

CHAT® Console

Supports Version 3.1.0.7



ClearOne® Contacts

Headquarters

5225 Wiley Post Way Suite 500
Salt Lake City, UT 84116

Sales

Tel: +1.801.975.7200
sales@clearone.com

Headquarters

Tel: +1.801.975-7200

Technical Support

Tel: +1.801.974.3760
audiotechsupport@clearone.com

Notices

© 2021 ClearOne, Inc. ClearOne, Inc. All rights reserved.

Information in this document is subject to change without notice.

Document: DOC-0467-001v1.0 October 2021

Contents

Notices	i
1. Introduction	1
2. Installing CHAT Console for Windows	2
3. The CHAT Console Interface	5
3.1 Help	5
3.1.1 Set Your Preferred Language.....	5
3.1.2 Determine Your Version of CHAT Console.....	5
4. Settings and Log	6
4.1 Settings	6
4.1.1 Adjust Audio Settings	6
4.1.2 Copy and Create New Preset.....	7
4.2 Log	9
5. Presets	10
5.1 Loading a ClearOne Preset to a Device	10
5.2 Create a User Preset	12
5.3 Delete a User Preset	13
5.4 Edit a User Preset	15
6. CHAT Console Firmware	17
6.1 Download the Most Recent Firmware Version	18
6.2 Use Firmware that CHAT Console Detects	18
6.3 Use Firmware Located on Your Computer	19

1. Introduction

CHAT Console software supports ClearOne's CHAT speakerphones: flexible USB speakerphones, powered by ClearOne's HDConference™ audio, that provide unmatched audio clarity and enhance the conferencing experience.

Information about CHAT devices is available as follows:

1. [Personal Speakerphones](#)
2. [Group Speakerphones](#)

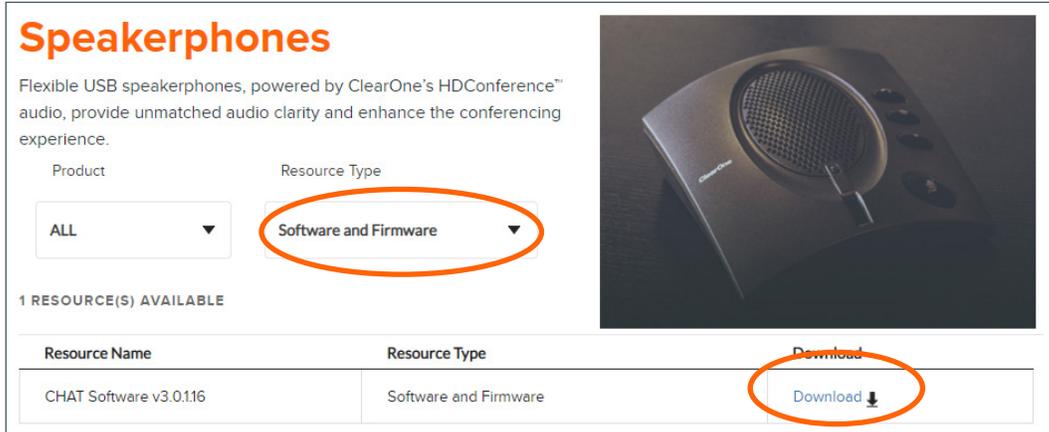
2. Installing CHAT Console for Windows

You can use any CHAT device right out of the box. You must download the CHAT software **only if the device requires a firmware update.**

 **Note:** The install procedure is the same for all versions of Windows 7 and higher.

To download and install CHAT Console, use the following procedure:

1. **Access** <https://www.clearone.com/speakerphones-1>.
2. Under Resource Type, use the dropdown to **select Software and Firmware.**
3. **Click Download.**



Speakerphones

Flexible USB speakerphones, powered by ClearOne's HDConference™ audio, provide unmatched audio clarity and enhance the conferencing experience.

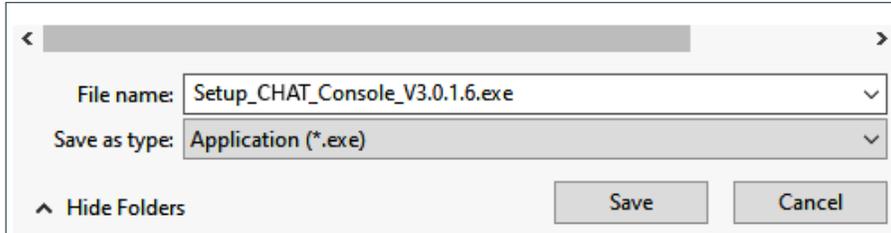
Product: ALL

Resource Type: Software and Firmware

1 RESOURCE(S) AVAILABLE

Resource Name	Resource Type	Download
CHAT Software v3.0.116	Software and Firmware	Download ↓

4. **Click Save.**

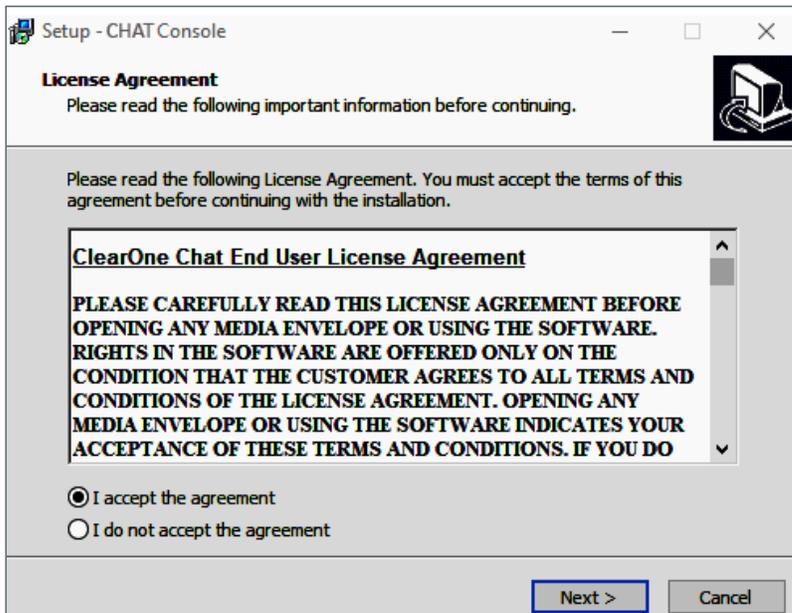


File name: Setup_CHAT_Console_V3.0.1.6.exe

Save as type: Application (*.exe)

Hide Folders Save Cancel

5. **Read the agreement, click the “I accept the agreement” radio button, then click Next.**



Setup - CHAT Console

License Agreement

Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

ClearOne Chat End User License Agreement

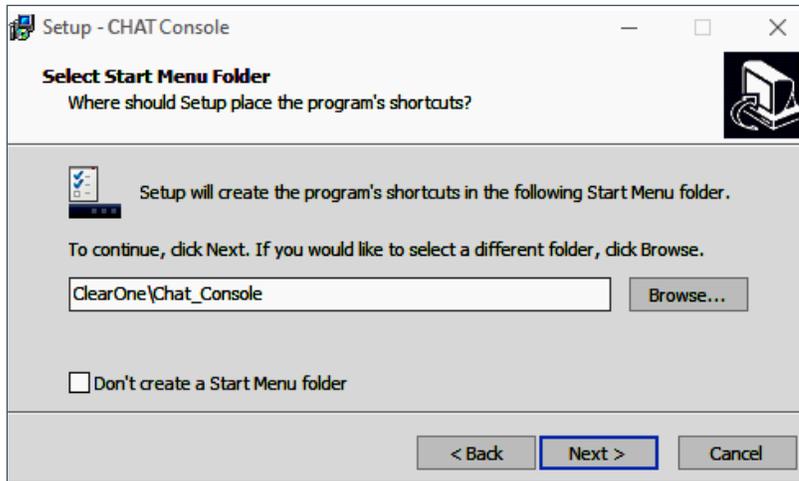
PLEASE CAREFULLY READ THIS LICENSE AGREEMENT BEFORE OPENING ANY MEDIA ENVELOPE OR USING THE SOFTWARE. RIGHTS IN THE SOFTWARE ARE OFFERED ONLY ON THE CONDITION THAT THE CUSTOMER AGREES TO ALL TERMS AND CONDITIONS OF THE LICENSE AGREEMENT. OPENING ANY MEDIA ENVELOPE OR USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO

I accept the agreement

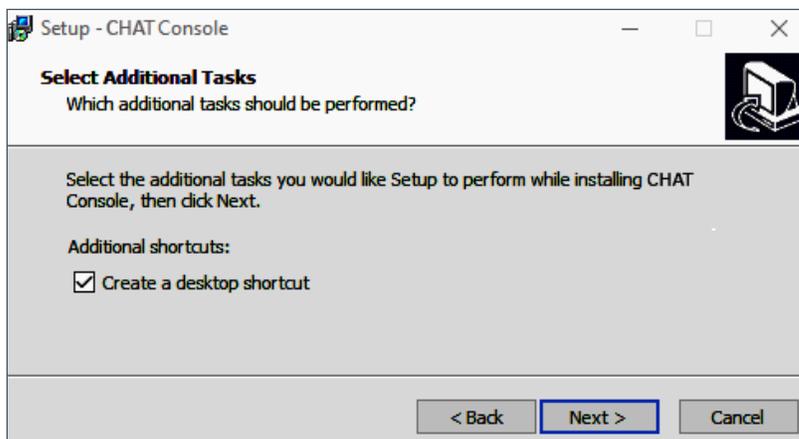
I do not accept the agreement

Next > Cancel

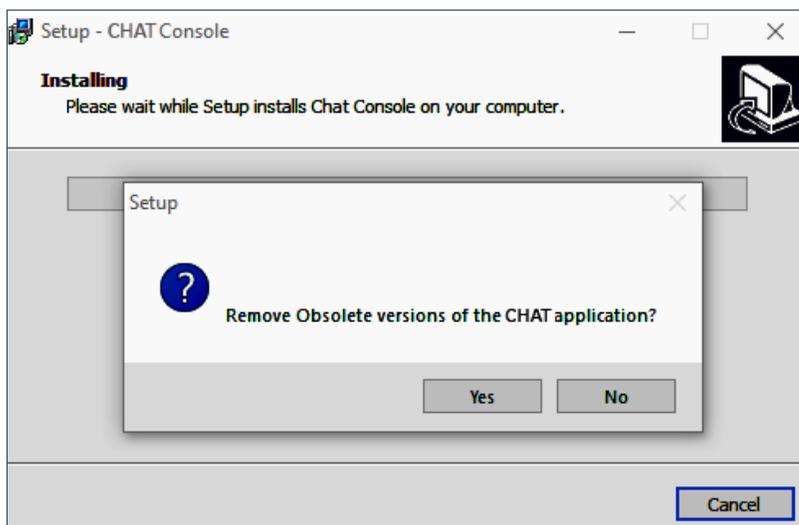
6. If preferred, **browse** to **select a folder**.



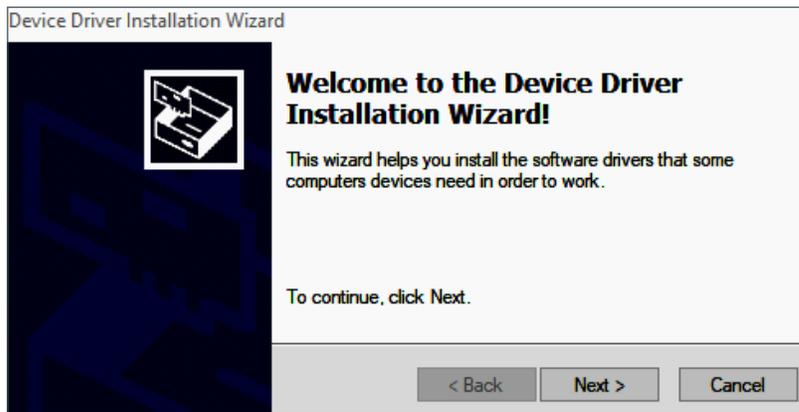
7. If you want a CHAT Console desktop shortcut, **click the checkbox**, then **click Next**.



8. On the remove obsolete versions popup dialog window, **click Yes**.



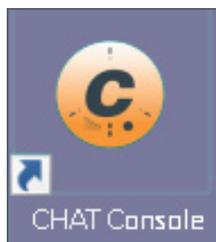
9. On the install wizard dialog window, **click Next**.



10. On the Completing the Device Driver Installation Wizard window, **click Finish**.



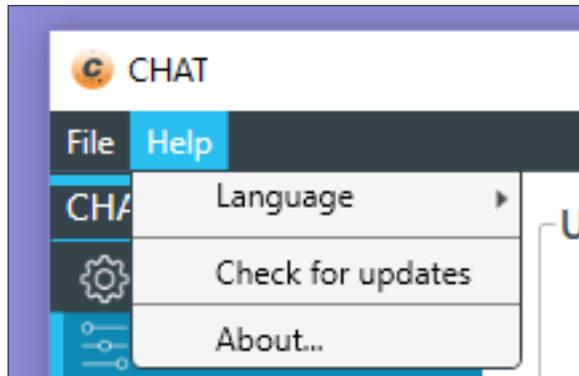
11. When the CHAT Console installation is complete, to start CHAT Console, **double-click the CHAT Console icon** now on your Windows desktop.



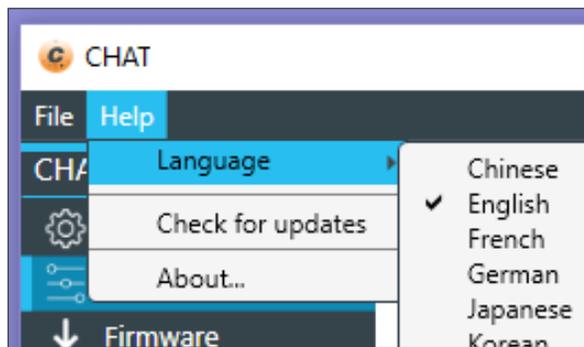
3. The CHAT Console Interface

3.1 Help

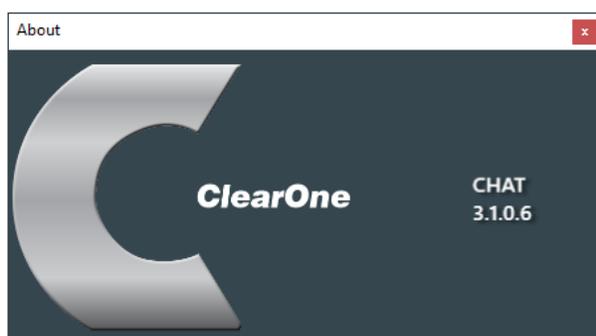
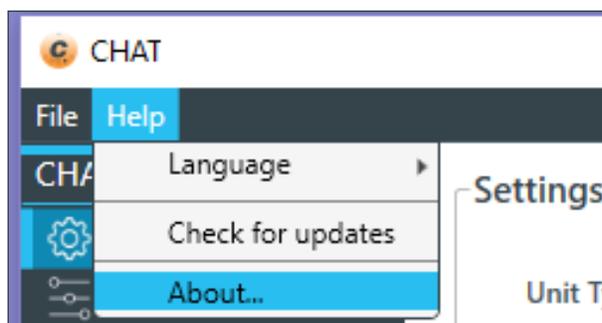
From the Help menu item, you can select your preferred language and determine your version of CHAT Console software.



3.1.1 Set Your Preferred Language.



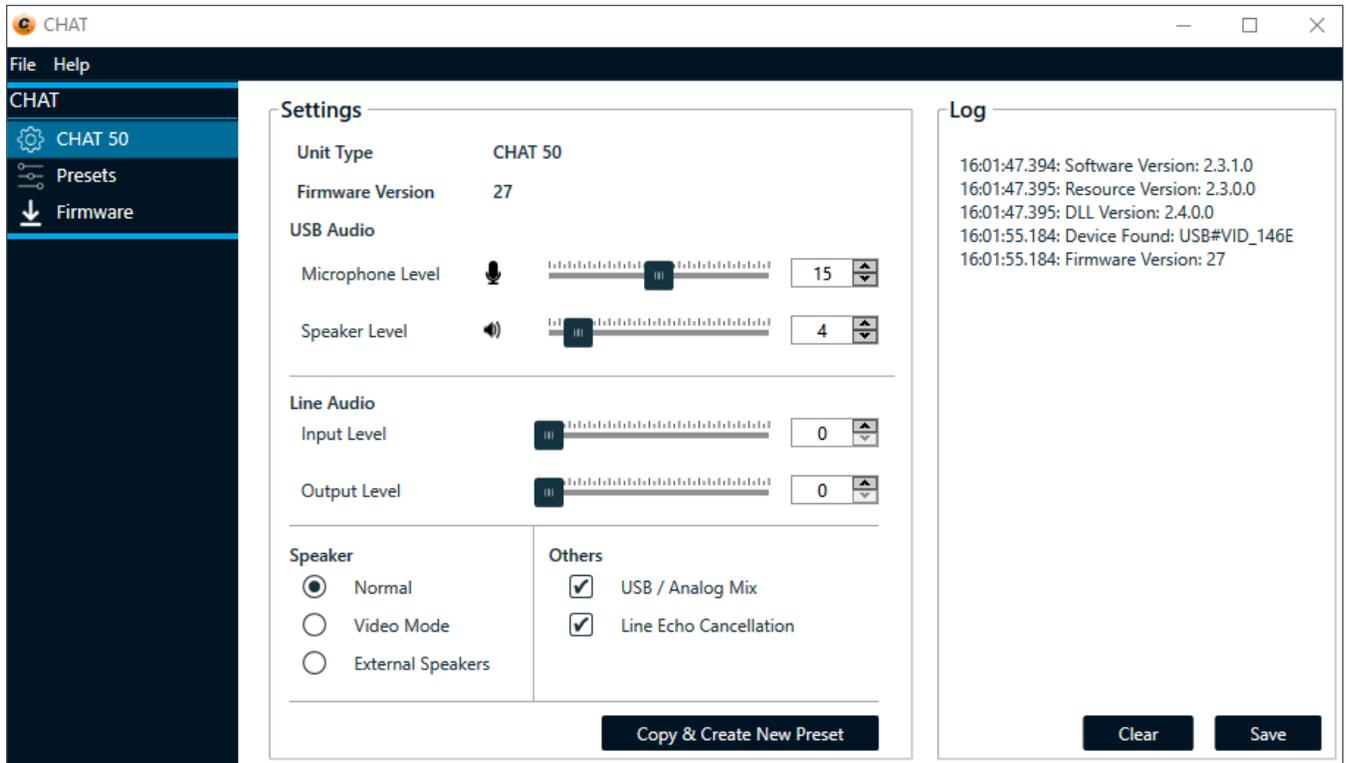
3.1.2 Determine Your Version of CHAT Console.



4. Settings and Log

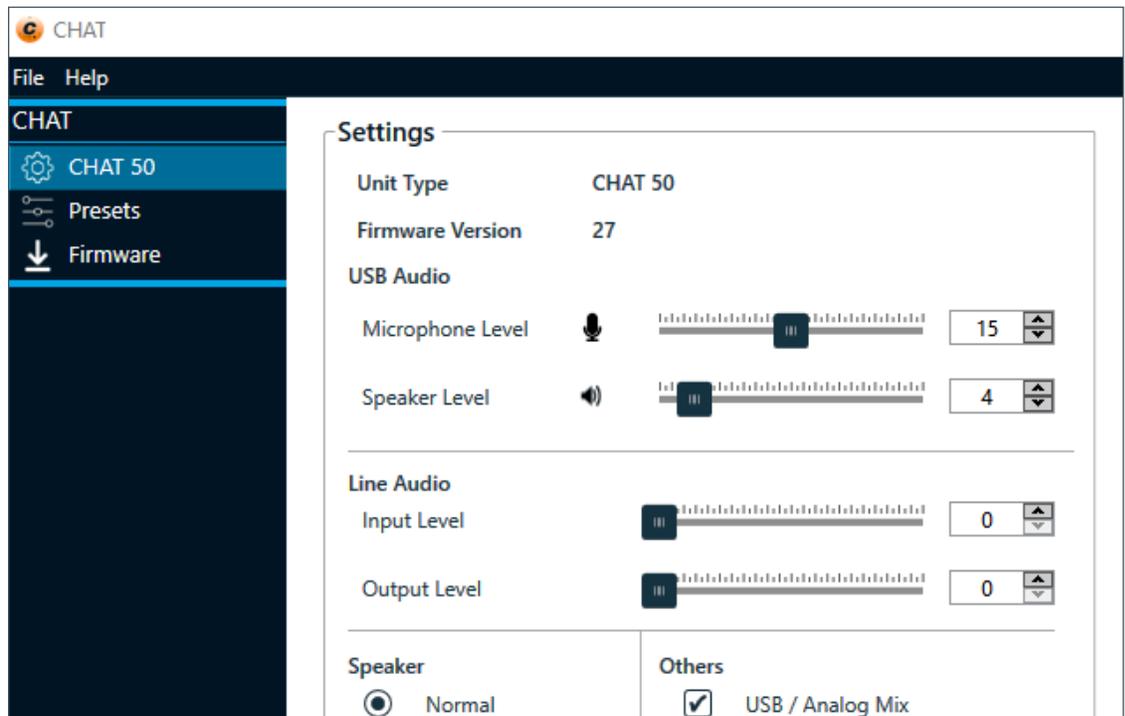


Note: The screen images in this section are examples from a CHAT 50.



4.1 Settings

4.1.1 Adjust Audio Settings



USB Audio

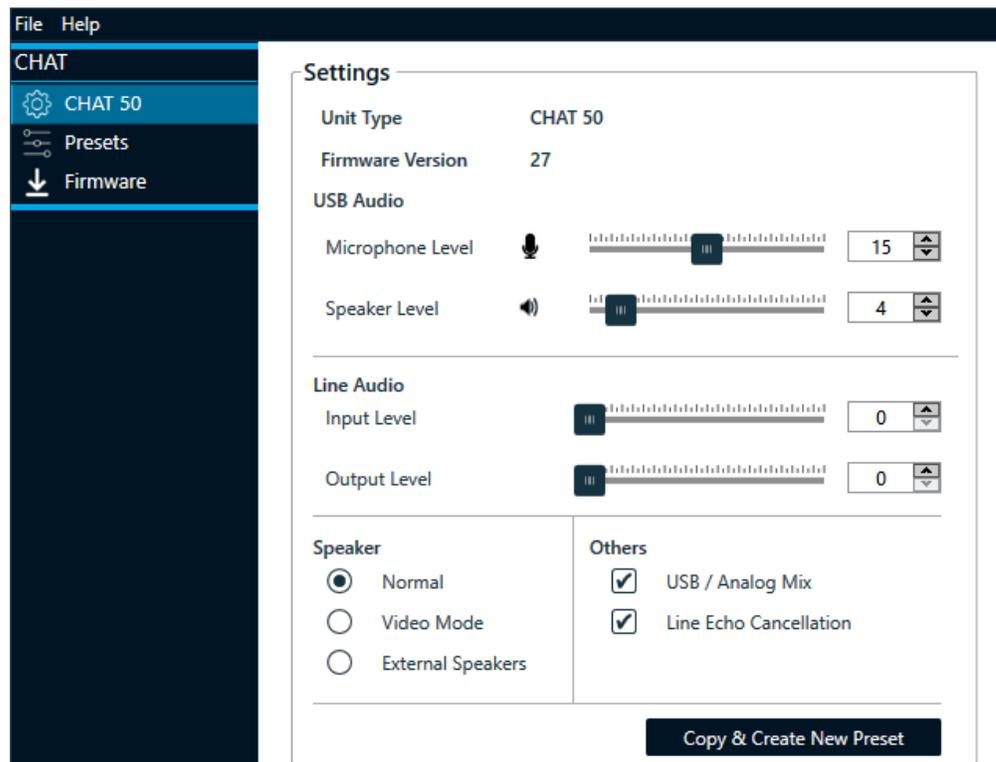
- These controls affect the audio settings of the CHAT device when it is connected via USB to your computer.
- Use the Mute buttons to mute either the microphone or speaker.
- Use the sliders to adjust the microphone level and speaker level. Speaker and microphone level adjustments made in CHAT Console automatically change the speaker and microphone volume levels in Windows.

Line Audio

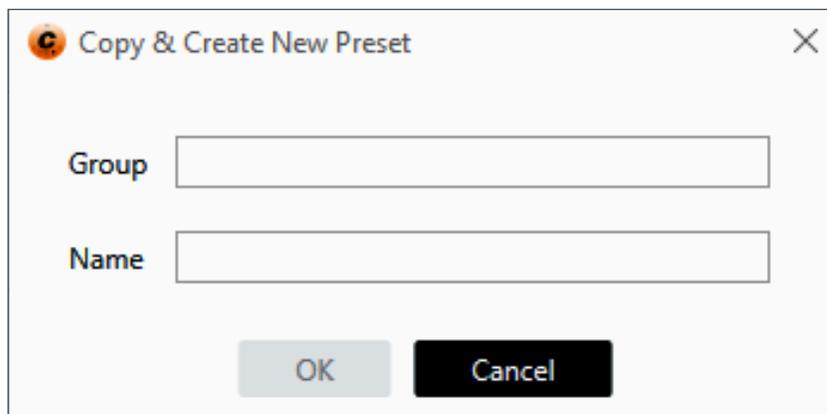
- These controls affect the audio settings of the CHAT device when it is connected to devices through its I/O jack, such as handset telephones and video conferencing devices.
- These functions are unavailable if only the USB is connected and appear grayed-out.
- Use the input slider to adjust the level of the incoming audio to the speaker; use the output slider to adjust the level of the outgoing audio to the receiver side of the call.

4.1.2 Copy and Create New Preset

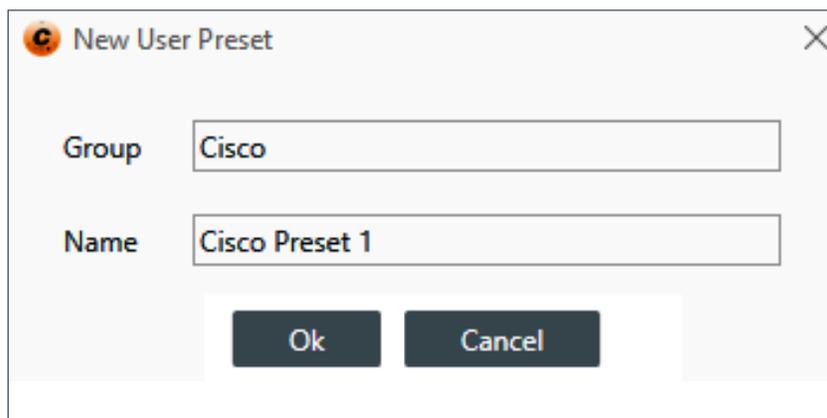
1. Near the bottom of the Settings section, **click Copy & Create New Preset.**



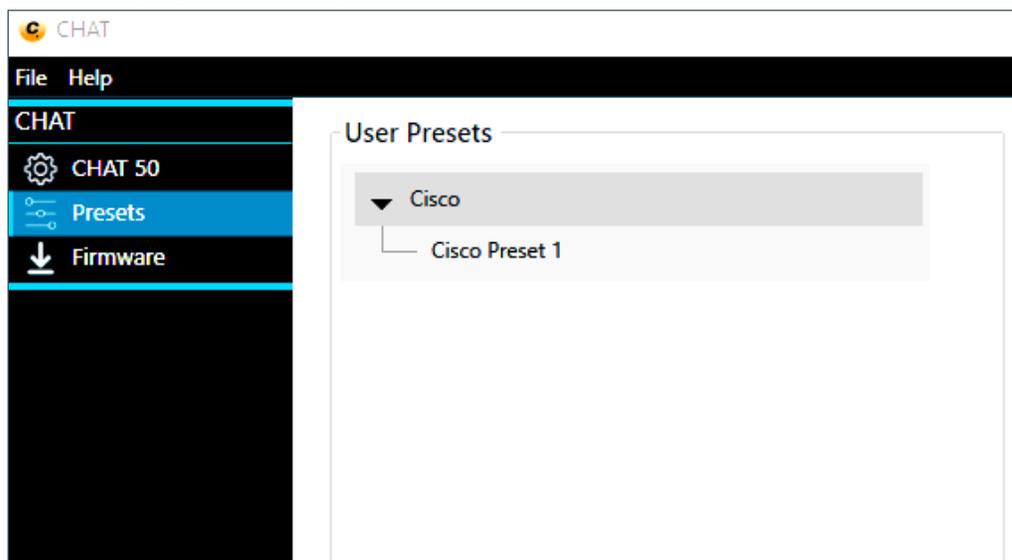
2. **Enter information** into the Group and Name fields.



3. **Click OK.**



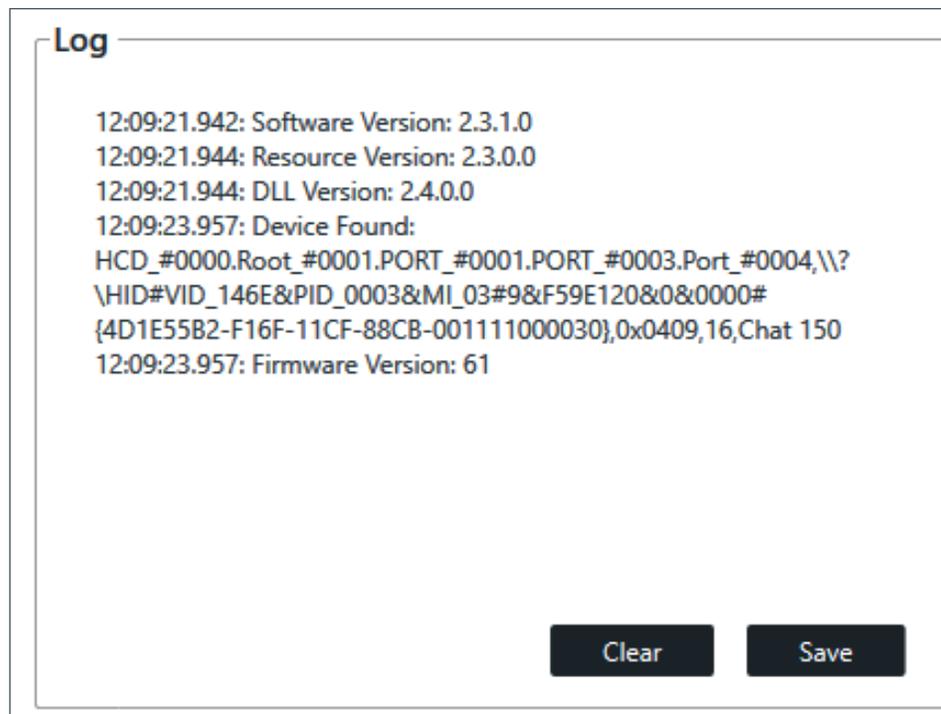
CHAT displays the new preset in the User Presets area.



4.2 Log

Log displays a list of actions taken by the CHAT device, including a timestamp and a description of the action or event.

Log files are helpful for troubleshooting.

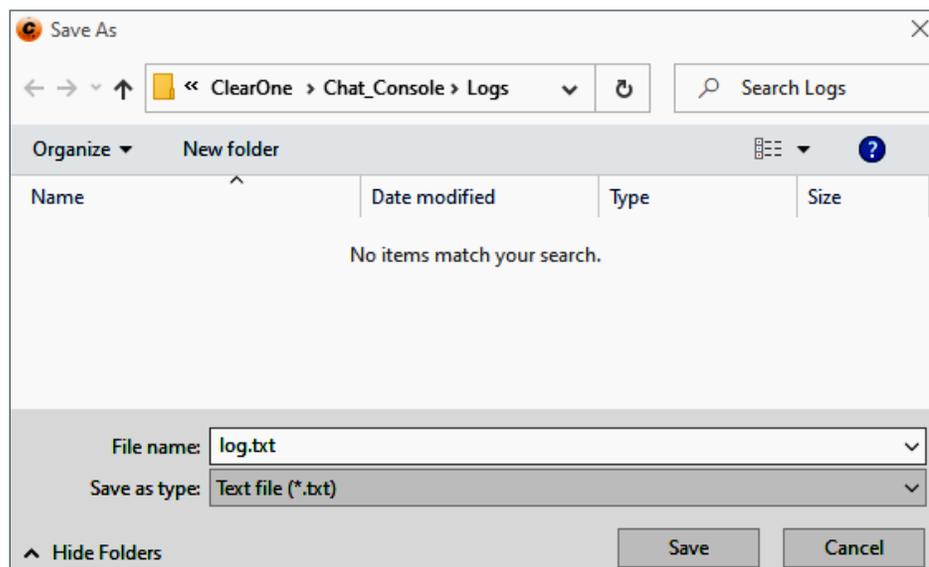


Two options are available: Clear and Save.

To **delete** the contents of the Log, **click Clear**.

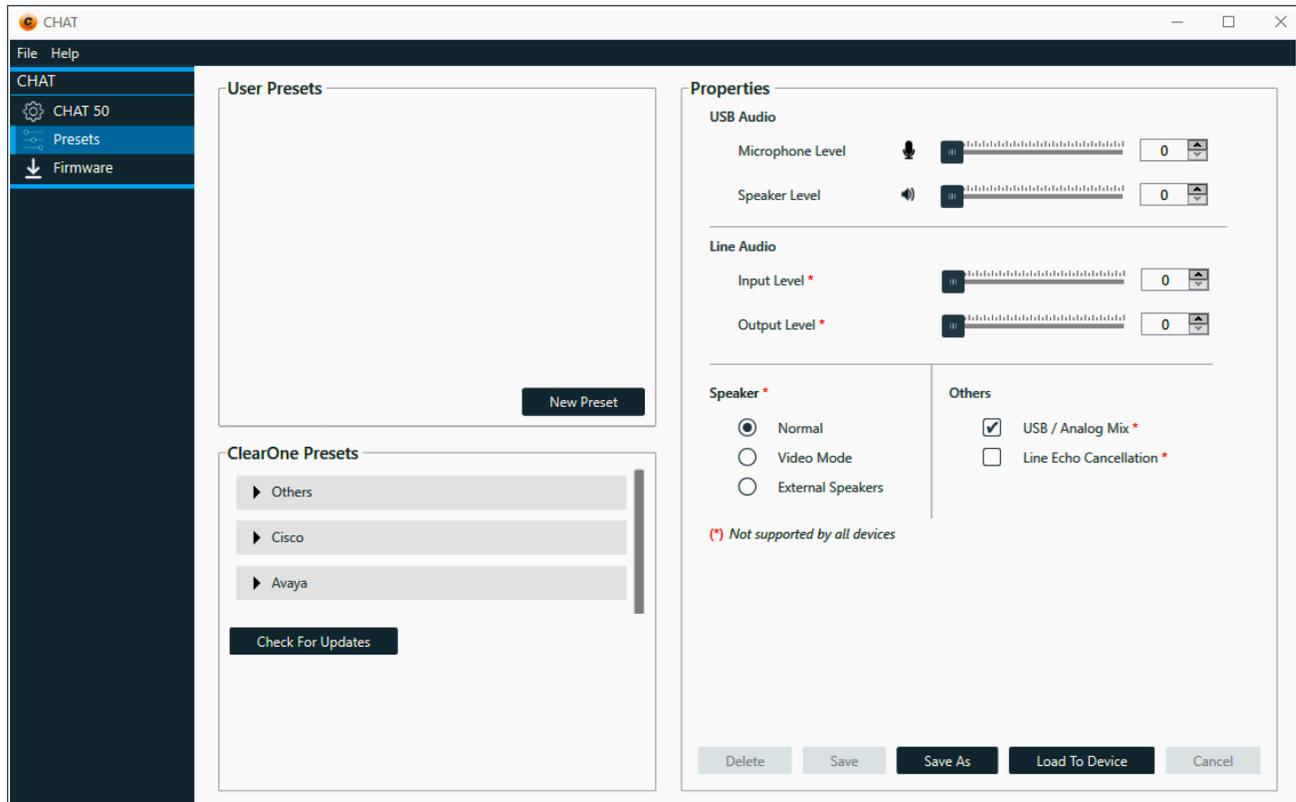
To **save** the log file to your computer, **click Save**.

CHAT Console displays a standard Windows dialog.



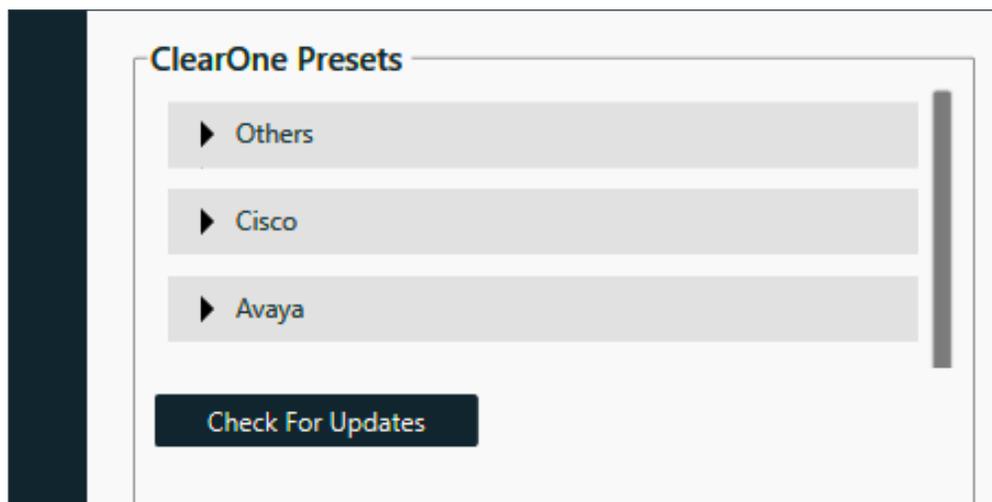
5. Presets

Presets are available to optimize quality when using specific desk phones, such as Cisco and Avaya models.

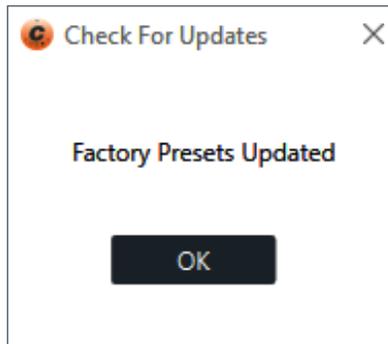


5.1 Loading a ClearOne Preset to a Device

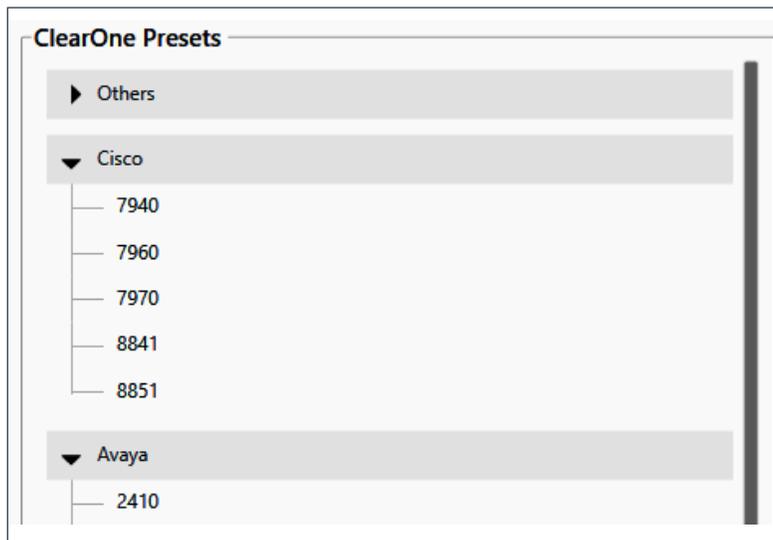
1. Near the bottom of the ClearOne Presets section, **click Check for Updates**.



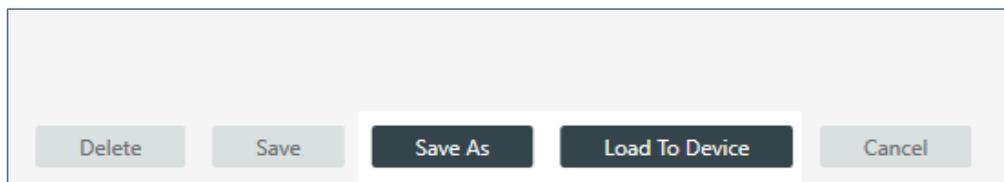
CHAT Console indicates that the Factory Presets have been updated.



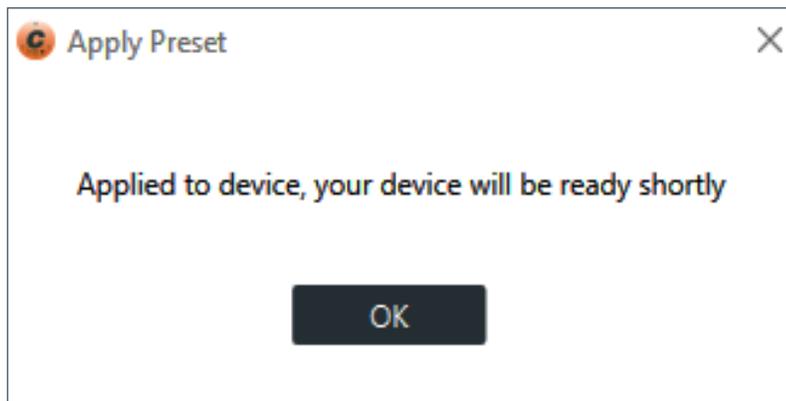
2. In the ClearOne Presets section, click the ▶ symbols to expand and view the available phone presets.



3. From the presets list, **click the phone** for which you want to apply the preset.
4. Near the bottom of the Properties section, click **Load to Device**.



CHAT Console indicates that the presets have been applied to the CHAT device.

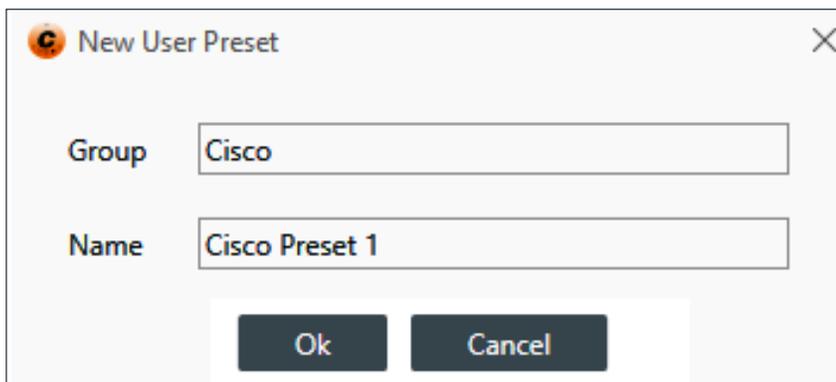


5.2 Create a User Preset

1. In the User Presets section, **click New Preset**.

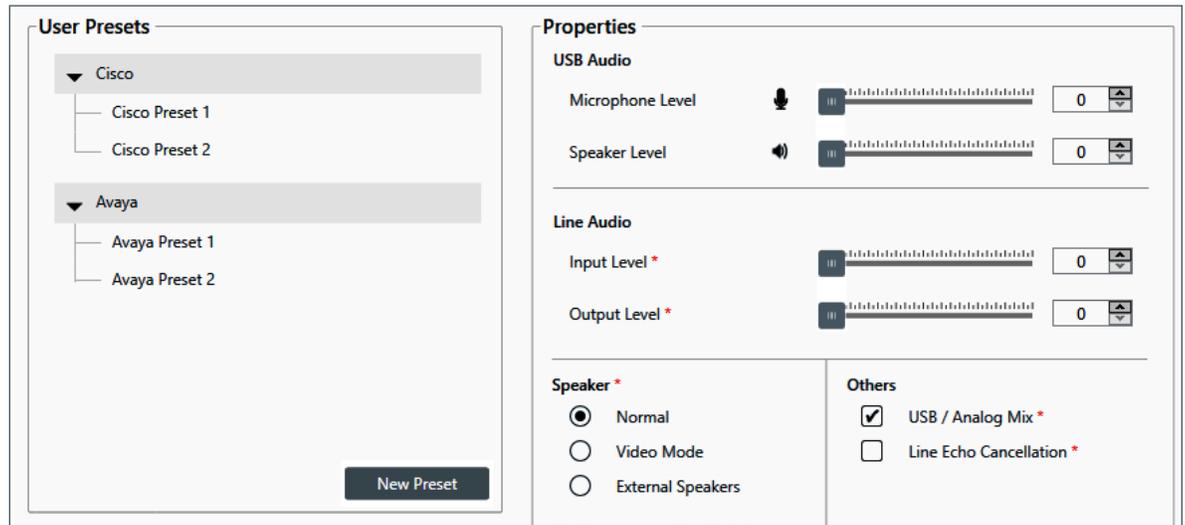


2. On the New User Preset dialog, **enter a group name** and a **name for the preset**.



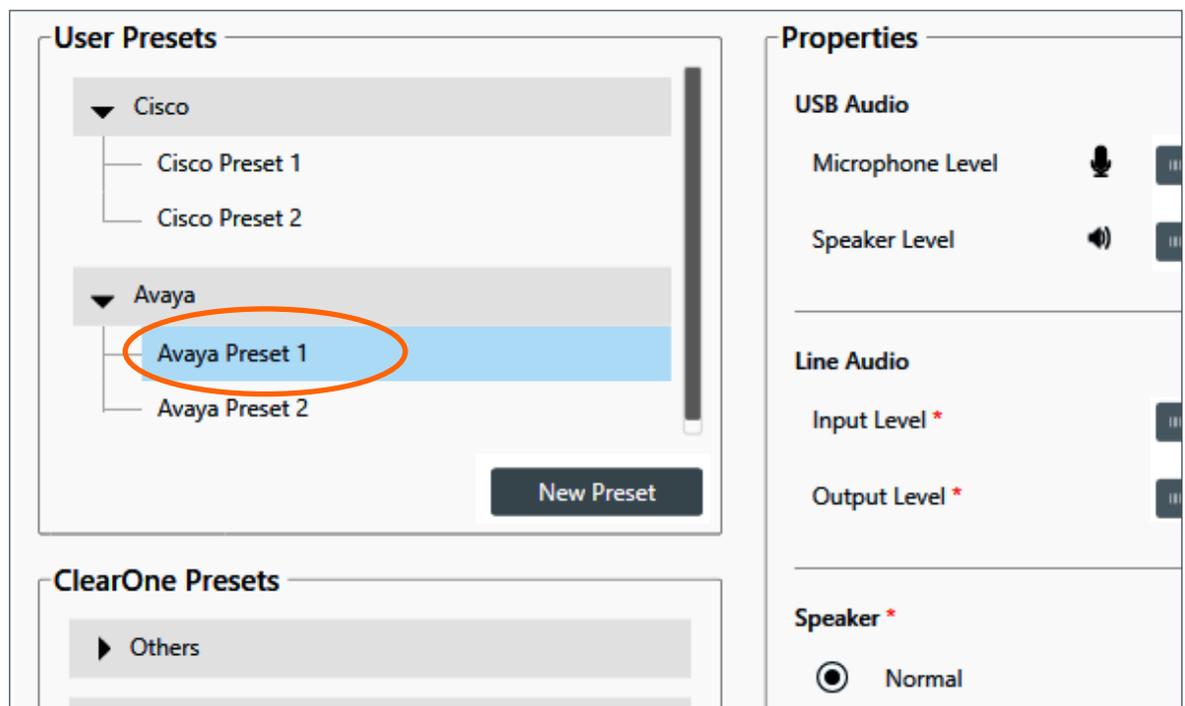
CHAT Console displays the details of the Group and Name.

The following image displays four User Presets: Cisco, with 2 presets and Avaya, with 2 presets.



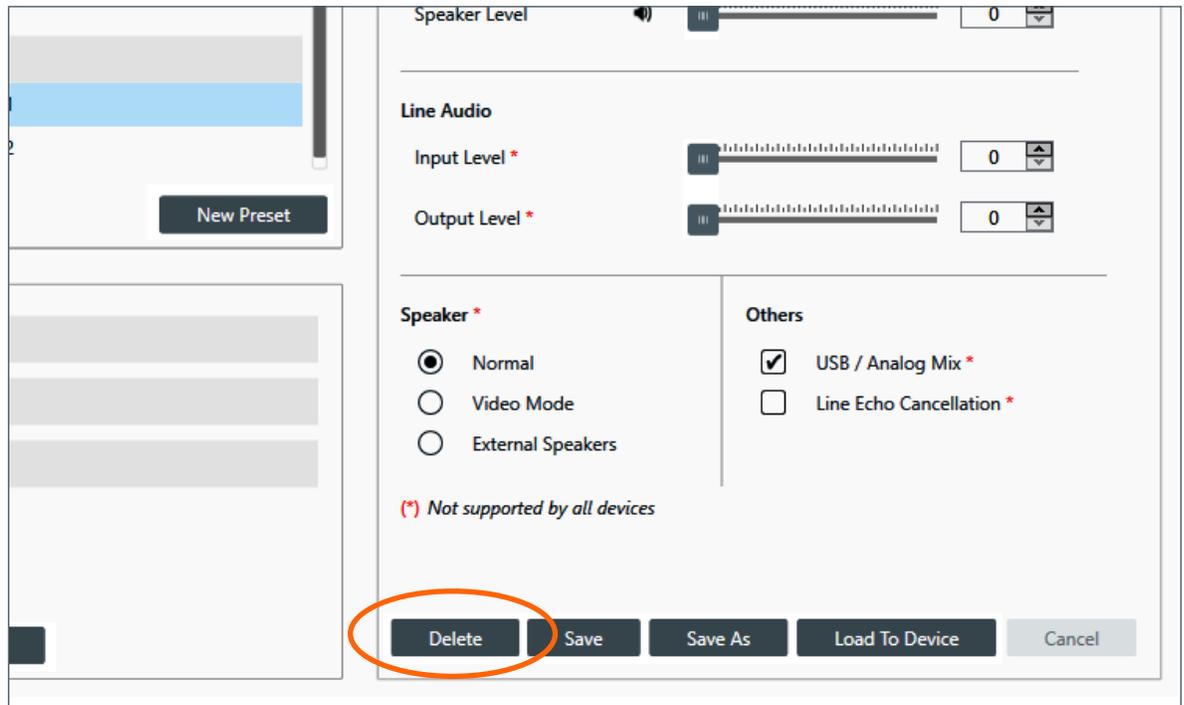
5.3 Delete a User Preset

1. In the User Presets section, **click a preset.**

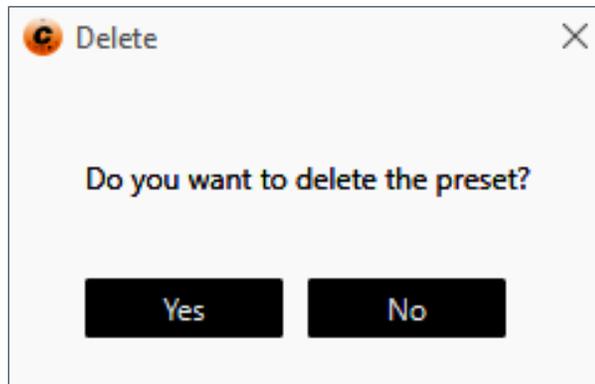


At the bottom of the Properties section, CHAT Console activates the Delete button.

2. **Click Delete.**



3. In the Delete dialog window, **click Yes.**



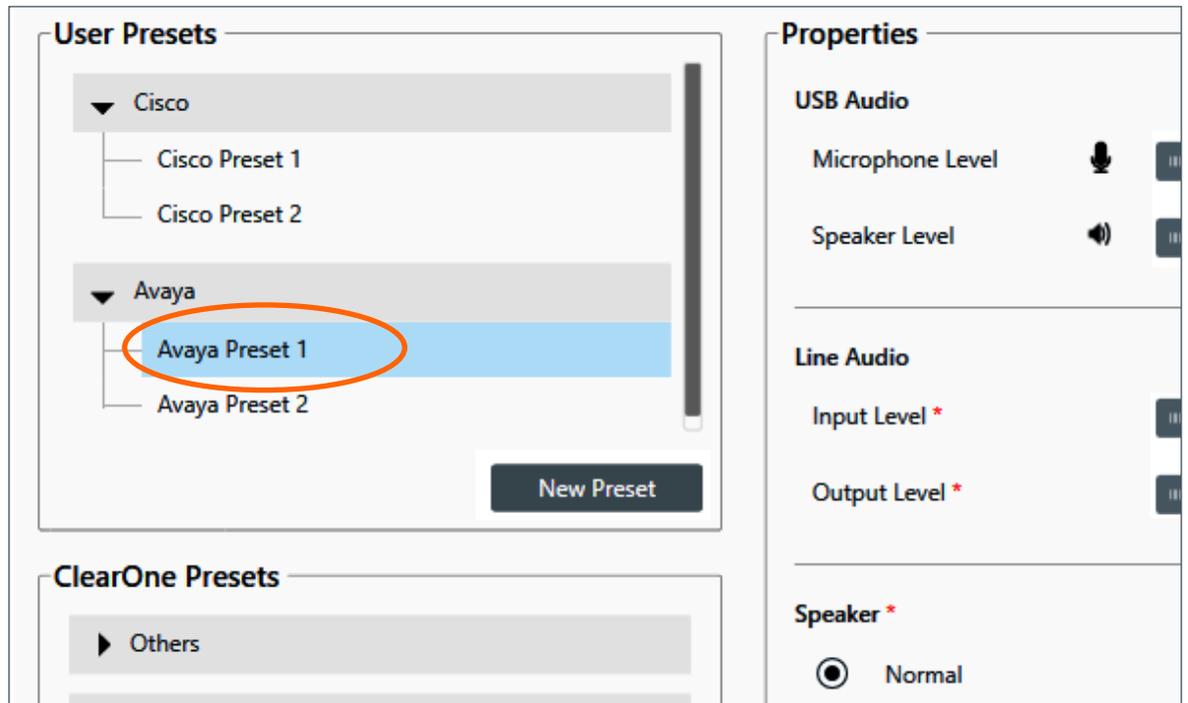
CHAT displays the Presets window, with the updated User Presets.

 **Note the following:**

- To delete a Group, you must first delete all presets in that group.
- When you delete the last preset in a Group, CHAT Console immediately deletes the Group.

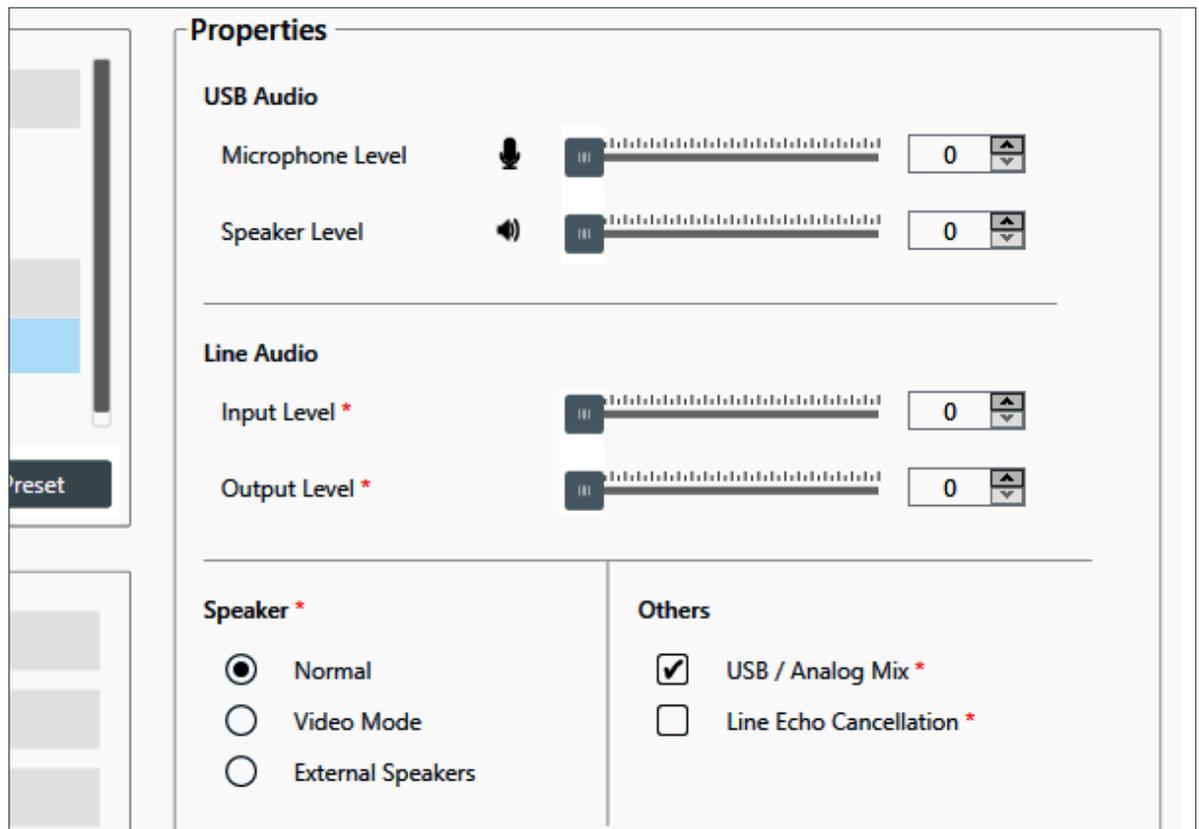
5.4 Edit a User Preset

1. In the User Presets section, **click a preset.**



At the bottom of the Properties section, CHAT activates the Save and Save As buttons.

2. In the Properties section, use the available tools to **edit the preset's properties.**



3. To save the changes and over-write the previous settings for that preset, **click Save**,
or
to create a new preset based on your changes, **click Save As**.

reset

Input Level * 0

Output Level * 0

Speaker *

- Normal
- Video Mode
- External Speakers

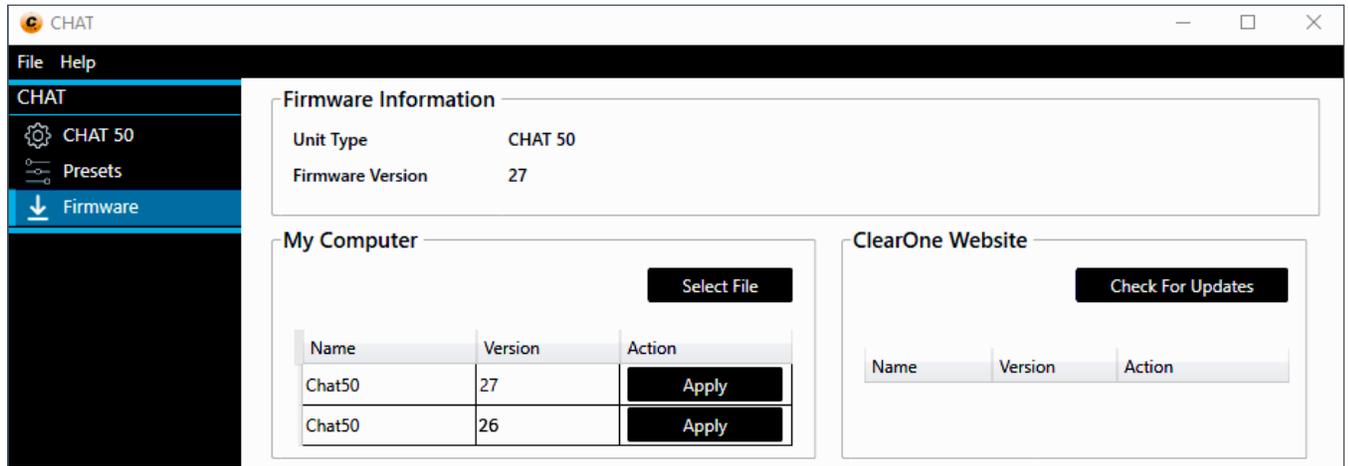
Others

- USB / Analog Mix *
- Line Echo Cancellation *

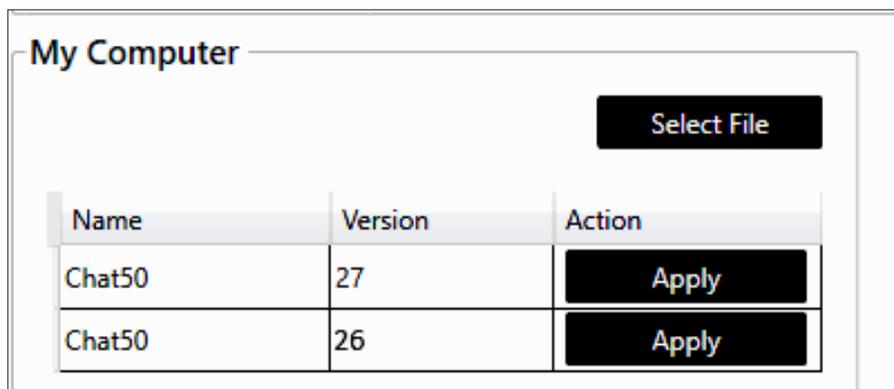
(*) Not supported by all devices

Delete Save Save As Load To Device Cancel

6. CHAT Console Firmware



When a CHAT device is first connected, CHAT Console detects the model and selects the appropriate firmware. Sometimes CHAT Console finds more than one appropriate firmware version. CHAT then displays the name and version of that firmware in the My Computer section of the window.

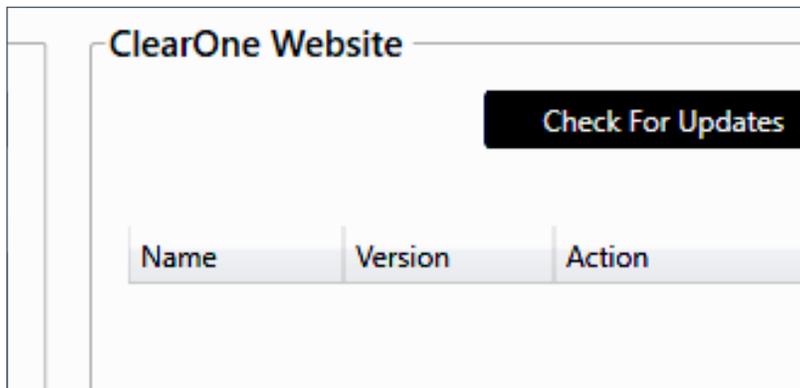


Important:

- Click **Select File** **only** if you want to select from your computer a firmware file other than the one CHAT Console displays in the My Computer area.
- If **no** Firmware is listed in the My Computer area, contact [ClearOne Technical Support](#).

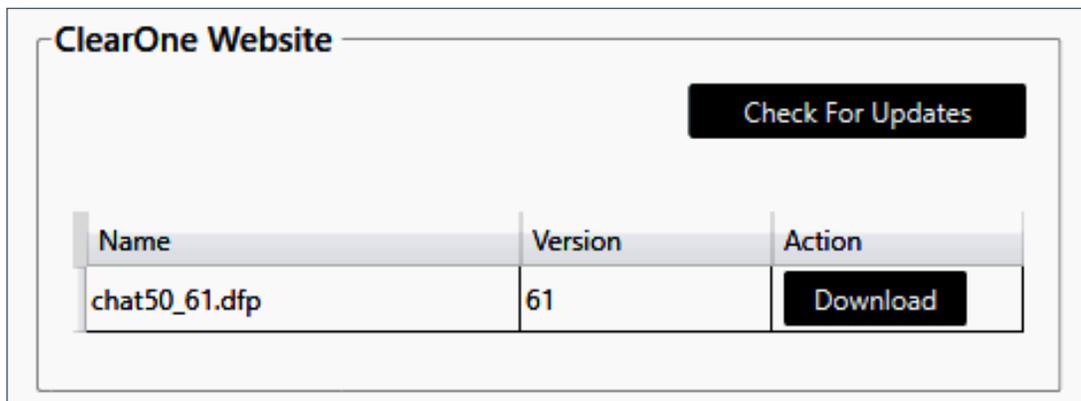
6.1 Download the Most Recent Firmware Version

1. In the ClearOne Website section, **click Check for Updates.**



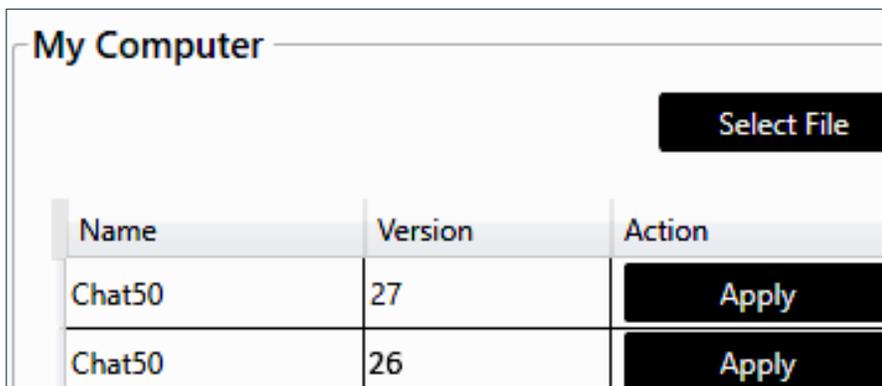
CHAT Console checks for updates. If one is available, CHAT Console displays it.

2. **Click Download.**

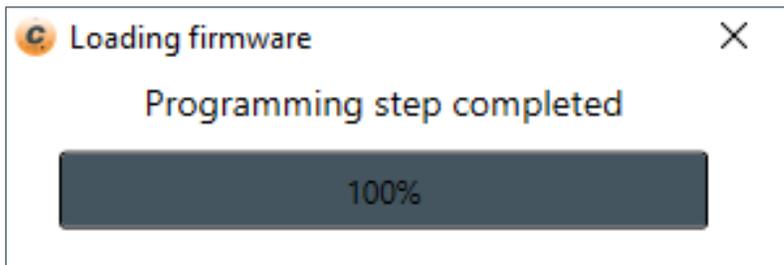
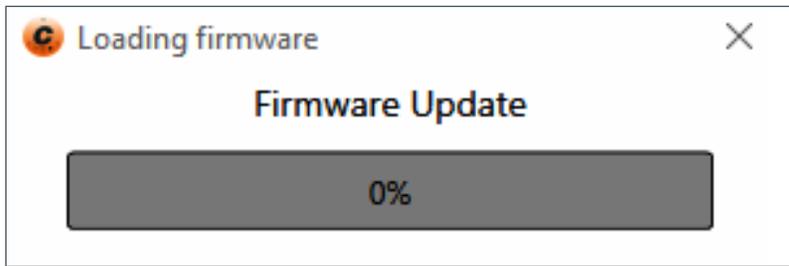


6.2 Use Firmware that CHAT Console Detects

If CHAT Console finds an update at the ClearOne website, or if you prefer to use a particular firmware file that CHAT Console found, **click Apply** associated with the firmware you want the device to use.



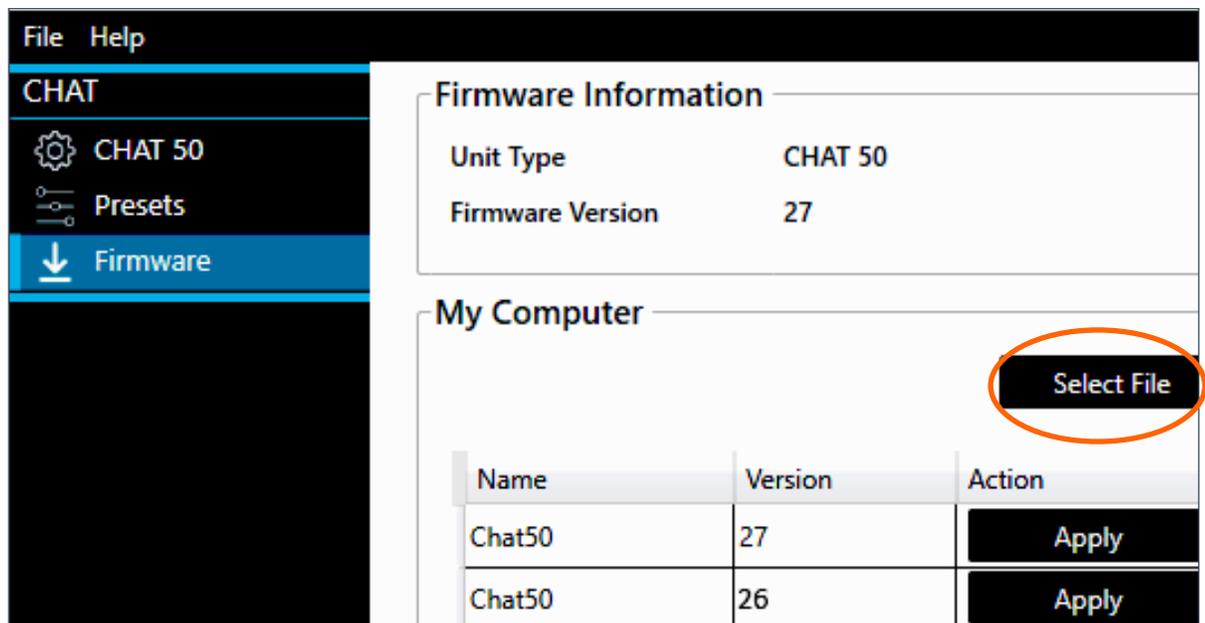
CHAT Console loads firmware onto your device.



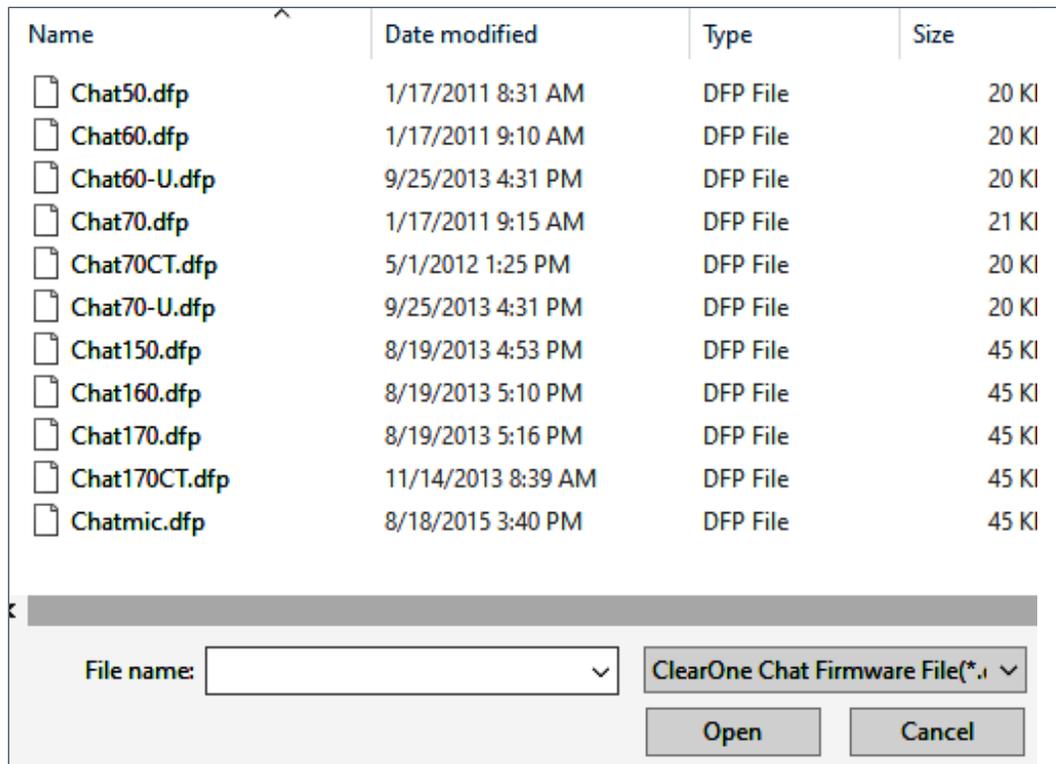
6.3 Use Firmware Located on Your Computer

If you want the CHAT device to use firmware that CHAT Console has not detected, complete the following steps:

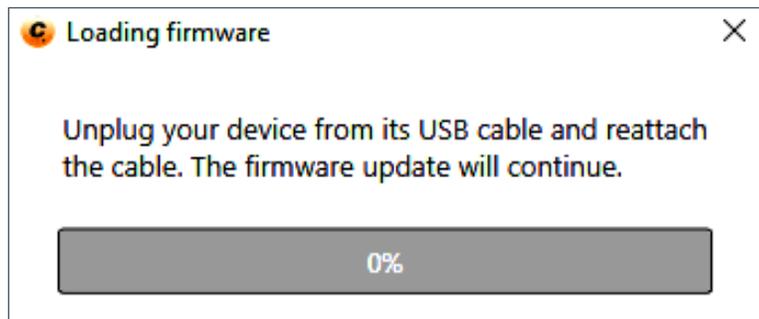
1. In the My Computer section, **click Select File**.



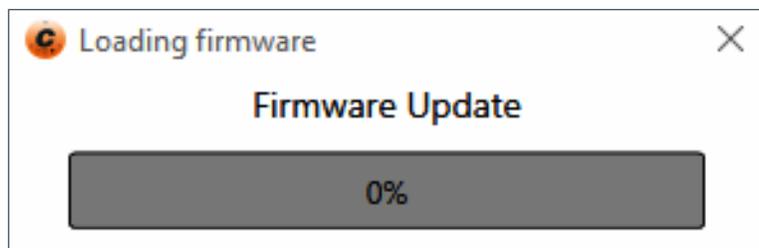
- In the Windows dialog, **navigate and select the file**, then **click Open**.



CHAT Console displays the following window for a few seconds:



CHAT Console then loads firmware onto your device.



When the update is complete, CHAT displays the following window:

