

## Software & Firmware 1.14 Release Notes

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

### New Compatible Hardware

- CrewCom IP-Rated Radio Transceivers (CRT-900-IPR, CRT-900AN-IPR, CRT-2400-IPR, CRT-2400CE-IPR): CrewCom now supports the addition of the new IP-Rated lineup of Radio Transceivers (RTs). This includes a unique UI display in the system diagram of CrewWare that shows when an IP-Rated RT is in use, as well as the indication of new model numbers in the detail and device list views.

**NOTE:** The IP-Rated RTs are compatible with previous CrewWare releases; they won't, however, display the updated software UI screens uniquely specific to those models as mentioned above.

**Important Note:** Specific IP-Rating pending testing and confirmation.

- CrewCom CRP-12 (CRP-12-900, CRP-12-900AN, CRP-12-2400, CRP-12-2400CE): CrewCom now supports the addition of the current CrewCom CB2 CRP-12 series of Radio Packs (RP). In addition to software and firmware support of these new models, the new release also adds dual listen/single talk functionality. This new feature lets a user simultaneously listen to two pre-selected conferences while also allowing them to talk on either one of those conferences. Software UI additions and modifications have also been made to display the new Radio Pack support as well as to indicate dual listen/single talk capabilities.

### Firmware Details:

<b>Version</b>	1.14
<b>Release Date</b>	May 2023
<b>Affected Models</b>	CrewWare Software Application
	<b>Radio Packs:</b> CRP-12-900, CRP-12-900AN, CRP-22-900, CRP-22-900AN, CRP-44-900, CRP-44-900AN, CRP-12-2400, CRP-12-2400CE, CRP-22-2400, CRP-22-2400CE, CRP-44-2400, CRP-44-2400CE
	<b>Radio Transceivers:</b> CRT-900, CRT-900AN, CRT-2400, CRT-2400CE, CRT-900-IPR, CRT-900AN-IPR, CRT-2400-IPR, CRT-2400CE-IPR
	<b>Control Units:</b> CCU-22, CCU-44, CCU-08
	<b>Hubs:</b> CHB-8C, CHB-8C-02, CHB-8F

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

### Device Parameters

CrewNet supports the following:

- Up to 4 Control Units (CUs)
- Up to 72 Normal mode Radio Packs (RPs): 4 CUs x 18 RPs per CU
- Up to 256 High Density mode RPs: 4 CUs x 64 RPs per CU
- Up to 6 Normal mode RPs per Normal mode Radio Transceiver (RT)

- Up to 32 High Density mode RPs per High Density mode RT
- Up to 16 RTs: any combination of 2.4GHz and 900MHz\*
- Up to 4 layers of Hubs: any combination of copper and fiber devices (The number of Hub layers is defined by how many Hubs are between the device and the Master CU.)
- Up to 32 wired intercom/audio I/O channel inputs (configuration dependent)
  - » For CCU-22 systems, a maximum of 8 2-Wire across 4 CUs and 8 4-wire across 4 CUs
  - » For CCU-44 systems, a maximum of 16 2-Wire across 4 CUs and 16 4-wire across 4 CUs
  - » For CCU-08 systems, a maximum of 32 4-Wire across 4 CUs
  - » A mix of CCUs in systems will result in different maximum 2-wire and 4-wire inputs

	Normal Qty.	HiDen Qty.	System Total	Notes
Profiles			125	Any mix of Normal or HiDen
Active Pairings per CU	18	64		
Packs per RT	6	32		
Total Packs per System	72	256	328	

- Up to 125 Profiles (Any mix of Normal mode and High Density mode)
- Up to 64 Conferences (Up to four assigned specifically for High Density mode)
- Up to 160 Relay Assignments
- Aux In audio assigned to up to 10 Conferences
  - » Each CU may have a separate Aux In source, for a total of four when using four CUs.
- Aux Out audio can be assigned from any single Conference.
  - » In a multi-CU system, this is a single Conference per Control Unit.

\*The maximum number of 900MHz RTs on any single system (out of 16 total RTs) is 14. CRT-900-AN (Oceania) model operates within the 915–928MHz frequency range and the maximum number of 900MHz RTs on a single system is 7.

## New Features

- CrewWare now supports the CrewCom CRP-12 series of RPs and the new IP-Rated RTs.
- Radio Pack Listen Indication: RPs showing in tile view will now indicate which channels are enabled for listening. Indication is shown using a light blue color in the corresponding conference circle.



- Ping Function: It is now possible to activate, from software, a device location function called Ping on both the RTs as well as the RPs. For the RT, when activating ping both the top ping light and the mode LED on the bottom of the device will blink to facilitate location of a specific device. As for the RP, when activated, ping will cause the backlight of the LCD display (or LEDs in the case of the CRP-12) to blink until deactivated by the operator. For both devices (RTs and RPs) ping will remain latched until the operator manually disables the function and, in the case of RPs, pairs or power cycles the RP.
- The CrewWare system diagram display of the Radio Transceiver now has the added ability to quickly see the status of each device's antenna diversity. It will now graphically indicate if it is in Dual (two antennas) or Single (Left or Right) modes.

## Enhancements

- Numerous general bug fixes and enhancements to the user experience.

## Operational Notes

### **IMPORTANT:** Firmware Updates

- The fixes included in this version of 1.14 apply to all CrewCom devices except the 6+6 Drop-In Charger; therefore, it is not required to update the charger as long as it is already using version 1.10 or higher. However, if you do choose to update the charger, no harm to the device or system functionality will occur.
- A system's configuration file (CCF) does not need to be reloaded after updating to version 1.14.
- RPs do not need to be re-paired after updating to 1.14.
- When updating firmware from version 1.2 or older, Pliant recommends an incremental firmware update to version 1.4 before updating to version 1.14. Updating directly from version 1.3 to 1.14 is supported. Previous versions of CrewWare can be found here: <https://plianttechnologies.com/support/previous-software-firmware/>
- When applying this update to a CU with version 1.4 or older, an additional file upload directly to the CU (via front panel USB) will be required. Upon clicking "Scan for Devices" in CrewWare's firmware tab, you will find step-by-step instructions for this process. This additional (two-stage) update is not required when applying this update to CUs with version 1.8 or later.
- If updating from firmware version 1.2 or older, you must save your CCF in the new version to match existing settings to added features. Do so with the following steps:
  1. After updating device firmware, connect CrewWare to your CU via LAN connection, and go "live."
  2. 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.
  3. 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.

## Configuration and Startup

- **IMPORTANT:** For best system performance with no interaction between Radio Transceivers (RTs) in a mixed (Normal & High Density) system it is recommended that Normal-mode RTs and High Density-mode RTs be separated by at least at 80 feet (24 meters) or greater for 900MHz products and 60 feet (18 meters) for 2.4GHz products. It is possible to operate with less physical separation; however, overall range may be affected as the distance of separation is decreased.
- 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.

- CUs may only be daisy-chained when connected directly from the primary CU.
- Upon startup, non-primary CU(s) (if applicable) may require up to 3 minutes and 30 seconds to complete the CCF load (shorter for smaller CCFs). The LCD screen will display load progress messages during this time.
- The time required to load a CCF, push edits to multiple Profiles, and configure CrewNet devices may vary depending on configuration size.
- Any change to RF parameters such as RT operational mode (Normal/High Density), hopping pattern, or radio band may require RPs to be re-paired. This is not true for Transmit Power or Antenna Diversity.
- 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 (triangle) button.
- Pliant recommends that Hubs be externally powered with local power supply (provided).
- For Fiber Hubs, use of Port 1 (either copper or fiber) is required for downstream operation of Ports 2–8.

## LAN Settings

- The Master CU is the control host for the CrewWare application via the LAN port.
- When changing LAN settings from the CU front panel, a reboot is no longer required.
- In the event the LAN cable is disconnected during use, we recommend waiting at least 60 seconds after the cable has been reconnected before reconnecting to CrewWare.

## CrewWare Interface

- The Call button on CrewWare's Radio Pack list view ("Device Management" tab) is not currently implemented; however, the Call function is functional elsewhere.
- Once an RP is paired to a system, it populates in the Real-Time Pack View's inactive panel. When an RP is turned on, it moves to the active panel; these RPs remain in the active panel until CrewWare has been disconnected or closed, regardless of whether the RP is turned off.
- The following function is not yet supported: CrewWare multi-client access to one system.

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