Model:	KIP 71 G Series
RE:	Touch Screen – Random, No Touch Response
Date:	March 28, 2024 (April 24, 2024)

ACTION REQUIRED	For Reference	✓
	Production Change	
	Order as Required	

Randomly, the touch response of the 15.6" monitor can appear lazy or non-responsive to inputs. Powering off, then on of the monitor or a restart of the system restores correct touch functions.

New firmware (version K15619_JM4) for the monitor, can be installed to resolve such occurrences. Commencing from serial number 13420927, the noted firmware is installed at the factory.

Please download the touchscreen firmware along with the loader and loading procedures, accessed on the KIP.com website under this model's Technical Information page, System K Software section (bottom of the webpage):

Touch Panel FW Update 20240328 (compressed file)

System K Software

Firmware List with SysK 20230621
KIP System K Software Service Manual
Security Configuration Utility v3
Touch Panel FW Update 20240328 (zip)