



# USER MANUAL

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**Elo Touch Solutions**

ET0702L

UM600315 Rev E



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# Table of Contents

- Section 1: Introduction ..... 4
- Section 2: Installation ..... 5
- Section 3: Mounting ..... 8
- Section 4: Operation ..... 9
- Section 5: Technical Support ..... 11
- Section 6: Safety & Maintenance ..... 13
- Section 7: Regulatory Information ..... 14
- Section 8: Warranty Information ..... 19

# Section 1: Introduction

## Product Description

Your new touch monitor combines the latest developments in touch technology and display design with reliability for use in high-traffic environments.

This touch monitor incorporates a 24-bit color, active matrix thin-film-transistor LCD panel to provide high-quality display performance. It's resolution of 800x480 is suitable for displaying graphics and images. Its LED backlight significantly reduces power consumption and eliminates the need for mercury (compared to CCFL-backlit panels). Other features that enhance this LCD monitor's performance are touch, video and power over a single USB cable, Plug & Play compatibility and flexible mounting options.

## Precautions

Follow all warnings, precautions and maintenance as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See the Safety & Maintenance Section 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 touch monitor, read through this manual, especially the Installation, Mounting and Operation Sections.

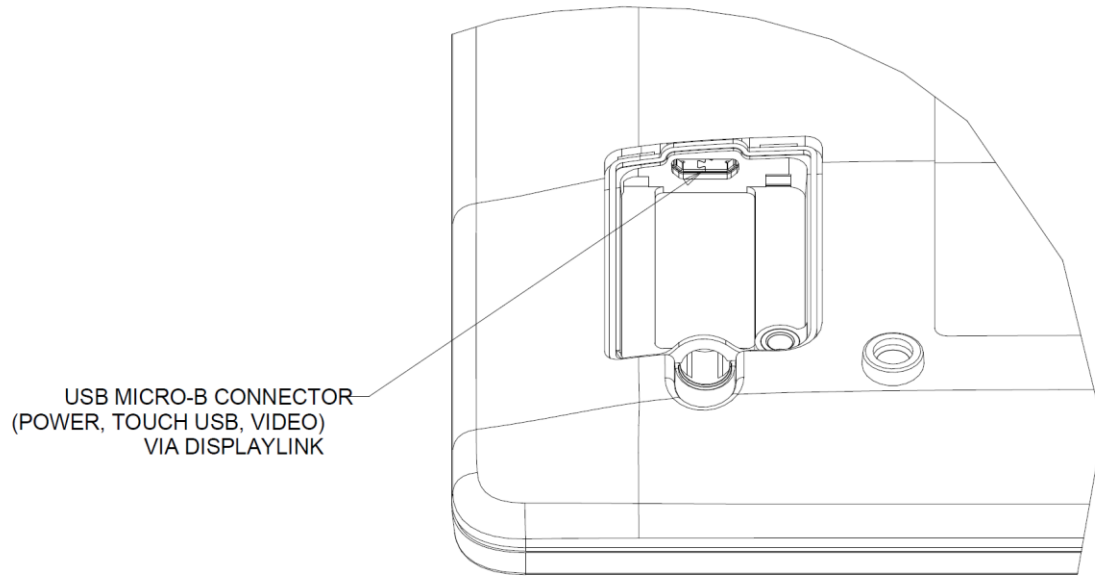
# Section 2: Installation

## Unpacking the Touch Monitor

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

- Touch monitor
- Quick Install Guide
- microUSB Type-B to USB Type-A Y-cable
- Cable cover with screw

## Connector Panel



## Touch Monitor Connections

1. Connect microUSB side of the USB Y-cable to monitor's micro USB input connector and the other end of the Y-cable to USB type A ports on your computer.  
(It's recommended that you plug in both USBs to your PC)
2. The touch monitor ships in an ON state, once the DisplayLink drivers are installed video should come up right away.

## Installing the DisplayLink Video Drivers

The DisplayLink technology enables video over USB, which will allow your monitor to use a single USB cable for power, video and touch.

To download the latest DisplayLink drivers:

1. Visit [www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx](http://www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx)
2. Select the Peripheral Drivers from the Product Category drop-down menu.
3. Select the DisplayLink Video Driver from Select Product drop-down menu.
4. Click on the video driver link, it will direct you to DisplayLink website to download latest drivers for Windows, macOS, Android, Chrome OS and Ubuntu operating systems.

## Installing the Touch Technology Software Drivers

No additional drivers are required for your projected-capacitive touch monitor with Windows 7, 8 or 10 operating systems, as it will use the Windows HID drivers. If the monitor is used with the Windows XP operating system, follow the steps below to install the Windows XP touch driver.

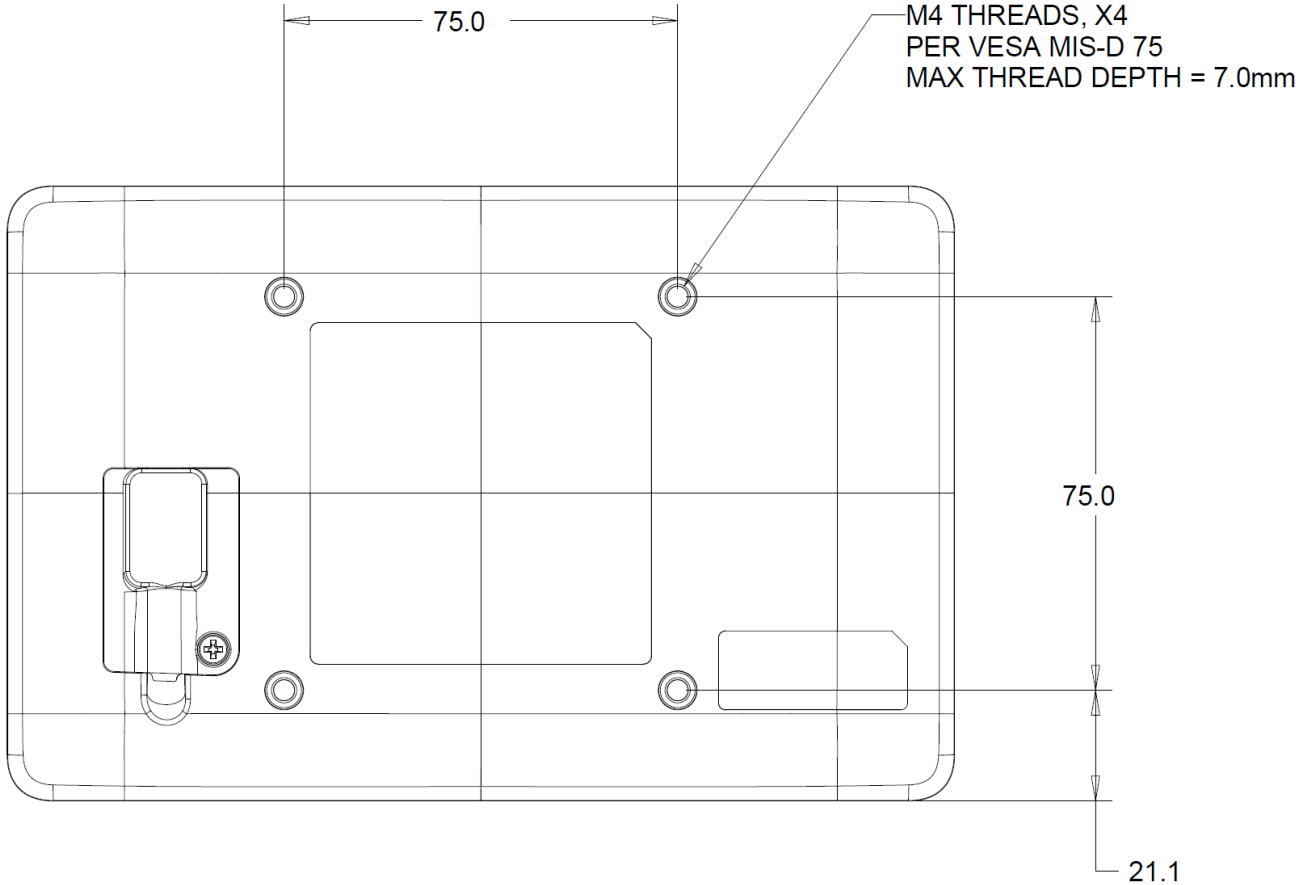
To download the latest touch drivers:

1. Visit [www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx](http://www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx)
2. Select the operating system from the Operating System drop-down menu.
3. Select the technology from the Technologies drop-down menu.
4. Download the driver version required for your touch monitor.

# Section 3: Mounting

## Rear VESA Mount

A four-hole 75 x 75 mm mounting interface for M4 screws is provided on the rear of the monitor. The VESA FDMI-compliant counting is coded VESA MIS-D, 75, C





# Section 4: Operation

## Power (How to turn on/off or enter sleep mode from the host)

To turn the touch monitor on, please plug in the Micro-USB cable and link to your host.

Please follow these instructions to turn on/off or enter sleep mode as a second monitor in a Windows environment:

Option 1: Unplug the display from the host to turn off the monitor. Plug the display to the host to turn on the monitor.

Option 2: Device Manager

Go to **Control Panel and Device Manager**, check **Universal Serial Bus controllers**, and **Generic USB Hub**.

Press right key of your mouse, and select **disable device** to turn off monitor or **enable device** to turn on the monitor.

Option 3: Display settings

Press right key of your mouse, and select **Display settings**, check **Rearrange your displays** to identify #1 or #2 display.

Click on **Multiple displays** and select **show only on 1** to enter sleep mode. Select **Duplicate these displays** or **Extend these displays** or **show only on 2** to turn on the monitor.

Option 4: Hot key

You could quickly and simply use the new hotkey Win + P.



Choose "**Disconnect Projector**" or "**PC screen only**" to enter sleep mode or choose "**Duplicate**" or "**Extend**" to turn on the monitor.

The system consumes low power when in SLEEP mode. For detailed power-consumption specifications, refer to the technical specifications on the Elo website <http://www.elotouch.com>

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

## Touch

No calibration is required for projected capacitive touch technology. Your touch monitor can support up to 10 touches at once.

## Projected Capacitive Touch Technology

When connected to Windows 7, 8 or 10 computers, the touch monitor can detect 10 simultaneous touches. When connected to Windows XP computers, the touch monitor detects only single touches.

No additional drivers are required for this technology to work with Windows 7, 8 or 10, as it uses Windows HID drivers.

Refer to Section 2, “Installing the Touch Technology Software Drivers,” for instructions on downloading touch drivers for Windows XP.

No calibration is required for this technology.

## Gesture Support

TouchPro PCAP technology enables several gestures that support single and multiple touches. Refer to the Microsoft website at <http://msdn.microsoft.com/en-us/library/dd940543> on the various gestures that are supported in Windows 7, 8, 10 and later OS versions.

## Video

A display’s native resolution is its width and height measured in 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 800 x 480.

In Extend Mode, the monitor extends the desktop of the primary display. The resolutions of the monitor and the primary display are maintained.

In Mirror mode, the monitor duplicates the desktop of the primary display. In this mode, the output resolution of the monitor and the primary display must be the same. Therefore, the resolution of the monitor and the primary display may be changed to a lower resolution. If the monitor resolution is different from the primary display’s resolution, then the resolution will be changed so that the whole desktop on the primary display fits in the monitor, and that the primary display’s aspect ratio is maintained.

# Section 5: Technical Support

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

If the problem persists, please contact your local dealer or contact Elo Touch Solutions Customer Service. Worldwide technical support phone numbers are available on the last page of this user manual.

## Solutions to Common Problems

Problem	Suggested Troubleshooting
The touch monitor does not respond when turning on the system.	Check that the all the USB cables are plugged in correctly. Check that the DisplayLink driver is installed correctly.
Monitor display is blank.	The monitor or computer module may be in SLEEP mode. Press any key / move the mouse / touch the Touchscreen to see if the image reappears. Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touch monitor (see website for specifications), Check DisplayLink driver is installed on the PC, if none of the above steps worked, restart the PC.
Touch functionality doesn't work.	Make sure the USB cables are plugged in correctly. Verify your PC has the latest Elo drivers installed (on Windows XP)

## Technical Assistance

### Technical Specifications

Visit <https://www.elotouch.com/products>  
for technical specifications for this device

### Technical Support

Visit <https://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 touch monitor. The touch monitors are not user-serviceable.
- The touch monitor ships with a three-wire, grounded power cord. The power cord plug fits into grounded outlets only. Do not fit or modify the plug into an outlet that has not been configured for this purpose. Do not use a damaged power cord. Use only the power cord that came with your Elo touch monitor. Use of an unauthorized power cord may invalidate your warranty.
- Ensure that your installation is equipped to maintain the specified environmental conditions listed in the Technical Specifications Section.
- If you have any questions or need more information about your product, please contact your sales representative or the manufacturer.

## Care and Handling

The following tips will help keep your touch monitor 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, 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 the ventilation slots.
- Monitors are not designed for outdoors.
- Use only with listed I.T.E products

## 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.

# 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 power source different than those specified herein will likely result in improper operation or damage to the equipment or pose a fire hazard.

There are no user-serviceable parts inside this equipment. There are hazardous voltages generated by this equipment that constitute a safety hazard. Service should be provided by a qualified service technician only.

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 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.

This device complies with Part 15C 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, including interference that may cause undesired operation of the device.

### **Notice to Users in Canada:**

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

CAN ICES-003(B)/NMB-003(B)

This device complies with Industry Canada's license-exempt RSSs. 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 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 particular installation due to site-specific factors.

1. 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 the digital device is not using.  
(Unterminated I/O cables are a potential source of high RF emission levels.)
    - vi. Plug the digital device into a grounded outlet only. 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.



30 May 2019

## 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:** ET0702L Series  
**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](http://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

Kevin Huang  
Director, Systems Engineering  
Elo Touch Solutions, Inc.



## Agency Certifications

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

- Canada CUL, IC
- China CCC
- Europe CE
- United Kingdom UKCA
- United States FCC, UL
- Japan VCCI
- International CB
- Australia RCM
- Mexico NOM
- Taiwan BSMI
- Korea KCC

# Monitor Specifications

## Electrical Ratings

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Input	5 VDC, 1.0 A
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## Operating Conditions

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Temperature	0-40°C
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Humidity	20-80% (non-condensing)
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Altitude	0-3,048m
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## Storage Conditions

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Temperature	-20-60°C
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Humidity	10-95% (non-condensing)
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Altitude	0-12,192m
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## Ingress Protection

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IP Rating	IP65
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## Impact Protection

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IK Rating	IK06
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## 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 touch monitors 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 a product, unless otherwise directed in writing by the Seller. Within 30 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 discretion, 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 discretion, 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 discretion, 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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- Press Releases
- Software Drivers
- Touch Monitor Newsletter

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

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