

## 9. TROUBLESHOOTING

### 9.1 SYNCHRONIZATION WITH THE PC

#### 1. bit One HD functioning problems

- If, while tuning the system with a laptop PC connected to the bit One HD, should present any functioning problems, try to disconnect the laptop PC power supply cable. In this way, with the laptop PC working on battery power, a possible voltage difference in the USB ground connection between the car (bit One HD) and ground (PC) can be avoided.

#### 2. bit One HD does not connect to PC software

- If, while tuning the system with the PC connected to the bit One HD, the device is switched off and then on again, the connection is lost and the software can not "finalize" the selected setup. If you don't want to lose the modifications and setup previously selected, proceed as follows:
  - a- save the setup as a file on the PC using the function: FILE / SAVE SETUP;
  - b- exit the software;
  - c- turn on the bit One HD;
  - d- launch the software again;
  - e- load the setup file again using the function: FILE / LOAD SETUP

#### 3. bit One HD does not respond

- If, while tuning the system with the PC connected to the bit One HD, the device does not respond, proceed as follows:
  - a- turn the bit One HD off:
    - by DRC MP, or
    - disconnecting the Remote IN, or
    - disconnecting the power supply cable for a few seconds;
  - b- save the setup as a file on the PC using the function: FILE / SAVE SETUP;
  - c- exit the software;
  - d- turn on the bit One HD;
  - e- launch the software again;
  - f- load the setup file again using the function: FILE / LOAD SETUP.

#### 4. Settings not saved

- In order to successfully complete the bit One HD setup phase and not lose the settings performed, remember to save the selected settings. Select File from the main software menu via the PC and then choose "Finalize to bit One HD".

### 9.2 BACKGROUND NOISE

#### Loud whistle /background hiss

In case a loud whistle / background hiss can be heard, it may be necessary to repeat the input sensitivity auto-setup and / or to rectify the output levels adjustment. For more information, [see sections 7.2 in this Manual](#).

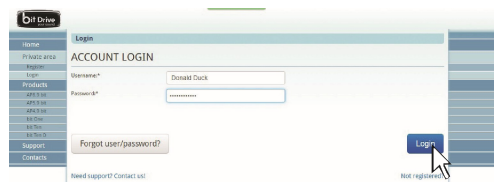
### 9.3 FIRMWARE UPGRADES

If there are product UPGRADES available online, proceed as follows

- Save the previous setup (if you wish to consult it in OFFLINE mode)
- Disconnect the bit One HD "Pre Out".

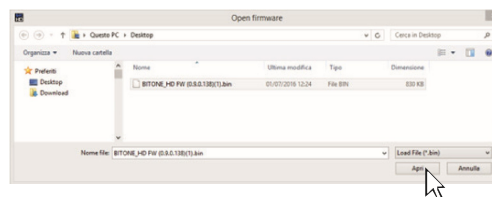
Start the bit One HD PC software and select TARGET mode.

1. Access the "File" menu in the PC management software and choose "Check for Updates".
2. When you select "Check for Updates", the internet browser in the PC will open up and will automatically search for the URL: [www.audisonbitdrive.eu](http://www.audisonbitdrive.eu). Once the related page is open, click on the LINK for the product.



- Identify the newest file whose name includes the word Firmware followed by four numbers and click on the specific symbol to start the download. When requested, save the file to the PC.

- Select "**Update Firmware**". The program will ask you to select the file that was just saved from the Download Area or that was previously saved in the PC.

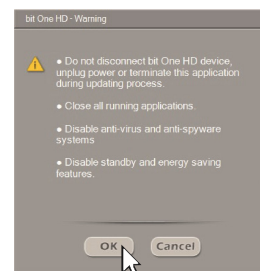


**WARNING:** the bit One HD Firmware update procedure may be delicate. It is extremely important that it is performed under the best possible conditions.

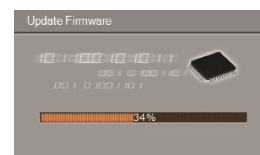
If the operation is started and prematurely interrupted (e.g.: PC locked up, loss of power to the bit One HD, accidental disconnection of the USB cable during update), our After Sales Service might need to be contacted to reprogram the **bit One HD**.

- Before starting the bit One HD update, the program warns you to:

- not disconnect the bit One HD from the PC;
- not disconnect the bit One HD from power;
- temporarily disable the PC automatic stand-by processes;
- temporarily disable the screen saver on the PC;
- close all running applications;
- temporarily disable the anti-virus and anti-spyware systems.

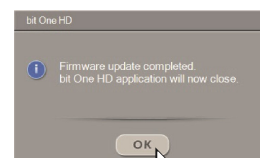


- Once you have clicked on **OK**, the Firmware update procedure starts. This process will last between 30 seconds and 1 minute; the progress bar and the flashing logo on the bit One HD will show the updating process status.



**WARNING:** during the update, the progress bar may stop for a few seconds. Do not interrupt the process in any way.

The performed update is displayed on the dialog window. To use the bit One HD again, close the program on the PC and turn off the bit One HD.



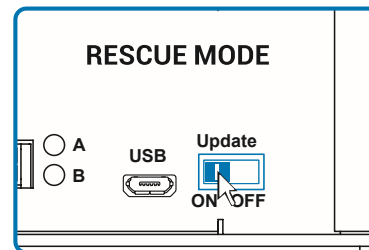
- Turn bit One HD back on and restart the PC software. If bit One HD firmware update has been completed correctly, the dialog window will display the following:
  - new bit One HD Firmware version.

- Repeat the product calibration operations ([see sec. 7.2](#)).

## 9.4 RESCUE MODE

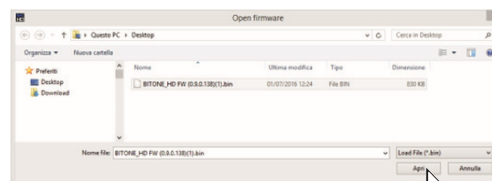
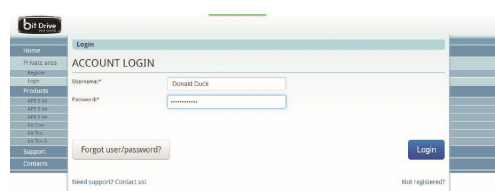
If there are product UPGRADES available online, proceed as follows:

- save the previous setup (if you wish to consult it in OFFLINE mode);
- disconnect the bit One HD "Pre Out" .
- disconnect the bit One HD terminal block.
- place the Upgrade Mode switch to "ON" position.
- connect the bit One HD terminal block. The logo on the product starts flashing.



Start the bit One HD PC software and select "**RESCUE MODE**".

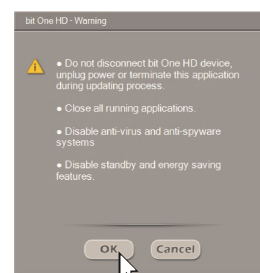
1. Access the "**File**" menu in the PC management software and choose "**Check for Updates**".
2. When you select "**Check for Updates**", the internet browser in the PC will open up and will automatically search for the **URL**: [www.audisonbitdrive.eu](http://www.audisonbitdrive.eu). Once the related page is open, click on the LINK for the product.
3. Identify the newest file whose name includes the word Firmware followed by four numbers and click on the specific symbol to start the download. When requested, save the file to the PC.
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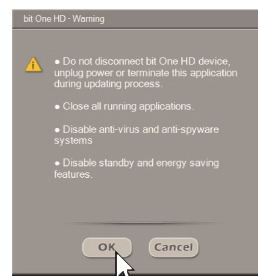
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5. Before starting the bit One HD update, the program warns you to:
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  - temporarily disable the PC automatic stand-by processes;
  - temporarily disable the screen saver on the PC;
  - close all running applications;
  - temporarily disable the anti-virus and anti-spyware systems



6. Once you have clicked on OK, the Firmware update procedure starts. This process will last between 30 seconds and 1 minute; the progress bar and the flashing logo on the bit One HD will show the updating process status.



7. Place the "UPGRADE" switch to OFF position.
8. Disconnect and the connect again the bit One HD terminal block.
9. Turn bit One HD back on and restart the PC software. If bit One HD firmware update has been completed correctly, the dialog window will display the following:
- new bit One HD Firmware version.
10. Repeat the product calibration operations ([see sec. 7.2](#)).

