# CONFIDENTIAL      CSI-111

## Service Bulletin
## Computer Monitors

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**Model:**   **CPD-200ES**

**No.   191**

**Subject:   Tilting Unit Causes Reset or OSD Active.**

**Date:**   April 10, 1998

**Symptom:**
**(222)**   The Reset button is activated when the monitor is tilted upward causing the picture to blink.  Also, a control key may activate the On Screen Display (OSD) when the Tilt Stand is adjusted.  Affected units are a portion of the production with serial numbers in the range 4121261-4186785.

**Solution:**   If the customer complains of this symptom, then please perform the following procedures to check the unit and to perform the corrective procedures.

Note:  The following parts (or equivalent) are required to complete the correction procedures.

| REF | QTY | DESCRIPTION | PART NUMBER |
|-----|-----|-------------|-------------|
| NA | 2 | 0.8-1MM 1/32 INCH WASHER | NA |

**Procedure To Check Unit**

1.   Turn on power to the unit with a Mode 1 video signal: 640 x 480 at Vf =60 Hz.  A full white screen such as DAS Pattern R is acceptable.

2.   Watch the picture while tilting the monitor all the way up and then down.  Watch for the OSD coming on automatically or the picture blinking off momentarily (monitor resetting to factory preset conditions).  If either of these occur, the unit should be corrected using the following procedure.

3.   If the OSD or Reset did not activate in Step 2, then tilt the monitor to the lower and upper extremes of travel 5 times.  Check for OSD or reset activation.  With the monitor in the farthest up position, check all the user buttons.  Check for correct operation and feel (sufficient stroke) of each user button.

4.   If the monitor checked OK in Steps 2 and 3, then it is acceptable.  Do not perform the correction procedures.  If the OSD or Reset occurred while tilting the unit or the user buttons have too little stroke.  Then, complete the following correction procedure.

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Reference:  R. DeVicariis, J. Grose

**Correction Procedure**

1. Remove all power and place the unit face down on a padded cushion. Remove the rear cabinet.

2. Remove the (2) bezel-to-bottom screws and the (2) bracket-to-bezel screws.

3. Inspect the rubber caps on the user control keys. These might be too thick or have a rubber burr inside. Inspect the rubber caps, and remove any burrs.

4. Insert (1) washer on each side between the bezel and the bottom assembly. Carefully lift one side of the bottom assembly up away from the bezel just enough to insert the washer. Align the washer hole with the screw holes. Repeat on the other side.

5. Reinstall the (2) screws from the bottom assembly to the bezel and the (2) screws from the bracket to the bezel.

6. Reassemble the rear cabinet.

7. Repeat the Procedure to Check the Unit as listed above.

8. If the problem persists, then inspect the rubber key caps and related parts for each of the user buttons. Replace or adjust any of these parts if necessary.

The Correction Procedure is completed.