

Technical Bulletin

 FIRE-LITE® ALARMS
by Honeywell

Digital Communicator: Loss of premise telephones

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Dear Valued Customer,

Some customers have reported loss of service of premise telephone devices in conjunction with fire alarm panel communicators when a telephone line is shared. Instructions in this technical bulletin will ensure you do not experience this issue.

First, fire alarm panel communicators must always be installed ahead of any other device on a shared telephone line. As described in each panel manual, this is typically accomplished by the use of an RJ31X jack. An RJ31X connector is designed to assure that the processing of alarm signals has line seizure priority over a voice call. When the panel is not using the line, a normal extension telephone, fax or other device can use the line. To be compatible with an RJ31X, all Fire-Lite communicating products use an 8-pin board-mounted communications jack that matches the 8 pin connector of the RJ31X. Fire-Lite supplies an appropriate cable with 8-pin connectors for this application (PN: MCBL-7). Please see the product manual for correct wiring procedures.

The reported loss of service of premise telephone devices is a result of the devices not being able to access the phone line when the panel is not accessing or seizing the line. Examination of returned product with this symptom reported indicates the wrong telephone connector was plugged into the panel's phone line jacks. Smaller plugs such as an RJ11 (4 pin) or RJ25 (6-pin) will damage pins 1 and 8 on the panel mounted jack thereby preventing connection to tip and ring of devices attached after the panel. Please note that it is also possible for this damage to occur when connecting testing devices to the panel's 8 pin jacks. It is always best to connect to the tip and ring terminals on the RJ31X jack when troubleshooting dial tone or panel dialer functions. Consult each product manual for location of RJ31X tip and ring locations.

Customers are advised that employing the use of improper connector(s) to panel communicators will void the product warranty.

For further information or assistance, please contact Fire-Lite technical support Monday through Friday 8:00AM - 5:00PM Eastern Standard Time, 1-800-627-3473 to speak to a technician or you can e-mail your question(s) to: firelite.tech@honeywell.com.

Sincerely,



Bill Brosig
Associate Product Manager