

# Audio Troubleshooting

## Troubleshooting Microphone and Audio Issues

**General feedback problems can occur if:**

1. **The mic (wired or wireless) level is set very high.**
2. **The amplifier outputs are too loud.**
3. **The equalization of the room with PA system is not set properly (treble/high Hz, vs. bass/low Hz).**
4. **Cables aren't connected or fully seated in the appropriate audio port.**
5. **Microphones are being operated too close to each other or speakers.**

**If there is unclean sound** (feedback, interference, unusual noise, etc.):

Microphone Use:

1. Check that microphone belt pack or wireless handheld unit is turned on.
2. Check that the volume level of the microphone is not too high, or the gain dial on the lavalier/handheld mic itself, isn't too high as well.
3. When using a lavalier microphone, check that the microphone cable is fully seated into the belt pack port.
4. Visually check if the cables going into the back of the speakers are attached
5. If the mic(s) and speaker(s) are too close to one another, or the mic is directly facing the speaker/monitor, change the mic's placement so the face of the mic is away from the speaker front of the speaker or far enough away to resolve the interference.

Audio Output Use (CD player, dvd, cassette player, tuner, and/or other source):

1. Check that the volume level of the audio output source is not too high.
2. Check the source of the audio output to ensure the attached audio cable is fully seated.
3. If a mixer is present in the installed equipment rack, ensure the master output level is not too high.
4. Visually check if the cables going into the back of the speakers are attached.

**If no audio is present:**

Microphone Use:

1. Make sure the microphone pack or wireless handheld is powered on.
2. Make sure the microphone pack isn't muted.
3. Make sure the receiver in rack and the system itself, is powered on.
4. Make sure the volume in rack is turned up, via dials (on mixers and wall mounted equipment controls) or volume buttons on touch screen controllers.
5. Check visual battery level on microphone pack.

6. Check to see that microphone pack and receiver are set to the same channel and frequency.
7. Make sure the antenna on the microphone pack is uncovered.

If after checking cable connections and moving position of the microphone, unclear sound is still heard, call Campus Media for further assistance.

Audio Output Use (CD player, dvd, cassette player, tuner, and/or other source):

1. Make sure the piece of equipment you are using is powered on.
2. Make sure the unit isn't muted via its onboard controls or the volume control dials/buttons on the installed room controllers.
3. Make sure the rack and amplifiers are powered on.
4. Check that the audio cables connected to the unit are plugged in.
5. Check that the audio cables connected to the unit, are plugged into the proper audio ports.
6. Ensure you have selected the proper source using the installed equipment controls.
7. Ensure that your media (cassette tapes, cd's, etc.) are not damaged or scratched.
8. If using tapes, ensure your tape is fully rewound and playing on the proper side.

If after checking connections, power and levels, no sound is heard from the microphone or audio output equipment, call Campus Media for further assistance.

## Troubleshooting Audio Sources

### **Connecting Audio to CMS Rack/Room Equipment:**

#### IPOD/MP3 Player:

1. Turn system on via touch panel OR ensure power is turned on/running to the rack.
2. Select LAPTOP (or PORTABLE PC) with Touch Panel or Physical push button controls (varies by room).
3. Take the audio cable that is attached to the installed VGA cable (cable used to project laptops), and insert into the headphone jack of your mp3 device (as you would the headphone port on your laptop when projecting laptop audio).
4. Ensure that the volume on your device is not muted/turned up as well as the volume controls for the room equipment (Push button rooms generally have VOLUME dials, while advanced touch panel rooms have TOUCH CONTROL buttons on the panel).

#### If no audio is present:

1. Connect a laptop to the system
2. If it doesn't automatically project, use the appropriate function key/display action, till a visual signal is projected from the laptop.
3. Leave the VGA in the laptop and connect the attached audio cable to the headphone port of your MP3 device.
4. Ensure that the volume on your device is not muted/turned up as well as the volume controls for the room equipment (Push button rooms generally have VOLUME dials, while advanced touch panel rooms have TOUCH CONTROL buttons on the panel).

In any TOUCH PANEL or ADVANCED SYSTEM room, no audio will be heard out of the mini headphone cable without a VIDEO SIGNAL also being sent. If the problem remains after this, call Campus Media for further assistance.

#### Audio to Aux Panels

1. Turn system on via touch panel OR ensure power is turned on/running to the rack.
2. Select AUX (or AUX VIDEO) with touch panel or physical push button controls (varies by room).
3. Plug your red and white rca cables, used for your Auxiliary audio device, in their matching color port on the AUX panel, making sure they are fully seated.
4. Turn your Auxiliary audio device on.
5. Ensure the in-room volume control is turned up (Push button rooms generally have VOLUME dials, while advanced touch panel rooms have TOUCH CONTROL buttons on the panel).

If power is going to the installed CMS equipment, to your Auxiliary device, necessary cables are fully connected, and AUX (or AUX VIDEO) is selected as the source on the rack, call Campus Media for further assistance.

### **Using CMS MP3 Recorders:**

#### To record audio:

1. Press the “Play/Stop” button to turn unit on.
2. Once unit is on, if screen isn’t already in RECORD mode (shown by the writing “READY RECORD”, and a picture icon of a person on the screen), press and hold the red “Record” button till a menu of modes shows up on the screen.
3. Push the navigation stick either right or left till “Voice” mode is highlighted.
4. Press the “Play/Stop” button to select.
5. Press the “Record” button to begin recording.
6. Once finished, press the “Record” button again to stop recording

This is for recording using the built-in on board microphone, labeled and located on the face of the player as “MIC”. This is best for wide audio recording coverage of many speakers or an entire class or presentation.

#### To record audio with the external microphone:

1. Insert the small external Microphone cable into the external input jack (next to the recorder’s headphone jack, labeled with a “C” with an arrow in the middle).
2. Press the “Play/Stop” button to turn unit on
3. Once unit is on, if screen isn’t already in RECORD (LINE-IN) mode (shown by the writing “READY RECORD”, and a picture icon of a CD on the screen), press and hold the red “Record” button till a menu of modes shows up on the screen.
4. Use the navigation stick and push either right or left till “Line In” mode is highlighted.
5. Press the “Play/Stop” button to select.
6. Press down and hold the MENU button (the middle of the navigation stick noted by a raised sun design), till you see a set of menu options starting with “General”.
7. Push the navigation stick to move right or left, till the “Control” option is highlighted.
8. Press down on the MENU button (middle of the navigation stick), to select it.

9. Push the navigation stick down or up till “LINE-IN/EXT.MIC” is highlighted.
10. Press down on the MENU button (middle of navigation stick), to select it.
11. If “Ext. Mic doesn’t have a check mark in the box to the left of it, push the navigation stick right or left till there is a check mark in that box.
12. Press the “Play/Stop” button till you return to the recording screen, shown by the writing “READY RECORD”, and a picture icon of a CD on the screen.
13. Press the “Record” button to begin recording.
14. Once finished, press the “Record” button again to stop recording

Using the external microphone gives louder and clearer sound but is best for situations where you only need to hear the person wearing it. If a more diverse range of sound recording is needed, use the built in microphone.

To playback through the recorder:

1. Insert a pair of headphones into the headphone jack on the player (located next to the Line-In jack).
2. Press the MENU button (middle of navigation stick), till you see a selection of words starting with either “ROOT” with a picture of an old square computer disk to the left of it, or “VOICE” with a picture of an open file folder to the left of it.
3. If “ROOT” shows up after pressing the MENU button, use the navigation stick up or down till “VOICE” is highlighted. Then push the navigation stick to the right.
4. Once this is done, or if the MENU button takes you straight to the “VOICE” menu, use the navigation stick up or down till the necessary file is highlighted.
5. Once highlighted, either press down on the MENU button to select it and begin playback, or push the navigation stick to the right.

When in any mode or menu, pressing the “Play/Stop” button will return you to the previous screens. It is a good idea to do a short test recording so as to ensure actual recording and audio quality, prior to the necessary recording session. Should any of the above steps not work or produce proper audio, call Campus Media for further assistance.

To connect and transfer MP3 files to a computer:

1. Find the recorder’s USB port, which is located at the bottom of the recorder, and labeled as “USB”.
2. Slide the “USB” door down and firmly insert the smaller end of the included USB to Mini USB cable into it.
3. With your computer already on, put the other end of the USB cable into one of your USB ports.
4. The recorder screen should then say “USB CONNECTED.”

5. Your PC or Mac should recognize the recorder as a removable drive, just as they would with any flash drive or external storage device.
6. Navigate to your drives as you would a flash or external hard drive and find the attached external unit.
7. Select the folder labeled “VOICE”
8. Find your recording(s) and drag it to your desktop. This should make a copy of the file on your personal computer. You can also right click and select “Copy” from the drop down menu, then right click and select “Paste” wherever you want on your computer.
9. Disconnect the recorder by “Ejecting” it on a Mac. Select “Safely Remove Hardware” on the bottom right tray of the desktop to disconnect from a PC.

To playback on a computer:

1. Find the file you transferred, in the above steps, on your computer.
2. Open it with your preferred music/media player program.
3. Ensure you have your laptop/desktop volume up and not muted.

Should the file be corrupt or not transfer/play properly, attempt the above “transfer” steps again. If problems with playback or transferring persist, contact Campus Media for further assistance.

