

### Affects:

- DS7400XiV4 (v4.10)
- DX4020
- ITS-DX4020-G

## 1.0 Using DS7400XiV4 with Two IP Modules and More Than 12 Devices on the Keypad Bus

### Issue

*When the DS7400XiV4 is configured with IP Module 1 (Address 13) as primary and IP Module 2 (Address 14) as backup, and the control panel also has more than 12 devices on the keypad bus:*

If the primary path is disconnected at the D6600 Receiver, the control panel generates an **AltCom A** error. If the control panel is then armed and points are alarmed, the alarm reports are not sent to the central station even though the backup path is functional. This behavior is the same using either the DX4020 or the ITS-DX4020-G. While the control panel attempts to report using IP Module 1 with the disconnected path, the poll rate (flashing LED) on Module 2 slows significantly. This causes the control panel to send polls to Module 2's receiver later than expected, resulting in the receiver generating a communication failure event.

### Resolution

This issue is caused by a DS7400XiV4 control panel problem. The resolution is to connect fewer than 12 devices to the Keypad Bus, not including the two communication modules.

## 2.0 Using DS7400XiV4 with Multiple IP Modules and the Control Panel is Actively Polling Module 1

### Issue

When the DS7400XiV4 is configured with IP Module 1 (Address 13) as primary and IP Module 2 (Address 14) as backup, and the control panel is actively polling Module 1, this results in delayed control panel polling to Module 2. This results in an **AltCom Tx B** error, even though the backup path is functional. This behavior is the same regardless of whether the IP modules are DX4020 or ITS-DX4020-G modules.

### Resolution

This issue is caused by a DS7400XiV4 control panel problem. This behavior might improve if using fewer keypads on the keypad bus.

## 3.0 Connecting RPS to the DS7400XiV4 using GPRS with Polling Enabled

### Issue

When RPS is connected to the DS7400XiV4 using GPRS (IP) with polling enabled, the receiver generates a communication failure event after 5 min. The communication failure event might restore while RPS is still connected. This behavior is the same regardless of whether the IP modules are DX4020 or ITS-DX4020-G modules, but is less likely when using the DX4020 since the transfer takes significantly less time over wired IP.

### Resolution

This issue is caused by a DS7400XiV4 control panel problem. There is no resolution.

## 4.0 Connecting RPS to the DS7400XiV4 with More Than 12 Devices Connected to the Option Bus

### Issue

When RPS attempts to connect to a DS7400XiV4 with more than 12 devices connected to the Option Bus in addition to the DX4020 or ITS-DX4020-G modules, communication between RPS and the control panel fails. This behavior is the same regardless of whether the IP modules are DX4020 or ITS-DX4020-G modules.

### Resolution

This issue is caused by a DS7400XiV4 control panel problem. The solution is to connect fewer than 12 devices to the Option Bus.

## 5.0 Disabling Dial Tone on the DS7400XiV4 Does Not Work

### Issue

Dial Tone Disable on the DS7400XiV4 does not function properly. On the second dialing attempt, the control panel stops listening for the dial tone and dials as expected. This causes a 60 sec delay when sending outgoing events.

### Resolution

This issue is caused by a DS7400XiV4 control panel problem. There is no solution, other than to expect the 60 sec delay.

