

August 12, 2025

Technical Bulletin No. T25.2FL

***** Important Technical Notice for Fire-Lite Dealers and Distributors *****

Summary:

Issue: *Reports have been made that when a wired connection is made between Starlink's primary POTS port and our communicator (CCP), our communicator is flagging a TELCO LINE fault. Note that this does NOT occur when connected to Starlink's secondary POTS port.*

The root cause of this issue is due to a jumper/shunt setting on the StarLink radio board. This shunt, when left installed, places a 10k resistor across pins 1 and 8 of the POTS port. This resistor is used by StarLink's optional TELCO LINE supervision and interferes with our communicator's (CCP) supervision of the phone line, resulting in a TELCO LINE fault at our panel.

Models Affected: ES-1000X

Action Required:

Summary:

- 1) Each Central Station phone number in the fire panel programming **MUST** be 10 digits long. It cannot be ANY other length or unpredictable results may occur.
- 2) Shunt "J7" must be removed from the StarLink board.
- 3) In the StarLink Radio programming, BOTH the "Land Line(Telco) Cut Report" setting and the "Tip/Ring Wiring Fault Report" setting **MUST** be set to "N" (which should be the default).

Details:

- 1) Each Central Station phone number in the panel programming **MUST** be 10 digits long. It cannot be ANY other length or unpredictable results may occur.

To change the phone numbers:

- a) Log into the panel as a MASTER USER.
- b) Select "1=PROGRAMMING MODE"
- c) Press the DOWN ARROW twice and select "2= COMMUNICATOR"
- d) Press the DOWN ARROW once and select "1=PRI COMM PATH"
- e) Select "1=POTS"
- f) Press the DOWN ARROW once and select "1=PHONE NUMBER"
- g) Enter a 10 digit phone number using the keypad and the RIGHT ARROW to advance the cursor. When finished, press the MENU/ENTER key.
- h) Press the ESC button twice.

- i) Select "2=SEC COMM PATH".
- j) Follow instructions e) through g) to set the Secondary Comm Path Phone Number to 10 digits.
- k) Press ESC button repeatedly to exit out of PROGRAMMING MODE.

2) Shunt "J7" must be removed from the StarLink radio board.

- a) Remove power from the StarLink radio (for safety reasons and to avoid a "Tamper" event).
- b) Remove the two screws holding the cover on the radio and remove the cover.
- c) Locate the shunt labelled "J7" and pull up on it to remove it. You should now see 2 pins sticking out of the board.
- d) Replace the cover and the two screws.
- e) Apply power to the StarLink radio.



3) In the StarLink Radio programming, the "Land Line(Telco) Cut Report" setting and the "Tip/Ring Wiring Fault

Report" MUST BOTH be set to "N" (which should be the default).

- Log into your Napco Starlink Radio Management Center account using your internet browser.
- Select your radio.
- In the "Advanced" tab, verify the settings "Land Line(Telco) Cut Report" and "Tip/Ring Wiring Fault Report" are BOTH set to "N". If BOTH are already set to "N" you can stop this procedure.
- Click on the "Edit" button at the bottom.
- Using the pulldowns under the "Report" column, select "N" for BOTH "Land Line(Telco) Cut Report" and "Tip/Ring Wiring Fault Report".
- Click on the "Save" button at the bottom.
- You may see a "Confirmation" warning window pop up alerting you that "UL846 and UL1610 require a technician on site whenever a download to the radio or control panel occurs." Click on "Accept" if you read the warning and wish to proceed.

STARLINK RADIO MANAGEMENT CENTER Pro 25.10Welcome [Name] [Logout]

HomeSignal LogEdit HistoryCheckinsBackRadio ID# [ID]Radio Programming ⓘ

GeneralNotificationsInputs/OutputsAdvancedCommunicationsCell and/or IPTools

RADIO INFORMATION
Radio ID# [ID]
ICCID# [ID]
Status: Device Running Properly...
SIM Status: Active
On-Line Date: 02/18/2025 12:00:00 AM
Dealer ID: [ID]
Dealer Co. Name: Honeywell Test Account

ADVANCED FEATURE CONFIGURATION
Reboot Radio: ☒ Don't Reboot ☐ Reboot Normal ☐ Reboot with Defa

	Contact ID	Contact ID	Report
	Event #	Zone #	
Monitor Voltage Report:	302	994	A
Tamper Report:	341	995	Y
Reboot Report:	625	997	Y
Land Line(Telco) Cut Report:	352	996	N
Fire Polling Report Format:	780	999	Y
Supv Failure Report:	788	000	Y
Tip/Ring Wiring Fault Report:	789	000	N
Path Test Report:	602	890	N

Installation Dialing Plan: 070
Abort Delay Time: 16
Tel# for Reporting Tamper/Linecut/Parallel Inp: 9999999999
Subscriber Account Number: 0000
PC Security Code: 0 0 0
Checkin/Poll Fail Status to Activate PGM1: Either Path Fails
Comm. Fail Status to Activate PGM1: Either Path Fails

To change settings, you must first click the "Edit" Button.

To save the settings, you must click on the "Save" Button.

to these CS numbers switches modes
telco 1: 4
telco 2: 4
telco 3: 4
ers 3 Search Tower

Handshake Configuration
Handshake Kissot: HS2 CID, 2300, 1400 (132)
Runaway Modification: Suppress

EditCancelSaveUploadRefreshCancel Pending Upload/Download

Confirmation

UL846 and UL1610 require a technician on site whenever a download to the radio or control panel occurs. You may override the Radio Jumper 1 restriction temporarily by accepting below if you have permission from your local AHJ (Authority Having Jurisdiction). The installer assumes all responsibility for any changes.

If you select Reject below all changes will revert to prior settings

Reject

Accept

Following these steps will ensure that your StarLink radio is correctly setup and working with the fire panel.

If you have any questions regarding this bulletin, please contact Fire-Lite Technical Services at 1-800-627-3473 or Firelite.Tech@honeywell.com. We appreciate your business and continued support of Fire-Lite products and apologize for any inconvenience.