183Q006C.doc
04/10/09

SERVICE BULLETIN No. 6

For CAREpoint EMS Workstation

Title: Converting a TR Card from Phone to Radio

Please read the following instructions before proceeding.

Priority: Service Reference: *183Q008 - Swapping a TR Card / OPIC*

Rationale: Inappropriate card type for the customer set-up, the CAREpoint will need to interface to a Radio line.

Overview: Service/replacement involves removing the removing the STL (Phone) Module and installing the RTL (Radio) Module.

Tools and Materials required:

- Nut Driver – 1/4"

Procedure: (To be performed by qualified service personnel)

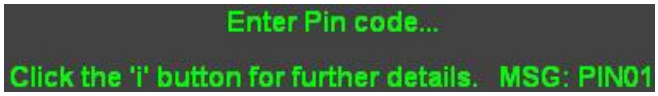
Should you have difficulty or questions information can be found online at the General Devices Support Site:

support.general-devices.com

Click on "CAREpoint Support" to gain access to the CAREpoint Users Manual and Service Bulletins. For further assistance contact the General Devices Service dept. at (201) 313-7075

Note: Normal hours for the Service Department are Monday through Friday, 9AM EST to 5PM EST. If you begin to service the CAREpoint outside of these hours, immediate assistance cannot be guaranteed. You will need to follow the TECH SUPPORT instructions on the voicemail message.

CAUTION - Static Sensitive! Observe proper anti-static control techniques (ground-straps, etc.) when working on the workstation handling parts. Package electronic items for return using anti-static shipping material supplied with replacement parts.

NOTE: If you see 

after entering any # codes listed in this document, contact the CAREpoint administrator for the PIN code. If the PIN is unknown, contact General Devices to obtain a temporary one.

– PROCEDURE ON NEXT PAGE –

1. If the card needs to be removed from the OPE chassis, refer to 183Q008 - Swapping a TR Card / OPIC [Steps 1 – 7]

2. Locate the STL module on the upper right of the TR card (Figure 1). Unscrew the two Keps nuts using a ¼ inch Nut Driver. Then remove the STL module from the connectors on the TR card.

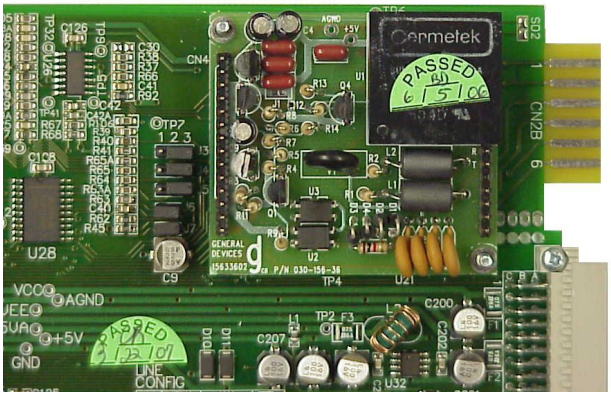


Fig 1: STL Module

3. After the STL Module is removed from the board, locate jumpers J3, J4, J5, J6 and J7 which are directly in front of where the STL/RTL Module sits. They will be currently be configured for a phone setup. Change the jumpers so that they are configured for a radio card (See Table 1 and Figure 2). Consult the installation drawing to find out whether a two or four wire configuration is needed. Also, note whether this CAREpoint belongs to a single unit or a multiple unit setup. Then consult Table 1 to set up the necessary jumpers.

	Phone	**2-Wire**** *Single Unit*	**2-Wire**** *Multi Unit First Unit*	**2-Wire**** *Multi Unit Not First Unit*	**4-Wire** *Single Unit*	**4-Wire** *Multi Unit First Unit*	**4-Wire** *Multi Unit Not First Unit*
J3	2,3	1,2	1,2	1,2	2,3	2,3	2,3
J4	2,3	1,2	1,2	1,2	2,3	2,3	2,3
J5	2,3	1,2	1,2	1,2	2,3	2,3	2,3
J6	2,3*	1,2	1,2	2,3*	1,2	2,3*	2,3*
J7	2,3*	1,2	1,2	2,3*	1,2	1,2	2,3*

Table 1: Settings for TR Card Jumper Configuration

*On TR cards which are Rev. L or later, place the jumper on pins 2 and 3. Before Rev L, J6 and J7 do not have the third pin. Therefore, place the jumper on pin 2 only and leave the other half of the jumper not connected.
**If 2-Wire Radio and the Receive Level is less than (but not equal to) 0dB, jumper J3 must be change to position 2,3. If the Receive Level is not known, please contact your Radio Service to measure the level.

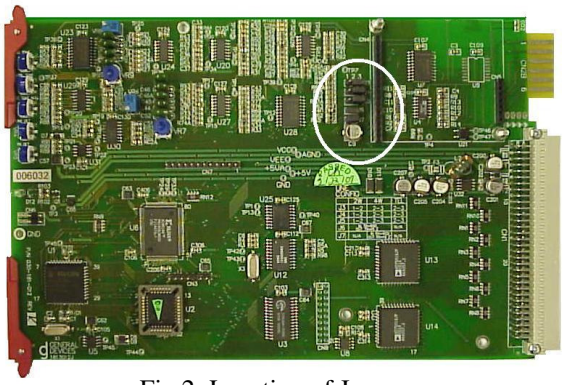


Fig 2: Location of Jumpers

4. Remove the Call Progress Board from the TR card (Figure 3).

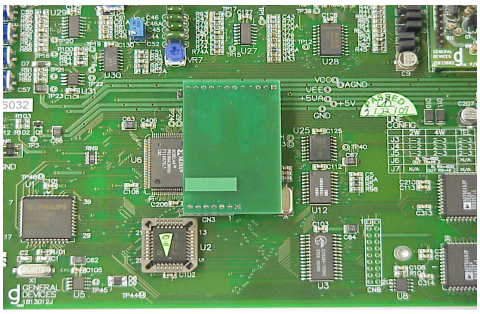


Fig. 3: Call Progress Board

5. Take the RTL Module and place it in the same spot from where the STL Module was removed. Make sure that the pins go into the correct connectors; the row of pins is larger on one side than the other.

6. Replace the Keps nuts which were previously removed. Hand-tighten them with a ¼ inch Nut Driver.

7. If the card needs to be put back into the OPE chassis, refer to 183Q008 - Swapping a TR Card / OPIC [Steps 9 – 17]

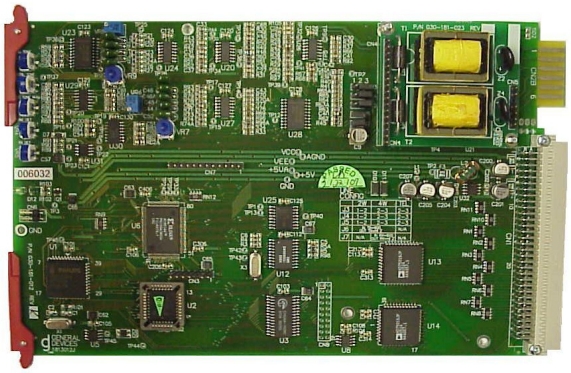


Fig 4: RTL Swap Completed

END OF PROCEDURE