

Troubleshooting Guide: Assistive Listening System MV-ALS Series



| Device | Issue | Potential Cause | Solution | |
|---|---|---|---|--|
| Media Vision Stationary Transmitter MV-ALS-STFM MV-ALS-STFM-D (Dante)   | The Stationary Transmitter will not power on. | The device is not properly plugged in. | Securely plug the power supply into an outlet and connect to the jack labeled DC-IN 12 ~ 15v 1.A on the Stationary Transmitter. | |
| | The Stationary Transmitter is stuck on a channel. | The device is locked. | Press and hold select channel until the lock symbol disappears and the channel begins to blink. Scroll to select the channel you'd like to use and press it to lock the channel. | |
| | The Stationary Transmitter is only displaying 17 channels. | Programming. | In order to add or remove channels with the stationary transmitter, you need to connect the stationary transmitter to a computer with a micro USB cord. Once you have done this you will be able to enable/disable channels on your device through the Media Vision ALS Software. For additional instructions on Full Software Programming, please refer to the ALS-Software Manual. | |
| | I'm not receiving the audio the Stationary Transmitter transmitting. | The MV-ALS-STFM and MV-ALS-PRFM are not on the same channel. | | Both your MV-ALS-STFM and MV-ALS-PRFM must be on the same channel in order to function properly. Setting the devices to the same channel should correct the problem. |
| | | Source audio plugged into MIX | | Make sure the aux cable is plugged into AUX and not MIX. |
| | | Volume Control | | There are three potential ways to increase the volume. 1. Increase the volume on the MV-ALS-PRFM. While the device is locked, press the + symbol to increase the volume. 2. Increase the volume on the source (where the sound originates from, for example if an Mp3 player is plugged into the MV-ALS-STFM, then increase the volume on the Mp3 player). 3. Increase the volume on the front of the MV-ALS-STFM based on the type of device being utilized. |
| | The headset is not functioning properly | | Check to make sure the headset is securely plugged into the MV-ALS-PRFM. If the headset is plugged in properly, test out another headset in the receiver to see if you can hear what's being transmitted. | |
| My range on my Stationary Transmitter is not sufficient. | Antenna is not installed properly | | Check to make sure the antenna is installed correctly. | |
| | Power Signal | | Make sure the power signal on the back of the device is set to high. | |
| | Location interference | | If you are using the helical antenna you may need to buy the Dipole Antenna which will provide more range. 1. If the antenna is low, attempt to get it higher. 2. Move the device with the antenna to another location. 3. Bring the remote dipole antenna closer to the transmitter. | |
| Media Vision Portable Receiver MV-ALS-PRFM  | The Portable Receiver will not power on. | The power button is not being held long enough. | Press and hold the power button for one second before it will power on and display Media Vision. | |
| | | Batteries dead | If you are using non-rechargeable batteries then attempt to replace the batteries with a fresh pair. If you are using rechargeable batteries then while the device has the rechargeable batteries inside, attempt to charge the portable receiver with the Media Charger. Solid red LED shows when the player is being charged. | |
| | The device is flashing this symbol:  | The device is not picking up a signal. | The following steps should correct this issue. If one step works, you do not need to proceed to the following step: 1. Ensure that the Transmitter and the Portable Receiver are on the same channel. 2. If you are using the Stationary transmitter, doublecheck to make sure the antenna is installed properly. 3. Make sure the power is set to high. 4. Move the Transmitter to make sure it is within range. | |
| | I cannot unlock the device. | Not holding the + and - button long enough. | Press and hold the + and - bottom for two seconds. The  symbol will disappear and your device is unlocked. | |
| | The device is flashing this symbol:  | The battery is low and the portable receiver is not detecting a signal. | Change/Charge the battery. Make sure the channel the Portable Receiver is on the same channel as the transmitter. | |
| | I cannot adjust the volume on the receiver. | The device is unlocked. | The Portable Receiver must be in lock mode in order to adjust the volume. Press the set button and you should be able to adjust the volume. | |

With limitations on the number of open microphones, what configurations are available to operate the system?

The TAIDEN conference microphones are designed to operate in a variety of modes to allow for different meeting configurations and levels of control by various parties.

- > **Open:** a microphone in the speaking list must be deactivated before a new microphone can be activated.
- > **Override:** a "first in, first out" method of managing the speaking list.
- > **Voice:** the microphone is activated when the delegate speaks. The activation/deactivation sensitivity is adjustable.
- > **Apply:** an operator is able to pre-select the delegate sequence and activate/deactivate microphones. Delegates can make a request to speak by pressing the mic on/off button. Speaking and request-to-speak lists can be displayed on screens. This mode requires operator participation.
- > **PTT (Push to talk):** a delegate must press and hold the microphone on/off button to activate the microphone.

With so many options to choose from, users will always be able to use the microphone whenever they wish to speak and be heard clearly.

MEDIA VISION

The Conference Company

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Media Vision is a leading provider of professional conference microphone systems in North America and Europe. We work with systems integrators and consultants to design conferencing solutions that improve the audio intelligibility in the room and on the far end for distance communication.

Warranty and Support

- > 5 year warranty
- > Expertise with local support
- > High-profile references
- > Rental stock available

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