



ECC-50/100(E): Emergency Command Center Firmware Upgrade

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A potential issue has been identified with certain ECC-50/100(E) hardware configurations, operating with V1.0 firmware.

It can occur when the ECC-50/100(E) is configured with an ECC-CE6 speaker circuit expander module without a secondary amplifier, or when it is configured with an ECC-CE6 with a backup amplifier only. An open circuit trouble on speaker circuits three or four will not be properly displayed. This issue has been corrected in firmware version 1.1.

The table below lists the configurations that are directly affected and the recommended timeframe to update the firmware to version 1.1.

| | Immediate version 1.1 firmware update required. | Update to version 1.1 firmware during next scheduled service interval. |
|--|---|--|
| Main unit only. (No modules) | | X |
| Main unit with an ECC-CE6 module installed | X | |
| Main unit with an ECC-50W-25V /70V (Amplifier configured as secondary) | | X |
| Main unit with an ECC-50W-25V /70V (Amplifier configured as backup) | | X |
| Main unit with an ECC-CE6 and ECC-50W-25V /70V (Amplifier configured as secondary) | | X |
| Main unit with an ECC-CE6 module and ECC-50W-25V /70V (Amplifier configured as backup) | X | |

Note: Any units shipped after November 15, 2013 include V1.1 firmware, and therefore are not affected. The ECC-50DA and ECC-125DA distributed amplifiers are not affected.

Please contact our Technical Support department Monday through Friday, 8:00 AM-7:00 PM Eastern Time at 1-800-627-3473 instruction on performing this firmware upgrade or with any questions regarding this notice. We apologize for any inconvenience this situation may have caused.

Thank you for your business and continued support.

Sincerely,



Kenneth W. Gentile
Product Manager