

# Cloudlifter Common Issues and Solutions

## Issues

## Solutions

**I1: No Sound**



- S1:** Check your mixer or preamp to see if the 48v phantom power is turned on. Cloudlifters need phantom power to operate.
- S2:** Make sure the output cable from the Cloudlifter is XLR to XLR. A XLR to TRS cable will not function.
- S3:** Make sure the mic being used doesn't require 48v phantom power. Cloudlifters will not pass phantom power to your mic.
- S4:** Faulty cables. Active Cloudlifters can be more sensitive to cable issues such as a shorted ground compared to a mic without a Cloudlifter. When encountering noise, buzz or hum always check with alternate cables to be sure if it is or isn't a cable issue.

**I2: Crackling sounds/static**



**Faulty cables:** Refer to **S4**

**I3: Noise/Hiss:**



**Faulty cables:** Refer to **S4**

- S5:** Check to see if the noise is generated from an over cranked headphone amp or studio monitor.
- S6:** Microphones have inherent self noise that can become more noticeable when the preamp's noise floor is lowered with a Cloudlifter. Try a different mic and see if the noise/hiss changes or disappears.

**I4: Electrical Buzz/Hum**



**Faulty cables:** Refer to **S4**

- S7:** Check the Cloudlifter's proximity to electrical equipment, wiring or dimmers. If the Cloudlifter is near one of these sources move it to another location and see if the buzz or hum stops.
- S8:** Listen to the room's tone and make sure you are not hearing an air conditioner, ventilation or other electrical equipment.

**I5: Picking up radio signal**



**Faulty cables:** Refer to **S4**

- S9:** Make sure your microphone is properly grounded. Try the Cloudlifter with another mic and see if the radio signals stop.

**I6: Cloudlifter not passing phantom power to mic**



- S10:** Cloudlifters will not pass phantom power through them to power a mic requiring 48v. In order to use a Cloudlifter with a powered condenser or ribbon mic you will need an additional 48v phantom power supply.

**I7: Warranty information**



- S11:** Link to warranty info page