



Product Affected

- Simon[®] Control Panels with software version 3.6. shipped since November 1, 2003

What Happens

Sensors learned into sensor groups 02 (Fixed Panic—Supervised) and 03 (Portable Panic—Unsupervised) may be inadvertently deleted from panel memory after an upload and/or download session with ToolBox[®] Downloader.

Identifying Affected Installations

There are three conditions that, when combined determine whether this affects your installations.

- *Simon panels with software version 3.6*
- *Sensors learned into groups 02 and/or 03*
- *Upload and/or download session performed on the panel using ToolBox Downloader (versions 5.3 - 5.7.1)*

What To Do

If any of your installations meet all three of the conditions above, contact GE Security Technical Support immediately at 1-800-777-2624 to receive a ToolBox Database Analyzer Tool and a new version of ToolBox Downloader (5.7.3) at no charge.

Instructions included with the analyzer tool and new version of ToolBox describe the steps you must take to correct panel memory and ToolBox database information.

We apologize for any inconvenience this causes you and your customers. If you have any questions about the information in this document, please contact GE Security Technical Support at 1-800-777-2624.