followed by a blank space for input. At the bottom of the main area, there are two buttons: "Timed Events" and "Passcodes". Below these buttons, there is a row containing a "Service Pin" button, a text field showing "Local storage: 27MB/648MB used", and two buttons labeled "Ok" and "Cancel".

Access to [Timed Events](#) and the [Passcodes](#) is also available from this page.



Note: *Timed Events and Passcodes features have protected access. You must enter the setup passcode to view the settings in those screens.*

Passcodes

Passcodes are codes that are required to access the passcode protected screens found in the P-TS7 Setup menu. By default, the Setup passcode is 3031.



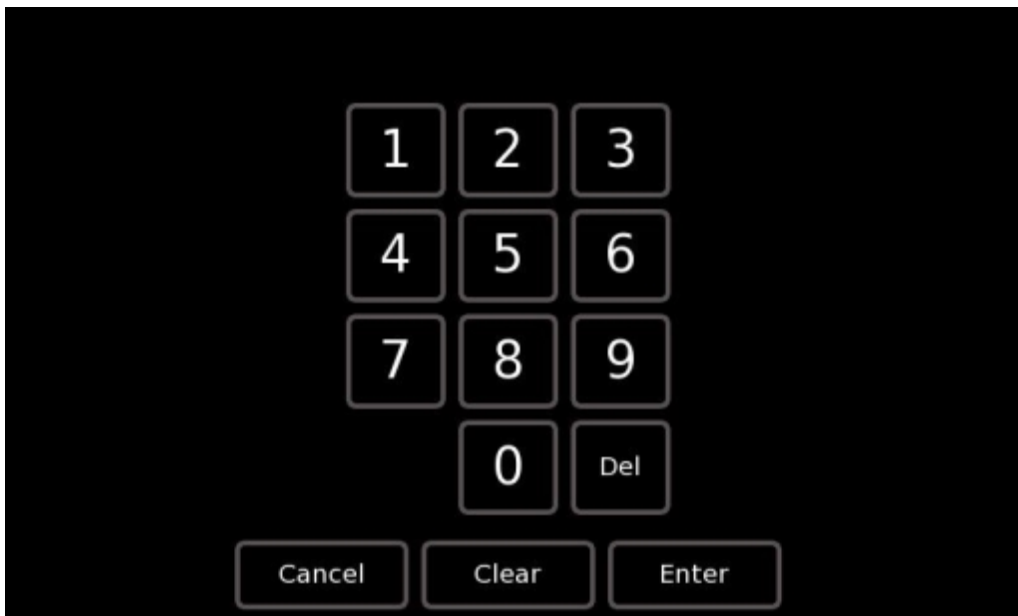
Passcodes are created and assigned in the ControlDesigner configuration. This page in the P-TS7 menu displays all Setup Passcodes that have been created and are associated to the configuration.

Protected Pages and Features

The P-TS7 menu features passcode protected pages and features that should be accessed only by trained personnel. Typically, these pages and features are accessed only during system commissioning.

- [Mobile App Settings](#) located on the [Comms](#) page (see [page 11](#))
- [Timed Events](#) and [Passcodes](#) located on the [Config](#) page
- [Files on page 21](#)
- [Network on page 23](#)
- [System on page 24](#)
- [Timed Events on page 16](#)
- [Passcodes on page 14](#)
- [Mobile App Settings on page 11](#)

Selecting any of the protected pages or selecting a button for a protected feature will display a keypad for passcode entry.



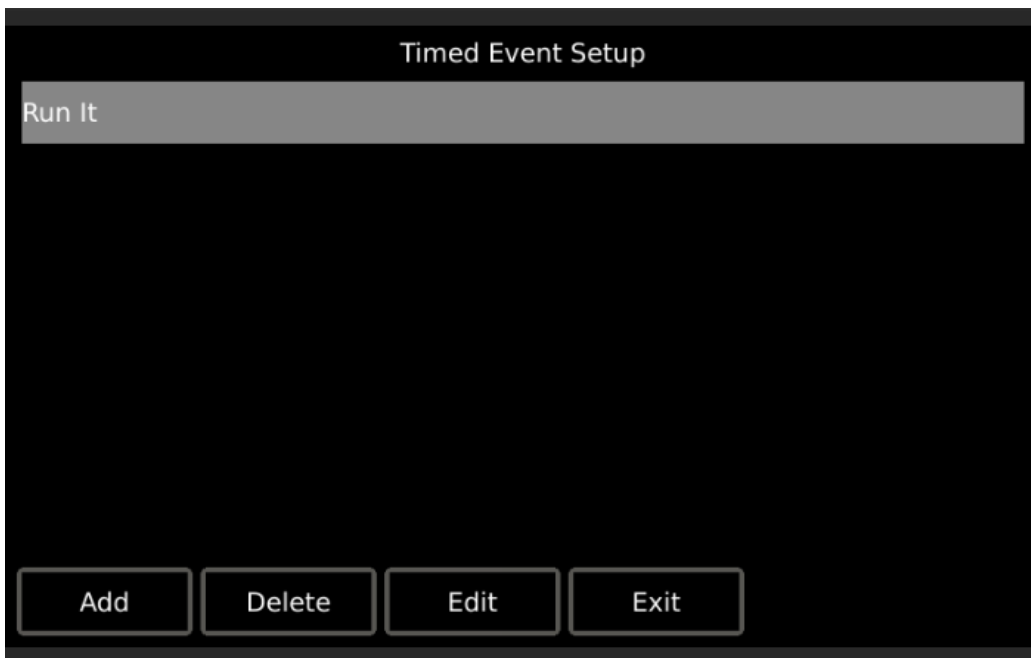
Note: Enter your four digit passcode to access the protected pages. Protected pages and features should be accessed only by trained personnel.

Timed Events

Timed Events setup is a passcode protected page. Press the **{Timed Events}** button on the [Config](#) page and enter the setup passcode to view and edit timed events. The Timed Event Setup page allows users to add, edit, and delete timed events. All created timed events are shown.



Note: *ControlDesigner provides a page navigation action to reach a Timed Event configuration directly. ETC recommends that you use this design feature in your configuration to provide access for end users who wish to edit timed events directly on the touchscreen.*



Adding a new event and editing an event are very similar in process.

Add Event

1. Press the **{Add}** button, the “New Timed Event” wizard displays.

The screenshot shows a dark-themed dialog box titled "Name" at the top. Below the title, there are two main sections: "Start" and "End". The "Start" section has a dropdown menu currently set to "Time of Day", and below it, a time selection control showing "12:00am" with left and right arrow buttons. The "End" section has a dropdown menu currently set to "Duration", and below it, two time selection controls: "0 hours" and "0 minutes", each with left and right arrow buttons. At the bottom of the dialog, there are four buttons: "Previous", "Next", "Ok", and "Cancel".

2. Specify the “Start Time” by pressing the default **{Time of Day}** button to display a list of available start times including; “Time of Day”, “Sunrise”, and “Sunset”, then select the option. Depending on the selection, additional options may display:
 - If “Time of Day” is selected, additional selection for a “Start Time” is required.
 - If “Sunrise” or “Sunset” are selected, additional selection for an “Offset” is required. An offset is specified as an additive (press the **{+}** button) or negative (press the **{-}** button) hour and minutes setting from the astronomical time.
3. Specify the “End Time”. The options for “End Time” are similar to the “Start Time” except “Duration” is now an option. When “Duration” is the selected “End Time”, you will also be required to specify the hours and minutes the event should run from its start time.

4. Press **{Next}**. Additional options display.

A screenshot of a software dialog box with a black background and white text. It contains three settings: 'Override' with a dropdown menu showing '[None]', 'Sync at boot' with a button labeled 'True', and 'Allow on Protected Days' with a button labeled 'False'. At the bottom, there are four buttons: 'Previous', 'Next', 'Ok', and 'Cancel'.

5. If an override has been created for use with the timed event, select the override from the available options. For more information regarding overrides, see the Paradigm LightDesigner online help system or contact ETC Technical Services.
6. To synchronize this timed event when the P-TS7 boots and connects to the Paradigm system, set "Sync at boot" to True.
7. To run this timed event on protected days, configured in LightDesigner, set the "Allow on Protected Days" setting to True.
8. Press **{Next}**. Recurrence settings display.

A screenshot of a software dialog box titled 'Recurrence' with a black background and white text. It contains three settings: 'Set recurrence from holiday:' with a dropdown menu showing '[None]', 'Recur' with a dropdown menu showing 'Once', and 'on' with a date selector showing '06/20/2018'. At the bottom, there are four buttons: 'Previous', 'Next', 'Ok', and 'Cancel'.

9. To set the timed event recurrence according to a configured holiday, select the holiday from the drop-down.

10. Set the recurrence type from the options available in the "Recur" drop-down menu.



Recurrence

Once

Daily

Weekly

Monthly

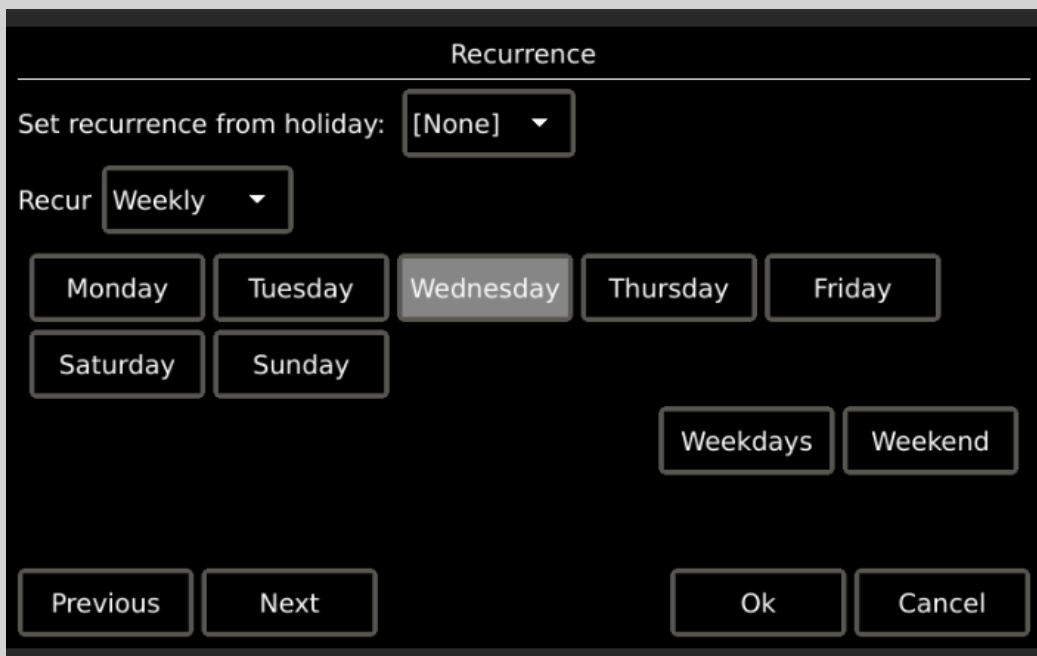
Yearly

Custom

Cancel



Example: Additional settings are provided depending on the selected recurrence type. For example, if "Weekly" is selected, the following options display:



Recurrence

Set recurrence from holiday: [None] ▼

Recur Weekly ▼

Monday Tuesday Wednesday Thursday Friday

Saturday Sunday

Weekdays Weekend

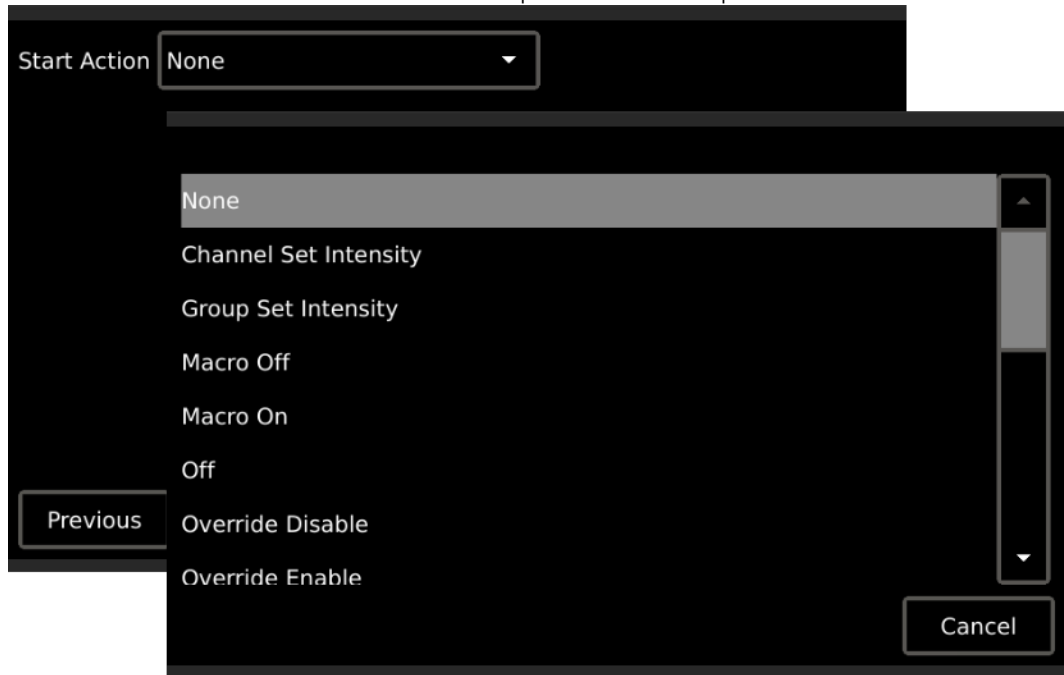
Previous Next Ok Cancel

11. Define the recurrence completely according to the type specified.
12. Press **{Next}**, and then set the Recurrence Range options.



The "Recurrence Range" dialog box is shown. It has a title bar "Recurrence Range". Below the title bar, there is a "Forever" button. Below that, there are two rows of date and time pickers. The first row is labeled "Between" and contains a date picker set to "01/01/2000" and a time picker set to "12:00am". The second row is labeled "and" and contains a date picker set to "12/31/2128" and a time picker set to "11:59pm". Below these, there is a "Recurrences" section with a spinner set to "1". At the bottom, there are four buttons: "Previous", "Next", "Ok", and "Cancel".

13. Press **{Next}** to set a Start Action.
14. Click to select actions from the available options in the drop-down menu.

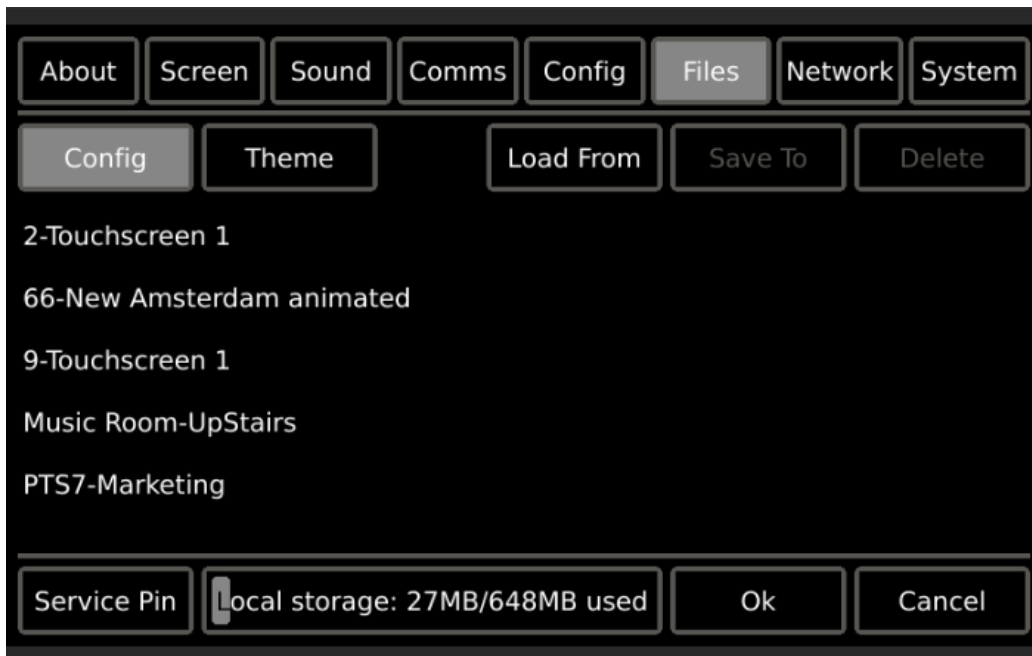


The "Start Action" dialog box is shown. It has a title bar "Start Action". Below the title bar, there is a dropdown menu currently set to "None". Below the dropdown, there is a list of actions: "None", "Channel Set Intensity", "Group Set Intensity", "Macro Off", "Macro On", "Off", "Override Disable", and "Override Enable". A scroll bar is on the right side of the list. At the bottom left, there is a "Previous" button, and at the bottom right, there is a "Cancel" button.

- Notice the ability to scroll to more options using the scroll bar on the right. Depending on the selection, more options may display for setting on the "Start Action" page. Complete the options as required.
15. Depending on your previous selections, you will either press **{Ok}** to close the menu, or press **{Next}** to define an End Action. As needed, complete the selections.

Files

The Files page provides configuration and theme file management, allowing you to load, save, and delete files as needed. The Files page is passcode protected. You must enter the setup passcode to access.



Use the **{Load From}** and **{Save To}** features to manage configuration and theme files, transferring from and saving to removable media such as an SD card or USB.



Note: If the P-TS7 is already associated with a Paradigm Processor it will automatically begin retrieving its configuration file when powered. Some standard ETC themes are loaded for you and will display beneath the "Theme" directory. Themes can be alternatively loaded to the touchscreen using removable media.



Saving and Loading Files

To begin, you must have a compatible USB drive or SD media card (your choice) inserted into the respective receptacle of the touchscreen.

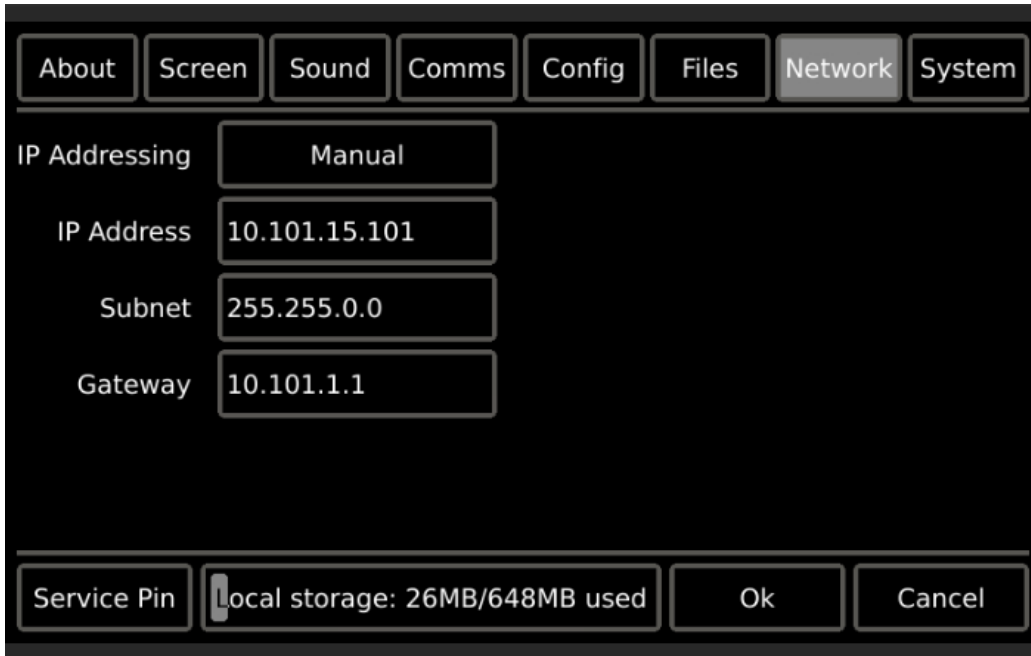
1. Select either **{Config}** or **{Theme}** (whichever file type you want to transfer).
2. Select an action:
 - If saving a file to removable media select the file from the list and press **{Save To}**.
 - If loading a file from removable media, press **{Load From}**.
3. Choose the removable media (SD or USB) you are transferring to/from.
4. Navigate the file structure of the removable media to select the directory. To return to a previous directory in the removable media, press the **{Up}** button. Press **{Ok}** to set the directory location.



Note: Multiple files can be selected for upload or download by simply touching to select each file. When a file with the same name exists at the save to location or if it already exists on the touchscreen when loading from removable media, you will be prompted to either **{Cancel}** the action or **{Overwrite}** the existing conflicting file.

Network

The Network page provides access to view and edit the network address settings for the touchscreen. Factory defaults are displayed in the image below. The Network page is passcode protected. You must enter the setup passcode to access.



The screenshot shows a dark-themed user interface for network configuration. At the top, there is a horizontal menu with buttons labeled 'About', 'Screen', 'Sound', 'Comms', 'Config', 'Files', 'Network' (which is highlighted), and 'System'. Below this menu, the 'IP Addressing' section is visible, with a dropdown menu currently set to 'Manual'. Underneath, there are four input fields: 'IP Address' containing '10.101.15.101', 'Subnet' containing '255.255.0.0', and 'Gateway' containing '10.101.1.1'. At the bottom of the screen, there is a status bar containing a 'Service Pin' button, a storage indicator 'Local storage: 26MB/648MB used', and two buttons labeled 'Ok' and 'Cancel'.

IP Addressing

Two “IP Addressing” modes are available for use with the touchscreen; Manual and Automatic.

- In **Manual Mode** the IP address and settings are user configured. To change any portion of the address, simply touch inside the field you wish to modify. A numeric keypad will display for edit of the selected field. Make the modifications to the selected field then select another field for edit as necessary.



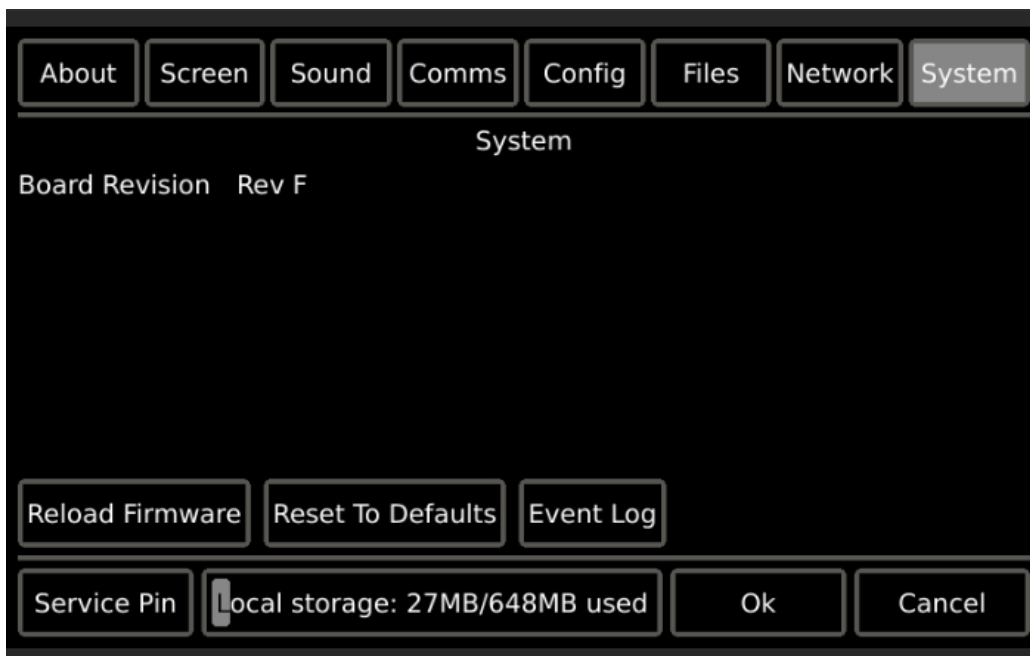
Note: When multiple touchscreens are installed into your system, they must each have a unique IP address. For example, 10.101.15.101, 10.101.15.102, etc. Duplicate IP addresses will cause system communication problems.

- In **Automatic Mode** the touchscreen is configured to obtain an IP address and other network settings automatically from a connected DHCP server. The touchscreen displays the current settings provided from the connected DHCP server but the settings are not user editable. If no DHCP server is present, the touchscreen will assign itself a link-local address in the default 169.254.x.x range. Automatic IP Mode is not recommended for most applications.

Make the mode selection, and then press {Ok} to save your changes. The touchscreen will exit the menu and return the display to your default page (or inactivity page as defined in your configuration).

System

The System page provides read-only information regarding the P-TS7 hardware. This page is most helpful when troubleshooting touchscreen issues with ETC Technical Services. The System page is passcode protected. You must enter the setup passcode to access.



- **Board Revision** - read-only information regarding the touchscreen hardware revision level.
- **{Reload Firmware}** - reference [Reload Firmware on page 24](#).
- **{Reset To Defaults}** - reference [Reset to Defaults on page 26](#).
- **{Event Log}** - reference [Event Log on page 27](#).

Reload Firmware

Update firmware to your P-TS7 touchscreen using removable media or update firmware from LightDesigner configuration software.

From Removable Media



Note: *Firmware should only be updated by an authorized technician, or when coordinated with ETC Technical Services.*



Note: *The touchscreen firmware file is stored in the LightDesigner installation directory firmware folder (filename PTS_fw_x.y.z.ts7_tfw). Save the file to the root directory of a USB or SD card for loading onto the P-TS7.*

1. Insert the USB key or SD card with the firmware file into the touchscreen I/O port.
2. Press the **{Reload Firmware}** button located on the [System](#) page.
3. Select the media (USB or SD) that includes the firmware file from the recognized installed media list. If a message displays advising the firmware file is not recognized on the selected removable media, check that the firmware file was saved to the root directory of the selected media, and then try the reload process again.

4. Select the correct version of the *.tfw file from the media directory. When the firmware file is finished loading, the touchscreen will reboot.



Note: When updating your P-TS7 firmware, it is best practice to also update your Paradigm Processor firmware to remain compatible.

From LightDesigner

Your Paradigm Processor must be running updated firmware (v4.0.0 or later) with an updated configuration for the touchscreen to accept a firmware update initiated from LightDesigner.



Note: For an Ethernet P-TS7 touchscreen running a version of firmware **pre-v6.0.0**, select only one touchscreen to update at a time as the update process can take upwards of ten minutes depending on your network. Depending on the quantity of touchscreens in your project and the physical size of your installation facility, it may be quicker to update firmware directly at the touchscreen using [removable media](#).

Ethernet-based P-TS7 touchscreens running firmware **v6.0.0 or later** may be updated over the network without constraint. Depending on the quantity of touchscreens being updated, the update process typically takes approximately one to five minutes, including a touchscreen reboot. See the LightDesigner online help system for firmware upload details.

LON connected touchscreens do not support network firmware reload and will not be selectable in the device list for firmware update. Firmware for legacy touchscreens connected by LON must be loaded using compatible removable media at the touchscreen.

1. The menu options are dependent on the version of LightDesigner you are running.
 - LightDesigner pre-v6.1.0, navigate to Tools > Upload Firmware > Upload P-TS7 Firmware. The "Upload P-TS7 Firmware" dialog displays.
 - LightDesigner v6.1.0 and later, navigate to Tools > Upload Firmware > Upload Touchscreen Firmware. The "Upload Touchscreen Firmware" dialog displays the touchscreen devices that are discovered and available for firmware update within the project. See the LightDesigner online help system for more details about this upload dialog.



Note: This procedure assumes you are running v6.1.0 or later LightDesigner software.

2. By default, LightDesigner selects the latest applicable firmware for the device type within the default firmware directory. P-TS7 firmware files have a *.tfw suffix. You may browse to select a different firmware version per device type as necessary by selecting the more [...] button. The selected firmware file per device type persists throughout the session and returns to the default (latest applicable firmware for the device type available in the firmware directory) with the next session (a close and reopen) of the LightDesigner application.
3. Scroll the list or navigate to a device using the arrows and select the device using the space bar on a connected alphanumeric keyboard or click the checkbox next to the device. Select only the devices that you intend to update with the selected firmware.

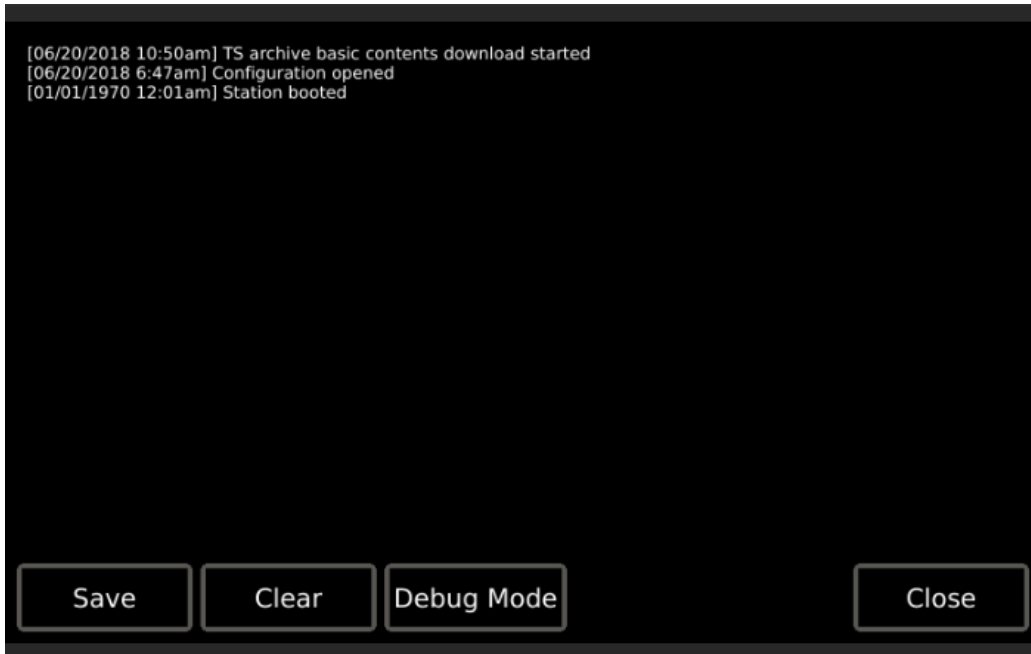
4. Click **[Upload Selected]**. As the firmware uploads to the selected touchscreens, status messages and a progress bar display for indication of the firmware update status. The status changes both in LightDesigner and on the touchscreen are apparent. Once the touchscreen has processed the update, rebooted, and reconnected to the Paradigm Processor, status returns to "Online" and the touchscreen functionality returns to normal.
 - You may choose to cancel the firmware upload to a touchscreen by selecting the cancel button displayed briefly in the status field (next to the touchscreen) of the Upload Touchscreen Firmware dialog. If the cancel is successful, you may choose to restart the upload by selecting the retry upload button. The option to retry also displays only briefly.
5. Verify the firmware version in the LightDesigner Network view for confirmation of a successful update. If the touchscreen failed to update using LightDesigner, use the [removable media](#) option to update the touchscreen firmware.

Reset to Defaults

Restore the touchscreen to its factory defaults including the settings on the Comms, Screen, Sound, and Network pages.

Event Log

The Event Log is reserved for use when troubleshooting touchscreen issues with guidance from ETC Technical Services.



Cleaning the Display

Use a dry microfiber or lint-free cloth to clean any finger prints and oils from the display. Do not use any chemical or water-base solution as they will damage the display.



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