



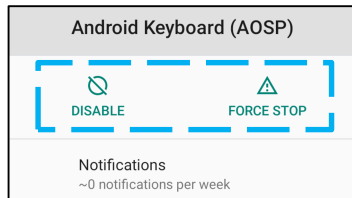
## Apps & Notifications

App & Notification settings are to streamline app alerts by changing which apps send notifications and how the notifications alert you.

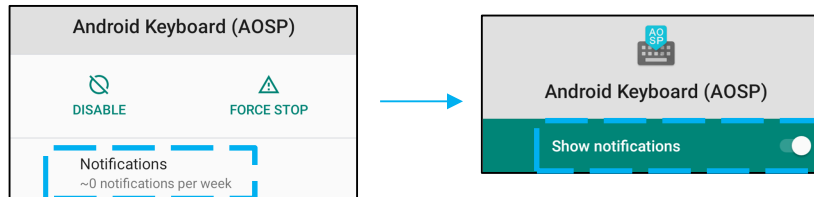
To manage App & Notification, enter  [Settings → App & Notification](#)

### Setting notifications

- In the Recently opened apps, tap **SEE ALL APPS** or **App info**.
- From App Info screen tap an App to set the notification (e.g. Keyboard).
  - ❖ In the App property settings you can also **DISABLE**, **ENABLE**, and **FORCE STOP** the app.



- To enable or disable notifications, tap **Notifications**. Then select **Show notifications**.



- To add a dot for unread notifications, tap **Advanced** then tap **Allow notification dot**.

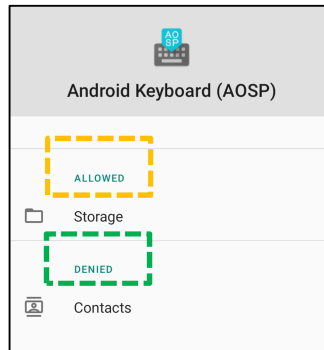
### Resetting app preferences

This will not lose any app data.

- Tap  3-dots menu from App Info screen.
- Tap **Reset app preferences** then tap **RESET APP**.

### Setting Permission manager to an application

- To manage a preference's permissions to an app (e.g. **Keyboard**), tap **Permissions**.
- To allow a permission to an application, tap an app from **DENIED** menu.
- To deny a permission to an application, tap an app from **ALLOWED** menu.

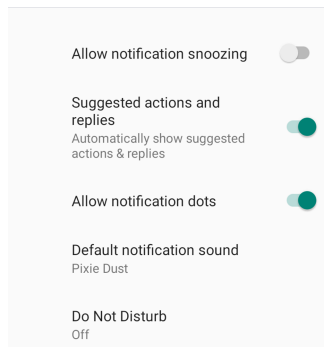


### Setting notifications in the lock screen

- To set up notification in the lock screen from Apps and notification screen, tap **Notifications**.
- Tap **Notification on lock screen**. Then follow on-screen instruction on how notifications appear in the lock screen.

### For additional settings

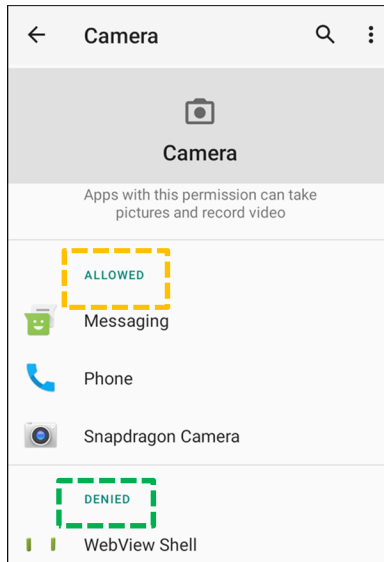
- Tap **Advanced**.
- Tap a feature to enable or disable.



### Setting Permission manager on apps using storage, phone, and location

- To give permission to an app, tap **Permission manager** from **Apps and notifications** screen.
- In the menu of permission manager, tap an app to manage that app's permissions (**e.g. Camera**).

- From the camera properties, choose an app to manage.
- To allow a permission to an application, tap an app from **DENIED** menu.
- To deny a permission to an application, tap an app from **ALLOWED** menu.



## Setting Emergency alerts

- Tap **Advanced** from the **Apps and notifications** screen.
- Tap **Emergency alerts**.
- From the menu of alerts, tap a feature (e.g. **AMBER alerts**) to enable or disable.
- For Sound and Vibration settings, tap **Vibration** to enable or disable under **Alert Preferences**.
- For Alert reminder settings, tap **Alert reminder sound**.

## Display

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The Display application manages the screen's display settings.

To modify Display settings, enter  [Settings](#) → [Display](#) →

### Auto Idle mode

- Tap **Auto idle mode** to enable  or disable .
- When enabled, the backlight will turn off between the hours of 00:00 and 06:00 daily.

### Brightness Level

- Tap **Brightness level**.
- Move the slider bar right or left to adjust the screen's brightness.



### Dark theme

- To switch screen theme between dark (black color) or light (white color), enable  or disable .

## Night Light Feature

This feature will tint the screen to amber. This makes easier to look at the screen or read in dim light.

- Tap **Night Light**.
- Tap **TURN ON NOW**.
- To adjust intensity, move the slider bar right or left.



- To disable, tap **TURN OFF NOW**.

## Customizing a time schedule

- Tap **Schedule**.
- Select **Turn on at custom time**.
  - ❖ Tap **Start time** to set the time (for example at 10:00PM).
    - Tap **OK** to execute.
  - ❖ Tap **Enter time** to set the time (for example at 6:00AM),
    - Tap **OK** to execute.

## To disable the time schedule

- Tap **Schedule**.
- Tap **None**.

## Wallpaper

- Tap **Wallpaper**.
- Select a wallpaper from the following options.
  - ❖ Live Wallpapers
  - ❖ Snapdragon Gallery → Download – Picture – Screenshot
- Select an image or picture you want as a wallpaper from the folders.
- Tap **SET WALLPAPER**.



## Advanced

### Screen timeout

- Tap **Screen timeout**.
- Select the time limit from the following option.

**Screen timeout**

☐ Never

☐ 15 seconds

☐ 30 seconds

☐ 1 minute

☐ 2 minutes

☐ 5 minutes

☒ 10 minutes

☐ 30 minutes

- Tap to save.

### Auto-rotation screen

- Tap **Auto-rotation screen** to enable or disable.

### Font size

- Tap **Font size**.
- Move the slider bar left or right to adjust the text size.

Default

A ————— A

### Display size

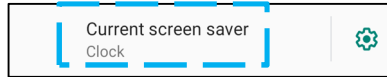
- Tap **Display size**.
- Move the slider bar to left or right to adjust the screen size.

Default

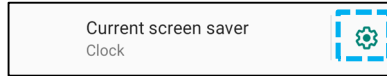
— ————— +

## Screen saver

- Tap **Screen saver**.
- Tap **Current screen saver** to make changes to the current settings.



- Select a screen saver from Clock, Colors, Photo Frame, and Photo Table.
- For additional clock, Photo Frame, and Photo Table screen savers, tap  setting.

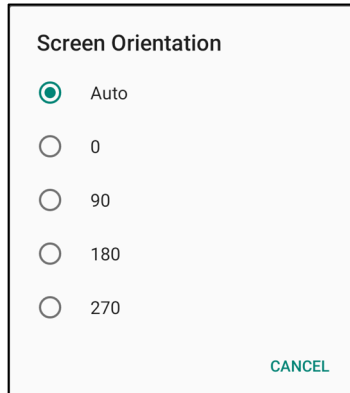


- To activate Screen saver, tap **START NOW**.



## External Screen Orientation

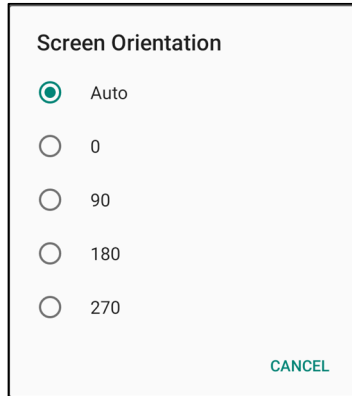
- Tap **External Screen Orientation** to change the orientation of the second screen.
- Select the orientation from the following option.



- Tap to save.

## Screen Orientation

- Tap **Screen Orientation**.
- Select the orientation from the following option.

A screenshot of a settings dialog titled "Screen Orientation". It contains five radio button options: "Auto" (which is selected with a green dot), "0", "90", "180", and "270". A "CANCEL" button is located in the bottom right corner of the dialog box.

Screen Orientation

☒ Auto

☐ 0

☐ 90

☐ 180

☐ 270

CANCEL

- Tap to save.

## Touch Through Mode

- Use the toggle switch to enable or disable the touch through mode.
- Limitations of touch through are:
  - 2 touch at up to 3mm (0.12in) plastic and 6mm (0.24) glass

## Screen Density

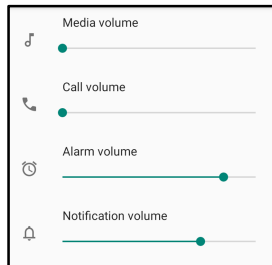
- Provides the ability to change between 160 MDPI or 240 HDPI

## Sound

The sound application is to manage audio, vibration and Do not Disturb features.

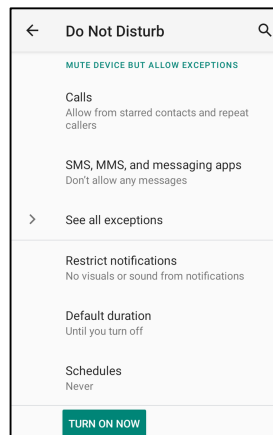
To modify settings, enter  **Settings** → **Sound** → **Volumes**

- To decrease or increase the following sound volume, drag slider left or right.



### Do not Disturb

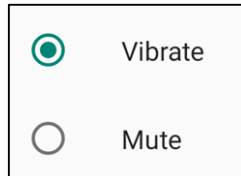
- **Tap Do not Disturb.**
- Tap **TURN ON NOW**, to enable Do not Disturb,
  - ❖ To manage settings, tap a feature you wish to manage and follow on-screen instructions to complete the set up.



- To disable, tap **TURN OFF NOW**

### Shortcut to Prevent Ringing

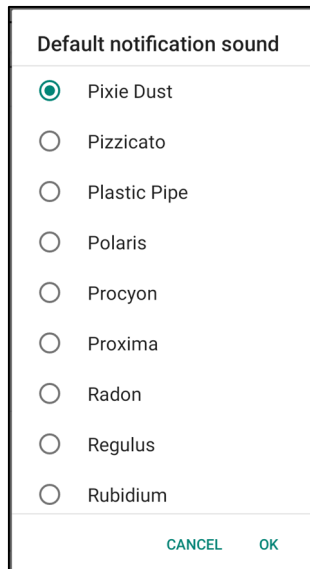
- Tap **Shortcut to prevent ringing**.
- Tap toggle switch to  enable.
- Select from the following options.



- To disable , tap toggle switch.

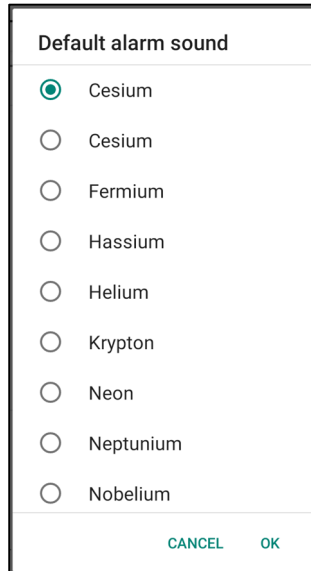
### Default Notification Sound

- Tap **Default notification sound**.
- Select a sound from the list (e.g. Pixie Dust) and tap **OK** to save.



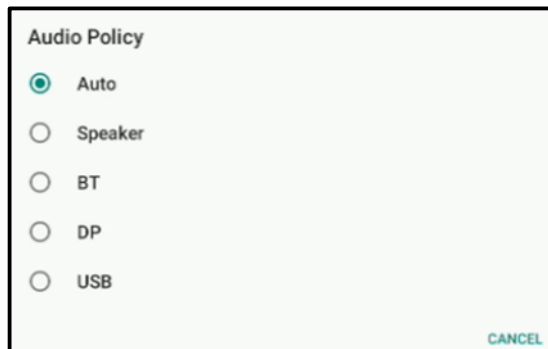
## Default Alarm Sound

- Tap **Default Alarm sound**.
- Select an alarm sound from the list (e.g. Cesium) and tap **OK** to save.



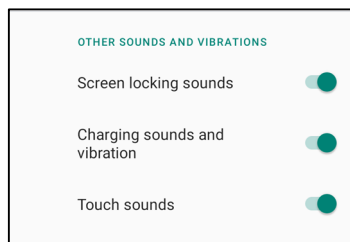
## Audio Policy

- Select to audio output port.
- Default is Auto



## Advanced

- To enable  or disable  on the following features below, tap a feature.



To manage Storage, enter  [Settings](#) → [Storage](#) →

## Internal Shared Storage

- To check the status of internal memory storage, tap **Internal Shared storage**.

## Storage Manager

This feature is to help free up storage space, storage manager removes backed up photos and video from the device.

- To enable  or disable , tap **Storage manager**.
- To make changes to set days on removing photos and videos, tap **Remove photos & Videos**.
  - ❖ Select from the options below.

Over 30 days old

Over 60 days old

Over 90 days old

- Tap **Back** to exit.

## SD card

- To manage SD card, tap **SD card**.
- To safely eject SD card, tap  eject.
- To remount the SD card, tap SD card.
- Tap MOUNT.



## Wakeup Source

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The Wakeup Source applications allows you to program the “Touch Screen” to wake up the device from sleep or idle mode.

To modify the settings, [enter !\[\]\(90164f74041f71b612f1c8605a7ede54\_img.jpg\) Settings → Wakeup Source →](#)



Tap to Enable (Checked) or Disable (Unchecked).

If the device is touched within 3 seconds of going to sleep, the device will wake up even if the wake on touch option is disabled.



The Privacy application is to give you control over what permissions of applications can have.

To manage permission, enter  [Settings](#) → [Privacy](#) →

### Permission Manger

This is to grant permission of an App that uses storage, phone, and location.

- To manage permissions to an app, tap **Permission manager**.
- From the menu of permission manager, tap an app you wish to manage (**e.g. Camera**).
- From the camera property shows what applications has camera permissions.
- To allow a permission to an application, tap an app from **DENIED** menu.
- To deny a permission to an application, tap an app from **ALLOWED** menu.

### Show passwords

This will display character briefly as you type a password.

- To enable  and disable , tap **Show passwords**.

### Lock screen

This will show all notification content in the lock screen.

- To enable  and disable , tap **Lock screen**.

### Autofill service from Google

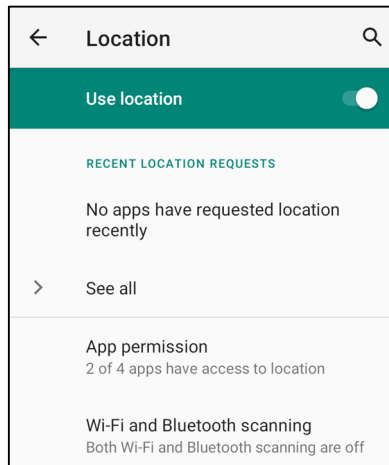
This will allow the user to save passwords, credit cards and addresses in order to quickly fill out online forms.



## Location

To modify Locations settings, enter  **Settings** → **Location**

- Tap **Location**.
- To enable or disable, tap **Use location**



- For apps have requested location recently, tap **See all**.
- To update permission, tap **App permission**.
- To scan for Wi-Fi networks and Bluetooth, tap **Wi-Fi and Bluetooth scanning**,

**Note:** This feature allows apps and services to scan for Wi-fi networks and Bluetooth anytime. This can be used to improve location-based features and services.



## Security & Privacy

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The security & privacy application is to manage App security, device lock and permissions.

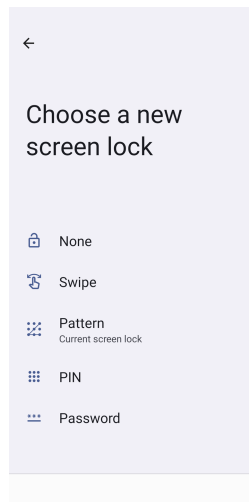
### Security

#### App Security

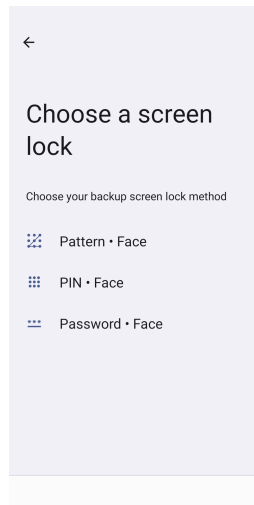
- Tap App Security.

#### Device Unlock

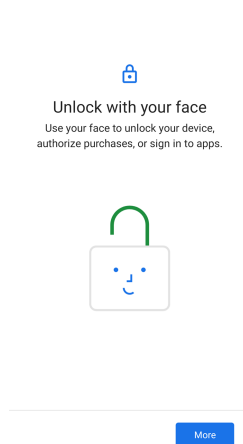
- Tap Device Unlock to manage screen lock, face unlock.
- Screen lock
  - Choose a new screen lock



- Follow the instruction to set the screen lock
- Face Unlock
  - Choose a screen lock



- Unlock your face



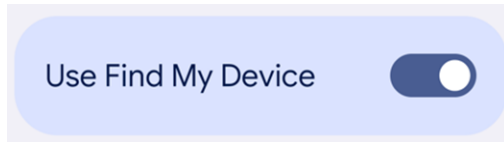
- Follow the instruction on the screen to set up Face Unlock

## Account security

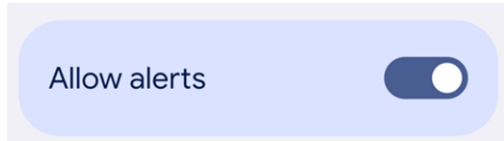
- Tap account security
- To set the security checkup and password checkup.

## Device Finders

- Tap Device Finders
- To set **find my device**, to enable use Find My Device



- To set **Unknown tracker alerts**, to enable Allow alerts



## System & updates

- Tap **Systems & updates**
- To set the system update and backup

### Privacy

The Privacy application is to give you control over what permissions of applications can have.

## Permission Manger

This is to grant permission of an App that uses storage, phone, and location etc.

- To manage permissions to an app, tap **Permission manager**.
- From the menu of permission manager, tap a permission type which you wish to manage (**e.g. Camera**).
- To change an app's permission, tap the app, then choose your permission settings
- To change the permission setting, tap it, then choose **Allow** or **Don't allow**.
- You may be able to choose

**All the time:** For location only. The app can use the permission at any time, even when you're not using the app.

**Allow only while using the app:** The app can use the permission only when you're using that app.

**Ask every time:** Every time you open the app, it'll ask to use the permission. It can use the permission until you're done with the app.

**Don't allow:** The app cannot use the permission, even when you're using the app.

## Privacy dashboard

This shows which apps recently used permissions

## Ads

Manage device data used to show your ads.

## Data sharing updates for location

Review apps that changed the way they may share your location data

### **More security & privacy**

Supports additional security and privacy settings like app pinning and notifications on lock screen.



## Accounts

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To add an account, enter [Settings → Accounts](#)

- To set up an account, tap **Account**.
- Tap **+ Add account**.
- Enter an email account.
- Enter an Account type you want to add (**PERSONAL - POP3** or **PERSONAL – IAMP**).
- Follow the on-screen instructions to complete the setup.



## Accessibility

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The Accessibility is a large on-screen menu to control the Elo E-Series device. You can control display, audio & on-screen text and more.

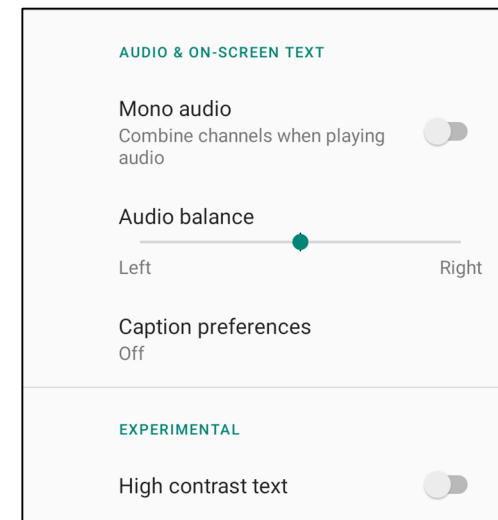
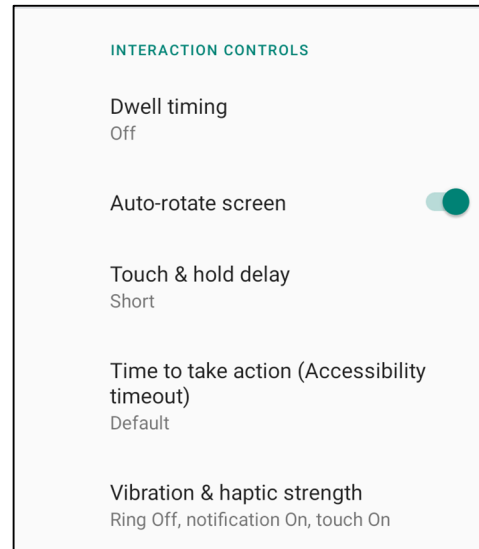
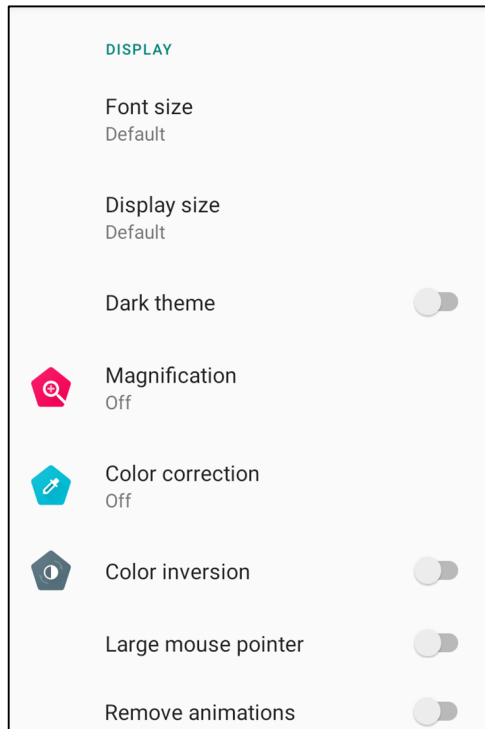
To modify settings, enter  [Settings](#) → [Accessibility](#)

- From the menu, select a feature to change the setting.
- Select to Speak
  - ❖ If enabled, will speak the text word when it is clicked on.
- TalkBack
  - ❖ If enabled, will provide feedback to use the device without having to look at it.
- Text-to-speech output
  - ❖ Will convert text into speech.
  - ❖ There are also option to change the language, speech rate and pitch

- To enable  or disable , tap the feature.
- To adjust slide bar, drag slider right or left.



- For other settings, tap the feature and follow the on-screen instruction to complete the setup.





## Digital Wellbeing & parental controls

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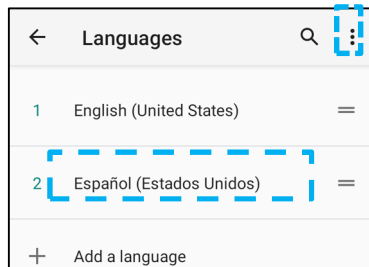
- Digital Wellbeing and Parental controls are available here.



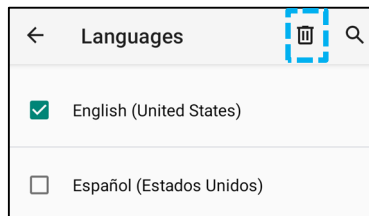
To modify settings, enter  [Settings](#) → [System](#) →

## Languages & input

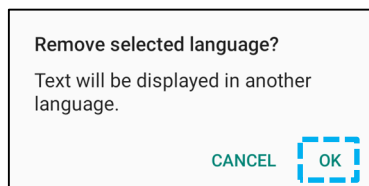
- To change language, tap **Languages & input**.
- Tap **Language**.
- Tap **+ Add a language**, then choose from the list of languages to add (e.g. Espanol).



- After choosing a language, tap  3-dots menu then tap **Remove**.
- To change a language e.g. from English to Espanol, tap English then tap .



- Tap **OK** to remove selected language.



## Gestures

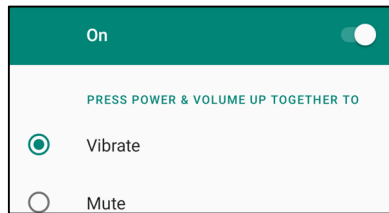
- Tap Gestures.

### For camera gesture

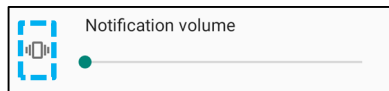
- Tap **Jump to camera**.
- Tap **Jump to camera** to enable  or disable .
- ❖ When set to enable, pressing power button twice will activate, the digital camera.

### For notification volume gesture

- Tap Preventing ringing
- Tap toggle switch to ON or OFF.



- ❖ When set to Vibrate mode and notification volume is active, pressing power + volume up buttons together, the notification volume will be set to vibrate mode.
- ❖ The vibrate mode Icon will also show into status bar.

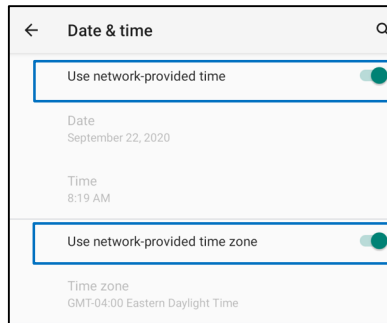


- ❖ When set to Mute mode and notification volume is active, pressing power + volume up buttons together, the notification volume will be muted.
- ❖ The mute Icon will also show into status bar.



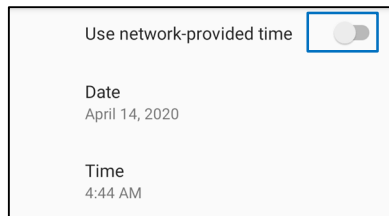
## Date & Time

**Note:** The recommended setting for “**Date and Time**” is to use, “**USE network provided time**”.  
And for **Time zone** when is set to “**USE network provided zone**”, you need a sim card to work.

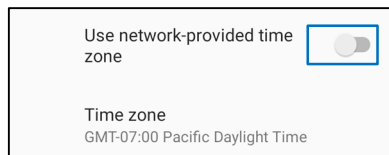


For manual settings:

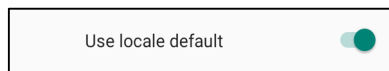
- Tap **Date & Time**.
- To set Date and Time manually, tap **Use network-provided time**.
- Tap **Date**.
- Tap **Time**.



- To set time zone, tap **network -provided time** and select your time zone.



- To set to 12 hours format, tap **Use locale default**.

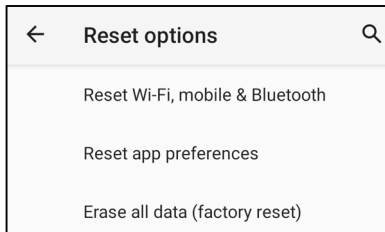


- To set 24 formants, tap **Use 24-hours format**.

## Advanced

### Reset options

- To select a following option to reset, tap Reset options.
- From the list, select an item to reset then tap to execute and follow on-screen instruction.

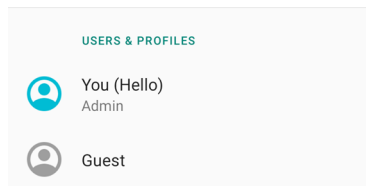


### Multiple users

- Tap **Multiple users**.
- Tap toggle switch to  ON.

### To switch users

- Tap a user or name from the following option.



### To add user

**Note:** only admin can add users.

- Tap **+ Add user or profile**.
- To set up apps and contents for the user, tap **User**.  
Follow on-screen instructions to complete account set up.

- To set up restriction access to apps and content for the users, tap **Restricted profile**. Follow on-screen instructions to complete account set up.

## To delete guest from the device

- Tap  3-dot menu from **Multiple Users** screen.
- Tap **Delete Guest** from this device.

## To rename Admin Profile info

- Tap  admin
- Enter the name.
- Tap **OK** to save.

### Developer (Accessing developer option menu)

- To access Developer option menu, go to **About tablet** → **Build number**.
- Tap Build number 7 times. When successfully done you will see the message “You are now a developer”.
- Then go back to →  **System** → **Advanced**.



## About tablet

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For viewing specific information of E-Series device.

To view and modify settings, enter  [Settings → About tablet](#)

### Device name

10in-I-Series-5

Legal & regulatory

### Legal information

Device details

### Display Size

1200 x 1920

### Model

10in-I-Series-5

### Model description

iS\_in10\_std

### Android version

14

Device identifiers

### IP address

fe80:cb3d:1117:1932:f13c  
10.49.1.58

### WLAN MAC address

To view, choose saved network

### Device WLAN MAC address

1c:ee:c9:64:52:e3

### Bluetooth address

1c:ee:c9:64:52:e2

### Up time

19:54

### Build number

7.000.001.0012+p

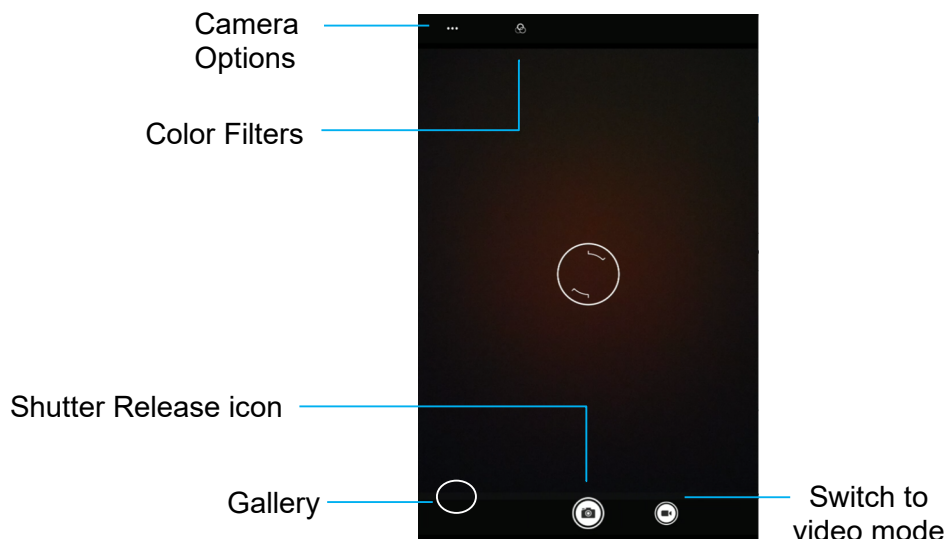
## Section 4

# Operational



## About Camera App (Snapdragon)

### Camera Features



Switch - A switch between Camera to Video.

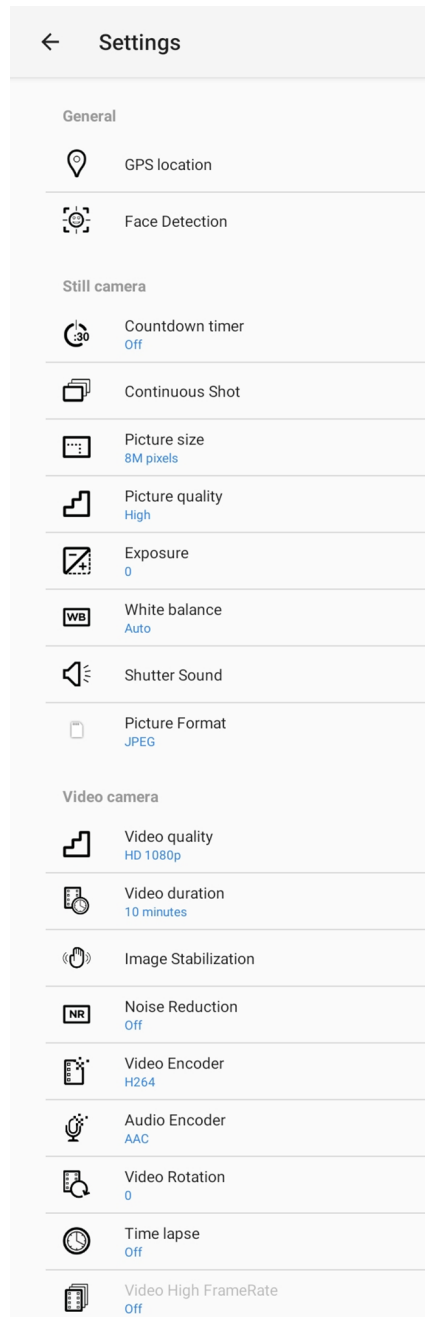
Camera Options - For selecting the best exposure settings to fit the type of scene being shot. That is, in addition to the amount of light in the scene. HDR mode can be enabled from here.

All other option available by clicking the gearhead icon are listed in the table below.

Shutter Release - For taking picture.

Gallery – For viewing captured picture.

## Advanced Settings



- GPS location will be saved
- Faces will be detected
- Count down timers supports Off, 2 seconds, 5 seconds and 10 seconds
- Will take continuous shots
- Allows the picture size to be changed.
- Allows user to select the output picture quality
- Ability to change the exposure
- Allows control of the white balance (Auto, Incandescent, Fluorescent, Daylight, Cloudy)
- Enable or disable the shutter sound
- Allows control of the picture format (JPEG or HEIF)
- Allows control of the video quality. (1080p is the native resolution)
- Allows control of how long a video will be taken
- Provide software image stabilization
- Reduces noise that is introduced when taking video.
- Allows control of the video encoder
- Allows control of the audio encoder
- Allows a time lapse at various intervals (up to 24 hours)
- Video high frame rate (FPS) can be enabled. (not available in time lapse mode)

## Take a Picture and Record Video

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- Tap  Snapdragon camera app to access the Digital camera.
- To change camera and video settings, see features.
- From the switch, located on bottom left side of the E-Series select one from the following options.



For Panorama, tap  Panorama Icon.

- ❖ To take panoramic pictures, tap  panorama shutter Icon.
- ❖ Slowly move the device across to take a panoramic picture.
- ❖ When finished, tap  stop Icon.



For Video recording, tap  Video Icon.

- ❖ To record videos, tap  capture Icon.
- ❖ To mute and unmute sound while recording, tap microphone Icon.
- ❖ When finished recording, tap  stop Icon



For camera, tap  Camera Icon.

- ❖ To take pictures, tap  shutter release Icon.
- ❖ To enable and disable shutter sound, go to advanced settings. See camera features.
- ❖ To zoom an object or scene place two fingers on the screen together, spreads them apart to zoom in and pinch to zoom out.
- ❖ To auto focus an object or scene, tap touch screen.
- ❖ To view pictures and play recorded videos, tap gallery.
- ❖ To play recorded video, tap  play.

## Take a Screenshot

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For capturing an image of the screen. The device will automatically save the image in the  File folder application.

- Press the power button for more than 2 seconds and a pop-up screen menu will appear then tap  screenshot.

## File Application

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The File Manager app helps to manage, delete, print, shares and transfer files between the mobile storage and a computer.

To access pictures, videos, screenshots, audios, downloads, and mobile internal / external storage, go to application drawer.

- Tap  file application from the application drawer.
- Tap  3 lines menu and choose one of the following options.
- Tap  Image Icon for pictures and screenshots.
  - ❖ Tap Camera folder for photos.
  - ❖ Tap Screenshots folder for screenshot images.
- Tap  Video for recorded videos.
  - ❖ Tap Camera folder.
- Tap  Audio for recorded audios.
- Tap  for Downloaded items.
- Tap  for mobile internal storage folders.
- Tap  for mobile external storage folders.

### Delete Files

- To delete files from the folders above, press and hold an item or tap  3 dots menu to select all items in the folder.
- Tap  to delete.
- Tap OK to confirm.



## Copy and Move Files

- To copy or move files into new location press and hold an item from the folders above or tap  3 dots menu to select all items in the folder.
- Tap  3 dots menu again and choose "Copy to" or "Move to".
- Tap  3 lines menu and choose from the following options where you want to move or copy the item.
- To create a new folder, tap  3 dots menu.
- Rename the folder.
- Tap Copy or Move to confirm.
- Print File
- Note: To print you must set a printer. See Settings → Connected device → Print.
- To print files from the folders above, tap an item once.
- Tap  3 dots menu and tap Print.

## Share Files

Note: Make sure both device Bluetooth are paired. See Connected devices → Bluetooth on this user manual.

- To share files from the folders above, press and hold an item.
- tap  share icon.
- To share via Bluetooth, tap  Bluetooth icon.
- To share via Email, tap  email icon
- For more options hold an item from the folders above.
- Tap  3 dots menu and choose from the following options and follow on-screen instructions.

## G-Sensor

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All E-Series units are equipped with a g-sensor and will rotate the video based on the orientation of the device.

## USB – C Settings

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All E-Series device supports USB – C video, audio and touch via the USB- C cable.

It can also support power up to an Elo 1502L Touch monitor via the USB – C cable when using the optional Elo 90W power supply.

To enable video output, enter the developer options and click on USB and DP configuration.

- Default mode is DP (4 lanes) & HS-USB (allows for video output and USB2.0 speeds)
  - Note Ethernet speeds will be limited to USB2.0 speeds
- User can change to SS-USB only to allow for higher USB and Ethernet speeds. There is no video output in this mode.
- If the USB protocol is changed, please reset the E-SeriesDevice.

## About Debug Bridge (ADB) control

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Elo E-Series supports debugging via Wi-Fi/Ethernet or using the USB cable.

Note: For USB debugging, use a USB Type A to Type A cable.

### Set E-Series to (Developer)

- Enter  Settings → About tablet → Build Number.
- Tap Build Number 7 times to enter developer mode.
- Go back to the  Settings → System → Advanced and you will see “**Developer Options**”.
- From Developer options on- screen display, enable the option called “**USB debugging**”.

### To connect via Wi-Fi

Ensure that your computer is online and not behind a firewall.

- Find the IP address (by going to  **Settings** → **Network & Internet** → **Wi-Fi** → Tap the active **connection** → **Advanced** → **IP Address**.
- On your host computer, use the command ADB connect <IP address> to be able to perform ADB actions.

### To connect via USB, perform the following steps

- Ensure the USB cable is not connected to the E-Series.
- From the settings, enter Developers Options
- Turn on the “Enable USB Debugging” option
- Plug USB cable (type A) side into the E-Series device and (type A) to host PC.
- In the host PC, input “ADB devices” to check if the Elo E-Series serial number shows up. If it is there, then you have connected successfully.

# Factory Full Reset

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A full factory reset should only be performed if all other recovery methods have failed and all other troubleshooting options. Performing a full factory reset results in loss of data. This option will recover the original factory image state by erasing all data in the main storage on the Elo E-Series.

**Note:** Performing a factory reset on **bootloader menu**, if you added a Google Account to Elo E-Series make sure you have your Google credential (Username and password) associated with the Elo E-Series. If you don't have it you will not be able to use the device after reset. This is a security measure that prevents unauthorized user from using the device if they do a factory reset on bootloader menu.

## To Reset

- Enter  **Settings** → **System** → **Advanced** → **Reset Options**.
- Tap **Erase all data**.
- Under **Erase all data (factory reset)**, tap **Erase all data**.
- Under **Erase all data?**, tap **Erase all data**.
- When successfully done, the device will auto reboot.

## Optional Peripherals

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| Part Number | Description                                                                                         |
|-------------|-----------------------------------------------------------------------------------------------------|
| E809509     | Expansion module kit                                                                                |
| E572635     | 90W Replacement Cable Kit (power supply for a single device with an USB-C powered external display) |
| E514304     | 65W Replacement Cable Kit (power supply for a single device without USB-C powered external display) |
| E134286     | Fingerprint Scanner                                                                                 |
| E673037     | RFID reader                                                                                         |
| E001002     | MSR                                                                                                 |
| E644767     | Status Light                                                                                        |
| E384627     | 2D Barcode Scanner (SE4720)                                                                         |
| E245047     | 2D Barcode Scanner (SE4107)                                                                         |
| E201494     | 2D Webcam                                                                                           |
| E894719     | Speaker                                                                                             |
| E419081     | Edge Connect Audio Adapter                                                                          |
| E863808     | Elo Pay 7-inch Integrated Payment POS                                                               |

# Section 5: Technical Support and Maintenance

## Technical Assistance

### Technical Specifications

visit [www.elotouch.com/products](http://www.elotouch.com/products)  
for technical specifications for this device

### Support

visit [www.elotouch.com/support](http://www.elotouch.com/support) for technical support

Refer to last page for worldwide technical support phone numbers.

## Elo E-Series Care and Handling

The following tips will help maintain optimal performance of your Elo E-Series:

- To prepare for cleaning the touchscreen, power down the device (if possible), or ensure your on-screen software can tolerate false touches while you clean.
- Do not get liquids inside the unit. Do not spray the Elo product directly. Instead, use wet wipes, a sprayed cloth or a dampened cloth with the excess moisture squeezed off.
- Select only non-abrasive cleaning wipes or cloths to avoid scratching touchscreens.
- Avoid highly concentrated alcohol (> 70%), non-diluted bleach or ammonia solutions, as these may cause discoloration.
- Wipe the surfaces with the appropriate wipes or cloths and approved cleaning products and allow them to dry.
- For additional cleaning methods, recommended cleaning and disinfectant solutions, please visit <https://www.elotouch.com/support/technical-support/cleaning>

## Operating time and Panel Image Sticking

\*Notice that this product's maximum continuous operating time is 20/7, please pay attention to the following instructions.

### - 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. The fixed pattern might cause a parasitic capacitance to build up within the LCD component, which inhibits 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 bum-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

# Section 6: 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 different power source than those specified herein will likely result in improper operation, damage to the equipment, or poses 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.

## Emissions and Immunity Information

Notice to Users in the United States: 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 of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits of Class A for all model digital devices, 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 the 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 equipment should be installed and operated to ensure a minimum of 20 cm space for any person.

Notice to Users in Canada for IC compliance: This equipment complies with the Class A for radio noise emissions from digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

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

Devices contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- (1) Those devices may not cause interference.
- (2) Those devices must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.**

**Notice to Users in the European Union:** Use only the provided power cords and interconnecting cables provided with the equipment. The 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 A and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 62368-1.

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. In order to meet emission and immunity requirements, the user must observe the following:
  - a. Use only the I/O cables provided 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 avoid 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.

## Radio Equipment Directive

Elo hereby declares that the radio equipment type, Elo E-Series, is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: [www.elotouch.com](http://www.elotouch.com)

This device is designed and intended for indoor use only.

|                                                                                   |    |    |    |    |    |    |    |
|-----------------------------------------------------------------------------------|----|----|----|----|----|----|----|
|  | AT | BE | BG | HR | CY | CZ | DK |
|                                                                                   | EE | FI | FR | DE | EL | HU | IE |
|                                                                                   | IT | LV | LT | LU | MT | NL | PL |
|                                                                                   | PT | RO | SK | SI | ES | SE | UK |
| This device is restricted to indoor use                                           |    |    |    |    |    |    |    |

Operation frequency and radio-frequency power are listed as below:

- o WLAN 802.11b/g/n/ax 2400MHz-2483.5MHz  $\leq$  20 dBm  
WLAN 802.11a/n/ac/ax 5150MHz-5725MHz  $<$ 23 dBm  
WLAN 802.11a/n/ac/ax 5725MHz-5825MHz  $<$ 13.98 dBm  
WLAN 802.11ax 59450MHz-6425MHz  $<$ 23 dBm
- o Bluetooth BREDRLE 2400MHz-2483.5MHz  $\leq$  20 dBm

### ECC/DEC/ (04)08:

The use of the frequency band 5 150-5 350 MHz is restricted to indoor operation because of the protection requirements of satellite services

EC R&TTE Directive EU Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonization of the laws of the Member States relating to making available on the market of radio equipment and repealing Directive 1999/5/EC Text with EEA relevance.



Identification marks the relevant technical documentation is held at: Elo Touch Solutions, Inc. 670 N. McCarthy Boulevard Suite 100 Milpitas, CA 95035 USA

USA FCC ID: RBWESYQC5

Canada IC ID: 10757B-ESYQC5

## Agency Certifications

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

- UL, FCC (US) – Class A
- cUL, IC (Canada)
- CB (International Safety)
- CE (Europe) – Class A
- VCCI (Japan)
- RCM (Australia)
- China RoHS

## 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. 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/](http://www.elotouch.com/e-waste-recycling-program/).



Replace the battery with same type only. Improper replacement of battery may cause in risk of burns, fire, and explosions. Dispose the battery according to local regulations. Risk of fire and burns if properly handled. Do not open and crush, heat above 60° C / 140° F or incinerate. If there is a serious swelling of the battery, do not continue using.

## Energy Star

E-Series devices can meet Energy Star 8.0 requirements.



Energy Star is a program run by the U.S. Environmental Protection Agency (EPA) and U.S. Department of Energy (DOE) that promotes energy efficiency.

This product qualifies for ENTERGY STAR in the “factory default” settings and this is the setting in which power savings will be achieved. Changing the factory default picture settings or enabling other features will increase power consumption that could exceed the limits necessary to qualify for ENERGY STAR rating.

For more information on the ENERGY STAR program, refer to [energystar.gov](http://energystar.gov)

## Section 7: Warranty Information

For warranty information, go to <http://support.elotouch.com/warranty/>

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

Visit our website for the latest

- Product Information
- Specifications
- Upcoming Events
- Press Releases
- Software Drivers

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To find out more about our extensive range of Elo touch solutions, go to **www.elotouch.com**, or call the office nearest you.

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