



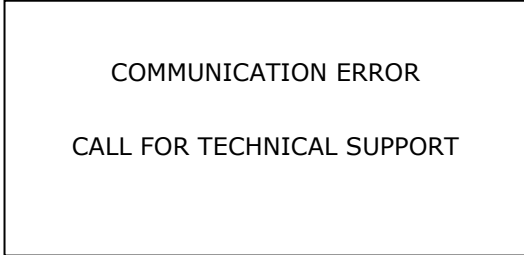
Technical Release Bulletin: Communication Failure SQA-V version 2.47, 2.48 and 2.49

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

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.



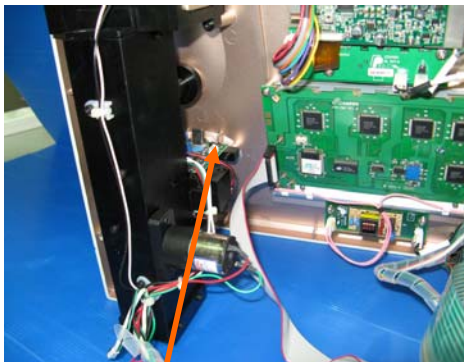
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STEP #2 Open SQA-V

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



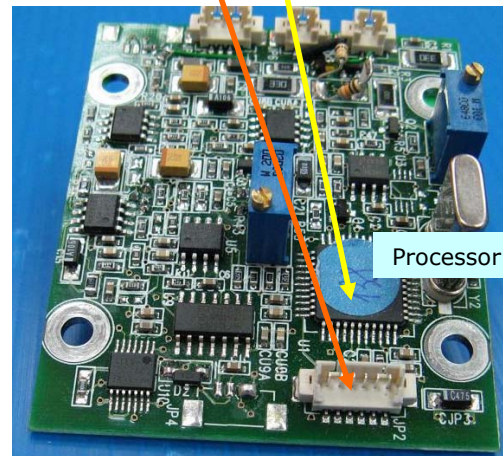
STEP #3 Locating the Site for Installing the Protection Plug



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

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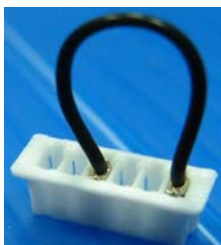
- The orange arrow marks where the Protection Plug should be installed. (The white socket on the optical board)



Processor

STEP #4 Installing the Protection Plug

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



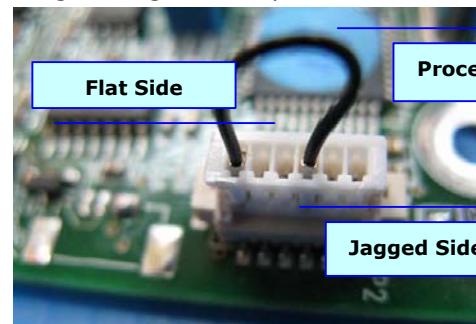
Flat Side



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.



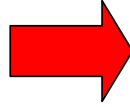
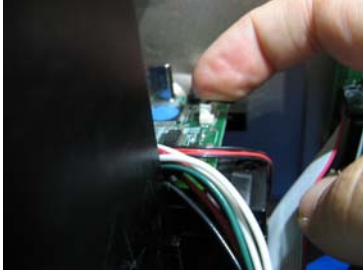
Flat Side

Processor

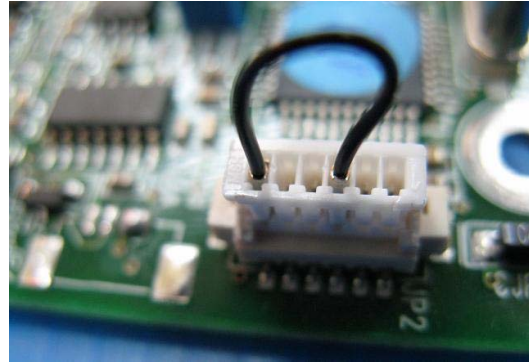
Jagged Side

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.

