

TECHNICAL NOTE

» Chat 50 103
Firmware Update with Logitech USB Drivers (PC/Windows)

February 28, 2007

Description

ClearOne has identified a compatibility issue between the Chat 50 and certain Logitech USB drivers, including QuickCam versions 9.5 through 10.5. During the firmware update process, the Chat 50 utilizes a **USB Reset** command. If there are Logitech USB drivers installed on the system, they can cause Windows to crash when this command is issued.

Solution

1. Remove the Logitech USB Driver from the PC using **Add/Remove Programs** in **Control Panel**.
2. Start the Chat software on your system by clicking the **ClearOne Chat** icon on your desktop.



3. In the Chat software, click Update Firmware. The Update Firmware screen appears.



4. Click the Check for updates button to check the web for available updates.
5. The following series of messages appears below the progress bar:

- "Locating website..."
- "Website found"
- "Click Update to load new firmware into device" (Appears only if a new firmware file is available.)

> **Note:** If no firmware update is available, then the following message appears below the progress bar:

- "Your device contains the most recent firmware"

This indicates that your firmware is current. No update is required.

6. In the Update Firmware screen, click the Update button. The Update dialog appears.
7. Click Update Firmware to update firmware only.
8. Click Yes to proceed with the firmware update, or No to cancel.
9. A second warning dialog appears. Click Yes to proceed or No to cancel.
10. A series of messages appears below the progress bar indicating that the update is in progress.

WARNING: Do not unplug the Chat 50 while updates are in progress.

11. When the update is complete the following messages appear below the progress bar:
 - "Update Successful! The firmware for Chat has been changed to <new revision level>" where <new revision level> is the new firmware revision number.
12. Reinstall the Logitech USB drivers on your system.

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