



VAE V-Room[®] Practice Troubleshooting Guide

Introduction

This guide is a continuation of and assumes that the installation has been performed according to the “VAE V-Room Practice Electrical Installation Manual”. If this reference has not been used, please go back and review the installation manual for correct installation before proceeding to “Basic Troubleshooting”.

Basic Troubleshooting

If there is **NO** sound coming from any of the speakers.

Here are some things to check for in a situation where the system DOES NOT WORK at all:

- ❑ Make sure the lighting and fans (if applicable) are functional inside the room. This will verify power to the power panel.
- ❑ Make sure VAE wall switch inside the room is turned to “ON.” This will supply power to the black box.
- ❑ Check that there is power to the VAE control panel inside the room. Do this by verifying that the VAE and Wenger logos on the VAE control panel are illuminated. The digital display should also show some sort of alphanumeric display.
- ❑ If the control panel does not show any signs of power, find the VAE processor “black box” above or beside the room. The power switch on the front should be depressed and the adjacent pilot light should be illuminated.
 - ❑ If the VAE processor switch is on and the pilot light is illuminated, check the control panel cable at the back of the processor making sure the 10-pin connector is properly engaged and locked in place.

- ❑ If the indicator light is not “ON”, check to make sure the power cord inside the black box is properly connected.
- ❑ If properly connected, check circuit at the power outlet inside the black box by plugging in another electrical device to determine if power is available.
- ❑ If power is available, remove the VAE processor from the black box and inspect the fuse in the processor located where the cord plugs into the processor.
- ❑ If power is not available at the black box outlet, check the connection between the main black box power cable and the connector on the back of the power panel.
- ❑ If there is still no power to the black box, swap the black box main power cable to a different power panel connector known to be functional like the fan or lighting circuit. If there is still no power to the black box, replace the black box power cable or the entire black box assembly.

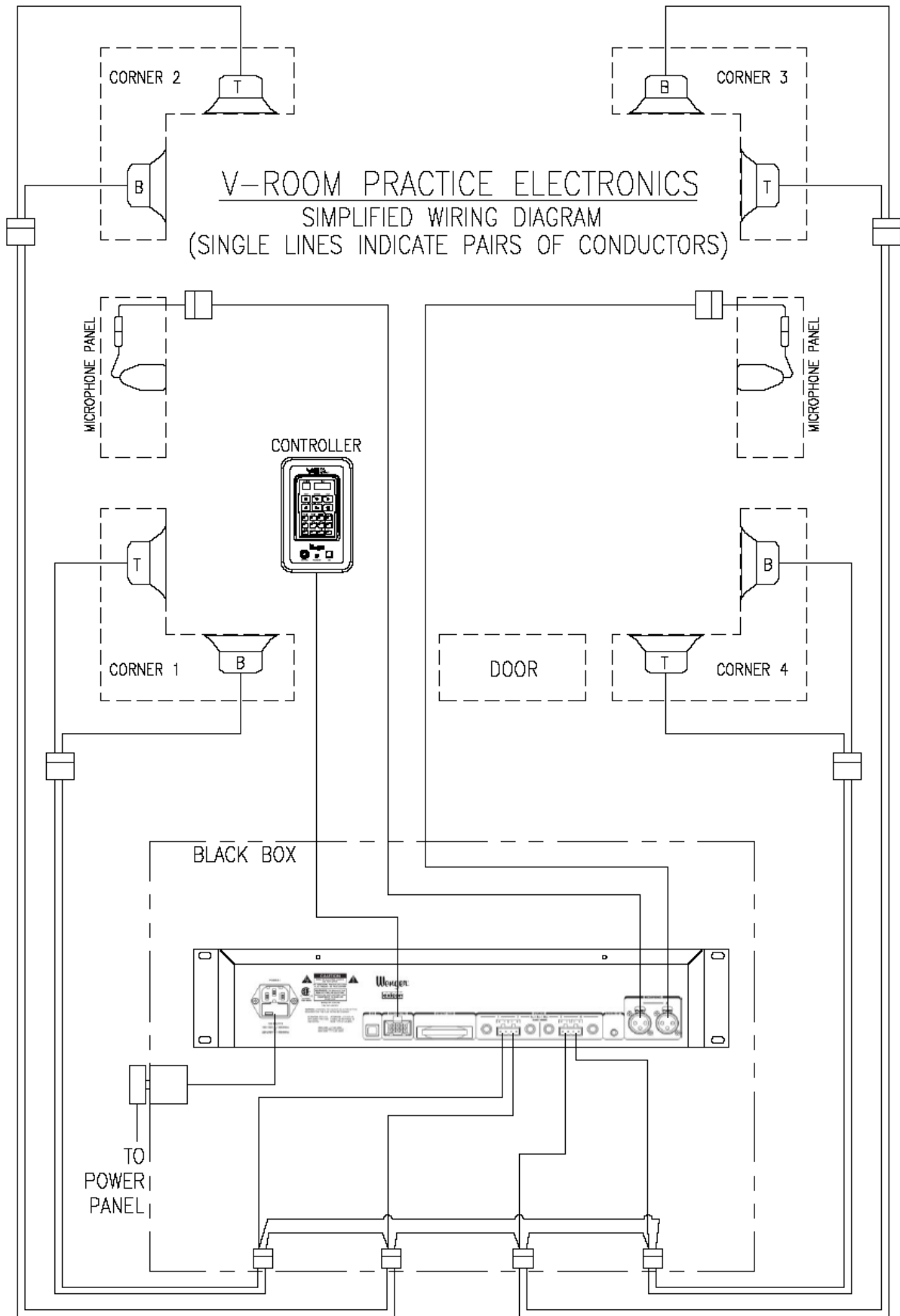
Advanced Troubleshooting

If there IS sound coming from the speakers but at a reduced level...

Here are some things to check for in a situation where the system operates, but at a reduced volume level:

- ❑ Verify the correct volume setting.
 - With the virtual acoustics set on “Baroque Room” and the MUTE “OFF”, adjust the volume control to Level 24. This is the default volume level. Judge if the volume is still considered low at this volume setting. (Switching from one room setting to the next without adjusting the volume will also produce this default volume setting.)
- ❑ Make sure all speakers are operational.
 - Enter the “Installer Mode.” Press the MEDIUM RECITAL, VOLUME UP, MEDIUM AUDITORIUM and VOLUME DOWN buttons **simultaneously** and then release.
 - Press the LARGE AUDITORIUM and MUTE buttons **simultaneously** and release.
 - Press PLAY. The system will generate pink noise through all the speakers. Listen to each speaker individually to verify operation. Press STOP to shut off the pink noise.
 - Exit the Installer Mode by again pressing the LARGE AUDITORIUM and MUTE buttons **simultaneously** and release.

- If there is NO sound coming from TWO speakers in the same corner:
 - Check both ends of the speaker cable connected to the top of that corner panel.
 - Check the mating connectors in the black box and the corner panel.
- If there is no sound from ONE speaker:
 - Check both ends of the speaker cable connected to the top of that corner panel.
 - Check the mating connectors in the black box and the corner panel.
 - Replace the speaker that is not working.
- If there is sound coming from all speakers:
 - The low-volume problem is most likely lack of microphone input on one channel. With the virtual acoustics set on “Baroque Room” and the MUTE “OFF”, adjust the volume control to Level 30. Lightly tap on both microphone panels near the microphones.
 - If one input channel is bad, you should hear reduced sounds from the good channel and nothing from the other.
 - Trace the bad input channel back to the black box and swap the two XLR microphone cables. If the problem “moves” to the other microphone, replace the processor.
 - If swapping the microphone inputs does not cause the problem to move to the other microphone, the fault is somewhere between the microphones and the processor.
 - Check the cable between the top of the microphone panel and the processor.
 - Replace microphones or cables as necessary. To “prove” the problem is in a particular input, disconnect that input from the processor. Take a replacement microphone from the Doctor’s Kit and plug it into the processor. Keeping it away from the speakers, take the microphone into the room and carefully close the door on the cable. (You have effectively eliminated that microphone and all related cabling from the system.) The system should start operating at normal volumes.



Simplified schematic of the V-Room Practice electronics