



### Products Affected

- Concord™ Hybrid Control Panels (part numbers 60-734-01, 60-801-01, 80-265, and 59-702-01-AR) with software version 3.0 shipped from May 26, 2003 to June 17, 2003.

### What Happens

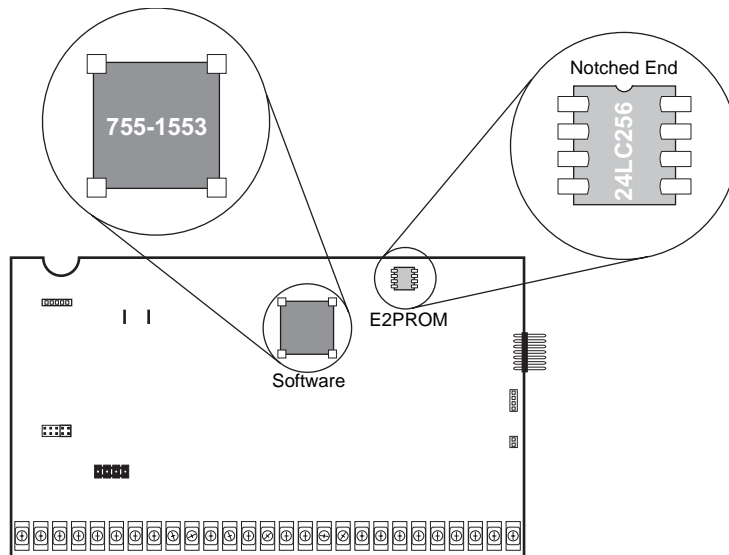
Some Concord panels with software version 3.0 were accidentally produced with the wrong E<sup>2</sup>PROM chip installed. For systems that include a SuperBus® 2000 Phone Interface/Voice Module, this causes either incorrect or no voice operation.

### Current Status

We have corrected this and are now shipping Concord Hybrid Control Panels with the correct E<sup>2</sup>PROM chip installed.

### Identifying Concord Software 3.0 Boards with Incorrect E<sup>2</sup>PROM Chips in the Field

The graphic below shows the locations of the 3.0 software and E<sup>2</sup>PROM chips on the Concord board. The enlarged view of the chips show the correct part numbers. Any E<sup>2</sup>PROM chip with a different number must be replaced.



### Replacing the E<sup>2</sup>PROM

#### Note

Before touching any circuit board components discharge yourself of static electricity by touching a bare, grounded metal surface or wear a wrist grounding strap.

1. Check all installed and boxed panels to determine how many chips need replacing.
2. Contact GE Security Customer Support at 1-888-437-3287 to get free replacement E<sup>2</sup>PROM chips.
3. For panels not yet installed, simply remove the old chip and install the new one, making sure the notched end is positioned at the top.

4. Discard the old chip.
5. For panels already installed, perform a ToolBox<sup>®</sup> session to download all programming from the panel.

**Note**

*Replacing E<sup>2</sup>PROM chips requires reprogramming the panel. If you don't have ToolBox Downloader software, you must reprogram using an on-site alphanumeric touchpad.*

6. Unplug the AC power transformer and disconnect the backup battery.
7. Remove the existing E<sup>2</sup>PROM chip.
8. Install the new chip, making sure the notched end is positioned at the top.
9. Discard the old chip.
10. Connect the backup battery and plug in the AC power transformer.
11. Reprogram the panel using ToolBox Downloader software or an on-site alphanumeric touchpad.
12. Test the system for correct operation.

We apologize for any inconvenience this causes you and your customers. If you have any questions about the information in this document, please contact GE Security Technical Support at 1-888-437-3287.



**GE Interlogix**