

# FAQ

## AV{DOCK}

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### **1. Why can't I view images or video on my TV?**

- Make sure your iPod has been set-up to output video. To do this, navigate to your iPod's main menu, select 'Videos' then 'Video Settings' and then press 'TV Out' until it reads 'On'.
- Photos will only be outputted from your iPod when in 'slide-show' mode. This is a function of the iPod not the docking station. Therefore, photographs will only be displayed on your TV when viewing a slide-show on your iPod.
- Make sure your television is correctly configured to receive video either via S-Video or Composite video (depending on the output option that you have selected).

### **2. Which iPods is the AV{DOCK} compatible with?**

#### **The AV{DOCK} is compatible with :**

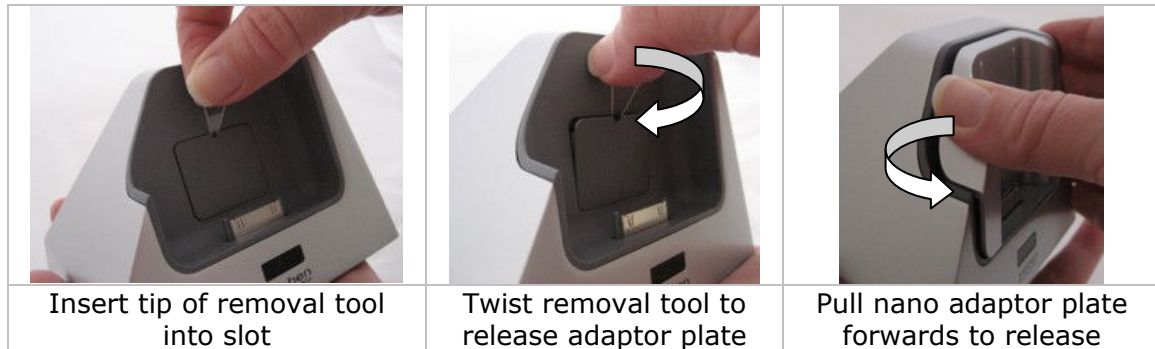
- Original iPod (4<sup>th</sup> generation), all models
- 5<sup>th</sup> generation iPod Video (all models)
- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> generation iPod nano (all models)
- iPod Classic (all models)
- iPod Touch (all models)
- iPhone 3G (all models)
- iPhone 3GS (all models)

### **3. Why is there no sound coming from my TV when I connect my AV{DOCK} via S-Video?**

- S-video does not carry any audio signal. In order to combine audio with S-Video you need to connect the left and right audio (gold plated RCA connectors on the back of the AV{DOCK}) to your TV using the appropriate cables.

### **4. Why can't I remove/insert the plastic adaptor plate from my Sieben iDock**

- Your AV{DOCK} comes complete with a plastic adaptor plate removal tool (this is a small, clear triangular shaped piece). Use this tool to remove your adaptor plates for 5<sup>th</sup> generation and iPod Classic (illustrated below). The nano adaptor plates can be removed manually by pulling the plastic part gently forwards as shown below.



**5. Which adaptor plate should I use for my iPod?**

- The table below shows which adaptor plate should be used with the AV{DOCK} to suit your iPod. Each adaptor plate is marked (on the back) to identify which iPod it is designed for.

iPod model	Adaptor plate to use
Classic 120GB & 80GB	*Large flat adaptor plate
iPhone 3G/3GS, Classic 160GB	60/80GB
Touch 8GB, 16GB, 32GB	*Large flat adaptor plate
1 <sup>st</sup> and 4 <sup>th</sup> Gen Nano	1 <sup>st</sup> GEN NANO
3 <sup>rd</sup> and 5 <sup>th</sup> Gen Nano	3 <sup>rd</sup> GEN NANO
2 <sup>nd</sup> Gen Nano	2 <sup>nd</sup> GEN NANO
5 <sup>th</sup> Gen iPod Video 30GB & 40GB	*Large flat adaptor plate
5 <sup>th</sup> Gen iPod Video (80GB)	*Large flat adaptor plate

**\*Note:** The 'large flat adaptor plate' has the following markings on the back: TOUCH / CLASSIC 80GB / VIDEO 30/40GB

**6. Why is my iPod not detected by my PC/Mac when connected via my AV{DOCK}?**

- Make sure you have connected the USB cable provided to your AV{DOCK} and computer securely.
- Follow these steps:
  - a. Connect Sieben iDock to computer using the USB cable provided (do not start/open iTunes on your PC/Mac)
  - b. Insert your iPod into your AV{DOCK}
  - c. Wait until your PC/Mac recognises that you have made the connection
  - d. iTunes should start automatically (unless the factory settings have been changed)

**7. Why does the remote control not work?**

- Make sure that you have removed the plastic tab at the base of your remote control, this connects the battery.
- Replace the battery (assuming you have been using the remote for some time before this problem arises)

**8. Why does the volume not increase/decrease on my peripheral device when I adjust the volume on my docked iPod?**

- The volume out from your AV{DOCK} is fixed, adjusting the volume on your iPod will therefore not change the volume of your peripheral device.

**9. Which cables are included with the product?**

- High speed USB cable

**10. Does the AV{DOCK} include speakers?**

- No, the Sieben iDock is designed to be connected to peripheral devices such as a Hi-Fi, TV, PC/Mac and mains power (for rapid charging)

**11. Does the AV{DOCK} include cables to connect to my Hi-Fi or TV?**

- No, these will need to be purchased separately and are available on our website

**12. Does the AV{DOCK} include a power adaptor for rapid charging?**

- Yes, a country specific power adaptor is provided (US and Australian markets only).

**13. Does the AV{DOCK} allow me to listen to music and watch videos while my iPod is being re-charged?**

- Yes

**14. What colour/finish is the AV{DOCK}?**

- The AV{DOCK} has a metal cast casing with an attractive silver finish. No other colours or finishes are currently available.