Gamewell FCI FIRE CONTROL INSTRUMENTS by Honeywell

Technical Bulletin

Date: April 2016 No. T16.5

To: All Gamewell-FCI Distributors

IMPORTANT: NGA Screen Refresh Bug

Gamewell-FCI has discovered an abnormal issue with the latest version of Network Graphic Annunciator (NGA) firmware, V3.30.032. The issue occurs when the NGA clears numerous troubles on the network, but not all troubles. Instead of showing the number of **remaining active troubles** and refreshing the screen, the NGA will continue to show the **maximum number of troubles**. Once all the troubles have been resolved, the NGA screen will refresh and display system normal.

Please be assured that this is not a life safety issue, but a screen refresh issue on the NGA. A workaround exists, and that is to touch the "Reset" control and then touch "Cancel" (shown in the table below). This will force a screen refresh. In addition, a fix for this issue is currently being developed, and a firmware update will be available shortly.

1. Press the "RST" key on the NGA



2. Press the "Cancel" key in the "System Reset" window



3. Forced screen refresh will display the correct number of active troubles.

Honeywell Security and Fire greatly appreciates your patience, business, and continued support of Gamewell-FCI products.

Questions?
For additional questions or support on this issue, please contact Gamewell-FCI Technical Support at 1-800-274-4324 or
Gamewell-FCI.Tech@honeywell.com.

Sincerely,

Chuck Han

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