

Technical Bulletin

touchpoint
Partner Programme

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i-on40 and i-on40EUR

Description of Situation

This behaviour only affects the i-on40 and the i-on40EUR when the following communicators are installed:

- i-DIG02** - PSTN digital communicator
- i-SD02** - PSTN digital communicator with speech dialler
- i-GSM02** - GSM digital communicator with speech dialler

This behaviour will not arise with any other combination of i-on panels and communicators or if the i-on40 is used without one of the above communicators fitted.

Description of Behaviour

A radio device reports "Low Battery"
AND
System events are switched ON in SMS reporting

OR

A radio device reports "Low Battery"
AND
Detector low battery signals are switched ON in ARC reporting

Under these specific circumstances it may be possible that multiple calls are triggered leading to higher than expected message volumes.

Solution:

Software version 2.02.03 has been released for both the i-on40 and i-on40EUR panels. This software will limit the number of low battery transmissions from a single device to three per day. It is recommended that any panel signalling system events via SMS or detector low battery to an ARC is upgraded to version 2.02.03 as soon as practically

possible.

The updated software is available from:

<http://www.coopersecurity.co.uk/touchpoint/download/index.aspx?intCategoryID=62>

www.coopersecurity.co.uk

The logo for COOPER Safety, featuring the word "COOPER" in a bold, black, sans-serif font, followed by "Safety" in a smaller, black, sans-serif font. A red diagonal bar is positioned above the "O" in "COOPER".