

AmpConnect ISC[™] Troubleshooting Guide

This guide will walk you through some basic questions and tests regarding your AmpConnect ISC[™]. If you cannot answer any of these questions please contact support@listeninc.com. Relaying this information to support will help to reduce the repair time of your unit. Please list the numbers of any questions you are unable to complete when requesting an RMA.

Note: Screenshots are taken in SoundCheck® 14



- 1. Does the unit turn on?
- 2. Do you hear a relay click when powering on?
- 3. Are any of the LEDs on the front panel lit? If so which ones?
- 4. Are the fuses in the power entry module ok (checked with an ohm meter)? See figures 1 and 2 for instructions on checking your fuses



Figure 1

Use a flat head screwdriver to remove the fuse holder from the power entry module.

Look for any discoloration and damage to the fuse as seen in Figure 2. Use an ohmmeter to verify a connection is still present between either ends of the fuse. A good fuse is never an open circuit.



Figure 2



5. Can you see the unit in device manager?

In Windows, go to: "Start \rightarrow Control Panel \rightarrow Device Manager"



Figure 3

Figure 3 shows how the AmpConnect ISC[™] appears in the Device Manager in Windows when using SoundCheck[®] version 13 and above.



🚔 Device Manager
File Action View Help
▲ 📇 Win7Test-PC
Acronis Devices
D-1 Computer
Data Acquisition Devices
Disk drives
Display adapters
DVD/CD-ROM drives
Human Interface Devices
HID-compliant consumer control device
HID-compliant device
HID-compliant device
HID-compliant device
USB Input Device
USB Input Device
ISP Input Device
ISB Input Device
FIEL ISE ATAY ATAPT Controllers
Maging devices
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Ports (COM & LPT)
Processors
Sound, video and game controllers
AmpConnect USB SC
AmpConnect USB SC
NVIDIA High Definition Audio
MVIDIA Virtual Audio Device (Wave Extensible) (WDM)
VIA High Definition Audio
⊳ - rू∎ System devices
🔈 🖷 Universal Serial Bus controllers

Figure 4 displays how the AmpConnect ISC[™] appears in the Device Manager when using SoundCheck® 12 or lower. To determine which "USB Input Device" is the AmpConnect ISC, right click "USB Input Device" and select Properties as seen in Figure 5.

Figure 4



🖌 🚛 Human Interface Devices					
📲 HID-complia	HID-compliant consumer control device				
📲 HID-complia	HID-compliant device				
📲 HID-complia	HID-compliant device				
📲 HID-complia	nt device				
USB Input Do	vice				
USB Inp	Update Driver Software				
USB Inp	Disable				
USB Inp	Uninstall				
USB Inp					
DIE ATA/A	Scan for hardware changes				
🦕 🍯 IEEE 1394 B					
🖟 👼 Imaging de	Properties				

Figure 5

In the Properties window, select the "Details" tab, then select "Bus reported device description" from the "Property" drop down menu. The text listed under "Value" should read "AmpConnect USB SC" as seen below in Figure 6. Go through all of the "USB Input Device" listed under Human Interface Devices" until you find the two representing the AmpConnect ISC.

USB Input Device Properties
General Driver Details
USB Input Device
Property
Bus reported device description
Value
AmpConnect USB SC
OK Cancel

Figure 6



6. Does Windows' Audio Device recognize the AmpConnect ISC™?

In Windows, go to: "Start \rightarrow Control Panel \rightarrow Hardware and Sound \rightarrow Manage Audio Device". Does the AmpConnect ISCTM show up under "Line" as seen in Figure 7?



Figure 7

Next, right click on the "AmpConnect USB SC" device named "Line" and select properties. Are the levels for both playback and recording set to 100 as seen in Figure 8? Make sure to check all AmpConnect ISC[™] channels under both playback and recording.

😴 Line Properties			×
General Levels Advance	d		-1
Line]100	()) Balance	
1			
	ОК	Cancel Apply	

Figure 8



7. Does SoundCheck® recognize the AmpConnect ISC[™] in both the Audio section of the Hardware Tab (as seen in Figure 9) and the "Listen Hardware" section of the Hardware Tab (as seen in Figure 10)?

In the top menu of SoundCheck® 14, go to: "Setup \rightarrow Hardware" (or press CRTL + SHIFT + H). Note that Auto mode is not selected. In both tabs, the highlighted items should not have a grey background. A grey background indicates that SoundCheck® is in Auto mode or that the selected device is not currently connected. Refer to your SoundCheck® Manual for more information on Auto mode.

Se Hardware - Syst	em									
		الله Audio	Li Har	isten rdware	External					
Input Channels	T Auto									
Channel Name	Driver	Device	Select Ch	Vp	A/D	Sampling Rate	Alias Freq	Bit Depth	Latency	Tei 🔺
Input 1	WDM/MME	AmpConnect ISC AC3238	L	10.0177	Analog	44100 Hz	20948 Hz	24 bit	250	N/A
Input 2	WDM/MME	AmpConnect ISC AC3238	R	10.1483	Analog	44100 Hz	20948 Hz	24 bit	250	N/A
										-
4		1	1							
Output Channels										_
Channel Name	Driver	Device	Select Ch	Vp	A/D	Sampling Rate	Alias Freq	Bit Depth	Term Con	*
Output 1	WDM/MME	AmpConnect ISC AC3238	L	1.452	Analog	44100 Hz	20948 Hz	24 bit	N/A	
Output 2	WDM/MME	AmpConnect ISC AC3238	R	1.4497	Analog	44100 Hz	20948 Hz	24 bit	N/A	
										-
⊣										•
		Import	Save		Save As	Cancel				

Figure 9

@ Hardware - S	ystem					
		4 »	List	₹ ₹		
		Audio	Hardy	ware Externa	1	
isten Hardware						
Device ID	Serial #	Startup Default	Status	Firmware Version		
AC1	AC3203	No	Disconnected	N/A		
AC2	AC3238	No	Connected	3.2.4.9		
4						
		Import	Save	Save As	Cancel	

Figure 10



8. Are you able to change settings using the front panel and message steps in SoundCheck®?

In SoundCheck® 14, under the Offline tab, select messages, and then select AmpConnect.Mes.

Make sure that the correct Device ID is selected (refer to Device ID in Figure 10), then select "Apply" as shown in Figure 11.

SC Messages - AmpConnect	_ 🗆 🗵
Message Title	?
Message	
© Operator © Digital I/O © Interface	
Configure Listen Hardware	
Settings	
© Pass ☐ Wait © Fail	
Apply Load Revert Save As OK	Cancel

Figure 11



Now select the "Configure Listen Hardware" button from Figure 11. In the window that opens, change several settings as seen in Figure 12.

Se Device ID: AC2
Inputs Reference DUT
+20dB Gain OdB -20dB
-10dB Bias None OdB +10dB
<pre>Share ↓ +20dB +30dB +40dB Reference Input Z-Low</pre>
Amplifier
Output A Output B
Toggle Amplifier Outputs
Digital I/O Panel Lock 7 6 5 4 3 2 1 0 ON 0 0 0 0 0 0 0 ON R R R R R R R R
Headphone
SoundCheck Output OInput Monitor OdB _ Level
Mute
Apply Read Settings OK Cancel

Figure 12

Next select the "Apply" button on the bottom of the window as seen in Figure 12, did the settings on the unit change?



9. Does the unit pass self-test, as shown in Figure 13?

In your SoundCheck® installation folder, go to "Sequences \rightarrow Calibration \rightarrow AmpConnect Self-Test Stepped Sine".



Figure 13

If not, did you verify the hardware and calibration steps were correct?

If you need help completing this step please contact support at:

617-556-4104 or support@listeninc.com