

# **TEMPEST MICROSYSTEMS**

## **IMPORTANT TECHNICAL BULLETIN 70502**

### **INFRARED (IR) REMOTE INTERFERENCE ISSUE WITH TEMPEST DVRS**

#### **Why Does Interference Occur?**

Fluorescent lamp/ballast circuits and Plasma television screens emit IR energy and can interact with IR receiving equipment. In the United States fluorescent light fixtures typically operate from 33 to 40 kHz or 56 kHz and Plasma screens in the 30 to 80 KHz range. Lamps or displays operating in the 18 to 40 kHz are capable of interfering with IR remote receivers.

#### **What are the Symptoms?**

Symptoms of Fluorescent lamp or Plasma TV interference include the total loss of control of the operation of Tempest DVRs and appearance that unit is frozen although it may continue to record in most cases.

#### **What Can Be Done to Reduce Interference?**

Solutions for the installed base end-users include the following:

1. Discontinue using IR remote and use wired mouse provided instead
2. Deactivate or relocate fluorescent fixtures or Television or replace ballasts in the fixtures with high efficiency electromagnetic types
3. Relocate or shield the IR receiver to prevent direct line-of sight between IR receiver and fluorescent light fixture or Plasma TV

#### **Solutions Going Forward:**

The IR remote will continue to be supported however the use of this feature in presence of Fluorescent lights or Plasma Televisions is strongly discouraged and the mouse should be used instead. If the customer prefers using the remote, follow proper installation procedure listed above to minimize interference.

#### **Point of Contact for Questions:**

1-877-783-6737 (1-877-7TEMPEST)