

## TROUBLESHOOTING GUIDE:

# Wireless Lav microphone not working

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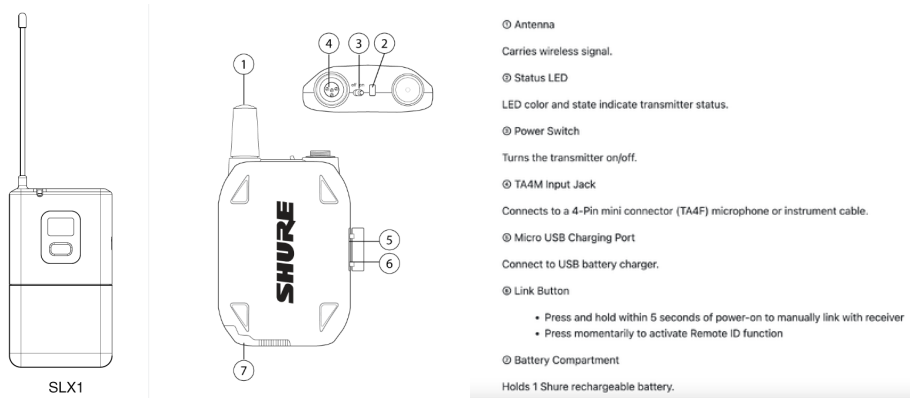
Before trying to resolve an issue with the wireless lav microphone, determine which of the two models we use is installed in the room:

[Shure SLX1](#) – uses AA batteries

[Shure GLXD4](#) - uses proprietary rechargeable batteries

To look up which rooms use which models, visit the [Wireless Lav List](#). Note: H5, J3, and L4 are all different varieties of SLX1.

## Wireless Lav Mic Types



## Contents

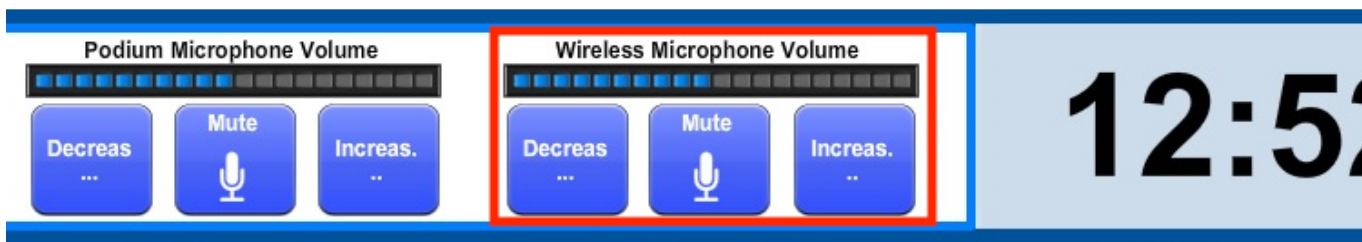
### [Possible Solutions:](#)

- Is the Wireless Microphone source unmuted and is the volume turned up on the Crestron touchscreen?
- Is the wireless belt pack turned on and unmuted?
- Is the gain switch on the wireless unit set to "mic" and are all lav microphone components in working order?
  - SLX1 only: Is the gain switch set to "mic"?
  - Is the lav microphone cable connected to the transmitter unit?
- Send a co-pilot to investigate further

## Possible Solutions:

### Is the Wireless Microphone source unmuted and is the volume turned up on the Crestron touchscreen?

- Guide the user through unmuting the Wireless Microphone source on the Crestron touchscreen and adjusting the volume.
- The Wireless Microphone source can also be controlled remotely using RoomView.

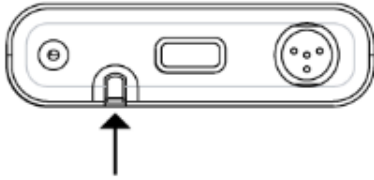


Crestron touchscreen volume controls

### Is the wireless lav belt pack turned on and unmuted?

Ask the user what colour the light is on the top of the unit to make sure the microphone is operating normally.

## Wireless Lav Mic Indicator Lights



**Green** indicates the wireless mic unit is turned on & unmuted.

**No coloured** light indicates the wireless mic unit is probably turned off. To turn it on:

- **SLX1:** Hold the power/mute button until the light turns on.
- **GLXD4:** Flip the power switch to the on position as labeled on the microphone.

## Turning on the Wireless Lav Mics

### Amber

- **SLX1:** Indicates the unit is muted. The wireless lav microphone can be unmuted by pressing the power/mute button on the unit once.
- **GLXD4:** Indicates a battery error. The battery needs to be replaced.

**Steady red** indicates the unit is low battery. Suggest a change of batteries.

- **SLX1:** Spare AA batteries may be located in the microphone pouch or the little microphone cabinet.
- **GLXD4:** A replacement rechargeable battery is in the charging unit (if installed in the teaching station) located beside the room PC and/or in the microphone receiver. Send a co-pilot if the microphone receiver needs to be accessed. Which rooms have charging units is noted in the [Wireless Lav List](#).

**Flashing red** indicates the battery is dead.

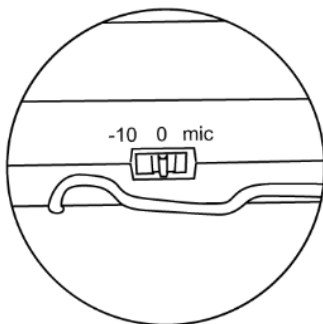
- If there aren't any spare AA batteries in the microphone pouch or located in the podium microphone cabinet, send a co-pilot.

## Is the gain switch on the wireless unit set to "mic" and are all lav microphone components in working order?

**SLX1 only:** Is the switch on the wireless belt pack set to "mic"?

- On the side of the wireless belt pack that you wear, there should be a small switch that says "*minus-10, zero, mic*". This switch sets the volume range for the wireless mic. **Please make sure that it's set to "*mic*"** – otherwise the audio level will be so quiet that you won't be able to hear it.

### SLX1 Gain Switch



## Is the lav microphone cable connected to the transmitter unit?

- Ask the user to disconnect the lav microphone cable from the transmitter unit and reconnect it, ensuring a tight connection.

## Send a co-pilot to investigate further

- If none of the above solutions resolve the issue, it's time to call for reinforcements.
- There may be an issue that can only be resolved in-person by a co-pilot:
  - Transmitter and receiver are out of sync
  - Receiver gain turned down
  - Receiver turned off
  - Receiver disconnected from Crestron controller
  - Other audio cabling issues
- If the co-pilot provides an update on and/or resolution for the issue, note it in the Outcome column of the TalkMaster log.

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**Keywords:** #sound #belt #pack #clip #transmitter #unit #wless #wireless #portable #lavalier

## Wireless Lav microphone not working changelog




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Added anchors for better navigability.	12/15/2022	 Joshua Chau
Created Sharepoint page on Talkmaster KB site.	11/10/2022	 Joshua Chau
Suggested (tracked) changes, deleted column view (it was making the editing process too complicated).	8/10/2022	 Ilan Swain

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