

BOOMP/RO/GAMING FAQ .

My BoomPro microphone won't work, what should I do?

Make sure the mute button is switched OFF, and that the volume knob is turned up. If using with a Windows PC that has separate audio-out and mic-in jacks, make sure you're using the provided VoIP adapter when connecting to the computer (see more below).

What if my PC/device has two 3.5mm jacks for headphone (audio-out) and microphones (mic-in)?

If your computer and/or device has separate jacks, you will have to use the provided VoIP adapter (female to two-male jacks - labeled headphone and microphone) when plugging in your BoomPro, or else you may experience issues such as no sound or no-volume when using the BoomPro cable.

What devices are compatible with the BoomPro?

The 3.5mm plug on the BoomPro is compatible with iOS devices, Android devices, and most computers/PC's. However, if the pin-assignment of the device is not matching up with the BoomPro's preset universal 4P pin-assignment, there may be a chance the BoomPro will not work.

What V-MODA models are compatible with the BoomPro?

Crossfade LP, Crossfade LP², Crossfade M-100, Crossfade Wireless, Crossfade M-80, V-80, and XS.

What non V-MODA models are compatible with the BoomPro?

Most headphones that have a female 3.5mm (1/8") jack on the earcup *should* work, as long as the straight plug on the BoomPro is able to be fully plugged in and make full contact. Headphones that use 2.5mm size jacks will not work (and may not work even with 2.5mm to 3.5mm (1/8") adapters).

Will my BoomPro microphone work on the Sony Playstation 4?

Yes, the BoomPro microphone will work out of the box (no adapter needed) with the Sony Playstation 4. Just plug the 45-degree plug into the headphone jack on the Dualshock 4 controller, and the other end into your headphones.

Will my BoomPro microphone work on the Sony Playstation Vita?

Yes, the BoomPro microphone will work out of the box (no adapter needed) with the Sony Playstation Vita. Just plug the 45-degree plug into the headphone jack on the bottom of the Vita, and the other end into your headphones.

Will my BoomPro microphone work on the Sony Playstation 3?

The BoomPro microphone will not work out of the box with the Sony Playstation 3, an adapter will be needed for functionality.

Will my BoomPro microphone work on the Microsoft Xbox 360?

The BoomPro microphone will not work out of the box with the Microsoft Xbox 360, an adapter will be needed for functionality.

Will My BoomPro microphone work on the Microsoft Xbox One?

The BoomPro microphone will not work out of the box with the Microsoft Xbox One, the official Xbox One headset adapter will be needed for functionality.

Do you sell a gaming console adapter for your BoomPro Microphone?

No, we do not.

. VAMP VERZA FAQ .

Is my device compatible with the Vamp Verza?

Check our [Vamp Verza compatibility page](#) for the current lineup of compatible phones/devices.

Can I use the Bass Enhance Mode on all devices connected to the VERZA?

No, you can only use the Bass Enhance Mode on iAmp mode (the first toggle switch) with Apple iDevices (iPhone, iPod, iPad, etc). Bass Enhance Mode will not work while in USB-DAC mode and connected with Android and PC/Mac devices.

Can I charge my Android device while plugged in and listening to music through the VERZA?

No, if you have your Android device plugged into the VERZA (via micro-USB to micro-USB) for audio playback, the VERZA will not charge your device. This is due to limitations of the USB connection. If you want to charge your Android device using the VERZA, plug your device into the VERZA using the micro-USB to USB cable (please note you cannot use the VERZA for audio playback with your device while doing this).

Do I need to remove the rubber "bumper" off the VERZA before installing the VERZADOCK?

No, in fact we recommend you keep the rubber bumpers on the VERZA, even when installing the VERZADOCK. This will especially help with the METALLO iPhone 5 case, which may slightly bump into the volume knob when connected to the VERZA without the bumpers installed.

How do I charge my Vamp Verza?

Connect your VERZA to a PC/Mac/USB Charger using the micro-USB to USB cable, and have toggle switch 1 on the USB-DAC position, and toggle switch 2 on the Vamp position.

If I've installed the VERZADOCK and METALLO case onto my VERZA, can I still use my device's rear camera?

Yes you can. To use your rear camera, just slightly slide up the METALLO case (see picture) and then slide down when finished.

Can I custom engrave my Vamp Verza?

Yes you can. Upon ordering, just select "Yes" under Your Design, and upload your appropriate file. For more information, see the [Custom Engraving FAQ](#) section of this page.

. IIID PRINTING FAQ .

What does #IIID mean?

IIID is "3D" written in Roman numerals to highlight the future of manufacturing and inspiration of past Italian Renaissance artistry required for the sculpting of your shields by the V-MODA Milano Studio.

When buying a 3D custom shield kit (either Over-Ear and/or On-Ear), how many shields do I get?

Each custom shield kit comes with two shields of the color/material you selected.

Why does the shipping time of 3D shields take so long?

3D sculpting, printing, and finishing is a complex process that requires traditional handcraftsmanship and 11+ steps. After you submit your logo/design with monograms, our Italian sculptors are tasked with sculpting a 3D model, which will then be printed in New York City.

Furthermore, the material you choose also changes the lead time because the printing processes are different.

- Fiber is made through selective laser sintering (SLS) using a bed of powder to form the shield layer by layer, it is then dyed in the color of your choice
- Steel is made depositing steel powder in thin layers, combined with a binding material and built one layer at a time. The binder is then infused with bronze and heated to form the final steel shield

- Precious & Cast Metals are made using a complex process, hi-res 3D printing is used to create a mold. Metal is then cast into the mold, the shield is extracted and finished by meticulous hand polishing (plated metals add an additional two stages of plating)

Does the 60-Day Test Drive Guarantee apply to 3D printed shields?

Yes, it does. However, a 25% restocking fee applies to the purchase of 3D custom headphones. A 50% restocking fee applies to the purchase of a pair of 3D printed shield kits. If any issues arise or you have questions on planning your 3D shield order, please [contact our Six Star Support](#) for consultation.

What types of materials and colors do you offer for 3D printed shields?

We offer four classes of materials:

1. Fiber - 9 colors available
2. Steel - Matte Black, Stainless Steel, Polished Gold, Polished Bronze, Matte Bronze
3. Raw and Gold Plated Metals - Raw brass, Raw bronze, 14k Rose gold plated brass, 14k gold plated brass and Rhodium plated brass
4. Precious Metals - Sterling Silver, 14k Solid Gold, 14k Solid Rose Gold and Platinum

Why is the "Upload your own logo" selection listed as "Beta"?

Sculpting a 3D model is a complex process. It takes time and thorough engineering validation before the design can be done by our Italian sculptors. Therefore, we cannot guarantee that the shipping time will be the same of a standard order nor that every logo can be embossed on your shields. However, we will do our best to design your own 3D relic with the fastest turnaround possible. If any issues arise during the process, our customs department will get in touch with you to find the best solution.

What is the minimum thickness for 3D printing of designs and fonts?

Bolder logos with thicker lines are required for the best results. Thin or fine lines in the design and areas of fonts may not print properly.

REJECTABLE LOGO



ACCEPTABLE LOGO



How high is the logo embossing and volume limits of 3D files?

Logos are embossed at a height limit of 1mm, and the maximum volume of the shield and logo/3D file is 5.7 cubic centimeters for Over-Ear shields (2.9 cubic centimeters for On-Ear shields). If your logo or 3D file exceeds this volume, our team will contact you. V-MODA original designs can reach an embossing height of 2mm ("Studs" is the highest design).

What file types do you accept for uploading custom artwork?

We accept the following types of files for your custom artwork: .JPG, .PNG, .GIF, .BMP, .TIFF, .PSD, .PDF, .AI, .EPS, .SVG, .DOC(X), .CDR, .STL, .OBJ.

What logos or 3D files will be rejected?

Anything deemed explicit or inappropriate may be rejected at V-MODA's discretion.

I do not know how to use 3D modeling software, Photoshop or Illustrator. Can I just upload a normal .JPG image?

Yes, we do not require that you upload your artwork in a proper 3D file format, Photoshop or Illustrator format. You are free to upload a normal image file (JPG, PNG, GIF, etc) and our studio can convert it to the proper formats.

I am designing and uploading my artwork in Photoshop format (.PSD), do you have any requirements?

Please remember to "rasterize" any text/fonts you may have (right click on text layer and select "rasterize"), in case our computers do not have the same font files you are using.

I am designing and uploading my artwork in Illustrator (.AI) format, do you have any requirements?

Please remember to "outline" any text/fonts you may have, in case our computers do not have the same font files you are using. Please be sure to also embed (NOT link) any external images you may have in your file, and lastly when saving your .AI file, it is recommended you check the box that reads "Make PDF Compatible Version" for compatibility issues between our software and computers.

Do you have any size requirements for an image I submit? Any DPI requirements?

The bigger the better. While we do not have any required size, it is recommended that, for best 3D printing results, you submit an image that is at least 300 dpi and 1,000px wide or tall. Anything smaller may not be 3D printed very well.

I have an image I want to use for 3D printing, do I need to vectorize it first?

No, it is not necessary to vectorize your image if you cannot (or do not know how). Our customs department will be able to vectorize it in Illustrator themselves before 3D printing.

Can I get an image 3D printed in color or black?

3D printed shields are different from laser engraved shields. On 3D printed shields, the artwork is sculpted in the same material and color as the rest of the shields.

This is not true for our aluminum shields, which are not 3D printed but laser-engraved. Our engraving machine only engraves in white (so any image/logo you submit will be engraved as white on the shield color you select). For questions on 2D laser-engraved customs, please refer to the ["CUSTOM LASER ENGRAVING FAQ"](#) section

Can my design extend all the way towards the edge of the shields?

Because of the engineering validation, the 3D design and printing process has some limitations on how far toward the edge of the shield that we can 3D print. Your logo will be applied in the center of the shields, and the shield has a maximum volume of 5.7 cubic centimeters (2.9 cubic centimeters for On-Ear).

Can I send my design using the Illustrator/Photoshop template available at V-MODA.com?

Yes, you can send your artwork using our Illustrator/Photoshop template.

Can I get a different design on each shield?

Not at this time unfortunately. Our API is programmed to send orders of 2 shields with the same

design each time. However, if you fancy a different design on each shield you may purchase two 3D Custom Shield Kits to mix and match between the designs on your headphones.

Can you mirror my image on the opposite shield?

Not at this time unfortunately. Our API is programmed to send orders of 2 shields with the same design each time. However, if you fancy your design to be mirrored on the opposite shield you may purchase two 3D Custom Shield Kits to mix and match between the designs on your headphones.

Can I get my favorite sports team or college logo 3D Printed?

No, unfortunately we cannot 3D print copyrighted logos such as professional sports teams (NFL, NBA, MLB, NHL, MLS, etc) or college/school logos. We also cannot 3D print copyrighted properties and/or company logos (such as Batman, Superman, Disney, Coca-Cola, etc).

I have Photoshop and/or Illustrator on my computer, do you have any templates I can use when designing my artwork?

Yes, please use the following links below to download your desired template for your shield size:

Over-Ear: [Photoshop](#) | [Illustrator CS6 \(CS5 | CS4\)](#)

On-Ear: [Photoshop](#) | [Illustrator CS6 \(CS5 | CS4\)](#)

. LASER ENGRAVING FAQ .

When buying a custom shield kit (either over-ear and/or on-ear), how many shields do I get?

Each custom shield kit comes with two shields of the color you selected. Over-Ear shield kits also come with wing tips (which are compatible with the Crossfade LP and LP²'s, NOT the M-100's)

What file types do you accept for uploading custom artwork?

We accept the following types of files for your custom artwork: .JPG, .PNG, .GIF, .BMP, .TIFF, .PSD, .PDF, .AI, .EPS, .SVG, .DOC(X), .CDR

I don't know how to use Photoshop or Illustrator, can I just send a normal .JPG image?

Yes, we do not require that you upload your artwork in Photoshop or Illustrator format (though it would be nice). You are free to upload a normal image file (JPG, PNG, GIF, etc) and our customs department can convert to Photoshop and Illustrator formats themselves.

I'm designing and uploading my artwork in Photoshop format(.PSD), do you have any requirements?

Please remember to "rasterize" any text/fonts you may have, in case our computers do not have the same font files you are using.

I'm designing and uploading my artwork in Illustrator (.AI) format, do you have any requirements?

Please remember to "outline" any text/fonts you may have, in case our computers do not have the same font files you are using. Please also be sure to embed (NOT link) any external images you may have in your file, and lastly when saving your .AI file, it's recommended you check the box that reads "Make PDF Compatible Version" for compatibility issues between our software and computers.

Do you have any size requirements for an image I submit? Any DPI requirements?

The key thing to remember here is bigger is definitely better. While we don't have any required size, it's recommended that for best engraving results you try to have an image that is at least 300dpi and 1000px wide or tall. Anything smaller may not engrave that well.

I have an image I want to use for engraving, do I need to vectorize it first?

No, it's not necessary to vectorize your image if you can't (or don't know how). Our customs department will be able to vectorize it in Illustrator themselves before engraving.

Can I get an image engraved in color or black?

No, our engraving machine only engraves in the color white (so any image/logo you submit will be engraved as white on the shield color you select).

Do I need to invert my image before uploading?

The rule of thumb here is that whatever is black on your image will get engraved as white, and whatever is white on your image won't get engraved at all (it'll be the shield color). So keep that in mind while selecting/creating/uploading your image. If you don't know how to invert your image, do not worry, our customs department will be able to take care of that for you.

Can my design extend all the way towards the edge of the shields?

Due to the curvature of the shields, our engraving machine has limitations on how far to the edge of the shield it can engrave, and therefore it's recommended that you keep your design an 1/8" from the edges.

Can I get a different design on each shield (so two designs total)?

Yes you can. You can either make two layers in your Photoshop or Illustrator files (CLEARLY LABELED), or you can upload one file when making your order, and then email the other file to customs@v-moda.com

Can you mirror my image on the opposite shield?

We can easily mirror/reverse any image you'd like, as long as you make a request for it in the order notes section.

Can I get my favorite sports team or college logo engraved?

No, unfortunately we cannot engrave copyrighted logos such as professional sports teams (NFL, NBA, MLB, NHL, MLS, etc) or college/school logos. We also cannot engrave copyrighted properties and/or company logos (such as Batman, Superman, Disney, Coca-Cola, etc).

I have Photoshop and/or Illustrator on my computer, do you have any templates I can use when designing my artwork?

Yes, please use the following links below to download your desired template for your shield size:

Over-Ear: [Photoshop](#) | [Illustrator CS6](#) ([CS5](#) | [CS4](#))

On-Ear: [Photoshop](#) | [Illustrator CS6](#) ([CS5](#) | [CS4](#))

VAMP VERZA: [Photoshop](#) | [Illustrator CS6](#) ([CS5](#) | [CS4](#))

. MISC FAQ .

When using my supplied 1/4" adapter with my headphones, I get no sound when plugged into my DJ Mixer/receiver. What should I do?

It's possible that your mixer/receiver/device is incompatible with our current 1/4" adapter and/or our 1-button and SharePlay cables. Please try using a standard audio cord (no microphone/splitter) or our CoilCable instead.

I bought my headphones from an online retailer and am not sure if they are legit, what should I do?

Please check our [No Fugazi](#) page for more details. We recommend only buying from our [Verified Resellers](#). Headphones bought from non verified resellers could be fake, and are not covered under our Premier Warranty