



WHITE WIRE
ENTERTAINMENT

PA SYSTEMS

TROUBLE SHOOTING

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
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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
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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
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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

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