TECHNICAL BULLETIN

BALDWIN BOXALL
LEADING THE WAY TO SAFETY

BBTB Date:	**13 September 2021**
BBTB Number:	**BBTB-063**
BBTB Title:	**BVRD2M Firmware Update (V3.06)**
System Description:	**Vigil Voice Alarm Systems**
Product(s) Affected:	**BVRD2M**
Reference:	**ECR4338**
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 BVRD2M where spurious volume levels may be incorrectly set when using BVRDCI DC Volume Controls.

RESOLUTION

A firmware update (BVRD2M V3.06) has been released.

SUGGESTED ACTION

No immediate action is required as this release is compatible with other module Firmware versions.

Please note however site wide firmware must match (i.e. all BVRD2M units on a given site must run the same firmware). If a replacement unit is supplied or an expansion is performed on an existing site then please ensure the firmware on the new module matches firmware on any existing units.

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