

To Valued Customers

November, 2021
Hakko Electronics Co., Ltd.

Defect Report: MONITOUCH TS/V8 series

Thank you very much for your continued patronage of Programmable Operator Interface - MONITOUCH. We regret to inform you that we have identified a malfunction in MONITOUCH TS/V8 series as described below. Please read through this report carefully. We apologize for any inconvenience this may have caused.

1. Details of Problem

With the system program Ver.2.380 of TS/V8 series, which was released on October 1st, 2021, a communication error occurs or the communication becomes slow when the following connection devices are connected.

(1) Communication error

Scope of connection devices:

- MODBUS RTU EXT Format
- MODBUS TCP/IP(Ethernet) EXT Format

(2) Slow communication

Scope of connection devices:

- MODBUS RTU
- MODBUS TCP/IP(Ethernet)

2. Scope of Models

MONITOUCH TS2000 series/TS1000 Smart series/V808CH

* Other discontinued products (all V8 series and TS1000 series) will also be affected if the above system program version is used.

3. Cause of Problem

The problem was caused by the inconsistency between the system program of TS/V8 series applied from October 1, 2021 and the I/F driver program of the connection devices listed in "1. Details of Problem".

4. Scope of Software Version and Products

- System program: V2.380 (Applied to shipments from October 1st, 2021)

* Only applicable to TS2000 series/V808CH

- Configuration software which includes the above system program:

V-SFT Ver.6.1.3.0 (released on October 1st, 2021)

V-SFT Ver.6.1.4.0 (released on October 13th, 2021)

5. Schedule of Measures

1) System program of MONITOUCH TS2000 series/V808CH

System program has been fixed and updated.

V2.380 >> **V2.390 applied to the shipments from November 1st, 2021**

* For TS1000 Smart series, V2.390 will be applied to the shipments from December, 2021.

2) Configuration software V-SFT Ver.6

V-SFT: Ver.6.1.4.0 >> **Ver.6.1.5.0 applied to the shipments from November 4th, 2021**

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6. Measures

The update module will be available from our website on November 4th, 2021.
Please download it and transfer the system program of TS/V8 series to the HMI unit.

7. Website URL

<https://monitouch.fujielectric.com/site/support-e/download-index-01.html>