USER MANUAL

Elo Monitor ET2210L

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Section 1: Introduction

Product Description

The new series of Elo monitor features a 21.5-inch screen that supports FHD 1920x1080 resolution. Its LED backlight significantly reduces power consumption and eliminates the need for mercury, unlike CCFL-backlit panels. The design is sleek and aesthetically pleasing, with narrow borders designed to compete with traditional consumer monitor borders. Unlike consumer monitors, the 2210L product offers Elo's quality and durability for high traffic environments: edge to edge glass protecting the display, a solid back cover without vent holes, a cover for the I/O bay to protect cables, OSD buttons on the back of the unit to reduce tampering, and higher levels of ESD than consumer models. The 2210L offers a commercial-grade, cleanable, reliable non-touch solution for kitchens, industrial equipment, control rooms, call centers, advertising, and many other applications.

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 monitor, read through this manual, especially the Installation, Mounting, and Operation Sections.

Section 2: Installation

Unpacking the Monitor

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

- 21.5" Monitor

- Quick Install Guide

- HDMI cable

- Japan Class-B TM info sheet (E746145 only)

- 1 x EEI label & 2 x UKCA labels

- 4 x M4 screws with 10 mm length for VESA

- NA Power Cord (E448150 only)

- EMEA Power Cord (E448346 only)

Connector Panel & Interfaces
ET2210L:

AC

DP, HDMI, VGA, Audio in/out
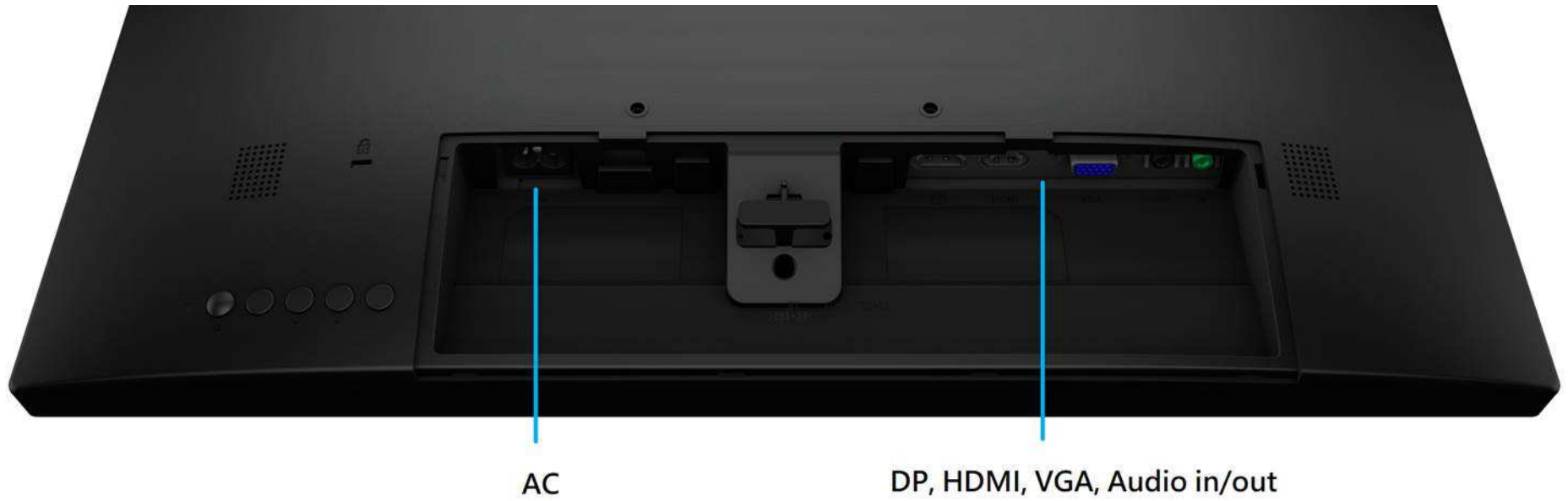
Section 3: Mounting

Rear VESA Mount

A four-hole mounting pattern for M4x10mm screws is provided on the rear of the monitor for 100x100mm VESA mounting.

The VESA FDMI-compliant counting is coded: VESA MIS-D. Reference dimensional drawing on elotouch.com for detailed dimensions.

Screw quantity: 4

Screw thread size: M4

Screw length: 5mm – 10mm

Screw head type: Flat head or pan head depending on mounting needs.

Section 4: Operation

Power

The monitor ships in the OFF state.

To turn the monitor on or off, press the power button once.

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

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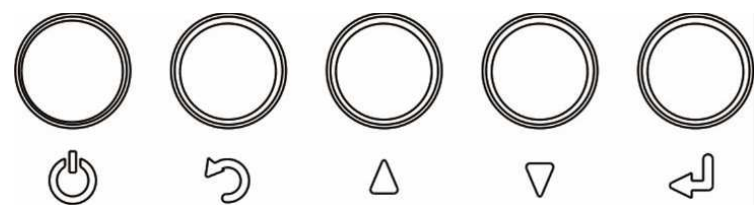
Video

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.

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 monitor will likely not require video adjustments. 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.

On-Screen Display (OSD)

The OSD buttons on the back of the monitor whose functions are as follows:

Button	Key	Features
⏻	Power button	Power on/off display
↺	Source button	Open Video Source menu / Hold for 2s to auto-adjust VGA input / Exit main menu or go back / Select and save the preset value
△	Up button	Open Audio menu / Move cursor up / Move cursor right / Increase value
▽	Down button	Open ECO menu / Move cursor down / Move cursor left / Decrease value
↵	Menu button	Open Main menu / enter next menu / Select and save the preset value

Menu	Options	Available Adjustment
Luminance	Brightness	Increase/decrease monitor brightness. Default: **90**
	Contrast	Increase/decrease monitor contrast. Default: **50**
	ECO Mode	• **Standard: Default** • **Text:** Brightness will be 20 and contrast will be 50. Brightness and contrast function will be disabled. • **Internet:** Brightness will be 40 and contrast will be 50. Brightness and contrast function will be disabled. • **Game:** Brightness will be 60 and contrast will be 50. Brightness and contrast function will be disabled. • **Movie:** Brightness will be 80 and contrast will be 50. Brightness and contrast function will be disabled. • **Sports:** Brightness will be 100 and contrast will be 50. Brightness and contrast function will be disabled.

Image Setting	Clock	Allow fine adjustments of the panel's pixel dot clock. Only applicable for VGA input video.
	Phase	Allow fine adjustments of the panel's pixel dot clock phase. Only applicable for VGA input video.
	H. Position	Move the image horizontally on the display in single-pixel increments. Default: **Centered** Only applicable for VGA input video.
	V. Postion	Move the image vertically on the display in single-pixel increments. Default: **Centered** Only applicable for VGA input video.
	Image Ratio	Switch the scaling method between fill screen and original ratio settings. Default: **Wide** **Wide:** Scales the X and Y dimensions of the input video (up or down as needed) to the display's native resolution. **4:3:** maintain the input video's aspect ratio (and fills the rest of the display with equal black bars on the left and right). Assuming a landscape orientation and an input video with an aspect ratio smaller than 16:9, scale the Y dimension of the input video (up or down as needed) to the display's Y resolution, scales the X-dimension.
Color Temp	Color Temp	Select the display's color temperature. The available Color are **Warm, Normal, Cool, User, and sRGB**. If the User option is selected, the user can change the color temperature by individually changing the gains for red, green, and blue (ranging from 0 to 100, default setting with R, G, and B all set to 50). Default: **Warm**.
OSD Setup	OSD H. Position	Adjust the horizontal location of the OSD menus on the display. Default: **Centered**
	OSD V. Position	Adjust the vertical location of the OSD menus on the display. Default: **Centered**
	OSD Timeout	Adjust how long a period of OSD inactivity the monitor will wait before closing the OSD. The adjustable range is between 5 and 100 seconds. Default: **10** seconds
	Language	Select which language the OSD is displayed in. The available languages are English, French, Spanish, Simplified Chinese, Traditional Chinese, Korean, Russian, Portuguese, Japanese Default: **English**
Extra	Input Select	Select the input video source. The available options are **Auto, D-Sub, HDMI, and Displayport**. Default**: Auto** With the setting Auto: The monitor continually scans for active video on the HDMI, D-Sub, and Display port connectors.
	Reset	Restore all factory default settings for OSD-adjustable parameters (except OSD Language, R, G, B values in color user setting, and input select setting).
Audio menu (triggered by 'Up' button)	Volume	Adjust the audio volume. Default: **50** Audio will mute at volume 0.

	Audio Source	Select the input audio source. The available options are **Digital, Line in** Default: **Digital**

All monitor adjustments made through the OSD are automatically memorized as the 'Source button' and 'Menu button' are pressed.

This feature saves you from having to reset your choices every time the monitor is unplugged or powered off and on. If there is a power failure, the monitor settings will not default to the factory specifications.

Section 5: Technical Support

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

If the problem persists, please contact your local dealer, or contact Elo Customer Service. Worldwide technical support phone numbers are available on the last page of this use manual.

Solutions to Common Problems

Problem	Suggested Troubleshooting
The monitor does not respond when turning on the system	Check that the AC power cable is properly connected.
Monitor display is dim	Use the OSD to increase the brightness. Use the OSD to increase the contrast. Check if Light sensor is on and adjusting for the ambient lighting conditions. Check if the display is overheating and running in Thermal Protection Mode.
Monitor display is blank	The monitor 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 there are no loose cable connections. Ensure the video source is set correctly if "Auto Scan" in the image setting menu is turned off.
Monitor displays an "Out of Range" message	Adjust your computer's resolution/timing mode to be within the allowable timing ranges. specified for your touchscreen 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 touchscreen display (see website for specifications). Check if color setting is "User Preset".
Neither the OSD buttons nor power button respond when pressed	Check to see if the OSD lock or power lock functions is on.

Image Sticking
What is Image Sticking? What Causes Image Sticking?

Image persistence, image burn-in, and image sticking are terms used to describe LCD image retention. LCD image retention occurs when a fixed pattern is displayed over a prolonged period of time. The fixed pattern causes a parasitic capacitance to build up within the LCD component, which prevents the liquid crystal molecules from returning to their normal relaxed state.

All LCDs/CRTs and color plasma displays are susceptible to image retention, at varying degrees. Phosphor based display devices, such as CRTs and color plasma displays are most susceptible, and image retention on phosphor-based devices is often irreversible. Transmissive devices, such as LCDs are less susceptible, and in most cases LCD image retention can be reversed.

The rate of image sticking depends on the image pattern, duration of fixed image, the temperature, and production variations. Likewise, the rate of diffusion of the image sticking (recovery time) also depends on these factors.

What Can Be Done About It?

The best way to avoid image burn-in is to limit the amount of static content on the display. Image sticking may be avoided by turning the monitor off periodically for a period of time between 2 to 4 hours.

To reduce the possibility of image retention, we recommend:

    Displaying alternating black/white images for 2 to 4 hours
    Using a screen saver when the touchscreen is not in use

Image retention caused by static (non-moving) images displayed for lengthy periods (image burn-in) is not covered under Elo warranty.

Technical Assistance

Technical Specifications	Support
visit **www.elotouch.com/products** for technical specifications for this device	visit **www.elotouch.com/support** 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 touchscreen display. They are not user-serviceable.

- The slots located on the back of the monitor case are for ventilation. Do not block or insert anything inside the ventilation slots.

- A three-wire, grounding power cord plug only fits into a grounded outlet. Do not fit or modify the plug into an outlet that has not been configured for this purpose. Do not use a damaged power cord. Use of an unauthorized power cord might invalidate your warranty. Optional power kit includes power brick and power cord are sold separately.

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

- The equipment power supply cord shall be connected well with earthing connection.

Care and Handling

Please use the following link to access the cleaning guide.
https://www.elotouch.com/support/technical-support/cleaning

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 E-Waste Recycling Program | Elo® Official Website (elotouch.com).

Section 7: Regulatory Information

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.

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 B digital device, pursuant to Part 15 of the 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15C of FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

CAN ICES (B)/NMB (B)

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage;et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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 B 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.

Agency Certifications

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

- Australia RCM
- Canada CUL, IC
- China CCC
- Europe CE
- Japan VCCI, PSE
- United Kingdom UKCA

- Korea KC
- Taiwan BSMI
- United States FCC, UL
- International CB

Explanation of Markings

1. In accordance with the SJ/T11364-2014 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 ℃
   Storage Temperature: -20 ℃ - 60 ℃
   Operating Humidity: 20% - 80% (non-condensing).
   Storage Humidity:10% - 95% (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.

   Power Specifications

   Electrical Ratings

Input	100 - 240VAC, 50/60Hz, 1A

Monitor Specifications

Operating Conditions

Temperature	0 ℃ to 40 ℃
Humidity	20% - 80% (non-condensing)
Altitude	0 to 3,048m

Storage Conditions

Temperature	-20 ℃ to +60 ℃
Humidity	10% - 95% ((38.7 Deg maximum wet bulb temperature, non-condensing)
Altitude	0 to 12,192m

Ingress Protection

IP Rating	IP31 for front side only

elo

26 December 2024

FCC Declaration of Conformity

Per FCC 47 CFR FCC Part15 subpart B Section 2.1077(a)
In accordance with FCC Rules and Regulations

Model Number:	ET2210L
Equipment Category:	Information Technology and Telecommunications Equipment
Equipment Class:	Commercial and Light Industrial
Product Name:	LCD Monitor
Manufacturer:	Elo Touch Solutions, Inc. 670 N. McCarthy Blvd. Suite 100 Milpitas, CA 95035 www.elotouch.com
Trademark:	elo

Declaration:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation

Kevin Huang
Sr Director, Systems Engineering
Elo Touch Solutions, Inc.

Elo Touch Solutions | 670 N. McCarthy Blvd., Suite 100 | Milpitas, CA 95035 | 800 ELO TOUCH | +1 408 597 8000 | www.elotouch.com

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Section 8: Warranty Information

Except as otherwise stated herein, or in an order acknowledgment delivered to Buyer, Seller warrants to Buyer that the Product shall be free of defects in materials and workmanship. The warranty for the monitor and their components is three years.

Seller makes no warranty regarding the model life of components. Seller's suppliers may at any time and from time to time make changes in the components delivered as Products or components.

Buyer shall notify Seller in writing promptly (and in no case later than 30 days after discovery) of the failure of any Product to conform to the warranty set forth above; shall describe in commercially reasonable detail in such notice the symptoms associated with such failure; and shall provide to Seller the opportunity to inspect such Products as installed, if possible. The notice must be received by Seller during the Warranty Period for such product, unless otherwise directed in writing by the Seller. Within thirty days after submitting such notice, Buyer shall package the allegedly defective Product in its original shipping carton(s) or a functional equivalent and shall ship to Seller at Buyer's expense and risk.

Within a reasonable time after receipt of the allegedly defective Product and verification by Seller that the Product fails to meet the warranty set forth above, Seller shall correct such failure by, at Seller's options, either (i)modifying or repairing the Product or (ii) replacing the Product. Such modification, repair, or replacement and the return shipment of the Product with minimum insurance to Buyer shall be at Seller's expense. Buyer shall bear the risk of loss or damage in transit, and may insure the Product. Buyer shall reimburse Seller for transportation cost incurred for Product returned but not found by Seller to be defective. Modification or repair, of Products may, at Seller's option, take place either at Seller's facilities or at Buyer's premises. If Seller is unable to modify, repair, or replace a Product to conform to the warranty set forth above, then Seller shall, at Seller's option, either refund to Buyer or credit to Buyer's account the purchase price of the Product less depreciation calculated on a straight-line basis over Seller's stated Warranty Period.

These remedies shall be the buyer's exclusive remedies for breach of warranty. Except for the express warranty set forth above, seller grants no other warranties, express or implied by statute or otherwise, regarding the products, their fitness for any purpose, their quality, their merchantability, their non-infringement, or otherwise. No employee of Seller or any other party is authorized to make any warranty for the goods other than the warranty set forth herein. Seller's liability under the warranty shall be limited to a refund of the purchase price of the product. In no event shall Seller be liable for the cost of procurement or installation of substitute goods by Buyer or for any special, consequential, indirect, or incidental damages.

Buyer assumes the risk and agrees to indemnify Seller against and hold Seller harmless from all liability relating to (i) assessing the suitability for Buyer's intended use of the Products and of any system design or drawing and (ii) determining the compliance of Buyer's use of the Products with applicable laws, regulations, codes, and standards. Buyer retains and accepts full responsibility for all warranty and other claims relating to or arising from Buyer's products, which include or incorporate Products or components manufactured or supplied by Seller. Buyer is solely responsible for any and all representations and warranties regarding the Products made or authorized by Buyer. Buyer will indemnify Seller and hold Seller harmless from any liability, claims, loss, cost, or expenses (including reasonable attorney's fees) attributable to Buyer's products or representations or warranties concerning same.

Notes

www.elotouch.com

Visit our website for the latest

- Product Information

- Specifications

- Upcoming Events

- Press Releases

- Software Drivers

- Touchmonitor Newsletter

To find out more about our extensive range of Elo touch solutions, go to **www.elotouch.com**, or call the office nearest you.

Americas
Tel +1 408 597 8000
elosales.na@elotouch.com

Europe (EMEA)
Tel + 32 16 930 136
EMEA.sales@elotouch.com

Asia-Pacific
Tel +86 (21) 3329 1385
EloAsia@elotouch.com