

SERVICE BULLETIN No. 8

For CAREpoint EMS Workstation

Title: Swapping a TR Card / OPIC

Please read the following instructions before proceeding.

Priority: Service

Reference: *QG009A-ShuttingDownTheCAREpoint*

Rationale: Problems with the general operation of an individual or multiple Phone / Radio Line(s) into the CAREpoint, the unit may not Transmit or Receive correctly, and/or display a message regarding a “Line Card failure”.

Overview: Service/replacement involves removing the current TR Card / OPIC and installing a new/exchange part.

Tools and Materials required:

- 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.

- PROCEDURE ON NEXT PAGE -

Removing the old Card

1. Unscrew the four screws (six screws if it is an expansion chassis) holding the fan panel in place.



2. Locate the power switch which is on the inside of the fan panel. If this chassis is an expansion chassis, then use the switch located on the power supply, directly above the fan panel. Turn the switch to its off position.

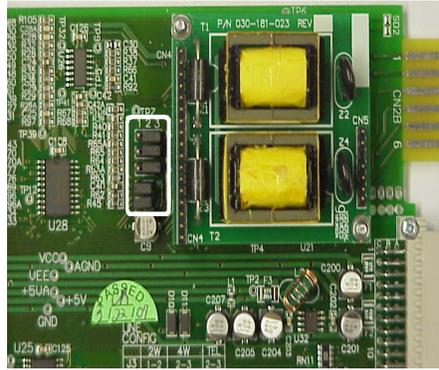


Note: If this switch is not present, the switch CAREpoint needs to be turned off.
This can be done by referring to *QG009: Shutting Down the CAREpoint*

3. The power supplied to the OPIC and TR Cards is now off. To verify this, the LED's on the OPIC and TR Cards should be *off*. If these LED's are on (whether blinking or solid) double check that the switch is in the off position.
4. Place the fan module to the side of the chassis, so that the cards are easily accessible.
5. Ground yourself by touching the chassis with one hand. This is to prevent any potential static transferring to the card while holding it. Static can damage the cards.
6. Locate the card which is to be replaced. Pull on the inside of the two red handles so that they are pointing directly out towards you.



7. Once the handles are pointing outward, pull the card out of the slot by the same handles.
8. Verify that the jumper settings (J3, J4, J5, J6 and J7) from the old card match the jumper setting from the new card. If jumper settings do not match, change jumper settings on new card. If the jumper layout is different on each card, call General Devices Tech Support at 201-313-7075 for instructions.



9. Place the green tag from the new card onto the old card. Then place the old card into the same bag the new card came in.

Inserting the new Card

10. Notice at the front of the port, there are what appear to be two slots. The cards should be slid into the lower of the two slots.



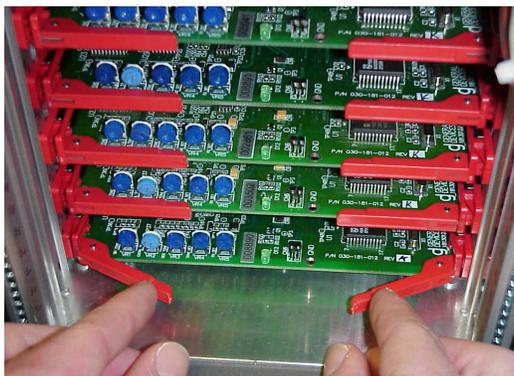
11. In order to slide the card in, use the side of the card to bend in the right of the two red tabs which are on the inside of the chassis.



12. Use your left index finger to bend in the other red tab.



13. With both red tabs bent to the side, the card can be slid into the slot (remember to use the bottom of the two slots).
14. Slide the card in until the little hooks on the red handles are just past the front of the red tabs. Remember to have the handles pointing outward, towards you.
15. Then push the handles in, so that they rest on the front of the card.



16. Now the card is locked into place. The power switch by the fan which was previously turned off is now to be turned on. Verify the power is turned on by viewing the LED's on the front of the OPIC and TR Cards are blinking.

Note: If this switch is not present, the switch CAREpoint needs to be turned back on.
This can be done by referring to *QG009: Shutting Down the CAREpoint*

17. Screw the fan panel back onto the chassis.
18. If any buttons on the screen are flashing blue, wait until they become solid gray. Once all of the buttons are gray, try a test call.
19. If the test call was successful, congratulations, you have just swapped a TR Card or OPIC.

END OF PROCEDURE