

Appendix A: Service Information

Warranty Service

Details concerning Warranty Service are spelled out in the Warranty section on page 35.

If you think your Onyx 1200F has a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website (www.mackie.com/support) where you will find lots of useful information such as FAQs, documentation, and user forums. You may find the answer to the problem without having to send your preamp away.

Troubleshooting

No Power

- Our favorite question: Is it plugged in?
- Make sure the power cord is securely seated in the IEC socket [34] and plugged all the way into the AC outlet.
- Make sure the AC outlet is live (check with a tester or lamp).
- Is the POWER [20] switch on? Make sure the POWER switch on the front panel is in the ON position (up).
- Are any LEDs on the front panel illuminated? One of the clock, metering, and sample rate LEDs should be lit. If not, make sure the AC outlet is live.
- Are all the lights out in your building? If so, contact your local power company to get power restored.
- If there are no LEDs illuminated on the front panel, and you are certain that the AC outlet is live, it will be necessary to have your Onyx 1200F serviced. *There are no user serviceable parts inside.* Refer to “Repair” at the end of this section to find out how to proceed.

Bad Channel

- Is the input GAIN control [4] for the channel turned up (channels 1-12)?
- Is the signal source turned up? Make sure the signal level from the selected input source is high enough to light up some of the INPUT meter [1] LEDs for that channel (channels 1-12).
- If it is channel 11 or 12, make sure the Instrument switch [6] is in the right position.
- Try the same source signal in another channel, set up exactly like the suspect channel.

Bad Output

- If the DSP Mixer is turned on in the Console, make sure the output level control for the suspect output is turned up and the meters are indicating that a signal is present.
- If another output is working correctly, try switching the output connections between the working output and the suspect output. If the working output stops working, it could be a bad cable or the device to which it is connected.
- If it's the S/PDIF OUT [28], make sure the S/PDIF Format is set to Consumer in the Console Settings window. If it is set to Consumer and is not working, try using the Professional setting.

Bad Sound

- Is the input connector plugged completely into the jack?
- Is it loud and distorted? Make sure the input GAIN control for the channel is set correctly. Reduce the signal level on the input source if possible.
- Are the Onyx 1200F and the device to which it is connected locked to the same clock? If the Onyx 1200F is operating on its own internal sample rate, make sure the device to which it is connected is set to external clock and is locking to the clock signal either through the WORD CLOCK OUT, ADAT OUT, or the S/PDIF connections. If the Onyx 1200F is set to external Word Clock, make sure it is locked to the external clock.
- If possible, listen to the signal with headphones plugged into the input source device. If it sounds bad there, it's not the Onyx causing the problem.

Noise/Hum

- Turn down each channel, one by one. If the noise disappears, it's coming from whatever is plugged into that channel.
- Check the signal cables between the input sources and the Onyx. Disconnect them one by one. When the noise goes away, you'll know which input source is causing the problem.
- Sometimes it helps to plug all the audio equipment into the same AC circuit so they share a common ground.

No Audio into your Computer

- Confirm that the Onyx 1200F is receiving mic or line-level input signals (the meters should indicate signal is present in the Onyx 1200F Console).