

BBTB Date:	24 Jan 2024
BBTB Number:	BBTB-110
BBTB Title:	CARE2 Background Noise Issue
System Description:	CARE2 Networked Systems
Product(s) Affected:	C2CB4 / C2CS4 / C2NEP
Reference:	PRCR3043
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
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DESCRIPTION OF THE PROBLEM

Baldwin Boxall has identified a potential issue with some CARE2 systems where there is an increased level of background noise heard in the handset on networked installations.



Note:

This issue only affects networked installations with multiple control panels and does not affect single (stand alone) control panel installations.

SYMPTOMS OF THE PROBLEM

Affected CARE2 installations may experience a higher than normal “50Hz” hum, audible in the handset in the background of all calls.

SUGGESTED ACTION

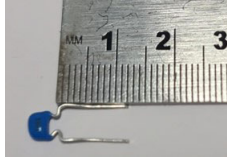
Baldwin Boxall can provide, free of charge, a component that can be easily be fitted to the C2CN module that will reduce the background noise level.

Although the modification does not require the system to be powered down or require any configuration changes it does need to be added to each control panel within the system.

MODIFICATION PROCEDURE

1. Cut the legs of the capacitor to approx 13mm, as shown in Figure 1

Figure 1 — Cut Capacitor legs to 13mm



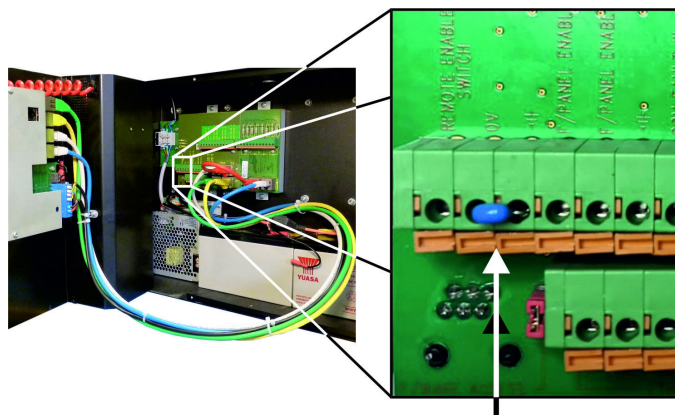
2. Remove the four front panel screws and carefully open the control panel door.

Figure 2 — Remove Front Panel Screws



3. Using a suitable tool, push the orange spring clamps down and fit capacitor between 0V and GND on C2CN as shown in Figure 3. Release the clamps once the capacitor is fitted.

Figure 3 — Fit capacitor between 0V and GND on C2CN



Fit capacitor between "0V" and "GND"
on the C2CN Network Card

4. Perform a functional test and ensure the perceived 50Hz Hum is reduced.
5. Carefully close the control panel front door and replace the four screws.

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