

# PRODUCT ADVISORY NOTICE

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## KEEPING YOU INFORMED OF PRODUCT CHANGES

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**To:** Grayhill Customers, Sales Representatives, and Distributors  
**Date:** January 23, 2025  
**Subject:** Touch Encoder SDK Part Number Changes

***Please forward this notification to the appropriate person(s) in your organization.***

### **Description of Change**

Introducing new development cables, T18912-X, and obsoleting the T18908 programming cable.

### **Reason for Change**

The T18908 programming cable was used to update all Touch Encoders (firmware or project) using a USB flash drive. This method of updating is no longer recommended and is no longer possible on some Touch Encoder part numbers (TE-XXXXX-XXXC). Grayhill has also released the Touch Encoder Flushmount (TE-FXXX-X-XXX) product which is not compatible with the T18908 cable. To enable customers to update using the latest recommended methods, see link below, Grayhill has released communication protocol and hardware specific development cables, T18912-X.

### **Effective Date**

As of today, no more T18908 cables will be produced and are *no longer available* for purchase. All T18912-X variations shown above are available for purchase as of today. Action Required  
If further information is needed, please contact your Grayhill, Inc. Sales Area Leader for further information.

### **Action Required**

For customers with current open orders, please contact your Grayhill, Inc. Sales Area Leader have the order converted to a new part number or for additional information: (+1) 708-354-1040.

### **Part Numbers Affected**

T18912-1    T18912-2    T18912-3    T18912-4    T18912-5    T18912-6



**GRAYHILL**

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