

## AmpConnect ISC<sup>™</sup> Troubleshooting Guide

This guide will walk you through some basic questions and tests regarding your AmpConnect ISC<sup>™</sup>. 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<sup>™</sup> appears in the Device Manager in Windows when using SoundCheck<sup>®</sup> version 13 and above.



| File       Action       View       Help         Image: State of the state of  | 🚔 Device Manager  |
|--|---|
| Image: Second  |   |
| Acronis Devices     Acronis Devices     Acronis Devices     Disk drives     Display adapters     Display adapters     DVD/CD-ROM drives     UVD/CD-ROM drives     HUD-compliant consumer control device     HID-compliant device     HID-compliant device     USB Input Device     Winging devices     Wise and other pointing devices     Whoites     Monitors     Mucand adapters     Monitors     Mucand adapters     Mucand adapter     Mucand adaptere     Mucand adaptere     Mucand adaptere     Mucand adaptere   |   |
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| Computer<br>Data Acquisition Devices<br>Disk drives<br>Display adapters<br>DVD/CD-ROM drives<br>Human Interface Devices<br>HID-compliant consumer control device<br>HID-compliant device<br>HID-compliant device<br>USB Input Device | Contract of the second s |
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| Processors     Sound, video and game controllers     AmpConnect USB SC     AmpConnect USB SC     NVIDIA High Definition Audio     VIDIA High Definition Audio     VIA High Definition Audio     VIA High Definition Audio     System devices  | Network adapters  |
| Sound, video and game controllers<br>AmpConnect USB SC<br>AmpConnect USB SC<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>VIDIA Virtual Audio Device (Wave Extensible) (WDM)<br>VIA High Definition Audio<br>System devices   | Ports (COM & LPT)   |
| AmpConnect USB SC<br>AmpConnect USB SC<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA Virtual Audio Device (Wave Extensible) (WDM)<br>VIA High Definition Audio<br>System devices   |   |
| AmpConnect USB SC<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA High Definition Audio<br>NVIDIA Virtual Audio Device (Wave Extensible) (WDM)<br>VIA High Definition Audio<br>System devices  |   |
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| VIA High Definition Audio  |   |
| ⊳ 🚛 System devices   |   |
|  |   |
| P ··· VIIVEIsal Senal bus controllers  |   |
|  |   |

Figure 4 displays how the AmpConnect ISC<sup>™</sup> 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-complian              | 🔚 HID-compliant consumer control device |  |  |  |  |  |
| 📲 HID-complian              | nt device                               |  |  |  |  |  |
| 📲 HID-complian              | nt device                               |  |  |  |  |  |
| 📲 HID-compliar              | nt device                               |  |  |  |  |  |
| USB Input De                | vice                                    |  |  |  |  |  |
| USB Inp                     | Update Driver Software                  |  |  |  |  |  |
| USB Inp                     | Disable                                 |  |  |  |  |  |
| USB Inp                     | Uninstall                               |  |  |  |  |  |
| USB Inp                     |   |  |  |  |  |  |
| DIDE ATA/A                  | Scan for hardware changes               |  |  |  |  |  |
| ) - 🖗 IEEE 1394 B           | <b>D</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 ISC<sup>TM</sup> 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<sup>™</sup> channels under both playback and recording.

| 😴 Line Properties      |     |             | ×     |
|------------------------|-----|-------------|-------|
|                        | _   |             | _     |
| General Levels Advance | al  |             |       |
|                        | - 1 |             | 1     |
|                        |     |             |       |
| C Line                 |     |             |       |
|                        |     | 100 📢 Balan |       |
|                        | ) [ | AUD Calana  | (e    |
|                        |     |             |       |
|                        |     |             |       |
|                        |     |             |       |
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|                        |     |             |       |
|                        |     |             |       |
|                        |     |             |       |
|                        | 04  | L court L   | Analy |
|                        | OK  | Cancel      | Apply |
|                        |     |             |       |

Figure 8



7. Does SoundCheck® recognize the AmpConnect ISC<sup>™</sup> 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<br>Audio         |           | isten<br>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      |       |
|                    |         |                       |           |                 |          |               |            |           |          | -     |
| <u>ج</u>           |         |                       |           |                 |          |               |            |           |          | •     |
|                    |         | Import                | Save      |                 | Save As  | Cancel        |            |           |          |       |

Figure 9

| @ Hardware - S | ystem    |                 |              |                  |        |  |
|----------------|----------|-----------------|--------------|------------------|--------|--|
|                |          | <b>4</b> »      | List         | ₹ ₹              |        |  |
|                |          | Audio           |              |                  | 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          |        |  |
|                |          |                 |              |                  |        |  |
| <              |          |                 |              |                  |        |  |
|                |          |                 |              |                  |        |  |
|                |          | 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<br>© Digital I/O<br>© Interface    |        |
| Listen Hardware     Configure Listen Hardware |        |
|   |        |
| Settings                                      |        |
| © Pass ☐ Wait<br>© 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<br>Reference DUT   |
| +20dB Gain OdB -20dB  |
| -10dB Bias None ▼<br>OdB<br>+10dB   |
| Shift ✓ +20dB<br>+30dB<br>+40dB<br>Reference Input Z-Low ▼  |
| 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         ON |
| 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