



# RELEASE NOTES

Chat Product Family

**Note:** This document contains a running history of ClearOne Chat-related release notes, with the most recent on top

March 26, 2007

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## Chat 150 Firmware (version 31)

### 1. Chat 150 Firmware Version 31 Release Note

Products affected:

- 910-156-200 Chat 150 USB
- 910-156-220 Chat 150 Cisco
- 910-156-222 Chat 150 Avaya
- 910-156-230 Chat 150 VC

ClearOne has released version 31 of the Chat 150 firmware. The purpose of this release was to add firmware support for the following Avaya *and* Cisco telephone models (now available as devices in the Chat software):

- Avaya 2410
- Avaya 2420
- Avaya 4610
- Avaya 4621
- Cisco 7940
- Cisco 7960
- Cisco 7970

February 28, 2007

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Chat 50 Firmware (version 20)  
Chat 150 Firmware(version 31)  
Chat Software (version 2.0.11)

### 1. Chat Software Release Note

Products affected:

- 910-159-001 Chat 50 USB
- 910-159-002 Chat 50 Plus
- 910-159-003 Chat 50 Global Traveler

- 910-159-002-01 Chat 50 Plus International
- 910-156-200 Chat 150 USB
- 910-156-222 Chat 150 Avaya
- 910-156-230 Chat 150 VC

ClearOne has updated the Chat software, which works with both the Chat 50 and Chat 150 and automatically recognizes which device is currently connected. A new, automatic device database update feature has been added.

### Feature Enhancement

**Automatic device database update:** When users click on the Update Firmware tab and click on “Check for Updates”, the software will check the ClearOne FTP server for any updates or additions to the device database. Any new devices that ClearOne has tested with the Chat products will be added to the user’s database. Any custom devices that the user previously added will be preserved.

New devices recently added include Avaya telephone models 2410, 2420, 4610, and 4621, for use with the Chat 150 Avaya.



### Upgrade Procedures

To take advantage of the new device database update feature, users must upgrade the Chat software and then perform a firmware upgrade. **Note: The following upgrade procedures will erase any custom devices created using previous version(s) of the Chat software.**

#### Chat Software Upgrade Procedure

1. From the Windows **Control Panel**, start **Add/Remove Programs**.
2. In the **Add or Remove Programs** dialog, select **ClearOne Chat** and click the **Remove** button.
3. Click **Yes** when asked “Are you sure you want to remove ClearOne Chat from your computer?”
4. Click **Yes** when asked if you want to remove all ClearOne Chat device drivers.

5. Insert the ClearOne Chat Installation CD into your computer's CD/DVD-ROM drive, and select **Software** from the main menu. The Chat software is also available for download on ClearOne's website: [www.clearone.com/support/downloads.php?content=main#personal\\_conf](http://www.clearone.com/support/downloads.php?content=main#personal_conf)
6. Follow the on-screen instructions to complete the Chat software installation.

### Chat Firmware Upgrade Procedure

1. Launch the Chat software from the **Start Menu** or from your desktop.
2. Click the **Help** button and select the **Update Firmware** topic to review the upgrade process (optional).
3. Click on **Update Firmware**.
4. In the **Update Firmware** screen, click the **Check for updates** button.
5. Click the **Update** button to upgrade your Chat hardware to the latest firmware revision level, and also to update your device database.

## 2. Chat 50 Firmware Version 20 Release Note

### Products affected:

- 910-159-001 Chat 50 USB
- 910-159-002 Chat 50 Plus
- 910-159-003 Chat 50 Global Traveler
- 910-159-002-01 Chat 50 Plus International

ClearOne has released version 20 of the Chat 50 firmware. The purpose of this release was to address a compatibility issue with Logitech cameras. Specifically, the Chat 50 was not being recognized as a USB audio device by the Logitech USB Class Drivers. The root cause was that the Logitech driver only worked with devices with 16-bit resolution. The Chat 50 was configured for 24-bit resolution. This firmware release changes the Chat 50 from 24-bit resolution to 16-bit resolution.

Also, coinciding with this release is an interoperability note concerning certain Logitech USB drivers. These Logitech USB drivers do not support the USB Reset command, which is issued when a Chat 50 firmware update is performed. Specifically, a Reset command issued on a PC that has a Logitech USB Driver installed will cause Windows to reboot. The interoperability note has a recommended procedure for updating the Chat 50 when a Logitech driver is installed.

## 3. Chat 150 Firmware Version 31 Release Note

### Products affected:

- 910-159-001 Chat 50 USB
- 910-159-002 Chat 50 Plus
- 910-159-003 Chat 50 Global Traveler
- 910-159-002-01 Chat 50 Plus International

ClearOne has released version 31 of the Chat 150 firmware. The purpose of this release was to add firmware support for the following Avaya telephone models (now available as devices in the Chat software):

- Avaya 2410
- Avaya 2420
- Avaya 4610
- Avaya 4621

# ClearOne.

November 1, 2006

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## Chat Software Release Note

ClearOne has released new software for the Chat product line. The Chat software works with both the Chat 50 and the Chat 150, and offers significant feature enhancements for hands-free conferencing applications. The new Chat 150 expands upon the feature set of the Chat 50, which makes it ideal for larger group conferencing applications.

## Chat Products Affected

Product affected by this release include:

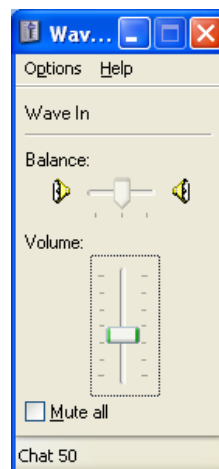
- **910-159-001:**           **Chat 50 USB**
- **910-159-002:**           **Chat 50 Plus**
- **910-159-003:**           **Chat 50 Global Traveler**
- **910-159-002-01**       **Chat 50 Plus International**

The Chat 150 is a new product that ships with the latest versions of the software and firmware. Customers who already own a Chat 50 and are adding a Chat 150 to their PC need to follow the software upgrade procedures later in this document so that they have the latest version, which will recognize both devices.

## Feature Enhancements

Chat Product feature enhancements in this release include:

- **USB Microphone Volume Control:** The Chat 50 and 150 microphone volume controls now synchronize with the microphone volume control in Windows XP. This allows users to adjust microphone volume from most VoIP softphones, Instant Messaging applications, and Internet Telephony applications. The Chat 50 and Chat 150 now appear as a Wave In or Capture device that can be accessed from the Windows volume control (shown below):



- **Video Mode:** The Video Mode in the Chat software allows the Chat 50 to interface with a Video Codec through the 3.5mm analog port, and properly routes audio through the Chat 150 when connected to a VC Breakout Box.



- **External Speaker Mode:** The External Speaker mode in the Chat software allows the Chat 50 and Chat 150 to play audio through external PC loudspeakers. The user can access this feature on the **Advanced Settings** tab of the Chat software. Refer to the User Manual for details on configuring External Speaker mode.
- **Expanded Device Interoperability:** ClearOne has tested the Chat product line with numerous communication devices to ensure interoperability and provide optimal audio quality. The Chat 50 now works with many software applications and enterprise telephones. The Chat software provides a database of pre-configured device settings that ensure optimal audio performance for each device. The user can modify these settings and create new devices, called **My Devices**, which are stored in the Chat database. Refer to the User Manual for details.
- **New Telephone Adapter Cables:** ClearOne has developed new telephone interface cables for connecting the Chat 50 to the headset port of enterprise telephones. Available adapter cables include:

Part Number	Interface Cable Description
830-159-007	Chat 50 Telephone Adapter Cable For Cisco 79XX Series Phones
830-159-008	Chat 50 Telephone Adapter Cable For Inter-Tel Phones
830-159-009	Chat 50 Telephone Adapter Cable For Avaya 46XX And 24XX Series Phones  <b>NOTE:</b> The Chat 50 is not compatible with Avaya 2420 telephones.

### Upgrade Procedures

Using the enhanced features described in this document requires an upgrade of both the Chat software and the Chat firmware. **Note: The following upgrade procedures will erase any custom devices created using previous version(s) of the Chat software.**

- **Chat Software Upgrade Procedure**
  1. From the Windows **Control Panel**, start **Add/Remove Programs**.
  2. In the **Add or Remove Programs** dialog, select **ClearOne Chat** and click the **Remove** button.
  3. Click **Yes** when asked "Are you sure you want to remove ClearOne Chat from your computer?"
  4. Click **Yes** when asked if you want to remove all ClearOne Chat device drivers.
  5. Using **Windows Explorer**, navigate to the Chat software folder on your computer (C:\Program Files\ClearOne\Chat). Delete the folder and any remaining contents.
  6. Using **Windows Explorer**, navigate to the Chat application data folder on your computer (C:\Documents and Settings\All Users\Application Data\ClearOne\Chat). Delete the folder and any remaining contents.
  7. Insert the ClearOne Chat Installation CD into your computer's CD/DVD-ROM drive, and select **Software** from the main menu. The Chat software is also available for download on ClearOne's website: [www.clearone.com/support/downloads.php?content=main#personal\\_conf](http://www.clearone.com/support/downloads.php?content=main#personal_conf).
  8. Follow the on-screen instructions to complete the Chat software installation.



- **Chat Firmware Upgrade Procedure**

1. Launch the Chat software from the **Start Menu** or from your desktop.
2. Click the **Help** button and select the **Update Firmware** topic to review the upgrade process (optional).
3. Click on **Update Firmware**.
4. In the **Update Firmware** screen, click the **Check for updates** button.
5. Click the **Update** button to upgrade your Chat hardware to the latest firmware revision level.

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