DOLBY

Dolby® DP600
Touch Screen
Replacement Guide

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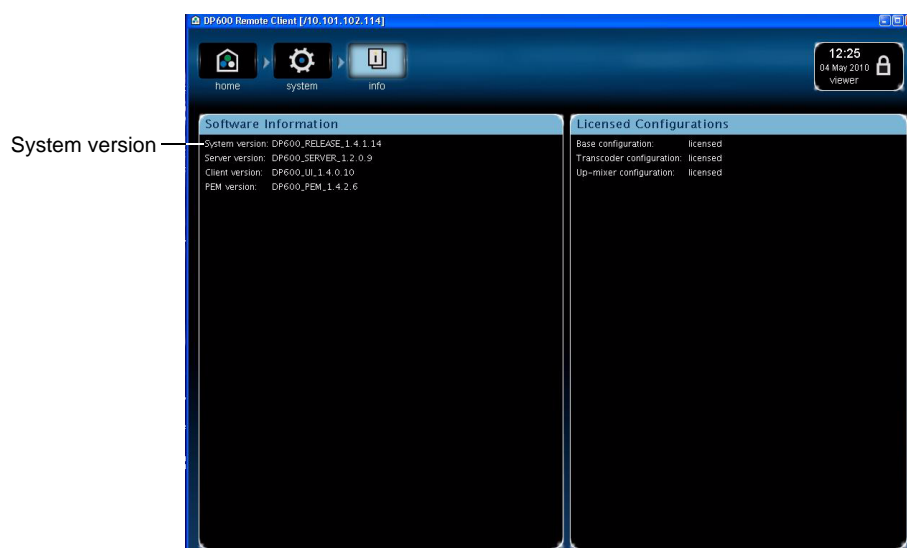# DP600 Touch Screen Replacement Instructions

This document explains how to replace the DP600 touch screen. Before you begin, be sure you have the following:

- Phillips blade screwdriver
- 3/32-inch hex wrench
- Touch screen replacement kit (DP600TS-SPK) with touch-screen display and software upgrade DVD (Dolby Part Number 3201860)

Please read this entire document before you begin the procedure. This procedure will take approximately 30 minutes.

Caution: The touch screen included in this replacement kit is compatible with system version 1.4.1.12 or later. If version 1.4.1.12 or later is installed on your DP600, you do not need to upgrade your unit. If your DP600 is running system version 1.4.1.11 or earlier, you need to upgrade your unit using the provided DVD. For software upgrade instructions, see Section 2. Depending on the version of software that is running on your unit, you may need to reload custom profiles, rebuild hot folder work orders, and reset bookmarks after upgrading the software. In addition, you may need to modify custom profiles (TS-based). For more details, contact your authorized Dolby technical representative. To determine what system version you are running, open the DP600 Client and click **system**>**info** to display the **System version** in the upper-left corner of the screen, as shown in Figure 1.
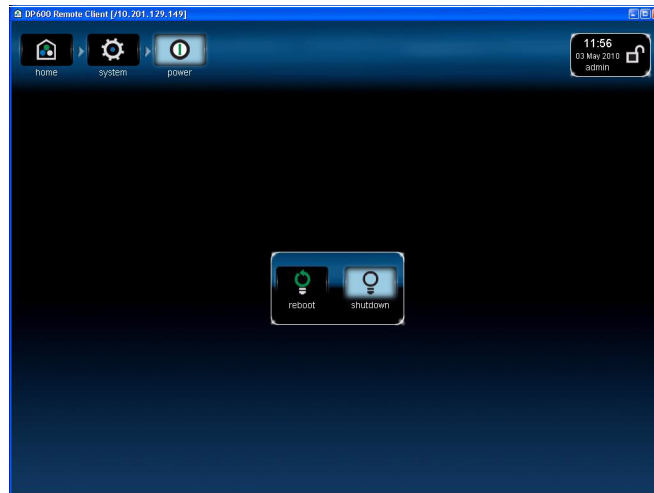

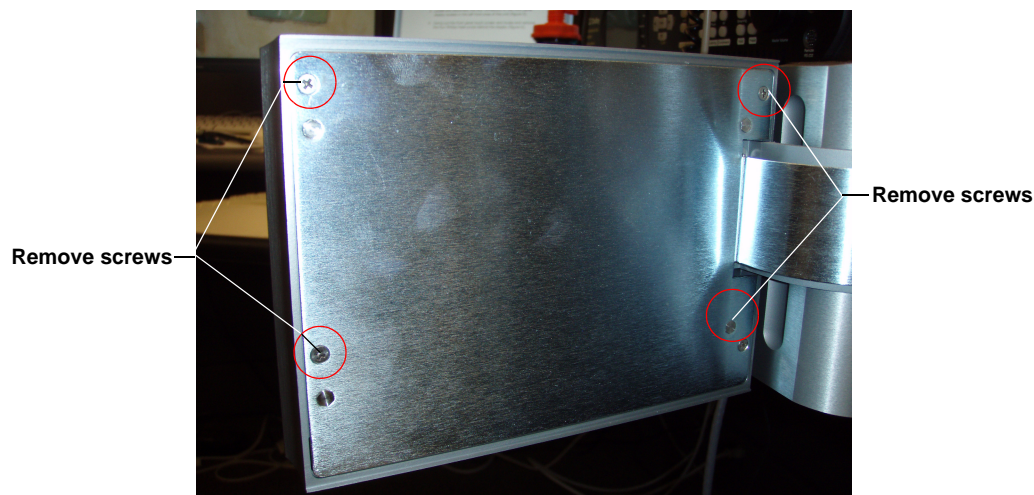**Figure 1**   System Information Screen

1 Replacing the Touch Screen

To replace the touch screen:

1. Power down the unit as follows:

   a. From the DP600 Client, select **system**>**power**>**shutdown** (you may need to enter an administrator password), then press **ok** at the prompt. The unit will begin the shutdown process.

   b. Wait until disc activity ceases (about 30 seconds), then disconnect the power cords from the back of the unit.

Figure 2   Shutdown Screen

2. Swing the touch screen out from the front panel, then remove the four Phillips-head screws behind the display, as shown in Figure 3.
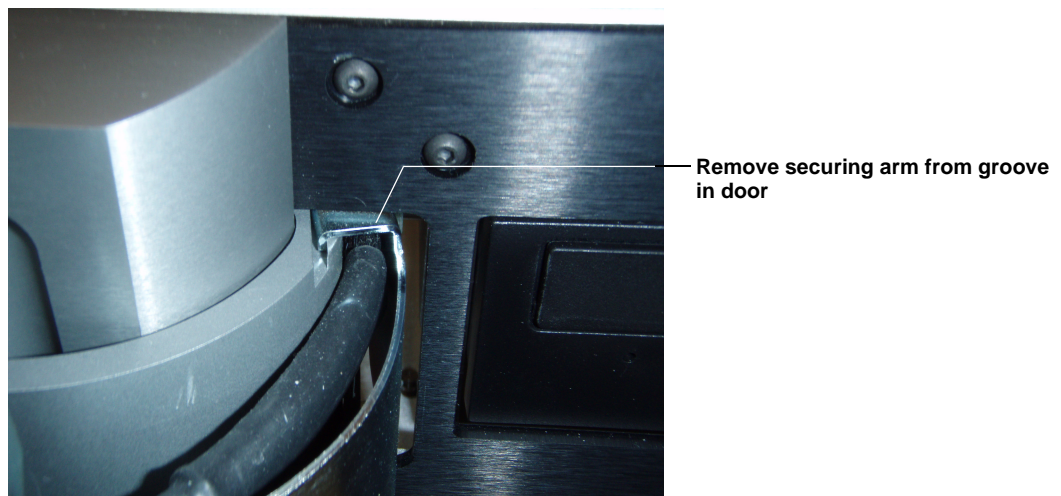

Figure 3   Remove Phillips-Head Screws Behind the Touch Screen

3. Gently push the touch screen out from the front, while holding the rear support panel, as shown in Figure 4.

Be sure not to bend the support panel.

Figure 4   Push Out Touch Screen

4. Carefully slide the securing arm toward you, and remove it from the groove in the door hinge, as shown in Figure 5. This will expose the support panel/touch-screen assembly, shown in Figure 6.

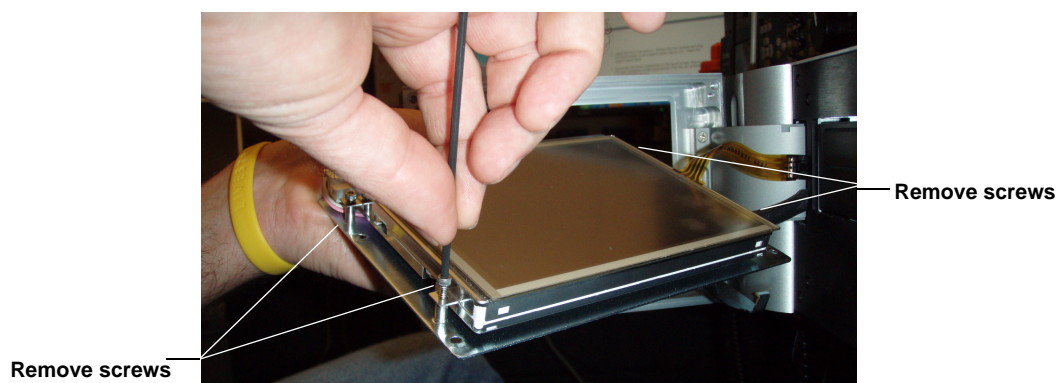**Remove securing arm from groove in door**

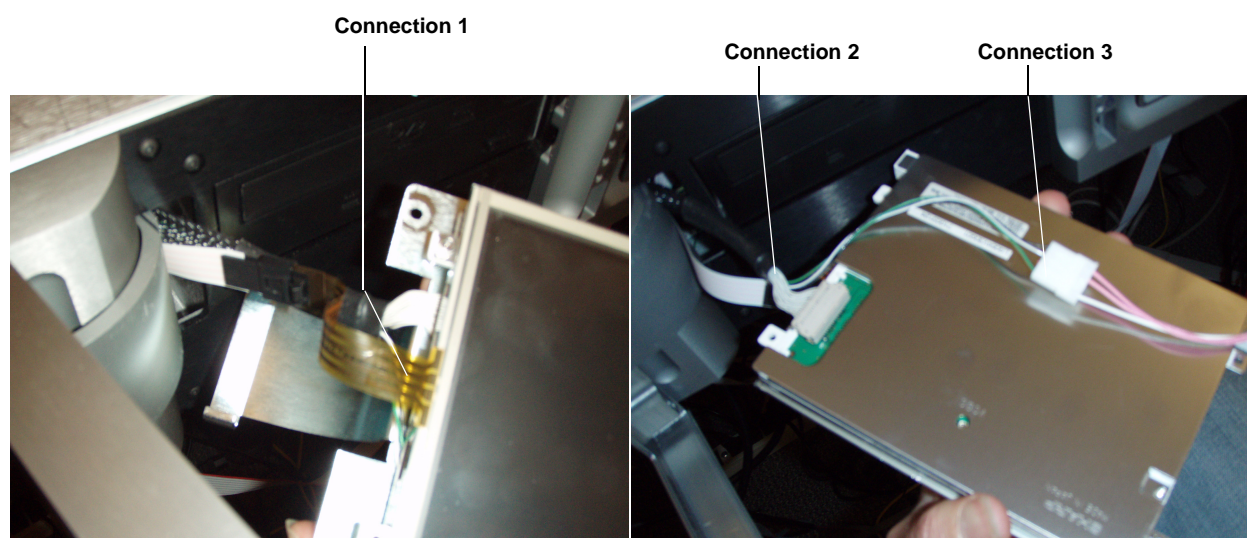**Figure 5**   Slide Out the Securing Arm

Figure 6   Support Panel Touch-Screen Assembly

5. Using a 3/32-inch hex wrench, remove the four screws securing the touch screen to the support panel, as shown in Figure 7, then place the support panel aside.
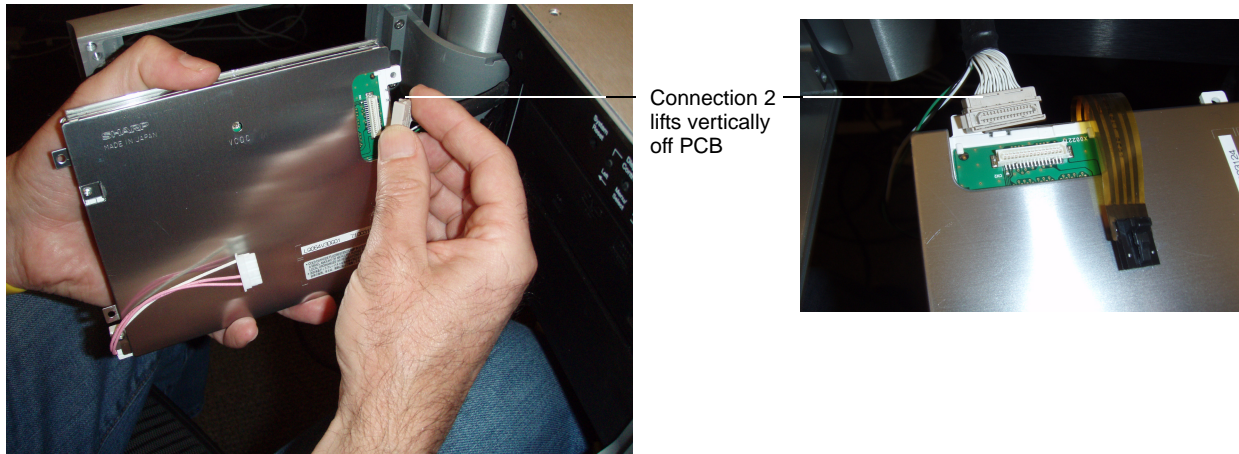

Remove screws

Remove screws

Figure 7   Remove Four Screws Securing Touch Screen to Support Panel

6. Disconnect the three connections to the touch screen, as shown in Figure 8. The gray printed circuit board (PCB) connection to the touch screen (connection 2) lifts off vertically, as shown in Figure 9.
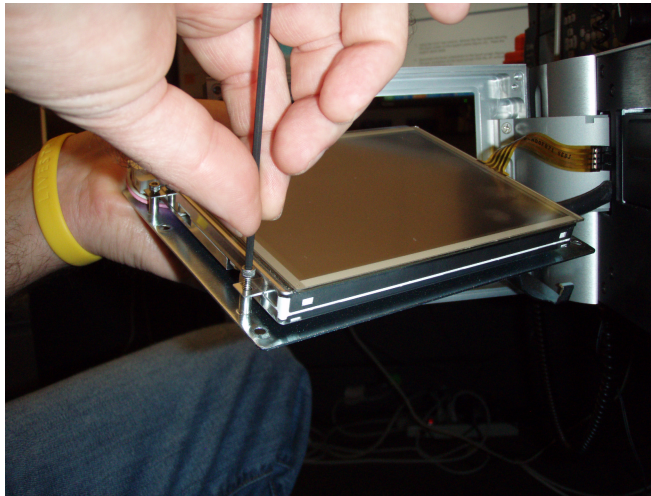
Connection 1

Connection 2   Connection 3

Figure 8   Disconnect Touch-Screen Connections

Connection 2 lifts vertically off PCB

Figure 9   Disconnect PCB Connection

7. Align the replacement touch screen with the DP600 front-panel window, and reconnect the three cables.

    Be sure there are no folds or bends in the cables that could make it difficult to close the front-panel door.

8. Reconnect the touch screen to the support panel using the four hex screws you removed in step 5. Make sure you don't overtighten the screws (see Figure 10).

Figure 10   Reconnect Touch Screen to Support Panel Using the Four Hex Screws

9. Carefully place the support panel securing arm into the grooves on the door hinge, then insert the support panel/touch-screen assembly into the front-panel window, as shown in Figure 11.

   If the support panel was bent during removal, the inner fit will be tight. Be sure not to pinch or damage the cables during replacement.

Figure 11   Reinstall Support Panel with New Touch Screen into Front-Panel Window

10. Secure the support panel/touch-screen assembly with the Phillips-head screws you removed in step 2.

    Ensure that the support panel lies flush with the door assembly. When the support panel/touch-screen assembly is properly installed, the door will close and magnetically latch flush with the DP600 front panel.

11. Power up the unit, and return it to service.

2   Upgrading/Installing the DP600 Software

If your DP600 is running system version 1.4.1.11 or earlier, you need to upgrade your unit using the provided DVD. The touch screen included in this replacement kit is compatible only with system version 1.4.1.12 or later. If version 1.4.1.12 or later is installed on your unit, you do not need to upgrade the software.

Caution: Current DP600 software upgrades are destructive. The system does not save work orders, custom profiles, bookmarks, logs/reports, and hot folder source and destination paths. Be sure to download and save your custom profiles (using the **browse** function) to
http://your_DP600_IP_address/dp600-wfpms-client/workflowProfile.jsp.
In addition, save any required reports (using the DP600 Client) before performing this upgrade. You can simplify the re-creation of hot folder source and destination paths by navigating to the hot folder setup screen using the DP600 Client. When the source and destination paths appear, take a screen shot of this display for each of your hot folder work orders. After the upgrade, this will provide a helpful reference when rebuilding your hot folder work orders.

Known Issue

In some instances, after the system completes the upgrade, and after the unit is commissioned and relicensed, the DP600 touch screen freezes at the blue **Dolby DP600 Program Optimizer** splash screen. This happens when the touch screen does not reset after the upgrade. In such a case, the unit is functional and you can access it using the DP600 Client. If this occurs after the upgrade and relicensing process, avoid disconnecting the power cables; instead, open the Client and reboot the unit by selecting **system**>**power**>**reboot**. (You need to log in as **admin** using the password **admin** to reboot the unit.) The system should now boot normally. This issue should occur only once (and only after a software upgrade).

Performing the Upgrade

To perform a clean installation of the DP600 software:

1. Insert the provided DVD in the CD/DVD drive, and reboot the unit by pressing **system**>**power**>**reboot** on the touch screen.

Note: When the unit reboots and accesses the DVD, a message appears on the touch screen that says the software is already installed and displays the currently installed software version and the version included on the DVD. It prompts you to type *y* to upgrade or **press any key** to start a clean installation.
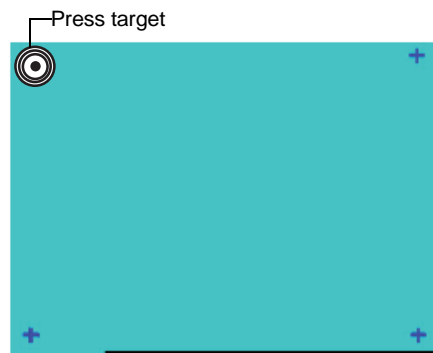
2. Perform a clean installation by pressing any key (except y).

   The clean installation process begins. Once the new software is completely installed, you are prompted to press any key to reboot, and to remove the DVD.

3. Press any key to reboot the DP600.

4. Be sure to eject and remove the DVD from the CD/DVD drive when the touch screen darkens. If the disc is still in the drive when the system reboots, a new installation begins.

   The DP600 touch screen was calibrated during the manufacturing process, but you may need to recalibrate the touch screen after a clean installation. When the DP600 reboots after a clean installation, the calibration setup appears on the touch screen, as shown in Figure 12. The calibration setup enables you to configure the touch screen so that it responds properly.

   A small target appears at the upper-left corner of the calibration setup, and a plus symbol (+) appears at each of the other three corners.

Figure 12   Calibration Setup Screen

To calibrate the touch screen, proceed as follows within approximately 30 seconds from the time the calibration setup appears. If you do not proceed within this time period, the calibration setup disappears.

- Press and hold the target at the upper-left corner for a couple of seconds until it changes to a plus symbol (+). The plus symbol at the upper-right corner will then change to a target symbol.
- Press the target at the upper-right corner until it changes to a cross.
- Continue this procedure at the lower-left corner and the lower-right corner. The lower-right corner (the last step of the touch-screen calibration) does not change to a +, but waits for you to remove your finger to complete the process.
- When the calibration is complete, the **DP600 Welcome!** screen appears, which provides a checklist of things you need before you can reconfigure your system, as shown in figure 2-3 of the *DP600 Program Optimizer Manual*. To configure or reconfigure your system, follow the instructions in *Starting the System for the First Time* in chapter 2 of the manual.

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