

## IPC-500C Hangs Up Following Recorded Voice Announcement.

### 1. Scope.

This Service Bulletin applies only to IPC-500C units utilising a rolling Recorded Voice Announcement (RVA) and relates to problems with the DTMF transceiver IC used in the IPC-500C.

### 2. Symptoms.

The fault only manifests itself where the radio party has direct dialled through the IPC-500C. When the telephone party answers the call, the RVA plays continuously for 30 seconds, then the IPC-500C hangs up resulting in the call being terminated.

The fault is also visible on the IPC-500C 'MODE' display in that it fails to proceed past '8'.

### 3. Cause.

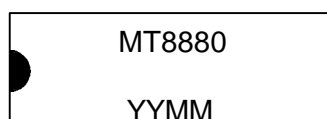
The cause of this fault has been identified as a defective batch of DTMF transceiver devices (IC16, MT8880)

### 4. Identifying the faulty chip.

The defective batch of IC's have the date code '9416'.

To check IC16;

- 4.1 Disconnect all rear panel connectors.
- 4.2 Remove the IPC-500C from the installation.
- 4.3 Remove the 8 Screws securing the top cover.
- 4.4 Locate IC16. This is a socketed device in the bottom right quadrant of the MAIN PCB assembly (with the front of the unit toward you), adjacent to crystal Z1.
- 4.5 Check if this device has the date code '9416'.



Where YYMM is the date code.

- 4.6 If the date code is '9416', then this IC should be replaced.

Codan will supply the replacement IC free of charge. The part number is XE-08880-000.

5.1

5.2

screen printing on the PCB.

6.1

6.2

## **7. Test.**

7.2      Make a

all is successfully connected.      (2) complete cycles of the RVA