# ēlo



## USER GUIDE

## Elo Touch Solutions

**Interactive Digital Signage Computer Module**
**For**
**IDS 3201L / 4201L / 5501L / 5501LT / 7001L / 7001LT / 3202L / 4202L / 4602L**

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# Table of Contents

# Chapter 1: Introduction

## Product Description

Interactive Digital Signage Computer Module Generation 2 (ECMG2) Refresh is designed to slide into the bay on the rear of the Interactive Digital Signage Generation 2 Refresh touchmonitors, without any effect on the monitor's form factor or requiring any extra cabling, turning your Interactive Digital Signage TouchMonitor into an Interactive Digital Signage All-In-One TouchComputer.

## Precautions

Follow all warnings, precautions and maintenance as recommended in this user's manual to maximize the life of your unit and prevent risks to user safety.

This manual contains information that is important for the proper setup and maintenance of the Computer Module. Before setting up and powering on your new computer module, read through this manual, especially the Computer Module Installation chapter.

# Chapter 2: Unpacking

## Unpacking the Digital Signage Computer Module

Check that the following items are present and in good condition:

- Computer Module

- Quick Install Guide

- PC Box Cable Cover

# Chapter 3: Computer Module Installation

## Installation

1. Use a Phillips head screwdriver to remove the access cover plate on the back of the touchmonitor.

2. Slide the Computer Module all the way into the bay until it snaps into place.

3. Tighten the thumbscrews to secure the computer module inside the bay.

**NOTE:** If any cables are connected to the computer module, a cable security cover is included with the computer module kit. Install it by attaching the mounting clip and bracket as shown in the user guide for the computer module and then fastening the thumbscrews on the cover.



COMPUTER MODULE

CABLE COVER
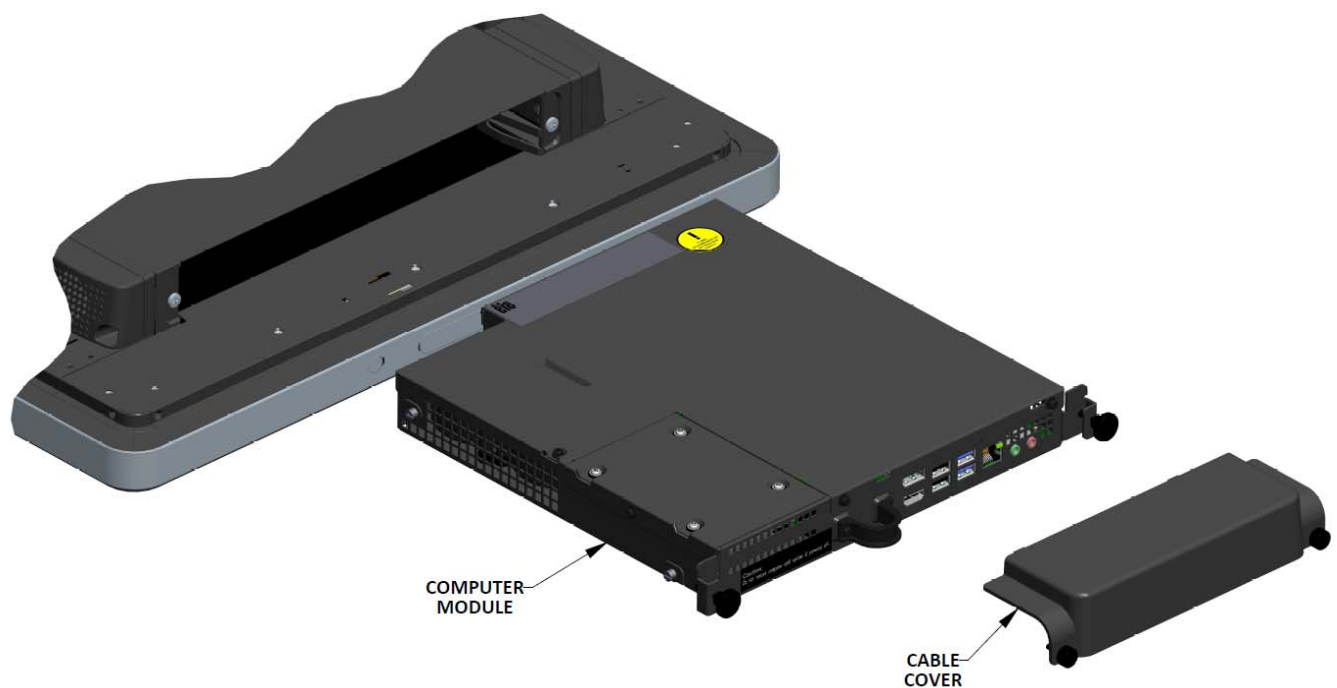
# Connector Panel & Interfaces
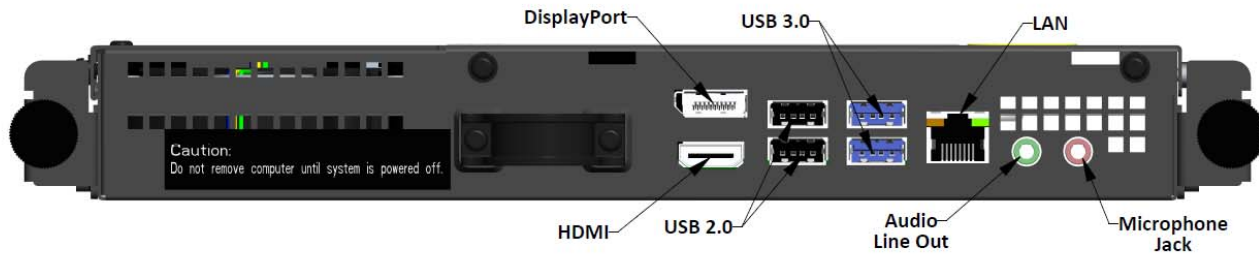


# Touchmonitor & Computer Module Connections

1. Once the Computer Module has been installed, connect the AC power cable between the touchmonitor's POWER IN connector and the AC power source.

   NOTE: Computer Module can be installed when the AC power cable is connected (Hot pluggable). Do not remove the computer module unless it is completely shut off.

2. Make any desired connections to the Computer Module connector panel.

3. Press the touchmonitor's power button to turn on the Computer Module.

# Operating System Setup – Windows® 7

The initial setup of the operating system takes approximately 5 minutes. Additional time might be needed for different touchcomputer hardware and operating system configurations. You will need to plug in an external mouse and/or keyboard into the Computer Module connector panel to execute these steps.

To set up the Windows 7 OS for the Computer Module, turn on the touchcomputer and follow the instructions on the screen.
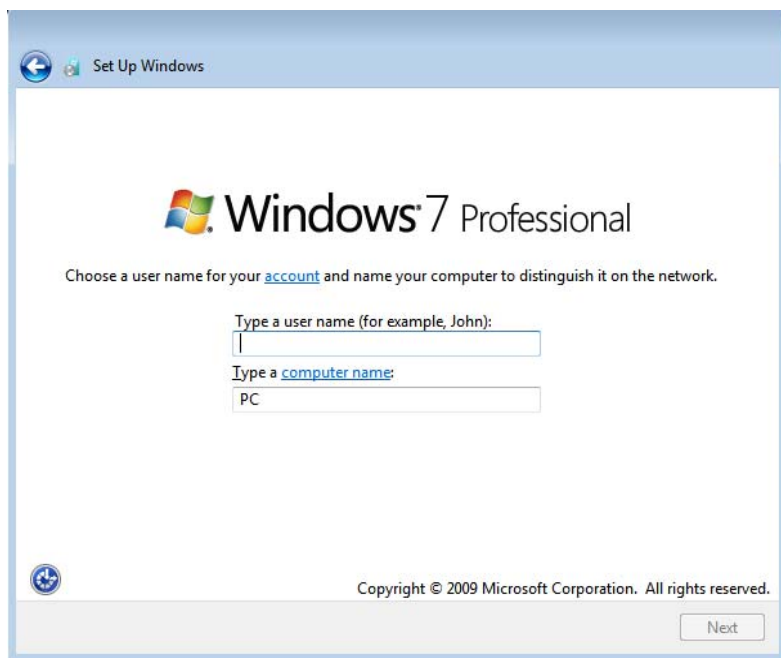
### Selecting the Region and Language

English is the default language in Windows menus and dialog boxes. You can change this language to according to your preference.

## *Choosing the computer name*

You will be prompted to enter the computer's name.



## *Create a password for the system*

You will be prompted to create a password for the system. This is optional. If no password is desired, press the "Next" button.

### Agreeing to Terms and Conditions

You will be prompted to agree to the Windows license terms. Click I Accept to continue
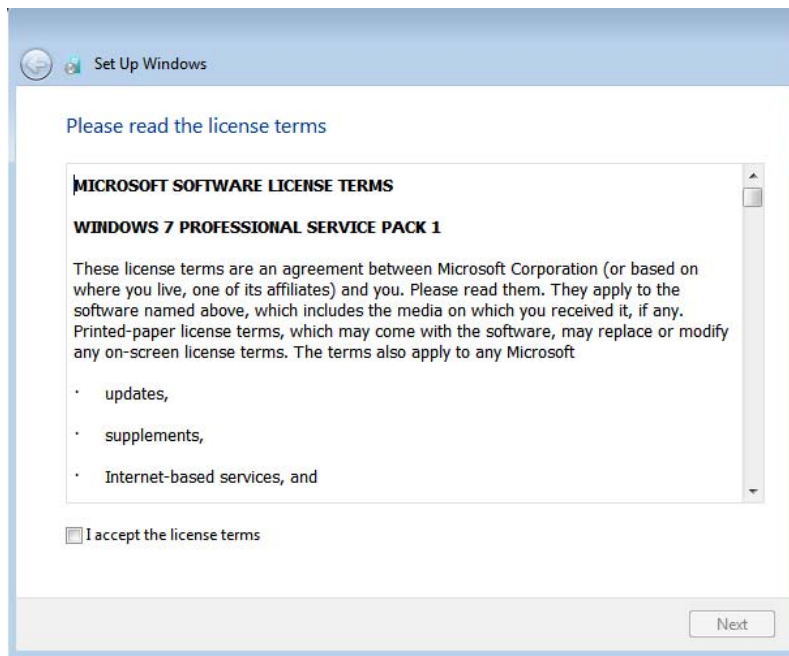


### Choosing the Windows Update settings

You will be prompted to select the Windows Update settings.
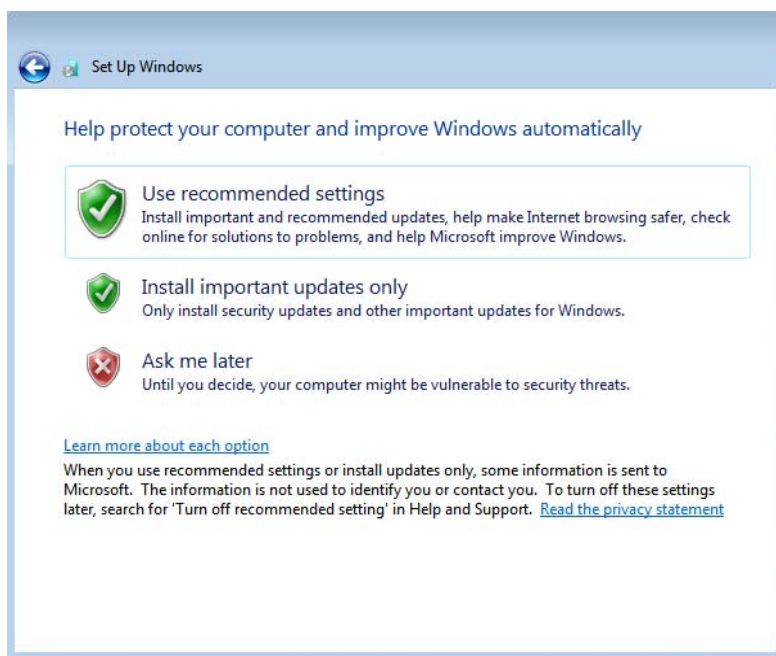
## *Selecting the Time Zone*

When the following window appears, you can set the Computer Module's time zone, date, and time. Click Next to finish.    Windows Setup completes the OS installation.
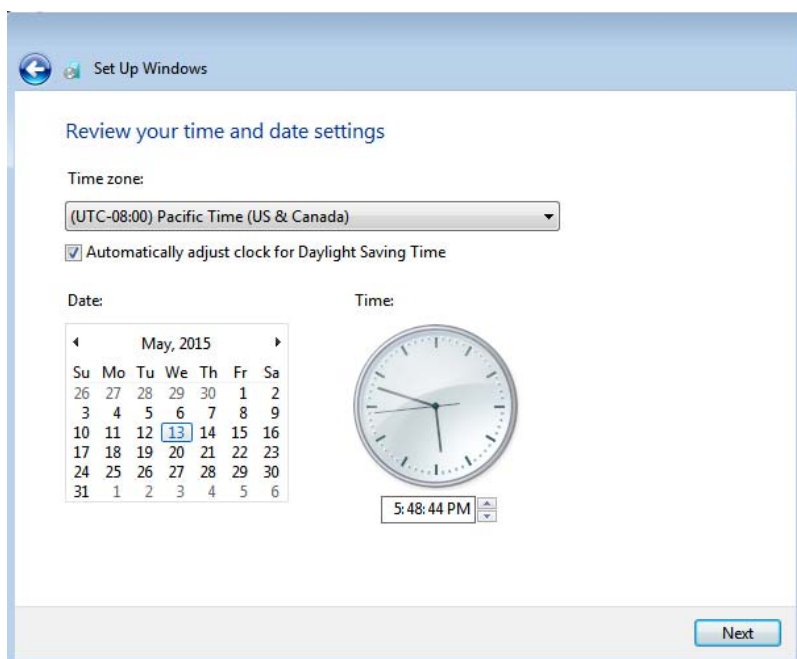
# Installing Touchscreen Technology Software Drivers on Elo Computer Modules running Windows 7

Visit the Elo Touch Solutions website for:

- The latest touch driver version

- Additional touch driver information

- Detailed touch driver installation guides

- Touch drivers for other operating systems

The Computer Module comes with Elo Touch Driver already installed.

# Changing from Windows 7/8.1 64bit OS to 32bit OS

When the system is booting up, repeatedly press the *down arrow* "↓" key on an attached keyboard in order to access the OS version change.

Once this option has been chosen, follow the on-screen steps to change the OS from 64bit to 32bit.

*Note: When installing the 32bit version, all files that were previously installed on the 64 bit version will be deleted.*

# Operating System Setup – Windows 8.1

Initial setup of the operating system takes approximately 5 minutes. Additional time may be needed for different Computer module hardware and operating system configurations.   You will need to plug in an external keyboard and/or mouse into the Computer Module connector panel to execute these steps.

To set up the Windows 8.1 OS for the Computer Module, turn on the touchcomputer and follow the instructions on the screen.

### *Selecting the Language*

Windows will prompt you to select your language of preference. See reference image below.
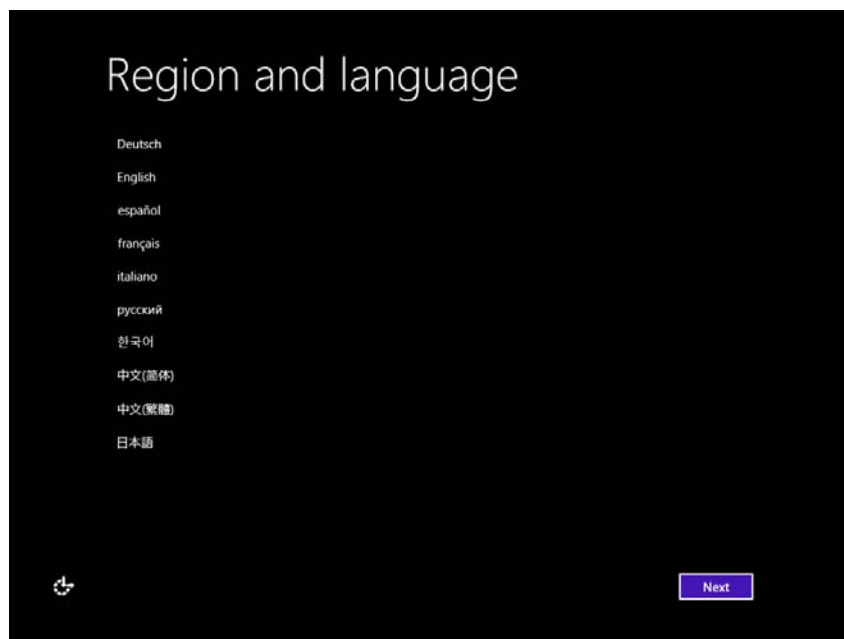


### *Agreeing to Terms and Conditions*

You will be prompted to agree to the Windows license terms. Click I Accept to continue.
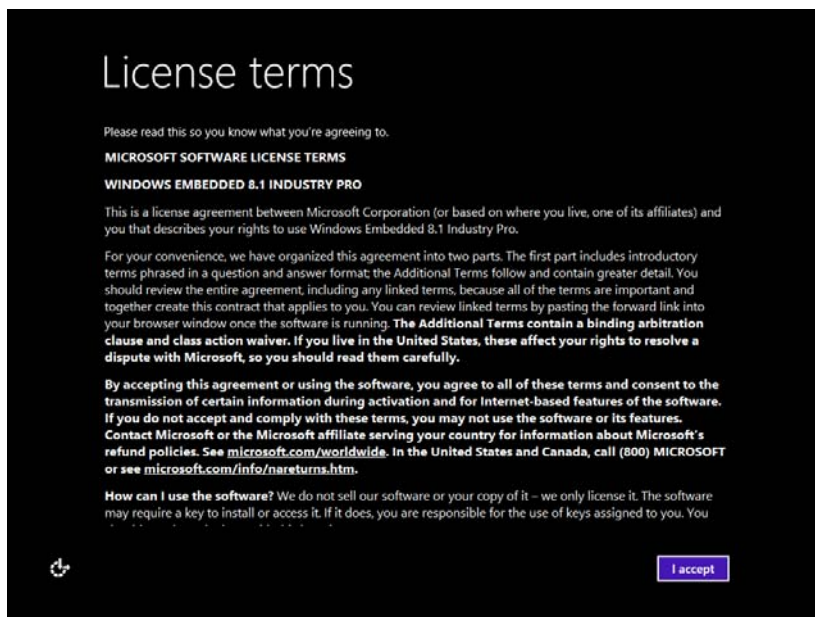
### Personalizing the Computer

Windows allows you to personalize your computer by selecting a theme color and giving your PC a name. Click Next to continue.



.
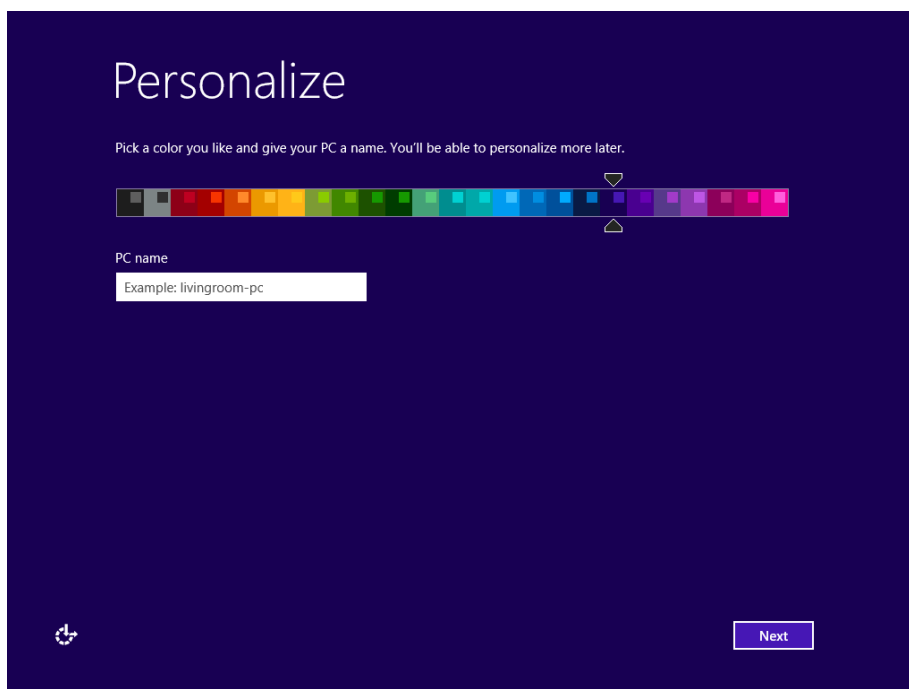
## *Choosing the Windows Settings*

You will be prompted to select the Windows settings
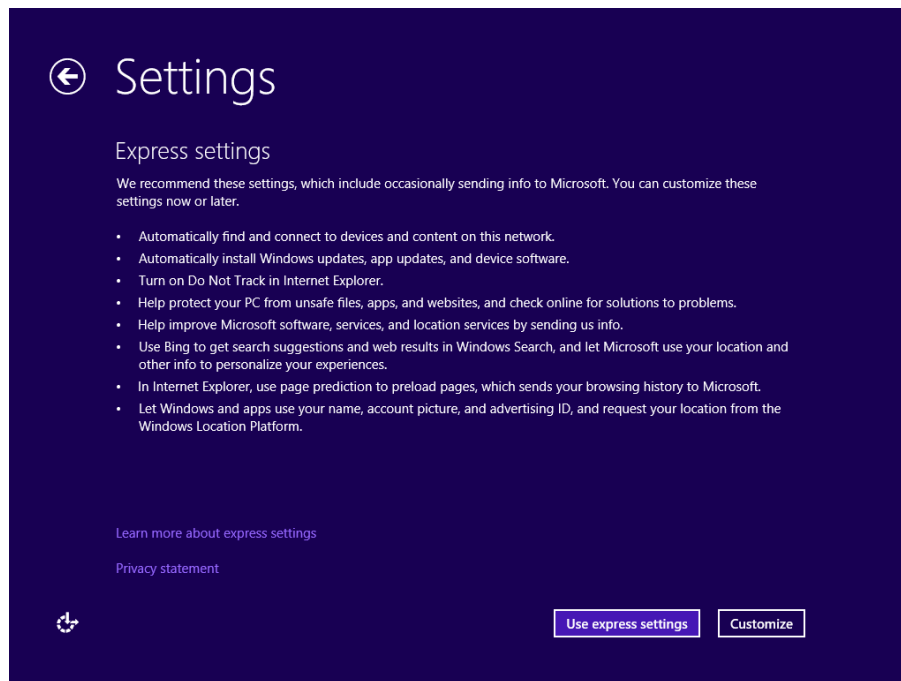
### *Creating Your Account*

You will be prompted to create a Username and Password. Once set up, click *Finish* to complete Setup. See reference image below.

# Accessing Windows 8.1 Charm Bars

In order to access the Windows 8.1 Charm Bars, Elo recommends that the Cursor Edge Acceleration (CEA) feature is turned on from the Elo Driver Settings. The acceleration from the monitor should be adjusted to ensure that the Charm Bars can be accessed. For more information, refer to the User Manual which can be found in the Program Files folder within the Elo Touch Solutions folder.

# Operating System Setup – No OS

No Operating System (No OS) units will require an operating system to be installed on them.

Load your operating system of choice onto the Computer Module.

Cancel any attempts by your operating system to load drivers for the new USB device (the Elo touchscreen) it finds.

Once you have installed an OS image onto your computer, allow the system to automatically install all the available drivers. You can download the latest Elo Touch Driver from the website mentioned above and proceed to install that driver onto the computer.

# Installing Touchscreen Technology Software Drivers on Elo Computer Modules with No OS

Visit the Elo Touch Solutions website for:

- The latest versions of our touch drivers

- Additional touch driver information

- Detailed touch driver installation guides

- Touch drivers for other operating systems

# Setting Up the Operating System

Initial operating system setup takes approximately 5-10 minutes. Additional time may be needed depending on touchcomputer hardware configurations and devices connected to the touchcomputer.

To set up the Microsoft® Windows® Operating System for the touch system, turn on the touchmonitor by pressing the power button, and then follow the on-screen instructions.

# Injecting a New Language

Windows can only run one language at any given time. The Elo Touch Solutions language injection feature can be used to modify your language preference. English is set as the default language, but you can change this language according to your preferences. To use the language injection feature:

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.
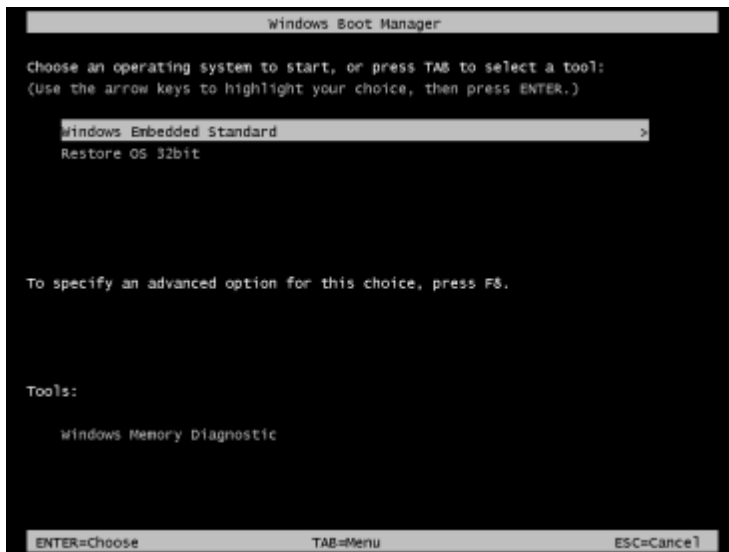


5. The following User Interface (UI) will appear:
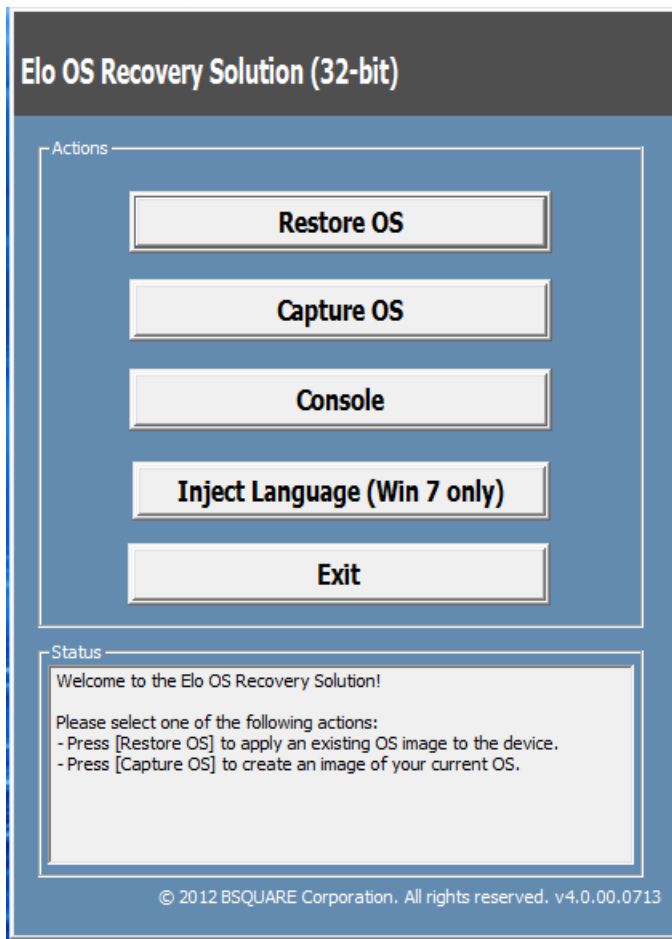
6.  Select Inject Language and the following UI will appear.
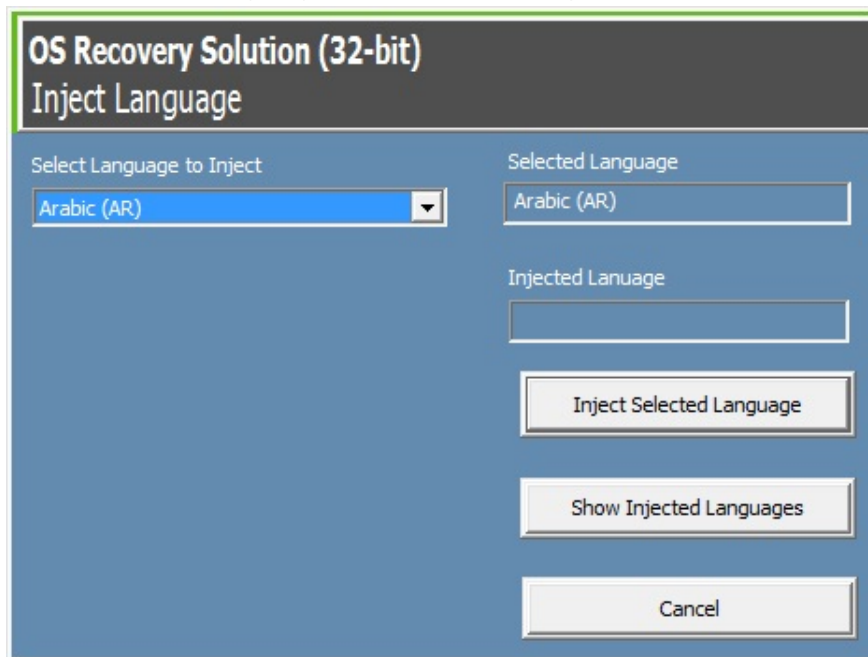


7.  Click the drop-down list and select the preferred language.

8.  Click Inject Selected Language

9.  While the injecting process, DO NOT use your keyboard or mouse as this may cause an error in the language injection process.
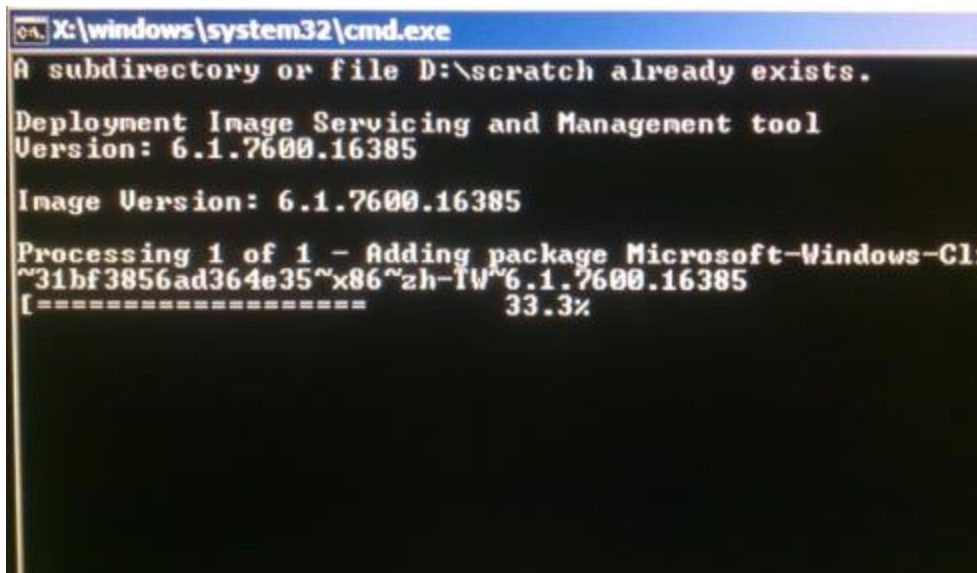


10. After successful installation of the language package, press any key to exit the window.

11. You should see the newly injected language in both "Selected Language" and "Injected

Language".

12. Click Cancel → Exit. The system will reboot and the new language UI should be presented when the system enters the Desktop.

# Chapter 4: Technical Support

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

If the problem persists, please contact your local dealer or contact Elo Touch Solutions Customer Service.

## Solutions to Common Problems

| Problem | Suggested Troubleshooting |
|---|---|
| The Computer Module does not turn on when the power button is pressed. | Disconnect the AC power cable and verify that the Computer Module is properly installed. Reconnect the AC power cable and turn on the system. |
| Monitor display is dim | Use the OSD to increase the touchmonitor brightness and/or contrast. |
| Monitor display is blank. | If the Power Status LED is blinking, the monitor or Computer Module may be in SLEEP mode. Press any key, move the mouse, and/or touch the touchscreen and verify that the monitor displays content. |
| Monitor displays an "Out Of Range" message | Adjust computer resolution/timing mode to be within the allowable timing ranges specified for the touchmonitor. |
| Touch functionality doesn't work | Verify that your Computer Module has the latest drivers installed. Refer to the Computer Module Installation herein for details. |

# Technical Assistance

Technical assistance for Computer Modules running Windows OS are also available on the computer in the Support Information section of the Systems Properties menu. The Systems Properties menu can be accessed by:

1. Right-clicking the My Computer icon and selecting Properties from the drop-down menu, or

2. Clicking the Start button; go to the Settings -> Control Panel menu and selecting the System icon

# Chapter 5: Safety & Maintenance

## Safety

To avoid risk of electric shock, follow all safety notices and do not disassemble the touchmonitor or Computer Module. They are not user-serviceable.

The slots located on the sides and top of the touchmonitor case are for ventilation. Do not block or insert anything into the ventilation slots.

Ensure that the environmental conditions listed below are maintained for the computer module.

### Environmental conditions for transportation and storage

Temperature:
| | |
|---|---|
| Operating | 0°C to 40°C |
| Storage/Transportation | -20°C to 60°C |

Humidity (non-condensing) :
| | |
|---|---|
| Operating | 20% to 80% |
| Storage/Transportation | 10% to 90% |

Altitude:
| | |
|---|---|
| Operating | 0 to 3,000m |
| Storage/Transportation | 0 to 12,192m |

# Caution

There is risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries at the end of its useful life according to local laws and regulations.

# 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.

# Creating the Recovery Flash Drive

All Windows 7 and Windows 8.1 computer modules come with the built-in Elo Restore Utility on the Windows Desktop. The utility allows for creation of a recovery flash drive based on the purchased operating system. **Please create your recovery flash drive immediately.** In the event that the HDD/SSD recovery partition accidentally gets deleted or becomes inaccessible, you can use the recovery flash drive to recover your system.

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

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

**2.** Click "Start" button to begin the process.
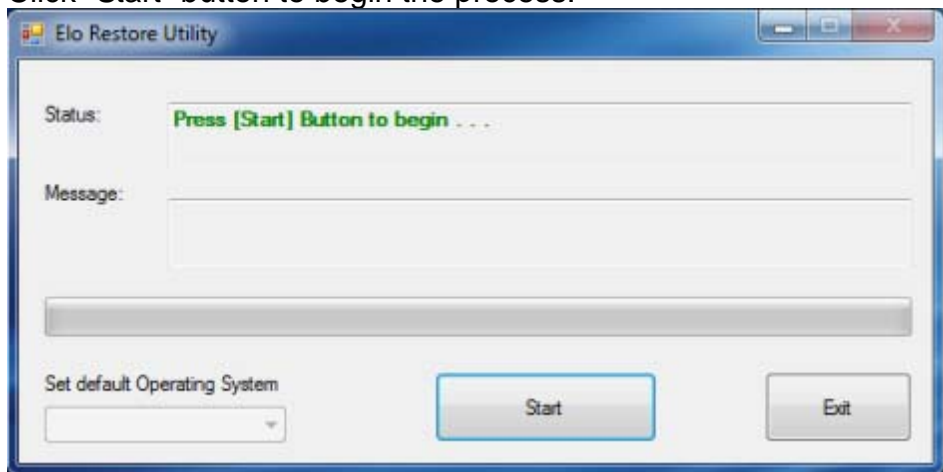
**3.** Once completed, you will see a pop-up window that will prompt you to insert a blank flash drive to any of available USB ports on your system. (For Windows 7, use a flash drive with at least 64GB of space available. For Windows 8.1, use a flash drive with at least 16 GB of space available)
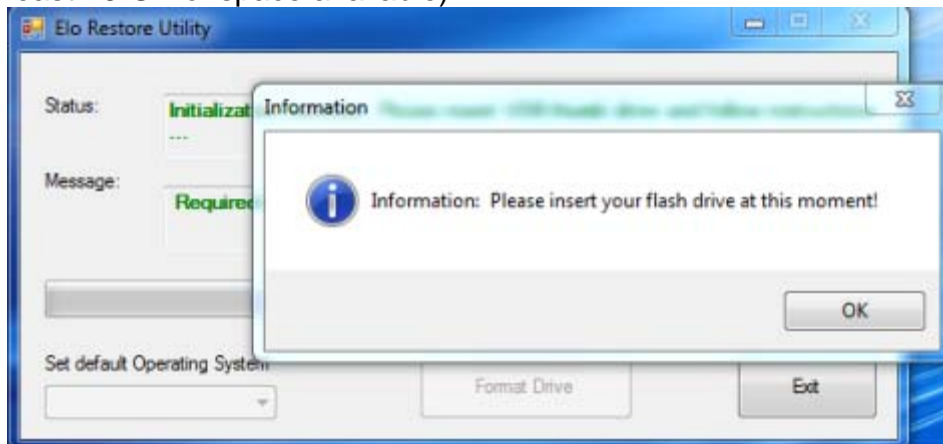
**4.** After the flash drive is plugged in, you will see the below window. Click "Format Drive" to continue the process. **PLEASE NOTE THAT THIS WILL ERASE ALL DATA CONTAINED IN THE FLASH.**
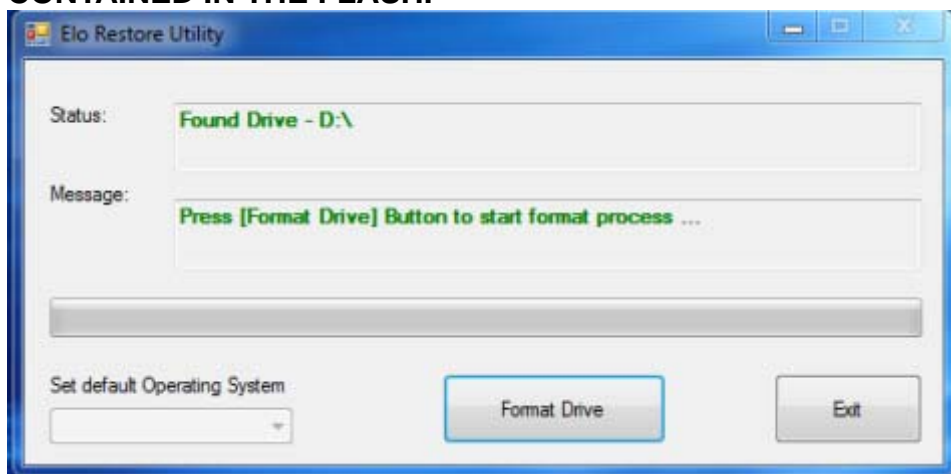
**5.** Click "Create Restore Media" to proceed. This step will take about 10-20 minutes, depending on your system configurations and flash drive performance.
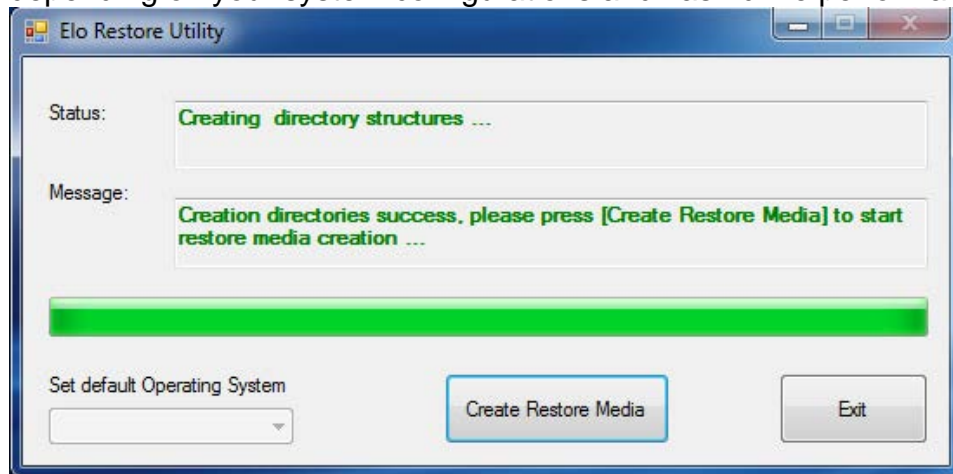


**6.** Once the message "Creation Restore Media success…" appears, remove the flash drive and click "Exit" to exit the program.
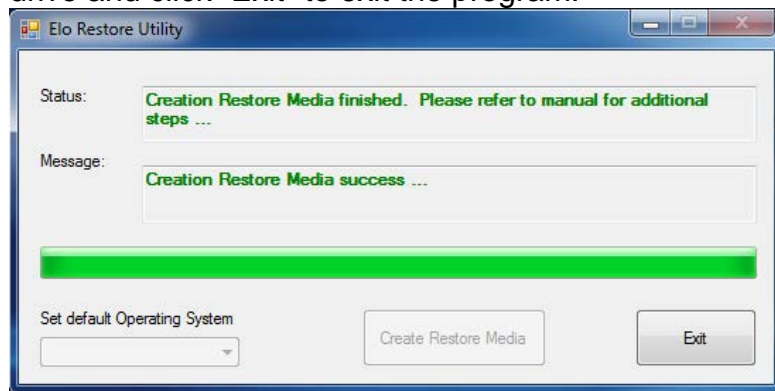


**7.** In order to use the recovery flash drive in the case of a system crash, reboot the system and press **F11** several times to enter **Device Boot Menu**. Subsequently, select to boot from flash drive.

**8.** When the following UI is presented, click "Install Recovery Solution" button.



Elo OS Recovery Solution (64-bit)

Actions
- Install Recovery Solution
- Capture OS
- Console
- Inject Language (Win 7 only)
- Exit

Status

Welcome to the Elo OS Recovery Solution!

If you previously captured an OS image file (*.wim), press [Install Recovery Solution].

Otherwise, press [Capture OS] to create an image of your current operating system.

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

*Note: All data will be deleted during the recovery process. User should 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 backup all data, settings, and customer-installed software before proceeding.

1. Power off your system.

2. Power on your system.

3. After the Elo splash screen (shown below) appears, press "↑" or "↓" repeatedly to pause on Windows Boot Manager.



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

**5.** The following User Interface (UI) will appear:

Elo OS Recovery Solution (32-bit)

**Actions**

**Restore OS**

**Capture OS**

**Console**

**Inject Language (Win 7 only)**

**Exit**

**Status**

Welcome to the Elo OS Recovery Solution!

Please select one of the following actions:
- Press [Restore OS] to apply an existing OS image to the device.
- Press [Capture OS] to create an image of your current OS.

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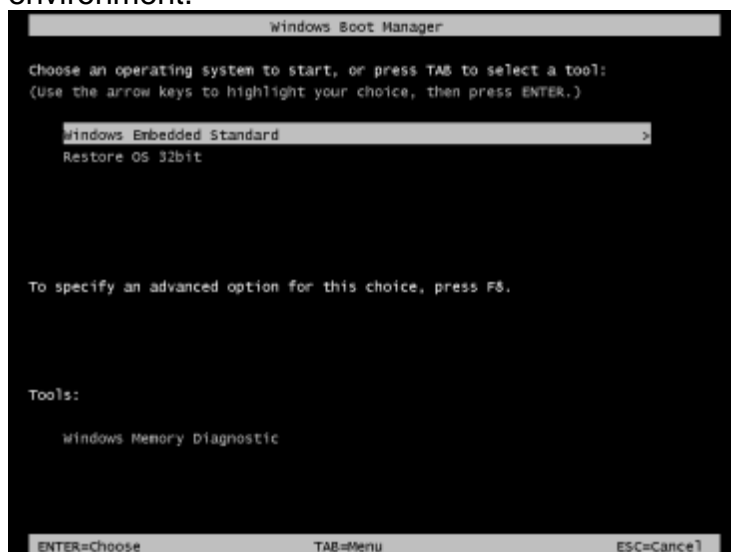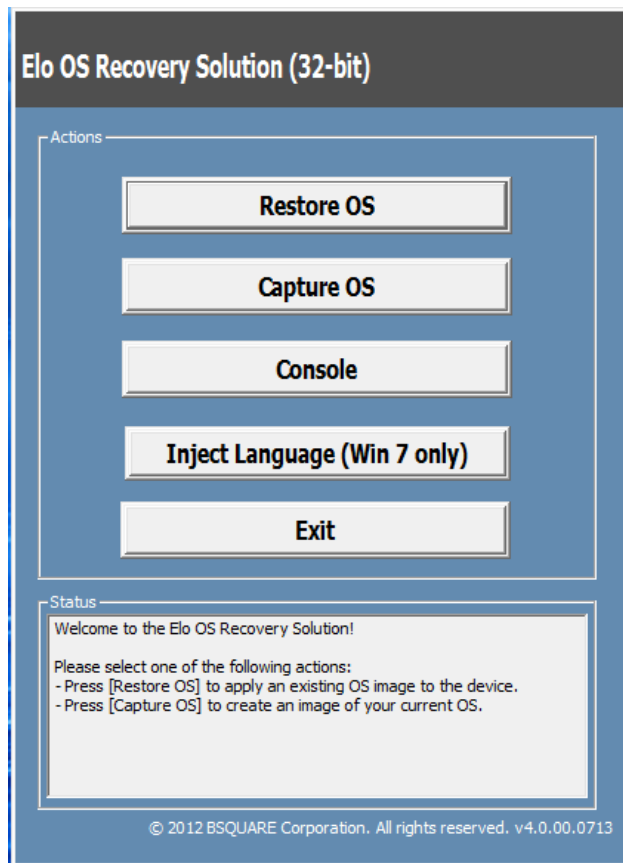
**6.** Select **Restore OS**. The system will automatically test your hardware. Once the process completes, click the **Start** button to perform the system recovery function.

OS Recovery Solution (32-bit)
Restore OS

Close

**Recovery Status**

Ready to Restore OS

Current Progress:

Overall Progress:

Time Elapsed:

Start

**Information**

This utility will restore the operating system.

Please verify the Recovery OS Image file and press [Start] to restore the OS or press [Exit] to return to the main screen:

OS Image File: aa32_boot.wim
OS Family: Windows 7

WARNING! All data on the OS partition will be lost.

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

**Confirm Disk Format**

⚠️ The OS Recovery Solution will reformat the primary hard drive, then apply the OS image to the clean drive.

WARNING: All existing data on the primary drive and any of its partitions will be destroyed. Please ensure you have backed up your data before continuing.

Are you sure you want to continue?

[ Yes ]    [ No ]
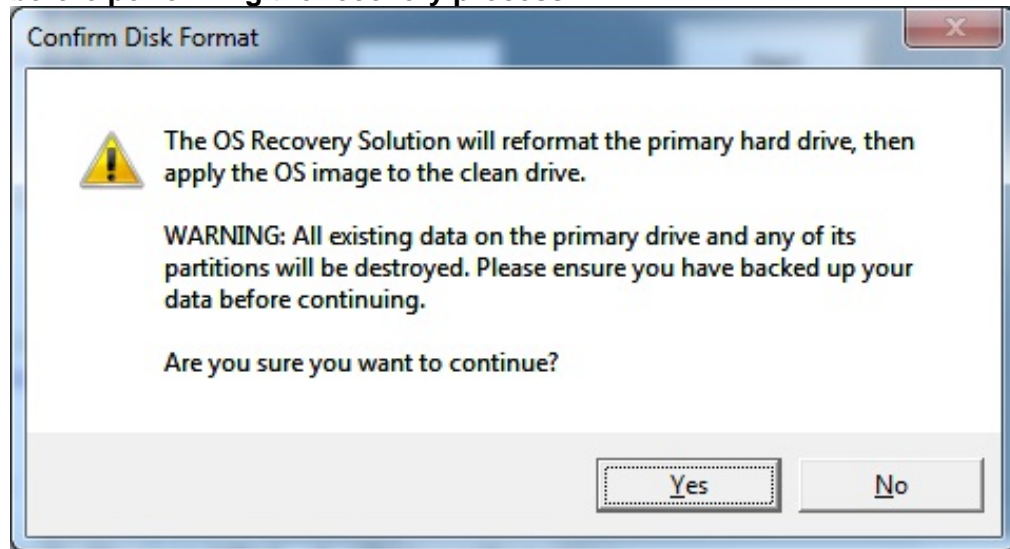
8. Once completed, click the **Close** button. The system will return to the main menu of the Elo Recovery Solution. Click the **Exit** button to restart your system.

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

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

# Chapter 6: Regulatory Information

## I. Electrical Safety Information:

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connecting a device to a power source that does not meet requirements other than those specified herein may result in improper operation, damage to the equipment or pose a fire hazard.

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

Notice to Users in the United States: 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.

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 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 55022 Class A and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 60950-1.

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

> 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.

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.