

Technical Bulletin

IBM Audio Tones Lost After Power Cycle

POS-TECH-09:14

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PROBLEM:

Beeps, tones and audio can be lost through an IBM monitor when the POS is powered off and then back on. This affects the IBM SurePOS 300 and SurePOS 700 running the IBM IR Touch Screen (4820-5GB) as well as the IBM SurePOS 500 with integrated display.

This problem affects ScanMaster and ISS45.

SOLUTION:

Install the updated IBM touch driver (irtouchdriverv04080301.exe) that corrects this issue. This can be found on the StoreNext Dealer Support Web site from the [Drivers Page](#). Go to the IBM Drivers, select Drivers, and New Touch Driver.

To install:

- 1) Uninstall the old driver
- 2) Reboot
- 3) Reinstall this new driver as the Administrator
- 4) Double click on irtouchdriverv04080301.exe and the files will be extracted to c:\drivers\touch
- 5) Run the EloSetup with the IBM logo to install and install as USB
- 6) To have the beep come through the monitor:
 - a. Leave "Beep on Touch" disabled under the Sound Tab
 - b. Select Properties1 tab
 - c. Click the "Advanced" button
 - d. Click the "Sound" tab
 - e. Select "Beep Monitor Speaker on Touch"
 - f. Click "Apply"
 - g. Click "OK"

Note: When adjusting the TONE and DURATION please be aware these settings will take a minute to apply to the system.

This driver is for use with the IBM SurePOS 500 with integrated display and the SurePOS 300 or SurePOS 700 running with the 4820-5GB display only for both ScanMaster and ISS45.

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