

ClearOne[®]

INTERACT[™] Pro | Pro 8i | AT User's Manual



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U.S. PATENTS:
OTHER PATENTS PENDING

Chapter 1: Introduction

SERVICE AND SUPPORT

If you need additional information on how to set up or operate your INTERACT Pro, Pro 8i or AT equipment, please contact us. We welcome and encourage your comments so we can continue to improve our products and better meet your needs.

TECHNICAL SUPPORT

Telephone: 1.800.283.5936 (USA) or 1.801.974.3760

Fax: 1.801.977.0087

E-mail: Tech.Support@ClearOne.com

Web site: www.ClearOne.com

Sales and Customer Service

Telephone: 1.800.945.7730 (USA) or 1.801.975.7200

Fax: 1.800.933.5107 (USA) or 1.801.977.0087

E-mail: Sales@ClearOne.com

PRODUCT RETURNS

All product returns require a Return Material Authorization (RMA) number. Please contact ClearOne Technical Support before attempting to return your product. Make sure you return all the items that shipped with your product.

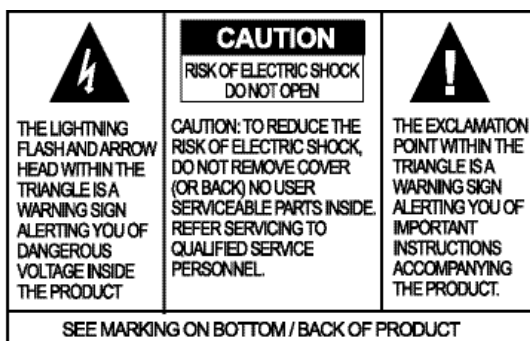
IMPORTANT SAFETY INFORMATION

Read the safety instructions before using this product. This personal speaker phone is not designed for making emergency telephone calls when the power fails.

Read all safety information before using this product.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Use the mains plug to disconnect the apparatus from the AC mains. The mains plug shall remain readily operable.
16. To completely disconnect unit power from the AC mains, disconnect the unit's power cord from the mains socket. To reconnect power, plug the unit's power cord into the mains socket following all safety instructions and guidelines.
17. Caution: Danger of explosion if lithium battery is incorrectly displaced. Replace only with the same or equivalent type. Battery should only be replaced by qualified personnel and is not intended as a user serviceable part. Do not expose batteries or battery pack to excessive heat such as prolonged sunlight, fire or other heat sources.
18. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire or electric shock.
19. This product can interfere with electrical equipment such as tape recorders, TV sets, radios, computers and microwave ovens if placed in close proximity.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.



Save these instructions

Chapter 2: Getting Started

INTERACT SOFTWARE OVERVIEW

ClearOne's INTERACT software provides an easy interface for configuring system settings and customizing the audio in your INTERACT conferencing system. While the INTERACT system is designed to work out of the box for audio conferencing setups, INTERACT Software is required to adjust audio levels and equalizer settings for the INTERACT components as well as the auxiliary audio devices.

Installing the INTERACT Software

The INTERACT software is available for download at: www.ClearOne.com - Resources - Resource Library - under the section titled INTERACT. This section contains the latest software and firmware releases and documentation for your product.

To install the software:

1. If you are installing from CD on a Windows machine, place the CD in the drive tray and close the drive. If Autorun is enabled, the installer will launch. If you do not have Autorun enabled double-click your CD-drive icon from My Computer and navigate to the Software folder, then open the folder.
2. If you are downloading the software, unzip the downloaded file to a location of your choice. Open the folder containing the unzipped setup files.
3. From this point, the instructions pertain to both a CD or downloaded install. Double-click **Setup.exe**.
4. Once the installation wizard launches, read through the instructions. Click **Next**.
5. Read the INTERACT EULA, click either "**I Do Not Agree**" or "**I Agree**". If you agree, click **Next**.
6. Read the Information screen, click **Next**
7. Select the installation folder, click **Next**
8. Confirm the installation, click **Next**
9. The **Windows Device Driver Installation Wizard** will launch, click **Next**. This will install the required drivers for the ClearOne INTERACT product line.
10. When the **Device Driver Installation Wizard** confirms the status of the drivers, click **Finish**.
11. Repeat steps 9-10 if asked.
12. The installation is complete. You are ready to use the INTERACT software.

Navigating the INTERACT Software

MENUS AND TOOLBAR

- The **Menus** and **Toolbar** buttons provide quick access to INTERACT software features such as **System Diagnostics**, **Phonebook**, **Firmware Uploader** and **Event Log**.
- Help is available at any time by pressing the **Help Question Mark** button from the toolbar or press the **F1** key on the PC keyboard.



CONNECTIONS LIST

- When the INTERACT Software is started the software will show all available connections. If USB or RS-232 is chosen the software will connect immediately. If Ethernet is chosen, you will be prompted for a username and password before connecting. The software can only make one connection at a time.



DEVICE TOOLBOX

- Lists most common brands of auxiliary audio products (Video Codecs, Sound Cards, VCR's and Amplifiers). The audio settings for these devices have been optimized for use with the INTERACT system. Users can add and edit their own devices. See the **Edit Devices** section.



CONFIGURATION SCREEN

- Access the configuration windows for the INTERACT system by clicking the icons.



- INTERACT AT Only - COM units are enabled by selecting them from the dropdown boxes (COM Units are enabled on the INTERACT PRO by selecting the appropriate check box).



ONLINE/OFFLINE INDICATOR

- Shows connection status (**Online/Offline**) and the name of the connected unit.



STATUS INDICATORS

- Status for Communications:** GREEN = Online, YELLOW = Connecting, RED = Offline
- Telephone In Use:** RED = NOT In Use, GREEN = In Use
- Mic Mute/Gating:** RED = Mute, GREEN = Gated, OFF = Not Gated



Connecting to Units

SERIAL CONNECTION

- When you connect to the INTERACT unit with a serial cable, the unit is detected when you start INTERACT Software and a connection to the unit is established. The name of your unit and the online status are displayed below the Configuration screen.

NETWORK CONNECTION

- When the INTERACT software is started, it automatically finds all INTERACT units on the same subnetwork and displays them in the Connections list. To connect, simply click the unit icon. You will be prompted to enter the Username and Password. Once a connection is established, the Configuration screen will appear and the unit name and Online status will be displayed.

USB CONNECTION

- An INTERACT can be connected via USB to your Windows-based PC. The INTERACT software is compatible with Microsoft Windows XP, Vista and Windows 7.

Working Offline

- » **NOTE:** Changes made offline will only take effect once they have been imported to a connected INTERACT system.

CREATING A NEW FILE

1. Click the **New File** toolbar icon.



2. Select either the **INTERACT AT** or **INTERACT Pro** depending on your system.
3. This will open the Configuration Screen where you can set user preferences for your INTERACT system.
4. Save the file.

EDITING AN EXISTING FILE

1. Click the **Open File** toolbar button.



2. Using the **Open** browse window, locate and select your saved file.
3. Click **Open** and make desired changes.
4. Save the file.

IMPORTING A FILE

- » **NOTE:** To import an existing file, you must first connect to an INTERACT unit.

1. Select **Import File** from the File menu.
2. Using the **Open** browse window, locate and select your saved file.
3. Click **Open**.
4. The new configuration settings will be sent to the connected INTERACT unit.
5. The device will require a reboot.

INTERACT MIC EX

The MIC EX is a Microphone breakout box with 3 XLR mic/line input channels and a Link Input/Output.

Product features include:

Front

A. Power Indicator



Back

- A. **Link Connectors:** Connect the link line to the IN connector using RJ-45 cable. Connect the breakout box to the mixer using RJ-45 cable and connect the breakout box's OUT connector to the mixer's IN connector.
- B. **Microphone Connectors:** Connect up to three Mics - the Mics can be Tabletop Mics, Button Mics, Portable Mics, etc.



MIC PODS

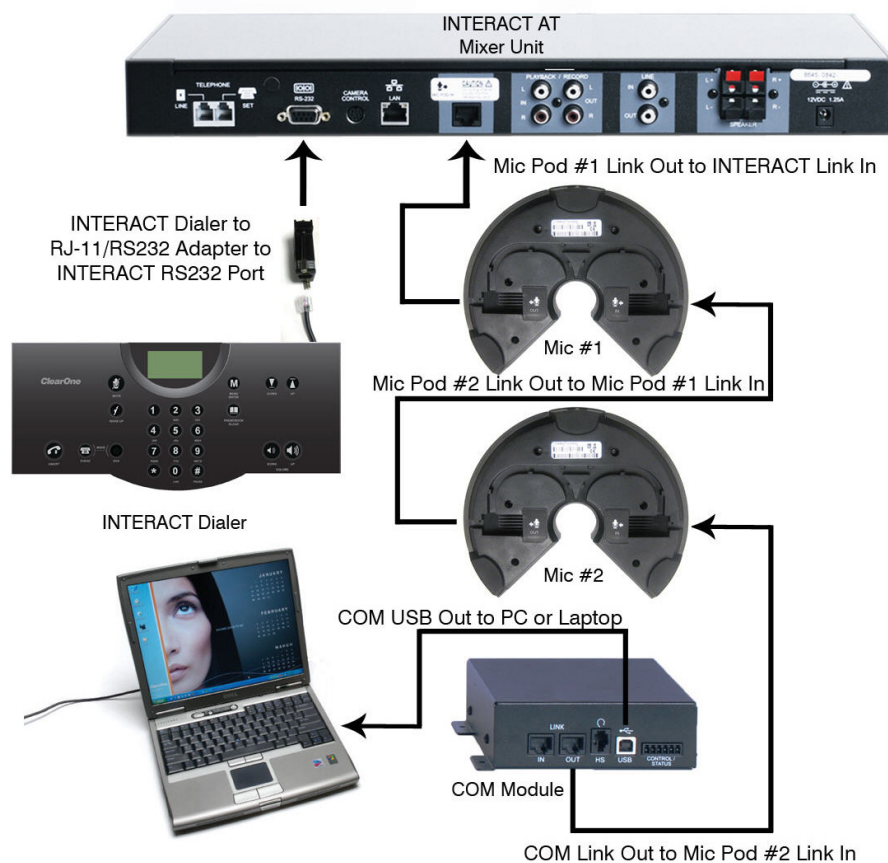
Mic Pods can be integrated into an INTERACT system to provide for microphone capabilities when necessary.



A total of three Mic Pod units can be used per INTERACT device.

One scenario shown below depicts two Mic Pods integrated into an INTERACT system.

INTERACT System Configuration with Mic Pods Scenario



INTERACT DIALERS



INTERACT Dialer

The INTERACT DIALER is a wired table top controller designed to add functionality to your INTERACT device.

INTERACT Dialer-W (Wireless)

The INTERACT DIALER-W is a 2.4 GHz Wireless tabletop control device requiring an INTERACT COM-W device connected to the INTERACT system.

Both versions of the Dialer have the following keypad features and functions:

LCD Icon	Function
	ANTENNA SIGNAL: Indicates commands are received and acknowledged by the base unit and represents the signal strength from the base unit to the RF controller.
	BATTERY: Indicates battery level (RF controller only)
Key	Function
	ON/OFF: Press to activate the phone and access the dial tone. Press again to hang up the phone.
	PHONE: Press once to switch from PC mode to standard TELCO mode. (standard telephone calls can only be made from this mode)
	MUTE: Press once to mute all microphones during a call. Press again to unmute.
	FLASH: Press once to perform a quick hanging up then picking up again action. Press again to reverse the action.
	PC: Press once to switch the dialer to PC mode. When enabled in the INTERACT software the PC mode allows the software dialer to be the active dialpad for Microsoft Office Communicator or Microsoft Lync. For other UC applications or soft phones, use the user interface of the UC application or soft phone running on the PC.
M	MENU: Press once to access the controller programming menu. Once you are in the menu, this key serves as the Enter key.
	PHONEBOOK: Press once to dial stored numbers. When you are in the phonebook use this key to delete characters or to go back to the previous screen.
	Down/Up: Press down or up to navigate through the menu or phonebook. Press while in a call to adjust the call volume.
	VOLUME: Press while in a call to adjust the call volume.

USING THE DIALER

Managing Calls

Most phone specific functions, such as dialing a call or adding a phonebook entry, will be managed from the wired or wireless dialer. Phonebook and dialer actions can be done through software as well.

To ANSWER A CALL

- Press  on the dialer to answer the call. When there is an incoming call, the phone rings and the LEDs on the microphones flash.

» Note: INTERACT can also be set to automatically answer calls using Menu options.

To MAKE A CALL

1. Press  You will hear a dial tone.
2. Dial the number as you would on a standard phone.
The number appears on the LCD screen.



» Note: The dialer accepts a maximum of 44 characters.
No more than 44 characters can be entered.

To PRE-DIAL A CALL

1. Dial a phone number
You can press  to delete the last digit entered in the pre-dialing string
2. Press  to send the call.

» Note: The phonebook key will delete the entire dial string if you press it for two seconds. Pressing and holding the pound (#) key for two seconds will insert a pause into the dialing string. The duration of the pause is two seconds.

To END A CALL

Press  on the dialer to disconnect the call.

» Note: INTERACT can also be set to automatically disconnect calls using Menu options.

To MUTE/UNMUTE THE MICROPHONES

1. Press  to mute the microphones. The microphone LEDs will illuminate red.
2. Press  again to unmute microphones. The microphone LEDs will illuminate green.

» Note: This function mutes all microphones in the room. The microphone LEDs and the mixer front panel LEDs light red when the microphones are muted.

To USE SPEED DIAL

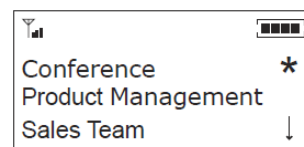
- Press and hold the assigned speed dial number on the dial pad.
- » Note: You can dial numbers 1-9 by pressing and holding the assigned number. To dial 10, press and hold 0.

To DIAL A CALL FROM THE PHONEBOOK

1. Press  on the dialer.
2. Scroll to the entry and press .

To SEND A FLASH SIGNAL

- Press  to use call transfer, call waiting or conference calling.
 - » Note: This feature is dependent on your PBX service or local phone service. Refer to your PBX vendor or local telephone service for details.

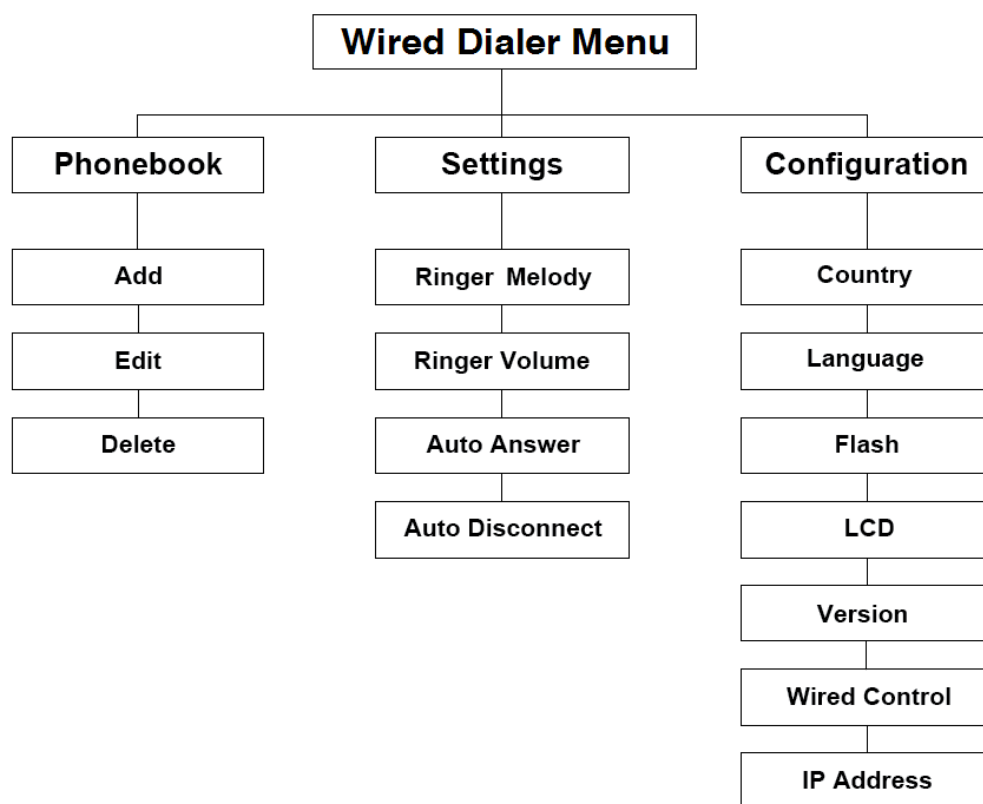


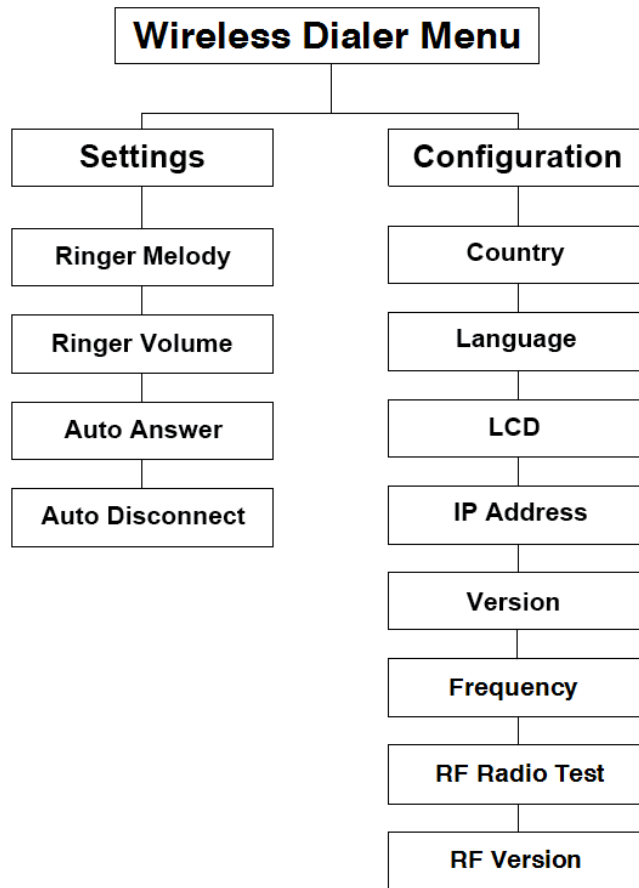
To ADJUST THE SPEAKER VOLUME

- Press  to increase the volume.
 - Or –
- Press  to decrease the volume.

PROGRAMMING PHONE PREFERENCES

You can manage the Phonebook, adjust phone settings, such as ring melody and tone, and set preferences, such as country codes and language, through the menu options outlined below. You can also program these preferences in the INTERACT software.





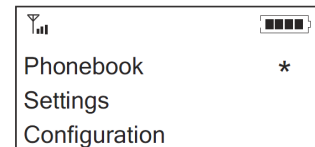
Accessing the Menu

The main menu on the wired dialer gives you three options: Phonebook, Settings and Configuration. On the wireless dialer you have Settings and Configuration. An asterisk ***** indicates your position in the menus and a down arrow **↓** indicates that the menu continues.

Once in menu mode, use the arrow keys to navigate. **↓** moves the cursor to the right. **↑** is a backspace key. The **⏮** is a delete key or a back key that moves you to the previous screen. The **M** key saves entries and moves the cursor to the next line.

To ACCESS THE MENU

- Press **M** on the INTERACT DIALER to access the program menu.

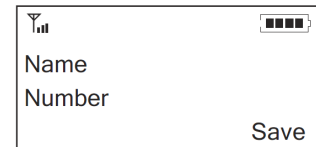


Using the Phonebook

The Phonebook stores up to 20 names and numbers. You can add, edit and delete any of the contacts.

To ADD A PHONEBOOK ENTRY

1. Press **M** to access the menu options.
2. Press **M** to select Phonebook.
3. Press **M** again to select Add.
4. Type the Name using the keypad.
» Note: Press a keypad key repeatedly to cycle through its characters.
5. Press **M** to advance to the Number field.
6. Type the number using the keypad.
7. Press **M** to advance to the Save option.
8. Press **M** again to save the entry and return to the Phonebook menu.

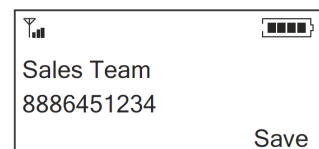


A screenshot of a mobile phone screen showing the 'Add' entry form in the Phonebook. At the top left is a signal strength icon, and at the top right is a battery level icon. The screen has two input fields: 'Name' and 'Number'. A 'Save' button is located at the bottom right of the screen.

» Note: Entries added to the phonebook through the wired dialer are assigned the speed dial number 0. This really means there is no speed dial associated with this number. You must use the INTERACT software to edit the speed dial.

To EDIT A PHONEBOOK ENTRY

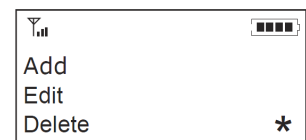
1. Press **M** to access the menu options.
2. Press **M** to select Phonebook.
3. Scroll to Edit and press **M**.
4. Scroll to a desired name and press **M**.
5. Make changes to the name and number.
6. Press **M** to advance to the Save option.
7. Press **M** again to save the changes and return to the Phonebook menu.



A screenshot of a mobile phone screen showing the 'Edit' entry form in the Phonebook. At the top left is a signal strength icon, and at the top right is a battery level icon. The screen displays the name 'Sales Team' and the number '8886451234'. A 'Save' button is located at the bottom right of the screen.

To DELETE A PHONEBOOK ENTRY

1. Press **M** to access the menu options.
2. Scroll to Delete and press **M**.
3. Choose the entry you want to delete.
4. Press **M** to delete the entry return to the Phonebook menu.



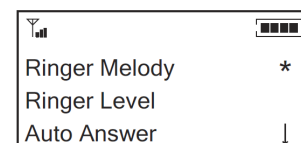
A screenshot of a mobile phone screen showing the 'Delete' entry form in the Phonebook. At the top left is a signal strength icon, and at the top right is a battery level icon. The screen has three options: 'Add', 'Edit', and 'Delete'. A '*' symbol is located at the bottom right of the screen.

Adjusting the Settings

You can select ringer melodies, adjust ringer volume, select the auto answer setting, and activate auto disconnect, in the Settings menu.

To SELECT A RINGER MELODY

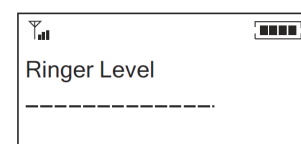
1. Press **M** to access the menu options.
2. Scroll to Settings and press **M**.
3. Press **M** again to select Ringer Melody
4. Select one of the three ringer melodies.
5. Press **M** to save the selection and return to the Settings menu.



» Note: Once you select a melody, you will hear it played through the speakers.

To ADJUST THE RINGER LEVEL

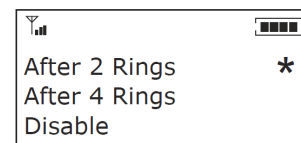
1. Press **M** to access the menu options.
2. Scroll to Settings and press **M**.
3. Scroll to Ringer Level and press **M**.
4. Use  or  to adjust the volume.
5. Press **M** to save and return to the Settings menu.



» Note: Ringer volume is indicated by a horizontal bar on the LCD screen.

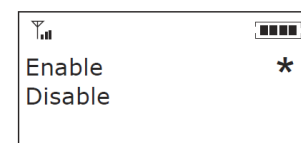
To SELECT AUTO ANSWER SETTING

1. Press **M** to access the menu options.
2. Scroll to Settings and press **M**.
3. Scroll to Auto Answer and press **M**.
4. Select After 2 Rings or After 4 Rings.
-Or-
Select Disable to deactivate the Auto Answer function.
5. Press **M** to save and return to the Settings menu.



To ACTIVATE AUTO DISCONNECT

1. Press **M** to access the menu options.
2. Scroll to Settings and press **M**.
3. Scroll to Auto Disconnect and press **M**.
4. Select Enable or Disable.
5. Press **M** to save and return to the Settings menu.



» Note: When enabled, Auto Disconnect will automatically hang up the phone once the other end is disconnected.

Configuration

The configuration menu provides options for selecting countries, languages and RF as well as configuring the Flash setting.

To SELECT A COUNTRY

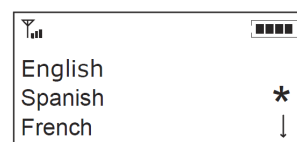
1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Press **M** again to select Country.
4. Select the country where the INTERACT is being used from the list of available countries.
5. Press **M** to save the country selection and return to the Configuration menu.



- » **WARNING:** This is assigned to the telco for the specific country settings. The country code must be set correctly in software and the RF Controller to ensure that the unit operates properly when connected to the telco network and that it complies with the country's telco requirements. Changing this code to a country other than the intended country of operation might cause the INTERACT to be non-compliant.

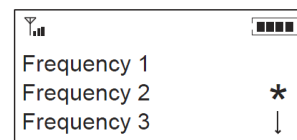
To SELECT A LANGUAGE

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to Language and press **M**.
4. Select a language from the list.
5. Press **M** to save the language and return to the Configuration menu.



To SELECT A FREQUENCY

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to Frequency and press **M**.
4. Choose a frequency from 1–8.
5. Press **M** to save the frequency and return to the Configuration menu.



- » **Note:** The channel frequency allows the mixer to communicate with the controller. The frequency in software must match the INTERACT controller frequency.

To ENTER FLASH DURATION

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to Flash Duration and press **M**.
4. Type a duration number from 50-1000 ms.
5. Press **M** to save the duration and return to the Configuration menu.



To PERFORM RF RADIO TEST

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to RF Radio Test and press **M**.
4. Press **M** to exit and return to the Configuration menu.

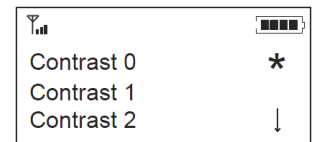


Signal Level	Reliability
0-4 bars	Fair
4-8 bars	Good
9-12 bars	Better
13-16 bars	Best

- » Note: The RF Controller will send out a radio signal and display the signal strength between the Controller and the mixer. Use this feature to ensure the mixer and Controller are set to the same frequency and to verify of the signal strength. Use the above chart to determine the reliability of the signal.

To CHANGE LCD CONTRAST

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to Contrast and press **M**.
4. Choose a setting (0-3)
5. Press **M** to exit and return to the Configuration menu.



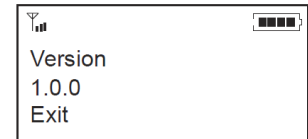
To VIEW THE IP ADDRESS

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to IP Address and press **M**.
The IP address for the INTERACT unit will display on the LCD.
4. Select Exit to return to the Configuration window.



To CHECK THE VERSION

1. Press **M** to access the menu options.
2. Scroll to Configuration and press **M**.
3. Scroll to Version and press **M**.
The Version of the RF Controller firmware will display on the LCD.
4. Select Exit to return to the Configuration window.



INTERACT COM / COM-W (WIRELESS)

INTERACT COM

The INTERACT COM is an interface device used to add USB Audio and Headset Audio to an INTERACT system. The INTERACT COM provides all the features as the INTERACT COM-W except for the Wireless feature as described below.

INTERACT COM-W (Wireless)

The INTERACT COM-W is an interface device used to add USB Audio, Headset Audio and a Wireless INTERACT DIALER to an INTERACT system.

Product features include:

Front

A. Power Indicator



Back

- A. **Link In/Out Ports:** Link Input and Output Ports Connect G-link Enabled Devices to the INTERACT COM and COM-W
- B. **HS Port:** Connects a telephone headset to the COM and COM-W
- C. **USB 2.0 Compatible Port:** Connects USB Devices to the COM and COM-W Unit
- D. **Control/Status Port:** GPIO Port
 1. **Pin 1:** Master Microphone Mute Control
 2. **Pin 2:** Master Microphone Mute Status
 3. **Pin 3:** On/Off Hook Control
 4. **Pin 4:** On/Off Hook Status
 5. **Pin 5:** 5 VDC (up to 40 mA)
 6. **Pin 6:** Ground
- E. **Antenna (COM-W only):** Allows Wireless Communication for transfer commands between the COM-W and the INTERACT Unit



NETWORK CONNECTION

Network Connection allows you to connect to any INTERACT system on your network using an IP address or a unique network name.

Using Network Find

OPEN THE NETWORK FIND

Click the **Network Find** button on the toolbar (or use the menu option **Tools->Network Find**).

- » **NOTE:** INTERACT Software will automatically detect units located on the same subnetwork. You only need to use Network Find to locate units outside of the subnetwork. This is based on the assumption that your LAN is configured correctly. If your LAN is not configured correctly, please refer to your IT Administrator.

CONNECT TO A SYSTEM ON THE NETWORK

1. Enter the **IP Address** or **Network Name** of the system to which you want to connect.
2. Click **Ok**.
3. You will see a **Password Prompt** window. Enter the **User Name** and **Password** of the networked system.
4. Click **Ok**. The system icon will appear in the Connection list and the Configuration screen will open.

PHONEBOOK

INTERACT Software features a Phonebook utility which stores up to 20 phone numbers. These numbers are also assigned a speed dial number for dialing convenience through the INTERACT Controller. Phonebook entries are listed in alphabetical order, speed dial number or number. You can add, edit or delete an entry from the Phonebook window.

Phonebook Edit

OPEN THE PHONEBOOK

- Click the **Phonebook** button on the toolbar (or use the menu option **Tools->Phonebook Edit**).



ADD A NUMBER

1. Click **Add**
2. Enter the **Name** and **Number**.
3. Enter a **Speed Dial Number (1-20)**. If you don't enter a speed dial number, INTERACT Software will automatically assign one. Alternatively, the user can assign a speed dial number of **None** which will prevent a speed dial number from being assigned.
4. Click **Ok**

DELETE A NUMBER

1. Select the entry you want to delete.
2. Click **Delete**

EDIT A PHONEBOOK ENTRY

1. Select the entry you want to edit, click **Edit**.
2. Make desired changes to the entry.
3. Click **Ok**. Confirm the deletion.

REGIONAL SETTINGS

You can set the date and time in the Regional Settings window to ensure accurate time stamp on log files. The Regional Settings window is accessed through the **Regional Setting** toolbar button (or use the menu option **Tools->Regional Settings**).

Date / Time

SETTING THE LOCAL TIME

1. Select the **Local Time** check box. The Local Time and Date boxes are now active.
2. Enter the current **Date** and **Time**.
3. Select **Use Daylight Savings** if your region observes daylight saving time.
4. Select the correct **Time Zone**.
5. Click **Ok** to save settings and close the window.

REFERENCING A TIME SERVER

1. Uncheck the **Use Local Time** check box.
2. Enter the **IP Address** for the time server.
3. Select **Use Daylight Savings** if your region observes daylight saving time.
4. Select the correct **Time Zone**.
5. Click **Ok** to save settings and close the window.

If the device is connected to a network using DHCP, Time Server is included with DHCP options and will auto populate depending on those settings.

EVENT LOG

The **Event Log** keeps a user-definable record of events such as passwords, dialing, reboots and errors. The selected events are tracked and listed in the Event Log. The INTERACT software must be connected to a unit to view the Event Log.

Using the Event Log

OPEN THE EVENT LOG

- Click the **Event Log** toolbar button (or use the menu option **Tools->Event Log**)



TRACK EVENTS

- Select the events you would like to log

SAVE THE EVENT LOG

1. Click the **Save** button
2. Name the file
3. Click **Save**. The log is saved as a .txt file

PRINT THE EVENT LOG

1. Click the **Print** button
2. Select the printer
3. Click **Print**

Error Messages

When the INTERACT system encounters an error, an **Error Icon** will appear in the lower left corner of INTERACT Software. Review this log to troubleshoot problems.

VIEW ERROR MESSAGES

- Click the **Error Icon**  in the lower left corner of the INTERACT window

CLEAR ERROR MESSAGES

- Click **Clear**
 - » **NOTE:** Users can also select and copy error messages.

SYSTEM CHECKS

- » **NOTE:** To perform a diagnostic the INTERACT system must be connected.

The System Checks window allows you to check your INTERACT system to be sure all parts of your system are connected and working properly. You should run the system checks before all uses of the INTERACT and once a week to troubleshoot any problems.

Open System Diagnostics

- Click the **System Checks** toolbar button. Alternatively, System Checks can be selected from the **Tools->System Checks** menu option.

RUN SYSTEM CHECKS

- Click the **Start** button.

You will hear a tone as the INTERACT checks attached loudspeakers and mics. When the check is complete, lights will indicate the status of each component. Green indicates the part is connected and functioning. Red indicates a problem with the component.

FIRMWARE LOADER

Updates and enhancements to your INTERACT system are made available through new software and firmware releases which can be downloaded from the ClearOne Web site. Once you have installed the new software version, you will need to upload new firmware files to your INTERACT units.

Connect to the INTERACT Unit

Click the INTERACT unit icon in the Connection list. If you are connecting via IP you will be prompted to enter the User Name and Password (defaults are User Name = "**clearone**", Password = "**interact**" - all lower case).

Once a connection is established, the Configuration screen will appear and the unit name and online status will be displayed.

It is recommended that you make a backup of your original Site File, located in the same location you saved the file. The firmware will be located in the INTERACT Software folder, located in:

C:\Program Files\ClearOne\Interact\1.0\firmware

Upload Firmware

1. Click the **Firmware Loader** button on the toolbar.
2. Click the **File** button
3. Browse to the correct file located in INTERACT Software folder:
<C:\Program Files\ClearOne\Interact\1.0\firmware>
4. Click **Open**
5. Click the **Update** button.
6. The **File Transfer Progress** bar will indicate when the firmware has been uploaded.
 - » **Note:** Once the update is complete the unit will reboot. When the firmware is updated and the unit rebooted, it returns to the default settings.

INTERACT COM UPDATER

Updates and enhancements to your INTERACT system are made available through new software and firmware releases which can be downloaded from the ClearOne Web site. Once you have installed the new software version, you will need to upload new firmware files to your INTERACT units. The Updater works for both the COM as well as the COM-W devices.

Connect to the INTERACT unit

- » **NOTE:** Your INTERACT COM must be linked to your INTERACT unit. Correct linking and power will be indicated by a blue light on the front of the INTERACT COM.

UPDATE FIRMWARE

1. Connect the INTERACT COM to your Computer with a USB cable. If you are asked to install drivers follow the onscreen wizard.
2. Once the INTERACT COM is connected, click the **INTERACT COM Updater** button on the toolbar (or Tools/INTERACT COM Updater).
3. Click the **Select File** button
4. Browse to the correct file located in <C:\Program Files\ClearOne\Interact\1.0\firmware>
5. Click **Open**
6. Click the **Update** button.

During the upgrade process you may be asked to install drivers; these USB device drivers are necessary to continue the INTERACT COM update. Follow the prompts in the **Device Driver Wizard** to complete driver installation and INTERACT COM Update.

SERIAL COMMANDS

The [INTERACT Serial Commands](#) guide can be found as a separate document.

The document contains a list of applicable Serial Commands for the INTERACT AT and INTERACT Pro models, along with their uses and applications.

Connecting with Telnet

Users can connect to any unit via RS-232 and Telnet. Available Telnet commands are the same as those used in the Serial Command section of the INTERACT Serial Commands guide.

HOW TO CONNECT WITH TELNET:

- Use the Client of your choice
- Telnet uses Port 23
- The Username and Password are the same as used by INTERACT. The default username is “**clearone**” and the default password is “**interact**” - both lowercase.

» **NOTE:** The INTERACT Pro 8i cannot be controlled through RS-232 and Telnet.

Pin#	User Definable	Control
1	N	DCD
2	N	TXD
3	N	RXD
4	N	DTR
5	N	Ground
6	N	DSR
7	N	CTS
8	N	RTS
9	N	No Connection

» **NOTE:** To avoid communication errors, ClearOne recommends using all nine pins when connecting to the RS -232 port.

INTERACT AT

The ClearOne INTERACT AT is a mixer that interfaces with the MIC and MIC EX via an RJ-45 cable. It is equipped with two (2) Line Inputs, two (2) Line Outputs, a 5-Watt Amplifier and Telephone Hybrid.

Features of the INTERACT AT include:

Front

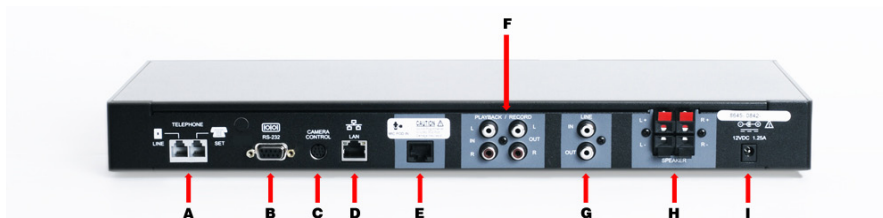


- A. **On/Off** hook indicator
- B. **Microphone Indicator:** Indicators show which microphone channels are active
- C. **Input Metering:** Shows current Input Level
- D. **USB 2.0-Compatible Input**



Back

- A. **Telephone Interface:** Connect an analog phone line to the INTERACT
- B. **RS-232 Control Port:** Used to connect to the INTERACT Software or control from a 3rd-party controller such as AMX or Crestron
- C. **Camera Control:** Video System Control Architecture port used to control a VISCA compatible camera
- D. **Ethernet Port:** 10/100 Mbps Ethernet port. The LEDs adjacent to the port indicate connection status and packet traffic activity
- E. **MIC Pod Link-In Input:** Input for the INTERACT MIC Pod accessory. The INTERACT MIC EX, INTERACT COM and INTERACT COM-W can also be placed on this port
- F. **Playback/Record Input/Outputs:** Left and right channel input and output RCA jacks used to connect playback and recording devices
- G. **Line Input/Output:** Mono line input and output RCA jacks
- H. **Speaker Outputs:** Left and Right Push Terminals, 5-Watts/Channel, 8Ω
- I. **Power Adapter Input:** 12 VDC 1.25 A



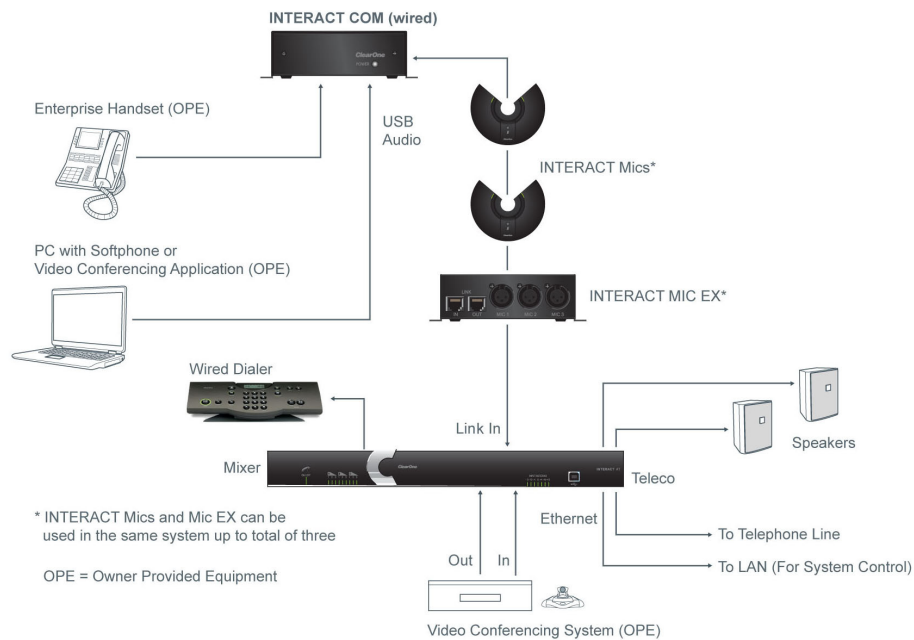
- » **WARNING:** Use the Link In and Link Out ports with INTERACT Devices **ONLY**. Connecting any other devices to the Link In and Link Out ports, including ClearOne Converge and Converge Pro products, or Power Over Ethernet (PoE) devices, will result in severe equipment damage.

INTERACT AT - BASIC CONNECTIONS

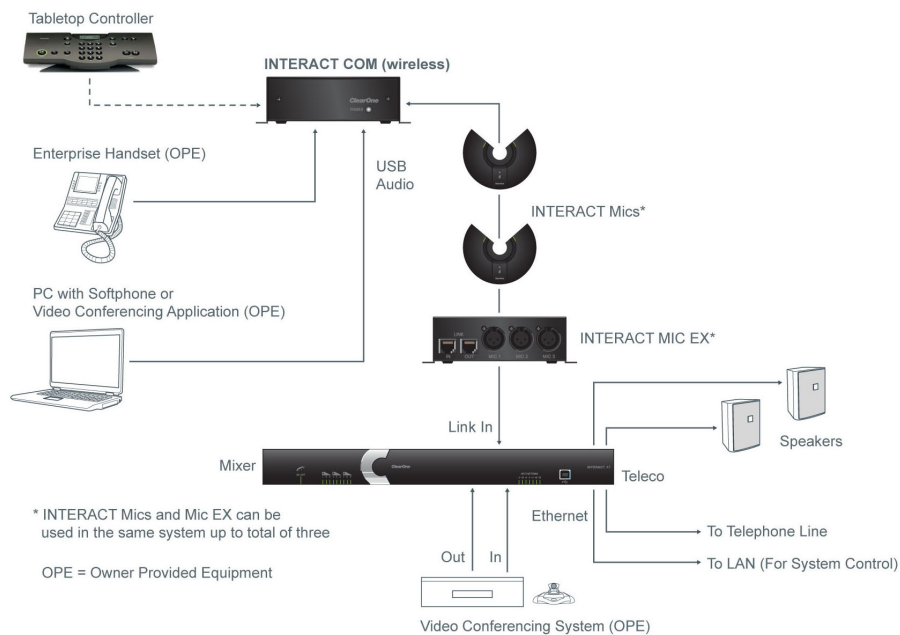
Connecting the INTERACT AT should be a smooth process. Once basic connections for audio/video conferencing are made, the system is ready to use.

The diagrams below illustrate typical Wired and Wireless INTERACT AT installations.

INTERACT AT Wired Connection Diagram



INTERACT AT Wireless Connection Diagram



INTERACT AT - AUDIO CONFERENCING SETUP

1. If you are installing the mixer into a rack, remove the side panels, rotate them and then reattach.
2. Connect the first Microphone Breakout Box to the mixer with the included CAT5 cable.
3. Connect the second and third Breakout Boxes using CAT5 cables (A total of 3 Microphone and 1 COM Breakout Boxes can be connected).
4. Connect the Microphones to the Breakout Boxes, as needed.
5. Connect the speakers to the mixer.
6. Using the RJ-11 cable, connect an analog telephone jack to the **Line** jack on the mixer.
7. Using an RJ-11 cable (not supplied), connect an analog telephone set to the **Set** jack on the mixer (optional)
8. Using the CAT5 cable, connect the mixer to the network. (Network settings can be changed in INTERACT software.)
9. Connect the power supply to the INTERACT AT.
10. If using the wired controller, connect the controller to the mixer's RS-232 serial port using the supplied RJ-11 to DB-9 adapter. If using the RF controller, attach the external antenna and turn it until it is upright.
11. If using the RF controller, insert four AAA batteries into the battery compartment in the bottom of the Dialer-W unit.

AUXILIARY DEVICES (INTERACT AT)

The mixer allows connection to a number of different audio and video peripherals, such as video codecs, VCRs, DVD players, cameras and computers.

Connecting Video Codecs and Amplifiers

Line Input/Output devices such as video codecs, amplifiers and sound cards can be connected to the Line In or Line Out connectors on the INTERACT mixer. These connectors provide mono-audio.

Connecting a Video Codec

1. Using an RCA cable, connect the **Line In** on the INTERACT mixer to the line out on a video codec.
2. Using an RCA cable, connect the **Line Out** on the INTERACT mixer to the line in on a video codec.

Connecting an External Amplifier

Using an RCA cable, connect the **Line Out** or **Record Out** on the INTERACT mixer to the Line In on an amplifier.

- » **NOTE:** Use the INTERACT software to adjust the equalization and volume of these devices. Refer to pages 26-31 for more information. When using the INTERACT software, be sure to drag the amplifier to the correct device (either Line Out or Record). This will properly assign the AEC reference and change the volume command on the controller to control the external amplifier volume.
- » **NOTE:** The INTERACT COM allows direct interface to a PC from the USB for the audio connection.

Connecting VCRs and DVD Players

You can record your Audio/Video conference or play audio using a playback device such as a VCR or DVD player.

1. For recording, connect the **Left** and **Right Audio Out** on the INTERACT to the **Left** and **Right Audio In** on the VCR or DVD player.
2. For playback, connect the **Left** and **Right Audio IN** on the INTERACT to the **Left** and **Right Audio Out** on the VCR or DVD player.

Connecting PTZ Cameras

The INTERACT system provides voice-tracking capabilities through VISCA control port connection to a Pan, Tilt, Zoom camera. Voice Tracking allows the camera to move to a preset position based on microphone activation.

- Connect the camera to the **Camera Control** port on the mixer.

Serial Control Connection

You can connect a computer or a control device, such as an AMX or Crestron, to the INTERACT mixer through the serial control port.

See the on-line [INTERACT Serial Commands](#) document for a list of serial commands.

- Connect the computer to the **RS-232 Control** port on the back of the mixer using a 9-pin straight-through serial cable.

USB Control Connection

You can also connect a computer to the INTERACT through the USB port.

- Connect computer to the USB port on the front of the mixer using a USB cable.

Digital Phones

If you have a digital (PBX) telephone service, you can run an analog extension from the PBX (recommended for best performance) or use a digital-to-analog telephone line converter. For more information, contact ClearOne Technical Support.

- » **NOTE:** If you connect the INTERACT through a digital-to-analog line converter, you will not be able to use the tabletop controller or the INTERACT software dialing interface to make calls. You will instead need to dial from the digital phone. The phone handset must be kept off hook for the duration of the call.

CONNECTING A DIGITAL PHONE

Connect one end of the telephone cable into the **Line** jack on the back of the mixer and the other end into the digital-to-analog converter.

1. Connect the converter's power adapter into an electrical outlet.
2. Connect a second telephone cable from the converter to a PBX phone. Consult the converter's user manual for more information.

DEVICE TOOLBOX - INTERACT AT

The **Device Toolbox Editor** allows you to add audio devices to the pre-configured **Device Toolbox** list for future system setup. You will need to save the INTERACT file, which can then be imported into the next INTERACT AT unit you are configuring. If you want to only copy over the settings for a specific device, you will need to copy and paste the settings.

Using the Device Toolbox Editor

OPEN THE DEVICE TOOLBOX EDITOR

1. Select the device category from the **Device Toolbar**, click the “+” symbol to expand.
2. Right-click the device to edit and select **Device Toolbox Editor**.
3. Alternatively, from the Tools menu, select the **Edit Device List** option.

ADD A DEVICE

1. Click **Add**.
2. Select the **Device Type** from the Device Type list.
3. Enter the **Name** of the Manufacturer.
4. Enter the **ModelNumber** of the device.
5. Enter the **Equalization** levels and the **Gain** settings.
6. Click **Ok**. The new device will appear in the Toolbox Editor window and in the Device Toolbox.

EDIT A DEVICE

1. In the **Device Type** list, select the device you want to modify.
2. The **Edit Device** window opens. Make the desired changes.
3. Click **Ok**.

DELETE A DEVICE

1. In the **Device Type** list, select the device you want to delete.
2. Click **Delete**.
3. Click on the “**Ok**” button to confirm that you want to delete the device.

MIXER CONSOLE - INTERACT AT

The **Mixer Console** allows you to create mixes of audio and send them to specific outputs. This allows you greater flexibility in setting up your conferencing environment. The Audio Inputs are shown along the left side of the window and the Audio Outputs are along the top.

- » **NOTE:** There are several routing paths that are inactive. This is to prevent audio from being routed back to the source and creating feedback.

Mixer Options

TO CREATE A MIX OF AUDIO

- Select the check boxes for the Audio Inputs you want routed to each output.

TO ADJUST LEVELS

- You can adjust volume on the inputs and outputs, using the corresponding volume sliders. Each volume slider is independent of any other volume control in the mixer. To view a meter the corresponding check box must be selected.

TO USE THE METERS

The meters are peak meters which measure the audio level. The meter bars move from green to yellow to red as the volume increases. The red bars indicate that the audio is too loud and is being clipped or cut off.

MUTE

Click any of the **Mute** buttons to mute an input or output. Each **Mute** button is independent of any other Mute control in the mixer.

Click **Close** to return to the main flow screen.

LINE INPUT SETTINGS - INTERACT AT

The **Line Input Settings** window is used to customize and configure the audio from the auxiliary device that is connected to the Line In jack on the INTERACT mixer. Line Input devices include video codecs, CD players and sound cards.

- » **NOTE:** Many of the most common Line Input devices have been pre-configured for optimal performance with the INTERACT system. These devices are listed in the Device Toolbox.

Adding A Device Label

- You can add the **Manufacturer** and **Model** of your connected **Playback** device using a serial command.
- You can also add your Playback device to the Device Toolbox using the **Device Toolbox Editor**, which allows you to specify the Manufacturer and Model.

Equalization

USING EQUALIZERS

- Increase and decrease the Low, Mid and High frequencies using the **Equalization Sliders**. Levels can be adjusted from +12 dB to –12 dB.

LEARN ABOUT EQUALIZATION

- Equalization in INTERACT Software is very similar to bass and treble adjustments on a stereo. Increasing or decreasing the different frequencies allows you to customize loudspeaker audio and provide the optimal listening experience for your users. Using this feature is optional.

Mute

- Press the **Mute** button to silence audio on the Line Input.

Meters and Volume

ADJUSTING VOLUME

1. Get an Audio Signal from the Line Input device.
2. Adjust the Audio Level using the **Volume** slider.

LEARN ABOUT USING METERS

- The **Peak Meters** are used to measure the Audio Level with the meter bars moving from green to yellow to red as the volume increases. The red bars indicate that the audio is too loud and is being clipped or cut off.

CAMERA CONTROL

The INTERACT system provides voice tracking capabilities through VISCA control port connection to a PTZ camera. The camera presets are programmed within the INTERACT Software and assigned to each microphone pod. The INTERACT AT supports nine camera positions as well as a home position.

Camera Control Settings

TO OPEN THE CAMERA CONTROL WINDOW

- With the camera connected, click the **Camera Controls** button on the configuration window.

TO SET CAMERA PRESETS

1. Select the **Camera Control Mode**, either Sony or Cannon.
2. If you have more than one camera, select which camera you are programming.
3. Select the **Camera Delay**. Camera Delay is the amount of time the microphone must be activated before the camera moves to the preset position.
4. Select **Voice Tracking System Enabled**.
5. Using the **Directional Arrow** buttons and the **Zoom In** and **Zoom Out** buttons, position the camera for the first microphone pod.
6. Click **Save Preset** under the microphone pod to assign the camera position to the microphone.
7. Repeat steps 1-6 for the second and third microphones.

TO TEST CAMERA PRESETS

- Click **Run Preset** to test the preset programming for the microphone pod.

DIALER - INTERACT AT

In addition to the INTERACT Controller, you can manage calls through the Dialer from within the INTERACT Software. You can dial a number, redial the last dialed call, and disconnect calls. You can also use hook flash function, mute the microphones and adjust call volume.

Making and Receiving Calls

OPEN THE DIALER

- » **NOTE:** A connection must be present for the dialer to work on the AT. A connection is not necessary for the INTERACT Pro.
- Click the **Dialer** icon on the configuration screen.

MAKE A CALL



1. Click the **ON/OFF** key. You will hear a dial tone.
2. Dial the number as you would on a standard phone. The number appears on the LCD screen as it dials.

CALL A PHONEBOOK NUMBER

- » **NOTE:** You can also pre-dial the number and then press the **ON/OFF** key to connect the call. Press and hold the pound key (**#**) to enter a pause in the dialing string.
1. Select the number in the **Phonebook** list. The name and number appear in the display window.
 2. Click the **ON/OFF** button to dial the displayed number.
- » **TIP:** You can also double-click the number in the Phonebook list to initiate a call.

END A CALL

- Click the **ON/OFF** button.

REDIAL A NUMBER

- Click the **Redial** button.

SEND A FLASH SIGNAL

- If your telephone service includes call transfer, call waiting or conference calling, you can use the **Flash** button to invoke these features. Refer to your local telephone service provider for details.

Call Settings

MUTE/UNMUTE MICROPHONES (ALL MIC CHANNELS)

- Click the **Mute** button to mute all microphones.
- Click the **Mute** button again to unmute all the microphones.

ADJUST CALL VOLUME

- Use the **Up** and **Down** buttons to adjust the call volume to the desired level.

RETURN TO THE CONFIGURATION SCREEN

- Click the **Switch to Flow Window** button to return to the configuration screen.

MODE

- Click either the **Office Communicator (OCS)** button to communicate via Microsoft Office Communicator or the **Telco** button to switch the dialer back to its normal communication mode.

LINE OUTPUT SETTINGS - INTERACT AT

The **Line Output Settings** window is used to customize and configure the audio being sent to the auxiliary device connected to the Line Out jack on the INTERACT mixer. Line Output devices include Video Codecs, CD Players, Amplifiers and Sound Cards.

- » **NOTE:** Many of the most common Line Output devices have been pre-configured for optimal performance with the INTERACT system. These devices are listed in the Device Toolbox.

Adding a Device Label

- You can add the **Manufacturer** and **Model** of your connected **Playback** device using a serial command.
- You can also add your Playback device to the Device Toolbox using the **Device Toolbox Editor**, which allows you to specify the Manufacturer and Model.

Equalization

USING EQUALIZERS

- Increase and Decrease the Low, Mid and High frequencies using the **Equalization Sliders**. Levels can be adjusted from +12 dB to – 12 dB (INTERACT AT only).

LEARN ABOUT EQUALIZATION

- Equalization in INTERACT Software is very similar to bass and treble adjustments on a stereo. Increasing or decreasing the different frequencies allows you to customize loudspeaker audio and provide the optimal listening experience for your users. Using this feature is optional.

Meters and Volume

ADJUSTING METERS

1. Get an audio signal from the line output device.
2. Adjust the Volume using the Volume slider.

LEARN ABOUT USING METERS

- The meters are peak meters measuring the audio level. The meter bars move from green to yellow to red as the volume increases. The red bars indicate that the audio is too loud and is being clipped or cut off.

COMMUNICATIONS SETTINGS - INTERACT AT

Your INTERACT system can be controlled through the network or through the serial connection. You can also connect a PTZ camera to the Camera port and use the Voice Tracking feature (not available on the INTERACT Pro).

Network Settings

- » **NOTE:** Contact a Network Administrator for information on current network settings and permissions.

CHANGE IP SETTINGS

1. Create a unique network name and enter it in the **Network Name** field - the default is **ClearOne**.
2. If your network is DHCP enabled, the **IP Address**, **Subnet** and **Gateway** information will be filled in.
3. If your network is not DHCP-enabled or if you require a static IP address, clear the **Use DHCP** check box and enter the **IP Address**, **Subnet** and **Gateway** addresses.
4. Select **Use DNS** if you have a Domain Name Server and want name resolution (to use a network name) for your static IP address.
5. Set a **Use Name** and **Password** for access when connecting over IP. The default user name is: clearone. The default password is: **interact** - these are not case sensitive.
6. Click **Ok** to save the settings and close the window.

SETUP IP FILTERING

- Enter specific IP addresses that will be allowed to access the INTERACT system.
- IP filters allow you to restrict access to your INTERACT system. Only computers with the specified IP address can connect to INTERACT.
- You can specify a range of IP addresses by using zeros. For example, entering 192.168.105.0 will allow any IP addresses in the 192.168.105.1 to 192.168.105.254 range to access the INTERACT system.

Serial Port Settings (AT Only)

CONFIGURE CAMERA PORT

1. If you are connecting a camera for voice tracking mode, set the **Baud Rate** to match the baud rate indicated in the camera specifications.
2. Select **Flow Control** to enable hardware flow control.
3. Click **Ok** to save settings and close the window.

CONFIGURE CONTROL PORT

1. Select the **Control Port Baud Rate** that matches the baud rate of the PC COM port or the control device.
2. Select **Flow Control** to enable hardware flow control.
3. Click **Ok** to save settings and close the window.

LEARN ABOUT FLOW CONTROL

- **Flow Control** is the regulation of the transmission and reception of data between two devices. ClearOne recommends enabling **Flow Control** on the INTERACT system.

Radio Settings - INTERACT Pro and AT

The **Radio Settings** tab allows the user to customize wireless settings for INTERACT components.

1. Click **Radio Enable** to activate/deactivate the wireless radio used by the INTERACT hardware.
2. **Radio Frequency** is selected by clicking on and selecting a frequency from the **Radio Frequency** drop box.
3. Assign a unique ID to your INTERACT device.

CLEARCHANNEL ASSESSMENT

- **ClearChannel Assessment** scans the radio channel frequency chosen for your INTERACT device and reports whether there is traffic on that frequency. Click **Run** to start this process.

ENABLE RADIO STATISTICS

1. Click the **Enable Radio Statistics** check box to display **Link Quality**, **RSSI Level** and **Packet Error** statistics for the device.
2. Click **Ok** to save your changes.

RECORD OUTPUT SETTINGS - INTERACT AT

The **Record Output Settings** window is used to customize and configure the audio being sent to the recording device that is connected to the Record jack on the INTERACT mixer. Recording devices include VCRs, DVD players, and sound cards.

- » **NOTE:** Some of the most common recording devices have been pre-configured for optimal performance with the INTERACT system. These devices are listed in the Device Toolbox.

Adding a Device Label

- You can add the **Manufacturer** and **Model** of your connected **Playback** device using a serial command.
- You can also add your Playback device to the Device Toolbox using the **Device Toolbox Editor**, which allows you to specify the Manufacturer and Model.

Meters and Volume

ADJUST VOLUME

- Increase and decrease the Low, Mid and High frequency tones using the **Equalization Sliders**. Levels can be adjusted from +12 dB to -12 dB.

LEARN ABOUT USING METERS

- The meters are peak meters which measure the audio level, the nominal level is -10 dBu. The meter bars move from green to yellow to red as the volume increases. The red bars indicate that the audio is too loud and is being clipped or cut off.

MIC AND MIC EX SETTINGS - INTERACT AT ONLY

Level

The **Level** tab lets a user adjust level settings for each of the INTERACT MIC's three microphones independently.

- **Fine Gain**: Use the slider to adjust Fine Gain for each Mic Input independently
- **Level Meter**: Displays current levels for each Mic Input
- **ALC**: Click the **ALC** button to activate Auto Level Control for each Mic Input independently
- **Mute**: Click the **Mute** button to mute each input independently
- **P Pwr** (MIC EX only): Click the **P Pwr** button to enable Phantom Power for the Mic channel.

Processing

The processing tab adds processing and filters to each microphone based on user preference.

- **AEC**: Click the **AEC** button to activate Acoustic Echo Cancellation
- **NLP**: Default is Soft. Click a radio button to set the Non-Linear Processing level or deactivate the feature.
- **NC**: Click the **NC** button to activate/deactivate Noise Cancellation. Use the slider to adjust the amount of noise cancellation used for that microphone.
- **Speech Lift**: Click the **Speech Lift** button to route the microphone's audio to the Loudspeaker output. Use the **Speech Level Slider** to set the desired level (the default is -6 dB).
- **Filter**: Click to apply filtering to each independent Mic Input.
- Start by clicking **Add Filter**
 - Adjust the filter placement by moving the point along the grid (Hz, dB/deg).
 - ▶ Alternatively, click **Table View** to apply a list view.
 - To adjust the active filter, click the fields along the top row.
 - ▶ **Active Filter**: Selects the filter to adjust
 - ▶ **Type**: Sets the type of filter applied
 - ▶ **Frequency**: Adjusts the frequency of the filter
 - ▶ **Gain**: Increases or decreases gain applied to the filter
 - ▶ **Q**: Increases or decreases the Q applied to the filter
 - ▶ **Bandwidth**: Adjusts the filter's bandwidth
 - ▶ **Bypass**: Bypasses the filter completely
 - To add phasing to a filter, click **Phase**
 - Click **Bypass All** to override all filter settings
 - Click **Remove Filter** to delete the selected filter
 - Click **Close** to apply settings and close the window
 - To remove an existing filter, open the **Processing** tab, click **Remove Filter** and **Close**.

Gating

Click the **Gating** tab to access microphone gating features.

The Gating tab screen provides the user access to setting the Gate Mode, Gate Ratio, Hold Time, Attenuation, Decay Rate and Control Chairman Override parameters for each microphone.

SETTING THE GATE MODE

Set **Gate Mode** allows you to set the gate mode. Choices are limited to Manual On, Override On and Auto.

- **Manual On:** Activates a Mic - the microphone contributes to gating parameters.
- **Manual Off:** Deactivates a Mic - the microphone no longer contributes to gating parameters.
- **Override On:** Activates a Mic - the microphone does not contribute to gating parameters.
- **Auto:** Automatically gates the Mic on or off, based on input levels and other parameters programmed into the INTERACT AT.
- **PA Adaptive Mode:** Uses the audio level on a specified output as the new ambient level when audio is present at the power amplifier. This prevents loudspeaker audio from gating on the mic while still allowing people in the room to gate on microphones when they speak (provided that their voices are louder than the loudspeaker audio). For example, you might decide to play background music from a CD player during a presentation. PA Adaptive Mode allows you to use the output routed from the CD player as the ambient reference to prevent the CD player's audio from gating on microphones. The default is **Off**.

ADJUSTING GATE RATIO

Gate Ratio specifies how much louder the Mic audio level must be above the ambient noise level before the Mic gates on.

- Using the slider, adjust the gate ratio to the desired level.

ADJUSTING HOLD TIME

Adjust hold time allows you to set how long the channel stays gated on after the Mic gates off.

- Using the slider, adjust the hold time to the desired level.

ADJUSTING DECAY RATE

Set decay rate allows you to set how quickly a Mic gates off after the hold time expires.

- Click the **Decay Rate** radio button for the desired amount of decay after the gate is lost.

ENABLING CHAIRMAN OVERRIDE

Chairman override provides gating priority for a Mic. When a Mic with chairman override enabled gates on, all Mics that don't have chairman override enabled will gate off.

- Click the **Chairman Override** radio button enable the chairman override feature.

PLAYBACK INPUT SETTINGS - INTERACT AT

The Playback Input Settings window is used to customize and configure the audio from the playback device that is connected to the Playback jack on the INTERACT mixer. Playback devices include VCRs, DVD players and sound cards.

- » **NOTE:** Some of the most common Playback devices have been pre-configured for optimal performance with the INTERACT system. These devices are listed in the Device Toolbox.

Adding a Device Label

- You can add the **Manufacturer** and **Model** of your connected Playback device using a serial command.
- You can also add your Playback device to the Device Toolbox using the **Device Toolbox Editor**, which allows you to specify the Manufacturer and Model.

Equalization

USE EQUALIZERS

- **Equalization** in INTERACT Software is very similar to bass and treble adjustments on a stereo. Increasing or decreasing the different frequencies allows you to customize loudspeaker audio and provide the optimal listening experience for your users. Using this feature is optional.

Stereo Mix

ENABLE STEREO MIX

- Select **Stereo Mix** if your external device uses Stereo Inputs/Outputs. The INTERACT provides mono-only audio from stereo devices. By selecting **Stereo Mix** you ensure the proper level adjustments are made to your audio.

Meters and Volume

ADJUST VOLUME

- Get an **Audio Signal** from the line **Input Device**.
- Adjust the Volume using the **Volume Slider**.

LEARN ABOUT USING METERS

- The meters are peak meters measuring the audio level. The nominal level is -10 dBu. The meter bars move from green to yellow to red as the volume increases. The red bars indicate that the audio is too loud and is being clipped or cut off.

TELEPHONE SETTINGS - INTERACT AT

You can set user Telephone Preferences as well as Country and Flash settings in the Telephone Settings window.

Telephone Settings

PREFERENCES

- Select 2 Rings or 4 Rings for the **Auto Answer** setting, or **Disabled** if you want to manually answer calls.
- Select **Auto Disconnect** if you would like INTERACT to disconnect when it detects loop-drop or call progression.
- Select **Audible Connect** if you would like one tone to sound when the INTERACT is taken off hook and two tones to sound when the INTERACT is on hook.

CONFIGURE RINGER

- Select from three available ringer melodies or deactivate the ringer. Click **Ringer Test** to hear the selected ringer.
- Adjust ringer volume using the **Ringer Level Slider**.

PROGRAM LOCAL NUMBER

- Enter the **Local Number** for the INTERACT system. This will display on the tabletop controller LCD.

CONFIGURATION

- Select the **Country or Region** where the phone is being used (default is US/Canada)
- Select Flash duration from the **Flash Settings** list. This setting is dependent on your PBX system.

LEVEL

- Receive **ALC (Auto Level Control)** is activated by default. ALC keeps the telephone audio level consistent with audio levels coming from other sources. If de-selected, the following options will be available:
 - **Telco Receive Volume** allows you to adjust incoming volume
 - ▶ **TEC**: Click to activate **Telephone Echo Cancellation**. This feature cancels sidetone from the Headset Receive.
 - ▶ **NLP**: Click to activate **Non-Linear Processing**
 - ▶ **DTMF**: Adjust the level of the DTMF tones that return to the room.
 - **Telco Transmit Volume** allows you to adjust outgoing volume (always available)
- Click **Ok** to save your settings.

LOUDSPEAKER SETTINGS - INTERACT AT

You can customize your loudspeaker audio in the Loudspeaker settings window of the INTERACT Software.

ClearEffect™

ENABLE CLEAR EFFECT

- Click the ClearEffect **On/Off** button. The indicator will turn green when ClearEffect is enabled. This setting only effects Telco receive audio.

LEARN ABOUT CLEAR EFFECT

- When ClearEffect is enabled, it causes the audio coming from the telephone line to emulate wideband audio. It does this by adding high and low frequencies to the audio signal, creating a fuller sound. Using this feature is optional.

Equalization

USE EQUALIZERS

- Increase and decrease the Low, Mid and High frequencies using the Equalization sliders. Levels can be adjusted from +12 dB to –12 dB.

LEARN ABOUT EQUALIZATION

- Equalization in INTERACT Software is very similar to bass and treble adjustments on a stereo. Increasing or decreasing the different frequencies allows you to customize loudspeaker audio and provide the optimal listening experience for your users. Using this feature is optional.

Mute

- Click **Mute** to silence all output to the loudspeakers.

Meter and Volume

ADJUST VOLUME

- The loudspeaker volume has been optimized for use with the INTERACT system. You can increase or decrease loudspeaker volume as desired.

LEARN ABOUT METERS

- The meters are peak meters which show the audio level. The nominal level is -10 dBu. The meter bars move from green to yellow to red as the volume increases. If the meter shows red, decrease the volume. Red indicates clipping.

INTERACT COM SETTINGS - INTERACT AT

Click the Headset/USB/RF drop down to add a headset to the INTERACT mixer console. Once selected, click the headset icon to launch the Headset USB Settings window.

Telephone Mode

SET/LINE JACK ACTIVE AND HEADSET/INTERACT COM ACTIVE

Check to adjust settings for this telephone mode.

LEVELS

- **Telco/Headset Rx:** Adjusts the Telco/Headset Receive Levels
- **Telco/Headset Tx:** Adjusts the Telco/Headset Transmit Levels
- **USB Rx:** Adjusts the USB Receive Levels
- **USB Tx:** Adjusts the USB Transmit Levels
- **Mute:** Click the **Mute** button to mute any of the above settings.

INTERACT COM ACTIVE

Check to adjust the headset configuration.

HEADSET CONFIGURATION

- **Telephone Set:** Click the drop down to select the telephone set you will use with the headphone/USB Breakout Box configuration.
- **RJ 11 Pin Out:** Choose the drop-down setting which best describes your pin out configuration.
- **Speaker Gain:** Adjusts headset Speaker Gain
- **Mic Gain:** Adjusts headset mic gain
- **Telephone Line Echo Cancellation:** (Default On) Activates/Deactivates Telephone Line Echo Cancellation
- **Non-Linear Processing:** (Default On) Activates/Deactivates Non-Linear Processing
- **Automatic Level Control:** (Default On) Activates/Deactivates Automatic Level Control

USB CONFIGURATION

- **Standard Mode or Office Communicator/Lync Mode:** Chooses between either Standard USB Mode or Office Communicator Mode (used only with Microsoft Office Communicator or Microsoft Lync).

The USB Configuration is used to define the function of the “PC” button on the wired and wireless controllers. When in Standard Mode, the PC button and the Telephone button on the controller have the same function. In this mode, the controller is always used to initiate Telco calls, regardless of whether the “PC” or “Telephone” button has been pressed.

However, when the USB Configuration is set to Office Communicator Mode, pressing the “PC” button on the controller allows the controller to dial Office Communicator or Lync calls when OC or Lync are running on the connected PC. When in this mode, the status displayed on the controller changes to “Lync” when the “PC” button is pressed.

Chapter 3: Compliance

COMPLIANCE

- » **WARNING:** The country code must be set correctly in the INTERACT software to ensure that the unit operates properly when connected to the Telco network, and that it complies with the country's Telco requirements. Changing this code to a country other than the intended country of operation might cause the INTERACT Pro & INTERACT AT devices to be non-compliant.

FCC Part 15/ICES-003/RSS-210 Compliance

FCC ID:FBICOM (INTERACT COM-W)

FCC ID:FBIDIALER (INTERACT DIALER-W)

IC:1970A-COM (INTERACT COM-W)

IC:1970A-DIALER (INTERACT DIALER-W)

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 and Industry Canada ICES-003. 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/her own expense.

This device complies with Part 15 of the FCC Rules and Industry Canada ICES-003. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

Changes or modifications not expressly approved by ClearOne Communications could void the user's authority to operate the equipment.

This equipment must be installed by qualified professionals or contractors in accordance with FCC Part 15.203 & IC RSS-210, Antenna Requirements. Do not use any antenna other than the one provided with the unit.

This device has been designed to operate with the antenna listed below, and has a maximum gain of 2.0 dB. Antennas not included in this list of having a gain greater than 2.0 are strictly prohibited for use with this device. The required antenna impedance is 50Ω.

Pulse Model W1030

To reduce potential radio interference to other users, the antenna type and its gain should be chosen so that the Equivalent Isotropic Radiated Power (E.I.R.P.) is not more than that permitted for successful communication.

FCC/IC RF Radiation Exposure Statement

This equipment complies with the FCC/IC radiation exposure limits set forth for portable transmitting devices operating in an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

- The equipment should only be used or installed at locations where there is normally at least a 20cm separation between the antenna and all persons.
 - » **NOTE:** The DIALER-W contains an internal antenna while the COM-W uses an external antenna.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- Changes or modifications not expressly approved by the party responsible could void the user's authority to operate this equipment.

FCC Part 68 Compliance

US: FBIBR00BINTERACT

Ringer Equivalence Number (REN): 0.0B(ac)

This equipment complies with Part 68 of the FCC Rules Requirements adopted by ACTA . The mixer unit of this equipment contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this information must be provided to your telephone company.

The REN is used to determine the number of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to obtain the maximum RENs for the calling area. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g. 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

This equipment uses an RJ11C jack that is used to connect this equipment to the premises wiring and telephone network. This RJ11C jack complies with the applicable FCC Part 68 Rules and Requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

- » **WARNING:** The country code must be set correctly in Console to ensure that the unit operates properly when connected to the Telco network, and that it complies with the country's Telco requirements. Changing this code to a country other than the intended country of operation might cause INTERACT devices to be non-compliant. 304.

If you experience problems with this equipment, contact ClearOne Communications, 5225 Wiley Post Way, Suite 500, Salt Lake City, Utah 84116, or by phone at (800) 945-7730 for repair and warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that the equipment be disconnected until the problem is resolved.

No user serviceable parts are contained in this product. If damage or malfunction occurs, contact ClearOne Communications for instructions on its repair or return.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. This equipment cannot be used on telephone company provided coin service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Electrical Safety Advisory

This equipment uses AC power which can be subjected to electrical surges, typically lightning transients which are very destructive to customer terminal equipment connected to AC power sources. The warranty for this equipment does not cover damage caused by electrical surge or lightning transients. To reduce the risk of this equipment becoming damaged it is suggested that the customer consider installing a surge arrestor.

IC Compliance

IC: 1970A-INTERACT

Ringer Equivalence Number (REN): 0.0B(ac)

NOTICE: The term “IC” before the certification/registration number signifies that Industry of Canada technical specifications were met.

This certification means that the equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

The REN is used to determine the number of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to obtain the maximum RENs for the calling area. The REN for this product is listed above.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the companies inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by ClearOne Communications. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system if present, are connected together. This precaution may be particularly important in rural areas.

European Compliance

Details on European equipment compliance can be found on the ClearOne website at the following location:

www.ClearOne.com/resources/EuroDOC.php

Australia Compliance

In the event of main power failure, INTERACT equipment will become inoperable with regard to making telephone calls.

China Compliance

	警告:
	危险:
	警告:
	回收:
	警告:
	接地标示

New Zealand Compliance

In the event of main power failure, INTERACT equipment will become inoperable with regard to making telephone calls.

All persons using INTERACT equipment for recording telephone conversations shall comply with New Zealand law, which requires that at least one party to the conversation be aware that the conversation is being recorded. In addition, the principles enumerated in the Privacy Act of 1993 shall be complied with in respect to the nature of any personal information collected, the purpose of this collection, how it is used and what is disclosed to any other party.

South Korea Compliance

해당무선설비기기는 운용
중 전파혼신가능성이 있음

English Translation: This radio device has the possibility of radio interference during operation.

2.4GHz RF WARNING MESSAGE:

해당무선설비기기는 운용 중 전파혼신가능성이 있으므로 인명안전과 관련된 서비스는
할 수 없습니다

English Translation: This radio device is not allowed to be used for human safety since it has the possibility of radio interference during operation.

EMC (CLASS A) WARNING MESSAGE:

이 기기는 업무용(A급)으로 전자파적합등록을 한 기기이오니 판매
자또는 사용자는 이 점을 주의하시길 바라며, 가정 외의 지역에서
사용하는 것을 목적으로 합니다.

English Translation: The equipment is for business use (Class A), and has acquired electromagnetic conformity registration. Sellers and users are required to take caution in this regard.

Taiwan Compliance

NCC WARNING MESSAGE IN CHINESE:

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。”

NCC WARNING MESSAGE IN ENGLISH:

According to “**Administrative Regulations on Low Power Radio Waves Radiated Devices**” Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices. The low power radio-frequency devices shall not influence aircraft security and interfere legal communications. If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act.

The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.