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PageControl Touch Bulletin:

- (1) PageControl Touch Firmware Updating is required
- (2) Incorrectly Printed MAC Address

PageControl Touch Firmware Updates:

- (1) **Updating Firmware in PageControl Touch units will probably always be required!**

As with many products PageControl Touch is shipped with firmware that almost always must be updated before installation or demonstration.

It can be anticipated that there will be future firmware updates that will be in advance of units in the supply pipeline.

- (2) **PageControl Touch Units can be updated quickly:**

There are tools available on the Partner Portal that can update multiple PageControl Touch units in parallel - so 10 units, for example, can be updated together in 10-15 minutes i.e. 1 to 1.5 minutes per unit...plus of course unpacking and re-packing. So a single unit might take 10-15 minutes to update; using the EQDeployment tool, with all 10 units powered ... the EQDeployment tool can be pointed at the list 10 PCT's and then told "execute" and the update of all ten units will proceed in parallel.

As with most tasks the first time you update units the process will be slow...experience will speed things up!

(3) **Two ways to Update:**

There are two highly developed and tested methods for updating PageControl Touch:

- (i) With the bulk deployment tool and a PC workstation
- (ii) With USB memory sticks that can be created in the field

(4) **How to Update:**

Detailed instructions are on the Partner Portal...<https://partners.equitrac.com>
https://partners.equitrac.com/Site/docs/8284-PCT_1.0_SetupGuide.pdf

- (i) Using bulk Deployment tool – 'EQDeployment': Page 24

Tool available at:

<https://partners.equitrac.com/Site/Support/SubSectionsList.aspx?SectionId=755>

- (ii) Using USB Stick Method: Page 27

It is highly desirable to become familiar with Chapters 1 and 2 of the SetupGuide!

Current firmware for updating is on the Partner Portal

<https://partners.equitrac.com>

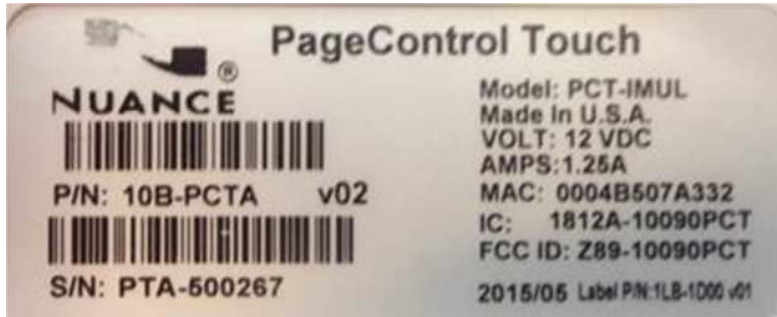
<https://partners.equitrac.com/Site/Support/SubSectionsList.aspx?SectionId=755>

Incorrectly Printed MAC Address:

(1) Certain PageControl Touch units have an incorrectly *printed* MAC address. The MAC address *programmed into the units* is correctly converted from the printed decimal serial number.

We cannot determine frequency or date of manufacture of the effected units...but it is thought that 10-30% of units may be randomly affected.

Example Label with error:



Decimal Serial Number on label	Reference	500267
Mac address printed on label	Incorrect – conversion to hexadecimal incorrect	0004B507A332 <i>Should be:</i> 0004B507A22B
Mac address programmed into unit	Correct – conversion to hexadecimal is correct	0004B507A22B

Note: Construction of a MAC address: XXXXXXYYYYYY where XXXXXX is static (Equitrac Ethernet ID – 0004B5) and YYYYYY is variable and is converted to 6 hexadecimal digits from the Decimal Serial Number.

- (2) **To determine the correct MAC address** append to 0004B5 to the conversion of the printed decimal serial number to hexadecimal.

Please see attached Excel spreadsheet that will conveniently convert a list of Decimal Serial Numbers from labels to Hexadecimal.

Important Note: We recommend that the printed Hexadecimal MAC address be ignored until further notice, to allow supply pipeline to empty of incorrectly printed units and to minimize field issues.

- (3) **Support Teams:** This issue is likely to lead to calls if the incorrectly printed MAC address is used by customers during setup of DHCP servers when static IP addresses are manually assigned.