



## USER MANUAL

# Elo Touch Solutions

**ESY15i2 15.6" Windows I-Series AiO Interactive Signage**

**ESY22i2 21.5" Windows I-Series AiO Interactive Signage**

**ESY15i5 15.6" Windows I-Series AiO Interactive Signage**

**ESY22i5 21.5" Windows I-Series AiO Interactive Signage**

**UM600086 Rev. B**

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## Read this first

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Before using the I-Series for Windows, read the important safety and handling information (this section), Safety & Maintenance (Chapter 6), Regulatory Notice (Chapter 7), and the Warranty Information (Chapter 8) chapters in this user manual.

This section provides guidance on the safe handling and use of your I-Series for Windows. Please read to understand all of the details.

### ENERGY STAR Support information

Your touchcomputer is ENERGY STAR<sup>®</sup> qualified. Elo is a partner in the Environmental Protection Agency's (EPA) ENERGY STAR<sup>®</sup> Program and has designed the computer to meet the latest ENERGY STAR<sup>®</sup> guidelines for energy efficiency. Your touchcomputer ships with the power management options preset to a configuration that will provide the most stable operating environment and optimum system performance.



To conserve energy, your computer is set to dim the display after 5 minutes of inactivity, and enter the low-power Sleep mode which shuts down the system after 30 minutes of inactivity. We recommend that you leave this and other energy saving features active, so that your touchcomputer will operate at its maximum energy efficiency. You can wake the touchcomputer from Sleep mode by pressing the power button.

When considering additions to your business, purchase products that have earned the ENERGY STAR<sup>®</sup> for all your equipment needs, which can save your money, save energy, and help protect the climate.

Visit <http://www.energystar.gov> or <http://www.energystar.gov/powermanagement> for more information regarding the ENERGY STAR<sup>®</sup> Program.

### Important safety and handling information

To avoid personal injury, property damage, or accidental damage to your Elo I-Series for Windows (hereafter referred to as the I-Series or touchcomputer), please read through all of the information provided in this section before using the I-Series.

For detailed operating instructions, refer to the I-Series User Manual (this publication).

### Protect your data and software:

Do not delete or change the name of files or directories that were not created by you; as this may prevent the I-Series software from operating properly.

Be aware that accessing network resources can render your I-Series vulnerable to computer viruses, hackers, spyware, and other malicious activities that might damage your I-Series, software, or data. It is your responsibility to ensure that your I-Series has adequate protection in the form of firewalls, antivirus software, and anti-spyware software and keep them up to date.

Keep electrical appliances such as an electric fan, radio, high-powered speakers, air conditioner, and microwave oven away from your I-Series because the strong magnetic fields generated by these appliances can damage the screen and the data on the I-Series.

### **Take precautions with plastic bags:**

The I-Series comes with plastic packaging material.

**DANGER: Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.**

# Chapter 1: Product Overview

This chapter provides an overview of the new Elo I-Series for Windows, including the locations of the connectors and controls, I-Series features, accessories, specifications, and operating environment.

## Product Description

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The new Elo I-Series for Windows combines Elo reliable performance with the latest developments in touchscreen technology and display design. This combination creates a natural flow of information between a user and the I-Series for Windows.

The I-Series for Windows provides a powerful, compact, and configurable interactive display in two screen sizes: 15.6-inch, and 21.5-inch. These models are ruggedized and available with our industry-leading Elo touch technology: TouchPro® PCAP (projective capacitive). Both 15" and 22" I-Series models integrate with 1920x1080 LCD panel to provide superior display performance for displaying images and running applications. The i2 models are fan-less — well-suited for environments where noise may be an issue. The i5 models with the 6<sup>th</sup> generation Intel® Core™-i5 processor and HD530 graphics are fan-cooled and deliver superior performance when needed.

The I-Series for Windows have a compact, stylish design, with a choice of configuration and customer-installable peripheral options as well as ease of serviceability. These models support multiple memory and storage configurations as well as optional accessories for purchase from Elo.

## Precautions

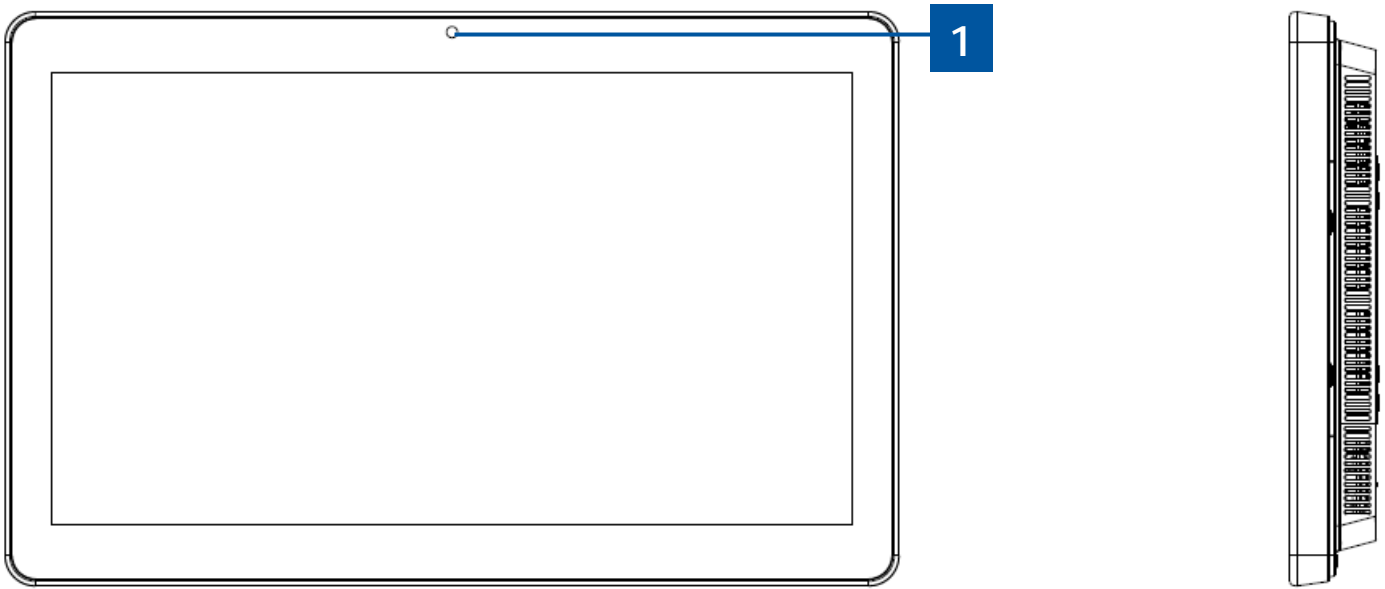
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Follow all warnings, precautions and maintenance tips as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See Chapter 6 for more information on safety.

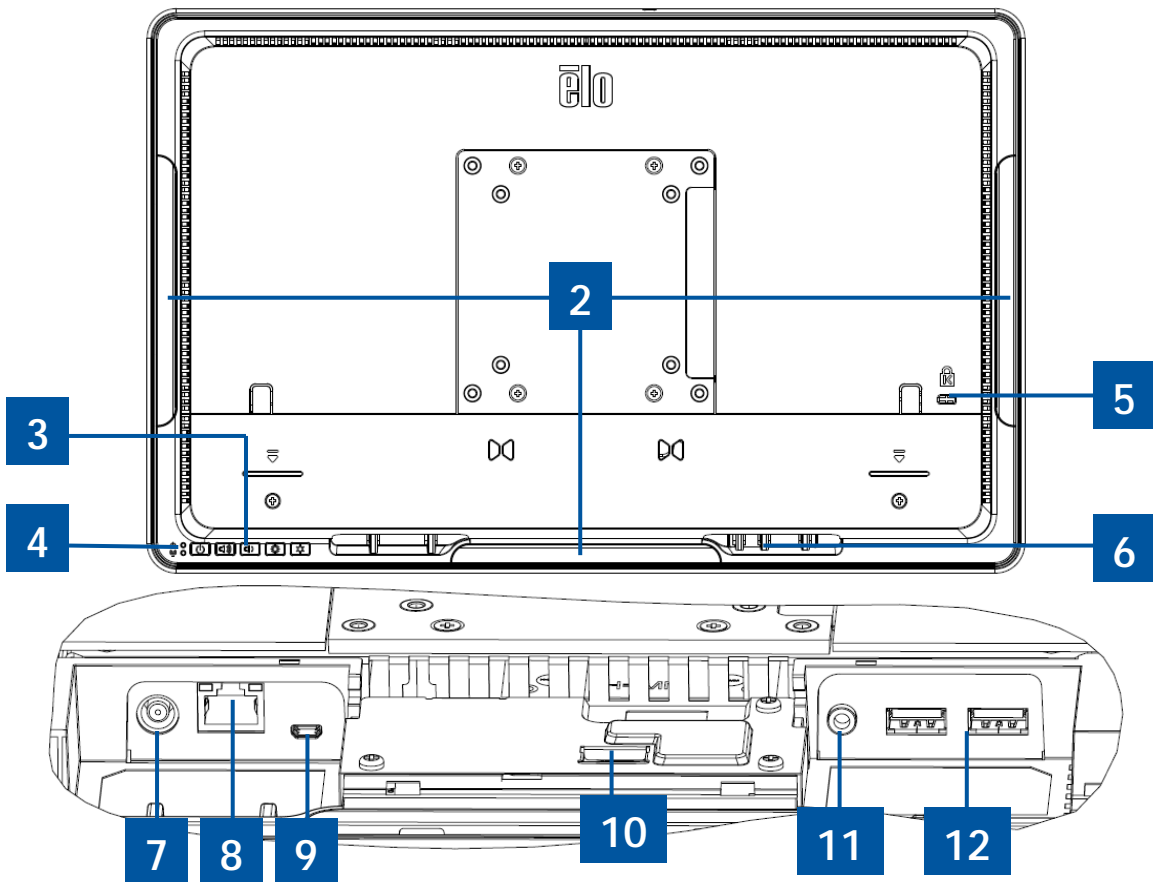
This manual contains information that is important for the proper setup and maintenance of the I-Series for Windows. Before setting up and powering on your new I-Series, please read through this manual in detail seriously and carefully.

# I-Series Layout

## ESY I-Series 15.6"/21.5" Models (i2 product shown)



I-Series 15.6"/21.5" front view (left) and clerk right side view (right)

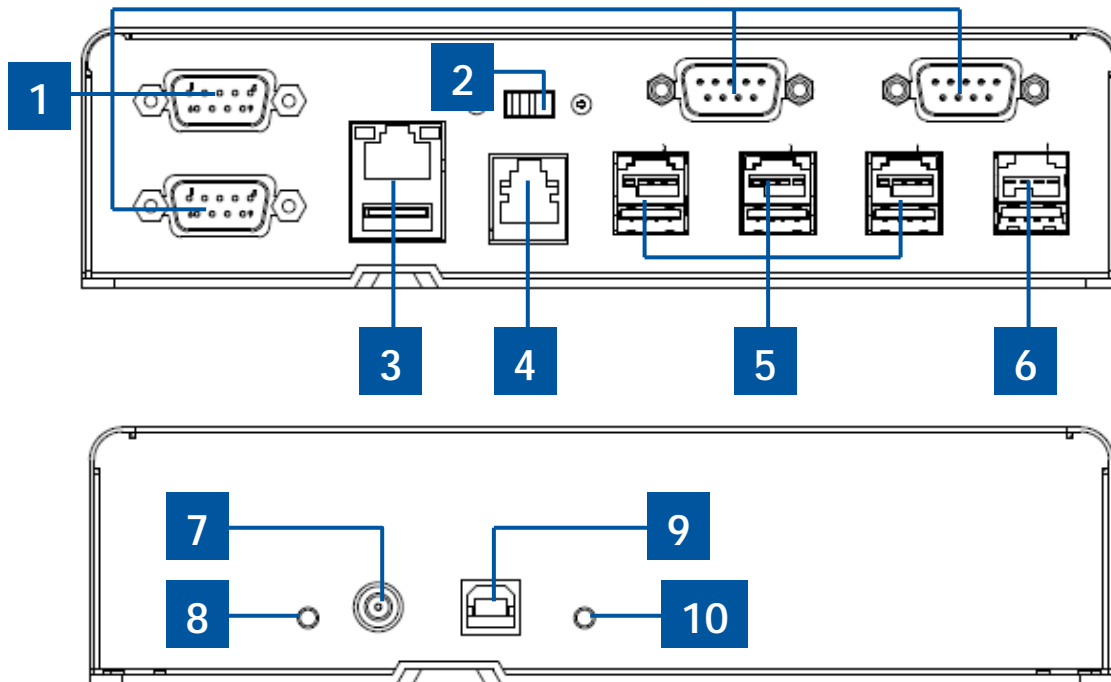


I-Series 15.6"/21.5" back view (top) and rear IO view (bottom)



1	Camera	7	Power Connector (19V DC-IN)
2	Peripheral Micro USB Ports	8	Ethernet LAN Port
3	OSD Control Buttons	9	Micro HDMI
4	Power indicator LED (top) Wireless indicator LED (bottom)	10	Elo GPIO Connector
5	Kensington Lock	11	Audio Port (Line-out)
6	Loops for Cable Ties	12	USB 3.0 Ports

## Elo Expansion Module (optional for POS capability) Layout



Elo expansion module front side view (Top), rear view (bottom).

1	USB to Serial COM Ports	6	+24V Powered USB Port (Red)
2	12V/24V Cash Drawer Power Switch	7	19V DC Input
3	Ethernet LAN & USB Ports	8	Power LED
4	RJ11 Cash Drawer Port	9	USB Port to Host PC
5	+12V Powered USB Ports (Green)	10	USB Connection LED

- **12V/24V Cash Drawer Power Switch**

The user can switch the input power to the cash drawer with either 12V or 24V input.

- **RJ11 Cash Drawer Port**

The cash drawer port is a RJ-11 connector and the default setting is set to +24V. The pinouts is defined by the table below.

Pin #	Signal Name	Pin #	Signal Name
1	GND	2	Channel1
3	DETECT	4	POWER
5	Channel 2	6	GND

# Chapter 2: Getting Started

## Unpacking the Windows I-Series AiO Interactive Signage

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To unpack the I-Series:

1. Open the box.
2. Check that the following items are present and in good condition:
  - I-Series system unit.
  - Quick Install Guide
  - AC/DC Power adapter.
  - Power cable for North America, Europe, and U.K.
3. Remove the protection bag/cover from the unit and film on display, desiccant packs, and other packaging materials appropriately. Please take extra caution to ensure they are not accessible by small children.
4. Press the power button to start using the I-Series.



Windows I-Series



Power cable US/Canada

← AND →



Power cable Europe



Quick Install Guide



Power Adapter

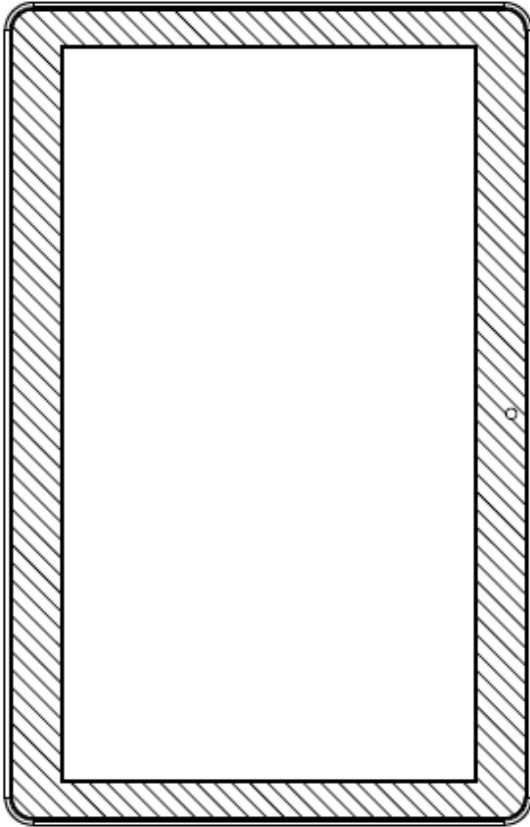
The I-Series for Windows system material package.

# General Mounting Information

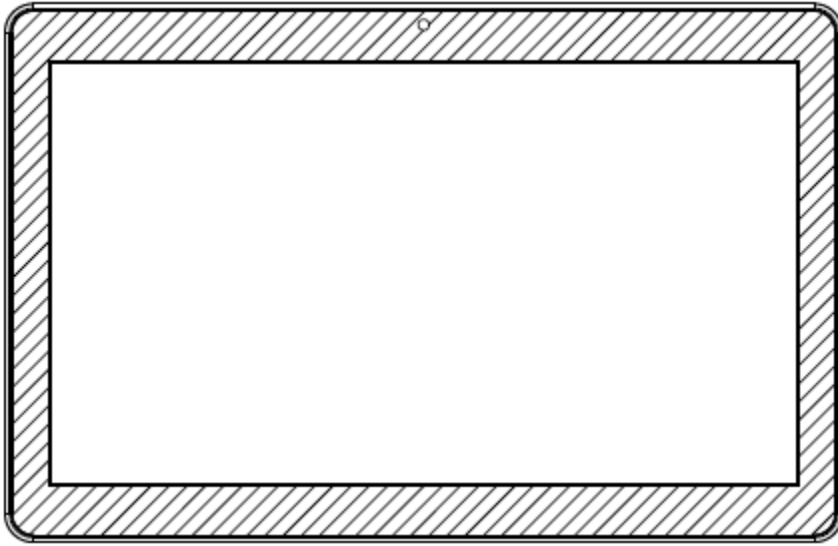
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The system following the VESA pattern described in the following section.

The following three mounting orientations are supported: Landscape, portrait and table top (except i2 models) mode. For optimal touch performance, ensure that the system is supported fully and is as flat as possible.



Portrait



Landscape

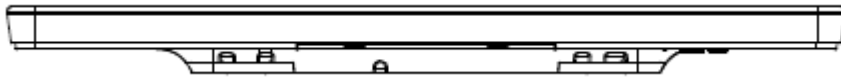


Table Top

## Rear VESA Mount

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A four-hole 75x75mm and 100x100mm mounting pattern for M4 screws is provided on the rear of the system. The VESA FDMI-compliant counting is coded: VESA MIS-B, 75, C.

# Chapter 3: Operation

## General Information

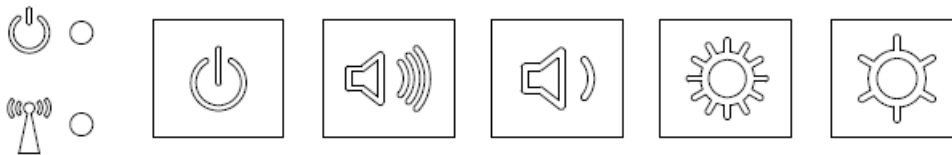
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This chapter describes how to utilize the front OSD control buttons, I/O panel, and other unique features that I-Series for Windows provide.

All adjustments made to the brightness and volume controls are automatically saved. User settings remain unchanged after powering off/on or in the case of a power failure.

## Front OSD Control Buttons

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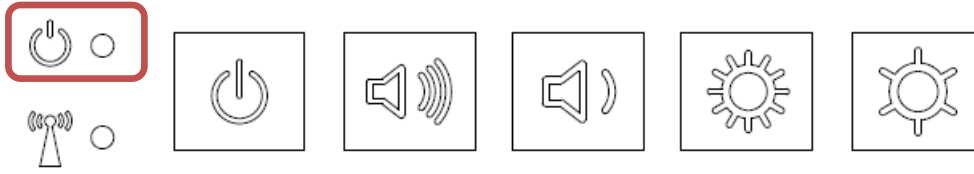


The control buttons provide the following functions (from right to left).

Feature	Description
Brightness -	Decrease brightness
Brightness +	Increase brightness
Volume -	Decrease speaker volume
Volume +	Increase speaker volume
Power	Power on/off the system
Key Lock	To Lock, press "Brightness +" and "Brightness -" buttons together for 3 seconds. To unlock, perform the same procedure for another 3 seconds.

## L.E.D. Functionality – POWER LED

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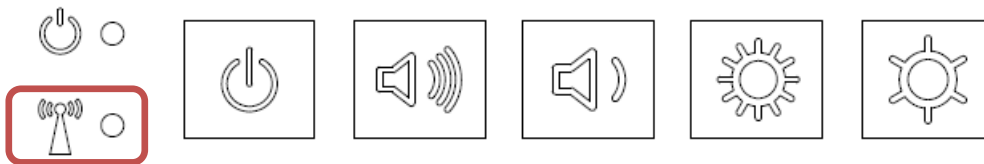


The I-Series has a Power LED indicating the state of the touchcomputer. The table below shows LED state and corresponding color.

LED Color to Observer	State
Off	No input power — Off mode
Red	Input power present — Off mode or hibernation
Orange	Input power present — Standby
Green	Input power present — Power On

## L.E.D. Functionality – Wireless LAN LED

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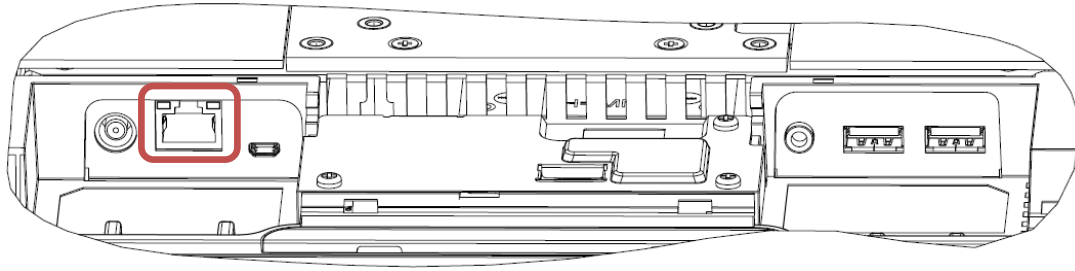


The I-Series has a Wireless LAN LED indicating the wireless connection of the touchcomputer. The table below shows Wireless LAN LED state and corresponding color.

Wireless State	Wireless LED Status
ON	Blue
OFF	N/A

## L.E.D. Functionality – Ethernet LED (i2 product shown)

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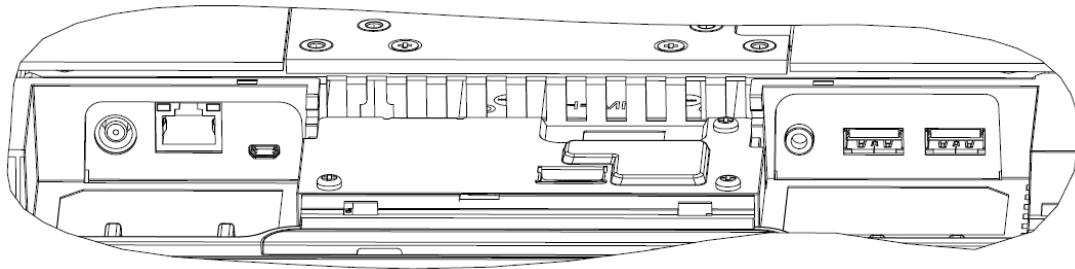


LAN Speed State	LAN LED Status
10Mbps	No Color
100Mbps	Orange Color
1Gbps	Green Color
Activity State	ACT LED Status
No Link	No Color
Linked	Solid (Green Color)
Data Activity	Blinking (Green Color)

## Using the Input/output Panel (i2 product shown)

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To access the input/output (I/O) ports, remove the cable cover at the bottom of the unit. Two security screws need to be removed before accessing the I/O ports.



**Note:** As a safety precaution, always leave the cable cover door attached when the system is powered on.

## Setting Up the Operating System

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

To set up the Microsoft® Windows® Operating System for the touchcomputer, turn on the



touchcomputer by pressing the power button, and then follow the on-screen instructions.

## Injecting a new language

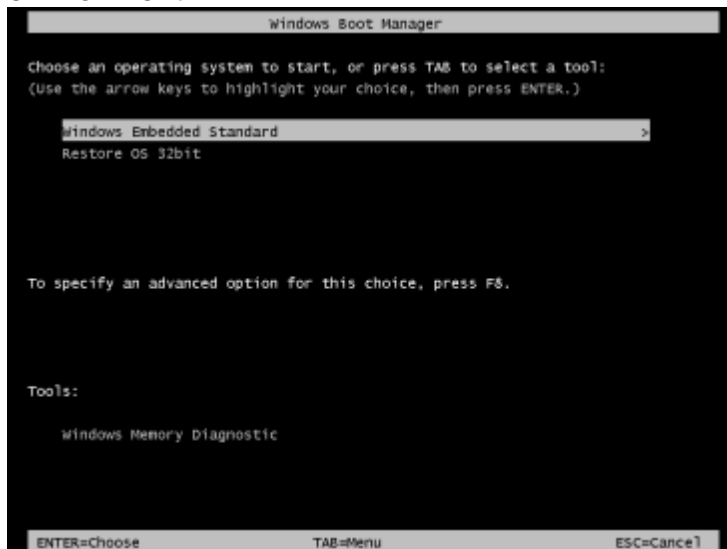
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**Windows 7** only allows the use of only one language at one time. So you have to use the Elo language injection feature to modify your language preference. English is set as the default language, but you can change the language to suit your preferences.

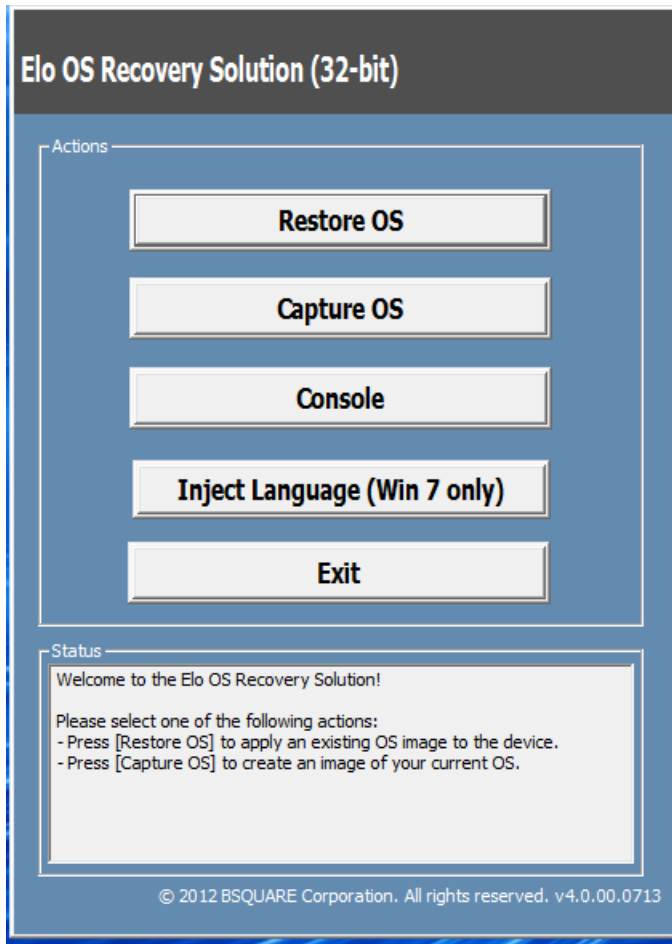
1. Power off your system completely.
2. Power on your system.
3. After the Elo splash screen (shown below), press “↑” or “↓” repeatedly to pause on Windows Boot Manager.



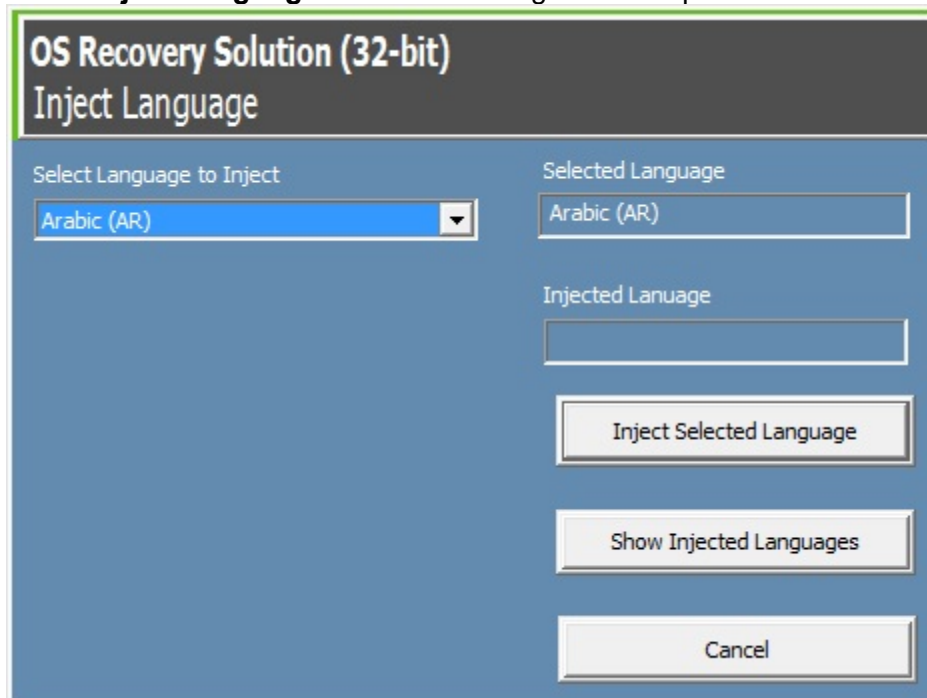
4. Select either **Restore OS 32bit** or **Restore OS 64bit** depending on your OS environment.



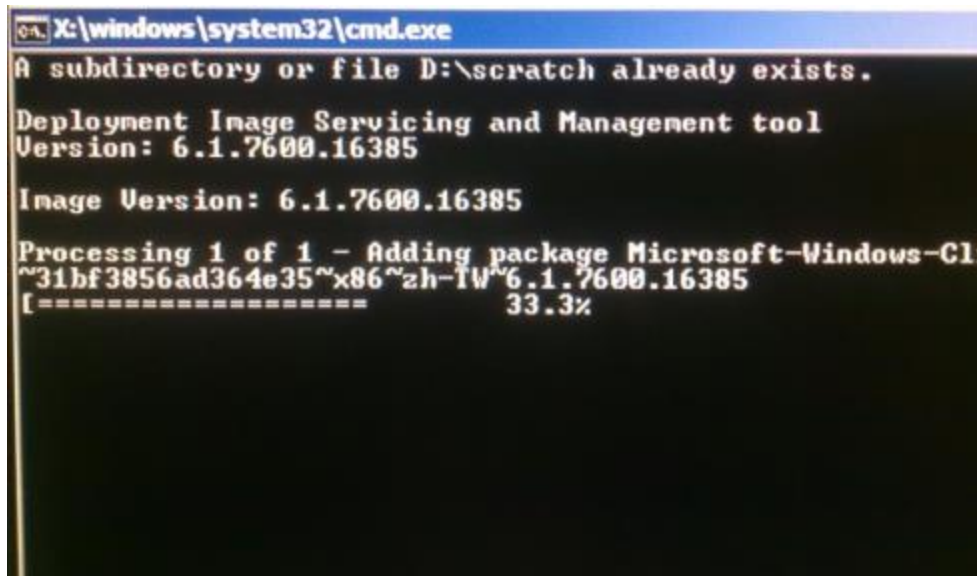
5. The following User Interface (UI) will be presented:



6. Select **Inject Language** and the following UI will be presented.



7. Click the drop-down list and select the preference language.
8. Click **Inject Selected Language**
9. While the injecting process is performing, **DO NOT** use your keyboard or mouse during this time. It may cause an error in the language injection process.



```
X:\windows\system32\cmd.exe
A subdirectory or file D:\scratch already exists.

Deployment Image Servicing and Management tool
Version: 6.1.7600.16385

Image Version: 6.1.7600.16385

Processing 1 of 1 - Adding package Microsoft-Windows-Cl
~31bf3856ad364e35~x86~zh-TW~6.1.7600.16385
[=====
33.3%
```

10. After the language package is installed correctly, press any key to exit the window.
11. You should see the new injected language in both “**Selected Language**” and “**Injected Language**”.
12. Click **Cancel** → **Exit**. The system will reboot and new language UI should be presented when the system enters the Desktop.

## Creating the Recovery Flash Drive

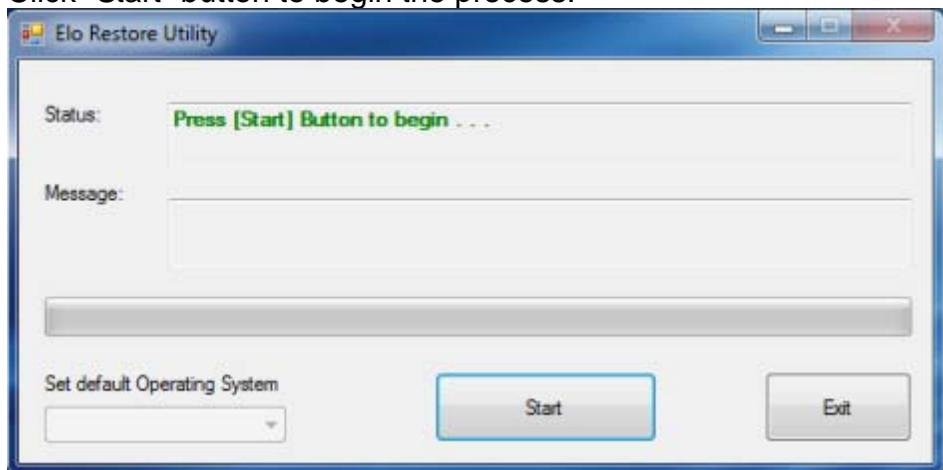
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All Windows 7 and Windows 10 touchcomputers come with the built-in Elo Restore Utility on the Windows Desktop. The utility is able to create a recovery flash drive based on the operating system you purchased. **Please create your recovery flash drive 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.

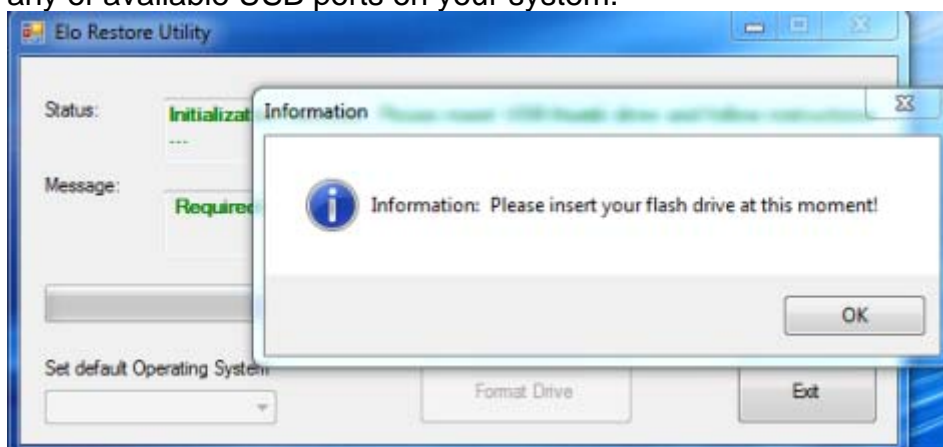
The following procedures demonstrate how to use the utility to create a recovery flash drive.

1. Right-click the EloRestoreUtility icon on the Desktop and select “**Run as administrator**”.

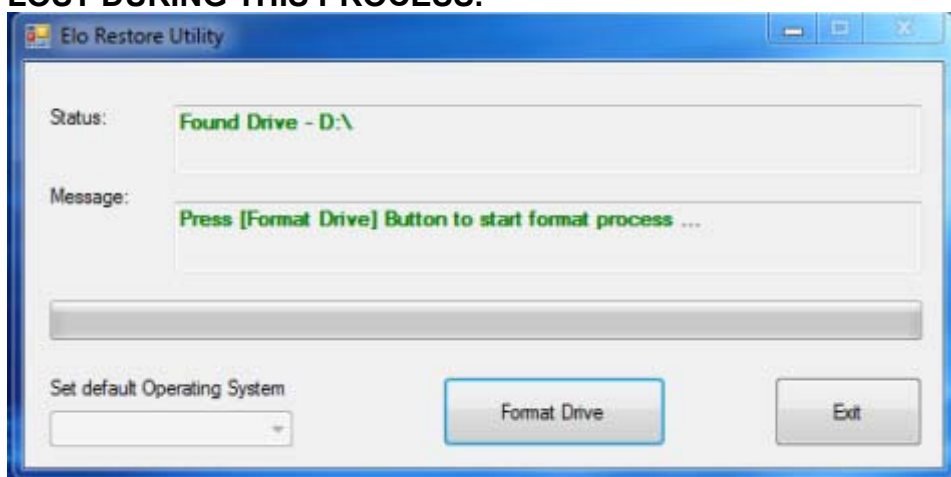
2. Click “Start” button to begin the process.



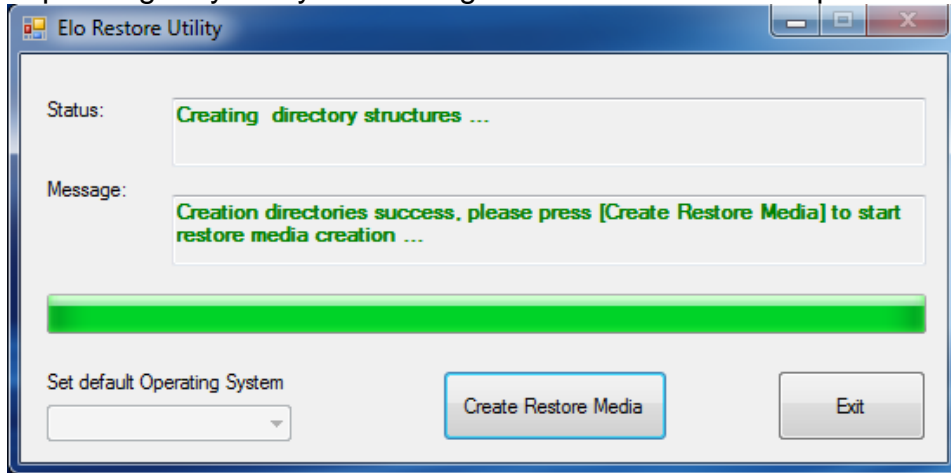
3. Once completed, you shall see a pop-up window to ask to insert a blank flash drive to any of available USB ports on your system.



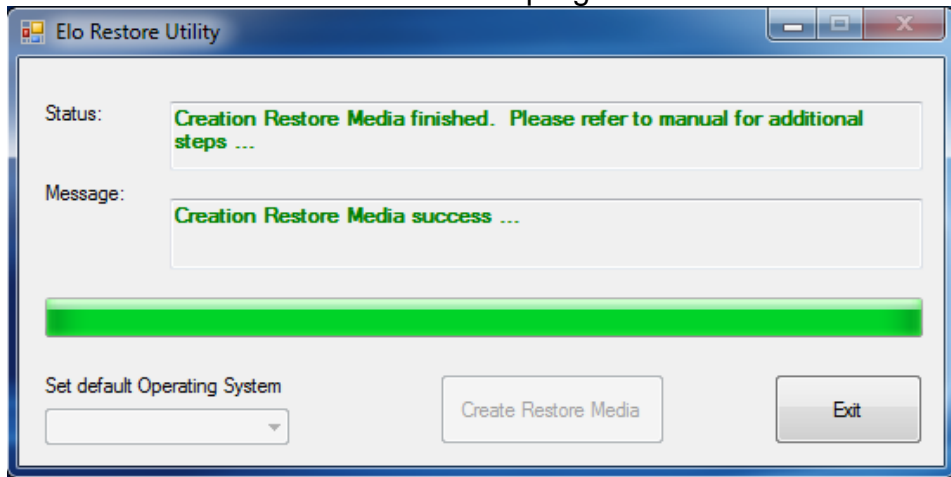
4. After the flash drive is inserted, you shall see a window as shown below. Click “Format Drive” to continue the process. **PLEASE NOTE THAT ALL DATA WILL BE LOST DURING THIS PROCESS.**



5. Click “Create Restore Media” to proceed. This step will take 10-20 minutes depending on your system configurations and flash drive performance.

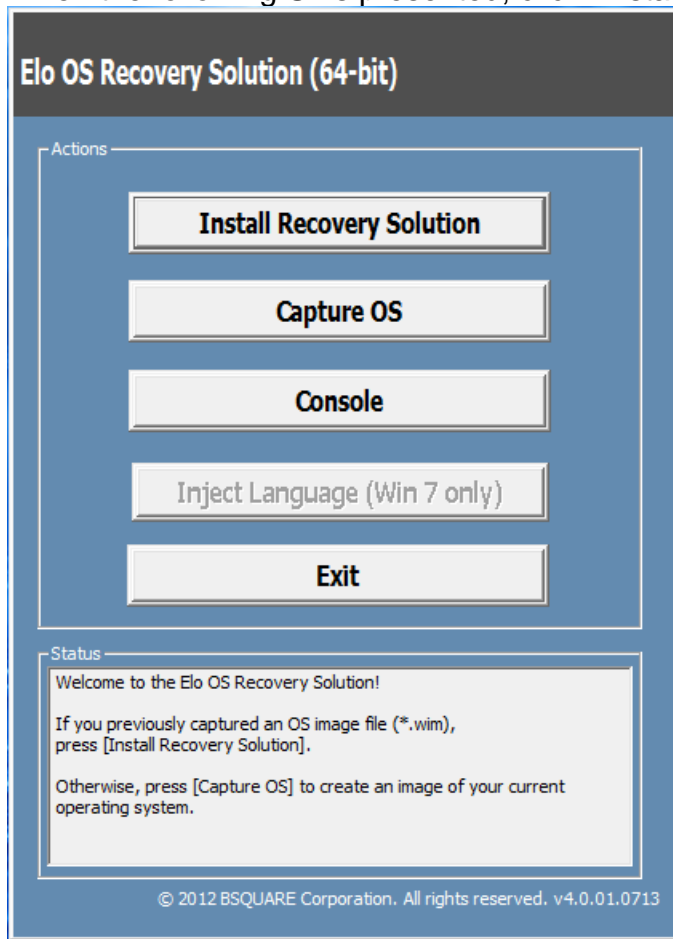


6. Once the message shows “Creation Restore Media success...”, please remove the flash drive and click “Exit” to exit the program.



7. In case the system is crashed and you have to use the recovery flash drive, reboot the system and press **F11** several times to enter **Device Boot Menu**. Then, choose boot from flash drive.

- When the following UI is presented, click “Install Recovery Solution” button.



- 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

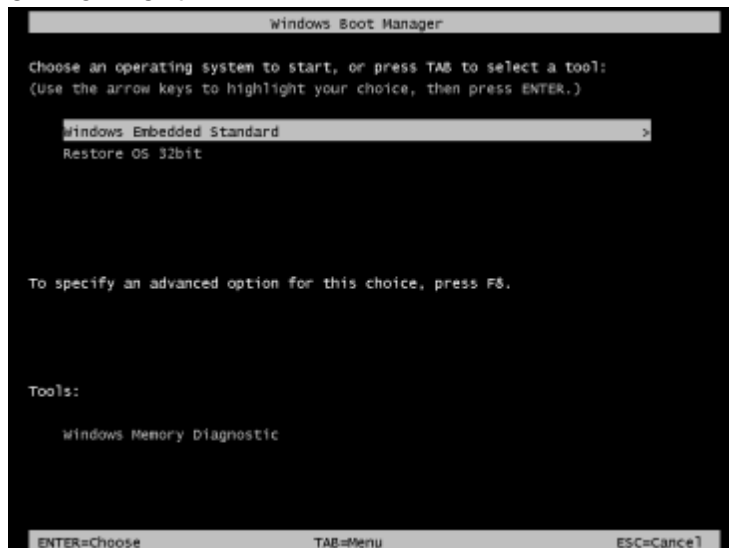
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If for any reason the touchcomputer's operating system needs to be recovered TO FACTORY SETTINGS, you can recover your system by following procedures below. **PLEASE NOTE THAT ALL CUSTOMER SETTINGS AND DATA WILL BE LOST DURING THIS PROCESS.** Please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

1. Power off your system completely.
2. Power on your system.
3. After the Elo splash screen (shown below), press “↑” or “↓” repeatedly to pause on Windows Boot Manager.

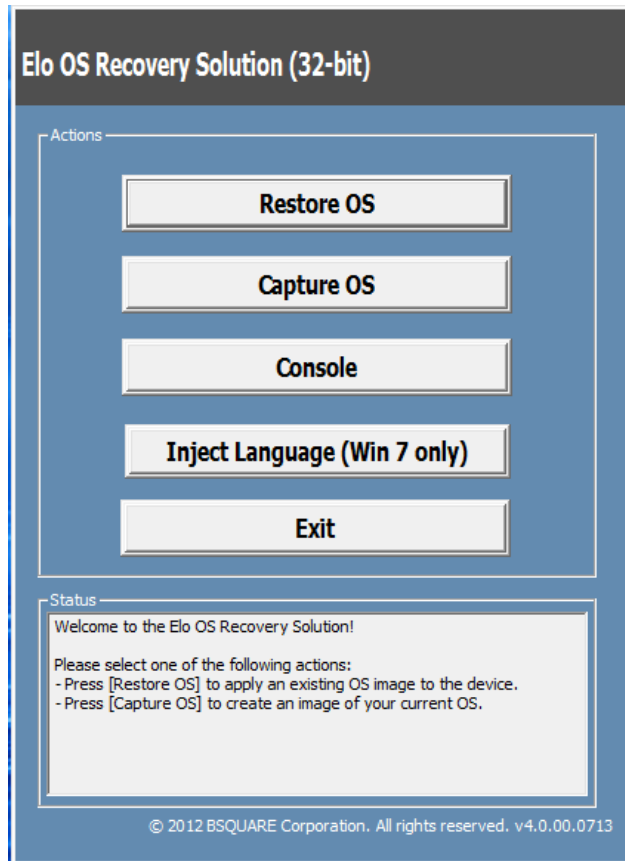


4. Select either **Restore OS 32bit** or **Restore OS 64bit** depending on your OS environment.

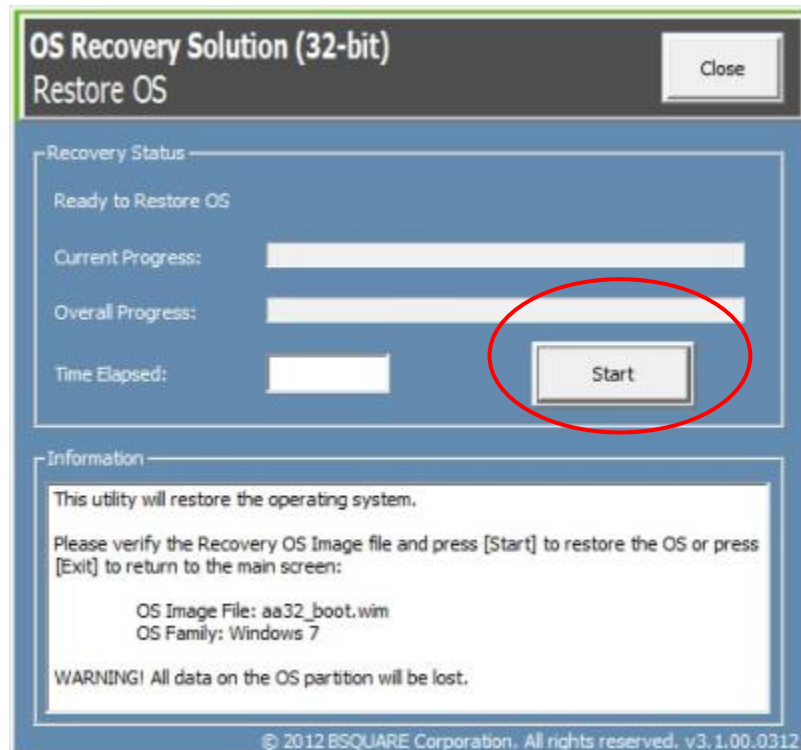




5. The following User Interface (UI) will be presented:

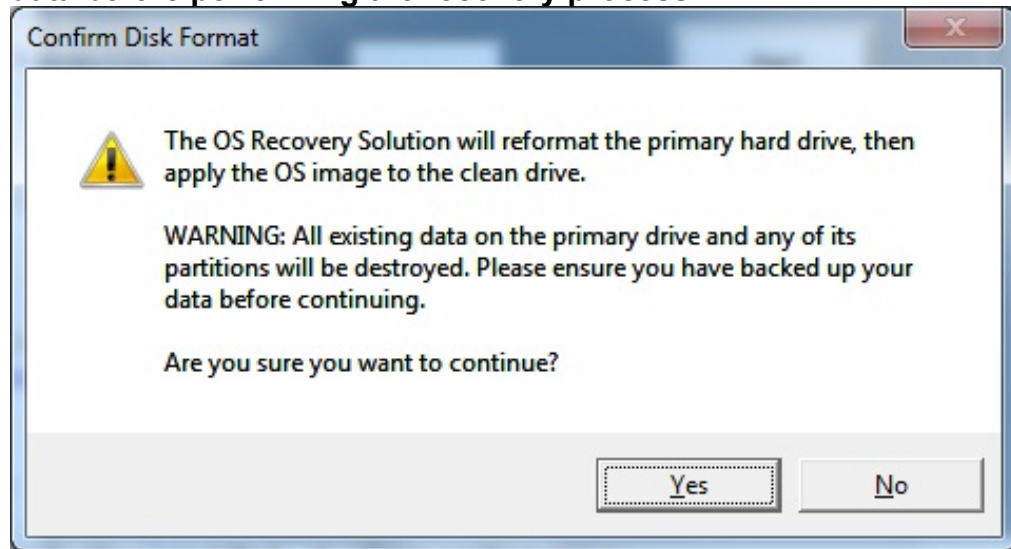


6. Select **Restore OS**. System will test your hardware automatically. Once the process completes, click **Start** button to perform the system recovery function.





7. The following process will reformat the primary hard drive. **Please back up your data before performing the recovery process.**



8. 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.

# Chapter 4: Options and Upgrades

## Optional Peripherals Kits

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The following optional accessories have been qualified with this system and are available for purchase from Elo. Shown in parenthesis are the Elo orderable part numbers.

- **Magnetic Stripe Reader Kit (E001002)**
  - MSR with USB interface for all I-Series configurations.
- **Near Field Communication Kit (E001004)**
  - NFC reader with USB interface for all I-Series configurations.
- **Barcode Reader Kit (E093433)**
  - The Barcode Reader Kit is designed with USB interface for all I-Series configurations.
- **I-Series 15.6" Stand Kit (E044162)**
- **I-Series 21.5" Stand Kit (E044356)**
- **I-Series Wall Mount Kit (E143088)**
- **I-Series Floor Stand Kit (E048069)**
- **I-Series Shelf Mount Kit (E043382)**
- **I-Series GPIO Cable for I-Series (E211544)**
- **Elo USB Expansion Module (E990645)**

## Magnetic Stripe Reader Kit (E001002)

---

You can add a magnetic stripe reader (MSR) to the I-Series in any of the three mounting locations located on the display head bottom, left, and right. Software application and drivers can be found in the following directory or on [www.elotouch.com](http://www.elotouch.com)

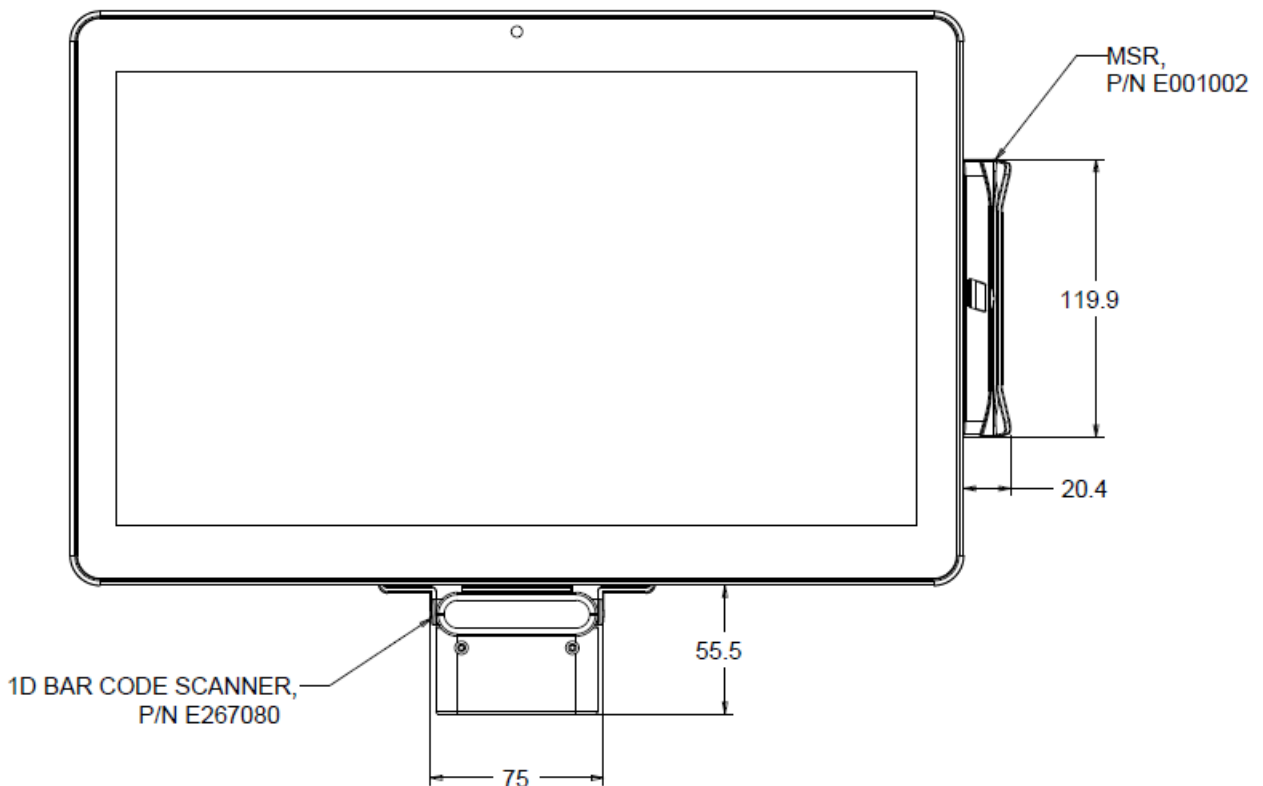
C:\EloTouchSolutions\Peripherals

The MSR is a USB 2.0 device that reads all three data stripes on standard credit cards or driver's licenses conforming to ISO/ANSI standards. The MSR has foreign language capability. The credit card is read by sliding the credit card forward or backward through the MSR, stripe side toward the display. The MSR is powered from the USB port; no external power is needed.

The MSR specifications are shown in below table.

Feature	Spec Description
Swipe Speed	4~60 ips (10.1~152.4 cm/sec), Bi-direction
Card Width	0.025 ~0.035 inches
Number of Tracks	3 Tracks
Encryption	Triple DES encryption Device & Host Authentication Tokenization
Power supply	5.0VDC +/- 0.25V
Power consumption	< 2.0 W
Current draw	< 40 mA
Current draw - Suspend mode	< 500 uA
Interface type	Compatible with USB, HID specification
Encrypts security	Level 2
Operating temperature	-20°C to 80°C
Encoded data compliance	ANSI/ISO/AAMVA standards
Reliability	> 1000K times swipes

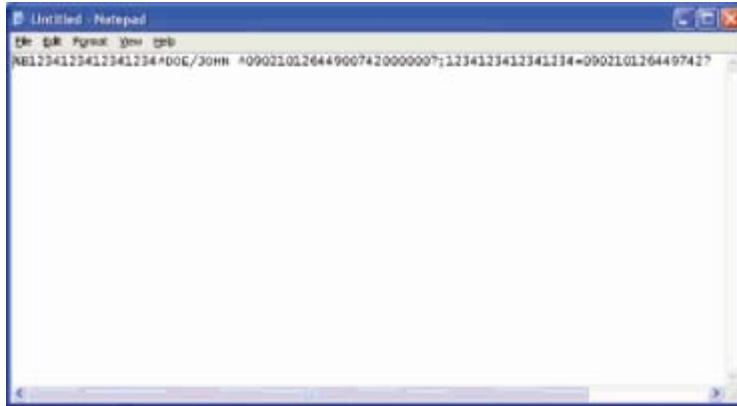
## MSR allocation on I-Series



# Testing the MSR

## Testing in USB MSR Keyboard (KB) Emulation Mode

1. Open the Notepad application (click **Start > Accessories > Notepad**).
2. Slide the card through the MSR and verify that the data is displayed in the application window.



## Near Field Communication Kit (E001004)

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You can add a NFC Kit to the I-Series in any of the three mounting locations located on the display head bottom, left, and right of the touchcomputer

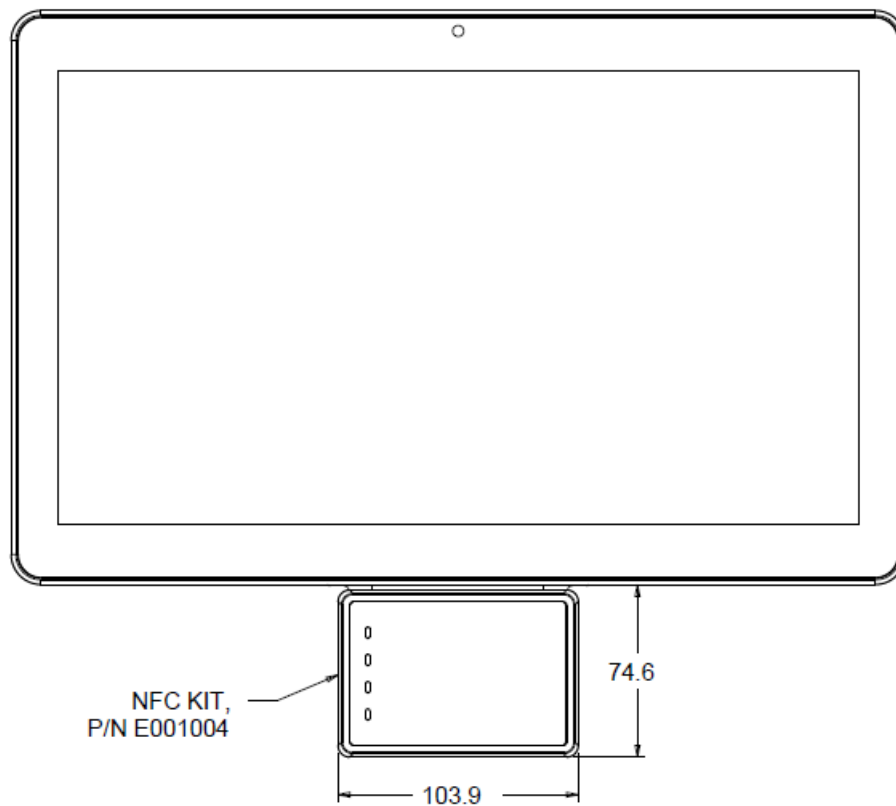
The NFC Kit is a USB 2.0 device and compatible design for I-Series all configurations. The NFC Kit is powered by the USB port; no external power is needed.

The NFC Kit specifications are shown in below table.

Feature	Spec Description
Standards	ISO 14443 TYPE A and B compliant ISO 18092 compliant
Encryption	Encrypted card data (AES or Triple DES) DUKPT key management with more than 2M keys (model selectable) Authentication with RSA 2048 bit key
Payment applications	American Express ExpressPay Discover ZIP MasterCard PayPass/MCHIP Visa MSD/qVSDC Google wallet (optional) Apple Pay ISIS wallet

Feature	Spec Description
Contact smart card	Contactless communication at 13.56MHz Supports 2-SAM or 4-SAM board (optional)
Antennas	Build-in direct matching antenna Remote 50 ohm matching antenna (optional)
Interface type	USB2.0 compliant / HID support Standard RS-232 signal level
Power supply	5.0VDC +/- 0.25V
Power consumption	< 330mA (idle mode) < 430mA (operation mode)
Temperature	-20°C to 70°C (Operating) -30°C to 70°C (Storage)
Humidity	10 to 85% (Operating) 10 to 90% (Storage)

## NFC KIT allocation on I-Series



## Barcode Reader Kit (E093433)

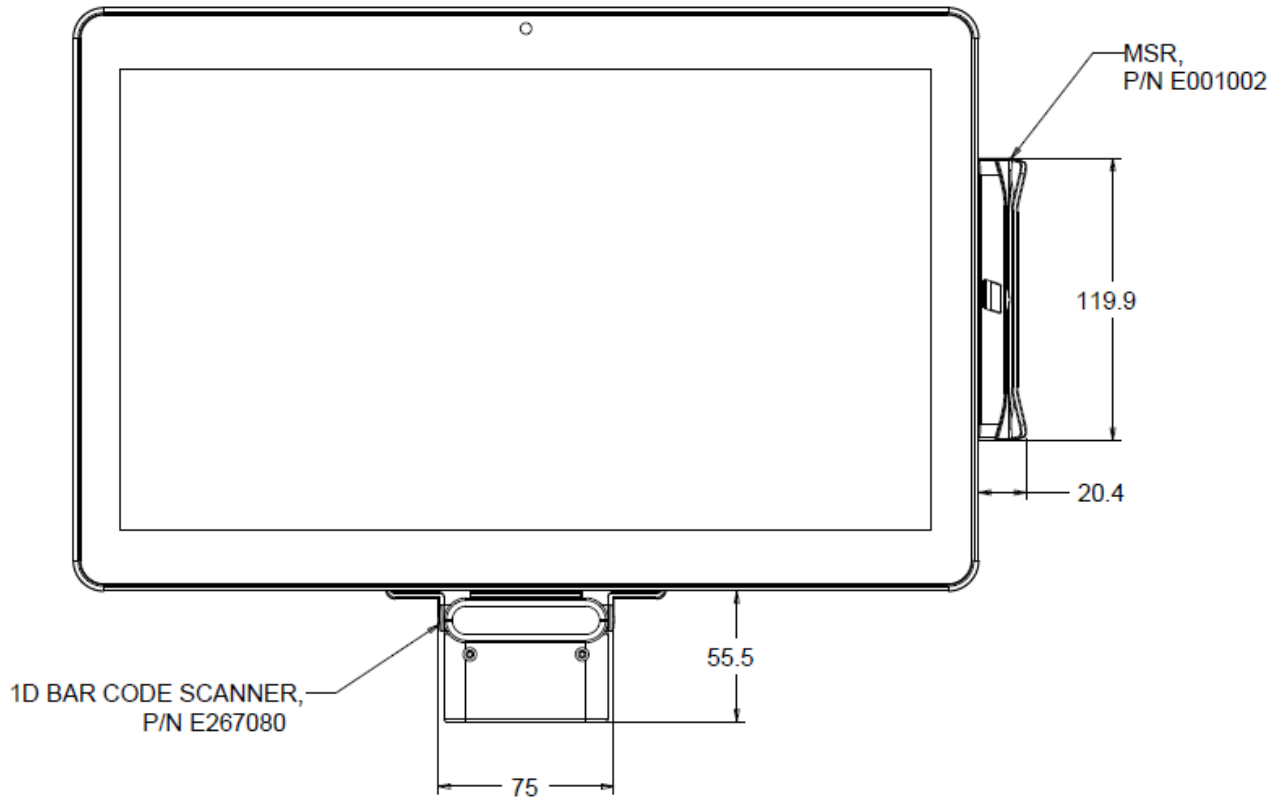
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You can optionally add a barcode reader (BCR) Kit to the I-Series in any of the three mounting locations located on the display head bottom, left, and right of the touchcomputer

The barcode reader peripheral shall consist of a mechanical housing, which encloses a barcode reader electrical module. The barcode reader peripheral shall have a USB connection to interface with the I-Series system.

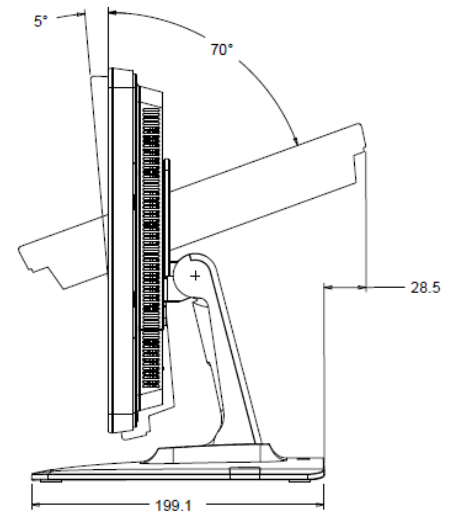
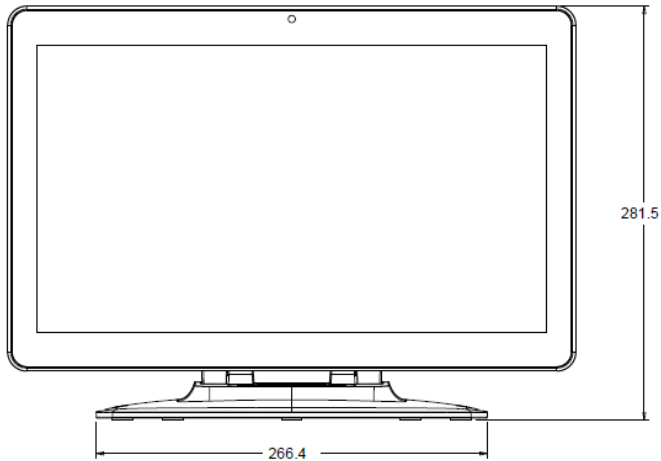
Feature	Spec Description
Light Source	660nm visible LED
Optical sensor	2500 pixels Toshiba CCD sensor
Resolution	3 mil
Depth of Field	35 – 320mm
PCS	30% or more
Interface type	USB HID / RS-232 (TTL) / KBW
Voltage	+ 5V DC $\pm$ 5%
Power	120mA @ 5VDC (typ.)
Standby currents	20 ~ 30 mA
Scanning Speed	Up to 270 scans/sec
Operating temperature	0 °C to 55 °C
Storage temperature	-20 °C to 60 °C
Humidity	10% ~90% RH (non-condensing)
Ambient Light	Works in any lighting conditions, from 0 to 10,000 lux

## BCR allocation on I-Series

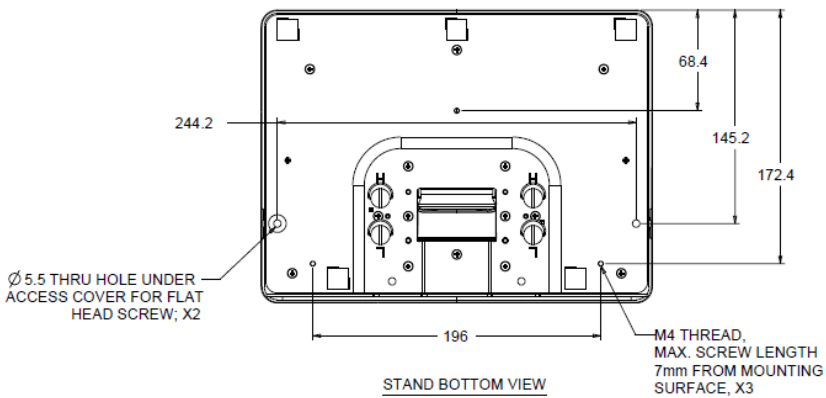


# I-Series 15.6" Stand Kit (E044162)

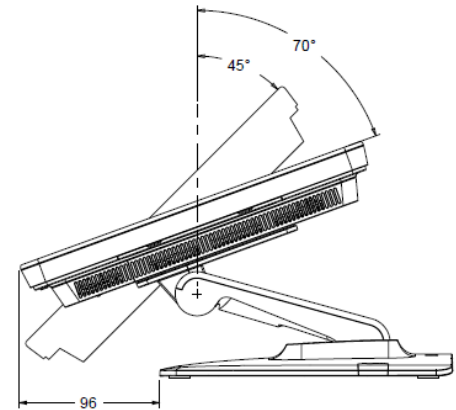
You can add a 15.6" Stand Kit to the I-Series to turn the device into a desktop setup. The maximum tilt angle is 70° from vertical position.



DISPLAY ANGLE RANGE  
IN HIGH POSITION



STAND BOTTOM VIEW

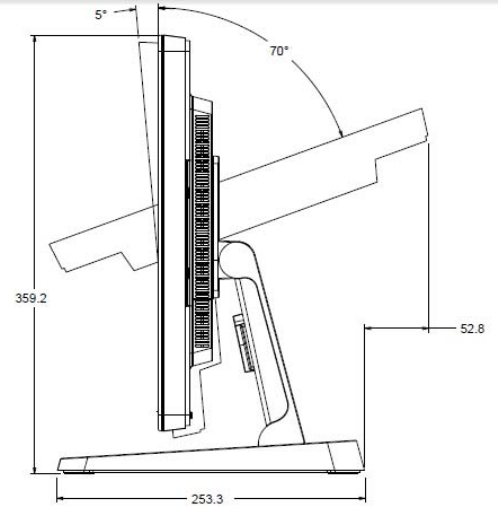
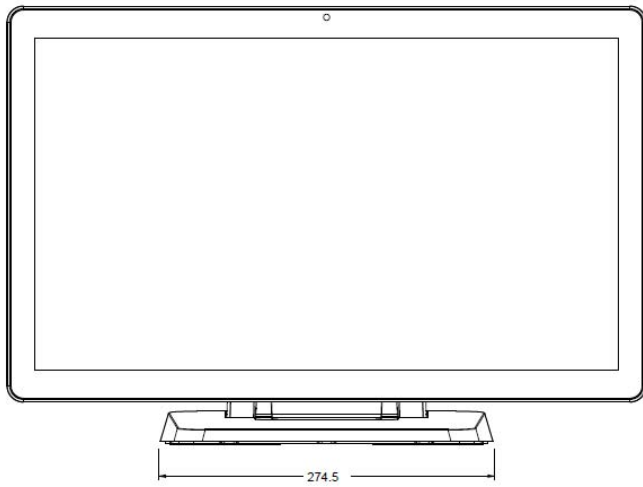


DISPLAY ANGLE RANGE  
IN LOW POSITION

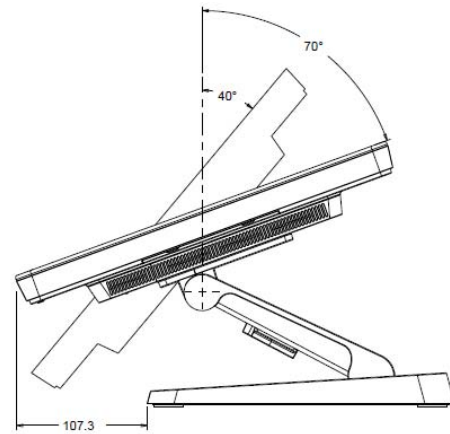
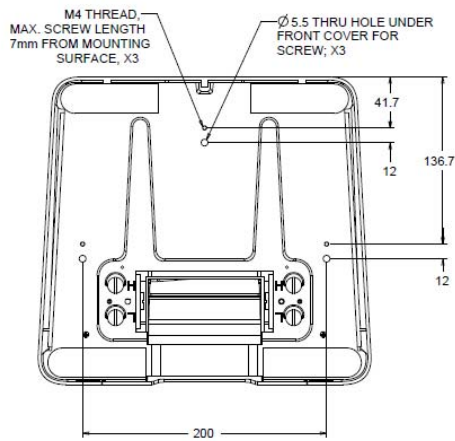


# I-Series 21.5" Stand Kit (E044356)

You can add a 21.5" Stand Kit to the I-Series device to turn the system into a desktop setup. The maximum tilt angle is 70° from vertical position.



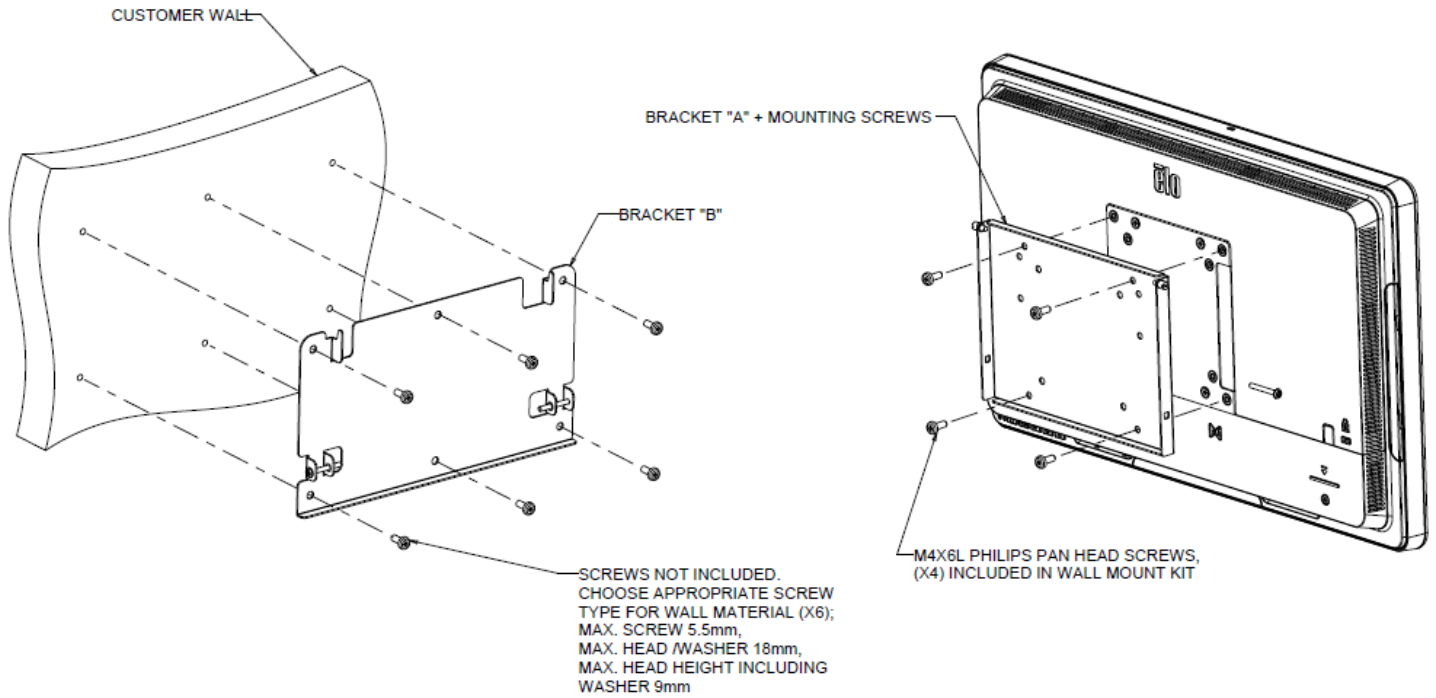
DISPLAY ANGLE RANGE  
IN HIGH POSITION



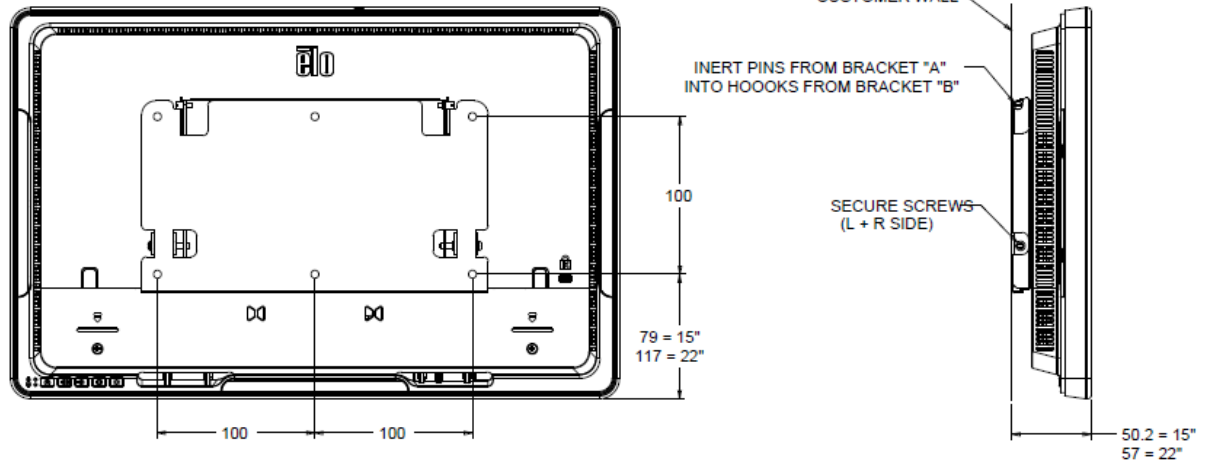
DISPLAY ANGLE RANGE  
IN LOW POSITION

# I-Series Wall Mount Kit (E143088)

You can add a Wall Mount Kit to the I-Series device onto the wall. Basic installation steps show as below.



DIMENSIONS FROM BRACKET "B" TO COMPUTER WHEN MOUNTED TO WALL.



# How to install memory in your touchcomputer

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## Equipment needed

- Compatible memory module(s)
- Non-magnetic-tip screwdriver (for removing the cover on your computer)

## Precautions

- Static electricity can damage the components in your system. To protect your system's components from static damage during the installation process, touch any of the unpainted metal surfaces on your computer's frame or wear an ESD wrist strap before handling internal components. Either method will safely discharge static electricity that's naturally present in your body.
- When handling memory modules, be sure to hold them along the side edges using your thumb and index finger. Avoid touching the components and gold pin connectors as damage can occur.

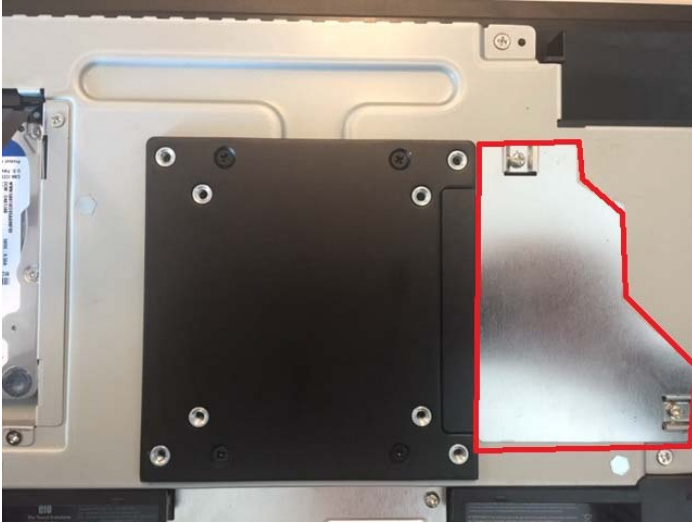
## Installation process

1. Make sure you are working in a static-safe environment. Remove any plastic bags or papers from your workspace.
2. Shut down your system. Once your system has been powered off, unplug the power cable.
3. Discharge residual power by pressing and holding the power button for 3-5 seconds.
4. Remove your computer's case cover.



5. To protect your new memory modules and your system's components from static damage during the installation process, touch any of the unpainted metal surfaces on your computer's frame or use an ESD wrist strap before handling memory and internal components.

6. Locate the memory slots on your computer.



7. Remove existing modules as needed. Maximize the performance of your system by filling each slot with high density modules.
8. Align the notches on the module with the ridges in the memory slot. Insert module using firm and even pressure, and push down on the module until the clips on the side of the slot snap into place. (Note: It can take up to 30 pounds of pressure to install a module.) If you have more than one open memory slot, fill the lowest numbered slot first. If you can't see any numbers on your motherboard, use the slot that is closest to the filled slots.
9. Once your new modules have been installed, replace the case cover on your computer and reconnect the power cord. Installation is now complete.

# Chapter 5: Technical Support

If you are experiencing trouble with your I-Series, refer to the following suggestions. If the problem persists, please contact your local dealer or contact Elo Customer Service.

## Trouble Shooting for Common Problems

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Problem	Troubleshooting
No Power (The I-Series unit can't power on)	<ol style="list-style-type: none"><li>1. Check that the AC/DC power adapter is properly connected.</li><li>2. Verify the AC power source is functioning.</li><li>3. Make sure the power button is not broken</li></ol>
No Display (Display is black)	<ol style="list-style-type: none"><li>1. If the Power Status LED is orange/red, the I-Series may be in SLEEP/HIBERNATE mode. Press the power button to see if the display comes back.</li><li>2. Internal cable or electrical part damage. Check another cable or component is cracked or burned.</li></ol>
No Bootable Device Found	<ol style="list-style-type: none"><li>1. Confirm the product has loaded the OS.</li><li>2. Storage device damage. Try to swap with another new blank drive.</li></ol>
Abnormal/No Touch function	<ol style="list-style-type: none"><li>1. Check the touch device presents in Windows Device Manager.</li><li>2. Power off the system and power on again.</li><li>3. Make sure there is no damage on the touch screen</li></ol>
Flicker noise when using built-in camera	<ol style="list-style-type: none"><li>1. Go to the camera settings and search for a setting called "flicker reduction" or similar words.</li><li>2. Change the setting to corresponding AC frequency in your region. For example, if your AC frequency is 50Hz, you should set it to 50Hz.</li></ol>

## Technical Assistance

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Visit <http://www.elotouch.com/Support/TechnicalSupport/default.asp> for technical support.

Refer to the last page of this user manual for Elo contact information worldwide.

# Chapter 6: Safety & Maintenance

## Safety

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To avoid risk of electric shock, follow all safety notices and do not disassemble the Elo I-Series. The Elo I-Series is not user-serviceable.

Do not block or insert anything into any of the ventilation slots.

The Elo I-Series is equipped with an AC/DC power adapter. Do not use a damaged AC/DC power adapter. Use only the AC/DC power adapter supplied by Elo for the I-Series. Use of an unauthorized AC/DC power adapter may invalidate your warranty.

Ensure that the system is maintained and runs within the specified environmental conditions listed below.

### Environmental conditions for operating and storage

#### Temperature:

Operating	0°C to 35°C
Storage	-30°C to 60°C

#### Humidity (non-condensing):

Operating	20% to 80%
Storage	5% to 95%

#### Altitude:

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

### Power ratings by different models

Any 15.6" i2: 19VDC, 3.42A

Any 15.6" i2 and 21.5" i5: 19VDC, 4.74A

Any 21.5" i5: 19.5VDC, 7.7A

# I-Series Care and Handling

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The following tips will help maintain optimal performance of your Elo I-Series:

- Disconnect the power cable before cleaning.
- To clean the I-Series (except touchscreen), use soft cotton or microfiber cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. In the event that liquid does get inside, have a qualified service technician inspect the unit before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- When cleaning the touchscreen, use window or glass cleaner applied to a clean cloth. Never apply the cleaner directly on the touchscreen or Elo I-Series. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

## Waste Electrical & Electronic Equipment

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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 <http://www.elotouch.com/AboutElo/ewaste-program/>.

## UL Directive

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The I-Series touchcomputer 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

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- It is important that your touchcomputer remains dry. Do not pour liquid into or onto your touchcomputer. If your touchcomputer becomes wet, do not attempt to repair it yourself. Contact Elo Customer Service for instructions.
- This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.



# Chapter 7: Regulatory Information

## I. Electrical Safety Information

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Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer 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 should 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.

## II. Emissions and Immunity Information

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### Notice to Users in the United States:

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.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of 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 to 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.

Caution: Any changes or modifications not expressly approved by the party responsible for

compliance to this equipment would void the user's authority to operate this device.

Canada Compliance Statement:

This Class A digital apparatus complies with Canadian CAN ICES-3 (A)/NMB-3(A)

Cet appareil numérique de la classe A est conforme à la norme CAN ICES-3 (A)/NMB-3(A) du Canada.

This device complies with Industry Canada license-exempt RSS standard(s). 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 Canada:

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

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 Manufacturers 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/EC as indicated in European Standard EN 55032 Class A and the Low Voltage Directive –2014/35/EC 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. 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 manufacturers 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 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.)

CE Radiation Exposure Statement:

This equipment complies with CE radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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

### **III. EC R&TTE Directive**

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This equipment conforms to all the essential requirements of Directive 1999/5/EC. The conformity assessment procedure referred to in Article 10 and detailed in Annex [IV] of Directive 1999/5/EC has been with the involvement of the following notified body:

Identification mark: 0700 (Notified body number)



The relevant technical documentation is held at:  
Elo Touch Solutions, Inc.

USA

## IV. Agency Certifications

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The following certifications and marks have been issued or declared for the I-Series:

- Europe Union CE
- United States FCC
- United States and Canada UL
- TUV
- CB
- Japan VCCI
- Energy Star®
- EAC
- China CCC SRRC

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



# Chapter 8: Warranty Information

For warranty information, go to <http://www.elotouch.com/Support/warranty.asp>

Visit our website for the latest

- Product Information
- Specifications
- Upcoming Events
- Press Releases
- Software Drivers
- Touch Display Newsletter

To find out more about the extensive range of Elo touch solutions, go to [www.elotouch.com](http://www.elotouch.com), or call the office nearest you.

**North America**  
Tel 800-ELO-TOUCH  
Tel 1-408-597-8000  
Fax 1-408-597-8050  
[customerservice@elotouch.com](mailto:customerservice@elotouch.com)

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Tel +32 (0) 16 70 45 00  
Fax +32 (0) 16 70 45 49  
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[www.elotouch.com.cn](http://www.elotouch.com.cn)

**Latin America**  
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Fax 305-931-0124  
[www.elotouch.com](http://www.elotouch.com)

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