

Tech Note 462

Checking Connectors for Series B (10", 12" ,15" and 17") Panel PCs

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Introduction

If the image on your Series B Panel PC flickers or is blank, you can easily check for proper connections between the computer and the bezel. The bezel is the part of the Panel PC that contains the screen.

This *Tech Note* describes how to check connectors for Series B (10", 12" ,15" and 17") Panel PCs.

Check the Connectors

1. Start with the knurled screws and detach the bezel using your fingers or a flat-head screwdriver.

There are two screws as shown in the following figure (Figure 1 below).



Figure 1: Unscrew and Remove the Bezel

When the bezel is detached, three connector wire bundles are visible. The following graphic shows the three wire bundles after detaching the bezel:

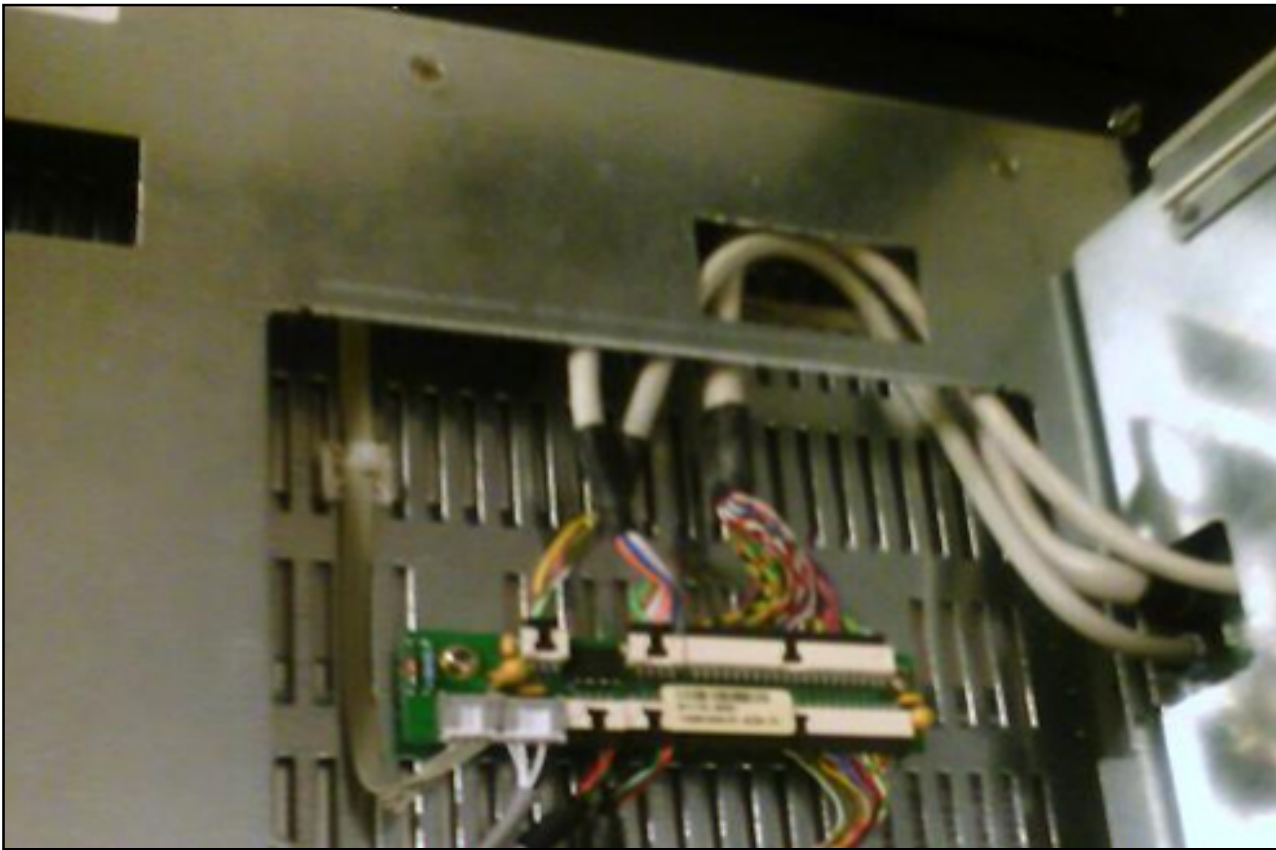


Figure 2: Bezel Removed Showing 3 Main Connector Wires

2. Remove each connector. There are two small connectors and one long one. In the following graphic (Figure 3 below), the connector cables shown in Figure 2 have been removed.
3. Rejoin the connectors and re-check the image quality.
4. If the screen displays properly, reattach the bezel to the panel using the two knurled screws shown in Figure 1.

The previous steps address most of the connection issues.

However, if the screen does not display properly after completing the previous steps, you can check another connection.

Optional Troubleshooting Steps

1. Detach the bezel using the previous steps.
2. Unscrew the perimeter screws (circled in the following graphic).

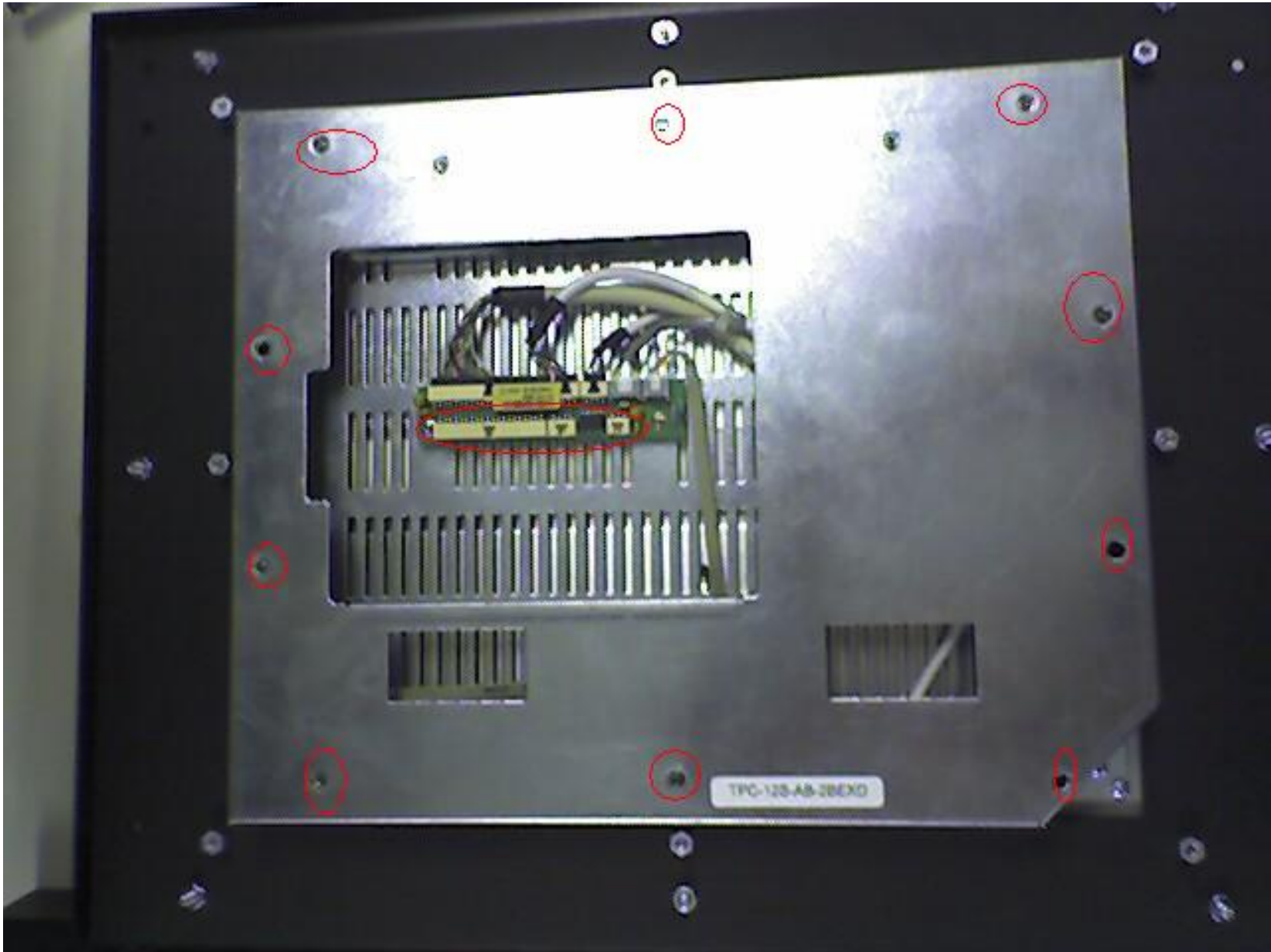


Figure 3: Perimeter Screws Location

The perimeter screws attach the backplate by fitting into the stand-off posts shown in the next figure. The

stand-off posts are visible when the backplate is removed.

Be careful not to strip the screws. Once you hear a click, the screw is undone. If you come to a stubborn screw, move on to the next one. After all screws are removed, the panel looks as shown in the following graphic.

Notice the stand-off posts circled in the following figure:

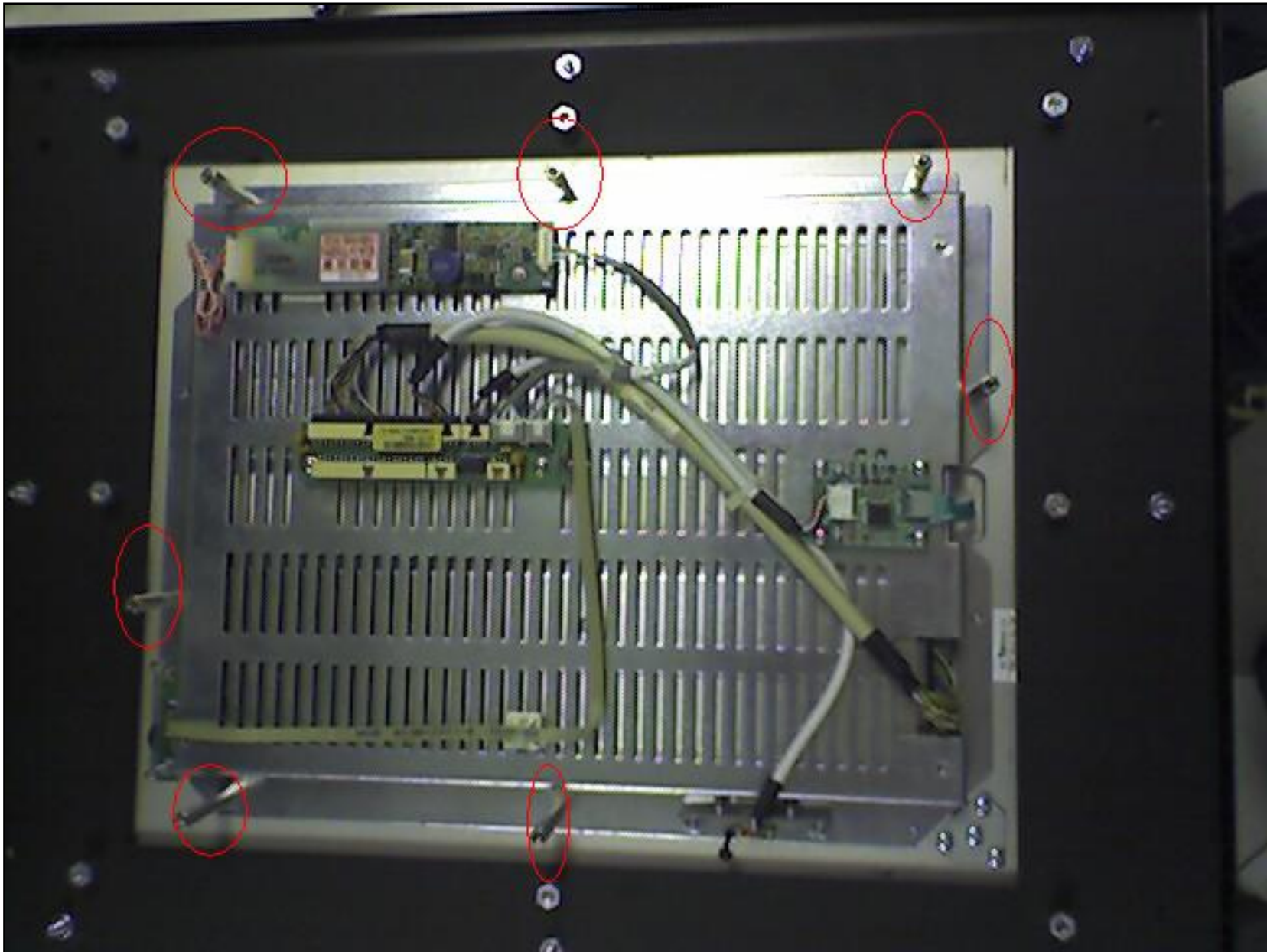


Figure 4: Stand-Off Screw Location

3. Locate the connector. It is circled in the following figure:

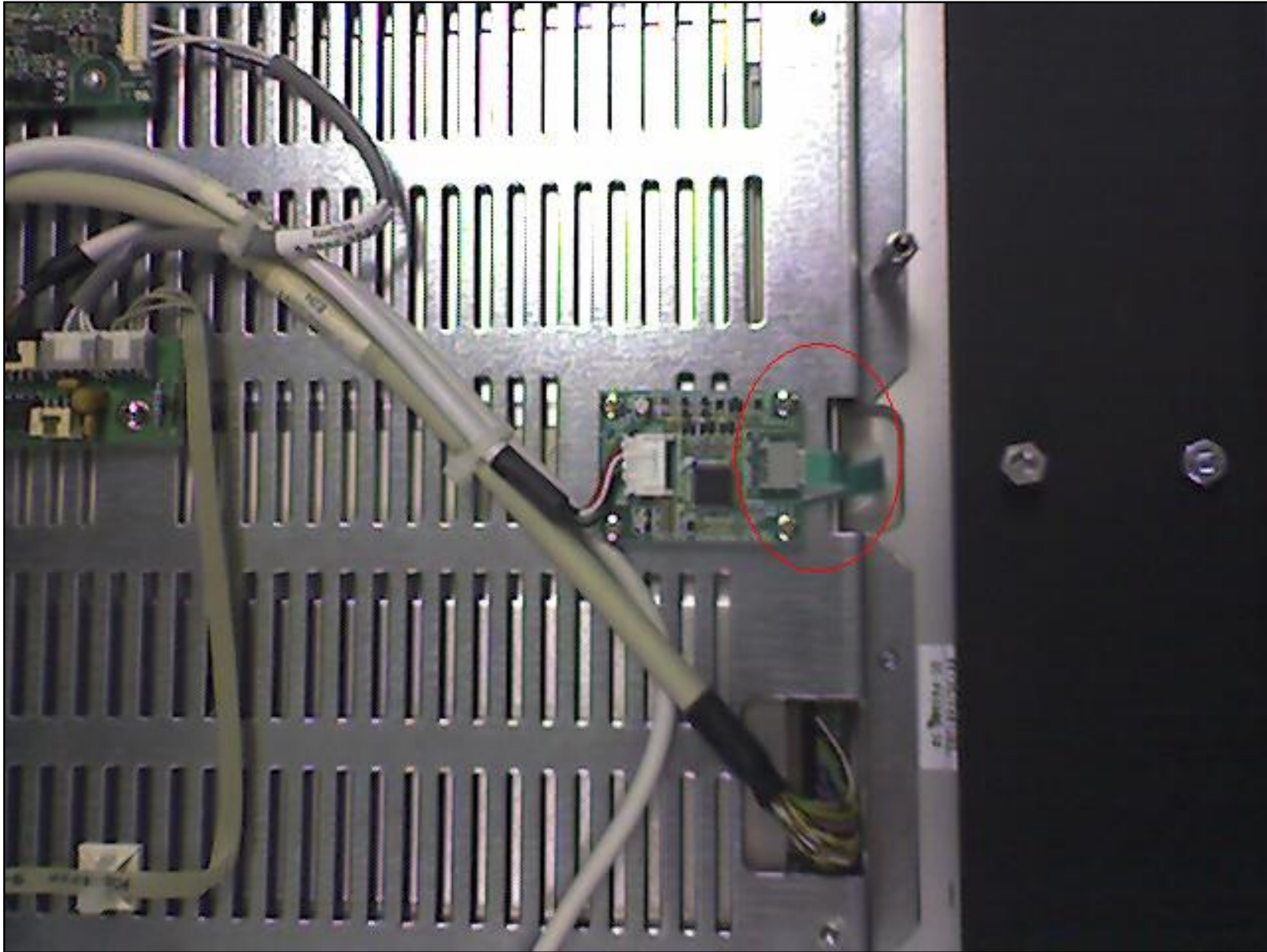


Figure 5: Connector

4. Undo the connector (as shown in the figure below) and reconnect it. Make sure the cable is not pinched when the cover is replaced.

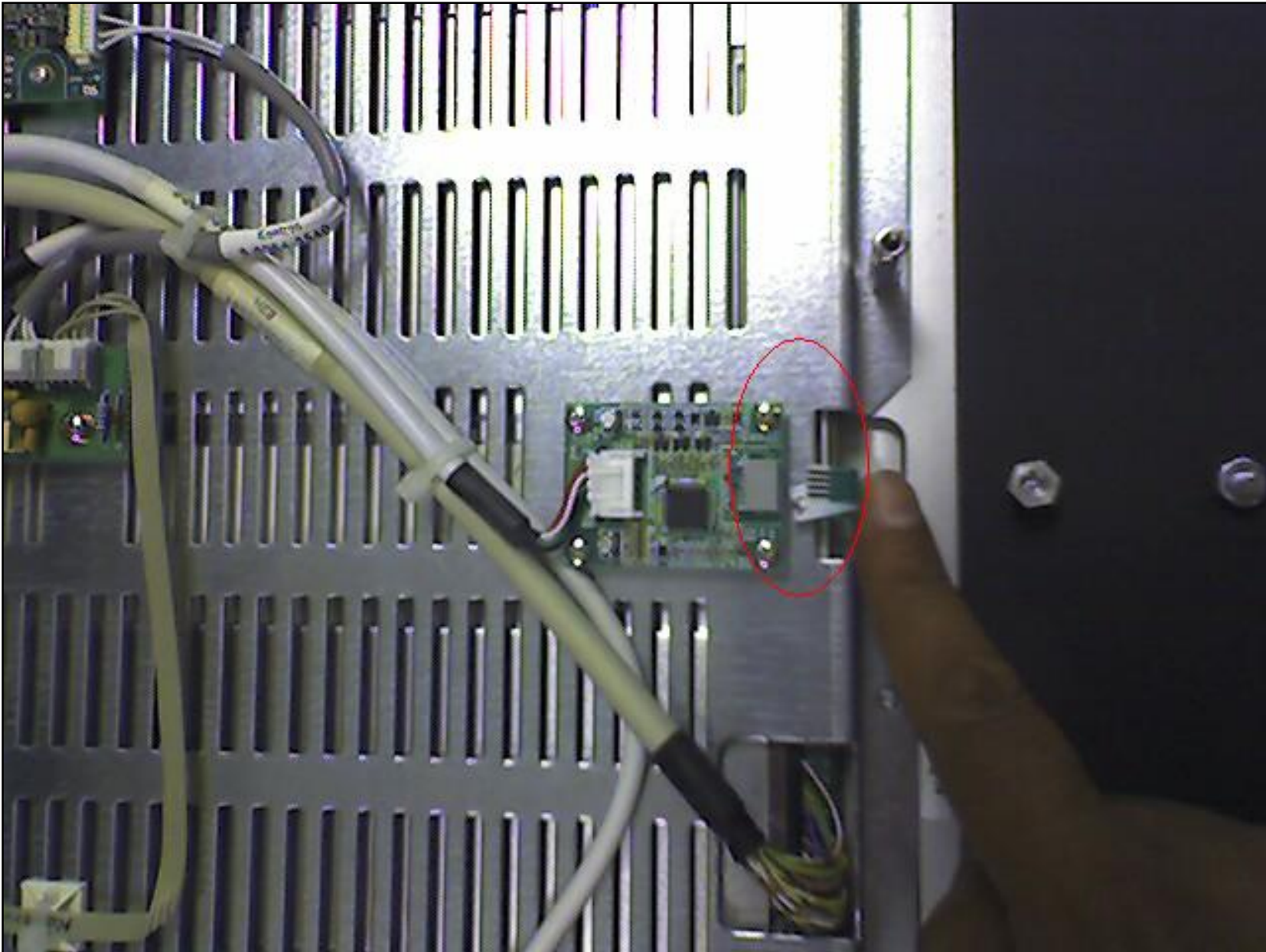


Figure 6: Undo the Connector

5. Reattach the backplate by aligning the holes in the backplate with the perimeter stand-off posts, then screwing in the perimeter screws.

6. Reattach the bezel using the two knurled screws described in the previous steps.

If the image quality does not improve, detach the bezel and its connectors, then connect it to the computer from another Series B panel to see if the problem "moves" with the bezel.

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