



Frequently Asked Questions

For Businesses



What is the warranty period?

- The warranty period is one year from the original date of purchase.

What is the typical range of these products?

- The range is 100M (300 feet) line of sight.
- In an RF busy environment, the range could be reduced to 20M (30 feet).
- If there is a concrete partition between the transmitter and receiver, range is reduced:
 - for example, a 25mm thick wall will drop the range to 15M (45 feet)

How fast is the latency?

- The latency of our products are fixed at 9ms.
- A fixed latency required to maintain the same phase from the left and right channels.

Will my wireless LAN interfere with Airfonix?

- Wireless LAN devices will not interfere with Airfonix products unless there are more than 2 wireless LANs operating in one room.

Will Airfonix affect my wireless LAN?

- The “Smart Channel” technology built into Airfonix devices was specifically designed to allow Airfonix and Wireless LANs to exist together.
- This technology will select a clear RF channel automatically to avoid interference with existing wireless LAN setups.



Are Airfonix products waterproof?

- Airfonix **Receivers** are weather resistant, not waterproof.
- Airfonix **Transmitters** are neither waterproof nor weather resistant, and should be placed in an environment where the elements will not affect the device.



How many receivers can link to one transmitter?

- The configuration can either be 1T1R (1 transmitter –1 receiver) or 1T2R, which means the **maximum receivers per transmitter is two.**

How many transmitters can be used in one room?

- In typical usage environments, we recommend a maximum of **2** transmitters per room
- In special cases, where the RF environment is clean, you can use up to **3** transmitters per room.

Is 19PT102 compatible with 19PR001?

- Yes, any transmitter from Airfonix can work with any receiver from Airfonix

Can I use 19PT002 to work with one 19PR001 and one 19AR050?

- This should theoretically work, but we do not recommend this pairing situation because conflicts may arise during use. This is **not supported** by Airfonix.

It's not working, what's wrong?

- Every system needs to be set properly for successful pairing, and then adjusted for actual use.
- Please refer to the setup manual to make sure that the devices are successfully paired. After this is complete, check that the devices are correctly set for their intended use.

Can the 19D5001 send wirelessly to a subwoofer?

- Sending wirelessly to a subwoofer is not currently supported at this time.

Can Airfonix be used in bridge mono mode for more power?

- The Airfonix 19AR050 supports bridge output in stereo, so there is no need to make it bridged.
- Yes, the mono mode can provide up to 50W of power.

What is the RF carrier power for transmission?

- The RF Transmitter Output typical is 15dbm or 31.62mW