



CUSTOMER SUPPORT BULLETIN

TWOx12 Update Checklist

UPDATED November 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.

We originally released an earlier version of this bulletin back in February 2002 and we appreciate that the majority of you have contacted us since in regards to this. However, there are still some units out in the field that have not been upgraded. Since February we have also release our new version 2 software for both the 2x12 and Desktop Director.

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.

- Replace the power supply in the TWOx12
- Upgrade the TWOx12 to our current software, v2.03.
- Upgrade your Desktop (and/or Console) Directors to our current software, v2.0
- Check each of your Desktop (and/or Console) Directors for Hardware Upgrades

System Upgrades:

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 ship with modified power supplies. **However, it is mandatory that all affected units be upgraded immediately to avoid failure of unit. Failure to upgrade your power supply could result in damage to your 2x12 and may void warranty.**

- 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.

TWOx12 Software Upgrades

Your TWOx12 should be upgraded to version 2.03. (Domestic customers need to at least be at v2.02.) **This is a mandatory upgrade.**

The software, instructions, and release notes can be found at www.telos-systems.com/support/software.htm.

Software upgrade for Directors (TWOx12 Only)

Desktop Directors

All Desktop Directors should be running v2.0. To check your current version, unplug your Desktop Director and then re-plug it back in. While the Desktop Director is booting up, you will see the version number in the lower right hand corner of the display. Anything prior to v2.0 should be upgraded. Contact Telos Customer Support for an upgrade kit consisting of new EPROM's and an EPROM puller, please specify how many Desktop Directors you have.

Console Directors

All Console Directors should be running v2.0. To check your current version, look at the bottom side of the Console Director and notice the label on the EPROM. Anything prior to v2.0 should be upgraded. Contact Telos Customer Support for an upgrade kit consisting of new EPROM's and an EPROM puller, please specify how many Console Directors you have.

Director Hardware 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.

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