Tait Electronics Pty Ltd – Product Support

Model	Question	Solution
T2020	I can't program this new T2020 radio with my software.	Radios fitted with firmware version 5.55 and above can only be programmed with Windows programming software. The current version is V2.03. The Windows programming software can read DAT files, saved with earlier DOS software. However some files saved with very early DOS software may not be readable, read these first with DOS software version 2.54 (T2020) or version 1.40 (T201X), then re save. These should now be readable with the Windows software.
T2000 TRK	When will Windows software be available for T2000 trunking radios.	The expected release date for the Windows programming software is July 2003.
T5000	Is T5000 software release 2.4 newer than Version 3.50.	Yes, release 2.4 replaces Version 3.50. This release contains CNV programming software V3.61, TRK programming software version V3.60, calibration software V3.70 and download software V3.50.
T2000	I've installed the new release 2.03 package, but I still seem to be running the earlier version.	Run the "uninstall" option on the CD first, then run the install option to install the package. This is the recommended way to upgrade Tait software. If your shortcut still runs an earlier version, then it is likely that it has been installed in a non standard directory. Find this manually and remove. Then find the latest version by clicking on the START button, go up to PROGRAMS, then across to TAIT PROGRAMMING APPLICATIONS and select the application you need.
All	How do I find out what software version is current.	Tait Product Support produce a "software firmware summary" document. This is e-mailed to all who have provided valid e-mail addresses. It is also placed on the Taitworld WEB site.
T2035	I've just programmed the new T2035 and now the display is doing strange things.	Read the radio and go to the "specifications" screen. Change "display type" to "new", and re program. The display driver has changed to a new type in the latest radios. This was done because the old type display drive became obsolete and there was no direct replacement. Software version 1.61 has the option to select either "new" or "old" displays.
T201X	I've programmed the radio with a few channels, but can only select channel one.	Firmware version 3.05 has the option to switch off the channel selection keys. This is achieved with programming software version 1.40. This feature may be found on the "options" page, towards the bottom. If you have used an earlier version of programming software, it will have left this option as "DISABLED". If your running the Windows software, look under KEY SETTINGS, then in the CHANNEL KEY SETTINGS panel, look for CHANNEL SELECTION KEYS.
All	I can't get access to taitworld.com for downloading programming software anymore.	A few months ago we changed to a new server, to improve speed and make access easier. The new web site address is … http://australia.taitworld.com/main/custom. This change has also meant that some user names/passwords are no longer valid. Names/passwords with spaces and dots will have to be changed. Please contact Tait Product Support on 07-3623-9516, if you are having problems.