

frontrow to go

Quick Troubleshooting Guide

No sound

What could it be?

- Power on bottom of tower
- Volume on top of tower
- Volume on Transmitter
- Batteries dead, not charged, placed in the wrong way
- Channels not matching on Tower and Transmitter



What to do?

- Check that the tower is powered on. Follow the power cord from the unit to the wall.
 - Check the volume level on BOTH the tower and transmitter.
 - Check the battery installation (+ and – where they should be?)
 - Check the battery has been charged (is the green light on tower on?).
 - Match the channel number on the tower to the one on the transmitter.
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Interference / Noise

What it sounds like?

Steady eeeeeeee, Clicking, Steady Static

What could it be?

- If Channel A or B is turned on and **NOT** in use
- Two Transmitters on the same or similar channels
- Interference from another class with a student who wears FM with Hearing aids

What to do?

- Change the channel on Transmitter and the tower
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Static from bad connection

What it sounds like?

- Intermittent static, loud crackle or popping sounds

What could it be?

- Broken cord or Mic jack, "dirty" connection

How to test?

- Twist the microphone jack when plugged into the transmitter listening for crackle or popping sounds
 - Try a microphone you know is working well
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Dead Batteries / Not Charging

What could it be? - Transmitter

- Batteries too low to charge may not be recognized by ToGo charger.
 - Charge them in separate charger
- Rechargeable batteries have a 1-2 year life span. Replace the battery.

What could it be? – Tower

- Battery life expired. The ToGo tower battery may need to be replaced.
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Patching a personal FM not working

What could it be?

- Hi / low switch must be set to Hi
- Volume on Transmitter must be set to Maximum
- The Personal FM Transmitter must have an antenna – can be the microphone or plugged into the mic jack

Note: Patching Personal FM can be difficult to troubleshoot, please contact Phonic Ear for more assistance

This is a general guide that we have tried to keep simple and easy to use. Should the problem still persist, please call Points West Audio Visual at: (800) 761-7928 or in Kelowna 861-5424.

Advanced trouble shooting workshops are available through Phonic Ear Canada. Contact: Sean Reily, 1-800-263-8700 or sean@phonicear.ca