
Headphone Problem Persists

Posted by r05c03 - 2013/08/28 21:17

So, sadly my OT, which I enjoy and use a lot, is one of those with the headphone output problem. It Manifests in the occasional attenuation of audio accompanied by scratchy/distorted sound in the right hand "channel" of the headphone out. I have sent my device in for repair TWICE. The second time they replace the I/O CPU Board. The problem was gone for sometime but is back and seemingly getting worse over time. I contact Elektron and they said I can send it back to the shop, again, and they would reimburse me for shipping.

I do not really want to send it away again. It seems whenever I sit down and start getting into my rig, I have to remove the OT from the equation and send it away. At what point do I say "forget it"? I do not really want to have a machine of this cost with a hampered capabilities and LOWER resale because of this problem. I want to be able to run my other gear into the OT and hear it through the H/O. What are my options here? Send in it again? Ask for a new fully functional device? Give up and get a mixer or small audio interface into which I run the main outs so that I can then hear everything through headphones. Get a small mixer and do the same?

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Re:Headphone Problem Persists

Posted by secmast - 2013/08/28 21:28

i would say, first know why it happen !!!
Is it the way you are plugin/plugout the headphone that ruins the connector/card ?
Is it a bad design from Elektron itself ?
Is it the impedance of the headphone that cause any side effect on the circuit ?

Basically you should talk with Elektron seriously about this problem before any further action.

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Re:Headphone Problem Persists

Posted by LMLMLM - 2013/08/29 01:54

Funny, I have the same problem with my OT again. I sent it away for repairs a while back and they said the logic board was replaced, I haven't used it so much since, but I've noticed it occurring again.

Cenk on support suggested I try to see if it occurs in the demo project mode, but the problem is it occurs quite randomly. The way to get rid of it is to use a compressor on the master track and temporarily crank the gain.

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Re:Headphone Problem Persists

Posted by heckadecimal - 2013/08/29 02:43

It happens a bit on mine too. It's not bad enough to send in (for me), I can usually set it and it'll be fine.

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Re:Headphone Problem Persists

Posted by r05c03 - 2013/08/29 02:45

yeah, that is how I make it go away too, crank the output. However, it is really just a bummer. Essentially, the machine is not working in the manner it is intended...

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Re:Headphone Problem Persists

Posted by Veets - 2013/08/29 11:36

I have this same problem too, and am getting tired of sending it in. And yes it does make me take the OT out of the equation. My first major Elektron letdown. Mine may go away if I knock my knuckles around the volume knob, but it's sporadic as a fix.

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Re:Headphone Problem Persists

Posted by r05c03 - 2013/08/29 21:21

Hmmm. They told me this is a rare problem, but apparently, not so much. Veets, how many times have you sent it in?

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Re:Headphone Problem Persists

Posted by Goseba - 2013/08/29 22:10

A couple of months ago I bought an OT second hand. I wasn't aware of the headphone socket being new to Elektron gear. Within minutes I discovered the issue. In addition though, when I lifted the OT up with it on my lap, it would reboot. I was fortunate the person refunded me without question, but I was wondering if others with the headphone issue also had this rebooting issue?

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Re:Headphone Problem Persists

Posted by Veets - 2013/08/29 23:56

I have only sent it in once previously for this issue but have had to send it in for another issue. It will have to go in again for this issue.

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Re:Headphone Problem Persists

Posted by GeneralBigBag - 2013/08/30 01:13

I had the OT headphone problem once, one channel was basically not there.

I accidentally fixed it by sending a really hot signal through the AB inputs while monitoring them at full gain - it's like I unblocked the DAC or something :blink:

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Re:Headphone Problem Persists

Posted by r05c03 - 2013/08/30 01:52

Yeah. It is like something is blocked...and you if you send a hot signal it unblocks it. So weird.

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Re:Headphone Problem Persists

Posted by heckadecimal - 2013/08/30 06:31

I don't know if that's a very scientific solution, or even theory. But it does seem like the headphone output is just kind of cheap. It's quiet and doesn't sound nearly as good, even when it's not crackling or cutting out.

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Re:Headphone Problem Persists

Posted by heckadecimal - 2013/08/30 12:44

Of course now that I'm using it more, the problem is worse. Rebooting sometimes fixes it. Really don't want to send it in, but since I was an early adopter my warranty is almost up.

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Re:Headphone Problem Persists

Posted by LMLMLM - 2013/08/30 18:04

My spidey sense tells me it's an electrical problem more than a software/project-related problem as well. Has anyone had a definitive fix from Elektron? I don't want to be left with a dud component when the warranty runs out either.

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Re:Headphone Problem Persists

Posted by FmSafari - 2013/08/31 04:48

Same problem here!

For me it is the left headphone channel. I also don't want send my octatrack to elektron. Because I think I will get a machine with a new board and the problem comes back.

If i crack the volume up to the max the signal comes back for random lasting time to use it without this problem.

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Re:Headphone Problem Persists

Posted by Artsutanov - 2013/09/03 06:46

I hadn't used the headphone output until I read this thread. I have 2 Octatracks and the headphone output on my 1st OT crackles and cuts out on the right side. I bought this OT in March but my 2nd OT bought last Friday seems fine. If new units aren't fit for purpose surely we're entitled to replacements as opposed to repairs.

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Re:Headphone Problem Persists

Posted by AUX - 2013/09/06 00:31

Same problem here. Super annoying...

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Re:Headphone Problem Persists

Posted by AUX - 2013/09/06 00:33

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Re:Headphone Problem Persists

Posted by AUX - 2013/09/06 00:34

More annoying than repeated posts...

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Re:Headphone Problem Persists

Posted by LMLMLM - 2013/09/06 16:10

I sent a follow up to my support ticket to see if fault is a known issue for Elektron. It would be nice if they figured out what was going wrong and then definitively fixed it. If anyone else is having trouble, please do report it so they know it's widespread enough to get attention.

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Re:Headphone Problem Persists

Posted by kirlian - 2013/09/06 16:20

GeneralBigBag wrote:

I had the OT headphone problem once, one channel was basically not there.

I accidentally fixed it by sending a really hot signal through the AB inputs while monitoring them at full gain - it's like I unblocked the DAC or something :blink:

you are either very wise, or just really natural.

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Re:Headphone Problem Persists

Posted by Zvuku - 2013/09/06 20:09

My OT is on it's way back from Elektron - had the same headphone issue (bought mine secondhand and found the problem the next day)
the fix report says - Audio cable connector re-soldered.

hopefully that fixes it.

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Re:Headphone Problem Persists

Posted by MSB - 2013/09/07 23:11

For what it's worth, my OT had to go back to Elektron too, support was very good, tried everything first, contact cleaner etc. And running it in demo mode with no card in (which did work) seemed to cause problems when the card was being used. All fixed now. They also replaced a couple of loose encoders for me. :)

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Re:Headphone Problem Persists

Posted by beta - 2013/09/08 05:11

i have the exact same problem as everyone here: output crackles & then drops out on the right headphone channel. the only fix is to temporarily crank the output level to max (and turn down the headphone levels first so you don't deafen yourself).

after you return the levels back to normal, however, it will only be a matter of minutes before the problem returns. If you are playing quieter material the problem will come back sooner than if you are playing something loud.

only the headphone output is affected. The main outputs are fine.

before i send my Octatrack back to Elektron, i want to be sure that they have a definite fix for this. seeing as so many Octatrack users have this identical issue you would think that Elektron would have the source of this problem nailed down by now, but i am seeing a number of different responses here in this thread (logic board replaced, headphone jack re-soldered, etc.) it would be nice if Elektron posted an official response to this either on their site or here on this forum.

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Re:Headphone Problem Persists

Posted by r05c03 - 2013/09/08 05:26

Yeah, they told me it was a rare problem. Not so rare perhaps. Time to get it fixed.

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