

*Amarra*TM MINI
COMPUTER MUSIC PLAYER

TroubleShooting Guide

Version 1.0
vs.lrl 10/2009

Help!!

If you encounter issues using AMARRA please refer to the information below for assistance. If none of these steps address your problem please contact your dealer or Sonic Studio support for more help.

The Amarra Team

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I. Minimum System Requirements:

Computer:

- *Intel based Mac with 10.5.x*
- *RAM: 3 GB RAM minimum*
- *Firewire port*
- *USB port for iLOK security key.*

Peripheral FireWire Adaptors supported:

- *OHCI compliant PCCard, PCI card, ExpressCard or PCIe card*

Software:

- *Mac OS X 10.4.11 or 10.5.x and above recommended*
- *Amarra or Amarra MINI*
- *iTunes*

We highly recommend a fresh install of the operating system on a clean disc. This can prevent problems later on.

We also highly recommend that your computer be used exclusively for music playback. Email, web browsers, screen sharing and other applications can all affect performance.

Note that USB hubs, audio or optical disc peripherals are generally not supported.

2. Apple System Setup Recommendations:

- *We highly recommend a fresh install of the operating on a clean disc.
This can prevent problems later on.*
- *We also highly recommend that your computer be used exclusively for music playback.
Email, web browsers, screen sharing and other applications can effect performance.*
- *We recommend turning off Sleep Mode.*
- *Disable Spotlight (shown below).*
- *Do not use FAT 32 formatted volumes.*
- *Ensure proper settings in iTunes (see below)*

3. PACE iLok USB Security Key :



PACE iLok (Yours may be a different color)

AMARRA software license is authorized with an iLok USB Smart Key.

NOTE: Protect this device! This is really your product and if lost or stolen, can not be replaced without purchasing another license.

PACE offers a warranty for replacing lost or stolen iLoks called 'Zero Downtime'. The iLok.com Zero Downtime program enables iLok owners to immediately replace licenses in case an iLok is broken, lost or stolen. Benefits of covering an iLok include:

- Immediate replacement of licenses in the event of disaster
- Priority support during replacement event
- Peace of mind

Contact your dealer, Sonic Studio, or log in to your iLok account for more information on Zero Downtime.

Replacement / New iLOK

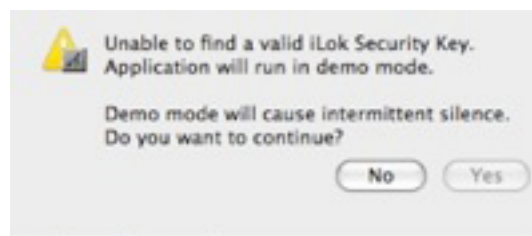
If your iLok is new and needs to be authorized. Please request authorization from Sonic Studio for your iLok USB Smart Key, visit:

<http://www.sonicstudio.com/register>

Completing the form will generate an authorization request. We will then place a license for your iLok account. Please fill out the form completely to avoid delay in authorization.

Problem :: AMARRA Operates in Demo Mode

AMARRA does not find an iLOK, or finds an iLOK without a valid license.



Solution:

- Insert an iLOK with a valid AMARRA license on it.
- Make sure the iLOK extension is installed.

4. Volumes, Naming and Networking

Problem :: How to Setup a Remote Volume

AMARRA does not support streaming of remote songs.

AMARRA requires that all volumes be mounted on the computer as a shared volume.

Solution:

- Mount the remote volume with Read/Write Access on your local Macintosh
- Use the Network (Cmd-K) to locate and mount the remote volume
- In iTunes used the Add to Library command to add the songs from the Mounted Volume
- Mount the remote volume with Read/Write Access on your local Macintosh

Problem :: Can not access sounds on a Volume

AMARRA does not support any non Ascii Characters as a Volume Name or Disc drive Name at this time.

Solution:

- Rename any volume to not contain any non-Ascii characters.
For Example:

Pièces should be renamed to *Pieces*

- Rename any volume to contain less than 30 characters

Problem :: Can not play a song(s)

AMARRA may not play a song depending on the characters, length , or other problem(s).

Solution:

- Rename any the song to not contain any non-Ascii characters.
For Example:

01 Suite en ré_ I. Prélude could be renamed to *01 Suite en re_ I Prelude*

Solution:

- Rename any Folder to not contain any non-Ascii characters.
For Example:

Pièces de Clavecin by COUPERINs (Armand-Louis, François, Louis)
could be renamed to *Pieces de Clavecin by COUPERIN*

Problem :: Can not access any sounds on a FAT 32 formatted drive

Check that all drives are HFS formatted.

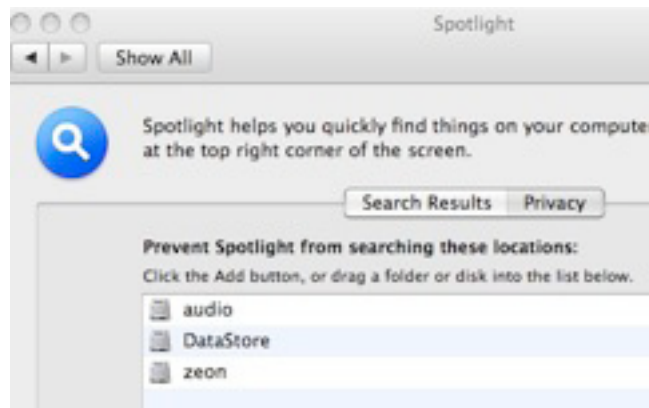
AMARRA does not support FAT32 drives.

5. Audio Skips, or Dropouts

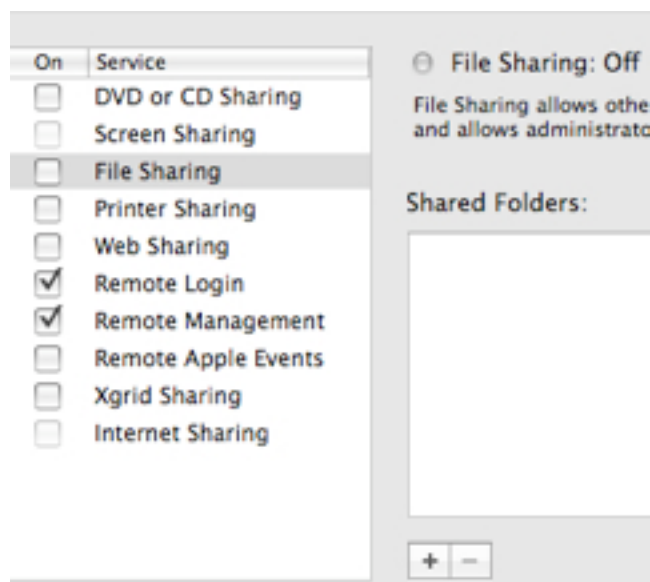
Problem :: Audio Clicking or Ticking Sound

Solution:

- Disable Spotlight (add volumes to the Spotlight Privacy Preference)
 - 1) Open System Preferences and locate the Spotlight Preference
 - 2) Select the Privacy Tab and add all your media drives



- Disable Shared Network Access
 - 1) Open System Preferences and locate the Sharing Preference
 - 2) Disable Web Sharing, Remote Login and Remote Management.
Please note for support the Remote Management preference may be required.



9. Support

We are committed to your successful use of Amarra and offer support through your local dealer or via phone and email through Sonic Studio. Please also ask your local dealer for assistance. They have a great deal of knowledge about AMARRA and are an excellent resource.

For phone support, contact Sonic Studio at:
+1-415-480-4601 9 AM - 4 PM U.S. Pacific time

For email support, send email to: support@sonicstudio.com

You can always find the latest information and updates for AMARRA and AMARRA MINI at our website:
<http://www.amarraaudio.com>

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