



**Subject: New Powered USB Cables**

**Overview**

A change was made to the production process and materials to improve the reliability of the Powered USB cables used between the TeamPoS controller and various peripherals.

In order to clearly delineate these cable changes, new part numbers have been assigned as listed below.  
All orders for these cables should use the new part number.  
Any cables that are being replaced in the field, should use the new part number (if available).

**Problem**

The problem identified was found in a QA audit only and has not been reported from the field.  
The problem found could result in inconsistent or unreliable USB communication signals. If seen in an installation, this could result in either intermittent or complete loss of communications with a specific peripheral device.  
It is believed that this would be a very rare occurrence in the field if it happens at all. It was discovered while using conditions that are not normally found in a retail environment.

**Solution**

Below is a list of the new cable part numbers, and which part numbers are being superseded.

If a communications issue (either intermittent or solid) is reported in the field between the TeamPoS controller and peripheral that uses the Powered USB connection that cannot be resolved via normal troubleshooting and part replacement, then replace the original cable with the new part number cable and retest to eliminate this possibility.

At this time, there is no mass swap-out or replacement planned or anticipated due to the low likelihood of this issue occurring in an existing site.

<u>INQUIRIES TO:</u>		DATE
Fujitsu Transaction Solutions Inc.		
Exchange:	Sustaining Engineering	_____
Mail:	Fujitsu USA04, Sustaining Engineering	_____
FAX:	858-731-4781 (7888-4781)	_____
Internet:	<a href="mailto:SustainingEngineering@ftxs.fujitsu.com">SustainingEngineering@ftxs.fujitsu.com</a>	_____
FTP:	<a href="ftp://ftp.ftxs.fujitsu.com/">ftp://ftp.ftxs.fujitsu.com/</a>	_____
	Author	_____
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New Part	Description	Supersedes
11002782	Cable, Printer, 24VDC Powered USB & Data to TP3K, Integrated, 0.65m, White	11000071
11002783	Cable, Printer, 24VDC Powered USB & Data to TP3K, Dispersed, 3.8m, White	11000072
11002784	Cable, Printer, 24VDC Powered USB & Data to TP3K, Integrated, 0.65m, Black	11000137
11002785	Cable, Printer, 24VDC Powered USB & Data to TP3K, Dispersed, 3.8m, Black	11000138
11002786	Cable, 92U Keyboard, 12VDC Powered USB, Stacked, 0.60m, White	11000025
11002787	Cable, 92U Keyboard, 12VDC Powered USB, Dispersed, 3.8m, White	11000026
11002788	Cable, 92U Keyboard, 12VDC Powered USB, Stacked, 0.60m, Black	11000328
11002789	Cable, 92U Keyboard, 12VDC Powered USB, Dispersed, 3.8m, Black	11000329
11002790	Cable, VF50U Display to Powered USB port, 3.8m, White	11000686
11002791	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 0.85m, White	11000080
11002792	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 1.5m, White	11000081
11002793	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 4.0m, White	11000082
11002794	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 0.85meters, Black	11000083
11002795	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 1.5m, Black	11000084
11002796	Cable, VF60 Display to TP3K 12VDC Powered USB Port, 4.0m, Black	11000085
11002797	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 0.65m, White	11000097
11002798	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 2.0m, White	11000098
11002799	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 3.8m, White	11000070
11002800	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 0.65m, Black	11000100
11002801	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 2.0m, Black	11000101
11002802	Cable, LCD to TP2K/3K, 12VDC Powered USB Port, 3.8m, Black	11000102
11002803	Cable, Powered USB Y-Type, ELO Display, 2.3m (U-Serv only)	11000557
11002804	Cable, Powered USB Y Type, A776 Printer Only, 3.8m	11000401
11002805	Cable, Powered USB Y-Type, Epson Printer, 2.0m	11000555
11002806	Cable, TP3K Powered USB to Audio Amplifier, 2.2m	11001310
11002807	Cable, TP3K Powered USB to LCD, 3.0m	11001683
11002808	Cable, TP3K Powered USB to Alarm Board PCB, 1.9m	11001690