

Sound issue troubleshooting

Scan the frequency:

This will fix most issues.

Change the frequency on the receiver and then pair the pack to it. (See separate sheet for instructions.)

Batteries:

Check, were they low? If so, this will cause problems like popping and crackling. Change for fresh batteries and see if the problem continues.

Feedback

Feedback results from a combination of many factors, including loudspeaker placement, microphone placement, the frequency response of both devices, and room acoustics.

Feedback occurs whenever the sound entering a microphone is reproduced by a loudspeaker, picked up by the microphone, and re-amplified again and again. The familiar howl of feedback is an oscillation that is triggered by sound entering the microphone. The easiest way to create feedback is to point a microphone directly into a loudspeaker. (We don't recommend you try this!)

If the performer gets too close to a loudspeaker, feedback will result.

Placing the microphone too close to the loudspeaker, too far from the sound source (i.e. too far from your mouth), or simply turning the microphone up too loud, exacerbates feedback problems.

Things to try:

- **Adjust the microphone:**
 - Turn down the gain on your microphone - this reduces the sensitivity of the microphone
 - If it's now too quiet, move the microphone closer to your mouth
 - If it's still too quiet, turn up the volume on your mic channel
- **Adjust the speakers:**
 - Change the direction they are pointing. This might stop issues caused by acoustics
 - Turn the speaker volume down

Speaker popping and crackling

This is caused by interrupted electrical current (audio signals) or, in other words, a loose or dirty connection. To fix crackling and popping, troubleshoot the connective wires to find the problem area and secure the connection and/or replace the cable.

It's a process of elimination. If one of you is having no issues, then a simple way to check is to swap headsets and see if the problem persists.

You're looking for loose connections, particularly where the headset is plugged into the receiver and if the headset has a separate cable, i.e. not moulded to be all one piece. Clean the connections and tighten them.

If the problem persists replace the relevant headset or cable.