

CHAPTER 4: TROUBLESHOOTING

4.6 Troubleshooting – Speaker / Audio Issues

Symptom :

1. No sound through the speakers but headphones work.
2. No sound through headphones but the speakers work.
3. No sound through speakers or headphones.
4. iPod not charging.
5. Speakers buzzing.
6. Sound from one speaker only.
7. Shock from headphones.

Reason :

1. One of the speaker boards has a bad connection or is faulty.
2. Bad connection between the earphones and console.
3. Bad connection between one of the audio boards and the console.
4. The iPod or iPod dock has a bad connection.
5. The speakers are not getting a clear signal through the speaker wires.
6. The speaker or speaker wire are defective.
7. There is a grounding issue with the earphones or console.

Solution :

1. One of the speaker boards has a bad connection or is faulty.
 - a. Check the connection of the wires going from the speakers to the speaker power board.
 - b. Check the connection of the wires going from the speaker power board to the amp board.
 - c. Check the connection of the wires going from the amp board to the console.
 - d. Replace the speaker or amp boards and wiring.
 - e. Replace the speakers.
 - f. If the speaker board, amp board, wiring, and speakers do not solve the issue, replace the console.
2. There is a bad connection between the headphones and the console.
 - a. Verify the connection of the music player to the dock or audio adaptor cable.
 - b. Verify the audio adaptor cable connection at the console.
 - c. Replace the headphone jack.
 - d. Replace the audio adaptor cable.

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4.6 Troubleshooting – Speaker / Audio Issues – Continued

3. There is a bad connection between one of the audio boards and the console.
 - a. Verify the connection of the music player to the dock or audio adaptor cable.
 - b. Verify the audio adaptor cable connection at the console.
 - c. Replace the audio adaptor cable.
 - d. Replace the console.

4. iPod or iPod dock has a bad connection.
 - a. Verify the connection of the iPod.
 - b. Verify the connection of the iPod dock at the console.
 - c. Replace the iPod dock.

5. Speakers are not getting a clear signal through the speaker wires.
 - a. Check the speaker wire connections.
 - b. Check for any kinks or cuts in the speaker wires.
 - c. Replace the speaker wiring.
 - d. Replace the speakers.

6. The speaker or speaker wiring is bad.
 - a. Check the speaker wire connections.
 - b. Switch the speaker connections from one speaker to the other to see if sound switches sides.
 - c. If the sound does not switch sides, replace the speaker board.
 - d. If the sound does switch sides, replace the speaker and speaker wires.

7. Grounding issue.
 - a. Try a different set of headphones.
 - b. Check the grounding of the console.