

Service Memo for Tactile M 4000:

Problem:

Lost memory in M 420 / 430
Incorrect "wake up" mode of console or audioracks

Cure:

Attention: only open the M 4000 units when disconnected from power!!!

Last Setting is lost:

You are using your system for quite a while and you are missing the last setting after switching ON your system.

The M 420, M 430 and M 440 have internal backup-batteries, which are automatically recharged when the System is ON.

The normal recharge-time is 6 to 8 hours for 80% of the normal capacity.

12 hours for full capacity.

The batteries will last for 4 to 6 weeks without recharge.

These batteries have a lifetime of about 1000 cycles for recharging.

Then they will loose their capacity and power – this is leading to a loss of memory.

Please check the battery-packs in the three units and replace with the same voltage-type, the capacity of the battery-sets today are higher, this will be no problem.

The units are fitted with:

M 420:	3,6 V 1200 mA
M 430:	3,6 V 600 mA
M 440:	3,6 V 600 mA

Where are these battery-packs in the units:

In the M 420: open the rear drawer of the unit – this is the bottom part of the rear panel where you have the PSU-connector. Unscrew the 5 screws and then pull out the drawer very carefully for about 5 cm only. Now look into this gap and check if there are any cables stuck in some turns etc. Clear out these hanging cables and then pull slightly to about 8 cm out. You now see the battery-pack fitted to the rear of this drawer, fixed by a metal bracket. Unscrew this bracket and take out the batteries and then check their voltage.

In the M 430 you will find the battery pack after opening the front panel, the batteries are fixed to the ground plate inside the unit.

In the M 440 you will have to open the top lid. Here you will see the battery-pack mounted to the RAM board above the HDD, or on the mainboard, depending on the version you have.

Only replace defective batteries with the same typ (higher capacity is O.K.) but **never install a NiMH type, as the loading electronics are designed for NiCad types.**