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SERVICE BULLETIN No. 9

For CAREpoint EMS Workstation

Title: Swapping the Touch Screen Monitor for PT 1710MX (GUNZE)

Please read the following instructions before proceeding.

Priority: Service   Reference: None

Rationale: Problems with Touch Screen Monitor, the unit may not display video or it may fail to calibrate.

Overview: Service/replacement involves removing the Touch Screen Monitor and installing a new/exchange part.

Tools and Materials required:
- #1 Phillips screwdriver
- Wire Cutters
- Cable ties

Procedure: (To be performed by qualified service personnel)

Should you have difficulty or questions information can be found online at the General Devices Support Site:

support.general-devices.com

Click on "CAREpoint Support" to gain access to the CAREpoint Users Manual and Service Bulletins. For further assistance contact the General Devices Service dept. at (201) 313-7075.
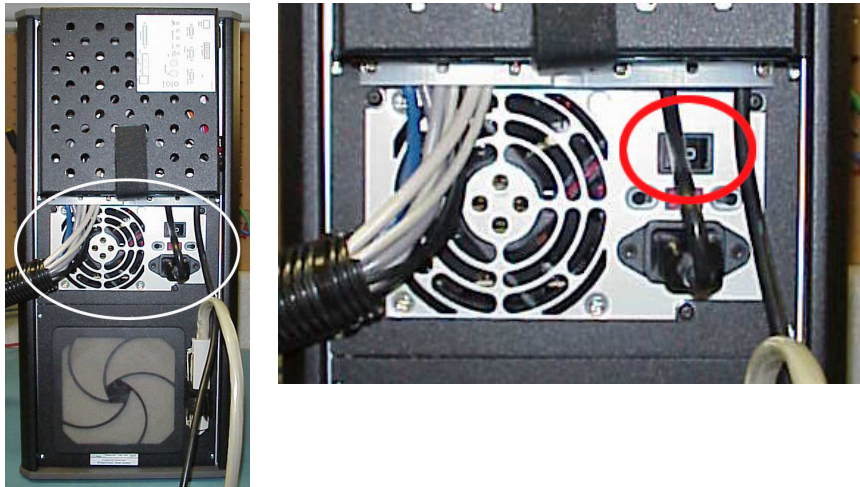
Note: Normal hours for the Service Department are Monday through Friday, 9AM EST to 5PM EST. If you begin to service the CAREpoint outside of these hours, immediate assistance cannot be guaranteed. You will need to follow the TECH SUPPORT instructions on the voicemail message.

CAUTION - Static Sensitive! Observe proper anti-static control techniques (ground-straps, etc.) when working on the workstation handling parts. Package electronic items for return using anti-static shipping material supplied with replacement parts.
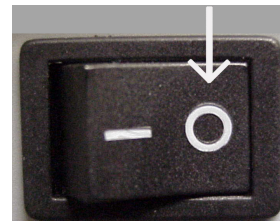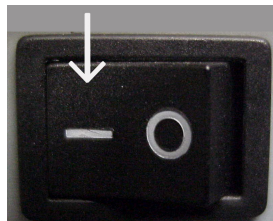
- PROCEDURE ON NEXT PAGE –

I Swapping the Monitor

1. On the blue keypad in the upper right of the screen type *#-S-H-U-T-D-O-W-N (#-7-4-8-8-3-6-9-6)*. If unit is already OFF (no light in the OPE main tower), skip to step 3.

2. Wait until the screen says it is safe to shut the computer down. When that screen comes up, flip the switch on the power supply off.

   a. The switch for the Power Supply is located near the power cord plugged into the back of the CAREpoint OPE.

   b. Turn the Power Supply from the "ON" (1) position into the "OFF" (0) position.

   Power Supply is ON when this side is pressed in.   Power Supply is OFF when this side is pressed in.

3. On the rear of the old monitor, there are four cables, all wrapped in plastic split loom tubing. These four cables include a VGA (monitor), serial (touch screen), straight 3.5 mm (speaker), and the in-line monitor power supply. These cables connect either directly to the OPE PC Module or to an inline cable extension set. There may be two 3.5 mm plugs, so be sure that you are unplugging the monitor speaker plug and not the desktop speaker plug. Unplug the three cables from either OPE PC Module or inline cable extension set and the line cord from the monitor power supply (will reuse the line cord).

   Note: If the cables connect directly to the OPE PC module (rear) you will need to loosen the cable strain-relief clamps. Be sure to route the new cables the same as the old, using the clamps.
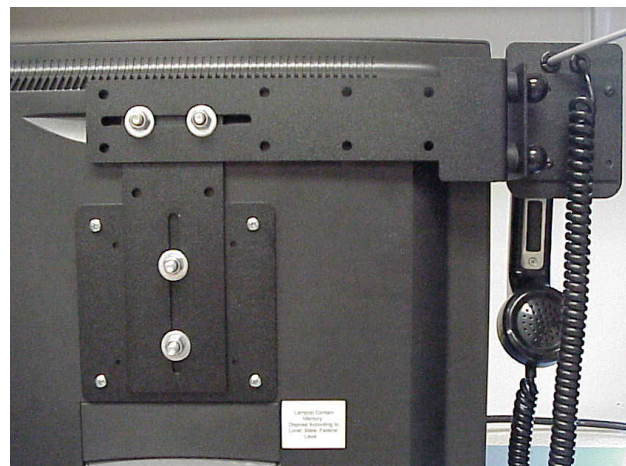
4. Remove the handset from the monitor by unscrewing the two thumbscrews on the back of the handset clamp. Remove the entire handset clamp off the monitor. Lay the handset to the side, out of the way. Remove handset wire from plastic split loom tubing.

5. Place the old monitor to be replaced to the side. On the new monitor, there will be a green tag. Take this green tag and attach it to the old monitor. Then pack the old monitor back in the box exactly the way the new monitor was shipped.

6. The new monitor will have three cables coming from the rear split loom tubing - VGA (monitor), serial (touch screen), and the in-line monitor power supply. Plug the VGA (blue) and the in-line monitor power supply cables into the same places the old cables were removed from (VGA and Power) (reuse the AC line cord for the monitor power supply.) Do NOT plug in the serial (touch screen) cable.

   Note: The monitor speaker cable is omitted on new monitors and does not need to be plugged into the CAREpoint.

   Important: **Do NOT plug the serial (touch screen) cable until instructed to do so**. If you plugged it in already, disconnect it now.

7. Remove the (2) black female ball knobs and (2) washers, and remove the handset cradle from the handset clamp. SAVE the washers and ball knobs, they will be reused.

8. Discard the handset old clamp. **<u>Do NOT</u>** ship it with the monitor being returned. Run handset wire back into plastic split loom tubing.

9. The new monitor will have a new style handset bracket already mounted. Install the handset cradle on this bracket, followed by the (2) washers and (2) black female ball knobs (see picture below). Adjust the cradle angle so the handset sits vertically with the monitor positioned as desired.
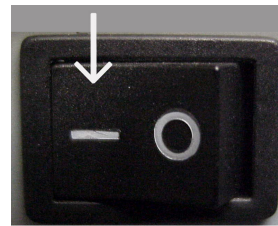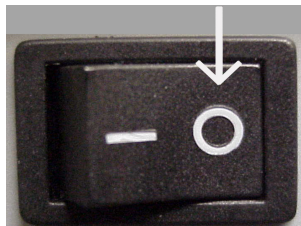
   Note: If desired, the handset bracket may be adjusted up/down or reversed to a right side mount. Use a 7/16" wrench to loosen the nuts & adjusted as needed.

II Installing the GUNZE Touchscreen Driver

10. Turn the Power Supply from the "OFF" (0) position into the "ON" (1) position and wait until the main CAREpoint screen is up.

Power Supply is OFF when this side is pressed in.   Power Supply is ON when this side is pressed in.

11. Once the main CAREpoint screen is up, type *#-C-P-L-S-Y-S-T-E-M (#-2-7-5-7-9-7-8-3-6) o*n the blue keypad in the upper right corner of the screen and double-click on Add or Remove Programs. If Gunze TPDD is listed, close Add and Remove Programs window, close Control Panel window and skip to step #18 . Otherwise click Touchware (or Fujitsu Touch Panel Service or Monitor Mice for Windows - depending on the previous driver installed) and click Change/Remove button, then follow all instructions to remove the software.

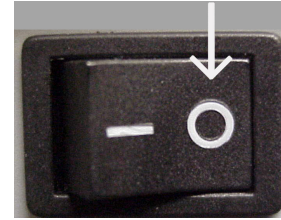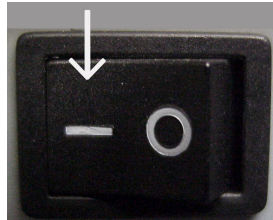   If a message appears asking to reboot unit, click No.

12. When the CAREpoint screen is visible, on the blue keypad in the upper right corner of the screen, type *#-U-N-L-O-C-K-C-D (#-8-6-5-6-2-5-2-3).*

13. When the CD-ROM drive opens, take out (if applicable) the CD and put to the side. Put in the GUNZE driver CD into the CD-Rom drive and close the CD tray on the CAREpoint EMS Workstation.

14. When the CAREpoint screen is visible, on the blue keypad in the upper right of the screen, type *#-E-X-P-L-O-R-E (#-3-9-7-5-6-7-3).*

15. Browse the CD-ROM drive (E:) and double click the GUNZE.EXE file.

16. The program will unzip and automatically launch the Gunze driver installation software. Let it install using all the default settings for any instructions that may follow.

    If a message appears asking to reboot unit, click No.

17. In Windows Explorer, browse to C:\Gunze, then double click the GunzeConfigure.bat file. A DOS box will appear and disappear.

18. Go back to the CAREpoint screen by clicking the CAREpoint button in the taskbar, and type in on the blue keypad in the upper right of the screen *#-S-H-U-T-D-O-W-N (#-7-4-8-8-3-6-9-6)*.

19. Wait until the screen says it is safe to shut the computer down. When that screen comes up, turn the Power Supply switch from the "ON" (1) position into the "OFF" (0) position.

Power Supply is ON when this side is pressed in.   Power Supply is OFF when this side is pressed in.

20. Plug the serial (touch screen – green connector) cable into the same place the old cable was plugged into.

III Configuring the Touch Screen Driver

Note: If the Gunze driver was already installed prior to swapping the monitor, turn the unit on and skip to step #28.

21. Turn the CAREpoint workstation back on. Put the D-Scribe CD that was removed in step #13 back into the CD-ROM drive by pressing the eject button when the CAREpoint first turns on. Then press the eject button again to close the CD-ROM drive door.

22. On the blue keypad in the upper right of the screen, type *#-C-P-L-S-Y-S-T-E-M (#-2-7-5-7-9-7-8-3-6)*. This should open the Control Panel. If it does not, Contact General Devices (201-313-7075) and a Tech Support Agent will inform you of what to do next.

23. Once in the Control Panel, double-click "TPDD Devices".

24. Click on the Devices Tab, then click on the ADD button.

25. Select Gunze, AHL, Serial. Set to COM1, then click Next.

26. The next screen, SFD device should be set to Whole Desktop. Click OK.

27. Click OK to close the "TPDD Devices" window. Close the Control Panel by clicking the "X" in the upper right corner.

28. On the blue keypad in the upper right of the screen, type in *#-C-A-L-T-O-U-C-H (#-2-2-5-8-6-8-2-4)* and follow the on-screen instructions.

END OF PROCEDURE