



FNN: 08001
To: GE Security distribution
From: Technical Support
Date: January 28, 2008
Topic: EST2 - 2-DACT and 2-DCU Callback Feature

Introduction

GE Security has a replacement for the obsolete DL2 Dialer Module. The new *2-DACT Digital Alarm Communicator Transmitter* replaces the DL2. A configuration utility, the *2-DCU DACT Configuration Utility*, is required for programming the 2-DACT.

Issue

The 2-DACT includes a callback feature, designed to add extra security for remote programming. On receiving an incoming call, the 2-DACT disconnects the call, then “calls back” using a telephone number you specify during programming. This process verifies that only valid users can program the unit remotely.

During product acceptance testing we found that the Callback Enable option does not work correctly. The callback function fails.

When the callback function fails, the 2-DACT is unable to complete the callback to the 2-DCU. This means no further configuration or programming of the 2-DACT is possible. You would have to return the 2-DACT for replacement.

Solution

Caution: Do not enable the 2-DACT callback feature. In the 2-DCU, the default value for the Callback Enable option is NO. Do not change this value.

We will correct this issue in the next version of the 2-DCU, and will send an update bulletin as soon as it is available. Do not enable the callback feature until we notify you.

Should you encounter a 2-DACT with callback enabled, you will need to return the module for replacement, using the standard RMA process.

Contacting support

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