

## **SYNCO G2 Wireless Lavalier Microphone FAQ**

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### **Q1: What should I do if I lost the accessories of my product? How can I get after-sales support?**

- If you have lost any accessories or need after-sales assistance, please contact Synco Audio's official customer support via email at [support@syncoaudio.com](mailto:support@syncoaudio.com). They will provide further guidance and support to resolve your issue.
- For faster service, include your product details and a description of the problem in your email.

### **Q2: The receiver stops working/signal drops . What should I do?**

#### **1. Check Battery Level**

- The receiver (RX) may have low battery, causing unexpected shutdowns or signal drops.
- Connect the RX to a power source using the included Type-C charging cable.
- Charge for 5-10 minutes, then try powering it on again.
- If the device turns on, continue charging until fully charged (~2 hours).

## **2. Check Pairing Status:**

- Ensure the transmitter (TX) and receiver (RX) are successfully paired (screen displays "Connected").
- If not connected, try manual pairing: Press and hold the power buttons on both TX and RX for 8 seconds to enter pairing mode.

## **3. Restart Devices:**

- Turn off devices by holding the power button for 3 seconds, then power them back on.

## **4. Contact Support:**

- If the issue persists, email [support@syncoaudio.com](mailto:support@syncoaudio.com) with your purchase receipt and a description of the issue.

## **Q3: There's significant background noise during recording/noise cancellation isn't working. How to fix this?**

### **1. Enable Noise Cancellation:**

- Press the Noise Cancellation button on the TX to cycle through modes:  
Off → Low-Level → High-Level (recommended for noisy environments).

### **2. Adjust Gain Settings:**

- Step 1: Connect headphones to the 3.5mm Monitoring Port on the RX .
- Step 2: Press the gain adjustment button on the TX to set levels between 0-15dB while listening to the audio in real time.
- Step 3: Gradually increase the gain until the desired volume is achieved, avoiding high levels (e.g., 12-15dB) to prevent distortion.

### 3. Check Microphone Connection:

- Ensure external mics are fully inserted into the TRS input jack (compatible with included lavalier mic).

### 4. Attach Wind Muff:

- Use the included wind muff to reduce wind noise.

### Why This Helps

- **Real-Time Feedback:** Monitoring through the 3.5mm port allows you to hear exactly how gain adjustments affect audio clarity and noise levels.
- **Avoid Overloading:** High gain can amplify background noise. By adjusting while listening, you can find the optimal balance between volume and clarity.
- **Troubleshooting Tip:** If noise persists, try switching to High-Level Noise Cancellation and reposition the microphone closer to the sound source (10-15cm from the mouth).

**Q4: The product won't connect to iPhone/Android, showing "No Audio Input." How to resolve this?**

**1. For iPhone users:**

- Ensure you're using an MFi-certified Lightning adapter. Non-certified adapters may not support external audio input.

**2. For Android users:**

- Some stock camera apps don't support external microphones. Try switching to a third-party camera app (e.g., Open Camera, Filmic Pro) for compatibility.

**Q5: Audio clipping when connected to DSLR cameras. How to optimize?**

**1. Lower Camera Input Level:**

- Set the camera's recording level to 1/3–1/2 of maximum (see Page 2 for Sony/Canon/Panasonic examples).

**2. Adjust RX Gain:**

- Press the A/B gain buttons on the RX to reduce levels (start at 3dB).

**Q5: The receiver/transmitter can be charged via a data cable, but it won't charge in the charging case. What should I do?**

**1. Check the insulating sticker:**

- Ensure the protective insulating sticker on the back contact points of the receiver/transmitter has been removed.

**2. Ensure proper contact:**

- Gently press the receiver/transmitter into the charging case to align its contact points with the case's charging pins.

**3. Charge the case first:**

- The charging case's battery level detection might lag. If the case itself is low on power, charge it fully before attempting to charge the devices again.

**4. Contact SYNCO support:**

- If the issue persists, email [support@syncoaudio.com](mailto:support@syncoaudio.com) with details to request a replacement or further assistance.