Executive Summary

This Technical Bulletin describes methods for troubleshooting issues with Elo Open Frame Touchmonitors.

Troubleshooting

1. **Touch Issues**
   a. *No touch, intermittent touch, touch not working in areas of the screen*
      i. Check to make sure the USB touch cable is connected on both the monitor and the computer.

      ii. Make sure nothing has been stuck to the touch glass (even in the black border area around the edges) ie: stickers, labels, asset tags, sticky notes, tape, plastic cover sheets, etc. – If anything is touching the glass, remove it, clean the area of any sticky residue', remove the power cable for 30-seconds, reconnect the power cable and then try the monitor again.

      iii. If mounted into an enclosure, check and make sure nothing is pressing on the glass that could dampen the signals that run through the glass. Remove from the enclosure and test to see if the problem goes away.

   b. *Touch not aligned properly*
      i. If an Elo touch driver is installed, enter into the driver properties and select "Align" or "Calibrate" to properly align the touchscreen.

      ii. If no Elo driver is installed, try installing the latest touch driver and perform an alignment (calibration).

      iii. Check the "*Scale and Layout*" section of your computer's video properties and make sure it is set at 100% and not something higher. If this setting is increased, it can cause the touch to be misaligned.

2. **Video Issues**
   a. *Video is too dark, too bright, colors not looking correct*
      i. Enter the monitor's OSD menu by pressing the "Menu" button on the provided RJ45 OSD Remote Key. Go to the various sections and adjust – refer to the product's User's Manual for all available adjustments.
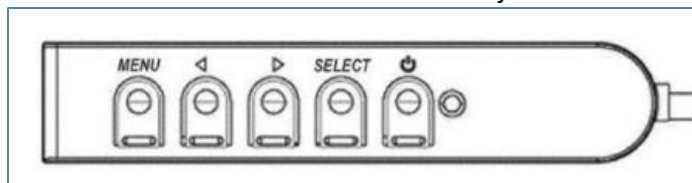
    b. No video

        i. Check the power cable and make sure it is connected from the monitor to the power source. Check for looseness, tighten if needed.

        ii. Verify power source is producing power. Check the LED status on the RJ45 remote key and see if it is solid green, or blinking green, or no LED. A blinking green LED indicates sleep mode - move the mouse or touch the screen to bring from sleep mode.

    c. Out of Range Message

        i. Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touchmonitor (see website for specifications)

        ii. If using anything between the touchmonitor and the computer such as: video extenders, switches, KVMs, long cables, etc., test with the standard 6-foot video cable and see if the problem goes away – if so, you will need to work with manufacturer of the device you are using that is causing the issue.

3. **Power Issues**
       a. No power

        i. Check the LED status on the RJ45 remote key and see if it is solid green, or blinking green, or no LED. A blinking green LED indicates sleep mode - move the mouse or touch the screen to bring from sleep mode.

        ii. Check the power cable and make sure it is connected from the monitor to the power source. Check for looseness, tighten if needed.

        iii. Verify power source is working. Move the monitor to a different power source and see if the problem goes away.

        iv. Try a different power adapter if available.