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Quality Issue: IP-224 Units: potential loss of audio when using COR signaling

Dear Valued Customer,

On behalf of Bosch Security Systems, Inc. I would like to inform 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 is currently investigating the cause and resolution at this time.

ACTION REQUIRED: In order to avoid a potential loss of communications, you must change the signaling for all IP-224 units (with serial numbers between 224140337 and 224141367) from COR signaling to LAM signaling.

Please be aware that continuing to use COR signaling in an IP-224 unit (with serial numbers between 224140337 and 224141367) puts the system at risk for a loss of communications.

If you are unfamiliar with how to perform this change, please consult the IP-224 user manual located at www.telex.com/us/dispatch/file?i=99285&lq=eng.

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

Once the root cause of the issue is identified and a full resolution is available, we will notify you of the steps to be taken to allow the signaling for the IP-224 units to return to COR.

We apologize for any inconvenience this may cause 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 that you feel is not being properly addressed, please feel free to contact me.

Yours sincerely,

Larry L. Benedict
Product Manager

TELEX
