

# Mobile Connector

## Troubleshooting Guide

Symptom

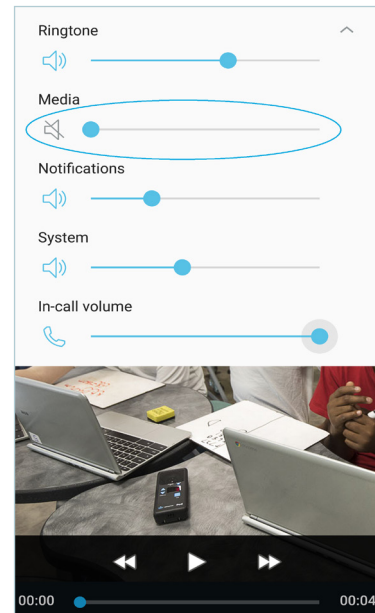
Isolation Step

Resolution

**Unable to Adjust Playback Volume**

Pressing up/down volume buttons on my Android device does not change volume level.

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.

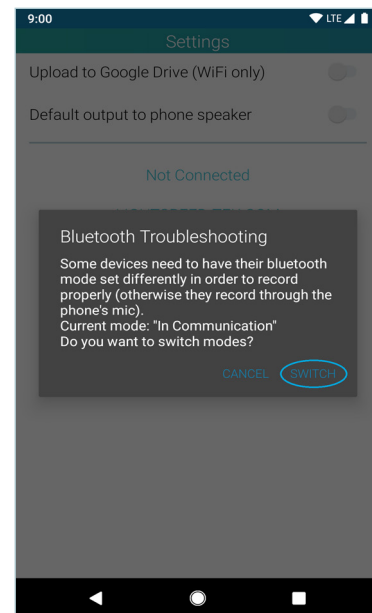
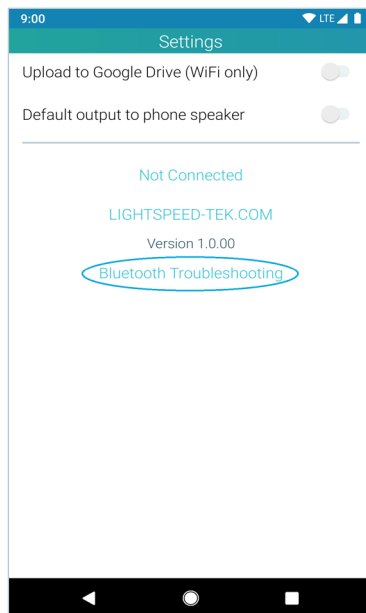


**Mobile device not able to record audio**

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)

Symptom	Isolation Step	Resolution
<b>Unable to record using Bluetooth</b>	Determine if your Android device is in 'Normal' or in 'In Communication' mode	Go to settings tab and tap the 'Bluetooth Troubleshooting' button. you will be taken to a new screen and give the option to switch modes. Tap on 'Switch'.
	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 on Android device</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.
---	---	--

# Mobile Connector Troubleshooting Guide (cont.)

Symptom	Isolation Step	Resolution
<b>Unable to change audio destination during playback on iOS Device</b>	Tap the Airplay button in the lower, right hand corner.	Choose destination for audio or audio and video (see below.).
		
<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 status 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 Mobile Connector charging circuitry is working properly.	Substitute a known good battery pack and see if it charges in the MCX. If it does charge, replace worn or defective battery pack. Typical battery life is 1-2 years.
	Verify that the charging jack on the Mobile Connector is not damaged.	Ensure that the charging cable is properly aligned in the charging jack.
<b>Mobile Connector does not indicate 'Ready' signal</b> (solid green light)	Check the Mobile Connector 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.