# Repair Tips for the M5000

## Doesn´t accept code after serial mismatch

There are two possible reasons:

1. The repair code entered didn't match the error code (typing error) - or
2. The M5000 BIOS/boot version is 4.00 or 4.01 Please power the M5000 on while holding the BYPASS button. Press UNDO when it shows "Serial Information mismatch..." Select "Serial#" with the program knob and press DO. In case the BIOS/boot version is 4.00 or 4.01 you MUST have boot version 4.02 installed.  To get this boot installed you have to send your M5000 to TC Electronic

## Serial information mismatch

Q: My M5000 screen says Serial information mismatch.
Please press DO and write down the codes after power up.

Answer:
The code string the M5000 shows is an error code string.

Please contact us via Contact Support or mail to tech@tcelectronic.com and supply the following information:
The code shown on the display
The serial number of the M5000 : e.g."281478"

Do not enter anything on the M5000 before you have received the repair code from us.
After getting the repair code please follow the instructions below :
Please reboot the M5000.
Verify that the error code is identical to the error code string you have informed to us. -If not please contact us again.
Press DO twice when it shows the "Serial information mismatch.." message
Enter the repair code which you have , press DO
Enter the serial no, press DO.

The reason for this error message can be a bad battery, bad connections between the battery and the RAM chip or even a very heavy electronically noise pulse might have corrupted the RAM.
It is a good idea to check the battery soldering and the battery voltage. The voltage should not be less than approx. 2.7 VDC.

PLEASE NOTE:
- RAM presets are lost (if you haven't made a regular back-up on card or floppy).
- Eventually MD-2 license(s) need to be re-installed. How to do ..

PS. If the M5000 doesn't accept the code:
Please power the M5000 on while holding the BYPASS button. Press UNDO when it shows "Serial Information mismatch..." Select "Serial#" with the program knob and press DO. In case the BIOS/boot version is 4.01 or 4.00 you MUST have boot version 4.02 installed. Click here for instructions You can also order a PCMCIA card with instructions from TC (order code 712070111) .

## There is no sound from the ADA-1 card

Analysis:
- There is no sound from the ADA-1
- When switched of the bypass relay is activated and there is sound from the card.

All fixed voltages (i.e. 5V, 15V etc.) were ok!

The input signal is ok up til AD converter. There ADC output signal changes when frequency sweep is activated from generator.

Sollution:
- Try replacing the IC09 chip with a new.

## M5000 Power supply replacement

We have used 3 different power supplies in the M5000:

Mainframe serial no.: 280000 - 281446: Power supply version 1. (toroidal transformer + PSU PCB no. M5005-x)
Mainframes with this version can be recognized by black side- and rearpanels
- Replacement PSUs version 1 is obsolete. - Please order: 712210711 M5000/X PSU upgrade kit ver.1 to ver.3 (power supply is included)

Mainframe serial no.: 281447 - 283567: Power supply version 2. (PSU PCB no. UP0404TC)
Mainframes with this version can be recognized by "golden" side- and rearpanels, but no fan is fitted.
- Replacement PSUs version 2 is obsolete. - Please order: 712210511 Upgrade kit to power supply version 3, (power supply is included)

Mainframe serial no.: 283568 - : Power supply version 3. (PSU PCB no. M5505-x)
Mainframes with this version can be recognized by "golden" side- and rearpanels, fan is fitted in right sidepanel.
- Please order: 712062011 Power supply version 3

If you need any more help please contact: Technical Service