

CS20

Portable Speakerphone

Frequently Asked Question & Troubleshooting

Version History

Version number	Author	Date	Notes
1.0	Gloria.NING.	8/6/2024	First verison
1.1	Gloria.NING.	9/13/2024	ADD Q18-19

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PRODUCT SHORT INTRO

CS20 is a portable speakerphone designed for personal desks or small meeting rooms.

SOLUTION HIGHLIGHTS

Crystal communication

Flexible connectivity

Mainstream UC/Video conferencing services compatible

Ease-of-carry

PRODUCT KEYWORDS

- 3W speaker for small meeting/huddle rooms or personal
- 1.5m voice pickup range, ENC, ANS and AGC enabled
- Flexible connectivity with USB-A/C and Bluetooth
- Compatible with mainstream UC/Video conferencing services
- Modern ID with fabric speaker cover and ease-of-carry dimension

FAQ

Q1: How long does it take to charge CS20?

A:

The CS20 can start charging when connected to a computer or charger adapter using the USB-A to C cable included in the package. It takes 2 hours to fully charge, and the LED near the power button will turn green after it's fully charged.

Q2: How do I ensure there is audio in the CS20 speakerphone after connecting it to my computer?

A:

When you connect to computer, check the audio setting and choose the "CS20" as the default audio device.

Q3: Is there any battery equipped in the CS20?

A:

Yes. With its built-in 2000mAh battery, the CS20 ensures you have up to 16 hours of talk time and 25 hours of standby time, You don't have to worry about running out of battery during the meetings.

Q4: How can I pair the CS20 with my mobile phone?

A:

Hold Bluetooth button 1s enter pairing mode, on your mobile phone, go to the Bluetooth settings menu and look for available devices to choose "Linkvil CS20".

Q5: How can I connect the CS20 with my computer?

A:

Plug the included USB-A to C cable in the package into a USB-A port on your computer. Then, select "Linkvil CS20 USB" as the default output and input device in your computer's audio settings.

Q6: Does CS20 have sleep mode?

A:

To help conserve battery life, the CS20 features an automatic power-off function. If the device is turned on but not being used for music or calls, it will shut down

automatically. This ensures that the battery is preserved when the device is not in use.

Q7: Will USB and Bluetooth connections interfere with each other when connected to the computer simultaneously?

A:

No. The computer will choose between USB and Bluetooth based on the connection order. If Bluetooth is already connected, it won't automatically switch to USB when USB is connected. In the audio output settings, USB will appear as "Linkvil CS20 USB" and Bluetooth as "Linkvil CS20-Stereo." You can switch between them without interference, but both options will be available.

Q8: Can I connect multiple devices to the speaker at once?

A:

Yes. The CS20 can connect to two devices simultaneously and switch between them smoothly, providing a seamless and convenient experience.

Q9: What is the dimension of the speaker?

A:

The CS20 dimension is 110*110*35mm, and the cable length is 1.2m. It's portable and easy to carry, making it convenient for you to take it wherever you go.

Q10: Does it have a built-in microphone for voice calls?

A:

Yes. The CS20 is equipped with three omnidirectional analog microphones with a voice pickup range of 1.5 meters. For further details, you can refer to the CS20 datasheet.

Q11: Is there an automatic re-connection function?

A:

Yes. If you've previously connected the CS20, upon your return, the CS20 will recognize you as a member of the whitelist and reconnect instantly. Additionally, the whitelist can accommodate up to 8 members.

Q12: Does it support mainstream conference software?

A:

Yes, we support 3CX. Looking ahead, we plan to expand compatibility to include more mainstream software.

Q13: Can it handle phone calls?

A:
 Yes. If you want to answer a phone call, simply press the call button when it rings. To hang up, press the call button again after answering. To reject a call, double-click the call button when it rings.

Q14: Does it have any anti-slip or rugged features for stability?

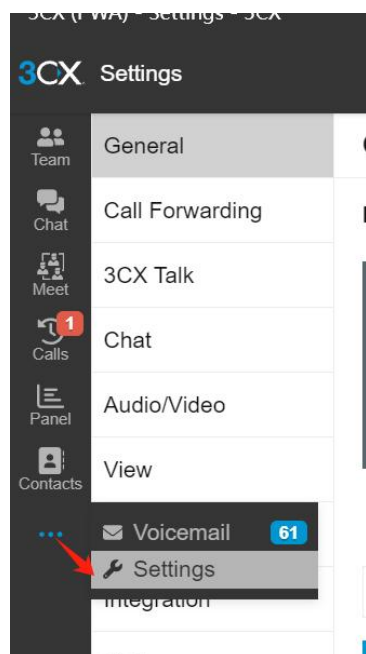
A:
 Yes. We have non-slip silicone pads at the bottom to prevent slipping. These pads ensure that the device stays securely in place on any surface, providing stability and safety during use.

Q15: What can I do if the pairing fails?

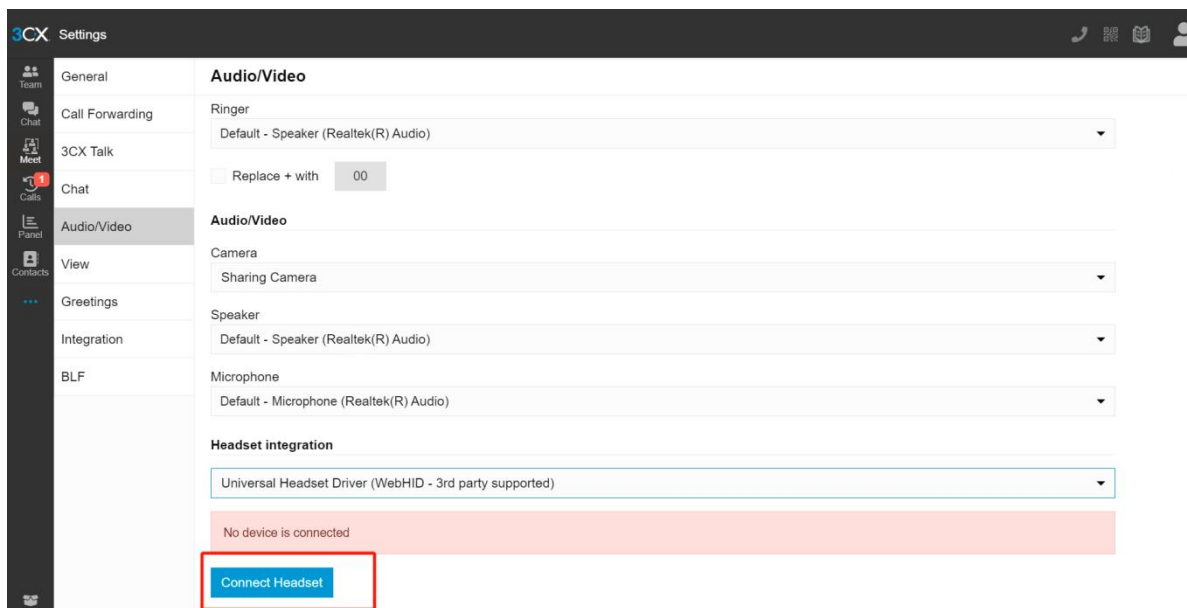
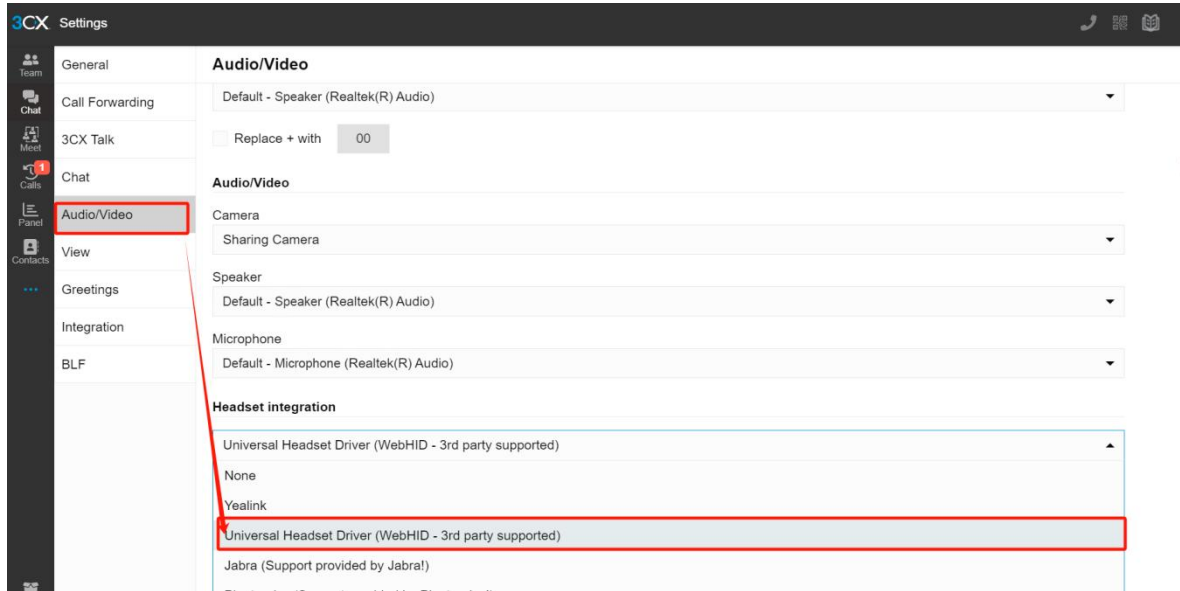
A:
 Firstly, turn off your mobile or CS20 Bluetooth discovery mode and then turn it on again. Ensure your CS20 is in pairing mode or try to pair CS20 with a different mobile device. Additionally, you could reboot the CS20 or your mobile phone.

Q16: How to use the CS20 on a 3CX softphone to answer an incoming call or mute?

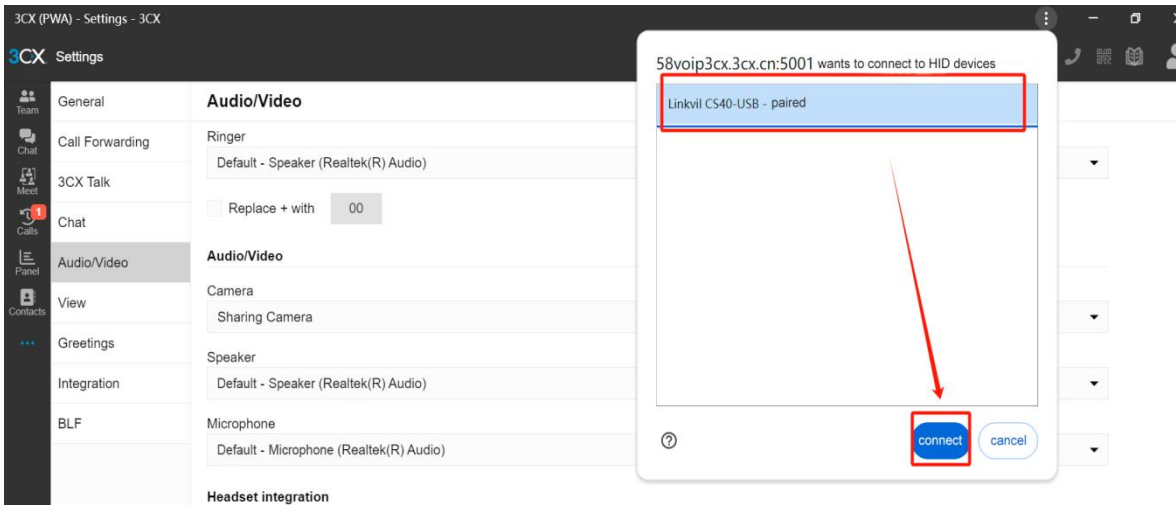
A:
 First, connect the CS20 to computer, open the 3CX settings, see the picture below.



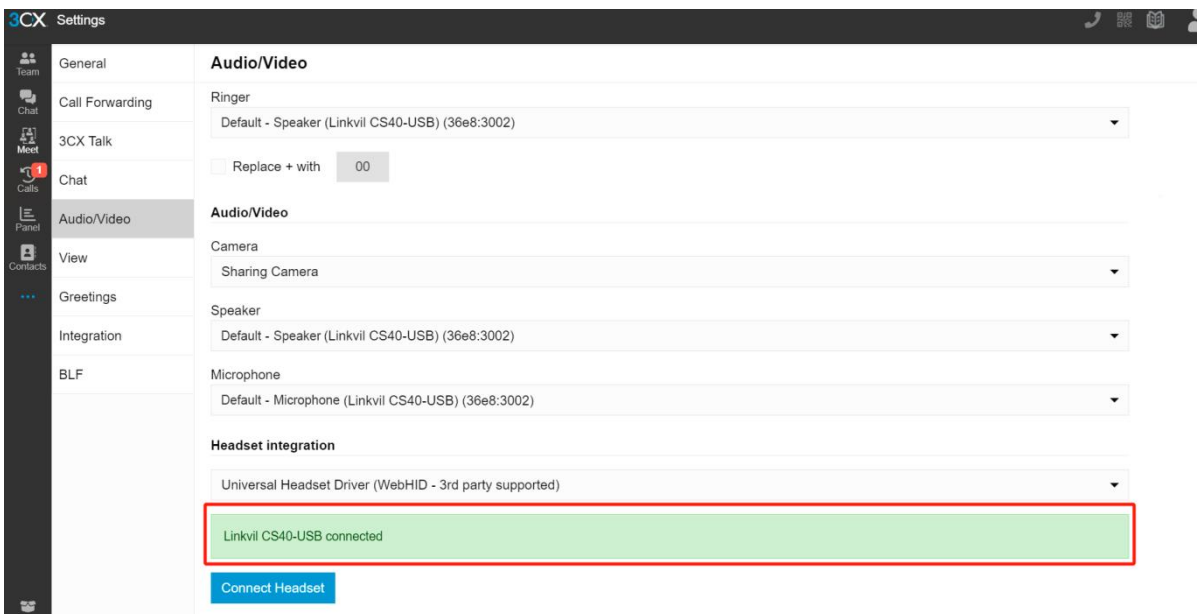
Then, choose “Audio/Video”--“Headset integration”--“Universal Headset Driver(WebHID - 3rd party supported)”, select “Connect Headset”.[An example of CS40 is shown in the picture].



You will see a pop-up window that “58voip3cx...want to connect HID device”, select the “connect” button.



When you see the green box, the CS20 is connected successfully. You can use it to answer a call by tap the call button, or to mute a call by tap the mute button during a call.



Q17: Can I use my own adapter for charging?

A:

Excessive voltage may cause damage to the product. Using a power supply that exceeds the specified voltage can damage the device or pose other potential risks. To ensure the safety and proper operation of the device, be sure to use the power specifications provided in the packaging or an equivalent power supply.

Q18: Why sometimes Dongle connected to computer volume +/- keys can not adjust the computer volume?

A:

This problem occurs because you reboot the speakerphone when the dongle is still plugged in the computer, you just need to re-insert the dongle and the phenomenon will disappear.

Q19: Why does the call button remain lit after ending a call with 3CX?

A:

In this situation, you could re-insert the USB cable will reinstate.