DynaSample support

If you experience technical problems or have questions please send an email to the email address that you might already have or the one found in the **CONTACT** tab (https://dynasample.com/contact-en.htm).

- For troubleshooting please <u>eliminate any device in the MIDI, USB or audio chain</u> (*depending on your problem*).
  *(Audio can be tested with the demo songs, MIDI can be checked with the MIDI-Monitor [press buttons 3+4].
  Do NOT connect a stereo cable to a balanced mixer input!)*
- Try at least two or more medium short, good quality cables to rule out cable issues and check all connectors for intermittent contacts.
- Check the drive switch on the rear (turn it off and back on <u>before</u> starting up).
- Connect a HDMI monitor for seeing potential error messages. Take a picture if you see anything unusual.
- Try starting up from your backup drive (<u>do this only with your internal drive switched off!</u>).

Issues that are not know and cannot be reproduced might be caused by other problems on your side, like your controller, low batteries or bad power supplies, cables, grounding issues, etc. Try at least one alternative controller, a different connection if possible (MIDI or USB, alternative port) and/or different sound generator to see if the problems persist in different constellations.

Since we get a large number of emails every day we kindly ask you to follow these guidelines for technical questions. Emails that do not follow these guidelines will be ignored:

1) Keep your email short! Only ask a <u>maximum of 3-4 questions</u> (or less) per email.

2) Keep your questions precise and clearly structured in two or three short sentences per issue *(like this section)*.
   Add a short description (1-3 sentences) describing how we can reproduce the issue.
   Issues that are not know or reproducible can neither be commented about nor fixed.

3) Please tell us which MIDI controller you are using and how you are connected - with USB or DIN-MIDI.
   If you are connected wirelessly please always use a cable instead for testing.
   In case that we have setup instructions for your controller please set it up accordingly before reporting issues.

4) If your problem happens only in specific patches please name the presets where it happens with the bank and patch number - <u>only use factory banks</u> for reporting issues!
   Add your software version or - if not current - update to the latest version for possibly solving the issue.

   (Fixed issues and changes are mentioned in the version history of the "Update ReadMe" that you can find either below the current software update download or included in the update zip package.)

Very long emails [longer than the listing 1) – 4) above] will **always** be ignored!
If we have additional questions needing further details we will ask you about the specific details needed.

If your question seems to be too complex to be described in the above mentioned format please talk to us on Skype.
We can usually be reached any afternoon until 7 PM (German time).
https://www.timeanddate.com/worldclock/germany/pforzheim

Send an email to set up a Skype meeting within the timeframe specified above.
Please suggest a day and time that is good for you. We are usually rather flexible.

Thank you!