SONY

Technical Bulletin

Date	Ref. No.	Model	
22.01.10	**10TV004**	**EX-2L_Basil_Sat, EX-2L_Coriander_Sat, EX-2L_Paprika_Sat Chassis**	BC
Subject			IRIS
Software Recovery Tool for BA Board			111A

SYMPTOM

No picture may appear, while the green LED is on.

CAUSE

Damaged NVM data on BA board.

SOLUTION

Recover the TV set by applying the Software Recovering Tool using a Memory Stick.

1. Preparation – Memory Stick Requirements

- Remove unnecessary files from the MS before copying data.

- Use a Memory Stick formatter to format. Windows formatters are not supported.

- A format program can be downloaded from:

    http://support.sony-europe.com/memstick/downloads/downloads_ms.asp?l=en&f=MSFRM#disc

- It is, however, recommended to use a Digital camera to format!

- After formatting, the content in the MS is just a "Memstick.ind" file.

- The flash size must be 16 MB or more.

2. Recovery procedure

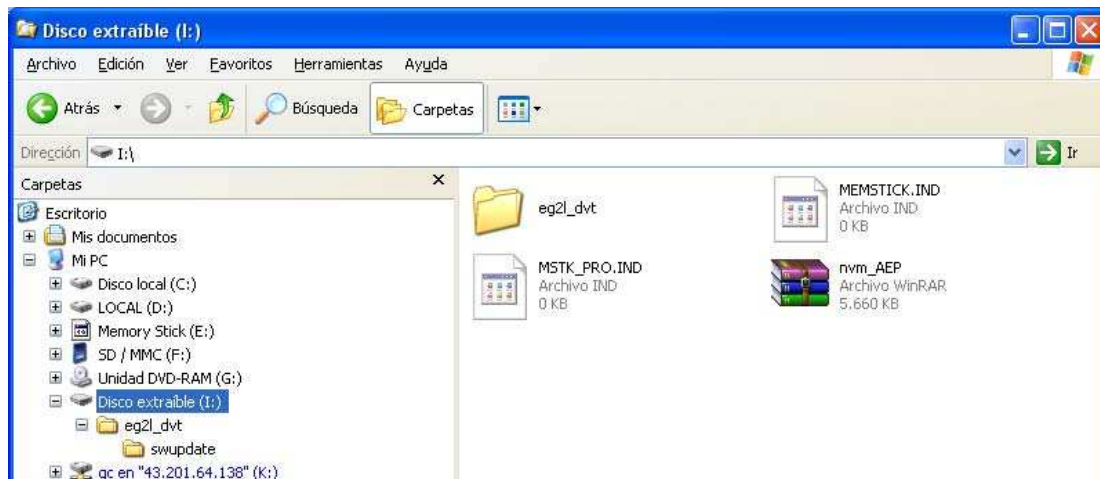2-1. In the Memory Stick, create a folder "eg2l_dvt" containing a subfolder "swupdate".

2-2. Download the attached zip file, including the software recovery tool (RAM file) and NVM data (TAR file), attached to this Technical Bulletin.

Date	Attachment	File
January 2010	10TV004_Satellite.zip	app_install_eg2l_dvt_0.146.40-20100119-256-sig_aquaFlash1Recover.ram
		nvm_AEP.tar

Condition code	Symptom code	Part number	Ref.	Section code	PWB	Defect code	Repair code	Qty.
1	**11A**		**10TV004**	**FMW**	**BA**	**N**	**3**	

2-3. Copy the RAM file in the "eg2l_dvt/swupdate" folder.

2-4. Copy the TAR file into root directory of the Memory Stick. The MS root folder should look as below (Make sure that 'Show hidden files and folders' is activated in the Explorer Options).

2-5. Power off the set and unplug the AC cord.

2-6. Insert the Memory Stick into the erroneous BA board and turn on the TV.

2-7. Wait for about 30 seconds until "Initial setup" is shown. If you can see the EMMA log, wait until the EMMA application is launched.

2-8. Turn off the TV.

> **IMPORTANT**
> **After the recovery process, the TV can go in Error mode, i.e. LED changing from green to Red blinking 14 times (T-Con error) – due to generic NVM data not matching to current set size. Therefore, make sure to write the correct NVM version.**

2-9. Follow the BA board replacement procedure as described in TB **09TV097**. Although the BA board does not have to be replaced for this issue, it assures correct settings and memory values for each model.

2-10. Update to software package **#1.700 or higher**, using the software attached to TB **09TV093**.

2-11. Check the MAC Address value in Menu => Settings => Network settings => Network.

NOTE: If the MAC address is empty (6 times "00"), this board cannot be used and must be returned for central repair.