



TC·HELICON®
V O C A L T E C H N O L O G I E S

VP+ Field Upgrade

Troubleshooting Notes

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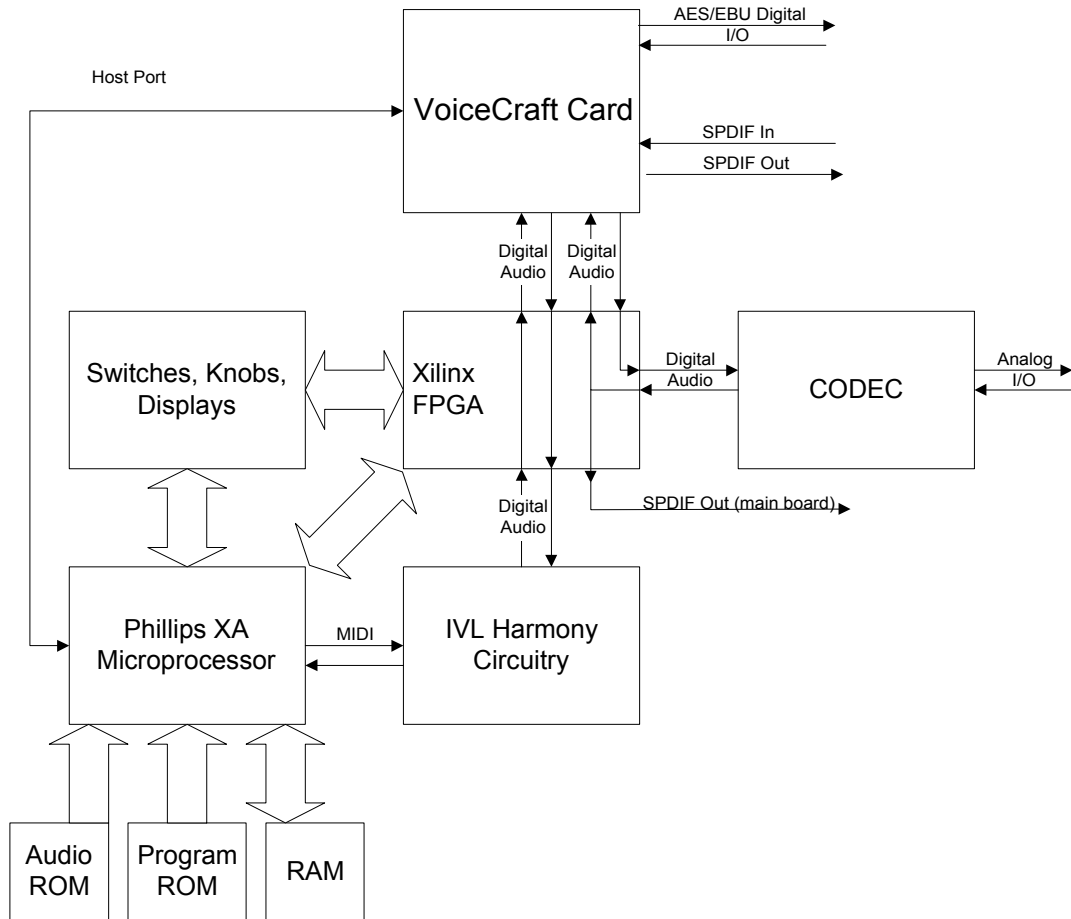
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1. OUTLINE

The purpose of this document is to provide information to assist in troubleshooting problems from upgrading VP+ units, either from the process of VP → VP+ upgrades or from the process of software upgrades via MIDI.

2. VOICEPRISM PLUS BLOCK DIAGRAM



Notes:

- U6 on the VoiceCraft card provides software for the 56362 on the VoiceCraft card.
- U38 on the VP main board provides software for the Philips XA processor.
 - This software also provides FPGA configuration data for the Xilinx FPGA.
- U44 on the VP main board provides sample audio data for the demo mode of the unit.
- U28 provides software for the IVL harmony circuit which is run on U12, ADSP2181.

3. TROUBLESHOOTING NOTES

	Symptom	Possible Causes	Solutions
1	After powerup VoicePrism Plus screen displayed, sound of relays switching heard. Display does not go past VoicePrism Plus screen	<ul style="list-style-type: none"> a. Faulty or no VoiceCraft software (VC software resides on U6 on the VoiceCraft Card) b. VoiceCraft Card cable incorrectly connected to main board. c. Faulty VoiceCraft Card 	<ul style="list-style-type: none"> a. Replace Flash (U6) b. Make sure VoiceCraft Card cable is correctly attached to header on VP main board c. Replace VoiceCraft Card
2	“Faulty VoiceCraft Software Present” message displayed on screen	<p>VoicePrism powered down during “PROCESSING PLEASE WAIT” message of VoiceCraft software MIDI download procedure.</p> <p>Power glitch during upload procedure</p> <p>MIDI Data corruption during upload procedure</p>	Re–send VoiceCraft_xxx.syx, make sure that the unit is not powered off until “UPLOAD COMPLETED” message is displayed. Power off, power on and the unit should work properly.
3	Screen Blank, not even backlit	VoiceCraft cable not plugged correctly into VP main board	Unplug VP+ Gently unplug VC cable from the VP main board trying to avoid bending the pins on the main board. Correctly plug cable into main board.
4	Screen blank, backlit	<ul style="list-style-type: none"> a. VP software missing b. VP+ MIDI upload failure – user may not have waited long enough after sending clearflash.syx or MIDI data connection may have failed during upload. c. U38 forced in to socket with incorrect orientation. d. Bad flash memory (U38) e. Main board serious failure or something else. 	<ul style="list-style-type: none"> a. Replace Flash (U38) b. Via MIDI send clearflash, wait 10 seconds, send VP+xxx.syx. c. Remove U38 and put back in with correct orientation. d. see a. e. Try putting VP103 (regular VoicePrism software) in location U38 and remove the VoiceCraft Card. If the unit operates OK, then put VoiceCraft card in. If the unit still

4	Screen blank, backlit (continued)	f. EEPROM settings corrupted	operates OK then it must be a U38 flash problem, if the unit fails to work with the VoiceCraft card in, then there may be a short in the VoiceCraft card. f. **The following procedure will erase presets: Hold left arrow, Preview and Store buttons while powering up the unit. This will run the BIST and reset any parameters that may have caused the screen to go blank.
5	Input LEDs flashing erratic	Incorrect software match between VP+ and VC	Press Utility and then left arrow to the Version tab. Valid combinations of software are: VoicePrism Plus Version 1.00 and VoiceCraft V1.00 or VoicePrism Plus Version 1.05 and VoiceCraft V1.10 The above software combinations will operate without the flashing LED's however, the software should be upgraded to the most current version. Please follow procedures in VP+ Software Upgrade.doc