

Affects:

- **DS7430 Multiplex Expansion Module**
- **DS7436 Multiplex Expansion Module**
- **DS7400Xi Control Panel**

1.0 Issue

Removing or connecting the DS7430 or DS7436 Multiplex Expansion Module while the DS7400Xi Control Panel is powered can cause damage to the control panel.

2.0 Symptoms

If the control panel is damaged, random multiplex bus trouble conditions might occur, such as missing device and device restoral conditions. These conditions might be seen for individual devices or groups of devices. In cases where the damage is extreme, the control panel could stop working.

3.0 Prevention

Before removing or connecting a DS7430 or DS7436 to the control panel, remove all power (AC and standby battery) from the system.

4.0 Resolution

If the control panel is damaged, it must be replaced.

