

# User Instructions

Industrial all-in-one Touch PCs Series

**Industrial all-in-one Touch PCs Series**

- ⦿ Industrial all-in-one Touch PCs Overview
- ⦿ Industrial all-in-one Touch PCs Maintenance
- ⦿ Industrial all-in-one Touch PCs Common Troubleshooting

## For users:

Thank you for purchasing the industrial all-in-one touch pc produced by our company!

Please read the contents of the instruction carefully before using this product, it contains important information and precautions related to the use of industrial all-in-one touch pc.

Our company is committed to continuous technological innovation and performance upgrading, the contents of the instruction and the specifications of this product are subject to change without further explanation.

Thank you for your understanding!

To ensure proper use of this product, please keep this instruction for reference.

This product needs professional maintenance, please contact us in time if it is damaged!

## Catalogue of industrial all-in-one Touch PCs



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## 1 Important Note >>>

- (1) Do not place the all-in-one pc in an unstable and easily falling place.
- (2) Avoid directly exposing the all-in-one pc to sunlight or other heat sources.
- (3) During thunderstorm weather (especially when there is lightning), please unplug the power supply and antenna .
- (4) Please do not step on the power cord and entangle it.
- (5) The working power of this machine is AC 100V-240V, please make sure the grounding wire is good when installing, and avoid connecting the same power plug with high-power electrical equipment.
- (6) Avoid overloading the external connection socket on the wall to avoid fire or electric shock.
- (7) Please wipe the all-in-one pc with a dry, soft cloth (free of volatile substances).
- (8) Please avoid contact or exposure of the all-in-one pc to inappropriate temperature, solvent, acid , alkali, and humid environment.
- (9) Avoid products or components (such as housings, LED screens, interfaces, component circuits, etc.) from being broken, rusted, damaged, etc. caused by insect bites or foreign body intrusion.
- (10) Do not entrust an authorized institutions by none of our company to repair, add or disassemble this product.
- (11) Please install it under the guidance of professionals and a suitable location
- (12) If you don't use this product for a long time, please unplug it.
- (13) Do not use accessories that are not specially designed for this all- in -one pc.

### Environmental precautions

#### (1) Usage environment

Ambient temperature:-10°C~60°C  
Ambient humidity: 40% ~ 65%

Transportation/storage temperature: -20°C~60°C  
Transportation/storage humidity: 35% ~ 80% RH

## 2 Transportation and After-sales Warranty >>>

In order to ensure that you receive the goods in good condition, when receiving the goods, please open the box with the carrier face to face inspection, to confirm that the products are not transportation damage and missing before signing. If there is any transportation damage or loss, please do not sign for the goods and keep the goods, packaging materials and accessories intact and contact us immediately. If you have no objection to the product within the day of receipt, it will be regarded as acceptance, and our company will not bear the responsibility for the damage of the goods (unless otherwise agreed in the contract).

After opening the package, in addition to the industrial all-in-one touch pc, please make sure there are the following accessories in the box.

Power adapter *1	Power connection cable *1	Installation Accessories *1
Product instruction *1	Warranty card *1	

### After-sales warranty regulations

The warranty period of the product is calculated from the date of purchase, and the warranty period is three years. The first year's warranty is free of charge, and the following two years need to charge for repair.

During the first year warranty period, if the product fails to work properly due to its own quality problems, we will provide free repair service. The following situations are not covered by the warranty:

- (1) The product or component is out of warranty;
- (2) Failure or damage caused by improper use, maintenance or storage, such as: improper handling, failure to use the product for its reasonably intended purpose, improperly plugging in or unplugging external devices, dropping or improperly applying external force to the product;
- (3) Products or components (such as housings, LED screens, interfaces, components, circuits, etc.) are cracked, rusted, damaged, etc. due to contact or exposure to inappropriate temperature, solvents, acid and alkali, humid environment, insect bite or foreign body intrusion;
- (4) Failure or damage caused by repair, alteration, addition or disassembly by agencies or personnel not authorized by the Company is not covered by the warranty.
- (5) No valid sales invoice or warranty card, unless otherwise agreed in the contract;
- (6) Failure or damage caused by using illegally authorized, nonstandard or non-publicly released software;
- (7) Failure or damage caused by force majeure or accidents.

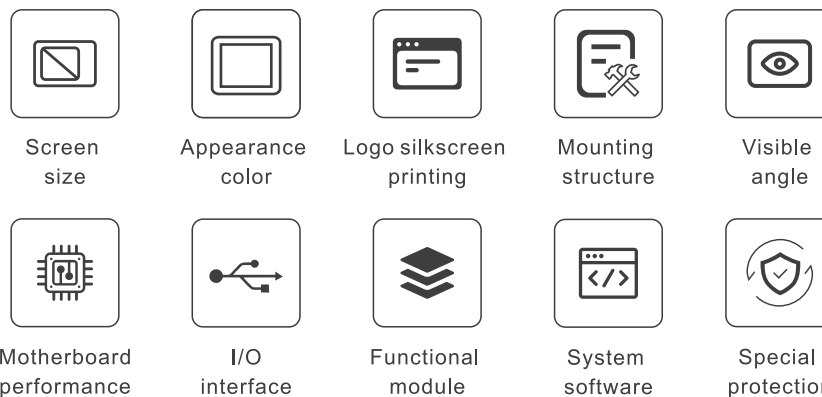
For the equipment that has passed the warranty period, users can still get the maintenance service of our company, but company need to charge maintenance fees.

### 3 Industrial all-in-one Touch PCs Overview >>>

Our industrial all-in-one pc is a kind of integrated workstation specially designed to meet industrial needs, which integrates high-standard touch screen display and high-performance industrial control motherboard, supports complex calculation and flexible expansion, and has a reasonable structure and advanced design, and is widely suitable for industrial automation, electric power, transportation, military industry, communication, network, medical care, commerce, artificial intelligence and other fields.

### 4 Comprehensive Customized Service >>>

We have a customization service team with excellent design and development capabilities, which can quickly transform customers' ideas and needs into practical solutions and create differentiated product value for customers. Our customization scope includes but is not limited to the following:



### 5 Industrial all-in-one Touch PCs Maintenance and Repair >>>

- (1) The power cord must be kept in good contact to avoid looseness, firing, high and low voltage;
- (2) When the machine is turned off, please close the current program, click Start → Turn off , and then turn off the AC power switch after "No signal" in displayed;
- (3) After pressing the power switch to turn off the machine, if you need to turn on the machine again, wait for at least 5 seconds before operation. Please avoid frequent switching operations, frequent start-up and shutdown will cause some damage to the machine, affecting the service life;
- (4) If the machine is not to be used for a long time after being switched off, it is advisable to disconnect the external mains power supply (turn off the power socket or pull out the power plug);

- (5) In thunderstorm weather, it is recommended not to use the machine, and it is best to unplug the power cord and network cable to prevent lightning strike;
- (6) After using external storage devices such as USB flash drives and hard disks, please exit the devices according to the correct operation procedures before pulling them out;
- (7) If you don't have any confidence, Please do not add, delete, or change computer system files and settings
- (8) If there is no special need or absolute certainty, please do not use third-party software to repair the system;
- (9) When cleaning the machine, please cut off the power supply first, and then wipe the cleaning liquid with a wet soft cloth slightly. Please pay attention to avoid water entering the machine during operation.
- (10) Do not use the all-in-one pc in direct light or too bright environment, which may affect the visual communication effect and even damage the electronic components on the screen;
- (11) In order to keep the best performance of the all-in-one pc and prolong its service life, please use it in the environment with suitable temperature and humidity conditions.

## 6 Industrial X86 all-in-one PC Common Troubleshooting >>>

When the industrial all-in-one pc fails, please test it one by one according to the following methods. If the test fails, please call our after-sales service department in time and we will arrange for you to return the all-in-one pc to the factory for maintenance.

### Common faults of touch screen

#### ※ Touch screen does not respond:

- (1) Please check whether the USB cable connection of the touch screen is loose.
- (2) Please confirm whether the touch screen driver is installed correctly. Please contact our after-sales service department for tutorial and guidance on program installation.

#### ※ Touch response time is too long:

- (1) CPU is occupied by programs or too many processes, please close unused programs or use Task Manager to end unused background processes.
- (2) There are sundries on the touch screen surface. Please try to clean the touch screen surface.

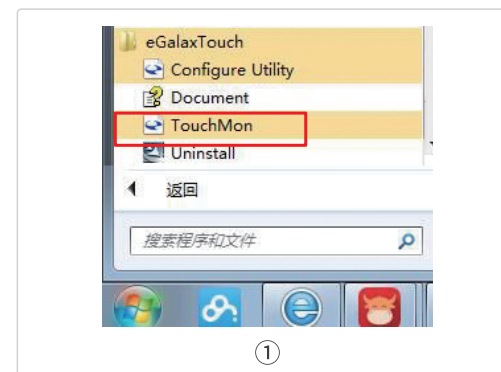
#### ※ Touch screen inaccuracy:

- (1) After using the touch screen for a long time, the internal gas leakage leads to the change of its own environment, which needs to be readjusted and calibrated. If you need technical guidance, please contact our after-sales service department.
- (2) There are sundries on the touch screen surface. Please try to clean the touch screen surface.

#### ※ Touch screen positioning is not accurate:

The touch screen adopts Taiwan's main control chip, with eGalaxTouch software for setting. Long press on the screen is the right button, adjust the duration, turn off the buzzer sound, you can use eGalaxTouch to set.

Solution: Open the positioning software, double-click the eGalaxTouch software as shown in Figure ①, you can set up 4-point positioning (in normal cases, it can be verified accurately), 9-point positioning and 25-point positioning (to deal with some areas of drifting, the four sides of the accurate positioning, but the middle positioning is not accurate).

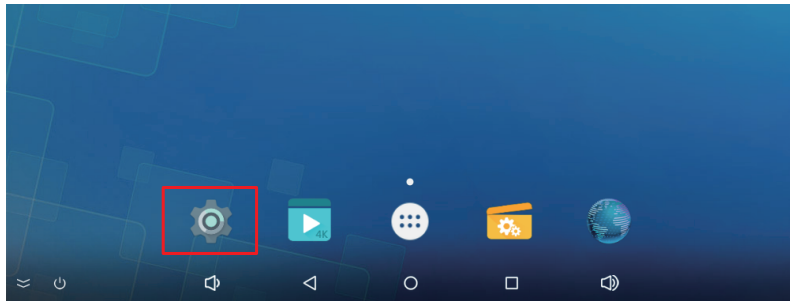


## 7 Industrial ARM all-in-one PC Common Troubleshooting >>>

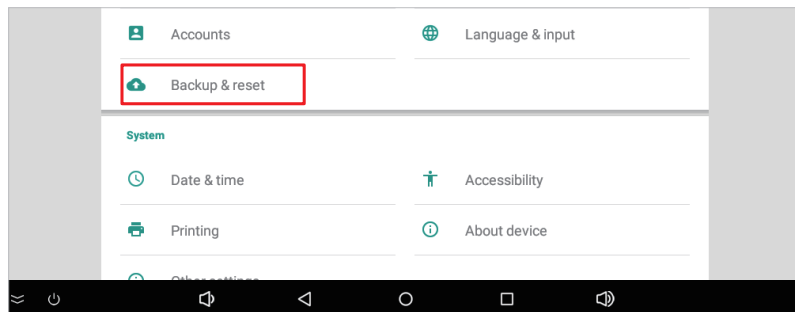
When the all-in-one pc fails, please try the following two methods. If the failure cannot be eliminated, please call our after-sales service department in time, and we will arrange for you to return pc to the factory for maintenance.

Method 1: Power off and restart via the on/off power button of the All-in-One PC or by plugging and unplugging the power cord.

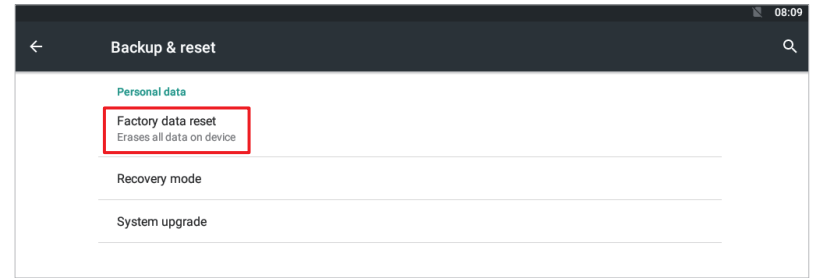
Method 2: Restore factory settings, taking Android 5.1 system as an example, the steps are as follows:



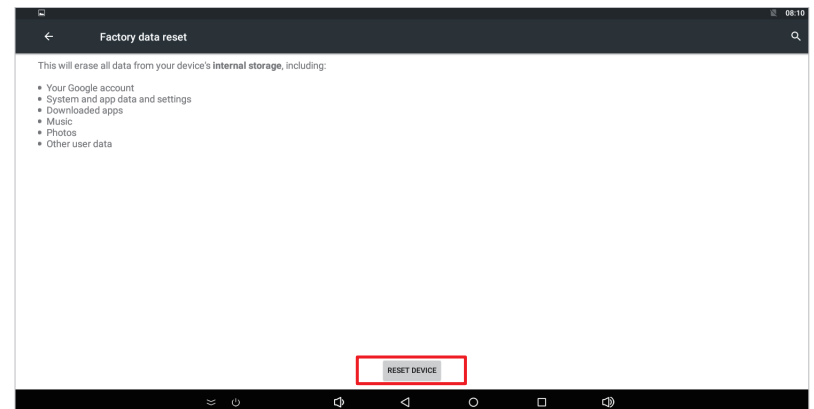
1. Enter the Android interface and find the settings icon.



2. Enter the setting interface and select Backup and Reset.



3. Click Restore Factory Settings.



4. Select the formatted SD card, and click the "Restore Factory Settings" button (if there is important data in storage, you can choose not to select the formatted SD card).

### Tips:

**Please contact our company for detailed specifications such as product parameter configuration.**