

## TECHNICAL BULLETIN

### MS-5UD and MS-10UD

October 10, 2007

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Dear Valued Customer:

This bulletin is to advise you that FireLite has released firmware to correct a nuisance issue when either telephone port on the MS-5UD or MS-10UD on board communicator is connected to a shared phone line. The symptom observed is when an extension is shared; the user or downstream device may get dropped off the line when the panel supervision relays test the line for connectivity.

New software has been released for both panels that correct this nuisance and is available for download from [www.firelite.com/pktools](http://www.firelite.com/pktools). The file is named MS5\_10UD12B3.zip. Instructions on the use of the panel programming wizard, (PPU) used to update the panel flash memory can also be found in this directory.


The MS-5UD-3 and MS-10UD-7 now requires the use of the USB port for firmware enhancements and uploading/downloading configurations to the panel. The cable specification is listed as "High-Speed USB 2.0 Cable Specification: USB "A" Male/ "B" Male" This is available in a Six or Ten foot cable as shown in the photo above, is typically used as a USB printer cable, and can be purchased at any computer store.



The MS-5UD and MS-10UD are now shipping with this updated version of software installed. Customers can determine if their shelf stock contains the updated software as it is identified by a purple date code stamp with two A's (AA) instead of just one (See carton photo below).

For further information or assistance in flashing the panel, 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](mailto:firelite.tech@honeywell.com).

Sincerely,



Nick Martello  
Fire-Lite Marketing Director

