9323/9360/9780 software upgrade

Introduction

This service bulletin affects the users of a split–site, remote controlled system with software versions 4.00 to 4.33. The affected system may include an IPC–500 telephone interconnect unit, or an Automatic Link Establishment (ALE) controller.

Symptoms

There are a variety of symptoms that may indicate the requirement for a software upgrade. These symptoms include:

- the transceiver possibly displaying an invalid position for a period of time after the transceiver has been switched on

- a scanning split–site, remote controlled system with an attached IPC unit sending revertive beeps on the wrong channel in response to a selcall

- hearing two sets of revertive beeps when a selcall is sent to a split–site, remote controlled system

- returning calls stored in call memory on the wrong sideband, if those calls have been received on a channel that has optional (U/L) sideband available

- the ALE controller "locking up" if the user attempts to make an ALE call and the ALE scan table is not selected

Action

Users of a split–site, remote controlled system with any of the following equipment and software must upgrade to software version 4.34:

- an IPC–500 telephone interconnect unit and software versions 4.00 to 4.33

- an ALE controller and software versions 4.31 to 4.33

The remote control software must also be upgraded to version 5.12 or later.

SERVICE BULLETIN

Finding the software version of your transceiver using the remote control console

❑ Press **Function**, then enter the function code **10** within two seconds followed by **Enter**.

The display on the remote control console will show the software version of the transceiver.

Finding the software version of your transceiver using the transceiver

❑ Press **Mode** until you see a display that is similar to the following.

```
┌─────────────────────────────┐
│ Option TxE                  │
│ No of Channels:          12 │
│                       SLOES │
│ EXIT                   NEXT │
└─────────────────────────────┘
```

❑ Rotate **Select** or press **F2**/**NEXT** until you see the software version for the transceiver.

Compatibility

Software version 4.34 supports Computer Interface Command Set (CICS) version 2.11. It is fully backward compatible with CICS version 2.00. This software version should be used with remote control software version 5.10 or later. It is possible to use an earlier version of the remote control software, but a large amount of the Computer Interface Command Set (CICS) functionality will be lost.

For further information on software compatibility, see Service Bulletin "9323/9360/9780/9390 Software Compatibility Summary", Codan part number 17–00156.