

Elo E931896

EloPOS 15" Point of Sale System User Manual

Model: E931896

1. PRODUCT OVERVIEW

The EloPOS System is a versatile point-of-sale solution designed for commercial environments. It features a 15-inch 4:3 touchscreen display, an Intel 8th generation i3 processor, and an integrated expansion hub for connecting various peripherals. This system is built for durability and continuous public use, making it suitable for traditional POS and self-service applications.



Figure 1: Front view of the EloPOS System.

The system's robust design ensures reliability in demanding retail environments, providing a stable platform for your business operations.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your EloPOS system package:

- EloPOS System Unit
- NA Power Cord
- EU Power Cord
- Power Adapter - 180W
- Cable RJ-45 to DB-9
- Cable Cover Locking Screw

- Quick Installation Guide (QIG)

3. KEY FEATURES

The EloPOS System is equipped with several features designed to enhance its functionality and durability:

- **Integrated Expansion Hub:** The included stand features an integrated expansion hub, allowing connection of various POS peripherals such as cash drawers, printers, barcode scanners, and payment devices.
- **Windows 10 Operating System:** Utilizes the reliable performance and security of Intel 8th Generation processors, integrated Trusted Platform Modules, Intel vPro, and the Windows 10 operating system.
- **Commercial-Grade Durability:** Features a splash-proof housing and a rugged retail-hardened design, built to withstand adverse conditions common in commercial environments.
- **USB-C Connectivity:** Enables easy connection of a 1302L customer-facing display, providing touch, data, and power through a single cable (second display sold separately).
- **Elo Edge Connect:** Allows seamless attachment of up to four peripherals (sold separately) to the edge of the touchscreen, including fingerprint scanners, EMV readers, barcode scanners, or MSRs.

4. SETUP GUIDE

4.1. Unpacking and Placement

Carefully remove the EloPOS system and all components from the packaging. Place the unit on a stable, flat surface, ensuring adequate ventilation around the device.

4.2. Connecting Power

1. Connect the 180W power adapter to the power input port on the back of the EloPOS system.
2. Connect the appropriate power cord (NA or EU) to the power adapter.
3. Plug the power cord into a grounded electrical outlet.

4.3. Connecting Peripherals

The EloPOS system features an integrated expansion hub for connecting various peripherals. Refer to the image below for port locations.



Figure 2: Rear view with connection hub.

- **USB Ports:** Connect USB devices such as keyboards, mice, barcode scanners, or payment terminals to the available USB 2.0 or USB 3.0 ports.
- **Ethernet Port:** Connect an Ethernet cable for network connectivity.
- **Serial Ports:** Use the RJ-45 to DB-9 cable for connecting serial devices if required.
- **USB-C Port:** For connecting compatible USB-C devices, including the Elo 1302L customer-facing display.

5. OPERATION

5.1. Powering On/Off

To power on the system, press the power button, typically located on the side or back of the display unit. To

power off, use the standard Windows shutdown procedure or press and hold the power button for a few seconds.

5.2. Using the Touchscreen

The EloPOS system features a responsive touchscreen display. Use your finger or a compatible stylus for navigation and input. Ensure the screen is clean for optimal touch performance.

6. MAINTENANCE

Regular maintenance helps ensure the longevity and optimal performance of your EloPOS system:

- **Cleaning the Screen:** Use a soft, lint-free cloth lightly dampened with a non-abrasive, ammonia-free glass cleaner. Do not spray cleaner directly onto the screen.
- **Cleaning the Casing:** Wipe the exterior casing with a soft, damp cloth. Avoid harsh chemicals or abrasive materials.
- **Ventilation:** Ensure that the ventilation openings on the system are not blocked to prevent overheating.
- **Software Updates:** Regularly check for and install operating system and driver updates to maintain system security and performance.

7. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your EloPOS system.

Problem	Possible Cause	Solution
System does not power on.	Power cord not connected, power adapter faulty, power outlet issue.	Check power cord connections. Ensure power adapter is securely plugged in. Test the power outlet with another device.
Touchscreen is unresponsive.	Screen dirty, drivers not installed/corrupted, system frozen.	Clean the screen. Restart the system. Check device manager for touchscreen driver status.
Peripheral (e.g., printer) not detected.	Incorrect port, driver issue, peripheral not powered on.	Ensure peripheral is powered on and connected to the correct port. Install or update peripheral drivers.
System runs slowly.	Too many applications running, insufficient RAM, overheating.	Close unnecessary applications. Check system resources. Ensure proper ventilation.

8. TECHNICAL SPECIFICATIONS

Feature	Specification
Standing screen display size	15 Inches
Screen Resolution	1024x768
Max Screen Resolution	1366x768
Processor	3.1 GHz core_i3 (Intel 8th Generation)
RAM	4 GB DDR4
Hard Drive	128 GB SSD
Graphics Coprocessor	Intel HD Graphics 520
Operating System	Windows 10
Number of USB 2.0 Ports	2
Number of USB 3.0 Ports	3
Item model number	E931896
Item Weight	11.6 pounds
Product Dimensions (LxWxH)	8.71 x 14.16 x 13.37 inches
Color	Black
Power Source	AC
Voltage	240 Volts







9. WARRANTY INFORMATION

The EloPOS System is backed by Elo's standard 3-year warranty. This warranty covers defects in materials and workmanship under normal use. For detailed terms and conditions, please refer to the official Elo warranty policy document or contact Elo customer support.

10. SUPPORT AND CONTACT

For further assistance, technical support, or service inquiries, please visit the official Elo website or contact their customer support. You can find more information and resources at the [Elo Store on Amazon](#).

Related Documents - E931896

	<p>EloPOS Z30 Quick Installation Guide - Setup and Connections</p> <p>Step-by-step guide for installing and connecting the EloPOS Z30 Point of Sale system. Includes I/O port details and mounting instructions.</p>
	<p>19.5-inch Touchscreen Monitor Kit Installation Instructions</p> <p>Detailed installation instructions for the Elo 19.5-inch Touchscreen Monitor Kit by SEL, including component lists, step-by-step assembly, specifications, and technical support information.</p>
	<p>Elo IntelliTouch/SecureTouch Touchscreen Guide</p> <p>Comprehensive guide to installing, integrating, and troubleshooting Elo IntelliTouch and SecureTouch touchscreen technologies. Covers component installation, technical specifications, and troubleshooting for various Elo controllers.</p>
	<p>EloPOS 15-inch All-in-one Touch Computer User Manual</p> <p>Comprehensive user manual for the EloPOS 15-inch All-in-one Touch computer, covering product description, installation, operation, technical support, safety, and regulatory information. Features include touchscreen technology, Intel processors, and various connectivity options for POS and self-service applications.</p>
	<p>Elo Z20 POS Stand Assembly Instructions E217972</p> <p>Comprehensive assembly guide for the Elo Z20 POS Stand (Part Number E217972), detailing box contents, components, and step-by-step installation procedures.</p>
	<p>Elo Touch Solutions ET1002L, ET1502L, ET2002L Touchscreen Monitors User Manual</p> <p>User manual for Elo Touch Solutions ET1002L, ET1502L, and ET2002L touchscreen monitors, covering installation, operation, maintenance, safety, and regulatory information.</p>