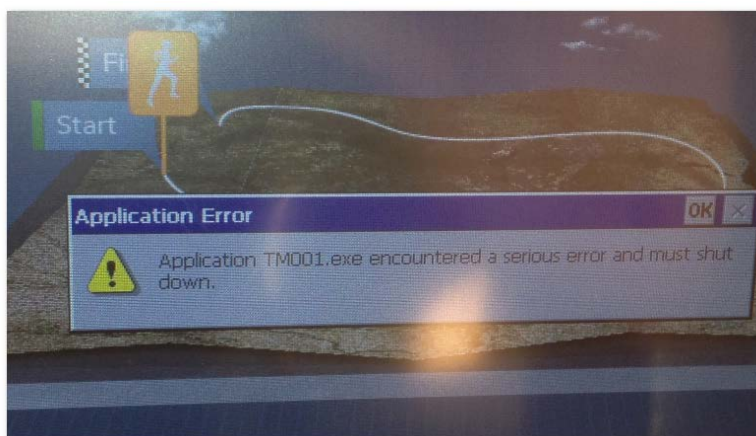


	Service Bulletin Vision Touch / Elegant console error	
Effective Date: 02.13.2014	Models Affected:	Bulletin Number
Prepared by: Christian V.	Vision Touch / Elegant console	NB-1401007

SYMPTOM

The Touch and Elegant console software could display an Application Error “TM001.exe” causing the console to freeze or restart the application constantly. Elegant/Touch consoles could be affected with this issue. This will occur more frequently when the Sprint 8 program is running.



REASON

The software installation was corrupted while updating or some of the files were not added to the USB drive after the files were unzipped.

SOLUTION

1. **Elegant consoles** - can be updated by updating the software to the current software version.

Touch consoles - Requires a complete software install to correct this issue.

NOTE: this action will erase all user data from the console.

2. Follow update procedure as shown below:

Tools Required:

- a. A USB drive 1G capacity or greater
- b. A PC or Mac computer with internet access
- c. Download software from: <https://johnsonfit.box.com/s/jbvi9ps0rezftbkyx63e>

Software version:

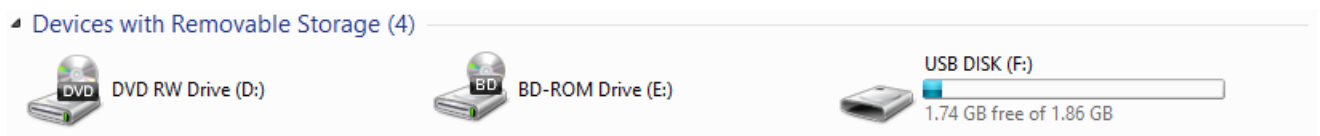
VF Elegant	S104-37 or greater
VF Touch	S106-42 or greater

Steps:

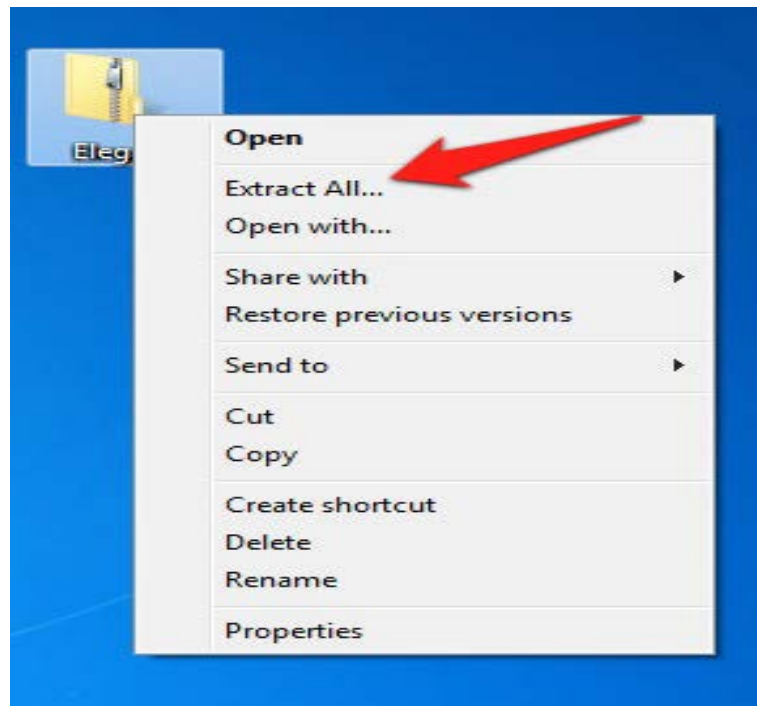
1. Click on the folder based on what type of console you have. You will then be presented with the following screen:



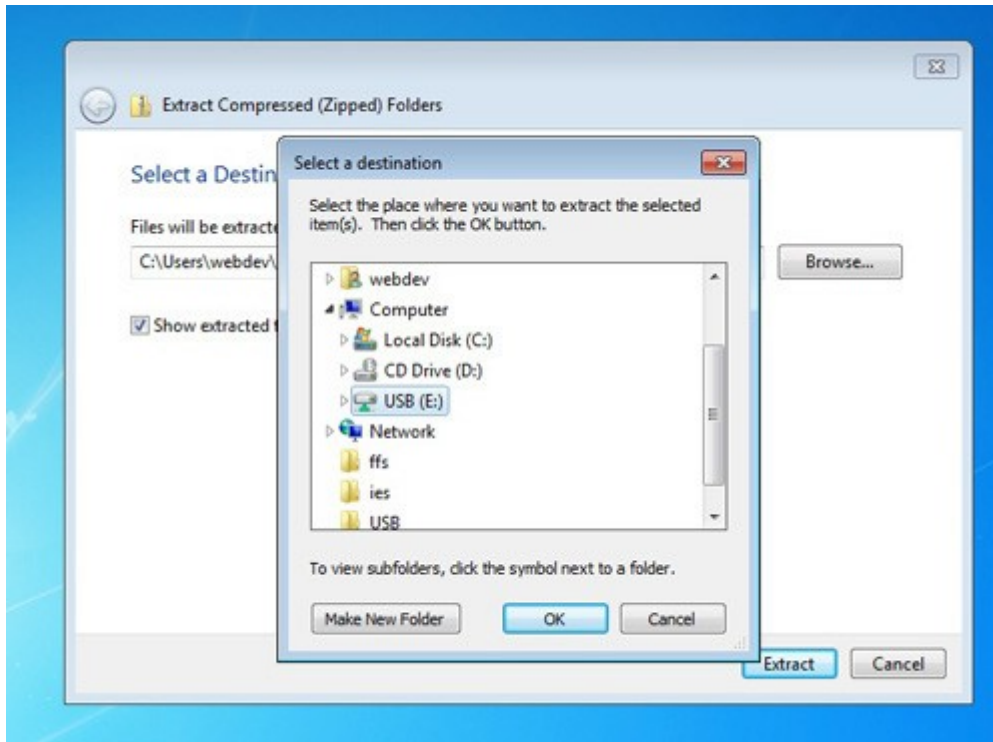
2. Click on the download link on the right to download the file. Save the file on your desktop.
3. Insert your USB flash drive, allowing a few seconds for it to be installed into your computer. It should show up in My Computer under Removable Storage. Ensure USB DISK is completely empty. Delete any files prior to moving on to the next step:



4. Right click on the “.zip” file and select “Extract All...”



5. Click "Browse..." and select your USB device:



6. Your USB flash drive now contains the new software needed to update your equipment.

7. Ensure when you open your USB, you see files similar to as shown below:

Name	Date modified	Type	Size
Nand	1/3/2014 11:38 AM	File folder	
Va	1/3/2014 11:41 AM	File folder	
BL_130V	11/1/2013 11:34 AM	Text Document	3 KB
info	11/1/2013 11:34 AM	File	1 KB
IO1	11/1/2013 11:34 AM	Text Document	55 KB
PATCH	11/1/2013 11:34 AM	Text Document	1 KB
PremierGUIDeploy	11/1/2013 11:34 AM	WinRAR archive	32,947 KB
PremierGUIDeploy	11/1/2013 11:34 AM	Setup Information	22 KB
update	11/1/2013 11:34 AM	CONFIG File	3 KB

8. Remove the USB from your computer and insert it into your equipment's USB port and follow the instructions on screen.