

Technical Advisory Bulletin: TAB-05-0001
5830 Family Heater Activation Temperature Threshold

Description: Default HEATER parameters are ineffective in extreme cold temperatures. Ethernet port may become unresponsive when the temperature falls below 10° C (50° F), resulting in no access to the local port.

Products Affected: M5830S-AP-60 TLINK-10
M5830S-SU TLINK-10-EXT
M5830S-SU-EXT M583A-AP-60

Serial Numbers Affected: Units sold after November 2004 may exhibit this behavior

Special Circumstances: Power Supply & Ethernet Cable Length Circumstance:

For units sold outside the U.S. (part number contains a letter "O" prefix), it is recommended that a 24 Volt 1 Amp power supply be used instead of the current power supply which will only support a total Ethernet cable length of 75 feet, when the heater turns on.

For units sold in the U.S., the power supply cable length is not a factor.

Corrective Action: Change the heater activation setting from the default, 0° to 10° C, to the new setting of 15° to 20° C. The corrective action is as follows:

1. Initiate a Telnet session
2. From the command prompt, type:
> heater 15 20 <enter>
> save ss <enter>

- Notes:**
- Units sold after November 2004 have been identified as potentially exhibiting this behavior.
 - Units sold outside the U.S. which were supplied with the .75 Amp 90-240 V adapter, only 75 feet of Ethernet cable is supported. For longer Ethernet cables, the 24 Volt 1 Amp power supply is recommended.
 - If the above corrective action does not resolve the problem, contact Trango Technical Support for further assistance. www.trangosys.com/support
 - Units leaving the factory after Dec. 15, 2005 will incorporate the change in heater activation default setting.