

Troubleshooting Tips for Wireless Outdoor Speakers

If you are experiencing issues with your OSD Audio wireless outdoor speakers, please review these troubleshooting tips before beginning the return process. Often times, the issue can be solved by taking the following steps.

Problem: No Sound

1. Make sure the power button on wireless speakers is set to the ON position.
2. Check the power cord to make sure that the main speaker is plugged into a working outlet. If it is plugged in, double check that the cord securely fits into the socket. Switch the plug to a different outlet to rule out a faulty outlet.
3. Make sure the transmitter is plugged into an outlet and follow the same trouble shooting steps as above.
4. If the power is on, make sure your music source (iPod, receiver, etc) is turn on. Switch to a different sound source to rule out a problem with the source.
5. Make sure that the volume is turned up using the volume button on the remote.
6. Check the sound settings on your source to make sure it is not set to mute or that the sound is too low to hear.
7. Change the position of your speakers—test the signal by moving the speakers closer to the transmitter or farther away from the transmitter.
8. If you're using batteries to power the speakers, make sure they are fresh batteries.
9. Make sure the batteries on the remote are fresh.

Problem: Sound from Only One Speaker

1. Check that speaker wire that connects the main speaker to the second speaker to ensure it is not loose or damaged.
2. Check the balance control on your source to make sure it is set to provide sound to both speakers.

Problem: Poor Signal

1. Adjust the frequency setting on the transmitter. This is a small button labeled CH on the transmitter. Press it several times until you have a stronger signal. Experiment with placement of the speakers as well.

2. Identify household items that may interfere with the 2.4GHz frequency. These include microwave ovens, baby monitors, cordless phones, etc. Items that run on the 2.4GHz frequency will interfere with the signal. Turn these items off or locate the transmitter as far away from these items as possible.
3. Check your wireless router. Although rare, certain models of wireless internet routers can cause interference. OSD recommends moving the transmitter that came with your speakers as far away as possible from the wireless router and cycling through the frequency channels several times.

Problem: Intermittent Signal

1. Re-synchronize the wireless transmitter with the speakers. When everything is plugged in and powered on:
 - Turn the wireless speakers off using the on/off button on the remote. Next, press the channel button on the transmitter once. Turn the speakers on using the on/off button on the remote.
 - The speakers should start producing sound.
 - Make sure that the volume is turned up using the volume button on the remote.

Problem: No Power

1. Make sure the transmitter is plugged into a working outlet
2. Make sure the main speaker is plugged into a working outlet.
3. Replace the batteries on the remote control

If you have gone through all of the trouble-shooting steps and are still experiencing problems, contact our customer service department at rma@audiogeargroup.com

Transmitter Details

Frequency Range: 2.4 GHz - 2.48 GHz Up to 300 feet (may vary) Inputs: 3.5mm audio input jack Channel switching