

StarBoard F Series Trouble Shooting Guide

January 2007

Hitachi Software Engineering Co., Ltd.

TABLE OF CONTENTS

1. TROUBLE SHOOTING FLOWCHART 3

 1.1 WHEN THE BOARD IS NOT DETECTED 3

 1.2 WHEN THE ELECTRIC PEN IS NOT WORKING..... 4

 1.3 WHEN THE ELECTRIC PEN IS WORKING INTERMITTENTLY 5

2. HOW TO CHANGE THE PARTS 6

 2.1 HOW TO CHANGE THE DIGITIZER 6

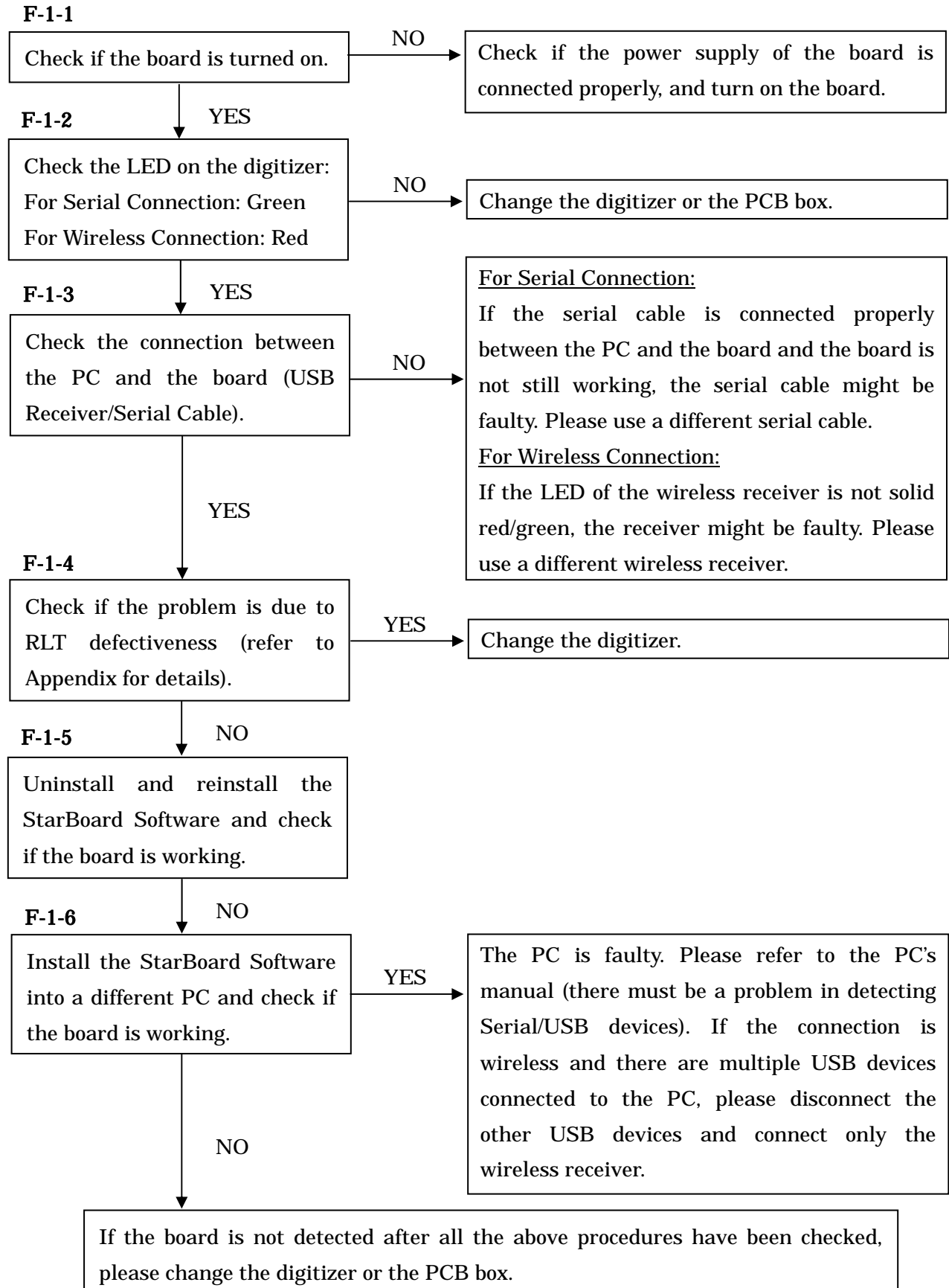
 2.2 HOW TO CHANGE THE PCB BOX 7

Revision History

February 2nd, 2004 First Edition - 1.0
January 15th, 2007 Second Edition - 2.0

1. Trouble Shooting Flowchart

1.1 When the board is not detected



1.2 When the electric pen is not working

F-2-1

Press the pen tip and you should be able to hear a sound

NO

The battery is running out. Please insert a new battery into the pen.

YES

F-2-2

The LED of the wireless receiver is flashing red.

YES

Change the location of the wireless receiver (within 7m/23ft from the digitizer). The LED should be solid green when the receiver is working properly.

NO

F-2-3

The board works with a different pen.

YES

The pen is faulty. Please change the pen.

NO

F-2-4

Check if the problem is due to RLT defectiveness (refer to Appendix for details).

YES

Change the digitizer.

NO

F-2-5

Uninstall and reinstall the StarBoard Software and check if the pen is working.

NO

F-2-6

Install the StarBoard Software into a different PC and check if the pen is working.

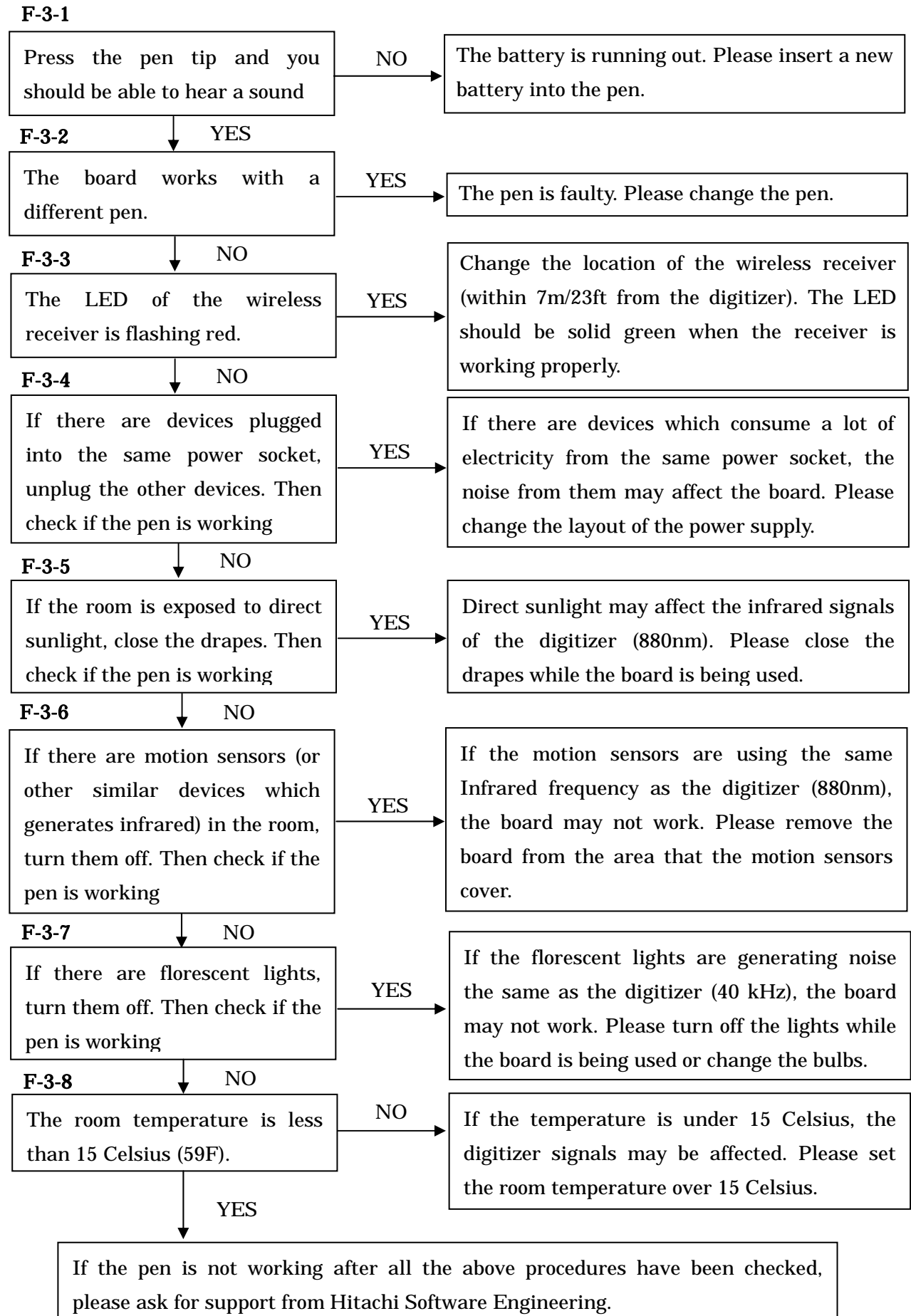
YES

The PC is faulty. Please refer to the PC's manual (there must be a problem in detecting Serial/USB devices). If the connection is wireless and there are multiple USB devices connected to the PC, please disconnect the other USB devices and connect only the wireless receiver.

NO

If the board is not detected after all the above procedures have been checked, please change the digitizer or the PCB box.

1.3 When the electric pen is working intermittently



2. How to change the parts

WARNING : Please unplug the power supply before changing parts

2.1 How to change the digitizer

(1) Turn off the board.



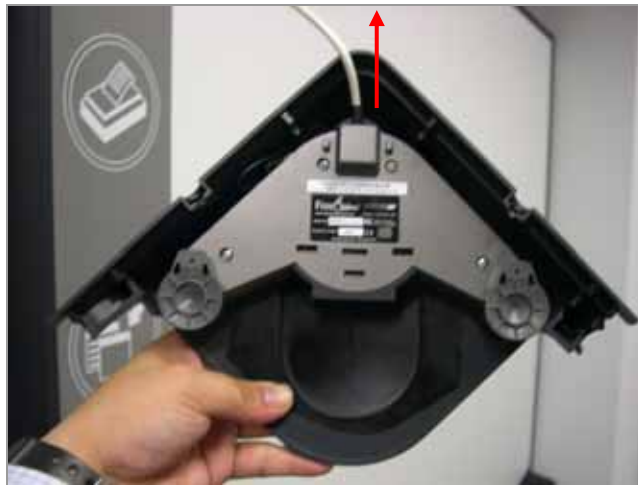
(2) Undo the two screws shown below:



(3) Take off the digitizer (by sliding the digitizer upwards).



(4) Unplug the cable connected to the digitizer



(5) Install the new digitizer following the instructions in reverse order from (4) to (1).

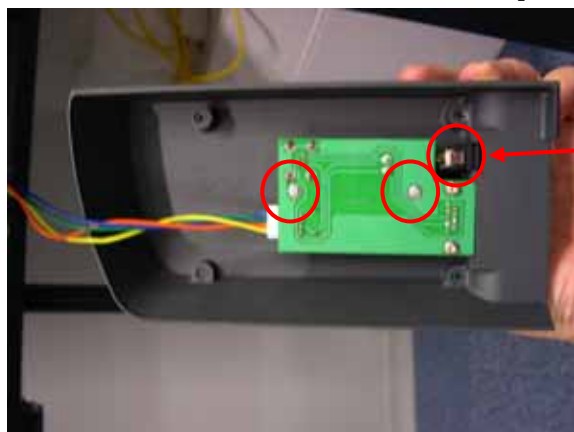
2.2 How to change the PCB box

(1) Unplug the cable connected to the digitizer (please refer to the procedure in 2.1).

(2) Undo the four screws shown below:

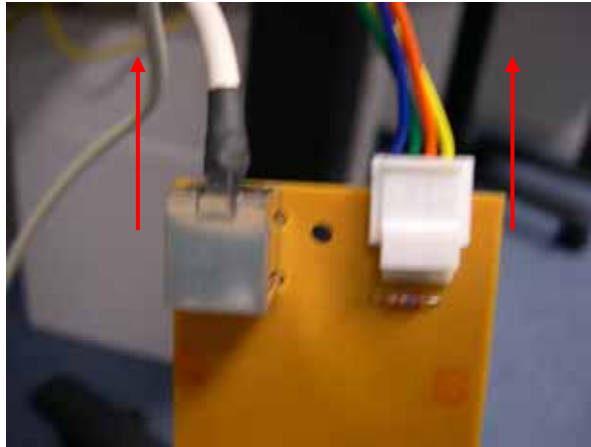


(3) Undo the two screws shown below, and take off the cover of the power supply cable.



Cover of the power supply cable

(4) Unplug the cables connected to the digitizer and the power supply from the circuit board.



(5) Install the new circuit board following the instructions in reverse order from (4) to (1).

= end =

Appendix: F Series RLT Defectiveness

The defective digitizers due to the RLT (Remote Link Technology) defectiveness will be changed regardless of the warranty period. How to check whether the unit has the RLT defectiveness is shown below:

(1) Check the serial number



Location of Serial Number (100006113)

(2) Check the last four digits

- (a) ~ 4999: with RLT defectiveness
- (b) 5000~: w/o RLT defectiveness (check the unit is still under warranty)