



Product Advisory #4
M-3820D IPScom V02.04.13
M-3425 Series HMI Display Blanking

October 9, 2008

Subject: Product Advisory #4
M-3820D (M-3425 Series) IPScom® Software
HMI Display Blanking on the M-3425 and M-3425A Relays

Applicable Product: M-3820D IPScom® Version D0133V02.04.13

Summary:

Beckwith is issuing this Product Advisory for the M-3425 Series of the IPScom® communication software M-3820D, Version D0133V02.04.13. This Version of IPScom® contains a bug which inadvertently reverses the display blanking feature incorporated in 2003. This issue affects only the M-3425 and M-3425A relay HMI display.

In 2003, Beckwith Electric incorporated a display-blanking feature on the relay HMI (Human-Machine Interface) Module operation to extend the life of the HMI display. This feature turned the HMI display off after 5 minutes of unattended operation. This change was automatically implemented when the latest versions of IPScom® were used to communicate with their associated relays. Unfortunately, the D0133V02.04.13 version of the communication software reversed this action resulting in the display being turned back on.

Communication to the relays with the latest release of the M-3820D IPScom® Version **D0133V.02.04.14** resolves this problem. If you experience this issue or just wish to upgrade to the latest version of the M-3820D communication software, it can be downloaded from the Beckwith Electric web site.

We apologize for any confusion or inconvenience this issue may cause. If you have any questions or require additional information, please contact your Beckwith Sales Representative or Beckwith Customer Technical Support, telephone number 727-544-2326.

Sincerely,

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