

Product Awareness Notice 06001 Version 1.0 Date 1/02/2006 Page 1 of 2

Products affected Datatenna Transmitter
Datatenna Repeater
RDC Transmitter
RDC Repeater

Serial numbers All

Action required None – Advisory only

Reason for notice Units being returned from the field with symptoms indicating loss of range or low power.

Resolution Many units are being returned for repair because the user believes power has dropped, or range is not satisfactory. While it is possible for units to lose power over an extended period of time, it is more likely that there exists some confusion in regard to the various versions of Datatenna that have been released.

Prior to December 2004, EIT used a 10mW Radiometrix transmitter chip in Datatennas and RDC units. These radios were capable of transmitting about 1km in good line-of-sight conditions.

Subsequent to that time, the chip was upgraded to a 25mw Genesis GT1. The latter has vastly increased range, up to 4km in good line-of-sight conditions.

While there is no defined cut off point for the old version, a general rule of thumb is that units below serial number 28450, or without a barcoded number should be fitted with the old radio. Any barcoded units should be fitted with the high power Genesis module.

Old style serial number



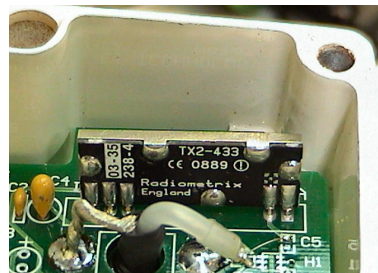
New barcoded serial number



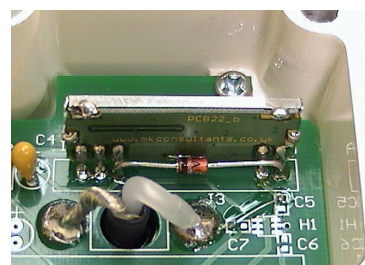
If uncertainty exists, it is possible to identify the chip by unscrewing the

Datantenna or RDC base and checking the chip visually.

Low power Radiometrix module



High power Genesis module



If it is suspected that a unit is not performing as expected, before returning for repair, check for obvious damage to the antenna, antenna base or cabling. Ensure that the antenna whip is secure and not contaminated or corroded. Check for obstructions to line-of-sight transmission such as trees, buildings or overhead power lines. Determine if the unit is low or high power.