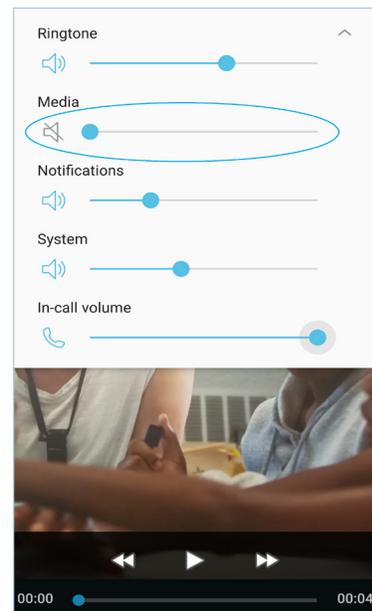


# Mobile Connector

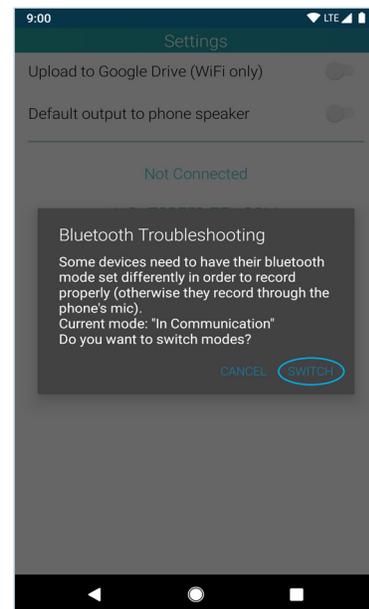
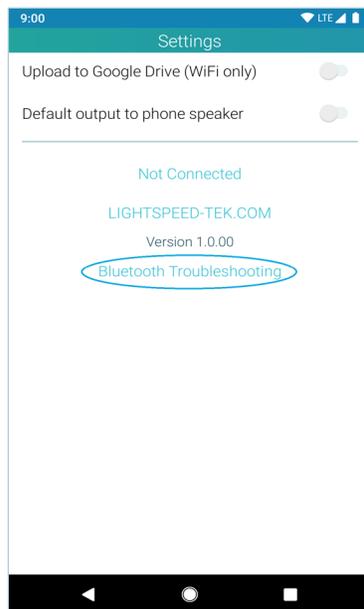
## Troubleshooting Guide

Symptom	Isolation Step	Resolution
<b>Playback Volume Control</b>	Check Device volume controls do not adjust volume.	When attempting to playback audio through the mobile device tap the drop down arrow to show additional volume levels. You may also visit your volume settings.



<b>Mobile device not able to record audio</b>	Check Message "Recording not supported with this Android device"	Android devices not supported for this function are: Huawei Honor 6X (BLN-L24) Samsung Galaxy On5 (SM-G550T) Samsung Galaxy Tab A (SM-T280) Lenovo Tab 7 Essential (TB-7304F ZA30) LG Nexus 5 (LG-D820)
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Symptom	Problem Isolation Step	Resolution
<b>Unable to record using Bluetooth</b>	Check	Determine if you are in 'Normal' or in 'In Communication' mode
	Adjust	Known devices that require switching to 'Normal' mode include: Samsung Galaxy S6 (SM-G920) Samsung Galaxy Tab A (SM-T580) Samsung Galaxy J7 (SM-J727A)



<b>Phone call audio not heard</b>	Audio from phone call is not heard while connected to the Mobile Connector.	In order to receive audio, disconnect from Bluetooth or turn the Mobile Connector off.
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## Mobile Connector Troubleshooting Guide (cont.)



Symptom		Problem Isolation Step	Resolution
<b>Mobile Connector will not power on</b>	Check	that the battery pack is charged.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the power button on the microphone is turned on.	Once turned on, the blue Mic 1 or Mic 2 light should begin blinking, then turn solid blue.
	Check	that the battery pack is working properly.	Remove the battery pack and insert it into a known working Mobile Connector (MCX). Charge that MCX overnight to see if the battery pack charges.
<b>Mobile Connector won't charge</b>	Verify	that the MCX charging circuitry is working properly.	Substitute a known good battery pack and see if it charges in the microphone. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify	that the MCX is properly inserted into the cradle charger.	When the MCX is properly inserted into the charger, the red charging light turns on and the blue status light stays lit. The red charging light will turn green when a full charge is reached.
	Verify	that the cradle charger is not damaged or defective.	Try charging the MCX with a known good cradle charger.
<b>Mobile Connector does not indicate 'Ready' signal</b> (solid green light)	Check	the MCX by power cycling.	Power the MCX off, then on again after a few seconds. Wait for several seconds for the green light to turn solid, indicating READY for operation.