XR5FC and XR5SL Hardware Update

June 2007

Hardware Update

Beginning June 2007, all XR5FC and XR5SL Command Processor Panels are being manufactured with updated Level K hardware.

Updated Hardware

The issue shown below was originally reported in June 2006 and was corrected for most applications with the Level J hardware update in August of 2006. However in a small number of phone line applications the issue could continue to occur. The Level K hardware update corrects this problem.

Automatic Recall Time

The daily automatic recall test sent to the Central Station could drift from 12 – 36 hours. This problem would typically occur when the XR5 had to switch to its second phone line because of receiving four consecutive busy signals when calling the Central Station or alternate days when the backup line is tested.

This problem was more likely to occur when the Tip and Ring telephone company wires for phone line one and phone line two were wired in opposite polarity. For example: Telephone line one was wired with RJ terminal 4 - Tip and terminal 5 - Ring whereas telephone line two was wired with RJ terminal 4 - Ring and terminal 5 - Tip.

The Level K update compensates for sensitivity on the reset. Crossed Tip and Ring and switching to the second telephone line can result in excessive electrical noise. Correcting the RJ Jack Tip and Ring wiring will also reduce the probability that this problem would occur.

Obtaining Hardware Level K

To update, return any XR5 PCB to DMP and simply indicate "Update to Latest Hardware Level" on the 5-digit RMA tag. The update will be done as a Warranty Repair at no charge, regardless of when the XR5FC or XR5SL was purchased. If a panel is returned for other repair needs, this update will be automatically performed as standard repair procedure. If you need RMA tags, contact DMP Customer Service at 1-800-641-4282.

Level Indicator