

Firmware 1.3 Release Notes

The following document is a list of features implemented with the latest CrewCom® firmware release.

Firmware Details:

Version	1.3
Release Date	January 14, 2019
Affected Models	CRP-22-900, CRP-22-900AN, CRP-44-900, CRP-44-900AN, CRP-22-2400, CRP-22-2400CE, CRP-44-2400, CRP-44-2400CE
	CRT-900, CRT-900AN, CRT-2400, CRT-2400CE
	CCU-22, CCU-44
	CHB-8C, CHB-8C-02

Compatibility Note: To work together as a system, all connected devices must have firmware that matches the version installed on the Master Control Unit.

Device Parameters:

CrewNet supports the following:

- Up to 4 Control Units (CUs)
- Up to 72 Radio Packs (RPs): 4 CUs × 18 RPs per CU
- Up to 16 Radio Transceivers (RTs): any combination of 2.4 and 900*
- Up to 4 layers of Hubs (See Operational Notes for more information on Hub layers.)
- Up to 32 wired intercom/audio channel inputs (maximum of 16 2-wire and 16 4-wire across 4 CUs)
- Up to 64 Profiles
- Up to 64 Conferences

**Maximum of 14 900MHz RTs on any single system (out of 16 total RTs). Systems may contain an even or odd number of RTs.*

Feature Notes:

- The Master CU is the control host for the CrewWare application via the LAN port.
- Available RP Function button options include Stage Announce and Call.
- Audio supplied to Aux In can be assigned to any combination of up to 10 possible conferences. Audio supplied from Aux Out can be assigned from any single conference.
- Up to 4 Hub layers can be configured. The number of Hub layers is defined by how many Hubs are between the device and the Master CU.
- The following functions are not yet supported: GPIO Relays, Ping, High Density mode, User Access Rights management, hardwire Mic Kill, and CrewWare multi-client access to one system.

- The following CU menu options are not operational: Sync Priority, Device Settings (CU menu), RT Hopping Patterns, and RT Radio Band; however, these settings can be managed via CrewWare while offline (requires save/upload of new CrewCom Configuration File (.ccf)).
 - » By default, the first Control Unit added to the CCF is automatically assigned the Master sync priority. Every CCF must contain one Master Control Unit. Secondary and Tertiary sync priority assignments are not currently operational.
- Out-of-the-box dynamic configuration of hardware is not yet supported. CrewWare is required to build a configuration files (.ccf).

Enhancements

- Resolved issue that occasionally allowed talk buttons set to “momentary” to become “latched” erroneously.
- Resolved issue that allowed users to erroneously assign Stage Announce to hardwired ports from the CU's device management list view.
- Resolved CrewWare installation issue related to missing FTDI drivers, which prevented device scans during USB firmware updates. All necessary drivers are now included with the v1.3.0.0 update.
- Improved user interface by clarifying user messages, removing typos, and improving interface consistency.
- Resolved RP telemetry issue that occasionally allowed battery indicators to report inaccurate remaining time.
- Improved appearance of RP battery icon. In addition, the battery icon now indicates low battery (less than one hour remaining time) in the following increments: 01:00, 00:45, 00:30, and LOW (once the time is 15 minutes or less).
- Added "My Toolbox" feature in CrewWare, allowing users to create a customized device toolbox for easier access to preferred system diagram devices.
- Improved network messaging protocol for added system stability and performance.

Operational Notes

Firmware Updates

- The user will need to disable the Windows firewall in order to install CrewWare.
- When updating firmware from previous versions via USB, devices may require additional rescan. See the “How to Update Firmware via USB” tutorial and/or the CrewWare Manual for further detailed instructions on this process.
- Following system firmware updates, a complete power down and restart of system is recommended. Upon restart, Radio Transceivers will finish updating the radio. This will be evident by the alternating flashing of the RX and TX lights. Once this sequence ends per RT, the device is ready. See the “How to Update Firmware” document and/or the CrewWare Manual for further detailed instructions on this process.
- When updating RT firmware via CrewNet, a communication warning system status can be generated. Clear this message by disconnecting and reconnecting CrewWare. It may be necessary to power cycle all CUs, RTs, and Hubs before attempting to update firmware again.

Configuration and Startup

- If updating from firmware version 1.1 or older, you must save your CCF in the new version to match existing settings to added features. Do so with the following steps:
 - » After updating device firmware, connect CrewWare to your CU via LAN connection, and go “live.”
 - » In CrewWare, click **File** then **Save File As...**; then select a file location, name your file (8 characters or less), and save it. This CCF is now updated.
 - » In CrewWare, click **File** then **Upload File...**, then navigate to your saved file (.ccf) and choose it. Follow the CrewWare and CU prompts to upload the file and restart your system.
- Adding and removing devices (such as an RT) in live mode (often referred to as “hot-plugging” or “hot-swapping”) may cause system errors to occur. Pliant recommends only performing this type of action when the system is powered off.

- Upon startup, non-Master CU(s) (if applicable) may require up to 60 seconds to complete the CCF load. The LCD screen will display load progress messages during this time.
- Any change to RF parameters such as hopping pattern or radio band will require RPs to be repaired.
- To avoid an RP going inactive, Pliant recommends ensuring your CUs and RTs are powered on and ready prior to powering on the RPs. An RP will enter inactive mode if it cannot establish communication with an RT. If an RT becomes available, an inactive RP can be prompted to attempt to re-establish communication by pressing the RP Menu button.
- Changes to CU port names made in live mode do not save in the CCF. To save changes, save the .ccf from CrewWare, reload the file to the system from CrewWare, then reboot the system.
- Changes to CU short or long name made locally from the CU display will not be reflected in CrewWare. To see this change reflected in CrewWare, disconnect and reconnect the CU to CrewWare.
- Pliant recommends that Hubs be externally powered with local power supply (provided).

LAN Settings

- When changing LAN settings from the CU front panel, a reboot is required before operation. Pliant recommends waiting about 60 seconds after making the change before powering off the CU.
- Disconnecting the LAN connection while in live mode will require a system restart to reconnect CrewWare to the Control Unit; therefore, Pliant recommends only performing this type of action when the system is powered off.

CrewWare Interface

- CrewWare's "Device Management" tab (individual device detail view) does not currently populate with the accurate Radio Version or Powered By data (for RTs). This does not affect operation.
- CrewWare Event Log entries can fail to display a device's latest firmware change. If the device is not operating properly, rescan to ensure device firmware matches system firmware.