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Doc No.: TB-1901

Version: 1.0

Date: 14 February 2019

Subject: Updating the Uniplay 10 inch HMI

TECHNICAL BULLETIN

1. Introduction

Motion Perfect v4 comes with the latest release of Uniplay Client firmware.

On first connection to a Uniplay HMI, MPv4 will suggest updating the firmware if there is a newer version than that on the HMI.

There is an issue that will cause 10 inch hardware revision 1 to fail after the update.

This bulletin describes how to correctly install new firmware in the revision 1 10 inch Uniplay.

2. Product affected

10 inch Uniplay HMI with revision 1 hardware.

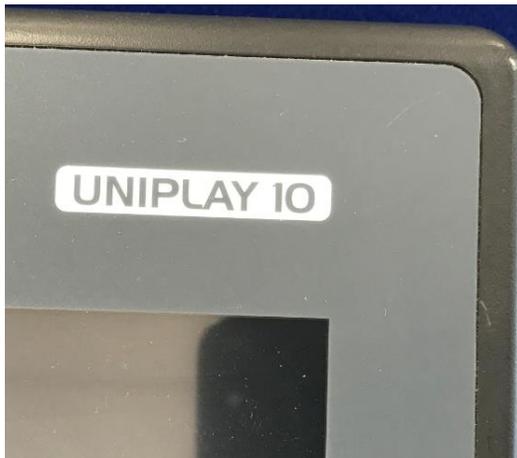
This does NOT affect any 7 inch HMIs.

It does not affect the revision 2 10 inch Uniplay HMI.

3. Identification

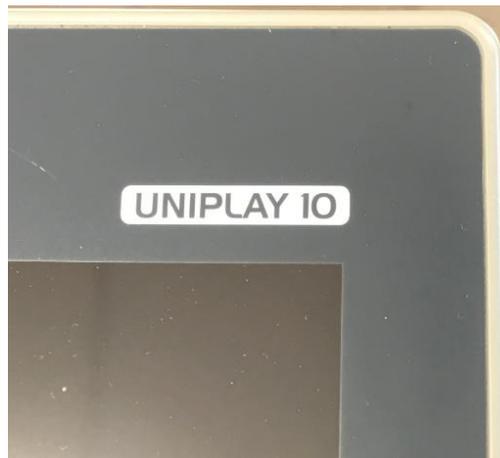
10 inch Uniplay Revision 1.

Dark Grey back panel and border:



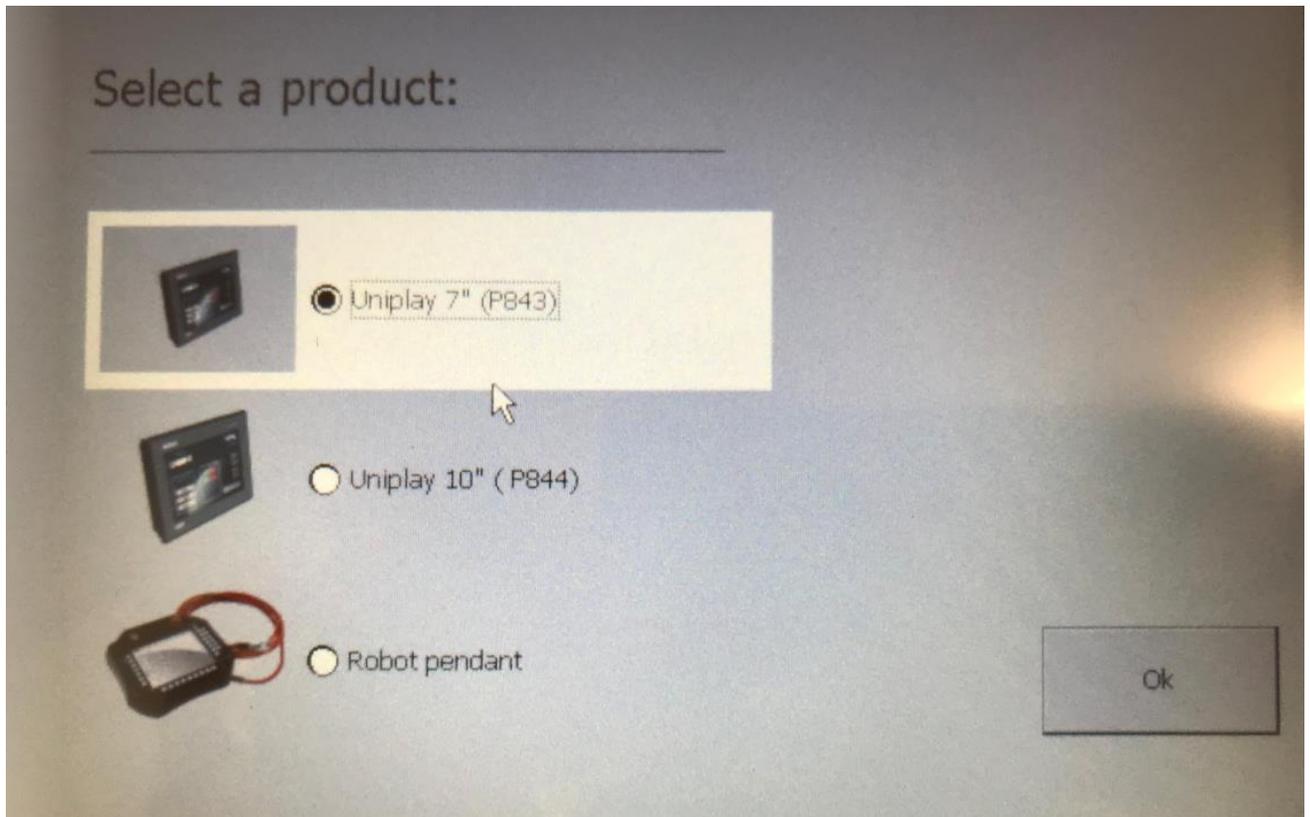
10 inch Uniplay Revision 2.

Light Grey back panel and border:



4. Procedure to use when updating

Run the update from Motion Perfect v4 in the normal way, following the prompts on screen in Motion Perfect. When the update is nearly finished, the HMI will display a choice of terminal types.



For the 10 inch HMI revision 1, with the dark grey case, you **MUST** select Uniplay 7" (P843) as shown above.

5. Corrective Action if update fails

5.1. Symptoms

The Uniplay will start up but when it tries to run the Uniplay HMI Client software, the following message may be seen.

Failed to get ECD.DLL info. This might be indication of incomplete installation or incorrect device configuration selected.

Can't find PInvoke DLL 'ECD.dll'.

The HMI cannot start up and it cannot be updated again from Motion Perfect.

5.2. Solution 1 Return to Trio

Return the HMI to Trio and we will update it with the latest client software.

5.3. Solution 2 Re-install from USB stick

Contact your Trio Distributor for assistance with obtaining the required files to update the HMI.