

BBTB Date:	08 July 2021
BBTB Number:	BBTB-062
BBTB Title:	BVRDADC Firmware Update (V1.05)
System Description:	Vigil Voice Alarm Systems
Product(s) Affected:	BVRDADC
Reference:	ECR4337
Priority:	3

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 OF THE PROBLEM

Baldwin Boxall has become aware of a potential issue with the BVRDADC surveillance module where under certain conditions spurious surveillance faults may be reported.

RESOLUTION

A firmware update (BVRDADC V1.05) has been released.

SUGGESTED ACTION

This issue is limited to systems that employ multiple (more than 3) EOL resistors per line and so does not affect all installations.

Customers who are affected by this issue and are experiencing spurious surveillance faults should contact our Customer Services department to arrange for an Advance Replacement unit to be supplied.

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

Ashley Wright (Customer Support Engineer)

Email: ashley@baldwinboxall.co.uk

Steve Bladon (Operations Manager)

Email: steveb@baldwinboxall.co.uk

Telephone: +44 (0) 1892 664422

Facsimile: +44 (0) 1892 663146