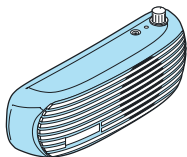


chatter**VOX**[®]

Model 100[™] (Clarus)

Portable Voice Amplification System

USER GUIDE



Scan for the latest version of this guide

Official product information, support and genuine parts.

chattervox.store/manuals/model-100

Congratulations on your purchase of ChatterVOX®

This compact "waist pack" style amplifier was conceived in 1998 for a respected mentor of the developer. Parkinson's disease had severely impaired his voice, and with it his ability to interact with family, friends and colleagues. ChatterVOX® raised his voice to a level that let him keep his quality of life. It restored his confidence to communicate. With that confidence he was less self-conscious, and he spoke with less effort and less concern about his articulation.

If ChatterVOX® had never achieved anything else, it would have been a grand slam home run. Then, thanks to a product manager at Siemens Hearing Instruments, ChatterVOX® was given the opportunity to help more people: more than 75,000 since 1998. We are forever indebted to Siemens for that support and encouragement. We hope ChatterVOX® becomes the vocal "stepstool"

you need for comfortable, confident and effective everyday communication, with less vocal stress and strain.

ChatterVOX® boosts vocal output by as much as 15 dB with its headset microphone. It boosts even more for esophageal speakers and for users of an electrolarynx such as the Servox™, using "transdermal" neck microphone techniques.

ALSO IN THE FAMILY

The ChatterVOX® Model 100 (Clarus™) earned its stripes with voice patients, and with teachers and tour guides who strain their voices when they present. It is widely considered the world's benchmark. If you prefer a smaller amplifier worn at chest level for everyday conversation, see the ChatterVOX® **Amplio™**. For large venues and outdoor use, choose our hip-worn Model 6 (Fortis™).

confirm

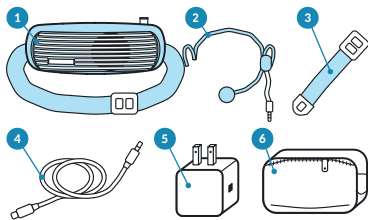
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SECTION 1

What is in the box

Lay everything out and check it against this list. The headset microphone is standard. The exact microphone depends on the bundle you ordered.



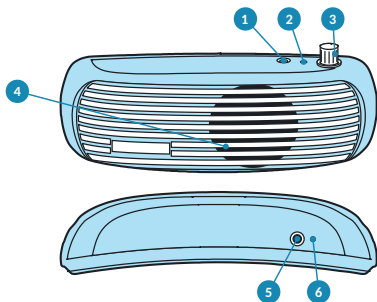
- 1 **ChatterVOX® Model 100 amplifier** with waist band attached and four NiMH rechargeable cells installed
- 2 **HM100 headset microphone** (or the optional microphone you ordered)
- 3 **Waist band extension**
- 4 **USB-C charging cable**
- 5 **USB-C AC/DC adapter**
- 6 **Nylon storage case/tote**

SECTION 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** — On when the amplifier is on. It signals when the batteries need charging.
- 3 On/Off volume control** — Turn clockwise to switch on and raise the volume. Turn fully counterclockwise to switch off.
- 4 Speaker grille** — Faces outward toward your listeners. Never point it at the microphone.
- 5 Charging port** — On the bottom edge. Accepts the supplied USB-C charging cable. **confirm**

- 6 Charge indicator** — Shows that the batteries are charging.

SECTION 3

Quick start

A short test straight from the box is fine. Before regular use, give the batteries their first deep charge (Section 4).

- 1 Charge.** Plug the charging cable into the port on the bottom of the amplifier. Plug the adapter into a wall outlet. Leave it for 24 hours the first time.
- 2 Put the belt on.** Wear the amplifier at the front of your waist like a waist pack. The speaker grille faces outward or slightly downward (Section 5).
- 3 Fit the microphone.** For the headset, rest the band on top of your ears and around the back of your head, with the boom on the right. Bring the capsule beside the corner of your mouth (Section 6).

- 4 **Connect.** With the volume control fully off, push the microphone plug firmly into the jack on top of the amplifier.
- 5 **Switch on and set the volume.** Turn the volume control clockwise. Speak at a comfortable, steady level. Raise the volume gradually, usually to about the 10 to 11 o'clock position for the headset. **confirm**
- 6 **Then back it off slightly.** You stand behind the speaker. Your listeners hear much more amplification than you do.

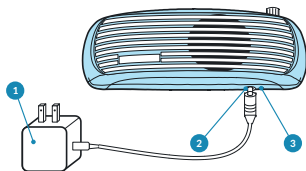
IMPORTANT

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.

Charging and batteries

Charging for first use

Your new ChatterVOX® ships with four NiMH rechargeable cells. They need a deep **24-hour charge** before regular use. A short test when you first receive the unit is fine. Then give the batteries their deep charge as soon as possible. It maximizes their performance and life.



- 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.

- 2 Plug the adapter into a working wall outlet. (In many rooms the upper outlet is controlled by a wall switch.)
- 3 Charge for **24 hours** the first time. After that, charge overnight: at least 8 hours, ideally 12 to 14 hours.

Everyday charging

Make overnight charging a routine. Plug the amplifier in at the end of each day, so it starts every morning with a full charge. Charge indoors at room temperature, never in a hot car or in direct sun. Before a long break, charge it first. Top it up when you return.

About ChatterVOX® batteries

The NiMH cells in your ChatterVOX® are industrial-quality cells, like those used in professional equipment. They last about two years. Actual life depends on your use and charging habits. When a full overnight charge no longer lasts the day, it is time for a fresh set. Order genuine replacement

cells from your dealer or at chattervox.store. Replace all four at the same time (Section 8).

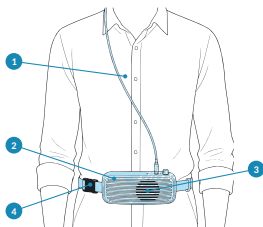
CAUGHT WITHOUT A CHARGE?

ChatterVOX® also accepts standard AA cells for emergencies. Ordinary alkaline AA batteries get you through a day when you forgot to recharge. Fit them the same way as the rechargeable cells. **Never charge them in the unit.**

SECTION 5

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 outward or slightly downward
- 4 Belt adjuster

Point the speaker grille **outward or downward**. 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, or aim it down slightly.

BELT PATH

Note the path of the nylon belt through its loops before you ever remove it. If you take the belt off, refit it exactly the same way. A belt threaded wrongly can loosen and let the amplifier drop to the floor.

Microphones

The microphone is the key to ChatterVOX®. Its directional capsules give a high gain before feedback. Each style suits a different user.

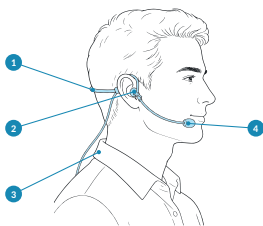
MICROPHONE	BEST FOR	VOLUME START
HM100 headset	Most users. Hands-free, steady distance from the mouth, highest boost.	10 to 11 o'clock
CM200 collar	Users who cannot or prefer not to wear a headset.	About 11 o'clock
Transdermal neck	Severe voice impairment, esophageal speech, electrolarynx users (Servox™).	About 12 o'clock
MM100 pencil	Handheld at meals. Lavalier for presenters.	Raise gradually

EVERY MICROPHONE

Plug the microphone in with the amplifier switched off. Raise the volume slowly while you speak at a steady level. When your voice sounds loud enough to you, turn the volume down a little. You stand behind the speaker. Your listeners hear more than you do.

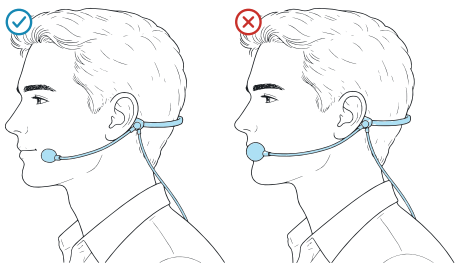
6.1 The HM100 headset microphone

The headset keeps the microphone 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

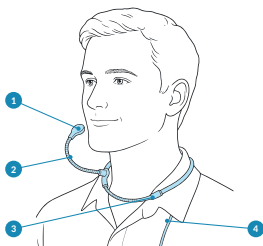
- 1 Rest the band on top of your ears and around the back of your head, with the boom on the **right**.
- 2 Pivot the boom down to about 1/4 in below your lower lip.
- 3 Bend the boom to bring the capsule 1/2 to 3/4 in from the corner of your mouth.
- 4 Turn the capsule so its **flat side faces your mouth**. You can feel the flat side through the foam.
- 5 Plug in, switch on, and raise the volume to about 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".

6.2 The CM200 collar microphone

The collar microphone is for people who cannot, or prefer not to, wear a headset. It has one trade-off: turning your head far to the left or right changes the sound level. Keep head movements small while you speak.



- 1 Capsule (marked FRONT), 1 to 2 in from the corner of the mouth
- 2 End turned up toward the corner of the mouth
- 3 Flexible body formed around the back of the neck
- 4 Cable to the amplifier

- 1 Form the flexible body around the back of your neck. Bring the end to the **11 o'clock** position (from the left) or the **1 o'clock** position (from the right) of your mouth.
- 2 To keep it steady, form it over your shoulder, or wear it under a shirt or coat collar.
- 3 Turn the last 2 to 3 in upward toward the corner of your mouth.

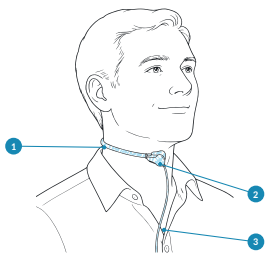
- ④ Place the capsule (marked **FRONT**) 1 to 2 in from the corner of your mouth, out of the path of your breath. Breath on the capsule causes "popping P's".
- ⑤ Plug in, switch on, and raise the volume to about the 11 o'clock position. Then back it off slightly.

6.3 The transdermal neck microphone

NOTE

This microphone is extremely sensitive. It is not for amplifying a normal voice. It lets people with severe voice impairment benefit from ChatterVOX®.

Placement takes a little trial and error. Everyone has a spot on the neck where the sound is clearest. It is usually in the soft area beside the larynx, not directly on it.



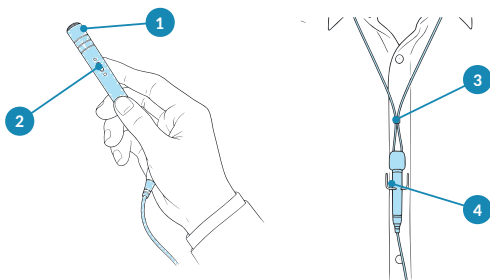
- 1 Neck band
- 2 Capsule on the "sweet spot" beside the larynx
- 3 Cable to the amplifier

- 1 Place the band around your neck, from the left or from the right.
- 2 Plug in, switch on, and raise the volume to about the 12 o'clock position while you speak at a steady level.
- 3 Move the capsule to different spots on your neck until the sound is clearest. Do not expect a booming voice. The goal is clear speech with the least strain.
- 4 Once you find your spot, set the volume to the most comfortable useful level.

6.4 The MM100 pencil microphone

Sometimes a headset, collar or neck microphone is not practical. The pencil microphone can be

held in the hand, for example at meals. It can also be worn on the chest as a lavalier, for example by a teacher. It comes with a flexible stand that doubles as the lavalier holder. Its **mute switch** is handy at meals, in presentations, and as a quick stop for feedback.



- 1 Foam windscreen (always fitted)
- 2 Mute switch
- 3 Lanyard cord with slip ring
- 4 Spring-steel mounting yoke

NOTE

Always use the foam windscreen. The capsule is very sensitive.

HANDHELD USE

- 1 Plug in with the amplifier switched off.
- 2 Keep the capsule away from the speaker: behind it, or more than 90 degrees off its axis.
- 3 Switch on and raise the volume slowly. Then back it off slightly.
- 4 If feedback starts, lower the volume or move the microphone farther from the speaker.

LAVALIERE USE

- 1 Slide the spring-steel yoke onto the microphone body. Press the arms of the yoke together to open it. Remove and refit the windscreen as needed.
- 2 Hook the lanyard to one leg of the yoke. Loop it around your neck and hook it to the other leg. Secure each end with its slip ring.
- 3 Set the microphone about 6 in below your mouth: about the height of a closed fist with the thumb extended. Hold it there with the black slip ring.

4

Switch on and raise the volume slowly while you speak at a steady level. Then back it off slightly.

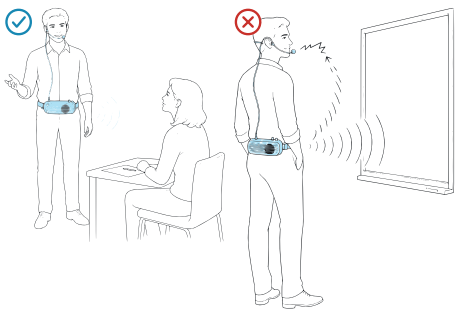
LAPEL MICROPHONES

Lapel microphones are not recommended for ChatterVOX®. They sit too far from the mouth, need too much volume, and feed back easily.

SECTION 7

A word about feedback

Your ChatterVOX® is a public-address system: a microphone, an amplifier and a speaker. It follows the same laws of physics and acoustics as the sound system at Carnegie Hall. Break them and the system "feeds back" (squeals). Sound from the speaker reaches the microphone capsule and is amplified again, over and over.



How to avoid it

- 1 **Use the least amplification** that gives clear communication.
- 2 **Never point the speaker** on the front of the amplifier toward the microphone.
- 3 **Be wary of hard, reflective surfaces.** They bounce 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 less volume you need.

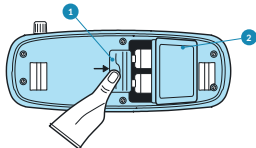
- 5 If feedback starts, turn the volume down at once. Correct the cause. Then raise the volume again.

SECTION 8

Changing batteries

Change the batteries to fit disposable AA cells for a day, or to install a new set of NiMH rechargeable cells. No tools are needed.

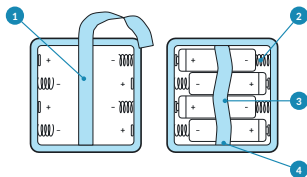
Removing the batteries



- 1 Locking tab: press it to the side, do not pry
 - 2 Battery cover lifting away
- 1 The battery compartment is on the back of the amplifier.
 - 2 **Press (do not pry)** the locking tab to the right and lift the battery cover off.

- 3 Gently lift the blue battery ribbon to loosen the cells. Then remove them.

Installing new batteries



- 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 Lace the blue battery ribbon across the floor of the compartment.
- 2 Install the four cells one at a time. Match the polarity marks in the compartment: the **flat negative end** of each cell goes against a **coil spring contact**.
- 3 Lace the rest of the ribbon over the cells. Tuck the excess under the cover edge.

- 4 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. Replace all four cells at the same time. Mixing old and new cells leads to early battery failure.

SECTION 9

Care, safety and troubleshooting

Care

- Wipe the amplifier and microphone with a soft, dry or slightly damp cloth. Do not use solvents or spray cleaners.
- Adjust microphone booms gently. They are made to be positioned, not bent hard or folded back on themselves.
- Coil cables loosely. Unplug by the plug body, never by 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.

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.

Troubleshooting

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 6).
Voice fades as you turn your head	Collar microphone in use. Keep head movements small, or switch to the headset.
Short running time	Charge for 12 to 14 hours. If a full charge still does not last the day, the cells have aged. Replace all four.

Amplifier slips on the belt

Check the belt path through its loops (Section 5) and re-thread it correctly.

SECTION 10

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 confirm

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. 24 hours first charge, then 8 to 14 hours confirm
Microphone input	3.5 mm jack
Dimensions	8.0 in W x 2.9 in H x 2.5 in D confirm
Weight	1.0 lb including batteries confirm
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.

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 shown on your sales receipt. Keep your receipt.

If you have a problem

Contact the ELT Service Center first. Many issues are resolved in a single conversation, without shipping anything.

ELT SERVICE CENTER

Telephone **(800) 286-3481**

Email **service@eltgroup.com**

Online **chattervox.store**

Returning a unit for service

- 1 If we cannot resolve your issue by telephone or email, the service technician may ask you to send the unit in, and will issue a **Return Authorization (RA) number**.
- 2 Pack the unit carefully. 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 purchase receipt.
- 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 the unit to us. If the service is chargeable, we contact you to authorize the repair and to arrange payment for the repair and return shipment.

Where to find us

ChatterVOX® is designed and manufactured by Enhanced Listening Technologies Corp. For official product information, guides, genuine parts and the current version of this guide, visit **chattervox.store**.

UNITED STATES

Connections Unlimited, Inc.

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ALL OTHER MARKETS

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Tennessee, USA
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ENHANCED LISTENING TECHNOLOGIES CORP.

About ChatterVOX®. ChatterVOX® was conceived in 1998 to help a mentor of its creator keep enjoying a full life of communication and social interaction. It has since helped more than 75,000 people with Parkinson's disease, ALS, vocal cord paralysis and other conditions, as well as teachers, coaches and guides, be heard without strain. Every ChatterVOX® is designed and supported by Enhanced Listening Technologies Corp. in Nashville, Tennessee.

Enhanced Listening Technologies Corp.

3018 Ambrose Avenue, Nashville, TN 37207, USA

Service: (800) 286-3481 • service@eltgroup.com •

www.eltgroup.com



**[chattervox.store/manuals/
model-100](http://chattervox.store/manuals/model-100)**

The current version of this guide lives online, with official product information, setup and care guides, and genuine replacement parts. Scan the code or type

the address.

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