TECHNICAL BULLETIN

BALDWIN BOX▲LL
LEADING THE WAY TO SAFETY

BBTB Date:	18 May 2023
BBTB Number:	BBTB-099
BBTB Title:	BVRD2M Manufacturing Issue
System Description:	VIGIL2 PAVA Systems
Product(s) Affected:	BVRD2M
Reference:	PRCR2920
Priority:	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 OF THE PROBLEM

Baldwin Boxall has identified an issue with a small quantity of BVRD2M Routers with the following serial numbers supplied on the Sales Orders stated:

Serial Number	Sales Order #	Date Shipped	Customer PO #
0065998	83637	11/04/2023	CF134832
0065999	83637	11/04/2023	CF134832
0066000	83637	11/04/2023	CF134832
0066001	83637	11/04/2023	CF134832
0066002	83637	11/04/2023	CF134832
0066003	83637	11/04/2023	CF134832
0066004	83637	11/04/2023	CF134832
0066014	84875	11/04/2023	4514455133
0066015	84715	11/04/2023	4419154991
0066022	84482	12/04/2023	CF134990
0066023	84482	12/04/2023	CF134990
0066024	84482	12/04/2023	CF134990
0066025	84482	12/04/2023	CF134990
0066561	85334	20/04/2023	S7449/9621
0066562	85330	20/04/2023	OB43617
0066672	85445	25/04/2023	PO-4096

TECHNICAL BULLETIN

SYMPTOMS OF THE PROBLEM

Affected BVRD2M units may broadcast a low level (but audible) "click" every eight seconds on all outputs, regardless of input access conditions.

SUGGESTED ACTION

Customers with units affected by this issue may obtain a free of charge replacement unit by contacting our Technical Department and requesting an Advance Replacement.

Alternatively, the recommended action for units that are affected by this condition is a simple modification to the configuration.

Updating the configuration can either be performed using configuration software, or by using the Front Panel.

If using the Front panel, follow the following procedure:

- Turn the key and enter the Admin PIN code.
- Navigate through the following pages: [Configure] > [Audio] > [Bypass] > [EM]
- (Message Level -15dB) (SURV/Priority 01) will now be displayed.
- **Set "Message Level" to -48dB and the "SURV/Priority" to 00.**
- Accept and reset the fault that will be announced due to the configuration change.
- Return the key to the upright position

> *Note:*
> *This configuration setting (Message Level set to -48dB) must remain in place to prevent the "click" from being broadcast. If a new configuration file is uploaded to the router this setting must be checked and set to -48dB.*

Technical Support Contact Details

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

Baldwin Boxall Communications Ltd

After Sales Technical Support
Email: technicalsupport@baldwinboxall.co.uk

Telephone: +44 (0) 1892 664422 and select option 2