



# SERVICE BULLETIN #3: TELCHART 2124 BIOS SHUTDOWN ISSUE

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## Severity of situation:

|   |  |
|---|--|
| MINOR   | Error in the product that does not affect the general usability.                             |
| <b>MAJOR</b>  | Error in the product that is likely to cause failure of the product, reducing its usability. |
| CRITICAL  | Error in the product that can render the product hazardous and unsafe.                       |
| <b>Severity assessment:</b> The issue can affect all TELCHART 2124 units if BIOS update is not performed. The issue is as of now being handled in production at the OEM manufacturer, and will only affect already delivered units. |  |

## Issue description:

The computer may experience random freeze, random reboot or random blue screen, at any time. The issue occurrence is estimated at every 1500 hours of use.

## Applies to:

| Telko Model name | Serial number range | Software version range | Severity |
|------------------|---------------------|------------------------|----------|
| TELCHART 2124    | Any                 | All                    | Major    |

## Distribution

We recommend that this Service Memo is distributed to **all** dealers that have sold a TELCHART 2124 unit, for follow up with vessel/vessel owner representative. The recommended action is relatively easy to perform, and in most cases the crew can perform the correcting steps.

## Recommended action:

1. Download link for BIOS: [http://dl.hatteland-display.com/ftp\\_accounts/7495/5y5u3u9f5y\\_7495.zip](http://dl.hatteland-display.com/ftp_accounts/7495/5y5u3u9f5y_7495.zip)
2. When the .Zip file has been downloaded it can be put on a USB Stick, please follow these steps bellow
3. Connect the USB with the .zip file to the TELCHART 2124 computer
4. Extract the .Zip folder to the desktop and enter the extracted folder
5. When inside the extracted BIOS-folder please double click on the Windows Batch File called **Update BIOS**
6. Press **OK** and **Yes** on all the messages popping up. (please note that while updating the BIOS the computer will reboot multiple times)

If you're experiencing any difficulties updating the BIOS, please contact the OEM manufacturer:

[helpdesk@hatteland-display.com](mailto:helpdesk@hatteland-display.com)

Customer Support Direct: +47 4820 5676

## Background:

AS identified by Hatteland Display (OEM manufacturer):

*The root cause is related to the signal quality of SVID signals, affecting the transition of SVID communication for CPU frequency/voltage.*

*Solution for units in field is BIOS update, which inhibit use of SVID communication.*

**On behalf of the Telko Support Team**

*Cato Haugland*

## Document revision history

|     |                                |                 |               |
|-----|--------------------------------|-----------------|---------------|
| 1.0 | 13 <sup>th</sup> February 2019 | Initial release | Cato Haugland |
| 1.1 | 14 <sup>th</sup> February 2019 | Updated layout  | Cato Haugland |