



Problem	Troubleshooting
The touchscreen display does not respond when turning on the system	-Check that the DC power adaptor is properly connected. -Verify the DC power adaptor is functioning.
Monitor displays an "Out of Range" message	- Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touchscreen display (see website for specifications).
Touch functionality doesn't work	-Verify your PC has the latest Elo drivers installed. -Perform the calibration routine provided with the latest Elo drivers. -Check if Touch Interface is set up correctly.

Quick Installation Guide

Open Frame Touchscreens

Go to www.elotouch.com/support to download user manual. 请访问 www.elotouch.com.cn 获取用户手册,请保留备用

In order to prevent image retention (aka: image sticking, or image burn-in), please use a dynamically changing screensaver or turn off the display when not in use.

Note: Image retention is not covered by your warranty.

- No touch driver installation needed
- Aucune installation de pilote nécessaire tactile
- No hay instalaciones de controlador toque necesario
- Kein Touch-Treiber-Installationen notwendig
- Nessun driver installazioni tocco necessario
- Не прикасаться установок драйвера необходимы
- タッチドライバをインストール不要
- 不需安装触摸驱动程序
- 不需安装触控驱动程序
- 필요 없음 터치 드라이버 설치 없음

Elo Technical Support

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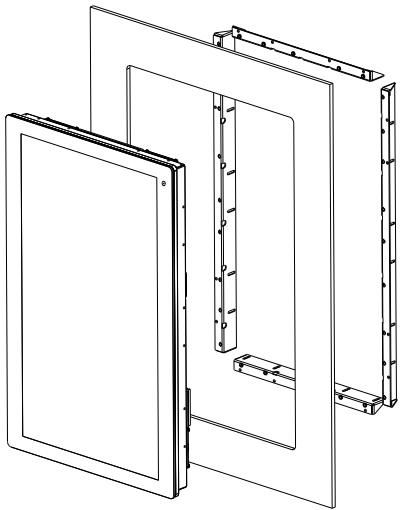
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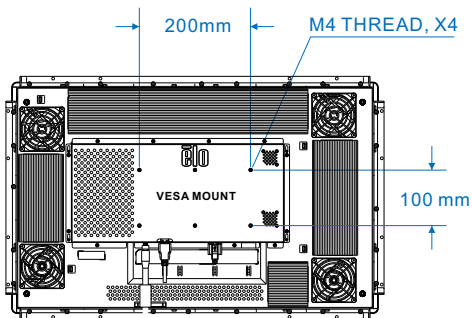


www.elotouch.com

Flush Mount



- Place the 27-inch 2799 touchscreen display into your enclosure panel opening.
- Attach flush mounting brackets (all four sides) with M4-5mm bracket screws (included) to secure the touch screen onto the enclosure panel. Adjust the touchscreen as close as possible to flush with the front of the enclosure panel before tightening M4 bracket screws. A socket wrench is recommended if clearance is limited.
- Tighten the M4-6mm clamping screws on the mounting brackets to bring the touchscreen glass completely flush with the customer panel, compressing the sealing gasket, and ensuring a watertight seal to IP66 and NEMA4x standards. Please ensure 2" clearance behind the touch screen display.



Rear VESA Mount

A six-hole mounting pattern for M4x10 screws is provided on the rear of the monitor for 200x100 in multiple VESA MIS-E mounting positions. Please ensure 2" of clearance behind the touch screen display.

Power

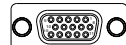


DC In

Video



HDMI OR DisplayPort



OR VGA In

Touch



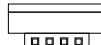
USB-B

OSD



OSD Remote

GPIO



GPIO

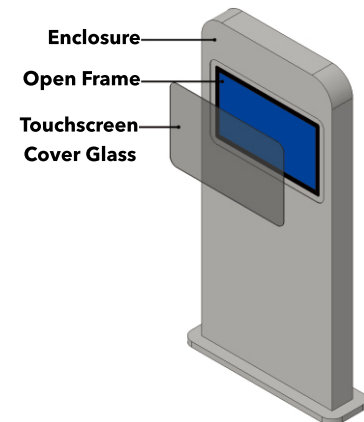
Installation Notes

- The ambient light sensor may not function properly if the portrait orientation is upside-down (light sensor is on the bottom position), focused light source is close to the sensor window, or the sensor window is blocked. Reference the dimensional drawing for details on light sensor location.
- Image retention caused by static (non-moving) images displayed for lengthy periods (image burn-in) is not covered under Elo warranty. 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 of time between 2 to 4 hours.
 - Displaying alternating black/white images for 2 to 4 hours.
 - Using a screen saver when the touchscreen is not in use.
- Try to avoid mounting the product in direct sunlight if possible. Use overhangs or orient away from the sun to reduce environmental stress on the product and to prolong its life.
- This display is equipped with locking-style connectors. To avoid accidental disconnect, use the corresponding locking-style cables provided with your product.
- Cover Glass Installation

Elo Open Frame PCBA Touchscreen support protective cover glass. Cover glass must be installed with no air gap to the Touchscreen glass. Touch Thru mode must be enabled to use cover glass.

To enable Touch Thru mode:

- Press the Menu button on the unit's tethered OSD Remote.
- Navigate to Miscellaneous-> Touch->Touch Thru.
- Set to "On".
- Add cover glass on top of touchscreen.
- Power cycle the monitor.



If the cover glass is later removed, this feature should be set to "Off" and the monitor power cycled for the touchscreen to work correctly.

- This PCAP touch display is tuned for use with water, salt water, and other elements on the screen. For best and most reliable touch performance, it is recommended that the screen is clear of these elements.