

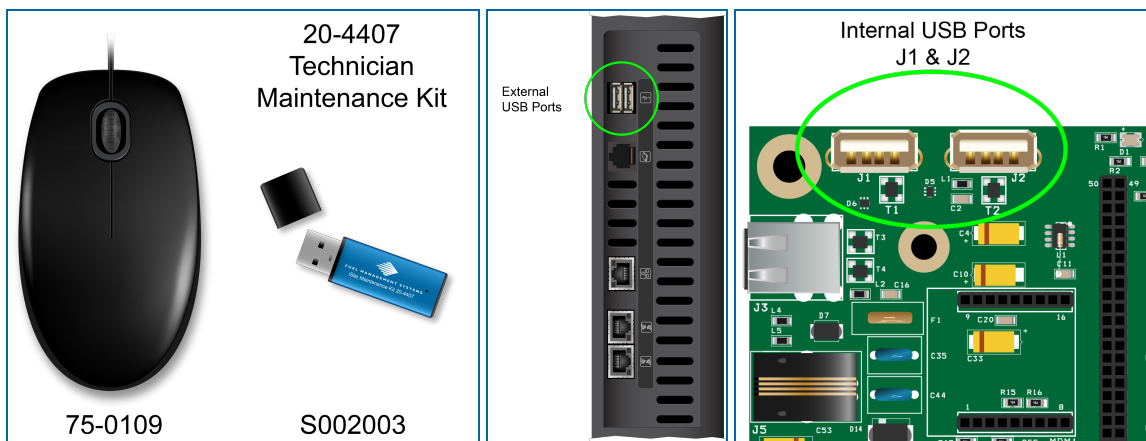
Technician Maintenance Kit - M00-20-4407

Part # 20-4407



NOTE: Before you use this instruction, make sure you have the latest revision. Check the revision level of this document against the most current revision found at <http://www.opwglobal.com/opw-fms/tech-support/manuals-how-to-videos>. Download the latest revision if necessary.

Components



The Technician Maintenance Kit includes a USB key (FMS P/N S002003), a USB mouse (FMS P/N 75-0109) and this manual (FMS P/N M00-20-4407). These USB devices can be connected to an available *External* or *Internal USB port*. The two devices can be used if a touchscreen failure occurs or if it is necessary to get key troubleshooting files. The mouse can be used as an alternative to the touchscreen for some troubleshooting procedures when necessary.

How to Use the Maintenance Kit

Use the USB Mouse for navigation to get the screen back in correct operation when:

- The Touchscreen goes out of calibration.
- The Touchscreen cannot be calibrated.
- There is a Touchscreen failure.

The USB key contains a factory installed file that can be used to:

- Get access to the Windows® side of the console.
- See the Log Files.
- Transfer files to and from the console.

This key gives temporary access to the *Windows Start Menu* and functions (usually prevented by the Graphical User Interface [GUI]). When the key is connected it will not shut down or prevent operation of the system. When the key is not in use by a technician, do not keep it installed. Remove it from the port.

During a Technical Service Call

If a system problem cannot be found over the phone:

- The technician will ask you to connect the **USB key** to one of the available *USB ports* on the console.
- Connect the **USB mouse** to another available *USB port*. The mouse cursor will come into view on the screen.
- Drag the **mouse cursor** to the bottom of the screen to open the *Windows Start Button* and *Task Bar*.
- You can now use Windows Explorer to see and transfer files. These files can be used for technical support or troubleshooting.
- When all tasks are complete, disconnect the USB key and mouse. The system will return to the console's main screen.

You can also use the USB key to copy the system database and log files when the console is not connected to a PC.

- Connect the **USB key** to one of the available *USB ports* on the console.
- Go to the **Utilities** screen.
- Select **Copy Logfiles to Key** or **Copy Database File to Key**. These files are hidden and encrypted.
 - Go to the folder that contains the file.
 - Select Tools tab>Folder Options>View.
 - Select the radio button for "show hidden files and drives."
 - The file will come into view. You can attach it to an email for technical support. The encrypted file can only be read by OPW-FMS personnel.



IMPORTANT: Do not delete or move any files from the system unless instructed to do so by OPW Technical Support.