

FrontRow Systems

Troubleshooting

Check batteries

- Rechargeables will only last 1 to 2 school years.
- Front Row products require nickel metal hydride (NiMH) batteries. They do not create a “memory” so they can be charged each night.
- Charging alkaline (non-rechargeable) batteries is our #1 repair cause.
- Fresh batteries are the easiest troubleshooting tool.

No sound

- Check power and batteries. Is green light on?
- Batteries dead, not charged, placed the wrong way?
- The “toGo” tower battery may need to be replaced every 3 years.
- Is the transmitter turned on? Receiver on? Volume too low?
- Do the transmitter and receiver channels match?
- Does the mic or transmitter have a “mute” switch? Is it on?
- Use the mic with another working system to test.

Interference/Static

- Microphones are our #1 problem source for static or buzzing.
- Intermittent static, loud crackle or popping sounds are usually a broken mic jack
- Is there a new installation in the school interfering?
- Are channels A and B both on, but one is not in use?
- Two transmitters on the same or similar channels. Change channel.
- Does it make a sound when you walk by something specific?
- How does it sound with the lights out? Computer off?
- Use mic from another working system to test.
- Is the receiver antenna attached?
- Batteries could be old, low or missing.
- Is the antenna missing?

Feedback

- Is the tone set too high? Is the volume too high?
- Is the mic too far from the teacher’s mouth? This causes increased volume.
- Are the speakers (Pro Digital) installed too low? They should be above 6 feet and angle down at 45 degrees.
- Lapel mics are more susceptible to feedback, which is why the over-the-ear boom mic is recommended.