



WHITE WIRE  
ENTERTAINMENT

# DIY KARAOKE

## TROUBLE SHOOTING

### CONNECTING TO THE KARAOKE SERVICE:

- 1) Connect to the internet
  - a. The best connection is achieved via landline connection/wifi service
  - b. If you are using one of our dongles there is no need for a username or password to connect to the internet.
- 2) On the internet, go to: [www.singtotheworld.com](http://www.singtotheworld.com)

3) On the right hand side of the page, log in with the following information:

USERNAME/LOGIN:

PASSWORD:

- 4) Once logged in on left hand side of screen click "Online Karaoke"

### USING THE ONLINE KARAOKE

- 1) Once logged in on left hand side of screen click "Online Karaoke"
- 2) Select song/artist etc. You can select just one or enter multiple aspects
- 3) The song list will be displayed below
- 4) Click the small wave symbol next to the song

5) The song will open in a new window

6) Once completed, click on "close" in the top right hand corner

7) You will return to the song selection screen – be sure to clear the details of the last selection

8) If you do not sing for a while, the system may log out. Simply re-enter the username and login details.

9) You can tell if you are logged out, as the wave symbol is crossed out.

### THE KARAOKE TRACK WILL NOT LOAD

- Check you are connected to the internet and there is adequate signal strength.
- Have you tried reloading the track?
- If the 'wave' symbol is crossed out, refer to point 8 above.

### THE KARAOKE TRACK IS MISSING

- Have you cleared all of the data from your last song?
- Have you checked the track is available in the book
- Please write the track down so that we can update our lists

## THERE IS NO SOUND

### CHECK POWER

- Are the speakers switched on at the mains?
- Are the actual speakers switched on?
- If using a mixing board, is that switched on?

### CHECK VOLUME LEVELS

- Is the volume on the music source turned up (phone/ipod/laptop)?
- Is the volume turned up on the speaker(s)
- Is the volume (gain) turned up on the master channel?
- Is the volume turned up on the correct channel

### CHECK AUDIO INPUT SETTINGS

- Is the channel assigned to the correct input? (usually a flick switch between line/phono/USB or similar)
- Are the cables securely plugged in?
- Are the cables inserted in to the correct input/output ports

IF THE ABOVE HAS NOT WORKED – CALL WHITE WIRE 020 7005 0818

## THE SOUND IS REALLY BAD OR DISTORTED

- Check that your audio source is plugged and switched to “Line” and not “Phono” (Unless you are using vinyl decks)
- Check that all cables are securely connected
- Try reducing the volume of your audio source slightly and raising the volume on the mixer or speakers.
- If you are using the speakers for more people than you have quoted for, the speakers may not be able to cope with the level of volume you are trying to achieve.
- Check the equalisation knobs on the mixer are not set extremely high or low (the dial in the ‘12 o’clock’ position is the best starting point)
- Check that there are no special effects in operation on the mixing board

IF THE ABOVE HAS NOT WORKED – CALL WHITE WIRE 020 7005 0818

## THE SOUND IS COMING OUT OF ONE SPEAKER ONLY

- Check both speakers are plugged in and switched on
- Check the volume level on the quiet/silent speaker
- Check the balance on the mixer board is set to the centre between ‘L&R’
- Check any balance settings on your audio source

IF THE ABOVE HAS NOT WORKED – CALL WHITE WIRE 020 7005 0818

## THE MICROPHONE IS NOT WORKING

- Is the on switch on the actual microphone switched on?
- Is the radio receiver box (Radio mics only) switched on?
- Have you plugged receiver box in to the mixer? (or mic directly if using a cabled microphone)
- Have you raised the volume of the microphone channel on the mixer?
- Have you tried changing the batteries in the microphone?

IF THE ABOVE HAS NOT WORKED – CALL WHITE WIRE 020 7005 0818

## IF THERE IS A LOT OF FEED BACK OR DISTORTION FROM THE MIC

- Move away from the speaker a little
- Turn the microphone volume down
- Turn the speaker volume down
- Hold the microphone away from the mouth a little
- Twin mics double the signal strength, so a little extra thought needs to be considered around positioning and handling.

IF THE ABOVE HAS NOT WORKED – CALL WHITE WIRE 020 7005 0818

## IF THE LIGHTS/EFFECTS DO NOT COME ON

- Allow the lights up to 30 seconds to warm up
- Allow smoke/fog/snow/bubble machines up to 5 minutes to warm up
- Check fluid levels on fog/snow/bubble machines
- Check the power is switched on

- Check all cables are securely connected
- Check small 'dip' switched (if applicable) on the unit are in an acceptable formation according to supplied user manual
- Refer to user manual if lights have a digital display menu
- Call White Wire if digital display menu shows an error

IF THE ABOVE HAS NOT WORKED – CALL  
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## USING THE MICROPHONE

- The microphone is best used about 3 inches/6-7cm from the mouth
- If it is held too close it will distort
- If it is held too far it will not pick up the voice
- Ideally stand at least 6 feet/1.5 metres away from the speakers
- Face away from the speakers where possible
- Twin mics double the signal strength, so a little extra thought needs to be considered around positioning and handling.

## USING THE MIXER

- Slider [    ] is the music volume
- Slider [    ] is the microphone volume
- Slider [    ] is the iphone/other source volume
- Master controls overall volume level.