

Troubleshooting

My turntable is making a horrible noise.

1. Check that you have removed the stylus guard.
2. Make sure that you have not plugged it into a phono stage.
3. Please make sure that you are plugged into a line input (eg AUX or Tuner or CD etc, not Phono) on your amplifier.

There is an excessive hum.

The phono stages are designed to amplify very small signals. Therefore, if this part of the turntable is close to an electromagnetic field, you may experience some hum. Moving the turntable away from the electromagnetic field will solve this.

I can't connect to my Bluetooth device.

Please note that the turntable will only connect to a Bluetooth receiver (such as speakers), not a Bluetooth transmitter (such as your phone). Also, the way Bluetooth works is that it always remembers the last thing it's connected to, so you need to ensure that there's only one Bluetooth receiver in the room.

Every time I press the reset button, it loses both Wifi and Bluetooth.

Yes, the button is a reset for both simultaneously. You only need to press it for one second.

I can't get my turntable to see my Wifi network.

Keep trying, and press the reset button from time to time in between attempts.

Where is my tagging code?

The tagging code appears in two places. One, in the left hand corner of the instruction leaflet. Two, on the circuit board underneath the turntable.

Tagging was working and now has stopped working.

1. You might have to re-enter the details.
2. If it can't see your network, try moving the turntable out of range of the Wifi so that it loses the network in its memory. Then, reintroduce it to the Wifi range again and it should come up as a network choice.

The wrong songs are coming up in the tagging.

The tagging algorithm is our own and works in tandem with the Gracenote library. If it's not in the library and sounds like something else, you may occasionally get the wrong result.

The tagging identifies the correct track but it won't let me add it to the Spotify playlist.

There is more data in Gracenote than there is in Spotify's digital rights catalogue. Therefore, if you chance on a piece of music that's not published on Spotify, our system will tag it but you won't be able to add it to your Spotify playlist.

Is there a lid?

Not at this time, although there is a design in process. We opted against a lid to retain the aesthetic beauty of the turntable. If you're going to leave it unplayed for long periods, we recommend you put the cheesecloth bag over the top. There are also white gloves provided for dusting.

What is the protractor for?

1. If you are finding some minor distortion, particularly on the inside track of your records, your cartridge might be out of alignment. You can use the protractor to realign the cartridge.
2. You can also use this to change the cartridge. We recommend changing only within the Ortofon moving magnet range.

Why is my turntable humming?

Humming indicates interference from other Bluetooth or WiFi devices. BT has limited bandwidth and is affected by stray WiFi and Bluetooth waves. It can also cause difficulty for routers to see the Gearbox Automatic WiFi.

My turntable has too much wow and flutter

If you're experiencing excessive wow and flutter please add a drop of oil on the subplatter bearing. Oil put on at manufacturing can run out during transit. Remove glass platter; remove belt; lift off plastic subplatter; add a single drop of oil into well where spindle sits; replace, letting it gently slide down under its own mass.

The tone arm does not seem to reach the record when I drop the arm lift.

Please make sure that the glass platter is mounted on the white sub-platter assembly.

For any further questions please contact our Customer Support: info@gearboxrecords.com