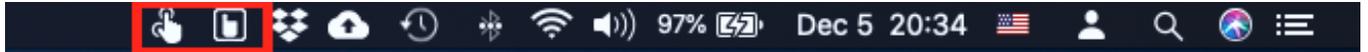


How to troubleshoot an Elo Monitor on MacOS Catalina (10.15)

If after the installation of the Elo Mac driver the touch doesn't work properly follow the next suggestions:

1.- Verify that you have the following icons on the notification area (top right corner)

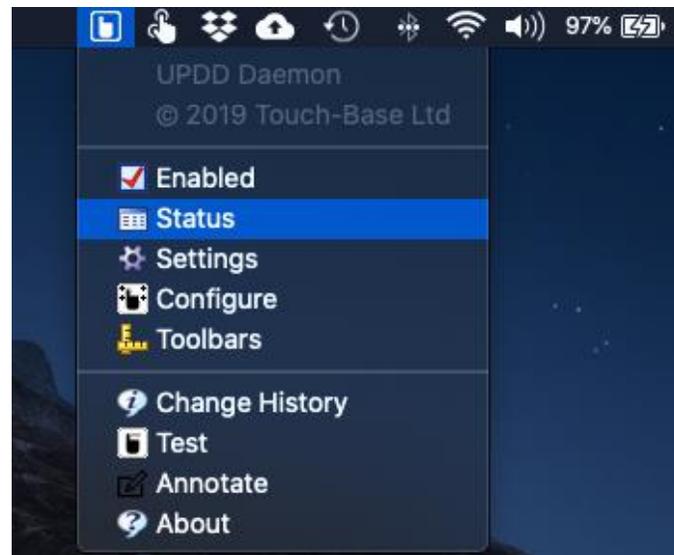


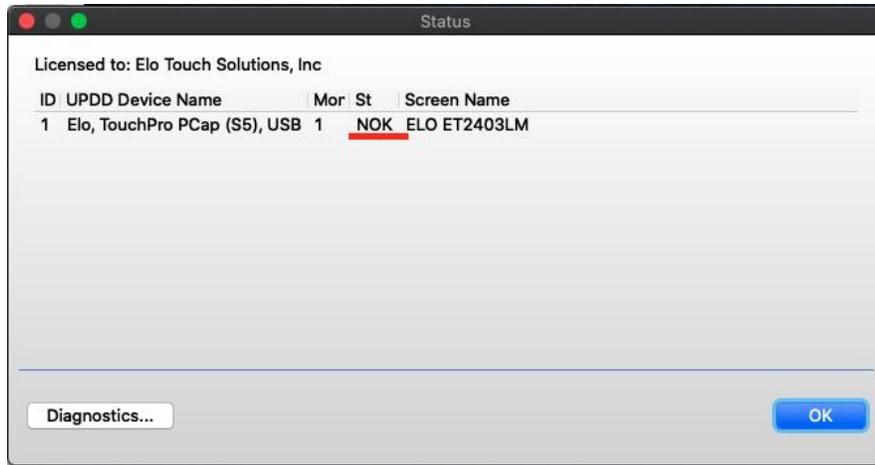
If the icons are present, please give the system about 3 minutes to complete the registry of the files, if after this time the unit does not respond reboot the computer, and wait until the Elo driver icons appear on the notification area and test again.

2.- If you have an admiration sign on the next icon:



Check the Status option on the menu of the elo driver:

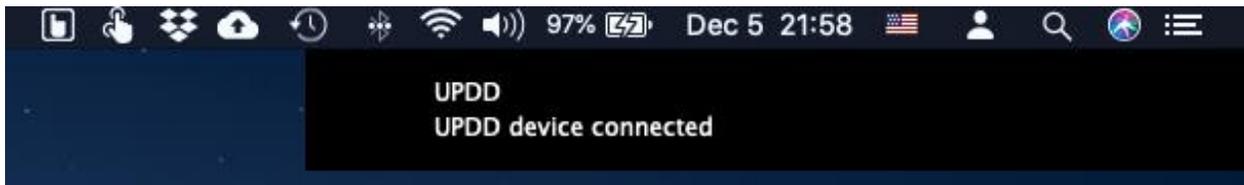




If you have on the St column a “NOK” message as showed on the previous screen-shoot, then:

Verify the USB cable is properly connected to the Mac Computer, remove any adaptor, USB hub or extension (if applicable) and then re-connect using a single USB-A to USB-B cable the Mac and the Elo monitor.

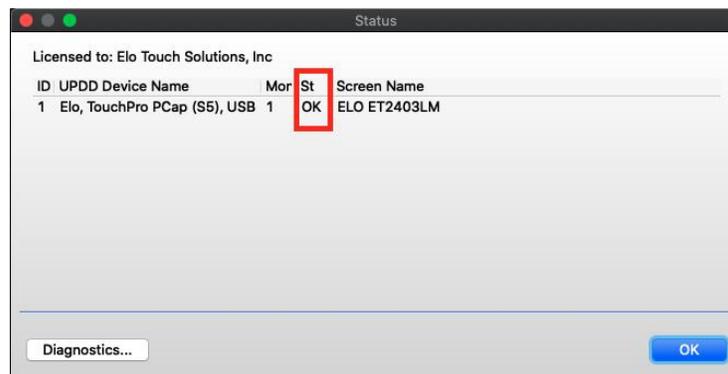
After the plug in again the USB cable, a message like the next image will be shown



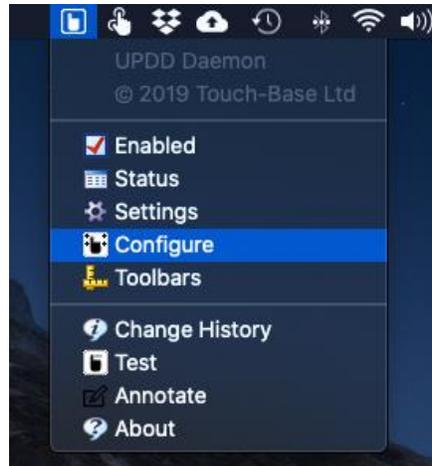
Please note that the Exclamation mark should disappear.

If the problem persists, uninstall the Elo Mac Driver (use the KB_How to Uninstall Elo Mac Driver on MacOS Catalina), reboot the computer and re-install the driver.

Once all icons appear on the notification area, verify the exclamation mark has been removed and check again the status of the driver:



If it shows “OK” the you can proceed to calibrate the monitor using the option configure from the Elo Driver Menu:



If the problems remain, please contact Elo Tech Support @ +1-865-329-7869 or email us to elotech@elotech.com