**VIGILANT**

Fire Detection
ANZ Region

Ref: PBG0222

17 Feb 2021

## PRODUCT UPDATE REQUIREMENT

## T-Gen2 V2.0, 2.1, 2.2 May Stop Playing Tones or Sound Files

*This notice describes an issue with the T-Gen2 audio not playing or T-Gen2 restarting & the action you must take to correct this issue.*

It has been identified in some circumstances a T-Gen2 with version V2.0, 2.1, 2.2 firmware may stop playing tones or sound files. This condition may go unnoticed until the T-Gen2 is tested during the monthly occupant warning system test under AS 1851 or NZS 4512.

If a T-Gen2 is triggered frequently to deliver tones or sound files, (e.g. a school class change notification), then this condition may occur within weeks of the T-Gen2 being powered up.

If a T-Gen2 is only triggered intermittently to deliver tones or sound files, it may not exhibit this issue until it is powered on continuously for many months or years.

Only version 2.0, 2.1 and 2.2 firmware are impacted by these issues, version 1.xx firmware does not have these problems.

## 1. What to Do

If you are an end user or building owner, please contact the company that services your fire system and provide them a copy of this notice. Alternatively, you can contact Johnson Controls Technical Support Centre on 1300 552 559 in Australia or 03 389 5096 in New Zealand.

For fire service and installation companies check the T-Gen2 firmware (see item 3 for instructions on how to do this), if it is Version 2.0, 2.1, 2.2 the firmware will require updating to Version 2.3 or later.

If the firmware is Version 1.xx (x = any number) the T-Gen2 amplifier does not require any further action.

Johnson Controls will contact all fire system service and installation companies who purchased a T-Gen2 with Version 2.0, 2.1, 2.2 software and provide order details for tracking the T-Gen2 site location.

## 2. Checking the T-Gen2 Firmware Version

It is possible to determine the installed firmware on a working T-Gen2 as follows:
1. Use the NEXT button to step through the T-Gen2 OLED menu until the Software option is shown, then press the SELECT button.
2. A Firmware option will be shown. Press the SELECT button again.
3. The OLED will display the Master T-Gen2 firmware version and CRC.
4. Press BACK three times to return to the base display.
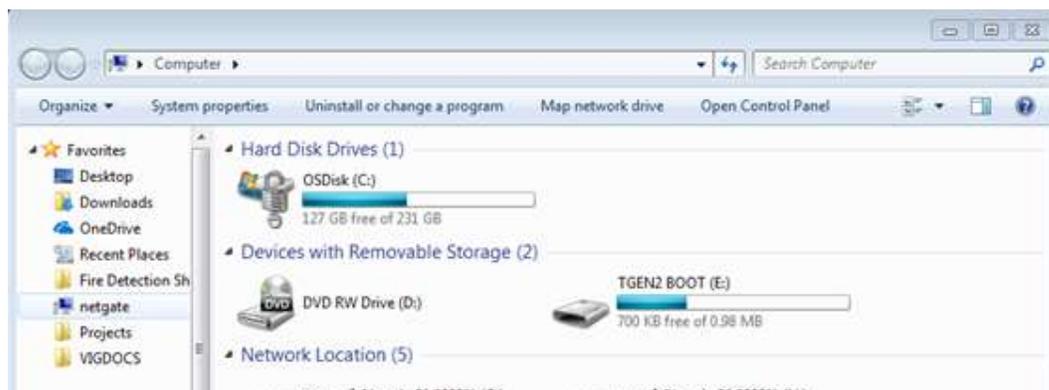
## 3. Obtaining T-Gen2 Firmware V2.30 or later

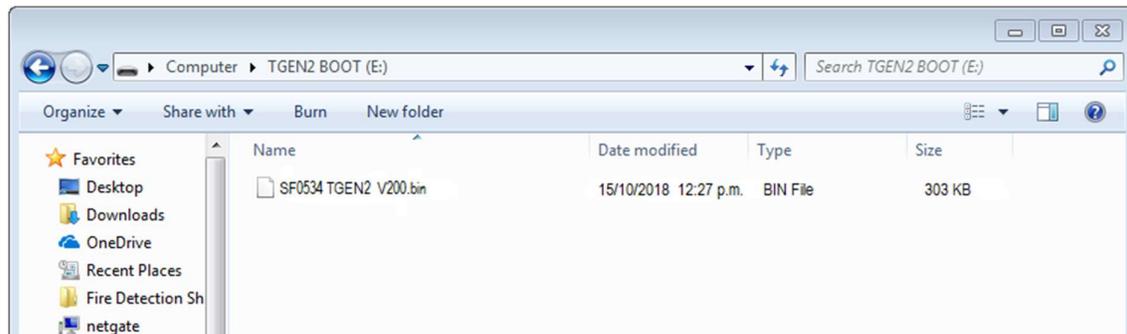The new T-Gen2 firmware (SF0534) can be obtained from the Fireplace using this link:

https://tycosafetyproducts-anz.com/Public/public-anz-downloads.asp

Alternatively, the file can be navigated to at **www.vigilant-fire.com.au | Resources | Downloads ANZ** and then scroll down to **T-Gen2.** Right click on **SF0534** for the T-Gen2 firmware and save the file on your PC. SF0534 is a zip file that contains the necessary .bin file for updating or programming the T-Gen2.

## 4. Upgrading Existing T-Gen2 Firmware

1. A Laptop PC running Windows with a free USB port and a micro USB cable to connect to the T-Gen2 are required.
   REMOVE MAINS POWER ON THE LAPTOP PC FAILURE TO DO SO MAY DAMAGE THE T-GEN2.

2. If the T-Gen2 has site-specific programming, then it is strongly recommended that you ensure that you have a backup copy of the relevant T-Gen2 SmartConfig file, and any site-specific sound files before proceeding

3. Activate the Boot Mode on the T-Gen2:
   While holding down the BACK and NEXT button, power up the T-Gen2 (or use the Diagnostics | ReBoot T-Gen2 command). A message 'T-Gen2 Boot Mode' and a 120 seconds count down timer will be shown.

4. Connect the micro USB cable to the PC and T-Gen2 and verify the TGEN2 BOOT disk is available on the computer (use Explorer to show the available disk drives).

5.  Open the newly added TGEN2 BOOT drive and copy the existing firmware .bin file to a backup folder on your computer. This may be used for a firmware roll-back if required.



6.  Delete this .bin file from the TGEN2 BOOT drive. There should be no files left and the T-Gen2 OLED display will show 'No Valid APP'.

7.  Using "drag and drop" copy the new .bin file to the empty T-Gen2 drive. Once completed, the T-Gen2 will automatically reboot using the new firmware. If an attempt is made to copy an invalid firmware file to the T-Gen2 the copy process will fail, and the drive will be closed.

*Note:* The T-Gen2 boot mode will end when the timer expires, so these steps need to be completed in that time. The T-Gen2 will restart the existing application if one is present. Repeat the process if the timer expires before completing the installation of the new firmware. To roll-back or undo the upgrade, follow the same instructions but use the backup .bin file made in step 5.

SmartConfig software is NOT required to update the firmware of the T-Gen2, but the SmartConfig Lite User Manual LT0345 contains information on updating and programming the T-Gen2 and includes steps to erase the firmware if the TGEN2 BOOT USB drive is not presented to the PC when the USB cable is plugged in.

## 5.  Reporting

Once the update is completed contact Johnson Controls via email to fdp.ts.au@jci.com Subject "T-Gen2 Update" and list the T-gen order or P/O number and site names that have been updated from your list.

If a site is no longer serviced by your company forward a copy of this bulletin to the site requesting the end user contact their service provider to carry out the update. Email a list of these sites to fdp.ts.au@jci.com Subject "T-Gen2 Update" and include phone number, address, contact name and service company so Johnson Controls can follow these up.

## 6.  Resources

The SmartConfig Lite User Manual LT0345 contains information regarding updating and programming the T-Gen2. This manual is included with SmartConfig Lite or can be obtained from the Fireplace website.
https://tycosafetyproducts-anz.com/default.asp
Click on **Resources | Manuals ANZ** and then scroll down to **T-Gen2** to see the LT0345 link.

## 7.  Contact Details

For support or enquiries, contact Johnson Controls Technical Support Centre on 1300 552 559 in Australia or 03 389 5096 in New Zealand during normal business hours. Email inquiries or questions to: fdp.ts.au@jci.com Subject "T-gen2 update"

**David Sharp**
ANZ Technical Services / Manager
Global Fire Detection Products
Johnson Controls

**Joe Briganti**
National Sales Manager – Detection ANZ
Fire Detection Products
Johnson Controls