

AM8T Frequently Asked Questions

Q1: Which devices are the AM8T microphone compatible with? Is the microphone compatible with smartphones and tablets?

A: The AM8T 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 AM8T 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 AM8T microphone.

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

Q2: Is the boom arm included with the AM8T microphone kit fit my desk?

A: The AM8T kit comes with the CS1 boom arm. Both the upper and lower sections are 13 inches (33 cm) long. The desk clamp fits a maximum desk thickness of 2.1 inches (5 cm).



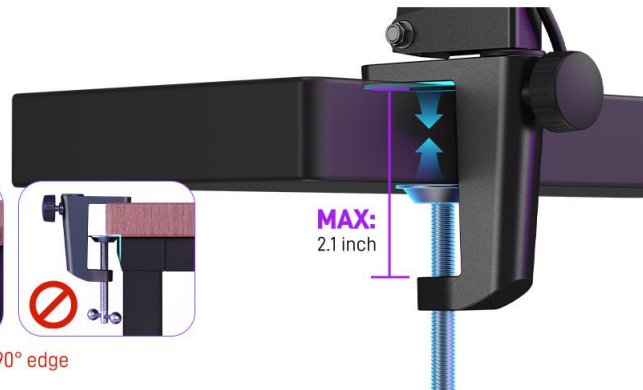
Please mount the clamp only on a desk with completely flat and even top and bottom surfaces. Desks with curved or raised edges may cause the arm to become unstable or slip off.

COMPACT DESK CLAMP

Clip firmly to ensure your boom arm stable and anti-slip pads for extra grip.



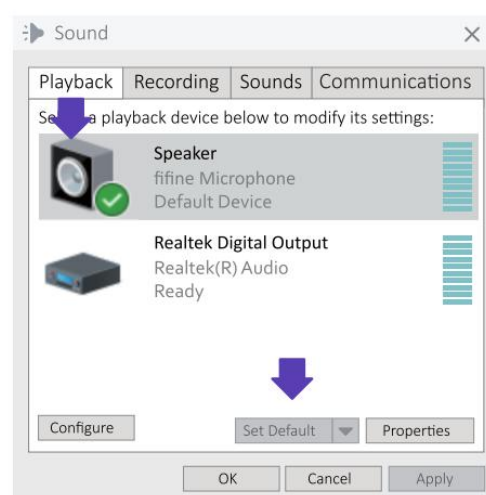
A lip on the desk <1.2 inch. Non 90° edge



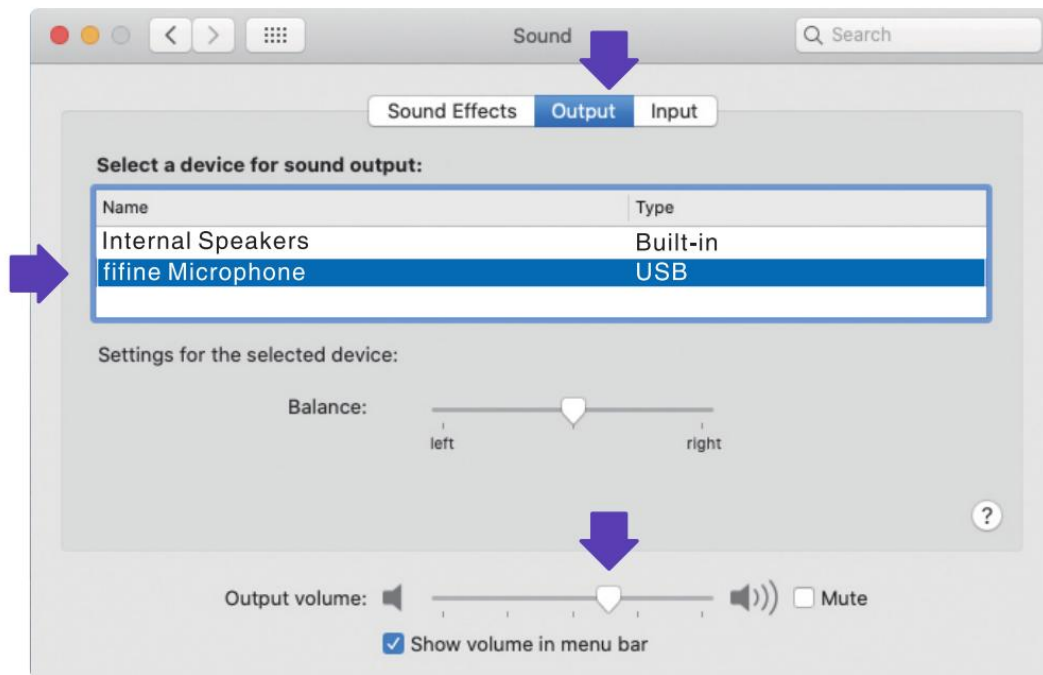
Note: If your desk isn't suitable for a boom arm mount, we recommend choosing the standard version of the AM8 microphone, which includes a desk stand.

Q3: Why does my original output device (e.g., speakers, headphones) stop working after I plug in the AM8T microphone? Do I have to use the AM8T microphone as an output device (with a 3.5mm headphone connection)?

A: When connected, the AM8T automatically becomes the default output device, so audio stops playing through your original speakers or headphones.



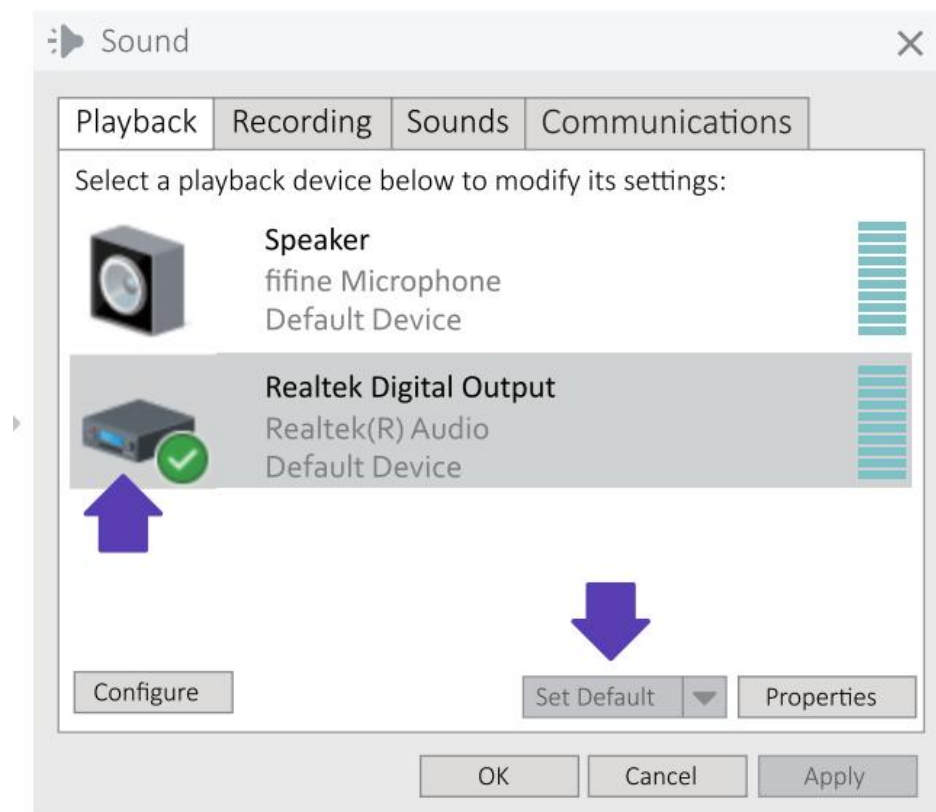
(Windows)



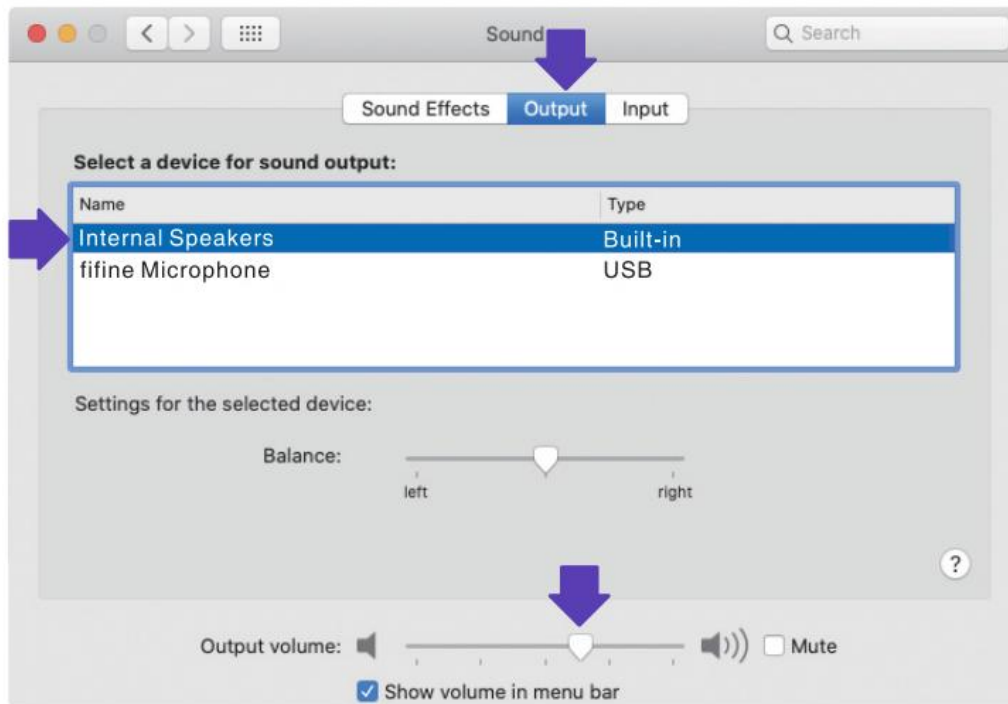
(Mac os)

You're not forced to use it, you can switch back to your preferred output device in your computer's audio settings.

Default Output (Internal or External 3.5 mm Speakers)

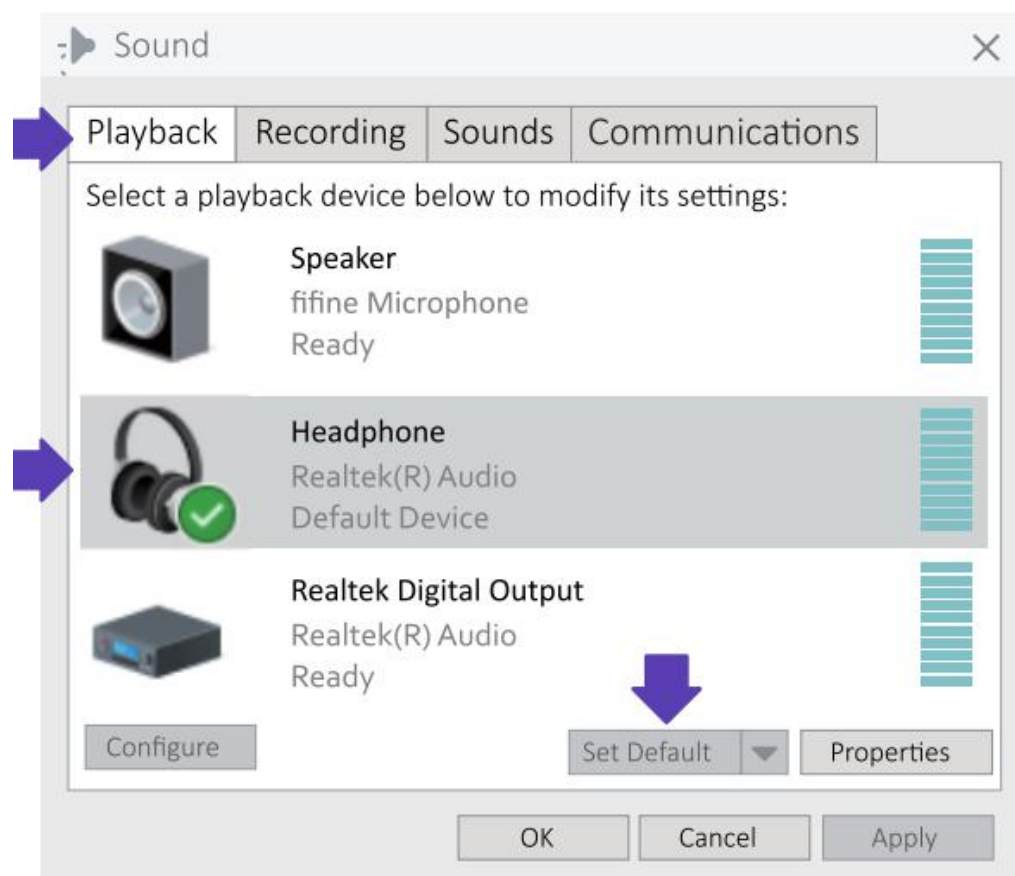


(Windows)

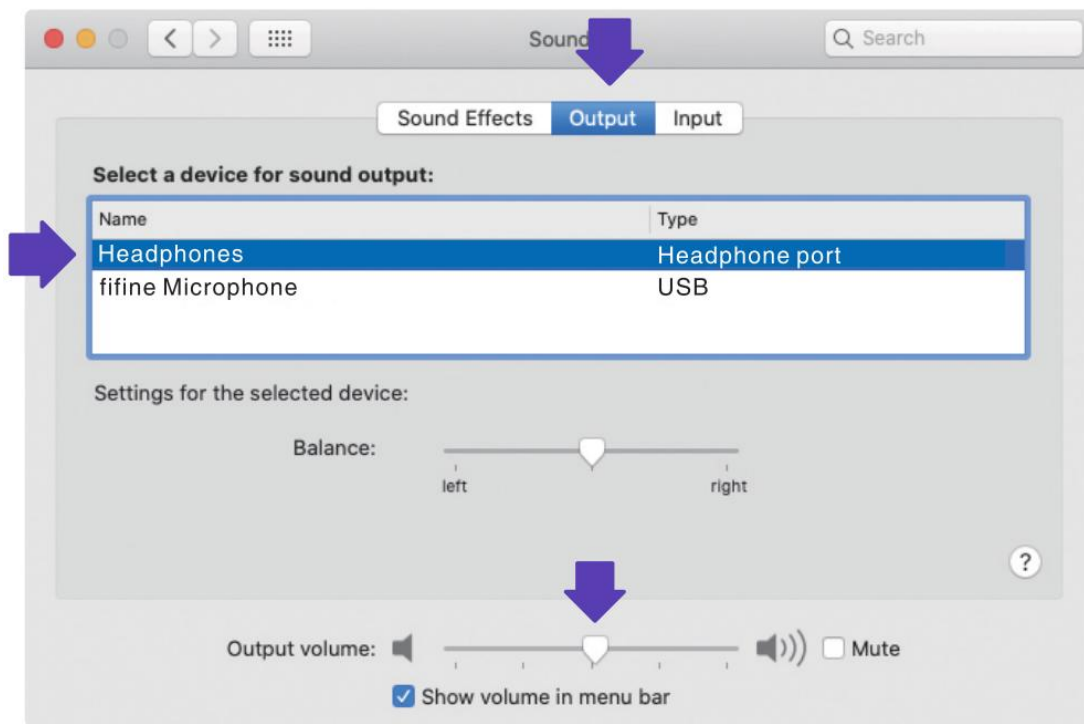


(Mac OS)

External USB Devices (External USB Headsets or Speaker)



(Windows)



(Mac OS)

Note: The volume knob on the AM8T only controls the 3.5mm headphones plugged directly into the microphone.

Q4: Can I adjust the mic gain using the volume knob on the AM8 when connected via XLR?

A: The volume knob on the AM8 is designed for USB mode. When connecting via XLR, you can easily adjust the mic gain through your external audio device, such as a mixer or audio interface.

Q5: How can I improve the audio quality of my microphone?

A: 1. Increase sensitivity and clarity

The AM8T 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 gain to around 30% and speak closer to the mic (about 5 inches away).
2. Keep the environment as quiet as possible, and don't let the top of the

microphone face directly to 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.

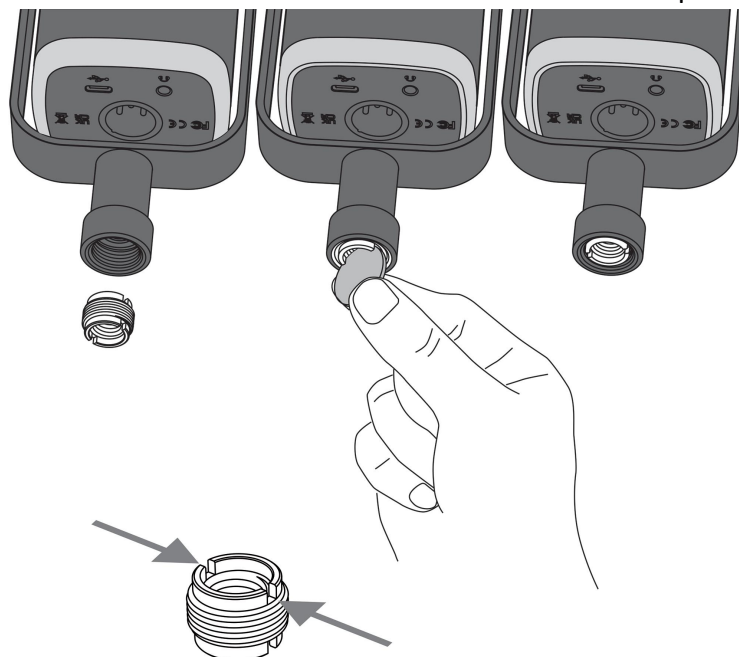
Q6: Why is my AM8T microphone recognized as a "USB Headset" on my PS5?

A: The AM8T 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.

Q7: What should I do if the adapter screw for connecting the microphone gets stuck?

A: The adapter screw has two notches on each end. Simply insert a coin of the right size into the notches and turn to unscrew the stuck piece.



Q8: 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.