
Technical Bulletin 0107

April 12, 2007



AVSIM-530 Call Initiation Failures

Audio Video Systems, Inc. (AVS) has received a handful of customer reports identifying scattered or intermittent call initiation failures involving the AVSIM-530 Secure Isolation Modules.

Careful investigation has determined that the problem is related to RS-366 signal output levels appearing to be incorrect as a result of a floating ground potential between the ACE black (IMUX) equipment and the AVSIM-530.

The AVSIM-530 maintains separate internal grounds between the red and black sides in order to provide superior isolation for the unencrypted data. There are four grounds involved on each side: receive common, send common, signal ground and shield ground. Receive common and send common were properly terminated and shield ground was intentionally not tied to any signal ground. However, signal ground was inadvertently not terminated to the internal AVSIM-530 signal ground on the ACE black (IMUX) side.

Note: This issue poses no threat or security compromise to any call at any time. This ground termination issue presents a secure dialing malfunction only. Affected systems are still capable of fielding inbound secure calls.

A simple internal modification is required to correct this problem and all units shipping after April 12, 2007 will have the modification in place. Serial numbers for modified units will have an "M" suffix.

I have an AVSIM-366, should I be concerned about this problem as well?

No. Other AVS products are not affected by this problem.

I have an AVSIM-530. What should I do to make sure the component installed in my system is not affected?

If you have not experienced difficulty placing outbound calls, then it is possible your system grounding or internal grounding of your particular equipment has prevented your AVSIM-530 from being affected. If you have experienced intermittent failures or dialing and connection problems, please call AVS Technical Support at 703-263-1002 x140. The AVS Tech Support and Service team will assist you in determining whether your experience is related to this issue.

What are the symptoms that may indicate a problem with the AVSIM-530 in my system?

The system is only affected when attempting to place outbound calls. The failure to initiate or successfully dial a call warrants the need to place an inquiry with AVS Tech Support.

I believe the AVSIM-530 component in my system is affected by this problem. What should I do?

If you have experienced failure to dial an outbound call and suspect your AVSIM-530 is affected by this issue, please call AVS Technical Support at 703-263-1002 x140. The AVS Tech Support and Service team will assist you in determining whether your experience is related to this problem. Should it be determined that your unit requires modification, AVS Tech Support will issue an RMA to implement this no cost modification. Shipping costs will be handled under normal warranty procedures.

Are there any safety problems related to this issue?

No. This issue results in a dialing malfunction only. There are no safety related problems connected to this equipment malfunction.

If you have any further questions regarding this issue, please contact AVS Technical Support and Service Team at 703-263-1002 x140 or e-mail your questions to: service@avsinc.net