**OBT public address system after-sales service**

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1. How long is the warranty period for OBT brand products?

A: The normal use of 1.5 years of free maintenance, other conditions for life-long paid repair services, only charge for accessories. It is hoped that the majority of dealers will inform the end users during sales and engineering installations, and automatically return the equipment and speakers that cannot be used normally to the Shenzhen factory for processing.

2. What are the main business issues for OBT after-sales service?

A: Mainly deal with the after-sales consultation and problem handling of sales products of Shenzhen Oub Technology Co., Ltd.

3. Can other questions that are not after-sales problems be fed back to the after-sales service?

A: Any problem can be fed back to the after-sales service department. We will make detailed records and patiently answer your questions, because the after-sales service department has strong Shenzhen Obo technology departments including engineering department, production department, R&D department, business department, The support of the Marketing Department and the New Deal Department.

4. How do you deal with the damage of the product during transportation?

A: In order to protect your rights and interests, you find that the product has been damaged when you pick up the goods. Do not pick up the goods. Please contact the shipping company directly. At the same time, you will be informed that the Opel Technology Marketing Department will assist you in requesting the shipping company to make a claim. Proposed will bring you direct economic losses.

5. How is the ceiling speaker distributed?

Answer: Generally, the speaker spacing is 8 meters. The total area is divided by the sound field area of a single ceiling. The sound field area is equal to 0.785\*[2(H-1.5)]2H is the height.

6. OBT microphones have two series of public broadcasting and conferences. Can they be exchanged for each other?

Answer: (1) The voltage is different. The former is 9 power supply, and the latter is 1.5v.

(2), the length of the signal line is not the same, the former is 7m, the latter is 5m;

(3) The structure is different, the former is integrated and the latter. As the host is used together, it forms a hand-in-hand system.

7. Why can't the OBT-8610CD machine produced by your company automatically play?

Answer: 8610 automatically reads the disc after booting. It is in standby state. It can only perform related operations when playing, pausing, previous, next, and loop playback. It can also use OBT-9000 to automatically control playback.

8. Does the OBT-9300 have a built-in radio?

A: Yes, you can receive all the local AM/FM radio stations, you can also record the signals of these stations, play the stations regularly, or select the stations to play the radio in real time.

9. Can the OBT-9300 also record those source signals?

A: The 9300 can record all analog audio and digital signals, such as microphones, CDs, VCDs, DVDs, DVRs, decks, MP3s, MP4s, network music, and computer-stored tracks.

10. OBT-9300? Randomly distribute those tracks?

A: The following products have been recorded for the following products, including: the first snow in 2002, 12 kinds of music ringtones, national anthem, international songs, 14 communist children's group songs, welcome marches, collection numbers, review marches, cross-century heroes , split-style march, seven-color light, home, flag-raising, retreat, marching music, summer camp travel song, marching song, athlete march, radio aerobics, oh, ten minutes, cross-century new generation, flag, The eighth set of broadcast gymnastics, the seventh set of broadcast gymnastics, the seventh set of children's broadcast gymnastics, the seventh set of broadcast gymnastics-2, eye exercises, brain exercises and so on.

11. Can a fire control line control 30 broadcast areas separately?

A: No, each fire zone must have a pair of alarm information lines. However, the control ground line can be shared, so the alarm signal line of 30 areas must have at least 31 input control lines.

12, the local phone interface hanging continuous phone signal?

A: This is caused by the phone busy tone and the phone interface detection mismatch. It is necessary to confirm the busy audio rate of the switch and adjust the parameters of the device. It is best to send it back to the factory for adjustment.

13. Is there a buzz after the local telephone interface is connected?

A: The reason is: the telephone microphone is close to the device, and the monitor speaker emits a self-excited sound. The improvement measures are that the microphone is away from the local telephone interface or the monitor speaker is turned off.

14. What is the problem of protection when the broadcast power amplifier works for a short period of time or when the volume is slightly adjusted?

A: There are 3 reasons that will cause the broadcast amplifier to be protected:

(1) The working load is greater than the rated output load of the power amplifier.

(2) Caused by a short circuit in the broadcast line.

(3) The power amplifier itself appears. Can be excluded by the following methods:

(1), check the workload of the speaker is how big? In the broadcast engineering design, the working load of the speaker should generally be 70%~80% of the rated output power of the power amplifier. If the speaker workload is greater than this standard, you will need to replace the amplifier or reduce the number of speakers.

(2) Remove all the load of the power amplifier and connect a working speaker. Look at the phenomenon of amplifier protection. If the power amplifier protection phenomenon continues to occur, this is the fault of the power amplifier itself, and it is necessary to replace the power amplifier. If there is no protection phenomenon, it indicates that it is caused by a short circuit of the broadcast line, and the broadcast line needs to be inspected and repaired.

15. What signal can the OBT-9800IP network broadcast central computer accept? How far can I transfer? What wire is used?

A: OBT-9800 uses AV-D stereo cable to connect all the audio source devices such as CD, deck, radio and other signals that can dial analog signals. It can accept at least 4 channels of audio, and record in real time as MP3 files and store them on the computer. Play in real time. The transmission distance depends on the length of the LAN/WAN. It is better to use the Super Category 5 cable during the construction.

16. How many audio sources can the OBT-9800 support for those audio formats?

A: The 9800 supports all WINDOWS audio formats. It can transmit 20 digital audio sources to each network node. Each audio source occupies 90kbps of network bandwidth. If there is no network bandwidth limitation, the number of selected audio sources is not limited.

17. Can OBT-9700 and OBT-9500 be replaced by each other?

A: OBT-9700 can remotely call any one or more nodes and any page with any two-way node or management node in the system, and has LCD display; OBT-9500 can only accept all audio sources for remote playback, but not Two-way paging.

18. The OBT-9800 system transmits digital signals. How to drive the terminal speakers?

A. The analog broadcast adopts centralized amplification, and the amplified signal is transmitted to the speaker through the speaker cable. The OBT-9800 system uses digital signals to conveniently transmit the programs we want. As long as the network exists, we can customize the program almost at will. The OBT-9700 and OBT-9500's own power amplifiers are used to amplify the signal converted by the decoder, and the power can reach 20-60W, which is the distributed amplification mode, which drives the horn to work.

19. Why is OBT-6064 discontinued, what is the replacement model?

A: Since 60W power amplifiers are mainly used in very small systems, the use of partitions is rare, and the cost of four partitions increases, increasing the burden on customers. In order to reduce the cost of small power amplifiers, the OBT-6060B is also 60W, which has a relatively high cost performance.

20. Is the broadcast constant voltage amplifier output an AC signal or a DC signal?

A: AC signal voltage. There are three levels of voltage, 16V-70V-100V.

21, OBT-8060 strong plug power can control how many voice switches?

A: 10 5w voice control per channel, the impedance of the broadcast line 1000 meters is less than 20 ohms.

22. How much load can the amplifier withstand?

A: In the construction of the project, the working load of the broadcast power amplifier is usually 70% of the rated load. Overloading the device will protect it and affect the sound quality.

23. Can the OBT-7100 1000W power amplifier be used directly with OBT-9300?

Answer: The main uses of OBT-9300 are three aspects: one, timing song selection and playback; second, timing channel selection, and third, timing power supply. Through power-up expansion, the current factory OBT-9300 can support 2400W power amplifier, OBT-7100 rated power 1000W, can bring two OBT-7100.

24. After the OBT-9100 program timer is turned on, the indicator light is fully lit. Can it be designed to be used as the power source?

A: Very good suggestion. The current design is mainly to check the normal operation of all channels and normal reset. Your suggestions will be implemented after the next improvement. You are welcome to submit better comments and suggestions as always.

25. Can OBT-8011 input two different sources?

A: Yes, 1-5 channels control one source, and 6-10 channels control one source.

26. Can the three amps be connected together?

A: The same type is ok, but when the output transformers of several amplifiers are not of the same type, such as self-even output and isolated output, com can not be connected together.

27, OBT-8080 used for a period of time can not turn off the timing power.

A: It is possible that the load of the power supply is too large or the mains supply voltage is unstable. It is recommended to increase the confirmation of the voltage regulator.

28, the speaker wiring is not uniform, is there any problem?

Answer: The terminal of the speaker must be the same as the polarity of the output of the power amplifier. If the connection method is not uniform, the speaker will burn the transformer and even affect the power amplifier.

29. Can OBT-608 and OBT-808 be used as fire horns? If not, how can I solve them?

A: Although OBT-608 and OBT-808 are fully enclosed plastic horns, they cannot be used as fire horns. It is recommended to use all-iron metal horns OBT-809, OBT-810, OBT-816, OBT-818 speakers, this series of iron The horn is designed to be completely enclosed in fire protection, effectively preventing the attack of Mars and small-scale fireworks, and is currently an excellent selection on the market.

30, OBT-122 series sound column is also aluminum alloy, used in the outdoor feel the volume is relatively small, how to solve?

A: Although the OBT-122, OBT-124, OBT-126, and OBT-128 series sound columns are designed with aluminum alloy, they are mainly used indoors. The design is relatively slim, and the 4-inch speaker is not suitable for outdoor use. It is recommended to use OBT-901, OBT-902, OBT-903, OBT-904 series; if you are pursuing a relatively high frequency, it is recommended to use OBT-121, OBT-123, OBT-125, OBT-127 series; if outdoor space comparison Large, requiring more than 100 watts of high-power sound column, it is recommended to use OBT-710, OBT-720, OBT-730, OBT-740, OBT-750, OBT-760, where OBT-760 can output power at 100V output voltage Up to 180W; if the direction of the sound source is required to be 360 degrees, it is best to use the OBT-131, OBT-133, OBT-135, OBT-137 series two-way broadcast type column.

If you require a relatively large sound pressure indoors, you can use the above models, you can also use the all-wood OBT-162, OBT-166, OBT-168 series, cost-effective.

31. Can the microphones in the OBT-3000 and OBT-6000 conference systems be replaced by each other?

A: No, because the impedance matching of each microphone to the host is fixed, and the replacement is easy to cause damage to the microphone or even the host.