



USER MANUAL

Elo Touch Solutions 15" 4:3 E3 RevA All-in-One Touchcomputer



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Section 1: Introduction

Product Description

The new Elo 15E3 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 15E3.

The 15E3 provides a powerful, compact, and configurable interactive display in one screen sizes: 15-inch. These models are ruggedized and available with our industry-leading Elo touch technology: AccuTouch (resistive) and TouchPro® PCAP (projective capacitive). 15E3 models integrate with 1024x768 LCD panel to display images and run applications.

The 15E3 have a compact, stylish design, with a choice of configuration and customer-installable peripheral options as well as ease of serviceability. These models support memory and storage configurations as well as optional accessories for purchase from Elo.

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 of the 15E3. Before setting up and powering on your new 15E3, please read through this manual in detail seriously and carefully.

Section 2: Installation

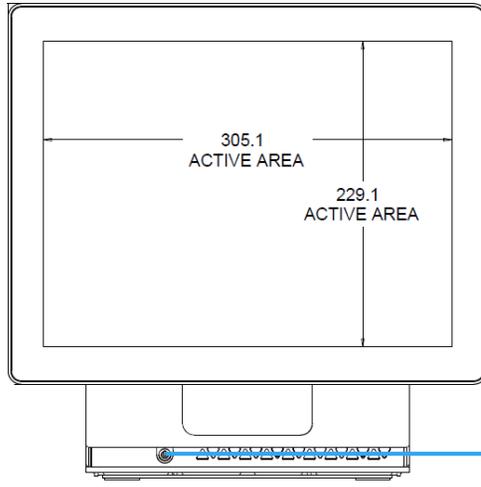
Unpacking the Touchcomputer

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

- 15E3 system
- Quick Install Guide
- AC/DC Power Adapter
- Power Cable US/Canada
- Power Cable Europe
- Extended Cable Cover

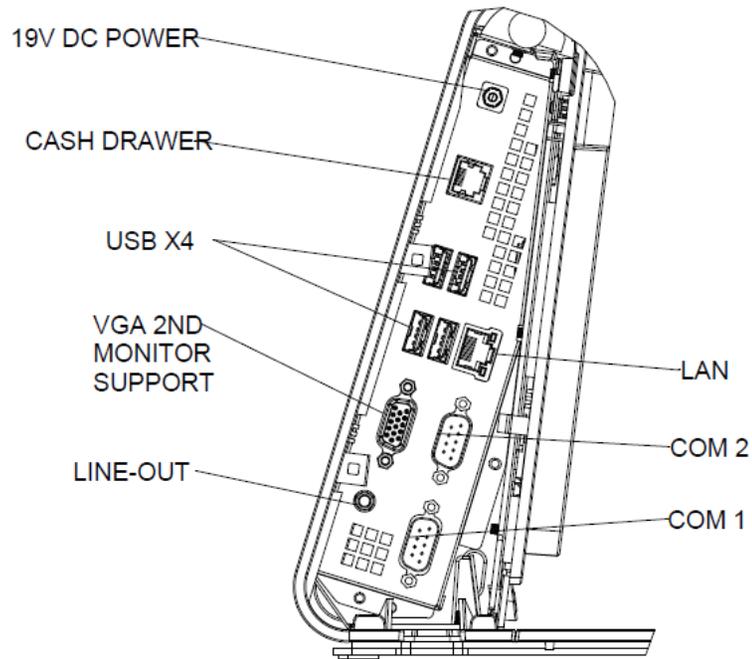
Connector Panel & Interfaces

ESY 15E3 Models



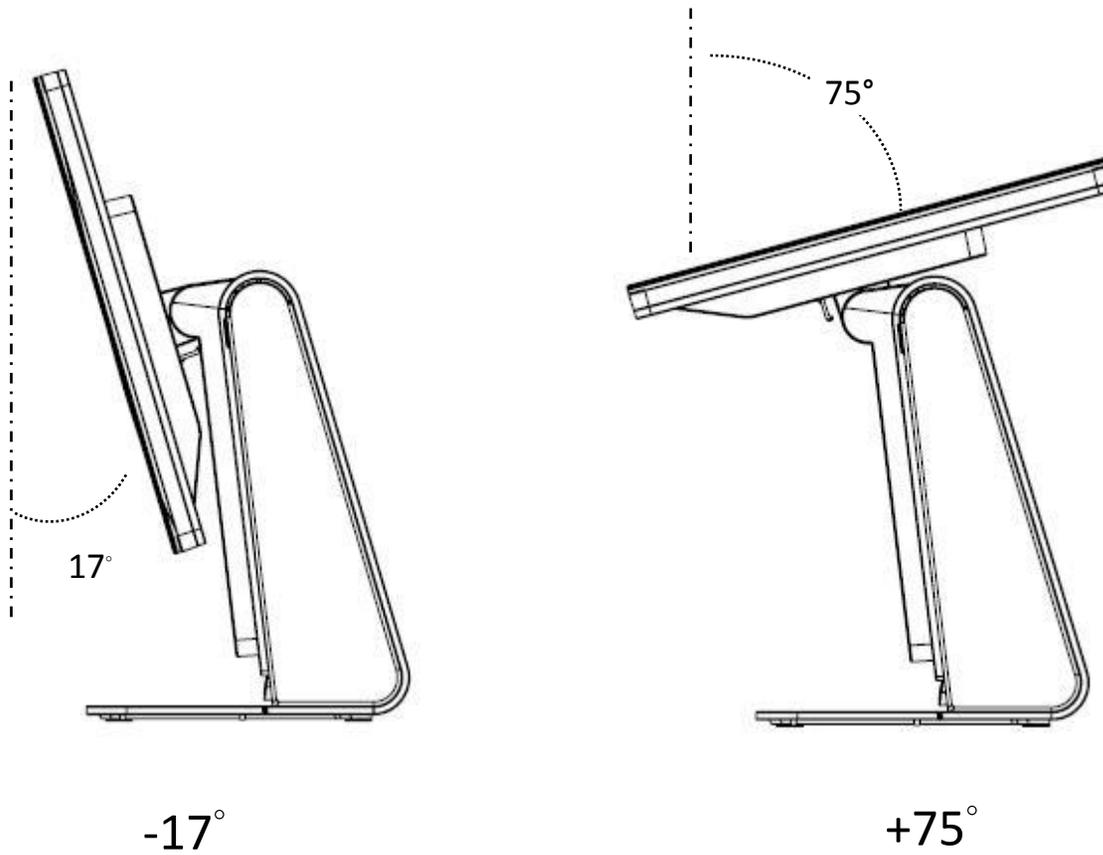
1	Power Button
---	--------------

1



Adjusting the Display

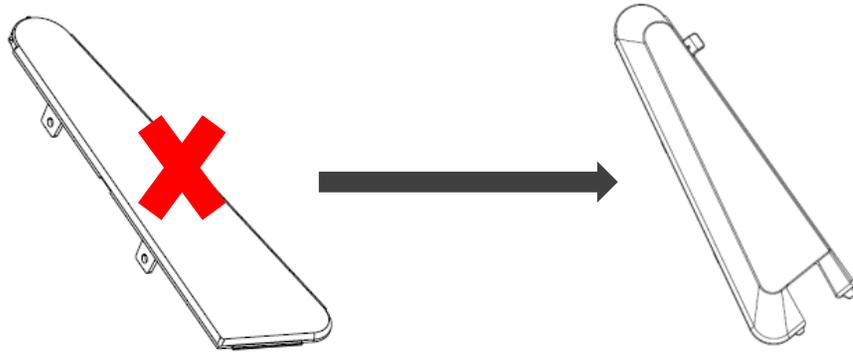
The display screen can be adjusted from -17 to +75 degrees, as shown below.



CAUTION: To prevent tipping or dropping, be sure to hold the base when adjusting the display.

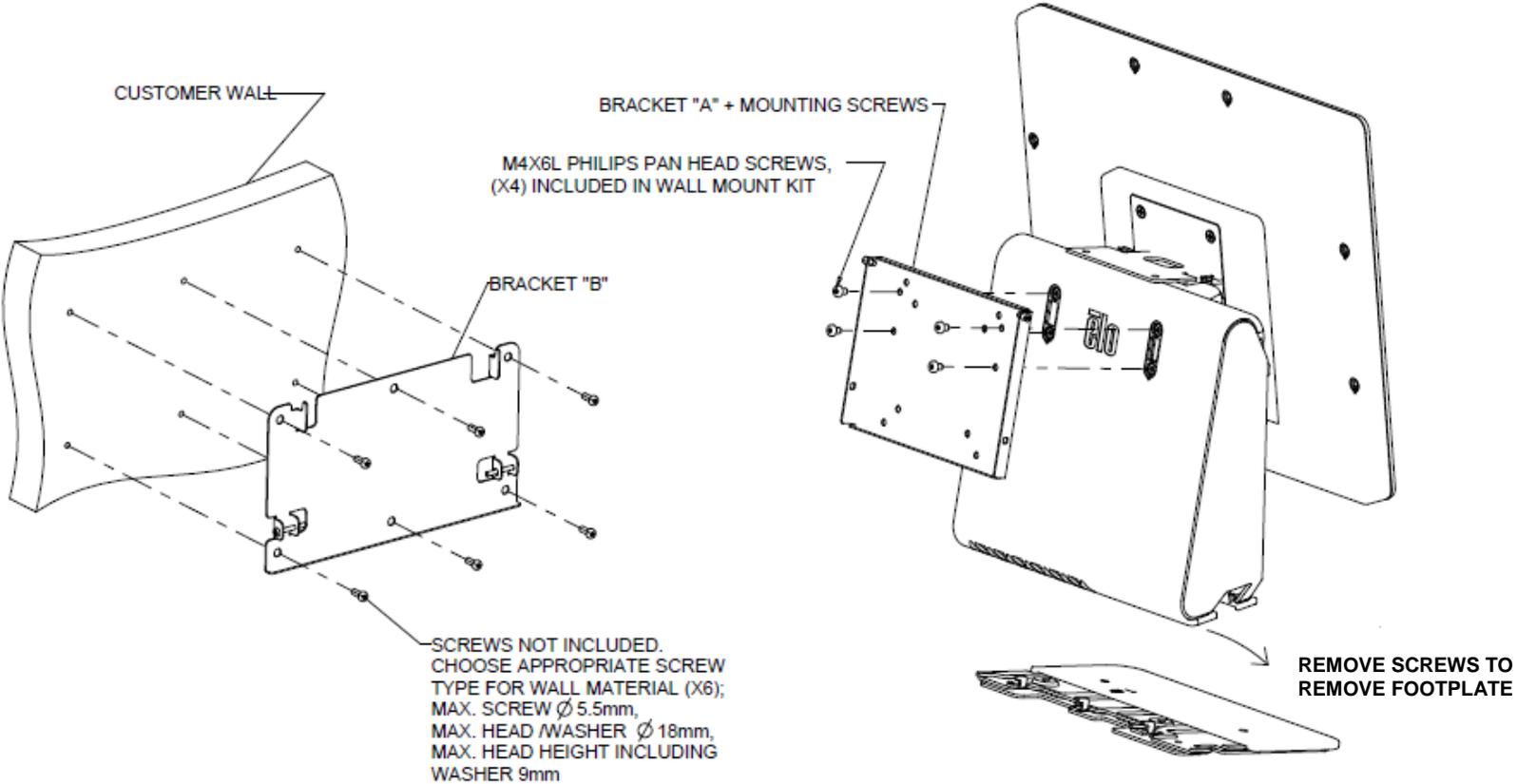
Additional Extended Cable Cover for Your System

15E3 provides an additional extended cable cover in the accessory box. You may need to replace the original cable cover to the extended cable cover if most of I/O ports have been connected.



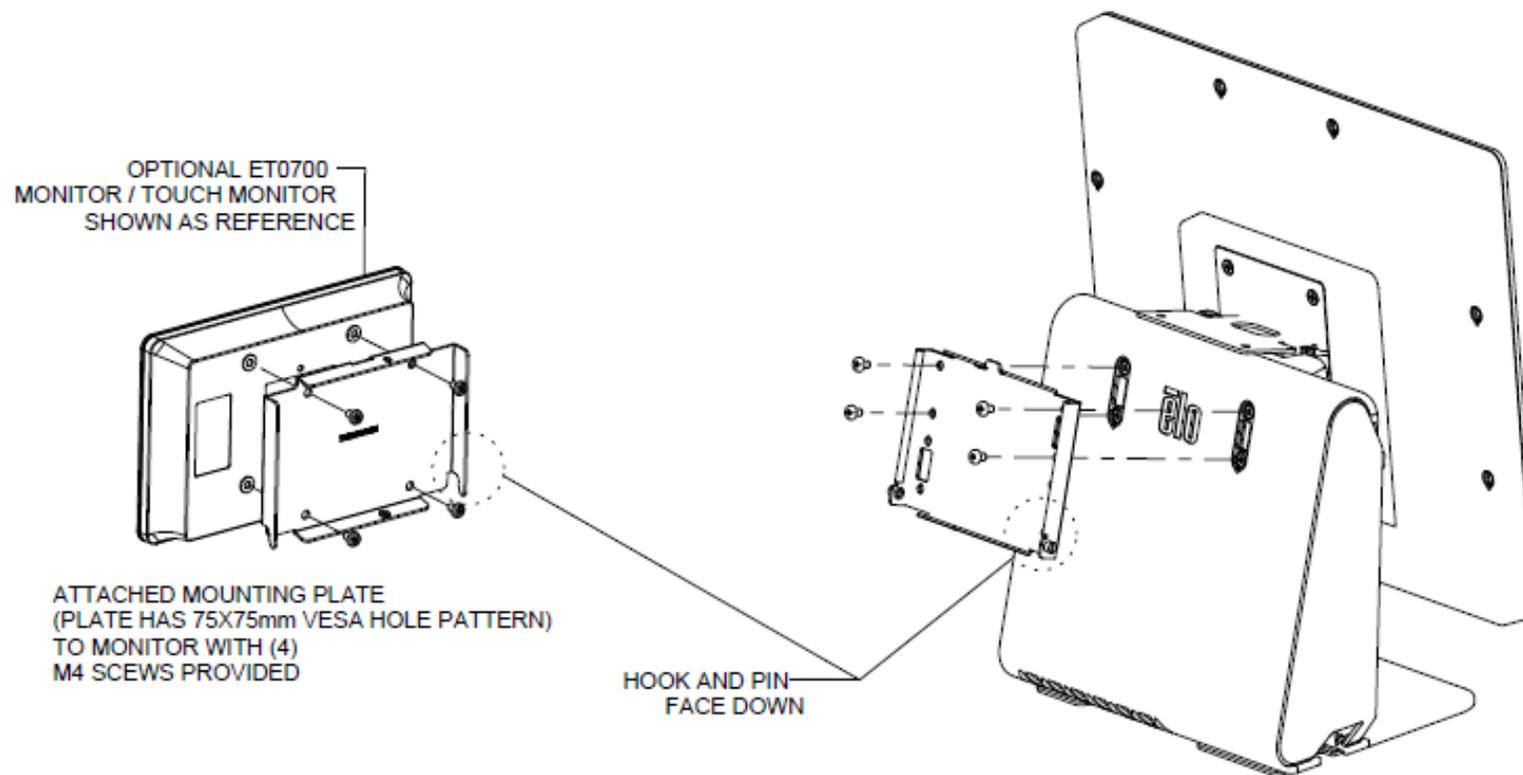
Section 3: Mounting

Wall Mount



Second Display Mount

This mount can adapter any monitor under 2.5 Kg with 75mm VESA mount.



Section 4: Operation

Power

The touchcomputer ships in Last Power state.

To turn the touchcomputer on or off, press the power button on the front cover once. The power status LED on the front cover functions according to the following table.

Touchcomputer Status	LED Status
No input power – Off mode	OFF
Input power present – Off or Hibernation mode	Red
Input power present – Sleep	Orange
Input power present – Power On	Green

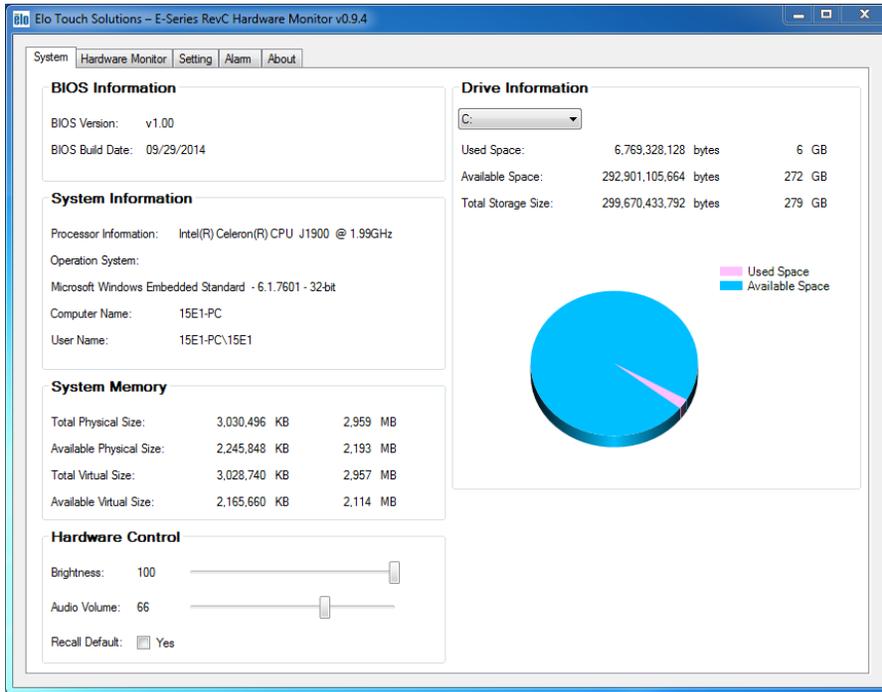
Touching the screen will bring the system out of SLEEP mode (similar to moving the mouse or pressing a keyboard key).

Touch

Your touchscreen display is factory-calibrated and should not need manual calibration.

Elo Touch Solutions – E-Series Hardware Monitoring Utility

E-Series Hardware Monitor Menu



The Hardware Monitor tool provides the following features.

Feature	Description
System	Display the BIOS version, operating system version, Hardware Control (Volume & Brightness), memory information, and drive information.
Hardware Monitor	Monitor the CPU temperature, system temperature, and system output voltages.
Setting	Set alarms when the CPU temperature, system temperature, and output voltages that meet the setting criterion.
Alarm	Display the record of all alarms.
About	General information for the E-Series diagnostic tool.

Setting Up the Operating System

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.

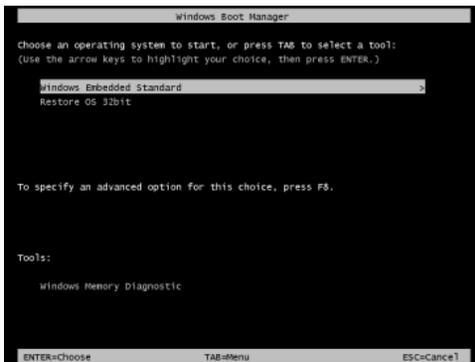
Injecting a new language

Windows POSReady 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.

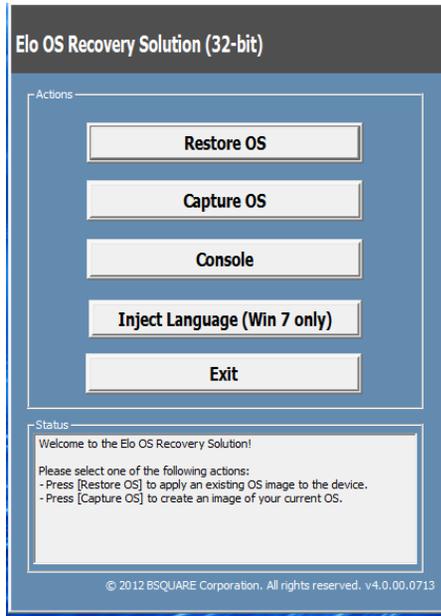
1. Power off your system completely.
2. Power on your system.
3. After the Elo splash screen (shown below), press “↑” or “↓” repeatedly to pause on Windows Boot Manager.



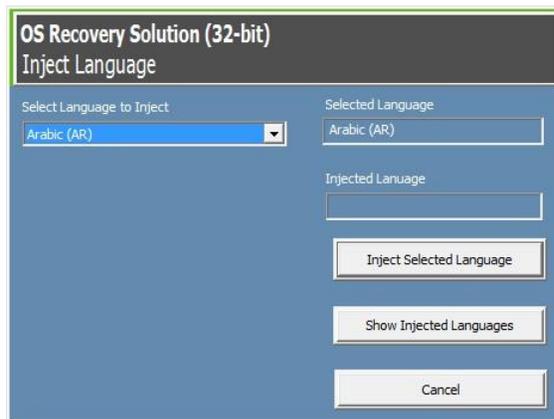
4. Select either **Restore OS 32bit** or **Restore OS 64bit** depending on your OS environment.



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

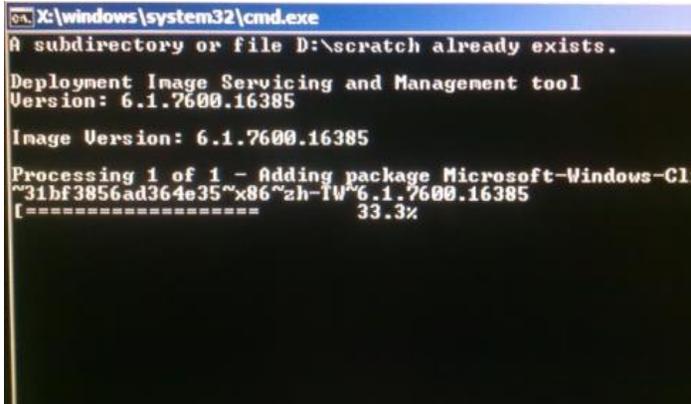


6. Select **Inject Language** and the following UI will be presented.



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.



```
C:\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-Client-Features-31bf3856ad364e35
[===== 33.3%
```

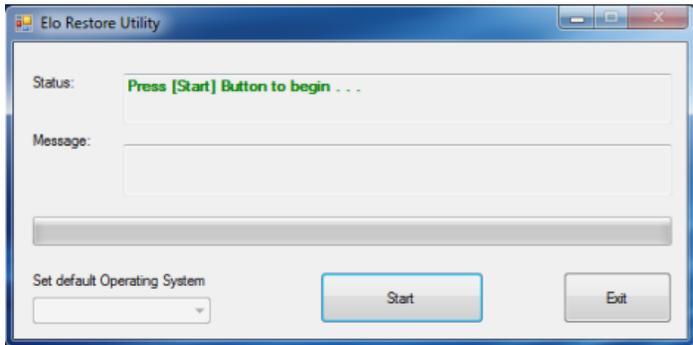
10. After the language package is installed correctly, press any key to exit the window.
11. You should see the new injected language in both “**Selected Language**” and “**Injected Language**”.
12. Click **Cancel -> Exit**. The system will reboot and new language UI should be presented when the system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

Creating the Recovery Flash Drive

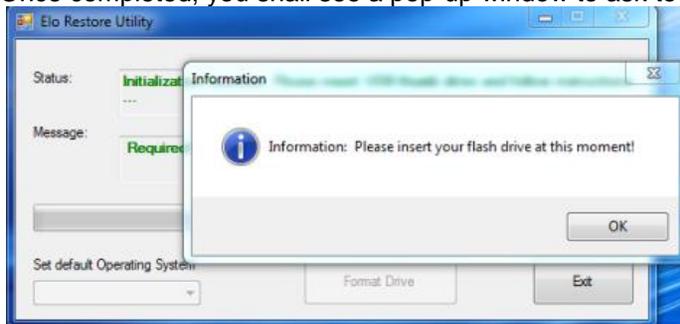
All Windows POSReady 7 and Windows 10 touchcomputers come with the built-in Elo Restore Utility on the Windows Desktop. The utility is able to create a recovery flash drive based on the operating system you purchased. **Please create your recovery flash drive immediately.** In the event the HDD/SSD recovery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

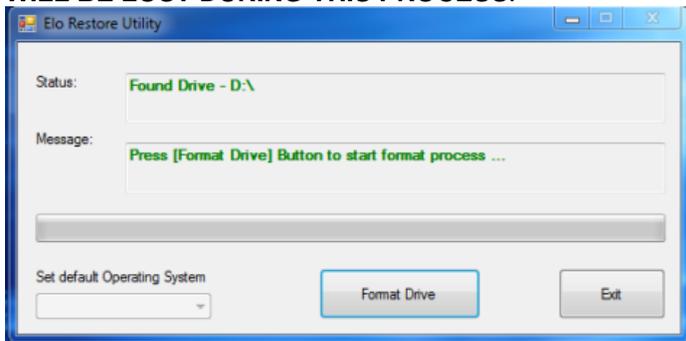
1. Right-click the EloRestoreUtility icon on the Desktop and select “**Run as administrator**”.
2. Click “Start” button to begin the process.



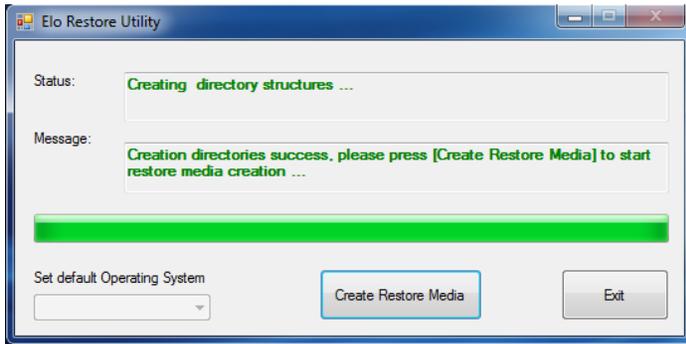
3. Once completed, you shall see a pop-up window to ask to insert a blank flash drive to any of available USB ports on your system.



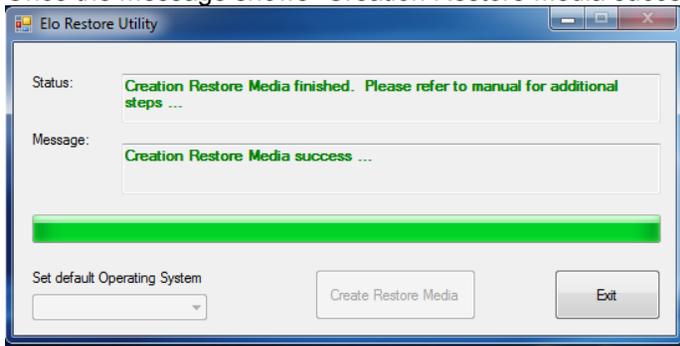
4. After the flash drive is inserted, you shall see a window as shown below. Click "Format Drive" to continue the process. **PLEASE NOTE THAT ALL DATA WILL BE LOST DURING THIS PROCESS.**



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

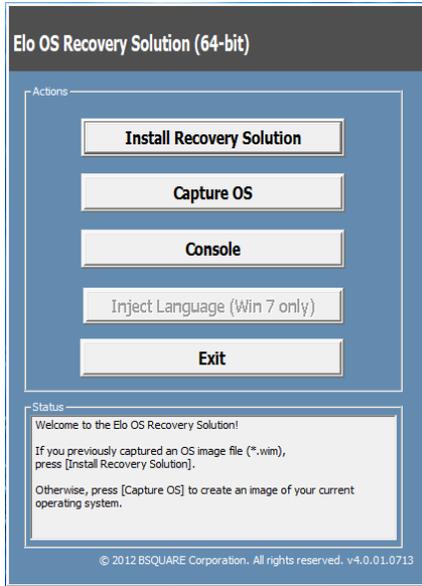


6. Once the message shows "Creation Restore Media success...", please remove the flash drive and click "Exit" to exit the program.



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.

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



9. 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.

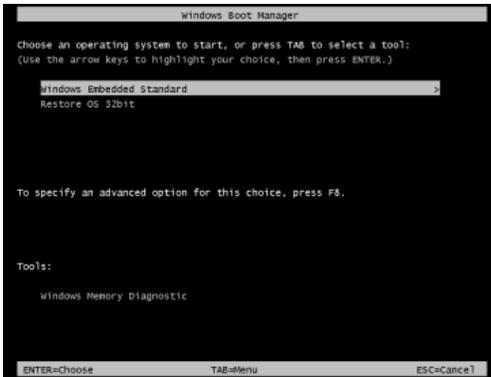
Recovering the Operating System

If for any reason the 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.

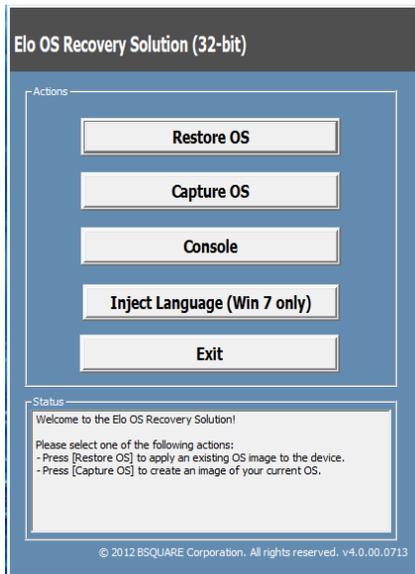
1. Power off your system completely.
2. Power on your system.
3. After the Elo splash screen (shown below), press “↑” or “↓” repeatedly to pause on Windows Boot Manager.



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.

Section 5: Technical Support

If you are experiencing trouble with your touchscreen display, refer to the following suggestions.

If the problem persists, please contact your local dealer or contact 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
No Power (The 15E3 unit can't power on)	<ol style="list-style-type: none">1. Check that the AC/DC power adapter is properly connected.2. Verify the AC power source is functioning.3. Make sure the power button is not broken
No Display (Display is black)	<ol style="list-style-type: none">1. If the Power Status LED is orange/red, the 15E3 may be in SLEEP/HIBERNATE mode. Press the power button to see if the display comes back.2. Internal cable or electrical part damage. Check another cable or component is cracked or burned.
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.
Abnormal/No Touch Function	<ol style="list-style-type: none">1. Check the touch device presents in Windows Device Manager.2. Power off the system and power on again.3. Make sure there is no damage on the touch screen

Technical Assistance

Technical Specifications

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

Support

visit 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 touchcomputer. They are not user-serviceable.
- Do not block or insert anything inside the ventilation slots.
- The Elo 15E3 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 15E3. 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

Any 15E3 models: 19VDC, 3.42A

Care and Handling

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

- Disconnect the AC power cable before cleaning.
- To clean the unit (except touchscreen), 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 not block ventilation slots.
- Touchcomputers 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. 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 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 the region instructions.

Warning

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.

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 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.

Emissions and Immunity Information

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.

Agency Certifications

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

- United State
FCC, UL
- Mexico NOM
CoC
- Japan VCCI
- Korea KC
- Ukraine Ukrsepro
- Europe CE, CB, TUV
- Australia RCM
- China CCC SRRC
- Taiwan BSMI

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 / 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.



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 touchscreen display 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 product, unless otherwise directed in writing by the Seller. Within thirty 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 options, 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 option, 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 option, 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.

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- Product Information
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- Press Releases
- Software Drivers
- Touchmonitor 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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