



iBridge Dock Troubleshooting Guide

Problem:	Solution:
No metadata or song feedback on the keypads	• Verify the Source Select dial on the rear of the dock is set properly. The default setting is "6" • Swap out RNET link cables, as a bad cable will prevent RNET data communication • Verify iPod is docked and shows "Russound" on its screen • Power Cycle the dock
No Audio is heard when the iBridge Dock is selected in the zone	• Verify the Cat5E from the dock, labeled RNET A/V is connected to the front of the RAVD1 decoder, also labeled RNET A/V • Verify the RCA Audio cables are connected to the correct source input on the controller
Audio from dock is very low compared to other sources	• Verify the power supply BGPS for the RAVD1 Decoder is connected
Audio from dock is choppy or stutters	• Verify the power supply BGPS for the RAVD1 Decoder is properly inserted. A poor power connection can cause poor audio
iPhone 4S does not work in the iBridge Dock	• iPhone (all models) are not supported. However, in many cases in the field, iPhone models previous to the 4S will work
Connecting RAVD1 Decoder to RNET causes "Initializing" or "No Controller" error	• There should be NO cable in "Ir Out" connection on RAVD1. This will break the RNET bus • Swap RNET patch cables