

TROUBLESHOOTING

Troubleshooting

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Symptom	Possible Cause
I have pops and clicks in my audio	<p>Check the quality of cable. Use only TASCAM TDIF Cables and only premium quality ADAT Optical cables.</p> <p>Use only an RG-59 BNC Cable.</p> <p>Make sure that the sample rate is the same for all units.</p> <p>Double check Sample Rate settings in AES/EBU or S/PDIF Output pages</p> <p>Ensure that the wordclock of all connected devices is correctly synchronized.</p>
Using 2 TASCAM Machines, my audio is distorted	<p>Ensure that the phase setting is correct in the User Options menu (see Section 3J Part 5.2)</p> <p>Ensure that any connected Tascam DA-88s are both version 4 or both version 1-3.</p>
Why can't I get synth/sampler to communicate with the 328 using the ADAT output on my keyboard?	<p>Ensure that the wordclock of the external device is correctly synchronized.</p>
No signal to digitally connected DAT or CD Recorder	<p>When using a Consumer DAT or CD recorder with the S/PDIF or AES/EBU outputs of the desk, the Pro Flag option should be switched off in the SPDIF O/P and AES/EBU O/P menu.</p> <p>Check Sample Rate settings in AES/EBU or S/PDIF Output pages - make sure they are the same as the rest of the system.</p>
No signal at Digital AES/EBU or S/PDIF input	<p>Make sure signal is routed to a Stereo Input or FX Return. By default, digital input is routed to "NOWHERE".</p>
No signal using Group Outputs	<p>Make sure that Tape Send Direct (T.SND DIR) is disabled.</p>
There is no signal from an external analogue source at STE-1 or STE-2	<p>Make sure that S/PDIF or AES input is not routed to the STE position.</p>
No signal routed to the Effects	<p>Make sure that the Master FX Sends are at optimum level.</p> <p>Verify that the FX returns are routed to Mix and not muted.</p>
No signal from a selected input or tape track	<p>Make sure that ROUTE TO MIX is enabled.</p> <p>Check SOLO and MUTE assignments.</p> <p>Make sure that you are monitoring the MIX and not the 2-TRK input.</p>
My solo level is too loud	<p>In the Master Fader Bank, check that the Solo Trim fader (fader 16) is set to the required level.</p>
The 328XD is sending MIDI information even though nothing is active on the console	<p>MTC request information is being transmitted. Check the console status in the Tape Mach Setup menu.</p>
Channel 9 is always down in the Master Fader Bank	<p>This is normal. The ninth fader has no assignment.</p>
I have continuous digital noise on the mix bus	<p>Check that the S/PDIF, AES/EBU and ADAT inputs are not routed to mix with nothing connected.</p>
My console will not boot - all LED's remain lit	<p>Check that the console is not in Software Upgrade Mode</p>
SIP solo does not mute all other channels	<p>Check that SIP Safe is not activated for the other channels</p>
Channel Linking/Copying does not link or copy all channel parameters	<p>Check that the Channel Link and Channel Copy menus are set correctly</p>