

Frequently Asked Questions

ATTENTION: Connecting the audio adapter or cable to the Mini-jack RX.

The audio jack is tight by design and requires a fair amount of force for complete jack insertion. Once you've inserted either the male to male 3.5mm adapter or cable, give it a little extra push to make certain it is fitted snugly against the Mini-jack RX housing; twisting the coupler or cable while inserting it may also result in a more secure fit. Failure to seat the coupler or cable properly may result in a poor audio connection. The audio jack is designed to be tight because it must support the weight of the Mini-jack RX when connected with the coupler.

Please send any additional questions to support@miccus.com, or call live support @ 616-604-4449 11am-4pm, Mon-Fri EST

Before first use, the Mini-jack RX must be fully charged.

Fully Charge your Mini-jack RX for 2-3 hrs before initial use. The Miccus Mini-jack RX carries a limited factory charge to its internal Lithium-ion battery. By design, Lithium-ion batteries can lose their charge over time. Once charged, please consult the Mini-jack RX owners manual for pairing and usage instructions.

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When charging my Mini-jack RX the indicator light stays lit, even after a full charge. Is my Mini-jack RX defective?

No. Due to an EOL component change in the Mini-jack RX, the indicator light stays lit even after it's fully charged. A full RX charge should take roughly 4-5 hrs. The Mini-jack RX user's manual states: "When charging is complete the red LED light will automatically turn off." This is no longer the case, and the Mini-jack RX user's manual will be updated before its next printing.