



### Detailed Call Report with Service Reports

Date 09/09/2021

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Call Number	Call Status	Call Type	Call In Date/Time	Arrival Date/Time	Comp Date/Time	Site Number	Site Name
66740	WAIT	CON	08/09/2021 10:52:00	08/09/2021 10:55:00		SOUT004-0001	South Cambridgeshire District
<b>Serial Number:</b>			<b>Product Number:</b> MISC			<b>Area:</b> SE	<b>Engineer:</b> 053
<b>Contact Name:</b> Aaron Clarke			<b>Phone:</b> 07521 826120				
<b>Expected Response:</b> 7 hr			<b>Response Time:</b> 0 min			<b>Site Time:</b> 3.00	<b>Lapse Time:</b> 0.00
<b>Problem:</b> same issue as yesterday (66729) - has happened while in middle of meeting and have taken a break							
<b>FSR Num:</b> 1	<b>Started:</b> 08/09/2021 10:55:00	<b>Completed:</b> 08/09/2021 10:55:00	<b>Engineer:</b> 053	<b>Fault:</b> 999	<b>Repair:</b> 99		
<b>Solution:</b> logged into system camera's not responding correctly - Firmware on camera needs to be updated							
<b>FSR Num:</b> 2	<b>Started:</b> 08/09/2021 13:00:00	<b>Completed:</b> 08/09/2021 16:00:00	<b>Engineer:</b> 053	<b>Fault:</b> FIR	<b>Repair:</b> 4		
<b>Solution:</b> I attended this site due to an aborted meeting due to audio and camera difficulties. Upon arrival I could see the cameras were needing the firmware update that was released recently to rectify a delay in the motor acknowledgements. Resulting in zoom and focusing not responding correctly these were updated to the current version - Existing MCU version V2.4.8 2020-6-11 & Existing camera version V2.4.9 2020-6-24							
New version - MCU Version V3.3.3 2021-4-21 & Camera Version V2.6.6 2021-6-4							
We also upgraded the audio-visual control system to the latest Version 2.6.3-prod							
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Provisioned Status      provisioned							
Space Name      Main Chamber System							
Publishing Status      Not Requested							
Last Sync Time      9/8/2021, 2:06:54 PM							
Last Publish Time      7/29/2021, 11:58:58 AM							
We also pulled down the latest IOS Update and software for the control interface and restarted the control tablet.							
We now moved onto the fault with the audio that was still present. We were able to generate a Test tone from the audio DSP through the Dante and this was audible on the Streaming Computer however the levels were not showing as a reference in the mixer. This indicated that the Internal Dante handling had failed,. The unit was rebooted which brought the audio back on-line. Dante audio handling issue appears to relate to a an issue which was resolved by the manufacturer in a firmware release. Main mixer was then updated from Version 4.0.0 To version 4.0.1. Dante updated to Version 4.0.9.1							
Once all the information had been updated, we were able to see the audio being generated via Dante on the correct channels 9 & 10 with the Visual meter moving up and down in accordance with the sweep test tone.							
With the all the above complete we ran a test meeting with Aaron from the council where we tested the audio and video side of a team's meeting with two remote parties and verified the signal was now present on the correct interface for the streaming engine to allow this to work on Facebook.							