

<b>Service Note</b>		
Product	Description:	Service note no.
<b>BMC-2</b>	<b>BMC-2 getting hot in "off" state</b>	<b>SNo-T0115</b>

**Reason for note:**

It has been reported from customers/service that when in "off" state the unit in some cases will be warmer than when it is on.

We have investigated the problem and found that the heat/effect is dissipated in the phones output amplifier (IC18) and the serial resistors (R188->R191) on the output of IC18. The components can in worst cases reach a temperature above 125°C (measured with the IR camera).  
 The problem is worst when the phones volume is turned up and there are audio being output, when the unit is turned "off". Since we are stopping the audio clock in "off" state the D/A converter "freezes" the last sample and therefore outputting a DC value. This DC value is amplified in IC18 resulting in a potential high DC value. The phones output is muted (transistors Q20 and Q21 is on) in "off" state as well meaning that the DC value on the output of IC18 is shorted through the serial resistors and the mute transistors.

**Actions:**

Load software version 1.07 (or newer)

Please refer to "BMC-2 - Firmware update procedure" and perhaps "BMC-2 – Boxbuild procedure" for help. These procedures can be found on the Techserver

**IMPORTANT:**

This replacement should only be carried out by skilled technicians.