

ClearOne®

USER MANUAL

DIALOG® 20 USB Wireless Mic System



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

Telephone 1.801.975.7200

FAX 1.801.303.5711

E-mail videotechsupport@clearone.com

On the Web www.clearone.com

Quick Start Guide Dialog 20 USB Microphone System Remote Software

[Quick Start Guide](#)

User Manual Dialog 20 USB Microphone System Remote Software

ClearOne Part No. DOC-0581-001 January 2024 (Rev.1.0)

© 2024 ClearOne, Inc. All rights reserved. No part of this document may be reproduced in any form or by any means without written permission from ClearOne. Printed in the United States of America. ClearOne reserves specific privileges. Information in this document is subject to change without notice. Other product names may be trademarks of their respective owners.

Table of Contents

Dialog 20 USB	3
Dialog 20 USB - TWO CHANNEL WIRELESS MIC SYSTEM	3
DIALOG 20 USB SOFTWARE	4
PC REQUIREMENTS	4
DOWNLOAD AND INSTALL THE SOFTWARE	4
HOME SCREEN	9
SETUP	10
Dialog 20 USB	10
ONLINE SETUP MODE	10
OFFLINE SETUP MODE	11
EDITING TRANSMITTER PARAMETERS	12-14
SYNCING DIALOG® 20 USB TRANSMITTERS WITH RECEIVER	15
FILE	16
SAVE PRESET TO DISK	16
LOAD PRESET FROM DISK	16
SETTINGS	17
AUTO SCAN	17
PRINT CURRENT SETTINGS	17
SET RECEIVER NAME	18
TOUR MODE	19
CHANNEL MODE	20-21
RF SCAN	22-23
PRESETS	24
ALERT	25-26
HELP	27
UPDATE WIZARD	28
REMOTE SOFTWARE UPDATE	28-30
RECEIVER FIRMWARE UPDATE	31-32
TRANSMITTER FIRMWARE UPDATE	33-35
HELP LIBRARIES	36
EXPOSURE AND COMPLIANCE	37-38

About the Dialog 20 USB

DIALOG 20 USB - 2 CHANNEL WIRELESS MICROPHONE SYSTEM

The Dialog 20 USB is a flexible, high quality, 2- channel wireless microphone solution with less than 4 milliseconds of audio latency that enables hybrid meetings with simultaneous local sound reinforcement. Connects to a PC via a single USB Type C cable for audio, power, and control. No external power source or additional audio cables required. The Dialog 20 USB system can be connected directly to a lap-top or desk-top PC via a USB (type C) connection.

WS800 and DIALOG 20 USB Remote Software

This software is used to configure the Dialog 20 USB wireless microphone system.

This manual explains the software in greater details in the following sections.

PC REQUIREMENTS

The minimum requirements for the Windows version of WS800 & DIALOG 20 USB software are:

- **Operating System:** Microsoft Windows 7, 8, 10 (32 and 64 bit)
- **CPU:** 1.6 GHz processor or greater
- **Memory:** 2 GB or more
- **Network Connection:** 100/1000 MB

DOWNLOAD AND INSTALL THE SOFTWARE

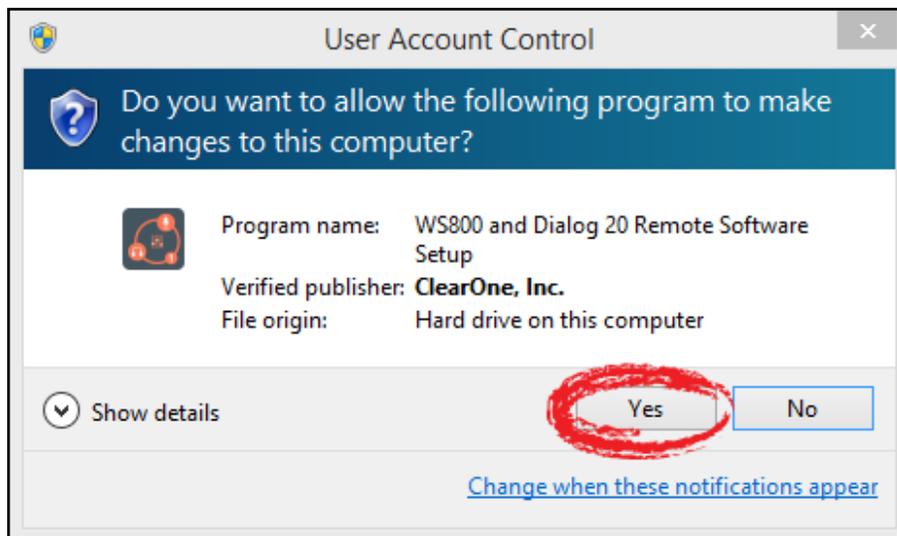
The easiest and most intuitive way to set parameters for ClearOne transmitters and receivers is with the Remote software. The software is available for download at the ClearOne Website:

www.ClearOne.com / Resources / Resource Library / Professional Microphones / ClearOne Wireless Microphones / Software Downloads.

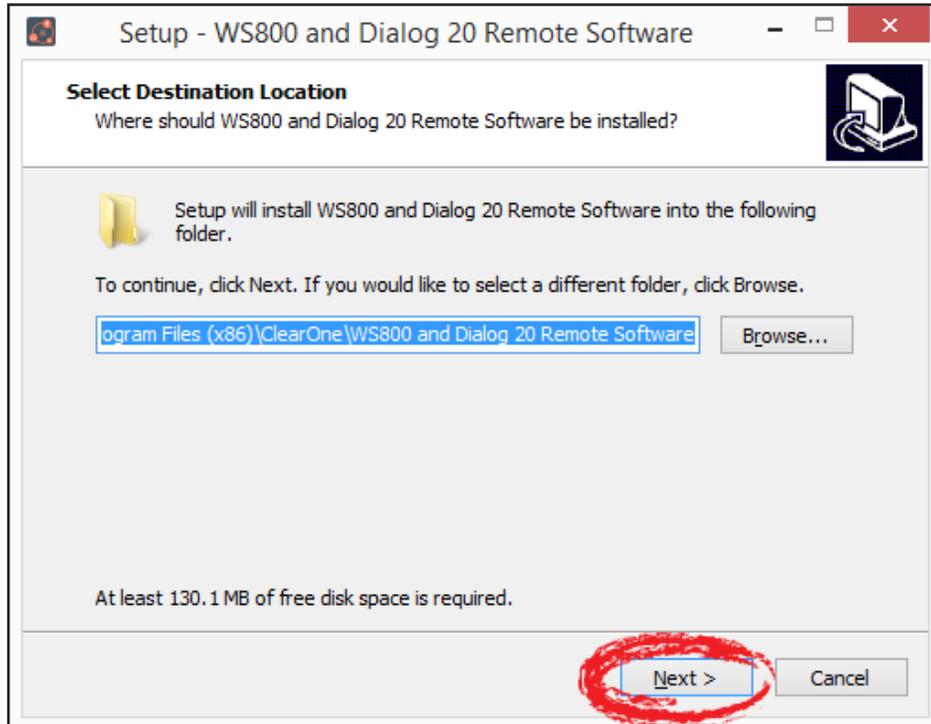
Install the software by running the executable and following installation prompts.

Note: If any previous version of the Remote software is already installed on your PC, make sure to uninstall it before installing more updated versions.

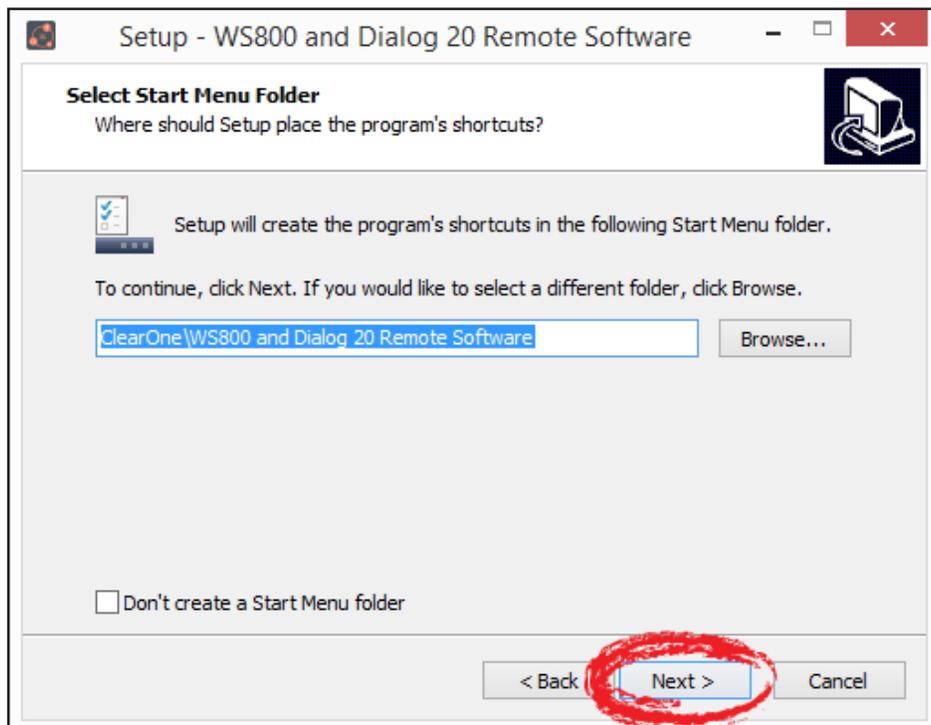
1. Click on the executable. A User Account Control window asks you for permission to allow the application to install the software.
2. Click [Yes] to proceed with the installation. The Select Location screen displays.



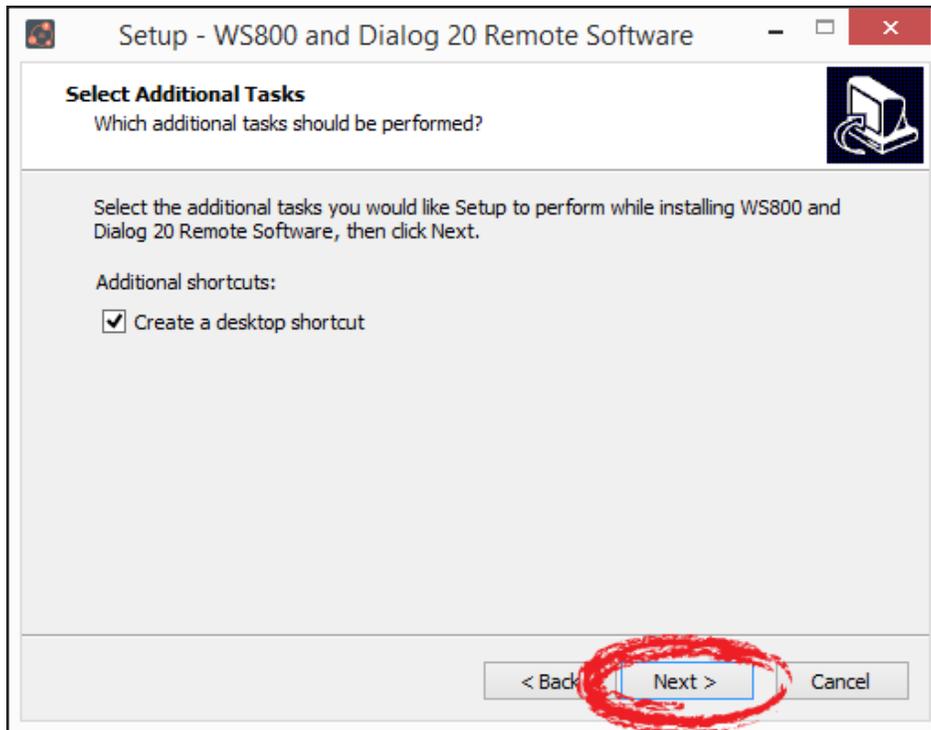
3. If you want to install the application somewhere other than to the default location (Program Files\ (x86)\ClearOne\WS800 and Dialog 20 USB Remote Software), click [Browse] and choose an alternate location. Once you have chosen your preferred location, click [Next]. The Select Start Menu screen displays.



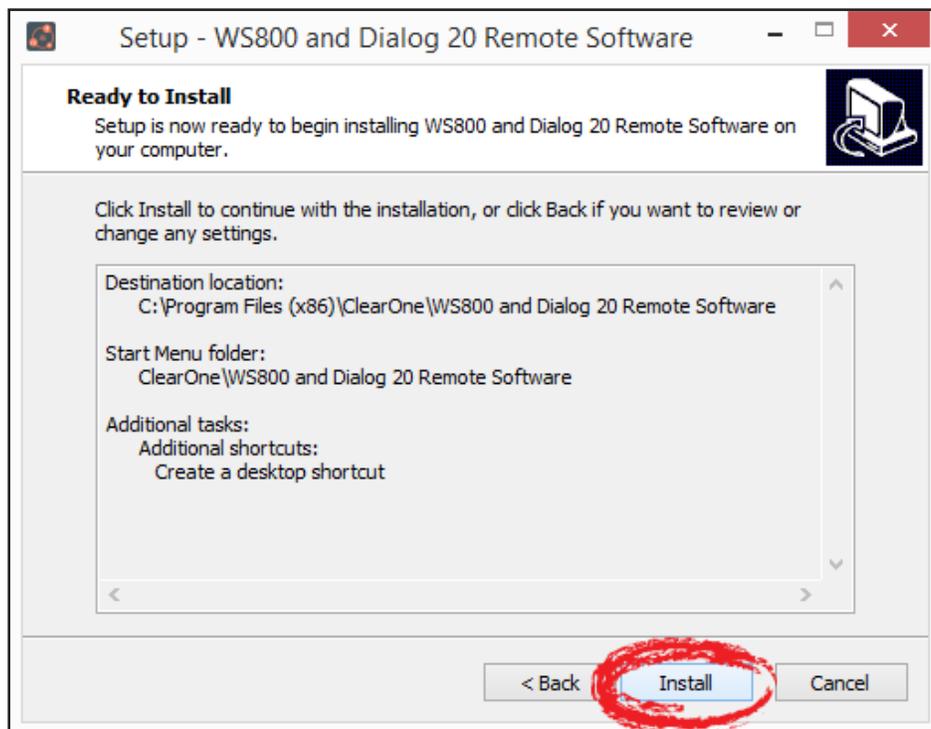
4. If you want to store program shortcuts somewhere other than the default location (ClearOne\WS800 and Dialog 20 USB Remote Software), click [Browse] and choose an alternate location. Once you have chosen your preferred location, click [Next]. The Additional Tasks screen displays.

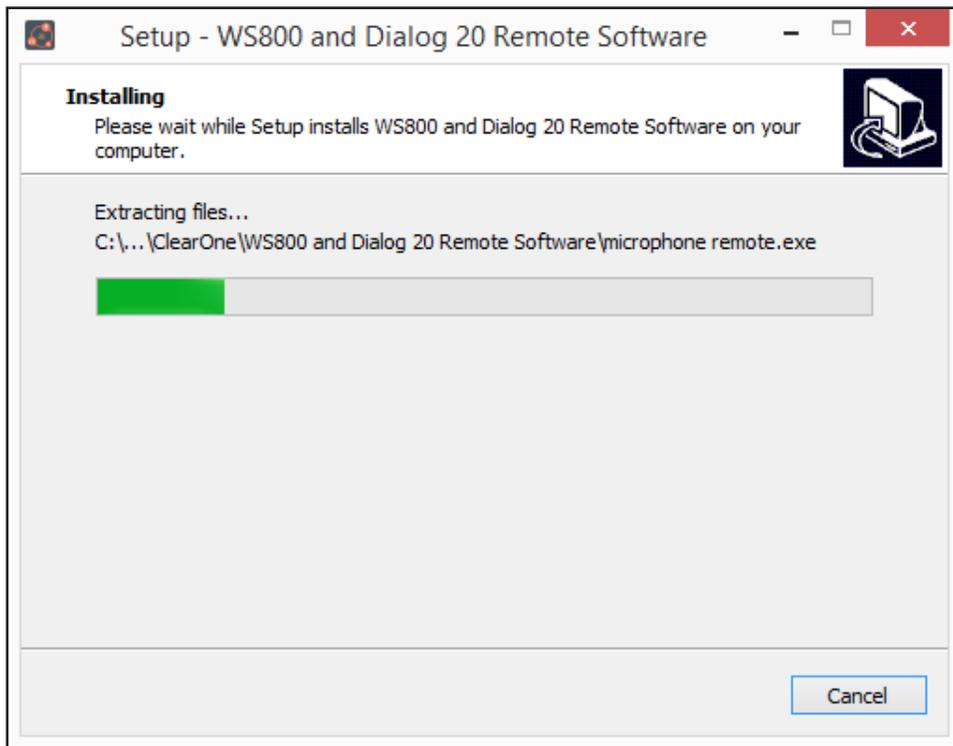


5. If you do not want an additional task to be completed, uncheck it, and click [Next]. The application is ready to install.



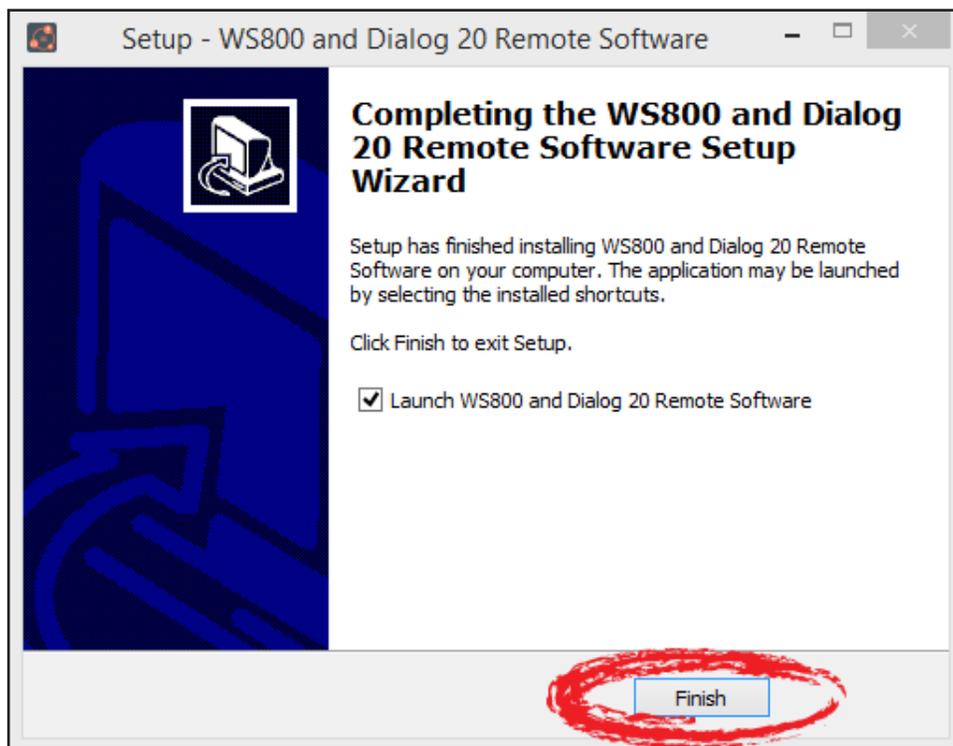
6. Click [Install]. The Installing screen displays, and the application begins installing the software.





When the program finishes installing, the WS800 and DIALOG 20 USB Remote Software Setup Wizard completion screen displays.

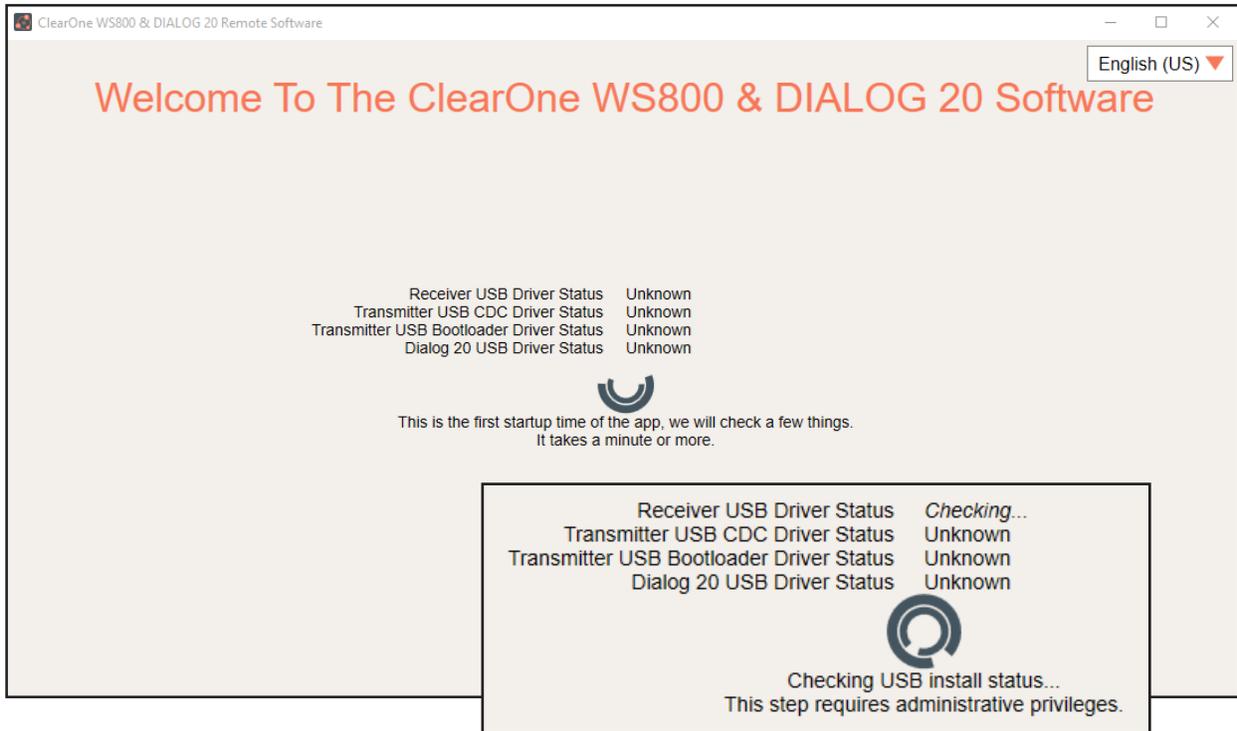
7. If you want to launch the software upon completion, leave Launch WS800 and DIALOG 20 Remote Software checked, and click [Finish].



8. The software launches and starts to initialize. Upon startup, the software attempts to install and checks the status of the Receiver USB, Transmitter USB CDC (Communication Device 7
DOC-0581-001 User Manual Dialog 20 USB Microphone System Remote Software

Class), Transmitter USB Boot loader, and DIALOG 20 USB drivers. This requires administrative privileges.

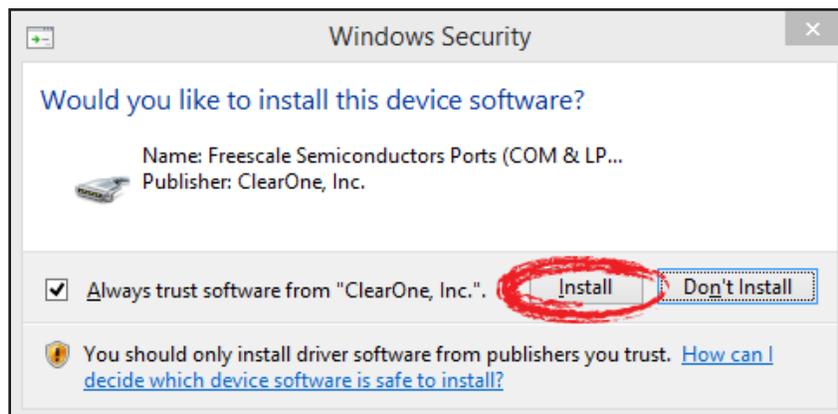
9. You are prompted to restart the software as an administrator. Click [RESTART AS ADMINISTRATOR].

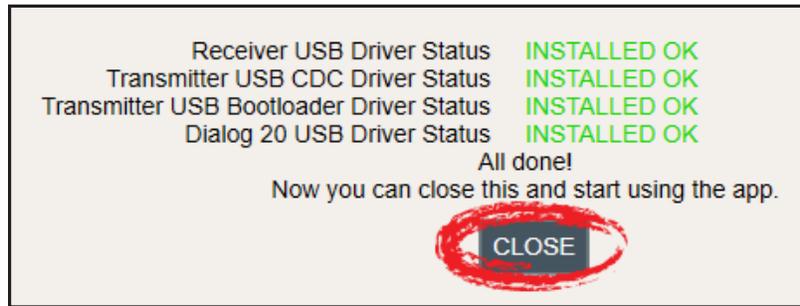


10. A Windows Security window asks you for permission to install the drivers, if they have not been installed previously. Click [Install].



11. Once all drivers have been installed, you are prompted to [CLOSE] out of setup, and to start using the application.





Note: Before using the software, it is recommended that you update the system firmware (See pg. 28 - 35).

HOME SCREEN

Once installation completes, the home screen displays. From here, you can select your language¹, configure your receiver(s) online², configure and save receiver settings offline³, update software and firmware⁴, or access related user documentation⁵.

The software version is visible in the bottom right-hand corner, for easy reference.



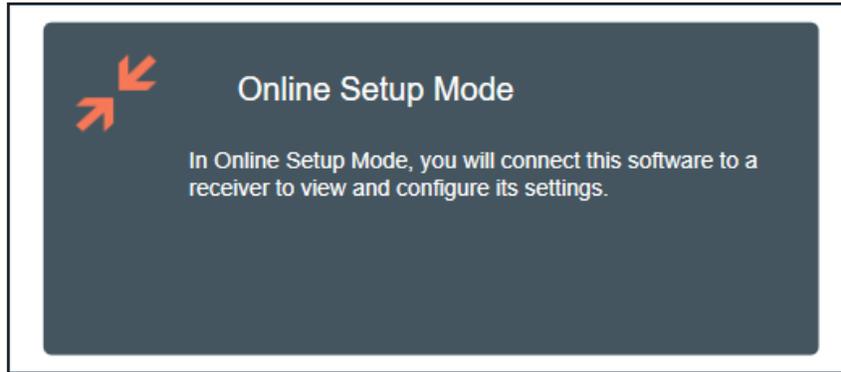
ONLINE SETUP MODE

Allows you to connect this configuration software to your Dialog 20 USB wireless receiver.

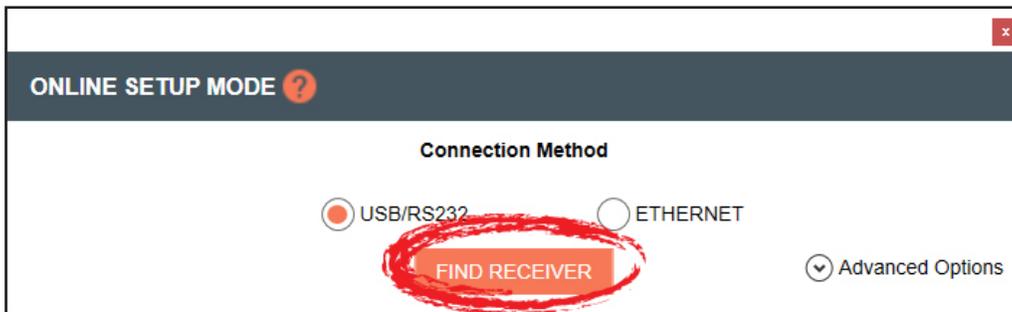
Note: The Dialog 20 USB receiver connects to this PC software via USB Type A to USB Type C cable.

If you are using Online Setup Mode,

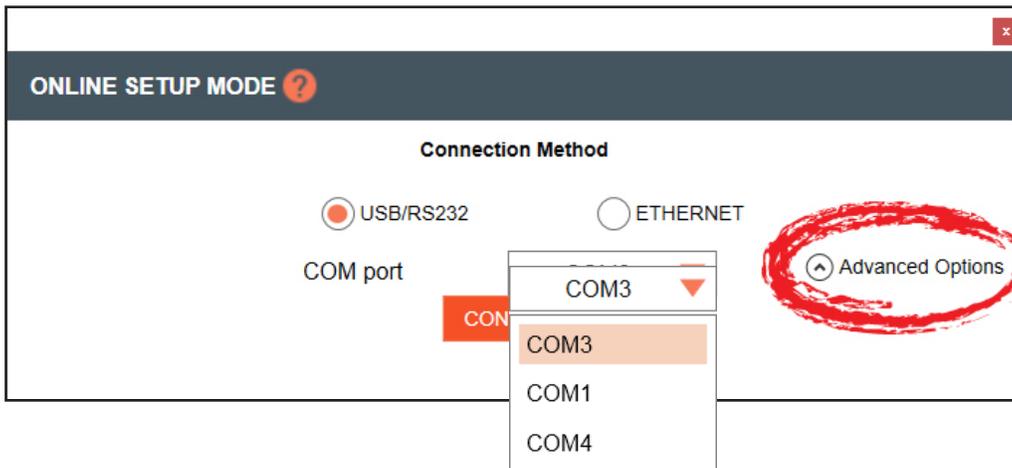
1. Select [Online Setup Mode] to connect the software to your receiver.



2. Select the USB connection method, and click [FIND RECEIVER]. The Ethernet connection is not applicable to the Dialog 20 USB receiver.



If you select [Advanced Options], COM port options populate. Once you select your option, click [CONNECT].



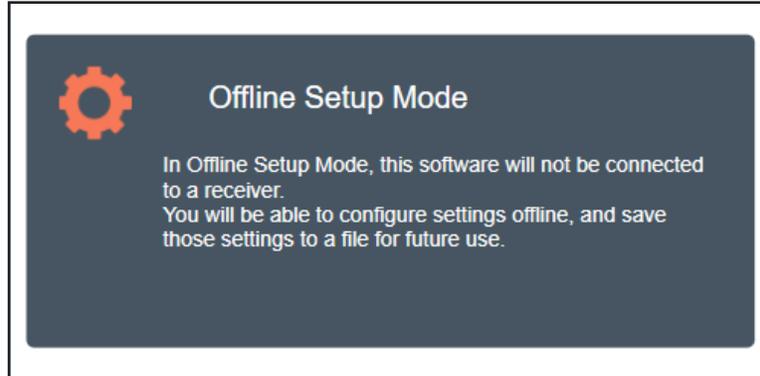
Note: When you connect to the Dialog 20 USB Receiver in Online Setup Mode, the GUI opens and the "Edit Transmitter Parameters" window is visible. You are now in Online Setup Mode.

OFFLINE SETUP MODE

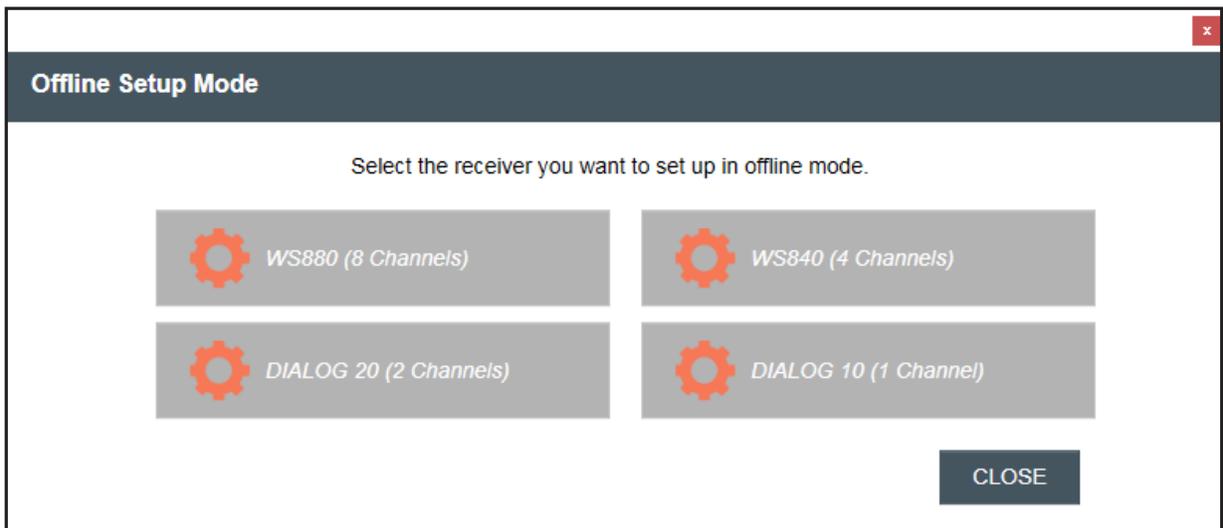
Allows you to configure and save settings for future application.

If you are using Offline Setup Mode,

1. Select [Offline Setup Mode] to connect the software to your receiver.



2. Select the type of receiver you want to save settings for.



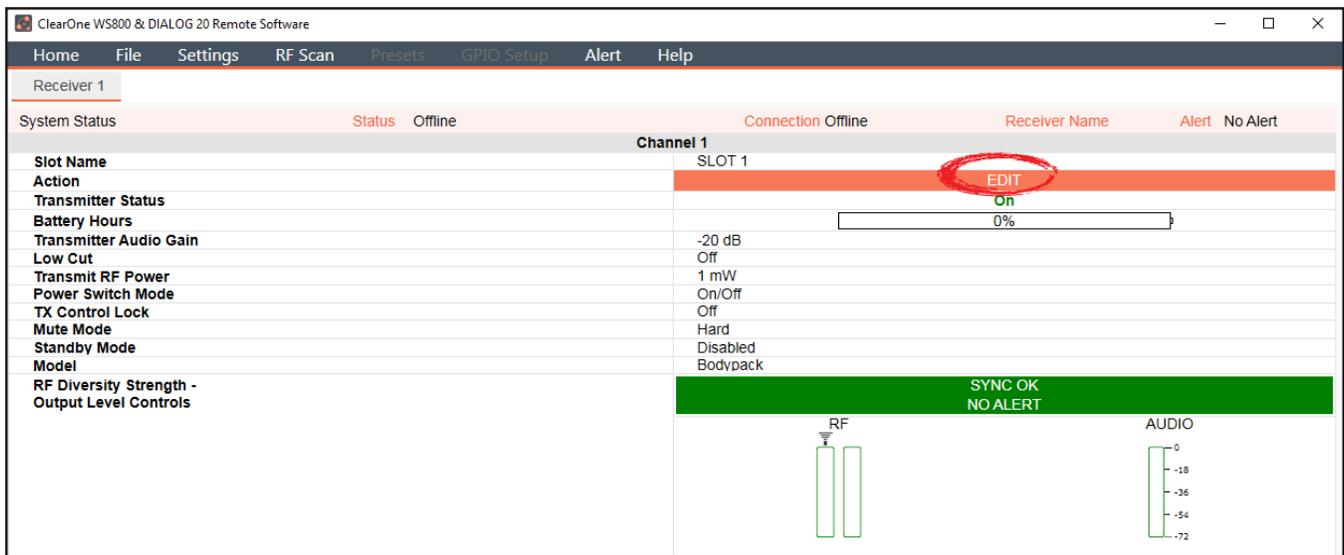
Note: When you connect to the Dialog 20 USB Receiver in Offline Setup Mode, the GUI opens and the “Edit Transmitter Parameters” window is visible. Any changes will be applied the next time you connect in Online Setup Mode.

Note: When you are in Offline Setup Mode, the RF Scan function is only a simulation.

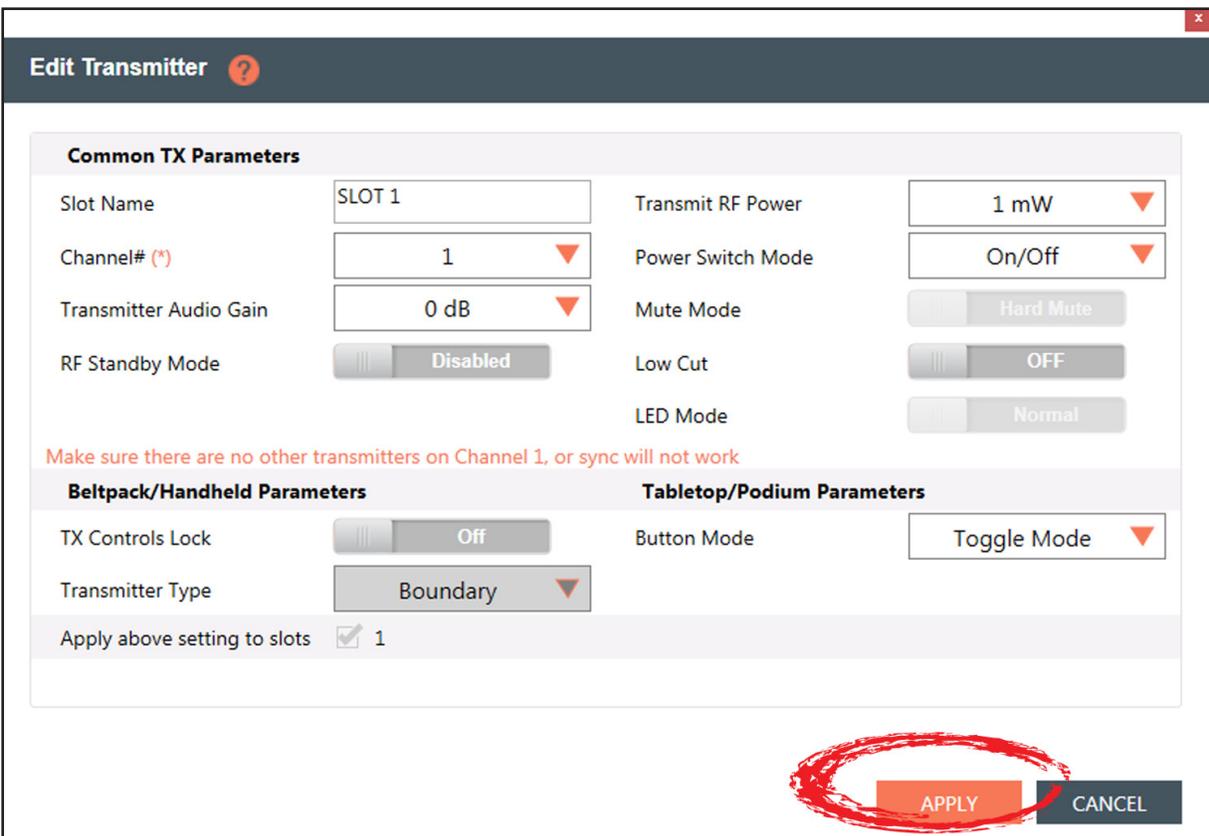
EDITING TRANSMITTER PARAMETERS

The Dialog 20 USB receiver screen reflects 1 channel:

1. Click [EDIT] to edit the channel's parameters.



2. An EDIT TRANSMITTER window displays. Choose the parameter(s) you wish to edit and enter new value(s). Click [APPLY] to save changes and close out of this window.



TRANSMITTER CHANNEL PARAMETERS

Channel/Slot Name: Assign a name to each transmitter / receiver pair. The Slot Name has up to ten alphanumeric characters that show on the OLED displays in the applicable Transmitters and ClearOne Remote software.

Channel Number: Manually set the channel number of the transmitter and receiver pair.

Transmitter (TX) Audio Gain: The transmitter has analog input gain from -20 db to +30 db.

TX Gain Lock: When a transmitter has Gain Lock enabled, it ignores gain changes sent from the receiver and keeps its current gain setting. This is useful if different types of transmitters are used with a particular receiver slot and they need to have different audio gains set for optimal performance.

Transmit RF Power: This function controls the output power of the transmitter.

- **1 mW:** Use for most conference room applications with antennas about 50 feet from the transmitter.
- **10 mW:** Use when the antennas are 50 to 100 feet from the transmitters, or when you hear dropouts at 1 mW.

Note: Using higher power than necessary, especially when there is a high channel count, increases IMD (Inter Modulation Distortion) and can cause dropouts. It may seem counterintuitive, but you should first try lowering the output power to solve dropouts.

Power Switch Mode: This function controls the transmitter's power switch.

- **ON/OFF:** Use this setting to save battery life in the off position. It takes several seconds to reconnect after the transmitter is turned on.
- **ON/Mute:** Use this setting when you want to be able to turn the transmitter on without a delay.
- **ON/ON:** Use this setting to prevent the user from inadvertently turning the transmitter off.

Low Cut: Toggles a 75 Hz low-cut audio filter.

- **75:** Reduces low-frequency rumble, handling noise and background noise. This setting is recommended for most spoken-word applications.
- **Off:** This setting is recommended for most musical programs.

RF Standby Mode: When RF Standby Mode is enabled, the transmitter turns off the RF output when the transmitter is muted. This greatly reduces the power consumption and allows a much longer battery life.

- **Disabled:** Pressing the mute button mutes the receiver. The transmitter continues to send RF signals. Unmuting is instantaneous.
- **Enabled:** Muting turns off the transmitter RF power. Unmuting reestablishes the transmitter RF link to the receiver. There is a slight delay when unmuted, it takes about a half second to pass audio.

Tx Controls Lock: This function locks the control buttons on beltpacks and hand-held transmitters so that end users cannot change parameters

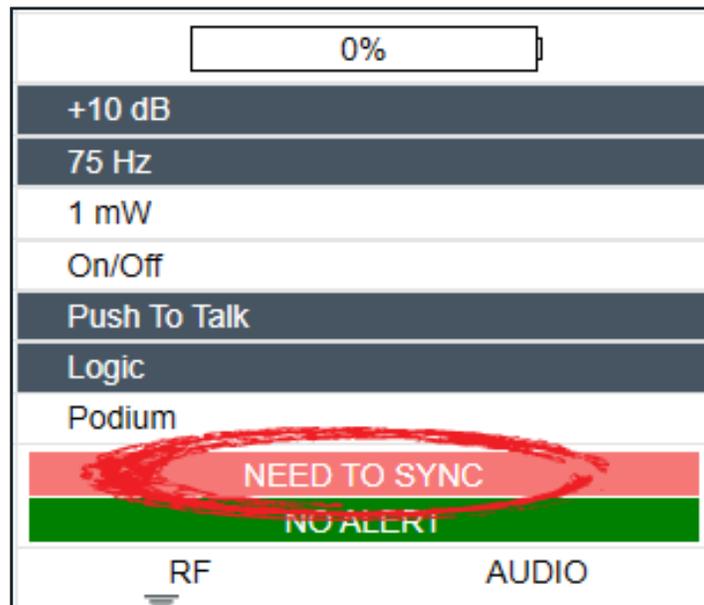
- **On:** Disables the buttons on the transmitter and receiver. Parameters can only be changed with ClearOne Remote software.
- **OFF:** Allows the transmitter control buttons to operate.

Transmitter Type Defaults: This function only works in Off-Line mode. It allows you to preset the default parameters for the various microphone types that are sync'ed to a particular channel. For example, you can select Receiver Slot 3 --> Click to Edit --> Transmitter Type - "BeltPack" and set button-lock to off. Then, any beltpack sync'ed to Receiver Slot 3 has unlocked buttons.

Podium / Boundary Button Mode: This function controls how the mute button affects podium gooseneck and boundary microphones.

- **Toggle Mute:** Push the button to toggle the mute on or off
- **Push to Talk:** Push and hold the button to talk. Otherwise the mic is muted.
- **Push to Mute:** Push and hold the button to mute. Otherwise, the mic is open.

3. When the [NEED TO SYNC] alert is lit, it indicates that one or more parameters in queue is ready to be downloaded and implemented with the next transmitter sync to the receiver channel.



SYNCING A DIALOG® 20 TRANSMITTER WITH A Dialog 20 USB RECEIVER

1. Power on the receiver.
2. Simultaneously press the two buttons on the bottom of the corresponding receiver module.
3. If the AUTO-SCAN feature has been enabled, [Settings>Auto Scan>Enabled] “SCANNING” shows on the receiver OLED briefly. Then, “SYNCING” will appear when it is ok to sync the transmitter.
4. If the AUTO-SCAN feature has been disabled, [Settings>Auto Scan>Disabled] “SYNCING” will appear when it is ok to sync the transmitter.
5. When “SYNCING” shows on the receiver OLED, you can sync the transmitter.
6. Repeat the procedure if the receiver display shows “SYNC FAIL” or “BAD KEY”.
 - **To sync a Boundary Mic or Podium Mic:** Press and hold the “Mute” button, power on the transmitter and then release the “Mute” button.
 - **To sync a Handheld or Beltpack:** Press and hold the “S” button, power on the transmitter and then release the “S” button.

Note: Both the transmitter and receiver OLED read “SYNC GOOD” when the sync is successful.

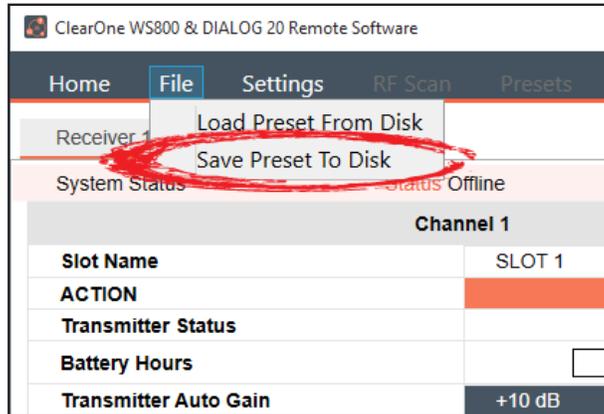


Note: The transmitter and receiver are assigned a new, random AES 128-bit encryption key every time they are synced.

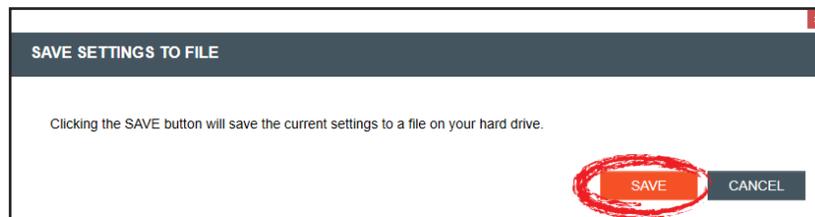
FILE TAB

SAVE PRESET TO DISK

1. The configuration file of the system is referred to as "Preset". Save a preset by selecting the [File] tab, then [Save Preset To Disk]. You can save the configuration file (preset) onto your computer and then you can reuse the preset. Presets can be renamed at any time.

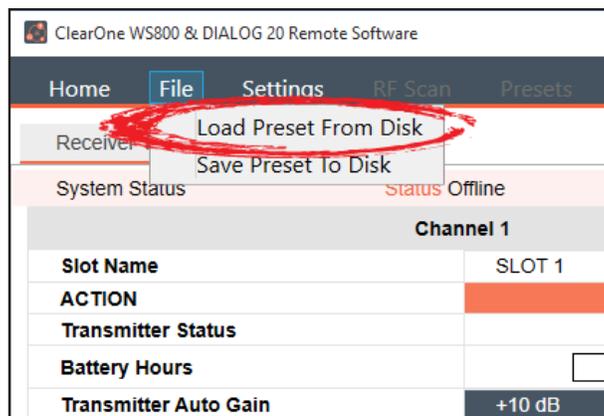


2. Select [SAVE] in the next window to save your preset.

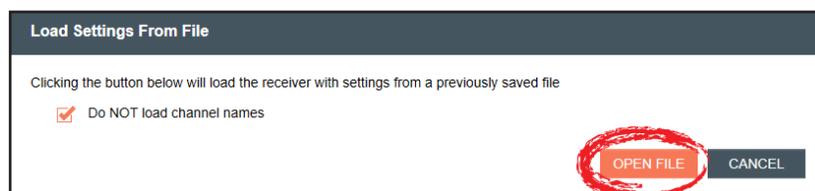


LOAD PRESET FROM DISK

1. Load a saved preset by selecting the [File] tab, then [Load Preset From Disk].



2. Leave [Do NOT load channel names] checked if you do not want to load different channel names.
3. Select [OPEN FILE] to load a saved preset.



SETTINGS

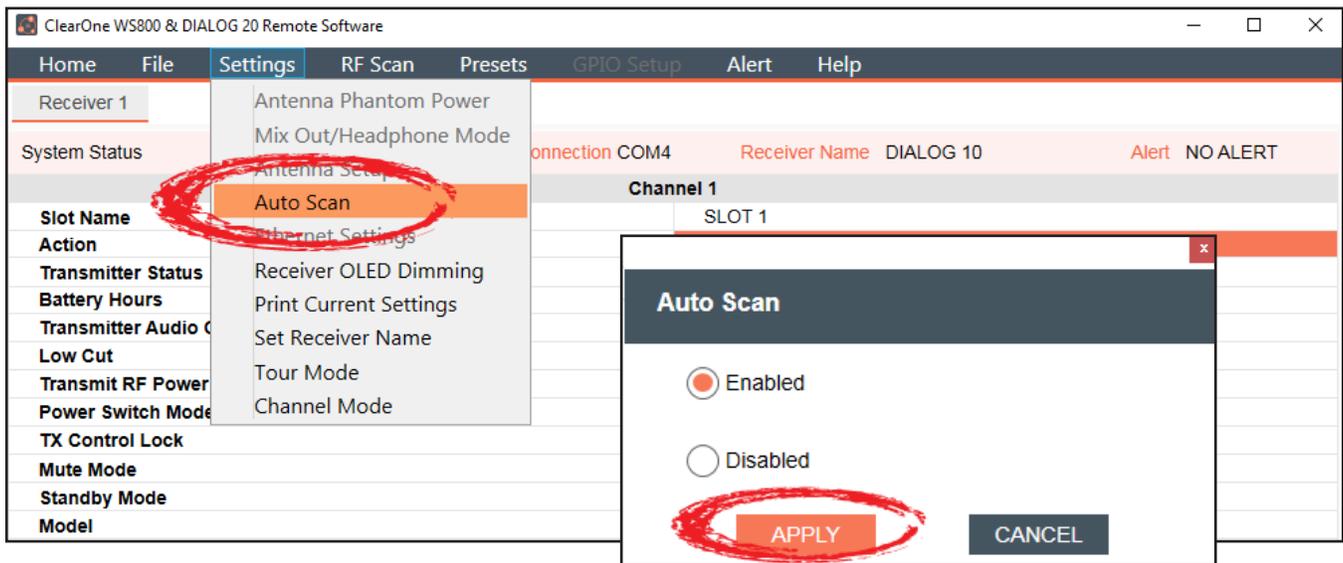
Note: Settings that are “greyed-out” are not applicable to the Dialog 20 USB System

AUTO SCAN

When enabled, the Auto Scan function will scan and choose the best frequencies before a transmitter is synced.

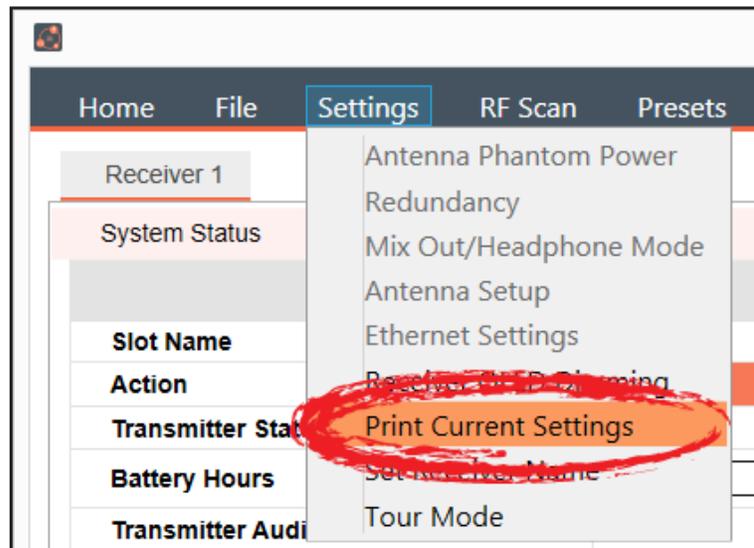
1. The Auto Scan function can be enabled or disabled. Select the [Settings] tab and click Auto Scan. In the pop-up window, choose “Enabled” or “Disabled” then Click [APPLY] and [X] to close.

Note: Auto Scan is enabled by default



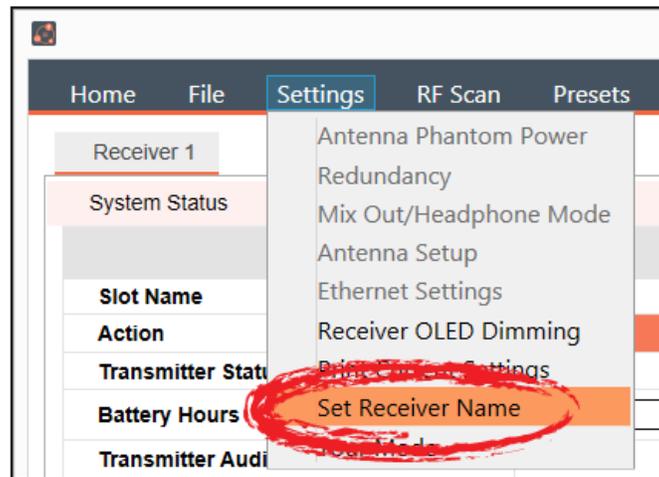
PRINT CURRENT SETTINGS

1. To print your current settings, select the [Settings] tab, then [Print Current Settings].
2. Your system window to print displays. Choose the printer you want to print to, and click [Print].

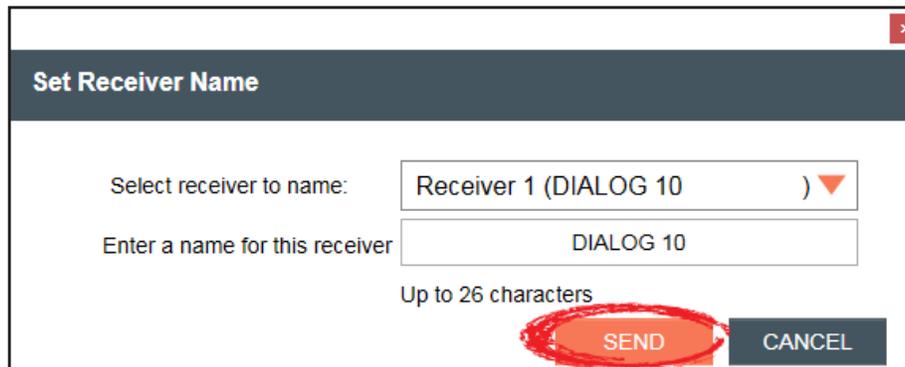


SET RECEIVER NAME

1. To set a new name for a receiver, select the [Settings] tab, then [Set Receiver Name].



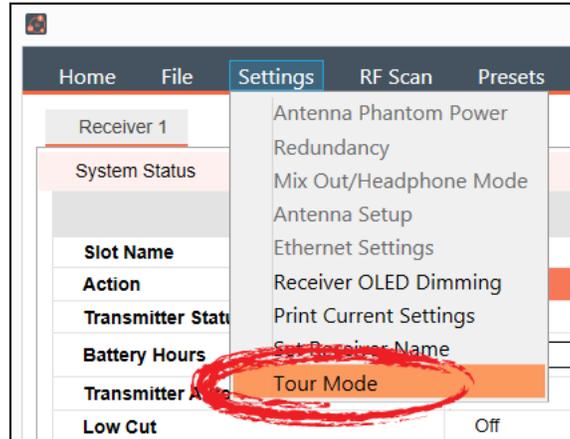
2. Select the receiver you want to name, enter the new name, and click [SEND].



TOUR MODE

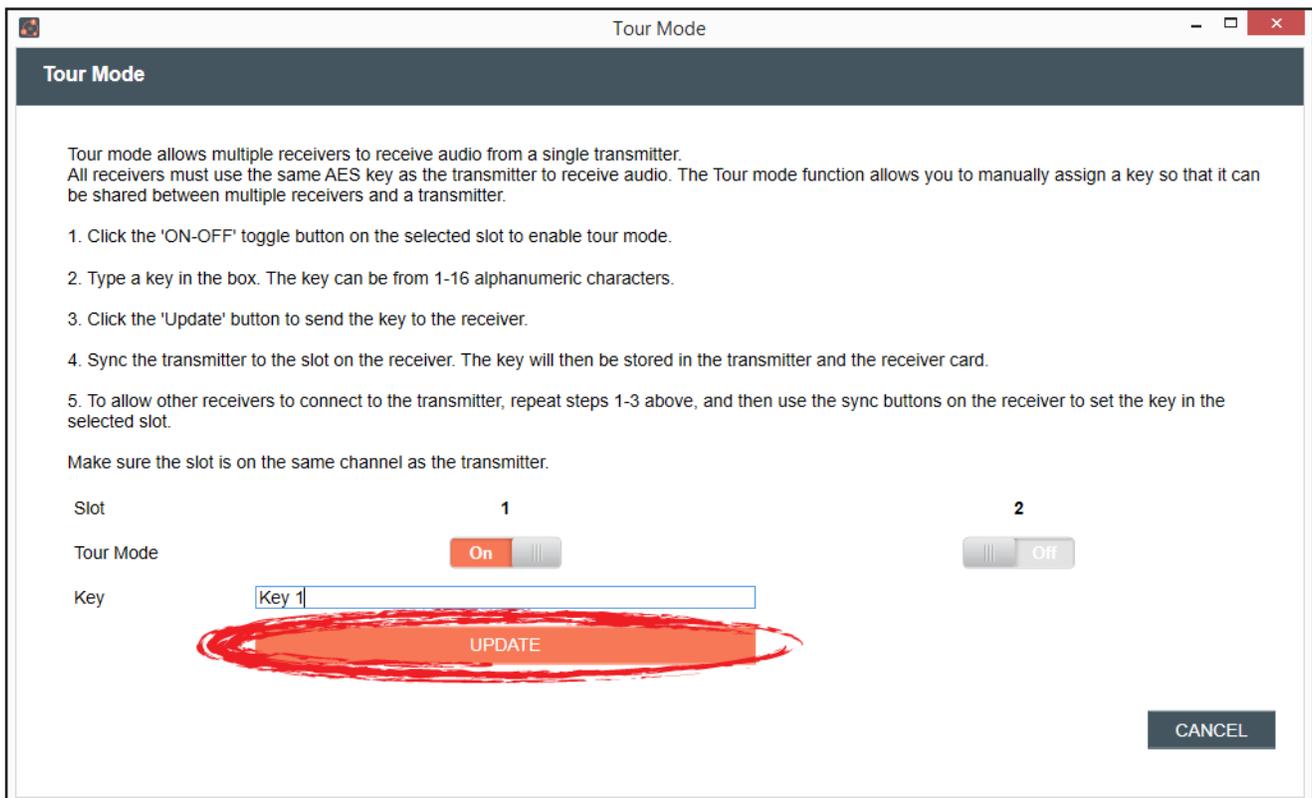
Note: This function is not available in OFFLINE SETUP MODE for the Dialog 20 USB receiver.

1. Tour Mode enables multiple receivers to receive audio from a single transmitter. To enable Tour Mode, select the [Settings] tab, then [Tour Mode]. Repeat the next steps for each receiver you want to connect to the transmitter



2. Click the [On]/[Off] toggle button for the appropriate slot(s) to enable or disable Tour Mode.
3. Type key(s) into applicable box(es). A key can be from 1-32 alphanumeric characters.

Note: All receivers must use the same AES key as the transmitter to receive audio. The Tour Mode function allows you to manually assign a key so that it can be shared between multiple receivers and a transmitter. When the AES key does not match, the audio is muted until there is a re-sync.

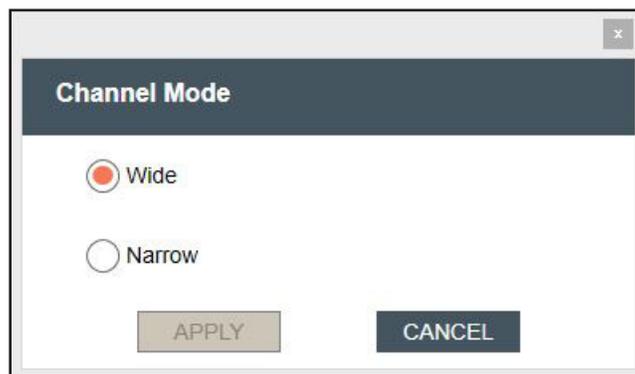
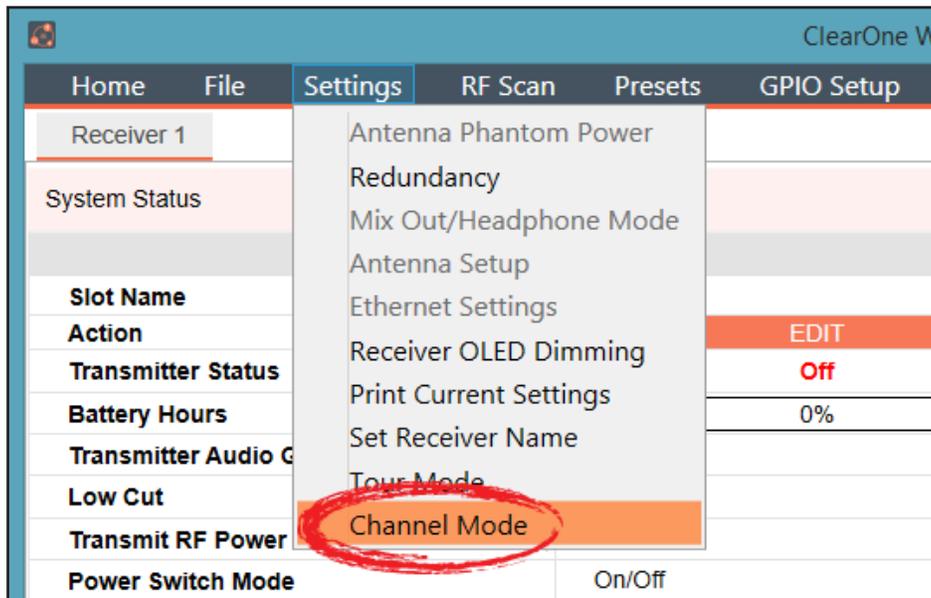


- Click [UPDATE] to send the key(s) to the receiver(s). When the [UPDATE] button greys out, you can close the window.



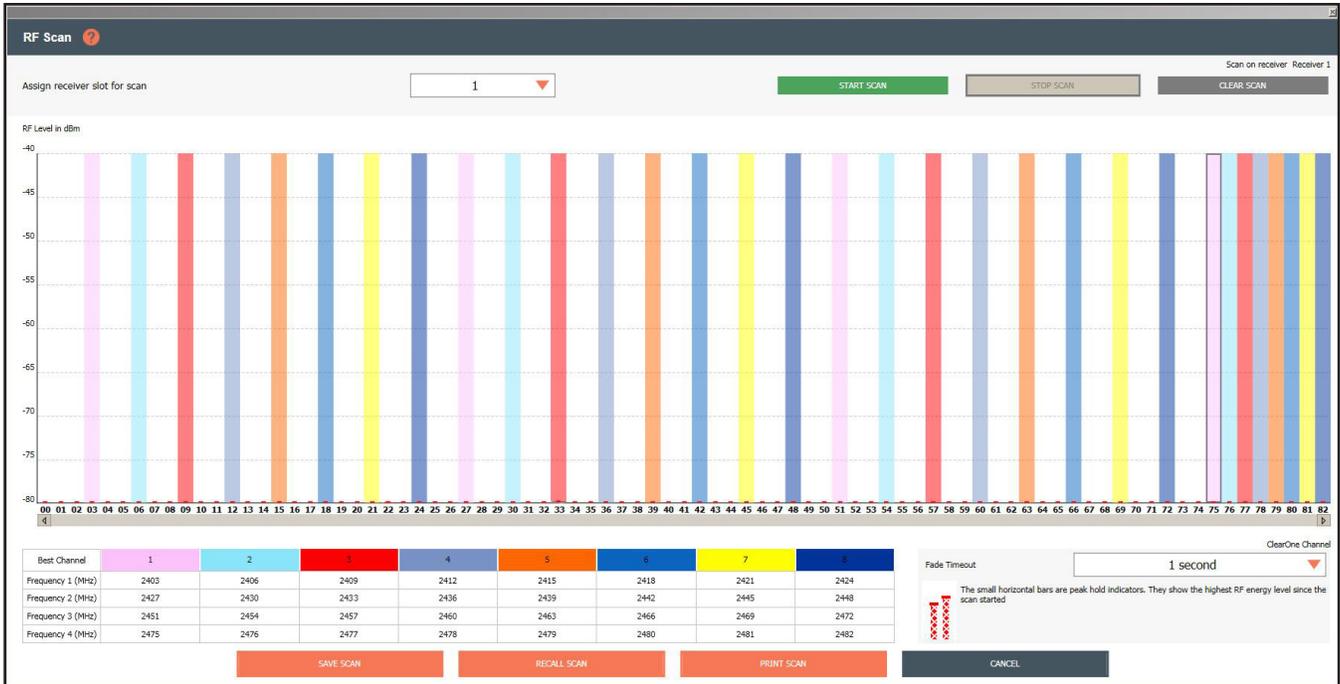
CHANNEL MODE

- To change bandwidth for your channels, select the [Settings] tab, then [Channel Mode]. There are two modes to choose from. The default mode is Wide Band mode.



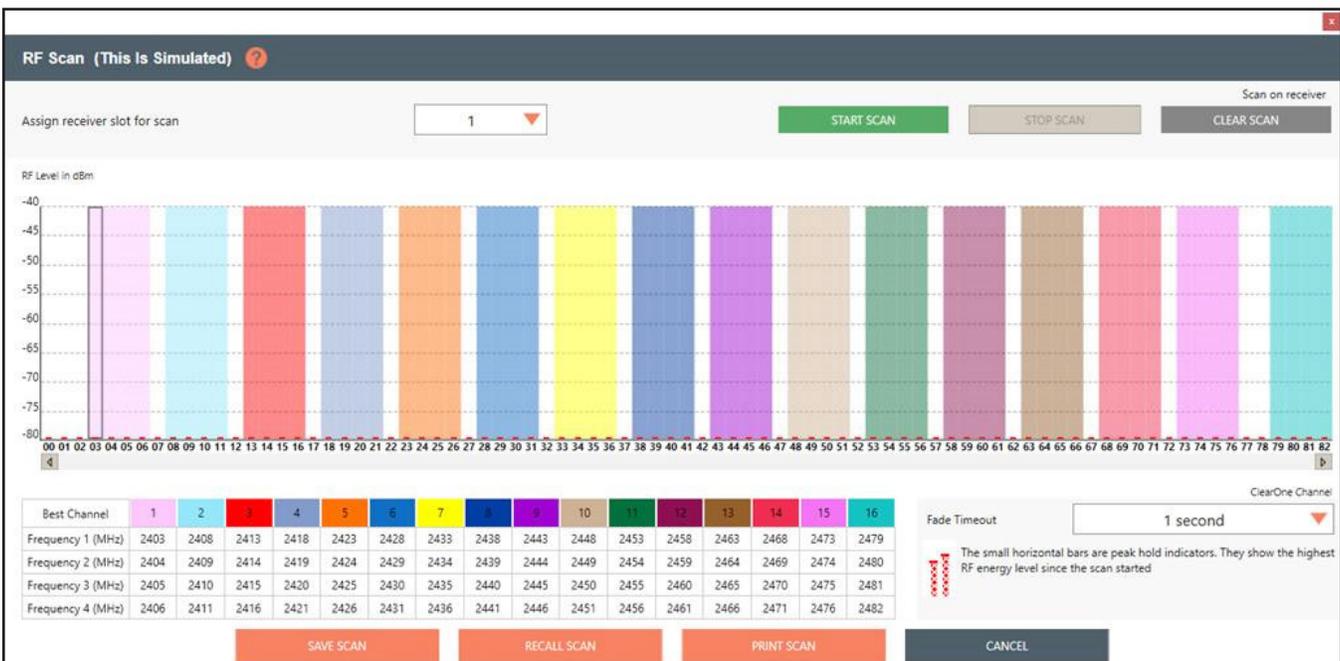
Wide Band Mode:

- Wide Band 8ch mode:** Uses 4 frequencies spaced widely across the RF band.
 - Pros: Can cause less interference to WiFi devices that are occupying the same frequencies.
 - Cons: Does not always take advantage of white spaces between WiFi devices.



Narrow Band Mode:

- Narrow Band 16ch mode:** Uses 4 frequencies spaced closely together in the RF band.
 - Pros: Can allow the use of more narrow white spaces between WiFi devices.
 - Cons: Can cause more interference to WiFi devices that are occupying the same frequencies.



RF SCAN

- To utilize the Radio Frequency (RF) Scanner, select [RF Scan].
The RF Scanner scans for outside interference, intermodulation distortion (IMD), and tests the antennas. For greater detail on the RF Scan function and its application, select the question mark icon in the window. Another window displays with the details.

The screenshot shows the 'RF Scan' window in the software. The 'RF Scan' menu item is circled in red. The window displays the following information:

- System Status:** Status: Link Ok, Connection: COM4, Receiver Name: DIALOG 10, Alert: NO ALERT
- Slot Name:** RF Scan
- Action:** RF Scan (with a question mark icon)
- Transmitter Status:** Assign receiver slot for scan: 1
- Buttons:** START SCAN, STOP SCAN, CLEAR SCAN
- Graph:** RF Level in dBm (y-axis: -40 to -80, x-axis: 00 to 82)
- Table:**

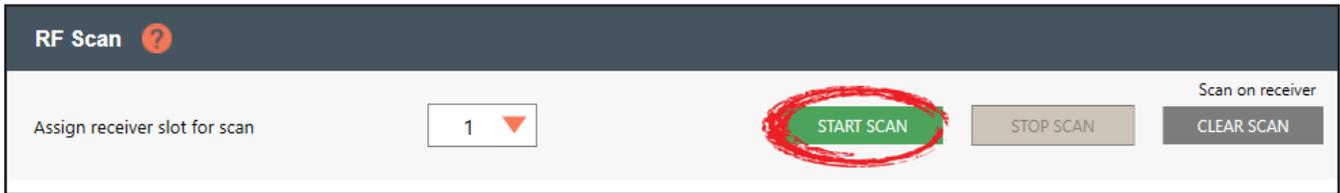
Best Channel	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Frequency 1 (MHz)	2403	2408	2413	2418	2423	2428	2433	2438	2443	2448	2453	2458	2463	2468	2473	2479
Frequency 2 (MHz)	2404	2409	2414	2419	2424	2429	2434	2439	2444	2449	2454	2459	2464	2469	2474	2480
Frequency 3 (MHz)	2405	2410	2415	2420	2425	2430	2435	2440	2445	2450	2455	2460	2465	2470	2475	2481
Frequency 4 (MHz)	2406	2411	2416	2421	2426	2431	2436	2441	2446	2451	2456	2461	2466	2471	2476	2482
- Buttons:** SAVE SCAN, RECALL SCAN, PRINT SCAN, CANCEL
- Fade Timeout:** 1 second
- Text:** The small horizontal bars are peak hold indicators. They show the highest RF energy level since the scan started.

The screenshot shows the 'RF Scan Details' window in the software. The 'RF Scan' menu item is circled in red. The window provides the following detailed information:

- System Status:** Status: Link Ok, Receiver Name: DIALOG 10, Alert: NO ALERT
- Slot Name:** RF Scan
- Action:** RF Scan (with a question mark icon)
- Transmitter Status:** Assign receiver slot for scan: 1
- Buttons:** START SCAN, STOP SCAN, CLEAR SCAN
- Graph:** RF Level in dBm (y-axis: -40 to -80, x-axis: 00 to 82)
- Table:**

Best Channel	1	2	3	4
Frequency 1 (MHz)	2403	2408	2413	2418
Frequency 2 (MHz)	2404	2409	2414	2419
Frequency 3 (MHz)	2405	2410	2415	2420
Frequency 4 (MHz)	2406	2411	2416	2421
- Buttons:** CANCEL, CLOSE
- Fade Timeout:** 1 second
- Text:** The small horizontal bars are peak hold indicators. They show the highest RF energy level since the scan started.
- Use the ClearOne Remote scanner to scan for outside interference, intermodulation distortion (IMD), and to test the antennas.**
- Test for Outside Interference:** Select RF SCAN to open the scanner. Press START to run the scan. The scan reads the RF level of the selected module. A red line indicates RF interference typically generated by an outside device. Outside interference does not typically cause hits or dropouts unless it is within about 20 dB of the transmitter power level.
- Test the Antennas:** ClearOne receivers employ a true diversity antenna scheme, so each receiver module has an independent RF section connected to each antenna. The system automatically switches to the RF section that has the strongest antenna signal. When scanning, ClearOne transmitters are indicated with two green lines on a single channel number. Each line represents the power level received from each RF section. If you only see one green line, or if one of the green lines is much lower than the other, your system probably has a defective antenna cable or one antenna is being blocked. Your system operates most reliably when both green lines are in the -40 to -55 dBm range on the graph. ClearOne engineers are on standby to help you with your antenna design.
- IMD: Intermodulation distortion, or IMD, is the most difficult interference to control because it is intermittent. IMD occurs whenever two or more transmitters operate at the same time in close proximity. For a demonstration, set two transmitters to 50 mW and set them to channels 4 and 5. Place the transmitters close to an antenna and run the scan. IMD will show as red lines on channels 3 and 6. When you turn off one of the transmitters, both red lines go away. The IMD could interfere with transmitters operating on channels 3 or 6, especially if they are operating at 1 mW and placed far from the antenna.**
- Many installers are diligent about solving outside interference problems, but IMD problems are more difficult. For example, the installer may not be able to test for a large number of transmitters moving around on a stage to simulate a playhouse performance.**
- One of the major advantages of ClearOne digital systems is that they are much less susceptible to IMD than analog systems. In addition, ClearOne engineers are on standby to help you design your antenna system to minimize IMD, preferably before the installation crew arrives at the jobsite. The goal is to adjust the antenna placement to keep the IMD interference at least 20 dB below the transmitter's weakest power level.**

2. Select receiver slot for scan.
3. Click [START SCAN] to start the RF Scan.



Red lines indicate potential interference, and the small horizontal bars are peak hold indicators. They show the highest RF energy level since the scan started.

The colored bars are the “Frequency Markers”, and represent where the Dialog 10 USB RF channel (Each channel is made up of 4 discrete frequencies) is allowed to hop during run time.

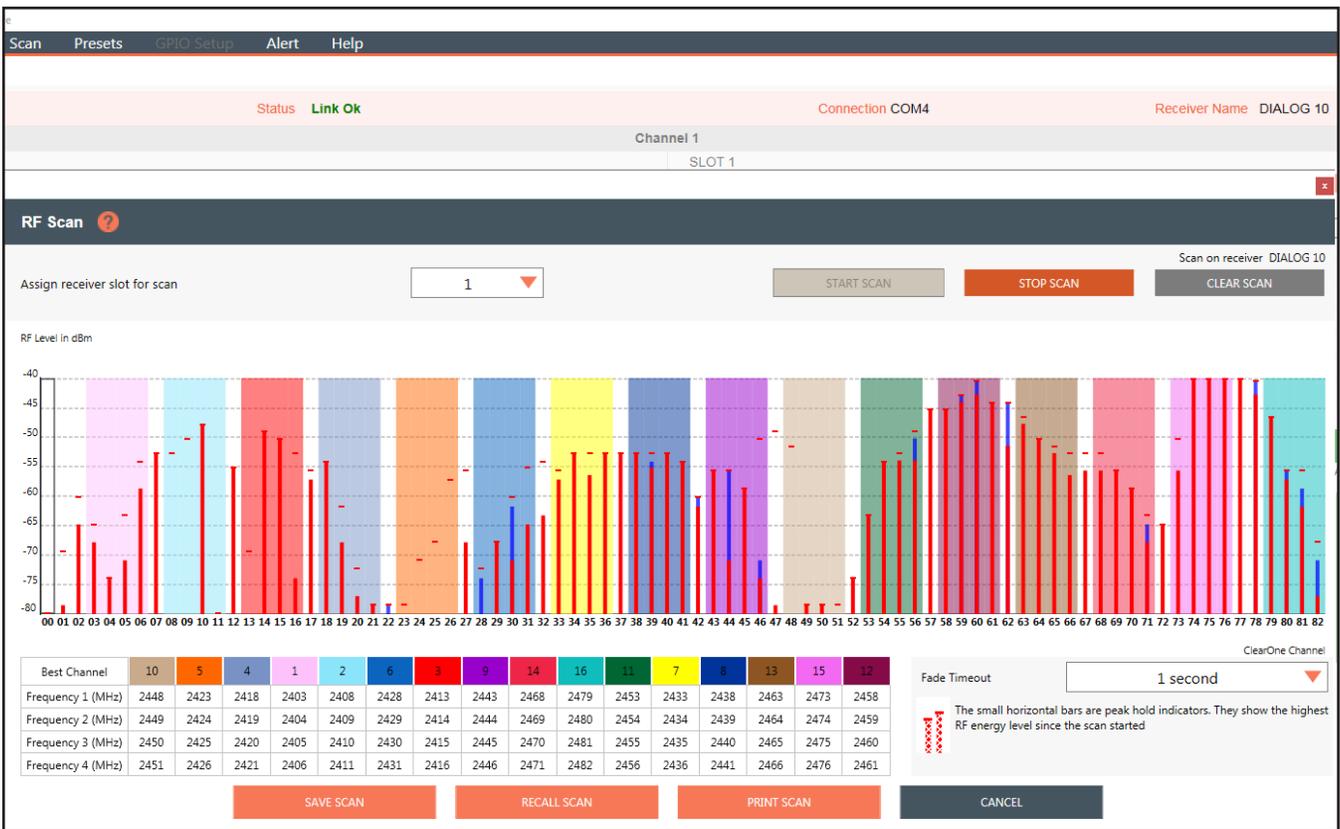
For example, if you want to use RF channel 10 (tan), select the **10** icon in the row labeled “Best Channel”, and the system hops on the tan frequencies only.

The scan shows where each of the 4 frequencies are so you can see which channel is best overall. Channels are also ranked from best to worst based on interference.

The Fade Timeout function shows the most recent data as a solid bar. As data ages, it fades out based on the time setting. This allows you to distinguish between current potential interference and interference that has happened in the past. This enables you to see which channel is the best over an extended period of time, not only for 1 or 2 second periods.

Notes: Tips on Setting the RF channel.

1. Identify the RF channel with the least amount of RF interference using the receivers RF scan feature.
2. Set the RF channel of the Tx/Rx pair based on the RF scan results.

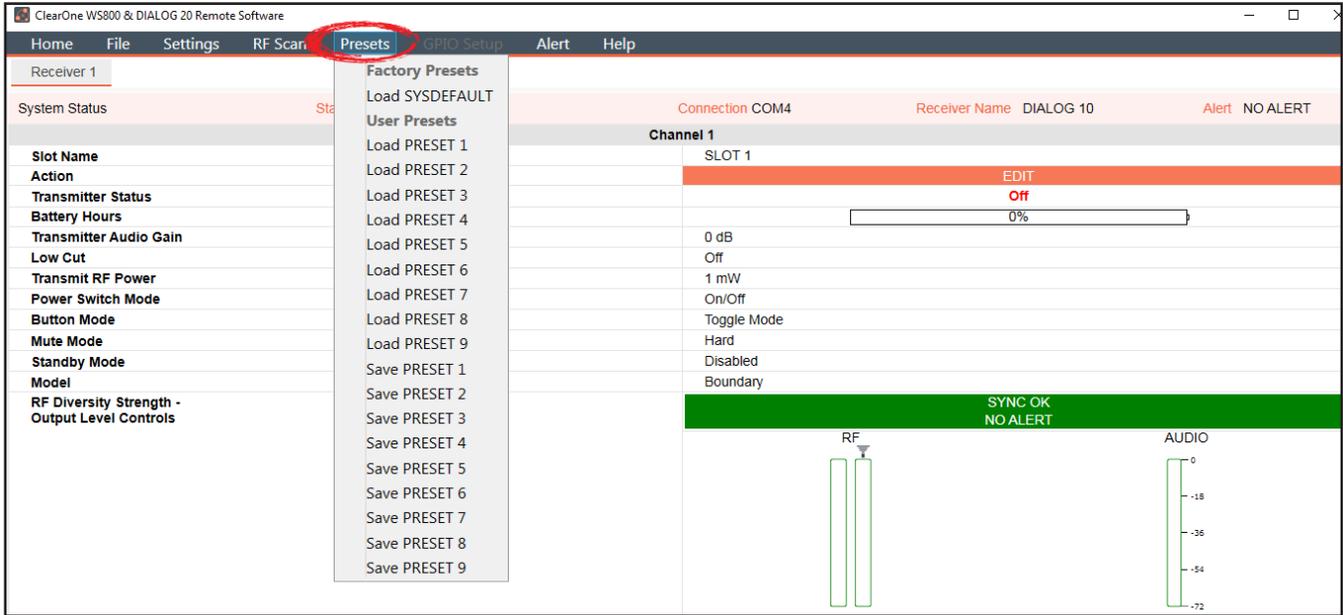


PRESETS

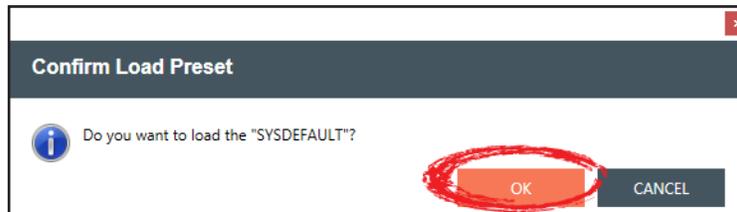
Presets allow you to save settings to receiver memory or recall settings from receiver memory.

Note: This function is not available in OFFLINE SETUP MODE

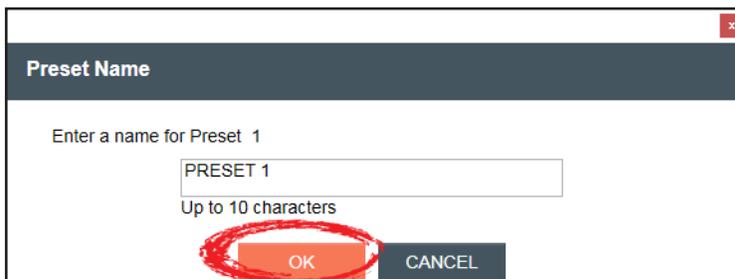
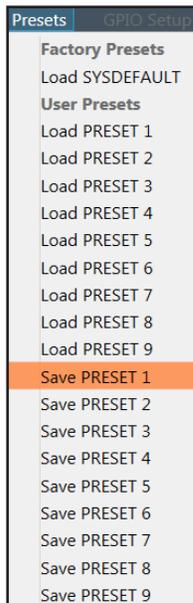
1. To load a preset, select [Presets], and select a preset to Load. Load "PRESET 1" for factory default settings.



2. Confirm that you want to load the preset by clicking OK

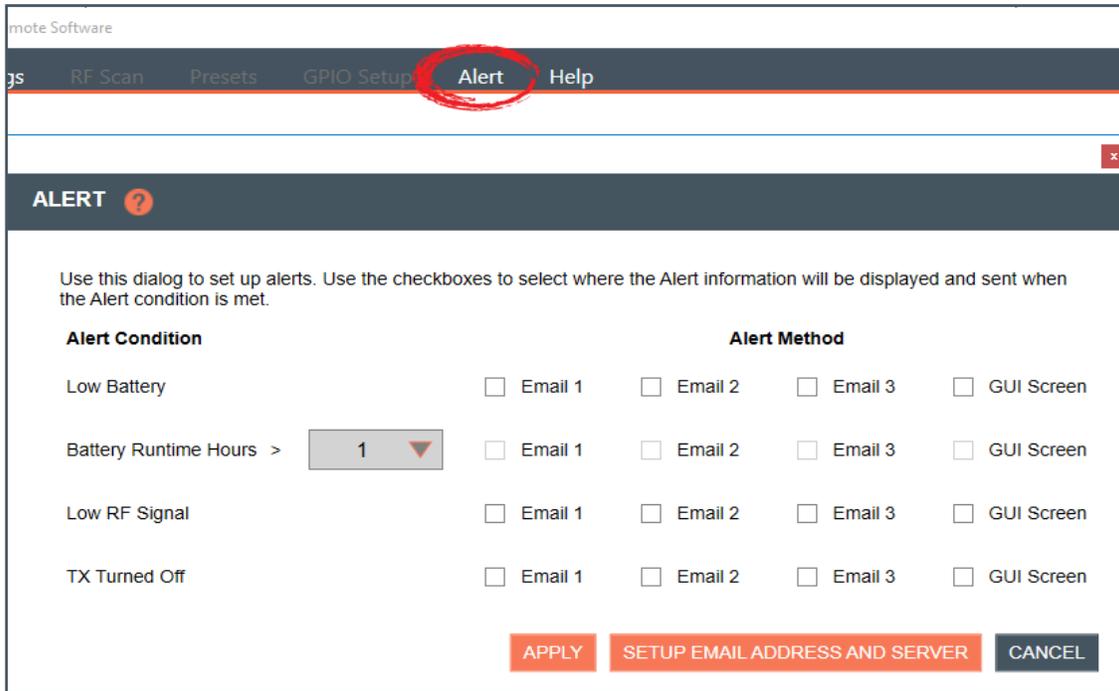


3. To rename a preset, select [Presets], and select a preset to save.
4. The preset name prompt displays. Rename the preset and click [OK].

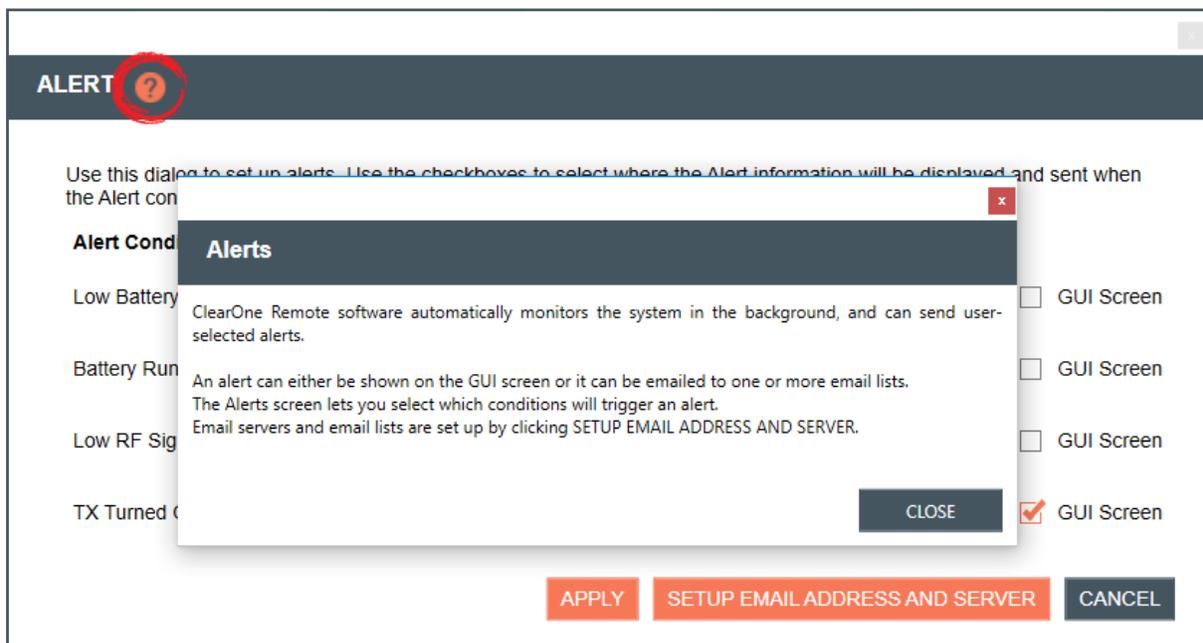


ALERT

1. To set up automatic system monitoring alerts, select [Alert]. An alert can either be shown on the GUI screen, or it can be emailed to one or more email lists. The Alerts screen lets you select which conditions trigger an alert.



2. For greater detail on the Alert function and its application, select the question mark icon in the window. Another window displays with the details.



3. Email servers and lists are set up by clicking [SETUP EMAIL ADDRESS AND SERVER].

Email Alert Setup ?

Enter email addresses separated by semicolon

Sender Email

Email Address List 1

Email Address List 2

Email Address List 3

Email Server Name

Email Username

Email Password

Authentication Option None ▼ Port

TEST CONFIGURATION APPLY CANCEL

4. For greater detail on the Email Alerts Setup function and its application, select the question mark icon in the window. Another window displays with the details.

EMAIL ALERT SETUP ?

Enter email addresses separated by comma

Email Address List 1

Email Address List 2

Email Address List 3

Email Server Name

Email Username

Email Password

Email Alerts Setup

Up to 3 different email lists can be set up to receive alerts. The main Alerts screen has checkboxes to select which lists are active.

The email server, username, and password need to be set up in order to send alerts. Enter only the username in the username box, not the full email address. SSL authentication is required by some servers.

You can test your alert settings by enabling the TX TURNED OFF alert, and then turning off a transmitter that is synced to your receiver. If email alerts are enabled, you will receive an email at the specified email address if your settings are correct.

CLOSE

HELP

1. For related software and equipment documentation, and software properties, select [Help].

The screenshot shows the ClearOne WS800 & DIALOG 20 Remote Software interface. The 'Help' menu is open, showing options: Quick Start GUI, Antenna Placement Guide, Help With Presets, Channel Frequency Assignments, and About. The 'Help' menu item is circled in red. The interface displays system status for 'Receiver 1' with 'Status Link Ok'. The 'Transmitter Status' is 'Off'. The 'Transmitter Audio Gain' is set to '-20 dB'. The 'Battery Hours' is '0%'. The 'Low Cut' is 'Off'. The 'Transmit RF Power' is '1 mW'. The 'Power Switch Mode' is 'On/Off'. The 'Button Mode' is 'Toggle Mode'. The 'Mute Mode' is 'Hard'. The 'Standby Mode' is 'Disabled'. The 'Model' is 'Boundary'. The 'RF Diversity Strength - Output Level Controls' section shows 'SYNC OK' and 'NO ALERT'.

Parameter	Value
System Status	Status Link Ok
Receiver Name	DIALOG 10
Alert	NO ALERT
Transmitter Status	Off
Battery Hours	0%
Transmitter Audio Gain	-20 dB
Low Cut	Off
Transmit RF Power	1 mW
Power Switch Mode	On/Off
Button Mode	Toggle Mode
Mute Mode	Hard
Standby Mode	Disabled
Model	Boundary
RF Diversity Strength - Output Level Controls	SYNC OK NO ALERT

Update Wizard

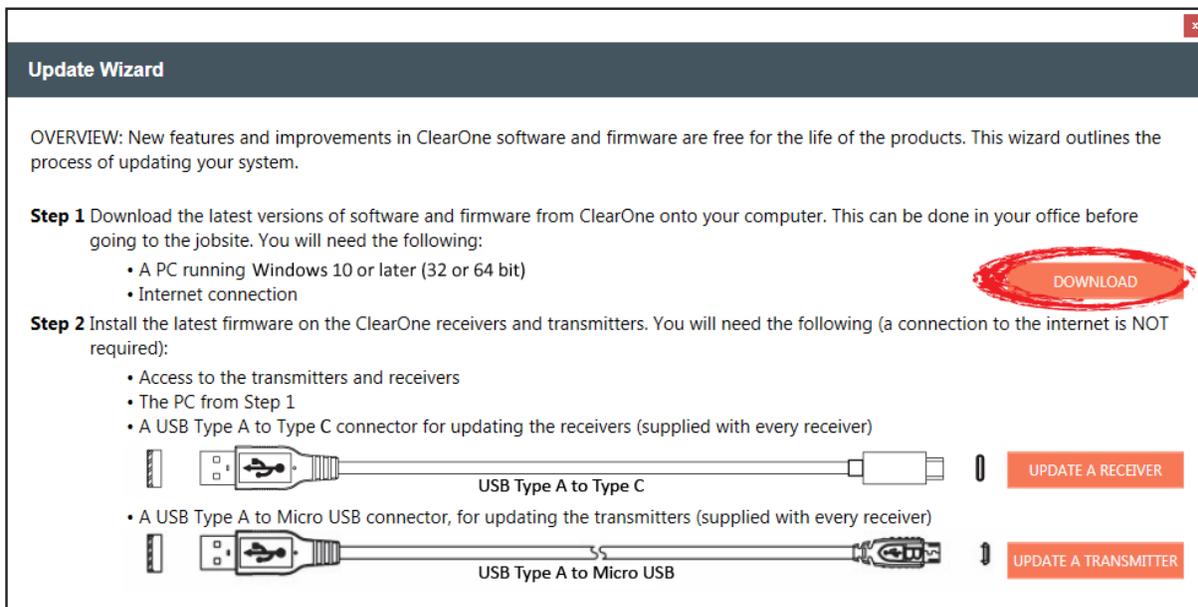
Allows you to update this PC software and firmware, and the latest firmware for your ClearOne receivers and transmitters.

1. Select [Update System] to see system update options.

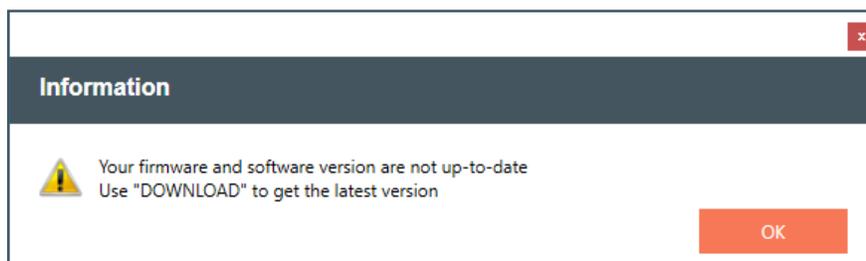


REMOTE SOFTWARE UPDATE

2. The following window displays. To download the latest versions of software for your PC, click [DOWNLOAD].



3. The software first checks for proper installation of USB Drivers and firmware.
 - An error window appears for the Dialog 20 USB, instructing you to download the most recent software and firmware versions.



- Place a check next to each update you want to make, or select the check box at the very top to automatically select all updates. Click [DOWNLOAD SELECTED] to proceed with download(s).

Download software and firmware - ClearOne WS800 & DIALOG 20 Remote Software

Firmware And Software Version Information

<input type="checkbox"/>	On Hard Drive	Latest Available	Progress	Release Notes
Dialog 20 Firmware				
RECEIVER				
<input checked="" type="checkbox"/>	Master Radio	N/A	2.1.4	<input type="text"/>
<input checked="" type="checkbox"/>	Slave Radio	N/A	1.5.6	<input type="text"/>
<input checked="" type="checkbox"/>	FPGA	N/A	3.4	<input type="text"/>
<input checked="" type="checkbox"/>	Mondo	N/A	24.1.0	<input type="text"/>
TRANSMITTERS				
<input checked="" type="checkbox"/>	Radio	N/A	1.3.5	<input type="text"/> RELEASE NOTES
BOOTLOADER				
<input checked="" type="checkbox"/>	Master Bootloader	N/A	1.2	<input type="text"/>
<input checked="" type="checkbox"/>	Slave Bootloader	N/A	1.3	<input type="text"/>
FIRMWARE RELEASE DATE		N/A	10-21-2021	
USB DRIVERS				
Dialog 20 USB Driver Status		NOT INSTALLED		
Dialog 10 Firmware				
RECEIVER				
<input checked="" type="checkbox"/>	Dialog 10 Master Radio	N/A	3.2.4	<input type="text"/>
<input checked="" type="checkbox"/>	Dialog 10 USB MicroController	N/A	1.0.0	<input type="text"/> RELEASE NOTES
FIRMWARE RELEASE DATE		N/A	10-21-2021	
USB DRIVERS				
Dialog 10 USB Driver Status		NOT INSTALLED		

- All successful downloads have full progress bars, green out in the “On Hard Drive” column, and each check box automatically unchecks as an update completes.

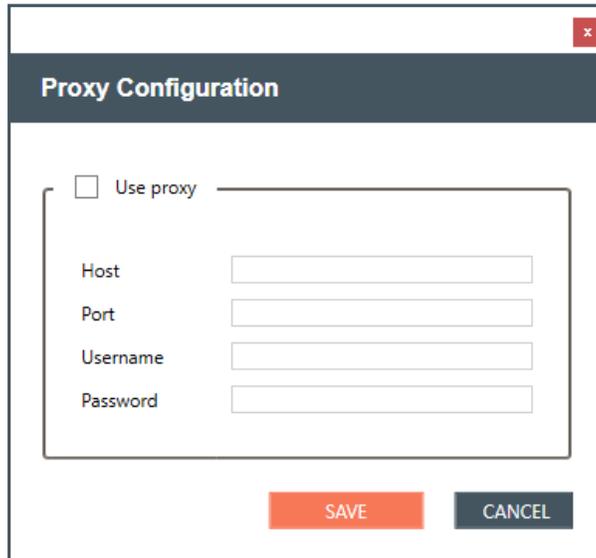
Note: In addition to updating the software and firmware, the latest release notes for the software also become available.

Download software and firmware - ClearOne WS800 & DIALOG 20 Remote Software

Firmware And Software Version Information

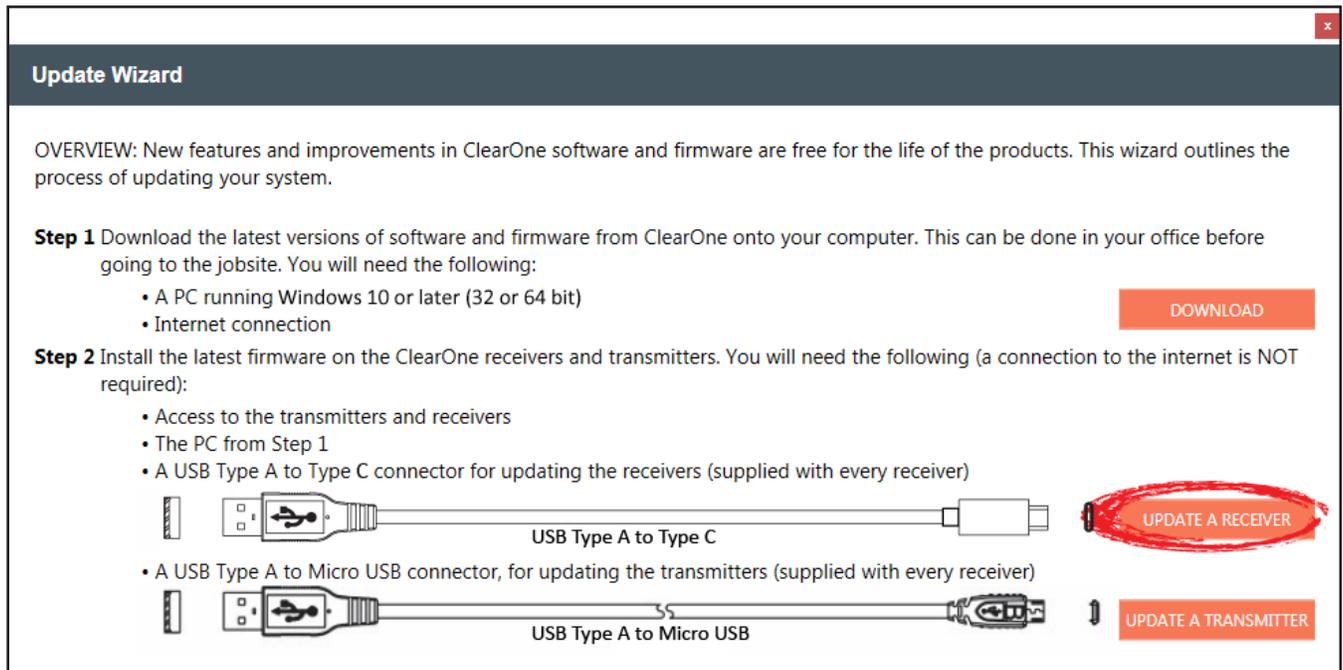
<input type="checkbox"/>	On Hard Drive	Latest Available	Progress	Release Notes
Dialog 20 Firmware				
RECEIVER				
<input type="checkbox"/>	Master Radio	2.1.4	2.1.4	
<input type="checkbox"/>	Slave Radio	1.5.6	1.5.6	
<input type="checkbox"/>	FPGA	3.4	3.4	
<input type="checkbox"/>	Mondo	2.4.1.0	2.4.1.0	
TRANSMITTERS				
<input type="checkbox"/>	Radio	1.3.5	1.3.5	RELEASE NOTES
BOOTLOADER				
<input type="checkbox"/>	Master Bootloader	1.2	1.2	
<input type="checkbox"/>	Slave Bootloader	1.3	1.3	
FIRMWARE RELEASE DATE		10-21-2021	10-21-2021	
USB DRIVERS				
Dialog 20 USB Driver Status		NOT INSTALLED		
Dialog 10 Firmware				
RECEIVER				
<input type="checkbox"/>	Dialog 10 Master Radio	3.2.4	3.2.4	
<input type="checkbox"/>	Dialog 10 USB MicroController	1.0.0	1.0.0	RELEASE NOTES
FIRMWARE RELEASE DATE		10-21-2021	10-21-2021	
USB DRIVERS				
Dialog 10 USB Driver Status		NOT INSTALLED		

- To configure the proxy, select [PROXY CONFIGURATION]. Enter your proxy information, place a check next to the “Use proxy” check mark, and select [SAVE].

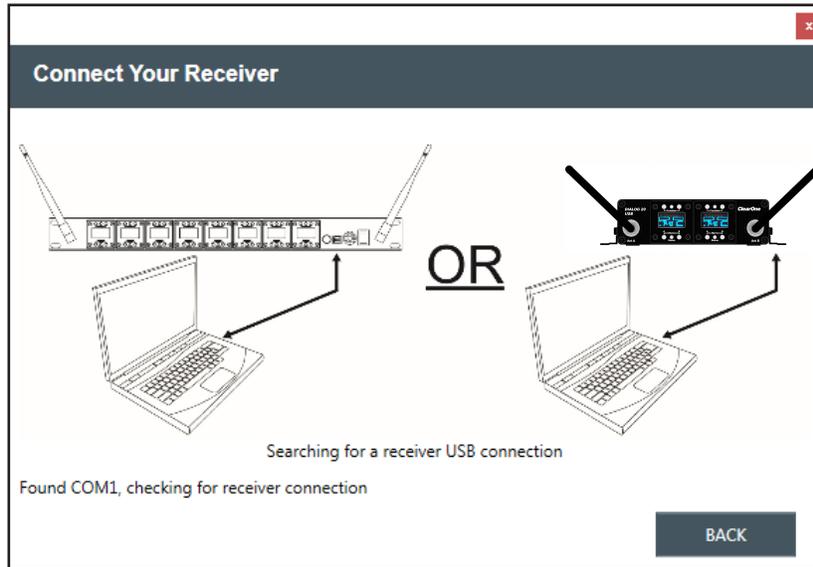


RECEIVER FIRMWARE UPDATE

- To start the process of updating your receiver firmware, click [UPDATE A RECEIVER].



- Once the receiver is detected and connected to by the software, the RECEIVER VERSION INFORMATION window appears.



- Click [UPDATE RECEIVER].
- Once all updates are complete, click [X] to close the window.

Dialog 20 USB Receiver Version Information window:

DIALOG 10 Receiver Version Information

RECEIVER		On Hard Drive	Currently Installed	
Dialog 10 Master Radio		3.2.4	3.2.4	RELEASE NOTES
Dialog 10 USB MicroController		1.0.0	1.0.0	

What the colors mean:

- Current, has the latest firmware
- Not current, needs to be updated
- No transmitter synced to this slot, firmware version unavailable

UPDATE RECEIVER

TRANSMITTER FIRMWARE UPDATE

1. To start the process of updating your transmitter firmware, click [UPDATE A TRANSMITTER].

Update Wizard

OVERVIEW: New features and improvements in ClearOne software and firmware are free for the life of the products. This wizard outlines the process of updating your system.

Step 1 Download the latest versions of software and firmware from ClearOne onto your computer. This can be done in your office before going to the jobsite. You will need the following:

- A PC running Windows 10 or later (32 or 64 bit)
- Internet connection

Step 2 Install the latest firmware on the ClearOne receivers and transmitters. You will need the following (a connection to the internet is NOT required):

- Access to the transmitters and receivers
- The PC from Step 1
- A USB Type A to Type C connector for updating the receivers (supplied with every receiver)
- A USB Type A to Micro USB connector, for updating the transmitters (supplied with every receiver)

USB Type A to Type C

USB Type A to Micro USB

DOWNLOAD

UPDATE A RECEIVER

UPDATE A TRANSMITTER

2. A window with specific instructions for connecting your transmitter displays. Follow the instructions in precise and sequential order.

CONNECT YOUR TRANSMITTER

Follow these steps to connect your transmitter to your computer:

1. Remove batteries from transmitter
2. Plug microUSB cable into computer
3. Slide transmitter's power switch to ON position
4. Connect transmitter to the USB cable while holding down SELECT (MUTE) button
5. Release button

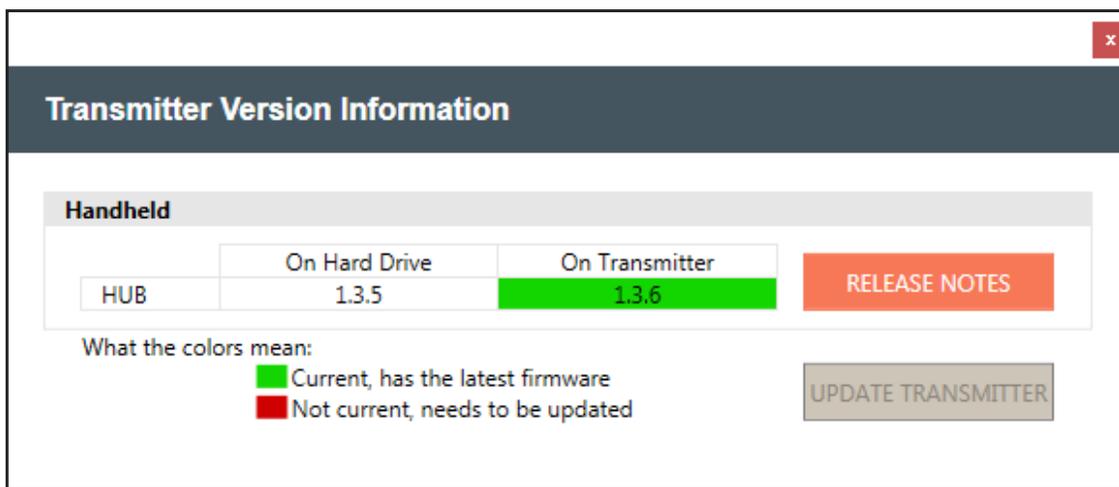
Found COM3, checking for a transmitter...

BACK

- Once your transmitter is connected, the TRANSMITTER VERSION INFORMATION window displays.

Note: Complete updates, and transmitter firmware Release Notes are available from this window.

- Click [UPDATE TRANSMITTER].
- Follow prompts for the first update.
- Wait for the programming to complete.
- Once your final transmitter update is complete, a window verifying that your firmware is up-to-date appears. Click [X] to close the window.



The DIALOG 20 USB Firmware Release Notes:

	On Hard Drive	On Transmitter
HUB	1.3.5	1.3.6

What the colors mean:

- Current, has the latest firmware
- Not current, needs to be updated

RELEASE NOTES

UPDATE TRANSMITTER

Dialog 20 Firmware Release Notes

1-11-2017
0.7.4 MASTER, SLAVE
Fixed logic mute setting in Master (was returning TXStatus instead of TXParams in UART)
Fixed GPIO input and output inversion and other bugs
Added RF channel change on the fly from the GUI
Added check in radio for AESKeyMatch to force squelch if key doesnt match
Added heartbeat signal from FPGA and link signal from slave to master to allow tx and rx alignment between multiple Dialog receivers.
Enabled LNA by default

1-11-2017
0.7.2 TX
Added RF channel change on the fly from the GUI
Fixed issue where boundary and podium would mute and stay muted after a gain change
Changed mute mutton behavior so it mutes immediately upon press like WS800
Decreased turn-off time
Enabled LNA by default

12-9-2016
0.6.11 MASTER,SLAVE,TX
Inital production release for pilot build
added the #define for SFCS for serial flash. needed to keep the sfcs output driver in tristate mode on new 1.2 pcb

12-7-2016
Dialog20 MASTER Version v0.6.6 Release Notes:
Fixed issue with Tour mode in slave communications

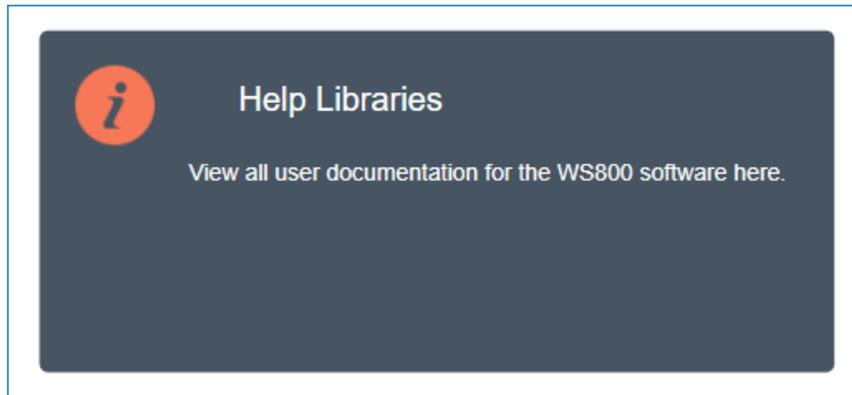
12-1-2016

CLOSE

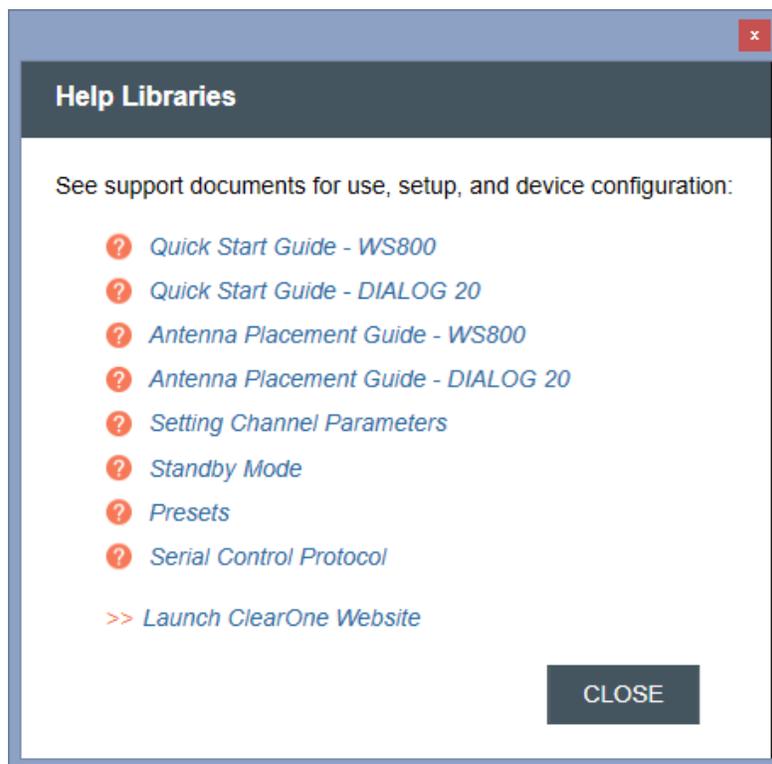
Help Libraries

Gives you direct access to supporting documents, and the ClearOne website.

1. Select [Help Libraries] to see related user documents, or a link to the ClearOne website.



2. Select any of the links to view additional resources in direct PDFs, or to go directly to the ClearOne website.



Exposure and Compliance

RF Exposure Information

The transmitters have been tested and have been shown to be compliant for localized specific absorption rate (SAR) for uncontrolled environment/general exposure limits specified in ANSI/IEEE Std. C95.1-1992 and have been tested in accordance with the measurement procedures specified in IEEE 1528-2003 and IEC 62209-2.

RF Compliance Information

The transmitters have been tested and have been shown to meet CE spectral bandwidth requirements at 1 mW and 10 mW output power.

This equipment may be capable of operating at some RF power levels not authorized in your region. Please contact your national authority to obtain information on RF power levels for wireless microphone products in your region.

This product meets the Essential Requirements of all relevant European directives and is eligible for CE marking.

Certified under FCC Part 74 and FCC Part 15.
Certified by IC in Canada under RSS-123, RSS-102 and RSS-210.

Receiver:

Receiver
FCC ID: FBI-DIALOG 10 RX
IC: 1970A-DIALOG 10 RX

2 CHANNEL USB
FCC ID: FBI-DIALOG 20 RX
1970A-DIALOG 20 RX

Transmitters:

BELTPACK
FCC ID: FBI-DIALOG 20 BLT
IC: 1970A-DIALOG 20 BLT

GOOSENECK
FCC ID: FBI-DIALOG 20 PDM
IC: 1970A-DIALOG 20 PDM

Tabletop:

FCC ID: FBI-DIALOG 20 BDM
IC: 1970A-DIALOG 20 BDM

HANDHELD
FCC ID: FBI-DIALOG 20 HH
IC: 1970A-DIALOG 20 HH

Modifications (FCC 15.21)

Warning:

Changes or modifications to this equipment not expressly approved by ClearOne may void the user's authority to operate this equipment according to your local radio regulatory authorities.

Clearone Wireless Receivers, Transmitters, and, Antennas are intended for indoor use only.

Applies to Beltpack (910-6004-00X):

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This radio transmitter (910-6004-00X) has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

Monopole antenna, 0dbi gain, 50 ohm impedance.

Le présent émetteur radio (910-6004-00X) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

France:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Electronic Code of Federal Regulations
Title 47: Telecommunication
PART 15—RADIO FREQUENCY DEVICES
Subpart B—Unintentional Radiators

§15.105 Information to the user.

(a) For a Class A digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

(b) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

(c) The provisions of paragraphs (a) and (b) of this section do not apply to digital devices exempted from the technical standards under the provisions of §15.103.

(d) For systems incorporating several digital devices, the statement shown in paragraph (a) or (b) of this section needs to be contained only in the instruction manual for the main control unit.

(e) In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

[54 FR 17714, Apr. 25, 1989, as amended at 68 FR 68546, Dec. 9, 2003]

CLEARONE CONTACTS

Headquarters

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

US & Canada

Tel: 801.975.7200

International

Tel: +1.801.975.7200

Sales

Tel: 801.975.7200
sales@clearone.com

TechSupport

Tel: 801.974.3760
videotechsupport@clearone.com