

Technical Bulletin TSB2020.001

Released: 11/17/2020

Purpose of document: To notify existing users of affected product shipped preceding November 2020.

Concerned Products and or Applications:

All iQ Series Driver Feedback Signs shipped before November 2020

All 15" and 22" seven segment Driver Feedback Signs shipped before November 2020

All Wrong Way Warning (formerly Wrong Way Alert) systems shipped before January 2018

All Changeable Message Signs (truck or trailer mounted) shipped before July 2019.

Issue:

Due to a widespread microprocessor issue affecting millions of varying devices using the same chip, On January 1st, 2021 the real time clock setting will resolve to January 1st, 1970. Symptoms include errant scheduled behavior (if used) and incorrect time stamp applied to data logs (if used).

Action:

For Driver Feedback Signs and CMS Signs...

Connect to the device to manually configure the clock to today's year-28 years. Example: if November 17th, 2020 is the desired date, set the clock to November 17th, 1992.

Alternatively, a firmware update can be provided to correct the issue without losing true date notation. To upgrade the sign's firmware follow these instructions

NOTE: This works best if you are using the default Windows Bluetooth Device Driver; some Bluetooth USB adapters come with an install CD that will install the manufacturer's driver on your system, this is both unnecessary and unadvised. Simply plug the USB dongle in, Windows will handle the driver install on its own. However, the ideas here can be applied to third party drivers with some creativity.

This tutorial has been written with Windows 10 in mind

1. If you are having difficulty connecting by Bluetooth or need to discover your device's COM port, there is a "backdoor" method to connect.
2. From the Start menu, select "Devices and Printers"
3. A list of currently and previously connected devices will be given. If you have already connected to your sign, skip to step 6
4. To add a new sign, select "add a device"
5. Follow the on screen instructions to connect to the sign (designated by the sign's 16 digit serial number), the pairing key is 1234.
6. Back at the connected devices list, your sign should now be listed
7. Right click the sign's icon and select properties
8. Under the "Services" tab, the sign's com number will be given, take note of this.

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Upgrading a sign's firmware

NOTE: Call customer service before upgrading the firmware to ensure you are upgrading with the correct latest release

1. The downloaded (and extracted) folder contains the firmware file and a "bootloader" for use specifically with the associated firmware
2. The bootloader automates the upgrade process and will open a DOS window to perform the function
3. The bootloader will need you to input the sign's com port number found in step 8 above, enter it as com5 (for example), Do not press enter, yet
4. Power down the sign, press enter on your computer, and quickly power the sign on again
 - a. Often we are asked why this step is necessary- the sign is not searching for firmware all the time, but when it is first powered on it is in "bootloader mode" meaning that it is searching for new firmware, which the bootloader will supply.
5. Follow the instructions given, no input should be needed, the bootloader will automatically restart the sign several times and close once programming has completed, in total the process should take less than 5 minutes.
6. If the bootloader cannot connect, communicate, or properly finish installation it will give an error warning. Try the install again, if it will not work after several attempts call customer service.

Note: If the device's schedule or data logging functions are **not** being used, no action is needed.

For Wrong Way Warning Systems...

Request procedure from TraffiCalm Support at 1-855-738-2722

Refer to <https://trafficalm.com/resources/> for your device's specific connection instructions.

For assistance with this process, please contact TraffiCalm Support at 1-855-738-2722

Note: this document is intended to inform trained service personnel in the use and operation of specific TraffiCalm products. If you cannot confidently follow the instructions identified, please contact our support team or a trained and experienced technician. This document serves to provide operational insight, and does not constitute an extension of warranty or imply that TraffiCalm is assuming responsibility in the use and operation of the product(s)