

Barco service bulletin

Serial Number: 956
Date: 28/01/2011
Product: DP2K series
Priority code*: B

- A. "Must" modification, Barco will provide the necessary components to perform this modification at no charge.
- B. Improves the reliability of the product.
- C. Improves the general working conditions of the product.
- D. For information only.

1. SPONTANEOUS LOCKUP OR RESET OF THE CINEMA CONTROLLER BOARD OF THE DP2K PROJECTOR

1.1 General

Phenomenon

The Cinema Controller board may suffer from a complete lock or a spontaneous reset. A locked projector does not lead to a lost show (the event is not interrupted) but after the show the projector will fail to automatically shutdown the lamp.

The symptoms of a locked projector are:

- Unable to execute a lamp shutdown or macro with the keypad.
- Projector is not responding to commands from the Communicator or the SMS system.

A spontaneous reset can manifest in the following way:

- The dowsers shut down automatically. However, this can be prevented by applying the Lamp Recovery Mode. See procedure "Applying the Lamp Recovery mode", page 2.

Sometimes the issue is not very visible but it can also be identified by looking into the projector log file. Look for the text string "**Machine check**". See procedure "Searching the log file for "Machine check" entry", page 3. Projectors which have the text string "Machine check" in the log file are probably suffering from the phenomenon described above.

Cause

A crystal is used on the Cinema Controller board to generate the clock signal for the controller. For a limited fraction of these crystals (less than 0,05%) the physical attributes can have a slight shift in performance under certain temperature ranges. These are inherent characteristics of the technology and can occur at intermittent intervals. The performance shifts are unique per crystal and can not be predicted on an individual level.

Solution

When detecting these symptoms on the projector contact your local Barco service partner for further instructions.

Scope

- DP2K-xxB projector series: Cinema Controller boards (R7655331) which revision is lower than 10.
- DP2K-xxC projector series: Cinema Controller boards (R765533) which revision is lower than 24.

The Cinema Controller board is provided with a label with item number and revision.

1.2 Approvals

Modification approved by:

Escalation Manager R&D Director Product Manager Quality Manager

If you should have any more questions, or remarks, please do not hesitate to contact our technical support team via the following web site www.Barco.com/esupport.

1.3 Applying the Lamp Recovery mode

Why enabling the Lamp Recovery mode?

To prevent closing of the shutter, which is the result of a spontaneous reset, it is recommended to enable the Lamp Recovery mode. In this mode the dowsers will return to the same state prior the reset or reboot.

How to enable the Lamp Recovery mode?

1. Login as Service Technician into the Communicator.
2. Activate the navigation button "Installation" (reference 1 image 1-1),
3. Tip "Lamp" (2 reference image 1-1) and then tip the "Lamp recovery" button (reference 3 image 1-1). As a result the Lamp recovery window opens.
4. Activate the "Lamp recovery" mode by marking the checkbox (reference 4 image 1-1) in the Lamp recovery window.
5. Close the Lamp recovery window.

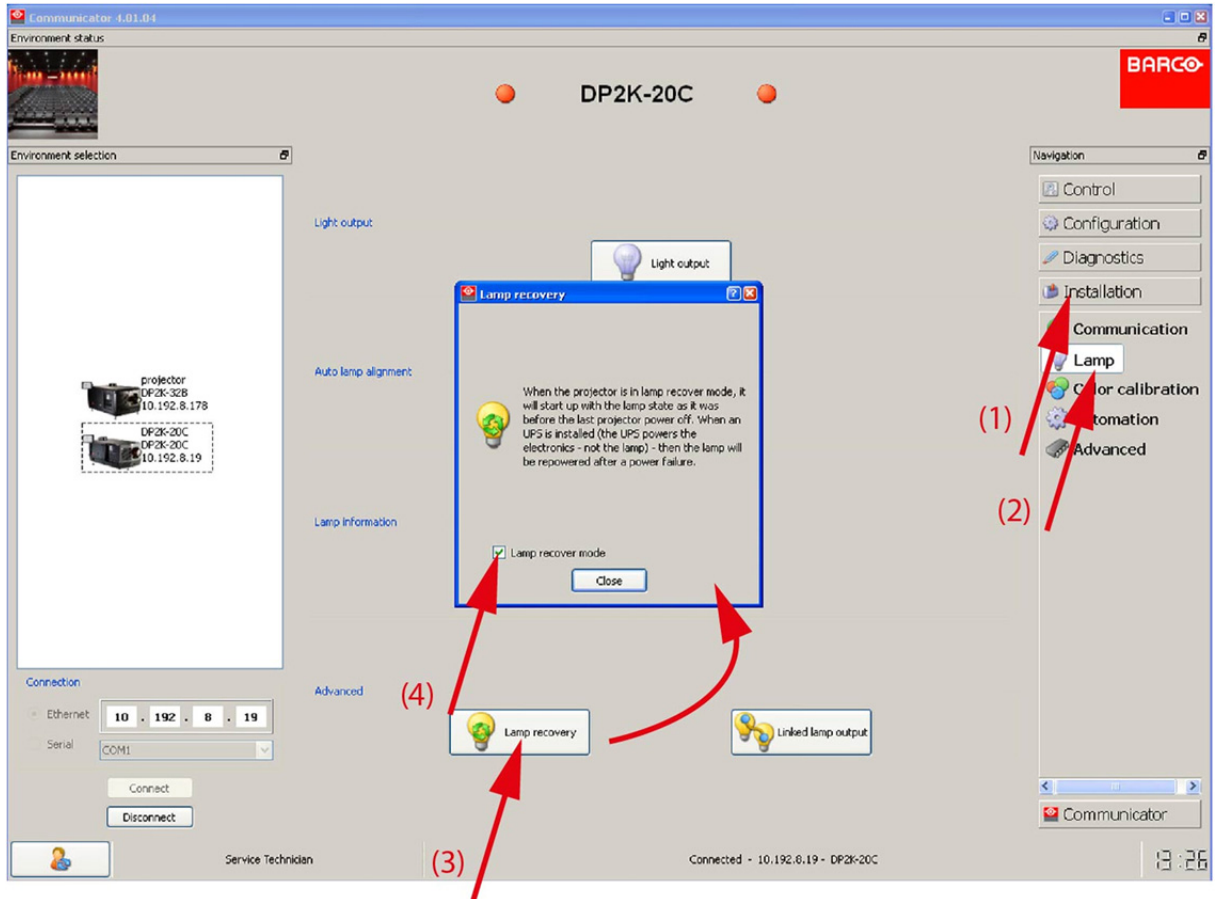


Image 1-1

1.4 Searching the log file for “Machine check” entry

How to search for “Machine check” in the projector log file?

1. Key in the IP-address of the projector in the address bar of your internet browser. Ensure that the projector is connected with the network. As a result the internet browser will display a web page with a link to the log file of the projector.

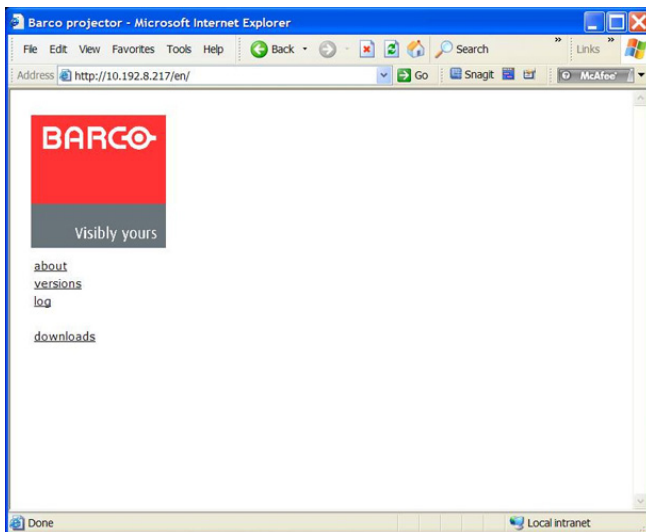


Image 1-2

2. Click on the link "log". As a result the web page is updated with the log file of the projector.
3. Use the search functionality of the internet explorer to search for the text string "Machine check".

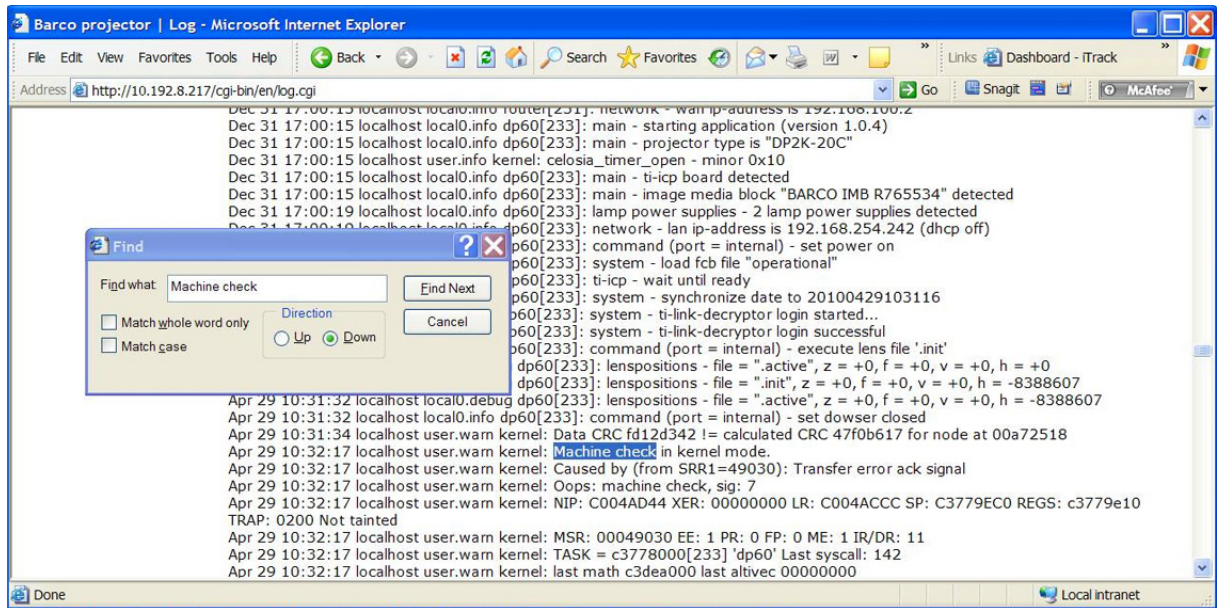


Image 1-3