
XRX Software Issue

Posted by dmanuel - 2007/08/28 16:01

I recently had my XRX software updated by Zaon. I have not tried to interface it with my 496 (using the interface cable I purchased from Zaon), but did try to use it in the standard configuration. The screen kept toggling between a good display screen, to an alert that altitude was not available to displaying a series of solid blocks where text normally appears. Has anyone else encountered this after a s/w update?

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Re:XRX Software Issue

Posted by akettlet - 2007/09/09 11:10

I've got a new XRX V1.5 which is showing scrambled graphics (the 4 quarters of the screen are displayed in the wrong positions)

Sometimes a reset fixes the issue, sometimes I have to reset 20-30 times before the units displays OK.

Sometimes the unit will display OK, then scrambles it's self. This is providing more of a distraction than a aid during flight.

Any ideas?

Andy

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Re:XRX Software Issue

Posted by zaon - 2007/09/20 11:46

We have found that in a very small number of units in a specific production lot, one or more pins of the main processor can become loose or unconnected. The symptoms are always the same: the unit may work fine for a while, then the screen will be as you described. We have made sure this has not and will not happen since, and there is a simple and easy fix, which involves a quick repair (covered under warranty). Call us or email to receive an RMA and we will expedite your unit.

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Re:XRX Software Issue

Posted by akettlet - 2007/09/20 12:15

Thanks Zaon for the information. My unit is already winging it's way back to you.

Andy

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Re:XRX Software Issue

Posted by Rob175 - 2007/09/25 12:23

The same happened to my XRX after about 3 weeks.

When I called I was told to send it back and that they would take care of it ASAP.....I'm happy to report that they turned it around the same day and sent it back to me.

Mine is now almost 2 months old and no additional problems have been experienced. I did take note that you said yours was new also but that yours had software version 1.5.....mine has software version 2.0

I wonder what the difference is between 1.5 and 2.0?

RW

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Re:XRX Software Issue

Posted by dmanuel - 2007/09/28 09:22

This is good to know. I will send my unit back for a check-up. I was using it two weeks ago and when it went into the alert mode, the screen would toggle to the black box mode, but did not have the altitude issue on this flight. This is not saying it would not happen again.

Having said that, I will add that I enjoy flying with the XRX backing me up.

DKM

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Re:XRX Software Issue

Posted by Rob175 - 2007/09/28 12:13

It appears that Zaon is aware that some of the XRX's have (as it was explained to me) a loose processor connection that they can easily fix and correct so that it does not happen in the future.

My screen developed black boxes that sort of moved around and then eventually when ALL black. As I wrote they fixed it quickly.

However, since this seems to be a problem that they are aware of, I'm somewhat surprised that they have not announced a formal recall, or at least publicized the affected serial numbers. Had I know ahead of time I would have gladly sent my unit in for "pre-emptive" service rather than AFTER it began to fail.

Just a suggestion.....but advance notice via a recall is my preference.

RW

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Re:XRX Software Issue

Posted by Rob175 - 2007/10/01 08:59

First, let me say that I'm very happy with my XRX.

I would, however, like to see more discussion of SCREEN B. Does it depict in the same quadrants as the arrows? How often does it update? Do the airplane targets "move"?

One suggestion, it would be fantastic if the PRIMARY target in the Screen B depiction could be displayed BOLDER than the other two secondary targets. I think that would be a great feature.

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Re:XRX Software Issue

Posted by zaon - 2007/10/01 22:40

The intent of screen B was to get a general sense of where the aircraft are in a graphical sense. In effect, this was a way to test the output for third-party integration, and we thought it might be of use as a stand-alone feature, so we left it in. The targets update with the same frequency and data as on the main screen (and as on a third-party screen, for that matter). It depends on many factors, such as how many interrogations are being transmitted, or how prevalent is SSR or TCAS interrogations. The traffic is roughly placed in 22 deg. slices around your aircraft. However, due to the pixel constraints, the resolution is more limited than, say, a third-party screen, which can accurately and smoothly show down to 10 deg. increments.

Thanks for the tip on the bold idea. We'll see if that can be worked into a future firmware update.

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Re:XRX Software Issue

Posted by Rob175 - 2007/10/02 08:36

Thanks for your very informative reply to my question.

I think ZAON would be surprised to learn that many people prefer the Screen B display. I know 5 others who fly the XRX using Screen B exclusively. The primary reason, they tell me, is that trying to mentally process 3 targets information is somewhat difficult as opposed to seeing a graphical depiction which they feel is more intuitive.

I personally plan on trying Screen B for the next month to develop my own impression. I assume that since my main concern is the Primary target and since the XRX does such a nice job of "deciding" which target is "Primary" I'll be OK.

As far as pixel constraints are concerned, I wonder if you'd be able to achieve the 10 degree increment on the B screen if the targets were constructed of only 1 pixel? It appears that they are currently constructed using 3-4 pixels.

As I said before, I think the B screen is a wonderful feature and I'm anxious to try it for an extended test period. Thanks, in advance, for being willing to consider BOLDING the Primary target on the B screen in future software updates.

Rob

(ps. How do the 3rd party integration partners depict the difference between the Primary target and the secondary targets? ie: by color, by shape, by size?? ...or don't they depict a difference?

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Re:XRX Software Issue

Posted by zaon - 2007/10/02 19:38

3rd party systems usually use a combination of different colors and/or shapes to differentiate between traffic threats. Also, XRX "pre-screens" the traffic by providing information as 1st, 2nd, and 3rd threats. However, systems like Garmin ignore this and apply their own determination of what is a threat and what is not.

As far as 1-pixel traffic, we tried that, but it was just too small to see on the screen. We'll put more thought into what we can do with Screen B. Thanks for the great feedback!

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Re:XRX Software Issue

Posted by Rob175 - 2007/10/02 23:02

Thanks!

Screen B is a really great asset and feature. Just the identification of the Primary from the two secondary would be a FANTASTIC addition.

I think you may be surprised to know how many people fly exclusively with Screen B...

Keep up the great work and the enhancements.

Rob

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Re:XRX Software Issue

Posted by PLN31 - 2009/04/02 12:05

We have an XRX (V1.4) which appears to be suffering from the corrupted screen issue together with the audio continually saying "TEST TEST TEST..."

Unfortunately it is about 3 years old and so out of warranty. Could you provide details of how to fix the loose pin issue as we have nothing to lose by getting our techs to try and fix it?

Thanks

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