Technical Support

PRODUCT ALERT

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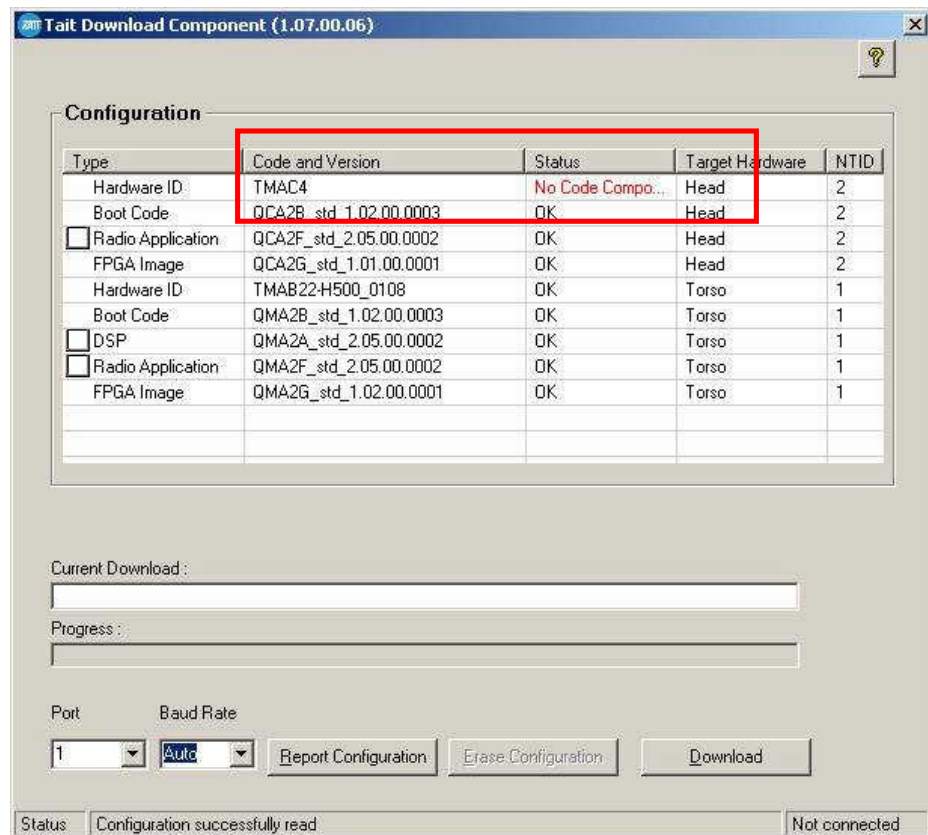**TM8200 Control Heads with missing Hardware ID String**

28 November 2005

Alert:

There have been shipments of TM8200 Control Heads (TMAC40-0T that do not have the Hardware ID string correctly programmed.
The user/programmer will realise this when they attempt to read or write a personality and this pop-up (below) appears.

When the torso and head are interrogated using PC App: Tools > Download > Report Configuration this screenshot will display the error.

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Stock

The Finished Goods TMAC40-0T Stock was quarantined on Friday 25th and all stock was checked. All FGS stock product to be reworked commenced Sunday 27th and all product shipped from Monday 28th November 2005 has been corrected and checked.

These reworked Control Heads can be identified by a green dot sticker below the serial / job sticker on the TMAC40-0T box end.

Production build numbers

The first serial number affected was **19097511.**

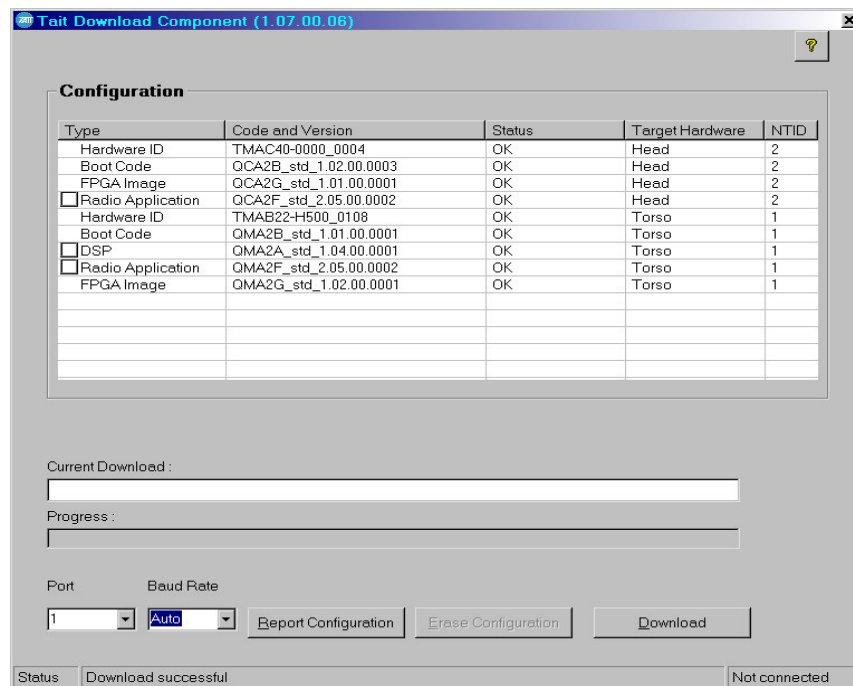The highest serial number was **19107139**.

How to fix Faulty stock

Those TMAC40-0T Control Heads already shipped and ready to be used will need the Hardware ID String corrected first.

This is done the same way standard Firmware upgrades are done.

➢ Source the Hardware ID String file TMAC40-0000_0004.S2

In the TM8200 PC App click:

➢ Tools > Download > Report Configuration
➢ Verify the Hardware ID response is "No Code Component"
➢ Click Download
➢ Browse to the saved location of the Hardware ID String
➢ Click Open

On completion of the download the display will update as per the following screenshot.

Customers affected:

There are known to be 75 TMAC40-0T Control Heads supplied to the New Zealand market between 27th October and 25th November 2005. Not all heads will be affected.

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Dealer Action:	Check current TMAC40-0T stock for Serial Numbers in the range detailed here, and if they are update them using the Hardware ID String [.srec] file provided. Then follow the update procedure enclosed.
	The Hardware ID String file will be uploaded to the TM8000 support site on www.Taitworld.com.

TCL Actions:

All appropriate steps have been taken to analyse and contain the problem.

1) All stock has been reworked and corrected for shipments post 28th November 2005.

2) Provide a new Hardware ID String file to Dealers to manage any control heads already shipped during November 2005.

Distribution Level

Associate

For further Information:

TCL NSC
Brent Painter or Glen Whittaker

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