



# Service Bulletin

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Title: **DSP-3 Product Troubleshooting Guide**  
Bulletin #: DSP0002 Issue Date: July 18, 2001  
Models Affected: DSP-3 Bulletin Revision: A  
Production Range: all

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## Description:

This bulletin is designed to solve problems that may be encountered while setting up the DSP-3 for the first time or creating a configuration for the first time. It can also be used to determine whether or not the DSP-3 needs to be serviced. This bulletin is separated into a Hardware Troubleshooting Guide and a Software Troubleshooting Guide. Hardware consists of the DSP-3 unit and DSP-3 accessories. DSP-3 accessories include the DPX-1 external power supply, the DPX-2 DataPort cable and the DPX-4 mounting bracket. The software is Signal Manager.

This troubleshooting guide does not address all possible problems that can arise when using the DSP-3 but does include most common problems.

## Units Affected:

This bulletin applies to all DSP-3s. The Signal Manager software is subject to change without notice and changes may affect the Software Troubleshooting Guide.

## Symptoms:

Symptoms are described on the following pages in the form of questions on a flow chart.

## Instructions:

Determine whether the problem is hardware related or software related. Select the appropriate troubleshooting guide from the following pages. If the problem cannot be classified, start with the Hardware Troubleshooting Guide. Begin at the block labeled START and answer the yes or no questions outlined by diamonds. Follow the arrows according to the yes or no answer until a solution is found.

## Tools and materials required:

- Multimeter (optional)

# DSP-3 Hardware Support Troubleshooting Guide

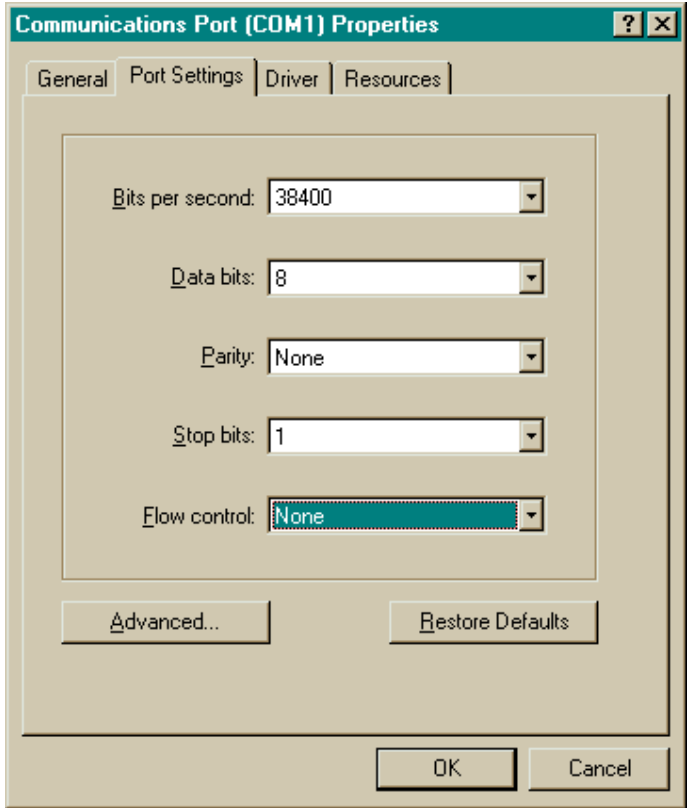
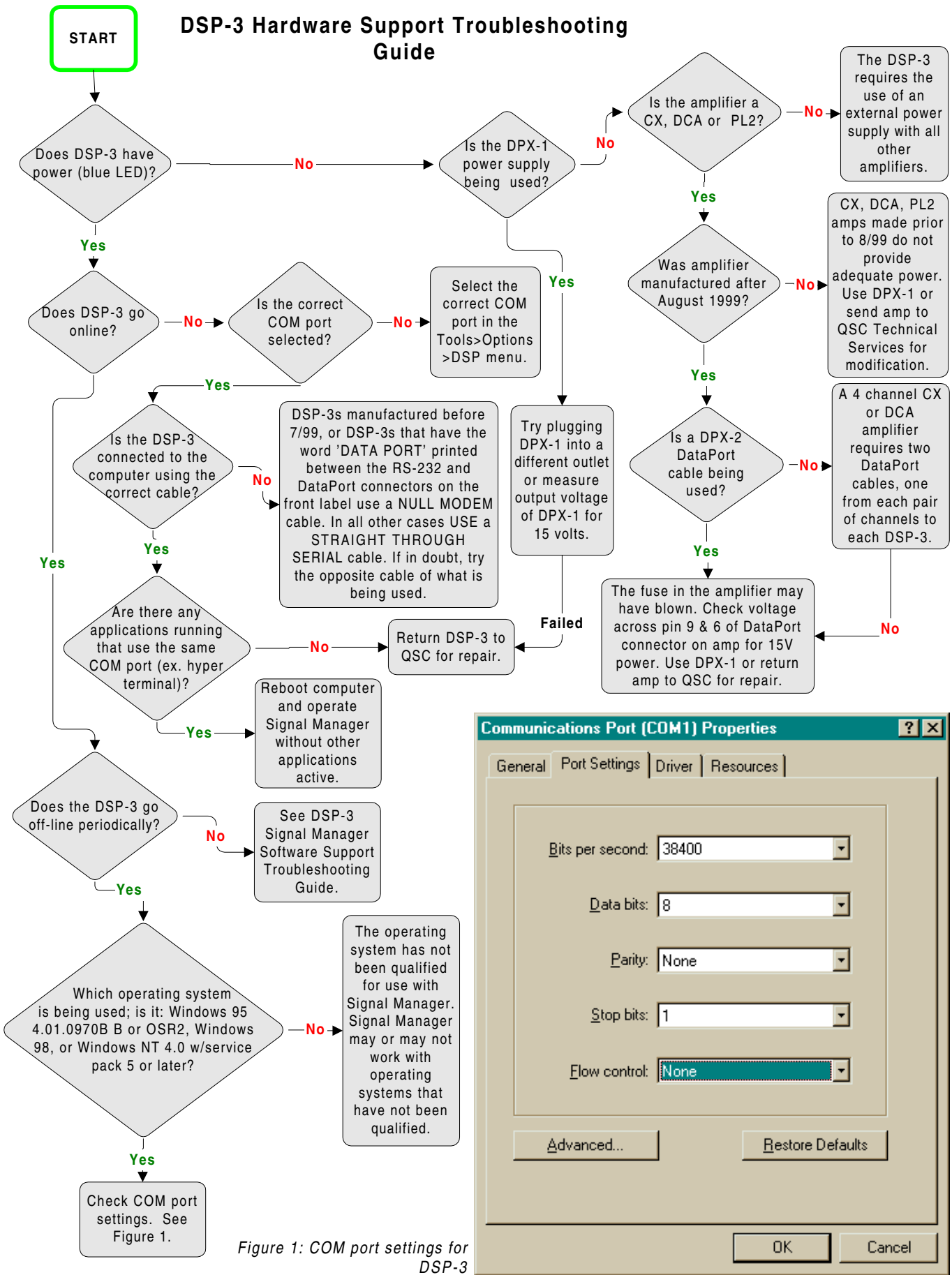
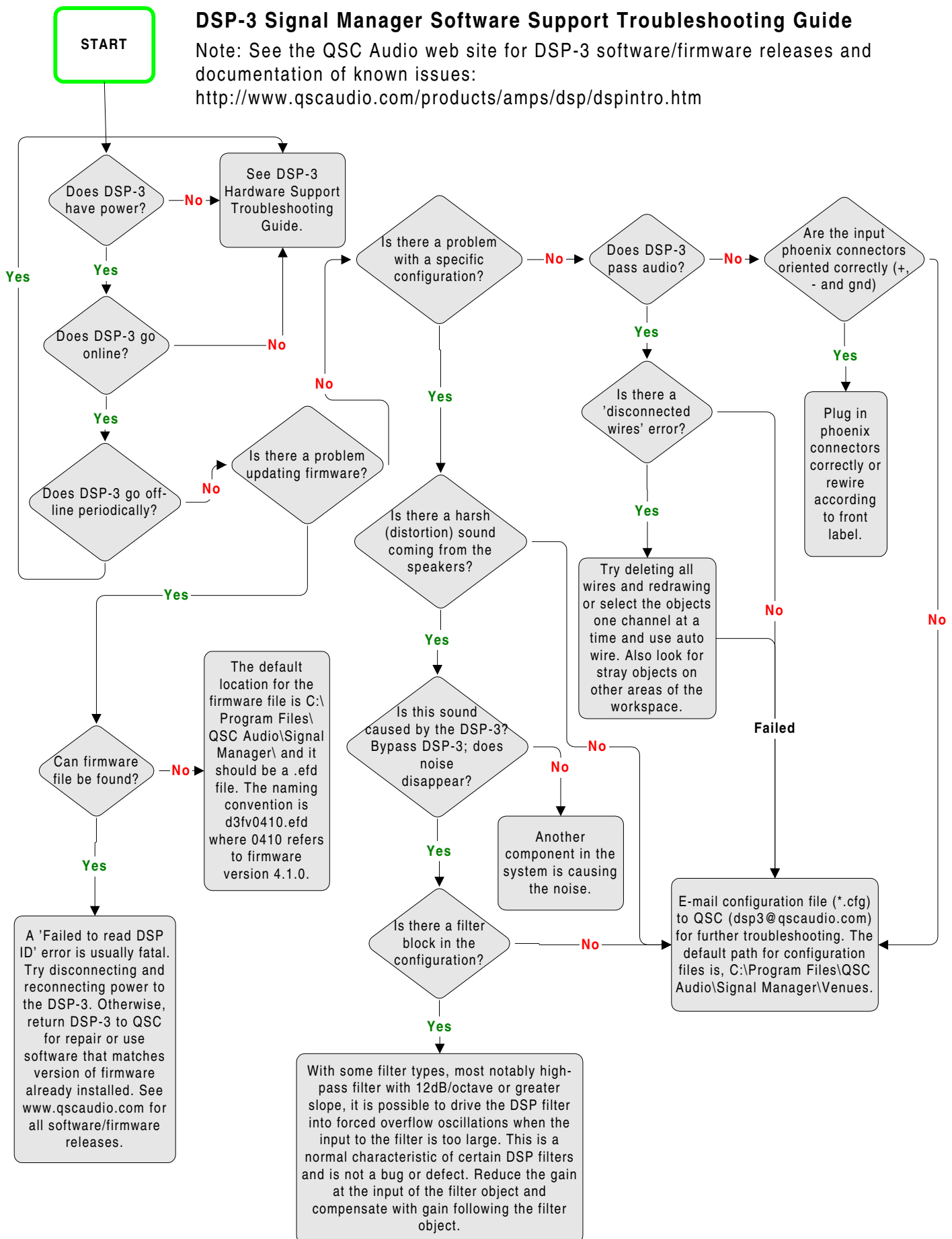


Figure 1: COM port settings for DSP-3

# DSP-3 Signal Manager Software Support Troubleshooting Guide

Note: See the QSC Audio web site for DSP-3 software/firmware releases and documentation of known issues:  
<http://www.qscaudio.com/products/amps/dsp/dspintro.htm>



## **Contact information**

If you need any further information regarding this service procedure, please contact QSC Technical Services at the addresses or numbers below. You can also order CM16 parts; to expedite processing please use the correct part number when ordering.

*Telephone:* 1-800-772-2834 (within USA only)  
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*Fax:* +1 714-754-6173

*E-mail:* [tech\\_support@qscaudio.com](mailto:tech_support@qscaudio.com)

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