

Sound Quality

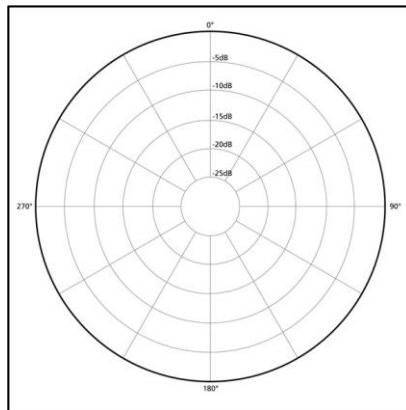
Q: How do I ensure best possible sound quality for the people in the other end of the conference?

A:

- Use softphones on computer USB port or softphone apps on mobile phone. Softphones use wideband audio quality, which gives better sound quality than narrow band. Narrow band is seen on mobile phone networks.
- Avoid meeting rooms with high reverberation (echo)
- Speak directly into the SP 10/20.
- Do not have any laptop screens between your mouth and the SP 10/20.
- Keep objects 50 cm away from the SP 10/20
- Use network cable instead of WIFI
- When using a mobile phone, ensure that the mobile volume is set to maximum.
- Lync speaker default volume is at ~40%. Turn it up for higher volume. See details in the Lync section at the end of this FAQ

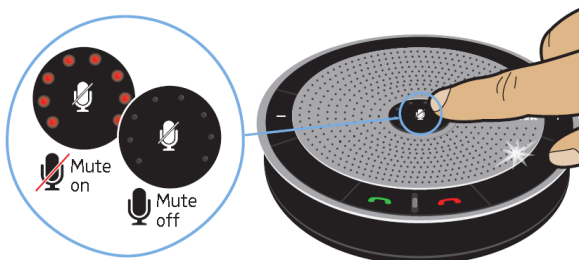
Q: How does the microphone pick up the sound and where is the microphone placed?




A: The microphone is omni-directional. It picks up sounds in a 360 ° angle around the SP 10/20 and is placed below the surface in approximately 7 o'clock position below the answer call button.



Q: Music on USB sounds good. Can it be the same on the 3.5 mm jack connection?

A: Yes. Press and hold the “Mic” button until the LEDs turn red. The microphone is muted and sound is optimized for music reproduction. If a USB call is detected on the USB, SP 10/20 will change to speech mode. When the USB call is terminated, SP 10/20 will change back to music mode.

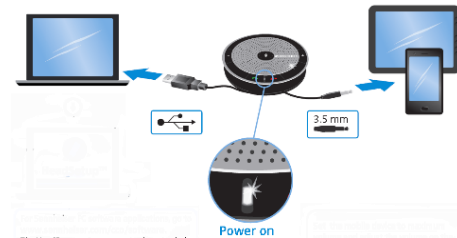


  **Music mode:**
Press and hold the mute button  for 5 seconds.

Connectivity and user interface

Q: Can I connect the SP 20 to a cell phone and a soft phone at the same time?

A: Yes. The SP 20 acts as a mixer with full duplex, so calls are connected together. Just plug in both USB and 3.5 mm jack



Q: Does SP 10/20 have Bluetooth?

A: Our philosophy is that SP 10/20 will often be used for in-promptu meetings. This requires quick set-up which is best achieved by wired connections – just plug-in and talk

Q: My SP 20 don't turn on when connected via 3.5 mm jack plug to my device. Why?

A: SP 20 turns on when it detects a bias voltage on the microphone terminal. If you just play music for example, the device may turn off the bias to save power. You can force the SP 10/20 on by press and hold the red and green buttons for 5 seconds. Please note that SP 20 does NOT turn off automatically if it has been turned on manually. This can also be used when listening to music from a MP3 player.



Q: Can I play/pause/skip track when I play music on the SP 10/20?

A: On SP 20 it is possible. Use the green button

Q: Can I connect the 3.5 mm jack in SP 20 to deskphones?

A: No. The volume and microphone levels are not guaranteed to match those of the desk phone.

Q: Can I connect the USB plug in SP 10/20 to deskphones with USB port?

A: We only guarantee to work properly with Cisco 8961, 9951 and 9971. You need to change manually to the Cisco interface type:

- Plug USB into phone
- Simultaneously press "Hook On" (Red button) and "Mute" until all Mute LEDs start to blink either red or blue
- Red = PC softphone mode, Blue = Cisco mode

- Keep pressing until the Mute LEDs changes color to the desired mode.
- If you release the buttons before the desired mode is indicated, SP 10/20 will not change the mode.
- When you release the buttons, the speakerphone will restart in the desired mode.
- If Cisco USB mode is enabled, call control will not work with Lync and HeadSetup.

Q: Why can't I unmute on the SP 10/20 microphone, after I muted on the computer button?

A: SP 10/20 can control application specific mute functions. It can **not** control the PC master mute (microphone button on PC/Laptop). No applications can control the master mute

**Q: How is the built-in battery charged and how long talk time does it have?**

A: The battery is 600 mAh and is charged via the USB port at 100 mA. When only the 3.5 mm jack is connected, the battery will last for 8 hours – depending on volume.

Q: What voice prompts are there, and can I disable them?

A: There is a voice prompt for low battery indication. It can not be disabled.

Performance

Q: Why does the volume drop when we speak at the same time as the other end?

A: When SP 10/20 detects speech, it will optimize the microphone path. This is done by reducing the speaker volume. This will kick in after 2 seconds of speech from the far end.

Q: What is the power output level?

A:

- 2.8W into 4ohm < 10% THD using 5V supply (USB Connected)
- 2.2W into 4ohm < 1% THD using 5V supply (USB Connected)

Q: Why does sound distort on high levels on the USB version?

A: SP 10/20 needs 500 mA from the USB port to play at max volume. If the USB port cannot deliver that, SP 10/20 will continue playing, but distortion will occur.

Q: Is there any noise canceling in SP 10/20?

A: Yes, we have several noise reduction algorithms. They will remove constant noise, such as ventilators and some echo

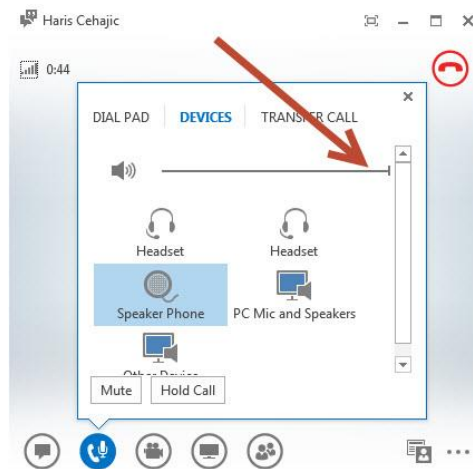
Lync

Q: How is the Lync version different?

A: To the user there is no difference, except that Lync optimized products get a higher priority when Lync decides what audio device to choose.

Q: Is there an optimal setting in Lync's sound properties?

A: During the call, set the speaker volume to max in the call window:



Service

Q: Are the batteries replaceable?

A: No

Q: Are there any serviceable parts?

A: No. To maximize sound quality and performance, it has been necessary to seal the entire SP 10/20 acoustically. All internal cables are fixed with adhesive to avoid rattling. It requires special tools and skills to assemble the SP 10/20.