elo

C-Series Rev. B Windows 7 Recovery DVDs	TB000068	REV. A

Executive Summary

This technical paper provides information for recovering the Windows 7 OS on the obsolete C-Series Rev. B AIO units.

Procedure

These products came equipped with recovery .iso images already built into them. They were located on the desktop in a folder named "***Recovery DVD ISO Files***."

Instructions for how to use these is found on page 27 of the User's Guide: https://docs.elotouch.com/touchscreen-computers/c-series-touchscreen-computers/SW602048_EN.pdf

If for some reason you have wiped these files from the system, the below recovery .iso images are being provided as a courtesy. You will need to burn each image on separate DVDs and connect an external USB DVD drive to the Elo AIO and boot from it. Start with Image #1 and then use Image #2.

Image Disk 1: https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ET8oFvgxSFBLiR0rdnz6UcIBoJibrsCYnjt8Ll5JFWKqeA?e=UPQh4c

Image Disk 2: https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/EdMHUUeukQlEqAu1U6Pg02gBTBVGkmc6qGwTQtqUUwYPuw?e=bJZQaO

Troubleshooting

- If a ***C:\Windows\System32*** prompt screen comes up when installing, you will need to type in ***Win7*** and hit enter to install.

- If having problems booting from the DVD drive, go into the system BIOS by tapping the DEL key on the keyboard during startup.
  - Make sure "fast boot" or "quick boot" is not enabled in the BOOT section.
  - Make sure to make your DVD drive the #1 BOOT Device.
  - You might also have to scroll to the bottom of the BOOT section and see if "BBS BOOT Priorities" is listed – if so, you might need to make the DVD drive the #1 BOOT device in that section as well.