

1600 Jay Ell Drive
Richardson, TX 75081

Document Number: 1FB-00006-0000

Product: 2151

Supersedes: None

Date: 06/26/2014

Enhancements
 Corrective Action
 Other (Information)

POTENTIAL TOUCHSCREEN DISCOLORATION ON 2151 PHONE

PURPOSE:

To inform users of a potential for touchscreen yellowing discoloration in a small quantity of fielded 2151 units, and provide disposition instructions for units which exhibit yellowing discoloration.

DESCRIPTION:

A small quantity of 2151 phones manufactured prior to 01-21-2013, have been found to have yellowing discoloration of the touchscreen. Yellowing discoloration of the touchscreen was discovered on a few units in Telecore's Lab. The yellowing discoloration may be caused by the use environment or other environmental testing which was performed on our lab units, so may or may not be present in any fielded units. As a precaution, Telecore is informing customers of the potential for the touchscreen yellowing discoloration. Based on our lab usage of the phones, it's also possible that the yellowing discoloration was brought on by extended periods of time in which the LCD backlight display is ON and set to FULL brightness. Therefore, as a secondary precaution, Telecore is recommending that users NOT configure the backlight timer to 00:00 which disables the LCD backlight from turning off, and creates the "always ON" condition. It's believed that the yellow discoloration only exists in a single lot of touchscreens. The suspect lot of touchscreens was purchased on/around April of 2009. The picture below can be used to determine if the 2151 unit(s) has the yellowing discoloration.



PROCEDURE:

Units which exhibit the yellowing/discoloration of the touchscreen can be returned to Telecore for repair at no cost. To facilitate proper tracking, return and repair of any units with this issue, please request a RMA number through Telecore's website www.telecore.com, and follow standard RMA procedures. Only units which are verified by Telecore to have this issue will be repaired at no cost.

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Release Date: **07/28/2014**