



INSTALLATION GUIDE



# Welcome

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Thank you for making Fishman a part of your musical experience. We are proud to offer the finest products available; high-quality professional-grade tools which empower you to sound your very best.

You now own a remarkable musical tool that will transform the way you play guitar!

This guide will help get you up and running with TriplePlay Connect. If you don't have experience making adjustments to your guitar, please consult our online documentation for step-by-step instructions.

Find detailed info about TriplePlay Connect at [www.fishman.com/Connect](http://www.fishman.com/Connect)

## Installation Requirements

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You may require some or all of the following tools to properly complete this installation, in addition to those provided with your Fishman product:

- Action height adjustment tools
- Screwdriver for strap button

## Read Me First

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*Installation of this product is a simple procedure, but we recommend this job only if you are experienced performing minor adjustments to your guitar. If you are uncomfortable with this work, consider having an experienced repair technician complete the installation.*

## What is Connect?

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Connect translates your guitar performance into MIDI, a language understood by music software and hardware. Connect is not an audio interface. Connect is a new way of using your guitar to create musical textures unlike anything achievable with traditional guitar pickups. With Connect, a guitar can sound like any instrument, real or imagined.

## In a Hurry? Plug-n-Play!

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The Connect controller will work with software that supports MIDI. This may even include hardware and software not meeting Connect's written requirements. The Connect controller will power up in a basic MIDI mode, when connected to a tablet, computer or mobile device, allowing use with applications that accept MIDI. Simply connect the provided USB or Lightning cable to your tablet, computer or mobile device. The Connect controller will appear in most software as a MIDI device with a single MIDI channel for all guitar string outputs.

# TriplePlay Connect App

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For the full functionality of the controller, install the Connect iOS App available for iPad at the App Store. The Connect iOS App will unlock the full capabilities of the controller.

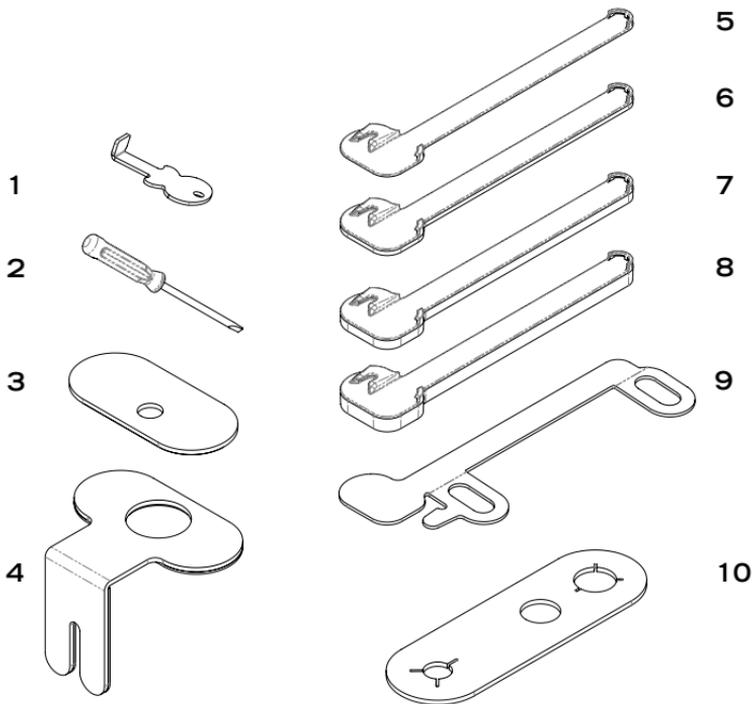
The TriplePlay Connect iOS App is for iPad only and supports iOS 9.3 and up. Devices must have at least 1GB of Ram or more.

For more options and instructional videos, register on our website at [www.fishman.com/connect](http://www.fishman.com/connect).



# TriplePlay Connect Installation Kit Contents

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# TriplePlay Connect Installation Kit Contents

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1. String spacer tool (guitar shaped)
2. Mini-Screwdriver
3. Plastic controller mount with magnets (clear/black)
4. End pin mounting bracket
5. #1 Pickup Mounting Pad
6. #2 Pickup Mounting Pad
7. #3 Pickup Mounting Pad
8. #4 Pickup Mounting Pad
9. Tune-o-matic® Vintage bridge bracket
10. Strain Relief

# Controller Installation

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## Mounting the TriplePlay Connect Controller

Although the controller can be mounted wherever it is comfortable, most players prefer to attach the controller to the included mounting bracket held on by the strap button(endpin). The controller attaches to its mount via a magnetic plate.

This magnetic plate can be attached to the guitar directly, with its stick-on adhesive, or you can use one of the provided metal endpin brackets to avoid applying adhesive directly to the face of your guitar.

## Controller Installation - Option 1

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1. Loosen the guitar's endpin strap button slightly (Fig 1).
2. Slide the slotted segment of the mounting bracket between the strap button and the guitar's body.
3. Slowly re-tighten the screw, verifying that the surface of the mounting bracket remains parallel to the top of the guitar.
4. Peel away the adhesive backing from the included controller mount (magnetic plate).
5. Carefully position the controller mount against the metal endpin bracket, and burnish the adhesive to the bracket to completely secure the adhesive.
6. Place the controller on the mount so that the magnets set in place.

# Controller Installation - Option 1

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Mounting the controller using an endpin bracket

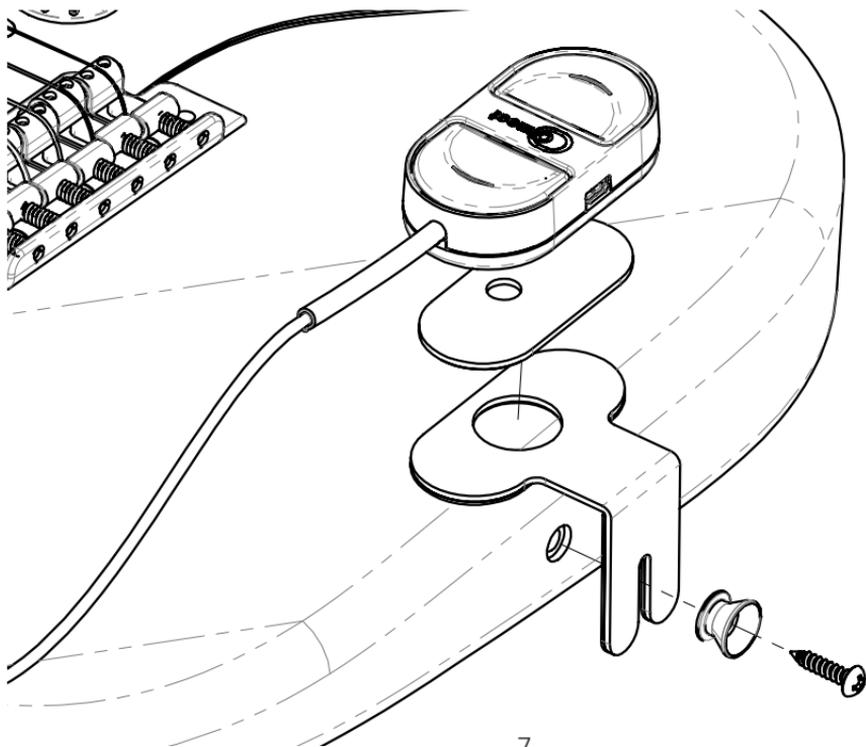


Fig 1

## Controller Installation - Option 2

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### **Mounting the Connect controller directly on your guitar's body**

In some cases the controller will need to attach directly to the guitar in order to make sure the wire attached to the pickup has enough length to allow the pickup to sit underneath the strings as close to the bridge as possible. Checking this length will help determine whether or not the endpin bracket can be used. The majority of electric guitars will be able to accommodate the endpin bracket without any issues. Large hollow body electric guitars and acoustic guitars may require the magnetic bracket to attach directly to the guitar.

1. Determine your ideal controller position.
2. Remove the controller and clean the application area with a soft lint free cloth.
3. Press the controller and mount together so that the magnets "click" into place.
4. Peel the adhesive from the controller mount.
5. Carefully position the controller at your ideal position, and then press the controller and controller mount against the guitar top. (Fig 2)
6. Remove the controller and verify that the controller mount is securely attached to the guitar, burnishing the mount and adhesive to the guitar with your thumb.

## Controller Installation - Option 2

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Mounting the Connect controller directly on your guitar's body

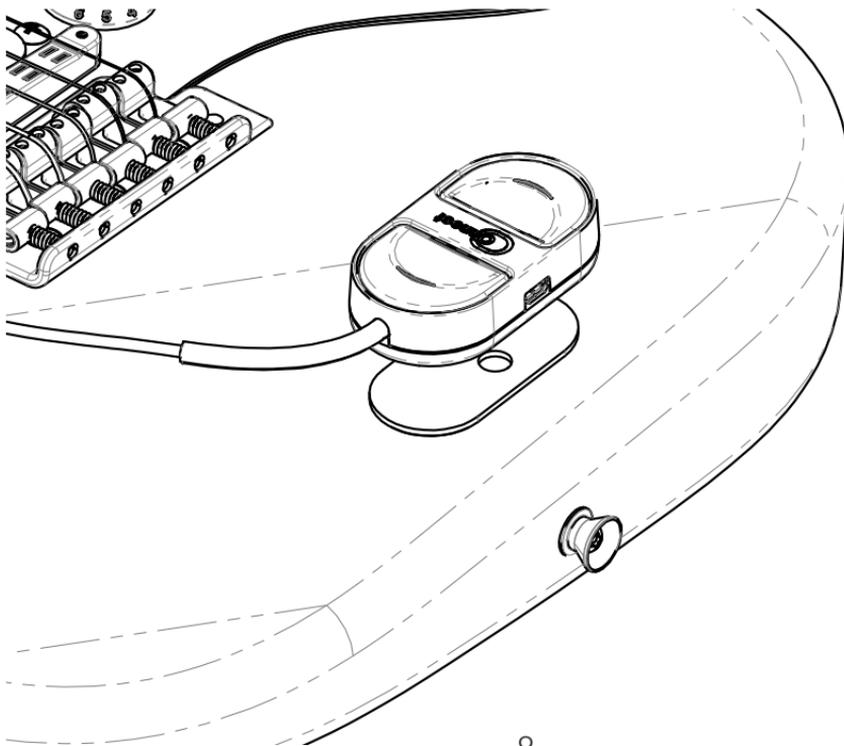


Fig 2

## Controller Installation - Trouble-Shooting

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While Connect's controller mounting options will accommodate most guitars, in rare cases there will be some hardware that will interfere with easy mounting of the product. On these guitars consider altering the instrument hardware or mounting the controller directly to the guitar's own hardware (such as a tail-piece). Consult a professional technician or Fishman's customer support department for specific suggestions.

# Pickup Installation

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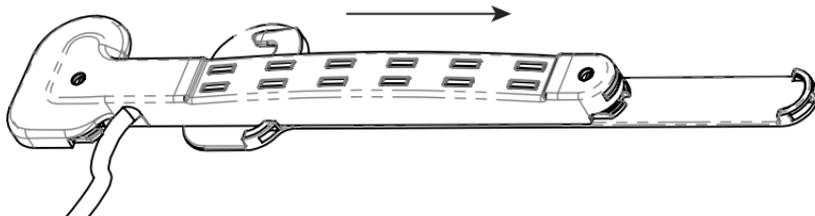
## Mounting the TriplePlay Connect pickup

Unlike the TriplePlay Connect controller, the TriplePlay Connect pickup must be precisely positioned as near as possible to the front of the guitar's bridge. The pickup height should be as close as possible to the strings, without the strings touching the pickup, even when strummed aggressively. The ideal distance of 1mm can be verified using our provided guitar-shaped height spacer (see Fig 9).

Start by inspecting the pickup and the four plastic pickup mounting pads. Note how the pickup slides into each of the pads.

The TriplePlay pickup slides into the pickup mounting pads. The pad remains attached to your guitar

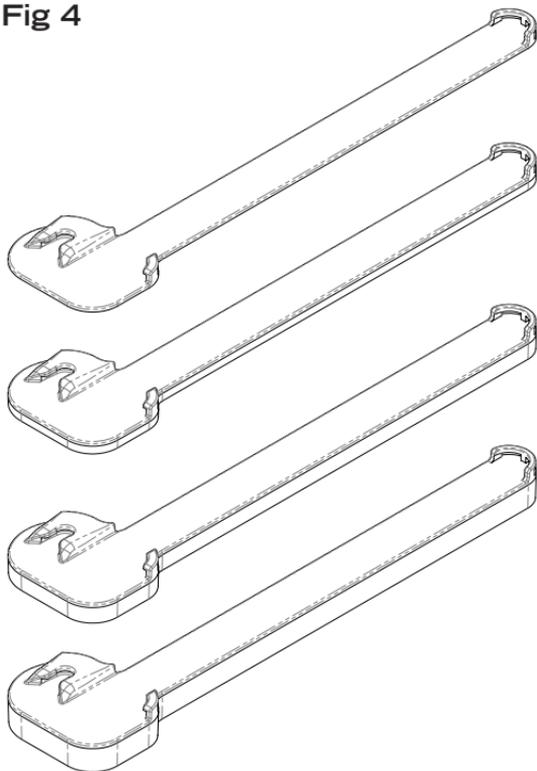
**Fig 3**



# Pickup Installation

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Fig 4



Four mounting pads are provided to accommodate instruments with varying distances between the guitar's top and the strings (Fig 4). After you attach one of these mounting pads to your guitar, you'll be able to remove and reattach the pickup in seconds.

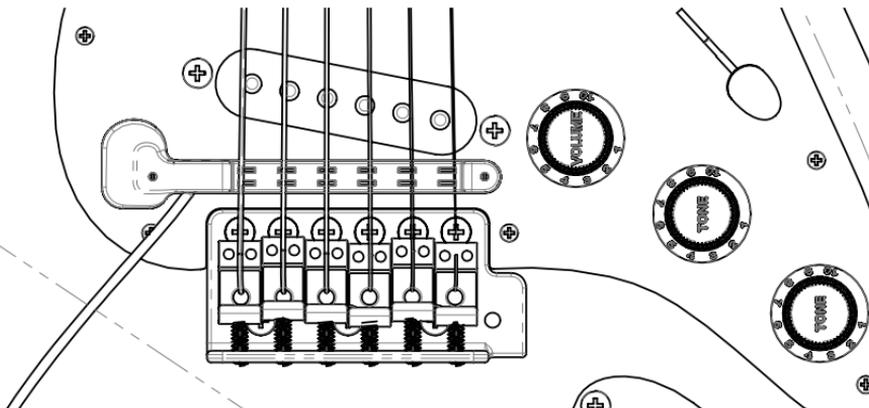
There are two ways to attach a pickup mounting pad: directly to face of your guitar, or using one of the included metal brackets designed to work with Tune-O-Matic bridges.

# Pickup Installation - Tremolo Bridge

## Attaching the mounting pad directly to the guitar's top

1. Clean the area where you'll mount the pickup with a soft, lint-free cloth.
2. With the thinnest mounting pad attached, slide the pickup beneath the strings and the guitar body near the bridge (Fig 5). Orient it so the output wire is closest to your low E string. Align the pickup perpendicular to the strings, with the pole pieces (six metal elements on the pickup's top surface) centered as accurately as possible beneath the strings.

Fig 5

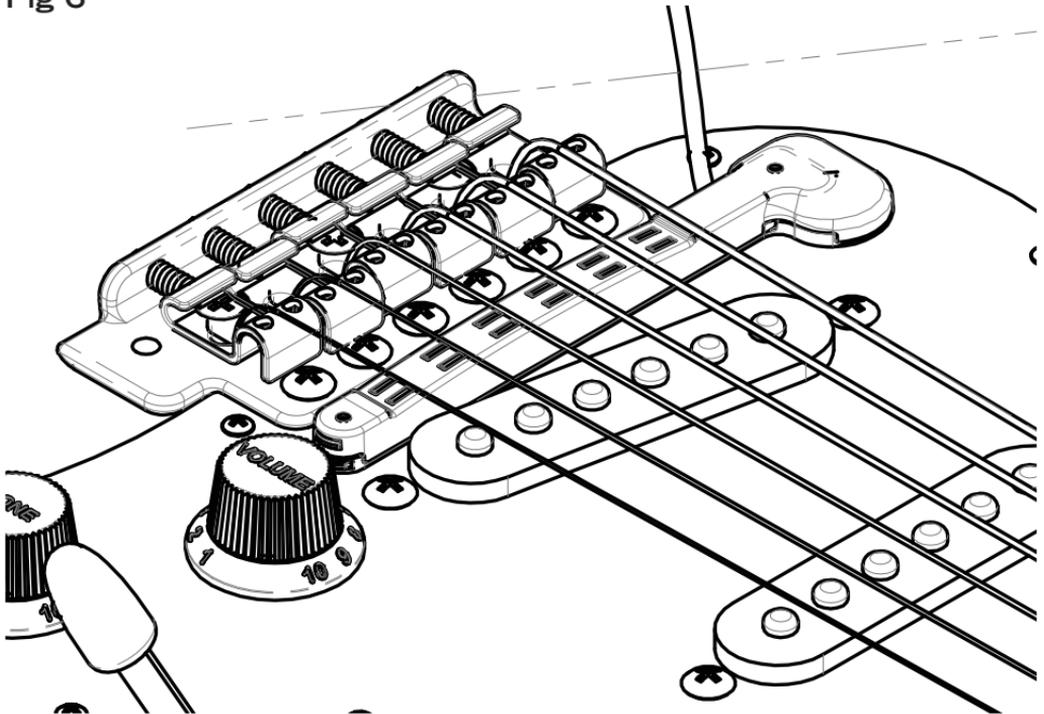


# Pickup Installation - Tremolo Bridge

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Attaching the mounting pad directly to the guitar's top

Fig 6



# Pickup Installation - Tremolo Bridge

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## Attaching the mounting pad directly to the guitar's top

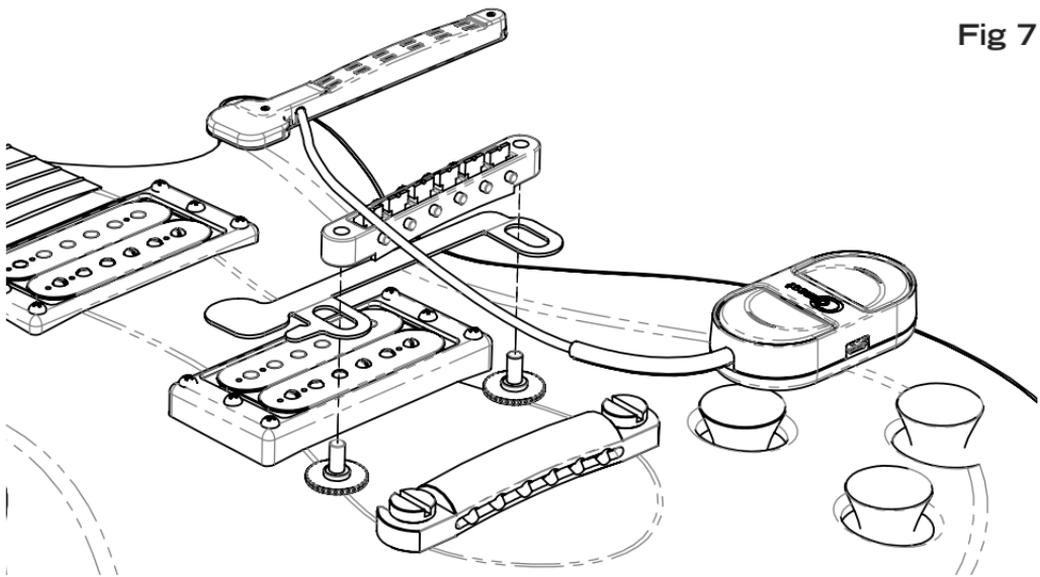
3. The pickup should be as close as possible to the strings, but not so close that the strings rattle against the pickup. Experiment with the four mounting pads to find the one that fits best. (Fig 6)
4. Once you've selected the mounting pad with the suitable height, determine the ideal position for the mounting pad by positioning the pickup and pad under the strings without removing the pad's adhesive. (Fig 5).
5. Remove the pickup and detach it from the mounting pad.
6. Peel the pad's adhesive backing and position it in the ideal position
7. Press the mounting pad firmly against the guitar, securing it.
8. Slide the pickup into the mounting pad.
9. Proceed to the Fine adjustments section.

## Pickup Installation - Tune-o-matic Bridge

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Attaching the mounting pad to the tune-o-matic bridge bracket

Fig 7



If your guitar has a tune-o-matic bridge, you can use the metal bridge bracket, which fits between the bridge's screw posts and the main bridge assembly. Choose the bracket which best fits your particular bridge mounting hardware.

## Pickup Installation - Tune-o-matic Bridge

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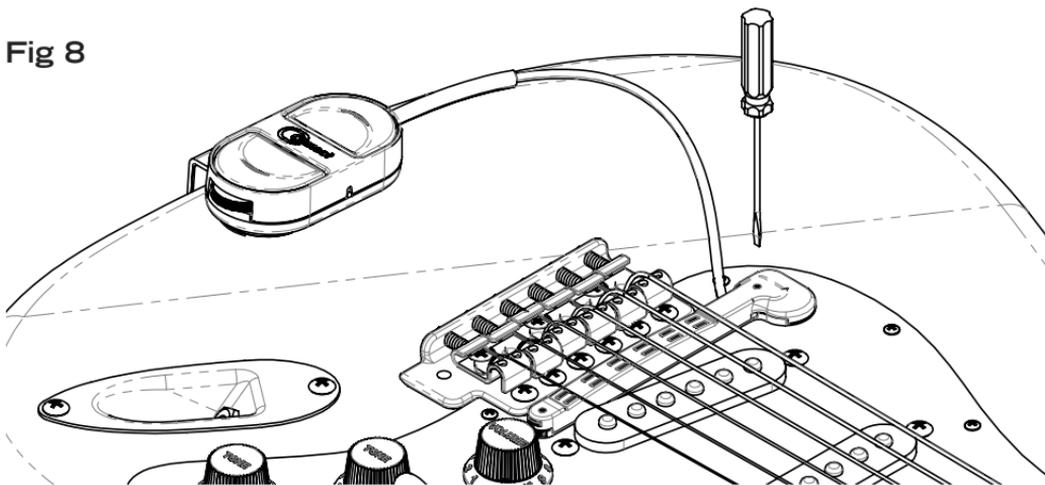
1. Check and make a note of the height of your outside strings using an accurate 6 inch scale (ruler). You will want to know this later in step 6.
2. Remove the strings and bridge, being careful not to allow the bridge to fall off and damage your guitar.
3. Slip the metal bracket over the bared posts, with the “bump” oriented towards the low E string side of the guitar.
4. Place the bridge assembly over the bracket and posts (Fig 7).
5. Restring your guitar.
6. Adjust the bridge’s height until the action matches your measured height from step 1.
7. Attach the slimmest of the plastic pickup mounting pads to the pickup, but don’t remove the pad’s adhesive backing yet. Slide the pickup and mounting pad between the bracket and the strings. The strings should almost, but not quite, touch the top of the pickup. If there’s too much space, try one of the thicker brackets.
8. Remove the adhesive backing from the mounting pad that fits best. Slide the mounting pad beneath the strings, carefully positioning it flush against the surface of the metal bracket. Press firmly to secure it well.
9. Slide the pickup into place.
10. Proceed to the Fine adjustments section.

## Pickup Installation - Fine Adjustments

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By this point you should have the pickup positioned quite close to the strings, but not so close that the strings rattle against it. Fine-tune the spacing using the included guitar-shaped pickup height spacer in conjunction with the pickup's two height-adjustment screws (Fig 8 and Fig 9). A mini-screwdriver is included in the Connect package. Ideally, the pickup-height spacer should fit between the strings and the pickup with little room to spare.

**Fig 8**



Fine-tune the bridge height using the included mini-screwdriver

## Pickup Installation - Fine Adjustments

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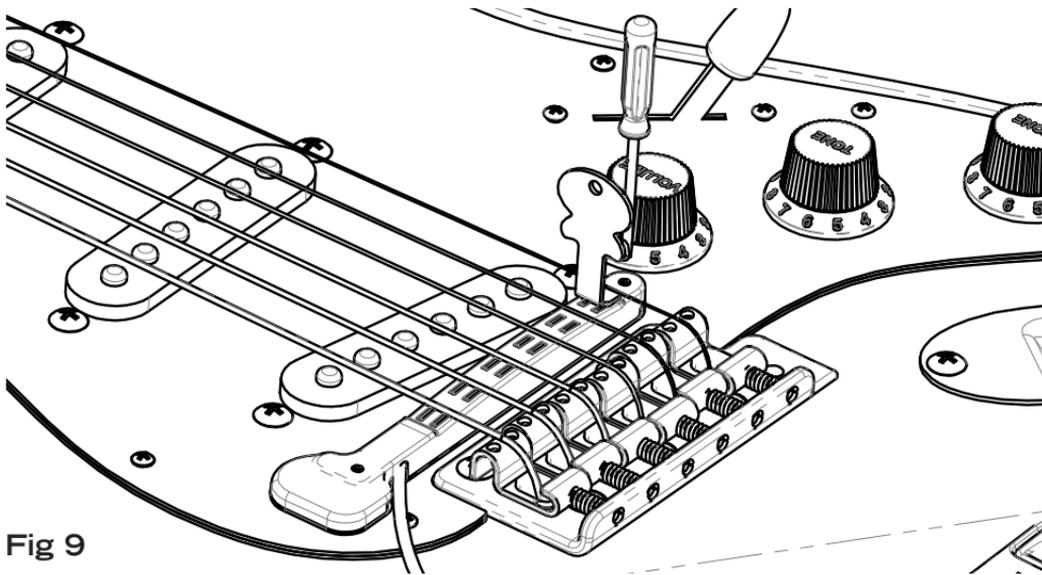


Fig 9

Verify the ideal 1mm distance using the included spacer tool.

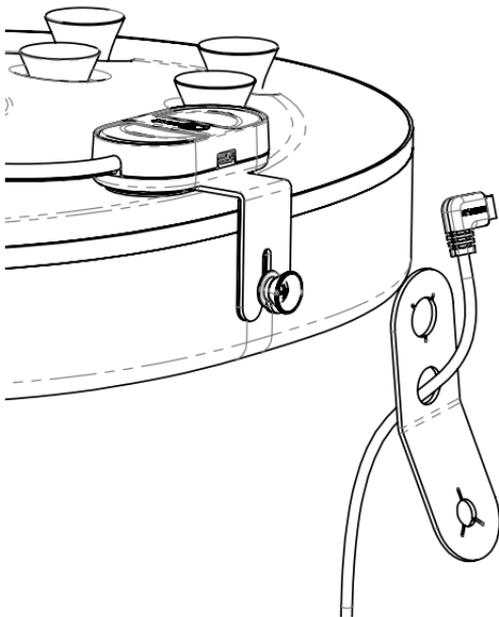
You may find at this point that one or more strings remain a little too close or a little too far from the pickup. Adjust the height of each saddle (when possible), so that all six strings are the same distance from the TriplePlay pickup's pole pieces.

# Strain Relief Attachment

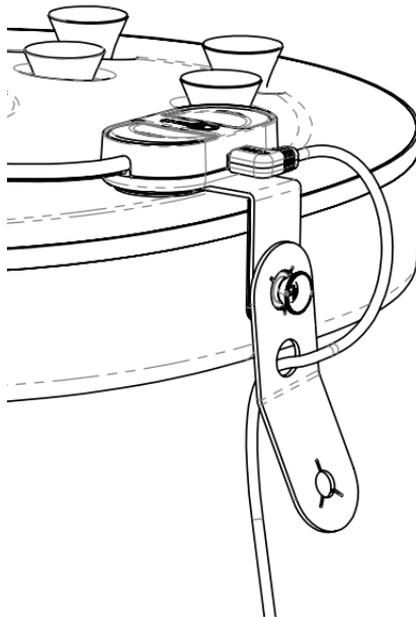
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Strain relief attachment is included to protect the TP Connect in the event of an accidental cord pull. See the diagrams below for installation:

## Step 1



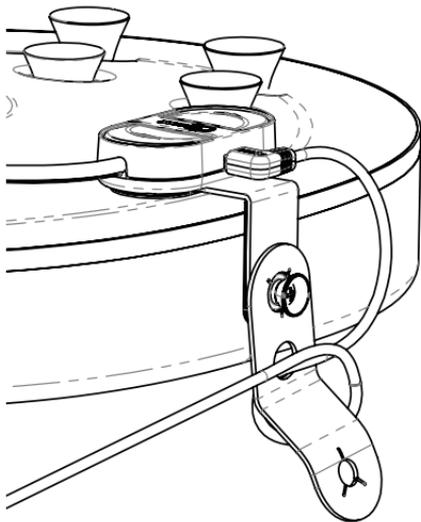
## Step 2



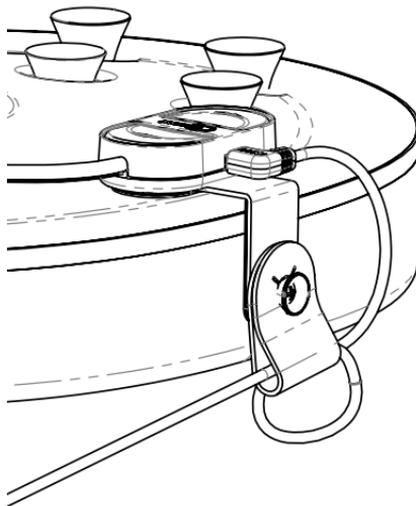
# Strain Relief Attachment

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Step 3



Step 4



# FCC Compliance Statement

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## FCC Compliance Statement Model # 494-000-604

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation..

This equipment has been tested and found to comply with the limits for a Class B digital devices, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **Warning**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## LIFETIME LIMITED WARRANTY

Fishman Transducers Inc. products ("Product") are warranted to the original consumer purchaser to be free of defects in materials and workmanship under normal use and service. Parts and labor are warranted for a period of one (1) year from the date of purchase. If the Product fails to function properly due to defects in materials or workmanship during the first year warranty period, Fishman Transducers Inc. ("Fishman"), at its option, will repair or replace the Product, with no charge for labor or materials. If the Product fails to function properly due to defects in materials or workmanship after one (1) year from the date of purchase, Fishman will repair the Product with no charge for materials, however repairs will be subject to applicable labor and freight charges determined by Fishman at their sole discretion. Fishman may also choose to replace this product or part of this product with a substitute, in lieu of repair, in exchange for quoted labor charges. This warranty applies only if the Product is sold and delivered within the U.S. by an authorized Fishman Dealer. For customers outside the U.S., Fishman products are warranted only by the terms of Fishman's authorized regional distributor. Please contact the dealer where you purchased your product for more information.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS DOCUMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL FISHMAN BE LIABLE FOR LOSS OF PROFITS OR INCIDENTAL, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF WARRANTY OR OTHER OBLIGATION CONTAINED IN THIS DOCUMENT. THE WARRANTY CONTAINED HEREIN SHALL NOT APPLY IF THE SERIAL NUMBER IS DEFACED OR REMOVED OR THE PRODUCT HAS BEEN DAMAGED BY ALTERATION, MISUSE, ACCIDENT, NEGLIGENCE OR USE WITH UNAUTHORIZED ATTACHMENTS.

### TERMS OF WARRANTY SERVICE

Warranty service and repairs are to be made only at the Fishman factory. Unauthorized repairs will void this warranty. The customer must contact Fishman Service & Support and obtain a Return Merchandise Authorization number (RMA) before delivering the product to Fishman, freight prepaid. Product repaired during the first year warranty period at the Fishman factory will be returned to the customer via UPS ground freight, prepaid by Fishman to any location within the continental United States. Product repaired after the first year warranty period at the Fishman factory will be returned at customer expense. Product returned to Fishman that is not covered by the terms of this warranty will be serviced only after payment is arranged.

### EU DECLARATION OF CONFORMITY CE

HEREBY, FISHMAN DECLARES THAT THIS TRIPLE PLAY CONNECT IS IN COMPLIANCE WITH THE ESSENTIAL REQUIREMENTS AND OTHER RELEVANT PROVISIONS OF DIRECTIVE 20014/30/EU. THE DECLARATION OF CONFORMITY CAN BE FOUND AT [WWW.FISHMAN.COM/SUPPORT](http://WWW.FISHMAN.COM/SUPPORT).

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fishman.com