APPENDIX C: FIRMWARE LOADING PROCEDURE

The 3.X versions of Converge Console offer significant upgrades from previous versions. ClearOne strongly encourages users to upgrade all firmware to the latest release version.

Converge Console detects the version of the Site's current firmware and determines whether or not it requires a firmware upgrade. If the connected Site contains units that are Version 3.X, they must be remove from the expansion bus prior to performing the firmware upgrade. Please follow the steps below to upgrade your Firmware:

Step 1: Remove any 2.X and 3.X units from the stack by disconnecting the expansion bus link cable from the 1.X units.

Step 2: Re-connect to the 1.X stack with Console.

Step 3: Download the 2.X firmware file to the stack of units.

Step 4: The units will default and reboot after the download of 3.X firmware. The 1.X to 3.X upgrade requires the firmware to be loaded twice to complete the version upgrade.

Step 5: Reconnect to the stack with Console. Download 3.X a second time to the units. The units will reboot.

Step 6: Units are fully upgraded

Step 7: Verify units have been upgraded by check firmware version on the front panel.

Step 8: Remove any 3.X units from the stack by disconnecting the expansion bus link cable from the 2.X units.

Step 9: Re-connect to the 2.X stack with Console

Step 10: Download the 3.X firmware file to the stack of units

Step 11: Units are fully upgraded

Step 12: Verify units have been upgraded by check firmware version on the front panel