

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:

ClearOne Touch Panel Centroller - Formware Update Utility lefore using this utility please plug the CP2 Touch Panel Controller into a USB slot on the computer. he CP2 Touch Panel Mini Usb Connecter must be used in the connection.	* - 0
My Computer Select Firmware File.	Available From Web Download Files File Name Version Release Date Type Size (MB) Description TouchPanel 28 MB CONVERGE Pro 2 Touch Panel Controller Firmware Compatible with C22 Final Panel Controller Firmware CONVERGE Pro 2 Touch Panel App and Stype CONVERGE Pro 2 Touch Panel App and Stype Additional Information
Messages Clear Log Save Log.	

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

🗲 ClearOne Touch Panel Controller - Firmware Update Utility	*	- 🗆 ×
Before using this utility please plug the CP2 Touch Panel Controller into a USB slot on the computer.		
The CP2 Touch Panel Mini Usb Connecter must be used in the connection.		
CMy Computer	Available From Web	
Select Firmware File	Download Files	
	File Name Version Release Date Type Size (MB) Description	N I
This section is blank until files have been downloaded from the web.	TouchPanel-V1.0.0.2.zp 1.0.02 3/8/2018 TouchPanel 28 MB CONVERGE Pp o Touch Panel Controller for Compatible with CPE Immare 4:503 - Cherofice CONVERGE Pro 2 Touch Panel Controller for CONVERGE Pro 2 Touch Panel Panel Controller for CONVERGE Pro 2 Touch Panel CO	mware I and sype
Messages		
Clear Log Save Log		

- 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:

ClearOne Touch Panel Controller - Firmware Update Utility					+ – C ×
Before using this utility please plug the CP2 Touch Panel Controller into a USB slot on the computer. The CP2 Touch Panel Mini Usb Connecter must be used in the connection.					
My Computer	Available From Web				
Select Firmware File	File Name	Version Rele	ease Date Ty	pe Size (MB) Description
File Name D1Documents1ClearOne1Equipment/TouchPanel-V1.0.0.2.5g	ToudhPanel-V11.0.0.2.zip	1.0.0.2 3/8/2	- 2018 To	28 MB	CONVERSE Pro 5 Dude Panel Controller Firmmer Compatible way of Strammer (SSI) and Compatible way of Strammer (SSI) and Compatible way of Stramper Control and Stram- CONVERSE Pro 2 Duter Appr contains updates and bu- Additional Information
Messages					
Clear Log Save Log					

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:

🖉 ClearOne Touch Panel Controller - Firmware Update Utility	+ – 🗆 X
Before using this utility please plug the CP2 Touch Panel Controller into a USB slot on the computer.	
The CP2 Touch Panel Mini Usb Connecter must be used in the connection.	
My Computer	- Available From Web
Select Firmware File	File Name Version Release Date Type Size (MB) Description
File Name D\Documents\ClearOnelEquipmentTouchPanelVT10.02.zip Send	TouchPanel-VI.0.0.2.zip 1.0.02 3/8/2018 TouchPanel 28 MB CONVERIGE Pro 2 Touch Panel Controller Firmware Compable with C22 Firmware 6.043328 Control Controller Firmware Constant, space 50, 50, 50, 50, 50, 50, 50, 50, 50, 50,
Excited config:Charage(EMD101001)=:Type 0x11)0x4a0 Extend file(There 20) Extend file(There 20) Extend file(There 20) Extend file(There 20) A and confidence (DAD100003)=" and cold intert.category.HOME" (Raw: "and cold intert.category.HOME") Extend file(There 20) A and cold intert.category.HOME" (Raw: "and cold intert.category.HOME") A and cold intert.category.UEFAULT") Extend file(There 20) Extend file(There 20)	
A: androidname(UA:0101003)="androidintent category LAUNCHER" (Raw: "androidintent category LAUNCHER")	e_zsigned.apk* AndroidManifest.uml > "C\Users\rralogNAppData\Local\Temp\6365666166.9677\AndroidManifest.st"

If the firware 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:

ClearOne.		
	CONVERGE Pro 2 VoIP/Telco CONVERGE Pro 2 Skype for Business	
	Dialer App Dialer App	
	APPLY & RESTART	

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



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

SALES AND INQUIRIES

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