AGFA
HealthCare
Imaging Services

Service Bulletin

Revised Information:
Adapted section "3.2 Adapting Virtual Keyboard Position"

Release of DX-D 100 System Version 4.1

Task

Timing	Category		Scope
Next service as agreed with customer	○	**Apply at all sites**	**PowerHelp complaint / HQ issues:** **HQ_1209130003, HQ_1211260001** **HQ_1301080015, PR1302190008** **HQ_1301080011, HQ_1301080007**
	○	**Apply at affected sites as listed below**	
	◉	**Optional to improve functionality of product**	

Task Tracking

After completion of your task the following entry in your Service Report is required:	**DD+DIS093.13E**	*

* Insert the document number into the field "Comment" (SMS form).

Purpose of this document:

- It announces the release of the DX-D 100 system version 4.1 and the connected software and hardware items.

- It includes the solution for the mentioned issues / HQs.

The signatures on the approval page indicate the solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

1 Introduction/purpose

1.1 New Component of DX-D 100 System Version 4.1

- NX software version NX 2.0.8800 / 3.0.8800, refer to section 3.5
- BIOS version: 08.00.14
  An update of the Bios in the field is not possible.
- DR Service Tool Box version 1.1.0000 including:
  - o AgfaDefectPixelTool (ADPT)
  - o DRInstallationChecker
- New Digital Motion Control (DMC) Board Firmware version V5R6b0,
  refer to section 3.1

Symptom The following issues have been reported for DX-D 100:

HQ Case Number / Problem Report (PR) Number	Description
HQ_1209130003	Bad quality of Agfa Labels on the machine. Refer to **DX-D 100 - Service Bulletin No. 22 - Necessary Paint Retouches for several DX-D Solutions.**
HQ_1211260001	Tech Service not installed correctly.
HQ_1301080015	Column rotation brake is making noise. Refer to section 3.4 in this document.
PR1302190008	Calibration problem, cal-program will not show serial number of detector
HQ_1301080011	HT cables on the tube side are not tightened enough and are sometimes leading to filament current errors. The production process has been updated to make sure that the issue does not occur anymore.
HQ_1301080007	Inside the unit there are several power supplies with connectors that or not sufficiently secured to prevent that during use or transport they come loose A retention clip is added to the connector in production to avoid that this issue can occur on new devices.

Solution DX-D 100 system version 4.1 solves these issues / HQs mentioned above without updating any software.

other Issues	The Agfa logo is rotated when the monitor is 180° rotated.
Solution	The new BIOS version provides the Agfa logo automatically after startup in the correct orientation. An update of the BIOS in the field is not possible.

other Issues	Virtual keyboard icon partly in front positioned.
Solution	Refer to instruction in section 3.2

1.2   Changes compared to NX 2.0.8700 / 3.0.8700

For a detailed description refer to:
NX 2.0.8800 - 3.0.8800 - SB 01 - Release of NX 2.0.8800 - 3.0.8800 in the Agfa HealthCare Library:

**Computed Radiography > CR Workstation Software >
NX 2.0.8800 - 3.0.8800 > Service Bulletin**

2   Prerequisites

REFERENCED DOCUMENTS:
- NX 2.0.8800 - 3.0.8800 - SB 01 - Release of NX 2.0.8800 - 3.0.8800
- NX 2.0.8800 / 3.0.8800 Service Plan
- NX 2.0.8800 / 3.0.8800 Service Manual
- DX-D 100 - X-Ray Mobile - Troubleshooting
- DX-D 100 - Service Bulletin No. 23 -
  Sporadic unintended Movements of the DX-D 100

SPARE PARTS:

Upgrade Digital Motion Control V5R6b0, SC+A521065-02

SOFTWARE:

Software NX 2.0.8800 / 3.0.8800 is available for download **or** via sales item:

- To be prepared for a clean installation procedure, download following DVDs
  from the FTP server.
    - NX 2.0.8800 / 3.0.8800 starterkit DVDs 1 and 2 (6,4 GB altogether)
    - Windows 7 Restore Kit DVDs per PC model.
      Note, that the Win 7 restore DVDs are NX version independent.

  Download the software directly from the global secure FTP server using an FTP client.
  For details see Service Information Bulletin "Global Secure FTP Server – Imaging
  Services Software Download", DD+DIS114.12E.

  For files and programs on the two NX 2.0.8800 / 3.0.8800 starterkit DVDs refer to the
  NX 2.0.8800 / 3.0.8800 Service Manual chapter 03 Installation Planning.

- For upgrades, order the NX 2.0.8800 / 3.0.8800 upgrade kit (Starterkit DVDs 1 and 2):
    - Via spare part code**: CM+6069010 (= Clean Installation Kit)
      or
    - Via Sales ABC code: **5XZGX**

  * See Agfa HealthCare Library path: Computed Radiography - => NX 2.0.8800 - 3.0.8800 =>
    Software => NX 2.0.8800 - 3.0.8800 - FTP Server - Software Files

  ** The last digit in the spare part number indicates the spare part revision at release of
     this document. When ordering, the current revision of the spare part is delivered.

TOOLS:

An offline configuration tool for NX 2.0.8800 / 3.0.8800 as well as the required XRDI and detector plug-ins is available on DVD1 of the NX 2.0.8800 / 3.0.8800 software and on the FTP Server.

Note, that as of XRDI 15 the XRDI plugins for the offline configuration tool are not separate plugins anymore, but are part of the XRDI installer itself.

3   Instructions

3.1   DMC Firmware Upgrade

NOTE:

Upgrading to DMC firmware version V5R6b0 makes sure that the systems stops 0.5 seconds after releasing the handle bar.

Refer also to Service Bulletin: DX-D 100 - Service Bulletin No. 23 - Sporadic unintended Movements of the DX-D 100

(1)   Upgrade the firmware version according the description in:
DX-D 100 - X-Ray Mobile - Troubleshooting -
Chapter 6.8.6 Updating the Microcontroller

3.2   Adapting Virtual Keyboard Position

(1)   Attach a keyboard.
(2)   Go to task manager and stop the following process **HVK.exe** for the system and the current user account!
(3)   Open **C:\Program Files\HotVirtualKeyboard\Backup.ini** for editing
(4)   Set: **TFloatingWindowKbFormTop=6**, INFO: new distance from top = 6
(5)   Set: **TfloatingWindowKbFormLeft=720**, INFO: new distance from left = 720
(6)   Set: **FKBLocked=0**, INFO: with this value the locking of the icon is unlocked
(7)   Save: **Backup.ini**

NOTE:

To prevent the system from an unexpected shutdown; Stop the NX application before rebooting the system. Go to: **Start > Agfa > NX > Stop NX**

(8)   Reboot the system. (Backup.ini is loaded at startup and at logon).

3.3   Turning off DX-D 100 screen after idle time to save batteries

✓ **NOTE:**

The below should only be implemented if the user agrees to de-activate the
auto log-in/log-off functionality that prevents non-authorized users to access the DX-D 100.
After this de-activation, the screen will become black after a defined interval but can be
re-activated by just touching it.

(1)   In **Control Panel > Display >
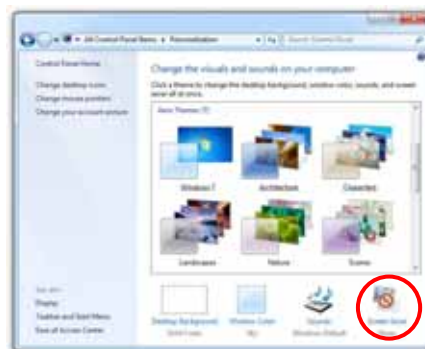   Personalization** click: **Screen saver**

Figure 1

(2)   Be sure to UN-check the screensaver-
       locking: **On resume, display logon
       screen**
(3)   Click: **Change power settings**

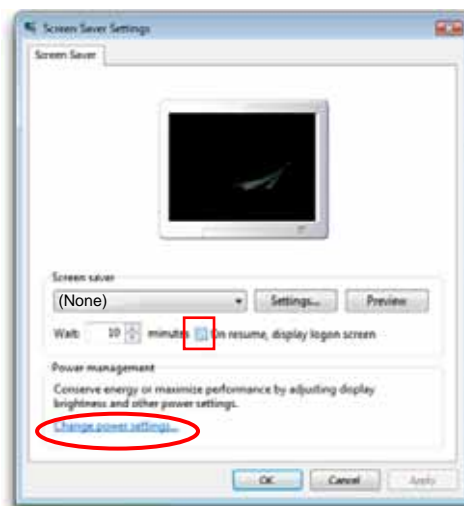Figure 2

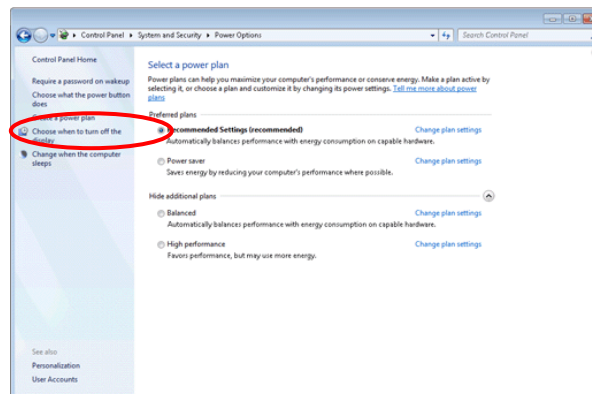(4)   Click: **Choose when to turn off the display**

Figure 3

(5)   Select: **5 minutes**
(6)   Click: **Save changes**

Figure 4

NOTE:

If the login screen is not disabled, you may get the following effect after re-activating the screen:
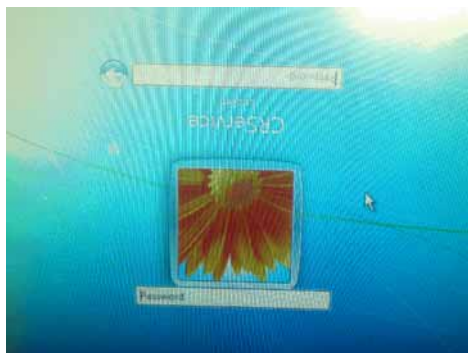

Figure 5

This is a bug in Windows.

The Virtual Keyboard will appear, but is rendered upside down and not in line with its screen sensitive area.

Therefore in step 2 the option **On resume, display logon screen** has been disabled.

3.4   Adjustment of the Column Rotation Brake

(1)   Remove the covers of the mobile unit before dismounting the
       ring cover at the column base.

Figure 6

(2)   Loosen without removing the four (4) screws that fix the column rotation brake
       assembly (fixing plate, metal strip, electric brakes) to the chassis of the mobile unit.

Figure 7

(3)   Turn the unit ON. Press the handgrip buttons in order to release the electric brakes and insert a plate (1 mm) * between the electric brakes and the brake disc.

* use any kind of plate (radiographic film, cardboard, etc) with a thickness of about 1 mm

Figure 8

(4)   Release the handgrip buttons and tighten the four (4) fixing screws of the column rotation brake assembly to the chassis of the mobile unit.

(5)   Then, press again the handgrips buttons in order to remove the plate.

(6)   Check that there is not friction between the electric brakes and the brake disc and place back the covers to the unit.

3.5 Installing NX 2.0.8800 / 3.0.8800

REQUIRED TIME:

- Installation of a new system:
  The Mean Time to Install (MTTI) of a staged system is specified for 4 hours.
  For details refer to the Service Plan NX 2.0.8800 / 3.0.8800* Document ID 36996161
  (Intranet Link / Extranet Link).
- Upgrade installation: Approximately 5 hours

* For external partners accessing information online may be restricted by contractual agreements or if a training course for a certain device has not been completed yet.
In such a case please contact your local Agfa representative.

NOTE:

NX 2.0.8800 / 3.0.8800 runs on DX_D100 ONLY on Windows 7 (32 bit).

Windows XP is not supported.

3.5.1 Instructions for Upgrades

The following systems can be upgraded to NX 2.0.8800 / 3.0.8800:

Original NX Software	Applications
NX 2.0.8400 / 3.0.8400 NX 2.0.8600 / 3.0.8600 NX 2.0.8700 / 3.0.8700	DR

Proceeding:

(1) Refer to the Service Plan NX 2.0.8800 / 3.0.8800* Document ID 36996161
(Intranet Link / Extranet Link) for information about upgrades and roll-over programs.

    * For external partners accessing information online may be restricted by contractual agreements or if a training course for a certain device has not been completed yet. In such a case please contact your local Agfa representative.

(2) Observe compatibility with the hardware platform and other system components as described in CR/DR Interoperability Matrix, Document ID 31333326 (Intranet Link / Extranet Link).

(3) Install as described in NX 2.0.8800 / 3.0.8800 Service Manual, chapter 07 *Upgrade Installation* DD+DIS300.12E.

4   Verification

(1)   Verify the installation as described in NX 2.0.8800 / 3.0.8800 Service Manual, chapter 06, Acceptance Test Procedure, DD+DIS300.12E.

5   Keywords

NX 2.0.8800 / 3.0.8800, release, installation, upgrade

6   Version history

Version	Change	Date
1.0	Initial Version	05-2012
1.1	Adapted section "3.2 Adapting Virtual Keyboard Position"	02-2014

AGFA

Details as of PDF Creation Date

Document Metadata

Title:	DX-D 100 - Service Bulletin No. 25 - Release of DX-D 100 System Version 4.1
Livelink ID:	40407827
Version#:	19
Version Date:	2014-02-06 08:06 AM CET
Status:	Approved on 2014-02-10 02:41 PM CET
Owner:	Michael Roeser (exfrm)
Created By:	Michael Roeser (exfrm)
Created Date:	2013-04-19 10:20 AM CET
PDF Creation Date:	2014-02-10 02:41 PM CET

This document was approved by:

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1. Josef Wagner (agwj) on 2014-02-07 08:15 AM CET
2. Paul Merckx (amdag) on 2014-02-10 10:52 AM CET
3. Bart Biesemans (amajm) on 2014-02-07 09:14 AM CET
4. Lieven Lauwers (awibr) on 2014-02-10 01:54 PM CET
5. Jonathan Marchal (axjvy) on 2014-02-06 09:22 AM CET

Detailed Approver History:

- **Approval Workflow started on 2014-02-06 08:10 AM CET**
  - Approval task originally assigned to and completed by Jonathan Marchal (axjvy) on 2014-02-06 09:22 AM CET
  - Approval task originally assigned to and completed by Lieven Lauwers (awibr) on 2014-02-10 01:54 PM CET
  - Approval task originally assigned to and completed by Josef Wagner (agwj) on 2014-02-07 08:15 AM CET
  - Approval task originally assigned to and completed by Paul Merckx (amdag) on 2014-02-10 10:52 AM CET
  - Approval task originally assigned to and completed by Bart Biesemans (amajm) on 2014-02-07 09:14 AM CET

Version & Status History

Version#	Date Created	Status
19	2014-02-06 08:06 AM CET	Approved - 2014-02-10
18	2014-02-06 08:04 AM CET	
17	2014-02-06 08:04 AM CET	
16	2014-02-05 12:57 PM CET	Reviewed - 2014-02-06
15	2014-02-05 12:57 PM CET	
14	2014-01-28 11:29 AM CET	Reviewed - 2014-02-05
13	2013-05-21 04:12 PM CET	Published - 2013-05-24 Approved - 2013-05-23
12	2013-05-21 04:12 PM CET	
11	2013-05-21 03:19 PM CET	Approval Cancelled - 2013-05-21
10	2013-05-21 03:19 PM CET	

Applied Categories and Attributes:

Agfa Healthcare Library	
Document Type:	Service Bulletin
Category > SubCategory > Item:	Direct Radiography > DX-D 100 > DX-D 100 Generic
Content Manager:	Josef Wagner (agwj)
Summary:	Service Bulletin No. 25 - Document Number DD+DIS093.13E - Version 1.0 Purpose of this document: - It announces the release of the DX-D 100 system version 4.1 and the connected software and hardware items. - It includes the solution for the mentioned issues / HQs. This is a part of the Service Documentation DX-D 100.
Language:	English
Availability:	Extranet
Language Master Document:	
Fileshare FTP URL:	