

# DB20-H

All-in-one phone station

## Frequently Asked Question & Troubleshooting

### Version History

Version number	Author	Date	Notes
1.0	Gloria.NING.	8/14/2024	First version
1.1	Gloria.NING.	9/13/2024	Add Q22

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## PRODUCT SHORT INTRO

DB20-H is a neat all-in-one phone station with seamless communication for smartphone and PC.

## SOLUTION HIGHLIGHTS

Free the desk space

Wireless phone charger

Speakerphone with wireless handset

Softphone/UC Companion

## PRODUCT KEYWORDS

- Free the desk space with all-in-one design
- Calling seamlessly among softphone/UC and phone calls
- Speakerphone and wireless handset for smartphone and PC
- Wireless phone charging station

## FAQ

**Q1: How long does it take to charge DB20-H?**

**A:**

The base of DB20-H does not contain a battery and is powered directly by a DC supply. However, the handset has a built-in 300mAh battery that takes 3.4 hours to fully charge. When fully charged, the handset's LED indicator will turn green.

**Q2: How do I ensure there is audio in the DB20-H speakerphone after connecting it to my computer?**

**A:**

When you connect to computer, check the audio setting and choose the "DB20-H" as the default audio device.

**Q3: What does it mean when the DB20-H handset light flashes red?**

**A:**

That means DB20-H handset battery is below 10%, please charge as soon as possible.

**Q4: How to pair the DB20-H with my mobile phone?**

**A:**

Hold the base Bluetooth button 1s to enter pairing mode, on your mobile phone, go to the Bluetooth settings menu and look for available devices to choose "Linkvil DB20-H".

**Q5: How to connect the DB20-H with my computer?**

**A:**

Plug the included USB cable into a USB-A port on your computer. Then, select "Linkvil DB20-H USB" as the default output and input device in your computer's audio settings.

**Q6: Does DB20-H have sleep mode?**

**A:**

No. The DB20-H base doesn't have a battery, but the handset will power off after 10 minutes when disconnected from the base.

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

**A:**

The computer selects between USB and Bluetooth based on the connection order. If a Bluetooth connection is already established, it will not automatically switch to USB when the USB is connected. In the audio settings, the device is identified as "Linkv DB20-H USB" when connected via USB and as "Linkvil DB20-H-stereo" when connected via Bluetooth. These two options can appear simultaneously without interfering with each other.

**Q8: Can I connect multiple devices to the DB20-H at once?**

**A:**

Yes. The DB20-H can connect to two devices simultaneously and switch between them smoothly, providing a seamless and convenient experience.

**Q9: What is the dimension of the DB20-H?**

**A:**

The DB20-H base dimension is 204.8\*174.9\*114.8mm, handset is 203.7\*45.8\*47mm, and the USB-A cable length is 1m. It's suitable for personal office desks.

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

**A:**

Yes. The DB20-H base and handset each equipped with two omnidirectional analog microphones with a voice pickup range of 2.5 meters. Additionally, it features technologies such as ENC, ANS, and more. For further details, you can refer to the DB20-H datasheet.

**Q11: Is there an automatic re-connection function?**

**A:**

Yes. If you move out of the Bluetooth range and subsequently return, the base will automatically re-establish the connection. But the DB20-H doesn't have audio in or out. To enable audio output, just pick up the handset or tap the speakerphone button on the base.

To manual reconnect, simply tap the Bluetooth button, the DB20-H will automatically search for and reconnect to the most recently connected device.

**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: How is the audio coordinated between the handset and the base?**

**A:**

The DB20-H's Bluetooth handset and base allow seamless audio switching. For example, when a call comes in, you can pick up the handset to answer the call. To transfer the audio between the base and handset, simply press the hands-free button on the base or tap the handset call button.

**Q14: Why doesn't my phone work when I place it on the wireless charger?**

**A:**

Firstly, please check if your phone supports wireless charging. Next, ensure that your phone is properly aligned with the wireless charging icon on the pad.

**Q15: Why isn't the PC port on the back of the base a charging port?**

**A:**

The PC port is designed for data transfer via USB cable with computer and it's not for charging.

**Q16: How to know if the handset is successfully connected to the base?**

**A:**

When the handset is placed on the base, it will automatically power on and connect. And it connects to the base immediately, the blue light on the handset will stay on for 3 seconds, indicating a successful connection. You can also press the mute button on the handset to confirm synchronization with the base.

**Q17: What should I do if I can't find the handset?**

**A:**

In base's idle mode, double-clicking the Bluetooth button will trigger the handset to continuously emit a beep, while the blue and green lights flash alternately. When you place the handset back on the base or double-click the Bluetooth button on the base, the lights and beeping will stop.

**Q18: Can I set the ringtone muted?**

**A:**

Yes. When the mute button on the handset or base is pressed during standby mode, the incoming ringtone remains muted. If there is a call, the mute button lights will turn off and will resume after the call ends.

**Q19: What does it mean when the orange light flashes on the handset?**

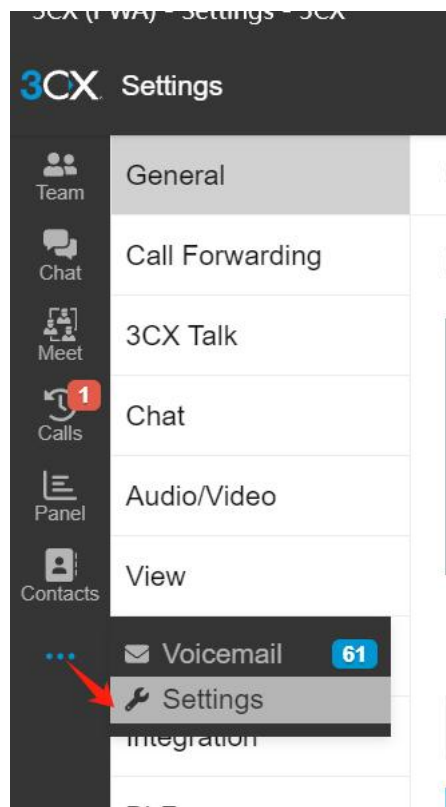
**A:**

That means the handset is disconnected from the base, please try putting it back to connect the base.

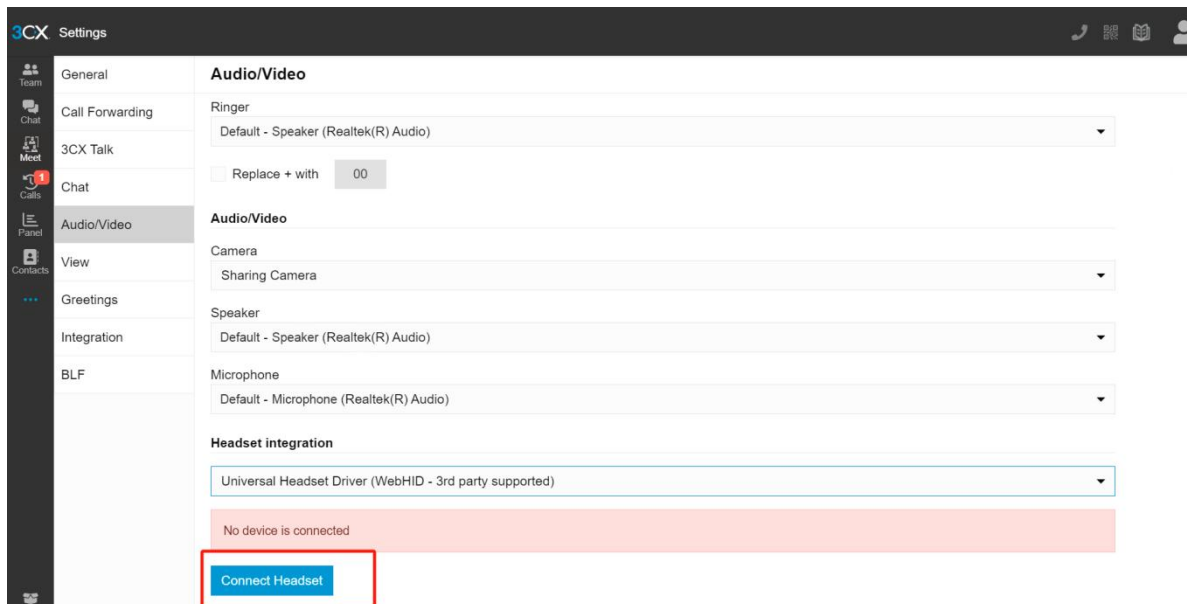
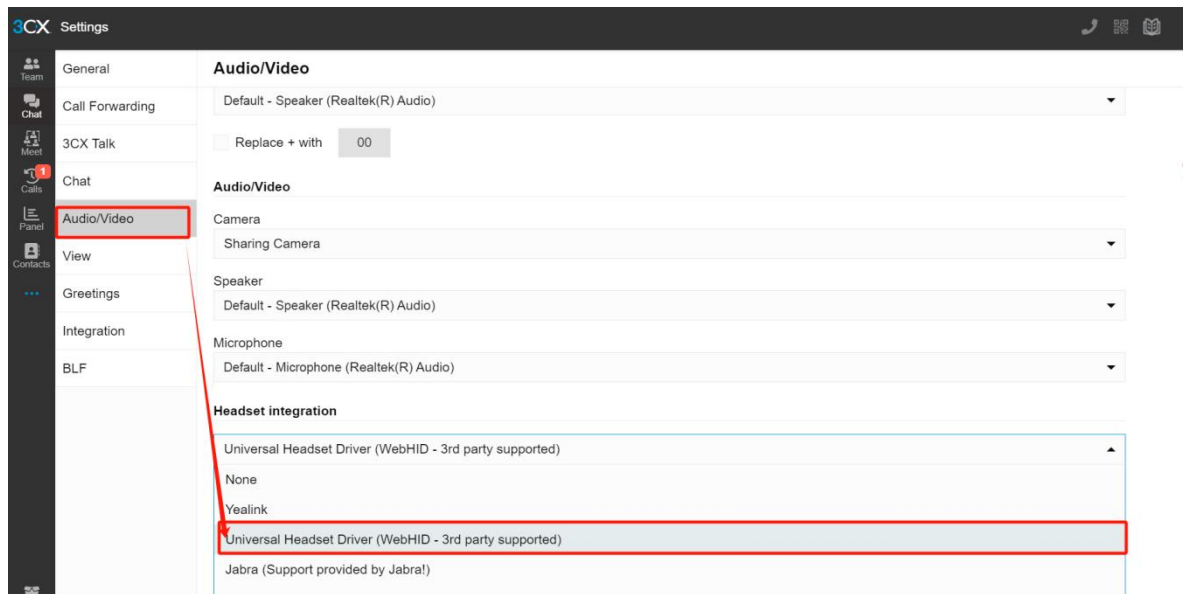
**Q20: How to use the DB20-H on a 3CX softphone to answer an incoming call or mute?**

**A:**

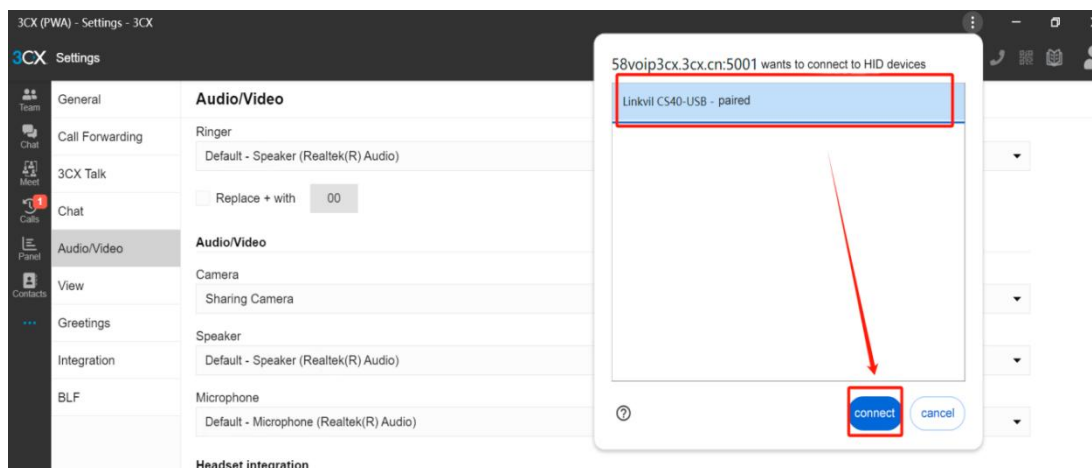
First, connect the DB20-H to computer, open the 3CX settings, see the picture below.



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

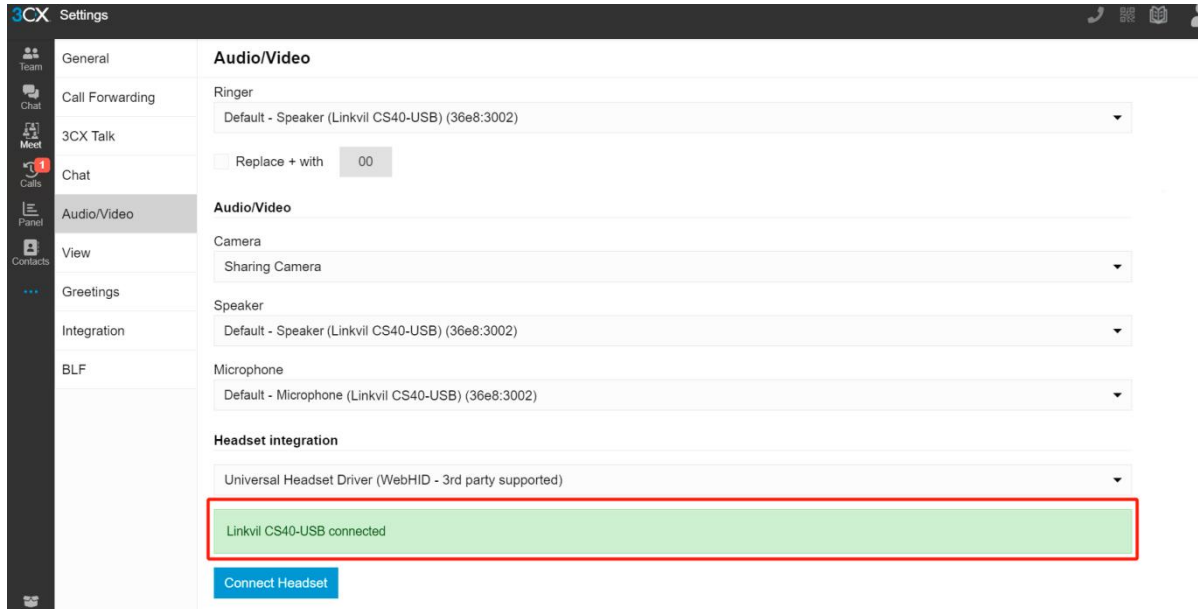


You will see a pop-up window that “58voip3cx....want to connect HID device”, select the “connect” button.





When you see the green box, the DB20-H 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.



**Q21: 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.

**Q22: Why doesn't the handset light up when it's placed on the base or why does it only flicker slightly?**

**A:**

The handle needs to be checked for alignment in the slot position, if not, please readjust it to be placed on the base.