

SONOSAX INFORMATION NOTES concerning bug fixes on SONOSAX recorder

FOR IMMEDIATE RELEASE

December 05. 2008

These information's concern the SONOSAX SX-R4, the MINIR82 and the Internal Recorder of the SX-ST mixer. This notes follows-up the warning posted on our website by Nov 19th 2008.

The issues described here below were noticed and reported on the previous Firmware releases, the new release V2.8.xxx solves the following problems:

(*Note: xxx denotes the build nr of the firmware. It varies according to the Recorder's model*)

- CF Card issue: possible corruption of files when recording simultaneously on HD and CF Card
- Time Code shift: Time code was shifted by 0,5 to 1,5 frame while pressing REC Key
- Monitoring & Line Out error: error occurred when set to MONO file and set the Monitor to MONO
- Some minor fixes on display and menu
please see the changelog in the "Download" page on our website for a full list of changes.

CF Card Issue:

After deep researches, we found that the issue of files corruptions could possibly happen when the HD or the CF Card was formatted with a MacIntosh (MacOS) or when the CF Card was not formatted at all. As per our knowledge, no issue were reported if the HD and the CF card were formatted with a PC (Windows). During our research we did several "Read/Write" performance test on different CF Cards, and the results show a significant difference if the CF Card was formatted with a PC (faster) or with a Mac (slower). The Firmware has now been modified to solve this issue. Intensive testing have been performed successfully with the firmware release 2.8.2174 (SX-R4) after formatting the HD and the CF Cards with MacOS version 10.5.5.

Shall you encounter a problem with your own system, please report the issue immediately to SONOSAX or to your nearest SONOSAX distributor, mentioning the exact MacIntosh model and its MacOS version.

RECOMMANDATIONS WHEN USING CF CARDS

- Any new CF Card must be fully formatted (FAT32) with a PC or a Mac before using it with any SONOSAX Recorder. When formatted for the first time, a full format is preferred rather than a quick format.
- Whenever possible, insert you CF Card with the recorder being switched OFF. Hot swap is not guaranteed with each CF card.
- Check that the CF Card works well before a new recording session, proceed simply by recording a few Takes of at least 30 seconds.
Obviously it was not possible to check our recorders with each and every MacIntosh loaded successively with each and every version of MacOS. Therefore, we strongly recommend you to fully check that your CF Card is properly working once formatted on your own system. Shall you encounter a problem, please report the issue immediately to SONOSAX or to your nearest SONOSAX distributor, mentioning the exact MacIntosh model and its MacOS version.
- Whenever possible, start your recording session with a CF Card having a capacity sufficient for the entire recording session (especially if your are activating the MIRRORING function)
- Make sure that your CF card is from original manufacturer. Some cheap copies do exist, which are unfortunately difficult to identify.
- Back-up your audio files on a regular basis, as often as possible

IMPORTANT NOTE ABOUT FORMATTING YOUR DRIVE INTERNALLY

Since Firmware version 2.6.xxx it is possible to reformat your drives internally (HD & CF Card). This function is accessible in the MISC Menu. Please carefully note that this performs only a quick format by simply erasing the FAT32 table. It does not perform a "full format" of your drive and therefore we recommend you to fully format your CF Card with a PC or a Mac before its first use.

Once properly formatted, then is safe to use the "Internal Format" functionality.

Time Code Shift issue:

A bug was reported concerning a Time Code shift each time the REC button was pressed. In fact this issue only happened when the Time Code was set to "Internal Output" mode. The T.C. was then freezing for a random period between 0,3 Frame up to 1,5 Frame. The Firmware versions 2.8.xxx fixes this issue.

Monitoring & Line Out issue:

When the recorder was set to MONO file in the "Record Settings" and with only one track assigned in the routing matrix and that the MONITOR and/or LINE-Out were set to MONO, then the Left channel was muted. The latest version 2.8.xxx fixes this bug.

CF Card performances and "Scratch Record":

As mentioned above, we noticed significant differences between CF Cards – depending on type and manufacturers - and whether they are formatted with a PC or a Mac. This may lead to a possible problem in not-recording a new Take on the CF Card in the so called "Scratch Record" mode.

E.G. when you are listening to a take or when browsing your takes, your recorder is obviously in Player mode. If you activate the REC button to immediately start a new Take (scratch record) then the recorder may stop recording on the CF Card and an alarm will be posted on the screen with a CF Flashing (a bip will also be audible in the monitor output) warning you that the take will no longer be recorded on the CF Card. This may happen with slower cards such as the SanDisk Ultra II, old Kingston etc. Several tests were performed successfully with the Extreme III 8Gb.

Please note however that your take will be properly recorded on the H.D. thus your take is not lost.

Therefore we recommend you, whenever possible, to exit the Player mode from the Menu to return to the usual Recording page before pressing the REC button.

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December 5. 2008