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 → Control Panel → Device Manager"
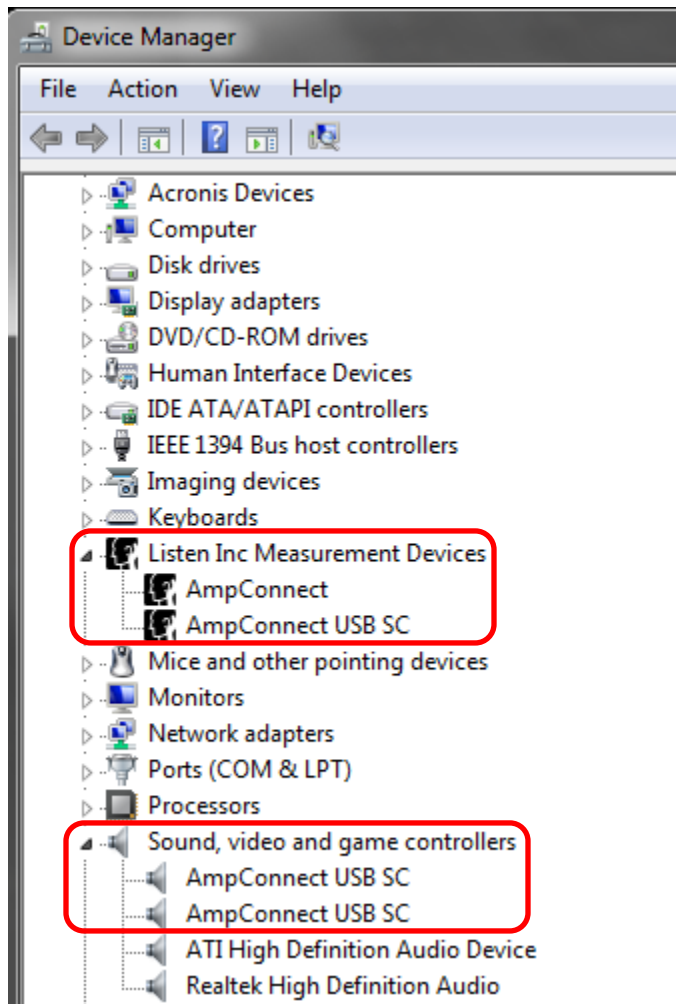

Figure 3

Figure 3 shows how the AmpConnect ISC™ appears in the Device Manager in Windows when using SoundCheck® version 13 and above.
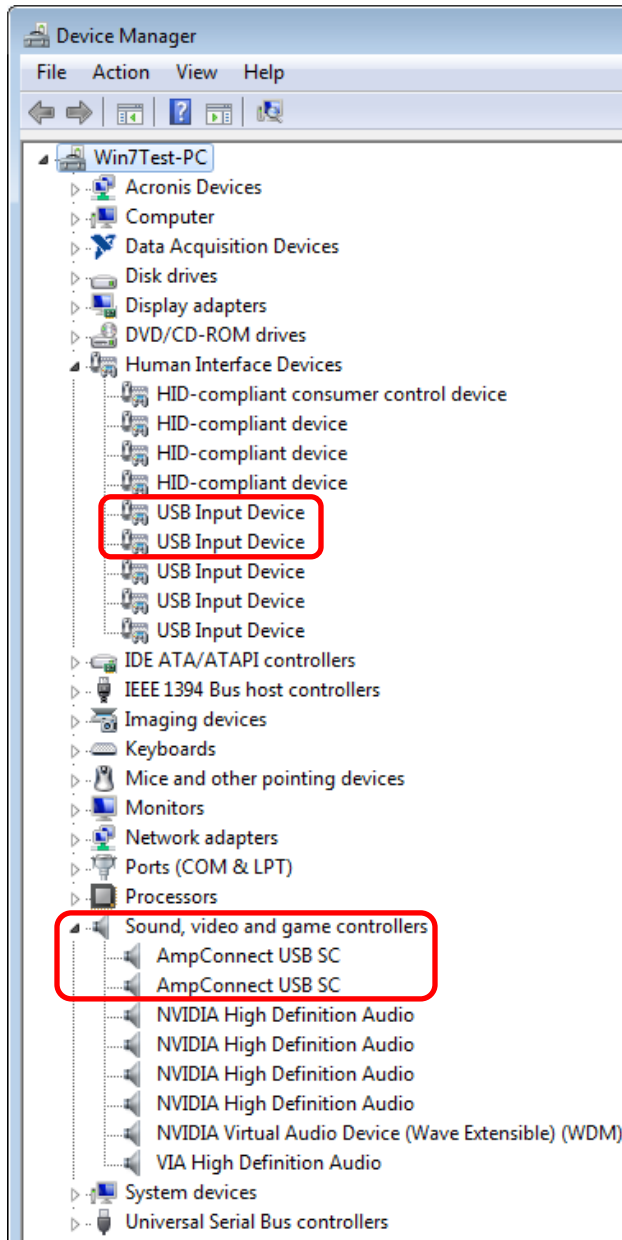
Figure 4 displays how the AmpConnect ISC™ appears in the Device Manager when using SoundCheck® 12 or lower. To determine which "USB Input Device" is the AmpConnect ISC, right click "USB Input Device" and select Properties as seen in Figure 5.
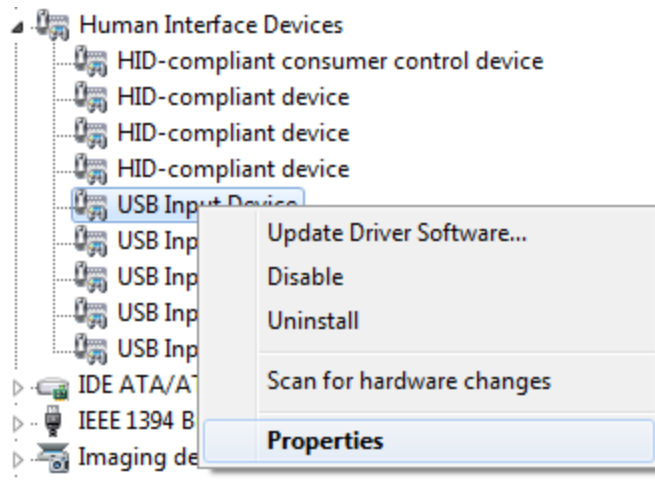
Figure 4

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.
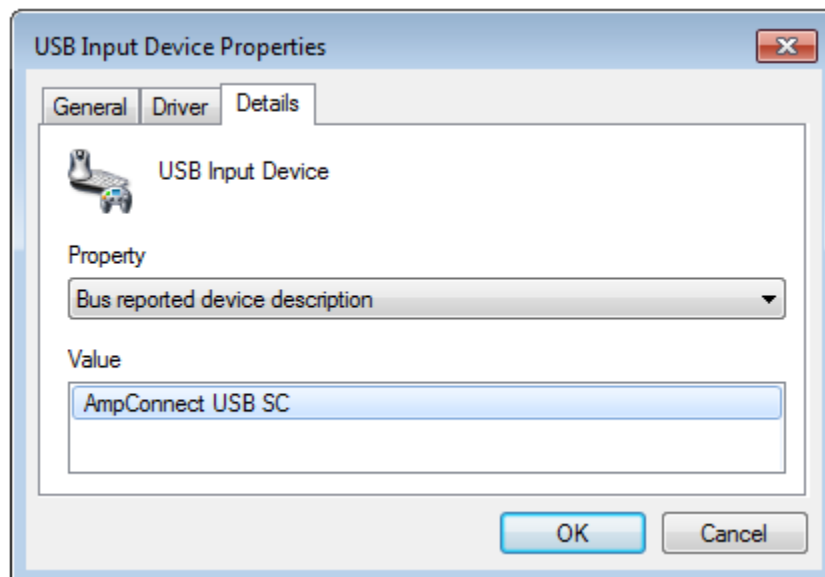

Figure 6

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

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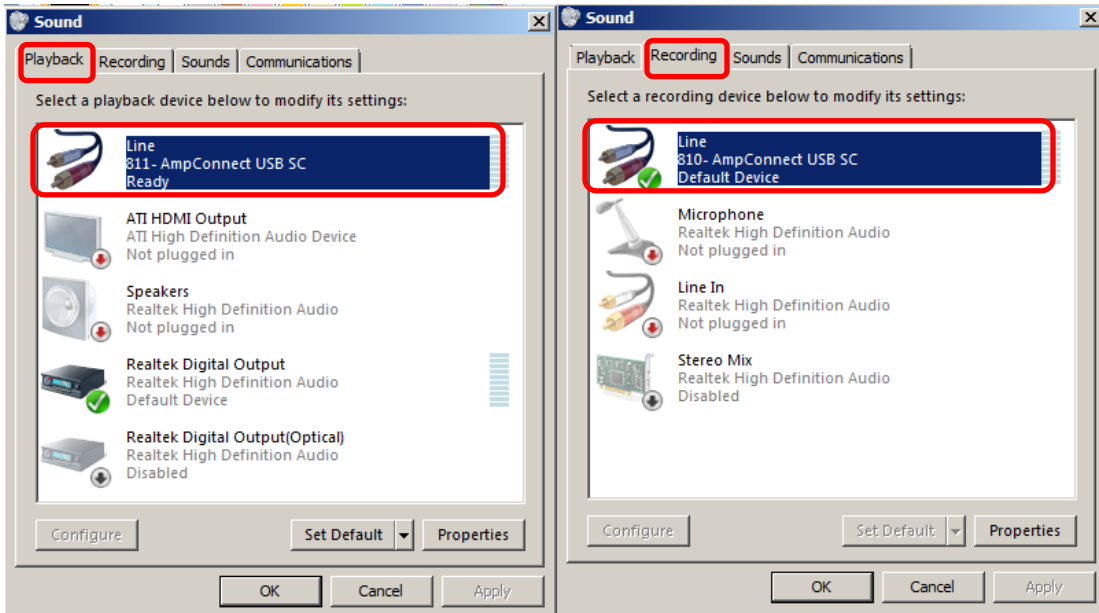

Figure 7

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.
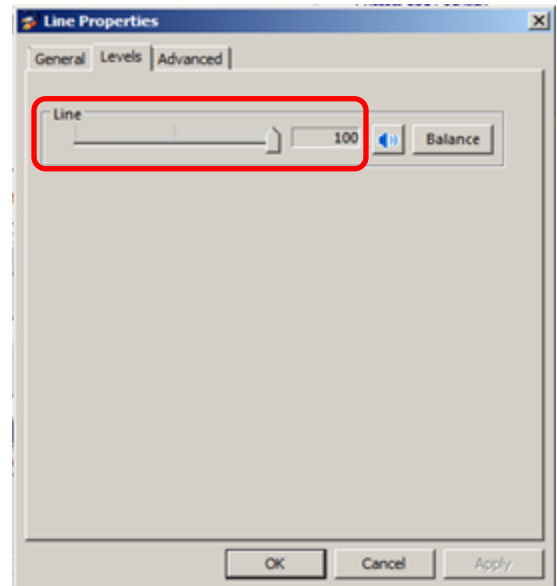

Figure 8

Listen

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 → 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.
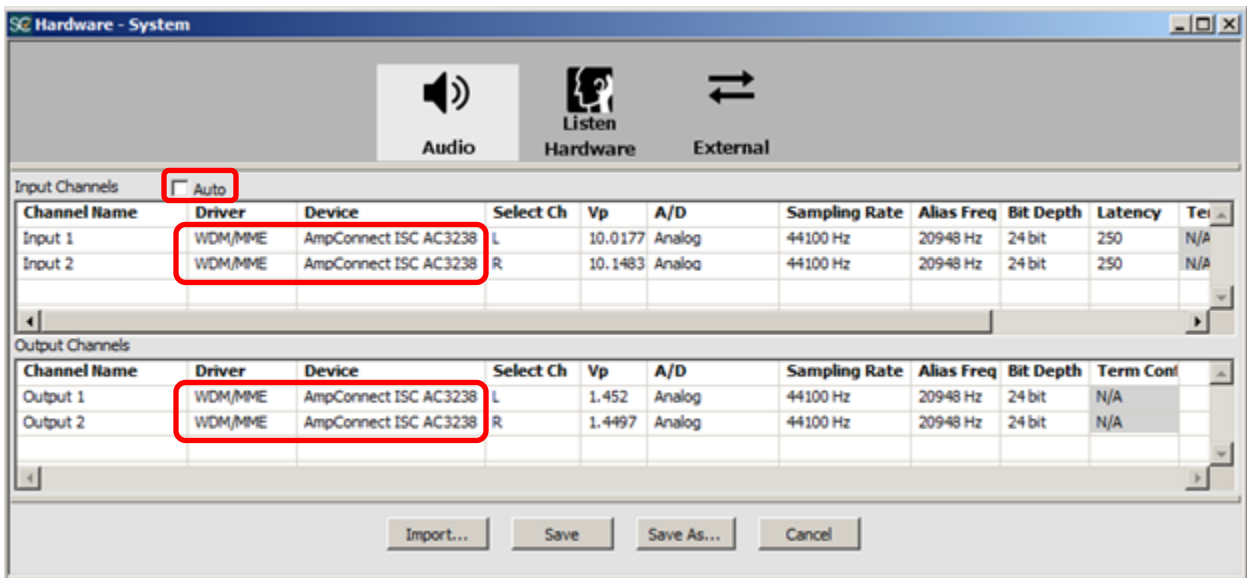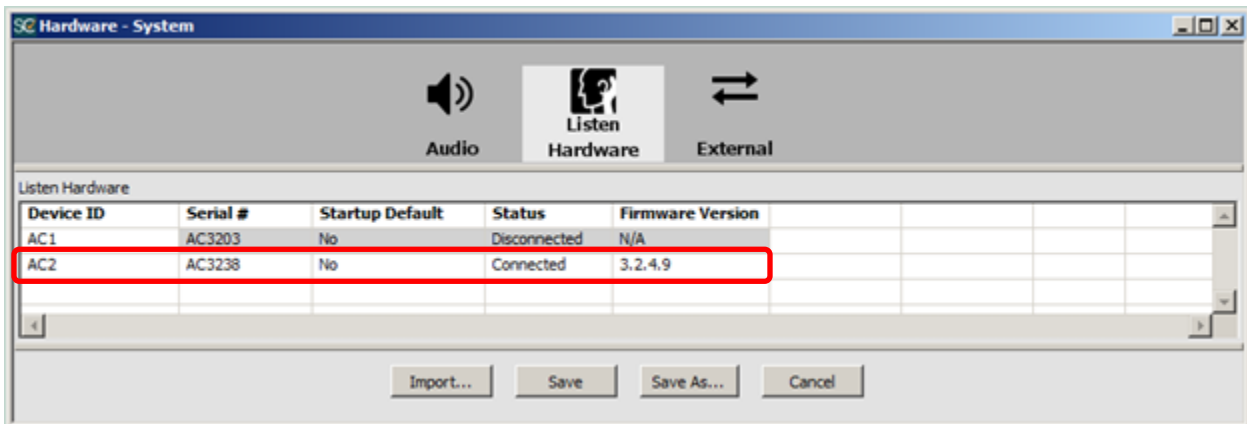

Figure 9

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.
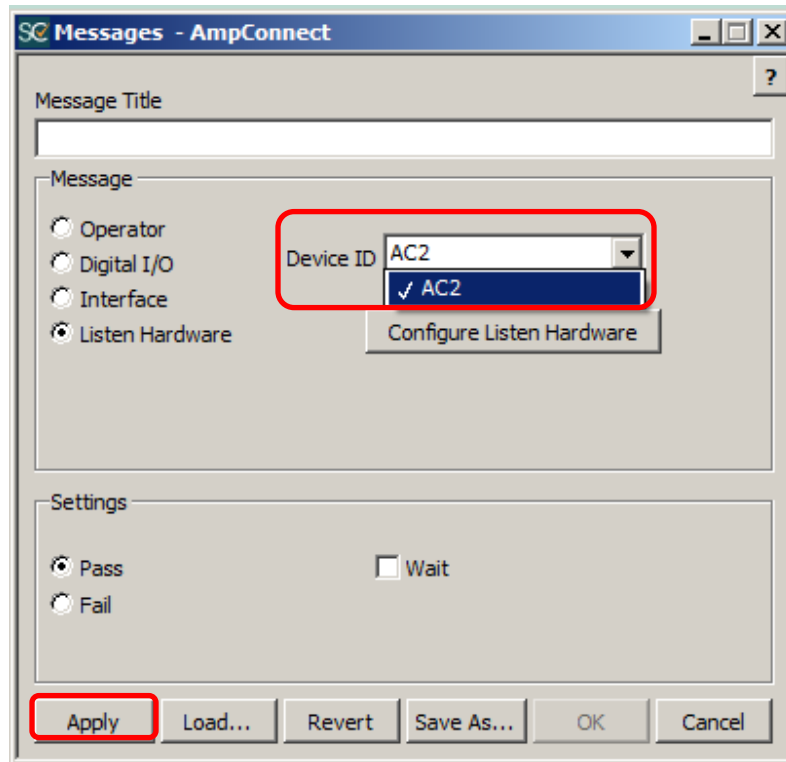

Figure 11

![Listen logo]

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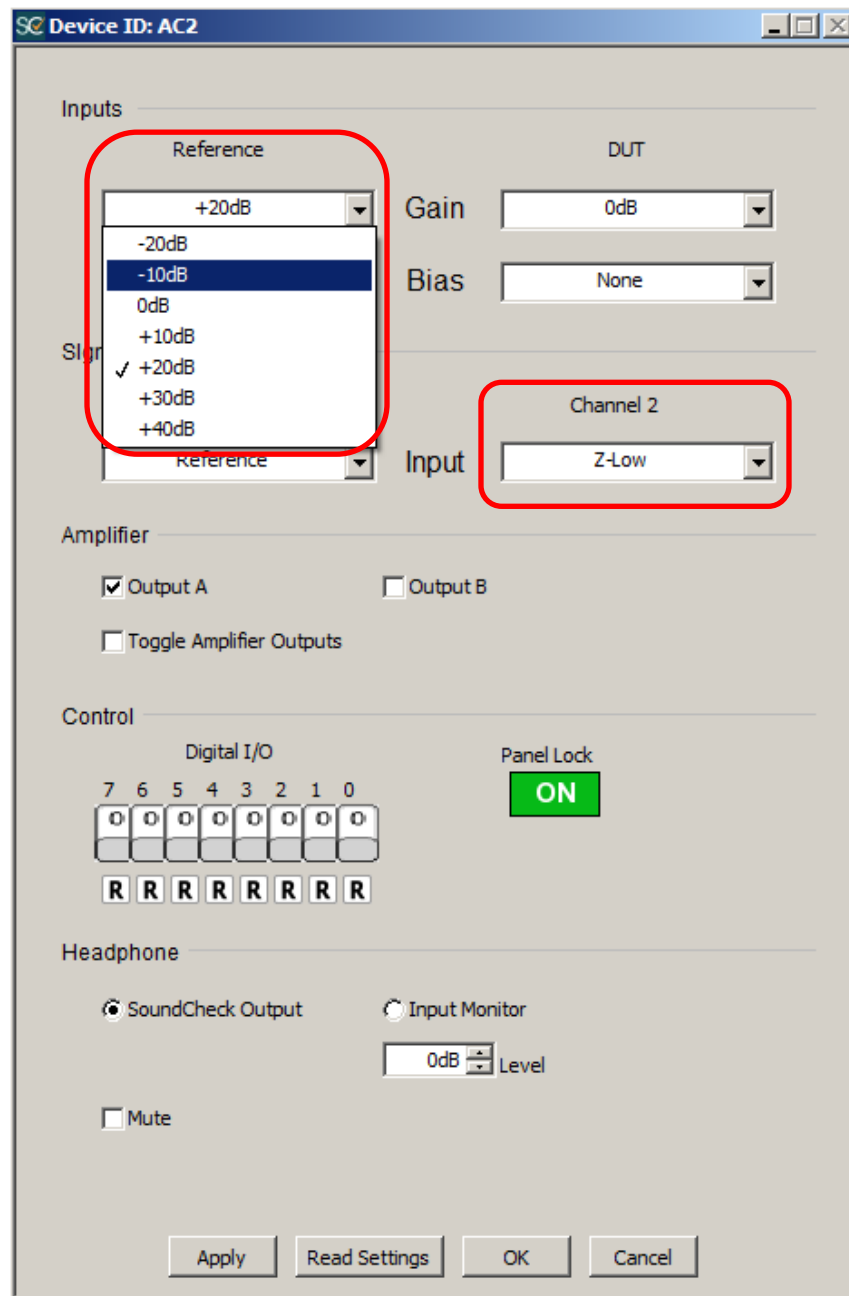

Figure 12

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 → Calibration → AmpConnect Self-Test Stepped Sine".
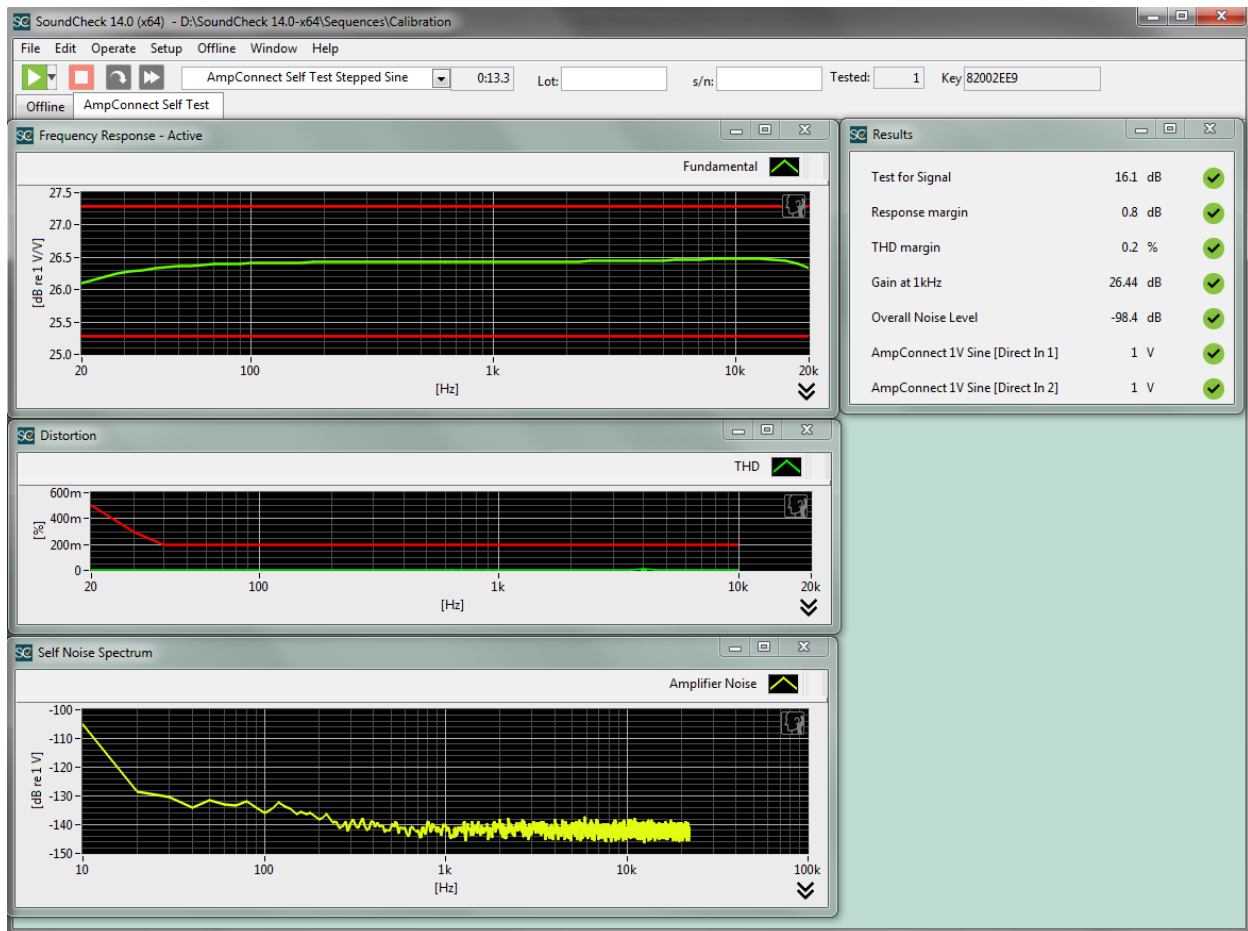

Figure 13

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