User Manual



CHAT® Console

Supports Version 3.1.0.7



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Notices

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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 <u>https://www.clearone.com/speakerphones-1</u>.
- 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 Resource Type ALL Software and Firmware					
1 RESOURCE(S) AVAILABLE Resource Name	Resource Type	Demnioud			
CHAT Software v3.0.1.16	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 continu	ing.	C	
Please read the following License Agreement. You must accept agreement before continuing with the installation.	t the terms of t	his	
ClearOne Chat End User License Agreement		^	•
PLEASE CAREFULLY READ THIS LICENSE AGREEN OPENING ANY MEDIA ENVELOPE OR USING THE S RIGHTS IN THE SOFTWARE ARE OFFERED ONLY (CONDITION THAT THE CUSTOMER AGREES TO A CONDITIONS OF THE LICENSE AGREEMENT. OPEN MEDIA ENVELOPE OR USING THE SOFTWARE IND ACCEPTANCE OF THESE TERMS AND CONDITION	OFTWARE. ON THE LL TERMS A NING ANY DICATES YOU	ND JR	,
• I accept the agreement			
○ I do not accept the agreement			
[Next >	Car	ncel

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

🛃 Setup - CHAT Console	_		×
Select Start Menu Folder Where should Setup place the program's shortcuts?			
Setup will create the program's shortcuts in the following	Start M	enu folde	r.
To continue, dick Next. If you would like to select a different folde	r, didk I	Browse.	
ClearOne \Chat_Console		Browse	
Don't create a Start Menu folder			
< Back Ne	xt >	C	ancel

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

🛃 Setup - CHAT Console	—		\times
Select Additional Tasks Which additional tasks should be performed?			
Select the additional tasks you would like Setup to perform while inst Console, then dick Next.	talling CH	IAT	
Additional shortcuts:			
Create a desktop shortcut			
< Back Nex	t >	Can	cel

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

Betup - C Installing Please	g	le etup installs Chat Console on your compute	er.		×
	Setup ?	Remove Obsolete versions of the CHAT	Fapplication?	×	
				Са	ncel

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



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

Device Driver Installation Wizar	Device Driver Installation Wizard		
	Completing the De Installation Wizard		
	The drivers were successfully installed on this computer.		
	You can now connect your devi came with instructions, please re	ce to this computer. If your device ad them first.	
	Driver Name	Status	
	✓ ClearOne (usbdfu) Media	Ready to use	
	< Back	Finish Cancel	

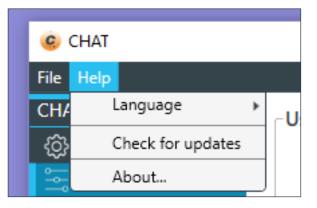
11. When the CHAT Console installation is complete, to start CHAT Console, **double-click** the CHAT Console icon now on your Windows desktop.



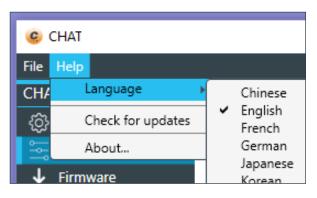
3. The CHAT Console Interface

3.1 Help

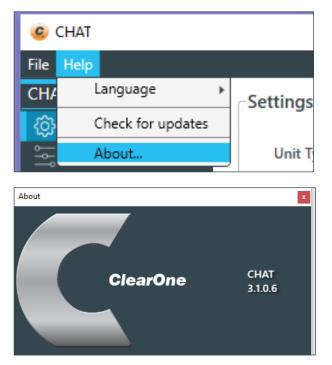
From the Help menu item, you can select your preferred language and determine your version of CHAT Console software.



3.1.1 Set Your Preferred Language.



3.1.2 Determine Your Version of CHAT Console.



4. Settings and Log

_	
_	_
_	
	1.0

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

CHAT			- 🗆 X
File Help			
CHAT CHAT 50 Signature Presets ↓ Firmware	Settings Unit Type Firmware Version USB Audio Microphone Level Speaker Level Line Audio Input Level Output Level Speaker Output Level Speaker Output Level Cutput Level Speaker Output Level Cutput Level Speaker Output Level	CHAT 50 27	Log 16:01:47.394: Software Version: 2.3.1.0 16:01:47.395: Resource Version: 2.3.0.0 16:01:47.395: DLL Version: 2.4.0.0 16:01:55.184: Device Found: USB#VID_146E 16:01:55.184: Firmware Version: 27

4.1 Settings

4.1.1 Adjust Audio Settings

CHAT		
File Help		
CHAT ② CHAT 50 See Presets ↓ Firmware	Settings Unit Type CHAT 50 Firmware Version 27 USB Audio Microphone Level Speaker Level	- 15 -
	Line Audio Input Level Output Level Speaker Others VSB / Analog Mix	

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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.

File Help	
CHAT	_ Settings
 ☆ CHAT 50 ☆ Presets ↓ Firmware 	Unit TypeCHAT 50Firmware Version27USB Audio
	Microphone Level 🚽
	Speaker Level
	Input Level 0
	Output Level 0 V
	Speaker Others
	Normal USB / Analog Mix
	◯ Video Mode ✔ Line Echo Cancellation
	O External Speakers
	Copy & Create New Preset

2. Enter information into the Group and Name fields.

🤨 Сору 8	k Create New Preset	>
Group		
Name		
	OK Cancel	

🥝 New Us	er Preset	\times
Group	Cisco	
Name	Cisco Preset 1	
	Ok Cancel	

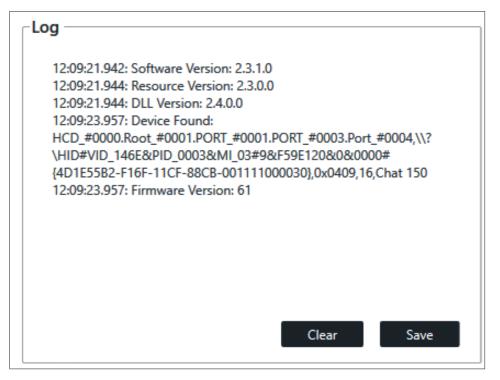
CHAT displays the new preset in the User Presets area.

🥝 CHAT	
File Help	
CHAT	User Presets
{ô} CHAT 50	
🖳 Presets	
🛓 Firmware	Cisco Preset 1

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.

🥝 Save As								×
$\leftarrow \Rightarrow \cdot \bigstar$	<mark>-</mark> «	ClearOne → Ch	at_Console > Logs	~	Ū	م	Search Logs	
Organize 🔻	Ne	w folder						?
Name		^	Date modified		Туре		Size	
			No items match you	r search				
File	name:	log.txt						~
Save a	is type:	Text file (*.txt)						~
∧ Hide Folde	ers					Save	Car	icel

5. Presets

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

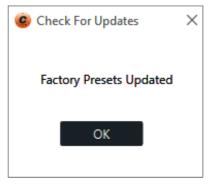
CHAT			- 🗆 X
File Help			
CHAT ② CHAT 50 Presets ↓ Firmware	User Presets	Properties USB Audio Microphone Level & Speaker Level (*) Line Audio Input Level * Output Level *	
	ClearOne Presets Cisco Avaya Check For Updates	Normal Video Mode External Speakers (*) Not supported by all devices Delete Save S	USB / Analog Mix * Line Echo Cancellation * Line Echo Cancellation * Load To Device Cancel

5.1 Loading a ClearOne Preset to a Device

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

ClearOne Presets
▶ Others
▶ Cisco
Avaya
Check For Updates

CHAT Console indicates that the Factory Presets have been updated.



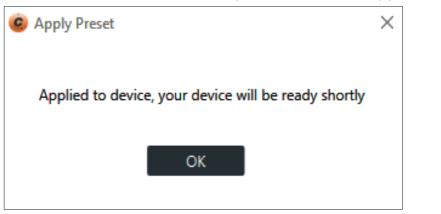
2. In the ClearOne Presets section, click the
 symbols to expand and view the available phone presets.

Clear	One Presets	
•	Others	
-	Cisco	
	- 7940	
	- 7960	
	- 7970	
	- 8841	
	- 8851	
-	Avaya	
	- 2410	
		_

- 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.

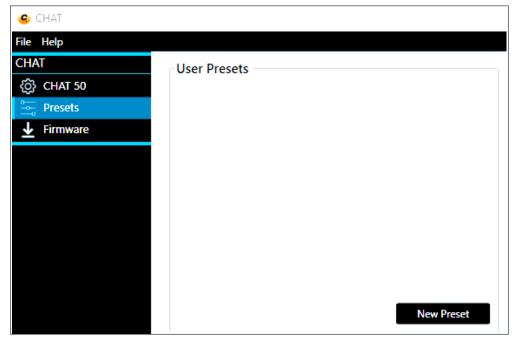


CHAT Console indicates that the presets have been applied to the CHAT device.



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.

😨 New Use	er Preset	×
Group	Cisco]
Name	Cisco Preset 1]
	Ok Cancel	

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.

User Presets	Properties	٦
	USB Audio	
— Cisco Preset 1	Microphone Level	
Cisco Preset 2	Speaker Level	
✓ Avaya	Line Audio	
— Avaya Preset 1		
Avaya Preset 2	Input Level *	
	Output Level *	
	Speaker * Others	
	Normal VSB / Analog Mix *	
	O Video Mode Line Echo Cancellation *	
New Preset	O External Speakers	

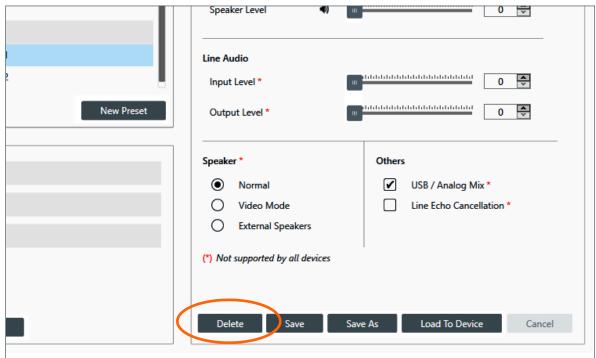
5.3 Delete a User Preset

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

User Presets	Properties
	USB Audio
— Cisco Preset 1	Microphone Level 🚽 📗
Cisco Preset 2	Speaker Level 🜒 📑
 Avaya Avaya Preset 1 Avaya Preset 2 	Line Audio Input Level *
New Preset	Output Level *
ClearOne Presets	ן
▶ Others	Speaker *
	Normal

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

2. Click Delete.



3. In the Delete dialog window, click Yes.

🥝 Delete	×		
Do you want to delete the preset?			
Yes	No		

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.

User Presets	Properties	
	USB Audio	
Cisco Preset 1	Microphone Level 🛛 🚽	
Cisco Preset 2	Speaker Level 📣	ш
- Avaya		
Avaya Preset 1	Line Audio	
Avaya Preset 2	Input Level *	
New Preset	Output Level *	ш
ClearOne Presets		
▶ Others	Speaker *	
• Others	Normal	

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.

_	Properties
11.	USB Audio
	Microphone Level 🎍 🔤 🗄 🗄 🗄 🗄 🗄 🔂 💭
d.	Speaker Level ()
Ц.,	Line Audio
	Input Level * 0
	Output Level * 0
	Speaker * Others
	Normal USB / Analog Mix *
	O Video Mode Line Echo Cancellation *
	O External Speakers

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 *	
	Speaker * Normal Video Mode	Others USB / Analog Mix * Line Echo Cancellation *
	 External Speakers (*) Not supported by all devices 	
	Delete Save Save	e As Load To Device Cancel

6. CHAT Console Firmware

CHAT						_		\times
File Help								
CHAT	Firmware Informa	tion						
 CHAT 50 	Unit Type	CHAT 50						
Presets	Firmware Version	27						
🛓 Firmware								
	My Computer —			ClearOne V	Vebsite			
			Select File			Check For Upo	lates	
	Name	Version	Action					
	Chat50	27	Apply	Name	Version	Action		
	Chat50	26	Apply					

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.

ly Computer –		Select File
Name	Version	Action
Chat50	27	Apply
Chat50	26	Apply



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 <u>ClearOne Technical</u> <u>Support</u>.

6.1 Download the Most Recent Firmware Version

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

ClearOne V	Vebsite	
		Check For Updates
Name	Version	Action

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

2. Click Download.

		Check For Updates	
Name	Version	Action	
hat50_61.dfp	61	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.

My Computer –		
		Select File
Name	Version	Action
Chat50	27	Apply
Chat50	26	Apply

CHAT Console loads firmware onto your device.

Coading firmware	\times
Firmware Update	
0%	
Coading firmware	×
Programming step completed	
100%	

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:

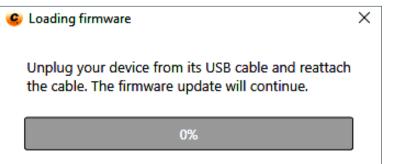
1. In the My Computer section, click Select File.

File Help			
CHAT	Firmware Informat	ion	
{ô} CHAT 50	Unit Type	CHAT 50	
🖳 Presets	Firmware Version	27	
🛓 Firmware			
	My Computer		
			Select File
	Name	Version	Action
	Chat50	27	Apply
	Chat50	26	Apply

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

Name	Date modified	Туре	Size
Chat50.dfp	1/17/2011 8:31 AM	DFP File	20 KI
Chat60.dfp	1/17/2011 9:10 AM	DFP File	20 KI
Chat60-U.dfp	9/25/2013 4:31 PM	DFP File	20 KI
Chat70.dfp	1/17/2011 9:15 AM	DFP File	21 KI
Chat70CT.dfp	5/1/2012 1:25 PM	DFP File	20 KI
Chat70-U.dfp	9/25/2013 4:31 PM	DFP File	20 KI
Chat150.dfp	8/19/2013 4:53 PM	DFP File	45 KI
Chat160.dfp	8/19/2013 5:10 PM	DFP File	45 KI
Chat170.dfp	8/19/2013 5:16 PM	DFP File	45 KI
Chat170CT.dfp	11/14/2013 8:39 AM	DFP File	45 KI
Chatmic.dfp	8/18/2015 3:40 PM	DFP File	45 KI
۲ ۲			
File name:	~	ClearOne Chat Firmw	vare File(*.⊂ ∽
		Open	Cancel

CHAT Console displays the following window for a few seconds:



CHAT Console then loads firmware onto your device.

G Loading firmware	\times
Firmware Update	
0%]

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

🤨 Update	×
Firmware update completed. You may need to power cycle your CHAT before it's ready.	
Ok	