AMDi
ADVANCED MULTIMEDIA DEVICES INC.

95 Sherwood Avenue, Farmingdale NY 11735
(888) 353 – 2634   www.amdi.net

iAdapter™ Troubleshooting Guide (for use with iOS version 5 or 6)

Testing the USB charging circuit

1) Connect the black USB wall adapter into a wall socket. There will be a Green LED light on the charging adapter. This light should always be lit.
2) Connect the USB wire from the wall adapter to our iAdapter Housing. There is a dual light LED right next to the USB charging port. This LED will light RED when charging and GREEN when fully charged.
    a. If the LED light goes green immediately when the battery is low or device is not working, this may indicate an issue with the charging circuit and needs to be sent in for repair.

Adjusting the sound level

- The following steps can be done from either outside or within the App being used. Make sure to have the headset jack wire inside of the iAdapter plugged into the iPad's headset output. The built-in speakers of the iPad have a different sound level control from the headset output; therefore you must have the iPad connected in order to conduct proper testing.

Step 1: Double click the iPad's "Home" button the same way you would double click a computer mouse. You will get a grey bar at the bottom:

Step 2: Touch and Hold the grey area then slide the grey bar to the right and you will now see the adjustment sliders for the volume bar and screen brightness:

Step 3: Please adjust the volume bar to be at no less than 90% volume. You may adjust the volume setting to be set for your preference.

NOTE: Don't forget to check the settings of each individual app in order to make sure volume levels are up and no other setting (i.e. scanning auditory prompts) is set to output only to left or right channel.

Setting the volume limit to max

If you feel that your iAdapter is not amplifying the sound output properly, please double check that the max volume level setting has been set to max. As always, be sure to have the iPad plugged into the iAdapter before setting any volume level or limits.

- Click the Settings Icon to go into settings, and scroll down until you find the "Music" setting. Click on that selection, and make sure that the setting "Volume Limit" on the right side is turned off.

Poor Sound Quality

If your device was working well and after time it did not sound right please double check the equalizer settings in the iPad general settings – under the music setting. Make sure you are on the default setting of "off." Should this still not resolve the issue you may call our office to request a Repair Merchandise Authorization (RMA) number.

<u>Still no sound from iAdapter</u>

If you still do not get sound output from the iAdapter you can do a process of elimination step to determine if the iAdapter housing is bad or the iPad has a bad headset jack. Please note that having the iPad work without the iAdapter housing does not mean your headset jack is good. The built-in speakers of the iPad can still work even with a bad headset jack.

To test the iAdapter you can plug in any device (i.e. iPod, iPhone, Blackberry, Android) and playback music or any media. Please make sure the headset output volume level is turned up on the device being used. If the iAdapter works with this other device, but not with the iPad you want to use, this means there could possibly be an issue with the iPad headset jack. Please contact Apple to determine what can be done to fix your iPad.

<u>Contacting Us for an RMA</u>

If you have determined that the iAdapter is having an issue please contact us at (888) 353 – 2634 to request a Repair Merchandise Authorization (RMA) number. We are available Monday through Friday from 9 am to 5 pm EST. Please have ready the device's serial number, along with the name, address, phone number and email of the person we are returning the device to. Thank you!