

## **SIEBEN IDOCK**

### **FREQUENTLY ASKED QUESTIONS**

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

- Make sure your iPod is compatible with the Docking Station. There are 2 generations of Sieben iDock, the 1<sup>st</sup> generation unit is not video-compatible with the iPod Classic (all models) iPod Touch (all models) iPod Nano (3<sup>rd</sup> and 4<sup>th</sup> generation). The 2<sup>nd</sup> Generation Sieben iDock is fully compatible with all Apple iPods.
- 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. How can I tell the difference between a 1<sup>st</sup> Generation Sieben iDock and a 2<sup>nd</sup> Generation Sieben iDock?**

- The quickest and easiest way to tell the difference is to look on the underside of your docking station, the Generation 2 Sieben iDock does not have a DC jack connector next to the USB connector.

#### **3. Which iPods is the Sieben iDock compatible with?**

##### **The Generation 1 Sieben iDock 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> and 2<sup>nd</sup> generation iPod nano (all models)

##### **The Generation 2 Sieben iDock 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> generation iPod nano (all models)
- iPod Classic (all models)
- iPod Touch (all models)

#### **4. Why is there no sound coming from my TV when I connect my Sieben iDock 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 back of Sieben iDock) to your TV using the appropriate cables.

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

- Your Sieben iDock 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.

		
Remove 5 <sup>th</sup> Gen iPod adaptor plate. Step 1	Remove 5 <sup>th</sup> Gen iPod adaptor plate. Step 2	Remove nano adaptor plate.
Insert tip of removal tool into slot	Twist removal tool to release adaptor plate	Pull nano adaptor plate forwards to release

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

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

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

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

**7. Why is my iPod not detected by my PC/Mac when connected via my Sieben iDock?**

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

- 8. 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)
- 9. 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 Sieben iDock is fixed, adjusting the volume on your iPod will therefore not change the volume of your peripheral device.
- 10. Which cables are included with the product?**
- High speed USB cable
- 11. Does the Sieben iDock 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)
- 12. Does the Sieben iDock include cables to connect to my Hi-Fi or TV?**
- No, these will need to be purchased separately
- 13. Does the Sieben iDock include a power adaptor for rapid charging?**
- Yes, a power adaptor is provided.
- 14. Does the Sieben iDock allow me to listen to music and watch videos while my iPod is being re-charged?**
- Yes
- 15. What colour/finish is the Sieben iDock**
- The Sieben iDock (Gen1 and Gen2) feature a metal cast casing with an attractive silver finish. No other colours or finishes are currently available.