Common Problems and Troubleshooting

Problem: I could not get is to work with my Canon Camera.
Possible Solutions:
1. Does the Camera have a Mic Jack? is it 3.5mm?
Check your camera model to make sure it does have external Microphone Jack, and it is 3.5mm.
otherwise you will not be able to use external Mic.

2. Is there a mic power on menu in the camera?
Check the Camera Menu.
As some cameras do not provide phantom power to the microphone unless you specify that in the menu.

3. Does the camera menu gives option for recording from internal or external mic?
Check the camera Menu to make sure External Mic is selected.

4. Check the Plug.
you have to press the plug in pretty firmly.
you might find around the plug-in-hole of the camera there's also an annoying edge.
so you really have to push it in hard.

Problem: It Does not work.
Possible Solutions:
1. Download Audacity (www.audacityteam.org)
2. After you install and run the software, plug in the USB Adapter, and plug the Mic to the USB.
3. Run Audacity and make sure under the Mic icon, chose USB Microphone.
4. Click on the red button (Record) and check the recording activity, after finish, just stop and play back.

if there was no voice at all, please contact us to further investigate the problem.

Problem: Microphone have static
Possible Solutions:
1. Try different setups for the microphone to determine if it was really the microphone problem, to do so:
   A. Connect the Microphone through USB adapter to your Laptop and record using Audacity.
   B. Connect the Microphone directly to your PC (if your PC does support Microphone Jack)
   C. Connect the Microphone to your phone using the adapter included and record.

if the result of 2 or more tests leads that it has static, then please contact us to further investigate the problem.

Problem:
Quality is not as expected:
Possible Solutions:
1. The Microphone sensitive side is the front side only.
if you speak to any other sides you will not get a good quality.
2. Try to use a POP Filter.

Problem:
It does not work with iPhone 7; no sound comes out.
Possible Solutions:
1. Once you plug the adapter in your iPhone, there will be no sound coming out
(unless you use a headphone to hear anything) or simply unplug the adapter.
2. Make sure you plug the adapter and the mic firmly.
3. Use the Camera App to test the recording results.

if you still cannot hear anything, try to test it on your laptop, then contact us for further assistance.