

SB001 – IC

Selective Call Intercom – Firmware v1.4 Unit Name Incompatibility with v1.3/v1.2

I. Application/Purpose

Selective Call Intercom Room Stations (IC5000-xx) have been updated with the latest revision firmware version 1.4. This latest firmware revision added full compatibility with the Unity Integration Module. The update also included the addition of “Exercise Room” as one of the selectable unit names in the systems naming index. The addition of this name has caused a naming incompatibility with version 1.2 and 1.3 Selective Call Room Stations.

II. Associated Part Numbers

IC5000-xx (v1.3, v1.3, v1.4) – Selective Call Intercom Room Station
IC5400-xx – Selective Call Intercom Four-Room Kits

III. Explanation

Follow these steps from any Selective Call Intercom Room Station to find the firmware version number:

- I. Highlight and select “Settings”
- II. Highlight and select “Installer Setup”
- III. Highlight and select “Firmware Info”
- IV. You will see the firmware version of the current unit you are working from
- V. Press the “Talk/Select” button to highlight the room name
- VI. The room name will begin to flash
- VII. Press the up and down arrow keys to change which room/door/patio is being displayed
- VIII. Press the “Talk/Select” button to select the room in question and display its firmware information.

For validation of existing stock purchased through distribution, room stations that have been shipped with version 1.4 can be identified by a small sticker on the right hand side of the IC5000-xx box (See Figure 1).

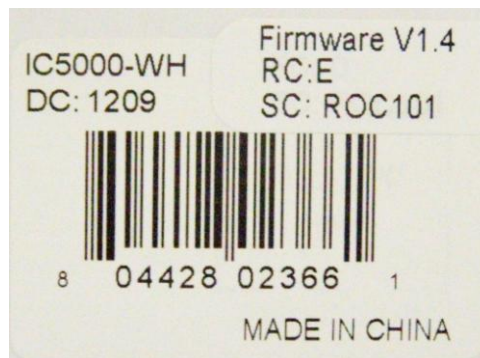


FIGURE 1

SB001 – IC Selective Call Intercom – Firmware v1.4 Unit Name Incompatibility with v1.3/v1.2

Selective Call Room Station multipacks sold to distribution can also have an identification sticker showing RC: E (see Figure 2) on the front of the packaging. If the box shows this new revision code, the stations inside have all been updated to version 1.4.

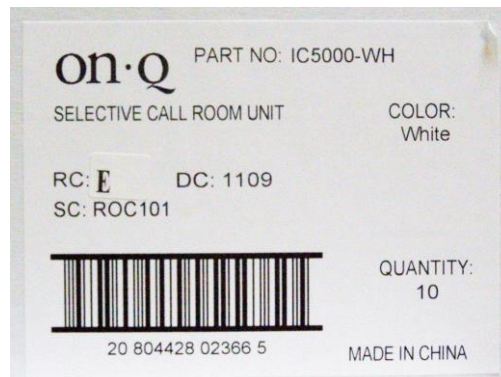


FIGURE 2

NOTE: If the box you are looking at does not show a firmware revision number like the 1.4 units shown above, it means that the unit is either version 1.3 or 1.2 and will need to be replaced.

Existing IC5400-xx kits may also come with 1.2/1.3 stations in the box. To verify the firmware version, the kit box will need to be opened. The same standards listed above will be used to identify which firmware version the room stations in the kit are running. If the 1.4 sticker is present, then the unit is running firmware 1.4. If the station has no firmware identifier on the box, then it is either a 1.2/1.3 station and will need to be returned.

When adding v1.4 Selective Call Intercom Room Stations to an existing system or during a new installation, the discovery process should be completely unaffected. All pre-wire and installation instructions in the Selective Call Intercom Installation manual (1308003 Rev.C) should be followed prior to powering up the entire system. Once power has been applied and the units have been discovered, the standard default nomenclature should appear for all unit names (Room 1, Room 2 etc.).

Once personalization of the system has begun and unique names have been chosen for each individual room by the installer, any names chosen after the letter “E” will appear differently across the various firmware revisions. The reason for this is that in adding “Exercise Room” to the list with version 1.4, the naming table in the firmware was shifted down by one. The v1.2/1.3 stations are subsequently not able to recognize the new name in the list or that the table itself has shifted.

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Example: If you choose “Family Room” from the available names, all of the 1.2/1.3 units will show the correct name while the 1.4 units on the system would now show “Foyer” for that same room due to the shift in the naming table (see Figure 3). Any names chosen before the letter “E” will appear properly as they are not affected by the naming incompatibility.

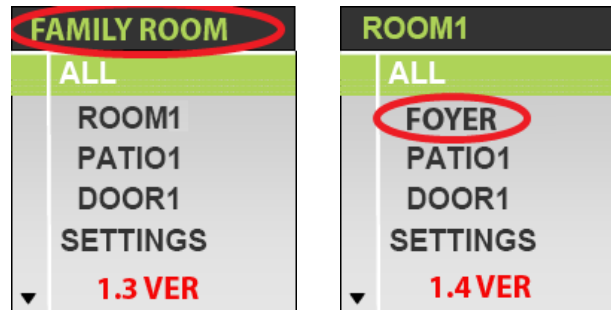


FIGURE 1

The best remedy to this issue is to have the firmware updated for all units on the system to version 1.4. If you are experiencing this naming incompatibility, please contact Technical Support at 1-800-321-2343, Option 1. Technical Support will work with you to provide a firmware update to correct the problem.

If you are a distributor, Legrand has initiated an exchange program that will allow you to return 1.2/1.3 stations and kits for the new version 1.4 product. Please contact 1-800-321-2343, Option 2 to speak to our Customer Service department about this new exchange program.