

Service Note		
Product	Description:	Service note no.
Voicelive VoiceWorks	Display failure fix	SNo-T0106

Reason for note:

The display of VoiceLive and VoiceWorks was missing the bottom lines. This was due to a combination of a new display and a software issue.

The software issue is fixed in AVR software (version 022 for VoiceWorks and version 024 for Voicelive) and this software works for displays used up to now as well as the new type

Actions:

To update products with this problem, one of two solutions shall be chosen:

- 1) The AVR with old software can be replaced with an AVR with the new software version 022 or version 024 respectively.
- 2) Change the front board.

Note:

Customers that contact service on this issue are to be told that their product has a problem and that by removing the AC power from the unit and re-powering (sometimes this needs to be repeated) will get the product out of the failure condition. They will also be told at this point that they have the option to have the product repaired.

Updates are handled under standard warranty conditions.

IMPORTANT:

This replacement should only be carried out by skilled technicians.