

Cruise / Stride Q & A

Q1. Computer does not recognize the Cruise / Stride

A1-1. Not connected correctly

(Refer to manual and check if connected correctly to the computer via USB cable. Disconnect for 10 seconds and reconnect. If there is system instability, reboot the computer)

A1-2. There is a problem with USB cable

(Check USB cable and connection)

Q2. There is no sound through Cruise / Stride

A2-1. There is no sound during playback of computer based files via USB

(Ensure that the volume setting in the Sound application is set to maximum and “mute” is unchecked)

A2-2. Portable Media Player or Cruise / Stride volume output level is set too low

(Ensure that the volume setting of the portable media player is set to maximum and adjust the output volume level on the Cruise / Stride by turning the volume control to the left)

A2-3. Another device is selected as the default playback device in the Sound application settings

(Ensure that the Cruise / Stride is selected as the default playback device in the Sound application settings)

A2-4. Not connected correctly

(Refer to manual and check if connected correctly to the computer via USB cable or to the portable media player by the 3.5mm phone jack cable)

Q3. When headphones are connected to the computer's headphone jack there is no sound while the Cruise / Stride is connected via USB cable.

A3. USB audio device is selected as default

(The computer will give audio output priority to connected USB audio devices, in this case the Cruise /Stride. To listen to music via the computer's headphone jacks or internal speakers, the Cruise / Stride must be disconnected from the computer)

Q4. There is no sound from headphones.

A4-1. The Cruise / Stride volume is too low

(Adjust the volume control to the appropriate level by turn it to the left)

A4-2. The volume output on a connected portable media player is too low

(Adjust the volume control on the portable media player to the appropriate level)

Q5. During playback of computer based music unbalanced sound is experienced

A5-1. The balance setting in the Sound application is not centered

(Set the balance in the Sound application to the center)

Q6. Sound cuts out during playback

A6-1. The load on the CPU of the portable media player or computer is exceeding its capabilities

(Try to avoid overloading the CPU during playback by closing some applications and reducing the CPU's work load)

Q8. Noise is experienced during playback

A8-1. The Cruise is placed too near components with strong electromagnetic interference like TVs

(Try moving the Cruise / Stride away from such components)

A8-2. There is a connection problem at input and output jacks

(Check the connection of all cables, connectors at their jacks)

Q9. Is it possible to connect the Cruise / Stride to an external preamplifier / amplifier or active speakers?

A9. Please use a 3.5mm phone jack to RCA cable (sold separately)

(Connect the Cruise / Stride via its 3.5mm output phone jack and the external components input RCA jacks)

Q10. Does the Cruise / Stride require a driver to be installed on a computer for it to be recognized?

A10. The Cruise / Stride is a plug and play USB device. A driver is not required.

Q11. Please advise the type of Operational Amplifiers used in the Cruise / Stride?

A11. In the case of the Cruise the type of Operational Amplifier used differs according to its production lot. The production lot can be determined by the color of the Cruise's power lamp (white or blue):

CRUISE with a blue power lamp: ST-TS972 Very Low noise Operational Amplifier

CRUISE with a white power lamp: TI-LMV832 Dual 3.3 MHz Low Power CMOS, EMI Hardened Operational Amplifiers

STRIDE: TI-LMV832 Dual 3.3 MHz Low Power CMOS, EMI Hardened Operational Amplifiers