



# USER MANUAL

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## **Elo Touch Solutions** 3263L/4363L IDS Touchscreen Displays



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# Section 1: Introduction

## Product Description

Your new touch display combines the reliable performance of Elo Touch Solutions touch products with the latest developments in touch technology and display design. This combination of features creates a natural flow of information between a user and the touch display.

This widescreen touch display incorporates an active matrix thin-film-transistor LCD panel to provide high quality display performance. Its Full HD resolution of 1920x1080 is suitable for displaying graphics and images. Its LED backlight significantly reduces power consumption and eliminates mercury (compared to CCFL-backlit panels). Other features that enhance this LCD monitor's performance are Plug & Play compatibility and on-screen display (OSD) controls.

## Precautions

Follow all warnings, precautions and maintenance as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See the Safety & Maintenance Section for more information.

This manual contains information that is important for the proper setup and maintenance of the unit. Before setting up and powering on your new touch display, read through this manual, especially the Installation, Mounting, and Operation Sections.

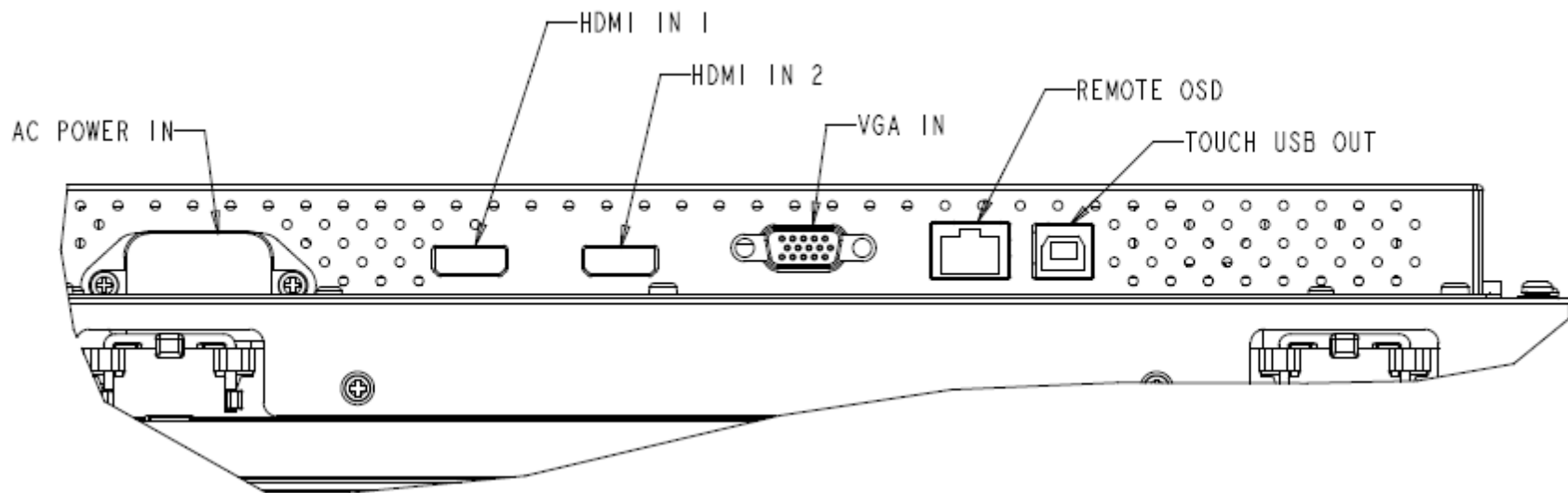
# Section 2: Installation

## Unpacking the Touch Display

Open the carton and verify that the following items are present:

- Touch display
- Mounting brackets
- Quick Install Guide
- VGA cable
- HDMI cable
- USB cable
- International power cables
- OSD Remote
- Japanese language regulatory information pamphlet

## Connector Panel & Interfaces



## Touch Display Connections

1. Connect a video cable from your host computer to the monitor. For VGA cables, tighten the video cables screws for best performance.
2. Connect the USB touch cable between the monitors USB connector and your PC's USB port. (Not applicable for No Touch models)
3. Connect the power cable to the monitors input power jack and the AC power outlet.
4. The touch display ships in the ON state.

## Installing the Touch Technology Software Drivers

No additional drivers are required for your projected-capacitive touch display with Windows 7 and 8 operating systems, it uses Windows HID drivers.

To download latest touch drivers:

1. Visit [www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx](http://www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx)
2. Select the operating system from “Operating System” dropdown menu.
3. Select the technology from “Technologies” dropdown menu.
4. Click on the driver version required for your touch display.
5. Click “Accept” once you are directed to the “Driver License Agreement” page.
6. Enter you email address, Click on “Next Step”. Your driver download will start automatically.
7. If you are a new user, fill in the required information and Click on “Register”. Your driver download will start automatically.

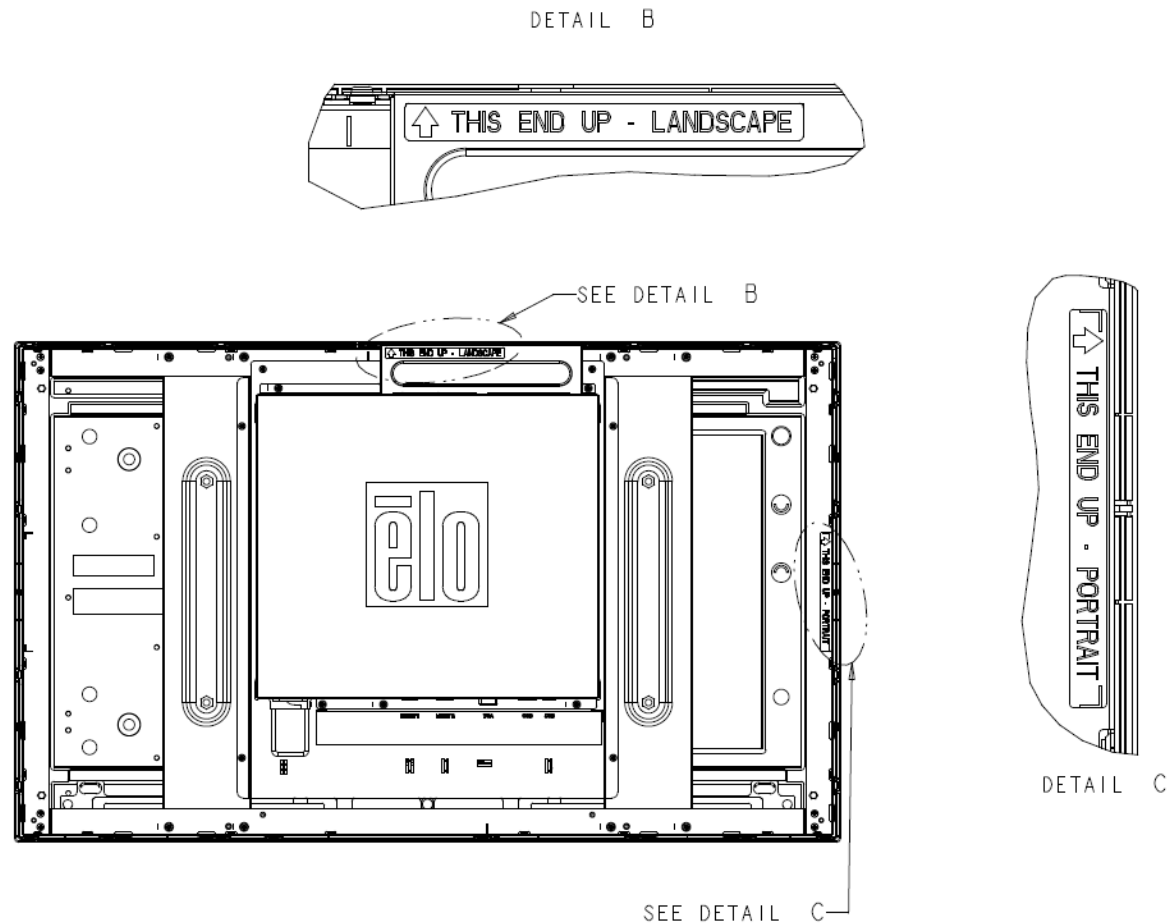
# Section 3: Mounting

## General Mounting Information

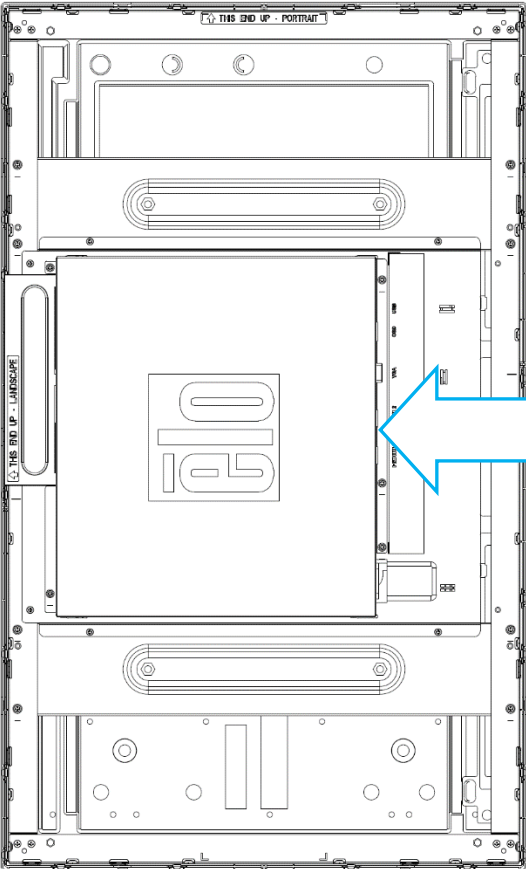
The OSD text can be rotated between portrait and landscape mode through the OSD menu to better suit your mounting orientation.

### Portrait and Landscape Mode

The monitor can only be installed in portrait or landscape mode following the below diagram. The THIS END UP sticker will point up.



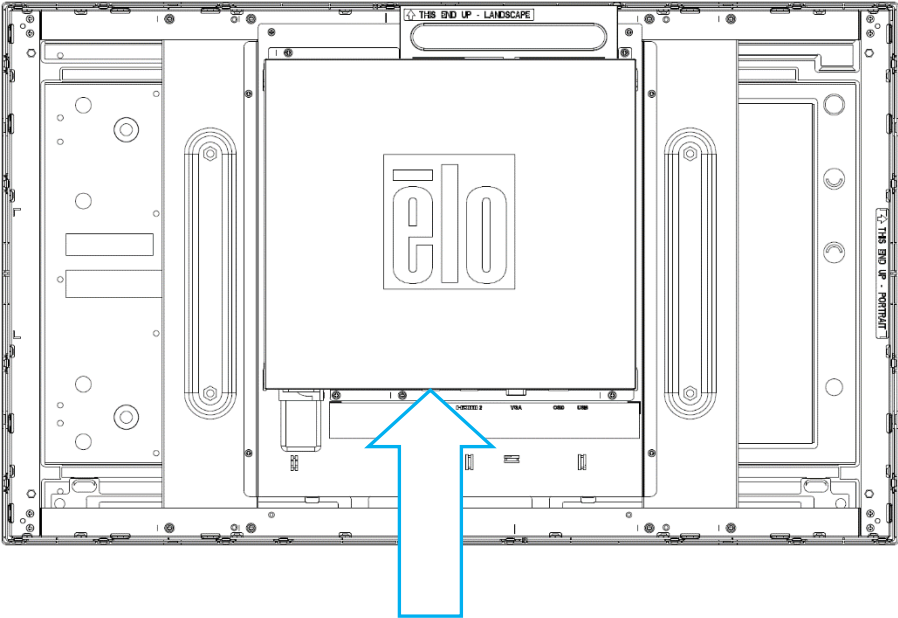
Portrait mode can only be installed in the 90 degrees orientation such that the Elo logo on the back is rotated to the left and the cables are connected from the right side, as the following image shows.



**Insert cables from  
this side**



Landscape mode can only be installed at 0 degrees such that the Elo logo is on the back is not rotated and the cables are connected from the bottom, as the image below shows.

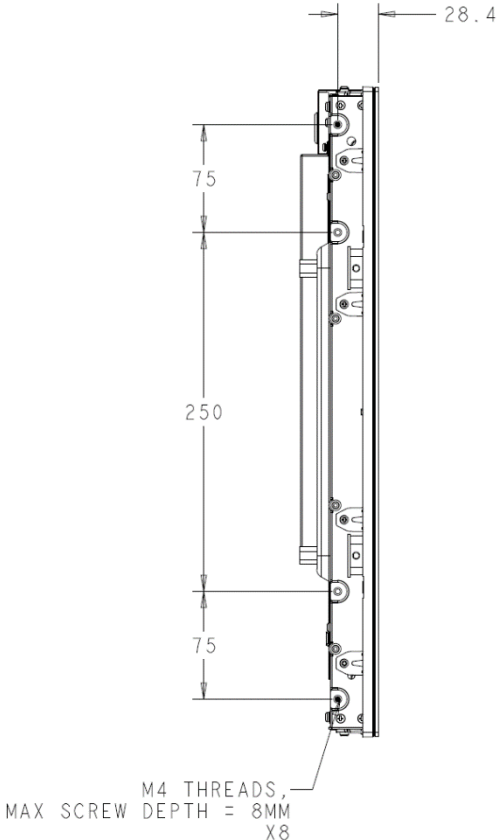


**Insert cables from this side**

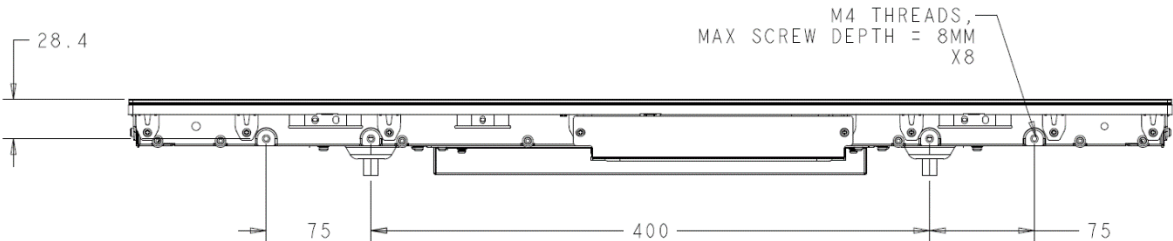
# Side Mount

Threaded holes are provided on the sides of the monitor for mounting.

For ET3263L:

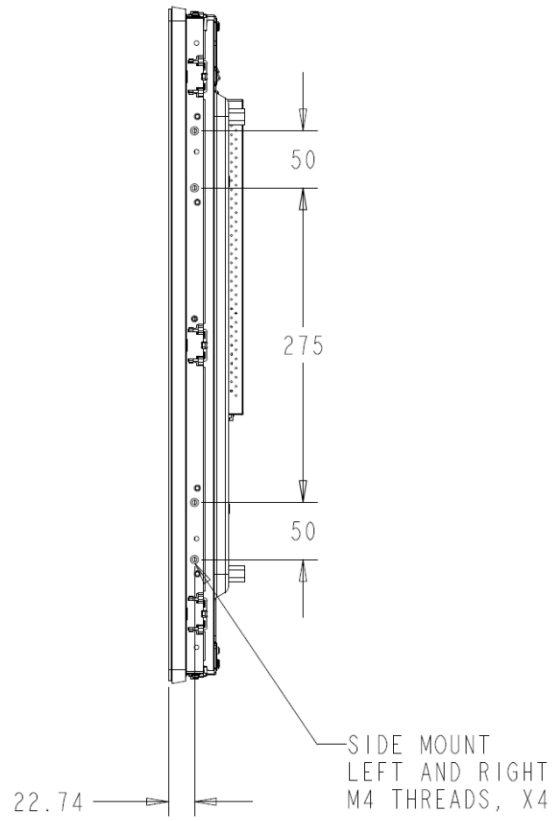


SIDE MOUNT VERTICAL (LEFT/RIGHT)

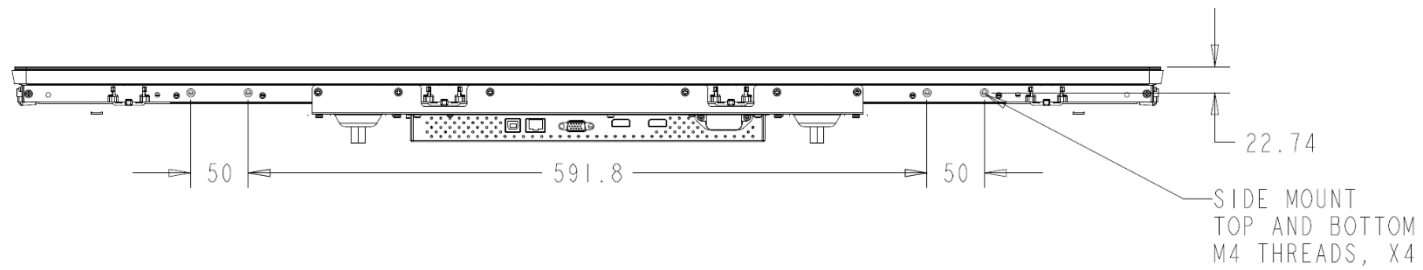


SIDE MOUNT HORIZONTAL (TOP/BOTTOM)

For ET4363L:



SIDE MOUNT VERTICAL (LEFT/RIGHT)



SIDE MOUNT HORIZONTAL (TOP/BOTTOM)

## Flush Mount Brackets

Flush mount brackets are box included and in an optional kit for ET3263L/ET4363L.

## Rear VESA Mount

For ET3263L:

A four-hole 400x200mm mounting pattern for M6 screws is provided on the rear of the monitor. The VESA FDMI-compliant counting is coded: VESA MIS-F, 400, 200, 6.

For ET4363L:

A four-hole 400x400mm mounting pattern for M6 screws is provided on the rear of the monitor. The VESA FDMI-compliant counting is coded: VESA MIS-F, 400, 400, 6.

Refer to [www.elotouch.com](http://www.elotouch.com) for dimensional drawings.

# Section 4: Operation

## Power

To turn the touch display on or off, press the touch display power button on the OSD controller once.

The Power Status LED on the OSD controller functions according to the following table:

Touch Display /Computer Module Status	LED Status
OFF	OFF
SLEEP	PULSING
ON	ON

The system consumes low power when in SLEEP and OFF modes. For detailed power consumption specifications, refer to technical specifications on the Elo website at [www.elotouch.com](http://www.elotouch.com).

Touching the screen will bring the attached host PC out of SLEEP mode (similar to mouse moving or pressing a keyboard key).

To improve reliability and reduce wasteful power consumption, disconnect the AC power cable from the monitor when long periods of disuse are planned.

## Touch

40 simultaneous touches are supported. Your touch display is factory-calibrated and does not require manual calibration (unless the input video is not fully scaled to the native resolution, or the touch experience needs to be calibrated to a specific user).

## TouchPro Technology

When connected to Windows 7 or 8 computers, the touch display can report 40 simultaneous touches. When connected to Windows XP computers, the touch display reports single touches.

No additional drivers are required for this technology to work with Windows 7, 8 and 10. It uses Windows inbox HID drivers.

Refer to Section 2, Section “Installing the Touch Technology Software Drivers” to find instructions to download the latest touch drivers for Windows XP.

## Gesture Support

TouchPro technology enables several gestures that support single and multiple contacts. Refer to the Microsoft Website <http://msdn.microsoft.com/en-us/library/dd940543> on the various gestures that are supported in Windows 7, Windows 8.1 and Windows 10.

## Video

A display's native resolution is its width and height measured in number of pixels. Generally, for best performance, an image displayed on this monitor will look best when your computer's output resolution matches this monitor's native resolution of 1920 x 1080.

For computer output resolutions at non-native resolutions, the monitor will scale the video to its panel's native resolution. This involves stretching or compressing the input image as needed in the X- and Y-dimensions to fit the display's native resolution. An unavoidable byproduct of the scaling algorithms is a loss of fidelity when the computer's output video image is scaled by the monitor to fit the display. This loss of fidelity is most apparent when viewing feature-rich images at close distances (for example images containing small-font text).

Your touch display will likely not require video adjustments. However, for analog VGA video, variations in video graphic card outputs may require user adjustments through the OSD to optimize the quality of the touch display's displayed image. These adjustments are "remembered" by the touch display. Also, to reduce the need for adjustments for different video mode timings, the monitor correctly scales and displays some of the video industry's most common video timing modes. Refer to the technical specifications for this monitor at <http://www.elotouch.com> for a list of these Preset Video Modes.

Elo recommends using the Content Management System, O/S scheduling settings, or RTC scheduling settings and/or EloView commands to manage duty cycle. This will enable power savings and trouble free operation throughout the life of the monitor.

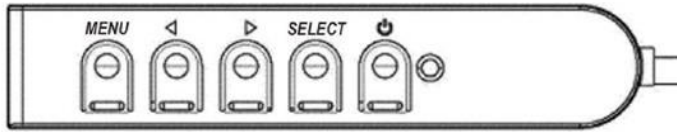
## Intelligent Brightness Control and Color Sensor Functionality

This IDS Display includes a light and color sensor that can adjust the brightness of the screen and the color of the display to meet the ambient light and color levels. Details of the functionality can be found in the Section 9, Appendix.

The light sensor can be used to wake the monitor from sleep mode. This will happen when there is a change in the amount of light from very dim (<50 lux) to bright (>200 lux). To enable this feature, ensure that the power saving mode for the monitor is disabled.

# On-Screen Display (OSD)

## Connected Through the RJ45 Connection (Optional Elo Part Number – E483757)



Four OSD buttons are located on a wired control box. 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 Contrast submenu	Decrease value of selected parameter / select previous menu item
▶	Display OSD Brightness submenu	Increase value of selected parameter / select next menu item
Select	Display Video Priority submenu	Select parameter for adjustment / select submenu to enter

Using the OSD buttons controls an on-screen graphical user interface which displays on top of your input video, allowing intuitive adjustment of the following display parameters:

Parameter	Available Adjustment
Brightness	Increase/decrease monitor brightness. Default: maximum
Contrast	Increase/decrease monitor contrast Default: best gray-shade performance
Clock	Allows fine adjustments of the panel's pixel dot clock. Only applicable for VGA input video
Phase	Allows fine adjustments of the panel's pixel dot clock phase. Only applicable for VGA input video
Auto Adjust	Automatically adjusts the system clock to the input analog VGA video signal, affecting the H-position, V-position, Clock, and Phase menu items. Only applicable for VGA input video
H-position	Moves the image horizontally on the display in single-pixel increments. Default: centered Only applicable for VGA input video
V-position	Moves the image vertically on the display in single-pixel increments. Default: centered Only applicable for VGA input video

Parameter	Available Adjustment
Aspect Ratio	<p>Switches the scaling method between Full Scaling and Maintain Aspect Ratio. Default: Full Scaling</p> <p>Full Scaling – scales the X- and Y-dimensions of the input video (up or down as needed) to the display's native resolution.</p> <p>Fill to Aspect Ratio – Assuming a landscape orientation and an input video with aspect ratio smaller than 16:9, scales the Y-dimension of the input video (up or down as needed) to the display's Y-resolution, and scales the X-dimension to maintain the input video's aspect ratio (and fills the rest of the display with equal black bars on the left and right)</p> <p>Other touchscreen technologies may need recalibration when switching between Aspect Ratio options.</p>
Sharpness	<p>Adjusts sharpness of the displayed images. Default: no sharpness adjustment</p> <p>Only applicable at non-native input video resolutions</p>
Color Temperature	<p>Selects the display's color temperature. The available color temperatures are 9300K, 7500K, 6500K, 5500K, and User Defined. If the User Defined option is selected, the user can change the color temperature by changing individual R, G, and B gains on a scale from 0 to 100.</p> <p>Default: User Defined with R, G, and B all set to 100.</p>
OSD H-Position	<p>Adjusts the horizontal location of the OSD menus on the display</p> <p>Default: centered</p>
OSD V-Position	<p>Adjusts the vertical location of the OSD menus on the display.</p> <p>Default: centered</p>
OSD Timeout	<p>Adjusts how long a period of OSD button inactivity the touch display will wait before closing the OSD. The adjustable range is between 5 and 60 seconds.</p> <p>Default: 15 seconds</p>
OSD Language	<p>Selects which language the OSD information is displayed in. The available languages are: English, French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, and Japanese.</p> <p>Default: English</p>
OSD Rotation	<p>Selects the touch display mounting orientation between Landscape and Portrait to match your physical orientation. This adjusts the rotation of the OSD text.</p> <p>Default: Landscape</p>
Recall Defaults	<p>Selecting "Recall Defaults" restores all factory default settings for OSD-adjustable parameters and for Preset Video Mode timings.</p> <p>Note: This feature does not affect the OSD language setting.</p>
Video Priority	<p>The monitor continually scans for active video on the VGA, HDMI1, and HDMI2 connectors.</p> <p>This adjustment selects which of those input ports should be given priority to be displayed.</p> <p>Default: VGA/HDMI1/HDMI2</p>
Touch Switch	<p>Select normal touch mode or touch through mode.</p> <p>Default: Normal mode</p>

All touch display adjustments made through the OSD are automatically memorized as soon as they are entered. This feature saves you from having to reset your choices every time the touch display is unplugged or powered off and on. If there is a power failure, the touch display settings will not default to the factory specifications.



## OSD and Power Lockouts

Press and hold the “Menu” and “down” 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.

Press and hold the “Menu” and “up” 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.

## Controlling the IDS Display remotely

The IDS Display allows remote access from a host application. This is done using either the VESA Display Data Channel Command Interface (DDC/CI) or the Multiple Display Control command sets. Users can communicate with the monitor through either of these protocols. The host application can send a variety of different commands which will be executed on the IDS Display. For detailed information regarding the command set, refer to the application note available [here](#).

## Real Time Clock Function

For touch displays with the RTC function installed, the “Miscellaneous” section of the OSD menu will have RTC settings. Here you can use the OSD buttons to allow adjustment of the additional display parameters:

Parameter	Available Adjustment
Daylight Savings Time	Allows time to be changed by one hour to accommodate for daylight savings time change. Default: Off
Time Setting	Allows time to be set in the 24-hour format of HH:MM:SS. The date can be set in the format of MM-DD-YYYY. Default: On
Schedule	Enable/disable scheduling to automatically turn on/off the touch display. The on/off time can be set in a 24-hour format of HH:MM. You can schedule which days the touch display will turn on/off by selecting each day with the OSD remote.

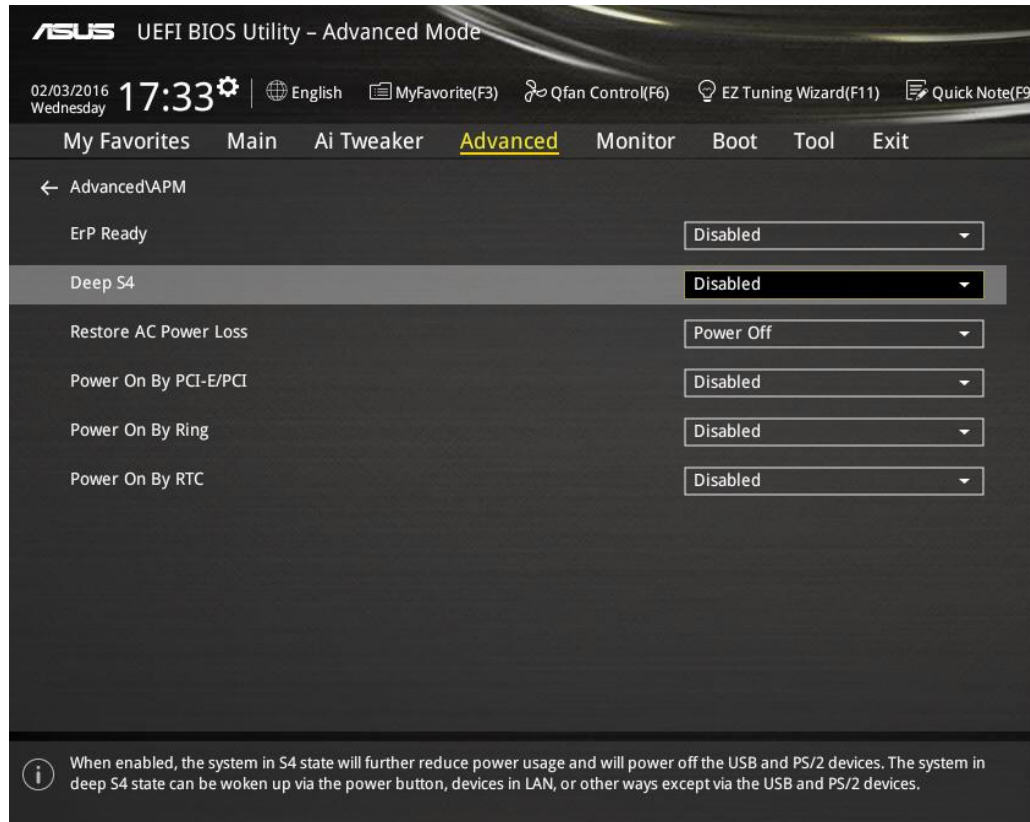
If prompted to set current time, the RTC schedule will be automatically be enabled to turn off at 1:00:00AM and turn on at 7:00:00AM. This option can be turned off manually in the OSD menu under RTC settings.

## Temperature Warning

The touch display contains a temperature sensor that can monitor the system temperature. If the touch display is operated outside the specified temperature range, it will go into Thermal Protection mode. In this mode, the brightness will be reduced in order to bring the system temperature back within the specified temperature range. The brightness will not be able to be increased beyond the set value. After five minutes of use within the normal temperature range, the touch display will automatically restore the brightness level back to what it was set at previously. If the touch display is continuously operated outside the specified temperature range, it will shut off after a 60 second on-screen timer.

## Wake on Touch Function

The touch display supports wake-on-touch functionality when the PC is in sleep mode. To enable this, please ensure that the BIOS settings have enabled USB support during the S4 sleep cycle.



For touch displays with RTC function enabled, please make sure the Touch on Sleep mode is enabled in the OSD menu, by selecting "Miscellaneous" and then enabling the "Touch" setting.

If you still are having trouble with Wake on Touch, please download the latest Elo drivers to allow the touch display to use this function. Refer to Section 2, Section "Installing the Touch Technology Software Drivers" to find instructions to download the latest touch drivers.

## Stylus (Active and Passive) (Optional)

Elo provides active stylus pens that can be used on the projected capacitance version of the monitor.

Elo Active Stylus Part Number: E216215 (only available for ET5053L)

Note: The minimum distance between two monitors should be 72cm (28.35in)  $\pm 10\%$

Elo also provides passive stylus pens that be used on the Infrared version of the monitor which can be used simultaneously with finger for touch. Elo Passive Stylus Part Number: E727568 (Only available for IR SKU)

## Glove Support

IDS ET3203L/ET4303L/ET5053L can support glove thickness from 0.1mm to 1.4mm, please switch to touch through mode when using thicker glove. The gloves used for IDS ET3203L/ET4303L/ET5053L are as below.



Latex surgical glove



Thicker glove (0.7mm –

\*Note that touch performance is highly depending on type of glove used. Thickness and material are the main factors. A thicker glove will result in a poorer touch performance.

# Section 5: Technical Support

If you are experiencing trouble with your touch display, refer to the following suggestions.

If the problem persists, please contact your local dealer or contact Elo Touch Solutions Customer Service.

## Solutions to Common Problems

Problem	Suggested Troubleshooting
The touch display does not respond when turning on the system	Check that the DC power adaptor is properly connected
Monitor display is dim	Use the OSD to increase the brightness Use the OSD to increase the contrast
Monitor display is blank	If the Power Status LED is blinking, the monitor or Computer Module may be in SLEEP mode Press any key / move the mouse / touch the touchscreen to see if the image reappears Check that the signal source device is turned on Check that that there are no loose cable connections
Monitor displays an "Out of Range" message	Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touch display (see website for specifications)
Monitor display image looks strange	Adjust your computer's resolution/timing mode to be within the allowable timing ranges specified for your touch display (see website for specifications) Use the Auto Adjust function in the OSD
Touch functionality doesn't work	Verify your PC has the latest Elo drivers installed Perform the calibration routine provided with the latest Elo drivers
The OSD buttons or power button does not respond when pressed	Check to see if the OSD lock or power lock functions are enabled

## Technical Assistance

### Technical Specifications

visit [www.elotouch.com/products](http://www.elotouch.com/products)  
for technical specifications for this device

### Online Self-Help

visit [www.elotouch.com/go/websupport](http://www.elotouch.com/go/websupport)  
for online self-help

### Technical Support

visit [www.elotouch.com/go/contactsupport](http://www.elotouch.com/go/contactsupport)  
for technical support

See this user manual's last page for worldwide technical support phone numbers.

# Section 6: Safety & Maintenance

## Safety

To avoid risk of electric shock, follow all safety notices and do not disassemble the touch display. They are not user-serviceable.

Attention: The product is equipped with a battery-powered real-time clock (RTC) circuit. There will be a danger of explosion if the battery is incorrectly replaced. Therefore, only the same or equivalent type of battery recommended by the manufacturer can be used for replacement. Please follow the manufacturer's instructions to dispose of used batteries.

Ensure that your installation is equipped to maintain the specified environmental conditions listed in the Technical Specifications Section.

## Care and Handling

The following tips will help keep your touch display functioning at an optimal level:

- Disconnect the AC power cable before cleaning.
- To clean the display unit cabinet, use a clean cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. If liquid does get inside, have a qualified service technician check it before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- To clean the touchscreen, use window or glass cleaner applied to a clean cloth or sponge. Never apply the cleaner directly to the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.
- For TouchPro touchscreens, handle carefully when moving or installing the touch display to prevent breakage of the glass.



# Section 7: Regulatory Information

## I. Electrical Safety Information:

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

## II. Emissions and Immunity Information

Notice to Users in the United States: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Notice to Users in Canada: This equipment complies with the Class A limits for radio noise emissions from digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

Notice to Users in the European Union: Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards:

This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/EU as indicated in European Standard EN 55032 Class A and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 62368-1.

General Information to all Users: This equipment generates, uses and can radiate radio frequency energy. If not installed and used according to this manual the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.

1) In order to meet emission and immunity requirements, the user must observe the following:

- a) Use only the provided I/O cables to connect this digital device with any computer.
- b) To ensure compliance, use only the provided manufacturer's approved line cord.
- c) The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

2) If this equipment appears to cause interference with radio or television reception, or any other device:

- a) Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:
    - i. Move the digital device away from the affected receiver.
    - ii. Reposition (turn) the digital device with respect to the affected receiver.
    - iii. Reorient the affected receiver's antenna.
    - iv. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
    - v. Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
    - vi. Plug the digital device into only a grounded outlet receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)
- If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.

### III. Agency Certifications

The following certifications and marks have been issued or declared for this touch display:

Argentina S-Mark  
Australia RCM  
Canada CUL, IC  
China CCC  
Europe CE  
Japan VCCI

Korea KC, e-Standby  
Mexico NOM  
Russia EAC  
Taiwan BSMI  
United States FCC, UL  
IK07 and UL 62368-1 for ball drop test

Energy Star 8.0



Energy Star (applicable only for models bearing the Energy Star logo)

This product qualifies for ENERGY STAR® in the factory default (Home configuration) setting. Changing the factory default settings or enabling other features may increase power consumption that could exceed the limits necessary to qualify for ENERGY STAR®. Refer to ENERGYSTAR.gov ([www.energystar.gov](http://www.energystar.gov)) for more information on the ENERGY STAR® program.



## IV. China RoHS

In accordance to Chinese law (Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products), the section below lists out the name and amount of the toxic and/or hazardous materials that this product may contain.



### Hazardous Substances

Component Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr6+)	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Plastic Parts	O	O	O	O	O	O
Wire and Cable Assembly	O	O	O	O	O	O
PCBA	X	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ/T 11364

O: Indicates that said hazardous substance contained in all homogenous materials for this part is below the limit requirement of GB/T 26572.

X: Indicates that said hazardous substance contained in at least one of the homogenous materials used for this part is above the limit requirement of GB/T 26572.

For items marked with X, exemptions were taken according to EU RoHS.

## V. Explanation of Markings

(1). In accordance with the SJ/T11364-2006 requirement, the electronic information products are marked with the following pollution control logo. The Environment-Friendly Use Period for this product is 10 years. The product will not leak or mutate under normal operating conditions listed below, so that the use of this electronic information product will not result in any severe environmental pollution, any bodily injury, or damage to any assets.

Operating Temperature: 0-40°C / Humidity: 20%-80% (non-condensing).  
Storage Temperature: -20~60°C / Humidity: 10%~90% (non-condensing).



(2). It is encouraged and recommended that this product be recycled and reused according to local laws. The product should not be thrown away casually.



## VI. Monitor Specifications

### Electrical Ratings:

Input: 100 - 240VAC, 50/60Hz, 1.0A

### Operating Conditions:

Temperature: 0°C - 40°C

Humidity: 20% to 80% (non-condensing)

Altitude: 0 to 3,658m

### Storage Conditions:

Temperature: -20°C - 60°C

Humidity: 10% to 90% (non-condensing)

Altitude: 0 to 12,192m

## VII. Waste Electrical & Electronic Equipment Directive (WEEE)



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling.

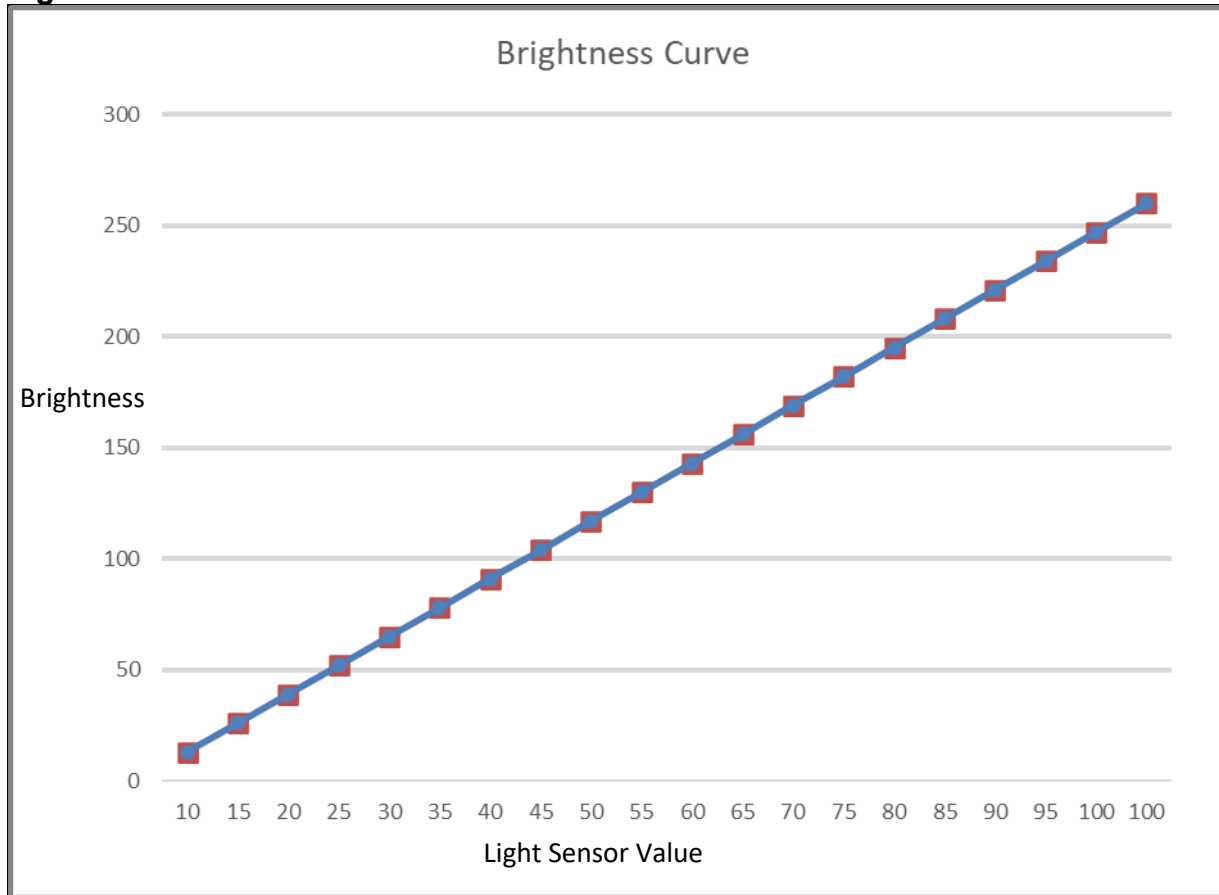
Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit [www.elotouch.com/e-waste-recycling-program/](http://www.elotouch.com/e-waste-recycling-program/).

# Section 8: Warranty Information

For warranty information, go to <http://support.elotouch.com/warranty/>

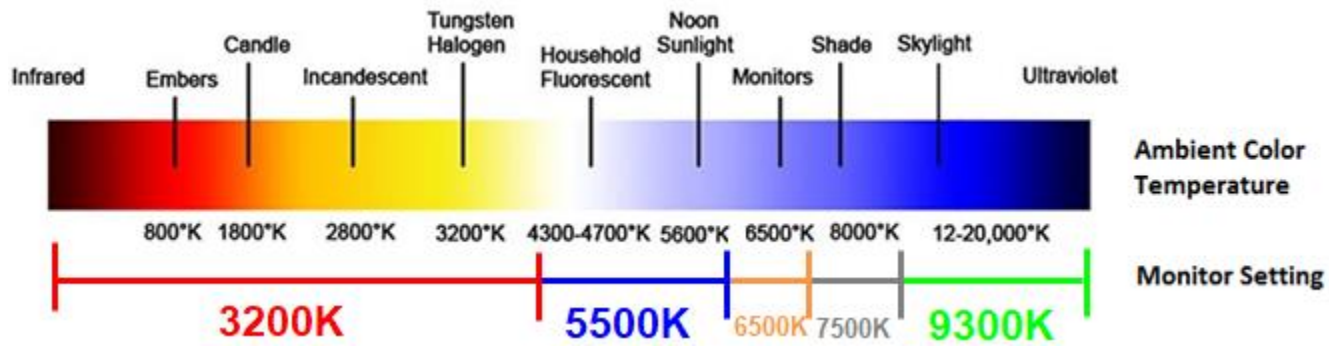
# Section 9: Appendix

## Light Sensor Curve



## Color Sensor

The color sensor functions according to the following chart:



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Specifications

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Software drivers

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