



# Avid DigiTest™ Guide

Version 10.1

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## Documentation Feedback

At Avid, we are always looking for ways to improve our documentation. If you have comments, corrections, or suggestions regarding our documentation, email us at ***techpubs@avid.com***.

# Avid DigiTest

Use Avid DigiTest to run diagnostic tests on the hardware for your Avid HDX, HD Native, or Pro Tools|HD system. You can also use DigiTest to update the firmware for your Avid HD audio interfaces and SYNC peripherals.


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## Installing Avid DigiTest

Avid DigiTest is automatically installed with Pro Tools®HD software. You can also download the latest version of Avid DigiTest from [www.avid.com](http://www.avid.com).

After it is installed, Avid DigiTest resides in the following folder on your hard drive:

/Avid/Pro Tools/Pro Tools Utilities

 *Before you run Avid DigiTest, mute or lower the volume of all output devices. Very loud digital noise may be emitted during the test.*

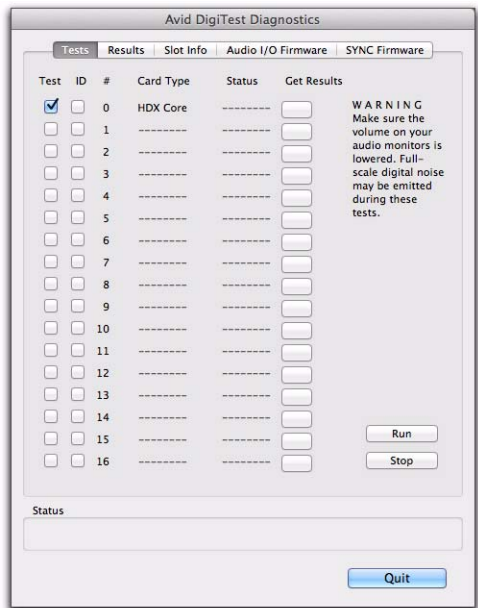
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## Launching Avid DigiTest

**To launch Avid DigiTest:**

- 1** Quit Pro Tools if it is running.
- 2** Mute or lower the volume of all output devices on your system.
- 3** On your computer, go to the /Avid/Pro Tools/Pro Tools Utilities folder.
- 4** Locate and double-click the DigiTest application icon.

Avid DigiTest opens and lists the supported cards it finds in your system.



Avid DigiTest Diagnostics window, Test page (HDX shown)

**⚠** If you have a large number of cards or audio interfaces, it may take a while for the Avid DigiTest window to appear, as Avid DigiTest scans for all cards and interfaces connected to the system.

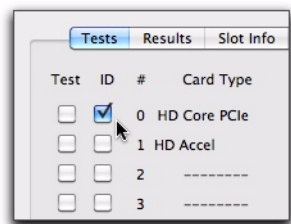
**⚠** The order in which cards are listed within Avid DigiTest may not match the actual slot locations of cards installed in your computer or expansion chassis. This is normal and does not affect Avid DigiTest operations in any way.

# Identifying Pro Tools Cards

You can use Avid DigiTest to identify which cards are in which slots in your system. This is especially useful if you have multiple Pro Tools cards of the same type installed in your system.

## To identify Pro Tools cards:

- 1 Quit Pro Tools if it is running.
- 2 Launch the Avid DigiTest application.
- 3 Open your computer case or expansion chassis so you can see the top edge of the cards installed in your system.
- 4 In the Test page, select the ID check box next to a card name. The green LED near the top edge of the corresponding card flashes.



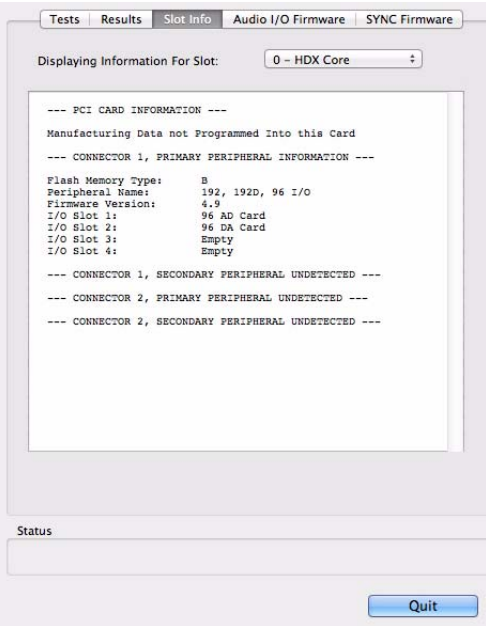
Selecting ID for a card in the DigiTest Tests window

# Viewing Pro Tools Card Information

Avid DigiTest can display identifying information such as serial number, date of manufacture, and firmware ROM version for each card in your system. This information is useful if you need to contact Technical Support about your Pro Tools hardware.

## To display information for a card in your system:

- 1 Quit Pro Tools if it is running.
- 2 Launch the Avid DigiTest application.
- 3 Click Slot Info.



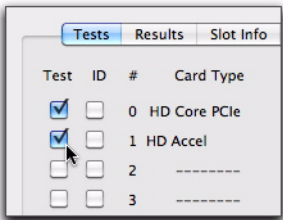
Avid DigiTest Slot Info page

- 4 Choose a card slot from the pop-up menu.

# Testing Pro Tools Cards

## To test Pro Tools cards:

- 1 Quit Pro Tools if it is running.
- 2 Launch the Avid DigiTest application.
- 3 In the Avid DigiTest Tests window, select the cards in your system you want to test by selecting Test in the left hand column for each card.



Selecting Test for a card in Avid DigiTest Tests page

- 4 Click Run.

For Pro Tools|HD systems, if cards are not installed in the proper order, Avid DigiTest displays error codes in the Status box of each card identified as being misconfigured.

The more cards and audio interfaces in your system, the longer the test will take.

💡 LEDs on your digital interfaces may light up during this test. This is normal.

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## Viewing Test Results

### To view the test results:

- 1 Do one of the following:
  - Click the Get Results button next to a card name.
  - or –
  - Click Results and choose a card name from the pop-up menu.
- 2 In the Results page of the Avid DigiTest window, do one of the following:
  - Click Show Failures Only to display failed tests for the selected card.
  - or –
  - Click Show All Results to display all test results for the selected card.
- 3 Click Quit to close DigiTest.
- 4 Restart your computer.

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## Errors and Undetected Cards

When using Avid DigiTest, the following errors or issues may occur:

- Avid DigiTest fails to launch.
- An error message has been displayed for a card in Avid DigiTest.
- A supported card is installed but not automatically detected during Avid DigiTest.

## Card Not Detected

### If a supported card is installed and is not automatically detected:

- 1 Quit Avid DigiTest.
- 2 Turn off the entire Pro Tools system.
- 3 Reinstall the card.
- 4 Check the card seating.
- 5 For Avid HDX systems with one or more cards, check the HDX card power cable connections to ensure that the cards are receiving power.
- 6 For Avid HDX systems with two or more cards, check the HDX TDM cable connections. Check the orientation of the cable from card to card (ports B to A), and check the integrity of the FlexCable connections to the cards.
- 7 For Avid HDX systems with two or more cards, make sure at least one Avid HD audio interface is connected to the first port of the first card installed in the system, and that the interface is powered on.
- 8 For Pro Tools|HD 2 or greater systems, check the TDM FlexCable connections. Check the orientation of the cable from card to card (ports B to A), and check the integrity of the FlexCable connections to the cards.
- 9 Turn on the system.
- 10 Run Avid DigiTest again.



*For information about installing cards, see the installation guide for your system.*

## Updating Audio Peripheral Firmware

Avid DigiTest can be used to update the firmware for your Avid HD audio interfaces. The following interfaces are supported:

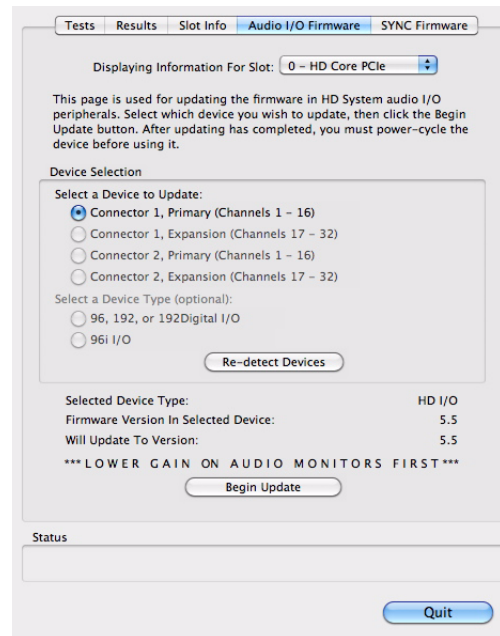
- HD I/O
- HD MADI
- HD OMNI
- 192 I/O™
- 192 Digital I/O™
- 96 I/O™
- 96i I/O™

Within Avid DigiTest, the Audio I/O Firmware page tells you the firmware version for the selected peripheral and lets you update to a newer version, if necessary.

### To update the firmware in a Pro Tools|HD audio interface:

- 1 Quit Pro Tools if it is running.
- 2 Launch the Avid DigiTest application.

### 3 Click Audio I/O Firmware.



*Avid DigiTest Audio I/O Firmware page*

4 Choose a card slot from the pop-up menu. If any Avid HD audio interfaces are connected to the card, the Primary or Secondary options will become available in the HD Peripheral section of the Firmware page.

If any connected interfaces are not recognized, check the connections and power to each interface and click Re-Scan.

5 Under HD Peripheral, select Primary or Secondary to view the firmware version for the corresponding interface. The firmware version is displayed just below the HD Peripheral section of the Firmware page.

6 If the firmware version is not current, click Begin Update to update the firmware in the selected audio interface.

The status of the firmware update process is displayed in the status area at the bottom of the Firmware page.

7 After the update process is complete, click Quit to close Avid DigiTest.

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## Updating SYNC Peripheral Firmware

You can update the firmware on an Avid SYNC peripheral (SYNC HD and SYNC I/O) from the Avid DigiTest application.

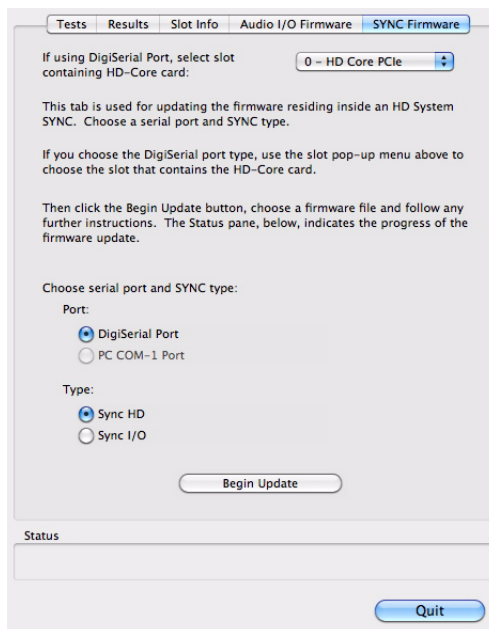
### To update the firmware in a SYNC peripheral:

1 Quit Pro Tools if it is running.

2 Confirm that the SYNC peripheral is properly connected to your computer in one of the following ways:

- If it is connected to a Pro Tools system, it should be connected to the DigiSerial Port on the first Avid HDX card in the system, the HD Core card, or the HD Native card (depending on which system you have).
- If it is connected to a Windows computer without Pro Tools, it should be connected to the COM 1 port on the computer with a standard serial cable.

### 3 Launch Avid DigiTest.



*Avid DigiTest SYNC Firmware page*

4 Click SYNC Firmware.

5 If you are using a DigiSerial Port connection, make sure you have selected the Avid HDX card, Pro Tools|HD Core card, or HD Native card from the pop-up menu (depending on which system you have).

6 Select the type of port connection for the SYNC peripheral (DigiSerial Port or COM Port).

7 Select the type of SYNC peripheral you are updating (SYNC HD™ or SYNC I/O™).

8 Click Begin Update.



**9** Locate the firmware file that corresponds to the SYNC peripheral you are updating.

- The firmware file for SYNC I/O has a file extension of .SYC.
- The firmware file for SYNC HD has a file extension of .SYH (1st generation SYNC HD) or .SY5 (second generation SYNC HD).



*Avid DigiTest automatically shows the correct firmware file type for your SYNC HD, so you don't need to choose between .SYH and .SY5 file types. Only the correct file type for your SYNC HD is available when updating firmware using Avid DigiTest.*

**10** Follow the on-screen instructions to power cycle the SYNC peripheral while holding the Set button.

**11** Wait for the firmware update to complete. Do not power off the SYNC peripheral while the update is in progress.

**12** When the update is complete, click Quit.







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