



Service information

Reference no.: SDA_89323

Symptom

Software update for FC9910 HomeRun available

Cure

INFO: An optional firmware update for FC9910 HomeRun is available. The Consumer / Servicer does need access to the internet to be able to download the update. The update can be transferred to the appliance by using a USB stick. (detailed instructions are included in the upgrade package, which will also be available through the Philips support website.

Major topics fixed or improved:

- Fixed: E2 floor detection error
- Fixed: Not remembering selected mode, when 24h timer function is used
- Improved robot's behaviour on tiled floors (for instance black and white squares, or tiles with wide joints)
- Improved docking routine
- Multiple minor adjustments and improvements to navigational system

CURE: When a FC9910 HomeRun Robotic vacuum cleaner is handed in for service or repair, you should proactively upgrade it's software. The new software is already used in production since WK1126. Please refer to the attached flowchart for a detailed upgrade process overview. You can find the upgrade package as an attachment to this symptom cure, additionally a detailed process flow of the upgrade process is included in the ZIP file. This is not to be shared with consumers. Also the call center bulletin is attached for your reference.

TROUBLESHOOTING: The upgrade process of the robot consists of two parts, the preparation and the actual upgrade.

During the preparation for upgrade the following errors can occur:

- U1 or U5: there is something wrong with the USB stick, the file itself or it's location on the Stick. Instruct the consumer to reprepare the USB stick according the instructions.
- U2: the upgrade is not suitable for your appliance.
- U3 or U4: Memory problem, retry upgrade, else refer to service.

During the upgrade process the following error can occur:

- U6: there has been an error during the actual upgrade process, the appliance will automatically retry to upgrade the appliance.

When there is a problem with the power supply during the upgrade, depending on the progress of the upgrade process of the robot during the power failure, the update might or might not have been completed successfully.

We advice the consumer to contact the Call Center, to check the software and firmware version together with the agent. The software and firmware version the consumer currently runs can always be verified by entering the service mode as described on p.6 in the service manual.

Description		Old		New
		1st version	2nd version	Upgrade
vER	Software version	4e	51	54
FuEr	Firmware version	57	61	67

REMARKS: 05-10-2011: initial version