TECHNICAL BULLETIN

BBTB Date:	**30 May 2019**
BBTB Number:	**BBTB-022**
BBTB Title:	**Care2 Firmware Update**
System Description:	**Care2**
Product(s) Affected:	**C2CB4, C2CB4(S), C2CS4, C2CBNEP, C2CSNEP using Firmware MCCNTPNL V4.02 supplied between 16 Nov 18 and 11 Apr 19**
Reference:	**ECR3630**
Priority: 1	**1**

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

DESCRIPTION

Baldwin Boxall has released Care2 Firmware MCCNTPNL V4.03.

DEFECTS FIXED

A potential firmware issue has been identified with MCCNTPNL V4.02.
This may result in a Care2 Console not identifying the internal SD card correctly and it will then erroneously format the SD card so losing any configuration information stored.

The V4.02 firmware may perform this erroneous format under the following conditions:

- Following a power cycle (mains and battery supplies removed)

- After performing a manual "Reset" using the internal switches

- Forcing a Format command via the "Maintenance Menu".

> *Note:*
> *If this Format occurs a standalone system (i.e. not networked) will continue to operate with a default configuration however a network system may cease to accept calls from any remotes connected to Network Expansion or Slave Panels.*

RECOMMENDED ACTION

For all Systems currently using V4.02 we recommend updating the firmware to V4.03.

To identify the current version of firmware:

Figure 1 — With the Handset door closed, ensure the display shows the Screensaver view

Figure 2 — Press the Encoder and the System / Maintenance view is displayed

Figure 3 — Press the Encoder to select the "System" menu (PIN Required)

Figure 4 — Enter the correct PIN to enter the System Menu (Default is 5555)

Figure 5 — Scroll down and select "Local System Status"

Figure 6 — The current Firmware Version will be displayed

If the MCCNTPNL version is shown as V04.02 then we recommend updating the firmware to V4.03.

Please supply a "Zero Value" Advance Replacement purchase order and Baldwin Boxall will provide a free of charge "Advance Replacement" main PCA that is configured with the updated V4.03 firmware.

Full installation instructions will be supplied with the replacement PCA.

If you require any more information please do not hesitate to contact us via the details below.

Customer Services Contact Details

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

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