ELT™

ENHANCED LISTENING TECHNOLOGIES

chatterVOX®

Model 100/Clarus™ ver. 2c

Portable Voice Amplification System

USER GUIDE



ALSO IN THE FAMILY

For everyday conversation at the dinner table, in the car or at a desk, the smaller ChatterVOX® Amplio™ is worn at chest level as you would a lanyard. For large venues and outdoor use, choose the hip-worn powerhouse ChatterVOX® Model 6 (Fortis™).

ELT™ Enhanced Listening Technologies
3018 Ambrose Avenue, Nashville, TN 37207, USA
Service: (800) 286-3481 · service@eltgroup.com · www.eltgroup.com

chattervox.store/model100/v2c
The current version of this guide lives online, together with official product information, accessories, setup and care guides, and genuine replacement parts at chattervox.store. Scan the code or type the address.

APPROVED CHATTERVOX® DISTRIBUTORS WORLDWIDE

ChatterVOX® is sold, serviced and supported through a network of approved dealers and distributors: across the United States, and the exclusive distributors for Canada, for Australia and New Zealand, and for Denmark, Finland, Norway and Sweden, with more markets served directly by ELT Group. Genuine products, genuine parts and local help come only through this network. **Find your distributor at chattervox.store/distributors.**

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Scan for the latest version of this guide
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WELCOME

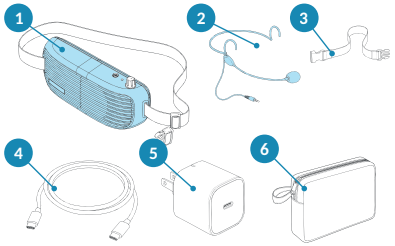
Thank you for choosing ChatterVOX®

The ChatterVOX® Model 100 (Clarus™) is the original waist-worn portable voice amplifier, conceived in 1998 for a revered mentor of the developer whose voice had been weakened by Parkinson's disease. It lifts a soft or tired voice to a clear conversational level, hands-free, so you can be heard in a room, a classroom or on a tour without straining limited vocal resources.

With its headset microphone the Model 100 boosts vocal output by as much as 15 dB. It boosts even more for esophageal speakers and for users of an electrolarynx, with the optional transdermal neck microphone (Section 5).

SECTION 1

What is in the box



1. **ChatterVOX® Model 100 amplifier** with waist band attached and four NiMH rechargeable cells installed
2. **HM100 headset microphone** (or the optional microphone you ordered)
3. **Waist band extension**
4. **USB-C charging cable**
5. **USB-C AC/DC adapter**
6. **Nylon storage case/tote**

SECTION 10

Warranty and service

Limited warranty

ChatterVOX® voice amplifiers and microphones are warranted against defects in materials and workmanship for **one year from the date of purchase**, as established by your proof of purchase. Keep your receipt.

> IF YOU HAVE A PROBLEM, CONTACT ELT SERVICE FIRST
>
> Telephone **(800) 286-3481**
>
> Email **service@eltgroup.com** · Online **chattervox.store**
>
> Many issues are resolved in a single conversation, without shipping anything.

Returning a unit for service

1. If we cannot resolve your issue by telephone or email, the service technician will issue a **Return Authorization (RA) number** and give you the return procedure.
2. Pack the unit carefully and write the RA number clearly on the outside of the package. **No product is accepted for service without an RA number on the package.**
3. If you believe the service is covered by warranty, include a **copy** of your proof of purchase.
4. Ship insured, by a tracked method, to: **ELT Service (RA number), 3018 Ambrose Avenue, Nashville, TN 37207**.

If the service is covered by warranty, your unit is repaired or replaced and returned to you at no charge; you pay the cost of sending it to us. If the service is chargeable, we contact you to authorize the repair and arrange payment for the repair and return shipment.

Care

- Wipe the amplifier and microphone with a soft, dry or slightly damp cloth; no solvents or spray cleaners. Coil cables loosely. Disconnect by gripping the plug body, never by pulling the cable.
- Store the system charged, at room temperature, in its case.
- Order genuine ChatterVOX® batteries, microphones, cables and belts only. Look-alike parts rarely fit or sound the same.

SECTION 9

Specifications

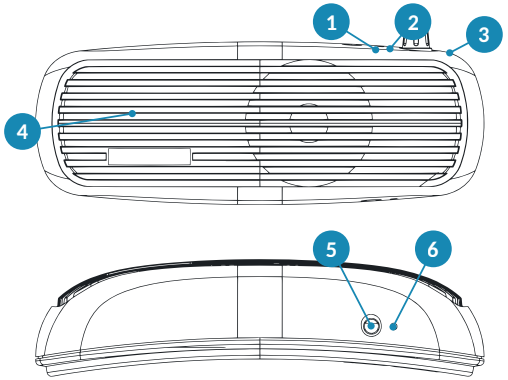
Nominal gain before feedback	15 dB with headset microphone 18 dB with transdermal microphone 12 dB with collar microphone 12 dB with pencil microphone
Maximum power output	5 W at 4 ohm speaker load
Distortion	5% maximum at 2 W output
Hum and noise	50 dB minimum
Audio frequency response	100 Hz to 10 kHz, ±3 dB
Power	4 AA NiMH rechargeable cells (4.8 V); 4 AA alkaline cells (6 V) for emergency use
Operating time	More than 14 hours of continuous use per charge
Charging	Charging port on the bottom edge; USB-C cable and AC/DC adapter supplied. 14 hours first charge, then 8 to 12 hours
Microphone input	3.5 mm jack
Dimensions	8.0 in W x 2.9 in H x 2.5 in D
Weight	1.0 lb including batteries
Waist band	Adjustable to 42 in; extension included

Specifications are subject to change without notice. The current specification sheet is always available at chattervox.store/model100/v2c.

SECTION 2

Controls and indicators

The microphone jack, pilot light and volume control are on the top edge of the amplifier. The charging port and charge indicator are on the bottom edge. The numbers below match the drawing.



1. **Microphone jack** — 3.5 mm input for any ChatterVOX® microphone. Plug the microphone in with the amplifier switched off.
2. **Pilot light / battery indicator** — GREEN LED when the amplifier is turned ON. YELLOW to RED LED indicates low battery: time to recharge.
3. **On/Off volume control** — Turn clockwise to switch on and increase the volume. Turn fully counterclockwise to switch off.
4. **Speaker grille** — Faces forward, toward your listeners. Never point it at the microphone.
5. **Charging port** — On the bottom edge. Accepts the supplied USB-C charging cable.
6. **Charge indicator** — RED indicates charging. GREEN indicates charged.

SECTION 3

Quick start

A short test straight from the box is fine. Before regular use, give the batteries their first charge (Section 6).

1. **Charge at least 12 hours before first use.** Plug the charging cable into the port on the bottom edge of the amplifier and the adapter into a wall outlet. After that, charge overnight.

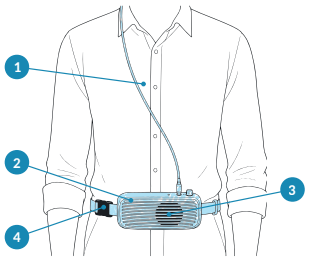
2. **Fit the waistband amplifier** at the front of your waist, speaker grille facing forward (Section 4).
3. **Fit the headset** over the top of your ears and around the back of your head, boom on the **right**. Capsule beside the corner of your mouth, flat side toward your mouth (Section 5).
4. **Insert the microphone plug** into the jack on top of the amplifier with the volume at OFF.
5. **Switch on and adjust the volume.** Turn the volume control clockwise. Speak at a comfortable, steady level and increase the volume gradually, usually to approximately the 10 to 11 o'clock position for the headset.
6. **Then back it off slightly.** You stand behind the speaker. Your listeners hear much more amplification than you do.

> **IMPORTANT**
> Never point the speaker toward the microphone. Never turn the volume up more than you need. Either one invites a loud feedback squeal. Section 7 explains how to avoid it.

SECTION 4

Wearing the amplifier

Wear the amplifier at the front of your waist, like a "waist pack" for your wallet. The woven nylon waist band adjusts to 42 in. Larger waist sizes use the included belt extension.



1. Microphone cable routed down to the jack
2. Amplifier at the front of the waist
3. Speaker grille facing forward
4. Belt adjuster

Point the speaker grille **forward**. This keeps the speaker's sound away from the microphone and reduces feedback (squealing). Near a wall or blackboard, slide the amplifier around your waist toward your listeners.

3. **Be wary of hard, reflective surfaces.** They reflect the amplified sound back into the microphone, for example when a teacher walks up to a blackboard. Slide the amplifier around your waist toward your listeners.
4. **Keep the microphone close** to the corner of your mouth. The closer the microphone, the stronger the original source sound and the less volume you require.
5. **If feedback starts**, turn the volume down at once. Correct the cause. Then increase the volume again.

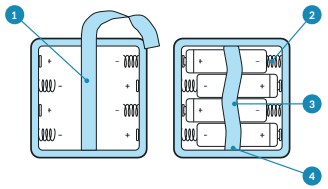
SECTION 8

Troubleshooting, safety and care

SYMPTOM	WHAT TO CHECK
No sound, pilot light off	Turn the volume control clockwise. If the light stays off, charge the batteries overnight, or fit fresh AA cells.
Pilot light on, no sound	Push the microphone plug fully into the jack. Check that the pencil microphone's mute switch is off.
Howling or squealing	Feedback. Lower the volume. Turn the speaker away from the microphone. Check for reflective surfaces (Section 7).
Voice sounds breathy or pops	The capsule is in front of your mouth. Move it to the corner of your mouth (Section 5).
Short running time	Charge overnight (8 to 12 hours). If a full charge still does not last the day, the cells have aged. Replace all four (Section 6).

Safety

- Use only the supplied adapter and cable. Never charge disposable batteries in the unit.
- Keep the amplifier dry. If it gets wet, switch it off, remove the batteries and let it dry completely before use.
- ChatterVOX® is a voice amplifier, not a medical device. It does not treat any condition. Follow the advice of your physician or speech-language pathologist about how and when to use it.



1. Ribbon laced across the floor of the compartment
2. Cells installed, flat negative end against the coil spring contact
3. Ribbon laced over the cells
4. Excess ribbon tucked under the cover edge

1. The battery compartment is on the back of the amplifier. **Press (do not pry)** the locking tab to the right and lift the cover off. Gently lift the blue battery ribbon to loosen the cells, then remove them.
2. Lace the ribbon across the floor of the compartment. Install the four cells one at a time: the **flat negative end** of each cell goes against a **coil spring contact**.
3. Lace the rest of the ribbon over the cells and tuck the excess under the cover edge. Fit the cover and press the locking tab to the left to latch it.

CHARGE ONLY GENUINE CHATTERVOX® BATTERIES IN THE UNIT

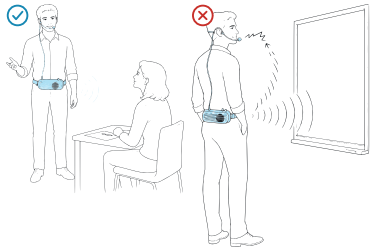
Charging disposable or non-approved batteries can cause leakage and damage, and voids the warranty. Mixing old and new cells leads to early battery failure.

SECTION 7

Feedback and how to avoid it

Your ChatterVOX® is a public-address system: a microphone, an amplifier and a speaker. Break the rules of physics and it "feeds back" (squeals): sound from the speaker reaches the microphone capsule and is amplified again, over and over.

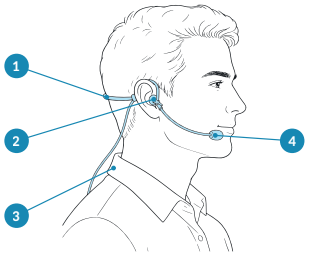
1. **Use the least amplification** that gives clear communication.
2. **Never point the speaker** on the front of the amplifier toward the microphone.



SECTION 5

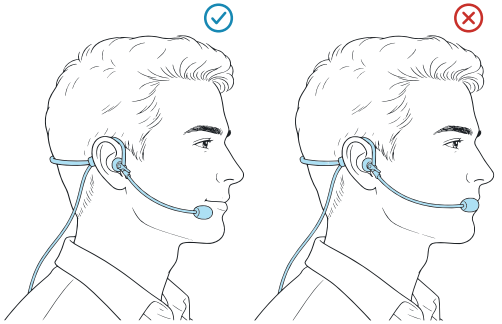
Positioning the headset microphone capsule properly

The microphone is the key to ChatterVOX®. Its directional capsule gives a high gain before feedback. The HM100 headset keeps the capsule exactly where it belongs, however you move. That is why performers use this type.



1. Band on top of the ears and around the back of the head
2. Boom pivot
3. Cable to the amplifier
4. Capsule and windscreen beside the corner of the mouth

1. Fit the headset over the top of your ears and around the back of your head, with the boom on the **right**.
2. Position the capsule beside your mouth. **NEVER** in front of your mouth.
3. Bend the boom gently to bring the capsule 1/2 to 3/4 in from the corner of your mouth. The boom is made to be positioned, not bent hard or folded back on itself.
4. Turn the capsule so its **flat side faces your mouth**. You can feel the flat side through the foam.
5. Plug in with the volume at OFF, switch on, and increase the volume to approximately the 10 to 11 o'clock position. Then back it off slightly.



Beside the corner of the mouth, never in front of it. A capsule in the path of your breath gives a breathy voice and "popping P's".

Other microphones

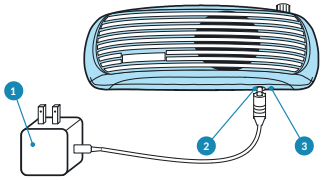
MICROPHONE	BEST FOR	VOLUME START
CM200 collar	Users who cannot or prefer not to wear a headset. Keep head movements small.	About 11 o'clock
Transdermal neck	Severe voice impairment, esophageal speech, electrolarynx users (Servox™). Capsule beside the larynx, not on it. Not for amplifying a normal voice.	About 12 o'clock
MM100 pencil	Handheld at meals; lavaliere for presenters. Has a mute switch. Always use the foam windscreen; keep the capsule away from the speaker.	Increase gradually

Plug any microphone in with the amplifier switched off, then increase the volume slowly while you speak at a steady level. Fitting instructions and drawings for the collar, transdermal and pencil microphones, and genuine parts, are online at **chattervox.store/model100/v2c/accessories**. Lapel microphones are not recommended: they sit too far from the mouth, need too much volume, and feed back easily.

SECTION 6

Batteries and charging

Your ChatterVOX® ships with four industrial-quality NiMH rechargeable cells. They need a first charge of **12 to 14 hours** before regular use; a short test when you first receive the unit is fine. The cells last about two years, depending on your use and charging habits.



1. USB-C AC/DC adapter
2. Charging port (bottom edge)
3. Charge indicator

1. Plug the charging cable into the port on the bottom of the amplifier, and the adapter into a working wall outlet. (In many rooms the upper outlet is controlled by a wall switch.)
2. Charge for **12 to 14 hours** the first time. After that, charge overnight: at least 8 hours.
3. Make overnight charging a routine, indoors at room temperature, never in a hot car or in direct sun. Charge before a long break and top up when you return.

Caught without a charge? The amplifier also accepts standard AA alkaline cells for a day. Fit them the same way as the rechargeable cells. **Never attempt to recharge single-use batteries (alkaline or carbon zinc): they will LEAK.** If you must use them, cover the charge port with tape or similar to remind you that normal rechargeable batteries are NOT installed.

Changing the cells

When a full overnight charge no longer lasts the day, fit a fresh set of genuine ChatterVOX® cells from your dealer or chattervox.store. Replace all four at the same time. No tools are needed.