



LC4 **MUSIC LAB**

Troubleshooting Guide

Symptom

Solution

No sound is heard in student headphones.

Ensure instrument cable is connected to both the instrument and the student instrument box.

Ensure the student headphone/mic unit is plugged into the student instrument box correctly – microphone into mic input and headphone into headphone output.

Ensure that the data cable (RJ-45) is connected to both the student instrument box and the LC4 hub.

Student instrument box or headset failure. Try another working unit – if that works then replace the non-functional component.

Split Mode - students aren't isolated.

Ensure that the "Split Mode" switch on the rear of the LC4 hub is turned to the "on" position.

Ensure that the instrument is configured properly for Split Mode (see p.4 of the LC4 Installation Guide).

Radio Frequency (RF) interference is heard.

Ensure that you are only using cables supplied with your LC4BASE or LC4EXP packages. Using 3rd party cables, such as standard Ethernet cables, can cause RF interference.

Contact customer support for information on replacement cabling.

Student headphone/mic is intermittent (cuts in and out).

Contact customer support. To prevent damage to headset and student instrument box, install on top of instrument where possible to avoid tripping or snagging. Your headset cable or student instrument box jacks might be damaged.

Symptom

Solution

**Sound only heard on one side
(left or right)**

Ensure that the instrument is connected from the headphone output to instrument input L/Stereo jack on instrument box.

Check to see if LC4 Hub is set to “Split Mode.”
If so, turn off and see if symptom persists.

Change cables or headphones with ones that are known to work to see if symptom persists. If not, then you might have a failed part. Contact customer support for information about replacement or repair.

My class is larger than eight students.

Utilize “Split Mode” with compatible instruments* and purchase additional CM500 headsets.

Purchase LC4EXP expansion package which is all-in-one box to add eight more students to your LC4BASE.

**The control unit appears to be frozen.
Lights do not turn on or off, unable to
change settings.**

Turn hub unit power off on and then back on.

If power on/off does not remedy the situation, power off and then on while pressing the reset button; use an unbent paperclip inserted into the tiny hole on the back of hub to press the button.

Customer Support

For additional LC4 Music Lab support or troubleshooting, please contact Yamaha Corporation of America Customer Support at (800) 854-1569 or visit <http://4wrd.it/LC4Help>.