

## • 5.8 GHz DIGITAL Wireless Audio Transmitter / Amplifier, Model 1520

Below are some common problems and their solutions for your product. If your problem is not among those problems mentioned below then please contact your dealer for further assistance.

### A) Problems during installation

#### **Problem 1: Audio device does not have an RCA type line output or speaker output.**

**What to do:** The transmitter can also be connected to headphone type outputs / inputs (3.5 mm or 6.3 mm type outputs) by using a 3.5 mm-to-RCA or 6.3 mm-to-RCA adapter. Please contact your dealer for such an adapter.

### B) Problems during operation

#### **Problem 2: The green transmit light of the transmitter does not light when power is applied to the transmitter.**

**1st possible cause:** Faulty power outlet.

**What to do:** Check the power outlet with another appliance or a voltage tester.

**2nd possible cause:** Faulty AC adapter.

**What to do:** If possible, check the voltage of the supplied AC adapter. Otherwise contact your dealer.

#### **Problem 3: The green transmit light of the transmitter goes out a few seconds after power is applied to the transmitter.**

**1st possible cause:** No audio present at audio source.

**What to do:** Check the audio at the line output of the audio device.

**2nd possible cause: Transmitter volume control turned to minimum.**

**What to do:** Turn up the transmitter volume control.

**3rd possible cause:** Faulty audio connection.

**What to do:** Check the audio connection between the audio device and the transmitter. If possible, try using a different cable.

**4th possible cause:** Transmitter hung up.

**What to do:** Disconnect and then reconnect DC power to the transmitter.

## **Problem 4: No audio at amplifier.**

**1st possible cause:** Amplifier volume control turned to minimum..

**What to do:** Turn up the amplifier volume control.

**2nd possible cause:** Strong interference.

**What to do:** Ensure that there is no strong interference from 5.8 GHz cordless telephones, 5.8 GHz wireless LANs or other transmitters in the 5.8 GHz range. If possible, relocate the cordless phone base station into another room, relocate the transmitter or relocate or reorient the amplifier to establish a line of sight between the transmitter and amplifier..

**3rd possible cause:** Amplifier hung up.

**What to do:** Disconnect and reconnect DC power.

**4th possible cause:** Faulty power outlet.

**What to do:** Ensure that the power outlet delivers a 120 V AC voltage. Contact your local electrician for help.

**5th possible cause:** Faulty power supply (wallwart)

**What to do:** Verify that the AC adapter (wallwart) delivers a DC voltage of at least 24 V if possible.

**6th possible cause:** Faulty speaker

**What to do:** Verify that the speaker is working by connecting the speaker directly to your amplifier.

**7th possible cause:** Faulty cable connection

**What to do:** Verify that the speaker cable is properly connected to the amplifier and speaker. Ensure that there is no short circuit. Try a different cable if possible.

## **Problem 5: Audio at amplifier is distorted.**

**1st possible cause:** Transmitter volume control set too high.

**What to do:** In order to avoid clipping inside the transmitter the transmitter volume control must be regulated to conform to the maximum audio level of the audio source. Turn down the transmitter volume control until there is no more distortion at the amplifier.

## **Problem 6: Audio volume at speakers is too low.**

**1st possible cause:** Amplifier volume control set too low.

**What to do:** Turn up the amplifier volume control to set the desired volume.

**2nd possible cause:** Transmitter volume control set too low.

**What to do:** Turn up the transmitter volume control to increase the volume. Please note that if the transmitter volume control is set too high, audio distortion will occur.

**3rd possible cause:** Speaker impedance too high.

**What to do:** The maximum output power which the amplifier can deliver to speakers is higher if the speaker impedance is lower. Try using speakers with a lower speaker impedance.

**4th possible cause:** Amplifier output power too low.

**What to do:** Use the Model 1550 amplifier instead which provides higher maximum output power.

## **Problem 7: Audio of rear speakers is not balanced with other speakers.**

**1st possible cause:** Transmitter or amplifier volume control not set properly.

**What to do:** Change the transmitter and amplifier volume control settings (see also Problem 6).

**2nd possible cause:** Home theater speaker balance not programmed.

**What to do:** Program your home theater system to output the desired audio levels for each speaker to balance your speaker setup. Please note that if you change the volume of your audio source it may be necessary to change the transmitter volume control as well to prevent clipping (audio distortion) inside the transmitter.

## **Problem 8: Audio at receiver drops out intermittently.**

**1st possible cause:** Strong interference

**What to do:** Same as Problem 4 - Strong Interference.

**2nd possible cause:** Signal blocked by obstacles.

**What to do:** Relocate the transmitter, relocate or reorient the amplifier to establish a line of sight between the transmitter and amplifier and to minimize traffic between the transmitter and amplifier. In cases of heavy traffic between the transmitter and amplifier, try orienting the amplifier such that signals are picked up which are reflected by the ceiling.

**3rd possible cause:** Unstable power.

**What to do:** Make sure that the power outlet voltage is stable. Try using a surge protector.

## **Problem 9: There is a crackling noise every few seconds.**

**Possible cause:** Strong interference

**What to do:** Since some 5.8 GHz cordless telephones emit beacons every few seconds, such as the Siemens Gigaset or Panasonic Gigarange series, ensure that such causes of interference are eliminated, relocate the telephone base station into another room, relocate the transmitter, relocate or reorient the amplifier.

## **Problem 10: Operating range is only a few feet from the transmitter.**

**Possible cause:** Strong interference

**What to do:** Same as Problem 4 - Strong interference

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### Contacting Amphony Support

For contact details and Local Sales Representatives, visit the Amphony web site at:

<http://www.amphony.com>

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