

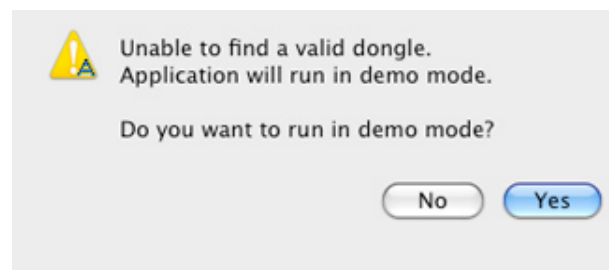


## COMPUTER MUSIC PLAYER Troubleshooting Guide

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.

### 1- Troubleshooting Guide

Issue: AMARRA can not find iLOK.



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

Solution:

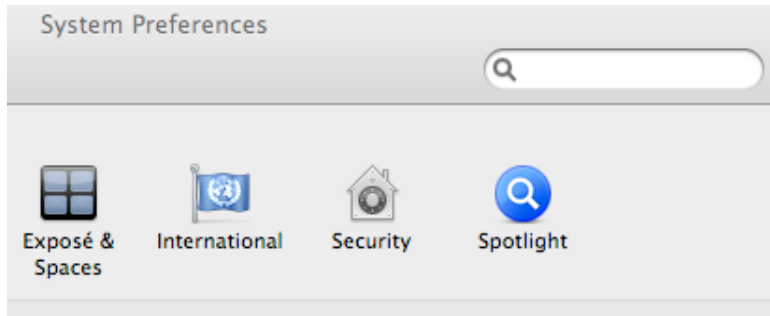
- Insert an iLOK with a valid AMARRA license on it.
- Make sure the iLOK extension for AMARRA is installed.
- Please refer the Amarra Startup Guide for more information.

Issue: Audio Clicking or Ticking Sound.

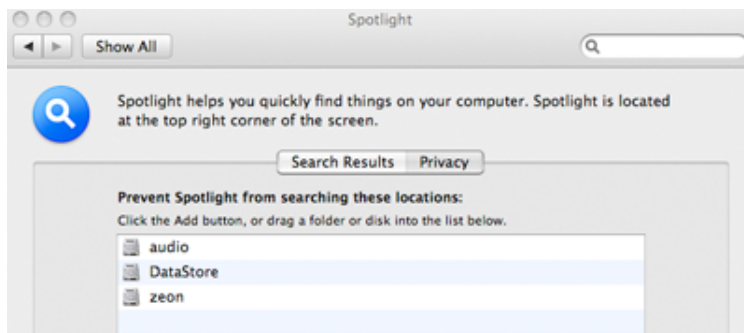
Solution:

- 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



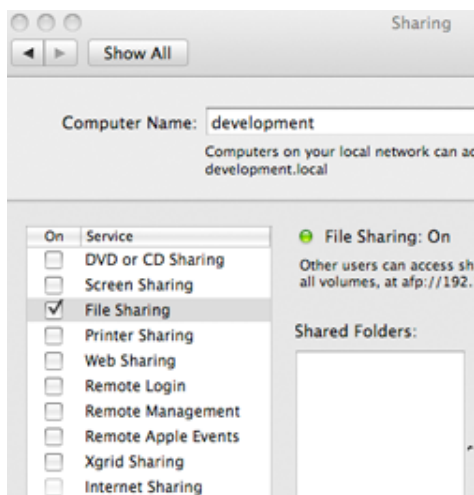
Solution:

- Disable Network Shared 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.



Solution:

- Disconnect multiple FireWire devices and reduce daisy-chained connections.

Solution:

- Shut down other applications such as email and browsers.

Solution:

- Increase the amount of RAM in your computer.

Solution:

- Check that all drives are HFS formatted.  
Amarra does not support FAT32 drives.

Solution:

- Change the Sample Rate manually using Audio Midi Setup to a different value.  
Then switch the Sample Rate back.

Issue: Amarra does not play audio.

Solution:

- Quit AMARRA and iTunes and restart AMARRA.  
NOTE: Sound files with names that contain ":" or other foreign characters may not play properly.  
Changing the name of the soundfile can fix this.

Issue: Sample Rate Does Not Change With Soundfile.  
Sample Rate causes AMARRA to not play audio

Solution:

- Quit AMARRA and iTunes and restart AMARRA.

## **2- 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 all effect performance.

## **3- Support**

We are committed to your successful use of Amarra and offer support for AMARRA 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 email support, send email to: [support@sonicstudio.com](mailto:support@sonicstudio.com)

For phone support, contact Sonic Studio at:  
+1-415-460-1201 10 AM - 4 PM U.S. Pacific time

You can always find the latest information and updates for AMARRA at the Sonic Studio website:

<http://www.sonicstudio.com>

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AmarraTrouble-v1r6

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