FREEPLAY

Connect™

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Contents

Need help with FreePlay Connect?

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• Email us at: www.mackie.com/support-contact

• Telephone 1-800-898-3211 to speak with one of our splendid technical support chaps (Monday through Friday, normal business hours, Pacific Time).

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Introduction

Do you want to control FreePlay™ via your Android or iOS device? Of course you do! Well, you've come to the right place! After all, the FreePlay Connect™ App is designed to be used in conjunction with FreePlay.

At this point, you must be well-versed in – or at least somewhat familiar with – the ins and outs of FreePlay. More information about FreePlay may be found by visiting the FreePlay Owner's Manual.

FreePlay Connect is great for mobile freedom to control everything from levels and EQ to room-enhancing sound like reverb and speaker modes for amazing sound in any situation.

FreePlay Connect allows control of FreePlay via Bluetooth with the following devices:

*Recommended Android Devices [requires v6.0 or higher]
Android Phones
Google Pixel 2
Google Pixel
Google Pixel XL
Google Nexus 5
Samsung Galaxy S9
Samsung Galaxy S8+
Samsung Galaxy S8
Samsung Galaxy S7
Samsung Galaxy S6
HTC 10
LG G5
Moto G4 Play
Sony Xperia Z3
Android Tablets
Google Pixel Tablet 10.2″
Samsung Galaxy Tab S2 8″
Asus Zen Pad 7″
LG G Pad II 10.1″
Amazon Fire 7″
Amazon Fire 8″

*Recommended iOS Devices [requires iOS 10.0 or higher]
Apple iPhones
iPhone X
iPhone 8
iPhone 8 Plus
iPhone 7
iPhone 7 Plus
iPhone 6
iPhone 6 Plus
Apple iPads
iPad Air 2
iPad Air
iPad Pro 9.7″
iPad Pro 10.5″
iPad Pro 12.9″
iPad (5th Gen)
iPad (4th Gen)
iPad mini 4
iPad mini 3
iPad mini 2

With FreePlay Connect, FreePlay users benefit from the full power of their FreePlay with an easy-to-use application that fits right in their hand.

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v6.0 and higher and Apple iOS 10.0 and higher.

NOTE You should be able to stream audio from any Bluetooth-paired device. However, the FreePlay Connect app is needed to mix audio, including wireless adjustments of level, EQ, reverb and more.

NOTE The FreePlay Connect app does not mix audio on its own. It requires a FreePlay to fully function.

FreePlay Connect V1.0

This version of the Reference Guide is written and designed for FreePlay Connect V1.0. With each software update, some screenshots may look slightly different than what you see within these pages and there could be some functional differences, as well.

So there you have it. We hope you like it. If you have any questions or comments about this Reference Guide (or our other documentation), please don't hesitate to contact us: www.mackie.com/support

About This Guide

The entire guide does not need to be read to figure out how to use the FreePlay Connect app. However, a certain amount of familiarity with the FreePlay and its features is assumed.

As the saying goes, "a picture tells a 1000 words". With that thought in mind, we added quite a few illustrations, screenshots and other images throughout to accompany the text.

VERY IMPORTANT This icon marks information that is critically important or unique! For your own good, read and remember them.

A CLOSER LOOK There's an illustration of a microscope, so, of course, you're going to get more detailed information when you see this little guy. There are explanations of features and practical tips listed here.

NOTE It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of the FreePlay Connect app.

Things to Remember:

• Never listen to loud music for prolonged periods.
• Life is short. Be cool.

Getting Started

There are a few steps to accomplish before messin' around with the FreePlay Connect app. For starters, we'll take a look at how to download, install and update the app. Next, we'll pair the device with the hardware via Bluetooth. The last step is setting levels.

Part I: Downloading and Installing the FreePlay Connect App for Android

The easiest and fastest way to download and install the FreePlay Connect app is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

1. Start by turning the device on (if it's not already).

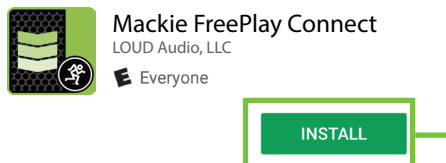2. With a good data connection open up the Play Store.
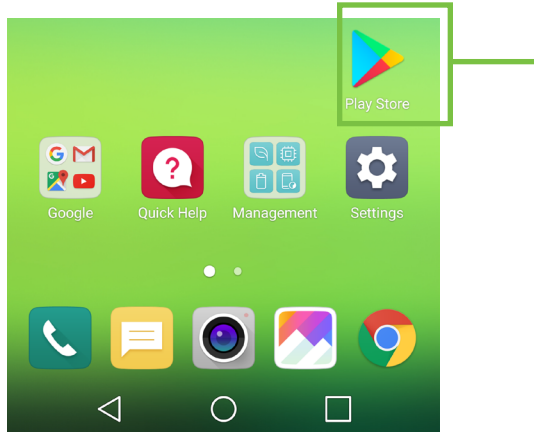
3. Type "FreePlay Connect" in the search box located at the top of the screen followed by tapping the 'Search' button.

4. Select the FreePlay Connect app.
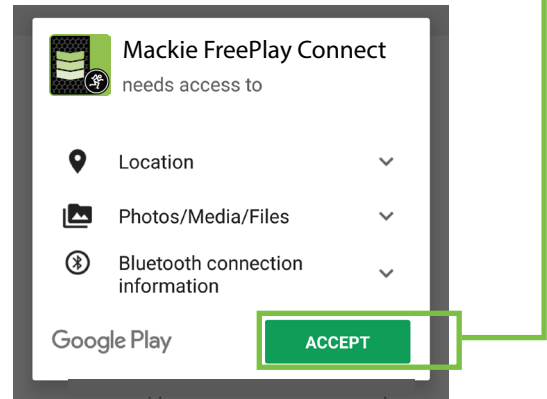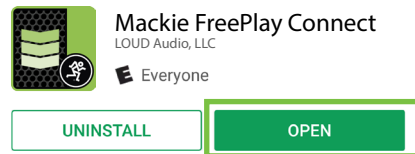
5. Now tap the INSTALL button.

6. Now tap the green ACCEPT button to begin installing the FreePlay Connect app to a device.
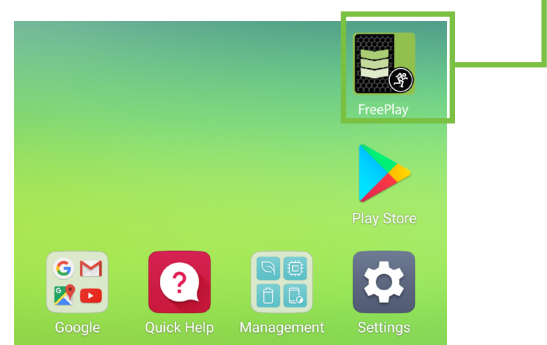
The FreePlay Connect app is now ready for use. From here, there are two ways to open the FreePlay Connect app.

First, simply tap the green OPEN button to open the app...

...or second, exit out of the Play Store back to the home screen. Tap the FreePlay Connect app!

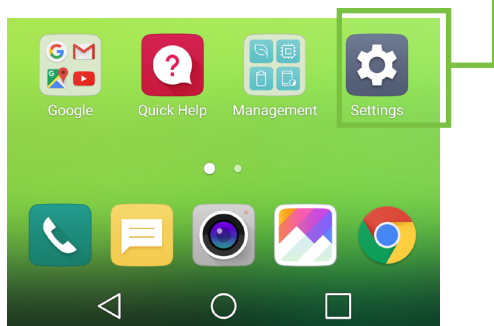# Part II: Pairing and Connecting the Android Device via Bluetooth

NOTE You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the FreePlay (unless auto connect is turned on) [Default]. FreePlay will auto connect to previously paired devices, if available.
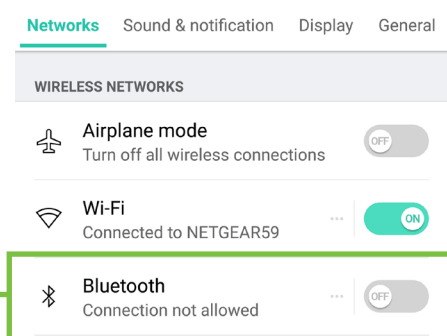
These are the steps necessary to pair the device with the FreePlay.

1. Start by turning both the device and FreePlay on (if they're not already).

2. Tap Settings to open the device's settings.

3. Enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].

Networks   Sound & notification   Display   General

WIRELESS NETWORKS

Airplane mode
Turn off all wireless connections   OFF

Wi-Fi
Connected to NETGEAR59   ON

Bluetooth
Connection not allowed   OFF

4. Bluetooth is on!

Bluetooth
Connection available   ON

5. To enter pairing mode, press and hold the BT / Aux button on the top panel of the FreePlay.

VERY IMPORTANT The button LED will illuminate and flash white rapidly while in pairing mode. If it does not, start the pairing process again; confirm that the FreePlay is in pairing mode and that Bluetooth is enabled on the device. Please review the FreePlay Owner's Manual if you need additional details.

6. As seen below, the FreePlay is listed as a device, but is not connected.

AVAILABLE DEVICES   SEARCHING...

FreePlay Live
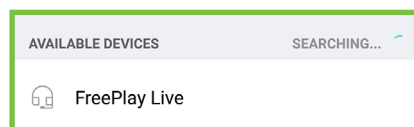
7. Here we're trying to pair and connect the FreePlay via Bluetooth.
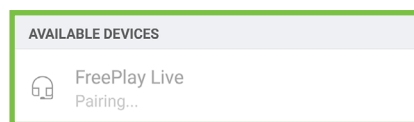
AVAILABLE DEVICES

FreePlay Live
Pairing...

8. From there, your device should indicate that it is successfully paired and connected.

PAIRED DEVICES

FreePlay Live
Connected to media audio   ⚙
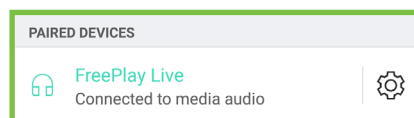
9. Now simply return to the home screen on the device, tap the FreePlay Connect icon to open the app and let the good times roll OR go straight to the app once connected!
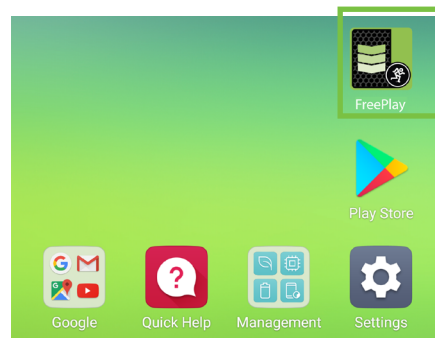
Part I: Downloading, Installing and Updating the FreePlay Connect App for iOS Devices

The easiest and fastest way to download and install the FreePlay Connect app is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

1. Start by turning the device on (if it's not already).

2. With a good data connection open up the App Store.

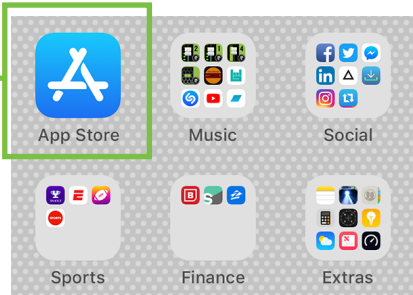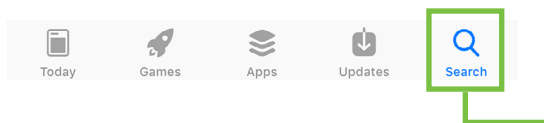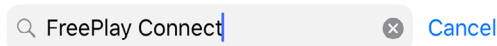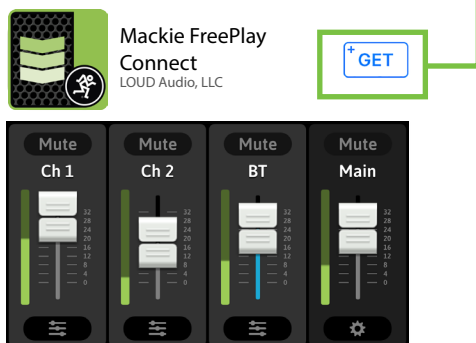3. Select "Search" from the App Store options.

4. Type "FreePlay Connect" in the search box followed by tapping the 'Search' button.

5. Select the FreePlay Connect app.

6. Now tap the GET button.

7. This then turns into a green INSTALL button. To install the FreePlay Connect app to a device, tap the green INSTALL button and enter your Apple ID password if prompted. The button turns into a circle, indicating that FreePlay Connect is downloading to the device.
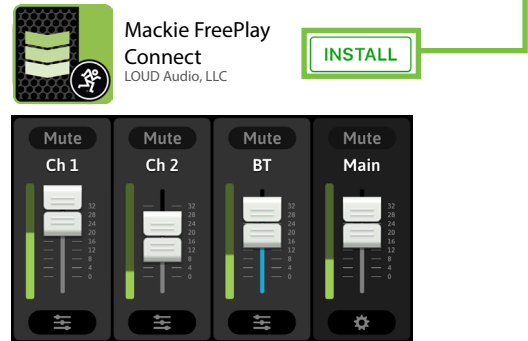
As seen in the screenshot below left, the FreePlay Connect app icon shows the progress of the download.

The download is complete once the entire app is illuminated. The FreePlay Connect app is now ready for use.
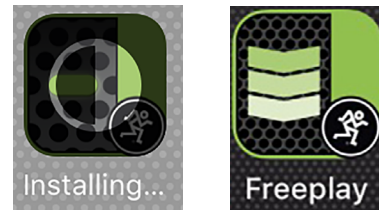
8. It is possible that the FreePlay Connect app has already been downloaded and installed. In this case, you're probably good to go. However, it is a good idea to go to the App Store to check for updates. You will want the latest and greatest version for the absolute best in functionality and versatility.

Once in the App Store, tap the Update button located near the bottom-right of the device.

The first screenshot below shows a device with all apps up to date. The second screenshot below displays five apps that need updating (which may or may not include the FreePlay Connect app). Tapping the Update button here will horizontally display the icon, name and description of changes of each app needing an update. If you see FreePlay Connect listed, tap the blue UPDATE button on the far right, followed by typing in your password. Or better yet, tap the blue Update All button in the upper-right corner of the screen. The updates will commence. Don't do anything until the downloads have completed.
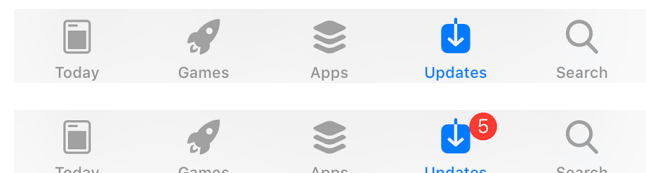
Part II: Pairing and Connecting the iOS Device via Bluetooth

NOTE You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the FreePlay (unless auto connect is turned on) [Default]. FreePlay will auto connect to previously paired devices, if available.

These are the steps necessary to pair the device with the FreePlay.

1. Start by turning both the device and the FreePlay on (if they're not already).

2. Tap the 'Settings' icon.

3. If the Bluetooth connection displays "Off" (as seen below) we'll need to turn it on. Tap anywhere on the Bluetooth line to open it.

Airplane Mode
Wi-Fi   NETGEAR59 >
Bluetooth   Off >
Cellular   >
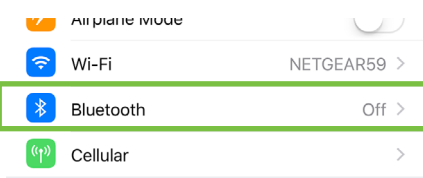
4. From here, enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].
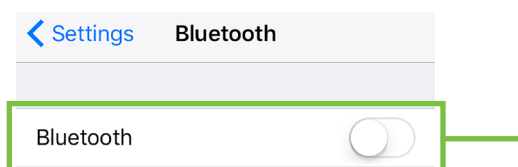
Settings   **Bluetooth**

Bluetooth

5. To enter pairing mode, press and hold the BT / Aux button on the top panel of the FreePlay.

VERY IMPORTANT The button LED will illuminate and flash white rapidly while in pairing mode. If it does not, start the pairing process again; confirm that the FreePlay is in pairing mode and that Bluetooth is enabled on the device. Please review the FreePlay Owner's Manual if you need additional details.

6. As seen below, the FreePlay is listed as a device, but is not connected. Here we're trying to pair and connect FreePlay via Bluetooth.
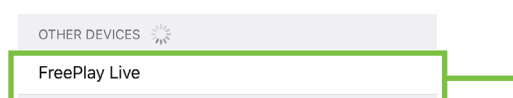
OTHER DEVICES
FreePlay Live

7. From there, your device should indicate that it is successfully paired and connected.

MY DEVICES
FreePlay Live   Connected ⓘ
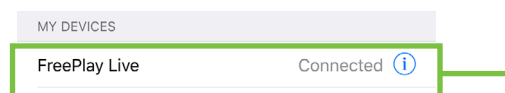
8. Now simply press the home button on the device to return to the home screen, tap the FreePlay Connect icon to open the app and let the good times roll!

Additional Bluetooth Notes [Android and iOS]:

NOTE
If the device had been previously connected to a FreePlay via Bluetooth, but it displays "Not Connected", it's quite possible that the FreePlay is not powered on.

VERY IMPORTANT
The bluetooth level of most smart phones and tablets are directly linked with the level controls of the FreePlay. In other words, you may raise or lower the volume with either the phone / tablet or FreePlay.

However, the bluetooth level of some older smart phones and tablets are not linked with the level controls of the FreePlay, but is rather a supplementary level control. In other words, the volume of the Bluetooth on the device needs to be up in order to hear audio over Bluetooth. If this does not make sense, please refer to Appendix C: Optimizations for step-by-step instructions.

VERY IMPORTANT
The Bluetooth may disconnect when affected by Electrostatic Discharge [ESD] or electrical fast transients (EFT). If this occurs, manually reconnect the Bluetooth connection.

NOTE

FreePlay Connect w/FreePlay LIVE versus FreePlay Connect w/FreePlay GO and HOME

While FreePlay Connect will work with the FreePlay GO and FreePlay HOME, its main focus is FreePlay LIVE. All functions listed within this Reference Guide work with FreePlay LIVE.

That said, there are a couple of features that work with FreePlay GO and FreePlay HOME, including:

- System View
  - Bluetooth (pages 12-13)
  - About (page 15)

Part III: Level Setting Procedure

The following steps will help you set up FreePlay quickly. Note that these same instructions may be found on page 4 of the FreePlay Owner's Manuals, but are listed again below.

NOTE
These startup instructions are intended for the hardware only. Once proven that the FreePlay performs as desired, then pair it with a device and control it via the FreePlay Connect app.

1. Make all initial connections with the power switch OFF.

2. Plug signal sources into FreePlay LIVE, such as:

   - Microphones plugged into the mic inputs.
   - Instrument level sources, such as acoustic guitars w/pickups into the instrument inputs.
   - Line-level sources such as keyboards, drum machines, or MP3 players plugged into the line-level inputs.

3. **FreePlay LIVE** – Connect the power adapter connector of the Power Block to the FreePlay LIVE. Push the line cord securely into the Power Block and plug the other end into a grounded AC outlet.

   FreePlay HOME – Attach the AC connector to the power supply adapter by sliding the spring switch down. Line up the top corners (square) and bottom corners (round) and insert top side first. Release the spring switch to latch. Connect the power supply adapter to the FreePlay HOME and plug the other end into a grounded AC outlet.

   FreePlay GO – Attach the USB-A connector end of the included cable to the power supply adapter. Attach the micro-USB connector to the FreePlay GO and plug the other end into a grounded AC outlet.

4. Turn the FreePlay on.

5. Pair and connect a smart phone or tablet via Bluetooth.

6. Be sure that the volume of the input is the same as it would be during normal use.

7. Slowly bring up the main output level to a comfortable listening level.

8. Read the rest of the FreePlay Owner's Manuals and the FreePlay Connect app Reference Guide for more details!

FreePlay Connect

Welcome

The welcome screen is the first thing you will see after tapping the FreePlay Connect app. Here you are able to demo or start using the app.

If an Android or iOS device and FreePlay have been paired previously, the FreePlay Connect app will automatically load up once the app has completed "Searching for Speaker..."
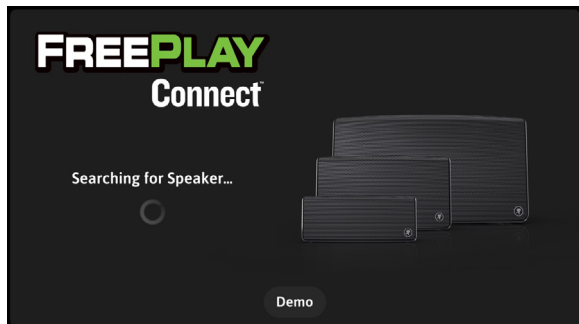
However, if FreePlay Connect IS NOT connected to a FreePlay via Bluetooth simply tap 'Demo' to demo the app.

NOTE Demo mode works exactly the same as if it were connected, except there are no bouncing meters and no sound. Other than that, it's a great way to get a feel of how a FreePlay works before buying!

If the Bluetooth disconnects, an image similar to what is seen below is displayed. From here you may either (1) wait for the Bluetooth connection be to re-established between the FreePlay Connect app and the FreePlay speaker or (2) tap 'Cancel' to the return to the main menu.
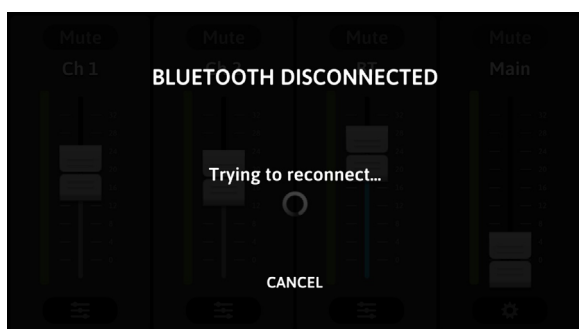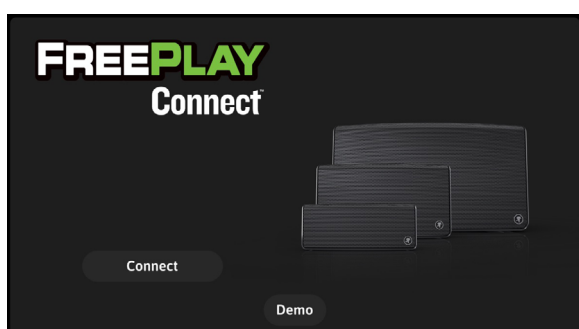

Lastly, the image shown below will only appear if you tap System > About > Disconnect in the FreePlay Connect app. If a device is not paired with a FreePlay, the app will remain on the "Searching for Speaker" screen. From here, you may either (1) enter demo mode or (2) connect to a Freeplay via Bluetooth.

FreePlay Connect – Three Main Views

From here on out, operation is virtually identical between Android and iOS. In addition to the opening Welcome view, there are three main views in the FreePlay Connect app and this page outlines what may be accomplished with each of these three views. Soon enough we will go through each of these in detail.

Mixer View
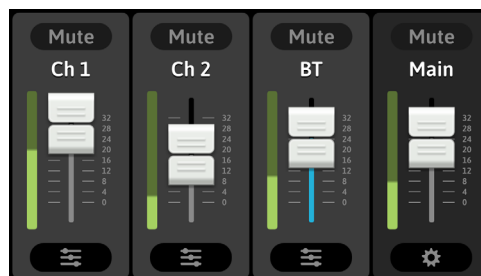
As seen in the image above, the Mixer View allows access to key controls such as levels, metering, mutes and more. From here you're able to one-touch navigate to the...

- Channel View
- System View

Channel View
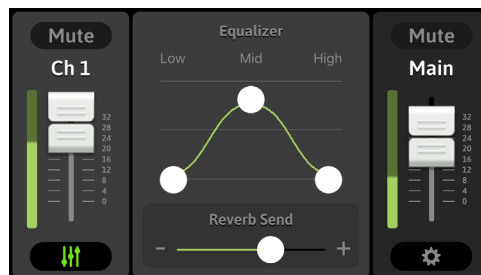
As seen in the image above, the Channel View allows access to the channel EQ controls. From here you're able to one-touch navigate to the...

- Mixer View
- System View

System View

As seen in the image above, the System View allows access to deeper functionality including Audio, Bluetooth and more. From here you're able to one-touch navigate back to the Mixer View.

Mixer View

Introduction

As mentioned earlier, the Mixer View allows access to key controls such as levels, metering, mutes and more.

1. Mute

Mute buttons do just what they sound like they do. They mute – turn off – the signal on the channel(s).

Mute buttons illuminate red when engaged and are gray when disengaged.

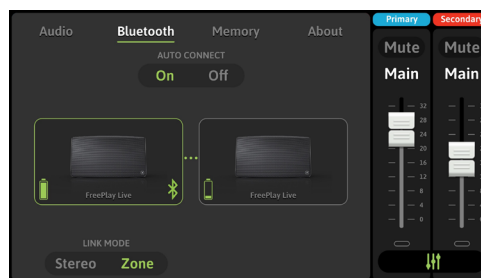## 2. Channel Name

The input and output channels are labeled between the mute buttons and faders and meters. These labels display the fader value as the fader level is adjusted; in the case to the right, 21 on the BT channel.

That's not all! If you press and hold a finger over the channel name, the keyboard appears. Here you're able to rename all inputs and outputs. Simply type in the name you want for that input / output followed by tapping the 'Done' button.

Input Channels 1 – 2   *Bluetooth*   *Main Mix*
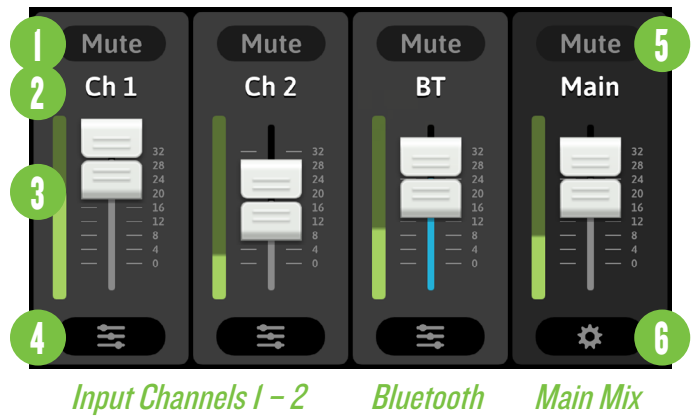
3. Channel Faders and Input Meters

The touch sensitive faders adjust the level of each channel going to the output(s). Adjustments are made by touching and dragging channel faders up and down.

The input meters display the input signal level to the channel from 0 (off) to 32 (max) before all channel processing.

NOTE You may notice some latency with the metering. This is due to the limitations of Bluetooth, not the FreePlay.
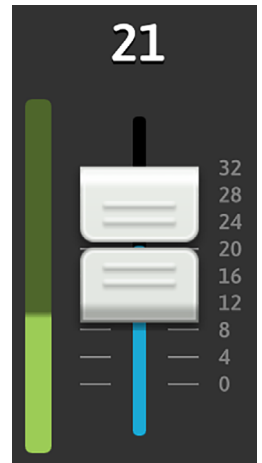
4. EQ Channel View

The buttons located at the bottom of channels 1 and 2 and the Bluetooth channel strip allow access to the selected channel's Channel View.

When tapped, the entire selected channel strip slides to the left and the main mix strip remains on the right. The middle then becomes occupied with the selected channel's EQ section. See the following page.

The sliders on the EQ button lie horizontally in mixer view and vertically in channel view. Simply tapping this button again returns you to the mixer view.

Nav to Channel View   *Nav to Mixer View*

5. Main Mix

The main mix strip looks and works nearly identical to that of an input channel strip. The only differences are: (1) this fader adjusts the main output level of the FreePlay and (2) instead of an EQ button at the bottom of the strip, there is a gear icon button. This takes you to the system view and it is detailed below.

6. System View Button

The gear icon button located at the bottom of the main mix strip allows access to the System View.

When tapped, all channel strips disappear and the main mix strip remains on the right. The rest of the screen then becomes occupied with the System View settings.

As seen below, the button in mixer view [gear icon] and channel view [vertical sliders] differs. Simply tapping this button again returns you to the Mixer View.

Nav to System View   *Nav to Mixer View*

Channel View

Introduction

As mentioned earlier, the Channel View allows access to each channel's EQ. From here you're able to one-touch navigate to the Mixer View and System View.

3-Band EQ

FreePlay Connect has 3-band equalization at carefully selected points — low shelving at 250 Hz, mid peaking at 1.0 kHz, and high shelving at 12.0 kHz. "Shelving" means that the circuitry boosts or cuts all frequencies past the specified frequency. For example, dragging the low EQ ball 10 dB to the top boosts bass starting at 250 Hz and continuing down to the lowest note you never heard and 12.0 kHz on up boosts the treble in the case of the high EQ. "Peaking" means that certain frequencies form a "hill" around the center frequency — 1.0 kHz in the case of the mid EQ.

NOTE With too much EQ, you can screw things up royally. We've designed a lot of boost and cut into the equalizer circuit because we know everyone will occasionally need that. But if you max the EQs, you'll likely get mix mush. Equalize subtly and use the bottom side of the EQ balls (cut), as well as the top (boost).

7. Low EQ

This ball gives you up to 10 dB boost or cut below 250 Hz. The processing is flat (no boost or cut) at the center position. This frequency represents the punch in bass drums, bass guitar, fat synth patches, and some really serious male singers (as opposed to really funny male singers). Double-tap the EQ ball to reset it to ±0 dB.

Input Channel   EQ and Reverb Send   Main Mix

8. Mid EQ

Short for "midrange," this ball provides 10 dB of boost or cut, centered at 1.0 kHz and it is also flat at the center. Midrange EQ is often thought of as the most dynamic, because the frequencies that define any particular sound are almost always found in this range. You can create many interesting and useful EQ changes by dragging this ball down as well as up. For example, the mid EQ is useful for adjusting female vocals and many higher-timbred instruments. Double-tap the EQ ball to reset it to ±0 dB.

9. High EQ

This ball gives you up to 10 dB boost or cut at 12.0 kHz, and it is also flat at center. Use it to add sizzle to cymbals, and an overall sense of transparency, or edge to keyboards, vocals, guitar and bacon frying. Turn it down a little to reduce sibilance, or to hide hiss. Double-tap the EQ ball to reset it to ±0 dB.

10. Reverb Send

This slider allows you to select the amount of reverb you would like to add per channel from off (far left) to max (far right).
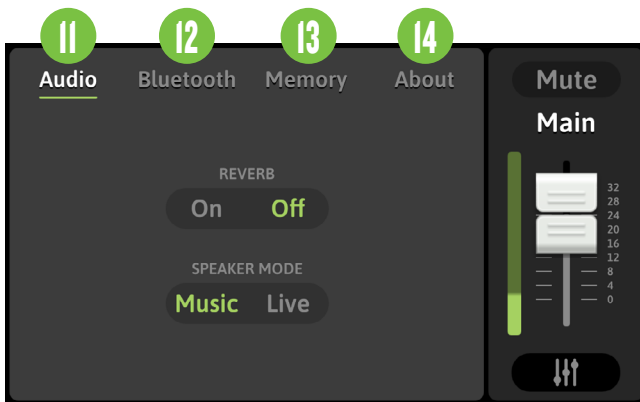
NOTE Reverb is available on input channels 1 and 2, but not the Bluetooth channel.

NOTE Don't hear any reverb? Make sure it's turned on either via the FreePlay or FreePlay Connect app.

System View

Introduction

As mentioned earlier, the System View allows access to deeper functionality including Speaker Modes, Bluetooth, access to the About view and more.

As seen in the screenshot above, there are multiple system menu buttons from which to choose. The currently selected tab will illuminate white and is underlined green.

- Audio (i.e. speaker mode)
- Bluetooth
- Memory
- About

From here you're able to one-touch navigate back to the Mixer View with a simple, single tap of the Mixer View button.

Nav to Mixer View

11. Audio

The audio tab is where to turn reverb on and off and select a speaker mode.

Reverb – Are you interested in adding some reverb to the signal? It can't be more straightforward. Simply tap "On" to turn it on and "Off" to turn it off. The text will illuminate green to confirm the reverb status.

Setting reverb levels was discussed on the previous page, call-out number 10 (ten).

Speaker Mode – This allows you to change the FreePlay's mode to tailor it to best suit your particular application. Simply press the text of the speaker mode you want. The text of the selected mode will illuminate green.

The two speaker modes are as follows:

Music EQ Mode – This mode bumps the lows and highs, perfect for music playback.

Live EQ Mode – This mode features a low frequency roll-off to get rid of unwanted thumps and adds boost and sparkle to mid-range and high frequencies.

12. Bluetooth

This is where to select your auto connect choice, check battery level and Bluetooth connection and more. Upon tapping the Bluetooth tab, an image similar to what's displayed below will appear on the device.
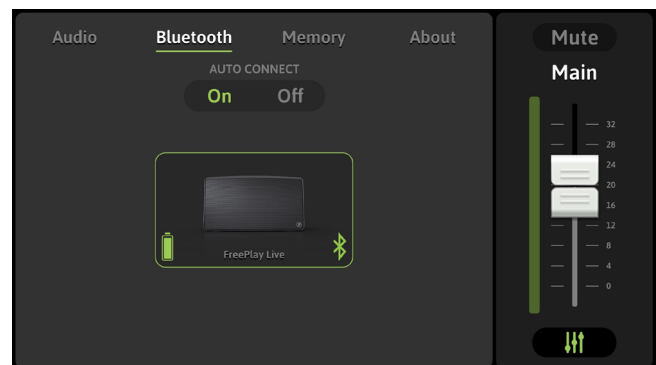
Auto Connect – When ON [Default] is selected, this allows a previously paired device to auto reconnect if both the device and FreePlay are powered on and in range.

As such, when OFF is selected, a previously paired device will not reconnect automatically regardless of the range or on/off status of the device and FreePlay. The text of the currently selected choice will illuminate green.

> **NOTE** The Bluetooth connection may disconnect when affected by electrostatic discharge (ESD) or electrical fast transients (EFT). If this occurs, manually reconnect the Bluetooth connection.

Battery Level Indicator – The battery level is indicated towards the lower-left of the FreePlay illustration. In the screenshot displayed above, it's nearly full!

Bluetooth Indicator – The Bluetooth indicator is located towards the lower-right of the FreePlay illustration.

> **A CLOSER LOOK** Both the battery level and Bluetooth indicators will be present and illuminated green when connected via Bluetooth. If not connected, these icons will be absent.

System View Continued...

Speaker Linking – A really neat feature of the FreePlay is the ability to link it to an additional FreePlay. This way, you can either have a "stereo pair" in the same location or place one elsewhere to please guests in another room or outside (aka "zone mode"). Please refer to the FreePlay owner's manual for directions on linking FreePlays.

If FreePlays are linked, you may select the bluetooth mode [zone or stereo]. Also, if the selected bluetooth mode is stereo, you may select which FreePlay is located on the left and which is on the right.

Simply tap the text of the link mode you desire, Stereo or Zone. The text of the selected mode illuminates green.

So what's the difference between zone and stereo? Let's take a look!

STEREO: The stereo setting is your default two FreePlay setup, ideal for applications such as a karaoke-off, beach party, etc., where a device is paired and streaming music in stereo. Here the main level controls both speakers.

The following channels are available when two FreePlays are linked in stereo (see below):

- Ch. 1 Primary or Secondary
- Ch. 2 Primary or Secondary
- Bluetooth
- Stereo Main
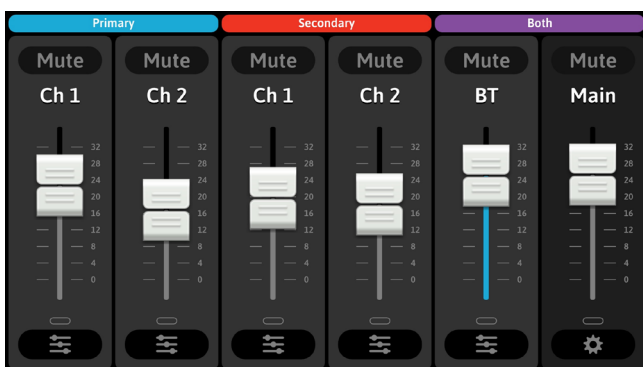
If the bluetooth mode is set to stereo, you may select which FreePlay is located on the left and which is on the right. Simply tap the L/R text to select which one to use as the primary FreePlay. In the screenshots on the top-right, all we did was change the primary FreePlay from the left (top) to the right (bottom). Also notice the difference in battery levels.
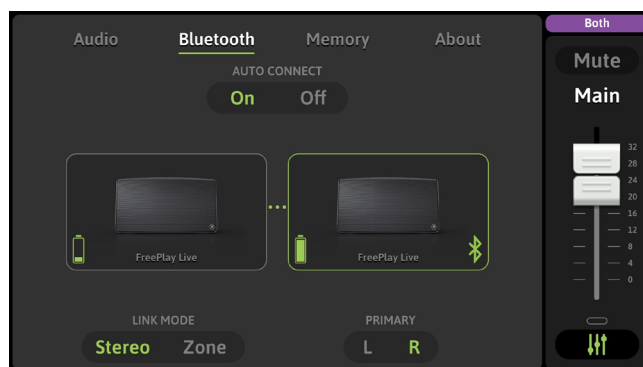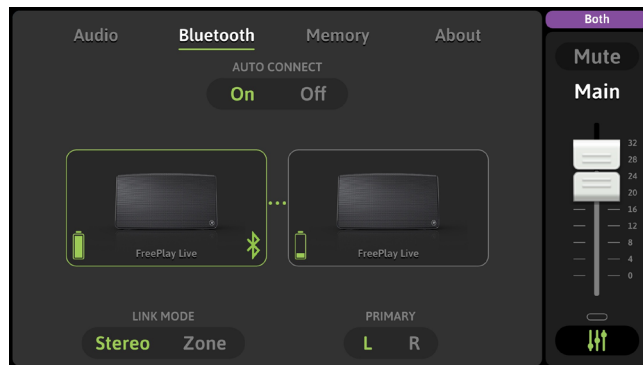
ZONE: The zone mode setting is your optional FreePlay setup, ideal for when they are placed in different locations.

See the image below for what the mixer view looks like when zone is the selected link mode; similar to stereo, but with separate bluetooth and main level controls! Inputs and outputs with signal display a thin green oval below each fader strip, while the input and output ovals with no signal remain grayed out.

FreePlays in zone mode setting will receive a mono-summed signal.

The following channels are available when two FreePlays are linked in zone mode:

- Ch. 1 Primary and Secondary
- Ch. 2 Primary and Secondary
- Bluetooth
- Primary and Secondary Main
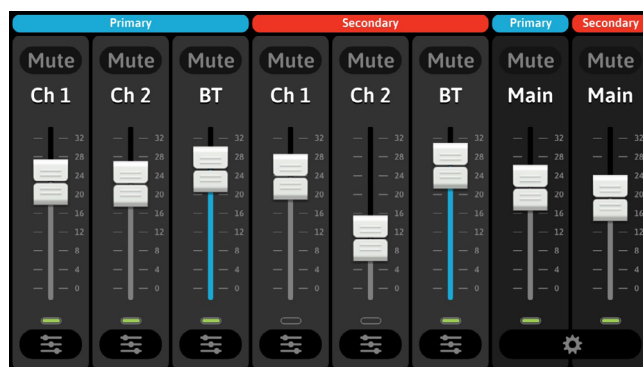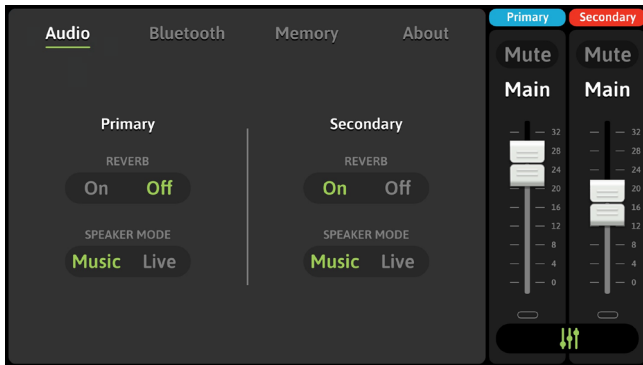
System View Continued...

Additional features are available when selecting the audio tab. Here, the reverb and speaker mode may be the same or different for each of the two FreePlays. See below.

13. Memory

When the memory tab is selected, settings for FreePlay may be saved to memory and recalled at a later time. What's more, each setting may be custom-named! No more having to reset levels upon every power-up or trying to remember what each snapshot represents.

There are three user snapshots and a fourth to recall the default settings.

Left to right are save, recall and rename:

Save – Tap this to save the current settings to the corresponding snapshot.

 Please be aware that the new settings will replace the currently saved settings.

Recall – Tap this to recall the settings of the selected snapshot.

Rename – Tap this to bring up the blinking cursor and keyboard. Simply type in the name you want for that snapshot followed by tapping the 'Done' button.
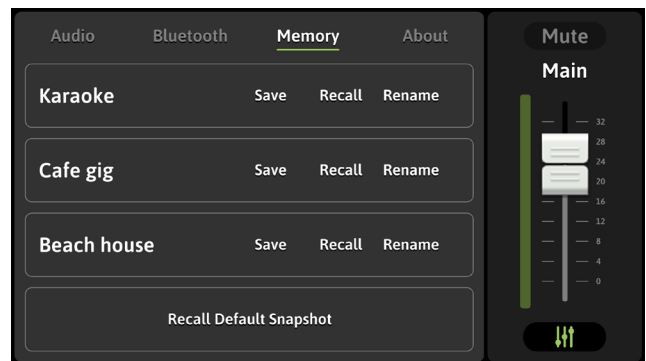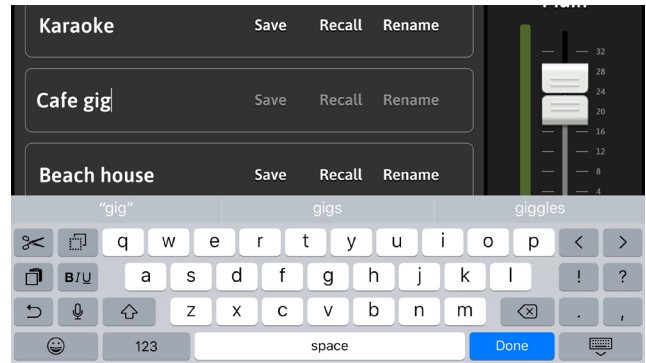
Recall Default Snapshot — Tap this to return all settings – faders, mutes, EQ, etc. – to their default settings. It is a convenient way to start with a fresh slate, essentially "zeroing out" the board.

System View Continued...

14. About

Once tapped, the About tab displays information about the FreePlay Connect app version that is currently installed on the device.
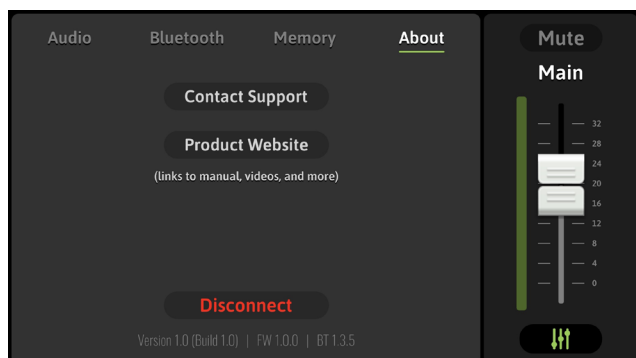
Additionally, the list below describes all of the goodies as shown in the image above:

Contact Support — So you need to talk to someone and your psychiatrist doesn't know the first thing about FreePlay Connect? We've got your back... tap here to contact Tech Support using your device!

Product Website — Several resources – including support documentation, videos and more – have been created for FreePlay and the FreePlay Connect app. Tap this link to check them out!

Disconnect — At times it's nice – and necessary – to just disconnect from the world and recharge your batteries. That is not what this button does; you need to do that on your own. Tapping this button disconnects the device from the FreePlay.

Final Notes

Now that you have learned all there is to know about FreePlay Connect, it's time to blow your mind...

Up to this point, all of the screenshots in this Reference Guide have been shown in landscape mode. BUT... it also works in portrait mode. Wha...?!

Yup, it's true. Hold your device vertically and you will now have access to all of the same features, but simultaneously now! See below, for example (and this is on a phone – even more features are displayed when using a tablet!):

Mixer and Channel View

System View

You're welcome!

Appendix A: Service Information

Troubleshooting

If you think your FreePlay has a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website (www.mackie.com/support) where you will find lots of useful information such as FAQs and other documentation. You may find the answer to the problem without having to part with your FreePlay.

Here are three useful tips that could correct any of the issues outlined below (or possibly any other issue that we haven't yet discovered):

(1) — Restart the device. Don't just restart the FreePlay Connect app. Restart the device! Completely power it down, then power it back up.

(2) — Restart the FreePlay. This is especially useful after software updates where the hardware and software aren't quite on the same page. A simple reboot of the hardware can sometimes work great wonders.

(3) — Level setting procedure. If you are having any sound (or non-sound) issues, try following the level setting procedure as outlined on page 8 to verify that all of the volume controls in the system are properly adjusted.

No power

• Our favorite question: Is it plugged in? Make sure the AC outlet is live [check with a tester or lamp].

• Our next favorite question: Is the power on? If not, try turning it on.

• Is the battery charged?

No sound

• Is the level of the input source turned all the way down? Verify that all the volume controls in the system are properly adjusted.

• Is the signal source working? Make sure the connecting cables are in good repair and securely connected at both ends. Make sure the output level control of the source is turned up sufficiently.

• Make sure the source(s) are not turned off or muted. If you find something like this, make sure the level is turned down before disengaging the offending switch.

Poor sound

• Is it loud and distorted? Make sure that you're not overdriving a stage in the signal chain. Verify that all level controls are set properly.

• Is the input connector plugged completely into the jack? Be sure all connections are secure.

Noise

• Make sure all connections to the FreePlay are good and sound.

• Make sure none of the cables are routed near AC cables, power transformers, or other EMI-inducing devices.

• Is there a light dimmer or other SCR-based device on the same AC circuit as the FreePlay? Use an AC line filter or plug the FreePlay into a different AC circuit.

Hum

• Try disconnecting the cable connected to the main input jack. If the noise disappears, it could be a "ground loop," rather than a problem with the FreePlay. Try some of the following troubleshooting ideas:

    • Use balanced connections throughout your system for the best noise rejection.

    • Whenever possible, plug all the audio equipment's line cords into outlets which share a common ground. The distance between the outlets and the common ground should be as short as possible.

Service Information continued...

Bluetooth / Other Issues

- Are you running the latest and greatest FreePlay Connect software? Go to the Play Store [Android] or App Store [iOS] and check for an update.

- Leave FreePlay Connect and then return by pressing the Home button on the device.

- Force quit the FreePlay Connect app.

    Here's how via Android:
    - o Tap the menu button.
    - o Swipe the FreePlay Connect app left or right, or tap the "X" in the upper-right corner.
    - o Voilà, you force quit the FreePlay Connect app...nicely done!

    Here's how via iOS:
    - o Double-tap the home button.
    - o Swipe left and right until you find the FreePlay Connect app.
    - o Swipe the FreePlay Connect app up.
    - o Voilà, you force quit the FreePlay Connect app...nicely done!

- Please email or call Technical Support if you are having other issues:
    - o mackie.com/support-contact
    - o 1-800-898-3211

Appendix B: Technical Information

Specifications

Recommended Devices and OSs:

*Android

Version Requirement		v6.0 or higher required
Android Phones		Google Pixel 2, Google Pixel, Google Pixel XL, Google Nexus 5, Samsung Galaxy S9, Samsung Galaxy S8+, Samsung Galaxy S8, Samsung Galaxy S7, Samsung Galaxy S6, HTC 10, LG G5, Moto G4 Play, Sony Xperia Z3
Android Tablets		Google Pixel Tablet 10.2″, Samsung Galaxy Tab S2 8″, Asus Zen Pad 7″, LG G Pad II 10.1″, Amazon Fire 7″, Amazon Fire 8″

*iOS

Version Requirement		iOS v10.0 or higher required
iPhones		iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6, iPhone 6 Plus
iPad		iPad Air 2, iPad Air, iPad Pro 9.7″, iPad Pro 10.5″, iPad Pro 12.9″, iPad (5th Gen), iPad (4th Gen), iPad mini 4, iPad mini 3, iPad mini 2

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v6.0 and higher and Apple iOS 10.0 and higher.

Equalization

Low Shelving	±10 dB @ 250 Hz
Mid-Peaking	±10 dB @ 1.0 kHz
High Shelving	±10 dB @ 12.0 kHz
Increments	±1 dB

System Processing

Channel EQ	3-band
Speaker Voicing	2 voicing modes
FX	Reverb

Bluetooth Information

Bluetooth Protocol	4.2
Bluetooth Function	Audio Streaming and User Interface Control

About

Reference Guide Version	V1.0
Part Number, Rev and Date	SW1239, Rev A, May 2018

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Please check our website for any updates to this Reference Guide: www.mackie.com

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Appendix C: Android and iOS Optimizations

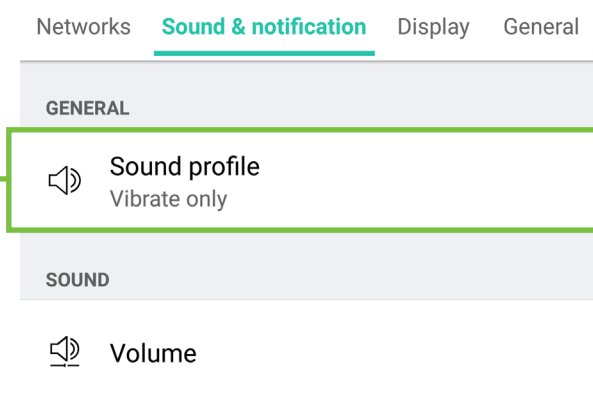## Android Optimizations

Settings

Below is a list of ways to trick out your Android device to optimize its use with the FreePlay Connect app. When you have some additional time, use your favorite search engine to search "trick out your Android device" for other ways to optimize your Android device. All of the following tips and tricks may be found by going to Settings on the Android device.

Android Optimization #1 : Mute sounds, including phone calls, email alerts, calendar event warnings, alarms and other extraneous Android noises (except music apps; those will continue to play).
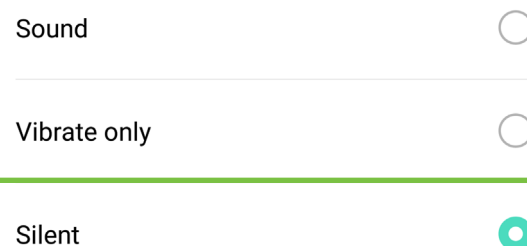
NOTE If a mic is plugged into a FreePlay LIVE, the person on the other end of a call can't hear you, so they're better off leaving a voicemail, anyway.

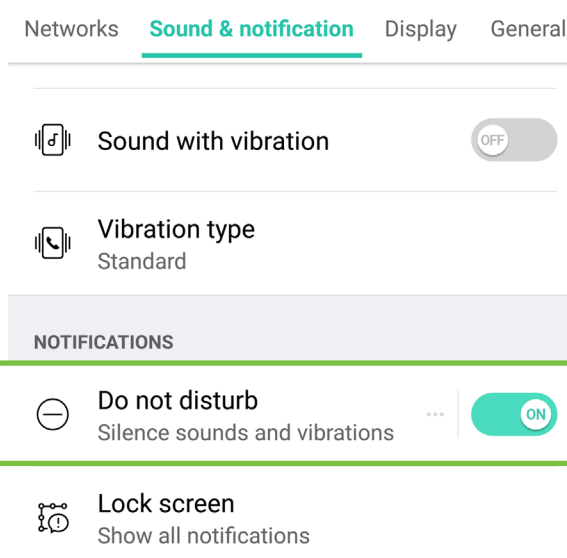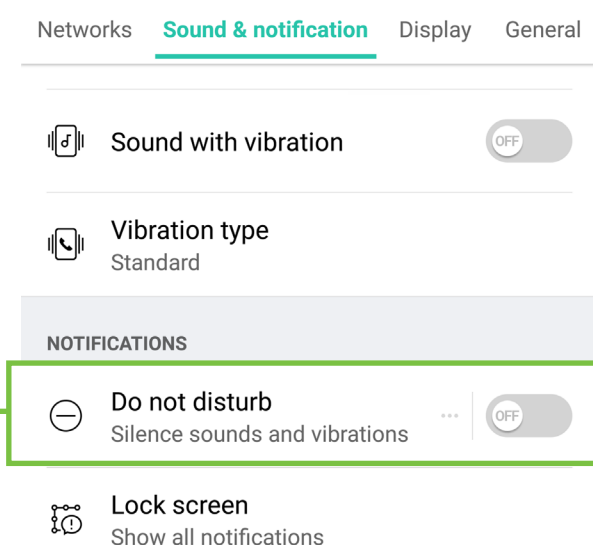You can either... go to the Sound Profile and select 'Silent' to mute the device...

Networks	**Sound & notification**	Display	General

GENERAL

🔊 Sound profile
Vibrate only

SOUND

🔊 Volume

← **Sound profile**

Sound ⚪

Vibrate only ⚪

Silent 🔘

...or you can scroll down to Notifications > Do not disturb and turn it on (hubba hubba)...

Networks	**Sound & notification**	Display	General

Sound with vibration (OFF)

Vibration type
Standard

NOTIFICATIONS

⊖ Do not disturb ··· (OFF)
Silence sounds and vibrations

Lock screen
Show all notifications

Networks	**Sound & notification**	Display	General

Sound with vibration (OFF)

Vibration type
Standard

NOTIFICATIONS

⊖ Do not disturb ··· (ON)
Silence sounds and vibrations
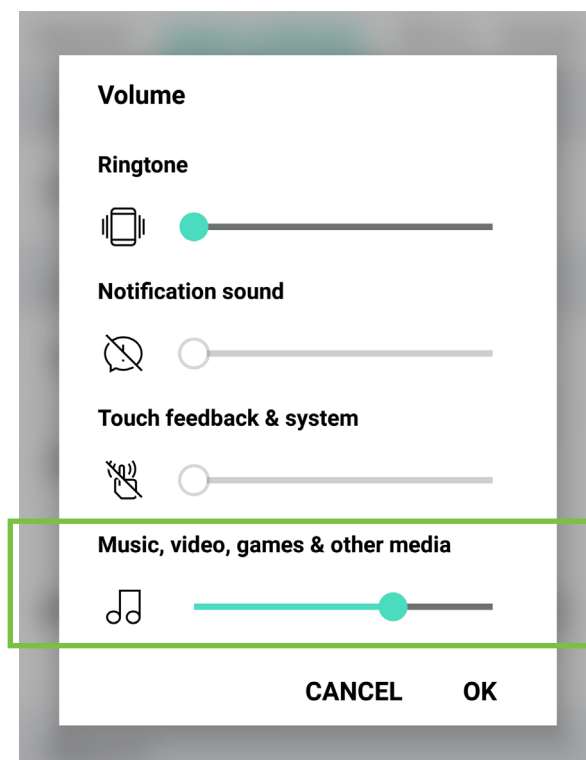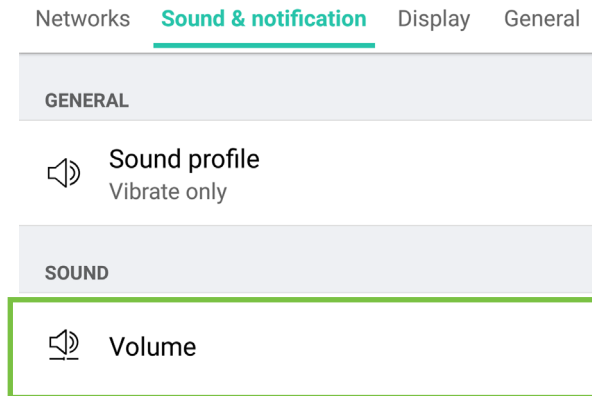
Lock screen
Show all notifications

Android Optimization #2 : The bluetooth level of most smart phones and tablets are directly linked with the level controls of the FreePlay. In other words, you may raise or lower the volume with either the phone / tablet or FreePlay.

However, the bluetooth level of some older smart phones and tablets are not linked with the level controls of the FreePlay, but is rather a supplementary level control. In other words, the volume of the Bluetooth on the device needs to be up in order to hear audio over Bluetooth.

Simply go to Sound & notification > Volume and drag the 'Music, video, games & other media' slider to the right.

Note that the ringtone, notifications and system levels are all off [sliders fully left].

Networks **Sound & notification** Display General

GENERAL

🔊 Sound profile
Vibrate only

SOUND

🔊 Volume

Volume

Ringtone

Notification sound

Touch feedback & system

Music, video, games & other media

CANCEL OK

Android Optimization #3 : FreePlay Connect and Auto Updating Apps

Android allows apps to be updated in the background. This is great for consumer apps like games, etc. However, you use apps like FreePlay Connect and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.

1. You are notified of a FreePlay Connect update through the Play Store.

2. You download and install the update. Boom. The app is updated.

But now, the operating system can update an app in the background automatically, including the FreePlay Connect App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen. To avoid this, we strongly recommend you disable automatic updates for Apps.
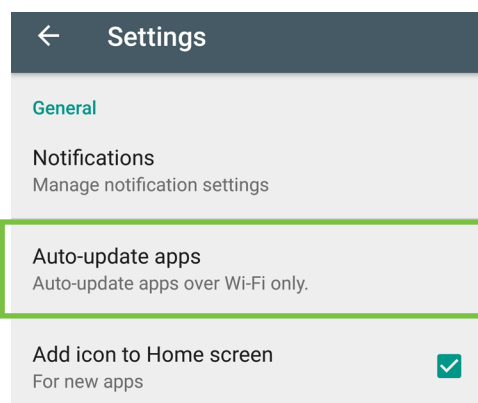
Here's how:
Tap the Play Store icon to open it.

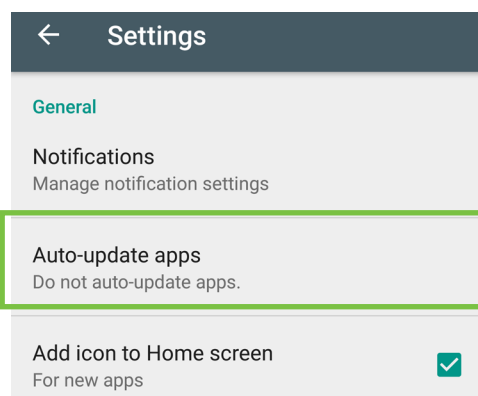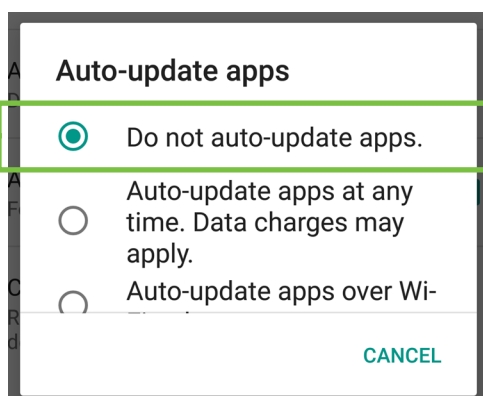In the upper-left corner are three horizontal lines, sometimes referred to as a 'hamburger'. Tap it.
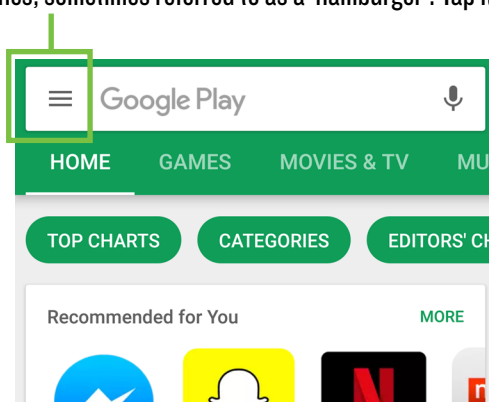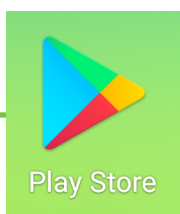
From here you will want to tap 'Settings' followed by 'Auto-update apps'.

Lastly, simply select "Do not auto-update apps." It will be noted in your settings!

Android Optimization #4 : Blocking calls.

To block calls, go to Settings > Networks, put the phone into 'Airplane Mode', then turn Bluetooth back on.

| Networks | Sound & notification | Display | General |

WIRELESS NETWORKS

✈ Airplane mode ⬤ ON

📶 Wi-Fi
Connection not allowed ⋯ OFF

✳ Bluetooth
Connection available ⋯ ⬤ ON

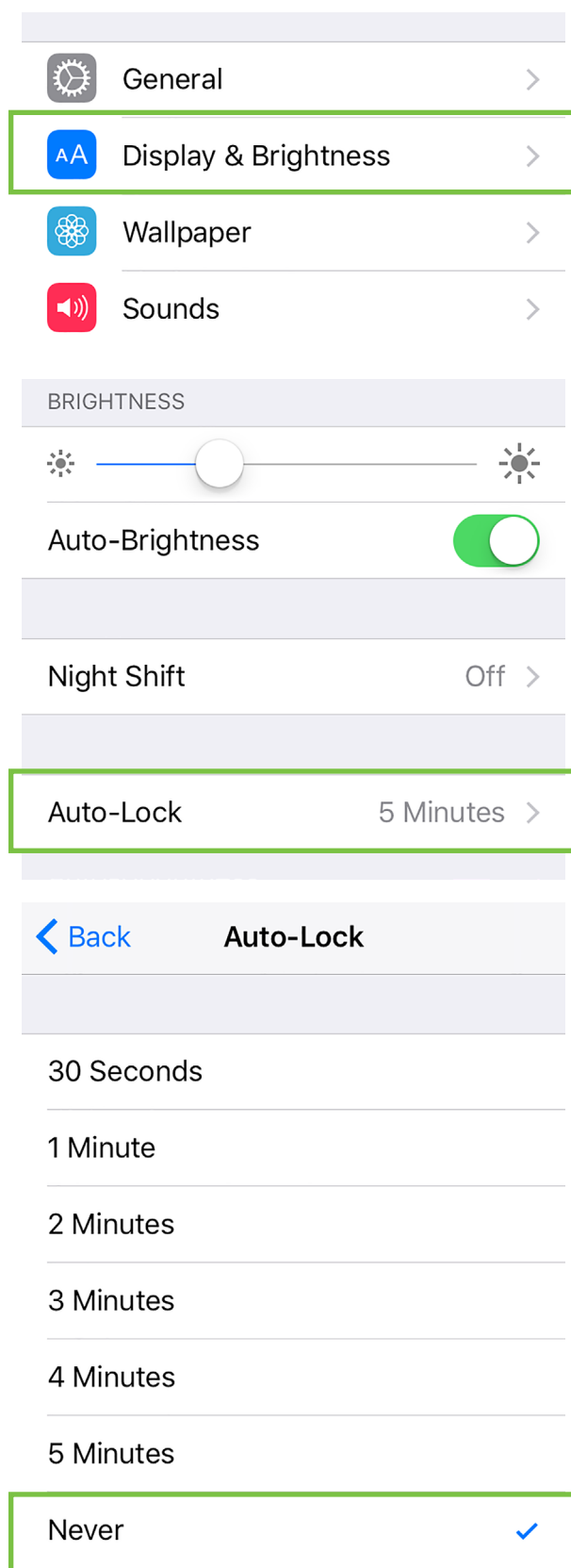◖ Mobile data
Connection not allowed ⋯ OFF
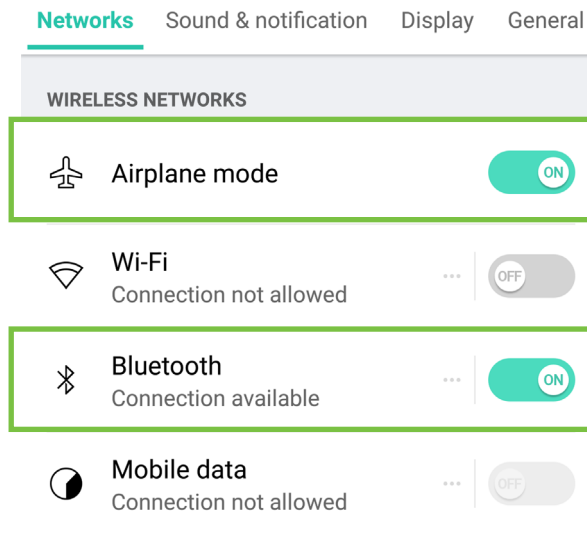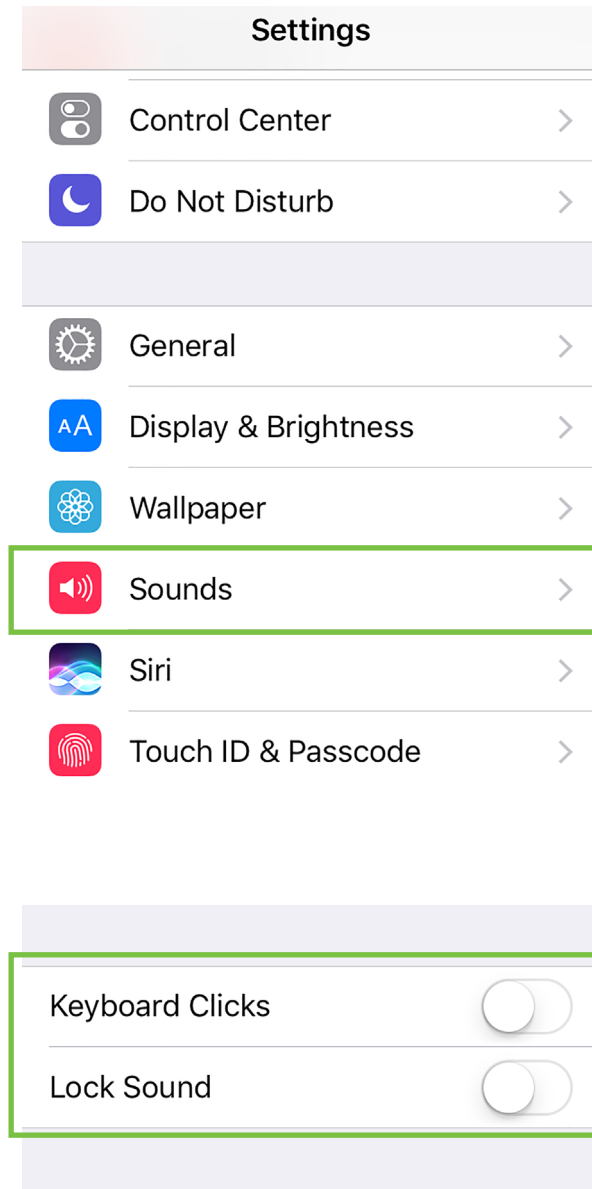
iOS Optimizations

Below is a list of ways to trick out your iOS device to optimize its use with the FreePlay Connect app. When you have some additional time, use your favorite search engine to search "trick out your iOS device" for other ways to optimize your iOS device. Most of the following tips and tricks may be found by going to Settings > General on the iOS device.

iOS Optimization #1 : Prevent the device from turning off in the middle of a presentation (or worse yet, a rockin' karaoke performance!).

Simply change the Auto-Lock from its current selection to "Never".

	General	>
AA	Display & Brightness	>
	Wallpaper	>
	Sounds	>

BRIGHTNESS

Auto-Brightness

Night Shift   Off >

Auto-Lock   5 Minutes >

‹ Back   **Auto-Lock**

30 Seconds

1 Minute

2 Minutes

3 Minutes

4 Minutes

5 Minutes

Never   ✓

iOS Optimization #2 : Turn off Lock Sounds and Keyboard Clicks.

Settings

🎛	Control Center	>
🌙	Do Not Disturb	>

⚙️	General	>
AA	Display & Brightness	>
❁	Wallpaper	>
🔊	Sounds	>
🎙	Siri	>
👆	Touch ID & Passcode	>

Keyboard Clicks	◯
Lock Sound	◯

iOS Optimization #3 : Mute sounds, including email alerts, calendar event warnings, alarms and other extraneous iOS noises (except music apps; those will continue to play).

Use Side Switch to: Mute

Flip the side switch on the device (next to the volume up/down switch) so that the orange dot is visible. It indicates that the device is indeed muted (except for the music apps).

iOS Optimization #4 : FreePlay Connect and Auto Updating Apps in iOS

iOS allows apps to be updated in the background. This feature is great for consumer apps like games, etc. However, you use apps like FreePlay Connect and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.

1. You are notified of a FreePlay Connect update through the iOS App Store.

2. You download and install the update. Boom. The app is updated.
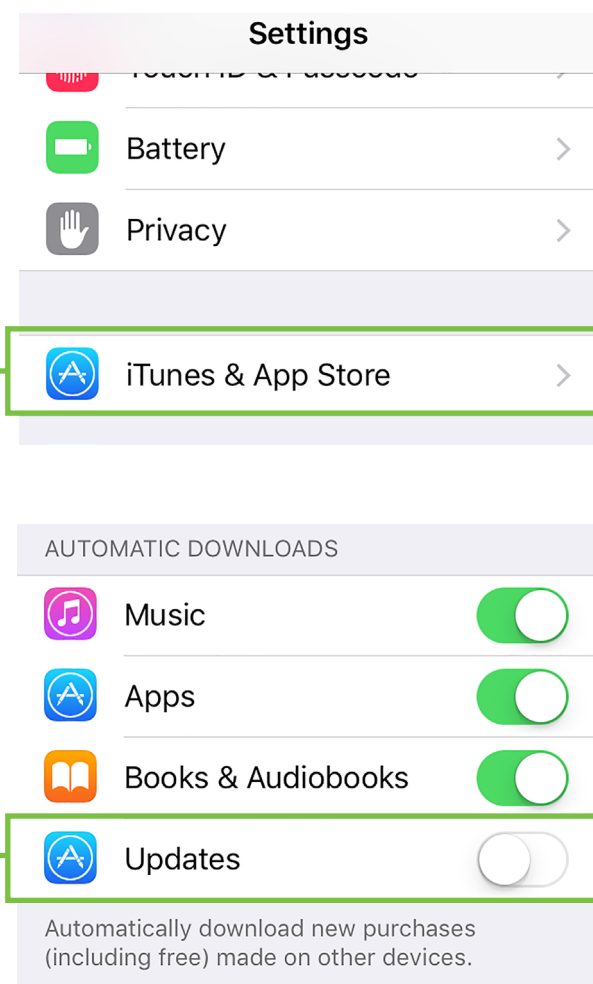
But now, the operating system can update an app in the background automatically, including the FreePlay Connect App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen.

To avoid this, we strongly recommend you disable automatic updates for Apps in iOS.

Here's how:

Go to Settings > iTunes & App Store.

Simply turn App Updates off.

MACKIE.