HP Point of Sale (POS)
Peripherals Configuration Guide

Document Version 1.00
June 2015

HP Point of Sale (POS) Peripherals Configuration Guide
Document Version 1.00.0002

June 2015

Contents

1   HP Touch Monitors (HP L5006tm / HP L5009tm / HP L5015tm)

1.1   HP L5006tm

1.1.1   Connection

The HP L5006tm touch screen monitor has three (3) connections that need to be made on the back of the unit. One connector will plug into the VGA connector on the back of the unit, the second connection which is for the touch screen can be connected either via USB connector or serial connector and the third connection is for power to the monitor. The USB connection will plug into one of the free USB ports on the back of the unit. If the serial connection is chosen, please note which serial port on the back of the unit that you connect the monitor touch screen port; this information will be needed later.

View underneath the HP L5006tm monitor showing monitor connections:
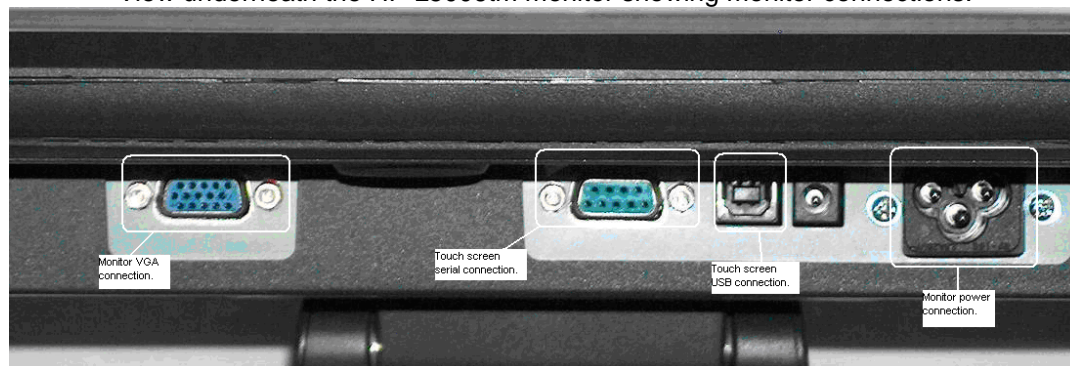
1.1.2   Windows Drivers for the Touch Screen

The drivers for HP touch screen may be obtained from the HP.COM web site / from the "HP Point of Sale System Software and Documentation CD" or the HP factory image.
CD that ship with the monitor HP touch screen monitor.

Note: The touch screen install process must be run with ADMINISTRATOR privileges.

The following is an overview of the steps to install the touch screen drivers and applets:
1. Start the touch screen installer.
2. Select your language.
3. Select the interface that you will use for the touch screen.
4. After the drivers are installed, please select the option to calibrate the touch screen monitor and follow the instructions on the screen.

For the L5006tm / L5009tm / L5015tm touch screen, after the drivers are installed please restart the operating system.

Details installation instructions

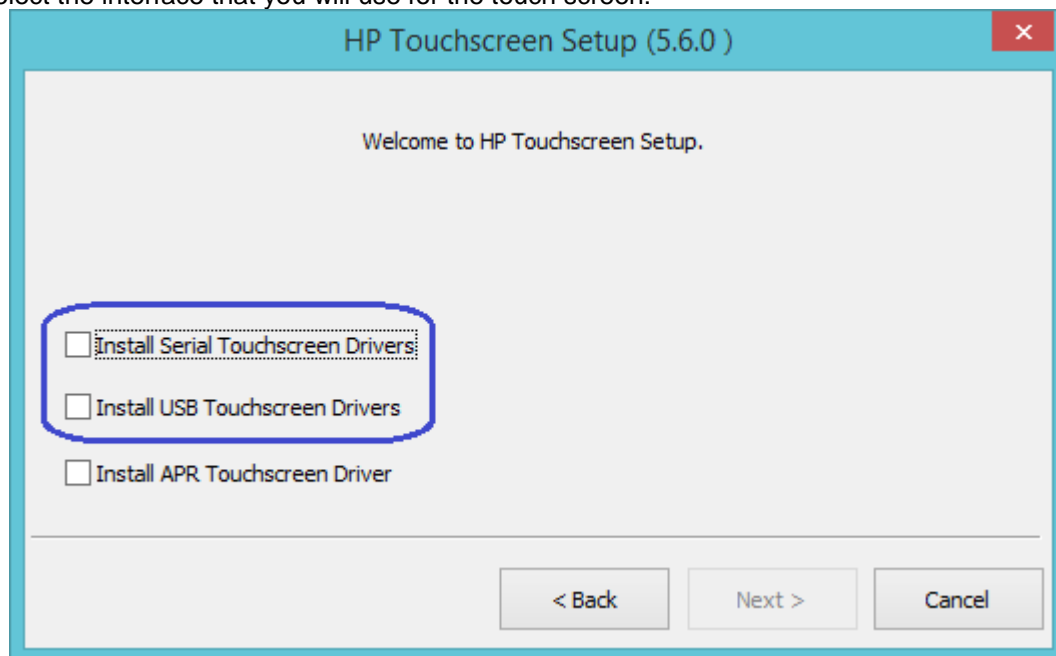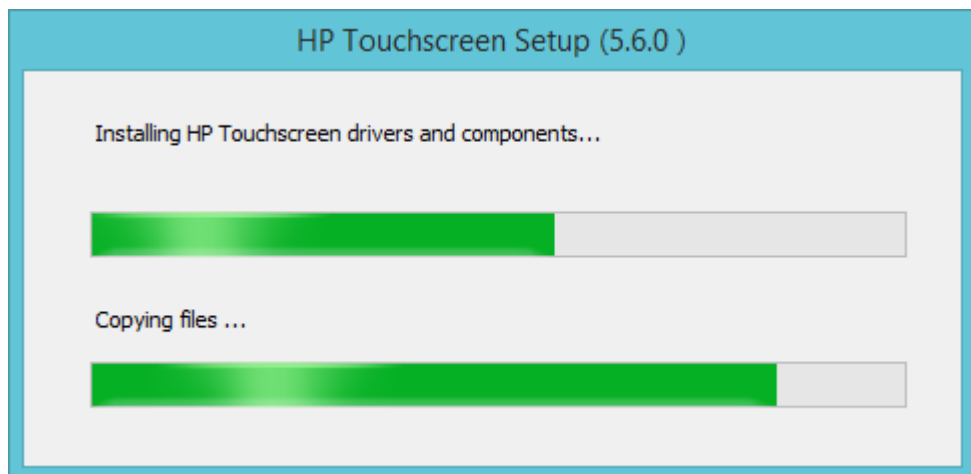1. Start the touch screen installer and select your language:
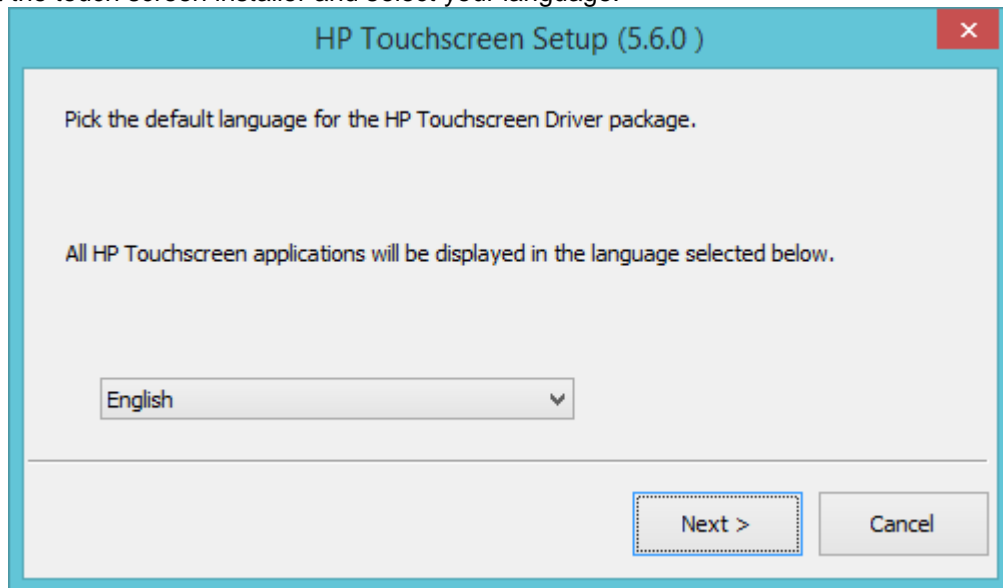
Selecting default will use the language that the operating system is running.

2. Select the interface that you will use for the touch screen:

<u>USB Connection</u>

If USB drivers are selected the installation package will search the USB ports for the monitor.

3. After the drivers are installed, please select the option to calibrate the touch screen monitor and follow the instructions on the screen.

HP Touchscreen Setup (5.6.0)

Setup Complete

Setup has finished installing the HP Touchscreen drivers and components.

You can choose to calibrate your HP Touchscreen monitors after setup finishes.

☑ Calibrate HP Touchscreen monitors.

☐ View Readme.

Finish
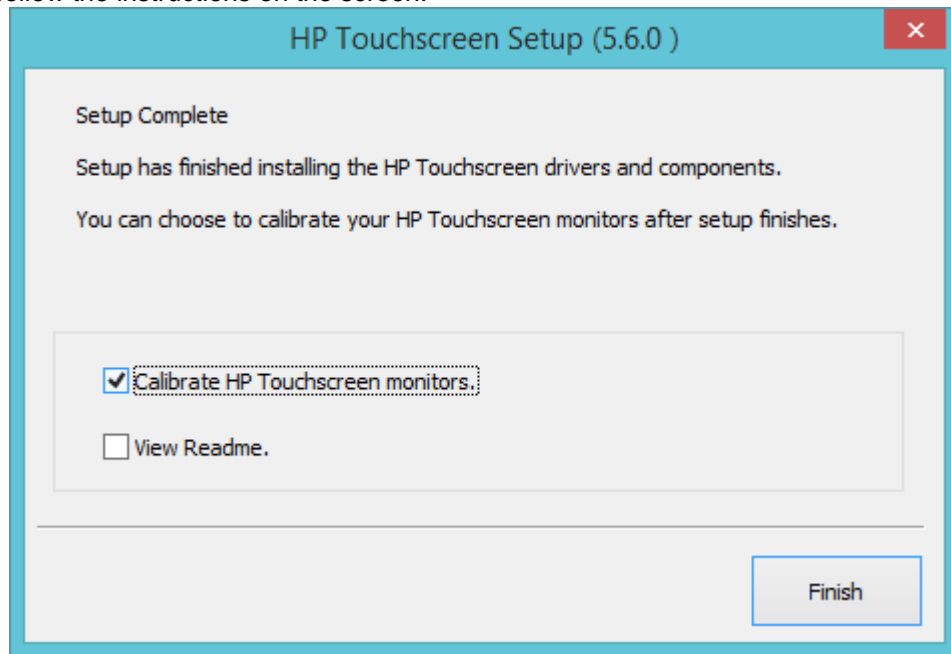
Serial Connection

If Serial Touchscreen drivers are selected you may have the installation package try to auto-detect which COM port the monitor is attached to.
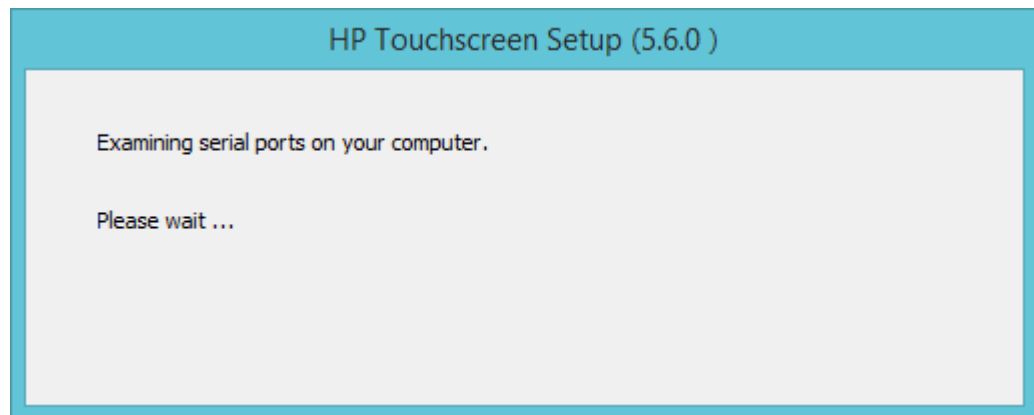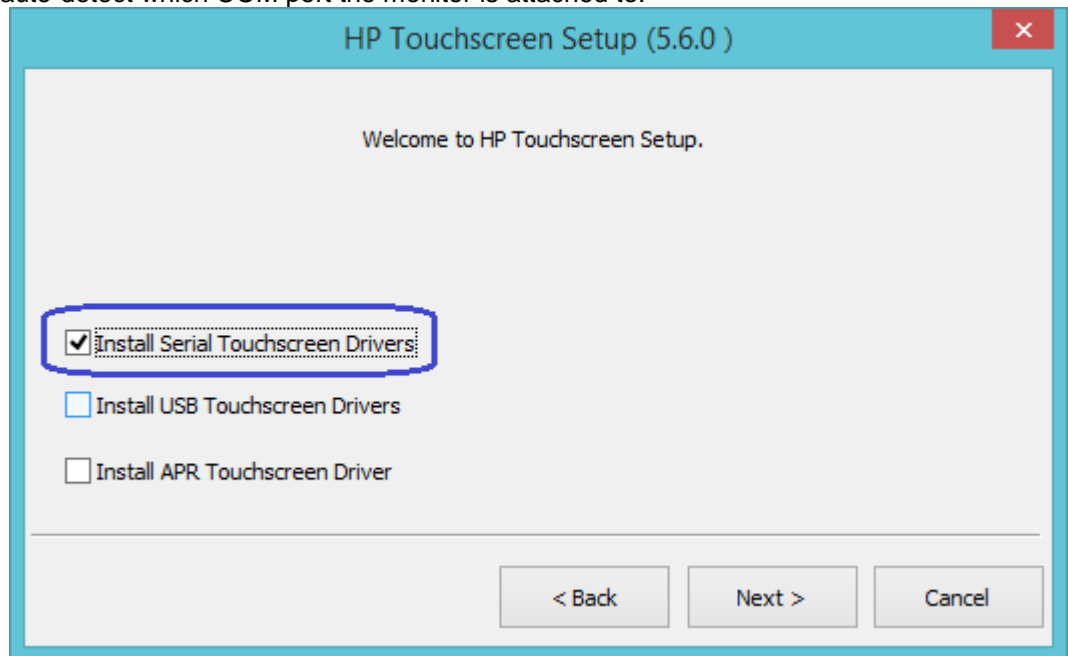
When the following box appears make sure that there is a check in the "Auto-detect HP Touchscreens" box.

HP Touchscreen Setup (5.6.0)

Select the COM ports to use with HP serial Touchscreens. Check the Auto-detection box if you want Setup to auto-detect COM ports currently connected to HP devices.
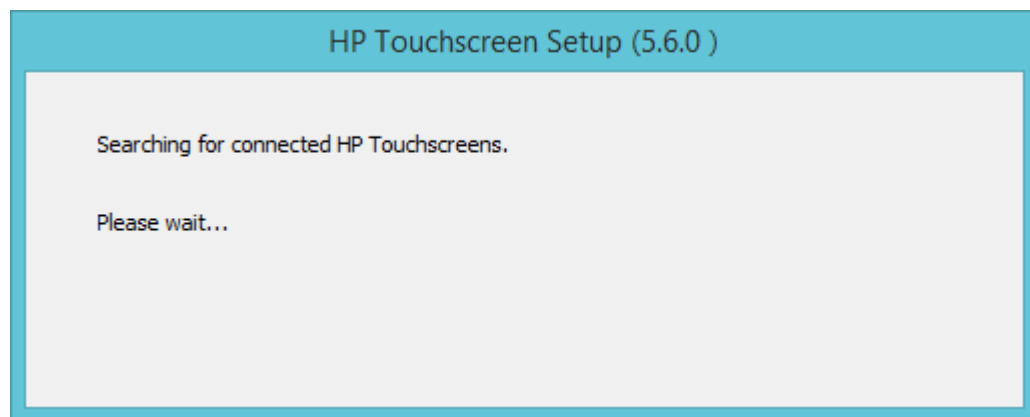
During Auto-detection, Setup will send data to each port which may temporarily interfere with some types of serial devices.

Click Next to continue.

☑ Auto-detect HP Touchscreens.

< Back   Next >   Cancel

HP Touchscreen Setup (5.6.0)

Searching for connected HP Touchscreens.

Please wait...

The following screen appears that shows the com ports that were found in unit. The COM port that is selected where were the utility found the touch screen monitor.
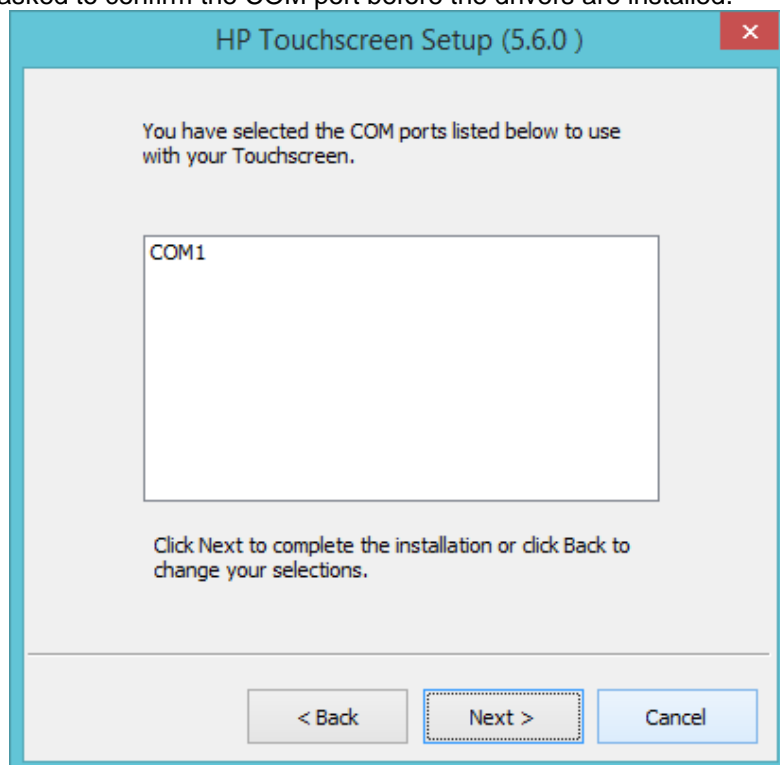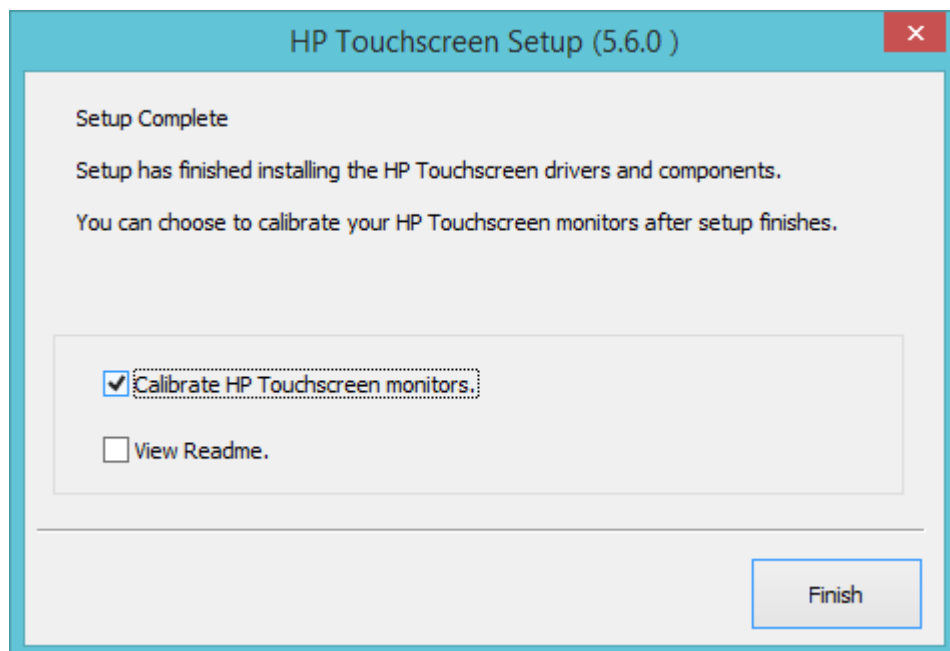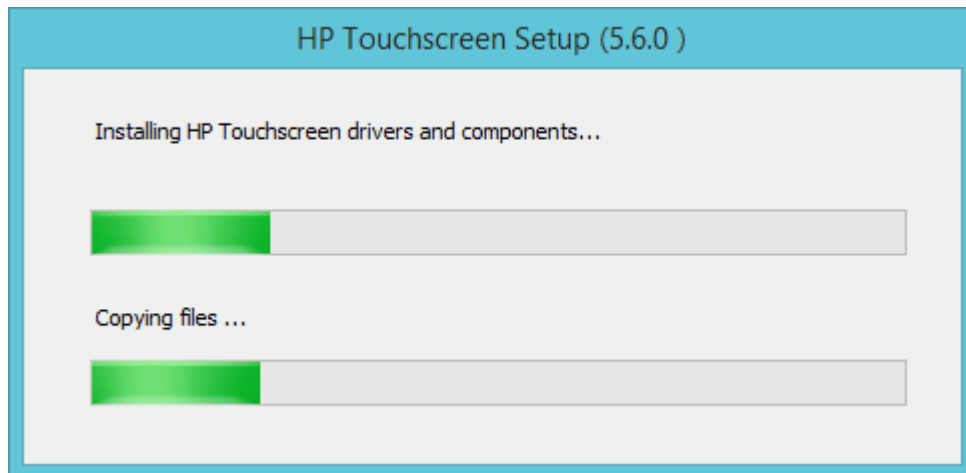
HP Touchscreen Setup (5.6.0)

Choose the COM ports from the list below to use with your Touchscreens. All COM ports reported by your system are listed.

- ☐ COM3
- ☐ COM4
- ☑ COM1
- ☐ COM2
- ☐ COM5

Once you have selected a COM port, click Next to continue the installation.

< Back   Next >   Cancel
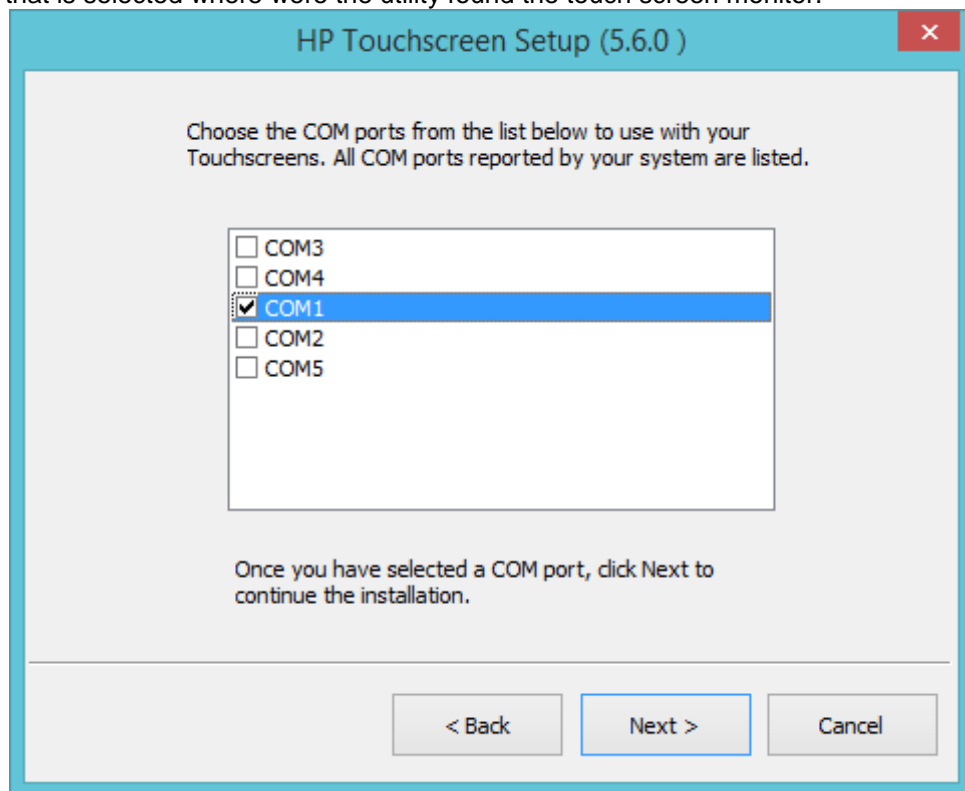
Note: The COM port listing on your unit may vary from the screen capture above.

You will be asked to confirm the COM port before the drivers are installed.

HP Touchscreen Setup (5.6.0)

You have selected the COM ports listed below to use with your Touchscreen.

COM1

Click Next to complete the installation or click Back to change your selections.

< Back   Next >   Cancel

HP Touchscreen Setup (5.6.0)

Installing HP Touchscreen drivers and components...

Copying files ...

HP Touchscreen Setup (5.6.0)

Setup Complete

Setup has finished installing the HP Touchscreen drivers and components.

You can choose to calibrate your HP Touchscreen monitors after setup finishes.

☑ Calibrate HP Touchscreen monitors.

☐ View Readme.

Finish

Would highly recommend after the drivers are installed please restart the operating system.

The following screen is showing Windows device manager when the touch screen is connected to the unit via the USB cable.   After the Windows has loaded the device drivers for the touch screen there will be an entry in "Human Interface Devices" and "Mice and other pointing device" section in device manager as shown below:
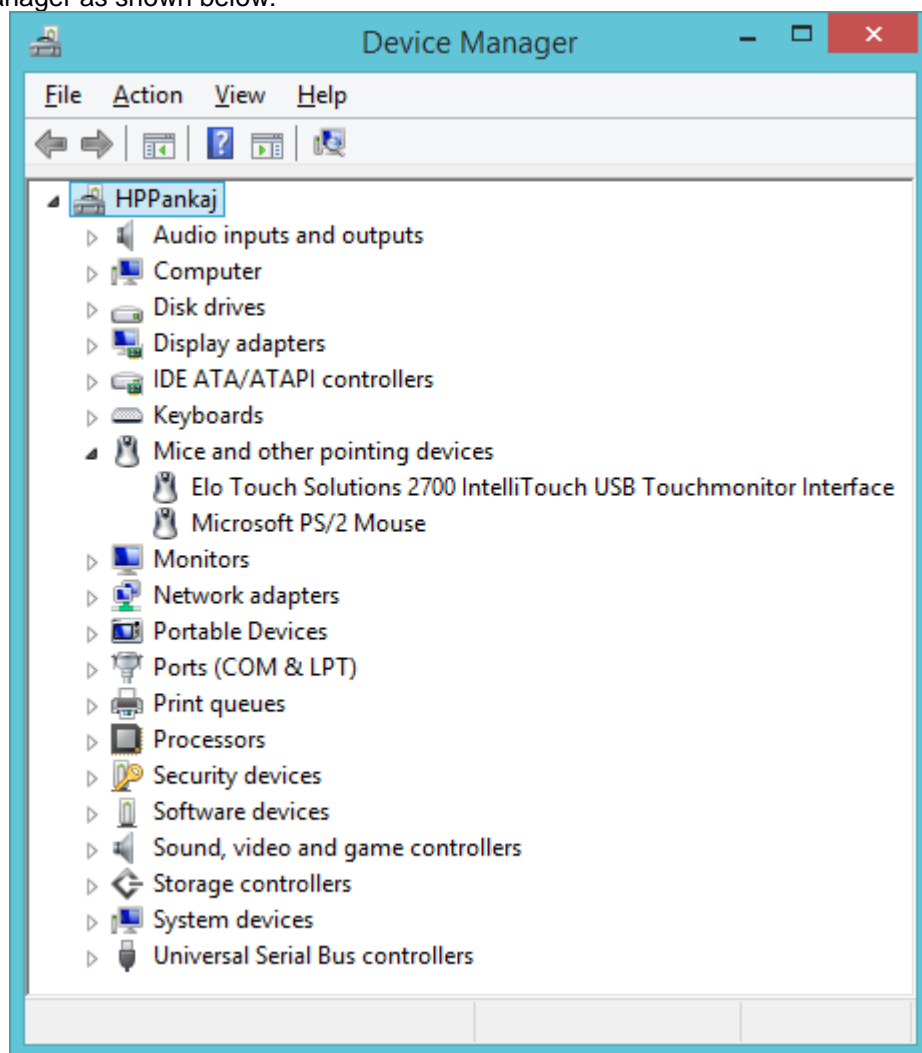
The following screen is showing Windows device manager when the touch screen is connected to the unit via the COM port. After the Windows has loaded the device drivers for the touch screen there will be an entry in "Mice and other pointing device" section in device manager as shown below:
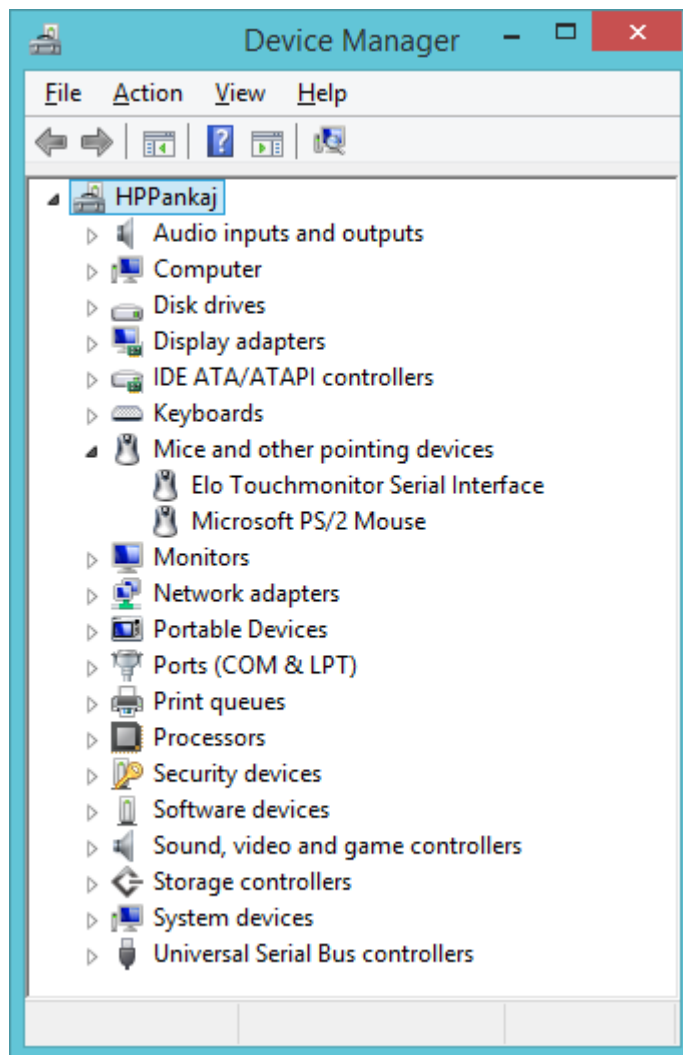
After Windows has loaded the device drivers for the touch screen there will be an Elo icon in the system tray:
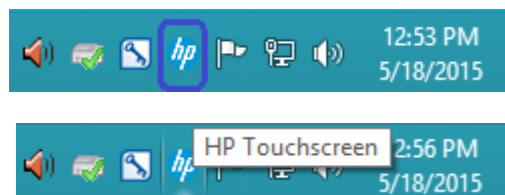
1.1.3 Touch Screen Alignment

You will need to run the touch screen alignment program the first time you use the touch screen.

There are couple methods to get to the alignment program for the touch screen. You can access this program either via the Elo ICON in the system tray or control panel.

Method1: On the Elo icon in the system tray, click on the icon and select "Align …." Option:
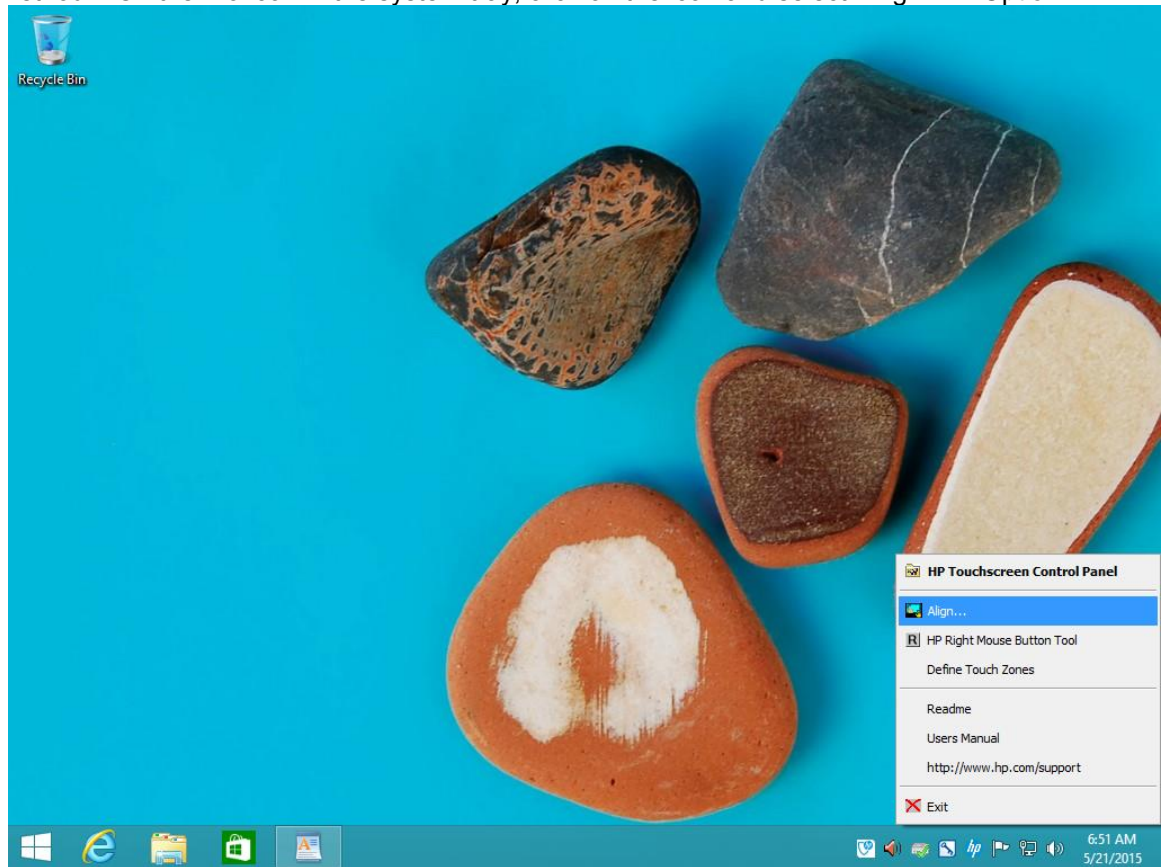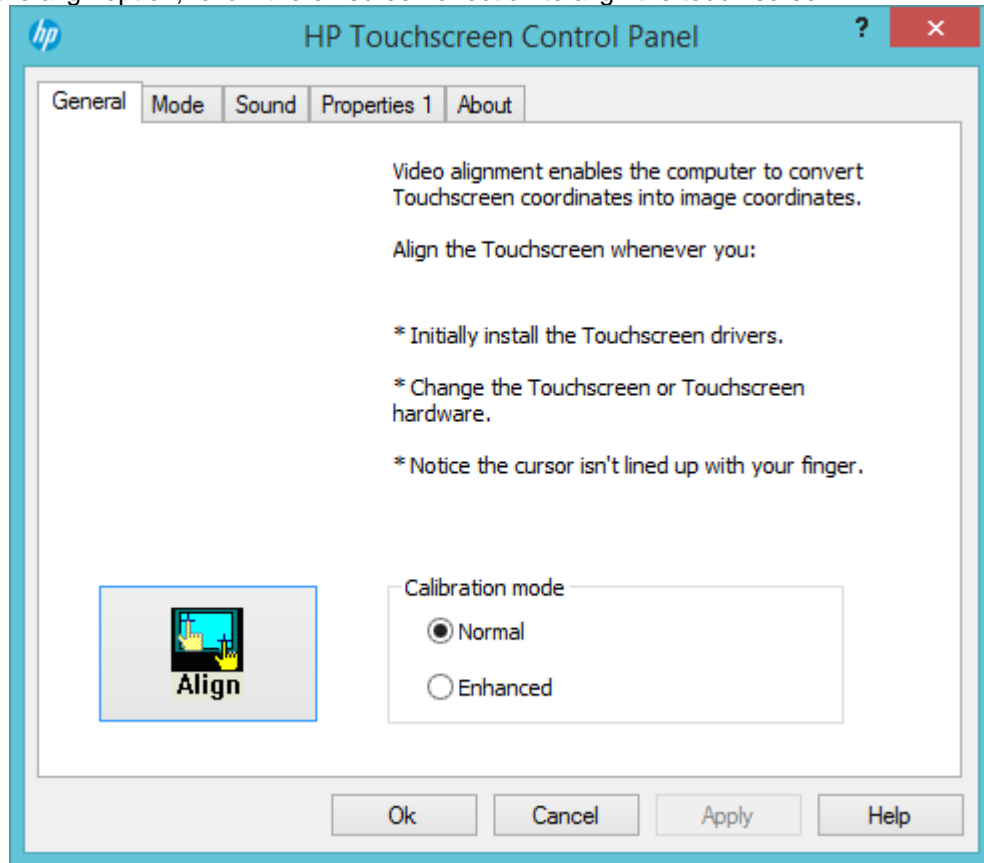

Note: The screen capture is example, what appears in the menu may vary by driver version.

Method 2: Need to switch to classic view or Large ICON / Small ICON view in control panel in order to see the HP Touch screen option.
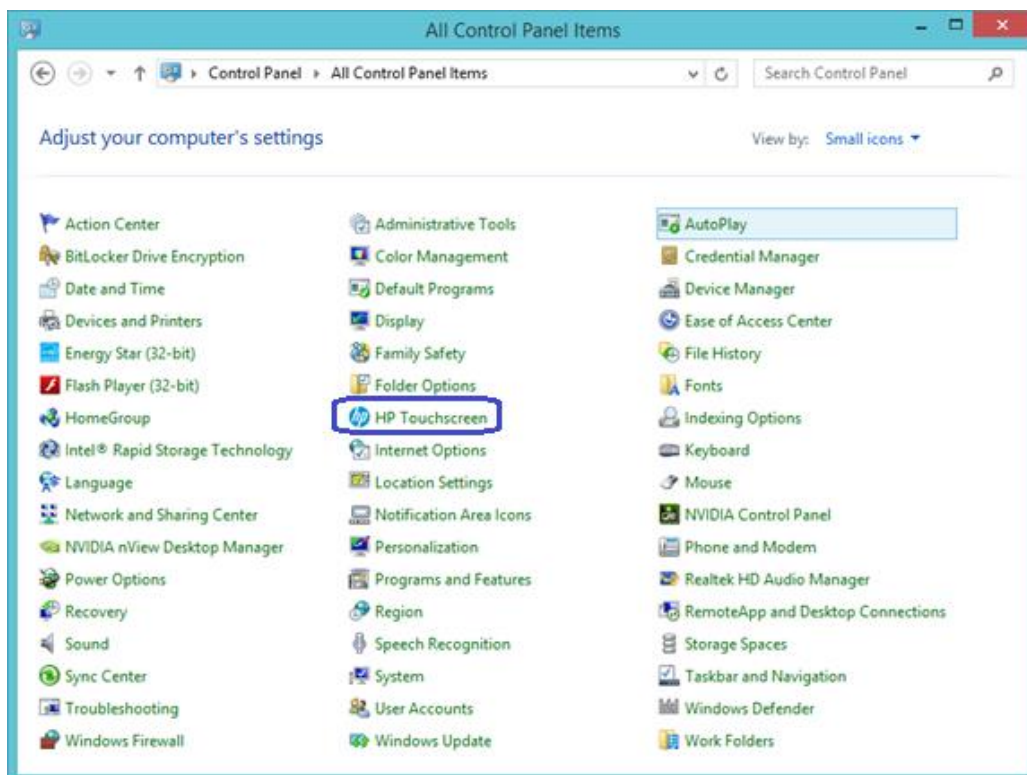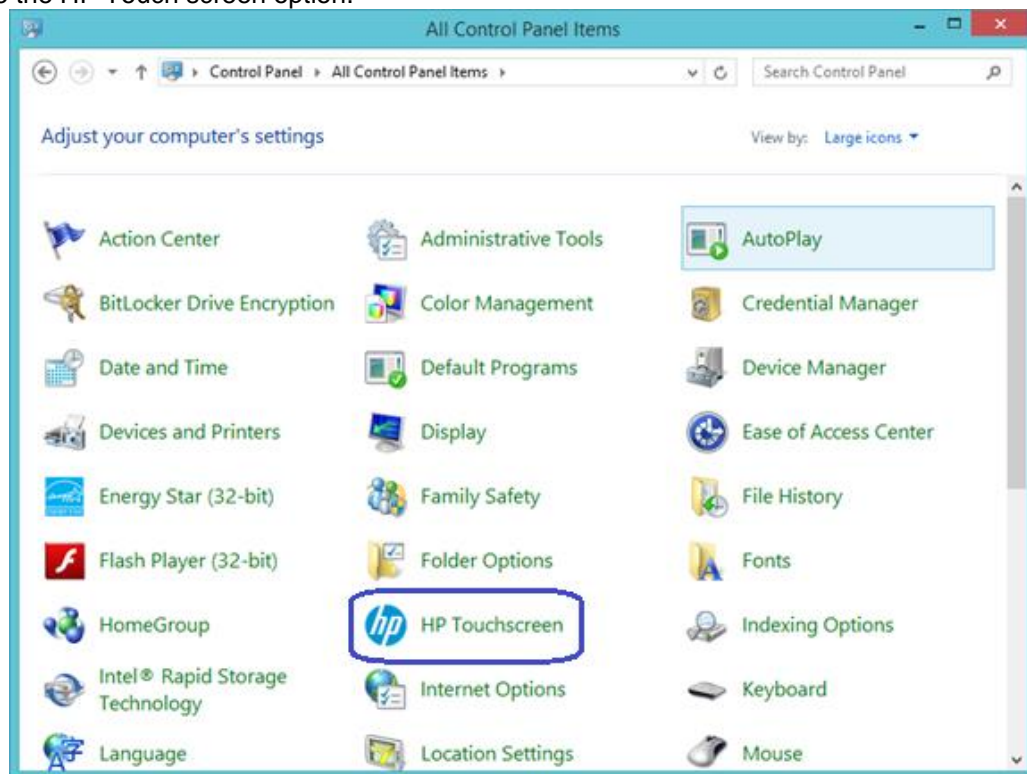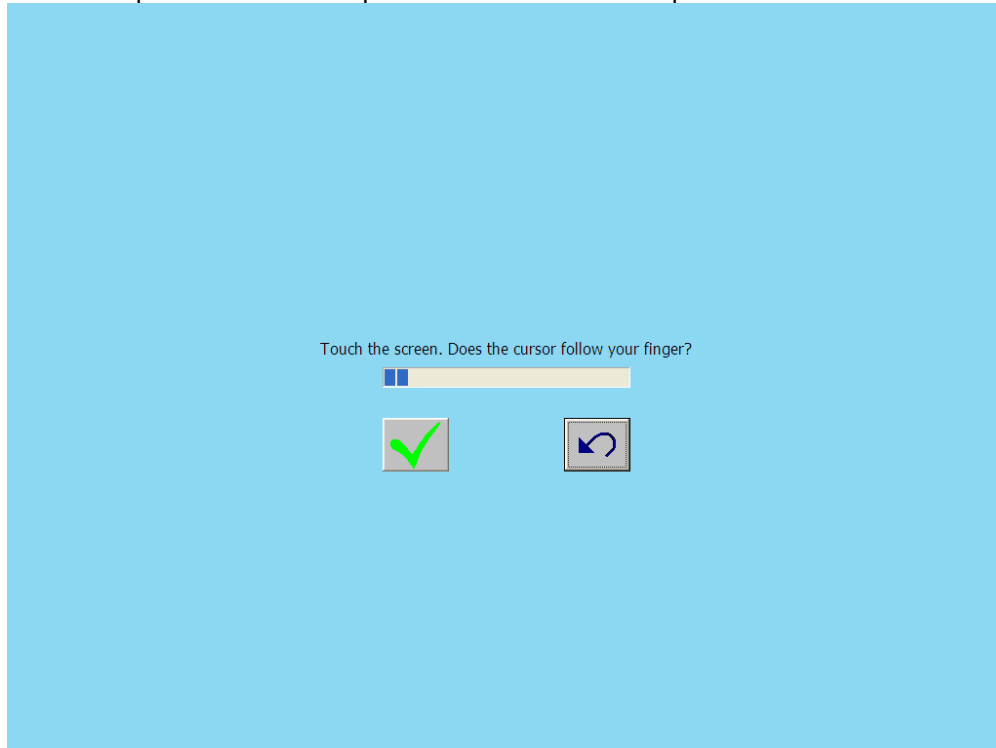
Select the align option; follow the on screen direction to align the touch screen:

During the alignment of the touch screen you will be presented with three targets to press:
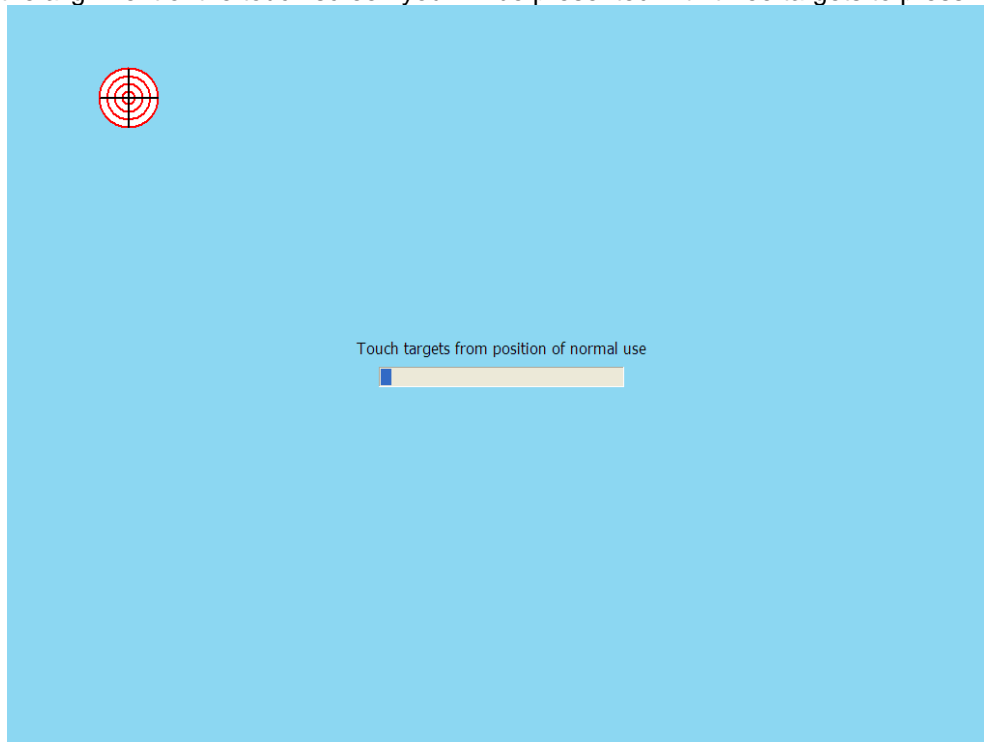
The fourth screen presented will accept the calibration that was performed:

1.1.4 OPOS Drivers for the Touch Screen
No OPOS drivers are needed for the touch screen.

1.1.5 Testing the Touch Screen
Touch several places on the monitor screen and the mouse cursor should be present where the monitor was touched.

1.1.6 JPOS Drivers for the Touch Screen
No JPOS drivers are needed for the touch screen.

1.2   HP L5009tm / HP L5015tm

1.2.1   Connection

The HP L5009tm / HP L5015tm touch screen monitor has three (3) connections that need to be made on the back of the unit. One connector will plug into the VGA connector on the back of the unit, the second connection which is for the touch screen via USB connector and the third connection is for power to the monitor. The USB connection will plug into one of the free USB ports on the back of the unit.

View underneath the HP L5009tm monitor showing monitor connections:

View underneath the HP L5015tm monitor showing monitor connections:

Note: For the HP L5009tm / HP L5015tm, there is **no** serial connection for the touch screen, it is only USB.

1.2.2   Windows Drivers for the Touch Screen

The drivers for HP touch screen may be obtained from the HP.COM web or the HP factory image.

Note: When one attaches the USB cable for the touch screen on the HP L5009tm / HP L5015tm monitor, one may receive a Windows Hardware Wizard screen; select the CANCEL option on this screen.   During the next few steps the drivers will be installed on the unit.

The touch screen install process must be run with ADMINISTRATOR privileges.

The following is overview of the steps to install the touch screen drivers and applets:
1. Start the touch screen installer.
2. Select your language.
3. Select the interface that you will use for the touch screen.
4. Agree to the license agreement.
5. Depending on whether the touch screen part of the monitor is attached to the unit or not, two different behaviors will be seen.
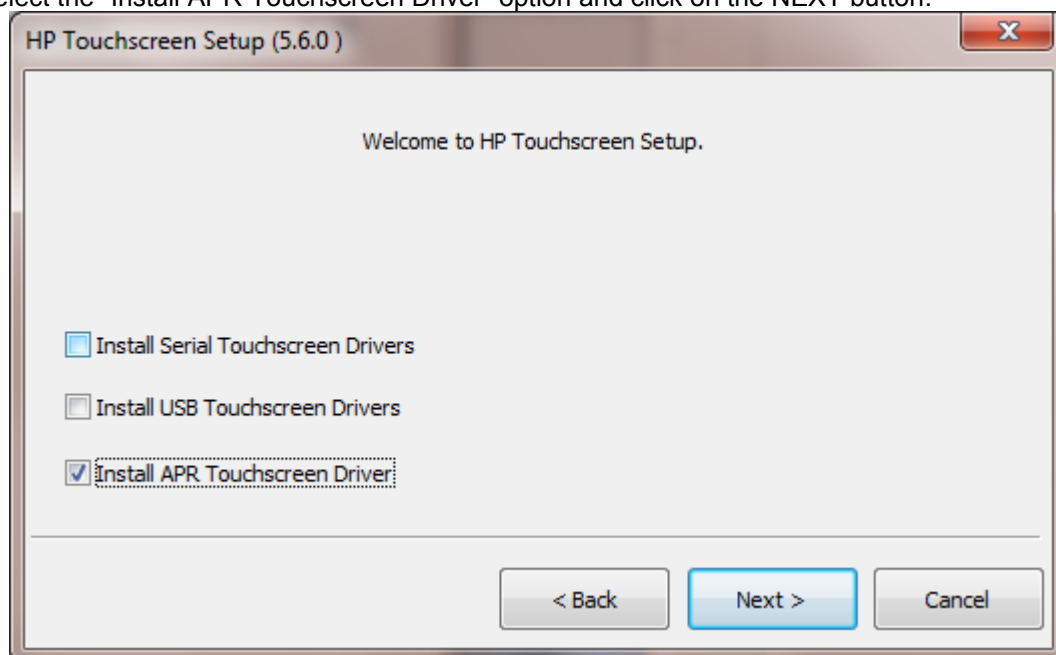
Details installation instructions
1. Start the touch screen installer and select your language:
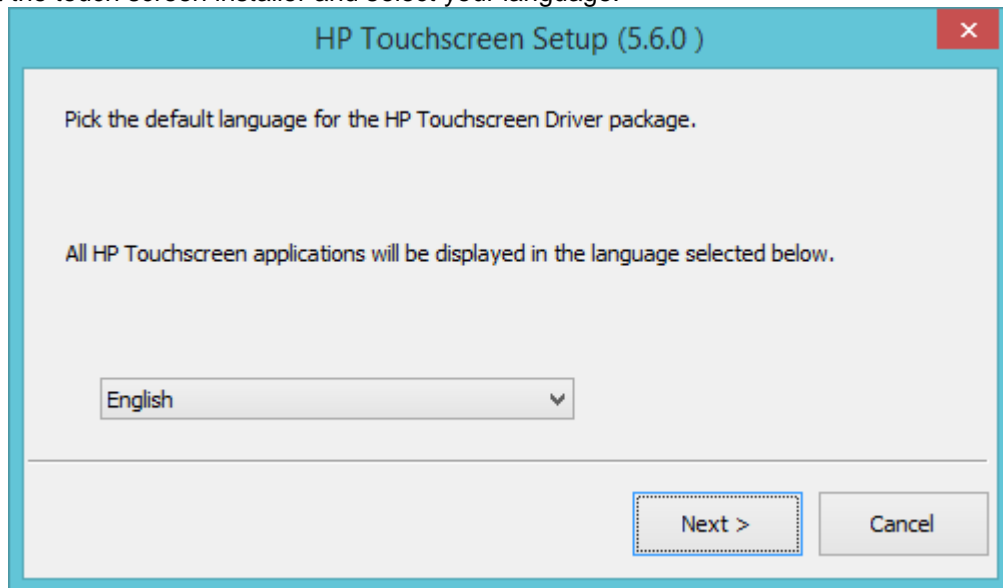
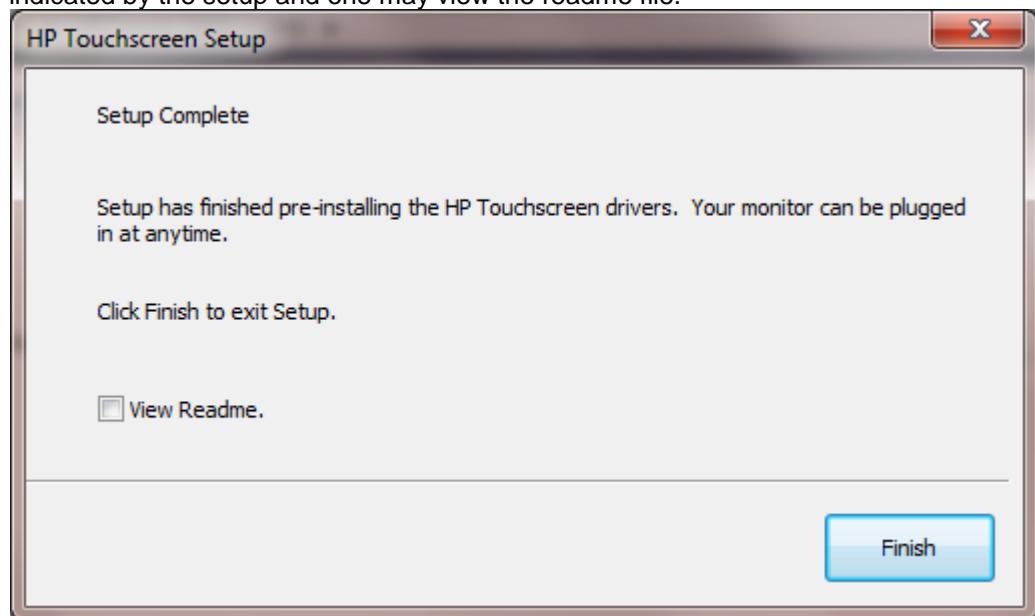Selecting default will use the language that the operating system is running.

2. Select the "Install APR Touchscreen Driver" option and click on the NEXT button:
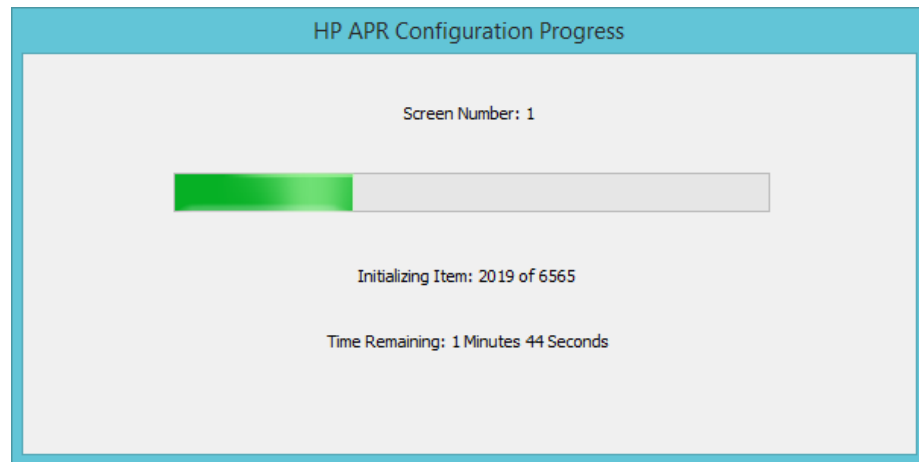

Note: Serial Touchscreen driver's option is not available for HP L5009tm / HP L5015tm.

HP Touchscreen Setup (5.6.0)

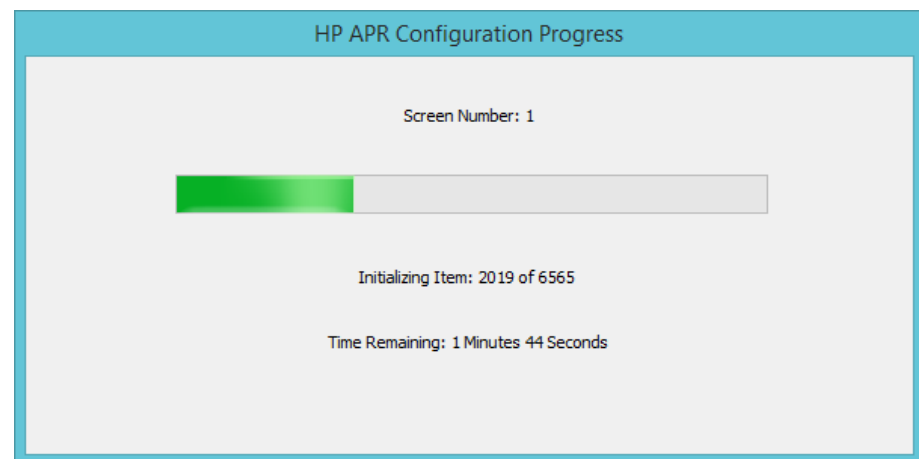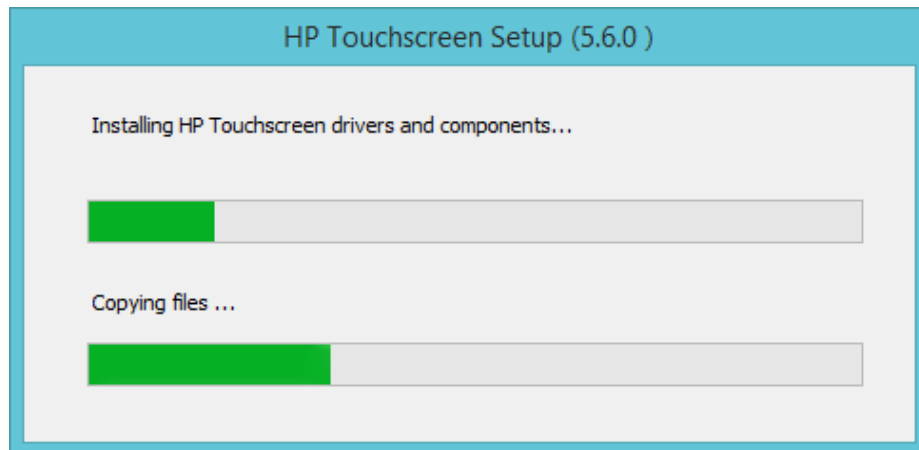Installing HP Touchscreen drivers and components...

Copying files ...
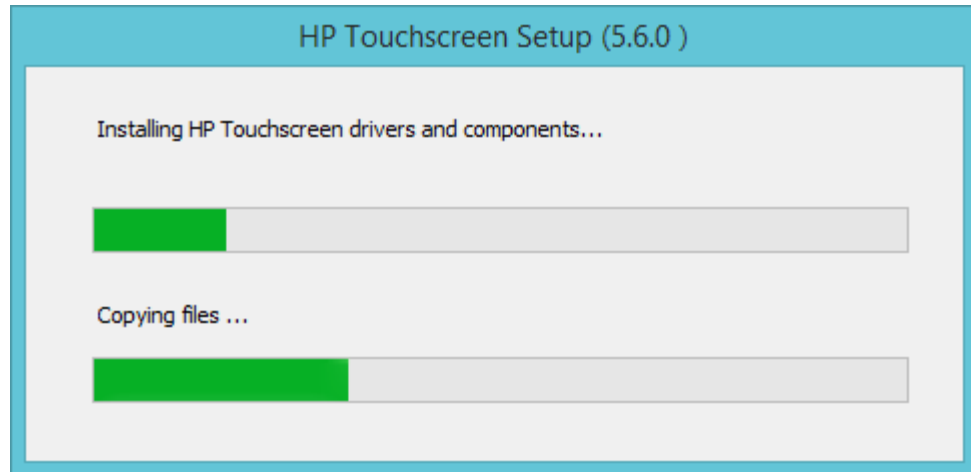
4. Depending if one does or does not have the touch screen USB cable attached to the unit, one of the following behaviors will be seen.

   a. After the drivers are installed and the HP L5009tm / HP L5015tm monitor touch screen (USB cable) is **not** attached to the unit, the installation process is completed as indicated by the setup and one may view the readme file.

HP Touchscreen Setup

Setup Complete

Setup has finished pre-installing the HP Touchscreen drivers. Your monitor can be plugged in at anytime.

Click Finish to exit Setup.
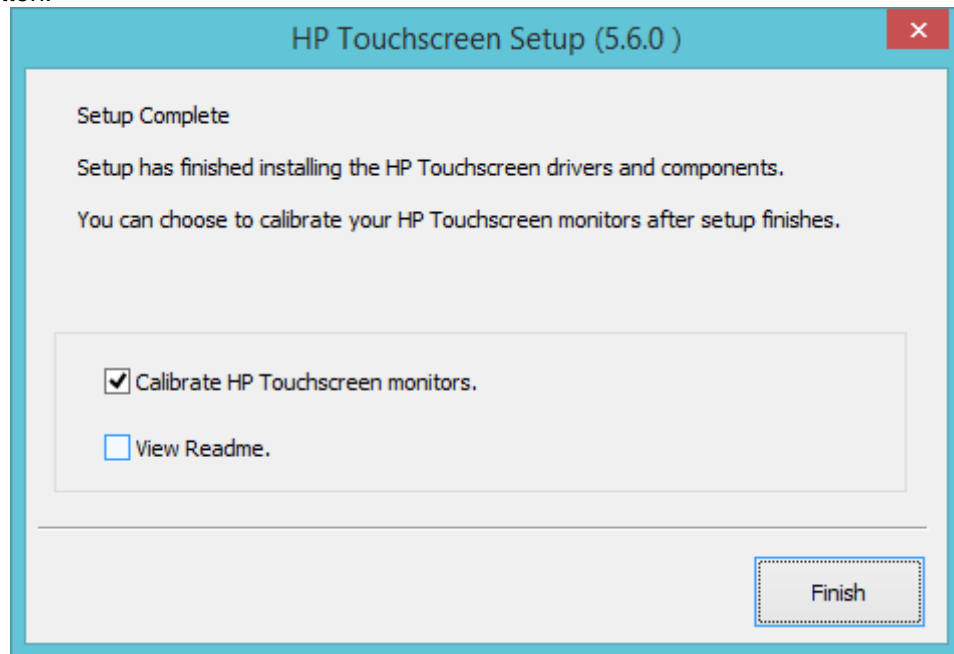
☐ View Readme.

Finish

When one attaches the HP L5009tm / HP L5015tm monitor touch screen the APR configuration process will start, it will copy files to the hard drive (this process will take several minutes).

HP APR Configuration Progress

Screen Number: 1

Initializing Item: 2019 of 6565

Time Remaining: 1 Minutes 44 Seconds

b. With the HP L5009tm / HP L5015tm monitor touch screen (USB cable) attached to the unit and one has agreed to the license agreement the installation process for the driver will start and one will see some of the following screens:

HP Touchscreen Setup (5.6.0)

Installing HP Touchscreen drivers and components…

Copying files …

HP APR Configuration Progress

Screen Number: 1

Initializing Item: 2019 of 6565

Time Remaining: 1 Minutes 44 Seconds

Select the option to "Calibrate HP Touchscreen monitors" and click on the "Finish" button:


The calibrate option for HP L5009tm / HP L5015tm is a one point calibration, the screen during the calibration process looks like:
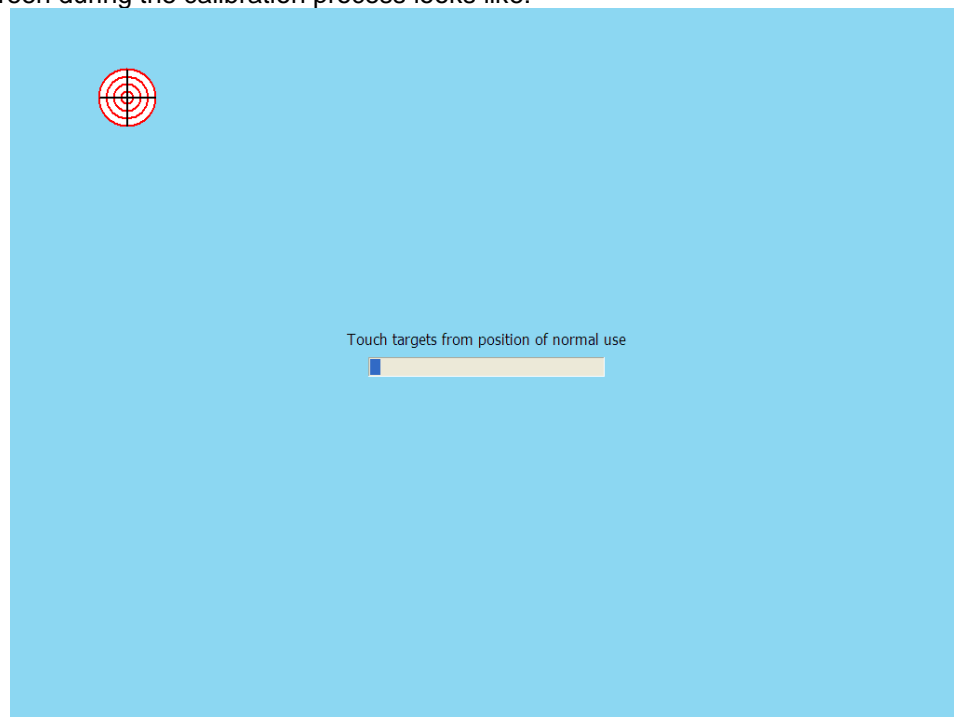
The following screen is showing Windows device manager after the HP L5009tm and HP L5015tm drivers are installed and when the touch screen is connected to the unit via the USB cable.   After the Windows has loaded the device drivers for the touch screen there will be an entry in "Human Interface Devices" and "Mice and other pointing device" section in device manager as shown below:
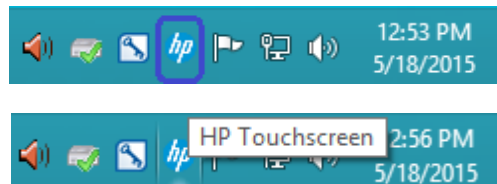
HP 5009tm attached to the unit.
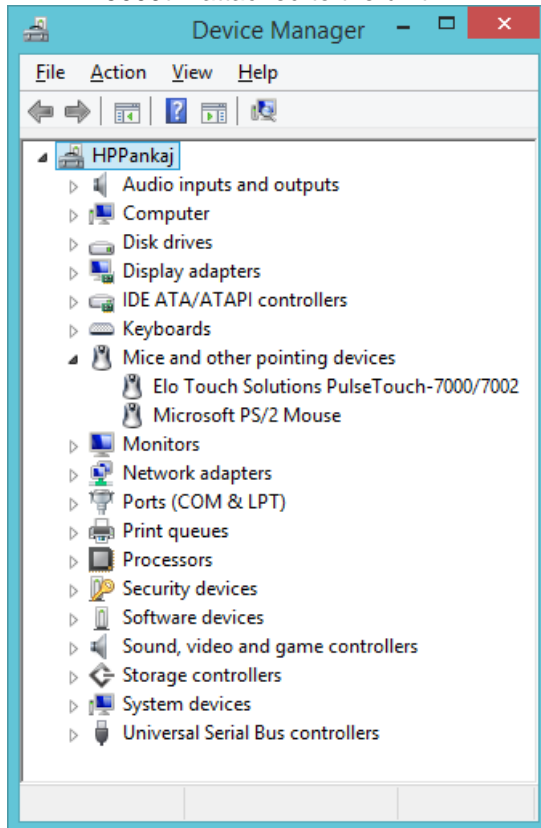
HP 5015tm attached to the unit.
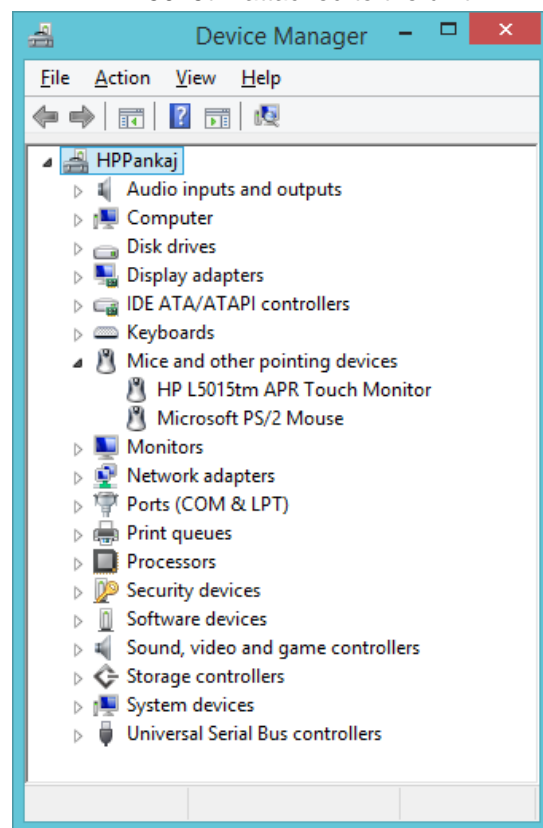
After Windows has loaded the device drivers for the touch screen there will be an HP icon in the system tray:

1.2.3 Touch Screen Alignment

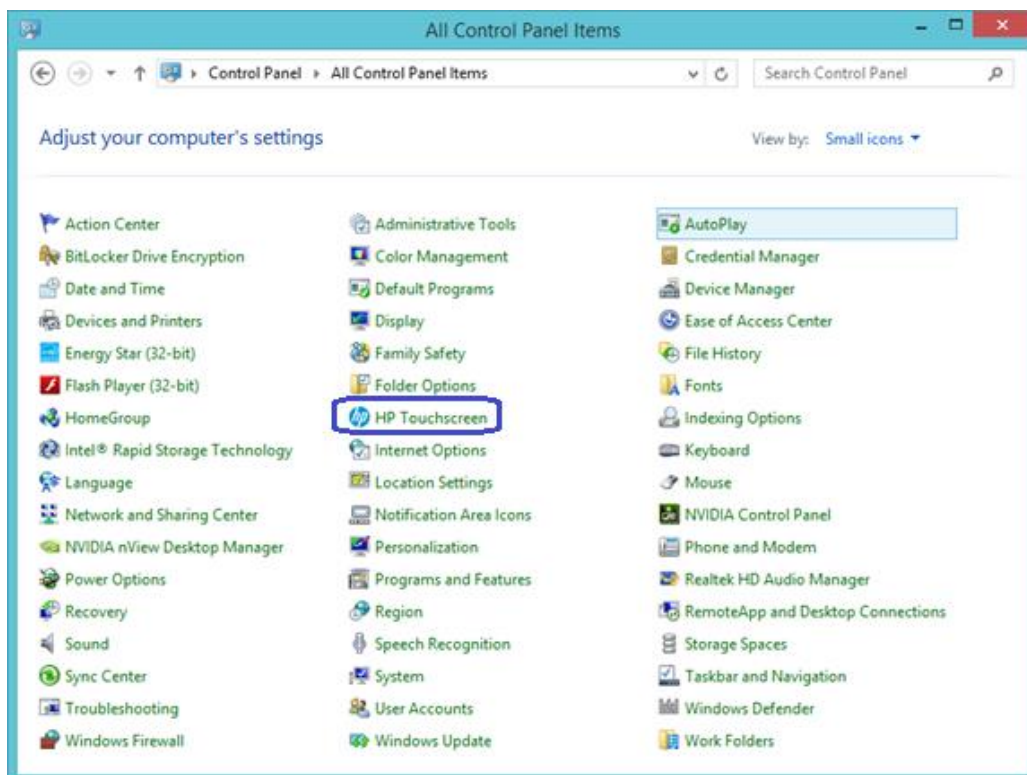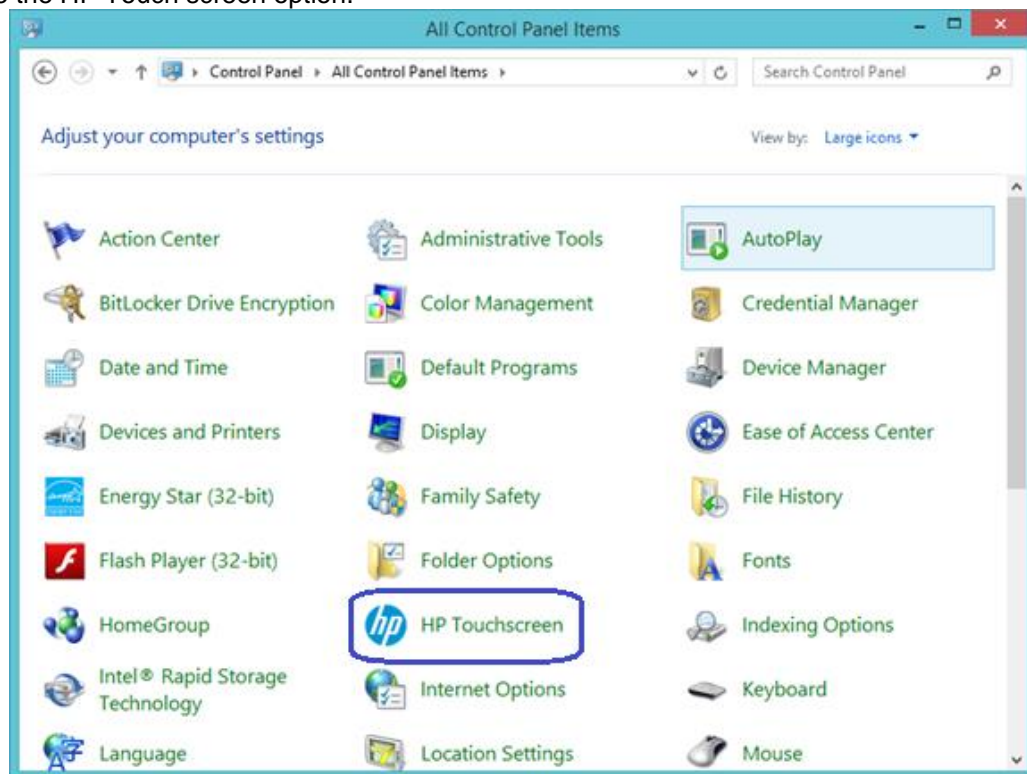You will need to run the touch screen alignment program the first time you use the touch screen.

There are couple of methods to get to the alignment program for the touch screen. You can access this program either via the HP ICON in the system tray or control panel.

Method1: On the HP icon in the system tray, click on the icon and select "Align …." Option:
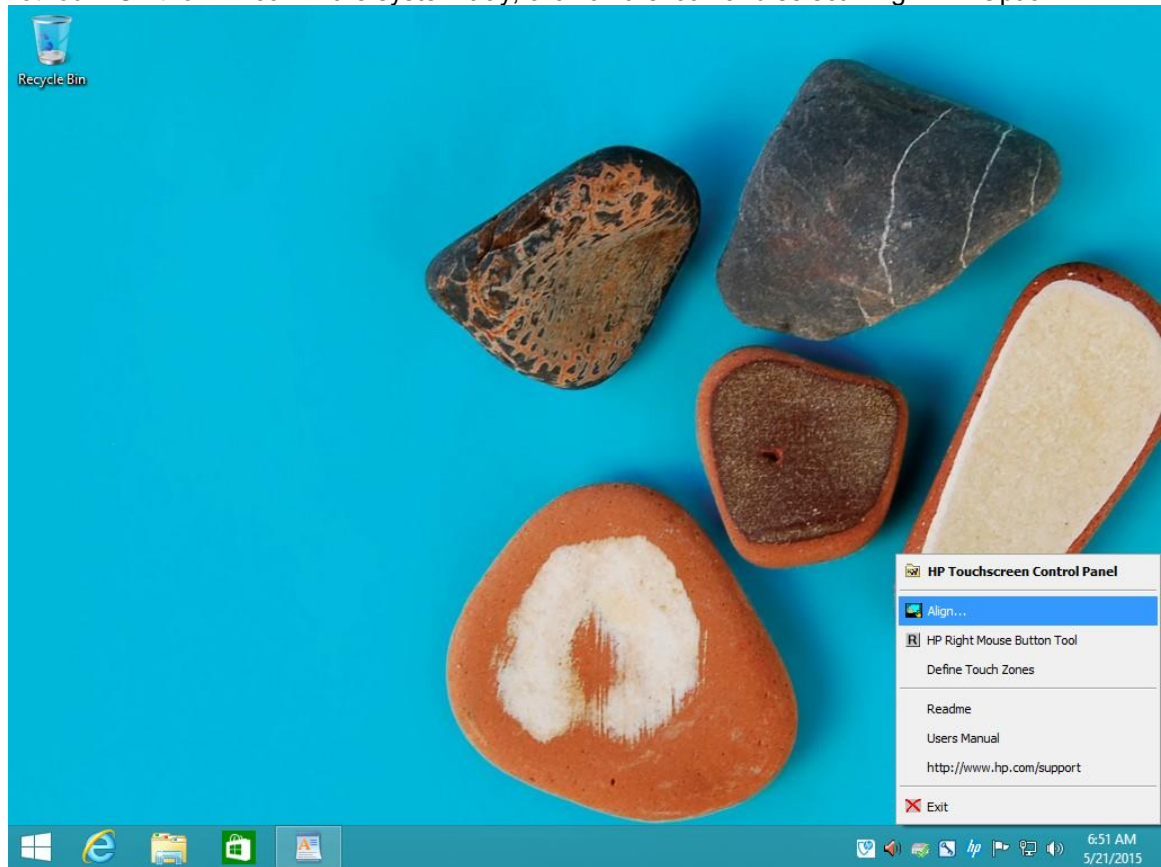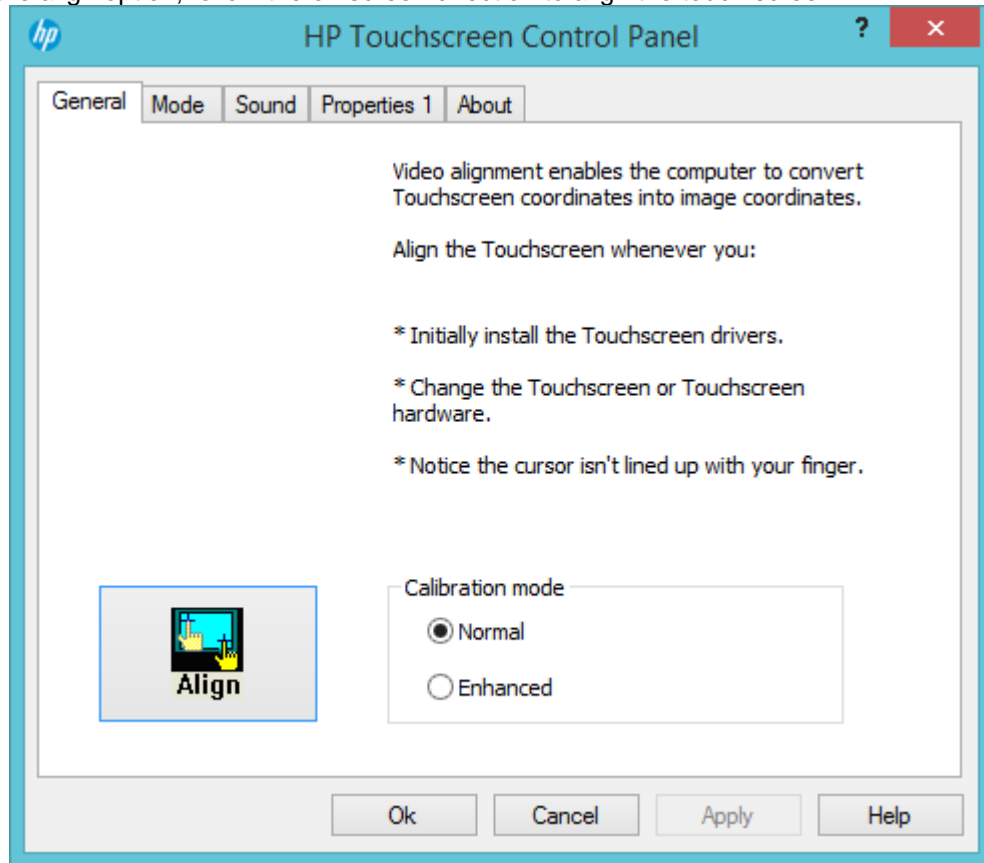

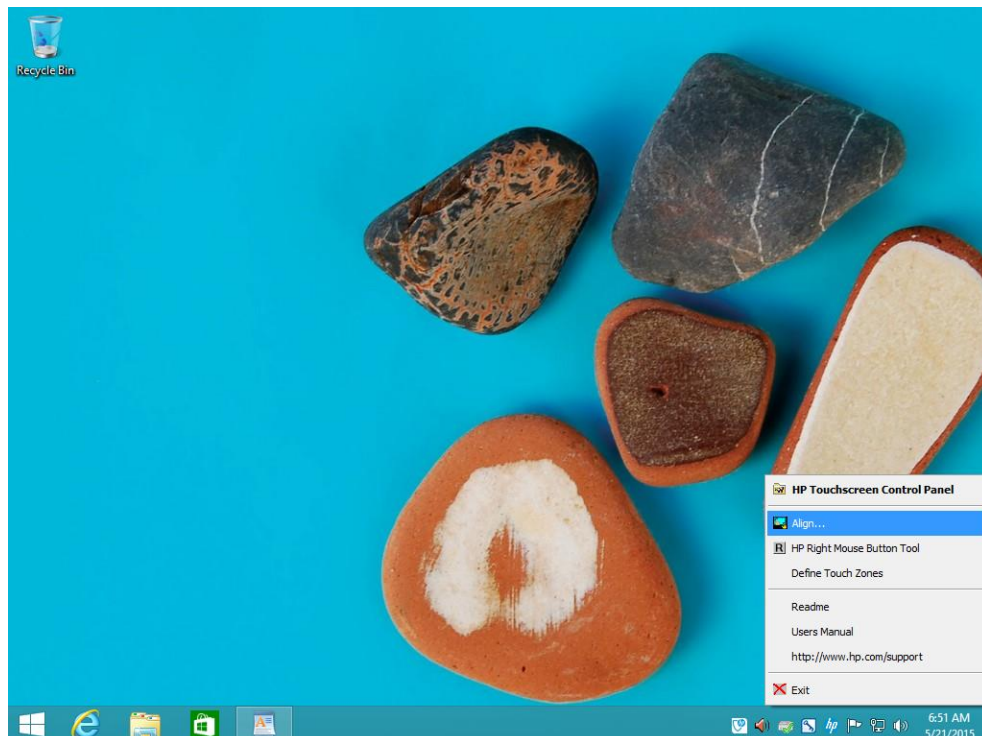Note: The screen capture is example, what appears in the menu may vary by driver version.

Method 2: Need to switch to classic view or Large ICON / Small ICON view in control panel in order to see the HP Touch screen option.
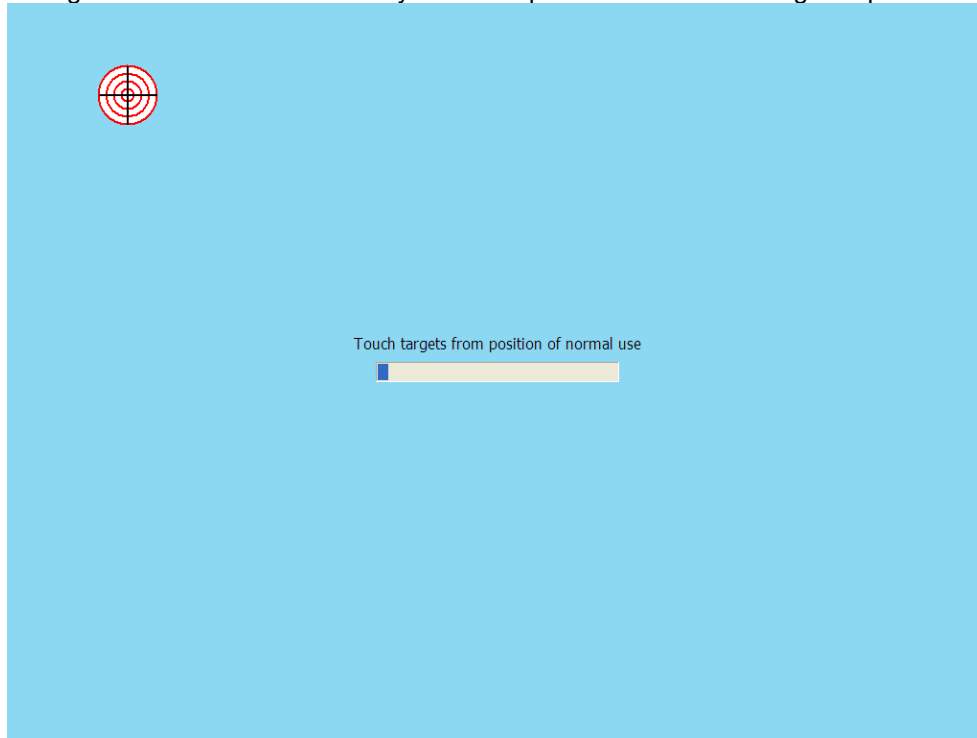
Select the align option; follow the on screen direction to align the touch screen:

or

During the alignment of the touch screen you will be presented with one target to press:

Touch targets from position of normal use

1.2.4   OPOS Drivers for the Touch Screen
No OPOS drivers are needed for the touch screen.

1.2.5   Testing the Touch Screen
Touch several places on the monitor screen and the mouse cursor should be present where the monitor was touched.

1.2.6   JPOS Drivers for the Touch Screen
No JPOS drivers are needed for the touch screen.

2   Q & A

2.1   HP Touch Screen (HP L5006tm / HP L5009tm / HP L5015tm)

Question: Someone else installed the HP touch screen, how do I know which port the touch screen is attached to?

Answer: In the touch screen properties it will inform you what if you are on the USB or serial interface. If you are using COM port it will tell you which com port the monitor is attached to.
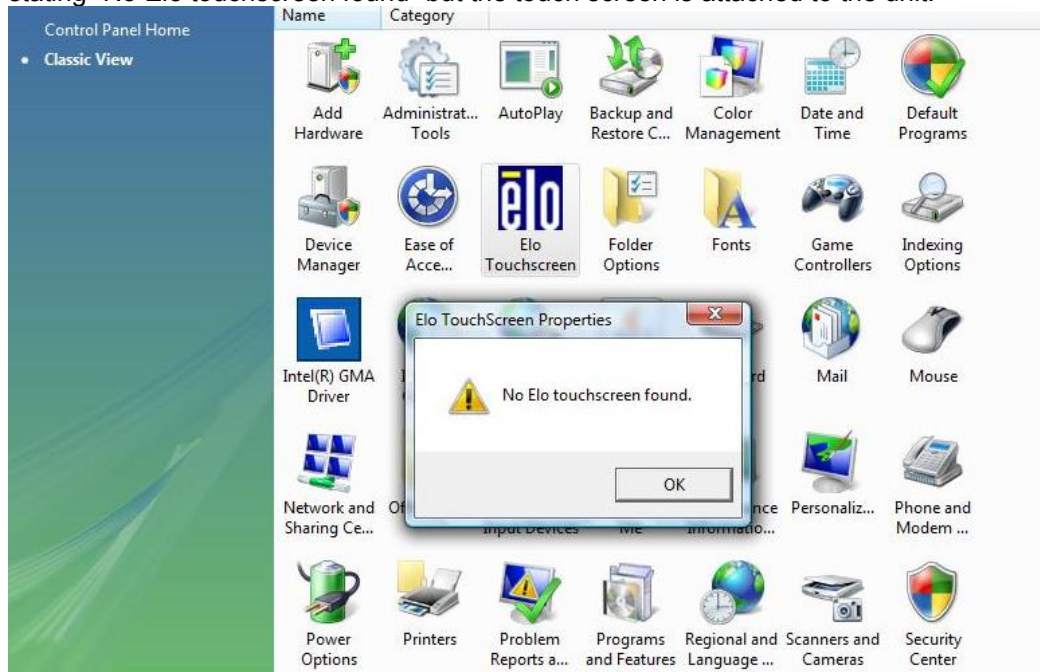
Showing touch screen attached to USB port:
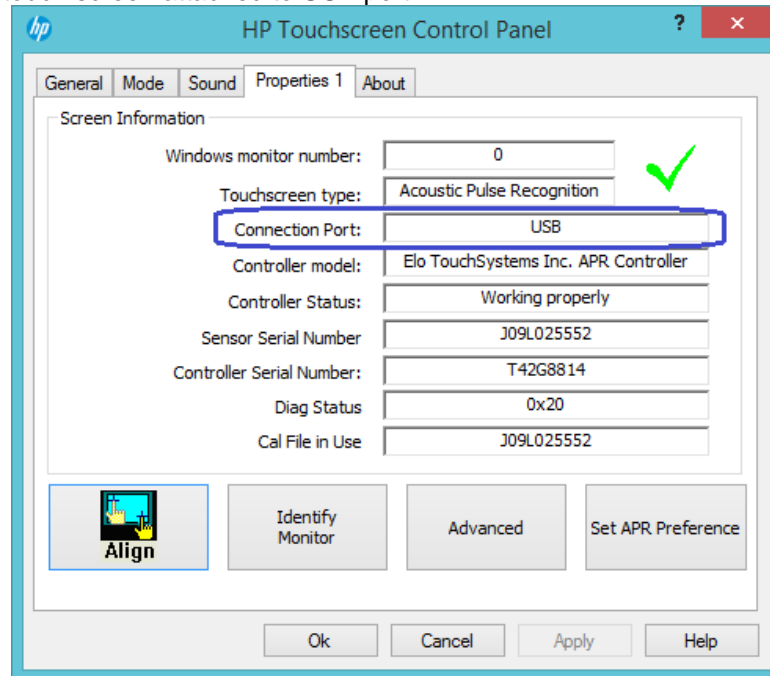
Showing touch screen attached to serial port on COM1:
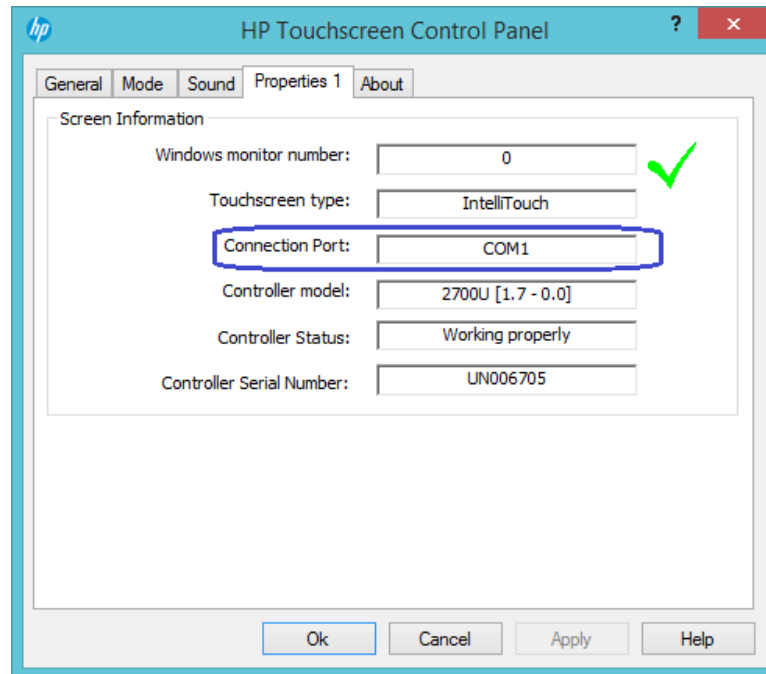
Question: In Microsoft Vista when I click on Elo ICON on control panel (classical view) I receive stating "No Elo touchscreen found" but the touch screen is attached to the unit.

Answer: Re-run the install program from the start menu with administrator rights. Right click on the option to install and select "Run as administrator".
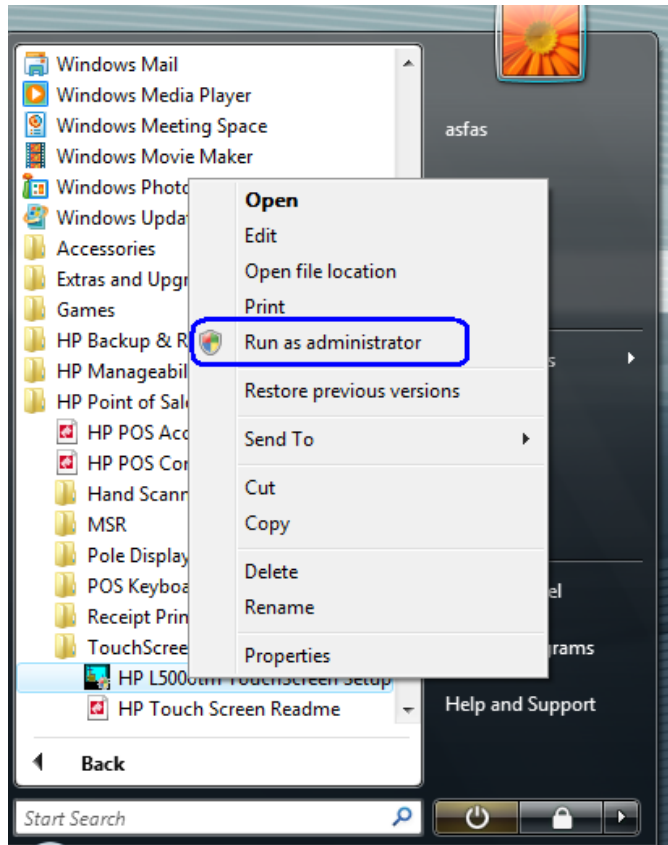
Question: I keep turning off the monitor or bringing up the on-screen display (OSD) when I put my hands on the side of the monitor.   Is there a way to prevent this?

**Answer:** Yes, you can lock buttons on the monitor using the following procedure:

HP L5006tm and HP L5006tm:
OSD Lock/Unlock
1. Press the Menu button and down arrow button simultaneously until a window displays "OSD Unlock." Continue to hold the buttons down until "OSD Lock" displays.
2. To unlock the power button, repeat the above step until "OSD Unlock" is displayed.

Power Lock/Unlock
1. Press the Menu button and down arrow button simultaneously until a window displays "Power Unlock." Continue to hold the buttons down until "Power Lock" displays.
2. To unlock the power button, repeat the above step until "Power Unlock" is displayed.
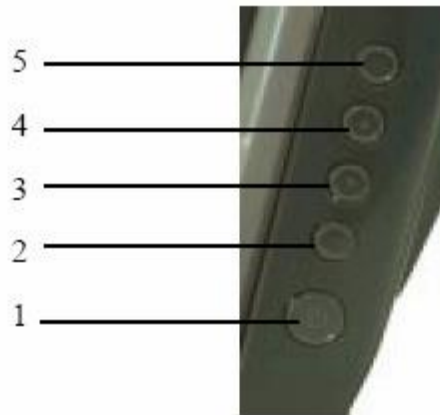
Monitor Front Panel Controls
1 - Power - Turns the monitor on or off.
2 - Select – Selects the adjustment items from the OSD menus.
3 - Decrease value of the adjustment item.
4 - Increase value of the adjustment item.
5 - Menu/Exit Displays or exits the OSD menus.

HP L5015tm:
OSD Lock/Unlock
1. To lock the OSD Press and hold the "Menu" and "Up" buttons for two seconds.
2. To unlock the OSD Press and hold the "Menu" and "Up" buttons for two seconds.
3. When the OSD Locking is enabled, pressing any of the Menu, Up, Down, or Select keys will have no effect on the system.

Power Lock/Unlock
1. Press the Menu button and down arrow button simultaneously until a window displays "Power Unlock." Continue to hold the buttons down until "Power Lock" displays.
2. To unlock the power button, repeat the above step until "Power Unlock" is displayed.