



USER MANUAL

Elo Touch Solutions
ET1515L,ET1715L,ET1915L Touch monitors

UM600623 Rev A

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Table of Contents

Chapter 1: Introduction4

Chapter 2: Installation5

Chapter 3: Mounting8

Chapter 4: Operation 11

Chapter 5: Technical Support 15

Chapter 6: Safety & Maintenance 18

Chapter 7: Regulatory Information20

Chapter 8: Warranty Information25

Chapter 1: Introduction

Product Description

Your new touchmonitor combines the reliable performance of Elo Touch Solutions touch products with the latest developments in touch technology and display design. This combination of features creates a natural flow of information between the user and the touch monitor.

This touch monitor incorporates a 16.2M(1515L) /16.7M(1715L and 1915L) color, active matrix thin-film-transistor LCD panel to provide high quality display performance. Its LED backlight significantly reduces power consumption and eliminates mercury (compared to CCFL-backlight panels). Other features that enhance this LCD monitor's performance are Plug & Play compatibility, on-screen display (OSD) controls.

Precautions

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

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

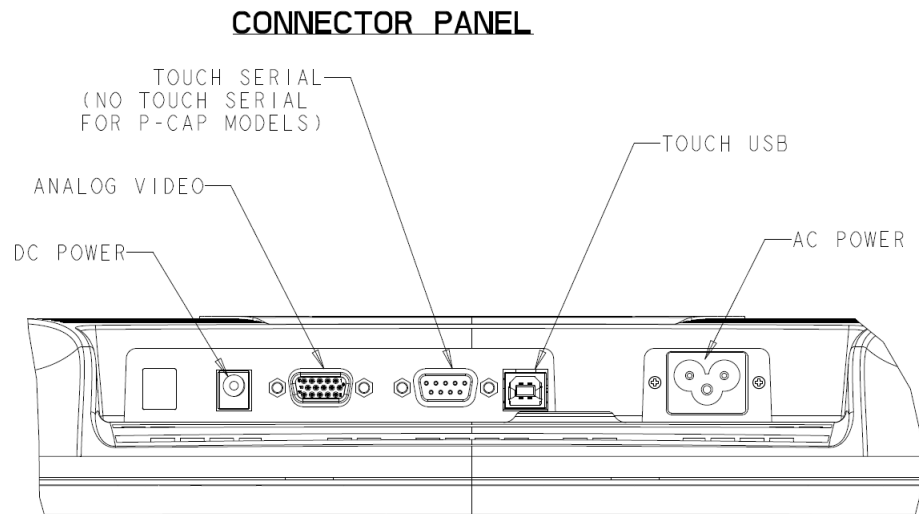
Chapter 2: Installation

Unpacking the Touchmonitor

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

1515L (E210772, E700813)	1515L (E399324, E344320)	1715L, 1915L
Touch monitor	Touch monitor	Touch monitor
QIG	QIG	QIG
VGA cable	VGA cable	VGA cable
USB cable	USB cable	USB cable
Power cord(NA)	Power cord(EU)	Power cord(NA)
	Power cord(UK)	Power cord(EU)
		RS232 cable

Connector Panel & Interfaces



Touchmonitor Connections

1. Connect the VGA input connector of the display with the VGA video source by using the VGA video cable. Tighten the screws of the video cable for optimal performance.
2. Connect the USB/serial touch cable between the monitor's USB/serial connector and your PC's USB/serial port.
3. Select the correct power cable for your region. Connect the power cable between the AC power source and the monitor's AC input power jack.
4. Alternatively, if you have purchased an optional power adapter and elected to use it, connect the cable between the AC power source and the optional power adapter's input connector. Connect the power adapter's DC output connector to the monitor's DC input power jack.
5. The touchmonitor ships in an OFF state. Press the power button to turn it on.

Installing the Touch Technology Software Drivers

Some software installation is required for your touchmonitor to work with your computer. No additional drivers are required for your projected-capacitive touchmonitor, it uses Windows HID drivers.

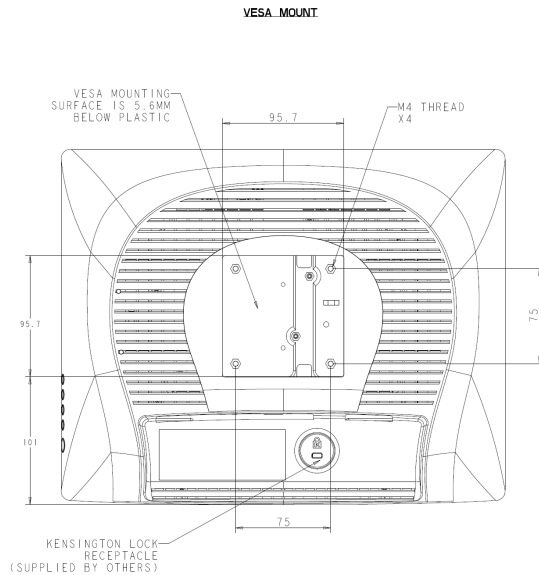
To download latest touch drivers

1. Visit [Downloads | Elo® Official Website \(elotouch.com\)](https://elotouch.com/Downloads)
2. Select the operating system from “Operating System” dropdown menu.
3. Select the technology from “Technologies” dropdown menu.
4. Click on the driver version required for your touchmonitor.
5. Click “Accept” once you are directed to the “Driver License Agreement” page.
6. Enter your email address, Click on “Next Step”. Your driver download will start automatically.
7. If you are a new user, fill in the required information and click on “Register”. Your driver download will start automatically.

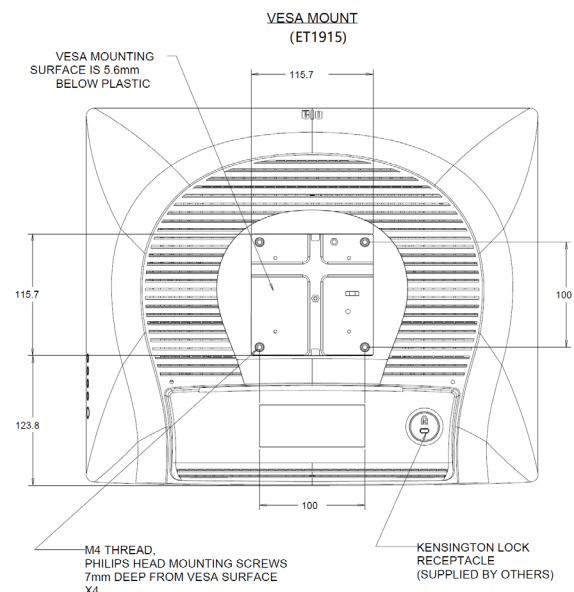
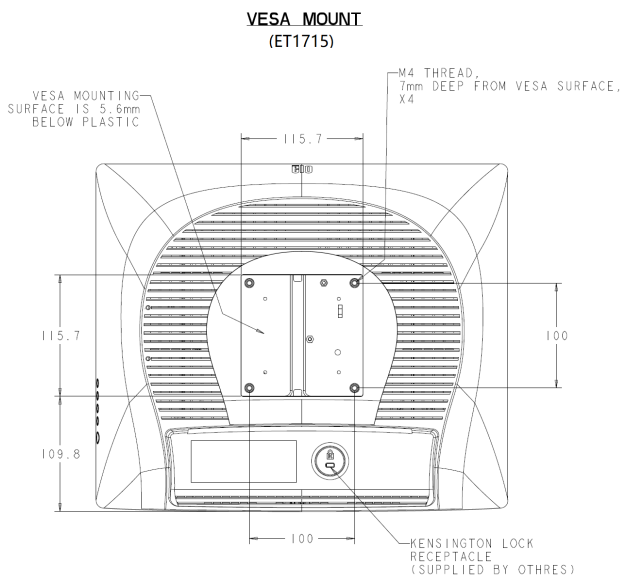
Chapter 3: Mounting

Rear VESA Mount

For the 15-inch touch monitor, a four-hole 75x75mm mounting pattern for M4 screws is provided on the rear of the monitor. Remove the stand using a Phillips screwdriver to access this mounting interface. The VESA FDMI-compliant counting is coded: VESA MIS-D, 75, C.

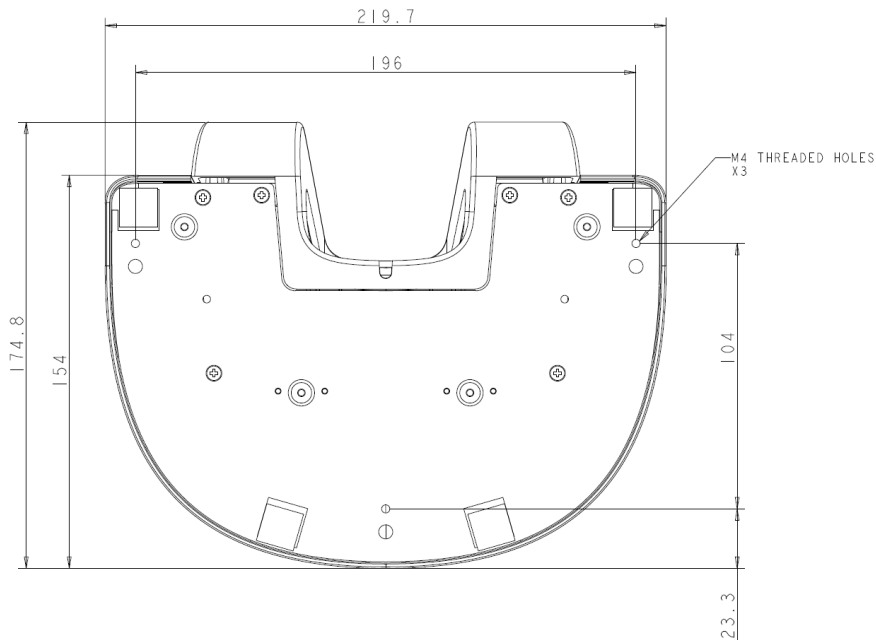


For the 17-inch and 19-inch touch monitor, a four-hole 100x100mm mounting pattern for M4 screws is provided on the rear of the monitor. Remove the stand using a Phillips screwdriver to access this mounting interface. The VESA FDMI-compliant counting is coded: VESA MIS-D, 100, C.



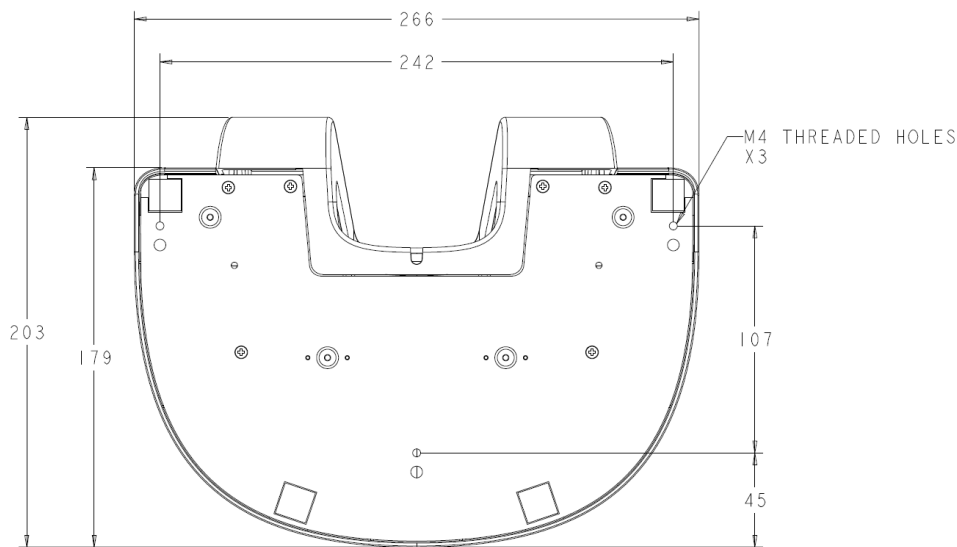
Base Mount

For the 15-inch touch monitor, a threaded three-hole mounting pattern for M4 screws is provided on the bottom of stand base for mounting or securing.



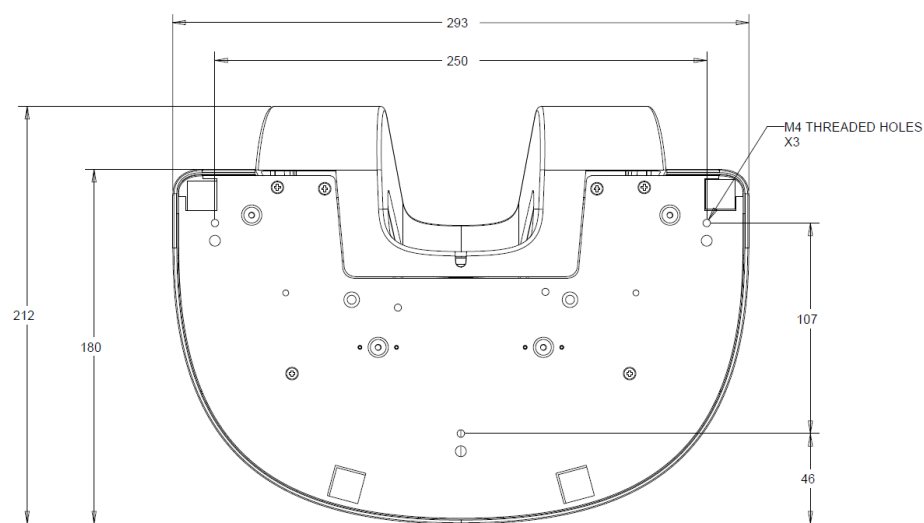
BOTTOM VIEW

For the 17-inch, a threaded three-hole mounting pattern for M4 screws is provided on the bottom of stand base for mounting or securing.



BOTTOM VIEW

For the 19-inch, a threaded three-hole mounting pattern for M4 screws is provided on the bottom of stand base for mounting or securing.



BOTTOM VIEW

Chapter 4: Operation

Power

To turn the touchmonitor on or off, press the touchmonitor power button once.

The Power Status LED on the bottom of the touchmonitor functions according to the following table:

Touchmonitor status	LED status
OFF	OFF
SLEEP	PULSING
ON	ON

The system consumes low power when in SLEEP and OFF modes. For detailed power consumption specifications, refer to the technical specifications available on the Elo website www.elotouch.com.

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

To improve reliability and reduce wasteful power consumption, disconnect the power adapter when long periods of disuse are planned.

Touch

Your touchmonitor is factory-calibrated and should not need manual calibration (unless the input video is not fully scaled to the native resolution, or the touch experience needs to be calibrated to a specific user).

Video

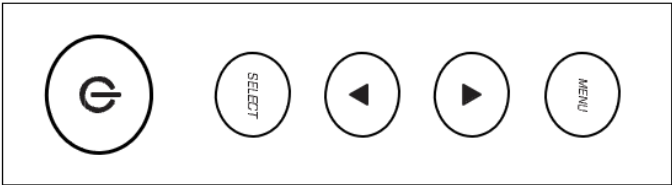
A display’s native resolution is its width and height measured in number of pixels. Generally, for best performance, an image displayed on this monitor will look best when your computer’s output resolution matches this monitor’s native resolution, which is 1024 x 768 for the 15-inch products, or 1280 x 1024 for the 17-inch and 19-inch products.

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

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

On-Screen Display (OSD)

Four OSD buttons are on the side of the monitor. These can be used to adjust various display parameters.



The buttons and their functionality are:

Button	Function when OSD is not displayed:	Function when OSD is displayed:
Menu	Display OSD main menu	Return to previous OSD menu
◀	Display OSD contrast submenu	Decrease value of selected parameter / select previous menu item
▶	Display OSD brightness submenu	Increase value of selected parameter / select next menu item
Select	Video Priority	Select parameter for adjustment / select submenu to enter

The OSD buttons control an on-screen graphical user interface, which displays on top of your input video. This allows for intuitive adjustment of the following display parameters:

Parameter	Available Adjustment
Brightness	Increase/decrease monitor brightness Default: 17-inch 80, 15-inch 100
Contrast	Increase/decrease monitor contrast Default: Best gray-shade performance
Clock	Allows fine adjustments of the panel's pixel dot clock. <i>Only applicable for VGA input video</i>
Phase	Allows fine adjustments of the panel's pixel dot clock phase. <i>Only applicable for VGA input video</i>
Auto Adjust	Automatically adjusts the system clock to the input analog VGA video signal, affecting the H-position, V-position, Clock, and Phase menu items. <i>Only applicable for VGA input video</i>
H-position	Moves the image horizontally on the display in single pixel increments. Default: Centered <i>Only applicable for VGA input video</i>
V-position	Moves the image vertically on the display in single pixel increments. Default: Centered <i>Only applicable for VGA input video</i>
Sharpness	Adjusts sharpness of the displayed images Default: No sharpness adjustment <i>Only applicable at non-native input video resolutions</i>
Color	Selects the display's color temperature. The available color temperatures are 9300K, 7500K, 6500K, 5500K, and User Preset. If the User Preset option is selected, the user can change the color temperature by changing individual R, G, and B gains on a scale from 0 to 100. Default: User Preset with R, G, and B all set to 100
OSD Timeout	Adjusts how long a period of OSD button inactivity the touchmonitor will wait before closing the OSD. The adjustable range is between 5 and 60 seconds. Default: 15 seconds
OSD Language	Selects which language the OSD information is displayed in. The available languages are English, French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, and Japanese Default: English
Recall Defaults	Selecting "Recall Defaults" restores all factory default settings for OSD-adjustable parameters (except OSD Language) and for Preset Video Mode timings.
Video Priority	The monitor continually scans for active video on the VGA and HDMI connectors. This adjustment selects which of those input ports should be given priority to be displayed. The options are VGA Priority, HDMI Priority Default: HDMI Priority

All touchmonitor adjustments made through the OSD are automatically memorized as soon as

they are entered. This feature saves you from having to reset your choices every time the touchmonitor is unplugged or powered off and on. If there is a power failure, the touchmonitor settings will not default to the factory specifications.

OSD and Power Lockouts

Press and hold the "Menu" and "▶" buttons for two seconds to enable/disable the OSD lock function. When the OSD lock is enabled, pressing any of the Menu, ◀, ▶ or Select buttons will not work on the system.

Press and hold the "Menu" and "◀" buttons for two seconds to enable/disable the power button lock function. When the power button lock is enabled, pressing the power switch will not activate the system.

Chapter 5: 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 touchmonitor does not respond when turning on the system	Check that the AC power cable or DC power adaptor is properly connected. Verify the DC power adaptor is functioning
Monitor display is dim	Use the OSD to increase the brightness. Use the OSD to increase the contrast
Monitor display is blank	If the Power Status LED is blinking, the monitor may be in SLEEP mode. Press any key / move the mouse / touch the Touchscreen to see if the image reappears. Check that the signal source device is turned on. Check that that there are no loose cable connections
Monitor displays an “Out of Range” message	Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touchmonitor (see website for specifications)
Monitor display image looks abnormal	Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touchmonitor (see website for specifications) Use the Auto Adjust function in the OSD
Touch functionality doesn’t work	Verify your PC has the latest Elo drivers installed Perform the calibration routine provided with the latest Elo drivers
The OSD buttons or power button does not respond when pressed	Check to see if the OSD lock or power lock functions are on

Image Sticking

What is Image Sticking? What Causes Image Sticking?

Image persistence, image burn-in, and image sticking are terms used to describe LCD image retention. LCD image retention occurs when a fixed pattern is displayed over a prolonged period of time. The fixed pattern causes a parasitic capacitance to build up within the LCD component, which prevents the liquid crystal molecules from returning to their normal relaxed state.

All LCDs/CRTs and color plasma displays are susceptible to image retention, at varying degrees. Phosphor based display devices, such as CRTs and color plasma displays are most susceptible, and image retention on phosphor-based devices is often irreversible. Transmissive devices, such as LCDs are less susceptible, and in most cases LCD image retention can be reversed.

The rate of image sticking depends on the image pattern, duration of fixed image, the temperature, and production variations. Likewise, the rate of diffusion of the image sticking (recovery time) also depends on these factors.

What Can Be Done About It?

The best way to avoid image burn-in is to limit the amount of static content on the display. Image sticking may be avoided by turning the display off periodically for a period between 2 to 4 hours.

To reduce the possibility of image retention, we recommend:

- Displaying alternating black/white images for 2 to 4 hours
- Using a screen saver when the touchscreen is not in use

Image retention caused by static (non-moving) images displayed for lengthy periods (image burn-in) is not covered under Elo warranty.

Technical Assistance

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

Visit www.elotouch.com/go/websupport for online self-help.

Visit www.elotouch.com/go/contactsupport for technical support.

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

Chapter 6: Safety & Maintenance

Safety

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

Ensure that your installation is equipped to maintain the specified environmental conditions listed in the Technical Specifications chapter.

Care and Handling

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

- Disconnect the AC power cable before cleaning.
- To clean the display unit cabinet, use a clean cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. If liquid does get inside, 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.



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 regulation.

Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit

www.elotouch.com/e-waste-recycling-program/

Chapter 7: Regulatory Information

I. 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.

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 B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Notice to Users in Canada:

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

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

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

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

- 1) In order to meet emission and immunity requirements, the user must observe the following:
 - a) Use only the provided I/O cables to connect this digital device with any computer.
 - b) To ensure compliance, use only the provided manufacturer's approved line cord.
 - c) The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- 2) If this equipment appears to cause interference with radio or television reception, or any other device:
 - a) Verify as an emission source by turning the equipment off and on.

If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:

- i) Move the digital device away from the affected receiver.
- ii) Reposition (turn) the digital device with respect to the affected receiver.
- iii) Reorient the affected receiver's antenna.
- iv) Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
- v) Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
- vi) Plug the digital device into only a grounded outlet receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

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

FCC Declaration of Conformity

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

Model Number: ET1515L/ET1715L/1915L-xxxB

Equipment Category: Information Technology and Telecommunications Equipment

Equipment Class: Commercial and Light Industrial

Product Name: Touch Monitor

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

Trademark:



Declaration:

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

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

A handwritten signature in blue ink, reading "Kevin Huang", written over a horizontal line.

Kevin Huang
Director, Systems Engineering
Elo Touch Solutions, Inc

III. Agency Certifications

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

Australia RCM

Europe CE

Mexico NOM

Canada CUL, IC

Japan VCCI

Taiwan BSMI

China CCC

Korea KC

United States FCC, UL

IV. China RoHS

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

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

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

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this component is above the limit requirement in SJ/T11363-2006. For items marked with X, exemptions were taken according to EU RoHS.

Explanation of Markings

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

Operating Temperature:0-40 / 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.



V. Power Adapter Specifications

Electrical Ratings:	Input: 100-240VAC, 50/60Hz
	Output: 12VDC, minimum 4.16A, LPS

VI. Monitor Specifications

Electrical Ratings:	Input 1515L: 100-240VAC, 50/60Hz, 0.3A or 12VDC, 2.5A
	Input 1715L: 100-240VAC, 50/60Hz, 0.8A or 12VDC, 2.5A
	Input 1915L: 100-240VAC, 50/60Hz, 0.6A or 12VDC, 2.5A
Operating Conditions:	Temperature: 0°C - 40°C
	Humidity: 20% to 80% (non-condensing)
	Altitude: 0 to 3,048m
Storage Conditions:	Temperature: -20°C - 60°C
	Humidity: 10% to 95% (non-condensing)
	Altitude: 0 to 12,192m

Chapter 8: Warranty Information

See <http://www.elotouch.com/Support/warranty.asp> for more information

Check out Our Website!

www.elotouch.com

Get the latest...

- Product Information
- Specifications
- Upcoming events
- Press releases
- Software drivers

Getting in Touch with us

To find out more about the extensive range of Elo touch solutions, visit our website at www.elotouch.com, or simply call the office nearest you:

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