

86100D-10

Information Only Service Note

Supersedes:
NONE

86100D Infiniium DCA-X Wide-Bandwidth Oscilloscope Mainframe

Serial Numbers: ALL

Older 86100D mainframes have a built in user calibration for the resistive touch screen while newer mainframes use a capacitive touch display which does not require calibration. This may cause confusion when a customer or service engineer attempts to access the user calibration feature and finds the application is not installed.

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

PRODUCT LINE: 8F
AUTHOR: djs

ADDITIONAL INFORMATION:

Situation:

86100D mainframes manufactured prior to August 2014 have a resistive touch screen and a calibration application to optimize touch screen input registration. Units shipped after that date, as well as older units that have been upgraded to option PTB, have a capacitive touch screen display and do not require touch screen calibration.

The situation may cause confusion during service or for customers trying to calibrate the touch screen when they discover the calibration application is not installed on newer mainframes.

Solution/Action:

Touch screen calibration is only required on 86100D mainframes with a resistive touch screen. Capacitive touch screens do not require a user calibration and the touch screen calibration application is not loaded on those units.

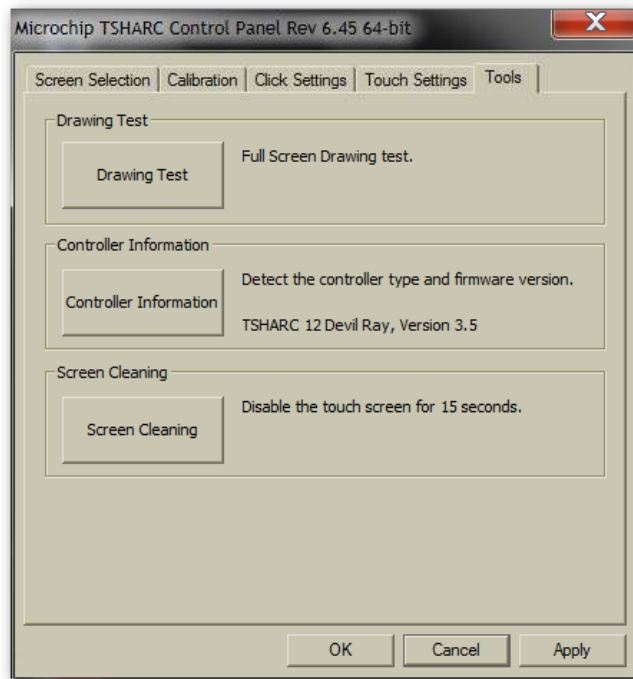
On the legacy 86100D UI, pressing **Utilities > Touch Screen Config...** opens the Microchip TSHARC control panel for resistive touch screens to allow for calibration of the touch screen.

Selecting the **Tools** tab will identify the controller information as a “TSHAC 12 Devil Ray Version 3.5” if the mainframe has a resistive touch screen installed and may benefit from user calibration.

The **Calibration** tab allows the user to perform a touch screen calibration to optimize finger registration.

In August 2014, the 86100D began shipping with a capacitive touch screen that does not require user calibration and the TSHARC control panel is not installed.

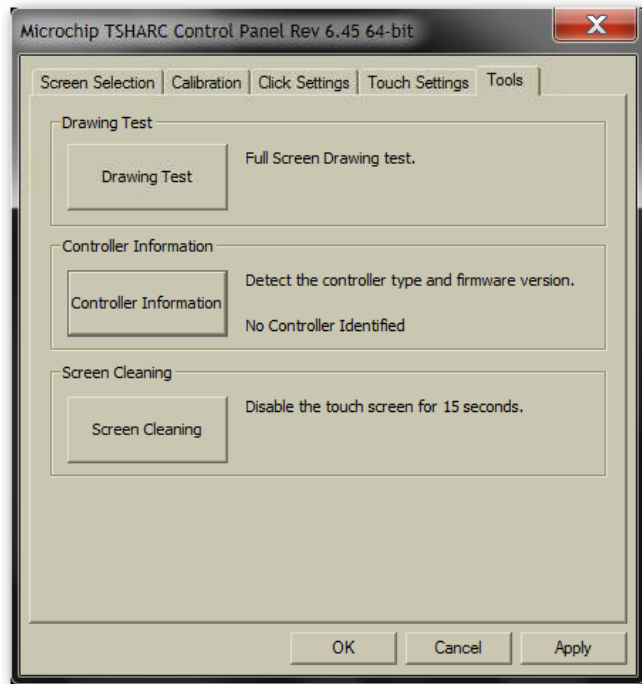
These units do not require touch screen calibration and the mainframe **Utilities > Touch Screen Config...** selection will indicate the application is not installed.



In rare cases a mainframe with a capacitive touch screen may have shipped with an earlier firmware version that still had the touch screen controller installed.

In that case the **Controller Information** section displays “No Controller Identified” and the installed capacitive touch screen does not require calibration.

There is no cause for concern if this condition exists as long as the touch screen still works properly.



Revision History:

Date	Service Note Revision	Author	Reason for Change
03 Jan 2017	01	Don Stanisich	As Published