

REVOLABS FLX™ UC 500

USB Conference Phone



Installation and Operation Guide

Models:

10-FLXUC500
10-FLXUC500-WHT

10-FLXUC500-NA
10-FLXUC500-NA-WHT

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Revolabs FLX UC 500 Installation and Operation Guide
10-FLXUC500-EN
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FLX UC 500 Device Manager

This application provides an interface for easy access to softphone controls, configuration for a variety of softphones, conferencing, or webinar applications, configuration of application specific commands for answer, reject, and hang-up support directly from the FLX UC 500, and configuration for launching upon windows start-up.

Third Party Applications Supported

Product Name	Software Version
Skype™	6.21 and older
Vidyo®	3.4, 3.5
Cisco Jabber®	10.5.0
Cisco® IP Communicator	8.6.4.0
Microsoft Lync®	15.0.4420.1017
Citrix GoToMeeting®	6.4.10
Cisco WebEx®	29.10.1.10.115
X-Lite™	4.7.1
Broadsoft UC One®	21.0.0.158

Installation & Third Party Application Configuration

For Windows

1. Download firmware bundle from the <https://uc.yamaha.com/resources/support/>
2. Unzip the downloaded file.
3. Double click the Setup.exe file in the folder to install the application on your PC.
4. Navigate to Start, All Programs, Revolabs, FLX UC Device Manager and open the application.
5. Connect the FLX UC 500 to the PC. Device drivers should be installed when the unit is connected to the computer.

6. To configure the FLX UC 500 for the desired softphone, click on Settings, Configure Application and select the softphone from the drop down menu that you plan to use.
 - a. Click Configure if the option is presented, or OK. Configure will bring up another menu allowing application specific configuration of the hot keys for hang-up and answer. This option is only provided when using Skype.
 - b. The FLX UC Device Manager can be configured to start up when the PC is powered on by checking the “Start when Windows start” check box.
 - c. When the “Mute button controls all recording devices” checkbox is checked, muting on the FLX UC 500 will mute any other connected recording peripherals on the PC.

Note: Softphone and device status are displayed in FLX UC Device Manager Home Screen.

For Mac

1. Download firmware bundle from the <https://uc.yamaha.com/resources/support/>
2. Double click on the .dmg file.
3. When prompted, drag the FLX UC Device Manager to the Applications folder.
4. Connect the FLX UC 500 to the computer. Device drivers should be installed when the unit is connected.
5. Click on “Preferences...” and select the application from the drop down menu that you plan to use.

For Chromebook

Call hang-up and answer for the FLX UC 500 on a Google Chromebook will be available in a future release.

Upgrading the FLX UC 500 Device Firmware

In order to upgrade the software on the FLX UC 500, you will use the FLX UC 500 Device Manager.

1. Download firmware bundle from the <https://uc.yamaha.com/resources/support/> This is a zipped file that should ***not*** be unzipped.
2. Navigate to the folder where you downloaded the installation kit.
3. Open FLX UC 500 Device Manager.
4. Click on Device Administration.
5. Select Upgrade Device.
6. In the FLX UC 500 Device Manager Window, click Select File.
7. Navigate to the location on your PC that you stored the file and select the folder Build-1-0-0-47.zip.
8. Click the Upgrade button.
9. Verify that the update has completed successfully.
10. Close out of the Device Manager by pressing the X on the window.

Optimal Audio Performance for Windows

For the best audio experience follow this **one-time** setup procedure:

1. Right click on the speaker icon in the lower right hand corner.
2. Select “Sounds” from the pull down menu.
3. Click the playback tab.
4. Right click on the Revolabs Digital Audio Device.
5. Select “Set as Default Device” from the pull down menu.
6. Right click on the Revolabs Digital Audio Device again.
7. Select “Set as Default Communication Device” from the pull down menu.
8. Right click on the Revolabs Digital Audio Device one more time.
9. Select “Properties” from the pull down menu.
10. Click on the “Enhancements” tab.
11. Click on the “Disable all enhancements” box.
12. Click on the “Advanced” tab.
13. Click the down arrow in the format box.
14. Select “24 bit 48000 Hz (Studio Quality)”.
15. Click “Test”, you should hear the test jingle.
16. Click “Apply”, then “OK”.
17. Click the “Recording” tab.
18. Right click on the Revolabs Digital Audio Device.
19. Select “Set as Default Device” from the pull down menu.
20. Right click on the Revolabs Digital Audio Device again.
21. Select “Set as Default Communication Device” from the pull down menu.
22. (You should see the green VU-meter moving next to Revolabs Digital Audio Device.)
23. Right click on the Revolabs Digital Audio Device one more time.
24. Select “Properties” from the pull down menu.
25. Click on the “Levels” tab.
26. Reduce the Microphone level to 50.
27. Click “OK”.
28. Click “OK” to close the Sound Window.

Compliance

FCC Notice to Users

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Users are not permitted to make changes or modify the equipment in any way. Changes or modifications not expressly approved by Yamaha UC, Inc. could void your authority to operate this equipment under Federal Communications Commission's rules.

Radio and Television Interference

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402

Industry Canada Notice to Users

Operation is subject to the following two conditions:

1. This device may not cause interference and
2. This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to European Customers



Declare that for the hereinafter mentioned product model numbers, the presumption of conformity with the applicable essential requirements has been approved in accordance with the Electromagnetic Compatibility (EMC) Directive 2004/108/EC, and RoHS II Directive 2011/65/EU.

Model Number:	Description:
10-FLXUC500	FLX UC 500
10-FLXUC500-NA	FLX UC 500

Any unauthorized modification of the products voids this Declaration.

For a copy of the original signed declaration of conformity, please contact Yamaha UC, Inc.

Notice to Chinese Customers

The FLX UC 500 is for use in environments below 2000m and is not for use in a tropical environment. The following labels pertain to this restriction:



Altitude



Climate

Chinese Translation for this information is as follows:

Altitude: 如果单独使用该标识，应当在说明书中给出标识的含义解释

Climate: 如果单独使用该标识，应当在说明书中给出标识的含义解释

WEEE Notification

The Waste Electrical and Electronic Equipment (WEEE) directive (2012/19/EU) is intended to promote recycling of electrical and electronic equipment and their components at end of life.

According to the requirement of the WEEE legislation the following user information is provided to customers for all branded Revolabs products subject to the WEEE directive.



“The symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.”

Appendix

Call Control Functionality Details per Third Party Application

Using Windows Computers

Application	Off Hook Key	On Hook Key
Broadsoft UC-One	Answer	Hang-up
Cisco IP Communicator	Answer, Redial	Hang-up
Cisco Jabber	Answer	Hang-up
FaceTime	Answer	Hang-up
GoToMeeting	N/A	End Meeting
Microsoft Lync	Answer	Hang-up
Skype	Answer	Hang-up
Vidyo	N/A	End Meeting
WebEx	N/A	End Meeting
X-Lite	Answer	Hang-up

Using Apple Computers

Application	Off Hook Key	On Hook Key
Cisco Jabber	Answer	Hang-up
FaceTime	Answer	Hang-up
GoToMeeting	N/A	End Meeting
Microsoft Lync	Answer	Hang-up
Skype	Answer	Hang-up
Vidyo	N/A	End Meeting
WebEx	N/A	End Meeting
X-Lite	Answer	Hang-up

Known Issues

1. FLX UC 500 Windows Utility does not support muting the Skype Application. The PC microphone and the FLX UC 500 microphones are muted, but the Skype application will not show muted.
2. Call control (i.e. call hang-up and answer) not supported for Skype version 6.22 or higher for Windows and Mac platforms.
3. When using Vidyo Version 3.5.0 and end the call by touching the hang-up cap touch button on the device, and the hang-up button is pressed more than once, the application will display a blank window, and the application will need to be closed before the application will start working again.
4. The FLX UC 500 uses hotkeys to issue commands to applications that do not provide an API for call control. When using hotkeys, the softphone window that is active will have the hotkey issued to it. This may cause the user to have to press the accept call button multiple times or notice a delay when attempting to answer an incoming call.



SHARING PASSION & PERFORMANCE

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