

Frequently Asked Questions

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Version: 1.0

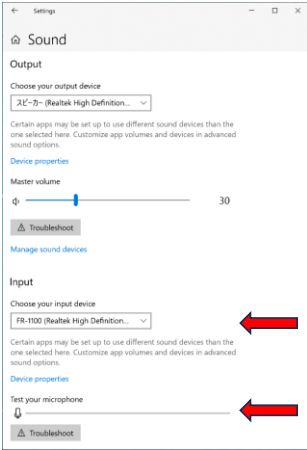
■About FR-1100

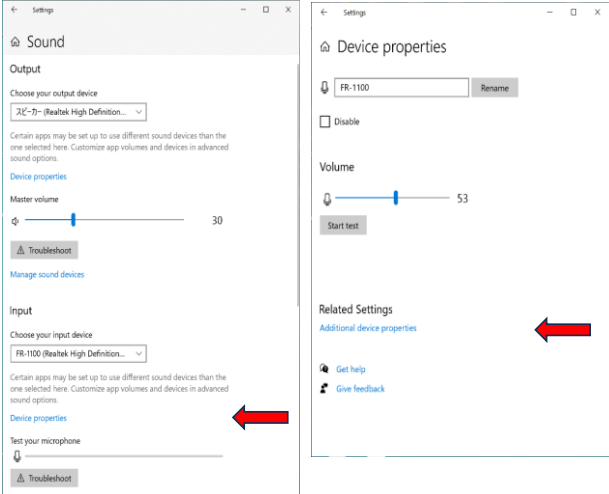
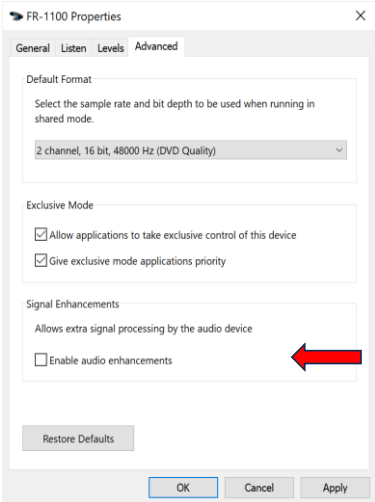
| No | Question | Answer |
|----|---|--|
| 1 | Any accessories provided with the microphone? | The microphone comes with two connecting cables: a ϕ 3.5 stereo mini plug cord and a USB (A-microB) cord, both about 1m long. |
| 2 | Can I use any commercially available USB cable? | We were not able to check the compatibility with all commercially available cables, so please check the standard operation before using any alternative cable. |
| 3 | What OS is it compatible with? | Any OS that supports USB Audio Class 1.0 should be compatible, such as Windows 10. *Operation is not guaranteed on all models. |
| 4 | Is there an app to record? | We do not provide any specific recording app, but the microphone has been used with many different recording apps available on the market. |
| 5 | Can it be used on tablets and smartphones? | It is possible by using an adapter to convert from USB Type-A to a standard that matches your device. *Operation is not guaranteed on all models. |
| 6 | How far away can voice signal be collected? | It depends on the signal to noise ratio, i.e., the speech signal level compared to the surrounding noise level. In a quiet environment, it can collect accurately voice signal from 1m to 1.5m away. |
| 7 | Can I customize it? | Creation of firmware tailored to individual usage scenarios may be available for a fee, so please contact us separately. Also, let us know your intended use since we may provide firmware (audio signal processing patterns) that we have already developed. |
| 8 | Is there a way to fix the microphone? | We are also selling separately a rubber mic stand designed specifically for these microphones, so please refer to the documentation before purchasing it. |

■About Voice Compass

| No | Question | Answer |
|----|--|--|
| 1 | Any accessories provided with the microphone? | The microphone comes with two connecting cables: a ϕ 3.5 stereo mini plug cord and a USB (A-microB) cord, both about 1m long. |
| 2 | Can I use any commercially available USB cable? | We were not able to check the compatibility with all commercially available cables, so please check the standard operation before using any alternative cable. |
| 3 | Can I use the Voice Compass Developer Kit immediately after purchasing it? | Since it is a development kit, this is not a plug-and-play solution. You will need first to develop a solution specific to your needs, so that it can connect to the services and softwares required for your intended purpose. For details, please check the developer manual included with the product. |
| 4 | What does the Voice Compass Developer Kit include? | It includes 1 microphone device (FR-1100), the IM-ASTER library and a developer manual. After development is complete, if you want to use it with multiple users, you will need to purchase a "Voice Compass User Kit", so please contact us separately. |
| 5 | How many meters away can it pick up sound? | The volume gain can be adjusted up to 8 different levels by setting appropriately the dip switch. It is then possible to collect distant voice signals, but the noise level may also increase drastically, so please adjust this parameter according to the local environment. |
| 6 | Is there a way to fix the microphone? | We are also selling separately a rubber mic stand designed specifically for these microphones, so please refer to the documentation before purchasing it. |

■Solving Basic Problems

| No | Question | Answer |
|----|--|---|
| 1 | I connected it to my computer, but I can't hear any sound. What should I do? | <p>Below are few steps you can review to resume normal operation: ① Check whether the red LED on the back of the microphone is "blinking". ②Please check if the device (microphone) is recognized by your PC. For Windows OS, select [Sound] (within [Control Panel], or [Settings] > [System] depending on OS version)</p> <p>Check the corresponding microphone from the Input category, and the input level meter below changing when the microphone is capturing sounds.</p>  <p>*The confirmation method varies depending on the usage environment.</p> |

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| 2 | <p>Audio is not output in stereo (You can't hear the sound because it's divided into left and right sides.)</p> | <p>Please check if the problem is resolved by using the "audio extension function" of your PC. For Windows OS: ① Go to [Sound] (within [Control Panel], or [Settings] > [System] depending on OS version) ② Select [F2F Recording Microphone 1100] from the recording tab and select [Device Properties], then [Additional device properties].</p>  |
| | | <p>③ From the [Advanced] tab, uncheck the "Enable audio enhancements" to disable it. ④Restart your computer</p>  <p>*The confirmation method varies depending on the user environment.</p> |
| 3 | <p>Unable to pick up small sounds. What should I do?</p> | <p>This may be coming from the noise reduction function that suppresses all signal with volume below a certain threshold. Please make adjustments such as speaking closer to the microphone or speaking louder.</p> |
| 4 | <p>What should I do in case of malfunction?</p> | <p>Please check the failure status and contact us from the HP contact information.</p> |

■Others

| No | Question | Answer |
|----|--|--|
| 1 | Where can I do the purchase? | Please contact us using the contact information on the HP, providing the item/model and the quantity required. |
| 2 | Do you have a sales agent? | We do not have any global sales agent at the present time. |
| 3 | Can I become a sales agent? | Yes, it is possible. We would be happy to discuss the terms and conditions, so please contact us separately from HP contact information. |
| 4 | Can you share the contact information? | Please contact us from HP's contact information, with both Japanese and English available. |