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 Indicator LED.

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 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 issue.

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 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). If you want to Bond these SKAA speakers to another transmitter, simply follow the Bonding instructions using the Master speaker, and all Slave speakers will automatically follow.

Eleven Engineering Inc.
Suite 800, 10150 - 100 street
Edmonton, AB., Canada T5J 0P6
T. [780] 425.6511 **F.** [780] 425.7006
www.elevenengineering.com   www.skaa.com

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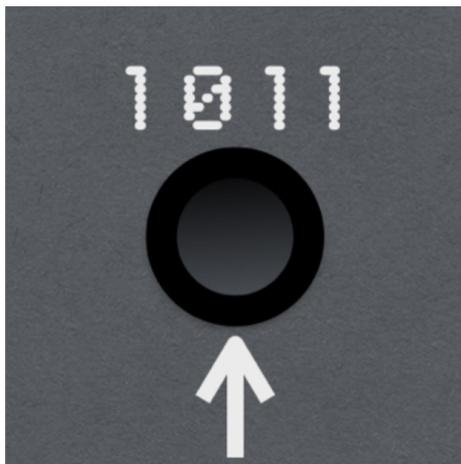### 3.What is the difference between Green mode and Amber mode and how do I use them?

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 Indicator (if the 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 Indicator will switch from dim amber to bright amber and the speaker will start playing audio (this is called Bonded in Amber mode).
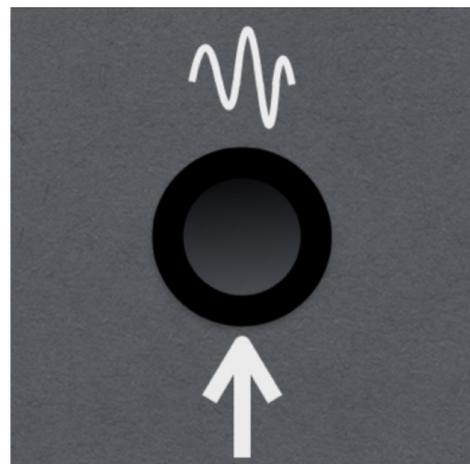Green mode can be achieved after a SKAA speaker is Bonded in Amber mode. Once a speaker is Bonded in Amber mode, simply hold down the Bond button for 3 seconds. The Indicator will switch from bright amber to bright green. Now, the next time you power down your SKAA speaker(s) and transmitter(s) and power them back on again, the transmitter(s) and speaker(s) will already be Bonded. SKAA speakers can store up to ten favourite transmitters on a Green list. To cycle through transmitters on a Green list, simply press the Bond button once to Bond 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.

Talisa

Akiko

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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 the Talisa'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 the buttons on the remote in the order indicated in the instructions.

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@eleveneng.com and we may be able to help.

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