

Executive Summary

This Technical Bulletin describes basic troubleshooting steps for the Elo 1502L touch monitor.

Procedure

1. No Power – The touchmonitor does not respond when turning on the system.
 - a. Check that the DC power adapter is properly connected.
 - b. Verify the DC power adapter is functioning.

2. Video – Monitor display is dim.
 - a. Use the OSD to increase the brightness.
 - b. Use the OSD to increase the contrast.

3. Video – Monitor display is blank.
 - a. If the Power Status LED is blinking, the monitor or computer may be in SLEEP mode. Press any key / move the mouse / touch the Touchscreen to see if the image reappears.
 - b. Check that the signal source device is turned on.
 - c. Check that that there are no loose cable connections.

4. Monitor displays an “***Out Of Range***” message.
 - a. Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touchmonitor:
 - i. Native Resolution for the 1502L: 1920 x 1080
 - ii. Other supported resolutions: 640 x 480 @ 60Hz; 640 x 400 @ 70Hz; 720 x 576 @ 50Hz; 720 x 400 @ 70Hz; 800 x 600 @ 56, 60Hz; 1024 x 768 @ 60Hz; 1280 x 720 @ 50, 60Hz; 1280 x 800 @ 60, 60RB Hz; 1280 x 960 @ 60Hz; 1280 x 1024 @ 60Hz; 1360 x 768 @ 60Hz; 1366 x 768 @ 60Hz, 60Hz RB

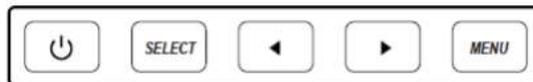
5. Monitor display image looks abnormal.
 - a. Adjust your computer’s resolution/timing mode to be within the allowable timing ranges specified for your touchmonitor (see steps **4. a. i. ii.** above for specifications)
 - b. Use the Auto Adjust function in the OSD

6. Touch functionality doesn’t work.
 - a. Verify USB touch cable is securely connected on both the monitor and the computer.
 - b. If connecting the USB touch cable through any type of device between the monitor and the computer, remove it and connect directly to the computer to verify touch functionality.
 - c. If using an Elo touch driver, go into the Elo Config and select “restart touch service.”
 - d. If using an Elo touch driver, remove the driver, and test touch functionality.

7. The OSD buttons or power button does not respond when pressed.
 - a. Check OSD menu to verify buttons are not locked out.
 - i. **OSD LOCK** - Press and hold the “Menu” and buttons for two seconds to enable/disable the OSD Locking feature. When the OSD Locking is enabled, pressing any of the Menu, Up, Down, or Select keys will have no effect on the system.
 - ii. **POWER BUTTON LOCK** - Press and hold the “Menu” and buttons for two seconds to enable/disable the Power Locking feature. When the Power Locking is enabled, pressing the power switch will have no effect on the system.

On-Screen Display (OSD)

Four OSD buttons are on the bottom of the monitor. These can be used to adjust various display parameters.



The buttons and their functionality are:

Button	Function when OSD is not displayed:	Function when OSD is displayed:
Menu	Display OSD main menu	Return to previous OSD menu
◀	Display OSD audio submenu	Move up on menu item
▶	Display OSD luminance submenu	Move down on menu items
Select	Video input select submenu	Exit video input menu