

BY-M1V Series Q&A

Q1: The product does not work when connected to an iPhone.

A1: Check if the RXDi receiver's indicator light is on when connected to the phone. Also, ensure that the iPhone is on and the recording app is open to provide power for the product to function.

Q2: Can the M1V1/2 products be used with an iPhone?

A2: ① The M1V1/2 products do not support direct connection with iPhones that do not have a 3.5mm jack. If you need direct connection, it is recommended to purchase the M1V5/6 set, which can be directly connected to iPhones.

② The M1V1/2 supports using the Line Out port with the SR-C2000 Apple adapter to connect to iPhones or iPads (product link: [link]).

③ If the iPad mini, iPhone 6/6s, or similar devices with a 3.5mm jack are used, the M1V1/2 receiver can be directly connected using the TRRS cable to the Line Out port.

Q3: Can the M1V1/2 products be used with an Android phone?

A3: ① The M1V1/2 products do not support direct connection with Android phones that do not have a 3.5mm jack. If you need direct connection, it is recommended to purchase the M1V3/4 set, which can be directly connected to Android phones.

② The M1V1/2 supports using the Line Out port with the SR-C2001 Android adapter to connect to Android phones (product link: [link]). Some phone brands like VIVO and OPPO may require enabling the OTG function in the phone's settings.

③ If the phone has a built-in 3.5mm jack, the M1V1/2 receiver can be directly connected using the TRRS cable to the Line Out port.

Q4: The product does not show the charging red light when connected to the charging cable.

A4: The product will show a constant red light when charging if the battery is not fully charged. Once fully charged, the indicator light will remain blue. You can check if the power on/off function works correctly to verify if the battery is fully charged.

Q5: Can the product be used while charging?

A5: The M1V receiver does not support usage while charging. It is recommended to charge the product fully after use for the next session.

Q6: The product's sound cannot be recorded properly.

A6: Check the indicator light status of the TX transmitter. If the blue light is flashing, it requires pairing before audio reception can work properly.

Q7: The product cannot pair and connect.

A7: ① The product is set to be in pairing mode by default when powered on. It will automatically pair with the receiver upon startup, so frequent pairing is not recommended.

② Pairing operation: Restart the RX and TX devices separately. While they are not in pairing mode, double-click the power button on the TX and RX35 to initiate the pairing. For RXDi and RXUC, use the pin to double-click the pair button to initiate pairing.

③ During pairing, the indicator light will flash blue three times.

Q8: After using two sets of products simultaneously, the pairing becomes mixed and chaotic.

A8: ① Pairing should be done one by one. First, pair the first transmitter with the receiver, then

pair the second transmitter. Multiple transmitters cannot be paired simultaneously with the receiver.

② When using multiple sets of products, pair one set successfully first, then pair the second set.

Q9: The products cannot pair and connect when powered on simultaneously.

A9: Restarting each product individually should complete the automatic reconnection. If simultaneous power on does not lead to reconnection, turning off and restarting each product should solve the issue.

Q10: The product cannot power on.

A10: Please check if the product has not been used for too long and if the battery is depleted. Connect the charging cable for activation. It is recommended to charge the product fully after each use for the next session.

Q11: There is distortion or noise in the sound when used at a short distance.

A11: This is often caused by environmental interference. If there are high-power wireless routers or devices operating nearby, it is recommended to change the usage location. If unavoidable, try finding the appropriate distance and angle.

Q12: The microphone has no sound.

A12: Check if the transmitter is muted. If the indicator light is slowly flashing red, it means the mute mode is activated. Press the power button once to unmute it.

Q13: How do I enable the noise reduction mode?

A13: In pairing mode, when the TX transmitter is powered on, single-click the NR (noise reduction) button to enable the noise reduction function. The indicator light will show a constant green light. Single-click the NR button.