CHAPTER 5
TROUBLESHOOTING

If you are encountering problems with using your APERIO system, please consult the following checklist initially and perform only the specific remedy for a particular symptom. If the remedy does not resolve your problem, please contact our Customer Service team to assist you further. There are no user-serviceable parts inside, and any attempt at repair will invalidate the warranty.

SYMPTOM	REMEDY
Error / Fault message on screen	Read the message error / fault on your screen and follow the appropriate instructions.
No sound via analog connection	First check whether the analog/digital source selector is in the analog position. If it is, then check that the Hi/Low rear panel selector switch is in the appropriate position. If it is, then check your source component to ensure it is operating correctly (is the volume set to mute on a portable audio player, for example?).
No sound via S/PDIF digital input	First check whether the analog/digital source selector is in the S/PDIF position. If it is, then check whether the S/ PDIF digital output of your source has NOT been turned off via a menu function. If not, try a different S/PDIF cable to eliminate breakages/connection issues.
No sound via USB input	First check whether the analog/digital source selector is in the USB position. If it is, check whether the appropriate USB driver has been selected on your computer and in your playback software. Check also whether the output has been muted within your playback software.
Stuttering/glitching in USB playback	Is the USB connection made via a USB hub? We have found that some inexpensive or poor quality hubs can introduce playback issues. Try connecting the APERIO directly to your computer. Very long USB cables (> 2 meter) and some poor quality USB cables can also compromise USB connectivity, and should be avoided. If no hub is used, check the activity level/number of open programs on your computer, it could be that something else needs computer resources which interrupts playback.
No sound via Networking input	First check whether the analogue/digital source selector is in the Networking position. If it is, then check that the ethernet cable is properly connected. Check that your sound source can see the APERIO as a DLNA client. If possible, check also that the APERIO has been assigned an IP address by your DHCP server and that the device can be pinged. Check whether your DLNA source is correctly streaming a single to the APERIO. Check also whether the output has been muted within your playback software

Headphone Fit is poor/bass response is weak	Check the headband for any deformation by fully retracting (shortening) the metal inner bands. If the junctions at each end of the headband are tight without any large uneven gaps and the arc of the headband is smooth and continuous to each ear cup the inner bands are correct. If this is not the case, carefully push the ear cup assemblies inward until the gaps are minimised and even, and the headband arc becomes continuous and properly oriented.
Distortion is present on some source material	Check the volume control setting and also the presence of the clipping indicator on the front display. It is possible to overdrive the electrostatic panels at high volume settings with excessively bass-heavy source material or material with original recording levels set higher than normal. When listening to these types of source material it may be necessary to reduce the volume setting slightly.
Output level too low when using analog inputs	Check that the correct input level is selected for the type of source device being used. The unbalanced RCA inputs should be driven by source devices with up to 2.1 V_{rms} maximum output with the unbalanced input level switch on the back panel at the LOW switch position, and 5V_{rms} on the HIGH position. The balanced XLR inputs should be driven by source devices with up to 10dBu maximum output with the balanced input level switch on the back panel set to the LOW switch position and 18dBu on the HIGH position. If a low level source is connected to either balanced or unbalanced inputs when the input level switch is set to HIGH, there may not be enough gain available. The level switch should be set to LOW when low level source devices are used for best sound quality.
Output is distorted when using the analog inputs	Check that the correct input is selected for the type of source device being used and that the input level does not exceed the maximum levels allowed at the selected input level switch position. The unbalanced RCA inputs should be driven by source devices with up to 2.1 V_{rms} maximum output with the unbalanced input level switch on the back panel at the LOW switch position, and 5V_{rms} on the HIGH position. The balanced XLR inputs should be driven by source devices with up to 10dBu maximum output with the balanced input level switch on the back panel set to the LOW switch position and 18dBu on the HIGH position. Higher maximum output source devices can be used for these inputs, but levels will need to be reduced to avoid over-driving the analog inputs. If distortion is heard when driving the correct input, try reducing the output level from the source device until the distortion subsides or the clipping light goes off. This should be checked on the most dynamic, high level material one expects to play from the source device.