

## SERVICE BULLETIN No. 9

### For CAREpoint EMS Workstation

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

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)

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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**

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.

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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.

Enter Pin code...

**NOTE:** If you see **Click the 'i' button for further details. MSG: PIN01** 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 -**

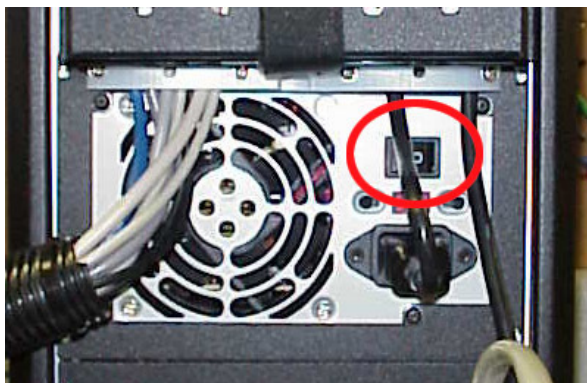
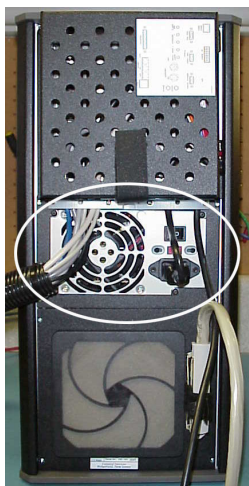
## I Swapping the Monitor

1. On the blue keypad, type *#SHUTDOWN* (#7-4-8-8-3-6-9-6). If you have a WinSystems PC Module, your PC will shut down and turn itself off automatically. If you have an Advantech PC module, you will see a screen that says “It is now safe to turn off your computer (right)” At that point, flip the power switch off as listed below.



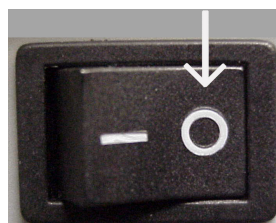
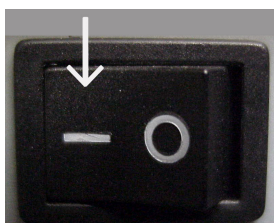
2. Wait until the screen says it is safe to shut the computer down. When that screen comes up, then turn the power switch located on the rear of the unit off.

- 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.

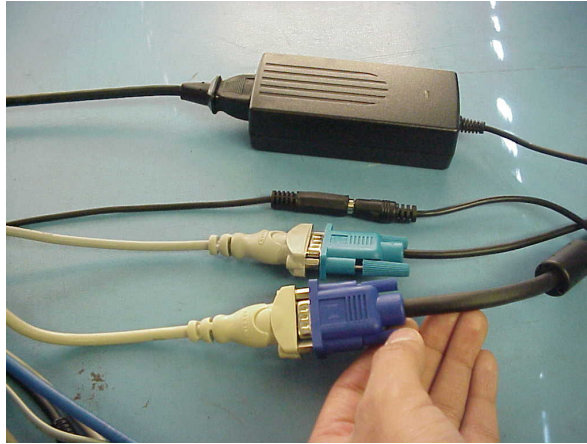
Power Supply is ON when this side is pressed in.    Power Supply is OFF when this side is pressed in.



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, not all units have this), 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

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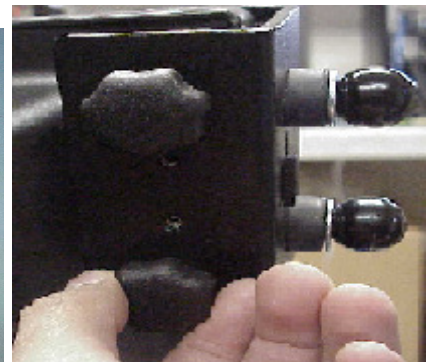
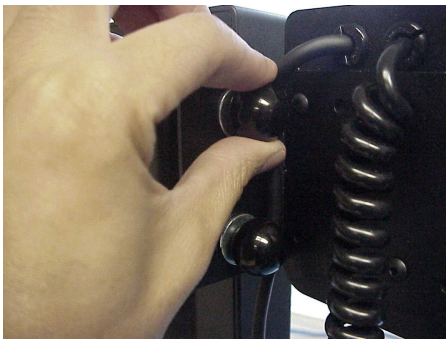
unplugging the monitor speaker plug and not the desktop speaker plug. Unplug the three or four cables from either the OPE PC Module or the inline cable extension set and the line cord from the monitor power supply (will reuse the line cord).



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 handset clamp by unscrewing the two thumbscrews on the back of the handset clamp. Remove the entire handset clamp from the monitor. Lay the handset to the side, out of the way. Remove handset wire from plastic split loom tubing.

**Note: DISCARD OLD HANDSET CLAMP! DO NOT SHIP IT BACK!**



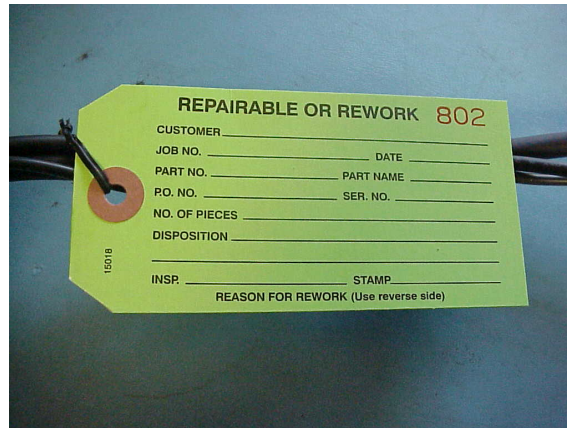
Old Handset Clamp (to be discarded)



New Handset Clamp

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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.)

**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.

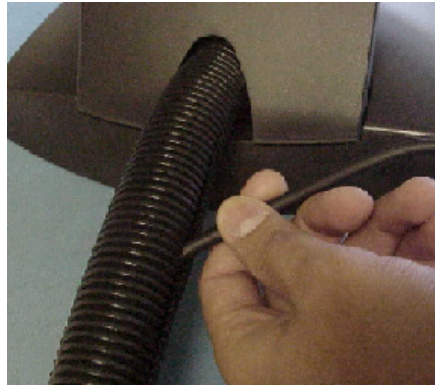
**If you plugged it in already, disconnect it now.**

7. The new monitor will have a new style handset bracket already mounted. Remove the (2) black female ball knobs and (2) washers from the handset clamp. SAVE the washers and ball knobs, they will be reused.

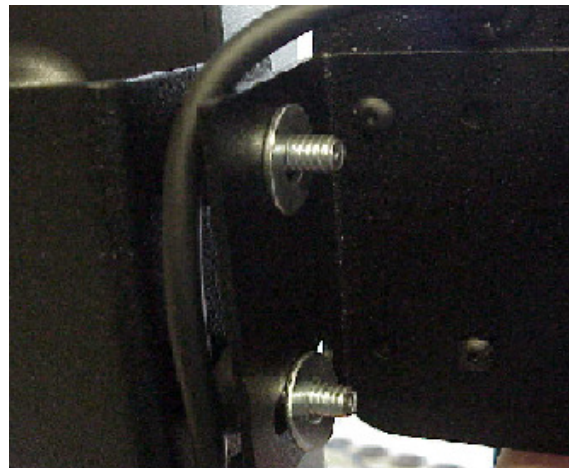




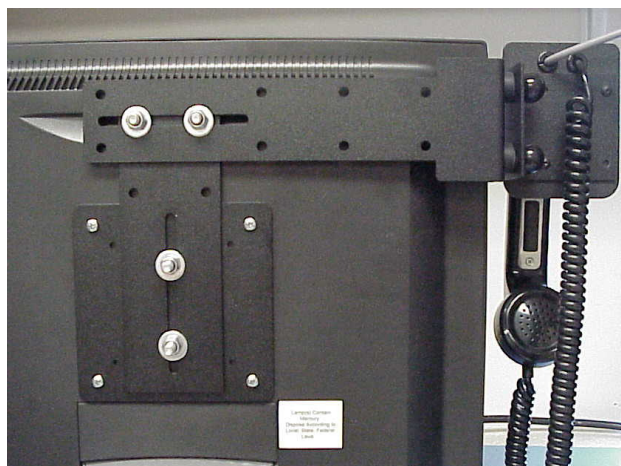
8. Run handset wire back into plastic split loom tubing.



9. 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.



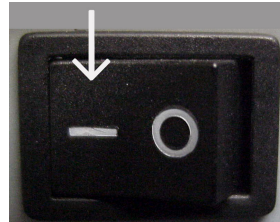
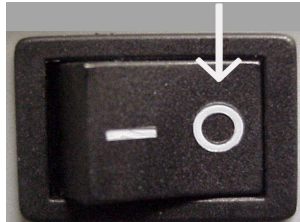
Note: If desired, the handset bracket may be adjusted up/down or reversed to a right side mount. Use a 7/16" wrench to loosen the nuts & adjusted as needed. Installed Handset Cradle should look like the picture below.



## II Installing and Configuring the EETI Touchscreen Driver

10. Unplug Touch Screen serial cable from inline cable extension if not done previously.
11. 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.



12. 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) on the blue keypad in the upper right corner of the screen and double-click Add or Remove Programs. If Touch Kit is listed, close Add and Remove Programs window, close Control Panel window and skip to step #35, otherwise click Touchware, Fujitsu Touch Panel Service, Monitor Mice for Windows, or Gunze TPDD, depending on the previous driver installed, and click Change/Remove button, then follow all instructions to remove the software.
  13. If a message appears asking to reboot unit, click No and Close out all the windows.
  14. When the CAREpoint screen is visible, on the blue keypad in the upper right corner of the screen type # - S-H-U-T-D-O-W-N (#-7-4-8-8-3-6-9-6) and Wait until the screen says it is safe to shut the computer down.
  15. Turn the Power supply from the “ON” (1) position into the “OFF” (0) position.
  16. Plug in **Touch Screen serial cable into the inline extension** and Turn the Power Supply from the “OFF” ( 0 ) position into the “ON” ( 1 ) position and wait until the main CAREpoint screen is up.
  17. 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).
  18. When the CD-ROM drive opens, take out (if applicable) the CD and put to the side. Put in the EETI driver CD into the CD-Rom drive and close the CD tray.
- Note: If the CD-ROM tray doesn't open automatically, press the eject button to open. Press the eject Button to close after you have put in the EETI driver CD.**
19. 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).

20. Browse to “CD-ROM drive (E :\)” and double click the EETI.EXE file.
21. The program will unzip and automatically launch the EETI driver installation software.
22. Click ‘Next’ to touch Kit Welcome Window.
23. Click ‘Next’ at the PS/2 Interface Driver Window.
24. Click ‘Next’ at the 4 Point Calibration screen. We will calibrate after the driver is installed.
25. Click ‘OK’ to Touch Kit – Install Shield wizard window.
26. Click “Next” at the “**Support Multi-Monitor System**” window.
27. Verify the install directory is “C:\Program Files\Touchkit” and click “Next”
28. Click ‘Next’ and the Touchscreen Monitor Driver will start installing.
29. Click ‘YES’ to Information window.
30. Click ‘No’ to question window.

**Important:** If Touch kit serial control window does not pop up or does not show serial controller window, reboot the unit by typing #REBOOT (#732668) on blue keypad. After rebooting the unit, if Touch kit serial control window does pop up but does not show serial controller, click add and click ok.

31. The Touch kit serial control window will pop up; click on the ‘Setting’ tab and uncheck ‘Beep on Touch’, ‘Beep on Release’, ‘Beep from System Beep’ and ‘Beep from Sound Card’.
32. Again in the ‘Setting’ tab, on the bottom right, click ‘Option’ and uncheck ‘**Enable Auto Right**’, then click “OK” twice.
33. If the Windows Explorer window is not open, on the blue keypad in the upper right of the screen, type #-3-9-7-5-6-7-3.
34. In Windows Explorer, Go to C:\ drive and open EETI folder, double click the EETIConfigure.bat file. A DOS window will appear and disappear. You may re-insert the D-Scribe CD at this time using the method in steps 17 & 18.
35. 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-**