

January 28, 2015

Telex Radio Dispatch Dealer / End-User

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Quality Issue: IP-224 Units: Updated Firmware Fix Now Available

Dear Valued Customer,

In late December 2014, we informed you of a quality issue affecting IP-224 units manufactured under the Telex Radio Dispatch brand on or after March 1, 2014.

The issue involves IP-224 units with serial numbers between 224140337 and 224141367. When an IP-224 unit is configured for COR signaling and its power is interrupted, a loss of audio occurs when the unit powers back up. The result is a received audio failure at dispatch positions associated with the lines controlled by the affected IP-224 units.

Our engineering team has investigated the problem and determined that it is a result of slightly different operation of an integrated circuit from a secondary supplier. A firmware modification to prevent the problem has been developed, tested, and is now ready for use in the field.

ACTION REQUIRED: Please update firmware to version 1.4 in all IP-224 units with serial numbers between 224140337 and 224141367. This update will correct the problem and allow the use of COR signaling.

You can obtain the firmware from the IP-224 downloads section of the www.telex.com website while logged on as a dealer. Once logged on, please use the following link that will take you directly to the file:

<http://www.telex.com/us/dispatch/file?i=99359&lg=eng>

You will then need to use the Telex System Manager (TSM) application to send the file to the IP-224.

If you are unfamiliar with how to perform this firmware update, please consult the IP-224 user manual located at:

www.telex.com/us/dispatch/file?i=99285&lg=eng.

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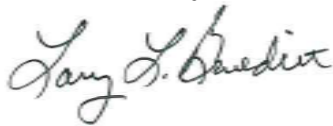
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You may also contact our technical support team at 800-898-6723 or via e-mail at telexdispatchsupport@us.bosch.com for further assistance.

We apologize for any inconvenience this may have caused you or your customers.

On behalf of the Telex Radio Dispatch brand I would like to take this opportunity to thank you for your business, your patience, and your understanding while we work through this issue. If at any time you have a concern or issue regarding any of our products, please feel free to contact me directly.

Yours sincerely,



Larry L. Benedict
Product Manager