



Passionate About Sound

Title: **DCM random resets, intermittent operation**
Bulletin #: DCM0005 Issue Date: April 30, 2009
Models Affected: DCM-10, DCM-10D, DCM-30, DCM-30D
Bulletin Revision: A
Production Range: All before May 2009 (serial number 0409xxxxx and earlier)

Description

Units in the DCM-10, DCM-10D, DCM-30, and DCM-30D Digital Cinema Monitor product line that were made before May 2009 were built with an internal power supply interface cable that is too short to ensure reliability. Stress on at least one of the wires in the cable has caused power supply voltage fluctuations that have resulted in some DCM units resetting randomly.

Corrective action

QSC recommends replacing the cable with a longer one (see Figure 1) that will reduce the stress on the circuit board headers and the cable housings that mate to them.

Urgency

This involves removing it from the equipment rack and opening the bottom cover. We recommend doing this update at your next maintenance session if the DCM unit has not yet exhibited any random resets, or immediately if it has.

Any DCM units subject to bulletin DCM0004 or earlier bulletins (see Table 1) that have not yet been updated should be done at the same time while they are opened for servicing. Service bulletins are available at www.qscaudio.com or on the QSC Technical Support DVD-ROM.

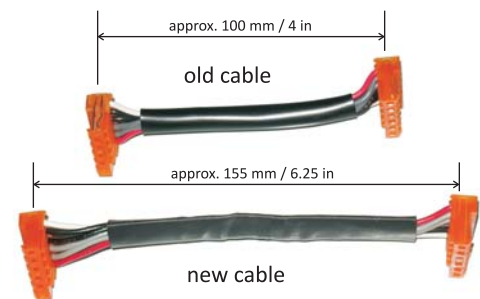


Figure 1. Comparison of the old and new power supply interface cables.

Instructions: Replacing the power supply cable

Tools and materials required

- Phillips (cross) screwdriver
- New DCM power supply interface cable; QSC part number WC-000154-00

Procedure

1. Disconnect the power cord from the DCM unit's IEC connector on the rear panel, along with the DataPort connections and others, after first making sure the cables are labeled to indicate where they should go.
2. Remove the DCM from the equipment rack and set it upside-down on your work surface.
3. Remove the bottom cover of the DCM chassis.
4. Locate the six-conductor cable from the power supply module to the main circuit board (see Figure 2). Remove the cable.
5. Prepare the new cable by bending the ends (see Figure 3) so the housings point outward, then bending it in the middle. This is so the cable will dress properly when installed.
6. Install the new cable as the old one was. Both ends are wired identically, so either orientation is correct as long as the housings are facing the correct directions. Press the cable housings firmly onto their respective headers. Make sure there is no excessive stress on the cable and its connections (Figure 4).
7. If the DCM unit is subject to bulletin DCM0004 and hasn't yet been updated with a replacement front panel board, do the update now while you have the chassis open.



Figure 2. Location of the power supply cable to be replaced.

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8. Re-install the bottom cover.
9. Re-install the DCM unit in the rack and re-attach all the cables in their original positions. Reconnect the power cord to AC mains. Make sure the DCM unit reboots properly.

Quality review

10. Run audio from the cinema processor (film soundtrack, intermission music, et al) into the DCM unit. Check all the audio channels.
11. Check the DCM's serial number and firmware version to see if it should be upgraded as instructed in bulletin DCM0003.



Figure 3. Preparing the cable: 1. Starting point. 2. Bend cable 90 degrees at the ends so the housings point straight out. 3. Bend the middle of the cable as shown.



Figure 4. The new power supply interface cable, installed.

Table 1. Prior service bulletins that may also be applicable.

Prior service bulletins affecting DCM-10, DCM30, DCM-10D, DCM-30D			
Bulletin #	Title	Date of issue	Affected production range
DCM0003	DCM critical software/firmware update	June 30, 2008	All before July 2008 (serial number 0608xxxxx and earlier)
DCM0004	DCM monitor loudspeaker mute or silent	December 9, 2008	All before December 2008 (serial number 1108xxxxx and earlier)

Contact information

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

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