Stripped Down Version of OSE/AUR Troubleshooting Process

Executive Summary

This guide walks you through essential troubleshooting steps for Elo OSE/AUR devices to quickly resolve common issues.

First Step: Check for Physical Damage

Look for any physical damage on your device. If possible, take a picture to help with repair if needed.

Monitor Troubleshooting

Power Issue
- **Is there any sign of power?**
  - o **Yes:** Try connecting the monitor to a different computer.
  - o **No:** Use a different power cable or outlet.

Video Issue
- **Is the image dim?**
  - o Try using a different video cable or connect the monitor to a different computer. If the issue continues, it may be a hardware problem.
- **Screen image issue?**
  - o Ensure the video cable is securely connected.
  - o If issues persist, try a different video cable or connect to another computer to rule out hardware issues.

Touch Issue
- Confirm the USB touch cable is connected securely.
- If the touch is unresponsive, try a new touch cable.
- Ensure the monitor screen is free from stickers, dirt, or other debris.
- For **IntelliTouch** and **AccuTouch** screens, confirm the touch driver is installed.
- For **PCAP (Projected Capacitive)** and **IR** screens, ensure no touch driver is installed.
- Test the monitor on a different computer if the problem remains.

AIO Devices (Windows/Linux/Android)

Power Issue
- Try a different, known-good power outlet.
- Use a different power cable.

Video Issue
- For all-in-one systems, it's not possible to reseat cables or connect to a different source. Continue with other troubleshooting steps.

EloView Issue
- See "EloView Device Troubleshooting" section below.

Peripherals (e.g., Barcode Scanner, MSR)
- Check peripheral connections for any damage or obstructions.
- Inspect monitor/AIO connectors for damage or obstructions.
- Try the peripheral in a different USB port.
- Test the peripheral on a different monitor.
- For MSR or Barcode Scanners, ensure they are in the correct mode (Keyboard Emulation or HID mode).

EloView Device Troubleshooting

Device Offline in EloView
- Reboot the device.
- Confirm internet connectivity by launching the browser app.
- If still offline, remove the device from EloView and add it back again.