

Chiron Technical Bulletin 2011-2

Chiron IRIS Touch Software Release 1.12.5 for IRIS Touch 440R

Chiron's IRIS Touch 440R dialler which supports communication over PSTN has the valuable feature of 'call confirmation' whereby it is possible for the dialler to check the end-end PSTN path without incurring any PSTN call charges. This is achieved using a special 'CLI Receiver' that operates as a front end to IRIS Secure Apps or the IRIS Management Suite at the monitoring centre. Alarms transmitted over PSTN are sent to a standard PSTN alarm receiver in the normal way.

We have received a small number of reports from customers using the CLI receiver that communications between it and any Touch 440R with software version 1.12 installed can become interrupted. Whilst this does not affect alarm transmission in any way, it can result in incorrect signalling of line faults at the monitoring centre. We have therefore taken action in the software of the Touch 440R to prevent this possibility and this has been released as Version 1.12.5. Please note that systems not using the CLI receiver are not affected in any way.

Version 1.12.5 is now on our reflash server which contains the latest version of software for all variants of the IRIS Touch range. This software can be easily loaded into diallers as required. This can be done either by an installer on site using the settings menu on the dialler touch screen or remotely via Chiron's IRIS Secure Apps or IRIS Management Suite software at the monitoring centre. We recommend that all units in the field should be upgraded.

If any assistance is required please do not hesitate to contact the Technical Support Team at Chiron Security.

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