

Executive Summary

This technical bulletin describes methods for troubleshooting common problems on Elo monitors.

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Troubleshooting

1. No touch

- a. **Have you connected the touch cable?** All touch monitors require a touch cable to be connected between the pc and the monitor. Most are USB touch connections, but some have serial touch connections. They should only have one of the touch cables connected, not both.



USB Touch Cable



Serial (RS232) Touch Cable

- b. **Is there anything sticking to the glass?** On most Elo product you cannot have anything sticking to or touching the glass, ie: stickers, labels, sticky notes, tape, plastic cover sheets, etc. Nothing can adhere to the glass even in the black border area or around the edges of the glass. If anything is touching the glass, remove it, clean the area of any sticky residue, and **IMPORTANT:** remove the power cable from the monitor for 30-seconds, then reconnect power cable and test.
- c. **Any long cables or unusual connections being made?** Elo supplies 6-foot USB touch cables. The limit on USB is 15-foot without using some type of repeater or powered hub. If you are using a longer than 6-foot USB cable or if you have placed any kind of extenders, boosters, adapters, hubs, KVM switches, etc. between the pc and the monitor; remove those and connect direct to the pc with the supplied 6-foot cable and see if it works. If it works on the standard 6-foot cable but not the other, you should contact the manufacturer of the device you are using to extend with.
- d. **Has an Elo Touchscreen Driver been installed?** In the past, all Elo products required a touch driver to be installed. That's not always the case nowadays.
 - i. On **PCAP** (Projective Capacitive) or **IR** (Infrared) equipped monitors, a touch driver typically is not needed if connecting to an Operating System that is HID compliant, i.e. Windows 7, 8, 8.1, 10, Android, Ubuntu etc. PCAP and IR should work out of the

box on those systems. If you have installed an Elo driver and using PCAP or IR, and are having touch issues, remove the driver, reboot the computer and see if that corrects the issue.

If for some reason a PCAP or IR monitor is not working correctly without an Elo driver and it is on a supported **Windows OS**; for example, you may be having problems connecting multiple monitors, then the latest Windows multi-touch driver should then be installed. Download from the Elo website at this link:

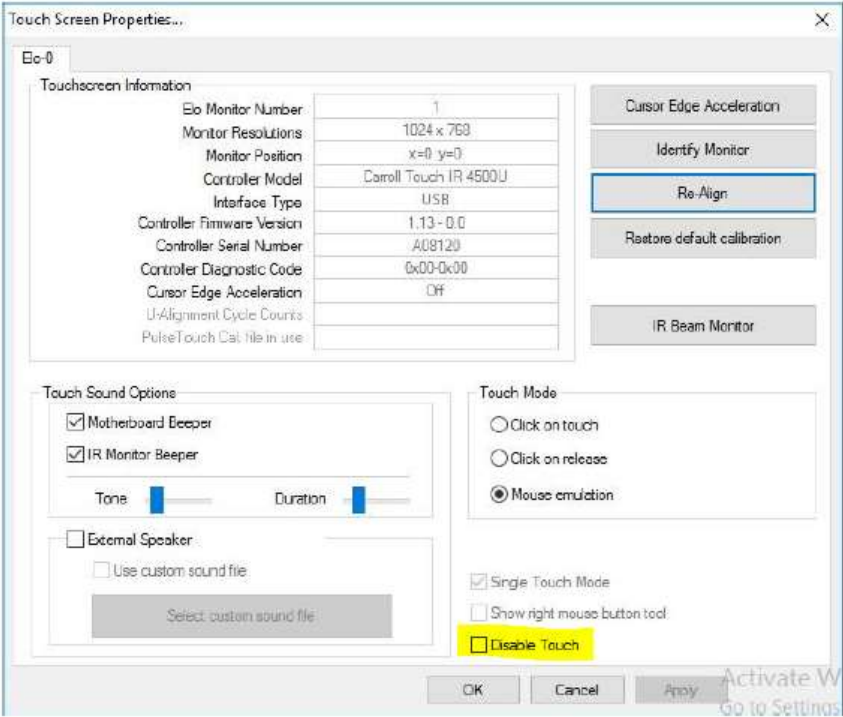
<https://www.elotouch.com/support/downloads#/> under Categories choose "Touch Drivers" then choose your "Operating System." **NOTE:** Elo does not have **Android** touch drivers.

- ii. On **IntelliTouch, IntelliTouch Plus, and AccuTouch** technologies, a touch driver is required for accuracy. In most Windows systems the same multi-touch driver referenced above will work. These technologies are not recommended for Android system.

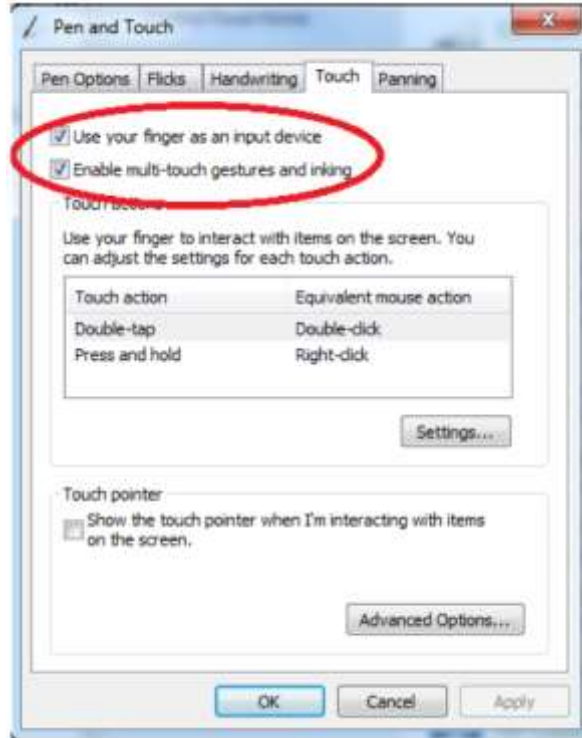
For Mac and Linux, using Intellitouch, IntelliTouch Plus, and Accutouch, you need to go to the Elo website and download the appropriate driver.

<https://www.elotouch.com/support/downloads#/>

- e. Has the **Disable Touch** box been selected in the Elo driver? Go into the Elo Touchscreen Driver properties and see if a check mark is in the **Disable Touch** box; if so, uncheck it and select **Apply** to save changes.



- f. If running on Windows 7 Operating System, go into the Pen & Touch features and make sure "Use your finger as an input device" is selected. Apply and then restart computer.



- g. If you are still experiencing a no touch condition after checking all the above, you will have to dig much deeper. We are not covering that in this document.

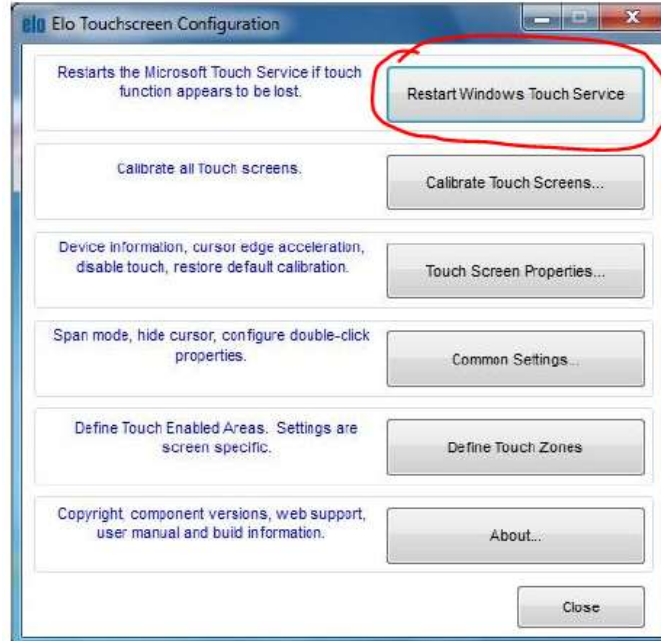
2. Dead Bands or Sections of screen not working

- a. Try cycling power to the monitor by removing the power cord for approximately 30-seconds, then reconnect and try again. If dead bands still exist continue below.
- b. **Is there anything sticking to the glass?** On most Elo product you cannot have anything sticking to or touching the glass, ie: stickers, labels, sticky notes, tape, plastic cover sheets, etc. Nothing can adhere to the glass even in the black border area or around the edges of the glass. If anything is touching the glass, remove it, clean the area of any sticky residue, and **IMPORTANT:** remove the power cable from the monitor for 30-seconds, then reconnect power cable and test.

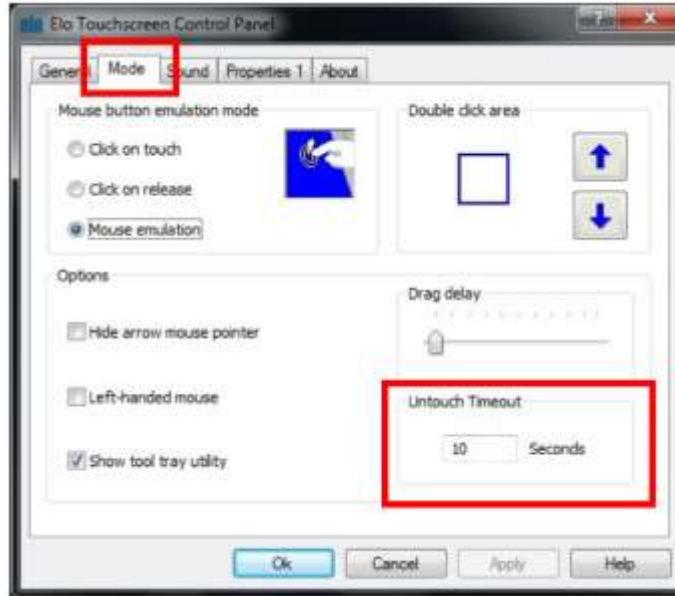
3. Touch not aligned properly, example: cursor is opposite side of screen from where touching, cursor goes up when dragging down and vice versa, cursor is not under your finger when you touch.

- a. Have you performed an alignment? If it is IntelliTouch, IntelliTouch Plus, or AccuTouch, the driver must be installed, and you must go through the alignment or calibration process. Go to the Elo icon on desktop or lower right task bar and find the **align** option and go through the alignment routine. You must touch the targets with your finger as presented on the screen and then the accept button to store the settings.

- b. If running a Windows 7 Operating System, go into the Elo Touchscreen Configuration and select the **Restart Windows Touch Service** tab.



- c. Refer to step **1. b.** above concerning possible stickers, labels, tape, etc.
 - d. Refer to step **1. d.** above concerning the drivers. If PCAP or IR, remove the driver if installed. If no Elo driver is installed, you can try installing the multi-touch driver and perform an alignment and see if that fixes.
 - e. If the product is IntelliTouch, check for moisture on the screen, i.e. water droplets, spit, sneezing, etc. IntelliTouch is sensitive to water on the screen and it must be wiped off to use the screen.
 - f. If the product is PCAP or IR, these should never have to be aligned. Try cycling power by removing the power cord for 30-seconds, then reconnect and try again.
4. **Touch cannot be held more than 10-seconds (un-touch timeout).** Example: you want to keep your finger on the screen for long periods of time to keep something open or an action to continually perform, such as a microphone button at a 911 center.
- a. PCAP and IR monitors should natively continue touch and hold without timing out. If they are not, check to see if you have an Elo driver installed. If so, remove it, cycle power to the monitor and try without a driver.
 - b. IntelliTouch and AccuTouch monitors the multi-touch driver does not have an untouch timeout adjustment. You will need to install the single-touch driver instead. After single-touch driver is installed, go to the **Mode** tab of the Elo driver properties and adjust the **Untouch Timeout**, it can be adjusted from 0 to 1200 seconds with the default being 10 seconds. Download single-touch driver from website: <https://www.elotouch.com/support/downloads/>



5. **No video** – screen is black, no signs of video on screen.

- a. **Is the video cable connected?** Every Elo product that requires a video cable will ship with one to use. Some monitors have more than one type of video connection available but should only have one type of connection connected at a time. The following are possibilities:
 - i. **VGA** – this is the standard 15-pin D-Sub connection. The cable ends are typically blue colored, and the pins are male.



- ii. **DVI** – these can have up to 28 pins and a blade in the connector. They are typically white colored on the ends.



- iii. **HDMI** – d-shaped on the ends with a slot and tiny pin hole connections.



- iv. **DisplayPort** – very similar looking to HDMI but has a more square or rectangular end and two tiny locking hooks and a push button that releases the locking hooks.



- b. Are you using some type of long video cable or connecting through some device such as KVM or video splitter, etc.? If so, remove these and connect with the standard cables refer to **Step 1. c.**
- c. **Is the monitor receiving power?** There should either be an AC or a DC power connection running to the monitor for power. The only exception are monitors that can be powered via USB (not covered in this document).
- i. All desktop monitors and large IDS monitors (3202L, 4202L, 4602L, 5502L, 7001L) ship with a way to power it.
 - ii. Most open frame monitors do NOT ship with a power adapter – power adapters must be purchased separately. Many of our large kiosk customers already have their power connections and do not want the added cost of the DC power adapter. If you do not already have a compatible power source, you will need to purchase a power adapter to power the monitor.
 - iii. Some of the different types of power connectors on Elo products are:
 1. **IEC C5 AC cable** (Mickey Mouse type):



2. **IEC C13 AC cable** (standard computer style type)



3. **Barrel & Pin DC connector** (connects from DC power brick)



6. **Poor Video – lines or bars running through screen, blurry, choppy, or discolored.**

- a. Is the video cable securely connected? Check both ends of video cable to make sure they fit snug and are not loose. If there are thumb screws, make sure they are tightened.
- b. Are long cables, extenders, KVM's etc. being used? See step **1.c**
- c. Move any EMI (electromagnetic interference) devices in immediate area, ie: Motors, Radios, CBs, Walkie Talkies, heavy equipment, microwaves, etc.

7. **No Power** – Monitor seems to be dead, not receiving any power at all.

- a. **Refer to 5. c.** above to make sure you have the power connected.
- b. Make sure power button has been pressed on; there should either be a power button on the unit or a tethered remote with a power button.
- c. Check if there are any **LED lights** on the monitor. Not all monitors will have an LED status light.
 - i. **Solid Red** typically indicates a power off condition
 - ii. **Solid Green** indicates monitor should be displaying video.
 - iii. **Flashing Green or Yellow** typically indicates standby mode.



- d. Try different power outlets, different power cables, different power adapters if available.
- e. Make sure computer is not asleep.
- f. Try the monitor on a different computer and see if the issue follows the monitor.