CHAPTER 6
TROUBLESHOOTING

If you are encountering problems with using your Sonoma M1 system, it could be the result of something simple. Please consult the following checklist first, and perform only the specific remedy for a particular symptom. If the remedy does not resolve your problem, please contact our Customer Service team (see Page 20) to assist you further. There are no user-serviceable parts inside, and any attempt at repair will invalidate the warranty.

SYMPTOM	REMEDY
Red light on amplifier/DAC	Headphone cable is not connected properly either to the amplifier/DAC unit or to each ear cup. Please check for a good connection.
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 digital 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 digital position. If it is, then check whether a S/PDIF signal is also present—if it is, either power off the S/PDIF source or use a menu function to disable the S/PDIF digital output. If a S/PDIF signal is NOT present, check whether the XMOS 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 M1 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.

SYMPTOM	REMEDY
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 minimized and even, and the headband arc becomes continuous and properly oriented.
Distortion is present on some source material	Check the volume control setting. It is possible to overdrive the electrostatic panels with excessively bass-heavy source material at high volume settings. 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 is selected for the type of source device being used. The 3.5 mm (LOW) input should be driven only by lower level source devices with up to 850 mV (rms) maximum output. The RCA (HI) inputs should be driven by higher level source devices with up to 2.1 V (rms) maximum output. If a low level source is connected to the RCA (HI) level inputs using an adapter, there may not be enough gain available. Low level source devices should always be connected to the 3.5 mm (LOW) input 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. The 3.5 mm (LOW) input should be driven only by lower level source devices with up to 850 mV (rms) maximum output. The RCA (HI) inputs should be driven by higher level source devices with up to 2.1 V (rms) maximum output. 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 (or clipping) subsides. This should be checked on the most dynamic, high level material one expects to play from the source device.