# REVOLABS FLX™ UC 500

## USB Conference Phone



## Installation and Operation Guide

**Models:**

10-FLXUC500                    10-FLXUC500-NA
10-FLXUC500-WHT          10-FLXUC500-NA-WHT

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Revolabs FLX UC 500 Installation and Operation Guide
10-FLXUC500-EN
April 2016 (Rev 2.6.0)

## Online Resources

| Resource | Website |
|---|---|
| Revolabs | www.revolabs.com |
| Revolabs FLX UC 500 | http://revolabs.com/products/product-line/flx-uc-500 |
| Customer Support | http://revolabs.com/support |
| Support by Product Line | http://revolabs.com/support/product-line |

# Contents

# Product Overview

Thank you for choosing a FLX UC 500 USB Conference Phone by Revolabs. This conference phone allows you to communicate via softphone, messaging, video conferencing, or webinar applications and provides superior speaker and microphone audio for all members of the meeting. With the FLX UC products, call performance is built to be of the highest quality to ensure every word of the conversation is heard.

Speaker Elements

Directional
Microphones

Figure 1: FLX UC 500

# Getting Started

## Connecting the Device

Included in the box of the FLX UC 500 are: 1 FLX UC 500 base unit, 1 USB cable, 1 power adapter with plug clips (in some markets), and a quick start guide. Remove all these items from the packaging.

### Powering the Device

The FLX UC 500 is powered using an AC power adapter to drive the powerful speaker elements in the device. In order to power the device, select the appropriate clip for the region, and connect it to the plug adapter. Insert the power adapter connectors into the wall socket and the barrel connector into the FLX UC 500 power connector on the bottom of the unit.



Power Connection

USB Connection

Figure 2: FLX UC 500, Connector View

### Connecting to a Computer

Using the USB cable that came with the device, connect the type B mini USB connector on the cable into the connector identified in the figure above.

Connect the type A USB connector on the cable to the USB port on the computer that will be used with the FLX UC 500 for third party softphone, webinar, or conferencing applications.

The computer may detect that it needs to load new driver software to install the FLX UC 500; wait until the install has completed before continuing.

For optimal audio performance when using Windows, please follow the instructions in the appendix.  No additional configuration is required when using Apple OS X or Google Chrome OS devices.

If a USB cable longer than the one provided is required, an approved USB extender should be used.  The following USB extenders have been tested and approved for use with the FLX UC 500. Please note the distance supported by each USB extender varies and is defined by the manufacturer's specifications:

- USB Ranger 2212 Cat 5 Extender (IC2212R-05-307276) from Icron Technologies
- USB 1.1 Rover 1850 Single Port Cat 5e extender from Icron
- Gefen USB 2.0 Extender
- Extron USB Extender

# FLX UC 500 Device Manager

The FLX UC 500 has native support for the volume, mute and call controls for a number of softphones, conferencing and webinar applications. Where native support is provided, no additional software needs to be loaded on the PC, Mac or Chromebook device. The current list of natively supported applications can be found of the Revolabs product support webpage:

http://revolabs.com/support/product-line/uc-500

For other softphones, conferencing or webinar applications, volume, mute and call control is implemented using the FLX UC 500 Device Manager application.

This application provides an interface for:

- Easy access to softphone controls
- Configuration of a variety of softphones, conferencing, and webinar applications
- Configuration of application-specific commands for answer, reject, and hang-up support using buttons on the FLX UC 500
- Configuration to launch the Device Manager upon windows start-up

## Third Party Applications Supported

For a list of currently supported third-party applications and versions, see the Revolabs product support webpage:

http://revolabs.com/support/product-line/uc-500

## Installation & Third Party Application Configuration

### For Windows

1. Download the firmware bundle from http://revolabs.com/support/product-line/uc-500.

2. Unzip the downloaded file.

3. Double click the Setup.exe file in the folder to install the application on your PC.

4. Navigate to Start > All Programs > Revolabs > FLX UC Device Manager and open the application.

5. Connect the FLX UC 500 to the PC.  Device drivers should be installed when the unit is connected to the computer.

6. To configure the FLX UC 500 for the desired softphone, click on Settings > Configure Application and select the softphone you want to use from the drop down menu.

   a. If you are using Skype, click Configure to bring up a menu allowing application-specific configuration of the hot keys for hang-up and answer.

   b. For all other softphone applications, click OK.

   c. The FLX UC Device Manager can be configured to start up when the PC is powered on by checking the "Start when Windows start" check box.

   d. When checked, the option for "Mute button controls all recording devices" will allow the mute button on the FLX UC 500 to mute every other recording peripheral connected to the PC.

*Note: Softphone and device status are displayed in FLX UC Device Manager Home Screen.*

**For Mac**
1. Download the firmware bundle from http://revolabs.com/support/product-line/uc-500.

2. Double click on the .dmg file.

3. When prompted, drag the FLX UC Device Manager to the Applications folder.

4. Connect the FLX UC 500 to the computer.  Device drivers should be installed when the unit is connected.

5. Click on "Preferences…" and select the application from the drop down menu that you plan to use.

**For Chromebook**
1. Obtain the Chrome version of the Device Manager from Google's Chrome Web Store: https://chrome.google.com/webstore/category/apps
2. Search for the application by company ("Revolabs") or by product name ("FLX UC 500").
3. Follow the instructions provided through the app store to install the Chrome version of the Device manager.

## Upgrading the FLX UC 500 Device Firmware

Upgrading the software on the FLX UC 500 requires the use of the FLX UC 500 Device Manager.

1.  Download the firmware bundle from
    http://revolabs.com/support/product-line/uc-500.
    The firmware bundle is a zipped file that should ***not*** be unzipped.

2.  Open FLX UC 500 Device Manager.

3.  Click on Device Administration.

4.  Select Upgrade Device.

5.  In the FLX UC 500 Device Manager Window, click Select File.

6.  Navigate to the location on your PC where you stored the file and select the firmware zip file downloaded in step 1.

7.  Click the Upgrade button.

8.  Verify that the update has completed successfully.

9.  Close out of the Device Manager by pressing the X on the window.

*Mac users please note: FLX UC 500 systems that are at version 45 or earlier will need to be upgraded on a PC first and then all further upgrades can be applied using the Device Manager for Mac.  In order to check the version, you will need to use the Device Manager and retrieve version information*

# Optimal Audio Performance for Windows

For the best audio experience follow this **one-time** setup procedure:

1.  Right click on the speaker icon in the lower right hand corner of the Windows taskbar.
2.  Select Sounds from the menu.
3.  Click the Playback tab.
4.  Right click on the Revolabs Digital Audio Device.
5.  Select "Set as Default Device" from the menu.
6.  Right click on the Revolabs Digital Audio Device again.
7.  Select "Set as Default Communication Device" from the menu.
8.  Right click on the Revolabs Digital Audio Device one more time.
9.  Select Properties from the menu.
10. If there is an "Enhancements" tab, click on it.
11. Check the "Disable all enhancements" box.
12. Click on the Advanced tab.
13. Select "24 bit 48000 Hz (Studio Quality)" from the drop-down menu under Default Format.
14. Click "Test." You should hear a test jingle.
15. Click "Apply", then "OK".
16. Click the Recording tab.
17. Right click on the Revolabs Digital Audio Device.
18. Select "Set as Default Device" from the menu.
19. Right click on the Revolabs Digital Audio Device again.
20. Select "Set as Default Communication Device" from the menu. You should see the green VU-meter moving next to Revolabs Digital Audio Device.
21. Right click on the Revolabs Digital Audio Device one more time.
22. Select Properties from the menu.
23. Click on the Levels tab.
24. Reduce the Microphone level to 50.
25. Click "OK".
26. Click "OK" to close the Sound Window.

# Compliance

## FCC Notice to Users

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.

Users are not permitted to make changes or modify the equipment in any way. Changes or modifications not expressly approved by Revolabs, Inc. could void your authority to operate this equipment under Federal Communications Commission's rules.

## Radio and Television Interference

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 the 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.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems."  This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402

## Industry Canada Notice to Users

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

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.

# Notice to European Customers

$$CE$$

Revolabs, Inc.
190, High Street,
Tonbridge, Kent,
TN9 1BE,
UK.

Declare that for the hereinafter mentioned product model numbers, the presumption of conformity with the applicable essential requirements has been approved in accordance with the Electromagnetic Compatibility (EMC) Directive 2004/108/EC, and RoHS II Directive 2011/65/EU.

| Model Number: | Description: |
|---|---|
| 10-FLXUC500 | FLX UC 500 |
| 10-FLXUC500-NA | FLX UC 500 |

Any unauthorized modification of the products voids this Declaration.

For a copy of the original signed declaration of conformity, please contact Revolabs at the above address.

## Notice to Chinese Customers

The FLX UC 500 is for use in environments below 2000m and is not for use in a tropical environment.  The following labels pertain to this restriction:

Altitude

Climate

Chinese Translation for this information is as follows:

Altitude: 如果单独使用该标识，应当在说明书中给出标识的含义解释

Climate: 如果单独使用该标识，应当在说明书中给出标识的含义解释

## WEEE Notification

The Waste Electrical and Electronic Equipment (WEEE) directive (2012/19/EU) is intended to promote recycling of electrical and electronic equipment and their components at end of life.

According to the requirement of the WEEE legislation the following user information is provided to customers for all branded Revolabs products subject to the WEEE directive.



"The symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product."

# Appendix

## Call Control Functionality Details per Third Party Application

**Using Windows Computers**

| Application | Off Hook Key | On Hook Key |
|---|---|---|
| Broadsoft UC-One | Answer | Hang-up, Reject |
| Cisco IP Communicator | Answer, Redial | Hang-up |
| Cisco Jabber | Answer | Hang-up, Reject |
| GoToMeeting | N/A | End Meeting |
| Microsoft Lync | Answer | Hang-up, Reject |
| Skype | Answer | Hang-up, Reject |
| Vidyo | N/A | End Meeting |
| WebEx | N/A | End Meeting |
| X-Lite | Answer | Hang-up |

**Using Apple Computers**

| Application | Off Hook Key | On Hook Key |
|---|---|---|
| Cisco Jabber | Answer | Hang-up |
| FaceTime | Answer | Hang-up, Reject |
| GoToMeeting | N/A | End Meeting |
| Microsoft Lync | Answer | Hang-up |
| Skype | Answer | Hang-up |
| Vidyo | N/A | End Meeting, Reject |
| WebEx | N/A | End Meeting |
| X-Lite | Answer | Hang-up |
| **Zoom** | Answer | End Meeting, Reject |

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# Known Issues

1. FLX UC 500 Windows Utility does not support muting the Skype Application. The PC microphone and the FLX UC 500 microphones are muted, but the Skype application will not show muted.

2. Call control (i.e. call hang-up and answer) not supported for Skype version 6.22 or higher for Windows and Mac platforms.

3. The FLX UC 500 uses hotkeys to issue commands to applications that do not provide an API for call control. When using hotkeys, the softphone window that is active will have the hotkey issued to it. This may cause the user to have to press the accept call button multiple times or notice a delay when attempting to answer an incoming call.

4. FLX UC 500 that have a version of 45 or earlier will not be able to be upgraded using the Mac Device Manager. The system will need to be updated to a more recent version on a PC first, and then updates on a Mac will be supported.

5. When using a computer with one operating system, Windows, for example, and performing an administrative function using the Device Manager, reboot the device before connecting it to a computer running a different operating system, such as iOS for Mac. Without a reboot, the device will not pass audio properly.

6. Some applications that are integrated with the FLX UC 500 using the Device Manager provide a reject call function. The details of the applications supporting reject call is included