To Valued Customers:

Defect Report: Backlight of MONITOUCH V10 series

Thank you very much for your continued patronage of Fuji's Programmable Operator Interface – MONITOUCH. We regret to inform you that we have identified a malfunction in the MONITOUCH V10 series OS as described below. Please read this report carefully. We apologize for any inconvenience this may have caused. Your kind understanding would be highly appreciated.

1. Scope of product / OS version
Model   : All V10 series
OS version   : Ver.1.00 (released on April 27th, 2023) to Ver.1.10 (released on October 27th, 2023)

2. Details of problem
In the V10 series, the backlight sometimes does not turn on even if the screen is touched after the backlight is turned off. In this case, the touch switch operation is enabled even though the backlight is off.
The POWER lamp remains ON and does not indicate an abnormal status.
(It will recover by power cycling.)

3. Cause of problem
This is a problem with the V10 series OS.
There was a deficiency in the process of the backlight abnormality detection of the OS, resulting in a backlight failure due to misdetection of an abnormality when the backlight is turned on.

4. Condition of problem occurrence
This may occur when the backlight OFF condition is controlled.
(Backlight setting [Action: Always ON] is not affected.)

5. Schedule of measures
OS and MONITOUCH configuration software V-SFT will be upgraded.
OS   : Ver.1.10 >> **Ver.1.30 applied to the shipments from April 15th, 2024**
V-SFT   : Ver.6.2.2.0 >> **Ver.6.2.3.0 applied to the shipment from April 25th, 2024**
* Updated version of V-SFT-6 will be available for download from our website on April 25th, 2024.

6. Measures
1) From April 15th to April 24th
Please download the revised OS (including OS update instructions) from the URL listed in the "INFORMATION" section of our website (https://monitouch.fujielectric.com).

2) After April 25th
Please download the V-SFT Ver.6.2.3.0 from the following URL and update the V10 OS.
For the OS update procedure, please refer to the attached instructions or Reference manual 2 - "8.3.4 Manually Updating the Operating System" or "8.3.5 Automatically Updating the Operating System".
       https://monitouch.fujielectric.com/site/support-e/download-index-01.html