



Frequently Asked Questions

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Model	Question	Solution
T5000	Programming Fields unintentionally Disabled in Tait Orca Applications:	<p>On some occasions if you open an old Tait Orca datafile you may find that the database version it was created with may be too old to support some new features / fields in the Programming Software. You can see the current database version on the bottom status bar of the programming applications.</p> <p>In such cases you will find if you enable a feature, then save the radio personality file, then re-open the file, that the feature will then be disabled again. This is due to the old database version not recognising the selected field as valid.</p> <p>To work around this, if you open an old datafile Technical Support recommends you either:</p> <ul style="list-style-type: none"> • Change the field, then switch to the 'Specifications' page and change the radio 'Model' to another type, then switch the model back to that selected previously. (eg If you want to program a 5040, change the model to a 5035 and then revert back to a 5040). This has the effect of updating the database version to the latest version. Note: Be careful using this because if you select a low tier model as the intermediate model, some fields may be disabled, and they wont be automatically re-enabled when you revert back to the original model. <p>Or</p> <ul style="list-style-type: none"> • Change the field and then program a radio with the latest firmware version fitted. Then read the radio and save the datafile. By doing this the database version of the personality file is updated to the latest version at the time it's written to the radio. Therefore when you read the radio the database is already updated to the latest version. <p>TEL Development is investigating the possibility of updating the database to the latest version as soon as a radio personality file is opened or read from a radio. This is currently done on the TM8000.</p> <p>Note: You may also encounter a similar occurrence if you attempt to program a radio with old firmware that does not support a specified feature. When you read the radio personality file back, you will see the fields settings have not been programmed. In this case to resolve the issue you should upgrade the radio firmware to the latest version.</p>
TM8000	I have just installed the new TM8000 calibration software 2.75 alpha, but when it opens, it comes up with an error saying it has expired.	<p>This is correct, it is a trial version that is needed for TM8200 dual mode radios, due for release soon. The previous version 2.73 may still be employed for current TM8100 and single mode TM8200 radios. An announcement will be made when this product is released and suitable software placed in the support area of Taitworld.</p> <p>In the meantime just carry on using it, as it is still fully functional.</p>