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# Product Bulletin

TITLE: 2 x 4 Cards in iDCS 100 System

DATE: July, 2003

ISSUED BY: Product Department

BULLETIN NO.: 101-iDCS100

NO. OF PAGES: 1 of 2

For several months there has been a growing number of complaints regarding the use of 2x4 Interface Cards in iDCS 100 systems. The complaints have included such things as, one way transmission, cards go dead, no Caller ID, ticking noise, calls automatically get transferred to the operator and the very specific "doing flakey stuff". After sifting through all the trouble reports and several trips to the field we have sorted it all out. The problems fall in to three distinct and separate areas. Each has been duplicated and successfully corrected as detailed below.

## **PROBLEM #1: NO CALLER ID**

When installing 2COx4DLI or 2COX4SLI interface cards there is no Caller ID displayed at the keyset. This problem was fixed in V1.25 software dated 03.03.21. This has been shipping since Thursday, May 1, 2003.

## **PROBLEM #2: 2X4 CARD WITH TEPRI CARD**

When a TEPRI card is installed in the system, keysets on the 2x4 cards heard a ticking sound then the call dropped and automatically rings to the operator. The fix is a simple and minor modification to the motherboard in the KSU.

Effective June 25, 2003 all iDCS 100 KSUs shipped from our warehouse have the modification to the motherboard applied. This will take care of all new installations. For existing installations that have the TEPRI card or KSUs in your inventory please call Technical Support. Remember this problem only happens when a TEPRI card is installed in the system.

## **PROBLEM 3#: CONFIGURATION USING 50SI EXPANSION CABINET**

Some technicians have taken a 50si expansion cabinet and connected it to an iDCS100 KSU. They look almost identical but are **not** compatible. You could in fact get away with this until the time comes when you install a 2x4 interface card in slot 3 of the expansion cabinet. "This is when "flakey" things happen" to this card and other 2x4 cards in the system. Problems like one way transmission, cards appear to be dead, and cards that work then don't work all have been associated with this configuration problem. This now explains why some of you have fixed the problem by replacing the 2x4 cards with analog trunk cards and /or 8DLI card. Remember the difference between the Expansion Cabinet Type A & B is the third slot. The main system software looks at the switch setting to determine which cabinet type it has. In essence, how will it treat the third slot? However, when you use the 50si Expansion cabinet there is no switch. The system doesn't know how many time slot/data channels to assign to the third slot so Hence "flakey" stuff happens.

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Please follow the following table:

EXPANSION CABINET CONFIGURATION			
	DCS 50si Expansion Cabinet	iDCS 100 Expansion Cabinet Type A	iDCS 100 Expansion Cabinet Type B
DCS 50si System	YES	YES-See Note 1	<b>NO</b>
iDCS 100 System	<b>NO</b>	YES-See Note 1	YES

Note 1: The jumper pins on the Type A Expansion Cabinet must be set to indicate which KSU it is connected to.