ARISTA
Talk to us. We listen.

Touch Panel Industrial Computer

ARP-2215AP-J01 ***ARP-2217AP-J01***
ARP-2219AP-J01 ***ARP-2221AP-J01***

USER MANUAL

This manual is a user guide for ARP-2200AP-J01 Series touch panel industrial computer. It includes detailed description about how to install and operate the product. Arista Corporation recommends users to read through the entire manual and follow instructions to avoid any kind of obscurity in using the product. For any questions or support, please please visit our website https://www.goarista.com or call us at 1.877.827.4782 Monday through Friday 8:00am to 5:00PM Pacific Time.

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Version No.: V1.1

Product safety precautions

Read all of the instructions and save this manual for later use. Follow all warnings and instructions on the product.

- Relative humidity: 25%~80%
- Storage temperature: -20°C to 60°C(-4F to 140F)
- Operation temperature: 0~50°C(32F to 122F)
- Unplug the unit when not in use for an extended period of time.
- Consult a service technician if the unit does not operate normally when you have followed the instructions in this manual.
- Do not attempt to repair this product yourself. Always have a qualified service technician to carry out adjustments or repairs.
- Do not place heavy objects on the unit.
- Use only the power cord supplied with the unit. In the event that another power cord is used, one that is different than the one provided by the supplier, make sure that it is certified by the local and applicable national standards.
- If the power cable is faulty in any way, please contact the manufacturer or the nearest authorized repair service provider for a replacement.
- The power supply cord is used as the main disconnect device. Ensure that the socket outlet is easily accessible after installation.
- Overloaded AC outlets, extension cords, frayed power cords, and broken plugs are extremely dangerous. They may, and can, result in an electrical shock or fire hazard. Call an authorized service technician for any replacements.
- Hands must be dry when plugging the power cord into an AC outlet to prevent electrical shock. Do not damage the power cord by disassembling, bending, pulling or exposing it to heat as it may cause a fire or electrical shock.
- Make sure to completely insert the power plug into an AC outlet. Insecure connections can cause a fire.
- Ensure that the power source is grounded correctly.
- Unplug the unit if cleaning is needed. The unit may be wiped down with a dry or slightly damp cloth when the power is off.

Important: Read all the contents of this instruction manual carefully before using the ARP-2200AP-J01 Series touch panel industrial

Contents

Product Features and Specifications

Features

- Compact design, easy to use, supports hot-plug.
- Use high quality aluminum alloy casting, black powder coated or stainless steel front bezel.
- 15”, 17” 19” , 21.5” color TFT LCD display, color supports up to 8 bits per color, total 16.7 million colors.
- Touch screen options: Projected Capacitive or 5 Wire Resistive
- Faster in running, lower in power consumption.
- Socket LGA1200 for Intel i7-10700T processor
- Mobile Intel Q470E chipset
- Dual Channel DDR4 memory technology, supports up to 64GB of system memory using DDR4 SO-DIMM.
- Supports up to four independent Serial ATA hard drives: 4 x SATA3.0 (up to 750MB/s).
- Supports HDMI display, DVI display, dual-display function.
- Supports more USB ports, including USB2.0 ports and USB3.0 ports.
- The Serial Ports(COM1 and COM2) can be individually configured to RS-232, RS-422 or RS-485 mode.
- Two expansion slots: MINI-PCIE and PCIE x 16 slot, the MINI-PCIE slot supports Wi-Fi function and Solid State Drives(SSD).
- Two Dual-Gigabit Ethernet port, provides high-speed and stable network connections.
- Panel mountable for better stability.
- Strengthened protective glass(anti-reflective optional).
- Very high bright option, High brightness, contrast and wide viewing angles.
- Built-in lightning & surge protection.
- Super interference rejection.

Applications

- Office electronics
- Instrumentation and measuring equipment
- Machine tools
- Audiovisual equipment
- Home appliances
- Communication equipment other than trunk lines

Do not use the products covered herein for the following equipment that demands extremely high performance in terms of functionality, reliability, or accuracy:

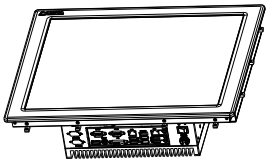
- Aerospace equipment
- Communication equipment for trunk lines

Product Specification	ARP-2215AP-J01	ARP-2217AP-J01
LCD Display		
Display Size(Diagnol)	15.0 inch	17.0 inch
Resolution	1024 x 768	1280 x 1024
Backlight Lifetime(Hours)	50,000 hours	50,000 hours
Colors	16.7 millions	16.7 millions
Aspect ratio	4:3	5:4
Contrast ratio	700:1	800:1
Brightness	300 nits	350 nits
Viewing angle(V/H)	140° / 160°	140° / 160°
Response time(Typical)	8ms	30ms
Pixel Pitch(mm)	0.264 X 0.264	0.264 X 0.264
Touch Screen		
Technology	5 Wire Resistive	5 Wire Resistive
Touch Rating	35 Million Touches	35 Million Touches
MTBF	490,000 hours	490,000 hours
Interface	USB	USB
Front Bezel		
NEMA 4	Black Powder Coated	Black Powder Coated
NEMA 4X	Stainless Steel(Optional)	Stainless Steel(Optional)
System		
CPU	Socket LGA1200 for Intel i7-10700T	Socket LGA1200 for Intel i7-10700T
Chipset	Intel Q470E	Intel Q470E
Memory	Dual Channel DDR4 2933MHz SDRAM, up to 64GB, NON ECC SO-DIMM x 2	Dual Channel DDR4 2933MHz SDRAM, up to 64GB, NON ECC SO-DIMM x 2
Video Controller	Intel® Gen9 Intel Graphics DX 11/12, OGL4.3/4.4	Intel® Gen9 Intel Graphics DX 11/12, OGL4.3/4.4
Storage Option	1 x 2.5" SATA HDD	1 x 2.5" SATA HDD
Watchdog Timer	Programmable 1 - 255 sec	Programmable 1 - 255 sec
Expansion Slot	MINI-PCIE, PCIE x 16	MINI-PCIE, PCIE x 16
Super I/O controller	ENE9010	ENE9010
BIOS	"American Megatrends Inc." BIOS	"American Megatrends Inc." BIOS
Connectors		
Video connector	1x HDMI，1x Display, 1x DVI	1x HDMI，1x Display, 1x DVI
USB Port	4 x USB 3.0, 2 x USB2.0	4 x USB 3.0, 2 x USB2.0
Serial Port	COM1,COM2(RS-232/422/485 port)	COM1,COM2(RS-232/422/485 port)
SATA port	4 x SATA3.0	4 x SATA3.0
LAN	2 x LAN, Dual Gigabit LAN	2 x LAN, Dual Gigabit LAN
Audio jack	1 x Mic-in, 1 x Line-out, 1 x Line-in	1 x Mic-in, 1 x Line-out, 1 x Line-in
Keyboard/Mouse connector	1 x PS/2 Keyboard/Mouse	1 x PS/2 Keyboard/Mouse
Power	1x 24V DC-IN power input	1x 24V DC-IN power input
Operating system		
OS Support	Windows 10, Windows 11 Pro	Windows 10, Windows 11 Pro
Physical information		
Dimension(L X W X H)	14.51 x 11.80 x 5.87 inch 368.6 x 299.8 x 149.0 mm	15.88 X 13.34 X 5.37 inch 403.4 X 338.8 X 136.5 mm
Net weight	9.5 kg/21 lbs	10.5 kg/23 lbs
Mechnical information		
Power Requirement (Max.)	24VDC, 2.8A	24VDC, 3.2A
Power Consumption(Max.)	67W	77W
Operation temperature	0~50°C [32~122F]	0~50°C [32~122F]
Storage temperature	-20~60°C [-4~140F]	-20~60°C [-4~140F]
Relative humidity	20~90% RH [no condensation]	20~90% RH [no condensation]

Product Specification	ARP-2219AP-J01	ARP-2221AP-J01
LCD Display		
Display Size(Diagnol)	19.0 inch	21.5 inch
Resolution	1280 x 1024	1920 x 1080
Backlight Lifetime(Hours)	50,000 hours	50,000 hours
Colors	16.7 millions	16.7 millions
Aspect ratio	5:4	16:9
Contrast ratio	1000:1	1000:1
Brightness	450 nits	250 nits
Viewing angle(V/H)	160° / 170°	178° / 178°
Response time(Typical)	5ms	14ms
Pixel Pitch(mm)	0.294 X 0.294	0.248 X 0.248
Touch Screen		
Technology	5 Wire Resistive	5 Wire Resistive
Touch Rating	35 Million Touches	35 Million Touches
MTBF	490,000 hours	490,000 hours
Interface	USB	USB
Front Bezel		
NEMA 4	Black Powder Coated	Black Powder Coated
NEMA 4X	Stainless Steel(Optional)	Stainless Steel(Optional)
System		
CPU	Socket LGA1200 for Intel i7-10700T	Socket LGA1200 for Intel i7-10700T
Chipset	Intel Q470E	Intel Q470E
Memory	Dual Channel DDR4 2933MHz SDRAM, up to 64GB, NON ECC SO-DIMM x 2	Dual Channel DDR4 2933MHz SDRAM, up to 64GB, NON ECC SO-DIMM x 2
Video Controller	Intel® Gen9 Intel Graphics DX 11/12, OGL4.3/4.4	Intel® Gen9 Intel Graphics DX 11/12, OGL4.3/4.4
Storage Option	1 x 2.5" SATA HDD	1 x 2.5" SATA HDD
Watchdog Timer	Programmable 1 - 255 sec	Programmable 1 - 255 sec
Expansion Slot	MINI-PCIE, PCIE x 16	MINI-PCIE, PCIE x 16
Super I/O controller	ENE9010	ENE9010
BIOS	"American Megatrends Inc." BIOS	"American Megatrends Inc." BIOS
Connectors		
Video connector	1x HDMI，1x Display, 1x DVI	1x HDMI，1x Display, 1x DVI
USB Port	4 x USB 3.0, 2 x USB2.0	4 x USB 3.0, 2 x USB2.0
Serial Port	COM1,COM2(RS-232/422/485 port)	COM1,COM2(RS-232/422/485 port)
SATA port	4 x SATA3.0	4 x SATA3.0
LAN	2 x LAN, Dual Gigabit LAN	2 x LAN, Dual Gigabit LAN
Audio jack	1 x Mic-in, 1 x Line-out, 1 x Line-in	1 x Mic-in, 1 x Line-out, 1 x Line-in
Keyboard/Mouse connector	1 x PS/2 Keyboard/Mouse	1 x PS/2 Keyboard/Mouse
Power	1x 24V DC-IN power input	1x 24V DC-IN power input
Operating system		
OS Support	Windows 10, Windows 11 Pro	Windows 10, Windows 11 Pro
Physical information		
Dimension(L X W X H)	17.80 x 14.60 x 5.37 inch 452.1 x 370.8 x 136.5 mm	20.98 x 12.99 x 5.37 inch 533.0 x 330.0 x 136.5 mm
Net weight	12.3 kg/27 lb	13.6 kg/30 lb
Mechnical information		
Power Requirement (Max.)	24VDC, 3.2A	24VDC, 3.2A
Power Consumption(Max.)	77W	77W
Operation temperature	0~50°C [32~122F]	0~50°C [32~122F]
Storage temperature	-20~60°C [-4~140F]	-20~60°C [-4~140F]
Relative humidity	20~90% RH [no condensation]	20~90% RH [no condensation]

Unpacking

The unit is shipped with items listed below, inspect them carefully to make sure there is no damage and all the items are available with your shipment.

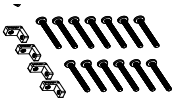


ARP-2200AP-J01 Series touch panel industrial computer x1

DIN-Rail AC/DC power supply x1

AC power cable x1

DC power cable x1



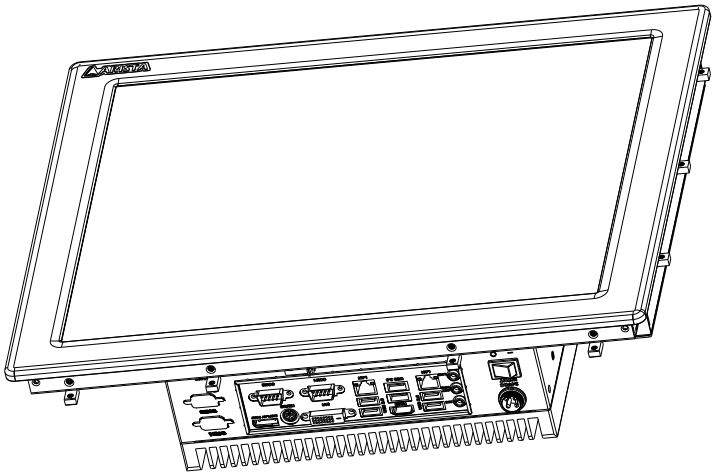
Mounting bolts and screws

Chapter 2 Basics

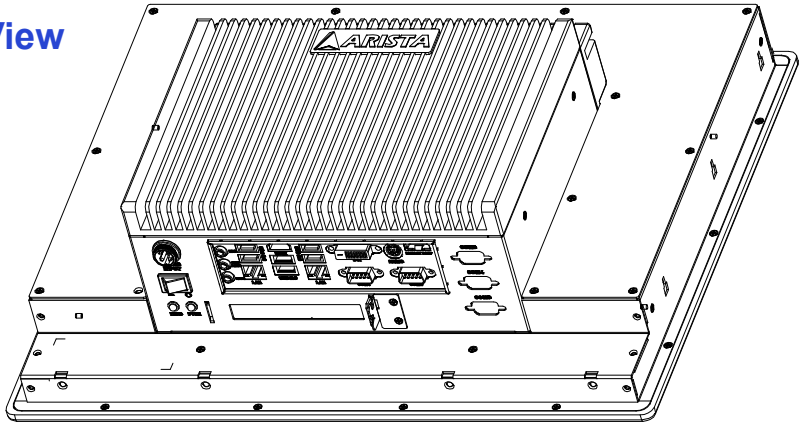
Product overview

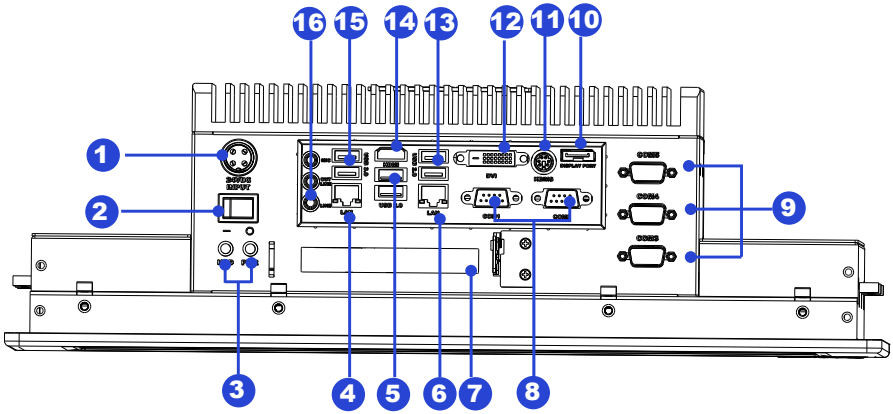
ARP-2200AP-J01 Series Touch Panel Industrial Computer

Front View



Rear View

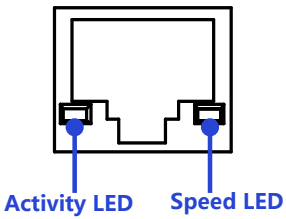




1. **DC-IN power connector**
2. **Power button**
3. **Power/HDD LED indicator**
4. **,6. RJ45 LAN port**
5. **USB 2.0 ports**
6. **,9. Reserved connectors**
7. **Serial ports (COM1,COM2)**
8. **Display port**
9. **PS/2 Keyboard connector**
10. **DVI port**
11. **USB3.0 ports**
12. **HDMI port**
13. **USB3.0 ports**
14. **Microphone(pink)/ Line out(green)/Line-in(blue)**

PWR LED: Power LED indicator -The LED lights up when you turn on the system, and be off when the system is in standby mode.
HDD LED: Hard Disk Activity LED indicator-The read or write activities of the hard disk cause the LED to light up.

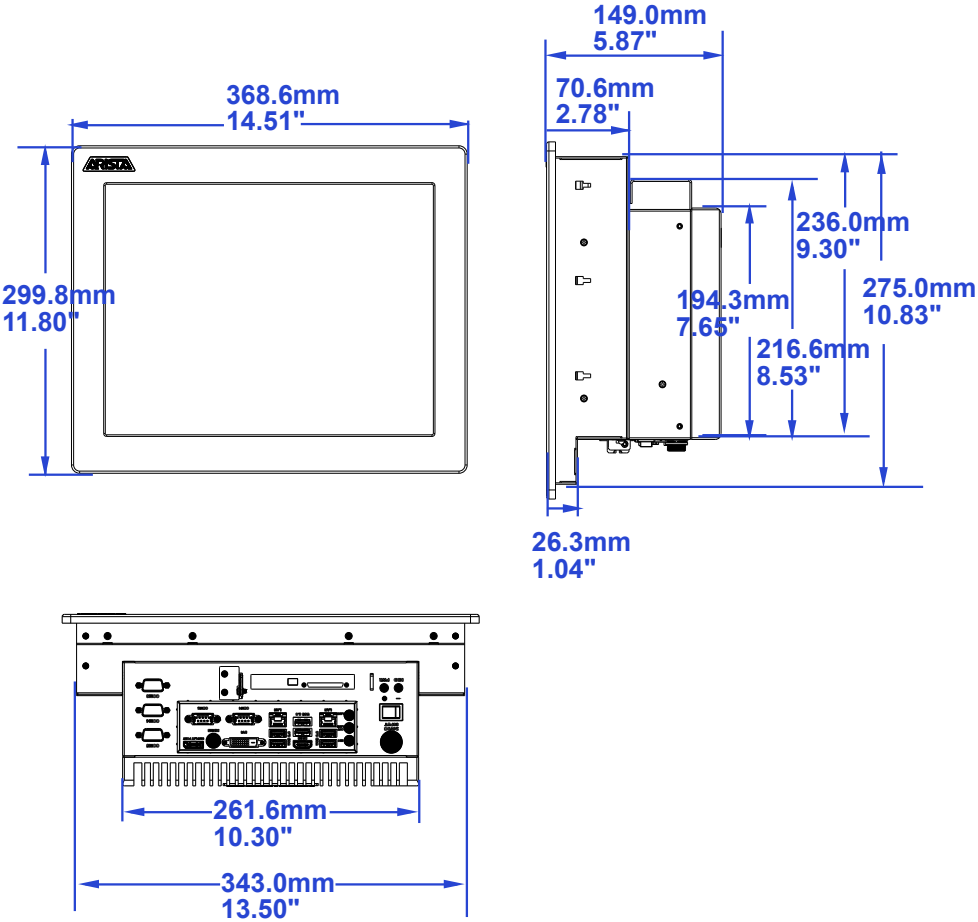
LED Indications on the LAN port		
	Status	Description
Activity LED	Off	No network connection
	On	Data transmission activity
Speed LED	Off	Data transmission at the rate of 10Mbps
	Orange	Data transmission at the rate of 1Gbps
	Green	Data transmission at the rate of 100Mbps



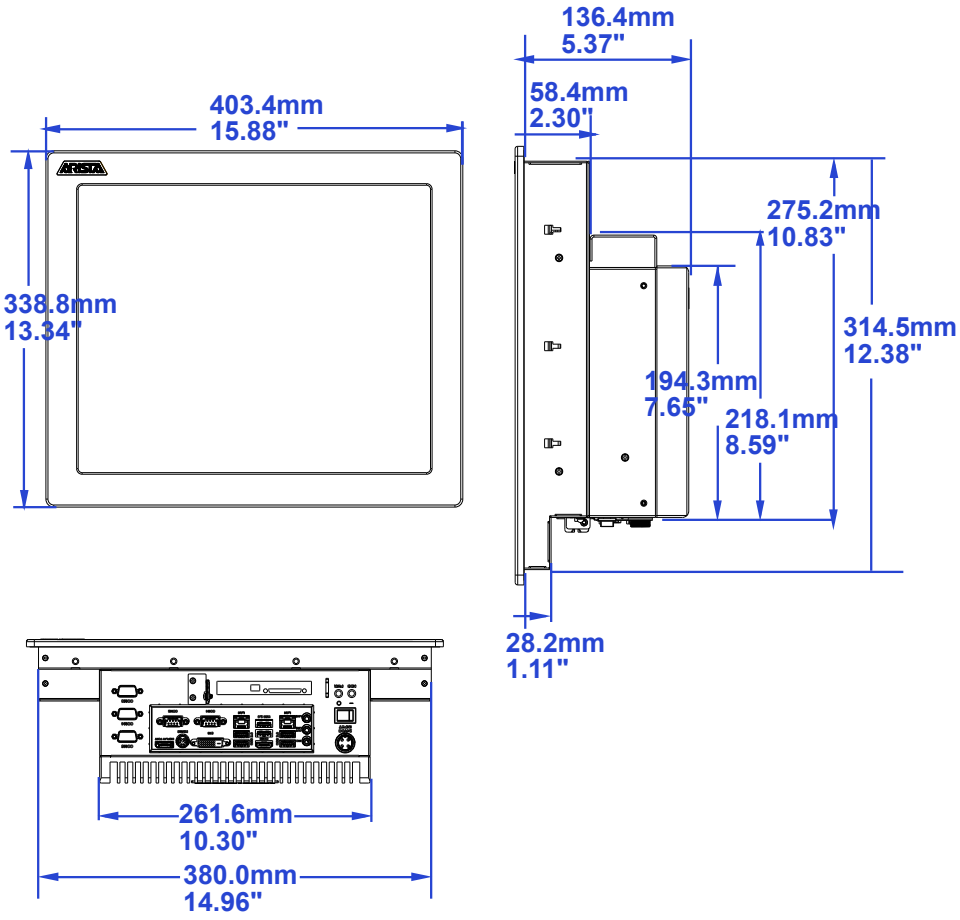
Physical dimension

The diagrams below show the physical and specific dimensions of the ARP-2200AP-J01 Series touch panel industrial computer.

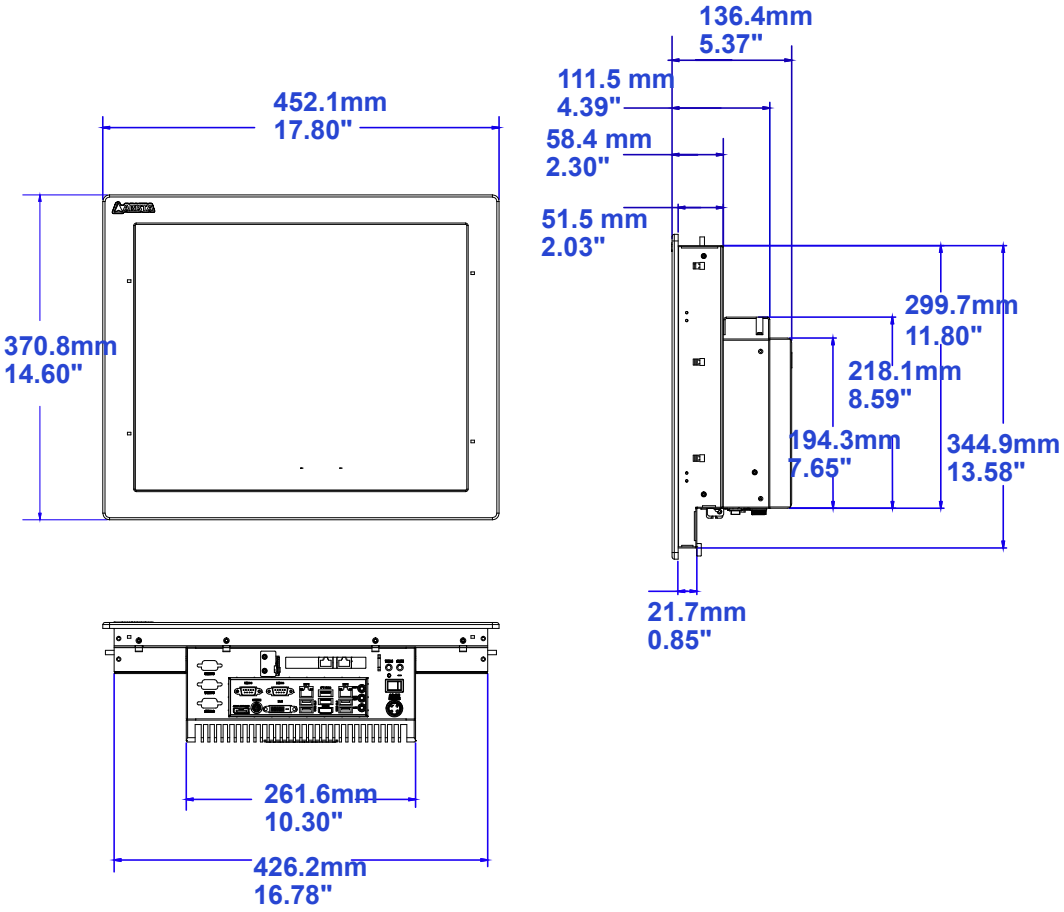
For ARP-2215AP-H01



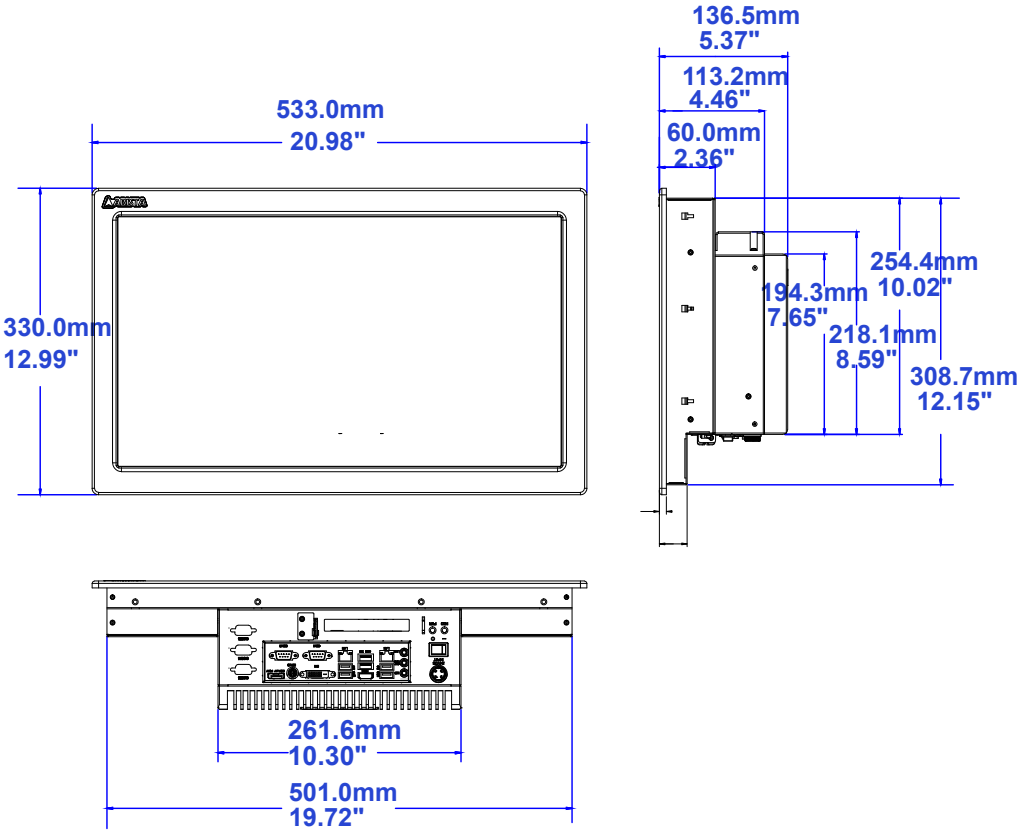
For ARP-2217AP-H01



For ARP-2219AP-H01



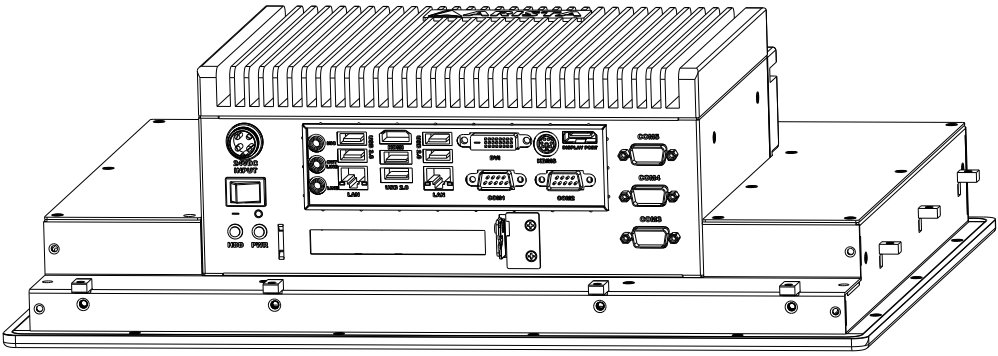
For ARP-2221AP-H01



Model Number	L(Overall Length)	W(Overall Width)	H(Overall Height)	Cutout Size
ARP-2215AP-J01	14.51”/368.6mm	11.80”/299.8mm	5.87”/149.0mm	13.70 x 11.03 inch 348.0 x 280.0 mm
ARP-2217AP-J01	15.88”/403.4mm	13.34”/338.8mm	5.37”/136.5mm	15.16 x 12.58 inch 385.0 x 319.5.0 mm
ARP-2219AP-H01	17.80”/452.1mm	14.60”/370.8mm	5.37”/136.5mm	16.98 x 13.78 inch 431.2 x 350.0 mm
ARP-2221AP-H01	20.98”/533.0mm	12.99”/330.0mm	5.37”/136.5mm	19.92 x 12.35 inch 506.0 x 313.7 mm

Chapter 3 Connections

This section describes the connections/connectors available on the ARP-2200AP-J01 Series touch panel industrial computer.



Connectors are located at the bottom of ARP-2200AP-J01 Series touch panel industrial computer.

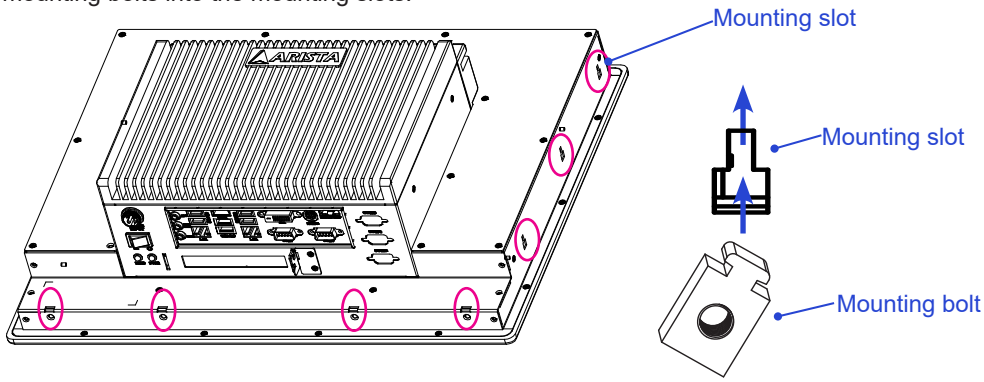
Mounting the computer

Panel mounting

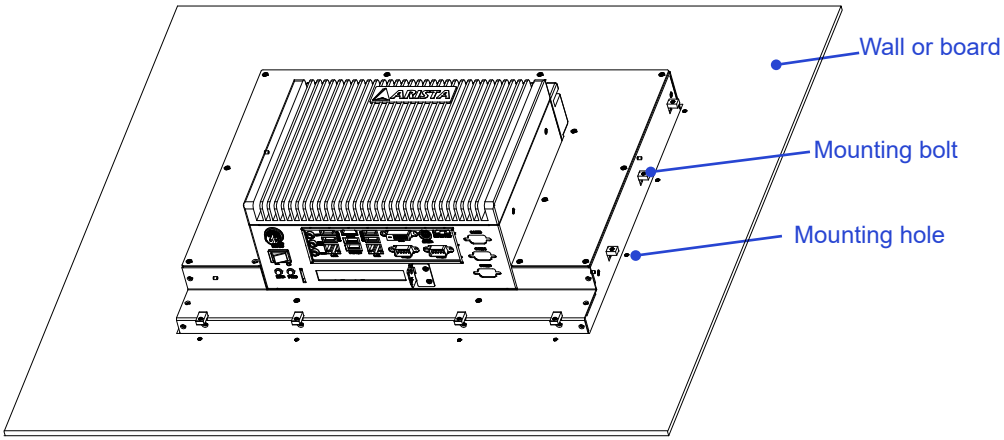
The ARP-2200AP-J01 Series touch panel industrial computer can be placed on a shelf, table, or mounted onto a wall or board. To mount it onto a wall or board, you will require the mounting bolts and screws found in the accessory box.

Please follow the steps shown in the diagram below:

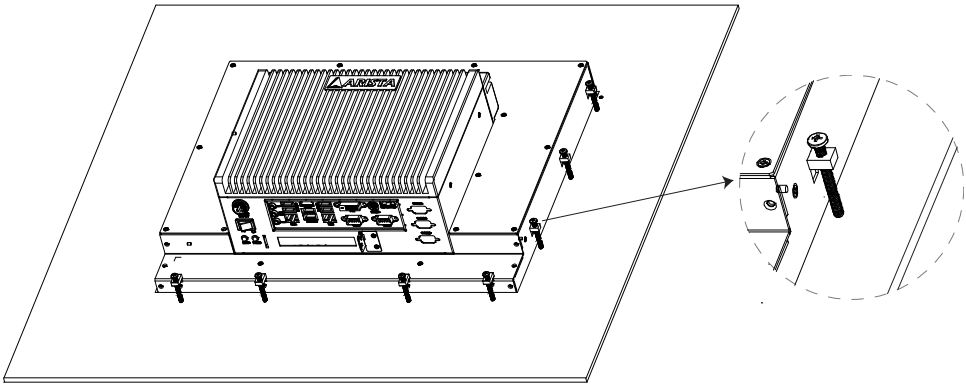
Step1. There are mounting slots located on the four sides of the ARP-2200AP-J01 Series touch panel industrial computer. As shown in the figure below, put and slide the supplied mounting bolts into the mounting slots.



Step2. Situate the bottom cover of ARP-2200AP-J01 Series touch panel industrial computer within the place on a board or a wall where the mounting holes are pre-drilled. Turn to the back of the unit and the wall, align the mounting bolts installed on the four sides of ARP-2200AP-J01 Series touch panel industrial computer with the mounting holes on the wall or board.



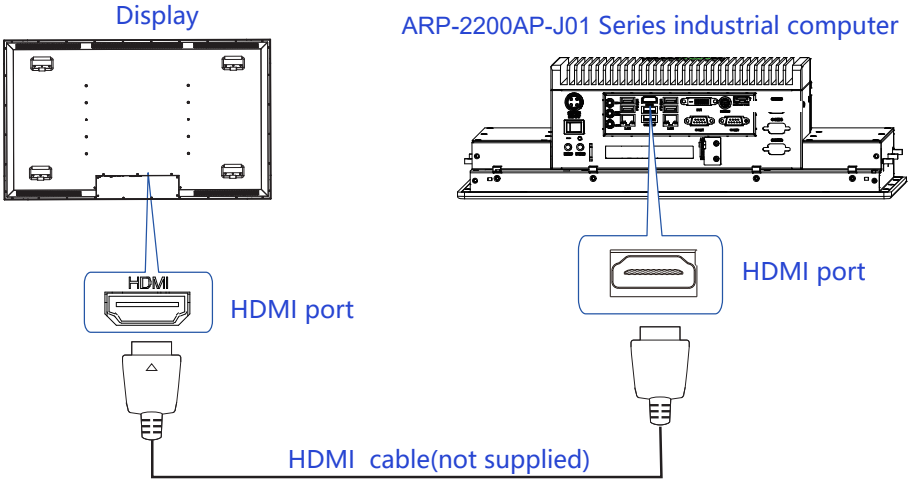
Step3. Tighten the "M4" sized mounting screws into the wall and board through the mounting bolts and mounting holes and make sure the ARP-2200AP-J01 Series touch panel industrial computer is correctly and securely seated onto the board or wall.



Connecting to a display

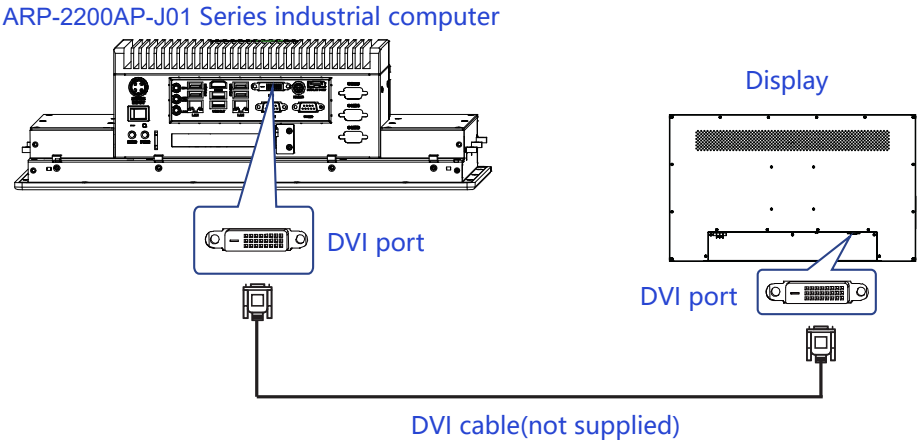
1. Connecting to a display through the HDMI port

- Connect one end of the HDMI cable to the HDMI port of the ARP-2200AP-J01 Series touch panel industrial computer. Connect the other end of the HDMI cable to the HDMI port of a display.



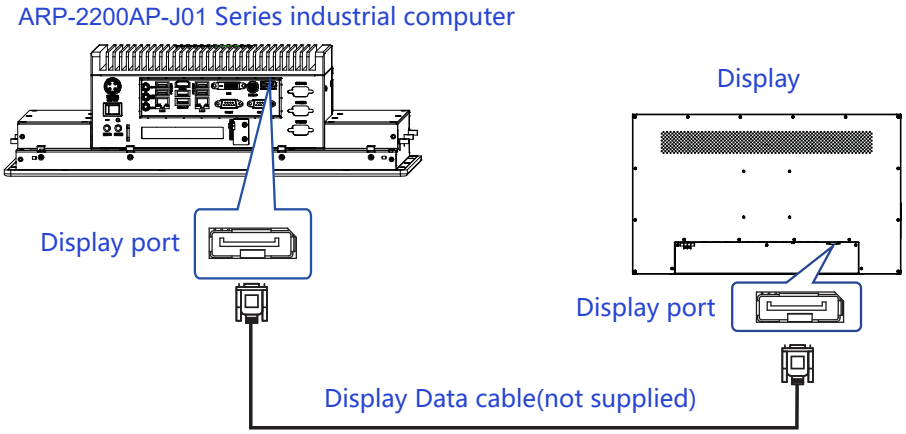
2. Connecting to a display through the DVI port

- Connect one end of the DVI cable to the DVI port of the ARP-2200AP-J01 Series touch panel industrial computer. Connect the other end of the DVI cable to the DVI port of a display.



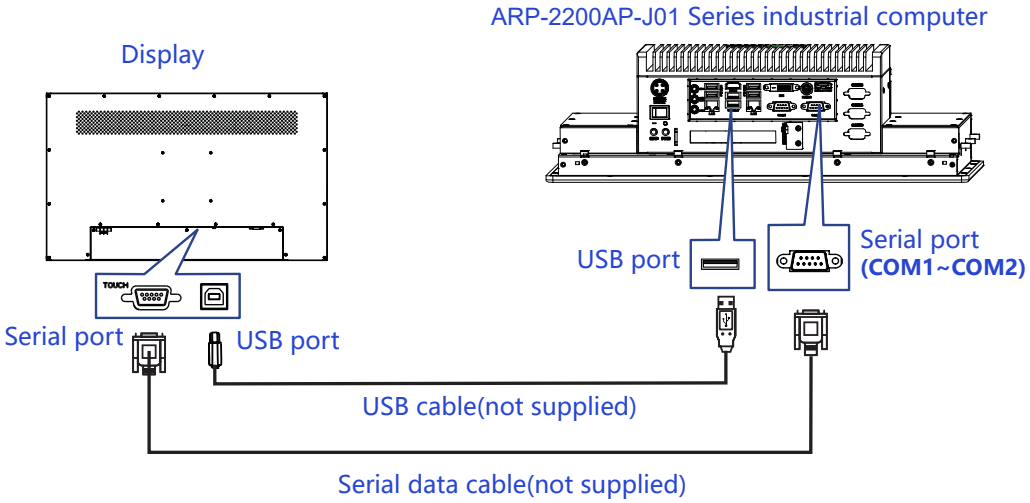
3. Connecting to a display through the Display port

- Connect one end of the display data cable to the Display port of the ARP-2200AP-J01 Series touch panel industrial computer. Connect the other end of the display data cable to the display port of a display.



Connecting to Touch Screen

- Connect one end of the USB cable(not supplied) or serial data cable(not supplied) to the USB port or serial port(COM1~COM2 port) of the ARP-2200AP-J01 Series touch panel industrial computer. Connect the other end of the USB cable or serial data cable to the USB port or serial port of a display.



Connecting to Keyboard and Mouse

• Insert a USB keyboard and a USB mouse(not supplied) to ARP-2200AP-J01 Series touch panel industrial computer for controlling on the computer(Figure 1). You can also insert a PS2 type keyboard or a PS2 type mouse(not supplied) to your industrial computer(Figure 2).

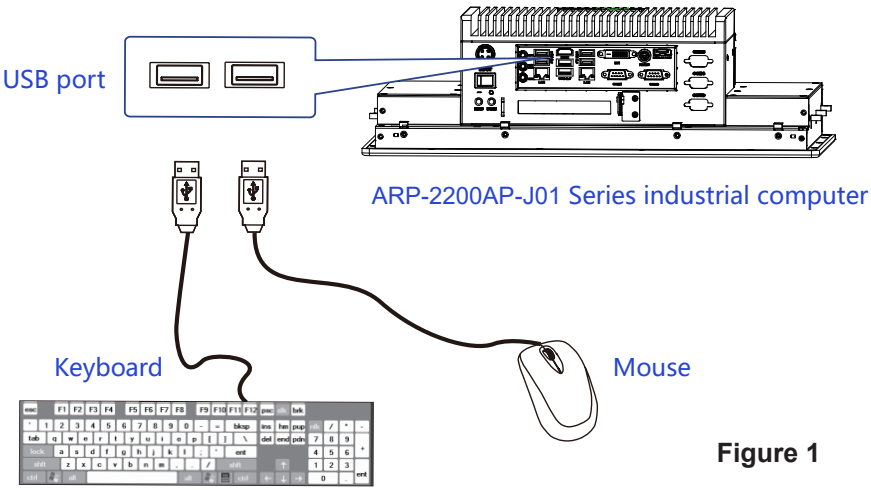


Figure 1

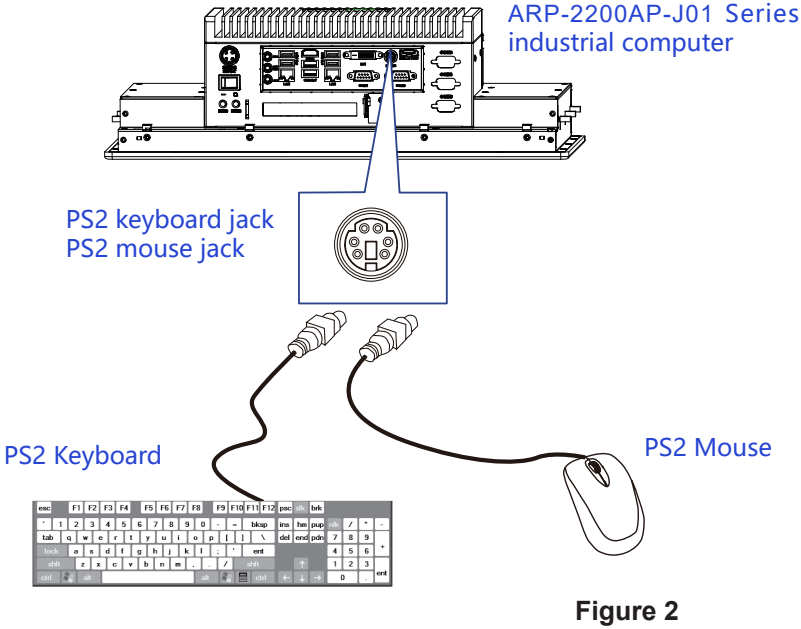
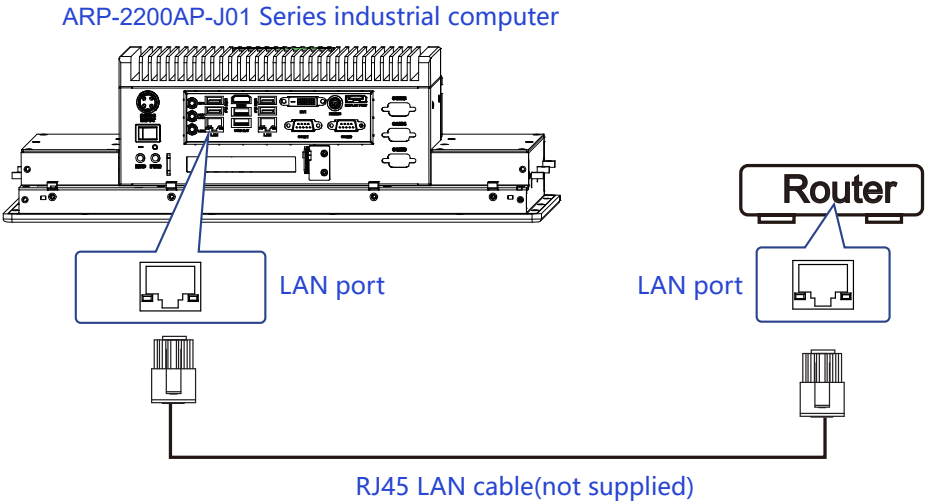


Figure 2

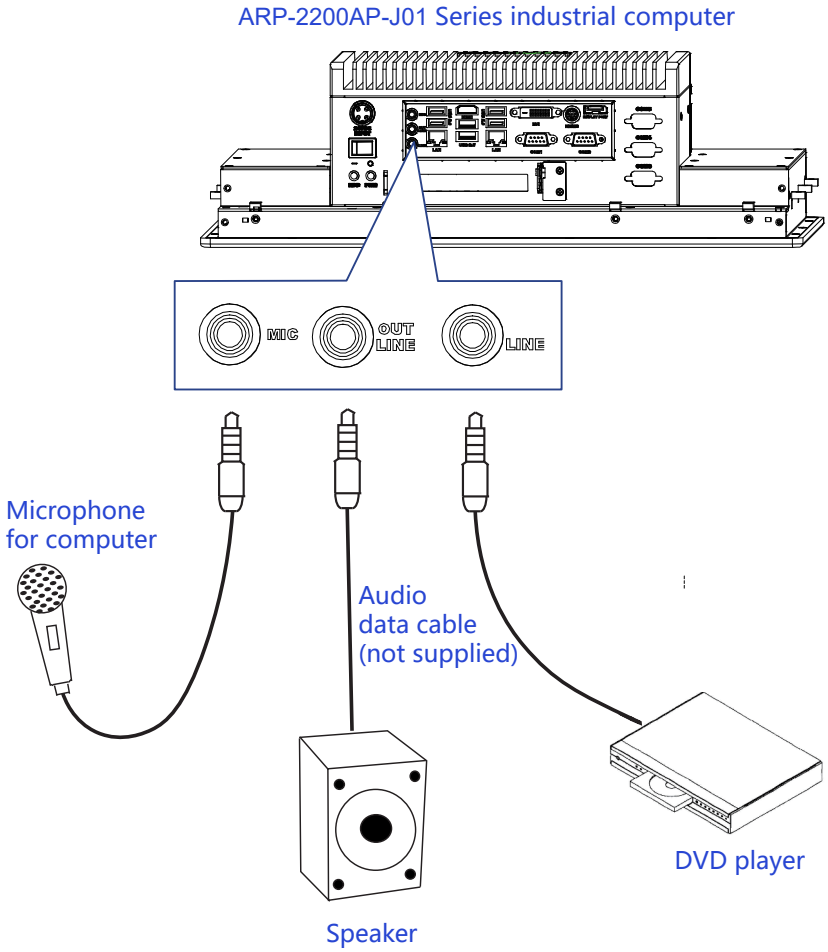
Connecting to network

- Connect one end of the RJ45 LAN cable to the LAN port of the ARP-2200AP-J01 series touch panel industrial computer. Connect the other end of the RJ45 LAN cable to the LAN port of a router.



Connecting to Audio devices

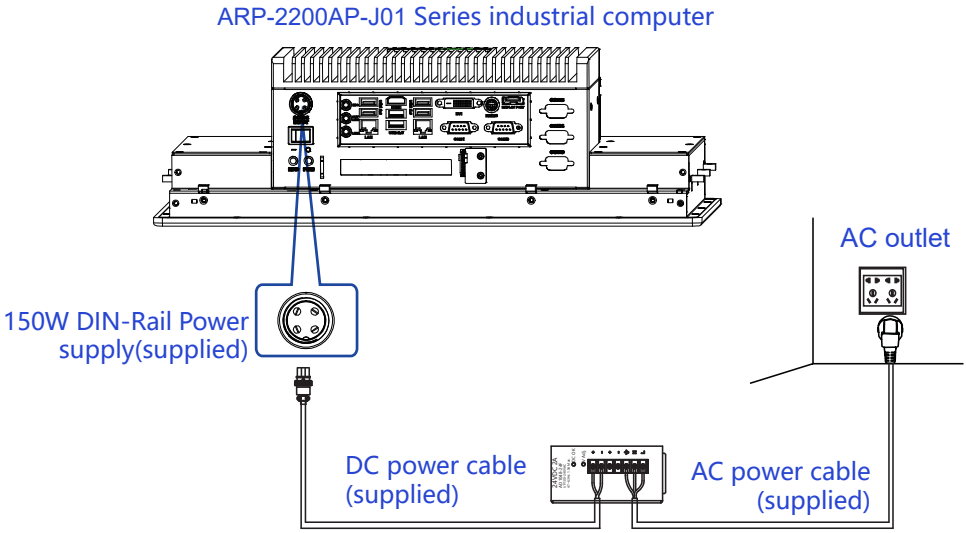
The ARP-2200AP-J01 series touch panel industrial computer features three audio connectors: Mic in, Line Out and Line In ports. Mic In port (pink) is for external microphone audio signal input to the computer, Line Out port (green) is for audio signal output to external audio device, like speaker, headphone etc., Line In port (blue) is for external audio signal source input (Like CD/DVD player, guitar etc.) to the computer.



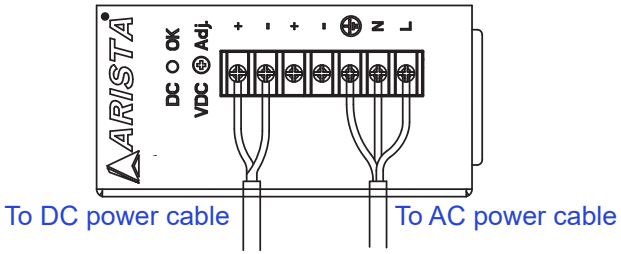
Connecting the power supply

Follow the steps below to connect the power supply.

- Connect one end of the 150W DIN-Rail AC/DC power supply to the DC-in(24V) power connector of the ARP-2200AP-J01 Series touch panel industrial computer. Connect the other end of 150W DIN-Rail AC/DC power supply to an AC outlet.

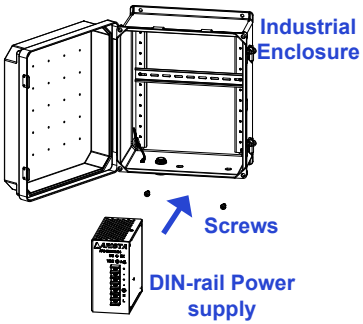


Important: Before you use the power supply, please correctly and securely connect the supplied AC power cable to the terminal of "L"(for live wire), "N"(for neutral wire) and "⏚"(Ground) on the power supply, and connect the supplied DC power cable to the "+"(Power) and "-"(Ground) terminals.

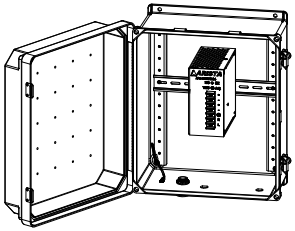


The AC to DC 24V power supply provided with the ARP-2200AP-J01 Series touch panel industrial computer does not have environmental protection. In order to meet a degree of protection, the power supply has to be installed in a specific IP rating enclosure.

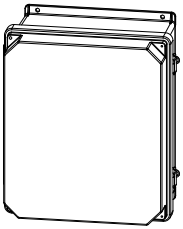
Step1



Step2



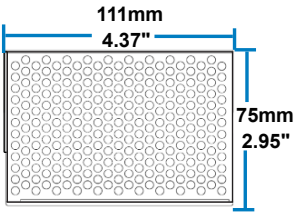
Step3



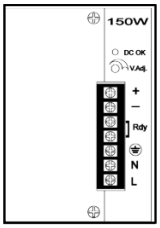
In order to correctly install the power supply, the specific dimensions for the power supply are indicated in the diagram below.

150W DIN-rail power supply

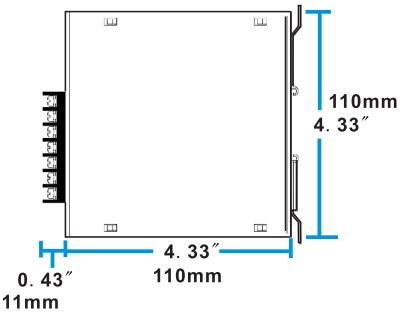
Top View



Front View



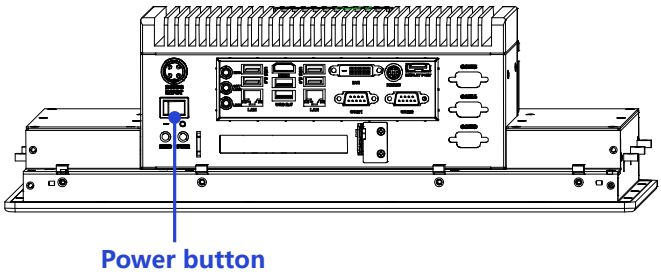
Side View



Turning on/off the computer

Turning on the computer

- Make sure all the required cables are connected properly, to turn on the ARP-2200AP-J01 series touch panel industrial computer, press the **Power button** at the bottom of the unit, and the power LED indicator next to the **Power button** lights up in red.
- When there is read or write activities on the computer, the HDD LED indicator for hard disk will light up.
- When you turn the computer on for the first time, a Windows activation screen will appear. Follow the activation procedures according to the on-screen instructions to use the computer.



Turning off the computer

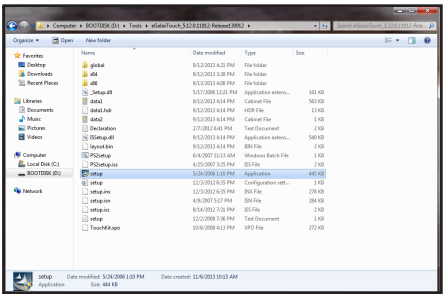
- Upon powering on, click the **Shut Down button** from the start menu on the screen or directly press the **Power button** to "Off" to turn off the ARP -2200AP-H01 series touchpanel industrial computer.
- If the unit is not going to be in use for an extended period of time, press the **Power button** to "Off" and disconnect the power cord from the AC outlet.

Adjustment on touch screen

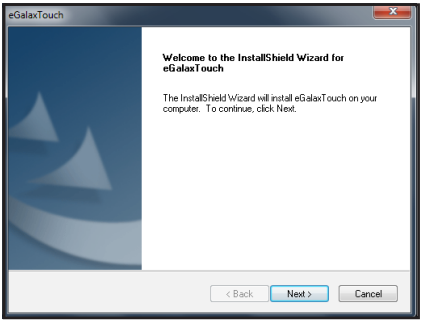
Installing calibration software

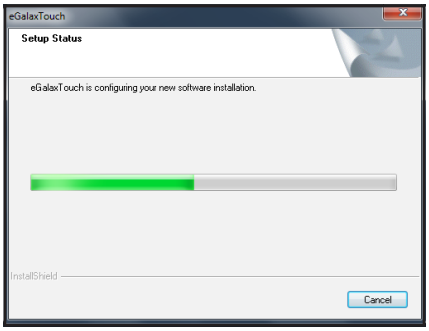
Install the calibration software follow the several steps as below:

1. Double click the “setup” to start to install the calibration software.

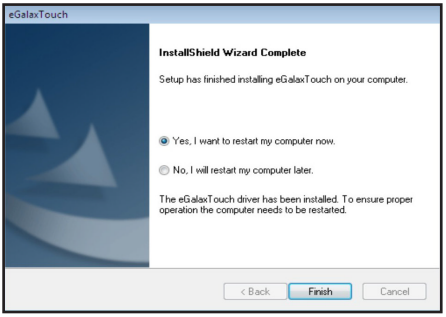


2. Click “next” to continue, and go ahead following the dialog window.





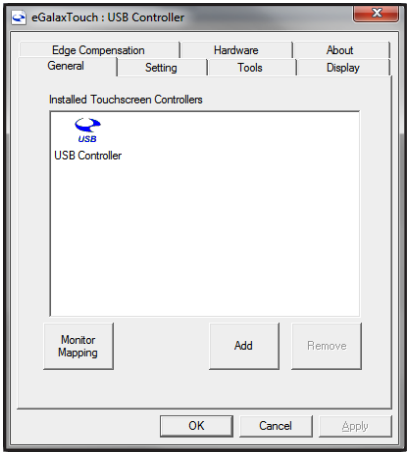
3. Restart the computer to finish the installing.



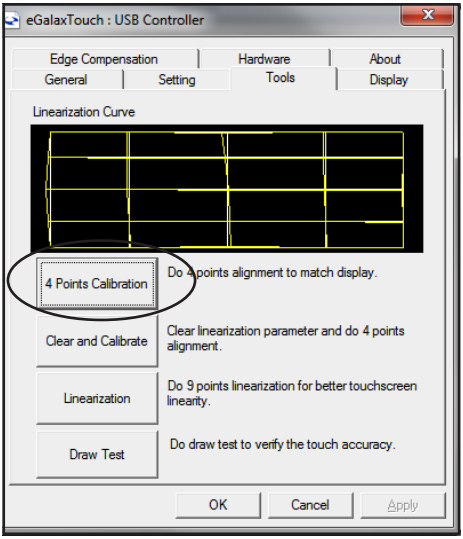
4. Now the shortcuts of “USB Controller” can be found on the desktop.

Video alignment or calibration

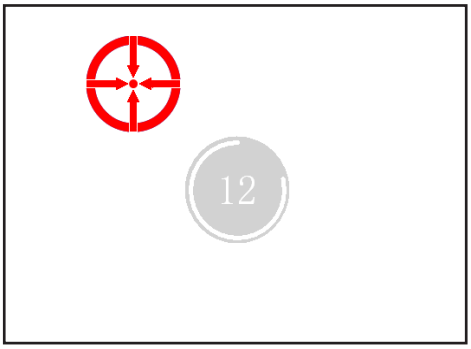
1. If the mouse cursor doesn't appear at the position of touch, double click the "USB Controller" on the desktop to open the USB controller window as below:



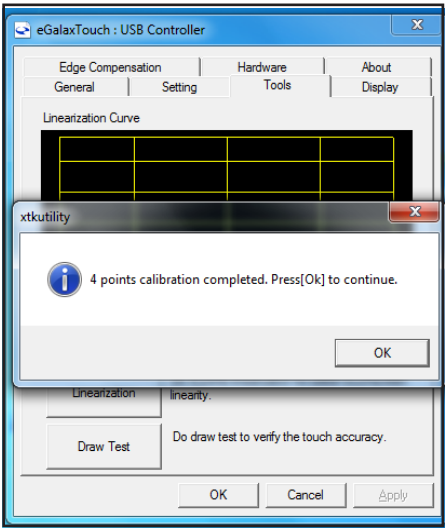
2. Select the "Tools" of the "eGalaxTouch" screen, and click the "4 Points Calibration", then click "OK" for video calibration.



3. Use the point of something such as the pen to calibrate the four points of the display.



4. Once calibrated, the touchscreen will be ready to use automatically each time the system is restarted.



Chapter 4 BIOS Setup

Introduction

The computer uses the latest "American Megatrends Inc." BIOS with support for Windows Plug and Play. The CMOS chip on the motherboard contains the ROM setup instructions for configuring the built-in motherboard BIOS.

The BIOS (Basic Input and Output System) Setup Utility displays the system's configuration status and provides you with options to set system parameters. The parameters are stored in battery-backed-up CMOS RAM that saves this information when the power is turned off. When the system is turned back on, the system is configured with the values you stored in CMOS.

The BIOS Setup Utility enables you to configure:

- Hard drives, diskette drives and peripherals
- Video display type and display options
- Password protection from unauthorized use
- Power Management features

The settings made in the Setup Utility affect how the computer performs. Before using the Setup Utility, ensure that you understand the Setup Utility options.

The Standard configuration

A standard configuration has already been set in the Setup Utility. However, we recommend that you read this chapter in case you need to make any changes in the future.

This Setup Utility should be used:

- when changing the system configuration
- when a configuration error is detected and you are prompted to make changes to the Setup Utility
- when trying to resolve IRQ conflicts
- when making changes to the Power Management configuration
- when changing the password or making other changes to the Security Setup

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This chapter provides explanations for Setup Utility options.

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Entering the Setup

When you power on the system, BIOS enters the Power-On Self Test (POST) routines. POST is a series of built-in diagnostics performed by the BIOS. After the POST routines are completed, the following message appears:

Press the **Delete key** to access BIOS Setup Utility.

Resetting the default CMOS values

When powering on for the first time, the POST screen may show a "CMOS Settings Wrong" message. This standard message will appear following a clear CMOS data at factory by the manufacturer. You simply need to Load Default Settings to reset the default CMOS values.

Note: Changes to system hardware such as different CPU, memories, etc. may also trigger this message.

Using BIOS

When you start the Setup Utility, the main menu appears. The main menu of the Setup Utility displays a list of the options that are available. A highlight indicates which option is currently selected. Use the cursor arrow keys to move the highlight to other options. When an option is highlighted, execute the option by pressing <Enter>.

Some options lead to pop-up dialog boxes that prompt you to verify that you wish to execute that option. Other options lead to dialog boxes that prompt you for information.

Some options (marked with a triangle ▶) lead to submenus that enable you to change the values for the option. Use the cursor arrow keys to scroll through the items in the submenu.

In this manual, default values are enclosed in parenthesis. Submenu items are denoted by a triangle ▶.

The default BIOS setting for this built-in motherboard apply for most conditions with optimum performance. We do not suggest users change the default values in the BIOS setup and take no responsibility to any damage caused by changing the BIOS settings.

BIOS navigation keys

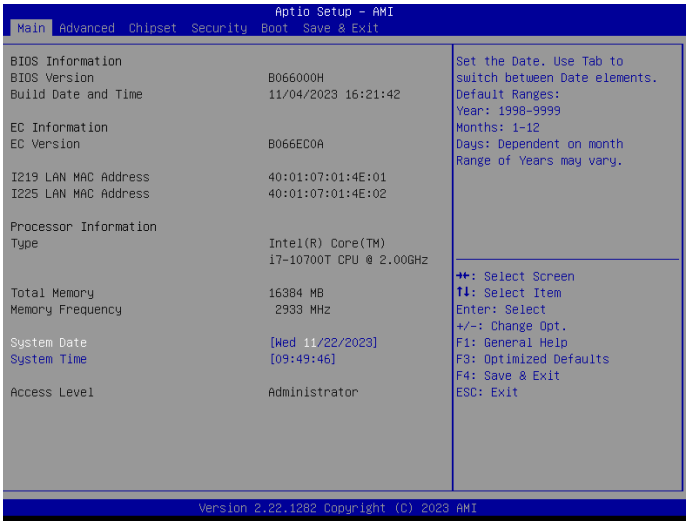
The BIOS navigation keys are listed below:

KEY	FUNCTION
ESC	Exits the current menu
→ ← ↑ ↓	Scrolls through the items on a menu
+/-	Modifies the selected field's values
Enter	Select
F1	General Help
F2	Previous Value
F3	Optimized Defaults
F4	Save & Exit

For the purpose of better product maintenance, the manufacture reserves the right to change the BIOS items presented in this manual. The BIOS setup screens shown in this chapter are for reference only and may slightly differ from what you see on your screen. Please visit the manufacture's website to download the latest product and BIOS information.

Main Menu

When you enter the BIOS SETUP UTILITY, the Main menu will appear and display the system overview. You can set the system clock in this main menu.



BIOS Information

This item shows the current BIOS information, including Project version, BIOS Version, EC Version, Build data and time.

System Date

Use this item to specify the system date. Manually enter the day, month and year.

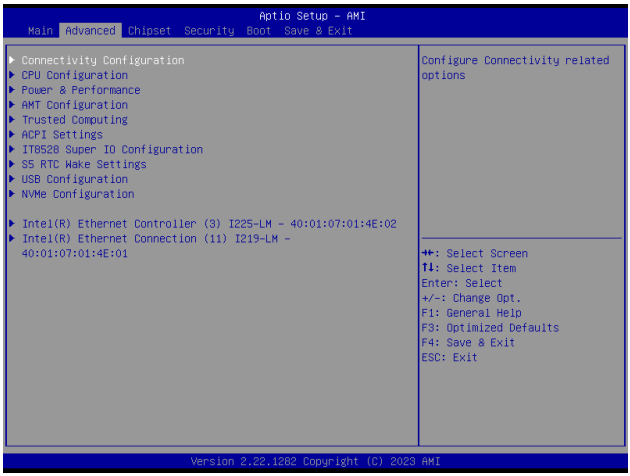
System Time

Use this item to specify the system time. Manually enter the hours, minutes and seconds.

Advanced Menu

This section allows you to configure and improve your system and allows you to set up some system features according to your preference.

Important: The default value Be cautious when changing the setting of the Advanced menu items. Incorrect field values can cause the system to malfunction.



CPU Configuration

Scroll to this item and press <Enter> to view the following screen:

Intel Virtualization Technology (Enabled)
Most of the time, hardware virtualization technology extensions should be enabled in motherboard BIOS in order to run recent OS and applications. When enabled, a VMM can utilize the additional hardware capabilities provided by Vanderpool Technology.

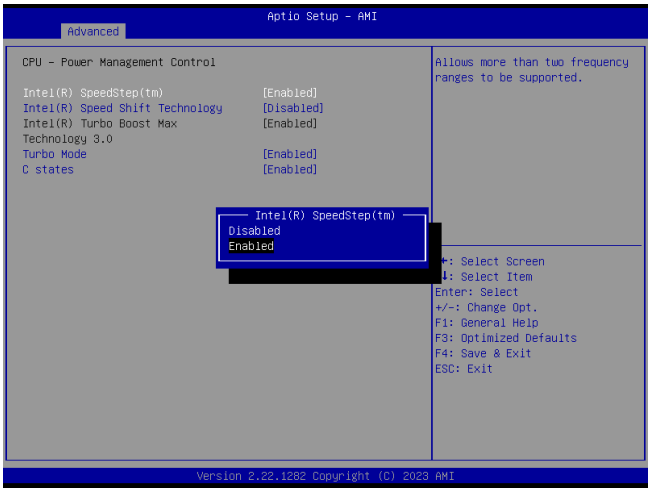
Active Processor Cores (All)
This item allows you to set the number of cores to enable in each processor package.

Hyper-Threading (Enabled)
Enabled for Windows XP and Linux (OS optimized for Hyper-Threading Technology) and Disabled for other OS (OS not optimized for Hyper-Threading Technology).
When Disabled, only one thread per enabled core is enabled.

Intel Trusted Execution (Disabled)
Enables utilization of additional hardware capabilities provided by Intel Trusted Execution Technology, changes require a full power cycle to take effect.

Power & Performance

CPU-Power Management Control
Scroll to <Power & Performance> and press <Enter>, then select <CPU-Power Management Control> to view the following screen:



Intel(R) SpeedStep(tm)(Enabled)
This item allows more than two frequency ranges to be supported.

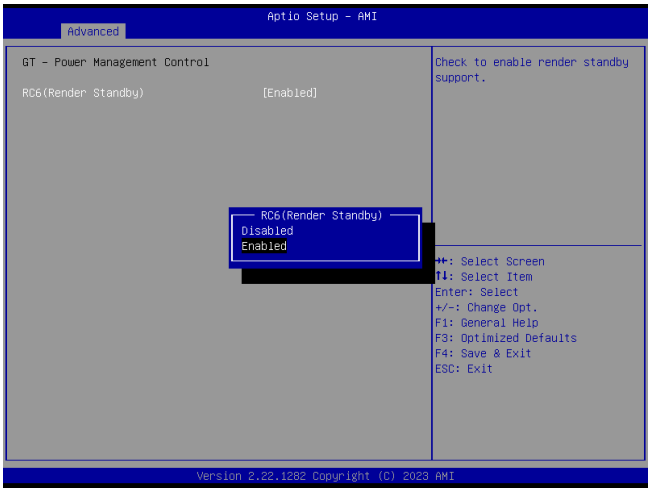
Intel(R) Speed Shift Technology(Disabled)
This item allows user to enable or disable Intel(R) Speed Shift Technology support.
Enabling will expose the CPPC v2 interface to allow for hardware controlled P-states.

Turbo Mode(Enabled)
This item allows user to enable or disable turbo mode.

Enhanced C-states (Enabled)
Enable or disable C1E.When enabled, CPU will switch to minimum speed when all cores enter C-State.

GT-Power Management Control

Scroll to <Power & Performance> and press <Enter>, then select <GT-Power Management Control> to view the following screen:

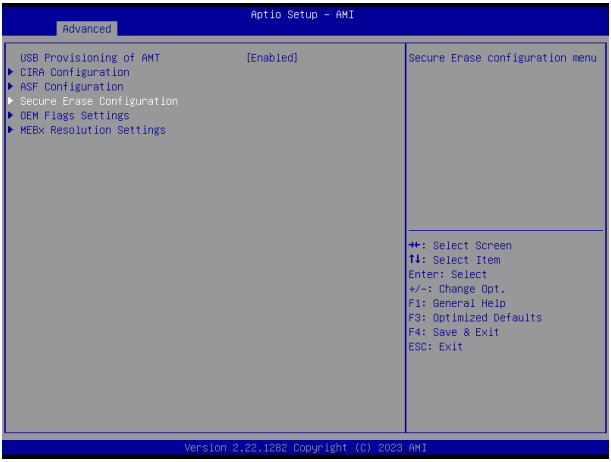


RC6-Render standby (Enabled)

Enable or disable render standby support. Render Standby Support allows the graphics card to power down or reduce the power consumption of the frame buffer when the computer is in standby mode. By doing so, it helps save energy and potentially increases the overall power efficiency of the system.

AMT Configuration

Intel AMT allows hardware-based remote management, security, power management, and remote-configuration features. Scroll to this item and press <Enter> to view the following screen:

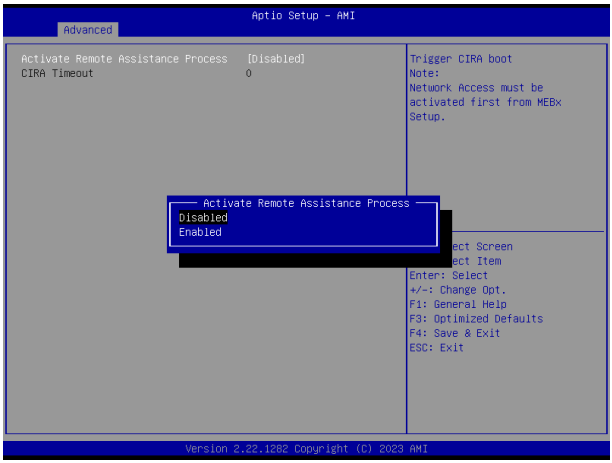


Intel Virtualization Technology (Enabled)

This items allows system administrators to remotely configure Intel AMT settings on a computer using a USB flash drive.

CIRA Configuration

Scroll this item and press <Enter> to view the following screen:



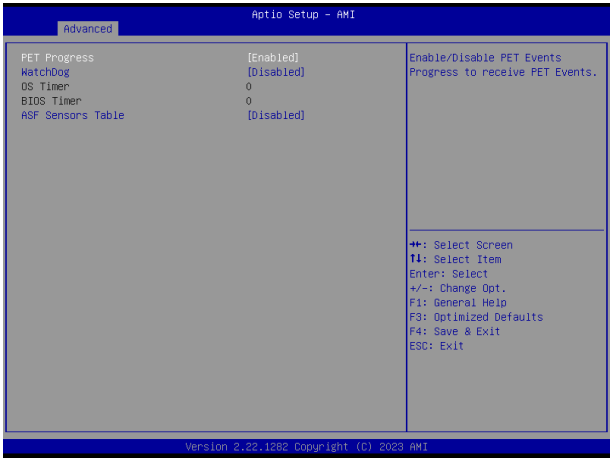
Activate Remote Assitance process (Disabled)

This items allows remote access and control of a computer system. When enabled, this feature allows authorized individuals or IT technicians to remotely connect to the computer and provide assistance or troubleshoot issues without physically being present at the location of the computer. It enables remote control of the computer's screen, keyboard, and mouse, allowing the remote user to perform tasks and make changes as if they were sitting in front of the computer.

Note: Network Access must be activated first from HEBx Setup.

ASF(Alert Standard Format) Configuration

Scroll this item and press <Enter> to view the following screen:



PET Progress (Enabled)

User can enable or disable PET events progress to receive PET envents or not.

WatchDog(Disabled)

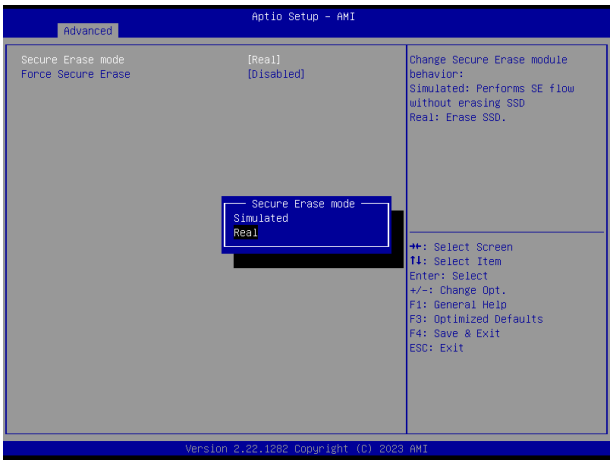
Use this option to enable or disable WatchDog timer. WatchDog timer is a hardware or software component that monitors the operation of a computer system. It is designed to detect and recover from software or hardware failures, ensuring the system remains operational.

ASF sensor table (Enabled)

Use this option to enable or disable ASF sensor table feature.
ASF (Alert Standard Format) is a technology that allows remote management and monitoring of computer systems. The ASF sensor table in computer BIOS contains information about various sensors present on the motherboard or other components of the system.

Secure Erase Configuration

Scroll this item and press <Enter> to view the following screen:



Secure Erase mode (Real)

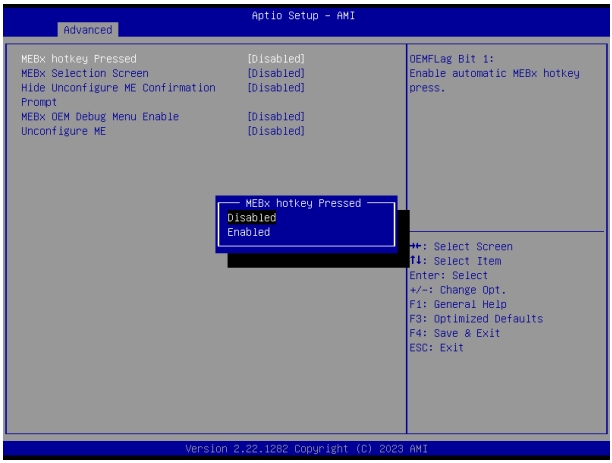
Use this option to change Secure Erase module behavior.
Simulated: performs SE flow without erasing SSD.
Real: erase SSD.

Force Secure Erase (Disabled)

Use this option allows users to securely erase data from storage devices, such as hard drives or solid-state drives (SSDs). This feature is typically used when disposing of or repurposing a storage device to ensure that all data on the device is completely and irreversibly erased.

OEM Flags Settings

Scroll this item and press <Enter> to view the following screen:



MEBx Hotkey Pressed (Disabled)

Use this option to enable or disable automaticIntel® Management Engine BIOS Extension(MEBX) hotkey press.

MEBX Selection Screen (Disabled)

Use this option to enable or disable Intel® Management Engine BIOS Extension(MEBX) selection screen.

Hide Un-Configure ME Confirmation Prompt (Disabled)

Use this option to enable or disable the Hide Un-Configure ME(Management Engine) without password confirmation prompt.

MEBx OEM Debug Menu Enable (Disabled)

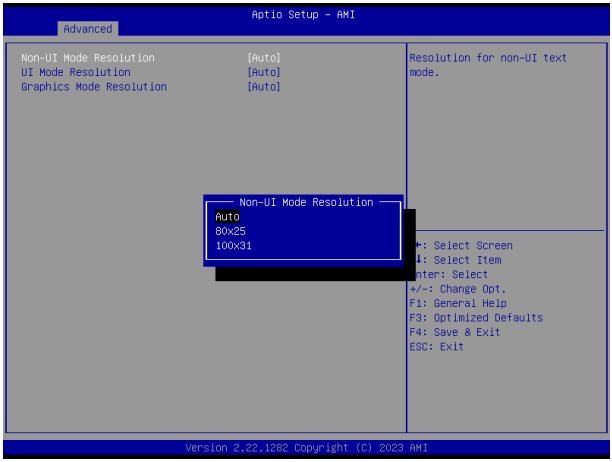
Use this option to enable or disable el® Management Engine BIOS Extension(MEBX) debug menu operation.

Un-Configure Me (Disabled)

Use this option to enable or disable Un-Configure ME(Management Engine) without password.

MEBx Resolution Settings

Scroll this item and press <Enter> to view the following screen:



Non-UI Mode Resolution (Auto)

Use this option to set the resolutio for non-UI text mode. These options are available: Auto (default), 80 x 25, 100 x 31.

UI Mode Resolution (Auto)

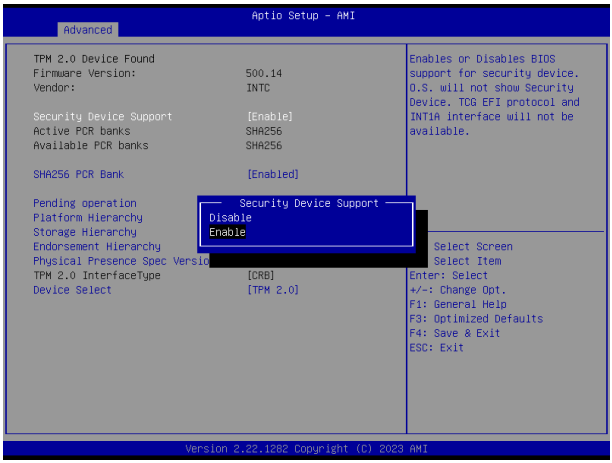
Use this option to set the resolutio for UI mode. These options are available: Auto (default), 80 x 25, 100 x 31.

Graphics Mode Resolution (Auto)

Use this option to set the resolutio for Graphics mode. These options are available: Auto (default), 640 x 480, 600 x 800, 1024 x 768.

Trusted Computing

Scroll to this item and press <Enter> to view the following screen:



Security Device Support (Enable)

Use this option to enable or disable BIOS support for security device. O.S. will not show security device.

SHA256 PCR Bank (Enable)

PCR Banks are used to store the output of the same type of hash algorithm. Use this option to enable or disable SHA256 PCR Bank.

Pending Operation (None)

Schedule an Operation for the Security Device. Note: Your computer will reboot during restart in order to change State of Security Device.

Platform Hierarchy (Enabled)

Platform Hierarchy is a feature that allows the system to manage and organize the various hardware components and devices connected to it. It provides a structured way to access and control the different devices, ensuring that they work together efficiently and without conflict.

Storage Hierarchy (Enabled)

The Storage Hierarchy determines the order in which the BIOS will attempt to boot from a device, and can affect the overall performance and stability of the computer. Use this item to enable or disable Storage Hierarchy feature.

Endorsement Hierarchy (Enabled)

Endorsement Hierarchy refers to the hierarchy of endorsements or approvals given to various computer components and software by the original equipment manufacturer (OEM) or other certification bodies. Use this item to enable or disable Endorsement Hierarchy feature.

Physical Presence Spec Version (1.3)

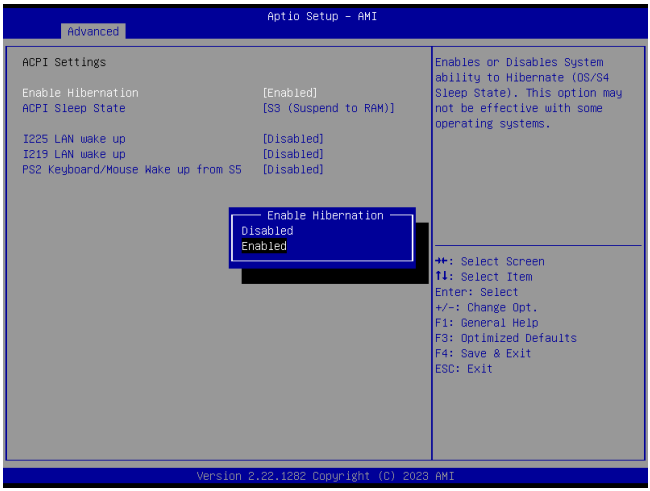
Select to Tell O.S. to support PPI Spec Version 1.2 or 1.3. Note some HCK tests might not support 1.3.

Device Select

Selecting the option <TPM1.2> will restrict support to TPM 1.2 devices. Selecting the option <TRM2.0> will restrict support to TPM 2.0 devices, and selecting the option <Auto> will support both with default set to TPM2.0 devices if not found, TPM1.2 devices will be enumerated.

ACPI Settings

Scroll to this item and press <Enter> to view the following screen:



Enable Hibernation (Enabled)

Use this item to enable or disable Hibernation feature.
Hibernation is a power-saving state that saves the contents of RAM to the hard disk and then powers off the computer. When the computer is turned back on, the contents of RAM are restored from the hard disk, allowing the computer to resume operation from the same state as before hibernation.

ACPI Sleep State [S3 (Suspend to RAM)

ACPI Sleep State allows the system to enter a low-power state when not in use. Select the highest ACPI sleep state, the system will resume when the SUSPEND button is pressed.

I225/I219 LAN Wake up (Disabled)

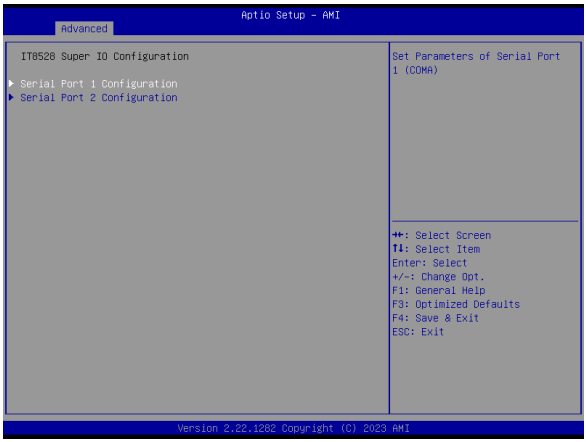
I225 LAN and I219LAN are both types of network interface controllers (NICs) that are used to connect computers to a network. I225/I219 LAN Wake up is a feature in the computer BIOS that allows the system to wake up from a low power state, such as S5, by receiving a network signal from a connected Ethernet device. This can be useful for remotely waking up a computer or for scheduling tasks that require the computer to be turned on at specific times.

USB/PS2 Keyboard/Mouse Wake up from S5 (Disabled)

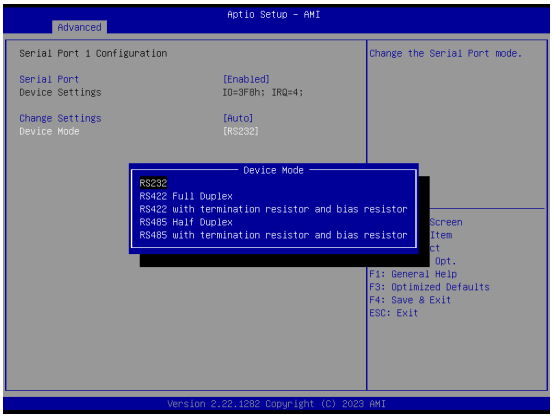
Enable or disable USB/PS2 Keyboard/Mouse Wake up from S5. S5 is the deepest sleep state, also known as Soft Off or Standby mode, in which the computer's power consumption is minimized.

IT8528 Super IO Configuration

Scroll to this item and press <Enter> to view the following screen:



Serial port 1~port2 Configuration



Serial port1/port2 (Enabled)

Use this option to enable or disable the use of serial ports.

Change settings (Auto)

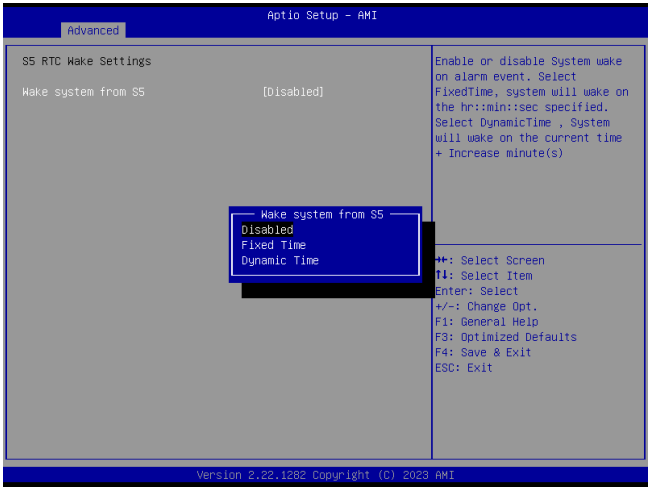
Select an optimal settings for Super IO device.
Options available:
Auto,
IO=3F8h; IRQ=4 for Serial port 2. IO=2F8h; IRQ=3 for Serial port 2.
IO=3F8h; IRQ=3,4,5,6,7,9,10,11,12;
IO=2F8h; IRQ=3,4,5,6,7,9,10,11,12;
IO=3E8h; IRQ=3,4,5,6,7,9,10,11,12;
IO=2E8h; IRQ=3,4,5,6,7,9,10,11,12;

Type select (RS232)

Select serial port type (RS232, RS422 Full Duplex, RS422 with termination resistor and bias resistor, RS485 Full Duplex, RS485 with termination resistor and bias resistor).

S5 RTC Wake Settings

Scroll to this item and press <Enter> to view the following screen:



Wake system from S5 (Disabled)

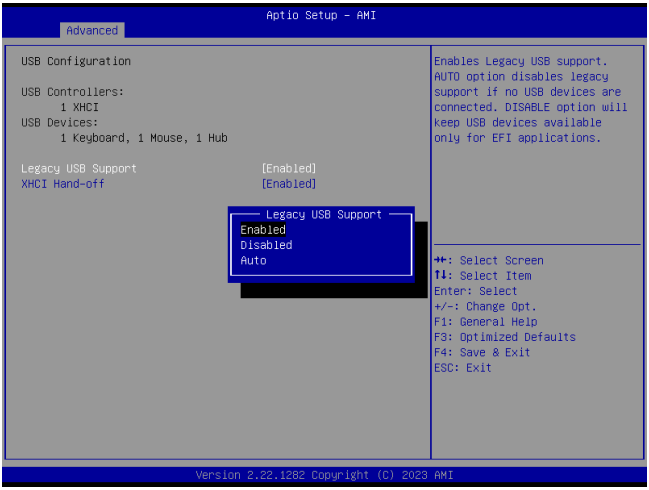
Enable or disable system wake on alarm event.

Fixed Time: system will wake on the hr::min::sec specified.

Dynamic Time: system will wake on the current time + Increase minute(s).

USB Configuration

Scroll to this item and press <Enter> to view the following screen:



Legacy USB Support(Enabled)

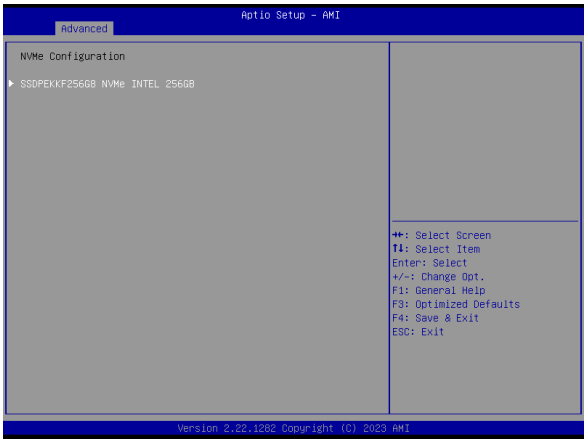
Use this option to enable USB mouse and USB keyboard support. Enabled option enables legacy USB support. AUTO option disables legacy support if no USB devices are connected. DISABLED option will keep USB devices available only for EFI applications.

EHCI Hand-off (Enabled)

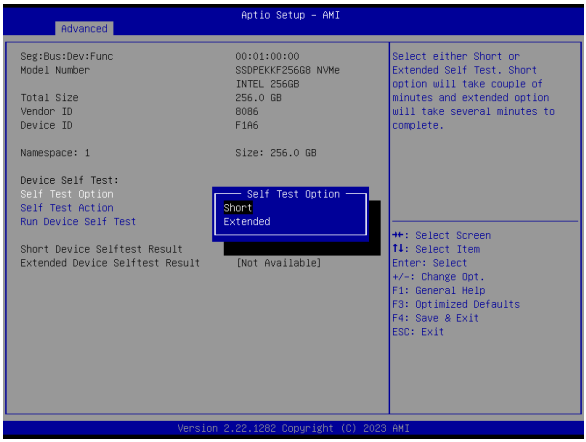
This is a workaround for OSes without EHCI hand-off support. The EHCI ownership change should be claimed by EHCI driver.

NVMe Configuration

Scroll to this item and press <Enter> to view the following screen:



SSDPEKKF256G NVME INTEL 256GB



Self Test Option (Short)

Select either short or extended Self Test. "Short" option will take couple of minutes and "extended" option will take several minutes to complete.

Self Test Action (Controller Only Test)

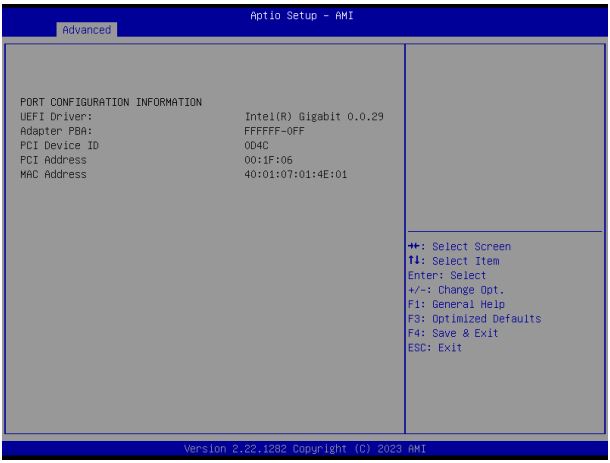
Select to test controller only or test both controller and namespace. Selecting the "Controller and NameSpace" option will take much longer time to complete the test.

Run device Self Test (OK)

Perform device selft test for the corresponding option and action selected by user. Pressing "ESC" Key will abort the test. The result shown on the screen is the recent result logged in the device.

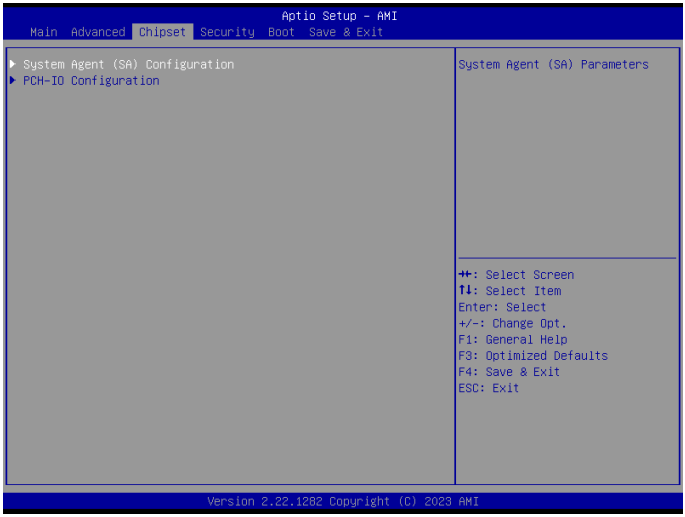
Intel(R) Ethernet Controller/Connetion

Scroll to this item and press <Enter> to view the following screen:



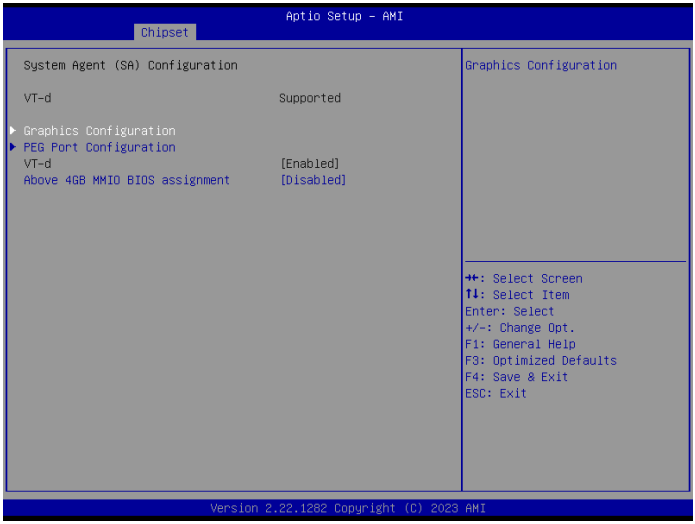
Chipset Menu

The chipset menu allows you to change the settings for the Host Bridge chipset, South Bridge chipset and other system.Since the features in this section are related to the chipset on the CPU board and are completely optimized, you are not recommended to change the default settings in this setup table unless you are well oriented with the chipset features.



System Agent(SA) Configuration

Scroll to this item and press <Enter> to view the following screen:



VT-d(Enabled)

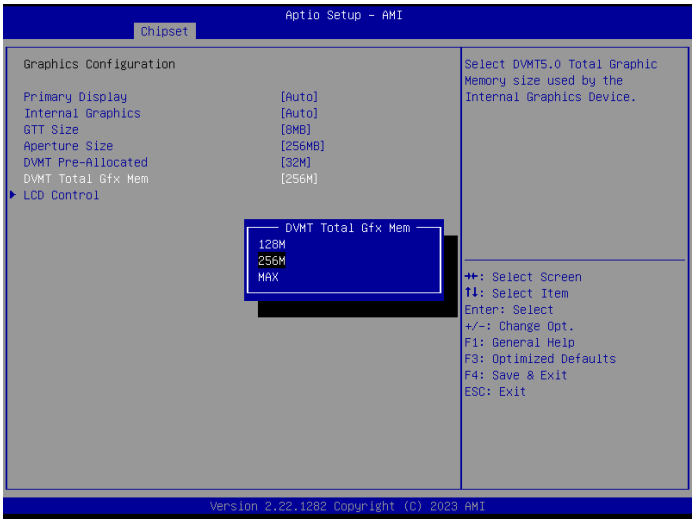
Intel has been offering Intel Virtualization Technology for Directed I/O (Intel VT-d) of B064 motherboard. This item allows you to set the VT-D capability.

Above 4GB MMIO BIOS Assignment (Disabled)

Enable/Disable above 4GB Memory Mapped IO BIOS assignment. This is enabled automatically when Aperture size is set to 2048 MB.

Graphics configuration

Scroll to this item and press <Enter> to view the following screen:



Primary Display (Auto)

Use this item to select which of IGFX/PEG/PCI Graphics device should be Primary Display or select SG for Switchable Gfx, the available options are: Auto(default), IGFX, PEG.

Internal Graphics(Auto)

Use this item to keep IGFX enabled based on the setup options.

GTT Size(8MB)

Use this item to select GTT size, the available options are: 8MB(default), 2MB, 4MB.

Aperture Size (256MB)

Use this item to select aperture size, the available options are: 128MB, 256MB(default), 512MB,1024MB, 2048MB.

DVMT Pre-Allocated(32M)

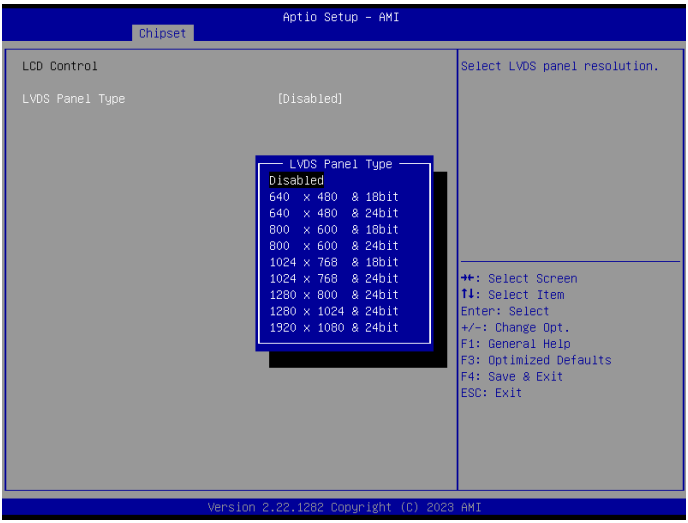
Use this item to select DVMT 5.0 Pre-Allocated(Fixed) Graphics Memory size used by the Internal Graphics device. The available options are: 0M,4M, 8M, 12M, 16M, 20M,24M, 28M, 32M(default), 32M/FT,36M, 40M, 44M, 48M, 52M, 56M, 60M.

DVMT Total Gfx Mem (256M)

Use this item to select DVMT5.0 Total Graphics Memory size used by the Internal Graphics device. The available options are: 128M, 256M(default), MAX.

LCD Control

Scroll to this item and press <Enter> to view the following screen:

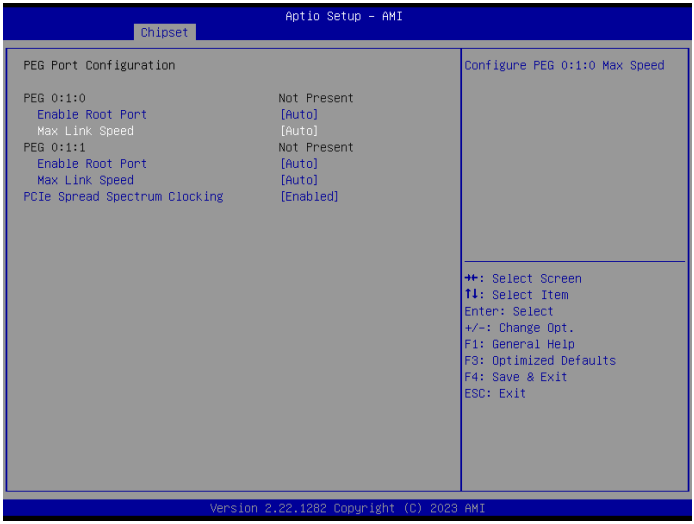


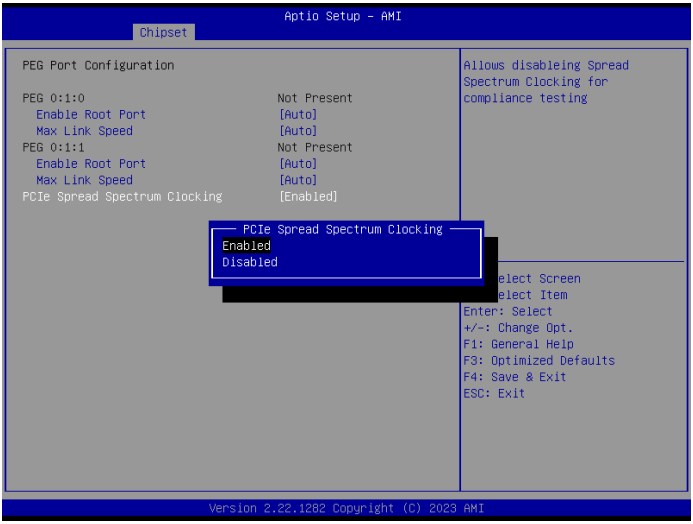
LCD Panel Type(1280 x 1024 8 bit Dual LVDS)

This option is used to select LCD panel resolution by selecting the appropriate setup item.

PEG Port Configuration

Scroll to this item and press <Enter> to view the following screen:





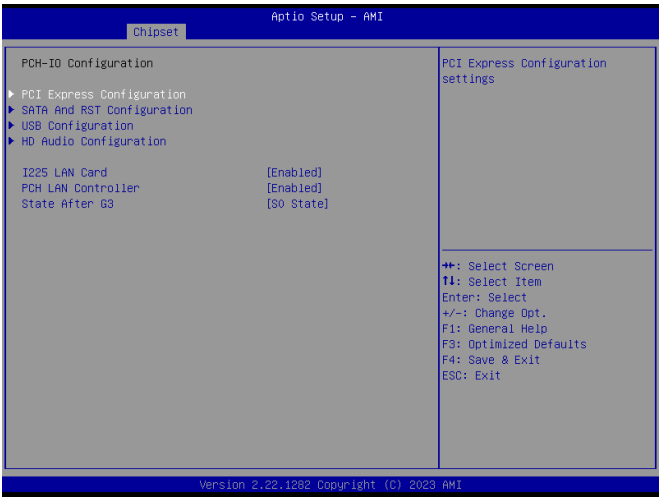
Enable Root Port (Auto)
Use this item to enable or disable the Root port.

Max Link Speed (Auto)
The PEG port Max Link speed refers to the maximum data transfer rate supported by the PEG (PCI Express Graphics) port. These options are available: Auto (default), Gen1, Gen2, Gen3.

PCIe Spread Spectrum Clocking (Enabled)
PCIe Spread Spectrum Clocking is a feature in computer BIOS that helps to reduce electromagnetic interference (EMI) and improve signal integrity on the PCI Express (PCIe) bus. By spreading the clock signal across a wider frequency range, the technology helps to minimize the impact of noise and crosstalk on the PCIe bus, which can lead to improved performance and reliability.

PCH-IO Configuration

Scroll to this item and press <Enter> to view the following screen:



I225 LAN Card (Enabled)

Enable or disable the PCI Express Root port.

PCH LAN Controller (Enabled)

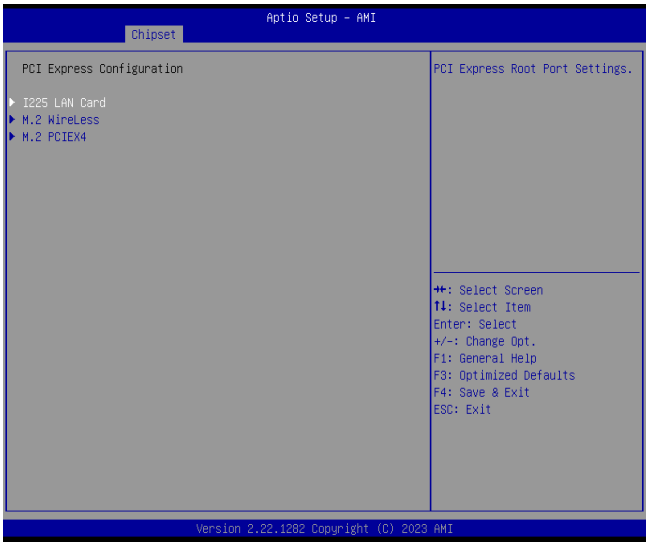
NIC allows the computer to connect to a network without requiring a separate network adapter. Use this item to enable or disable the onboard NIC.

State After G3(S0 State)

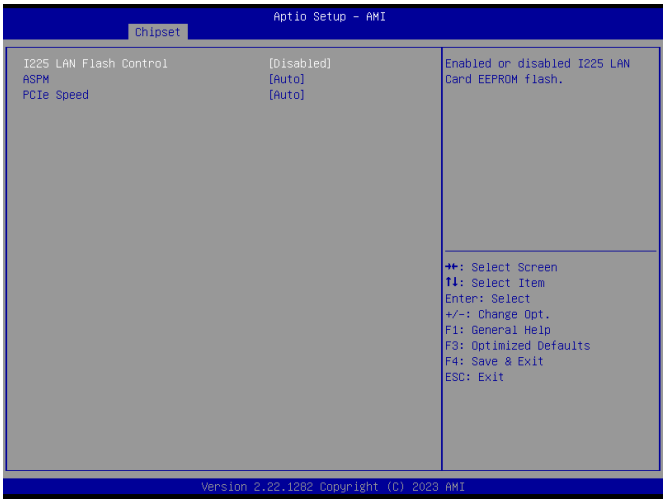
This item allows you to specify what state to go to when power is re-applied after a power failure(G3 state)

PCI Express Configuration

Scroll to this item and press <Enter> to view the following screen:



I225 LAN Card

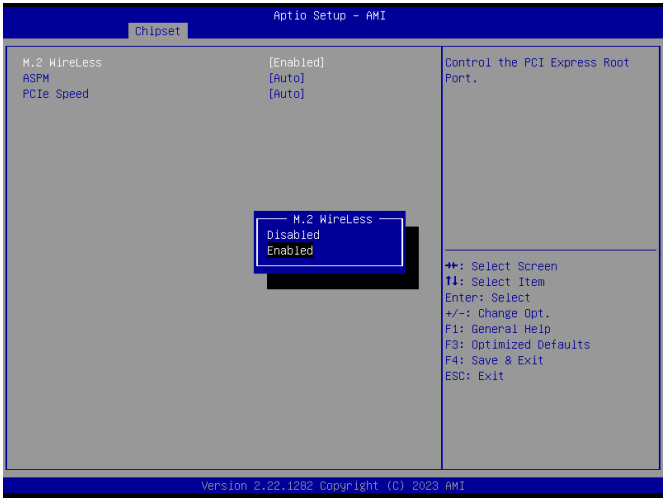


I225 LAN Flash (Disabled)
Enable or disable I225 LAN Card EEPROM flash.

ASPM (Auto)
Set the ASPM level.
Los: Force all links to Los state.
Auto: BIOS auto configure.
Disable: Disable ASPM

PCIe Speed (Auto)
Use this item to set PCIe speed. These options are available: Auto (default), Gen1, Gen2, Gen3.

M.2 Wireless

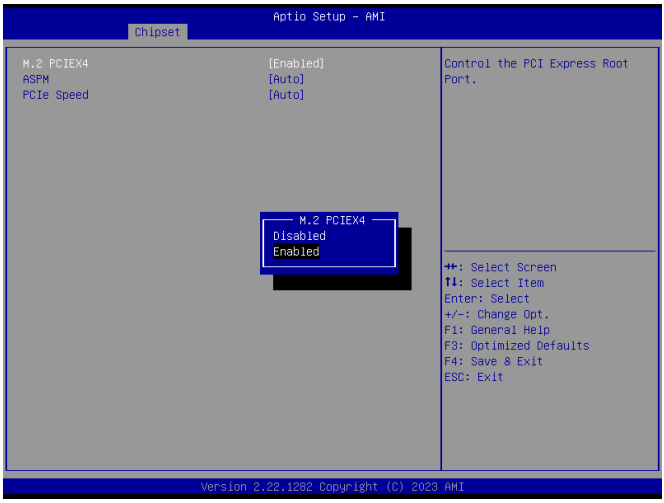


M.2 Wireless (Enabled)
Use this item to control the PCI Express Root port.

ASPM (Auto)
Set the ASPM level.
Los: Force all links to Los state.
Auto: BIOS auto configure.
Disable: Disable ASPM

PCIe Speed (Auto)
Use this item to set PCIe speed. These options are available: Auto (default), Gen1, Gen2, Gen3.

M.2 PCIEX4



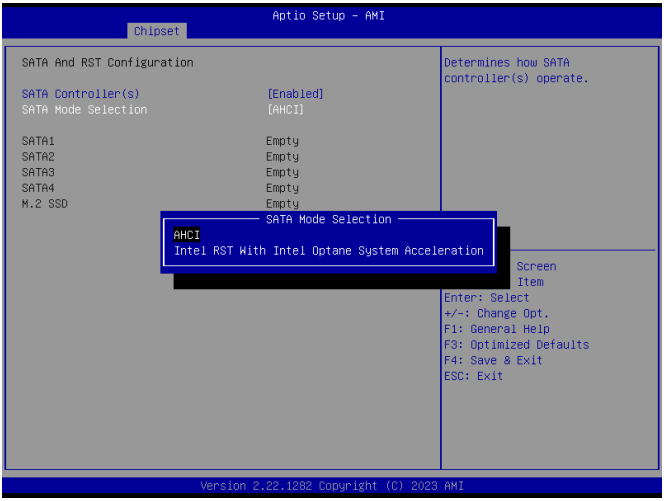
M.2 PCIEX4 (Enabled)
Use this item to control the PCI Express Root port.

ASPM (Auto)
Set the ASPM level.
Los: Force all links to Los state.
Auto: BIOS auto configure.
Disable: Disable ASPM

PCIe Speed (Auto)
Use this item to set PCIe speed. These options are available: Auto (default), Gen1, Gen2, Gen3.

SATA And RST Configuration

Scroll to this item and press <Enter> to view the following screen:



SATA Controllers (Enabled)

Use this option to enable or disable the use of SATA devices.

SATA Mode Selection(AHCI)

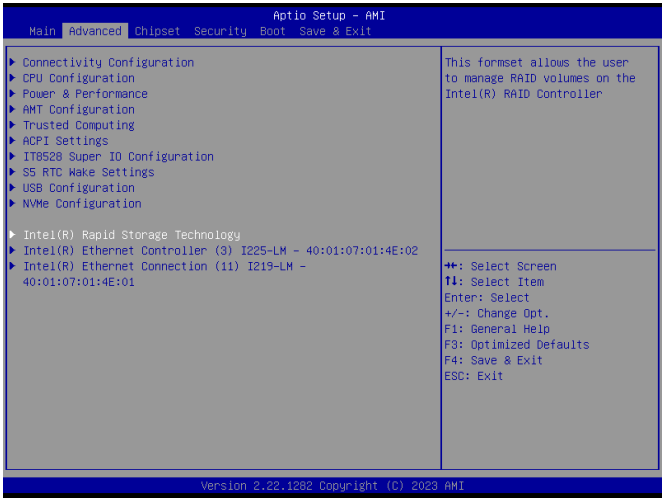
Use this option to set SATA configuration.

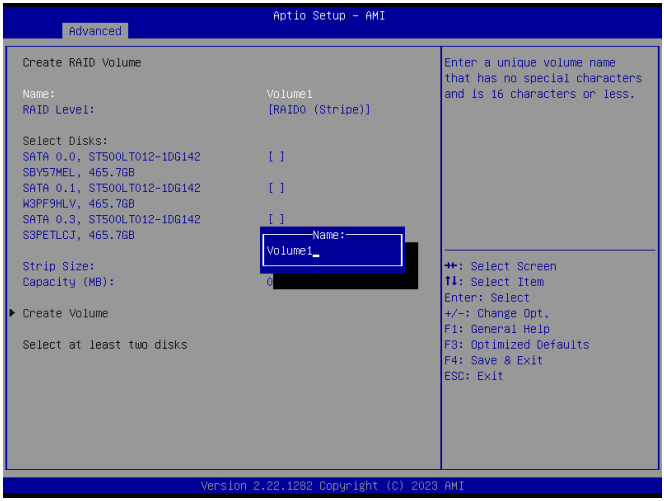
AHCI: Set to "AHCI" when you want the SATA hard disk drives to use the AHCI(Advanced Host Controller Interface). The AHCI allows the onboard storage driver to enable advanced Serial ATA features that increase storage performance on random workloads by allowing the drive to internally optimize the order of commands.

Intel RST with Intel Optane Systm Acceleration: Intel RST (Rapid Storage Technology) with Intel Optane System Acceleration is a technology that allows you to configure and optimize your computer's storage system.

Intel RST allows you to use multiple storage devices, such as SSDs and HDDs, in a single storage volume, which can improve performance and data protection. Intel Optane System Acceleration is a feature that uses Intel Optane memory, a type of non-volatile memory, to cache frequently used data and improve overall system performance.

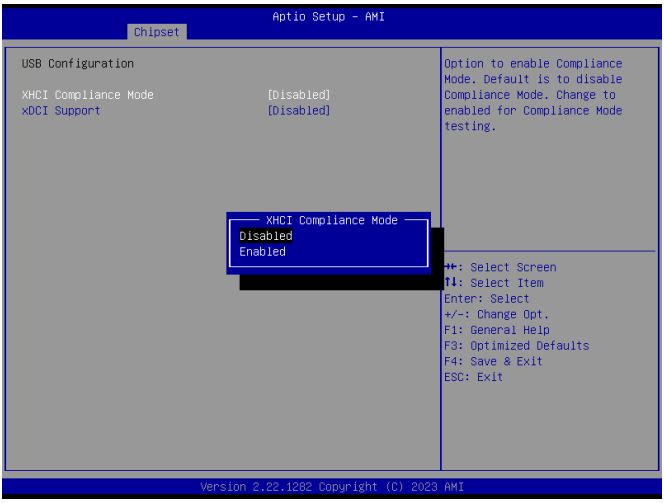
Go to the Advanced Menu, and select <Intel Rapid Storage Technology to confiure the Intel RST settings.





USB Configuration

Scroll to this item and press <Enter> to view the following screen:



XHCI Disable Compliance Mode(Disabled)

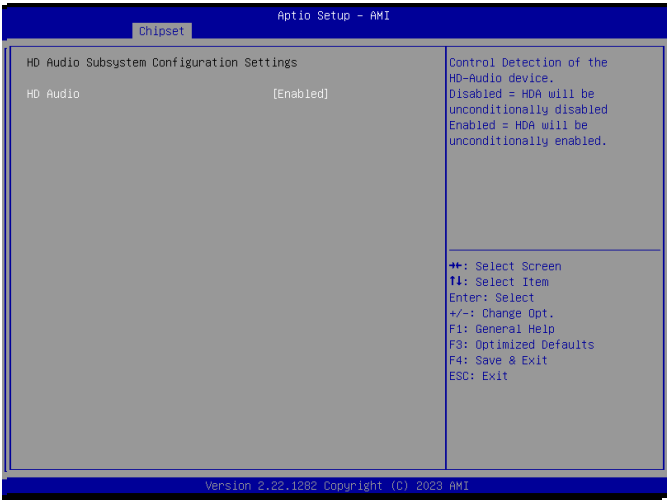
Options to disable XHCI compliance Mode. The default option is "Disabled". You can select "Enabled" to enable for compliance mode testing.

XDCI Support(Disabled)

Use this item to enable or disable XDCI (USB OTG Device).

HD Audio Configuration

Scroll to this item and press <Enter> to view the following screen:

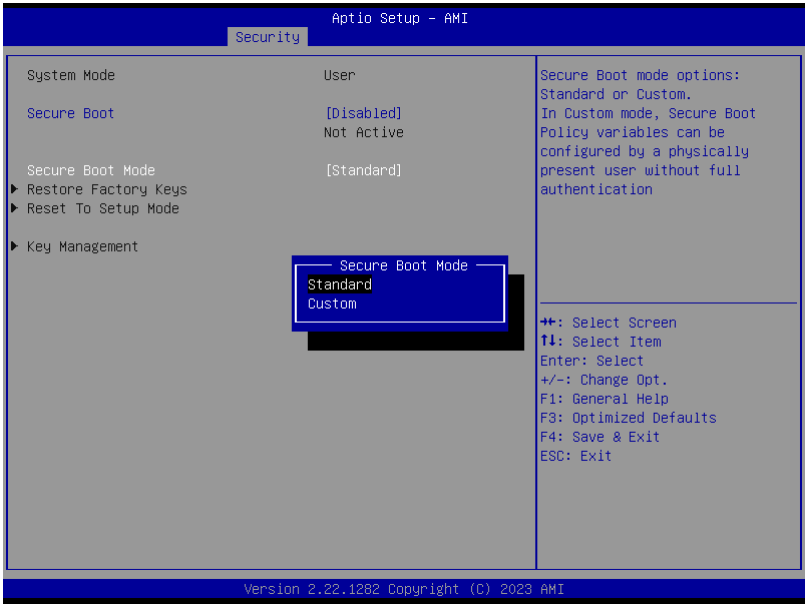


Onboard HD Audio(Enabled)

Use this option to control detection of the HD-Audio device.
Disabled: HD Audio will be unconditionally disabled.
Enabled: HD Audio be unconditionally enabled.

Security Menu

In this section, you may set or change the supervisor/user password for the system. You may also clear the user password. If only the Administrator's password is set, then this only limits access to Setup and is only asked for when entering Setup. If only the User's password is set, then this is a power on password and must be entered to boot or enter Setup. In Setup, the user will have administrator rights. The password length must be in the following range:Minimum length is 3, and Maximum length is 20.



Administrator Password

This item allows you to set administrator password.

User Password

This item allows you to set user password.

Secure Boot

Secure Boot(Disabled)

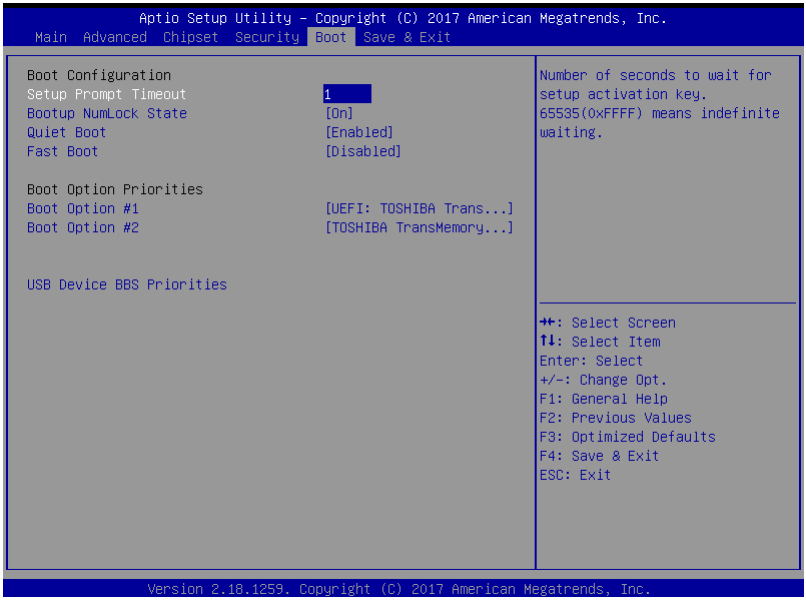
Secure Boot feature is Active if Secure Boot is Enabled, Platform Key(PK) is enrolled and the system is in user mode. The mode change requires platform reset.

Secure Boot Mode(Standard)

In Custom mode, Secure Boot Policy Variables can be configured by a physically present user without full authentication

Boot Menu

The Boot Menu allows you to change the system boot options.



Setup Prompt Timeout (1)

The Setup Prompt Timeout is the number of seconds to wait for setup activation key. 65535(0XFFFF) means indefinite waiting.

Bootup Num-lock state (ON)

If this item is set to “On”, it will automatically activate the Numeric Lock funcition after boot-up.

Quiet Boot (Enabled)

This item allows user to enable or disable Quiet Boot options.

Fast Boot (Disabled)

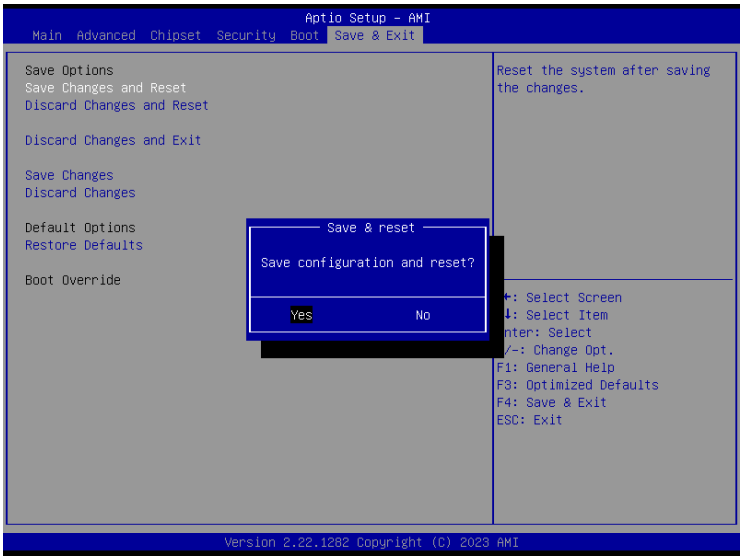
This item enables the BIOS to skip certain tests in order to speed up the boot sequence. This feature has two options: [Enabled] [Disabled].

Boot Option Priorities

This items specify the boot device priority sequence from the available device. The number of device items that appears on the screen depends on the number of devices installed in the system.

Save & Exit Menu

The Save & Exit Menu allows you to save the changes that you have made in the Setup Utility and exit the Setup Utility.



Save Changes and Reset

Use this item to save the changes made to the BIOS options and reset the system.

Discard Changes and Reset

Use this item to exit the system without saving the changes made to the BIOS configuration setup program and reset the system.

Discard Changes and Exit

When you select this option, it will pop-out the following message, “Discard changes and exit setup?” Select [OK] to exit the UEFI SETUP UTILITY without saving any

Save Changes

Use this item to save the changes made to any of the setup options.

Discard Changes

When you select this option, the following message, “Discard changes?” will pop out. Select [OK] to discard all changes.

Restore User Defaults

This option restores all BIOS settings to the factory default. This option is useful if the controller exhibits unpredictable behavior due to an incorrect or inappropriate BIOS setting.

Boot Override

This option lists all the booting options; users may choose one of the options and press <Enter>, then you may boot according to the option.

Chapter 5 Appendix

Care and Maintenance

Regular maintenance of the ARP-2200AP-J01 Series touch panel industrial computer can help prevent damage or downtime.

Service should only be performed by qualified and authorized personnel. Make sure your touch panel computer is powered down and unplugged before removing the cover or working on internal components.

- Keep the ARP-2200AP-J01 Series touch panel industrial computer in a dry, clean space. Minimize exposure to dust - don't get the power switches or other controls wet.
- If the ARP-2200AP-J01 Series touch panel industrial computer gets wet, power it off immediately. Wait for the ARP-2200AP-J01 Series touch panel industrial computer to dry completely before powering it on again.
- If you move it from a very cold environment to a warm environment, give the components time to reach room temperature before powering it on.
- Clean the exterior surfaces of the unit with a soft, damp cloth. Never use alcohol, paint thinner or benzene to clean this unit.
- Occasionaly remove dust from interior surfaces, taking care not to touch or damage connections or chips.
- Position your system unit away from direct sunlight, moisture, dust, oil and thoroughfare.
- Never expose the unit to harsh jarring.
- Ensure that all ventilation outlets are always free from obstruction.
- To protect components against damage from static electric discharge, you should: Use a grounding wrist strap. The strap will have an "alligator"clip at the end of a shielded wire lead. Clip it to a grounded object. Put on and connect the strap before you handle the components. Also, you can use an anti-static pad. Put any components on the pad whenever you work on them outsidethe computer. If you don't have a pad, put the components on the anti-static bag them came in.
- Back up all the critical data,in a situation of unit being moved there are chances of hard disk getting damaged Before moving,remove all data disks from the drive,turn off the computer and all the peripherals. Also unplug the power and disconnect cables.
- In the event of mechanical/power failure or damage, do not attempt to repair the system unit or wires. Refer all such problems to experienced personnel.
- If the touch panel industrial computer needs service, please consult the authorized dealer through the contact information provided on the warranty card. Faulty service may void the warranty.

Product Limited Warranty

1. Product Limited Warranty

Arista Corporation ARP-2200AP-J01 Series touch panel industrial computer purchased in the U.S. and Canada come with a 2-year limited warranty. The following sections describe the limited warranties and return policies for the North America region.

1) Limited Warranty Coverage

- If a product does not work properly because of a defect in materials or workmanship, Arista Corporation will, for the length of a period of three years, starting with the date of the original purchase (invoice date), at its discretion, either repair your product with new or refurbished parts, or replace it with a new or refurbished product.
- The decision to repair or replace will be made by Arista Corporation. During the “Labor” Limited Warranty period, there will be no charge for labor. During the “Parts” Limited Warranty period, there will be no charge for parts.
- The customer pays the freight for shipping the defective products to Arista Corporation. After repairs or replacement, Arista Corporation will ship and pay UPS Ground for the products being shipped back to the customer.
- This Limited Warranty only applies to products purchased and serviced in the North America region. Customers outside of the United States will need to pay the freight for shipping to Arista Corporation and shipping back to the customer after repairs or replacement.

2) Limited Warranty Limits and Exclusions

- Limited Warranty only covers failures due to defects in material or workmanship,and does not cover general wear and tear,or cosmetic damages.
- The Limited Warranty does not cover damages due to external causes including, but not limited to, failures which are caused by products not supplied by Arista Corporation.
- The Limited Warranty does not cover damages and/or failures which result from negligence, accidents, misuse, abuse, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge, problems with electrical stability, failure to maintain environmental conditions within operating range specified by the manufacturer, relocations or attempts to relocate systems, lightning damage, modification, service by anyone other than authorized service providers, usage not in accordance with product instructions, failure to perform required preventative maintenance, problems caused by use of parts and components not supplied by Arista, and/or adding or altering components without concurrence from Arista Technical Support.
- Any signs showing that the serial numbers have been altered or tampered with will void this warranty.
- There is no expressed warranty except as stated under “Limited Warranty Coverage”. Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar Arista Corporation Limited Liability policies.

2.Technical Support

1) Technical Support Availability

- Arista Corporation is dedicated to your satisfaction. Arista’s Technical Support Team will make every effort to solve the problem over the phone or through e-mail. If required, an RMA number will be issued to resolve the problem.
- If you are calling regarding a technical problem,please keep product serial number and nature of problem handy to provide the technician.

2) Technical Support Contact Information

- Technical Support Hours: Monday through Friday: 8:00 am to 5:00 pm PST
- Technical Support Phone Number : Phone: (510) 226-1800 ext. 400, Fax: (510) 226-1890

3. RMA Procedures

Return Material Authorizations

- All returns require an RMA (Return Material Authorization) number. Please contact Arista's customer service representative or complete the RMA request form to obtain an RMA number prior to returning a product(s).
- Returns will be authorized in accordance with the following policy: If it is deemed that the unit/part should be returned, Arista's customer service representative will give the customer a return authorization number and a ship to address to return the product.
- Products will not be accepted by Arista Corporation's RMA department for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Products must be returned within 30 days after the date of when the RMA number was issued. After the 30-day period, the RMA number issued will be invalid. Please do not return products with an invalid RMA number; Contact Arista's customer service representative if your RMA number is invalid.

Warranty Returns

- Products to be returned must be within the applicable warranty period. If the warranty period is over, the original product will be returned to the customer.
- The RMA number for Warranty Return will be issued within 24 hours from the time that the RMA application form is received by Arista.

Non-Warranty Returns

- If the customer wishes to return a product for repair that is no longer within the warranty period, or for damage not covered by the warranty, an Arista sales representative will inform the customer of the estimated cost of the repair.
- Return of the product will count as the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

4. RMA Credit Policy

Returns for Credit & Credit Types

Returns for credit that require Arista's management approval may take up to 48 hours for processing/approval. Products can be returned for credit with the following conditions:

Dead on Arrival (DOA): The customer must report DOA units to Arista's RMA department in 14 calendar days after the product is received. Customer can request either return for credit or replacement. If replacement is requested, Arista will ship the replacement in 7 calendar days and invoice the customer for the replacement. A credit memo will be issued to the customer after the DOA product is received and verified.

Evaluation Return: The customer must notify Arista's RMA department before or at the end of the evaluation period if the customer decides to return the evaluation unit. An RMA number must be obtained from Arista prior to returning the unit.

Short Shipment: The customer must report for any item received short-shipped or wrong products received in 7 calendar days after the product is received. The customer can request either: shipment of missing items, replacement of wrong items or return for credit. If shipment of missing items or replacement of wrong items is requested, Arista will ship the replacement in 7 calendar days. A credit memo will be issued to the customer after the returned product is received and verified.

Non-Open-Box Return: In the event where a customer places an incorrect order, over stock or double orders, the customer can request return for credit with the following restocking fees applied.

Restocking Fee: A 15% restocking fee will apply to non-open-box returns when returned within 3 months after invoice date. A 30% restocking fee will apply to non-open-box returns returned within 6 months. Beyond 6 months after invoice date, a 50% restocking fee will apply to non-open-box returns returned within 12 months. Beyond 12 months after invoice date, Arista will not grant authorization to return non-open-box returns for credit.

Return Condition: All valid returns for credit products must be returned in its original packaging and in good condition along with all the items and accessories originally shipped with the product. Any damages will be assessed and the cost of repair or refurbishment will be deducted from the credit issued.

No Credit DOA: No credit will be given to the customer for DOA products received by Arista beyond 30 calendar days after the invoice date. No credit will be given to all non-cancellable, non-returnable, custom order parts.

5. RMA Transportation Policy

Transportation Charges

- All customers are responsible for all freight charges involved in shipping the defective products back to Arista Corporation. Arista Corporation will cover the cost of returning products that are under warranty via UPS Ground to customers in the United States after repairs or replacement.
- International customers are responsible for all transportation, insurance, duties and other similar charges for all returned products shipped outside of the United States and must ensure that the product is appropriately packaged. Shipping damages resulting from improper packaging will be the customer's responsibility. there is no response
- Arista is not responsible for products lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid.

Transportation Damages

- In cases of transportation damage, the customer is responsible for filing any and all claims with the shipping carrier.
- To avoid any potential risk that an RMA product is lost or damaged while in transit to Arista, it is recommended that the customer insures and declares the full value of the RMA product. The customer is 100% responsible for the RMA product while in transit to Arista.
- We urge customers to pack the RMA product carefully to avoid transit damage.

Refused Shipment Restocking Fees

- If a customer refuses a shipment, credit will be issued after the refused product is received and verified by Arista. The shipping charge plus 15% restocking fees will be billed to the customer.

6. RMA Shipping Instruction

Product Non-Acceptance

- Products will not be accepted by Arista Corporation if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Any products refused by Arista will incur the fees and/or charges applied by the shipping carrier, and shall be the sole liability of the original shipper.

Sample RMA Shipping Label

ARISTA CORPORATION
Attention: RMA Department
40675 Encyclopedia Circle
Fremont, CA 94538
RMA: # _____

Package Identification

- Each box must reference the following information: Customer/Contact Name · Return Address · Phone Number · RMA Number (issued by an authorized ARISTA source).
- The RMA number must be written on the outside of the shipping container for identification purposes.
- Shipments not properly identified will be refused.
- To avoid any discrepancy of items received, please do not return accessories (manuals, driver CDs, OS CDs, cables, etc.) with the RMA unit in need of repair.
- If available, use the original box/packaging to ship back RMA units to avoid transit damage.

RMA Rejection Policy

Products will not be accepted by Arista Corporation if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. Arista reserves the rights to return any RMA product received that does not comply with the information given on the original Return Material Authorization (RMA) request, such as:

- Invalid RMA number
- RMA number not visible and/or not on the box shipping label
- RMA condition described by the customer differs from the actual condition of the product
- Expired RMA number
- Unauthorized return (no RMA # was issued)
- No Arista serial number on the product
- Product is physically damaged

If you have any questions regarding Arista's RMA procedures, product return policies and/or other similar issues, please call Arista's Customer Service and RMA Department during office hours, Monday through Friday (8:30am-5:30pm PST)

- Phone: (510) 226-1800 ext. 400
- Fax: (510) 226-1890
- Email: RMA@goaristaIPC.com

7. Arista's Limited Liability

- Arista Corporation is not liable for incidental or consequential damages resulting from the use of Arista products or arising out of any breach of Arista's full limited warranty.
- Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar Arista Corporation Limited Liability policies.
- Arista Corporation is not liable for damages or reimbursement for lost time, lost revenue, cost of having someone remove or re-install an installed unit if applicable, or travel to and from the service providers.
- All expressed and implied warranties, including the limited warranty of Merchantability are limited to the period of the limited warranty, unless, otherwise, indicated in writing by Arista Corporation.

Customer Responsibilities

- By requesting service, the eligible customer acknowledges the terms of the limited warranty, including the disclaimer and limitation of liability provision.
- Prior to seeking service, customers must back-up all data, programs, files and/or similar digital documents that may become damaged and/or lost due to service.
- Arista Corporation, WITHOUT LIMITATION, is not responsible for lost, damaged or otherwise destroyed data due to service.

8. Disclaimer

ARISTA RESERVES THE RIGHT TO CHANGE ANY OF ITS TERMS OF SERVICE, WARRANTY POLICIES, SERVICE PROGRAMS, SERVICE METHODS AND/OR SIMILAR POLICIES AT ANY TIME AND WITHOUT PRIOR OR FORMAL NOTICE TO ITS CUSTOMERS, VENDORS, RESELLERS, END USERS OR SIMILAR.

Disposal and Recycling Information

Your ARP-2200AP-J01 Series touch panel industrial computer must be disposed of properly according to local laws and regulations.
When your computer reaches the end of its life cycle, contact your local authorities to know about recycling options.

This symbol on the product or in the manual means that your electrical or electric equipment should be disposed at the end of its life-cycle separately from your household waste. There are separate collection systems for recycling in the EU. For more information, please contact your local authorities or your retailer where you purchased the product.

Disclaimer and Copyright Notice

Disclaimer

All the information, design and specifications contained in this manual were correct in this publication. However, as the product goes under continuous upgrades and changes, the final device may have slight differences. The contents of this manual are subject to changes without prior notice, and we shall not be liable for any errors contained herein or for incide or consequential damages in connection with the furnishing, performance, or use of this manual.

Arista Corporation
40675 Encyclopedia Circle, Fremont,
CA 94538 U.S.A.
Tel: (510) 226-1800
Fax: (510) 226-1890
http://www.goarista.com