

Date 21.11.97	Ref. No. <b>IP01697</b>	Model <b>CMD-Z1</b>	TD
Subject <b>Software Programming Problem</b>			IRIS 2175

## SYMPTOM

During or after a CMD-Z1 software updating, the unit does not work any more, power-on does not work, or strange characters appear on the display.

## CAUSE

Windows was still running on the PC.

## SOLUTION

- First of all, **exit Windows**. Do **not** use the DOS exit from Windows. When using Windows 95, the PC has to be restarted. During restarting, one must make sure that it starts into DOS, not into Windows (see Instruction Manual of the Level Shifter).
- Next, try to program the CMD-Z1 again. If after a second or third retry the CMD-Z1 will not function properly, the problem can only be solved through factory repair.

## BACKGROUND INFORMATION

Downloading software from the PC to the CDM-Z1 is a DOS operation which cannot be interrupted. The Windows operation may interrupt the downloading process, even when using DOS exit in Windows. It is therefore of the utmost importance to make sure that the PC is working in DOS only.

## NOTE

Similar problems may occur when the connector from the Level Shifter to the CMD-Z1 is not inserted correctly.