

Date	07 Jul 2015	Service Note #	7x00-2059	Updated	NA
Product	symphony 7100		Created By	J. Yangco	
Description	Defect when upgrading using Rev. 1.09 with existing Application Rev. 1.05 and older				

Release	<input checked="" type="checkbox"/>	Internal	<input checked="" type="checkbox"/>	Distributors	<input checked="" type="checkbox"/>	Customers
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Parts Required	Serial Numbers Affected
None.	All instruments with symphony Program Version Rev. 1.05 and older

Defect when upgrading using Rev. 1.09 with existing Application Rev. 1.05 and older

Reason: A defect was found when using firmware Rev. 1.09 when upgrading instruments with firmware Rev. 1.05 and older. The defect was due to compatibility issues with the instrument default settings. When this happens, the user interface displays only a white background and is non-responsive.

Pre-requisite: Service Engineer or person performing this service must have proper training in servicing the instrument.

Solution / Action

- Before performing the application upgrade, verify instrument application firmware in the *About* screen (*Settings | Help | About*).
- **DO NOT** use firmware Rev. 1.09 to upgrade instruments with firmware Rev. 1.05 and older.
- To resolve the upgrading issue with version 1.05 and older, the Application needs to first be upgraded to Rev. 1.08 before proceeding with an upgrade using Revision 1.09.