

Implementation of Smart Classrooms for Odisha Adarsha Vidyalaya Sangathan (OAVS) & Government Vocational Higher Secondary School (GVHSS)



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CUSTOMER CARE

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TRAINING MANUAL

**Wireless Single
Handheld Mic**

MEGA

VER 1.0

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1. Overview

1a. Purpose:

A wireless microphone system **allows the user's voice to be transmitted "wirelessly" to its receiver, located under the wall mount panel.** The sound system amplifies the signal from the receiver and outputs it through the system's speakers. The Microphone is powered by a battery.

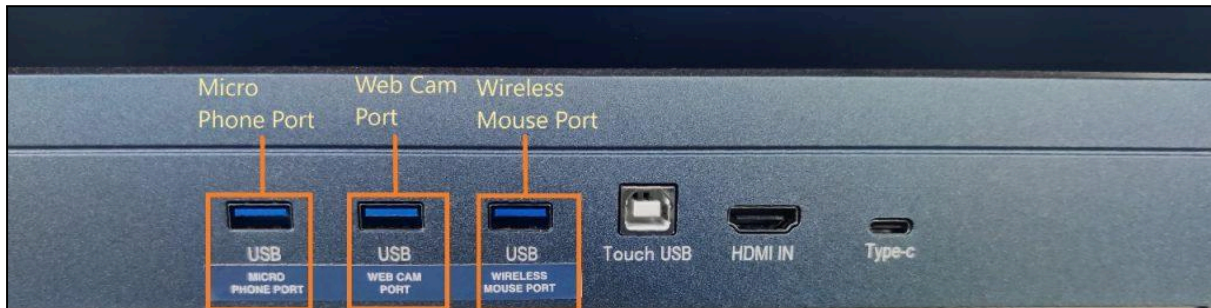


The set consists of a Microphone, a wireless receiver, and an Aux to USB Cable

1b. Connectivity:

The microphone set comes with an auxiliary cable on one end and USB on the other. The USB is connected to the IFP display, and once plugged into the display, a blue light is turned on at the USB end.

The end of the auxiliary is connected to the wireless receiver, which is placed just under the display panel.



1c. Indicators:

The microphone has a power ON/OFF button along with a power display. The wireless receiver has a power ON/OFF button along with a power light (red), a display, and a volume control.



2. Troubleshooting

1. Check Connections:

- Ensure all cables are securely connected to the microphone, receiver, amplifier, and speakers.
- Check if the power cables are properly plugged into electrical outlets and the devices are powered on.

2. Power:

- Ensure the microphone and amplifier are powered on.
- Check the battery level of the wireless microphone and replace or recharge if necessary.

3. Volume Levels:

- Ensure the volume levels on the microphone, receiver, and amplifier are turned up.

4. Cleaning:

- Clean the microphone, receiver, and amplifier with a soft, dry cloth.
- Avoid using harsh chemicals or abrasive materials that may damage the devices.

3. Product Support:

The microphone set is mapped to serial numbers and QR codes, which can also be scanned for the product serial number. These are to be provided to the support staff during the lodging of a product issue/complaint for easy identification of the product.



The product is provided with a customer care contact number. You can raise the product issue with the help of the serial number mentioned or by scanning the QR to fetch the serial number.

For any queries or further assistance, please contact our Customer Support:

- **Phone:** 9124 567 099
- **Email:** helpdesk@ictschoollab.com

