

<b>BBTB Date:</b>	<b>13 April 2018</b>
<b>BBTB Number:</b>	<b>BBTB-009</b>
<b>BBTB Title:</b>	<b>OmniCare Fire Telephone Build Issue</b>
<b>System Description:</b>	<b>OmniCare</b>
<b>Product(s) Affected:</b>	<b>Fire Telephones manufactured between 11/2017 - 03/2018</b>
<b>Reference:</b>	<b>PRCR 1418</b>
<b>Priority:</b>	<b>I</b>

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- 1 - Essential:** Action is Recommended
  - 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
  - 3 - General:** For information / reference
  - 4 - Obsolescence:** Notification of Component or Product Obsolescence
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## DESCRIPTION OF PROBLEM

OmniCare Fire Telephone (BVOCFINT) Modules manufactured between November 2017 - March 2018 may have been supplied with J2 fitted.  
This link **should not** be fitted to the BVOCFINT module.

## SYMPTOMS OF THE PROBLEM

If link J2 is fitted the Fire Telephones will not respond correctly if a call is initiated from the Control Panel. When affected units are called and the Fire Telephone door is opened to answer the call, they will not stop ringing and a loud buzzing will be heard through the earpiece. A conversation cannot take place.

## SUGGESTED ACTION



*Note:*

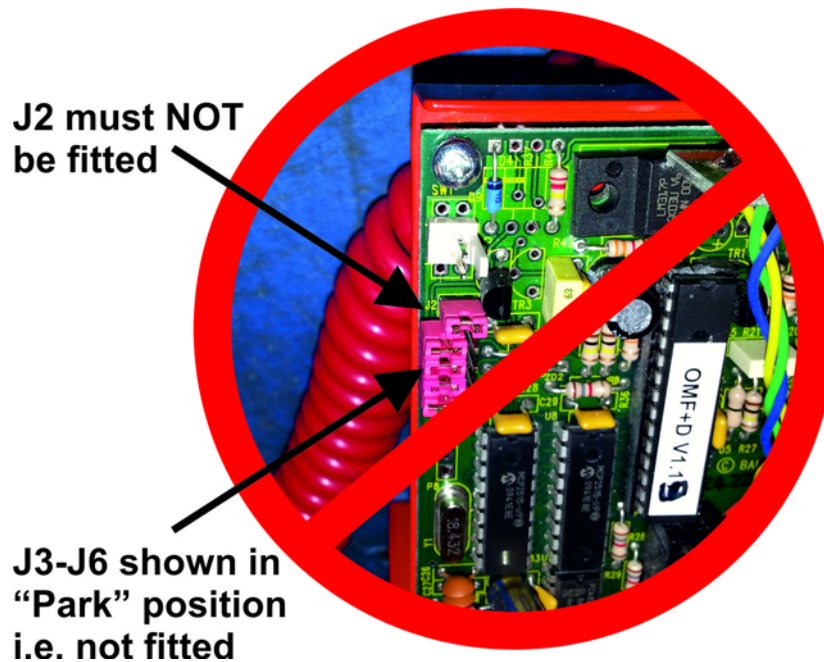
*This recommendation only applies to Fire Telephones supplied during the period November 2017 - March 2018.*

We recommend performing a functional test on each Fire Telephone to ensure it responds correctly to a call initiated from the Control Panel. Ensure a conversation can be held between the Operator and the Fire Telephone.

If a conversation cannot be held then perform the following procedure:

- Undo the two screws that hold the internal BVOCFINT module and carefully extract the module from the enclosure.
- Refer to Figure 1 for location of J2 and if fitted, remove it.

Figure 1 — Illustration showing J2 Incorrectly Fitted.



- Carefully refit the BVOCFINT Module into the enclosure and replace the two mounting screws.
- Perform another functional test and ensure the unit responds correctly to a call initiated at the control panel.  
Ensure a conversation can be held between the Operator and the Fire Telephone.



*Note:*

*It is not necessary to disconnect the unit from the site wiring or perform any other actions (e.g. Commissioning etc.) after removing J2.*

## **Customer Services Contact Details**

For further assistance with any aspect of this Technical Bulletin please contact:

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