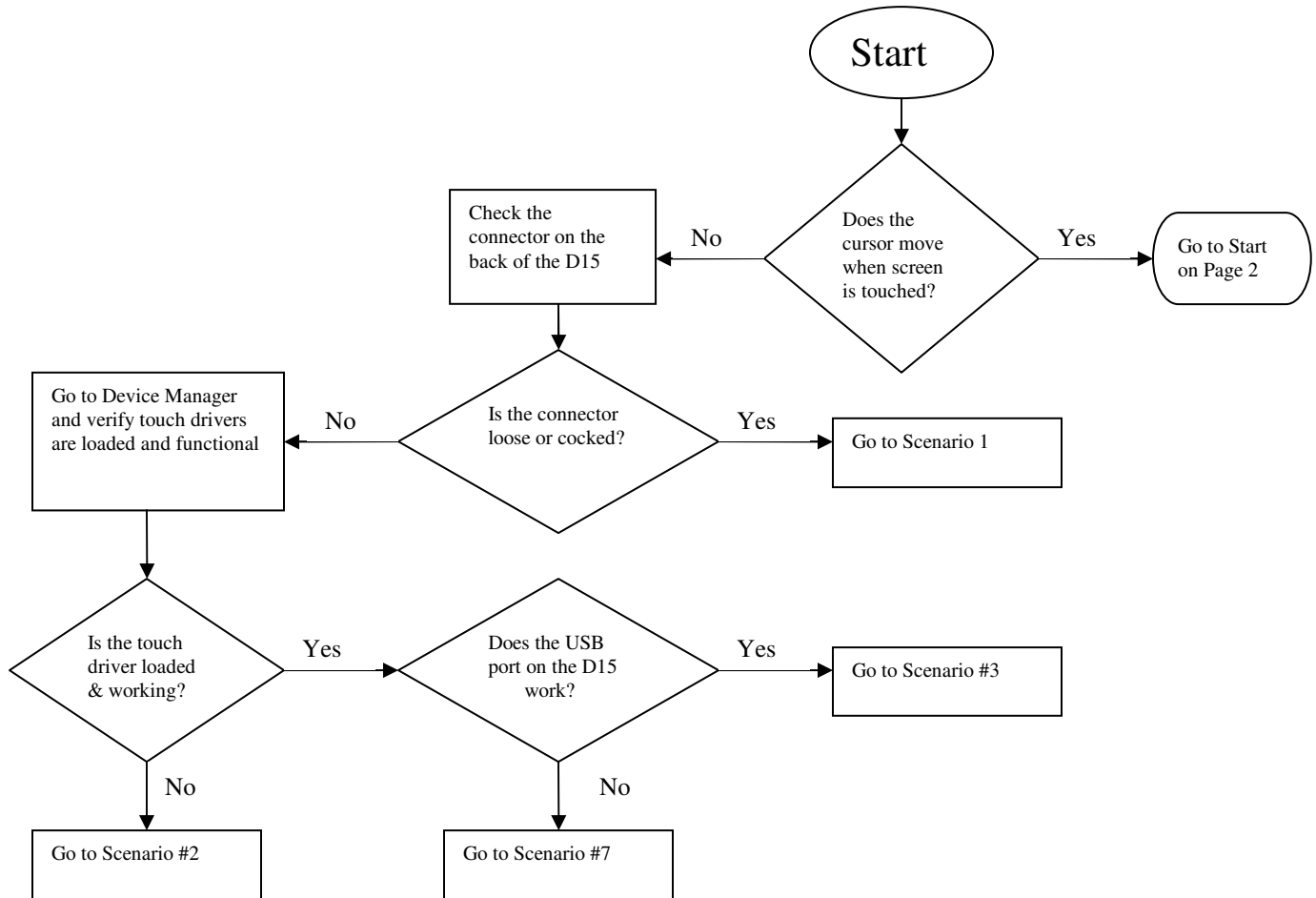


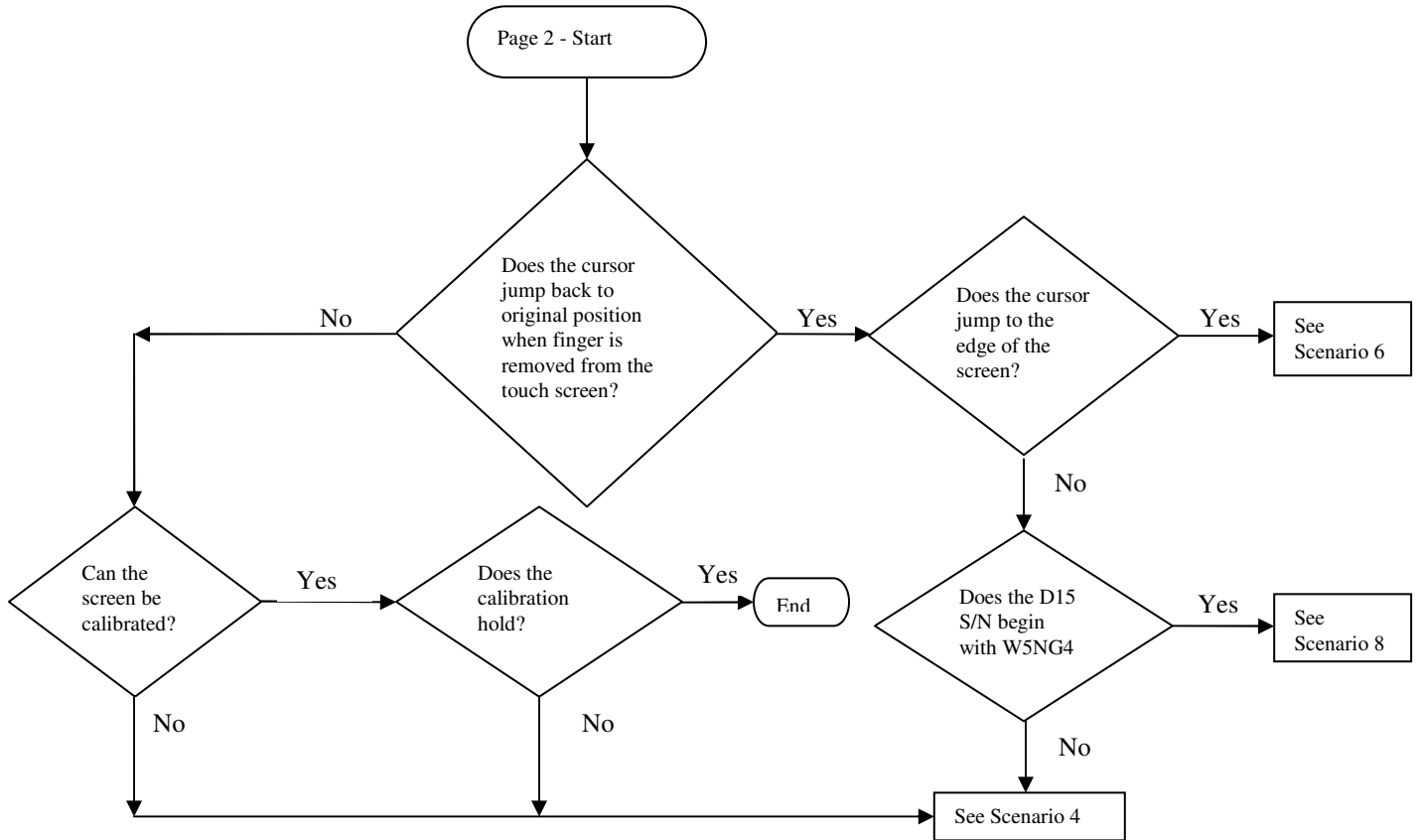
Subject: D15 Touch Problems (90000821, 90000855, 90001127, 90001456, 90001511)

There have been numerous problems reported on the D15 display dealing with the touch screen not functioning. This bulletin is being sent to explain the various issues and the resolution to each. All of these scenarios have been seen in the past and many are intermittent in nature which causes them to be difficult to troubleshoot. In many cases the symptoms disappear when a restart is performed or a cable is unplugged and reinserted. It is important to get as many of the symptoms identified before action is taken. The list of scenarios below is in order of the most order of frequency, scenario 1 being most frequent.

If the Solution noted for a specific Scenario is not effective in a particular case, then escalate the issue with full details of symptoms and specific actions taken (in sequence) to NTS and Sustaining Engineering.



INQUIRIES TO:		DATE
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Original signature copies maintained by Sustaining Engineering.		



Scenario 1

Symptoms: Intermittently losing touch screen operation. Touch does not respond, but cursor can be moved with the glide pad on a 133UQ keyboard or other mouse device.

Cause: Some display mounts may cause the touch function to act intermittently. On the dispersed and stacked stand mounts, the cable connector on the back of the display may not be secure, cocked, or the standoffs broken by over tightening. The VESA pole mount is especially susceptible to intermittent connection if the standoffs on the back of the display are not tightened properly.

Solution: Insure the connector on the back of the display is securely fit. The standoffs can be easily broken if tightened with a screwdriver. If the display is secured to a pole using a pole mounting kit there has been a modification in the kit to allow a more secure connection. A new kit is being released with longer screws that require the removal of the jack screws (standoffs) on the back of the display and screwing directly into the back of the display for a more secure fit. Contact Sustaining Engineering for additional information.

Scenario 2

Symptoms: Touch doesn't respond and cursor can be moved with the 133UQ keyboard glide pad or other mouse device. Rebooting or unplugging the powered USB display cable and reinstalling has no affect. (Solid failure)

Cause: Some cases of touch failing has been tracked to the touch driver not installed or the wrong touch driver installed. The correct touch driver is SR5 (MT 7.11 for some specific customers). This can be verified by going into the control panel and clicking on the add/remove programs. One of the programs listed should be this touch driver. Note: Be careful not to remove the existing driver unless the wrong driver is installed and the correct driver is available.

Solution: If the touch driver is not installed or the wrong one is installed, remove the wrong driver and install the new driver. Drivers can be found on the FTP site at <ftp://ftp.ftxs.fujitsu.com> or on the Fujitsu web site.

Scenario 3

Symptoms: Some recent intermittent failures have been observed where the touch screen would lock up and the cursor would not move when the screen was touched. If a 133UQ keyboard was installed with a glide pad or other mouse device, the cursor would move on the screen if the glide pad or mouse was used. By removing the powered USB plug from the back of the terminal the reinserting it, the touch would come back on the D15. The touch screen driver still shows connected and operating properly in the device manager (under mice and other pointing devices), and the USB port on the side of the D15 still continued to operate.

Cause: This was found to be a problem on the (KD20033-B41X or USA0209376) riser card with noise on the USB signals going to the TeamCombo board.

Solution: A new riser card (KD20033-B42X) was released to fix this problem and should be available by Nov. 2006. This only applies to terminals using TeamCombo boards and not Retail I/O or TeamUSB boards.

Scenario 4

Symptoms: In this case the cursor does not appear under the position touched, but rather in a spot on the opposite side of the screen or in various other locations as the touch is moved around the screen, sometimes functioning in 'mirror image' of the actual touch. Calibration usually doesn't work or only fixes it for a short period of time.

Cause: Usually caused by display or touch screen settings or wrong or bad driver.

Resolution: Verify correct touch driver installed (see Scenario 2). If correct touch driver is installed, verify display settings are set properly by going into the display properties in the control panel and click on "identify". This will identify the screen with the touch panel. Make sure touch is set for the right screen. Usually screen #1 is set for touch and the primary monitor, but it depends upon the customer configuration. If that doesn't work perform a linearization by starting the touch-screen program and go to the tools menu. If the Linearize box is ghosted out go to "options" then "advanced" and check the "enable linearization" box. Go back to the tools menu and click on "linearize". Follow the instructions and complete the 25 point linearization and 16 point verification, ignore any error notation noted. Following linearization, stop the utility, restart the utility and perform Touch Calibration. If you are still unable to calibrate the screen, remove the old driver and reinstall the driver. The driver can be obtains from the FTP site or the web site.

Scenario 5

- Symptoms:** The cursor would always stay on the edge of the screen or would intermittently jump to the same spot on the edge of the screen. This was observed in displays with serial numbers starting with W5NG4 or W5NG5
- Cause:** This was caused by the plastic outside cover pinching the touch screen causing the cursor to be on the edge of the display where the pinching was occurring. The root cause was the gasket under the touch screen was not set properly causing the touch screen to touch the plastic housing.
- Solution:** Resetting the gasket properly usually fixes this problem.

Scenario 6

- Symptoms:** This problem also showed up as an intermittent failure where the cursor would move when the screen was touched, but would jump back to the original spot when the screen was no longer touched. Most of the time removing the powered USB connection on the back of the terminal and reinserting it would clear up the failure temporarily. The cursor would try to move if the 133UQ keyboard glide pad or other mouse device was used, but would jump back to the original spot. Sometimes the cursor would jitter on the screen without being touched.
- Cause:** This was found to be a problem with the controller chip on the D15.
- Solution:** Replace the display

Scenario 7

- Symptoms:** Touch screen does not respond to any touch, but the cursor can be moved using a 133UQ keyboard with a glide pad or other mouse device. The USB port on the side of the display does not recognize a USB key, and the touch driver is not present in the device manager under "Mice and other pointing devices".
- Cause:** The USB hub in the D15 display is defective or the USB signal is not reaching the display. The USB signal missing can be caused by a bad cable or a poor connection in the stand.
- Solution:** Check cables first (see Scenario 1), and then replace D15. If problem persists, replace stand.

Scenario 8

- Symptoms:** The touch screen would act as if the screen was being touched all the time or intermittently in one spot causing the cursor to stay or jump to the same spot all the time. This occurred in earlier displays (90000821, and 90001127) with serial numbers that started with W5NG4.
- Cause:** The touch screen was manufactured improperly causing the layers to sag and make contact.
- Solution:** The only fix for this failure was the replacement of the touch screen. All of the known displays were reworked with new touch screens