

BY-V Series Q&A

Q1: The product does not work when connected to the Apple cell phone

A1: Check whether the indicator light of RX receiver connected to the cell phone is on, and whether the cell phone lights up the screen, the Apple cell phone needs to be lighted up and opened the recording APP before it will supply power to the product to work.

Q2: The product does not work when connected to an Android phone.

A2: Check whether the cell phone connection is solid, whether the interface connection is loose due to the cell phone case; some brands of cell phones (such as VIVO, OPPO) need to be turned on in the cell phone settings page OTG function.

Q3: Transmitter products connected to the charging cable does not show charging

A3: Transmitter products connected to the charging cable in the power-on state will not show the charging indicator, charging in the power-off state will show the charging status of the red light is always on.

Q5: Can the product be used while charging when connected to a cell phone?

A5: Support charging and using at the same time, when connecting to a cell phone, the Type-C charging hole of the RX product can be connected to a Type-C charging cable to charge the cell phone, solving the anxiety of cell phone battery life during live broadcasting or video recording.

Q6: Product sound can not be recorded normally

A6: After the product is connected to the cell phone, on the audio recording page of BOYA Sound APP, please check that the product model is recognized and the product indicator light is always on, then the sound can be recorded normally.

Q7: Products can not enter the code

A7: RX, TX are automatically paired, no need to manually operate the pairing, after powering on the device will automatically be paired with the range.

Q8 : After two sets of products are used at the same time, there is a problem of cross-misalignment in pairing.

A8 : Auto pairing function of the product will not memorize the paired devices while liberating the manual pairing, it is recommended to turn on one set of devices after successful pairing before turning on the second set of devices when using multiple sets of products.

Q9: Products can't be paired at the same time.

A9:

① Power on the products one by one can complete the automatic pairing under normal circumstances, if there is a situation in which the pairing cannot be completed by turning on the power at the same time, please turn off the product and restart it.

②Pay attention to check the set model of the device, BY-V1/V10 is a one-to-one package, only BY-V2/V20 can be used for one-to-two pairing.

Q10: Products can not be turned on

A10: If the TX can not be turned on, please confirm whether it has not been used for a long time, whether the battery is dead, connect the charging cable to activate; if the RX connects to the cell phone can not be turned on, please check whether the connection between the terminal and the cell phone is loose.

Q11: Short usage distance with distorted sound.

A11: This is usually caused by environmental interference. If there are high-power wireless routers or wireless devices in the current environment, it is recommended to change the usage scenario. If it cannot be avoided, try finding the right distance/angle.

Q12: No sound from microphone

A12: Check if the TX is in mute mode. If the TX transmitter is turned on but the indicator light is flashing blue, it means that mute mode is enabled, and you need to click the power button to disable mute.

Q13: Can the Android version of the receiver be connected to a charger during use?

A13: When using the Android version of the receiver, connecting or disconnecting the phone charger may cause the receiver to restart on some phones. It is recommended to connect the charger before use to avoid disconnection issues.

Q14: The recording volume of the device is too loud or too low, how can it be adjusted?

A14:

- ①The device volume is fixed and cannot be directly adjusted
- ②Use the noise reduction mode to effectively avoid spraying microphone and popping sound.
- ③ If the noise reduction mode is not needed, for those with louder voices, clip the microphone downwards to reduce the volume. For those with softer voices, clip the microphone upwards closer to the mouth to increase the volume.

Q15: How to enable noise reduction mode?

A15: In the paired state, when using the TX transmitter, press the blue NR button briefly to enable the noise reduction function. The indicator light will show a steady green light. Press the NR button again to disable noise reduction, and the indicator light will return to blue. It is recommended to enable noise reduction in outdoor or noisy environments to effectively reduce ambient noise. In indoor or quiet environments, you can disable noise reduction to ensure the original sound quality.

Q16: There is no sound when playing back recordings or videos on a phone.

A16: Disconnect the RX receiver from the phone and then play it back. When the phone is connected to the BY-V external microphone, it is equivalent to connecting a headphone with only a microphone. You need to unplug the adapter connected to the microphone to play

sound from the phone's speaker.