

Date: March 9, 2020

Title: No Audio Output

Product / Models Affected: iNavigator APS (iN2, iN3, iN3-CA)

Situation:

It has been discovered in a few situations that an iNavigator APS may stop playing all audio. Even when putting the unit into maintenance mode, there will be no audio output. Power cycling the device restores all audio output for some time, but the unit may stop all audio again in the future. Note, none of the default or custom audio messages are missing from the unit. The unit is just not outputting any audio.

Solution:

This issue was addressed with updated firmware in Q1 of 2019, version v3.207. This change is incorporated into all subsequent versions of firmware. Please update the iNavigator buttons to the latest available version. If using the 2-wire iN2 units, please also update the iCCU-S or iCCU-C to the latest version to ensure the best possible system compatibility.

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