# INSTRUCTION ON FLASHING THE 4852-X6X TOUCH PANEL FIRMWARE

## **1.0** Download TOSHIBA Diagnostics for POS Systems and Peripherals

from the following 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 onscreen 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. Toshiba Global Commerce Solutions (TGCS) has tested the package on: IBM USB 2.0 Memory key (256 MB) FRU: 22P9231 Part number: 22P9228 <a href="http://www1.ibm.com/support/docview.wss?rs=0&uid=psg1MIGR57138">http://www1.ibm.com/support/docview.wss?rs=0&uid=psg1MIGR57138</a>

PNY USB 2.0 1GB Memory Key Part number: PFD01GU20RF

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

SanDisk USB 4GB Memory Key Part number: SDUFD2AD4096 FRU: 41Y8279

#### 1.3. Place -0455-99-HCS.HEX to x:\utilities\flash\touch\_panel folder

Where x: denotes the drive that the Diagnostics Package was extracted to.

#### 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 diagnostics program will start.

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* PROMPTLY RET	N, OR USE THE PROGRAM; AND URN THE UNUSED MEDIA AND N TO THE PARTY FROM WHOM IT WAS	-
	I Accept I Decline	

Click on the "I Accept" button.

You will be presented with the following graphical user interface. Choose "Utilities".

H <u>o</u> me	System Information	Event Log	<u>H</u> elp	Shutdo <u>w</u> n		
Welcor	me!					
The To Unit a	oshiba Global Commerc nd Point of Sale devices	e Solutions Dia s.	gnostic Tool enable	es you to test the System		
5	ystem Components	Hard disk drive, Memory, CPU, Video card, Audio card, Motherboard, ports, Pointing devices, Input Devices NOTE: This launches a separate application				
	Point of Sale Devices	Scanner, Motion Sensor, MSR, Touch Screen, POS Printer, Cash Drawer, Tone Indicator, POS Keyboard, Keylock, Line Display				
	Utilities	4610 Printer Utilities, USB Flash Update, and Vital Product Data Updates.				
		*	Toshiba Global Ci 6.2, 1.10 (c) Copyright Tosh	ommerce Solutions Diagnostic Tool		

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

shiba Globa d Point of S	al Commerce Solutions Diagnostic Tool enables you to te Sale devices.	st
	4610 Attached Cash Drawer	10
stem C	The 4610 Printer attached Cash Drawer is not automatically detectable. Do you have a RS-232, RS-485 or USB 4610 Attached Cash Drawer?	
	NOTE You cannot add the 4610 Attached Cash Drawer later.	
int of S	Yes No	
	Reytock, Line Display	
<u>U</u> tilities	4610 Printer Utilities, USB Flash Update, and Vi Product Data Updates.	al

**1.6.** Next, the following menu will appear. Click on "Touch Panel Firmware Update".



**1.7.** The following screen will show the current firmware in the system. Click on "Browse".

ne	System In	formation	Event Log	<u>H</u> elp		Shutdo
	-	Touc	h Panel Firmwa	ire Updat	e Utility	
					L Touch Denel	
			<ul> <li>Select a Firmwar</li> <li>Click the Update</li> </ul>	button to	update the selected Panel	is.
		5				
ote: Up	on completio	n of Firmware U	Jpdate the Syste	m will be	powered off in order t	to restore normal
ouch fur	nctionality. Pl	ease power on t	the system and \	erify Tou	.ch. 🥆	
Tou	ch Panel	Installed Firmwa	are Connectio	on Type	Firmware File Name	Update Panel?
	1	-0455-99-H	RS2	32	Browse	
			Upd	ate		
	Back					

**1.8.** The open file dialog box will appear.

Choose "-0455-99-HCS.HEX" and click "Open".

•		Open		X
Look <u>I</u> n: 🗖 to	ouch_panel		-	☆ 88 8=
-0455-99	HCS.HEX			
File <u>N</u> ame:	-0455-99-HCS.HEX			
Files of <u>Type</u> :	*0455*			-
		[	Open	Cancel



#### 1.9. You will be presented with the previous page as follows.

#### Click "Update".

The firmware filename in the above picture is for reference only. Please use the correct firmware file to update the systems.



The following dialog box will appear.

Click "OK" to continue.

**1.10.** Upon completion of the firmware update, the following dialog box will appear and the system will shutdown automatically.

