

YAMAHA *CBX-D5 Troubleshooting*

If you are having trouble with your CBX-D5 based music system, see if any of the symptoms listed below apply to your problem, then take the necessary action.

Most of the possible problems in a CBX-D5 based system will be computer or software related. If you think that the CBX-D5 itself is at fault, please use the supplied test program. See the *Test Program Manual* for details.

Basic operation

Symptom		Action
The CBX-D5 cannot be powered up.		Make sure that the power cord is connected to a suitable AC receptacle.
		Press the CBX-D5's POWER switch.
		If the power cord plug has a fuse, check it.
		Try another power cord.
The CBX-D5 cannot be controlled by the computer.		Make sure that no two devices are using the same SCSI ID number.
		Use standard SCSI cables only.
		Try another SCSI cable (have your dealer check the cable).
The system does not recognize the CBX-D5. The system does not recognize an external hard disk.		Make sure that the SCSI bus is terminated correctly.
		Make sure that all connected SCSI devices are powered up.
		Use standard SCSI cables only.
		Try another SCSI cable (have your dealer check the cable).
Cannot play back sound files.		Change the order of devices connected to the SCSI bus.
		Make sure a sound file exists on the hard disk.
		If a sound files does exist, try to play it using the supplied test program.
		Check that the hard disk's access indicator lights up when you try to play a sound file. If it does light up, make sure that the recording and playback volume levels are set correctly.
The CBX-D5 OUTPUT LEVEL meters indicate a signal, but nothing is output.	Digital/analog outputs	Make sure that your analog and/or digital connections are OK.
	Wordclock	If you suspect a faulty cable, try another one.
While playing a stereo sound file, output stops suddenly.		If you are using wordclocks, make sure that your other digital devices are set as wordclock slaves.
You have changed some CBX-D5 settings, but cannot playback.		Make sure that either channel's recording monitor function is not set to on.
		Make sure that the REC FREQ setting is the same on the CBX-D5 and the controlling software. If, after starting up the controlling software, you change some CBX-D5 settings via MIDI or another program, the controlling software's REC FREQ setting may not match that of the CBX-D5.

Symptom		Action
Output stops suddenly or makes a short loop.	SCSI	Make sure that the SCSI bus is terminated correctly.
		Check the SCSI connections.
		Make sure that you do not have too many SCSI devices connected to the SCSI bus.
	Hard disk	Make sure that the hard disk's access time is not too slow.
		Check for hard disk fragmentation.
		Check whether the hard disk is trying to calibrate itself, i. e., seeking the head's home position at a certain interval so that it can position the head more precisely.
Playback is distorted.		Make sure that the level of the DSP/DEQ/DMIX is not set too high.
		Make sure that the REC FREQ is set correctly.
		When you use an external wordclock and the DIGITAL INPUT is selected as the REC SOURCE, the sampling frequency of the DIGITAL INPUT should be 28.125K or higher.
Unwanted noise is output.	Aliasing	Make sure that the REC FREQ is at least twice that of the highest audio frequency being recorded, i. e., the highest audio frequency does not exceed the selected REC FREQ's nyquist frequency.
	Pink noise	If you are using wordclocks, make sure that your other digital devices are set as wordclock slaves.
	Digital connecting cables	Use standard digital connecting cables only. AES/EBU connecting cables must have an impedance of 110 ohms. For example, Sony ECD-3C/10C/30C.
Playback is delayed.		<p>Check whether the CBX-D5 is overloaded.</p> <p>The CBX-D5 may be overloaded, resulting in a delayed playback when you try to play back multiple channels at the same time using the TO HOST terminal. In this case, use the external MIDI interface, and set the Host Select switch to MIDI.</p> <p>Check whether the hard disk is fragmented.</p> <p>Check whether too many short sound bytes exist in close proximity.</p>
Cannot record.		Check for hard disk fragmentation.
		<p>Make sure that the REC FREQ setting is the same on the CBX-D5 and the controlling software.</p> <p>If, after starting up the controlling software, you change some CBX-D5 settings via MIDI or another program, the controlling software's REC FREQ setting may not match that of the CBX-D5.</p>
		Check that you are not trying to record with the recording monitor function set to off.
Unwanted oscillations occur when ping-pong recording.		Make sure that there isn't a signal loop between the digital/analog OUT 1/2 and IN 1/2 connections. When ping-pong recording on a single CBX-D5, the input signal is output to the digital/analog OUT 1/2 connections for monitoring purposes.

Symptom	Action
Nothing is output, or pink noise can be heard when ping-pong recording.	Make sure that AES/EBU OUT 3/4 is not connected to AES/EBU IN 1/2 when AES/EBU is selected for OUT SYNC. To ping-pong record on a single CBX-D5, record on channels 1 and 2 while playing channels 2 and 4 with the OUT SYNC set to INT.
The sampling frequency setting does not change.	Use the controlling software only to change CBX-D5 settings.

MIDI

Symptom	Action
The CBX-D5 does not receive MIDI data.	Make sure that the host cable is connected correctly.
	Make sure that the host select switch is set correctly.
	Make sure that the controlling software's MIDI configuration is correct.

DSP

Symptom	Action
Cannot use the effects.	Make sure that the host cable is connected correctly.
	Make sure that the host select switch is set correctly.
	Make sure that the controlling software's MIDI configuration is correct.
	Make sure that the send and return levels are turned up.
	Make sure that the return destination is not set to mute.

DEQ

Symptom	Action
Cannot use the EQ.	Make sure that the host cable is connected correctly.
	Make sure that the host select switch is set correctly.
	Make sure that the controlling software's MIDI configuration is correct.

DMIX

Symptom	Action
Cannot mix.	Make sure that the host cable is connected correctly.
	Make sure that the host select switch is set correctly.
	Make sure that the controlling software's MIDI configuration is correct.

Digital synchronization

Symptom	Action
Cannot output wordclock.	When the OUT SYNC is set to EXT, the WORD CLK IN signal is output from the WORD CLK OUT connection, due to direct internal connection.
Wordclock is not output correctly. The 48K and 44.1K PB FREQ LEDs light simultaneously.	If the OUT SYNC is set to something other than INT, and the PLL lock is lost (lost external wordclock), noise will be generated and the 48K and 44.1K PB FREQ LEDs will light simultaneously. If, due to external wordclock instability, the PLL lock is lost, sound file playback will be synchronized to the internal clock at the frequency that was used before external wordclock was selected.