



PRIORITY:	Normal
DATE:	July 25, 2006
TITLE:	AlphaEclipse 3600 Signs Resetting and StreetSmart and RoadStar Signs Displaying Partial Messages
ECO REFERENCE:	N/A
PRODUCT(S) AFFECTED:	AlphaEclipse 3600 signs with version 11805001E or older firmware StreetSmart 35x signs with 11805001E with firmware 35x, 17x and RoadStar signs with 11755001F & G firmware
SUMMARY:	Signs using the older firmware can reset or display incomplete messages. This bulletin explains the background, how to determine if your sign is affected, and how to display message text for these signs.

Background

- When a text message larger than the sign's display is sent to an older AlphaEclipse 3600 sign, the sign resets.
- When a text message larger than the sign's display is sent to a StreetSmart or RoadStar, the sign displays only some of the message text.

Example for a 32 row sign:

```
[fill/hold][15/16 row][double high on]32 Row High Text[double high  
off][new line]16 Row High Text
```

This message is actually considered 48 rows high (with a new line in fill position), larger than the 32 row sign can display.

Determining if your sign is affected

1. Power up or reset the sign and read the information appearing on the display.
2. Look for a message similar to the following:
11805001x
3600 64x32

11805001x—firmware part number, 3600—sign model, 64x32—64 pixels wide by 32 pixels high
3. If the firmware part number is 11805001E or older, go to “How to display text messages for these signs” on page 2 for more information.

NOTE: Firmware version 11805001F for AlphaEclipse 3600 signs and version 11755001F & G for StreetSmart and RoadStar signs do not reset, but they do not display the second half of the message, 16 Row High Text.

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How to display text messages for these signs

Avoid situations where the sign may interpret the message as larger than the actual display area. A couple of alternatives are listed below:

Instead of...	Use...
new line	new page command
fill position	middle position