

# **HARRIS** Technical Support Bulletin #1054

BROADCAST COMMUNICATIONS DIVISION

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Designs by Pacific Research & Engineering – PR&E®

**SUBJECT: DIGITAL INPUTS STOP PASSING AUDIO, ALL OTHER FUNCTIONS OK**

**PRODUCT: SMXDIGITAL MIXERS (PRE99-1395 DESKTOP & PRE99-1396 RACK)**

**URGENCY: AS NEEDED**

**RELEASE DATE: 5/2012**

**PAGES: 1**

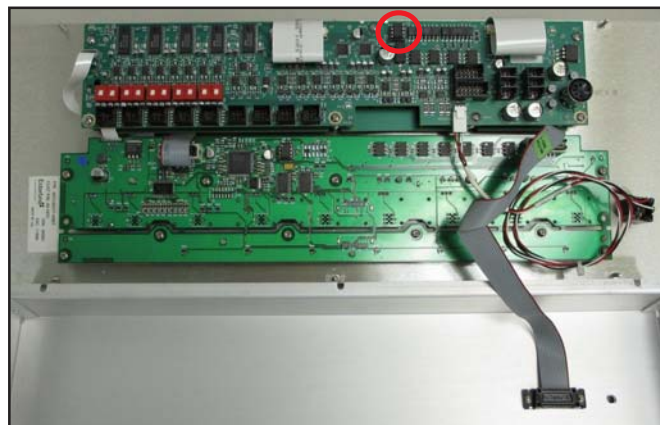
**REASON FOR BULLETIN:** Some SMXd mixers have experienced random loss of audio on the three digital inputs (mixer inputs 5, 6, and 7). When this problem occurs, the other four inputs (mic and three stereo analog inputs) continue to function normally. Power cycling the mixer restores the digital audio on Inputs 5, 6, and 7.

The problem appears to be caused by a false reset command in the SMXd that affects the digital input sample rate converter ICs, resulting in the loss of AES audio. When the mixer is power cycled these ICs are reset and configured properly, restoring the AES audio.

**ACTION:** A replacement PROM (21-359-1, revision D or later) corrects this issue by changing how the reset signal is controlled. This PROM can be replaced in the field, but the SMXd mixer must be opened for service. Because the 8-pin DIP PROM is in a surface-mount socket, use care when removing the old PROM. We recommend using a small flatblade "greenie" screwdriver to pry out the existing PROM from its socket.

## **PROM REPLACEMENT: RACK-MOUNT SMXd**

1. Unplug all cables and remove the unit from the rack.
2. Set the unit facedown on a padded surface to remove the six fasteners using a 1/4" nutdriver. Lift off the rear cover and flip it over as shown in the photo.
3. Remove and replace PROM U51 (circled in the photo). Note the part's orientation when installing the new PROM.
4. Reassemble the mixer in reverse order, then connect the wiring and confirm proper operation.
5. Discard the removed PROM.



## **PROM REPLACEMENT: DESKTOP SMXd**

1. Unplug all cables from the mixer.
2. Remove the cosmetic top cover (three 6/32" Phillips screws, along rear).
3. Remove four 6/32" Phillips screws that fasten the control surface assembly to the rear panel.
4. Remove three control surface hex screws (below the On buttons) using a 6/64" hex driver.
5. Lift the control surface up off the lower chassis (be careful of the ribbon and headphone jack cables that are attached to the control surface).
6. Replace PROM U51 (the same board as shown in the photo). Use a "greenie" to gently pry out the existing PROM since the socket is surrounded by the control surface chassis.
7. Reassemble the mixer in reverse order. Be sure to align all of the connectors to the openings in the rear panel before tightening the screws. Reconnect wiring and confirm proper operation.
8. Discard the removed PROM.

To obtain replacement PROMs for your SMXd mixers, contact Harris PR&E radio studio products via email ([tsupport@harris.com](mailto:tsupport@harris.com)) or phone (217.222.8200). For module or card repairs, contact the PR&E products Service Center ([presupport@harris.com](mailto:presupport@harris.com) or 760.936.4013).