



**Subject: TeamPoS 36xx BIOS Update – R23 and R23-1**

**Overview**

BIOS Version R23 and R23-1 have been released for the TeamPoS 36xx terminal.

**Cut in Information**

R23-1 will be cut-in for units manufactured at Fujitsu Frontech North America Inc. beginning in August 2011. Future shipments from the manufacturer will include R23. R23-1 (Type 1 BIOS update) will be available on the FTP site for field upgrade. See **Field Upgrade** below. R23 (Type 2) includes updated AMT firmware.

**Warning**

Attempting to upgrade the BIOS is a risky operation. It should only be attempted by authorized personnel. Failure to follow the proper procedure or interrupting the process for any reason can render the motherboard useless. The BIOS chips are soldered directly to the PCB and cannot be replaced in the field. Contact Sustaining Engineering before attempting BIOS updates in the field.

**Field Upgrade**

The full generic TeamPoS 36xx BIOS update procedures are available on the FTP site at:

<ftp.ftxs.fujitsu.com/pos/possustaining/retail/teampos3600/bios> (login required). If the hyperlink does not work, copy and paste it into your browser.

- Type 1 BIOS (R23-1) updates can be performed either locally or remotely.
- Once the BIOS is upgraded to R23-1, the BIOS level will show as R23-1 during POST and also in the BIOS screen.

**Restrictions**


1. Intel® AMT Enterprise Provisioning is not supported on original motherboards, P/N 11003001. To enable Enterprise Provisioning, motherboards must be replaced with MB P/N 11003499.
2. Wake on Time of Day with a specific day (none zero value) does not function correctly. The TP3600 does not wake at the specified day/time. This restriction also existed in previous BIOS versions.

**BIOS Versions**

Below is a matrix of BIOS versions that currently exist in the field. Some of these may only exist in Demo or lab units but are included for reference and completeness. Refer to bulletin PSB10-027/PSB10-050 for additional information on BIOS types and differences.

BIOS	Type	BIOS Field Upgrade Options	Fit on Fail Options (Current or better)	Restrictions (above)
R1-R15	N/A	CANNOT be upgraded.	Replace motherboard	
R16	1	R23-1, R23	R16, R21-1, R21, R23-1, R23	1, 2
R17-20	2	N/A - Not released		
R21-1	1	R23-1, R23	R21-1, R21, R23-1, R23	1, 2
R21	2	R23-1, R23	R21, R23-1, R23	
R22	N/A	N/A – Not released		
R23-1	1	R23	R23-1, R23	1, 2
R23	2	N/A	R23	2

<b>INQUIRIES TO:</b>		DATE
Fujitsu Frontech North America	_____	_____
Exchange: Sustaining Engineering	Sustaining Engineering	_____
Mail: Fujitsu USA20, Sustaining Engineering	_____	_____
FAX: (949) 458-6257	Product Manager	_____
Internet: <a href="mailto:SustainingEngineering@us.fujitsu.com">SustainingEngineering@us.fujitsu.com</a>	_____	_____
FTP: <a href="ftp://ftp.ftxs.fujitsu.com/Pos/PosSustaining/">ftp://ftp.ftxs.fujitsu.com/Pos/PosSustaining/</a>	Author	_____
Original signature copies maintained by Sustaining Engineering.		

	Fujitsu Frontech NA	<b>PRODUCT SUPPORT BULLETIN</b>	PSB-11-010
	Sustaining Engineering		OHIR514 / OHIR523
	Foothill Ranch, CA		June 30, 2011

## Changes Included in R23 and R23-1

### **R23-1 includes the following new features:**

- 3Com PXE Compatibility Issue resolved.
- DMI Event Log will now show the Clear Event Log message
- Hard drive boot from Channel 0 when SATA Raid Mode set to IDE.
- PS2 Keyboard Single Key Shutdown (power down) disabled.

### **R23 includes all R23-1 features (above) and the following new feature:**

- Intel AMT ME Firmware Version 3.2.40.1057. Issue # 1768758 - ME wakes up unnecessarily 10 minutes after entering Mofw when In Provisioning after the provisioning period has expired fixed in 3.2.40.1057.

### **Impact**

- Production      Upgrade BIOS to R23-1 during system build.
- Installed Units    Fit on Fail; See BIOS Versions chart above.
- Repair Center    N/A – Motherboards not repaired
- Service Spares    All future purchases should be MB P/N 11003499 with BIOS version R23.