

MXC CUSTOMIZATION FAQS

Q: Which MXC conference units can be customized?

A: *MXC620-F and MXC630-F flush-mount conference units can be customized. Custom portable/tabletop conference units are not available.*

Q: What features can be customized?

A: *The size, shape, finish, and color of the front panel; the logo and labels on the front panel; and the assortment of standard features. A standard feature can be deleted or included to suit the customer's specific needs.*

Q: What colors are available?

A: *Aluminum front panels are available in a brushed or matte finish, in the following colors: black (standard), blue, bronze, clearcoat (silver), gold, grey, orange, red.*

Q: Are gooseneck microphones in custom colors or lengths available?

A: *Modifying the length or color of gooseneck microphones is possible, but may require additional quality testing to ensure that flexing or UV exposure do not cause mechanical noise or paint discoloration. Requests for alternate gooseneck finishes will be evaluated on a case-by-case basis. Gooseneck modifications may require additional time to prepare a quotation.*

Q: Can the SW6000 Conference Management Software be customized?

A: *No, customized versions of SW6000 software are not available.*

Q: Are customized MXC conference units tested to meet Shure quality standards?

A: *Yes. A customized conference unit must meet all Shure quality standards for performance, reliability, appearance, etc.*

Q: What about regulatory certifications such as for electrostatic discharge (ESD) immunity?

A: *The requirements depend on the customer's country. Some changes (color or logo, for example) do not require re-certification. Functional or electronic changes typically will require re-certification by the local regulatory agency. The NFC ID card reader also requires certification by the local RF authority. The cost and time necessary for regulatory certification vary, and are included in our quotation.*

Q: What happens if a custom MXC conference unit needs to be repaired or replaced?

A: *The majority of parts are identical to those used in standard conference units. When a custom conference unit is created, an additional quantity of any unique custom parts (such as the front panel) will be automatically ordered and shipped to the customer. These parts can be used to replace front panels that become worn or damaged.*