USER MANUAL

Elo Touch Solutions

ET1902L, ET2202L, ET2402L, ET2702L

UM600162 Rev B



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Section 1: Introduction

Product Description

Your new touch monitor combines the latest developments in touch technology and display design with reliability for use in high-traffic environments.

This touch monitor incorporates a 24-bit color, active matrix thin-film-transistor LCD panel to provide high-quality display performance. The 02 Series includes full sizes from 19 to 27 inches and supports resolutions from 1280 x 1024 to full HD 1920 x 1080. Its LED backlight significantly reduces power consumption and eliminates the need for mercury (compared to CCFL-backlit panels). Other features that enhance this LCD monitor's performance are Plug & Play compatibility, remote on-screen display (OSD) controls and flexible mounting options.

The monitor is intended for use with a self-check-in/registration or point-of-information system for the general environment or medical clinic, or displaying/reviewing the health information or record. The subject equipment monitor is powered by an externally recognized AC/DC adaptor.

Precautions

Follow all warnings, precautions and maintenance as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See the Safety & Maintenance Section for more information.

This manual contains information that is important for the proper setup and maintenance of the unit. Before setting up and powering on your new touch monitor, read through this manual, especially the Installation, Mounting, and Operation Sections.

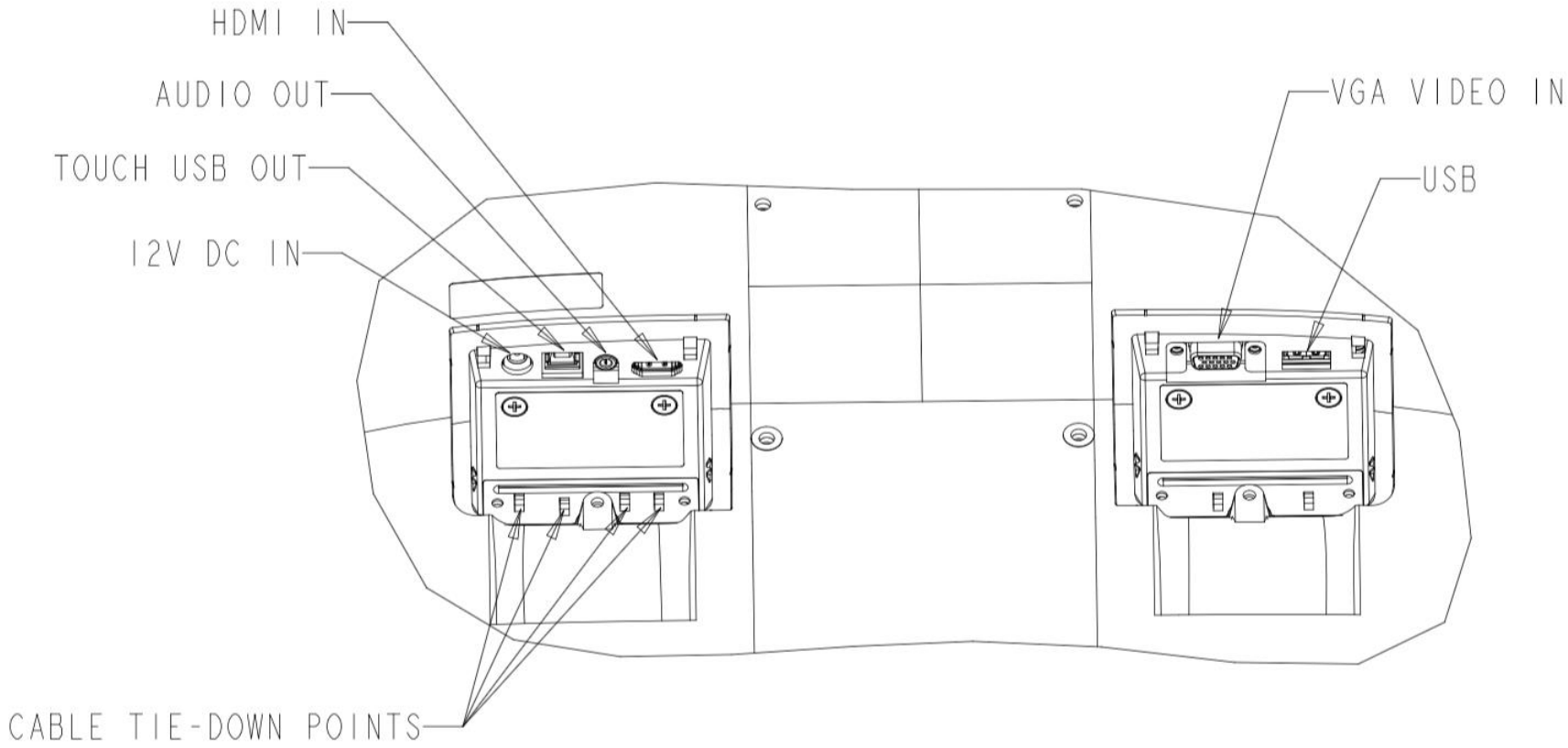
Section 2: Installation

Unpacking the Touch Monitor

Open the carton and verify that the following items are present:

- Touch monitor with stand
- Japanese-language regulatory information pamphlet
- Quick Install Guide
- VGA cable
- HDMI cable
- USB cable
- Audio cable
- Power brick
- Europe power cord
- North America power cord
- 3 x tie wraps
- EEI Label
- 2 x cable cover screws

Connector Panel



Note: Cable tie-down points can be used to tie down the cables with tie wraps. Simply loop the tie wraps through the cable tie-down points and around the cable to secure cable connections.

Touch Monitor Connections

1. Connect one end of the HDMI or VGA video cable to the monitor's HDMI/VGA input connector and the other end to your HDMI/VGA video source. (Tighten the video cable's screws on the VGA connector for best performance.)
2. Connect the USB touch cable between the monitor's USB connector and your PC's USB port.
3. Connect the audio cable between the monitor's Audio Out and your audio source.
4. Connect the power adaptor's input connector to the power source. Connect the power adaptor's DC output connector to the monitor's input power jack.
5. The touch monitor ships in an OFF state. Press the power button to turn it on.

Installing the Touch Technology Software Drivers

No additional drivers are required for your projected-capacitive touch monitor with Windows 7, 8 or 10 operating systems, as it will use the Windows HID drivers. If the monitor is used with the Windows XP operating system, follow the steps below to install the Windows XP touch driver.

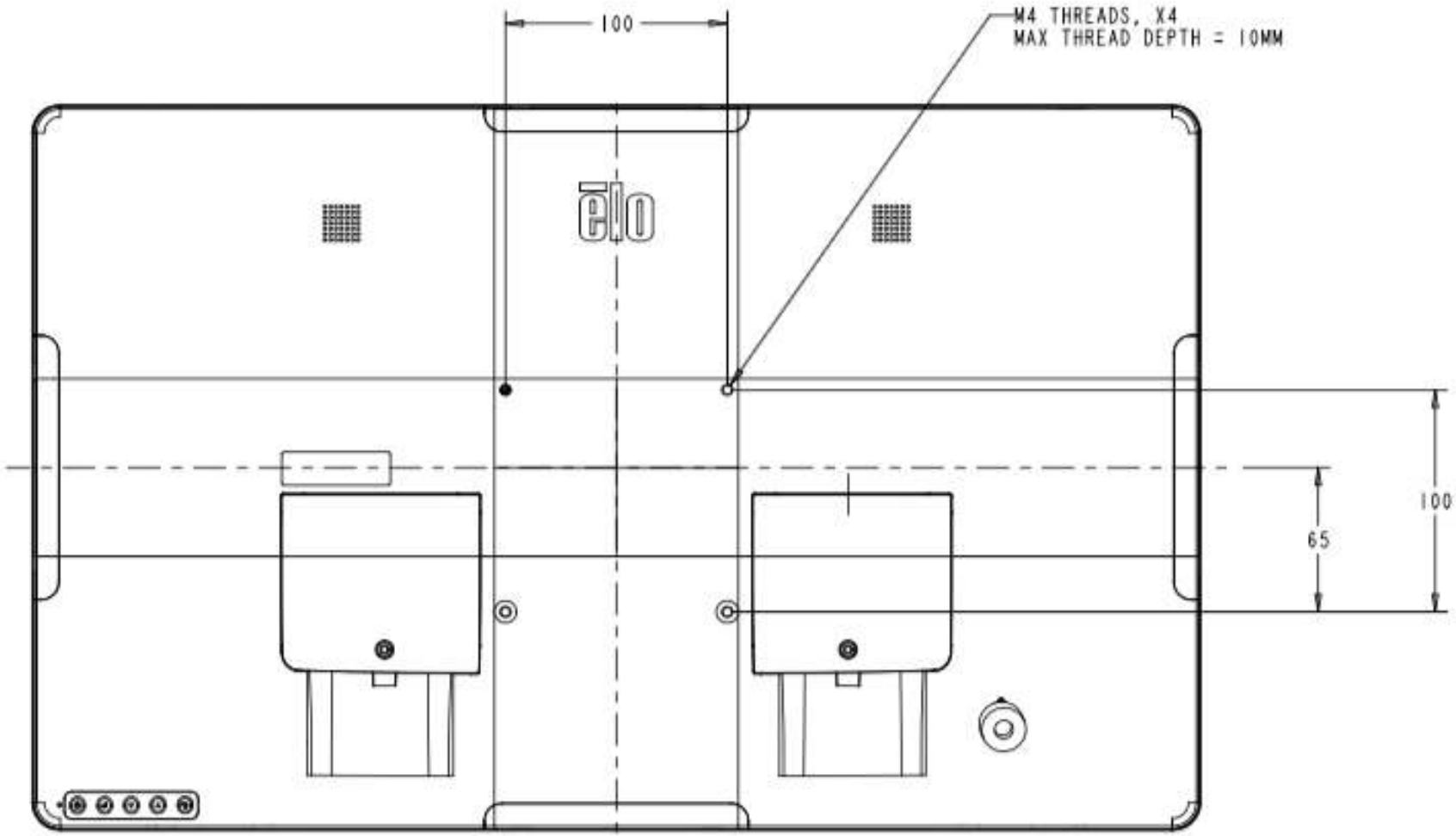
To download the latest touch drivers:

1. Visit www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx
2. Select the operating system from the Operating System drop-down menu.
3. Select the technology from the Technologies drop-down menu.
4. Download the driver version required for your touch monitor.

Section 3: Mounting

Rear VESA Mount

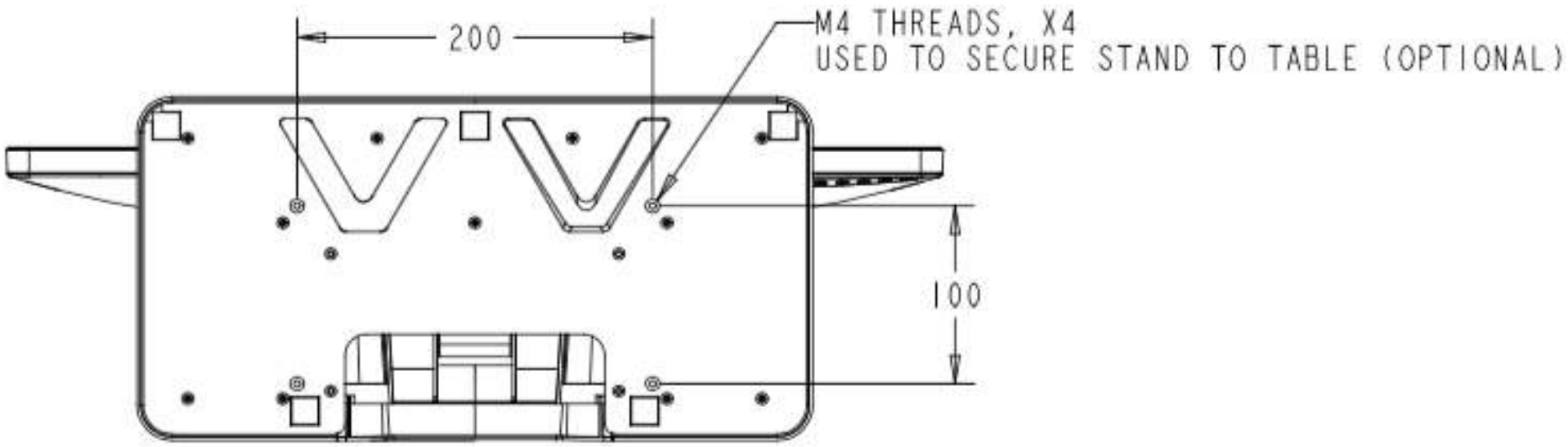
A four-hole 100 x 100 mm mounting interface for M4 screws is provided on the rear of the monitor. Remove the stand using a Phillips screwdriver to access the mounting interface. The VESA FDMI-compliant counting is coded VESA MIS-B, 75, C and VESA MIS-D, 100, C.



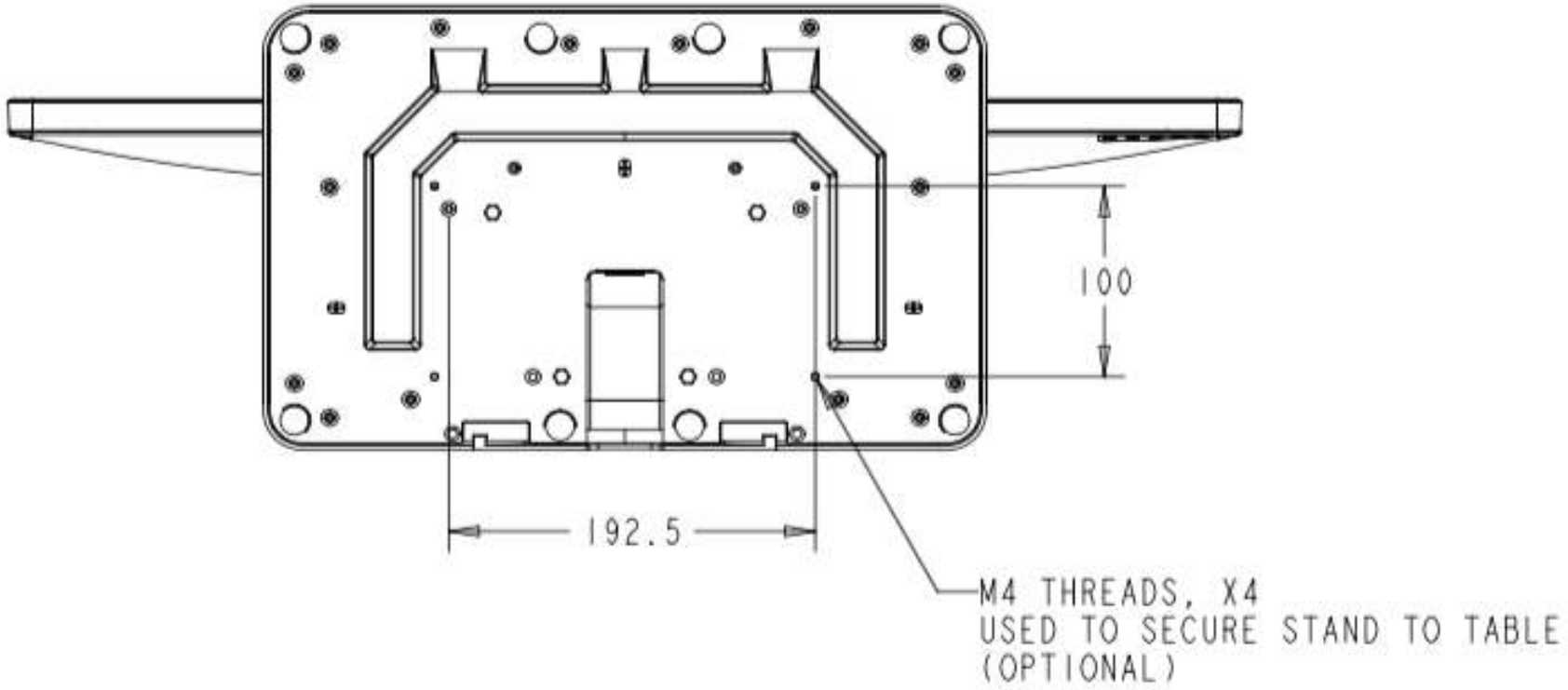
Base Mount

The VESA FDMI-compliant counting is coded VESA MIS-E, C.

ET1902L & ET2202L base mounting options are shown below.

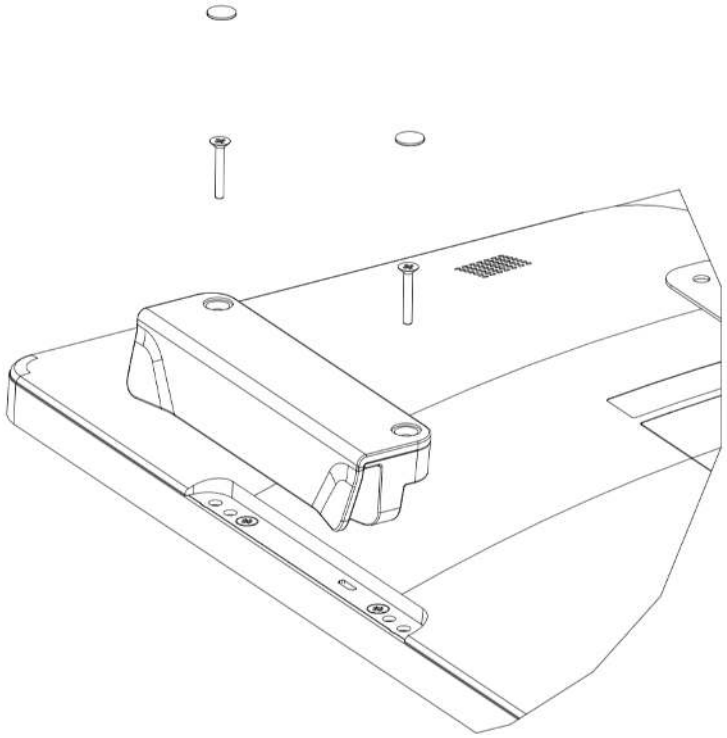


ET2402L & ET2702L base mounting options shown below.



Magnetic Stripe Reader (MSR) Installation (Optional)

Your monitor comes with four pheripheral ports, located at the top, bottom, left and right sides of the monitor. To mount an MSR, remove one of the pheripheral port covers with your finger tips and install the MSR as shown below. Please refer to the MSR Quick Install Guide (QIG) for set-up details.



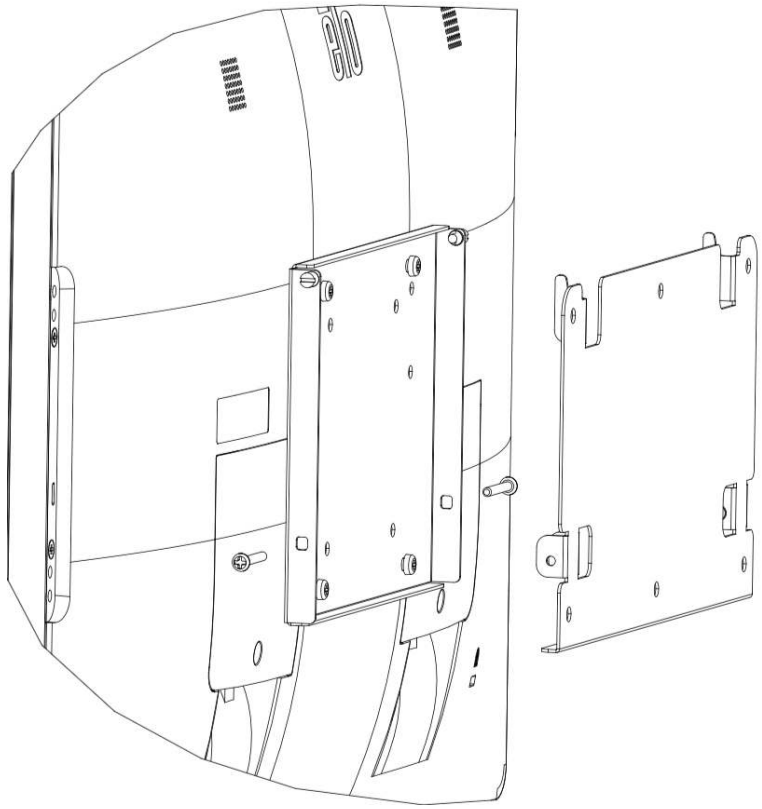
Wall Mount

Mount the wall bracket to the wall using six fasteners appropriate for the type of wall material and following all applicable building code standards.

Ensure the unit is mounted to a solid structure and surface, such as a support beam or wall.

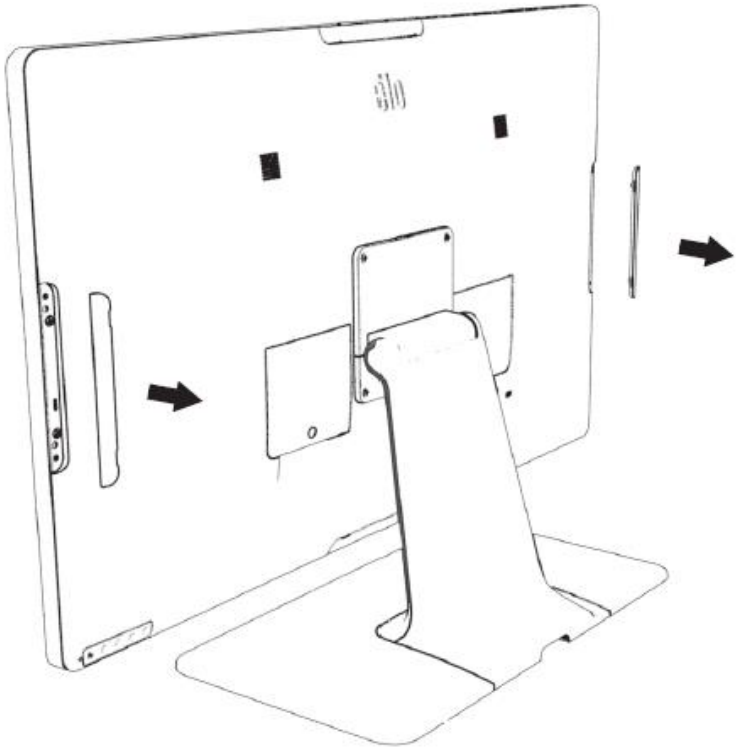
Attach the other bracket to the monitor using the four M4 screws included in the kit.

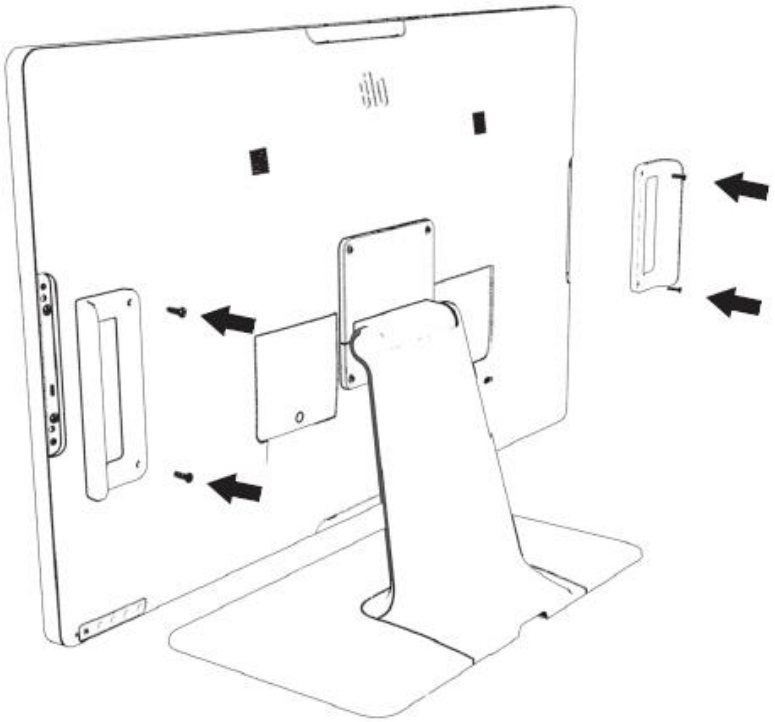
Hang the monitor on the wall bracket and secure using two M3 screws included with the kit on the left and right side of the bracket.



Handles Installation (Optional)

Optional handles can be installed on 02 Series monitors, as shown below. Please note that it is not recommended to use handles to carry the touch monitor. Damage to the touch monitor will occur if the touch monitor is lifted by the handles. Use handles only to adjust the tilt angle.





Section 4: Operation

Power

To turn the touch monitor on or off, press the touch monitor's power button once.

The Power Status LED on the bottom of the touch monitor functions as follows:

Touch Monitor Status	LED Status
OFF	OFF
SLEEP	PULSING (Orange)
ON	ON (Green)

The system consumes low power when in SLEEP or OFF modes. For detailed power-consumption specifications, refer to the technical specifications on the Elo website http://www.elotouch.com

Touching the screen will bring the attached host PC out of SLEEP mode (similar to moving the mouse or pressing a keyboard key).

To improve reliability and reduce wasteful power consumption, disconnect the AC power cable from the monitor when long periods of disuse are planned.

Touch

No calibration is required for projected capacitive touch technology. Your touch monitor can support up to 10 touches at once.

Note: When using a privacy filter with your monitor, it is important to update the touch configuration file of you monitor to support touch.

If you are using an ET1902L/ET2202L monitor, the touch-through configuration file is already built into your monitor. Simply go to the OSD menu and enable the touch-through function. Do not forget to disable the touch-through function when using the monitor without a privacy screen.

Projected Capacitive Touch Technology

When connected to Windows 7, 8 or 10 computers, the touch monitor can detect 10 simultaneous touches. When connected to Windows XP computers, the touch monitor detects only single touches.

No additional drivers are required for this technology to work with Windows 7, 8 or 10, as it uses Windows HID drivers.

Refer to Section 2, “Installing the Touch Technology Software Drivers,” for instructions on downloading touch drivers for Windows XP.

No calibration is required for this technology.

Gesture Support

TouchPro PCAP technology enables several gestures that support single and multiple touches. Refer to the Microsoft website at http://msdn.microsoft.com/en-us/library/dd940543 on the various gestures that are supported in Windows 7, 8, 10 and later OS versions.

Video

A display's native resolution is its width and height measured in pixels. Generally, for best performance, an image displayed on this monitor will look best when your computer's output resolution matches this monitor's native resolution, which is 1280 x 1024 for the 1902L and 1920 x 1080 for the 2202L, 2402L and 2702L monitors

For computer output at non-native resolutions, the monitor will scale the video to its panel's native resolution. This involves stretching or compressing the input image as needed in the X and Y dimensions to fit the display's native resolution. An unavoidable byproduct of the scaling algorithms is a loss of fidelity when the computer's output video image is scaled by the monitor to fit the display. This loss of fidelity is most apparent when viewing feature-rich images at close distances (e.g., images containing small-font text).

Your touch monitor will likely not require video adjustments. However, for analog VGA video, variations in video graphic card outputs may require user adjustments through the OSD to optimize the quality of the touch monitor's displayed image. These adjustments are stored by the touch monitor. Also, to reduce the need for adjustments for different video mode timings, the monitor correctly scales and displays some of the video industry's most common video timing modes. Refer to the technical specifications for this monitor at http://www.elotouch.com for a list of these Preset Video Modes.

On-Screen Display (OSD)

Five OSD buttons are located on the rear of the monitor. These can be used to adjust various parameters. The buttons and their functionalities are:



Button	Function when OSD is not displayed	Function when OSD is displayed
Menu	Display OSD Main menu	Return to previous OSD menu
◀	Display OSD Contrast submenu	Decrease value of selected parameter/select previous menu item
▶	Display OSD Brightness submenu	Increase value of selected parameter/select next menu item
Select	Display Video Priority submenu	Select parameter for adjustment/select submenu to enter
⏻	Power key	Power on/off display

The OSD buttons control an on-screen graphical user interface that overlays your input video, allowing the following adjustments:

Parameter	Available Adjustment
Brightness	Increases/decreases monitor brightness. Default: maximum
Contrast	Increases/decreases monitor contrast. Default: best gray-shade performance
Clock	Allows fine adjustments of the panel's pixel dot clock. *Applicable for VGA input video only.*
Phase	Allows fine adjustments of the panel's pixel dot clock phase. *Applicable for VGA input video only.*
Auto Adjust	Automatically adjusts the system clock to the input analog VGA video signal, affecting the H-position, V-position, Clock, and Phase menu items. *Applicable for VGA input video only.*
H-position	Moves the image horizontally on the display in single-pixel increments. Default: centered *Applicable for VGA input video only.*
V-position	Moves the image vertically on the display in single-pixel increments. Default: centered *applicable for VGA input video only.*
Aspect Ratio	Switches the scaling method between Full Scaling and Maintain Aspect Ratio. Default: Full Scaling Full Scaling: Scales the X and Y dimensions of the input video (up or down as needed) to the display's native resolution. Fill to Aspect Ratio: Assuming a landscape orientation and an input video with aspect ratio smaller than 16:9, scales the Y dimension of the input video (up or down as needed) to the display's Y resolution, scales the X-dimension to maintain the input video's aspect ratio, and fills the rest of the display with equal black bars on the left and right. *Other touchscreen technologies may need recalibration when switching between Aspect Ratio options.*
Sharpness	Adjusts sharpness of the displayed images. Default: no sharpness adjustment *Applicable at non-native input video resolutions only.*
Color Temperature	Selects the display's color temperature. The available color temperatures are 9300K, 7500K, 6500K, 5500K and User Defined. If the User Defined option is selected, the user can change the color temperature by changing individual R, G, and B gains on a scale from 0 to 100. Default: User Defined with R, G, and B all set to 100.

Parameter	Available Adjustment
OSD H-Position	Adjusts the horizontal location of the OSD menus on the display. Default: centered
OSD V-Position	Adjusts the vertical location of the OSD menus on the display. Default: centered
OSD Timeout	Adjusts how long the touch monitor will wait without OSD button activity before closing the OSD. The adjustable range is between 5 and 60 seconds. Default: 15 seconds
OSD Language	Selects the OSD's display language. The available languages are: English, French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, and Japanese. Default: English
Recall Defaults	Restores all factory default settings for OSD-adjustable parameters (except OSD Language) and for Preset Video Mode timings.
Video Priority	The monitor continually scans for active video on the VGA and HDMI connectors. This adjustment selects which of those input ports should be given the priority for display. The options are: VGA Priority, HDMI Priority. Default: HDMI Priority
Audio	Audio menu enables users to switch between audio sources. When HDMI is plugged in, internal speakers can be used by changing the audio source to HDMI. This menu includes the headphone feature as well, which will allow users to plug in an external audio source when using HDMI. When using the VGA Line in option, it can be used to enable internal speakers.
Power LED	Option to turn the power LED ON/OFF. Default: On
Touch Through	Enables touch capabilities when using privacy filters. *Applicable for 19"/22" monitors only*

All touch monitor adjustments made through the OSD are automatically memorized as soon as they are modified.
This feature prevents having to reenter the settings every time the touch monitor is unplugged or powered off.
In case of a power failure, the touch monitor settings will not default to the factory specifications.

OSD and Power Lockouts

Press and hold the “Menu” and “◀” buttons simultaneously for two seconds to enable/disable the OSD Locking feature. When OSD Locking is enabled, pressing any of the Menu, Up, Down or Select keys will have no effect.

Press and hold the “Menu” and “▶” buttons simultaneously for two seconds to enable/disable the Power Locking feature. When Power Locking is enabled, pressing the power switch will have no effect.

Section 5: Technical Support

If you are experiencing trouble with your touch monitor, refer to the following suggestions.

If the problem persists, please contact your local dealer or contact Elo Touch Solutions Customer Service. Worldwide technical support phone numbers are available on the last page of this user manual.

Solutions to Common Problems

Problem	Suggested Troubleshooting
The touch monitor does not respond when turning on the system.	Check that the DC power adaptor is properly connected. Verify the DC power adaptor is functioning
Monitor display is dim.	Use the OSD to increase the brightness. Use the OSD to increase the contrast.
Monitor display is blank.	If the Power Status LED is blinking, the monitor or Computer Module may be in SLEEP mode. Press any key/move the mouse/touch the touchscreen to see if the image reappears. Check that the signal source device is turned on. Check that that there are no loose cable connections.
Monitor displays the “Out of Range” message.	Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touch monitor (see website for specifications).
Monitor display image looks strange.	Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touch monitor (see website for specifications). Use the Auto Adjust function in the OSD.
Touch functionality doesn’t work.	Verify your PC has the latest Elo drivers installed. Perform the calibration routine provided with the latest Elo drivers.
Neither the OSD nor power buttons responds when pressed.	Check to see if the OSD lock or power lock functions are on.
No touch, or touch is not accurate when using privacy filters.	Check if the touch-through mode is enabled for 19”/22” monitors.

Technical Assistance

Technical Specifications

visit **www.elotouch.com/products**
for technical specifications for this device

Technical Support

Visit **https://www.elotouch.com/support**
for technical support

See this user manual's last page for worldwide technical support phone numbers.

Section 6: Safety & Maintenance

Safety

- To avoid risk of electric shock, follow all safety notices, and do not disassemble the touch monitor. The touch monitors are not user-serviceable.
- The touch monitor ships with a three-wire, grounded power cord. The power cord plug fits into grounded outlets only. Do not fit or modify the plug into an outlet that has not been configured for this purpose. Do not use a damaged power cord. Use only the power cord that came with your Elo touch monitor. Use of an unauthorized power cord may invalidate your warranty.
- Ensure that your installation is equipped to maintain the specified environmental conditions listed in the Technical Specifications Section.
- If you have any questions or need more information about your product, please contact your sales representative or the manufacturer.

Care and Handling

The following tips will help keep your touch monitor functioning at an optimal level:

- Disconnect the AC power cable before cleaning.
- To clean the display unit cabinet, use a clean cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. If liquid does get inside, turn the unit off and have a qualified service technician check it before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- To clean the touchscreen, use window or glass cleaner applied to a clean cloth or sponge. Never apply the cleaner directly to the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.
- Ensure the environmental temperature and humidity are maintained within specification, and do no block the ventilation slots.
- Monitors are not designed for outdoors.

Waste Electrical & Electronic Equipment Directive (WEEE)



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling.

Section 7: Regulatory Information

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a power source different than those specified herein will likely result in improper operation or damage to the equipment, or pose a fire hazard.

There are no user-serviceable parts inside this equipment. There are hazardous voltages generated by this equipment that constitute a safety hazard. Service should be provided by a qualified service technician only.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

Emissions and Immunity Information

Notice to Users in the United States:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

This device complies with Part 15C of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Notice to Users in Canada:

This equipment complies with the Class B limits for radio noise emissions from a digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

CAN ICES3(B)/NMB3(B)

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux

conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage; et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to Users in the European Union:

Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards:

This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label, which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/ EU as indicated in European Standard EN 55032 Class B and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 60950-1.

General Information to all Users:

This equipment generates, uses and can radiate radio frequency energy. If not installed and used according to this manual, the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.

1. To meet emission and immunity requirements, the user must observe the following:
   a. Use only the provided I/O cables to connect this digital device with any computer.
   b. To ensure compliance, use only the provided manufacturer's approved line cord.
   c. The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

2. If this equipment appears to cause interference with radio or television reception, or any other device:
   a. Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:
      i. Move the digital device away from the affected receiver.
      ii. Reposition (turn) the digital device with respect to the affected receiver.
      iii. Reorient the affected receiver's antenna.
      iv. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
      v. Disconnect and remove any I/O cables the digital device is not using.
      (Unterminated I/O cables are a potential source of high RF emission levels.)
      vi. Plug the digital device into a grounded outlet only. Do not use AC adapter plugs.
      (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.

Agency Certifications

The following certifications and marks have been issued or declared for this monitor:

- Canada CUL, IC
- China CCC
- Europe CE
- Korea KCC
- Taiwan BSMI
- United States FCC, UL
- Japan VCC!
- International CB
- Australia RCM
- Russia EAC
- Mexico CoC

China RoHS

In accordance with Chinese law (Administration on the Control of Pollution Caused by Electronic Information Products), the section below lists the names and amounts of the toxic and/or hazardous materials that this product may contain.

Component Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	**Mercury (Hg)**	**Cadmium(Cd)**	**Hexavalent Chromium (Cr6+)**	**Polybrominated Biphenyls (PBB)**	**Polybrominated Diphenyl Ethers (PBDE)**
Plastic Parts	O	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
Wire and Cable Assembly	X	O	O	O	O	O
LCD Panel	X	O	O	O	O	O
Touch-Screen Panel	X	O	O	O	O	O
PCBA	X	O	O	O	O	O
Software (CD, etc.)	O	O	O	O	O	O

O: Indicates that the amount of this toxic or hazardous substance contained in all the homogeneous materials for this component is below the limit requirement in SJ/T11363-2006.

X: Indicates that the amount of this toxic or hazardous substance contained in at least one of the homogeneous materials used for this component is above the limit requirement in SJ/T11363-2006.

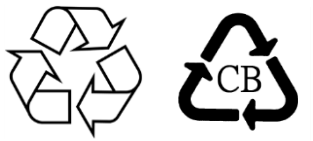
For items marked with an X, exemptions were taken according to EU RoHS.

Explanation of Markings

1. In accordance with the SJ/T11364-2006 requirement, the electronic information products are marked with the following pollution control logo.
   The Environment-Friendly Use Period for this product is 10 years. The product will not leak or mutate under normal operating conditions, listed below, so that the use of this electronic information product will not result in any severe environmental pollution, any bodily injury, or damage to any assets.

   Operating Temperature: 0-40°C/Humidity: 20-80% (non-condensing).
   Storage Temperature: -20~60°C/Humidity: 10~95% (non-condensing).

2. It is encouraged and recommended that this product be recycled and reused according to local laws. The product should not be thrown away casually.



Power Adapter Specifications

Electrical Ratings

Input	100-240 Vac, 50-60 Hz, 2.0-1.0 A
Output	12.0 VDC, 5.42 A

Electrical Ratings

Input	100-240 Vac, 50-60 Hz, 1.6-0.7 A
Output	12.0 VDC, 5 A

Monitor Specifications

Electrical Ratings	
Input	12 VDC, 4.0 A
Operating Conditions	
Temperature	0-40°C
Humidity	20-80% (non-condensing)
Altitude	0-3,048 m
Storage Conditions	
Temperature	-20-60°C
Humidity	10-95% (non-condensing)
Altitude	0-12,192 m
Ingress Protection	
IP Rating	IPX1 (Front of the monitor only)

Section 8: Warranty Information

Except as otherwise stated herein, or in an order acknowledgment delivered to Buyer, Seller warrants to Buyer that the Product shall be free of defects in materials and workmanship. The warranty for the touch monitors and their components is three years.

Seller makes no warranty regarding the model life of components. Seller's suppliers may at any time and from time to time make changes in the components delivered as Products or components.

Buyer shall notify Seller in writing promptly (and in no case later than 30 days after discovery) of the failure of any Product to conform to the warranty set forth above; shall describe in commercially reasonable detail in such notice the symptoms associated with such failure; and shall provide to Seller the opportunity to inspect such Products as installed, if possible. The notice must be received by Seller during the Warranty Period for such a product, unless otherwise directed in writing by the Seller. Within 30 days after submitting such notice, Buyer shall package the allegedly defective Product in its original shipping carton(s) or a functional equivalent and shall ship to Seller at Buyer's expense and risk.

Within a reasonable time after receipt of the allegedly defective Product and verification by Seller that the Product fails to meet the warranty set forth above, Seller shall correct such failure by, at Seller's discretion, either (i) modifying or repairing the Product, or (ii) replacing the Product. Such modification, repair, or replacement and the return shipment of the Product with minimum insurance to Buyer shall be at Seller's expense. Buyer shall bear the risk of loss or damage in transit, and may insure the Product. Buyer shall reimburse Seller for transportation cost incurred for Product returned but not found by Seller to be defective. Modification or repair of Products may, at Seller's discretion, take place either at Seller's facilities or at Buyer's premises. If Seller is unable to modify, repair, or replace a Product to conform to the warranty set forth above, then Seller shall, at Seller's discretion, either refund to Buyer or credit to Buyer's account the purchase price of the Product less depreciation calculated on a straight-line basis over Seller's stated Warranty Period.

These remedies shall be the buyer's exclusive remedies for breach of warranty. Except for the express warranty set forth above, seller grants no other warranties, express or implied by statute or otherwise, regarding the products, their fitness for any purpose, their quality, their merchantability, their non-infringement, or otherwise. No employee of Seller or any other party is authorized to make any warranty for the goods other than the warranty set forth herein. Seller's liability under the warranty shall be limited to a refund of the purchase price of the product. In no event shall Seller be liable for the cost of procurement or installation of substitute goods by Buyer or for any special, consequential, indirect, or incidental damages.

Buyer assumes the risk and agrees to indemnify Seller against and hold Seller harmless from all liability relating to (i) assessing the suitability for Buyer's intended use of the Products and of any system design or drawing, and (ii) determining the compliance of Buyer's use of the Products with applicable laws, regulations, codes, and standards. Buyer retains and accepts full responsibility for all warranty and other claims relating to or arising from Buyer's products, which include or incorporate Products or components manufactured or supplied by Seller. Buyer is solely responsible for any and all representations and warranties regarding the Products made or authorized by Buyer. Buyer will indemnify Seller and hold Seller harmless from any liability, claims, loss, cost, or expenses (including reasonable attorney's fees) attributable to Buyer's products or representations or warranties concerning same.

Notes

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