ClearOne®

DIALOG® 20 USB Wireless Microphone System

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

© 2023 ClearOne, Inc. All rights reserved.

Information in this document is subject to change without notice.

Document: QSG-0171-001v1.1 November 2023

Setting Up ClearOne DIALOG 20 Wireless Receiver:

Packing List: Inspect your shipment carefully and verify contents. If the shipment shows signs of damage, retain original boxes and packing material for inspection by the carrier, and contact them immediately. ClearOne is not responsible for product damage incurred during shipment.

The contents of the DIALOG 20 USB Wireless Receiver package are listed below (For DIALOG 20 Transmitters, please see the DIALOG 20 Transmitters Quick Start Guide).
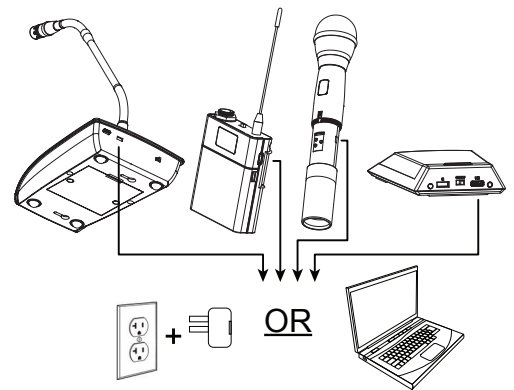
Box Contents:

DIALOG 20 USB Receiver:
(Qty. 1) .... Receiver Base Unit
(Qty. 2) .... 2.4 GHz Dipole Antennas
(Qty. 1) .... 12' USB-A to USB-C Cable
(Qty. 1) .... 6' USB-A to USB-Micro Cable

DIALOG 20 Wireless Transmitters are compatable with DIALOG 10 and DIALOG 20 Receivers.
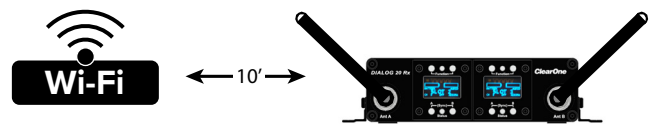
Set Up:

1. **Charge the Transmitters:**

   Transmitters include rechargeable batteries. Install the batteries, connect the USB-A to USB-Micro cable to the transmitter and plug it into a USB power source to charge the batteries (12 hrs is required for a full charge).

   USB-A to USB-Micro Cable

2. **Mount the Receiver:**

   Mount receiver at least 10' away from computer and WiFi.
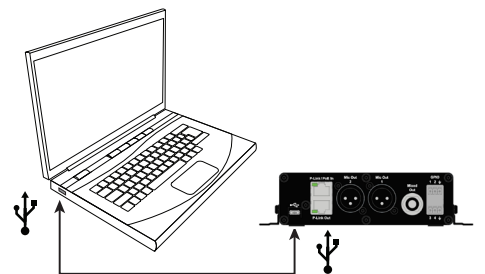   The receiver can be shelf, wall, or ceiling mounted.

3. **Connect the Dipole Antennas:**

   Connect the Dipole Antennas to the receiver. Position the antennas at approximately 45 degrees. Keep an open line of sight between the transmitter and receiver antennas.
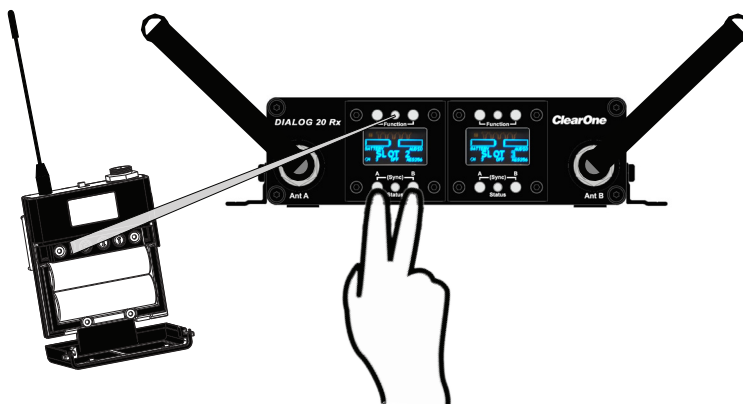

4. **Connect the Receiver to a Computer:**

   Use the cable supplied with the receiver to connect the receiver to a computer. The USB-A to USB-C Cable provides power and audio.

   USB-A to USB-C Cable

Syncing Transmitters with Receiver:

1. Simultaneously, press the two buttons on the bottom of the receiver module. "SCANNING" shows on the receiver's display for 5 to 20 seconds followed by "SYNCING".
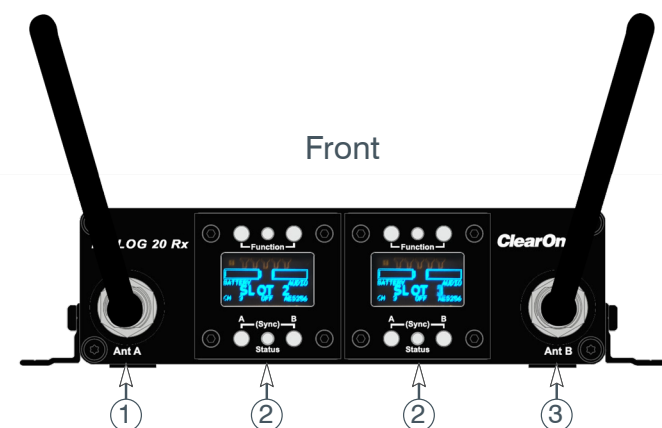
   a. To sync a Boundary Mic or Podium Mic:

   While the receiver shows "SYNCING", Press and hold the "Mute" button, power on the transmitter and then release the "Mute" button.

   b. To sync a Handheld or Beltpack:

   While the receiver shows "SYNCING", Press and hold the "Select" button, power on the transmitter and then release the "Select" button.
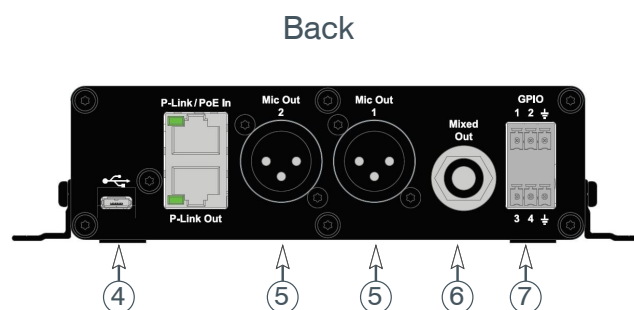
   Both the transmitter and receiver display will read "SYNC PASS" when the sync is successful.

2. Repeat the procedure if the receiver display shows "SYNC FAIL".

3. Check the audio.

   "SCANNING" will only be displayed if auto-scan is enabled.

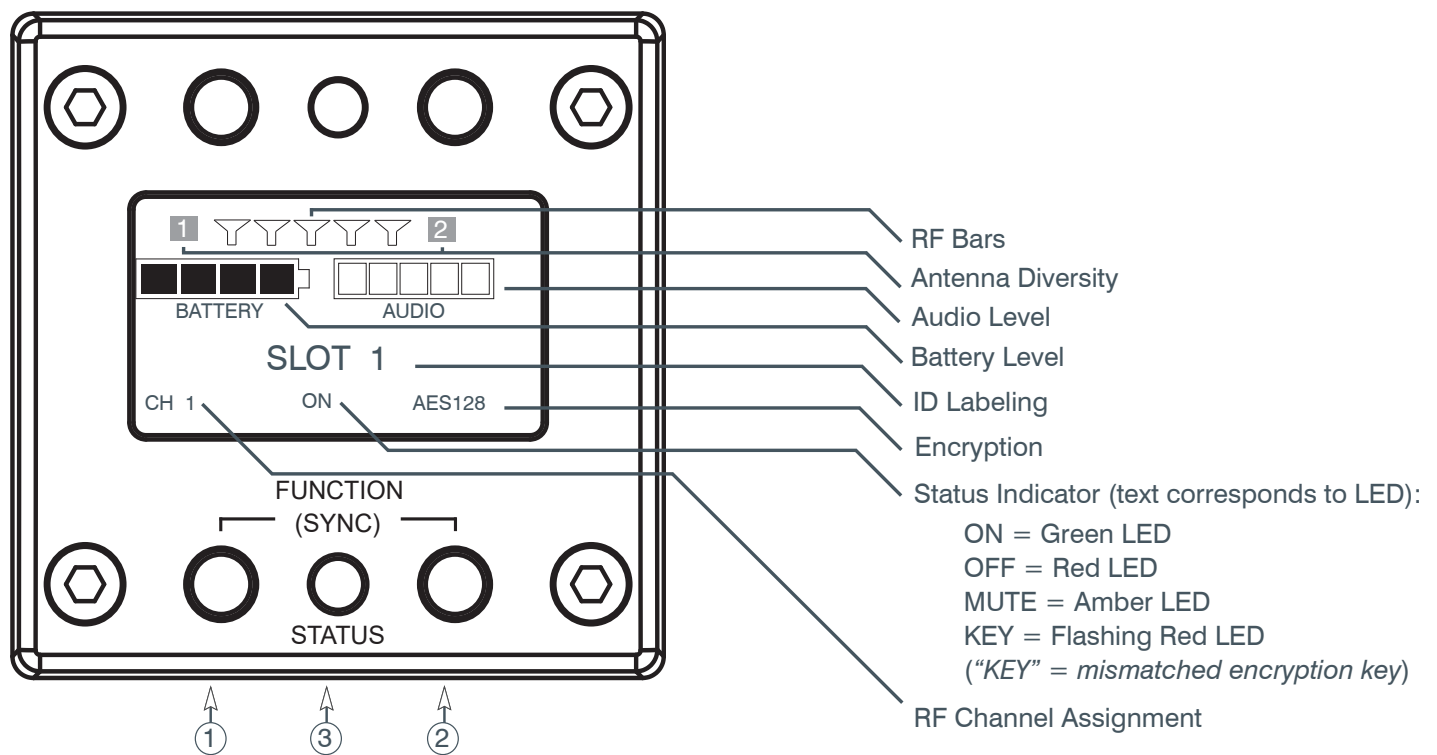## Receiver Front and Back Panels:

Front

Back

1. Antenna "A" TNC Connector

2. Receiver Module (see page 5)

3. Antenna "B" TNC Connector

4. USB-C Type Connector

5. XLR balanced audio

6. 1/4 inch TRS balanced audio

7. GPIO 2 in 2 out

Receiver Module and LCD:

Diagram labels (right side):
- RF Bars
- Antenna Diversity
- Audio Level
- Battery Level
- ID Labeling
- Encryption
- Status Indicator (text corresponds to LED):
  - ON = Green LED
  - OFF = Red LED
  - MUTE = Amber LED
  - KEY = Flashing Red LED
  - (*"KEY" = mismatched encryption key*)
- RF Channel Assignment

LCD display:
- 1 ⍦⍦⍦⍦⍦ 2
- BATTERY   AUDIO
- SLOT 1
- CH 1   ON   AES128
- FUNCTION (SYNC)
- STATUS
- 1 3 2

1 & 2 ... Sync Buttons: Pressed at the same time, sends SYNC signal to transmitter (See pg. 4).

3 .... Status LED:

- ● **GREEN** .... The channel is ON and un-muted.

- ● **RED** .... The channel is OFF.

- ●● **FLASHING RED** .... Encryption key mismatch or, two transmitters are synced to the

  same Receiver. *Solution: Re-sync the transmitter with the receiver.*

- ● **AMBER** .... The receiver is muted.