FIELD SUPPORT BULLETIN

Number: FSB-94005
Date : 94-07-05

Subject: T3400 or T3400CT "Misses" a Character When Typing

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When typing quickly on the T3400 or T3400CT, it is possible that occasionally a character will not appear after it has been typed.

This may be exhibited in units purchased before April, 1994. Note: To determine whether a unit may encounter this, run the TESTCE34 diagnostics and select item #8 "System Configuration" from the main menu. The keyboard controller (KBC) version will be

displayed as the third item on the screen. If the KBC version is V1.00, there is the potential for this unit to miss characters when typing quickly. No other KBC versions are affected.

Counter Measure

Replacing the Main PCB will eliminate the possibility of this occurring.

Service Parts

Part Name	Part Number	Remarks	
PCB FMASY2	P000192870	B36073151011	for T3400 only
PCB FMASY2	P000194740	B36073151028	for T3400CT only
PCB FMASY3	P000195150	B36073411016	T3400 and T3400CT
PCB FMASY4	P000198910	B36074221010	T3400 and T3400CT

For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378