

Studio (Effects Console)	Studio AC Adapter	3.5mm Music Audio Cable	Speaker (2.1 Stereo Home Theater System)	Speaker AC Brick Adapter	Speaker Cable (w/ Left & Right RCA plugs)	HIT Button
						

Step	Symptom / Cause	Check / Troubleshooting	Solution
No Audio from both Mic & Music Device			
1	Studio or Speaker not powered on	Check that you have turned on power to both the Studio and Speaker	Power all components
2	Cables plugged incorrectly or not fully inserted	Check all connections	Make proper connections
3	Speaker cable not functioning	Confirm that Speaker and Studio are working: 1) Check Speaker light is on. With volume turned up 75% on Speaker disconnect the left or right RCA plug on the back of the Speaker and re-insert and listen for any static. 2) Plug headphones directly into Studio speaker output. Check both Studio speaker outputs 1 and 2	Replace Speaker cable if the following is confirmed: 1) Speaker works - when powered, unplugging and re-inserting the RCA plugs at the back of the Speaker causes a contact or static noise, and... 2) The Studio speaker outputs work with headphones.
4	Speaker not functioning	Check for lights on the Speaker and Speaker AC Adapter . With volume turned up 75% on Speaker disconnect the left or right RCA plug on the back of the Speaker and re-insert and listen for any static.	If no power or noise when unplugging and re-inserting the RCA plugs, Speaker needs to be replaced or repaired.
5	Speaker AC Brick Adapter not functioning	If Speaker is not working, check for lights on Speaker AC Brick Adapter	If no power, Speaker AC Brick Adapter or Adapter plug connector needs to be replaced. If you have a compatible plug from another device, try with the AC Brick Adapter.
6	Studio speaker output not functioning	Plug Music Device directly into the Speaker using the Speaker cable .	If sound is heard with device plugged directly into the Speaker , Studio needs to be replaced or repaired. If no sound, follow the troubleshooting steps above to confirm both Speaker and Speaker Cable are working properly.
7	Speaker turns off on its own (power indicator light is off) after a period of time when system is not in use.	Turn Speaker power off for 5 seconds and then back on. An environmentally friendly energy saving feature may be active on your Speaker . Turning power off and on resets the power saving mode on some units.	Reset power or raise your music device volume (smart device or computer etc) to around 85%-90%. The Speaker will detect the increase signal volume level and turn back on.

Step	Symptom / Cause	Check / Troubleshooting	Solution
There is Music Device audio but no Mic audio			
1	Incorrect volume mix: Speaker too low and Music Device too loud	Confirm that Speaker and Studio are working:	If Mic audio is heard, lower Music Device volume and follow music mix procedures in the Quick Start Guide .
2	Studio Mic input not functioning	Check for audio by plugging and unplugging Mic into the Studio while Speaker volume at 75%. Check both Mic inputs.	If you DO NOT hear audio from unplugging but no audio when singing into the Mic , Studio needs to be replaced or repaired.
3	Mic not functioning	Check for audio by plugging and unplugging Mic into the Studio while Speaker volume at 75%. You should hear noise when unplugging. Check both Mic inputs.	If you hear amplified noise when unplugging but no audio when singing into the Mic , this means the Studio is working but the Mic needs to be replaced or repaired.
There is Mic audio but no music audio			
1	Music Device volume on mute or too low	Confirm that Speaker and Studio are working:	Raise Music Device volume
2	Music Device speaker output not functioning	Confirm that Music Device speaker output works by plugging in headphones to your device.	Try different Music Device
3	3.5mm audio cable from Music Device to the Studio music input not functioning	With the 3.5mm Music Audio Cable plugged into the Studio music input and Speaker volume at 75%: 1) unplug and re-insert the cable at the music device headphone output, and 2) unplug and re-insert the cable at the Studio Music Input.	If amplified sound is not heard when unplugging and plugging the music audio from the music device, but amplified sound is heard when plugging and unplugging cable into the Studio music input, replace 3.5mm Music Audio Cable .
4	Studio music input not functioning	Check music input of the Studio is working properly by plugging and unplugging 3.5mm Music Audio Cable into the music input while Speaker volume at 75%.	If no amplified sound is heard when unplugging cable from the music input on the Studio , Studio needs to be repaired or replaced.
Low Mic volume			
1	Your Music Device volume is set too high causing you to have a low Speaker volume	Follow proper mix level steps via quick start guide: -lower Music Device volume to 20% -raise Speaker volume to 75% -sing to check Mic volume is correct -raise Music Device volume until desired mix is achieved	Adjust proper mix levels
2	Using another brand of Mic with lower sensitivity		Raise Mic volume on Studio , or use a Mic preamp with Mic for independent volume control
Speaker distorted / static / hum / buzz			
1	3.5mm Music Audio Cable not plugged into Music Device	Check that music device is plugged into the 3.5mm Music Audio Cable	Make proper connections
2	Speaker cable partially inserted into speaker output on Studio	Check Speaker cable plug fully inserted into Studio console. Push firmly.	Make proper connections
3	Your Music Device volume is set too high overdriving the audio signal	Follow proper mix level steps via quick start guide: -lower Music Device volume to 20% -raise Speaker volume to 75% -sing to check Mic volume is correct -raise Music Device volume until equal volume mix between mic and music is achieved	Adjust proper mix levels
4	Speaker damaged during transit	Plug Music Device (tablet or phone) directly into the Speaker using the Speaker cable	If sound is still distorted or static is heard, Speaker needs to be replaced or repaired.

Step	Symptom / Cause	Check / Troubleshooting	Solution
Only music sounds distorted			
1	Your Music Device volume is set too high overdriving the audio signal	Follow proper mix level steps via quick start guide: -lower Music Device volume to 20% -raise Speaker volume to 75% -sing to check Mic volume is correct -raise Music Device volume to achieve desired mix	Adjust proper mix levels
Only Mic sounds distorting			
1	Singing too close or loudly into Mic	Move about 2-3 inches from the Mic and do not scream	Lower Mic volume and/or move away from the Mic when singing. Review our " Tips and Trix " for pointers.
2	Mic volume set too high relative to your singing voice	Check Mic volume	Lower Mic volume and/or move away from the Mic when singing. Review our " Tips and Trix " for pointers.
Studio not tuning correctly			
1	Singing a cappella: There is no background music to set key / defaults to C-Major	Play music source and sing to test tuning	Tuning presets require background music to establish key, play music. See our Support FAQs for tips on how to set a fixed key and singing without music
2	When using presets with more subtle or natural tuning, it will only do 40%-60% of the work and the singer must do the rest	Experiment with presets that are named "TUNED _____" and make sure the Skill Level/My Voice is set to Enhanced (vs. Pro or Semi Pro)	Review our " Tips and Trix " for pointers. User must commit and try to hit the notes or melody. Use presets that have more tuning such as presets 1-15
3	Poor signal/ bad 3.5mm Music Audio Cable causing poor audio quality or sonic/subsonic interference	Replace 3.5mm Music Audio Cable and check performance	Replace 3.5mm Music Audio Cable
4	Low quality/resolution music	If using YouTube, check video quality	Set video quality to 360p or above
Vocal effects too strong			
1	Music Device music mix too low	Raising the Music Device volume to Mic mix	Review our FAQs and other support resources. The louder the music, the more effects will blend into the background track.
2	Skill Level/My Voice: on Enhanced (full effects and pitch-correction)	Change Skill Level/My Voice setting to Semipro or Pro	Review our " Tips and Trix " for pointers.
3	You're using some of the more enhanced presets	Try presets Named Semipro _____ or Pro _____ or some of the song presets	Review our " Tips and Trix " for pointers.
4	HIT Button is on/active	Blue light indicates HIT Button is activated	Use HIT Button only on the chorus or bridge of a song
There is a music input audio delay when using an instrument or when using with secondary sound systems			
1	Multiple or Secondary Speaker System not plugged into the Singtrix Studio speaker output	Check that your secondary Speaker system is plugged into the Singtrix speaker output and not directly out of your Music Device .	Review our FAQs and other support resources. Singtrix delays the output of karaoke tracks by a few milliseconds to help the processor track and tune karaoke tracks more accurately. If you are not using an instrument, make sure that all Speaker systems are plugged into of the two Studio speaker output. See the Quick Start Guide to understand proper signal flow.
2	Singtrix Studio not set to LIVE Mode when using an instrument as the music source in place of a karaoke track	Press and hold both top left and right buttons (Song Voice and Skill Level/My Voice) at the same time for 10 seconds.	Review our FAQs and other support resources including our Instrument & Live Performance Mode Guide . Singtrix delays the output of karaoke tracks by a few milliseconds to help the processor track and tune karaoke tracks more accurately. Single instruments do not require as much processing time as karaoke tracks with multi-layered instrument and percussion sounds. If you are using an instrument, disable system latency by pressing and holding the Song Voice and Skill Level/My Voice buttons for 10 seconds.