

Date: March 12, 2014

To: North American Sales Channels

PowerSeries 3G Communicators

DSC would like to inform you of a potential issue affecting PowerSeries 3G2060R and TL2603GR communicator installations.

A small number of installations have experienced intermittent network connectivity resulting in a cellular trouble condition on the system. This is due to extremely high signal strength caused when the device is located in close proximity to the cellular tower. Units affected by this scenario will typically exhibit a signal strength reading of 29 or higher within the status page on the C24 Communications website.

To address the issue, DSC has released V3.05 firmware which can be updated locally using DLS 5 (requires advance downloading of the new firmware file). Please note that, if interim measures were taken to reduce or suppress the cellular signal strength, it is recommended that the installation be returned to the normal state following the firmware upgrade.

The new firmware version is included on all products manufactured on or after March 1, 2014.

If you have any questions, please contact DSC Technical Support at 1-800-387-3630.