

# TECHNICAL INFORMATION BULLETIN

TIB-TX3-001

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## TX3 TOUCH VOICE ACCESS SYSTEMS BLANK SCREEN ISSUE

We have recently found that some of the sites that have TX3 Touch Voice Access Systems are facing a blank screen issue. While Mircom is continuously trying to improve the products and solutions we have addressed the issue with the method below.

Below you will find the symptoms, how you can troubleshoot the issue and the solution. Prior to implementing the solution, we highly recommend going through the troubleshooting method first.

### SYMPTOMS

- Screen goes blank showing just a cursor, sometimes a periodic clicking sound is heard from the speaker
- Restarting the unit brings the unit back to operational mode

### TROUBLESHOOTING

- Connect an external monitor to confirm the Touch screen display is functional
- Make sure the "Auto Get Job" is not selected in the touch configurator (if the panel is a master node)
  - If the Auto Get Job selection was changed from checked → unchecked, monitor the panel for some time, the blank screen issue should go away
- If still having the same issue, plug in a USB keyboard and mouse → press CTRL+ALT+DEL to bring up the Task Manager
  - Go to processes and confirm if there is any application/process running named, TX3-Touch.exe
  - If there is no application/process running, go ahead to the Solution section

### SOLUTION

A workaround patch is available to fix the blank screen issue.

- Download the Patch zip file (see link below) to a USB drive
- At the Touch panel enter "9999" and password
- When you are in configuration mode, make sure the Touch software is revision 2.10.3 or 2.10.6. If not, you should update the software to one of these revisions first
- Click File then Exit to Windows
- Insert the USB drive with Patch into the Touch panel
- Navigate to the folder which the Touch software is installed, default is c:\program files\Mircom Technologies\TX3 Touch
- There are 2 files in USB. Copy them and overwrite them in TX3 Touch directory
- Restart the Touch
- Again, enter "9999" and password
- If the Touch is on IP, make sure the "Auto Get Job" is UNCHECKED
- Click on Send and Exit

- UNCHECK the "Auto Get Job" on the computer which is used for the TX3 Configuration software for this panel. i.e. The Sites Office Computer.
- Single Send to the Touch.

Note that the patch ONLY works on the latest Touch screen versions **2.10.3 and 2.10.6**.

Click [here](#) to download the patch.

## SIP SERVICE BLACKLISTED ROUTERS

We have identified some routers that are blocking Mircom provided SIP service with the TX3-NANO and all variations of the TX3-TOUCH units. The SIP calls will not work if you are using one of the below routers –

- D-Link DIR-615 Wireless N Router
- D-Link EBR-2310 Ethernet Broadband Router
- Greenwave G1100 Verizon Quantum

Mircom strives to offer the highest quality products and services, on occasion an issue may require field action and we regret when these issues arise. As part of our commitment to quality we incorporate any findings into a continuous improvement process to better serve our customers in the future. As part of our support offering please feel free to contact us with any inquiries or assistance you may require.

If you have any technical questions or concerns, please contact the Technical Support department directly: 1-888-647-2665 or email at [techsupport@mircom.com](mailto:techsupport@mircom.com)

### Did You Know?

You can check for firmware updates here

<https://mircom.com/technical-support/documents-firmware-software-downloads/>

We have FAQ's (Frequently Asked Questions) to troubleshoot our products:

<https://mircom.com/technical-support/mircom-frequently-asked-questions/>

### We Want Your Feedback

We are always looking for your feedback on our Products and Solutions.

- Suggestions, Ideas, Needs, Problems
- Project Wins & Losses
- Case Studies & Installation Photos
- Sales & Marketing Tools
- Anything else that help our business grow together

If you have any questions or comments, please contact us directly at: [pm@mircomgroup.com](mailto:pm@mircomgroup.com)