



Altinex Service Alert

Alert Number: ASA4311

Date Issued: September 26, 2003

Model Numbers affected: SR1401XL –Scaler, 3-input (C-Video, S-Video, Component), RGBHV / Component Out

Firmware Version : 1.0

Description of symptoms:

Shaky picture when composite input is connected to low cost VCRs. The SR1401XL has two modes of operation: Normal and VCR. The default setting is Normal mode. The SR1401XL can be switched to VCR mode pressing Tint followed by Language button on the Remote IR controller. If the unit is powered down and up again it switches back to Normal mode and picture shakes. Another way to verify this issue is by finding out the firmware version using [VER] command.

Recommended Solutions:

Obtain the Firmware update kit ASA4311 from Altinex Inc. and follow installation instructions:

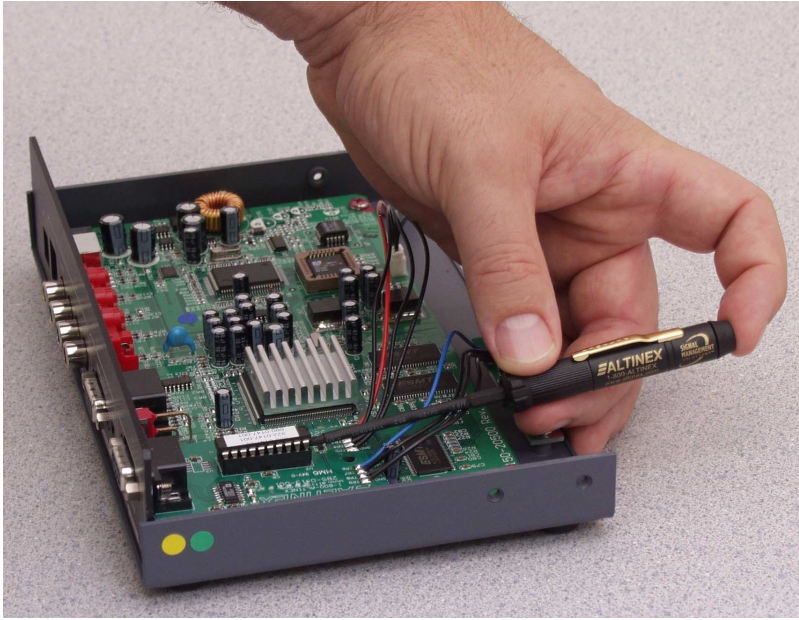
- 1) Disconnect the AC Adapter from SR1401XL and remove all input and output cables.
- 2) With the unit turned on its back, lift the Warranty label from the edge using provided screw-driver's flat tip.
- 3) Observe static precautions when cover is open. Static electricity can damage the unit and the provided Firmware IC. Such a damage is not covered by Altinex warranty.
- 4) Remove screws which hold the Top chassis to the Bottom chassis. Gently pull the Top chassis from the Bottom chassis to expose RS-232 PCB Board.





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- 5) Locate the programmable IC # U2 with label 322-0147-001. Remove it gently by inserting the edge of a flat screw-driver between the IC and the socket.



- 6) Carefully insert the new IC from the kit into the pins of the socket making sure that all legs insert properly. Note that pin 1 identified on the IC by a notch is oriented towards the front of the unit. Once the IC is set on socket, press evenly on all sides of the inserted IC slowly until it is secured.
- 7) Close the top cover on bottom cover. Replace the screws. Affix the warranty labels.
- 8) A RS-232 command [VCR] has been added, allowing one to toggle between Normal mode and VCR mode.
- 9) Please include [VCR] command could in power-up-command sequence of the control system or sub-routine no. 1 of Altinex Multi-Tasker with Front Panel keys. If switching from other input to Composite video input, first change input by [IN1] command then followed up by [VCR] command with a delay of at least 100 ms. between the two commands.

Contact Altinex Technical Support at (714) 990-2300 for any further question.