



Digital Audio Corporation
A DRI Company
5121 Holly Ridge Drive
Raleigh, NC 27612
Phone 919.782.6767
Fax 919.782.6766
www.dacaudio.com

DAC Technical Support Bulletin
Release Date: July 25, 2002
TSBSBR02

Subject: Known problem with Format option in SSABR software version 1.2.5 or lower.

Recently, a defect was discovered affecting the Flash memory format procedure in the SSABR Configuration and Download Utility versions 1.2.5 and lower. The Format option is found on the Advanced tab of the Preferences window. Version 2.0 of the software is scheduled to be released before the end of August and will successfully correct this known problem. You will be mailed an update CD for version 2.0 when it is approved for distribution.

Until this issue is remedied DO NOT use the Format option in the SSABR Configuration and Download Utility (CDU). Your SSABR unit is still fully functional with version 1.2.5 of the software. Flash memory formatting is a periodic maintenance function that does not need to be exercised for effective use of the SSABR. It is important, however, that you do not use the Format option otherwise the SSABR unit may become disabled.

When using the CDU a message may be displayed informing you that the flash contents of the USB connected SSABR are corrupt. Proceed to download the image file. Once the data is downloaded the contents of the SSABR will be reset, which will correct any errors or inconsistencies in the SSABR memory. The Wave File Creation Utility will still be able to create audio files from any image file that contains errors.

These flash content corruptions, while unusual, are often caused by power anomalies. These anomalies may result from the record button being pressed while inserting or removing a battery, or from the record switch on a switch harness being in the "on" position while attaching the harness. To avoid this condition, please make sure the switch harness is in the OFF position prior to connecting the harness to the SSABR unit.

We apologize for any inconvenience these issues have caused. Please do not hesitate to contact us at 1-877-532-2283 if you have any other questions or concerns.

Andy Jarrell
SSABR Project Engineer