TECH TALK
technical news & information

Current Software Versions

The current software versions for Datasat products are given below. Software upgrades are free and are usually distributed on a disc but, as noted, some updates can be downloaded. Please contact techsupport@datasatdigital.com or eusupport@datasatdigital.com for more information. Note: Products in gray are discontinued.

AP20
V1.01.03 and can be viewed via Menu – System – System Info. You may download the AP20 V1.01.03 software from our SUPPORT site to USB, or, if your AP20 is online, your AP20 can fetch the update directly from our ftp via the AP20 menu. For more information, see RN-H310D release notes posted on our web site SUPPORT - Product Support - Products – AP20 – AP20 V1.01.03 Software.

DC20
V2.5.3.1 as displayed in the top left corner in any DC20 window on your PC or monitor screen. If your DC20 needs an update, contact techsupport@datasatdigital.com or eusupport@datasatdigital.com.

XD20
V2.2.02 in Version screen (Menu – Info – Version)

MediaLink XD® software V1.0 (viewable from Browser screen – About)

SMS
Doremi has released software V2.0.5. If you would like to update your SMS, please contact techsupport@datasatdigital.com eusupport@datasatdigital.com before attempting the update.

DTS-ES
V1.1 in last boot screen "Product Revision"

DTS-6AD in VERSION screen (Menu – Version):
CPU Version   2.08
DSP Controller 1.03
DSP Firmware   2.06

DTS-ECP in ECP Setup software, seen on PC screen:
CPU Version   2.01
DSP Controller 1.03
DSP Firmware 1.10

DTS-6, DTS-6D
"TCR" V1.46   U14 IC chip on D422 timecode board

DTS-CSS
V2.1.07 in VERSION screen (Enter- Version).
Note: V1.01 in original production units cannot be updated unless the motherboard is changed.

XD10
V2.1.07 in VERSION screen (Enter – Info – Version)

XD10P Setup Software
V1.00.26 in Setup Version "component information" seen on PC screen.
Note: If you have the software on disc, be aware that the disc itself is labeled V1.4. The XD10P setup software can be downloaded from our web site SUPPORT - Product Support – Products - XD10P.

XD10P Unit Firmware
As seen on "component information" screen of XD10P Setup Software:
   PIC Firmware V D080516
   Matrix Firmware V 050215
   NR Firmware V 050325
   EQ Firmware V 051025
The XD10P firmware can be downloaded from our web site SUPPORT - Product Support – Products - XD10P.

Note: Standard software may not apply to special venue (SV) units

NEW! Company Name

In case you have not heard, DTS Digital Cinema changed its trade name to **Datasat Digital Entertainment**. With most of your favorite support staff and some new faces, Datasat Digital Entertainment prides itself on the same high level of customer service, technical support, and engineering as our core team has done since 1993 as part of the original DTS, Inc. You can find our web site at www.datasatdigital.com and all employee email has changed to FirstName.LastName@datasatdigital.com.

NEW! Website and On-Line Support

All released tech notes and manuals for current and discontinued product are posted on our web site SUPPORT section at www.datasatdigital.com/SUPPORT **- Product Support**.   No passwords needed!

NEW! Networking Software Released for XD10 & XD20

New V2.2.2 software has been released for networking XD10 and XD20 units. The XD20 should be updated to this new version whereas XD10 units only need to be updated if they are to be networked with XD20s. Details can be found in V2.2.02 release notes posted on our web site SUPPORT – Product Support - Products - XD20.

NEW! DC20 Wall Chart

A wall chart geared for theater personnel has been released and contains many helpful tips for successful operation of the DC20. The wall chart is posted on our web site SUPPORT – Product Support - Products – DC20.

NEW! AP20 Release

We are very excited about our new audio processor, the AP20. It's available and shipping now! It's fully functional for D-cinema including 7.1 and any other format, all stored in fully configurable memory presets. The optional film audio decoding card is coming very soon. Please visit our SUPPORT site for technical details and call your dealer or sales representative to find out how the AP20 will enhance your customer's audio experience. Also available is Dirac Live® which allows you to achieve the ultimate AP20 sound playback performance in cinemas.

NEW! AP20 – Dirac Live® Certification and Training

What is Dirac Live®? It's a new state-of-the-art digital room correction technology which is available in all AP20 units. To setup and activate Dirac Live®, you need the Dirac Live® adjustment kit which consists of hardware and proprietary software. The kit is sold separately as part of the AP20 / Dirac Live® certification class and can be used to set up any number of AP20s. You'll be issued the kit after completing our AP20 / Dirac Live® certification class. Once certified, your name and contact information will be added to our Dirac Live® certified technician list which is posted on our web site and provided to dealers / theaters that purchase AP20 units. If you

are a cinema technician interested in becoming Dirac Live® certified, please contact sales@datasatdigital.com.

DTS-6, DTS-6D, DTS-ECP, DTS-6AD, Drive kits

About 18 months ago, we discontinued repair services for the DTS-6, DTS-6D, DTS-ECP, and DTS-6AD.

However, rest assured that if you have technical questions on any product, current or discontinued, we are always happy to assist at techsupport@datasatdigital.com or eusupport@datasatdigital.com.

We have two factory authorized service centers, C.S. Innotronics and Quality Presentations, that handle repair of older units plus supply **replacement drive kits**. We still have some replacement boards in stock, so if you need a **replacement board** for an older product, please contact us first and if we have none, you'll be directed to our two factory authorized service centers. Their contact information can be found on our web site Support – Service Centers.

Datasat equipment and the 7.1 format

A few months ago, the cinema industry announced a new digital audio format, 7.1. All of our audio processors that are used for D-cinema can also be used for 7.1. Visit our web site SUPPORT - Product Support – Products - 7.1 for more information.

Troubleshooting Tips

1. XD10 stuck on initializing...

This is caused by either corruption on the hard drive or hardware failure. Try using the XD10 "INSTALL" disc first and if that does not work, then unit needs to come in for service. Contact your Datasat dealer to arrange the repair.

2. XD10P is locked up or has bad sound output

First, check the power supply using TN-F594. If the power supply is bad, order a replacement supply from your Datasat dealer.
• If the power supply is good, then try reverting the XD10P to factory settings using "how to resolve XD10P lock up" tech note and the current XD10P Setup software.
• If reverting to factory settings does not help, try swapping the three XD10P boards (behind the front plate) one at a time with a known good unit.
See our web site SUPPORT - Product Support – Products - XD10P – XD10P Troubleshooting for copies of tech notes and software.

3. Lost passwords

If you've lost the password for a unit that requires one, contact techsupport@datasatdigital.com or eusupport@datasatdigital.com.

4. New movies won't play

Always keep your players updated to current software. Old software may prevent them from playing new movies. Check our SUPPORT site, under the model you have, to see its current software version. Software updates are always free and if your unit needs an update, contact techsupport@datasatdigital.com or eusupport@datasatdigital.com directly.

5. A newly installed drive kit is not working

Drives used in older product, such as the DTS-6/-6D/-6AD, cannot be used in the DTS-CSS or XD10, and visa versa.

• The DTS-6/-6D/-6AD use DVD drives with a special SCSI adapter and these drives/kits are only available from our factory authorized service centers, C.S. Innotronics and Quality Presentations. Their contact information can be found at www.datasatdigital.com/support/service-centers.
• The DTS-CSS and XD10 use DVD drives without the adapter. We have these drives in stock at Datasat and you can purchase them from any Datasat dealer.

6. DC20 hangs during RAID rebuild after power on

Units with old software had a habit of rebuilding RAIDs upon start up which sometimes caused the unit to hang. We've recently released a hardware and software upgrade solution. Please visit our web site Support - Product Support – Products – DC20 – "DC20, Areca RAID Upgrade" or contact techsupport@datasatdigital.com / eusupport@datasatdigital.com for more information. Note: Existing DC20 customers have been recently advised of this upgrade.

7. My new DC20 won't play movies

Make sure you have completed the site information spread sheet and returned it to techsupport@datasatdigital.com. Your site must be on our install list that we provide to content providers otherwise your DC20 will not get the KDMs necessary for playback.

8. My XD20 has no drives, how do I load movie discs?

The DR-1 unit is required in the system to load movie sound track and/or ACCESS discs into the XD20. One DR-1 can be used per XD20 or to a group of XD20s networked together at a single complex.

9. I need DC20 troubleshooting help...

Help us to help you! Always provide the unit's serial number, description of the problem, time & day the problem occurred, and a copy of the DC20 logs. The procedure of how to get the logs is posted on our web site SUPPORT - Product Support – Products - DC20 – Troubleshooting.

10. DC20 lock up after power is suddenly lost

We require that all DC20s be connected to an UPS rated at 800 watts. This will give you time to do a proper shut down of the DC20 before switching off its breaker. We recommend UPS brand APC, model RS-800, which is an 800 watt UPS.

12. XD10 power supply died after a lightning storm

All Datasat hardware that is connected to AC and not using UPS must be on a working surge protector. You can find quality surge protectors at most local hardware stores. Just be aware that if your site suffers a lightning strike, the surge protector was probably damaged and if so, must be replaced.

13. I've loaded the disc but its not playing

Look at the disc you've just loaded. Is it labeled as an ACCESS® disc? An ACCESS® disc contains (as determined by the content provider) captions, narration, and subtitles for a feature. It is separate from the sound track disc. If you have an XD10 or XD20 with the CSS option, then you must load both types of discs – sound track and ACCESS®. If you have a DTS-CSS, then only the ACCESS® disc can be loaded & used.

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