

Product Issues During Installation

November 19, 2009

| Issue Severity: | Products Affected: |
|--|---|
| <input type="checkbox"/> High: Act immediately | <ul style="list-style-type: none"> • FPD-7024 Control/Communicator • D7039 Multiplex (MUX) Expansion Module • FPC-7034 Four Zone Expander • Hayes Smartmodem • RPS |
| <input type="checkbox"/> Medium: Bosch Security Systems, Inc. strongly recommends you take the action(s) described below. | |
| <input checked="" type="checkbox"/> Low: Advisory | |

1.0 FPD-7024 Not Recognizing D7039 MUX Expansion Module

Issue

When powering the FPD-7024 on, if you experience a situation in which the FPD-7024 does not recognize the D7039 Multiplex (MUX) Expansion Module, an installation problem might be the cause. Your FPD-7024 has this problem if it does not find extras when you perform the following steps:

1. Press **[TEST] 8**.
2. If you do not see a **SELECT BUS** prompt, perform the resolution described below.

Resolution

This issue is caused when the D7039 is not installed properly on the FPD-7024. To correct this problem:

1. Remove AC and battery power to power off the FPD-7024.
2. Remove the FPD-7024 from the enclosure.
3. Lay the FPD-7024 on a flat surface.
4. Reinstall the D7039 onto the FPD-7024, making sure that the D7039 locks onto all four plastic stand-offs.
5. Reinstall the FPD-7024 into the enclosure.
6. Reapply AC and battery power.

2.0 New FPD-7024 Control/Communicator Indicates that the FPC-7034 Four Zone Expander is Missing

Issue

During the installation of a new FPD-7024, the FPD-7024 might indicate that the FPC-7034 Four Zone Expander is missing. You can recognize this issue if the FPD-7024 displays **4Z EXP REMOVED CALL FOR SERVICE** when it powers on.

Resolution

This issue is caused if the FPD-7024 was not defaulted at the factory. To correct this problem:

1. On the FPD-7024 keypad, press **0**.
2. Enter the PIN code.
3. Press **8** to select **HSTRY DEFLTS**.
4. Press **2** to select **DEFAULT EE**.
5. Press **#** to confirm the defaulting of the FPD-7024.

If these steps do not clear the **4Z EXP REMOVED** trouble, call Bosch Technical Support.

3.0 When Using a Hayes Smartmodem, RPS Does Not Recognize the D7039 Module, or RPS Cannot Connect to FPD-7024

Issue

When connecting RPS to the FPD-7024 using a Hayes Smartmodem, RPS either does not detect that the D7039 MUX Expansion Module is installed, or RPS cannot establish a connection to the FPD-7024.

Resolution

Replace the Hayes Smartmodem with a Securcomm DL-110 (Bosch P/N: MODEM-KIT-2400B).

4.0 Problems When Programming the Communication Paths at the FPD-7024 Keypad

Issue

If the communication path does not function correctly after you program the telephone number or IP address at the FPD-7024 keypad, the communication path was not programmed correctly.

Resolution

Keep the following information in mind when you program the telephone number or IP address at the FPD-7024 keypad:

- Enter up to 20 characters for a telephone number or IP address.
- When programming the telephone number, you must enter a **1** digit plus the **>** character (wait for dial tone) as a prefix to the telephone number. For example, program the telephone number like this: **1>8002890096**. Use [TEST] to enter the **>** character.
- When programming the IP address, you must enter a **0** digit as a prefix to the IP address. For example, program the IP address like this: **0192168001010** to program the IP address 192.168.1.10.

When entering a telephone number or IP address with RPS, do not use a 1 or 0 prefix. The prefix will not appear in the program sheet. RPS automatically inserts the prefix into the FPD-7024.

Program and verify the telephone number or IP address locally at the FPD-7024:

1. Press **0** – **PROG**, then enter the PIN (default = 9876).
2. Press **6** – **PROG ACC'NTS**.
3. Press **1** – **PHONE/IP NUMS**.
4. Press **1** – **Phone/IP #1**.
5. Press **1** – **NUMBER**.
6. Press [TEST] **4** – **Wait for dial tone**.
7. Enter the phone number or IP address, then press [Enter].
8. Repeat steps 4 through 7 to program PHONE/IP 2.

5.0 RPS Shows the Incorrect FPD-7024 ROM Version Number

Issue

In RPS, the FPD-7024's ROM firmware version shows V1.00 when it should be V1.01.

Resolution

Verify the FPD-7024's ROM firmware version locally at the FPD-7024 by pressing [TEST] **0**. The correct firmware version is displayed at the FPD-7024 keypad.

This issue will be resolved in the next FPD-7024 ROM version.

