

## Service Bulletin

### Introduction of new Generator ATP Software v7R1b78

#### Task

Timing	Category	Scope
Next service as agreed with customer	<input type="radio"/> Apply at all sites	PowerHelp complaint / HQ issue: PR1304160005
	<input checked="" type="radio"/> Apply at affected sites as listed below	
	<input type="radio"/> Optional to improve functionality of product	

#### Task Tracking

After completion of your task the following entry in your Service Report is required:

DD+DIS181.14E

\*

\* Insert the document number into the field "Comment" (SMS form).

Purpose of this document:

- A new Generator ATP Software v7R1b78 (on U24 EPROM) is available to solve the listed PR case.
- This document contains all necessary information how to order and install the U24 EPROM with the new software.
- The v7R1b78 software is introduced in production with DX-D 100/100 Wireless system version 5.0.20.

Affected serial number(s) / batch:

All DX-D 100/100 Wireless systems below version 5.0.20.

The signatures on the approval page indicate the solutions described in this Service Bulletin have been reviewed and are NOT reportable because no actions are taken to reduce a "Risk to Health" according to our risk assessment process.

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## 1 Introduction/purpose

### 1.1 Gray image no exposure - PR1304160005

*Symptom* Gray image after exposure. Low Exposure Index, no DAP value but the exposure took place. Customer can hear the beep that indicates the exposure.

*Cause* This issue is related to the generator firmware. This problem occurs during communication between the HT Controller and the ATP Console.

*Solution* New Generator ATP Software v7R1b78 is available.  
Install the U24 EPROM with software v7R1b78.

**NOTE:**

Grey images can be caused by multiple reasons.

Details and troubleshooting can be found in the respective Service Manual of the detector e.g:

- DX-D 30C / DX-D 35C Detector - Service Manual, Document ID: 41477269
- DX-D 10 / DX-D 20 / DX-D Fixed Detector - Service Manual, Document ID: 41222172

## 2 Prerequisites



### SPARE PARTS:

Order the generator software kit, depending on the installed generator:

- Soft kit 20 kW with DAP, U24 / U5 SC+A521071-03
- Soft kit 32 kW with DAP, U24 / U5 SC+A521072-03
- Soft kit 40 kW with DAP, U24 / U5 SC+A521073-03
- Soft kit 50 kW with DAP, U24 / U5 SC+A521074-03
- Soft kit 20 kW without DAP, U24 / U5 SC+A521075-03
- Soft kit 32 kW without DAP, U24 / U5 SC+A521076-03
- Soft kit 40 kW without DAP, U24 / U5 SC+A521077-03
- Soft kit 50 kW without DAP, U24 / U5 SC+A521078-03

It includes the U24 EPROM with generator firmware v7R1b78.

The kit also contains the U5 EPROM (V5R8b9) – installation is not necessary.



### TOOLS:

- Standard service tool kit

### 3 Instructions



REQUIRED TIME:  
30 minutes

#### 3.1 Upgrading generator software

##### 3.1.1 Preparatory tasks



##### **IMPORTANT:**

It is required to back up configuration data prior to the exchange of the EPROM because existing configurations may be lost after the update.

- (1) Turn off the system.
- (2) Stop NX workstation completely.

##### **Enable Service Mode:**

- (3) Open the pencil tray and remove the two screws that fasten the console frame to the unit.
- (4) Push the console frame towards the column.  
Do not lift up the console frame until its upper side is fully released.



Figure 1

- (5) Remove the three lateral screws placed on the front cover, at the right side underneath the console frame, in order to facilitate an access between the console and the cover.



Figure 2

- (6) Set Switch SW7 "Calibration ON/OFF" in "ON" position to enable Service Mode.

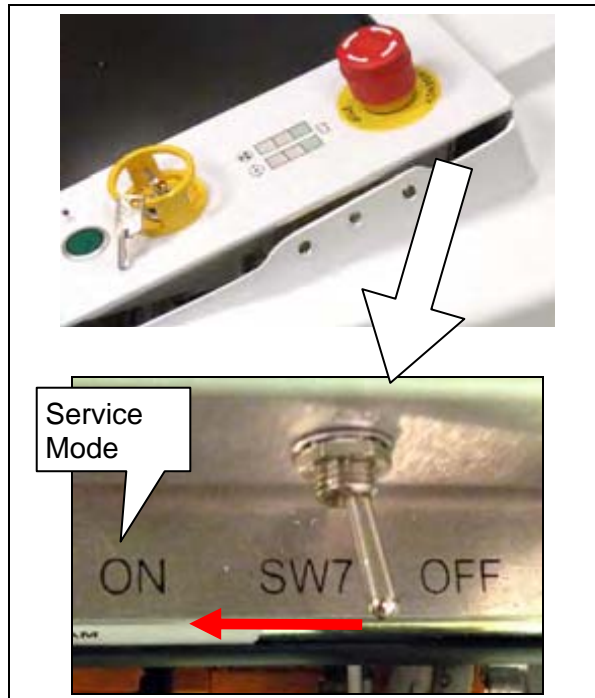


Figure 3

**Note down configuration data:**

- (7) Switch on the generator.
- (8) On the NX, start the Techserv Software in the **Sedecal Generator Service Application** window.
- (9) Click the **Configuration** button.
- (10) Note down the configuration for all workstations WS1 – WS8.

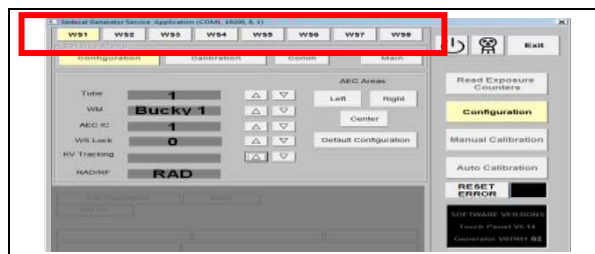


Figure 4

- (11) Click **Exit** to leave the configuration menu.

- (12) Click on **Manual Calibration**
- (13) Select WS1 and click **OK**
- (14) Use the arrow buttons to increase or decrease the mA value. Observe when the **Focus** field changes from LARGE to SMALL or vice versa.
- (15) Record the lowest mA version for the LARGE focus so the mA just before the focus switches to SMALL.

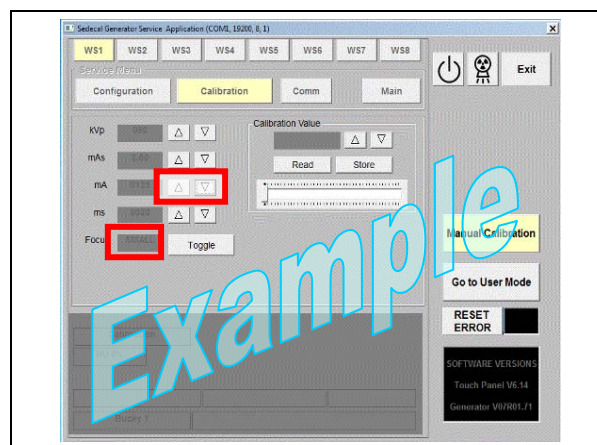


Figure 5

- (16) Click on **Exit** to leave the calibration menu.
- (17) Repeat step 12 to 16 for each configured WS.
- (18) Switch off the generator.

### 3.1.2 Exchange of U24 EPROM to upgrade the generator software

- (1) Remove the front cover.
- (2) Open the generator module front door by removing the two Allen screws. The ATP console CPU board is placed at the generator module front door.
- (3) Remove the U24 EPROM on the ATP Console CPU with a chip extractor.
- (4) Mount the new U24 EPROM with software version v7R1b78.

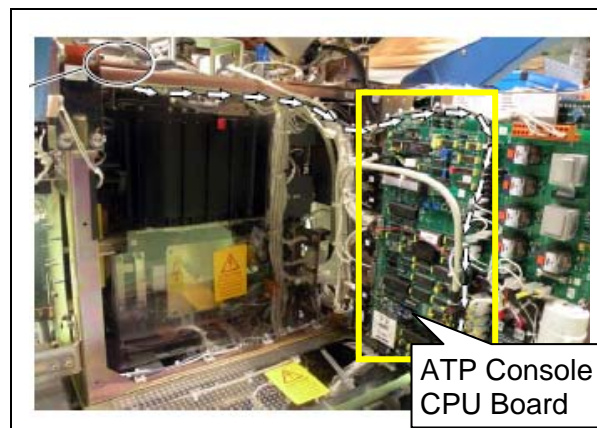


Figure 6

### 3.1.3 Verification of generator software upgrade

- (1) Switch on the generator.
  - (2) On the NX, start the Techserv software.
- Error 10 appears.
- (3) Click **RESET ERROR**
- Error 98 appears.
- (4) Click **RESET ERROR**
  - (5) Click **Configuration**
  - (6) Check the software version.  
Correct version: Generator v7R1b78

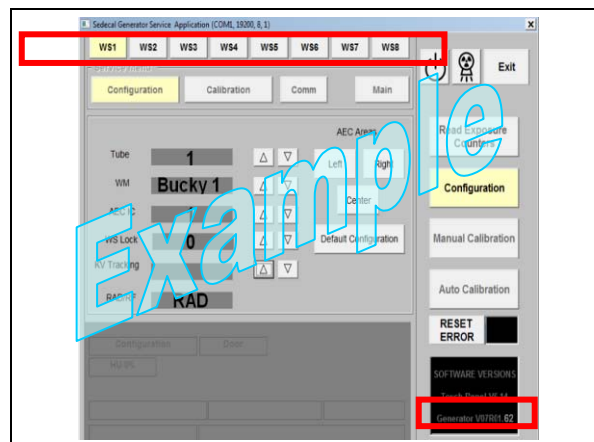


Figure 7

- (7) Click on **Exit** to leave the configuration menu.
- Re-configuration of the system is only required in case of issues.

- (8) Switch off the generator.
- (9) Set the switch SW7 in "OFF" position to enable Application Mode.
- (10) Close generator module front door and fasten the two Allen screws.
- (11) Mount the front cover.
- (12) Remount the console frame (see Figure 2 and Figure 1).



Figure 8



## 4 Verification

No further verification required.

## 5 Keywords

Firmware, SW, Konsole, EEPROM, U 24

## 6 Version history

Version	Change	Date
1.0	Initial Version	12-2014



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