



600 Knightsbridge Parkway
Lincolnshire, IL 60069
847-537-8800

Technical Service Bulletin

TC-100 Device Name Incorrectly Programmed Causing Vitals Mobile-TC application v3.8.0 and v3.8.1 Not to Run

Models Affected:

Approximately 120x TC-100 devices (79-422-05) produced May 2021 – through August 2021; Serial Numbers: 299368 - 303695

Issue Description:

Beginning in May 2021, a bug in the software programming caused the Model Number “TC-100” not to be programmed as expected. 79-422-05 was programmed instead. This device model name change does not allow Vitals Mobile-TC to run. The Vitals Splash screen launches, but the application does not open further. On Vitals Mobile v3.8.0, the error message “Vitals Mobile-TC only works on TC-100” is behind the splash screen. Portion of the error window becomes visible putting the TC-100 device into landscape orientation. On Vitals Mobile-TC v 3.8.1 “Vitals Mobile-TC only works on TC-100” message appears above the splash screen. Pressing “OK” closes the Vitals Mobile-TC app.

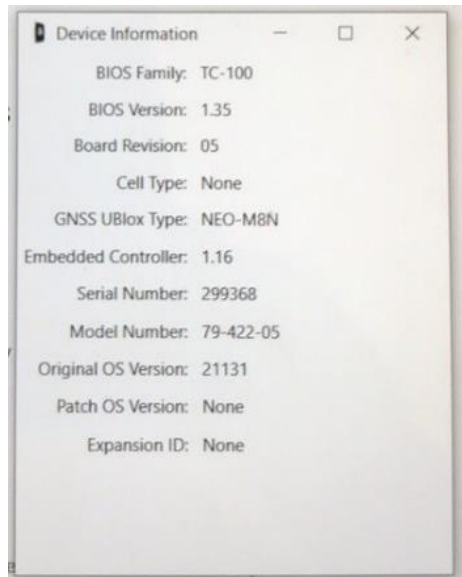


Figure 1-Incorrect Model Number

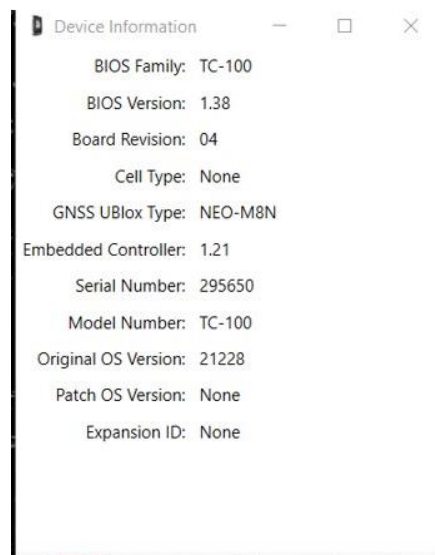


Figure 2-Correct Model Number

Remedy:

Customers with the affected Serial numbers will need to run a patch to update the Model Number on their TC-100 device. Vitals Mobile-TC v 3.8.2 will also be updated to support devices with the affected Model Number discrepancy.

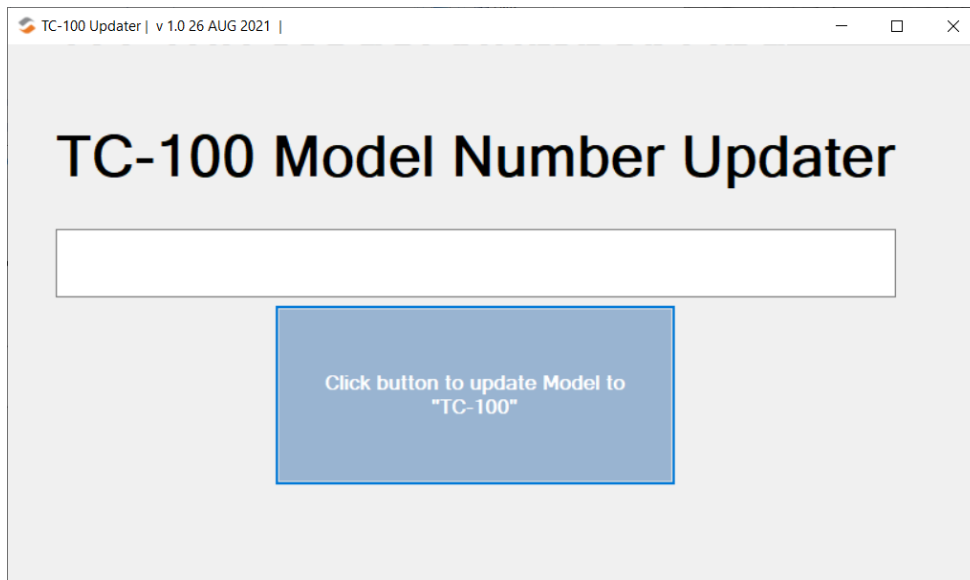
Instructions:

1. Download the required patch from the E.H. Wachs Utility Products [website](#)

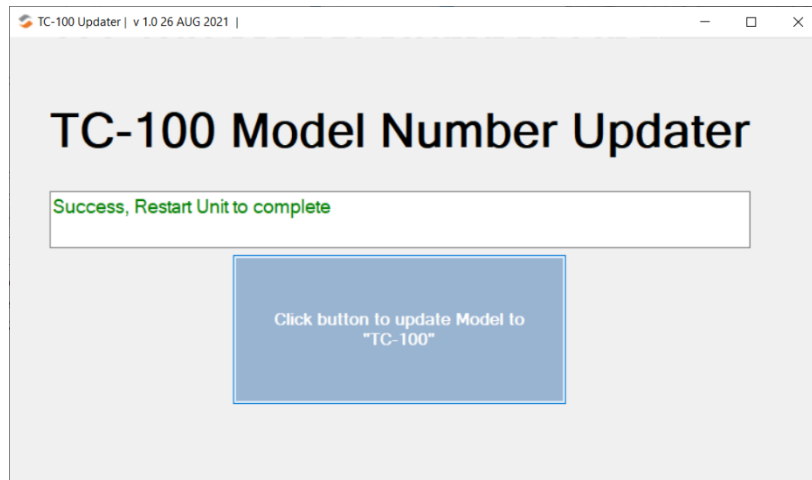


<https://www.turnvalves.com/Tech-Service-Bulletins/TSB-U21-003/>

2. Unzip “TC-100 Model Updater” directory and save onto the TC-100 or flash drive.
3. Run “TC-100 Model Updater.exe” patch on the affected TC-100.
4. Confirm administrator mode if prompted. This will require Administrator access.



5. Press “Click button to update Model to TC-100”



6. Restart the TC-100: **Start > Power > Restart**
7. Verify the patch updated the Model number: **Start > Device info**. Model number should indicate TC-100.
8. Verify Vitals Mobile-TC application runs on the affected TC-100. **Start > Vitals Mobile-TC**
9. Update Vitals Mobile-TC. **Vitals Mobile-TC > Settings > About > Check for Update**. Updating Vitals Mobile-TC requires an Internet connection to validate the software signing certificate.