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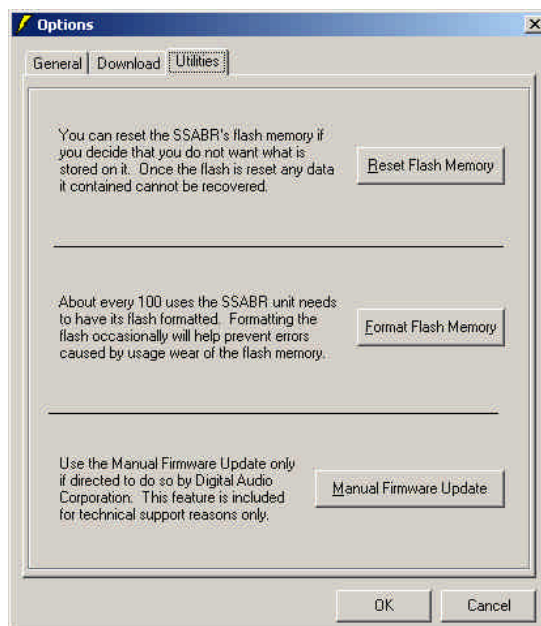
DAC Technical Support Bulletin  
Release Date: May 8, 2003  
TSBSBR06

**Subject: Difficulting detecting the USB connected SSABR or errors when erasing or configuring the SSABR.**

On some computers connecting to SSABR units with firmware versions of 1.27 or lower, the computers will sometimes fail to connect to the SSABR over the USB. Other symptoms include very slow erase times following a download (sometimes the erase procedure will time out) and occasional "Error setting schedule information" messages when configuring the SSABR units.

Firmware Version 1.32 fixes these issues. Please upgrade the SSABR firmware to resolve these issues.

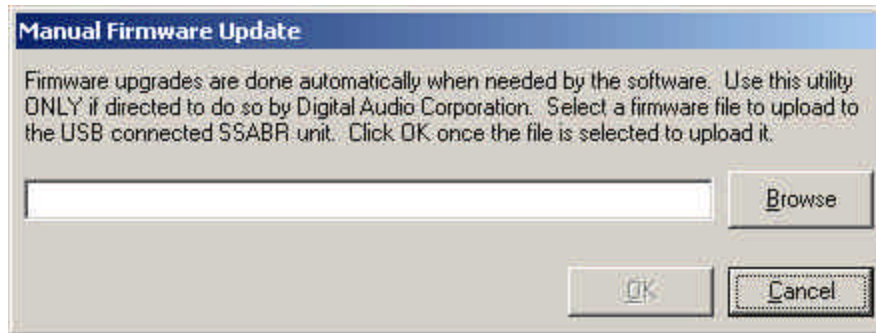
To upgrade the firmware, download and install the latest version of the SSABR Software (Version 2.1.0 at the time of this TSB, available for download at [www.dacaudio.com/support.html](http://www.dacaudio.com/support.html).) If the firmware of your unit requires upgrading, the software will prompt you to upgrade the firmware after the normal process of downloading an image file.



**CDU Options Window**

You may manually upgrade your firmware via the “Manual Firmware Update” option from Options Window of the Configuration and Download Utility (CDU). To view the Options Window click the “Tools” menu in the Main Window and choose “Options”. The “Manual Firmware Update” option is found under the “Utilities” Tab. **ONLY UPDATE THE FIRMWARE ON AN EMPTY SSABR UNIT.**

Once you have clicked the “Manual Firmware Update” button you will be prompted to enter the path of the firmware file. Click the “Browse” button and select the file in the SSABR program folder named “ssabr.fwr”.



**Manual Firmware Update Window.**

Click “OK” and wait for the message that informs you that the firmware update is complete. The new firmware will become active after you unplug the SSABR unit from the USB connection.

On computers that are unable to detect the SSABR via the USB, try finding a computer on which the SSABR can be detected. Often, computers using Windows 98 are better able to detect SSABRs with older firmware. Install the latest software on this computer and perform a manual firmware update.

Please contact Digital Audio Corporation to receive an updated software CD if you are unable to download the latest software. Please contact us at 1-877-532-2283 if you have any other questions or concerns.

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