WMS TROUBLESHOOTING

> Getting you operational is our number one priority. The Hutchison-t Helpdesk is always on hand to help, but if your WMS isn't working right, there are a few simple things you can do to check whether the equipment is actually broken or if you can fix it quickly yourself.
>
> Our 8-Point Checklist helps you target loss of audio, faint or distorted sound, unwanted noise, problems powering up, and other common WMS complaints.

KEY

Please note the following abbreviations used:
AF = Audio Frequency   RF = Radio Frequency   WMS = Wireless Microphone System
TX = Beltpack Transmitter Rx = Rack Mount Receiver

The 8-Point Checklist

✓ Check your Beltpack TX's Battery has sufficient capacity - If low, insert fresh batteries. Make sure the +/- indicators on battery match the transmitter terminals.

✓ Check the connection between the Headmic Cable and the Beltpack TX - Ensure the cable is securely seated into the plug connection.

✓ Check the Beltpack TX is switched on and check for any Red or Amber LED Indicators - These may indicate a low battery or that 'Mute' is enabled (in which case disable mute).

✓ Check the antenna is not damaged or obstructed (i.e. do not bend or fold the antenna within your protective Microphone Belt). Ensure the antenna is fully extended.

✓ Check the cable connection between the Mic RX and the Studio Mixer (both located in the rack). Ensure the cable is fully seated. Check the 'Mic' level on the Mixer.

✓ Check the Beltpack TX and Rack Mounted RX are tuned to the same frequency. If not, re-tune one or both units - See our 'Pairing Info' on page 2 for further instructions.

✓ For Interference and distortion issues, check there are no obstructions in the signal path or move TX closer to RX.

✓ The interference may be from another studio - Check other WMS's to ensure that no two are on the same frequency (1MHz is the recommended min spacing between systems.)

Pairing You're WMS:

PAIRING YOUR AKG WIRELESS MICROPHONE SYSTEM:

Check the channel number on the Beltpack TX display matches the number on the rack mounted RX - If this does not match:
- Open the battery cover and press the channel button until this matches the studios channel.
- Once on the correct channel, replace the battery cover
- Test the Beltpack by speaking into the headmic and confirming the RX picks this up.
- If still no sound please ensure the switch is all the way to the on position.

Checking the studio channel on the Receiver:
- If the above does not work check the channel for the studio has not changed on the RX.
- This can be done by checking the LED display on the RX and adjusting it with the channel button until it is correct and matches the TX (ensuring this is not the same channel as another studio.)

PAIRING YOUR SHURE WIRELESS MICROPHONE SYSTEM:

Check the channel number on the Beltpack TX display matches the number on the rack mounted RX - If this does not match:
- Press the link button on the side (needs to be done within 5 seconds of the device powering on)
- The activity light should start blinking green.
- The Beltpack TX will then detect a receiver that is waiting to pair.

Checking the studio channel on the Receiver:
- Locate and press the link button on the receiver (The activity light should then start flashing)
- The receiver will then automatically pair with the receiver.

Please Note: Shure Beltpack TX's work on software updates -If the rack mounted RX and Beltpack TX are not pairing together using the above method, one of the items may require a software update. If so, you can contact Helpdesk team for further instructions on how to carry this out.

TESTING

If you encounter a problem with your WMS equipment, you can pinpoint exactly which piece of equipment is specifically at fault by swapping each unit out with a working equivalent unit. For example, if you hear crackling but don't know whether it originates with a Headmic or a Beltpack, test a spare Headmic with the Beltpack. If the issue is resolved, it's clear that the Beltpack is functioning normally, and the Headmic is at fault.

If your WMS still isn't working right, never fear! You can return the faulty equipment to the Hutchison-t Repair Centre for further investigation bu one of our skilled in-house technicians.

You can submit a repair request to us via the RMA link below, or, if you'd prefer to speak to one of our Customer Service Advisors, give the Hutchison-t Helpdesk a call.

RMA Link: http://forms.hutchison-t.com/rma-form.html