

## **Service Call:**

Unlock Canview 4 Switch Panel

## **Model(s):**

All Canview 4 Switch Panels

**Note:** This is only available on switch panels with software version 2.4.0.0 or newer. Reference Tech-tip 117 to determine the version of software installed.

## Tech Tip Safety Rules



### **Danger**

Failure to obey the instructions and safety rules in the appropriate Operator's Manual and Service Manual for your machine will result in death or serious injury. Many of the hazards identified in the operator's manual are also safety hazards when maintenance and repair procedures are performed.

### **Do Not Perform Maintenance Unless:**

- You are trained and qualified to perform maintenance on this machine.
- You read, understand and obey:
  - manufacturer's instructions and safety rules
  - employer's safety rules and worksite regulations
  - applicable governmental regulations
- You have the appropriate tools, lifting equipment and a suitable workshop.

The information contained in this tech tip is a supplement to the service manual. Consult the appropriate service manual of your machine for safety rules and hazards.

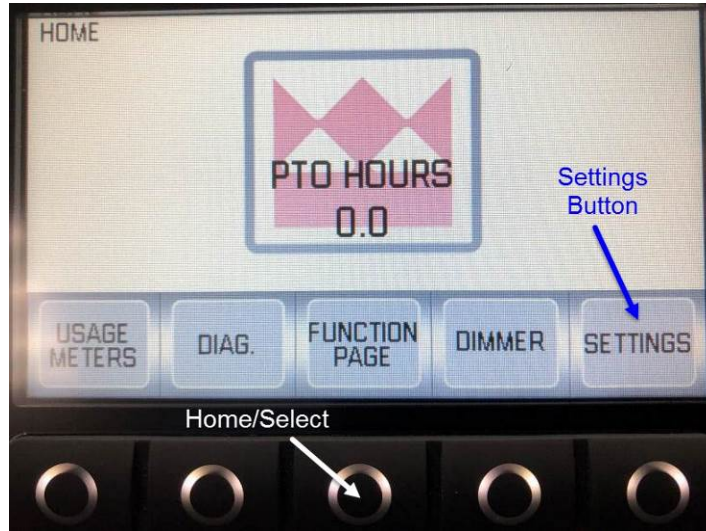
## Overview

Starting Feb 2020, the Canview 4 switch panel is now fully locked when the unit leaves the factory. This was done to prevent unnecessary down time on the unit. If the lock symbol is visible in the bottom right hand corner of the *Settings* pages, it means that settings are viewable but cannot be changed. Follow the steps below to temporarily unlock the screen.



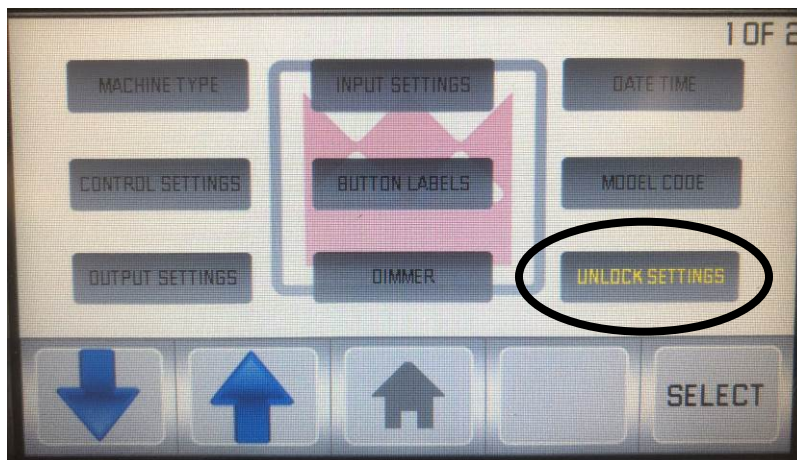
## Step 1

Push the Home/Select button until “Settings” is visible on the right side of the screen.



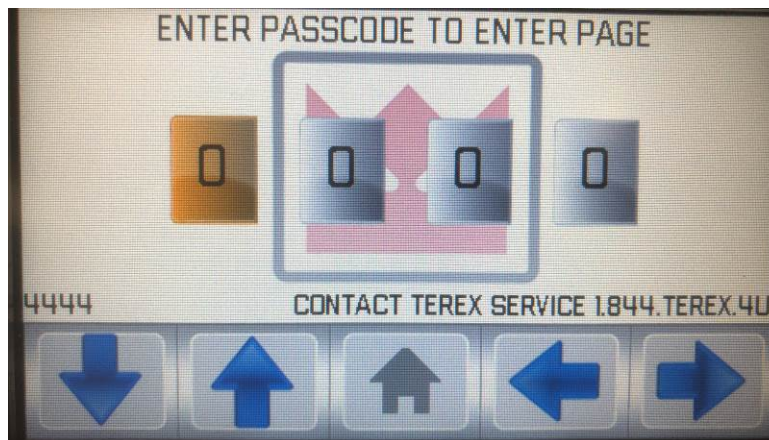
## Step 2

Scroll through the options until “Unlock Settings” is highlighted.



## Step 3

A code will be visible on the bottom left side of the screen. While on this page, contact the Terex Utilities Technical Support Team at 1-844-Terex4U (1-844-837-3948). This code must be provided to technical support to allow them to provide you with the unlock code. Enter this code using the arrows.



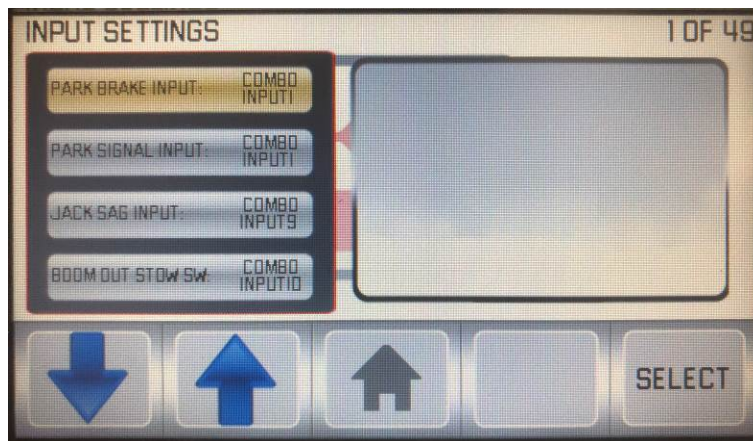
A valid reason must be provided for unlocking the settings. The passcode will not be released if there is reason to believe it could cause harm to the operator/mechanic or cause damage to the machine.



Changing values and parameters can have unexpected consequences that may affect operation and safety. All changes shall be approved by Terex Technical Support before implementation.

## Step 4

Once the code has been entered, the lock symbol will disappear from the settings screen. Changes must be completed within 15 minutes. After 15 minutes the screen will lock again, and Step 3 must be repeated to unlock the screen.



## Step 5

Verify the operation of the unit to validate any changes to inputs, outputs, or parameters.