



USER MANUAL

Elo Touch Solutions

Elo AI Edge Pack

ESY00A9/ESY00B9



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Section 1: Introduction

Product Description

The Elo AI Edge Pack combines modern aesthetics, modular flexibility and commercial-grade reliability with powerful Intel processing. All models include TPM 2.0, with the models offering additional support for vPro - providing maximum system security and manageability. The Elo AI Edge Pack delivers the durability needed for continuous public use and is backed by Elo's standard 3-year warranty.

This is an industrial embedded system for business-to-business use.

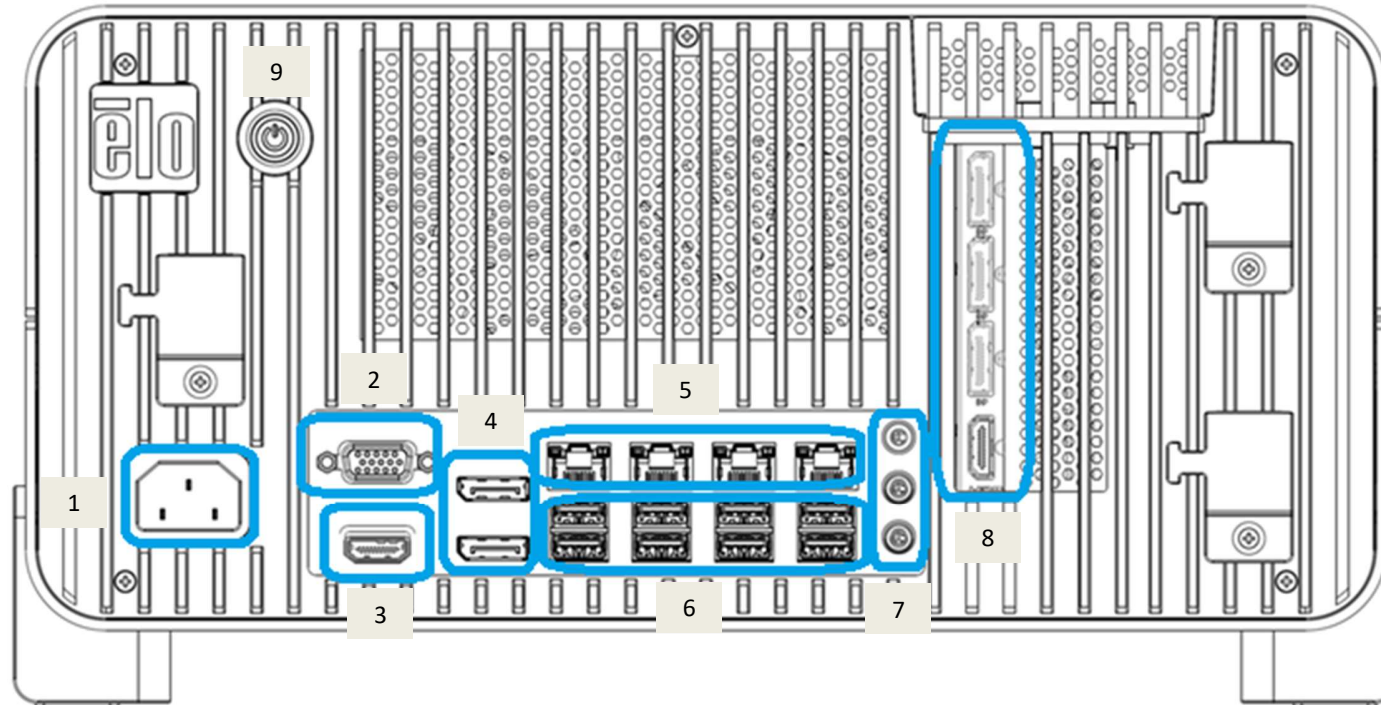
Precautions

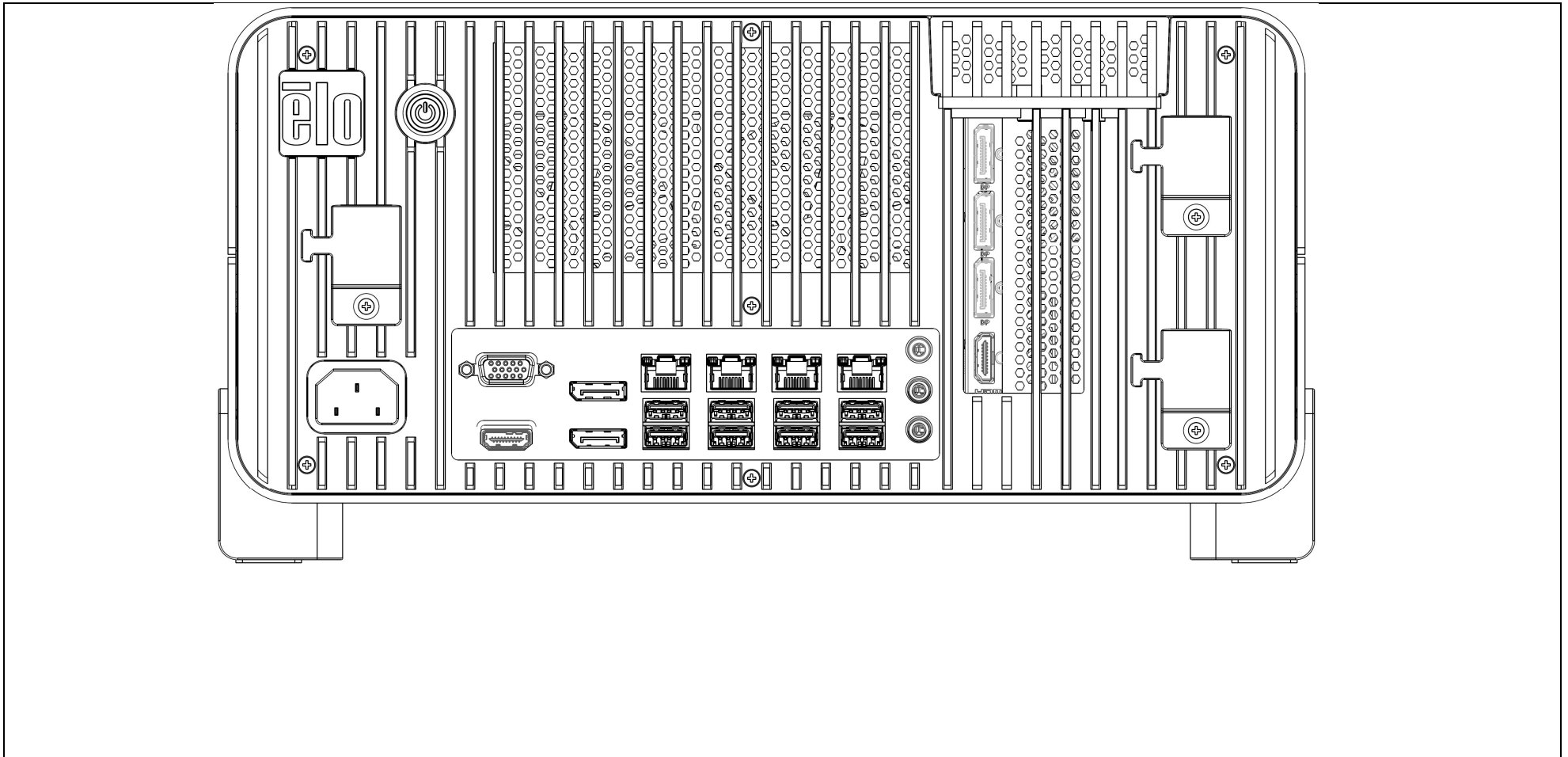
Follow all warnings, precautions and maintenance tips as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See Chapter 6 for more information on safety.

This manual contains information that is important for the proper setup and maintenance. Before setting up and powering on your unit, please read through this manual in detail.

Connector Panel & Interfaces (SKU# E540147)

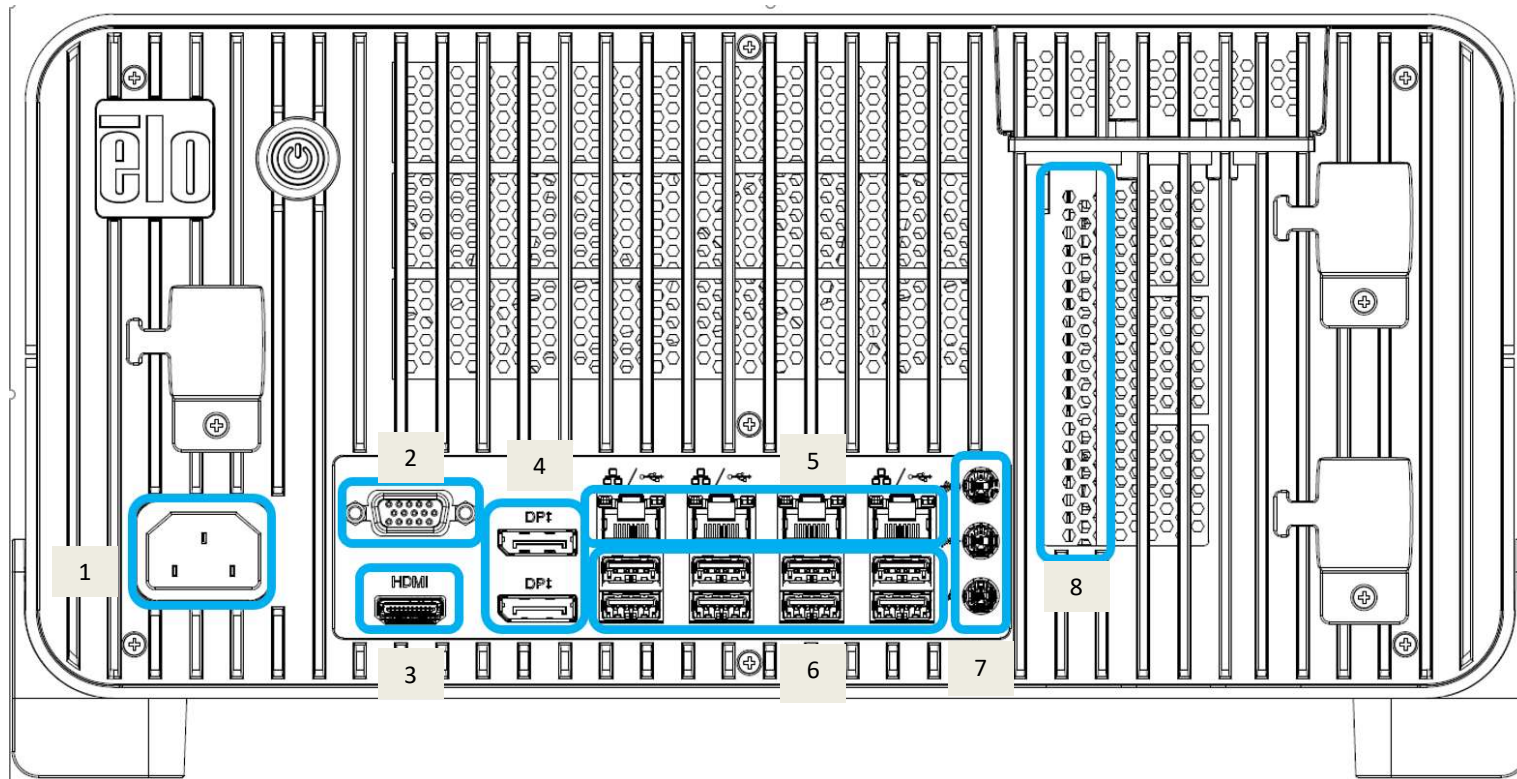
1	AC Power In connector	8	Add in Card IO
2	VGA Port	8A	RTX5080 : DP x3 + HDMI x1
3	HDMI Port		
4	DisplayPort		
5	Ethernet LAN Port		
6	USB-A Port (0.9A)		
7	Line in/ Mic in /Line out		

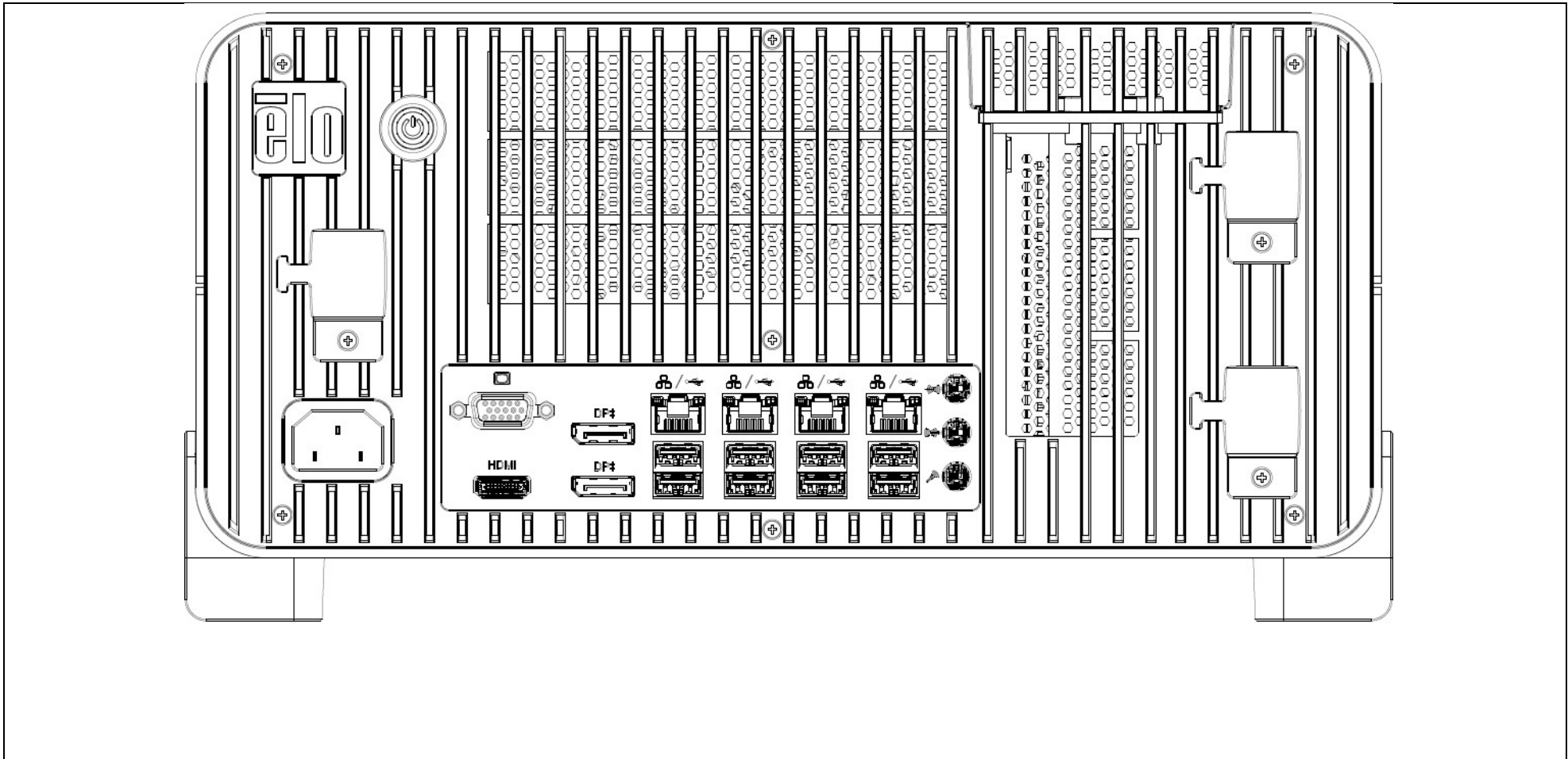




Connector Panel & Interfaces (SKU# E704846)

1	AC Power In connector	8B	Add in Card IO (Hailo 8080S) (no external connector)
2	VGA Port		
3	HDMI Port		
4	DisplayPort		
5	Ethernet LAN Port		
6	USB-A Port (0.9A)		
7	Line in/ Mic in /Line out		





1. Power Connector (AC-IN)

To power up the Elo AI Edge Pack, plug the AC power cable into the power connection on the device.

2. VGA port

The VGA port allows connection to a display equipped with VGA input.

3. HDMI Port

The HDMI port allows connection to a display equipped with HDMI input.

4. DP Port

The DP port allows connection to a display equipped with DP input.

5. Ethernet LAN Port

The Ethernet LAN Port provides up to 2.5 Gbps speed capability for networking.

The Right side port support Intel Vpro.

6. USB-A Port (0.9A)

standard Super Speed USB 3.2 Gen2 port .

7. Audio Port

The audio port support line in ,line out mic in.

8. Add in Card IO

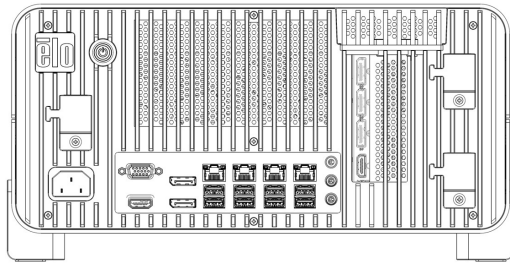
8A : RTX5080 DP x3 + HDMI x1

Section 2: Installation

Unpacking the Elo AI Edge Pack

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

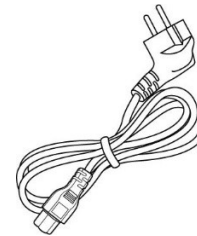
- Elo AI Edge Pack
- Power Cable NA/EU (Base on sku)
- Quick Install Guide



Elo AI Edge Pack



Power Cable
US/Canada



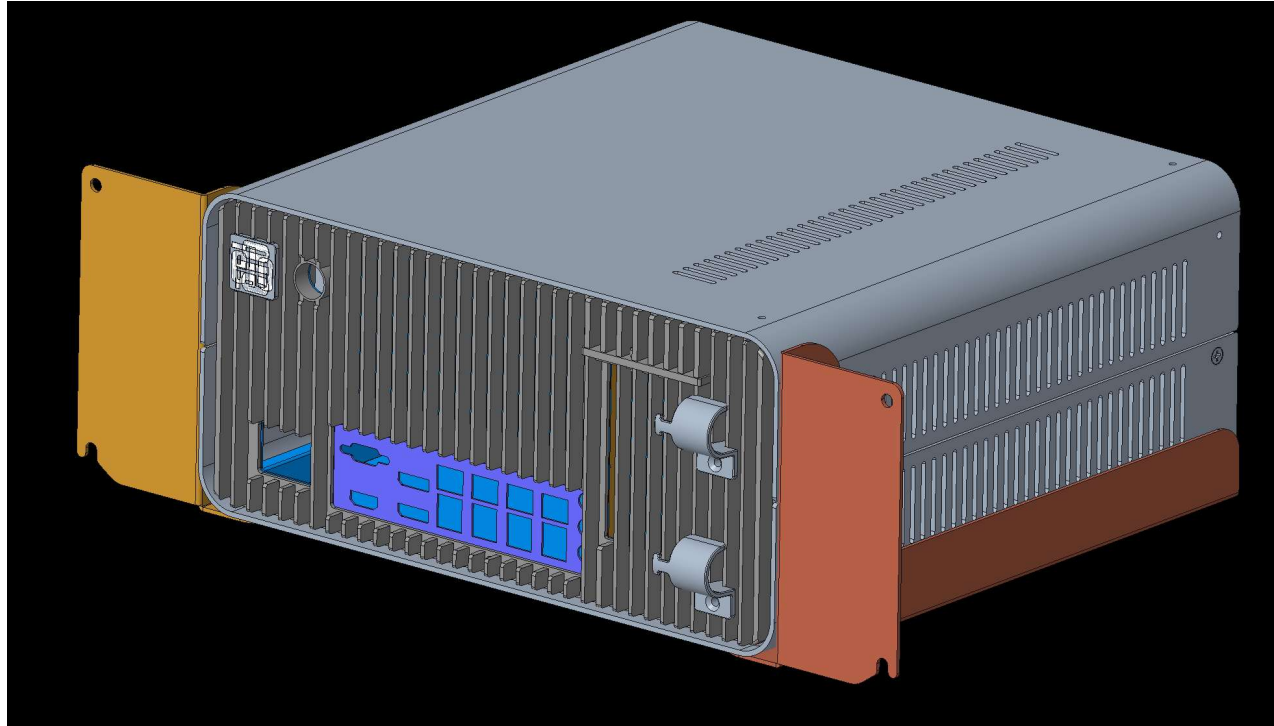
Power Cable Europe



Quick Install Guide

Mounting the Elo AI Edge Pack

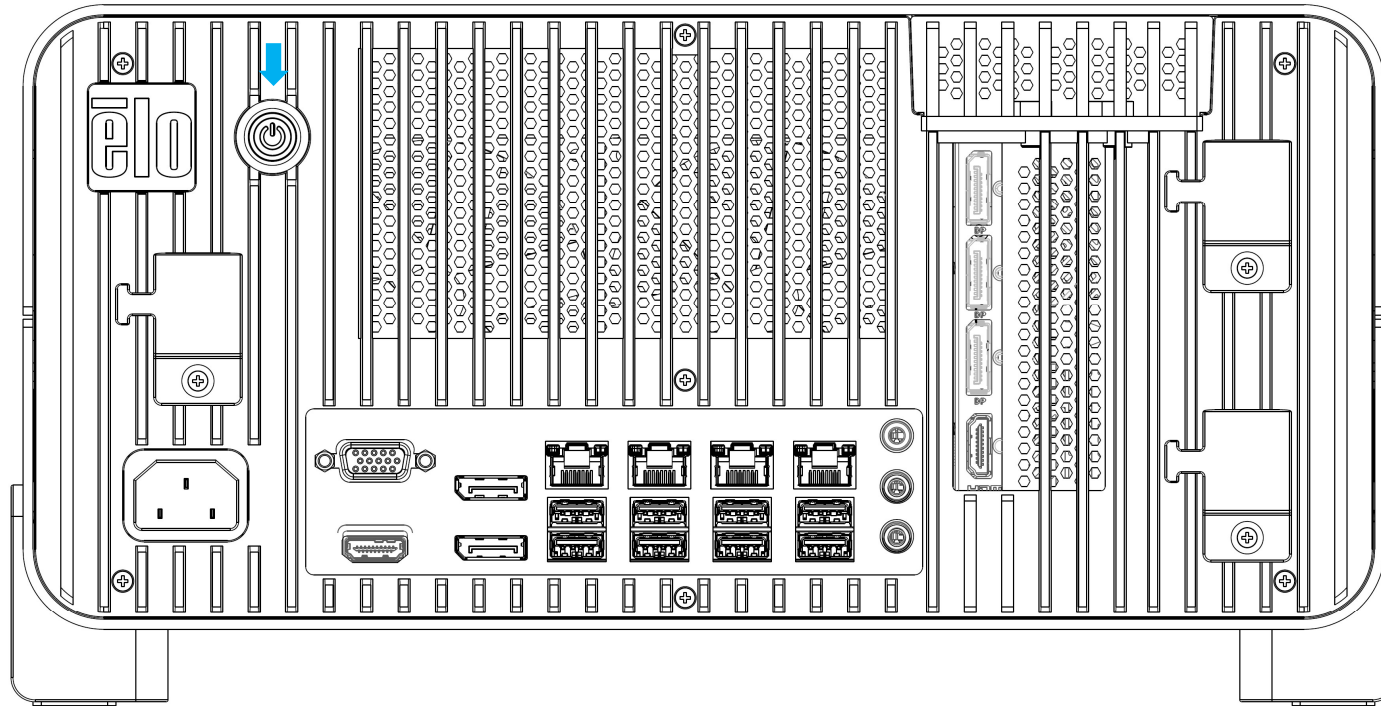
The Elo AI Edge Pack can be mounted with the supplied mounting bracket (refer to the picture below to ensure it is installed in correct orientation/ position)



Section 3: Operation

Power LED

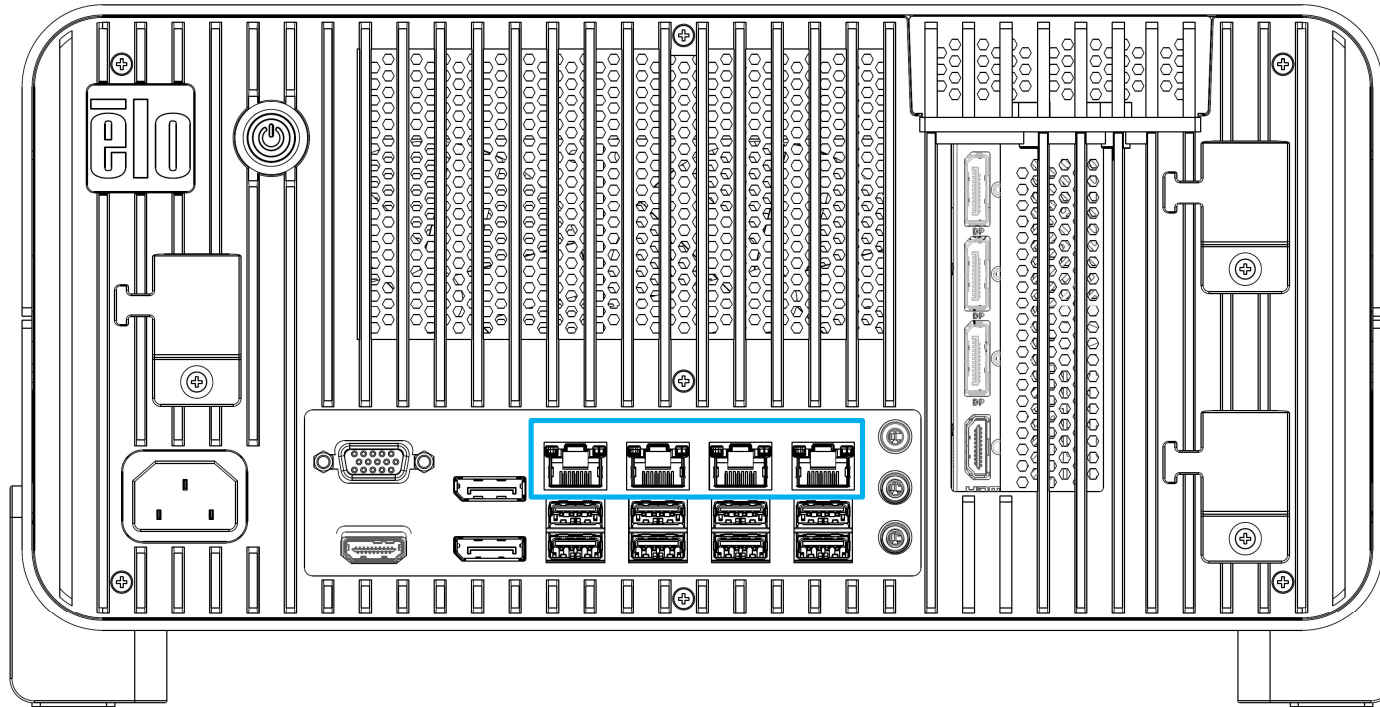
The Elo AI Edge Pack has a Power LED indicating the state of the power. The table below shows LED state and corresponding color.



Status	LED Light
AC off	Off
Off mode	Off
Sleep mode	Flash Green
On	Green

When the Elo AI Edge Pack is connected to peripherals such as a touch screen, mouse, or keyboard, touching the screen, moving the mouse, or pressing a keyboard key will bring the system out of SLEEP mode.

Ethernet LAN LED



LAN Speed Status

100 Mbps

1 Gbps

2.5 Gbps

LAN LED Status

No Color

Green Color

Orange Color

Activity Status

No Link

Linked

Data Activity

ACT LED Status

No Color

Solid (Yellow Color)

Blinking (Yellow Color)

Setting Up the Operating System

To set up the operating system, you need to connect the Elo AI Edge Pack to a display, plug in an external keyboard and/or mouse into its connector panel to execute these steps.

If the Elo AI Edge Pack is configured with an operating system, the initial setup of the operating system takes approximately 5-10 minutes. Additional time may be needed depending on the hardware configurations and connected devices.

To set up the Microsoft® Windows® Operating System for the Elo AI Edge Pack, turn it on by pressing the power button, and then follow the on-screen instructions.

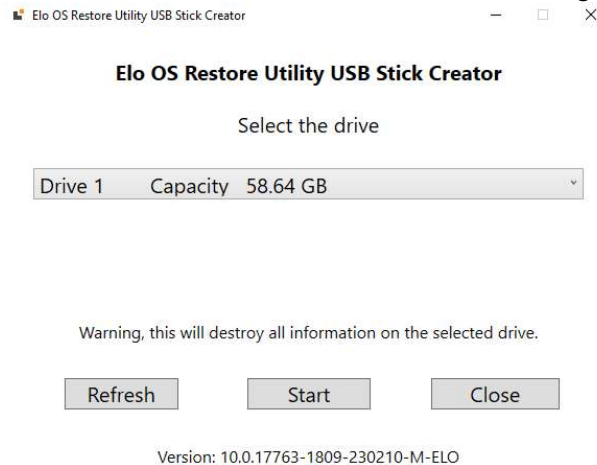
Elo has taken time to ensure all drivers are correct and loaded with your Windows operating system. If you decide to create your own image, be sure to start with the Elo image and Elo driver packs. Or contact our support team for help.

Creating the Recovery Flash Drive

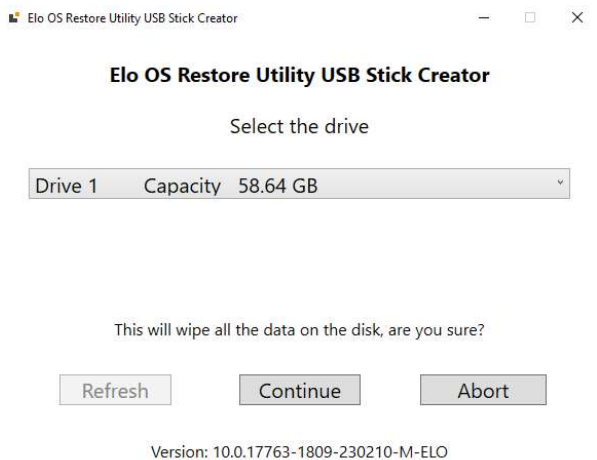
All Windows models come with the built-in Elo Restore Utility on the Windows Desktop. The utility is able to create a recovery flash drive based on the operating system you purchased. Please create your recovery flash drive immediately. In the event the HDD/SSD recovery partition is accidentally deleted or becomes inaccessible, you will need to use the recovery flash drive to recover your system.

The following procedures demonstrate how to use the utility to create a recovery flash drive.

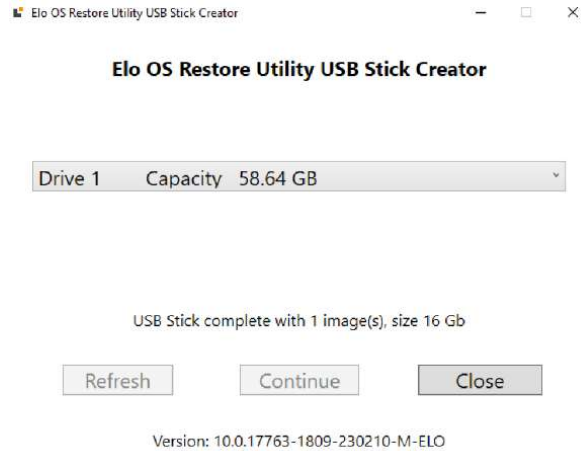
1. Insert a blank flash drive into any of the available USB ports on your system.
2. Right-click the EloRestoreUtility icon on the Desktop and select **“Run as administrator”**.
3. Select the drive and click **“Start”** button to begin the process.



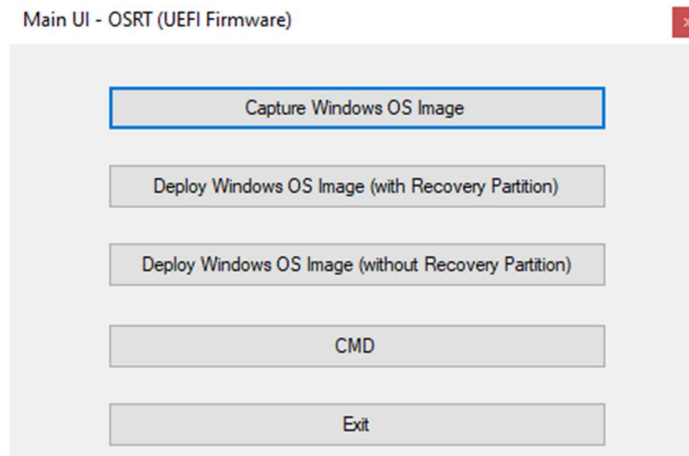
4. Click **“Continue”** to proceed. This step will take 10-20 minutes depending on your system configurations and flash drive performance. **PLEASE NOTE THAT ALL DATA WILL BE LOST DURING THIS PROCESS.**



5. Once the message shows "**USB Stick complete with...**", please remove the flash drive and click "**Close**" to exit the program.



6. In case the system crashes, you must use the recovery flash drive, reboot the system and press **F11** several times to enter **DeviceBoot Menu**. Then, choose "**boot from flash drive**".
7. When the following UI is presented, click "**Deploy Windows OS image (with Recovery Partition)**" button.



8. Follow the on-screen instructions to complete the installation process and then exit the program.

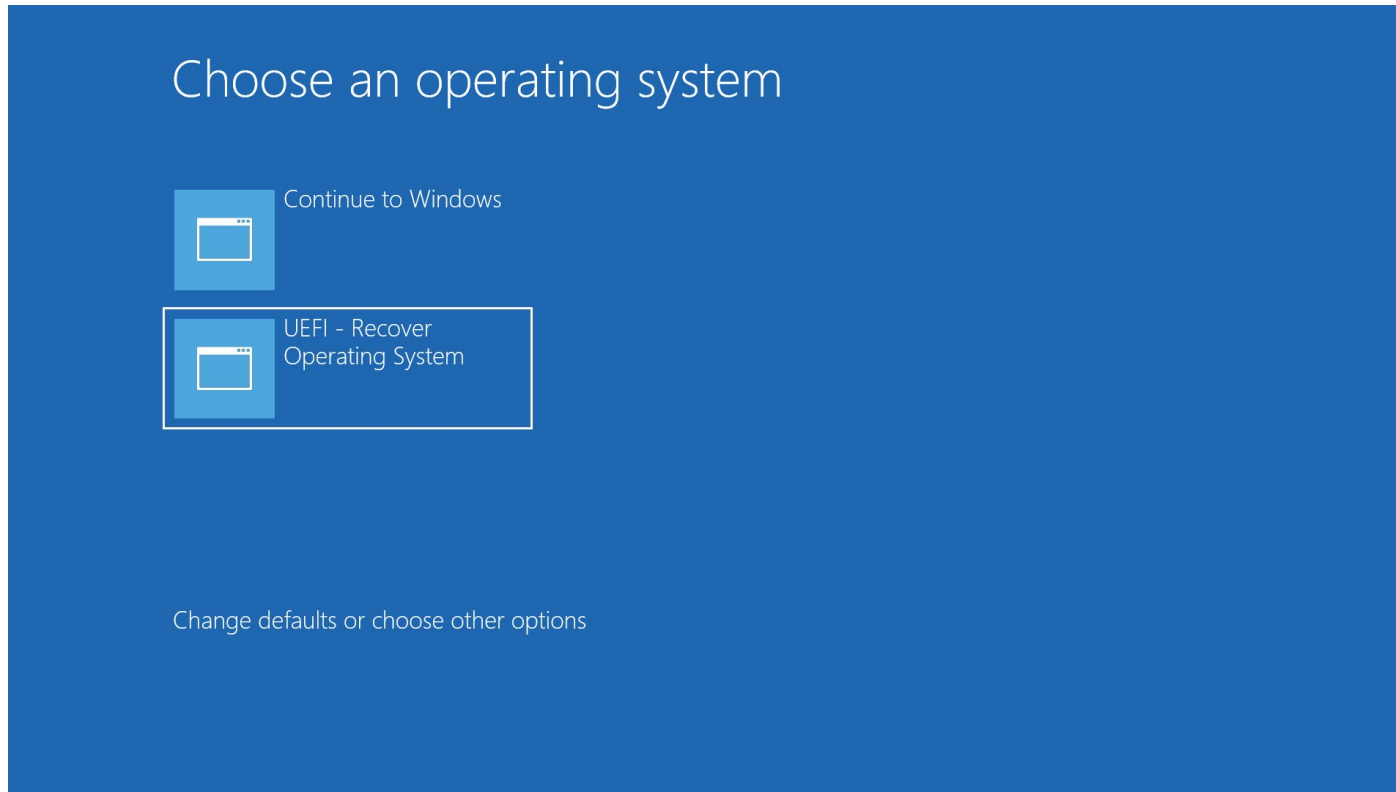
Note: All data is deleted during the recovery process. The user must back up files when necessary. Elo Touch Solutions does not accept liability for lost data or software.

Note: The end user must adhere to Microsoft's Licensing Agreement.

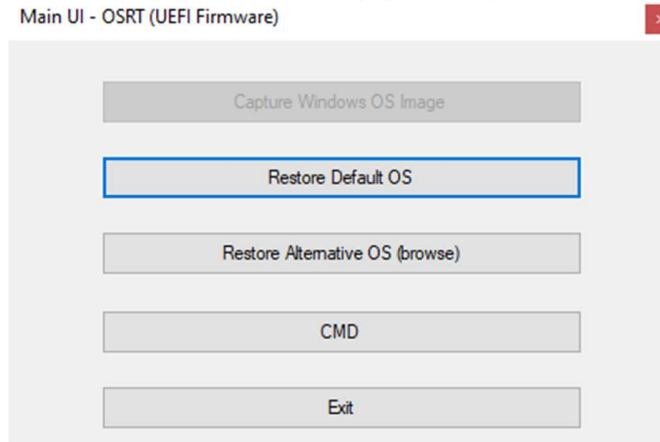
Recovering the Operating System

If for any reason the operating system needs to be recovered to FACTORY SETTINGS, you can recover your system by following the procedures below. **PLEASE NOTE THAT ALL CUSTOMER SETTINGS AND DATA WILL BE LOST DURING THIS PROCESS.** Please be sure to completely backup all of your data, settings, and customer-installed software before proceeding.

1. Power off your Elo AI Edge Pack completely.
2. Power on your Elo AI Edge Pack.
3. When the following screen appears, tap to select “**UEFI – Recover Operating System**”.



4. The following User Interface (UI) will be presented.



5. Select "**Restore Default OS**". The system will test your hardware automatically. Once the process is complete, click "**Start**" button to perform the system recovery function. This process will reformat the primary hard drive. **Please back up your data before performing the recovery process.**
6. Once completed, click the **Close** button. The system will return to the main menu of the Elo Recovery Solution. Then click the **Exit** button to restart your system.

NOTE: All data is deleted during the recovery process. The user must back up files when necessary. Elo Touch Solutions does not accept liability for lost data or software.

NOTE: The end user must adhere to Microsoft's Licensing Agreement.

Section 4: Options and Upgrades

Adding Optional Upgrades

Elo has qualified the following to work seamlessly with your unit. The complete installation and setup instructions are provided with the field-installable kits. Please see your Elo authorized distributor or value-added partner for pricing.

Notice

- Never open the equipment. For safety reasons, the equipment should be opened only by qualified skilled personnel.
- The equipment is not intended to be installed and used in a home, school or public area accessible to the general population.
- The knurled thumb screws with slotted heads for enclosure should be tighten the screws with a tool after both initial installation and subsequent using.

Section 5: Technical Support

If you are experiencing trouble with your Elo AI Edge Pack, refer to the following suggestions. If the problem persists, please contact your local dealer or Elo 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 unit won't power up.	<ol style="list-style-type: none">1. Check that the AC/DC power adaptor is properly connected.2. Verify the AC power source is functioning.3. Make sure the power button is not broken.
Monitor connected to the Elo AI Edge Pack has a blank screen.	<ol style="list-style-type: none">1. If the Power Status LED is orange/red, the unit may be in SLEEP/HIBERNATE mode. Press the power button to see if the display comes back.2. Check the internal cable connections and look for missing or damaged electrical components.
No Bootable Device Found	<ol style="list-style-type: none">1. Confirm the product has loaded the OS.2. Storage device damage - Try to swap with another new blank drive.

Technical Assistance

Technical Specifications

Visit www.elotouch.com/products
for technical specifications for this device

Support

Visit <https://www.elotouch.com/support/technical-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 Elo AI Edge Pack. They are not user-serviceable.
- Do not block or insert anything inside the ventilation slots.
- The Elo AI Edge Pack is equipped with an AC/DC power adaptor. Do not use a damaged AC/DC power adaptor. Use only the AC/DC power adaptor supplied by Elo. Use of an unauthorized AC/DC power adaptor may void your warranty.
- Ensure that the Elo AI Edge Pack is maintained and runs within the specified environmental conditions listed below.
- Be sure to disconnect the power source before disassemble cover from the bottom of the Elo AI Edge Pack to reveal the switch. The cover from the bottom must be completely assembled while restoring the power input. Wait one-half hour after switching off before handling parts.

Environmental conditions for operating and storage

Temperature:

Operating	0°C to 35°C
Storage	-20°C to 60°C

Humidity (non-condensing):

Operating	10% to 90%
Storage	0% to 95%

Altitude:

Operating	0 to 3,048 m
Storage	0 to 12,192 m

Power ratings

90-220 VAC, 4.74 Amps max

Note: The thermal report pass airflow 0.5m/s + CPU Minimum assured power condition. For thermal consideration, please remove two protective films on the sides of the machine before turning it on.

Power Adaptor Support Notice

The following information will help with management of power supply and usage on your x.

- Do not exceed a total of 850 watts. Take the wattage below and add the Elo Peripherals or your other devices and check that you are under 850 watts. If you need help with the power requirements for your application, please contact Elo support to help you with the set up and calculations.
- This product is intended to be supplied by a Listed (Certificate) power supply output rated 850W , Tmax 35 degree C **maximum** and altitude 2000m, if need further assistance, please contact manufacture or UL File owner or brand owner further information.
- The equipment power supply cord shall be connected to a socket-outlet with earthing connection.

Care and Handling

The following tips will help keep your Elo AI Edge Pack functioning at an optimal level:

- Disconnect the AC power cable before cleaning.
- To clean the unit, 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 checks it before you power it on again.
- Ensure the environmental temperature and humidity are maintained within specification and do not block ventilation slots.
- The unit is not designed for the 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. Ensure that product is disposed at the end of its useful life according to local laws and regulations. Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit.

<https://www.elotouch.com/e-waste-recycling-program>

UL Directive

The Elo AI Edge Pack has a lithium battery included on the motherboard. There is a risk of explosion if battery is replaced by an incorrect type. Please dispose of used batteries according to the region instructions.

Warning

- It is important that your Elo AI Edge Pack remains dry, do not pour liquid into or onto it. If it becomes wet, do not attempt to repair it yourself. Contact Elo Customer Service for instructions.
- CAUTION: Risk of fire or explosion if the battery is replaced by an incorrect type.

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 different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service shall be provided only by a qualified service technician.

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 for FCC compliance:

This device complies with part 15 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 received, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment should be installed and operated to ensure a minimum of 20 cm spacing to any person.

Notice to Users in Canada for IC compliance:

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

CAN ICES-003(B)/NMB-003(B)

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
2. 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 62368-1.

Classification of Certificate

Series	Configuration	Classification	Documentation
Elo AI Edge Pack	ESY00A9/ESY00B9	Class B	MD-0057935 DECLARATIONS OF CONFORMITY, Elo Edge Server

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI - B

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. In order 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 that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
 - vi. Plug the digital device into only a grounded outlet receptacle. 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.

FCC Declaration of Conformity

Per FCC 47 CFR FCC Part15 subpart B Section 2.1077(a)
In accordance with FCC Rules and Regulations

Model Number: ESY00G9, ESY00B9

Equipment Category: Information Technology and Telecommunications Equipment

Equipment Class: Commercial and Light Industrial

Product Name: Touch All in one Computer

Manufacturer: Elo Touch Solutions, Inc.
670 N. McCarthy Blvd.
Suite 100
Milpitas, CA 95035
www.elotouch.com

Trademark:



Declaration:

This device complies with Part 15 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 received, including interference that may cause undesired operation

Kevin Huang
 Sr. Director, Systems Engineering
 Elo Touch Solutions, Inc.

Agency Certifications

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

- United State UL, FCC
- Canada cUL, IC
- International CB
- Japan VCCI
- RoHS CoC

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: 0-35 / Humidity: 20%-80% (non-condensing).
Storage Temperature: -20~60 / umidity: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.



Section 8: Warranty Information

For warranty information, go [online](https://www.elotouch.com/support/warranty) to <https://www.elotouch.com/support/warranty>

www.elotouch.com

Visit our website for the latest

Product Information

Specifications

Upcoming Events

Press Releases

Software Drivers

Touch Monitor Newsletter

To find out more about our extensive range of Elo touch solutions, go to www.elotouch.com, or call the office nearest you.

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