IP-224 v1.4 Firmware Update Kit to fix COR Lockup

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Hello,

If you are experiencing this problem, you will need to do a firmware update. Which means that you will need to find the files first. I have assembled all of the required software and firmware in one place. This package of files contains the new version 1.4 firmware for the IP-224, as well as the required version 1.6 of Telex System Manager (TSM) to upload the firmware. The files are compressed in a zip file and must be extracted before using. You will need to use the normal username and password to download the package.

ISSUE:

In late December Bosch announced a problem with certain IP-224s that are using COR signaling. It recommended that all users with S/N 244140337 and 24414367 stop using COR signaling and switch to LAM instead.

RESOLUTION:

This issue has been resolved and requires a Firmware update in the IP-224 to version 1.4 in order to resolve the issue.

The update requires TSM version 1.6 to upload the firmware. If you are running C-Soft 6.5, you are likely using the correct version of TSM already. To check the TSM version, open TSM and click Help|About on the TSM menu. It will display the version information.

If you are running C-Soft 6.2 or earlier, a new version of TSM will need to be installed. In order to install the new version of TSM the old version must be uninstalled first.

Note: make sure that you have a copy of the TSM that is being used currently, so that it can be reinstalled.

To install the TSM, double click the file SystemManagerSetup.msi in the TSM_v1600 folder. Once the new version of TSM is installed, use it to update your IP-224 Firmware. Be sure to maintain power to the IP-224 during this process.

Note: if you are using IP-223s, TSM version 1.6 is not compatible with IP-223 Firmware version 4.500.

If you are using C-Soft 6.2 or earlier, or have IP-223s in your system running firmware version 4.500, you will need to uninstall the TSM version 1.6 and reinstall the previous version.

Regards,
Dave Grant