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To: All Gamewell-FCI Distributors

GAMEWELL-FCI E3, S3 PANELS WITH CLSS GATEWAY/DS DIALER

Alarm Transmission Behavior after Clear Log function on Panel

Honeywell has identified a specific scenario involving a Gamewell-FCI E3 or S3 Panel connected to a CLSS Gateway or DS Dialer when the panel has an active event from detectors/modules and the *Clear Log* function is performed on the panel, instead of *System Reset.*

Performing *Clear Log* after an active event causes the panel(s) to reboot and return to normal state, but the gateway or dialer will not reboot resulting in these devices continuing in active state without receiving any event restoration. The subsequent same active event from the same detector will be sent to the panel and gateway or dialer but may not be reported to Central Station because the gateway or dialer have not returned to normal state and will treat the new active event as duplicate of the prior events.

Recommended Best Practice:

- Option 1: Use *System Reset* instead of *Clear Log* to restore the events in the panel, then perform a log clear.
- Option 2: If *Clear Log needs to be* performed, reboot the CLSS Gateway or DS Dialer after or simultaneously with the panel reboot.

Next Actions: Honeywell is actively working on a solution to address this scenario as a priority and will provide additional instructions. For sites using CLSS Gateway, we have identified sites where the Clear Log function has been used previously. We will be reaching out to the respective ESDs to coordinate a time and date for Honeywell to perform a **remote reboot of the gateway** to mitigate any potential issues.

Please let us know if there are any additional questions.

Sincerely,

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