# ClearOne®

**Touch Panel Controller for CONVERGE® Pro 2**

Quick-Start Guide

## INTRODUCTION

Congratulations on your purchase of a ClearOne Touch Panel Controlerr for the CONVERGE® Pro 2.

The Touch Panel Controller is a highly intuitive 10-inch, touch-screen device that allows users to control their audio conference, including managing contacts and placing and controlling calls. Flexible connectivity options and a choice of tabletop, wall, or VESA mounting options offer an integrator-friendly solution that fits perfectly in any space.

Features include:

- Support for VoIP, Telco, and Skype for Business

- 10.1" capacitive touch screen, 1280 x 800 resolution

- On-screen dialpad

- Make & receive calls

- Multi-party conference calls

- Ability to put calls on hold and transfer and forward calls

- Call history

- Phone book

- Favorites

- Microphone and speaker mute and volume controls

- Flexible mounting options

## COMPONENTS INCLUDED

| | |
|---|---|
| | Touch Panel Controller |
| | Wi-Fi antenna and Dust Cap (for use when the antenna is not attached) |
| | AC Power Adapter |

## PROVIDING POWER

There are three ways to provide power to the Touch Panel Controller:

- AC Power Adapter attached to the power connector at the bottom of the device.

- Ethernet connected to an PoE injector or PoE-capable switch via the RJ45 connector at the bottom of the device.

- Ethernet connected to a P-link-capable ClearOne device via the RJ45 connector at the bottom of the device.
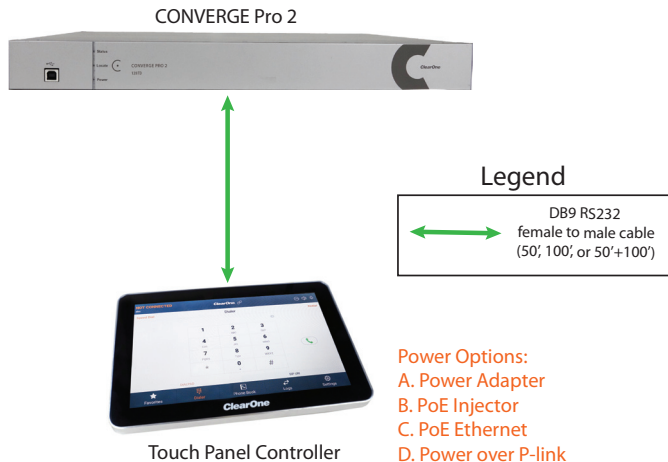
## PROVIDING COMMUNICATIONS

In order for a Touch Panel Controller to work, it must be connected to a CONVERGE Pro 2 (CP2) device. In order for the telephony-specific Dialer functions to work, the Touch Panel Controller must be connected to a CONVERGE Pro 2 device that is either VoIP or Telco capable.

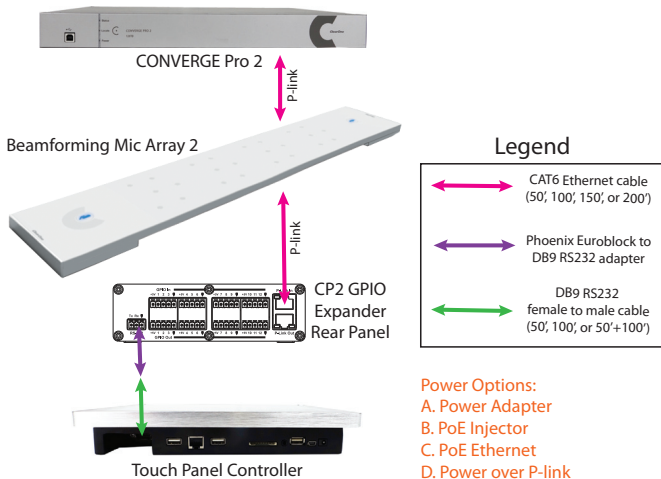There are four ways to provide communications between the Touch Panel Controller and a CP2:

## TOUCH PANEL CONTROLLER

By serial connection, using the DB9 RS232 port to connect the Touch Panel Controller directly to a CP2:

CONVERGE Pro 2



## Legend

DB9 RS232 female to male cable (50', 100', or 50'+100')

Touch Panel Controller

Power Options:
A. Power Adapter
B. PoE Injector
C. PoE Ethernet
D. Power over P-link

By serial connection via a CP2 GPIO or USB Expander, using a serial cable attached to the Phoenix Euroblock Adapter accessory:

CONVERGE Pro 2

P-link

Beamforming Mic Array 2

P-link

CP2 GPIO Expander Rear Panel

Touch Panel Controller

## Legend

| | |
|---|---|
| ←→ | CAT6 Ethernet cable (50', 100', 150', or 200') |
| ←→ | Phoenix Euroblock to DB9 RS232 adapter |
| ←→ | DB9 RS232 female to male cable (50', 100', or 50'+100') |

**Power Options:**
A. Power Adapter
B. PoE Injector
C. PoE Ethernet
D. Power over P-link

# TOUCH PANEL CONTROLLER

By Wi-Fi connection:

CONVERGE Pro 2



Network Switch

## Legend

| | CAT6 Ethernet cable (50', 100', 150', or 200') |
|---|---|

Wi-Fi Router

Touch Panel Controller

Power Options:
A. Power Adapter
B. PoE Injector
C. PoE Ethernet
D. Power over P-link
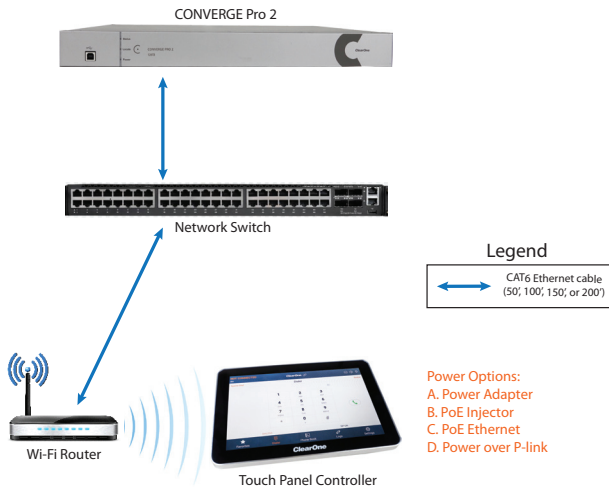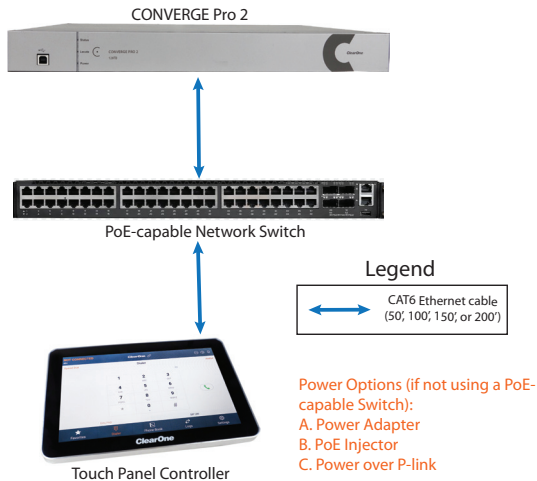
**NOTE: If you connect the device by both Ethernet and Wi-Fi, the Ethernet connection takes precedence over the Wi-Fi connection.**

By Ethernet connection, by attaching a CAT5e or CAT6 cable to the RJ45 port at the bottom of the device:

CONVERGE Pro 2



PoE-capable Network Switch

Legend



CAT6 Ethernet cable
(50', 100', 150', or 200')

Touch Panel Controller

Power Options (if not using a PoE-capable Switch):
A. Power Adapter
B. PoE Injector
C. Power over P-link

## TOUCH PANEL CONTROLLER
## POWER AND COMMUNICATION ACCESSORIES

Following is a list of ClearOne power/communications accessories:

| Accessory | Part No. | Description |
|---|---|---|
| Serial Cable, 50 ft. (15.2m) | 910-3200-504-50 | DB9 RS232 serial cable with male connector on one end and female connector on the other end. |
| Serial Cable, 100 ft. (30.5m) | 910-3200-504-100 | DB9 RS232 serial cable with male connector on one end and female connector on the other end. |
| Serial to Phoenix Euroblock Adapter, 1 ft. (30.5cm) | 910-3200-505 | Cable with DB9 RS232 serial female connector on one end and Phoenix Euroblock connector on the other end. |
| PoE Power Supply kit for 3 devices | 910-3200-202 | PoE injector power supply kit for powering up to three devices attached via P-link cables. |
| PoE Power Supply kit for 1 device | 910-001-004 | PoE injector power supply kit for powering one device attached via P-link cable. |
| CAT6 Ethernet Cable, 50 ft. (15.2m) | 910-3200-204-50 | CAT6 Ethernet cable. |
| CAT6 Ethernet Cable, 100 ft. (30.5m) | 910-3200-204-100 | CAT6 Ethernet cable. |
| CAT6 Ethernet Cable, 150 ft. (45.7m) | 910-3200-204-150 | CAT6 Ethernet cable. |
| CAT6 Ethernet Cable, 200 ft. (61m) | 910-3200-204-200 | CAT6 Ethernet cable. |

NOTE: For detailed examples of combining power and communications, see the *Touch Panel Controller for CONVERGE Pro 2 User Manual*.

## UPGRADE FIRMWARE

Depending on when it was purchased, you may need to upgrade the firmware on the Touch Panel Controller to get the latest features, including the Launcher, which lets you choose between the VoIP/SIP Dialer and the Skype for Business Dialer, and the Skype for Business Dialer itself. To upgrade the device firmware, you must use the CONVERGE Pro CONSOLE:

1.  Using a USB cable with a Mini USB connector on one end (to connect to the TPC) and a Type A USB connector on the other end (to connect to a PC), connect the Touch Panel Controller to a PC that has CP2 CONSOLE installed.

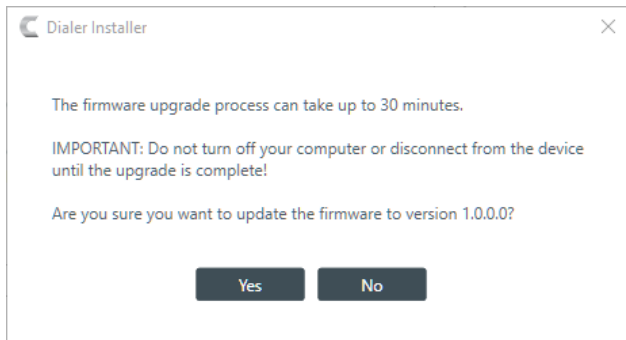    Connect the TPC using the Mini USB port shown below:



2.  Open the CONVERGE Pro 2 CONSOLE.

3.  From the **File** menu, choose **CP2 Touch Panel Controller Updater**.

    The Touch Panel Controller Firmware Update Utility appears.

4.  If any firmware update files are available from ClearOne, they appear under **Available From Web**. Select the check box next to a file you want to download and click **Download Files**.

5.  Click **Send** next to a firmware file under My Computer to send it to

the attached Touch Panel Controller.

A dialog box appears to let you confirm whether you want to complete the firmware upgrade:

Dialer Installer ✕

The firmware upgrade process can take up to 30 minutes.

IMPORTANT: Do not turn off your computer or disconnect from the device until the upgrade is complete!

Are you sure you want to update the firmware to version 1.0.0.0?

Yes    No

6. Click **Yes**.

The selected firmware file is sent to the Touch Panel Controller, and upgrade details appear in the Messages section.

If the firware upgrade is successful, an Installation Successful message box appears.

7. Click **OK**.

The Touch Panel Controller restarts using the upgraded firmware.

# CHOOSE DIALER TYPE

The CONVERGE Pro 2 Touch Panel Controller can be used with VoIP/ Telco services or with Skype for Business servers. Depending on which of these services you want to use, there is a different Dialer available. The first time you start a Touch Panel Controller, you use the Launcher to select which Dialer app to use: VoIP/Telco or Skype for Business. The VoIP/Telco Dialer is used to control a CP2 connected to a SIP server or a Telco service. The Skype for Business Dialer is used to control a CP2 connected to a Skype for Business server.

This is the Launcher screen that appears the first time you run the Touch Panel Controller:

## CONFIGURE DEVICE SETTINGS

Depending on how you're connecting to a CONVERGE Pro 2, there are some device settings you need to configure. If you're connecting via Wi-Fi or Ethernet using a static IP address, you must configure the relevant network settings. Additionally, in order to get the correct time on call logs, you need to configure some date and time settings. The list below shows which steps to follow.

- If you plan to use Ethernet with DHCP, no configuration is necessary. If you're using Ethernet to connect and you need to set a static IP address, follow the steps for Configure Ethernet Static IP.

- If you're using Wi-Fi to connect, follow the steps for Configure Wi-Fi Settings.

- Follow the steps for Set Date and Time.

### Configure Ethernet using DHCP

If you're planning to connect the Touch Panel Controller to a CONVERGE Pro 2 via Ethernet using DHCP, no further configuration is required. You simply need to attach the Touch Panel Controller to a network using an ethernet cable. Ethernet connections take precedence over WiFi connections.

### Configure Ethernet using a Static IP

To use Ethernet using a static IP address, follow these steps:

1. Tap .

2.   Tap **Network**.

The Network screen appears.

3.   If it's not already selected, tap **Ethernet**.

4.   If it's not already selected, tap **Static IP Address**.

5.   Type values for the **IP address**, **Subnet Mask**, **Gateway Address**, **DNS 1**, and **DNS 2** fields.

6.   Tap **Apply**.

**Configure Wi-Fi Settings**

If you're planning to connect the Touch Panel Controller to a CONVERGE Pro 2 via Wi-Fi, you must configure the Touch Panel Controller's Wi-Fi settings.

1.   Tap .

2.   Tap **Network**.

3.   If it's not already selected, tap **Wifi** and make sure the **Wifi On** switch is turned on.

4.   Tap the name of the network you want to connect to.

The Password dialog box appears:

## TOUCH PANEL CONTROLLER

**C1Boardroom**

Password

_____

☐ Show Password
☐ Advanced Options

**CANCEL**  CONNECT

5. Type the password for the selected network in the **Password** field.

6. If you need to configure a proxy or set a static IP address, check the **Advanced options** check box.

7. Configure advanced options as needed.

8. Tap **Connect**.

### Set Date and Time

You can set the date and time on a Touch Panel Controller in the following ways:

- You can have the Touch Panel Controller get the date and time from a connected CONVERGE Pro 2 device

- If you are connected to a network via Wi-Fi or Ethernet, you can have the Touch Panel Controller get the date and time and time zone automatically via the network connection

- If the Touch Panel Controller is not connected to a network or if the automatic date and time configuration isn't working correctly, you can manually set the date and time or time zone on the Touch Panel

Controller

To set the date and time using any of the above methods, follow these steps:
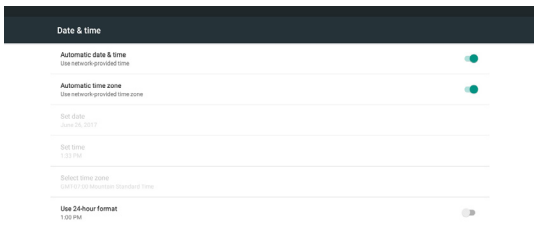
1.  Tap .

2.  Tap **Date and Time**.

3.  If you want the Touch Panel Controller to get the date and time from a CONVERGE Pro 2 to which it connects, select **Synchronize Date/Time with CONVERGE Pro 2**.

    NOTE: In order for the correct time to be retrieved from the CONVERGE Pro 2, you must have configured the date and time correctly on the CP2 device. On a CP2 you can either set the date and time manually or have the device get the date and time using the Network Time Protocol. See the *CONVERGE Pro 2 CONSOLE User Manual* for more information.

4.  If you want to set the time on the Touch Panel Controller, select **Use Device Date/Time** and then tap **Config System Date/Time**.

    The Date & time screen appears:

5. To set the time zone manually, turn off the **Automatic time zone** switch.

   The Select time zone option becomes available.

6. Tap **Select time zone**.

   The Select time zone screen appears.

7. Select a time zone from the list.

8. To set the date and time manually, turn off the Automatic date & time switch.

9. Tap **Set date**.

   The Set date dialog box appears:

**18**
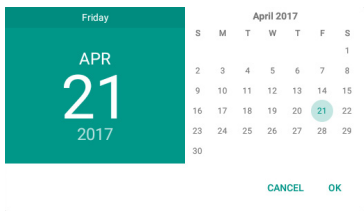
10. Choose the correct date, then tap **OK**.

11. Tap **Set Time**.

    The Set time dialog box appears:
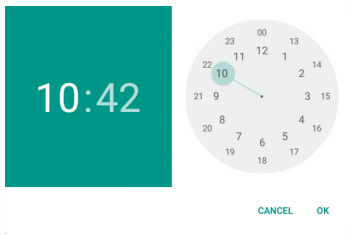


12. Choose the correct time, then tap **OK**.

13. Tap the Back button at the bottom of the screen to return to the Settings screen.

## TOUCH PANEL CONTROLLER
## CONNECT TO A CONVERGE PRO 2

Before you can use the Touch Panel Controller to control a CONVERGE Pro 2, you must make a connection to the CP2:

1. From within the Touch Panel Controller Dialer, tap **Settings**.

2. Tap **Connection**.

The Connection screen appears.

3. Tap **Add**/**Edit**.

4. Tap **New Connection**.

The Add Connection screen appears.

5. Tap **Connection Info**.

The Connection Info screen appears.

6. Type a name for the connection in the **Connection Name** field.

7. If you are using Wi-Fi or Ethernet for communications, tap **Telnet** next to Connection Type. If you're using a serial cable to connect, tap **Serial**, then skip to step 10.

8. Type the IP address or domain name of the CP2 device in the **Telnet IP Address or FQDN** field.

9. Enter the Telnet username and password for the CP2 device in the **Telnet Username** and **Telnet Password** fields.

The default username for a CP2 is "clearone" and the default password is "converge".

10. Choose a phone type (VoIP or Telco) from the **Phone Type** switch.

11. Select either **Telco/VoIP EPN** (to specify an end point number) or **Label** (to specify a channel label) and then type the appropriate end point number of label in the relevant field.

12. To automatically connect to a CP2 using these settings each time the Dialer starts, turn on the **Auto Connect on Startup** switch.

13. Tap the left arrow icon to return to the Add Connection screen.

14. Tap **Volume Up/Down**.

The Volume Slider screen appears.

15. To set the volume slider settings automatically, type a channel or group label in the **Use Speaker Group** field.

16. Tap the left arrow icon to return to the Add Connection screen.

17. Tap **Mute**.

The Mute Button screen appears.

18. To set the mute button settings automatically, type a channel or group label in the **Use Microphone Group** field.

19. Tap the left arrow icon to return to the Add Connection screen.

20. Tap **Save**.

21. Tap the link icon next to the connection you just created to connect to the CP2 device.

NOTE: For more detailed instructions on creating a link to a CP2, see the *Touch Panel Controller for CONVERGE Pro 2 User Manual*.

## TOUCH PANEL CONTROLLER
## MOUNTING OPTIONS

There are three mounting options for the Touch Panel Controller:

- ClearOne Tabletop Mount
- ClearOne Wall Mount
- Third-party VESA Mount

### ClearOne Tabletop Mount Kit
ClearOne offers a tabletop mount kit (Part No. 910-3200-502):



NOTE: For detailed installation instructions, see the *Touch Panel Controller Tabletop Mount Kit Installation Guide*.

**ClearOne Wall Mount Kit**

ClearOne offers a wall mount kit (Part No. 910-3200-503):



**NOTE: For detailed installation instructions, see the *Touch Panel Controller Wall Mount Kit Installation Guide*.**

**Third-Party VESA Mount**

Any VESA standard 75mm x 75mm mount can be used with the Touch Panel Controller.

**Mounting Holes**

The Touch Panel Controller has two sets of 75mm x 75mm mounting holes, as shown below:
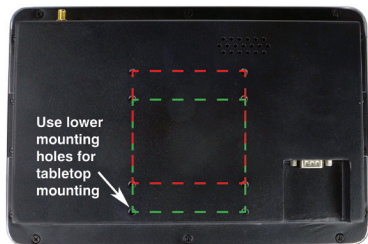


**NOTE: ClearOne recommends using the upper mounting holes for wall mounts. Use the lower mounting holes for tabletop mounts.**

# TOUCH PANEL CONTROLLER
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