

Avtek TT-Board and Qomo OPF optical whiteboard firmware update Tool Guide

The guide concerns below models:

Qomo QWB82OPF

Qomo QWB100OPF

Avtek TT-Board 3000

Before you will start the process please make sure you have model from above list.

Issue description

Drivers are installed, but after IWB to PC (with Windows 10 on-board) connection, you are able to launch and perform the calibration process, but after that board is not responding or touch issues are occurring.

Other issues

- real touch point is not accurate comparing to registered touch
- touch is more-less accurate but basic operations like folder opening or launching any program using double-click are not working

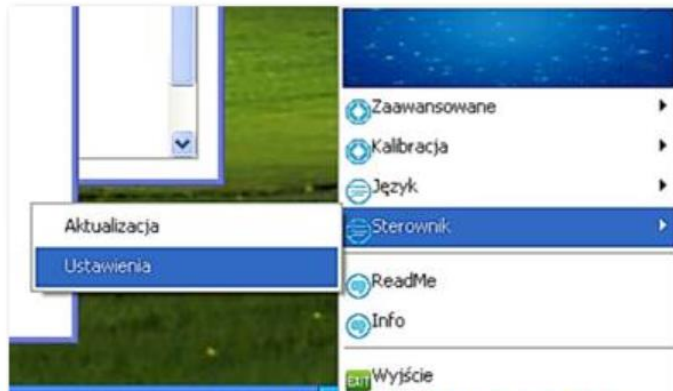
Solution 1

Fast way, but disables multitouch function

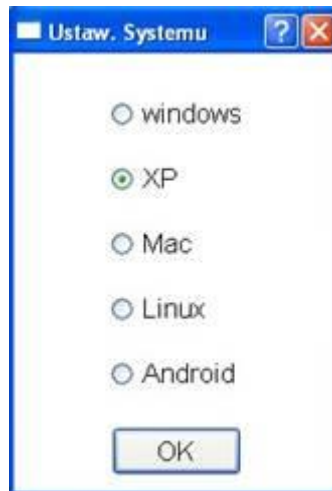
1. Please install up-to-date driver from below link

[Driver Qomo OPF / Avtek TT-Board 3000](#)

2. After installation please right-click on driver icon in system-tray. Go to Driver -> Settings



3. Choose *XP* option in the menu, then OK.



4. Test the board.

Solution 2

Takes some time, but multitouch is supported

To make the board works better under Windows 10 you need to perform firmware update.

Before you need to install latest drivers from below link

[Driver Qomo OPF / Avtek TT-Board 3000](#)

Also, please download latest firmware file to upload it later in the process.

[Firmware Qomo OPF / Avtek TT-Board 3000 ver. Windows 10](#)

Please unpack the file and copy inside access path **without** any special characters

Proper access paths:

C:\firmware

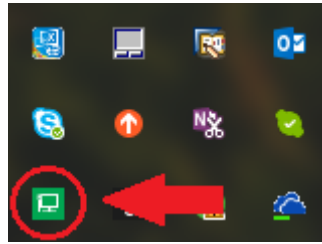
C:\Users\user.name\Downloads

D:\

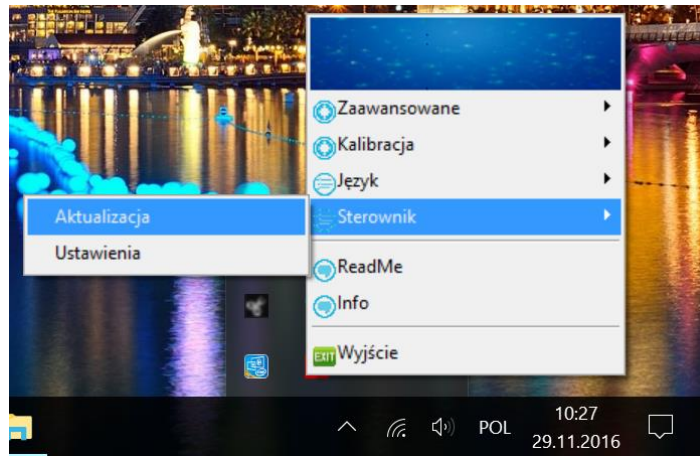
Example of incorrect access path:

C:\Użytkownicy\Downloads\ó

1. Connect the board to PC with Windows 10 on-board. Make sure the board is connected properly. Driver icon inside system-tray should be green.



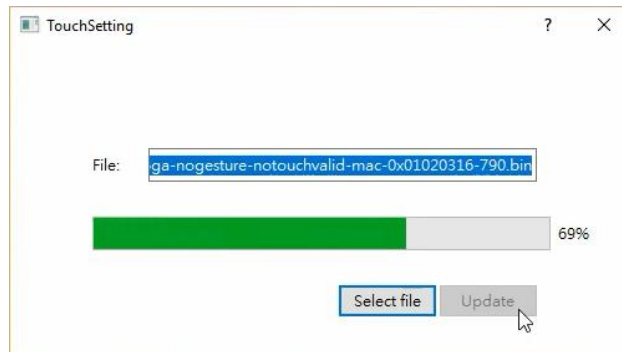
2. Right-click on the icon, go to Driver -> Update.



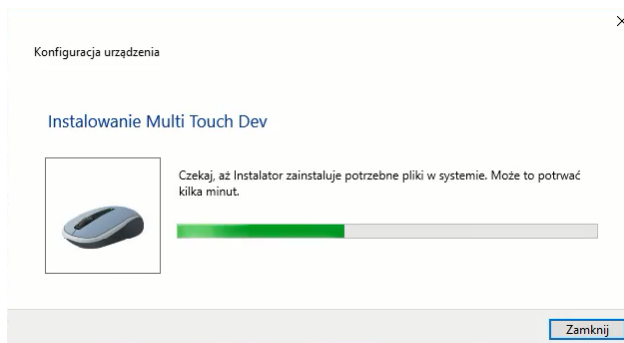
3. Click Select file (1), choose the proper file with update. Click to Update (2) to start the proces.



4. You should observe the progress bar. It should disappear after 100% is reached.



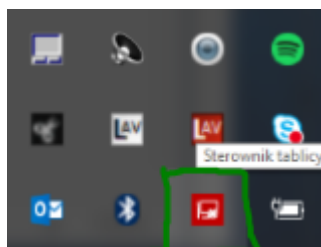
5. Board will be detected by Windows 10 one more time. The firmware upgrade process is done.



6. Please restart the PC and do the 16-point calibration before final tests.

FAQ

What if after upgrade Windows 10 doesn't recognize the board (unknown device / device not recognized errors) and driver icon is red.



1. Please make sure that board is connected in the proper way
 - Check if the USB cable is connected properly
 - Check if the USB cable is not damaged
 - Check the cable with other USB ports on the PC
 - Please check if the USB drivers on the PC are up-to-date. Use producer website to check it or use 3rd party driver update suite, like [Slim Drivers](#)
 - Please connect USB cable using separate USB-hub (not directly to the PC)

- Please check the connection using different USB cable

2. Please perform the firmware upgrade using PC with Windows 7 or 8 first.

1. Connect the board to PC powered by Windows 7 or 8.1
2. Do the fw upgrade process using above procedure description, but using below firmware file:

[Firmware Qomo OPF / Avtek TT-Board 3000 ver. Windows 7 or 8](#)

3. After the upgrade please connect the board to Windows 10 PC and do the fw upgrade for Windows 10. Make sure the fw file is correct!
4. If touch is not working correctly please contact with an authorized service center or reseller.

If you are not sure if the upgrade process goes smoothly:

- Progress bar isn't moving or isn't visible at all

You need to unplug the USB cable from PC and before another try make sure if board is connected properly. The board needs to be recognized by the driver to do the upgrade process. Sometimes you need to use an USB hub between board and PC.