Attention: XLR/TRS audio ingest notice

Initial shipments of Gear 310, 320, and 420 are shipping with only UNBALANCED XLR/TS inputs on the rear of the unit. These are intended to support both BALANCED and UNBALANCED XLR/TRS inputs.

Telestream, LLC will be sourcing a replacement component that allows for both BALANCED and UNBALANCED audio input using the XLR/TRS inputs on the rear of Gear 2.

Once these are available, Telestream will send the replacement BALANCED XLR/TRS interface cables to each customer that received a unit with UNBALANCED XLR/TS. Swapping these cables is an extremely simple process. Instructions as well as a link to a video walkthrough will be provided with the replacement audio cables.

We sincerely apologize for any inconvenience this may have caused. We are working hard to ensure replacement components are sent out in a timely fashion.

Sincerely,
Telestream’s Wirecast Team

See F.A.Q.s on Reverse Side
F.A.Q.s

I need to have BALANCED audio inputs now for a specific event, what can I do?
Please contact our customer support team (M-F, 8am – 5pm PST) via email: desktopsupport@telestream.net to discuss what options are available until the replacement cables arrive.

How do I know if I need BALANCED audio? What is it?
BALANCED audio signals cancel out unwanted noise that can be picked up over a long analog audio signal run. Sources of these unwanted noises can be power cable hum, cell phones, radio towers, or other sources of electromagnetic energy.

BALANCED audio will not remove existing noise from a signal, but rather prevents new noise from being introduced. Unless you are hearing noise introduced, BALANCED signals will not provide an appreciable improvement otherwise.

When will I receive my updated input cables?
We do not yet have a specific timeframe yet. Rest assured, we are working to have these shipped out to our customers as soon as possible.

I bought my unit from a reseller. You do not have my address. How will you send it to me?
We will send out emails to all registered Wirecast Gear owners, requesting that they enter in their shipping information for the replacement cables. We will also make this request form available on the website in the Gear Support section, should some users experience email difficulties.

The address that my Gear unit was shipped to is no longer appropriate. How do I make sure the cables go to my new address?
Please contact our customer support team (M-F, 8am – 5pm PST) via email: desktopsupport@telestream.net to let them know of your new address so it can be notated in our system. We will also be sending out emails with address verification form, as well as making the form available on our website.