



TROUBLESHOOTING

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SOUND ISSUES: *"There's no sound coming out of my Huddlbox."*

First, let's check the power source for your Huddlbox:

1. Ensure the Huddlbox is plugged into an external power outlet and the Huddlbox **power switch** is turned on.
2. The **audio mixer** should remain "on" at all times. However, it could have been turned off by mistake. Ensure the **audio mixer** is turned on by checking the power switch on the back side of the **audio mixer**.
3. Check the **power strip** (located under the **access panel**) and ensure it is on and all connections are secure.

Now, let's make sure the device (that you'd like to produce sound) is connected to the Huddlbox:

1. If the blue light on the **audio mixer** is flashing, the Huddlbox is not connected to a device via Bluetooth.
2. If the blue light on the **audio mixer** is solid, the Huddlbox is connected to a device via Bluetooth.
3. If you need help connecting your device to the **audio mixer** via Bluetooth, reference section **3.2 Bluetooth Audio Connection (Channel 6/7)** in the Owner's Manual.

Now, let's make sure the volume is turned up.

1. Turn up the volume on the:

- a. Device connected to the **audio mixer**.
 - b. Or, the Huddlbox **TV** using the **TV** remote
2. Position the **audio mixer** channel dials to the correct position:
 - a. For a connected device, the channel 6/7 dial on the **audio mixer** should be tuned to "half-way" only.
 - b. The channel 4/5 dial on the **audio mixer** should be tuned to "half-way" only for the TV.
3. The main volume on the **audio mixer** may be adjusted further using the channel dial in the lower left corner labeled "MAIN".

TV ISSUES: *"The TV in my Huddlbox is not working."*

1. In the Bluetooth/Stereo section of the **audio mixer**, see if there is an "amber light" glowing over the word "SOLO". If this light is on, turn it off by clicking the button below the word "SOLO" on the **audio mixer**.
2. Ensure the Huddlbox's **AC power inlet** is plugged into an external AC power outlet. Note: The Huddlbox **power switch** doesn't have to be "on" for the TV to operate independently.
3. Raise the TV and ensure the power cable plugged into the back of the TV is secure and that it's also plugged into the **power strip** (located through the **access panel**).
4. Ensure the **power strip** (located through the access panel) is powered on. If it's not, turn the **power strip** "on" and replace the access panel.
5. Check the batteries in the **TV remote**. Replace batteries if needed.

MICROPHONE ISSUES: *"The microphone is not working."*

First, let's check the power source for your Huddlbox:

1. Ensure the Huddlbox is plugged into an external power outlet and the Huddlbox **power switch** is turned on.

2. The **audio mixer** should remain "on" at all times. However, it could have been turned off by mistake. Ensure the **audio mixer** is on by checking the power switch on the back side of the **audio mixer**.
3. Check the **power strip** (located under the **access panel**) and ensure it is on and all connections are secure.

Now, let's check on the **microphone**:

1. On the handle of the **microphone**, turn the **microphone** on. If the microphone does not come on, connect it to a USB charging port and charge it.
2. On the left side of the **microphone receiver**, power the **microphone receiver** on. If the **microphone receiver** does not come on, connect it to a USB charging port and charge it.
3. The channel 1 dial on the **audio mixer** should be tuned to "half-way" for the microphone volume.