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 http://www1.ibm.com/support/docview.wss?rs=0&uid=psg1MIGR57138

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.

| · 🛃 | License Agreement | |
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| CLICKING ON AN PROGRAM, LICEN AGREEMENT. IF Y OF LICENSEE, YO FULL AUTHORITY DO NOT AGREE T | IG, INSTALLING, COPYING, ACCESSING, "ACCEPT" BUTTON, OR OTHERWISE USING THE SEE AGREES TO THE TERMS OF THIS OU ARE ACCEPTING THESE TERMS ON BEHALF J REPRESENT AND WARRANT THAT YOU HAVE TO BIND LICENSEE TO THESE TERMS. IF YOU O THESE TERMS, | |
| * PROMPTLY RET | LOAD, INSTALL, COPY, ACCESS, CLICK ON AN N, OR USE THE PROGRAM; AND JRN 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 Lo <u>g</u> | <u>H</u> elp | Shutdo <u>w</u> n | |
|---------------|---|--|--|--|--|
| Welcor | me! | | | | |
| | oshiba Global Commerc nd Point of Sale devices | | 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 | | | |
| | <u>U</u> tilities | 4610 Printer Utilities, USB Flash Update, and Vital Product Data Updates. | | | |
| | | * | Toshiba Global C 6.2.1.10 (c) Copyright Tosh | ommerce Solutions Diagnostic Tool niba 2013 | |

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

| | al Commerce Solutions Diagnostic Tool enables you to te Sale devices. | st |
|-------------------|--|----|
| • | 4610 Attached Cash Drawer | io |
| ystem 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. | DS |
| oint of S | Yes No | |
| | Reytock, Ente Dispitaj | |
| <u>U</u> tilities | 4610 Printer Utilities, USB Flash Update, and Vit 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".

| te: Upon comp Joh functionalit Touch Panel 1 | | Event Log <u>H</u> e | :lp | Shutdo |
|---|-------------------------|--|------------------------------------|------------------|
| ich functionalit | Touch P | anel Firmware Upo | late Utility | |
| ich functionalit | | | a and Touch Donal | |
| ich functionalit | | elect a Firmware file for Click the Update button | to update the selected Panels | 5. |
| ich functionalit | > | | | |
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| | letion of Firmware Upd | ate the System will I | oe powered off in order t ouch. | o restore normal |
| Touch Panel 1 | ty. Please power on the | | | |
| 1 | Installed Firmware | Connection Type | Firmware File Name | Update Panel? |
| | -0455-99-H | RS232 | Browse | |
| | | Update |] | |
| | | | | |
| | | | | |
| | | | | |
| Back | | | | |

1.8. The open file dialog box will appear.

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

| • | | Open | | X |
|------------------------|------------------|------|------|---------|
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| -0455-99 | HCS.HEX | | | |
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| 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.

