

## **SERVICE BULLETIN No. 22**

### **For CAREpoint Workstation**

Title: Installing an External USB Ethernet Adapter

Please read the following instructions before proceeding.

Priority: Service

Reference: None

Rationale: Internal Network Adapter is slow or non functional.

Overview: Service/replacement involves installing external USB Ethernet Adapter and changing configuration settings in Windows.

Tools and Materials required:

- Phillip Head Screw Driver - # 1

Procedure: **(To be performed by qualified service personnel)**

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

**[Support.general-devices.com](http://Support.general-devices.com)**

Click on "CAREpoint" 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.

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**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. Click on LogRecorder on taskbar, Type Password as logrecorder (Lower case letters and all one word).
2. Click on 'Advanced tab', Click on 'Shutdown' and click 'yes' or 'ok' to shutdown LogRecorder.
3. Take LogRecorder CD out and insert Ethernet Adapter CD into CD-Rom Drive.
4. Plug Ethernet Adapter into USB port # 3. Route cable through Strain relief.
5. 'Found new hardware wizard' window will pop up.
6. Click 'Yes this time only' option and click next.
7. Choose 'Install the software automatically (Recommended)' option and Click next.
8. PC will search for driver automatically and install it.
9. Click finish.
10. Take out Ethernet Adapter Driver cd and insert LogRecorder cd back in.
11. Type # REBOOT (#-7-3-2-6-6-8) on Blue keypad to reboot the unit.

