

## Firmware 1.2 Release Notes

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

### Firmware Details:

<b>Version</b>	1.2.0.0
<b>Release Date</b>	September 28, 2018
<b>Affected Models</b>	CRP-22-900, CRP-44-900, CRP-22-2400, CRP-22-2400CE, CRP-44-2400, CRP-44-2400CE
	CRT-900, CRT-2400, CRT-2400CE
	CCU-22, CCU-44
	CHB-8C

*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
- This firmware version is not yet compatible with the following device models: CRP-22-900AN, CRP-44-900AN, and CRT-900AN.

*\*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.
- Call on Talk is now supported.
- Stage Announce Relay is now supported.
- Auxiliary Audio Input (program audio) and Output are now supported. 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, hardware 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

- Updated CrewWare user interface to remove/disable non-operational features that were previously visible.
- Added ability to upload CCF to your system from CrewWare via network LAN connection.

## 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.

### 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.
- Moving device port or connection locations will cause configuration errors at startup. Pliant recommends avoiding connecting devices to a port different than that in the CCF.
  - » Once the system is powered on, you can tell that a configuration error has occurred with the system if the TX LED on one or more connected RTs is not lit and if the associated RPs do not log in. The configuration error may be present in the RT or other device upstream. If you are connected to CrewWare, it will alert you of any firmware or configuration errors needing resolution.
- CCF uploads from USB and from CrewWare are now supported.
  - » Uploading the CCF via USB is done by saving the .ccf from CrewWare to a USB drive, manually uploading the saved file to the Master CU, and rebooting the system once more. Deleting the old CCF is no longer a required step of this process.
  - » Uploading the CCF via CrewWare is done by selecting the **Upload File...** option from CrewWare’s file menu. While uploading, CrewWare will notify you of any configuration exceptions. Follow the CrewWare prompts for the upload and reboot your system when prompted by the CU LCD.

- 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.
- 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). It also does not populate with the accurate Operational Status indicator (for CUs and RTs). This does not affect operation.