

# SILENCE

## Silent Disco Guidebook

Please review this entire document **BEFORE** your event!



**Packing List Review** Review your delivered equipment

**Quick Start Guide** Set up your silent disco equipment in just a few minutes

**Troubleshooting** Technical issues & questions pertaining to equipment setup

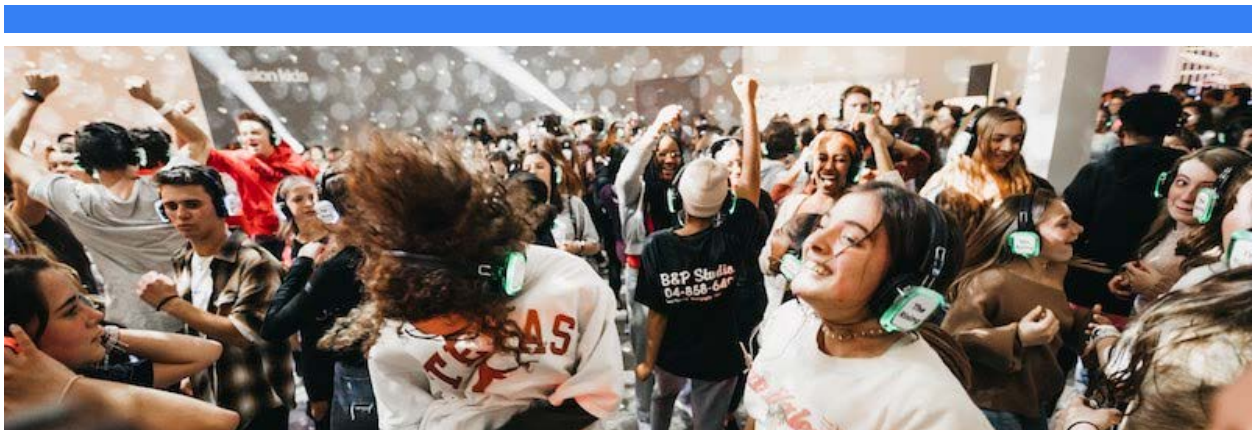
**Returning Equipment** Your guide to successfully returning the equipment via Fedex

**Charging, Cleaning, & Storage** Cleaning and charging is only applicable to leasing and multi-day rentals

# SILENCE

## Packing List Review

1. Retrieve the packing list from your included document pouch.
2. Check over the delivered equipment, count the number of headphones, and other included equipment. Test the equipment to ensure everything is working as expected.
3. If any equipment is not working, missing, does not line up with the list, or does not seem correct, please call us immediately. Any damaged or missing equipment not disclosed immediately after it is delivered, and before the event, will be the responsibility of the renter to pay for.
4. Finally, ensure you have located the included return shipping labels within the pouch and zip ties, so you are prepared to return the equipment after the event! If you are unable to locate your return labels, email us and we will send some new ones over.



# SILENCE

## Quick Start Guide

### Transmitters

1. Plug one end of the power cord into each transmitter you are using and plug the other end into a standard 120 volt A/C wall outlet. Select channel 1, 2, or 3 on the transmitter. You will need one transmitter for each channel you want to transmit. You can have up to three transmitters sending out three separate audio signals at once.
2. Connect the transmitter to your audio source like a DJ mixer, laptop, tablet, or phone using one of the included audio cables. You can use either of the included RCA to RCA -or- RCA to Stereo Mini Jack connectors.



### Transmitter Option 1:



## Transmitter Option 2:



Fully connected system with a MP3 player and built-in mic



Digital channel changer on the front of the transmitter

## How it works:



### ► How to get started



1. Turn on the transmitter
2. Connect to audio source via Bluetooth or cable
3. Plug the power supply into the transmitter
4. Make sure each transmitter is set on a different channel (1, 2, 3)
5. Turn on headphones: (1=Blue 2=Red 3=Green)

### ► How to connect to Bluetooth device

1. Turn on the transmitter
2. Press and hold "Bluetooth" button until the blue light blinks
3. From your phone go to Bluetooth and find device to connect

# SILENCE

## Troubleshooting

Problem	Cause	Solution
 <p><b>No sound from headphones</b></p>	<ol style="list-style-type: none"><li>1. No audio - no power</li><li>2. No or low audio - improper volume level</li><li>3. No or low audio - incorrect source volume</li><li>4. No audio - transmitter</li><li>5. No or incorrect audio - incorrect channel selected</li></ol>	<ol style="list-style-type: none"><li>1. Toggle switch on base of headphones.</li><li>2. Roll dial on the side of headphones until desired volume is reached.</li><li>3. Set volume from source (DJ, mp3 player, ...) to medium level. Too low will not allow signal transfer and too high will cause clipping of sound.</li><li>4. Ensure transmitter is powered on.</li><li>5. Toggle switch on side of headphone until correct channel is found.</li></ol>
 <p><b>Poor sound or static from headphones</b></p>	<ol style="list-style-type: none"><li>1. Distance is too great</li><li>2. Disrupted signal</li><li>3. Faulty cable</li></ol>	<ol style="list-style-type: none"><li>1. The maximum range of the headphone system is 1500 ft, but can be reduced by the presence of radiative electronics such as microwaves. Ensure these are not in use when possible.</li><li>2. Solid objects such as walls and metal appliances greatly reduce the transmission signal. Change location of transmitter to eliminate as much obstruction as possible.  Avoid using transmitters on the same channel. If multiple transmitters are plugged in, check that they are not on the same channel. If they are, the signals will cause audio problems.</li><li>3. If you feel the cable may be damaged, substitute it with one of the extras provided.</li></ol>

# SILENCE

## Packing & Returning Equipment

We kindly ask that all equipment be shipped back to us the first business day after your scheduled event. \*\*\*Shipments not returned to FedEx within one business day after the event are subject to late fees.\*\*\*



### Align The Headphones

Please fold the headsets on both earpads to a closed position. Place the headphones back in bins lined up as shown below. They will fit best with rows and columns like a grid. Bins vary in size so each one will pack differently.

### Securing The Bins

Attach the supplied zip ties to the outside of the bins and pull firm so they are snug and secure.

### Label

Place the return FedEx label in the pouch on the outside of the bin. Please make sure to discard the original shipping label to prevent confusion.

**See next page for additional equipment return instructions.**

# SILENCE

## Returning Equipment

**We kindly ask that all equipment be shipped back to us the first business day after your scheduled event. \*\*\*Shipments not returned to FedEx within one business day after the event are subject to late fees.\*\*\***

### Step 1: Preparing the Package

- a. Inspect the equipment. Call us immediately at **1-800-674-3757** if there has been any damage or abuse to the equipment (physical damage, wet or moist, covered in dirt or glitter, etc).
- b. Repackage all of the listed items on the packing half sheet into the crates that were sent to you. This helps us to quickly confirm that all equipment was returned and is in working order. If any equipment is missing, you will be charged.
- c. Remove any labels or stickers that are on the crates.
- d. Insert the included return shipping labels into the provided plastic sleeves and attach the sleeves to the crates.
- e. Secure lids with provided high strength **zip ties**. Do so by attaching and tightening the **zip ties** in the two holes, one on each side of the bin. **Failure to use the included high strength zip ties will cause you to be liable for damage or loss of equipment during the return process.**

### Step 2: Shipping Options (choose A or B)

- a. Drop the package off at any FedEx location. Find your nearest location by visiting [www.FedEx.com](http://www.FedEx.com) and clicking the "locations" link.
- b. Schedule a pickup with Fedex. Call . Go to [www.FedEx.com](http://www.FedEx.com) and select "Schedule a Pickup" - **or** - call FedEx: **1-800-463-3339**. Be sure to call the day before required pickup day. Have your return labels on hand when you call.

# SILENCE

## Charging, Cleaning and Storage

**Please note: Charging and Cleaning is only applicable to multi-day rentals, purchases, and leased headphones!**

- a. Inspect the equipment. Check over the equipment to test and inspect for any physical damage or other issues. Set any equipment with problems aside and give us a call to inform us of the problem, and discuss any necessary actions.
- b. Apply an organic disinfectant cleaner (not bleach or pure alcohol, something diluted) to a towel and wipe the ear pads and head brace. Non-bleach Clorox wipes are appropriate as well.
- c. Plug in each charging harness into a standard wall outlet and then attach 16 headsets to each charging harness. Do not plug more than 3 charging harnesses into one wall outlet or you will risk overloading the circuit.
- d. After 30 minutes to 2.5 hours (depending on how long they were used), each headset indicator light should turn from red to green and be ready for your next event!
- e. All equipment should be counted and stored in crates in a dry climate controlled location after every event. Do not expose headsets to water or extreme temperatures.



**Charging port**