



Subject: TeamPoS 3600 Power Supply Returns

Overview

Engineering investigated an apparent increase in the usage rate of the TeamPoS 3600 power supply. It was found that 90% of the power supplies being replaced in the field have not actually failed (No Problem Found), but the symptoms could easily be interpreted as a power supply failure.

Problem

In evaluating the replaced/returned power supplies, it was found that many of them were replaced for intermittently powering down and the AC power would need to be recycled in order to recover. In most cases, this is not a power supply failure but instead a series of events that instruct the power supply to shut down.

If the terminal has BIOS R21 or below, and a PS/2 keyboard is connected to the terminal, a PS/2 command can be improperly decoded to command the terminal to power down. This usually occurs in conjunction with swiping a bad MSR card and/or a dirty read head (but is not restricted to this). BIOS R23 now disables the BIOS from shutting down the power supply.

Solution

Product Support Bulletin PSB-11-010 (June 30, 2011) announced R23 BIOS that addresses this issue (R23 for Manufacturing, R23-1 for field updates). As stated in PSB-11-010, the R23-1 BIOS file is located on the FTP site below. Included in the file is the BIOS, Update Utility and Instructions.

While the exact symptoms may vary slightly from customer to customer (or even unit to unit), if the terminal is showing symptoms similar to the above, the BIOS should be updated instead of replacing the power supply.

Impact

- Production All motherboards manufactured/shipped after June 2011 have this BIOS change implemented
- Installed Units Fit-on-Fail, Time to upgrade BIOS approx. 10 minutes
- Repair Center N/A – Motherboards are not repaired at this time
- Service Spares All future purchases of Motherboard 11003499 will have BIOS R23

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