



IMPORTANT: Please read this before returning the product!

We want to help!

If you're having problems installing or using your product, our support team can help troubleshoot, walk you through product and software installation, and help with spare and replacement parts.

Visit our website:

Please visit ionaudio.com for:

- Troubleshooting guides
- Video tutorials
- Software updates
- Driver updates
- Product manuals

Attention!

If your product came with **EZ Vinyl/Tape Converter** software, please visit ionaudio.com/ezvc to download the latest version.

On the website, go to **Products** to find and select your product. On your product's page, you'll find any available software updates, manuals, etc.

E-mail us:

Visit ionaudio.com/support to e-mail our technical support team. We'll be happy to help you get up and running as quickly as possible.

Call us:

Before calling:

- Please have your product and its manuals with you.
- If possible, have your product powered on and running.

U.S. Support: 401-658-3743

Monday – Friday (except holidays)
8:30 am – 6:30 pm, EST

U.K. Support: 01252 896 080

Monday – Thursday (except bank holidays)
9:00 am – 6:00 pm, GMT

Friday (except bank holidays)
9:00 am – 5:00 pm, GMT