SERVICE BULLETIN No. 7

For CAREpoint EMS Workstation

Title: Swapping a PC Module and Power Supply (For WinSystems Motherboard)

Please read the following instructions before proceeding.

Priority: Service Reference: None

Rationale: Problems with the general operation of the PC Module, the unit may freeze, not power on, display messages warning of voltage "Out-of-Range", and/or other peculiar behavior.

Overview: Service/replacement involves removing the current PC Module and installing a new/exchange part.

Tools and Materials required:

- Hex (Allen) Wrench – 1/16 (Included w/ Replacement PC Module)
- Hex (Allen) Wrench – 5/64
- Philips Head Screwdriver – #1

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.

NOTE: If you see

after entering any # codes listed in this document, contact the CAREpoint administrator for the PIN code. If the PIN is unknown, contact General Devices to obtain a temporary one.

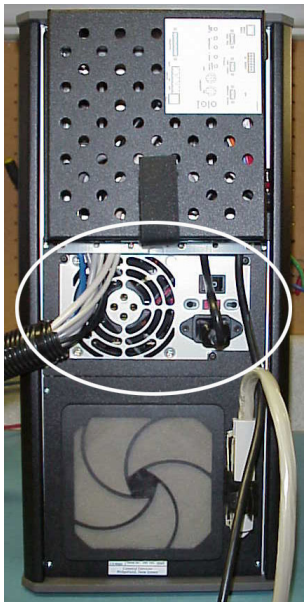
- PROCEDURE ON NEXT PAGE -

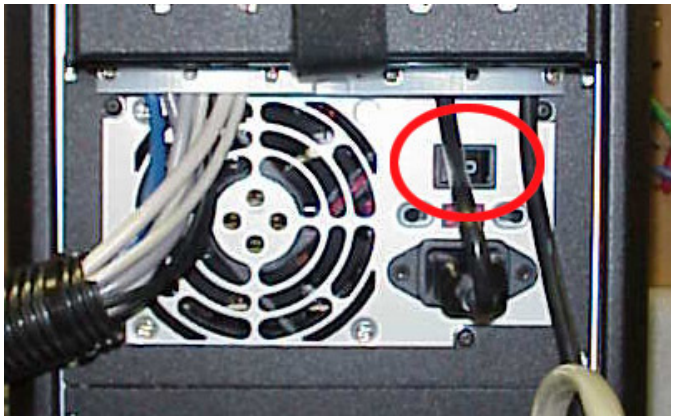
If swapping just Power Supply, skip to step 2. PC Module still needs to be taken out and put back in at the end.

1. **Note before swapping PC Module:** The new PC Module will contain the most recent configuration settings that were available to General Devices, as well as any network information such as IP Address. If any 3rd party software is installed on the current PC Module (anti-virus, etc.), it will need to be re-installed after the new PC Module is installed. Also, if the current PC Module is part of the Network Domain, the new PC Module will need to be re-added into the Domain. Any documents or websites that are imported in InfoManager will also need to be imported again on the new PC Module. It is important to check all of this before swapping the PC Module as some features may no longer work if this information is not correct. Contact General Devices for instructions.

2. On the blue keypad, type *#SHUTDOWN (#7-4-8-8-3-6-9-6).* When the screen turns off or message "it is now safe to shut computer down" appears, flip the switch on the power supply off.

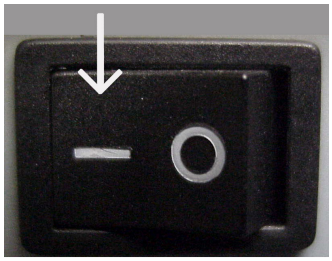
    a. The switch for the Power Supply is located near the power cord plugged into the back of the CAREpoint OPE. (as Shown below)



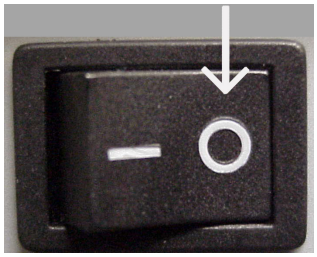


b. Turn the Power Supply from the “ON” (1) position into the “OFF” (0) position.

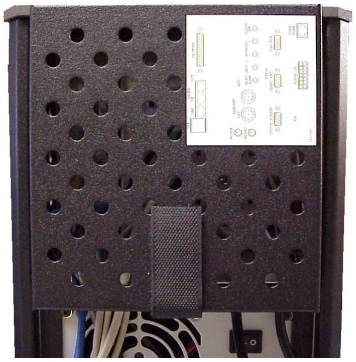
Power Supply is ON when this side is pressed in.



Power Supply is OFF when this side is pressed in.



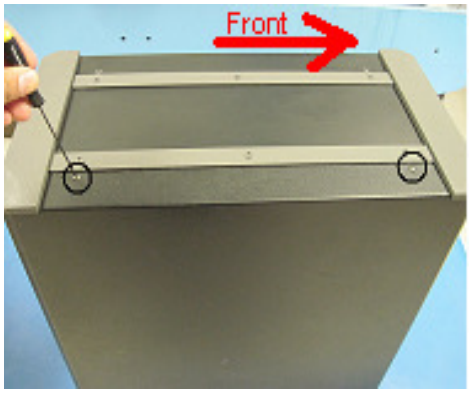
3. Remove the connector panel cover by undoing the Velcro strap gently pulling it down and away from the chassis. This covers the back of the PC Module, where all of the cables are plugged in.

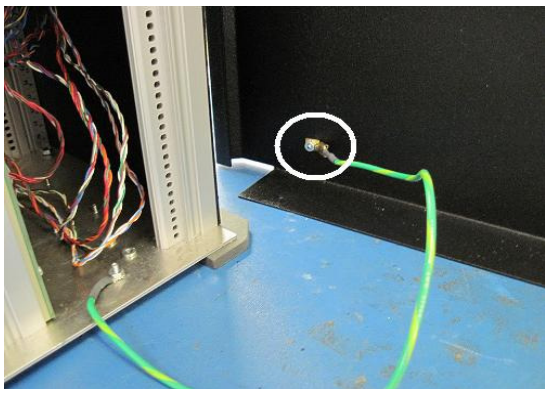


4. Disconnect all of the cables.

5. Place the CAREpoint Chassis so that you are facing the side of it

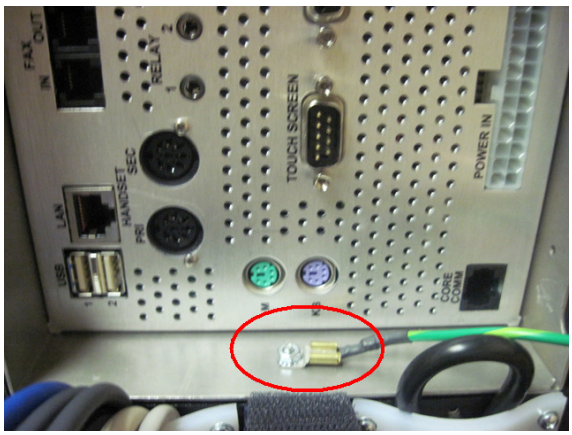
6. Take off the side panel on the right side (when looking from the rear of the Module) by removing the four screws holding the panel in place. There are two screws on the Top and two on bottom; the screws are located next to, but not on, the trim piece. Use the 5/64 Allen Wrench to remove them. Do not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





7. Unscrew the four screws in the front of the PC Module with the supplied 1/16 Allen wrench. This will be taped to the front of the new PC Module. Be sure to save the screws because you will need them for the new PC Module.

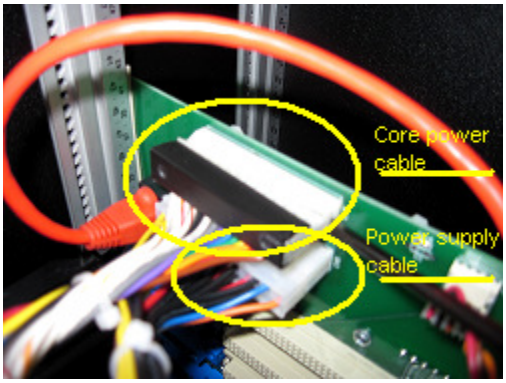
8. Connected to the bottom rear of the PC Module, there is a green and yellow striped ground strap (Shown right). Disconnect this from the module



9. After the ground strap has been removed, pull the module out completely. Slightly lift up the end with the connectors with one hand and carefully push the module out. With the other hand, guide the front of the PC Module out. Place the module to the side

Core Power Cable

Cut zip ties around rail



Unplug Core Power cable from backplane

10. If there is a Core Power Cable attached to the Backplane, remove the Core Power Cable from the Backplane by disconnecting the connector and cutting the zip ties attached to the side rails. This cable will not be reused and should be sent back to General Devices. If there is no core power cable, skip to step 11.

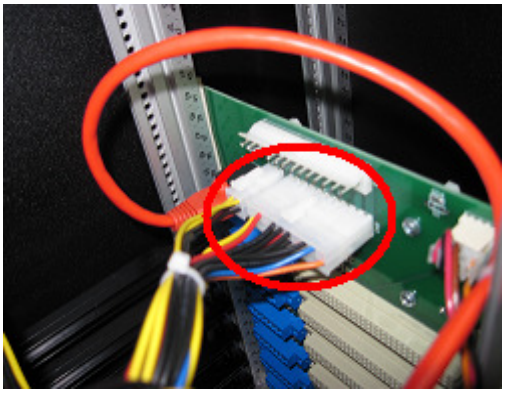
Power Supply

11. **If Power Supply needs to be changed, Follow these Steps, otherwise skip to step 14**

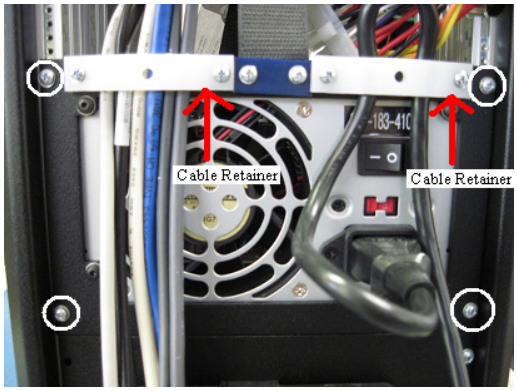
    a. Remove the green tag from the new power supply and tie it to the corner of the old Power Supply once removed from chassis.

    b. Unplug the 4 pin, 20 pin connectors and ground cable (Shown in Page 6) from the power supply to the backplane in the same location that you removed the Core Power Cable from. Otherwise, skip to 11c.

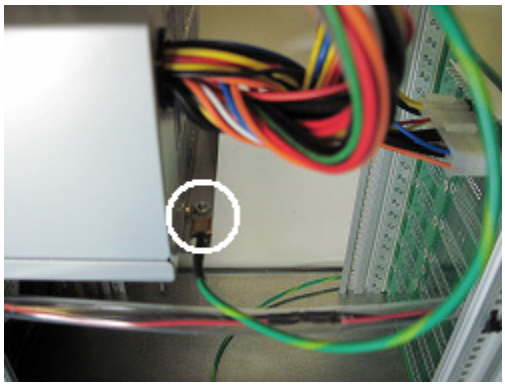
       Remove the four screws that hold the supply in place. Also remove the cables from the PC cable retainer, but pay attention to how they were routed since this will need to be redone later.



Unplug 4 pin and 20 pin connectors from BackPlane

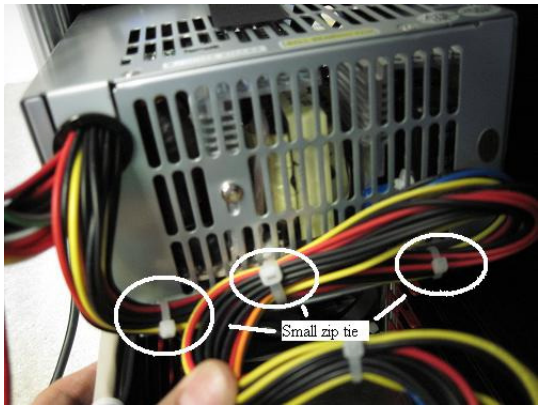


Remove old Power Supply by removing # 4 X 3/8 screws, PC and Power Cables from retainers.



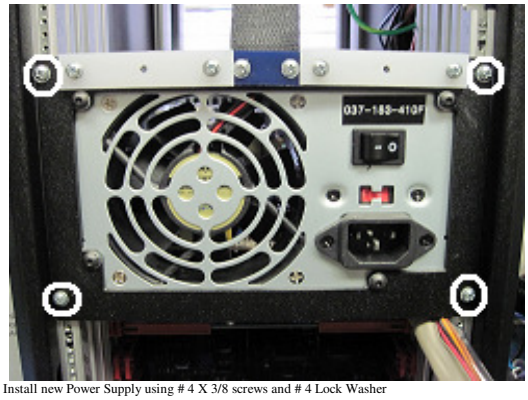
Ground cable

c. Install the new power supply in the same place. Zip tie cables with provided zip ties according to the Picture so that they are not dangling directly on OPIC card. **Note: Small Zip ties are inserted through hook in the back of power supply and holds cable together.**

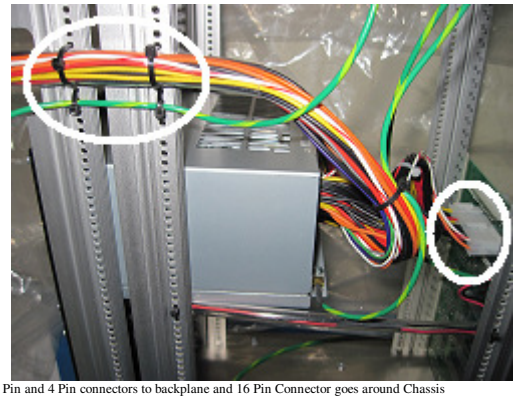


d. The new supply has 4, 20, 24 pin connectors. 4 and 20 pin connectors plug into the same place as before on the backplane and 24 pin connector goes around the chassis and plugs

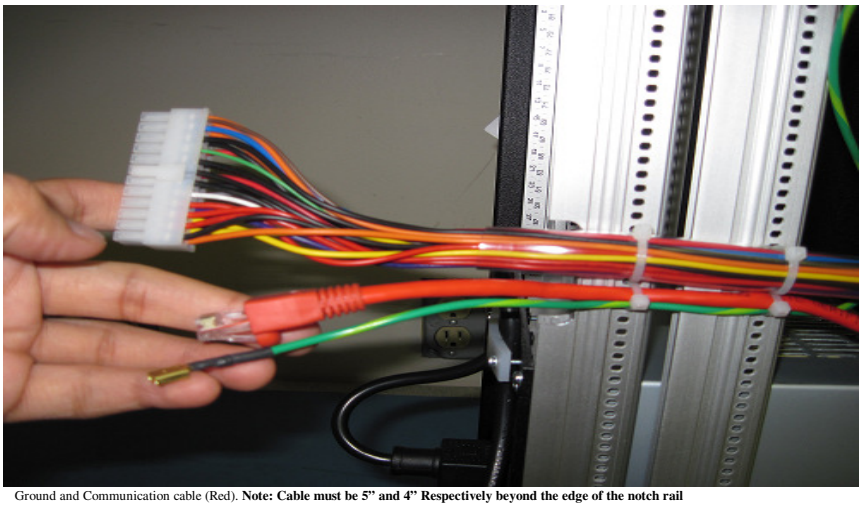
into the PC Module. Be sure to zip tie the cable in place and Leave 4" of cable to plug into PC.



Install new Power Supply using # 4 X 3/8 screws and # 4 Lock Washer



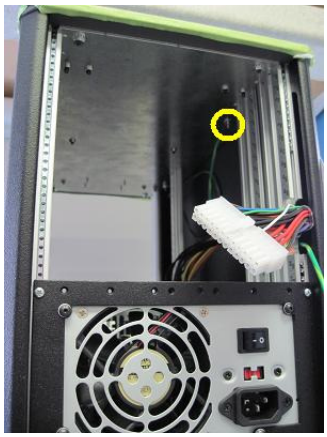
Plug 20 Pin and 4 Pin connectors to backplane and 16 Pin Connector goes around Chassis



Ground and Communication cable (Red). **Note: Cable must be 5" and 4" Respectively beyond the edge of the notch rail**

e. If ground cable location was not changed previously, Change the location of the green/yellow ground cable: The old style had the strap located on the top of the unit in the front-right. It should now be located in the rear-left. The pictures below show the rear of the old style and new style chassis without the PC module installed

Old Style (Front-Right)



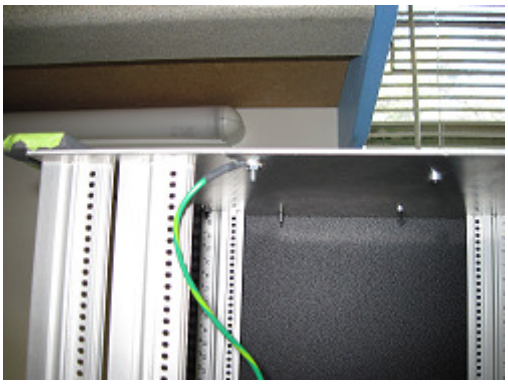
New Style (Rear-Left

12. Wrap the old Power Supply in the bubble wrap the same way the new Power Supply was wrapped. (Used in step # 23)

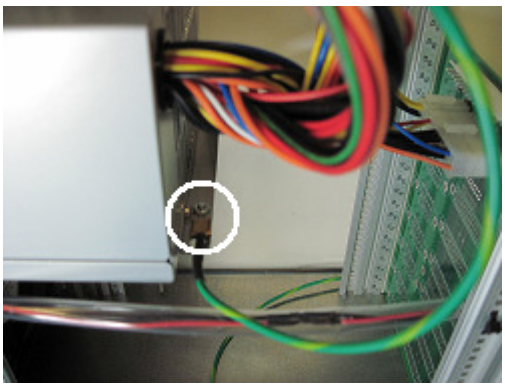
Ground Cable

Note: If Ground cable was installed previously, then skip to step # 14!

13. Attach one end of the supplied ground cable to the stud on chassis (see picture below) plug the other end into tab on the power supply. If this was done previously skip to step # 14.



Attach one end to the stud on chassis using # 4 Keps nut



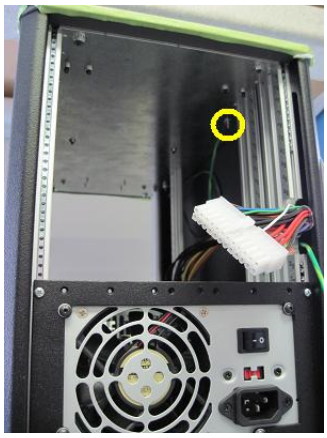
attach the other end to the power supply

PC Module

14. If swapping PC Module, remove the green tag from the new PC Module and tie it to the corner of the old PC Module. If putting old PC Module back in, proceed to next step.

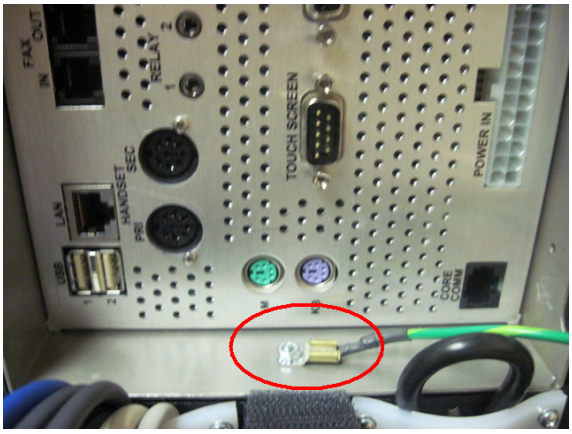
a. If ground cable location was not changed previously on OPE, Change the location of the green/yellow ground cable (as Shown below): The old style had the strap located on the top of the unit in the front-right. It should now be located in the rear-left. The pictures below show the rear of the old style and new style chassis without the PC module installed. If this was done previously skip to step # 15.

Old Style (Front-Right)



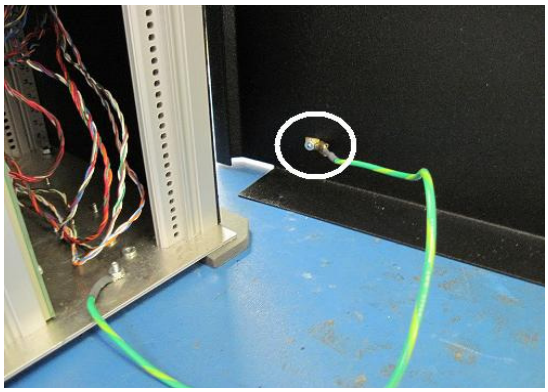
New Style (Rear-Left

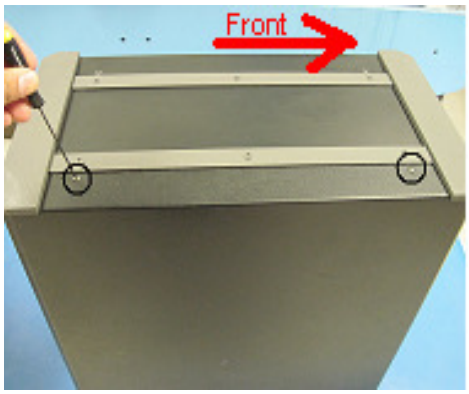
15. Slide the PC Module in and reattach the ground cable to the ground tab.



16. Connect the green and yellow cable back into the side plane. Then Replace the side panel of the chassis and screw the four screws back in using the 5/64 Allen Wrench. If you are having

difficulty putting the panel back on, try pushing the metal flaps of the panel underneath the grey bars. (as Shown below)

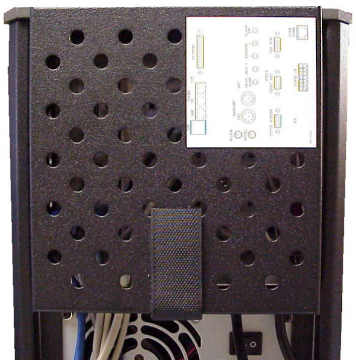




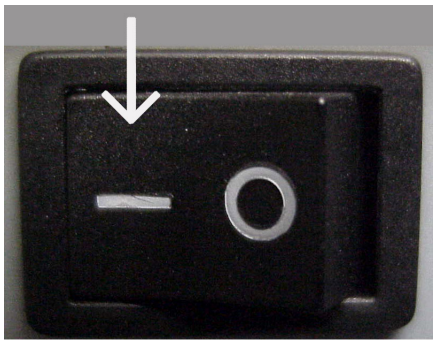
17. Screw the screws into the front of the PC Module with the supplied 1/16 Allen wrench

18. Reconnect all of the cables into the rear of the module. The ports should have labels on them.

19. Slide on the connector panel cover using the two screws on top as holders and Strap the Velcro back onto the connector panel cover.



20. To power the CAREpoint on again, turn the Power Supply from the "OFF" (0) position into the "ON" (1) position and press the power button on the front of the PC Module:

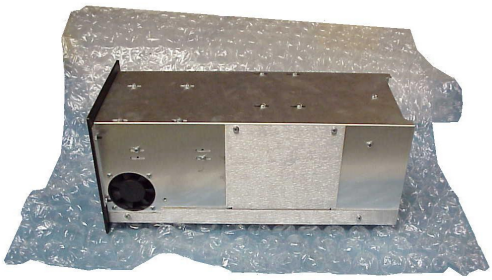

Power Supply On (Back)

Power Button (Front)

21. The unit will reboot and automatically log in to the default user. The new PC Module will contain the most recent configuration settings that were available to General Devices, as well as any network information such as IP Address. If any 3rd party software was installed on the previous PC Module (anti-virus, etc.), it will need to be re-installed now. Also, if the PC Module was part of the Network Domain, it will need to be re-added into the Domain. Any documents or websites that were imported in InfoManager will also need to be imported again. It is important to check all of this before putting the CAREpoint back in service as some features may no longer work if this information is not correct. Contact General Devices for instructions.

Shipping

22. Wrap the old PC Module in the bubble wrap the same way the new PC Module was wrapped. Re-tape the supplied Allen wrench to the front of the old PC Module to be returned.



23. Place the old PC Module into the same inner box you received the new PC Module in. Tape up the box. Then place inner box into the outer box. Place power supply on top if returning a power supply, also include Core power cable if one is being shipped back and tape up the outer box.

-END OF PROCEDURE-