

RE: "Neuromorphic Processing Unit Failure"?

From: "Rachel" <rachel@sparkx.com>

Date: Thur, 18 May 2017 15:18:16

Hello All,

Has anyone seen this error? I'm having trouble with Imprint Carrier 250D after last night's power outage. That's the only response I get from my carrier after I restart the impression.

From: "Richard" <richard@sparkx.com>

Date: Thur, 18 May 2017 15:33:21

>Has anyone seen this error?

That's the generic error when the NPU fails to boot. Usually related to glitchy memory or memory corruption. The garbage collection system usually handles it but if the clock gets stretched or becomes intermittent (might be power or temp related) the memory can bork itself.

The best way to bring it back is to blow out the entire memory and restart the carrier. The memory is photosensitive so hold the carrier up to a screen while you play the correct the Photo B0ot Memory Bus (Photo BOMB!) file. To avoid accidental erasure each carrier has a separate photo key so you'll need the right one for your specific model of imprint carrier.

I've attached the four keys for the units we have in the field. If you have one of our beta units let me know and I'll get a key for those outliers.

--attachments--

--PhotoBootMemoryBus-D.avi

--PhotoBootMemoryBus-G.avi

--PhotoBootMemoryBus-O.avi

--PhotoBootMemoryBus-P.avi