

RTS-TB-032**15-July-2015****Audio Clicking Noise when new KP Series panels used with older MCP-90 microphones**

Issue Severity:	Product(s) Affected:
<input type="checkbox"/> High: URGENT – Immediate Action Required <input type="checkbox"/> Medium: Bosch Security Systems, Inc. strongly recommends you take the action(s) described below. <input checked="" type="checkbox"/> Low: Advisory	<ul style="list-style-type: none">All KP Series panels (KP-5032, KP-4016, KP-3016) when older (pre-2011) MCP-90 panel microphones are installed
Notification Applies To:	Access Restrictions:
<input checked="" type="checkbox"/> Technical Support (TSS) <input checked="" type="checkbox"/> Repair (ASA) <input checked="" type="checkbox"/> Sales (NSO / RSO)	<input type="checkbox"/> Internal Distribution <u>ONLY</u> <input checked="" type="checkbox"/> <u>No</u> Restrictions (Internal & External Distribution)

1.0 Issue

During regression testing of the new KP Series panels (KP-5032, KP-4016 and future KP-3016s), a compatibility issue was observed with the new panels and older MCP-90 series panel microphones. When using the KP Series panels with MCP-90 microphones with manufacturing date codes of year 2010 and earlier, a rapid ‘ticking’ or ‘motorboat’ audio artifact is introduced on audio outputs of the KP series panels.

In mid-2010, the MCP panel microphone design was changed. This new design does not exhibit any audible noise issues with the KP Series panels. Since the design change occurred in the second half of the 2010 timeframe, there will be MCP-90 panel microphones manufactured in late 2010 which will not cause the audible noise issue on the KP Series panels. No MCP-90 microphones manufactured in year 2011 and later will have the issue.

The attached embedded audio file is a recording of the noise produced when an older MCP-90 panel microphone is utilized with a KP Series panel.



MCP KP Noise.m4a

2.0 Resolution / Corrective Actions

Bosch recommends that any customer experiencing this noise issue on a KP Series panel should replace the MCP-90 panel microphone with a version manufactured in the year 2011 or later. This will eliminate the audible noise issue.



NOTICE:

The DKP-4016 desktop panels are not affected by the audio noise issue described in this bulletin. Any date code of MCP-90 panel microphones may be used with the DKP-4016 units.
