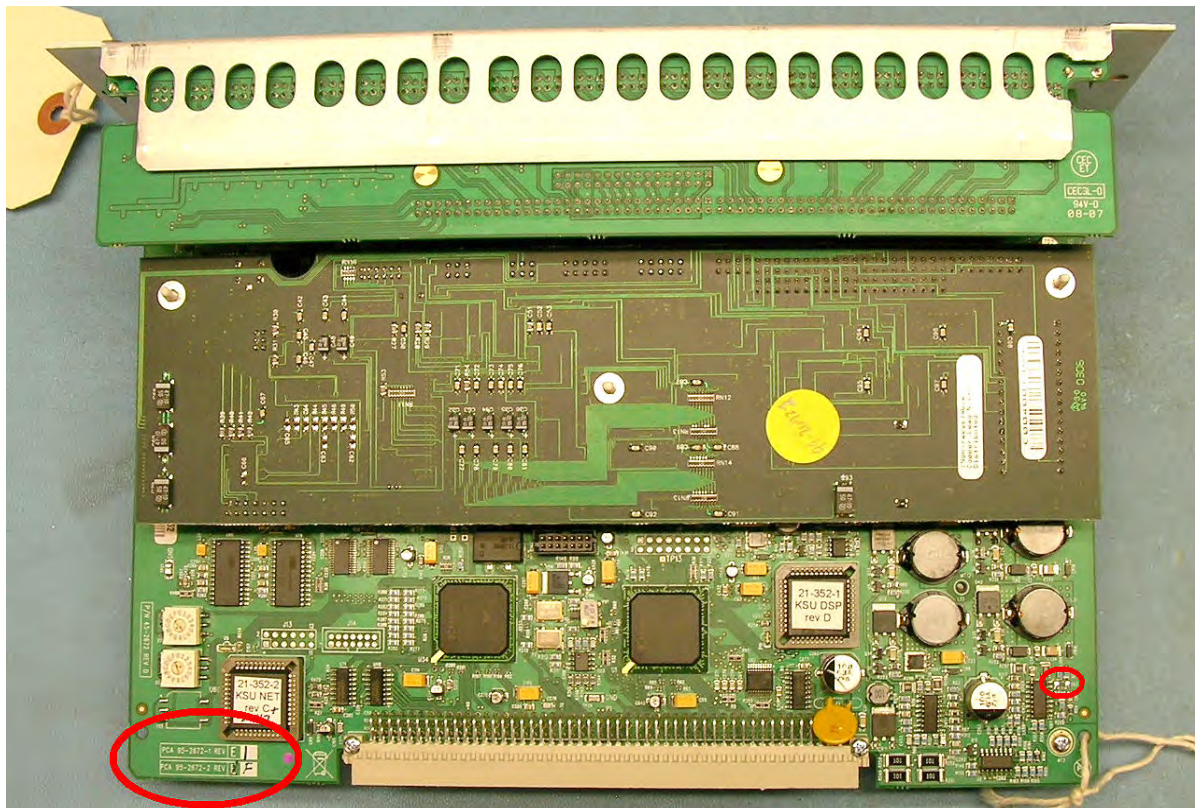**RMX*digital* Console**

SUBJECT: Console may experience lockup when CUE audio is played

PRODUCT: RMX*digital* KSU circuit boards, PN 95-2672-(1/2)

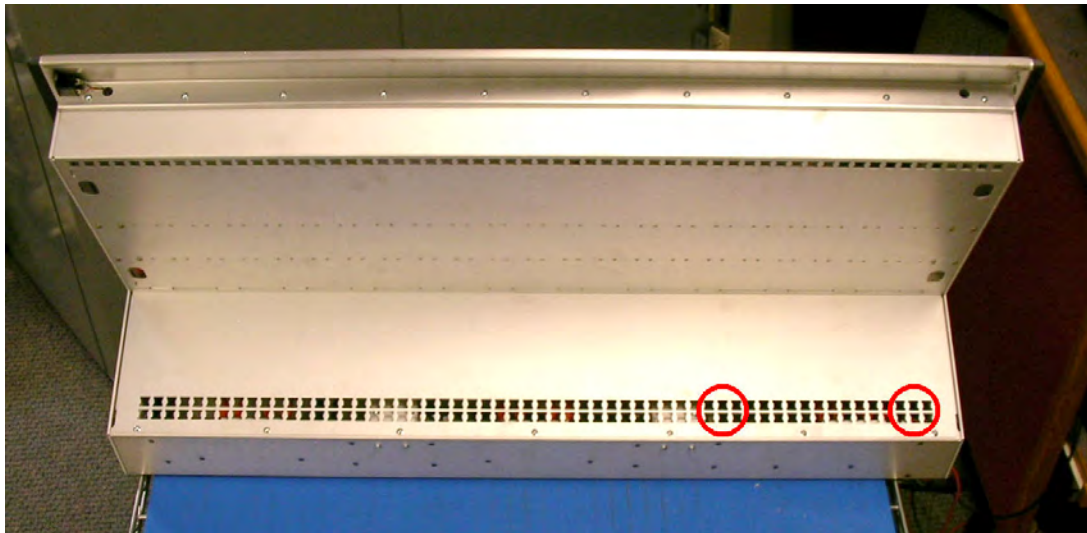**URGENCY:** as required   **RELEASE DATE:** March 10, 2010   **PAGES:**

REASON FOR BULLETIN: Certain KSU circuit boards manufactured under the E or F revisions may have a surface-mount capacitor installed in the local power regulator circuit which should not be present and, when present, causes an instability of the -17 volt rail when large current loads are applied to this rail. On consoles equipped with these KSU modules, playing audio at a high volume through the console's internal cue speaker (which draws power from this supply) may cause the KSU's power supply protection circuit to trip, shutting down the KSU module and requiring a power-down reset to correct. This problem may affect RMX*digital* consoles manufactured after August, 2008, or KSU assemblies shipped as spares or service parts after that same date.

REQUIRED ACTION: Visually inspect the console to determine whether or not capacitor C63 is present on the KSU module. The following image shows the locations of the revision markings (to the left) and capacitor C63 (to the right) on the KSU module:
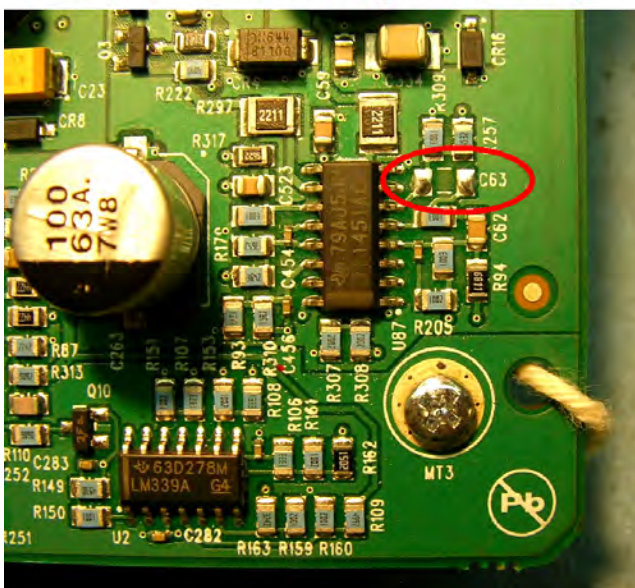
REQUIRED ACTION CONTINUED:

The KSU module is installed in the right-most slot under the console's hinged top cover. The revision markings and the location of capacitor C63 can be viewed through the ventilation holes in the console's lower-front cover, which is below countertop level. The following picture shows the areas through which the revision markings (leftmost circle) and C63 (rightmost circle) can be viewed. A small flashlight is usually required to see clearly in this area:

Below are close-up images of the location of capacitor C63 on the KSU circuit board. The capacitor does not bear any markings on its case, and may be off-white, tan, or orange-brown in color:

C63 not installed (CORRECT)

C63 installed (INCORRECT)

RMX digital Console

RMX digital Console

REQUIRED ACTION CONTINUED:

If a KSU module is found on which C63 is present, the capacitor must be removed from the board. This may be accomplished by using two conventional soldering irons in a tweezers-like fashion to simultaneously melt the solder on both sides of the component, and then lift it up off of the circuit board. No other modifications are necessary. In order to service the KSU module, the power to the console must be shut off, and the KSU module removed from the top of the console by unscrewing and then pulling up on the two or four knurled thumbsrews which secure the module to the console.

Proper ESD precautions much be observed when handling the KSU while it is removed from the console, and the use of grounded-tip irons is recommended when removing C63. Harris Tech Support in Vista, CA can also perform this modification if required.

For additional information, contact Harris PR&E Studio Products Tech Support via email (presupport@harris.com), phone (760.936.4013) or by mail (Harris/PR&E Tech Support, 1493 Poinsettia Ave. , Suite 143, Vista, CA 92081).