

**Alcorn  
McBride  
Inc.**

# ShowTouch User's Guide



*July 31, 2019*

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## WELCOME!

Every effort has been made to assure the accuracy of the information contained in this manual, and the reliability of the Alcorn McBride ShowTouch hardware and software. Errors can sometimes go undetected, however. If you find one, please bring it to our attention so that we can correct it for others. Alcorn McBride welcomes comments and suggestions on the content and layout of its documentation.

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## WHAT IS SHOWTOUCH?

ShowTouch is a complete touch panel interface design and control software. It is available on multiple platforms consisting of the following products:

- ShowTouch for Windows PC
- ShowTouch Panel Hardware in 7, 10, and 17 inch models
- ShowTouch for iOS

It is easy to use and ready-to-go straight out of box. It can be used to control and monitor any Alcorn McBride Ethernet-enabled controller. You can connect multiple ShowTouch panels to the same network and use them to interface with the controller from throughout your facility. ShowTouch is the most powerful and flexible interface available that integrates seamlessly with our control products. Like all Alcorn McBride products, ShowTouch is designed to run 24/7. The hardware has no moving parts to wear-out so it can be mounted just about anywhere while still providing a reliable and stable interface

## IMPORTANT INFORMATION

Congratulations! You have purchased an extremely fine product. Before reading this user guide, please make sure to read the important information in your controller user guide. If you do not read the controller user guide, you may not understand some, or all of the information presented here.

Please do not break this product. It is pretty heavy for its size and that means it was probably expensive. That said, it is not easy to break this touch panel, and that is probably one of the reasons you are using it (that's what your boss told us, not our words). This product was designed to work twenty-four hours a day, seven days a week, through fingers coated with popcorn butter, ball-point pens used as pointing devices, and anything else you were thinking about doing.

Now that you know how tough this product is, we would like to share with you how to break it.

The easiest way to break this product is to drop it. No, we aren't talking about six inches from the bottom of your step stool to the floor, we mean off the side of a two-story building. It is interesting to note that in this scenario the survival of the product does depend slightly on what stops the fall. A pile of leaves didn't seem to help, that is, we do not think it would help, but perhaps a couple of soft mattresses would do the trick. Also, please be careful of the objects (and people) below when throwing this product from high places.

It takes a lot of effort and brainstorming to come up with ways to break this product. We know that the faster you break it, the smarter you must be. That is why we ask that you contact us immediately if this product is not working for you, so that we can learn from you and include more Important Information on how to break this thing in the future. Also, if you have an idea about something that you think might break it, contact us first, we'd love to hear about it and then you don't actually have to break it.

Thank you for taking the time to read this important information! We hope you enjoy using your new ShowTouch as much as we enjoyed designing it. Oh, and tell your boss we think you should get a raise for reading this manual.

## TECHNICAL SUPPORT

Now that we've tantalized you with all of the wonderful things this product can do, I'll bet you're chomping at the bit to flip all the switches and push all the buttons. Not so fast! Before we get to the fun stuff, we just want to take a moment to remind you that we are here to help. Chances are that you're building something really cool and we want you to have access to the resources and support you need to be successful.

To start, you'll find a wealth of information on our website. This includes Application Notes that give you detailed documentation and examples for how this product is used in common types of themed entertainment projects. You'll also find the latest downloads for software, firmware, drawings, 3D models, cutsheets, and other helpful resources on our Support page. The Knowledge Base is especially handy for common questions and helpful troubleshooting tips. And last, but certainly not least, you always have our friendly and mildly entertaining staff available by email or telephone.

<b>Application Notes</b>	<a href="http://www.alcorn.com/applications">http://www.alcorn.com/applications</a>
<b>Support Resources</b>	<a href="http://www.alcorn.com/support">http://www.alcorn.com/support</a>
<b>Knowledge Base (FAQ)</b>	<a href="https://alcornmcbride.zendesk.com/hc/en-us">https://alcornmcbride.zendesk.com/hc/en-us</a>
<b>Email Support</b>	<a href="mailto:support@alcorn.com">support@alcorn.com</a>
<b>Telephone Support</b>	(407) 296-5800 (Mon-Fri 9am-6pm EST)

## GETTING STARTED

Alright, time to roll up your sleeves and get to work! This section will guide you through basic concepts that will help you get on your way with ShowTouch.

### HARDWARE SETUP



#### POWER

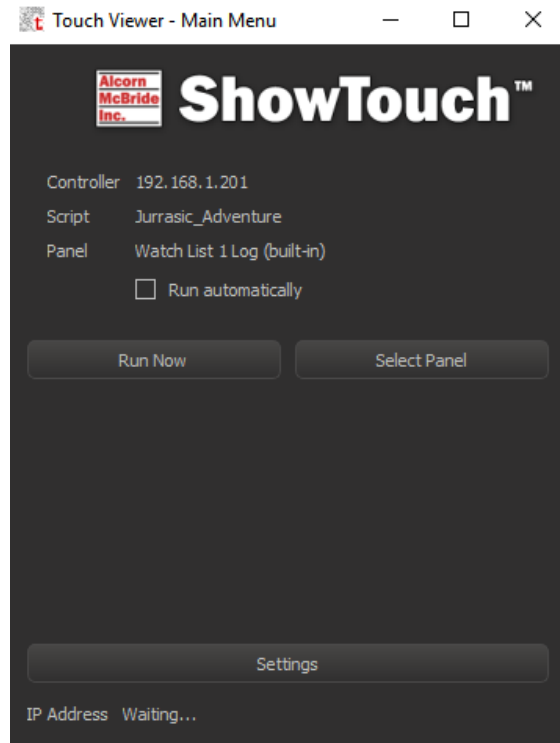
Plug in the power adapter included with your ShowTouch, and then connect it to the corresponding power connector. ShowTouch will turn on Automatically.

#### ETHERNET

ShowTouch must be connected via Ethernet to your show controller or show control network. The Ethernet connector is located on the side of the panel. You may configure the connection settings from within the ShowTouch interface (see “Changing the Network Settings”).

This completes the setup of the ShowTouch hardware. After the hardware completes its startup routine, you will be presented with an on-screen tutorial. You may step through the tutorial now or proceed immediately to the Control Panel by touching the button labeled “Finish”

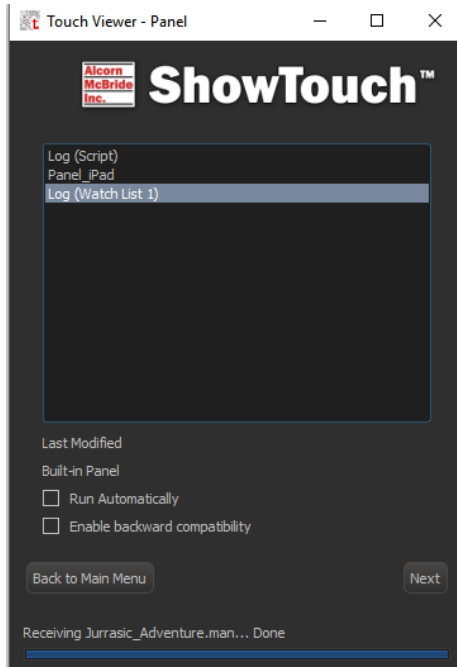
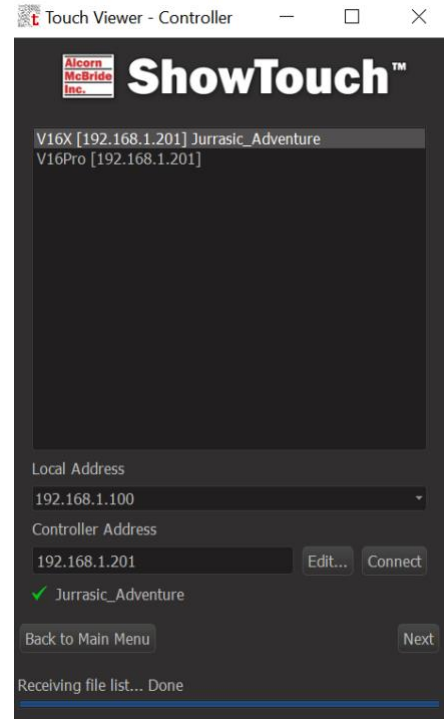
Run Now	Run the current Panel from the Script of the Show Controller.
Select Panel	Select a panel to run from the Script that is uploaded to the Show Controller.
Settings	Configure the Settings of ShowTouch.



## SELECT PANEL

Select the panel to run on ShowTouch.

- In order to run a panel, the user must select a show controller with a Script loaded that has a ShowTouch Panel included.
- All the discoverable show controllers will appear in the list on the dialog.
- **Local Address** displays the address of the device running ShowTouch
- **Controller Address** displays the address of the Show Controller that is highlighted in the list
- Clicking **Edit** allows the user to modify the Controller Address if the show controller cannot be found.
- **Connect** connects ShowTouch to the controller.
  - A green check mark will appear with the Script name if the Script has been successfully uploaded.
  - A red “X” will appear and text stating “Could not get Script name” If ShowTouch fails to connect.
- After clicking **Next** the dialog below will be displayed.



- The list is now populated with all of the panels that can be run. The Built-in panel can be configured to **Run Automatically** or to **Enable backward compatibility** by checking the corresponding checkboxes here.

- After clicking next, the panel will be loaded up and displayed.



## SETTINGS

### RESTORE DEFAULTS

Restores all settings back to the Default Settings.

### INTERFACE

The Interface dialog displays a list of settings for the Interface.

- **Use unlock code to exit a Panel:** When checked, the Panel cannot be closed unless an unlock code is entered.
- **Full screen:** When checked, the panel will enter full screen mode.
- **Show pointer:** When checked, shows the mouse pointer on the screen.
- **Ignore right mouse button:** When checked, ignores right mouse button click.
- **Automatic Panel update:** When checked, ShowTouch will automatically update the Panel if it has been changed from the show controller.
- **Keyboard mapping:** When checked, allows keyboard keys programmed to Panel Buttons to be used. The Keys can be programmed to specific actions on the Panel using WinScript.

### MORE

The **More** button will open up further settings for the Interface, these include: **Show Debug, Log Live data received, Log Live commands sent, Log All items touched, and Log Touch internals.**

### LIVE MODE

- **Viewer Name:** Name of the ShowTouch.
- **Secondary Controller Address:** If a second controller is being used in Redundant Mode, the address of the second controller can be set here.

### UPDATE FIRMWARE

If necessary, the ShowTouch firmware can be updated by either sending the Firmware update from the Show Controller to ShowTouch through WinScript Live, or by downloading the firmware from the Alcorn McBride Inc. website and transferring it to ShowTouch using a USB drive. A step by step tutorial to both ways is given below.

- Using WinScript Live:
  1. In WinScript Live, go to “Help→Update Panel Firmware”
  2. Select a Show Controller to transfer the firmware to.
  3. Go to the physical ShowTouch unit and navigate to the Settings menu. Once there, select “Update Software” to retrieve the firmware from the controller.

- Using a USB drive:
  1. Download the latest firmware by navigating to the support page and selecting Firmware the on [www.alcorm.com/support/firm/#show-control](http://www.alcorm.com/support/firm/#show-control) website.
  2. Save the file to a USB drive and then plug the USB drive into one of the USB ports on ShowTouch.
  3. On the main menu of ShowTouch, click **Exit** in the bottom right corner of the screen.
  4. Then click **Update** and select the corresponding file from the USB drive.

## MAINTENANCE

### CLEANING THE TOUCH SCREEN

The touch screen and front bezel can be cleaned with rubbing alcohol or any glass cleaner such as Windex using a clean rag or paper towel. We suggest that you apply the cleaning solution to the towel (not directly to the screen) to prevent over-spray or potential spills.

## SPECIFICATIONS

### ETHERNET PORT

The Ethernet port must be connected to the controller or to the same network as the controller. This connection will be used to send and receive control data as well as for transferring script data and interface files that have been stored on the controller.

### ETHERNET CABLES

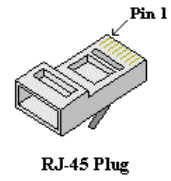
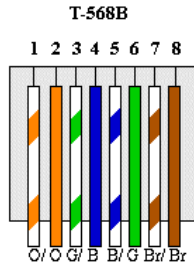
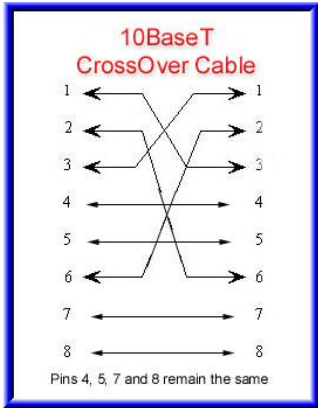
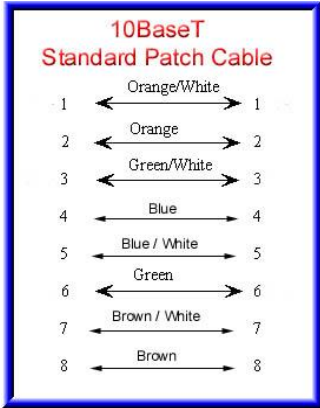
There are two types of Ethernet cables: patch cables and crossover cables.

**Patch cables** are wired straight thru end-to-end. This type of cable can be used to connect ShowTouch to devices such as hubs, switches and routers.

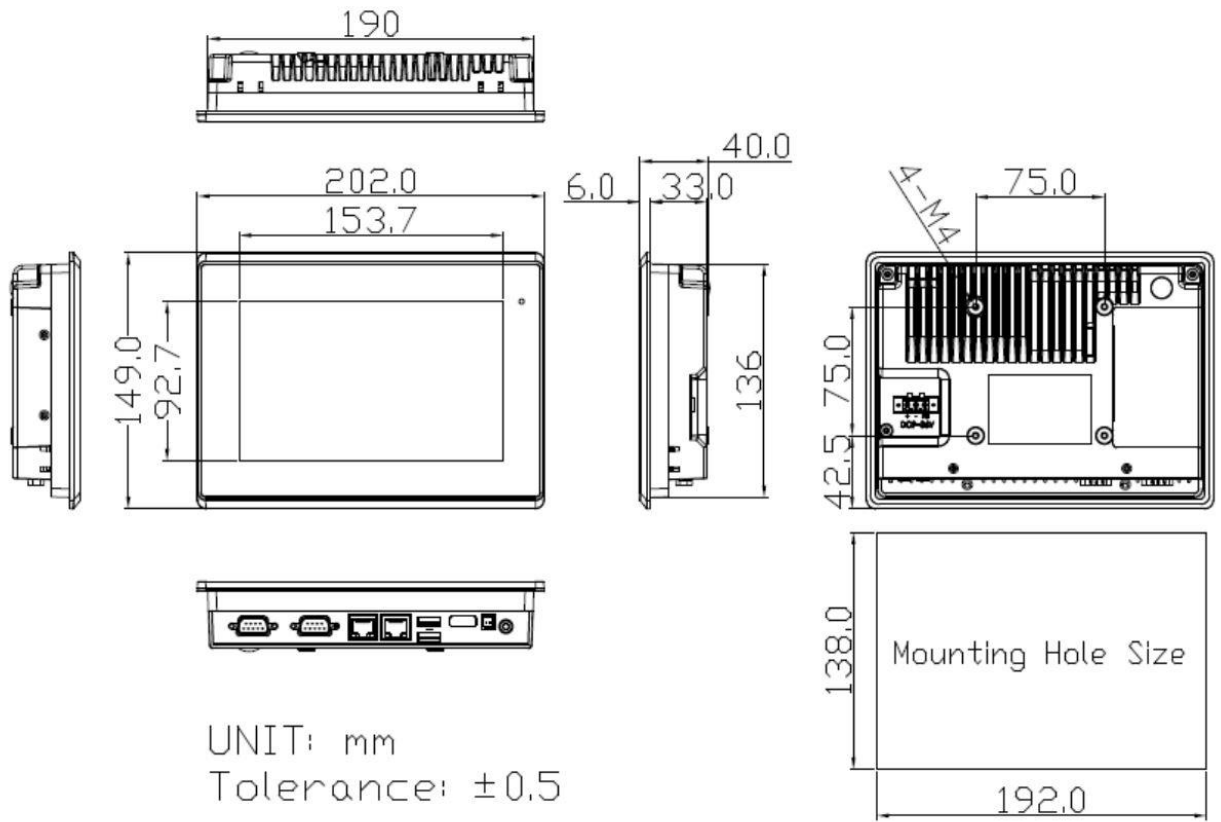
**Crossover cables** are used for point-to-point connections between units. This is the type of cable needed to connect ShowTouch directly to a PC.

ShowTouch can be connected to any V series Ethernet controller using either type of cable because the controller is able to detect which type of cable is in use.

Below are T-568B wiring diagrams for the cable types, including standard wire color codes and connector orientation.

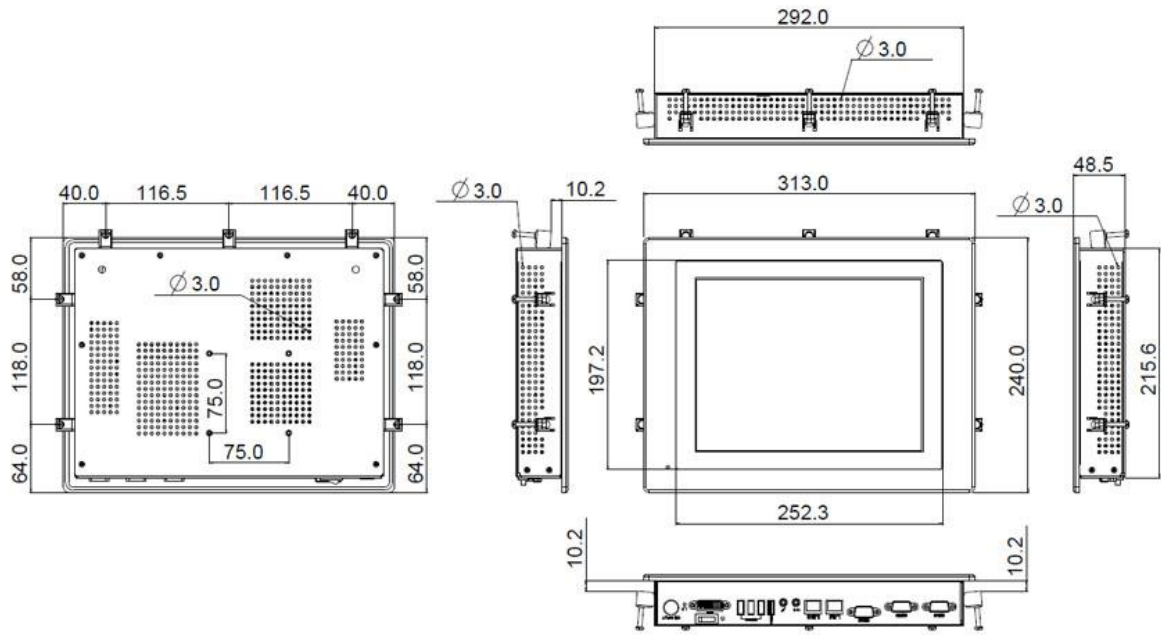


**SHOWTOUCH7**



UNIT: mm  
Tolerance:  $\pm 0.5$

# SHOWTOUCH10



# SHOWTOUCH17

