

RTS Box: Known Issue

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Issue

The RTS box can be damaged by in-rush current on networks where the PBX line card does not support adequate current limiting. This has been observed on networks designed with ROLM phones deployed with Siemens 9751 9006.1, Siemens Hicom 300 Model 30 & Model 80 PBXs where the older SLMR line card is used. ROLM phones and SLMR cards are obsolete, and are discontinued products previously manufactured by Siemens.

Products Affected

All AudioCodes RTS products, REV D or earlier.

NOTE: To protect the product from in-rush current, AudioCodes has improved the RTS with REV E or greater. REV E has been tested with Siemens PBXs where the SLMR line card is still in use. Refer to the application note, Proper Installation of the RTS box for proper installation procedures.

Description

In-rush current, a momentary current surge, typically occurs after a phone is plugged into the network and is powering up. Most PBX line cards apply current limiting to prevent in-rush current, however, the SLMR line card reacts too late to prevent in-rush current damaging the RTS box. If the RTS is connected to the network while a phone is charging, this in-rush current will damage the resistors on the RTS box. When the resistors become damaged, the line's circuit is broken and the phones can no longer receive power from the PBX. To protect the RTS from in-rush current damage, proper guidelines must be followed.

Resolution

AudioCodes does not recommend installing the RTS box when a Siemens SLMR line card is present on the network. If such a deployment is required, users must protect the RTS box from in-rush current.

1. Follow the installation procedure described in the Application Note: *Proper Installation of the RTS Box*.
2. Each time a phone is plugged into the tapped network, the RTS box must be protected from the in-rush current. To do this, apply a bridge clip to the punchdown block to break the current between the PBX and the RTS box. As the phone is powering up, the in-rush current will not pass through the RTS box.