

# Film-Tech

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# Dolby Laboratories Inc

Field Bulletin 211

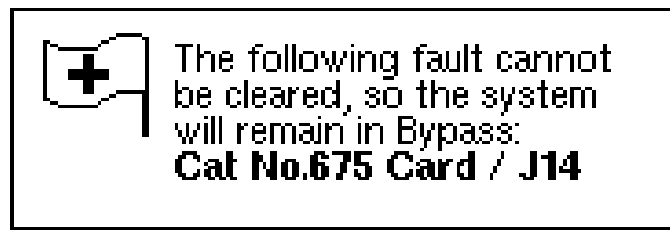
## Model CP500

### Cat. No. 675A Problems on Power Up

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | Modification Urgent                         |
| <input type="checkbox"/>            | Modification Recommended                    |
| <input checked="" type="checkbox"/> | Modification Required if Problem is Present |
| <input type="checkbox"/>            | Modification Required on Early Units        |
| <input type="checkbox"/>            | Information Bulletin                        |

### Symptom

A small number of Cat. No. 675A boards within a known range of serial numbers have occasionally been seen to show a problem when the CP500 is switched on. The CP500 will display a message indicating a problem with either or both of the Cat. No. 675A cards in slots J12 and/or J14 (see example below). The unit will remain in bypass.



### Background

Depending on the exact conditions within the CP500 as the unit powers up, it is possible that the Cat. No. 675A cards in slots J12 and J14 may not boot up and because of this, the unit will drop into bypass. The cause of this problem is on the Cat. No. 675A and has been identified and corrected on later boards. Earlier boards can be modified, but only by Dolby Laboratories at the factory.

### Potentially Affected Boards

A small number of Cat. No. 675A boards up to serial number 3147 and up to 505478 (for those boards with the 50xxxx prefix) may show this problem.



Signal Processing and Noise Reduction Systems

100 Potrero Avenue  
San Francisco, California 94103-4813  
Telephone 415-558-0200  
Facsimile 415-863-1373  
www.dolby.com

Wootton Bassett  
Wiltshire SN4 8QJ  
Telephone +44 1793-842100  
Facsimile +44 1793-842101

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## Solution

As an immediate solution, normal operation of the unit can often be restored by turning the unit off and on again using the power switch located inside the front panel. This may have to be done several times before the CP500 will boot up correctly. **When the system has powered up correctly there will be no further occurrence of this problem while the unit remains powered.**

The long term solution is to change both Cat. No. 675A boards in positions J12 and J14 for later or factory modified boards which are known not to show the problem. These boards can be identified as being after serial number 3147 or 505478 or by an additional label as shown below.

