

TECHNICAL SERVICE NOTE

Intrusion

RF3224

Erroneous Control Panel Output Operation and RF Low Battery Reports

March 13, 2006

Issue Severity:

High: Act immediately

Medium: Bosch Security Systems strongly recommends you take the action(s) described below.

Low: Advisory

Products Affected:

- RF3224 Wireless Receiver with lot number 600C to 620C used with the following devices:
 - Compatible key fobs
 - DS7240/DS7220 Control Panel version 1.xx with EPROM version 1.52 and higher
 - DS7240/DS7220 Control Panels version 2.00 and higher
 - CC7240 Control Panel
 - D6412 Control Panel
 - D4412 Control Panel
- RF3224 Wireless Receiver with lot numbers lower than 700C used with the RF3502 Wireless Panic Key Fob.

1.0 Issues

1.1 Issue 1

The firmware for RF3224 Wireless Receivers with lot number 600C to 620C is programmed incorrectly. This programming problem can appear in two ways depending on the devices involved:

- If you use an RF3334 Key Fob and program the Sun key or the Trapezoid key (*Figure 1*) to operate outputs such as garage doors or lights, within 10 minutes of using the key fob, the RF3224 sends a second message and the control panel reactivates the output. For example: If you programmed a garage door to operate with the key fob, and you close it, it opens again within 10 minutes.
- If the Lock and Unlock keys are pressed together to send a panic signal, the RF3224 sends a second panic signal to the control panel within 10 minutes.

Figure 1: Sun and Trapezoid Keys

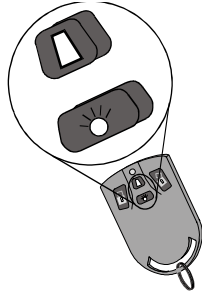
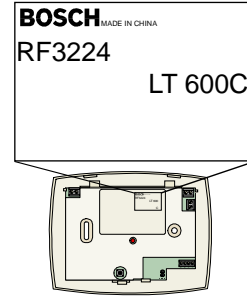


Figure 2: RF3224 Lot Number



- If you use one of the DS7240/DS7220/CC7240 Control Panels with the versions listed above, and an RF3224 Wireless Receiver, using any key fob can cause erroneous key fob low battery messages to appear at the control panel.

The lot number for the RF3224 is found under the cover on the base (*Figure 2* on page 1) or on the receiver's packaging box. The version number for the DS7240 EPROM is printed on the EPROM. Press [#][5][9] at the keypad to show the control panel's version number. Refer to *Section 2.0 Resolution* to correct this problem.

1.2 Issue 2

The RF3502 Wireless Panic Key Fob does not work correctly with D4412/D6412 Control Panels using the RF3224 Wireless Receiver with lot numbers lower than 700C. The control panel freezes, and does not restore properly.

2.0 Resolution

If your receiver is only supporting key fobs (other than the RF3502), disabling the supervision feature allows the system to operate correctly.

If you need to operate outputs from your key fob and you use a DS7240, DS7220, CC7240, or if you use the RF3502 with the RF3224 Wireless Receiver:

Americas

Contact Customer Service at (800) 289-0096. Request an advance replacement of the RF3224 Wireless Receiver with Lot 700 or higher. Return your receiver to:

The National Repair Center
130 Perinton Parkway
Fairport, NY 14450

All Other Regions

Contact your local sales organization for instruction. Request an advance replacement of the RF3224 Wireless Receiver with Lot 700 or higher.

