



mobiWAN

Troubleshooting

Updated: August 2023

Introduction

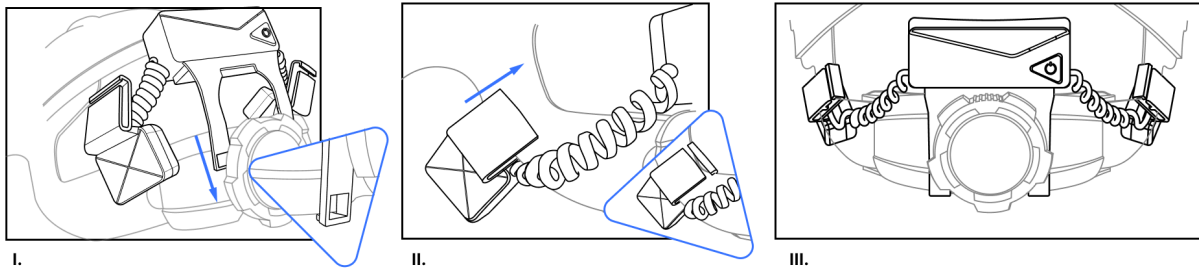
For set-up and operation instructions please refer to the mobiWAN user manual included within the mobiWAN packaging box as well as available in PDF.

Topics:

- Comfort
- Audio Quality
- mobiWAN with Conferencing Apps / Phone Calls
- mobiWAN with Radios and PTT Apps



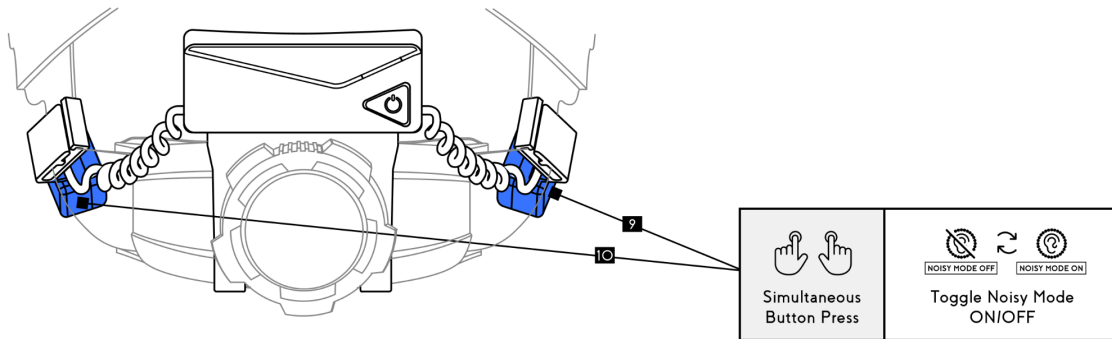
Comfort / Set Up:



- The transducer pads should fit comfortably at the back of the head. They **should not be over tightened**, nor too loose.
- The transducers should clip onto the helmet's harness and can be moved up and down to achieve an optimal comfort. Slide them up and down to your preferred position, positioning to the back of the head when using ear muffs often helps users with maintaining comfort levels.
- At present mobiWAN is designed for use with **MSA V-Gard hard hat with Fas-Trac III ratchet system**. Only deploy mobiWANs combined with this hard hat type. The geometry of other helmets will not deliver an optimum experience.

Audio Quality

- When entering a high noise environment (+85db) ensure the mobiWAN is in '**Noisy Mode On**'. You may need to speak louder for a clear signal when in noisy mode, although this tends to happen naturally when in a high noise environment.



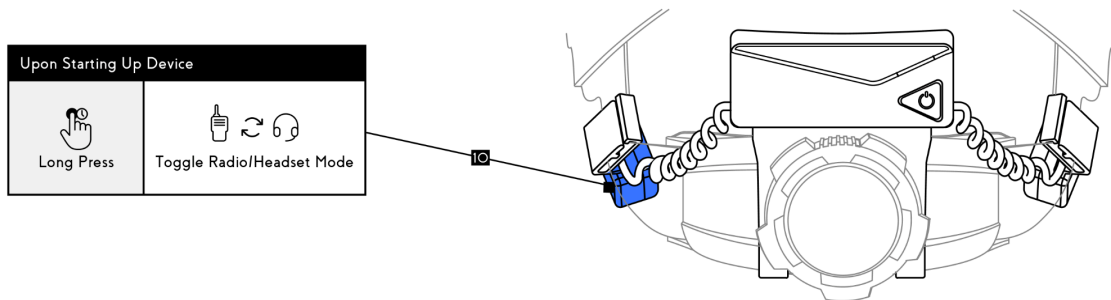
- Speak confidently and clearly. Imagine you are speaking 'into' a microphone. The mobiWAN will detect the sound vibrations you make as you speak, increased 'vibrations', or volume will provide a strong signal for the mobiWAN.

mobiWAN with VoIP Conferencing Apps (i.e. MS Teams/ Phone Calls.)

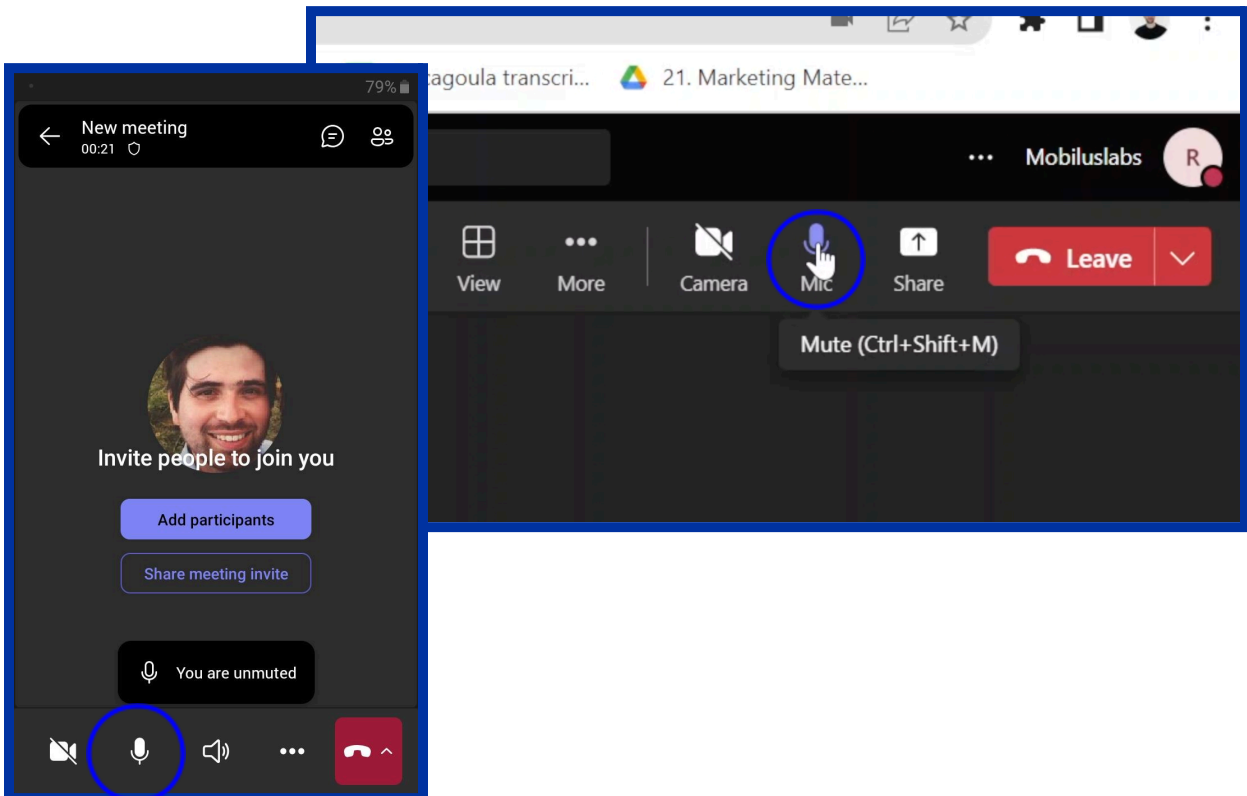
MS Teams:

Set up and user procedure for when using mobiWAN with MS Teams conference call:

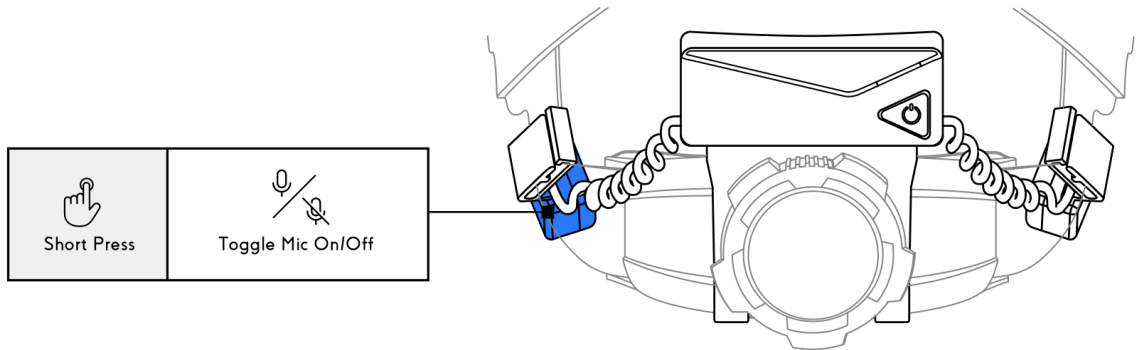
- Before pairing the mobiWAN with the host device ensure that it is in **Headset Mode**



- Once paired and the conference call has been joined, unmute your microphone on the Teams call and leave it unmuted.



- You can then use the mobiWANs own mute / unmute button (**Left side button**) to control your microphone

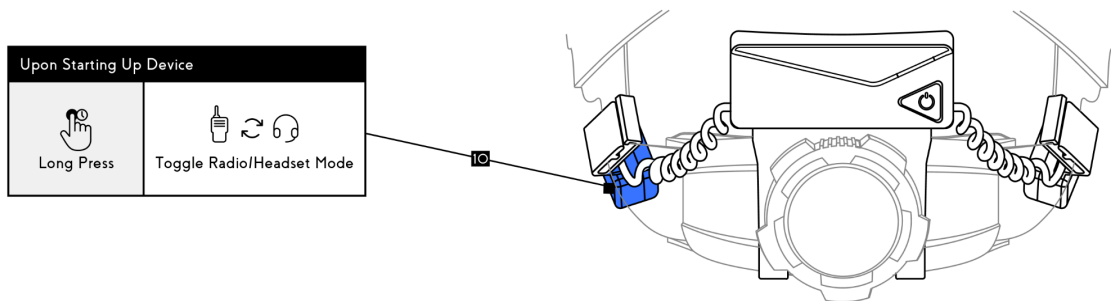


- When not talking it is best practice to mute your microphone
- mobiWAN bone conduction operates in either '**speaker mode**' or '**microphone mode**' at any one time. Using patented 'fast switching' voice detection algorithms the device manages the flow of conversation, including in high noise environments. Particularly high background noise from any participant may result in either speaker or microphone 'lock in' on the mobiWAN. It is best practice therefore in particularly loud environments for all participants to mute when not speaking, either through the mobiWAN mute button, or by muting themselves on MS Teams

Phone Call:

Ultimately the user procedure for other two way conversations, such as phone calls or whatsapp calls is the same as for MS Teams as above:

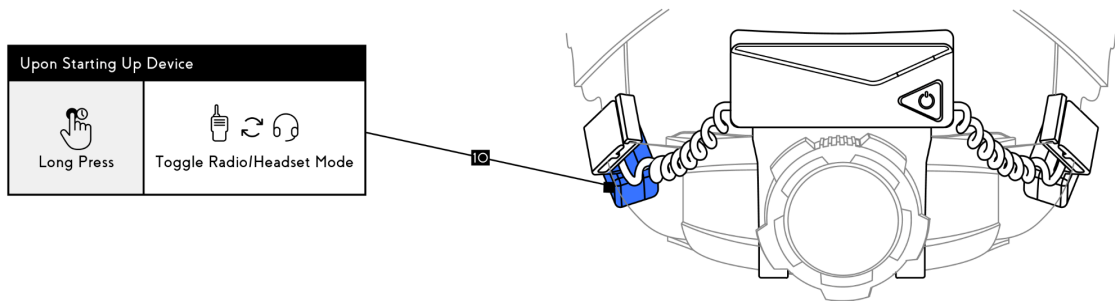
- Before pairing the mobiWAN with the host device ensure that it is in **Headset Mode**



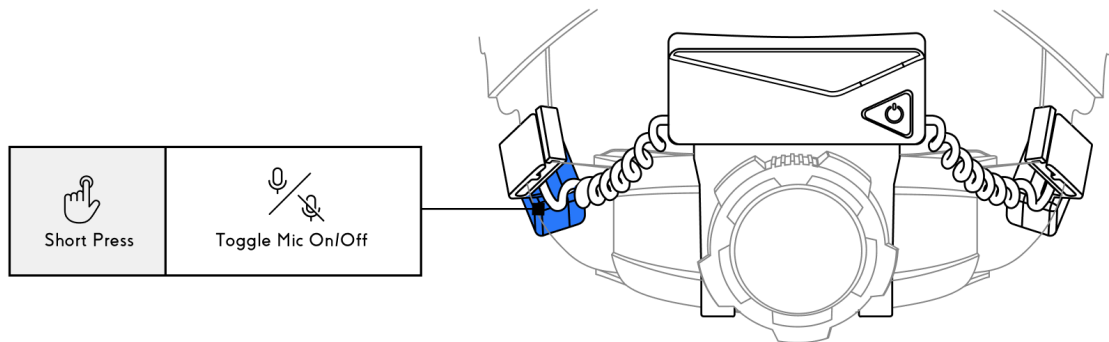
mobiWAN with Radio / Walkie Talkie or PTT Voice App (i.e. ESChat)

When using mobiWAN with a Push-to-Talk (PTT) device such as a walkie talkie radio with Bluetooth, or a PTT app such as MS Teams Walkie Talkie, or ESChat, please use the following configuration:

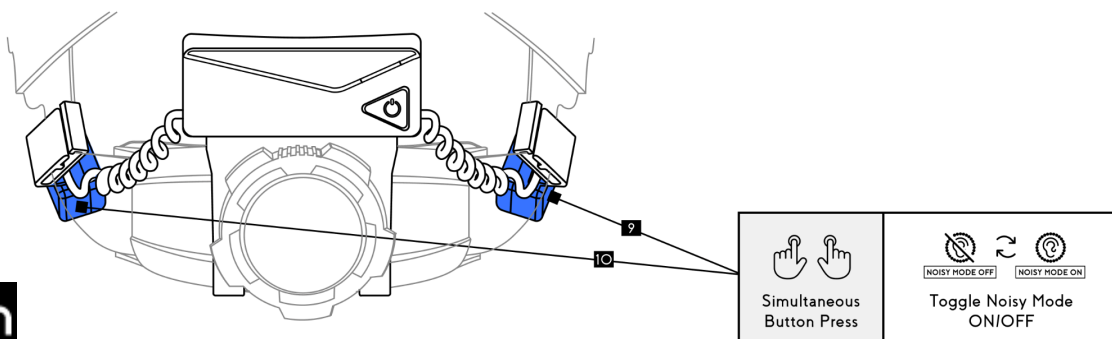
- Before pairing the mobiWAN with the host device ensure that it is in **Radio Mode** (Long press of the left side while in pairing mode, you will hear the device switch between radio and headset mode)



- Once paired, ensure the mobiWAN microphone is **'ON'** by pressing the left side button (you will hear the audio beep ascending in tone). When with a PTT device and in Radio mode, this can be left on, with control of the comms coming from the PTT host device. Push to talk as normal.



- When entering a high noise environment (+85db) ensure the mobiWAN is in **'Noisy Mode On'**. You may need to speak louder for a clear signal when in noisy mode, this is natural when in a high noise environment.



Troubleshooting

Symptom	Possible Cause	Action(s)
Device is not turning on.	Low or Drained Battery	Recharge the device for 1-2 hours and confirm if this resolves the problem.
Device boots up but then immediately turns off and then on again.		
Device is not comfortable	Wrong positioning of the transducers	Install transducers through the outside (less contact between head and wire) Move transducers up and down to achieve more comfort
Others cannot hear me when I speak.	mobiWAN Mic is OFF	Single Tap the Left Button to toggle the Mic to the On state (audio confirmation with an ascending beep tone).
	Communication App is muted	Toggle the mute/unmute button on the communications app being used.
I cannot hear others when they are speaking to me	You are in a noisy environment and/or using a PTT app or device using "Headset Mode"	Disconnect the Bluetooth connection to the mobiWAN. Long Press the Left Button to toggle Headset/Radio Mode until you hear "Radio Mode". Reconnect via Bluetooth and toggle the Left Button to toggle the Mic ON/OFF.
	You are in a very noisy environment and using a Conference Call App (i.e. MS Teams)	Use the Left Button, to toggle on and off the microphone when speaking. When the mic is off, you will receive any incoming audio.
I cannot pair to a device	mobiWAN Bluetooth pairing needs to be reset	Turn the mobiWAN Off with a Long Press on the Power Button. Now turn the mobiWAN On with a Long Press (more than 5 seconds). The device will announce "Reset". Proceed with normal pairing steps.
The microphone is transmitting a lot of noise from my environment.	You are in a noisy environment with "Noisy Mode" Off	Turn Noisy Mode On by pressing both the Left Button and Right Button at the same time.
I want to know the battery status, Mic Status, and	Uncertainty of which mode the device is in.	Double Tap the Right Button.

Noisy Mode Status of my device.		
Device is not charging	USB-C charging cable is not compatible or faulty	Although very rare, some USB-C charging cables are not compatible with device charging. Use a different USB-C charging cable type.
Audio is distorted	High noise input	Reduce device volume to a lower level. Volume level 3 or 4 is optimum
Audio is too quiet	The speaker volume on mobiWAN is too low.	Use the Right Button to increase the speaker volume. Long-press the Right Button to return to the lowest volume setting.

Support

Video Guides detailing set up of mobiWAN and use of mobiWAN in different configurations are also available in the following ways:

Video: mobiWAN Set Up and User Guide

Option 1: Scan the QR code inside the mobiWAN packaging with your smart device

Option 2: On the Mobilus Website [here](#)

If you have any questions or would like support with this process please contact your Mobilus rep or Robert Hamilton at robert@mobiluslabs.com