

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:

<u>Before (April 2024)</u>	<u>After (April 2024)</u>
"Flat Tire" at bottom of display [320x300]	Full Round display [320 x320]
Home button artwork in the lens artwork	Home button displayed on screen (Optional)
Serial Number begins with "D" or earlier	Serial Number begins "E" or later
No change to display brightness specifications	
No change to the environmental specifications	

OLD DESIGN



NEW DESIGN



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www.grayhill.com Bulletin #1368 Page1 2/12/2024

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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.

Commented [KD1]: Details to add and work out:

- Add that customers w/ homebutton will need to update their application if they still need home button. ie cannot port over old application.

- What happens to old iPad applications in production that try to port over? In regards to the new added section of the display.



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This change affects the following part numbers:

Material Number

TE-F33B-1-11C
TE-F33B-1-11U
TE-M321-SDK
TE-M321-SDKT
TE-M32M1-A11C
TE-M32M1-A11U
TE-M32M1-A12C
TE-M32M2-A11C
TE-M32M2-A11U
TE-M32M2-A12C
TE-M32M2-A21C
TE-M32M3-A11C
TE-M32M3-A11U
TE-M32M3-A21C
TE-M32M4-A11C
TE-M32M5-A11C

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

[Discover Touch Encoder](#)



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www.grayhill.com Bulletin #1368 Page3 2/12/2024