



**My amp isn't working.
I think.**

**A quick check
(before you tear everything apart!)**

Your least favourite Audio dance

Amp not responding?

Remote not responding?

But which has the problem?

And which problem – batteries? hardware? (Is the rear rocker switch in the RESET position?)

First up, a quick **check of battery status** usually saves a lot of time in sorting out this conundrum.

But how? Though *you* can't see whether the remote handset is sending the beam of infrared codes to your gear, your **smart phone*** *can* via its camera.

Switch to the front-facing camera of your smart phone, point the remote directly at the camera, and press-and-hold any button on the remote. With a healthy battery you will see a light flickering in a stream of commands. If not, time to change to a fresh, *quality* battery.**

You can see what this looks like at

<https://youtu.be/YNkmWv4Yab8>

* As an alternative, the webcam on your laptop is also a digital camera which may be able see infrared light (in spite of inbuilt filtering).

** Yes, quality batteries from e.g. Maxell, Duracell or Energizer do last far better in the long run.

The Magic of your remote

From their inception, REDGUM's unique Dual Mono remote handset always had a **Magic button**. But it was not initially programmed. As to what was the best magic to apply to it for Modern usage, real life trial-and-error eventually provided the answer.

You know the drill. Turn system on. Something doesn't work. Now what!?

Cut to the chase ... there is nothing worse than tearing your system apart only to find all that was needed was a new battery in the remote! (Had the design team known this at the start, it would have been named the "Phew!" button.)

Your Magic button

Whether your remote-controlled REDGUM amplifier is an earlier wood-fronted model, an Amplifolia or Black Series amplifier, to test its Magic button, the amplifier must be powered on at the wall and at the rear (i.e. in the RESET position), but need not be running.

For Amplifolia models:

Press-and-hold the "Magic" button while looking at the Input Selector display. With a healthy battery, the "Mute" indicator (the very bright red LED at the bottom centre) should flash-and-click continuously as long as the button is held down. If this is not the result, replace the battery.

For Black Series models:

As usual, aim the remote handset at the sensor in the top right-hand corner of the front panel. When the Magic button is held down, the top LED light in the display will flash-and-click continuously as long as the button is held, indicating the receipt of remote commands, aka battery status: in good working order.

Some earlier wood-fronted amplifiers with remote: These did not include programming for the Magic button. Sorry about that! But rest assured you are not missing out on any magic in the music if that button does not respond! You still have the above method of checking your battery status as an alternative.