

FIELD SUPPORT BULLETIN

Number: FSB-96001

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Subject: French Canadian Keyboards

French Canadian Models

Toshiba of Canada Limited has French Canadian models of each of our personal computers. These models are designated by the 'FC-

prefix in the model name.

Example French Canadian models:

French Canadian model	Equivalent English Canadian model
FC-100CS/528	100CS/528
FC-410CS/810	410CS/810
FC-410CDT/810	410CDT/810
FC-610CT/720	610CT/720
FC-700CT/1.2	700CT/1.2
FC-T2130CS/520	T2130CS/520
FC-T2130CT/520	T2130CT/520

The serial number label on the bottom of a French Canadian unit will bear the English Canadian model name.

Country Code Configuration

The French Canadian models support the following configuration:

Language/Country	Country Code	Keyboard Code	Character Set
French Canadian	002	cf	863

Software

French Canadian models come with French versions of the operating system(s) pre-installed. They also include French versions of the User's Manuals.

Hardware

On the hardware side, the machines have a French Canadian keyboard. English Canadian model keyboards have 82 keys. Both

French Canadian, and European model keyboards have 84 keys. The layout of the French Canadian, and European keyboards are different. A keyboard can be quickly identified as French Canadian, if the following two characteristics are found:

- | | |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <p>1 The key to the immediate right of the space bar is marked as shown to the right.</p> | <pre> ÚÄÄÄÄÄ¿ ³ Alt ³ ³ Gr ³ ÄÄÄÄÄÄÛ ÚÄÄÄÄÄ¿ ³ " @ ³ ³ 2 ³ ÄÄÄÄÄÄÛ </pre> |
| <p>2 The '2' key in the row of number keys is marked as shown to the right.</p> | |

Upgrading in the Field

An English Canadian model may be upgraded to the hardware level equivalent of the French Canadian model by replacing the keyboard. Toshiba can supply the French Canadian keyboard as a service part. Toshiba can not supply the French version of the operating system, as an upgrade.

Service Parts

All of the different keyboards are listed in the Service Parts Lists on Toshfax, and the Parts Catalogs on ATLAS-i. Please take care when ordering replacement parts, to ensure that you order the correct language specific part.