

Report of Startup Issue **with MONITOUCH X1 Series (X1121)**

Thank you very much for your continued patronage of Programmable Operator Interface - MONITOUCH. We regret to inform you that we have identified a malfunction in the MONITOUCH X1 series (X1121) as described below. Please read this report carefully. We apologize for any inconvenience this may have caused.

1. Scope of product effected

X1 series (X1121iSD, X1121iSRD)

2. Details of problem

At power on (24VDC), the screen remains black. Functions other than display work. When the above symptoms occur, restoration is no longer possible by a customer.

3. Cause of problem

If an incorrect write is performed from the control IC to ROM at a specific timing (*1) when the X1 unit starts up, the setting values for the proper LCD display will be lost, which leads to the black screen.

*1: Writing to ROM in the process of changing the power and reset signals of the control IC.

4. Schedule of measures

The BIOS to be installed on the X1 series was updated.

F2.02 >> B2.02 applied to the shipments from September 7th, 2022

The latest version of BIOS (B2.02) will be available from our website on September 20th, 2022.

Please use the X1 series update module to update your BIOS.

https://felib.fujielectric.co.jp/download/pod_document.htm?product1_id=P10003&product2_id=P20023&product3_id=P30072&series_id=S10990&material1_id=M10009&site=global&lang=en

*You must be logged into FeLibrary to download.

*Please update your BIOS by following the instructions in "X1_BIOS_update_procedure_E.pdf" packaged with the update module.

5. Measures against failure occurrence

In case of the failure occurrence, please contact your local sales representative of MONITOUCH.