



Instruction of Flashing the 4838-3xx Touch Panel Firmware

1.0 Download IBM Diagnostic

Download the IBM Diag from below link

<http://www2.clearlake.ibm.com/store/support/html/diagreg.html>

1.1. Install the Diagnostic Package on a Memory Key

It is a simple process to install the package on a memory key

NOTE: It is good practice to maintain a backup of the system on which you build the memory key. For safety sake, you may want to run this installation program on a machine whose data can be easily recovered.

CAUTION: All memory key contents are deleted during the installation process. Please remove any files you want to preserve to a secure place outside the memory key.

To install, follow these steps:

- Download the Diagnostics package from the support website. This ZIP file includes both Diagnostics image and README files.
- Extract Diagnostics image and execute on a computer with Microsoft Windows 2000/XP and follow the on-screen instructions.
- The installation process will tell you if there is insufficient space to install the diagnostics on the memory key.
- The program will tell you when it is finished.
- The remaining free space is available for user files.

IMPORTANT NOTE: If the memory key contains a protected area, you'll need to remove it prior to running the diagnostics install package. A protected area on a 256MB key will prevent installation due to lack of available space. Use of a protected area on keys larger than 256MB has not been tested.

1.2. Supported Memory Keys

The package is provided in the form of an installation package and it installs to a memory key. IBM has tested the package on:

IBM USB 2.0 Memory key (256 MB)

FRU: 22P9231

Part number: 22P9228

<http://www-1.ibm.com/support/docview.wss?rs=0&uid=psg1MIGR-57138>

PNY USB 2.0 1-GB Memory Key

Part number: P-FD01GU20-RF

<http://www2.pny.com/homepage.aspx>

SanDisk USB 4-GB Memory Key

Part number: SDUFD2AD-4096

FRU: 41Y8279

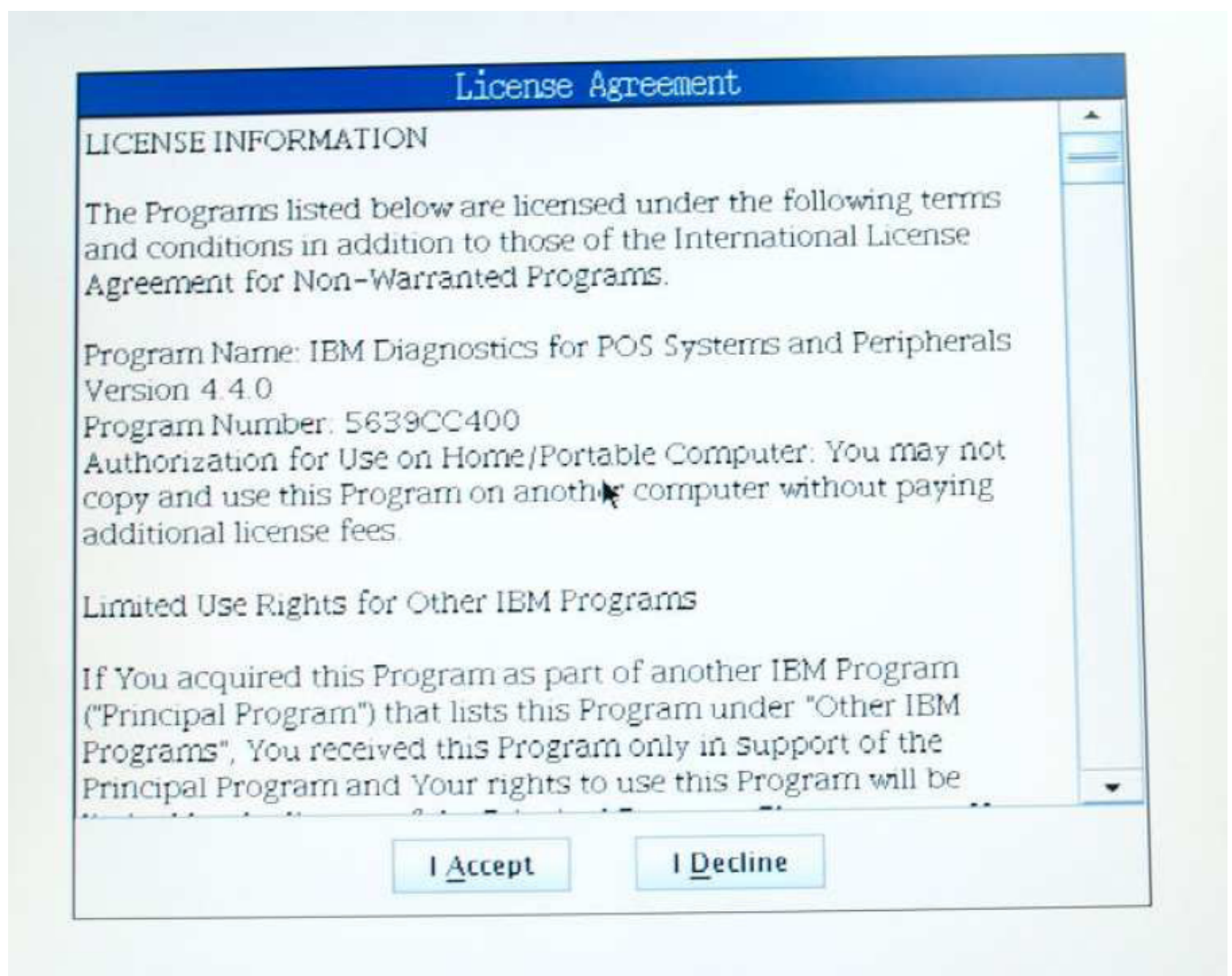
1.3. Place the -0449-92-ECS.Hex inside the E:\utilities\flash\touch_panel folder

FRU: 41Y8279

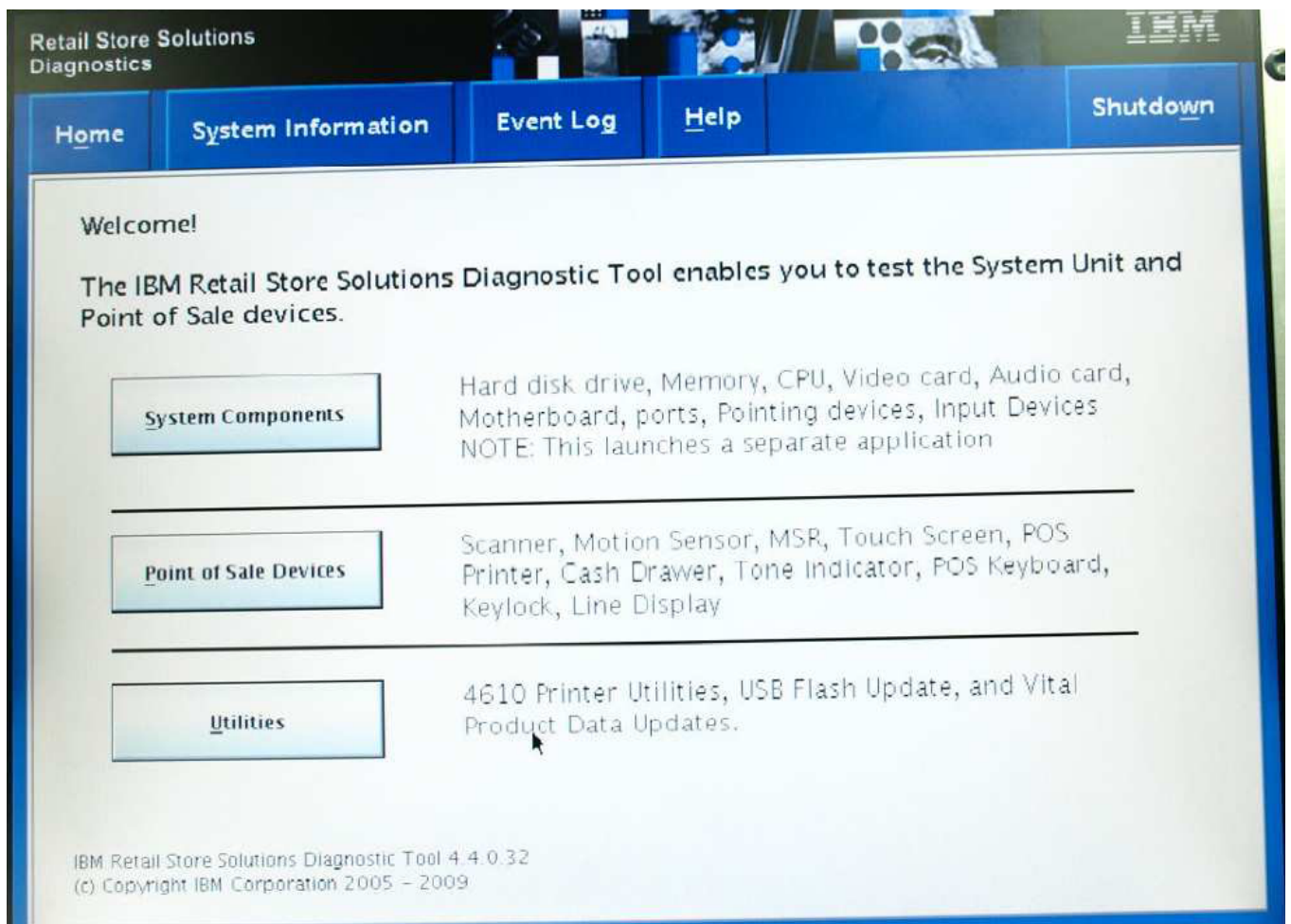
1.4. Running the Diagnostics Package

Start with the machine powered off. Insert the memory key into a USB port. Power on the machine and the diagnostic program will start.

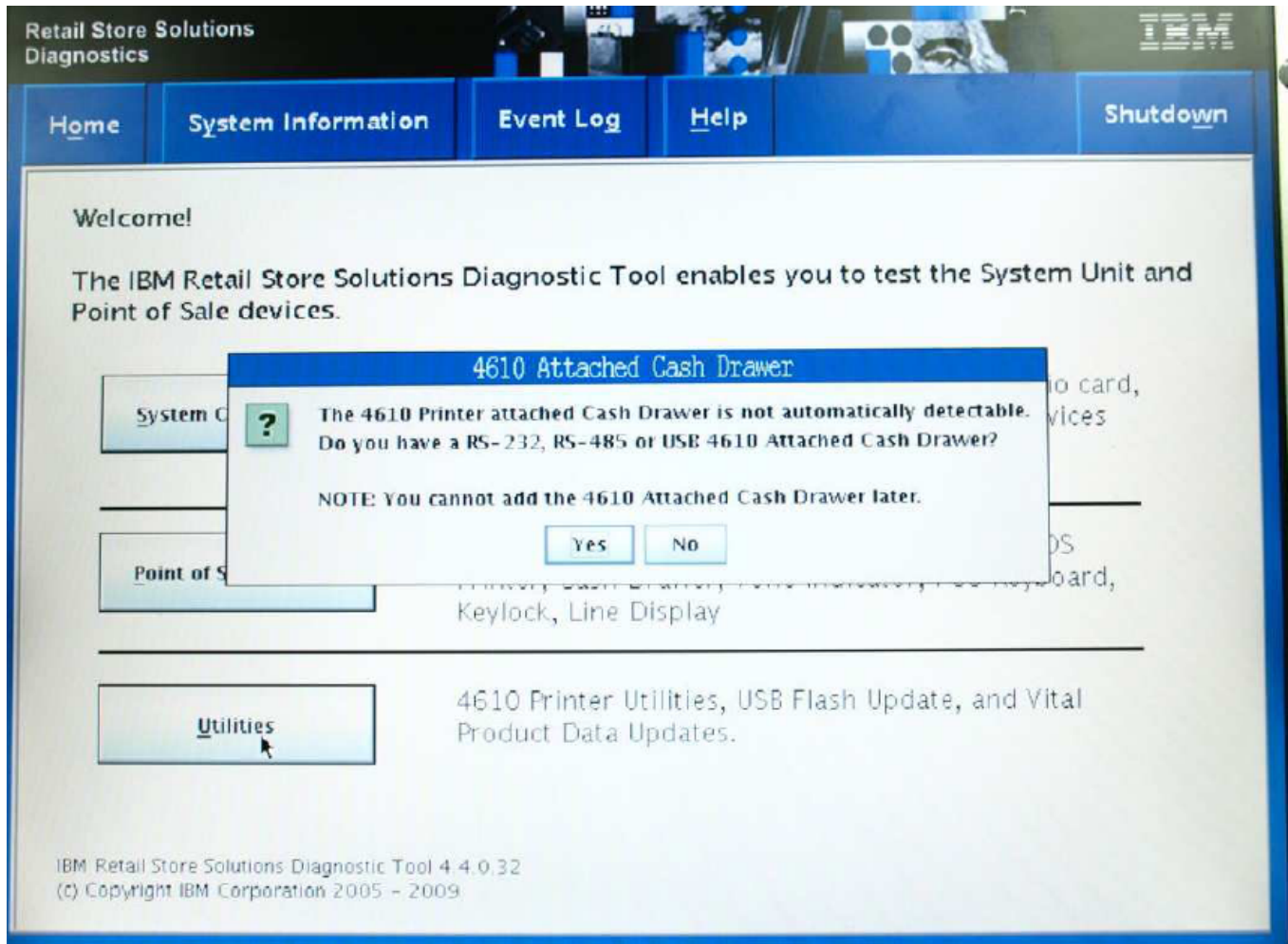
Click on the I Accept button



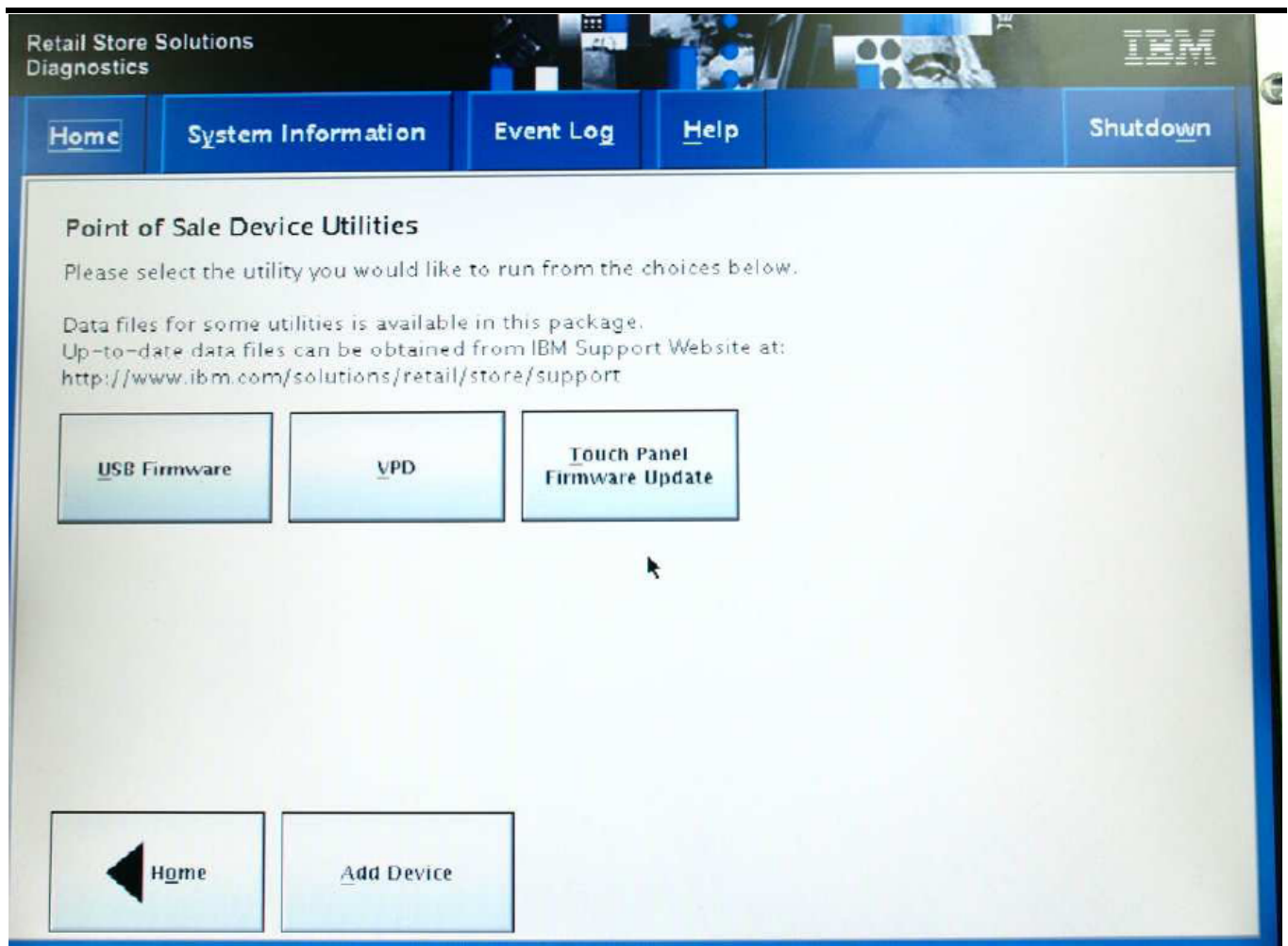
You will be presented with a graphical user interface. Choose Utilities



1.5. The below dialog box will appear. For the Touch panel firmware upgrade, clicking on Yes or No is not crucial.



1.6. Next, the below menu will appear. Click on “Touch panel Firmware Update”.



1.7. The below screen will show the current firmware in the system. Click on Browse

[Home](#)

[System Information](#)

[Event Log](#)

[Help](#)

[Shutdown](#)



Touch Panel Firmware Update Utility

- Select a Firmware file below.
- Click Download button to download the selected firmware.

Note: Upon completion of Firmware Download system will be powered off in order to restore normal touch functionality. Please power on the system and verify Touch.

Installed Firmware: 0449-92-E

Firmware File:

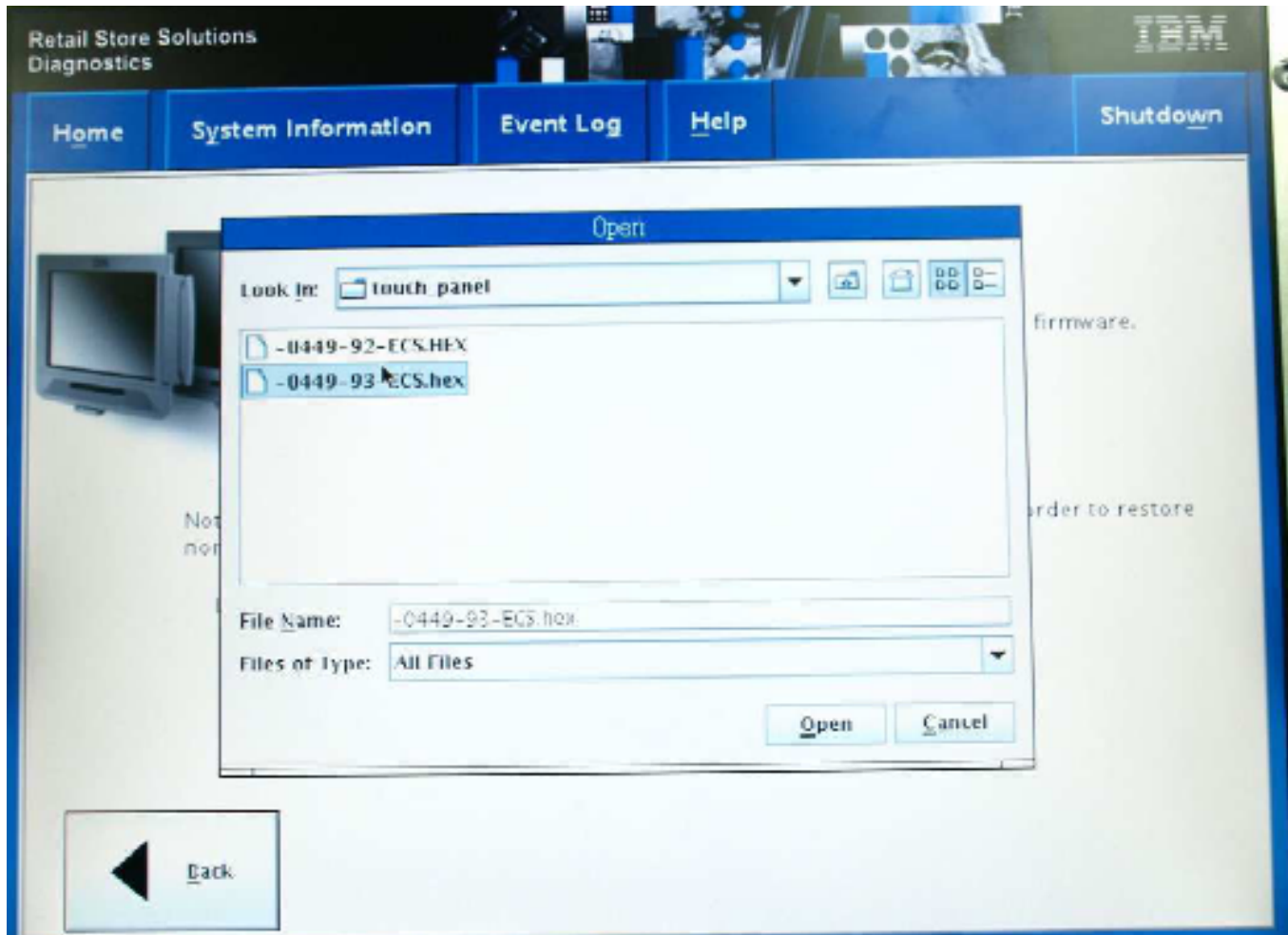
[Browse...](#)

[Download](#)



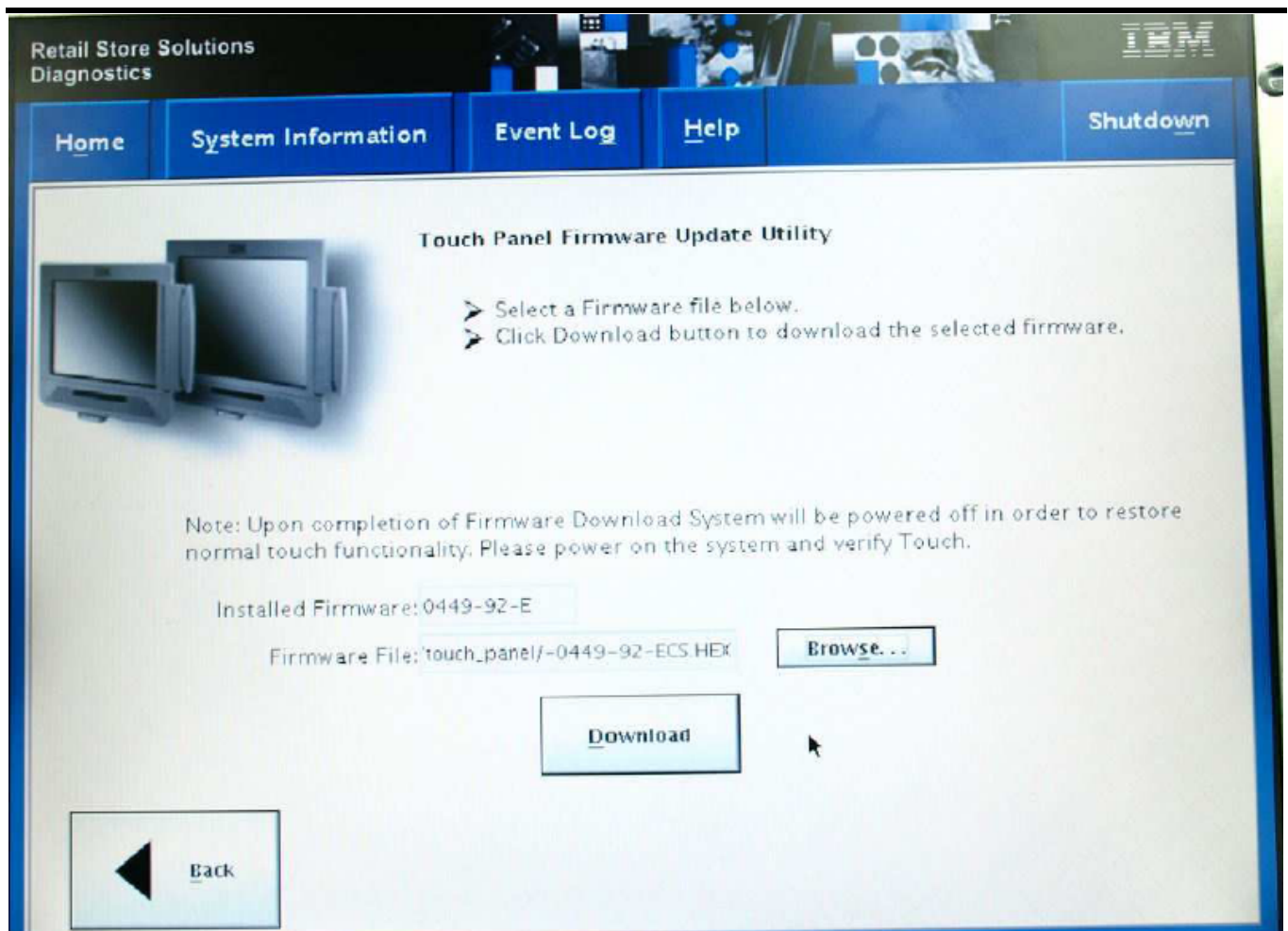
[Back](#)

1.8. The open file dialog box will appear choose -0449-92-ECS.Hex and click open



1.9. You will be presented with the previous page as follow. Ensure that the file name in the “Firmware File” field is correct then click Download

The firmware file name in below picture is only a reference. Please use the right file name to update the systems.



1.10. Upon completion of the firmware download, the below dialog box will appear and the system will shutdown automatically.

