TECHNICAL SUPPORT

Technical support for the Romteck ASE on the Fire Alarms Network is provided by Technology and Innovation (T&I), a unit of the Department of Police, Fire and Emergency Management (DPFEM).

Initial queries are fielded by the T&I Service Desk, logged and escalated to support staff as appropriate. All queries or faults for installed ASEs require a Fire Alarm ID, whilst new ASE request queries require the premise address, before any support can be provided.

For any queries relating to Permit Holder applications, the TFS Code of Practice or the ASE price list, please direct your enquiry to Building Safety.

For building Inspections direct your enquiry to fire@fire.tas.gov.au

Any requests which require a TFS Code of Practice form, must be submitted to fire@fire.tas.gov.au as per the instructions contained in the TFS Code of Practice.

Parts orders must be emailed to ASE.support@dpfem.tas.gov.au with an accompanying purchase order and include the shipping details. ASEs and parts are dispatched to the delivery address provided on the purchase order. Collection of equipment may be offered but is dependent on staffing and current Health advice. T&I do not have capacity to support a drop-in service.

For all other technical support, requests or queries please contact us via email or phone on our contact details as below. Any ASEs or parts requested to be returned to T&I should be shipped or posted.

Our contact details are:

Technology & Innovation
Level 3 - 70 Collins Street
Hobart TAS 7000
03 6173 2770
ASE.support@dpfem.tas.gov.au

RM2118 example.

RM3118 example.

RM3119 example.

FREQUENTLY ASKED QUESTIONS

FAQ Summary (clickable)

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Q1: Telstra have announced that they will turn off 3G. Will my ASE continue to work on 4G?

A1: Telstra have stated that they plan to turn off 3G Australia-wide on 30 June 2024.

The currently deployed RM2118s ASEs are not 4G compatible. DPFEM have communicated and will continue to provide updates via the TFS website and the Building Safety Unit.

Optus have also announced they will switch on 3G in Sep 2024

- All ASEs with Optus services are 4G compatible and were required to be installed with 4G/5G antennas so are likely to be unaffected.

Q2: Is a 3G signal a problem?

A2: Potentially, both carriers are switching off 3G but some devices currently just preference it due to signal strength.

The issue isn't that 3G is available, the better question is whether 4G is available. To confirm if Telstra or Optus 4G is available at the premise location we advise:

- Using your mobile phone (if your phone has no 4G coverage then the ASE won't either)
- Query the staff at the premise – they will likely know if they have 4G coverage.
- Use the carrier coverage checkers:
  - https://www.telstra.com.au/coverage-networks/our-coverage
  - https://www.optus.com.au/living-network/coverage

In the case that you have concerns that there will be inadequate 4G coverage of a premise, please email ASE.support@dpfem.tas.gov.au with the Fire alarm ID, premise address and your contact details. We will investigate the premise location then provide advice regarding antenna type and installation locations.

Q3: When do I need to do a Signal Strength test with DPFEM?

A3: The information displayed on the front screen of the ASE clearly depicts the current signal strength as a number and a bar. If the Signal strength falls in the yellow or red values below, then you should consider moving the antenna(s) to a higher location. If that is not possible, then contact ASE Support for assistance. If adequate signal strength is obtained as per the tables above, then there is no need to call support to confirm.

3G Signal Strength Suitability

>= -51dBm	Excellent	Recommended
>= -63dBm	Very Good	Recommended
>= -73dBm	Good	Recommended
>= -83dBm	Fair	Marginal
>= -93dBm	Poor	Very Marginal
>= -103dBm	Weak	Unsuitable
>= -111dBm	Very Weak	Unsuitable
No Service		Unsuitable

4G Signal Strength Suitability

>= -69dBm	Excellent	Recommended
>= -84dBm	Very Good	Recommended
>= -96dBm	Good	Recommended
>= -109dBm	Fair	Marginal
>= -121dBm	Poor	Very Marginal
>= -134dBm	Weak	Unsuitable
>= -146dBm	Very Weak	Unsuitable
No Service		Unsuitable

Q4: Why is the signal so poor on 4G but good on 3G? 3G versus 4G.

A4: 4G is not as good at penetrating buildings when compared to 3G. It's why all technical documentation states that both antennas should be installed outside in a free space as the first option.

The other reason is that 4G calculates it's signal strength compared to 3G where the raw signal strength is displayed. T&I have updated our documentation to be in line with the manufacturer's advice regarding acceptable signal strength. The tables below summarise the acceptable signal strength for 3G and 4G, which match the values displayed for P and S on the front of the ASE.

Q5: I have an ASE in PRI or SEC Comms Failure. What does Comms Failure mean?

A5: There are several common causes of Comms Failure:

- Mobile carrier network outage
- Congestion/over subscription of the local mobile tower
- Faulty antenna cable (due to damage)
- Dislodged SIM in the modem *see Q12.
- Failure of the modem or SIM in the ASE
- Loss of power to the ASE – This will result in a "Comms Lost" failure.
- Comms Lost while ASE is powered may be a complex issue and should be raised with ASE Support.

Q6: What can I do for a Comms Failure?

A6: There are several common causes of Comms Failure:

- Check the Telstra/Optus outages for a Mobile carrier network outage.
    - https://www.optus.com.au/living-network/service-status
    - https://www.telstra.com.au/outages
- Inspect antenna & cable for damage or disconnection (extension)
- Check/change antenna position as per installation guide or Antenna/Signal guide.
- Re-seat SIM card in modem, this should be done under advice from ASE Support having confirmed modem is working but cannot see SIM. *See Antenna and Signal Guide on process.

Q7: One of the modems is stuck in INIT and has a X through it. Is the ASE broken?

A7: A modem being stuck in the INIT (initialisation stage) can be caused by:

- The cable joining the PCB in the base to the PCB in the lid of the ASE is mis- aligned or unplugged.
    - Check on the PCB in the lid that the cable into the P10 connector is aligned correctly.
- RM3118s only
    - Dip Switches on SW1 being bumped during installation (PCB in the base of the ASE).
    - Check if 1 = Off and 2 = On. If not, change and power cycle.
    - The jumper on J1 is missing (PCB in the base of the ASE).
        - Replace the jumper onto 3v3 and power cycle.
    - If the jumper on J1 is connected on 1v8 and has been turned on in this state, then the ASE could be damaged and should be sent to the T&I workshop for repair by the manufacturer. A purchase order will be required with the ASE, as any costs for repair will be charged back to the permit holder.
- If none of these apply, then contact T&I to arrange returning the whole ASE with a purchase order. As the ASE will need to be sent to the manufacturer to assess and repair.

Q8: ASE has an intermittent or permanent alarm that will not clear but isn't active on the fire alarm panel. Why won't it clear?

A8: Usually the causes of a permanent alarm not clearing are:

- Dirt or moisture on the relay contacts, terminal strip or another connection.
- Faulty cabling

To determine if the permanent alarm is coming from the ASE input versus the interface cabling please test following the appropriate wiring fault finding guide specific to the ASE model published on the TFS website:
https://www.fire.tas.gov.au/Show?pageId=colASEInformation

- ASE RM2118/RM3118 Input Fault testing guide for Contractors
- ASE RM3119 Line Fault testing guide for Contractors

Q9: Why does the ASE clear TEST mode?

A9: The Romteck ASEs are purposefully programmed to clear after 4 hours in TEST mode. The Romteck RM3118 & RM3119 ASEs clearly display the mode selected, the time remaining in TEST mode and will audibly alert once TEST mode has 5 minutes remaining.

Q10: What is the difference between TEST mode and ISOLATE mode?

A10: TEST mode has a 4 hour limit. ISOLATE mode remains on until de-activated = Forever. Any FIRE status from the premise in ISOLATE is recorded but not acted on by TFS. As of 1 July 2022, all newly issued ASE's will not include the Isolate function. To address this, the TEST mode will increase from 2 hours to 4 hours in duration.

NOTE: The ISOLATE position must only be used where the FDCIE needs to be isolated. This would include FDCIE replacement, card replacement or motherboard replacement.
The ISOLATE position is not to be used for routine testing of installed devices.

Q11: Why Has the Isolate Function Been Disabled in the ASE3118 & RM3119?

A11: The Australian Standards AS 1670.1, AS 1670.3 and AS 1670.4 referenced in the current National Construction Code 2019 (Amendment 1) includes the requirement for the isolate function at the ASE to be disabled. Previously the TFS supplied all ASE's to Fire Maintenance Contractors in Isolate and Off-Line mode to prevent a false callout.

As of May 2023, all ASE's will be supplied in Test. The TFS request Contractors review their business practices in relation to ASE installation procedures to ensure they are in line with this update.

Q9: FireComm have advised that my client has a faulty alarm, how do I get the ASE replaced?

A9: Before any ASE or part can be replaced, you will need to email ASE.support@dpfem.tas.gov.au and request assistance with testing the faulty alarm. You must provide contact details for the contractor that will be able to test on site and the Fire Alarm ID.

Should an ASE, Expansion Module, Integrated Resistor Cable, Functional Terminal Strip or Antenna be deemed faulty, then you will need to provide a purchase order to ASE.support@dpfem.tas.gov.au with the shipping details before any replacement parts will be issued.

Q10: The fault is in the lid of the ASE. Can I return only the lid?

A10: No. The ASE has a warranty on the whole unit = lid and base. The base contains the secondary modem and is a functional part of the ASE.

If you are asked to return an ASE to T&I for any reason, then you must return the whole ASE. Failure to do so will delay any assessment or repair by the manufacturer.

Q11: Can I re-use an ASE from another site?

A11: The requirements to re-install an existing ASE into a site are:

- The ASE must be a currently supported device (RM3118/RM3119)
- Submit these forms to fire@fire.tas.gov.au
    - Form 6.2 – if the ASE is to be installed at a premise with a different street address.
    - Form 6.5 – if the premise street address is the same but the premise owner is different.
    - Additionally, a covering email explaining that the ASE is being re-installed in a new or existing site, including the Fire Alarm ID.
- The ASE MUST be returned to T&I for re-programming as the site-specific config cannot be changed remotely. Please see the address on the ASE Support page.
- The ASE may be re-programmed to a new Fire Alarm ID at T&I's discretion.

Q12: How long does it take to get a replacement, new or upgrade ASE?

A12: We have a structured process to follow for all ASE requests or issues.

For a fault we only suggest replacement of the ASE or parts installed at site, when necessary, to make this determination some triage or analysis needs to occur before a replacement ASE is issued.

Expected process for a reported fault on an ASE:

- Contractor reports the fault to ASE.support@dpfem.tas.gov.au or 03 6173 2770. The required information is:
  - Fire Alarm ID e.g., 062 01/01/01
  - Fault summary
  - Contact details for the contractor attending.
- T&I Service Desk log the call and escalate to a technician for review & initial diagnosis, mobile network checks etc.
- Technician contacts the contractor and requests any clarifications, checks or testing.
- Should a part or ASE be deemed faulty then a purchase order will be required to be emailed to ASE.support@dpfem.tas.gov.au. A phone call with a PO reference is not acceptable.
- Once the purchase order is received a technician will program the ASE/procure the parts
- The ASE is required to pass testing before it can be issued.
- Once the ASE or parts are ready, a technician will make contact to confirm if you require overnight shipping or arrange collection.
- If shipping, you will be emailed the StarTrack booking reference and an ETA. If collecting, then you will be required to sign on collection of the ASE.
- After installing the replacement unit or parts, T&I can assist with testing to confirm resolution

  For any ASEs replaced under warranty, we do expect the faulty unit to be returned for post incident analysis within 10 business days.

New ASEs

- New ASE requests will be processed as soon as all the required information is received and processed by the required areas within DPFEM. This can be delayed if forms are incorrect or incomplete or details need to be clarified such as site address, building details etc.
- All requests must be accompanied by a Purchase Order
- Once processed the ASE will be shipped.
- The target timeframe for these is around 10 days from receipt of all correct and complete forms with purchase order.

Upgrades

- As the upgrade project is a large statewide effort these requests will be processed in order of receipt and timeframes will vary within the provided upgrade window depending on the number of requests being processed at the time.

Q20: What is the process for applying for an upgraded ASE?

A20: To apply for a new upgraded dual SIM ASE, a permit holder is required to submit the following to fire@fire.tas.gov.au:

- A completed Form 6.9 – Application to upgrade installed ASE to ASE 3118
- A purchase order.

Note, each premise requires an individual email with a separate Form 6.9 and Purchase Order

Once your request is received by DPFEM:

- A call will be logged, and an email will be sent to the requester with the request reference.
- The ASE will be programmed as per the detail on the Form 6.9, put into TEST. and sent via StarTrack.
- An email will be sent with the freight reference.
- Finance will issue an invoice for the issued ASE Kit

After you receive the ASE upgrade Kit:

- Install the ASE and antenna(s) at the premise according to included or published installation guidelines.
- Ship or post the SIM to ASE Support, Level 3 70 Collins St, Hobart TAS 7000.
- Dispose of the replaced ASE responsibly as per the premise owners wishes.

Q19: What models of ASEs can I get? Is there a 5G ASE?

A19: The currently supported model of ASE is published each financial year on an ASE Pricelist on the TFS website: www.fire.tas.gov.au under Building Safety Unit, on the Equipment permits page, under the ASE Information subheading.

As of June 2022, 5G Romteck ASEs are in development with the manufacturer. We do not have a target or expected release date to provide for Tasmania.

Currently the Tasmania Fire Service can only receive Romteck ASE signals.

Q12: What do I do with my old/replaced ASE?

A12: If the ASE is not a currently supported model or is damaged beyond repair, extract the SIM(s) and post to ASE Support, Level 3, 70 Collins St Hobart, 7000. The ASE unit is the property of the premise owner and if they choose to disposal, then secure disposal is recommended.

If the ASE is a current supported model and you are seeking to repurpose then please seek clarification from ASE.support@dpfem.tas.gov.au as the ASE may need to be returned to the manufacture for repair before it can be reprogrammed.