



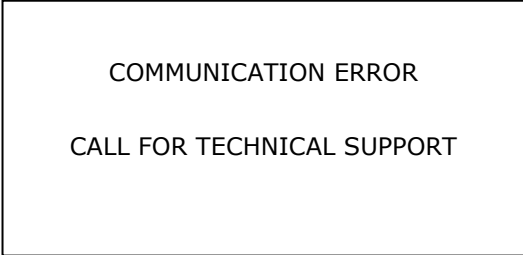
## Technical Release Bulletin: Communication Failure SQA-V version 2.47, 2.48 and 2.49

**Issue date: September 23, 2007**

**Subject: SQA-V COMMUNICATION ERROR**

### **Status/Description of failure:**

- It has been observed that some SQA-V systems are reporting intermittent or continual COMMUNICATION failures in the field. The message seen on the SQA-V is displayed below:



COMMUNICATION ERROR  
CALL FOR TECHNICAL SUPPORT

### **Troubleshooting:**

- Initially try to re-boot the system.
- If the failure recurs, add a protection plug to the optical board following the procedure in the Technical Bulletin: INSTALL OPTICAL BOARD PROTECTION PLUG 23\_SEPT\_07.
- Protection Plug kits and directions will be send to ALL DISTRIBUTORS who have purchased systems with Serial Numbers 276-277, 746-821.

### **Explanation:**

- SQA-V OPTICAL BOARDS manufactured 01\_MARCH\_07 are highly sensitive to spikes in electrical current and therefore are intermittently not "reading" the communications from the motherboard.
- SQA-V SN# series that may be affected by this issue are: Serial #'s 276-277, 746-821
- The PROTECTION PLUG solves this issue.

**Compliance Date:** Effective Immediately (23\_SEPT\_2007)

**Authority:** Beni Cohen, R&D Director. [beni@mes-ltd.com](mailto:beni@mes-ltd.com)

**Distribution: All distributors**



## How to install the Optical Board Protection Plug

### STEP #1 Power off

- Turn the SQA-V off from rear panel main switch and disconnect the SQA from the electrical supply.
- Using a Philips screwdriver, remove the four screws on the rear panel.



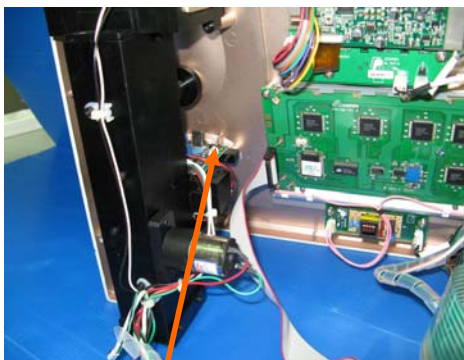
Next

### STEP #2 Open SQA-V

- Gently separate the chassis assembly (open it like a book).



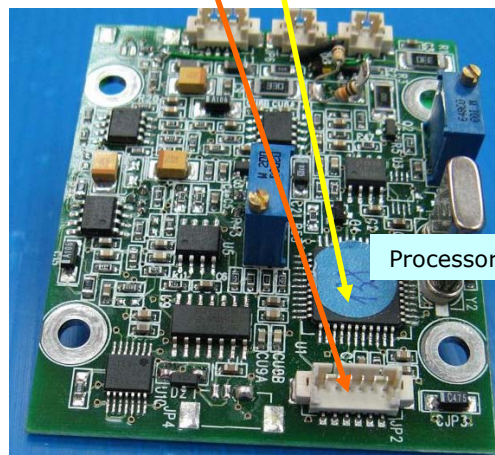
### STEP #3 Locating the Site for Installing the Protection Plug



- The orange arrow shows the location of the optical board in the SQA-V

Next

- The orange arrow marks where the Protection Plug should be installed. (The white socket on the optical board)



Processor

### STEP #4 Installing the Protection Plug

- Note that there are two sides to the protection plug: Flat and Jagged.



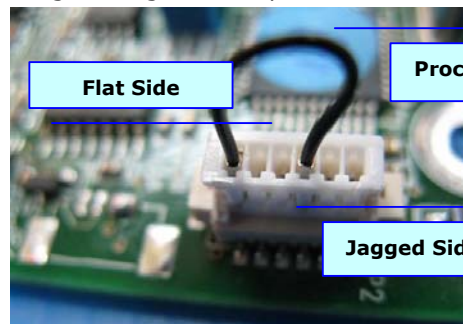
Flat Side



Jagged Side

Next

- Seat the flat side of the protection plug facing the blue processor
- The Jagged side of the protection plug should be facing the edge of the optical board.



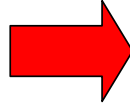
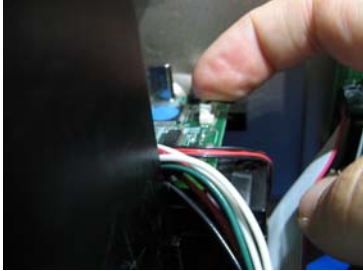
Flat Side

Processor

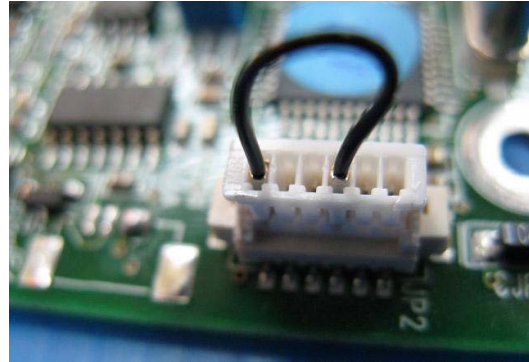
Jagged Side

### STEP #5 Seating the Protection Plug

- After placing the Plug exactly in the optical board socket, gently apply pressure with the finger in order to seat it firmly in the socket.



- Once the Plug is firmly in place, the optical board should look like this.



### Step #6 Reassemble the SQA-V

- Grip each of the SQA-V panels from the side and gently push them back together making sure that all cables and connectors are free and not "pinched" between the panels.
- Use a standard Phillips screwdriver to reconnect the panels.
- Reconnect the power supply
- Turn on the system from the rear panel switch.

