

BBTB Date:	19 Aug 2024
BBTB Number:	BBTB-121
BBTB Title:	OmniCare Control Panel Handset Low Volume
System Description:	OmniCare EVC Control Panels
Product(s) Affected:	BVOCnnM, BVOCnn Control Panels
Reference:	ECR5541
Priority:	3

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- 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 PROBLEM

Baldwin Boxall has become aware that there may be an issue with the automatic speech steering functionality on some OmniCare EVC Control Panels.

A component tolerance issue has been identified with some handsets which provide a slightly lower output volume.

SYMPTOMS OF THE PROBLEM

Affected units may appear to permanently “listen” to DRS remote units and do not automatically broadcast when the operator is talking to outstations. The lower output volume is insufficient to trigger the automatic “speech steering” functionality.



Note:

This issue only affects communication with DRS outstations and does not affect Fire or Stewards telephones.

WORKAROUND FOR AFFECTED PRODUCTS

The system can be used by pressing the “speak” button to allow manual control over the speech direction. This will override the speech steering function and allow the operator to speak to outstations (see attached User Guide).

CORRECTIVE ACTION REQUIRED

Baldwin Boxall will provide a free Advance Replacement handset to replace any items that are affected by this issue.

The part number required depends on the size of the Console:

BVOCRHM - OmniCare replacement handset (4 way to 32 way consoles),

BVOCRHS - OmniCare replacement handset (48 way to 64 way consoles),

BVOCRHL - OmniCare replacement handset (80 way to 128 way consoles).

Please contact our Technical Support for further details.

Technical Support Contact Details

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

Baldwin Boxall Communications Ltd

After Sales Technical Support

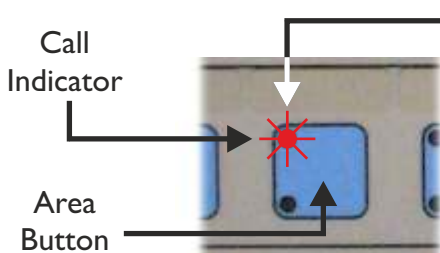
Email: technicalsupport@baldwinboxall.co.uk

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

DISABLED REFUGE SYSTEM

OPERATING INSTRUCTIONS

IN CASE OF EMERGENCY

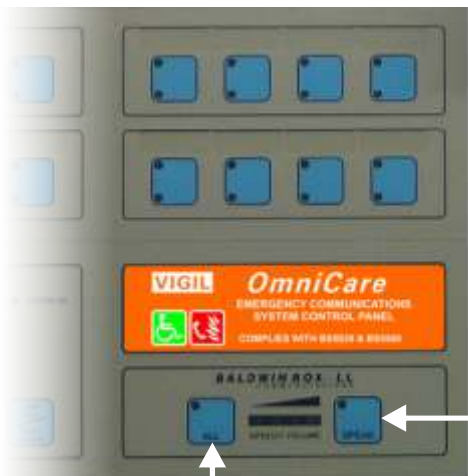


Flashing red LED & handset ringing = incoming call

To Answer a Call

Lift handset.

You will automatically be connected to the caller.



Press "SPEAK" button to talk to the caller.

To finish a call, replace the handset.

The red LED stays on to show that someone is at that location.

To Speak to a Previous Caller

Lift the handset and press the area button.

You will be connected to the caller.

Press "SPEAK" button to talk to the caller.

To Speak to All Previous Callers

Press the 'ALL' button and speak into the handset.

When Emergency is Over

Check the user does not require assistance before clearing an "Occupied" Disable Refuge Remote.



Replace handset, then press and hold each Area Button in turn until the red Call Indicator goes out.