

# Troubleshooting

Issue	Solution
Microphone is plugged in, but not detected.	Unplug and reconnect the cable so that the app recognizes the microphone. You'll know that the connection is made when you see the desktop application display the correct microphone settings.
You hear no audio even though the desktop application is displaying the correct microphone.	Check the Monitor Mix blend. Move the Monitor Mix slider to the center to hear the audio going into the mic and the audio being played back at the same time.
Audio is distorted (Auto Level Mode)	Select Auto Level Mode to allow the software to control audio settings. Near for up-close applications (1-6 in. / 2.54-15 cm) and Far for a distance of 6-18 inches. (15-45 cm)
Audio is distorted (Manual Mode)	Audio distortion usually comes from overloading the microphone which causes clipping. Lower your mic gain for the best sound recording.
Headphone LED flashes. Audio sounds higher or lower pitch than normal.	Your microphone and computer have a sample rate mismatch. <b>Note:</b> Windows update 10 v2004 (April 2020) solves this problem.
Microphone has become detached from the yoke.	See the MV7 Yoke Assembly topic for step by step instructions for re-assembling your yoke and assorted washers. Correct washer assembly is crucial to ensure that your microphone is securely in place.
Miscellaneous issues	It may be useful to reset the app to restore functionality. Perform a hard reset by unplugging and re-plugging the microphone.
General troubleshooting	<ul style="list-style-type: none"> <li>• Quit and re-start the app.</li> <li>• Reboot the computer.</li> <li>• Check for firmware update. Tap the three dots in the top right corner and select <code>About MOTIV &gt;</code> <code>Check for Update</code></li> </ul>