

Technical Bulletin

ISS45/DynaKey Input Error when Clear Key is Held

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ISSUE

Holding down the CLEAR key on the NCR 2700 DynaKey can cause an input error.

AFFECTED PRODUCTS AND VERSIONS

All ISS45 8.1.7.0-050, 8.1.8.0-080 and 8.1.8.1-050 through current

SOLUTION

When the CLEAR key is pressed momentarily, an uppercase "K" is generated.

When the CLEAR key is held down in repeat mode however, the initial result is an uppercase "K" but all subsequent repeating characters are lower-case "k."

The software's default DynaKey programming assumes uppercase results only.

If a lowercase "k" is added to the default uppercase "K" for the clear function, the system will recognize both characters and will not present the error message.