SRC•DX Service Note For LINUX Sources

November, 2020

Issue

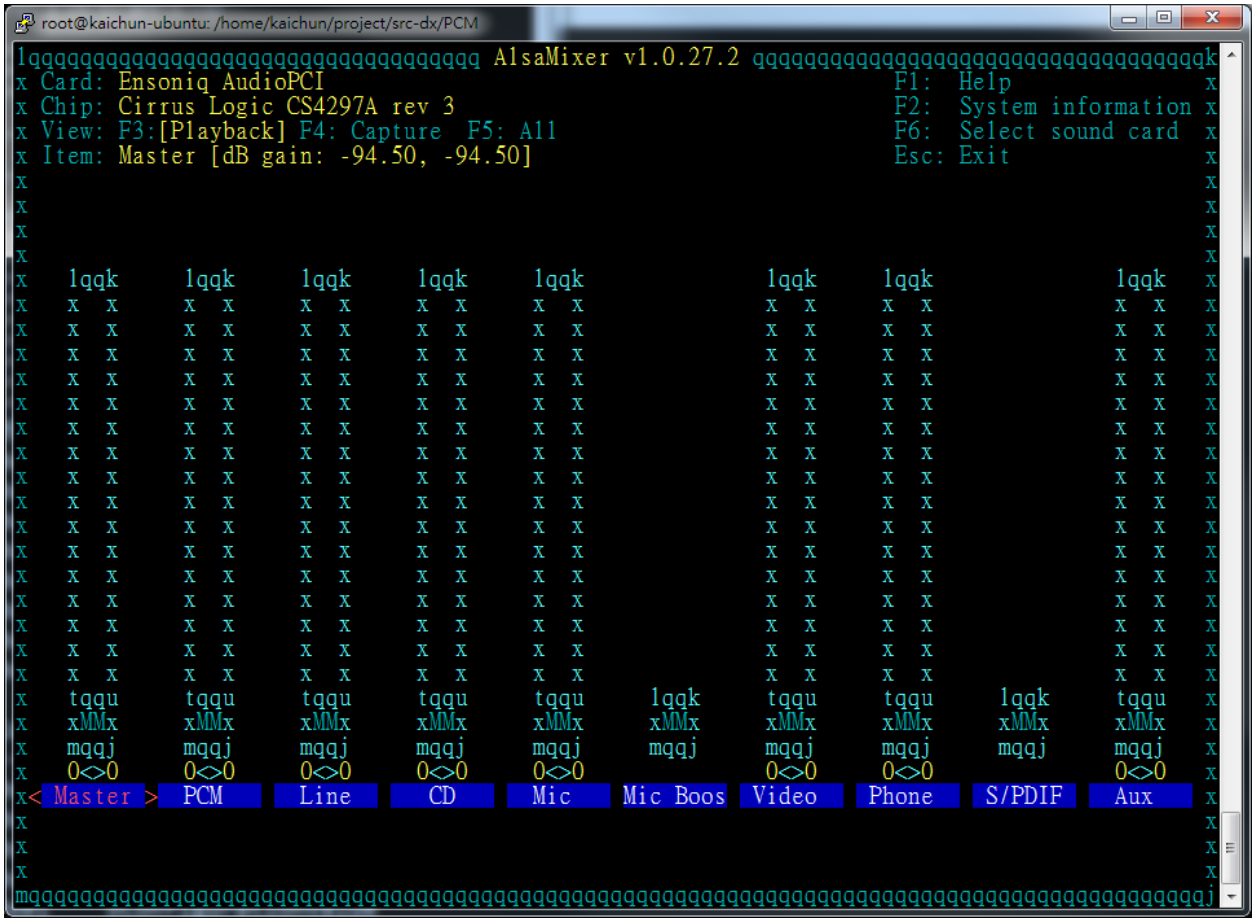
Some combinations of LINUX and source hardware configurations may cause SRC-DX to output very low volume. The volume is so low that it may seem that there is no sound at all. This problem does not occur under Windows 7/8/10 or any version of MacOS.

Discussion

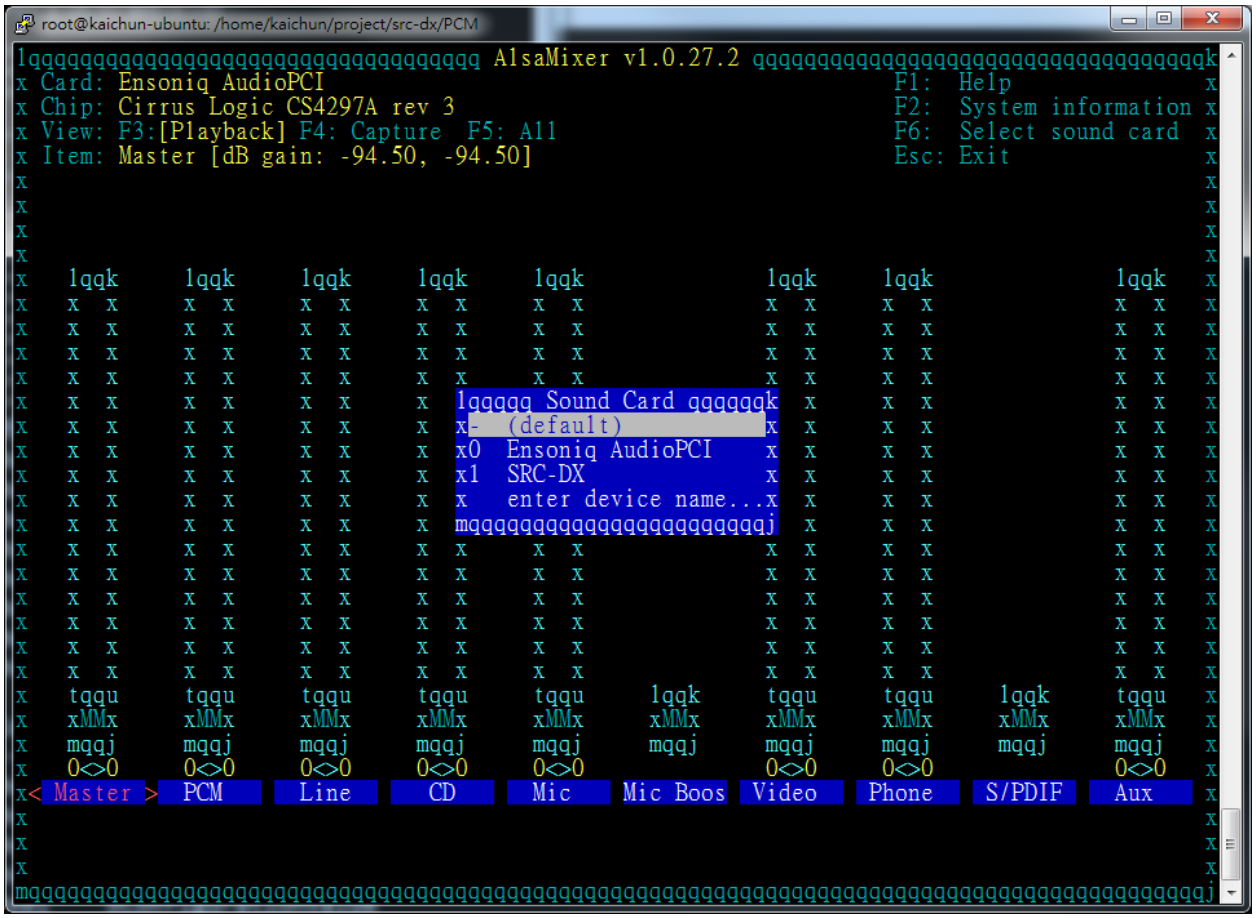
ALSA (Advanced Linux Sound Architecture) in combination with the SRC-DX chipset is responsible for this issue being present. When SRC-DX is first connected/detected by LINUX, ALSA is making a mis-interpretation of the initial volume gain required for proper volume. Subsequently, all playback software (HQPlayer or standard LINUX audio) attenuates the audio when passing the bit-perfect stream to the audio subsystem. Audiowise's hardware supplier has been unable to implement a formal fix in firmware; however, the resolutions described below will address the issue permanently. Once the resolution is applied, the system adjusts itself accordingly.

General Resolution for UBUNTU/LINUX

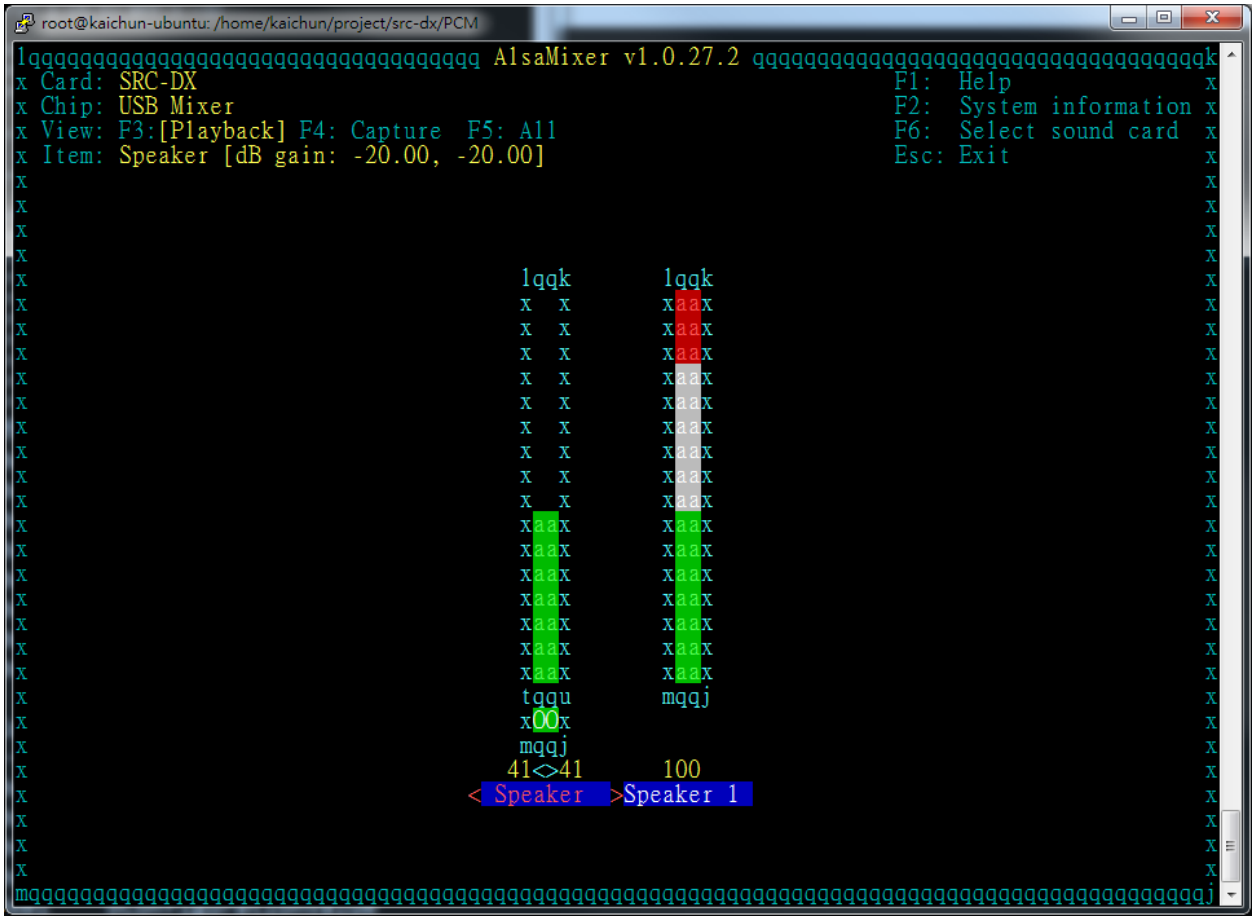
Open the console in Linux.
Enter the command "**sudo apt-get install alsa-utils**" to install AlsaMixer.
Enter the command "**alsamixer**" to open AlsaMixer.



Press "**F6**" on the keyboard to ‘Select sound card’ and use "↑" or "↓" to select SRC-DX. Press "**Enter**" to select it.



Press "←" or "→" to select speaker, and press "↑" or "↓" to manage the volume. The current dB gain is shown on the "Item". Set to 100.



Press "Esc" to exit.
Enter the command "**sudo alsactl store**" to store the setting on the system.

Resolution for ANTIPODES/SONORE/SGC

This will work for any version running sonicorbiter software.
In the browser address bar type the IP Address of the source, followed by /app_dacdiag.php.

Then click '**Set DAC to MAX volume**'.