ClearOne.

RELEASE NOTES

JANUARY - 2020

INTERACT Software Installer Version: 1.4.0.0

Products Affected

INTERACT PRO

Issues Fixed

Removed Adobe Flash

AUGUST - 2012

INTERACT Software Installer Version: 1.2.6.2

INTERACT Pro Firmware Version: 1.0.41.0

Products Affected

INTERACT PRO

Issues Fixed

INTERACT PRO firmware 1.0.41.0 contains a fix to the Telco receive audio where after a power cycle, audio distortion is heard. If your INTERACT PRO unit experiences audio distortion on the Telco receive after a power cycle, please upgrade its firmware to version 1.0.41.0

No changes in the following INTERACT products:

a)   INTERACT AT / AT-OC Firmware version: 1.0.40.0

b)   INTERACT COM version: 14

c)   INTERACT COM-W version: 14

Known Issues

No changes from previous release

DECEMBER - 2011

INTERACT Software Installer Version: 1.2.6.1

INTERACT AT Firmware Version: 1.0.40.0

INTERACT Pro Firmware Version: 1.0.40.0

INTERACT COM: Version 0014

INTERACT COM-W: Version 0014

ClearOne is pleased to announce new software and firmware updates for both the Interact AT and Interact Pro family of conferencing mixers. This release adds new functions to improve the user experience when used with Unified Communication soft clients.

Products Affected

This firmware release affects the Interact AT, Interact Pro, Interact 8i and Interact COM devices.

New Functions, Features, and Enhancements

- **Changed the Wake Up key on the wireless controller to a Hook Flash Key. Pressing any key on the controller will now activate the system**
- **Changed the label on the wired and wireless controller from 'OCS' to 'PC'**

FEBRUARY - 2011

Interact Software Version: 1.1.7.2

Interact AT and AT -OC Firmware Version: 1.0.37.0

Interact Pro Firmware Version: 1.0.34.0

Interact COM: Version 14

Interact COM-W: Version 14

ClearOne announces new software and firmware for both the Interact AT and Interact Pro family of conferencing mixers. This release adds new functions to improve audio performance when used with Unified Communication Soft clients. In addition, new serial commands have been added to the Interact Pro for use with some Telepresence applications. This release also combines the new firmware builds within the software build so only the software has to be run and the firmware will be installed as well.

Products Affected

This firmware release affects the Interact AT , Interact Pro and Interact COM devices

New Functions, Features, and Enhancements

- **Increased Sample Rate on USB Audio** - The sample rate on the Interact COM USB audio was changed from 32KHz to 48KHz sample rate. This reduced some conversion artifacts associated with Windows XP operating systems.
- **Improved Audio Error Concealment** - Masks audio anomalies that can offer on soft client based upon network issues.
- **AGC Interoperability** - New function was added for USB audio processing to work with Soft Client AGC.
- **First Microphone Priority Serial Command** - A new serial command was added to the Interact Pro to allow installers to disable the First mic Priority feature for use with certain Telepresence applications.
- **Ringer Ignore Serial Command** - A ringer ignore Serial Command was added to the Interact AT mixer.

Fixed Interact AT Firmware Version 1.0.34.0 and Interact Pro Firmware Version 1.0.32.0 Issues

No Changes.

Known Issues in Release

No Changes

SEPTEMBER - 2010

Interact Software Version: 1.1.5.0

Interact AT Firmware Version: 1.0.34.0

Interact Pro Firmware Version: 1.0.32.0

ClearOne announces new wireless control capabilities with the INTERACT Pro conferencing mixers and INTERACT AT complete room solution. The release includes a new INTERACT Dialer-W and INTERACT COM-W which incorporate a 2.4 GHZ DSSS wireless link for room controls. The INTERACT Dialer-W is a battery operated room control system that mimics the same functionality found on the wired version. The INTERACT COM-W functions as the wireless base unit for the radio link and also includes the USB and Headset Interface identical to those found on the wired version. The new Wireless version of the Dialer and COM can be used with either the INTERACT Pro or INTERACT AT mixers. The sections below describe key elements of this release.

Product Introduction

- **INTERACT COM-W** - The INTERACT COM-W is audio interface device that can be used with either the INTERACT AT or INTERACT Pro systems. It includes a 2.4GHZ base station that facilitates a wireless connection to the INTERACT Dialer-W. The device also provides interfaces for USB Audio and Headset Audio associated with Enterprise Telephone sets. Additional features include a GPIO Port and an optional Wireless Base Station for use with Dialer.
- **INTERACT Dialer-W** - INTERACT Dialer-W is a wireless tabletop controller for complete control of the room audio. The device is battery operated (AAA) and communicates with the INTERACT COM-W via a 2.4 GHZ DSSS radio link.

Fixed Issues from Previous Release

- **Windows 7 and Windows Vista 64 Bit USB Drivers** - This release include new INTERACT USB drivers that are compatible with 64-bit versions of Windows Vista and Windows 7 operating systems.

Known Issues in Release

- **Site File Compatibility**

    ▷ **Previous Release and INTERACT 1.1.5.0** - A minor site file compatibility issue exists between previous version and the 1.1.5.0 release. Specifically, new commands were introduced that created an issue between the new wireless firmware and previous software. If different firmware and software versions are used, an error log will be generated showing microphone object argument errors when connecting to the unit. This can be corrected easily. The recommended process is:

    1) Update Software and Firmware to this revision

    2) Connect to the unit using INTERACT Software

    3) Save Site File under the INTERACT Software 1.1.5.0

    4) Import Saved Site File to unit

    ▷ **Off-Hook Dialing for INTERACT Web Dialer when in Microsoft® Lync™ Server 2010 Mode** - DTMF digits will not be sent to the Microsoft Lync 2010 client when in a call from the INTERACT Web Dialer.

    ▷ **Adobe Flash Compatibility** - Adobe Flash is used within the Graphical User Interfaces on the INTERACT Software. On occasion, Adobe will release new versions of Flash which creates problems when running the INTERACT Software. The typical issue is that the application appears not to launch when the shortcut is double-clicked. This problem can typically be remedied by manually installing the latest version of the Adobe Flash Player. In this release, it is recommended that Adobe Flash 10.0.45.2 or lower be used.

JANUARY - 2010

ClearOne announces a new product introduction of the INTERACT Pro conferencing mixers and Interact AT complete room solution.

The release includes new products, firmware, and software. The section below describes key elements of the release.
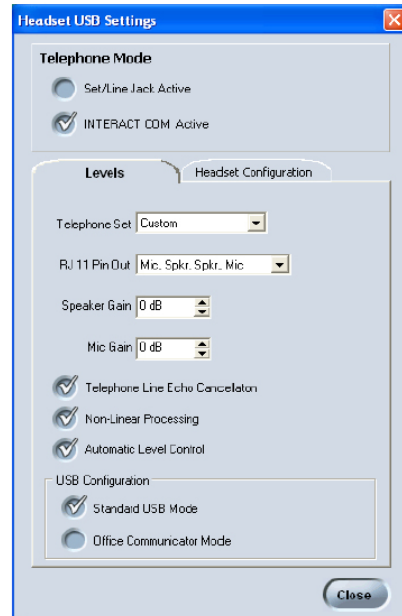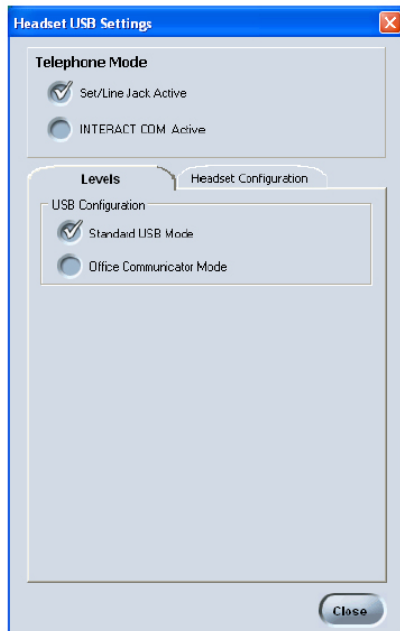
PRODUCT INTRODUCTION

- **INTERACT PRO** - The INTERACT PRO is a professional conferencing mixer with 8 AEC channels, 2 Line Inputs, and 8 Line Outputs. The mixer also includes and integrated telephone hybrid and three internal processing channels.

    ▷ **INTERACT 8i** - The INTERACT 8i is an expansion unit allowing an additional 8-AEC microphone channels to be added to the Interact Pro through an expansion line.

- **INTERACT AT** - The INTERACT AT is a complete room conference solution that includes all necessary audio components for conferencing. Multiple bundles are available to match various room applications. Main components of the solution include:

    ▷ **INTERACT AT Mixer** - Audio conferencing mixer with integrated 9-AEC channels, 2 Line Input/Output, Telephone interface and integrated amplifier.

    ▷ **INTERACT MIC** - INTERACT MIC is a microphone pod with 3-elements providing a complete 360 degree coverage. Audio from Interact Mic is sent to mixer via single Cat 5 cable using a digital transport method. A total of 3-Interact Mic devices can be used with a single mixer.

    ▷ **INTERACT MIC EX** - INTERACT MIC EX is a microphone breakout device allowing up to three external microphone connection per unit. The INTERACT MIC EX has 3-XLR connectors and built in microphone pre-amp and phantom power for direct interface to any professional microphone. A total of 3-INTERACT MIC EX devices can be use with a single mixer.

    » **NOTE:** The total number of microphone devices supported by the INTERACT AT mixer is three. It can be any combination of INTERACT Mic or INTERACT Mic Ex devices

- **INTERACT COM** - The INTERACT COM is a audio interface device that can be used with either the INTERACT AT or INTERACT Pro systems. The device provides interfaces for USB audio and Headset Audio associated with Enterprise Telephone sets. Additional features include a GPIO port and optional Wireless base station for use with Dialer.

- **INTERACT Dialer** - The INTERACT Dialer is a tabletop controller for complete control of the room audio. Includes both wired and wireless options.

- **INTERACT Software Application** - The INTERACT Software is a Windows-base application for programming, configuration, and control of the INTERACT Pro and INTERACT AT systems.

TECHNICAL CONSIDERATIONS

- **INTERACT AT**

  ‣ **AEC Reference** - The INTERACT AT automatically generates the AEC reference based upon user identification of the amplifier channel used within the room. If a user drags and drops an amplifier device on the Line Output or Record channel, the software will automatically use this as a reference. This also disables the internal amplifier on the mixer.

  ‣ **Telephone Mode** - The INTERACT AT has a telephone mode that is available when used with the INTERACT COM device. This mode allows the user the options to either select to activate the Telephone Set/Line Jack or the INTERACT COM. The INTERACT AT mixer processing only allows for either the Telephone Hybrid or the INTERACT COM headset audio to be active. The user cannot use the internal telephone hybrid and INTERACT COM headset audio at the same time.

- **INTERACT PRO**

  ‣ **Stereo Echo Cancellation** - The INTERACT Pro and INTERACT 8i has a stereo echo cancellation mode. In this mode the user must configure two separate AEC reference channels that will be applied to all 16 microphone AEC blocks. The AEC reference should be representative of two independent speaker zones within the room. If the stereo AEC mode is used in a mono AEC application (single AEC Reference) overall duplex performance will be degraded.

  ‣ **INTERACT 8i** - The INTERACT 8i RS-232 port on the back panel is for firmware loading only and not for connecting to AMX/Crestron control systems.

- **INTERACT COM**

  ‣ **Headset Compatibility** - The INTERACT COM headset port has been tested with Cisco, Nortel, and Avaya enterprise telephone sets. A user can directly select the desired Telephone Set from the INTERACT Software or create their own configuration via the custom setting. The custom settings allow the user to set the RJ-9 Pinout configuration, coarse gain, and associated signal processing.

  ‣ **USB PC Audio** - The USB audio gain controls within the INTERACT Software actually replicate from the PC Audio Control Mixer with Microsoft Windows. The user must select the INTERACT COM as the Sound/Voice Playback and Sound/Voice Record device in order to be used with the PC unified communication applications.

  ‣ **GPIO Port** - The GPIO port on the INTERACT COM has the following signal layout:

    ▪ **Pin 1**: Master Microphone Mute Control

    ▪ **Pin 2**: Master Microphone Mute Status

    ▪ **Pin 3**: On/Off Hook Control

    ▪ **Pin 4**: On/Off Hook Status

    ▪ **Pin 5**: 5 VDC (Up to 40 mA)

    ▪ **Pin 6**: Ground

Microsoft OCS Operation/Compatibility - Microsoft OCS OCS requires a specialized USB driver to interface with the Office Communicator client application. A configuration option is available with the INTERACT COM software setup. The intended operation of the function is the user either selecting the OCS OCS or Standard USB mode at time of installation. The function was not intended to be dynamic. If OCS mode is enable, the mode keys on the INTERACT Dialer are activated. This allow the user to either establish a normal telephone call or an OCS OCS call from the dial pad.

KNOWN ISSUES AT RELEASE

- **USB Audio Drivers for INTERACT Pro and INTERACT AT Mixers**

  - **Windows XP Versions of Japanese and German** - A compatibility problem exists with the INTERACT USB driver for the mixers that renders the use as inoperable when used with the Japanese and German versions of Windows XP (all service packs). Recommendation is to connect to mixer via Ethernet or RS -232 with the INTERACT Software for configuration.

  - **Window Vista and Windows 7 64-Bit Machines** - Currently, the 64-Bit USB Drivers for the INTERACT mixers are not fully functional and have been excluded from the INTERACT software installation package. These drivers will be released in a future update. Recommendation is to connect to mixers via Ethernet or RS -232 with INTERACT Software if used with a 64-bit PC.

- **Processing Channel and System Checks**

  - On the INTERACT Pro the user has the ability to set the volume controls on the tabletop controller to either a processing channel or line output channel. If the volume controls are set to a processing channel, the system checks on the microphones will return as a failure. This will be corrected on future release.

> **CLEARONE LOCATIONS**

HEADQUARTERS:

Salt Lake City, UT USA
5225 Wiley Post Way
Suite 500
Salt Lake City, UT 84116

Tel: 801.975.7200
Toll Free: 800.945.7730
Fax: 801.977.0087
E-mail: sales@clearone.com

EMEA
Tel: 44 (0) 1189.036.053
E-mail: global@clearone.com

APAC
Tel: 801.303.3388
E-mail: global@clearone.com

LATAM
Tel: 801.974.3621
E-mail: global@clearone.com

Technical Sales
Tel: 800.705.2103
E-mail: techsales@clearone.com

Technical Support
Tel: 800.283.5936
E-mail: tech.support@clearone.com