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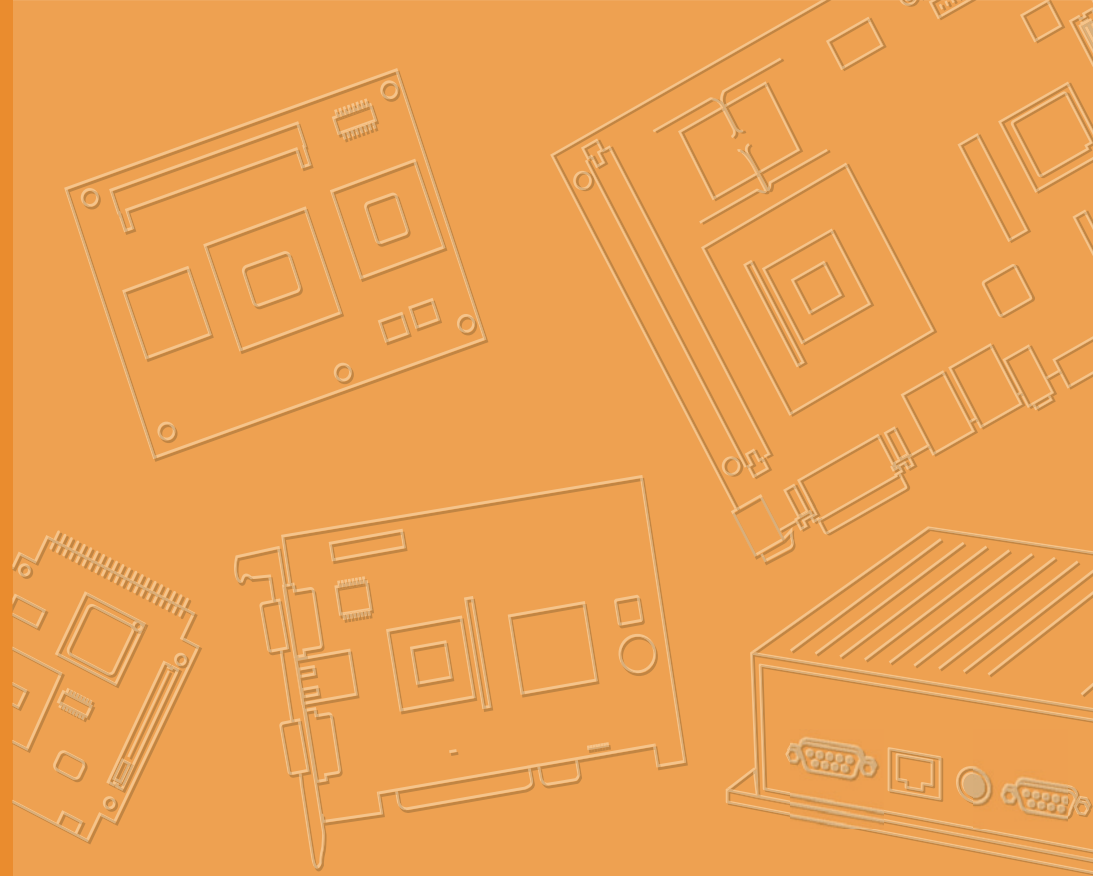

Contact us

Tel: +86-755-8981 8866 Fax: +86-755-8427 6832
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Address: A1208, Overseas Decoration Building, #122 Zhenhua RD., Futian, Shenzhen, China

User Manual

UTC-515/520/532

15.6", 21.5", 32"
Ubiquitous Touch Computer

ADVANTECH

Enabling an Intelligent Planet

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http://support.advantech.com

This manual is for the UTC-515/520/532.

Declaration of Conformity

FCC Class A

Note! *This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.*

Warning! *Any modifications made to this device that are not approved by the relevant standards authority may void the authority granted to the user by the FCC to operate this equipment.*

Packing List

Before you begin installing UTC, please make sure that the following materials have been shipped:

■ UTC-515/520/532 unit
■ Accessories for UTC-515/520
　– DC 12V/5A 60W adaptor (UTC-515, UTC-520 A, B & D Sku)
　– DC 12V/7A 84W adaptor (UTC-520 C & E Sku)
　– SATA cable
　– Packet of screws
■ Accessories for UTC-532
　– SATA cable
　– Packet of screws
　– Antenna

If any of these items are missing or damaged, contact your distributor or sales representative immediately.

Technical Support and Assistance

1. Visit the Advantech website at http://support.advantech.com where you can find the latest information about the product.

2. Contact your distributor, sales representative, or Advantech's customer service center for technical support if you need additional assistance. Please have the following information ready before you call:
   – Product name and serial number
   – Description of your peripheral attachments
   – Description of your software (operating system, version, application software, etc.)
   – A complete description of the problem
   – The exact wording of any error messages

Warnings

Warning! *Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.*

Warning! – Input voltage rated 12V/5A (UTC-515, UTC-520 A, B & D Sku).
– Input voltage rated 12V/7A (UTC-520 C & E Sku).
– Input voltage rated 100-240 VAC 50/60 Hz for UTC-532.
– Use 3V/195mA lithium battery.
– Packing: please carry the unit with both hands, handle with care.
– Maintenance: to properly maintain and clean the surfaces, use only approved products or clean with a dry applicator.
– CompactFlash: Turn off power before inserting or removing CompactFlash storage card.

Contact information

Manufacturer:

Advantech Co., Ltd.

No.1, Alley 20, Lane 26, Rueiguang Road Neihu District, Taipei, Taiwan 114, R.O.C.

TEL: (02) 2792-7818

Distributed in Europe by:

Advantech Europe GmbH Kolberger Straße 7 D-40599 Düsseldorf, Germany

Tel: 49-211-97477350

Fax: 49-211-97477300

Safety Instructions

1. Read these safety instructions carefully.
2. Keep this User Manual for later reference.
3. Disconnect this equipment from any AC outlet before cleaning. Use a damp cloth. Do not use liquid or spray detergents for cleaning.
4. For plug-in equipment, the power outlet socket must be located near the equipment and must be easily accessible.
5. Keep this equipment away from humidity.
6. Put this equipment on a reliable surface during installation. Dropping it or letting it fall may cause damage.
7. The openings on the enclosure are for air convection. Protect the equipment from overheating. DO NOT COVER THE OPENINGS.
8. Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.
9. Position the power cord so that people cannot step on it. Do not place anything over the power cord.
10. All cautions and warnings on the equipment should be noted.
11. If the equipment is not used for a long time, disconnect it from the power source to avoid damage by transient overvoltage.
12. Never pour any liquid into an opening. This may cause fire or electrical shock.
13. Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel.
14. If one of the following situations arises, get the equipment checked by service personnel:
    - The power cord or plug is damaged.
    - Liquid has penetrated into the equipment.
    - The equipment has been exposed to moisture.
    - The equipment does not work well, or you cannot get it to work according to the user's manual.
    - The equipment has been dropped and damaged.
    - The equipment has obvious signs of breakage.
15. DO NOT LEAVE THIS EQUIPMENT IN AN ENVIRONMENT WHERE THE STORAGE TEMPERATURE MAY GO BELOW -20° C (-4° F) OR ABOVE 60° C (140° F). THIS COULD DAMAGE THE EQUIPMENT. THE EQUIPMENT SHOULD BE IN A CONTROLLED ENVIRONMENT.
16. CAUTION: DANGER OF EXPLOSION IF BATTERY IS INCORRECTLY REPLACED. REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE RECOMMENDED BY THE MANUFACTURER, DISCARD USED BATTERIES ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.
17. CAUTION: USE RECOMMENDED MOUNTING APPARATUS TO AVOID RISK OF DANGER.

The sound pressure level at the operator's position according to IEC 704-1:1982 is no more than 70 dB (A).

DISCLAIMER: This set of instructions is given according to IEC 704-1. Advantech disclaims all responsibility for the accuracy of any statements contained herein.

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Appendix C   Touch Screen Options...................... 39

Chapter 1

General Information

1.1 Introduction

UTC-500 Series products deliver 15.6", 21.5", and 32" fanless, low-power, all-in-one touch panel solutions suitable for many applications including control room Industrial PCs, production line industrial digital signage, showroom interactive signage, self-service kiosks, and public service terminals. They also fulfill much digital retail and hospitality service needs such as in healthcare, vending, education, entertainment and information handling. They are beautiful, durable, and reliable. The systems perform extremely well, with advanced touchscreen technology, wireless support, customized peripherals, rich I/O features, protective covers, and a full-range of installation accessories.

1.2 Specifications

1.2.1 UTC-515A/B/C

Processor System	CPU	AMD® G-Series T40E Dual-core 1.0 GHZ (UTC-515A)	Intel Atom Dual Core D2550 1.8 GHz (UTC-515B)	Intel Core™ i3 3217UE 1.6 GHz (UTC-515C)
	Chipset	T40E + A50M	Intel Atom D2550 + Intel NM10	Intel QM77
	L2 Cache	512 KB	1 MB	1 MB (L3, 3 MB)
	Memory 1	x SO-DIMM DDR3 1066 MHz up to 4 GB	1 x SO-DIMM DDR3 1066 MHz up to 4 GB	1 x SO-DIMM DDR3/DDR3L 1333/1600 MHz up to 8 GB
	SSD	Support 1 x CFast	Support 1 x CFast	
	HDD	1 x 2.5 internal SATA HDD bay		
	Network (LAN)	2 x Gigabit Ethernet ports (Supports Wake on LAN)		
	I/O Ports	3 x RS-232 COM (RS-422/485)*	3 x RS-232 COM (RS-422/485)*	2 x RS-232 COM (RS-422/485)*
		4 x USB 2.0	4 x USB 2.0	2 x USB 2.0, 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI	1 x VGA & HDMI	1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1
	Stereo	Speaker 1 W x 2		
	Bus Expansion	Full-size MiniPCIe/mSATA		
	Mounting	VESA 100 x 100 mm		
	Dimensions (W x H x D)	389.81 x 240.12 x 45.20 (mm)		
	Weight	4.85 kg (10.67 lb)		
OS Support		Windows XP/ XPE/ Embedded 7 Embedded Windows 8 Embedded Linux 3.0	Embedded Windows 7 32bit	Windows XP/ XPE/ Embedded 7 Embedded Windows 8 Embedded Linux 3.0

Environmental Specifications	Operating Temperature	0 ~ 40° C (32 ~ 104° F)	
	Relative Humidity	10 ~ 95% @ 40° C non-condensing	
	Vibration	0.5G	
	Shock	5 G peak acceleration (11 msec. duration)	
	EMC/ Safety	CE, FCC, UL, CCC CB,BSMI	
	Front Panel Protection	IP65/ NEMA4 Compliant	
Power Supply	Input Rating	12 V/5 A (60 W ITE Adapter)	12 V/5 A (60 W ITE Adapter)
	Power Consumption	Typical 32W	Typical 40W
		Max. 40W	Max. 50W
LCD Display	Size/Type	15.6" TFT LCD	
	Max. Resolution	1366 x 768	
	Max. Color	262 K	
	Pixel Pitch (mm)	248.25 (H) x 248.25 (V)	
	Brightness (cd/m2)	300	
	View Angle	170°/160°	
Touch Screen Option (PE/RE/GE)	Type	Projected Capacitive. Antimicrobial Corning® Gorilla® Glass / Analog Resistive 5-wires / Glass Panel	
	Light Transmission	90% ± 2% / 80% ± 5% / 90%	
	Controller	USB Interface / USB Interface / -	

1.2.2 UTC-515E

Processor System	CPU	Intel® Core™ i5-4300U (UTC-515E)
		Intel® Core™ i3-4010U (Available)*
		Intel® Celeron 2980U (Available)*
	Base Frequency	1.9 GHz (Dual-Core)
	Cache L3	Cache 3MB
	Memory	1 x SO-DIMM DDR3L 1333 / 1600 MHz up to 8 GB
	HDD	1 x 2.5 internal SATA HDD bay
	Network (LAN)	2 x Gigabit Ethernet ports (Supports Wake on LAN)
	I/O ports	2 x RS-232 COM (RS-422/485)*
		2 x USB 2.0 / 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1
	Stereo Speaker	1 W x 2
	Bus expansion	Full-size MiniPCIe/mSATA
	Mounting	VESA 100 x 100 mm
	Dimensions (W x H x D)	389.81 x 240.12 x 45.20 (mm)
	Weight	4.85 kg (10.67 lb)

OS Support		Windows Embedded 7, Windows Embedded 8, Embedded Linux 3.0
Environmental Specifications	Operating Temperature	0 ~ 40 °C (32 ~ 104 °F)
	Relative Humidity	10 ~ 95% @ 40° C non-condensing
	Vibration	0.5G
	Shock	5 G peak acceleration (11 msec. duration)
	EMC/ Safety	CE, FCC, UL, CCC CB,BSMI
	Front Panel Protection	IP65/ NEMA4 Compliant
Power Supply	Input Rating	12 V/5 A (60 W ITE Adapter)
	Power consumption	Typical 40W
		Max. 50W
LCD Display	Size/Type	15.6" TFT LCD
	Max.Resolution	1366 x 768
	Max. Color	262 K
	Pixel Pitch (um)	248.25 (H) x 248.25 (V)
	Brightness (cd/m2)	300
	View Angle	170°/160°
Touch Screen Option (PE/RE/GE)	Type	Projected Capacitive. Antimicrobial Corning® Gorilla® Glass / Analog Resistive 5-wires / Glass Panel
	Light Transmission	90% ± 2% / 80% ± 5% / 90%
	Controller	USB Interface / USB Interface / -

1.2.3 UTC-520A/B/C

		AMD® G-Series T40E Dual-core 1.0 GHz (UTC-520A)	Intel Atom Dual Core D2550 1.8 GHz (UTC-520B)	Intel Core™ i7 3517UE 1.7 GHz (UTC-520C)
Processor System	CPU			
	Chipset	T40E + A50M	Intel Atom D2550 + Intel NM10	Intel QM77
	L2 Cache	512 KB	1 MB	1 MB (L3, 4MB)
	Memory	1 x SO-DIMM DDR3 1066 MHz up to 4 GB	1 x SO-DIMM DDR3 1066 MHz up to 4 GB	1 x SO-DIMM DDR3/DDR3L 1333/1600 MHz up to 8 GB
	SSD	Support 1 x CFast	Support 1 x CFast	
	HDD	1 x 2.5 internal SATA HDD bay		
	Network (LAN)	2 x Gigabit Ethernet ports		
	I/O Ports	3 x RS-232 COM (RS-422/485)*	3 x RS-232 COM (RS-422/485)*	2 x RS-232 COM (RS-422/485)*
		4 x USB 2.0	4 x USB 2.0	2 x USB 2.0, 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI	1 x VGA & HDMI	1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1
	Stereo Speaker	3 W x 2		
	Bus Expansion	Full-size MiniPCIe/mSATA		
	Dimensions (W x H x D)	517.64 x 313.51 x 43.50 (mm) (20.38" x 12.34" x 1.71")		
	Weight	8 kg (17.6 lb)		
OS Support		Windows XP/ XPE/ Embedded 7 Embedded Windows 8 Embedded Linux 3.0	Embedded Windows 7 32bit Embedded Windows 8 Embedded Linux 3.0	Windows XP/ XPE/ Embedded 7
Environmental Specifications	Operating Temperature	0 ~ 40° C (32 ~ 104° F)		
	Relative Humidity	10 ~ 95% @ 40° C non-condensing		
	Vibration	0.5G		
	Shock	5 G peak acceleration (11 msec. duration)		
	EMC	CE, FCC, UL, CCC, BSMI		
	Front Panel Protection	IP65/ NEMA4 Compliant		
Power	Input Rating	12 V/5 A (60 W ITE Adapter)		12 V/7 A (84 W ITE Adapter)
	Power consumption	Typical 32W Max. 40W		Typical 45W Max. 65W

LCD Display	Size/Type	21.5" TFT LCD with LED backlight
	Max. Resolution	1920 x 1080
	Max. Color	16.7 M
	Pixel Pitch (mm)	248.25 (H) x 248.25 (V)
	Brightness (cd/m2)	250 (Optional 400)
	View Angle	178°/178°
Touch Screen Option (PE/RE/GE)	Type	Projected Capacitive. Antimicrobial Corning® Gorilla® Glass / Analog Resistive 5-wires / Glass Panel
	Light Transmission	90% ± 2% / 80%± 5% / 90%
	Controller	USB Interface / USB Interface / -

1.2.4 UTC-520D/E

Processor System	CPU	Intel® Celeron J1900 (UTC-520D)	Intel® Core™ i5-4300U (UTC-520E)
			Intel® Core™ i3-4010U (Available)*
			Intel® Celeron 2980U (Available)*
	Base Frequency	2 GHz (Quad-Core)	1.9 GHz (Dual-Core)
	Cache	L2 Cache 2MB	L3 Cache 3MB
	Memory	1 x SO-DIMM DDR3L 1333 MHz up to 8 GB	1 x SO-DIMM DDR3L 1333 / 1600 MHz up to 8 GB
	HDD	1 x 2.5 internal SATA HDD bay	1 x 2.5 internal SATA HDD bay
	Network (LAN)	2 x Gigabit Ethernet ports (Supports Wake on LAN)	
	I/O ports	2 x RS-232 COM (RS-422/485)*	2 x RS-232 COM (RS-422/485)*
		3 x USB 2.0 / 1 x USB 3.0	2 x USB 2.0 / 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI	1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1
	Stereo Speaker	3 W x 2	
	Bus Expansion	Full-size MiniPCIe/mSATA	
	Mounting VESA	100 x 100 mm	
	Dimensions (W x H x D)	517.64 x 313.51 x 43.50 (mm)	
	Weight	8 kg (17.6 lb)	
OS Support		Windows Embedded 7, Windows Embedded 8, Embedded Linux 3.0	
Environmental Specifications	Operating Temperature	0 ~ 40 °C (32 ~ 104 °F)	
	Relative Humidity	10 ~ 95% @ 40° C non-condensing	
	Vibration	0.5G	
	Shock	5 G peak acceleration (11 msec. duration)	
	EMC/ Safety	CE, FCC, UL, CCC CB,BSMI	
	Front Panel Protection	IP65/ NEMA4 Compliant	
Power Supply	Input Rating	12 V/5 A (60 W ITE Adapter)	12 V/7 A (84 W ITE Adapter)
	Power Consumption	Typical 40W Max. 50W	Typical 45W Max. 65W

LCD Display	Size/Type	21.5" TFT LCD
	Max. Resolution	1920 x 1080
	Max. Color	16.7M
	Pixel Pitch (um)	248.25 (H) x 248.25 (V)
	Brightness (cd/m2)	250 (Optional 400)
	View Angle	178°/178°
Touch Screen Option (PE/ RE/GE)	Type	Projected Capacitive. Antimicrobial Corning® Gorilla® Glass / Analog Resistive 5-wires / Glass Panel
	Light Transmission	90% ± 2% / 80% ± 5% / 90%
	Controller	USB Interface / USB Interface / -

1.2.5 UTC-532A/C

|			
Processor System	CPU	AMD® G-Series T40E Dual-core 1.0 GHz (UTC- 532A)	Intel Core™ i7 3517UE 1.7 GHz (UTC-532C)
	Chipset	T40E + A50M	Intel QM77
	L2 Cache	512 KB	1 MB (L3, 4 MB)
	Memory	1 x SO-DIMM DDR3 1066 up to 4GB	1 x SO-DIMM DDR3/DDR3L 1333/1600 MHz up to 8 GB
	HDD	1 x 2.5 internal SATA HDD bay	
	Network (LAN)	2 x Gigabit Ethernet ports	
	I/O Ports	3 x RS-232 COM (RS-422/485)*	2 x RS-232 COM (RS-422/485)*
		4 x USB 2.0	2 x USB 2.0, 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI	1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1
	Stereo Speaker	3 W x 2	
	Bus Expansion	Full-size MiniPCIe/mSATA	
	Dimensions (W x H x D)	785.64 x 480.24 x 62.50 mm	
	Weight 1	8 kg (39.6 lb)	
OS Support		Windows XP/ XPE/ Embedded 7 Embedded Windows 8 Embedded Linux 3.0	
Environmental Specifications	Operating Temperature	0 ~ 40 °C (32 ~ 104 °F)	
	Relative Humidity	10 ~ 95% @ 40° C non-condensing	
	Vibration	0.5G	
	Shock	5 G peak acceleration (11 msec. duration)	
	EMC	CE, FCC, UL, CCC, BSMI	
	Front Panel Protection	IP65/ NEMA4 Compliant	
Power	Input Rating	100-240V, 3.15A Max. 50 ~ 60 Hz	
	Power Consumption	Typical 95W Max. 105W	
LCD Display	Size/Type	32" TFT LCD with LED backlight	
	Max.Resolution	1920 x 1080	
	Max. Color	16.7 M	
	Pixel Pitch (mm)	0.36375 (H) x 0.36375 (W)	
	Brightness (cd/m2)	300	
	View Angle	178°/178°	
Touch Screen (PE/GE)	Type	Projected Capacitive Touch Panel (Pcap. Flat Glass) / Glass Panel (No touch function)	
	Light Transmission	90% ± 2% / 90%	
	Controller	USB Interface / -	

1.2.6 UTC-532D/E

Processor System	CPU	Intel® Celeron J1900 (UTC-532D)	Intel® Core™ i5-4300U (UTC-532E)
			Intel® Core™ i3-4010U (Available)*
			Intel® Celeron 2980U (Available)*
	Base Frequency	2 GHz (Quad-Core)	1.9 GHz (Dual-Core)
	Cache	2 MB	3 MB
	Memory	1 x SO-DIMM DDR3L 1333 MHz up to 8 GB	1 x SO-DIMM DDR3L 1333 / 1600 MHz up to 8 GB
	HDD	1 x 2.5 internal SATA HDD bay	
	Network (LAN)	2 x Gigabit Ethernet ports	
	I/O Ports	2 x RS-232 COM (RS-422/485)*	2 x RS-232 COM (RS-422/485)*
		3 x USB 2.0 / 1 x USB 3.0	2 x USB 2.0, 2 x USB 3.0
		2 x Gigabit Ethernet (RJ-45)	2 x Gigabit Ethernet (RJ-45)
		1 x VGA & HDMI	1 x VGA & HDMI
		Audio Line-out x 1, Mic-in x 1	Audio Line-out x 1, Mic-in x 1
	Stereo Speaker	3 W x 2	
	Bus Expansion	Full-size MiniPCIe/mSATA	
	Dimensions (W x H x D)	785.64 x 480.24 x 62.50 mm	
	Weight	18 kg (39.6 lb)	
OS Support		Windows Embedded 7, Windows Embedded 8, Embedded Linux 3.0	
Environmental Specifications	Operating Temperature	0 ~ 40 °C (32 ~ 104 °F)	
	Relative Humidity	10 ~ 95% @ 40° C non-condensing	
	Vibration	0.5G	
	Shock	5 G peak acceleration (11 msec. duration)	
	EMC	CE, FCC, UL, CCC, BSMI	
	Front Panel Protection	IP65/ NEMA4 Compliant	
Power	Input Rating	100-240V, 3.15A Max. 50 ~ 60 Hz	
	Power Consumption	Typical 95W Max. 105W	
LCD Display	Size/Type	32" TFT LCD with LED backlight	
	Max.Resolution	1920 x 1080	
	Max. Color	16.7 M	
	Pixel Pitch (mm)	0.36375 (H) x 0.36375 (W)	
	Brightness (cd/m2)	300	
	View Angle	178°/178°	

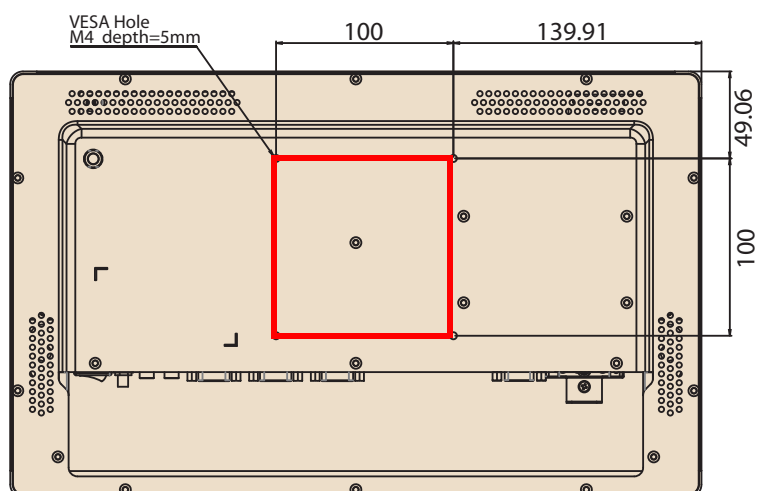| Touch Screen (PE/GE)	Type	Projected Capacitive Touch Panel (Pcap. Flat Glass) / Glass Panel (No touch function)
	Light Transmission	90% ± 2% / 90%
	Controller	USB Interface / -

1.3 Dimension

1.3.1 UTC-515
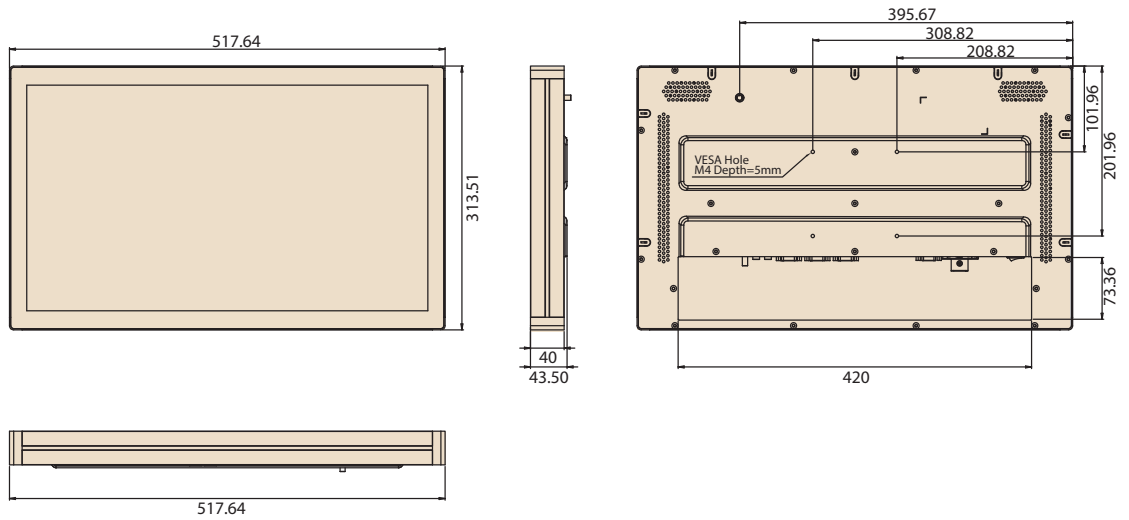
Dimensions: 390 x 240 x 45 mm
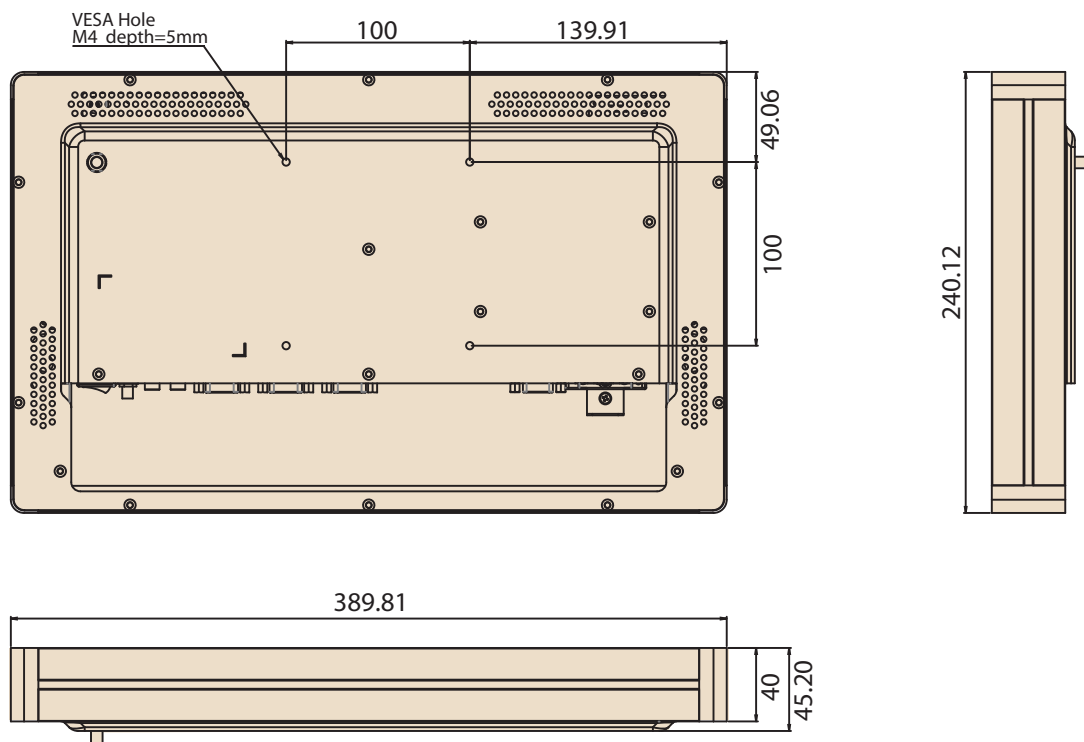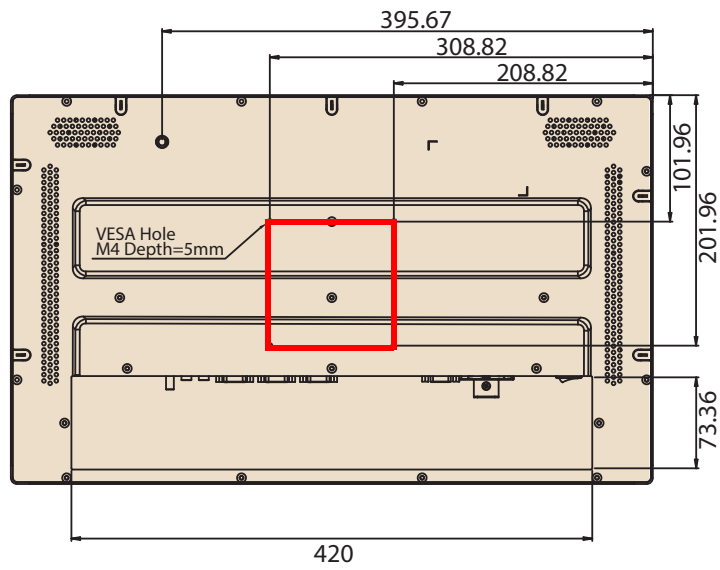

VESA Mounting: 100 x 100 mm
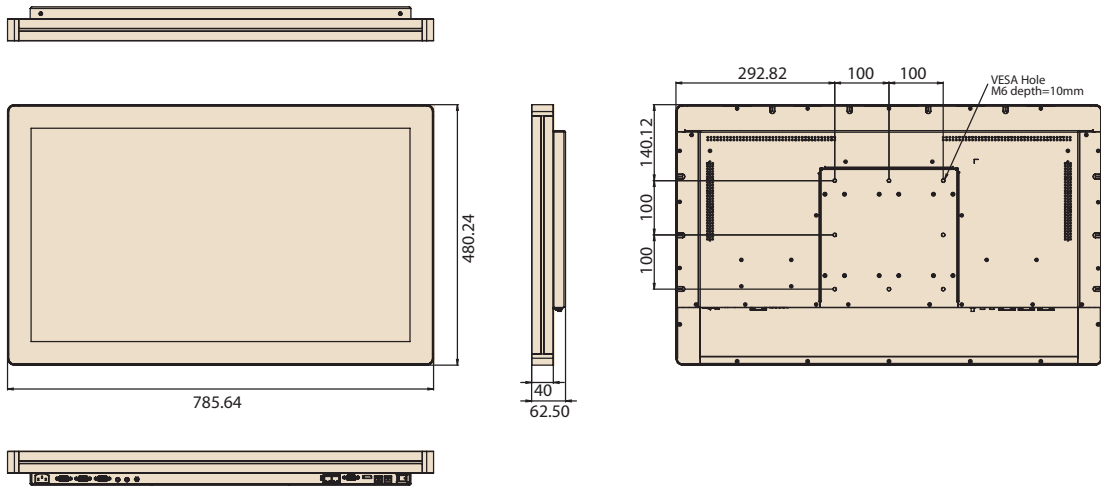
1.3.2 UTC-520

Dimensions: 518 x 314 x 44 mm

VESA Mounting: 100 x 100 mm

1.3.3 UTC-532

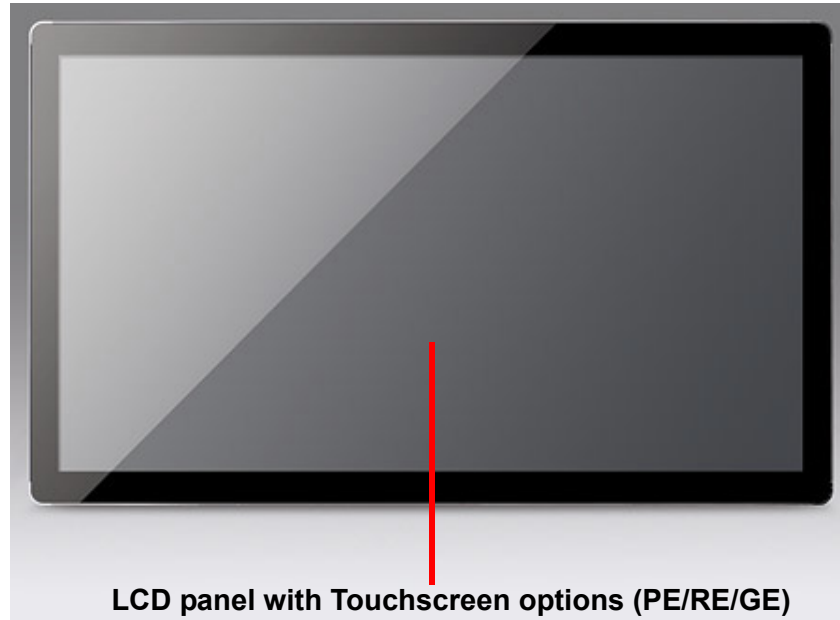Dimensions: 786 x 480 x 63 mm

VESA Mounting: 200 x 200 mm
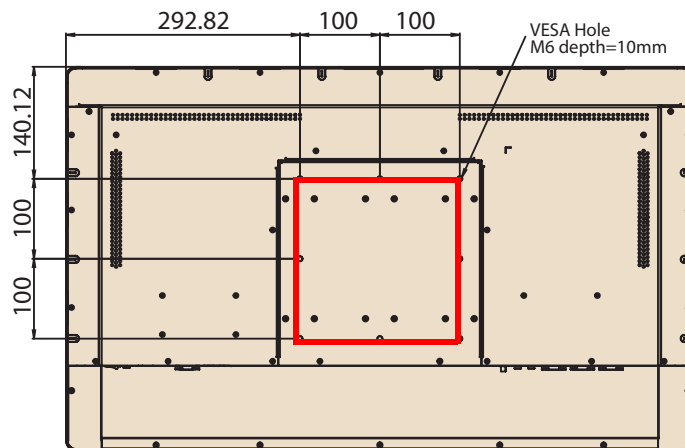
Chapter 2

System Setup

2.1 Quick Start Tour

Before starting to set up the UTC, take a moment to become familiar with the locations and functions of the connectors and features, which are illustrated in the figures below.
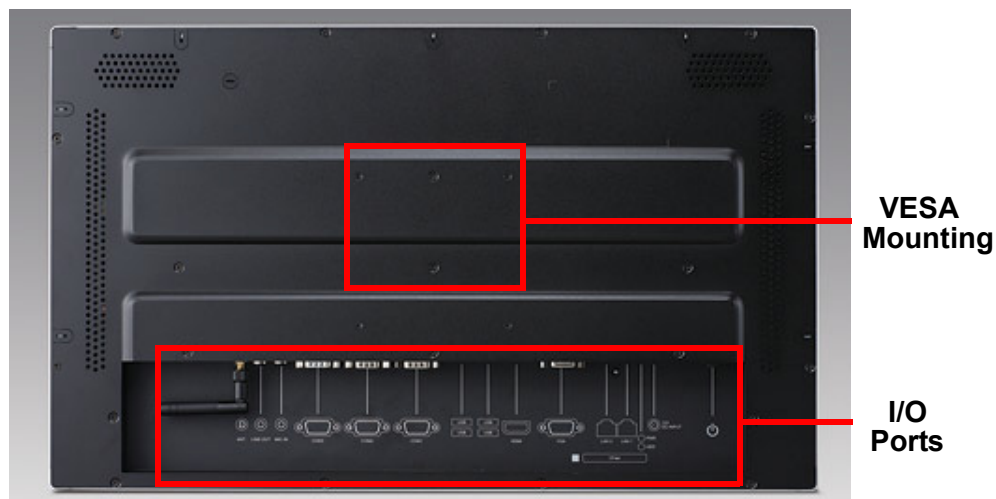
2.1.1 Front View

LCD panel with Touchscreen options (PE/RE/GE)

> **Note!** *UTC-515 & UTC-520 PE Model featuring Antimicrobial Corning® Gorilla® Glass for Capacitive Touch Panel. Details please see Appendix C RE (Resistive) option is not available for UTC-532.*
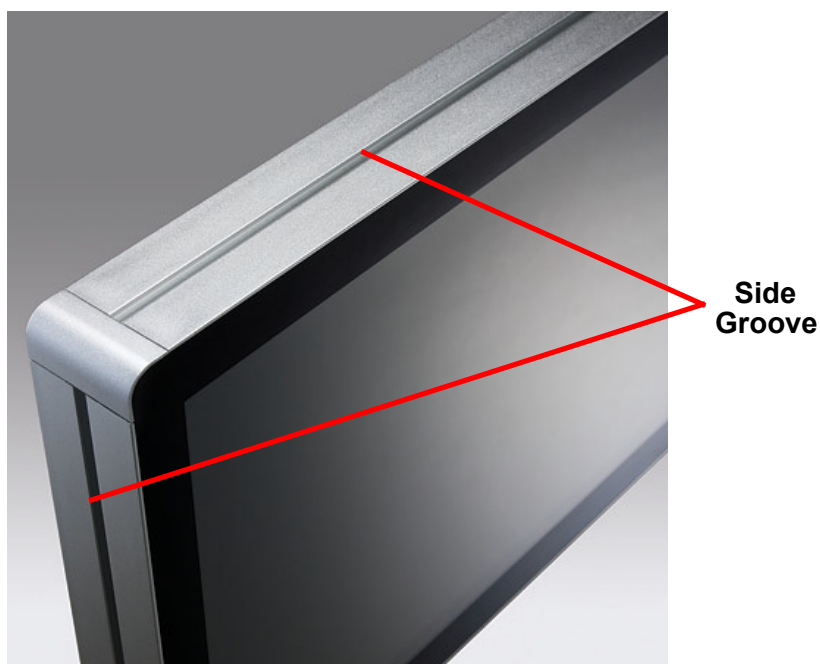
2.1.2 Rear View

Note!   *Please use only VESA compatible mounting – Detail Floor Stand & wall mount specifications please see Appendix A.*

I/O Ports SKU variance please refer to Chapter 2.2 for detail.

2.1.3 Side View

Note!   *The Side Groove is an unique feature of UTC-500 Series that holds UTC-Peripherals all around the frames with two screws. Please see Chapter 3.6 for detail installation guide.*