ClearOne®

CONVERGE PRO RELEASE NOTES

USB Connection Failure

The initialization of USB connection between the Console software and a Converge Pro device can fail. If this occurs, the PC appears to lock up. To resolve a failed USB connection, disconnect the USB cable between the PC and the attached Converge Pro device, reboot the Converge Pro device, and then reconnect it to the PC. The root cause of this failure is not known at this time. This issue has a low occurrence.

Adding/Removing Mixers while Connected to Console

Console does not dynamically recognize units physically being added or removed from a site while connected to the site. Console requires re-synchronization with the site by disconnecting from the site, then reconnecting to the site using Console.

Controller Builder Application Compatibility

The Converge Pro product launch includes a new release of the Controller Builder software that allows programming of Converge Pro devices. The Controller Builder software must be updated on the PC to ensure compatibility with Converge Console. The new Control Builder software is backward compatible with files created with prior versions of the software.

Timed Events

A minimum of a one minute time interval between consecutive scheduled timed events is required for proper execution by Converge Pro devices. Potential problems that can occur if multiple events are scheduled one minute of each other include:

- Events executing out of order
- Events executing twice
- Events not executing

Events scheduled at the exact same time will not be affected.

AMX Duet Protocol Support

This version does not support the AMX Duet Discovery protocol. It will be added in a future release.

Wait State Serial Command Functionality

The Wait State command does not work in this release. Wait State command support will be added in a future release.

SNMP Agent TE Command Support

The SNMP agent for this release does not support the TE (On/Off Hook) command on the 840T and TH20 telephone hybrids. However, other telephone functions are supported and can be accessed from the SNMP MIB file. TE command support will be added in a future release.

SNMP Unit Type for Converge Pro 8i

Any "traps" or "get responses" from the 8i will use "10" as the unit identifier within the structure. The SNMP agent designates the Converge Pro 8i unit identification as "10". The serial protocol uses an "A" for unit identification.

Device Log Memory Allocation

The Converge Pro device log has 256 Kbytes of memory allocated for logging events. Once the log reaches the 256 Kbyte limit, it automatically deletes the device log file, then resumes recording entries in the log. The device log should be save to a text file prior to reaching the device log memory allocation limit (if the data needs to be retained).

RAMP Command Support

The telephone receive (Telco Rx) and the telephone transmit (Telco Tx) channels on Converge Pro models 840T and TH20 do not support the RAMP serial command. RAMP support for these channel types will be added in a future release.

A/V Microphone Object Filters in Database Builder

Low Pass, High Pass, and Notch filters do not function correctly when created as A/V microphone objects in the Database Builder of Console. However, PEQ (Parametric Equalizer) filters do function correctly when created as A/V microphone objects. Therefore ClearOne recommends using PEQ filters when creating A/V microphone objects.

Low Pass, High Pass, and Notch filter support for A/V microphone objects will be included in a future release.