

RELEASE NOTES

PRODUCTS SUPPORTED:

CONVERGE® Pro 2
CONVERGE Huddle
BMA CT
Beamforming Mic Array 2
USB Expander
GPIO Expander
DIALOG® 20 Wireless Mics

July 22, 2019

PRO CONSOLE
SOFTWARE AND FIRMWARE RELEASE NOTES

RELEASE 7.18.2019

CP2 Firmware v6.0.33.0

1. Fixed a potential issue with HREQ failures during a project load and during boot-up.
2. Fixed issues with the Feedback Eliminator not getting set correctly after a project load and not getting displayed correctly.
3. Fixed issue with outputs 9-12 on the 012 unit not getting configured correctly.
4. Fixed issue with an SNMP memory leak.

RELEASE 3.23.2019

Pro CONSOLE Software (v6.5.5.0)

1. New ONLINE indicator in the top toolbar when you are connected to hardware
2. Made it easier to save projects to disk and commit changes to hardware
3. Multiple Views have been removed to simplify navigation
4. New prompt tells you when you should commit changes to hardware
5. Various bug fixes

CP2 Firmware v6.0.29.0

1. Fixes for RAMP commands
2. Various bug fixes

Known Issues

1. If hardware does not match the currently loaded project you cannot use the "Commit Changes to Hardware" function until you either restore the hardware setup or disconnect and Load a project file that matches the current hardware setup. For example, if a P-Link device is disconnected you must either plug the device back in or remove the P-Link device from the project and then Load the revised project. If you activate the "Commit to Hardware" function with a hardware mismatch the function will not

complete and you will need to reboot the hardware and then correct the mismatch.

2. After loading a project, you may need to reboot the CP2 units prior to enabling feedback elimination.

RELEASE 2.28.2019

Pro CONSOLE Software (v6.2.30.1)

1. Fixed bug that would prevent BMA CT firmware from being updated.

RELEASE 2.22.2019

Version Details

1. Pro CONSOLE® Software – v6.2.30.0 (new)
2. CONVERGE Pro 2 Firmware - v6.0.22.0 (new)
3. CONVERGE Huddle Firmware - v1.0.21.0 (same as last release)
4. BMA CT - v1.0.2.3 (new)
5. Beamforming Microphone Array 2 Firmware - v1.0.3.18 (same as last release)
6. USB Expander Firmware - v1.0.2.6 (same as last release)
7. GPIO Expander Firmware - v1.0.2.6 (same as last release)
8. DIALOG™ 20 Firmware – MDO: 2.3.5.2, RXM: 2.0.4, RXS: 1.5.0, MUX: 3.4, TX: 1.2.9 (same as last release)
9. Touch Panel Controller Firmware - v1.0.0.7 (same as last release)

New Products

BMA CT

CONVERGE Pro 2 48VTD

Pro CONSOLE Software (v6.2.30.0)

1. Support for Version 5.0.38.0 firmware or newer. Firmware prior to v5.0.38.0 forces an update.
2. Project files created prior to v6.x need to be opened and re-saved before loading into units. This will convert your file to the latest version.

New and Improved

1. New 0 to 10 millisecond audio delay in the Mic/Line Input processing.
2. New BMA CT unit.
3. New 48VTD unit.
4. More localization support.
5. ERL, ERLE, TERL meters for the BMA 2 and BMA CT.
6. Improved ClearOne Discovery Service.
7. The Replace option in the Devices screen is more stable.
8. General bug fixes

CP2 Firmware (v6.0.22.0)

1. Prior to upgrading firmware save your project file to your local hard drive because you will need to reload the project after the upgrade is complete.

New and Improved

1. New feature in the Mic/Line Input Processing: a 0-10ms audio delay.
2. Support for new BMA CT unit.
3. Support for new 48VTD unit.
4. Enhanced Long Distance P-Link Discovery (connect P-Link devices before powering up the system).
5. Improved stability with Skype for Business.
6. Network ports report a more descriptive message when they do not get a valid IP address.
7. General bug fixes

Known Issues

1. There is a rare occurrence during boot up that may require you to power cycle your units. If you are unable to load a configuration you may need to power cycle your units.
2. If you add or remove a CP2 unit via C-Link you may need to power cycle the entire stack before loading a configuration.
3. When using Long Distance P-Link mode connect the P-Link devices before powering on the CP2 units.
4. The Macro Recorder will not create a command for the BMA CT Beam Pattern.
5. Filter commands in macros that are set to a type of "None" will create an error instead of a valid command.
6. The Skype for Business Process may discontinue to register while idle--this requires a power cycle or reset to recover.
7. If Skype for Business fails to register 5 times in a row the unit will reset.
8. If the unit is already configured for Skype for Business and you re-load a configuration you must restart the CP2 to initiate a new registration.

BMA CT Firmware (v1.0.2.3)

1. Initial release.
2. Use CP2 firmware v6.0.22.0 or above.
3. New units out of the box will likely require a firmware update to v1.0.2.3.
4. Use 56V/640mA (36W) PoE Injector.

RELEASE 2.5.2019

Version Details

1. Pro CONSOLE® Software – v6.1.7.0 (same as last release)
2. CONVERGE Pro 2 Firmware - v5.0.48.0 (new)
3. CONVERGE Huddle Firmware - v1.0.21.0 (same as last release)
4. Beamforming Microphone Array 2 Firmware - v1.0.3.18 (new)
5. USB Expander Firmware - v1.0.2.6 (new)
6. GPIO Expander Firmware - v1.0.2.6 (same as last release)
7. DIALOG™ 20 Firmware – MDO: 2.3.5.2, RXM: 2.0.4, RXS: 1.5.0, MUX: 3.4, TX: 1.2.9 (same as last release)
8. Touch Panel Controller Firmware - v1.0.0.7 (same as last release)

Bugs Fixed

CONVERGE Pro 2 Firmware (v5.0.48.0)

1. USB audio level fix
2. Fixed echo issue that could occur with some web conferencing systems
3. Various AEC fixes and improvements
4. Dante secondary port allowed to switch between redundancy and switched mode
5. Fixed loss of Dante audio after a reboot
6. Fixed issue with VoIP Rx audio not working correctly on Output channels

Beamforming Microphone Array 2 Firmware (v1.0.3.18)

1. Improved beam switching
2. Fixed echo issue that could occur with some web conferencing systems

USB Expander Firmware (v1.0.2.6)

1. USB audio level fix

RELEASE 10.23.2018

Version Details

1. Pro CONSOLE® Software – v6.1.7.0 (new)
2. CONVERGE Pro 2 Firmware - v5.0.38.0 (same as last release)
3. CONVERGE Huddle Firmware - v1.0.21.0 (new)
4. Beamforming Microphone Array 2 Firmware - v1.0.3.12 (same as last release)
5. USB Expander Firmware - v1.0.2.5 (same as last release)
6. GPIO Expander Firmware - v1.0.2.6 (same as last release)
7. DIALOG™ 20 Firmware – MDO: 2.3.5.2, RXM: 2.0.4, RXS: 1.5.0, MUX: 3.4, TX: 1.2.9 (same as last release)
8. Touch Panel Controller Firmware - v1.0.0.7 (same as last release)

Bugs Fixed

CONVERGE Huddle Firmware (v1.0.21.0)

1. Fixed First Mic Priority bug.
2. Lowered Telnet timeout back to 10 minutes.
3. Fixed USB audio level bug.

Pro CONSOLE Software (v6.1.7.0)

1. Various language bugs fixed.
2. Locate indicator clears when device goes offline.
3. Fixed issue with Standard References on Speaker channels.
4. Last Mic Mode “Last On” mode issue fixed.
5. Several issues fixed when loading project files created on an older version.
6. Several connection and stability issues fixed.
7. Discovery for v2.x devices fixed.
8. Fixed crash when commands contained channels that were no longer valid.
9. Fixed issue where sometimes the front panel USB would not connect to Pro Console.

RELEASE 8.6.2018

Version Details

1. Pro CONSOLE® Software – v6.0.21.0 (new)
2. CONVERGE Pro 2 Firmware - v5.0.38.0 (new)
3. CONVERGE Huddle Firmware - v1.0.17.0 (new)
4. Beamforming Microphone Array 2 Firmware - v1.0.3.12 (same as last release)
5. USB Expander Firmware - v1.0.2.5 (new)
6. GPIO Expander Firmware - v1.0.2.6 (same as last release)
7. DIALOG™ 20 Firmware – MDO: 2.3.5.2, RXM: 2.0.4, RXS: 1.5.0, MUX: 3.4, TX: 1.2.9 (new)
8. Touch Panel Controller Firmware - v1.0.0.7 (same as last release)

New Products Added

1. CONVERGE Huddle
2. CONVERGE Pro 2 128VT
3. CONVERGE Pro 2 128VTD
4. CONVERGE Pro 2 48VT
5. CONVERGE Pro 2 48VTD (Not fully supported yet)

New Features Added

1. Pro CONSOLE software replaces CONVERGE Pro 2 Console and provides support for both CONVERGE Huddle and CONVERGE Pro 2 products (look for new icon and new program name). The user has the option to choose CONVERGE

- Huddle product only or CONVERGE Pro 2 products only or both, during installation and after installation.
2. Added Clear All Routes button in FlowView.
 3. Added ability to change Locate timeout value.
 4. Added ability to sort by device in Reference Matrix.
 5. Dante can now be configured with a static IP address.
 6. DIALOG 20 Receiver's firmware can be upgraded using Pro CONSOLE software, when the receiver is connected to CP2 through P-link. The Receiver must have firmware v1.7.4 or later.

Bugs Fixed

1. Fixed a random issue related to hosted VoIP service's inbound call locks up.
2. VoIP Mode is set correctly when enabling Skype For Business.
3. Mute state of a crosspoint is retained while toggling through crosspoint types.
4. Long distance P-Link mode is enabled after loading a project.
5. Improvements in discovering devices.
6. Relative gain commands update correctly in Pro CONSOLE.
7. Updates to Push-to-Talk (PTT) setup.
8. Other minor bugs.

Additional Details:

1. Pro CONSOLE replaces CP2 CONSOLE. The system won't allow you to install both CP2 CONSOLE software and Pro CONSOLE software in the same PC.
2. The project files created with CP2 CONSOLE software are compatible with the new Pro CONSOLE software.

RELEASE 4.20.2018

Version Details

1. CONVERGE Pro 2 CONSOLE™ Software - v5.1.10.0 (same as last release)
2. CONVERGE Pro 2 Firmware - v5.0.35.0 (new)
3. Beamforming Microphone Array 2 Firmware - v1.0.3.12 (same as last release)
4. USB Expander Firmware - v1.0.2.4 (same as last release)
5. GPIO Expander Firmware - v1.0.2.6 (same as last release)
6. DIALOG™ 20 Firmware - RXM: 1.7.4, RXS: 1.4.5, MUX: 2.7, TX: 1.2.8 (same as last release)
7. CONVERGE Pro 2 Touch Panel Controller Firmware - v1.0.0.7 (new)

Bugs Fixed

1. Incoming RTP streams with ptime value not set to 20 msec play incorrectly in CP2 VoIP units
 2. VoIP Phone lines 3 to 5 do not audibly react to MUTE or GAIN changes in CP2 VoIP Units
 3. Improved Wi-Fi performance with a required image update in the Touch Panel Controller
- NOTE:** Contact [ClearOne](#) to update the image.
4. Minor bug fixes and enhancements in the Touch Panel Controller

RELEASE 3.8.2018

Version Details

1. CONVERGE Pro 2 CONSOLE™ Software - v5.1.10.0
2. CONVERGE Pro 2 Firmware - v5.0.33.0
3. Beamforming Microphone Array 2 Firmware - v1.0.3.12
4. USB Expander Firmware - v1.0.2.4
5. GPIO Expander Firmware - v1.0.2.6
6. DIALOG™ 20 Firmware - RXM: 1.7.4, RXS: 1.4.5, MUX: 2.7, TX: 1.2.8
7. CONVERGE Pro 2 Touch Panel Controller Firmware - v1.0.0.2

NOTE: DIALOG 20 firmware and Remote Software are not included in CONSOLE software for download; they must be downloaded separately. The DIALOG 20 Remote Software application must be used to update the DIALOG 20 firmware.

New Features Added

1. Built-in Skype for Business (S4B) client in CONVERGE Pro 2 48V, 128V, and 128VD units.
2. Skype for Business Dialer App for CONVERGE Pro 2 Touch Panel Controller with support for Dialpad, Contact Management, Call Control, Call Log, and Meeting support.
3. CONVERGE Pro 2 Touch Panel Controller updater in CONVERGE Pro 2 Console - allows the Touch Panel Controller to be field upgraded to the latest firmware supporting Launcher, Skype for Business Dialer App, and Telco/VoIP Dialer App.
4. The ClearOne CONVERGE Pro 2 Touch Panel Controller Launcher application in the Touch Panel Controller allows the user to start the Telco/VoIP Dialer App or the Skype for Business Dialer App.
5. DIALOG 20 Wireless Mics configuration supports Wideband and Narrowband configuration.

Bugs Fixed

1. GPIO Expander bug fixes and improved response time
2. Mitel VoIP interoperability improvements
3. VoIP stability improvements
4. General stability improvements
5. Site File conversion fixes from version 3
6. Feedback Eliminator fixed node depth fix
7. Correctly adjust for Daylight Savings Time
8. RAMP command responds now responds with GAIN (no longer responds with RAMP)
9. Gateway and DNS fields are independent again
10. CONSOLE uninstaller is signed

RELEASE 12.20.2017

Version Details

1. CONVERGE Pro 2 CONSOLE™ Software - v5.0.18.0
2. CONVERGE Pro 2 Firmware - v5.0.13.0
3. Beamforming Microphone Array 2 Firmware - v1.0.3.12
4. USB Expander Firmware - v1.0.2.4
5. GPIO Expander Firmware - v1.0.2.4
6. DIALOG™ 20 Firmware - RXM: 1.7.4, RXS: 1.4.5, MUX: 2.6, TX: 1.2.8

New Products

GPIO Expander Unit

New Features Added

1. Long Distance P-Link Mode for Beamforming Microphone Array 2 (see cable and power requirements)
2. Support for up to 6 Beamforming Microphone Array 2's on one P-Link chain (see requirements)
3. Additional feature support in Dialog 20 via P-Link

Bugs Fixed

1. Discovery is removed on the VoIP port
2. VLAN addresses are using the same MAC address as the VoIP port
3. Partitions not activating if they are empty
4. Labels are clipped in the Channel Properties
5. CP2 shows that it has no Gateway when it is set for static and using VLAN
6. Console showing BMA2's using C-Link channels
7. HOOK Enable make no audible changes
8. VoIP TX values change to VoIP Rx in macro commands
9. Enabling FBE on process channel 5-8 cause DSP crash
10. Device names longer than 24 characters cause firmware crash
11. MinSE and Session Expires does not have values above 65535
12. VoIP failing to register when network is changed
13. Having a comma in a file name prevents the pccp2 file from being retrieved
14. Long Macros are cut short when loaded to boxes

15. Downgrading firmware does not default boxes
16. Failed to update live values due to no active partition
17. GATE command does not work with Box labels
18. Disabling VLAN may cause VoIP task to crash
19. BMA2's showing as NA in only one partition setup.
20. VoIP channel labels are not enforcing unique labels
21. USB not passing audio when unplugged and re-plugged multiple times
22. Check for Updates now indicates where the files are being downloaded
23. Setting channel names to NA breaks the channels
24. VOIPUPDATE is preformed after a network change

Known Issues

1. If you are enabling/disabling VLAN you may need to power cycle your units after loading a configuration file.
2. If units are at default they will reset after the first load of a configuration.

Long Distance P-Link Mode Cable and Power Requirements

1. Up to 3 Beamforming Microphone Array 2's. Cannot have other P-Link devices in the chain--only BMA2's. In long distance mode the total P-Link channel count is reduced from 16 channels down to 3 channels.
2. 650 feet (200 meters) maximum cable length between any two devices. Includes the CP2 and BMA2's.
3. Cable must be CAT6, 550 MHz, 23 awg, solid conductor cable. Do not use copper clad aluminum (CCA).
4. PoE Injector must be a 56V, Mode B/Midspan injector. The PoE must connect to either the first BMA2 or the CP2 with a short CAT6 cable.

Additional Beamforming Microphone Array 2 Requirements

You can connect up to 6 BMA2's on one P-Link chain if you have two CP2 units that support the BMA2. CP2 units that support BMA2's are 128, 128D, 128V, 128VD, 128T, 128TD, 48T, 48V, and 120. For every CP2 unit you can have up to 3 BMA2's with a maximum of up to 6 BMA2's on any one P-Link chain.

RELEASE 10.24.2017

Version Details

1. CONVERGE® Pro 2 Firmware - v4.5.45.0

Bugs Fixed

1. VoIP related
2. GPIO related

RELEASE 10.9.2017

Version Details

1. CONVERGE Pro 2 CONSOLE™ Software - v4.0.33.0
2. CONVERGE Pro 2 Firmware - v4.5.40.0
3. Beamforming Microphone Array 2 Firmware - v1.0.2.11
4. USB Expander Firmware - v1.0.1.12
5. DIALOG™ 20 Firmware - RXM: 1.6.5, RXS: 1.4.1, MUX: 2.3, TX: 1.2.8
6. WS800 & DIALOG 20 Remote Software - v3.1.2.14

New Features Added

1. Conversion works from version 3.x project file to the latest version of CONSOLE Software.
2. User is prompted to upgrade firmware to compatible latest version.

3. Individual Channels in a Group now correctly Ramp in parallel.
4. Improved P-Link Device configuration performance and communications.
5. Improved synchronization between Presets.
6. View logs button added.
7. Custom References now work on all output channels of the CONVERGE Pro 2 (CP2) 012 model.
8. SNMP Traps for Safety Mute and Resets now function.

Project file Conversion Scenarios not supported that cause a warning message:

1. We do not support:
 - pushing a configuration to Firmware (FW) v3.x or older.
 - viewing or changing settings on FW v3.x or older.
2. The user is informed, when connecting to a V3 box that they can save the on-board project and convert it to V4, and to upgrade his device's firmware to the latest, compatible version. Specifically in this release, when using CONSOLE V4 to connect to a system or stack running V3 firmware, the following message is shown: "Project incompatibility. The stack is using an older version of the firmware. Use the Admin area to retrieve the project file and save it to your local drive. To convert the project file, open it, and resave it."

Upgrading from the 3.x release to the new 4.x release:

1. We support:
 - connecting to FW v3.x, retrieving the configuration file, and saving it to the hard drive. The file will still be in v3.x format.
 - opening a v3.x file, and converting it to v4.x format when it is saved to the hard drive. The saved v4.x file can now be pushed to a FW V4 stack.
 - connecting to FW v3.x and updating firmware to v4.5.

RELEASE 9.21.2017

Version Details

1. CONVERGE Pro 2 CONSOLE Software - v4.0.23.3
2. CONVERGE Pro 2 Firmware - v4.5.35.0
3. Beamforming Microphone Array 2 Firmware - v1.0.2.11
4. USB Expander Firmware - v1.0.1.12
5. DIALOG 20 Firmware - MUX 2.3, RXM 1.6.5, TXM 1.3.5, TX 1.2.8, RXS 1.4.1
6. WS800 & DIALOG 20 Remote Software - v3.1.2.11

NOTE: DIALOG 20 firmware and Remote software are not included in CONSOLE software for download. They have to be downloaded separately.

New Products Added

1. CONVERGE Pro 2 48V DSP unit
2. CONVERGE Pro 2 012 DSP unit
3. USB Expander for CONVERGE Pro 2

New Features Added

1. CONVERGE Pro 2 (CP2) VoIP units (128V, 128VD, 48V) can be configured to support up to 5 VoIP Phones. The number of concurrent calls per phone is based on how many are enabled. Refer this table for details.

VoIP Phones Enabled	Maximum Number of Concurrent Calls
1	5
2 (default)	5
3	4
4	3
5	2

2. CP2 48V unit has two Ethernet ports. One port for VoIP and another port for Configuration & Control. Voice traffic can be routed to the Ethernet port or the VoIP port based on configuration.
3. CP2 supports DIALOG 20 Wireless Microphone Receiver as a P-Link device. P-link carries power, audio, control.
4. CONSOLE software has an integrated configuration option for DIALOG 20 Wireless Mic system.
5. CP2 supports changing Telco settings while connected live.
6. CP2 supports changing Gate Group settings while connected live.
7. CP2 supports changing VoIP Phone settings while connected live.
8. CP2 and CONSOLE supports Locate button and LED, now functions during discovery and after connection.
9. CONSOLE software has an integrated log viewer that includes VoIP logs.
10. CONSOLE software provides additional network information (IP Address, MAC, Gateway address) available for Ethernet port.
11. CP2 units across subnets will be discovered, if there is a route in between the subnets AND if the company's IT department allows UDP broadcast OR mDNS broadcasts across the subnets.
12. If a PC running with latest CONSOLE software and firmware is connected with live CP2 units, then it will check and alert if new updates are available for CP2 units.
13. Various bug fixes in both Software and Firmware.

Limitations

1. CONSOLE version 3.x will not discover units with newer 4.x firmware.
2. You cannot use site files created in CONSOLE version 3.x or earlier. If you have an existing system you will need to recreate your site file in CONSOLE version 4.0.23.3.
3. New products CP2 48V, CP2 012, USB Expander and DIALOG 20 require CONSOLE v.4.0.23.3 or later.
4. New products 48V and 012 require firmware version 4.5.x.x. They cannot be downgraded to version 3.x.
5. The new VoIP units with the dedicated VoIP port can only have one gateway address and one set of DNS addresses. If using the VoIP LAN, then the Gateway and DNS are derived from the VoIP LAN settings.
6. FlowView™ may not draw lines correctly on the first view.
7. Not more than 3 units of same peripheral devices can be connected in the same P-link chain. For example, 4 BFM2 units can't be connected in the same P-link chain even if 2 applicable CP2 units are connected through C-link.
8. DIALOG 20 Receiver must be upgraded to its latest firmware using Remote Software application. At this time, CP2 P-link does not support Firmware upgrade for DIALOG 20 Receiver.
9. DIALOG 20 firmware and Remote software are not included in CONSOLE software for download. They have to be downloaded separately.
10. CONSOLE software does not provide narrowband mode for DIALOG 20. Only Wideband mode is supported.

Firmware Upgrade

1. Upgrade all CONVERGE Pro 2 units in your stack to v4.5.35.0 or later. Any units with firmware version 2.0.4.0 must be upgraded without any v3.x firmware or v4.x firmware connected.
2. Upgrade all Beamforming Microphone Array 2 units to v1.0.2.11 or later.
3. Upgrade all USB Expander units to v1.0.1.12 or later.
4. Upgrade all DIALOG 20 units to the latest firmware. At this time DIALOG 20 upgrades must be done via USB using the WS800 & DIALOG 20 Remote Software. his device's firmware to the latest, compatible version. Specifically in this release, when using CONSOLE V4 to connect to a system or stack running V3 firmware, the following message is shown: "Project incompatibility. The stack is using an older version of the firmware. Use the Admin area to retrieve the project file and save it to your local drive. To convert the project file, open it, and resave it."

Upgrading from the 3.x release to the new 4.x release:

1. We support:
 - connecting to FW v3.x, retrieving the configuration file, and saving it to the hard drive. The file will still be in v3.x format.
 - opening a v3.x file, and converting it to v4.x format when it is saved to the hard drive. The saved v4.x file can now be pushed to a FW V4 stack.
 - connecting to FW v3.x and updating firmware to v4.5.

SALES AND INQUIRIES

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