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RELATED DOCUMENTS:
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9323/9360/9390 Loss of Channels, Scan and Selcall parameters during power up OR when used with 9300 ALE controller.

1. Scope.

This Service Bulletin announces the release of revised software which addresses three separate identified problems involving the loss of channel and configuration information. The software adds a high level of validity checking of requests to clear or default contents of both the serial and parallel EEPROM devices in the transceiver. This has been added as a result of several reports of transceivers having lost channels and configuration information dating back to transceivers delivered as early as July 1995.

It is recommended that users of ALE systems upgrade their software. Non ALE users should upgrade if the symptoms occur or if there is reason to suspect they may occur.

Transceivers dispatched from 9 October 1996 will already have revised software fitted.

2. Symptoms.

The transceiver will lose all Channel information*, Scan Tables, and/or Selcall Parameters when turning the transceiver ON or when the transceiver resets as a result of low battery voltage. In ALE installations, the loss of information can also occur if the 9300 ALE controller is being initialised by the transceiver whilst a Scan Table is being edited.

* 9390 Marine transceivers will NOT lose ITU frequencies as these are not stored in EEPROM.

3. Remedy.

Upgrade the transceiver software.

The exact software and procedure will depend on the current software and the type of transceiver.

Contact Codan for details.

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