IBM

IBM 3191 Display Station

Problem Solving Guide 2

Removal, Replacement, and Packing

Call the **IBM Service/Exchange Communication Center (S/ECC)** for service.
(Dial 1-800-428-2569.)

Before making a call, be prepared to give:

- Machine type

- Serial number and part number of the defective element

- Problem Symptom

- Host Computer Type

- Your phone number, address, and zip code
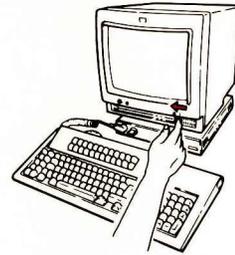
  TYPE 3191 S/N XX-XXXXX

  Serial number

The **IBM Service/Exchange Communication Center (S/ECC)** will verify your warranty and maintenance agreement status, and tell you how to obtain a replacement part.
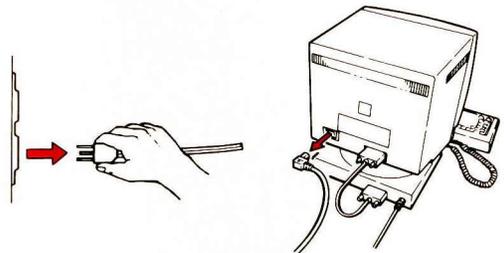
1

Video Element Removal

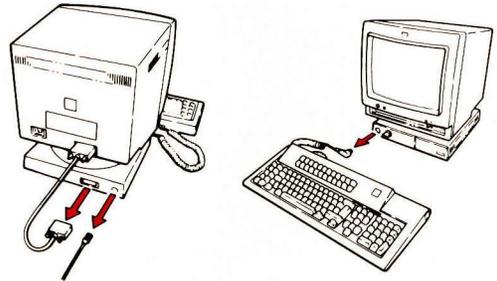**Read page 1 before doing these steps.**

1. Set the power switch to O (Off).

2. Unplug the power cord at both ends.

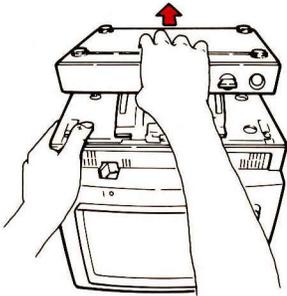3. Unscrew and pull out **all cables** from the logic element.

4. Turn the display station upside down so that the screen faces you.
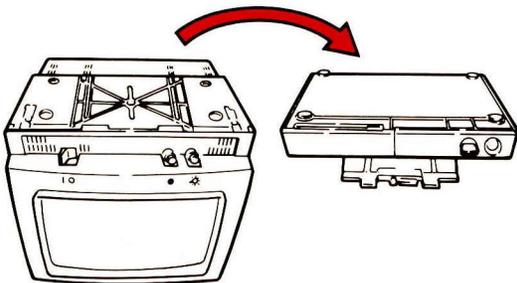
2

Video Element Removal (Continued)

5. Push the logic element backward until it stops, and locate the latch.

6. Push the gray latch to the left to unlock the stand from the video element.

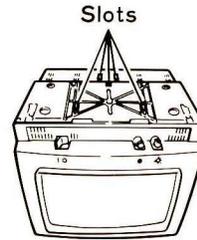7. Remove the logic element with the stand from the video element.

8. Go to "Packing Instructions" on page 15 for directions on returning the video element and video cable to IBM.
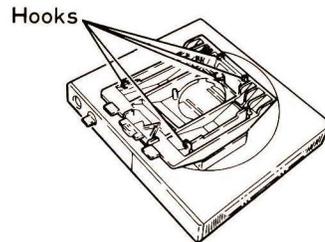
Refer to the next page for replacement.

Video Element Replacement
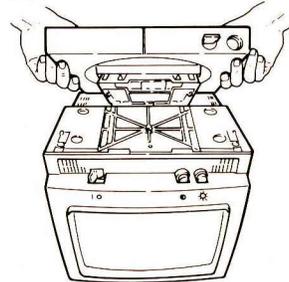
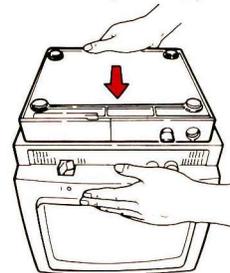1. Turn the display station upside down so that the screen faces you.
Locate the five slots.

Slots

2. Locate the five hooks of the stand on the logic element.

Hooks

3. Insert the five hooks into the five slots of the video element.
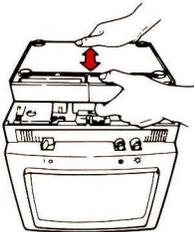
4. Holding the top edge of the front side of the video element, pull the logic element toward you until the stand snaps into place.
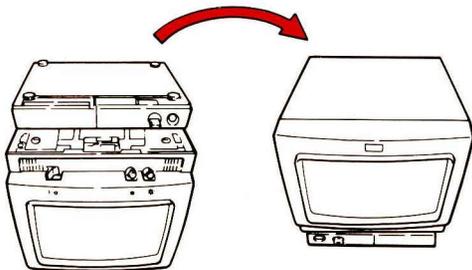
(Continued on next page.)
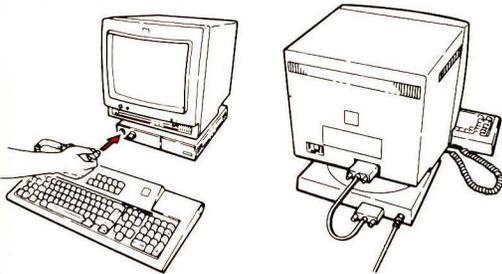
Video Element Replacement (Continued)

5. Make sure the logic element is locked onto the video element by moving the logic element forward and backward.
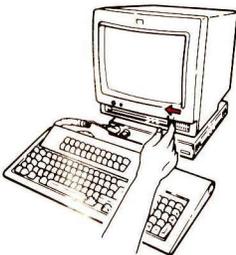

6. Turn the display station right side up.

7. Insert **all cables**, except the power cord, into the video and logic elements and tighten the screws.
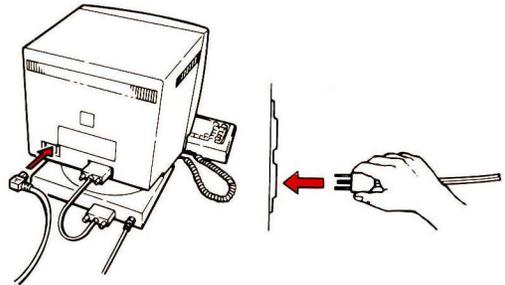

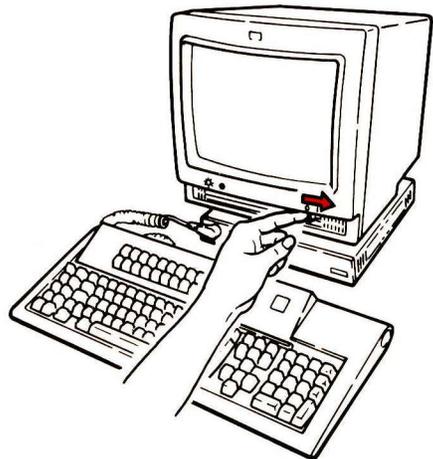8. Make sure that the power switch is set to O (Off).

Video Element Replacement (Continued)

9. Insert the hollow end of the power cord into the video element and the other end into the wall outlet.

10. Turn the security key fully clockwise. Set the power switch to I (On).
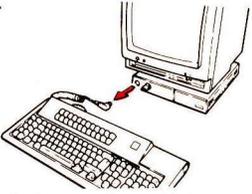
Keyboard Removal

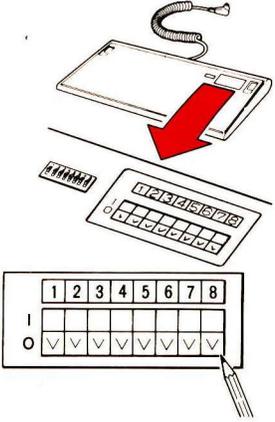**Read page 1 before doing these steps.**
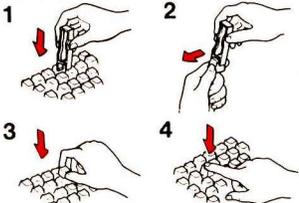
1. Set the power switch to O (Off).

2. Unplug the keyboard cable from the logic element.

3. Record the setting of the switches (located underneath the keyboard) below.

4. If any keys have been changed, also record the keyboard layout and reinstall the original key caps as shown.

5. Go to "Packing Instructions" on page 16 for directions on returning the keyboard to IBM. Refer to the next page for replacement.
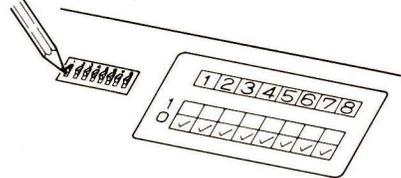
Keyboard Replacement
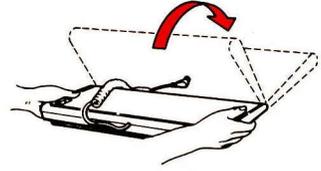
1. Turn the new keyboard upside down.

2. Mark the label with the switch settings as previously recorded on page 7 (Step 3). Set the switches accordingly.
IMPORTANT: If the switch settings are not set the same as the switch settings recorded on the label, the keyboard may not work properly.
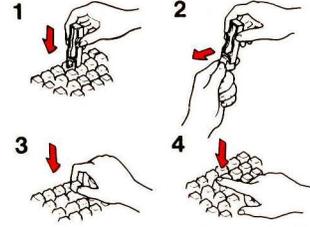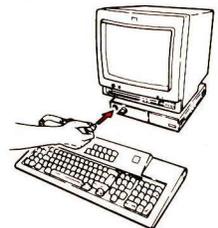
EXAMPLE

3. Turn the keyboard right side up.

4. If required, change the key caps to match the old keyboard layout as recorded earlier.

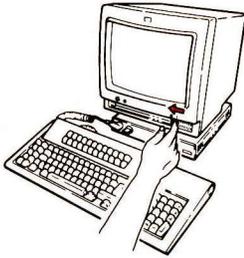5. Insert the keyboard cable into the logic element.
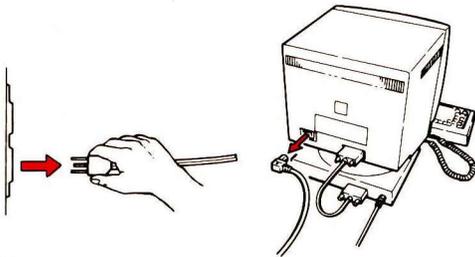
6. Set the power switch to I (On).

Logic Element Removal
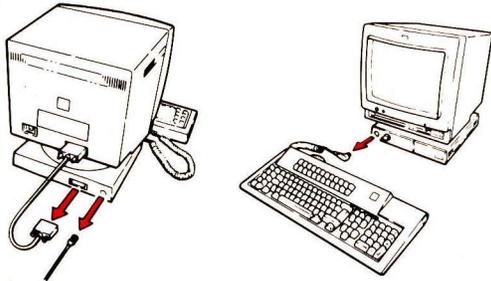
Read page 1 before doing these steps.

1. Set the power switch to O (Off).

2. Unplug the power cord at both ends.

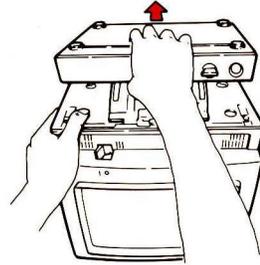3. Unscrew and pull out **all cables** from the logic element.

4. Turn the display station upside down so that the screen faces you.

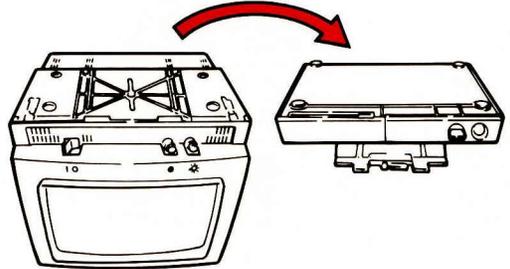(Continued on next page.)

Logic Element Removal (Continued)

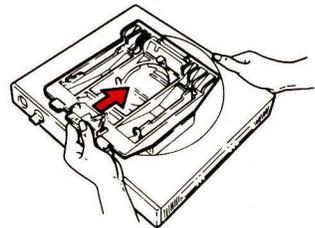5. Push the logic element backward until it stops, and locate the latch.

6. Push the latch to the left to unlock the stand from the video element.

7. Remove the logic element with the stand from the video element.
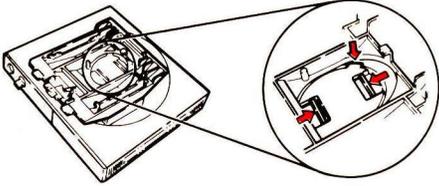
8. Move the stand to the center position on the logic element.

(Continued on next page.)

Logic Element Removal (Continued)

9. Pinch the two gray latches on the logic element to unlock the stand.
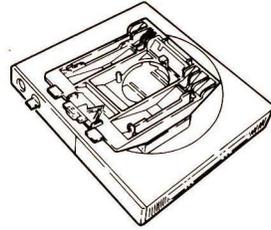

10. Go to "Packing Instructions" on page 17 for directions on returning the logic element to IBM.

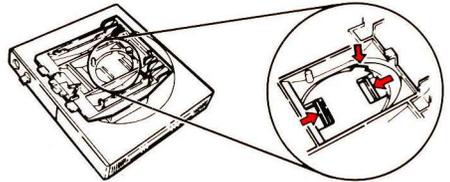**Note:** Send the two security keys with the logic element.

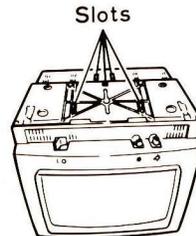Refer to the next page for replacement.

Logic Element Replacement

1. Set the stand on the new logic element and align the notch.
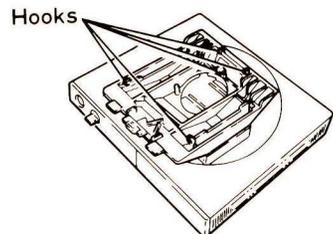

2. Lock the stand to the logic element by pinching the two gray latches on the logic element.

3. Turn the video element upside down so that the screen faces you.
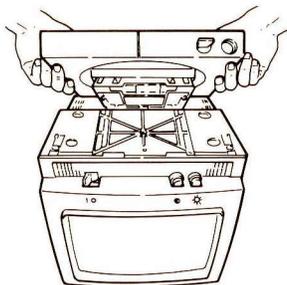Locate the five slots.

Slots

4. Locate the five hooks of the stand on the logic element.

Hooks

(Continued on next page.)
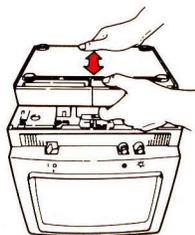
Logic Element Replacement (Continued)

5. Insert the five hooks into the five slots of the video element.
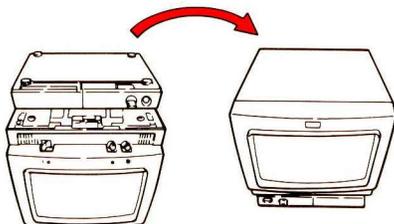
6. Holding the top edge of the front side of the video element, pull the logic element toward you until the stand snaps into place.

7. Make sure the logic element is locked onto the video element by moving the logic element forward and backward.
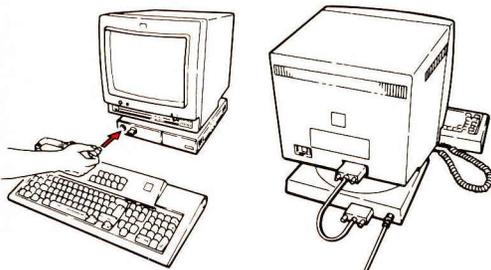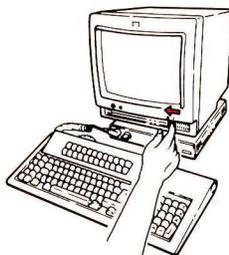
8. Turn the display station upside down.

(Continued on next page.)

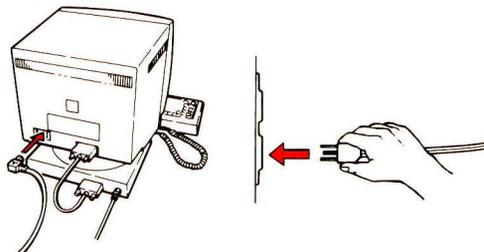## Logic Element Replacement (Continued)

9. Insert **all cables**, except the power cord, into the video and logic elements and tighten the screws.
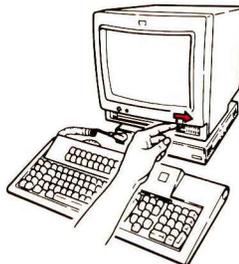
10. Make sure that the power switch is set to O (Off).

11. Insert the hollow end of the power cord into the video element and the other end into the wall outlet.
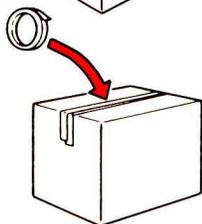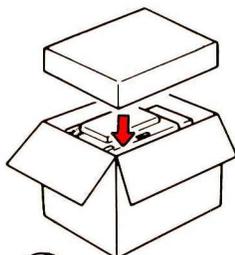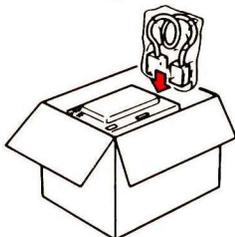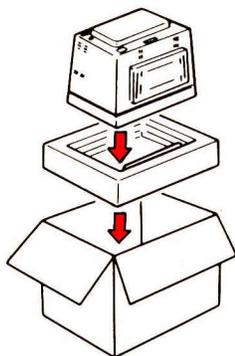
12. Turn the security key fully clockwise. Set the power switch to I (On).

Packing Instructions

Video Element

Note:

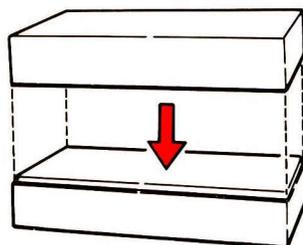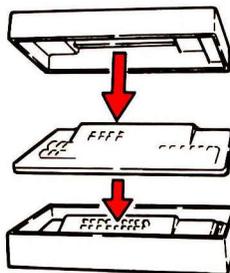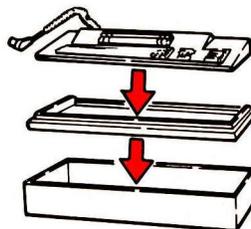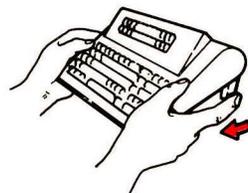1. Keep the power cord.

2. Send the **video cable**, if it is a separate assembly, with the video element.

Keyboard

Note: Remove and keep all special key caps (if any) and overlay, and reinstall the standard key caps.

Logic Element

Note:

1. Keep the stand.

2. Send the two security keys with the logic element.

Stand

Read page 1 before doing these steps.

The broken stand should be packed using the original or equivalent packing material and returned to IBM for replacement.

Power Cord

Read page 1 before doing these steps.

The defective power cord should be packed using a convenient packing material and returned to IBM for replacement.

GA18-2456-01

Second Edition (January 1987)

Changes are made periodically to the information
herein; any such changes will be reported in
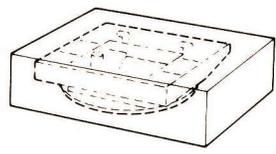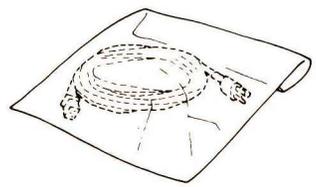subsequent revisions or Technical Newsletters.

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