

PRODUCT ADVISORY NOTICE

KEEPING YOU INFORMED OF PRODUCT CHANGES

TO: Sales Representatives and Distributors

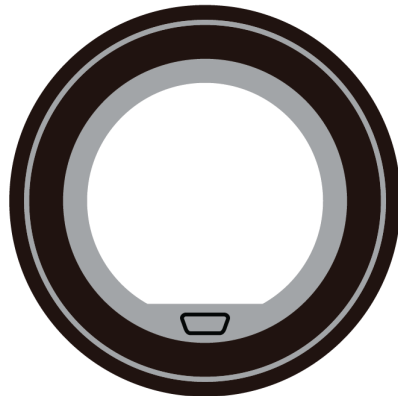
DATE: 02/12/24

SUBJECT: Touch Encoder Design Change

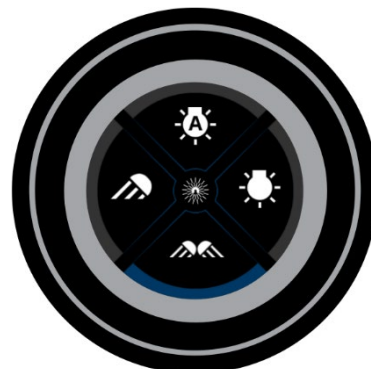
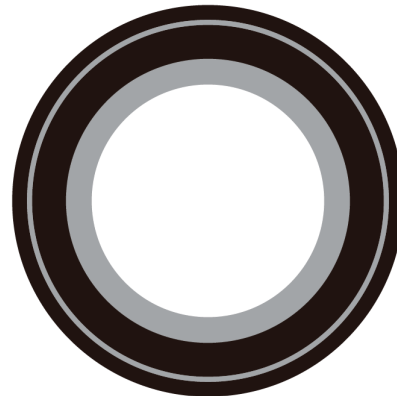
This Product Advisory Notice is to provide notice that Grayhill is making a change to the Touch Encoder LCD. This change impacts all Touch Encoder products with part numbers beginning "TE-." See before-and-after comparison below.

Before (April 2024)	After (April 2024)
"Flat Tire" at bottom of display (320x300)	Full round display (320 x 320)
Home button artwork in the lens artwork	Home button displayed on screen (optional)
No change to display brightness specifications	
No change to the environmental specifications	

OLD DESIGN



NEW DESIGN



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Description of Change

The previous LCD module has gone end of life (EOL) and is no longer available for purchase. Grayhill has identified and qualified a replacement LCD that meets or exceeds the incumbent LCD specifications. This change does not impact the mechanical packaging, electrical performance, or software/firmware requirements for the end system. The internal Touch Encoder firmware changes to v4.X.X to support the new display, but the communication protocol will remain the same. Click [here](#) for the latest released firmware.

It is important to emphasize that this change is purely visual, and there will be no impact on the functionality of the Projects. Projects with functions assigned to the home button will continue to operate seamlessly, just without the home button icon being displayed. Based on the Project loaded, the extra portion of the screen will be a solid color controlled by the background Fill tool.

All Project files will run on the new hardware and software. If a visual home button icon is needed, there are two options. If the Project originated in GUIDE, the desired icon can be added as part of the background or introduced as a new image. For Projects created on the iPad, we encourage you to reach out to your local Grayhill representative or send an email to te_support@grayhill.com. Our team is ready to discuss the best path forward for your specific needs.

Reason for Change

The display supplier made the business decision to no longer support production of the previous display and offered a last-time buy in 2021 that was delivered in 2022 through 2023. With that display no longer available, Grayhill researched, procured, and validated a replacement display.

Effective Date

Production units will begin shipping in April 2024 and can be identified with the Grayhill serial number label. Touch Encoder units with the letter “E” in their serial numbers are the first units with the new display.

Action Required

Units shipped after the effective date are mechanically and electrically identical in terms of system integration. Customers in production with an iPad-created Project should contact Grayhill to ensure a smooth transition when the home icon is removed. Please contact your Grayhill, Inc., Area Sales Leader or Sales Engineer for further information.



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This change affects the following part numbers:

Part Numbers	
TE-F33B-1-11C	TEYYM32009-101
TE-F33B-1-11U	TEYYM32009-102
TE-M321-SDK	TEYYM32009-103
TE-M321-SDKT	TEYYM32009-104
TE-M32M1-A11C	TEYYM32010-101
TE-M32M1-A11U	TEYYM32010-102
TE-M32M1-A12C	TEYYM32010-104
TE-M32M1-A21C	TEYYM32012
TE-M32M2-A11C	TEYYM32015
TE-M32M2-A11U	TEYYM32016
TE-M32M2-A21C	TEYYM32017
TE-M32M3-A11C	TEYYM32018
TE-M32M3-A11U	TEYYM32022
TE-M32M3-A21C	TEYYM32023
TE-M32M4-A11C	TEYYM32024
TE-M32M5-A11C	TEYYM32025
TEYYF33001	TEYYM32026
TEYY-F-X	TEYYM32031

Please forward this notification to the appropriate person(s) in your organization.

[Discover Touch Encoder](#)

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