

SERVICE BULLETIN No. 21

For CAREpoint EMS Workstation

Title: Swapping an Expansion Module Power Supply

Please read the following instructions before proceeding.

Priority: Service

Reference: None

Rationale: Expansion Module does not power on.

Overview: Service involves installing a new power supply inside the Expansion Module.

Tools and Materials required:

- Small Philips Head Screwdriver
- #6 Hex Key (included)

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 -

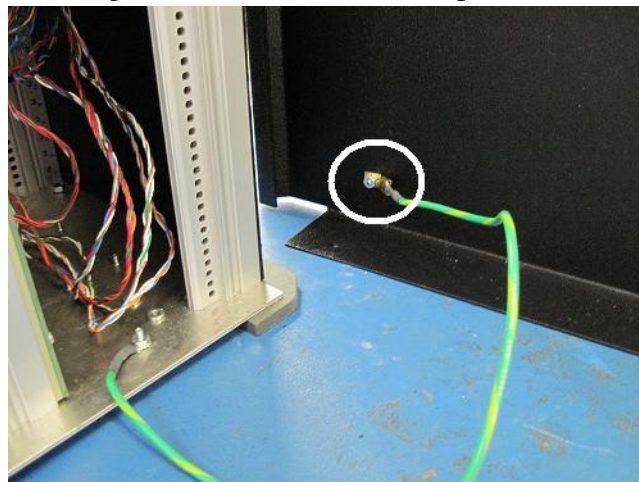
1. On the blue keypad, type *#SHUTDOWN* (#7-4-8-8-3-6-9-6). Wait until the screen says it is safe to shut the computer down. When that screen comes up, flip the switch on the power supply off.



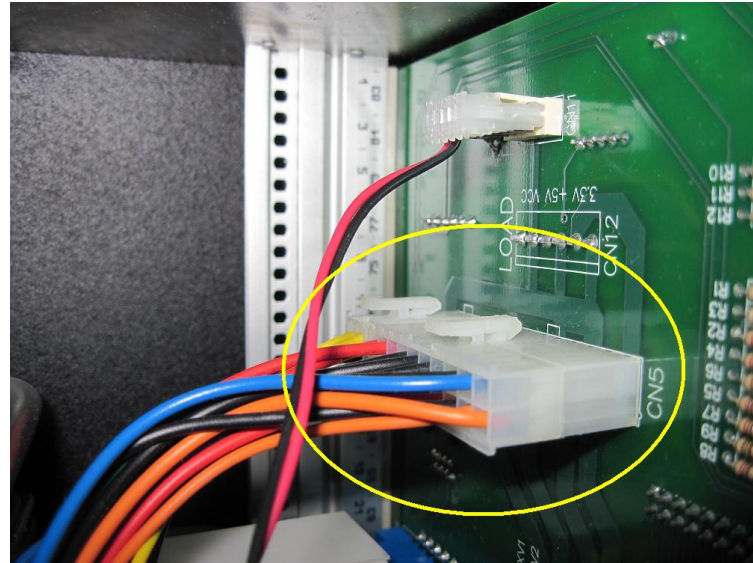
2. Take off the side panel on the right side (when looking from the rear of the Module) by removing the four screws holding the panel in place. There are two screws on the Top and two on top; the screws are located next to, but not on, the grey bar. Use the 5/64 Allen Wrench to remove them. Do not lose the screws because you will need to replace this panel later. There is a green and yellow ground strap connected to the side of the panel. Disconnect this from the side panel. (Picture below)



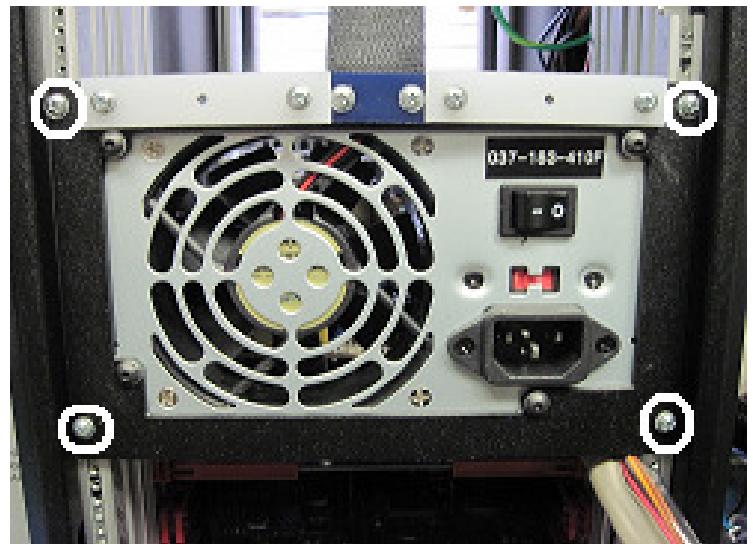
3. Make sure to remove the ground cable from the side panel.(shown below)



4. Unplug all the connector from the backplane and unplug the A/C cable from the power supply.(shown below)



5. Turn the Expansion Module so that the rear side is facing you. Unscrew the screws holding the power supply with a small Philips head screwdriver.



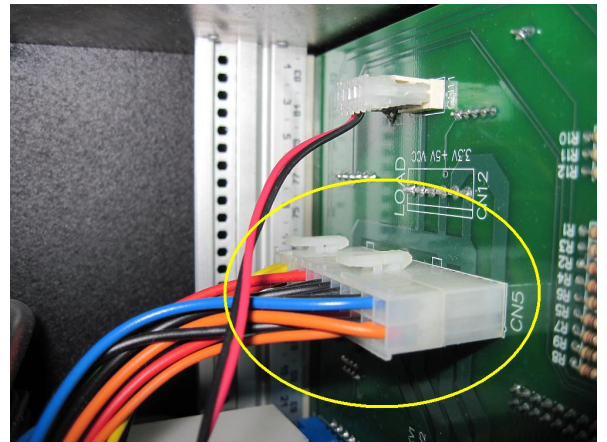
6. Remove the power supply from the Expansion Module.
7. Remove the green tag from the new power supply and tie it to the corner of the old Power Supply once removed from Expansion Module.



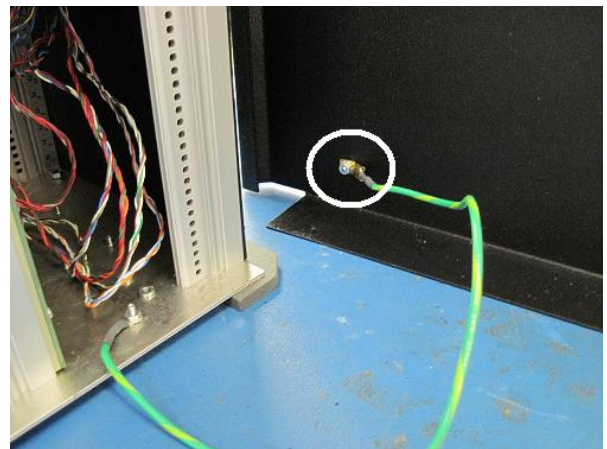
8. Wrap the old Power Supply in the bubble wrap the same way the new Power Supply was wrapped.



9. Install the new power supply in the same place the old one was.
10. Connect the 20 pin and 4 pin connectors into the backplane, and plug in the A/C cable (don't turn on the Expansion Module yet).



11. Connect the ground cable back into the side panel.

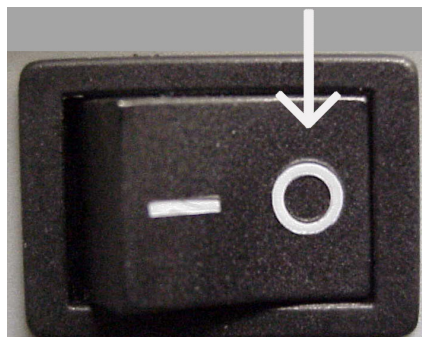


12. Place back the side panel by screwing in the top and bottom screws using the 5/64 Allen Wrench.

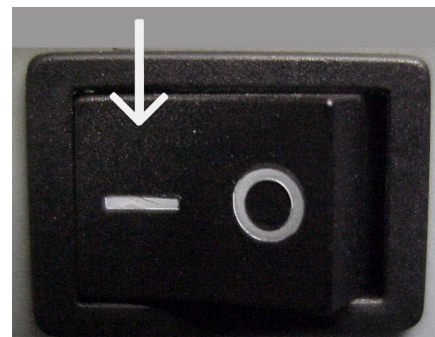


13. To power the CAREpoint on again, turn the Power Supply from the “OFF” (0) position into the “ON” (1) position.

Power Supply is OFF when this side is pressed in.



Power Supply is ON when this side is pressed in.



-END OF PROCEDURE-