

## Market Release Note

MRN-TS0870-OFFLINE

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Product number: TS0870

Product description: Tecom Smart Card Reader

Product version: N/A

Affected parts: TS0870, TS0870D, TS0870H, TS0870W, TS0870W-G

Release date: 21 March 2018

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Interlogix has identified an issue that can cause TS0870 readers to stop reading cards if they are in a specific configuration and communications to the panel is interrupted for a period of time. This can occur during a firmware update on the main Challenger10 panel.

### Issue Identified

The issue can occur when the 'night light' option is turned OFF. The readers are still operational and functionality can be restored by turning the power off, then restoring power to the affected devices.

Note: The default configuration for all TS0870 devices is that the 'night light' is set to ON. We confirm that when the 'night light' option is set to ON, this issue will not occur.

### Recommended Action

Interlogix recommends that if you are using TS0870 readers you ensure that 'night light' option is set to ON prior to performing a firmware update. This will ensure that readers stay online throughout the update process. This can be done on-site through the keypad or via a configuration card, or remotely, utilising a new option available in Titan 3.5.1 (refer Market Release Notice [TS9002-351](#) for more information).

We apologise for any inconvenience this may have caused to our customers.