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EARTEC HUB Interface

Eartec HUB Interface for Clear-Com Intercom

USER MANUAL

Product Overview

The Eartec HUB Interface is designed to seamlessly connect your Eartec HUB wireless intercom system with a Clear-Com wired intercom system. This interface allows for integrated communication between both platforms, expanding your team's communication capabilities. It features independent volume controls for both wired and wireless audio signals, ensuring optimal audio levels for all users.



Image Description: A gray and black Eartec HUB Interface unit is shown with two attached cables. The interface unit has two rotary volume knobs labeled "Wired" and "Wireless", along with the Eartec logo and "eartec.com" text. One cable terminates in a standard XLR connector, typically used for Clear-Com systems. The other cable has a 2-pin connector, designed for connection to the Eartec HUB. This image illustrates the complete interface unit and its primary connection cables.

Setup Guide

Follow these steps to properly set up your Eartec HUB Interface:

1. **Connect to Clear-Com System:** Locate the XLR cable attached to the Eartec HUB Interface. Plug the XLR connector into an available intercom port on your Clear-Com wired system. Ensure a secure connection.
2. **Connect to Eartec HUB:** Identify the 2-pin connector cable on the Eartec HUB Interface. Plug this connector into the designated interface port on your Eartec HUB wireless system.
3. **Power On:** Ensure both your Clear-Com and Eartec HUB systems are powered on according to their respective manuals. The Eartec HUB Interface draws power from the connected systems.
4. **Initial Volume Adjustment:** Before use, set both the "Wired" and "Wireless" volume knobs on the Eartec HUB Interface to a low or mid-range setting (e.g., '5' or '6') to avoid sudden loud audio.

Operation

The Eartec HUB Interface provides intuitive controls for managing audio levels between your wired and wireless intercom systems.

- **Wired Volume Control:** The knob labeled "Wired" adjusts the audio level of the Clear-Com wired intercom signal being sent to the Eartec HUB wireless system. Rotate clockwise to increase volume, counter-clockwise to decrease.
- **Wireless Volume Control:** The knob labeled "Wireless" adjusts the audio level of the Eartec HUB wireless signal being sent to the Clear-Com wired intercom system. Rotate clockwise to increase volume, counter-clockwise to decrease.
- **Optimizing Audio:** Adjust both volume controls incrementally to achieve clear and balanced communication between users on both the wired and wireless systems. Avoid setting levels too high, which can cause distortion, or too low, which can make communication difficult.

Care and Maintenance

Proper care ensures the longevity and optimal performance of your Eartec HUB Interface.

- **Cleaning:** Use a soft, dry cloth to wipe down the exterior of the unit. Do not use liquid cleaners, aerosols, or solvents, as these can damage the device.
- **Storage:** Store the interface in a cool, dry place away from direct sunlight and extreme temperatures. When not in use, coil the cables neatly to prevent tangling and damage.
- **Handling:** Avoid dropping the unit or subjecting it to strong impacts. Always grasp connectors by their housing when plugging or unplugging, rather than pulling on the cable itself.

Troubleshooting

If you encounter issues with your Eartec HUB Interface, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
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Problem	Possible Cause / Solution
No audio from wired system to wireless.	<ul style="list-style-type: none"> • Check XLR cable connection to Clear-Com. • Increase "Wired" volume knob on the interface. • Verify Clear-Com system is powered on and functioning.
No audio from wireless system to wired.	<ul style="list-style-type: none"> • Check 2-pin cable connection to Eartec HUB. • Increase "Wireless" volume knob on the interface. • Verify Eartec HUB system is powered on and functioning.
Distorted audio.	<ul style="list-style-type: none"> • Decrease "Wired" or "Wireless" volume knobs. • Check audio levels on the Clear-Com and Eartec HUB systems.

Technical Specifications

Model Number	HUB Interface
Brand	EARTEC
Item Weight	11.3 ounces
Product Dimensions	7.7 x 5.3 x 3.6 inches
Connectivity Technology	USB (Note: This refers to internal communication, primary audio connection is analog)
Compatible Devices	Eartec HUB Systems, Clear-Com Intercom Systems (via XLR), Headphones, Microphone
Number of Channels	8 (Refers to the capacity of the connected systems, not the interface itself)
Date First Available	January 30, 2018

Warranty and Support

Eartec products are designed for reliability and performance. For specific warranty details, please refer to the warranty card included with your product or visit the official Eartec website. For technical support, troubleshooting assistance, or service inquiries, please contact Eartec customer support through their official channels. Keep your purchase receipt as proof of purchase for warranty claims.

For more information, visit the [EARTEC Store](#).

Related Documents - HUB Interface

	<p>Digicom Digital Wireless Communication System User Manual</p> <p>User manual and troubleshooting guide for the Eartec Digicom Digital Wireless Communication System, including setup instructions for various series and warranty information.</p>
	<p>Studio Technologies Model 545DC Intercom Interface User Guide</p> <p>Comprehensive user guide for the Studio Technologies Model 545DC Intercom Interface, detailing its features, applications, installation, configuration, and operation for integrating analog party-line intercom systems with Dante audio-over-Ethernet networks.</p>
	<p>Clear-Com Eclipse HX-Delta User Guide</p> <p>Comprehensive user guide for the Clear-Com Eclipse HX-Delta digital intercom system, covering installation, configuration, operation, and maintenance of matrices, interface cards, and software.</p>
	<p>Studio Technologies Model 46 Interface User Guide</p> <p>Comprehensive user guide for the Studio Technologies Model 46 Interface, detailing its features for connecting 2-wire party-line intercom systems to 4-wire matrix intercom systems, including installation, configuration, and operation.</p>
	<p>Eartec UltraLITE PRO16 Professional Wireless Headset System - User Guide</p> <p>Comprehensive guide to the Eartec UltraLITE PRO16 Full Duplex Wireless Headset System, covering safety, warranty, operation, and features like active frequency hopping and auto-mute.</p>
	<p>Configure Valcom Devices with Microsoft Teams using CyberGate Service</p> <p>This technical note provides instructions for integrating Valcom intercoms and paging interfaces with Microsoft Teams via the CyberGate Software-as-a-Service (SaaS) platform. It details configuration steps for direct connections, gateway setups, and multi-ring group creation for enhanced communication.</p>

**The Comd & The HUB
4-WIRE Interface Setup**

START-UP

- 1) Begin with all Eartec equipment "OFF".
- 2) Connect interface unit to any Talkback location via RJ45 connector.
- 3) Power interface module with 12V AC Adaptor (included).
- 4) Connect interface unit to the Comd or HUB via 2-pin connector.
- 5) Turn the Comd or HUB "ON", then install batteries into the Headsets.
- 6) Adjust volume levels as needed.

ADJUST SIGNAL LEVELS

Volume is increased and decreased via dials on the interface. Adjustments are made in digital "steps". Rotate to change volume levels.

Rotate Dials



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Interface Setup

START UP:

- Start with all HUB Series equipment "OFF".
- Connect interface unit to the back of wired system or wall port via RED 3 Pin XLR.
- Connect interface unit to the HUB via 2 Pin connector.
- Turn the HUB "ON", then install batteries into wireless headset.

ADJUSTMENTS:

Volume is increased and decreased by the red and white buttons on the interface. Adjustments are made in digital "steps"; click and release button.



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