

<b>CLASS FM</b>	<b>DWG NO.</b>
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REVISIONS			
REV	DESCRIPTION	ENG	DATE
00	INITIAL RELEASE	PETE CORTESE/ BOB SMITH	4/09

SIGNATURES REQUIRED	PRINT NAME	SIGNATURE
TSG REPRESENTATIVE	BOB SMITH	
CELL LEAD	DAVID MIKEL	
REPAIR SUPERVISOR	KEVIN KING	
OTHER(_____)		

<b>TSG TECHNICIAN</b> Pete Cortese	<b>DATE</b> 4/09	<b><i>BOSE</i></b> <sup>®</sup> FRAMINGHAM, MA 01701-9168
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<b>APPLICABLE DOCUMENTS:</b>  SERVICE MANUAL: 296137-SM	<b>DESCRIPTION</b>  T1 ToneMatch Audio Engine Troubleshooting Tips				
	SIZE <b>A</b>	FSCM <b>32108</b>	CLASS <b>FM</b>	DWG NO. 296137-TT	REV <b>01</b>

## Troubleshooting Tips T1 ToneMatch Audio Engine

Refer to the T1 ToneMatch Audio Engine service manual reference number 296137-SM for schematics, PCB layouts and parts lists located on service web site.

### Preventative Repair Measures

**Note:** Perform the following on all units returned for repair.

Product	Check	Action
T1	N/A	There is no preventative maintenance for this product.

## Troubleshooting Tips

Product	Symptom	Check	Action
T1	Dead Unit	<ol style="list-style-type: none"> <li>1. External power supply, if used.</li> <li>2. Ethercon cable.</li> <li>3. Check +/- 18VDC.</li> <li>4. RJ45 jack.</li> <li>5. LCD display ribbon cable.</li> </ol>	<ol style="list-style-type: none"> <li>1. Try using another external power supply.</li> <li>2. Check ethercon cable for damage. Also try another cable.</li> <li>3. Verify +18VDC on pin 4 and -18VDC on pin 7 of the T1 RJ45 connector. Pins 5 and 8 are GND. Also check F1/R611 and F2/R612 to ensure that they are not open. Refer to the T1 schematic, sheet 1 for more information.</li> <li>4. Visually inspect the RJ45 connector on the T1 for damaged pins. If a user tries to plug a ¼" phono jack into the connector, they could damage the pins.</li> <li>5. Verify that the LCD display ribbon cable is fully seated at CN500 on the main PCB.</li> </ol>
T1	Power cuts out	Firmware revision level	Check the firmware revision level using the Procedure in the service manual. Update if needed.
T1	Blue Screen on display. or No display. Display locked. No control.	<ol style="list-style-type: none"> <li>1. LCD display ribbon cable.</li> <li>2. Button function.</li> <li>3. Main PCB defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that the LCD display ribbon cable is fully seated at CN500 on the main PCB.</li> <li>2. Press the MUTE, FX MUTE and CH EDIT buttons on and off to see if they light and go back out again. If they do, check the LCD display ribbon cable to make sure it is fully seated at CN500 on the main board. If OK, try a new LCD display board. If that does not help, then the problem is on the main board.</li> <li>3. Main PCB etches could be defective. Replace board or entire unit.</li> </ol>
T1	Intermittent audio	Input/Output connectors.	Check the connector for the affected channel on the I/O board. Check for fractured solder joints or a broken connector.