

AM8 Frequently Asked Questions

Q1: Which devices is the AM8 microphone compatible with? Is the microphone compatible with smartphones and tablets?

A: The AM8 microphone is compatible with most of the **desktop and laptop PCs (Windows & Mac OS), PlayStation 4/5 console, some of the smartphones and tablets**. Please note that the AM8 microphone is **NOT** compatible with the Xbox console.

For Apple devices, a prompt will appear asking if you are connecting a headset, please select “Yes” to use the microphone. If you are using an older Apple device with a Lightning port, please note that you will need to purchase a Lightning to USB Adapter separately in order to connect the AM8 microphone.

For Android devices, you may need to enable OTG (On-The-Go) in the settings.

Q2: Which boom arm is compatible with the AM8 microphone?

A: The AM8 microphone is equipped with **3/8” and 5/8” mic thread**. Any boom arms which support either of these two mic thread size can be compatible with the AM8 mic.

Recommended Boom Arms & Stands for the AM8 Microphone:

For a **low-profile boom arm** setup: We recommend the BM88. It keeps a clean, minimal look on your desk.

If you alternate with **heavier microphones**: We suggest the BM66 or BM66T. These models offer stronger support and better stability for larger mics.

If you want to **save desk space and raise the microphone higher**: We recommend the BS1 or BS2 desk stands. They lift the mic vertically without taking up much room on your desktop.

Q3: Why does my original output device (e.g., speakers, headphones) stop working after I plug in the AM8 microphone? Do I have to use the AM8 microphone as an output device (with a 3.5mm headphone connection)?

A: When connected, the AM8 automatically becomes the default output device, so audio stops playing through your original speakers or headphones. You’re not forced

to use it, you can switch back to your preferred output device in your computer's audio settings.

Note: The volume knob on the AM8 only controls the 3.5mm headphones plugged directly into the microphone.

Q4: How can I improve the audio quality of my microphone?

A: 1. Increase sensitivity and clarity

The AM8 is a dynamic microphone with a cardioid pickup pattern, which means it has a shorter capture range and is designed to focus on sound coming directly from the front of the mic capsule.

To improve volume and clarity:

- Speak closer to the microphone—about 2 to 4 inches from the top of the mic
- Adjust the microphone gain knob to 50-80%

2. Reduce background noise

1. If you encounter the background noise in your recording, set the microphone's volume to around 30% and speak closer to the mic (about 5 inches away).
2. Keep the environment as quiet as possible, and turn the back of the microphone toward the noise source.
3. You can also try using AI noise canceling function on NVIDIA Broadcast or similar audio software. These tools help filter out unwanted background sounds and can often improve your audio quality.

If you're using a Windows computer, also try the following:

3. Disable all sound effects (right-click the speaker icon → "Playback Device" → right-click the default loudspeaker → "Enhancements" → check "Disable all sound effects").
4. Disable the built-in microphone (right-click the speaker icon → "Recording Device" → right-click "Internal Microphone" → "Disable").
5. Test the microphone on another computer or laptop.

Q5: Why is my AM8 microphone recognized as a "USB Headset" on my PS5?

A: The AM8 has a 3.5mm headphone jack for audio output, so the PS5 recognizes it as a headset. This is normal and doesn't affect microphone function.

If you want to use separate devices for input and output but can't set them independently, try updating your PS5 to the latest version.

Q6: What should I do if my microphone is not working?

A: First, identify your mic status: no power, device not recognized, or no sound picked up. Then try the corresponding steps below.

For all issues, start with:

1. Try a different USB port (avoid USB hubs). For laptops, ensure it's charged to prevent insufficient power. For desktops, use a rear USB port if possible.
2. Use another USB cable that supports data transfer.
3. Test the microphone on another computer or laptop.

If the microphone has **no power**, the steps above should resolve it. If not, proceed to the steps below.

If the device is not recognized:

4. Uninstall the microphone driver on the "Device Manager", unplug it, restart your computer, then plug it back in to reinstall.

If there is no sound picked up:

5. Turn up the microphone volume using the gain knob and check if the mute button is enabled.
6. Set the microphone as the default input device in your computer and software settings.
7. Check the app's privacy settings to ensure microphone access is allowed.
8. In your chat or recording software, confirm the mic is not muted.

If the issue persists, please contact us on Amazon or through our official website for further assistance.