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*March 18th 2025*

## Dear Customer,

***Regarding: Audio-Nav Updates***

*This Product Notice provides information about several updates being made to the Storm AudioNav. If you have any questions about any of these updates, please contact your Storm representative or send an email to* [*sales@storm-interface.com*](mailto:sales@storm-interface.com)*.*

***New Audio Processor Chip***

*The audio processor used in the 6 key AudioNav is being updated to a new generation of microchip (from the same manufacturer). We expect this change will affect products shipped from May 2025 onwards.*

*This chip change does not affect the functional performance of the AudioNav, or change the shape or size of the product in any way. We are simply alerting customers of this change to help those who document the build state of their kiosks.*

*To indicate the chip change, the audio processor’s PID will be updated to 0x0147 and the BCD device value will be updated to 0x203. The VID will not change:*

|  |  |  |
| --- | --- | --- |
| ***BCD Value*** | ***VID*** | ***PID*** |
| *0x203* | *0x0D8C* | *0x0147* |

*Because of these updates, the AudioNav firmware version number will also change.*

*The following part numbers are affected by the chip change. Updates to customized AudioNavs will be managed on an individual basis:*

|  |  |
| --- | --- |
| ***Part Number*** | ***Product Description*** |
| *1406-34011* | *AudioNav, 6 keys, white LEDs, inc. support for headset mic* |
| *1406-34001* | *AudioNav, 6 keys, green LEDs, inc. support for headset mic* |
| *1406-35011* | *AudioNav, 6 keys, white LEDs, inc. support for headset mic & BLE Touchless-CX* |
| *1406-35001* | *AudioNav, 6 keys, green LEDs, inc. support for headset mic & BLE Touchless-CX* |
| *1406-35011-ALT* | *Alternative AudioNav, 6 keys, white LEDs, inc. support for headset mic & BLE Touchless-CX* |
| *1406-35001-ALT* | *Alternative AudioNav, 6 keys, green LEDs, inc. support for headset mic & BLE Touchless-CX* |
| *1406-35011-ALTP* | *Alternative AudioNav, 6 keys, white LEDs, inc. support for headset mic & BLE Touchless-CX, supplied with fixing plate* |
| *1406-35001-ALTP* | *Alternative AudioNav, 6 keys, green LEDs, inc. support for headset mic & BLE Touchless-CX, supplied with fixing plate* |
| *1406-35011-MPH* | *Angled AudioNav, 6 keys, white LEDs, inc. support for headset mic & BLE Touchless-CX* |
| *1406-34002* | *Externally Mounted AudioNav, 6 keys, green LEDs, (Quick Release Cradle supplied separately, part number 1406-QR000)* |

***Improved ESD Performance***

*The AudioNav’s resistance to ESD has been improved. The hexagonal brass nut on the rear of the AudioNav which was designed to be used as a grounding point is therefore no longer needed.*

*This change coincides with the chip change as documented on the previous page. AudioNavs manufactured with the new chip will no longer include the brass grounding nut.*

*The following part numbers are affected by this change:*

|  |  |
| --- | --- |
| ***Part Number*** | ***Product Description*** |
| *1406-34011* | *AudioNav, 6 keys, white LEDs, inc. support for headset mic* |
| *1406-34001* | *AudioNav, 6 keys, green LEDs, inc. support for headset mic* |

***First Generation AudioNavs to be Superseded***

*In 2016 Storm launched the first AudioNav, which had 6 keys and was available with white or green illumination. The product proved to be very popular and the product range was further developed, with more functionality being included to help improve the kiosk user’s experience.*

*Customer demand for the second and third-generation AudioNavs now outweighs that of the first-generation. As a result, during 2025 Storm will be gradually phasing out the first-generation AudioNavs. The two first-generation AudioNav part numbers are listed below, along with details of the part numbers which supersede them.*

*1406-33001, will be superseded by part number 1406-34001 (6 key panel mounted AudioNav with green LEDs)*

*1406-33011, will be superseded by part number 1406-34011 (6 key panel mounted AudioNav with white LEDs)*

*1406-33002, will be superseded by part number 1406-34002 (6 key externally mounted AudioNav with green LEDs)*

*Part numbers 1406-34XX are exactly the same size, fit, form, function and price as part numbers 1406-33XX. The only difference is part numbers 1406-34XX include support for a headset microphone. Any customer facing software application designed to work with the first-generation 1406-33XX part numbers, should work in the same way when used with 1406-34XX part numbers.*

***The changes documented in this Product Notice affect only the part numbers mentioned. No other Storm products or part numbers are affected.***

*Yours sincerely,*

*Storm Interface*