

Situation

An issue has been discovered in the firmware release v2.20.02 that may cause random amplifiers to not pass audio on some channels after being initially powered on.

This can also become evident when using System calibration/System check, in that the internal function generator is then unable to pass noise through a specific output of the amplifier.

The issue is not persistent in specific amplifiers.

Solution

An update to firmware version **v2.20.04** or higher is strongly recommended and fixes this issue. To update the firmware proceed as follows using R1:

Within R1... :

1. Go «Online» and switch to «Configuration» mode.
2. From «Home» ( |  | )
⇒ «System views», select the «Service» view.
3. Within the «Service» view in the left pane select the «Devices» tab and in the right pane the «Firmware» tab.
4. At the top right of the «Firmware» tab click «Check for updates».
 - ↳ The most current firmware version will become available and will be added to the firmware list.
5. Within the «Action» tab click «Download» to download the firmware to your computer.
6. Within the «Devices» tab select the devices to be updated and the corresponding firmware within the «Firmware» tab and click «Update device».
 - ↳ The «Firmware update» dialog will be issued and guides you thru the update process.

Workaround on v2.20.02

In all reported cases, a (soft) power cycle (much more rarely a reset) cleared the issue and the device then worked flawlessly for the remainder of its up-time. I.e., since the issue is typically discovered and cleared while setting up the system, it should not occur during a performance.

This can pose an issue for shows or installations with a large number of amplifiers, as it can add to the time required to put the system into full operation after having been powered down.

We apologize for any inconvenience this may have caused.

Best, your d&b team