# INSTALLATION INFORMATION

## *DM-24 V2.0 software upgrade.*

## *Installation procedure.*

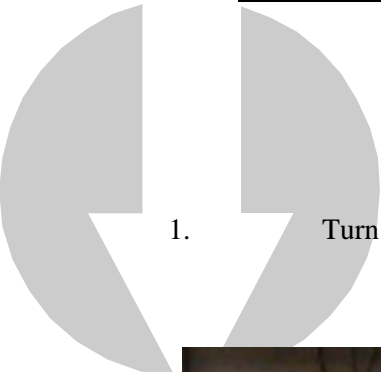1.  Turn the power off and remove the power cable from the wall socket before starting the installation.
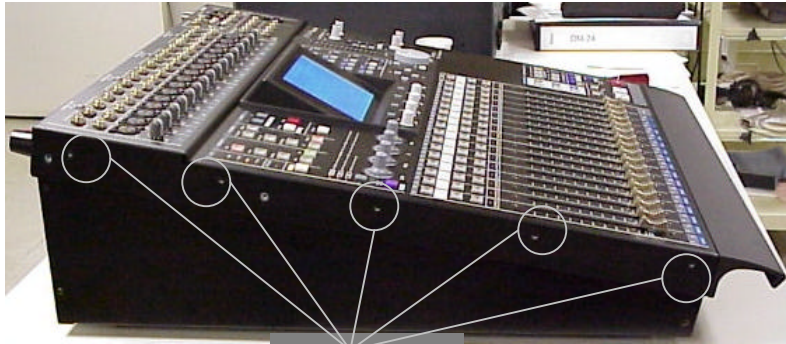
**TASCAM**

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7733 Telegraph Road
Montebello, CA 90640
Phone (323) 726-0303
Fax (323) 727-7632
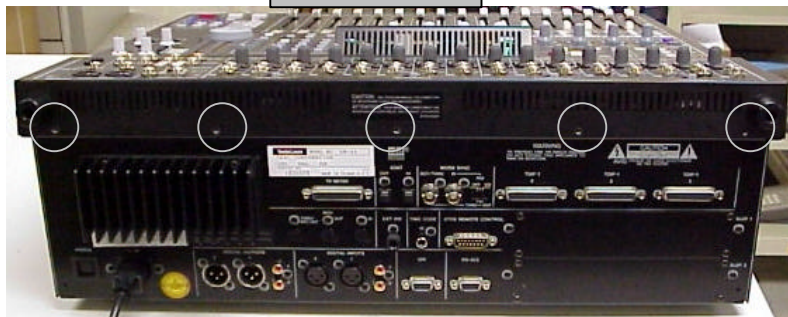
**INSTALLATION INFORMATION**

2.          Raise the unit's top cover by removing 15 cover screws. (See Ex. 1)



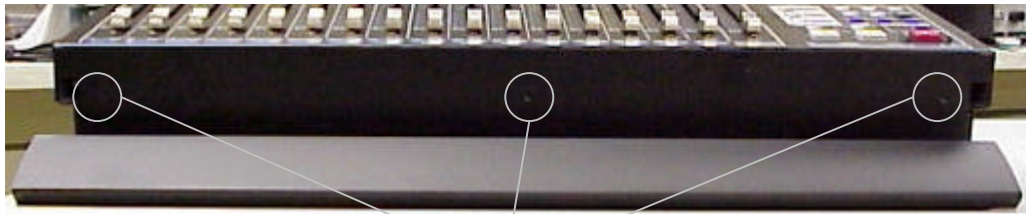5 SCREWS
(LEFT SIDE)



5 SCREWS
(RIGHT SIDE)



5 SCREWS
(REAR)

Ex. 1

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3.  Detach the armrest by removing the 3 screws located underneath. (See Ex. 2)



3 SCREWS
(ARM REST)

**Ex. 2**

4.  To keep the top cover in a raised position, partially insert a screw on both sides of the case where indicated. (See Ex. 3)
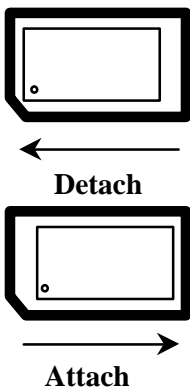


**Ex. 3**

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5.　　　Looking into the unit from the rear right side, you will see the (3) I.C.'s to be replaced. (See Ex. 4)



PANEL
U31

MAIN
U7

MAIN
U6



The EPROM can be removed by sliding the black plastic locking device in the direction shown below. The holder then lifts from the PCB allowin removal of the EPROM.  Reverse the procedure to install  the new EPROM.
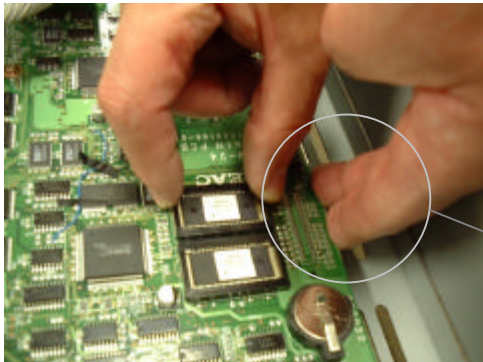


**Detach**

**Attach**

Ex. 4

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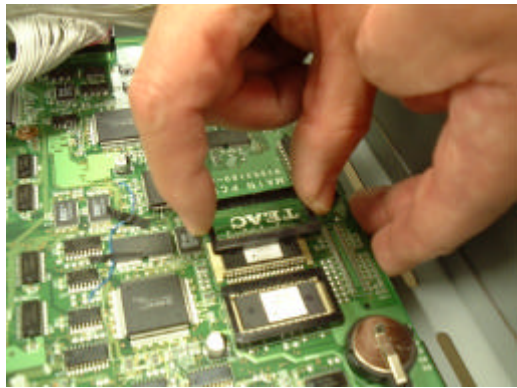
**IMPORTANT INFORMATION!!!**

*To prevent damage to the EPROMs or EPROM sockets, it is imperative that they are removed and installed exactly as shown in the following photos.*

**REMOVAL**

One hand is providing support to the PCB while the other removes the locking device

To keep the PCB from flexing and possibly cracking, provide support to the PCB while the locking device is being removed.
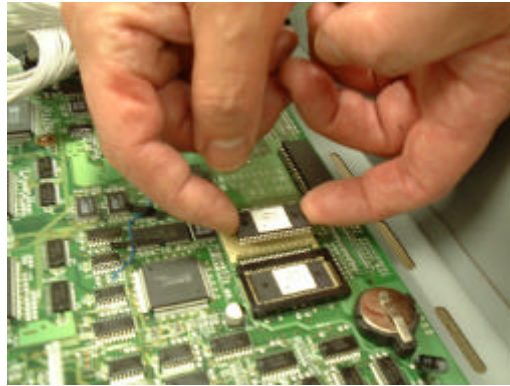
Remove the locking device by lifting it **STRAIGHT** up and away from the EPROM.

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| INSTALLATION INFORMATION |

Remove the EPROM by placing the index finger of each hand on each end of the EPROM. Applying equal pressure to both ends of the EPROM, lift it **STRAIGHT** up and away from the socket.



**NEVER REMOVE THE EPROM BY LIFTING IT FROM ONLY ONE SIDE**!!!!!!!!!!
This can cause the EPROM legs to bend or break and the socket to be damaged.
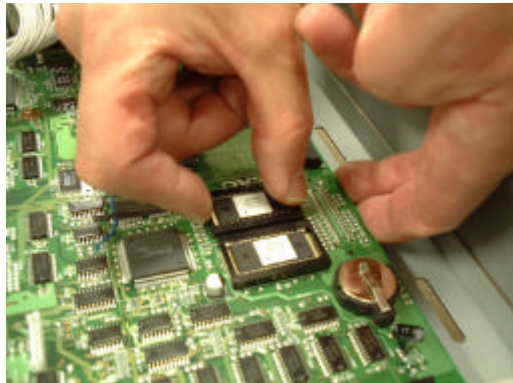
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**INSTALLATION**



Holding the EPROM firmly and parallel to the PCB, place the EPROM **STRAIGHT** down into the socket.
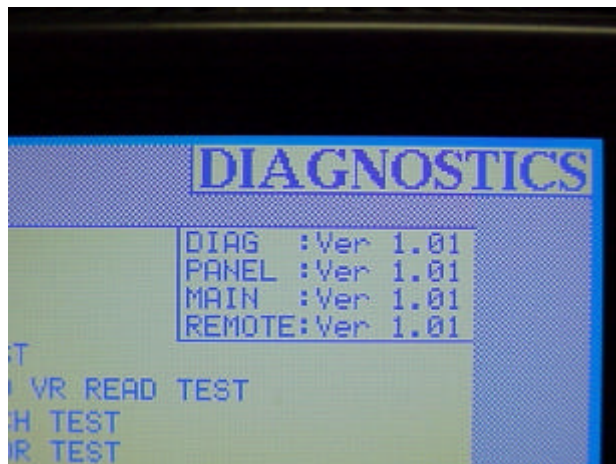


Once again, provide support to the PCB while the locking device is being reinstalled.

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6.   Confirm the new software version by simultaneously holding down the "**2 ND F**.",
     "**HIGH"** (E.Q.) and the " **-** " (LIBRARY) buttons while powering on the DM-24
     (Diagnostics Mode). (See Ex. 5)





**Ex. 5**

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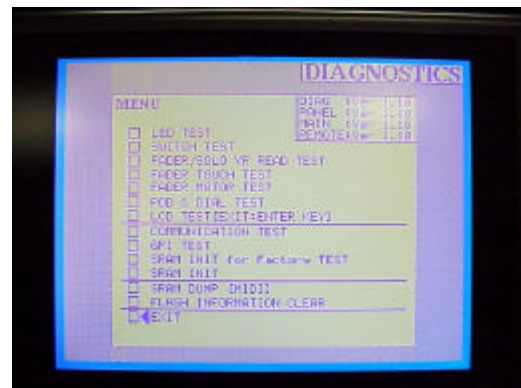Phone (323) 726-0303
Fax (323) 727-7632

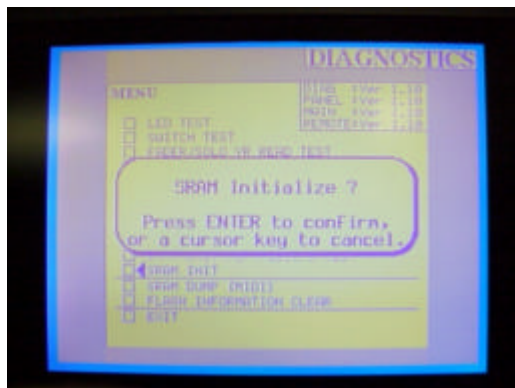**INSTALLATION INFORMATION**

7. While in "Diagnostics Mode", using the cursor keys, select **SRAM INIT**. Press **ENTER** to select and **ENTER** again to perform the function. Using the cursor keys, select **EXIT** then press **ENTER**. (See Ex. 6)



CURSOR KEYS

ENTER KEY



8. Secure the unit by reversing steps 1,2,3 and 4.

**Ex. 6**

9. Return the old EPROMs to TASCAM using the pre-addressed envelope.

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1.  **IF ELECTING TO HAVE L.A. FACTORY SERVICE DO THE UPGRADE:**

    The requester will be responsible for labor charges (if the unit is out of warranty) and the cost of shipping the unit to and from our Los Angeles Factory Service location.

    *Additional repair costs may be incurred for services requested other than the upgrade.*

    The unit must be addressed to the following location in the following manner.

    > **TEAC AMERICA, Inc.**
    > **(Factory Service)**
    > **ATTN: DM-24 Upgrade Program**
    > **7733 Telegraph Road**
    > **Montebello, CA 90640**

    For Labor estimate or status, please contact Factory Service.

    **(323) 727-7627**
    **or**
    **e-mail to:** tascamrepair@teac.com

2.  **IF ELECTING TO HAVE A LOCAL SERVICE AGENCY DO THE UPGRADE:**

    To locate the nearest Authorized Service Agency, call (800) 447-8322. Follow the prompt to find the closest "TASCAM" agency (bypass the TEAC agency selection and press #3).

    Call the Agency and arrange for a convenient time to have the upgrade completed. They will inform you of any estimated labor charge.

**TEAC**AMERICA, INC. . . . . . . . . . . . . . . . . . . . . . . . . .