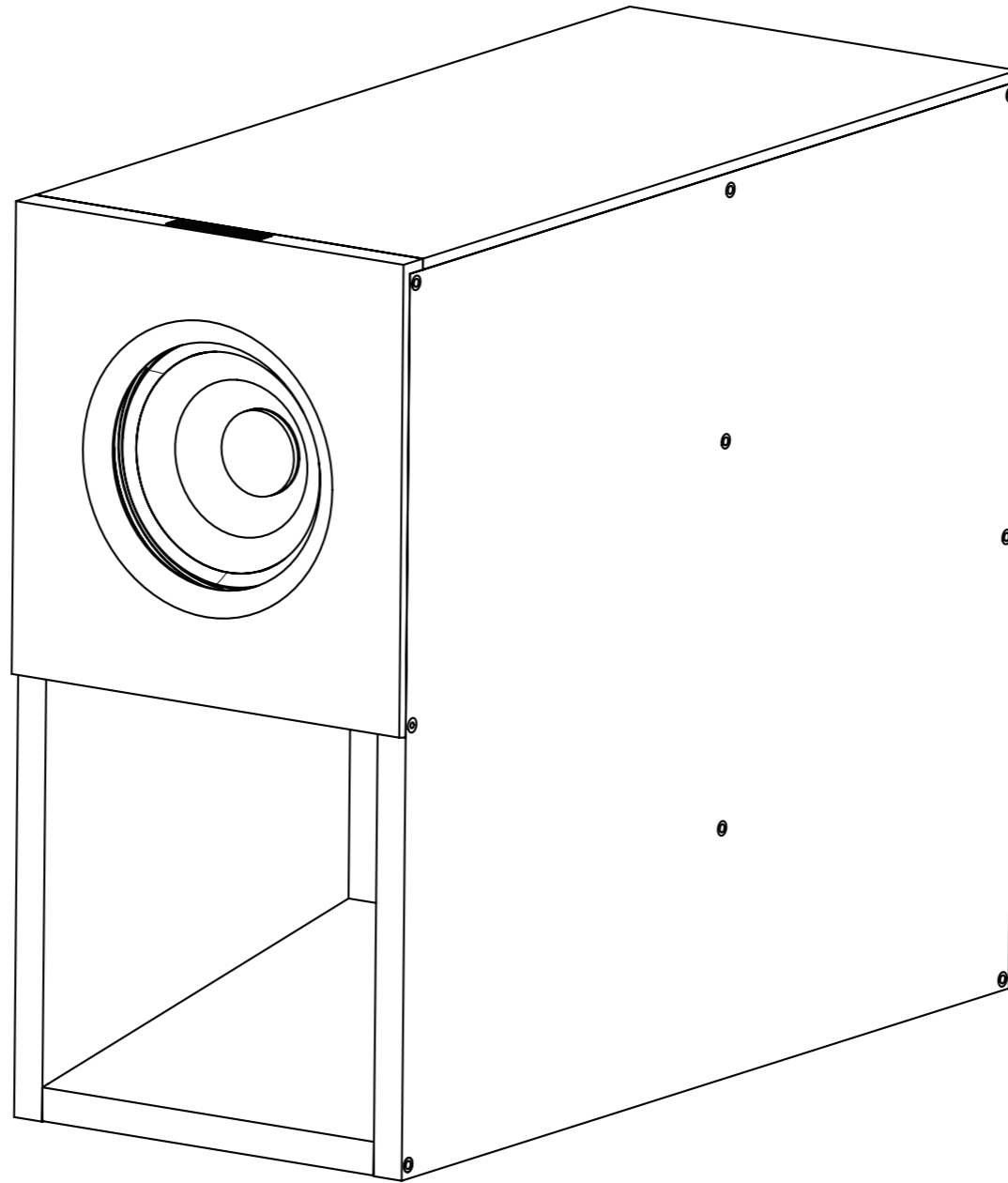


# REAXT

OMNI-1.0



TROUBLESHOOTING

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If you have a question about your Omni-1.0 or experience an issue with the speaker, our Customer Support Team wants to assist you.

Contact us at:  
[react.com/support](https://react.com/support) and fill in our customer support form

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## No audio playing from your Omni-1.0 when connected over Bluetooth.

- Remove the Omni-1.0 from the Bluetooth device list on your audio source device, restart your audio source device, and then re-pair and connect to the speaker.
- Increase the volume level on the Omni-1.0 to the maximum and then adjust the volume on the device.
- Make sure your Bluetooth device is playing audio and is not paused and volume is up.
- Your Bluetooth device may be out of range, move closer to the Bluetooth device to help eliminate other interference that may be causing connectivity issues between the Bluetooth device and the Omni-1.0.
- Turn your Omni-1.0 off and back on.
- Some apps have their own volume setting.  
Please check the app to make sure the volume is not on mute and the volume is up.

## Poor sound quality when connected over Bluetooth.

- Your Bluetooth device may be out of range.  
Move closer to the Bluetooth device to help eliminate other interference that may be causing connectivity issues between the Bluetooth device and the Omni-1.0.
- Remove the Omni-1.0 from the Bluetooth device list on your audio source device.  
Restart your audio source device, and then re-pair and connect to the speaker.
- Turn your Omni-1.0 off and back on.
- Some devices need to have their WIFI turned off to improve audio quality over Bluetooth

### No audio playing from your Omni-1.0 when connected with a 3.5mm audio cable.

- Make sure the 3.5mm audio cable is fully inserted into the Omni-1.0 and Device.  
Some devices have cases that prevent a proper fit and need to be removed to connect.  
Make sure your device is on and playing and music
- Increase the volume level on the Omni-1.0 to the maximum and then adjust the volume on the device.

### The volume is low or has no sound.

- Increase the volume level on the Omni-1.0 to the maximum and then adjust the volume on the device.  
For the best performance it is recommended to turn the volume up all the way on the Omni-1.0  
and then adjust the volume on the device to the desired volume output that is produced by the speaker.

### Poor sound quality or Buzzing sound when connected with the 3.5mm audio cable

- Reduce the volume level on the AUX source.
- In some cases when both the charging cable and Aux In cable for the speaker are connected to the same device, for example a laptop, a 'ground loop' may occur causing buzzing sound to be heard from the speaker.  
Either unplug the charging cable from the speaker or plug the charging cable into another power source while playing

### Unable to pair two Omni-1.0 together in Wireless Dual Stereo

- Make sure only one speaker is connected to a device.  
If both speakers are connected to a device, indicated by a solid blue light on each speaker, then you will need to disconnect one of the speakers by pressing and holding down its Bluetooth button until its blue light begins flashing.  
With only one speaker connected to a device you may then pair your two Omni-1.0 speakers together.

## Lip sync issues between the audio and video when connecting the Omni-1.0 to my TV.

- The standard Bluetooth protocol has inherent latency and when used to play audio from a video, lip sync issues may occur between the audio and video.  
If there is a sync issue between the audio and video, it is recommended to use a 3.5mm Audio Cable to connect the device playing the video to the Aux In on the Omni-1.0
- When using two Omni-1.0 speakers with a video device in Wireless Dual Stereo mode, a 3.5mm Audio Cable should be used to connect the device playing the video to the Aux In on the Omni-1.0. This speaker will be the 'Play Control Speaker'.  
The second speaker is paired and connected with the 'Play Control Speaker'.  
The latency is reduced between the two connected Omni-1.0 speakers, because a proprietary wireless connection is used instead of standard Bluetooth.

## My TV or Bluetooth Transmitter will not pair with my Omni-1.0 speaker.

- We have found Bluetooth from TV's and Bluetooth transmitters often have compatibility problems. We find that some don't work at all and others inconsistently.  
In general, our finding has shown that the version of the Bluetooth transmitter is important for compatibility. Bluetooth 5.0 transmitters don't work as often as those that are classified as 4.2.  
The Bluetooth 4.2 version of transmitters have a higher level of success in connecting with Bluetooth speakers with 4.2 Bluetooth chipsets.  
The Bluetooth chips used in the transmitters are not as fully compliant as those used in smartphones for example, so sometimes there is an incompatibility in the protocols used between the transmitter and the speaker.  
If you find another BT Transmitter that is specified with 4.2 Bluetooth technology, it might work better than those with 4.0 and below or 5.0 Bluetooth technology.