THUMP CONNECT 2

REFERENCE GUIDE

MACKIE.

Contents

Need help with Thump Connect 2?

- Visit www.mackie.com/support to find: FAQs, manuals, addendums, and other documents.

- Email us at: www.mackie.com/support-contact

- Telephone 1-800-898-3211 to speak with one of our splendid technical support chaps (Monday through Friday, normal business hours, Pacific Time).

Introduction

Do you want to control the Thump GO via your Android or iOS device? Of course you do! Well, you've come to the right place! After all, the Thump Connect 2 App is designed to be used in conjunction with Thump GO.

At this point, you must be well-versed in — or at least somewhat familiar with — the ins and outs of Thump GO. More information about Thump GO may be found by visiting the Thump GO Owner's Manual.

Thump Connect 2 is great for mobile freedom to control everything from levels and EQ to room-enhancing sound like speaker modes for amazing sound in any situation.

Thump Connect 2 allows control of Thump GO via Bluetooth with the following devices:

*Recommended Android Devices [requires v7.0 or higher]
Android Phones Google Pixel 2 Google Pixel Google Pixel XL Samsung Galaxy S10e Samsung Galaxy S9 Samsung Galaxy S8+ Samsung Galaxy S8 Samsung Galaxy S7 HTC 10 LG G5 Moto G4 Play **Android Tablets** Lenovo TB-8504F Google Pixel Tablet 10.2″ Samsung Galaxy Tab S3 Asus Zen Pad 7″

*Recommended iOS Devices [requires iOS 12.0 or higher]
Apple iPhones iPhone 11 iPhone XR iPhone X iPhone 8 iPhone 8 Plus iPhone 7 iPhone 7 Plus iPhone 6 iPhone 6 Plus **Apple iPads** iPad Air 2 iPad Air iPad Pro 9.7″ iPad Pro 10.5″ iPad Pro 11″ iPad Pro 12.9″ iPad Pro 12.9″ (3rd Gen) iPad (6th Gen) iPad (5th Gen) iPad mini 4 iPad mini 3 iPad mini 2

With Thump Connect 2, Thump GO users benefit from the full power of their Thump GO with an easy-to-use application that fits right in their hand.

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v7.0 and higher and Apple iOS 12.0 and higher.

NOTE You should be able to stream audio from any Bluetooth-paired device. However, the Thump Connect 2 app is needed to mix audio, including wireless adjustments of level, EQ and more.

NOTE The Thump Connect 2 app does not mix audio on its own. It requires a Thump GO to fully function.

Thump Connect 2 V1.0

This version of the Reference Guide is written and designed for Thump Connect 2 V1.0. With each software update, some screenshots may look slightly different than what you see within these pages and there could be some functional differences, as well.

So there you have it. We hope you like it. If you have any questions or comments about this Reference Guide (or our other documentation), please don't hesitate to contact us: www.mackie.com/support

About This Guide

The entire guide does not need to be read to figure out how to use the Thump Connect 2 app. However, a certain amount of familiarity with the Thump GO and its features is assumed.

As the saying goes, "a picture tells a 1000 words". With that thought in mind, we added quite a few illustrations, screen shots and other images throughout to accompany the text.

VERY IMPORTANT This icon marks information that is critically important or unique! For your own good, read and remember them.

A CLOSER LOOK There's an illustration of a microscope, so, of course, you're going to get more detailed information when you see this little guy. There are explanations of features and practical tips listed here.

NOTE It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of the Thump Connect 2 app.

Things to Remember:

• Never listen to loud music for prolonged periods.
• Smell the roses from time to time.

Getting Started

There are a few steps to accomplish before messin' around with the Thump Connect app. For starters, we'll take a look at how to download, install and update the app. Next, we'll pair the device with the hardware via Bluetooth. The last step is setting levels.

Part I: Downloading and Installing the Thump Connect 2 App for Android

The easiest and fastest way to download and install the Thump Connect 2 app is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

1. Start by turning the device on (if it's not already).

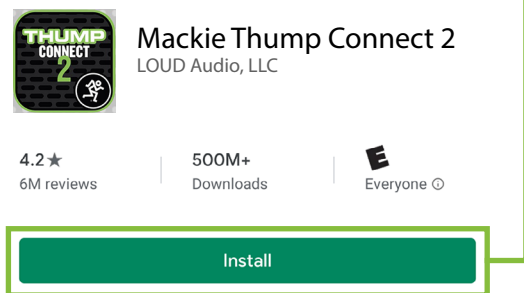2. With a good data connection open up the Play Store.
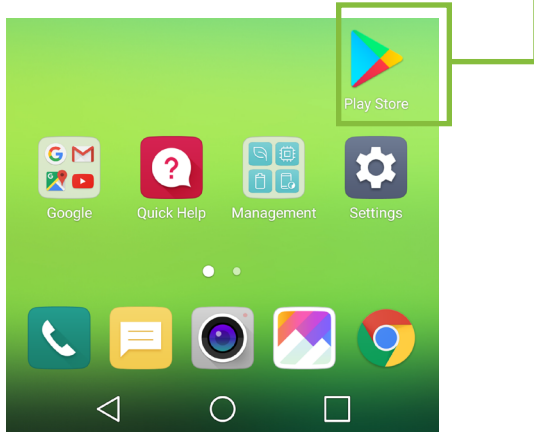
3. Type "Thump Connect 2" in the search box located at the top of the screen followed by tapping the 'Search' button.
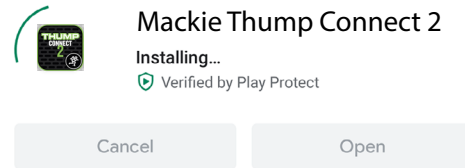
   ← Thump Connect 2 | ✕

4. Select the Thump Connect 2 app.

5. Now tap the INSTALL button.

   Mackie Thump Connect 2
   LOUD Audio, LLC

4.2★	500M+	E
6M reviews	Downloads	Everyone ⓘ

   Install

6. Thump Connect 2 is now installing, as seen below.

   Mackie Thump Connect 2
   Installing...
   ⓥ Verified by Play Protect
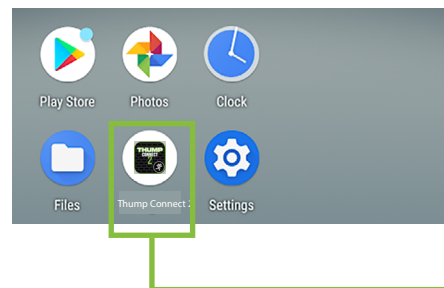
   Cancel   Open

The Thump Connect 2 app is now ready for use. From here, there are two ways to open the Thump Connect 2 app.

First, simply tap the green OPEN button to open the app...

   Mackie Thump Connect 2
   LOUD Audio, LLC

   Uninstall   Open
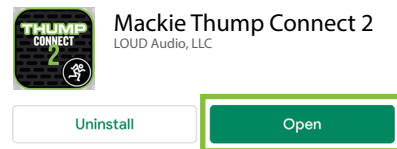
...or second, exit out of the Play Store back to the home screen. Tap the Thump Connect 2 app!

Part II: Pairing and Connecting the Android Device via Bluetooth

NOTE You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the Thump GO (unless auto connect is turned on) [Default]. Thump GO will auto connect to previously paired devices, if available.
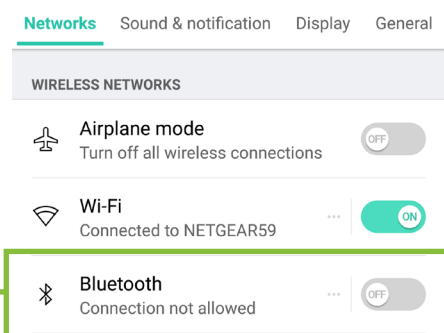
These are the steps necessary to pair the device with the Thump GO loudspeaker.

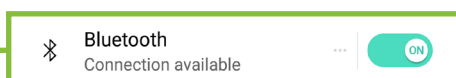1. Start by turning both the device and Thump GO on (if they're not already).

2. Tap Settings to open the device's settings.
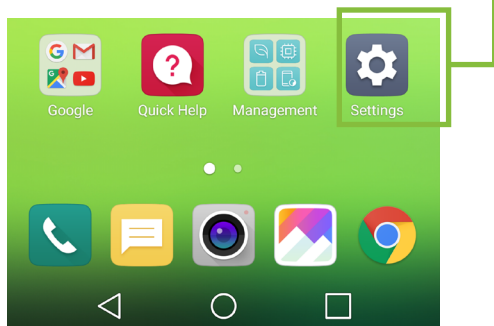
3. Enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].

4. Bluetooth is on!

5. To enter pairing mode, press and hold the Bluetooth Pair button on the rear panel of the Thump GO.

VERY IMPORTANT The button LED will illuminate and flash blue while in pairing mode. If it does not, start the pairing process again; confirm that the Thump GO is in pairing mode and that Bluetooth is enabled on the device. Please review the Thump GO Owner's Manual if you need additional details.

6. Go to Settings > Connected devices and tap 'Pair new device'.
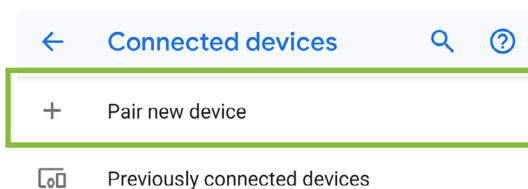
7. As seen below, the Thump GO is listed as a device, but is not connected. Tap it to start the pairing process.
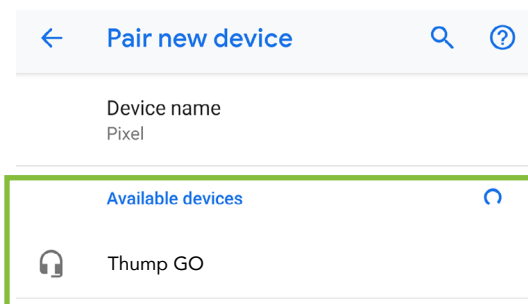
8. Here we're trying to pair and connect the Thump GO via Bluetooth.
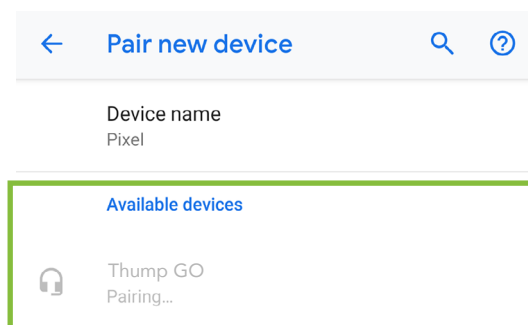
9. From there, your device should indicate that it is successfully paired and connected.
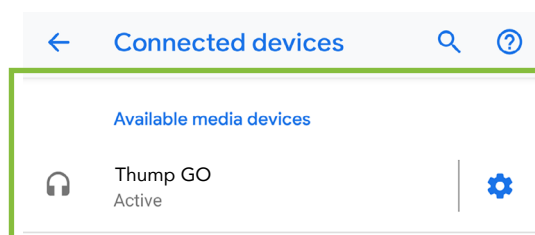
10. Now simply return to the home screen on the device, tap the Thump Connect 2 icon to open the app and let the good times roll!

Part I: Downloading, Installing and Updating the Thump Connect 2 App for iOS Devices

The easiest and fastest way to download and install the Thump Connect 2 app is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

1. Start by turning the device on (if it's not already).

2. With a good data connection open up the App Store.

3. Select "Search" from the App Store options.
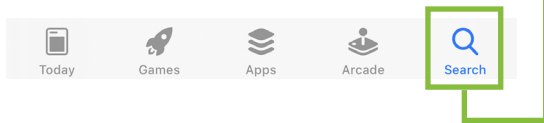
4. Type "mackie thump connect 2" in the search box followed by tapping the 'Search' button.
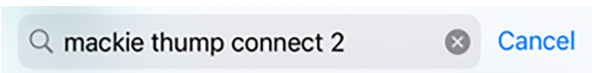
5. Select the Thump Connect 2 app.

6. Now tap the GET button.

7. From here, use your touch ID or face ID to install the Thump Connect 2 app.

As seen in the screen shot below left, the Thump Connect 2 app icon shows the progress of the download. The download is complete once the entire app is illuminated. The Thump Connect 2 app is now ready for use.

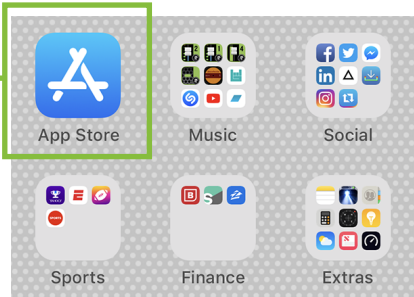8. It is possible that the Thump Connect 2 app has already been downloaded and installed. In this case, you're probably good to go. However, it is a good idea to go to the App Store to check for updates. You will want the latest and greatest version for the absolute best in functionality and versatility.

Once in the App Store, (1) tap your profile icon at the top-right of the device.
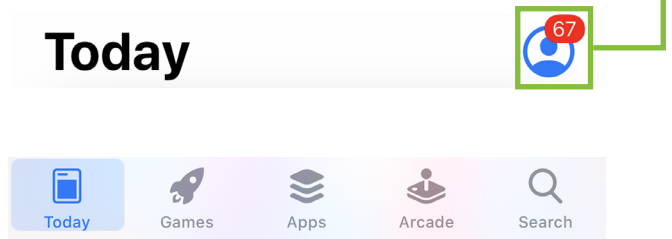
As you can see above (and below), a whopping 67 apps need to be updated, including Thump Connect 2. From here, you can tap the 'UPDATE' button for Thump Connect 2, although we recommend tapping 'Update All', located above the Thump Connect 2 app icon.

AVAILABLE UPDATES

Update All   67

Mackie Thump Connect 2
LOUD Audio, LLC
3 Days Ago   UPDATE

Bug fixes and performance enhancements.   more
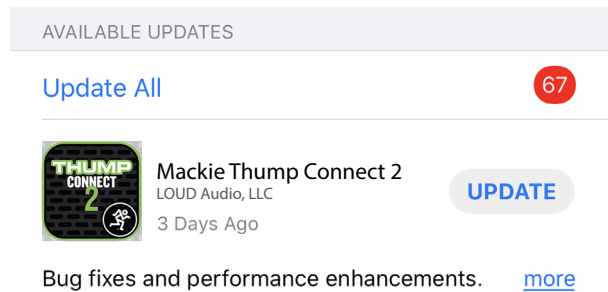
The updates will commence. Don't do anything until the downloads have completed. As you can see below, all apps are up to date now, including Thump Connect 2.

Part II: Pairing and Connecting the iOS Device via Bluetooth

NOTE You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the Thump GO (unless auto connect is turned on) [Default]. Thump GO will auto connect to previously paired devices, if available.

These are the steps necessary to pair the device with the Thump GO loudspeaker.

1. Start by turning both the device and the Thump GO on (if they're not already).

2. Tap the 'Settings' icon.

3. If the Bluetooth connection displays "Off" (as seen below) we'll need to turn it on. Tap anywhere on the Bluetooth line to open it.
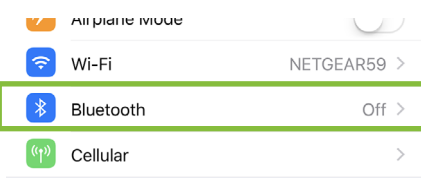
4. From here, enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].

5. To enter pairing mode, press and hold the Bluetooth Pair button on the rear panel of the Thump GO.

VERY IMPORTANT The button LED will illuminate and flash blue while in pairing mode. If it does not, start the pairing process again; confirm that the Thump GO is in pairing mode and that Bluetooth is enabled on the device. Please review the Thump GO Owner's Manual if you need additional details.

6. As seen below, the Thump GO is listed as a device, but is not connected. Here we're trying to pair and connect Thump GO via Bluetooth.
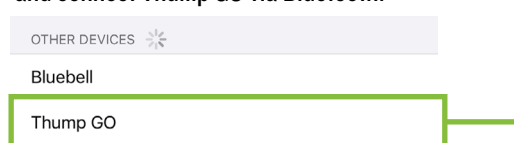
7. From there, your device should indicate that it is successfully paired and connected.

8. Now simply return to the home screen, tap the Thump Connect 2 icon to open the app and let the good times roll!

Additional Bluetooth Notes [Android and iOS]:

NOTE If the device had been previously connected to Thump GO via Bluetooth, but it displays "Not Connected", it's quite possible that the Thump GO is not powered on.

VERY IMPORTANT The bluetooth level of most phones and tablets are directly linked with the level controls of the Thump GO. In other words, you may raise or lower the volume with either the device or Thump GO.

However, the bluetooth level of some older phones and tablets are not linked with the level controls of the Thump GO, but is rather a supplementary level control. In other words, the volume of the Bluetooth on the device needs to be up in order to hear audio over Bluetooth. If this does not make sense, please refer to Appendix C: Optimizations for step-by-step instructions.

VERY IMPORTANT The Bluetooth may disconnect when affected by Electrostatic Discharge [ESD] or electrical fast transients (EFT). If this occurs, manually reconnect the Bluetooth connection.

Part III: Level Setting Procedure

The following steps will help you set up Thump GO quickly. Note that these same instructions may be found on page 4 of the Thump GO Owner's Manuals, but are listed again below.

NOTE These startup instructions are intended for the hardware only. Once proven that the Thump GO performs as desired, then pair it with a device and control it via the Thump Connect 2 app.

1. Make all initial connections with the power switches **OFF** on all equipment. Make sure the master volume, level and gain controls are all the way down.

2. If not using a subwoofer, connect the outputs from the mixing console (or other signal source) to the inputs on the rear panel of the loudspeakers.

3. If using a subwoofer, connect the outputs from the mixing console (or other signal source) to the inputs on the subwoofer, then connect the high pass outputs from the subwoofer to the inputs of the loudspeakers.

4. Push the line cord securely into the subwoofer's / loudspeaker's **IEC** connectors and plug the other ends into grounded AC outlets. The subwoofer/loudspeaker may accept the appropriate voltage as indicated near the IEC connector.

   If the battery is charged, Thump GO does not need an IEC power connection.

5. Turn the mixer (or other signal source) on.

6. Turn the subwoofer on (if applicable).

7. Turn the loudspeakers on.

8. Make sure the loudspeaker's channel gain knob(s) are set to mic or line.

9. Be sure that the volume of the input is the same as it would be during normal use.

10. Start the signal source and raise the mixer's main L/R fader up to a comfortably loud listening level.

11. Read the rest of the Thump GO Owner's Manual and the Thump Connect 2 app Reference Guide for more details!

Welcome!

The welcome screen is the first thing you will see after tapping the Thump Connect 2 app. Here you are able to demo or start using the app.

If an Android or iOS device and Thump GO have been paired previously, the Thump Connect 2 app will automatically load. However, if Thump Connect 2 IS NOT connected to a Thump GO via Bluetooth simply tap 'Demo' to demo the app.

NOTE: Demo mode works exactly the same as if it were connected, except there is no sound. Other than that, it's a great way to get a feel of how a Thump GO works before buying!
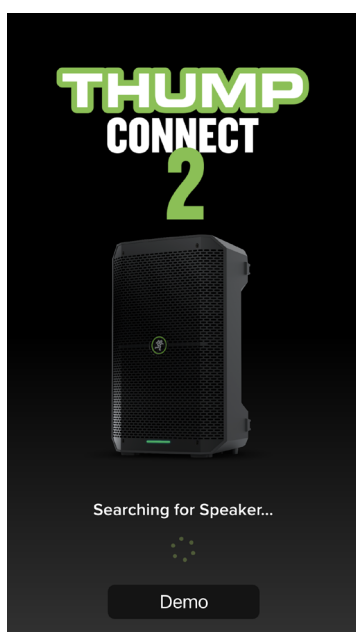
If the Bluetooth disconnects, an image similar to what is seen below is displayed. From here you may either (1) wait for the Bluetooth connection to be re-established between the Thump Connect 2 app and the Thump GO or (2) tap 'Demo' to demo the Thump Connect 2 app.
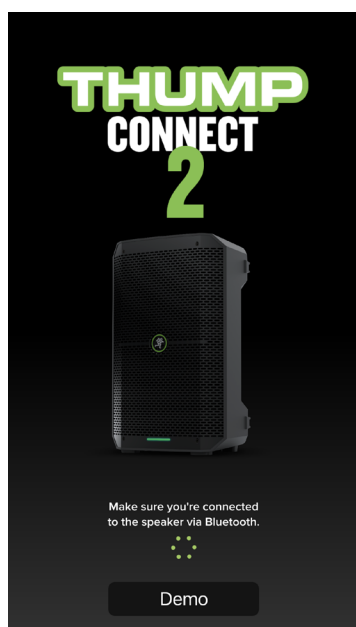
Thump Connect 2 – Two Main Views

From here on out, operation is virtually identical between Android and iOS. In addition to the opening Welcome view, there are two main views in the Thump Connect 2 app and this page outlines what may be accomplished with each of these two views. Soon enough we will go through each of these in detail.

Home View
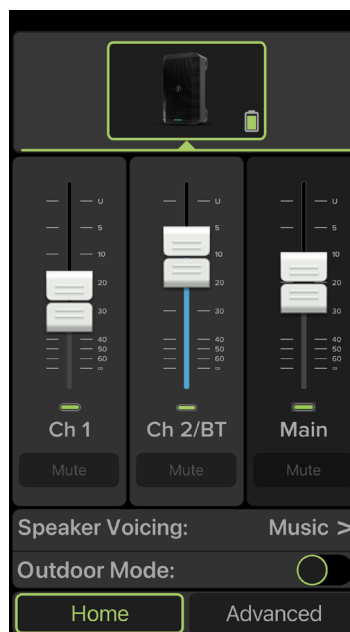
As seen in the image above, the Home View allows access to key controls such as levels, speaker voicing, mutes and more.

Advanced View
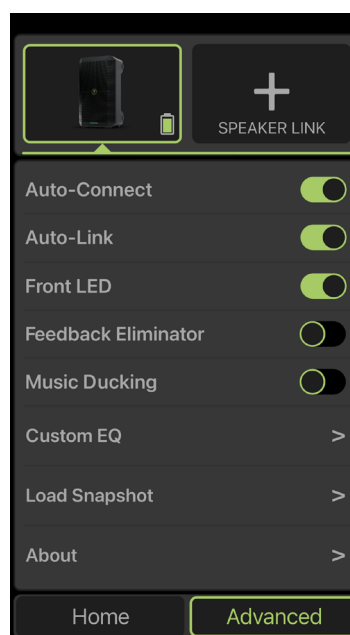
As seen in the image above, the Advanced View allows access to deeper functionality including a Feedback Eliminator, Music Ducking, Custom EQ, Snapshots and more.

Home View

Introduction

As mentioned earlier, the Mixer View allows access to key controls such as levels, speaker voicing, mutes and more.

1. Mute

Mute buttons do just what they sound like they do. They mute — turn off — the signal on the channel(s).

Mute buttons illuminate red when engaged and are gray when disengaged.

2. Channel Name

The input and output channels are labeled between the mute buttons and faders. These labels display the fader value as the fader level is adjusted; in the case to the right, −11.6 dB on the Ch. 2/BT channel.

That's not all! If you press and hold a finger over the channel name, the keyboard appears. Here you're able to rename all inputs and outputs. Simply type in the name you want for that input / output followed by tapping the 'Done' button.

Are emojis more your thing? Use those instead of text! Check out the Bluetooth channel (phone containing backing tracks) and main output (a woofer for the main PA).
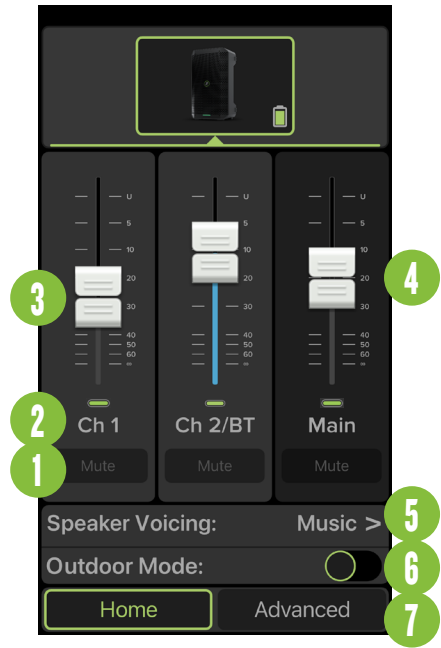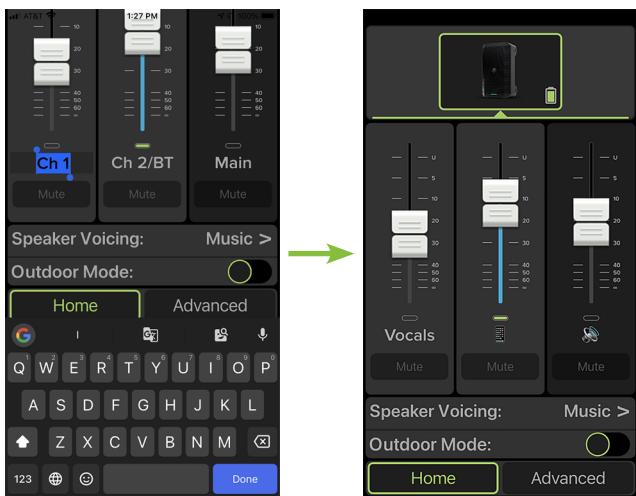
3. Channel Faders

The touch sensitive faders adjust the channel's relative volume to the master bus. Adjustments are made by touching and dragging channel faders up and down.

- Channels 1, 2 and Bluetooth: −∞ dB (off) to +0.0 dB (max)
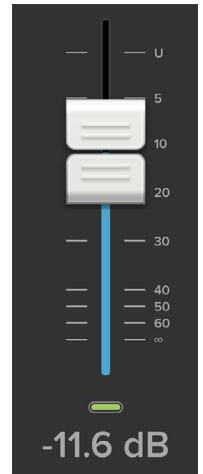
4. Main Mix

The main mix strip looks and works nearly identical to that of an input channel strip. The only difference is that this fader adjusts the main output level of the Thump GO.

- Main Mix: −∞ dB (off) to +0.0 dB (max)

Home View Continued...

5. Speaker Voicing

The voicing mode allows you to change the Thump GO's voicing to tailor it to best suit your particular application.

Press anywhere along the horizontal speaker voicing mode strip to open up the voicing mode selections, then select the voicing mode simply by tapping it. The selected voicing mode will be surrounded by a thin green line to confirm the choice.

Return to the main home view by tapping '<BACK' located near the upper-left corner.

The four speaker modes are as follows:

• MUSIC Voicing Mode – This mode is full range, but focuses on increased bass and brilliant high frequencies. This is the place to start for most DJ / music playback applications.

• SPEECH Voicing Mode – This mode features a significant low frequency roll-off to attenuate low-end vocal boom. It also adds boost to high frequencies – critical for speech intelligibility – and notches part of the spectrum where feedback squeal commonly lives. Additionally, a dedicated compressor engages in this mode to help control the aggressive dynamics generated by speech. This process chain is perfect for applications where highly amplified, intelligible speech is the desired output.

• MONITOR Voicing Mode – Monitor mode was tailored to reduce excess low frequency output when coupled with the ground, while also reducing mid-range bite for the artist(s).

NOTE This mode should only be engaged when the speaker is in its monitor orientation on a stage or floor... if not, the low-end will sound very lean.

• SUB Voicing Mode – This mode rolls off a little bit of the low end so you get approximately 3 dB of extra output from the Thump GO. If you are also using the Thump GO to high-pass the signal to be sent to a subwoofer – instead of using the high-pass out of a subwoofer – then you can use this mode in place of 'Music' mode to benefit from the extra output.

6. Outdoor Mode

Regarding outdoor mode... in a sentence, choose whether you are using Thump GO inside or outside. The speaker's voicing is altered to the environment. That's all you need to know, but we're going to give you more!

When speakers are outside, a combination of low and high frequencies don't build up the way they do inside. Thump GO corrects for that by boosting the frequency ranges that become deficient so the speaker sounds the same outside as when it's inside. You make the selection, we'll do the rest!

Enable outdoor mode simply by swiping right. [Tapping also enables / disables outdoor mode].

Outdoor Mode: ⬤

7. Advanced View

Everything you read on these last two pages exists in the home view... but there's a whole 'nother view. The advanced view. Tap the 'Advanced' tab to open it and read all about it on the following pages!

Advanced View

Introduction

As mentioned earlier, the Advanced View allows access to deeper functionality including a Feedback Eliminator, Music Ducking, Custom EQ, Snapshots and more. Without delay, let's dig right in!
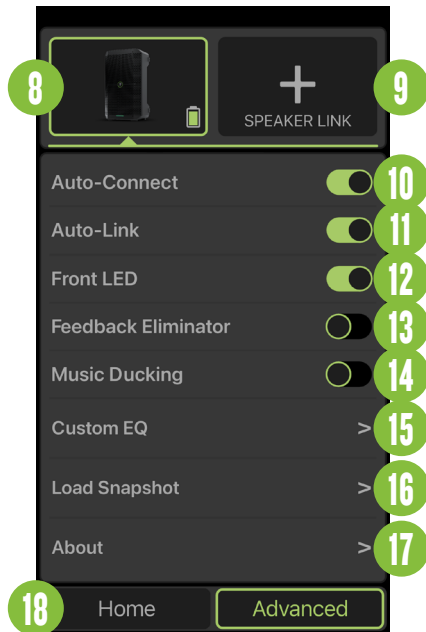
8. Battery Level / Speaker Selection

This button serves a dual purpose. On one hand, it displays the remaining battery life. Nothing may be selected, changed, updated, edited, loaded / saved, etc. It is simply a means to display the current battery level.

While the remaining battery life may be seen on the Thump Connect 2 App, the most reliable method for knowing the battery status is still via the battery LED on the rear panel of Thump GO.

However, when speakers are linked, a world of options is at your fingertips. More on that to the right.

9. Speaker Link

Two Thump GO loudspeakers may either be linked together or separate (i.e. not linked). Additionally, there are options when linked, as they support both stereo and zone (dual mono) linking. Lastly, if stereo is selected, you may select which loudspeaker is located on the left and which is on the right.

To link:

In order to link two Thump GO loudspeakers, press the 'Speaker Link' button. As seen below, the text will change from 'Speaker Link' to 'Stop Linking'.
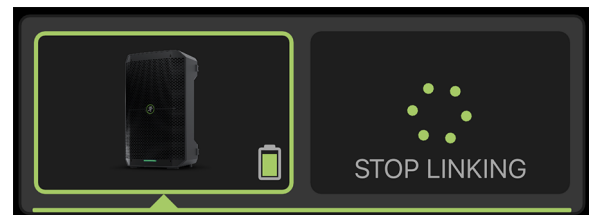
Within (approximately) 30 seconds, a quick press and release of the 'Link' button on the secondary Thump GO allows both units to "see" each other, handshake and link.

The LEDs on both units will stop flashing and remain solid, indicating great success! Additionally, the top portion of the advanced view of the Thump Connect 2 app would now look something like this (with the primary loudspeaker containing the link icon)...

To unlink:

In order to unlink the two Thump GO loudspeakers, tap the "X" located near the top-right corner of the Thump GO thumbnail – Thumpnail anyone? – on the Thump Connect 2 app. They will automatically unlink and the LEDs on both units will turn off.

If a phone – or two different phones – have been paired via Bluetooth with two Thump GO loudspeakers, they will not link. The options are either (1) one phone connected via Bluetooth and Thump GO loudspeakers may be linked or (2) two phones connected via Bluetooth to two different Thump GO loudspeakers and they may be not be linked.

Advanced View Continued...

As mentioned on the previous page, when two loudspeakers are linked, they function in either stereo or zone (dual mono).

So what's the difference? Let's take a look!

STEREO: The stereo setting is your default two loudspeaker setup, ideal for applications such as a party, DJ, etc., where a device is paired and streaming music in stereo. Here the main level controls both speakers.

The following channels are available for simultaneous adjustment when the Thump GO loudspeakers are linked in stereo:

- Ch. 1 Primary or Secondary
- Ch. 2/BT Primary or Secondary
- Stereo Main

If the bluetooth mode is set to stereo, you may select which loudspeaker is located on the left and which is on the right. Simply tap the "Switch L/R" button to switch. Regardless of side, the secondary loudspeaker will contain both the linked icon and the "X" (to unlink).

ZONE: The zone mode setting is your optional loudspeaker setup, ideal for when the speakers are placed in different locations and allows for separate main level controls.

See the image below for what the mixer looks like when zone is the selected bluetooth mode. Separate level controls for each loudspeaker! Inputs and outputs with signal display a green LED below each fader, while inputs and outputs with no signal remain gray. Simply tab either loudspeaker button to see (and change) its input levels.
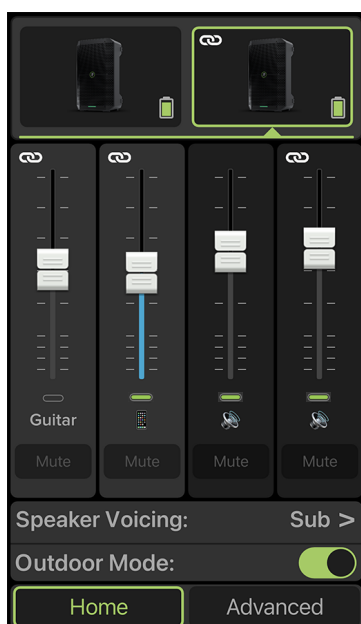
Loudspeakers in zone mode setting will receive a mono-summed signal.

The following channels are available for independent adjustment when the loudspeakers are linked in zone mode:

- Ch. 1 Primary and Secondary
- Ch. 2/BT Primary and Secondary
- Primary and Secondary Main

10. Auto-Connect

When ON [Default] is selected – switch to the right – this allows a previously paired device to auto reconnect if both the device and Thump GO loudspeaker are powered on and in range.

As such, when OFF is selected, a previously paired device will not reconnect automatically regardless of the range or on/off status of the device and Thump GO loudspeaker.
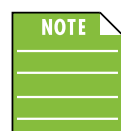
NOTE The Bluetooth connection may disconnect when affected by electrostatic discharge (ESD) or electrical fast transients (EFT). If this occurs, manually reconnect the Bluetooth connection.

11. Auto-Link

When ON [Default] is selected – switch to the right – this allows two previously paired Thump GO loudspeakers to automatically re-link if both are powered on and in range.

As such, when OFF is selected, a previously paired speaker will not re-link automatically regardless of the range or on/off status of the Thump GO loudspeaker(s).

12. Front LED

There is a single horizontal LED bar located on the front-bottom of each Thump GO loudspeaker.

When ON [Default] is selected – switch to the right – the LED illuminates in all its glory.

As such, when OFF is selected, the LED does not illuminate; it is turned off and Thump GO is operating in 'stealth' mode.

A CLOSER LOOK An important note regarding the LED on the front of your Thump GO. When Thump GO is powered off (but plugged into a power source), the LED functions as the battery charging level indicator. The front LED will slow-flash green in increments of 700 ms (700ms on / 700 ms off). Once fully charged, the LED will stay illuminated green (no flash).

Advanced View Continued...

13. Feedback Eliminator

The multi-band feedback eliminator hunts down offending feedback frequencies and applies up to six notch filters automatically to destroy feedback and maximize gain prior to feedback. This is a great tool for when an engineer is not present.

When OFF [Default] is selected – switch to the left – the feedback eliminator is not engaged. If filters have been applied, this setting will retain its current filter settings if there are any, but they will not be engaged until it is turned back on.

As such, when ON is selected, scanning occurs continuously. The six filters will engage sequentially when feedback is present until all are used and then it will be locked. If feedback is identified on an existing filter, the notch will deepen in three steps to further destroy the offending feedback frequency. Pretty cool, huh?!

> **A CLOSER LOOK** When two Thump GO loudspeakers are linked together in stereo mode, the feedback eliminator should only be engaged on the primary Thump GO.

14. Music Ducking

Have you been to an event where music was playing, then when someone spoke into the mic, that the music volume decreased greatly (but was still there)? That's called "music ducking"!

When OFF [Default] is selected – switch to the left – music ducking is not engaged. Everything will continue to work as expected.

When the music ducking switch is engaged, the channel 2 and Bluetooth streaming levels will decrease when a mic signal is present on channel 1. As if by magic, once the speaking is completed, the music will return back to its previous level. True wizards, those engineers... and none of them have long grey beards, robes and pointy hats.

> **NOTE** The audio nerds out there might like to know that the channel 2 level decreases by 15 dB when a mic signal is present in channel 1 (and when auto-ducking is engaged, of course).

15. 2-Band EQ

Thump Connect 2 has 2-band equalization at carefully selected points — low shelving at 80 Hz and high shelving at 6.5 kHz. "Shelving" means that the circuitry boosts or cuts all frequencies past the specified frequency. For example, dragging the low EQ ball 5 dB to the top boosts bass starting at 80 Hz and continuing down to the lowest note you never heard and 6.5 kHz on up boosts the treble in the case of the high EQ.

> **NOTE** With too much EQ, you can screw things up royally. We've designed a lot of boost and cut into the equalizer circuit because we know everyone will occasionally need that. But if you max the EQs, you'll likely get mix mush. Equalize subtly and use the bottom side of the EQ balls (cut), as well as the top (boost).

Press anywhere along the horizontal custom EQ strip to open up the parametric EQ, as seen below. Tap and drag an EQ ball up or down to the desired setting. Simply double-tap an EQ ball to reset it to ±0 dB. Return to the main home view by tapping '<BACK' located near the upper-left corner.

Scoop the mids? Nah, I'm just in a good mood, so we're going with a smiley face!
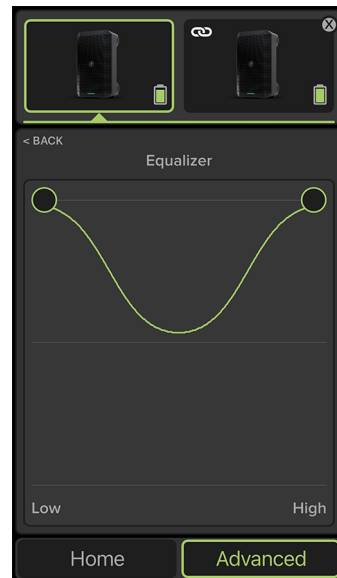
Low EQ

This ball gives you up to ±6 dB boost or cut below 80 Hz. The processing is flat (no boost or cut) at the center position. This frequency represents the punch in bass guitar, fat synth patches, and some really serious male singers (as opposed to really funny male singers).

Advanced View Continued...

High EQ

This ball gives you up to ±6 dB boost or cut at 6.5 kHz, and it is also flat at center. Use it to add sizzle and overall sense of transparency, or edge to keyboards, vocals, guitar and bacon frying. Turn it down a little to reduce sibilance, or to hide hiss.

16. Load Snapshot

Here is where settings for Thump GO may be saved to memory and recalled at a later time. What's more, each setting may be custom-named! No more having to reset levels upon every power-up or trying to remember what each snapshot represents.

Press anywhere along the horizontal load snapshot strip to open up the list of snapshots. This is similar to what you will see when it is opened for the first time:
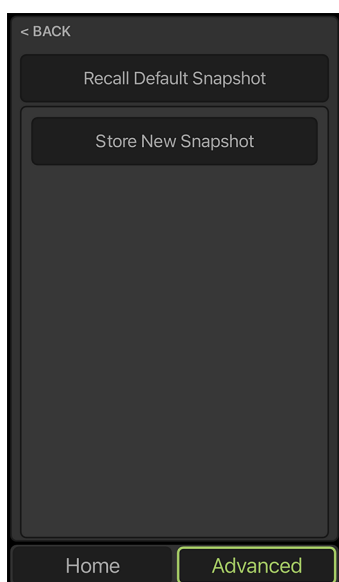
There are a whopping 10 user snapshots and another to recall the default settings.

After tapping 'Store New Snapshot', the current settings will be saved as 'Snapshot 1'. Now tap 'Snapshot 1' to reveal the following possibilities:

Save – Tap this to save the current settings to the corresponding snapshot.

Please be aware that the new settings will replace the currently saved settings.

Recall – Tap this to recall the settings of the selected snapshot. The text of the currently selected snapshot will illuminate green.

Rename – Tap this to bring up the blinking cursor and keyboard. Simply type in the name you want for that snapshot followed by tapping the 'Done' button.
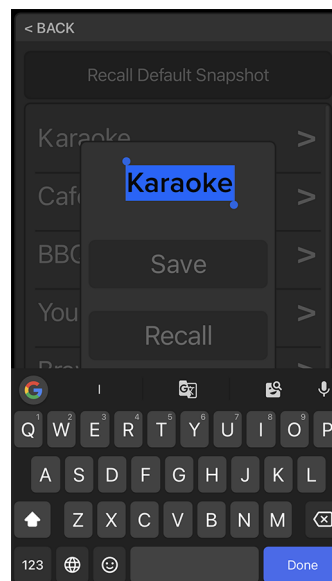
Recall Default Snapshot – Tap this to return all settings — faders, mutes, EQ, etc. — to their default settings. It is a convenient way to start with a fresh slate, essentially "zeroing out" the board.

This selection will always remain at the top, above all the user snapshots.

The loudspeaker will revert back to the default factory settings within the app (except for BT auto pair/link) when the unit is power cycled, so make sure to save a snapshot if you'd like to recall your last saved settings.

Advanced View Continued...

17. About

The 'About' section displays information about the Thump Connect 2 app version that is currently installed on the device.

Press anywhere along the horizontal about strip to reveal all of the possibilities that lie within. This is similar to what you will see when it is opened:

< BACK

Contact Support

Docs & Videos

Product Manuals

Privacy Policy

Version Info

Disconnect

Home | Advanced

The list below describes all of the goodies as shown in the image above:

Contact Support – So you need to talk to someone and your psychiatrist doesn't know the first thing about Thump Connect 2? We've got your back... tap here to contact Tech Support using your device!

Docs & Videos – Several resources – including support documentation, videos and more – have been created for the Thump Connect 2 app. Tap this link to check out the videos!

Product Manuals – Several resources – including support documentation, videos and more – have been created for the Thump Connect 2 app. Tap this link to check out the product manuals!
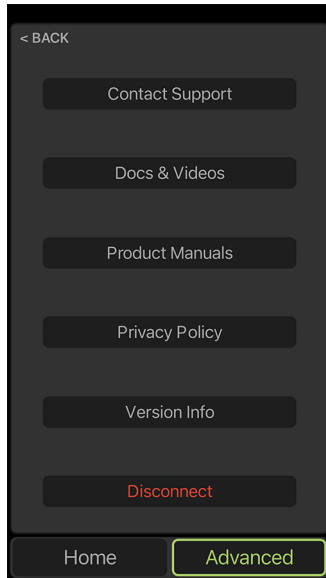
Privacy Policy – Fancy yourself doing some investigative reading (or need some material to help you sleep)? Tap 'Privacy Policy' and read away.

Version Info – Tapping this tab displays information about the Thump Connect 2 app version that is currently installed on the device. For the most part, this information is useless mumbo jumbo. There is no need to go here unless requested by Technical Support.

< BACK

Contact Support

Docs & Videos

App Version:	109
Firmware Version:	1.1.11
XML Version:	2
DSP Version:	1.1.1.120
Bluetooth Firmware:	1.29
MAC:	CB:4E:FC:77:F5:61

Version Info

Disconnect

Home | Advanced
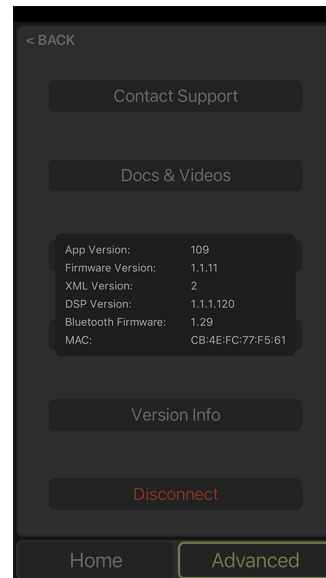
Disconnect – At times it's nice — and necessary — to just disconnect from the world and recharge your batteries. That is not what this button does; you need to do that on your own. Tapping this button disconnects the device from the loudspeaker.

18.Home

Everything you read on these last few pages exists in the advanced view... but there's a whole 'nother view. The home view. Tap the 'Home' tab to open it and read all about it on

Appendix A: Service Information

Troubleshooting

If you think your Thump GO has a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website (www.mackie.com/support) where you will find lots of useful information such as FAQs and other documentation. You may find the answer to the problem without having to part with your Thump GO.

Here are three useful tips that could correct any of the issues outlined below (or possibly any other issue that we haven't yet discovered):

(1) — Restart the device. Don't just restart the Thump Connect 2 app. Restart the device! Completely power it down, then power it back up.

(2) — Restart the Thump GO. This is especially useful after software updates where the hardware and software aren't quite on the same page. A simple reboot of the hardware can sometimes work great wonders.

(3) — Level setting procedure. If you are having any sound (or non-sound) issues, try following the level setting procedure as outlined on page 8 to verify that all of the volume controls in the system are properly adjusted.

No power

• Our favorite question: Is it plugged in? Make sure the AC outlet is live [check with a tester or lamp].

• Our next favorite question: Is the power on? If not, try turning it on.

No sound

• Is the level of the input source turned all the way down? Verify that all the volume controls in the system are properly adjusted.

• Is the signal source working? Make sure the connecting cables are in good repair and securely connected at both ends. Make sure the output level control of the source is turned up sufficiently.

• Make sure the source(s) are not turned off or muted. If you find something like this, make sure the level is turned down before disengaging the offending switch.

Poor sound

• Is it loud and distorted? Make sure that you're not overdriving a stage in the signal chain. Verify that all level controls are set properly.

• Is the input connector plugged completely into the jack? Be sure all connections are secure.

Noise

• Make sure all connections to the Thump GO are good and sound.

• Make sure none of the cables are routed near AC cables, power transformers, or other EMI-inducing devices.

• Is there a light dimmer or other SCR-based device on the same AC circuit as the Thump GO? Use an AC line filter or plug the Thump GO into a different AC circuit.

Hum

• Try disconnecting the cable(s) connected to the main input jack(s). If the noise disappears, it could be a "ground loop," rather than a problem with Thump GO. Try some of the following troubleshooting ideas:

   • Use balanced connections throughout your system for the best noise rejection.

   • Whenever possible, plug all the audio equipment's line cords into outlets which share a common ground. The distance between the outlets and the common ground should be as short as possible.

Bluetooth / Other Issues

• Are you running the latest and greatest Thump Connect 2 software? Go to the Play Store [Android] or App Store [iOS] and check for an update.

• Leave Thump Connect 2 and then return by pressing the Home button on the device.

• Force quit the Thump Connect 2 app, then re-open.

• Please email or call Technical Support if you are having other issues:
   o mackie.com/support-contact
   o 1-800-898-3211

Appendix B: Technical Information

Specifications

Recommended Devices and OSs:

*Android

Version Requirement	v7.0 or higher required
Android Phones	Google Pixel 2, Google Pixel, Google Pixel XL, Samsung Galaxy S10e, Samsung Galaxy S9, Samsung Galaxy S8+, Samsung Galaxy S8, Samsung Galaxy S7, HTC 10, LG G5, Moto G4 Play
Android Tablets	Lenovo TB-8504F, Google Pixel Tablet 10.2", Samsung Galaxy Tab S3, Asus Zen Pad 7"

*iOS

Version Requirement	iOS v12.0 or higher required
iPhones	iPhone 11, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6, iPhone 6 Plus
iPad	iPad Air 2, iPad Air, iPad Pro 9.7", iPad Pro 10.5", iPad Pro 11", iPad Pro 12.9", iPad Pro 12.9" (3rd Gen), iPad (6th Gen), iPad (5th Gen), iPad mini 4, iPad mini 3, iPad mini 2

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v7.0 and higher and Apple iOS 12.0 and higher.

System Processing

Channel EQ	2-band
Low Shelving	±6 dB @ 80 Hz
High Shelving	±6 dB @ 6.5 kHz
Increments	±1.0 dB
Voicing Mode	4 Voicing Modes

Bluetooth Information

Bluetooth Protocol	5.0
Bluetooth Function	Audio Streaming and User Interface Control

About

Reference Guide Version	V1.0
Part Number, Rev and Date	SW1350, Rev A, September 2021

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Since we are always striving to make our products better by incorporating new and improved materials, components, and manufacturing methods, we reserve the right to change these specifications at any time without notice.

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Please check our website for any updates to this Reference Guide: www.mackie.com

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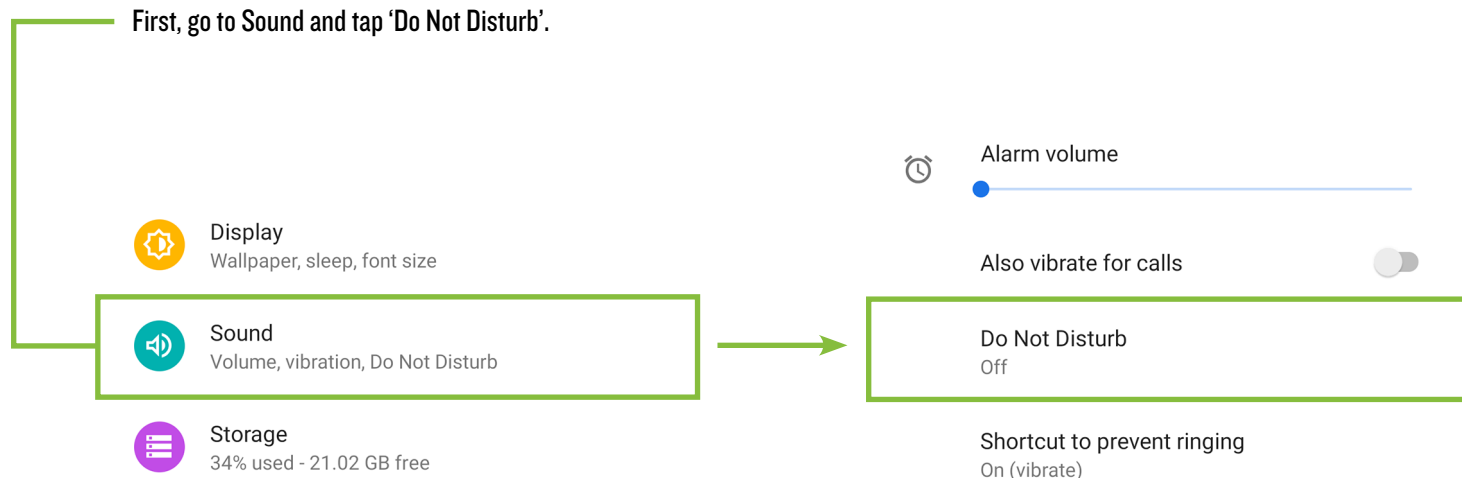# Appendix C: Android and iOS Optimizations

Android Optimizations

Below is a list of ways to trick out your Android device to optimize its use with theThump Connect 2 app. When you have some additional time, use your favorite search engine to search "trick out your Android device" for other ways to optimize your Android device. All of the following tips and tricks may be found by going to Settings on the Android device.

Android Optimization #1 : Mute sounds, including phone calls, email alerts, calendar event warnings, alarms and other extraneous Android noises (except music apps; those will continue to play).

NOTE If a mic is plugged into a Thump GO, the person on the other end of a call can't hear you, so they're better off leaving a voice mail, anyway.

First, go to Sound and tap 'Do Not Disturb'.

Alarm volume

Display
Wallpaper, sleep, font size

Also vibrate for calls

Sound
Volume, vibration, Do Not Disturb

Do Not Disturb
Off

Storage
34% used - 21.02 GB free

Shortcut to prevent ringing
On (vibrate)

Next, tap 'Turn on now'. The previous screen will show that 'Do Not Disturb' is now ON.

Schedule

Duration
Until you turn off (unless turned on automatically)

Alarm volume

Turn on automatically
Never

Also vibrate for calls

Turn on now

Do Not Disturb
On

Shortcut to prevent ringing
On (vibrate)
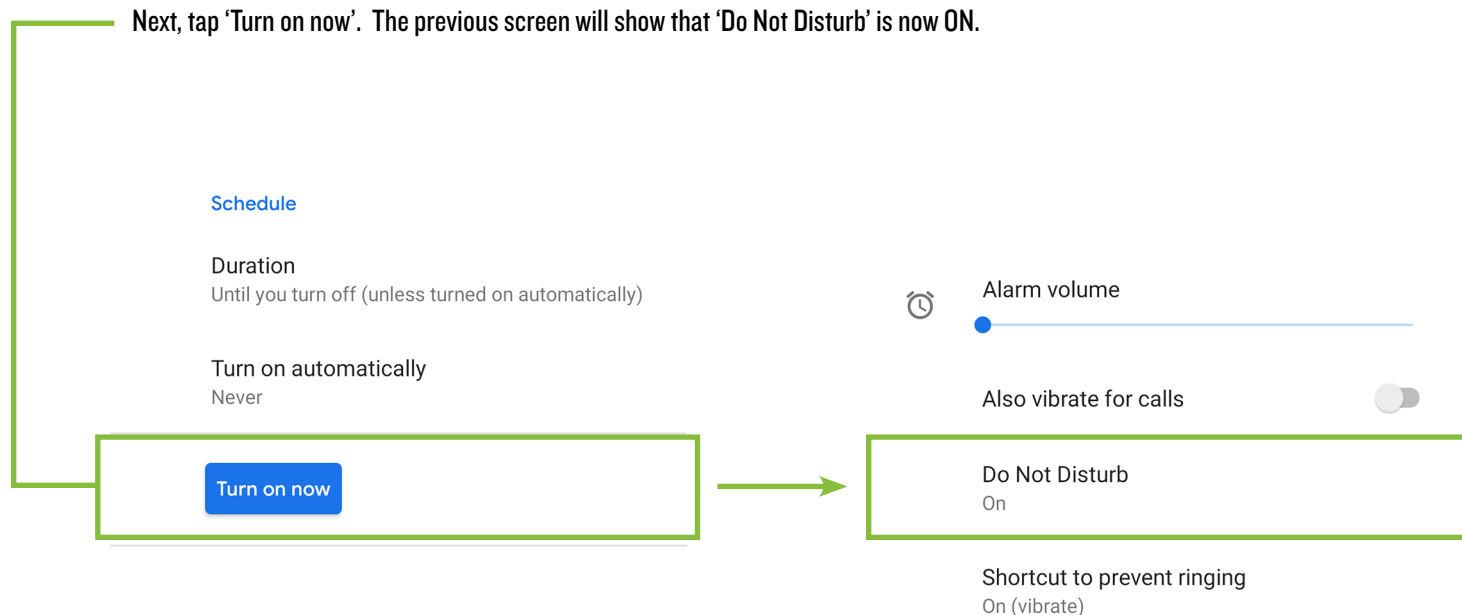
Android Optimization #2 : The bluetooth level of most phones and tablets are directly linked with the level controls of the Thump GO. In other words, you may raise or lower the volume with either the phone / tablet or Thump GO.

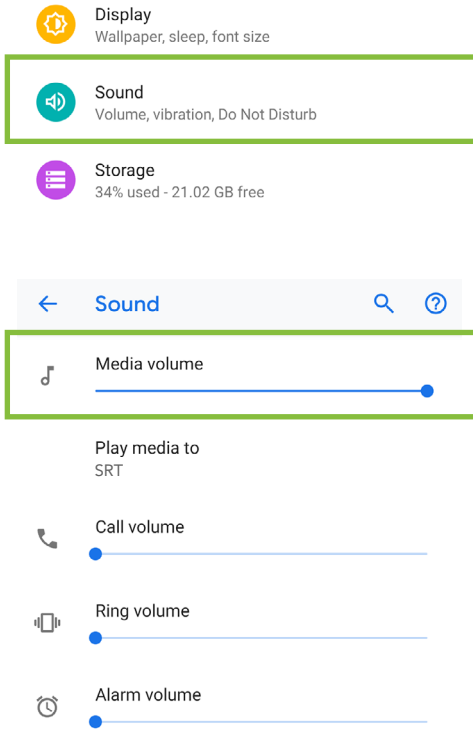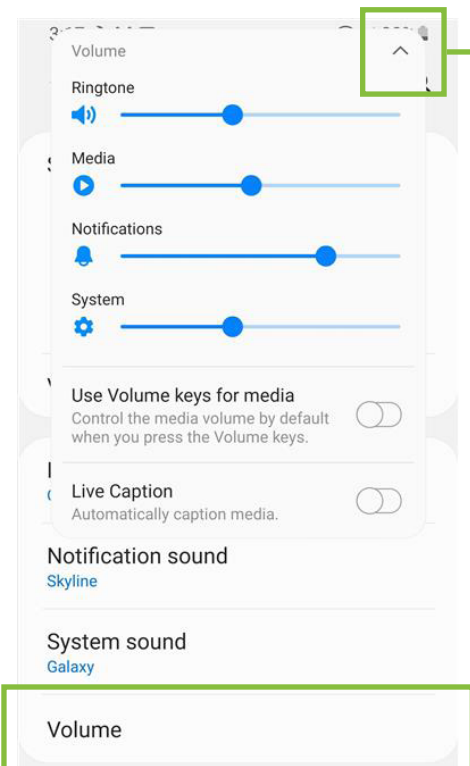However, the bluetooth level of some older phones and tablets are not linked with the level controls of the Thump GO, but is rather a supplementary level control. In other words, the volume of the Bluetooth on the device needs to be up in order to hear audio over Bluetooth.

On a Pixel, simply go to Sound and drag the 'Media volume' slider to the right.

Note that the call volume, ring volume and alarm volumes are all off [sliders fully left].

Display
Wallpaper, sleep, font size

Sound
Volume, vibration, Do Not Disturb

Storage
34% used - 21.02 GB free

← Sound

Media volume

Play media to
SRT

Call volume

Ring volume

Alarm volume

On a Samsung, simply tap Volume, then tap the drop-down at the top-right to view and update the other volumes.

Volume

Ringtone

Media

Notifications

System

Use Volume keys for media
Control the media volume by default when you press the Volume keys.

Live Caption
Automatically caption media.

Notification sound
Skyline

System sound
Galaxy

Volume

Android Optimization #3 : Thump Connect 2 and Auto Updating Apps

Android allows apps to be updated in the background. This is great for consumer apps like games, etc. However, you use apps like Thump Connect 2 and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.
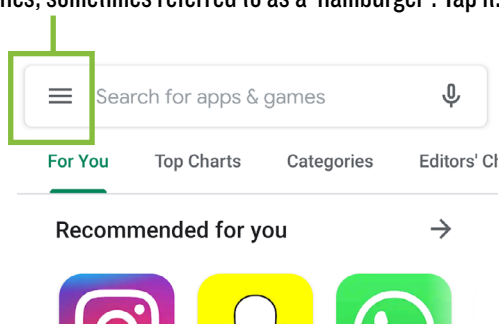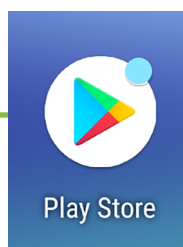
1. You are notified of a Thump Connect 2 update through the Play Store.

2. You download and install the update. Boom. The app is updated.

But now, the operating system can update an app in the background automatically, including the Thump Connect 2 App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen. To avoid this, we strongly recommend you disable automatic updates for Apps.
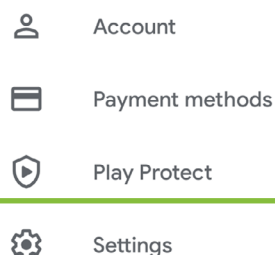
Here's how:
Tap the Play Store icon to open it.

In the upper-left corner are three horizontal lines, sometimes referred to as a 'hamburger'. Tap it.

Play Store

≡ Search for apps & games 🎤

For You   Top Charts   Categories   Editors' Ch

Recommended for you   →

From here you will want to tap 'Settings' followed by 'Auto-update apps'.

👤 Account

💳 Payment methods

▶ Play Protect

⚙ Settings

← Settings

General

Notifications
Manage notification settings

App download preference
Over any network

Auto-update apps
Auto-update apps over Wi-Fi only.

Lastly, simply select "Do not auto-update apps." It will be noted in your settings!

Auto-update apps

○ Over any network
Data charges may apply

○ Over Wi-Fi only

◉ Don't auto-update apps

← Settings

General

Notifications
Manage notification settings
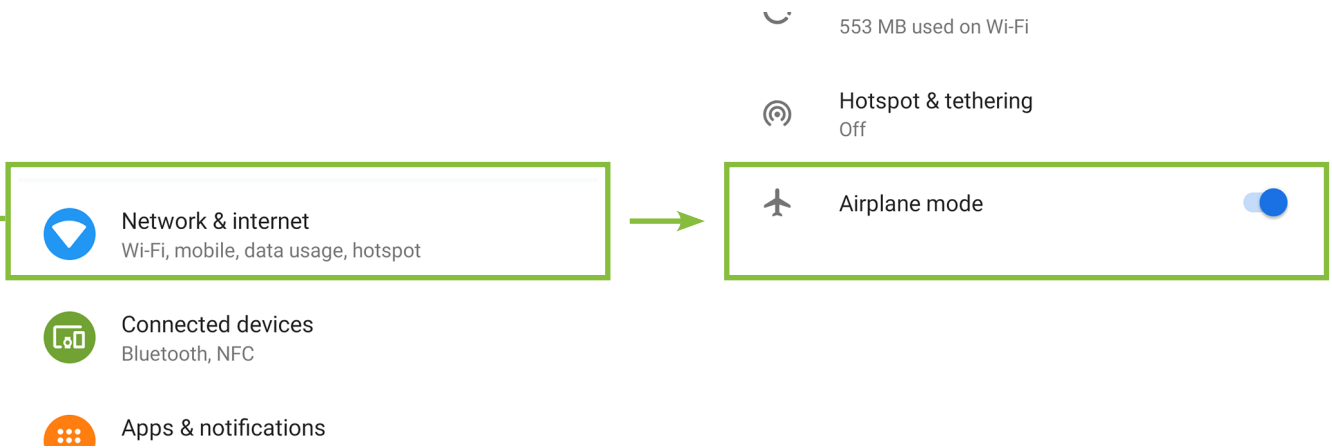
App download preference
Over any network

Auto-update apps
Don't auto-update apps

DONE

Android Optimization #4 : Blocking calls.

To block calls, go to Settings > Network & internet and put the phone into 'Airplane Mode'.

553 MB used on Wi-Fi

Hotspot & tethering
Off

Network & internet
Wi-Fi, mobile, data usage, hotspot

Airplane mode

Connected devices
Bluetooth, NFC

Apps & notifications

Then go to Settings > Connected devices and turn Bluetooth back on.

3

Network & internet
Wi-Fi, mobile, data usage, hotspot

Connected devices
Bluetooth, NFC

Apps & notifications

← **Connected devices**

Available media devices

Thump GO
Active
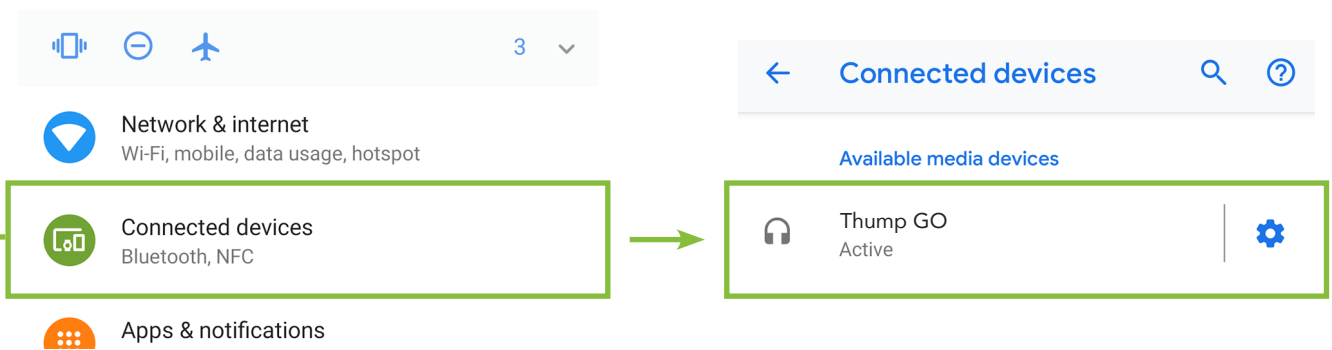
iOS Optimizations

Below is a list of ways to trick out your iOS device to optimize its use with the Thump Connect 2 app. When you have some additional time, use your favorite search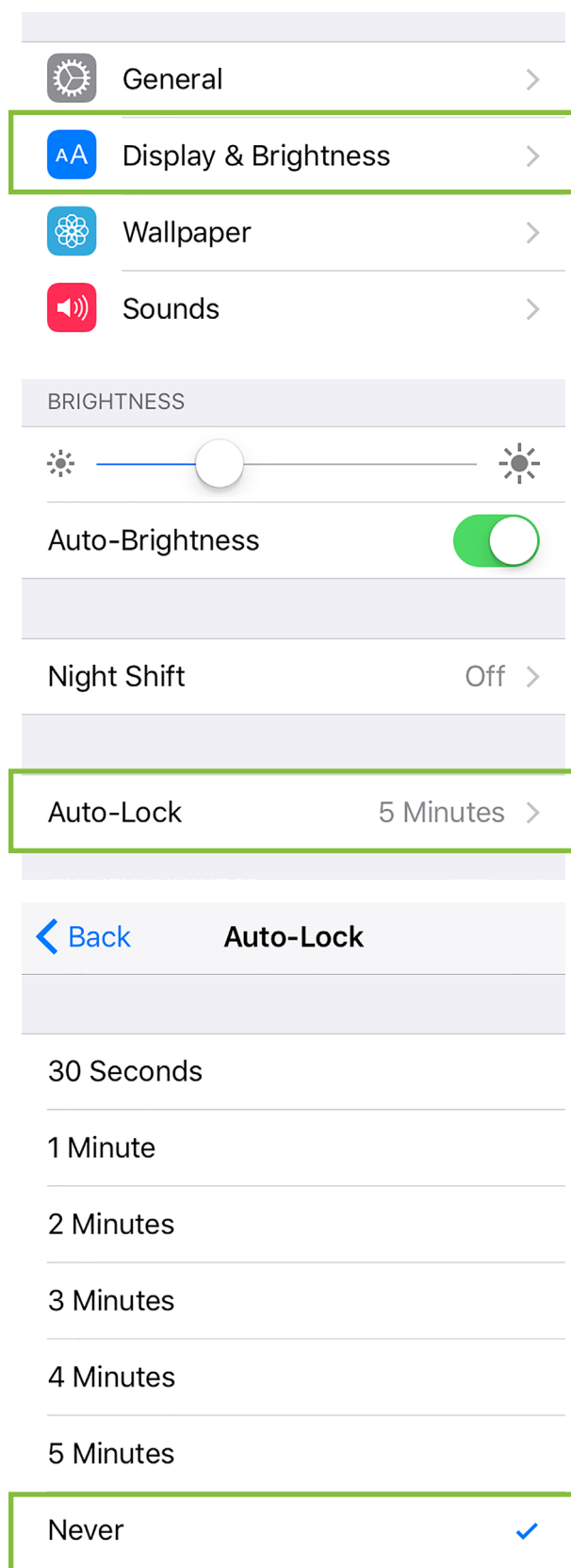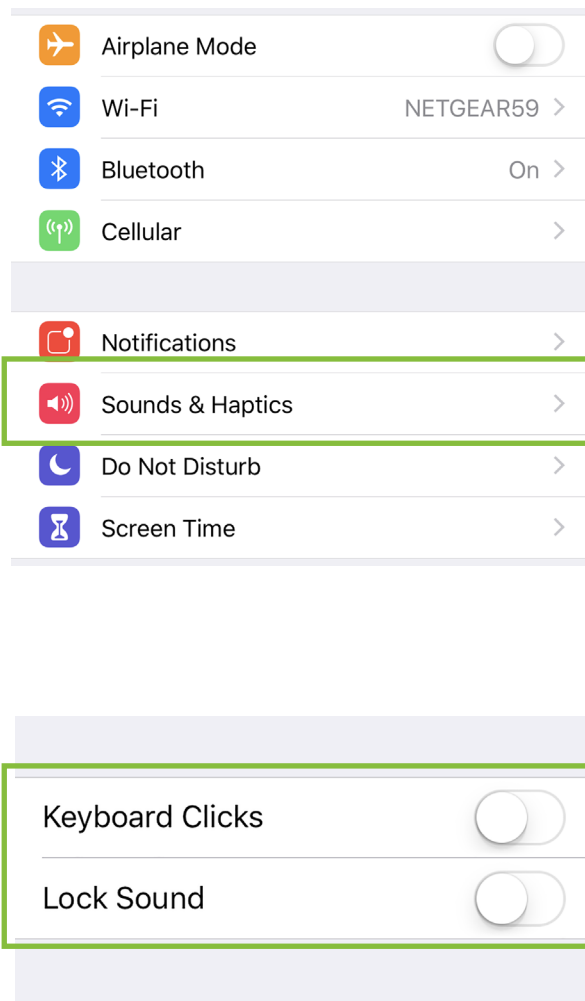 engine to search "trick out your iOS device" for other ways to optimize your iOS device. Many of the following tips and tricks may be found by going to Settings > General on the iOS device.

iOS Optimization #1 : Prevent the device from turning off in the middle of a presentation (or worse yet, a rockin' karaoke performance!).

Simply change the Auto-Lock from its current selection to "Never".

	General	>
AA	Display & Brightness	>
	Wallpaper	>
	Sounds	>

BRIGHTNESS

Auto-Brightness

Night Shift   Off >

Auto-Lock   5 Minutes >

< Back   **Auto-Lock**

30 Seconds

1 Minute

2 Minutes

3 Minutes

4 Minutes

5 Minutes

Never   ✓

iOS Optimization #2 : Turn off Lock Sounds and Keyboard Clicks.

✈	Airplane Mode	⬜
🛜	Wi-Fi	NETGEAR59 >
*	Bluetooth	On >
ᯤ	Cellular	>

🔴	Notifications	>
🔊	Sounds & Haptics	>
🌙	Do Not Disturb	>
⏳	Screen Time	>

| Keyboard Clicks | ⬜ |
| Lock Sound | ⬜ |

iOS Optimization #3 : Mute sounds, including email alerts, calendar event warnings, alarms and other extraneous iOS noises (except music apps; those will continue to play).

Use Side Switch to: Mute

Flip the side switch on the device (next to the volume up/down switch) so that the orange dot is visible. It indicates that the device is indeed muted (except for the music apps).

iOS Optimization #4 : Thump Connect 2 and Auto Updating Apps in iOS

iOS allows apps to be updated in the background. This feature is great for consumer apps like games, etc. However, you use apps like Thump Connect 2 and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.

1. You are notified of a Thump Connect 2 update through the iOS App Store.

2. You download and install the update. Boom. The app is updated.
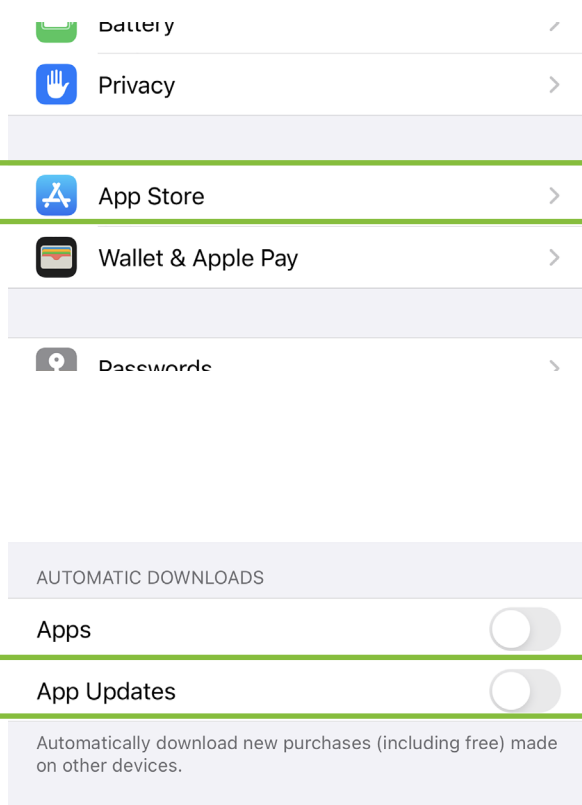
But now, the operating system can update an app in the background automatically, including the Thump Connect 2 App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen.

To avoid this, we strongly recommend you disable automatic updates for Apps in iOS.

Here's how:

Go to Settings > App Store.

Simply turn App Updates off.

	Battery	
✋	Privacy	>
🅰	App Store	>
💳	Wallet & Apple Pay	>
	Passwords	>

AUTOMATIC DOWNLOADS

Apps

App Updates

Automatically download new purchases (including free) made on other devices.

MACKIE.