

SRAM®

Service Information Bulletin

To: Quarq DZero platform users
Subject: DZero BLE firmware update
From: SRAM
Document: SIB#20161215

Quarq has discovered some DZero platform (DZero, DFour and XX1 Eagle) power meter spiders are not Bluetooth enabled due to an initial production error. These spiders do not broadcast a Bluetooth signal and will not work with compatible Bluetooth head units or Smartphone apps. This is not a hardware issue and can be corrected with a firmware update. Once corrected these units will function normally.

Product Involved:

All DZero platform spiders are identified with a three letter/five digit production code in the format "AAA11111" found on the outside of the spider body. Spiders with the letters AFX, AFY and AFZ were shipped with Bluetooth disabled.

Field Solution:

To enable Bluetooth requires a firmware update using the Qalvin BLE phone based app. This app is available free of charge from either the Apple App Store or Goggle Play Store as a download. The device used must also use Bluetooth Low Energy, also called Bluetooth Smart or Bluetooth 4.0, as a transmission/reception system. This process must be preformed with Qalvin BLE-***the DZero platform spider is not compatible with the original ANT+ Qalvin app.***

As the Bluetooth function is disabled the spider cannot be connected to Qalvin BLE in the normal manner. The spider will need to placed into "boot loader" mode in order to connect; this can be done using a standard bicycle computer magnet to manually activate the spider's Hall Effect sensor. The sensor location can be found by looking at the back of the spider-the sensor is located between the ANT+ symbol and N30485 certification code.



Hall Effect sensor location is indicated by the red dot.

Follow the below process to update the firmware:

1. Place the power meter into boot loader – this can be done with the power meter either off or installed on the bicycle.
 - a. Remove battery lid and battery
 - b. Place and hold a magnet over the Hall Effect sensor.
 - c. While holding the magnet over the Hall Effect sensor, re-install the battery and battery lid.
 - d. Once the battery lid is installed, you may remove the magnet from over the Hall Effect sensor.



Step 1a-Battery removal.



Step 1b-Senor activation.



Step 1c-Orange light to confirm.

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If the power meter has been successfully placed into boot loader, the LED will begin flashing orange. You can now Search for the power meter using Qalvin BLE. If the LED flashes green after multiple attempts you will likely need a stronger magnet.

2. Searching for and connecting the power meter to Qalvin BLE:

YOU MUST USE THE SEARCH FUNCTION OF QALVIN BLE TO CONNECT

- a. Select “Search for Power Meter” – Your power meter will appear in this list as one of the following:
 - i. “Serial ID found on power meter” (example “AFZ12345”)
 - ii. “Quarq AAA65535”
 - iii. “DfuTarg”

| Select Power Meter | Select Power Meter | Select Power Meter |
|--------------------|--------------------|--------------------|
| Quarq AFZ12345 | Quarq AAA65535 | DfuTarg |

b. Select the device listed to connect – When connection is made, you will automatically be directed to the firmware update page.

- i. “Current Installed” will report “_____”
- ii. “Latest Available” will report “-----”

3. Uploading firmware:

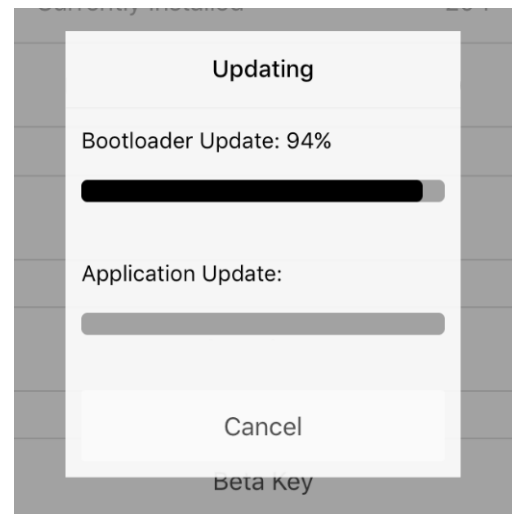
a. From the firmware update screen select “Check for Available Firmware”. In a few moments “Latest Available” will report “2”.

The firmware update is now ready to begin and “Update Firmware” will become selectable.

b. Select “Update Firmware”. The firmware update will now begin.

The “Bootloader Update” will begin and be followed by an “Application Update”. Once the application update reaches 100% the process is complete and you will be asked to reconnect to the power meter. Bluetooth is now enabled on the power meter.

For any questions or further support please contact your SRAM DSD or regional support location. Consumers should contact thinkfast@quarq.com with questions.



Thank you,

SRAM LLC