

## TROUBLESHOOTING

Below are some basic troubleshooting tips for RADAR systems. Please contact iZ Support or a local iZ Dealer if you are having any problems with the RADAR system. RADAR does not contain any user serviceable parts. Do not remove the lid or attempt to repair or replace any components without authorization from iZ Technology.

CONDITION	CAUSE	SOLUTION
<b>RADAR does not power on</b>	<ul style="list-style-type: none"> <li>- AC power cable unplugged</li> <li>- Power not switched on</li> <li>- No power to outlet</li> </ul>	<ul style="list-style-type: none"> <li>- Check AC cable, connection, and outlet</li> </ul>
<b>No display on Video Monitor</b>	<ul style="list-style-type: none"> <li>- Video cable or monitor faulty or unplugged</li> <li>- Not using the correct video ports</li> <li>- Using VGA with Touchscreen installed</li> </ul>	<ul style="list-style-type: none"> <li>- Connect a different monitor and cable</li> <li>- Plug video monitor into the DVI output, and not VGA output</li> <li>- If the session controller is working, it is likely a monitor or cable problem</li> </ul>
<b>Session Controller does not display but is powered</b>	<ul style="list-style-type: none"> <li>- Session Controller cable not plugged into Session Controller</li> <li>- Session Controller cable not plugged into the correct port on RADAR</li> </ul>	<ul style="list-style-type: none"> <li>- Check Session Controller cable is plugged into the port on RADAR labeled <b>REMOTE</b></li> </ul>
<b>No signal on Analogue Input</b>	<ul style="list-style-type: none"> <li>- Faulty Cable or incorrect pinout</li> <li>- Tracks not armed</li> <li>- RADAR Sync not locked</li> <li>- Input format not set</li> <li>- RADAR Configured in Dual/Quad wire mode</li> <li>- Project sample rate not supported</li> </ul>	<ul style="list-style-type: none"> <li>- See Wiring Diagrams on <a href="http://www.izcorp.com">www.izcorp.com</a></li> <li>- If Sync light is flashing, check sync source or set RADAR as master</li> <li>- <b>MAIN MENU/IO MENU/DIG INPUT FORMAT</b> and select format <b>NONE</b></li> <li>- <b>MAIN MENU/IO MENU/DIG IO SDQ</b> is set to <b>SINGLE</b></li> <li>- Ensure project sample rate supported by analogue I/O cards</li> </ul>
<b>No Signal on Analogue Output</b>	<ul style="list-style-type: none"> <li>- Faulty Cable or incorrect pinout</li> <li>- RADAR Sync not locked</li> <li>- Project sample rate not supported</li> </ul>	<ul style="list-style-type: none"> <li>- See Wiring Diagrams on <a href="http://www.izcorp.com">www.izcorp.com</a></li> <li>- If Sync light is flashing, check sync source or set RADAR as master</li> <li>- Ensure project sample rate supported by analogue I/O cards</li> </ul>

CONDITION	CAUSE	SOLUTION
<b>No signal on Digital Input</b>	<ul style="list-style-type: none"> <li>- Faulty Cable or incorrect pinout</li> <li>- Tracks not armed</li> <li>- RADAR Sync not locked</li> <li>- Input format not set</li> <li>- RADAR Configured in Dual/Quad wire mode</li> </ul>	<ul style="list-style-type: none"> <li>- See Wiring Diagrams on <a href="http://www.izcorp.com">www.izcorp.com</a></li> <li>- If Sync light is flashing, check sync source or set RADAR as master</li> <li>- <b>MAIN MENU/IO MENU/DIGIN FORMAT</b> and select format to your digital I/O source</li> <li>- <b>MAIN MENU/IO MENU/DIG IO SDQ</b> is set to <b>SINGLE</b></li> <li>- See "Loopback Test" video at <a href="http://www.izcorp.com/users/videos/tech-talk/">http://www.izcorp.com/users/videos/tech-talk/</a></li> </ul>
<b>No signal on Digital Output</b>	<ul style="list-style-type: none"> <li>- Faulty Cable or incorrect pinout</li> <li>- RADAR Sync not locked</li> </ul>	<ul style="list-style-type: none"> <li>- See Wiring Diagrams on <a href="http://www.izcorp.com">www.izcorp.com</a></li> <li>- If Sync light is flashing, check sync source or set RADAR as master</li> <li>- See "Loopback Test" video at <a href="http://www.izcorp.com/users/videos/tech-talk/">http://www.izcorp.com/users/videos/tech-talk/</a></li> </ul>
<b>Pop and Clicks on Ins/Outs</b>	<ul style="list-style-type: none"> <li>- RADAR Sync not locked or faulty</li> <li>- Not enough ventilation for RADAR</li> <li>- PSU not delivering sufficient power</li> <li>- Dirty or oxidized internal power connectors</li> </ul>	<ul style="list-style-type: none"> <li>- If Sync light is flashing, check sync source or set RADAR as master</li> <li>- Allow adequate airflow and cooling for RADAR</li> <li>- Not enough ventilation for RADAR</li> <li>- See "PSU Voltage Test" video at <a href="http://www.izcorp.com/users/videos/tech-talk/">http://www.izcorp.com/users/videos/tech-talk/</a></li> </ul>
<b>Can't mount Recording Drive</b>	<ul style="list-style-type: none"> <li>- Drive not inserted</li> <li>- Drive not locked</li> <li>- RADAR not set to mount drive ID</li> <li>- Drive has failed</li> <li>- Drive not RADAR_BWAV format</li> </ul>	<ul style="list-style-type: none"> <li>- Check to see that drive key is locked.</li> <li>- Mount RADAR_BWAV format drive or initialize as RADAR_BWAV</li> </ul>
<b>Flashing Red Timecode or 'ERR' in Session Controller Display</b>	<ul style="list-style-type: none"> <li>- Recording drive not rated for high sample rate</li> <li>- Drive is failing</li> </ul>	<ul style="list-style-type: none"> <li>- Verify use of an iZ Technology recording drive for the project sample rate</li> <li>- Replace drive</li> </ul>
<b>'XXX kHz Illegal' Message</b>	<ul style="list-style-type: none"> <li>- The incoming AES source doesn't indicate the sample rate, which causes RADAR to mistakenly display a <b>XXX kHz ILLEGAL</b> error message</li> </ul>	<ul style="list-style-type: none"> <li>- <b>MAIN MENU / PREFS MENU/IGNORE AES FLAGS</b></li> <li>- Enabling the <b>IGNORE AES FLAGS</b> will remove this error message</li> </ul>

CONDITION	CAUSE	SOLUTION
<b>Can't Mount Network Drive</b>	<ul style="list-style-type: none"> <li>- Bad or incorrect Ethernet cable</li> <li>- Incorrect Networking Settings</li> <li>- Firewall or other security blocking access</li> </ul>	<ul style="list-style-type: none"> <li>- Verify use of correct cable by checking that LEDs on network card is lit</li> <li>- See Support Documents on <a href="http://www.izcorp.com">www.izcorp.com</a> for setup</li> <li>- Turn off firewall or other security programs</li> <li>- See "Networking Setup" video at <a href="http://www.izcorp.com/users/videos/tech-talk/">http://www.izcorp.com/users/videos/tech-talk/</a></li> </ul>
<b>'H/W INIT FAIL' Message</b>	<ul style="list-style-type: none"> <li>- Adrenaline card requires reseating</li> <li>- Faulty Adrenaline card</li> <li>- Incorrect SIC1 jumper settings</li> </ul>	<ul style="list-style-type: none"> <li>- Reseat Adrenaline card. See "SIC0, SIC1 Reseating" video at <a href="http://www.izcorp.com/users/videos/tech-talk/">http://www.izcorp.com/users/videos/tech-talk/</a></li> <li>- Confirm correct SIC1 jumper settings. See SIC1 Jumper Settings under Technical Memos at <a href="http://www.izcorp.com/izsupport/documents/">http://www.izcorp.com/izsupport/documents/</a></li> </ul>
<b>Can't Import Audio File</b>	<ul style="list-style-type: none"> <li>- Not WAV or BWAV file</li> <li>- Wrong format of BD/DVD/CD</li> <li>- Attempting to import files from incorrect location</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure audio files are WAV or BWAV format</li> <li>- Confirm disc is ISO9660 format</li> <li>- Confirm DVD or CD are DVD-R or CD-R</li> <li>- Use + and - keys to navigate folders, and the ENTER key to select</li> </ul>

This document is excerpted from the RADAR Studio 4.1 Operators Manual.