

February 24, 2016

Service Bulletin

Subject:

Potential noise or hum issues with 1542J Wireless Headset when the Operator leaves the headset in the “On” position at all times.

Summary:

There was a recent change where the 571-013 power pack previously included with all Counter Station units was changed to the 571-039 power pack. The new 571-039 power pack can apparently induce noise or hum in the 1542J Wireless Headset when the Operator leaves the headset continuously switched “On” at the ear-piece.

Models Affected:

1500A, 1500AH, 1580S, and 1580HS Counter Stations

On December 2, 2015 the power pack supplied with all Series 1500 Intercom products was changed from the 571-013 (12Volt 1Amp) unit to the 571-039 (12Volt 1.5 Amp) unit to improve performance in systems with video.

The 571-039 (12V 1.5A) power pack was replaced with the original 571-013 (12V 1A) power pack in all Counter Stations on February 19, 2016 and has been included with all Counter Stations shipped since that date. The 571-039 power pack will continue to be included with all other Intercom products due to the benefit it provides in video applications.

Description:

We’ve had complaints of noise/hum problems in systems using a 1542J Wireless Headset with a Counter Station. It is typical to switch the headset “Off” at the ear-piece when not engaged with a Customer to conserve battery life and to be ready for the next “call” which “rings” at the Counter Station. However, when the headset is left “On”, the 571-039 power pack seems to induce noise or hum in the 1542J Wireless Headset until a Lane is selected on the Counter Station. Many Operators prefer to use the wireless headset in this manner.

Instructions:

If you have experienced this problem, it can be easily corrected by replacing the 571-039 (1.5A) power pack with the original 571-013 (1A) power pack instead. It is not necessary to install any type of special grounding scheme to correct the noise/hum problem.

Also, it is not necessary to change the 571-039 (1.5A) power pack on any other Series 1500 products in the system (e.g. 1520 Lane Stations, Hubs, or Video Add-ons).

How to Obtain Parts:

Please call Audio Authority Technical Support at 800-322-8346 to troubleshoot any problems you may be experiencing with Wireless headsets or wired handsets. You can also email us at support@audioauthority.com.

Warranty Information:

This part (571-013) is covered under warranty, at no charge, for units that might exhibit this problem. Shipping is prepaid by Audio Authority, but labor is at the expense of the installer.

Thank you for your continued support of our products and services and for your valuable business!

Audio Authority Technical Support
support@audioauthority.com

