



now>press>play Equipment FAQs

This document contains FAQs around the now>press>play equipment.

Headphones & Batteries

How do I switch the headphones on?

Press and hold the power button for 5 seconds. The red LED illuminates when the headphone is on.

How long do the batteries last?

New batteries have a life of 20 hours (so roughly 40 experiences). Turn off all headphones after an Experience to prolong battery life.

Are the batteries rechargeable?

No, but they are recyclable.

We're running out of batteries, what do we do?

You can navigate the app and order new batteries or get in touch with your Account Manager who will arrange for a new box to be sent to you.

A child says their headphones aren't working.

Firstly give them new headphones. Then check:

- Are they on? The red LED light should be on.
- Is the volume turned up?
- Check the batteries are inserted properly or try replacing the batteries.

If all the headphones aren't working check that everything is set up correctly:

- Is the device working?
- Is the volume on your device up?
- Is the cable connected properly to your device?
- Is the cable connected properly to the transmitter?
- Is the channel on your transmitter set to 1?

If you are still experiencing issues contact your Account Manager.

Why do the headphones have a static sound?

If it's one set of headphones, change its batteries.

If it's all the headphones check:

- if the transmitter needs charging
- if the transmitter is in range of the headphones.
- there is no interference caused by other wireless equipment in the vicinity

You can also try turning the volume up on your device and down on the headphones.

Transmitter

No sound?

- Is the cable connected properly to your device?
- Is the volume on your device up?
- Is the cable connected properly to the transmitter?
- Is the channel on your transmitter set to 1?
- Check the antenna is attached correctly. It should lock to the right side firmly upon insertion.

No Power?

- Plug it into the mains as it could be out of battery.
- Try switching it off and on again to kickstart it.

Signal cuts out, interference or reduced range?

- Check if the aux cable is connecting properly. If you move the cable and it reconnects then a replacement cable is needed.
- Ensure there is no interference caused by other wireless equipment in the vicinity such as another wireless transmitter or wireless speakers.
- Physical obstructions like walls can reduce range and cause interference so make sure the transmitter is in range.

Does the transmitter need to be plugged in at all times?

As long as the transmitter is charged you can use it without it being plugged into the mains. We recommend putting it on charge after you have used it so it is ready for the next group.

How do I know when the transmitter is fully charged?

It takes 4 hours to fully charge the transmitter. When turned off and charging the LED light on the transmitter will turn green to indicate that it is charging. Once fully charged the LED light will turn off.

What channel should the transmitter be on?

The headphones automatically tune to the channel the transmitter is on. However, we recommend leaving the transmitter on channel 1 and making sure all headphones' lights are red, meaning they are tuned to channel 1.

Should the transmitter be set to Lo or Hi?

The transmitter should always be turned on to Hi, so that the signal is as strong as possible.

What range does the transmitter have?

The transmitter range is up to 300 metres in open space. Though this might be slightly reduced if there are obstacles which block the signal or it is low on battery.

General

Can we use now>press>play outside?

Yes! As long as the transmitter and tablet are charged you can take them anywhere.

Can I play other audio through the headphones?

Yes! Simply connect the cable from the transmitter to any device and you can play audio from that device through the now>press>play headphones.

Can I use a microphone in the transmitter?

Yes! Contact your Account Manager and they can arrange for a microphone which is compatible with the transmitter to be added to your subscription.

Can children with hearing aids or cochlear implants use the headphones?

Yes! The headphones should fit over 'over ear' hearing aids and can be held over cochlear implants. If your school uses a hearing loop or you have any questions about this, contact your Account Manager.

DO	DONT
- use headphones and systems at comfortable and safe listening levels. - keep away from radiators and heat generating electrical equipment such as screens and amps. - use only the supplied power cable and accessories. - disconnect from power after charging especially when not being used for long periods of time. - ensure that power connection is plugged in properly - not damaged, working within a comfortable temperature and not exposed to direct sunlight.	- use headphones for extended periods of time. - use 2 or more transmitters on the same channel - they won't work. - use equipment near other wireless apparatus including radio mics, transmitters etc. Frequencies can interfere and result in distorted or no signal. - attempt to repair or modify equipment yourself. - use equipment if damaged by water, heat, physical impact etc. - use or store equipment in or near water, moist or hot environments. - overload wall sockets.

If you have other questions about your equipment, don't hesitate to contact your Account Manager who will be able to help.