1. Connect keyboard and mouse with our touch screen , press "DEL" on keyboard to enter this menu as below :



Next



Next, change VGA to Disabled , and then try to restart touch screen to check if ok .

LVDS Control Primary Display Device Secondary Display Device	(LVDS) [VGA]
Lvds Controller	[Enabled]
Lvds Panel Color Depth	[24 Bit]
Lvds Panel Resolution Type	[1920×1080 LVDS]
Panel Scaling	[Auto]
Backlight Control	[PWM Inverted]
BIA	[Auto]
Spread Spectrum clock Chip	[Off]
TV1 Standard	[VBIOS default]
TV2 Standard	[VBIOS default]
ALS Support	[Disabled]

Primary Display Device Secondary Display Device	[LVDS] [Disabled]	
Lvds Controller	[Enabled]	
Lvds Panel Color Depth	[24 Bit]	
Lvds Panel Resolution Type	[1920×1080	LVDS!
Panel Scaling	[Auto]	
Backlight Control	[PWM Inverted]	1
BIA	[Auto]	
Spread Spectrum clock Chip	[Off]	
TV1 Standard	[VBIOS defaul]	t]
TV2 Standard	[VBIOS defaul:	t]
ALS Support	[Disabled]	

Finally , if you can take some picture for our engineer to check setting is correct , That will be better .