

# Troubleshooting

Problem	Solution
<b>Software lags in Google Chrome browser</b>	Problem is browser-related. Turn off hardware acceleration option in Chrome.
<b>Sound quality is muffled or hollow</b>	Check that lobes have been aimed to the desired area. Use equalizer to adjust frequency response on a single channel or on the automix channel. See the equalizer applications for the appropriate use.
<b>Microphone does not show up in device discovery</b>	Ensure the devices are powered Ensure PC and equipment are on the same network and set to the same subnet Turn off other network interfaces not used to connect to the device (including WiFi) Check that DHCP server is functioning (if applicable) Reset the device if necessary
<b>Audio is not present or is quiet/distorted</b>	Check cables Verify that channels are not muted Make sure channels are aimed in the right direction Check that fader levels are not set too low If using automixing, check the settings to ensure channels are gating on/off properly
<b>No lights</b>	Check if brightness is disabled or if any Light Bar settings are turned off.
<b>Auto-positioning identifies incorrect location</b>	If talker is in a corner or very close to a wall, acoustic reflections may interfere with localization accuracy. Try automatic positioning again, and if the issue persists, manual positioning may be necessary.
<b>Microphone does not power on</b>	The network switch must supply Power over Ethernet. Otherwise, a PoE injector must be used Check network cables and connections

## Important Product Information

The equipment is intended to be used in professional audio applications.

**Note:** This device is not intended to be connected directly to a public internet network.

EMC conformance to Environment E2: Commercial and Light Industrial. Testing is based on the use of supplied and recommended cable types. The use of other than shielded (screened) cable types may degrade EMC performance.