

<b>BBTB Date:</b>	<b>09 Nov 2018</b>
<b>BBTB Number:</b>	<b>BBTB-015</b>
<b>BBTB Title:</b>	<b>Care 2 Firmware Update</b>
<b>System Description:</b>	<b>Care 2</b>
<b>Product(s) Affected:</b>	<b>Care 2 Control Panel (C2CB4) &amp; Care 2 Network Card (C2CN)</b>
<b>Reference:</b>	<b>ECR3461</b>
<b>Priority:</b>	<b>2</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

Baldwin Boxall has released firmware updates for the Care2 range C2CB4 version 4.02 and C2CN version 3.02.

## DEFECTS FIXED

In some instances if a call is unanswered or not reset after answering for a period of time then the console display does not allow access to the “Call Control Screen” i.e. display permanently shows “System” and “Maintenance” only.

For systems affected by this issue the only fix is to perform a system reset, either using the front panel controls or internal switches.

## COMPATIBILITY

Depends on hardware revision. Please contact us for further information.

## **Customer Services Contact Details**

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

### **Baldwin Boxall Communications Ltd**

Robbie Trent (Service Manager)

Email: [robbie@baldwinboxall.co.uk](mailto:robbie@baldwinboxall.co.uk)

Ashley Wright (Customer Support Engineer)

Email: [ashley@baldwinboxall.co.uk](mailto:ashley@baldwinboxall.co.uk)

Steve Bladon (Operations Manager)

Email: [steveb@baldwinboxall.co.uk](mailto:steveb@baldwinboxall.co.uk)

Telephone: +44 (0) 1892 664422

Facsimile: +44 (0) 1892 663146