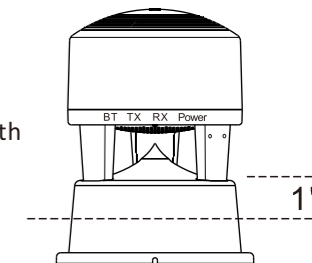


## Troubleshooting

Issue	Suggestion
No sound is heard.	<ol style="list-style-type: none"> <li>1) Check power connection. If there is no flashing or solid blue LED, the speaker is not turned on.</li> <li>2) Make sure the correct Bluetooth device is connected. If needed, double-click BT button to disconnect and then reconnect from the Bluetooth device.</li> <li>3) Increase volume level using the remote.</li> <li>4) Check volume level on Bluetooth device and make sure no mute function is activated.</li> <li>5) If no sound is heard from all previously connected secondary speakers, reactivate Transmitter Mode by pressing TX button once on main unit.</li> <li>6) If no sound is heard from specific previously connected secondary speaker, reactivate Receiver Mode by pressing RX button once on the impacted unit.</li> </ol>
Sound/connection is intermittent.	<ol style="list-style-type: none"> <li>1) Keep Bluetooth device (smartphone, tablet, etc.) at a stationary location. Signal can easily become unstable if the Bluetooth device is moving (ie. inside a pocket while walking).</li> <li>2) Move Bluetooth device closer to main unit.</li> <li>3) Disconnect and reconnect Bluetooth device.</li> <li>4) Move away from (or remove) any nearby electronic device that may present signal interference (ie. router, microwave, TV, etc.)</li> <li>5) You may improve signal connection by slightly elevating the speaker.</li> <li>6) If intermittent sound only impacts specific secondary speaker, move that speaker closer to main unit.</li> </ol>
Speaker not responding to remote.	<ol style="list-style-type: none"> <li>1) Check remote battery.</li> <li>2) Find IR node on speaker and aim remote directly.</li> <li>3) Move remote closer to speaker before aiming.</li> <li>4) Provide shielding if direct sunlight is hitting on the path of the infrared signal.</li> </ol>
Cannot setting up broadcast mode	<ol style="list-style-type: none"> <li>1) Make sure no Bluetooth device is connected except to the main unit. You can disconnect any connected device by double-clicking the BT button on any secondary speaker.</li> <li>2) First activate the respective broadcast mode by pressing the TX/RX button only once before double-clicking the TX/RX button to initiate broadcast connection.</li> <li>3) Move secondary speaker closer to main unit during set up.</li> <li>4) Make sure to initiate the connection setup within the 30-seconds window. Ask a second person to help press the TX/RX buttons simultaneously.</li> </ol>
Remote is lost	<ol style="list-style-type: none"> <li>1) Use another remote if you have purchased multiple TIC Bluetooth 5 speakers/devices.</li> <li>2) Replacement remotes can be purchased on our website.</li> </ol>

## Installation/Maintenance Note

- The B series speaker can be installed in-ground or surface-mounted. In-ground installation is generally optimal since burying speaker in-ground will enhance its resonance, providing a fuller audio experience. When mounted on a surface, please ensure the wiring is safely secured and does not become a tripping hazard. The optimal burial depth is 1 inch exposure from ground level for the bottom section.
- System should be fully tested above surface before speakers and wires are buried.
- To clean speaker, you can rinse with fresh water from directly above the speaker and wipe with a cloth. If needed, use mild detergent to remove dirt.



## Caution

Risk of Electric Shock. Do Not Open.



The lightning flash with an arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” with the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

## **FCC Warning**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note 1:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note 2:

1. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
2. This equipment should be installed and operated with a minimum distance of 20 cm between the device and your body.

## **Sound Warning**

Avoid hearing damage by establishing safe listening volumes. Listening to this product at high volumes or for extended time periods may cause permanent hearing loss. Protect your hearing by establishing safe volumes. Start with the volume setting control at its lowest setting. Slowly increase the volume until you can hear it comfortably and clearly without distortion. Reduce the volume or stop listening if you experience ringing in your ears or any discomfort. Consult with a physician if needed.

## **Warranty**

TIC offers a limited one-year full parts and labor warranty for all of our new products. Please visit TIC's warranty page (<http://www.ticcorp.com/warranty/>) for detail to our latest warranty policy

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If you have any further question/issue, please visit our support help desk at [www.ticcorp.com/support](http://www.ticcorp.com/support). You can easily log a ticket online. Our helpful associate will typically respond within one business day, if not on the same day.