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# Technical Bulletin

TB 10221 | July 2017

## Product Parts affected

Commissioning tool v1.33 & back compatible sounder issue.

## Details

An issue has been found with commissioning tool v1.33 and systems with S3 back compatible sounders (S2IP-SN-R3 or S2IP-SN-W3).

When the devices configuration page is opened in the commissioning tool, the volume level for these specific types of sounders only are set to zero. If the volume is adjusted within the page then this adjusted value is saved, but if the configuration page is opened again at a later date, the sounders will revert to the zero setting.

So systems where commissioning tool v1.33 and back compatible sounders are present it is likely that the volumes will have been set to zero. This would be evident on the next weekly fire test.

We have a software update that is available for release to ensure that this issue does not arise.

## Action

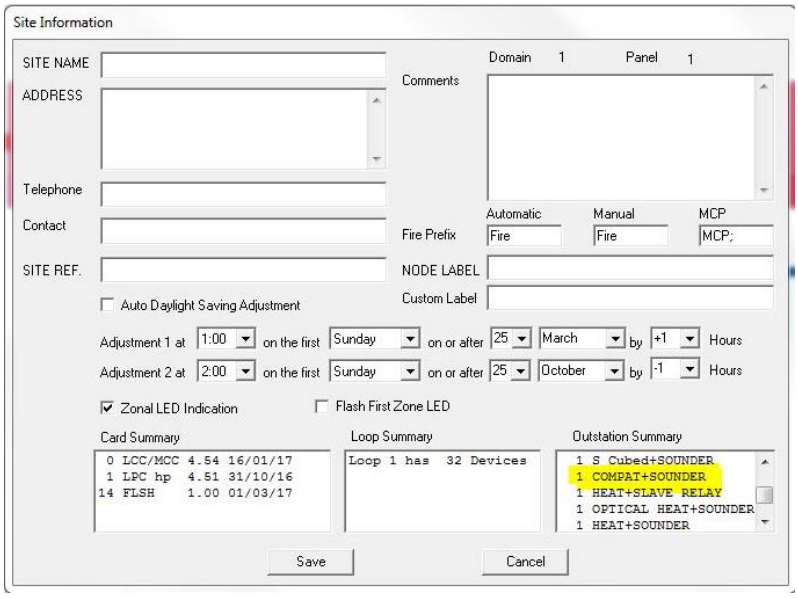
Make sure all engineers are aware of this issue.

All sites where commissioning tool v1.33 has been used, need to be assessed.

If you open up the Site configuration file, then the Site information screen. Bottom right shows a summary of devices on that system. Check for “Compat+sounder”

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If any of these devices are found on sites where commissioning tool v1.33 has been used, please ensure that the volume of the back compatible sounders is correctly set.