Channels -- ShurePlus™ Channels Mobile App for iOS

Getting Started

Before You Begin

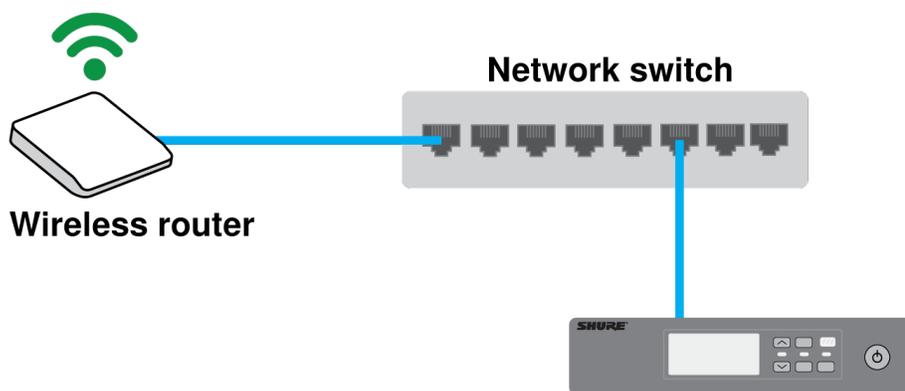Channels supports the following Shure devices:

- Axient$^®$ Digital
- Axient
- UHF-R$^®$
- ULX-D$^®$
- QLX-D$^®$
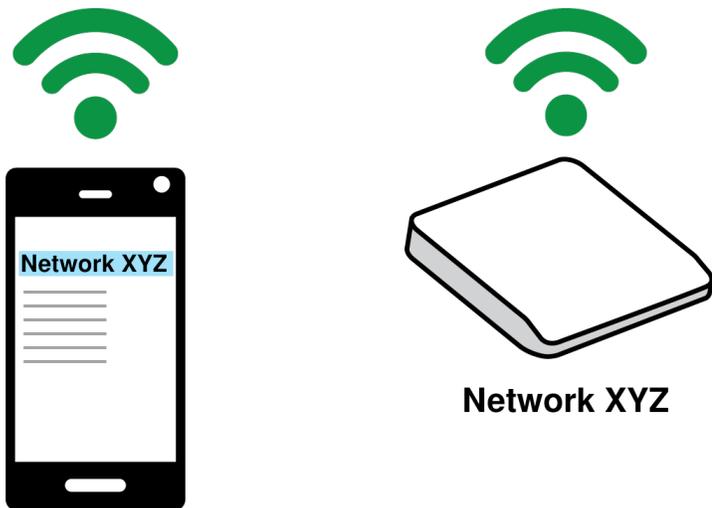- PSM$^®$1000

Step 1: Connect Wi-Fi Router

Connect a Wi-Fi router to the same network as your Shure devices.

Note: If you're using DHCP addressing, only use 1 active DHCP server per network.

Step 2: Join Wi-Fi Network

Join the Wi-Fi network on your phone or tablet.

Network XYZ

Tip: Channels displays the Wi-Fi network your device is connected to.

Step 3: Discover and Monitor Devices

After joining the Wi-Fi network, your devices will appear in the list of available channels (channel view).

- Filter channels by selecting the icons at the bottom of the screen.
- Tap a channel to see the channel's current settings and a condensed view of its front panel (detail view).

Tip: If devices do not appear, try power cycling any network devices, such as routers or access points.

Adjust Device Settings with Purchased Add-Ons

To make changes to channels in the app, purchase remote control add-ons for the Shure wireless line(s) you wish to control. Each add-on enables control capabilities for devices in that wireless line.

You only need to purchase an add-on once per wireless line, and you can share it between devices that use the same Apple ID. For example, 1 ULX-D add-on enables control for an unlimited number of ULX-D channels.

1. Tap the menu icon.
2. Select Store.
3. Purchase the add-ons for the wireless systems you wish to control using your Apple ID.

Monitoring

Sorting Your Channels

Tap the AZ↓ icon to sort channels by device name, model name, channel name, or group.

You can also filter channels using the icons at the bottom of the screen:

- All channels
- Channels that are offline (no network connection)
- Channels with low battery alerts
- Channels experiencing interference

Identifying Devices

Swipe right on any channel in the list view to flash a device's LED lights and front panel. This helps you identify the corresponding device in a large rack of equipment.

Organizing Channels with Colors

To assign a color to a channel, swipe left in the main list view. Color-coding channels helps you stay organized when working with many devices.

Channels stay in their color groups until cleared or reset.

Editing

Using Channels with Wireless Workbench

Think of Channels as a portable version of WWB's Monitor window that also provides details about other settings on networked devices.

With remote control add-ons, you can use the app to make changes to device settings. The editable settings are similar to the ones in WWB's Properties panel, but you'll be able to control them from your tablet or phone.

Editable settings vary based on the Shure wireless line:

- **Axient, UHF-R, ULX-D, and QLX-D receiver settings**
  - Frequency assignment
  - Audio output level adjustment
  - Audio output muting
  - Channel and device naming
  - Menu locking
- **PSM 1000 transmitter settings**
  - Frequency assignment
  - RF muting
  - RF output power level
  - Audio input gain
  - Audio input level
  - Audio mode
  - Channel and device naming
  - Menu locking
- **Axient Digital (ADX) and Axient transmitter settings using a ShowLink® Access Point (AD610 or AXT610)**
  - Transmitter gain
  - RF muting
  - RF output power level
  - Frequency changes
  - Device name
  - Menu locking
  - Other settings

Controlling Networked Devices

To make changes to Shure networked devices using the app, purchase remote control add-ons for the Shure wireless line(s) you want to control.

After purchasing:

1. Tap a channel to see the full list of device settings.
2. Select Edit to unlock the editable settings.
3. Editable settings appear in green. Any changes to device settings will happen in real time.
4. Tap Done to exit and lock the editable settings.

If you make changes to a setting that must also be applied to portable devices (microphone transmitters or in-ear monitor receivers), you will need to IR sync the portable device and networked device after changing the setting. For example, if you change a ULX-D receiver's frequency using Channels, you will then need to sync the transmitter to apply the changes.

Controlling ShowLink Transmitters

If you have a ShowLink-capable wireless system and are using a ShowLink access point (AD610 or AXT610), use the app to control transmitter settings remotely. ShowLink automatically sends updates from the receiver to the transmitter, and you won't need to re-sync them to apply changes.

1. Tap a channel to see the full list of channel settings.
2. Select Edit to unlock the editable settings.
3. Select the Transmitters tab. Editable settings appear in green.
4. Tap Done to exit and lock the editable settings.

Finding Device Information

To find the firmware version, IP address, and other details about networked devices, tap the channel. Then tap the information icon to see more information about the networked device.

Sharing Purchased Add-Ons Between Apple Devices

You can share purchased add-ons between devices that use the same Apple ID.

1. Install the Channels app on the Apple device.
2. Tap the Menu icon.
3. Select Store.
4. Select Restore. You will be prompted to enter your Apple ID password.
5. Your previously purchased add-ons will appear in the app, and you can make changes to those devices.

Customizing App Settings

Setting the Low Battery Threshold

When a device's battery reaches the low battery threshold, a low battery alert appears.

Tap Settings to adjust when you receive a low battery alert for all connected devices.

Adjusting TV Channel Width

Tap Settings to adjust the TV channel width. This setting allows your device's frequency to match the corresponding TV channel width for your location.

Choose between the following:

- 6 MHz (North America)
- 6 MHz (Japan)
- 7 MHz (Australia)
- 8 MHz (Europe)

Managing Device PINs

Using Wireless Workbench, you can set PINs for devices to prevent unauthorized changes. See the Wireless Workbench documentation about Access Control to learn how to set up PINs for your devices.

When a device has a PIN assigned to it, a shield icon appears in the channel's detail view. To make changes to the channel, enter the device's PIN.

The app can remember any PIN you want it to, so you don't need to enter the PIN every time.

You can also clear remembered PINs:

1. Select the menu icon.
2. Tap Settings.
3. Select Forget All Pins.