



Below you'll find answers to the most common questions we get asked about Wireless Microphone use.

How do I get the best from my WMS?

Proper care and hygiene is critical for ALL of the WMS components, but particularly the Headmic. A Foam Windshield must always be used to protect the microphone capsule from saliva and sweat, minimise unwanted noise, and reduce plosives. The Windshield should be washed regularly, and the Headmic must be allowed to air dry after every use to prevent damage from moisture ingress. Storing the Headmic hanging up, so the cable dangles down loosely, will also protect the wire and encourage ventilation.

See our ["WMS Dos & Don'ts"](#) for more advice on WMS Care

Why are Headmics classed as consumables?

Think of your headmic like a piece of clothing. Clothes need to be washed, dried, and hung up after every use to keep them in good condition. But like all consumables, even with the best of care, they'll eventually wear out. Your WMS is exactly the same – proper care will extend its life, but the lifespan of the headmic in particular is unavoidably limited to around 12 months. This is down to the nature of its use in high-intensity, moist environments like the fitness studio (just like your gym gear!).

What is the recommended WMS & why?

Following a highly successful trial period, the Shure GLX-D® Digital Wireless Mic System paired with a Hutchison-T Aerobic Headmic has been selected as the preferred GroupX Wireless Microphone System. During trials the system scored 10/10 for Ease-of-Use, Durability, and Quality-of-Sound.

Aside from improved performance across the board, the system is packed with handy features like a rechargeable Lithium-Ion Battery with a runtime of 16 hours!

Take a look at the [Shure GroupX Bundle eFlyer](#) for more info on features and pricing

Can't I just pay more for a longer-lasting system?

We're always on the lookout for advances in WMS technology, but for the moment research has concluded that Shure is outperforming all other systems that have been trialled or used in the past, and, relative to cost and core functionality, also matches or outperforms brands pitched at a higher price point.

Do I really need spare WMS Equipment?

YES! It is our recommendation that every club should be holding spares to ensure your members are never disappointed. We're recommending a minimum of 2 Headmics & 2 Beltpack Transmitters per club so you've always got a backup for classes. Better still, this will let you rotate your equipment, giving you ample opportunity to air-dry Headmics and Beltpacks and extend the life of your equipment overall.

Always have a minimum of 2 Headmics & 2 Beltpacks spare!

What if I have a problem with my Mic equipment?

The Hutchison-t Helpdesk are always here to help, but you'll find that some problems can be fixed quickly and effectively using our simple WMS Troubleshooting Guide. If that doesn't work, or if you'd prefer to speak to our Helpdesk, just get in touch and we'll talk you through the steps. Either way, the most important thing is to deploy your spares straight away so the club is fully operational and members aren't affected.

Take a look at our simple [WMS Troubleshooting Guide](#)

How do I get my equipment repaired?

Hutchison-t operate a highly efficient RMA (Return Materials Authorisation) service. This means we can Repair or Replace any faulty Microphone equipment. As soon as we fix it, you can rotate it back into use or spare stock.

**Follow the [RMA link](#) to return your equipment:
<http://forms.hutchison-t.com/rma-form.html>**

Call the Helpdesk on [0333 240 7369](tel:03332407369) (Option #1) or via email at helpdesk@hutchison-t.com