



# ***Elo Entuitive Touchmonitor User Guide***

---

*For 15" and 17" CRT Kiosk Touchmonitors  
Version 1.0  
Revision B*

**entuitive**  
Touchmonitors



# **Elo Entuitive Touchmonitor User Guide**

**For 15" and 17" CRT Kiosk Touchmonitors**



**Version 1.0**

**Revision B**

**DOC# SW500079**

**P/N 008519**

**Elo TouchSystems, Inc.**

**1-800-ELOTOUCH**

**[www.elotouch.com](http://www.elotouch.com)**





---

**Copyright © 2000 Elo TouchSystems Inc. All Rights Reserved.**

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, including, but not limited to, electronic, magnetic, optical, chemical, manual, or otherwise without prior written permission of Elo TouchSystems.

**Disclaimer**

The information in this document is subject to change without notice. Elo TouchSystems makes no representations or warranties with respect to the contents hereof, and specifically disclaims any implied warranties of merchantability or fitness for a particular purpose. Elo TouchSystems reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Elo TouchSystems to notify any person of such revisions or changes.

**Trademark Acknowledgments**

IntelliTouch, SecureTouch, AccuTouch, Entuitive, and MonitorMouse are trademarks of Elo TouchSystems, Inc.

Other product names mentioned herein may be trademarks or registered trademarks of their respective companies. Elo TouchSystems claims no interest in trademarks other than its own.





<b>Chapter 1. Introduction .....</b>	<b>1</b>
About This Manual .....	1
CRT Touchmonitor Features .....	1
Contacting Elo .....	2
 <b>Chapter 2. Installation.....</b>	<b>3</b>
Unpacking .....	3
Basic Assembly Instructions.....	5
Attaching Mounting Brackets .....	6
Horizontal Mount .....	6
Vertical Mount .....	7
Pre-install Steps.....	7
Connecting Your 17" Monitor .....	8
Connecting Your 15" Monitor .....	10
Power Consumption.....	12
Preset Video Modes .....	13
 <b>Chapter 3. Operation.....</b>	<b>15</b>
About Touchmonitor Adjustments .....	15
15" Monitor Controls.....	16
17" Monitor Controls.....	17
On-Screen Menus: Overview.....	18
Touchmonitor Adjustment Controls .....	19
Size and Position Menu .....	20
Adjusting Size and Position .....	21
Geometry Menu .....	22
Adjusting Geometry .....	23
Color Menu .....	24
Adjusting Color.....	25
Degauss Menu.....	26
Language Menu .....	26
Management Menu .....	27
Power Saver .....	27
Display Mode .....	28
Factory Reset .....	28
Exit.....	28

<b>Chapter 4. Troubleshooting .....</b>	<b>29</b>
Solutions to Common Problems .....	29
Touchmonitor Warning Messages .....	30
<b>Appendix A. Touch Technology .....</b>	<b>31</b>
Touchscreens: An Overview .....	31
IntelliTouch Touchscreens .....	31
AccuTouch Touchscreens .....	32
Kiosk Touchmonitors .....	33
Cabinet Design .....	34
<b>Appendix B. Touchmonitor Safety .....</b>	<b>35</b>
Care and Handling of Your Touchmonitor .....	36
Cleaning Your Touchmonitor .....	37
Screen .....	37
Case .....	37
Regulatory Information .....	39
<b>Appendix C. Technical Specifications .....</b>	<b>41</b>
Touchmonitor Specifications .....	42
IntelliTouch Touchmonitor Specifications .....	44
AccuTouch Touchmonitor Specifications .....	45
Signal PINOUT for 15" and 17" Monitors .....	47
17" CRT Kiosk Touchmonitor Dimensions .....	48
15" CRT Kiosk Touchmonitor Dimensions .....	49
<b>Warranty .....</b>	<b>51</b>
<b>Index .....</b>	<b>53</b>

# Chapter 1

## Introduction

---

---

Congratulations on your purchase of an Elo TouchSystems Entuitive kiosk touchmonitor. Your new high-resolution touchmonitor combines the reliable performance of Elo's touch technology with the latest advances in CRT display design. This combination of features creates a natural flow of information between a user and the touchmonitor.

## About This Manual

This manual includes assembly instructions, touch technology data, on-screen adjustment instructions, and technical specifications for Elo TouchSystems' 15-inch and 17-inch CRT kiosk touchmonitors.

## CRT Touchmonitor Features

- ❑ 13.8-inch viewable image microprocessor-based display for 15-inch monitor and 16-inch viewable image microprocessor-based display for 17-inch monitor.
- ❑ Plug and Play functionality automatically adjusts the monitor to its optimum performance.
- ❑ Power-saving feature\* automatically powers down the monitor after a user-defined period of inactivity.
- ❑ All parameters in each of the display modes reside in the microprocessor-based control system. Settings are built in for existing VGA standards; 800 x 600, 1024 x 768, and 1280 x 1024 modes.

\*Complies with the Display Power Management System (DPMS) of the Video Electronics Standards Association (VESA).

- ☐ Easy on-screen adjustment of Horizontal Size/Position, Vertical Size/Position, Pincushion, Trapezoid, Tilt, Color Adjustment, Language, Power Saver, Display Mode, and Factory Reset controls.

- ☐ Patented touch technology from Elo TouchSystems.

Your monitor will have *one* of these two options:

- ☐ RS-232 touch interface.
- ☐ Universal Serial Bus (USB) touch interface.

## Contacting Elo

Elo TouchSystems, Inc.  
6500 Kaiser Drive  
Fremont, CA 94555  
USA  
Phone: (800) 557-1458  
(510) 739-4999  
Fax: (510) 739-5353  
e-mail: [elotech@elotouch.com](mailto:elotech@elotouch.com)

Elo TouchSystems GmbH & Co. KG  
Haidgraben 6  
D-85521 Ottobrunn  
Germany  
Phone: +49 (0) 89/60822-0  
Fax: +49 (0) 89/60822-150

Elo TouchSystems  
Diestsesteenweg 692  
B-3010 Kessel-Lo  
Belgium  
Phone: +32 (16) 35-2100  
Fax: +32 (16) 35-2101

[www.elotouch.com](http://www.elotouch.com)



# Chapter 2

## Installation

---

---

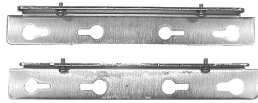
### Unpacking

Check that the following 6 items are present and in good condition:

- ☐ Elo Entuitive touchmonitor
- ☐ RS-232 serial touchscreen cable or USB cable
- ☐ AC power cord
- ☐ Mounting brackets
- ☐ User manual
- ☐ Elo TouchTools CD-ROM



CRT kiosk touchmonitor



Mounting brackets



AC Power cord

### Touchscreen Cables



Serial (RS-232)  
cable (9-pin) **OR**



USB cable



Elo TouchTools CD-ROM

## Basic Assembly Instructions

Read the section about touchmonitor safety in Appendix B before installing your touchmonitor. Also read the section about designing your kiosk cabinet found in Appendix A.

Your touchmonitor is designed to operate from 100 to 240 VAC at 50 to 60 Hz. It automatically senses and adjusts for the supply voltage.



***Do not install your touchmonitor where it will be subject to direct sunlight, excessive dust, mechanical vibration or shock, or near heat sources such as radiators or air ducts.***

## Attaching Mounting Brackets

The mounting brackets enable you to mount the touchmonitor to the kiosk. Depending on your kiosk setup, you can attach the mounting brackets to your touchmonitor either horizontally or vertically.

### Horizontal Mount

To mount the brackets horizontally to your touchmonitor:

1. Locate the two holes on each side of your touchmonitor toward the bottom. Match up the two holes of one bracket to the holes on one side of your touchmonitor.



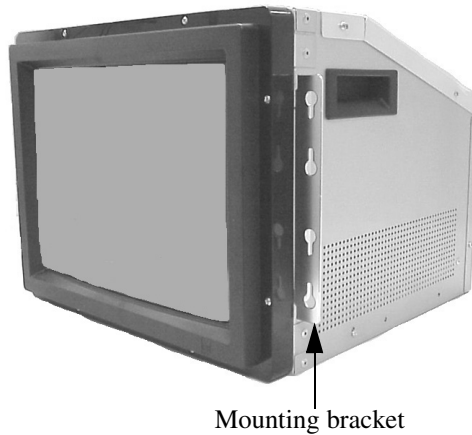
Mounting bracket

2. Attach the bracket to the touchmonitor with the screws provided.
3. Repeat steps 1 and 2 to attach the other mounting bracket to the other side of your touchmonitor.

## Vertical Mount

To mount the brackets vertically to your touchmonitor:

1. Locate the two holes on each side of your touchmonitor. Match up the two holes of one bracket to the holes on one side of your touchmonitor.

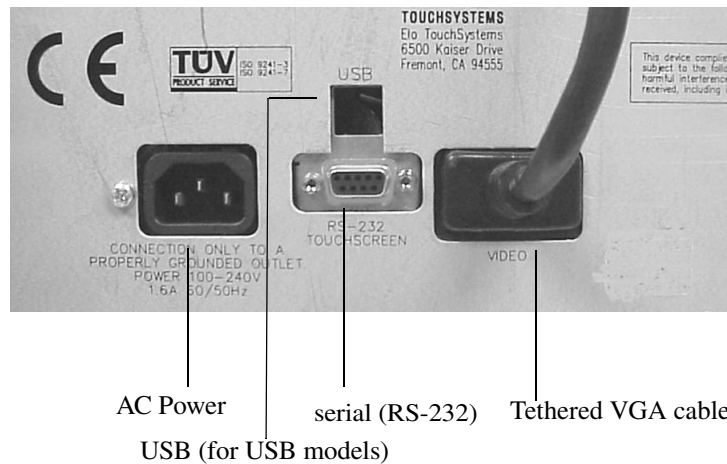


2. Attach the bracket to the touchmonitor with the screws provided.
3. Repeat steps 1 and 2 to attach the other mounting bracket to the other side of your touchmonitor.

## Pre-install Steps

1. Set the touchmonitor into the kiosk cabinet before connecting the cables and plugging your PC into the wall socket. See Chapter 3 for information on making any necessary display adjustments.
2. After you make your display adjustments, settle the touchmonitor into the cabinet.

## Connecting Your 17" Monitor



Your touchmonitor comes with one of the following touchscreen connector cables: **Serial** (RS-232) cable *or* **USB** cable (For Windows 98 computers only.)



**IMPORTANT:** Before connecting the cables to your touchmonitor and PC, be sure that the computer and the touchmonitor are turned off. Disconnect the power cord from your touchmonitor.

1. Connect the VGA cable to the video connector on your PC. Secure the cable to your PC by turning the screws on the connector.
2. Connect the power cord to the AC connector on your touchmonitor. To protect your equipment against risk of damage from electrical surges in the power line, plug the touchmonitor's power cord into a surge protector, and then connect the power strip to a grounded (three-pronged) AC electrical outlet.
3. Connect either the serial cable *or* the USB cable.
  - ❑ If you are using a **serial** connection, connect the female end of the serial (RS-232) cable to the serial port on the back of your PC. Connect the male end of the cable to the touchscreen connector on your touchmonitor.

- ❑ If your PC is running a USB compatible operating system you can connect the **USB** cable to the USB port. The touchscreen cable connectors should fit snugly into the connectors on your touchmonitor and PC.

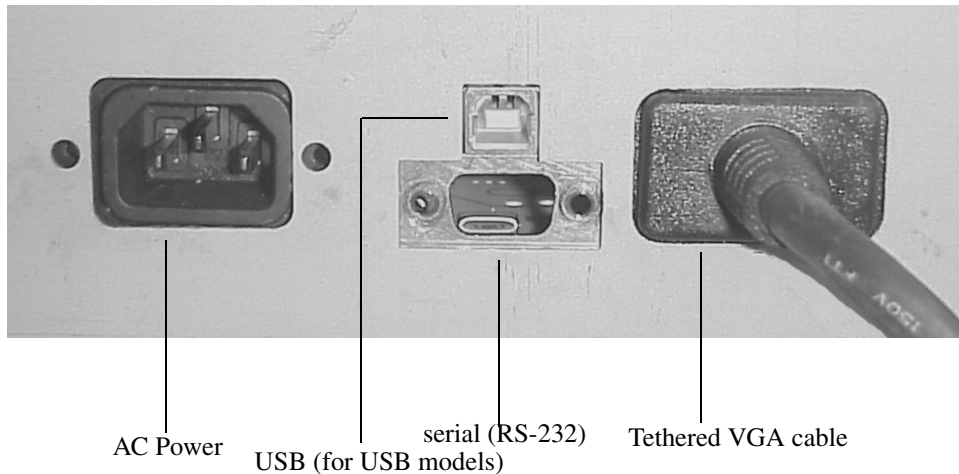
4. Power on your PC. After a brief pause the picture should appear.



***Unless you disconnect the power cord from the monitor or from the wall, your touchmonitor will always remain in power-on mode.***

- 5. If necessary, adjust the back panel controls according to your personal preference (see Chapter 3).
- 6. Insert the Elo TouchTools CD-ROM in your computer's CD-ROM drive to install the appropriate driver software.

## Connecting Your 15" Monitor



Your touchmonitor comes with one of the following touchscreen connector cables: **Serial** (RS-232) cable *or* **USB** cable (For Windows 98 computers only.)



**IMPORTANT:** *Before connecting the cables to your touchmonitor and PC, be sure that the computer and touchmonitor are turned off. Disconnect the power cord from your touchmonitor.*

1. Connect the VGA cable to the video connector on your PC. Secure the cable to your PC by turning the screws on the connector.
2. Connect the power cord to the AC connector on your touchmonitor. To protect your equipment against risk of damage from electrical surges in the power line, plug the touchmonitor's power cord into a surge protector, and then connect the power strip to a grounded (three-pronged) AC electrical outlet.
3. Connect either the serial cable *or* the USB cable.
  - ❑ If you are using a **serial** connection, connect the female end of the serial (RS-232) cable to the serial port on the back of your PC. Connect the male end of the cable to the touchscreen connector on your touchmonitor.



- ❑ If your PC is running a USB compatible operating system you can connect the **USB** cable to the USB port. The touchscreen cable connectors should fit snugly into the connectors on your touchmonitor and PC.

4. Power on your PC. After a brief pause the picture should appear.



***Unless you disconnect the power cord from the monitor or from the wall, your touchmonitor will always remain in power-on mode.***

- 5. If necessary, adjust the back panel controls according to your personal preference (see Chapter 3).
- 6. Insert the Elo TouchTools CD-ROM in your computer's CD-ROM drive to install the appropriate driver software.

## Power Consumption

The touchmonitor comes with a power-saving feature that controls its power consumption. This feature complies with both the EPA's Energy Star requirements and European NUTEK/TCO's power management guidelines. It also conforms to the Display Power Management System (DPMS) power-down signaling method approved by the Video Electronics Standard Association (VESA).

### 15" Monitor

Mode	H-sync	V-sync	Power consumption (W)
Normal	Active	Active	110 max.
Suspend/Standby	Active	Inactive	15 max.
	Inactive	Active	15 max.
Off	Inactive	Inactive	8 max.

### 17" Monitor

Mode	H-sync	V-sync	Power consumption (W)
Normal	Active	Active	90 max.
Suspend/Standby	Active	Inactive	15 max.
	Inactive	Active	15 max.
Off	Inactive	Inactive	8 max.

## Preset Video Modes

Elo Entuitive touchmonitors have 12 preset video modes and 4 user-defined video modes. Following are the 12 modes preset as factory defaults:

<b>Preset mode</b>	<b>FH</b>	<b>FV</b>	<b>Standard</b>
640 x 480	31.5 kHz	60 Hz	VESA
720 x 400	31.5 kHz	70 Hz	VGA
640 x 480	37.5 kHz	75 Hz	VESA
800 x 600	37.9 kHz	60 Hz	VESA
640 x 480	43.3 kHz	85 Hz	VESA
800 x 600	46.9 kHz	75 Hz	VESA
1024 x 768	48.4 kHz	60 Hz	VESA
832 x 624	49.7 kHz	75 Hz	MAC*
800 x 600	53.7 kHz	85 Hz	VESA
1024 x 768	60.0 kHz	75 Hz	VESA
1280 x 1024	63.9 kHz	60 Hz	VESA
1024 x 768	68.7 kHz	85 Hz	VESA

\*A video cable adapter is needed for Macintosh resolutions.



## Chapter 2 : Installation

---

# Chapter 3

## Operation

---

---

### About Touchmonitor Adjustments

By design, your Elo Entuitive kiosk touchmonitor should not require any adjustments. The factory settings will give you optimum video results with most standard PC video display adapters.

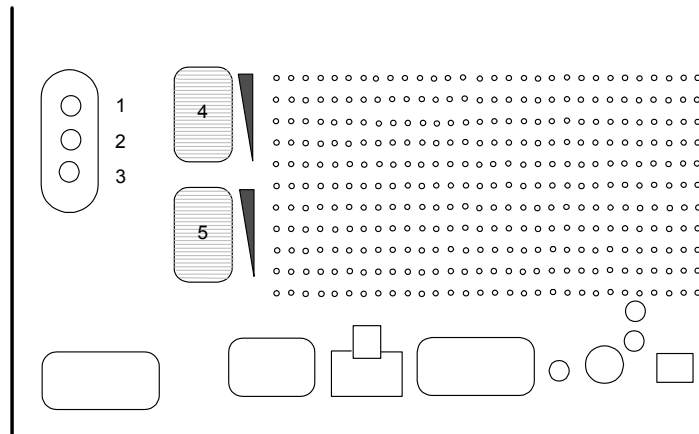
However, after connecting your touchmonitor, should you notice picture instability, jitter, and/or a lack of good contrast, follow the directions in this chapter to optimize the settings.

All adjustments you make to the controls are automatically memorized, so you do not need to reset your choices every time you unplug your touchmonitor. If there is a power failure, your touchmonitor settings will not default to the factory specifications.



**IMPORTANT:** *Do not remove the CRT touchmonitor cover. The touchmonitor uses high voltages, and the metal edges inside the touchmonitor cover are sharp. Removing the touchmonitor cover voids the warranty.*

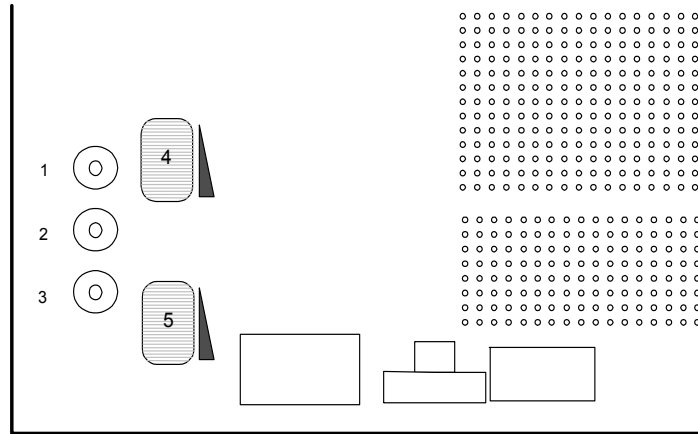
## 15" Monitor Controls




The following controls are located on the back panel of the touchmonitor.

- |   |                        |   |  |
|---|------------------------|---|--|
| 1 | <b>Decrease button</b> | — | Scrolls down or decreases the value of a parameter.                    |
| 2 | <b>Function button</b> | ◊ | Displays Elo touchmonitor on-screen display.                           |
| 3 | <b>Increase button</b> | + | Scrolls up or increases the value of a parameter.                      |
| 4 | <b>Contrast</b>        |   | Thumbwheel adjusts the image brightness in relation to the background. |
| 5 | <b>Brightness</b>      |   | Thumbwheel adjusts the overall image and background brightness level.  |

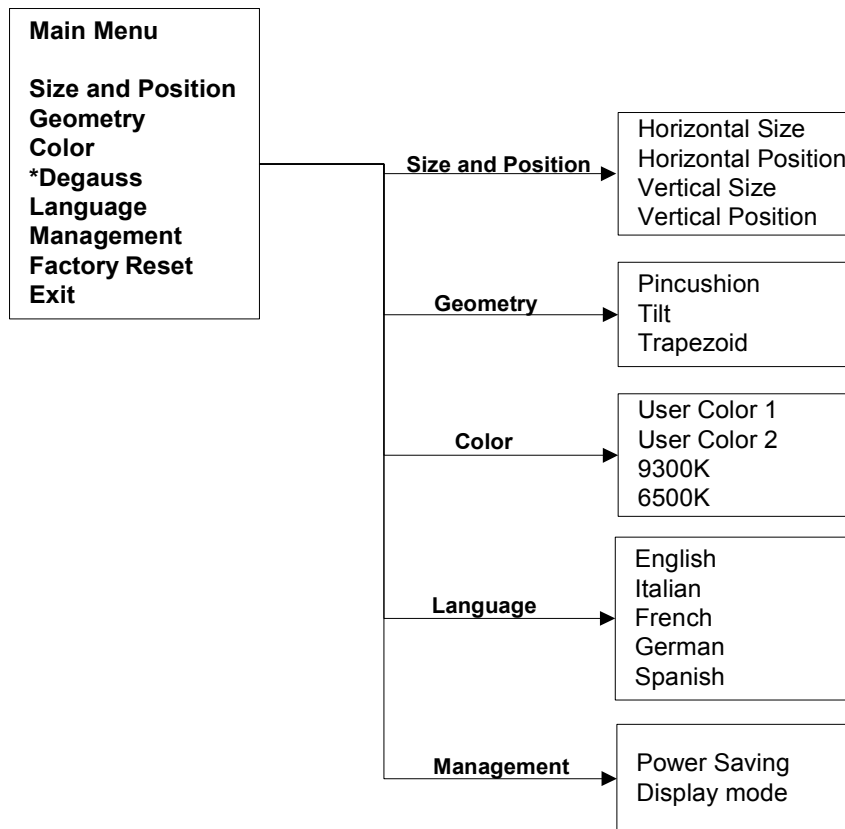
# 17" Monitor Controls



The following controls are located on the back panel of the touchmonitor.

- |   |                        |   |  |
|---|------------------------|---|--|
| 1 | <b>Decrease button</b> | —   | Scrolls down or decreases the value of a parameter.                    |
| 2 | <b>Function button</b> |  | Displays Elo touchmonitor on-screen display.                           |
| 3 | <b>Increase button</b> | +   | Scrolls up or increases the value of a parameter.                      |
| 4 | <b>Contrast</b>        |   | Thumbwheel adjusts the image brightness in relation to the background. |
| 5 | <b>Brightness</b>      |   | Thumbwheel adjusts the overall image and background brightness level.  |

## On-Screen Menus: Overview



\*Degauss on-screen menu option available on 17-inch monitor only.



## Touchmonitor Adjustment Controls

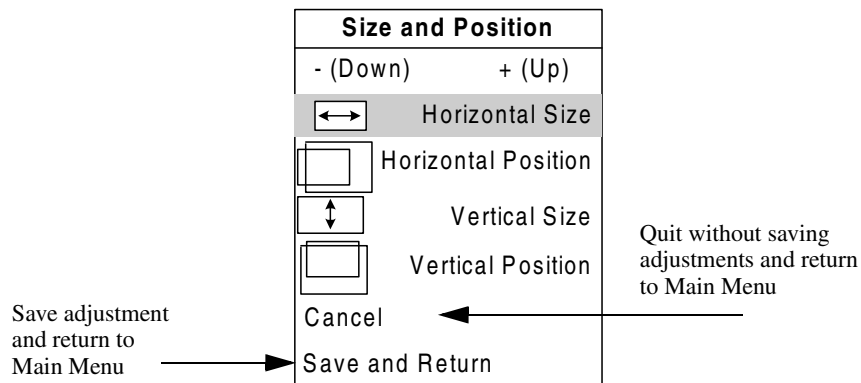
1. Press the **Function** button on the back panel to display the Main Menu.
2. Press the <+> or <-> button to scroll up or down the Main Menu, then press the **Function** button to enter the secondary menu.

Main Menu	
- (Down)	+ (Up)
Size and Position . . .	
Geometry . . .	
Color	
Degauss* . . .	
Language . . .	
Management . . .	
Factory Reset	
Exit	

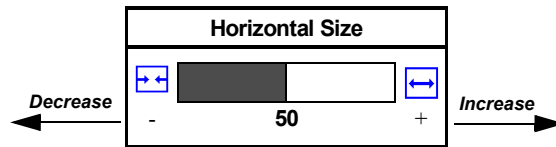
\*Both 15 and 17-inch monitors degauss automatically when powered on. Only the 17-inch monitor has the Degauss menu option.

## Size and Position Menu

1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to select a parameter in the Size and Position menu.











## Adjusting Size and Position



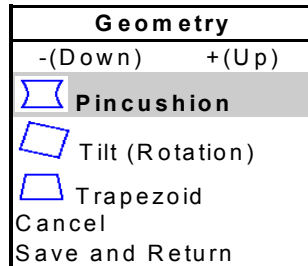
1. Use the <+> or <-> button to adjust a parameter.
2. Press the **Function** button to save the adjustment and return to the Size and Position menu.
3. If you have made any parameter adjustment, the Save and Return option will be highlighted when you return to the Size and Position menu. Press the **Function** button to confirm the changes.







If no adjustment has been made, the Cancel option will be highlighted.

Functions	-	+	Description
Horizontal Size			Increases or decreases the display size horizontally.
Horizontal Position			Moves the screen position left or right.
Vertical Size			Increases or decreases the display size vertically.
Vertical Position			Moves the display position up or down.

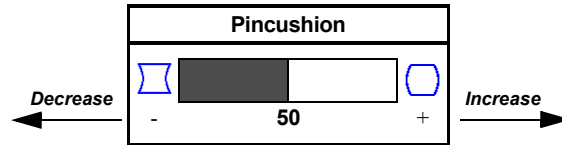
## Geometry Menu

1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to select a parameter in the Geometry menu.



Functions	-	+	Description
Pincushion			Curves left and right sides of the display inward or outward.
Tilt			Rotates display clockwise or counter clockwise.
Trapezoid			Minimizes trapezoid distortion of the display.

## Adjusting Geometry



1. Use the <+> or <-> button to adjust a parameter.
  2. Press the **Function** button to save the adjustment and return to the Geometry menu.
  3. If you have made any parameter adjustment, the Save and Return option will be highlighted when you return to the Geometry menu. Press the **Function** button to confirm the changes.
- If no adjustment has been made, the Cancel option will be highlighted.

## Color Menu

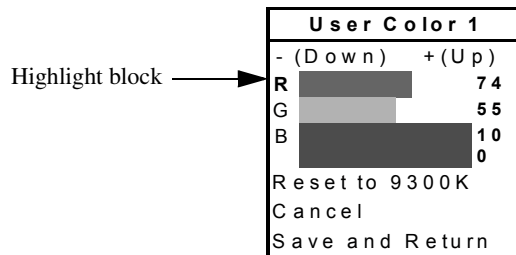
1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to select a parameter in the Color menu.

C o l o r	
- (Down)	+ (Up)
User Color 1	
User Color 2	
9300K	
6500K	
Cancel	
Save and Return	

Functions	Description
9300K	Preset color mode 1.
6500K	Preset color mode 2.
User Color 1	Adjusts parameters for the colors Red, Green, and Blue.
User Color 2	Adjusts parameters for the colors Red, Green, and Blue.

## Adjusting Color

1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to select one of the preset color modes.



When the **User Color 1** or **User Color 2** menu first appears, the letter R is highlighted.

1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to choose the R,G, or B parameter.
3. With the R,G, or B block highlighted, use the <+> or <-> button to adjust the parameter.
4. If you prefer a preset color temperature you can select Reset to 9300K.
5. Press the **Function** button to complete the parameter adjustment.
6. Once you have completed your adjustments, highlight the Save and Return option to save and return to the Color menu, or select Cancel to quit User Color 1 or User Color 2 without saving adjustments.

## Degauss Menu

The degauss function demagnetizes the CRT to ensure color purity. By selecting this function, your CRT touchmonitor is automatically degaussed each time you turn it on.

Press the **Function** button and choose Degauss from the menu.

*Note: Both 15 and 17-inch monitors degauss automatically when powered on. Only the 17-inch monitor has the Degauss menu option.*

## Language Menu

Press the **Function** button to choose English, Italian, French, German, or Spanish. When you select a language, all other menus are displayed in that language.

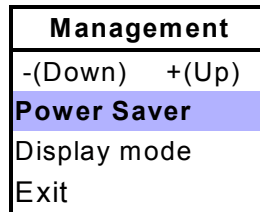
1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to select a parameter in the Language menu.

Language	
-(Down)	+(Up)
English	
Italian	
French	
German	
Spanish	
Cancel	



## Management Menu

1. Use the <+> or <-> button to scroll up or down.
2. Press the **Function** button to enter different functions in the Management menu:



## Power Saver

This feature activates or deactivates the Display Power Management System (DPMS).



1. Use the <+> or <-> button to select ON/OFF.
2. Press the **Function** button to return to the Management menu.

## Display Mode

This activates or deactivates on-screen display of Preset Mode or User Mode.



1. Use the <+> or <-> button to select ON/OFF.
2. Press the **Function** button to return to the Management menu.

## Factory Reset

Factory Reset is used to reset the on-screen parameters to the factory settings. The default is Cancel.

1. Use the <+> or <-> button to select Reset or Cancel.
2. Press the **Function** button to Reset or Cancel and return to the Main Menu.



## Exit

Use Exit to quit the touchmonitor on-screen controls display.

# Chapter 4

## Troubleshooting

---

---

### Solutions to Common Problems

Problem	Suggestion (s)
No picture.	Your touchmonitor may not be getting power. Make certain that your power strip is plugged into the wall socket and that the PC and touchmonitor are plugged in and powered on.
	Test the power supply by trying different cables or a different wall outlet, or by plugging another appliance into the outlet.
	Make certain the video cable is properly connected and that it is not damaged. Check for bent pins on the cable connectors.
	Ensure that your computer and video card are properly configured (consult the video card documentation).
Picture appears to be ghosting.	Make certain there is a good connection between the touchmonitor and the computer.
Picture is not centered.	Read about adjusting your touchmonitor picture and make the appropriate adjustments.
Picture appears “washed out”.	Readjust your brightness and contrast settings.
Picture not present or severely distorted.	Verify that your video display adapter settings are formatted for the correct resolution and vertical refresh rates.
Touch doesn’t work.	Check to make sure the touchscreen cable is securely attached at both ends.

## Touchmonitor Warning Messages

Warning Message	Suggestion
<i>Input signal out of range</i>	<p>The input signal of H-sync or V-sync is larger or smaller than its normal mode (monitor is receiving input that it can't display). The monitor will be in protect mode.</p> <p>Verify that your video display adapter settings are formatted for the correct resolution and vertical refresh.</p>
<i>Check video cable</i>	<p>The VGA cable is not properly connected. Check the VGA cable. This OSD message will stay on-screen until the VGA cable is connected to the PC or the power switch is turned off.</p>

# Appendix A

## Touch Technology

---

---

### Touchscreens: An Overview

Typically, users communicate with computers by using a mouse, a keyboard, or a combination of the two. Users who are not keyboard-literate or mouse-savvy can become frustrated with how long human-to-computer interactions take.

Computer literacy is learned. This is complicated by the fact that using a keyboard or a mouse is neither intuitive nor natural for most people. Touchscreens cut out the learning curve by eliminating keyboard/mouse intermediaries and allowing a natural flow of information to develop between a user and a computer.

When a user wants to access information or perform a function on a computer with a touchscreen installed, a touch quickly and accurately does the job that once required complicated keyboard interactions or precise mouse movements.

A frustrating experience with a computer during a transaction can create dissatisfaction for your customer. Touchscreens help eliminate unpleasant transactions by creating a natural flow of information that enhances your product or service. Touchscreens speed up user/computer interactions. People get what they want faster and are more satisfied with the process.

### IntelliTouch Touchscreens

IntelliTouch uses Elo's patented surface wave technology to provide superior image clarity, stable drift-free operation, and a durable surface that is unaffected by scratches. With IntelliTouch you get fast, accurate response to soft stylus stimulation (finger, gloved hand, pencil eraser) that is also sensitive to pressure.

For example, a customer in a department store could scroll through a product catalog by increasing or decreasing pressure on an icon. IntelliTouch's pressure sensitivity increases the intuitive nature of a user/touchscreen interaction by allowing for increased selectivity.

An IntelliTouch touchscreen is a great choice for point-of-information or public access applications such as the following:

- ☐ Point-of-information kiosks
- ☐ Vending
- ☐ Electronic catalogs
- ☐ In-store locators
- ☐ Gaming and lottery
- ☐ Banking/financial transactions
- ☐ Ticket sales
- ☐ Interactive education
- ☐ Multimedia demonstrations

## **AccuTouch Touchscreens**

Elo's patented five-wire resistive technology makes AccuTouch products unmatched for durability and accuracy. Touch an AccuTouch screen with a finger, gloved hand, stylus, fingernail, or even a credit card, and you'll receive a fast, accurate response—every time. The surface of an AccuTouch touchscreen is scratch-resistant and can withstand spills and other types of wear and tear that often occur in heavy-usage environments.

An AccuTouch touchscreen is best used for clerk-or employee-activated applications such as:

- ☐ Industrial process control
- ☐ Medical equipment
- ☐ Point-of-sale terminals
- ☐ Transportation

## **Kiosk Touchmonitors**

Kiosks are all around us—whether we notice them or not. The stand in the middle of a hotel lobby offering up piles of brochures is a kiosk. The booth in the airport where you buy your pre-flight gum is a kiosk. A kiosk is a small pavilion with one or more open sides. Kiosks function as newsstands, coffee stands and point-of-information booths—and they are everywhere.

Adding a touchmonitor to a kiosk brings a new dimension of functionality to it. For example, a kiosk touchmonitor can sell airline or theater tickets, give information or directions in a museum or hotel, act as an ATM to process bank transactions and demonstrate products. Since kiosks do not take up much space they are a cost efficient addition to your work force.

When you place a computer and touchmonitor into a kiosk cabinet, you want it to remain trouble-free for as long as possible. Elo's technical expertise and high manufacturing standards go into creating a kiosk touchmonitor that will withstand stress and succeed in a public access context.

The custom designed metal chassis serves as a protective structure for the touchscreen and its bezel. The flat touchmonitor bezel is sealed to the touchscreen in order to protect the touchmonitor electronics from splashed liquids, dirt and dust.

Elo designed its kiosk touchmonitor to allow for creativity in your cabinet plans. Elo Entuitive kiosk touchmonitors fit into your cabinet designs, not the other way around.

## Cabinet Design

Give some thought as to where you place the touchmonitor. The user should be able to easily reach the screen, so do not place the touchmonitor either too high or too low in the cabinet.

- ❑ Your touchmonitor and PC need to remain dry. If your kiosk must be located outdoors, build a cabinet that protects your touchmonitor and PC from the weather (see Appendix C for touchmonitor environmental specifications).
- ❑ Build the kiosk cabinet so that it will support the weight of the touchmonitor (see Appendix C for touchmonitor specifications).
- ❑ To ensure trouble-free operation, make certain your kiosk touchmonitor is properly ventilated. Leave at least four inches of air space around the touchmonitor and make certain that the ventilation slots, located on all sides of the touchmonitor, are not covered or blocked.
- ❑ The temperature around your touchmonitor needs to remain within the range specified in the tables in Appendix C. An increase in temperature will degrade your touchmonitor's performance and reduce its life span.
- ❑ Dust will damage your touchmonitor. You can prevent damage this damage by keeping the air ventilation intake away from the floor, or by adding a filter.
- ❑ You want your kiosk cabinet to make a good first impression on potential users. Choose a finish that does not show finger prints. Avoid polished stainless steel, chrome or glossy black paint.



---

# Appendix B

## Touchmonitor Safety

---

This manual contains information that is important for the proper setup and maintenance of your touchmonitor. Before setting up and powering on your new touchmonitor, read through this manual, especially Chapter 2, Installation, and Chapter 3, Operation.

1. To reduce the risk of electric shock, follow all safety notices and never open the touchmonitor case.
2. Your new touchmonitor is equipped with a three-wire, grounding power cord. The power cord plug will only fit into a three-pronged safety ground outlet. Do not attempt to fit 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 comes with your Elo TouchSystems touchmonitor. Use of an unauthorized power cord may invalidate your warranty.
3. The slots located on the sides and top of the touchmonitor case are for ventilation. Do not block or insert anything to the ventilation slots.
4. It is important that your touchmonitor remains dry. Do not pour liquid into or onto your touchmonitor. If your touchmonitor becomes wet do not attempt to repair it yourself.

## Care and Handling of Your Touchmonitor

The following tips will help keep your Elo Entuitive kiosk touchmonitor functioning at the optimal level.



Protect your touchmonitor from extremely low or high temperatures.



Keep your touchmonitor dry. Do not wash it with a wet cloth or pour fluid into it.



Check your touchmonitor for condensation. If condensation develops, do not power your touchmonitor until the condensation evaporates.



Protect your touchmonitor from being bumped or dropped.



Keep your touchmonitor away from dust, sand, and dirt.



Keep your touchmonitor away from humid environments.

# **Cleaning Your Touchmonitor**

Before you clean your touchmonitor (and PC), prevent damage by powering off the entire computer system and disconnecting the touchmonitor from the AC outlet. After you finish cleaning, make sure the touchmonitor is completely dry before you reconnect the cables and power it on. Do not apply liquid or aerosol spray cleaners directly to the screen or case. Do not use any type of abrasive pad, alkaline cleaner, scouring powder, or solvent (such as alcohol or benzine) to clean your touchmonitor. Avoid getting liquids inside your touchmonitor. If liquid does get inside, have a qualified service technician check it before you power it on again.

## **Screen**

Remove dust and dirt by wiping the touchscreen with a soft, clean, lint-free cloth. Moisten a soft cloth with an ammonia-based glass cleaner and use it to remove fingerprints and smudges.

## **Case**

Clean the touchmonitor case with a soft cloth slightly moistened with a mild detergent solution. Rinse the cloth with clear water, wring it dry, and wipe the cabinet to remove any detergent residue.



## Regulatory Information

### Electrical Safety Information

A) 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 or damage to the equipment, or may pose a fire hazard if the limitations are exceeded.

B) There are no operator serviceable parts inside this equipment. This equipment generates hazardous voltages that constitute a safety hazard. Service should be provided only by a qualified service technician.

C) This equipment is provided with a detachable power cord that has an integral safety ground wire and three-prong connector intended for connection to a grounded safety outlet.

1) Do not substitute the cord with any cord other than the provided approved type. Under no circumstances use an adapter plug to connect to a two-wire outlet, as this will defeat the continuity of the grounding wire.

2) This equipment requires the use of the ground wire as a part of its safety certification. Modification or misuse can provide a shock hazard that can result in serious injury or death.

3) If there are any questions about the installation prior to connecting the equipment to mains power, contact a qualified electrician or the manufacturer.

### Emissions and Immunity Information

A) Notice to Users in the United States: This equipment has been tested and found to comply with Part 15 of FCC Rules for digital devices. Models with internal touch controllers meet Class B limits. 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.

B) Notice to Users in Canada: This equipment has been tested and found to comply with radio noise emission limits as established by the Radio Interference Regulations of Industrie Canada for digital devices. Models with internal touch controllers meet Class B limits.

C) Notice to Users in the European Union: This equipment has been tested and found to comply with the requirements of CE marking for Information Technology Equipment as required by: Low Voltage Directive 73/23/ECC and standard EN 60950; EMC Directive 89/336/ECC, and per standard EN 55022, models with internal touch controllers meet Class B limits.

D) 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 manufacturer-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.
  - b) 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



## MPR II

# Appendix C

## Technical Specifications

---

---

*Note: All specifications are subject to change.*

# Touchmonitor Specifications

## 17" Monitor

## 15" Monitor

<b>Picture Tube</b>	17" (16" diagonal viewable image) flat square tube (FST) with enhanced contrast, dark-tinted CRT, 0.28-mm dot pitch, invar shadow mask, advanced anti-reflection, and anti-glare.	15" (13.8" diagonal viewable image) flat square tube (FST) with enhanced contrast, dark-tinted CRT, 0.28-mm dot pitch, invar shadow mask, advanced anti-reflection, and anti-glare.
<b>Maximum Resolution</b>	1280 x 1024 @ 60Hz	1280 x 1024 @ 60Hz
<b>Deflection Frequency</b>	Horizontal: 30-70 kHz Vertical: 50-160 Hz	Horizontal: 30-69 kHz Vertical: 50-125 Hz
<b>Maximum Video Input Bandwidth</b>	108 MHz	108 MHz
<b>Display Area*</b>	Factory Setting: approx. 300 mm x 225 mm  Active Area: approx. 325 mm x 242 mm	Factory Setting: approx. 260 mm x 195 mm  Active Area: approx. 278 mm x 209 mm
<b>Input Signal</b>	Video: Analog 0.7 V Sync: Digital 3.3 V	Video: Analog 0.7 V Sync: Digital 3.3 V
<b>Input Connector</b>	15-pin D-sub type	15-pin D-sub type
<b>Display Colors*</b>	Analog input; unlimited colors	Analog input; unlimited colors
<b>Power Source</b>	90-264 Vac (full range)	90-264 Vac (full range)
<b>Power Consumption</b>	90 watts (maximum)	110 watts (maximum)
<b>Power Management</b>	Compliant with EPA/Energy Star, NUTEK/TCO VESA DPMS signaling method.	Compliant with EPA/Energy Star, VESA DPMS signaling method.
<b>Plug and Play Compatibility</b>	Compliant with VESA DDC 1 and 2B standards.	Compliant with VESA DDC 1 and 2B standards.
<b>CRT Life</b>	Average operational CRT life is 12,000 hours to half brightness.	Average operational CRT life is 12,000 hours to half brightness.

\*Dependent on video controller/card used.



	<b>17" Monitor</b>	<b>15" Monitor</b>
<b>USB hub (optional)</b>	Not available for 17-inch monitor.	Locally powered hub with two of four downstream ports and one upstream port. (+5 V, 1 A max.; 0.5 A each port)
<b>Front Panel Controls</b>	– (Decrease), Function, + (Increase), Contrast, Brightness, and POWER	– (Decrease), Function, + (Increase), Contrast, Brightness, and POWER
<b>On-Screen Adjustments</b>	H-Size, H-Position, V-Size, V-Position, Pincushion, Trapezoid, Tilt, Color Adjustment, Degauss, Language, Management (Power Saver, Display Mode), and Factory Reset	H-Size, H-Position, V-Size, V-Position, Pincushion, Trapezoid, Tilt, Color Adjustment, Language, Management (Power Saver, Display Mode), and Factory Reset
<b>Safety Regulations</b>	UL, TÜV, cUL, DHHS, TÜVGS	UL, TÜV, cUL, DHHS, TÜVGS
<b>EMI</b>	FCC Class B, CE (FCC Class A for models without touch controllers), MPR II	FCC Class B, CE (FCC Class A for models without touch controllers), MPR II
<b>Ergonomics</b>	ISO 9241 Part 3 Monitors with anti-glare screens: ISO 9241 Part 7 class 1. Monitors with clear screens: ISO 9241 Part 7 class 3.	ISO 9241 Part 3 Monitors with anti-glare screens: ISO 9241 Part 7 class 1. Monitors with clear screens: ISO 9241 Part 7 class 3.
<b>Monitor Dimensions</b>	412mm (W) x 418mm (H) x 420mm (D); see page 40.	381 mm (W) x 380.6mm (H) x 427.5mm (D); see page 41.
<b>Net Weight (without touchscreen)</b>	15.5 kg	13 kg
<b>Ambient Temperature</b>	Operating: 10°C - 40°C Storage: -20°C - 65°C	Operating: 10°C - 40°C Storage: -20°C - 65°C
<b>Humidity</b>	Operating: 20%-95% Storage: 10%-95%	Operating: 20%-95% Storage: 10%-95%

## IntelliTouch Touchmonitor Specifications

<b>Mechanical</b>	
Positional Accuracy	Standard deviation of error is less than 0.080 in. (2.03 mm). Equates to less than $\pm 1\%$ .
Touchpoint Density	More than 100,000 touchpoints/in <sup>2</sup> (15,500 touchpoints/cm <sup>2</sup> ).
Touch Activation Force	Typically less than 3 ounces (85 grams).
Surface Durability	Surface durability is that of glass, Mohs' hardness rating of 7.
Expected Life Performance	No known wear-out mechanism, as there are no layers, coatings, or moving parts. IntelliTouch technology has been operationally tested to more than 50 million touches in one location without failure, using a stylus similar to a finger.
Sealing	Unit is sealed to protect against splashed liquids, dirt, and dust. See <i>IntelliTouch Ultra Product Manual</i> for details.
<b>Optical</b>	
Light Transmission (per ASTM D1003)	90%
Visual Resolution	All measurements made using USAF 1951 Resolution Chart, under 30X magnification, with test unit located approximately 1.5 in (38 mm) from surface of resolution chart. Clear surface: Excellent, with no noticeable degradation. Antiglare surface: 6:1 minimum.
Gloss (per ASTM D2457 using a 60-degree gloss meter)	Clear surface: N/A Antiglare surface: Curved: $60 \pm 20$ gloss units or $75 \pm 15$ gloss units.
<b>Environmental</b>	
Chemical Resistance	The active area of the touchscreen is resistant to all chemicals that do not affect glass, such as: Acetone Toluene Methyl ethyl ketone Isopropyl alcohol Methyl alcohol Ethyl acetate Ammonia-based glass cleaners Gasoline Kerosene Vinegar
Electrostatic Protection (per EN 61 000-4-2, 1995)	Meets Level 4 (15 kV air/8 kV contact discharges).

## AccuTouch Touchmonitor Specifications

<b>Mechanical</b>	
Construction	Top: Polyester with outside hard-surface coating with clear or antiglare finish. Inside: Transparent conductive coating. Bottom: Glass substrate with uniform resistive coating. Top and bottom layers separated by Elo-patented separator dots.
Positional Accuracy	Standard deviation of error is less than 0.080 in. (2.03 mm). This equates to less than $\pm 1\%$ .
Touchpoint Density	More than 100,000 touchpoints/in <sup>2</sup> (15,500 touchpoints/cm <sup>2</sup> ).
Touch Activation Force	Typically less than 4 ounces (113 grams).
Surface Durability	Meets Taber Abrasion Test (ASTM D1044), CS-10F wheel, 500 g. Meets pencil hardness 3H.
Expected Life Performance	AccuTouch technology has been operationally tested to greater than 35 million touches in one location without failure, using a stylus similar to a finger.
<b>Optical</b>	
Light Transmission (per ASTM D1003)	Typically 75% at 550-nm wavelength (visible light spectrum).
Visual Resolution	All measurements made using USAF 1951 Resolution Chart, under 30 X magnification, with test unit located approximately 1.5 in. (38 mm) from surface of resolution chart. Clear surface: N/A Antiglare surface: 6:1 minimum.
Haze (per ASTM D1003)	Clear surface: Less than 1.5%. Antiglare surface: Less than 15%.
Gloss (per ASTM D2457)	Clear surface: N/A Antiglare surface: 90 $\pm$ 20 gloss units tested on a hard-coated front surface.

## Appendix C : Technical Specifications

---

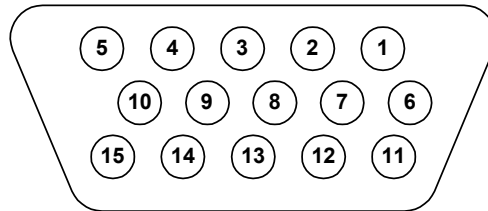
---

### Environmental

Chemical Resistance	The active area of the touchscreen is resistant to the following chemicals when exposed for a period of one hour at a temperature of 21°C: Acetone Methylene chloride Methyl ethyl ketone Isopropyl alcohol Hexane Turpentine Mineral spirits Unleaded gasoline Diesel fuel Motor oil Transmission fluid Antifreeze
---------------------	---

---

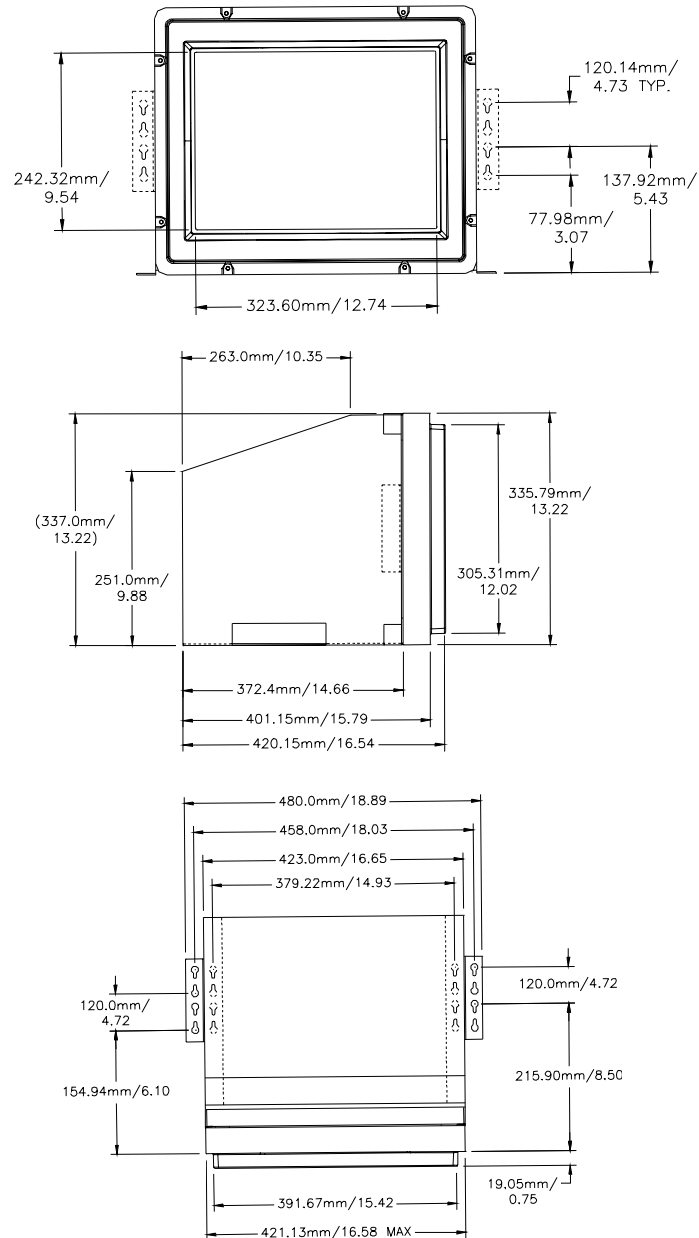
## Signal PINOUT for 15" and 17" Monitors



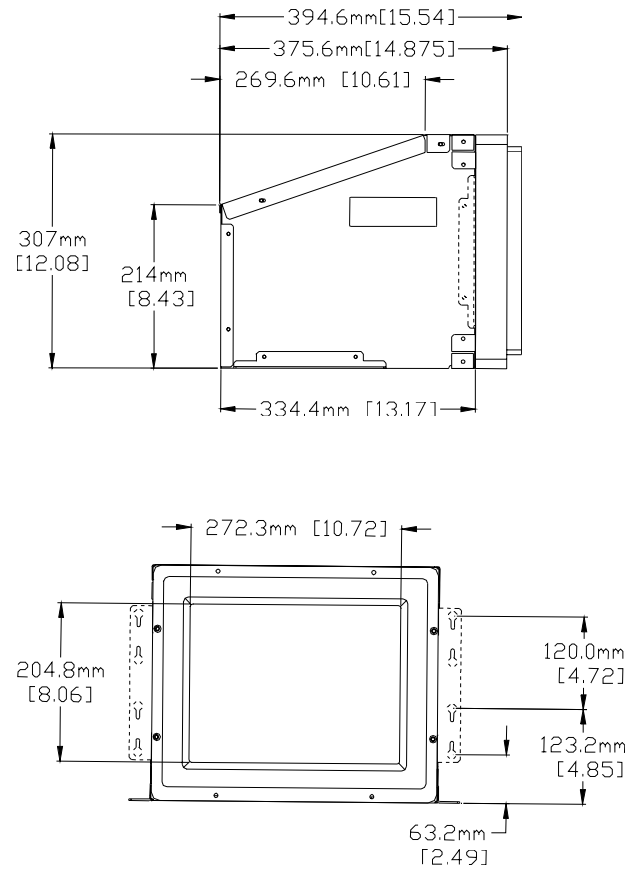
PIN Number	Signal
1	Red video
2	Green video
3	Blue video
4	Ground
5	*VGA card detection (GND)
6	Red return
7	Green return
8	Blue return
9	+5 V
10	Sync return
11	Ground
12	SDA (Serial Data)
13	Horizontal Sync
14	Vertical Sync
15	SCL (Serial Clock)

\*Pin 5, self-test pin shall be grounded when signal connector is plugged in.

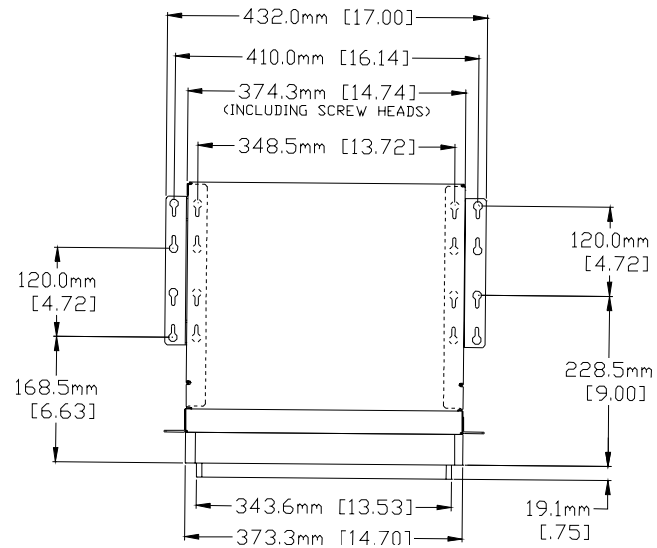
## 17" CRT Kiosk Touchmonitor Dimensions



## 15" CRT Kiosk Touchmonitor Dimensions



## Appendix C : Technical Specifications







# Warranty

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. See relevant specification sheet for touchmonitors.

Seller makes no warranty regarding the model life of monitors. Seller's suppliers may at any time and from time to time make changes in the monitors delivered as Products or components.

Buyer shall notify Seller in writing promptly (and in no case later than thirty [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 (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 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 NONINFRINGEMENT, 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.

Elo TouchSystems (800) 356-8682 or (650) 361-2507 · Fax (650) 361-5579 · [www.elotouch.com](http://www.elotouch.com)

Users should independently evaluate the suitability of the product for their application.

## INDEX

- 15" CRT Kiosk Touchmonitor Dimensions • 49
- 15" Monitor Controls • 16
- 17" CRT Kiosk Touchmonitor Dimensions • 48
- 17" Monitor Controls • 17

### A

- About This Manual • 1
- AccuTouch Touchmonitor Specifications • 45
- AccuTouch Touchscreens • 32
- Adjusting Color • 25
- Adjusting Geometry • 23
- Adjusting Size and Position • 21
- Attaching Mounting Brackets • 6

### B

- Basic Assembly Instructions • 5

### C

- Cabinet Design • 34
- Care and Handling of Your Touchmonitor • 36
- Case • 37
- Cleaning Your Touchmonitor • 37
- Color • 24
- Connecting Your 15" Monitor • 10
- Connecting Your 17" Monitor • 8
- Contacting Elo • 2
- CRT Touchmonitor Features • 1

### D

- Degauss Menu • 26
- Display Mode • 28

### E

- Electrical Safety Information • 39
- Emissions and Immunity Information • 39
- Exit • 28

### F

- Factory Reset • 28

### G

- Geometry Menu • 22

### H

- Horizontal Mount • 6

### I

- Installation • 3
- IntelliTouch Touchmonitor Specifications • 44
- IntelliTouch Touchscreens • 31
- Introduction • 1

### K

- Kiosk Touchmonitors • 33

### L

- Language • 26

### M

- Management • 27
- Monitor Specifications • 42

### O

- On-Screen Menus
  - Overview • 18
- Operation • 15

### P

- Power Consumption • 12
- Power Saver • 27
- Pre-install Steps • 7
- Preset Modes • 13

### R

- Regulatory Information • 39

### S

- Screen • 37
- Signal PINOUT for 15" and 17" Monitors • 47
- Size and Position Menu • 20
- Solutions to Common Problems • 29

### T

- Technical Specifications • 41
- Touch Technology • 31
- Touchmonitor Adjustment Controls • 19

## Index

---

- Touchmonitor Controls and Adjustments • **U**
  - 15
  - Unpacking • 3
- Touchmonitor Safety • 35
- Touchmonitor Specifications • 42
- Touchmonitor Warning Messages • 30
- Touchscreens
  - An Overview • 31
- Troubleshooting • 29
- V**
  - Vertical Mount • 7
- W**
  - Warranty • 51

*Check out Elo's Web site!*

***www.elotouch.com***

***Get the latest...***

- ***Product information***
- ***Specifications***
- ***News on upcoming events***
- ***Press releases***
- ***Touchscreen drivers (downloadable)***

***Getting in Touch with Elo***

*To find out more about Elo's extensive range of touch solutions, visit our Web site at [www.elotouch.com](http://www.elotouch.com) or simply call the office nearest you:*

***USA***

*Elo TouchSystems, Inc.  
6500 Kaiser Drive  
Fremont, CA 94555-3613*

*(800) ELO-TOUCH (800-356-8682)  
Tel (650) 361-2507  
Fax (650) 361-5579*

***Germany***

*Elo TouchSystems GmbH & Co. KG  
Haidgraben 6  
D-85521 Ottobrunn  
Germany*

*Tel +49 (89) 60822-0  
Fax +49 (89) 60822-150*

***Belgium***

*Elo TouchSystems  
Diestsesteenweg 692  
B-3010 Kessel-Lo  
Belgium*

*Tel +32 (16) 35-2100  
Fax +32 (16) 35-2101*

***Japan***

*Touch Panel Systems Corp.  
Nihonbashi K Building  
1-14-5, Nihonbashi Bakurocho  
Chuo-Ku, Tokyo 103  
Japan*

*Tel +81 (3) 3639-1065  
Fax +81 (3) 3639-1069  
[www.tps.co.jp](http://www.tps.co.jp)*



***Elo TouchSystems, Inc.***

*(800) ELO-TOUCH (800-356-8682)  
Tel (650) 361-2507  
Fax (650) 361-5579  
[eloinfo@elotouch.com](mailto:eloinfo@elotouch.com)  
[www.elotouch.com](http://www.elotouch.com)*

*To have Elo Product information faxed to  
you, call 888-FAX-ME-ELO*