

SERVICE BULLETIN No. 24

For CAREpoint Workstation (Winsystems PC Modules Only)

Title: Swapping a CD/DVD Rom Drive

Please read the following instructions before proceeding.

Priority: Service

Reference: None

Rationale: CD/DVD Rom Drive is no longer functioning

Overview: Service/replacement involves removing the current CD/DVD drive and installing a new one.

Tools and Materials required:

- #1 Phillips Screw Driver
- #2 Phillips Screw Driver
- #1/16 Allen Key (Included)
- One Needle Nose Plier

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" 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.

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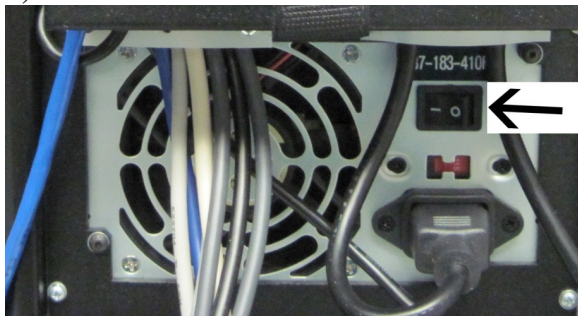
NOTE: Before you start this procedure, check to see if there is a small red button on the front of the CAREpoint. It should be located above the CD/DVD drive and next to the USB connector. If you have this red button, you can follow this procedure. If not, this procedure does **NOT** apply to your PC Module. Contact General Devices for further information.



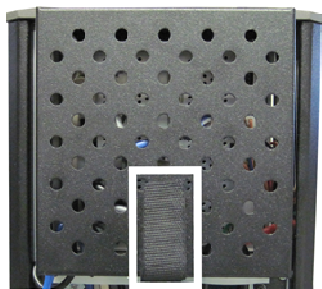
- 1) On the blue, on screen keypad in the upper right of the screen, type #SHUTDOWN (#-7-8-8-3-6-9-6). Wait until the unit completely shuts down.



- 2) Locate the ON/OFF switch on the back of the unit and switch it to the OFF (0) position.

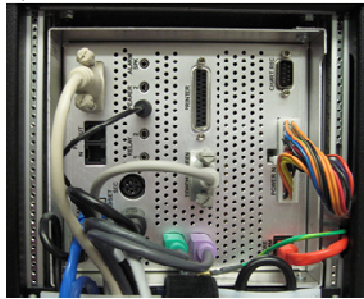
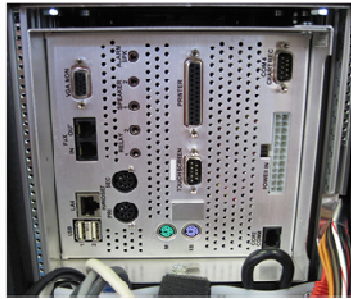


- 3) Remove the connector panel cover by undoing the Velcro strap, pulling it down and away from the chassis.



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- 4) Disconnect all of the cables from the back of the PC module.

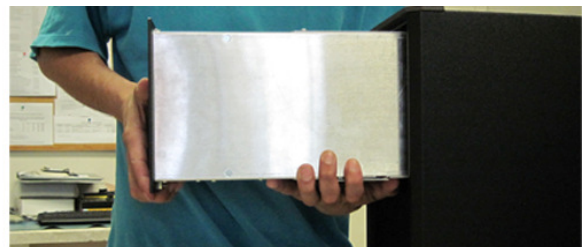
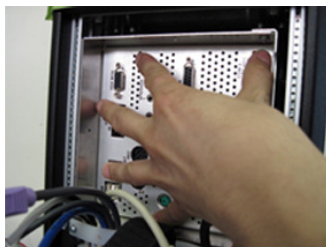
**Before****After**

(Note where the cables are plugged into before unplugging them)

- 5) Turn the OPE (Operator Position Enclosure) so that the front of the PC module is facing you. Unscrew the four button head screws that are holding the PC Module in place by using the 1/16" Allen Key. Retain the four screws, you will need them to reassemble it later.

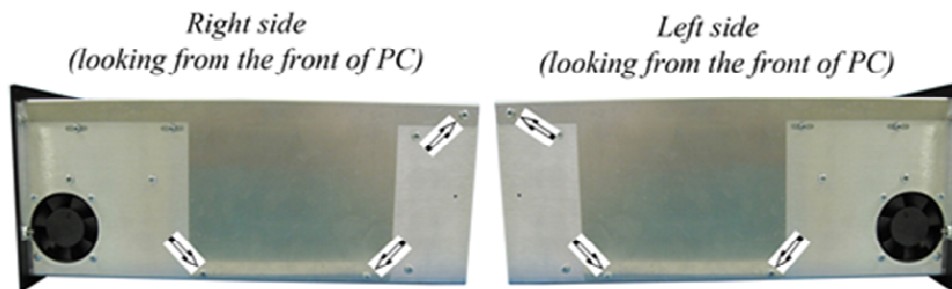


- 6) Make a note of the orientation of the PC Module in the chassis. Gently push the PC Module from the back with one hand and hold the front with the other hand. Once the PC Module is halfway out, bring the one hand from the back and place it under the PC Module to hold it. Finish bringing the PC Module by pulling it with your two hands as shown in the pictures below.

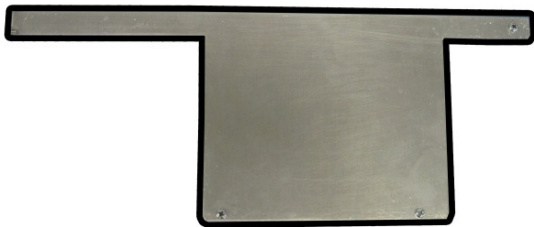


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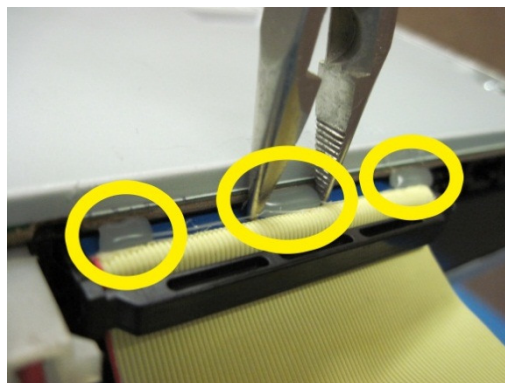
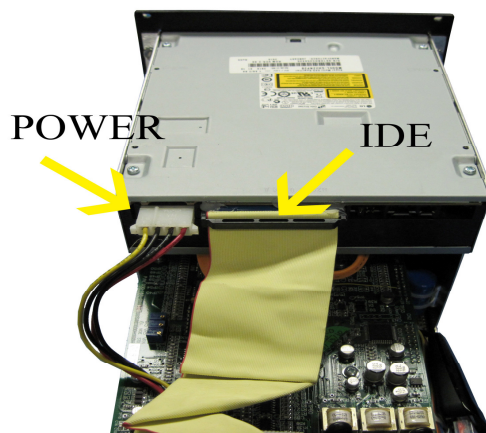
- 7) Unscrew the six screws holding the bottom cover of the PC Module using the #2 Phillips screw driver. Retain the screws and lock washers for later use.
(There are three screws in each side of the module)



- 8) Remove the bottom cover from the PC module



- 9) Disconnect the power and the IDE cable from the back of the CD/DVD drive. Use the needle nose plier to remove the glue from the IDE cable connector.



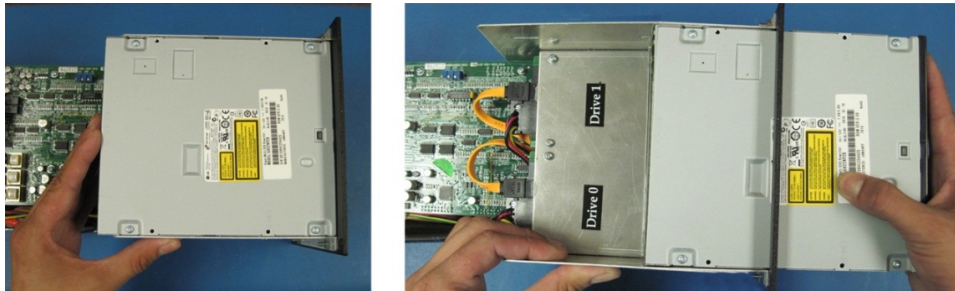
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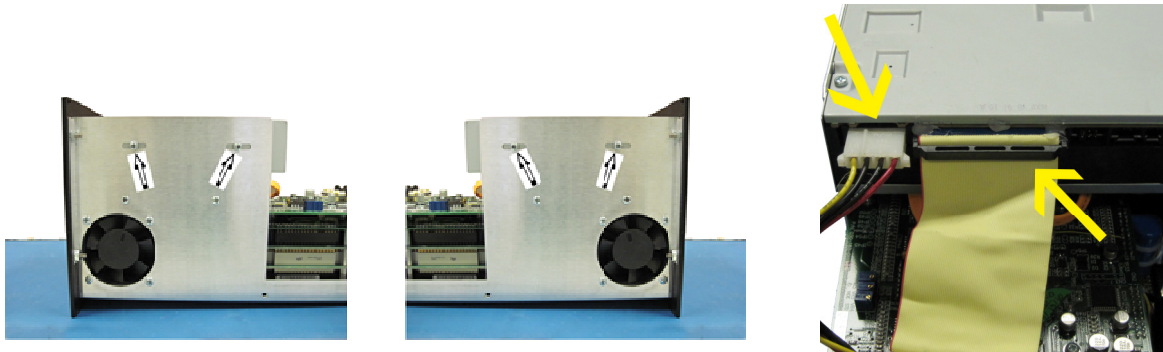
- 10) Unscrew the four screws holding the CD/DVD drive in place using the #1 Phillips screw driver. Hold on to the screws and lock washers. (There are two screws on each side)



- 11) Make a note of the orientation of the CD/DVD drive. Push the back of the CD/DVD drive out with one hand and hold the front of it with the other hand. When it is half way out, hold the PC Module firmly with one hand and pull the CD/DVD drive out with the other hand as illustrated below.



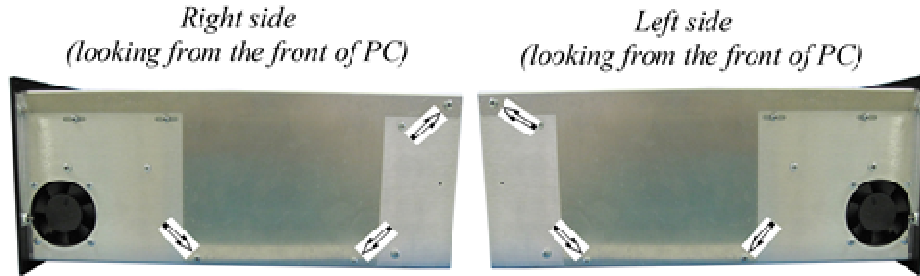
- 12) Place the new CD/DVD drive into the PC module where the old CD/DVD drive was in. Make sure to put it in as the same orientation as the old one. Screw the four screws that were holding in place the old CD/DVD drive and plug the power and the IDE cables. Make sure the Power and IDE cables are firmly secure in place.



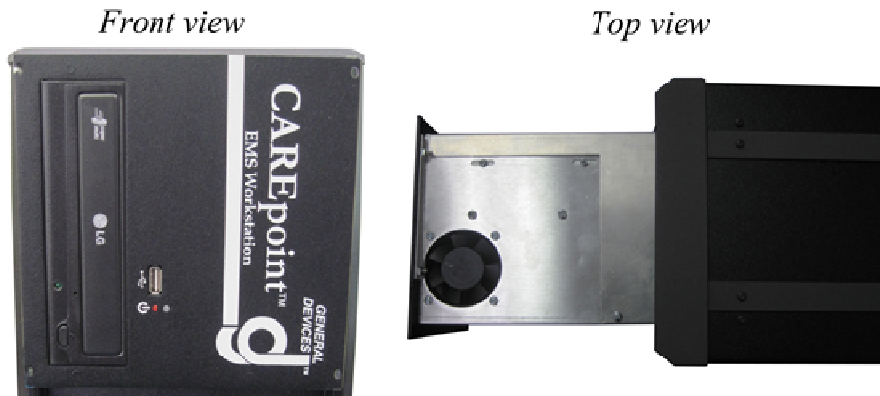
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- 13) Install bottom cover using the six screws and washers that were removed in step 7.



- 14) Insert the PC module into the OPE chassis. Orientation of module is shown below.



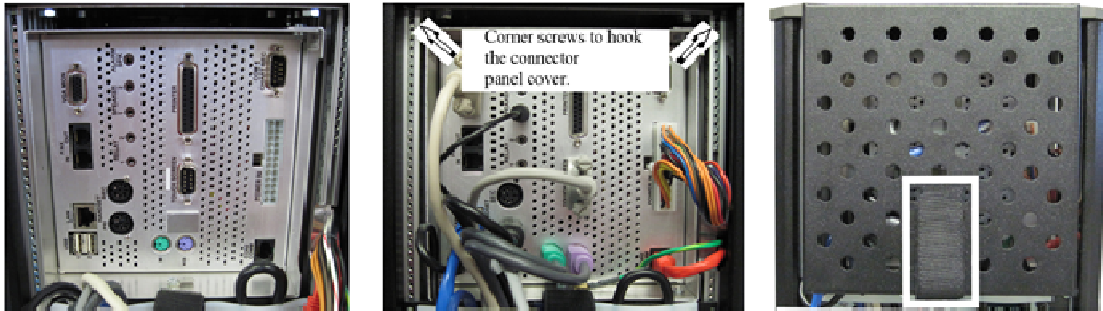
Align the PC module with the OPE compartment for the module and gently push the module in. Once you have it in more than half way, use one hand to slowly lift the back of the module as you push it in with the other hand. This is so the module sits perfectly even and flush with the front panel.

- 15) Install the four button head screws with the 1/16" Allen key.

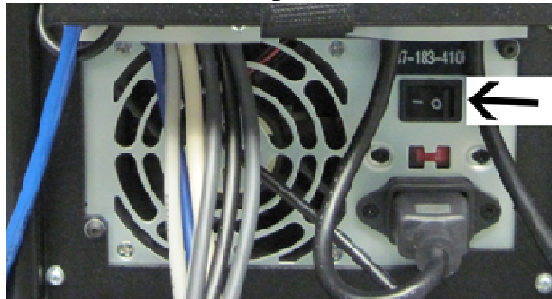


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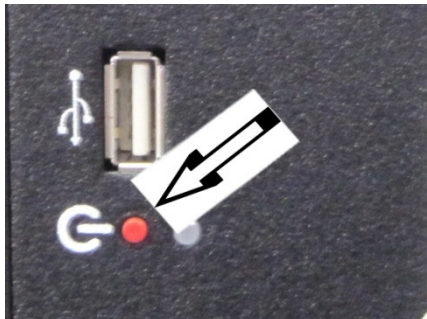
- 16) Plug in all of the cables in the back of the PC module. Slide on the connector panel cover by pushing it upward to hook it on the two corner screws, then push it inwards to strap the Velcro back on the connector panel cover.



- 17) Power the CAREpoint on by turning the power supply switch from the “OFF” (0) position into to “ON” (1) position.



- 18) Go back to the front of the OPE and push the red Power button on the PC module right below the USB connector. Wait until the CAREpoint turns on and boots up.



- 19) Perform a functional test of the CD/DVD drive by doing a #UNLOCKCD (#8-6-5-6-2-5-2-3). Insert the CD that was in the previous CD/DVD drive. On the CAREpoint main screen, press the More button, then press D-Scribe. Once D-Scribe opens, click on the file menu at the top left, then click open. Browse to the E:\ drive and open the CAREpoint.gbk file. If D-Scribe loads the data from the CD, you can put the CAREpoint back in service.

-END PROCEDURE-