

Hardware Improvements to Motherboard and Power Supply

TWOx12 / TWO / 2101 Studio Interface & Extended Hybrid

January 2008, Cleveland Ohio, USA

This bulletin is for the purpose of informing you about issues and improvements we have made that may affect your Telos TWOx12, TWO, and 2101 Studio Interface and Extended Hybrid.

Two manufacturing defects may cause system failure and/or instability for these units manufactured during a certain time range. If your unit has a later serial number than 212AQ0800 (such as 212AQ0801, ...802, ...803 etc) to 212AT4850, we recommend that you take a moment to check it.

For any questions, please contact customer support at +1 (216) 241-7225 or via email at support@telos-systems.com

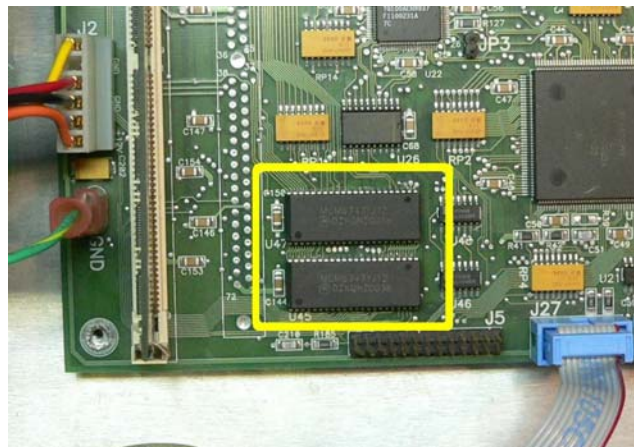
Check list:

- Check the speed of the SRAM chips on the motherboard
- Check the power supply to make sure it is of the latest revision
- Check the version of software

SRAM CHIPS

Some units were manufactured incorrectly with the wrong speed SRAM chips. These SRAM chips come in two speeds, 12 ns and 10 ns. The 12ns chips are fine, but the 10ns chips can cause the unit to lock up or be intermittent. Most were caught in production before they were shipped out, however we have recently discovered that a few have made it into the field.

With the lid off and the front of the unit facing you, look for the two identical IC's in the lower left corner of the board, U45 and U47.



The top row of numbers on the IC's will end with either 12 or 10. The ones that end with 12 are the 12ns chips and are OK. However, the ones that end with 10 are the 10ns ones and need to be replaced.

If you find any units with the 10ns markings, contact customer support at the above phone or email to get an RA# and to schedule your unit for a quick repair.

POWER SUPPLY

Some units were shipped with power supplies having a manufacturing defect. When a supply fails, a variety of symptoms are possible. Our power supply vender has released a new version of this power supply to correct the issue. All units shipped in the last six months should have the new style power supplies.

A visual inspection of your units' power supply will let you know if you have the current version or not. There are 6 large caps behind the 8-pin Molex connector. The brand on those caps should say "Nichicon". Any other brand caps are unacceptable. Also, on the new supply 2 of these 6 caps are 1cm higher than any other cap on the supply. See the picture below:



If any of your units do not have this new style supply please contact customer support at the above phone or email. We can either ship you a free replacement supply or we can schedule your unit for a quick repair in our shop.

SOFTWARE UPGRADE

Check each of your units to make sure they have the most current software.

TWOx12	v3.28
Studio I/O	v2.4.2
TWO	v2.0.51p
Extended Hybrid	v2.4.2

All of these versions are available from our website at:

<http://www.telos-systems.com/support/software.htm>