

GTS Newsletter

2011/01E

Machines

Machine	TASKI swingo 350B, 755B, 855B, 1255B, 1650B, 1850B, XP
Subassembly	Service Tool

Service Tool Update Version 4.04

We have received feedback from the field that newer computers cannot connect to the TASKI swingo machines via USB. Our analysis showed that in several service organisations computers/laptops are being deployed with Microsoft Windows 7 operating systems so as with 64bit chipsets, which are not compatible with the current TASKI Service Tool driver. In both cases the communication with the machine will fail.

You will find the updated Service Tool version 4.04 including the needed drivers on e-spares or on Filemail. We will release a separate mail with the link for the download. The reason for this measure is that we are not able to send .exe files via the Diversey mail system.

The Tool is compatible with Microsoft Windows XP and Windows 7 and can be used with the provided drivers on 32bit so as on 64bit chipsets.

Service Information

- | | |
|---|---|
| ☐ Check parts on stock | ☐ Return defective parts to Münchwilen |
| ☐ Proactive exchange recommended | ☐ NO proactive exchange recommended |
| ☐ Modification is backwards compatible | ☐ Modification is NOT backwards compatible |
| ☐ Update/modify machines in the field | ☐ Entitled to warranty |
| ☐ Dispose/recycle defective parts | ☐ Parts are available ex stock Münchwilen |
| ☒ Others | |

We recommend using the enclosed version of the Service Tool in combination with the latest drivers on all **new** installed computer/laptop systems.

On the **existing** computer/laptops, we recommend **only updating the Service Tool** to version 4.04 without installation of the new drivers.