

Subject: TeamPoS 3600 USB Error Message

Overview

During Integration and Staging an error has been seen on a few TeamPoS 3600 units in specific configurations. A solution has been implemented in production. For installed units, this is for informational purposes only. This error has not been reported by any customer or any installed unit and does not cause any functional or operational issues with the terminal.

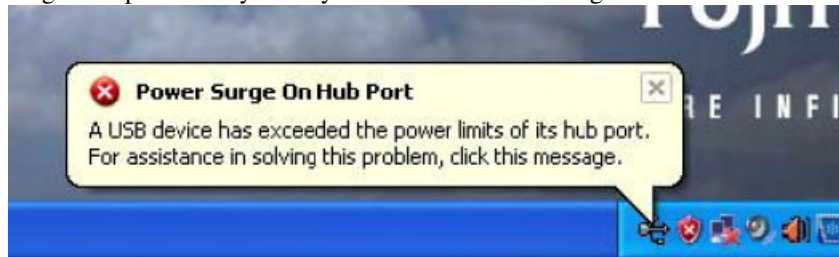
Configurations

In TeamPoS 3600 units that have either: No Interface I/O Boards, or a Single Interface I/O Board (either Legacy or P-USB) the error could be seen. If the terminal has both Legacy and P-USB I/O Boards installed, the error will not occur. Even in units that have no I/O boards installed, the error has only been seen in a small number of the examined units. Below are the Intelligent PIN number of the at risk units.

RQxx0xxxxxxxxxx	No I/O Option
RQxx1xxxxxxxxxx	Powered USB I/O Only Option
RQxx2xxxxxxxxxx	Legacy I/O Only Option

Error

A Windows pop-up error that indicates one of the USB ports detected an Over-Current condition could be displayed shortly after startup or during operation. This is a false error. All ports are fully functional and there is no impact to the terminal operation. The error can be cleared (though could show up again) or not. Depending on the customers application, screen overlays, and security settings the operator may or may not even see this message if it occurred.



Solution

If the error should be seen in the field and causes impact, the motherboard (11003001) should be replaced with a Rev2 or later board. The removed board should be returned for warranty repair/replacement. The solution is the addition of 4 resistors to the motherboard. This changes the motherboard revision from Rev1 to Rev2.

Impact

- Production
 - All units shipped from FHR after April 26, 2010 have this change implemented.
- Installed Units No Impact.
- Repair Center No Impact. All warrant repairs are provided by the supplier/manufacturer of the motherboard.
- Service Spares
 - All Service Spares currently being purchased will be provided at the new revision level.
 - There is currently no Service Spare Motherboards at the lower level (without this change).

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

Illustrations

Below are illustrations of the Motherboard identifying the 4 components that are added to correct this error. Rev1 boards do not have these components, Rev2 boards have all 4 components installed. This information is provided for Informational and Identification purposes only. Field changes or rework to the motherboard is NOT implied or authorized.

