



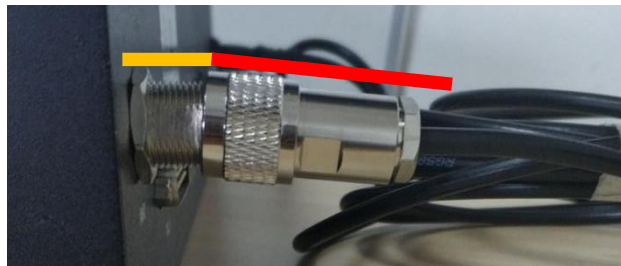
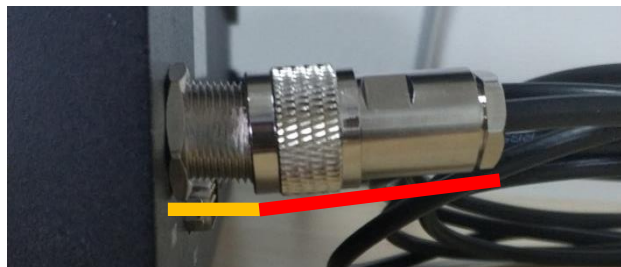
Common problems with Naya intercom

1-st: short transmit distance

(1) Installation of antenna to base station and belt packs

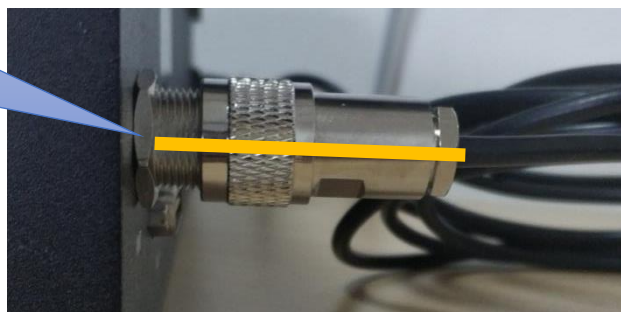
Antenna for belt packs from Naya factory is recommended, and should be tightly screwed.

Sometimes antenna to base station can be tightly screwed even when thread are not aligned (please see photo as below), but poor contact to base station will affect the transmit distance.



Antenna should be rightly installed to base station as below:

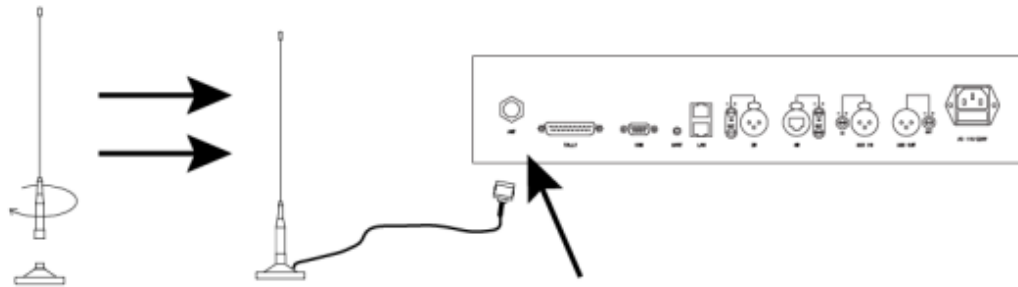
Base and plug
should be in a
straight line.





(2) Antenna to base station should be installed to sucker-base

Antenna should be installed to sucker-base and then connected to base station. If antenna straightly installed to base station, the interface will be damaged and then transmit distance will be shorter. Then the base station can be sent back to factory for repair.



(3) If with walls or obstacles transmit distance will be shorter than expected.

(4) If nearby another set of Naya intercom system with same or similar channel, then transmit distance maybe shorter than expected.

For example, if two sets of 350 in one place, one set with channel 70, and another with 70 or 71, they will be interfered each other, and the intercom can not work normally.

At this time, you can change channel of one set to 105 for example (more than 30 channels far from the first set).

(5) Signal interference of other equipments with same or similar frequency nearby.

Wireless signal can be checked by special equipment like spectrum analyzer. If without this kind of device, you can change the channel. Different channels can be tested, and then suitable channel for best transmit distance will be chosen.

Remarks: channel of base station and all beltpacks should be same, or there would be problem with communication.

(6) Wireless signal maybe shielded by other wireless interference device.

This time transmit distance will be shorter than expected. Then wireless interference device can be turned off.



(7) Microphone on the headphone should be within 2CM from your mouth, or maybe others will hear intermittent voice.

(8) PT420 maybe with long antenna, or short antenna. Long antenna will keep longer transmit distance than short antenna. If PT420 with short antenna can not meet transmit distance, then you can ask long antenna from Naya factory.

(9) Short transmit distance from which device to which one: from beltpacks to beltpacks, from base station to beltpacks, or from beltpacks to base station?

Its important to know which device with shorter transmit distance.

(10) Base station is not repeater, so transmit distance of any device is from its own center.

Sometimes all beltpacks can talk to base station normally, but some beltpack can not hear or hear not clearly another beltpack, maybe between the two beltpacks many walls or other obstacles.

(11) Too low power with beltpacks will affect transmit distance. Beltpacks with too low power will be with shorter transmit distance then expected, but not too short.

(12) Antenna to base station can be put more higher for better distance.

Antenna if in height about 2M, or if more than 2pcs of antennas, or high gain antenna, the transmit distance will be longer.

2-nd. Communication between base station, beltpacks and Tally is not normal

1) You can choose gooseneck microphone or headphone. If you choosed gooseneck microphone, but you speak with mic on headphone, or if you choosed headphone, but you speak with gooseneck microphone, then you can not be heard by beltpacks. So please choose the correct type with actual.



- 2) If MUTT(PTT) mode with headphone for any beltpack is turned off, then the beltpack can not be heard by base station or other beltpacks.
- 3) When too low power with beltpacks, MUTE(PTT) will be turned off. So the beltpacks can be charged.
- 4) Channel of base station, all beltpacks and Tally should be same for normal communication. Channel can be changed.
- 5) Password of base station, beltpacks and Tally should be same. Password can be changed.
- 6) Antenna not installed.
- 7) If background sound or scene level too high(2 or 3), then low voice might not be heard by others. So you need to speak loudly. Usually level 1 is default.
- 8) Headset type on beltpacks different from the actual headset that is used, headphone or earphone should be closed and kept. And then when beltpacks is turned on, you can be heard by others.
- 9) When "group mode" is turned on, beltpacks of one group can not talk to othergroups.
- 10) When "beltpacks isolation" is turned on, beltpacks can not talk to each other.
- 11) If headphone is not good, maybe the wearer can not hear other beltpacks or base station or could not hear clearly. So you can try another headphone.

3-rd: Noise with headsets

- 1) When line of headsets twined with antenna
- 2) Power supply to base station must be firmly grounded.
- 3) Antenna is not well installed.
- 4) If you use the headsets which you change the settings yourself, maybe there is murmur. Naya professional headsets are recommended, or you can send your headsets to Naya factory to check whether the headsets are ok.



4-th: Tally light does not work

- 1) **Channel of Tally is not same with base station**
- 2) **When with same channel, password of Tally is not same with base station**
- 3) **Switcher setting on base station is not same with actual switcher that is used**
- 4) **Switcher cable is not correct**

Different switcher cable will be for different switcher, the cable from Naya factory is usually with label where you can see switcher model. You need to confirm the switcher with factory and buy correct cable.

- 5) **Switcher cable made by customer, then Naya can not ensure its usability.**
Naya can provide interface definition. Its better to buy the cable from Naya factory.

5 Tally does not work with BMD switcher

- 1) **BMD is not using default IP 192.168.10.240.**

IP of BMD should be changed to 192.168.10.240.

New model of BMD switcher MINipro with DHCP mode, you can change its IP with USB line, for more detailed information you can contact BMD.

- 2) **BMD with changed IP, so default IP 192.168.10.240. can not be used.**

If BMD with changed IP, then you have to change IP of base station. Then the special software and setting tool has to be installed to the computer for settings.

- 3) **Bad web.line or router is used.**

You can try another web.line or connect BMD switcher straightly to base station via web.line, without router. PING can be used to test the internet.

- 4) **Tally do not work after connecting Tally interface to BMD.**

To check the first 3 ways and then to check whether the correct cable was used, and the head connected rightly to the devices.

- 5) **Tally do not work when BMD Tally interface is used.**

Special Naya switcher cable is necessary for BMD Tally interface to Naya base station.

6 Common problems with Sony MCX-500

- 1) **When Sony MCX-500 is connected, Tally can turn to red normally, but can not turn to green**

Sony MCX-500 without review signal, so Tally can not turn to green.



2) When Sony MCX-500 is connected, Tally No.3 and No.4 do not work when review to them.

When 3-rd and 4th way of Sony MCX-500 with HDMI signal, their channel to Tally is No. 7 and No. 8. Only when Sony MCX-500 with SDI signal, its 3rd and 4th way control Tally No.3 and No.4. So you have to change ID No. Of Tally 3 and 4 to 7 and 8 if Sony MCX-500 with HDMI signal.

7 Tally does not work when BS180 connected to vMix

1) vMix version lower than V20.

Version of vMix higher than V20 support Tally function, so if vMix you used lower than V20, then you have to upgrade the version to latest.

2)vMixTallyNaya is not running with vMix

Please make sure that vMixTallyNaya is opened and running with vMix computer, and then Tally can work normally.

3) BS180 with setting not vMix switcher

Please change switcher brand and model of BS180 to vMix with software from Naya, and then Tally can work.

4) vMix with IP not in the same gateway with IP of BS180 or IP conflict

IP of BS180 can be changed with special software and setting tool of Naya.

8 Tally do not work even vMix connected to Tally interface

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Version of vMix higher than V20 support Tally function, so if vMix you used lower than V20, then you have to upgrade the version to latest.

2)vMixTallyNaya is not running with vMix

Please make sure that vMixTallyNaya is opened and running with vMix computer, and then Tally can work normally.

3) vMix with IP not in the same gateway with IP of BS180 or IP conflict

IP of BS180 can be changed with special software and setting tool of Naya.

9 Beltpacks or base station interfere with the surrounding speaker



It's normal for interference wireless device with speaker. The antenna to base station or beltpacks can be moved away.

10 Beltpacks or base station interfere with the surrounding mixer or other devices

It's normal for interference wireless device with other ones. The antenna to base station or beltpacks can be moved away.

11 Tally is keep flashing when red or green

When 2 sets or more base stations on the same place and with same channel, then they would be interfered with each other, so Tally will flash. You can change the channel of one base station.

12 Some word from your voice will be lost or intermittent voice will be heard by other beltpacks or base station

- 1) If the mic from your mouth more than 2cm, maybe you can not be well heard by others.
- 2) If background sound or scene level too high(2 or 3), then low voice might not be heard completely or intermittent voice will be heard. So you have to speak loudly. Usually level 1 is default.

13 Tally controlled by switcher is not on, but other Tally work.

1) Switcher cable not correct is used.

You need to use correct cable from Naya.

2) ID number of Tally was changed,

ID number of Tally can be changed to correct. New Tally with screen so you can change it on screen. Old Tally without screen, so special settings tool need to be installed to computer for settings changing.

3) Some switcher signal should be settled, so please make sure that Tally settings of switcher is correct.



4) Switcher setting on the base station different from actual switcher.

Switcher can be changed with special software and setting tool on computer for BS180 and BS350, and switcher can be changed on screen of BS450.

14 How to change the channel

About this Naya has instruction.

15 How to change ID number of Tally

About this Naya has special instruction.

16 Port number won't be found on Device manager after connecting base station and computer with the cable.

- Solution:
- 1) Bad USB interface of computer, so you can try another USB interface.
 - 2) Computer had not been restarted after installing the driver.
 - 3) Incorrect cable was used.

17 Driver installation is not successful

Solution : system 32 bit should be changed to 64 bit W7 or W10.

18 Port number on device manager with exclamation mark.

Solution: 1)Built-in driver on computer was used, W 10 usually with this problem, so its better to change to W7.

19 When setting tool is opened, failed to open the port.

Solution: the port is used by other software, so this software should be closed.

20 When setting tool is opened, click "set" but not successfully.

Solution: 1) Restart the base station, after seeing successful connecting change the settings.

2) Incorrect port selected, so you need to choose the port once again.

21. When setting tool is opened and base station is turned on, no successful connection prompt.

- 1) You can change another base station to test, if another one can work but this base station can not work, then it can be sent to Naya factory for repair.
- 2) The setting software can not support the base station.

