



Technical Bulletin

E-Series Troubleshooting

It is recommended to have a simple router on hand so it can be used for setting up ACA-E5, SMS3, and connecting SCS-E5 software for configuring the system. A wireless router allows the installer to roam in zones while configuring them. It would also help avoid the need for the home's network to be configured first.

Russoundsphere.com login questions/problems	- o Use standard Russound Document Center username and password to get into Russoundsphere.com - o Contact Russound Sphere support at 1-866-604-5245, M-F 8:30am-7pm EST
Keypad always reads "initializing"	- o Try rebooting ACA-E5 - o Check keypad wiring - o Make sure ACA-E5 is set to controller 1, or if in multiple controller scenario, check RNET link cable - o Try only one keypad on short jumper, no RNET, no Ethernet
KLK-E5 Click wheel appears "locked" or won't "click"	- o Loosen mounting screws - o Check KLK-E5 Installation Advisory doc for compatible boxes and p-rings, available on https://www3.russound.com/Portal/Sphere/Downloads.aspx, KLK-E5 section
Can't connect to ACA-E5 on Ethernet	- o Verify keypads are up and running. If ACA-E5 does not boot, the software will not connect - o Reboot ACA-E5. Needs to see DHCP on boot - o Try only one keypad on short jumper, no RNET, no Ethernet - o Check network settings for DHCP and firewall settings - o Check cables - o Try reloading firmware for ACA-E5, available on https://www3.russound.com/Portal/Sphere/Downloads.aspx
Can't connect via USB	- o Check front USB switch - o Download and install USB driver available on https://www3.russound.com/Portal/Sphere/Downloads.aspx - o Uninstall/reinstall device from device manager - o Shows up under ports as "USB to Serial converter"
Can't connect via serial	- o Use bottom RS232 port - o Check front switch is set to "Rear RS232 B" - o Troubleshoot USB-serial adapters

Sphere Technical Support:

1-866-604-5245 (USA only),
+1 603 292 0504 (outside USA)
M - F 8:30 a.m. - 7 p.m. EST

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E-Series Troubleshooting (continued)

When connecting, get error "Product Key INCORRECT"	- o There may be multiple ACA-E5s on the network - o Make sure the correct ACA-E5 is selected to connect to
Can't connect to update keypad screens	- o Do NOT set "update" jumper - o Use black "Advanced" programming cable P/N 2500-521065
Tuner audio not present in controllers other than "1"	o Verify loop down audio cable is connected
No Doorbell audio in other controllers besides "1"	o Loop page audio down to other controllers
Metadata from iBridge Dock, but can't access Albums, Artists in "home" screen	- o iBridge Dock Firmware should be 2.00.04 or higher - o Check firmware version with KLK-E5: Go to Home > Settings > Installation > Diagnostics > Versions - o New firmware available on https://www3.russound.com/Portal/Sphere/Downloads.aspx - o Make sure source dial on dock is set properly, power cycle dock - o "Russound" logo should display on iPod - o Check dock is plugged into RNET A/V input (not zone output)
No Audio from iBridge Dock	- o Make sure "Use RNET A/V" is checked in SCS-E5 if using BGD on Src 1 or 2 - o Check power of RAVD-1 if BGD is used on Src 3-6 - o Check cables
Have control of SMS3, but cannot select Artist, Album, etc	- o Both ACA-E5 and SMS3 need to be connected to the LAN - o Verify LAN Router is assigning DHCP correctly, or that there is no firewall setting blocking communication - o Connect SMS3 direct to ACA-E5 through a simple DHCP router for a test - o Check cables
VM1 does not switch video	- o Double-check VM1 setup (using model with upconverters? Is there correct source/zone alignment?) - o Firmware of VM1 should be 1.00.01 - o If updating, configure FDT software first, then turn on VM1 and then immediately click "Program Flash"

If you have any questions please contact Sphere Technical Support at 1-866-604-5245