

# Service Information

## Technical Bulletin DECT AP Firmware 49x0y666 for DAP Controller 6.6.7.1394 Issue Notice

SI 2020.002

Dear Sir/Madam,

This Service Information Bulletin is to inform you that the recently released DAP FW 49x0y666 has been removed from the NEC Software Data Base, and can no longer be downloaded.

The primary reason for this action is the sudden and very unexpected rise in DECT system issues having sometimes wide scale *Cluster Synchronization* issues ; mostly in larger sites, including VLS, and some smaller sites of less than 50 DAPs in one cluster have had these issues after upgrading the DAP FW to this version.

Evident to NEC TS is that this issue was not seen or recognized to occur during extensive pre-release testing in a production environment and product readiness testing.

This FW (y666) is part of the DAP Controller 6.6.7.1394 release, as detailed in **FCO 2020.020**.

NEC is working to diagnose issues fully and prepare a new FW release which will address all issues identified internally, or reported in ITE externally.

The DAP Controller release 6.6.7.1394 can still be deployed if required or already installed. Currently TS suggest to use DAP FW 49x0y664 in combination until further patches or release FW is available.

If sites already operating on DAP FW 49x0y666 experience Cluster SYNC problems, it is suggested to downgrade to the DAP FWy664 as a work around. It is not needed to downgrade the DAP Controller as well, unless NEC TS recommend this as well.

49x0y664 FW was released together with DAP Controller 6.6.3.1056, as detailed in **FCO 2019.026**

Open ITEs on system issues will be updated accordingly with new information on subsequent FW availability in addition to the regular Release Note

For support of the NEC handset models x77 – DCont. Release 6.6.3.1056 can also be used . Refer to the relative FCOs for details on known issues, fixes, and supported OS or other info.

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Technical Support

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