



Subject: New Touch Controller Board for the D22/D25 LCD Displays

Overview

A new Touch Controller board for the resistive touch models is being released for the D22 and D25 LCD displays. Displays that are affected are as follows:

Part Number	Rev From	Rev To	Description
11001493	A1	A2	Display, Model D22, 12.1" LCD, Resistive Touch, White
11001492	A1	A2	Display, Model D22, 12.1" LCD, Resistive Touch, Black w/Silver Bezel
11000742	A5	A6	Display, Model D25, 15" LCD, Resistive Touch, White Bezel
11000745	A5	A6	Display, Model D25, 15" LCD, Resistive Touch, Black w/Silver Bezel

Reason for Change

This new Touch Controller board is being released and made available to the field to correct an issue where the touch functionality would intermittently be lost. Usually this condition is recovered by resetting the powered USB cable or a restart of the terminal. Replacing the Touch Controller board with this new version will correct the condition.

NOTE: The reported rate of touch issues attributed to this fault is very low and sporadic. Even on units that exhibit the issue, the frequency of occurrence is typically weeks between occurrences. If a site, terminal or customer is having repeated issues that are significantly higher, there may be other reasons such as incorrect driver versions or incorrectly configured drivers.

Solution

The Touch Controller PWA in the D22/D25 display has been updated to correct this issue.

KD20049-B81X Touch Controller Board Rev 003AB or above

All inventory in FHR is in process of being reworked.

The manufacturer has cut in this modified board for all new shipments, beginning May 22, 2008.

Field replacements will be on a fit-on-fail basis. If a terminal has an intermittent Touch issue, this board should be replaced. All boards purchased for spares/repair are at or above the revision level above.

NOTE: There are other items that can also cause this (ie incorrect or incorrectly loaded drivers, bad cable etc) so these should also be investigated.

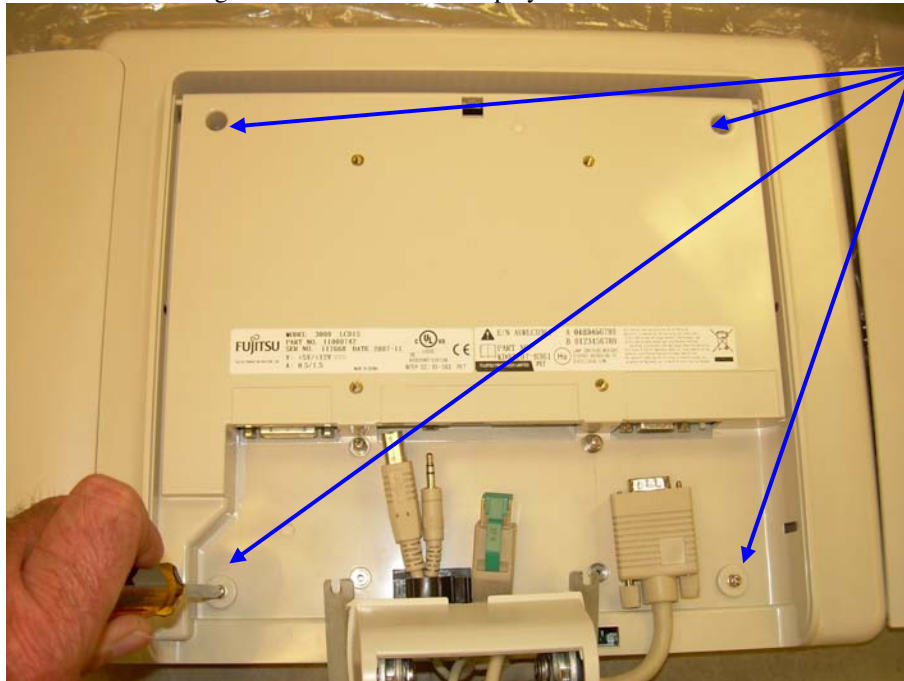
All Displays returned for repair should have this board replaced.

See the attached Touch Controller Board replacement procedure.

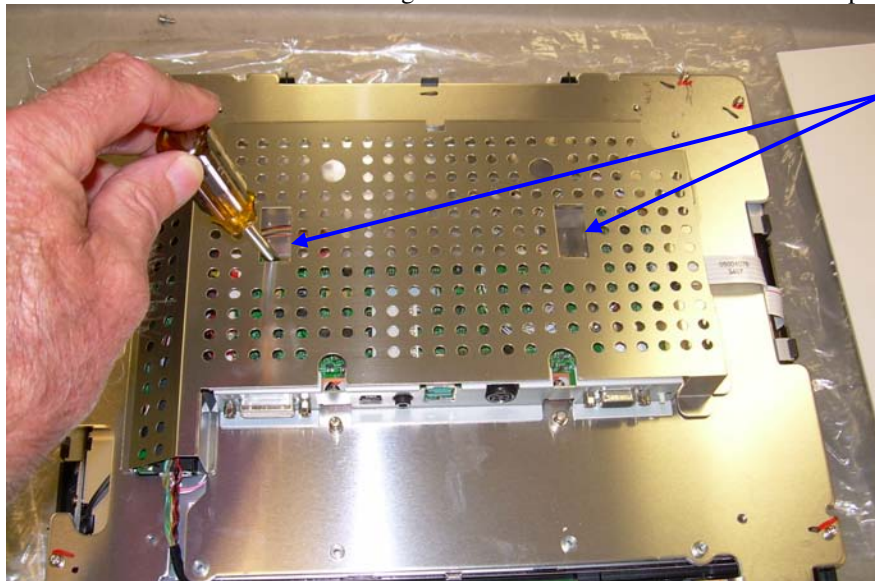
<u>INQUIRIES TO:</u>		DATE
Fujitsu Transaction Solutions Inc.	_____	_____
Exchange: Sustaining Engineering	Sustaining Engineering	_____
Mail: Fujitsu USA04, Sustaining Engineering	_____	_____
FAX: 858-731-4781 (7888-4781)	Product Manager	_____
Internet: SustainingEngineering@ftxs.fujitsu.com	_____	_____
FTP: ftp://ftp.ftxs.fujitsu.com/	Author	_____
Original signature copies maintained by Sustaining Engineering.		

D22/D25 Touch Controller Upgrade

1. Remove the D22/D25 display from the Stand. (reference I&M Manual)
 - a. Remove the collet on the back of the display by pressing at the top of the collet.
 - b. Remove the back cover by lifting up under the display.
 - c. Disconnect all cable connectors.
 - d. Remove the 4 screws securing the display to the stand.
2. Remove the attached Keyboard/MSR if installed. (reference I&M Manual)
 - a. If the display has a keyboard or MSR remove the rear cover by pushing in the latch under the cover and lifting.
 - b. Remove the two screws securing the keyboard or MSR to the display.
3. Remove the four screws securing the back cover to the display.



4. Remove the back cover and the two screws securing the metal shield from the back of the display.

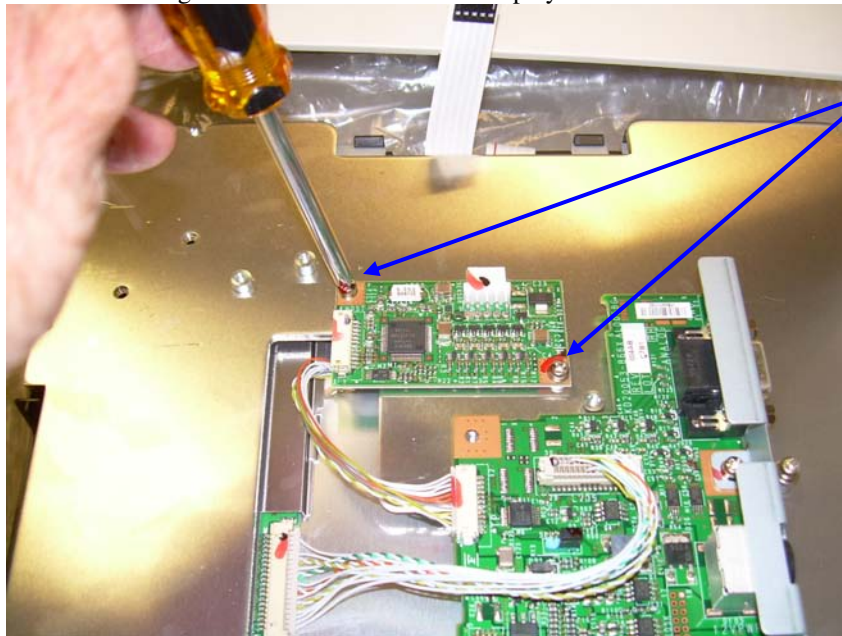


5. Be careful when removing the two cables connected to the touch controller board. The cable on the left is easily damaged.




Remove
two cables

6. Remove the two screws securing the controller board to the display.



Remove two
screws

7. Replace the existing controller board with the replacement controller board.
8. Reverse the above steps to put the display back together.
9. Using a fine tip indelible marker, mark the revision on the back of the display to "A2" for the D22, and "A6" for the D25 display.

	Fujitsu Transaction Solutions	FIELD CHANGE AUTHORIZATION	FCA-08-008
	Sustaining Engineering		EC-14974
	San Diego, CA; Montreal, QC		June 06, 2008

This Field Change Authorization (FCA) is issued by the Sustaining Engineering as Design Authority for this product line. This change is to be implemented per the implementation guidelines below. Any deviation or exception to these guidelines must be reviewed and agreed with Sustaining Engineering for deviation authorization. Implementation information (unit serial numbers, cut-in dates, etc.) must be forwarded to FTXS Sustaining Engineering.

Product Affected:

- All D22 Displays with Resistive Touch below revision A2.
- All D25 Displays with Resistive Touch below revision A6.
- D22 and D25 Displays with IR Touch are NOT affected.

Change Type:

Standard <input checked="" type="checkbox"/>	Emergency: <input type="checkbox"/>	Mandatory: <input type="checkbox"/>	Non-Mandatory: <input checked="" type="checkbox"/>
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Reason for Change:

Intermittently the Touch Functionality may be lost. There is a low frequency of this being reported, thus a fit on fail for the field. Replace Touch Controller board (KD20046-B81X) with modified board at Revision 003AB or above. Reference PSB-08-033 for details.
 All FHR Stock in process of being reworked. All units returned for repair (for any reason) to be updated. Field installed units to be updated on a Fit-On-Fail basis.

Effect:

Safety: <input type="checkbox"/>	Maintainability: <input type="checkbox"/>	Performance: <input checked="" type="checkbox"/>	Reliability: <input checked="" type="checkbox"/>
Form: <input type="checkbox"/>	Fit: <input type="checkbox"/>	Function: <input type="checkbox"/>	Regulatory: <input type="checkbox"/>

Equipment Affected:

Type/Part Number	From/To Serial/Date	From/To Mod Level
11001493 – D22 Res Touch, White	All previous to 5/22/08 Build	All previous to Rev A2
11001492 - D22 Res Touch, Black	All previous to 5/22/08 Build	All previous to Rev A2
11000742 - D25 Res Touch, White	All previous to 5/22/08 Build	All previous to Rev A6
11000745 – D25 Res Touch, Black	All previous to 5/22/08 Build	All previous to Rev A6

Implementation Requirements:

Integration: Re-Work All Stock. Repair Centers: Re-Work All Stock.
 Spares Stock: Re-Work as Returned for Repair. Installations: Fit on Fail or As Needed.
 Estimated Cost Impact sheet has been approved, forwarded to appropriate parties, and is attached to the EC in PDM.

Estimated Re-work Time:

Central: 10 minutes On-Site: 10 minutes

These times do not include packing, unpacking, testing, or gaining access to equipment.

Pre-Requisite Mods Required:

Yes: No:

NOTE: All published modifications must be implemented. Unless otherwise specified, Modifications must be implemented in chronological order.

INQUIRIES TO:	DATE
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