

1600 Jay Ell Drive  
Richardson, TX 75081

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**Product: TXP-A**

**Supersedes: None**

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Enhancements  
 Corrective Action  
 Other (Information)

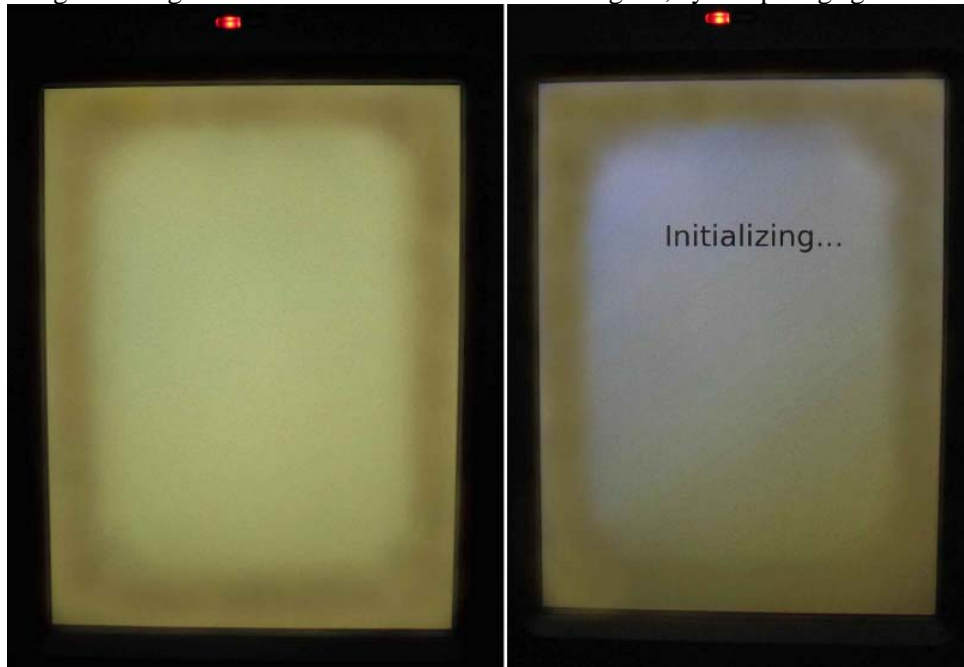
### **POTENTIAL TOUCHSCREEN DISCOLORATION ON TXP-A PHONE**

#### **PURPOSE:**

To inform users of a potential for touchscreen yellowing/browning discoloration in a small quantity of fielded TXP-A units, and provide disposition instructions for units which exhibit yellowing/browning discoloration.

#### **DESCRIPTION:**

A small quantity of TXP-A phones manufactured and shipped prior to 08-26-2013, are suspect to have yellowing/browning discoloration of the touchscreen/EMI glass. Yellowing/browning discoloration of the touchscreen/EMI glass was discovered in a few units in Telecore's Lab. The yellowing/browning discoloration may be caused by the use environment or other additional environmental testing which was performed on our lab units, so may or may not be present in any fielded units. The yellowing/browning doesn't affect the functionality of the unit. As a precaution, Telecore is informing customers of the potential for the touchscreen yellowing/browning discoloration. It's believed that the yellow discoloration exists primarily in an early lot of touchscreen/EMI glass parts. The suspect lot of touchscreen/EMI glass parts was purchased in late 2009. You can determine if your TXP-A unit has the yellowing/browning discoloration of the touchscreen/EMI glass, by comparing against the pictures below.



#### **PROCEDURE:**

The yellowing/browning is cosmetic and does not affect the functionality of the unit. As such, customers are not required to send the units back for upgrade. Units which exhibit the yellowing/browning discoloration of the touchscreen/EMI glass can be returned to Telecore for repair. 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](http://www.telecore.com), and follow standard RMA procedures. As determined by Telecore personnel, units which are received with other failures along with the yellowing/browning discoloration will be handled as a standard RMA.

**Prepared by:** John Mulcahy **Mfg Approved by:** Floyd Springfield  
**QA Approved:** John Mulcahy **Final Approval:** Tim Moyers **Release Date:** 10/28/2014