

IRIS Touch Firmware Enhancements and Additions from Version 1.19.7 to Version 1.19.8

Overview

This document details enhancements to the feature set of the IRIS Touch from firmware Version 1.19.7 to Version 1.19.8.

The change in this release is to address issues identified recently with a specific roaming SIM card (the Telenor card from Sim Services in Holland) that operates in a different way from traditional SIMs. Chiron is sufficiently concerned about the impact of these issues on the operation of Touch diallers to recommend that any dialler installed with these cards should be reflashed to this latest software version as a matter of priority.

Other SIM cards, not yet identified by Chiron, may cause the same situations and if in doubt please consult Chiron or reflash diallers as a precaution.

This release (V1.19.8) is available on Chiron's reflash server with immediate effect. Due to normal manufacturing lead times, it will be introduced into new shipments over the course of the next few months. However, all IRIS Touch diallers can be upgraded by connecting them over IP to our reflash server, so you can be sure of having all the latest facilities, even if you have already taken delivery of the dialler. This can be done prior to install, at install or even after install.

Changes in this Release

As described above, an issue has been found with SIM Services Telenor roaming SIM cards that operate in a different way from traditional SIMs. There may also be other SIM cards, not yet identified by Chiron, that have the same effect. In Touch software version 1.19.7 and earlier, this can result in a small amount of unexpected additional polling traffic being generated and GPRS Trouble being reported at the monitoring centre. This release addresses these issues.

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How to Reflash

Connection to the reflash server can be instigated from the installer menu, Settings->Reflash:



The reflash IP address is set by default to Chiron's reflash server (195.59.117.164) and does not need to be changed unless another reflash server is to be used.

Reflashing can also be carried out by direct local connection to diallers, using our USB Reflashing application that can be downloaded from our web site www.chironsc.com.