



CUSTOMER SUPPORT BULLETIN

TWOx12 Update Checklist

February, 2002

Dear Valued TWOx12 Customer,

This bulletin is for the purpose of informing you about issues that may affect your Telos TWOx12 and Telos TWO telephone product, and improvements we have made in both hardware and software to ensure continued reliability.

In order to avoid system failure and/or instability, it is imperative that you take a moment to go through this checklist and ensure that all upgrades needed by your system are performed.

- Check each of your Desktop Directors for Hardware Upgrades
- Replace the power supply in the TWOx12

Hardware Upgrades

Desktop Director Upgrades (Twox12 Only)

SRAM CHIPS

Some Desktop Directors were manufactured incorrectly with 3.3-volt SRAM chips. This component was used in a limited number of units with serial numbers after HJ1138. If you have a unit after this serial number, please perform the following visual inspection. These fail over time and can cause a number of seemingly random symptoms. Affected units were recalled last summer; however it is possible that some are still in the field.

This is a **mandatory upgrade**; affected units should be returned to Telos for upgrade at no charge. The information below outlines where to look to check each of your Desktop Directors or Console Directors to see if your unit(s) requires this upgrade.

Desktop Director part # 2101-4000

There is a mounting hole on the back of the Desktop Director. This opening is in the perfect place to allow a visual inspection without disassembling the unit. If the U4 memory chip has a visible round symbol with a Cypress tree, it is the Cypress CY62128VL-70 chip (see pictures, next page) and should be upgraded. Should you see this symbol, please contact us for a scheduled return authorization. Units without this symbol are unaffected.



Underside of Desktop Director



Close-up view



Picture of affected SRAM chip

Console Directors 0320-0000

Look at the rear of the unit. If the U4 memory chip has a visible round symbol with a Cypress tree, it is the Cypress CY62128VL-70 chip (see above) that should be replaced. Should you see this symbol, please contact us for a scheduled return authorization. Units without this symbol are unaffected.

LOSS OF ID PROBLEM

Some Desktop Directors experience problem interactions between a certain hardware component and the software. Affected units should be returned to Telos for a free software upgrade that will solve the problem. **This is a mandatory upgrade.** Please check each of your Desktop Directors as follows:

1. Press the soft key for <volume>. Set this to the maximum position using the ▲ or ▼ keys.
2. Disconnect the Desktop Director's modular cable (connecting to the Studio Interface). Reconnect the cable. Once the Desktop Director comes back up press the <volume> soft key; verify that the volume setting has not changed.
3. Repeat steps 2 and 3 a total of 4 times.
4. If you observe the volume setting return to the default setting (middle position) during these tests this unit is defective and must be returned to Telos for a software upgrade.

TWOx12 or Telos TWO system unit

A number of these units were shipped with OEM power supplies exhibiting a design defect. Once a supply has failed, a variety of symptoms are possible. All new systems have modified power supplies, however **it is mandatory that all affected units be upgraded immediately to avoid failure.**

TWOx12: Check your serial number. If it is earlier than 212BL0402, contact Telos Customer Support for an upgrade kit consisting of a modified power supply and replacement Molex connector housing.

Telos TWO: Check your serial number. If it is earlier than 180JK0106, contact Telos Customer Support for an upgrade kit consisting of a modified power supply and replacement Molex connector housing.

Software Upgrades

TWO x 12

1. Your TWOx12 should be upgraded to version 1.06d. **This is a mandatory upgrade.**
The software, instructions, and release notes are at

<http://www.telos-systems.com/support/software.htm>

Thank you for your support of Telos Systems. For assistance please call us at +216 241-7225 or email support@telos-systems.com, or europa@telos-systems.com.