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**Model: STR-DA777ES****No. 636****Subject: Noise from Center and Rear Channels****Date:** July 20, 2000**Symptom:**  
**(1542)**

The customer complaint states there is a low level noise emanating from the center and rear channels when the unit is in the 2 ch mode.

**Solution:**

Download the file STRFLASH.EXE from the appropriate Sony website and copy it to a 1.44 MB Floppy disc or a local directory on your PC. To open the compressed files from the floppy first copy the STRFLASH.EXE file to a directory on your PC. Double click on the STRFLASH.EXE file to expand it. If you downloaded the file to a directory on your PC just double click on it to expand it. You should have the following files V103.bin, Update.Exe, and a Readme.doc.

Prepare the following items:

1. Self extracting FLASH overwriting program (UPDATE. EXE)
2. Latest FLASH program file (V103.BIN etc.).
3. RS-232C cross cable (Inter-link cable etc.)
4. DOS/V PC with RS232C port and Windows 95/ 98/ N3.51/ NT4 installed.
5. Applicable amplifier (TA-E9000ES, STR-DA50ES, TA-V777ES, STR-V777ES, etc.)
6. Review the Readme.doc file before proceeding.

**Caution!!**

Before starting the operation, reduce the volume level of the power amplifier to its lowest level and disconnect all speakers. Otherwise the operation may cause noise or power amplifier damage.

Before re-supplying power to the power amplifier, be sure to disconnect RS232C cable. If connected, symptoms such as abnormal display, abnormal sound and noise may occur when turning on/off the power supply of the PC, which could either damage the power amplifier or the speakers.

While implementing the FLASH overwrite program, never cut off the power supply to the amplifier main unit. That could damage the flash memory installed in the amplifier.

Perform the following:

1. Connect the PC to the STRDA777ES using an RS-232C cross cable.
2. Run Update.Exe program from your PC.
3. Disconnect the cable from the STRDA777ES when the update process has finished.