

Vista and D950 Service News July 2008

Current Vista Software Version V4.0.04

The current Vista SW release is V4.0.04. It is available for download on our ftp server* since June 2008, there are 3 different upgrade packages :

- for Vista 6.7.8 with Performa DSP Core
- for Vista 6,7,8, with SCore DSP Core
- for Vista 5, 5SR

The V4.0.04 upgrade notes list all required modification steps, for further application notes also refer to the V4.0 and 4.0.04 Release Notes (which are all part of the upgrade packages).

Please note for all SCore upgrades :

The V4.0 release includes a new Config Editor V1.5, which provides additional features but also introduces a new bus order for surround buses.

- The Vista application V4.0 is compatible with configurations which were created with the Editor V1.0 for V3.5 and 3.6 installations, so existing titles and configurations will continue working.
- If a V4.0.03 system is upgraded, and configurations and titles were already made with the new Editor V1.5, titles and configurations will also be immediately ready for working after the "**Recompile V4 Configurations**" step which is described in the V4.0.04 upgrade notes..
- If a "V3.x" configuration is recompiled with the new editor ("Generate All", with or without modifications), it will be converted to the new bus order. A corresponding popup warning will inform the user. As a result the matching titles need to be imported, and all surround bus patches in all snapshots need to be reset manually. See release and upgrade notes for details.

New Desk Firmware for Vista 5 and Vista 5 SR

An improved Vista 5 desk firmware is available. The upgrade is only necessary when there are touch problems in critical environments with intermittent touch signals. It consists of the firmware "mvDos26.h86".

Studer ships Vista 5 desks with the new firmware with immediate effect. The Vista 5 upgrade package V4.0.04 on our ftp server* has been updated (Vista5_4004u1.zip), and for 4.0.04 systems which were shipped or upgraded until now, there is a separate "Desk Firmware 26" upgrade in the "Extras" folder of this package.

New D950 Maintenance Release V3.5.10

The last software version for the Studer D950 Mixing Console was V3.5.09. A new maintenance release is available for download*, which fixes a minor bug.

Frequency scale in EQ window on GC screen is not correct fixed

Vista Operating Manuals : Updates for V4 Software

Upgraded manuals with the latest V4 feature documentation (section 10) are available

- to be downloaded from our ftp download server*

- to be ordered

Vista 6-8 V4.0 Operating Instructions	Order No.	10.27.5022-1	(Ed. 0608)
Vista 5 V4.0 Operating Instructions	Order No.	10.27.5150-4	(Ed. 0608)

The latest manuals for D21m and the SCore Live DSP Core are :

D21m Product Information (9th Edition)	Order No.	10.27.5102-9	(Ed. 0508)
SCore Live Product Information (3rd Edition)	Order No.	10.27.5160-3	(Ed. 0508)

Reliability of Motor Faders in D950 M2 and Vista 6, 7, 8

We did have some complaints about reliability problems of the ALPS faders 1.950.044.00 in D950 and Vista desks. The majority was concerning the touch function, some reports were about stability problems (oscillating faders). Many of the touch problems could be located to insufficient grounding environments or to electromagnetic interference (e.g. from AM transmitters). See Service Note "SN 2007-01 Fader Touch" for details*.

For grounding or EMI related touch problems, the actual source of the problem needs to be eliminated. Vista 5 desks with the latest desk firmware are not affected because they allow operation without touch detection (see the latest firmware upgrade above). A similar "touchless operation" feature is planned for Vista 6,7,8 desks, which could be an alternative - unless the touch feature is required for the operation functions (e.g. dynamic automation).

Further investigations with a number of returned faders at EMPA, the material sciences lab of the ETH, showed that some of the faders had remains of silicon oil from the lubrication of the sliders on the fader tracks. After consultation with our supplier we updated our service note for fader maintenance : in case of touch problems, cleaning with isopropyl alcohol is now recommended (only dry cleaning before). See updated ALPS Fader maintenance document (Vista service notes) for details.

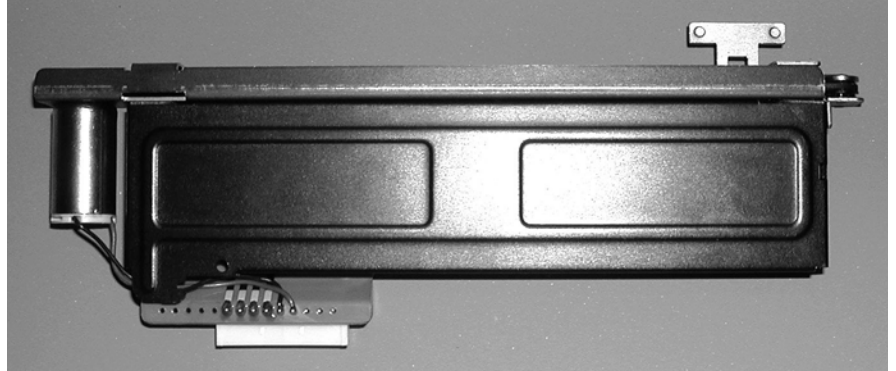
- Regular cleaning of faders is good practice, and could be combined with a yearly overall maintenance check. In case of touch problems the use of isopropyl alcohol is recommended.

* **Please Note :** The current software upgrade packages, service notes and manuals are downloadable from the distributor's area of our ftp server <ftp://ftp.studer.ch/products> in the corresponding products folder. End customers can request the information from their local Studer distributor.

1 FADER CARE (VALID FOR ALPS FADERS 1.950.044)

V3

1.1 Introduction



This paper describes how to service the Alps faders 1.950.044. Servicing is limited to cleaning the track substrate and slider assembly, and to lubricating the slider bearings.

The fader consists of conductive-plastic tracks, wiped by precious metal contacts. The contacts are mounted on a slider assembly which runs on plastic bearings and guide rods.

1.2 Required Auxiliary Materials

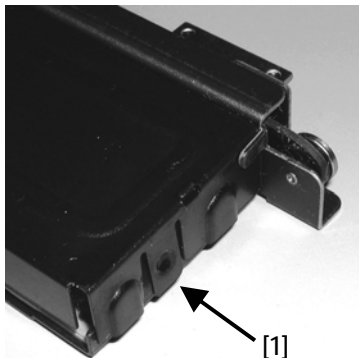
- Instrument screwdriver, 3 mm blade
- Silicone oil, Studer order no. 10.635.001.00 (Baysilon M350, 20 ml) or equivalent
- Lint-free cleaning cloth or tissues
- Cotton buds
- Cocktail sticks
- Isopropyl alcohol (if required)

1.3 General Service Notes

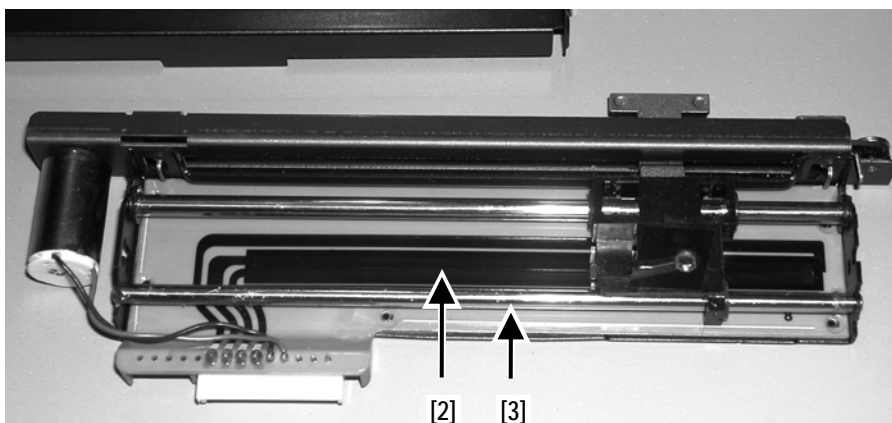
1. Most common faults will be cured by careful cleaning and relubricating of the unit. The actions necessary to rectify common faults are outlined in [chapter 1.6](#).
2. The fader must be removed from the panel before servicing.
3. A clean workbench area should be prepared, and all necessary materials should be available prior to servicing.

1.4 Cleaning and Lubricating

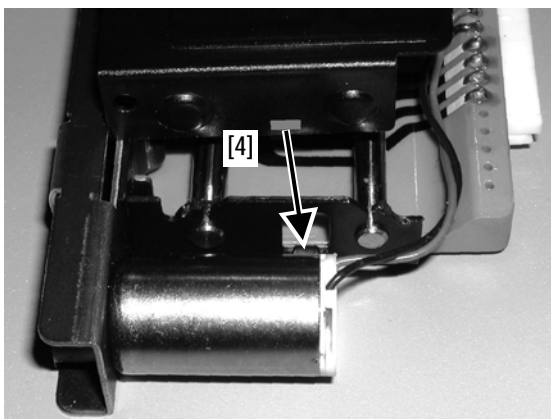
- [1] Carefully remove the cover by lifting the latch at the end opposite from the motor.



- [2] Normally, dry cleaning is sufficient (dust). To do so, use a clean, lint-free cloth and rub firmly along the track in order to ensure that no debris remains. If problems with the touch function were observed, use of isopropyl (rubbing) alcohol is recommended.



- [3] Before reassembling, lubricate the guide rods by placing one drop of silicone oil on either side of the slider assembly, using a cocktail stick; "one drop of oil" is equivalent to a globule of approx. 4 mm in diameter when placed on a non-absorbent surface. Move the slider from end to end in order to disperse the oil evenly. Carefully wipe away any excess oil using a tissue or cloth.



- [4] To reassemble, first hook the cover in at the motor end as shown above, then close carefully at the opposite end until the latch locks into place.

1.5 Replacement

No individual replacement parts are available. In case of a failure that cannot be remedied by the information above, the defective fader must be replaced.

1.6 Fault Analysis

The following table outlines some common problems and instructions on how to cure them. It is recommended that this section be read through carefully before attempting to carry out any repairs. It is also recommended that to cure a particular fault condition, each step is followed sequentially until the problem is solved.

Symptom	Cause	Remedy
Deterioration in operating "feel"	This is most commonly due to contamination by fluids, together with a build-up of dust particles.	1. Clean track, guide rod, body center channel, and slider assembly 2. Lubricate and reassemble
Touch problems	1.950.044.00 faders should be marked with a revision "A" label. Replace the fader by an updated one. An other reason could be an insufficient ground connection (refer to corresponding installation service notes), possibly caused by debris on or damage to the track, or broken wiring leads.	1. Check the track and clean it if necessary 2. Check the track wiring