



# Elo Touch Solutions

## Tablet Image Recovery Guide

TS08212013 Rev. C

Elo Technical Solutions Support Services



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## About This Manual

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This document guides the user through the successful implementation of recovering the operating system on an Elo Tablet. This process will completely erase all contents of the harddrive and recover the image as it was when first purchased. **You are responsible for making backups of personal data/files stored on the system.**

The intended audience of this document includes: IT engineers, system engineers, electrical engineers, and end-users.

If after reading through this guide, you still have questions or need help getting your system up and running, please contact an Elo Touch Solutions Technical Representative. [www.elotouch.com](http://www.elotouch.com)

# Tools Needed

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The following hardware and software is needed to recover the operating system on the Elo Tablet.

## Hardware:

- Target system = Elo Tablet **with docking station**
- 8GB (or larger) USB flash drive
- Development system (needed to create the bootable USB recovery drive) = PC with Operating System: XP, Vista, Windows 7
  - RAM: 256 Meg
  - Disk space: 2MB free hard disk space, plus any additional space required to store image file.
- USB Keyboard for Tablet
- USB Mouse for Tablet

## Software:

- Elo Recovery Image.bin:  
[https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ERBZbHO\\_bY5KIs7U2sf6K0oBIUQId27hAZGMXE-phsJYDQ?e=szKDqZ](https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ERBZbHO_bY5KIs7U2sf6K0oBIUQId27hAZGMXE-phsJYDQ?e=szKDqZ) (url valid at the time of this writing)
- USB Cloning Utility, ImageUSB by Passmark:  
[https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/EaEREDKyJoRNnUdcAt2ydlgBb26xOWdNpDc1\\_CliZquoMg?e=4oraQM](https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/EaEREDKyJoRNnUdcAt2ydlgBb26xOWdNpDc1_CliZquoMg?e=4oraQM) (url valid at the time of this writing)

# Procedure

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**Development System (This process will create a bootable USB flash drive which contains the Elo tablet recovery image):**

1. Download the Elo Recovery Image Software from Elo
2. Download the USB Cloning Utility from Elo
3. Insert an 8GB or larger USB flash drive
4. Run the USB Cloning Utility. See Fig 1
5. Choose the USB flash drive as the USB drive to be processed
6. Make certain “**Write to UFD**” and “**Post Image Verification**” are selected
7. Browse to the location where the Elo Recovery Image has been stored
8. Choose “**Write to UFD**” this process can take several minutes
9. After image is written to the USB flash drive, remove from the development system

**Target System (This process will restore the tablet to as shipped condition):**

1. With the Tablet turned off, insert USB flash drive into a USB port on the Elo Tablet
2. Connect a USB keyboard and mouse to the tablet at this time
3. Press the power button and immediately begin pressing the **F2 key** on the keyboard
4. Once inside the BIOS, navigate to the **BOOT** section. See Fig 2
5. Make the **USB flash drive** number one (1.) in the **Boot Priority Order**. See Fig 2
6. Press **F10** on the keyboard to save changes
7. The Tablet will then restart and will automatically begin the reimaging process. See Fig 3  
**NOTE:** The reimaging process typically takes 45-60 minutes to complete
8. When the imaging process is complete, a command window with a **C:** /prompt will show on the screen. See Fig 4
9. Remove the USB flash drive and restart the Elo Tablet

The tablet has now been restored to an as shipped condition. Additional software and or applications loaded post first time boot will now need to be reloaded. Please consult your software or application documentation.

Fig 1

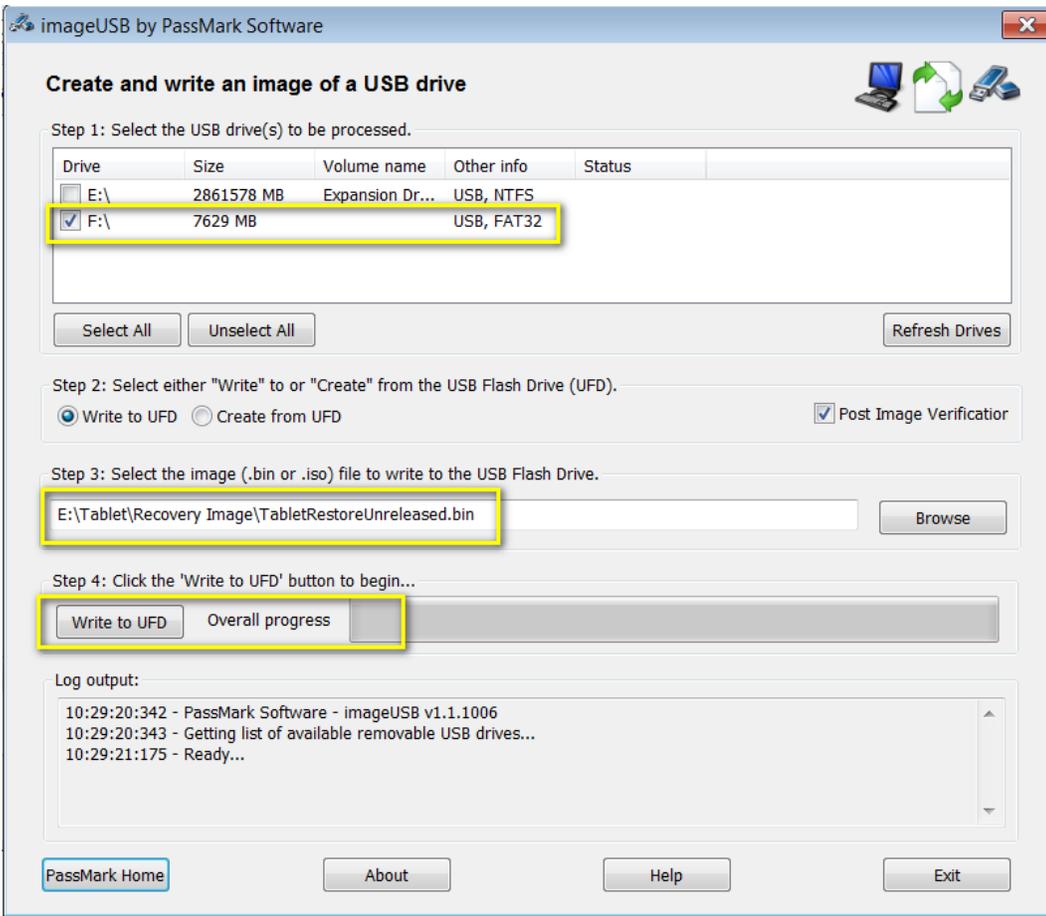


Fig 2

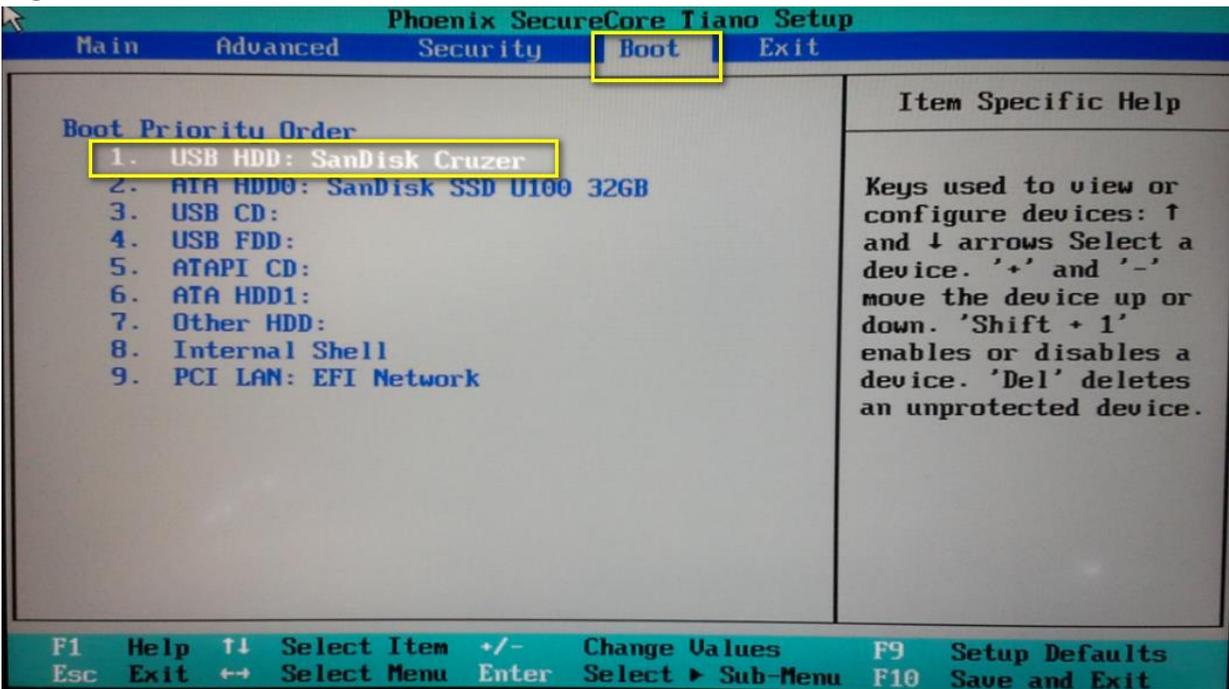


Fig 3

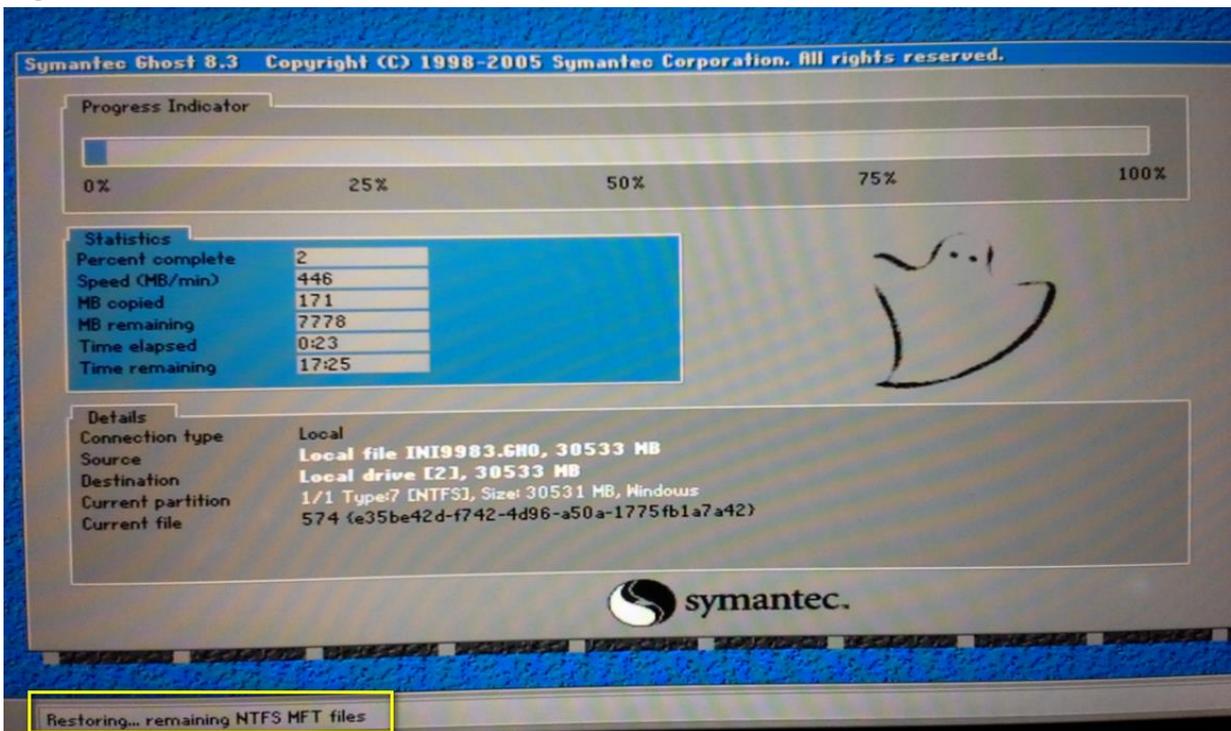
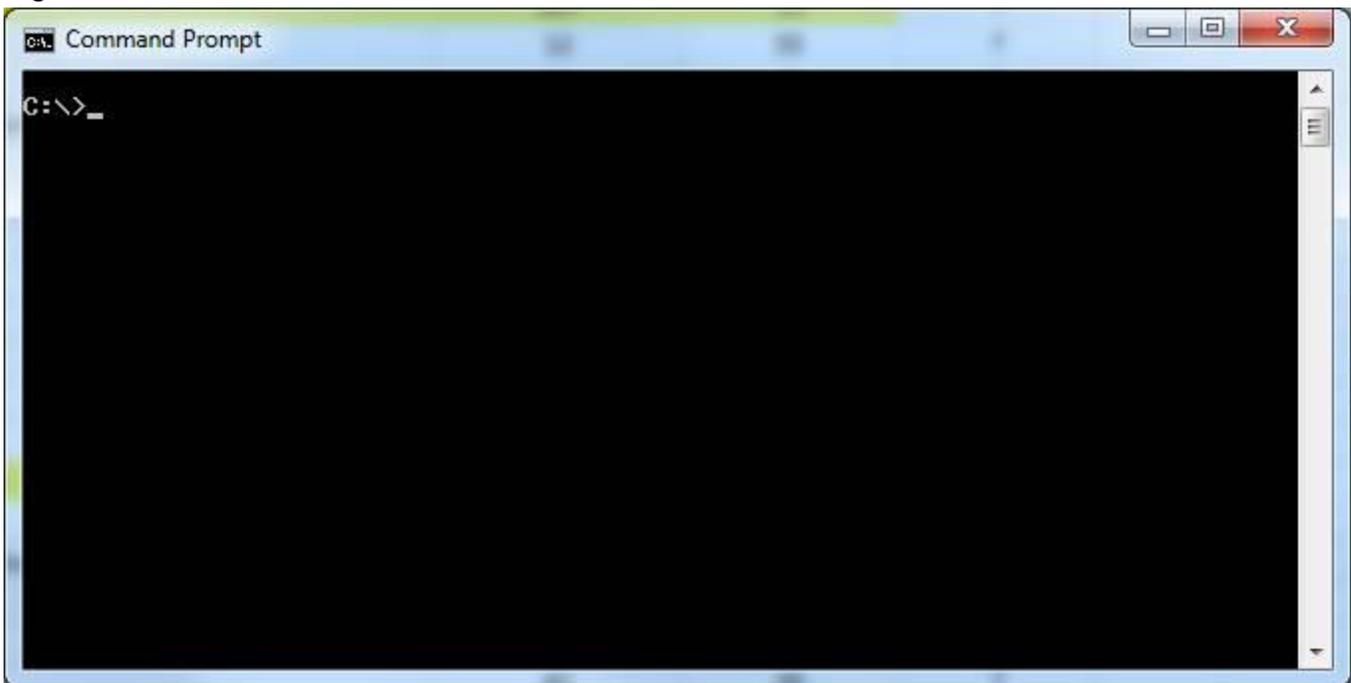


Fig 4



Check out our website

**[www.elotouch.com](http://www.elotouch.com)**

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## Getting in Touch with Us

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