Orenco® SYSTEMS *Instructions*

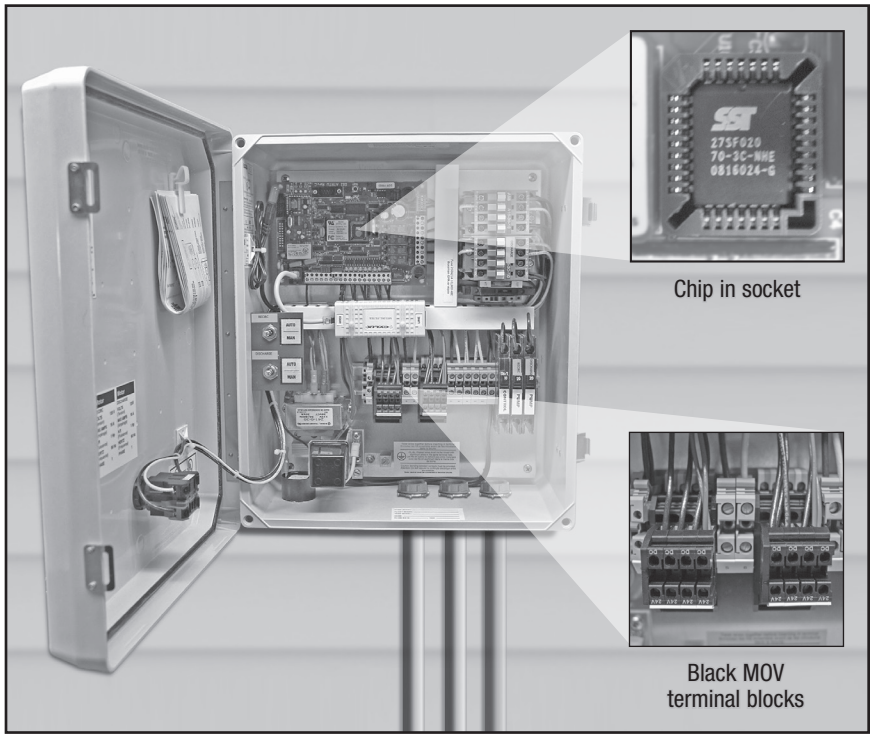
VCOM Firmware Chip Retrofit

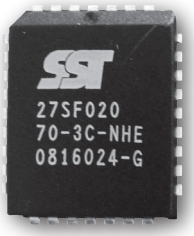
Removal and Replacement of the VeriComm® Firmware Chip for IP-Compatible Control Panels

IP-compatible VCOM panels shipped from Orenco® between January 1 and October 1, 2008, have a bug in the panel's programming. When one of these IP-compatible panels is installed at a property with NO landline but a landline is ADDED LATER, the panel fails to recognize the new phone line, gets "confused," and won't call in. These IP-compatible panels can also get "confused" and stop calling in if the property owner stops phone service for several days or more, then starts it back up again.

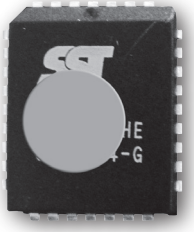
All panels shipped since October 1, 2008 have an updated firmware chip to correct this bug. To correct the bug in IP-compatible panels shipped before October 1, 2008, it is necessary to replace the panel's firmware chip with a new chip. Replacement chips and chip-extraction tools are available free of charge from Orenco, 800-348-9843, or from your local AdvanTex® Dealer. Chip replacement instructions are on the next page.

IP-compatible VCOM panels shipped between January 1 and October 1, 2008, are easy to identify in the field. They have black terminal blocks. And the firmware's programming chip has writing on it but no green dot. Newer panels with the corrected programming also have black MOV terminal blocks. In addition, they have a green dot on the firmware chip. (See photos, below.) Replacement chips also have this green dot on them.





Old chip (enlarged)



New chip (enlarged)

NOTE: *The chip-replacement procedure described on this page is ONLY for IP-compatible VCOM panels shipped between January 1 and October 1, 2008. Replacing the chip on any other panel will erase the panel's programming. Orenco staff and Orenco's AdvanTex Dealers have the serial numbers of all panels that require a chip retrofit. Write down the serial number of the panel in question and then call Orenco or your local AdvanTex Dealer if you are unsure about whether or not the panel you are servicing needs a chip retrofit.*

Step 1: Open the Panel

Open the control panel and turn off the breakers. Confirm that the panel has black MOV terminal blocks. Locate the firmware chip and check the firmware chip for a green dot. If the chip does not have a green dot, continue to the next step.

Step 2: Remove the Old Firmware Chip

IMPORTANT: *To prevent damage to the board from electrostatic discharge, touch the grounded control panel backplate before removing the chip, and avoid touching the printed circuit board.*

The socket for the firmware chip has two slots in diagonal corners for removing the chip. Use an extraction tool (supplied by Orenco) in the socket slots to gently remove the firmware chip from the socket. Be very careful not to damage the socket or bend the board while removing the chip.

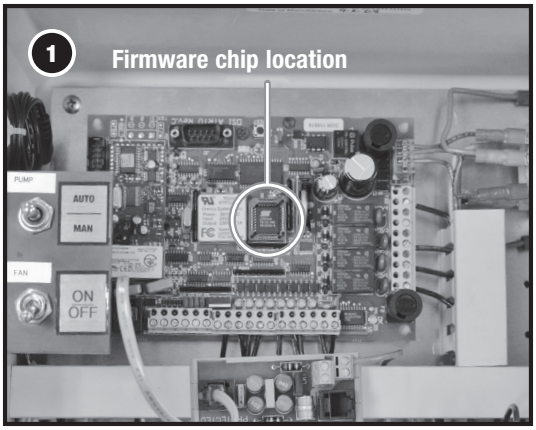
Step 3: Install the New Firmware Chip

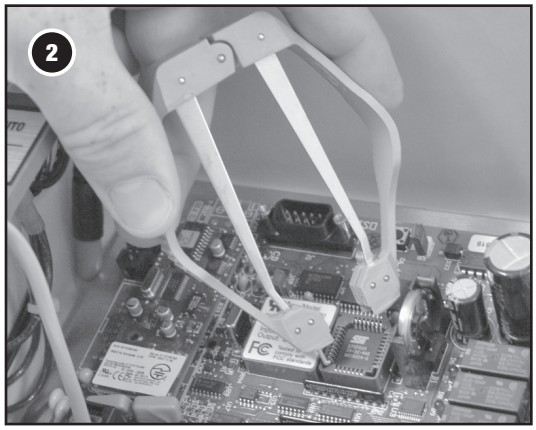
IMPORTANT: *To prevent damage to the board from electrostatic discharge, touch the grounded control panel backplate before installing the chip, and avoid touching the printed circuit board.*

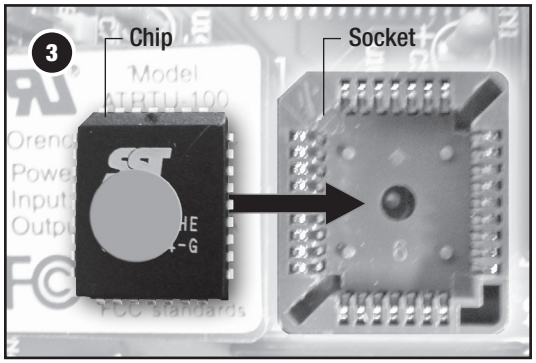
The new chip fits into the socket only one way. Gently position the new chip on the socket, with the writing and the green dot facing out. Using your thumb, evenly and firmly press the chip into the socket. You will feel and hear it click into place.

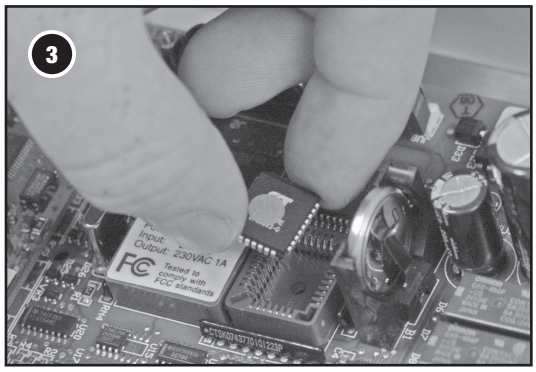
Step 4: Power Up and Close the Control Panel

When you have finished retrofitting the firmware chip, turn the breakers back on, and close the control panel.









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