THUMP
CONNECT

REFERENCE GUIDE

MACKIE.

Contents

Need help with Thump Connect?

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

- Email us at: 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).

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Introduction

Do you want to control your ThumpBST loudspeakers via your Android or iOS device? Of course you do! Well, you've come to the right place! After all, the Thump Connect™ App is designed specifically for that use.

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

Thump Connect allows control of ThumpBST loudspeakers via Bluetooth with the following devices:

*Recommended Android Devices [requires v4.3 or higher]
Android Phones
Google Pixel
Google Pixel XL
Goggle Nexus 5
Samsung Galaxy S7
Samsung Galaxy S6
Samsung Galaxy S5
Samsung Galaxy Core
HTC 10
LG G5
Moto G4 Play
Sony Xperia Z3
Android Tablets
Google Pixel Tablet 10.2″
Samsung Galaxy Tab S2 8″
Asus Zen Pad 7″
LG G Pad II 10.1″
Amazon Fire 7″
Amazon Fire 8″

*Recommended iOS Devices [requires iOS 9.0 or higher]
Apple iPhones
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 12.9″
iPad (5th Gen)
iPad (4th Gen)
iPad (2nd Gen)
iPad mini 4
iPad mini 3
iPad mini 2
iPod Touch (5th Gen)

NOTE You should be able to stream audio from any Bluetooth-paired device. However, the Thump Connect app is needed for wireless adjustments of level, EQ and more.
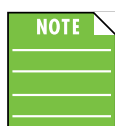
NOTE The Thump Connect app requires a ThumpBST loudspeaker to fully function.

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v4.3 and higher and Apple iOS 9.0 and higher.

Thump Connect V1.0.1

This version of the Reference Guide is written and designed for Thump Connect V1.0.1. With each software update, some screen shots may look slightly different than what you see within these pages and there could be some functional differences, as well.

If you have any questions or comments about this Reference Guide (or our other documentation), please don't hesitate to contact us: mackie.com/support-contact

About This Guide

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

As the saying goes, "a picture is worth 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.
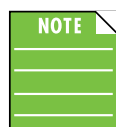
NOTE It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of the Thump Connect app.

Things to Remember:

- Never listen to loud music for prolonged periods.

- Life is short. Be cool.

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 loudspeaker via Bluetooth. The last step is setting levels.

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

There are a couple of ways to download and install the Thump Connect app. The easiest and fastest way to download and install it 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.
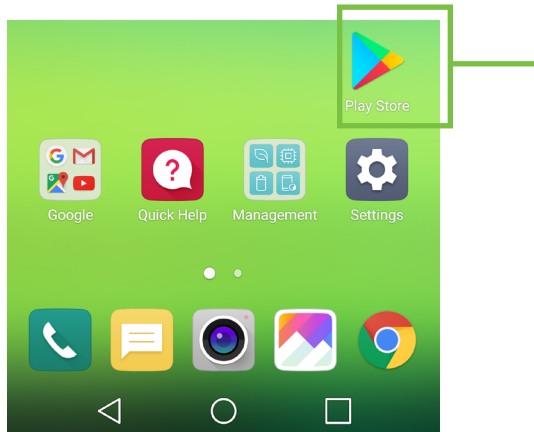
3. Type "Thump Connect" in the search box located at the top of the screen followed by tapping the 'Search' button.

4. Select the Thump Connect app.

5. Now tap the INSTALL button.
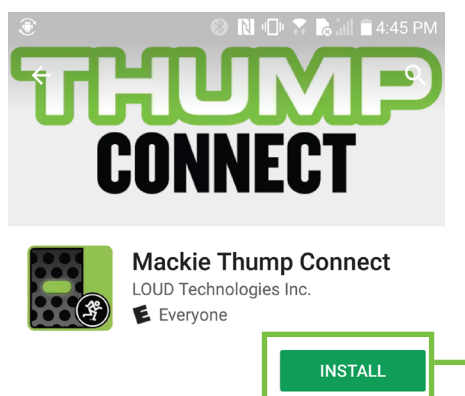
6. Now tap the green ACCEPT button to begin installing the Thump Connect app to a device.
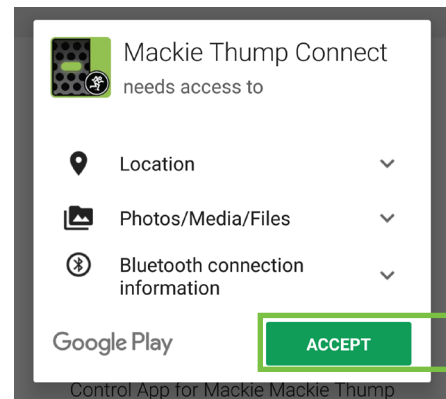
The Thump Connect app is now ready for use. From here, there are two ways to open the Thump Connect app.

First, simply tap the green OPEN button to open the app...
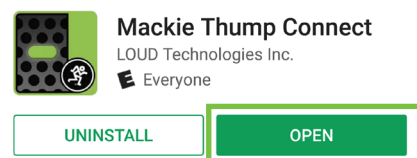
...or second, exit out of the Play Store back to the home screen. Tap the Thump Connect app!
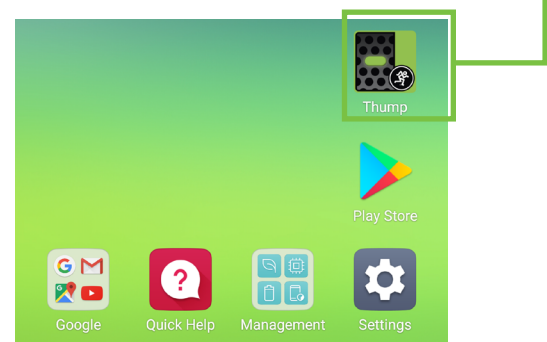
Part II: Pairing and Connecting the Android Device via Bluetooth
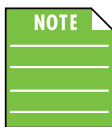
NOTE You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the ThumpBST (unless auto connect is turned on) [Default]. Thump BST loudspeakers will auto connect to previously paired devices, if available.

These are the steps necessary to pair the device with the ThumpBST.

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

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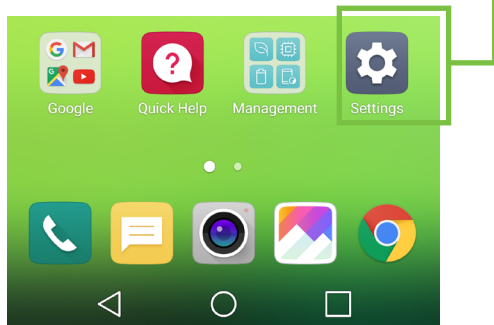
3. Enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].
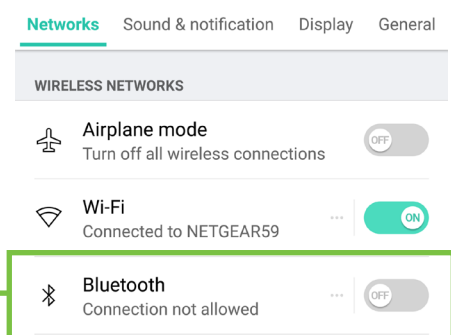
4. Bluetooth is on!

5. To enter pairing mode, you will need to go to Menu > BT > Not Paired (Pair) on the rear panel of the ThumpBST.

VERY IMPORTANT The text should change to Discoverable... (Cancel) while in pairing mode and update to > Paired (Disconnect) once paired. If it does not, start the pairing process again; confirm that the ThumpBST is in pairing mode and that Bluetooth is enabled on the device. Please review the **ThumpBST Owner's Manual** if you need additional details.

6. As seen below, ThumpBST is listed as a device, but is not connected.
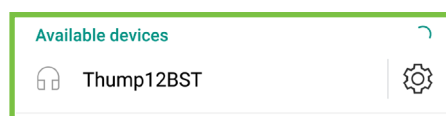
7. Here we're trying to pair and connect ThumpBST via Bluetooth.
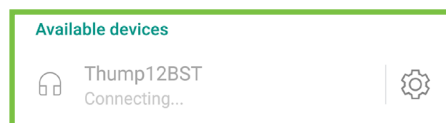
8. From there, your device should indicate that it is successfully paired and connected.
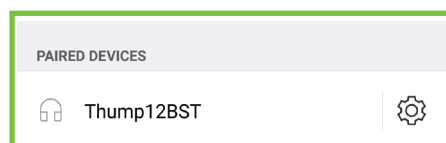
9. Now simply return to the home screen on the device, tap the Thump Connect icon to open the app and let the good times roll OR go straight to the app once connected!
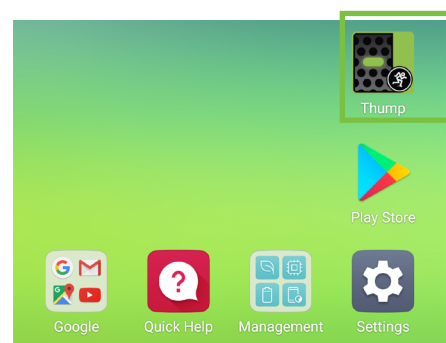
Part I: Downloading, Installing and Updating the Thump Connect App for iOS Devices

There are a couple of ways to download and install the Thump Connect app. The easiest and fastest way to download and install it 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.

App Store Music Social Games
Sports Finance Extras Food
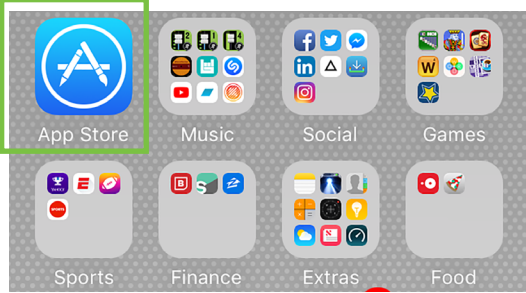
3. Select "Search" from the App Store options.

Featured Categories Top Charts Search Updates
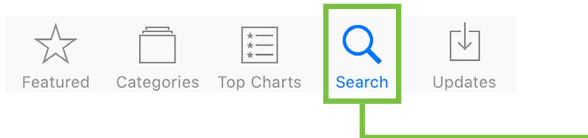
4. Type "Thump Connect" in the search box followed by tapping the 'Search' button.
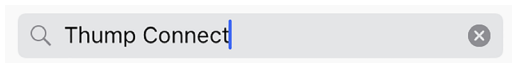
🔍 Thump Connect   ⊗

5. Select the Thump Connect app.

6. Now tap the GET button.

Mackie Thump Connect
Loud Technologies, Inc.
⁺ GET

Mute Mute Mute Mute
Ch 1 Ch 2 ∗ Main

7. This then turns into a green INSTALL button. To install the Thump Connect app to a device, tap the green INSTALL button and enter your Apple ID password when prompted. The button turns into a circle, indicating that Thump Connect is downloading to the device.

Mackie Thump Connect
Loud Technologies, In

INSTALL

Mute Mute Mute Mute
Ch 1 Ch 2 ∗ Main

As seen in the screen shot below left, the Thump Connect app icon shows the progress of the download.

The download is complete once the entire app is illuminated. The Thump Connect app is now ready for use.

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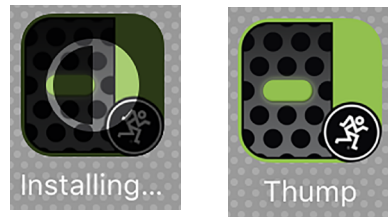
8. It is possible that the Thump Connect app has already been downloaded and installed. In this case, you're *probably* good to go. However, it is a good idea to go to the App Store to check for updates. You will want the latest and greatest version for the absolute best in functionality and versatility.

Once in the App Store, tap the Update button located near the bottom-right of the device.

The first screen shot below shows a device with all apps up to date. The second screen shot below displays three apps that need updating (which may or may not include the Thump Connect app). Tapping the Update button here will horizontally display the icon, name and description of changes of each app needing an update. If you see Thump Connect listed, tap the blue UPDATE button on the far right, followed by typing in your password. Or better yet, tap the blue Update All button in the upper-right corner of the screen. The updates will commence. Don't do anything until the downloads have completed.

Featured Categories Top Charts Search Updates

Featured Categories Top Charts Search Updates ③
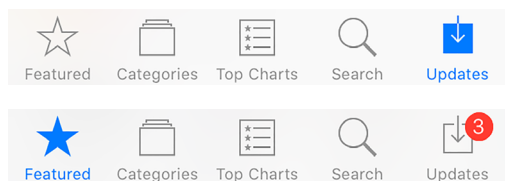
## Part II: Pairing and Connecting the iOS Device via Bluetooth

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 ThumpBST (unless auto connect is turned on) [Default]. Thump BST loudspeakers will auto connect to previously paired devices, if available.

These are the steps necessary to pair the device with the ThumpBST.

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

2. Tap the 'Settings' icon.
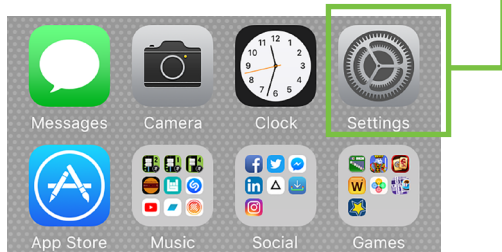
3. If the Bluetooth connection displays "Off" (as seen below) we'll need to turn it on. Tap anywhere on the Bluetooth line to open it.

Airplane Mode

Wi-Fi   NETGEAR59 >

Bluetooth   Off >

Cellular
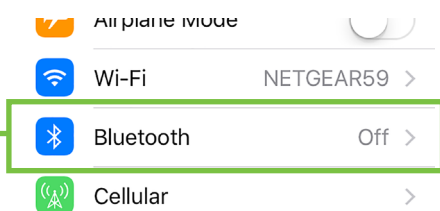
4. From here, enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].
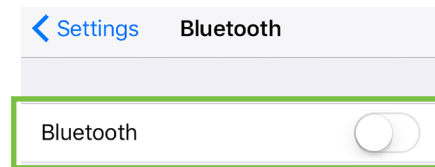
‹ Settings   Bluetooth

Bluetooth

5. To enter pairing mode, you will need to go to Menu > BT > Not Paired (Pair) on the rear panel of the ThumpBST.

VERY IMPORTANT The text should change to Discoverable... (Cancel) while in pairing mode and update to > Paired (Disconnect) once paired. If it does not, start the pairing process again; confirm that the ThumpBST is in pairing mode and that Bluetooth is enabled on the device. Please review the **ThumpBST Owner's Manual** if you need additional details.

6. As seen below, the ThumpBST is listed as a device, but is not connected. Here we're trying to pair and connect ThumpBST via Bluetooth.
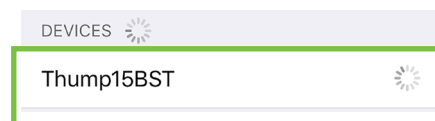
DEVICES

Thump15BST

7. From there, your device should indicate that it is successfully paired and connected.

MY DEVICES

Bluetooth Han...   Not Connected ⓘ

FreePlay   Not Connected ⓘ

KW-NT3HDT   Not Connected ⓘ

Thump15BST   Connected ⓘ
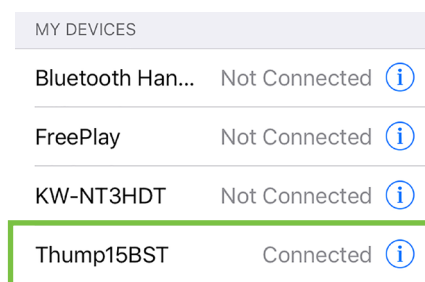
8. Now simply press the home button on the device to return to the home screen, tap the Thump Connect icon to open the app and let the good times roll!

Additional Bluetooth notes [Android and iOS]:

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

VERY IMPORTANT The Bluetooth fader / volume control of the Thump Connect app is not the same as the OS / hardware Bluetooth level control, but 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

These instructions may be found on page 4 of the **ThumpBST Owner's Manual**, but are listed again below:

The following steps will help you set up ThumpBST quickly.

NOTE These startup instructions are intended for the hardware only. Once proven that the ThumpBST performs as desired, then pair it with a device and control it via the Thump Connect 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 using a subwoofer, connect the outputs from the mixing console (or other signal source) to the inputs on the loudspeaker, then connect the mix out to the inputs of the subwoofers. Make sure the subwoofer's gain knob is set to "U" (unity gain).

3. 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.

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.

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

6. Turn the subwoofer on.

7. Turn the loudspeakers on.

8. Make sure the loudspeaker's channel levels are set to (or near) 0 dB.

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

10. Read the rest of the **ThumpBST Owner's Manual** and the Thump Connect app Reference Guide for more details!

Welcome

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

If an Android or iOS device and ThumpBST have been paired previously, the Thump Connect app will automatically load up once the app has completed "Searching for Speaker..."

However, if Thump Connect **IS NOT** connected to a ThumpBST via Bluetooth, an image similar to what may be seen below is displayed.

From here, tap 'Demo' to demo the app.

As mentioned above, after Thump Connect **IS** connected to a ThumpBST via Bluetooth, the Thump Connect app opens automatically.

NOTE Demo mode works exactly the same as if it were connected, except there are no bouncing meters and no sound. Other than that, it's a great way to get a feel of how a ThumpBST works before buying!

If the Bluetooth disconnects, the app will return to the Welcome screen. Simply tap 'Connect' to re-connect.

Thump Connect – Three Main Views

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

Mixer View
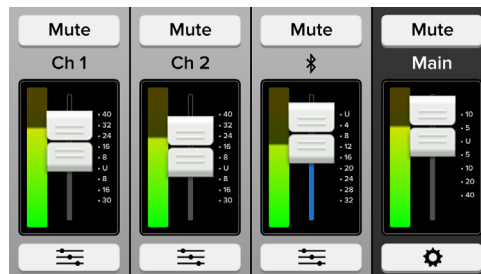
As seen in the image above, the Mixer View allows access to key controls such as levels, metering, mutes and more. From here you're able to one-touch navigate to the...

- Channel View
- System View

Channel View
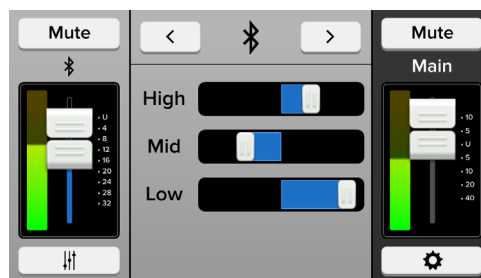
As seen in the image above, the Channel View allows access to the channel EQ controls. From here you're able to one-touch navigate to the...

- Mixer View
- System View
- Adjacent channels

System View
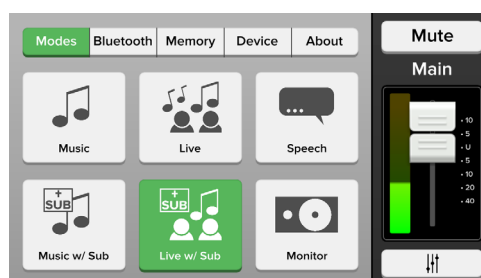
As seen in the image above, the System View allows access to deeper functionality including Speaker Modes, Bluetooth and more. From here you're able to one-touch navigate back to the Mixer View.

Mixer View

Introduction

As mentioned earlier, the Mixer View allows access to key controls such as levels, metering, 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 and meters. These labels display the fader value as the fader level is adjusted; in the case below-left, –9.0 dB on the BT channel.

3. Channel Faders and Input Meters

The touch sensitive faders adjust the level of each channel going to the main output. Adjustments are made by touching and dragging channel faders up and down.

The input meters display the input signal level to the channel before all channel processing. In normal use, this meter should remain green with the occasional bump into the yellow zone.
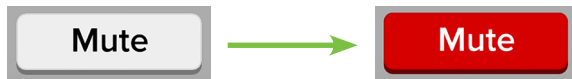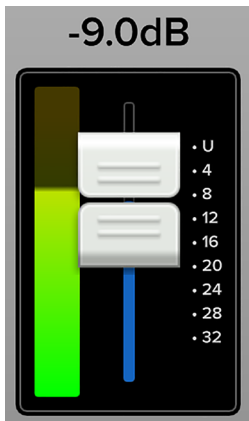
Lower the volume of the source if the input meter remains consistently yellow. If the input meter remains at the top of the meter display, then the signal is overloaded and clipping. Lower the volume of the source a little more.

NOTE You may notice latency with the metering. This is due to the limitations of Bluetooth, not the Thump loudspeakers.

Input Channels 1 – 2   Bluetooth   Main Mix
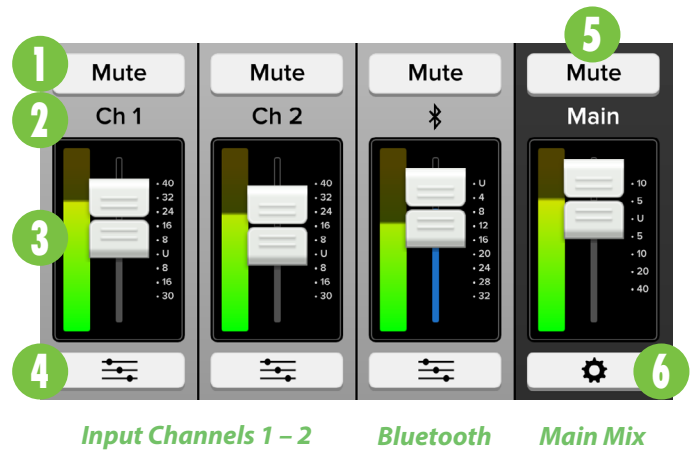
4. EQ Channel View

The buttons located at the bottom of channels 1 and 2 and the Bluetooth channel strip allow access to the selected channel's Channel View.

When tapped, the entire selected channel strip slides to the left and the main mix strip remains on the right. The middle then becomes occupied with the selected channel's EQ section. See the following page.

The sliders on the EQ button lie horizontally in mixer view and vertically in channel view. Simply tapping this button again returns you to the mixer view.

Nav to Channel View   Nav to Mixer View
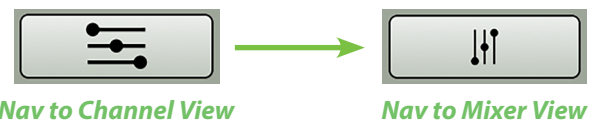
5. Main Mix

The main mix strip looks and works nearly identical to that of an input channel strip. The only differences are: (1) this fader adjusts the main output level of the loudspeaker and (2) instead of an EQ button at the bottom of the strip, there is a gear icon button. This takes you to the system view and it is detailed below.

6. System View Button

The gear icon button located at the bottom of the main mix strip allows access to the System View.

When tapped, all channel strips disappear and the main mix strip remains on the right. The rest of the screen then becomes occupied with the System View settings.

As seen below, the button in mixer view [gear icon] and channel view [vertical sliders] differs. Simply tapping this button again returns you to the Mixer View.

Nav to System View   Nav to Mixer View
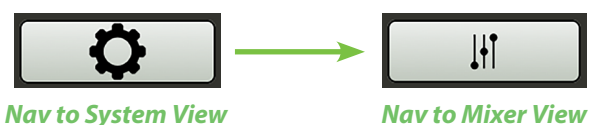
Channel View

Introduction

As mentioned earlier, the Channel View allows access to each channel's EQ. From here you're able to one-touch navigate to the Mixer View, System View or other adjacent channels.
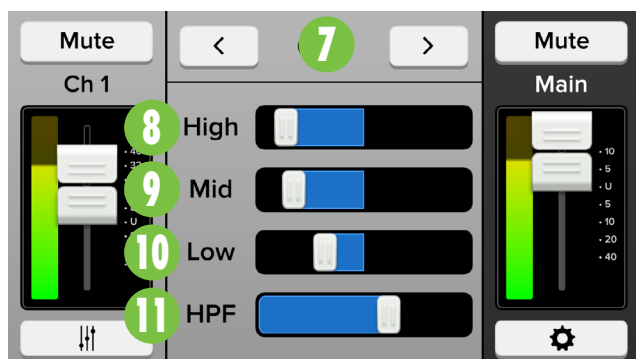
7. < / >

No, this isn't "less than divided by greater than." I'm pretty sure someone's head would explode trying to work out that math problem!

Rather, these two channel navigation buttons take you to the previous channel ["<" button] or next channel [">" button].

3-Band EQ

Thump Connect has 3-band equalization at carefully selected points — low shelving at 80 Hz, mid peaking at 2.5 kHz, and high shelving at 12.5 kHz. "Shelving" means that the circuitry boosts or cuts all frequencies past the specified frequency. For example, dragging the low EQ slider 12 dB to the right boosts bass starting at 80 Hz and continuing down to the lowest note you never heard and 12.5 kHz on up boosts the treble in the case of the high EQ. "Peaking" means that certain frequencies form a "hill" around the center frequency — 2.5 kHz in the case of the mid 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 left sides of the EQ sliders (cut), as well as the right (boost).

Simply double-tap an EQ slider to reset it to ±0 dB.

8. High EQ

This slider gives you up to 12 dB boost or cut at 12.5 kHz, and it is also flat at center. Use it to add sizzle to cymbals, and an 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.
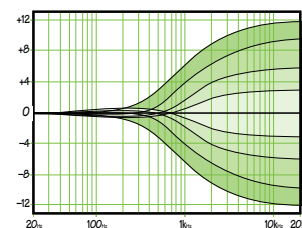
High EQ

9. Mid EQ

Short for "midrange," this slider provides 12 dB of boost or cut, centered at 2.5 kHz and it is also flat at the center. Midrange EQ is often thought of as the most dynamic, because the frequencies that define any particular sound are almost always found in this range. You can create many interesting and useful EQ changes by dragging this slider left as well as right. For example, the mid EQ is useful for adjusting female vocals and many higher-timbred instruments.
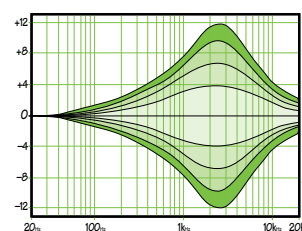
Mid EQ

10. Low EQ

This slider gives you up to 12 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 drums, bass guitar, fat synth patches, and some really serious male singers.
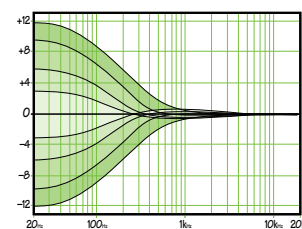
Low EQ

11. HPF

High-pass filters are utilized to cut out low frequencies. The high-pass filter control adjusts the cut-off frequency for the filter from 20 Hz to 400 Hz. Frequencies below the cut-off frequency are attenuated at a rate of 12 dB/octave. The slope for the HPF is adjustable by sliding the HPF slider left and right.

NOTE: HPF is only available on channels 1 and 2.

System View

Introduction

As mentioned earlier, the System View allows access to deeper functionality including Speaker Modes, Bluetooth, access to the About view and more.

NOTE Here the selected input channel disappears, but the Main mix strip and its corresponding controls remain.

As seen in the screen shot above, there are multiple system menu buttons from which to choose from. The button of the currently selected menu will illuminate green.

- Modes
- Bluetooth
- Memory
- Device
- About

From here you're able to one-touch navigate back to the Mixer View with a simple, single tap of the Mixer View button.

Nav to Mixer View

12. Modes

Modes allows you to change the loudspeaker's speaker mode to tailor it to best suit your particular application. Simply press the button for the speaker mode you want. The button will illuminate green.

The six speaker modes are as follows:

Music 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.

Live Mode – This mode features a low frequency roll-off to get rid of unwanted thumps and adds boost and sparkle to mid-range and high frequencies. This plug-and-play mode is perfect for singer-songwriters.

Speech Mode – This mode features a significant low frequency roll-off to get rid of unwanted thumps. It also adds boost and sparkle to mid-range and high frequencies, critical for speech applications.

This plug-and-play mode is perfect for larger venue applications where speech is the primary audio source in need of clear and precise intelligibility.

Music w/Sub Mode – This mode rolls off the low end of the ThumpBST loudspeaker to match properly with the Thump18S subwoofer.

Live w/Sub Mode – This mode rolls off the low end of the ThumpBST loudspeaker to match properly with the Thump18S subwoofer.

Monitor Mode – This mode features a low frequency roll-off and a reduction around 2 kHz to ensure maximum gain before feedback in monitor applications.

13. Bluetooth

This is where to auto connect / link bluetooth, enter link mode and more. Upon tapping the Bluetooth tab, an image similar to what's displayed below will appear on the device.
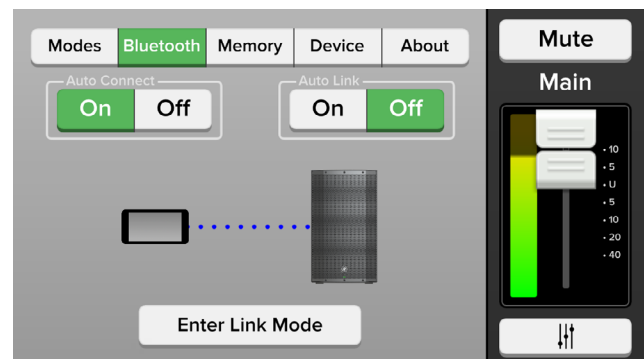
Auto Connect – When ON [Default] is selected, this allows a previously paired device to auto reconnect if both the device and speaker are powered on and in range.

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 loudspeaker(s).The selected button illuminates green.

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.

System View continued...

Auto Link – When ON is selected, this allows two previously paired speakers to automatically re-link if both are powered on and in range.

As such, when OFF [Default] is selected, a previously paired speaker will not re-link automatically regardless of the range or on/off status of the loudspeaker(s). The selected button illuminates green.

Enter Link Mode – The loudspeakers may either be linked or not linked. Additionally, this is where to select the bluetooth mode [zone or stereo]. Lastly, if the bluetooth mode is stereo, you may select which loudspeaker is located on the left and which is on the right.

To get started, simply tap the Enter Link Mode button located at the bottom of the device. The text "Enter Link Mode" will change to "Cancel" and a Bluetooth signal will indicate that the device is searching for a second ThumpBST loudspeaker [see the first image below]. From here, you can either (A) wait until the loudspeakers link [the second image below will appear], or (B) push the "Cancel" button to cancel the action.
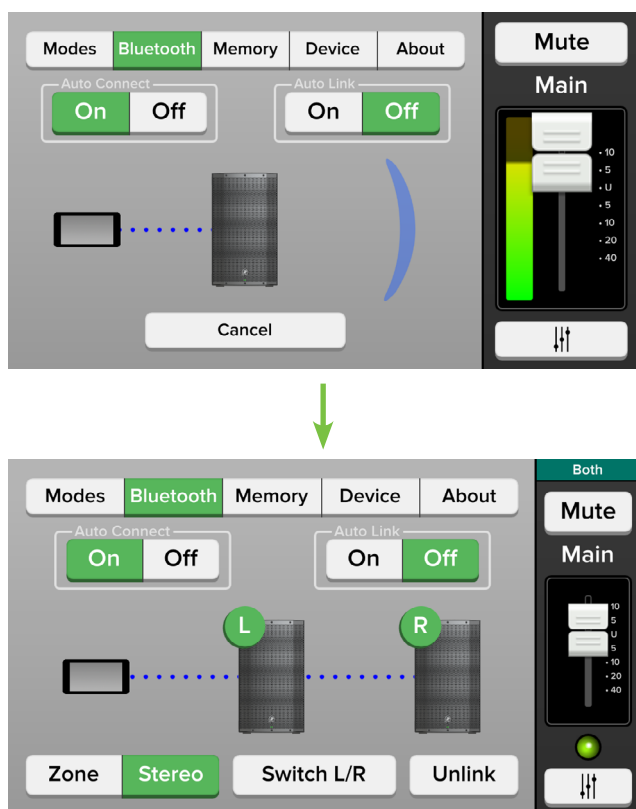

Now that we're in Link Mode, there are a few options to choose from. Let's take a look at them from left to right.

Zone / Stereo – This is where to select the bluetooth mode. Simply tap the button of the bluetooth mode you desire, Zone or Stereo. The selected button illuminates green.

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 when the Thump BSTs are linked in stereo:
- Ch. 1 Primary or Secondary
- Ch. 2 Primary or Secondary
- Bluetooth
- 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. The green L/R circles in the upper-left corner of each loudspeaker image indicates which is which.

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 circle underneath each fader, while the input and output circles with no signal remain gray.

ThumpBST loudspeakers in zone mode setting will receive a mono-summed signal.
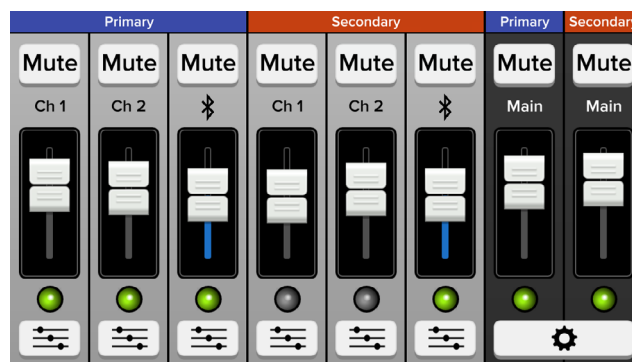
The following channels are available when the Thump BSTs are linked in zone mode:
- Ch. 1 Primary and Secondary
- Ch. 2 Primary and Secondary
- Bluetooth
- Primary and Secondary Main

System View continued...

14. Memory

When the memory tab is selected, settings for ThumpBST 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.

There are three user snapshots and a fourth to recall the default settings.

Left to right are a save button, recall button and rename button:

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

The new settings will replace the currently saved settings, but a pop-up will ask if that's what you want to do.

Recall Button – Tap this button to recall the settings of the selected snapshot.

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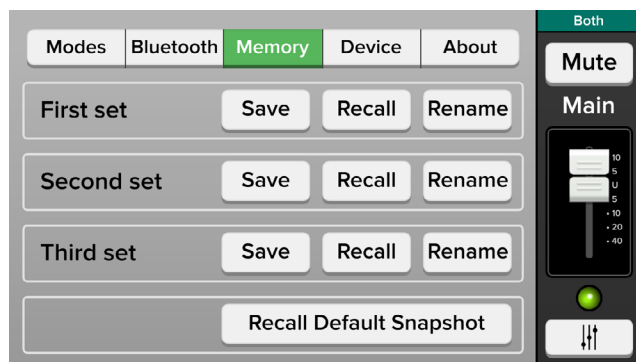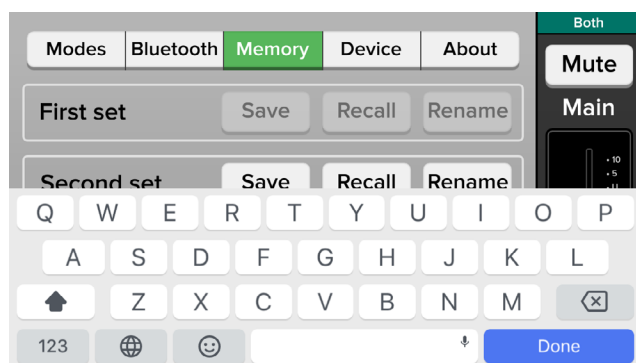
Recall Default Snapshot Button — Tap this button to return all settings – faders, mutes, EQ, etc. – to their default settings. It is a convenient way to start with a fresh slate, essentially "zeroing out" the board.

15. Device

The Device tab is an easy way to make changes on-the-fly on your device rather than having to mess around on the rear panel of the actual loudspeaker(s). Continue on for details.
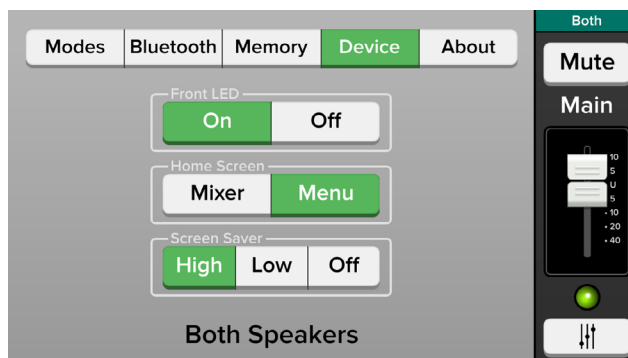
Front LED — Sure, you could go to the rear panel of the loudspeaker, go to Menu Mode > Config > Front LED > On / Off... OR... you could simply turn it on or off right from the Thump Connect app! Here you are able to turn the Thump's front panel LED on and off simply by tapping your selection. The selected button illuminates green.

Home Screen — Similar to the Front LED buttons, you could go to the rear panel of the loudspeaker, go to Menu Mode > LCD > Home Screen > Mixer / Menu... OR... you could simply choose right from the Thump Connect app! Here you are able to choose whether you want the mixer screen or menu screen as the default simply by tapping your selection. The selected button illuminates green.

Screen Saver — Third (and final) choice! Here you could go to the rear panel of the loudspeaker, go to Menu Mode > LCD > Screen Saver > High / Low / Off... OR... you could simply choose right from the Thump Connect app! Here you are able to choose whether you want the the screen saver lit high, low, or off. Simply tap your selection. The selected button illuminates green.

System View continued...

16. About

Once tapped, the About tab displays information about the Thump Connect app version that is currently installed on the device.

Modes	Bluetooth	Memory	Device	About

Info
App Version: 1.0.1 (Build 411)

Links

Contact Support	Docs & Videos
Product Manual	App Manual

Disconnect From Speaker
Disconnect

Both
Mute
Main
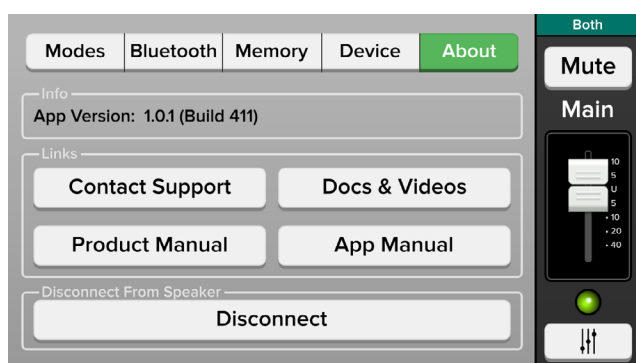
Additionally, the list below describes all of the goodies as shown in the image above:

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

Docs & Videos — Several resources – including additional support documentation and videos – have been created for ThumpBST and the Thump Connect app. Tap this link to check them out!

Product Manual — Need instantaneous information? Tap 'Product Manual' to open and review the Owner's Manual...all on your device!

App Manual — The App Manual link works the same way as the 'Product Manual' link, but instead opens the Thump Connect Reference Guide. In other words, what you're looking at...Right. Now. Creepy. Let's move on.

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.

BBQ — The next version of the Thump Connect app will include a BBQ button! Who doesn't like to fire up the grill on a hot summer day, hang out with friends and drink ice cold beverages... perfection, right?

Well, we agree, and decided to have a built-in BBQ right in the Thump Connect app. Genius! Simply tap the BBQ button to enter BBQ edit mode.

VERY IMPORTANT While a ThumpBST grille is one letter extra that of grill – and may *feasibly* be used as a grill – we don't recommend using it as such.

After pushing the BBQ button, a pop-up appears that looks a little like this:

The editable parameter on top is food. Push the food button to edit the food, then swipe left and right on the illuminated food choice until

BBQ SETTINGS
Food: STEAK
Beverage: BEER
Game: CROQUET

your choice illuminates. There are a variety of choices:

- Steak
- Burgers
- Hot Dogs
- Chicken / Wings
- Baby Back Ribs
- Fish
- Shish Kabobs
- Corn / Veggies

The next parameter that may be changed is the choice of frosty beverage. As with food, there are multiple options:

BBQ SETTINGS
Food: STEAK
Beverage: BEER
Games: CROQUET

- Beer
- Wine
- Mixed Drinks
- Lemonade / Iced Tea
- Soda
- Water
- Coffee

The third – and final – parameter that may be changed are the games. Again, many choices:

BBQ SETTINGS
Food: STEAK
Beverage: BEER
Games: CROQUET

- Cornhole
- Croquet
- Horseshoes
- Ring Toss
- Beer Pong
- Water Balloon Dodge Ball
- Wet T-shirt Contest
- Lawn Twister
- Sack Race

Appendix A: Service Information

Troubleshooting

If you think your ThumpBST 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 send your ThumpBST away.

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 app. Restart the *device*! Completely power it down, then power it back up.

(2) — Restart the ThumpBST. 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 switch on? If not, try turning it on.

- The internal AC line fuse may be blown. This is not a user serviceable part. If you suspect the AC line fuse is blown, please contact Technical Support.

No sound

- Is the input level control for the input source turned all the way down? Verify that all the level 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.

- Has the band been together long?

Noise / Hum

- Make sure all connections to the ThumpBST are good and sound. Make sure all of the connecting cables work and are securely connected at both ends. Try the same source signal in another channel, set up *exactly* like the suspect channel.

- Make sure none of the signal 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 ThumpBST? Use an AC line filter or plug the ThumpBST into a different AC circuit.

Service Information continued...

- Try disconnecting the cable connected to the main input jack. If the noise disappears, it could be a "ground loop," rather than a problem with the ThumpBST. Try some of the following troubleshooting ideas:

  o Are you using unbalanced cables? Swap them out with balanced cables to see if that fixes the problem. Use balanced connections throughout your system for the best noise rejection.

  o 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 software? Go to the Play Store [Android] or App Store [iOS] and check for an update.

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

- Force quit the Thump Connect app.

  Here's how via Android:
  - o Tap the menu button.
  - o Swipe the Thump Connect app left or right, or tap the "X" in the upper-right corner.
  - o Voilà, you force quite the Thump Connect app...nicely done!

  Here's how via iOS:
  - o Double-tap the home button.
  - o Swipe left and right until you find the Thump Connect app.
  - o Swipe the Thump Connect app up.
  - o Voilà, you force quite the Thump Connect app...nicely done!

- 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	v4.3 or higher required
Android Phones	Google Pixel, Google Pixel XL, Goggle Nexus 5, Samsung Galaxy S7, Samsung Galaxy S6, Samsung Galaxy S5, Samsung Galaxy Core, HTC 10, LG G5, Moto G4 Play, Sony Xperia Z3
Android Tablets	Google Pixel Tablet 10.2", Samsung Galaxy Tab S2 8", Asus Zen Pad 7", LG G Pad II 10.1", Amazon Fire 7", Amazon Fire 8"

*iOS

Version Requirement	iOS 9.0 or higher required
iPhone	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 12.9", iPad (5th Gen), iPad (4th Gen), iPad (2nd Gen), iPad mini 4, iPad mini 3, iPad mini 2, iPod Touch (5th Gen)

* This is a list of our test devices, but a variety of other devices are anticipated to work with Android v4.3 and higher and Apple iOS 9.0 and higher.

Equalization

Low EQ	±12 dB @ 80 Hz
Mid EQ	±12 dB @ 2.5 kHz
High EQ	±12 dB @ 12.5 kHz
HPF	20 Hz – 400 Hz at 12 dB/octave
Increments	±1 dB (EQ) / ±10 dB/octave (HPF)

System Processing

Channel EQ	3-band plus HPF
Speaker Voicing	6 speaker modes

Bluetooth Information

Bluetooth Protocol	4.2
Bluetooth Function	Audio Streaming and User Interface Control

About

Reference Guide Version	V1.0.1
Part Number, Rev and Date	SW1212, Rev A, November 2017

Disclaimer

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.

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

Appendix C: Android and iOS Optimizations

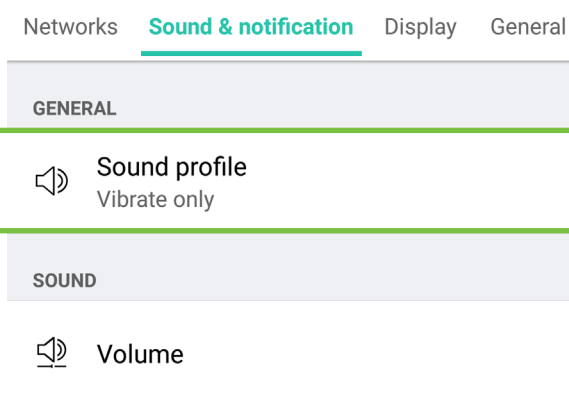## Android Optimizations
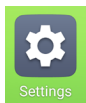
Settings Below is a list of ways to trick out your Android device to optimize its use with the Thump Connect app. When you have some additional time, use your favorite search engine to search "trick out your Android device" for other ways to optimize your Android device. All of the following tips and 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).
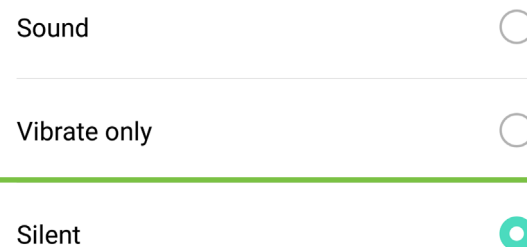
NOTE If a mic is plugged into a ThumpBST, the person on the other end of a call can't hear you, so they're better off leaving a voicemail, anyway.

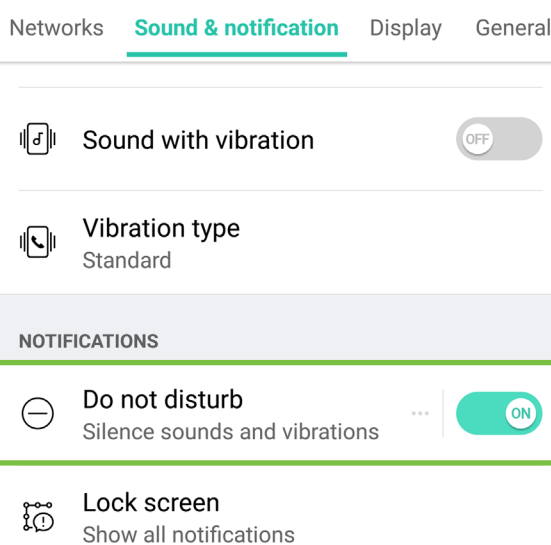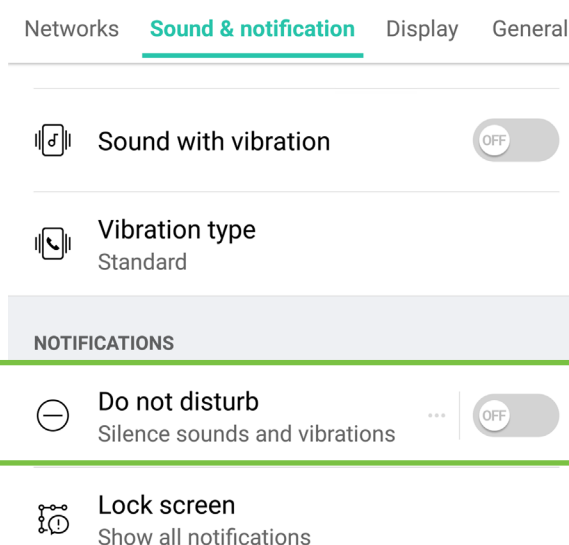You can either... go to the Sound Profile and select 'Silent' to mute the device...

Networks	**Sound & notification**	Display	General

GENERAL

🔊 Sound profile
Vibrate only

SOUND

🔊 Volume

← **Sound profile**

Sound ⚪

Vibrate only ⚪

Silent 🔘

...or you can scroll down to Notifications > Do not disturb and turn it on (hubba hubba)...

Networks	**Sound & notification**	Display	General

🎵 Sound with vibration   OFF

📳 Vibration type
Standard

NOTIFICATIONS

⊖ Do not disturb   ⋯ OFF
Silence sounds and vibrations

🔒 Lock screen
Show all notifications

Networks	**Sound & notification**	Display	General

🎵 Sound with vibration   OFF

📳 Vibration type
Standard

NOTIFICATIONS

⊖ Do not disturb   ⋯ ON
Silence sounds and vibrations

🔒 Lock screen
Show all notifications

Android Optimization #2 : The volume of the Bluetooth *on the device* needs to be up in order to hear audio over Bluetooth. This is because the Bluetooth fader / volume control of the Thump Connect app is not the same as the OS / hardware Bluetooth level control, but rather a supplementary level control.

Simply go to Sound & notification > Volume and drag the 'Music, video, games & other media' slider to the right.

Note that the ringtone, notifications and system levels are all off [sliders fully left].
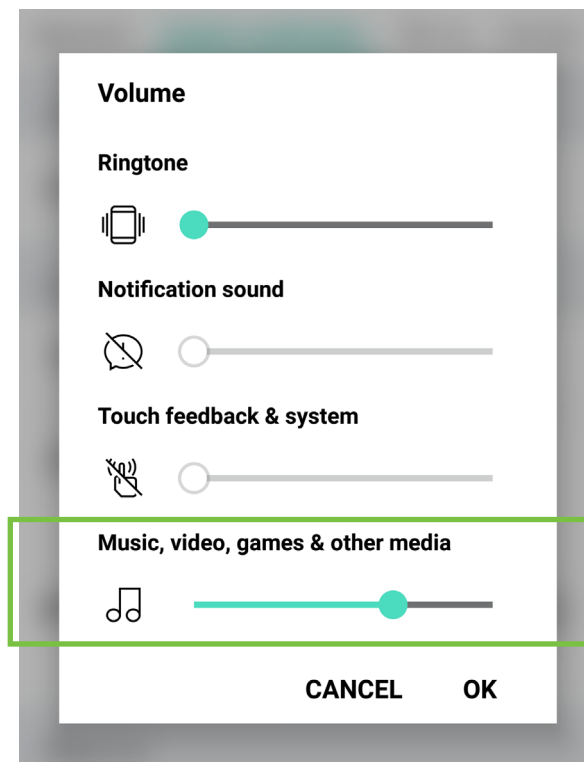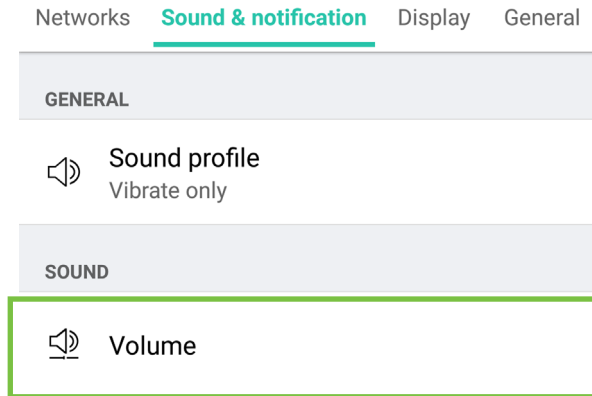
Android Optimization #3 : Thump Connect and Auto Updating Apps

A feature of Android is that it allows apps to be updated in the background. This is great for consumer apps like games, etc. However, you use apps like Thump Connect 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 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 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.

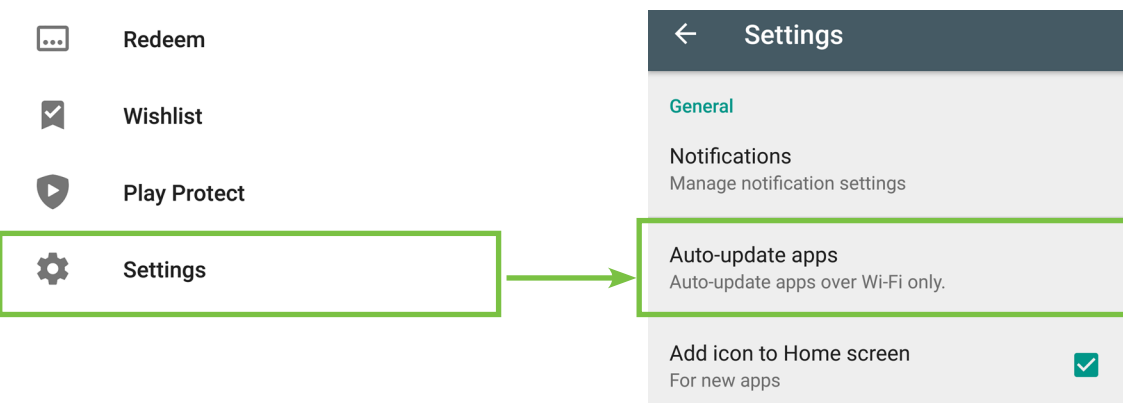To avoid this, we strongly recommend you disable automatic updates for Apps.

Here's how:
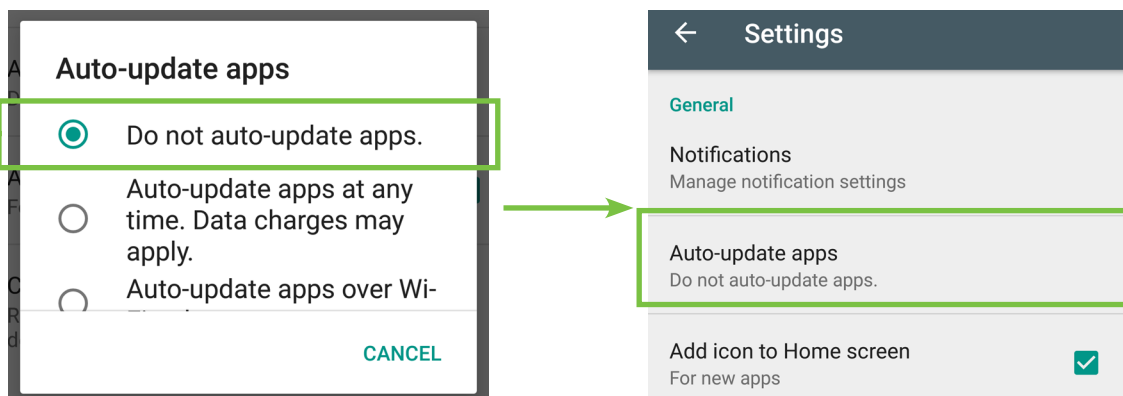
Tap the Play Store icon to open it.

In the upper-left corner are three horizontal lines, sometimes referred to as a 'hamburger'. Tap it.
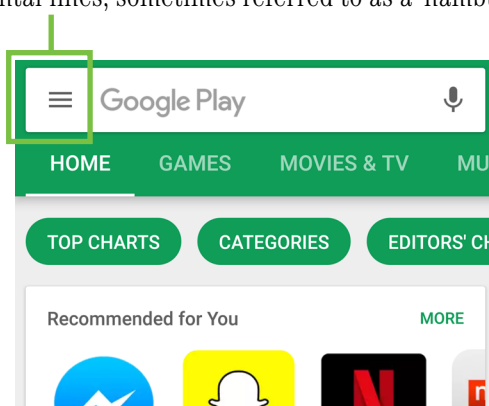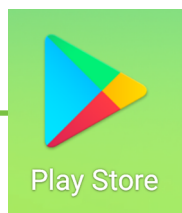
From here you will want to tap 'Settings' followed by 'Auto-update apps'.

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

Android Optimization #4 : Blocking calls.

To block calls, go to Settings > Networks, put the phone into 'Airplane Mode', then turn Bluetooth back on.

Networks   Sound & notification   Display   General

WIRELESS NETWORKS

✈ Airplane mode   ON

📶 Wi-Fi
Connection not allowed   ···   OFF

✳ Bluetooth
Connection available   ···   ON

◗ Mobile data
Connection not allowed   ···   OFF
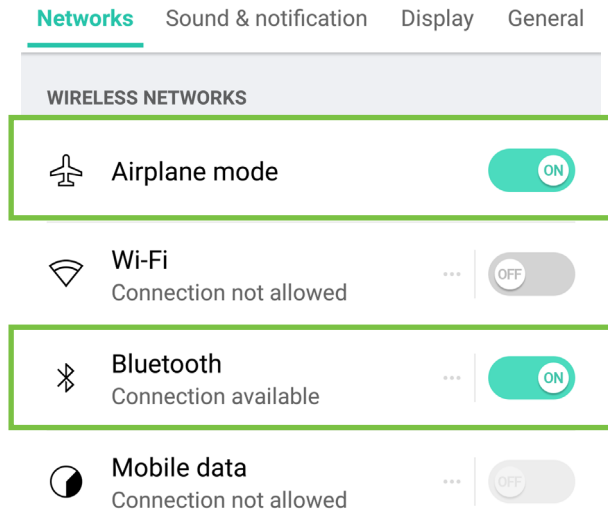
iOS Optimizations

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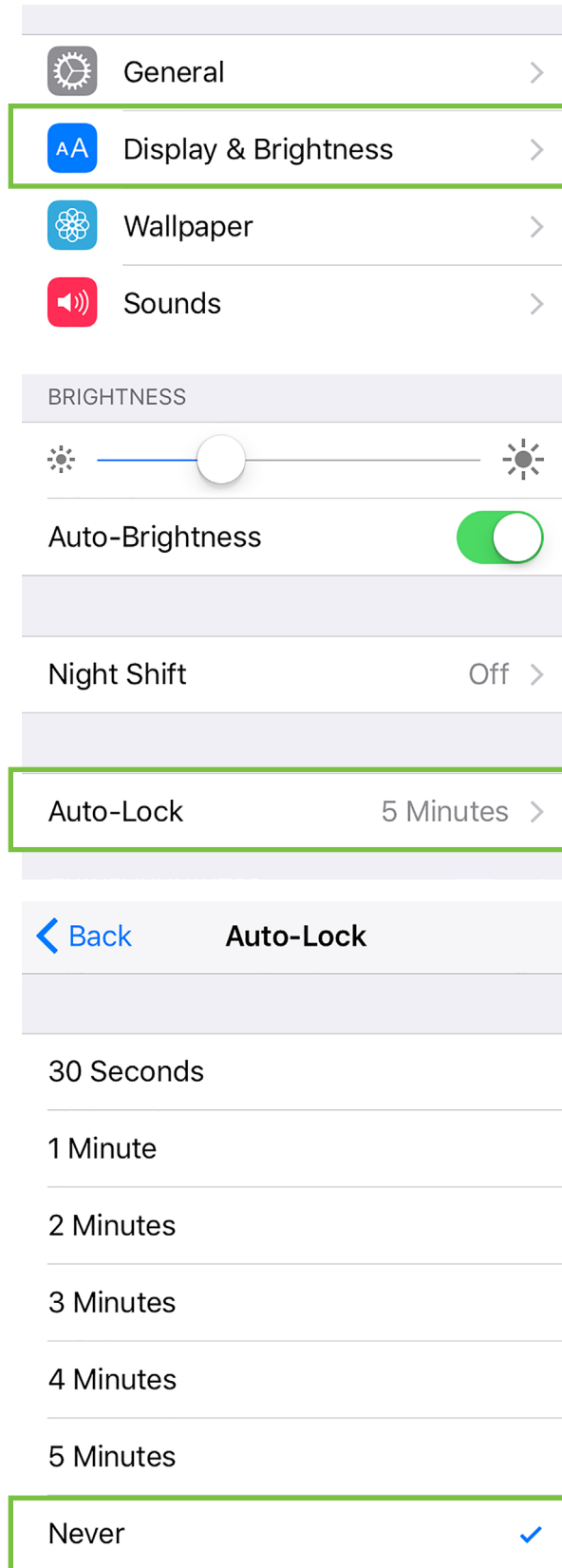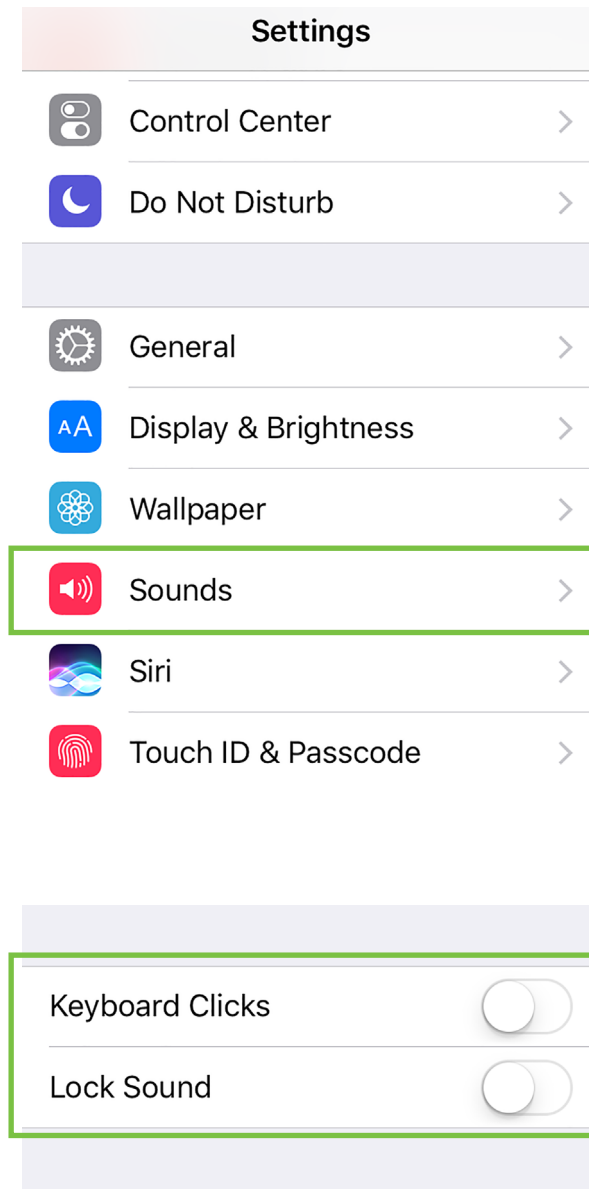ine to search "trick out your iOS device" for other ways to optimize your iOS device. Most of the following tips and tricks may be found by going to Settings > General on the iOS device.

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.

Settings

🎛	Control Center	>
🌙	Do Not Disturb	>

⚙️	General	>
AA	Display & Brightness	>
❀	Wallpaper	>
🔊	Sounds	>
🌀	Siri	>
👆	Touch ID & Passcode	>

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 and Auto Updating Apps in iOS

iOS adds an interesting new feature allowing apps to be updated in the background. This feature is great for consumer apps like games, etc. However, you use apps like Thump Connect 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 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 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 iOS8.

Here's how:

Go to Settings > iTunes & App Store.

Simply turn App Updates off.
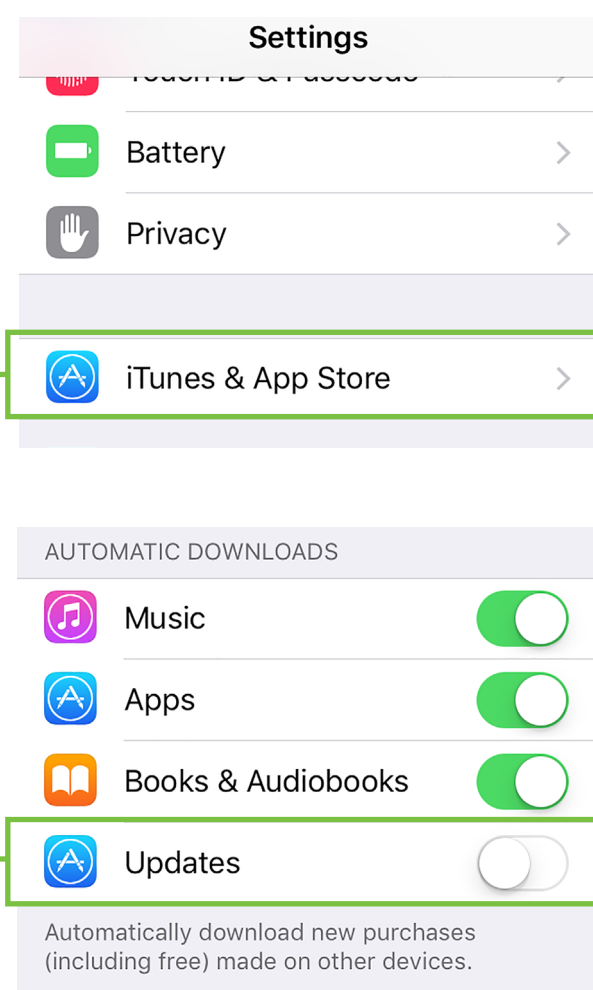
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