

## APPLICATION NOTES

**PRODUCTS SUPPORTED:**  
ClearOne CONVERGE® Pro 2 Touch Panel Controller

CLEARONE DOCUMENT NTS-0062-001  
(REVISION 1.0) March 2018

UPDATING CP2 TOUCH PANEL CONTROLLER FIRMWARE

### Overview

This application note describes how to update the CONVERGE Pro 2 (CP2) Touch Panel Controller (TPC) firmware.

**NOTE:** If your Touch Panel Controller does not include the Launcher (which lets you choose between the VoIP/SIP Dialer and the Skype for Business Dialer), you must upgrade it via the CP2 CONSOLE using the TPC Firmware Updater Utility. Once you have upgraded to a version that has the Launcher, you can update each individual Dialer (VoIP/SIP or Skype for Business) using the Software Update feature within whichever Dialer you're using.

### Attaching the TPC via USB

To update the TPC firmware, you must first connect it to a PC running CP2 CONSOLE (version 5.1.10.0 or greater):

1. Using a USB cable with a Mini USB connector on one end (to connect to the TPC) and a Type A USB connector on the other end (to connect to a PC), connect the Touch Panel Controller to a PC that has CP2 CONSOLE installed.

Connect the TPC using the Mini USB port shown below:

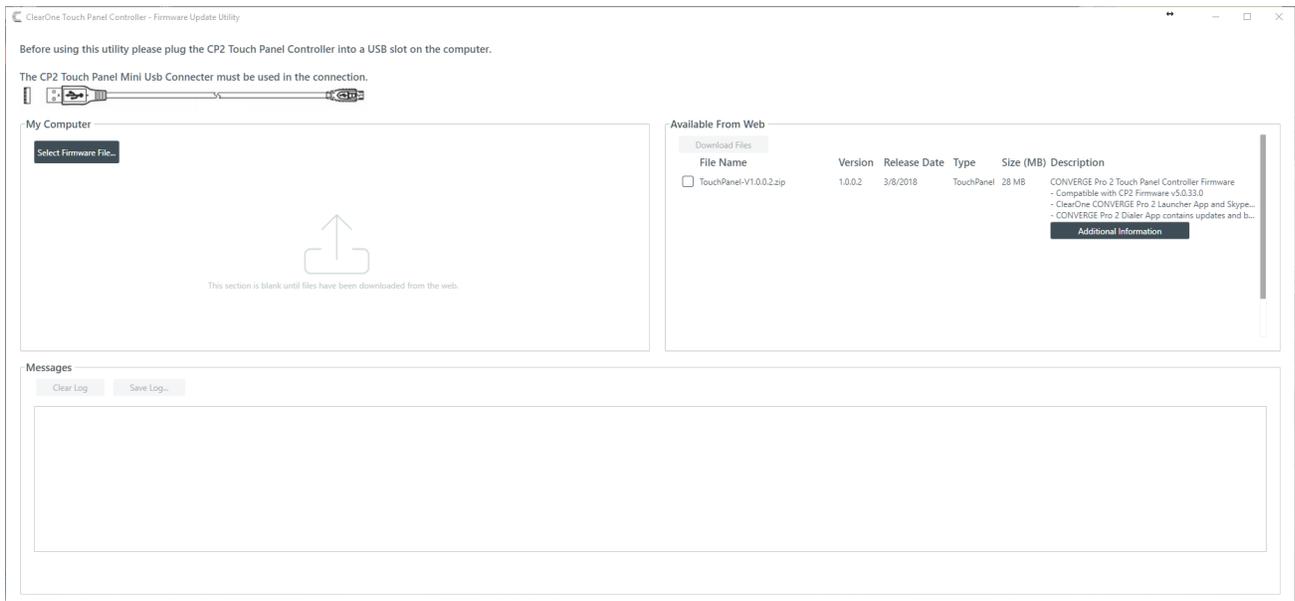


### Running the Firmware Updater Utility

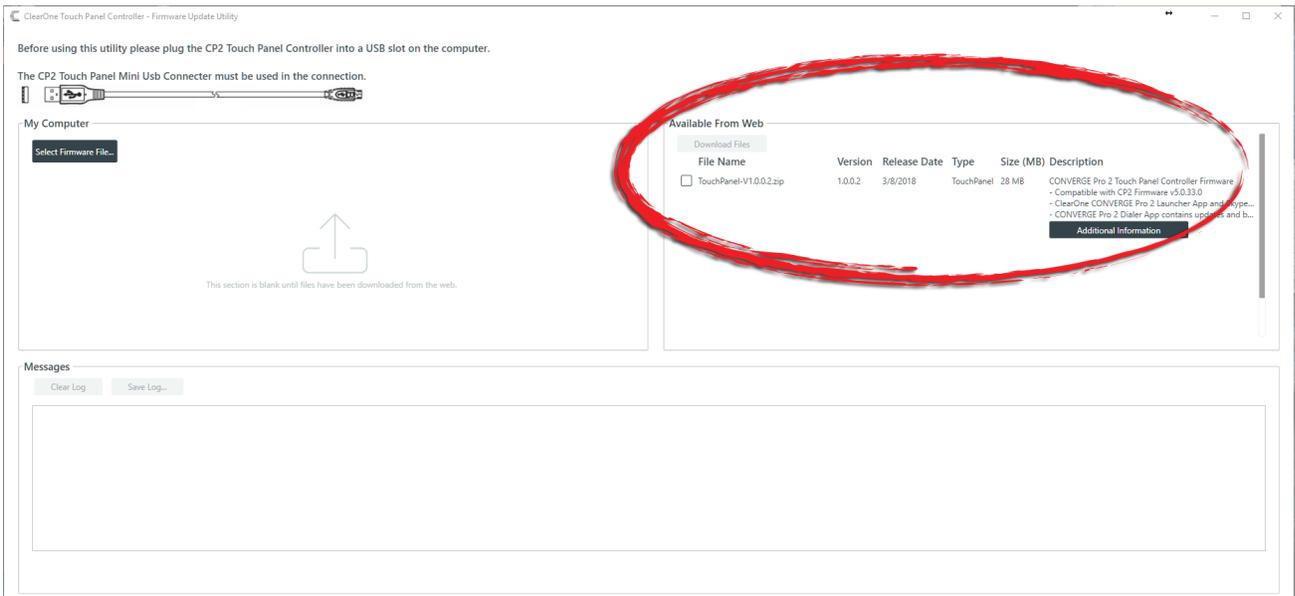
Once the TPC is attached via a USB cable, you can run the Firmware Updater Utility:

1. Open the CONVERGE Pro 2 CONSOLE.
2. From the **File** menu, choose **CP2 Touch Panel Controller Updater**.

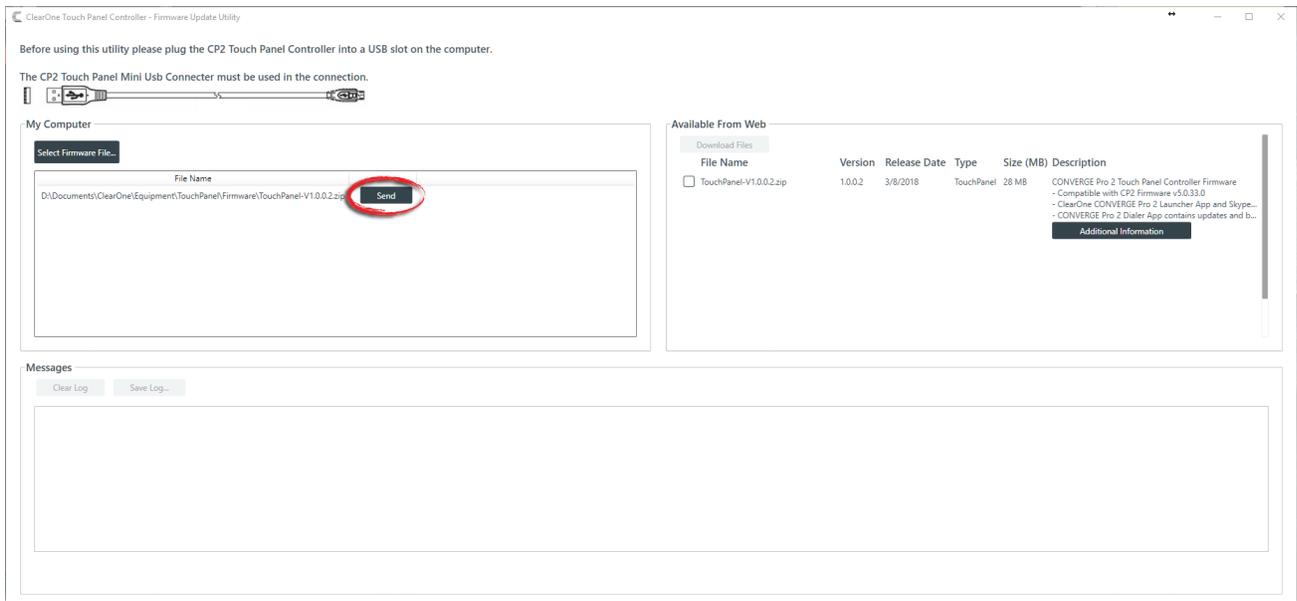
The Touch Panel Controller Firmware Update Utility appears:



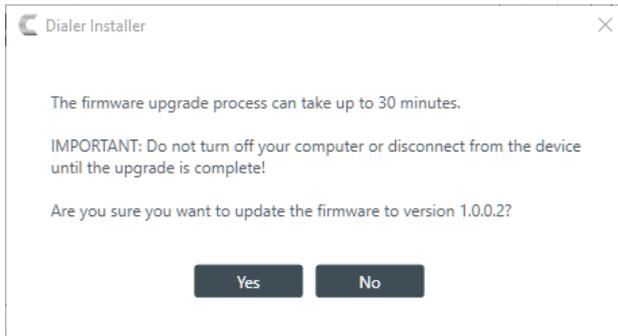
3. If any firmware update files are available from ClearOne, they appear under **Available From Web**:



4. Select the check box next to a file you want to download and click **Download Files**.
5. Under My Computer, click **Send** next to a firmware file under My Computer to send it to the attached Touch Panel Controller:

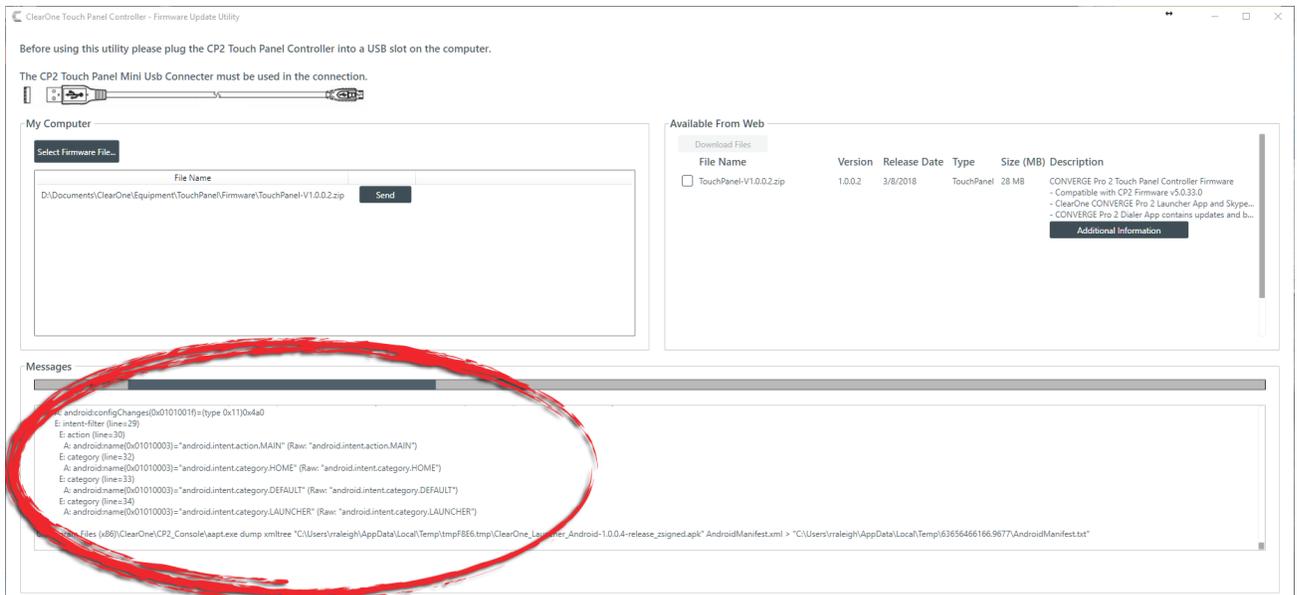


A dialog box appears to let you confirm whether you want to complete the firmware update:

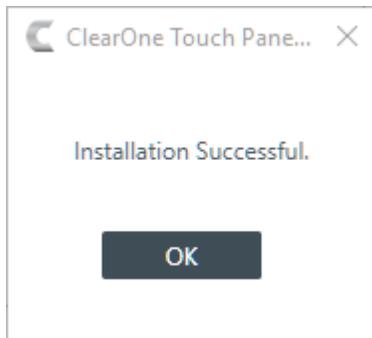


6. Click **Yes**.

The selected firmware file is sent to the Touch Panel Controller, and update details appear in the Messages section:

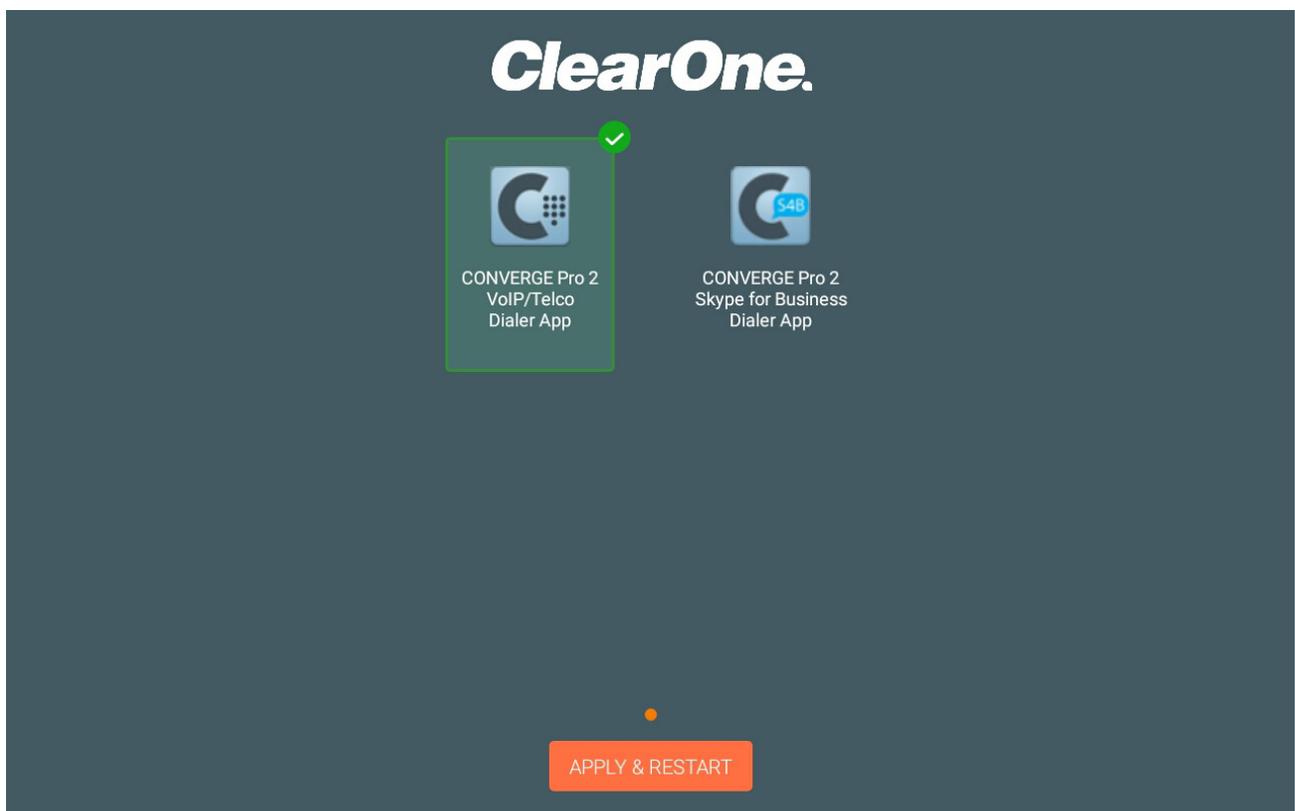


If the firmware update is successful, an Installation Successful message box appears:



7. Click **OK**.

The Touch Panel Controller restarts using the updated firmware. If you're updating from a version of the TPC software that included the Launcher, the TPC opens to the last-used Dialer (VoIP/SIP or Skype for Business). If you're updating from a version of the TPC software that did not include the Dialer, the Launcher screen appears:



8. Tap the Dialer you want to use and then tap **Apply & Restart**.  
The TPC restarts and launches the Dialer you have chosen.
9. You can check your version of the Dialer by choosing Settings, About.  
The version is shown. If you're using the VoIP/SIP Dialer, it should be version 2.0.8.8 or greater. If you're using the Skype for Business Dialer, it should be version 1.0.0.25 or greater.

## Opening the Launcher

Should you decide to switch Dialers, you can open the Launcher at any time to choose which Dialer to use.

1. In the Dialer, tap **Settings**, and then **ClearOne Launcher**.
2. Tap **Start ClearOne Launcher**.
3. A confirmation dialog box appears:

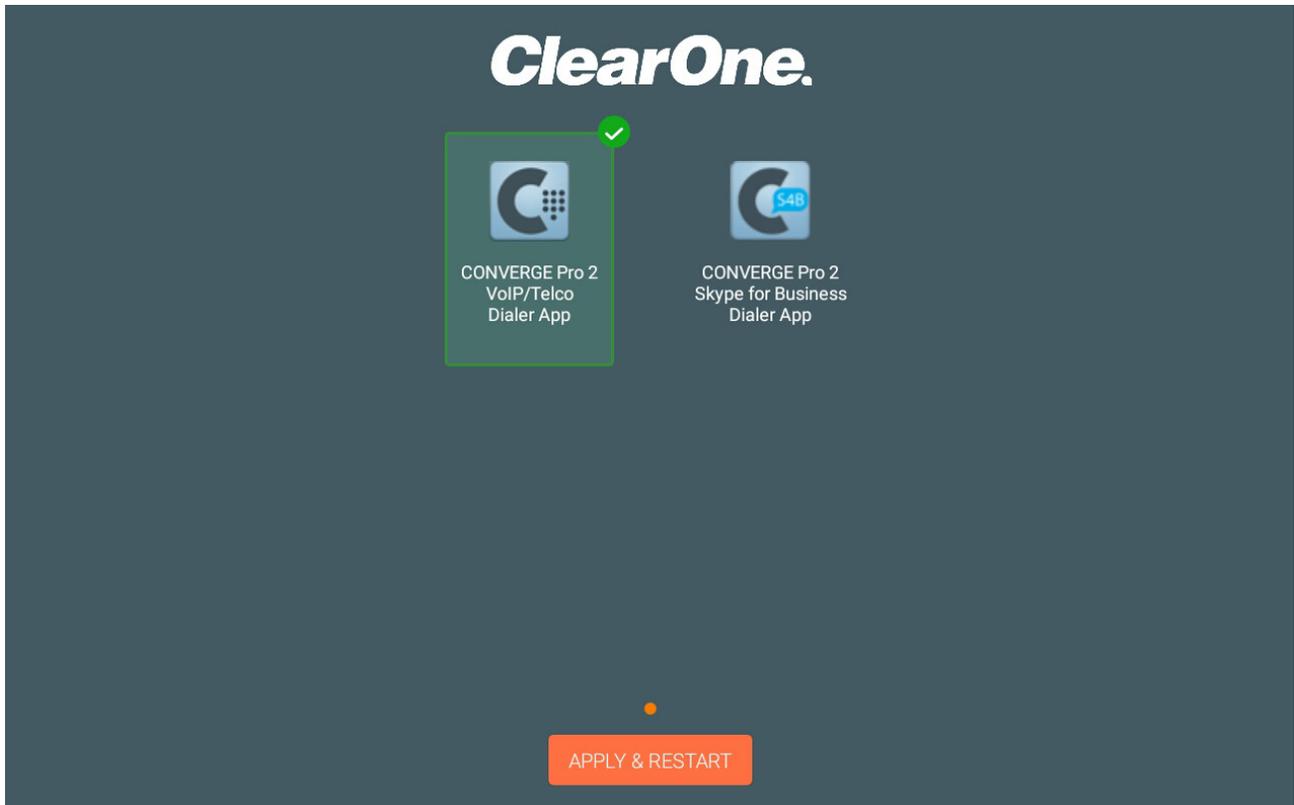
## Are you sure?

This action will cause device restarts. Do you really want to launch "ClearOne Launcher" App?

NO

YES

The Launcher screen appears:



4. Tap the Dialer you want to use and then tap **Apply & Restart**. The TPC restarts and launches the Dialer you have chosen.

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