

Technical Bulletin

IBM 4820 Touch Screen and Extended Desktop Setting

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It's been reported that IBM terminals using the IBM 4820 touch screen and a customer display with the extended desktop setting appear to lose the extended desktop setting after a reboot. This affects ScanMaster V2 as well as ISS45 V7 and V8 when running on the IBM SurePOS 300.

While the customer screen is black, and the register appears to be using a single display configuration, closer inspection of the extended desktop setting shows that the setting is marked as enabled. To fix this issue the extended display setting has to be disabled and then re-enabled. Implementing the fix requires a technician dialing into or visiting the store.

Implementing the procedure below adds a .bat file to the Windows Startup, so that even if the display is manually changed to a single display mode, the extended display setting will be forced into the system when a reboot takes place.

PROCEDURE

- On the touch screen, right-click on a blank area of the desktop
- Click "Graphic Properties"
- Set to "Extended Desktop" (or clone if you use clone)
- Click "Apply"
- In the top right corner of that display interface click "Scheme Options"
- Type "Dual" (or another appropriate name) in the Name field
- Click "Save"
- Close the Graphic Properties screen
- Create a .bat file and give it the name you typed in the field in Scheme Options – for example: Dual.bat
- Add the following line to that .bat file:

`c:\windows\system32\igfxcfg.exe /SchemeName: Dual` (or use whatever scheme name you used – "Dual" is shown in this command line example as if "Dual" is your scheme name)

- Put the .bat file into Windows start-up: Start / Programs / Startup, right-click "Startup" and click "Explore" – add the .bat file to the existing files in the Startup window.

With this .bat file now in the Windows Startup, even if you manually change the display to be a single display, when a reboot occurs the extended display setting will be forced onto the system.