

XD10P

How to Test for and Resolve Corrupted Files

Corrupted files can cause many problems in the XD10P:

- Unit lock up
- Missing formats
- Responsive buttons, buttons locked on/off
- Cannot adjust the volume

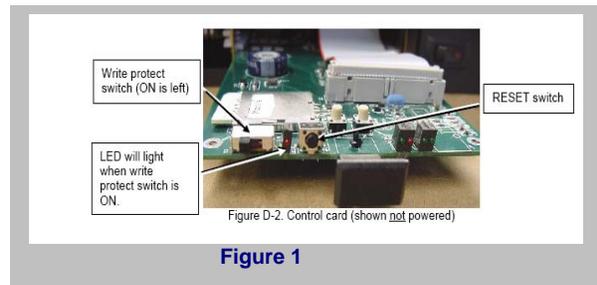
You can test for corrupted files in the XD10P by reverting the unit to factory settings (using the setup software). If that fixes the problem, then it confirms corrupted files and must be fixed in the field (the unit does not need replacement).

How to revert the XD10P to factory settings:

Note: Your PC must be running the current XD10P setup software V1.00.26.

1. Connect your PC running the current XD10P setup software. **IMPORTANT: When connecting a PC to XD10P, run the PC off its battery (with AC cord disconnected) or use a ground lifter on the AC plug. Failure to do so will produce a ground loop which can cause corrupted files and cause the XD10P to fail.**
2. In the Setup Software, click File – Open and choose `Factory Defaults.10p` then click Open and Yes to save changes to untitled.
3. Try using the XD10P. If the problem continues, go to step 6. If the problem goes away then it confirms corrupted files and go to step 4.
4. Try reloading the settings saved on the Memory Module. See Figure 1 for button locations and do the below to download settings on the Memory Module to the XD10P:

- turn off write protect switch
- press and hold the reset button
- while pressing the reset button, power off the XD10P, count to 5, and reapply power
- wait for the XD10P to fully boot and let go of the reset button turn on write protect switch



5. If the problem comes back then the files on the Memory Module are also corrupted. In this case, try reloading the setup files for the unit from a saved file on your PC (saved from when the XD10P was installed). If you do not have the original file, then you'll need to do a complete setup and save that to the Memory Module. A complete setup is described in the XD10P manual.
6. If the problem does not go away then it's a hardware failure and you'll need to try swapping modules with a good unit to find which is causing the problem.

Old XD10P firmware inside the XD10P can also cause problems.

Be sure all your XD10Ps are at the current firmware versions:

XD10P Unit Firmware

As seen on "component information" screen of XD10P Setup Software

PIC Firmware V D080516
Matrix Firmware V 050215
NR Firmware V 050325
EQ Firmware V 051025

Current XD10P software, firmware, and manual can be downloaded from the DataSat support site <http://www.datasatdigital.com/Support/Products/XD10P.html>