



TECHNICAL SERVICE BULLETIN

TSB 2016-1003 Level: 2

Effective December 16, 2016

Topic	“Update ManTooth” feature in ManTooth Android App is intended only for use with ManTooth-PT models 67001, 67002, and 67003. Using this feature with ManTooth-V and ManTooth-PTV models causes these units to malfunction
Affected Units	All ManTooth-V & ManTooth-PTV units; models 67020, 67021, & 67023
Resolution	An app update is in process to restrict users from being able to “Update ManTooth” on ManTooth-V & ManTooth-PTV models

ISSUE:

The “Update ManTooth” feature, accessible in the General Settings of the Android-version of the ManTooth 2.0 app, was designed to allow users of ManTooth-PT modules to update the Bluetooth radio settings in their ManTooth-PT modules. This feature improves the Bluetooth connectivity and the overall Bluetooth connection process. This feature is not intended to be utilized with ManTooth-V and ManTooth-PTV models, as the radio settings in these modules are already up-to-date. However, if a ManTooth-V or ManTooth-PTV user utilizes the “Update ManTooth” feature, it will cause the updated device(s) to malfunction.

ROOT CAUSE ANALYSIS:

The root cause of the issue has been linked to the speed at which the Bluetooth radio communicates with the microcontroller on the ManTooth circuit boards. The communication speeds on ManTooth-PT modules are slower than the communication speeds on ManTooth-V and ManTooth-PTV modules (different software platform). If the “Update ManTooth” feature is applied to ManTooth-V and/or ManTooth-PTV modules, it changes the communication speed to that of the ManTooth-PT modules, which causes these module(s) to malfunction.

INSTRUCTIONS:

Do not apply the “Update ManTooth” feature to any ManTooth-V or ManTooth-PTV modules. These models already have the updated radio settings. We are in the process of an app update that will not allow users to select these modules when applying the “Update ManTooth” feature (restricted only to ManTooth-PT modules with serial numbers starting with the letters “YJPT”). Please check for app updates and keep the ManTooth app up-to-date on your devices.

If the “Update ManTooth” feature has been applied to your ManTooth-V or ManTooth-PTV modules, please contact customer service to make arrangements for module reprogramming.

