

Lark M1 FAQ

1. How to solve that iPhone cannot record when connected to Lark M1?

- A. For iPhone accessories must have **MFi (Made for iPhone/iPod/iPad)** certified, if it don't that won't record when connect from Lightning to 3.5mm Adapter without **MFi** certified ;

Note: Please purchase the cable from the official Apple store

2. How to solve can not record when some of Android Smartphones connected to Lark M1?

- A. Please check the setting of sound on your smartphone, Enter => [Settings] => [Sound and Vibration] => [More Sound Settings] => [Default Recording Device] and select the [external device].

If the smartphone does not have this setting option:

- B. The native camera apps of some Android Smartphones do not record with any external microphones, please use third-party camera apps such as Tiktok, SnackVideo or others .

3. How to solve the loud background noise in recording when smartphone is connected to Lark M1 via Type-C to 3.5mm adapter?

- A. it must use a Type C to 3.5 adapter with a DAC/ Hi-Res for recording to get good performance.



4. How to solve can not record when samsung smartphone connect to Lark M1?

- A. If there are [3.5mm headphone port] and [Type C] on Samsung smartphones, use 3.5mm TRS to 3.5mm TRRS Patch Adapter Cable connect to Lark M1, if it only type C, that must use official Type C adapter accessories. or it will prompt "Unsupported Accessory" and cannot record .

SAMSUNG



5. How to solve that the recording button of camera App cannot be clicked after some smartphone are connected to Lark M1?

- A. Please use a Type C to 3.5 adapter with a DAC/ Hi-Res;

6. How to solve low volume of Lark M1 recording?

- A. Please adjust from receiver , the record volume will be maximum when press "+" button three times; there are 3 levels of volume on Lark M1, and default is medium level;
- B. The volume of recording can be adjusted by adjusting the distance between microphone and mouth, closer will be louder, farther will be lower;

Note: There is a film on the top of the microphone, which needs to be take off for the first use.

7. How to solve the high volume of Lark M1 recording?

- A. Don't hold the microphone too close to your mouth by hand when you speak, if so, the recording will be overexposed and distorted.; also the saliva will spray into the microphone and damaged it.; Please just clip the microphone to the neckline slightly close to the mouth.

8. How to solve the occasional low recording volume on the Apple iPhone 12 Pro or other smartphones?

- A. There is automatic gain control(AGC) for recording on some smartphones; the smartphone will automatically reduce the recording volume when the sound is too loud ; please press " - " button of receiver(RX) to reduce the volume, or place transmitter(TX) slightly away from your mouth.

9. How to choose a cable or adapter for connect to mobile phone?

Port of smartphone	Cable	
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<p>There are [3.5mm headphone port] and [Type C] on Android phones</p>	<p>3.5mm TRS to 3.5mm TRRS Patch Adapter Cable</p>	
<p>There is [Type C] on Android phones</p>	<p>1. Type C to 3.5 adapter with a DAC/ Hi-Res 2. 3.5mm TRS to 3.5mm TRRS Patch Adapter Cable</p>	
<p>Iphone</p>	<p>1. Apple Lightning to 3.5 mm Headphone Jack Adapter from the official Apple 2. 3.5mm TRS to 3.5mm TRRS Patch Adapter Cable</p>	

10. How to solve the loud background noise in recording when camera is connected to Lark M1 ?

- A. Sony, Canon or Fuji camera recording by Lark M1, ift need to set the recording volume of the camera to the minimum
SONY: recording volume setting to 1
Canon: setting to the first grid
Fuji: setting to -27dB

11. How to connect Lark M1 to a computer for live streaming? How to set it up?

- A. When using M1 to connect to the computer, it needs to use a USB sound card, do not use a 3.5mm audio cable to connect directly to the computer; After connecting to the computer,select

a 'USB sound card' when recording

Note: If use a 3.5mm audio cable to connect directly to the computer, it requires complicated settings in the computer



12. How can I get technical support for product issues??

A. <https://hollyland-techhelp.zendesk.com/hc/en-us>