

Troubleshooting

Sonorous
by NelTech Labs

The following are some common errors and solutions for your Sonorous digital announcer.

Error Description	Probable Solution
① Sonorous does not power up.	-verify that the 12 vac power adapter is connected to the proMOH and 120V hydro outlet.
② Message not loading properly.	-remove cd (if already inserted) and power off unit for 10 seconds -power up unit and wait 30 seconds for unit to initialize. -place cd in unit with label facing upwards and close tray door and wait for cd to load -turn on speaker button and verify that new message is playing
③ Not hearing message through phone.	-make sure volume knob is turned up -verify that rca jack is connected to 8 or 600 ohm output and the other end is connected to the phone system. <small>(refer to the telephone system's technical specs to determine correct output jack)</small>

Troubleshooting: Problem Possible Reason

Status LED - OFF - Power on rear of unit OFF, Power pack not plugged in or on a switched outlet

Status LED - SOLID GREEN - Unit is playing audio file

Status LED - BLINKS GREEN SLOW - No audio on unit

Status LED - BLINKS GREEN FAST - Unit ran out of memory while loading audio (but still will play the files that did successfully load)

Status LED - BLINKS ORANGE - Unit is loading files from CD ROM, Unit is formatting file system

Status LED - BLINKS RED - Files are not valid, CD not valid (must be DATA, not AUDIO CD)
Trying to play files on an encrypted unit