

## Service Bulletin 201203.7

With the release of software version 1.7 for the PVS 15, the lock up or freezing issue has been significantly reduced. However, Precor has received some reports the PVS 15 is still occasionally locking up. The release of the software version 1.8K will fix the lock up issue and some minor compatibility problems.

### Digital Channel Lock Up

- Software version 1.8K fixes lockups associated with digital channels. The symptoms are that the PVS gets stuck on one channel, or that there is loss of all control functions and a blank screen.

### Cabletronix Modulators

- Software version 1.8K fixes compatibility problems with Cabletronix modulators.

### Cable HRC

- Adds support for the Cable HRC mode.

If you are experiencing any of the two scenarios, install software version 1.8K for the PVS15. For instructions on how to acquire and install software version 1.8K, follow the procedure below.

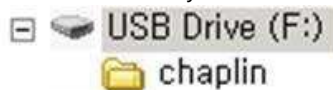
If there are multiple PVS15's at the facility, please ensure software version 1.8K is installed on all the PVS15's. Upgrade software reimbursement rates apply.

### Procedure:

## \*\*\*\*\*Before Installation\*\*\*\*\*

### Set up the USB drive

1. Note: Only USB drives of size 512MB or smaller are compatible with the PVS15.
2. You will need two USB drives, one for the type "AB" PVS hardware, and one for the type "BE" PVS hardware, as identified below.
3. Create a directory on the USB drive called "Chaplin", see below.

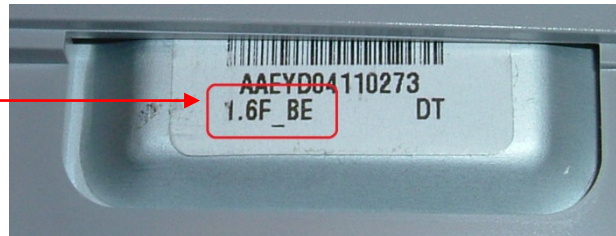


4. Extract the software file "Chaplin---.zip" into this USB directory. The extracted file will be called "merge.bin".

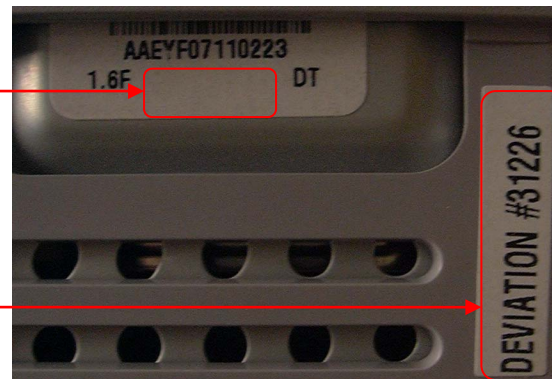
### Determine PVS Hardware Version

**Note:** The software type must match the PVS hardware type. Look at the rear label on the PVS to determine which type you have:

Serial Number label for a type "BE" screen. Use software version "V1.X - BE" only.



Serial Number label for a type "AB" screen. Note: No markings. Use software version "V1.x" only.



Deviation Sticker

Verify that ESD protection is in place

**Note:** Some older PVS15 units may not have the additional ESD protection. Verify that a grounding wire is attached to the headphone jack and verify that there is a ferrite block on the headphone cable as shown in the illustration below. If either of these is missing from the PVS15, contact Precor Customer Support to obtain upgrade kit, CX50003-102.



Ferrite Block



### Reflash the PVS15

1. Determine which version of PVS hardware you have by looking at the serial number label (AB versus BE). Make sure that you use the correct type of software that matches your hardware version, as detailed above.
2. Disconnect AC power from the PVS.
3. To access the USB port, remove the PVS rear cosmetic cover and loosen the four bolts that hold the PVS in place. Insert the USB memory stick into USB port of PVS15 set.
4. Connect AC power to the PVS.
5. It takes about 5 to 6 minutes for reflashing. The PVS will power on automatically when the refresh is complete, and you should see a message on the screen reporting that an Autoscan is required. Occasionally, you may instead see a white or striped screen after the reflash is complete. This is normal.
6. Remove the USB stick.
7. **Unplug the 12VDC power, and then reconnect power. The PVS will take 10 to 15 seconds to reboot.**
8. There are two different controllers for the PVS15, identify your controller from the illustrations below and then access the systems settings using the described steps specific to that controller.

### PVS15 Integrated Controller - New Design

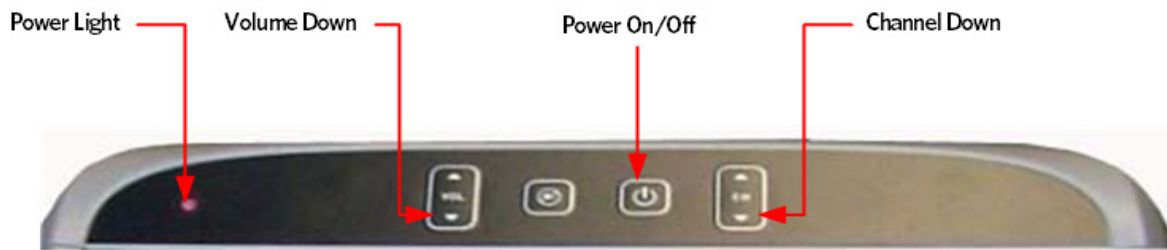


- a) Press the **Power On/Off** key to turn on the PVS.
- b) Hold the **Channel Down** key, the **Volume Up** key, and **Power On/Off** key at the same time for three seconds.

The Systems settings menu should appear and the power light should flash red and blue indicating that you are in the settings mode.

**Note:** If you do not press a button within 15 seconds the PVS screen returns to the normal viewing mode.

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**PVS15 Integrated Controller - Old Design**

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- a) Press the **Power On/Off** key to turn on the PVS. The power light will be blue when the PVS is on.
  - b) Hold the **Channel Down** key at the same time as the **Volume Down** key for three seconds.

The Systems settings menu should appear and the power light should flash red and blue indicating that you are in the settings mode.

**Note:** If you do not press a button within 15 seconds the PVS screen returns to the normal viewing mode.

9. On the main menu page, verify that the new software version is displayed and that it is correct.
10. Perform the channel Autoscan.
11. Manually delete any channels that the customer does not want.
12. Reassemble the PVS15.