

# *Software Development Systems Customer Support Guide*

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## IMPORTANT NOTICE

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TI warrants performance of its hardware products to the specifications applicable at the time of sale in accordance with TI's standard warranty. Testing and other quality control techniques are used to the extent TI deems necessary to support this warranty. Except where mandated by government requirements, testing of all parameters of each product is not necessarily performed.

TI assumes no liability for applications assistance or customer product design. Customers are responsible for their products and applications using TI components. To minimize the risks associated with customer products and applications, customers should provide adequate design and operating safeguards.

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Mailing Address:

Texas Instruments  
Post Office Box 655303  
Dallas, Texas 75265

# Customer Support Guide

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Thank you for selecting Texas Instruments for your application. Please take a few moments to read this Customer Support Guide. It describes the range of services available to you as a TI customer.

By registering any software included in this product, you may be eligible to receive software updates as they become available from Texas Instruments. You must also register to be able to access TI's Technical Support. See *Product Registration* for information on registering. To ensure that you continue to receive update information, please notify Texas Instruments of any change of address.

**Note: Update Advisor**

The Update Advisor is a live update feature in Code Composer Studio that will take you to a web page to download patches for your product. Update Advisor capability is new with Code Composer Studio IDE v2. This is not available in older products.

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## Register Your Products

### Product Registration

So that we can provide the best product support and to keep you informed of new developments, please register each software product that you license. The registration process may vary depending on which tool you licensed.

If Code Composer Studio™ IDE (CCS) is included with this product, there are three ways to register CCS:

- Web (preferred method). Register immediately after installation or by clicking Help→CCS on the Web→Register On-line on the CCS drop down menu.
- Email and fax registration forms are also available at the Help→CCS on the Web→Register On-line menu selection. Registrations can be faxed to 866-855-8428 or emailed to: register\_ccs@ti.com
- Free Evaluation tools are only eligible for web registration.

#### ***Code Composer Studio Registration:***

You must register software within 30 days of receipt to enable your 90-day free software subscription service for new users or to continue your subscription service for existing users. Subsequent subscription service can be obtained, for a fee, on a yearly basis (not available for DSKs). The software subscription service entitles you to the latest tools updates, utilities and product patches.

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#### **Note: Access Update Advisor**

You must register via the online web registration form to enable access to the new internet enabled Update Advisor.

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You can register online during installation if you are connected to the internet. To register online after installation or to register via fax or by email you can access the registration forms from within Code Composer Studio™ IDE. From the menu bar select Help→CCS on the Web→Register On-line, select the appropriate registration link for your product and follow the instructions on the form.

You will need your Service Code to register the product. The Service Code is a 16-digit number starting with the letters CCS attached to the product CD-ROM folder.

**Code Composer Studio Service Codes:**

CCS v2.0 software tools include a 16-digit service code. This service code must be entered during the registration process to enable the 90-day free subscription service and to enable access to the Update Advisor web pages.

New service codes will be shipped automatically when you subscribe to the annual subscription service. You will be prompted to register the new code. The service code registration will automatically add the new subscription period to your existing software subscription period.

Free Evaluation Tools and DSK software tools also include service codes. These service codes enable use of the Update Advisor once registered. Free evaluation tools and DSK products are not entitled to product upgrades. However, patches, promotions and bug fixes may be available periodically via the Update Advisor.

**Texas Instruments Services**

As a TI-registered customer, you are entitled to receive these services:

- Access to Texas Instruments' world-wide technical support
- Free subscription service for 90 days after receipt of eligible software products (does not include DSK products). The subscription service entitles you to all software updates made available during the initial 90-day period. Please check the Update Advisor for live updates via the web during the 90-day free period.
- Registered users with a valid current subscription service will automatically be shipped major product upgrades as they become available.
- Notification when your subscription service expires. Registered users may subscribe or extend their subscription service on an annual basis for 20% of the then current list price (applies only to eligible software products).
- Factory repair and/or exchange of products per Texas Instruments' policy/warranty

These services are available only if you register your product. All TI Software products must be registered within 30 days of receipt.

Some third-party products distributed with TI Development Systems include separate registration cards addressed directly to the third party. Please fill out and return these cards directly to the address specified to ensure that you receive full support for these products.

## Changing Your Address

To ensure that you continue to receive updated information, it is important that you notify Texas Instruments of any change of address and that you keep your registration up to date. To notify TI of a change of address, proceed as follows:

- If you registered your development tools via the internet, you will need to invoke the registration tool within Code Composer Studio again to have an opportunity to update your personal information. Click on Help→CCS on the Web→Register On-line.
- If you registered via email or fax, send an email to or contact Lee Marketing with the following information:
  - New and former user name
  - New and former company name
  - New and former address. (Please use shipping addresses only; we cannot ship to P.O. boxes.)
  - New and former email address
  - New and former telephone and FAX numbers

Lee Marketing: (972) 293-5050, Fax number: 866-855-8428

e-mail [register\\_ccs@ti.com](mailto:register_ccs@ti.com)

## Software Updates and Upgrades

TI is constantly striving to improve the quality of its Development Systems products. As a result, updates are periodically released, incorporating product enhancements, refinements, and bug fixes.

When significant new features are added to a product, an upgrade may be released.

### ***Register your product online during installation***

When you register online, you are eligible to receive minor software enhancements, new device drivers and bug fixes via the Update Advisor as they become available at TI for 90 days for free. An annual subscription service is available for a fee to continue your access to Update Advisor updates and major product release automatic upgrades.

You can set up automatic notification of tool releases and bug fixes via My Workspace. Sign up now on TI's DSP Developers Village at <http://www.dspvillage.ti.com>. When you set up email notification in your online workspace, TI will notify you proactively when bugs are fixed and patches are available.

All registered users with a valid software subscription with TI may be entitled to receive major software product updates as they become available. In many cases, updates include upgraded functionality as well as maintenance items. You must have a valid and current subscription service to receive major updates. (Not all products are eligible for the subscription service such as DSKs and TI emulators.) The subscription service is free for 90 days from receipt — then it's 20% of the then current list price **per** year to keep it active. You may subscribe to the first year subscription directly from TI and renew your subscription service in subsequent years from Lee Marketing. You will receive a subscription renewal quotation at the end of the maintenance term. Therefore, it is important to notify TI of any change of address (see page 4) or other contact information to ensure that you continue to receive updates.

Minor updates are available via the Update Advisor (web-enabled) in some products. Major updates will be shipped automatically to registered users with a valid subscription service.

Software updates are intended as a replacement for your original media and program. You may retain one copy of the original program for archive purposes only. An update does not entitle you to use the software on more systems than provided for in your original license agreement.

### ***Code Composer Studio Update Advisor Policy***

You must have a valid TI&ME account and have registered your development tools via the online web registration form within 30 days of receipt to enable the update advisor capability. The Update Advisor will offer bug fixes, promotions, and patches as they become available. This service is available to anyone with a valid subscription service (either first 90 day free or paid service). Development tools not eligible for subscription service will still be able to receive the first 90 days of update advisor service upon registration.

## **Hardware Updates**

Texas Instruments hardware development tools are not eligible for product updates or upgrades. Some hardware products may be bundled with software products that are eligible for updates such as Evaluation Module Bundles. Texas Instruments DSP Starter Kits (DSKs) and Emulators are **not** eligible products for updates or upgrades.

## Customer Support

### If You Need Assistance

Refer to the information in this section for world-wide or regional support. When calling a Literature Response Center to order documentation, please specify the literature number of the book.

- World-Wide Web Sites
- North America, South America, Central America
- Europe, Middle East, Africa
- Asia Pacific
- Japan
- Documentation

Contact Customer Support through Code Composer Studio v2 — simply click on Help→CCS on the Web→Support Questionnaire and you will be directed to an internet form to easily report your comments or problems and submit them directly to TI support centers. This feature is not available for Code Composer Studio for UNIX or Solaris platforms.

### **World-Wide Web Sites**

TI Semiconductor Home Page	<a href="http://www.ti.com">http://www.ti.com</a>
TI Distributors	<a href="http://focus.ti.com/docs/general/distributor.jhtml">http://focus.ti.com/docs/general/distributor.jhtml</a>
Semiconductor Product Information Center (PIC)	<a href="http://www-k.ext.ti.com/sc/technical_support/product-information-centers.htm">http://www-k.ext.ti.com/sc/technical_support/product-information-centers.htm</a>
DSP Solutions	<a href="http://dspvillage.ti.com/docs/dspproducthome.jhtml">http://dspvillage.ti.com/docs/dspproducthome.jhtml</a>
DSP Knowledge Base	<a href="http://www-k.ext.ti.com/sc/technical_support/knowledge-base.htm">http://www-k.ext.ti.com/sc/technical_support/knowledge-base.htm</a>

To check for updated URLs go to <http://www.ti.com>.



**North America, South America, Central America**

Product Information Center (PIC)	+1 (972) 644–5580
Fax	+1 (214) 480–7800
Email	sc-infomaster@ti.com
TI Literature Response Center U.S.A.	+1 (800) 477–8924
Software Registration/Upgrades	+1 (214) 638–0333
Fax	+1 (214) 638–7742
U.S.A. Factory Repair/Hardware Upgrades	+1 (281) 274–2285
U.S. Technical Training Organization	+1 (972) 644–5580
DSP Technical Support	<a href="mailto:support@ti.com">support@ti.com</a>
DSP Internet BBS via anonymous ftp to	<a href="ftp://ftp.ti.com/pub/tms320bbs">ftp://ftp.ti.com/pub/tms320bbs</a>

**Europe, Middle East, Africa**

European Product Information Center (EPIC) Hotlines:

Phone	
Belgium (English)	+32 (0) 27 45 55 32
France	+33 (0) 1 30 70 11 64
Germany	+49 (0) 8161 80 33 11
Israel (English)	1800 949 0107
Italy	800 79 11 37
Netherlands (English)	+31 (0) 546 87 95 45
Spain	+34 902 35 40 28
Sweden (English)	+46 (0) 8587 555 22
United Kingdom	+44 (0) 1604 66 33 99
Fax	+49 (0) 8161 80 2045
Email	epic@ti.com
Online	<a href="http://www.ti.com/sc/epic">http://www.ti.com/sc/epic</a>
EPIC Modem BBS	+33 1 30 70 11 99
European Factory Repair	+33 4 93 22 25 40
Europe Customer Training Helpline (Fax)	+ 49 81 61 80 40 10

**Asia-Pacific**

International	+886-2-23786800
Domestic	
Australia	1-800-881-011
China	108-00-886-0015
Hong Kong	800-96-1111
India	000-117
Indonesia	001-801-10
Korea	080-551-2804
Malaysia	1-800-800-011
New Zealand	000-911
Philippines	105-11
Singapore	800-0111-111
Taiwan	0800-006800
Thailand	0019-991-1111
TI Hotline Number	-800-800-1450
<b>Note:</b> Not valid for China, Korea or Taiwan	
Fax	886-2-2378-6808
Email	tiasia@ti.com

**Japan**

Phone	
International	+81-3-3344-5311
Domestic	0120-81-0026
Fax	
International	+81-3-3344-5317
Domestic	0120-81-0036
Email	pic-japan@ti.com
DSP BBS via Nifty-Serve	Type "Go TIASP"

### ***Documentation***

When making suggestions or reporting errors in documentation, please include the following information that is on the title page: the full title of the book, the publication date, and the literature number.

Mail: Texas Instruments Incorporated

Technical Documentation Services, MS 702  
P.O. Box 1443  
Houston, Texas 77251-1443

Email: [support@ti.com](mailto:support@ti.com)

### **TI Product Information Center**

The Texas Instruments Semiconductor Product Information Center can assist you with technical and non-technical inquiries and services. A staff of professionals will listen to your needs, answer questions, order documentation, or direct you to the appropriate department. You can contact the Product Information Center for North, South, and Central America located in Dallas, Texas at (972) 644-5580, from 8:00 a.m. to 6:00 p.m., CST, Tuesday through Friday, and from 9:30 a.m. to 6:00 p.m., CST, on Monday.

## Technical Training

Success today means meeting competitive standards of quality, variety, customization, convenience, and timeliness. No longer is productivity the single measure of success. At Texas Instruments, your success in the design process is foremost on our minds.

Technical advancement and stiff competition are constantly driving the need to shorten the cycle time from design concept to market availability. State-of-the-art skills and practical application techniques are required to implement ideas quickly with a high degree of quality and value.

To help you meet these challenges, TI offers the latest training and consultation on advanced technologies. This training includes lectures by skilled instructors and hands-on lab exercises using the latest TI development tools to accelerate your learning experience. Real-world examples show you how to apply TI's advanced technology to your system, helping you discover more productive ways of gaining that competitive edge.

For technical training information or registration in the U.S., call 1 (800) 336-5236, extension 3904, or (972) 917-3894. To reach the Europe Customer Training Fax Helpline, call + 49 81 61 80 40 10

Or visit us on the web to register for live or online training at:

<http://www.ti.com/sc/docs/training/training.htm>

## Service and Warranty

### Service and Warranty Information

For most hardware products, a repair service is available, either on a fixed-price or an exchange basis. For service on a hardware product, please contact the appropriate factory repair center and ask for a Return Material Authorization (RMA) number before you send in your product for repair or exchange. In the United States and Canada, call (281) 274–2285, 8:00 a.m. to 4:30 p.m., CST. In other locations, contact your local sales office.

Most hardware products are repaired on a fixed-price basis, provided that the returned product is repairable. Fixed repair prices do not include the cost of repairing items damaged through accident, alteration, improper installation, misuse, or unauthorized repair. Certain factory upgrades may also incur an extra charge.

You will be notified if the cost of repair exceeds the standard fixed-price rates.

You may request expedited exchange service at an extra cost, subject to product inventory. The expedited exchange product will be shipped within one (1) working day from receipt of the returned product.

The product is returned to the customer, F.O.B., by the Factory Repair Center. Transportation and insurance charges are added to the customer invoice.

## Warranty

### *Warranty Information*

The terms of your limited warranty are specified below. Please keep the warranty statement for future reference.

Texas Instruments Incorporated  
Semiconductor Group  
Software Development Systems Warranty Statement

**Warranties:** THE FOLLOWING ARE IN LIEU OF ALL WARRANTIES, EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND OF ANY OTHER WARRANTY OBLIGATION ON THE PART OF TI.

TI, except as otherwise herein after provided, warrants the hardware goods against faulty workmanship or the use of defective materials, and that such hardware goods will conform to mutually agreed upon written specifications, drawings, and other descriptions for a period set forth in the schedule below. TI warrants that at the time of delivery, TI has title to the hardware goods free and clear of any and all liens and encumbrances.

TI's warranties shall be for the following periods from date of shipment:

Development systems:	ninety (90) days
Printed circuit board assemblies	ninety (90) days
Accessories, cables:	ninety (90) days
Software media	ninety (90) days

TI WARRANTS FOR NINETY (90) DAYS AFTER RECEIPT THAT THE MEDIA (IF THE SOFTWARE IS PROVIDED ON MEDIA) WILL BE FREE FROM DEFECTS AND THAT THE SOFTWARE PROGRAMS WILL SUBSTANTIALLY CONFORM TO THE RELATED DOCUMENTATION. TI DOES NOT WARRANT THAT SOFTWARE PROGRAMS WILL BE FREE FROM ERROR OR WILL MEET CUSTOMER'S SPECIFIC REQUIREMENTS. CUSTOMER ASSUMES COMPLETE RESPONSIBILITY FOR DECISIONS MADE OR ACTIONS TAKEN BASED ON INFORMATION OBTAINED USING THE PROGRAM. ANY STATEMENTS BY TI CONCERNING THE UTILITY OF THE PROGRAM ARE NOT TO BE CONSTRUED AS EXPRESSED OR IMPLIED WARRANTIES.

Continued use or possession of hardware or software after expiration of the applicable warranty period stated above shall be conclusive evidence that the warranty is fulfilled to the full satisfaction of Customer.

TI makes **no warranty** as to goods not manufactured by TI, except that TI to the extent permitted by TI's contract with its supplier and under applicable law, shall assign to Customer any rights TI may have under any warranty of the supplier thereof. TI does not warrant that experimental or developmental goods will conform to specifications.

TI's warranties as herein above set forth shall not be enlarged, diminished or affected by, and no obligation or liability shall arise or grow out of, TI's rendering of technical advice or service in connection with Customer's order of the goods furnished hereunder.

Certain applications using semiconductor products may invoke potential risks of death, personal injury or severe property or environmental damage ("Critical Applications"). TI semiconductor products are not designed and are not warranted to be suitable for use in life-support applications, devices or systems or other Critical Applications. Use of TI semiconductor products in such Critical Applications is understood to be fully at the Customers risk.

These warranties are the only warranties made by TI and can be amended only by a written instrument signed by an officer of TI.

### ***Warranty on Repaired or Exchanged Products***

Regarding repaired or exchanged products, TI guarantees new or refurbished parts, including workmanship, for thirty (30) days from date of shipment or for the remainder of the original warranty period, whichever is longer.

## **Factory Repair and Exchange**

### ***Factory Repair and Exchange Instructions***

The Factory Repair Center in Houston, Texas (and other locations worldwide), offers warranty repair or exchange at no charge (except shipping) and non-warranty repair at standard labor and material rates for all current Development Systems products. Repairs automatically result in updating of the system to the latest revision.

You may request either the return of the same serial-numbered product or exchange for a refurbished product. If you do not ask for return of the specific serial-numbered unit, TI reserves the option to repair your returned unit or to exchange it for an equivalent unit.

Exchanged products will be replaced with refurbished units that meet TI's workmanship standards for refurbished products.

### ***Normal Warranty Exchange or Repair***

TI will repair or exchange products **free of charge**, provided:

- 1) You notify Texas Instruments of the problem within the applicable warranty period.
- 2) Factory Repair Center inspection shows problem(s) are not caused by accident, alteration, improper installation, improper testing, misuse, or unauthorized repair.

Texas Instruments does not accept responsibility for customer-installed changes, including, but not limited to, customer-generated software in programmable devices. Texas Instruments also reserves the right to refuse to repair and to return at customer expense any product that cannot be tested to Texas Instruments specifications because of customer modifications.

### ***Non-Warranty Exchange or Repair***

Non-warranty factory repair or exchange is available on all current repairable Development Systems products. TI accepts products as repairable when the repair cost is not greater than the cost of replacement. If a product is not repairable, you will be notified that the unit is not repairable, and it will be returned to you.

## System Updates

TI's standard practice is to update all Development Systems products returned for repair to the current production revision for that unit. Extra charges may apply for some product upgrades.

### **Shipping Instructions**

For factory repairs or upgrades, follow these steps:

- 1) Have all of the following information ready before calling the Repair Center:
  - Customer name, contact name, and telephone number
  - Shipping address – Texas Instruments ships by UPS or its equivalent and insures for the minimum amount, unless you specify otherwise
  - Bill To address (if applicable)
  - Purchase order number (if applicable)
  - Proof of date of receipt (required for warranty repair)
  - Part, model, and serial numbers
  - Description of symptoms (please be as specific as possible)
  - Decision on whether you want the same serial-numbered unit returned to you

- 2) In the United States and Canada only, contact the Factory Repair Center at (281) 274–2285, 8:00 a.m. to 4:30 p.m., CST, to obtain a Return Material Authorization (RMA). You will be asked to provide the information above.

TI cannot be responsible for any product returned without prior authorization.

If you are outside of the United States or Canada, contact your local sales office for instructions. See *If You Need Assistance* on page 6.

- 3) Pack the unit carefully and securely, preferably with the original packing material in the original shipping box. If the original packing material is not available, be sure to use anti-static packing material where needed to prevent ESD damage to board assemblies, components, and target cables. **Clearly mark the RMA number on the outside of the shipping box.** Texas Instruments cannot accept returned equipment without this number.
- 4) Keep a copy of the waybill, in case tracing of your shipment is necessary.



- 5) Return your product, freight prepaid, F.O.B., to the appropriate Repair Center. In the United States and Canada, use this address:

Texas Instruments Incorporated  
Factory Repair Center, M/S 730  
12203 Southwest Freeway  
Stafford, Texas 77477      USA

Outside of the United States and Canada, your local contact will provide shipping instructions.

## **Precautions and Safety Considerations**

- Do not connect products to a power source until the installation procedure described in the product user's guide is complete.
- Turn the power off before installing or removing circuit boards or target cables.
- Do not block air inlets or air exhaust ports; this may cause overheating and damage to electronic components.
- When target connectors are not in use, they must be protected to prevent contact with metal objects, which can cause short circuits and possible damage to the unit. Ensure that the power is off when you plug in the target connector.
- Take appropriate anti-static measures to protect printed circuit boards and other components from electrostatic discharge during storage and handling.
- For continued protection against fire hazard, always replace fuses with those of the same type and rating.