Apexa X Touchscreen Unresponsive
~ Troubleshooting Guide ~

If the touchscreen on your Apexa X terminal appears unresponsive (i.e., the screen is on but not reacting to touch input), follow the troubleshooting steps below:

1. Power Drain Reset

This step discharges any residual power from the terminal, performing a full hardware reset:

1. Shut down the terminal completely.
2. Disconnect the power cable.
3. Press and hold the power button for 2 seconds, five times in succession.
4. Reconnect the power cable.
5. Power the terminal back on.

Check if the touch functionality has returned.

2. Update the Touchscreen Driver

Installing the latest touch driver may resolve compatibility or stability issues:

- Remote into the terminal
- Close Tonic and navigate to the Windows icon in the bottom left corner
- Uninstall any previous versions of the touch driver- select Files, then Local Disk (C:)
- Select Touch Studio Daemon
- Open and click on “uninst”
- Touch Daemon may be downloaded here http://file.posbankusa.com/Touch_Studio_Daemon_Installer_V1.0.1_20241112.zip
- Run the program and follow commands

3. If Issue Persists, Run Touchscreen Diagnostic Tool

Use POSBank’s diagnostic utility to test the touchscreen hardware:

- ACDC_Test_Tool.exe. Click "Test" after the program has loaded. http://file.posbankusa.com/APEXA_X_TOUCH.zip
- Click **Test** when the program loads and follow the on-screen instructions.

If the tool reports no issues, proceed to the next step.

4. Escalation

If the touchscreen remains unresponsive after completing these steps, escalate the ticket to MOD.