

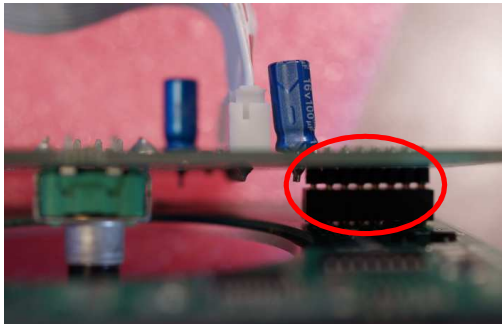
<b>Service Note</b>		
Products	Description:	Service note no.
<b>Voicelive 3 and Voicelive 3 Extreme</b>	<b>White screen</b>	<b>SNo-T218</b>

**Reason for note:**

We have experienced some VL3 and VL3 Extreme units where the connection in the J1/J4 connectors on the UI/Control board fails. This gives a white screen.

**Actions:**

As there are other possibilities for having a white screen, please verify that the particular unit suffers from this fault. Please have a look at the pinheader connectors on the UI assembly shown below. If the connector parts have moved apart and a small mechanical force can bring them in place again it could be the error rootcause for the unit. If so it is necessary to replace the complete UI assembly as it is the adhesive film, which have failed to keep the connectors in place, and even if it works for a time it will eventually fail again.



Please refer to the spare part list for the part number to order

**IMPORTANT:**

This repair should only be carried out by skilled technicians.

Please handle this as a standard repair.