

Troubleshooting Guide for Ultrasono PROline Headphones

Problem: One or both sides out.

Solution 1: Check to make sure cable is screwed in all the way. Cable must be pushed in and twisted at the same time to ensure a proper seal.

Solution 2: Check both cables to make sure the problem is not just the cable.

Problem: No bass, vocals are missing, sounds odd.

Solution: Cable is bad and producing phase errors. Try the other cable and then contact Ultrasono USA for a replacement.

Problem: Less bass in one channel than in the other.

Solution: Speed Switch earpads is not correctly attached to earcup. Remove earpad and then reattach by pressing the earpad down and twisting.

Solution 2: Remove the earpad and check the driver for imperfections. Dents in the driver's surface will cause it to reproduce less bass than normal.

Problem: Sounds distorted even at low volume on one side or both.

Solution: Driver may be dented. Remove the earpads and inspect the drivers for folds or dimples in the driver. Driver is not completely smooth but should not have irregularities.

Problem: Sound cuts in and out when using the 6.3mm to 3.5mm adapter.

Solution: Adapter is probably bad. Check with another adapter (if possible) or contact Ultrasono USA for a replacement.

Problem: Headphones sound flat and strange.

Solution: Make sure you have the headphones on correctly. With Ultrasones the cable must be on the left side.