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Using Conferencing Software with ListenTALK

Overview:

The purpose of this tech note is to introduce a method for allowing on-site users with the ListenTALK system and remote individuals to interact via web conferencing software. This is particularly valuable for individuals that need to remotely participate in the workplace, a tour, a presentation, or classroom instruction. It may also provide the added benefit of communicating with other individuals (e.g., colleagues, instructors, or classmates) on-site. We will discuss the required components, an overview of the application, and the setup process.

The software discussed in this tech note has been tested by the Listen Technologies Technical Support team at the time of this document's publication. They include Skype, Zoom, GoToMeeting, and TeamViewer. The user is not limited to this list, but we cannot guarantee the compatibility or support of the ListenTALK system with other software that has not been tested.

Required Components:

- ListenTALK Transceiver / leader unit (LK-1)
- ListenTALK Unit(s) for On-Site User(s)
    - *Note: LK-1 is required for two-way communication*
- ListenTALK Smartphone Cable (LA-449)
- Conferencing Software or App (Skype, Zoom, or similar)
- On-Site / Local User Device (i.e., Computer, Smartphone, or Tablet)
    - If a smartphone or tablet is utilized, it must have a 3.5mm tip-ring-ring-sleeve (TRRS) headset input connector. If there is no 3.5mm input connector, the manufacturer may provide an adapter.
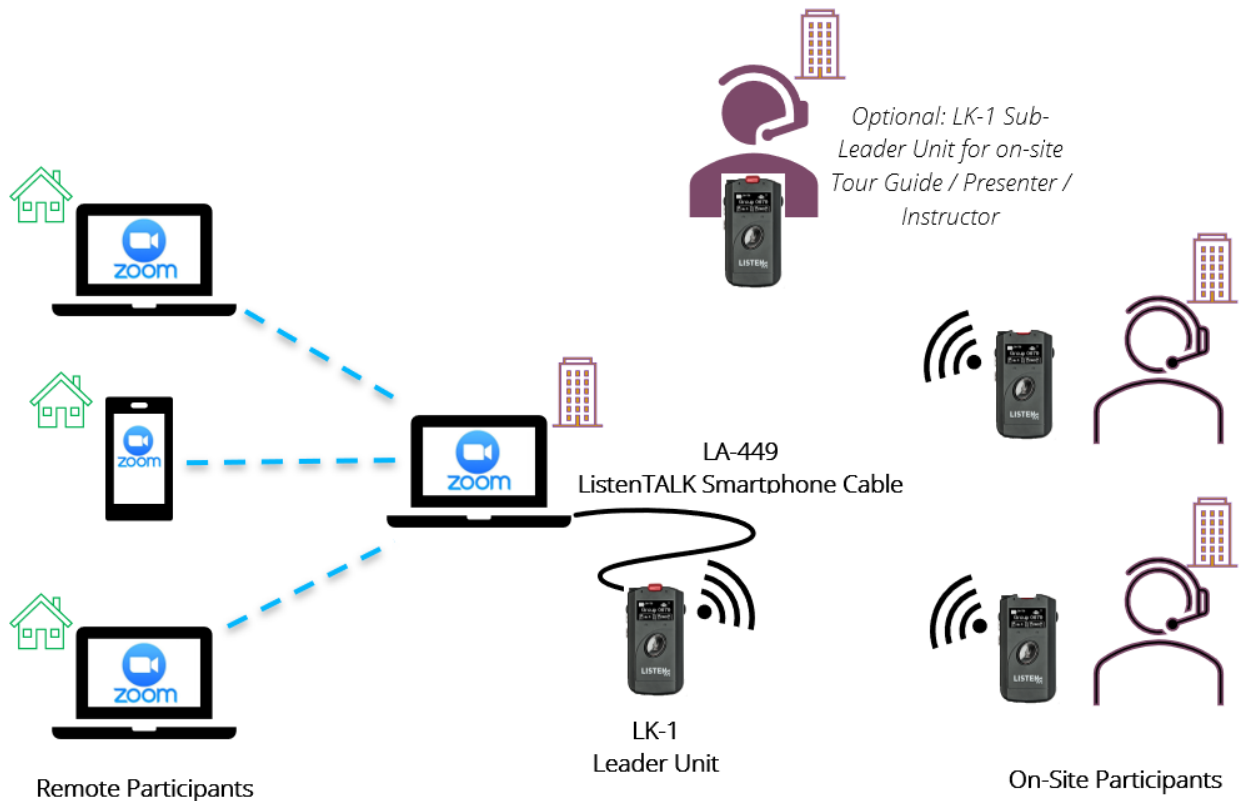
Lightning to 3.5mm Headphone Jack Adapter
(Apple Devices)

USB Type-C to 3.5mm Headphone Jack Adapter
(Android Devices and Apple devices)

- *Possibly Required*: TRRS female input to male microphone / headphone Y-output adapter. This is required for computers with separate microphone and headphone connections.

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Application Overview:

Optional: LK-1 Sub-Leader Unit for on-site Tour Guide / Presenter / Instructor

LA-449
ListenTALK Smartphone Cable

LK-1
Leader Unit

Remote Participants

On-Site Participants

This application will require one (1) LK-1 Leader unit connected locally into either a computer, smartphone, or tablet using the LA-449 Smartphone Cable. * The desired user device is located on-site and will be running a session/meeting in the preferred conferencing software. Remote individuals will join that same session/meeting. Using the steps located later in this tech note, remote individuals and on-site users with LK-1 participant units paired to the LK-1 Leader unit will now be able to communicate with each other. **
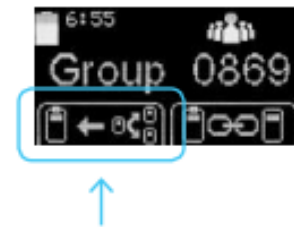
*This application will not work with all user devices. Some devices may not have a microphone input, a headphone output, or both. Please consult your device manual or manufacturer if you are unsure.
**LKR-11 or LKR-12 units will only be able to receive audio. They will not be able to talk back.

LK-1 Leader Setup:
Some settings may need to be changed or adjusted on the LK-1 Leader unit for optimal performance. Settings can be adjusted within the internal programming menu of the transceiver unit or via the ListenTALK Software Suite.

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- **Sidetone –** It is recommended to set the Sidetone setting to **Off**. Without this setting disabled, the remote participants may hear an echo of their own voice. *Note: Sidetone is set to Normal by default.*
- **Volume level –** The vocal level of the on-site participant(s) or the microphone(s) utilized by the on-site participant(s) can vary. Adjust the volume level accordingly. Increasing the volume too much will produce more unwanted noise. Typically, the ideal volume level is around 50%.
- **Talkback Mode –** Talkback Mode will determine how users will communicate with each other. Most applications will need open communication between all users. To ensure this, Group / Discuss mode will need to be enabled. This is identified by the Talkback icon on the picture to the right.
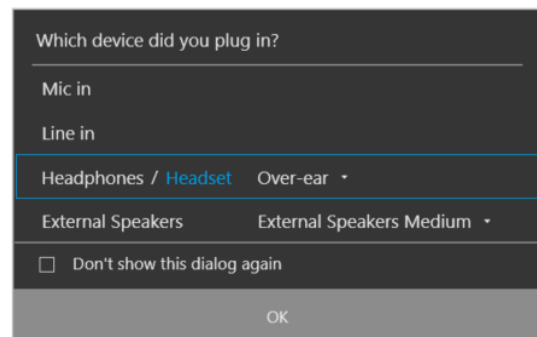
  For other Talkback Mode options, please refer to the user manual or the ListenTALK LK-1 Talkback Modes tech note.

How to Connect:
Plug one end of the LA-449 into the headphone jack of the LK-1 Leader unit and the other end into the headphone jack of your desired device (computer, smartphone, or tablet). If your device requires an adapter, refer to the beforementioned *Required Components* section for more details.

- **Connecting to a Smartphone or Tablet:** Connection to a smartphone or tablet should identify the ListenTALK unit as a headset automatically. If it does not, please consult your device manufacturer.

- **Connecting to a Windows Computer:** Windows computers can either have a 3.5mm combo port or separate microphone and headphone jacks. Please refer to steps for both below.
  - **3.5mm Combo Port:** Many computers running Microsoft Windows will have a jack that can function in various different ways. Once the LA-449 is connected, you will see a prompt asking "Which device did you plug in?". Select **Headset** and then select **OK**.
  - **Separate Mic / Headphone Jacks:** This will require a TRRS female to male microphone / headphone Y-output adapter.

Connect the LK-1 unit to the TRRS female end using the LA-449. The male microphone connector will plug into the microphone connection (usually colored pink) and the male headphone connector will plug into the headphone connection (usually colored green). *Note: you may need to manually set the audio input and output devices on your computer. Consult the manufacturer for these steps.*

- **Connecting to a macOS Computer:** macOS computers can either have a 3.5mm combo port or separate microphone and headphone jacks. Please refer to steps for both below.
  - o **3.5mm Combo Port:** Mac computers with a 3.5mm combo port should read the ListenTALK unit as a headset automatically. It should become the default input and output device. If it does not, please consult Apple.
  - o **Separate Mic / Headphone Jacks:** This will require a TRRS female to male microphone / headphone Y-output adapter. Connect the LK-1 unit to the TRRS female end using the LA-449. The male microphone connector will plug into the microphone connection and the male headphone connector will plug into the headphone/speaker connection. *Note: you may need to manually set the audio input and output devices on your computer. Consult the manufacturer for these steps.*

Conferencing Software Setup:

Once the LK-1 Leader unit is connected to your device, open your desired conferencing software. There may be some audio adjustments to make within the software. These adjustments can usually be made both inside of a session/meeting and outside of a session/meeting. Confirm or adjust these settings with the following steps:

1. Navigate to **settings**. This is usually indicated by a gear icon or an ellipsis menu icon:

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2. Navigate to the **Audio** / **Audio & Video** / **Audio Conferencing** section.
3. Adjust audio settings to the following:
   a. Input/Microphone: **Jack Mic** (Some computers may read **Default Device**)
   b. Output/Speakers: **Speaker/Headphones** (Some computers may read **Default Device**)
4. Ensure that the volume is set to the desired levels.
5. If required, select **OK** or **Save**.

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For any further assistance, please click on your conferencing software below:

Should you have any further questions or concerns, please contact Listen Technologies' Technical Services team at 1-800-330-0891 or support@listentech.com for assistance.