

Autocall TrueAlert ES Addressable Notification Appliance Field Checkout and Repair

Follow the instructions below for onsite testing of TrueAlert ES Addressable Notification Appliances to confirm normal operation.

STEP 1

Check panel for any NO ANSWER troubles on TrueAlert ES Addressable Notification Appliances.

Any impacted Notification Appliances that report a trouble should be replaced before proceeding to STEP 2. If you do not have a sufficient number of new Notification Appliances, replace the units that you can, document the remaining NO ANSWER devices, and proceed to STEP 2.

Note: There is no need to run Self-Test as part of this procedure.

STEP 2

Download the “Fast Fault Detection” firmware into every IDNAC-type card in the panel using the ES Programmer.

- 4100ES: *IDNAC_FastFault.Rev3* and *EPS_FastFault.Rev3*
- 4010ES: *ESS_FastFault.Rev3*
- 4007ES: *IDNACPS_FastFault.Rev3*

When installed, an **IDNAC 1 OVERCURRENT TROUBLE** will report to the panel for each card running this firmware. This is a reminder to replace this firmware when testing is complete and is not a concern during this test.

Using the ES Programmer “Terminal” feature, connect to the panel’s service port command line.

In the Tera Term menu, select “File -> Log” then choose a location and filename for the log file.

Log into the service port at level 3 or higher. At the command prompt, type:

LOGIN

Then type the passcode when asked.

```
- LOGIN
Enter your passcode or ENTER to logout >
ACCESS GRANTED
-
```

At the command prompt, type:
TERM LOG

This will ensure that events will be sent to the service port.

```
- TERM LOG
-
```

Note: The *Fast Fault* test is a silent test. There will be no sound or visual indicators on the devices to show that the test is executing. However, if this panel is connected to a network system, signals could sound on other panels depending on system programming. **Ensure that the node is off-line** with the network before performing the test to prevent possible unwanted notification on other nodes.

At the command prompt, type:
SET SIG900 ON

This will turn on SIG900 and begin the FastFault test. The test will automatically include devices in SIG900, SIG901, SIG902, SIG903, and SIG905.

```
- SET SIG900 ON
- 9:09:27 am THU 23-SEP-22 TRUEALERT ZONE 1 - ALL APPLIANCE OUTPUTS
  SIGNAL CIRCUIT ON
-
```

Wait 5 minutes for the test to complete.

Any impacted Notification Appliances will report as “NO ANSWER” during this time.

```
9:10:44 pm THU 23-SEP-22 GALLERIA 003 A1:3-2
  SV NO ANSWER
9:10:44 pm THU 23-SEP-22 UNACKNOWLEDGED TROUBLE EXISTS
  UTILITY POINT ON
9:10:48 pm THU 23-SEP-22 MUSIC 432 A1:2-3
  SV NO ANSWER
-
```

After 5 minutes, type:
SET SIG900 OFF

This will turn off SIG900 and end the FastFault test.

```
- SET SIG900 OFF
- 9:15:39 am THU 23-SEP-22 TRUEALERT ZONE 1 - ALL APPLIANCE OUTPUTS
  SIGNAL CIRCUIT OFF
-
```

Exit the terminal session. The log file will be saved.

Review the log file to identify all devices that reported “NO ANSWER” during the time of the test. Only those Notification Appliances reporting “NO ANSWER” are impacted and must be replaced – If any are identified proceed to STEP 3.

If no further faulty devices are found proceed to STEP 4.

STEP 3

Replace all failed Notification Appliances identified in STEP 1 and STEP 2.

If you do not have a sufficient number of new Notification Appliances, replace the units that you can, and proceed to STEP 4.

STEP 4

Download **Rev 2.01.03** (or later) IDNAC firmware:

- 4100ES: *IDNAC* and *EPS*
- 4010ES: *ESS*
- 4007ES: *IDNACPS*

*Firmware version 2.01.02 or newer is required for IDNAC remediation. Version 2.01.03 provides enhancements to the Self-Test feature but is not required to remediate the IDNAC issue if version 2.01.02 has already been installed. If a system has already been updated to version 2.01.02, there is no need to update to Version 2.01.03 until the next normal service date.

Perform other system testing as required by local regulations following the control panel IDNAC / power supply firmware update

STEP 5

Using the ES Programmer “Terminal” feature, connect to the panel’s service port command line.

In the Tera Term menu, select “File -> Log” then choose a location and different filename for the log file.

At the command prompt, type:
REV ALL

This will provide a list of all panel option cards with their firmware revision.

```
- REV ALL
CARD 1: ES-PS          1.01.04
CARD 2: IDNAC         2.01.03
CARD 3: IDNET2        3.01.03
CARD 4: PHONE         1.01
```

Ensure that all affected cards are updated to Rev 2.01.03.

Exit the terminal session. The log file will be saved.

STEP 6

If any Impacted Notification Appliances that failed the above testing are not able to be replaced, another visit must be scheduled to replace these Notification Appliances as soon as practicable and perform any additional system testing as required by local regulations.

STEP 7

All distribution partners of Simplex are required to track and report when the remediation is complete for each impacted Notification Appliance in order to receive compensation. Tyco Fire Products appreciates your efforts to date and have established a website to make it easier for you to collect and report back the information needed so that we have records of the remediation actions.

Once you or your alarm dealer have informed your end customers of the issue and taken corrective action, you must report the details for each end customer at <http://notificationappliances.tycofpp.com/>. You will be required to enter your dealer account number, the order details as well as the details for each location you have remediated and the occurrence of any issues of which you are aware. An image of the panel serial number is required for each submission. These steps must be completed to receive the compensation that has been established by Tyco Fire Products to reimburse you for the time spent addressing this issue.

If you are unsure of your Dealer Account number or any fields in the submission form, please contact your Johnson Controls Fire Detection sales representation for additional support.