

Date: October 20, 2005

Number: TAB 05-006A

To: Distribution, North America

Skyroute Upgrade to v2.43 – Replacement for TAB 05-006

This is to inform you of an issue regarding the Skyroute Cellular Transmitter units manufactured after July 27, 2005. It is possible for the unit to retransmit previously transmitted alarm signals, resulting in erroneous information being sent to the Monitoring Center.

To correct the issue, the unit's software must be upgraded to version 2.43 or greater on all devices manufactured after July 27, 2005.

The integrated circuit (or chip) is socketed and can be upgraded in the field. The Skyroute will not have to be reprogrammed. All programming will remain unchanged.

We apologize for any inconvenience this may have caused.

Please contact the DSC Customer Help Center at 888-888-7838 or info@dsc.com or contact DSC Technical Support at 800-387-3630 or tech@dsc.com if you have any questions.

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Upgrading the Skyroute Software

Getting Replacement Chips:

Contact DSC direct at 800 387 3630.

Replacing the Chip:

Perform the following steps to change the chip:

1. Power down the control panel by removing the AC transformer and battery.
2. Carefully insert a small, flathead screwdriver under the chip (see diagram) and carefully pry up to remove it.
3. Make sure the pins of the new chip are straight and carefully insert it into the socket.

It is important to make sure the chip is orientated correctly. Refer to the diagram and make sure the notch on the chip is on the bottom (see diagram).

4. Inspect the pins and make sure all the pins are in the socket correctly. If a pin is bent underneath, the unit will not perform properly.
5. Press down firmly on the top of the chip to make sure it is properly seated.
6. Power up the control panel. There is no need to reprogram the Skyroute. All programming will remain unchanged.
7. Test the system.

