

## Product Bulletin

Date: April 26, 2011

Product: 9600 Cordless Telephones

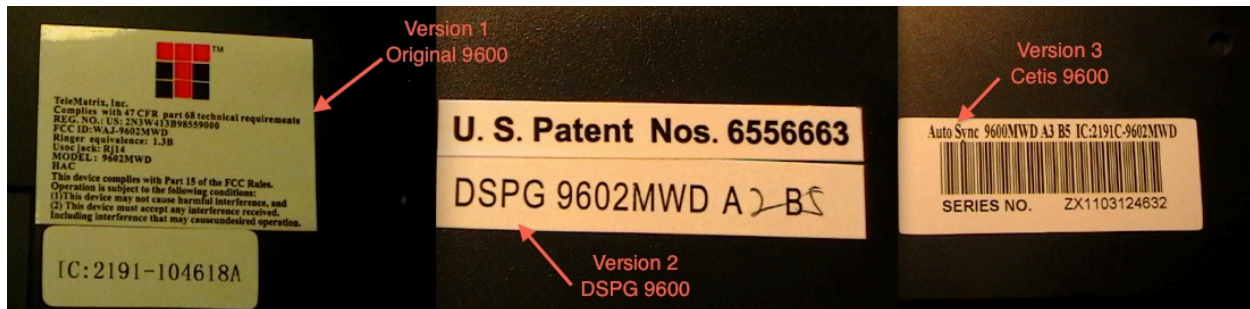
Models: 96559, 98559, 96559IP, 98559IP

Subject: Guidelines for ordering Cetis 9600 Series cordless telephones

Note: *Please reference this document in determining what Cetis cordless product you actually have, and order carefully in order to ensure that you are able to easily replace or install a device that will give you years of trouble free operation.*

Cetis channel partners have installed thousands of TeleMatrix brand analog and VoIP cordless base units and handsets worldwide. As technology has changed, the result has been that new cordless handsets will not mate and synchronize with old base units and vice versa.

- New handsets will not sync with old base stations.
- Old handsets will not sync with new base stations.
- Handsets of different versions will not interoperate.



### 9600 base unit identification

- All 9600 labels have a Colorado Springs, CO address and Serial # beginning with ZX or LD. Some, but not all will also be labeled DSPG or Auto-Sync.
- ZX08 = 2008 Model year introduces original version of 9600. (No DSPG or Auto-Sync)
- ZX09 = 2009 Model year - 50% were manufactured as original version, but 50% were 2<sup>nd</sup> revision labeled as DSPG
- ZX10 = For model year 2010, all 9600s manufactured were labeled DSPG
- ZX11 or LD Serial numbers = Model year 2011 and begin Auto-Sync labeling.
- **Left Version 1** – The Original TeleMatrix 9600 had a stylized red “T” on the label and a serial number of ZX08 or ZX09 labeled somewhere on the base.
- **Center Version 2** – The DSPG version of the TeleMatrix 9600 is labeled as such and has a serial number of ZX09 or ZX10.
- **Right Version 3** - The newest Cetis-built 9600 labels have a Colorado Springs, CO address and Serial # beginning with ZX11 or LD. Some, but not all will also be labeled Auto-Sync.

## 9600 handsets and battery identification

Due to technology improvements and materials logistics over time, the new Cetis versions of the 9600 cordless models do not inter-operate with original TeleMatrix 9600 sets.

- New handsets will not sync with old base stations.
- Old handsets will not sync with new base stations.
- Cetis now uses only one battery in all cordless handsets. The Cetis battery is a different type than what TeleMatrix used.
- So, when ordering replacement batteries, Cetis customer service will need to know whether your handsets are new Cetis, or old original TeleMatrix



### Old vs. New

- All new handsets, base stations, and remotes have ZX series number labels.
- The **left** handset shows an original TeleMatrix 9600 handset (Base has stylized “T” and a ZX08 or possibly ZX09 serial number).
- The **center** handset is the 2<sup>nd</sup> Version of TeleMatrix 9600 labeled DSPG on base and has gold programming pads on both sides of the battery tray.
- The **right** handset is the newest Cetis, Inc 9600 manufactured with gold pins on left of battery tray.

### What this means to Cetis customers

- All orders for additional cordless phones and handsets should be checked to make sure that the version matches what the hotel is already using.
- For RMA and repairs, it is best to match and replace with the same version as what the hotel currently uses. If the same version is not available the new version.