Technical Note TN-728

**Tait Orca Portable
RSN Error code
Resolution**

20 July 2002

Applicability

This Technical Note applies to the Tait Orca portable range, both original and 5000 series'.
The resolution supplied herein is only possible using Factory mode in the TOP-PGM.

1. Introduction

What is RSN Error

RSN Error will appear on the display of the high-tier Orca models (Excel, Eclipse, 5020, 5035 and 5040) when the radio's database can not decode nor match the ESSN and the radio's serial number.

  RSN – Radio Serial Number
  ESN – Electronic Serial Number
  ECC – Electronic Configuration Code
ESSN – Extra Secret Serial Number

2. Information

Resolving the RSN Error

If RSN Error has appeared, try re-entering the ECC number in the TOP Download and Configuration Application again. If this number has been entered incorrectly it may corrupt the radio.
If you require this number please contact Technical Support with the radio's serial number and the radio model required (this may not be the same as that printed on the label).
If this does not cure the RSN Error then use the Orca Programming Application to read the radio's personality into the application and verify the Radio Serial Number field on the Specifications page is the same as labelled on the radio chassis. If the serial numbers do not match, the serial number read electronically into the application is the more correct.

Verify the <u>ESSN</u> field displays the word 'SET'. If the word displayed is 'NOT SET' then the ESSN will have to be entered in this field.

The ESSN is sourced from the production line through Technical Support. They will require the radio's serial number (as noted above) and the radio's model type eg: TOP-H2620-T0. Once the ESSN has been entered, program the personality back into the portable radio. This will clear the RSN Error. If the radio still shows error codes please forward it to a National Support Centre or to Tait Electronics Ltd.

Compliance   None.

CSO Instruction   Please pass this Technical Note onto the Technical Staff who have access to Factory mode programming for the Tait Orca Portable radios.

3.   Issuing authority

Name and position of issuing officer

Graham Brenchley

Customer Support Engineer

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