



TECHNICAL BULLETIN

➤ *Advisory*

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Reference #	145
Route to	Modernization Manager/Service Manager
From	MCE Technical Support Department (916) 463-9200 then press "3"
Date	12-1-2011
Pages	1
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Subject	iControl hall call not responding when car is placed on independent service or inspection at the same floor (multi-car application).
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Equipment	iControls with the following August 08 Release software, iCue software versions between 01.04.17 and 01.04.24 IMP software versions between 002.004.033 and 002.004.045 Correction was made on: iCue software version 01.04.27 IMP software version 002.004.049
Description	Issue is limited to the following specific scenario. In a multi-car application, a hall call is placed from the hall way. When elevator arrives at the floor, doors are opened and elevator is put into Independent Service, the hall calls at that floor are no longer latching.
Short term action	Allow doors to start closing before turning on Independent Service or toggle Independent service switch off and back on again.
Long term action	Contact MCE with job number and MCE will send a CD with new software for iView and IMP application.
MCE Help	As always, should you require any additional technical assistance on this or any other issues: <ul style="list-style-type: none">• techsupport@mceinc.com• Telephone (916) 463-9200• Touch "3" for Technical Support• Refer to the reference number above