CX7ii Customer display works initially but then stops working or only works intermittently

Summary:

CX7ii Customer display works initially but then stops working or only works intermittently

Solution:

The fix for this CX7 requires two steps:

A) Update the PD Firmware – The files for doing this were never released publicly. I have attached the Windows application and instructions.

B) Update BIOS to 22A. The direct link to the BIOS file can be found here:

https://www5.ncrvoyix.com/support/support_drivers_patches.asp?Class=ExternalTerminals7772-5xxxbiosdisplay

See attached instructions and zipped file

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1431