

SKAA Trouble Shooting Guide

The purpose of this guide is to provide answers to frequently asked questions when using SKAA products for the first time.

Note: SKAA provides a very simple, one-button, one-LED, interface. These two components are called, and will be referred to as, the Bond Button and the SKAA Indicator.

At any time, when interacting with SKAA, the user may locate the Bond Button and rapidly click it six times to reset SKAA to its factory settings. In some cases it can prove useful to factory-reset a SKAA receiver as it resets volume and automatically Bonds to a SKAA transmitter, if one is available and currently transmitting audio.



Bond Button Icon

Before proceeding with reading the following frequently asked questions and answers, please make sure that your SKAA devices are powered, in SKAA-mode (if applicable), and in range of one another (~20 m).

1. When I power on my SKAA speaker, the Indicator is dim green and when I play audio from my SKAA transmitter, no sound comes from the speaker.

Most likely your SKAA speaker is hunting for one of your favourite transmitters. Simply press the Bond Button once, in order to switch to another favourite transmitter. If no other favourite transmitters are saved on the Green List, pressing the Bond Button once will not have an effect. In this case, double-click the Bond Button in order to put the speaker into Amber Mode. Amber Mode will explore for new, unknown transmitters in the area that are currently playing audio. If the issue persists, you can always factory reset the SKAA receiver by six-clicking the Bond Button. The SKAA Indicator will flicker red for one second and the speaker will return to Amber Mode. If six-clicking the Bond Button has no effect, see the next trouble-shooting item.






2. When I power on my SKAA speaker and attempt to play audio from a SKAA transmitter, I hear no sound, the Indicator is dim green and no matter how many times I click the Bond button, nothing changes.

In this case, your SKAA speaker is a Slave speaker in a Cluster of speakers. This means that this speaker was probably sold with at least one other speaker, and one of these other speakers is the Master speaker. The Master speaker is responsible for controlling all Slave speakers. A Slave speaker will always follow the Master speaker. Some Slave speakers still contain a Bond Button in order to mute the speaker (this can be accomplished by triple-clicking the Bond Button). Any SKAA speaker with a Bond Button on it can be a stand alone speaker, however it will have to be "unclustered". See the SKAA Receiver User's Guide for the unclustering procedure.



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3. What is the difference between Green Mode and Amber Mode and how do I use them?

1 Click	Green Mode - Rotate through your list of favourite transmitters (Green List) - when a favourite transmitter is found, the search stops and audio plays from that transmitter.	 (dim) = Hunting  (flash) = Next one  (bright) = Bonded
2 Clicks	Amber Mode - Explore for new, unknown transmitters (ones which are not already on your Green list)	 (dim) = Hunting  (bright) = Bonded

When you power on a SKAA speaker for the first time, it will be in Amber Mode. You can identify a speaker in Amber Mode by the behaviour of its SKAA Indicator (if the SKAA Indicator is amber, the speaker is in Amber Mode). When in Amber Mode, the speaker will explore for new, unknown transmitters in the area, that are currently playing audio. Once found, it will Bond to that transmitter, the SKAA Indicator will switch from dim amber to bright amber and the speaker will start playing audio. The speaker is now Bonded and in Amber Mode.

Green Mode can be achieved after a SKAA speaker is Bonded and in Amber mode. Once a speaker is Bonded and in Amber Mode, simply hold down the Bond Button for three seconds. The SKAA Indicator will switch from bright amber to bright green. Now, the next time you power down your SKAA speaker(s) and transmitter(s) and power them back on again, the SKAA speaker(s) will be waiting for the transmitter on the Green List, and when the transmitter becomes available, it will automatically Bond to it. SKAA speakers can store up to ten transmitters on a Green List. To cycle through transmitters on a Green List, simply click the Bond Button once to cycle to the next transmitter on the Green List.

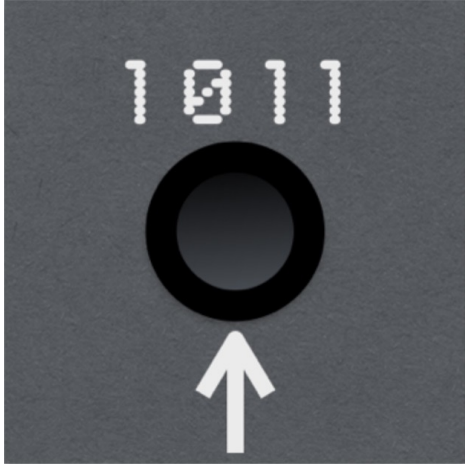
4. Why is my TV transmitter not working?

Verify which transmitter you are using. The Talisa and Akiko transmitters look very similar but work very differently. The Talisa transmitter is used to transmit digital audio (the audio output from the majority of the newer televisions) while the Akiko transmitter is used to transmit analog audio (the audio output from the majority of smart phones and other music players). If the wrong transmitter is used for the job, it will not work. You can verify that you are using the appropriate transmitter by verifying the symbol near the jack, on the transmitter. It is also worth noting that the USB connector on the Talisa and Akiko transmitters is only used to provide power to the transmitters. Plugging a Talisa or Akiko transmitter into a computer is the same as plugging it into an outlet on a wall.

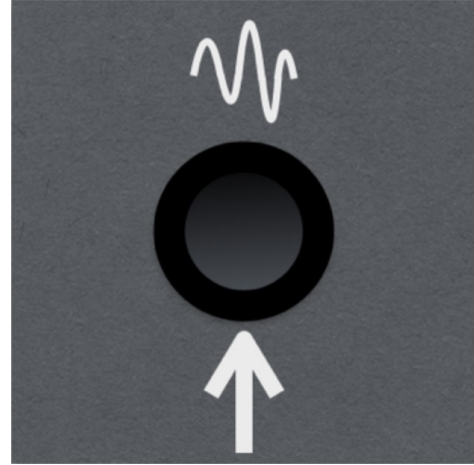
Several cables are compatible with the Akiko and Talisa transmitters. Akiko may be used with a standard 3.5 mm TRS cable as well as a RCA cable. Talisa is compatible with both 3.5 mm TOSLINK and S/PDIF cables and in addition it may be used with an RCA cable to carry a S/PDIF signal from a coax output into the Talisa transmitter. For more details on how to use an RCA cable to accomplish this task, see the SKAA Transmitter User's Guide.



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Talisa



Akiko

Once the transmitters have been verified, make sure that the audio cable is plugged all the way into the transmitter and proceed by following the Bonding instructions.

5. I used the IR learning feature on my Talisa or Akiko, and one or more of the volume control buttons on my remote do not work.

Make sure that the remote you are using is in range and within an appropriate viewing angle of Talisa or Akiko's IR sensor. (If you cannot see the IR sensor on the Talisa or Akiko, it is likely that the remote cannot see it either.) During the IR learning process, it can be possible for the Talisa or Akiko to not receive the signals from the remote if it is out of range, not pointed at the sensor or if the batteries in the remote are weak or dead. Once you have verified that all conditions are appropriate for IR learning, simply restart the process and be sure to follow the IR learning instructions. During the IR learning process, be sure to *press and release* the buttons on the remote in the order indicated in the instructions. Do not hold the buttons down when IR learning. It is recommended that you do *not* assign the remote's volume +/- and mute buttons to the Talisa or Akiko's volume control. It is likely that these buttons already control the volume on one of your devices and when pressing them, you do not want multiple volumes changing on different devices, at the same time. Alternatively, it is recommended that you repurpose buttons on your remote control that are not currently in use. It is also worth noting that not all remotes can be used for the IR learning process as not all remotes emit a useable signal for Akiko and Talisa. Typically remotes for TVs, DVD players, stereo systems, etc. work well, while remotes for lightning, air conditioners, etc. do not work well for this process.

6. How do I know which SKAA compatible receivers work with each other?

All devices running SKAA OS 2.1 and newer are designed to work together, seamlessly. If you suspect that your SKAA transmitter or receiver is running firmware older than SKAA OS 2.1, contact us via support@skaa.com and we will help you.

