

1.0 Introduction

1.1 Description

This document describes the procedure of restoring TX3 Touch units using TX3-T-USB64W10. This procedure can be followed step by step by a technician or production staff.

1.2 References

- LT-6026 TX3 Card Access Quick Reference
- LT-980 TX3 Card Access System manual
- LT-968 TX3 User Guide Keypad Configuration
- LT-6025 TX3 Telephone Installation Quick Reference
- LT-979 TX3 Programming manual
- LT-969 TX3 Installation and operational manual
- LT-1154 TX3 Touch Series QC Procedure Rev 10 or Higher

2.0 Tools

2.1 Hardware Requirements:

- 1 Touch Unit (Aeon mSATA II)
 - TX3-TOUCH-F15-E
 - TX3-TOUCH-S15-E
 - TX3-TOUCH-S15B-WR-A
 - TX3-TOUCH-S15S-WR-A
 - TX3-TOUCH-F22-F
 - TX3-TOUCH-S22-F
- 1 USB Stick (TX3-T-USB64W10)
- 1 Mouse
- 1 Keyboard

2.2 Network Requirements:

- No Network Required for this procedure.

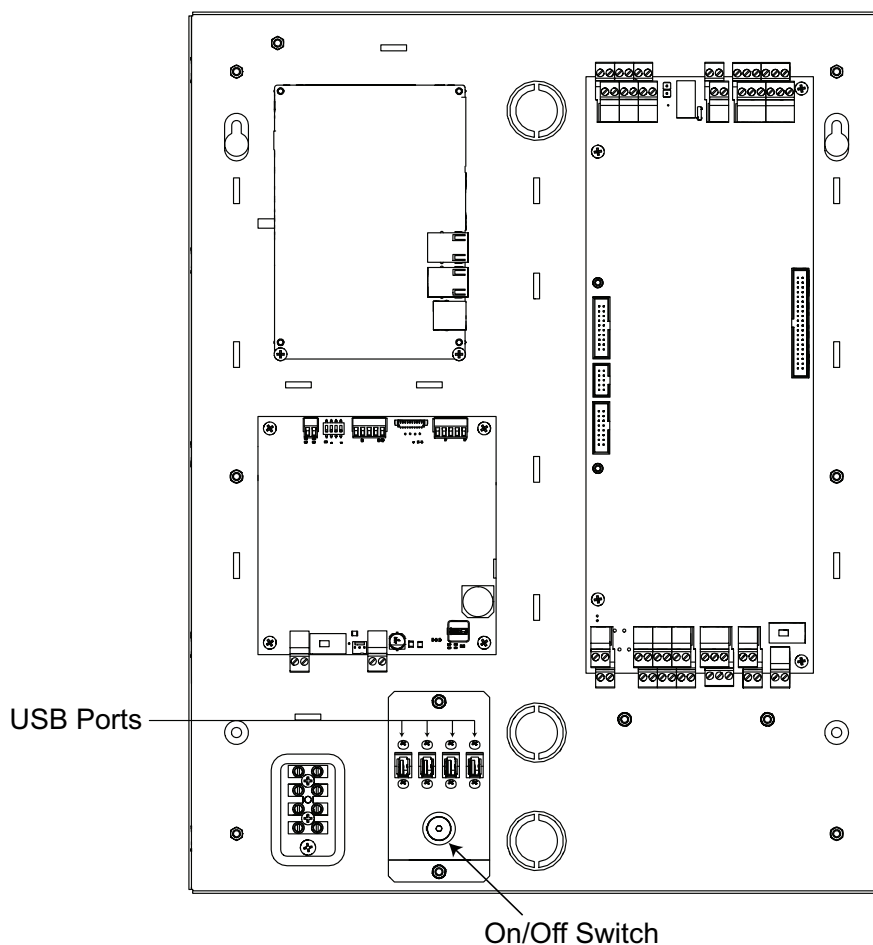
2.3 Software Requirements

- TX3 Lobby firmware version 3.8.3 or higher
- TX3 Configuration software (MSW-024) version 2.15.0 or higher

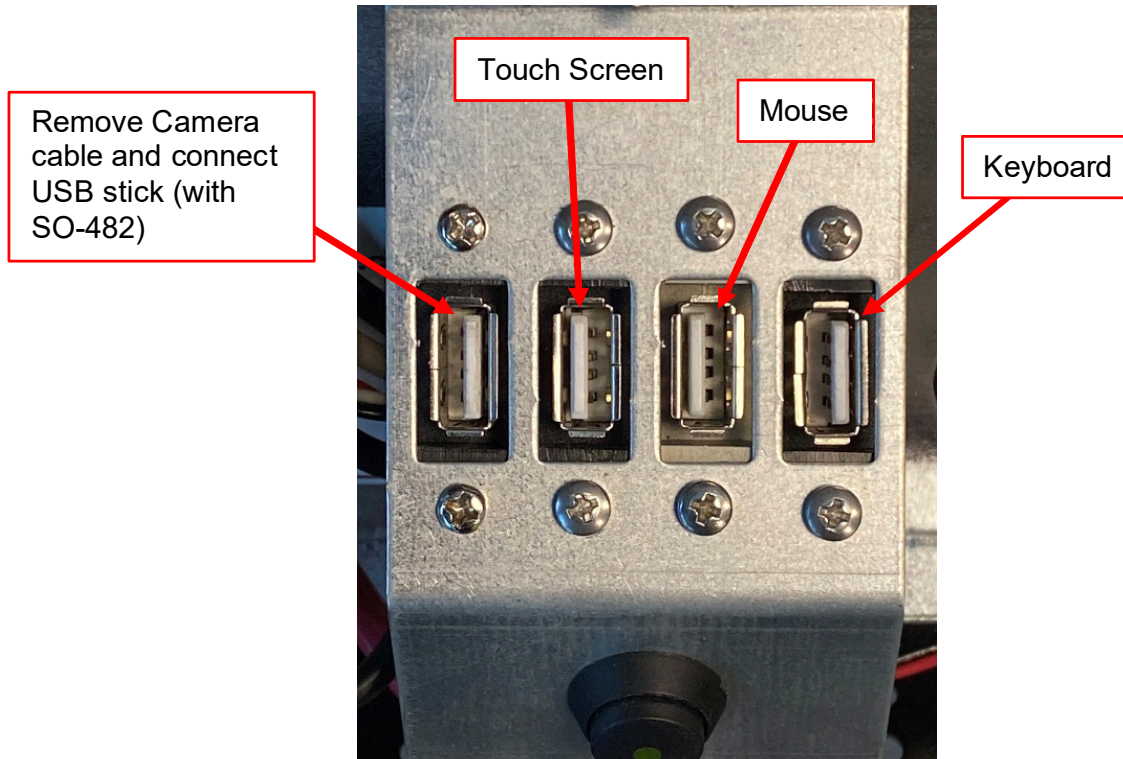
3.0 BIOS Boot Options Procedure

3.1 Setting Correct Boot Option Protocol

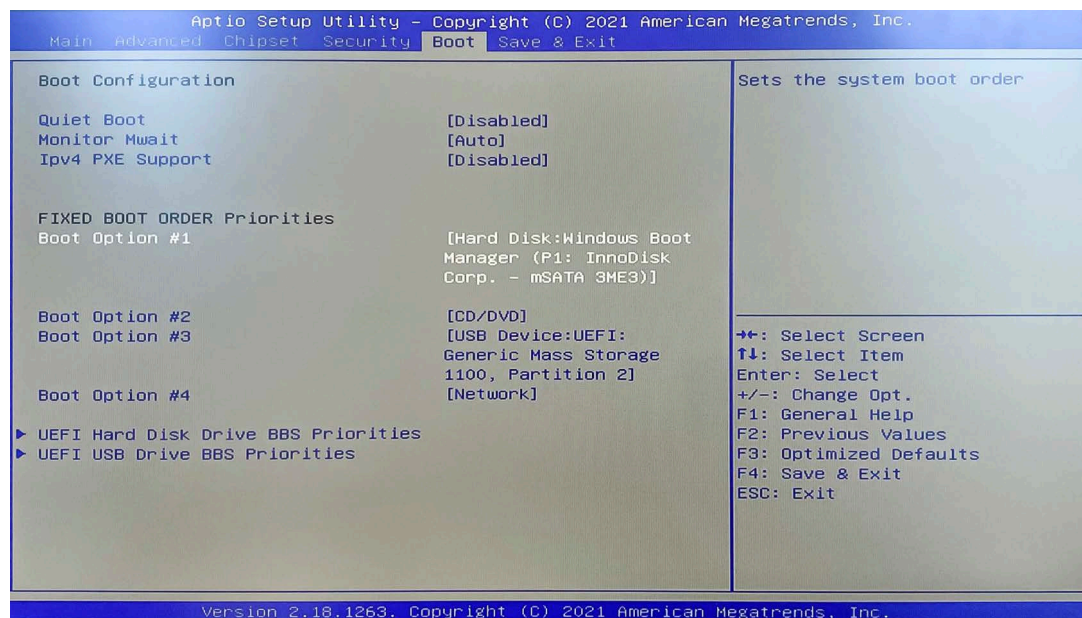
- a. Open the TX3 Touch front door using the provided key.
- b. Make sure the device is shut down before proceeding to the next step. If the device is not shut down, press the On/Off switch to shut it down.



- c. Disconnect the camera cable from the device. Then, connect the USB Stick (TX3-T-USB64W10) to the same USB port. Below is an image showing how the USB stick and the other cables should be connected.



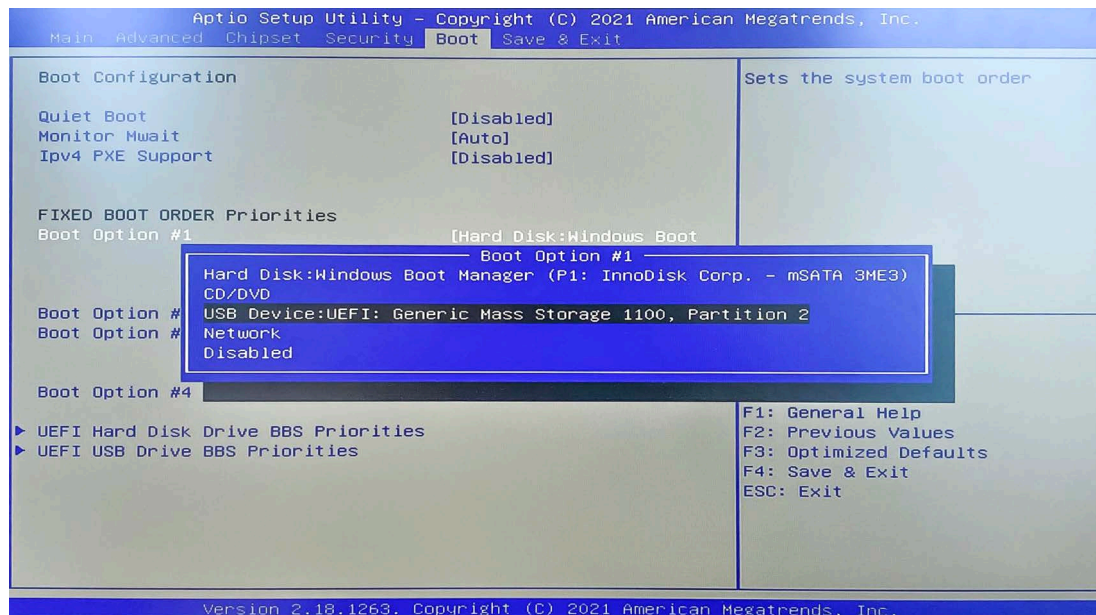
- d. Start the device by pressing the On/Off switch (see diagram in 3.1(b.) on page 2).
- e. When the screen turns on, keep pressing the **"Delete"** key on the keyboard rapidly until the BIOS page appears on the screen.
- f. Once you see the BIOS page, you can navigate through the options using the arrow keys on the keyboard. Use the left, right, up, and down arrow keys to move in the corresponding directions. Locate the **"Boot"** menu, which is located on the top row of the BIOS page.



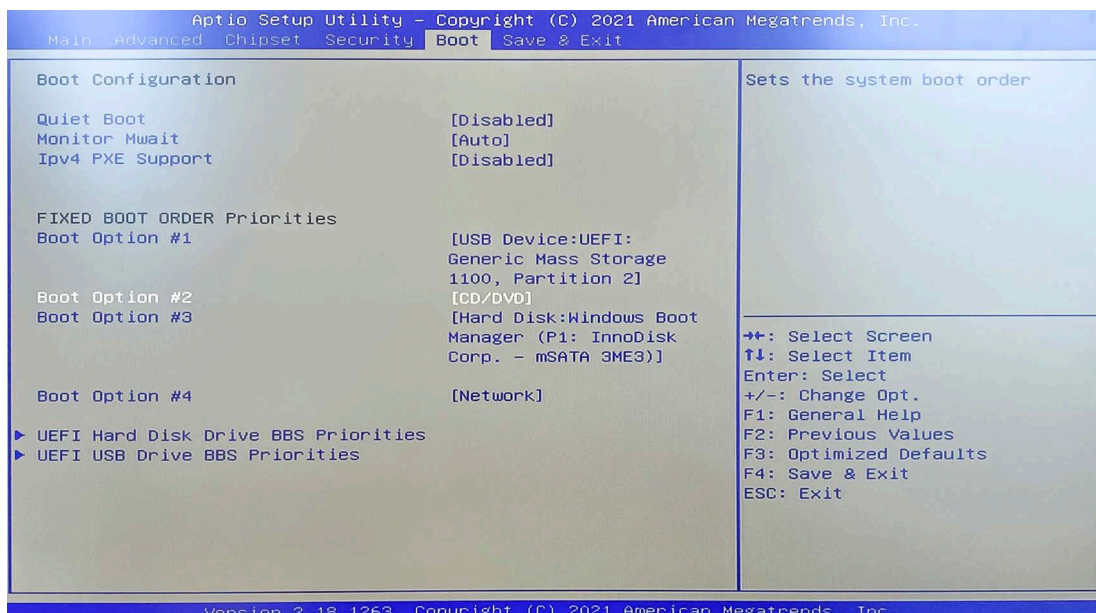
3.2 Change Boot Order

When you are on the “**Boot**” page, press the down arrow key to go down to the “**Fixed Boot Order Priorities**” section. Follow the steps below:

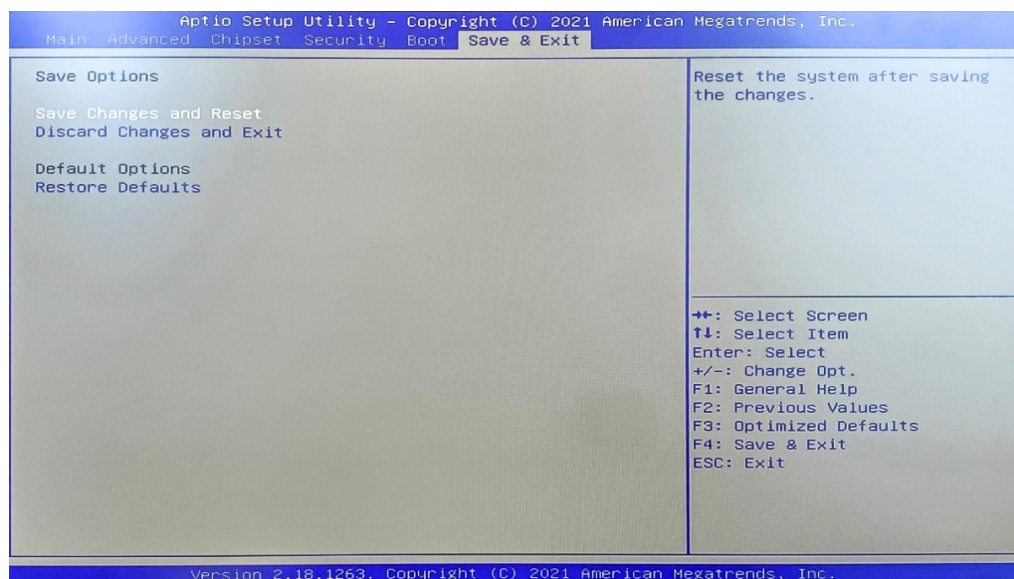
- Select “**Boot Option #1**” and press **Enter**. From the available options, select “**USB Device: UEFI: Generic Mass Storage 1100, Partition 2**” and press **Enter**.



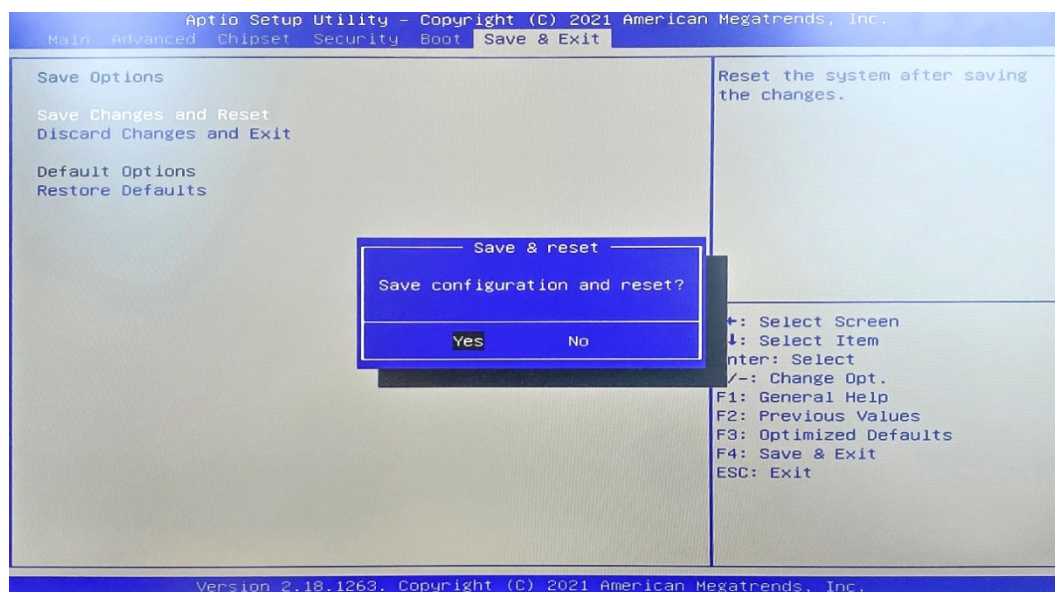
- Select “**Boot Option #2**” and press **Enter**. Choose “**Hard Disk: Windows Boot Manager (P1: InnoDisk Corp. - mSATA 3ME3)**” and press **Enter**.



- c. Press the right arrow key to go to the **"Save and Exit"** page (the next page after the **Boot** page). Select **"Save Changes and Reset"** and press **Enter**.



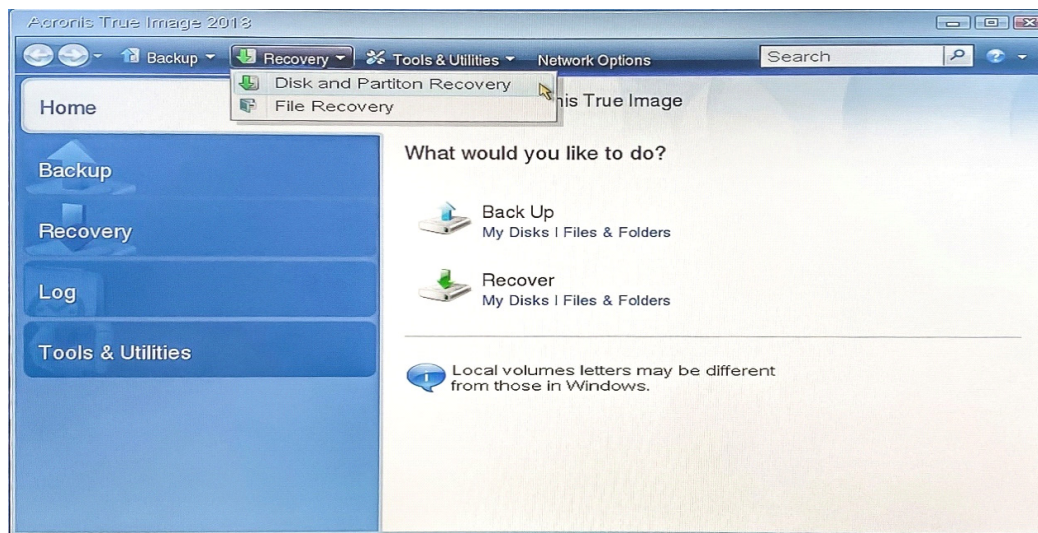
- d. When prompted, select **"Yes"** to confirm the changes and press **Enter**.



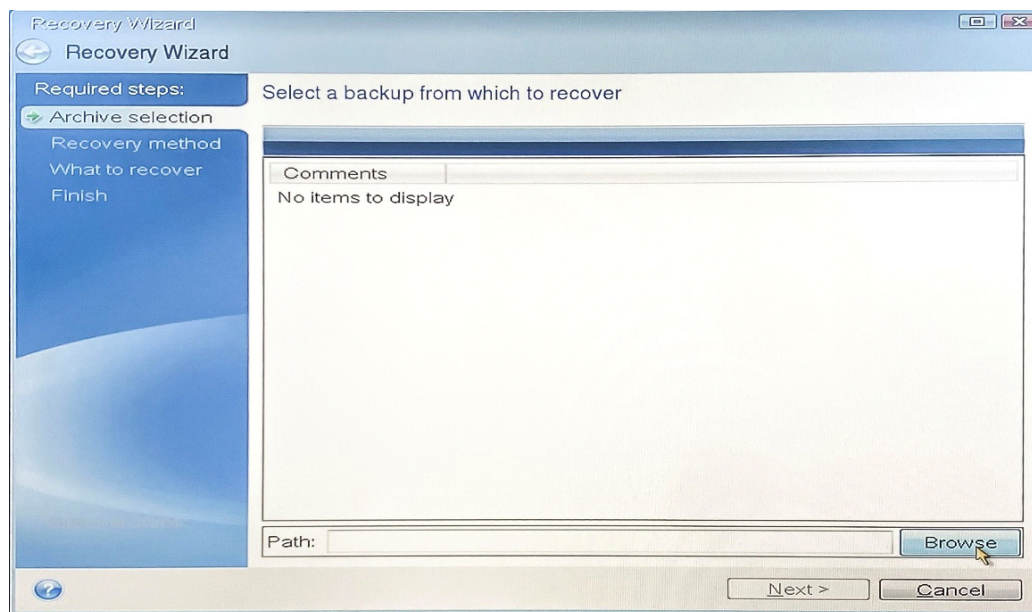
- e. After confirming the changes, a loading screen will appear, and then the device will proceed to the Acronis True Image software.

4.0 Copy Image from the USB Disk to the Touch Screen Using Acronis Recovery Software

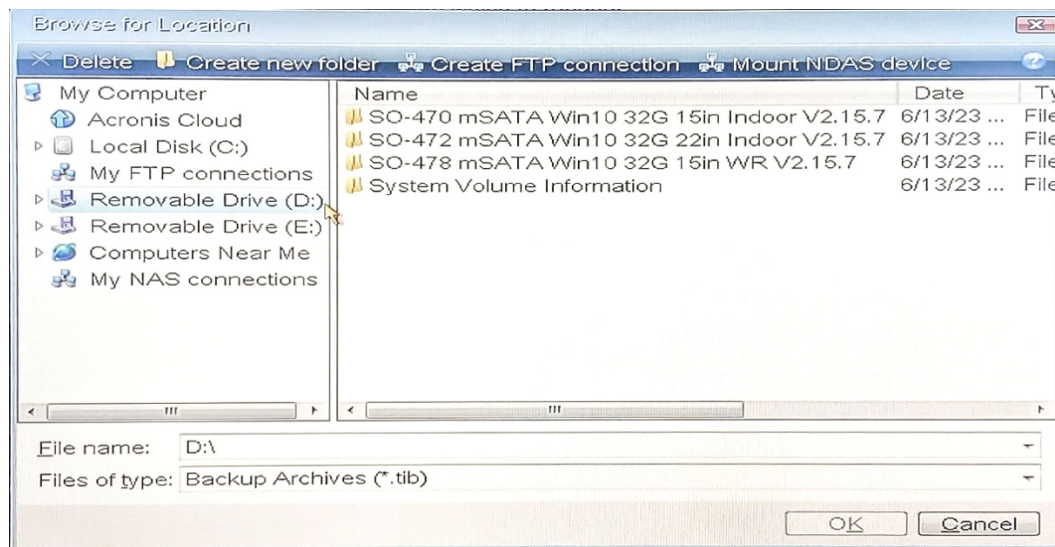
- a. When the screen shown below appears, use your mouse to click on **"Recovery"**. This will open a drop-down menu. From the menu, double-click on **"Disk and Partition Recovery"** to select it.



- b. Click on the **"Browse"** button to locate the recovery image supplied.



- c. In the left-hand menu, locate and click on **"Removable drive (D:)"** (please note that the drive name may vary depending on the specific computer you are using).

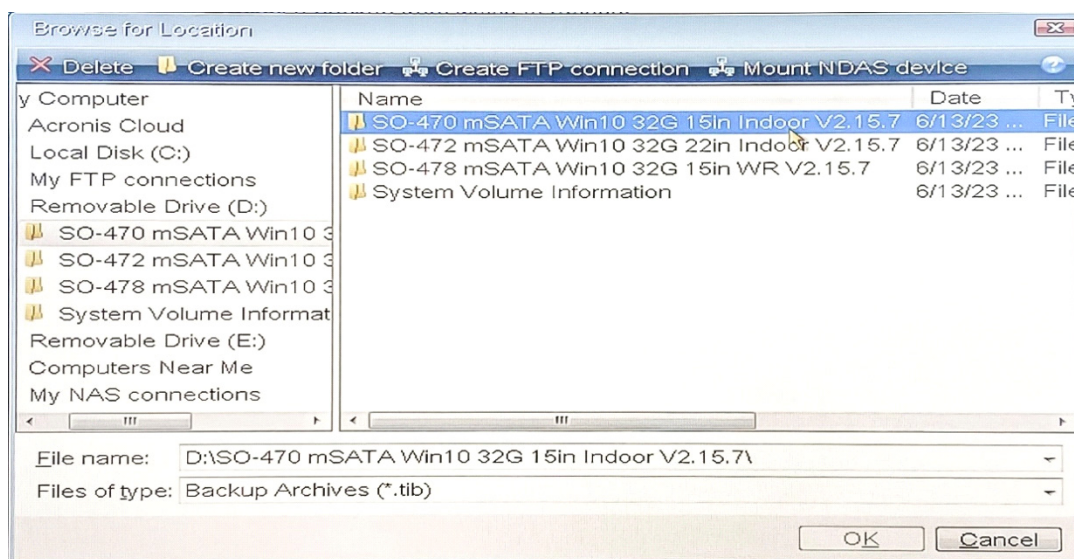


This drive contains the recovery image(s):

- For **TX3-TOUCH-F15-E** and **TX3-TOUCH-S15-E** select **"SO-470 mSATA Win10 32G 15in Indoor V2.15.7"**
- For **TX3-TOUCH-F22-F** and **TX3-TOUCH-S22-F** select **"SO-472 mSATA Win10 32G 22in Indoor V2.15.7"**
- For **TX3-TOUCH-S15B-WR-A** and **TX3-TOUCH-S15S-WR-A** select **"SO-478 mSATA Win10 32G 15in WR V2.15.7"**

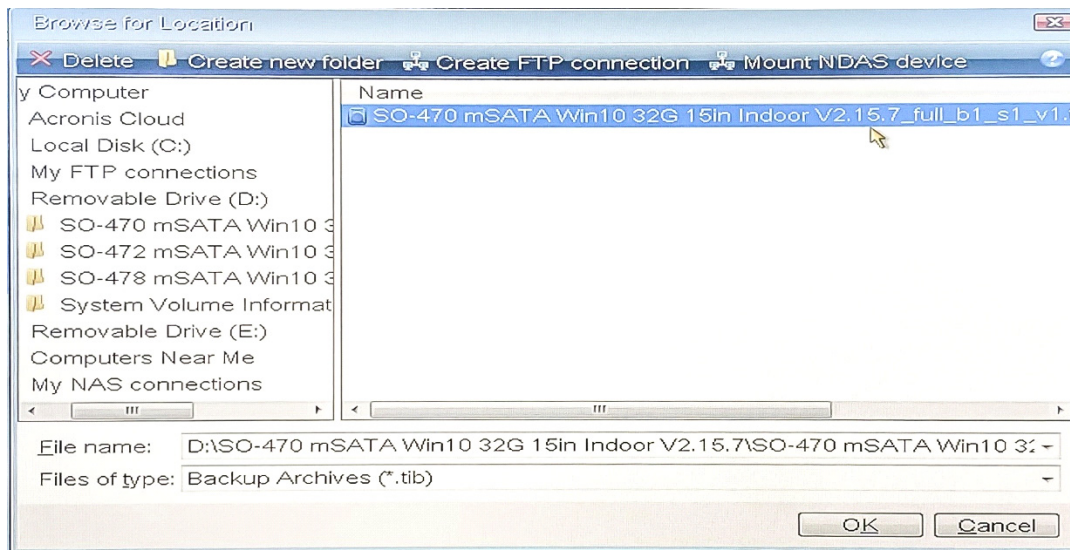
Note: The software versions listed in this section represent the most current version number, which might differ from the version you receive. These numbers are subject to change with future releases, so the version you receive will be V2.15.7 or a later version.

- d. Double-click on your desired file.



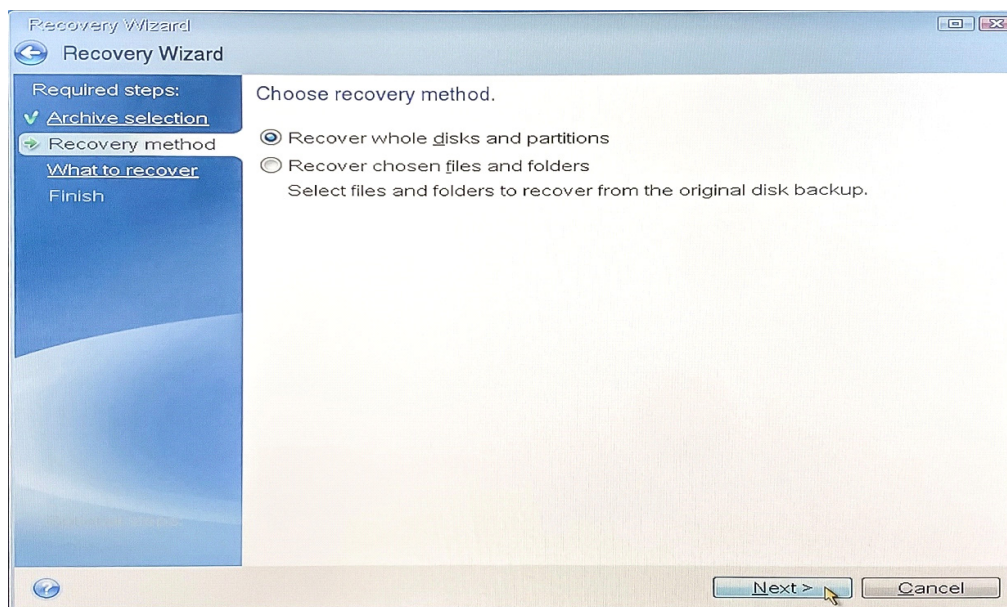
Note: In this example, we are working with **TX3-TOUCH-F15-E**, so we will select **“SO-470 mSATA Win10 32G 15in Indoor V2.15.7”**. The version number might be different depending on future releases.

- e. Double-click on the recovery image.

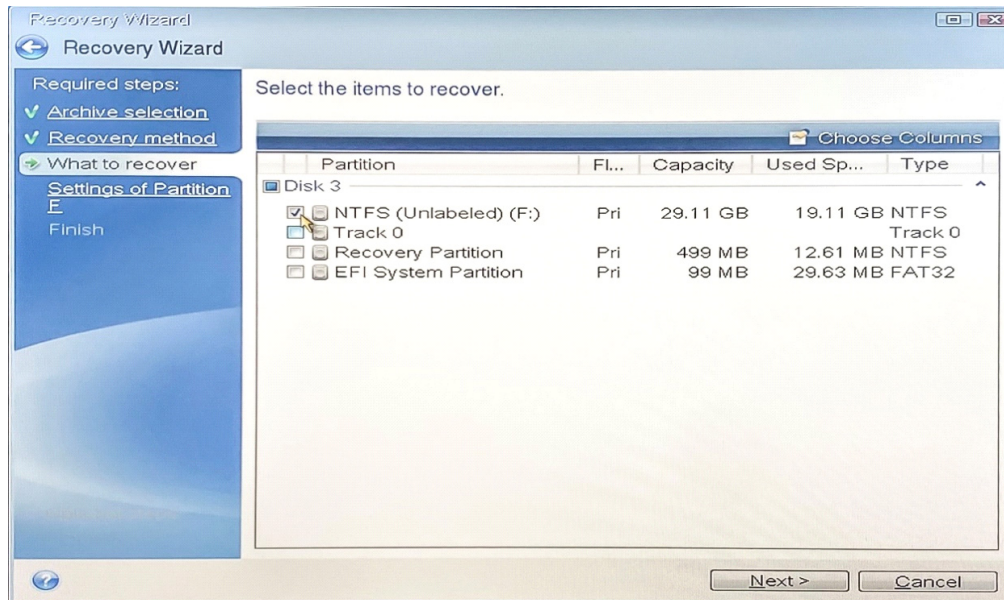


Another backup file will appear.

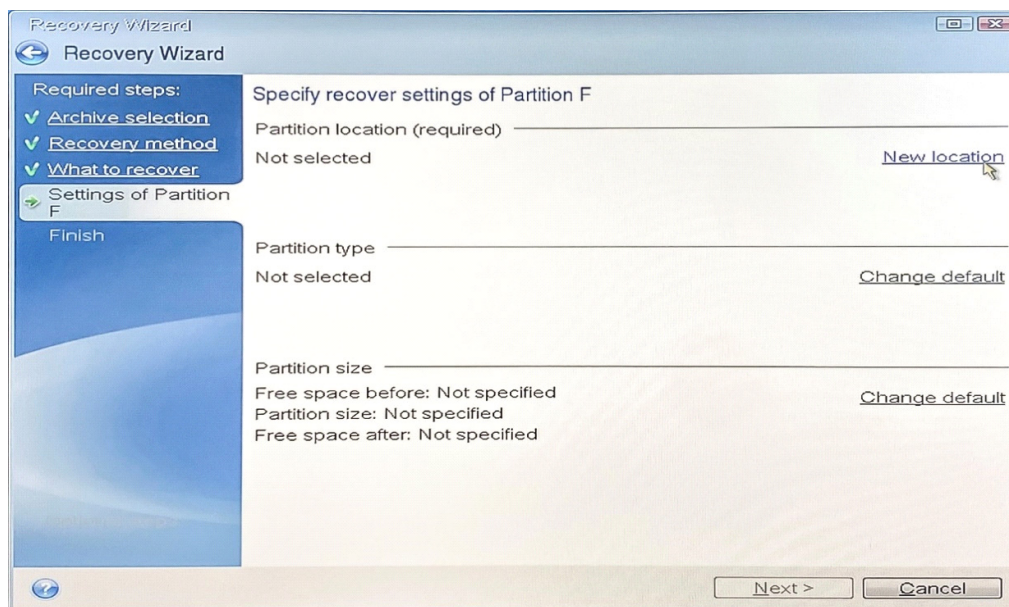
- f. Select it and click **OK**.
- g. On the next screen, select **“Recover Whole Disk and Partitions”** and click **Next**.



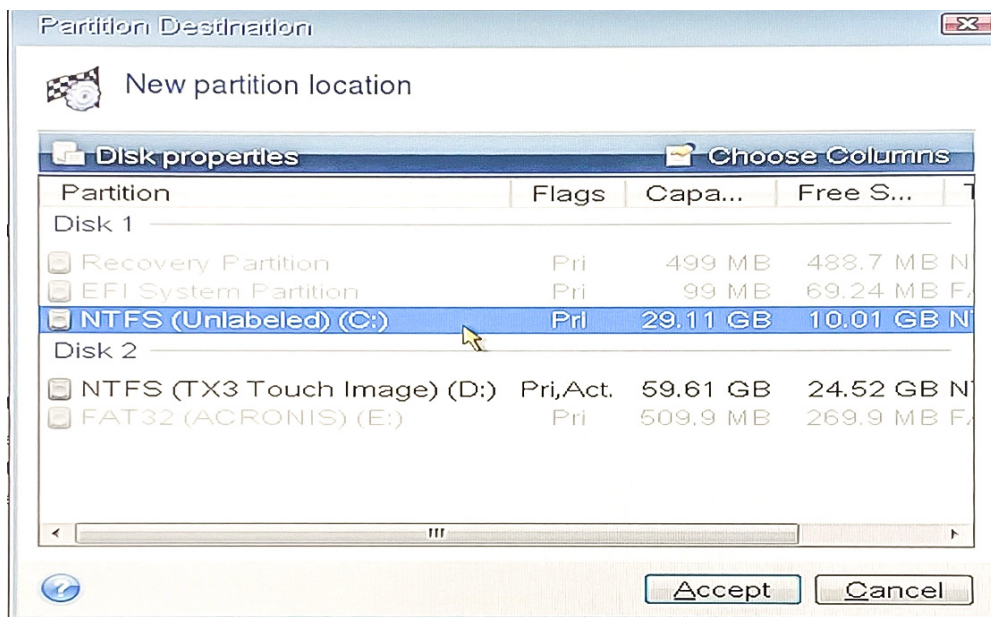
- h. Select **"NTFS (Unlabeled) (F:)"** from the list of items and click **Next**.



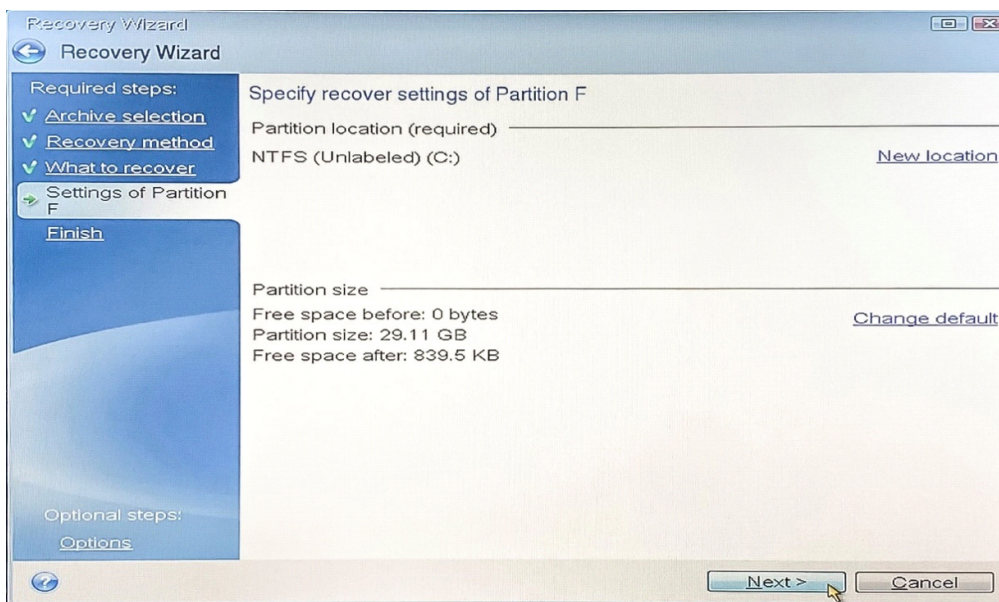
- i. In the Partition location section, click on **"New location"**. This step might take some time.



- j. Select **"NTFS (Unlabeled) (C:)"** as the new partition location and click **Accept**.



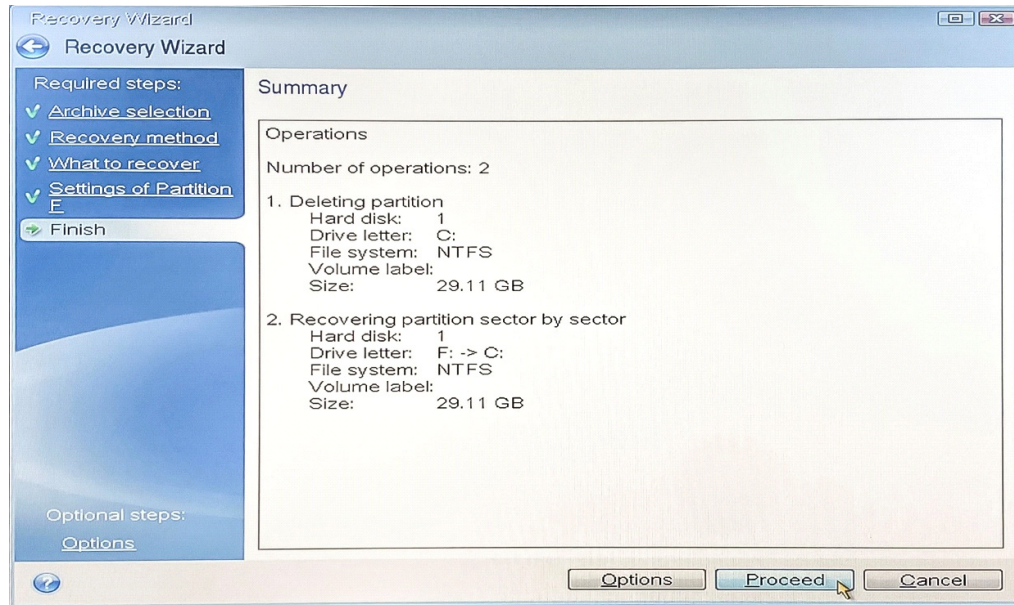
- k. Verify that the new partition location appears correctly on the screen (as shown below).



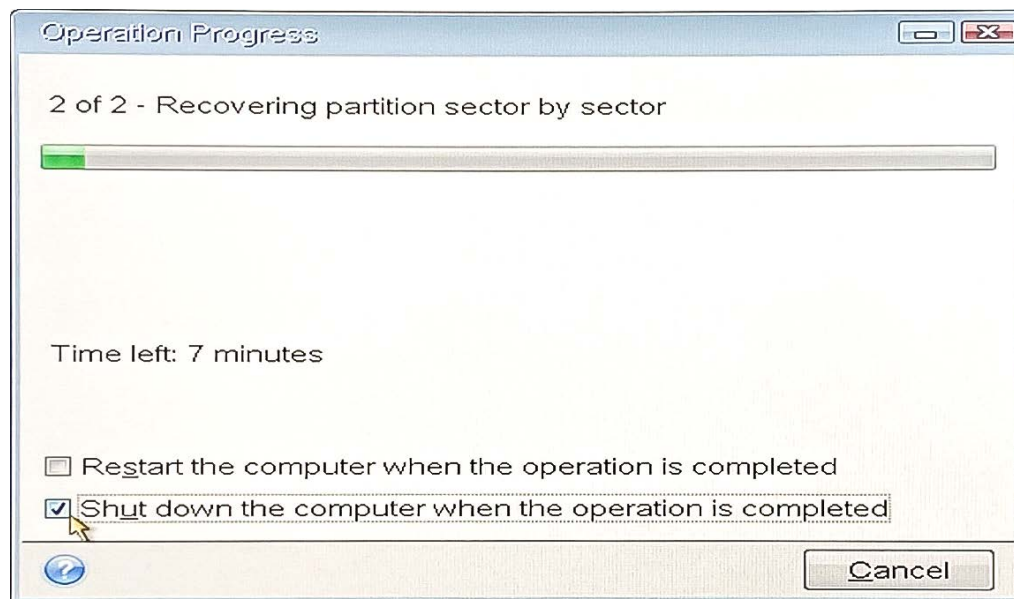
- l. Click **Next**.

A summary screen will appear, summarizing the operations that will be performed.

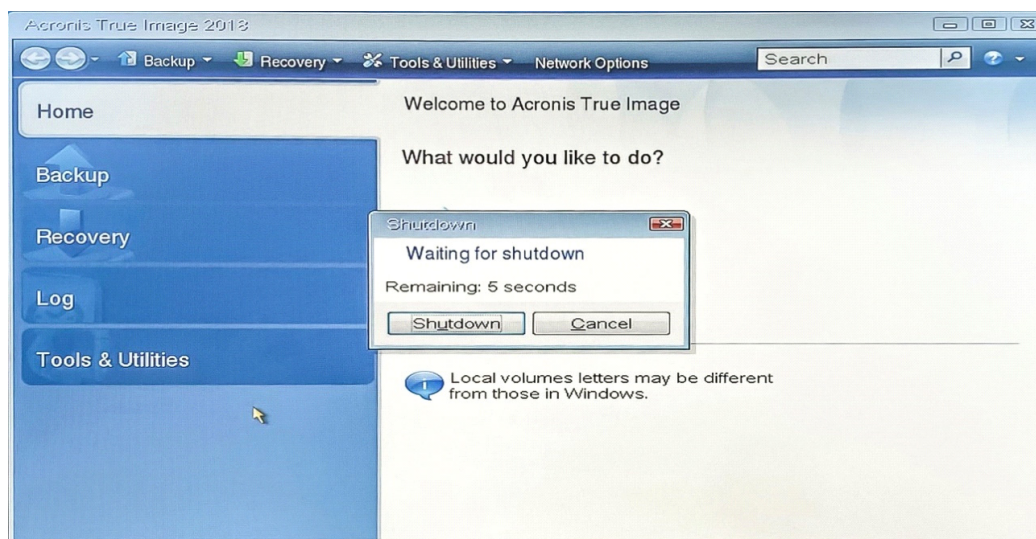
- m. Review the information and click **“Proceed”**.



- n. Select **“Shut down the computer when the operation is completed”** and wait for the software to recover the hard drive. This step may take some time.



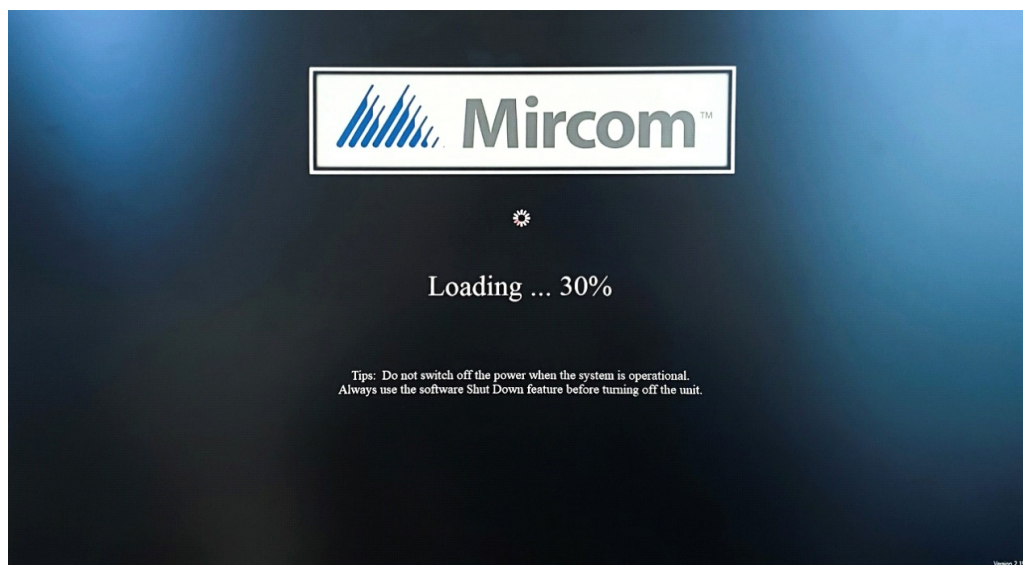
- o. When the prompt below appears, you can either click **"Shutdown"** to manually shut down the computer or wait for the computer to automatically shut down.



5.0 Preparing unit for Start Up

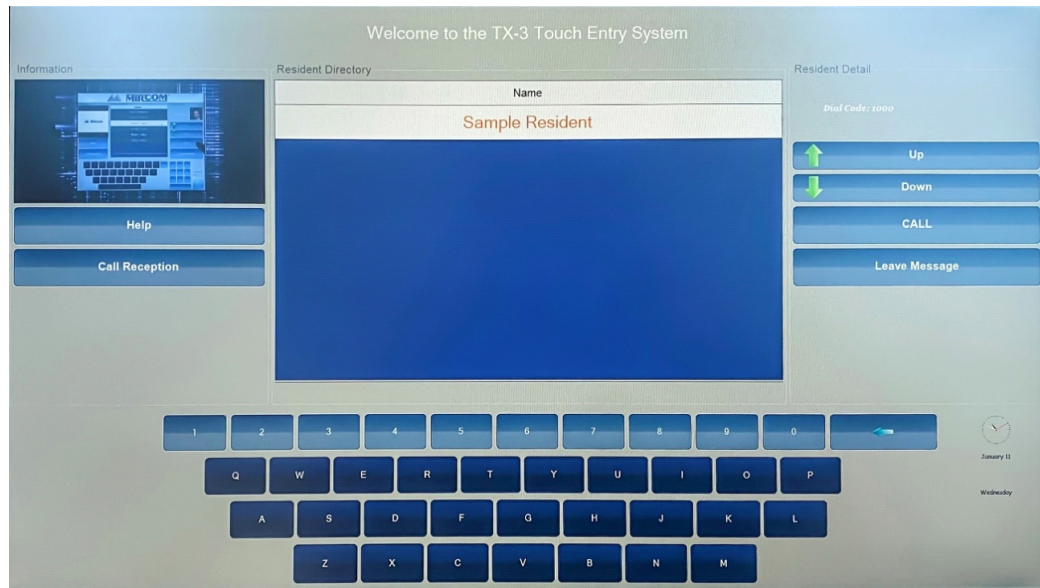
- a. Remove the USB Stick (TX3-T-USB64W10), mouse and keyboard from the device's USB hub.
- b. Reconnect the Camera USB cable back to the USB hub.
- c. Restart the TX3 Touch unit by pressing the On/Off switch (See diagram in 3.1(b.) on page 2).

Once the device is powered on, you should see the loading screen as shown below.



After loading, a Welcome screen will appear.

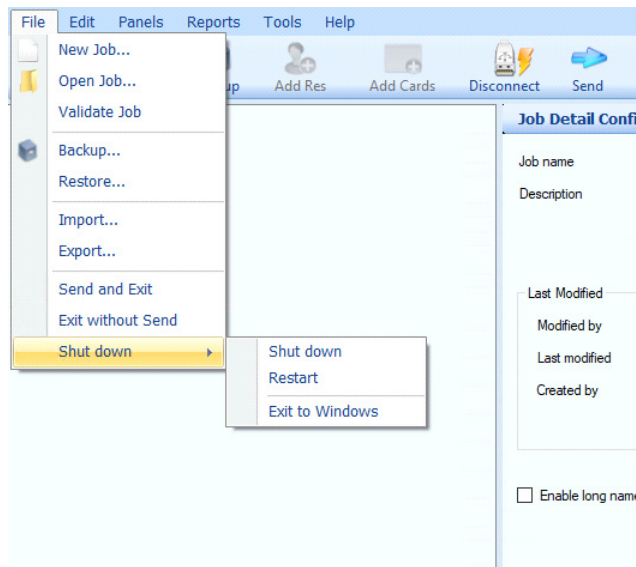
- d. On the TX3 Touch screen, type “9999” using the touch interface.



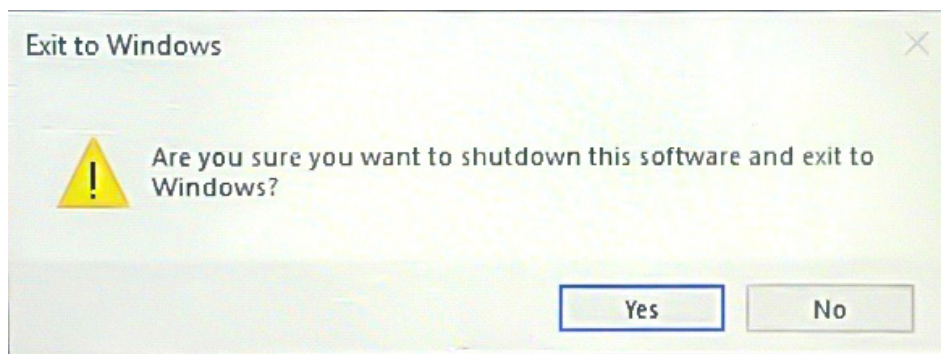
- e. When the password prompt appears, tap “OK”.



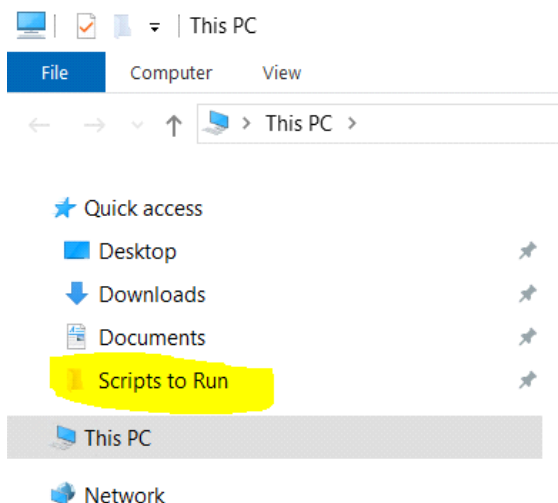
- f. From the menu bar located at the top of the screen, tap on **“File”**. This will open a drop down menu.



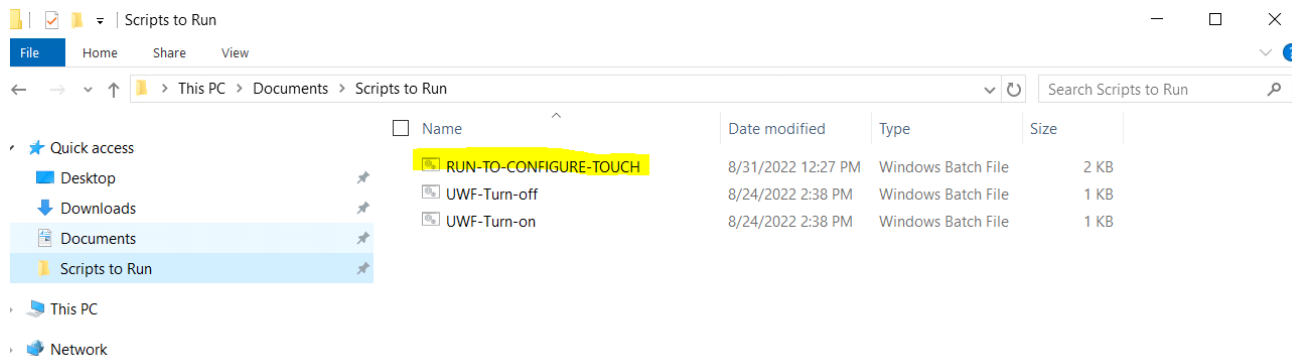
- g. From the drop down menu, tap on **“Shut down”**, and then tap on **“Exit to Windows”**.
h. Tap **“Yes”** to confirm.



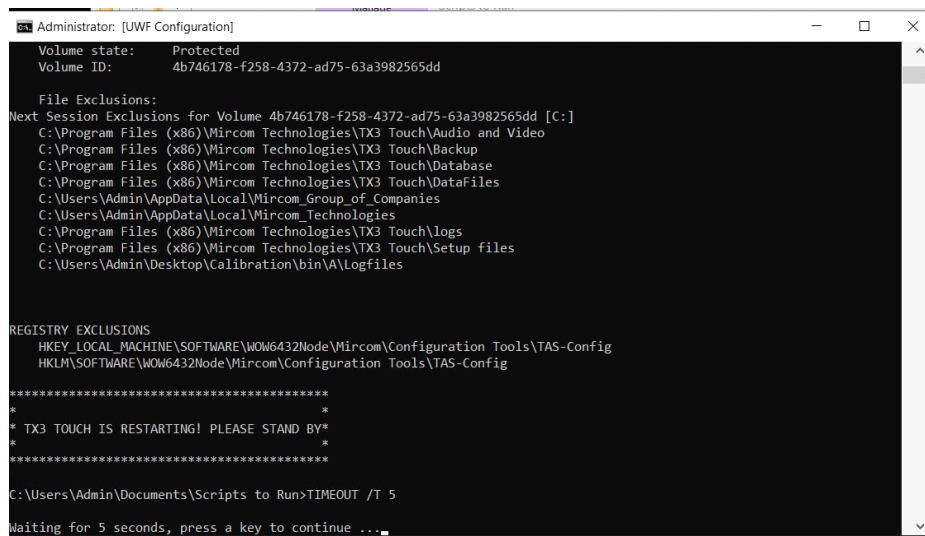
- i. On the left side of the **“Quick access”** menu, locate and tap on **“Scripts to Run”**.



- j. Double-tap on the **“RUN-TO-CONFIGURE-TOUCH”** batch file to execute it.



- k. Wait for the script to finish running.



You have completed all the necessary steps. The TX3 Touch unit will now restart automatically.

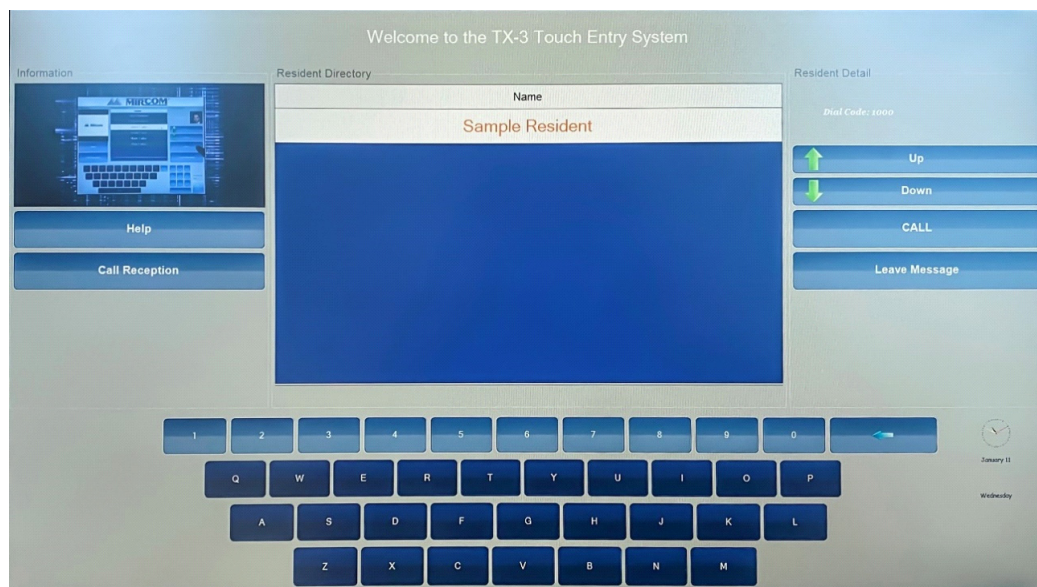
6.0 Troubleshooting

If Mircom technical support asks you to back up the TX3 Touch device and return the USB stick (TX3-T-USB64W10) to them for troubleshooting, please follow the steps provided below:

6.1 Backing Up TX3 Touch Using Acronis Recovery Software

6.1.1 Preparing the unit

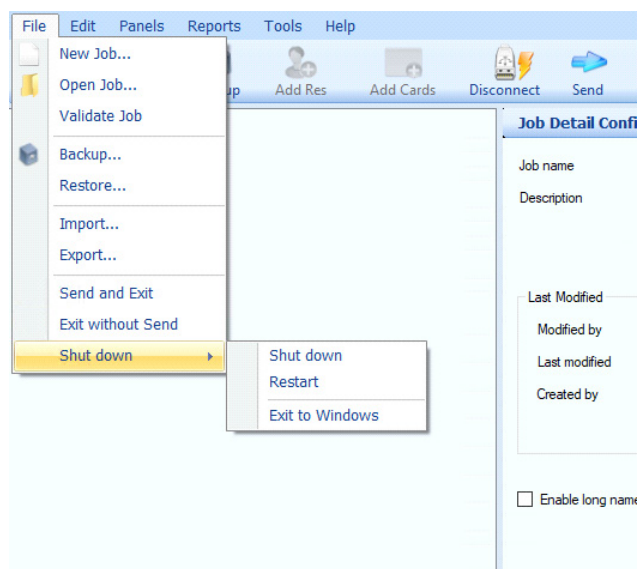
- a. On the TX3 Touch screen, type “9999” using the touch interface.



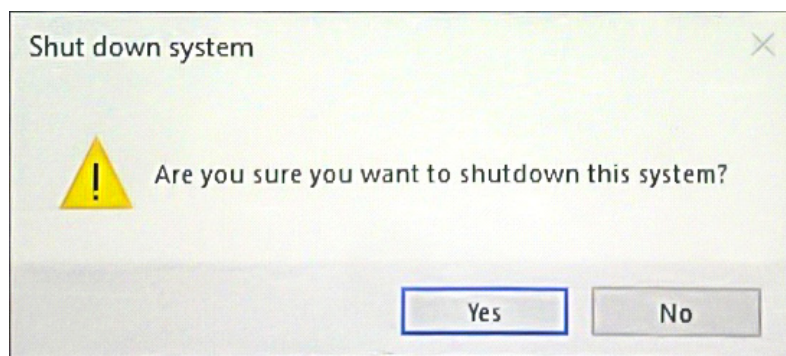
- b. When the password prompt appears, tap “OK”.



- c. From the menu bar located at the top of the screen, tap on **"File"**. This will open a drop down menu.



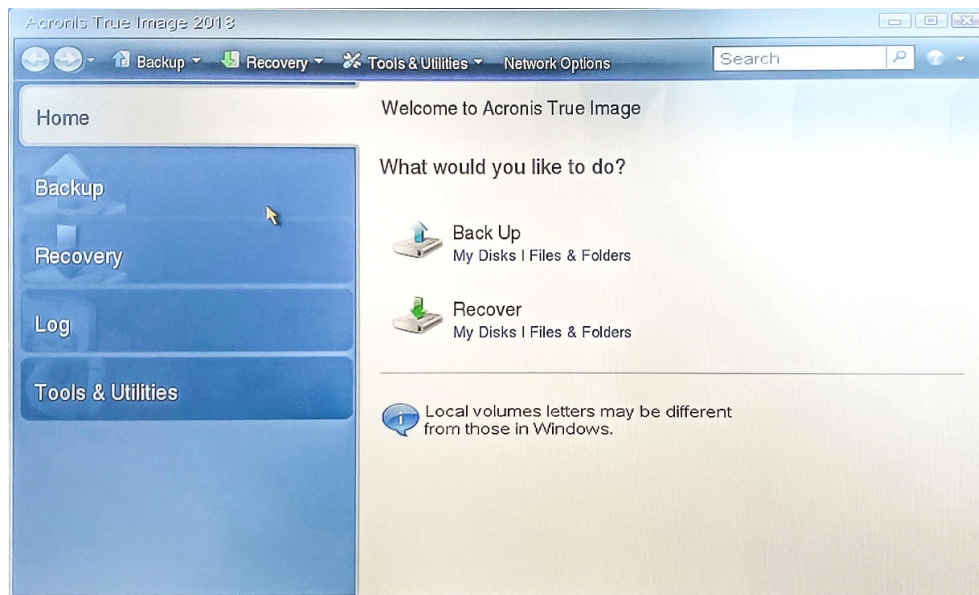
- d. From the drop down menu, tap on **"Shut down"**, and then tap on **"Shut down"**.
- e. Tap **"Yes"** to confirm.



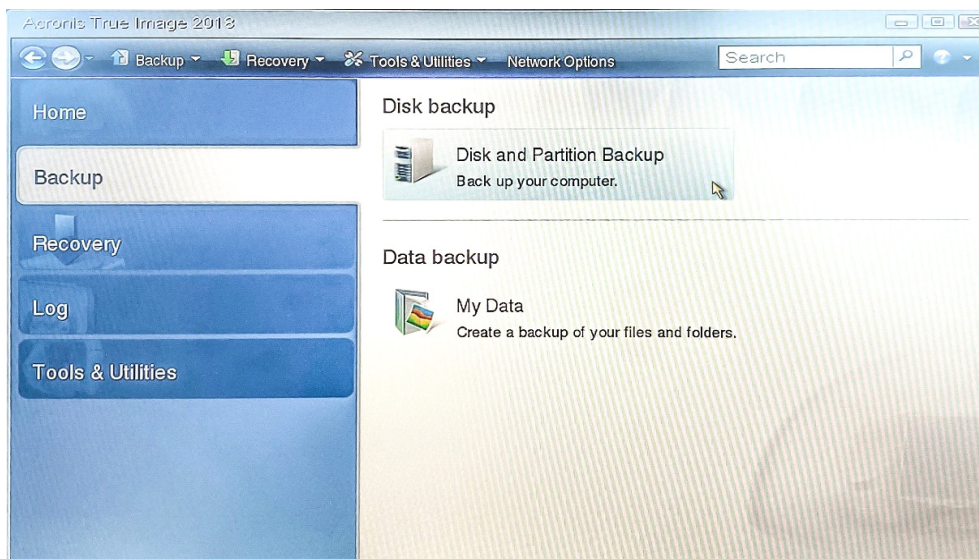
- f. Open the TX3 Touch front door using the provided key.
- g. Disconnect the camera cable from the device. Then, connect the USB Stick (TX3-T-USB64W10) to the same USB port. Insert the mouse and keyboard into the USB hub as well (see 3.1(c.) on page 3)

6.1.2 Backing Up

- a. Power up the unit (refer to 4.1 (b)). This will launch the Acronis True Image software.

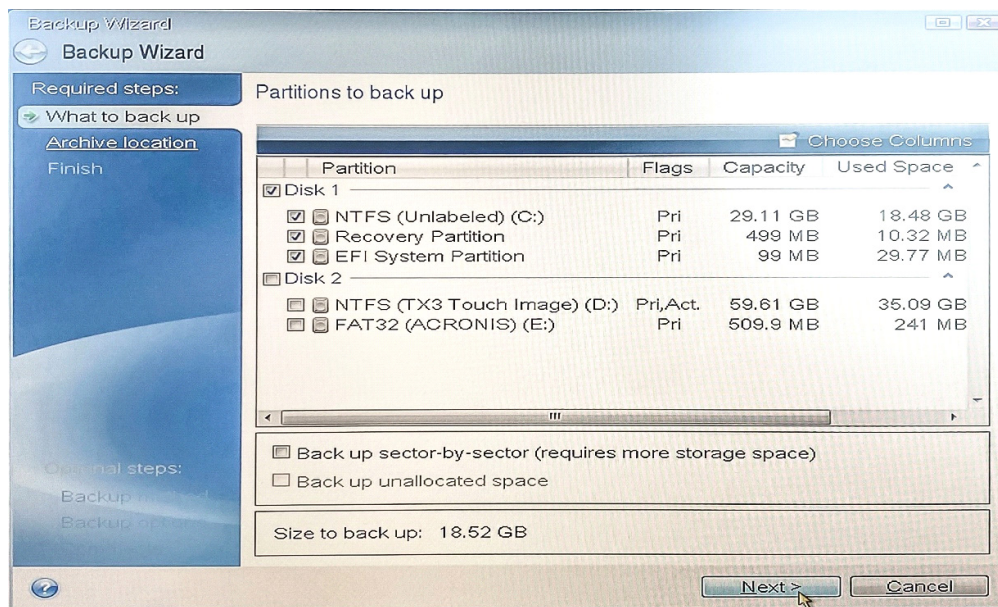


- b. Use your mouse to click on “**Backup**” to initiate image backup.

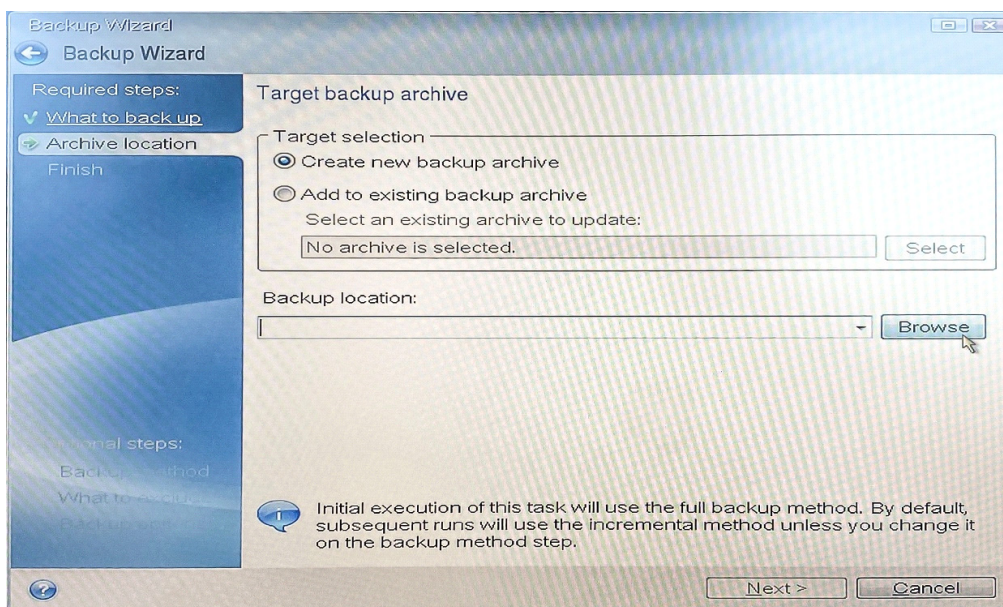


- c. Double-click on “**Disk and Partition Backup**”.
- d. Select the following partitions for backup by clicking on them:
- o NTFS (Unlabeled) (C:)
 - o Recovery Partition

o EFI System Partition

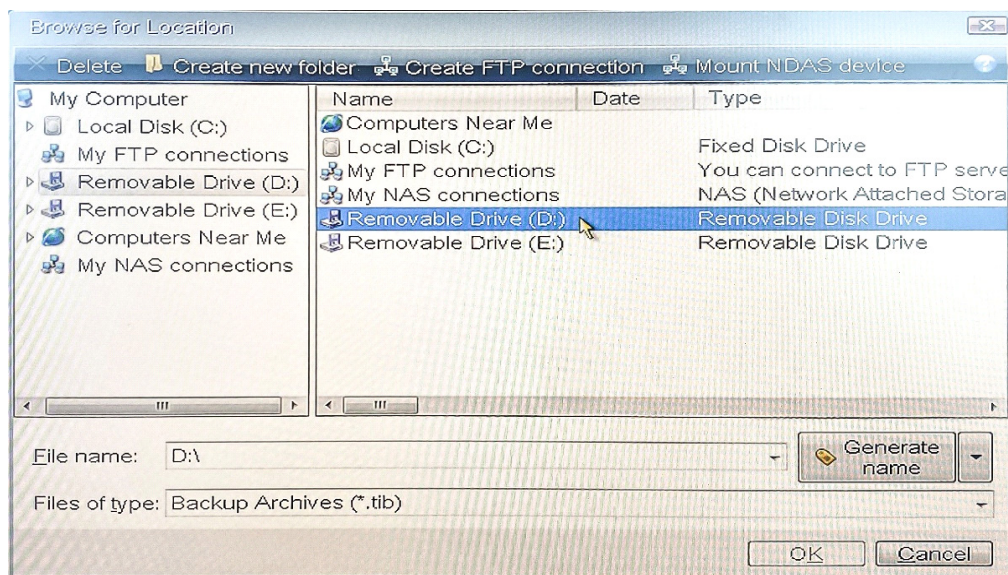


- e. Then click **"Next"**.
- f. Select **"Create new backup archive"**.

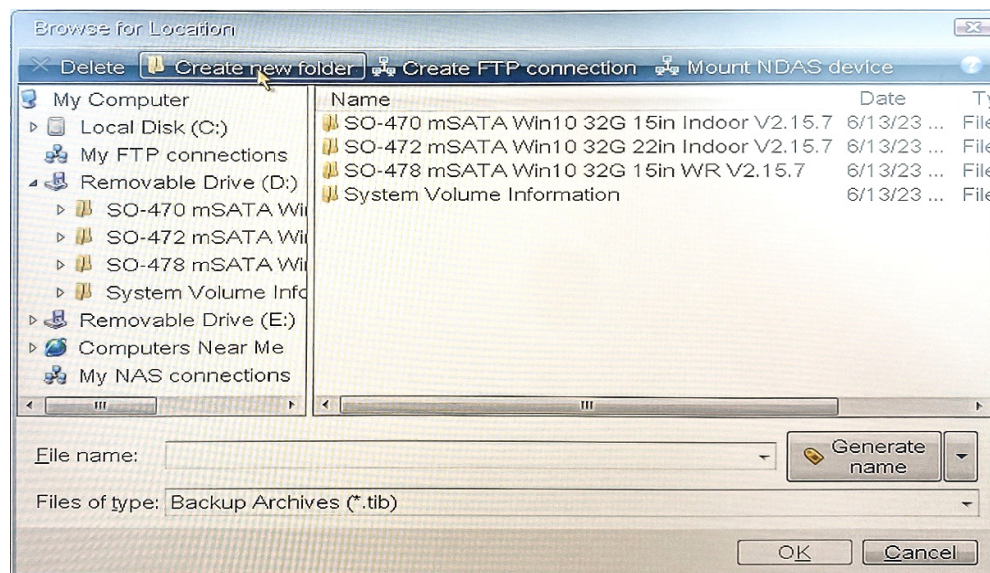


- g. Click on **"Browse"** to find a backup location.

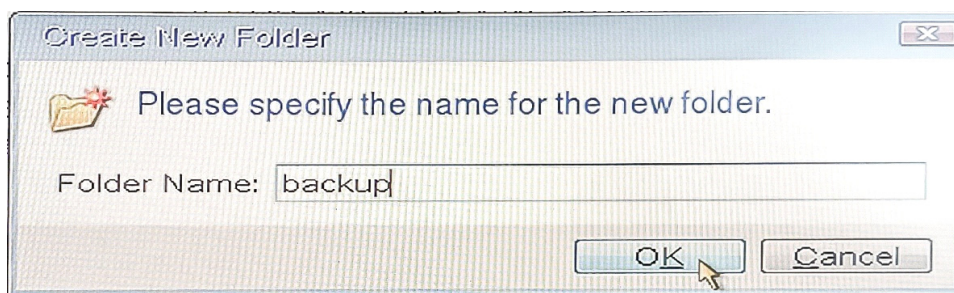
- h. To choose a location for your backup file, double-click on **Removable Drive (D:)** (please note that the drive name may vary depending on the specific computer you are using).



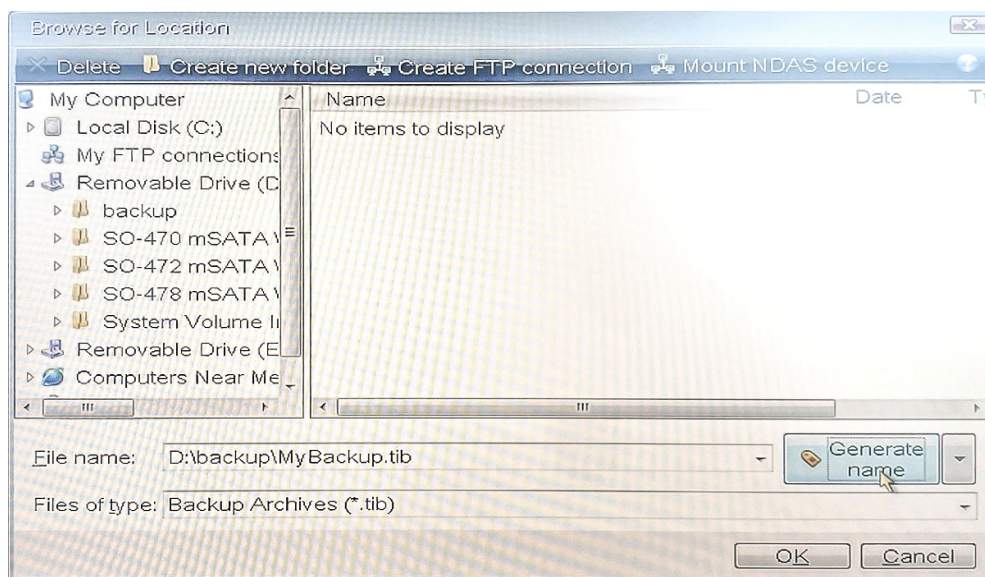
- i. Inside **Removable Drive (D:)** (please note that the drive name may vary depending on the specific computer you are using), create a new folder by clicking on **"Create a new folder"** in the top row of the window.



- j. Provide a name for the folder (e.g., "backup").

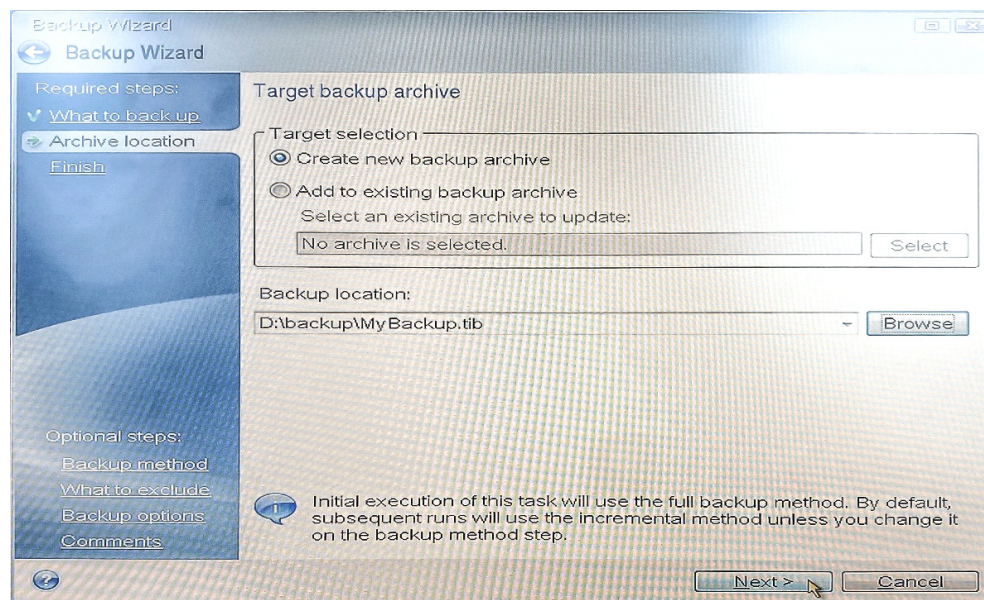


- k. Within the created folder, generate a name for the backup file by clicking on **"Generate name"**.



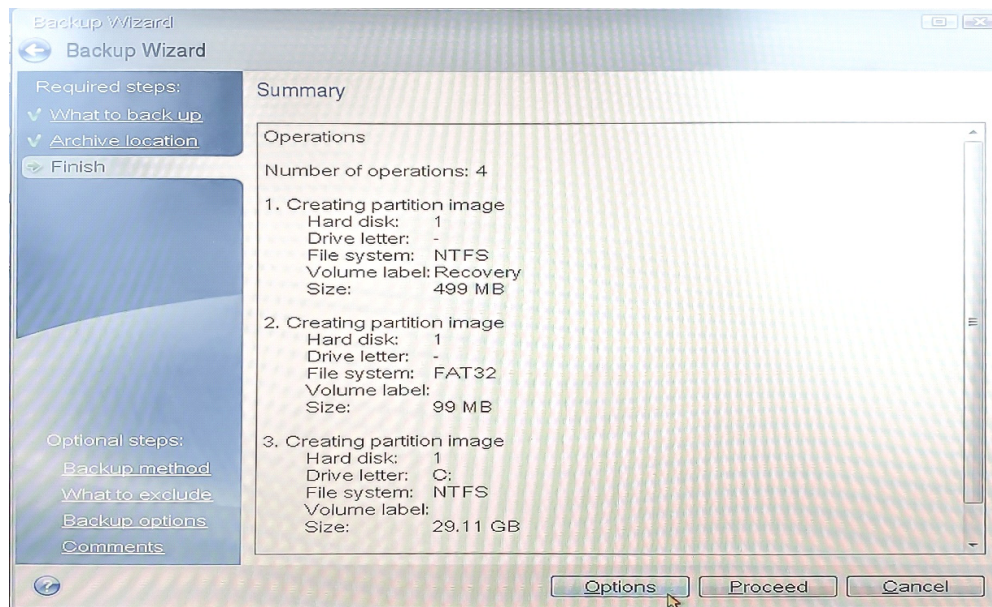
- l. Click **OK**.

- m. Verify that the backup location is displayed correctly on the screen, and click **"Next"**.



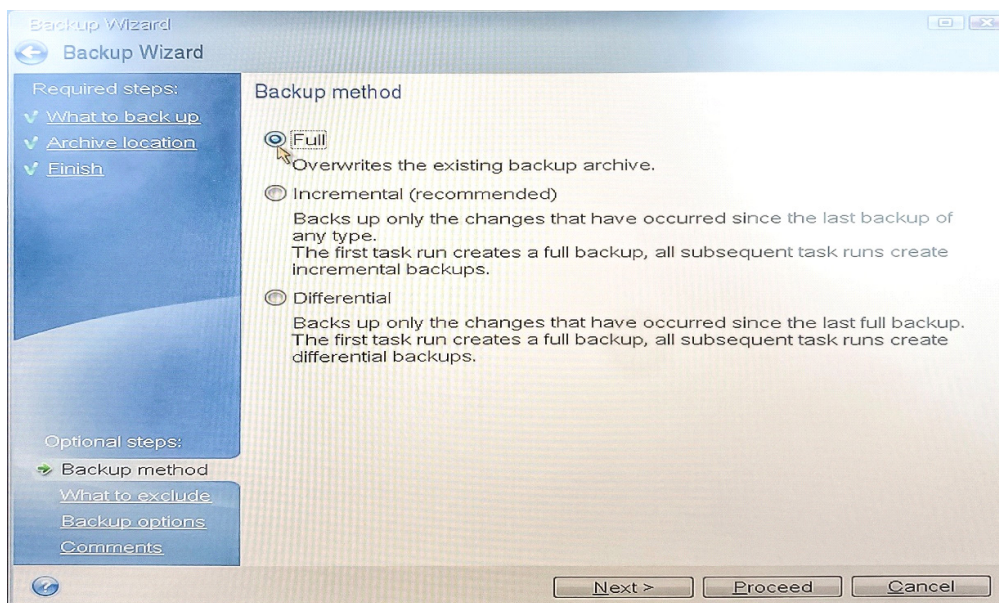
A summary screen will appear, summarizing the operations to be performed.

n. Review the information and click **“Options”**.

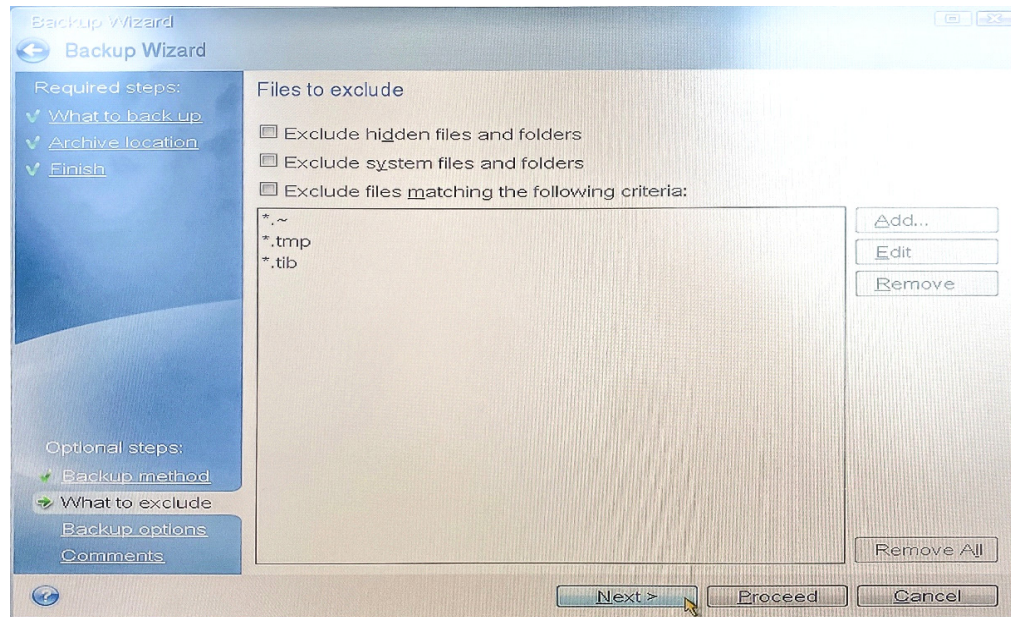


Clicking the options menu will open up the following optional steps.

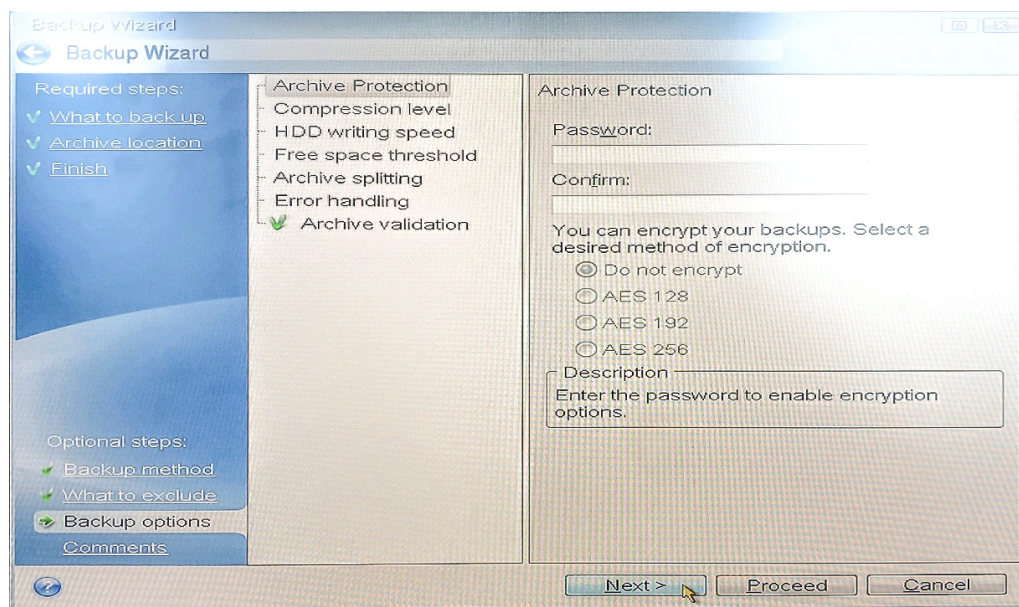
o. Select **“Full”** for the backup method. Then click **“Next”**.



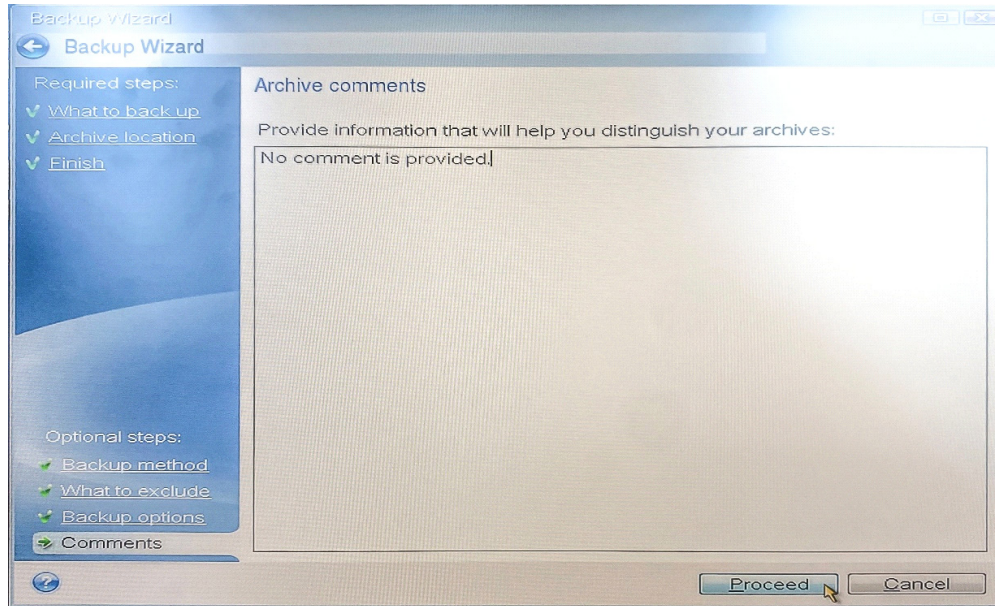
- p. Do not select anything on the next page, and click **"Next"**.



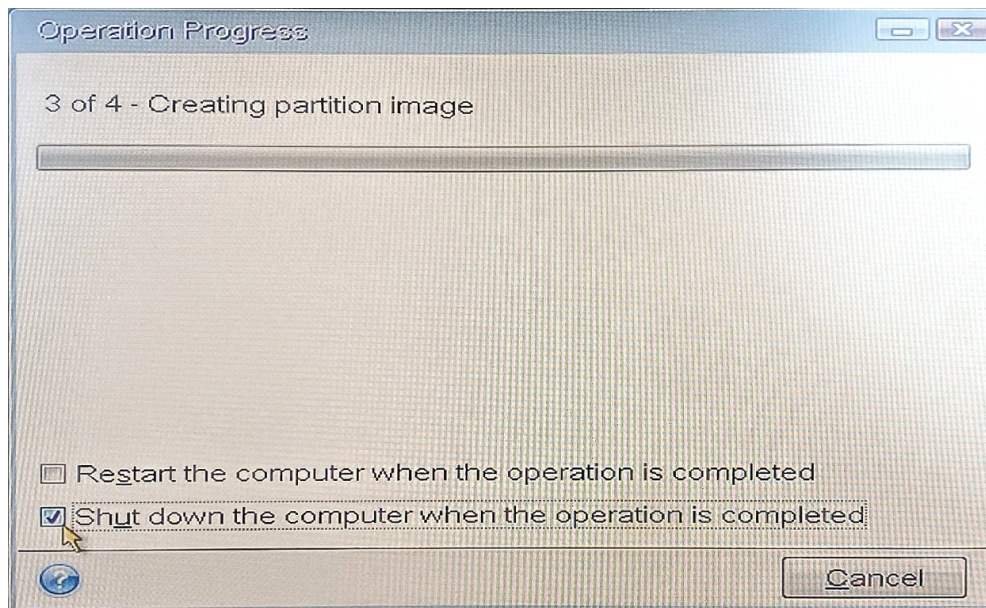
- q. Do not select anything on the next page, and click **"Next"**.



- r. On the next page, click on **"Proceed"**.



- s. Select **"Shut down the computer when the operation is completed"** and wait for the software to back up the hard drive. This step may take some time. The device will shut down automatically after this



- t. Remove the USB Stick (TX3-T-USB64W10), mouse, and keyboard from the device's USB hub.
- u. Reconnect the Camera USB cable to the USB hub.
- v. Restart the TX3 Touch unit (see diagram in 3.1(b.) on page 2).