Products	NX-148E and NX-1192E
	    Version 4.03 Checksum 7B7C
	    Version 4.04 Checksum 78E5

Date	April 28, 2006
Issue	Due to a change to the firmware in the NX-148E and NX-1192E keypads, when downloading any text to a zone descriptor higher than zone 10, the keypad's address will be changed. This address change will cause an error to be displayed by the downloader. The message displayed on the downloader will say "Error writing range x…y" where x is the module number of the keypad and y is a random number. Any additional attempts at the download will result in a message saying, "module is not installed or not downloadable." Also, if a read all or send all command is sent from the DL900 software, the download process will not complete. Even if the keypad is re-enrolled at the new address, no text can be written above zone 10. This problem will only occur when using the DL900 software to download, if programming is done from the keypad, this problem does not occur. Only keypads with the Checksum numbers identified above are affected. These checksum numbers were manufactured between March 1, 2006 and April 28, 2006.
Solution	The problem has been corrected for both keypads and all future keypads will have updated software that fixes this download issue. If you have a keypad with any other checksums other than those listed above, those keypads will not exhibit this downloader issue. If a customer has a keypad with the affected checksum, the customer should request a return authorization from customer service for the keypads. A no-charge replacement will be sent to the customer to replace the defective keypad. The checksum label on the affected keypads can be found on the rear of keypad, by removing the back mounting plate and looking on the circuit board. The Attached photo shows where the checksum label is located.

Contact	If you have questions or concerns about the issues addressed in this technical bulletin, contact product marketing manager [Bob Freshman]().