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Frequently Asked Questions

Question typology	Question	Answer
Mounting	*I can not find any fuse either on the PCB of the product or supplied for external connection; besides, I can't find any indication regarding any recommended value to possibly add an external fuse*	The fuse is built-in in the PCB and it can only be replaced by an authorized after sales service centre. If you want to add an external fuse to ensure more safety, the suggested value is the traditional 1 A
USB connection between PC and Bit One	*I experience malfunctioning of the Bit One when I connect the USB cable (example: disturbances or discharges when turning on the processor or some devices installed in the car; accidental variations in the output volume, Bit One locking up)*	Some laptops powered through their mains supply create high voltage difference between the laptop USB ground and the Bit One USB ground; this may cause temporary malfunctioning of the Bit One digital section. So the laptop will have to work with its own battery, keeping it disconnected from the mains supply, at least in the precise moment when the laptop is connected to the Bit One through the USB. Once connection is established, the laptop can then be connected to the Bit One through the mains supply, without causing any problem. If when turning on other devices inside the car, discharges occur, please contact the Elettromedia Customer Service to report the issue
	The PC fails to connect and the message "Ftd2XX.DLL not found" is displayed	The drivers are not correctly installed. Disconnect the USB cable from the PC, re-start the PC and then re-connect the USB cable to the PC; the PC should automatically detect the presence of the Bit One USB port and ask you to install the drivers, following the instructions you can find in section 6.2 of the Bit One Advanced Manual. If, after disconnecting, re-starting the PC and re-connecting the USB cable the PC doesn't ask you to install the drivers, it means that the drivers have been damaged by other installations: in this case, disinstall the drivers (see section 6.3 of the Advanced Manual) and re-install them (see section 6.2 of the Advanced Manual)
	The PC fails to connect to the Bit One and the message "BIT ONE DEVICE NOT FOUND" is displayed	- Check if the USB cable you are using is correctly connected or if it is damaged. - Check if when connecting the DRC the message "PC Control DRC is disabled" is displayed; a) If the DRC displays the above message , it means that the DSP is locked up: see later on in this FAQ file the section "**Sometimes the DRC shuts down while the Bit One "audison" logo** stays on and the system freezes" under the category "Malfunctions and Anomalies". b) If, instead, the DRC doesn't display the above message, see section above in this FAQ file called **"The PC fails to connect and the message "Ftd2XX.DLL not found" is displayed"**
Turn on/off	*Loud ''POP" sound when turning on/ off the Bit One*	The issue may occur on some units featuring the first software versions. In that case, you have to update the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update. audison.eu (username and password: bitone)
	A loud noise (bump) can be heard on the speakers when turning off the head unit (the Bit One is turned on/off via the head unit remote out)	To not hear the "bump" when turning off the head unit, the amplifiers have to be turned off before turning off the Bit One. The correct chronological sequence is the following: 1 Turn off the head unit disconnecting its REM OUT output, that is connected to the Bit One REM IN. 2 The Bit One starts its turn-off sequence when you disconnect its REM OUT output. This makes the amplifier go into mute mode and turns the amplifier off. 3) After 2 seconds the Bit One turns off. **For more information see section 5.1 in the Bit One Advanced Manual**

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Turn on/off	*Problems to turn on/off the Bit One. Once I have turned off the Bit One pushing on the DRC knob, I can't turn it on again pushing on that same knob. To turn on the Bit One pushing on the DRC knob I have to disconnect KEY MEM and KEY ON-OFF*	Check the connections you made. The DRC has to be connected to the Bit One through the AC Link 1 plug (DRC) and not through the AC Link 2 plug (AMPS). Besides, KEY MEM, KEY SWITCH ON OFF and REMOTE IN must not be used simultaneously
	Once the audio system is turned off, I can't turn it on again through the DRC; I can only turn it on using one of the external controls (REMOTE-IN, KEY-MEM, KEY SWITCH ON-OFF)	You have to update the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
	The Bit One is used with a hands-free phone kit connected to the Bit One PHONE input. When I turn off the car, the Bit One stays on (or, if the Bit One was already off before the car was turned off, the Bit One turns on) showing the message "PHONE" on the DRC display	Check if the power supply cable is correctly connected to the Bit One and if the KEY SWITCH ON of the hands-free kit is correctly connected to the hands-free kit. The issue you are experiencing is due to the fact that the two signals have probably been inverted
	The Bit One turns on unwantedly also when the head unit and/or the car are off	Unwanted turn-on can occur only in some car models if the HI-LEVEL CH1 channel is used. In that case, we recommend to not use the HI-LEVEL CH1 or, in the product version starting from the "BIT ONE.1", disable the ART function following the instructions you can find in section 5.5 "HIGH-LEVEL INPUT SIGNALS" of the Bit One Advanced Manual
Initial configuration (Configuration Wizard) and settings	*Failure or errors in finalizing parameters*	If while tuning the Bit One through the PC, the product is turned off, on or the USB plug gets disconnected, the connection with the PC will lose synchronism. In that case you will have to exit the PC Software, turn the Bit One off and on again, launch again the PC Software to restore synchronism in the communication between Bit One and PC. If the Bit One doesn't turn off after launching the turn-off command, you will only have to disconnect power for at least 30 seconds, then connect it back and then turn on the Bit One again. All the adjustments made on your Bit One will go lost, so if you were running the Configuration Wizard when the problem occurred, you will have to run the Configuration Wizard back again
	Once the Configuration Wizard has been completed, after turning the Bit One off and on again, no audio signal can be heard on the output	- Attention: to not lose the settings selecting during the Configuration Wizard, make sure you "finalize" the settings on the Bit One selecting "Finalize to Bit One" from the "File" menu of the PC Software. -If you are sure that you have finalized, then the problem is due to a lack of synchronization between PC and Bit One. In this case, you will have to run the Configuration Wizard back again, making sure that the connection between PC and Bit One has been correctly established
	When I try to adjust the volume through the Master Volume and the Subwoofer Level, the volume level does not change	Probably during the Configuration Wizard some (or all) "Set AC-LINK provided amplifier" flags have been selected on the outputs. By selecting them, the volume on the Bit One analog outputs always stays at 0dB (maximum volume level in output) since the volume adjustment is entrusted to the amplifiers equipped with AC-LINK that the software, once the flag is selected, considers as connected to the Bit One output. To correctly restore the control of the Pre-Out output levels you have to run again the Configuration Wizard procedure making sure that the "Set AC-LINK provided amplifier" flags are not selected

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Initial configuration (Configuration Wizard) and settings	*Problems to read the input level: the message "input too low" is displayed*	- Check if the head unit volume level is high enough and undistorted; - if the input signal level is adequate, you have to update the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone). - if the problem remains also after updating the Bit One&DRC Firmware and the PC Software, please contact the Elettromedia Customer Service
	After selecting MUTE for one or more channels in the CHANNEL MAP of the "DSP SETTING" window of the PC Software, if you then click on the "EXT. SOURCE EQ" window, the MUTE is automatically disabled and the sound can be heard. The screen will still show MUTE as selected, both on the CHANNEL MAP and on the "OUTPUT LEVEL", but the sound can still be heard. When the MUTE, after being disabled, is selected again, the MUTE works back to normal	The problem can be temporarily overcomed by deselecting and then selecting again the MUTE. The problem can be definitely fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone). This issue was fixed from v. 1.4 on of the PC Software
DRC	*Troubles when selecting inputs through the DRC: the system freezes when switching from one input to another*	The issue may occur on some units featuring the first software versions. In that case, you have to update the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
Operation anomalies	*The unit reproduces noise coming from the CD player, noise when switching the audio tracks or when the Bit One is being set up*	The issue may occur on some units featuring the first software versions. In that case, you have to update the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
	*With the Bit One in "Filter Linkwitz" mode, while selecting the cut-off slope [dB], I hear a "**pook**" sound.*	The issue can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
	Sometimes the DRC shuts down while the Bit One "audison" logo stays on and the system freezes	- The issue can occur on the first Bit Ones manufactured and it can be due to the optical digital or coax input, even if the input has been selected with the head unit being disconnected and off. The issue can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone). - This anomalous behaviour could also be caused by "out-of-standard" technical specifications of the digital output of some head units. If the problem remains also after updating the Bit One&DRC Firmware and the PC Software, please contact the Elettromedia Customer Service
	When switching the input head units, without connecting any cable and regardless of what head unit is selected (Aux 1, Aux 2, digital...), some "clamp" disturbances can be on the outputs	- The issue is due to the Bit One "muting" and it can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone). - if you still hear a very low noise in the input without cables connected, that is normal - If the original problem remains unvaried also after updating the Bit One&DRC Firmware and the PC Software, please contact the Elettromedia Customer Service

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Question typology	Question	Answer
Operation anomalies	*The audio signal is not correctly launched by the system*	Check if Fader and Balance are correctly set on the DRC
	The "Volume Adjustment" screen shows the information "0 - -40 dB" for channel 1 and the information "0 - -20 dB" for the other channels	The issue can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
	While the Bit One is working, the sound is slightly distorted. You can hear accidental noises when the Bit One processes a deep low bass broad-band signal; these noises are similar to high-frequency tails forming after a low-frequency signal. The level of these noises is very low; however, it is anyway there, regardless of what type of speaker is used and even when a Hi-Pass filter is used. These noises are more loud at lower frequencies	The issue can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone)
	The Bit One is connected to the digital head unit (optical or coax). The system is on but the head unit is off, or, the head unit has been on for a long time but is not playing sound: when I turn on the head unit or when I make it play again, there is no sound	The issue can be fixed by updating the Bit One Firmware, the DRC Firmware and the Bit One PC Software. The three updates are available for download on the Bit One Support Area http://update.audison.eu (username and password: bitone). If the problem remains also after updating the Bit One&DRC Firmware and the PC Software, please contact the Elettromedia Customer Service
	I use the Bit One with a different application from the in-car application (example: display boards, test bench, home audio); the Bit One is connected to amplifiers with low-voltage switching power supply and it reproduces digital noise ("click sound")	Bit One is a product designed for Car Audio application (12 Volts in continuous current). It can anyway be used in other applications, paying attention to check that the devices connected to the Bit One are correctly grounded
	When using the optical electical input (Digital In Coaxial), digital undesired noises can be heard in the system (like rustles, discharges)	This situation occurs when the electrical digital signal level coming from the head unit is too low and therefore is mostly affected by noise. In this case, we recommend you use a high-quality, 75 ohm impedence coax cable. If the problem remains, please contact the Elettromedia Customer Service
	When using the optical digital input (Digital In Optical) digital undesired noises can be heard in the system (like rustles, discharges)	This anomalous behaviour may be caused by "out-of-standard" technical specifications of the digital output of some head units. Check if the Bit One Firmware, the DRC Firmware and the PC Software installed in your Bit One, DRC and PC respectively are the latest versions that are available on http://update.audison.eu. If any of them is an older version, you have to update it to the latest version. If the problem remains also after updating the Bit One&DRC Firmware and the PC Software, please contact the Elettromedia Customer Service

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Operation anomalies	*I can't hear any sound when watching a DVD film*	The issue can occur if a 5.1 signal is applied to the electrical digital (Digital In Coaxial) or to the optical digital input (Digital In Optical). In this case, you have to set the LPCM control at 48 KHz on your DVD player "SET UP" menu
	I can't hear any music when playing a music DVD	The issue can occur when playing music burnt to a DVD support sampled at a frequency higher than 48 KHz, using the Bit One electrical digital (Digital In Coaxial) or optical digital input (Digital In Optical). In this case you have to set the sampling frequency at 48 KHz in the "SET UP" menu of your DVD player. If you can't change this setting accordingly, please contact the Elettromedia Customer Service
	While listening to music I hear digital noises (like ticking or similar), alternator whine, or noises caused by electrical devices operating in the car (such as position indicators, windshield wipers, etc.)	- Check if the power supply connection cables are somehow damaged; - Check if the PRE-IN and PRE-OUT signal cables are somehow damaged; If the problem remains, please contact the Elettromedia Customer Service
	When I connect the Bit One to Audison TH amplifiers through the AD-Link line, I hear digital noise while listening to music	If this problem occurs, please contact the Elettromedia Customer Service
	If I connect the Bit One to Audison TH amplifiers through the AD-Link line, the reproduced signal is distorted (clipping)	Check if the Bit One output levels (see "OUTPUT LEVEL" menu on the Bit One PC Software) are set at too-high values. If the levels are correctly set, check if the input sensitivity of the device installed after the Bit One (TH amplifier) is too high
Firmware / Software Update	*After updating the Bit One Firmware, the Bit One shows anomalous behaviour*	If the version of Firmware and PC Software originally installed in the Bit One before the upgrade was older than v. 1.5, if you have updated the PC Software or the Bit One/DRC Firmware you have to: - reset the Bit One by selecting "RESET FACTORY DEFAULT" from the "FILE" menu of the PC Software from v.1.5 on; - run again the Configuration Wizard and manually enter the old settings
	After updating the Bit One Firmware, the Bit One can't finalize anymore the changes made on the settings through the PC Software	The Bit One PC Software has to be used with the correct Bit One Firmware and the correct DRC Firmware. When you update the Bit One Firmware you also have to update the DRC Firmware as well as the PC Software with compatible versions. On our Bit One Support Area http://update.audison.eu you can download the latest PC Software, Bit One Firmware and DRC Firmware updates that are compatible one with the other

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Question typology	Question	Answer
	How to use KEY-MEM and KEY ON-OFF?	The "KEY-MEM" Memory connection is linked to the Bit One turn-on when turning the car ignition key. It is very similar to the "KEY ON-OFF" function but with an additional "memory" function. So, if the Bit One has already been turned off (for example through the DRC) when the user turns off the car, the Bit One won't turn on next time the user turns on the car. If the Bit One is turned on after the user has stopped the car and has removed the ignition key, instead, the Bit One will turn on next time the user turns on the car. The "KEY ON-OFF" and "KEY-MEM" functions are not compatible one with the other and MUST NOT be used simultaneously
	Why does the Bit One feature 3 remote inputs and only 1 remote output?	The three Remote IN inputs are necessary to remote turn-on the Bit One using one or more signal sources. The Remote Out function, instead, is to remote turn-on the devices or the amplifiers connected after the Bit One. The three Remore IN inputs are connected in parallel, so if the system only features one head unit you can use any of the three inputs without distinction. **For more information see section 5.2 in the Bit One Advanced Manual**
Use of functions	*When the Bit One Hi-level inputs are used, is it possible to connect only one filtered signal (for example the signal coming from the midrange) ? In this case, would the Bit One be able to reconstruct the complete signal (20 Hz - 20KHz)?*	A faithful reconstruction of a full-range signal from a filtered signal is not possible . The Bit One needs to receive the complete sum of the audio signals (20 Hz-20 kHz) coming from the head unit or from the OEM amplifier. You will just have to, for example, set Ch1 to the Left Woofer, Ch2 to the Left Midrange, Ch3 to the LeftTweeter; then, the Bit One itself will sum up all these signals reconstructing a full-range 20 Hz-20 kHz signal. **To correctly perform this operation, follow the instructions of section 8.5 in the Bit One Advanced Manual**
	In some factory systems the high-level signal is digitally filtered by the head unit (for example within the 50-70 Hz range) and sometimes the Sub channel is not featured. Is it possible to reconstruct the signal for the Sub in this case?	If the car OEM system features a Hi Pass crossover filtered for instance at 70 Hz, the Bit One can't reproduce frequencies that are not inputted into its input. However, if the "De-equalize" function is used, regardless of whether the signal is equalized or not, the Bit One provides the ability to re-align the frequency response curve for 6 dB. This means that, if the OEM head unit features a Hi Pass crossover at 70 Hz - 12 dB/Oct., the Bit One can take the Hi Pass crossover frequency to 52.5 Hz. This frequency value, then, allows smoother Hi Pass crossover filterings at highest frequencies that are usually used to cross the "Front" section with the Subwoofer section in Car Audio systems. The "De-equalize" function can also be used with the PRE input (Low Level). In this case, before launching the "De-equalize" function, the signal has to be supplied to the 6 PRE inputs (Low Level Inputs), during the Bit One set up process; however, you have to "fool" the Bit One by actually selecting the Hi Level Inputs, without using the 7 and 8 channels

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