

<b>Issue Severity:</b>	<b>Products Affected:</b>
<input type="checkbox"/> <b>High:</b> Act immediately	<ul style="list-style-type: none"><li>• F01U100387, API-AEC21-4WR</li><li>• F01U100388, API-AEC21-8I8O</li><li>• F01U126751, API-AEC21-4WRZ (P.R. China only)</li><li>• AEC 2.1 systems running extension boards</li></ul>
<input checked="" type="checkbox"/> <b>Medium:</b> Recommended action(s) described below	
<input type="checkbox"/> <b>Low:</b> Advisory	

### 1.0 Issue

AEC2.1 extension boards (AEC2.1 4 Wiegand Reader Board and AEC2.1 8 Input-Output Board) shipped having the following serial numbers:

API-AEC21-4WR : 0910164XXXYYYYYYYY  
API-AEC21-8I8O : 0910165XXXYYYYYYYY  
API-AEC21-4WRZ : 0910224XXXYYYYYYYY

YYYYYYYY : Lot Number and Consecutive Number  
XXX : Manufacturing Month (in 2014)

Mth	Mar	Apr	May	Jun	Jul	Aug
XXX	419	420	453	454	455	456

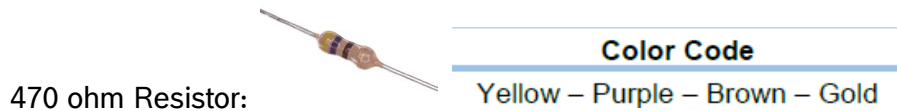
AEC 2.1 systems may exhibit the following symptoms when two or more extension boards are connected:

- AEC panel produces a continuous beeping sound that indicates a loss of communication between the CPU and extension boards.
- The AEC system is unable to detect some extension boards.

### 2.0 Resolution

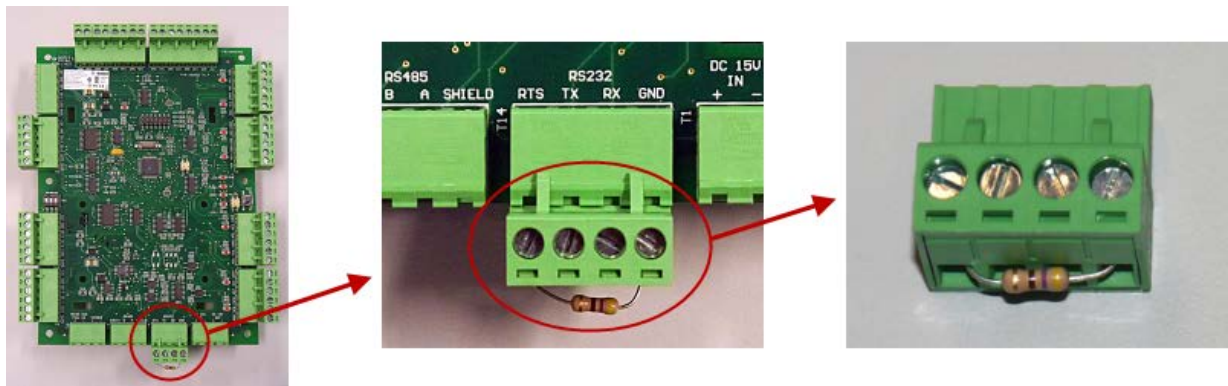
There is no action to take unless you are using the AEC2.1 extension boards with the above mentioned serial number ranges.

- Please follow the instructions outlined below if experiencing the symptoms described in section 1.0 Issue.
  1. Contact Bosch Security Systems, Inc. at +1 800-289-0096 and follow the prompts to Technical Support.
  2. Once validated by technical support, contact the Bosch Repair Center at +1 800-366-2283 and mention the technical bulletin for the AEC 2.1 Communication Board Failure.
  3. Request the desired amount of 470 ohm resistors (P/N: F.01U.145.140) according to the quantity of extension boards (reader board and I/O board) being used.
  4. Follow the instructions outlined in Section 3.0 Immediate Resolution



### 3.0 Immediate Resolution

- Customers will fix the 470 ohm resistors to the termination point T14 on the extension boards of AEC2.1 4 Wiegand Reader Board and/or AEC2.1 8 Input-Output Board. The resistors are terminated at the end points (RTS and GND) of the four-way connector.
- The included reader board in the APC-AEC21-UPS1 kit will not require a 470 ohm resistor. All other extension boards (2-16) connecting to the supplied reader board in the UPS1 kit will require this resistor if experiencing the symptoms outlined in section 1.0 Issue and validated by technical support.



- Perform a system reboot to restore AEC 2.1 communication between the CPU and extension boards.

**Note:** Refer to the AEC2.1 Hardware Manual for more information on the hardware settings if necessary.