Gent Technical Bulletin

TB: 10230 March 2020

Product Parts affected

Comm tool v1.34 and Vigilon voice DAU interface

Details

We are looking at a reported issue with comm tool v1.34 and Vigilon voice DAU interface, where they are seen as an ASD interface. This may cause channel sectoring to be incorrect.

This is currently being investigated.

Action

Make sure engineers are aware of this.

Any job where Vigilon voice DAU interfaces are present, on taking a down load ensure these are seen correctly. This may affect channel sectoring and therefore operation of the DAU.

If you come across this issue, do not upload the configuration. If this has already been uploaded, you may need to sector up the channels manually on the front of the panel.

Look out for updates on this issue