ARP-5500AX-D00 Series Waterproof Industrial Panel Computer

ARP-5515AX-D00  ARP-5517AX-D00
ARP-5519AX-D00  ARP-5521AX-D00
Product safety precautions

Read this document before installation, configuration and operation of this equipment. Users are required to familiarize with all the information and applicable standards prior to using this manual. This manual should be saved for future reference and use.

- Relative humidity: 25%~80%
- Storage temperature: -20°C to 60°C (-4°F to 140°F)
- Operation temperature: 0~50°C (32°F to 122°F)
- Unplug the unit when not in use for an extended period of time.
- Consult a service technician if the ARP-5500AX-D00 Series waterproof industrial panel computer does not operate normally when you have followed the instructions in this manual.
- Do not attempt to repair this product yourself. Always get a qualified service technician to carry out adjustments or repairs.
- Do not place heavy objects on the unit.
- Always use the power cord supplied with this unit. For any reason a different power cord is used, it should be certified by local and national standards and used under guidance of authorized technician.
- Never use a faulty power cord with this unit. Please contact the manufacturer or nearest authorized repair service right away for a replacement if damaged power cord is received.
- 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 fire.
- Ensure that the power source is grounded correctly.
- Unplug the unit if cleaning is needed. The unit may be wiped 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-5500AX-D00 Series waterproof industrial panel computer.
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ARP-5500AX-D00 Series of waterproof industrial panel computers are completely sealed and water-resistant. ARP-5500AX-D00 Series operates at 24VDC input, it packs Core 2 Duo CPU and up to 4GB memory into compact, slim and fully sealed stainless steel enclosure. The water-proof connectors provides accessible to dual Gigabit Ethernet ports, one USB port and one 22-pin universal I/O port. ARP-5500AX-D00 Series is available in 4 different sizes of LCD display, 15”, 17”, 19” and 21.5”. The resistive touch screen can be operated with or without gloves. The WiFi option extends connectivity at the location where wire networking is not available.

- 15”, 17”, 19”, 21.5” industrial waterproof display, 1024 x 768 (15”), 1280 x 1024 (17”, 19”), 1920 x 1080 (21.5”) resolution
- Stainless Steel Enclosure
- 5-Wire Resistive Touch or Tempered Glass
- Intel Core 2 Duo Mobile
- 4GB DDR2 DIMM Memory
- Dual Gigabit LAN
- WiFi Connectivity (Optional)
- 1 x 2.5” SATA HDD
# Product specifications

<table>
<thead>
<tr>
<th>Specifications</th>
<th>ARP-5515AX-D00</th>
<th>ARP-5517AX-D00</th>
<th>ARP-5519AX-D00</th>
<th>ARP-5521AX-D00</th>
</tr>
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<tbody>
<tr>
<td><strong>LCD Display</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Display Size (Diagonal)</td>
<td>15 inch</td>
<td>17 inch</td>
<td>19 inch</td>
<td>21.5 inch</td>
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<tr>
<td>Resolution</td>
<td>1024 x 768</td>
<td>1280 x 1024</td>
<td>1280 x 1024</td>
<td>1920 x 1080</td>
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<td>Backlight Lifetime (Hours)</td>
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<tr>
<td><strong>Visual Characteristics</strong></td>
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<td>Colors</td>
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<td>16.7 millions</td>
<td>16.7 millions</td>
<td>16.7 millions</td>
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<td>Aspect ratio</td>
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<td>5:4</td>
<td>5:4</td>
<td>16:9</td>
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<td>Viewing angle (V/H)</td>
<td>140° / 160°</td>
<td>140° / 160°</td>
<td>160° / 170°</td>
<td>178° / 178°</td>
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<tr>
<td>Response time (Typical)</td>
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<td>30 ms</td>
<td>5 ms</td>
<td>14 ms</td>
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<td>Pixel Pitch (mm)</td>
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<td>0.264 x 0.264</td>
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<td>Contrast ratio</td>
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<td>1000 : 1</td>
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<td>350 nits</td>
<td>450 nits</td>
<td>250 nits</td>
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<td><strong>Touch Screen</strong></td>
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<td></td>
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<td>Technology</td>
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<td>WinXP Pro, Win XPe, Win 7</td>
<td>WinXP Pro, Win XPe, Win 7</td>
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<td><strong>System</strong></td>
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<tr>
<td>CPU</td>
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<td>Core 2 Duo Mobile</td>
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<tr>
<td>Chipset</td>
<td>GME965 + ICH8M</td>
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<td>GME965 + ICH8M</td>
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<td>Memory</td>
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<td>Up to 4GB DDR2</td>
<td>Up to 4GB DDR2</td>
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<td>Video Controller</td>
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<td>GME965 GMA X3100</td>
<td>GME965 GMA X3100</td>
<td>Intel GME965 GMA X3100</td>
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<td>1 x 2.5&quot; SATA HDD</td>
<td>1 x 2.5&quot; SATA HDD</td>
<td>1 x 2.5&quot; SATA HDD</td>
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<td>N/A</td>
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<td>2 x PS/2 Connectors (Optional)</td>
<td>2 x PS/2 Connectors (Optional)</td>
<td>2 x PS/2 Connectors (Optional)</td>
<td>2 x PS/2 Connectors (Optional)</td>
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<td>N/A</td>
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<td>Watchdog Timer</td>
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<td>Programmable 1 - 255 sec</td>
<td>Programmable 1 - 255 sec</td>
<td>Programmable 1 - 255 sec</td>
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<td>Remote Boot</td>
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<td>ACP</td>
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<td>Expansion Slot</td>
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<td><strong>I/O Communication</strong></td>
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<td>USB Port</td>
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<td>1 x USB 2.0</td>
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<td>2 x RS-232 (Optional)</td>
<td>2 x RS-232 (Optional)</td>
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<td>LAN</td>
<td>2 x Gigabit</td>
<td>2 x Gigabit</td>
<td>2 x Gigabit</td>
<td>2 x Gigabit</td>
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<td>WinXP Pro, Win XPe, Win 7</td>
<td>WinXP Pro, Win XPe, Win 7</td>
<td>WinXP Pro, Win XPe, Win 7</td>
<td>WinXP Pro, Win XPe, Win 7</td>
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<td><strong>Power / Thermal Specs</strong></td>
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<td>Power Requirement (Max)</td>
<td>110VAC/1.0A, 24VDC/4.8A</td>
<td>110VAC/1.2A, 24VDC/5.4A</td>
<td>110VAC/1.3A, 24VDC/5.6A</td>
<td>110VAC/1.3A, 24VDC/5.6A</td>
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<td>Power Consumption (Max)</td>
<td>115 W</td>
<td>130 W</td>
<td>135 W</td>
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<td>Heat Dissipation</td>
<td>392 BTU/hr</td>
<td>447 BTU/hr</td>
<td>461 BTU/hr</td>
<td>461 BTU/hr</td>
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<tr>
<td><strong>Physical Information</strong></td>
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<td></td>
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<tr>
<td>Mounting</td>
<td>Pedestal, VESA, Wall and Ceiling mount, Benchtop</td>
<td>Pedestal, VESA, Wall and Ceiling mount, Benchtop</td>
<td>Pedestal, VESA, Wall and Ceiling mount, Benchtop</td>
<td>Pedestal, VESA, Wall and Ceiling mount, Benchtop</td>
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<tr>
<td>Net Weight</td>
<td>46 lbs / 21.0 kg</td>
<td>48 lbs / 22.0 kg</td>
<td>51 lbs / 23.0 kg</td>
<td>51 lbs / 23.0 kg</td>
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<tr>
<td>Physical Dimension</td>
<td>14.51 x 12.42 x 4.09 inch</td>
<td>15.88 x 14.07 x 4.36 inch</td>
<td>17.80 x 15.19 x 4.40 inch</td>
<td>22.18 x 14.06 x 4.66 inch</td>
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<tr>
<td>Cutout Dimension (WxH)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Operating Temp</td>
<td>0–50°C (32–122°F)</td>
<td>0–50°C (32–122°F)</td>
<td>0–50°C (32–122°F)</td>
<td>0–50°C (32–122°F)</td>
</tr>
<tr>
<td>Storage Temp</td>
<td>-20–60°C (-4–140°F)</td>
<td>-20–60°C (-4–140°F)</td>
<td>-20–60°C (-4–140°F)</td>
<td>-20–60°C (-4–140°F)</td>
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<tr>
<td>Relative Humidity</td>
<td>5–95% (non-condensing)</td>
<td>5–95% (non-condensing)</td>
<td>5–95% (non-condensing)</td>
<td>5–95% (non-condensing)</td>
</tr>
<tr>
<td>IP/NEMA Rating</td>
<td>meets NEMA 4X</td>
<td>meets NEMA 4X</td>
<td>meets NEMA 4X</td>
<td>meets NEMA 4X</td>
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<td>Certification</td>
<td>UL Class 1 Division 2</td>
<td>UL Class 1 Division 2</td>
<td>UL Class 1 Division 2</td>
<td>UL Class 1 Division 2</td>
</tr>
</tbody>
</table>
Unpacking

Before unpacking, please inspect the shipping carton for any external damage. Please contact for assistance if any damage is visible. Keep original packaging material safe in case there is any return.

ARP-5500AX-D00 Series waterproof panel computer x1

DIN-Rail AC/DC power supply x1

AC power cable x1

DC power cable x1
Chapter 2  Basics

Product Overview

1 = Power
2 = Ethernet Ports
3 = USB
4 = 22 Pin Universal Port

<table>
<thead>
<tr>
<th></th>
<th>ARP-5515AX-D00</th>
<th>ARP-5517AX-D00</th>
<th>ARP-5519AX-D00</th>
<th>ARP-5521AX-D00</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.09 inch / 103.9 mm</td>
<td>4.36 inch / 110.7 mm</td>
<td>4.4 inch / 111.8 mm</td>
<td>4.66 inch / 118.4 mm</td>
</tr>
<tr>
<td>B</td>
<td>14.51 inch / 368.6 mm</td>
<td>15.88 inch / 403.4 mm</td>
<td>17.8 inch / 452.1 mm</td>
<td>22.18 inch / 563.4 mm</td>
</tr>
<tr>
<td>C</td>
<td>12.42 inch / 315.5 mm</td>
<td>14.07 inch / 357.4 mm</td>
<td>15.19 inch / 385.8 mm</td>
<td>14.06 inch / 357.2 mm</td>
</tr>
<tr>
<td>D</td>
<td>3.5 inch / 88.9 mm</td>
<td>3.77 inch / 95.8 mm</td>
<td>3.81 inch / 96.8 mm</td>
<td>3.93 inch / 99.7 mm</td>
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<tr>
<td>E</td>
<td>11.8 inch / 299.7 mm</td>
<td>13.46 inch / 341.9 mm</td>
<td>14.60 inch / 370.8 mm</td>
<td>13.47 inch / 342.2 mm</td>
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<tr>
<td>F</td>
<td>12.575 inch / 319.4 mm</td>
<td>12.575 inch / 319.4 mm</td>
<td>12.575 inch / 319.4 mm</td>
<td>16.97 inch / 431.0 mm</td>
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<tr>
<td>G</td>
<td>30°</td>
<td>30°</td>
<td>30°</td>
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</table>
Configuration

There is a label located on the back of the unit that shows the serial number and configuration. The serial number is unique, and the configuration indicates the options the unit were built with.

The configuration is given in two parts: the model number and the order information.

Model number

The model number can be parsed as followed:

For more detailed technical information, including configuration layout, please contact Arista customer support at (510) 226-1800, ext. 400

ARP - 55

Display Size  Motherboard  Configuration

<table>
<thead>
<tr>
<th>Display Size</th>
<th>Motherboard</th>
<th>Configuration</th>
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<tr>
<td>15</td>
<td>15-inch display size</td>
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<tr>
<td>17</td>
<td>17-inch display size</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>19-inch display size</td>
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<tr>
<td>21</td>
<td>21-inch display size</td>
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Configuration

<table>
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<th>Configuration</th>
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<td>A00</td>
<td>VIA 1.5GHz C7, 1GB DDR Memory</td>
</tr>
<tr>
<td>000</td>
<td>160GB 2.5&quot; SATA HDD DC 24V Input</td>
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<td>002</td>
<td>DC 24V Input ACP Enabled</td>
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Bracket Assembly Options

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<tr>
<td>VM VESA Mount</td>
<td></td>
</tr>
<tr>
<td>WM Wall Mount</td>
<td></td>
</tr>
<tr>
<td>DS Benchtop Stand</td>
<td></td>
</tr>
<tr>
<td>CM Ceiling Mount</td>
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<table>
<thead>
<tr>
<th>Mounting Type</th>
<th>Mounting Size</th>
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</thead>
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<tr>
<td>001 common use or 15-inch</td>
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</tr>
<tr>
<td>002 17-inch</td>
<td></td>
</tr>
<tr>
<td>003 19-inch</td>
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Ordering Information

<table>
<thead>
<tr>
<th>LCD Display</th>
<th>Touch Screen</th>
<th>Enclosure</th>
<th>CPU</th>
<th>Memory</th>
<th>Storage</th>
<th>ACP Enabled</th>
<th>Power Supply</th>
</tr>
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<tbody>
<tr>
<td>ARP-55XXAX-D00-007 DR</td>
<td>Standard</td>
<td>5-Wire</td>
<td>Stainless Steel</td>
<td>Intel Core 2 Duo Mobile</td>
<td>2GB DDR2</td>
<td>N/A</td>
<td>110/220VAC Input</td>
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<td>5-Wire</td>
<td>Stainless Steel</td>
<td>Intel Core 2 Duo Mobile</td>
<td>4GB DDR2</td>
<td>N/A</td>
<td>110/220VAC Input</td>
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<td>4GB DDR2</td>
<td>N/A</td>
<td>110/220VAC Input</td>
</tr>
</tbody>
</table>
Chapter 3  Connections

This section describes the connections/connectors available on the ARP-5500AX-D00 Series waterproof industrial panel computer.

Warning! Make sure your computer is grounded at all time, it should be on the same ground as any other equipment connected to its communications ports.

Connectors are located at the bottom of ARP-5500AX-D00 Series industrial computer
Mounting the computer

This section outlines how to mount the ARP-5500AX-D00 Series waterproof industrial panel computer. There are five methods available: VESA Mounting, Wall Mounting, Benchtop Stand Mounting, Pedestal Mounting and Ceiling Mounting. Users may choose any of the five mounting methods to suit their needs.

1. VESA Mounting

“VESA FDMI Standard” stands for Video Electronics Standards Association Flat Display Mounting Interface Standard. The ARP-5500AX-D00 Series waterproof industrial panel computer needs to be mounted on a VESA-compliant arm or bracket. And holes are pre-drilled on the back of it.

As shown in the figure below, please follow these steps to mount the computer.

- **Step 1**: Place the metal mounting plate on the back of the ARP-5500AX-D00 Series waterproof industrial panel computer, and align the holes on the mounting plate with the holes on the computer.
- **Step 2**: Use a screwdriver to tighten the six “#8-32UNC” sized screws to fix the metal mounting plate on the computer.
- **Step 3**: Place the metal board on the VESA bracket, and tightly bolt four screws to the VESA bracket and metal board.
- **Step 4**: Place the VESA bracket with the metal board on the wall or board, and align the holes on the VESA bracket with the holes on the wall or board.
- **Step 5**: Use a screwdriver to tighten the screws to fix the VESA bracket on the wall or board.
- **Step 6**: Mount the display onto the wall or board through the metal mounting plate and VESA bracket. Ensure that the computer is properly and securely situated onto the wall or board.
Physical dimensions for VESA mounting

<table>
<thead>
<tr>
<th>Model</th>
<th>ARP-5515AX-D00</th>
<th>ARP-5517AX-D00</th>
<th>ARP-5519AX-D00</th>
<th>ARP-5521AX-D00</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
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<td>15.19 inch / 385.8 mm</td>
<td>14.06 inch / 357.2 mm</td>
</tr>
</tbody>
</table>
2. Wall mounting

As shown in the figure below, please follow these steps to mount the computer.

- **Step 1:** Place the metal mounting plate on the back of the ARP-5500AX-D00 Series waterproof industrial panel computer, and align the holes on the mounting plate with the holes on the computer.
- **Step 2:** Use a screwdriver to tighten the six “#8-32UNC” sized screws to fix the metal mounting plate on the computer.
- **Step 3:** Place the VESA bracket on the wall or board, and align the holes on the VESA bracket with the holes on the wall or board.
- **Step 4:** Use a screwdriver to tighten the screws to fix the VESA bracket onto the wall or board.
- **Step 5:** Mount the computer onto the wall or board through the mounting plate and VESA bracket. Visually inspect the computer to be sure that it is properly and securely situated onto the wall or board.
Physical dimensions for Wall mounting

<table>
<thead>
<tr>
<th>Model</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARP-5515AX-D00</td>
<td>4.09 inch / 103.9 mm</td>
<td>14.51 inch / 368.6 mm</td>
<td>12.42 inch / 315.5 mm</td>
</tr>
<tr>
<td>ARP-5517AX-D00</td>
<td>4.36 inch / 110.7 mm</td>
<td>15.88 inch / 403.4 mm</td>
<td>14.07 inch / 357.4 mm</td>
</tr>
<tr>
<td>ARP-5519AX-D00</td>
<td>4.4 inch / 111.8 mm</td>
<td>17.8 inch / 452.1 mm</td>
<td>15.19 inch / 385.8 mm</td>
</tr>
<tr>
<td>ARP-5521AX-D00</td>
<td>4.66 inch / 118.4 mm</td>
<td>22.18 inch / 563.4 mm</td>
<td>14.06 inch / 357.2 mm</td>
</tr>
</tbody>
</table>
3. Benchtop stand mounting

The ARP-5500AX-D00 Series waterproof industrial panel computer can be placed on a table or bench by mounting it onto the metal benchtop stand. To mount it onto the benchtop stand, you will require the mounting screws found in the accessory box.

As shown in the figure below, please follow these steps to mount the computer.

**Step 1:** Place the metal mounting plate on the back of the ARP-5500AX-D00 Series waterproof industrial panel computer, and align the holes on the mounting plate with the holes on the computer.

**Step 2:** Use a screwdriver to tighten the six “#8-32UNC” sized screws to fix the metal mounting plate on the computer.

**Step 3:** Take the metal benchtop stand, and situate the computer into the benchtop stand. Align the holes on the side of the mounting plate with the holes on the benchtop stand.

**Step 4:** Use a screwdriver to bolt the “#8-32UNC” sized screws to the mounting plate and benchtop stand. Make sure the computer is firmly secured on the benchtop stand.
Physical dimensions for Benchtop Stand mounting

<table>
<thead>
<tr>
<th></th>
<th>ARP-5515AX-D00</th>
<th>ARP-5517AX-D00</th>
<th>ARP-5519AX-D00</th>
<th>ARP-5521AX-D00</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.09 inch / 103.9 mm</td>
<td>4.36 inch / 110.7 mm</td>
<td>4.4 inch / 111.8 mm</td>
<td>4.66 inch / 118.4 mm</td>
</tr>
<tr>
<td>B</td>
<td>14.51 inch / 368.6 mm</td>
<td>15.88 inch / 403.4 mm</td>
<td>17.8 inch / 452.1 mm</td>
<td>22.18 inch / 563.4 mm</td>
</tr>
<tr>
<td>C</td>
<td>12.42 inch / 315.5 mm</td>
<td>14.07 inch / 357.4 mm</td>
<td>15.19 inch / 385.8 mm</td>
<td>14.06 inch / 357.2 mm</td>
</tr>
</tbody>
</table>
4. Pedestal Mounting

The ARP-5500AX-D00 Series waterproof industrial panel computer can be mounted on the pedestal. In general, the pedestal comes with a removable shaft or bracket, which allows the computer to be easily operated.

As shown in the figure below, please follow these steps to mount the computer.

**Step 1:** Place the metal mounting plate on the back of the ARP-5500AX-D00 Series waterproof industrial panel computer, and align the holes on the mounting plate with the holes on the computer.

**Step 2:** Use a screwdriver to tighten the six “#8-32UNC” sized screws to fix the metal mounting plate on the computer.

**Step 3:** Take the pedestal and fit on a firmly fixed shaft or bracket through the shaft hole or screw hole. Mount the computer onto the pedestal through the mounting plate.

**Step 4:** Make sure the ARP-5500AX-D00 Series waterproof industrial panel computer is securely and correctly seated onto the pedestal.
### Physical dimension for Pedestal mounting

![Physical dimension diagram](image)

<table>
<thead>
<tr>
<th>Model</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARP-5515AX-D00</td>
<td>4.09 inch / 103.9 mm</td>
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</tr>
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<td>4.36 inch / 110.7 mm</td>
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<td>4.4 inch / 111.8 mm</td>
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<tr>
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<td>4.66 inch / 118.4 mm</td>
<td>22.18 inch / 563.4 mm</td>
<td>14.06 inch / 357.2 mm</td>
</tr>
</tbody>
</table>
5. Ceiling Mounting

If required, the ARP-5500AX-D00 Series waterproof industrial panel computer can be also suspended from the ceiling.

As shown in the figure below, please follow these steps to mount the computer.

**Step 1:** Place the metal mounting plate on the back of the ARP-5500AX-D00 Series waterproof industrial panel computer, and align the holes on the mounting plate with the holes on the computer.

**Step 2:** Use a screwdriver to tighten the six “#8-32UNC” sized screws to fix the metal mounting plate on the computer.

**Step 3:** Situate the metal support bracket for ceiling mounting onto the ceiling and bolt the eight screws to it to firmly secure the bracket on the ceiling.

**Step 4:** Take the computer and align the holes on the side of the mounting plate with the holes on the metal support bracket for ceiling mounting.

**Step 5:** Use a screwdriver to bolt the “#8-32UNC” sized screws to the mounting plate and metal support bracket. Make sure the computer is securely and properly situated onto the metal support bracket.

**Physical dimensions for Ceiling mounting**

<table>
<thead>
<tr>
<th></th>
<th>ARP-5515AX</th>
<th>ARP-5617AX</th>
<th>ARP-5519AX</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>16.79inch/426.4mm</td>
<td>18.09inch/459.4mm</td>
<td>19.86inch/504.4mm</td>
</tr>
<tr>
<td>B</td>
<td>15.30inch/388.55mm</td>
<td>16.92inch/429.65mm</td>
<td>18.05inch/458.55mm</td>
</tr>
<tr>
<td>C</td>
<td>14.64inch/371.8mm</td>
<td>16.26inch/412.9mm</td>
<td>17.39inch/441.8mm</td>
</tr>
<tr>
<td>D</td>
<td>4.41inch/112.0mm</td>
<td>4.68inch/118.8mm</td>
<td>4.72inch/119.8mm</td>
</tr>
<tr>
<td>E</td>
<td>2.99inch/7.6mm</td>
<td>2.99inch/7.6mm</td>
<td>2.99inch/7.6mm</td>
</tr>
<tr>
<td>F</td>
<td>16inch/40.64mm</td>
<td>173inch/43.9mm</td>
<td>19.07inch/48.4mm</td>
</tr>
</tbody>
</table>
Connecting to keyboard and mouse

- Insert a USB keyboard and a USB mouse (not supplied) to ARP-5500AX-D00 Series waterproof industrial panel computer for controlling on the computer.

Connecting to network

- Connect one end of the RJ45 LAN cable to the LAN port of the ARP-5500AX-D00 Series waterproof industrial panel computer. Connect the other end of the RJ45 LAN cable to the LAN port of a modem.
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-5500AX-D00 Series waterproof industrial panel 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 "\(\oplus\)" (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-5500AX-D00 Series waterproof industrial panel 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.

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**
Chapter 4  Driver installation

This chapter provides information on driver installation for ARP-5500AX-D00 Series waterproof industrial panel computer.

All the driver softwares for ARP-5500AX-D00 Series can be downloaded from Arista Corporation Website: https://www.goarista.com/products/industrial_panel_pcs/waterproof.php (On the website, click on product model name, then click Download and select the desired driver software.). Subsequent to this process, the install menu spears automatically.

Chipset Device Driver

This section describes the Intel chipset device driver installation procedures. Follow these steps:
1. Click the icon for Intel chipset device software pre-downloaded from Arista Corporation Website to initiate the installation process.
2. Click Next to Continue.
3. Read the license agreement and click **Yes** to continue.

4. Click **Next**. This displays the readme file with regards to the system requirements and installation information.
5. Click **Next** to continue.

6. Click **Finish** to complete the setup.
This section describes the Intel graphic media accelerator driver (Display driver software) installation procedures. Follow these steps:

1. Click the icon for Intel Graphic Media Accelerator Driver software pre-downloaded from Arista Corporation Website to initiate the installation process.
2. Click **Next**. The Intel® Chipset Graphics Driver Software – InstallShield Wizard dialog box appears.
3. Click **Next**. This displays the setup program information.

4. Click **Next**, read the license agreement and click **Yes** to continue.
5. Click **Next**. This displays the readme file details, such as system requirements and installation information.

6. Click **Next** to continue.
7. Click **Finish** to complete the setup.

Yes, I want to restart this computer now.

No, I will restart this computer later.

Click Finish, then remove any installation media from the drives.
This section describes the LAN driver installation procedures. Follow these steps:
1. Click the icon for LAN driver software pre-downloaded from Arista Corporation Website to initiate the installation process.
2. Click Next to continue.

Welcome to the InstallShield Wizard for REALTEK GbE & FE Ethernet PCI-E NIC Driver

The InstallShield Wizard will install REALTEK GbE & FE Ethernet PCI-E NIC Driver on your computer. To continue, click Next.
3. Click **Install** to proceed with the installation.

4. Click **Finish** to complete the setup.
This section describes the audio driver installation procedures. Follow these steps:

1. Click the icon for Audio driver software pre-downloaded from Arista Corporation Website to initiate the installation process.

2. Click **Next**, the InstallShield Wizard installs Realtek High Definition Audio Driver on your PC.
3. Click **Finish** to complete the setup.
Chapter 5   Settings

Installing the eGalaxTouch Utility

From www.goarista.com, download and install the eGalax touch driver software by following the steps below.

1. Double click “setup” to start the installation of the eGalaxTouch software.

2. Press Next, and a new dialog window will pop up asking if the user wants to install PS/2 touch drivers.

3. Click “next” and follow the on-screen instructions to continue the installation.

4. Finally, restart the computer to finish the installation. A shortcut will be generated and shown on the desktop. A new file group will also be generated for eGalaxTouch.
There are seven property tabs in the eGalaxTouch utility window: General, Setting, Tools, Display, Edge Compensation, Hardware and About. Each tab contains different functions for users to adjust to their preferences. Users can easily manage all the eGalaxTouch controller settings through this utility window.

Click on a tab to see its settings. Press "Apply" to confirm settings and press "OK" to save and close the dialog window. Press "Cancel" if no adjustments are needed.

1. General Tab

2. Setting Tab

![General Tab Image]

![Setting Tab Image]
3. Display Tab

4. Edge Compensation Tab

5. Hardware Tab

6. About Tab
**Chapter 6  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
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.

![BIOS Setup Utility](image)

**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.

**BIOS navigation keys**

The BIOS navigation keys are listed below:

<table>
<thead>
<tr>
<th>KEY</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESC</td>
<td>Exits the current menu</td>
</tr>
<tr>
<td>← ↑ ↓</td>
<td>Scrolls through the items on a menu</td>
</tr>
<tr>
<td>+/-</td>
<td>Modifies the selected field’s values</td>
</tr>
<tr>
<td>Enter</td>
<td>Select</td>
</tr>
<tr>
<td>F1</td>
<td>General Help</td>
</tr>
<tr>
<td>F2</td>
<td>Previous Value</td>
</tr>
<tr>
<td>F3</td>
<td>Optimized Defaults</td>
</tr>
<tr>
<td>F4</td>
<td>Save &amp; Exit</td>
</tr>
</tbody>
</table>

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.
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.
**Date**
Set system date.

**Time**
Set system time.

**IDE Channel 0 Master/Slave**
Press <Enter> for IDE device automatic detection.

**IDE Channel 2 Master/Slave**
Press <Enter> for IDE device automatic detection.

**IDE Channel 3 Master/Slave**
Press <Enter> for IDE device automatic detection.

**Video**
Select Video device type.

**Halt on**
Select stop procedure or ignore when error detected during POST (Power On Self Test).
CPU Feature
Press <Enter> to select CPU parameter.

Hard Disk Boot Priority
Press <Enter> to select Hard Disk boot device priority.

Virus Warning
Select “Virus Warning” Enabled/Disabled.

CPU L1 & L2 Cache
Select “CPU L1 & L2 Cache” Enabled/Disabled.

CPU L3 Cache
Select “CPU L3 Cache” Enabled/Disabled.

Quick Power On Self Test
Select “Quick Power On Self Test” Enabled/Disabled.

First/Second/Third Boot Device
Select boot device priority.
**Boot Other Device**
Select “Boot Other Device” Enabled/Disabled.

**Boot Up NumLock Status**
Select <NumLock> key ON/Off when system boot up.

**Gate A20 Option**
Select Gate A20 controlled by Keyboard controller (Normal) or Port 92 (Fast).

**Typematic Rate Setting**
Select “Typematic Rate Setting” Enabled to set,
Typematic Rate (Chars/Sec): Number of characters repeated in one second.
Typematic Delay (Msec): When holding one key, set the time between the first and second character displayed.

**Security Option**
Select security mode,
Setup: Require password to permit BIOS setup utility.
System: Require password to permit boot-up and BIOS setup utility.

**ACPI Mode**
Select APIC (Advanced Programmable Interrupt Controller) Enabled/Disabled.

**MPS Version Control For OS**
Select MPS (Multiprocessor Specification) Version 1.4 to added extended configuration tables to improve support for multiple PCI bus configurations and improve future expandability. It is also required for a secondary PCI bus to work without the need for a bridge. Select Version 1.1 for older Operating Systems.

**OS Select For DRAM > 64M**
Select “OS2” only if you are running older version of IBM OS/2 Operating System with greater than 64MB of RAM on the system. Otherwise select “Non-OS/2” setting.

**Report No FDD For WIN 95**
If running Windows 95/98 without floppy disk drive, select “Enabled” to release IRQ6. This is required to pass Windows 95/98’s SCT test. If select “Disabled”, BIOS will not report missing floppy drive to Win95/98.

**Small Logo(EPA) Show**
Select EPA (Environmental Protection Agency) Energy Star logo appears during the system boot-up process.
Advanced Chipset Features

System BIOS Cacheable
Select Enabled to caching of the system BIOS at F0000h-FFFFFh, resulting in better system performance. However, if any program is written to this memory area, the system error may result.

Memory Hole At 15M-16M
Select Enabled to improve performance, certain space in memory can be reserved for ISA cards. The memory must be mapped into the memory space below 16 MB.

PCI Express Root Port Func
Press <Enter> to setting PCI Express function.

PEG/Onchip VGA Control
Select VGA control by PEG (PCI-Express Graphic) or onboard chipset.

PEG Force X1
Select “PEG Force X1” Enabled/Disabled.
On-Chip Frame Buffer Size
Select share system memory 1MB/8MB.

DVMT Mode
DVMT (Dynamic Video Memory Technology) allowing the system to dynamically allocate memory resources according to the demands of the system at any point in time, that improve efficiency of the memory allocated to either system or graphics processor.

DVMT/FIXED Memory Size
Select DVMT (Dynamic Video Memory Technology) or FIXED memory size

Boot Display
Select boot display device type.

Panel Number
Select LCD panel type.

Onboard LAN1
Select “Onboard LAN1” Enabled/Disabled.

Onboard LAN2
Select “Onboard LAN2” Enabled/Disabled.

Onboard Audio
Select “Onboard Audio” Enabled/Disabled.

Onboard DVI
Select “Onboard DVI” Enabled/Disabled.
**OnChip IDE Device**
Press <Enter> to set IDE and SATA device configuration.

- **IDE HDD Block Mode**: [Enabled]
- **IDE DMA transfer access**: [Enabled]
- **SATA Mode**: [IDE]
- **Enhanced Mode**
- **On-Chip SATA Setting***
- **On-Chip PATA Setting***
- **On-Chip Primary PCI IDE**: [Enabled]
- **IDE Primary Master PIO**: [Auto]
- **IDE Primary Slave PIO**: [Auto]
- **IDE Primary Master UDMA**: [Auto]
- **IDE Primary Slave UDMA**: [Auto]
- **On-Chip Secondary PCI IDE**: [Enabled]
- **IDE Secondary Master PIO**: [Auto]
- **IDE Secondary Slave PIO**: [Auto]
- **IDE Secondary Master UDMA**: [Auto]
- **IDE Secondary Slave UDMA**: [Auto]
**Super IO Device**

Press <Enter> to select Serial and “PWRON After PWR-Fail” configuration.

---

**Onboard Lan Boot ROM**

Decide whether to invoke the boot ROM of the onboard LAN chip.

**Watch Dog Timer Select**

Select Watch dog Disabled or set timer value.

**Onboard Serial Port 3/4/5/6**

Select serial port address

**Serial Port 3/4/5/6 Use IRQ**

Select serial port IRQ
USB Device Setting

Press <Enter> to select USB device configuration.

![USB Device Setting Configuration](image)

- **USB 1.0 Controller**: Enabled
- **USB 2.0 Controller**: Enabled
- **USB Operation Mode**: High Speed
- **USB Keyboard Function**: Enabled
- **USB Mouse Function**: Enabled
- **USB Storage Function**: Enabled

*** USB Mass Storage Device Boot Setting ***

---

**Menu Level**

- [Enable] or [Disable]

**Universal Host Controller Interface for Universal Serial Bus**

---

**Movement Keys**

- ↑↓ → ←: Move
- Enter: Select
- +/-PU/PD: Value
- F10: Save
- ESC: Exit
- F1: General Help
- F5: Previous Values
- F6: Fail-Safe Defaults
- F7: Optimized Defaults
PCI Express PM Function
Press <Enter> to select “Wake-up by LAN” Enabled/Disabled.

ACPI Function

ACPI Suspend Type
Select S1(POS)/S3(STR).

Power Management
Select power saving type.

Video Off Method
There are three methods,
Blank Screen: Writes blanks to the video buffer.
V/H SYNC + Blank: Turn off the vertical and horizontal sync. ports and write blanks to the video buffer.
DPMS: The DPMS (Display Power Management Signaling) allows BIOS control the video display.

Video Off In Suspend
Select Video On/Off during suspend state.

Suspend Type
There are two types,
Stop Grant: CPU goes into idle mode during suspend state.
PwrOn Suspend: CPU and system remain powered on during suspend state.
Suspend Mode
Select system inactivity time, all devices except the CPU will be shut off.

HDD Power Down
Select system inactivity time, the hard disk drive will be powered down while all other devices remain active.

Soft-Off by PWR-BTTN
Select power button function,
Instant-off: Press power button will power off instantly.
Delay 4 Sec: Press power button 4 second to power off.

Wake-Up by PCI card
Select Wake-UP by PCI device Enabled/Disabled.

Power On by Ring
Select Wake-UP by PCI device Enabled/Disabled.

Resume by Alarm
Set date and time to power on system from soft-off state.
**Init Display First**  
Select initial display by PCI or Onboard device.

**Reset Configuration Data**  
Select Enabled to reset Extended System Configuration Data (ESCD) when you exit BIOS setup utility, if you have installed new add-on card and the system reconfiguration has caused such a serious conflict that the OS cannot boot.

**Resources Controlled By**  
BIOS can automatically configure all the boot and Plug and Play compatible devices. If you choose Auto, you cannot select IRQ DMA and memory base address fields, since BIOS automatically assigns them.

**PCI/VGA Palette Snoop**  
Select PCI/VGA Palette Snoop Enabled/Disabled.

**INT Pin 1/2/3/4/5/6/7/8 Assignment**  
Select automatically or manual assigned INT to device.

**Maximum Payload Size**  
Setup maximum payload size for PCI Express devices.
**PC Health Status**

**Shutdown Temperature**
If CPU temperature reaches the setting value will automatic shutdown system.

**CPU Warning Temperature**
If CPU temperature reaches the setting value will beep in DOS mode.
**Auto Detect PCI Clk**
Select “Auto Detect PCI Clk” Enabled/Disabled.

**Spread Spectrum**
Select “Spread Spectrum” Enabled/Disabled.

**CPU Host/SRC/PCI Clock**
Select “CPU Host/SRC/PCI Clock” are default or others setting.
Load Fail-Safe Defaults

This item will set configuration for non optimized system operation.
Load Optimized Defaults

This item will restore factory default setting for optimized system operation.
If set supervisor password, it will request typing password before entering BIOS setup utility.
Set User Password

If set user password will request typing password to enter BIOS setup utility, and does not allow modifying configuration.
This item confirm save configuration or not before exit BIOS setup utility, Press <Y> and <Enter> to save configuration, then reboot system. Press <N> and <Enter> will back to BIOS setup utility.
This item confirm save configuration or not before quit BIOS setup utility, Press <Y> and <Enter> will not save configuration, then reboot system. Press <N> and <Enter> will back to BIOS setup utility.
Regular maintenance of the ARP-5500AX-D00 Series waterproof industrial panel computer can help prevent damage or downtime. Service should be performed by qualified and authorized personnel. Make sure the computer is powered down and unplugged before removing the cover or working on internal components.

- Keep the ARP-5500AX-D00 Series waterproof industrial panel computer in a dry, clean space. Minimize exposure to dust, and the power switches or other controls should never be wet.

- If the unit gets wet, power it off immediately. Wait for the unit 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.

- Occasionally 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 outside the computer. If you don’t have a pad, put the components on the anti-static bag they 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 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

Arista ARP-5500AX-D00 Series waterproof industrial panel computer sold in the U.S.A and Canada comes with two-year warranty. Arista warranty obligations for its products are limited to the terms&conditions listed below.

1. Limited Warranty Coverage
   • If the purchased product does not work due to defect in materials, starting after three years from the date of purchase (invoice date), Arista Corporation will repair or replace with new or refurbished product or parts.
   • Arista Corporation holds every right to decide for repair or replacement of any product or part. During the “labor” limited warranty period there will be no charge for labor and during the “parts” limited warranty, there will be no charge for parts.
   • Customers should ship the defective product or parts to Arista Corporation at their expense. After repair or replacement, Arista will pay for shipping via UPS Ground back to the customer.
   • This limited warranty applies to products and services only in the North America region. Arista Corporation will not pay for any shipping for product or parts for any location outside of United States.

2. Exclusions and Limitations
   • Limited warranty is applicable to defect in material or workmanship, it does not cover any general wear and tear, or cosmetic damaged.
   • Damage due to external causes, including, but not limited to, failures which are caused by products not supplied by Arista Corporation. Also adding or altering any component without any prior concurrence from Arista Corporation technical support.
   • Limited warranty does not apply to damages caused by failure or negligence, this include accidents, misuse, abuse, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge issues with electrical stability, failure to maintain environmental conditions specified by the manufacturer, wrong attempt to relocate the system, lightning damage, modification, product servicing from unauthorized providers, inappropriate product usage without referring to the manual or instructions and any other change in product component without prior guidance from Arista Corporation technical support.
   • Any sighs of tempering/altering with serial number 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 damage resulting from 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.

3. Technical Support
   • Arista Corporation entire team is dedicated towards customers’ needs and requirements. Arista’s technical support team is available to resolve customer issues over phone and email. If required, an RMA number is issued to resolve any sort of problem faced by customers.
   • Customers are required to keep the product serial number handy when contact-ing the technical support.
   • Arista Corporation technical support can be reached at Monday through Friday 8:00am to 5:00PM PST at 510-226-1800 ext.400,Fax 510-226-1890 or email support@goarista.com.
4. RMA (Return Material Authorization) Procedures

• All return requests are provided with a number, please contact Arista customer service or complete RMA request form to obtain a number before returning any products or parts.

• 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 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 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. Customer service can be reached at Monday through Friday 8:00am to 5:00PM PST at 510-226-1800 ext.400,Fax 510-226-1890 or email support@goarista.com.

Warranty Returns

• All returning products should be returned within the applicable warranty period. After 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 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 any kind of 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 be counted as the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

5. 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 re-quest 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 re-placement. 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 within 6 months. Beyond 6 months after invoice date, a 50% restocking fee will apply to non-open-box returns 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.

6. RMA Transportation Policy

Transportation Charges

• All customers are responsible for all freight charges involved in shipping 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 repair 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.

• 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 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 only after the refused product is received and verified by Arista. The shipping charge plus 15% restocking fees will be billed to the customer.
7. RMA Transportation Policy

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 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 have reference for the following information: Customer/Contact Name • Return Address have 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

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@goarista.com
8. Arista’s Limited Liability

Product Non-Acceptance

• 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, and 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.

9. 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.
Disposal and Recycling Information

ARP-5500AX-D00 Series waterproof industrial panel computer must be disposed as per the local laws and regulations applicable to that location. Once the product reaches end of its life cycle and needs to be disposed, local authorities should be contacted for appropriate options.

This symbol on the product or in the manual means that electrical or electric equipment should be disposed at the end of its life-cycle separately and not in the regular 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.

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Disclaimer

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