AirLink Technical Bulletin

Product: AirLink® RV50 Gateway

Sierra Wireless has received a small number of reports of RV50s becoming inoperable when used in solar-powered applications where the solar panel is unable to keep the battery charged above 5V and a low voltage disconnect circuit is not used.

Products Covered by This Bulletin

This issue affects the RV50 running ALEOS 4.5.0 only.

Technical Solution

To eliminate the risk of premature failure, Sierra Wireless recommends upgrading the firmware on all RV50s in solar powered applications to ALEOS 4.5.2.

The new firmware will prevent the gateway from repeatedly attempting to boot when the supply voltage is insufficient (eg, when the battery is not sufficiently charged). Please note that, unless low-voltage standby is already enabled, the firmware will enable the feature with the following values:

1. Shutdown Voltage: 9.0V
2. Shutdown Qualification Period: 30s
3. Resume Immediately at Voltage: 10.5V

When upgrading ALEOS from 4.5.0 to 4.5.2, if the gateway supply voltage is less than 11.0V installation will be aborted to prevent the gateway from immediately entering standby after the upgrade. If gateway operation with a supply voltage lower than 11.0V is required, before upgrading, set “Force Standby Mode when low voltage present” to “Always” and configure appropriate voltage thresholds.

ALEOS 4.5.2 can be installed using one of the following methods:

1. Install the new firmware using AirLink Management Service
2. Download the appropriate firmware package for your gateway from the Source (http://source.sierrawireless.com/resources/#tags=ALEOS%7CFirmwares+%26+drivers%7C4.5.2) and install the firmware image(s) using ACEManager

Further Information

For further information and technical support, please contact your authorized AirLink reseller or Sierra Wireless representative.