



Subject: TeamPoS 3000 XL & XL² Display Blanking

Overview

A unique set of circumstances was found that causes the TeamPoS 3000XL and XL² terminals to come up with a blank screen.

Circumstances Surrounding the Problem

If a display is connected to the TeamPoS 3000XL or XL² terminal and it is removed while the terminal is powered down and back up, the driver assumes that a laptop monitor is installed because it doesn't see an analog or digital monitor. Once the display is connected again (either analog or digital) it will show the POST and the Windows splash screen, but the display goes blank after the splash screen.

Solution

A utility for saving the video configuration (Set Video Mode) is available for customers to install for the XL terminal. This utility will restore the configuration after the windows display driver is loaded enabling the display to come back to its original configuration. For the XL² terminal a new BIOS (P09) will restore the video after the terminal is booted up to whichever display is connected. For details of the new P09 BIOS for the XL², reference PSB-08-048.

Procedure for Installing the Set Video Utility

The procedure for installing the Set Video utility and the utility itself can be found on the FTP site at the following location: <ftp://ftp.ftxs.fujitsu.com/pos/possustaining/Retail/TeamPos3000XL/Drivers>. A sign-on and password is required to access the site. If you need sign-on information, please contact the Sustaining Engineering mailbox.

Exceptions

There are two cases with the XL terminal in which the set utility program will not restore the video, and one case with the XL² that may cause incorrect configurations.

- Case 1 XL:** If the terminal has a manual log-on for Windows the Set Video utility will not bring back the display because Windows will not load the video driver before the log-in is completed. In this case, it will be necessary either to blindly type in the login and password (if known) or reload the video driver. The procedure for loading in video driver can be found in the same location as the utility on the FTP site.
- Case 2 XL:** If the customer does not allow the start menu to execute during boot up it will prevent the Set Video utility from running. In this case the only way to recover is to reload the video driver or reload the entire image. The procedure for loading the video driver can be found in the same location as the utility on the FTP site.
- Case 3 XL²:** The customer may need to go into the display configuration and set the proper display configuration if two monitors are installed. This is because the new BIOS will always make analog display the primary if it sees both displays removed. If only one display is removed in a two display configuration, the BIOS will make the remaining display the primary. The display configuration can be changed in the control panel under display\settings\advanced\extreme graphics.

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