

CS40

Conferencing Speakerphone

Frequently Asked Question & Troubleshooting

Version History

Version number	Author	Date	Notes
1.0	Gloria.NING.	8/5/2024	First version
1.1	Gloria.NING.	8/14/2024	1.Add linkvil named 2.Adding overvoltage protection

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PRODUCT SHORT INTRO

CS40 is a loud speakerphone with vocal enhanced features design for med-meeting rooms.

SOLUTION HIGHLIGHTS

Flexible connectivity

With USB-A/C and Bluetooth 5.4 supported

Loudspeaker

5W*2 loud speakerphone for medium meeting rooms

Instant Access touch buttons

Modern ID fits all kinds of meeting rooms

PRODUCT KEYWORDS

- 3-meter voice pickup range, ENC/AGC/ANS enabled
- 10 hours battery runtime to help your hybrid work all day
- Various LED Bar light allow you to understand the working status of the device faster and briefly
- Modern ID with fabric speaker cover and ambience light fits all kind of meeting rooms
- Cable management keeps the desk clean

FAQ

Q1: How long does it take to charge CS40?

A:

The CS40 can start charging when connected to a computer or power adapter using the built-in USB-A/C cable. It takes 4.5 hours to fully charge, the LED bars will become green after full of charge. And in corded mode, the speakerphone powers ON without pressing the Power button.

Q2: How do I ensure there is audio in the CS40 speakerphone after connecting it to my computer?

A:

When you connect to computer, check the audio setting and choose the "CS40" as the default audio device.

Q3: Is there any battery equipped in the CS40?

A:

Yes. The CS40 has built-in 4000mAh battery, providing up to 10 hours talk time and 16 hours standby time. You don't need to worry about running out of the battery during the meetings.

Q4: What does it mean when the CS40 LED Bar flashes red?

A:

That means CS40 battery is below 10%, please charge as soon as possible.

Q5: How to pair the CS40 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 CS40".

Q6: How to connect the CS40 with my computer?

A:

Plug the included USB cable into a USB-A or USB-C port on your computer. Then, select "Linkvil CS40 USB" as the default output and input device in your computer's audio settings.

Q7: Does CS40 have sleep mode?**A:**

The CS40 will automatically power off after 20 minutes of inactivity if it is not pair active with a device or no keys are operated. This helps conserve battery life when the device is in an idle state.

Q8: 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 CS40 USB" and Bluetooth as "Linkvil CS40-Stereo." You can switch between them without interference, but both options will be available and doesn't interfere with each other.

Q9: Can I connect multiple devices to the speaker at once?**A:**

Yes. The CS40 can connect to two devices simultaneously and switch between them smoothly, providing a seamless and convenient experience.

Q10: What is the dimension of the speaker?**A:**

The CS40 dimension is 300*120*38mm, and the build-in cable length is 1.2m.

Q11: Does it have a built-in microphone for calls?**A:**

Yes. The CS40 is equipped with three omnidirectional analog microphones with a voice pickup range of 3 meters. Additionally, it features technologies such as ENC (Environmental Noise Cancellation), ANS (Adaptive Noise Suppression), and more. For further details, you can refer to the CS40 datasheet.

Q12: Is there an automatic re-connection function?**A:**

Yes. If you've previously connected the CS40, upon your return, the CS40 will recognize you as a member of the whitelist and reconnect instantly. Additionally, the whitelist can accommodate up to 8 members.

Q13: Does it support mainstream conference software?

A:

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

Q14: What can I do if the pairing fails?

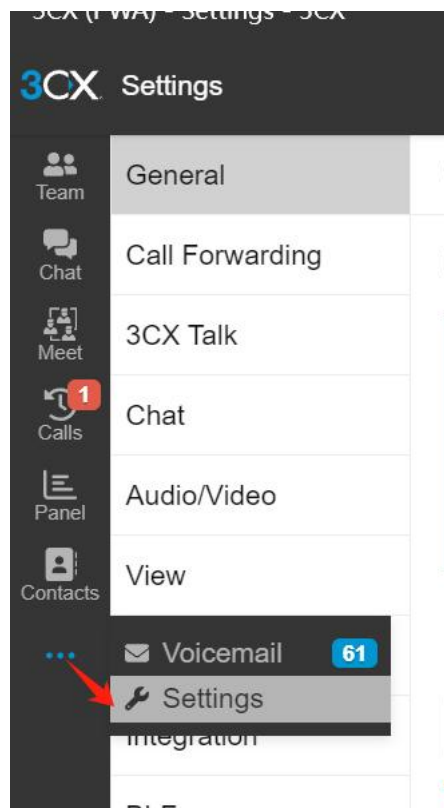
A:

Firstly, turn off your mobile or CS40 Bluetooth discovery mode and then turn it on again. Ensure your CS40 is in pairing mode or try to pair CS40 with a different mobile device. Additionally, you could reboot the CS40 or your mobile phone.

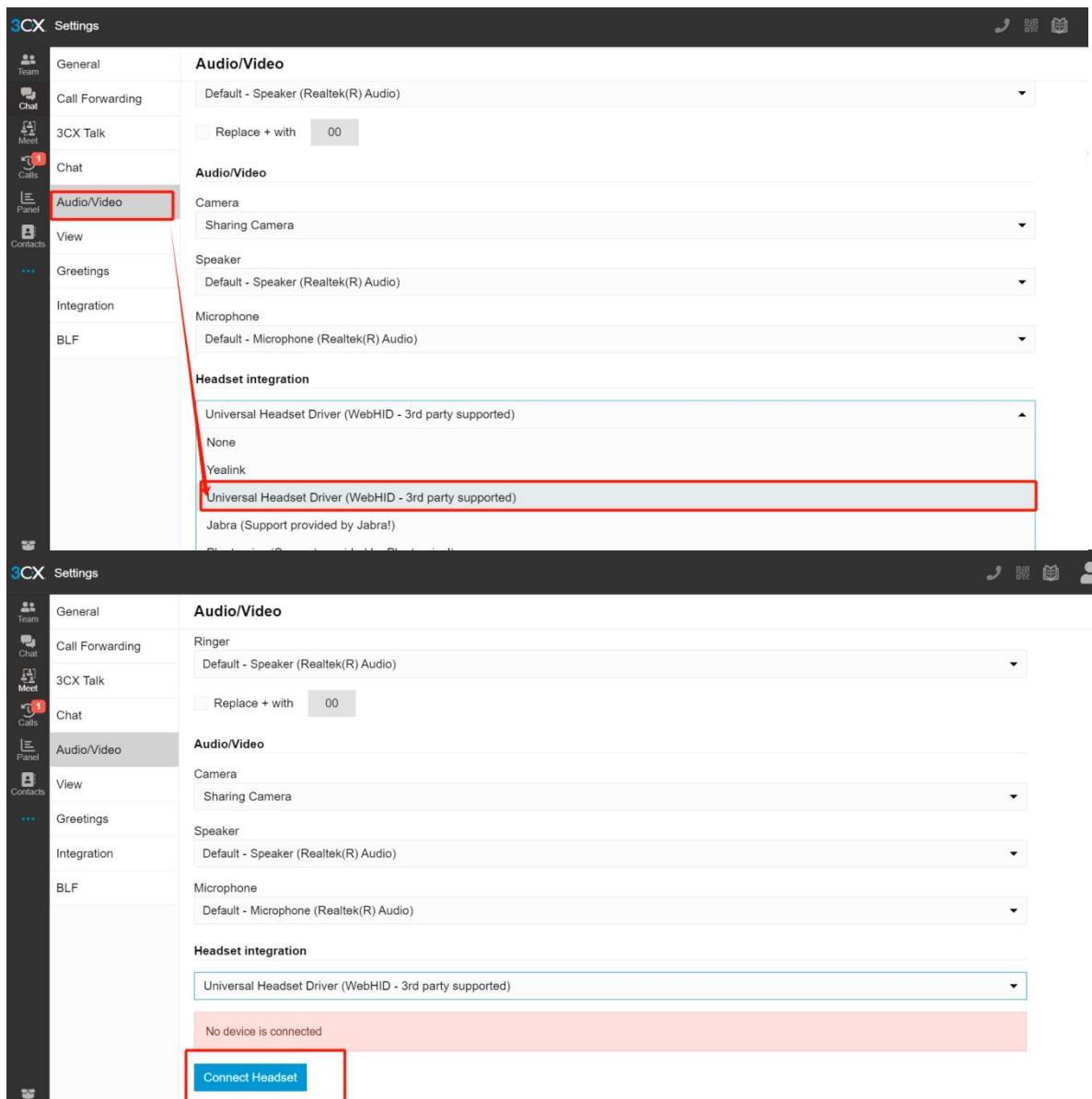
Q15: How to use the CS40 on a 3CX softphone to answer an incoming call or mute?

A:

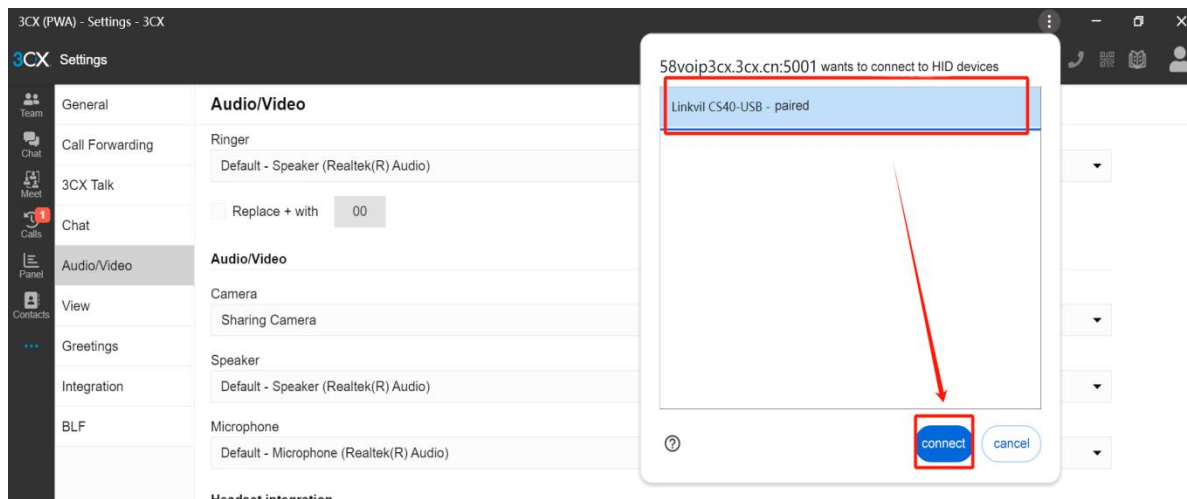
First, insert the CS40 to computer, open the 3CX settings, see the picture below.



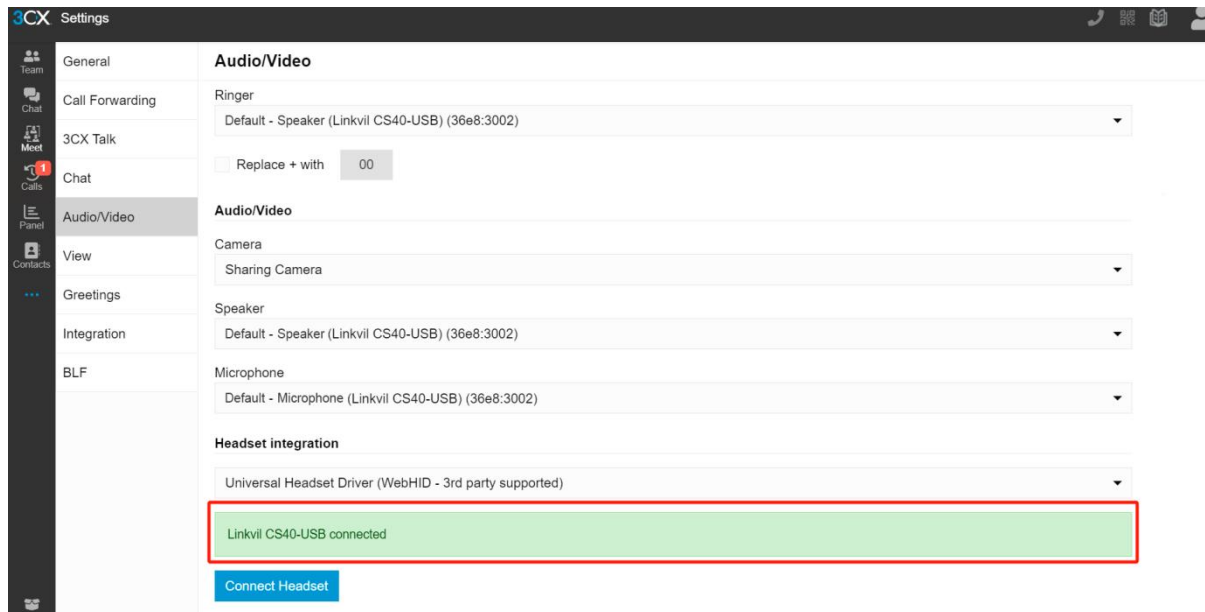
Then, choose “Audio/Video”--“Headset integration”--“Universal Headset Driver(WebHID - 3rd party supported)”, select “Connect Headset”.



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 CS40 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.



Q16: 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.