ClearOne®

Wireless Microphone Systems
DIALOG® 10 USB Remote Software

USER MANUAL

DIALOG® 10 USB Wireless Mic System

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

Telephone	1.800.945.7730
	1.801.975.7200
FAX	1.801.303.5711
E-mail	tech.support@clearone.com
On the Web	www.clearone.com

User Manual DIALOG 10 USB Microphone System Remote Software

ClearOne Part No. DOC-0482-001 OCTOBER 2021 (Rev. 1.0)

About the DIALOG 10 USB

DIALOG 10 USB - 1 CHANNEL WIRELESS MICROPHONE SYSTEM

DIALOG 10 USB is a compact, feature-rich and complete single channel wireless microphone system that consists of a receiver with built-in antenna, and all types of transmitters – boundary tabletop, gooseneck podium, handheld, beltpack and docking station. It uses 2.4 GHz universal RF band. DIALOG 10 USB system can be connected directly to a lap-top or desk-top PC via USB (type C) connection.

WS800 and DIALOG 20 Remote Software

This software is used to configure the DIALOG 10 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 software are:
- **Operating System:** Microsoft Windows 7, 8, 10 (32 and 64 bit)
- **CPU:** 1.6GHz 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.
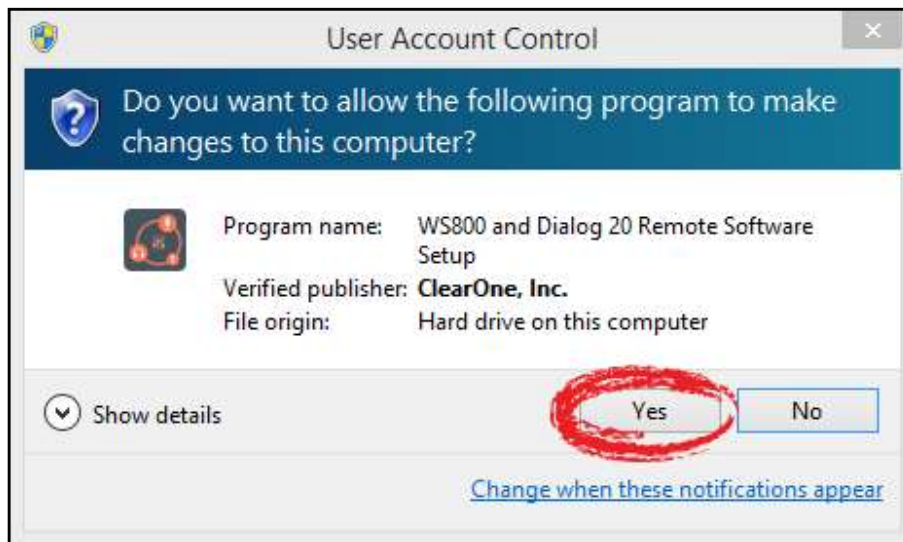
1. Click on the executable. A User Account Control window asks you for permission to allow the application to install the software.
2. Click [Yes] to proceed with the installation. The Select Location screen displays.
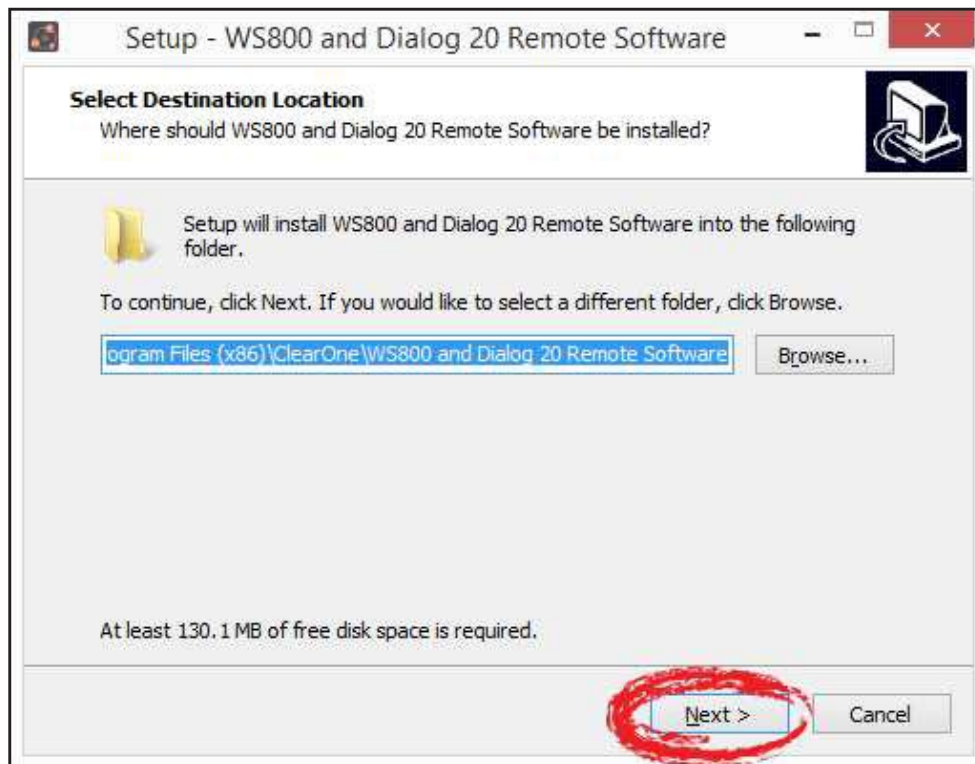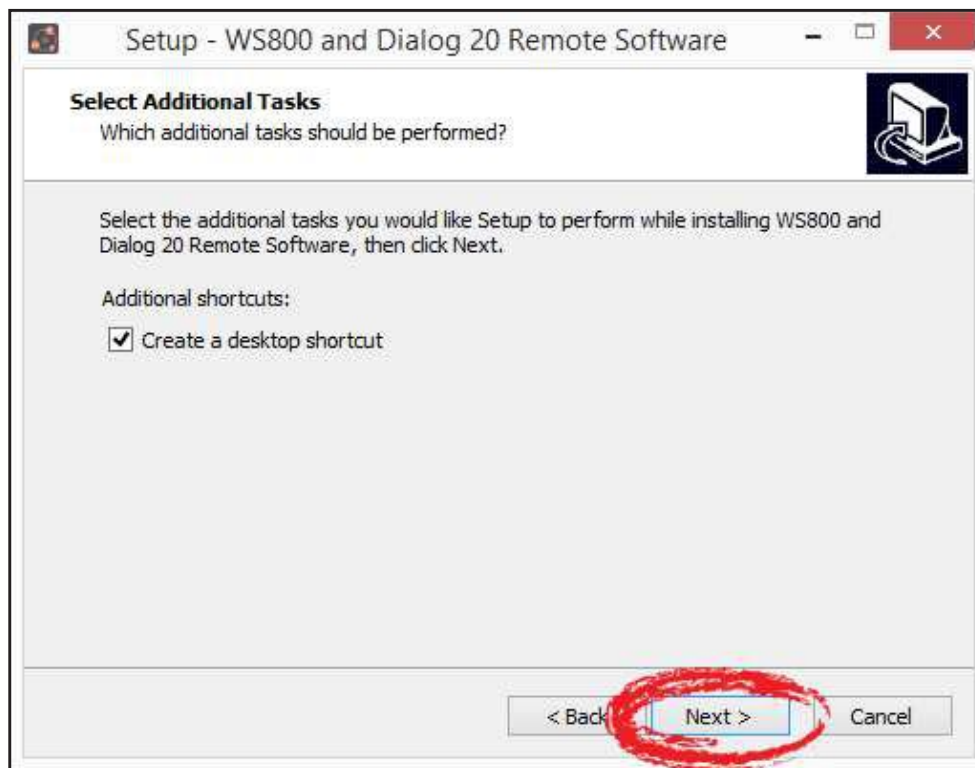
3. If you want to install the application somewhere other than to the default location (Program Files\(x86)\ClearOne\WS800 and Dialog 20 Remote Software), click [Browse] and choose an alternate location. Once you have chosen your preferred location, click [Next]. The Select Start Menu screen displays.
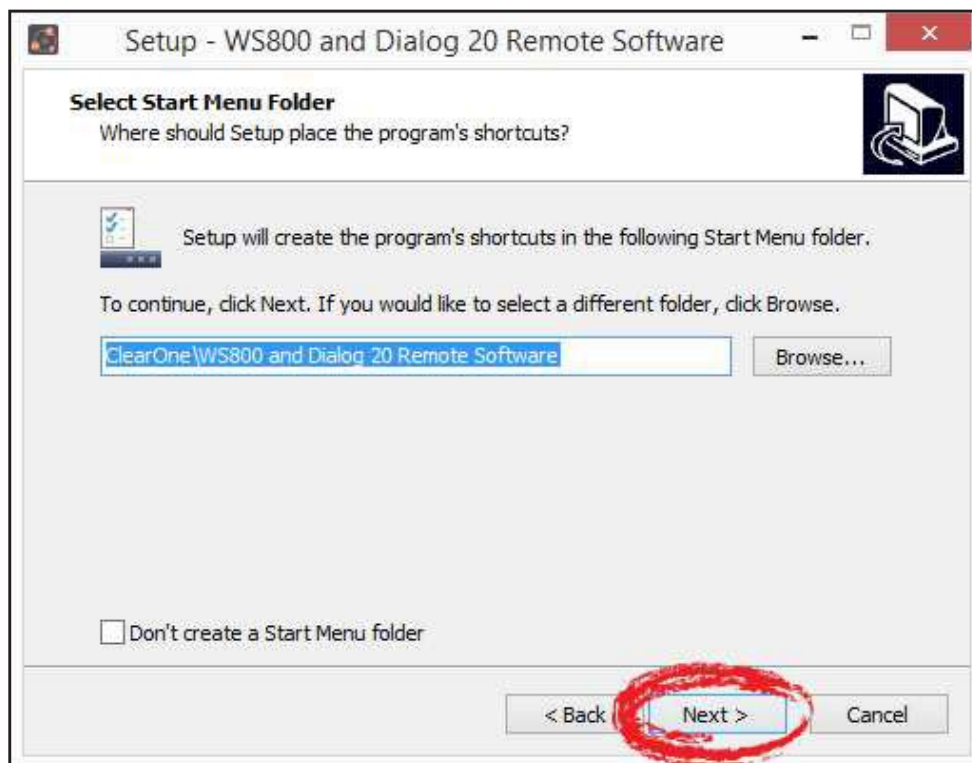
4. If you want to store program shortcuts somewhere other than the default location (ClearOne\ WS800 and Dialog 20 Remote Software), click [Browse] and choose an alternate location.

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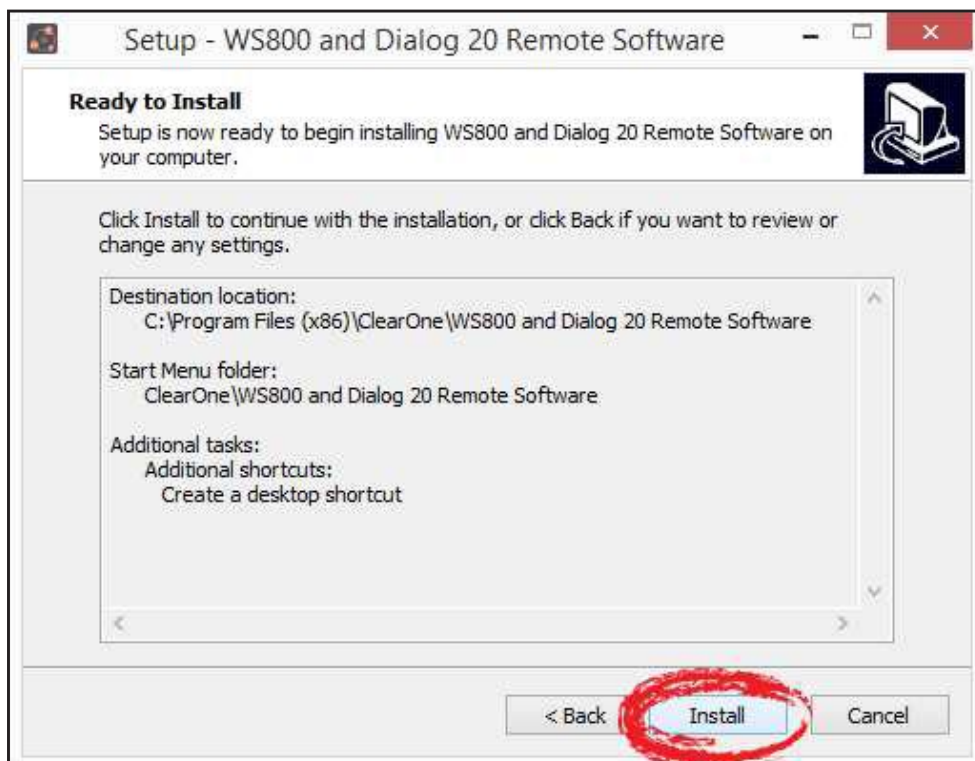
6. Click [Install]. The Installing screen displays, and the application begins installing the software.


When the program finishes installing, the WS800 and DIALOG20 Remote Software Setup Wizard completion screen displays.

7. If you want to launch the software upon completion, leave Launch WS800 and DIALOG20 Remote Software checked, and click [Finish].

8. The software launches and starts to initialize. Upon startup, the software attempts to install and check statuses of the Receiver USB, Transmitter USB CDC (Communication Device Class), Transmitter USB Boot loader, and DIALOG20 USB drivers. This requires administrative privileges.
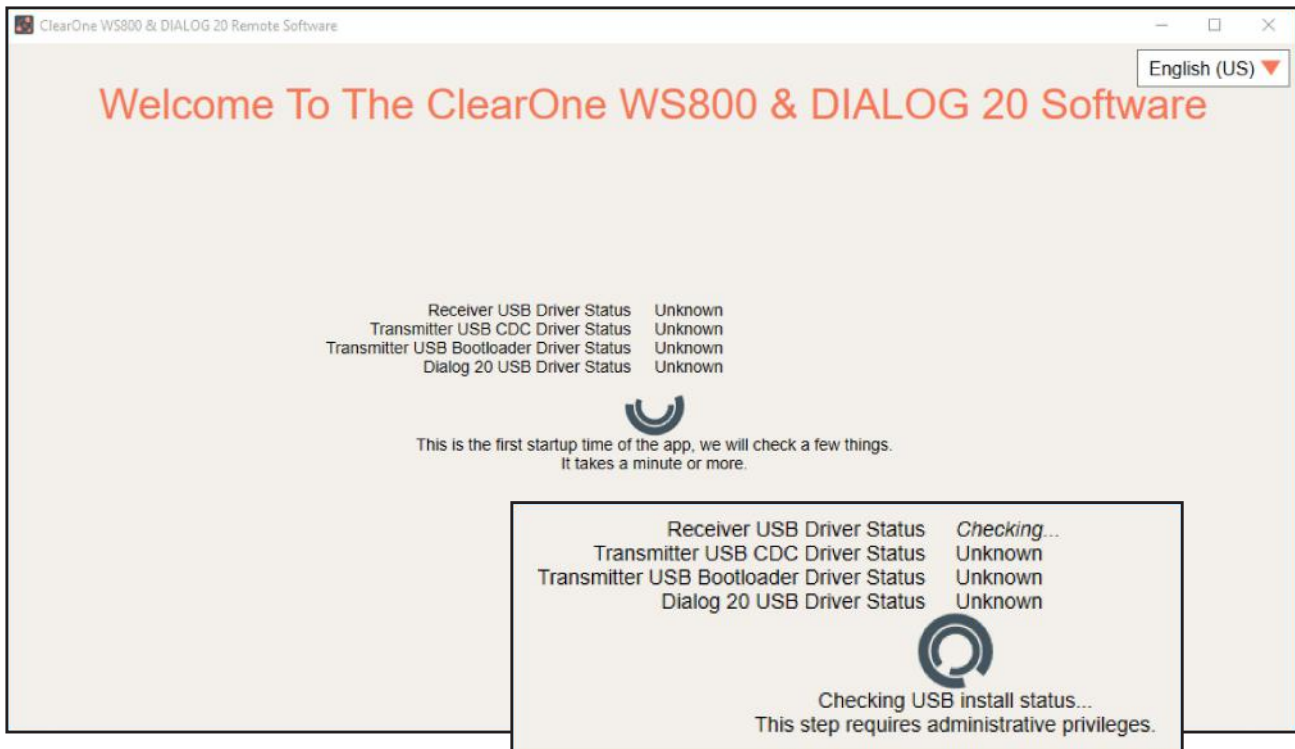
9. You are prompted to restart the software as an administrator. Click [RESTART AS ADMINISTRATOR].

10. A Windows Security window asks you for permission to install the drivers, if they have not been installed previously. Click [Install].
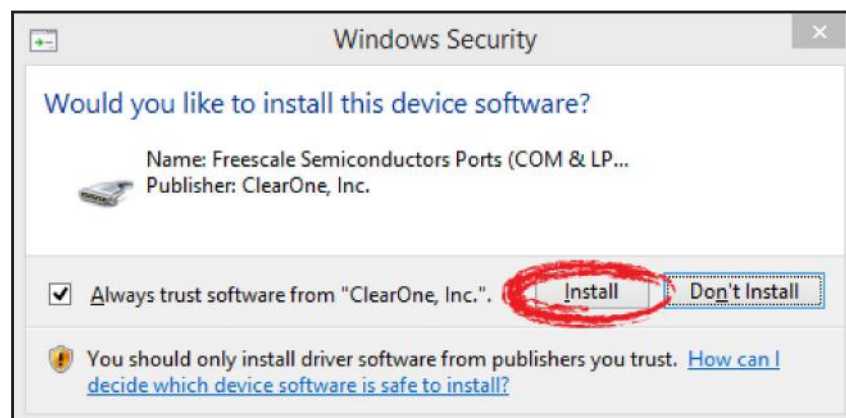
11. Once all drivers have been installed, you are prompted to [CLOSE] out of setup, and to start using the application.

Receiver USB Driver Status   INSTALLED OK
Transmitter USB CDC Driver Status   INSTALLED OK
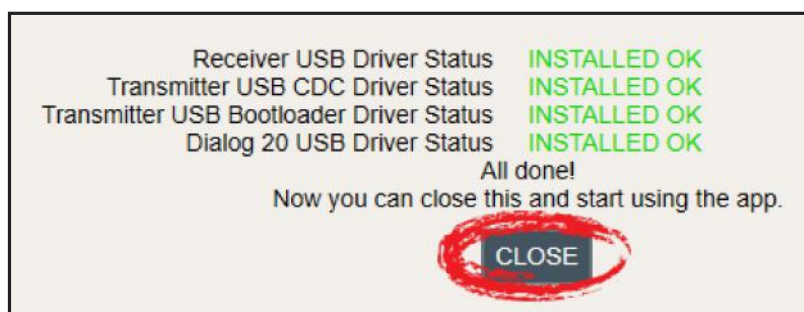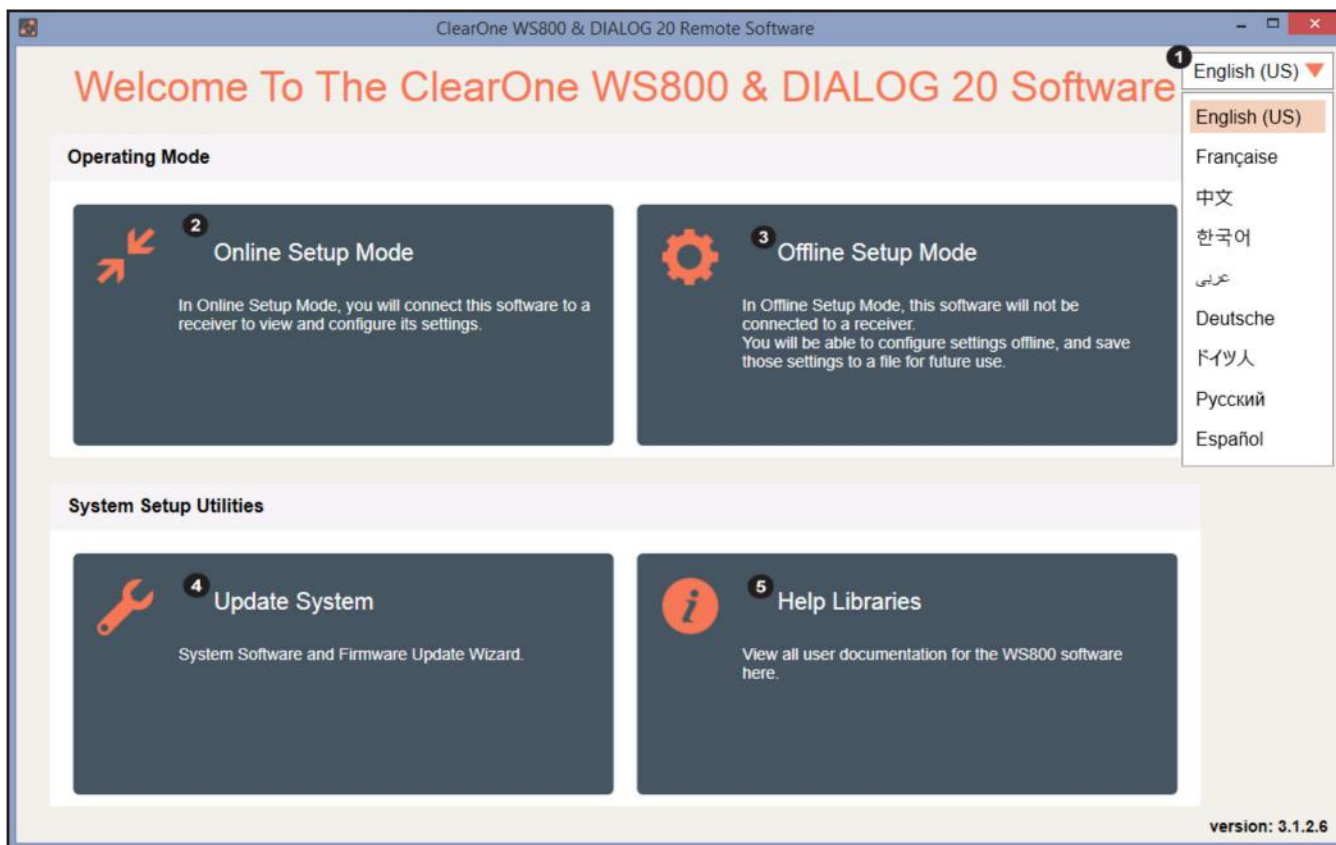Transmitter USB Bootloader Driver Status   INSTALLED OK
Dialog 20 USB Driver Status   INSTALLED OK
All done!
Now you can close this and start using the app.

CLOSE

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 language[1], configure your receiver(s) online[2], configure and save receiver settings offline[3], update software and firmware[4], or access related user documentation[5].

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

ClearOne WS800 & DIALOG 20 Remote Software

Welcome To The ClearOne WS800 & DIALOG 20 Software

English (US) ▼

English (US)
Française
中文
한국어
عربى
Deutsche
ドイツ人
Русский
Español

Operating Mode

② Online Setup Mode
In Online Setup Mode, you will connect this software to a receiver to view and configure its settings.

③ Offline Setup Mode
In Offline Setup Mode, this software will not be connected to a receiver.
You will be able to configure settings offline, and save those settings to a file for future use.

System Setup Utilities

④ Update System
System Software and Firmware Update Wizard.

⑤ Help Libraries
View all user documentation for the WS800 software here.
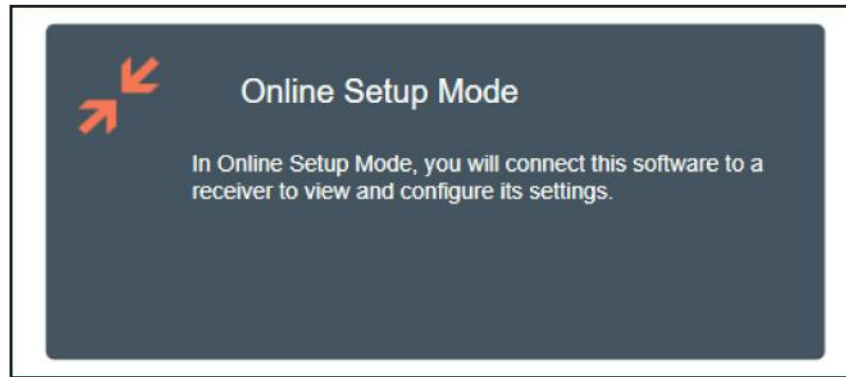
version: 3.1.2.6

ONLINE SETUP MODE

Allows you to connect this configuration software to your DIALOG 10 USB wireless receiver.
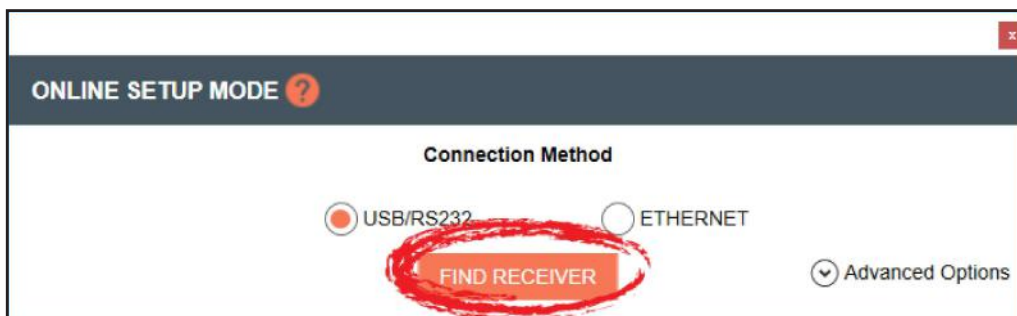
Note: The DIALOG 10 USB receiver connects to this PC software via USB Type A to USB Type C cable.
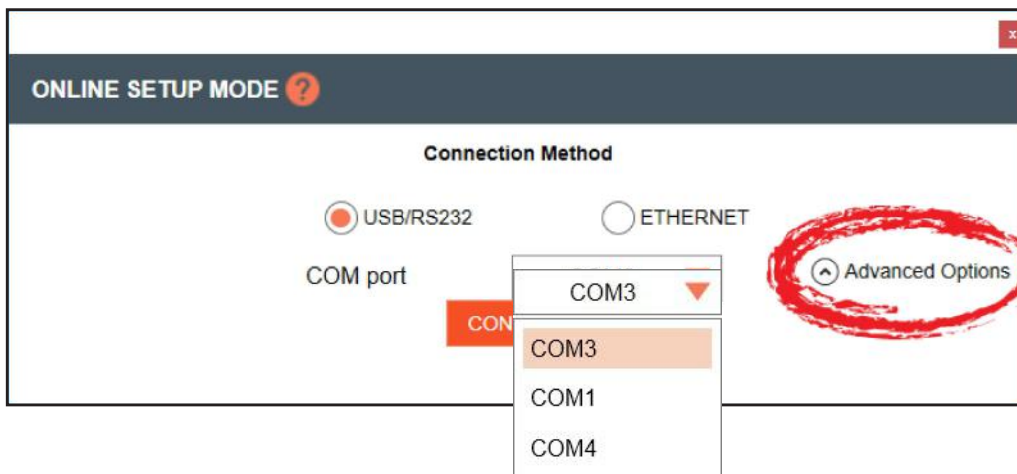
If you are using Online Setup Mode,

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 10 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 10 Receiver in Online Setup Mode, the GUI opens and the "Edit Transmitter Parameters" window is visible. You are now in Online Setup Mode.
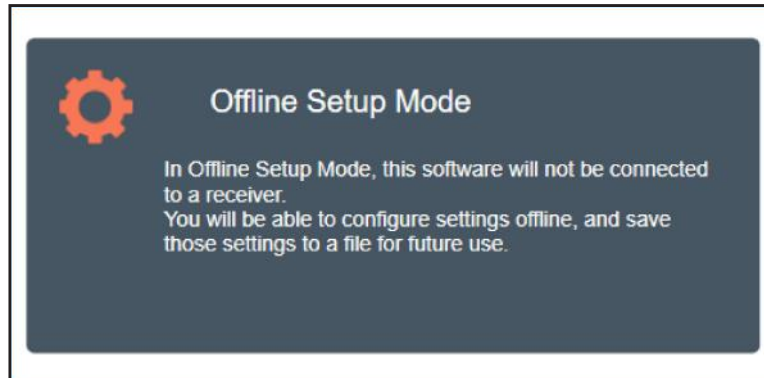
OFFLINE SETUP MODE

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.

   Note: When using Offline setup mode, the RF Scan function is only a simulation. However, any settings or presets that are saved in Offline Mode will be applied once you are in Online Mode.

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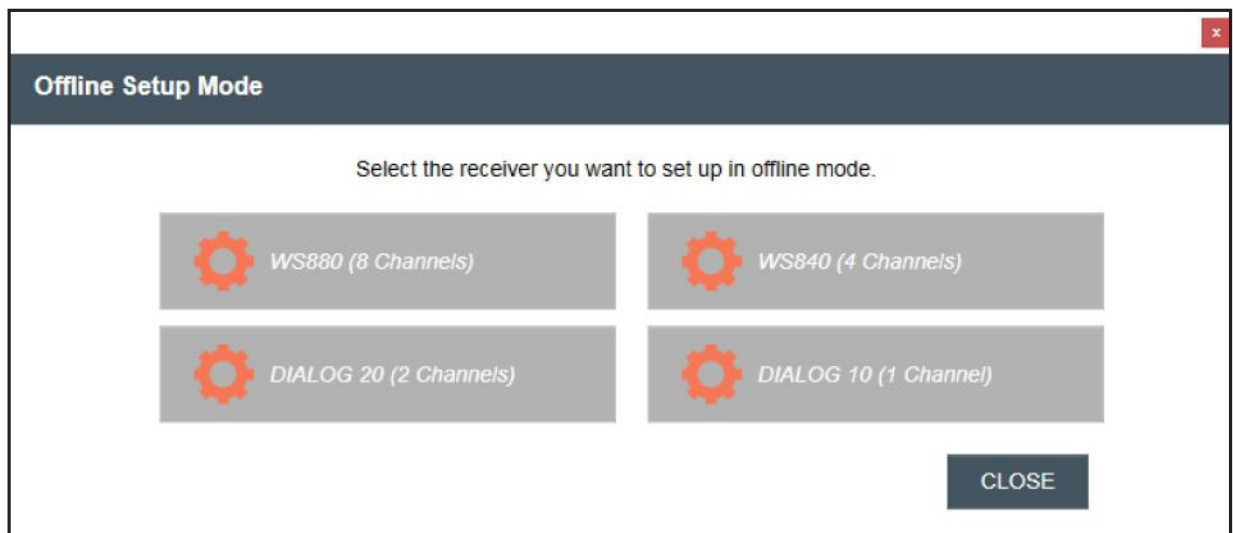

   Note: When you connect to the DIALOG 10 Receiver in Offline Setup Mode, the GUI opens and the "Edit Transmitter Parameters" window is visible. Any changes will be applied the next time you connect in Online Setup Mode.

SYNCING DIALOG® 20 TRANSMITTERS WITH DIALOG 10 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 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.
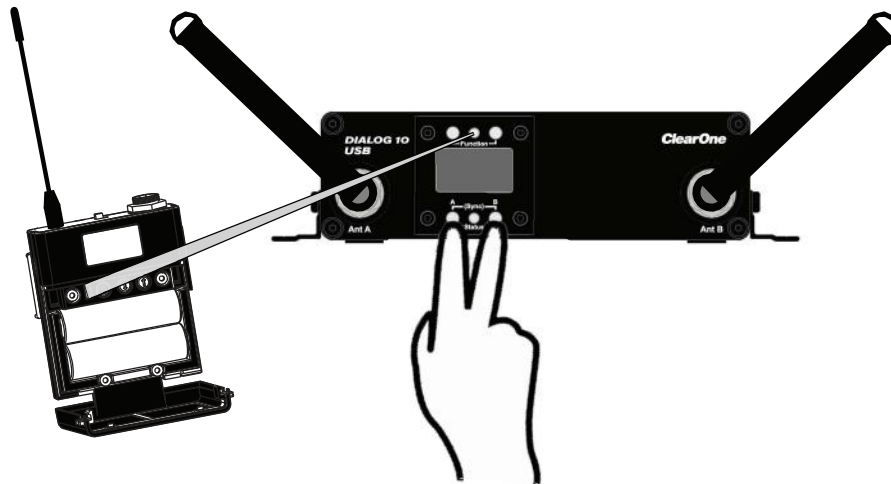
   Note: The transmitter and receiver are assigned a new, random AES 128-bit encryption key every time they are synced.

Update Wizard

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

SUMMARY

Downloading Software:

1. Using a PC running Windows 7 or later (32 or 64 bit), with internet connection, download and install the WS800 and DIALOG 20 Remote Software.
2. Go to:
   www.ClearOne.com / Resources / Resource Library / Professional Microphones / ClearOne Wireless Microphones / Software Downloads.

Updating Receiver Firmware:

1. Connect the receiver to a PC using Type A to Type C USB cable (You must have administrator rights).
2. Open the WS800 and DIALOG 20 Remote Software and Click "Update System".
3. Click the "Download Button".
4. The Firmware and Software Version Information Page displays (DIALOG 10 information is at the bottom of the page).
5. Check the boxes that correspond to the firmware updates needed (marked in red).
6. Click "Download Selected" button to start the download.
7. The "On Hard Drive" status bar turns green when the download has completed.
8. Click the "Cancel" button to return to the "Update Wizard" screen.
9. Click "Update a Receiver" to open the "Receiver Version Information" screen.
10. Click the "Update Receiver" button.
11. Wait for "Updating is Done" confirmation.
12. Confirm the current software is installed. The status bar should be green.
14. Close the window to return to the "Update Wizard" screen.
15. To update a transmitter, click the "Update A Transmitter" button and follow the screen prompts.

Updating Transmitter Firmware:

1. Connect the receiver to a PC using Type A to Micro USB cable (You must have administrator rights).
2. Open the WS800 and DIALOG 20 Remote Software and Click "Update System" to open the "Update Wizard".
3. Click the "Update A Transmitter" button and follow the screen prompts.

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

REMOTE SOFTWARE UPDATE

2. The following window displays Start with downloading the latest versions of software and firmware for your PC. Click [DOWNLOAD].
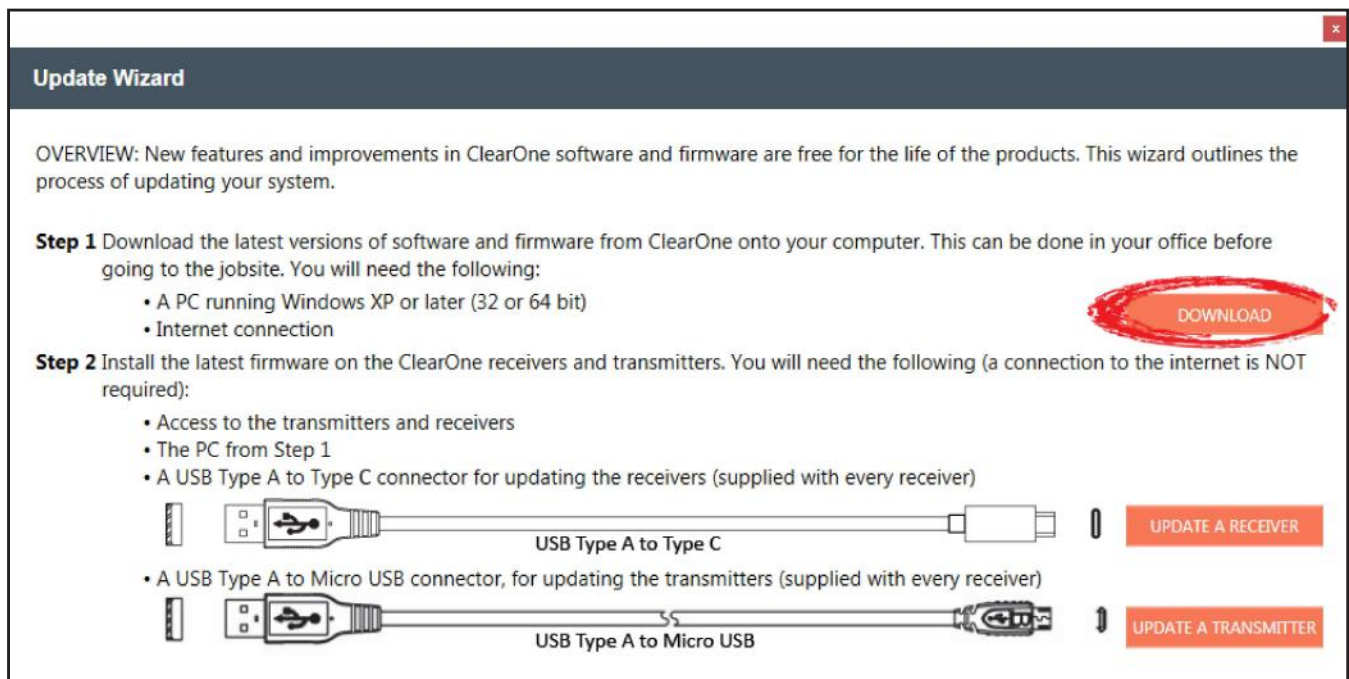
3. The software first checks for proper installation of USB Drivers and firmware.
   - An error window appears for the DIALOG 10 USB, instructing you to download the most recent software and firmware versions.

4. 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

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

PROXY CONFIGURATION   CHECK FOR UPDATE   DOWNLOAD SELECTED   CANCEL

5. 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.
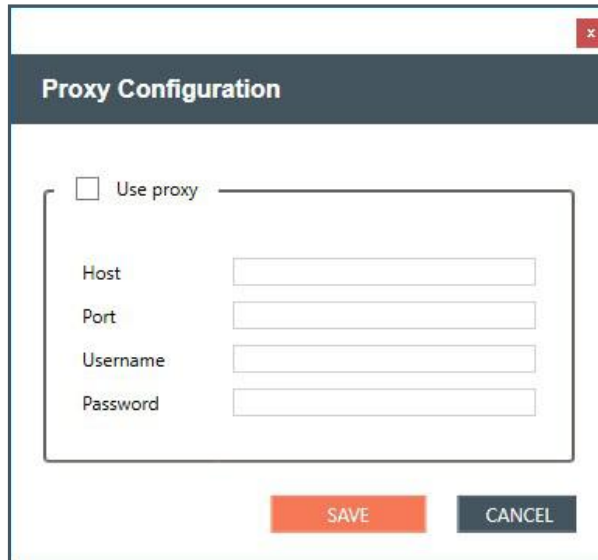
Download software and firmware – ClearOne WS800 & DIALOG 20 Remote Software

Firmware And Software Version Information

		On Hard Drive	Latest Available	Progress	Release Notes
☐				RESTART AS ADMINISTRATOR	
	Dialog 20 Firmware				
	RECEIVER				
☐	Master Radio	2.1.4	2.1.4		
☐	Slave Radio	1.5.6	1.5.6		
☐	FPGA	3.4	3.4		
☐	Mondo	2.4.1.0	2.4.1.0		
	TRANSMITTERS				RELEASE NOTES
☐	Radio	1.3.5	1.3.5		
	BOOTLOADER				
☐	Master Bootloader	1.2	1.2		
☐	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				
☐	Dialog 10 Master Radio	3.2.4	3.2.4		
☐	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			

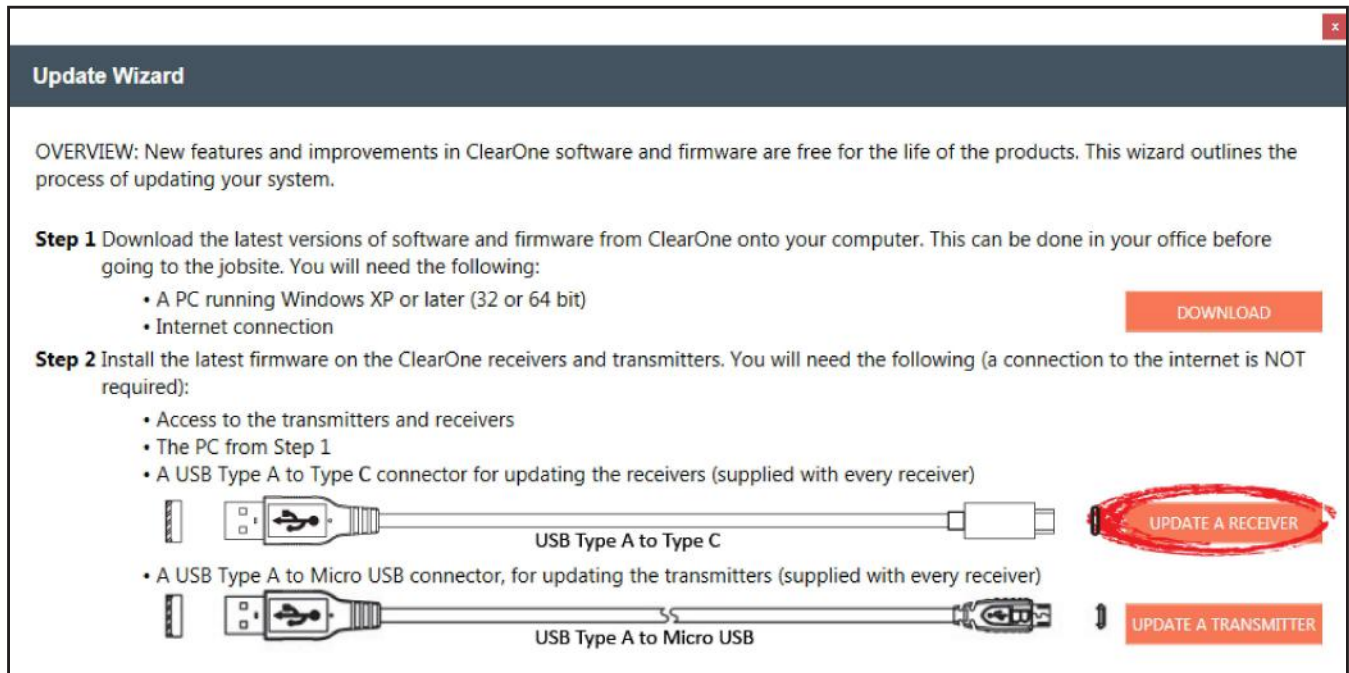PROXY CONFIGURATION   CHECK FOR UPDATE   DOWNLOAD SELECTED   CANCEL

6. 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

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

2. Once the receiver is detected and connected to by the software, the RECEIVER VERSION INFORMATION window appears.
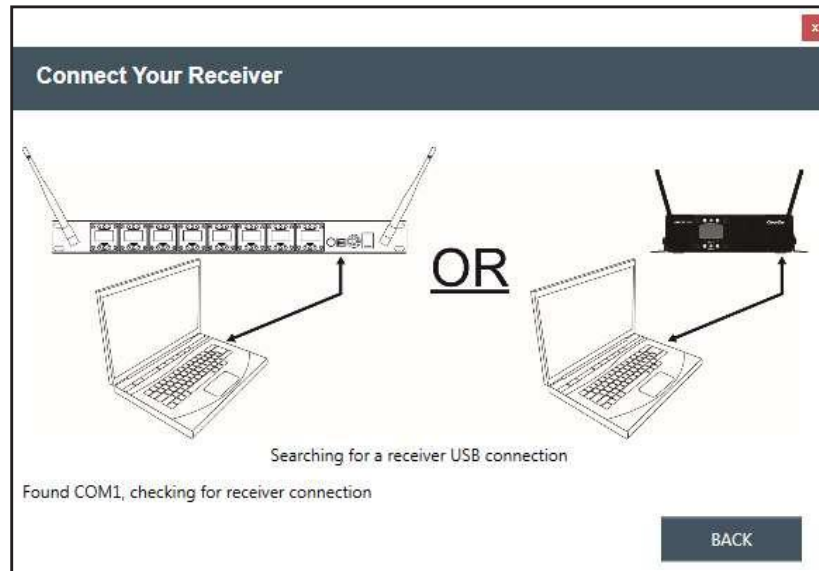
3. Click [UPDATE RECEIVER].

4. Once all updates are complete, you are closed out of the RECEIVER VERSION INFORMATION window.

DIALOG 10 USB Receiver Version Information window:
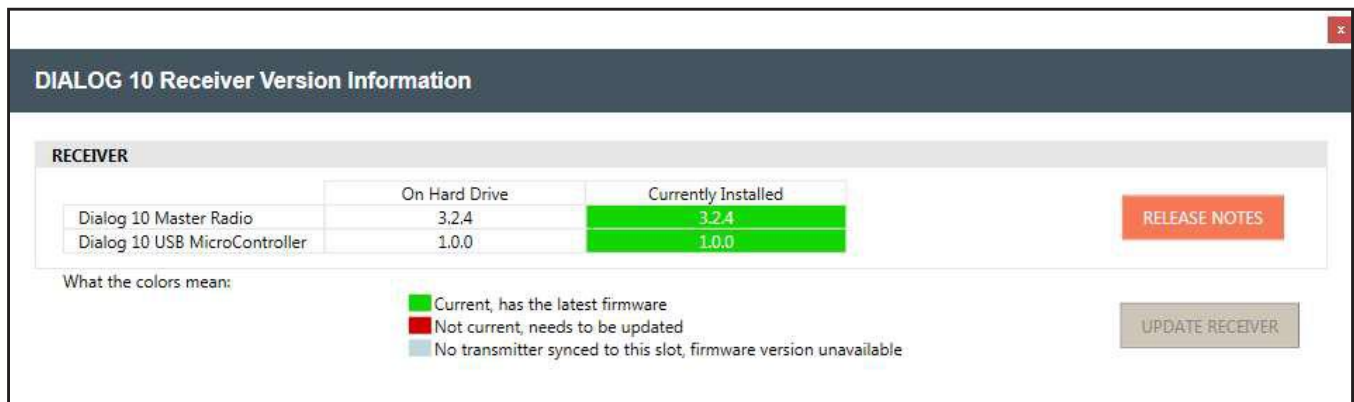
TRANSMITTER FIRMWARE UPDATE

1. To start the process of updating your transmitter firmware, click [UPDATE A TRANSMITTER].
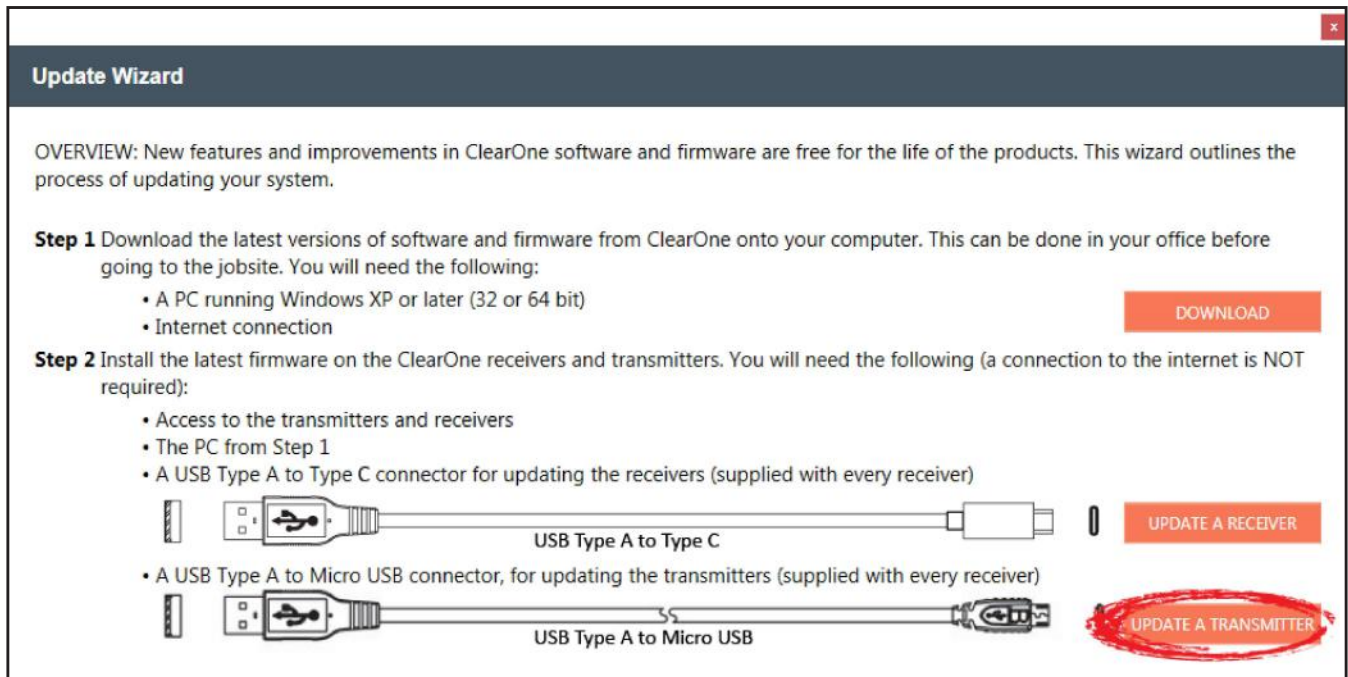
2. A window with specific instructions for connecting your transmitter displays. Follow the instructions in precise and sequential order.
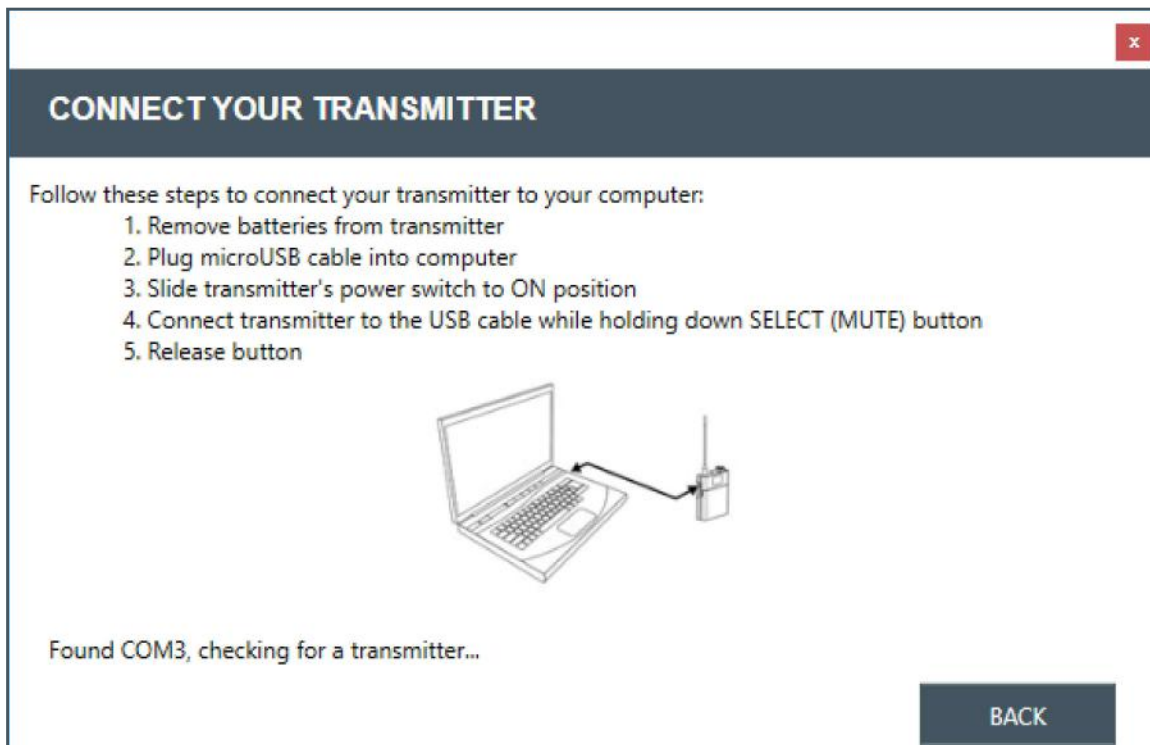
3. Once your transmitter is connected, the TRANSMITTER VERSION INFORMATION window displays.

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

4. Click [UPDATE TRANSMITTER].

5. Follow prompts for the first update.

6. Wait for the programming to complete.

7. Once your final transmitter update is complete, a window verifying that your firmware is up-to-date appears. Click [X] to close out.

The DIALOG 20 Firmware Release Notes:

Transmitter Version Information

Handheld

	On Hard Drive	On Transmitter	
HUB	1.3.5	1.3.6	RELEASE NOTES

What the colors mean:
- Current, has the latest firmware
- Not current, needs to be updated

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.
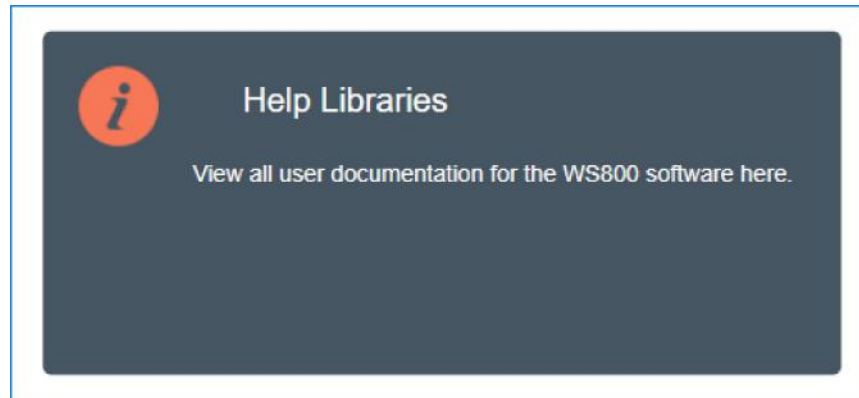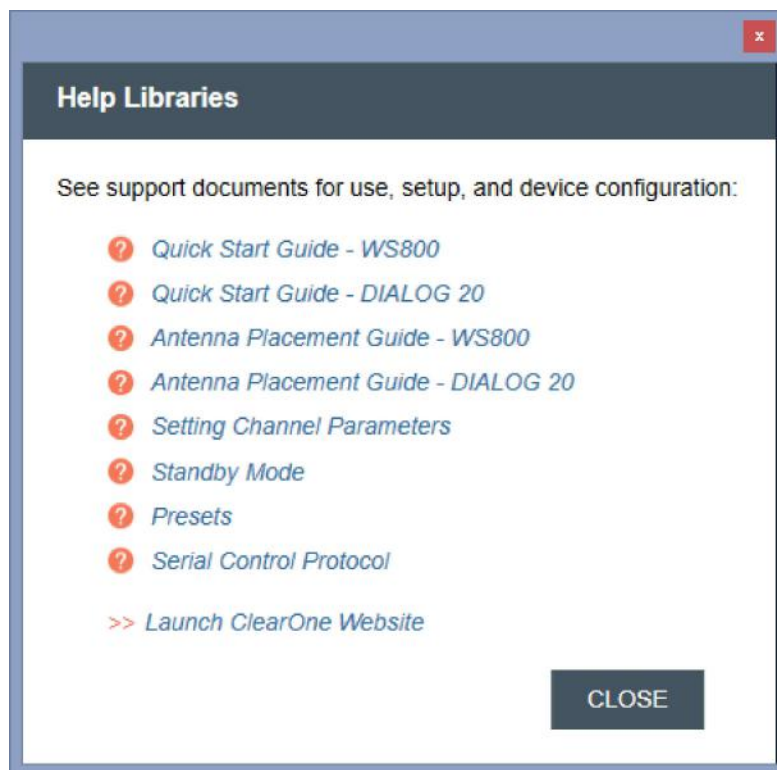
RF Compliance Information

The transmitters have been tested and have been shown to meet CE spectral bandwidth requirements.

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 15.
Certified by IC in Canada under RSS-247, RSS-102 and RSS-210.

Receiver: **Transmitters:**

Receiver   BELTPACK   TABLETOP
FCC ID: FBI-DIALOG10RX   FCC ID: FBI-DIALOG20BLT   FCC ID: FBI-DIALOG20BDM
IC: 1970A-DIALOG10RX   IC: 1970A-DIALOG20BLT   IC: 1970A-DIALOG20BDM

                                               GOOSENECK   HANDHELD
                                               FCC ID: FBI-DIALOG20PDM   FCC ID: FBI-DIALOG20HH
                                               IC: 1970A-DIALOG20PDM   IC: 1970A-DIALOG20HH

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 isotopically 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
Toll Free: 800.945.7730
Fax: 801.303.5711

International
Tel: +1.801.975.7200
e-mail: global@clearone.com

Sales
Tel: 801.975.7200
e-mail: sales@clearone.com

TechSupport
Tel: 801.974.3760
e-mail: tech.support@clearone.com

Antenna Design
Tel: 386.361.8134
e-mail: antenna.design@clearone.com

For DIALOG 10 USB Receiver:
This device complies with part 15 of the FCC Rules. 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.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation,
Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the
following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired
operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux
CNR d'Innovation, Sciences et Développement économique 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;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est
susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RF radiation exposure limits set forth for an uncontrolled environment.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
Cet équipement est conforme aux limites d'exposition aux rayonnements RF d'IC définies pour un environnement non contrôlé.Cet émetteur ne doit pas être co-localisé ou fonctionner en conjonction avec une autre antenne ou émetteur.