



Passionate About Sound

Title: **DCM critical software/firmware update**
Bulletin #: DCM0003 Issue Date: June 30, 2008
Models Affected: DCM-10, DCM-10D, DCM-30, DCM-30D
Bulletin Revision: A
Production Range: All before July 2008 (serial number 0608xxxx and earlier)

Description

QSC requests that all users of DCM-10, DCM-10D, DCM-30, and DCM-30D Digital Cinema Monitor products update the firmware in them as soon as possible. The update is to prevent an infrequent but noisy occurrence in which the DCM boots up in a scrambled state as it is turned on.

Urgency

As soon as possible; noise levels that result from the scrambled state may damage loudspeakers or other equipment.

Time required

The firmware update itself takes about 10–15 seconds; the entire process should take about a minute per DCM unit. The total time to complete this upgrade in a typical large multiplex system may be approximately 30 to 60 minutes.

Instructions

NOTE: Updating the firmware will not affect the configurations stored in the DCM.

Tools and materials required

- Personal computer with Windows XP or Vista operating system
- DCM Manager 2007 Version 1.10.7 software
- USB Type A to Type B serial data cable (see Figure 1)
- Straightened paper clip (or small precision screwdriver, etc.)

Software needed

Updating the firmware requires the installation of the latest version of DCM Manager 2007 software (version 1.10.7 or later) on the computer used to program the DCM. The software is downloadable free of charge from http://www.qscaudio.com/products/software/dcm_manager/dcm_manager.htm.

Procedure

1. Download and install the new DCM Manager software on the computer. Open the DCM Manager application.

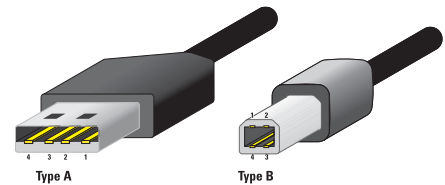


Figure 1. USB Type A and Type B plugs.

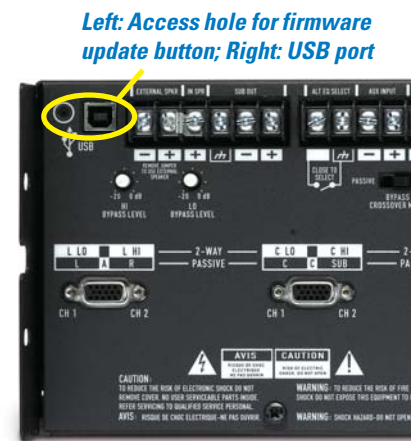


Figure 2. Firmware update button access hole is next to the USB port.

Continued on next page →

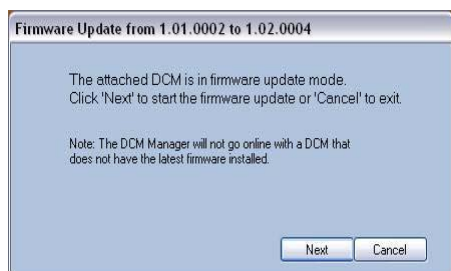


Figure 3. Notification window.

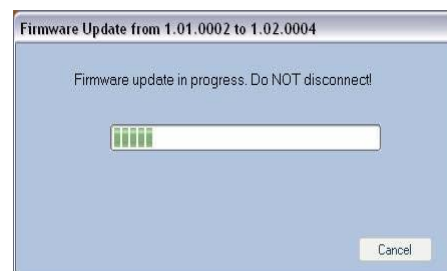


Figure 4. Firmware update is in progress.

2. Turn the DCM off.
3. Connect the computer to the DCM, via the USB cable.
4. Locate the small access hole to the left of the DCM's USB port (Figure 2). Inside this hole is the firmware update button.

Push the straightened paper clip into the hole to press the button. Hold the button while you turn on the DCM.

The DCM will turn on in firmware update mode. A window (Figure 3) will open in the DCM Manager application to notify you of the DCM's firmware update status. Release the firmware update button.

5. Click "Next" to start the firmware upgrade. You will see a window indicating that the update is in progress (Figure 4).
6. The update should take only about 10 to 15 seconds. A window (Figure 5) will indicate when the upgrade is complete. Click "Finish" to complete the update.
7. The DCM will reset and resume operation under the new firmware. When the "Connect ..." dialog box (Figure 6) appears, *do not* click on "Download the current configuration to the DCM," or it will overwrite the configuration data in the DCM.

Unless you need to work on the DCM configuration, click on "Cancel."

Repeat steps 2 through 7 for each additional DCM unit covered by this bulletin.

Quality review: Verifying the firmware update

If the firmware update was successful, you should have full functionality and control of the DCM via the DCM Manager application. Clicking on "About ..." under the Help menu will display the firmware version. You may disconnect the computer from the DCM.

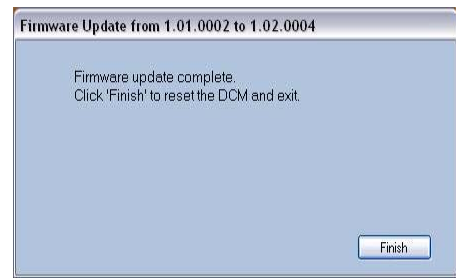


Figure 5. Firmware update is complete.

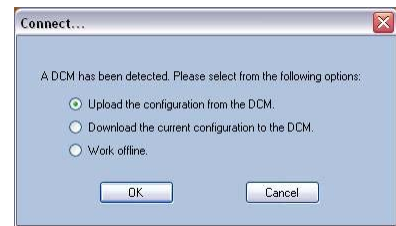


Figure 6. This dialog box will appear after the DCM resets. To preserve the configuration data in the DCM, **do not** click on "Download the current configuration to the DCM."

Contact information

If you need any further information regarding this service procedure, please contact QSC Technical Services at the addresses or numbers below.

Telephone:	1-800-772-2834 (within USA only) +1 (714) 957-7150
Fax:	+1 (714) 754-6173
Skype ID:	qscaudio
E-mail:	tech_support@qscaudio.com
Web sites:	www.qscaudio.com (product info/support) www.qscstore.com (on-line accessory and replacement component sales)
Postal and parcel address:	QSC Audio Products, LLC Technical Services Group 1665 MacArthur Blvd. Costa Mesa, CA 92626 USA